



## QCI – CAPSI Voluntary Initiative

# Security sTar Agencies Rating Scheme

## Governing Structure

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# GOVERNING STRUCTURE

## 1. SCOPE OF THIS DOCUMENT

This document explains the governing structure of the Security Agencies sTar Rating Scheme for Private Security Agencies (also referred to as 'the Scheme') and the roles and responsibilities of various organizations and committees involved in operating the Scheme.

## 2. OBJECTIVE

The objective of this document is to clearly define the roles of various organizations/committees involved in the operation of the Scheme.

## 3. GOVERNING STRUCTURE

**3.1** The governing structure of Scheme shall have a Multi-stakeholder Steering Committee (MSC) at the apex level with the secretariat being held by the QCI

**3.2** The Steering Committee shall be supported by a Technical Committee and a Certification Committee and any other Committee that the MSC may wish to appoint

**3.3** The Technical and the Certification Committee shall be represented by a variety of stakeholders and experts in the related technical areas and having knowledge of conformity assessment.

## 4. APPOINTMENT OF COMMITTEES – GENERAL RULES

In the appointment of various committees, the following general principles shall be kept in mind:

- a) Representation of a balance of interests such that no single interest predominates.
- b) Key interests should include representatives of regulatory/standards bodies or government agencies (central as well as some state govts), representative of user associations, industry associations like FICCI, PHD Chambers, ASSOCHAM and CII, Accreditation body and Certification Bodies (subject to availability), Testing Laboratories, Academic/Research Bodies, voluntary consumer organizations and representatives of non-governmental organizations working in related areas.
- c) Offer of membership to individual experts shall be made exercising due care and only when a suitable person is not forthcoming as a representative of an organization
- d) Except when a member is appointed in his personal capacity, a person vacates his membership on leaving his organization and a fresh nomination is sought from the member organization.
- e) the member organizations shall nominate a principal and an alternate representative on the committee(s) in the interest of higher attendance and continuity.

- f) The technical committee may have additional representation from persons competent in security services sector.
- g) The certification committee may have additional representation from experts who have an understanding of conformity assessment.

## **5. STEERING COMMITTEE (SC)**

**5.1 Membership** - The Steering Committee shall comprise of the following;

- a) Eminent personality - Chairperson;
- b) Nominees from the concerned Ministries;
- c) Regulatory Bodies
- d) Industry Bodies – FICCI, CII, PHD Chambers & ASSOCHAM
- e) Industry Association – CAPSI and representatives from Private Security agencies
- f) State Governments – 4 (by rotation for 2 years) ;
- g) Consumer Organizations – GEM, Ministry of Tourism, Banking etc.
- h) Accreditation Bodies – One Representative from NABCB;
- i) Certification Bodies – 2 representatives from approved certification bodies (2 years by rotation)
- j) Academic/Research bodies – 2 (2 years by rotation)
- k) Secretary General, QCI or his nominee
- l) Any other Technical expert(s) as invitees for specific meetings, as identified by the Secretariat.
- m) Secretariat – Quality Council of India & CAPSI

**5.1.1** Steering Committee may coopt any other members.

**5.2 Terms of reference** - The Steering Committee is the highest decision making body within the Scheme and is responsible for ;

- a) Overall development, modification and supervision of the Scheme
- b) Receiving recommendations of the Technical/Certification Committees and deciding on them
- c) Constituting any other committees, as needed

d) Resolving any appeals/issues referred to it

**5.3 Meetings** - The Steering Committee shall meet at least once every year.

## **6 TECHNICAL COMMITTEE (TC)**

**6.1 Membership** – The Technical Committee shall comprise of the following;

- a) Chairperson
- b) Government Representations
- c) Regulators
- d) Academic/Research Organizations
- e) Certification Bodies
- f) Industry Bodies - FICCI / ASSOCHAM / CII /PHD Chambers
- g) User Association – CAPSI
- h) Representatives from Private Security agencies
- i) Consumer Organizations
- j) Accreditation Bodies – One Representative from NABCB
- k) Secretariat

**6.1.1** TC may coopt more members.

**6.2 Terms of reference** - The Technical Committee is responsible for

- a) Defining and maintaining the certification criteria
- b) Developing and maintaining any other technical documents in support of the Scheme
- c) Resolving any technical issues related to the certification criteria or related documents

**6.3 Meetings** - The TC shall meet at least once every year.

## **7 CERTIFICATION COMMITTEE (CC)**

**7.1 Membership** - The Certification Committee shall comprise of the following:

- a) Chairperson
- b) Industry Bodies – CII / ASSOCHAM / FICCI / PHDCCI
- c) User Association – CAPSI

- d) Representatives from Private Security agencies
- e) Certification Bodies – 2
- f) Accreditation Bodies – One Representative from NABCB
- g) Consumer Organizations
- h) Government Representatives
- i) Regulators
- j) Academic/Research bodies
- k) Secretariat

**7.1.1** CC may co-opt more members.

**7.2 Terms of reference** - The Certification Committee is responsible for

- a) Developing, maintaining and revising as appropriate the certification process
- b) Developing, maintaining and revising as appropriate the requirements for certification bodies for the operation of the Scheme.
- c) Designing the Certification Marks, if any
- d) Developing, maintaining and revising as appropriate the rules for use of Certification mark or logo.
- e) Developing a guidance document to assist PSA to apply for Certification
- f) Any other issue relating to certification

**7.3 Meetings** - The Certification Committee shall meet at least once every year.

## **8. ROLES OF ORGANIZATIONS**

**QCI and CAPSI** shall be the joint Scheme Owner and own the Certification Mark(s). It shall establish the SC and the other Committees as given above.

