

▪ Calling Solution

▪ Canteen Management

▪ Online Payment

▪ Video Calling Solution

▪ Announcement System

▪ E-Mulakat

▪ Smoke and Fire Alarm

ABOUT DEEPIJA TELECOM

We are more than 20 years old Hyderabad based, developer of Telecom hardware and software solutions. One of our major products is Prison calling and canteen solution. We have several certifications, including SEI-CMMI level 3, ISO 9001:2015, ISO 27001:2013, and ISO 20000-1:2018 and a staff strength of over 500 employees.

ConVox prison calling system is working in the state of Andhra Pradesh, Telangana, Rajasthan, and Uttar Pradesh for more than 10 years.

ConVox prison solutions provide Smart Card and Biometric access along with centralized control.



Data Centers

- Hyderabad
- Bengaluru
- Mumbai
- Vijayawada
- Raipur

Head Office

- Hyderabad

Branches

- Bengaluru
- Mumbai
- Chennai
- Delhi
- Pune
- Ahmedabad
- Kolkata
- Jaipur
- Indore
- Vijayawada
- Lucknow
- Raipur

International Branches

- Dubai(UAE)
- Lagos(Nigeria)
- Ethiopia
- Kenya
- Riyadh (Saudi Arabia)

CONVOX SOLUTIONS FOR PRISON



Calling Solution (Voice and Video) –

Calling system is a biometric (**Fingerprint, and Smartcard**) calling solution which enables jail inmates to make the call to their family, friends and lawyer through **Voice** and **Video** calls. This system implements all the calling rules drafted by Prison authorities.



E-Mulakat –

This system is highly secure way for Mulakat. Visitors and prisoners are separated by glass and use phones to communicate. Prisoner uses fingerprint to start the communication. Time is monitored with beep alarm. Complete conversations are recorded.



Canteen Manager –

Canteen Management System automates the canteen operations in the prison. Prisoners purchase through Kiosk and payments are adjusted online. Supplies are maintained and deliveries are made online. Expenses can be tracked for every prisoner.



Announcement System –

The ConVox IP Public Address system is an IP based audio broadcasting solution. It has Centralized control for announcing in selected zones (group of speakers), particular speaker or all the speakers at a time. Use microphone, ip-phone or play a pre-recorded message for announcement in high quality voice.



Online Payment –

The **Prisoner Recharge Payment Portal** is a highly secure online payment system for prisoner's relatives to pay for prisoner's expenses in prison.

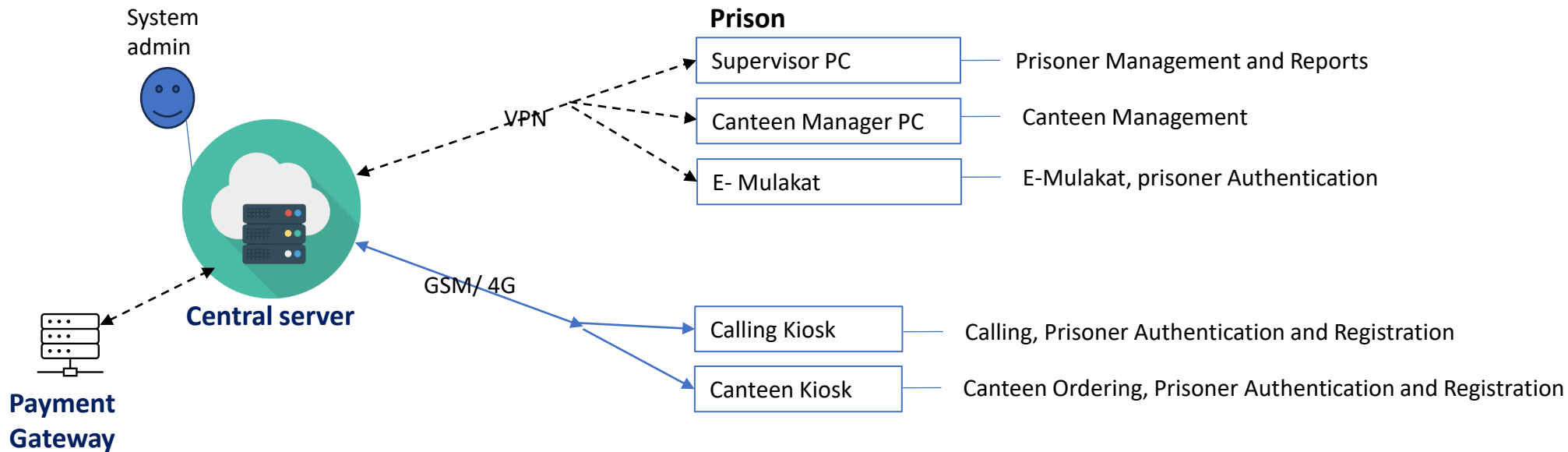


Smoke and Fire Alarm –

Optionally Fire alarm and Smoke alarm are attached with the speakers.

