

F. No. 25-4/2013-SPG (Vol-11)
Government of India
Ministry of Communications
Department of Posts
(Personnel Division)

Dak Bhawan, New Delhi

Dated: 20/07/2020

To

All Heads of Circles
Addl. DG APS
Director, RAKNPA, Ghaziabad
General Manager, CEPT, Mysore

**Subject: Online filling of Performance Appraisal Reports (PARs) for all Officers/
Officials of Department of Posts - regarding.**

Madam/ Sir,

This is regarding implementation of Smart Performance Appraisal Report Recording Online Window (SPARROW) for online filling of Annual Performance Appraisal Reports (APARs) for all Group 'A' officers of Department of Posts.

2. In this regard, it is informed that NIC email ID and credentials in respect of all IPoS Group 'A' officers and MMS Group 'A' officers have been created by the NIC. The data in respect of all IPoS Group 'A' officers and MMS group 'A' officers as verified by their respective Circles have been mapped and ported in SPARROW. Further, Role of State Custodian and PAR Manager have been assigned to the officers nominated by the Circles. The Smart Performance Appraisal Report Recording Online Window (SPARROW) for online filling of Annual Performance Appraisal Reports (APARs) for all IPoS Group 'A' officers and MMS Group 'A' officers has been made live from 16th July, 2020 for the assessment year i.e. 2019-20.

3. A copy of Standard Operating Procedure for online filling of Annual Performance Appraisal Reports (APARs) is enclosed herewith and for ensuring following action:

(i) The State Custodian and PAR Manager will generate the workflow of filling online APAR form.

(ii) State Custodian and PAR Manager will initiate the APAR of all the officer for the reporting year 2019-20 except the HAG level officers.

(iii) APAR of the officers posted in establishment other than Circles will be initiated by the custodian as mentioned in the SOP.

(iv) While creating the workflow and initiating the APAR form, instructions related to timeline for writing the APAR as issued by Department of Personnel & Training vide OM No. 21011/02/2015-Est (A-II) dated 11.06.2020 will be kept in mind.

4. As per the guidelines as mentioned in para 3, the APAR form will be generated by the custodian by 31.07.2020 and APAR form duly filled in by the officer reported upon will be submitted to the reporting authority online by 31.08.2020.

5. The State Custodian and PAR Manager will keep in touch with following officials for resolving any issues which may come up during implementation of the project.


(i) Regarding functionality related issues of SPARROW, Shri Abhishek Sharma with mobile no. 07053073163, email ID Cstomemberp@gmail.com and landline phone no 011-23044831 will be the Single Point of Contact (SPOC).

(ii) In case of issues related to master data, email ID, change of role-based incumbency, Shri C. P. Singh, Inspector Posts of SPG Branch with mobile no. 09034169633 with email ID dopspg@gmail.com can be contacted.

(iii) Shri Om Prakash Pokhriyal, Assistant Director (SPG-I) with Mobile No. 08700183313 with email ID dopspg@gmail.com can also be contacted for resolving any issue related to SPARROW.

6. The Director Postal Services (HQ) will be the nodal officer for implementation for the project in Circles, while in Postal Directorate, Director (Staff) will be the nodal officer. The nodal officers will keep track of the progress on day to day basis so that the generation of workflow, creation of APAR, recording of self-appraisal by officer reported upon, remarks of Reporting and Reviewing Officer are completed as per DoP&T instructions and time schedule quoted in para 3 (iv) and 4 above.

Yours faithfully,


(G. Rajeev)
Director (Staff)

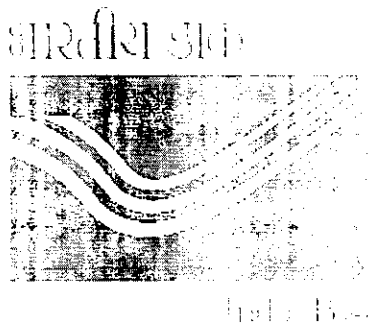
Copy to:

1. Sr.PPS to Secretary (Posts) / Sr.PPS to Director General Postal Services
2. PPS/ PS to Addl. DG (Co-ordination)/ Member (Banking)/ Member (O)/ Member (P)/ Member (Planning & HRD)/ Member (PLI)/ Member (Tech)
3. Sr. Deputy Director General (Vigilance) & CVO / Sr. Deputy Director General (PAF)/ Chief General Manager, BD Directorate / Parcel Directorate / PLI Directorate
4. Secretary, Postal Services Board/ All Deputy Directors General/ GMs, BD Directorate / Parcel Directorate / PLI Directorate
5. All Directors Postal Directorate/Director Postal Training Centres.
6. All Assistant Directors General (ADsG)/ AGMs, BD Directorate / Parcel Directorate / PLI Directorate.
7. Sh. Ravi Kumar, Sr. Technical Director, NIC
8. CS to Member (Personnel), Central Custodian to complete the exercise related to IPoS Officers posted in the Postal Directorate, BD/PLI/Parcel Directorate. The APAR wherein remarks of Accepting Authority are required will be processed manually. After completion of the manual process, the APARs will be converted to digitized format in SPARROW alongwith APARs of IPoS officers on deputation.


