

INTRODUCTION

Voluntary Certification and Rating Scheme for Private Security Agencies “Security sTar Agencies Rating Scheme”

Private Security Industry (PSI) of India is comprised of **over 22,000 Private Security Agencies** regulated through **Private Security Agencies Regulation Act-2005** and the Rules as applicable in the jurisdiction.

Quality Council of India (QCI), India’s apex quality facilitation and national accreditation body, and the **Central Association of Private Security Industry (CAPSI)**, the preeminent organization for security professionals, have signed an MoU to operate a voluntary certification and rating programme for Private Security Agencies. This process of standardization will help the Agencies enhance their **credibility** and consequently their **business**.

While **QCI and CAPSI shall be the joint Scheme Owners**, the governing structure of the scheme shall be under a **multi stakeholder Steering Committee** and the scheme will be operated on a **non profit but self sustaining basis**. The MSC will be supported by a **Technical Committee** and a **Certification Committee** constituted by QCI and CAPSI. It would have a defined **consensus based technical criteria** laid down for the Private Security Agencies who would be evaluated by competent third party certification bodies, who in turn would be accredited by the **National Accreditation Board for Certification Bodies (NABCB)**, which is part of the international system of equivalence of accreditations and certifications, as per appropriate international standards.

The Scheme is based on a **criteria for certification**. The developed **Technical Criteria** specifies the requirements for a **quality management system** for the management, staffing and operation of a Private Security Agency providing **uniformed security guarding services** on a static site and/or mobile and patrol basis, at different **certification levels**.

Certification Levels under the Security sTar Agencies Rating (STAR) Scheme

Level 1 – One Star –	Meeting Compliance Requirements
Level 2 – Two Star –	Established Compliance Management
Level 3 – Three Star –	Consistent Operations
Level 4 – Four Star –	Sustained Performance
Level 5 – Five Star –	Assured Quality
Level 6 – Six Star –	Trusted Excellence
Level 7 – Seven Star –	Professionally Managed Security Operations

The requirements applicable for a particular level are the requirements defined for that particular level and of all lower levels.

These capability levels can be used for **rating and a basis of voluntary certification** and **demonstrating the ability** of the Private Security Agency to consistently provide security services that **meet customer and applicable statutory and regulatory requirements**. The ratings and certification would enable a Private Security Agency to provide **assurance to the stakeholders** of capability at subscribed level and also provide a **stepped approach to improvements**.

The following **documents** and **associated forms/formats** have been defined for the Scheme:

- I Governing Structure
- II Certification/ Technical Criteria for each Level
- III Certification Process
- IV Requirements for Certification Bodies
- V Guidance on Obtaining and Maintaining Certification
- VI Guidelines for use of Logo / Certification Mark
- VII Provisional Approval System for Certification Bodies
- VIII BCB 120 – Accreditation Procedure