

Government of India  
Ministry of Communications  
Department of Posts  
(Personnel Division)

Dak Bhawan, Sansad Marg

New Delhi – 110 001

Dated: 14/03/2022

OFFICE MEMORANDUM

Subject: Online filling of Annual Performance Appraisal Reports (APARs) for all Group 'A' Officers of Department of Posts - regarding.


The Annual Performance Appraisal Report (APAR) is an important document as it provides the basic and vital inputs for assessing the performance of an officer and for his/her further promotions/career advancements. It is, therefore, essential that APARs are completed in a time bound manner so that up-to-date APARs are available by due date.

2. It has been observed that there are instances where confirmation, regular promotion, appointment to sensitive posts, deputation etc., could not be considered in time due to non-availability of APARs for the relevant period. Therefore, the process of recording of APAR of IPoS Group 'A' and MMS Group 'A' officers through SPARROW portal, wherever applicable, following procedure which has been prescribed, is reiterated to be followed by all concerned: -

(i) In SPARROW portal, e-APAR Work Flow is created by the Custodian based on basic employee information received from the Officer Reported Upon in prescribed format i.e. Annexure-I. The Custodian/PAR Manager have been defined in Standard Operating Procedure (SOP) circulated vide Department of Post O.M. No. 25-4/2013-SPG (Vol.II) dated 20.07.2020. A copy of SOP is enclosed at Annexure – III.

(ii) Any delay/mistake in furnishing basic employee information by the Officer Reported Upon will be his own responsibility. The Officer Reported Upon must furnish information in Annexure-I, period/part wise, well in time with due care. The officer himself will be responsible for correctness. Wherever necessary, following documents will be appended to the Annexure -I.

- a. Copy of relieving order from the previous charge and copy of joining report in the current charge for which the APAR is being written.
- b. In case where option 'NRC' is chosen by the Officer Reported Upon, the ground for NRC should be clearly specified by the Officer Reported Upon i.e. multiple reporting officers, period of service under a Reporting Officer less than three months, availing of Earned Leave/Maternity Leave/Child Care Leave/Study Leave for more than 15 days.



- c. Leave Orders
- d. Training Orders.
- e. In case Officer Reported Upon is on deputation, the name of Department/Organization, designation be clearly mentioned in the Annexure-I along with copy of order and joining report to the post on deputation. This is relevant only for the organization where SPARROW has been implemented and the officers of the organisations are on SPARROW.

(iii) A time schedule for various stages in writing of APAR has been prescribed in DoPT O.M. No. 21011/1/2005-Estt (A) (Pt-II) dated 23.07.2009 which are amended from time to time, if required. This is the responsibility of the Officer Reported Upon to get the APAR initiated from the concerned Custodian, as and when required, by submitting the details as per Annexure-I. The Officer Reported Upon will submit self-appraisal within stipulated time-schedule. If the Officer Reported Upon fails to submit the self-appraisal by the stipulated date, the report will be written without self-appraisal. If no self-appraisal is received by the stipulated date, the Reporting Officer should proceed to write the report on the basis of his own experience of the work and conduct of the Officer Reported Upon. While doing so, he will also point out the failure of the Officer Reported Upon to submit his self-appraisal within the stipulated time. For changes in the time schedule, all officers will continue to check DoP&T website.

(iv) The SPARROW portal also provides status check so that the officers know where their APARs are pending as well as what are pending with them. In case, APAR of an Officer Reported Upon is not received by the Reporting Officer within prescribed time, he will intimate the same to Custodian so that the APAR of the Officer Reported Upon will be 'Force Forwarded' to the Reporting Officer for necessary action as envisaged in para (iii) above. This procedure will be adopted if auto-forwarded is not enabled.

