No. 17048/01/2015-IPS ACR Cell
GOVERNMENT OF INDIA/BHARAT SARKAR
MINISTRY OF HOME AFFAIRS/GRIH MANTRALAYA

North Block, New Delhi
Dated, the 24th February, 2016

To,

The Chief Secretary of all State Governments/UTs
(as per mailing list)

Sub: Implementation/Adoption of Smart Performance Appraisal
Report Recording Online Window (SPARROW) and Personnel
Information Management System (PIMS) system for/by IPS
officers – Reg.

Sir/Madam,

Please refer to this Ministry’s letter of even number dated 25.01.2016
regarding implementation of the Smart Performance Appraisal Report Recording
Online Window system in respect of IPS officers w.e.f. 01.04.2016.

2. The electronic Annual Performance Appraisal Report (SPARROW) is an
online system based on the comprehensive performance appraisal dossier that is
maintained for each member of the service by the organization. The aim of the
system is to facilitate the electronic filing of PAR by officers in a way that is not
only user friendly but also allows to fill from anywhere, anytime as per their
convenience.

3. Personnel Information Management System (PIMS) is a electronic system
for maintaining the details of an employee. PIMS allows users to enter and
update the employee personal data and employment records according to the
access and role privileges. PIMS stores all the information required from an
employee as per the provisions of the Service Book.

4. For this purpose, NIC has developed a software, viz. PAR (SPARROW).
The above modules are accessible over the INTERNET using recommended
browser i.e. Internet Explorer and Mozilla Firefox.
5. In order to implement SPARROW it is essential that every member of the Service has his/her own e-mail id issued by NIC and he/she should have digital signature certificate (DSC).

6. In case an IPS officer is not having NIC mail id, he/she should immediately apply for the same to District-NIC Office or State NIC Office.

7. Digital Signature Certificate (DSC) provides a secure way of accessing the application and can be presented electronically to prove one's identity or one's right to access information or service on the internet. DSC is available in the form of smart card or USB e Token. DSC can be obtained from any certifying authority. The details of available CA can be found at http://www.cca.gov.in/cca/?q=licensed ca.html. It can be procured through any of the licensed Certifying Authorities empanelled by Controller of Certifying Authorities.

8. For implementation of PIMS, all IPS officers need to use NIC e-mail to register in PIMS at https://ips.gov.in. Once the registration request is submitted the nodal officer [IG/ADG (Administration)] in the State Government should verify/validate the request.

9. In this regard it is also informed that the NIC has prepared detailed "User Manual" which is annexed herewith as Annexure-I.

10. Implementation Guidelines are annexed herewith as Annexure-IIA and Annexure-IIB.

11. Quick Guidelines for Digital Signature Certificate are given at Annexure-III.

12. In order to implement SPARROW, you need to identify Custodian, Additional Custodian and PAR Managers. Names of Custodian, Additional Custodian and PAR Manager along with their NIC e-mail IDs should be sent to NIC SPARROW team and MHA for providing them the required access rights in the SPARROW. DSCs may be procured on priority basis for Custodian and Additional Custodian.

13. We also request you to ensure that PIMS is fully used.

14. NIC-team in State Governments have been requested to extend necessary support to the officers for smooth implementation of SPARROW and PIMS.

15. A video conference was held on 23rd Feb, 2016 at MHA, North Block, New Delhi. In this conference basic features were explained. As from 01.04.2016 submission of PARs by the officers in the Service will be done only through PAR (SPARROW), in order to make them familiarise with the software, the State Governments are also requested to hold video conference/meetings/training sessions with the members of the Service.
16. It is requested that contents of this letter may be given wide circulation among the members of Indian Police Service.

