



Panvel Municipal Corporation

STANDARD OPERATING PROCEDURES FOR POLICE-LED EMERGENCY RESPONSE

1. Purpose

To establish a definitive protocol for the Maharashtra Police, Panvel Division, when acting as the Primary Responding Agency (PRA) within the jurisdiction of the Panvel Municipal Corporation (PMC). This SOP ensures effective law enforcement response, scene security, and investigation while coordinating seamlessly with PMC departments and emergency services.

2. Scope

This SOP applies to all police personnel of the Panvel Division, the PMC Emergency Control Room (ECR), and all PMC departments that provide support during police-led incidents. It governs incidents where police authority is paramount for public safety and order.

3. Objectives

- Ensure swift police mobilization to establish law, order, and public safety.
- Define clear police command and control of the incident scene.
- Facilitate structured coordination with Fire, Medical, and PMC support services.
- Preserve life, secure evidence, and protect the integrity of the scene.
- Ensure legal and procedural compliance in all police-led operations.

4. Definitions

- **Primary Responding Agency (PRA):** Maharashtra Police, Panvel Division.
- **Officer-in-Charge (OIC):** The senior-most police officer on scene, acting as the **Incident Commander (IC)**.
- **Scene of Crime Officer (SOCO):** Designated officer responsible for evidence preservation and collection.
- **Inner Cordon:** The immediate, secured area around the core incident (e.g., crime scene, bomb location).
- **Outer Cordon:** The larger controlled perimeter for operational and public safety.
- **PMC ECR:** Panvel Municipal Corporation Emergency Control Room.

5. Activation and mobilization

5.1. Call Reception & Threat Assessment:

1. Emergency calls indicating a police-primary incident (crime, violence, bomb threat, major accident) are received by **PMC ECR** or directly by **Police Control Room (100)**.
2. Information is instantly shared between ECR and Police Control via dedicated hotline.

3. Police Control Room conducts initial threat assessment and categorizes the incident (e.g., Code Red: Armed/Active Threat, Code Yellow: Public Disorder, Code Blue: Major Crime Scene).

5.2. Dispatch and Simultaneous Alert:

1. **Primary Dispatch:** Police Control Room dispatches the nearest patrol vehicle, PCR van, and requisite force (including armed support if needed). The **Station House Officer (SHO)** or Duty Officer is alerted.
2. **PMC ECR Simultaneously Alerts Supporting Agencies:**
 - **Ambulance Services (108/102):** For medical response. Ambulances are instructed to stage at a **Safe Holding Point** until the scene is declared safe by Police IC.
 - **Fire & Rescue Services:** Put on standby for potential rescue, fire hazard, or technical support (lighting, cutting).
 - **PMC Departments:**
 - **Traffic Wardens:** For immediate traffic diversion support.
 - **Water/Electricity Dept:** On standby for utility control.
 - **Health Department:** For mass casualty or bio-hazard support.

6. Response and scene command

6.1. First Officer On Scene (FOOS):

- The FOOS transmits a **SITREP (Situation Report)**:
 - Confirms arrival, establishes "**Police Command.**"
 - Reports visible conditions: threat status, casualties, scope of scene.
 - Initiates immediate life-saving actions if safe to do so.
 - Begins establishing initial **Inner Cordon**.

6.2. Establishment of Police Incident Command:

- The arriving **Officer-in-Charge (OIC)** assumes full command.
- The **Police Incident Command Post (ICP)** is established in a secure, tactically sound location with clear communication lines.
- The OIC's authority overrides all non-police operational decisions within the cordon.

7. Incident command system – police as PRA

7.1. Command Structure:

- **Incident Commander (IC):** Police OIC.
- **Operations Section:** Manages tactical teams (Armed Response, Crowd Control, Traffic, Negotiations).