(v) Reporting Officer and Reviewing Officer are required to complete the APAR as per the Time Schedule prescribed. In case the APAR is not initiated by the Reporting Officer for any reason within stipulated date, he shall forfeit his right to enter any remarks in the APAR of the Officer to be Reported Upon and shall submit/forward online, all APARs held by him for the further action by Reviewing Officer immediately after the period has expired. Similarly, the Reviewing Officer shall also forfeit his right to enter any remarks in the APAR beyond prescribed date. At the same time failure on writing/reviewing APAR well within the prescribed date need to be viewed seriously in terms of DoPT O.M. No. 21011/02/2009-Estt. (A) dated 16.02.2009.

(vi) In case the remarks of the Reporting Officer or Reviewing Officer have not been entered in the APAR due to the concerned officer forfeiting his right to make any entry, a certificate to this effect shall be added in his APAR for the relevant period. In case both the Reporting Officer and Reviewing Officer have forfeited their rights to enter any remarks, the APAR format with the self-appraisal given by the Officer to be Reported Upon will be placed in his APAR dossier. The case will be proceeded for NRC. Action will also be initiated

regarding failure of writing/reviewing APAR on part of Reporting/Reviewing Officer. If it is found that Reporting/Reviewing officer despite lapse of period for his comment, has given comment it would be viewed seriously.

(vii) Whenever there is a gap in the APAR during a particular reporting period due to the reasons given below, it shall be the responsibility of the Concerned Custodian (Central/State) to generate No Report Certificate (NRC) indicating the reason(s): -

- a. Officer Reported Upon has not worked for minimum three months under a Reporting Officer;
- b. Officer on Leave/Training during the period;
- c. Officer was on unauthorized absence;
- d. Officer under suspension;

(viii) If APAR could not be initiated/written due to the reason other than those mentioned in para 2 (vii), it will be the responsibility of CS to Member (P) to examine the cases in detail and take necessary action with the approval of Member (Personnel).

3. Timely writing of APAR is a public duty. Any instances of delay/failure to perform this public duty as per time schedule shall be brought to the notice of the Cadre Controlling Authority for necessary action. The officer concerned shall be personally responsible for the outcome. Hence, time schedule for recording and completion of APAR at all stages should be strictly adhered to by all concerned.

4. Whenever Officer Reported Upon/Reporting Officer is transferred and period of reporting is three months or more, it will be the responsibility of Officer Reporting Upon to submit the details as per Annexure-I to the Custodian for generation of APAR within five days in a manner that it is received by Custodian next day. Custodian will ensure that the APAR is initiated within two days and sent to Officer Reported Upon for submission of self-appraisal. The Reporting Officer will ensure that APAR is written within two weeks of time and forwarded to Reviewing Officer, who will take action as per instructions of DoPT on the matter. The entire process will be completed within one month of time of transfer. These timelines are indicative to ensure immediate writing of APAR on transfer of Reporting Officer/Officer Reported Upon.

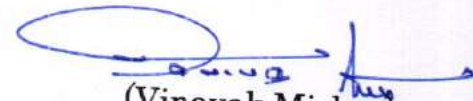
5. It is requested to bring this to the notice of all concerned for strict compliance of the above instructions/guidelines to ensure that APARs are completed in time bound manner. The APAR of all the IPoS Group 'A' (including all HAG level officers) and MMS Group 'A' officer will be initiated in SPARROW Portal for the APAR year 2021-22 with exceptions given in para 6.

5.1 Officers who have not yet created SPARROW account may furnish details as per Annexure-II for creation of their SPARROW account.

6. The APAR of the IPoS Group 'A' and MMS Group 'A' officers who are on deputation to an organization where SPARROW is not available such as State Govt./PSUs/IPPB etc., will continue to be written in manual format. The Confidential Section of Postal Directorate will forward the APAR form to concerned officer in physical format through Registered Post. It will be the responsibility of the Officer Reported Upon to keep watch on obtaining APAR form from Confidential Section well in time. The forms can also be downloaded from the official website of Department of Posts.

