CHAPTER III

REVIEW OF LITERATURE

3.1 Introduction

The review of literature reveals different concepts, opinions, theories and approaches presented by various thinkers, methodologists and PDs in dealing with the research problems related to the subject matter of the present study. The review helps a researcher in planning the specific study design for the problem at hand. It reinforces and supports the theoretical base for the study.

The present chapter focuses on the PIs various aspect like history, development of subject, legal sanctity in different countries, ethics, privacy, administration and management, modus operandi, significance of PI in current world, application of science and technology, advantages of legalization, PI services and prominent personalities etc. The review of related literature is presented under eight sections which are follows:-

3.2 Section 1: Ethics, law, legal measures and privacy

3.3 Section 2: Administration and management

3.4 Section 3: Current significance

3.5 Section 4: Education and training

3.6 Section 5: Personality

3.7 Section 6: PDs modus operandi

3.8 Section 7: Private Investigation services

3.9 Section 8: Science and technology

3.2: Ethics, Law, Legal Measures & Privacy

As far as studies related to ethics, law, legal measures and privacy regarding the issue, following studies have been summarized.

The study conducted by 124th Ohio General Assembly (2002), Midwestern state in the United States to amend sections 4749.01, 4749.04, and
4749.06 of the Revised Code to exempt commissioned peace officers from the licensing requirements concerning PDs and security guards when acting as an employee or as an independent contractor. Under section 4749.01 deals with subject of PDs, Business of PI (Michael Cavallaro, 2011), Security guard provider, business of security services, Class A License, Class B License and Class C License. The under section 4749.04 deals with the director of commerce may revoke, suspend, refuse to renew or any other suitable action when a renewal form has been submitted by PDs or PDAs if there is any sort of violation of any of the provisions.

Under section 4749.06 deals with each class A, B or C licensee shall register the licensee's investigator with the department of commerce, which shall maintain a record of licensee and registered employee and make it available on request to any law enforcement agency. Along with this it explains the other procedures such as file and application form, providing identification card nearing license number, procedure for providing firearm. This is a study made with reference to USA which may not be relevant to Indian scenario in the field of PIs legal preview. However, the result of the study reflects that there is similarity in the outcome of the research in the PI in USA and India.

According to Anne Broache (2007) on September 5, 2006, Hewlett-Packard's chairwoman Patricia Dunn, had contracted a team of independent security experts to investigate board members and several journalists in order to identify the source of an information leak. But those security experts recruited PDs who used a spying technique known as pretexting. The pre-texting involved PDs impersonating HP board members and nine journalists in order to obtain their phone records. The information leaked related to HP's long-term strategy and was published as part of a CNET article in January 2006. In above scenario in the case of a PD who pleaded guilty to identity theft and conspiracy charges in the federal investigation of HP's boardroom spying probe. During trial Wagner admitted to illegally obtaining social security numbers for at least two journalists, as well as two former HP directors and their family members. This is a study made with reference to USA which may be relevant to Indian scenario also since PDs using the technique like ‘pretext’.

The Associated Press (2011) reveals that the PD, Derek Webb spied on the Prince William in 2006 while William was in Gloucestershire, where his father Prince
Charles has a country home. The PD working for Rupert Murdoch’s News of the World conducted surveillance apart from Prince William focused on dozens of politicians and celebrities. But prince’s royal protection officers were not aware about this surveillance. The surveillance in and outside the ‘target’ premises is not illegal but in Britain and other states massive level of eavesdropping by media invited criticism in global wise in recent time. This is a study made with reference to USA which may be coincide to Indian scenario in the field of PIs ethics, law (Norman John Groot, 2001), fundamental rights and other legal ramifications.

   It (Bruce Hulme, 2011) explains that ISPLA’s primary functions include reviewing proposed federal & state laws and regulations in order to identify critical issues, developing policy statements, preparing & implementing action plans, serving as a resource to the profession, government and the media. Also it covers other areas such as providing testimony before hearings, boards and study groups, identifying third-party stakeholders with mutual interests and acting as their liaison to government, serving as an advocate for or against specific bills affecting investigative and security professionals, engaging state and federal lawmakers to influence legislation beneficial to the investigative and security professions (Bruce Hulme, 2011) and creating and administering a federal political action committee.

   ISPLA members have direct access to a daily live state- and federal- tracking system in real time, an un-moderated web blog, timely bulletins on proposed state and federal legislation and regulations, and opportunities for professional development on policy advocacy and training relevant to legislative and regulatory processes. On a daily basis, ISPLA state association members have access to new bills; some have taken advantage of ISPLA’s advocacy program, to Educate Legislate. This is a study made with reference to USA which may not be coincide to Indian scenario in the field of PIs since such an active associations is not in the country. In the absence of the law (Norman John Groot, 2001), the association can play significant role for the matter of regulation. However, the result of the study reflects that there is similarity in the outcome of the research in USA and India.

   The BSIS (2004), in California, provide equal licensing opportunities for all persons without regard to race, colour, religion, sex, national origin, disability, age, creed, marital status or sexual orientation. It licenses and regulates alarm company
operators, locksmiths, PDs, private patrol operators and repossession agencies in California. General qualification for licensure such as there should be a manager for active charge for business, at least 18 years of age, should have the required experience in the works for which the license is sought and attain a passing score on the written examination. This is a study made with reference to USA which may not be relevant to Indian scenario in the field of PIs on the aspect of legal status. However, the result of the study reflects that there is similarity in the outcome of the research in USA and India.

The study by (David Queen, 2005) had 30 years experience as a federal prosecutor, defence attorney and licensed California PD and written this book especially for California PDs and the attorneys who hire and represent them. This provides complete solution for tricky and difficult legal issues unique to California PDs often asked. It contains analysis of more than 150 court cases and 125 separate statutes and regulations of importance to California’s PDs and attorneys. The Manual also includes the full text of the most important California laws. This reference manual provides evaluation of legal aspects, licensing (BSIS, 2004), scope of work, employer and employees relationship, PD and client relationship, confidentiality (John M. Kajoie, 2005), privileges, immunity, privacy, miscellaneous legal rights. Along with this, the study focused on the day to day operation of the PDs such as various kinds of investigations, surveillance, disciplinary proceedings and other areas of the world of PI. This is a study made with reference to USA which may not be coinciding to Indian scenario in the field of PIs difficult legal preview aspect in California. However, the result of the study reflects that there is similarity in the outcome of the research in PI both California and India.

The (Dean A. Beers, 2011) explains MedicoLegalPI.com is the monthly podcast, CLI of Forensic Investigators of Colorado. The podcasts are based upon a monthly agency newsletter to his clients with added content, details and interviews (Joseph A. Travers, 1997) with other PDs. This information is timely, relevant and beneficial to the investigation and legal communities.

As a CLI, Dean is very passionate about legal investigations and provides the best information and tools in advocating for our mutual client. He has an extensive education, training and experience in many investigative disciplines and written many
articles and a book on individual investigations. The major specific areas are medical records review, autopsy protocol and report reviews, death and injury evaluation, incident and crime scenes, photography, videography, statement analysis and fingerprints. This is a study made with reference to USA which may not be relevant to Indian scenario in the field of PIs since these podcast not sound in this country. However, the result of the study reflects that there is similarity in the outcome in other areas both USA and India.

The (FDACS, 2006) in Florida, PDs are regulated and licensed through the Florida Department of Agriculture and Consumer Services. This authority regulates the PDAs (John M. Kajoie, 2005) in accordance with Chapter 493, Florida Statutes. There are three types of license for individuals such as PDs, private investigator intern and manager of PDAs. And two types of agency license such as private investigative agency and private investigative agency branch office. The persons who are working for PDAs (John M. Kajoie, 2005) and associated with LEAs are exempted from getting license.

The PDs who’s age is 21 years or older, possesses a Class "G" State-wide Firearm License, may obtain firearm when it is required by his or her duties and approved by the licensed agency. The Department is responsible for enforcing the provisions of the law and initiating administrative action when violations occur. The administrative action can be fine, probation, revocation or suspension of license. Florida has entered into reciprocity agreements with several other states, clearing the way for PDs licensed in Florida to conduct business (Michael Cavallaro, 2011) in those states. Similarly, PDs in those states that are parties to these agreements have the right to pursue investigations in Florida. This is a study made with reference to USA which may not be important to Indian scenario in the regulation of PI licence. However, the result of the study reflects that there is similarity in the outcome of the research in USA and India.

The study done by (Ian Harm, 2011.) in the light of ‘phone-hacking’ scandal, questions have been raised within the PDAs (John M. Kajoie, 2005) itself with regard to the effectiveness and extended ramifications of any licensing system (BSIS,2004) that maybe introduced for PIs. Many PDs believe that unless licensing brings with it
extra privileges for access to privileged information sources and databases for investigation purpose, it is difficult to avoid questionable methods.

The government has been trying to introduce licensing (BSIS, 2004) to the PDAs (John M. Kajoie, 2005) for many years now. The problem is that those civil servants involved in the process have no knowledge or experience of the range of things that PIs actually do as part of their work. Therefore their plan of action is either wholly inadequate or far too restrictive to suit the needs of the PDAs. This is a study made with reference to UK which may not compare to Indian scenario since legalization as not taken place as on date. However, the result of the study reflects that there is similarity in the outcome of the research in UK and India.

The (ISPLA, 2009) it has launched first exclusive real-time state and federal legislative tracking system for the investigative and security professions is available online. This is a live system that is updated daily and user will be able to stay on top of the ever-changing legislation that occurs in your state and around the country. This is a study made with reference to USA which may not be coincide to Indian scenario association’s online tracking system providing legislative changing information on time. However, the result of the study reflects that there is similarity in the outcome of the research.

The (JiangZhuqing, 2007) reveals that the Ministry of Public Security is launching a survey throughout China’s major cities on the development of PI services to the legalization of PDAs. The survey covers the areas such as scope of its services, fees, investigation means and investigation tools used by the company. Presently about 20,000 PDAs around the nation are working under the board of "information consultation" or "civilian investigation". The major business of PDAs (Michael Cavallaro, 2011) belongs to the scope of PDs such as handling civil affairs and economic disputes, chasing debt payments and looking for relatives and friends. This is a study made with reference to China which may be coinciding to Indian scenario for the matter of legalization of PI. However, the result of the study reflects that there is similarity in the outcome of the research in India and China.

The article by (Kitty Hailey, 2002) PDs are hired by many people such as individuals, lawyers, business executives, other professionals etc for various
requirements. The PDs are expected to provide the necessary assistance in a manner that is ethical, accountable and within the preview of law (Norman John Groot, 2001). The Code of Professional Conduct has been prepared to advance the reputation of this profession; such as educate PD, keep ethics, insure excellent standards of service and professionalism are upheld at all times. The majority of the professional PD associations already invoke a code of ethics and its contents may change time to time.

This reference book covers various areas of PI such as integrity, licensing and certification (BSIS, 2004), professional standards, roles and responsibilities, privacy, law, fundamental rights, cooperation with law enforcement. Along with this it has taken care of operational part such as advertisement (Ian Harm, 2011.a), competence and diligence, communication, confidentiality (John M. Kajoie, 2005), truthfulness and accuracy, termination of client-PDs relationships and wide level PI services. This is a study made with reference to USA which may be relevant to Indian scenario also for the matter of code of professional conduct.

The (Kansas Association of Private Investigators, 1998) in Kansas, a US state located in the Midwestern United States, PDs report occasional difficulties when contacted by law enforcement officers during field operations. The principal source of these difficulties appears to be suspicion of the authenticity of the official PD identification issued by the Attorney General to each licensee. Lack of familiarity with the provisions of the Kansas Private Detective Licensing Act and related legal requirements also seem to play a part. It has been prepared by the KAPI to improve field contacts and limit the adversarial transaction that results.

Kansas PDs are licensed by the Office of the Attorney General through the Kansas Bureau of Investigation under the provisions of the Kansas Private Detective Licensing Act and Kansas Administrative Regulations for Office of the Attorney General. The licensing act was originally enacted in the 1970s; it was updated and amended in 1998 to clarify conflicts with federal codes and state statutes and address recurring problems. The licensing act specifically prohibits municipalities from regulating PDs.

For issuing license the background screening of PDs is must along with other qualifications. There are number of types of licensees such as license of PDAs, PDs, firearm trainers and firearm permits. The Kansas Bureau of Investigation issues a
personal identification card to each PD titled as ‘Licensed Private Detective, State of Kansas and listing the licensee's name, business name, license number and expiration date. This is a study made with reference to State of Kansas which may not be relevant to Indian scenario since there is no legal sanctity for PI. However, the result of the study reflects that there is similarity in the outcome of the research in State of Kansas and India.

The (Licensing unit, 2009) department of public safety regulates and licenses Investigators provides the license for PDs in Arizona. This license is must for PDs working in the jurisdiction in Arizona. This law covered the definitions for various concepts (Joseph A. Travers, 1997) in PDAs, application and processing fees, identification cards, time-frames for making licensing and registration determinations. The PDAs license provided on the bases of agency license eligibility, submission of application, agency license renewal, branch office certificate, change of qualifying party, restructure of an agency, business (Michael Cavallaro, 2011) and employee names. The registration certificates covers the information such as employee and associate registration certificate eligibility, application for registration certificate, renewal of registration certificate, lost or stolen registration certificate or identification card, change of address, change in name of registrant. This is a study made with reference to USA which may not be coincide to Indian scenario for the matter of issuing license and function of PDAs. However, the result of the study reflects that there is similarity in the outcome of the research both USA and India.

The study by (New Mexico RLD, 2008) PD and polygraph board is following a procedure to issue license to PDs. According to this procedure need to submit an application form with signed and dated in front of a Notary Public. The “Declaration of Conviction” signed and dated by the applicant in front of a Notary Public is necessary for applying this. Along with this two passport size photographs, copy of high school diploma, copy of polygraph school diploma and license fee of $200 to the Private Investigator and Polygraph Board is necessary. This is a study made with reference to USA which may not be coinciding to Indian scenario in the line of legalization. However, the result of the study reflects that there is similarity in the outcome of the research both USA and India.
The book by (Norman John Groot, 2001) on PI in Canada which reveals the growth of the PDAs in Canada is strong and drastically it is growing to new horizons. This is because of especially in corporate sector facing the lack of investigation facility from public sector and diminishing employee loyalty leading to increased wrongful acts along with corporate espionage. This book provides a body of academic research for growth of PDAs and useful reference text for those practicing in the field of PDAs, advocates, insurance professionals, businesses field (Michael Cavallaro, 2011) and others who use investigative services. It has given special significance on how the law as it applies to the PDAs (John M. Kajoie, 2005). The general public and clients will get an idea how PI services works and methods used to obtain the results desired by them. This is a study made with reference to Canada which maybe relevant to Indian scenario in the line of growth of PDAs.

According to Office of the Solicitor Attorney Council International Private Investigators Union (2005) in Arkansas, PIPSAA (17-40-101 - 107 & other associated statutes) designates the Arkansas State Police as an administering agency to regulate PDs, PDAs and others who associated with investigative services. Through the Arkansas board of PDs and PSA, the Arkansas state police administer a variety of licensing functions (BSIS, 2004) that involve the private security (Bruce Hulme, 2011) and PDAs.

This Act defined various concepts of PDAs (John M. Kajoie, 2005) such as various kinds of organisations and their legal aspects, hierarchy of designation in the organisation and looking in to the operational information. This law also covers other areas such as penalties, introduction of evidence (Danny H. Marshall, 2005) in the court, qualification for PD, powers and duties, training of personnel. This is a study made with reference to USA which may not be important to Indian scenario in the line of administration and regulation of PDAs. However, the result of the study reflects that there is similarity in the outcome of the research in the PI, both in USA and India.

The (Press Trust of India, 2007) Private Detective Regulation Bill 2007 drafted by the Home Ministry, aims to regulate some policing jobs to PDAs in the country. It seeks to bring the PDAs under government control and eliminate fly by night operators. Since the functioning of the PDs is not regulated in the absence of a law and there was also a constant demand from the PDs associations seeking
governments help in strengthening the PDs network (Dean A. Beers, 2009) in the country. Once the bill is enacted, the policing jobs like issuing summons, verification of passports, pre-employment checking are to be handed over to PDs. However, core policing will remain with the police and PDs would be sharing some of the responsibilities of the police so that the latter is comparatively free to focus on law and order problem. This is a study made with reference to India which maybe coincide to UK, China, USA and other European countries who moves in the line of legalization.

The study by (Press Trust India, 2011) former British Prime Minister Gordon Brown's personal bank account was illegally secured by a PD working for The Sunday Times, a newspaper owned by Rupert Murdoch's News International. The information indicates the scale of illegal procurement of personal details of celebrities, victims of crime and terrorism and the kind of dead soldiers using for mass media by PDs. As per the source from BBC, PDs acting at the behest of The Sunday Times used the method of 'pretext' (Anne Broache, 2007) to deceive call centres to convey personal details about Brown's bank accounts. This is a study made with reference to India, which maybe relevant to UK, USA and other European countries, on the matter of violation of privacy, law and fundamental rights on the part of PI.

The information shared by (Pursuit Wire, 2012) Pleducation.com provides three of their online continuing education courses for Missouri licensed Private Investigators. This course covers 16 hour continuing online education which can be utilized by Missouri. This online education programmes carries out the agreement with Missouri Board of Private Investigator and Private Fire Investigator Examiners to ensure professional standards that serve the licensees of Missouri with quality training opportunities. Pleducation.com is a division of Compass Point Investigations, has provided CEUs to Investigation Agencies and their employees via Internet (Ian Harm, 2011.a) and distance education. Presently the company has conferred over 104,000 hours to PD licensees in the states of Oklahoma, Texas, Tennessee, North Carolina, South Carolina, Kentucky, Kansas, Oregon, Louisiana, New Mexico, Arizona and Iowa. This is a study made with reference to USA which may not be
compared to India, since such kind of professional online PI education are not in the
country.