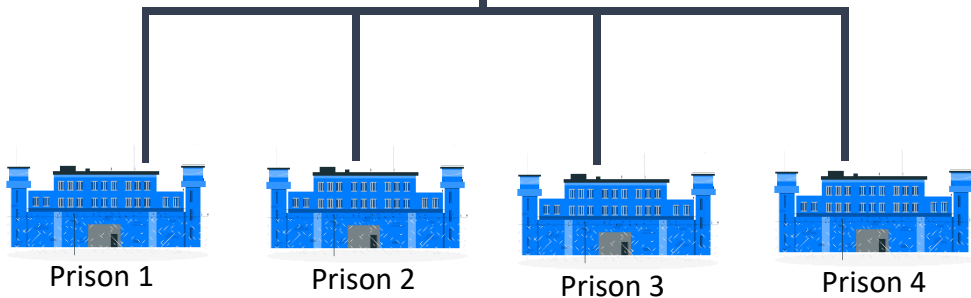
CENTRALIZED AUTHENTICATION AND CONTROL

ConVox Prison Solutions are controlled centrally ensuring complete security and reliability. Central server (placed in state prison HQ) runs all the applications and individual prison supervisors can access it based on the requirement. No data is kept at the prison level. Central system is controlled by system admin, who can assign or revoke supervisor or user access as required.



ADVANTAGES OF CENTRALISED CONTROL

Central Server
at State HO



No local storage of data

Data stored on central servers may have more data integrity and data security.

High availability

It is used to deliver quality performance and handle different loads and failures with minimal or zero downtime.

Centralized access to the data

All the data that is located, stored, and maintained in a centralized location.

Connected to the payment Gateway

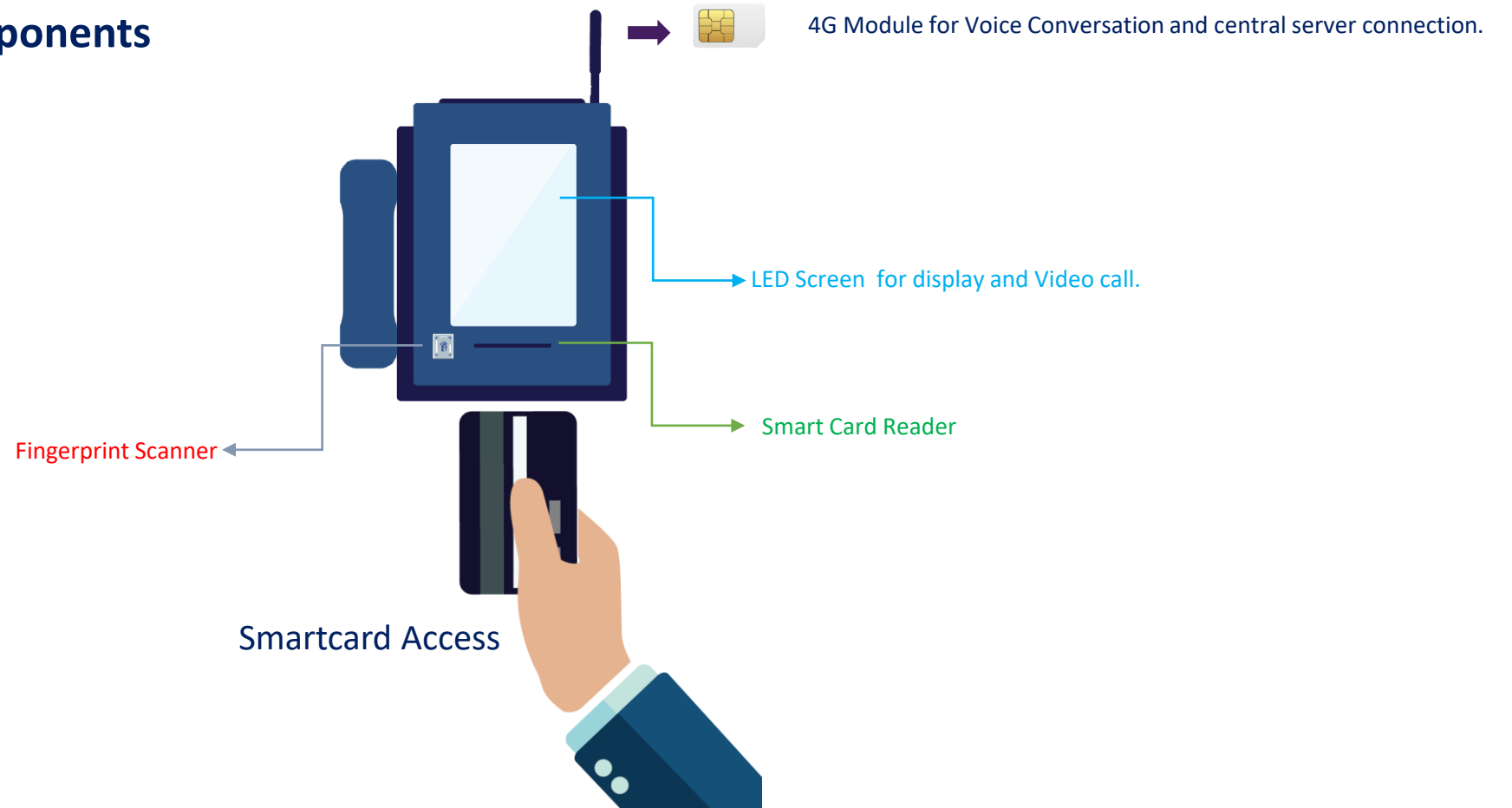
All the data that is located, stored, and maintained in a centralized location.

