



GOVERNMENT OF KERALA

Abstract

Local Self Government Department - Rajiv Gandhi Panchayat Sashaktikaran  
Abhiyan - Setting up of Virtual Class Rooms - operational guide lines issued.

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**LOCAL SELF GOVERNMENT(EM)DEPARTMENT**

G.O(Rt) No. 3116/2016/LSGD.

Thiruvananthapuram, Dated, 17.11.2016

Read:- Letter No.J1-9385/2015 dated 03.09.2016 from the Director of Panchayat.

**ORDER**

As per the letter read as above, the Director of Panchayats and Nodal Officer of RGPSA, has requested Government to issue operational guide lines for effective handling of Virtual Class Rooms under SATCOM Component of RGPSA, to strengthen Panchayat Raj Institutions in the state.

Government have examined the matter in detail and hereby issue the guidelines for efficient handling of the virtual class rooms, as appended to this Government Order.

(By Order of the Governor)

S.D.SUNILKUMAR

DEPUTY SECRETARY

To

- ✓ The Director of Panchayats, Thiruvananthapuram.
- The Commissioner for Rural Development, Thiruvananthapuram.
- The Director, Kerala Institute of Local Administration (KILA).
- The Director, State Institute of Rural Development (SIRD), Kottarakkara.
- The Director, KSITM.
- The Mission Director, Mahatma Gandhi NREGS.
- The Executive Director, Information Kerala Mission
- Additional Chief Secretary, Finance Department.
- The Accountant General (Audit, A&E), Kerala, Thiruvananthapuram.
- Stock File/Office Copy

Forwarded/By Order

  
Section Officer

# Guidelines on the operation of Virtual Class Rooms established under RGPSA

## Introduction

In Kerala, Local Self-Government Institutions have been meaningfully empowered through massive transfer of resources as well as administrative powers. Local self-government Institutions have emerged as effective agencies for the implementation of developmental programmes. With the decentralization of power, Local Self Government Department (LSGD) has gained an important role in formulation and implementation of developmental works at the grass-root level. Today Panchayat Directorate, Directorate of Urban Affairs, Commissionerate of Rural Development, Town and Country Planning Department and LSGD Engineering wing are the major allied departments of LSGD. Apart from these, there are different allied institutions and training centers under LSGD to address different capacity building activities of the local bodies, both rural and urban. To strengthen the capacity building initiatives, Local Self Government Department under the subcomponent of SATCOM of RGPSA a centrally sponsored scheme implemented by the Ministry of Panchayati Raj, Government of India provided for setting up Virtual Class Rooms all over the state. Under this scheme it is intended to set up 28 trainee nodes (2 in each district) and 5 trainer nodes. The list of nodes is given in Annexure-I.

## Objectives

The following are the broad objectives of setting up Virtual Class Rooms in the state.

- a) To conduct various training programs for the elected representatives and departmental officials.
- b) Promote interactive and participatory training sessions, overcoming the barriers of distance through video conferencing with trainees sitting in the virtual classrooms established at remote locations.
- c) To facilitate and strengthen the process of de-centralized planning with up to date information sharing.
- d) To undertake action-oriented research activities.
- e) To document best practices on local governance and prepare for wider dissemination.
- f) To organize seminars, workshops and discussions efficiently.
- g) Overcome the shortage of quality trainers/experts and maximum utilization of their services.
- h) Reduce Travel and other expenses, quick planning and training management.
- i) Enable a master trainer to reach out to a larger number of trainees across different locations.
- j) Prevent dilution of instruction quality.
- k) Standardization of learning and instructional quality.

- D) At any time 28+5 locations can be chosen in different combinations as required.

### **Establishment and working of a virtual classroom**

Establishment and working of a virtual classroom is envisaged as follows:

1. A multi-port conferencing unit will be placed in State Data Centre.
2. A real time interactive platform between instructor and participants spread across different locations.
3. Both the trainer/instructor and the participant should be able to see and interact with each other real-time.
4. The instructor should be able to teach several virtual classrooms in different locations at the same time on the same subject.
5. Make more than one location as trainer/central locations enabling multiple training sessions simultaneously or single training sessions from any such trainer locations.
6. Video conferencing equipments with one camera and audio system will be placed at trainee locations. Cameras at trainer location will follow and focus trainer as well as trainees.
7. There will be two displays at trainer locations, one displaying remote locations and other displaying contents.
8. Each remote location will have a projector displaying trainer/contents and other locations.
9. There will be 2 mics at each location, one fixed in the ceiling and other a wireless handheld device. Additionally, for all trainer locations, there would be a wireless collar mic for trainer.

