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**OFFICE OF THE DIRECTOR GENERAL (PRISONS)**  
**PRISON HEADQUARTERS: TIHAR NEW DELHI**

F.No.10(1202)/CJ/LEGAL/2011/2167

Dated: 24/05/11

**STANDING ORDER NO.-7**

**Sub: Telephone facility for the prisoners.**

In suppression of earlier standing order issued vide no. PS/DG(P)/2010/282 dated 20.03.2011, the following are the guidelines to regulate the functioning of the Tihar Inmate Phone Call System in the jails:—


- ✓ The telephone facility will be available to all Indian inmates irrespective of their cases twice in a week and shall be of five minutes duration.
- This facility will be made available to only those inmates who have maintained good conduct during their stay inside the jail. This facility can be withdrawn temporarily or permanently if any jail offence is committed by a prisoner during his stay inside jail or if the telephone facility is found to be misused.
- Habitual jail rules offenders, who are frequently involved in assaulting co-inmates in the prison, shall not be eligible for this facility in the interest of public safety and order. However, the Superintendent Jail will be empowered to take appropriate decision in individual case to case basis.
- As and when a new prisoner is admitted into the jail, his finger prints will be scanned and stored into the system. The prisoner will be asked to provide two phone numbers of his or her relatives like wife, husband, mother, father, sister, brother etc. on which he/ she wishes to make calls.
- Whenever a prisoner has to make a call, he will approach the phone booth and will identify himself/ herself by putting his/her finger on the biometric finger scanner.
- The system will match the scanned finger print with the stored finger prints. In case of a match it will display the name of prisoner alongwith the two phone numbers on which the prisoner is allowed to make a call on the attached touch screen monitor.
- Prisoner will have to touch one of the numbers to proceed with a call. The system will have provision to redial/disconnect the number.
- The system will record 100% of all conversation and will store it along with date and time and name of the prisoner for the purpose of late retrieval if required.

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- The system will also monitor the total duration of the call and will warn the prisoner to disconnect the call when the time limit is about to be exhausted. If the prisoner does not disconnect the call, it will be disconnected, automatically once the time limit is over.
- To use the facility an inmate will pay a uniform amount of Rs.100.00 per month for local calls and Rs.200.00 for STD calls.
- Prisoners who are involved in offences against the State, terrorist activities, MCOCA, NSA, PSA and otherwise involved in multiple heinous offences such as robbery, dacoity, murder, kidnapping for ransom etc. would generally be excluded from using this facility. However, they have the choice of making a written application to the Superintendent in this regard. Each application will be considered on merits based on the past conduct of the applicant in Jail and after confirming that the call will be only to inmate's blood relative and not to any gang member. The inmate, should use the system in the presence of Asst. Superintendent who shall hear the conversation. Further, the identity of the person to whom call is being made could be ascertained at random.
- When Prisoners is speaking in a foreign language other than English, the script should be got translated.

  
(NEERAJ KUMAR)  
DIRECTOR GENERAL (PRISONS)  
DELHI

All Superintendent Jails  
The Commandant, TSP

**Copy for information to:—**

1. Ms. Pratibha Rani, Ld. District Judge- I and Session Judge, Delhi.
2. Dy. Inspector General (Prisons), Delhi.
3. Law Officer (Prisons), PHQ, New Delhi.

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**OFFICE OF THE DIRECTOR GENERAL OF PRISONS  
PRISON HEAD QUARTERS,  
NEAR LAJWANTI GARDEN CHOWK  
JANAK PURI : NEW DELHI**

**ADDENDUM TO STANDING ORDER - 7**

**Sub: Telephone facility for prisoners.**

In continuation of Standing Order No.7, issued vide No.10(202)/CJ/Legal/2011/2167 dated 24.05.2011, it is clarified that two numbers on which an inmate can make calls, have to be communicated to the Jail Superintendents along with two post-paid bills so that the identities of the persons being called are established beyond doubt. The existing practice of getting the post-paid bills shall stand.

  
(NEERAJ KUMAR)  
DIRECTOR GENERAL (PRISONS)  
DELHI

**All Jails Superintendents**

**The Commandant (TSP)**

No. PS/DG(P)/2011/730

Dated: 26.05.2011

Copy for information

1. Ms. Pratibha Rani, Ld. District Judge-I and Session Judge, Delhi.
2. DIG(P), Central Jail, Delhi.
3. Law Officer, Central Jail, Delhi.