Seamlessly connected to the NIC database

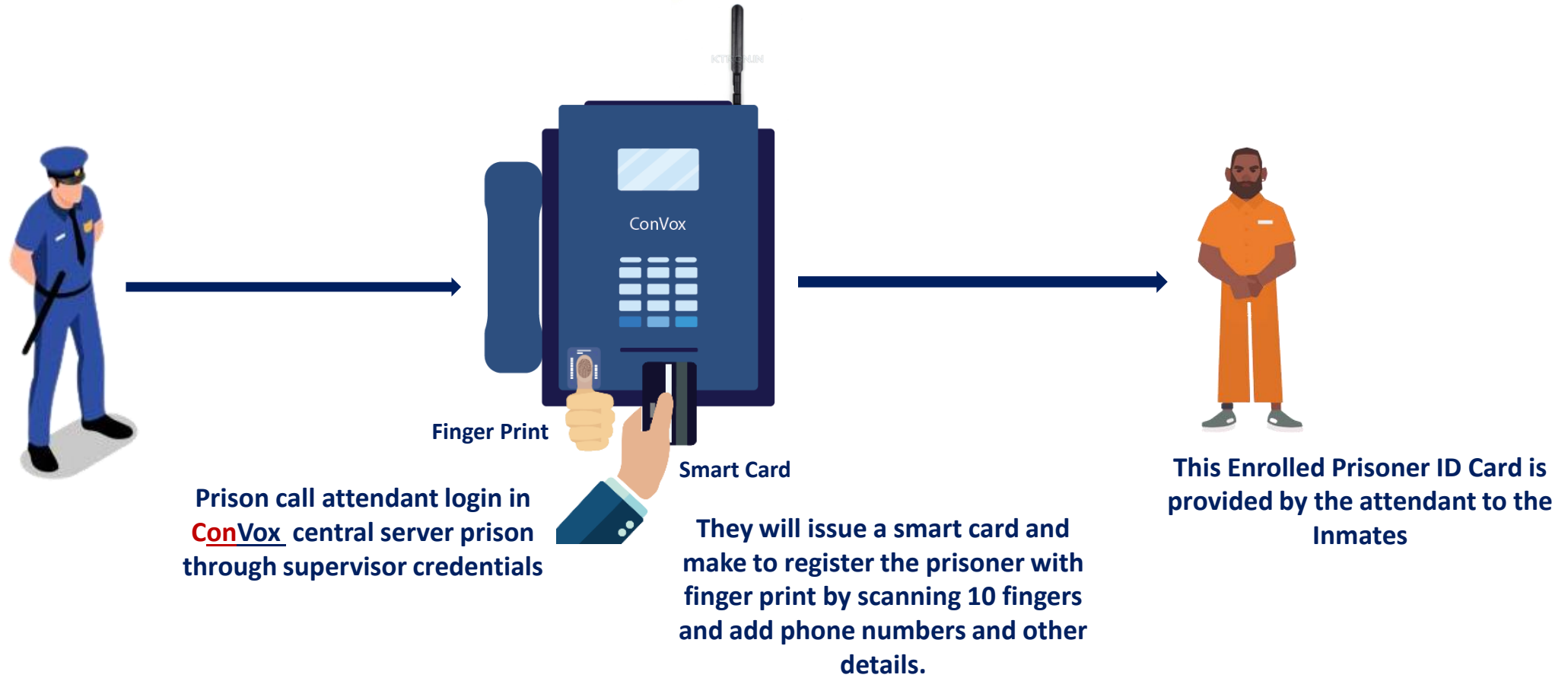
The data stored in the central location can be accessed from any other location seamlessly.

