

PRESS NOTE

Advanced City Surveillance Grid Management Protocol & EYES team of
Hyderabad City Police

Advanced City Surveillance Grid Management Protocol, a comprehensive framework to modernise and strengthen the city's CCTV surveillance ecosystem. **EYES (Empowering Your Everyday Safety)**, a newly constituted multidisciplinary team equipped with the latest tools and technologies to maintain city's vast CCTV ecosystem and associated surveillance infrastructure. They will carry out field visits and undertake repairs across the city's network of CCTV and other surveillance assets. EYES aims to reduce downtime and ensure that critical surveillance systems remain continuously operational.

The launch comes at a time when the city's surveillance ecosystem has expanded to unprecedented scale, with more than 16,000 police-owned street CCTV cameras and over 50,000 community and privately contributed CCTV feeds. This is in addition to a range of other policing technologies, including body-worn cameras, and the planned induction of police-operated drones. It was also informed that there are **over one lakh (100,000) 'Nenu Saitam' cameras** in the city.

Advanced City Surveillance Grid Management Protocol the end-to-end broader strategy to install, maintain CCTVs. Central to this framework is a

1. **Technology Due Diligence Team**, which will define minimum standards for equipment, work closely with innovation hubs, and major technology firms to continuously explore new solutions.

2. **Camera Support Call Centre**: Supporting the field operations is a Camera Support Call Centre, envisioned as the nerve centre for fault reporting, damage escalation, service ticket creation, and closure. It also serves as the first point of contact for queries raised by the los related to footage availability.

3. **EYES team – Each Zone 2 teams.**

Once a fault is identified, the case moves swiftly to the **EYES** teams(field teams), who are trained to respond to urgent breakdowns, restore disrupted CCTV infrastructure, and coordinate with civil and structural contractors as required.

Each zone will have two dedicated teams of CCTV technicians to upkeep the CCTVs in their jurisdiction.

4. STORES

With RFID-based asset tagging, systematic inventory planning, and maintenance of high-value spare components, the **Stores** team provides the logistical backbone that keeps field operations efficient and uninterrupted.

5. Repair Centre

Complementing this is a **Repair Centre**, which conducts technical diagnostics, performs in-house repairs of major components, and facilitates warranty-related replacements in coordination with original equipment manufacturers.

6. CSR Desk

A dedicated **CSR Desk** has been created for fund mobilization. The desk, linked to the HCSC(Hyderabad City Security Council), will spearhead campaigns such as “**Donate a camera – build a safer street**” encouraging institutions, neighbourhoods and businesses to contribute directly to the city's surveillance infrastructure to make Hyderabad a safer city.

7. Data Analytics Team

The **Data Analytics Team**, will transform the city's surveillance operations from reactive to insight-driven by generating real-time dashboards, enabling data-led decisions, and managing the telephony and workflow systems of the call centre.

The **benefits** of this new protocol include a higher assurance that surveillance assets remain functional, a significant reduction in downtime, better incident management through data-driven planning, over all cost reduction, community and corporate participation in public safety.

The launch of new protocol marks an important milestone for the safety of the city. By combining technology due diligence, rapid field response, robust logistics, analytical intelligence and a collaborative funding model. The new integrated approach redefines the way CCTV infrastructure is maintained and leveraged for the benefit of public safety.

A fleet of ten two-wheelers, four four-wheelers, and a mechanised aerial ladder unit (crane), exclusively to attend CCTV related issues.

Hyderabad CP Shri V. C. Sajjanar, IPS, said that the introduction of EYES (Empowering Your Everyday Safety) would be a milestone in city safety. He stated that technology due diligence, rapid field response, robust logistics, analytical intelligence, and a collaborative funding model would collectively take the CCTV maintenance policy in the city into a completely new direction.

He explained that two EYES teams are being established in every zone, and these teams will resolve every CCTV related issue. He appealed to all citizens to voluntarily come forward and donate CCTV cameras.

As part of CSR, a cheque of ₹4 lakhs from the Christian Leaders Forum was handed over to CP Shri V. C. Sajjanar by Central Zone DCP Smt. Shilpavalli, IPS.

The event was attended by Additional CP Crime, Shri M. Srinivasulu, IPS; DCP S.B., Smt. K. Apoorva Rao, IPS; DCP CCS, Smt. Swetha, IPS; DCP Headquarters, Smt. Rakshitha Krishnamurthy, IPS; DCP North Zone, Smt. S. Rashmi Perumal, IPS; DCP Central Zone, Smt. K. Shilpavalli, IPS; DCP IT Cell, C. Rupesh, IPS; DCP South Zone, Shri K. Kiran Prabhakar, IPS; DCP East Zone, Shri B. Balaswamy, IPS; DCP South West Zone, Shri G. Chandramohan; DCP West Zone, CH. Srinivas; DCP Cyber Crime, Shri V. Aravind Babu; and DCP Women Safety, Smt. P. Lavanya Naik Jadhav.

Additionally, Inspectors, Division ACPs, and Additional DCPs from all police stations in Hyderabad City also participated.