**National Accreditation Board for Certification Bodies (NABCB)** shall be responsible for accrediting certification bodies desirous of participating in the Scheme to appropriate international standards.

## **9. COMPLAINTS**

**9.1** The entire system has provisions for entertaining complaints from any stakeholder against any component of the Scheme – the agencies certified under the Scheme, the Certification Bodies approved under the Scheme, and the accreditation body NABCB,

are all required to have a complaints system in place as per standards applicable to them. Anyone having a complaint is encouraged to utilise the available mechanisms.

**9.2** Any complaint received directly by the Scheme Owner shall be referred to NABCB or the approved Certification Body as appropriate who in turn will make a reference to the appropriate agency against which the complaint is made and monitor it till it is decided upon.

**9.3** A statement on complaints as received above with their status shall be reported to the SC in each meeting.

## **10. APPEALS**

10.1. There are provisions for entertaining appeals from the agencies certified/desirous of certification under the Scheme, the Certification Bodies approved under the Scheme, and the laboratories utilized under the Scheme, which shall invariably be utilized.

10.2. In case any one aggrieved by the decision of the TC/CC appeals, it shall be handled by the SC.

10.3. In case any one aggrieved by the decision of SC appeals, the Chairperson, SC shall appoint an independent appeals panel to look into the appeal and recommend action to him/her

10.4. In handling appeals, the broad principle that the appeal is handled independently of the personnel involved in the decision appealed against shall be maintained.

10.5. A statement of appeals received by the Scheme Owner shall be placed before the SC in each meeting.

# Steering Committee for QCI-CAPSI Security sTar Agencies Rating Scheme

## COMPOSITION

### **Chairman**

Mr. Anami N Roy  
Former DGP, Maharashtra

### **Members**

Dr. Girdhar Gyani  
Mr Anil Jauhri  
Ms Sangeeta Saxena  
Lt Gen Rajender Singh  
Ms Alka Arora, IAS  
Mr. O P Mishra  
Mr. Asit Mohan Prasad  
Mr. Anand Kumar, IPS  
Shri Jitendra Kumar , IAS  
Shri Sanjay Srivastav, IPS  
Shri B.R. Rana, IPS  
Mr Anil Dhawan  
Mr. Rituraj Sinha  
Maj. Manjit Rajain  
Dr Mahesh Y Reddy  
Mr Ajay Sharma  
Mr Kunwar Vikram Singh  
Mr Mahesh Sharma  
Mr C Pal Singh  
Maj Gen K Majumdar  
Mr Vikram Mahurkar  
Lt Gen Mandata Singh  
Ms S Radha Chauhan  
Ms. Anam  
Mr. Anil Puri  
Ms. Neena Rabna  
Mr. Rajesh Ranjan  
Shri Satyajeet Rajan  
Mr. Rahul Nayak  
Mr. Prosenjit Mitra  
Mr. Sudhir Bhasin  
Comdt H S Chowdhary  
Maj. Gen. Umong Sethi

### **Representing**

Association of Healthcare Providers (India)  
National Accreditation Board for Certification Bodies  
Ministry of Commerce and Industry  
DLF Foundation  
Ministry of Micro, Small and Medium Enterprises  
Government of Delhi  
Controlling Authority Karnataka  
Controlling Authority UP  
Controlling Authority Bihar  
Controlling Authority Gujarat  
Controlling Authority Meghalaya  
ASSOCHAM  
Federation of Indian Chambers of Commerce and Industry  
Federation of Indian Chambers of Commerce and Industry  
PHD Chamber of Commerce and Industry  
PHD Chamber of Commerce and Industry  
Central Association of Private Security Industry (CAPSI)  
Central Association of Private Security Industry (CAPSI)  
Central Association of Private Security Industry (CAPSI)  
Central Association of Private Security Industry (CAPSI)  
Checkmate Group of Company  
Pratap Security  
Government e-Marketplace  
Services Export Promotion Council  
A P Securitas  
Meghalaya Police Dept  
Central Industrial Security Force  
Ministry of Tourism  
TUV India Pvt Ltd  
TUV Sud South Asia Pvt Ltd  
Elite Facilities & System Pvt Ltd  
Lineage Consultants India Pvt Ltd  
Ratterey Allied Security Services India Pvt Ltd

### **Member – Secretary**

Mr. Anupam Gupta  
Quality Council of India, New Delhi

# Technical Committee for QCI-CAPSI Security sTar Agencies Rating Scheme

## COMPOSITION

### Chairman

Mr C Pal Singh                      Ex IG Punjab Police

### Members

Capt SB Tyagi

Col Naresh Malhan

Mr Anil Puri

Mr Jasbir Wasu

Mr. Anupam Gupta

Director

Director

Mr Anil Dhawan

Representative

### Representing

ICSSM

A.P. Securitas Pvt. Ltd.

Central Association of Private Security Industry

Security Sector Skill Development Council

Quality Council of India

Ministry of Home Affairs

Ministry of Micro, Small & Medium Enterprises

ASSOCHAM

Services Export Council

### Member Secretary

Maj Gen K Majumdar

Ms Newmei Arnica

Central Association of Private Security Industry

Central Association of Private Security Industry