

Chapter 30

Department of Prisons, Goa †

I) OVERVIEW

PRISMS-II is an enhancement of PRISMS-I which attempts to introduce the concept of Prisoner Empowerment and Reforms and also tries to improve the Prison administrative functionalities. PRISMS-II was introduced in June 2010 and as on date is fully functional in all areas

Drawbacks of Manual System

- Seeking information with regards to the PDR, Wages Earned and status of the various applications submitted by the prisoners was a tedious job and involved intervention of the Prison Authorities.
- Exact status of Victim Compensation fund and its utilization was not available.
- Status on Grievance Redressal applications submitted by the Prisoners was not known to the Prisoners
- Data on reform history of each prisoner was not maintained
- Posting of jail guards at various posts based on various criteria's stated in the rule was a tiresome and time consuming effort.
- Initiating Bail of Prisoners under Section 436 A of CRPC involved referring to the CRPC Act and was a tiresome activity and hence was not being initiated in the manual system

Advantages of PRISMS-II

- With the introduction of the Touch Screen Kiosk Application the prisoners can now access all information related to their PDR, PPC and the status of their various application by themselves without the help of any Jail Authority.
- The Victim Compensation fund is being automatically monitored now through the Work Wages and Victim Compensation Fund Management Module
- A complete history of the Grievance redressals forwarded by the Prisoner and the reform activities undertaken by him/her is maintained in the system
- Staffing and posting of Jail guards is now totally automated process with facility to generate posting at one click

† * Winner of CSI e-Gov Awards, 2009-2010

- The Prisons Department has started initiating releases under 436 A of CRPC

II) RESULT INDICATORS

1. *Key Performance*

a. Stakeholder services and benefits achieved through ICT interventions

In its Phase-I PRISMS covered Government Officials administrating the Jails and Judicial Lockups as the major stakeholder. This system focused on ensuring efficient and fast process flow by making the data readily available to the officials. With the centralized online system in place the authorities at the Head office use the system to get status of prisoners in each prison at any given time. It helped the officials in enforcing rigorous controls on each functionality and case for each Jail and judicial lockup

In its Phase-II besides the Prison Officials PRISMS has tried to cover the following stakeholders

- Prisoner
- Victims
- Judiciary

PRISMS-II laid more emphases on empowering the prisoners by making the data readily available to them. IT also assists the Judiciary by making the data related to prisoners liable for bail under 436 A of CRPC. Moreover the Management of the Victim Compensation Fund efficiently has also considered the victims.

b. Geographical Spread in the State achieved

The PRISMS-II software is implemented across all the jails and judicial lockups of the state. i.e the system covers 100% area of implementation.

Services provided

Four Modules of PRISMS –II, namely Touch Screen Kiosk Application , Grievance Redressal Management, Prisoner Reforms Module and Undertrial Detention Alarm System have been solely dedicated to prisoner welfare.

Additionally the Victim Compensation Fund Management module has been a true success story which has enabled the department to release compensation to around 22 victims including compensation to two girls to take care of their education.

There are 10 modules in the system which are implemented across all the Jails. The modules implemented are as follows;

Touch Screen Kiosk Application

Information Outlet for Prisoners

Information available includes PDR, Remission Earned, Prisoners Property and Cash details, Parole/Furlough Application status, Transfer Application Status & Undertrial Detention Alarm

Undertrial Detention Alarm System

A master indicating the maximum period of imprisonment is maintained. Based on this master the system indicates the list of Undertrial prisoners who are in prison for more than the maximum period under the Act and Section they are booked.

Victim Compensation Fund Management

This module accounts for all the cheques issued to the Victims of the Prisoners and simultaneously debits the account with the respective amount. It also credits the account with the 50% of wages coming Work Wages module

Grievance Redressal Management

Tracks all grievances posted by the prisoners in the complaint box
Also tracks action taken and time period for the action towards each application

Prisoner Reforms Module

Generates a complete history sheet of all reform activities undergone by the prisoner during his stay in the Prisons
Includes creative activities like Painting, Singing and work activities like furniture, candle and bag making
Also tracks educational courses taken up by prisoners through various universities like IGNOU.

SMS Based Escape Management

Here the system maintains a master database of all the mobile numbers of the persons concerned to be informed in case of a prisoner escape. The system sends a detailed sms of the prisoner to all concerned in case of a escape.

Inventory Management Module:

- This module facilitates tracking inventory details of all major stores of the Prisons which include the Mess, Prisoner Articles store(Bed sheets, mugs etc) and general inventory stores of the Prisons
- It keeps a track of all the stock available in each store and also maintain a list of all the suppliers for the comparative analysis of prices.

- Has provision for issuing indent, generating supply order, and maintain stock register.

Staff Duties

This module tracks staff details for each jail. It also maintains the duty timings and rotation for each staff.

System automatically generates the staff allocation chart for each day, based on timing and position of each jail guard, Jailors etc.

Pay Bill Module:

- Assigns of Basic, DP, DA, HRA, different allowances and deductions to each employee and calculating net salary of each employee.
- Generates Pay Bill for each month for each head of account through which salary will be drawn
- Prepares different schedules like
- G.P.F. Schedule
- Rent Schedule
- Savings & Insurance Fund Schedule
- Different schedule for different type of advances taken and interests paid.
- Generates Salary slip of all the employees, Acquaintance Roll etc.

