



**Directorate General of Human Resources Development, HRM
Central Board of Indirect Taxes & Customs,
(Govt. of India, Ministry of Finance, Department of Revenue)
Bhai Vir Singh Sahitya Sadan, 3. Floor, Bhai Vir Singh Marg
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F. No.8/DB/145/HRD(HRM-II)/2017-Pt.II

Dated: .04.2019

To

Principal Chief / Chief Commissioners of Customs (All),
Principal Chief / Chief Commissioners of GST (All),
Principal Director/ Directors General of GST & Customs(All),
Principal Commissioner/Commissioner of GST (All),
Principal Commissioner/Commissioner of Customs (All),
Principal Additional Director General/Additional Director General of GST & Customs(All),
Principal Commissioner/ Commissioner I/C of Directorates (All),
Commissioner, Settlement Commission (All)/ Commissioner, CESTAT(All),
Commissioner, Authority of Advance Ruling(All),
Chief Controller of Factory, Gwalior/Narcotics Gwalior.

Sir/Madam,

**Subject: Implementation of e-office Lite (SPARROW) for Gr. 'B' & 'C' Officers under CBIC
- Training of Nodal Officers, Custodians and two Members of Zonal Team for in
turn giving SPARROW Training to all Officers/Staff of their respective zones - reg.**

With reference to above subject, please refer to this office letter of F.No. 8/DB/145/HRD(HRM-II)/2017 dated 21.12.2018 (copy enclosed) for the purpose of implementation of e-Office Lite (SPARROW) for Group 'B' and 'C' officers of CBIC. The officers of this Directorate along with NIC undertook training sessions at ZTI Delhi, Mumbai, Bangalore and Kolkata wherein concerned Nodal Officers, Custodians and other officers of all Zones and Directorates (covering all formations of CBIC) were trained on e-Office Lite (SPARROW). All these officers who have been trained by the team of DGHRD and NIC, should, in turn, be acting as Master Trainers as well as hand holders to all Group B and C officers/ staff in their respective Zone/ Commissionerate/ Directorate/ Formations.

2. In this regard, it is requested to kindly ensure that all these Master Trainers should give e-Office Lite (SPARROW) training to all other Group 'B' and 'C' Officers/staff in your jurisdiction. This exercise may please be completed by **30th April, 2019**, so that SPARROW can be implemented successfully for Group 'B' and 'C' officers/staff.

3. Since, large no. of officers/staff are to be trained, this exercise may please be personally monitored by the jurisdictional Pr. CC/ Pr. DG/ CC/ DG. A compliance report in this regard mentioning specifically that all Group 'B' and 'C' officers/staff have been trained on e-Office Lite (SPARROW) by the Master Trainers, may please be sent to DG, HRM by **1st May, 2019**.

4. As the SPARROW-CBIC project is to be primarily owned and run by the CCAs, it is necessary and highly imperative that the concerned CCAs ensure proper training of each and every Group B and C officer/staff on SPARROW by the concerned Custodians and Master Trainers of their jurisdictions.

5. The names and contact nos. of such master trainers under each jurisdiction should be given wide publicity. Please note that it is the responsibility of these master trainers to train and handhold all Gr. 'B' and 'C' Officers and Staff on SPARROW-CBIC and to resolve any issues/ queries from the Officers/ Staff. Please note that this Directorate shall not entertain/ not respond to any query/ calls from the individual Officers. In situations, where the respective master trainers are not able to resolve the problems/ issues at their level, then only, such issues be flagged to DGHRD-HRM SPARROW Team by the respective Master trainer/ Handholders (however, this should be resorted to only in case of really genuine problems which cannot be resolved at the level of Master trainers/ Handholders).

6. It may be stated here that the e-Office Lite (SPARROW) project for Group 'B' and 'C' officers is under advanced stage of implementation and is expected to be rolled out soon for APAR cycle 2018-19, the APARs of Group 'B' and 'C' officers (G.P. 1900 and above) shall be written online in SPARROW.

7. It may further be ensured that all Group B and C officers in your zone have linked their functional mobile numbers with their Aadhaar, for eSign in SPARROW, without which it won't be possible to file APAR online.

This issues with the approval of Director General.

Yours faithfully,



(Vishnu Kumar)
Joint Director
DGHRD - HRM

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23/24/19
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