



Directorate General of Human Resources Development, HRM  
Central Board of Indirect Taxes & Customs,  
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Gole Market, New Delhi-110 001  
Fax : 011-23748050 (www.dghrdcbic.gov.in)

F.No. 8/1/BVS/HRD/HRM-I/APAR/2019

Dated: 21.02.2019

To

The Principal Chief / Chief Commissioners of Customs and GST (All),  
The Principal Directors General/ Directors General of Customs and GST (All),  
The Pr. Commissioner/Commissioner I/ C of Directorates (All),  
The Pr. Commissioner/Commissioner, Settlement Commission (All),  
The Pr. Commissioner/Commissioner, CESTAT (All),  
The Pr. Commissioner/Commissioner, Authority for Advance Ruling (All),  
The Chief Controller of Factories/ Narcotics Commissioner, Gwalior.  
The Pr. Commissioner (Coordination), CBIC, New Delhi  
All Pr. Commissioners/ Commissioners in Board (CBIC).

Sir/Madam,

**Subject: Online writing of APARs in SPARROW for IRS (C&CE) Officers for year 2018-19-reg.**

Please refer to this office letter F.No- 28/1/BVS/HRD(HRM)/APAR/2017 dated 16.02.2017 wherein detailed instructions have been issued for online writing of APAR. Online writing of APAR for the year 2018-19 will soon be starting and essential requirement for implementation of SPARROW is that the name of Custodian, Alternate Custodian and PAR Manager of all the formations should be updated in SPARROW.

2. The list of all the formations in SPARROW (for the purpose of online Performance Appraisal Reporting) and Custodian, Alternate Custodian and PAR Manager for various formations as on 19.02.2019 is available on DGHRD website at HRM 1 ► SPARROW ► Online writing of APARs. You are requested to peruse the list and nominate Group A officers in the role of Custodian, Alternate Custodian and PAR Manager, in case of change, urgently by 25.02.2019.

3. The details in respect of all officers nominated for above mentioned roles may be immediately sent in the proforma given in Annexure 'A' enclosed herewith. The details may also be sent through email to [help.sparrowcbic@gov.in](mailto:help.sparrowcbic@gov.in). This may be done on priority (latest by 25.02.2019), if not done already so that the APARs can be processed smoothly on SPARROW. In this regard, please also refer to this office letter F.No- 8/1/BVS/HRD/HRM-I/SPARROW/2019/1 dated 23.01.2019.

4. The following timelines/instructions should be strictly followed for the APAR year 2018-19.

- I. The Administration Section of each formation (Zone/Commissionerate /Directorate) shall furnish the complete details as required in Section-I of the APAR duly signed / verified by **8th March, 2019** to the PAR Manager and Custodian. Special care should be taken to ensure the correctness of the names & period of supervision by each of the Reporting & Reviewing officers and that these details are covering complete period from 1st April 2018 to 31st March 2019. The correctness and completeness of this information is essential to decide the creation of APAR/ NRC by the PAR Manager and Custodian. These details are to be filled in respect of all the Group A officers of IRS (C&CE) who are working in the particular 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 PAR Manager shall ensure to create the workflow of all the Group 'A' officers of IRS(C&CE) after logging into the Sparrow not later than **15th March,2019**. It is also clarified that he has to create the workflow in respect of all the Group A officers working under his formation including the officers on Long leave/Training /Foreign assignment wherein appropriate workflow for NRC /Foreign Assignment Note is to be created.
- III. The workflows created by the PAR Manager will be automatically available with the Custodian. The Custodian should carefully examine if the Workflow created for APAR/NRC/Foreign Assignment is correct based on details given by Administration Section and if Workflow needs amendment, he should delete the Workflow and create the new Workflow. The Custodian should complete all the details in Section-I latest by **25th March,2019** and save it. Care should be taken in filling the name & 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 A officers of IRS (C&CE) in his formation and save it latest by **25th March,2019** so that the APAR can be generated and sent to the Officers Reported Upon electronically after e-signing on **26-31st March,2019**.
- IV. It will be the responsibility of the Custodian to ensure that the PAR is generated electronically in respect of all the Group A officers of IRS (C&CE) 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 **15th April,2019**. In case, the officer does not forward his APAR timely, it will be force forwarded electronically by the Custodian/Super Custodian to the Reporting Officer for appraisal without resume.