Yours faithfully,

(Kumar Alok)

Joint Secretary to the Government of India
Tele: 011 2309 2548
e-mail: jsp-mha@nic.in

Copy forwarded to the Technical Director, NIC, MHA with the request to upload the letter on the web-site of MHA for wide circulation.
SPARROW
Smart Performance Appraisal Report Recording Online Window
User Manual

Department of Personnel & Training (DOPT)

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Ver. 1.1
Dated: 19/02/16
NIC - EOF - EPAR- UM-001
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### Abbreviations

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<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
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<tbody>
<tr>
<td>SPARROW</td>
<td>Smart Performance Appraisal Report Recording Online Window</td>
</tr>
<tr>
<td>PAR</td>
<td>Performance Appraisal Report</td>
</tr>
<tr>
<td>MaA</td>
<td>Memorial against Assessment</td>
</tr>
<tr>
<td>CR</td>
<td>Central Repository</td>
</tr>
<tr>
<td>EMD</td>
<td>Employee Manager Details</td>
</tr>
<tr>
<td>SPOC</td>
<td>Single Point of Contact</td>
</tr>
<tr>
<td>CCA</td>
<td>Cadre Controlling Authority</td>
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<td>DSC</td>
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<td>13.11.2</td>
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1. Objective

The electronic Annual Performance Appraisal Report (SPARROW) is an online system based on the comprehensive performance appraisal dossier that is maintained for each member of the Service by the State Government/Central Government. The aim of this system is to facilitate the electronic filling of PAR by 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 the workflow hierarchy of filling and submission process. The system is also expected to reduce delays in submission of completely filled PARs.
2. Introduction

PAR filling process starts at the beginning of the financial year. The Custodian of the respective Ministry/department sends the blank PAR forms to the Individual officer. The officer fills the PAR for further submission to his/her Reporting Officer. The PAR 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 movement of PAR forms becomes seamless, quick and convenient due to inbuilt alert mechanisms through different modes at appropriate Stages. The system provides status check so that the officers' know where their PARs pending as well as what is pending with them.
3. Key Features - SPARROW

Form ID: Form ID is unique and created while generation of Form
PAR ID: Unique ID for PAR.
Search Criteria: To search on various parameters like name, date etc
Draft: To save the PAR as Draft and work later

Flows of PAR
Standard: Grading on the Standard flow of PAR.
Representation: Officer can put for Representation in case of disagreement
Referral: Officer can Put for Referral Board for in case of disagreement with representation decision
Memorial against Assessment (MaA): Officer can Put for MaA in case of disagreement with Referral
Delays: Reduced delays in PARs submission
Communication: Timely Mobile and emails alerts at appropriate Stage
Security: Submission possible only through digital signing
Pendency: Tracking at every Stage
Safety: No case of Missing/Lost/Damaged PARs
4. Roles - SPARROW

Primary
PAR Custodian
Primary Nodal Officer
Ownership Based
Centre PAR Custodian
State PAR Custodian
Administration Based
System Administrator
PAR Administrator
PAR Manager
EMD Administrator
Workflow Based
Reporting Authority
Reviewing Authority
Accepting Authority
Competent Authority
5. Roles & Responsibilities - SPARROW

<table>
<thead>
<tr>
<th>Roles and Responsibilities</th>
<th>Ownership Based</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Primary</strong></td>
<td><strong>Centre PAR Custodian</strong></td>
</tr>
<tr>
<td>PAR Custodian</td>
<td>Responsibilities</td>
</tr>
<tr>
<td>Responsibilities</td>
<td>SPOC for Center</td>
</tr>
<tr>
<td>Manages and Maintains PAR Database</td>
<td>Maintains the records with respect to Center</td>
</tr>
<tr>
<td>Central Repository records updating</td>
<td><strong>State PAR Custodian</strong></td>
</tr>
<tr>
<td></td>
<td>Responsibilities</td>
</tr>
<tr>
<td>Primary Nodal Officer</td>
<td>SPOC for State</td>
</tr>
<tr>
<td>Responsibilities</td>
<td>Maintains the records with respect to State</td>
</tr>
<tr>
<td>Generates the PAR</td>
<td>Parameters for PAR are set up</td>
</tr>
<tr>
<td>Administration Based</td>
<td>Workflow Based</td>
</tr>
<tr>
<td>-----------------------------------------------------------</td>
<td>---------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>System Administrator</strong></td>
<td><strong>Reporting Authority</strong></td>
</tr>
<tr>
<td>Responsibilities</td>
<td>Responsibilities</td>
</tr>
<tr>
<td>Maintains the records of database</td>
<td>Views the completed PAR of an officer</td>
</tr>
<tr>
<td>Updation of Databases</td>
<td>Grades the PAR and forwards to Reviewing Authority</td>
</tr>
<tr>
<td><strong>PAR Administrator</strong></td>
<td><strong>Reviewing Authority</strong></td>
</tr>
<tr>
<td>Responsibilities</td>
<td>Responsibilities</td>
</tr>
<tr>
<td>SPOC for maintaining database for respective cadres</td>
<td>Views the forwarded PAR from Reporting Authority</td>
</tr>
<tr>
<td>Set up the PAR templates and Primary Database</td>
<td>Grades the PAR and forwards to Accepting Authority</td>
</tr>
<tr>
<td><strong>PAR Manager</strong></td>
<td><strong>Accepting Authority</strong></td>
</tr>
<tr>
<td>Responsibilities</td>
<td>Responsibilities</td>
</tr>
<tr>
<td>Responsible for creating workflow for PAR</td>
<td>Views the Forwarded PAR from Reviewing Authority</td>
</tr>
<tr>
<td><strong>EMD Manager</strong></td>
<td>Finalizes the grading for PAR and forwards to Custodian</td>
</tr>
<tr>
<td>Responsibilities</td>
<td><strong>Competent Authority</strong></td>
</tr>
<tr>
<td>SPOC for maintaining and managing the Officer Transfers and Superannuation</td>
<td>Responsible for Reassessing the PAR during Referral and Memorial against Assessment</td>
</tr>
<tr>
<td>SPOC for maintaining and managing the Personnel Information of Officer</td>
<td></td>
</tr>
</tbody>
</table>
6. Workflow Oriented Movement of PAR