(G. Rajeev)
Director (Staff)

Standard Operating Procedure

Smart Performance Appraisal Report Recording Online Window (SPARROW)



Personnel Division
Department of Posts
Ministry of Communication
Government of India, 110001

Standard Operating Procedure (SOP) for SPARROW

PART -I

1. Introduction

Annual Performance Appraisal Performance (APAR) filling process starts at the beginning of the financial year. The custodian of the respective Ministry/Department sends the blank APAR forms to the Individual officer. The officer fills the PAR for further submission to his/her Reporting Officer. The APAR moves from Reporting officer to Reviewing officer and to Accepting Authority mandatorily marking CR Section a slip.

With the electronic system in place, the recording and the movement of PAR forms will become seamless, quick and convenient due to inbuilt alert mechanisms through different modes at appropriate stages. The system provides status check so that the officers' may know where their APARs are pending as well as what are pending with them.

2. Objective

The electronic Annual Performance Appraisal Report (SPARROW) is online system based on the comprehensive performance appraisal dossier that is maintained for each member of the service by the Department. The aim of this system is to facilitate the electronic filling of APAR by the officers in a way that is not only user friendly but also allows to fill from anywhere anytime as per their convenience. Similar convenience will be available to the officers at different stages in workflow hierarchy of filling and submission process. The system is also expected to reduce delays in submission of completely filled PARs.

3. Access to URL and Pre-requisites

The Domain Name System (DNS) for the portal is **sparrow-IPoS.eoffice.gov.in**. So the URL **http://:sparrow-IPoS.eoffice.gov.in** is to be used to access. The e-mail ID in format **XXX@gov.in** or **XXX@nic.in** is the Login ID and the password will be same which is for email ID. The by name email ID will be used and not the appointment based. This URL can be accessed on Sify network, NIC network or other network working in India.

We can search any employee on various parameters like name, date etc. The PAR can be saved as Draft to work later on the same. Timely mobile and email alerts are given at appropriate stages. Tracking of PAR at every stage is possible. There is no issue of Missing/Lost/damaged APARs. At the time of transfer of role-based authority, the detail of the newly posted official will be communicated to SUPER ADMIN along-with email for changing the roles of concerned officials.

5. Scope of SPARROW

The software has been developed to take care of APARs of Gr. 'A' IPoS Officers and MMS Officers (Managers and above). However, for the reporting year of 2019-20 Gr. 'A' IPOS officers on deputation will not be covered in SPARROW. These officers will be covered from reporting year 2020-21. For the reporting year 2019-20, manual system of APAR will be followed for these officers. Central Custodian will migrate these formats to digital format.

6 Defining Roles, Responsibilities & Rights

A. APAR Custodian Central – CS to member (P)

(i) Custodian Central is responsible for Work flow Generation for all the officers posted in Postal Directorate, Parcel Directorate, PLI Directorate and BD&M Directorate .

(ii) Custodian Central is also responsible for Work flow Generation for all the HAG officers posted in offices other than mentioned in para (i) above.

(iii) Custodian Central is responsible for APAR generation and filling of Part I in the APAR forms for all officers posted in Postal Directorate, Parcel Directorate, PLI Directorate and BD&M Directorate .

(iv) Custodian Central is responsible for disclosure of APAR to all the IPoS Group 'A' officers i. e. JTS and above officers including the officers posted in various circles, CEPT and PTCs.

(v) Custodian Central is the Single Point of Contact for forwarding all representations of IPoS Group 'A' officers to Competent authority through SPARROW.

(vi) The single point for migration of physical copy of APAR to SPARROW.

(vii) Tracking of all the APARs will be visible to Central Custodian.

B. APAR Custodian State – APMG/AD (Staff) in Circles/AD (Tech)-CEPT Mysuru/JD (Adm) - RAKNPA Ghaziabad

(i) Custodian State is responsible for Workflow Generation for all the Group 'A' officers other than HAG level officers posted in the respective Circles and PTCs who are under administrative control of the respective Circle.

