

and the surveillance system helped assure that all were safe.”

Delhi Govt. to provide training to private security guards



Senior Delhi government officials said they will soon start training private security guards in the theoretical and practical aspects of their job. The training module will include not just physical training, knowledge of elementary English and legal provisions like Indian Penal Code and Criminal Procedure, but also include identification of improvised explosive devices, handling and operation of non prohibited weapons, fire arms, security equipment and crisis and disaster management.

According to a home department official, the government has decided to allow private training institutes to set up and provide training to guards and supervisors.

“The Delhi Private Security Agencies Act has made it mandatory for guards and supervisors of all security agencies to undergo this training. The guidelines and syllabus for training have been framed. We have also asked security agencies to send us a list of guards and supervisors they wish to get trained,” a senior official said.

Officials said they have made it mandatory for all security agencies to register with the government. While 500-odd security agencies have applied for registration, the government has so far given licence to 188 of them. Each agency that gets the licence will have to send their guards for this training. “This training will be at par with the

training provided to Delhi home guards personnel,” an official said.

“We have observed that a majority of security guards, especially in residential areas and in markets, at ATM booths and schools and other such institutions, are ill-quipped and ill-trained. We have decided to give them the basic training,” a senior home department official said.

IG seeks report from SPs on candidates' private guards



The Punjab Police, taking cognizance of a report published in The Indian Express, marked a probe into the use of private security cover by the politicians while campaigning in Punjab during the elections. The Inspector General of Police, Arpit Shukla, who is looking after the security issues during the Punjab polls, had asked the Superintendents of Police in all the districts to inquire into the matter and submit a report.

The SPs had been asked to submit details on the candidates who have hired or are being protected by private security guards and whether any of the security guards are carrying arms and if they had sought or have been granted permissions to carry weapons. Queried, the Returning Officer, Ferozepur constituency, Subhash Chander, said, “We are not providing government security to any of the candidates, except for those permitted. There is no bar on hiring private security men, but in case the security men are carrying weapons, a permission from the District Magistrate is mandatory.”

“As such, during elections, all the

weapons, except those for which the special permission is granted by the District Magistrate, are required to be deposited in the police stations. If anybody has not done that and has not taken permission from the District Magistrate, action can be taken against such persons.” As per the rules, each candidate of a recognised political party has been provided with three gunmen by the Punjab police, while for other candidates and Independents, two gunmen have been sanctioned. However, the candidates, mainly from the Congress, feel that the security cover provided to them and their kin is not adequate due to which they have to rely on private security guards.

Matrix Comsec gearing up to explore Call Center Industry with Solutions from Teckinfo, India



Matrix Comsec to further strengthen the position in the call center industry, Matrix Comsec has tested and integrated the range of IP-PBX and VoIP gateways with the contact center solutions from Teckinfo, India. “Matrix has developed a fine range of IP-PBX and VoIP Gateways to suit the requirements of all types of inbound, outbound and blended call centers. To increase the customer value, we have identified the need to offer more opportunities to call centers to increase their efficiency and productivity through better call center solutions.” said Sanjeev Nair, Manager-Product Management for Matrix Comsec. “After evaluating various call center solutions available in the domestic market, we have selected Teckinfo, for its range of contact center software suite, to integrate with our range of IP-PBX