



Directorate General of Human Resources Development, HRM
Central Board of Indirect Taxes & Customs,
(Govt. of India, Ministry of Finance, Department of Revenue)
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F. No.8/DB/145/HRD(HRM-II)/2017-Pt.II

Dated: 15th May, 2019

To
Principal Chief / Chief Commissioners of Customs (All),
Principal Chief / Chief Commissioners of GST (All),
Principal Directors General/ 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),
Principal Commissioner (Coordn)/ Joint Secretary (Admin), CBIC, New Delhi,
Commissioner, Settlement Commission (All)/ Commissioner, CESTAT(All),
Commissioner, Authority of Advance Ruling(All),
Chief Controller of Factory, Gwalior/Narcotics Gwalior.

Subject: Launch of SPARROW-CBIC Project - Online writing of APARs in SPARROW for Group B and C officers of CBIC for the year 2018-19- reg.

Sir/ Madam,

With reference to the above subject, please refer to the DO letter No.8/DB/145/HRD(HRM-II)/2017 dated 11.01.2019 of Special Secretary and Member (Admin), CBIC. Further, please recollect the training of nodal officers and Custodians for SPARROW-CBIC project conducted by DGHRD teams at NACIN Delhi, Mumbai, Bangaluru and Kolkata in the month of January, 2019. In this regard, please also refer to this office letter F.No. 8/DB/145/HRD(HRM-II)/2017-Pt.II dated 23.04.2019. It has been decided that w.e.f. F.Y. 2018-19,, the Annual Performance Appraisal Report (APAR) has to be written online in Sparrow in respect of all Group B and C Officers (Grade Pay 1900 and above) of Central Board of Indirect Taxes and Customs (CBIC). To facilitate the filing of online APARs, SPARROW-CBIC Project has been implemented by the DGHRD-CBIC. **The Project has been inaugurated by the Chairman CBIC today, on 15.05.2019.** The Project is now ready for use and online APAR process can now be initiated in SPARROW-CBIC. Necessary training in this regard has already been imparted to the Custodians and Nodal Officers of all Zones and Directorates. Further, the Help manuals for SPARROW-CBIC are already available on the website of DGHRD. It is clarified that the APARs for the year 2018-19 should be filed/ written online in SPARROW-CBIC.

2. For filing the APAR online in SPARROW-CBIC, the officer has to first connect to Railtel VPN and then access SPARROW-CBIC by logging into <https://sparrow-cbic.rcil.gov.in>. For the purpose of

accessing SPARROW-CBIC, the log in ID and Password of VPN/ SPARROW have been specified in the Help Manual. For any further details, the concerned Custodian/ Super Custodian may be approached. The flow chart of APAR process in electronic environment in SPARROW-CBIC is annexed as Annexure A.

3. For initiation of APARs in electronic environment in SPARROW-CBIC, the Custodian and Alternate Custodian have been appointed for each formation. The list of all formations and names of Alternate Custodians/ Custodians are available in the SPARROW-B&C tab on left hand side on the DGHRD website - dghrdcbic.gov.in. If Custodian/ Alternate Custodian have not been appointed for any formation or there has been any change, then, the matter may immediately be taken up with the SPARROW-CBIC Helpdesk. For successful implementation of online filing of APARs, following timelines and instructions should be strictly followed:

- i. The Administration Section of each formation (Zone/Commissionerate /Directorate) shall furnish the complete details as required in Section-I of the APAR to the Custodian and Alternate Custodian. Special care should be taken to ensure the correctness of the names and period of supervision by each of the Reporting and Reviewing officers. The period of APAR/ PAR should cover complete period from 1st April, 2018 to 31st March, 2019. If there are more than one Reporting Authority during the year, then, there needs to be separate Workflow/ PAR created for each period. The correctness and completeness of this information is essential to decide the creation of APAR / NRC by the Custodian and Alternate Custodian. This is to be done in respect of all the Group B and C officers (with Grade Pay 1900 and above) who are working in a given formation as on date including for the officers who have gone on long leave / training / foreign assignment from that formation.
- ii. Based on the details submitted by the Administration Section, the Custodian/Alternate Custodian shall ensure to create the Workflow of Group B and C Officers of their respective formations
- iii. The workflows created by the Alternate Custodian will be automatically accessible to the Custodian. The Custodian should carefully examine if the WorkFlow created for APAR/ NRC/ Foreign Assignment is correct based on the details given by Administration Section and if WorkFlow needs amendment, he should update the WorkFlow accordingly. Care should be taken in filling the name and correct period of supervision by Reporting & Reviewing officers in the table pertaining to details of the Reporting/ Reviewing officers. The Custodian should complete the Section-I in respect of all the Group B and C officers registered in SPARROW-CBIC in his formation and save it so that the APAR can be generated and sent to the Officers Reported Upon electronically after e-signing. The same should be done immediately and all APAR/ PAR be generated by the Custodians immediately, latest by **24th May, 2019**.
- iv. It will be the responsibility of the Custodian to ensure that the PAR is generated electronically in respect of all the Group B and C officers who are working in his formation as on date including for the officers who have gone on long leave / training / foreign assignment from his formation.

