



ePrisons PROJECT

WIM - TRAINING POLICY DOCUMENT - 2024

FOR:

Implementation of ePrisons Project

GOVERNMENT OF MEGHALAYA

SUBMITTED TO: Prisons and Correctional Services Department,

GOVERNMENT OF MEGHALAYA

PREPARED & SUBMITTED BY:



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WIM - TRAINING POLICY – ePRISONS Project 2023-2024

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WIM - TRAINING POLICY – ePRISONS Project 2023-2024

1. About ePrisons implementation in Meghalaya

ePrisons is a web technology based application software, developed by using the latest tools available presently, with the following functional modules integrated with it:

- Prison Inmate Management System [PIMS];
- Visitor Management System [VMS];
- Court Information System [CIS];
- Police Information System [PIS];
- Personnel Information System [PIS];
- Website of all the jails;
- Roster Management System [RMS];
- Prosecution Information System (under discussions with ASG); and
- NCRB / SCRB system.

ePrisons is a suite of applications under the digital India initiatives of Meity/ NIC/ GOI which covers the **entire workflow processes** of a prisoner and all other prison related activities.

It is a **cloud based** and **Aadhaar enabled product** with easy to use graphical interface and embedded with a comprehensive security features, backup and data recovery. Thus no **Service Level Agreement (SLA)** is required for running the application. No Application Software as per the Application Security Policy of NIC will be hosted without Security Audit Clearance. This software is audited and tested by the auditors at NIC Hqrs., New Delhi.

ePrisons is also **ICJS ready**. We have various APIs already working which can share data with various entities of ICJS and any third party applications. ePrisons data structure is designed in such a way that any future requirements can also be easily served by creating new APIs. It is a **total solution for all activities inside a prison complex** and also **helps in active policing and intelligence, welfare of prisoners and citizen centric services**.

1.1. History of ePrisons project in MEGHALAYA

Under the guidance of the NIC Delhi Team under the leadership of Shri. Shashikant Sharma and our SIO Shri. T. Dkhar NIC Meghalaya and the cooperation of the **Prisons dept**, GOM, the project was rolled out first at Shillong. It gathered speed and by the end of 2018 -2019 we had already inaugurated ePrisons project in Shillong Jowai, Nongpoh District Jails. All of which were inaugurated by the Hon'ble Home Minister to the Government of Meghalaya, Shri. James P.K.Sangma.

Team NIC Delhi ePrisons Project is Headed by **Shri. Shashikant Sharma**. His able team is a constant support for all implantation processes under ePrisons project.

1.2. ePrisons Project Inaugural at District jails details :-

District Jail	Inaugural date	Remarks
Shillong	26 April 2018	<ul style="list-style-type: none"> • Training Room allocated in premises • ID cards issued to inmates via ePrisons system
Jowai	30 July 2018	<ul style="list-style-type: none"> • Also Launched the website of Home jails dept. https://megprisons.gov.in
Nongpoh	13 November 2018	<ul style="list-style-type: none"> • Also Launched the VC System at site • ID cards issued to inmates
Tura	20 November 2020	<ul style="list-style-type: none"> • ID cards issued to inmates – done over VC • During the C19 Emergency in India
Williamnagar	5 August 2021	<ul style="list-style-type: none"> • ID cards issued to inmates – done over VC during the C19 emergency in India

for more click <https://megprisons.gov.in> website

1.3. DATA from ePRISONS reflected on: -

1. NPIP : National Prison's Information Portal <https://eprisons.nic.in/Public/Home.aspx>
2. DARPAN : <https://ml.cmdashboard.nic.in/Dashboard.aspx>
3. MPR for NIC Meghalaya GOM: State Profile report
4. MPR for Home Jails Dept. : GOM : uploaded monthly basis <https://megprisons.gov.in> website

1.4. This Document is intended for Officials and Staffs of Prisons & Correctional Homes, and the NIC Meghalaya.

1.5. About NIC

National Informatics Centre (NIC) is a premiere **Science & Technology** organization of the Government of India in the field of Informatics Services and Information Technology (IT) applications, and has been instrumental in steering Information and Communication Technology (ICT) applications in Government Departments at Central, State and **District Levels** in government services, wider transparency in government functions, and improvement in decentralized planning and management. To facilitate this, NIC has established a nationwide ICT Network – NICNET – with gateway nodes in Central Government Departments, 35 State/UT Secretariats, and in almost all 602 District Collect orates, for IT services. The Government has designated the nationwide Computer-Communication Network, NICNET, as the Government Network.

