

Voluntary Certification and Rating Scheme for Private Security Agencies
“Security 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 **capability levels**.

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| 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** will be 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

Views and comments are invited from all stakeholders on the Technical Criteria. Comments can be given on any aspect – structure of the criteria, clauses, content, with suggestions for deletion / additions. All comments will be collated and reviewed by the Technical Committee.

Last date for sending comments ; 08 Jan 2019

Email for sending comments : anupam.nabcb@qcin.org or ceo@capsl.in

Address for sending the Comments:

Anupam Gupta अनुपम गुप्ता
Advisor
Quality Council of India
भारतीय गुणवत्ता परिषद्
2nd Floor, Institution of Engineers Building,
2, Bahadur Shah Zafar Marg,
New Delhi – 110002
India

Tel - +91-11-23378056/57 Ext. 34
Mobile - +918368141533, +919868942275
Fax - +91-11-23378678