- v. The PAR generated shall be available in the inbox of the Officer Reported Upon who should complete the Self-Appraisal in Section-II in all respects and forward the same to the Reporting Officer after e-signing by **30th June, 2019**. However, the Officers Reported Upon should be impressed upon to complete submission of their Self-Appraisal to the Reporting Officer as soon as possible, **without waiting for the last date**.
- vi. The Reporting Officer shall appraise the officer reported upon in Section III of APAR, complete in all aspects and forward the APAR to the Reviewing Officer after e-signing by **31st July, 2019** positively.
- vii. The Reviewing Officer shall appraise the officer reported upon in Section III of APAR for numerical gradings (against the gradings given by the Reporting Officer) and also complete the Section IV in all respects and forward the APAR to the Custodian after e-signing by **31st August, 2019** positively.
- viii. The Custodian shall disclose the completed APAR to the Officer Reported Upon immediately. The officer reported upon shall view the APAR and may either accept it or choose to represent within 15 days of communication in 'MY PAR' Tab.
- ix. The representation shall reach the Custodian who shall forward it to the Competent Authority electronically for disposal of representation. The Competent Authority shall call for comments of Reporting and Reviewing Authority and then, decide upon the APAR representation, as per instructions and upload the order in SPARROW which will then be communicated to the officer concerned by the Custodian.
- x. All the APARs and complete APAR Cycle 2018-19 has to be mandatorily completed by **31st December, 2019**. In this regard, DoP&T O.M. No. 21011/02/2015-Est(A-II)-Part II - dated 18.04.2019 may please be referred to wherein revised timelines for APAR Cycle 2018-19 have been prescribed. the same are to be adhered to strictly. Please note that any APARs not written/ completed in prescribed, timeline may not be taken cognizance of in future. Therefore, it is in the interest of all Officers and Staff to ensure that all APARs are completed in time. In this context, the role and responsibility of the Custodians and Super Custodians is very important. The whole process is to be closely monitored by the AC/ DC/ JC/ ADCs and Commissioners concerned.

4. Help Manuals in form of step by step guide for different roles as Custodian, PAR Manager, Officer Reported Upon, Reporting Officer and Reviewing Officer as well as Help Manual for VPN are available in the SPARROW-B&C tab on left hand side on the DGHRD website - dghrdcbic.gov.in which can be downloaded by the officers for reference.

5. It shall be the responsibility of the Zones/ Directorates to ensure smooth functioning of SPARROW-CBIC within their formations. Their SPARROW helpdesk teams shall be handling day to day queries from Group B and C officers and they shall be doing complete hand-holding and guidance. 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). Therefore, the complete operational responsibility of SPARROW-CBIC lies with the concerned CCs / DGs. They may decide upon:

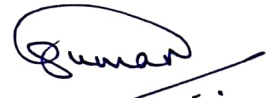
- a. whether any officer or officer(s) are to be allowed to file APAR manually or not.
- b. whether APARs are to be force forwarded from a particular stage to the next one after expiry of deadline for that stage to ensure timely completion of APAR cycle.
- c. Role assignments - Custodians/ Alternate Custodians for formations in their Zones/ Directorates.
- d. Updating the Employee details - Rank, place of posting etc. as requested by the officers.
- e. In case of any problem related to SPARROW/ APAR filing, the officers can take up with the Zonal Helpdesk.

6. In case of any technical glitches related to SPARROW (such as email ID not generated, account not mapped to SPARROW, unable to access SPARROW-CBIC or any other issue not getting resolved at local level), the Super Custodian in the Zones/Directorates may contact SPARROW- B & C Helpdesk at DGHRD through mail at eoffice.cbic@gov.in or over the telephone nos.: 011-23340314, 23340316. The HelpDesk shall be working from Monday to Saturday (10.00 am to 6.00 pm) upto 01.06.2019. Thereafter, the HelpDesk shall be functional from Monday to Friday, during office hours. The Custodians may flag their issues to their respective Super Custodian. The DGHRD Help Desk shall endeavour to revert within 24 hours to resolve the issue.