The long-term objective of the National Informatics Centre is 'to establish the feasibility of a system for the provision of detailed information to government ministries and agencies to assist them in making decisions relating to the country's economic and social development planning and programmed implementation'.

NIC is committed to meeting and acceding to the customer requirements by providing quality and reliable ICT services and global solutions. NIC was set up to promote economic, social, scientific and technological activities, and also for macro-economic adjustment programs of the Government, through the applications of IT.

NIC set up its first office **in the State of Meghalaya at the state capital, Shillong** way back in 1987 and subsequently expanded to other district headquarters. Since its inception, NIC has provided a host of services to the State and Central Government organizations in Shillong and other districts in Meghalaya, and now these services include Video-Conferencing, Internet Services, e-mail etc. apart from numerous Online Applications through dedicated Leased Line Circuits.

1.6. Abbreviations

NIC	National Informatics Center
P&CS	Prisons & Correctional Services
P&CH	Prisons & Correctional Homes
ICT	Information and Communications Technology
NICNET	National Informatics Center - Network
IT	Information Technology
GOM	Government of Meghalaya
VC	Video Conference
ICJS	Integrated Criminal Justice System
PIMS	Prison Inmate Management System
VMS	Visitor Management System
CIS	Court Information System
PIS	Police Information System
PIS	Personnel Information System
RMS	Roaster Management System
NCRB	National Crime Report Bureau
SCRB	State Crime Report Bureau
SLA	Service Level Agreement
MATI	Meghalaya Administrative Training Institute
RTI	Regional Training Institute
CAP	Content Archival Policy
WIM	Web Information Manager

2. EXCERPTS from the TRAINING POLICY 2024 – ePrisons project

Training Target – ePrisons Project

- 2.1. All civil servants **under the Dept of Prisons** & Correctional Centers, Government of Meghalaya will be provided with training to equip them with the competencies for their current or future jobs under ePrisons Project GOM.
Such training will be imparted:
- At the time of their entry into service, and
 - At appropriate intervals in the course of their careers.
- 2.2 Such training will be made **available to all Official personnels involved in Custody of Prisoners**.
- 2.3 The opportunities for training will not be restricted **only to** mandated points in a career but will be available to meet needs as they arise through a mix of conventional courses, distance and e-learning, over VC sessions, emails communications, SMS, Messaging systems etc – as found feasible at sites during the training sessions.
- 2.4 Priority will be given to the training of front-line staff, including training on **software**, so as to improve **User** orientation as well as quality of service delivery to the citizens/ relatives of inmates at various intervals.

3. Role of **Prisons & Correctional Services, Meghalaya**

The Department shall adopt a Systematic Approach to Training and shall:

- Appoint a **Training Manager** who will be the Nodal Person for training implementation at sites – to head the **Training Division**
- Create a **Training Cell** with HR and Capacity Building Professionals to assist the Training Manager including the designated Master Trainers of every P&CS.
- Classify all posts with a clear job description** and competencies required;
- Make Training a **Mandatory job** in the official capacity – at Jail sites.
- Link the training and development of competencies of individuals to their career progression and ensure this by suitably amending service rules/issuing administrative instructions
- Ensure that any non-training interventions that need to accompany training interventions are also taken up suitably
- Make the **immediate supervisor responsible and accountable** for the training of the staff working under him/her
- Where feasible, use the services of the **Training Institutions (MATI, RTI, NIC)** in developing the cadre training plans, outsourcing training. Network with other institutions to share learning resources, experience and expertise
- Prepare an annual training plan for all the cadres under its control
- Implement the **Annual Training Plan (ATP)**, by using the institutions under it or outside, so that the limitations on internal training capacity do not constrain the implementation of the training plan;
- Allocate appropriate funds** to enable training to be carried out by Institutions under its **control (MATI) /outside (RTI, NIC)**
- Incorporate a separate section in the Ministry's annual report on training** and capacity building activities undertaken during the year – **as** was projected in 2018 Project Proposal for ePrisons Meghalaya (by NIC Meghalaya). Training Division is to send this Annual Report to the Dept.

- xiii. **Provide induction training to new entrants** and prepare and **upload the induction material on the website** of the Department for easy accessibility
- xiv. Organize 'On the Job' and 'In-house' training as may be required.
- xv. Assimilate technologies with a view to enabling learning anywhere, anytime for their officials/ staffs
- xvi. Supplement their current programmes with distance and e-Learning courses
- xvii. Provide advisory and/or consultancy services (as applicable)
- xviii. Ensure that all trainers who join the institute are deputed at the earliest possible opportunity to undergo programmes for '**Training of Trainers**'
- xix. Give special focus on behavioural/attitudinal training.
- xx. Monitoring and Evaluation (M&E) - is a powerful tool to improve the way governments and organizations achieve results. It needs to demonstrate the returns on investment.