The (Rajnish Sharma, 2006) shares the information that PDAs will have to pay
a heavy price for violating the privacy of an individual according to the Private
Detective Regulation Bill 2007 draft prepared by the Union Home Ministry. There
will be provision for penal action against the PDAs found violating the guidelines. In
addition, the license of these sleuths will also be cancelled. The Government was
concerned over the involvement of PDAs in illegal phone tapping, including that of
senior Samajwadi Party leader Amar Singh was of the view that a regulatory
mechanism needs to be put in place. There will be “strong privacy clause” in the Bill
if violated will invite penal action. There will be a set of guidelines which the private
sleuths will have to follow while investigating a matter. The guidelines will also
specify what kind of cases can be probed by PDAs. This is a study made with
reference to India which maybe relevant to other countries also those who got
legalized and others in the line of legalization. However, the result of the study
reflects that there is similarity in the outcome of the research in the PI in India and
foreign states.

The book by (Ron Hankin, 2008) is expertly designed
to teach, clarify and
provide immediate reference in-the-field for PDs and Police. In-depth reference about
laws of PIs gives the ideas of strength and weakness PDs which keep away troubles
and do the work in better manner. This reference manual covers other areas such as
statutory authority of PDs, roles, responsibility and eligibility to become PD. The
study looking in to the insight of PI world such as right to search, impersonation and
obstruction, surveillance, trespass, invasion of privacy, defamation, false accusation.
Along with, it covers the technique such as eavesdropping, wiretapping, photography,
tracking devices, polygraph, interrogation of suspects etc. This is a study made with
reference to USA which may be coinciding to India special significance on laws

The (State of Connecticut, 2004) is in the New England region of the north
eastern United States where license is must for PI. This act has been given very clear
meaning about concepts such as PDs, PDAs and others who are associated with PI.
The PDs should have certain qualities to obtain license such as twenty-five years of
age and of good moral character and shall have previous experience according to the agencies where they served as a full-time PD. The applicant shall be made in writing on a form to be furnished by the commissioner. The application shall state the applicant's full name, age, date and place of birth, residences and employment within the past five years. Also it need to be presented such as applicant's present occupation with the names and addresses of employers, the date and place of conviction of any crime and such additional information as the commissioner requires to investigate the qualification, character, competency and integrity of the applicant. The commissioner has discretionary power to one year instruction course for PDs. The SLFU is responsible for processing the license applications and employee registrations, as well as investigating complaints concerning violations of the license statutes. This is a study conducted in the scenario of USA which may not be important to India since there is no legal sanctity for PI. However, the result of the study reflects that there is similarity in the outcome of the research in USA and India on PI.

The study done by (State of Delaware, 1994), and PDs must be licensed. All persons who wish to work as a PD and related profession required to apply for a license from the Detective Licensing Unit, Division of State Police. The Delaware Board of Examiners of Private Investigators and Private Security Agencies is created for the protection of the general public and to carry out the functions and duties.

The PIPSAA defined every concept associated with PI such as armoured car company, Guard Company, agency, board, PDAs and other forms too. Along with this, it is looking into other subjects of commissioned security officer, computer forensic specialist, manager, person, PD and security officer. The applicant for PD license should meet certain criteria such as at least 21 years of age without any criminal background, ethically and morally sound and meet and maintain the qualifications set and approved by the Board of Examiners.

The law (Norman John Groot, 2001) also covers other aspect such as firearms, identification card, Arrest, insurance (Ian Harm, 2011.d), license fees, Disclosure of information by employees prohibited; false report or statement to employer; penalty, Regulation of advertising. This is a study made with reference to USA which maybe relevant to India in the line legalization process in India.
However, the result of the study reflects that there is similarity in the outcome of the research in both countries.

The (State of Nebraska, 1998) is on the Great Plains of the Midwestern United States, PDs statutes defined very clear manner under suitable sections. The applicant for PD shall mean any person who makes application for a license under such sections to engage in the PD business as PDs, PDAs or in any other forms in the State of Nebraska. The people in the State of Nebraska after July 1, 1959 by direct or indirect cannot associated with PDAs until they obtained valid license from authority. The Secretary of State has power and authority to adopt and promulgate and to alter license from time to time rules and regulations relating to the administration and every aspects.

The secretary shall establish fees for initial and renewal applications for applicants at rates sufficient to cover the costs of administering sections such as license; application; criminal history record check; investigation; qualifications; fee. The secretary shall issue to the person if qualified therefore a non-transferable license to engage in PDAs. The applicant should meet other criteria such as at least twenty-one years of age, a citizen of the United States, and of good moral character, temperate habits, and good reputation for truth, honesty, and integrity and shall have such experience and competence in the PDAs (Michael Cavallaro, 2011) or otherwise as the secretary may determine to be reasonably necessary for the individual to perform the duties of his or her position in a manner consistent with the public interest and welfare. The proper back ground screening carried out before issuing the license. This is a study made with reference to USA which may not be relevant to India on the subject of legalization. However, the result of the study reflects that there is similarity in the outcome of the research in both countries USA and India.

The study conducted by 124th General Assembly, amended an Act Which deals with exempt commissioned peace officers from the licensing requirements (BSIS,2004) concerning PDs and security guards when acting as an employee or as an independent contractor for a person licensed as a PD, security guard, or both (124th Ohio General Assembly, 2002). As the part of PI, PDs follow many methods to obtain the information and a PD found guilty for pretesting as the part of investigation (Anne Broache, 2007) along with it came to light that PD was spying on Prince William,
politicians and celebrities for Rupert Murdoch’s News of the World (Associated Press, 2011). The PDs are doing illegal procurement of personal details of celebrities, victims of crime and terrorism and the kind and of dead soldiers using for mass media (PTI, 2011). In the absence of law, the associations are taking initiative action to legislate action along with other areas for PDs (Bruce Hulme, 2011) also podcast are providing the information about various subjects involved in PI to the investigative and legal communities (Dean A. Beers, 2011). The (ISPLA, 2009) explains about online tracking system providing legislative changing information on time to every members without any delay. In California, BSIS provide the license to PDs which covers every aspect associated with this PDAs (BSIS, 2004) and PDs are regulated and licensed through the FDACS and have the states have reciprocity agreements with other to conduct business in their jurisdiction (FDACS, 2006). And Kansas PDs are licensed by the office of the attorney general through the Kansas bureau of investigation under the provisions of the Kansas PDs Licensing Act and Kansas Administrative Regulations for office of the Attorney General which covers every aspect of PI area under the jurisdiction (KAPI, 1998) and Arizona PDAs (John M. Kajoie, 2005) works under license which is provided by department of public safety PDs (Licensing unit, 2009). In New Mexico, RLD put a system in to the place to provide the license to PDs which covers detailed information with the signature of Notary (New Mexico RLD, 2008). In Arkansas, the PIPSAA is provided by the Arkansas State police which an administering agency in the state. This act covers defined various concepts (Joseph A. Travers, 1997), law, penalties, evidence (Danny H. Marshall, 2005), qualification of PD, powers and duties, training of personnel (Office of the Solicitor Attorney Council International Private Investigators Union, 2005). In Nebraska, the license for PDs is issuing by secretary of state and which covers every aspects related to PDAs (John M. Kajoie, 2005) in the state (State of Nebraska, 1998) and also in Connecticut requires PI license to carry out PI services which is covering every aspects about PDAs (State of Connecticut, 2004) followed by Delaware Board of Examiners of Private Investigators and Private Security Agencies is created for the protection of the general public and to carry out PI functions and duties in the state (State of Delaware, 1994). Legalization is under process in most of the countries and UK government planning to give legal sanctity to PDAs (Ian Harm, 2011.j) and China’s government authorities took initiative action to legalize the PDAs in the country (JiangZhuqing, 2007). In India, the proposed act would help bringing
discipline and eliminates fly-by-night operators from the profession and can be outsourced selected LEAs job such as including serving summons, passport screening, routine day-to-day surveillance and gathering local intelligence and government policing agencies can focus more on law and order problem (PTI, 2007). In the matter of legislation, state owned agencies seek the help of companies for PI course to ensure professional standards that serve the licensees with quality training opportunities (Pursuit Wire, 2012) and PDAs will have to pay a heavy price for violating the privacy of an individual according to the Private Detective Regulation Bill 2007 draft and also there will be provision for penal action against the PDAs found violating the guidelines (Rajnish Sharma, 2006). Certain book specifically focused on geographical wise issues such as solution for tricky and difficult legal issues unique to California investigators and has given detailed information about PI in every aspect (David Queen, 2005). The academicals research on PI has been given deep insights to this subjects which can be used as reference manual for professionals and general public (Norman John Groot, 2001). The significance of law is crucial in PI (Ron Hankin, 2008) and along with ethics ((Kitty Hailey, 2002).

In the evaluation of the subject PI from ancient period to present time, it is very clear that in many of the states there is no legal purview to PI and some countries mandatory required PI license. It is depends on the country’s law and local laws, what is the procedure need to be followed to get PI license and how to renew it. Now, many countries are in the process of legalization and amendment of existing laws according to the desired requirement. In U.S.A, most of the countries required mandatory license to run PDAs and PDs must follow the rules and regulation which is enacted by law (Norman John Groot, 2001). From one country to other country, licensing authorities (BSIS, 2004) are different and they are sole responsible to deal with this subject.

In the world of PI, there are controversies on the subject of “law, privacy and security”. It has defined according to the local and other laws according to country which differ from one to another. Hence PDs should and must be aware about the legal status on these topics and should know how it works in different situations. To be concluding, PI should function within the ambit of the law, which protects the privacy of the individuals along with ethics and law. These kinds of practices will be of good reputation to this profession in the society and can be utilized in PDAs for
welfare of the society. There are many associations work in national and international levels to promote and protect the interest of PDs and which is taking initiative action to education, training, developing policies on law, privacy and ethical issues, engaging with concerned law makers to make legislation etc. These associations practice really appreciable, especially in the absence of law; it works as a monitoring agency in the jurisdiction. The ‘podcast’ also playing a major role in investigation community which shares new content, details and interviews (Joseph A. Travers, 1997) which is beneficial to the investigating and legal communities. According to the private detectives regulation act 2007, India; PDs can work under the rules and regulations of the law (Norman John Groot, 2001) and certain kinds of job can be outsourced to PDAs and which helps to reduce the work load and pressure from LEAs and they are able to work more serious subjects. In case the violation of privacy and law; PDs should face legal action and even cancellation of the license. The most of the governments, as part of the legalization process, planning to provide training to PDs and PDAs, to ensure the skills which can be dealt with PI associated services. Like Pleducation.com, provides online training to PDs in every professional aspect and make the candidate as professional. The governments of many countries depend private agencies to provide education and training, which making it sure the skill in every aspect. The reference manual provided by authorities generally and specifically focuses on various legal issues and role of PDs in current scenario.

3.3: Administration and Management

As far as studies related to administration and management regarding the issue following studies have been summarized.

According to (Anthony Manley, 2009) in today’s world, the crime rate is increasing drastically and people are looking for PDs help both in the case of civil and criminal investigation. This reference manual provides a comprehensive introduction to the professional requirements, investigative techniques and legal responsibilities of the modern PD. It supplies private and corporate security professionals with best-practice investigative techniques, highlights the risks that PDs are likely to encounter, and details what PDs can within the ambit of eyes of the law (Norman John Groot, 2001). Also it provides the detail information on restrictions placed on PDs as private citizens, the legal power and limitations of a PD, reviews the qualifications, licensing
requirements (BSIS, 2004), and code of ethics includes procedural checklists. The operational aspects took considerably the criminal and civil litigation process, investigative technique and cautionary procedures, commercial and industrial threats, vulnerability, distinctive situations, list of popular online resources, the time-tested logic offered in this book will help ensure that the evidence (Danny H. Marshall, 2005) you collect will be admissible in court and that modus operandi of investigation will not violate the law. This is a study made with reference to USA which may be relevant to Indian scenario as well. Because in PDAs (John M. Kajoie, 2005), PDs need to be educated in every aspect associated with PDAs which need to be updated time to time with current significance.

Brian Willingham (2011), opines that as any other professional industry, PDs work is a results oriented driven market. The PD value to clients is typically weighted on providing relevant facts which not only satisfy the case objective, but more importantly, our client’s expectations. Hence professional PDs do follow certain methods, norms and rules as the part of their job.

The PDs need to communicate with clients to gain information to carry out tasks. Also it helps to know what they are expecting from PDs and what can be delivered to clients. There are some steps that can be taken to provide the same thing, like during the work keep the client apprised with suitable mode of communication to show that they are on top priority. It should not be any sort of promise to clients apart from which is mentioned in agreement because no PDAs or any other agency can’t promise about the result which is going to carry out in future. It should make it very clear that PD should put ultimate efforts to gain the desired result; but should not give any guarantee. It should include a disclosure on investigative proposals informing the client that results are never guaranteed. It can prepare a plan of action about investigation to carry out and with prime focus on clients objective and what efforts will make to accomplish those goals within time frame. Investigation has to carry out various stages and each stage need to be intimated to client on time. It is appreciated of each stage; prepare a continued action plan highlighting the immediate findings as well as additional avenues to now further investigate. The work need to be budget oriented and every stage has to be defined clearly and it has to intimate to clients with information with clarity. The investigation area should be defined and prepared agreement from both parties to avoid future issues and to keep the work in the frame.
of objective. It is right and responsibility as professionals to inform a client when something cannot be accomplished. Ultimately, the clients worth keeping will appreciate PDs honesty and will be sure to use it again. This is a study made with reference to USA which is relevant to Indian scenario. Since, there is lot to understand about the subject and how to deal with clients. This study sharing and educating how to deal with clients and run the business (Michael Cavallaro, 2011), the same scholastic and experienced information can be utilise in Indian also.

The study conducted by (Dean A. Beers, 2009) on Yahoo Groups “the Investigators” is a new email newsgroup which offers PDs, an unparalleled opportunity to network with other likeminded professionals. This group builds professional relationships, share stories and advice between members for education and application purpose. This USA based study may be coincide Indian scenario because of huge geographical areas of laws of the land. This PDs network can be utilised to carry out investigations in remote areas since PDAs are not having network over there.

Ian Harm (2011.a) indicates that there are lots of PDAs that are doing well in the market place as the part of advertisement and looking to get publicity. The Competitor Intelligence is playing major role here and it give foresight for future plans. The competitive intelligence need to cover various areas such as information about competitors, their activity, control on market, strength and weakness, strategy of advertisement, market information.

An Internet Presence is must for advertisement purpose apart from free and paid advertisement source. The fact remains that the internet is now the primary medium for sourcing information and as a business (Michael Cavallaro, 2011) have no on-line presence, then missing out on a marketing rich environment. A good quality well designed and well optimised website (Ian Harm, 2011.g) is a must. It is important to look at where your competitors advertise and ensure that you do the same, better still, find places where they don’t advertise. This is a study made with reference to UK which is fit in to the slot of Indian scenario well manner because of any business industry has been fluctuating time to time. Therefore, strategically planned advertisement can play major role in PDAs.
The study (Ian Harm, 2011.b) examining the PI from freelance to setting up an agency. It is looking into the aspect of registering the PI agency as registered company, name of the agency, staff, website, advertisement, administration and management (Brian Willingham, 2011). This UK based study which is coinciding with Indian scenario also because many professionals doing investigation as freelance in PI industry (John M. Kajoie, 2005). It helps to educate freelance PDs about advantages of an agency which makes much sense compared to freelance operation.

The (Ian Harm, 2011.c) traditionally the PDAs (John M. Kajoie, 2005) has been dominated by former law enforcement and ex armed service personnel. As public service PDs, it has been used to accepting case load along with the tools to carry out your work i.e. transport and communications equipment to allow you to do the job effectively. The situation within the PDAs and LEAs field is different. The cost implications have a huge effect on ability to manage your case load. From a business (Michael Cavallaro, 2011) point of view, it can only afford to invest the amount of effort into a case commensurate to your client’s willingness and ability to pay. It needs to be considered that running a Private Investigation agency is not just about investigating; it also entails being an effective, competitive and profitable business. Many excellent PDs are not charging the full value of their worth and as a consequence, in real terms, they are operating their business at a loss. It is their fear that if they do charge what they are worth then they will not get the work. Balancing the business between price buyers and value buyers; can make the business effective and profitable. This is a study made with reference to UK which is coinciding with Indian scenario in well manner because many PDAs are running by former law enforcement, intelligence and security personnel. Therefore to understand the scenario in both countries; and it can be applied in Indian scenario right manner to the improvement of PDAs.

According to the study conducted by (Ian Harm, 2011.d) for a security (Bruce Hulme, 2011) and investigations professionals must be covered by PI insurance during the course of action which many thing can go wrong. PI insurance within the investigations industry is not yet mandatory and can be questioned whether it is necessary at all PDs. PI insurance coverage can be covered professional indemnity for PDs.
The study by (Ian Harm, 2011.e) in UK, there are very few could be described as, large PDAs as per geographical wise. The remaining PDAs are small; consisting of one or two PDs. Even though there are many PDAs that market themselves as providing services throughout the whole of the UK, it is a fact that many of these agencies do not have the resources to effectively cover such a wide geographical area but managing to employ local sub-contracted agencies to carry out the work on their behalf at reduced rates. This is a study made with reference to the UK which can be applied in Indian scenario because of countries huge geographical area. Through sub-contract of PDs, the work can be shared and complete with effective cost manner and the same thing is followed apart from PDAs, many corporate through outsourced way.

The (Ian Harm, 2011.f) Marketing Donut, an on-line marketing resource for businesses (Michael Cavallaro, 2011), case studies can make great promotional material for any business. A detailed account of how an agency has solved a client’s problem is a valuable PR strategy and could provide PDAs with the essential media coverage you need to ensure its success. On the other hand, there are a huge amount of activities and cases undertaken by PDs that translate into a great story but the balance between publishing an interesting case study and maintaining client confidentiality (John M. Kajoie, 2005) can be tricky. Client’s permission to consider using their case as promotional material is a must. This is a study made with reference to the UK which may not be coincide to Indian scenario since most of the agencies are not using case studies for advertisement purpose due to confidential aspect of client. However, advertisement is the outlook to any business and the result of the study reflects that there is similarity in the outcome of the research in the UK as well as India.

