



B. BHATTACHARYA, IRS  
DIRECTOR GENERAL

भारत सरकार  
मानव संसाधन विकास महानिदेशालय  
सीमा एवं केन्द्रीय उत्पाद शुल्क  
प्लॉट नं० सी-४, भूतन, पश्चिम विंग,  
इरकॉन बिल्डिंग, जिन्ना केन्द्र साकेत,  
नई दिल्ली-११००१७

Government of India  
Directorate General of Human  
Resource Development  
Customs & Central Excise  
Plot No. C-4, (West Wing)  
Ground Floor, IRCON Building  
District Centre, Saket,  
New Delhi-110017

F. No.8/DB/145/HRD(HRM-II)/2017

Dated:24.09.18

Dear, Sir

Subject: Implementation of e-office Lite (SPARROW) and PIMS for CBIC employees - reg.

1. As you are aware, e-Office Lite (SPARROW) has already been implemented for Group A Officers posted under CBIC w.e.f Financial Year 2016-17. Now it has been decided to implement e-Office Lite (SPARROW) for all Group B and C officers posted at all formations under CBIC. The Competent Authority has already granted administrative approval and expenditure sanction for this project. It has also been decided to implement PIMS (e-Service Book) for Group A, B and C officers. Annex A explaining e-Office Lite (SPARROW) is enclosed.
2. In the first phase, SPARROW will be implemented and in the next phase PIMS (e-Service Book) will be implemented. NIC will be converting the existing APAR forms in to soft versions for online writing of APAR and in a phased manner, testing, training and implementation would be carried out with the help of NIC. e-Sign Services will be provided by CDAC and the Software will be hosted at the Data Centre of M/s RailTel Corporation of India Ltd, a PSU under the Ministry of Railways.
3. It is proposed to implement APAR online writing for all Group B & C Officers posted under your charge from Financial Year 2018-19 w.e.f. 01.04.2019. The User Acceptance Test (UAT) would be done at our end by December 2018. For the implementation of SPARROW, a dedicated e-Office team needs to be set up urgently in each Zone/Directorates so that the project can be completed on time. The team should consist of the following officers:
  - (i) One Additional/ Joint Commissioner or equivalent rank.
  - (ii) One Deputy/ Assistant Commissioner or equivalent rank (The same officer will also be given e-mail admin and super custodian rights).
  - (iii) A team consisting of six to eight Inspectors/Tax assistants, which will act as the Helpdesk for their respective Zones/Directorates.
  - (iv) Further in each Commissionerate, one nodal officer in the rank of Deputy/ Assistant Commissioner or equivalent rank should be appointed to coordinate with the zonal

team and play the role of facilitator since Group A officers have prior experience of the online APAR writing which would help in the proper implementation of the project. The Nodal Officer should be assisted by Inspector/ Tax Assistant well versed in IT from each division. It is requested to inform the details of the Nodal Officer appointed in your Zone/Directorate for coordination with Name Designation, e-mail ID and Telephone/mobile Number.

4. The key responsibilities of the officers in the SPARROW implementation team at the Zone/Directorate level would be:
  - (i) NIC e-mail id creation for all Group B and C officers. The attached form in Annex 'B' needs to be filled up by the Nodal Officer and sent to the Project Manager at our office.
  - (ii) To collect Sparrow and PIMS data of all Group B and C officers working in the Zone/Directorate and scan and upload in the required templates.
  - (iii) To ensure that all group B and C officers have Aadhar number and their mobile number should be linked to Aadhar for e-sign.
  - (iv) To provide troubleshooting related to e-Office issues of the Group B & C officers of their respective zone/Directorate.
  - (v) In case of transfer of the officer who has been assigned any role in SPARROW such as Par Manager, Custodian, Alternate Custodian, EMD Manager, it will be the responsibility of the concerned formation to nominate another officer and communicate the same to the zonal/directorate team for e-Office Lite.
  - (vi) In case of change in any details of group B and C Officers i. e. transfer, promotion etc., it will be the responsibility of EMD manager of e-Office Lite of the concerned Zone/Directorate to change the details in PIMS.
  - (vii) To Coordinate with the Centralized dedicated team for e-Office Lite which has been set-up at DGHRD, New Delhi.

- (viii) Work allocation as per the roles assigned for e-Office Lite (SPARROW) would be:
- (a) PAR Manager: To create workflow.
  - (b) Custodian : Creation of APAR, creation and updation of workflow.
  - (c) Alternate Custodian: Work as Custodian in the absence of Custodian.
  - (d) EMD Manager: To make entries in PIMS.

