

STANDARD OPERATING PROCEDURE FOR VIDEO CONFERENCEING

Instructions for Complainants/ applicants/ appellants/ respondents/ disputants

- (1) The Complainants/ applicants/ appellants/ respondents/ disputants are requested to mention their name / union name / Employer's name/ Contractor name while joining the video Conferencing through Video Conferencing software. No Complainants/ applicants/ appellants/ respondents/ disputants shall be permitted in Video Conferencing without proper name. Blank name will not be allowed.
- (2) No permission shall be granted to any Complainants/ applicants/ appellants/ respondents/ disputants for participation in Video Conferencing, whose name is not mentioned in the Cause List.
- (3) Complainants/ applicants/ appellants/ respondents/ disputants will keep his/ her microphone in mute mode during the proceedings unless required.
- (4) Complainants/ applicants/ appellants/ respondents/ disputants will ensure adequate lighting and power backup during the video conferencing. He will also ensure that the room, from which he is participating in the video conferencing, is also noise free.
- (5) All participants to video conferencing are also advised to maintain the decorum as if they are in office.

STANDARD OPERATING PROCEDURE (S.O.P.) FOR ONLINE FUNCTIONING OF OFFICE

For proceeding in the Regional Office, New Delhi through video conferencing, and matters connected thereto, the Standard Operating Procedure (S.O.P.), formulated as under, shall apply. It is pertinent to mention at this stage that the SOP in question is prepared with a view to facilitate smooth functioning of the office “**online**”. It does not pertain to any enactment or need any legal sanction.

The person attending hearing through video conferencing and matters connected thereto shall be dealt with, in the following manner. It must be noted at this juncture that any deviation from time schedule shall vitiate the whole exercise. Therefore all concerned are advised to maintain the time schedule. **It may also be noted that no VC shall be allowed beyond the slot assigned to a particular case.** Further it is informed that specific Link and PIN to enter the VC room of the concerned officer shall be provided by 1030 hrs. on the date fixed for VC through email id/Mob no/ whatsapp of concerned parties.

STEP-1 The Complainants/ applicants/ appellants/ respondents/ disputants will have to submit following details to Email Id: dyclendldigital@gmail.com at least a week before Video Conferencing mentioning “**Details in respect of Video Conferencing**” in the subject of Email. The information can also be submitted along with the filing of complaint/ appeal/ claim etc.

1. *Name, designation, address, mob no and email id complainant/ disputant/claimant.*
2. *Name, designation, address, mob no and email id of employer against whom the complaint/ dispute/ claim has been filed.*

(IT MAY BE NOTED THAT IN ABSENCE OF INFORMATION REQUIRED ABOVE, NECESSARY ACTION IN THE MATTER MAY NOT BE POSSIBLE).

STEP-2 As and when the case/ complaint is listed for proceeding, the information to that effect can be seen by the Complainants/ applicants/ appellants/ respondents/ disputants in the cause list section of website. If the time for the hearing through video conferencing is not mentioned in the cause list, he/she may contact on below mentioned numbers/ email id:-

Ph : 011- 23348347(office hrs)

Mob : 8569932706(timing -1000 hrs -1700 hrs)

Email Id : dyclendlquery@gmail.com

STEP-3 The Complainants/ applicants/ appellants/ respondents/ disputants must be ready with necessary hardware/software facilities for the video conferencing, half an hour prior to the proceeding in order to avoid any deviation/delay. On joining the video Conferencing, Complainants/ applicants/ appellants/ respondents/ disputants have to write in the chat as Present along with their name, designation and Employer/ Union/ Contractor name, for example:

Present
Sh. ABC
General Manager
M/s AAA Ltd.

STEP-4 The contents of proceedings has to be signed which may not be possible on VC. Hence parties have to write “***AGREED the contents above***” which shall mean the proceeding has been signed. It can be retained thereafter for record.

STEP-5 The information with regard to the case proceedings and the order passed, may be printed and retained by the parties for their record or may be saved in soft copy as they deem fit, as if a copy of proceeding signed by the parties is endorsed to all concerned in order to maintain transparency.

NOTE:

- The above SOP is uploaded subject to necessary changes/ amendments from time to time.

