

Prisons Management Information System Modernizing Prison Management for Safer Rehabilitation

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ABSTRACT

Purpose: The purpose of this case is to provide an overview of the Punjab Information Technology Board's transformative initiative aiming to revolutionize the prison department's operations in Punjab province as the Prisons Management Information System (PMIS), which was developed to create a comprehensive electronic database and automate processes to improve the prisons department's efficiency, transparency, and service delivery.

Design/Methodology/Approach: The PMIS uses an integrated electronic database to track information on all prisoners, staff, and visitors across all facilities in the province. It also automates key business processes as well as property account banking integration and visitation functions. The paper describes the overall design and approach used to develop and implement the PMIS across Punjab's prison infrastructure.

Findings/Results: Results show that PMIS has successfully replaced the outdated registrar and file system with a modern, comprehensive digital database for over 43 jails, 8 regional offices, and other facilities. The system has effectively improved transparency, reduced wait times for services, and increased the efficiency of the Punjab Prisons Department as per stated goals.

Practical Implications: By demonstrating effective large-scale automation of prison operations through the PMIS, this paper provides key lessons and implications for modernizing management functions in the corrections system. The PMIS model showcases practical technological solutions, valuable for Punjab as well as correctional systems in other contexts seeking to improve efficiency and service delivery through information systems upgrades.

Originality/Value: The PMIS has tangibly improved efficiency, transparency, and operations for the Punjab prison system. This case study provides key insights for modernizing prison management information systems.

Keywords: *Prisons Management Information System (PMIS), Automating, improved efficiency, transparency, and operations*