

COMMONWEALTH HUMAN RIGHTS INITIATIVE

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PRISON VISITING SYSTEM



KEY TO OPEN UP A CLOSED WORLD

Letting the outside in is particularly essential in closed institutions like prisons where agents of the State have complete control over the lives of those who have lost their liberty. The Prison Visiting System comprising official and civilian visitors is the oversight mechanism that lets the outside in. It is the key to check on oppression and violation by authority and a means to ensure there is some independent scrutiny of the conditions of those whose access to the world of assistance available to the free is stringently controlled. Recommended in the Reform Committee of 1836, the system was incorporated into the Prisons Act in 1894. All states, under Section 59(25), are required to lay down rules for 'appointment and guidance of visitors to prisons' in their respective prison manuals. Hence today every state law, with some variation, incorporates the Prison Visiting System comprising a Board of Visitors.

Board of Visitors



Official Visitor

Persons who become visitors to a prison by the virtue of the government office they hold at that point in time are called Official Visitors. These government offices have a stake in the management of prison and treatment of prisoner such as the judiciary, police, department of public health, social welfare, education, employment, industries, factories, agriculture.

Non-Official Visitor (NOV)

Lay people from the local society who have an interest in the welfare of prisoners and administration of prison are appointed as NOVs. Ideally, they should be doctors, psychiatrists, psychologists, lawyers, members of the Bar, journalists, social workers, members of the Red Cross, retired government officers and retired judges so that they can assist the prisoner and prison administration effectively.

Ex-Officio Non-Official Visitor

Persons who are elected by the voters as their representatives or members of autonomous statutory bodies which are created to protect the rights of vulnerable groups are called Ex-Officio Non-Official Visitors. Such persons may be the ministers, members of legislative assembly, parliament, nagar panchayats and municipalities, heads and members of Human Rights Commission and Women Commission, Minority Commission etc.

About CHRI & Prison Reform Programme

The Commonwealth Human Rights Initiative (CHRI) is an international, independent non-profit organization headquartered in India. Its objectives are to promote the practical realization of human rights in the Commonwealth. In addition to a broad human rights advocacy programme, CHRI advocates access to information and access to justice.

The Prison Reforms Programme of CHRI is more than 15 years old. The programme focuses on improving prison monitoring through the strengthening of undertrial review mechanisms and prison visiting system nationally, and ensuring early safeguards against unnecessary pre-trial detentions, specifically in Rajasthan and West Bengal. The programme also advocates for timely repatriation of foreign national prisoners and immediate release of asylum seekers. Evidence-based research, advocacy, capacity-building of actors of the criminal justice system including prison officials, welfare and probation officers, criminal defense lawyers, magistrates, legal aid functionaries and civil society actors are the regular activities of the programme.

International Standards



The United National Standard Minimum Rules for the Treatment of Prisoners (The Mandela Rules)

The primary instrument on penal reform seeks inspection of prisons in Rule 83, 84 and 85. It seeks a two-fold system of internal and external inspection to ensure that prisons are managed in accordance with existing laws, regulations, policies and procedures, with a view to bringing about the objectives of penal and corrections services, and that rights of prisoners are protected. It hands over the authority to the inspectors to freely choose which prisons to visit and make unannounced visits at their own initiative. It calls for qualified and competent inspectors and a balanced gender representation. Every visit must be followed by a written report and seek implementation.

United Nations Rules for the Treatment of Women Prisoners and Non-Custodial Measures for Women Offenders (Bangkok Rules)

A supplementing instrument focusing on treatment of women prisoners calls for inspection under Rule 25. It calls for independent and competent authorities to investigate any claims of abuse by women prisoners and seeks the inclusion of women in monitoring and visiting Boards. Further, it prioritizes the principle of confidentiality and urges protection measures to be in put in place in case retaliation by authorities.

The United Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment (UNCAT)

The central instrument on prohibition and prevention of torture by States recognizes the importance of monitoring places of detention in Article 17. It calls for an independent Committee consisting of experts to monitor the places of detention and seek reports on the compliance of the Convention. The Committee is created to act as a preventive measure against both physical and mental torture. India signed the UNCAT on 14th October 1997, however it has steered clear from ratification till date. Being a signatory does not bind India to accept the convention. However, it is obliged to refrain, in good faith, from acts that would defeat the object and purpose of the treaty. This can only be achieved by strengthening the existing institutions.