It (Ian Harm, 2011.g), can be considered live in a digital world and usage of internet is the most popular medium used to source services and products. The business world (Michael Cavallaro, 2011) is now running over the internet, the significance of the good website is an unavoidable factor. The majority of people and other businesses source all their products and services via the internet. Along with this, modern people and other businesses establishments expect businesses that they deal with a web site. Also without a website the services that provides will be overlooked and people and other businesses will judge the quality of products and
services by the quality of your website. This is a study made with reference to UK which is relevant to Indian scenario as well because the emerging PDAs (John M. Kajoie, 2005) focusing on advertisement as the part of business strategy.

John M. Kajoie, (2005) was a PD who approached a bank to start a PDAs in 1989; he couldn’t convince authorities how to carry out successful business (Michael Cavallaro, 2011). After two decades he owns one of the largest private investigative agencies in central Massachusetts and is regarded as one of the nation's leading PDs. The book describes the reality of a PI firm with very detail information about PDAs. The book covers how to keep the confidentiality in investigation, mentors, how to do successful business (Michael Cavallaro, 2011), parameter of success and failures, personalities, trials and tribulations, money matters. This study conducted on USA and which may be coincide Indian scenario since PDAs under non-legalization as well as law profile.

The book by Joseph A. Travers (1997), introduction to PI is designed to provide the essential knowledge and procedures needed to operate successfully as a PD. It is both an instructional textbook for those individuals desiring a career as a PD, and a resource manual that can be an invaluable tool for later reference. This book covers almost all the areas of PI such as Investigation concepts, Narcotics, Undercover Investigations, Surveillance (Robert C, 2009), General Investigations, Interview and Interrogations, Legal Research, worker’s Compensation Investigation, Physical evidence (Danny H. Marshall, 2005), Case Preparation, Courtroom Testimony, Criminal Defence Investigation, Bioethics, Investigation and the Occult.

This is a direct, concise and comprehension reference book for amateur and experienced PDs for all types of professional investigation. This book can be fill the existing need within the field for a precise comprehensive text detailing the development of skills necessary for professional investigative work and there is a lack of recent, up-to-date textbooks currently available to individuals wishing to learn about PI. Along with other unique feature are practical information and stories that will provide extremely valuable training for PDs, its commitment to the practice of PDAs as well as the public sector, with both the portrayal of PI as a legitimate professional discipline and the subsequent degradation of the popular, media propagated misconceptions of PDs. This is a study made with reference to USA which
may not be coincide Indian scenario since there is no legalization happened on this topic as on date. However, the result of the study reflects that there is similarity in the outcome of the research in all democratic setup, so also in India.

A business (Michael Cavallaro, 2011) that has a PI insurance policy is insured against claims for loss or damage made by a client or third party if that business makes mistakes or is found to have been negligent in some or all of the services that they have provided. PI insurance will also usually cover legal costs. It is fact that many professions are required to have PI insurance cover as a regulatory requirement or as part of their professional accreditation/authorisation. This list includes solicitors, accountants, architects, mortgage intermediaries, insurance brokers and financial advisers. Many consultants, advertising and PR agencies and designers also choose to have this type of insurance even though it is not mandatory for them to have it. This is a study made with reference to UK which is coinciding with Indian scenario in right manner because many PDs and PDAs are facing risk during the work and dealing with expensive equipments. And the most of the PDAs in India has been given insurance coverage to PDs as the part of registering with Shop and Establishment Act.

The book written by Michael Cavallaro (2011), for who wants to be in the field of PI which provides grassroots level information and provides information regarding how to open and operate a successful business (John M. Kajoie, 2005). It is revealing everything about this PI profession, starting with the basics to advanced level. This covers every aspect of the subject with connected with other subject and field such as what is the key differences between a PDs and a police officer, how to choose a niche of investigation and how to think critically, how to investigate a case and perform all of your necessary functions legally.

The study provides a wealth of start-up information from forming and naming business to deciding it will be a solo or joint venture. It devotes it’s time to explain how to form a partnership, LLC, corporation, or sole proprietorship, as well as the legal implications for each type of business. This comprehensive manual will arm with everything need to operate business (Michael Cavallaro, 2011), including sample business forms, licenses, liability insurance (Ian Harm, 2011.d), contracts and forms, privacy agreements worksheets, gadgets, checklists, plans and layouts and dozens of
other valuable time saving tools of the trade. Also it will familiarize basic cost control systems, copyright and trademark issues, branding, management (Brian Willingham, 2011), legal concerns, sales and marketing techniques (Anthony Manley, 2009) and pricing formulas.

Understand how to hire and keep a qualified professional staff, meet IRS requirements, manage and train employees, generate high-profile public relations and publicity, and implement low-cost internal marketing ideas. This book imparts thousands of insider tips and useful guidelines, including case studies of real work done by PDAs. It teaches how to perform background investigations, interviews (Joseph A. Travers, 1997), and surveillance and the basics of each type of investigation. This USA based study which might be important to Indian scenario for the emerging PDAs (John M. Kajoie, 2005) looking for guidance to start and run successive PDAs in Indian scenario also.

The (Pamela Stewart, 2009) PDs are expected by their clients to work in all kinds of weather conditions for long hours. Because of this effects of exposure are obvious; PDs may experience a myriad of health problems in the field. These issues can range from back problems, bladder problems, dehydration, and psychological problems. Moreover a dangerous job. The effects of heats exhaustion or stroke can be face nausea, vomiting, headache, muscle cramps, dizziness, initial moist skin changing to dry, rapid pulse, Back pain. And other significant areas are accidents which can happen at any point of time during surveillance (Robert C, 2009).

Mental health is one of the most ignored problems of the PDAs. Surveillance (Robert C, 2009) is a lonely and stressful occupation where PD has to spend long hours lonely. If the person who get bores easily cannot entertain themselves to have the concentration to stay awake and aware during those tedious hours of surveillance. Nutrition based food and suitable exercises can regain health during stressful mission. By spending the time with gym, swimming, Pilates and yoga are all good forms of exercise. Environmental Hazards are other areas where PDs are spoiling their health. This is happening due to intoxication from new car,carpeting, leather, vinyl and adhesives.

Comparatively men; women are facing different types of problem. Urination is the common problem during long surveillance hours they are facing. They may need
more access to a washroom when they are on their periods. Some women have pain and heavy bleeding which can interfere with work. Pregnancy can be difficult to manage in this occupation.

Aging is another problematic area where many older PDs eventually leave the road, at least full time, and take on office or other assignments. Surveillance is rough on the body and the long and varied hours and other conditions may not be suitable for someone with heart disease, arthritis, or other age related problems. This is a study made with reference to Canada which has special significance in every country including India. Because the PDs are bound to work under any climate or circumstance to meet the desired oriented output.

The book by (Anthony Manley, 2009) explains details of PI including history from ancient to present system, procedure, law (Norman John Groot, 2001). The study reveals the ideas about how to deal with clients (Brian Willingham, 2011). Further other studies reflect that the PDs are in network on internet to share their ideas and experience (Dean A. Beers, 2009). The (Ian Harm, 2011.a) study reflects that scrutinise the ‘root cause’ of the unsuccessful PDAs along with the pointed out impact of a freelance PD to a setting up a PDAs (Ian Harm, 2011.b). He (Ian Harm, 2011.c) explains the technique with clients on the aspect of effective and profitable business, insurance for PDs to overcome unexpected threat in the field (Ian Harm, 2011.d) and sub-contracted job from PDs to PDs where they are not having contacts (Ian Harm, 2011.e). The author (Ian Harm, 2011.f) also has given the information about advertisement of PDAs with case study through various modes such as mass media, websites etc also the author focus the significance of websites for PDAs (Ian Harm, 2011.g). In the PDAs many PDs achieved good reputation with their professional excellence and detail information about other aspect also focused in this study (John M. Kajoie, 2005). The “Introduction to PI Essential knowledge and Procedure for the Private Investigator” provides the essential knowledge and procedures needed to operate successfully as a PD with recent up-to-date (Joseph A. Travers, 1997). To operate financially successful PDA, should know in and out of this subject which provides this reference manual (Michael Cavallaro, 2011). The author (Pamela Stewart, 2009) reveals the unknown territory where PDs faces lot of health related problems and its impact on their work.
As in any other organisation, it is very important to see process of administration and management (Brian Willingham, 2011) in PDA to run the business. When it deals with clients it should be very clear about the requirement of the clients and should be possible to deliver the same output to them. The area of the investigation cannot be predicted and to keep PDs everywhere is practically impossible. Hence working in a network will give much geographic coverage and it will be cost effective. The importance of advertisement is another area where one can promote the business (Michael Cavallaro, 2011) and people get much attention about PDAs. In the current scenario, without advertisement, one cannot run any business while competitor gives much importance to publicity with service and case study information. The case study information highlights the profile of the PDAs and gives much attention and results. PI can be as freelance PDs but setting up one’s own PDAs would give better output in the business line because of reputation and existence of the organisation. Being an individual doing investigation depending on single person but an organisation gives much sense in every aspect such as registration with concerned authority, name of the organisation etc. To run a successful business (John M. Kajoie, 2005) is a difficult task, especially when it involves cost effective job. Hence, it should be balanced and expense for the investigation has to be according to the revenue and the same time clients should be happy with the output. PI insurance, even it is not mandatory to PDAs, it must be followed since it has involved many risk factors and many unexpected events. It covers both PDs along with other equipments which associated with this work. The PDs have to work in varied weather conditions as well as in irregular time frames. Due to the same reason, PDs obviously faces both physiological and psychological problems which ultimately affect the results. One should take necessary precautions to deal with health related issues with sufficient rest.

The books are of the significant source of any subject which can contribute crucial information from grass root level. That is the reason PI books provides information about history, present system, procedure, laws (Norman John Groot, 2001), types of PI, modus operandi etc. Also it reveals about current status of PI and successful story of PD and their growth in the PDAs. These information give awareness about others, especially who aspire to become PD about PDAs and current world.
3.4: Current Significance

As far as studies related to current significance regarding the issue following studies have been summarized.

In (Charles T. Pinck, 2007) in the light of the scandal surrounding Hewlett Packard's use of PDs, the author is doing a critical evaluation on this subject. Many professional PDs began their careers in law enforcement, intelligence (Schmitt, Mazzetti, Parker, Perlez, Khan and Gillani, 2011), accounting, finance, journalism and the military where they gained invaluable investigative and legal experience that is a requirement for the complicated and challenging assignments. The strength of PDs is intelligence, a telephone, a computer and contacts carrying out the job with these tools and interviewing (Joseph A. Travers, 1997) people. The PDs role is growing in our societies drastically from tracking down fugitives who are involved in high profile frauds, complex litigation, background of potential business partners, conduct sensitive internal corporate inquiries and also looking into the wide range of financial crimes etc.

In the Hewlett Packard scandal, PDs are violated privacy and accessed the information unauthorised way as the part of investigation. In this aspect, need to understand the limits and scope of investigation and how to carry out professional investigation with the limit of legal preview. The PI should carry out professional way with in legal limits in every aspect such as pretexsts (Alan Pruitt, 2002), phone tapping etc and collect solid evidence (Danny H. Marshall, 2005) for further steps. This is a study made with reference to USA which may be relevant to Indian scenario as well because this PDAs comes under criticism due to violation of privacy, law (Norman John Groot, 2001), fundamental rights and other human rights violations.

The (Charles T. Pinck, 2007) study has done critical evaluation on how to carry out professional PI in the light of the prominent HP Hewlett Packard's use of PDs scandal. Along with (L. Scott Harrell, 2007) explains the trend of PI in various areas in the year 2007. The author (Sandra Laville, 2011) narrated the entire episode of Daniel Morgan, PD who has been brutally assassinated in the car park of a south London pub 24 years ago. As per the available information revels that he was about to expose a network of corrupt police who were involved in widespread
criminality and used Southern Investigations as a conduit for drugs and money and he was sharing with these information with tabloid newspapers.

The (L. Scott Harrell, 2007) shares the information about top markets for PDs in 2007 explained and who are struggling to compete business among traditional service offerings. There are many services offering by PDAs and it depends on time to time people depends on specific kinds of services significantly. To Identity theft is a huge source of revenue for PDs who want to specialize in preventing ID thefts or assisting those who have become a victim of identity fraud. Surveillance is a traditional service and it will always be a highly lucrative market. The unique nature of the surveillance is it is associated with almost all kinds of investigation and able to gain huge information out of that. Hence most of the PDAs are offering this service compare to other services. Computer forensics is a new area of PI. Due to the increase of population and technology more crimes are being committed with the assistance of a computer.

Specialized training in forensic computer examination is required as there are a lot of shysters out there right now claiming forensics. GPS vehicle monitoring system is still not grown due to expensive of technology and the reliability improves this service will continue to grow. A large market exists right now for fleet and heavy equipment tracking which is only beginning. The security is first concerned of human being and now days this gives wide meaning. Generally most of the communications happening through wireless technology and to keep this network from unauthorised access is questionable in many aspects. Hence conducting audit and WiFi consulting emerging area in PI along with security consulting in home and work place is the subject of data and information theft. Competitive intelligence (Ian Harm, 2011.a) is the legal way to gain information on a client's competitors in an effort to give them the edge in the marketplace, which gives safest service place in PI world. This is a study made with reference to USA which may be fit in the slot of Indian scenario as well because as any other business, these PDAs comes under fluctuate in the aspect of business volume.

It (Sandra Laville, 2011) reveals the information about Daniel Morgan is a PD who has been brutally assassinated in the car park of a south London pub on a March night 24 years ago but still Scotland Yard investigation couldn't find the culprits. Daniel Morgan was associated with Southern Investigations, the small south London
PDA he set up with a partner, involved him acting as a bailiff or utilising his particular talent for remembering car registration plates and telephone numbers. It is alleged that due to police corruption that has hung over the case and refused to lift for 24 years.

Morgan's brother Alastair and his elderly mother believed, with credible evidence (Danny H. Marshall, 2005) to draw on, that he was killed because he was about to expose a network of corrupt police who were involved in widespread criminality and used Southern Investigations as a conduit for drugs and money. Morgan's business partner, Jonathan Rees, counted many officers as friends. One of his specialities was to use his "friends" in the force to provide information which he sold to tabloid newspapers. Over two decades, the investigations kept coming back to a number of the same suspects. The surveillance did uncover more about Southern Investigations' relationship with corrupt police officers and tabloid newspapers, but nothing to clearly incriminate the men in the murder. This UK based study which may not be coincide to Indian scenario because even this PDAs comes under severe threat and security issues (Bruce Hulme, 2011), the extreme above mentioned episode is very rare in India. However, the result of the study reflects that there is similarity in the outcome of the research in PI set-up both in UK and India.

In recent times high profile PI controversies focused on balancing the subject between law (Norman John Groot, 2001), privacy and ethics. Hence, there is a need to understand the limits and scope of investigation and how to carry out professional investigation within the limits of legal purview. Therefore professional investigation should be within legal limits in every aspect such as pretexts (Roger H. Schmedlen& Bruce Hulme, 2009), phone tapping etc., and collection of confirmatory evidences (Danny H. Marshall, 2005) for further steps. As part of legalization and updating the existing legal status, governments need to train PDs in professional manner in each and every aspect. The prominent private organisations like Pledication.com provide training to PDs as part of training provided by government before issuing the license. This will help both government and PDs in the subject to do better performance. In the light of current events, PDs are facing serious life threat, and could be assassinated in a cold blooded manner. Hence, concerned associations and authorities need to avail legal support and assistance, when PDs and associated professionals are in trouble and it will help to stabilise the system. The market study
on PIs comes out with trends of various services and it can be good assessment for future market expectation.

3.5: Education and Training

As far as studies related to education and training regarding the issue following studies have been summarized.

According to Charlottee (2010) Pledication.com is a division of CPI provides providing online continuing education courses for Private Investigators licensed in North Carolina. Pledication.com will coordinate with North Carolina Private Protective Services Board for providing online PI course. Since January 1, 2012 all NC PI licensees must complete 12 hours of continuing education prior to their license renewal. This is a study made with reference to USA which may be relevant to Indian scenario also in the light of legalisation concept. The education and training to PDs must be part of the legalisation process.

The study by D. Nelson & John W. Simek (2010), looking into the matter related to application of technology to develop evidence (Charles A. Sennewald and John K. Tsukayama, 2001) and information as the part of PI in the subject of divorce, infidelity and child custody matters. Electronic evidence (Andrew Buncombe, 2008) in family law cases cuts a wide swath these days. It consists of e-mails, text messages, instant messages, word processing documents, GPS data etc playing major role in communication.

The spyware software is installed on a computer without the target user’s knowledge and meant to monitor the user’s conduct. Most of the time, in domestic practice, the target is e-mail and chat rooms, but the software will record everything the user does, including financial record keeping, the preparation in a word processing program of letters to counsel, or the keeping of business records. Also some spyware is used to gather personally identifiable information like passwords, credit card numbers and Social Security numbers, hijack web browser, reset home page, add toolbars, alter search results or send popup ads.

The cell phone is another vulnerable target for espionage; especially spying on spouse. There are various surveillance software are available to monitor cell phone
and record every activities such as text message, phone conversations, call list etc. Perhaps the hottest surveillance device of past couple of years has been the GPS, which many a spouse or lover has resorted to in order to track the location of the spouse or lover suspected of wanderlust.

The state law regarding spyware and other forms of surveillance can be probably anticipating a lot of tinkering. One of the problems with the new technology and the consequent new laws (Norman John Groot, 2001) is that we have so little case law to guide. The vast majority of these cases settle. Added to that, no sooner has the law caught up to technology than technology leapfrogs the law, which again limps gamely behind it, playing a never-ending game of catch-up. This is a study made with reference to Fairfax which may be coincide to Indian scenario in the field of importance of digital evidence (Sharon D. Nelson & John W. Simek, 2010) and its applications in PI.

The study by (Ian Harm, 2011.h) interviewing skill is acquired through training, practice and consolidation by repeated use of the techniques (Anthony Manley, 2009). Although PDs regularly interview people (Joseph A. Travers, 1997), generally those interviews tend not to be conducted with the same formality as a police interview, especially those conducted with suspects. The PDs interviews are not openly recorded by video or audio facilities and are not generally subject to the Police and other agencies. These interview, until and unless the PD happens to be interviewing someone in respect of a criminal offence whereupon the interview will be subject to the full scrutiny of the criminal justice system.