3.1 Role of Training Division – Prisons Dept.

- (I) Monitoring the implementation of ePrisons Training Policy – **Coordinate** with NIC ePrisons Team, Shillong- Meghalaya in all aspects of ePrisons Project.
- (II) Maintain a database of training and development activities **implemented** by various Ministries/Departments etc
- (III) Issue advisories from time to time so that training programmes are conducted based on 'Systematic Approach to Training' and build capacity **of the** Department and training institutions in the area
- (IV) Review the implementation of the **Annual Training Plan, Cadre Training Plan.**

3.2 Role of NIC Meghalaya in ePrisons Project Training

- (I) Keep track of latest and international trends in training and development and replicate/assimilate them at **all P&CH sites** under ePrisons Project, GOM.
- (II) Constantly hone and upgrade the skills of trainers'/faculty members in the new and emerging training techniques and methodologies, assess/review their performance as trainers/faculty/trained officials
- (III) Constantly review & modify curricula, content and training methodologies to take account of **training feedback and the needs of staffs/officials.**
- (IV) Conduct evaluation studies to assess impact of training programmes **organized for evaluating progress**
- (V) Master Trainers – will be trained on all new ePrisons Modules – as required

3.3. Training Objective:

The objective of training will be to develop a professional, impartial and efficient civil service that is responsive to the needs of the officials concerned. In doing so, care will be taken to emphasize the development of proper ethics, commitment to work and empathy for the vulnerable sections such as differently abled, senior citizens, SCs, STs etc. The competency framework will be used to ensure **that Prisons** Officials have the requisite knowledge, skills and attitude to effectively perform the functions they are entrusted with.

4. WIM Training – is a must

The training on the do-hows of the ePrisons project – and the other relevant documents uploading onto the website – is as important as the routine work of a WEB INFORMATION MANAGER (WIM).

Roles of a WIM -

1. The content in <https://megprisons.gov.in> site is the result of a collaborative effort of the entire Department
2. And in particular the designated Content Managers of the Department.
3. Content is contributed by the designated Content Manager as per the Content Responsibility Matrix that has been notified by the Department.
4. It aims to provide reliable, comprehensive, accurate information about the information and services of the Department.
5. It should thus be the responsibility of the WIM and the dept overall - to continue the enhancement and enrichment of this website in terms of content coverage, design and technology on a regular basis.
6. If there are any shortcomings in the Website, the WIM must be informed – in order to straighten it at once.
7. WIM who is trained – can make informed decisions – and with permission from the Administrative Dept of their respective Dept. – can enhance the look, feel and ease of documenting routine office works – that are reflected on this website – every single working and non-working days – GOM.
8. The Training Policy for ePrisons project 2023-2024 – can also be referred – for bettering the system – and aiming towards Digitalising the department – overall.
9. NIC ePrisons Coordinator – also provide the technical do-hows for website updation processes – the same may be approached to Train the WIM officially.
10. VPN connection – for remote access to Web Files hosted in NIC Cloud – is also renewed under the NIC ePrisons Coordinator, NIC Meghalaya – for effective secure updations of the website of Prisons & Correctional Services, GOM.
11. The Indexes 2, 3 - 3.1, 3.2, 3.3 – include an insight to the Roles played in Training division for Prisons dept. GOM – which are to be followed – as capacity building plans for the WIM and officials of P&CS, GOM.
12. Training a WIM (s) – must include Basic Computer courses, VPN connection, Security of websites, SSL, Website updation, Web content creation and formats to be used, Email system, Networking basics.

5. CONCLUSION:

National Informatics Center ePrisons team Meghalaya, have extended Technical support, Trainings, debugging, deployment in all District P&CH since 2018 – phase wise. Support provided by the NIC Meghalaya on a 24*7*365 days to the Department of P&CS, GOM.

Content Archival POLICY – ePRISONS Project 2024 – version 1.0 – may be referred – to examine / understand - the need of the WIM to be a trained official. The inclusion of a Content Archival policy will go a long way in providing the required set of guidelines – for the WIM (web Information manager) and the department – besides the Technical expertise of NIC Meghalaya ePrisons Project Team – towards dealing with the regular but most important Maintenance and updation of the existing Prisons website <https://megprisons.gov.in>