(ii) Custodian state is responsible for PAR generation and filling of Part I in the PAR forms for all the Group 'A' officers other than HAG level officers posted in the respective Circles and PTCs who are under administrative control of the respective Circle.

(iii) Custodian State is also responsible for workflow creation and PAR generation for part period for which the officers were posted in circle but transferred out in mid of the reporting year.

(iii) Can track all the APARs generated by them but will not be able to see the content of APAR after generation i.e. self appraisal, comments of Reporting and reviewing officer will not be visible to custodian state.

C. APAR Manager Central– Assistant to CS to member (P)

APAR Manager will be assisting central and centralized custodian in performing the responsibilities assigned with limited roles assigned.

D. APAR Manager State – Sr. PS/PPS to CPMG in Circles in Circles/ PS to GM-CEPT Mysuru/PPS to Director RAKNPA Ghaziabad

APAR Manager will be assisting state custodian in performing the responsibilities assigned with limited roles assigned.

E. PIMS Creator Central – Assistant Director (SPG-I)

PIMS Creator is responsible for adding/updating data of officer in the database on joining or leaving the Postal Directorate, PLI Directorate, Parcel Directorate and BD&M Directorate. He will also be responsible for adding data of any new appointment in IPoS Group 'A' service.

F. PIMS Verifier Central – ADG (SPG)

PIMS Verifier is responsible for verifying the details of the employee added/updated by PIMS Creator Central.

G. PIMS Creator cum verifier Circle – APMG / AD (Staff) in circles/AD (Tech)-CEPT Mysuru/JD (Adm) - RAKNPA Ghaziabad

PIMS Creator cum verifier in Circle is responsible for adding/updating and verifying the data of the IPoS officers Gr 'A' in the database as and when he/she is joining or leaving the Postal Circle. And make appropriate changes in.

H. Centralized Custodian – Member (P)

(i) Centralized Custodian can view tracking of all the PARs and can check where the PAR is pending as well as what aspects are pending with whom. It will be a central monitoring tool.

(ii) In case of any pendency, Centralized Custodian can send a customize alert and request the officers to forward the PAR to next level.

(ii) Centralized Custodian can also forcibly forward the PAR to next level in case it is pending beyond the standard time limit.

I. Super Admin – Director (Staff)

The super admin will be having rights to assign roles related to APAR Management as per details given above.

PART-II

7.Preparatory Action for Roll out of SPARROW

- i. Circle-wise database of Group 'A', IPoS officers will be forwarded by PIMS Central Creator, SPG Division Postal Dte to all the Circles . Circle PIMS Creators cum Verifiers will verify all the details mentioned in the database and confirm the same to SPG Branch. Wherever changes related to the data of the officers are required , the same will also be informed to SPG Branch of Directorate. This exercise is important in view of the fact that some of the officers either are not having gov. domain email or have forgotten the password.
- ii. Once verified data is received, PIMS Central Creator SPG Branch, in consultation with NIC, will get the data updated in a manner that system generated password is send to the concerned mobile numbers of the officers.
- iii. PIMS Creator (Central), i.e. Assistant Director (SPG-I) will ensure uploading of the verified data to SPARROW. This data will be master data for all purposes.
- iv. SPG Branch will circulate format calling for the details of State custodian and PAR Managers of Circles along with the gov. domain email id and respective mobile numbers. The email id is supposed to be personal email id of the officer holding the charge of APMG (Staff)/AD(Staff) and having the charge of Senior PS/PPS to CPMG/Director RAKNPA/GM CEPT.
- v. Wherever gov. domain email id is not available, SPG Branch will coordinate with NIC to get it generated and communicate the same to the concerned officer.
- vi. This data of custodians and PAR Managers will be made available to NIC for updating in SPARROW.
- vii. The URL, user name and password made available to the Circles will be used for practice by State custodian/Par Manager so that they are well conversant with the process flow and get attuned to the process related to creation of work flow and generation of APAR.
- viii. The details of URL and user credential will also be made available to all IPoS officers so that they can log in into the system and understand the process of filling the self-appraisal part. Officers will also familiarize themselves with the process involved in writing the remarks of Reporting Officer and Reviewing Officer. For the practice purpose, User Manual which is the part of the SPARROW software can be downloaded and studied properly.