KIOSK MACHINE FOR AUDIO/ VIDEO CALLING AND CANTEEN PURCHASE

Kiosk Machine Components



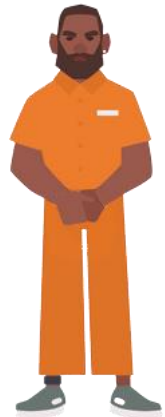
NEW INMATE REGISTRATION



Calling Solution for Prisoners



CALLING SOLUTION - PROCESS



Prisoner comes to Kiosk machine with smart Card



Prisoner can call to the registered phone number by scanning any one finger after inserting the Smart Card On Kiosk Machine.

Phone 1:.....
Phone 2:.....



Prisoner presses 1 or 2 to call first or second number. Call connects to either of numbers. All other digits on keyboard are disabled.

CALLING SOLUTION - FEATURES

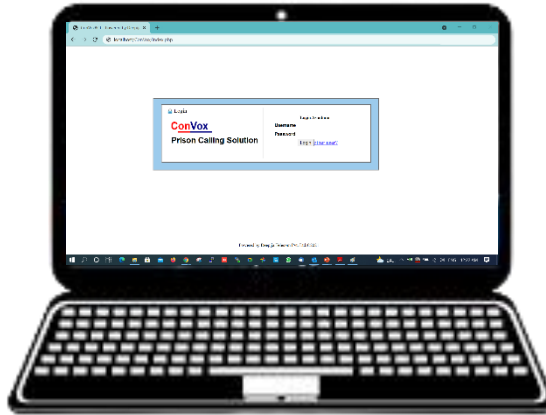
ConVox Prison Calling system is a biometric (**Fingerprint, and Smartcard**) calling solution which enables jail inmates to make the call to their family, friends and lawyer through **Voice and Video** calls. This system implements all the rules drafted by Prison authorities for prisoners to call their relative or kindred.

Features of ConVox Prison Calling System:

- **Centralized server** at state head quarter and phone boxes in prisons for calling. (No PCs/ Servers in prisons)
- **Smart card and Biometric** based Caller authentication
- Limitation on number of calls, calling days, call duration and calls to predefined numbers. (More rules can be Rules (As specified by Prison Authorities) for making calls are defined in the system. Addon rules can be implemented.
- All the **calls are recorded** in the central system.
- Calls can be monitored remotely through web browser.
- Reports can be taken remotely through web browser.
- Completely secure system.
- Connected to **online payment** system for account recharge.



CALLING SOLUTION - BENEFITS



- No interruption for servicing. Faulty Kiosk can be replaced by anyone.
- No Internal cabling required, each Kiosk is connected to central server in HO.
- Connected to online payment system, no manual collection of money required.
- Transparent billing, every time when call is done, prisoner is informed about the remaining balance.
- All the reports can be exported into excel to send it to senior authorities.
- Attendant very easily monitor all inmates calling activity any time.