FUNCTIONS

1. Inspection of prisons
2. Observation of prison life
3. Documentation of observations
4. Prevention of any violation
5. Improvement of prison conditions
6. Redressal of prisoners' complaints

KEY INSTRUMENTS

1.	The Constitution of India, 1951
2.	The Prisons Act, 1894
3.	The Prisoners (Attendance in Courts) Act, 1955
4.	The Repatriation of Prisoners Act, 2003
5.	The Legal Service Authorities Act, 1987
6.	The Transfer of Prisoners Act, 1950
7.	The Mental Health Act, 1987
8.	The Protection of Human Rights Act, 1993
9.	Code of Criminal Procedure, 1973
10.	State Jail Manuals
11.	The United Nations Standard Minimum Rules on Treatment of Prisoners, 2015 (Mandela Rules)
12.	United Nations Rules for the Treatment of Women Prisoners, 2010 (Bangkok Rules)

TREATMENT

Torture

Whether intentional pain or suffering, mental or physical is inflicted on the prisoner? **Article 20, 21 and 22 of the Constitution of India; Section 46 and 49 of the IPC**

Solitary Confinement: Whether a prisoner has been in isolation for longer than the legally mandated time period? **Section 73 of IPC, Section 29 of the Prisons Act and relevant provisions of the State jail manual**

Use of Force and Restraint: Whether unnecessary and excessive force has been used on the prisoner?

Separation: Are undertrials and convicts housed separately? Are men and women housed separately? **Section 27 and 28 of Prisons Act and the relevant provision of the State Jail Manual**

Punishment: Is the quantum of punishments unduly high? **Chapter X and XI of the Prisons Act and the relevant provision of the State Jail Manual**

MATERIAL

Food: Are the vegetables and grains well-cleaned and cooked properly? Are meals provided according to the standards laid down? **Chapter VI of the Prison Act and the relevant provisions of the State Jail Manual**

Water: Is the mode of saving water safe? Is it being supplied in proper quantity? Is it being regularly checked? **Article 21 of the Constitution of India**

REGIMES AND ACTIVITIES

Labor: Is the work space safe?

Whether fitness of prisoner is suitably taken into consideration while allotting the work? Are the work timings healthy and according to the standards? **Chapter VII of the Prisons Act and relevant provisions of the State Jail Manual**

Contact with Family: Are prisoners allowed to meet their family, friends and relatives? Are the prisoners allowed to speak to their family, friends, relatives and legal advisors regularly? Are there proper and humane facilities for such communication? **Rule 58 of UN Standard Minimum Rules on the Treatment of Prisoners and the relevant provisions of the State Jail Manual**

Education: Whether proper facilities are provided to the prisoners for continuing or beginning their education?

Vocational Training: Whether any skill based training is imparted to the prisoner? Is the quality of training competitive and marketable?

Wage: Whether prison wage is at par with the minimum wages depending on the nature of the work?

Reading and Writing: Is there a library in the prison? Does it have adequate books? Whether pen and paper are provided to the prisoner who desire to write? Whether newspaper in national as well as regional language made available to prisoners? **Section 59(27) of the Prison Act**

Grievance Redressal Box: Whether a mechanism is set in place for a prisoner to complain or share his concern? If yes, is it operational? Is there privacy in the system of making complaints?

OBSERV
ARE

VULNERABLE GROUPS

Women: Whether women prisoners are screened from the view of the male prisoners? Whether toilets in the women prisons or enclosure are regularly cleaned? Are their diet conducive to their gender specific needs, particularly in the case of pregnant women? **Rule 28 of UN Standard Minimum Rules on the Treatment of Prisoners**

Mentally Ill: Whether mentally ill prisoners are regularly examined by psychiatrists and medical officers? Whether a mentally-ill undertrial prisoner eligible for release? Whether the family of the prisoner visit regularly? **Section 330 CrPC, 1973**

Foreign Prisoners: Whether the embassy of prisoner's country of origin has been informed of his arrest? Whether he has been provided consular access? Whether his rights were told him in a language that he or she understands? Whether the family of prisoner knows of the arrest? Whether a foreign prisoner has completed his period of sentence? **Article 21 of the Constitution of India, Article 36 of Vienna Convention, Rule 62 of UN Standard Minimum Rules on the Treatment of Prisoners of the and relevant provisions of the State jail manual**

Transgender: Whether transgender prisoners are housed as per their gender identity? Whether transgender prisoners abused, physically or mentally? **Article 14, 15 (1), (2), 16(2) of Constitution of India**

Juveniles: Are persons less than 18 years of age housed in prison? Are they kept with hardened criminals? **Section 27 of the Prison Act**

Migrants: Is the bail amount for the release of an undertrial migrant prisoner unnecessarily high? **Section 440 of CrPC, 1973**

Dispersed Family: Is there a prisoner whose family does not know of his arrest? When was the last time the family contacted the prisoner?

