

ORDER u/s 144 CrPC

Whereas it has been made to appear to me that sometime managements of Gold Loan companies and other financial institutions dealing in Gold loans falling within the jurisdiction of Police Commissionerate Ludhiana are not following adequate security precautions in their branches. They are operating without basic preventive and precautionary security measures to prevent untoward incidents which fall under various offences of IPC and others Local & Special Acts.

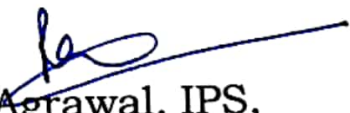
Public deposit their gold items with these institutions as a guarantee to secure loan. Apart from financial value the public has high emotional value attached with their gold items. In order to prevent any untoward incident/ mishappening in form of a theft, robbery, dacoity, snatching and in order to check illegal activities of anti-social elements and further keeping in view the public safety, I, Rakesh Agrawal, IPS, Commissioner Police, Ludhiana while exercising the powers of Executive Magistrate under section 144 of Cr.PC conferred vide notification dated 05/03/2010 issued under the Punjab Police Act, 2007 by the Govt. of Punjab hereby direct that all Gold Loan companies, Banks and other financial institutions involved in Gold Loan business falling within the Jurisdiction of Police Commissionerate Ludhiana shall abide by the following directions to avoid any untoward incident :-

1. All owners/management of Gold Loan companies and other financial institutions shall put good quality Day & Night CCTV cameras to cover the road in front of the branch, all entry and exit points, reception desk and all other vital points inside the branch with DVR/NVR storage of upto 30 days with UPS/Power backup.
2. Management shall be responsible to install the DVR/NVR and its UPS, in a in conspicuous place not easily identifiable by visitors (preferable in strong room), to prevent any damage to the same by miscreants. There must be a provision of remote recording and storage of footage, maybe at a regional office or headquarter of company, for any eventuality.
3. Management shall be responsible to install and ensure smooth functioning of burglary alarms in the branches. The burglary alarm should be separately operate-able by branch manager, cashier and any other official of the branch from their seats. The alarm must be:-

- a) Linked to their respective head offices. Head offices must in turn have an effective and prompt communication system where in call message can be immediately dispatched to Ludhiana Police Commissionerate Control Room (Phone No. 78370-18500, 0161-2414932, 0161-2414933) and text messages can be automatically and immediately dispatched to concerned SHO, ACP, ADCP, Jt. CP and CP in case of any emergency for immediate necessary counter action.
- b) Connected to a BSNL landline phone with an auto dialer in the branch. As soon as the alarm goes off, a teleprompter should automatically inform Police Control Room (Phone No. 78370-18500, 0161-2414932, 0161-2414933) regarding the suspicious activity in branch in a pre-recorded message.
- c) Able to give out loud sound alarm/hooter which should be audible to neighbouring area upto 100 mts. so that any police patrol in the vicinity can immediately respond and the civilians in the neighbourhood can be cautioned.
- d) Also be able to operate automatically in case of forceful opening or any damage to vault / strong room / currency chest.
4. The vulnerable valuables like gold and huge amount of cash must be placed in a separate vault/locked room/strong room. There must be a system of Delayed locker that opens after a delay of 20-25 minutes post OTP based authentication. The Locking system must be linked to a power backup system so that the security can be ascertained 24x7 and power failure doesn't lead to any laxity in security. Strong Room should necessarily have OTP based authentication before opening. Strong Room should not be opened when the visitors are inside the hall.
5. Management shall be responsible for deploying 24x7 armed guard at the entrance of all branches. Currency Chest branches and Gold loan companies must have atleast two armed guards during working hours and atleast one armed guard should be provided round the clock. All Armed Guards should be provided with lanyard with whistles. Gun licenses must be kept up to-date.
6. Security staff must be deployed after proper antecedents check through Police verification. Security must not be utilized for any other duty except security. Mobile phones may be provided to security staff for seeking timely help in case of need.
7. Management must ensure that the main entrance is provided with shutter gates/collapsible gate/steel barricades with chain and locking arrangements permitting only small opening for visitors at the branch entrance.
8. Name & Phone Numbers of all visitors must be entered in a register before entering them.


Management shall be responsible for displaying important phone numbers of Police Control Room, Central Police Control Room No. 112, Local SHO, ACP, ADCP at all vantage points in the branch.

10. The management shall provide separate undertakings regarding compliance in this regard to the office of DCP / JCP and concerned Police Station within *one month*.
11. This order shall come into operation w.e.f 23/10/2020 and will remain in operation for two months.
12. This order of mine should be brought to the notice of the general public by beating of the drums, by pasting its copies on the notice boards of all the Police Stations, Municipal Corporation office, S.D.M. office, Tehsildar office and Sadar Kanungo office.
13. This order should also be relayed on Doordarshan and Akashvani through public relation office and its copies should also be pasted on the conspicuous places in the city.


Rakesh Agrawal, IPS,
Commissioner of Police,
Ludhiana. 23/10/20

No. 112002-52 /AC-3, dated: 23/10/2020

- Copies to: -1. The Deputy Commissioner Ludhiana
2. All G.Os, SHOs, Incharge Police Posts and to the offices of S.D.M., Tehsildars, Sadar Kanungo and DPRO Ludhiana for necessary action.


Rakesh Agrawal, IPS,
Commissioner of Police,
Ludhiana.