Security sTar Rating Scheme



A Comprehensive Handbook

www.sssdc.in

1. CERTIFICATION LEVELS UNDER THE SECURITY STAR AGENCIES RATING (STAR) SCHEME

a. Level 1 – One Star – Meeting Compliance Requirements
b. Level 2 – Two Star – Established Compliance Management
c. Level 3 – Three Star – Consistent Operations
d. Level 4 – Four Star – Sustained Performance
e. Level 5 – Five Star – Assured Quality
f. Level 6 – Six Star – Trusted Excellence
g. Level 7 – Seven Star – Professionally Managed Security Operations (Not operational).

2. SCOPE OF CERTIFICATION

This document specifies the requirements for a quality management system for the management staffing and operation of a Private Security Agency providing security guarding services on a static site and / or mobile and patrol basis, at different capability levels.

Please refer, Security sTar Agencies Rating Scheme Technical Criteria requirements for Private Security Agencies. https://sssdc.in/qci-star-scheme/

3. CERTIFICATION PROCESS

The details for this certification process as listed in the QCI-CAPSI initiated STAR Scheme shall be followed. Private Security Agency may submit the following:

a. Cover Letter as per Annexure A.

b. Application as per format at Annexure B.

c. Training Equipment for LAB/Display essentials for the owners of the Training Centre as per the format at Annexure C

After assessing the application Audit shall be conducted as per the Scheme requirement and a report shall be issued by SSSDC Auditor

4. AWARD OF CERTIFICATE:

VALIDITY: The Certificate will be valid for a period of three years and to be reapplied 3 months before expiry for renewal.

SURVEILLANCE: Once a year – Second surveillance audit shall be unannounced audit which shall be carried out within a period of 9-12 months from the previous surveillance audit.

PHYSICAL VERIFICATION: An authorized Auditor will be deputed for physical verification of the documents and temporary sites provided by the PSA as per the Application.

BOARDING & LODGING: The local transportation and boarding & lodging arrangement of the Auditor (where required), will be borne by the concerned PSA.

5. FEE STRUCTURE

Description	Annual Turnover of the PSA as an Entity in India							
	Less than 5 Crore				Above 5 Crore			
Certification Level 1-2 3-4 5-6, 7 Application Fee (Non-refundable)	1-2	3-4	5-6	7	1-2	3-4	5-6	7
	10,000 (Refer note 1)	15,000	20,000	TBA	15,000 (Refer note 1)	25,000	35,000	TBA
Man-day Rate (Desktop review, stage 1 and onsite audit, Unannounced audit, or complaint handling etc. & no. of sites under audit).	7,500	10,000	15,000	TBA	7,500	10,000	15,000	TBA
	Note 1: For Level 1 & 2 application fees includes DRR and stage 1 audit if required. **Note 2**: This man day rates includes Technical expert if used along with assessor. **Note 3**: Number of man days required will be calculated as per the Scheme Certification Process, **Note 4**: Any special visit or visit for revocation of suspension / complaint handling, fees will be charged extra as per Man-day rate.							
Fee for use of Mark to QCI	3,000	3,000	3,000	TBA	3,000	3,000	3,000	TBA
	Note 5: Fee for use of STAR Scheme Certification Mark							
Application Fee for Renewal of certification	10,000	15,000	20,000	TBA	15,000	25,000	35,000	TBA
	Note 6: This fee is applicable when PSA applies for renewal i.e. after 3-year certification cycle. **Note 7**: This fee is Non-refundable.							
Application fee for Change of location/Ownership/Name & Addition of New Sites	10,000	10,000	10,000	TBA	15,000	15,000	15,000	TBA
	Note 8: This fee is applicable when PSA applies for extension of scope during certification cycle. **Note 9**:This application fee is Non-refundable. **Note 10**: Number of man-days required will be calculated as per the Scheme Certification Process. **Note 11**: This fee structure shall be applicable only to PSA that are legal entities in India. **Note 12**: Please Note that GST at rate prescribed by the government would be applicable on all fees. **Note 13**: All figures mentioned above are in Indian Rupees. **Note 14**: This fee structure may be changed as per SSSDC decision anytime and same will be informed to PSA.							
Travel/ Incidental Expenses	Option 1: PSA can arrange travel and Stay. Option 2: Mutually agreed reimbursement of expenses.							