Minority Groups: Whether ill-treatment is meted out based on caste, religion, sexual orientation?

PRISON STAFF

Training

Whether training is imparted to the prison staff on regular intervals?

Welfare

Are they provided facilities in proportion to their job title?

Vacancies

Are the posts of various jail officers lying vacant for too long?

Key Events

1894

Prisons Act

Incorporated Section 59(25) obliging states to make rules on 'appointment and guidance of visitors'

1965

Ranchod vs. State of M.P

A prisoner had died due to intentional carelessness of the jail doctors. Emphasized on the preventive function of NOVs and held that if they had acquainted themselves with the prisoner's problems and made efforts for amelioration, probably this situation would have never arose.

1981

Rakesh Kaushik vs. BL Vig, Superintendent Central Jail, New Delhi

Highlighted the visitorial functions of a Session Judge. His duty is to acquaint himself with conditions of tension, the internal violence and prisoners' grievances enquire into those aspects with a view to suggest remedial action

1984

Madhukar Bhagwan Jambhale v State of Maharashtra & Ors

Held that judges are invigilators and enforcers of Constitutionality and of a grim microcosm called prison. Therefore, a continuing institutional responsibility vests in them to monitor the incarceratory process and prevent security 'excesses'.

1988

Sanjay Suri vs. Delhi Administration, Delhi & Anr

Recommended cross sections of society in the Board of Visitor; people with good background, social activists, and people connected with the news media, lady social workers, jurists, retired public officers from the Judiciary as also the Executive. The Sessions Judge should be given an acknowledged position as a visitor and his visits should not be routine ones. Full care should be taken by him to have a real picture of the defects in the Administration qua the resident prisoners and undertrials.

2003

Model Prison Manual

Included redressal of individual prisoner's grievances into the function of NOVs

2005

Sitaben Govabhai Desai (Rabari) v State of Gujarat

Ordered not only periodic checks but surprise checks by Judicial Officers to ensure observation to the rules with regards to maintenance of jails and conditions of prisoners

2010

Maja Daruwala vs. State of Maharashtra

Ordered immediate constitution of BOVs and monthly inspection after the inhuman conditions of sub-jails were brought to the attention of the court. Emphasized on inclusion of NGOs and social activists in the Board

2015

Suo Moto vs. State of Rajasthan

Ordered immediate appointment of NOVs and constitution of BOVs to ensure regular reporting of the prison conditions

Timeline of

1836

First Reform Committee

Recommended periodic Inspections of the jails to ensure no epidemic spreads and prisoners are properly vaccinated

1919

Cardew Committee

Valued the existence of non-official visitors as supplying a training ground where members of the public can obtain an insight into jail problems and learn to take an interest in prisons and prisoners.

1980

Sunil Batra vs. Delhi Administration

Emphasized on vesting visitorial powers to people from varied social backgrounds and judicial officers to ensure an instant administrative grievance redressal mechanism to protect the rights of prisoners.

1983

Mulla Committee

Included prisoner welfare and care, jail administration into the purview and duties of visitors and also emphasized on gender balance of the Board of Visitors.

1986

Sheela Barse & Anr vs Union of India & Ors

Held that the purpose of appointing visitors is to ensure that the provisions in the Manual are strictly complied so far as the convicts and the under-trials prisoners detained in jail are concerned.

1997

Rama Murthy v. State of Karnataka

Advised to the visitors that inspections must be made on the shortest notice so that the reality becomes known. Fair inquiry into the complaints must be called and full assurance must be made to the prisoner that he/she would suffer any evil consequence for lodging a complaint

1999

Rasikbhai Ramsingh Rana vs. State of Gujarat

Termed Board of Visitors a "practicable formula bearing in mind the humanistic approach", "an effective administrative solution" and something further concrete in the nature of a permanent workable arrangement...to constantly monitor the unfailing effective implementation of the arrangements".

2010

Master Jithu vs State of Tamil Nadu

Held that the power of Chief Judicial Magistrates and Sessions Judges to make surprise visits must be used to ensure that juveniles are not being kept with adult accused persons.

