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63 LADY SECURITY GUARDS TRAINED UNDER STAR SCHEME AT RANCHI



भारत सरकार के अंतर्गत संचालित स्टार स्कीम के तहत महिला सुरक्षा गार्ड के प्रथम बैच के पास आउट परेड का आइटीआई गाँउंड में निरीक्षण करते कर्नल संग्राम महापात्रा।

On April 22, 2014, 63 Lady Security Guards of Bhootpurv Sainik Kalian Sangh (BSKS) and Ranchi Security Pvt. Ltd.(RSPL), mostly belonging to tribal community and backward district of Gumla , Jharkhand passed out in Ranchi after completing their training under STAR Scheme of NSDC. The salute of an impressive passing out parade was taken by Col (Retd.) Sangram Mohapatra, Sr. G.M Industrial Security & CSR of M/S Thriveni Earth Movers (P) Ltd.



The parade was also witnessed by Col (retd.) Utkarsh Singh Rathode, Principal (T Q & A) of Security Sector Skill Development Council (SSSDC) and Directors/officials of BSKS & RSPL.

RSPL & BSKS Training Centers are being run by Mr. Anirudha Singh, Chapter Chairman of Jharkhand CAPSI. The passing out parade was covered by media.

LABOUR MARKET INFORMATION SYSTEM (LMIS) FOR PRIVATE SECURITY SECTOR IN INDIA



The Indian Private Security Sector (PSS) has been an integral part of the recent economic success story in India. With a large base of approximately 7 million employees across the country and continued demand coming in from all other sectors/domains, the sector is expected to grow at a far quicker rate than the Indian GDP. Since the implementation of the Private Security

Agencies Regulation Act, 2005 (PASARA) by the state licensing authorities, the Security environment today is immensely challenging and lends itself to rapid changes. With a view to further accelerate the growth and modernization of the sector in India, to adopt global best- practices, and to ensure adequate availability of skills to support the growth objectives of the sector, the Security Sector & Skill Development Council (SSSDC) and Empowered Skills Pvt. Ltd with the support of Central Association of Private Security Industry (CAPSI) are jointly undertaking a seminal study on the **Labour Market Information System** (LMIS) for the PSS in India. The LMIS study is being funded by the UK-India Education Research Initiative (UKIERI) and is the first of its kind to be under taken for the PSS in India.

The LMIS project aims to undertake the much needed mapping of demand-supply and skills gap in the PSS, which is a necessity to support the growth objectives of the sector. The study will be a major step towards getting the PSS organized in India and immensely benefit all the stakeholders in the Indian PSS in terms of understanding their working environment, expectations and challenges regarding successful implementation and use of LMIS.

LMIS ROUNDTABLE AT AHMEDABAD

After the success of first 2 roundtables on LMIS, held in Chennai & Bangalore, the **3rd roundtable** was

held in **Ahmedabad** on April the 16th, 2014 at the Park Plaza. Introduction and welcome by Air Marshal P.K Desai followed by Col. Rathore's remarks and understanding of the LMIS and then the Presentation by Loknath Acharya. Issues regarding skill gaps, quality security guards, service taxes, license of the Security Agencies, ways to train and improve the training of the security guards & Language barrier between the trainers and the trainees were discussed.



LMIS ROUNDTABLE AT RANCHI

The **4th Roundtable** was held at **Ranchi** on 22nd April at Hotel Chanakya. A total of 25 participants, comprising of Principal Security Agencies, Training providers and principal employers took part.

Introduction and welcome by CAPSI CHAPTER HEAD Anirudha Singh followed by Col. Rathore's remarks and understanding of the LMIS and then the Presentation by Loknath Acharya. Issues regarding skill gaps, manpower problem, lack of migration due to the quality of guards, wage issue, adopt new ways to motivate the security guards. Issues following the PSARA guidelines, how to provide a career for the security guards instead of just creating a job for them, Seasonal Occupancy for the LMIS System were discussed. It was a huge success.



The entire event was covered by newspaper & electronic media.

LMIS ROUNDTABLE AT BHOPAL

The **5th Roundtable** was held on 25th April at CRISP, **Bhopal**. A total of 25 participants Principle Employers, Trainers and Security Agency Owners were present. Introduction and welcome by CAPSI CHAPTER HEAD V.P. Singh followed the Presentation by Loknath Acharya. Matter related to minimum wages, wage difference between state and center, services tax, no. of hours trained, skill gaps,

standards, career for the guards were discussed.

