

No. 4571-PS-Secy (C)/06
Government of Pakistan
Ministry of Communications

Islamabad, the June 24, 2013

The Chairman

National Highway Authority,
Islamabad

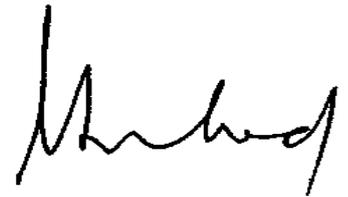
Subject: **STANDARD OPERATING PROCEDURE (SOP) FOR SECURITY IN SERVICE AREAS ON MOTORWAY**

Please refer to the letter No. NH&MP-3(11)/DIG(M)13-208 dated 14-06-2013 from DIG, NH&MP, a copy of which has already been endorsed to your office. However, a copy is enclosed for ready reference.

2. A journey on the Motorway is always considered to be safe and secure but commitment of a dacoity as mentioned in the letter, needs to be noticed with great concern by all the stakeholders. The DSML on one hand is dragging us in the Courts while they are not fulfilling the requirements given therein in the agreement. Lack of security measures has resulted in the incident of dacoity occurred on 06-06-2013 in the North Bound of Bhera Service Area.

3. In view of the above situation, it is desired that the officers of NHA, while visiting the service areas must point out all the deficiencies from security point of view and other allied issues. It is very astonishing to note that occurrence report has not been sent by any NHA officer so far.

4. Above all, I still find sheer lack of coordination among NHA, NH&MP and FWO. There is earnest need to strengthen the coordination for which Chairman, NHA should make certain recommendations for strict compliance.



Muhammad Arshad Bhatt
Secretary

CC to 1. JS(1).

2. GM(Inspection) for information and necessary action.

Government of Pakistan
Ministry of Communications
National Highways & Motorway Police
Motorway zone Headquarters
House No. 37, Street No. 8, Sector F-11/1

No. NH&MP-3(11)/DIG(M)/13-208

Islamabad the 14th June, 2013

The Chief Executive,
Daewoo Pakistan Motorway Services Ltd,
Lahore

Subject: **STANDARD OPERATING PROCEDURE (SOP) FOR SECURITY IN SERVICE AREAS ON MOTORWAY**

Please refer to the letter No. SSP/M-2(N)/17(10)/13-1634 dated 08-06-2013 forwarded by SSP M-2 (North), regarding the incident of dacoity occurred on 06-06-2013 in the North Bound Bhera Service Area of M-2 North.

2. Motorway is considered a fast moving track, safe and secured carriageway and motorists prefer to travel on motorway. The said incident took place due to poor security arrangements of C-mart shop and DPMSL management as it was the prime responsibility of DPMSL to ensure security of road users inside the service area.

3. However, in view of the said incident, following security measures/SOP may immediately be adopted in its true spirit to avoid untoward incidents in future:-

- a. Number of security guards may be increased from 02 to 04/ shift and they should be armed with SMGs.
- b. Security guards should be well trained, equipped and motivated to challenge any criminal act in service area.
- c. For effective performance, duty hours of these guards should not be exceeded beyond eight hours.
- d. Security guards should be deployed in such a manner that they should be visible to each other.
- e. The wireless sets should be provided to ensure better communication.
- f. At least one suitable located observation post either on top of C-Mart or filling station should be manned with a SMG armed security guard from 2000 hrs to 0800 hrs on all service areas. The observation post guard should be properly briefed to act boldly and wisely during the course of any criminal attempt in the service areas.
- g. It was also observed that the fence of Bhera Service area was broken at many locations providing free access to criminals. Immediate repair of such gaps are required to be carried out in all service areas.

- h. The security guards should be deputed on the rear entry gates of service areas and not entry should be allowed from the rear gate. The security guard deputed on rear gate should regularly check the fence.
 - i. The coverage of CCTV cameras with high resolution should be ensured with additional cameras to cover the entire service area.
 - j. Adequate security alarms be installed at various known locations to alert all staff/security guard in case of any emergency.
 - k. No surplus cash be kept at any shop/restaurant/filling station.
 - l. The DPMSL staff must have all contact numbers of concerned DSP/CPO and NH&MP beat office to share rapid information.
 - m. All service areas be well illuminated during night for extending better, view/vigil to security guards.
 - n. The verification of the staff deputed in service areas should be carried out and the status of the same may also be intimated to NH&MP.
4. It is requested that above mentioned security measures/SOP may be implemented to ensure the safety of road users in service areas (list of service areas attached). In this regard, NH&MP will continue to extend all possible assistance/cooperation with the staff of DPMSL at all times.
5. Immediate action shall highly be appreciated.

Encl: a.a.



(Muhammad Wisal Fakhar Sultan) PSP
Dy. Inspector General of Police
Motorway

Copy to:-

1. The Secretary, Ministry of Communications, Islamabad
2. The IG., NH&MP, Islamabad
3. The Chairman, NHA, Islamabad.