Canteen Management Solution for Prisons



CANTEEN - PURCHASE PROCESS

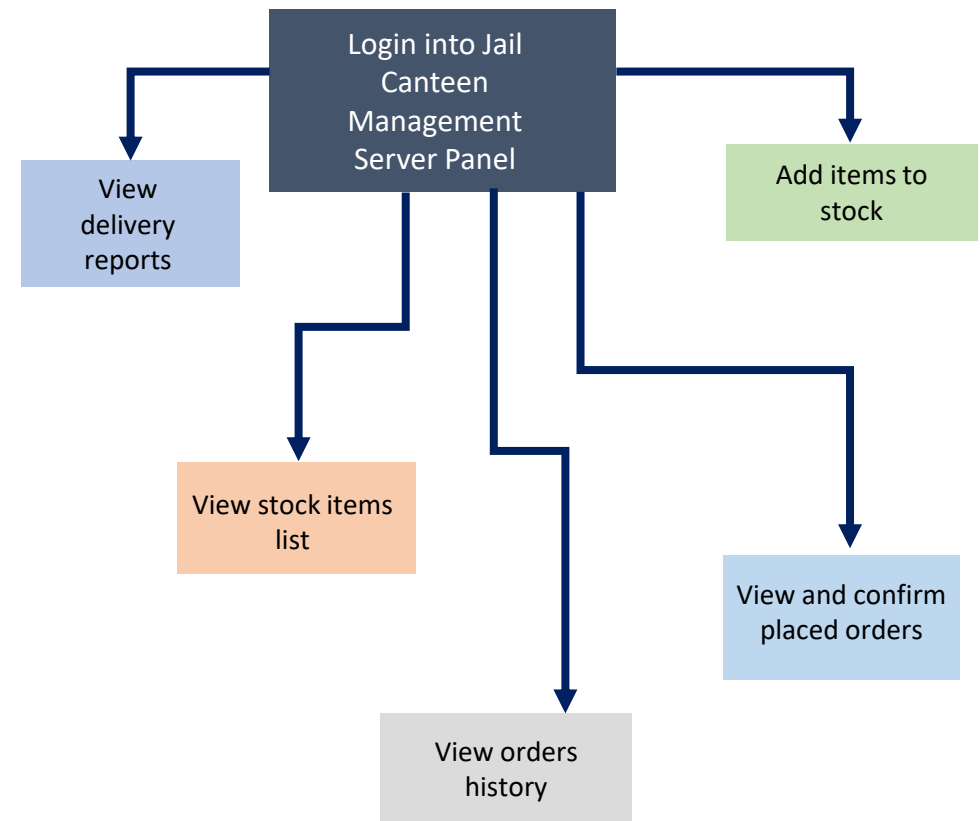
The Canteen Automation system allows prisoner to see the desired canteen items and order them. Canteen employee quickly goes through the orders and supplies the items to prisoner. Once the order is delivered to the prisoner the payment will be detected from the prisoner's wallet automatically.



CANTEEN MANAGER – INVENTORY AND DELIVERY MANAGEMENT

The screenshot displays the Jail CMS dashboard. At the top, there are four summary cards: TODAY'S ORDERS (0), CANCELLED ORDERS (19), CONFIRMED ORDERS (41), and PENDING ORDERS (181). Below these are two more cards: AVAILABLE ITEMS (13) and ITEMS NOT AVAILABLE (0). The main section is titled 'ORDERS' and contains a table with columns for SNO, Order Id, Prisoner Name, Order Date, Order Status, and Served Date. The table lists six orders with statuses of 'Served' or 'Rejected'. A sidebar on the left contains navigation links for Dashboard, Items, Add Items, Item Orders, and Delivery Report. The browser address bar shows 'h83.deepjate.in/JCMS/dashboard.php'.

SNO	Order Id	Prisoner Name	Order Date	Order Status	Served Date
1	49116	19981	2024-12-04 15:52:44	Served	2024-12-06 11:37:14
2	49111	19904	2024-10-26 17:18:23	Served	2024-10-26 17:19:12
3	49109	19977	2024-10-26 16:02:18	Served	2024-10-26 16:02:33
4	49108	19977	2024-10-26 16:00:05	Rejected	2024-10-26 17:05:57
5	49107	19977	2024-10-26 15:58:43	Rejected	2024-10-26 17:06:14
6	49106	19977	2024-10-26 15:37:41	Served	2024-10-26 15:40:48



CANTEEN MANAGER - FEATURES

Canteen Manager is a modern solution for managing canteen operations in correctional facilities. It is an API-based application synchronized with the central jail server to pull prisoner details and stock information. With a user-friendly interface and biometric verification, the system ensures secure and efficient ordering for inmates, enhancing operational security.