- **Planning/Investigation Section:** Led by the **SOCO** and investigating officer. Manages intelligence, evidence log, and investigation.
- **Logistics Section:** Coordinates with PMC for resources (barricades, lighting, food/water).
- **Liaison Officer:** The single point of contact for all non-police agencies (Fire, Ambulance, PMC).

7.2. Strategic Priorities:

1. **Threat Neutralization & Officer Safety**
2. **Public Safety & Evacuation**
3. **Scene Security & Evidence Preservation**
4. **Investigation Initiation**

8. Scene Management Protocol

8.1. Cordon Establishment:

- **Inner Cordon (Red Zone):** Restricted to essential police and forensic personnel only. Absolute access control. **Fire/Ambulance entry only after explicit clearance from Police IC.**
- **Outer Cordon (Yellow Zone):** Area for operational support—Staging for Fire/Ambulance, Media Point, Family Waiting Area. Managed by police with PMC support.

8.2. Access Control & Log:

- The **Liaison Officer** or designee maintains a **Scene Access Log**.
- All non-police personnel (Firefighters, Paramedics, PMC Engineers) must report to the Liaison Officer, state their purpose, and be escorted if entering the Inner Cordon.

9. Coordination With Supporting Agencies

9.1. With Ambulance/Medical Services:

- Police IC designates a **Casualty Collection Point (CCP)** and **Ambulance Staging Area** in the Cold Zone.
- **"Sit-Rep" to Ambulance Command:** Police Liaison provides details on number and type of casualties, and when the scene/route will be safe for medical entry.
- Paramedics may be escorted to casualties in the Inner Cordon only after a threat clearance sweep.

9.2. With Fire & Rescue Services:

- Fire services are held on standby at a **Safe Staging Area**.
- Police IC will request specific Fire Dept. assistance (e.g., "Need forcible entry on marked door," "Need lighting at the north perimeter," "Standby for possible fire").
- Firefighters entering a hazardous Inner Cordon may be provided police armed escort.

9.3. With Panvel Municipal Corporation Departments:

- **PMC Traffic Wardens:** Work under the direction of the Police Traffic In-charge for diversion and periphery management.
- **PMC Electricity/Water:** Isolate utilities to a specific building/block as directed by Police IC for safety or tactical reasons.
- **PMC Health Department:** Assist in mass casualty management, deceased person management, and public health advisories if needed.
- **PMC Public Relations Officer:** Coordinates with Police PRO for unified, accurate public messaging.

10. Specific Incident Procedures

10.1. Major Crime Scene (Homicide, Terror):

- SOCO takes immediate charge of the inner cordon.
- A common approach path is established to preserve evidence.
- All non-essential movement is frozen until forensic processing is complete.

10.2. Major Traffic Accident (with Fatalities/Serious Injuries):

- Police secure the scene, manage traffic, and investigate cause.
- Fire Department is activated for extrication **under police direction**.
- Ambulance services are given controlled, phased access to treat casualties.

10.3. Public Order Situation (Riot, Violent Protest):

- Police establish crowd control formations.
- PMC is requested to provide barricades, lighting, and water cannons if available.
- Fire services are placed on standby for incidental fires. Ambulances are pre-positioned at a safe field hospital location.

11. De-Escalation And Handover

11.1. Scene Stand-Down:

- Police IC declares the scene **safe** and **forensically released** (if applicable).
- Demobilization of police resources is phased.
- A formal **handover** of the scene (e.g., to building owner, PMC) is documented.

11.2. Post-Incident Activities:

- **Police Debriefing:** Operational and tactical debrief conducted by the OIC.
- **Inter-Agency Debrief:** Coordinated by PMC Disaster Management Cell within 72 hours to review coordination effectiveness.
- **FIR & Investigation:** Pursued by the investigating officer as per criminal procedure.

12. Training And Interoperability

- Joint training exercises between Police, PMC Wardens, and Fire/Ambulance on access control, liaison roles, and combined operations.
- Familiarization tours of PMC resources for Police officers.
- Annual review of communication interoperability between Police wireless and PMC ECR systems