

DIRECTORATE OF LOGISTICS
Customs & Central Excise
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Dated the 27 Feb 2015

To

All Chief Commissioners of Customs, Central Excise & Service Tax
All Chief Commissioners of Customs
All Chief Commissioners of Customs (P)
All Director Generals

Madam/ Sir,

This Directorate has been co-ordinating the work of installation and functioning of all Video Conferencing Systems (VCS) in various offices of CBEC across the country. The use of video conferencing has been increasing especially during budget discussions, revenue augmentation drive by the Board and keeping in view the austerity measures of Government of India.

2. At present, a web based video conferencing running on NIC's desktop VC portal is operating in CBEC for which 55 user ids have been provided by NIC to all Board members, Chief Commissioners, Director Generals etc. This application was introduced in CBEC during 2012. In order to make use of this application in CBEC effectively and consistently, this Directorate has been conducting trial runs with all Users in the past. However, there are certain issues in this application viz. poor voice and picture clarity, call drop that have been observed during previous multi party video conferences.

3. In order to improve the efficacy of web based VC application, this Directorate addressed the issue with NIC and office of DG Systems for a viable solution. After a detailed discussion held on the issue, Technical Director, NIC highlighted that the problems of poor quality of VCS could be because of -

- i) Insufficient bandwidth due to poor network connectivity[Use of dedicated Bandwidth of minimum 1 mbps for the video conference]
- ii) PC/Laptop with low processing speed and less memory
- iii) Inferior/low quality Camera and Microphones

4. Accordingly, NIC advised the following for finest quality of web based video conferencing:

- i) Use of stand-alone Desktop Computer System/ Laptop instead of LAN with high configuration viz. 2 GB RAM, Core 2 Duo 2 GHz processor or above.
- ii) Use of better accessories for which he suggested to use standard models like Jabra 510 Speaker cum Microphone and PTZ Camera for Board Room / Meeting Room type of environments instead of presently installed Chat 50 Speaker/ microphone and Logitech Web Camera, which are prescribed to be used with Desktops only.
- iii) Improving of network connectivity

5. In addition, following **do's and don'ts** have also been advised by NIC for the VC users:

- i) It is essential to keep Microphone in off mode. Microphone to be turned-on only when the user is to speak and be 'Turned-off' mode while other users are speaking;
- ii) Dedicated internet connectivity;
- iii) Avoid running of multiple applications [like mails, web pages etc.] open during video conferencing;
- iv) Length of HDMI cable connecting computer to LED TV screen should be minimum, for better clarity of voice and video streaming.

You can also find the do's and don'ts for video conferencing session on the web link <http://vidcon.nic.in/Pdf/DosAndDonts.pdf>. A copy of the same is enclosed.

6. The help line numbers from NIC have also been obtained. The help desk may be reached via video conferencing as per video id provided. It is advised to have trial runs with the NIC's helpdesk to sort out the issue, if any. The Desktop VC Helpdesk numbers and contact details are as follows –

Telephone – 011 24305767 / 24305791 / 24305778

E-mail Ids – suresh.pal@Goldstonetech.com, saurabh.sharma@Goldstonetech.com,
priyanka.amarya@nic.in,

Video Id – 150001, 150002, 155778

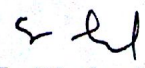
7. Further, DoL shall make a proposal to NIC for augmentation of the existing VC system and provide solution for effective use of web based VCS in CBEC with all the formations. The provision for webcasting, to address all participant zones simultaneously will be sought from NIC, by detailed proposal to DG, NIC for effecting seamless web based video conferencing and bridging of existing polycom facility and web based VC applications. In this regard, it is requested to provide the following information to this Directorate urgently:

- i) Configuration of the system used for video conferencing
- ii) Whether PC/Laptop used by the zones for the web based video conference
- iii) The bandwidth available at each location [consult local NIC]
- iv) Type model, brand of Camera and Microphone used
- v) Whether VC is conducted on LED TV screen. If yes, HDMI cable used or not
- vi) Whether VCS is connected to Public Addressing System of conference hall so that all the members present shall participate in video conference.

8. Action taken along with data sought on the para 7 & 8 may be communicated to this Directorate urgently for submission of report to Ministry.

Encl: As above

Yours faithfully,


(S.L. Thakur)
Commissioner



DO's & Don'ts for Videoconferencing Session

Do's

- Always go for trial of VC session before any important VC.
- Always call the State VC-Coordinator in case of technical problems.
- Always make 3 or 4 presets of your studios.
- Brief the chairperson about the technical problems when the need arise
- Keep the Camera focus on the main chair.
- Keep the Site Name properly behind the main chair.
- Always keep the Microphone MUTE when you are not speaking.
- Keep the Microphone at appropriate place on the table.
- Always put the Studio light in proper way.
- Switch off the Mobile Phones while VC session is on.
- Switch on the System regularly/daily.
- Keep the Camera and TV remotes at the proper place. Check Batteries in remote regularly. (Should not be leakage) if leakage clean as early possible.
- Keep the Equipments in dust free environment.
- Keep the VC Room Clean.

Don'ts

- Don't pick the Microphone in hand. It can sense the voice up to 5 feet.
- Don't Move the Microphone on the table during conversation.
- Don't talk personal issues while VC session is going on.
- Don't switch on the Mobile Phone during conference conversation.
- Don't give any extra load on UPS provided for VC system.
- Don't move the Camera very frequently, while the VC session is going on.
- Don't move or touch the Camera.

General Guidelines for Videoconferencing

- Once connected on Videoconferencing, check for audio/video. If there is any problem then kindly inform either thru telephone or by sign language. Also the same should be checked half an hour before the commencement of the VC Session to avoid embarrassing situation in front of the users.
- Keep the microphone muted when you are not participating in a conference, although connected or when no one is speaking from your end.
- Increase the audio level of the system to a comfortable level so that when called from some other site, the audio is clearly audible to a near proximity. This saves time in continuously asking for a person or a site to respond. The Conference should be left on TV audio sitting and not in handset mode.
- In a multipoint conferencing, choose the sequence in which each site will speak by turn to avoid any audio congestion over the network. Avoid speaking simultaneously in a multi-point conference. The conference participants should also be informed about the same to avoid audio congestion and disturbance in a multi-point conference. Most important thing in a multi-point conference is how to manage audio.
- Most frequent question asked by the guest, during demo sessions are about the services being provided by different NIC centers. All sites may kindly keep material ready for answering this question remotely.
- The chair should be arranged properly even when the session are not going on and on one is around.
- Use a one-colour background curtain for better video quality.
- Preset Camera position on various sitting positions of the participant's should be set well in advance so that you don't have to move the camera manually. This is required to handle the camera movement properly.
- Avoid excessive movement during the conference. This has a direct impact on the performance of the video quality received at the remote end. The same has to be informed to the users also.
- Please don't disturb/touch/or move microphone while the session is going on.
- Though NIC will strive to provide world-class service, interruption in service can sometimes occur due to irregularity in communication link or equipment malfunction. NIC will under such circumstances try to accommodate in alternate time slots.
- Switch off/Don't use Mobile Phones during VC Session.