

**DIRECTORATE OF LOGISTICS**  
Customs & Central Excise  
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Dated the 11<sup>th</sup> Mar 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,

**Subject: Improvisation of web based video conference under CBEC - reg.**

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Please refer to this Directorate's letter of even number dated 27.2.2015. A copy of the letter may be downloaded from website [www.dolcbec.gov.in](http://www.dolcbec.gov.in).

2. Para 4 of above referred letter is reproduced below wherein suggestions given by NIC for finest quality of web based video conferencing were mentioned:

- 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

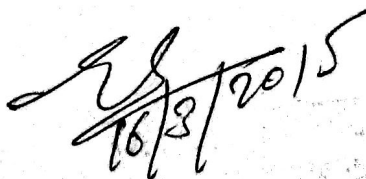
3. During video conference meeting held recently, it was noticed that the problem of poor quality video streaming, call dropping issues still persisting and the same disturbs the VC atmosphere. While discussing the issue with NIC, it has been suggested to ensure the following:

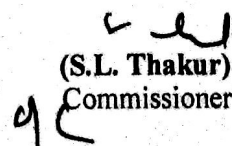
- i) Internet connectivity of minimum 512 kbps upload and 1 Mbps download. Broadband / 3G / 4G connectivity. This connection shouldn't be shared by other PC's for browsing.
- ii) LED TV (size as per room) for display of PC output for Board Room type of environment.

4. All locations having the above configurations shouldn't be facing any problem for good videoconferencing connectivity. It has been observed that the Broadband Network provided by BSNL in many locations is erratic and doesn't provide the requisite bandwidth due to technical errors. This issue can only be addressed by the service provider. While, the efforts are being made to connect the zones through NIC Network, which would enable, as per observation of NIC, a seamless web based video conference with multi locations, it is requested to ensure high speed internet connection as standby mode with minimum 1mbps bandwidth. It is also advised that before a schedule of VC, zones should contact helpdesk of NIC video id - 150001, 150002, & 155778 so as to resolve any connectivity issue and ensure smooth conduct of VC.

5. In the above regard, directions were also issued by Cabinet Secretary vide D.O. letter dated 13.2.2015 to use video conferencing facility to the extent possible as it is very useful for conducting meetings and saves the precious time of government functionaries that reduces expenditure.

Yours faithfully,

  
16/3/2015

  
(S.L. Thakur)  
Commissioner