

ईस्टर्न कोलफील्ड्स लिमिटेड  
(कोल इंडिया का एक अभिन्न अंग)  
अध्यक्ष-सह-प्रबंध निदेशक का कार्यालय  
सांकेतोडिया, पत्रालय -डिसेरगढ़,  
जिला पश्चिम बर्धमान, पश्चिम बंगाल 713333  
पणाली विभाग  
सी.आइ.एन.-U10101WB1975GOI030295  
वेबसाइट -www.easterncoal.nic.in



EASTERN COALFIELDS LIMITED  
(A subsidiary of Coal India Limited)  
Office of the Chairman-cum-Managing Director  
Sanctoria, P.O.: Dishergarh,  
Dist.-Paschim Bardhman, West Bengal-713333  
Systems Department  
CIN-U10101WB1975GOI030295  
Website- www.easterncoal.nic.in

4880  
27/12

G.W. ECL  
SRIPUR  
22 DEC 2017  
No. 2929

Ref: 0920 / 2 / 17

Date: 19-12-2017

To  
The General Manager  
Jhanjra / Bankola / Kenda / Kajora / Pandaveswar /  
Kunustoria / Sonapur Bazar / Satgram / Sripur /  
Salanpur / Sodepur / Mugma / Rajmahal / S P Mines,  
ECL.

**Sub: Standard Operating Procedure (SOP) of VTS**

Dear Sir,

Attached herewith please find the SOP in respect of Vehicle Tracking System as approved by Functional Directors as per letter No. ECL/CS/27(Z-4)/11<sup>th</sup> of 2017/7 dated 16-12-2017 of General Manager (Finance) / Company Secretary. This is for information and necessary compliance please.

Yours faithfully,

Enclosure : As above

19-12-17  
General Manager (System)

Copy to :

1. TS to CMD / TS to D(T) OP / TS to D(T) P&P / TS to D(F)
2. GM (Vigilance)
3. Chief of Security

MT (E & T)  
ASO (Security)  
  
23/12/17

Sub:- Guide lines for proper and effective monitoring of GPS/GPRS based Vehicle Tracking System

(1) All VTS Control Room shall be kept operational round the clock (24X7) under a Security In-charge of the Area including HQ VTS Control Room. Control Rooms should monitor the real time deviations and report to HQ control room immediately with actions initiated. Name and designation of the persons deployed shall be displayed prominently in the Control Room Notice Board. The contact names and mobile numbers of the Security In Charges manning the control rooms should be provided to the Central Control Room of the HQ. Manning may be preferably done by security personnel.

(2) (a) All coal transport vehicles/tippers operating in the areas to transport coal for dispatch to the sidings shall be fitted with GPS devices. It should be ensured at the area that no such vehicle shall be allowed to run without GPS device.

(b) No GPS devices shall be fitted/dismantled or otherwise interfered with, by any unauthorized persons. Fitting/dismantling of such devices shall be done with the knowledge of the Control Room and only by the service provider.

(c) Coal transport vehicles/tippers operating in the areas shall not be allowed to run in another area. If there is at all to be changed and operated from one area to another then methodology has been stated in the subsequent points.

(3) Transporter Vendor has to get any vehicle allowed for transporting of Coal in an area for the first time, the process will start with making an application to the office of the concerned General Manager/Agent. In case, the vehicle was running in some other Mine/Area, then the Transport Vendor shall submit NOC from the previous Mine/Area to the General Manager/Agent enclosing therein the vehicle allow letter issued by Area along with all relevant documents. The same shall be vetted by Project Engineer(E&M)/Area Safety Manager/Nodal Officer VTS & Security In Charge after verification of the document. Nodal Officer VTS & Security In Charge will make requisition in a proper format (GPS installation/reinstallation request) to the Service Provider (Presently M/s Orange Business Services Pvt. Ltd.) for installing/reinstalling the GPS Unit or incorporating the requisite parameters of the vehicle as the case may be. Any change in list of vehicles running in projects is to be intimated by Agent to Nodal Officer VTS & Security In Charge of Control Room who will in turn inform the ECL HQ VTS under Dy Chief of Security/Nodal Officer VTS HQ Control room .

(4) It should be ensured by the Nodal Officer (VTS) and Security In Charge of the area that the entire system for the area is running smoothly. Periodic Reports shall be generated every 15 days for analysis and the analyzed report shall be sent to the General Manager by the Nodal Officer VTS and Security In Charge and a copy of such report shall also be sent to ECL HQ Control Room. The documents shall be kept for inspection and surprise checks.

(5) No Coal carrying vehicles shall violate the authorized Geo-fence boundary of the area and authorized route during routine operation of transportation of Coal to the dispatch site.

(6) In case a vehicle has to go out of the authorized Geo-fence boundary of the mines for reasons like maintenance, repair or any valid reason whatsoever, the concerned vendor/contractual agency



shall take prior permission from the Agent of the concerned Unit/Colliery for the special purpose and period and shall be kept recorded as well as it shall be intimated to the Nodal Officer VTS / and Security In-Charge, Area Control Room for information and keeping record and further the same information will be forwarded in real time to the Central HQ control Room by FAX or Email.