Features of ConVox Cashless Canteen Solution System:

- **Centralized server** at state head quarter and Kiosk in prisons for ordering. (No PCs/ Servers in prisons)
- **Smart card and Biometric** based authentication before purchase
- Canteen manager can manage the inventory using any web access device.
- Canteen server is connected to **online payment system**, prisoner's relatives can recharge the account remotely.
- All the transaction can be monitored centrally at state head quarter.
- Reports can be taken remotely through web browser.
- Completely secure system.



CANTEEN MANAGER - BENEFITS

Eliminates human error in accounting and item order.

Increases efficiency by reducing the time and cost of planning.

Makes the process speedy and secure through cashless transactions.

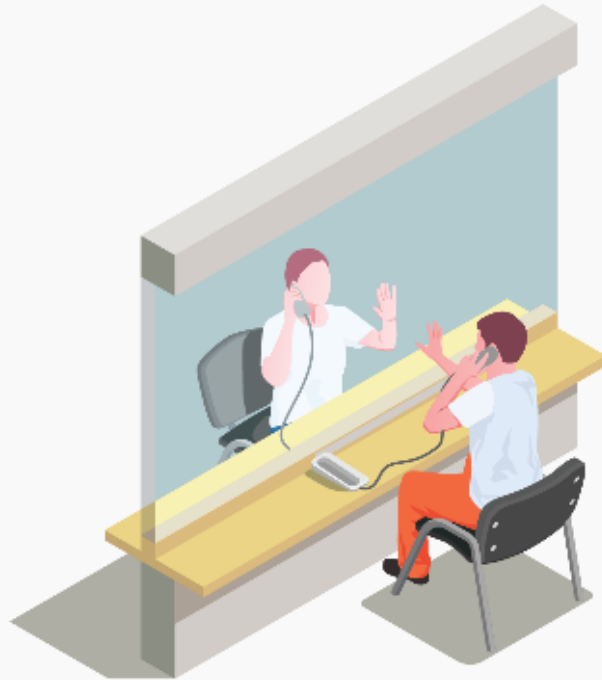
Monitor and analyze food usage to prevent wastage.

Allows the admin to focus more on the productive task.

Allows customizations and updating the menu.

Generating the reports for the easy and fast interpretation of consumption

E-Mulakaat

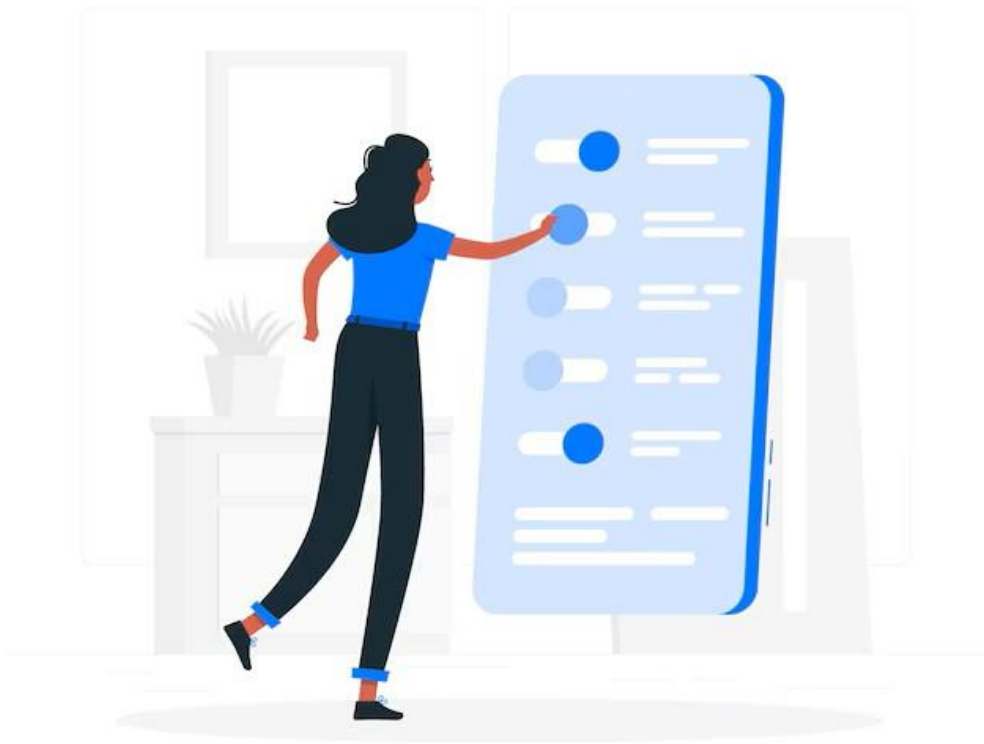


E-MULAKAT - PROCESS

- Prisoner authentication is completed using RFID and/or Biometric verification.
- Once authenticated, the prisoner picks up the handset, which automatically connects the call.
- The call duration is monitored and configured as per correctional facility protocols.
- Authorized personnel can disconnect calls at any time for security reasons.
- All recorded calls are automatically stored on a local or centralized server.



