



UNDERSTANDING STAR SCHEME

Scheme Ownership

The ownership of the Scheme rests jointly with CAPSI as well as QCI. Both the organisations have nominated individuals who will overlook the execution of the Scheme as well as provide guidance as & when required. They are:-

- (a) CAPSI
 - (i) Maj Gen K Majumdar (Retd)
 - (ii) Ms Rinku Lamba
 - (iii) Mr Vikram Vig
- (b) QCI
 - (i) Dr Manish Pande
 - (ii) Mr CS Sharma
 - (iii) Mr Om Tripathi

Scheme Document

This is the mother document which explains in details the nitty-gritties of the Scheme. This document can be downloaded from either CAPSI or QCI website. The Scheme perse is a voluntary scheme which the PSAs may adopt. All desirous PSAs must read and thoroughly understand the contents of the Scheme, in particular the Technical Criteria, Certification Process and Obtaining and Maintaining Certification.

Technical Criteria

The entire Scheme is based on the technical parameters evolved for the rating of the PSA. As is known that there at present are three levels of certification available to the PSA (Levels 1,3 & 5). The intermediate even numbers of levels are automatically granted to the PSA if the agency is able to maintain the attained proficiency level for a consecutive period of three years. Of course, in the interim period, the agencies will be subjected to audits to ascertain their operational prowess at that level. Each criterion enumerated therein spells out what is expected of the PSA at the three levels, eg, in the technical head of Leadership (Section 5), the expected requirements of the PSA leadership at levels 1, 3, & 5 have been given. The detailed study and understanding of these technical parameters will help the PSA to determine the STAR Rating that they are eligible.

Certification Process

This chapter elucidates the entire process that the PSA has to undergo in order to achieve the certification of the relevant STAR rating. It also gives out the method in which the audit of the PSA will take place and the man-days that will be required for the conduct of audit at the Central (Corporate) Office, Permanent (Regional) Offices and Temporary Sites (Deployment of Guards). The man-days of audit at each place have also been enumerated which will determine the cost factor. The layout of the certificate and its applicability has been enumerated in detail (Para 6).

1. Obtaining & Maintaining Certification. This chapter summarises the activities a PSA should carry out in the quest to get the requisite certificate.

2. Shaping the Environment. Both QCI & CAPSI have put in a lot of effort in identifying and creating the basic tools that would be essential to drive the Scheme.
- (a) Certification Bodies. QCI has provisionally granted accreditation to two Certification Bodies (CB), viz, TQ & QACA, both organisations of international repute. Their presentation including the costing for conducting audit has been shared with all the PSAs and is also available at QCI & CAPSI websites. CAPSI has taken pains to ensure that the costing of both the CBs are kept to the bare minimum so as to ensure that all types of PSAs can afford the certification cost. The PSA is free to opt for any of the CB based on what they perceive as most cost effective.
- (b) Consultants. Realising that at the initial stage it may not be possible for a PSA to fully comprehend the Scheme in its totality, CAPSI has created a pool of consultants. These Consultants who are from the Private Security domain have undergone a Lead Auditors certification course and are qualified auditors in terms of ISO 9001:2015. Their bio-data have been hosted on CAPSI website and the PSA can interact with any of them. These consultants being from the industry can assist the PSA in the process of documentation and further interactions with the CB. During the audit, the consultants will be available to render advise and help to the PSA. The consultancy charges have also been fixed by CAPSI so that there is level playing ground. The rates are:-
- (i) Level 1. INR 10000/-
 - (ii) Level 3. INR 20000/-
 - (iii) Level 5. INR 30000/-

Note: 50% of the above rate will be paid upfront and balance on completion of audit.

Process

It is recommended that the PSA follow the process as explained below:

- (a) On having understood the Scheme, the PSA may either hire a consultant to assist them prepare for the impending audit or carry out the exercise on their own.
- (b) Once the PSA has determined the Level of certification that is required, it may contact the CB that is most suited to the PSA. The CB in turn will send them the application form which the PSA will fill and return to the CB along with the registration fees.
- (c) On receipt of the application, the CB will carry out an internal assessment and may render advise if all the documents are not in order.
- (d) Once the documents are in order, the CB will determine the number of sites that will be visited during the course of audit. This in turn will determine the overall cost of the entire certification process.
- (e) The CB will conduct the audit after obtaining convenient dates from the PSA.
- (f) During the course of audit, in any anomalies are found, CB will guide the PSA for rectification of these.
- (g) On completion of the entire process, the PSA will be awarded the requisite certificate from the CB. The logo design has been enumerated in the Scheme document. The validity of the certificate has also been given in the Scheme document.

The Scheme has been aimed to enhance the credibility of the PSA. The fact that this certificate is recognised in the international market gives tremendous opportunities to the PSA to open up new vistas of business across the globe. Hence CAPSI strongly recommends PSAs to avail this opportunity and get themselves STAR RATED.