



secure and seamless communication for **Correction Homes**

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Aiding Secure Communication for inmates in correction homes with **Vi Business CPaaS**

Prison institutions, along with the Police department and Judiciary, form the core of the criminal justice system. The prisons are referred to as "Correctional Homes", focusing on the reformation and rehabilitation of offenders.

A major hurdle in achieving the vision of "Reform, Redeem and Rehabilitate" was the overcrowding during family visits. The number of visitors often exceeded the prison's capacity, making it hard to manage and limiting communication with families to just once a month. This created isolation and frustration for prisoners, as they were unable to stay connected with their loved ones on a regular basis. The tele calling facilities were very limited and lacked secured connectivity.



Business Challenge

- Inmates were restricted to connecting with only three contact numbers, with no incoming calls allowed and no access to the internet. Calls used to disconnect abruptly due to balance exhaustion.
- The lack of secure, streamlined communication created inconvenience for both inmates and their families.
- This limited their ability to exercise their fundamental right to free speech and expression, even in difficult circumstances.



Our Solution

Vi Business deployed the following solutions to ensure secure and controlled communication in correction homes while still providing transparency to the relevant authorities.

- A secure system was implemented where inmates could only call approved numbers, with a list provided by the department and verified by Jail Authority/CID.
- Vi Business CPaaS integrated with an IVR system provided inmates with fixed wireless phones, offering up to 8 extensions.
- The IVR validated inmate credentials and connected them with their approved contacts.
- All calls are recorded via a voice logger for security and monitoring.
- Calls are limited to 10 minutes, automatically disconnecting once the time is reached.
- Call recordings are made accessible to authorities for transparency.
- Inmates are allotted a monthly call balance, with real-time tracking, and must recharge monthly to ensure continued access.



Business Impact

This is how Vi Business made a difference at the correction homes

- The secure connectivity helped the inmates stay connected with their lawyers and families despite the isolation.
- It also made the whole process more structured and better documented, while still providing transparency and control.
- Due to success seen after implementing the solution at one correction home, it was further deployed in other Central, Special and District correction homes.