E-MULAKAT - FEATURES



Biometric Authentication: Ensures secure identification and access for prisoners before initiating calls.

Call Duration Display: Shows real-time call duration for effective monitoring.

Configurable Call Limits: Allows prisons to set and manage call durations as per protocol.

Call Limit Notification: Alerts users when the call is nearing its preset duration limit.

Silent Monitoring and Call Termination: Enables authorized personnel to discreetly monitor and terminate calls if necessary.

Audio Recording and Storage: Securely records all conversations, stored on either a local or centralized server for compliance and review.

E-MULAKAT - BENEFITS



Enhances security by monitoring and recording communication.



Reduces physical contact, minimizing contraband risks.



Ensures compliance with prison protocols for regulated communication.



Provides equitable access to communication for inmates.

Announcement System



ANNOUNCEMENT SYSTEM - FEATURES

The ConVox Announcement system is an IP based audio broadcasting solution. It has Centralized control for announcement. Use microphone, ip-phone or play a pre-recorded message for announcement in high quality voice.



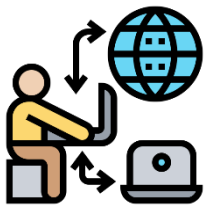
Dynamic Broadcast Control:

Announcement in selected zones (group of speakers), particular speaker or all the speakers at a time.



Automation:

Schedule announcements and alarms for hands-free and efficient operation.



Remote Management through IP Network

Configure and manage the system remotely over the network for convenience.

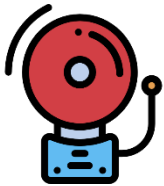


User-Friendly Interface:

Intuitive graphical user interface (GUI) simplifies real-time management.

ANNOUNCEMENT SYSTEM – SMOKE AND FIRE ALARM

The ConVox Announcement system is an IP based audio broadcasting solution. It has Centralized control for announcement. Use microphone, Ip-phone or play a pre-recorded message for announcement in high quality voice.



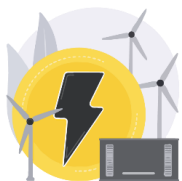
Fire Alarm

Fire alarm can be integrated with every speaker, which will cause speaker to go off when fire is detected.



Smoke Alarm

Smoke alarm can be integrated with every speaker, which will cause speaker to go off when smoke is detected.



Power Redundancy:

Dual power supply and integrated UPS provide uninterrupted functionality.



High Availability Architecture:

Dual-server setup ensures uninterrupted operation during failures.

ANNOUNCEMENT SYSTEM - BENEFITS



Location based smoke and fire alert:
Self triggered alarms for hazards



Flexibility in announcement:
An officer can directly address a barrack based on CCTV feed.



Scalability:
Suitable for large prison campuses, with multiple zones.

