

AC 105

**F.No.296/20/2015-CX.9**  
**Government of India**  
**Ministry of Finance**  
**Department of Revenue**  
**Central Board of Excise & Customs**

Directorate of Logistics

5 MAR 2015

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तस्वरी निरोधक विभाग  
A.S. Division

17<sup>th</sup> of March, 2015

To

The Chief Commissioner  
Central Excise/Service Tax/  
Customs (All)

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13/3

AC 105  
15/3  
SR. Hanish

**Sub: Steps to improve web based video conference in the offices  
under CBEC - reg.**

Madam/Sir,

You are aware that the Chairman and Members of the Board have been holding regular video conferences with the Zonal Chief Commissioners and Commissioners to monitor revenue and other key areas of work.

2. The Chairman has noted that letters dated 27.02.2015 and 11.03.2015 were written by Commissioner, Directorate of Logistics, wherein instructions were communicated to address problems of poor quality video streaming and call drop issues. Despite these letters, he has noted that some of the Zones have not taken necessary steps to acquire better accessories such as speaker / micro phone, web camera, LED TV as also improving the internet connectivity. Poor internet connectivity alongwith poor quality accessories renders such video conference ineffective.

3. In order to ensure that the video conferences are held in an efficient and purposeful manner, it is important that each Zone equips itself with the required accessories and the requisite bandwidth for conducting the same. In this connection, it is also stated that the Cabinet Secretary in his letter dated 13.02.2015 has impressed upon the department to use video conferencing facility for conducting meetings as it saves time and reduces expenditure for the Government.

4. Accordingly, the Board desires that immediate action should be initiated to acquire the accessories as advised by Directorate of Logistics and also take necessary action for getting the requisite bandwidth for conducting problem-free video conferences.

Yours faithfully,



(Hemambika R. Priya)  
Commissioner (Coord.)

Copy to :

1. Directors General (All)
2.  Commissioner (Logistics), Dte. Of Logistics