Note: *PSA's can apply for any Certification of levels 1, 3, 5 based on their organization & Management structure. The even nos. 2,4 &6 will be automatically awarded on successful completion of mandatory 3 years cycle of the initial awarded level.*

Note: *The PSA has the option to modify the level and opt for the higher level of certification while in the process of completing the awarded level. However, this will entail the submission of fresh application along with requisite fee and audit.*

Note: *Based on the completed Application Form, SSSDC will calculate other expenses (Man-days, Use of Certification) and forward a consolidated bill which must be paid within Seven days of initiation. Audit process will commence only on receipt of full payment*

ANNEXURE A

(To be provided on company letterhead)

To

The Executive Director
Security Sector Skill Development Council
H No 657 / Khasra No. 258, West End Marg,
Lane No.-4, Saidullajab,
New Delhi -110030

COVER LETTER FOR "STAR Scheme" CERTIFICATION

We …….. (Name of the PSA) want to apply for the award of the STAR Scheme certification.

Please find attached the Application Form, duly filled as per the Scheme requirements, which provide a comprehensive overview of our organization and its capabilities.

In line with the procedural requirements, we kindly request you to conduct the necessary physical verification for awarding the certification as per STAR Scheme. We are pleased to confirm that the requisite application fee of INR…… + GST has been paid via Cheque / DD No. …… dated……. In favour of **Security Sector Skill Development Council, HDFC bank account no. 50200032851071, IFSC code: hdfc0001719, Branch-Sikanderpur, Gurgaon.**

DECLARATION

I declare and confirm that all statements made in the Application form are true and correct. I agree to comply with STAR Scheme requirements. I understand that my agency may be subject to unannounced inspection at any time by SSSDC.

I agree to provide further information of _____ (Name of the PSA) operations as required by SSSDC.

Thanking you,

Authorized Signatory.....
Date.....
Place.....

Instruction to fill the application form

Before submitting the formal application for certification, applicant shall ensure that sTar Certification criteria, procedure and other conditions for certification are completely understood and shall ensure that their management system, procedures, facility, resources etc. are complied with requirements.

Although the instructions are self- explanatory to guide the applicant to fill this application form, applicant may contact SSSDC point of contact to seek any clarification on any of the information / document required to be provided along with the application

This application shall be submitted for initial certification/ renewal.

If you have any complaint or comments related to impartiality, integrity and independence, please contact your SPOC – Ms. Lydia Lepcha, Deputy Director, +91 7085989829, email: dydirector@sssdc.in

Application No: SSSDC-P-05-F01_____

Security Sector Skill Development Council

Security sTar Rating Scheme
Application Form

H No 657 / Khasra No. 258, West End Marg,
Lane No.-4, Saidullajab,
New Delhi -110030
Phone: +91 11 40820070/71
Email: dydirector@sssdc.in; Website: www.sssdc.in

ANNEXURE B

APPLICATION FORM FOR SECURITY sTAR AGENCIES RATING (STAR)

Private Security Agency certification scheme as per sTar Scheme certification

Please tick the appropriate box

Application for certification	☐ **Initial** ☐ **Re-Certification**
Type of Level	☐ **Level 1** ☐ **Level 3** ☐ **Level 5**
Company Turnover	☐ **Less than 5 Cr** ☐ **More than 5 Cr**

PART- A	**GENERAL INFORMATION**			
1.	**Name of Private Security Agency**			
2.	**Address of Central Function**			
		City		
		State		**PIN**
		Phone		
		E-mail		
		Website		
3.	**Details of the Owner (Attach Business Card)**	**Name**		
		Designation		
4.	**Primary Contact Person/ Single Point of contact (SPOC)**	**Name**		
		Designation		
		Phone		
		Mobile		
		E-mail		
5.	**Legal Registration Details**	**Status**	☐ **Private Limited** ☐ **Limited Company** ☐ **Reg. Society or Equivalent** ☐ **Government Entity**	☐ **Proprietorship** ☐ **Individuals** ☐ **Partnership** ☐ **LLP**
		Regn. No.		
		Date of Regn.		
		Regn. Authority		
6.	**Place of Registration** (Note: If registered outside the country where main office is located. Also, provide above the details of approval or to do business in India)			
		City		
		State		**PIN**