Workflow Based Movement of PAR

<table>
<thead>
<tr>
<th>Standard</th>
<th>Representation</th>
<th>Referral</th>
<th>MaA</th>
</tr>
</thead>
</table>

*First Steps by Custodian to be performed before initiating the PAR to Officers*
*Workflow is created for Officer.*
*PARs are only generated and sent to Officer, whose workflows are created.*
*Custodian receives an email on every movement of PAR.*
*Custodian closes the Accepted PAR.*
| Officer: Officer fills the PAR and sends to Reporting Authority. |
| Custodian: Forwards the PAR to Reporting Authority. |
| Reporting Authority: Views the completed PAR and Grades the PAR and forwards to Reviewing Authority |
| Reviewing Authority: Views the PAR, Grades the PAR and Forwards to Accepting Authority |
| Accepting Authority: views the PAR, Finalizes the grading for the PAR and sends to custodian. |
| Custodian: Forwards the PAR to Officer. |
| Officer: Accepts the PAR and sends to custodian. PAR is closed. |

| Officer willing to Put to Representation Board |
| forwards the request to custodian. |
| Custodian: Forwards the request to Representation Board |
| Representation Board (Reporting & Reviewing & Accepting Authorities), depending on Accepting Authority, either grade is modified or commented and forwarded to Custodian. |
| Custodian: Forwards the PAR to Officer. |
| Officer: Accepts the PAR and sends to custodian. PAR is closed. |

| Officer willing to Put to Referral Board |
| Custodian: Forwards the request to Referral Board |
| Referral Board (Competent Authority) would discusses and comments the PAR. |
| Custodian: Forwards the PAR to Officer. |
| Officer: Accepts the PAR and sends to custodian. PAR is closed. |

| Officer willing to Put to Memorial against Assessment(ManA) |
| Custodian: Forwards the request to ManA(Competent Authority) |
| Competent Authority would discusses on the PAR and forwards to Custodian. |
| Custodian: Forwards the PAR to Officer. |
| Officer: Accepts the PAR and sends to Custodian. PAR is closed. |
7. Modules - SPARROW

SPARROW comprises of the following modules, all the modules are user friendly:

- Inbox
- Sent
- Delegation
- User Assistance
  - Track Your PAR
- PAR
  - Generation
  - Update Section I
  - Tracking
  - Force Forward
- Workflow
  - Create/Update
- Dossier
  - Officers Completed PAR
  - My Completed PAR
  - My ACR Status
- DSC
  - Enroll
  - Status
- NIC Email Status
- Support@HelpDesk
- Report Issue
  - Check Status
  - Feedback
  - Role Details
- Migration
  - PAR Migration
  - Grading (Manually Section Upload)
7.1 ADMINISTRATOR - Standard Menu
Standard Menu has functionalities required to process PAR. Standard Menu is accessible by Administrators. Admin maintains and manages the flow of PAR.
Standard Menu is as shown in Fig.SPARROW.1:

![SPARROW Menu](image)

Fig.SPARROW.1

7.2 User or Officer - Standard Menu

![SPARROW Menu](image)

Fig.SPARROW.2
8. Movement of PAR – Custodian (First Steps)

8.1 Create Workflow/Update
- To create workflows go to Workflow → Create/Update.
- Select the Assessment period; search Officer, to create a workflow as shown in Fig.SPARROW.3:

![Workflow Creation Interface]

**Fig.SPARROW.3**
- As a result the list of searched employee page appears, select the employee as shown in Fig.SPARROW.4
As a result page appears, provide **Status** and **Type of Form** as shown in Fig.SPARROW.5:

---

**Fig.SPARROW.5**

- **Status**
  - **IN PROCESS**
  - **COMPLETED**
  - **NOT STARTED**

- **Type of Form**
- Provide necessary parameters, click **Continue** as shown in Fig.SPARROW.5:

- A page appears, open **Standard** ( ), select officers, click **Save** button as shown in Fig.SPARROW.6:
A message prompts "Workflow Created Successfully".

Note: Custodian\PAR Manager Creates\updates the workflow. PAR is generated only by Custodian for whom workflows are created.
8.2 Update Workflow

- To edit or update workflow, search Officer, a page appears, click Update button as shown in Fig.SPARROW.7:

![Fig.SPARROW.7](image)

- A page appears, Standard, Update fields, click Update as shown in Fig.SPARROW.8:

![Fig.SPARROW.8](image)
Fig.SPARROW.8

- A message prompts "Workflow Updated Successfully".
8.3 Generation of PAR

- Go to PAR → Generation, select Assessment Period, click Search button and Quick Action as shown in Fig.SPARROW.9:

![Fig.SPARROW.9](image)

Note:

- The Generate, Send, and Generate & Send buttons are for movement of physical files.

- As a result, the Section I form screen appears, custodian fills the details and click Save As Draft button, unique Form ID is generated as shown in Fig.SPARROW.10 & Fig.SPARROW.11 respectively:
Note:
a. PAR can be sent only after generation.
8.4 Send PAR

- Click **Send To Employee** ( ), a message page appears as shown in **Fig.SPARROW.12**:

```
Message

APAR ID 2015-01042014-31032015-29 has been successfully sent to USER 4 (01AP032000) - FRL SECY TO GOVT(TW) SOCIAL WELFARE DEPT HYDERABAD
```

**Fig.SPARROW.12**
9. Movement of PAR-Standard Flow

Stage 1: Officer performs the following steps to fill PAR:

- Click PAR ID (31032015-29) to open PAR as shown in Fig.SPARROW.13:

![Fig.SPARROW.13](image)

- Officer fills the Section II form and click Send To Reporting Authority button, as shown in Fig.SPARROW.14:

![Fig.SPARROW.14](image)
A message prompts successfully sent to as shown in Fig.SPARROW.15:

A Message ID 2015-01042014-31022015-29 of USER 4 (01AP002300) - PRL. SECY TO COV/T/WV/SOCIAL WELFARE DEPT HYDERABAD has been successfully sent to USER 1 (VICE-CHAIRMAN & MANAGING DIRECTOR A.P. STATE WAREHOUSING CORPN LTD: HYDERABAD)

Fig.SPARROW.15

Note:
- a. Form has Section I and Section II.
- b. Section I is updated by Custodian/ Personnel Department.
- c. Section II to be updated by Officer.
Stage 2: Reporting Authority performs the following steps to Forward to Reviewing Authority:

- Click PAR ID \(\text{2015-01042014-31032015-29}\) to open the Form as shown in Fig.SPARROW.16:

![Form Image]

- A page appears, Reporting Authority views Section I & Section II forms, grades the PAR in Section III, click Send to Reviewing Authority \(\text{Send To Reviewing Authority}\) button as shown in Fig.SPARROW.17:
Fig.SPARROW.17

- A message prompts **successfully sent** as shown in Fig.SPARROW.18:

![Message Box](image)

**Fig.SPARROW.18**

**Note:**

a. Section I & Section II are both in readable mode.

b. PAR can be either Save As Draft or Send to Reporting Authority.