5. The necessary training would be provided by DGHRD with the help of NIC, the details of which will be intimated later.

In case of any queries you can contact the Project Manager:-

Name: Ajay Luhach

Designation: Deputy Director (HRM-I)

Mobile No.: -7840088005

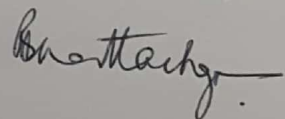
E-mail :- [eooffice.cbic@gov.in](mailto:eooffice.cbic@gov.in)

Phone :- 011-23741697

[Enclo : Annex A & B]

*With Regards,*

Yours sincerely,



B. Bhattacharya

To,  
Principal Chief / Chief Commissioners of Customs (All),  
Principal Chief / Chief Commissioners of GST (All)  
Principal Director / Director Generals of GST & Customs (All),  
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.



## (Annex A)

### 1. What is e-Office Lite (SPARROW)?

e-Office is a software developed by NIC and implemented across 22 departments of Government of India. It consists of many modules such as eFile, KMS, CAMS, eLeave, eTour, PIMS, SPARROW. e-Office license is provided by NIC by packaging it in different modules – Premium and Lite versions.

eOffice Lite (SPARROW) is a Lite version that includes SPARROW, PIMS and PRISM as explained below :

1. **Smart Performance Appraisal Report Recording Online Window (SPARROW)** is online module to write APAR and IPR.
2. **Personnel Information Management System (PIMS)** manages employee data comprehensively and the output of PIMS is eService Book. This has been approved by DoPT
3. **Property Return Information System Management (PRISM)** is the module for electronic filing of Asset and Liability Declaration, in accordance with the LokPal Act-2013. Since no GOI direction on filing the asset and liability as per Lokpal Act has been issued, PRISM is in suspended state. IPR can be filed through SPARROW.

### 2. Need for SPARROW & PIMS for Group B and C officers

At present, APARs of Group B and C staff of CBIC are written manually. There is considerable delay in the manual system and currently APAR writing does not adhere to timelines or APARs get misplaced or lost. This adversely affects the officer reported upon and his/her prospects of promotion and cadre management in general.

Similarly, service books in hard copy are always at risk of being misplaced or damaged or pages getting lost. PIMS offers e-Service book which is the solution to all such problems. Moreover, with PIMS, employee database will be digitally stored centrally and it will be easy to search and process. This will help in searching the right man for the right job.

### 3. What is PIMS (Personal Information Management System)?

Personal Information Management System (PIMS) is a package developed to capture personal information of the employees working under an Organization/ Department. It consists of Eighteen modules which captures information pertaining to personnel, posting, awards, leave, qualification, Family details etc. of every individual which is stored in this application. Admin is authorized to Add and Edit the records of every employee. Below are few objectives of PIMS module:

- (i) To manage all the information respective to each employee.
- (ii) To achieve conversion of physical employee records and document into e-format.
- (iii) To reduce the time in processing and retrieving employee information.

**(Annex B)**

**Authorization for Admin console for email accounts**

[To be taken on organization Letter head]

1. Following person is nominated for the administration console for managing email accounts for the domain “@.....

Name:

Designation:

Email:

(Name based email account on NIC mail server)

Mobile:

Phone No:

Postal Address:

**(NIC VPN for MAILADMIN has to be taken by the same person to access this admin console.)**

2. I have read the NIC email policy

[https://mail.gov.in/iwc\\_static/c11n/allDomain/layout/policy.html](https://mail.gov.in/iwc_static/c11n/allDomain/layout/policy.html)

carefully and will strictly adhere to the same.

3. Admin console will be used to manage-

**No. of accounts** = (Existing:        Projected:        )

**This is to declare that I have read the terms and conditions given above and agree to abide by them. I shall be single point of contact in case required. I will be responsible for any misuse of the service/ violation of the clauses.**

**Signature of the Applicant with date and seal**

**Approved by competent authority**

**Signature of NIC COORDINATOR with date and seal**

## **TERMS & CONDITIONS TO ACCESS ADMIN CONSOLE:**

1. We will inform NIC immediately in case of any change in the above information about the administrator.
2. In case of any inappropriate use of email or violation of email address policy the administrator will be responsible for that & NIC has right to deactivate the administration console.
3. The administrator and organization requesting for the Delegated Admin console is solely responsible for the accounts created under their domain. The organization and administrator will be held responsible for any inappropriate use of the id's created under the domain.
4. Organization that would access the admin console would be given access over VPN ONLY.
5. The OU assigned (By VPN Division) to the user would be MAILADMIN.
6. Admin console can be provided to one person only for an organization. (Delegated by competent authority of respective organization).
7. Access list would be configured to allow access to admin console site only. User cannot browse any other site in NICNET.
8. Organizations having at least 200 active accounts can be provided the admin console.
9. Organizations under paid accounts category, have to provide the proof of payment made to NIC p(RR-section)
10. A strong password will be assigned. Administrator cannot change his admin password without due consent from INOC support.
11. Admin ID will be renewed every year. If user fails to do so, Id will be deactivated automatically.

**Signature of the Applicant with date and seal**

**Approved by competent authority**

**Signature of NIC COORDINATOR with date and seal**