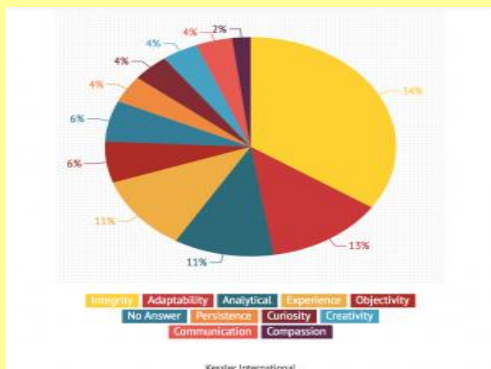


INTEGRITY AND NEUTRALITY ARE PARAMOUNT IN THE INVESTIGATIVE PROFESSION

In 2014, Kessler International conducted a survey reaching out to a wide range of seasoned veterans in the realm of investigative services. The survey, designed to better understand an information expert's practices and client relationships, exhibited candid and noteworthy responses, furthering the perception that investigative services can be a captivating enterprise.

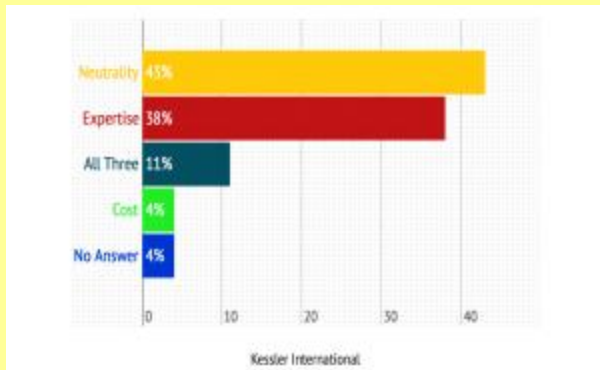
What is the most important attribute you feel an information professional should possess?

“Integrity. Give complete information, and tell it like it is.” writes James D. Filgo, Director and Vice President of Consolidated Services International. Several in the assessment were in agreement, as honesty and ethical conventions emerged as a shared belief, with 34% of the answers stressing integrity as the most vital characteristic. Placing behind integrity with 13% was adaptability. Many answers communicated the importance of acclimating to every type of situation at hand. Investigations often lead to unique circumstances and the ability to be flexible is a crucial attribute. As investigator Brad Bacom pointed out, “The investigator must decide, often quickly, which hat he or she must wear to make a witness feel comfortable when talking to them.” Failure to make people relaxed can bring about unnecessary hardships. While not as common, other answers included creativity, experience, and persistence.



Why should a client hire an outside firm to conduct research and not have their in-house people perform the task?

43% noted how valuable neutrality is. Many businesses appear to be concerned with office politics, favoritism, bias and general conflicts of interest. Bringing in a fresh and objective pair of eyes has proven to diminish worries of predisposition that might exist with in-house subjects. “In-house people are potentially corruptible, maybe vindictive, or maybe weak. Whichever way you look at it, they have a stake in the organization, and that stake will distort their judgment.” wrote Peter Farrington of Probe Investigations. Additionally, 38% emphasized expertise, a quality said to be lacking with many internal employees. Further, many clients worry about the substantially demanding process that often comes with an investigation, in fear that their internal people are not equipped to handle the workload. “...the in-house people don’t have the bandwidth to handle all the projects that come to them.” says Jocelyn Sheppard, the Principal Consultant at Red House Consulting. Naturally, money has an effect on decision making as well. 4% mentioned cost, although an additional 11% of people included all three subjects in their response (neutrality, expertise, and cost).



What has been the most frustrating incident you had with a client?