**Stage 3: Reviewing Authority performs the following steps to forward to Accepting Authority:**

- Click **PAR ID** *(31032015-29)* to open PAR as shown in Fig.SPARROW. 19:
Fig.SPARROW.19

- Reviewing Authority views Section I, Section II & Section III forms, grades the PAR in Section IV, click Send to Accepting Authority (Send To Accepting Authority) as shown in Fig.SPARROW.20:

Fig.SPARROW.20

- A message prompts successfully sent as shown in Fig.SPARROW.21:
Stage 4: Accepting Authority performs the following steps to send the PAR to CR:

- Click PAR ID (31032015-29) to open PAR as shown in Fig.SPARROW. 22:

- Accepting Authority view Section I, Section II, Section III & Section IV forms and finalises garde in Section V form, click Send To CR Section ( ) as shown in Fig.SPARROW.23:
Fig.SPARROW.23

- A message prompts successfully sent as shown in Fig.SPARROW.24:

Fig.SPARROW.24

Stage 5: Custodian performs the following steps to disclose PAR:

- Click PAR ID (2015-01042014-3102015-29) to open PAR as shown in Fig.SPARROW.25:
Fig.SPARROW.25

- PAR is opened, click Disclose to Officer ( ) to disclose the PAR as shown in Fig.SPARROW. 26:

Fig.SPARROW.26

- A message prompts successfully sent as shown in Fig.SPARROW. 27:
Stage 6: Officer performs the following steps to Accept PAR:

2015-01042014-

- Click **PAR ID (31032015-29)**, to view PAR grading as shown in Fig.SPARROW. 28:

- Click **I Accept (1)** else Put to Representation (**Put for Representation**), as shown in Fig.SPARROW. 29:
Fig.SPARROW.29

- A message prompts successfully sent as shown in Fig.SPARROW. 30:

Fig.SPARROW.30

Note:
a. Officer can either Accept or Put for Representation.

Stage 7: Custodian performs the following steps for Closure of PAR:

2016-01042014-

- Click PAR ID (31032015-250) to open the PAR as shown in Fig.SPARROW. 31:
- Click Close ( ) to close the PAR as shown in Fig.SPARROW.32:

- A message prompts successfully completed as shown in Fig.SPARROW.33:
Message

APAR ID: 2016-01042014-3102016-28 of USER 4 (01AP032600) - PRL SECY TO GOVT(TW) SOCIAL WELFARE DEPT HYDERABAD has been successfully completed

Fig.SPARROW.33
10. Movement of PAR - Representation Flow

Stage 1: Officer performs the following steps to Put for representation:

- Click Put for Representation, to Put for Representation as shown in Fig.SPARROW. 34:

   ![Fig.SPARROW.34]

- A window appears, enter remarks and Submit as shown in Fig.SPARROW.35:
A message prompts successfully sent as shown in Fig.SPARROW. 34:

Stage 2: Custodian performs the following steps to forward the request:

- Click PAR ID ( ) to open PAR as shown in Fig.SPARROW.35:
Fig. SPARROW.35

- Custodian fills the Letter Section form and clicks the Send To Accepting Authority button, as shown in Fig. SPARROW.36:

Fig. SPARROW.36

- A message prompts successfully sent as shown in Fig. SPARROW.37:
Fig.SPARROW.37

Note:

a. Custodian forwards to Representation.

Stage 3: Accepting Authority performs the following steps for consideration:

- Accepting Authority opens PAR ID(2015-01042014-31052015-19) as shown in Fig.SPARROW.38:

Fig.SPARROW.38

- A page appears, Accepting Authority enters remarks, forward the request to next authority and click Send To () button, as shown in Fig.SPARROW.39:
A message prompts successfully sent as shown in Fig.SPARROW.40:

Stage 4: Custodian performs the following steps to disclose PAR to Officer:

- Custodian opens PAR ID (31052015-19) as shown in Fig. SPARROW.41:
Fig.SPARROW.41

- A page appears, click Disclose to Employee (Box) as shown in Fig.SPARROW.42:

Fig.SPARROW.42

- A message prompts successfully sent as shown in Fig.SPARROW.43:
Fig.SPARROW.43

Note:
 a. CR Section receives the PAR from Accepting Authority and forwards to Officer.