- 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 **30th June,219** positively. In case, the Reporting Officer does not forward the APAR timely to Reviewing Officer, it will be force forwarded by the Custodian/Super Custodian to the Reviewing Officer for appraisal.
- VII. The Reviewing Officer shall appraise the officer reported upon in Section III of APAR for numerical grading and complete the Section IV in all respects and forward the APAR to the Custodian after e-signing by **31st August,2019** positively. In case, the Reviewing Officer does not appraise the APAR timely, he will forfeit his right to review and the Custodian will proceed with the disclosure to the officer.
- VIII. The Custodian shall disclose the completed APAR to the Officer Reported Upon latest by **1st September,2019** electronically. The officer reported upon may view the APAR and may either accept it or choose to represent. If he does not accept the APAR, he can represent to the Referral Board online along with any reference document in support of his representation within 15 days of communication in 'MY PAR' Tab.
- IX. The representation shall reach the Custodian who shall forward it to the Competent Authority (Referral Board) electronically for disposal of representation. The Referral Board shall decide upon the representation and upload the order in the SPARROW which will then be communicated to the officer concerned by the Custodian.
6. Help Manual in form of step by step guide for different roles as Custodian, PAR Manager, Officer Reported Upon, Reporting Officer and Reviewing Officer has been uploaded on the homepage of DGHRD website i.e. [dghrdbic.gov.in](http://dghrdbic.gov.in) which can be referred to.
7. While creating workflow for NRC for the Officers of the rank of Commissioner and above, PAR Manager need to fill the name of **Sh. Neeraj Babu Jain, Assistant Director (Employee Code- 8852)** in the "Competent Authority" field.
8. While creating workflow for APAR in the Representation Section, the PAR Manager should fill the name of **Sh. Vishnu Kumar, Joint Director (Employee Code- 3284)** in the "Competent Authority- Stage- I" and "Competent Authority- Stage- II" fields.
9. In case of any problem being faced related to sparrow/APAR filing, the officers can send email giving details of problem being faced to the Helpdesk at email i.e. [help.sparrowcbic@gov.in](mailto:help.sparrowcbic@gov.in) or they can contact Helpdesk telephonically (011-23741698). The details of the Helpdesk have also been given on the homepage of DGHRD website.

10. Please note that completion of APARs as per timelines prescribed is not only mandatory but is a vital prerequisite for proper human resource management for the organisation. Therefore, the need and importance of proper and timely completion of APARs can hardly be overemphasized. Apart from strictly adhering to the timelines, the APARs should also be written properly as per the instructions. There have been instances where many columns are not filled properly and gradings are given without proper justification. For example, while an officer has been awarded numerical grading equivalent to "Outstanding" but the Reporting/Reviewing officer has written just one small sentence in the pen picture about the officer. It needs to be emphasized upon all the Reporting/Reviewing officers that APARs must be written with due care and attention, keeping in mind APAR related instructions. As also, the details in Section-I needs to be filled properly and completely by the Custodian. The duration/period under the Reporting/Reviewing Officers as well as other details in Section-I needs to be filled completely and correctly.

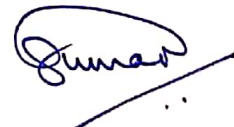
11. All the Controlling Officers (Pr. Chief Commissioners/Pr. DGs/Chief Commissioners/Directors General/Principal Commissioners/Commissioners) should ensure that all the Concerned Custodian & PAR Manager under them, have ensured the required action at their end as per the timelines. Further that, the concerned Reporting/Reviewing Officers are writing the APARs as per timelines prescribed. The role of Custodian and PAR Manager is very important and should be properly attended to. The PAR Manager and Custodian should ensure to properly generate the APAR workflows, especially with proper and correctly filing the period of Reporting and Reviewing Officers in Section-I of APAR. All the controlling Officers may please ensure the same and making APAR writing as one of the agenda points for their Review meetings.

12. It should be ensured that each and every officer's APARs covering the whole APAR year 2018-19 are completed either by APAR writing or NRC, if needed. As per DoPT instructions, the explanation of officers not Reporting/Reviewing the APARs of their subordinates in time needs to be called for by the Controlling officers. Therefore, the Officers who have not Reported/Reviewed the APARs of their subordinates for 2017-18, the same needs to be recorded in Section-II of 2018-19 APAR in terms of DoPT instructions.

These instructions should be strictly followed please.

Encl: As above

Yours faithfully,



(Balesh Kumar)  
DG, HRM

974-1034  
25/2/19

## Annexure-A

### Proforma for nomination of Custodian

Name	Employee Code	Commissionerate/Directorate	Designation	Contact No-official	Contact No-Mobile	E-mail Id	Remarks

### Proforma for nomination of Alternate Custodian

Name	Employee Code	Commissionerate/Directorate	Designation	Contact No-official	Contact No-Mobile	E-mail Id	Remarks

### Proforma for nomination of Par-Manager

Name	Employee Code	Commissionerate/Directorate	Designation	Contact No-official	Contact No-Mobile	E-mail Id	Remarks