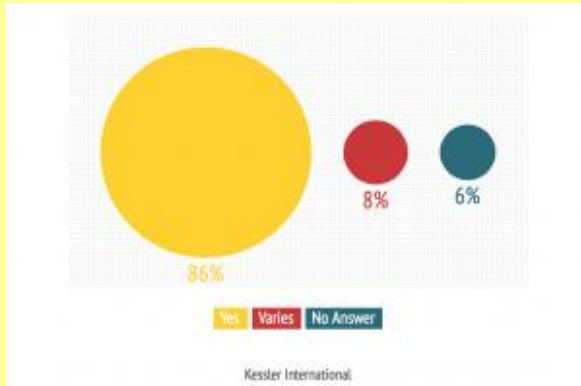
19% of the answers reflected on denial. Often, investigators present information that is met with doubt from clients. Accepting the evidence, no matter how surprising or shocking, proves to be a difficult task for some. According to those responses, this is largely due to the client’s initial false perceptions. Beyond that, 26% complained of payment issues during or after the investigation. Many clients demand more work than what was initially agreed to, failing to make up the extra costs that such an undertaking mandates. Some investigators noted that their integrity was called into question in an attempt to avoid payment all together. 17% of the surveyed mentioned client interference, which is also said to disrupt the flow of an investigation; a consequence that is avoidable. Catherine Smit-Torrez of Stiletto Spy & Company Investigation, discussed intrusion, which remains a challenge for her, “The most frustrating situation I’ve had with a client is when they hire me to do the work and they

interfere...Hire the professional and then let them do it!”



Do you feel your clients appreciate your work product and why?

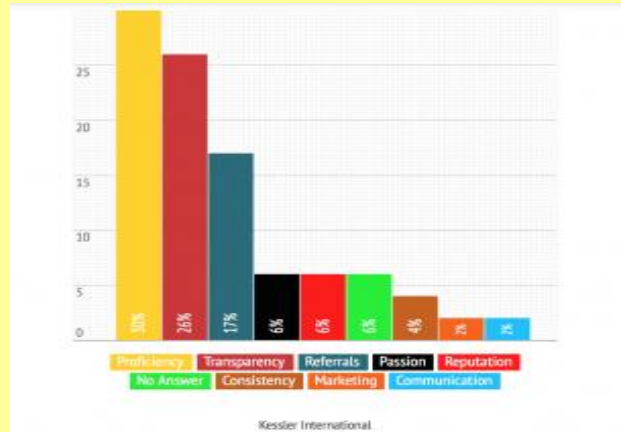
87% of those surveyed answered yes, and said they’ve received phone calls and thank you letters noting the client’s approval. Recurrently in this part of the questionnaire, many cited how clients respond positively to the quality and proficiency of their work. Most notably, many commented on how appreciative people are with their directness and candor. Few had varying responses, with only 6% saying that appreciation for their work depended on the client and what he or she was expecting. Clients, at times, mistakenly anticipate for their investigator to strut in a dark trench coat and top hat, a fresh lit cigarette dangling from their mouth at all times, going to extreme lengths to find the facts. One conjures up images of Humphrey Bogart, but as one investigator pointed out in his answer, “95% of my clients believe that I’ve done a good job. The other 5% people watch too much TV.”



What is the one thing you feel has helped you get and retain clients?

“Simply put, I tell it like it is” says Eileen Law, president and founder of CIA Inc. 26% were quick to point out that their transparency was a favorite amongst those who hire them. Remaining polite when speaking in a straightforward fashion is of utmost importance, many claimed, but regardless if emotions run high, candor often exhibits honesty and has helped build trust in many professional relationships. Mike Wright of MWi Forensic Risk Consulting wrote, “Straight talking. Being frank with a client can be tricky especially when dealing with their [emotions].” As illustrated in these answers, and the ones above, candid truthfulness appears to be a consistent and imperative theme in investigative work. It’d be hard to trust the investigator and his or her results if they lacked one of the most basic components in fact finding. At 30%, the most frequented answer was proficiency. Quality and expertise can be difficult to come by in any service, but when exhibited, it typically produces happy clients and thus,

returning clients. Other answers included referrals, marketing, and passion for the job.



TEN THOUSAND MORE GUARDS TRAINED

There has been a steady rise in enrolments for the scheme since its launch in August 2013. From September to December 13, enrolments were restricted to an average of 1000 per month. In January 14, these rose to 2000 and further increased to 3000 in February 14. During March 14, these have touched 7,000 and this upward swing has continued in the month of April 14, where in excess of 10,000 guards were trained and assessed.