7.	**PSARA REGISTRATION (Check the boxes for State of operations)** **(Attach Copy of PSARA License for each State)**		
	☒Andhra Pradesh ☐Arunachal Pradesh ☐Assam ☐Andaman & Nicobar Island ☐Bihar ☐Chhattisgarh ☐Chandigarh ☐Delhi ☐Dadra & Nagar Haveli ☐Daman & Diu ☐Goa ☐Gujarat	☐Haryana ☐Himachal Pradesh ☐Karnataka ☐Kerala ☐Ladakh ☐Lakshadweep ☐Madhya Pradesh ☐Maharashtra ☐Manipur ☐Meghalaya ☐Mizoram ☐Nagaland ☐Odisha	☐Jharkhand ☐Jammu & Kashmir ☐Punjab ☐Puducherry ☐Rajasthan ☐Sikkim ☐Tamil Nadu ☐Telangana ☐Tripura ☐Uttrakhand ☐Uttar Pradesh ☐West Bengal

8. DETAILS OF OFFICES TO BE CERTIFIED UNDER THE SCHEME.

Note: It is Mandatory to provide deployment details as per given format in separate Annexures.

Note: Non-billable employees are manpower that manages the office, Supervisory staff and secretarial staff etc.

8A

Sl no.	Central Office / Corporate office to be covered under the Scheme	Local contact person with designation, phone, Mobile, E-mail	No. of Non-billable employees (Give definite nos.)

8B

Sl no.	List States to be covered under the scheme	List Regional Office / Branch Office under each state	Local contact person with designation, phone, Mobile, E-mail	No. of Non-billable employees (Give definite nos.)

8C

State	City / District	Local contact person with designation, phone, Mobile, E-mail	Details of Regional Office/Branch Office	Details of Temp Sites under each Location

PART- B	OTHER INFORMATION

9.	**Financial Performance** *(Note- pls. provide Audited Balance Sheet for last three consecutive years and Current Years Unaudited Balance Sheet duly attested by CA*

10. Other certification (s) / Mark(s)
(Note- pls. insert rows if required)

Sl.no.	Certificate / Name	Certification Body	Certificate / number	Valid From	Valid Till
1.					
2.					
3.					
4.					
5.					

PART- C	ANNEXED INFORMATION

Sl No.	Information	Annexure
1	Organization Registration Certificate	*Annexure -1*
2	Attached Copy of the EPF Challan & ECR & ESI Challan & ECR (All locations)	*Annexure -2*
3	Memorandum / Articles of Association *(copy only)*	*Annexure -3*
4	Attached Copy of CAPSI Membership Certificate	*Annexure -4*
5	Quality Manual – addressing all the requirements as per Technical Criteria document of sTar Scheme Certification *(Attach Forms & Formats, where required)*	*Annexure -5*
6	Procedures related to process and general area of operation	*Annexure -6*
7	Standard Operating Procedures / work instruction	*Annexure -7*
8	Business Liability Insurance	*Annexure -8*
9	Invoicing Details (Part E)	*Annexure -9*

PART-D	INVOICING DETAILS

Billing Company Name:	
GST NO.	
PAN CARD	
Billing Contact Person Name:	
Address:	
State/City:	
Country:	
Contact Tel/Mobile:	
E-mail:	