### **Authorities and Persons in charge of Virtual class Rooms**

1. Director of Panchayats who is the Nodal officer of RGPSA is the State Coordinator of the Virtual Class Rooms infrastructure of the state.
2. MCU placed at State Data Center-2 in Technopark, Trivandrum will be controlled by the Director of Panchayats through RGPSA PMU.
3. RSPGA MIS Specialists of each district will be the District Coordinators of the Virtual class rooms.
4. The secretaries of the concerned Block Panchayats will be the Controlling Officer of all the trainee nodes and the trainer node at Kaduthuruthy Block.
5. The Head of the Department or a senior officer entrusted by him will be the Controlling Officer of other Trainer nodes.
6. Two officers identified for the purpose will be in charge of the day to day activities of the Virtual Class Rooms. The controlling officers should provide the

name and contact number of these officers to the Director of Panchayats and should update the details on change of persons.

7. At the instance of transfers or retirement of the officers responsible for functioning of the virtual class rooms, the instructions, technical documents and the records of the class rooms shall be handed over to the new officer and hands on training shall be given to him by the relieving officer.

**Equipments in Trainer and Trainee Nodes**

Description	Make	Quantity	Trainer Node	Trainee Node
Real Presence Group 500-720p( Group 500 Codec ,Camera,Remote and accessories)	Polycom	1	✓	✓
EagleEye IV-12x wide angle len ( Inserted in Camera)	Polycom	1	✓	✓
HD Camera	Lumens	1	✓	X
Subwoofer & Speaker	Harmon	1	✓	✓
Satellite speaker	Harmon	4	✓	✓
Effect Processor	Harmon	1	✓	✓
Libra amplifier	Harmon	1	✓	✓
Projector	Hitachi	1	✓	✓
133" Screen	logic	1	✓	✓
60" LED Display	LG	1	✓	X
Wireless Handheld Transmitter with Microphone	AKG	1	✓	✓

Wireless Bodypack Transmitter with Lapel mic	AKG	1	✓	X
Universal Charger w/ Power Supply	Panasonic	1	✓	✓
Audio DSP	BSS	1	✓	✓
Video white board	EASYRITE	1	✓	X
Ceiling Microphone	Shure	1	✓	✓

The controlling officers of all the nodes should ensure the safe custody and maintenance of all the above equipments with stock records. The technical documents and the operational manuals shall be properly preserved and made available for trouble shooting.

**Protocol to be followed for the classrooms**

- Ensure the functionality of the equipments and the connections well in advance of the scheduled class/meeting. If there is any problem, resolve the same or escalate it to the District Coordinators.
- A Log book should be kept in each location for entering the details such as time of opening and closing the class room, technical issues if any identified, details of the session etc. in the format specified in Annexure-II.
- During the commencement of the class the trainer/instructor should ensure that the audio and video are clearly available to all participants.
- Attend the technical issues if any occurring during the class immediately.
- Ensure proper shutdown of the equipments, switch off all the lights and AC and verification of availability of all the equipments including remote controls after the classes.
- Closure of the class room and safe custody of the key.

**Upkeep and Maintenance of the class room**

- a. Keep the class room and premises clean.
- b. Tea, Snacks or any other food items are not allowed inside the class room.

- c. The DO's and Don'ts to be followed in the classrooms should be placed inside and outside the class rooms as indicated in Annexure-III.
- d. The chairs should be arranged properly during the class and even when the sessions are not going on.
- e. Fold the screen using the controls after the session.
- f. Periodical inspection of rooms and infrastructure shall be conducted by the controlling officers.

#### **Guidelines inside the class room**

1. Avoid speaking simultaneously in a multipoint session. The participants should also be informed about the same to avoid audio congestion and disturbance in a multipoint session.
2. Avoid side conversations, drumming your finger, shuffling paper etc in the class room. Microphones are extremely sensitive; they will pick up almost any loud or prolonged noise.
3. Increase the audio level of the system to a comfortable level so that when called from some other site, the audio is clear.
4. In a multipoint session, the trainer should choose the sequence in which each site will speak by turn to avoid any audio congestion over the network. The participants should also be informed about the same to avoid audio congestion and disturbance in a multi-point session. Most important thing in a multi-point session is how to manage audio.
5. The camera is preset for viewing the total capacity of the class room. If only fewer participants are attending the session the focus should be adjusted using remote controls.
6. Avoid excessive movement in the class room. This has a direct impact on the performance of the video quality received at the remote end.
7. Identify yourself by giving your name and location if more than two sites are connected.
8. There is a very slight audio delay. Give participants a chance to respond to Questions and comments. Before speaking ensure that the other person has finished.
9. Trainers should use the interactive white board device for illustrations and all other written communication to the participants in remote locations.
10. Trainers should ensure that he/she is always in the focus of camera during the session.
11. Be yourself; speak naturally and imagine the participants are across the table from you.
12. Most adjustments can be accomplished by pressing buttons on the remote control.
13. Controlling officers should ensure that the DO's and Don'ts are strictly followed inside the class room.
14. The authorized officer should be present in the Virtual Class room premises throughout the conduct of the classes.

