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अध्यक्ष
Vanaja N. Sarna
Chairman



भारत सरकार
GOVERNMENT OF INDIA
वित्त मंत्रालय / राजस्व विभाग
MINISTRY OF FINANCE/ DEPARTMENT OF REVENUE
केन्द्रीय उत्पाद एवं सीमा शुल्क बोर्ड
CENTRAL BOARD OF EXCISE & CUSTOMS

D.O. F.No.441/15/2015/EQ-VCS/Pt.

25th May, 2017

Subject: Setting up of Videoconferencing facility in CBEC-reg.

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Dear Chief Commissioners/ Directors-General,

As you are aware, the Department has made available dedicated Telepresence/Videoconferencing services at 62 locations. This facility connects Chairperson and all Members of the Board, Chief Commissioners and all Directorates/ DGs and enables us to connect across the country with live Full HD Video-calls from the comfort of our rooms.

2. It needs no reiteration that speaking face-to-face helps develop trust and thereby facilitates faster decision making. Further, the videoconferencing/ telepresence service helps reduce travelling, thus, saving precious time and government's resources. It is in this background that the Government, at the highest levels, have encouraged use of videoconferencing services.

3. The service provider, M/s. RailTel (a PSU of Ministry of Railways) have created a dedicated fiber-optic network-layer for the department. Communication over the network is secured and does not use the internet. The video-calling is isolated and no incoming calls from the internet are allowed. There is a Phone Book available enabling single press calling to any one of the other users on the CBEC network. For connecting multiple locations in the Video Call, the service provider "RailTel" could be instructed. No specialised skills are needed at your end to make the calls other than just switching-on the power to the equipment.

4. These services may be used for **reviews, consultations, group collaborations, brain-storming** or any other innovative need that you may feel could be of help. You could also share presentations, video clips or your desktop screen to enrich the meeting further.

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5. This useful facility has been created for the department after sustained efforts. I would, therefore, urge you to make maximum possible use of the facility. You may also share your feedback and the suggestions for improvement, if any, with the Commissioner, Directorate of Logistics, New Delhi.

With *best wishes,*

Yours *sincerely,*



(VANAJA N. SARMA)

All Chief Commissioners/Directors General