Establishment

This section has a flavor of Human Resource Department, which deals with the

- personnel / administrative matters.
- Following are the different functions of the module:
- Issuing Appointment order
- Allocating payment heads, pay scale, section etc.
- A separate Service book for each staff member
- Handling all the increments of staff yearly by adding automatically
- calculating increment amount, making an entry into the increment
- register and simultaneously generates increment
- certificate. Application, granting of leave, maintenance of leave register
- Maintains details of the all certificates submitted by an employee, all the increments, promotions, transfers etc in the service book.

2. Efficiency Improvement

a. Time saving / improvements in the delivering the above set of services.

PRISMS-II focused more on bring about a transparency in the system and make the data available to the Prisoners and the authorities also to help in reforming of prisoners. There is no direct cost savings involved however, indirect cost savings through saving on time by faster delivery of jobs and

avoiding of redundant data entry and record maintenance is achieved. Some of the areas where time efficiency is achieved are;

Staff Allocation: This task was very tedious in the manual system and each jailor would spend approximately 1hour daily to create the Jail guards posting sheet for the day. With PRISMS –II this job is done with a click and is totally error free.

Touch Screen Kiosk:With the touch screen kiosk Module in place the Prisoners no more approach the jail authorities for basic information like Probable Release Date, PPC, and their application status. This in turn has resulted in saving of time and efforts spent by the jail authorities otherwise. Moreover now the system is much more transparent as the required information is readily available to the prisoners without the intervention of the Prison Authorities.

Untertrial Detention Alarm System Release of prisoners on bail under section 436A was not being followed in the manual system as this required consolidation and calculation of data of each prisoner under each Section and Act. On introduction of the Untertrial Detention Alarm System, the authorities have released 3 prisoners as on date.

Victim Compensation Fund Management :In the manual system the prison department had not issued a single cheque to any of the victims. On introduction of this module all records were accurately updated and knowing its exact stand at given point of time the department was able to issue around 22 victims as on date.

III) ENABLER INDICATORS

1. Processes

With the introduction of Victim Compensation Fund Management of PRISMS-II the department has started the process of issuing cheques to the victims of the Crime.

With the introduction of Under-trial Detention Alarm System of PRISMS-II the department has now started the process of informing the court of prisoners liable for release on bail as per 436A of CRPC. An order is issued to the superintendents instructing them to inform the same to the courts based on alerts from the system

Staff allocation is now totally automated and randomization is fully handle by the system.

2. People and Resources

a. Project management & Monitoring – Full time team in place

Project Management Team The Superintendent, Sub Jail Sada, is appointed as a nodal officer for this project. In addition, superintendent/ jailor of each jail is appointed as project assistant for their respective jails. Four implementation engineers are appointed to handle day to day implementation issues.

3. Project Monitoring

The appointment of Implementation engineers has ensured that the implementation of the application is monitored on a daily basis. A standard format for status of implementation of each module is maintained by each engineer. Weekly reviews are taken to review and sort out any issues with the implementation.

a. Achievements of training of internal & external members on the new system

A rigorous off-site and on-site training schedule was organized for all levels of staff to understand the system functionalities. Staff was categorized based on their level of competence with the computer system and then the training schedule was designed. Presence of implementation engineers on the site ensured that the staff was confident in making the data entry. A dummy server is also deployed for the practice sessions of the staff.

The Nodal officer holds regular meetings with the project assistants and Goa Electronics Limited officials to understand any issues faced by them in the usability of this software and any further upgradations to be done.

b. Change management strategy defined and implemented

The main strategy was to take the middle level authorities into confidence and help them understand the positive impact of implementing the system. Several sessions of meetings were held in the requirement definition phase with these officials who contributed a lot in the development. This gave them a feeling of belonging to the system. During implementation the system was run in parallel to the manual system and the implementation engineers on-site helped the users understand the advantages to using the system.

c. Leadership support (Political, Bureaucratic) and its visibility

The following personnel's have ensured the success of this project ;

- Shri Ravi Naik: Honb'le Home Minister for the State of Goa. For granting all the required permission and sanctions for the project
- Shri Mihir Vardhan : Inspector General of Prisons, Goa. I have been involved with this project from the conceptualization to the

implementation stage. My objective is to use Information Technology to make a positive difference in the lives of individuals and prisoners are no exception.

- Shri Bhanudas Pednekar : Superintendent Sub Jail, Sada, Being the nodal officer he has been involved in bridging the gap between the technical and the non-technical personnel by organizing workshops, meetings and training sessions.
- Shri J.J.R Anand : State Informatics Officer, National Informatics Center- Goa, for all his support and guidance in implementation of this project.
- Ms.Revati Mujumdar : CEO, Goa Electronics Limited, for co-ordinating and guiding development of PRISMS –II as per requirements of Inspector General of Prisons.

d. Financial Model (Funding pattern , Business model PPP etc) defined and implemented

This project has been designed, developed and implemented by M/s Goa Electronics Limited (A subsidiary of EDC ltd. A Govt of Goa Undertaking). The work order emphasizes on 1 year on site support by the company after implementation.

4. Technology

- Disaster Recovery & business continuity plan defined & implemented
- Technological solution cost effective and maintenance over time
- Security and confidentiality standards defined and implemented

Technology Maintenance:

- Server – Windows 2003 Server.
- Clients – Windows XP Professional.
- Development Platform – ASP.NET with C#.
- Reporting – Crystal Reports.
- DBMS – SQL Server 2005 Enterprise Edition.
- Architecture – Web based application with 3 Tier Architecture and centralized database

Disaster Recovery Center: Since the application is hosted on the NIC SAN server Disaster Recovery Management is done by NIC state data center.

Third Party Audit : Though the software is hosted on NIC SAN server the third party audit is not yet done. However, the same is being proposed now to improvise standard of the application.

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