Dr Eric Shepherd narrated his book in detail the psychological underpinning of the Conversation Management technique which lies at the heart of the PEACE interviewing model. The publication is invaluable as a learning resource for those who are beginning their career path as a professional PD, experienced PDs who have undertaken professional interviewing courses. This is a study made with reference to UK which may be coincide to Indian scenario as well because collection of information from the ‘suspects’ or ‘targets’ are most important aspect in any investigation.
According to Ian Harm, (2011.i) generally a PDs success depends upon his or her skill and ability to collect information, the ability to engage and interact effectively with others is invaluable. Any PD that cannot relate to clients, witnesses etc will not be a proficient operator and therefore their operational effectiveness will be severely limited. If a PI alienates witnesses, the witnesses will not feel inclined to give information. If he or she does not respect the feelings of others, makes people feel ill at ease, offended, or defensive, their ability to gather information will be significantly impaired. In short, to be truly effective PDs must have personal characteristics that attract and motivate others to speak freely and without inhibition.

Without sufficient human relationship skills, PDs will never be successful in their endeavours. The basic qualities of a PDs are Project positive attitudes towards others, Be clearly and genuinely interested in others, Foster good human relations, Be empathic and express concern for others, Adapt to different personalities (John M. Kajoie, 2005) and circumstances, Communicate effectively with others, Be a believable personality, Influence and motivate other people, Manage conversations and effectively draw out information, Understand the emotional strengths and weaknesses of others, Have the ability to control his or her emotions, Create friends rather than enemies, Law of Attraction. This is a study made with reference to UK which may be relevant to Indian scenario also since human relationship skills has significant role in PI and it can’t be avoided in any business (Michael Cavallaro, 2011).

The (Kevin M. Cosgrove, 2011) professional PDs of all specialties utilize a variety of resources today to assist them with gathering relevant facts to attain their respective case objective. The PDs choices which includes proprietary databases, public record resources, human intelligence, eyewitness accounts of a particular person, business practice (Michael Cavallaro, 2011) or event etc to gain the information about the ‘target’. Even the most skilled sleuth would agree that obtaining an individual’s first-hand account of a subject matter is the most critical and difficult task to accomplish in our profession.

The challenge to find potential witness can be accomplished by utilizing various sources to identify certain individuals who “may” be a person of interest for particular objective. It is often this initial legwork can be productive and informative
as gather facts. Once identify and locate potential “targets” the real challenge commences with not only connecting with these individuals, but to convince this individual to trust enough to provide specific facts based on their own personal observations or experiences of a particular subject matter. Also the PD must remain aggressive, intrigued and forthcoming while conducting witness interviews (Joseph A. Travers, 1997), while at the same time, open-minded and sensitive to an individual’s concerns. The witness interviews remain a critical instrument to the modern-day PDs toolbox and it is important deals the subject. This is a study made with reference to USA which may be coincide to Indian scenario in the application techniques (Anthony Manley, 2009) and knowledge in the field gaining the information about suspects or targets.

The (Kevin M. Cosgrove, 2011) professional PDs are in a unique position in today’s era of economic and social uncertainty and seek by most potential clients. The clients seek the help of PDs to provide the facts about their ‘targets’ and also expect PDs personnel opinion. The PDs have a legal, moral, and ethical responsibility to clients to provide them with the best facts possible to allow them to make the most informed decision. It should be both responsive as well as logical when deals with certain sensitive cases for clients; it is due to chose and for those who enjoy the taste of success when exceeding a client’s expectations and are equally as devastated when we fall short. The balance is certainly the key and we must remain diligent in own skins to remain focused for the next opportunity. This study happened in the USA and which may be correlated to Indian scenario in the field of deals with clients in a professional and fair manner.

L. Scott Harrell (2011) examining about an investigative interview (Joseph A. Travers, 1997); it must understand the fundamentals of behaviour as it relates to the act of lying. During the interview, the interviewer must be concerned with whether or not an interviewee is telling the truth and accurately describing his or her background, account or story. An interviewee may be able to lie successfully because the interviewer is not in tune with the interviewee’s non-verbal clues that indicate deception. Becoming aware of the manifestations of dishonesty is a vital skill in becoming a great interviewer.
Interpreting non-verbal behaviour is the least understood element of communication. Between 55% and 65% of all communication between two people is conveyed through body language, while 30% to 40% of this same communication is carried in the tone of voice. This leaves less than 10% to the spoken word. Therefore, it should be absolutely clear that an interviewer must be concerned with a subject’s non-verbal responses. These silent clues may provide more information than his or her answers.

Non-verbal behaviour reveals itself in body positioning, gestures, eye contact, facial expressions; evaluating verbal responses involve awareness of tone, volume, and speed of speech. The other tactics include evaluating a subject’s attitude, use of various delay techniques (Anthony Manley, 2009) and listening for verbal slips. While these clues can be indicative of an interviewee’s dishonesty, they cannot be used individually and separately in making a good appraisal of his or her responses. First, suspected behaviour must be compared to a “norm” for the interviewee. And secondly, the suspected behaviour must be evaluated in context with the discussion. This is a study made with reference to USA which may be relevant to Indian scenario also in the field of deals with interview and interrogation in non verbal behaviour aspect.

L. Scott Harrell (2011), examines that how to write the perfect professional investigative reports which provides detailed findings in precise and clear manner. The organization, conciseness, clarity, and accuracy are the hallmarks of a good report. The written report will represent all relevant aspects of the investigation and be objective, accurate, understandable, logically organized, and timely. The reports should contain just facts and not the PDs opinion, unless the PD was specifically asked by the client to provide a written opinion based up a set of facts.

The conciseness, accuracy, style should be taken care of when you are writing report. Also format such as introduction or premise, summery of the investigation, identification of the subjects, investigative methods, conclusion / result, professional close must be considered to prepare report. If it is necessary it can be add to include exhibits and attachments and witness or contact list. This study carry out in USA which may be coincide to Indian scenario in the field of deals with writing perfect investigation report.
The book by Raymond P. Siljander (2001) is intended for those who aspire to become a PD or those already engaged in such occupations who want to expand the breadth and depth of their professional knowledge. It serves as a comprehensive manual of procedures, concepts (Joseph A. Travers, 1997), forms, and technical guidelines presented in plain, clear language with substantial depth of technical knowledge. It provides checklists of equipment business forms, licensing information (BSIS, 2004), and thorough guidelines on how to set up a PDA. The primary topics include sources of information and skip tracing; interviews (Joseph A. Travers, 1997), interrogations, confessions, and statements. And it is focused on the technique of pretext (Anne Broache, 2007) in investigations, physical surveillance, aids for vision extension and enhancement, investigative photography, undercover investigations (Joseph A. Travers, 1997), bodyguard service and executive protection, report writing and court appearance. Along with this it covers the administration and management (Brian Willingham, 2011) part such as client fees and billing, affidavits, business management (Michael Cavallaro, 2011), reading the environment, field tips for process servers. In addition, the text is generously illustrated with examples to clarify specific points. This book is an essential tool and a continued resource for all PDs and process servers. In addition, it will be of real benefit to attorneys and their staff as well as law enforcement officers interested in a transition to PI upon retirement. This is a study conducted in USA for looking into the in-depth of PDAs (John M. Kajoie, 2005) which may be coinciding to Indian scenario also.

The book by Raymond P. Siljander & Donald A. Rush (1984) is a manual of procedures, concepts (Joseph A. Travers, 1997), forms and guidelines presented in detailed manner with substantial depth of technical knowledge. This serves as both a comprehensive first step for the aspiring PD, attorneys, LEAs detectives. It covers areas of PI such as profession of PI, source of information, skip tracing and locating assets, pretext enquiries (Roger H. Schmedlen & Bruce Hulme, 2009), interview (Joseph A. Travers, 1997), interrogation and statements. And it covers the detail information about undercover operation (Joseph A. Travers, 1997), gadgets, surveillance, VIP protection, report writing, court room testimony and managing a PDA. This is a study made with reference to USA which may be coinciding to Indian scenario also in the operation field of PI. The PDs and PDAs required
fundamentals of the subjects along with recent update to keep update themselves and maintain the quality of others.

This book by Richard H. Akin (1976) was specifically intended to assist persons who are new to the field of PIs. The objective of this book is to make available to every PD a ready reference to help him solve general problems of directions and specific problems as to where to obtain particular information. Also there is no PD alive who has complete knowledge of the field, hence it can be considered as reference book. This reference book can increase the professional stature of PI by causing some standards to set. The private Investigator’s basic manual covering almost all the areas such as source of information, investigative technique, investigative procedures, civil investigations (Anthony Manley, 2009), criminal investigations (Anthony Manley, 2009), security (Bruce Hulme, 2011), case studies etc. This is a study made with reference to USA which may be relevant to Indian scenario in the field of PIs various aspect since new and existing PDs come across various doubts and clarification on this topic.

The study done by Robert C (2009) points out the various methods to carry out surveillance. The surveillance is the state the art of investigation technique and can be collect huge level of information about person who is suspect or subject. The tinted glass mini-van is best for surveillance and it is easy to move anywhere. When following the ‘target’ car need to keep enough distance and allow other vehicles move between PD and ‘target’ vehicle. Also keep an eye on traffic signals to avoid miss ‘target’ vehicle. The target and target’s vehicle should be on PD sight always even there are other obstacles on sight path. It should be noted with pen, paper or voice recorder about target movements and every bit of information. The person height can be noted with compare with the height of car and any other vehicles. Also running video recording should be very clear and with time and date for future references. Along with above mentioned information, PDs should carry enough water and food since surveillance will be longer time and unpredictable. This is a study made with reference to USA which may be relevant to Indian scenario in the field of surveillance, the technique used in almost all investigations. The technique and tactics of surveillance is almost same in any geographical areas.
Shobha Mathur (2009) explains that the nationally accredited online PI course providing by organizations from both India and abroad. This course provides with the practical skills to uncover important information and secure evidence (Danny H. Marshall, 2005) in an investigative role. It helps to start a new career or apply your existing law enforcement, military or government experience to a new profession.

The course covers various aspect of PI such as introduction to professional PI, criminal background investigation, crime scene investigation, asset investigation, business investigations, industrial espionage, marital investigations, employee theft investigation, Undercover Operations (Joseph A. Travers, 1997). Along with these, it looks in the techniques (Anthony Manley, 2009) of interviewing, interrogation, surveillance, court procedure, establishing marketing and business (Michael Cavallaro, 2011), computer forensics, accident analysis, PDAs gadgets, electronic and various other areas.

The online investigation coerces provides in India by Forensic education, New Delhi; IFS India, Pune. And India’s abroad the courses provided by The Canadian Academy of PI, Global school of Investigation, Nashua, USA; The Institute of PI, UK; The Australian School of Security and Investigations, PD Training Institute, Orange County, California; Australian Security Academy Pvt Ltd. This is a study made with reference to India which may be coincide to other foreign courtiers also in the case of PI courses.

The article by Steve Johnson (2009), points out the significance of the investigation notes which prepare during operation time. These can be written in legal pad, a booklet, voice recorder which will become the basis of investigative report at final and most important product of any investigation. The important question is what can be done with investigative notes after completing the work. The one version saying that all notes should be maintained in case there are questions at a later date, while the other side advocates destroying them after completing the investigative report. The notes are probably more accurate and detailed than the final report in the event they are needed for reconstruction purposes and vital elements before court of law. Another side of this subject is to increase operational security, protect our client’s privacy and that all facts significant to an assignment are detailed in final investigative report. Since all notations become an entry into the investigative report
the notes should not be any more or less precise than the report. This is a study made with reference to England which may be important to Indian scenario also due to the significance of investigation notes.

The study revels (Steve Mallon, 2009) that successful PI Entrepreneurs must have visions that are in sharp focus in keeping with the agency’s overall marketing plan. The PDs have goals clearly set in their minds, and they must have beliefs that anything is possible. There are typical traits of a successful PD entrepreneur are service and product expertise, strong and overwhelming desire to achieve, Integrity, honesty and dependability. As any other profession, he should have good communication and superb interpersonal skills, professionalism, positive attitude with high personal self-esteem, Confidence, Decisive goal setting and planning skills, healthy financial attitude, Problem solving skills. The soft skills and keeping himself according to the situations such as balancing emotional stability, dominant and assertive, conscientiousness, competitive and tough-minded, self-assurance through self-efficacy, intuitive and insightful, empathetic, friendly, perseverance also very important. This is a study made with reference to USA which may be relevant to Indian scenario of PDs traits who associated with their work. As any other country PDs trait, quality and qualifications similar, hence the result of the study reflects that there is similarity in the outcome of the research in both countries.

The book by Steven Kerry Brown (2002) on PI to establish own PDA or use tools and technique for PDAs. This reference manual gives detail information regarding how to become PD, what is the procedure to follow to create a PDA? Along with this, it focuses on deep insights to various investigations such as public records retrieval, in-house investigations, surveillance, skip tracing in the field and websites (Ian Harm, 2011.g). Also it looks in to the subjects of gadgets, database, usage telephone, technique of interview (Joseph A. Travers, 1997) and interrogation, electronic surveillance etc. This is a study made with reference to USA which may be coinciding to Indian scenario of PD role and responsibilities and work nature.

The book written by Susan Sweeney CA (2001) provides the detail information about start business (Michael Cavallaro, 2011) through internet and ensured that the business chosen will match the goals and aspirations of the entrepreneur. It’s providing more than just technical information, guide to prioritizing
what the entrepreneur wants to get out of the business and determining what level of risk is comfortable. Each of the 101 business profiles includes promotion techniques (Anthony Manley, 2009) to help these start-ups get on the road to success.

In the reference about PI, which provides detail information about the overview of PDAs, how to utilise internet for investigation, generating income through this business (Michael Cavallaro, 2011) with reputation and quality output. Also it analysis about what are the skill necessary for a PD, licence and insurance coverage, certification course for PI job and its credibility. This book explains about cost to start this business such as development, design and hosting website (Ian Harm, 2011.g), computer, suitable software and printer, other investigation gadgets. Also it points out to consult with lawyer to start this business and should be certified as PD. Also explains about other techniques (Anthony Manley, 2009) such as participating in mailing lists related to missing people and children, locater services and do free promotion to charity organisation for advertisement (Ian Harm, 2011.a). And need to develop possible links with blogs and websites, directories, index of missing people, PI and locator services. Additional income can be obtained through cyber crime such as credit card fraud to identity theft etc. This is a study made with reference to USA which may be coinciding to India in the light of booming online PDAs in recent times.

Tom Slovenski (2008) pointed out that communication is the life-blood of any relationship and people have to communicate to express their thoughts, desires and needs. When PDs deals with a case investigating involves a large corporation’s employees, personnel investigations or any other operations, evidence (Danny H. Marshall, 2005) can be found in the devices those subjects use to communicate such as cell phone or any other storage device.

LEAs have since discovered the value of using cellular forensic examiners to obtain beneficial leads and information that would not have been secured had it not been professionally extracted from the suspect’s in cell phone. Along with corporations utilize cellular forensic experts to find security breaches in their companies and domestic cases can’t prove before court of law (Norman John Groot, 2001) until deleted information forensically obtained from devices. Hence to provide the same result by PDs in the most updated competitive world.

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A cellular forensic examiner can obtain many items of digital evidence (Nelson & Simek, 2010) such as Text Messages, Pictures, Video, T9 directory, Carrier evidence (Danny H. Marshall, 2005). Quick Response Messages, Emails, Ring tones. It can even delete information and what other information has been added to the phone since the deletion. By this way, cellular forensics can help you grab the evidence (Danny H. Marshall, 2005) while it’s available. This study carry out in USA which may be coincide to Indian scenario also in the light of booming cyber crimes and significance of cellular forensics.

According to Tony Imossi (2011) in Britain, the PI is not subject to any form of regulation and due to violation of privacy, law (Norman John Groot, 2001), fundamental rights and human rights violations; these PDAs came under the rude criticism from media and public. Therefore the demand of ‘need for legalisation’ came to light to keep the PDAs (John M. Kajoie, 2005) under the preview of law.

In light of the scale of unethical and unlawful practitioners operating as PDs, the association can be regulate the PDAs in the absence of the law. The ABI is the professional body for PDAs and it is the only industry organization that actively self regulates members, undertaking stringent. Endorsed by the Law Society of England & Wales and the Law Society of Scotland, the ABI acts as a one stop shop for due diligence when a legal firm has a need to hire a PD. This is a study made with reference to UK which may be coincide to India since PI is not legalisation not happened and still this PDAs working as unregulated manner. Hence the role of PI association and their regulation activities carry significant role in PDAs to perform.

Tracy V. Wilson (2007) examines the role of a PD in every aspect apart from the fictional images. This article provides the information about PD from grass root level such as history of PI, nature of work, clients, legal aspect of investigation, law (Norman John Groot, 2001), privacy. It is explaining that conducting an investigation by a PD on the subject of lost or stolen property, matrimonial investigations (S Shanthi, 2005), business investigations, man missing cases and related other crimes. In PI, the law is playing prominent role in every aspect such as pre-texting, trespassing or breaking and entering, private phone tapping, detain and interrogate criminals, invasion of people's privacy. Training and Licensing (BSIS, 2004) for PDs who already have experience in a related field. In most cases, a person learns to be
PDs through apprenticeship with an experienced PD or formal instruction. In this training which covers planning and coordinating investigations, investigative and surveillance techniques (Anthony Manley, 2009), laws (Norman John Groot, 2001) and ethics pertaining to investigative practice, questioning witnesses, evidence-handling procedures (Danny H. Marshall, 2005). This study happened in USA which may be relevant to Indian scenario in the light of booming online PDAs. The PDs required getting information from the grass root level about this profession and this knowledge need to be updated time to time.

The book by U. S. Department of Labour (2008), occupational outlook handbook explains about hundreds of different types of jobs and explains training and education needed. And it covers most of the job’s earnings, prospects, KRA, working conditions and other aspects associated with work areas. In addition, the Handbook gives job search tips, links to information about the job market in each state and other reference information.