One stand-by Departmental/Private/CISF QRT (Quick Reaction Team), vehicle based, shall be kept exclusively for the purpose of VTS control room in all three shifts. This QRT will do continuous patrolling on the transportation routes. The Area Security Officer/Area Security In-Charge as well as the Control Room In Charges shall be in direct contact with the mobile QRT either through Radio Set or through mobile or both as per availability.

(7) Security In-charge of the Area shall be working as a Nodal Officer (VTS) of the concerned Area. Every case of Geo-fence violation or any other such violation shall be reported by VTS Control room to Security In-charge and or Nodal Officer(VTS). Security In-charge will verify the whereabouts of the coal transporting tipper by phone call to the respective contractor, and shall take prompt action as deemed fit. Geo-fence violation of vehicle with load shall be immediately intimated to the concerned GM. VTS control room shall also record it in a bound paged book and communicate the same to the concerned Agent and the Area Sales Manager.

(8) If any vehicle violates the specified Geo-fence boundary or any other violation like undue stoppage over speeding etc., action shall be initiated for disallowing the vehicle after verifying the same through the VTS system in writing from the Security In-charge/Nodal Officer(VTS) of the control room. The action shall be initiated by AGM/SO(Mining) in writing. In case, the vehicle is disallowed after verification, the Transporter Vendor/Agency shall submit an explanation addressed to General Manager of the concerned Area stating therein the reasons for such violation. The same will be sent to Security In Charges of the units for making an enquiry in writing and putting up report to the Nodal Officer/Area Security Officer. If the General Manager/Additional General Manager/Agent finds that the reasons for geo-fence violation are acceptable and satisfactory, he may re-allow the vehicle and intimate to the control room. In case of Geo-fence violation, action shall be initiated for debarring the vehicle from plying for 10 days at the first instance, and on recurrence of geo-fence violation, the vehicle shall be blacklisted. Details of such blacklisted vehicle shall be send to Nodal Officer/Area In-charges or Security In-charge of the control room, who in-turn will send it to the service provider and also HQ Control Room by email for recording in database and shall not be allowed elsewhere in ECL.

(9) The Control room shift In-charge shall verify the cases of geo-fence violations and any other violations on the basis of SMS Alerts generated and the various MIS reports available in the VTS Portal along with the CCTV footage etc., if available, and apprise the same to Nodal Officer(VTS)/Area Security Incharge of the concerned area, General Manager/SO(Mining)/AGM of the Area.

(10) For additional requirement of GPS devices for the area beyond targeted number of devices of ECL as a whole i.e. 1479 it requires approval of competent authority and ordering for additional devices to the service provider. At the time of the process it shall be judiciously analyzed by the area authority considering the inactive devices of the area and the action taken. For inactive devices the devices to be recovered and in case the contractor fails to give back the devices a penalty shall be

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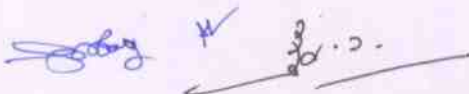
imposed and recovered including the amount equivalent to the price of the device and installation charges. The no of inactive devices on daily basis will be monitored by the area control room. The centralized control room at the ECL HQ will ask for ATR report via email every seventh day for inactive devices. The contractors should not keep the vehicles idle which are fitted with GPS devices. It should be given cognizance to the observation of the team of vigilance functionaries of CIL who visited ECL from 20.07.2016 to 22.07.2016, that the number of vehicles fitted with GPS devices is far more than the actual no of vehicle actually plying in that area, and shall be looked into, while fresh requisition is made from areas. So the number of vehicle under contract should be restricted to logical number i.e. near to actual requirement. In this case the number of vehicles plying in the area to be mentioned in the tender document and it should also be mentioned that contractor must produce the list of vehicles registration number along with necessary documents to the General Manager/AGM/So(Mining) of the Area.

(11) In case of breakdown of the VTS system including GPS devices, it shall be followed proper procedure for booking the complaint to the service provider and to Nodal Ofiicer(VTS),HQ with a copy to GM(Sys) and GM(Security). Such booking of complaint shall bear the relevant information on area, nature of breakdown, truck no. and GPS no. if applicable, from which time breakdown started, any other information which may be needed to redress the defects/breakdown. All such communication shall be made through e-Mail, at present, to [abdulla.alfaruk@orange.com](mailto:abdulla.alfaruk@orange.com)/[jagannath.b@orange.com](mailto:jagannath.b@orange.com)/[priyansu.sengupta@orange.com](mailto:priyansu.sengupta@orange.com) . When service provider attends the breakdown, system/GPS device with the truck/tipper, as the case may be, shall be made available at site for the service provider so that they can do their job. A customer report/call attendance report in duplicate shall be duly signed by area nodal officer or his representative and service provider and shall be kept for record by both.