7. This issues with the approval of the Competent Authority.

Encl. – As Above



(Vinayak Mishra)

Assistant Director General (SPG)

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 / Chief General Manager, Parcel Directorate / PLI Directorate/BD Directorate.
4. Director, Rafi Ahmed Kidwai National Postal Academy, Ghaziabad.
5. CGM, CEPT Mysore
6. All Chief Postmasters General/Postmasters General.
7. Addl. DG, APS C/o 56 APO.
8. Secretary, Postal Services Board/ All Deputy Directors General.
9. GM (CEPT), Mysore, with a request to upload the order in India Post Website.
10. All GMs/Directors, BD Directorate / Parcel Directorate / PLI Directorate.
11. All Assistant Directors General (ADsG), Postal Directorate/ AGMs, BD Directorate / Parcel Directorate / PLI Directorate.
12. CS to Member (P).
13. Guard File.

Details to be provided by IPoS Group 'A' and MMS Group 'A' officers to their respective Custodians for generation of APAR (alongwith relevant documents such as transfer/posting, EOL/Study Leave, retirement etc. order, if any)

\*Please submit the details of each part in separate form

- A. Report for the Year:
- B. Period of Report (From & To in DD/MM/YYYY);
- C. APAR Part No. (If "Period of Report" is less than a year and more than one APAR is required due to transfer/retirement etc.)

1.	Name of the officer				
2.	Date of Birth (DD/MM/YYYY)				
3.	Employee ID (CSI ID)				
4.	Basic Pay				
5.	Date of continuous appointment to present Grade	Date			
Grade					
Regular/NFU					
6.	Date of continuous appointment to present Post	Date			
Designation during period concerned					
7.	Reporting Officer during the period of Report	Is Reporting Officer part of SPARROW system of GOI (Yes/No)			
Name					
Batch (Allotment Year)					
Service					
Cadre					
Designation					
Employee Code					
8.	Reviewing Officer during the period of Report	Is Reporting Officer part of SPARROW system of GOI (Yes/No)			
Name					
Batch (Allotment Year)					
Service					
Cadre					
Designation					
Employee Code					
9.	Accepting Authority during the period of Report (If any)	Is Reporting Officer part of SPARROW system of GOI (Yes/No)			
Name					
Batch (Allotment Year)					
Service					
Cadre					
Designation					
Employee Code					
10.	Date of Submission of Annual Immovable Property Returns				
11.	Period of absence from duty (on training, leave etc.) during the year. If he/she has undergone any training, please specify complete details or NIC, as the case may be.				
	Absence Category	Period From	Period To	Type/Nature	Remarks


In case there are multiple periods of reporting and review during the year, details of each reporting/reviewing officer with period thereof may be provided.

**Self-Certification:** It is certified that the information provided above is true and correct to the best of my knowledge.

Date:

Signature:

Name of the officer:

Designation:

Office Contact No./Mobile:

Email ID:

## Annexure – II

To letter no. 25-4/2013-SPG (Vol II) dated...14.03.2022.

### Details required for Creation of SPARROW Account

Employee Code	
Name of the Officer	
Designation	
Father's Name	
Date of Birth	
Religion	
Category (Gen/OBC/SC/ST)	
NIC email ID	
Service & Cadre	
Mobile No. (For receiving OTP)	
Aadhaar No.	
Type of Appointment (DR/SLY)	
Appointment Date	
Allotment Year (Year of joining in JTS Grade)	

Signature of the Officer:

Counter Signature of Reporting Officer:

To: ADG (SPG) with request to create the SPARROW Account.

# **Standard Operating Procedure**

**(Updated as on 25.02.2022)**

## **Smart Performance Appraisal Report Recording Online Window (SPARROW)**

भारतीय डाक



India Post

**Personnel Division  
Department of Posts  
Ministry of Communications  
New Delhi**

# **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 URL <http://sparrow-ipos.eoffice.gov.in> is to be used to access the SPARROW Portal. The e-mail ID in format [XXX@gov.in](mailto:XXX@gov.in) or [XXX@nic.in](mailto: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 any 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 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.