ELEVEN TRAINING PROVIDERS AFFILIATED

A total of 11 TPs were affiliated during the month of April 2014. They are as under:

- TOPSGRUP INTERNATIONAL SECURITY ACADEMY PVT LTD, MUMBAI
- SHARP SECURITY ACADEMY, HYDERABAD
- UNIQ DETECTIVE & SECURITY SERVICES (P) LTD, BANGALORE
- MASTERGUARD PROTECTIVE SERVICES PVT LTD, DELHI
- EDUGURU INDIA PVT LTD, GHAZIABAD
- HOLISTIC HR & SECURITY PVT LTD, GURGAON
- CSB EDUCATION & SKILL, GREATER NOIDA
- COMMANDO SECURITY GUARDS, SECUNDERABAD
- HSS TRAINING ACADEMY, SECUNDERABAD
- ADVANCED GUARDS PVT LTD, HYDERABAD
- MATRIX VETERANS EVENT MANAGEMENT & TRAINING CONSORTIUM, GURGAON



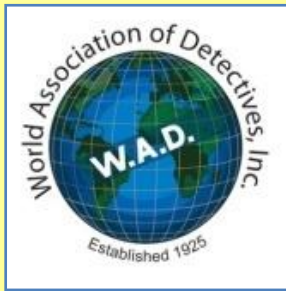
NATIONAL QUALITY CONCLAVE -QUALITY COUNCIL OF INDIA

The 9th National Quality Conclave was held on April 15-16, 2014 at Hotel Le-Meridien, New Delhi. Over the years the Council has been taking various initiatives to promote the cause of good governance, empowerment & quality of public service and accordingly themes for the conclaves have been selected. This year, for the 9th National Quality Conclave, the theme was “*BUILD & SUSTAIN A CULTURE OF EXCELLENCE THROUGH COLLABORATIVE EFFORT*”.

The conclave has provided valuable inputs to participants from all sectors & influenced the development of a culture of excellence in our country.

TAMILNADU CAPSI TO HOLD STATE CONFERENCE

Capt. Shibu Issac, Chapter Chairman of TN & Puducherry, informed that the chapter shall be conducting its State conference on 27th June 2014 at Hotel Savera, Chennai. The theme of the conference will be ‘**Private Security – Future in India**’.



**W.A.D. 89th ANNUAL
CONFERENCE
Auckland, New Zealand
October 21st - 26th, 2014
Skycity Auckland Convention
Center**



The World Association of Detectives will be holding its 89th Annual Conference in Auckland New Zealand. For many of us, this is a once in a lifetime opportunity to visit the mysterious and beautiful country of New Zealand, while learning and networking with some of the best Private Investigators and Security Professionals from around the Globe!

For more details follow the link.

<http://www.wad.net/wad-89th-annual-meeting-auckland-new-zealand>

SECURITY LEADERS DISCUSS MCKINSEY REPORT

A meeting of Security Leaders was held at SSSDC on 22nd April 2014 at which the McKinsey Report on 'Success Roadmap for Development of SSSDC' was presented and discussed as a precursor to the half day workshop proposed by NSDC. The agenda was:

- Sector context and challenges in the VET space
- Learning's from Global examples
- Refined roadmap for the SSC: Initiatives and enablers needed
- Implementation plan for pilot.

The meeting was attended by Kunwar Vikram Singh - Chairman SSSDC; Mr. Mahesh Sharma - MD Guardex; Mr. Jasjeet Ahluwalia - Director Premier Shield Pvt. Ltd ; Mr. Sanjeev Paul - MD SSMS Pvt. Ltd, ; Mr. Harsh Wardhan - CEO BLS Secure ; Col. Prabhakar - Dir (Trg) SLV; Mr. Vishal Swara - MD SLV Security Services Pvt. Ltd. ; Lt. Gen S S Chahal - CEO SSSDC ; Maj Gen D K Jamwal - COO SSSDC ; Mr. V P Singh - Director Enterprise SSSDC.

CAPSI A & C CONDUCT ASSESSMENT OF OVER 8000 CANDIDATES

In a short span of time, CAPSI A&C has made a mark in the field of Assessment & Certification. After its establishment in the month of November 2013, CAPSI A&C has successfully carried out assessment of

over 8000 candidates across 15 states in India. Their unique differentiator is their 38+ SSSDC certified assessors who are from security background deployed locally and well versed with the local culture and language of their respective state.

NEW MEMBERS CAPSI & APDI 2014

We welcome our new members who have joined the CAPSI & APDI IN 2014.