The Occupational Outlook Handbook provides significant points about PDs and their nature of work. The PDs work hours are often irregular and along with this work can be dangerous. The about 30 % strength of PDs are self employed and applicant typically have related experience in areas such as law enforcement, government, military and intelligence job (Schmitt, Mazzetti, Parker, Perlez, Khan and Gillani, 2011). This profession is expected keen competent and adventurous; primly focused on ultimate result. Also it focus on the aspect of training, other qualification and advancement, licensure, certification, employment , job outlook, job prospects and earnings, related occupations to this. This USA based study which may be coincide to India, since which provides information about the PDs and its roles in the society. Hence the role of association and their regulation activities carry significant role in PDAs.

The book by William Patterson (1979) provides inside knowledge and techniques (Anthony Manley, 2009) used by the professionals those who are working in PI world. It covered the topics detailed manner on the topic such as body guarding, skip tracing, missing persons, surveillance, disguises, clue gathering and other areas of investigation. This reference book gives enough knowledge and tests to make a
person as PD. This USA based study which may be important to Indian scenario as well on the aspect of the knowledge and technique used by PI world.

The WAPI (2011) reveals that it has agreed to acquire e-Legal gathering, a discussion forum for PDs, legal professionals and members of the general public to network with each other (Dean A. Beers, 2009). Following the acquisition, e-legal gathering will operate independently to preserve its successful PI forum brand and passionate facilities to the PDAs.

The acquisition combines one of the largest and fastest growing online PDAs with WAPI's leadership in organizing and representing the PDs. The combined organizations will focus on providing a better comprehensive experience for users interested in networking, learning, and opportunities for professional PDs to promote the PDAs to reach a vast new audience.

The e-Legal Gathering team has built an exciting and powerful online platform that complements WAPI's mission to reach out to the wider areas of PDAs to represent issues and to educate and update all Members on legal and ethical Issues. Along with this to broaden the networking potential, providing the foundations for Members and Subscribers to grow and expand their Business (Michael Cavallaro, 2011). This study has been done in UK which may not be coincide to India on the matter of online discussion forum for PDs help to networking, learning and will offer new opportunities for professional PDs to promote PDAs to reach higher level.

The book by William F. Blake (2011) has been focused on detailed information about various types of investigation. The significant of this reference journal is there are various technique and tactics mentioned which can be followed by primary level PDs and professionals those are associated by directly and indirectly. There are detailed critical level of examination on various kinds of services such as asset search and recovery, competitive intelligence, maritime matters, employment claims, locating missing persons, workers compensation, insurance (Ian Harm, 2011.d), accident investigations and reconstruction, employment theft. Along with this, it focus on the special techniques (Anthony Manley, 2009) such as polygraph examination, forensic accounting, providing personal protection, product diversion, internet profiling (Ian Harm, 2011.a), threat assessments and interventions, computer
forensics, using electronic resources in due diligence. This is a study made with reference to USA which may be relevant to India on various kinds of PI operations which is following by India’s PDs too.

The (William F. Blake, 2011) book reveals that the PI as a second career in the world and it gives detail information about subject from grass root level. It is a good reference manual for to set up own PDA and provides clear information about how the former LEAs people can work as PDs, how to run profit oriented business (Michael Cavallaro, 2011), professionalism and ethics, financial disputes prevention and resolution. And it is considered the operational part such as investigation, interview (Joseph A. Travers, 1997), statements, producing professional investigation report (L. Scott Harrell, 2011), PD in civil justice system, complexities in international investigations, PDs liability, surveillance, other investigation methods and procedure. This is a study done in USA scenario which is coincide to India also on the aspect of detailed information about various types of investigation and application technique and tactics for PDAs.

The government owned agencies looking for professional PI course from recognized organization as the part of mandatory licensing (BSIS, 2004) and carried out this profession in their jurisdiction (Charlottee, 2010). In India and abroad PI courses provides by various nationally accredited institutions along with PDAs who gives in-house training along with on the job training (Shobha Mathur, 2009). The (Ian Harm, 2011.h) opines that the techniques (Anthony Manley, 2009) and procedure for carrying out interview as the part of PI and qualities of PDs which helps to carry out successful investigation in real life (Ian Harm, 2011.i). Along with (Kevin M. Cosgrove, 2011) also points out the technique to carry out witness interview as the part of investigation. The significance of non verbal behaviour in interview during PI and how to deals with client professionally and fair manner explained by (L. Scott Harrell, 2011). The surveillance technique is systematic manner explained (Robert C , 2009) and along with examinees the importance of digital evidence (Sharon D. Nelson & John W. Simek, 2010) and its applications in PI by (Sharon D. Nelson & John W. Simek, 2010). The usage of Cellular Forensic for obtaining the information from the mobile phone as the part of investigation is a new era in this subject (Tom Slovenski, 2008). The investigation report is the outlook of the work carry out by PDs.
and (L. Scott Harrell, 2011) narrates how to write investigation report in professional manner. The significance of the investigation notes and its application in the PI (Steve Johnson, 2009) and examination of important traits PDs should have (Steve Mallon, 2009) also give lights to these subjects. Also (Tracy V. Wilson, 2007) detailed information on PI in every aspect from grass root level. The ABI is attempting to maintain ethical standards even the PDAs is not regulated and keep the privacy and security of clients (Tony Imossi, 2011) focused on this study. The study focus on online discussion forum for PDs help to networking, learning, and will offer new opportunities for professional PDs to promote the PDAs to reach a vast new audience (WAPI, 2011). To be a PD and being in the same profession to update the knowledge, PDs requires professional knowledge (Raymond P. Siljander, 2001). For this many books and reference manual provides procedures, concepts (Joseph A. Travers, 1997), forms and guidelines presented in detailed manner with substantial depth of technical knowledge on PI (Raymond P. Siljander & Donald A. Rush, 1984). Along with above mentioned books, “The Private Investigator's Basic Manual” specifically intended to assist persons who are associated with PDAs (John M. Kajoie, 2005) which deals with most of the areas of investigation (Richard H. Akin, 1976). The same PI techniques (Anthony Manley, 2009) and tactics can be use in other areas of business also (Steven Kerry Brown, 2002). The online PI is new area and required new sort of information to operate successfully (Susan Sweeney CA, 2001) along with (William F. Blake, 2011) explains how to start an own PDA with profit oriented manner. The (U. S. Department of Labour, 2008) released the Occupational Outlook Handbook and detailed information about PI, PD and PDAs on various aspects and how it works in the real field. In the subject of PI, it has to understand about various types of investigation and application technique and tactics for PI (William F. Blake, 2011) along with this (William Patterson, 1979) focused on the knowledge and technique about PI and provides tests to these PDAs.

The efficiency of PD can be achieved only through professional education and training. Therefore, the prominent private organizations provide training to PDs with professional excellence and many governments also looking in to this. The legalization process is happening in most of the countries and as the part of this government need to educate and train PDs in every aspect. Hence government owned agencies depends on private organization to train and keep PDs up to date, to compete
with current world requirements. The PI associations can also play a significant role in the matter of education and training in the case of absence of law or role of government. This will help to keep the ethical standards of the profession and work as a regulatory nature. The technique of interview (Joseph A. Travers, 1997) used in PI to gain the information from suspects or targets. Interview skill is an art and one should be able to gain through training, practice and consolidation by repeated use of the techniques (Anthony Manley, 2009) and also can be recorded for future references to concerned authorities. The significance of scientific interview or interrogation is without violating fundamental rights and following third degree torture methods. The quality of an efficient PD in is personal characteristics that attract and motivate others to speak freely without inhibition, which helps to gain information. These human relationship skills can be obtained through education and training. In today’s competing world, one can gain a client and maintain the confidence is really difficult and hence it depends on how to balance this scenario, deciding the existence and future business of PI (Michael Cavallaro, 2011). The perfect professionally balanced investigation report (L. Scott Harrell, 2011). gives accurate information in a précised format which helps to take the decision on findings. Also, it is the outlook of entire work carried out PD, in various stages with different time frames. Surveillance is the oldest technique in investigation but it still exists, the same importance in PI along with any other related profession. To carry out professional surveillance, one requires extreme patience along with state of the art of equipments to cover audio, video and other kinds of data. The PDs can obtain enormous information through surveillance which helps to precede investigation to other territories. In every investigation, evidence (Andrew Buncombe, 2008) plays crucial role to prove the crime before court of law. Due to tremendous growth in technology, people relying on electronic equipments for communication at large manner. To prove the case successfully, one needs to obtain the data from the devices such as mobile, camera, GPS, email, chat etc., within the preview of law, which is a most challenging job. It is a challenging job to obtain data from electronic gadgets in a discreet manner and within the preview of laws of the land. One of the most significant questions is that investigation notes which were prepared during operation time should be kept for future reference. There are many versions for this, as per the experts, but what the researcher feels that it has to be defined by law at the time of legalization or providing the license to PDs. The PD requires various traits, knowledge, skill and quality to manage the agency in
successful manner. It has to cover from general administration, clients’ management (Brian Willingham, 2011), advertisement (Ian Harm, 2011), operation etc along with keep cordial relationship with both internal and external environment. The geographical area of PI can’t predict every case, hence, appointing PDs in each location is practically is not possible. In this scenario, PDs can work on mutual understanding network (Dean A. Beers, 2009) and share the cases each other and complete the work in cost effective manner. The updating the knowledge from time to time keeps PDs to deal with current competent issues, hence, online discussion forum helps to share the information each other and able to aware about new trends. The new publications such as books, articles, journals also share outstanding contributions to this subject.

3.6: Personality

As far as studies related to personality regarding the issue following studies have been summarized.

Danny H. Marshall (2005) was a former LEAs officer and with that experience he has given the fundamental of PI in this book. There is a fundamental level of investigative knowledge and skills that successful PDs possess. These include knowing the rules and regulations of the industry, where and how to obtain information, how to properly gather and document evidence (Evan Aidman, 2005), how to interview (Joseph A. Travers, 1997) people and how to properly report the results of their work. This manual addresses vital matters with the rock-solid up-to-date advice and steps necessary to actually become a PD. This is a study made with reference to USA which may be coincide Indian scenario since there is similarity of work profile.

Hoover (2006) was a PD who reveals naked truth about this industry with true cases, information and theories. This reference manual provides detail information about how to make a PD with professional excellence and what are the procedures and steps to take up for run the organization and work. It has mentioned the information about various kinds of investigations such as undercover (Joseph A. Travers, 1997), surveillance, injury and vehicle accident investigation, document examinations, theft and repossession investigation, important fraud scammer. Along
with this, it covers other areas such as court room procedure, medical mal practice case, domestic case child custody, spiritualist warrior, child snatch and so on. This is a study made with reference to USA which may be coincide Indian scenario since PI operations have similar nature in both countries.

The study done by (Ian Harm, 2011.k) about a woman by name Mandy Turner, she was basically typical house wife but eager with investigative curiosity. Once she entered to the world of PI, become top covert surveillance specialist and professional detective providing her skills to insurance companies, businesses and private clients throughout the UK. The owner of Amanda Turner Investigations, a PDA based in the North East of England, Mandy has been operating within the private and commercial sector for more than four years. Before that Mandy served for twelve years with Northumbria Police; eight of those years spent on a dedicated crime team that specialized in carrying out covert surveillance on some of the UK’s most active and dangerous target criminals. This is a study made with reference to UK which may be coincide Indian scenario since many former police, security (Norma Mott Tillman, 2006) and intelligence personnel are later joining to PDAs (John M. Kajoie, 2005).

The article by (Manoj Sharma, 2007) study on BhavnaPaliwal, New Delhi based PD who came to Delhi with the dream of becoming a journalist. But since the salary was not enough to sustain in Delhi, she quit the job and turned to the world of espionage because of ‘the adventures of PI’. After eight years she is one of the most famous women PDs of the country and now runs her own PDA, Tejas. Presently this woman PDs handles cases that involve all kinds of investigations: corporate, personal, financial and marital. This is a study made with reference to India which may be coincide with other countries also since more women associated with PDAs (John M. Kajoie, 2005) in foreign countries.

The book by (Milo Powell, 2009) explains some of the situations and predicaments a PD can get into and this book filled with the author’s actual case experiences. The short stories in this book explains he world of civil lawsuits, infidelity, surveillance and criminals caught up in drugs and murder. The good PDs are as unique as any other cadre of individuals, but they do all share some common traits. T. W. Person is a veteran of seventeen years as a licensed PD and his
investigative roots began with the US Air Force, where he held a Top Secret clearance as a Russian linguist. The state of the art of technique and tactics he learned there and later he applied in PI areas. This is a study made with reference to USA which may not be coincide Indian scenario since legal status is different in both countries.

The book written by (Norma Mott Tillman, 2006), Nashville based PD has written a guide for becoming a PD. The Private Eye 101 intended for the people who wants to become a PD as well as for former law enforcement, military, intelligence (Schmitt, Mazzetti, Parker, Perlez, Khan and Gillani, 2011), security (Norma Mott Tillman, 2006), legal and other individuals. It covers the areas such as how to obtain a license set up a PDAs, market services, contracts, privacy laws, state laws, and associations. And also it look in to the aspect of day to day operations such as finding information, types of investigative cases, surveillance and interview technique (Joseph A. Travers, 1997), report writing. This handbook is intended to provide an overview and insight into the real world of PI based on over twenty years of professional investigative experiences by the author. This is a study made with reference to USA which may be relevant to Indian scenario in both fundamental and advanced level.

The (Paul Kenyon, 2003) explains the reality of PI in every aspect. The writer took early retirement from the CID back in 1985 and set up own agency called as VIS Ltd, in 1991. The VIS Ltd, specialise in inquiries relating to the motor financing industry and repossessing vehicles for finance companies. Paul Kenyon’s team do the necessary investigations and obtain the necessary witness statements and if it is necessary present the case to the police, showing that there's been a deception or a theft. The PDs does all possible work and gives all the necessary exhibits to the police for further action.

Along with this, carry out matrimonial investigation (S Shanthi, 2005) and do surveillance work for corporate clients who suspect for anti-management activities and espionage. The human resources departments will be tipped off about someone claiming to be ill and PDs carry out surveillance and provide video evidence (Andrew Buncombe, 2008) where it is possible. The most of the PDs are ex-police people and others are new to the profession including from army but trained up they make good
Philip Becnel (2010) was a professional private detective has written this book with his expertise in this field to help people navigate this career in PD Entry Level. The reality of PI is entirely different from movies and novels but intense training, skill and dedication will make it happen to become a professional detective. This informative textbook offers an excellent balance of both theory and practice and raises the bar on the quality of all PI instruction. The important topics which covers types of investigations, ethics and professionalism, general investigative skills, documents and laws (Norman John Groot, 2001) exclusive to the investigating profession. This book is really an entertaining and educational guide for anyone interested in the world of PI especially new detectives to this filed and reference manual for seasoned detectives. This is a study made with reference to USA which may be coincide Indian scenario since PDAs carry out similar operations.

The study done by (Sheila L. Stephens, 2008) one of the greatest advancements in the PDAs is the advent of the on-line database; information can be instantly access on the Internet (Ian Harm, 2011.a). The most database & information brokers provide some version of a credit header, aggregated civil and criminal records, motor vehicle registration and driver’s license information, property records, telephone information, corporations information, professional licensing (BSIS, 2004) U. S. Coast Guard and Federal Aviation Administration registration. The information available from these databases should be verified before decision taking.

The major players in the investigative database & information are IRB Search, Accurint, Merlin Information, Tracers Info, TLO, IQ Data, Master Files, Public Data, Locate Plus, Choice point and several others. By and large they are all good at providing information important to PDs. This is a study made with reference to USA which may not be coincide Indian scenario since the usage of online data base and dependence of technology oriented business limited here. However, the result of the study reflects that there is similarity in the outcome of the research in both USA and India.
The article by (Thomas H. Humphrey, 2010) where women are working in law-enforcement and investigative agencies. There are various advantages for women who are working in this field and one of the main qualities is their law profile. This is the reason women mostly involved in do surveillance. There is a small percentage of law-enforcement and security personnel are female, women can often disappear into the environment in ways men might not be able to. This is a study made with reference to USA which may be coincide Indian scenario also because number of women associated with this profession increasing slowly.

The article by (Washington Post, 2008) BhavnaPaliwal, a PD who is hired to ferret out the truth about prospective mates, said she often discovers grooms who are gay and being blackmailed. Gay Bombay, Mumbai based supportive group revealed that about a gang of criminals targeting young gay men. Along with this Mumbai police even apprehended one of their own, sub-inspector Ashok Temkar, who was arrested along with four associates for repeatedly extorting money from gay men. The gay men would meet Temkar on a social networking web site and arrange a face-to-face date. Then several men dressed in police uniforms would demand money and take the men’s cell phones and wallets, saying that being gay was illegal. The extortionists were caught because they were doing this so frequently, amassing hundreds of thousands of dollars in cash, phones and jewellery. This is a study made with reference to USA which reflects the Indian scenario, performance of a women PD.

The (West’s Encyclopedia of American Law, 2005) narrates that Allan Pinkerton was a famous nineteenth-century detective and who founded Pinkerton National Detective Agency in 1850. Pinkerton served as a spy during the U.S civil war and was renowned for preventing the assassination of President-Elect Abraham Lincoln in 1861. He became a controversial figure when large companies hired his "Pinkerton men" to break labor union strikes through the use of intimidation and violence.

Pinkerton National Detective Agency specialized in railroad theft cases, became the most famous organization of its kind. In 1866, agency recovered $700,000 stolen from the Adams Express Company and captured the thieves. Pinkerton's public image was enhanced by his discovery in 1861 of a plot to assassinate Abraham
Lincoln as the president-elect travelled by train from Springfield, Illinois, to Washington, D.C. with the outbreak of the Civil War. The agency soon became an integral part in the wars between labour and management that became common in the 1870s. States enacted laws that gave corporations the authority to create their own private police forces or to contract with established police agencies. Pinkerton created groups of armed men known as Pinkerton men, who were contracted out for a daily fee to corporations with labour problems. This is a study made with reference to USA which may not be coincide Indian scenario.