2011

MHA Advisory No. F.N. 16014/4/2005-PR

Guidelines on appointment and working of Non-Official Visitors for Prisons

VATION
EAS

CONDITIONS

Sanitation: Are there adequate number of bathrooms and toilets? Is there proper supply of clean water? Are they being regularly cleaned? Whether toilets and bathrooms have doors?

Hygiene: Is the drainage system proper and cleaned regularly? **Rule 18 of UN Standard Minimum Rules on the Treatment of Prisoners**

CASE MANAGEMENT

Court Production: Whether prisoners are timely produced before the court? **Sections 167(2) and 309 of the CrPC, 1973, Section 9 of Prisoners Attendance in Court Act, 1955 and the relevant rules of the State**

Escorts and Escort Vehicles: Are there adequate number of guards to escort the prisoner to the Court? Are there adequate vehicles to escort the prisoner to the Court? **Section 9 of Prisoners Attendance in Court Act, 1955 and the relevant rules of the State**

Appeals: Whether appeals are being filed on time?

Legal Aid: Whether prisoners have a lawyer? If not, whether a legal aid lawyer has been appointed? Whether the lawyer supplies the copies of all the orders to the prisoner? Whether the lawyer visits the prisoner regularly? Whether a register is maintained for recording for such visits? Is a legal aid clinic constituted in the prison? Whether prison paralegal volunteers have been appointed to manage legal aid clinics? **Article 39A of Constitution of India, NALSA (Legal Aid Clinics) Regulations, 2011**

Undertrial Prisoners: Whether an undertrial prisoner has been in jail for unduly long? Whether an undertrial prisoner has completed half of the maximum sentence under the section he/she has been charged with? Whether the charge sheet has been filed within 60-90 days from the first date of remand? **Section 436A and 167 of CrPC, 1973**

PROCEDURES AND MECHANISMS

Periodic Review Committees: Whether the committee meets regularly? Whether the recommendations are recorded? Whether persons whose name are recommended are getting released? Whether the committee studies the cases of all prisoners, notwithstanding the caste, gender, sex, religion, status and nationality? **Government order No.F/8/22/Grah-12/kara/79**

Parole Board: Whether the Board meets regularly? Whether the Board studies the pleas of all the prisoners notwithstanding the caste, gender, sex, religion, status and nationality? When did the Board meet last? **Section 5(A), (B) and 59 of the Prisons Act and the relevant provisions of the State Jail Manual**

Advisory Board (remission): Whether the Board meets regularly? Whether remission is given in due proportion of prisoners' conduct and work? **Articles 72 and 161 of Constitution of India, Sections 432, 433, 433-A of CrPC**

Board of Visitor: Whether Board has been constituted? Are members meeting according to the standards? **Section 59 of the Prison Act and the relevant rules of the State Jail Manual**

Legal Services Authority: Whether DLSA representatives visit regularly? Whether registers on legal aid and assistance to prisoners are being maintained? Whether action taken by DLSA is communicated to prison and prisoner?

MEDICAL SERVICES

Medicines: Are the medicines available in the proper quantity? Are they stocked properly? Are they fit for consumption?

Ambulances: Whether the prison has its own ambulance? If not, is it easily available? Whether the number of ambulances for each prison is as per with the need? Are they in working condition? Are police escorts separately sanctioned for medical needs?

Medical Officers: Whether appropriate number of Medical Officers are appointed? Are medical officers available at night? Are there doctors especially for women? Do they visit the prison according to the standards?
If not, what is the frequency of their visits? When was the last time the Medical Officer visited? Do they report to the authorities? **Section 13, 14 and Chapter VIII of the Prison Act and relevant provisions of the State Jail Manual Rule 26 of UN Standard Minimum Rules on the Treatment of Prisoners**

Medical Check-ups: Whether medical check-up takes place at the time of admission of every prisoner? Do they record the information according to the standards? **Rule 31 of UN Standard Minimum Rules on the Treatment of Prisoners**

Vaccinations: Whether the prisoners are timely vaccinated? Whether a record is being maintained for such vaccinations?

Mental Health: Whether psychiatrists are appointed? Whether the number of such psychiatrists in proportion to the demand? Whether they visit the jail regularly? Whether counselors are appointed? **Section 27 and 39 of the Mental Health Act, 1987 and relevant provisions of the State Jail Manual**

REGISTERS AND DOCUMENTS

History Ticket

Whether it is being maintained for every undertrial and convict? Whether it is updated and inclusive of all the information? **Section 3 and 59 of the Prisons Act and relevant provisions of the State jail manual**

Admission; Punishment; Revenue; *Peshi* Register and Report Book

Are all important events connected with the administration of the prisons recorded daily? Whether the fitness of every person who is allotted labor recorded? Whether any gap between the number of people ordered to be produced in court and the number that actually went recorded?