Annexure C
TRAINING EQUIPMENTS FOR LAB/DISPLAY

Sl.No	Equipment	Qty	Check the Box, where applicable
1	Computer	1	☐
2	Projector With Screen	1	☐
3	White Board/Black Board	1	☐
4	Lecture Stand With Laser/Wooden Pointer	1	☐
5	Student Sitting Furniture(Chairs And Table)/ Chairs With Writing Surface	30	☐
6	Full Length Mirror	1	☐
7	Traffic Cone	2	☐
8	Whistle	1	☐
9	Fluorescent Signs	1	☐
10	Fluorescent Jacket	1	☐
11	Under Vehicle Inspection Mirror	1	☐
12	Door Frame Metal Detector	1	☐
13	Hand Held Metal Detector	2	☐
14	CCTV Camera	1	☐
15	Digital Video Recorder	1	☐
16	Monitor	1	☐
17	Cables and Connectors	1	☐
18	Aadhar Enabled Biometric Attendance System	1	☐
19	Walkie Talkie	4	☐
20	Key Box(Original And Duplicate Key Box)	1	☐
21	Safety Boots	1	☐
22	Helmet	1	☐
24	Harness-Half Body	1	☐
25	One way mask	1	☐
26	Fire Extinguisher ABC Type 9 Ltrs	1	☐
27	Fire Extinguisher CO2 Type 9 Kg	1	☐
28	Fire Extinguisher DCP Type 5 Kg	1	☐
29	Fire Extinguisher Foam 9 Ltrs	1	☐
30	Sand And Water Bucket	4	☐
31	Fire Hook	1	☐
32	Fire Beater	1	☐
33	Fire Axe	1	☐

34	Fire Hammer	1	☐
35	Smoke Sensor	2	☐
36	Heat Sensor	2	☐
37	Response Indicator	1	☐
38	Sprinkler	1	☐
39	Model of Fire Alarm System	1	☐
40	Fire Hydrant Valve	1	☐
41	Fire Hose with Nozzle and Coupling	1	☐
42	Fire Reel	1	☐
43	Fire Fighting Practice Tray of Minimum size 3'x3'x1'	1	☐
44	First Aid Box(Bandaid, antiseptic cream, burnol, thermometre)	1	☐
45	Medical First Aid Splint	1	☐
46	Medical Emergency Stretcher	1	☐
47	Rescue Ladder (Aluminium Collapsable)	1	☐
48	Rescue Rope 1/2 inch thick , 20 Ft length	1	☐
49	High Beam Torch	1	☐
50	Security Guard Uniform	1	☐
51	First Aid Chart	1	☐
52	Drill Chart	1	☐
53	Fire Fighting Chart	1	☐
54	Rank and Badges Military and Police Chart	1	☐
55	Weapons Pistol and Rifle Chart	1	☐
56	Traffic Signs Chart	1	☐
57	Drill/ Pt Ground(60" X 40")	1	☐
58	Vertical Rope (2.5 inch circumference) and 20 Ft length	1	☐
59	Key Register	1	☐
60	Patrol and Incident Record Register	1	☐
61	Visitor Register	1	☐
62	Material In/Out Register	1	☐
63	Personnel In/Out Register	1	☐
64	Vehicle In/Out Register	1	☐
65	Duty Roster	1	☐
66	Driving License-Sample	1	☐
67	Aadhaar Card-Sample	1	☐
68	Voter ID Card-Sample	1	☐
69	Company ID Card-Sample	1	☐
70	Attendance Register	1	☐

71	Technical Equipment In/ Out Register(Indicating date of purchase ,invoice No , Make and Model No)	1	☐
72	Training Faculty Register (indicating Faculty Qualification etc)	1	☐
73	Trainees Placement Register	1	☒
74	Trainers / Facilitators Manual	1	☐
75	Lesson Plans for each NOS -01 per NOS	1	☐
76	Programme Schedule	1	☐
77	Record of Past Trainees and those Undergoing Training	1	☐

Outdoor Training: Following outdoor training facilities are available at the Centre.

Sl.No	Name of the Obstacles	
1	Zig Zag Balance	☐
2	Vertical Rope (2 inch diameter) 20 feet	☐

	Application Reject Criteria

An application shall be rejected or considered closed under the following conditions;

- a) if Initial Evaluation is not carried out within 3 months of registration of application
- b) if the entire certification process is not completed within 6 months of registration of application.
- c) If the applicant shows no progress towards completion of corrective actions within 3 months of Initial Evaluation and 6 months of Registration of application.
- d) Misuse of certification under the Scheme.
- e) Evidence of any malpractice.
- f) Voluntary withdrawal of application.
- The application fee, once paid, shall **NOT BE REFUNDED**.

Authorized Signatory: _____

Name: _____

Designation: _____

Date: _____

Place: _____

For Internal use:

Reviewed & Accepted by: _____

Signature: _____

Designation: _____

Date: _____

Security Sector Skill Development Council

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