The above studies it is clear that the former police officer implementing experience and knowledge in the PDAs on covert surveillance operations (Ian Harm, 2011.k). The prominent female PDs in Delhi, BhavanaPaliwal decided to join PDAs (John M. Kajoie, 2005) due to passion of adventure of investigation and now leading female PDs in India (Manoj Sharma, 2007) and Paul Kenyon is a PD in Lancashire, North West of England working within the law for corporate (Paul Kenyon, 2003). Also (Thomas H. Humphrey, 2010) points out the unique importance of women in the PI world (Thomas H. Humphrey, 2010) along with New Delhi based PD, BhavnaPaliwal, hired to ferret out the truth about prospective mates, said she often discovers grooms who are gay and being blackmailed (Washington Post, 2008). The Pinkerton National Detective Agency have been given crucial contribution to both government and private sector during civil war in US; including preventing the assassination attempt against President-Elect Abraham Lincoln in 1861 (West’s Encyclopedia of American Law, 2005). The PD, Hoover written with true cases, information and theories and covering every aspects of the PI (Hoover, 2006) along with another PD explains with real time experience of the PI, knowledge and strategies (Milo Powell, 2009). The fundamentals of PI to become a PD (Danny H. Marshall, 2005) along with most of the areas of real PI world and other legal aspects for new people for becoming detective (Norma Mott Tillman, 2006) give clarity on this topic. A book is written by (Philip Becnel, 2010) which can be use as a reference manual for PDs at entry level and reference manual for seasoned detectives but experienced PD explained wide level information on the aspect of qualification of a detective, modus operandi of investigation, law (Norman John Groot, 2001), court testimony (Sheila L. Stephens, 2008) about PI.
The prominent PDs are extending their excellence services out of their previous experience in LEAs. The detectives are applying their knowledge and experience in the field of PI according to the industry requirements. The government investigation and PI is both sides of a coin and contribution to each other can be utilizing for the welfare of the state. The importance of female PDs in the PI is very crucial and one can utilize them to collect sensitive information in under cloud. Due to women low profile image, which suits them in very critical areas where men can’t carry out operation. Along with this, presently many educated women approach to this job due to passion and adventurous, for good employment opportunities. Alan Pinkerton was the first detective in U.S.A and Pinkerton National Detective Agency played crucial contribution to prevent the assassination attempt against President-Elect Abraham Lincoln in 1861 during cold war time. The same professional excellence and knowledge can be utilized at both government and private sectors time to time, to the welfare of the state. To be precise, the excellence of the detectives can be utilized by both government and private sectors as per requirement and detectives also gain knowledge and experience both sector for better growth.

3.7: Private Detectives Modus Operandi

As far as studies related to PDs modus operandi regarding the issue following studies have been summarized.

According to Alan Pruitt (2002) private detectives may follow suitable ‘cover’ to obtain the information from person or organisation as the part of investigation. These fabrications of truth are called pretexts in the investigation trade. It is very important to know what is and is not ethical or legal when an agency is conducting an investigation and obtaining the information under suitable guise. This is a study made with reference to USA which may be coincide Indian scenario also since PDs follow pretext as the part of investigation.

The study done by (Angela Woodhull, 2001) how strategies worked out in investigation with case history. Along with stories, the manual give chance to learn successful strategies to use for ourselves or other peoples who are looking for PI to solve a case. The strategies and techniques (Anthony Manley, 2009) are presented in variety of real-life case histories that author solved and the methods to solve the cases
from checking courthouse records, databases, and rap sheets to interrogating folks on the street under a good. This is a study made with reference to USA which may not be coincide Indian scenario because the background, law (Norman John Groot, 2001) and other aspect is different one other.

The (Bud Jillett, 2003) explains how to use a computer and the special tools for modern investigations which is carrying out cyber world. It is examining how a computer will enable you to quickly and efficiently handle traditional cases such as missing persons, domestic surveillance. At the same time, it is covered the new areas such as computer monitoring, data mining, cyber forensic etc. The cyber world offers PDs new tools and opportunities for computer monitoring and surveillance, squeezing clues from E-mail, computer forensics, lie detection, GPS, etc and along with this; it also covered the areas of privacy and law (Norman John Groot, 2001). This is a study made with reference to USA which may be coincide Indian scenario because the fundamentals of PI is not different from other states.

The (Charles A. Sennewald and John K. Tsukayama, 2001) explains with broad experience in both private and public sector targeting various elements such as corporate executives, shoplifters, organized burglary rings, thieves, cashiers, drug dealers and corrupt public officials. This reference manual for both the students and professionals pinpoints the unique problems facing the detective in PDAs and provides updated case studies that illustrate the theories and techniques (Anthony Manley, 2009). It is clearly explained information with practical, timely and incisive can be put to use in real situations and how PDAs can become individual investigative arm.

This book has covered the aspect of PI such as fundamentals of security investigations, investigation process, comparison of public and PDAs, detective quality and managing the investigative function. It looking in to the details of how to carry out undercover investigations (Joseph A. Travers, 1997), surveillance, background investigations and discovering covert crimes. When building a case what elements need to be considered mentioned here such as interview and interrogations (Joseph A. Travers, 1997), evidence (Evan Aidman, 2005), written statements, admissions and confessions, the use of informants, report writing and note taking. The reference about applying investigation strategies such as problems arise, crime and
solution, identifying suspects, finding information, the time factor, establishing motive etc. Also it referred technological and specialized investigative technique such as imagery, computers in PDAs, targeted violence investigations. This is a study made with reference to UK which may be relevant to Indian scenario because the former LEAs people later joining PDAs and practicing.

The (Chris Cooper, 2006) explains specifically about surveillance which conducted by PDs. It can be considered as ‘bible’ for PDs with special significance on surveillance which contains highly detailed state of the art of techniques (Anthony Manley, 2009) in the area of surveillance. It covers how to get information out of people under pretext (Alan Pruitt, 2002), how to follow people on foot or by car. The study covers other areas such as courses, training, licensing job preparation along with special significance on every aspect.

Along with above mentioned information which teach that how to think as a PI, in order to get great results and it’s an invaluable resource for any potential recruit to the PDAs (John M. Kajoie, 2005). It lists a large number of web references and other details for information sources that can be used to track down elusive offenders. This is a study made with reference to Australia which may be relevant to Indian scenario because background of the surveillance technique is almost same from one to other country.

The study done by (David Pelligrinelli, 2010) real estate title records are a valuable source of investigative intelligence. The PDs can discover factual data and intangible patterns which cannot be found elsewhere through follow up with title search. The title research of properties with online and electronic data bank can be done in primary level and later obtaining the actual physical documents true description of the events surrounding property activity can be done as secondary level. The examination and analysis of real estate title records can uncover important details about a property or individual. Since title records cannot be kept confidential, it can utilise as free access to the activities and finances of an individuals and corporation. Title documents also disclose the information such as partnerships, ownership alliances, history, legal descriptions, methods of ownership and vesting. The standard property title report lists simply the date of transfer, sale price and party names. It can be considered as beginning of a investigations and can lead to any
direction such as financial background of parties, bank statement and tax information. This is a study made with reference to USA which may not be important to Indian scenario because background of the property investigation through title search and other online technique may not be suitable method since application of technology is limited in India. Also India’s system is still required man hours to get the result more than online operation.

The book by (Edward J. Herdrich, 2009) took chance to check on PI in practical sense. It is due to the media and movies influence, this subject has given vague image and fantasy which kept the subject away from the reality. Hence this book has defined PD, PI services, investigations, surveillance, undercover operations (Joseph A. Travers, 1997), ethics and professionalism, report writing and court room testimony. This is a study made with reference to USA which may be relevant to Indian scenario because background of the PDAs similar one to other country.

The book written by (Evan Aidman, 2005) explains to understand once a person met with an accident, what is the procedure to follow to settle the insurance claim (Ian Harm, 2011.d). In this subject other subjects are also involved such as insurance, medical department, police, court, various laws (Norman John Groot, 2001), evidence act etc. This comprehensive guide gives vital information on many different types of accidents.

For settling the claim before court of law, the subject should be systematically deal with utmost care. Therefore the competent PDs who locate witness, obtaining written statements, shoot professional photographs of the accident scene etc to take further steps on the subject. The PI can examine the crime scene professional manner and collect evidence (Evan Aidman, 2005) with the presence of eye witness and can be produced before court of law. Each state law is difference hence needs to follow lot of procedure to collect the evidence (IANS, 2008) and doing investigation. This is a study made with reference to USA which may not be coincide Indian scenario because background of the PDAs and law is different from one country to another.

The book by (Frank J. MacHovec, 2005) explained the detailed information about security (Norma Mott Tillman, 2006) and investigation system from ancient to modern age. It has been given the multi dimension analysis of scope of this system
and it leads from ancient crimes to most modern threat including terrorism. Also it reveals the information about using scientific approach for investigation and psychological aspect of criminal behaviour. This reference manual covered other areas of PI such as interview and interrogation (Joseph A. Travers, 1997), writing skills, presenting the subject in court. This is a study made with reference to USA which may be relevant to Indian scenario because history, background and operations of the PDAs are similar from one to other country.

The article by (Ian Harm, 2011) one of the most effective ways for the private detective to gather information is by using informants. The human intelligence has always been a necessary option in any information or intelligence gathering (Press Trust of India, 2010) exercise and even in these modern days of technological intelligence gathering. The many professional detectives, use of informants is considered essential to the success of any investigation or intelligence gathering requirement. A CIs desire to help during an investigation can depend heavily on what motivates them. Some common motivators can be, moral or ethical reasons, monetary gain, revenge or simply to seek the approval of the detective. This is a study made with reference to UK which may be coincide Indian scenario because of the PDAs nature, culture and background.

The book written by (J.W. Jack Murry & Jay Murry, 1997) provides the investigative technique which needs to know in order to conduct “big truck” accident investigations. It gives clear guidelines to carry out very profitable and satisfactory career of working accident investigations with a focus on accidents involving large vehicles. This information obtained from vast experience make people to learn the technical know-how and expertise that required to get assigned to these huge accident investigation claims. This reference manual covers other aspects such as accident photography, tires, driver seat, black box and seat belt. This is a study made with reference to Austin which may not be coincide Indian scenario because of the PDAs nature, law (Norman John Groot, 2001) and background. However, the result of the study reflects that there is similarity in the outcome of the research in both countries.

The (K M S Publishing.com, 2009) this is a manual on how to find out the information about anything and everything like PDs works. By application of this
book knowledge, it can find any information on anyone and organization but along with this privacy also need to be take in to account. Also it covers other areas of PDs such as credit check, personnel history investigation, government records, telephone number investigations, home address inspections, date of birth search, marital status, espionage, intelligence, investigation and usage of PDAs gadgets. This is a study made with reference to USA which may be coincide Indian scenario also due to modernisation and industrialisation.

The book by (Michael Corwin, 2006) is a training manual for PI which can be use by new PDs, professional detectives, attorneys, paralegals and legal assistants who become involved in conducting investigations. It has given detailed description about to conduct a very successful cost-effective investigation and shown the nuts and bolts of collecting the right information that is useable during trail or settlement negotiation. Also it gave the reference about the process and operation about ranging from civil and criminal investigations (Anthony Manley, 2009), investigative interviewing (Joseph A. Travers, 1997), locating and reviewing public records, investigative photography and skip tracing. This is a study made with reference to USA which may be relevant to Indian scenario because of the PDAs nature, background are similar one to other country.

The (Sheila L. Stephens, 2008), the book has written by experienced detective and this guide helps you to learn how to get background information using a wide range of sources, including newspapers, court records, military files, and even the Department of Motor Vehicles etc. Also it reveals the detailed information about use the Internet (Ian Harm, 2011.a) to get information on anyone and anything, conduct background checks for prospective employees or tenants, Uncover hidden identities and assets, manage a physical or electronic surveillance, Protect privacy and avoid identity theft.

The significance of this book is which provides crucial information about PI from grass root level. For instance, this reference book reveals that the qualification and skill of an PD such as communication skills, patience, perseverance, courage, mental ability, discretion, good memory , keeping secrets, writing skills, organizational and analytical skills. Also focusing on the areas of education and training, ethics, setting up PDAs (John M. Kajoie, 2005), marketing, various kinds of
investigation, PDAs gadgets, surveillance, interview and interrogation (Joseph A. Travers, 1997). This is a study made with reference to USA which may be coincide Indian scenario because PDAs nature in similar with USA.

The (Schmedlen and Hulme, 2009) explains the significance of pretext and it is an essential tool in investigating for PDs, LEAs and other security (Norma Mott Tillman, 2006) practitioners. According to the Anti-Counterfeiting & Enforcement section of the ITA pointed out that endorses ethical and legal pre-texting as an essential tool in investigating and combating trademark infringement and counterfeiting. This investigation technique using mainly for potential trademark infringement and counterfeiting and it is an essential tool in the field of PI. This is a study made with reference to USA which may be coincide Indian scenario because of the PDAs nature, law, ethics and modus operandi of PI.

The study conducted by Alan Pruitt (2002) it is clear that PDs are suing pretexts as the part of investigation to obtain the information. Along with Alan Pruitt (2002); Schmedlen and Hulme (2009) points out the importance of pre-text in the field of PI along with (Edward J. Herdrich, 2009) focus on detailed information about various types of PI and its modus operand. Like any other investigation, modus operandi has significant role in PI along with strategies, techniques (Anthony Manley, 2009) and real life case histories (Angela Woodhull, 2001). Presently cyber crime is a significant area and computer is part of most of the crimes, hence how can be utilise computer and allied technologies in PI along with traditional investigations (Bud Jillett, 2003). Due to application of modern investigation technique, PDAs can become individual investigative arm (Charles A. Sennewald and John K. Tsukayama (2001). The (Chris Cooper (2006) explains the special reference about investigation technique such as surveillance along with stories and each story details real-life implementation of techniques (Anthony Manley, 2009). However, (David Pelligrinelli, 2010)opines that the technique and strategies to find the information about person, organisation and others through property titles. Also as the part of investigation PDs using informers for intelligence collection (Ian Harm, 2011.l). Also there is special reference about settling the accident claim with the help of privedetective (Evan Aidman, 2005) due to high fraudulent activities happening in insurance sector (J.W. Jack Murray & Jay Murray, 1997). There are many books and reference materials
about PI which covers from history to modern era and including various steps of PI with psychological aspect (Frank J. MacHovec, 2005), guidance to carry out PI like a detective (K M S Publishing.com, 2009), reference manual for both professionals and others who are associated with this profession(Michael Corwin, 2006). Apart from this experienced PDs who provide wide level information on the aspect of qualification of a detective, modus operandi of investigation, law(Norman John Groot, 2001), court testimony (Sheila L. Stephens, 2008).

As the part of investigation by any other agencies; PDs also following the same technique by called “pretext” to collect the information which is not possible by any other way. It depends upon the local laws and the matter of privacy, pretext is considered as crime (Anne Broache, 2007) since it is used to access the personnel information and other sensitive intelligence (Schmitt, Mazzetti, Parker, Perlez, Khan and Gillani, 2011) and its usage of inappropriate manner. But still “pretext” will contribute crucial information in any investigation and also it helps to keep the investigation in utmost low profile. In real estate sector, investigations will be highly effective to find the fraudulent activities and confirm the genuine side of the property. But along with title search and usage of other tools and technique, the detectives must carry out field visits and do physical verification of the documents before arriving to conclusion. Informers are gold mine of information in the field of investigation and they provide the actual intelligence (Schmitt, Mazzetti, Parker, Perlez, Khan and Gillani, 2011) on time and it can be fruitfully utilised by concerned agencies. The PDs also following the same way and it help to reduce the cost of work, human resources and cover to access the information on time. But it makes much sense to monitor the activities of the informers and their genuineness, and can be used more than one informer on the same subject to access the intelligence. The method of investigation is important in PI like any Investigation according to its suitability which provides the ultimate result. Hence many books written by professional PDs with real life experience in PI along with modus operandi, in every aspect which gives exact picture of PI world. This information covers strategies, techniques (Anthony Manley, 2009), real life case histories, cyber crimes, surveillance, psychological aspect, law (Norman John Groot, 2001), court testimony etc.
3.8: Private Investigation Services

As far as studies related to PI services regarding the issue following studies have been summarized.

The article by (Andrew Buncombe, 2008) in India's rapidly changing society, female PDs playing major role in pre and post matrimonial investigation. There are many lady professionals such as Taralika Lahiri, Bhawna Paliwal, A M Malathi etc put an mile stone in matrimonial investigations. As the manner in which India's middle-classes meet their spouses is changing and now it is often over the internet (Ian Harm, 2011.a). Therefore there has been a surge in demand for reliable information about prospective partners. In the past, families whose sons and daughters were about to have an arranged marriage would often know each other either directly or indirectly. But with growing numbers of Indians turning to the internet (Ian Harm, 2011.a) to find a partner, there is a new knowledge shortfall. Increasingly they are turning to PDs to find the information such as personnel, economical, social, and criminal and other wises.

The PD will spend several weeks obtaining as much as information as they can about that person, speak to their friends and discreetly follow them. If someone is found to be cheating or lying, they will use digital cameras and video and audio recorders to make sure they have incontrovertible proof. Along with collected evidence such as photograph, video tape, voice tape etc which is collected from the field; PDs will finalise investigation report (L. Scott Harrell, 2011) with supported evidence (IANS, 2008).

The emergence of internet (Ian Harm, 2011.a) dating has been a key factor in fuelling the demand for PDs. The management of Shaadi.Com, one of the largest online site reveals that people about to commit to a marriage with someone they meet online should ensure that an investigation is carried out on their prospective partner as a matter of course. Another factor adding to the demand for PDs is the soaring level of dowries given to the family of the groom by the bride's parents. While technically illegal since 1961, experts say the size of dowries and their acceptance by society has in fact grown. This is a study made with reference to India which may be coincide
with other countries also significance of PI in matrimonial investigations and the role of lady detectives.

The study done by (Ian Harm, 2011.m) the Inkerman Group PDs successfully found a four-year old girl who had been abducted and taken from her home to a location abroad when she was only two-years old. It took The Inkerman Group just 16 days to locate the four-year old after they were contacted by the Belgian family and asked to assist.

Jordan Godecke had been abducted more than 2 years ago by her mother and taken abroad but, despite the concerted efforts of both her family and the authorities, she had not been located even though an International arrest warrant was issued at the time. Her mother received a five-year prison sentence in her absence, issued by the Belgian authorities.