POWERS, DUTIES AND ACTION TO BE TAKEN

NON-OFFICIAL VISITORS

Pre Visit	During Visit	Post Visit
FIRST VISIT • **Identify** the hierarchal levels and their responsibilities • **Collect** all available information on prison demography, capacity, overcrowding, language spoken, known issues, risks involved, media reports • **Contact** the fellow NOVs • **Knowledge** of legal framework, in particular the state jail rules, notifications and MHA advisories and guidelines • **Prepare** a checklist or questionnaire • **Gather** the contact details of important and relevant authorities and NGOs working towards the welfare of prisoners **SUBSEQUENT VISITS** • **Revise** notes of last visit for focus and optimum impact	• **Make** a joint visit with fellow visitors • **Introduce** yourself to jail staff and prisoners • **Explain** objectives of monitoring work • **Explain** the limitations of monitoring work • **Request** updated information on prison demography, capacity, overcrowding • **Seek** the opinion of the jail staff on conditions of detention, problems faced and observed and solutions in mind • **Collect** information on sources of information such as registers, visitor's book, staff list, internal rules and standard operating procedures, working staff etc. • **Observe** the architecture and layout of the prison • **Locate** all the cells, barracks, meeting rooms, gardens, kitchen, factory, courtyards, hospital and bathrooms • **Balanced** distribution of time between prison conditions, prisoner treatment and case management • **Observe** the treatment of prisoners with a focus on rehabilitation • **Identify** the vulnerable groups and individuals • **Divide** the areas of observation amongst other visitors • **Hold** private or group interviews of prisoners based on the nature of the query/complaint • **Identify** the socio-legal needs of the prisoners, in particular those whose families and lawyers don't visit • **Interact** with new pre-trial entrants to understand if their medical examination was conducted properly • **Restore** family ties of prisoners for instance, informing the family about the arrest • **Record** summary of the information obtained from the interview • **Present** the query/observation/complaint to the jail staff, obtain their view and seek their suggestions • **Document** the summary of query/observation/complaint and recommend plausible solution and action on part of stakeholders in the visitors book	• **Forward** your comments in the visitors book to the Board of Visitors, District Magistrate and the DIG of that range • **Write** to the family of the prisoner to foster communication and facilitate their visits • **Consult** the Public Works Department (PWD) in case of construction, building repair related issues • **Consult** the Public Health Department in case of issues related to lack of medical services, food and water quality, vaccinations • **Consult** the District Legal Services Authority in case of issues related to legal aid and lack of legal representation • **Consult** the concerned court and the Periodic Review Committee in case of prolonged detention of undertrials • **Consult** the Superintendent of Police for lack of police escorts and escort vehicles • **Consult** the Livelihood Corporation, Department of Employment for plausible employment opportunities • **Consult** and coordinate with Non-Governmental Organizations and the Corporate Social Responsibility (CSR) section of Corporates for exploring employment opportunities and socially beneficial collaborations • **Report** any incident of torture to the Board of Visitors, Head of the Prisons, State Human Rights Commission, District Judge and District Magistrate • **Write** to the relevant Diplomatic mission in case of unnecessary or prolonged detention of foreign national prisoners • **Write** to the Department of Finance to ascertain the utilization of budget allotment

STATE HUMAN RIGHTS INSTITUTIONS

Pre Visit	During Visit	Post Visit
• **Locate** and study past inspection reports by autonomous institutions such as Human Rights Commissions, Women Commission, Minority Commission, Comptroller and Auditor General and non-governmental institutions to flag out issues of concerns • **Call** for and study the past budget allotments to the issues of concerns and its utilization by the prison department • **Draw** out a list of Supreme Court and relevant High Court judgments related to issues on prison reform and study the specific directions • **Study** the background of the working staff and vacancies • **Identify** the vulnerable groups • **Prepare** a questionnaire or checklist based on the judgments and key areas of concern and past audit or inspection reports • **Strategize** the duration of the inspection and the distribution of time between issues related to prison management, prisoner treatment and case management • **Constitute** a committee of experts to ensure a multi-disciplinary approach, if necessary	• **Make** unannounced visit to observe the prison 'as it is' and not 'at its best' • **Introduce** yourself to the prisoners with a focus on independence and confidence building • **Examine** visitors book and flag out the issues of concerns • **Interact** with the prisoners to understand any excesses made by the jail staff by way of punishment, solitary confinement, prolonged work hours, use of restrain and force or by fellow prisoner by way of physical or sexual abuse. • **Corroborate** the testimony by speaking with other prisoners even out of hearing of other officials, if required • **Present** the observations to the jail staff and if possible hold on-the-spot investigation	• **Divide** issues on the basis of what requires preventive and reactive investigation • **Hold** constructive dialogue with the authorities on the issue that requires preventive investigation • **Show** cause the authorities on the issue that require reactive investigation • **Examine** Magisterial Investigative Report (MER), if any on the issue concerned • **Increase** coordination amongst various governmental stakeholders to prevent violations • **Send** rapporteurs to check action taken and compliance