The required user manual for ‘VIDYO Platform’ Software is as follow.

USER MANUAL FOR VIDEO CONFERENCING BY ‘VIDYO Platform’

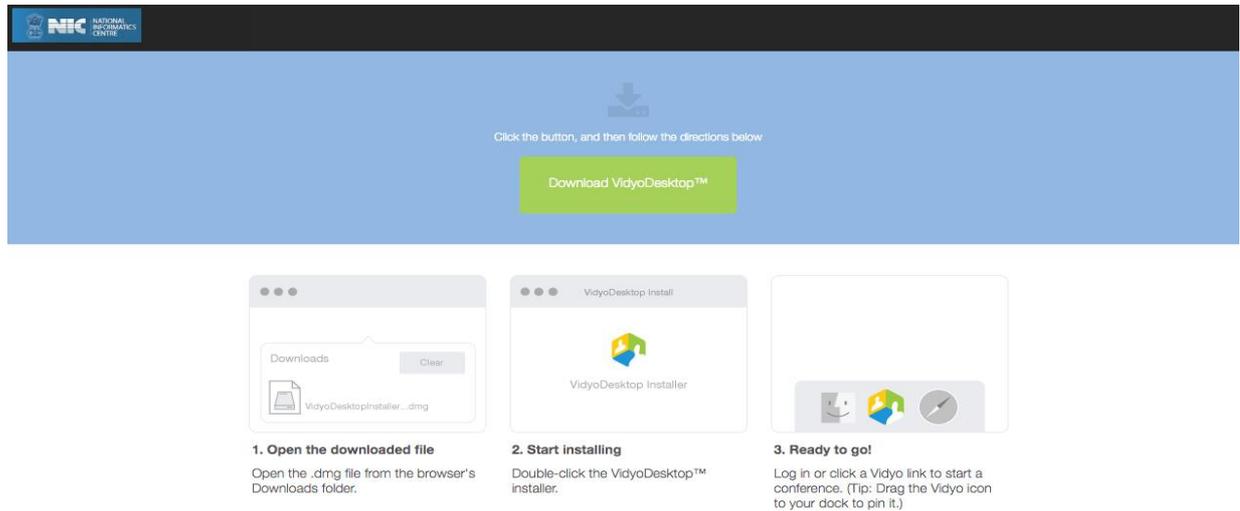
INSTRUCTIONS FOR JOINING VIDEO CONFERENCING

PARTIES may kindly note that, for the present, the matters shall be heard by the Authority through web-based video-conferencing system on the VIDYO platform hosted on the servers of National Data Centre of National Informatics Centre, Govt. of India. It may be further noted that smooth functioning of the video-conference is squarely dependent upon and subject to the connectivity [signal-strength/bandwidth] available at the end of the remote user(s), and hence it is expected that any party joining a video-conference hearing shall ensure robust connectivity and bandwidth are available at their end – in this regard, parties may use broadband connection of minimum 2 mbps/dedicated 4G data connection, and may also ensure that no other device or application is connected to or using the

bandwidth when the hearing by video-conferencing is progressing on their Vidyo-enabled computer (preferable) or mobile.

For ease-of-use, parties may kindly make themselves acquainted of the following Standard Operating Procedure in respect of proceedings of cases/complaints/disputes through video-conferencing mode:

1. To join video conferencing on VIDYO platform, parties are required to download VIDYO DESKTOP application from the site <https://nknvc.nic.in/download.html?lang=en> on their laptop or desktop on any compatible operating system.