(12) In case the coal carrying vehicles, fitted with GPS device is no longer in use at that area without surrendering the GPS device to the area authority, the Transport vendor shall be imposed penalty including the cost of the device. The information of the same would also be given to the Centralized Control room. If the same coal transporting tipper is plying in any other area then it shall be stopped immediately from plying in the areas. If the vehicle has gone off elsewhere without surrendering the GPS device an FIR of Theft will be lodged by the area and the same will be circulated to all areas and HQ VTS Control room.

(13) (a) If the Transport Vendor intends to get any vehicle disallowed for any reason whatsoever, it shall make an application to the Agent of the mine which will be marked to Nodal Officer/Area In-charges or Security In-charge of the control room who will make requisition in a proper format (GPS removal request) to the Service provider (Presently M/s Orange Business Services Pvt. Ltd.) for removing the GPS unit. After the GPS has been removed the same will be passed to the Centralized Control room for updatation immediately. The Centralized Control room will, in-turn, give confirmation of updatation. But as far as practicable, disallowing shall not be permitted for given work except if it has been disallowed on administrative ground relating to pilferage of coal etc..

(b) GPS units, after removal from coal carrying trucks/tippers shall be checked against tampering/damage/ by the Service Provider and will be handed over to the Area Control room who will account for the same and keep record and send report to the centralized control room regarding

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the number of GPS devices fitted and the no of GPS devices recovered and the no of GPS devices off-road/to be repaired of the concerned project. If the device is found damaged or tampered or interfered, Transporter shall be imposed penalty, including the cost of repair/replacement as the estimates provided by the service provider.

(14) (a) Area/HQ Control Room (VTS) shall ensure proper functioning/maintenance of GPS devices installed for the above system. Agent of the concerned unit will ensure availability of vehicle with inactive device for maintenance. In case any issue remains unresolved, the same should be brought to the notice of HQ VTS Control room In-charge/GM Security for further action at his end to resolve the issues.

(b) In case, the issue remains unresolved on the part of service provider, penalty shall be imposed on the Service provider on a written complaint by the Nodal Office VTS/Area In charge VTS endorsed by the respective Area GM.

© Contractor shall be apprised about impact of violation of geo-fencing and punitive action to be taken against the defaulter. Also safety and sabotage of GPS device is to be taken care by the contractor failing which penalty will be imposed on the contractor. In this regard, a suitable clause shall be included in this regard in the new tenders/contracts/SOR. Meeting shall be convened regularly at Area level with the transportation contractors so that different violations are restricted. The minutes of the meeting shall be kept recorded. Such meetings should be chaired by the Area GM/AGM or senior executive authorized for the purpose.

(15) The Control Room will generate shift-wise report as per the format as circulates/circulated by Vigilance Department time to time. A compiled report as per the format shall be sent to the Area/HQ Control Room on regular basis. The HQ Control Room In-charge will monitor violations and send a compiled report to CIL as per Vigilance format.

(16) Notwithstanding anything contained in above points, for effective functioning of VTS competent authority may add/modify/delete any point as may be necessary.

Penalties imposed on the contractors/punitive action taken to stop coal theft and coal pilferage should be sent in a monthly report to the CVO, GM Systems/ GM security/GM E&M for record updation and quantifying the effectiveness of the system.

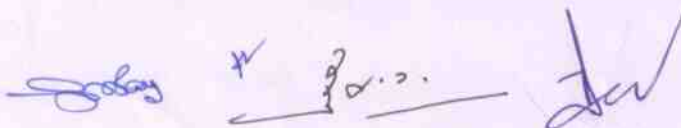
The punitive action to be taken is as under:-

For alert on undue stoppage – with coal theft – FIR to be lodged and the Vehicle shall be blacklisted.

Over speeding –shall be warned in first instance; in second instance to be barred for three days; third instance it shall be blacklisted.

Geo-fencing violation- in case of coal theft - shall be barred and blacklisted with FIR.

Geo-fencing Violation- running in other Area- to be barred and the cost of device to be recovered. Such vehicle can be allowed after 10 days on discretion of the Management of the Area.




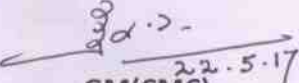
Route Deviation – with Coal theft - The vehicle shall be immediately barred with lodging an FIR.


Damage/Tampering of device- vehicle shall be barred for three days- the driver to be blacklisted and amount of repair to be recovered from the contractor.

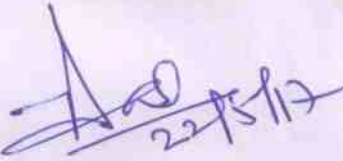
  
TS to CMD

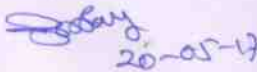
  
TS to DT(P&P)

  
TS to DT(OP)

  
GM(CMC)

  
GM(IED)

  
GM(Security)

  
GM(Systems)