8. Action to be taken after Roll out of SPARROW:

- i. The system is planned to be made on line with real data from 10th June onwards. The URL with dummy data will not be available afterwards.
- ii. Central custodian/State custodian will ensure that work flow is generated for all the Group 'A' IPoS officers by 15th June, 2020 for the year 2019-20 and for subsequent years by 15th April of every year or timeline prescribed from time to time.
- iii. As Part I of APAR is to be filled in by the Central/State custodian in SPARROW, therefore, it is advisable that they will collect all the related information either from the respective office or from the officer concerned well in advance so that the process of creation of work flow is not delayed. A format has already been circulated in this regard.
- iv. Once work flow is created and APAR is generated, the system will automatically send the alert to the registered mobile number and e-mail of the officer reported upon. On receipt of the alert, officer reported upon will open the APAR format in the SPARROW by logging into the system. The officer reported upon will check the entries made by Central/State custodian in Part I of the APAR format. In case any change is required, officer reported upon will flag the change, which will be modified by the Central/State custodian. Officer reported upon will carefully fill in all the entries related to self-appraisal part and after being satisfied he/she will submit the form. On submission of self-appraisal, the system will generate the alert and having pushed the digital APAR format to the Reporting Officer. The alert will go to officer reported upon and also to the Reporting Officer.
- v. On getting the alert, the Reporting Officer will log in into the system and fill the entries meant for Reporting Officer. On completing the process meant for Reporting Officer, the APAR format will be submitted to the appropriate authority as defined in work flow and the process will continue till completion of the cycle. The entire cycle is shown separately in the SOP.
- vi. In case of HAG level officers and above, as there is no provision for self-appraisal, the APAR format will be forwarded by Central Custodian to the reporting officer after filling the part-1 of the format. The officer reported upon can view it at the time of disclosure and flag in case of any change required in part -1 of format.

9. Miscellaneous Actions

- i. As and when there is induction of new IPoS officers either through Civil Services Examination or DPC, the same will be updated into the system by PIMS Creator (Central) followed by verification by PIMS Verifier (Central).

ii. Whenever any officer is joining or leaving on transfer the Directorate/RAKNPA, Ghaziabad/Circles/CEPT Mysuru, the concerned PIMS Creator will ensure that data related to the officer is updated.

iii. As and when the role based authority gets changed due to retirement/transfer etc., the details of new incumbent will be forwarded to the Super Admin for making change in roles . It will be done promptly to avoid inconvenience.

iv. All Gr. 'A' IPoS Officers and role based authorities will download User Manual from SPARROW website to make themselves conversant with the related process.

v. Though all kinds of custodians have been provided with facility of FORCE PUSH the APAR to next channel if it is getting delayed , but this option will not be used for the reporting year 2019-20. In future also it will be used only with written permission of Member (P) in DTE , CPMG in circles, Director in RAKNPA and GM in CEPT

vi. The concerned custodians will keep monitoring the process. Wherever delay is observed, concerned officer will be reminded for completing the process.

vii. Digital signature will also be mandatory for all concerned in form of e-signature. For this purpose, AADHAR Number with registered mobile will be required. It needs be kept ready at the time of logging into the system.

10. Point of Contact

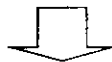
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iii. Shri Om Prakash Pokhriyal , AD (SPG) with Mobile No 08700183313 can also be contacted for resolving the issue.

PART-III
Process Flow of APAR MOVEMENT
(I) Standard Movement

Custodian (Central/State) to
define work flow & generate APAR and
forward the same to officer reported upon



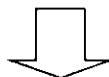
Officer Reported upon fills the PAR and
sends to Reporting Authority



Reporting Authority views APAR and
Grades the APAR and forwards to Reviewing
Authority



Reviewing authority views the APAR,
grades it and sends to the Accepting
Authority/Central Custodian



Where ever prescribed Accepting authority
views the PAR, finalizes the grade and sends
to the Central Custodian



Central custodian will forward APAR to the
officer reported upon.
If the officer reported upon accepts the PAR
and sends it to the central custodian back
then the same is closed by the central
custodian. After 15 days .if no representation
is submitted through SPARROW, the system

will treat as officer reported upon nothing has to represent.

(ii) Movement in case of Representation

ON disclose of APAR .If the officer reported upon is not satisfied then he has to click button for representation, mention his observation for forwarding to Central Custodian.



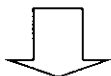
After getting orders from competent authority ,Central Custodian sends that to the Reporting/Reviewing Authority for comments



Reporting Officer ~~the~~ and forward the file to Reviewing Officer who gave the comments in the APAR



Reviewing authority views the APAR, gives the remark and forwards the same to Competent Authority



Competent authority views the APAR, finalizes the grades and sends it to the central custodian



Central Custodian forwards the APAR to the officer reported upon. If officer reported upon does not accept the decision of competent authority, the officer may prefer memorial to president.
If the officer accept the APAR , the same will be closed by the central custodian