



**Directorate General of Human Resources Development
Central Board of Excise & Customs,
Bhai Vir Singh Sahitya Sadan, 3rd Floor, Bhai Vir Singh Marg
Gole Market, New Delhi-110 001
Fax : 011-23748050 (www.dghrdcbec.gov.in)**

F No. 8/B/309/HRD(HRM)/APAR/2016

Dated: 03.02.2017

To,
The Principal Chief Commissioner / Chief Commissioner (All),
The Principal Director General / Director General (All),
The Principal Commissioner / Commissioners i/c of Directorates (All),
The Principal Commissioner / Commissioner (All),
The Chief Controller of Factories/ Narcotics Commissioner, Gwalior.

Sir/Madam,

Subject: Creation of Help desk for online writing of APAR (SPARROW) and online filing of IPR -Reg.

As you are aware, online writing of APAR software in respect of Group 'A' officer of CBEC is being made operational for the APAR for year 2010-17 onwards. Online filing of IPR is also being made operational from 1st January 2017.

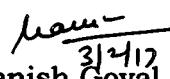
In order to extend necessary help in smooth implementation of above, a help desk is being created in DGHRD which will be headed by Assistant Director Shri Anish Upadhyay (telephone no. 011-21400428 (O)). The composition and contact details of Help desk are as below:-

S.No	Name of Officers	Designation	Telephone/ Fax	Email-id
1.	Shri Shekhar Verma	AAD	011-23340316	help.sparrowcbec@gov.in
2.	Shri Deepak Gaba	Supdt	011-23340314	
3.	Shri Divanshu Kamboj	Inspector	Phone: 011-23741698 011-21400428	
4.	Shri Amit Khatri	Inspector		
5.	Shri Akshaj Charan	Inspector	Fax Number:	
6.	Shri Pranjul Goel	Inspector	011-23748050	

Any officer facing any problem related to Sparrow/ IPR filing should first send an email giving details of the problem being faced to help desk email id i.e. help.sparrowcbec@gov.in along with his contact number. The helpdesk team will revert within 24 hours to resolve the issue.

In case, the problem is not resolved at email level; one can contact the helpdesk team on the above numbers.

Yours Faithfully


3/2/17

Manish Goyal
Additional Director (HRM)