

**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, 3rd Floor, Bhai Vir Singh Marg
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F. No.8/DB/145/HRD(HRM-II)/SPARROW-CBIC-MISC.

Dated: June, 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), CBIC, New Delhi,
Commissioner, Settlement Commission (All)/ Commissioner, CESTAT(All),
Commissioner, Authority for Advance Ruling(All),
Chief Controller of Factory, Gwalior/CBN Gwalior.

Subject: SPARROW-CBIC Project - Online writing of APARs in SPARROW for Group B and C officers of CBIC for the year 2018-19 - Filling up of Self Appraisal (Section II)- reg.

Sir/ Madam,

As you are aware, SPARROW-CBIC has been launched by the Chairman CBIC on 15th May, 2019. The Project extends facility of online writing of APARs to over 47000 officers and staff of CBIC – Group B and C and non-IRS Group A. This ambitious project will reform the APAR writing process and ultimately, lead to better HR cadre management of all the cadres in CBIC.

In this regard, this is to bring to your kind notice that though APARs have been generated (Section I) for most of the officers in SPARROW-CBIC, no. of officers are however, yet to fill the Self Appraisal (Section II) and the blank APAR Section I is still pending with the officers. It may please be emphasized upon all the officers that they need to immediately fill their Self Appraisal in Section II of APAR and submit/ forward the same online in SPARROW-CBIC to the Reporting Officer by 30th June, 2019.

It is, therefore, requested to look into the matter personally and ensure that Self Appraisal in Section II is filled urgently before 30th June and submitted to the Reporting Authority online in SPARROW-CBIC.

Another area of concern relating to SPARROW-CBIC is that many officers have obtained multiple gov.in email IDs. This is a wastage of precious Government resources and also pose a system security threat. Hence, the Custodians are requested to identify and email to SPARROW-CBIC Helpdesk office.cbic@gov.in the following data for all Group B and C officers in their formation – [Officer Name,

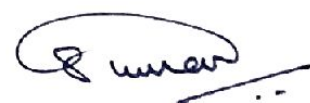
Designation, Mobile Number, Gov.in Email ID being used for SPARROW-CBIC, Commissionerate/ Zonal Unit of Directorate where currently posted, Year of Joining Department.] The email IDs which are not thus verified by the Custodians, shall be deleted. Therefore, this data need to be carefully verified in the Custodian and sent to DGHRD

In view of large no of emails being received on office.cbic@gov.in, henceforth, the DGHRM Helpdesk shall only revert to emails from Super Custodians and Primary Custodians. Custodians are requested to compile all issues/ problems faced by officers and email to the Helpdesk once or twice a day from their gov.in email ID linked to SPARROW-CBIC. Similarly, the calls to Helpdesk landline numbers may be made only by Super Custodian /Custodian/ Alternate Custodians after understanding and attempting to resolve issues at their end. The Super Custodians, Primary and Alternate Custodians are required to fully acquaint themselves with working of SPARROW-CBIC and to act as the local helpdesk for the officers in their jurisdiction and not forward / redirect all issues/ problems to DGHRM in routine manner. The relevant help manuals and FAQs are available in the SPARROW-CBIC section of dghrdcbic.gov.in website.

In cases where officers are on Loan, attempt maybe made that APAR is generated by the parent organization. However, recognizing the difficulties in the communication and APAR generation, the organization where officer is posted on Loan may also take up APAR generation and processing after getting the relevant Section I details from the parent formation, in case the parent formation hasn't generated the APAR yet.

Senior officers are requested to kindly look into it on priority to please ensure 100% APAR filing in SPARROW-CBIC of all APARs already generated. For any left out cases/ issues, necessary action may continue simultaneously.

Yours faithfully,



(Balesh Kumar)
Director General, HRM