POWERS, DUTIES AND ACTION TO BE TAKEN

MEMBERS OF LEGISLATIVE ASSEMBLY OR PARLIAMENT

Pre Visit	During Visit	Post Visit
• **Collect** all available information on prison demography, capacity, overcrowding, language spoken, known issues, risks involved • **Study** the existing or draft domestic legislations and international standards that govern the functioning of prison and treatment of prisoner	• **Focus** on areas that require change in law and policy • **Collect** testimonies of prisoner and jail staff on the issues that require change in law and policy • **Consult** the jail staff on possible solutions to the issues of concern • **Study** the minutes of the meetings held in prisons by Boards, Committees etc. • **Seek** the compliance of recommendations of the Boards, committees • **Record** the summary of the issues observed along with possible solutions	• **Draft** a summary of observations and chalk out the underlying causes for deviation from standards • **Submit** the summary along with pragmatic solutions to the Home Department and Prison Department • **Comment** on existing and pending legislation and mechanisms on issues related to prison substantiating on the experience as a visitor • **Raise** awareness about prison related issues to mobilize the popular sentiment • **Utilize** the Local Area Development Scheme Funds for improving prison conditions

MAGISTRATES & JUDGES

Pre Visit	During Visit	Post Visit
• **Study** judicial precedents on issues on prison reform • **Solicit** information from the prison on history of deaths in custody (natural and unnatural), vacancies, overcrowding, number of mentally ill prisoners, foreign nationals and women, budgetary allocation	• **Make** unannounced visits to observe the prison 'as it is' and not 'at its best' • **Study** the past inspection reports of the visitors • **Prioritize** complaints of corruption, assaults, inhuman treatment, unnecessary detention, deaths in custody; applications of bail, parole and remission especially by pre-trial and pre-sentence prisoners • **Assess** the quality of legal representation • **Interact** with convict officers and paralegal volunteers for obtaining a balanced view on prisoner treatment • **Examine** the Grievance Redressal/Complaint Box • **Seek** the response and action taken by the jail staff on those grievances • **Scrutinize** registers for obtaining an objective view on the facts • **Examine** the minutes of the meetings held in prison by Boards, Committees etc • **Consult** the jail staff on the compliance of any recommendations by those Boards, Committees etc • **Hold** hearings, if necessary and receive submissions from both the prisoner and staff • **Resolve** issues by mediation and remedial action and in case of failure resort to external intervention	• **Prepare** a summary of observations and proceedings • **Submit** the summary to the District & Sessions Judge along with recommendations • **Conduct** judicial review of the failures and omissions of the administration • **Call** meetings with role-players in criminal justice system • **Write** to DLSA and SLSA about the status of legal aid and representation

OFFICIAL VISITORS

Pre Visit	During Visit	Post Visit
• **Review** existing prisoner requests and complaint mechanisms • **Learn** about the importance of internal and external inspections • **Study** the budgetary allocations made to the areas that correspond to or directly to your office • **Prepare** a check list for assessing the quality and maintenance of the services and products related to your office	• **Focus** on areas that correspond to or directly relate to your office • **Provide** technical advice to the jail staff for efficient discharge of their duties • **Conduct** a quality assessment of the services provided by the jail staff to the prisoners • **Examine** the registers and records pertaining to the services and products related to your office • **Record** your observations and recommend solutions in the Visitors Book	• **Identify** and analyse any challenges and obstacles in the discharge of duties by the jail staff • **Prepare** a strategy document listing down coordinated short term and long term goals and targets • **Follow-up** consistently to ensure achievement of targets • **Engage** with civil society actors to ensure compliance, monitoring and obtaining third perspective • **Encourage** self-sufficiency of jail staff by building their capacities related to your area of professional expertise