



भारतीय कृषि अनुसंधान परिषद
Indian Council of Agricultural Research
कृषि भवन, नई दिल्ली - 110001, Krishi Bhawan, New Delhi - 110 001

F.No. 3(1)/2024-ICT (Comp. No. 329881)

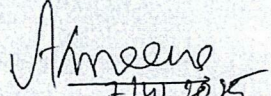
Dated the 7th April 2025

C I R C U L A R

Subject: Technical problems at ICAR Data Centre -reg.

Due to ongoing technical issues at the ICAR Data Centre at IASRI New Delhi, all ICT services including ICAR eMail, FVMS, ARMS, e-Ticketing, ICAR Institutes' Websites and applications etc. hosted at ICAR data centre are currently non-functional. The technical team is actively working to resolve the issues. However, the complete function of ICAR Data Centre is expected to take some time. In light of this, the following interim measures are advised:

- I. **eMail:** As per the circular dated 3rd April 2025, all users are requested to use only NIC email services (i.e. xxx@icar.org.in, xxx@nic.in, and xxx@gov.in) instead of xxx@icar.gov.in. NIC email accounts for all ICAR staff have already been created. However, designation email ID at ICAR Institutes for Director, Head of Office and Head of Finance will be created on individuals' request in prescribed format.
- II. **SPARROW / ARMS:** The current year APAR of scientific cadre of ICAR can be directly filled through SPARROW (without filling information in ARMS). The necessary changes for filling the same will be made by NIC shortly. However, there is no any technical problem for filling of APAR for administrative and technical employees of ICAR.
- III. **FVMS:** The processing of urgent foreign visit proposals can be submitted as per the instructions issued by the Personnel Division, ICAR Hqrs vide circular F.No.7(8)/2024-Per.I, Dated April 04, 2025 (available on e-office notice board).
- IV. **E-Ticketing (for eOffice, SPARROW, eHRMS complaints):** Please use the NIC Helpdesk <https://servicedesk.nic.in> for eOffice & SPARROW. eHRMS portal also provides facility of raising ticket and Video Calling. If the issue is not resolved within three full working days, relevant ticket number should be shared with the ICT Unit email ID: renuj.icar@nic.in so that it can be prioritized for resolution.


(Ashok Kumar Meena)
Deputy Secretary (ICT Unit)

Distribution:

1. All Officers / Officials of ICAR / DARE / ASRB.
2. NIC SPARROW / eOffice support team
3. Concerned files of eOffice, eHRMS, SPARROW.
4. Guard file.

for circulation
8/4/2025