The Inkerman Group’s detectives were promptly deployed and within days had located the family, providing critical evidence (IANS, 2008) regarding her location which was discovered to be Sedgefield in South Africa. Working closely with the family and their legal representatives, father and daughter have now been reunited in South Africa. This is a study made with reference to UK which is may be relevant about Indian scenario in the application of PI services.

The (Indo Asian News Service, 2008) pointing out that the people are approaching PDAs for monitor their ‘targets’ on Navratri, the Gujarat's biggest festival. It is generally parents and spouse wants to know about their loved one activities during festivals time. The PDs will join with Navaratri festival celebrations in traditional attire and watch ‘target’, collect information with supported evidence (IANS, 2008). This is a study made with reference to India which may be relevant to other foreign countries also in the application PI in the system.

The information provided by (Indo Asian News Service, 2009) LokSabha elections 2009 onwards PDAs works for political parties for political intelligence gathering in India. Presently the PDs has now become a tool of savvy political managers in the country. For instance, the topmost leader of one of the two largest national political parties has hired PDAs to keep tabs on 10 party colleagues as well
as a dozen from rival political camps that could be considered key players in the expected post-election numbers game.

The numbers of ‘moles’ have infiltrated the political parties concerned to alert the client about the rivals techniques (Anthony Manley, 2009), tactics and strategies. Leading political parties and leader realise the importance of information when they are in compulsion of coalition. This is a study made with reference to India which may be relevant with other foreign countries also.

The (Indo Asian News Service, 2010) narrates the information that sex aphrodisiac makers Musli Power Xtra, official sponsors of the Churchill Brothers football team decided to launch an independent private investigation to get to the bottom of the allegations of molestation against three players by an air hostess. Following the complaint, the entire 23-member team when they offloaded at the Mumbai airport and criminal charges filed against the three accused. Since different versions of the molestation incident have emerged, decided to handover the case to PDAs to find the truth and protect the goodwill of the business firm. This is a study made with reference to India which may be relevant about other countries in the application PI in high profile investigation.

The study by (Jon Swaine, 2010) PDs have been hired by software group Oracle to find Leo Apotheker, who took charge as new CEO, HP. The Oracle is attempting to serve Mr Apotheker with a subpoena to testify in a court case in which it is fighting SAP, a rival company, which Mr Apotheker formerly led. The Oracle accuses SAP of software theft and is attempting to recover $2bn. The new HP’s new CEO Leo Apotheker is under surveillance on the aspect of stole SAP’s IP from Oracle. This is a study made with reference to USA which may be relevant to Indian scenario also in the application PI services.

The article by (Kathleen Goolsby, 2004) in the US’s largest TPA Sedgwick CMS have tie-up with MJM Investigations which is the largest and full-service private investigative company three years ago to provide an outsourced SIU. Although insurance carriers have had internal SIU departments, this is an innovative outsourcing partnership was the first of its kind in the industry. The insurance companies are depending PDAs since they are not having the expertise, budget and
staff necessary to adequately investigate insurance claims internally. Hence other insurance companies are also outsourcing along with their SIU services such as surveillance, claims, fraud packaging and reporting. This is a study made with reference to USA which may be coincide about Indian scenario because of MNCs are largely outsourcing risk management and PI services to PDAs.

The (Manoj Sharma, 2007) explains as per the PDAs sources many prestigious public schools of the city are hiring detectives to spy on their students. The schools want them to track the movements of the students whom they suspect of indulging in ‘undesirable’ activities such as drug abuse and freaking out at bars, pubs and cinema halls. Generally the schools provide a list of suspect students to PDAs who are irregular at school; these children often belong to rich families and are the types that like freaking out. The earlier time concerned parents approach PDAs to keep an eye on their child, now it has been moved to school authorities monitor students at large manner. The schools are concerned about their reputation and some unsavoury incidents involving the students in the past and the growing parental complaints about their children not reaching home on time after school lead the cases to PDAs. This is a study made with reference to India which may be relevant with other foreign countries in the application PI services.

The study by (Manoj Sharma, 2008) the PDs are doing pre and post matrimonial investigation for individuals and their relatives to find out necessary information about ‘target’ in discreet manner. This category of investigation is very sensitive and should take utmost care in every step before come to conclusion. In this article, Delhi based PD, narrated how he has done his first pre-matrimonial investigation for clients.

The PD took position near to the ‘target’ residence and followed her to the office where she is working. From her office security person, the detective obtained all sorts of information and by evening followed her from office to home. In one day operation took various kinds of precaution in surveillance such as following, keep the distance from person, change the vehicle and cloths, do not show the face to target etc. This article provides the real life information about how PDs are carrying out pre-matrimonial investigation. This is a study made with reference to India which is may be coincide about other foreign countries scenario in the application PI services.
The (Meyer and Dealer, 2008) article explains that the first step in planning a wedding in India is hiring a PDs to find out the genuine side of prospective spouse. Even though, India is exploding with new wealth and modern conveniences, family life remains largely traditional. The many of the marriages happened through arranged manner between families using Internet, newspaper advertisement (Ian Harm, 2011.a) and through friends. But many people are not ready to share whole truth in those advertisements about their background. Hence in India, pre-wedding investigations have turned into big business. The prominent matrimonial sites are often placed advertisement by the bride or groom's parents and which describes extremely good information with cultural background but reality might be entirely different. In many cases, girl and boy are already got married and have a living spouse, divorced, history of harassing or blackmailing, exaggerate money or their status, hiding past or current affairs etc. This is a study made with reference to India which may be coincide about other foreign countries also in matrimonial investigation.

The organisation by (PR Newswire, 2003) Quarterback Consulting, LLC announces the publication of its first security industry research report, the private intelligence industry report. This study examines the private geopolitical intelligence industry that provides corporations and governments with international security, risk assessment and global intelligence information. According to Cyrus Maaghul, Managing Partner of Quarterback Consulting, the new report provides corporate managers, security industry executives, risk managers and investment professionals with an objective analysis of the for-profit equivalent to the CIA and other government intelligence agencies. This is a study made with reference to USA which is may not relevant to Indian scenario in the application PI services. However, the result of the study reflects that there is similarity in the outcome of the research in both countries.

The (Press Trust of India, 2009) provides the information about after the judgement of the Delhi High Court legalising gay sex, a number of parents have approached PDAs to spy on the sexual preferences of their children. The trend was on for past many years, now which came to light clear manner with the Delhi High Court verdict. The Parents are approaching to PDAs to finding their children's sexual orientation and PDs spy on them to find out whether their wards are homosexuals or
lesbians. And the same investigation is even happening on school going children. It has become one of the most important features of premarital information as parents want to know the sexual choice of their would be son-in-law or daughter-in-law. This is a study made with reference to India which may be important to other foreign countries also in the line of application PI services.

The (Press Trust of India, 2010) disclose the information that in the event of Commonwealth Games, more than 25,000 of PDs across the country will offer their services to Delhi Police in gathering intelligence. The APDI, takes initiative action with LEAs regarding this since the association have strong human resources on this topic. Government has made it clear that adequate security arrangements will be made at all the Games venues and sites. This is a study made with reference to India which may be important to other foreign countries in the application PI services.

The study by (Press Trust of India, 2011) revealed that former CBDT chairman Sudhir Chandra has been questioned by the IB over his role in hiring PDs in sweeping clear the rooms of finance minister Pranab Mukherjee and his staff after detection of ‘bugs’ in 16 key locations. The IB wants to know why PDs were called before informing to the IB to inspect the plated ‘bugs’ in the Ministry of Finance. After the detection of ‘planted adhesives’ in 16 key locations in the offices of the finance ministry; Honourable Finance Minister Mukherjee wrote a letter to Prime Minister Manmohan Singh to conduct a discreet inquiry into the subject on the ground of ‘serious breach of security’ in his office. This is a study made with reference to India which may be relevant to other foreign countries also in the application PI services.

According to (R.J. Hillhouse, 2007) after the terror strike 9/11, US intelligence communities started to depend on private agencies for intelligence, investigation and espionage. The Office of the ODNI revealed that 70 percentage of the intelligence budget goes to private agencies those who are working for government. These agencies carrying out operation in every aspect such as to know the requirement of government, recruitment of human resources, training, and deployment of personnel etc and provide the high quality result to government agencies. Effective control of the NSA for all the practical purposes with private corporations, which run its support and management functions. These agencies are heavily involved in creating the
analytical products that underlie the nation's most important and most sensitive national security document, the PDB. The private agencies provide sensitive services ranging from covert operations, recruiting and running spies, human intelligence collection, creating intelligence products used by the government intelligence community and also shared with other branches of government. This is a study made with reference to USA which may not be relevant to the Indian scenario in the application PI services.

The (Santosh Chowdhury, 2006) narrates that the corporate are hiring PDs to get the antecedents of applicants and to ensure submitted documents including marks sheet are genuine or not. The police also looking for the information to make it sure people are not working in the corporate with criminal background. It all started with strict employee recruitment norms in the BPO sector a few years back when preventing data theft started becoming a serious problem among BPO outfits in Gurgaon and Bangalore. Therefore BPO’s started hiring services of PDs to check antecedents of young entry level employees and norms and rules of recruitment in the corporate world started to change accordingly. The trend of recruiters now insisting on total scrutiny of the family background, academic records and possible criminal history of entry-level job applicants to keep bad elements away from the organisation. This is a study made with reference to India which may be coincide about UK, USA and other foreign countries in the application PI services.

The article by (S Shanthi, 2005) pointed out that number of women sleuths are increasing and they are undertaking from simple assignment to the more complicated subjects. The female spies are familiar in European countries and number of lady detectives was very limited in recent time. But in recent times, India has witnessed a boom in these 'eve-doppers' only in the last two-three years. There are nearly 58 PDAs in Delhi and almost all of them have a sizeable number of female detectives and six of them are entirely managed by women (Andrew Buncombe, 2008).

The reasons for the female boom are that women can freely talk and interact with any one without being suspected and able to collect confidential information under cloud. In many cases, women finish a job much faster than men. The women are mostly employed in cases of post-marital investigation; where the husband is suspicious of the wife's fidelity and along with they are carry out pre-matrimonial
probes as well. Apart from the economical matter, due to passion and adventurism most of the people come to this field. The patience, faster mental ability and innocent looks give these eves an edge over men. On several occasions, these women manage to be friend neighbours of the ‘target’ for relevant information. This is a study made with reference to India which may be relevant to other foreign nations in the application PI services.

The (Tim Shorrock, 2007) study reveals that more than five years into the global war on terror, spying has become one of the fastest-growing private industries in the United States. The federal government relies on private agencies even for the most sensitive work, earlier it was carry out by LEAs. There are various reasons to this outsource such as huge demand of vital intelligence, lack of skilled human resources, application of cutting edge science and technology. This is a study made with reference to USA which may not be important to Indian scenario in the application PI services.

According to Schmitt, Mazzetti, Parker, Perlez, Khan and Gillani (2011) Raymond A. Davis is a American citizen arrested in Pakistan after shooting two men at a crowded traffic stop was part of a covert, C.I.A led team collecting intelligence and conducting surveillance on militant groups deep inside the country, according to American government officials. Working from a safe house in the eastern city of Lahore Raymond A. Davis carried out scouting and other reconnaissance missions as a security officer for the CIA case officers and technical experts doing the operations.

Mr. Davis has worked for years as a C.I.A. contractor in Pakistan and he was part of Covert American operations, part of a secret war run by the C.I.A. As the part of war on terror, CIA has taken on an expanded role, operating armed drones that kill militants inside the country and running covert operations, sometimes without the knowledge of the Pakistanis. Several American and Pakistani officials said that the C.I.A. team with which Mr. Davis worked in Lahore was tasked with tracking the movements of various Pakistani militant groups, including Lashkar-e-Taiba, a particularly violent group that Pakistan uses as a proxy force against India but that the United States considers a threat to allied troops in Afghanistan.
As per the official version Raymond A. Davis an ‘official’ of the US Embassy Islamabad but in reality, he is a Managing Member of the HPS, LLC, a private security based in Las Vegas which provides services such as providing security (Norma Mott Tillman, 2006), due diligence for companies making property purchases, and running background checks on employees. This is a study made with reference to USA which is may not coincide about Indian scenario since the application of PI is limited compare to US. However, the result of the study reflects that there is similarity in the outcome of the research in USA and India.

The (Varun Sood, 2011) reveals that the APDI of India is the work fuelling the growth of PDAs in the capital and in the country and it is providing the information about PDAs activities. The last decade has seen a boom in the number of agencies that have proliferated throughout the country with an unofficial figure of 1,100 PDAs nationally, and about 60 to 70 in the capital. KunwarVikram Singh, president of APDI claims that there are only about 30 to 40 niche PDAs across the country with seven to eight in the capital. The rest are not exclusive PDAs, but provide detective and security (Norma Mott Tillman, 2006) services. At least 10 of these are International agencies operating freely in the absence of any laws, much to the annoyance of APDI and other domestic agencies. The international agencies flush with funds, are able to poach senior government executives from various departments. The demand for PDAs and confidential information on individuals saw a sudden increase after 9/11 when we had about 70,000 cases seeking verification of prospective employees joining firms in the US and Canada. The agencies are hired for various kinds of investigations, ranging from basic surveillance and factual investigation to matrimonial cases, from defamation suits to the much popularized trademark battles.

The finance ministry accounts for the security (Norma Mott Tillman, 2006) and detective services to have contributed about Rs 300 crore to the government in the form service tax last year making the total revenue to be at least Rs 3,000 crore. The exclusive PI service market-share contributes to 30 percentage of the total, making it at least Rs 900 crore. Those offering both security (Norma Mott Tillman, 2006) and detective services pool in 70 percentage. This is a study made with reference to India which may be coincide about other foreign countries in the application PI services.
The report by (Vineet Khare, 2011) when Delhi Police’s Special Cell arrested Dr. Anurag Singh associated with Amar Singh unauthorised phone tapping controversy revels that he was an expert hacker and working for Indian intelligence agencies for long time. This cyber detective Anurag Singh runs own PDA in Delhi called as an expert hacker and cyber security specialist. His company provides corporate, personal and legal services used to provide spy cams to journalists and provided clandestine operations to governments on a deniable basis. Dr. Anurag Singh was very close with Delhi Police, CBI, IB and RAW and provided service such as tapping mobile phones, breaking email accounts and computer security and other allied services under law profile. He was working as Delhi police cyber security team consultant and helped Delhi Police in cracking several cyber cases, computer-related fraud and other high-profile cases like the cricket betting scandal. This is a study made with reference to India which may be coincide about other foreign countries also in the application PI services.

From the above study it is clear that the demand of matrimonial investigations and the significance to female detectives to this profession. Indian women are taking PI as profession and doing various kinds of jobs as industry demand. Along with economical matter, the passion and adventurous also play major role here (S Shanthi, 2005). These female detectives follow suitable “modus operandi” to carry out investigation about target and obtain all sorts of information with evidence such as personnel, economical, social, criminal and other wise for further action (Andrew Buncombe, 2008). Meyer and Dealer (2008) also explain the India’s status on matrimonial investigations through PDAs and it becomes the first step before marriage. The PDAs are carrying out discreet investigations about targets and give report to clients with evidence to take further decisions on the subject. The study reveals that Raymond A. Davis who was a PD working for US foreign intelligence agency CIA in Pakistan as the part of anti-terrorist operation (Schmitt, Mazzetti, Parker, Perlez, Khan and Gillani, 2011). Ian Harm (2011.m) pointed out that PDs could locate abducted girl despite government authorities was helpless and arrest warrant existing. The (IANS, 2008) reveals that PDs are using for festival celebration activities for their clients along with during the election time in especially in India, political parties and its leaders using PDAs to collect political intelligence from domestic and opposite parties (IANS, 2009). The major companies are depending PDs
and for the instance the company who sponsors of the Churchill Brothers football team decided to launch an independent PI to find the facts of the allegations of molestation against three players by an air hostess to take suitable action on this topic (IANS, 2010). Along with prominent software firm hired PDs for track down its former employee on the subject of data theft (Jon Swaine, 2010). Apart from this services, the US Insurance Company giant put an agreement with the prominent PDAs for investigation even they are having own internal SIU. The PI services including discrete functions within SIU services, such as surveillance, claims, fraud packaging, and reporting (Kathleen Goolsby, 2004).

Now a day’s schools are using PDs to keep an eye on suspected students who are irregular at class and reaching back to home late. The key area of investigation on ‘undesirable’ activities such as drug abuse and freaking out at bars, pubs and cinema halls and the investigation reports shared with parents also (Manoj Sharma, 2007) also the article explains the modus operandi is using by PDs to carry out pre-matrimonial investigation. The PDAs can be implements innovative systems, strategy and techniques (Anthony Manley, 2009) for their operations to meet the desired result with easy manner (PR Newswire, 2003).

After the judgment of the Delhi High Court legalizing gay sex, a number of parents have approached PDAs to spy on the sexual preferences of their children and also using the same information for matrimonial alliances (PTI, 2009). As per the reports (PTI, 2011) that Indian finance ministry seek the help of detective agency to conduct an "electronic sweep" in the rooms of finance minister Pranab Mukherjee and his staff after detection of "plated adhesives" in 16 key locations before intimating to IB. The (R.J. Hillhouse, 2007) reveals that over the past six years 70% of budgets going to private agencies since intelligence has been outsourced. This includes various services carrying out by CIA, NSA & Pentagon and these agencies report keeps for PDB. Also it points out that when one person is looking for the reason intelligence failure, come to know that lack of quality affecting various levels from field level to high management level. Hence like US other foreign nations also thinking in an innovative manner and utilizing PDAs for their activities (Tim Shorrock, 2007). The corporate are hiring PDs for doing pre and post employment verification which includes antecedents of applicants, family background, academic records and possible criminal history (Santosh Chowdhury, 2006) along with PDAs engaging in various kinds of investigation based services and showing drastic growth in the business volume (Varun Sood, 2011). The study done by (Vineet Khare, 2011), reveals that Delhi based
PD who was an expert hacker and cyber security specialist working for Delhi police and Indian intelligence agencies also (PTI, 2010) reveals that PDs provide intelligence to Delhi Police during the event of Commonwealth Games.