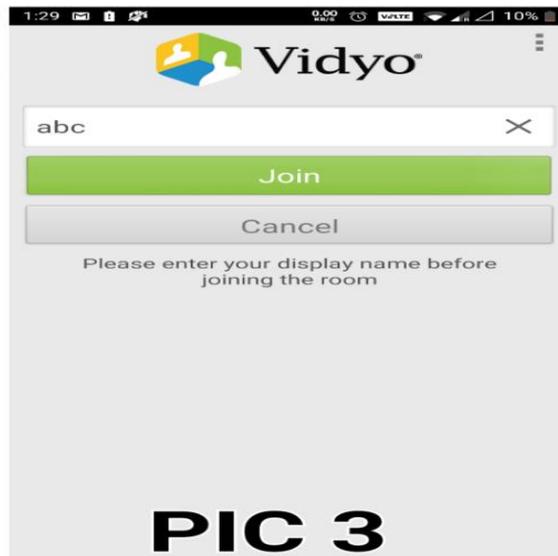
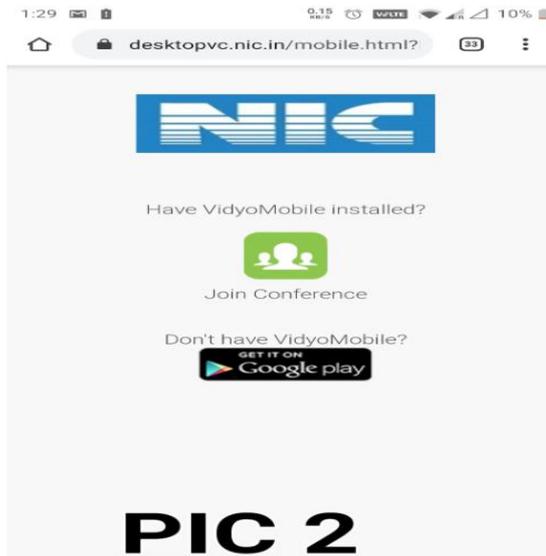


PIC 1: Download Link

2. Similarly, parties may join the video conferencing on VIDYO platform by downloading the VIDYO MOBILE application in a compatible mobile device (phone or tablet) either from <https://play.google.com/store/apps/details?id=com.vidyo.VidyoClient> Google Play Store (Android device) or from <https://apps.apple.com/us/app/vidyomobile/id444062464> Apple APP Store (iOS device), on the same mobile number as mentioned in their contact-details in mentioning-application;

3. The party concerned will be advised to click on the link provided, as received on their computer (preferable) or mobile device, upon which a window as depicted below in PIC 2 shall open; thereafter, the party is required to click on the "Join Conference" button;

4. Upon clicking the "Join Conference" button, a 'VIDYO' display window as depicted in PIC 3 below shall open, prompting the party to enter the display name before clicking "Join" button; the party is required to write his/her name with\ designation in the space given i.e: RAVI PRAKASH GM-PE OR RAVI PRAKASH UNION OR RAVI PRAKASH WORKER OR RAVI PRAKASH GM-CONTRACTOR, as the case/ complaint may be, and thereafter the party is required to click on the 'JOIN" button. On asking for the PIN, the PIN provided needs to be entered;



5. After having clicked on the 'JOIN' button, as in PIC 3 above, the party would join other parties in a virtual waiting room, and parties would be required to wait patiently for being joined to the virtual Room for their respective proceedings;

6. Upon being joined to the virtual room, parties shall introduce himself to the Authority and thereafter, shall wait for the instructions from Authority – on being asked, party may make submissions and on completion of the submissions, shall at once 'mute' the MIC of the respective device, if the Authority requires the party to make further submission(s), the party may then 'unmute' the MIC of the device and again, on completion of the submission, put the MIC on 'mute' mode;

7. It is important for parties to remember to keep their MIC on 'mute' at all times, except when the Authority requires them to make submission(s); thus, when one party is making submissions, it is imperative that all other participants shall keep their respective MIC muted failing which the possibility of MIC catching audio feed from the speakers and creating 'echo/noise disturbance' would become very high and may disturb the videoconference;

8. It may be noted that simultaneous submissions by more than one party at any given time should be avoided and each party may indicate requirement to speak/submit by asking for permission from Authority, by raising a hand. Once permitted by the Authority, the party shall first 'unmute' the MIC and thereafter make submissions, as per clause 8 above.

9. During hearing/ proceeding through video-conferencing, the parties may kindly keep in mind that they are participating in PROCEEDINGS, and hence it is expected that they would not resort to any indecorous conduct or dress or comment; further, parties are required to ensure that the proceedings by videoconference are neither recorded/stored nor broadcast, in any manner whatsoever, as recording/copying/storing and/or broadcasting, by any means, of the hearings and proceedings are expressly prohibited;

10. Parties are required to stay online till Authority concludes the hearing of their matter, whereafter the parties may disconnect from video-conference;