

BIOMETRIC CALLING SYSTEM

CHALLENGES

As part of prison reforms, the Andhra Pradesh Government has come up with a plan to allow prisoners of Cherlapally Central Jail here to make telephone calls to their family members.

- Security within the software and deployment scenario was the at most concern.
- System need to be designed keeping in view non-technical and rough handling by prisoners.
- This was a fast track project with highly sensitive deadlines as there has already been a public announcement about the inauguration dates.
- This was one of the most difficult deployment scenarios. There have been several security restrictions to reach the installation site and working conditions were not friendly.

BUSINESS REQUIREMENT

- System should make outgoing calls using GSM (SIM) connections.
- Prisoner should be able to make calls only through Biometric input devices.
- Phone numbers of family members of the prisoners along with prisoner's biometric identity should be registered in the system.
- Every call should be monitored by the jail authorities.
- Total call sessions and number of calls should be limited and if the call is dropped before the time limit, system should allow the prisoner to redial any of the registered numbers.
- System should record the conversation between prisoner and called party (from security point of view).
- System should give a call data report of calls made by prisoners.

GOALS

To design and implement a highly secure calling system, which should be operated through biometric input device. System should strictly allow the rules for calling as decided by authorities.

FAST FACTS

Customer: Cherlapally Central Jail
(Andhra Pradesh Department of Prisons)

Web site: www.apprisons.gov.in

Industry: Department of Prisons and Correctional Services, Government of India.



CUSTOMER PROFILE

The Department of Prisons and Correctional Services in Andhra Pradesh is a progressive department and aims at ensuring the return of the offender to society as a well-adjusted individual.

In recent times, Andhra Pradesh Prisons Department has achieved the unique distinction of introducing the Video Linkage System between Prisons and Courts for the first time in the Country which enabled speedy justice to the Undertrial prisoners. The Department also has the distinction of constructing the best prison in the country at Cherlapalli.

SOLUTION

Deepija Telecom has designed a device named “Biometric Calling Solution for jail” which is an exact match of client's requirements. The key features of the device are:

- Calls are made using GSM (SIM) connections.
- System allows prisoner's registration through biometric input device. The registration process includes recording personal details of prisoner, and specifying the numbers, which he wants to call.
- System allows limited number of call session for a prisoner.
- The System has a provision to redial/disconnect the number.

The system records 100% of conversation and stores the recording along with date and time and name of the prisoner for the purpose of later retrieval, if required.

RESULTS

- System allows calls only after verification through biometric input device.
- In case of a match, it displays the name of the prisoner along with the two pre-registered phone numbers on which the prisoner is allowed to make a call on the attached touch screen monitor.
- Call proceeds by just touching one of the two numbers on the touch screen.
- System also monitors total duration of the call and warns the prisoner to disconnect the call when the time limit is about to be exhausted. If the prisoner does not disconnect, it will get disconnected automatically.
- system records the conversation between prisoner and called party and maintains all the call related records of the prisoners

BENEFITS

Beneficial for both prisoners and government as well.

- It enables prisoners to communicate with their family members in an official way
- System also keeps the track record for all the calls made by prisoners which is an added advantage from security point of view.

THE BOTTOM LINE

“The move is aimed at bringing down the smuggling of cell phones into jails”

- *The Times of India, 4th August 2012*

“Frequent interaction with their (jail inmates) family members will provide the prisoners the much-needed psychological relief and contribute to their mental stability.”

- *The Hindu, 8th August 2012*

The facility also reduces the number of visits paid by the prisoners' relatives, who have to travel long distances to meet their dear ones lodged in jails.

- *The Hindu Business Line, 8th August 2012*

- It can also be helpful in cutting down the smuggling of mobile phones in jail

ABOUT DEEPIJA TELECOM

At Deepija Telecom, we help our customers create, maintain and continuously improve superior end-to-end service for their customers. With over a decade of pioneering leadership and hundreds of solutions deployed, Deepija is a premier provider of enterprise-class contact center solutions for the utilities, financial services, government, high-technology, help desk, consumer products and healthcare industries.

THE BOTTOM LINE

“The telephone facility, which was first introduced at Cherlapally Central Prison in March this year, has witnessed around 150 outgoing calls every day with almost all the prisoners, numbering around 2,000, registering their names to use the facility”

- The Hindu, 8th August 2012



DEEPIJA TELECOM (P) LTD

Corporate Office:

203, Sri Sampadha Hi-Tech, Kavuri Hills, Madhapur, Hyderabad, Andhra Pradesh, India - 500081

Toll Free: 1-800-102-DTEL (3835)

Tel: +91-40-49325555

Fax: +91-40-40058984

www.deepijatel.com