In the current Indian scenario, divorce cases are increasing drastically due to various reasons such as social, economic, globalization, technology, physical and psychological issues. Hence people are approaching PDs before getting married for investigation to know the information about the person in detail. At the same time, married people also seek the investigation due to infidelity and other issues. Even it is economically expensive, the present complex society demand this services. Along with male detectives, female detectives are also involved in work, due to passion and job opportunities. After 7/11 terror strike, the governments of various countries initiated assessment on their system both strengths and weakness. Hence, the governmental agencies start to seek help of private agencies due to their professional excellence in every aspect and apart from intelligence collection focused on direct ‘terror hunt’. This is the reason CIA has been using to private spies in Pakistan and Afghanistan to nail militants and further steps. The innovative steps taken by foreign intelligence agencies to meet the expectation of the current world, but accountability also need to be considered. In India, celebrating festivals are under the surveillance by the demand of the people to monitor the targets due to high regards of privacy and security. This helps to keep the person safe and secure, also can be access the activities details. The previous time political parties was depending on government agencies to access the election related details but now a days it has been outsourced to PDAs largely due to high demand. They are spying on both ruling and opposition parties each other and sharing political intelligence. The corporate world seeks the professional detectives to fact finds for the sake of take decision on serious subjects. Generally by the base of the PDs, the top management decide which has to handover to LEAs. The many corporate firms have in house investigation team to deal with risk management and investigation and they are taking care of the subjects with LEAs if it is any serious issues. When US’s largest TPA Sedgwick CMS have tie-up with MJM Investigations, Inc., the largest, full-service private investigative company to provide an outsourced SIU services. This reflects the demand and requirement of the professional excellence in the field of PI. The educational institutions keep monitor the activates of irregular students antecedents, explore undesirable’ activities such as
drug abuse and freaking out at bars, pubs and cinema halls etc. This information may not aware about authorities and even parents. The suitable action on these reports will make the desired impact of the future of the children. Compare to government agencies, the PDAs is more flexible and can be implementing much innovation to meet the global wise demand. Due to the same reason, the huge level of outsource job has been outsourced private agencies to get the outstanding results. At the same time, it has to make it sure the accountability, reliability and availability of the agencies as per the requirement. It is surprised when Indian finance ministry approached to a detective agency for electronic sweeping when finance ministry came under security threat before intimating to IB which is responsible for internal security. It can be utilized private agencies for operation but government tag should be there on activities. Due to the same reason Delhi based PD works for Delhi Police, CBI, IB and other agencies cyber crime investigation related subjects. Due to the good strength and professional excellence PDs approaches Delhi Police for providing intelligence and security (Norma Mott Tillman, 2006) during the event of Commonwealth Games. When seasoned event, LEAs required high demand of strength which may not be available in existing scenario. In such kind of situation, can be utilize private agencies as per the requirement which provides desired output.

3.9: Science and Technology

As far as studies related to science and technology regarding the issue following studies have been summarized.

The organisation by (Armada Global, Inc, 2012) a Central Pennsylvania-based high-tech surveillance and security firm, has developed a tool that is changing the way companies conduct their investigations. This organisation is owned and operated by former operations officers for CIA’s NCS, Armada Global insisted on a more covert approach to their surveillance technique.

The system consists of a pan, tilt and zoom camera that is covertly concealed on the interior of a car without any tinted windows or other stereotypical ‘surveillance’ fittings. The camera is covertly connected to an interior DVR, which saves all recorded material for later retrieval and editing. The vehicle is parked in a location within eye-shot of the surveillance location which records everything
appearing before camera eyes. The detectives can take position themselves in a second vehicle nearby to conduct trailing surveillance or view all the activity on a laptop via a secure internet connection.

There are obvious benefits to using this system like more covert surveillance and increased officer safety since personnel don’t need to be physically present to view and record activity. Another advantage to using the Unmanned Video Surveillance Platform is the potential to decrease budgetary requirements. The same cases where trailing surveillance is not needed or required, the system can be placed in position and then monitored and controlled from the home office. This allows for fewer personnel to be out on the streets and has the potential to cut payroll significantly. Increased detective comfort is also another significant benefit, especially when dealing with temperature extremes. This is a study made with reference to USA which may not be coinciding about Indian scenario in the application science and technology in the field of Pin surveillance operation.

The article by (Brian Willingham & L Scott Harrel, 2011) Google has changed the business of PI in countless ways, from getting information to attracting new clients. There are six helpful ways to use Google to boost investigative business (Michael Cavallaro, 2011), attract new clients and keep up with industry trends.

Google Application features word processor and spreadsheet capabilities and serves as an email host, among numerous other functions for all sizes business. One of its distinct advantages is that it puts all information in the cloud, so can be making that information accessible to anyone with an Internet connection (Ian Harm, 2011.a). Google Application allows users to share website links (Ian Harm, 2011.g), details about ongoing cases, and important contact information.

Google Blog will be appearing during search on internet because search engines love new content. Blog content has a greater chance of showing up in natural search results than does non-blogged content. Studies have shown that Internet searchers click on and “trust” natural search results much more than they do paid ads.

Google Ad Words need to do is sign up and sponsored results can be found at the top of every Google search. Certain terms may cost you for this but more hits you may get from qualified and focused potential clients.
Google Alerts is an indispensable feature for every detective. It automatically searches the Internet for any term you want to track and automatically and instantly alerts you via email or your RSS Reader to a newly published result with that term. The detectives can use Google Alerts in many ways, including tracking clients and competitors, gaining immediate access to new information on a case that you worked on or are working on, and locating that person you have been looking for.

Google Reader is an RSS reader, an online feed that collects information on topics you are interested in from news sites and blogs that you choose. An RSS reader compiles information while you are going about your business, so it becomes your own customized news feed for ongoing trends, legislative developments and anything else you are interested in following.

Google Places will help since more and more people are using the Internet to find products and services, specifically when they are looking for local service providers. It has to be claim in Google Places to appear PI information in local search. This is a study made with reference to USA which may be coincide about Indian scenario also in the application technology in the field of PI.

The (Ian Harm, 2011,n) discuss that the HS-324 Command 19mm Thermal Imaging Camera is a fantastic gadget which would complement the equipment of any covert surveillance specialist. This unit allows operatives to see clearly in total darkness, giving them the undeniable tactical advantages enabling them to stay safe and operate effectively at night.

The H-Series provides a $320 \times 240$ resolution VOxmicrobolometer for half the cost of comparable cameras, provide excellent output in even in darkness low-visibility situations such as smoke, dust and light fog. The operatives can deploy with the latest technology at their fingertips with a variety of lens options, on-board image and video capture capability and optional wireless transmission all built in to the camera. It is always questions to PDs how to provide excellent and outstanding result to clients such as photograph, video, voice data etc under law profile. It may not be possible many times without the knowledge of ‘target’ collect and record the information due to lack of suitable gadgets. This is a study made with reference to UK
which may be coincide about Indian scenario also since India’s PDAs (John M. Kajoie, 2005) moves in the line of application science and technology in the field.

The article by (Ian Harm, 2011.o) DPA 1998 seeks to strike a balance between the rights of individuals and the sometimes competing interests of those with legitimate reasons for using personal information. The DPA gives individuals certain rights regarding information held about them and it places obligations on those who process and store information. Along with this which give rights to those who are the subject of those data. There is no independent entity out there to decide when it is reasonable for data to be shared and permission for data access.

It is high time that positive action was taken to protect the interests of those having good reason to need access to the personal data of others. Also there is a very strong case emanating from the security (Norma Mott Tillman, 2006) and PDAs for any legitimate and lawful request for information. This is a study made with reference to UK which may not be relevant about Indian scenario in the application science and technology in the field of PI.

The (Ian Harm, 2011.p) examines that the Sony has introduced two new sets of digital binoculars which have the ability to capture video and stills. It has been said that turn out to be a valuable piece of equipment to add to the arsenal of surveillance operatives. The binoculars are the world's first digital binoculars that record Full HD video with stereo sound and a 3D record mode is also available. Both feature variable zoom, which allow you to scan a wide area before seamlessly zooming in to a given subject of interest.

On the DEV-5 it has up to 10x optical zoom which is expandable up to 20x with digital zoom. The DEV-3 has a maximum magnification of 10x. Traditional binoculars tend to use manual focus but the DEV-5 and DEV-3 use electronic autofocus to keep even moving objects sharp at all times by a dial at the top of the camera allows for manual adjustment of focus. For 3D images, separate images for left and right are captured by a matched pair of precision G optics by Sony with Exmor R CMOS sensors and BIONZ processors. Along with, independent electronic viewfinders provide images for left and right eyes.
The DEV-5 and DEV-3 both use optical Steady shot, the same optical stabilisation system that's found on Handy cam camcorders and Cyber-shot cameras. The binoculars can be connected via HDMI to any HD television, while 3D videos can be played back on 3D-compatible BRAVIA models. Along with a USB terminal for transferring images and video clips to PC for further operation. The DEV-5 also includes an integrated GPS receiver that automatically geo tags video clips and tagged clips and images can be viewed after shooting in online maps. This is a study made with reference to UK which may be important about Indian scenario in the application science and technology in the field of PI.

The critical evaluation by (Ian Harm, 2011.q) the PDAs (John M. Kajoie, 2005) specific software is called 'PI Agent' and was designed by licensed PDs in the USA who are well aware of the PDAs needs and also know what other PDs are looking for in a software program. The 'PI Agent' allows keeping organized by entering client information, operational stages, generating invoices from the case. It also assists to create surveillance, case reports and track different kinds of case data.

The prominent PI Agent software features are Google Maps integration, Password protected log in, keep track of all clients, assign cases to clients, log surveillance hours, mileage and expenses, keep track of online databases, save favourite PI links, instantly generate reports and invoices, each case type has its own report style, export invoices and reports to password protected PDF's and interactive calendar feature keeps track of cases. This is a study made with reference to UK which may not be relevant to Indian scenario in the application science and technology in the field of PI.

The (Ian Harm, 2011.r) points out that many PDAs rely on mobile phones to communicate to a point they can be adequate and effective for surveillance. However, UHF & VHF radio communications should really play a key part in the communications strategy for professional surveillance operators i.e. those carrying out high-end corporate surveillance involving large highly-trained sophisticated surveillance teams.

The Motorola DP3400 professional digital two-way radio that delivers increased capacity and spectrum efficiency, integrated data communications and
enhanced voice communications. The PDAs are using the same device in covert body rigs with covert earpieces for foot surveillance and close protection details which provides clearer voice communications over a greater range than any of the comparable analogue radios on the market. This is a study made with reference to UK which may be important about Indian scenario in the application science and technology in surveillance.

The study done by (Ian Harm, 2011.s) explains that the PDs are wearing a ghillie suit when carrying out the operation in rural areas to overcome the attention of public. The suit is specialised clothing used for surveillance or hunting and is designed to resemble heavy foliage. It is generally made of a net or cloth garment covered in loose strips of cloth; also sometimes even made to look like leaves and twigs. Also rural surveillance specialists will wear a Ghillie Suit to blend into their surroundings when they feel it is important for them to camouflage and hide themselves from their targets in a countryside setting. This is a study made with reference to UK which may not be coincide about Indian scenario in the application science and technology in the field of PI.

The article by (Ian Harm, 2011.t) examines the significance of PDAs gadgets in the investigation and what are the difference between law budget products and professional equipments. The difference is that the quality and also the longevity of the product. The inference is that the equipment that purchase for professional investigation should meet the quality and standards to meet the expectation of the client where ultimate result should be proved. This is a study made with reference to UK which may be relevant to Indian scenario in the application science and technology in the field of PI.

The (L. Scott Harrell, 2010) explains that how smart phone users can be use online private detectives magazine. This facility can be available on iPhone, iPod touch, Android, Nexus One, Opera Mini mobile, Palm Pre and BlackBerry mobile device. The smartphone users can easily switch between the mobile view and the regular computer-based browser format with the touch of a button. This is a study made with reference to UK which may not be coincide about Indian scenario in the application science and technology in the field of PI.
The study by (L Scott Harrel and Humphrey, 2010) discuss that generally PDs are dealing with data which provides by clients which focuses on single ‘target’, organisation and person of interest. The detectives work on records, pull trash, surf the usual social networking haunts, observing a ‘target’ behaviour and activities and organize all intelligence for clients. Apart from above mentioned sensitive information; the clients looking for personnel and experienced knowledge also from PDs end.

When people are emotionally unstable state that usually accompanies betrayal by someone, it is particularly difficult to interpret facts objectively. Therefore, they are looking for professional to get an expert opinion who can offer alternate interpretations of the facts at hand, uncoloured by personal interest or emotion. A PDs is very own personal operative and able to gather the pertinent information and help put it together in a meaningful way. This is a study made with reference to UK which may be relevant about Indian scenario in the application PDs services.

The organisation by (PI now Staff, 2010) discloses that presently PDs are using social networking sites to locate hard-to-find people and discover information. Vic Pichette, president of Genesis Investigations in Rhode Island, began using social networking during investigations and discloses it has since become the first step of any attempt to gather background information about people or organisation. The PDs are creating the fabricated profiles in social networking sites and searching ‘targets’ in the community in a law profile and locating them. The major social networking sites are Facebook, MySpace, Twitter, hi5, Bebo, ZoomInfo, LinkedIn, Ning, Friendster, Social Mention, YouTube, Pipl, Classmates.com, Slideshow and LJSeek. This is a study made with reference to UK which may be coincide about Indian scenario in the wake of application science and technology in the field of PI.

The study by (Pursuit Wire, 2011) examines that PDAs are utilising all of the advancements in technology to limit the use of paper, reducing its carbon footprint and help the environment and equally important reducing the cost of doing business (Michael Cavallaro, 2011). It is scanning and digitally storing all documents and setting up a case management computer system which has numerous benefits such as easy to access and share with internal and external environment either directly or online.
Internet is the tool for to make a new client service agreements and any other documents via email and request that the documents be signed via a E-Sign electronic signature program and then they can be forwarded back to office again without having to use paper what so ever. When it comes time to receiving new instructions or sending the final report off to client then use secure email for this purpose. For very large files there is the ability to use services like “Drop-Box” or even “Google Documents” that allows you to upload, share and download large digital media files like photographs / video files without having to download them to disc or flash drives and mail them to our Clients. There are numerous other programs that can be beneficial such as creating online forms and having them saved as PDF files which can be again filled out online, saved and then emailed.

The “Carbon Neutral” or ones that have good energy usage ratings equipment purchase for office usage purpose. For instance CIS which can be replaces the standard ink cartridges; this step help save up to 95% of your printing costs and drastically reduces the amount of empty waste cartridges with one CIS being equivalent to over 50 standard ink cartridges. Also throughout the office can be install LED lighting throughout including the down-lights and standard bulbs all being replaced with LED alternatives. Environmental friendly vehicle should be selected and must ensure regularly service such as tire pressure, fuel and other technical aspects. This is a study made with reference to UK which may be important to Indian scenario in the application science and technology in the field of PI.

The organisation by (The art of skip tracing and missing persons investigations, 2009) narrates that PDs are using certain definite resources when they are working with parents who have experienced the tragedy of child abduction or who have a child who has run away. The detectives can be depending on following resources as starting point to investigate cases. These resources are Amber Alert, Beyond Missing, National Runaway Switchboard, National Center for Missing & Exploited Children, FBI: Crimes Against Children, InterPol: Missing Children, Reunite International, SafePlaces.org, Team Hope. This is a study made with reference to UK which may not be coincide about Indian scenario in the application science and technology in the field of PI. However, the result of the study reflects that
there is similarity in the outcome of the research in UK and other states, also including India.

From the above study it is clear that the advanced application system which is developing and operating by PDAs (Armada Global, Inc, 2012). The internet giant google can be use for PDAs (Willingham & L Scott Harrel, 2011). The (L Scott Harrel and Humphrey, 2010) examines how PDs deals with data and knowledge in the field of PI and providing the result to the client (L Scott Harrel and Humphrey, 2010). The articles of (Ian Harm, 2011) covers various areas of PI such as the HS-324 Command 19mm Thermal Imaging Camera which helps to take very clear photograph even in total darkness (Ian Harm, 2011.n), usage of HD video recording digital binoculars for investigation (Ian Harm, 2011.p) , PI software (Ian Harm, 2011.q), significance of Two-way radio for surveillance purpose (Ian Harm, 2011.r), usage of special kinds of cloth in rural surveillance be in undercover (Ian Harm, 2011.s), the significance of professional PDAs gadgets(Ian Harm, 2011.t) along with the impact of DPA1998 in the field of PI (Ian Harm, 2011.o). The (L. Scott Harrell, 2010) explains that online private detectives magazine can be use in smart phone presently along with usage of social networking sites to carry out investigation under law profile (PInow Staff, 2010). The PDAs (John M. Kajoie, 2005) carrying out the work with eco-friendly by implementing technology in every aspects and reducing papers for documentation, usage of carbon neutral equipments and environmental friendly vehicles (Pursuit Wire, 2011). Along with PDs are using database resources for information and evidence collection (IANS, 2008) as the part of investigation (Sheila L. Stephens, 2008) significant of and definite resources to carry out child missing cases as a starting point (missing persons investigations, 2009).

From the every era of civilisation, the science and technology played its own significant role from ancient history to present time. The application of technology in appropriate manner made human life much meaningful and fruitful. The same impact can be noticed in the area of PI in every sense and the result would be absolutely wonderful. The industries manufacturing advanced equipments for various PI operations to obtain utmost desired output. The main objectives of the PDAs gadgets are without the knowledge of ‘targets’ collect the data such as audio, video and intelligence in other forms. The advanced technology provides quality result
along with less expense and less human resources. The internet giant ‘Google’ can be utilising in many ways as the part of investigation, which can access the information in globally in fraction of seconds. The PDs should not be blind with mind blowing technology and apply their knowledge in the real field to obtain the result. Online data base provides information in various areas about person and organisations for investigations. New rules and regulations put new guidelines in place and provides right to individuals. Certain information is prohibited to PDs on the pretext of privacy and security. It is the matter how to balance the subject and do the work. It is very precise and clear that technology need to be used in complex subject to make it simple and quick result. Also, one needs to be keeping in mind that complexity of technology should not affect the result.