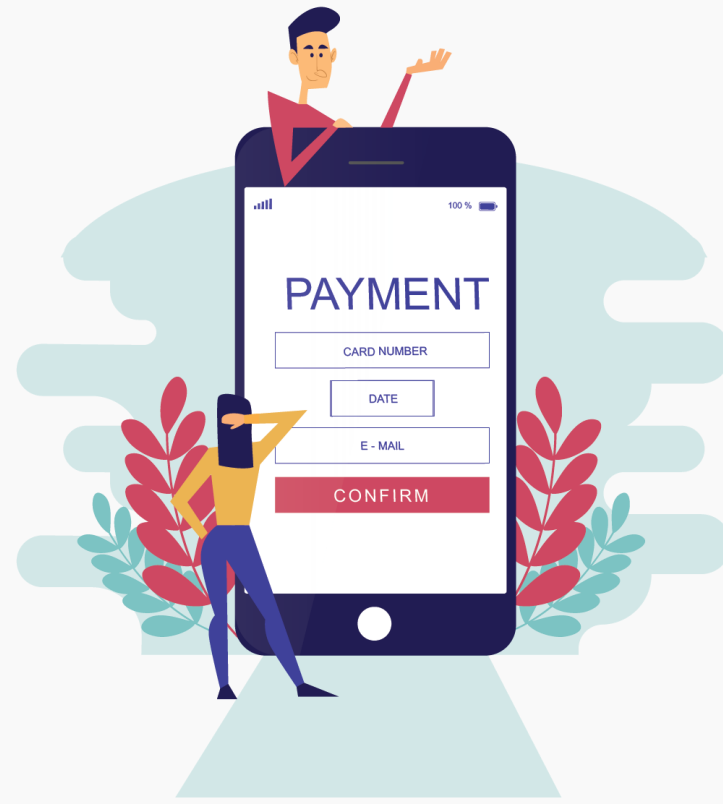


Efficiency:
Automated scheduling reduces the need for manual intervention.



Ease of Use:
Simplified interface allows seamless operation by any user.

Online Payment



INTEGRATED PAYMENT GATEWAY

An integrated payment gateway panel allows prisoner relatives a mode of recharging their wallets to buy consumables in the jail.

- The relative can log in to the panel allocated for recharging the wallet.
- The verification is done with the OTP on the registered phone number.
- Enters the wallet amount and selects the bank through which the transaction is to happen.
- Once authentication is completed, the service charges are paid to the bank and the remaining amount is credited to the prisoner's wallet.
- Once the wallet reaches the minimum balance the notification is sent to the relative to top-up the account.



BENEFITS OF PAYMENT GATEWAY

Easy way to recharge the wallet.

The complete cash trail is maintained by the system.

Every transaction is updated instantly.

Minimized human intervention.

The system will give the complete history with the prisoner's ID.



SECURITY FEATURES

- Feature given to alert the SP with OTP if attender tries to change the prisoner phone number. System will allow to change the number after entering the OTP.
- Feature Given to Alert SP and DIG if any High secure prisoner(Terrorist/Naxals any other specified group) is using the system for calling. So that they can access the recording file immediately to check for any unwanted conversation.
- System will work based on the scheduler time (Operational hours)given by the jail authorities. If any changes made in the scheduler an alert message will be sent to SP of the jail and DIG.
- Every jail authorities have their own password secured portal to access data only for the respected jail.



Some of the Government projects, where we delivered **ConVox** Products

S.No.	Client Name	Location	Solution Name
1	Andhra Pradesh Jail	Andhra Pradesh	Biometric Prison Audio Calling Solution
2	Telangana State Jail	Telangana	Biometric Prison Audio Calling Solution
3	Rajasthan State Jail	Rajasthan	Biometric Prison Audio Calling Solution
4	Uttar Pradesh State Jail	Uttar Pradesh	Biometric Prison Audio Calling Solution
5	Telangana State Jail	Telangana	Biometric Prison Video Calling Solution
6	Police Computer Services & Standardization	Hyderabad	ConVox CCS
7	Hyderabad City Police	Hyderabad	ConVox CCS
8	Telangana Police Head Quoter	Hyderabad	ConVox Audio Conference Solution
9	Rachakonda Commissionerate	Hyderabad	ConVox CCS
10	Civil Supplies Department	Hyderabad	ConVox CCS
11	Civil Supplies Department	Hyderabad	IVRS
12	HPCL (collaboration with BSNL)	All India	IVRS and SMS notification
13	BPCL (collaboration with BSNL)	All India	IVRS and SMS notification
14	Aarogyasri health care trust	Andhra Pradesh	ConVox CCS
15	Dr. NTR Vaidya seva trust	Guntur	ConVox CCS with IVRS
16	State bank of Hyderabad	Hyderabad	ConVox CCS
17	Secunderabad cantonment board	Hyderabad	ConVox CCS with IVRS
18	Telangana state road transport corporation	Telangana	ConVox CCS with IVRS
19	Telangana state mineral development corporation	Telangana	ConVox CCS
20	Northern power distribution company of Telangana	Warangal	ConVox CCS with IVRS
21	Southern power distribution company of Telangana	Hyderabad	ConVox CCS with IVRS
22	Baroda global shared services ltd	Baroda, Gujrat, Bangalore	ConVox CCS
23	102, 104, 108, and 1962 (collaboration with GVK EMRI)	AP, MP, and UP	ConVox CCS with IVRS

LET'S GET IN TOUCH

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