#### **4. Scope of SPARROW**

The software has been developed to take care of APARs of Group 'A' IPoS Officers and MMS Group 'A' Officers. For the reporting year 2021-22, all the IPoS Group 'A' officers (including all HAG level officers) and MMS Group 'A' officers will submit the APAR in SPARROW except those who are on deputation to an organization where SPARROW is not available such as State Govt./PSUs/IPPB etc.

#### **5. Defining Roles, Responsibilities & Rights**

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

- (i) Custodian Central is responsible for Work flow & APAR Generation for all the officers posted in Postal Directorate, Parcel Directorate, PLI Directorate, BD&M Directorate, APS and the officers on deputation to other Ministries/Departments.
- (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, APS and the officers on deputation to other Ministries/Departments.
- (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, PTCs, RAKNPA, APS etc.
- (v) Custodian Central will forward the representations of the above mentioned 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, 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 ,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.

(iv) Custodian State 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. PAR 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. PAR Manager State – Sr. PS/PPS to CPMG in Circles/ PS to CGM-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 transfer of any Group 'A' officer. 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 verifying the data of the IPoS officers Gr 'A' in the database as and when the officer is joining or leaving the Postal Circle.

#### **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 force 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.

### **6. 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 PIMS verifier 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 by the concerned Custodian State 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. All kinds of custodians have been provided with facility of Force Forward the APAR to next channel if it is not submitted as per DoP&T prescribed time schedule. It will be used only with written permission of Member (P) in Postal Directorate, CPMG in circles, Director in RAKNPA and CGM 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 number will be required. It needs be kept ready at the time of logging into the system.

## **7. Point of Contact**

- i. Regarding functionality related issues of SPARROW, Shri Abhishek Sharma with mobile no. 07053073163, email id [cstomemberp@gmail.com](mailto:cstomemberp@gmail.com) and landline phone no 011-23044831 will be the SPOC.
- ii. In case of technical issues and issues related to master data, email id, change of role-based incumbency, Shri Chanderpal Singh, Inspector Posts of SPG Branch with mobile no. 09034169633 with email id [dopspg@gmail.com](mailto:dopspg@gmail.com) can be contacted.
- iii. Shri Om Prakash Pokhriyal, AD (SPG) with Mobile No 08700183313 can also be contacted for resolving the issue.

## **PART – II**

### **PROCESS FLOW OF APAR MOVEMENT**

#### **(I) Standard Movement**

Custodian (Central/State) collects the details from Officer Reported Upon to complete Part-I of APAR/Officer Reported Upon provide details to Custodian.



Custodian (Central/State) completes the Part-I of APAR, define work flow & generates APAR and forward the same to Officer Reported Upon



Officer Reported upon fills the Part-II of APAR and sends to Reporting Authority



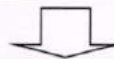
Reporting Authority views APAR and Grades the APAR in Part-III & IV and forwards to Reviewing Authority



Reviewing authority views the APAR, grades in Part-V and sends to the Accepting Authority/Central Custodian



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

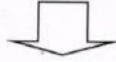


Central custodian will forward APAR to the officer reported upon.

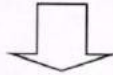
If the officer reported upon accepts the PAR and sends it to the Central Custodian back then the same is closed by the central custodian. After 15 days. if no representation is submitted through SPARROW, the system will treat as officer reported upon nothing has to represent.

## **(ii) Movement in case of Representation**

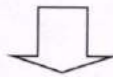
On disclose of APAR, If the officer reported upon is not satisfied then he has to click button for representation, mention his observation for forwarding to Concerned Custodian.



Custodian will forward the representation to DDG(P), Competent Authority-I for further examination.



Representation will be dealt manually in Personnel Division.



After decision of the Competent Authority, Personnel Division will convey decision to officer concerned and to Custodian Central for migration of final PAR with the decision of Competent Authority to the SPARROW portal.