15. A feedback form shall be circulated to all the participants after the session.

16. Before shutdown, it should be ensured that the session is wound up by the trainer/instructor/chairperson of the meeting.

### Preparation of Training Calendar and Updating

- A training calendar for using the Virtual Class Rooms for the trainings shall be prepared by KILA & SIRD for each year and made available to the Director of Panchayats well in advance.
- Quarterly revisions of the training calendar shall be done and this may also be intimated to the Director of Panchayats well in advance.
- Training calendar prepared by KILA and SIRD should be made available online in the Google calendar and the same should be circulated to all the class room locations.

### Scheduling of Classes/meetings on available slots

The free slots available after the trainings scheduled in the training calendar of KILA and SIRD can be utilized for meetings and classes by LSGD and other Government Departments and Institutions.

1. The availability of the dates may be checked in the online calendar link available in the website of Panchayat Department.
2. If the dates are available a request may be send by email to the Director of Panchayats in [rgpsavcr@gmail.com](mailto:rgpsavcr@gmail.com). The request should reach at least two **working days** before the proposed class/meeting. The details to be included in the request are
  - a. The proposed date and time
  - b. Locations to be covered
  - c. Duration
  - d. Purpose
  - e. Nature and no of Participants in each location
3. Periodic field level review meetings of departments under LSGD shall be done using this facility.

### VC through Desktop/Laptop

1. 20 desktop/laptop licenses are available for Video Conferencing in this scheme.
2. This will be utilized for VC between Directorate of Panchayats and DDP offices in the districts and for connecting the Honorable Minister of LSGD and the Senior Officers of LSGD to the Virtual Class rooms.
3. This facility shall be effectively utilized for conducting frequent review meetings and for efficient monitoring of the Grama Panchayats.

## Trouble shooting

1. If any technical problem occurs the officer in charge of the virtual class room should refer to the operational manual and should try to resolve the issue.
2. If he cannot resolved the issue it shall be escalated to the district coordinator.
3. The district coordinator if needed should register the complaint through the call logging mechanism provided by the vendor.
4. The district coordinator should ensure that the issue is resolved as per the Service Level Agreement (SLA) with the vendor.

## Display boards and instructions

1. A Class room identification board in Dark blue back ground with white letters displaying the location name as instructed by the Director of Panchayat should be placed on the back wall of the class rooms visible to the camera.
2. The instructions on "DO's and Don'ts" should be placed inside and outside the class room clearly visible to the participants as given in Annexure -III.
3. Direction boards shall be placed suitably for locating the class room.

## **Annexure-I**

### **List of Virtual Class room nodes under RGPSA**

#### Trainee Nodes

Sl. No.	District	Block Panchayats
1	Alappuzha	Chengannur
		Kanjikkuzhy
2	Ernakulam	Pambakuda
		Alangadu
3	Idukki	Azhutha
		Idukki
4	Kannur	Payyannur
		Koothuparambu
5	Kasaragode	Kasargode
		Kanhangadu
6	Kollam	Mukhathala
		Anchal
7	Kottayam	Uzhavoor
		Erattupettah





## DO's & Don'ts for virtual class room

The following Do's and Don'ts shall be displayed inside and outside the class room clearly visible to the participants.

### Do's

- Always go for a trial of session before any important training.
- Always call the technical person in case of technical problems.
- Brief the controlling officer about the technical problems if any.
- Keep the Camera focus on the participants attending the class room.
- Keep the Site Name properly in the wall facing the camera.
- Always put the class room lights in proper way.
- Identify yourself before an interaction.
- Switch off the Mobile Phones while session is on.
- Keep the equipments and remotes at proper places.
- Keep the Equipment's in dust free environment.
- Keep the Class Room clean.
- The chairs should be arranged properly.
- Ensure proper shut down after the session.

### Don'ts

- Avoid side conversation and other noise while session is on.
- Don't change the Camera focus very frequently, while the session is on.
- Tea and Snacks and other food items are not allowed inside the class room.
- Avoid excessive movements in the class room.
- Trainer should not move away from the focus of camera.
- Don't give any extra load on UPS provided for training system.
- Don't shutdown before closure of the session.