CAPSI

Delta Guards Pvt. Ltd.
Alfa Security and allied Services
Royale 7 Complete Securitas & Services
Gorkha Security Services
AVN Securitas Force Ten P. Ltd.
Black Panther Guards & Services Pvt. Ltd.
Omega Security Consultant Pvt. Ltd.
Securewell HR Services Pvt. Ltd.
Fox Hunters Security Pvt. Ltd.
Black Berets Twin City Enterprises
Corporate & Industrial Security Force
Mysore Lancers Security & Allied Services
1 Roof Solutions
Reliable Responsive Security & Allied Services
M.K. Belawadi Contractors
Mysore Lancers Security & Allied Services
MM Corporate Security Services Pvt. Ltd.
S-Mac Security Services Pvt. Ltd
A.J. Securities
Orbit Detective & Security Services Pvt. Ltd.
Pooja Security Services
Magnum Management and Services Pvt. Ltd.
Rane and Raut Security Recruitment and Training solutions
Chennai citizen Security Services Pvt. Ltd.
Air One Security Pvt. Ltd.

VRS Manpower And Security Service Pvt. Ltd.
Cherubim Security Force LLP
National Industry Security Industry
Panzer Division Security & Allied Services Pvt. Ltd.
Vanya Security Services Pvt. Ltd.
Group S Security Services
Group S Security Services
Agni Facility Management Pvt. Ltd.
Vaishali Security Investigation Pvt. Ltd.
Galaxy Security Services
Group Facility & Services
Osaka Security & Housekeeping Services Pvt. Ltd.
Top Speed Detective & Security Service
Safe & Sure Securities
MISA Services Pvt. Ltd.
Kolkata Security & Services
ASI Services Pvt. Ltd.
Lionsee & Mac Escorts Pvt. Ltd.
Garuda Security Services
Unique Security and Manpower Services
Chandrani Compliments & Exports Pvt. Ltd.
C3i Detective & Security Services
Private Employment Bureau
Group 1 Security Vigilance & Allied Services
Safe Hand 24x7
SRF Detective & Security Services Pvt. Ltd.
Karath and Tariyani Law Offices

APDI

Discover Detective & Security Agency(P) Ltd.
AV2 Group
Genuine Verification Services Pvt. Ltd.
Mr. Bhasker Upadhaya
Mr. Susheel Kumar Bhandari
Saga Enterprises
Mr. Arabinda Sinha
Brands & Fakes
Mr. Firoz Siddiqui
F R Detectives Services
Guard Force Security & Investigation Services Pvt. ltd

Become a CAPSI Member & SAVE Rs.5000/-

BENEFITS Extended to CAPSI Members

- ✓ Act as a unified apex body to protect the interest of its members & represent at federal & state government departments i.e. controlling authority of PSARA, police, PF ESI, Service tax, Labor & judicial authorities.
- ✓ CAPSI is in touch with the state controlling authorities & is initiating a move for penalizing the unauthorized PSAs.
- ✓ CAPSI is representing the industry by approaching the labor department to Upskill the present guard force from unskilled to skilled category under NSDC skilling projects.
- ✓ Benefit from CAPSI's position as the voice of the security industry, engaged at all levels, across all areas of Central Government Ministries, State Governments, end user associations like CII, FICCI, ASSOCHAM, PDHCC, ISS, NASCOM and State Chamber of Commerce & Industry, State Controlling Authorities (PSARA).
- ✓ CAPSI website lists commercial tenders **FREE** of Cost to help you in your business expansion.
- ✓ Assistance in setting up Training Centers of your company in association with SSSDC as per Government guidelines.
- ✓ Special training for your security supervisor to be trained as Instructors by SSSDC for undertaking On Job Training of your guard force.
- ✓ Organize 'Recognition of Prior Learning (RPL)' of your existing guards for their certification as per PSARA & Ministry of HRD.
- ✓ Utilize the CAPSI- Quality Council of India (QCI) initiative mentoring program to improve your business practices and services.
- ✓ Access live feed on the CAPSI website: <http://www.capsi.in/> as well as information on global security trends in our newsletter Security Post.
- ✓ Access to preferential rates & advice from CAPSI's appointed Legal, Tax & Accounting Consultants.
- ✓ Improves and updates your Security Knowledge & Skills by attending 'Security Round Conference' workshops planned for your state and region.
- ✓ Discounted registration fees for the prestigious annual CAPSI & Security Sector Skill Development Council (SSSDC) conference & Exhibition.
- ✓ Free subscription and reduced advertising rates in Security Post to all CAPSI members.
- ✓ Membership ID cards that enable easy access to controlling Authority & other Government Agencies.

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