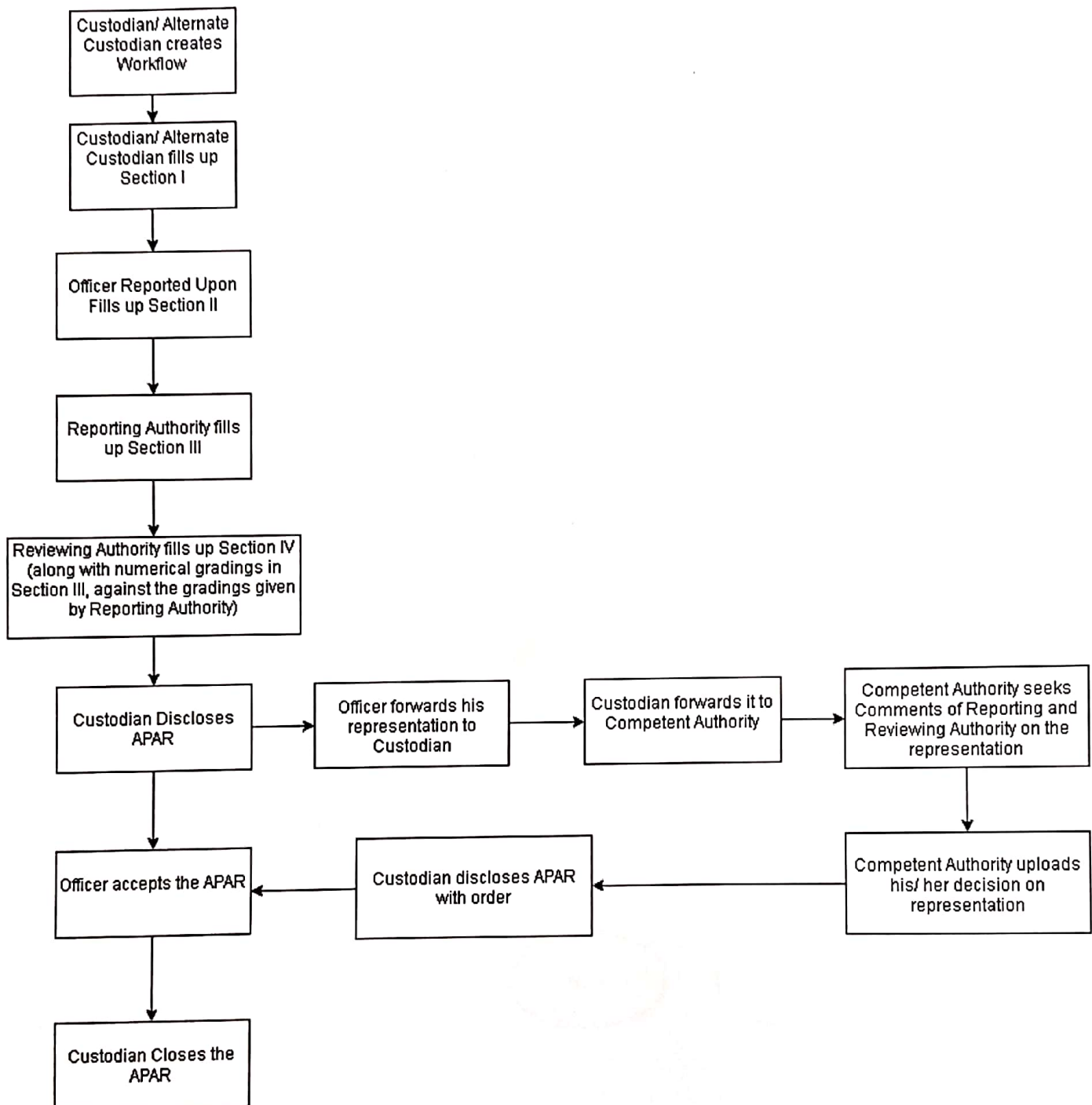
7. Keeping in view the importance and scale of the project, kind cooperation of all Officers and Staff is solicited to make this ambitious project successful. The Pr. CCs/ Pr. DGs/ CCs/ DGs/ Pr. Commissioners/ Commissioners are requested to pay personal attention to this project.

Encls:As above.

Yours faithfully,



(Balesh Kumar)
Director General, HRM



eOffice Management Architecture