Stage 5: Officer performs the following steps to Accept PAR:

- Click PAR ID(2015-01042014-31032015-19) to open the disclosed PAR as shown in Fig.SPARROW.44:

Fig.SPARROW.44

- Officer either Accepts (Accept) or Put for Referral Board(Put to Refferal Board) as shown in Fig.SPARROW.45:
Note:
a. Stage 6 & 7 are followed for Movement of PAR- Standard.
b. Referral Board is a Competent Authority.
11. Movement of PAR – Referral Flow

Stage 1: Officer performs the following steps to request to Referral Board:

- Click **Put to Referral Board** ([Put to Referral Board](#)), enter the remarks and **Submit** ([Submit](#)) as shown in Fig.SPARROW.46:

![Figure SPARROW.46](#)

- A message prompts successfully sent as shown in Fig.SPARROW.47:

![Figure SPARROW.47](#)
Stage 2: Custodian performs the following steps to forward the request:

- Click PAR ID (31032015-19), as shown in Fig.SPARROW.48:

![Fig.SPARROW.48](image)

- A page appears, click Sent to competent Authority (Send To Competent Authority) as shown in Fig.SPARROW.49:
Fig.SPARROW.49

- A message prompts successfully sent as shown in Fig.SPARROW.50:

Fig.SPARROW.50

Note:

a. Custodian is responsible to forward the Case to competent authority.

Stage 3: Competent Authority performs the following steps for consideration:

- Competent Authority views PAR ID(31032015-19), as shown in Fig.SPARROW.51:
Fig.SPARROW.51

- A page appears, click **Send to CR Section (Send To CR Section)** as shown in **Fig.SPARROW.52**:

Fig.SPARROW.52

- A message prompts **successfully sent** as shown in **Fig.SPARROW.53**:
Note:

a. Competent Authority sends PAR to Custodian.

Stage 4: Custodian performs the following steps to disclose PAR to Officer:

- Custodian views PAR ID(2015-01042014-31032015-19) as shown in Fig.SPARROW. 54:

Fig.SPARROW.54

- A page appears, click Disclose To Employee (2015-01042014-31032015-19) as shown in Fig.SPARROW.55:
Fig.SPARROW.55

- A message prompts **successfully sent** as shown in Fig.SPARROW.56:

```
Message
APAR ID: 2015-01042014-31032015-19 of USER 1 (A1AP012200) - VICE-CHAIRMAN & MANAGING DIRECTOR A.P. STATE WAREHOUSING CORPN LTD. HYDERABAD has been successfully sent to USER 1 (VICE-CHAIRMAN & MANAGING DIRECTOR A.P. STATE WAREHOUSING CORPN LTD. HYDERABAD)
```

Fig.SPARROW.56

Note:
- Custodian receives PAR and discloses to Officer.

Stage 5: Officer performs the following steps to Accept PAR:

- **2015-01042014-**
- Click PAR ID (**31032015-19**) to view remarks as shown in Fig.SPARROW.57:
Fig. SPARROW.57

- A page appears, Officer either [Accept] (I Accept) or Put for Memorial against Assessment [Put for Memorial To President] as shown in Fig. SPARROW.58:

Fig. SPARROW.58

Note:
- a. Stage 6 & 7 are followed as for Movement of PAR- Standard.

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12. Movement of PAR - Memorial against Assessment Flow

Stage 1: Officer performs the following steps to request to MaA:

- Click "Put for Memorial to President" and Submit remarks as shown in Fig.SPARROW.59:

![Screenshot of Memorial to President form]

Fig.SPARROW.59

- A message prompts successfully sent as shown in Fig.SPARROW.60:

![Message showing successful submission]

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Fig. SPARROW.60

Stage 2: Custodian performs the following steps to request MaA:

- Clicks PAR ID (31032015-19) to open the PAR as shown in Fig.SPARROW.61:

Fig. SPARROW.61

- A page appears, click Send To Competent Authority (Send To Competent Authority) as shown in Fig.SPARROW.62:
Fig.SPARROW.62

- A message prompts **successfully sent** as shown in Fig.SPARROW.64:

![Message](image)

Fig.SPARROW.64

Stage 3: Competent Authority performs the following steps for consideration:

- Competent Authority opens **PAR ID** (31032015-19) as shown in Fig.SPARROW.65:

![Inbox](image)

Fig.SPARROW.65

- A page appears, click **Send to CR Section** (underline) as shown in Fig.SPARROW.66:
Fig.SPARROW.66

- A message prompts successfully sent as shown in Fig.SPARROW.67:

Fig.SPARROW.67

Stage 4: Custodian performs the following steps to disclose PAR to Officer:

- Click PAR ID(31032015-19) to open the PAR as shown in Fig.SPARROW.68:
Fig.SPARROW.68

- A page appears click Disclose To Employee (Disclose To Employee), as shown in Fig. SPARROW.69:

Fig.SPARROW.69

- A message prompts successfully sent as shown in Fig.SPARROW.70:
Stage 5: Officer performs the following steps to Accept PAR:

- Click **PAR ID** (31032015-19) to view the PAR as shown in Fig.SPARROW.71:

- A page appears, click **Accept** as shown in Fig.SPARROW.72:
A message prompts successfully sent as shown in Fig.SPARROW.73:

Stage 6: Custodian performs the following steps for Closure of PAR:

Click PAR ID 2015-01042014-31032015-19 to open the PAR as shown in Fig.SPARROW.74:
Fig. SPARROW.74

- A page appears, click Close (Close) for closure of PAR, as shown in Fig.SPARROW.75:

Fig. SPARROW.75

- A message prompts successfully Completed as shown in Fig.SPARROW.76:
Message

APAR ID 2015-01042014-01020200-16 of USER 1 (STAP002200) - VICE-CHAIRMAN & MANAGING DIRECTOR A P STATE WAREHOUSING CORPN LTD. HYDERABAD has been successfully completed.

Fig-SPARROW.76

Note:

a. Custodian closes the PAR finally.
13. Common Functionalities of PAR-

Custodian (Central or State) & Record Keeper (Central or State) & Administrator & Manager

13.1 Inbox/ Sent
- Inbox/ Sent items are classified into My PAR, Assess PAR, Delegated, Manual Process and Process (Inbox)
  / My PAR, Assess PAR, Delegated,
Processed PAR and Force Forward (Sent).

13.1.1 My PAR (Inbox/ Sent)
- My PAR (My PAR (1)) depicts Self PAR’s sent as shown in Fig.SPARROW.77:

![Fig.SPARROW.77]

13.1.2 Assess PAR (Inbox/ Sent)
- Assess PAR (Assess PAR (1)), click open to view as shown in Fig.SPARROW.78 and send to next authority as shown in Fig.SPARROW.79:
13.1.3 Delegated (Inbox/ Sent)

- Delegated (1) depicts the delegated privileges as shown in Fig.SPARROW.80 & Fig.SPARROW.81:
Note:
Firstly User should exist to whom the privileges should be delegated, if not; create Non Member of Service officer with the help of PIMS.
Delegate the privileges to created User. Refer (Delegation Procedure)
Now the User (Non Member of Service) login to utilize the privileges delegated.
The changes done on the PAR by User (Non Member of Service) can be viewed by the Officer (who has delegated the privileges).

13.1.4 Manual Process (Inbox/ Sent)
- Click PAR ID (31032015-60) to open the PAR as shown in Fig.SPARROW.82:
Fig.SPARROW.82
- A page appears, click the respective button to forward to the next authority as shown in Fig.SPARROW.83:

Fig.SPARROW.83
Note:
Manual Process is performed by Custodian only.

13.1.5 Process (Inbox/ Sent)
- Process ( ) depicts the PAR’s to be disclosed by custodian as shown in Fig.SPARROW.84
13.1.6 Processed PAR (Sent)

- Processed PAR (Processed PAR) depicts those PAR's which are processed and manually processed by custodian as shown in Fig.SPARROW.85

Note:
Can view the send PAR by clicking the Open (Open) link.

13.1.7 Force Forward (Sent)

- Force Forward (Force Forward) depicts those PAR’s which are forwarded by custodian as shown in Fig.SPARROW.86
<table>
<thead>
<tr>
<th>Case</th>
<th>ARNO</th>
<th>From Type</th>
<th>Officer Detail</th>
<th>Caber</th>
<th>Sent to</th>
<th>Force Forward Ty</th>
<th>Sent Date</th>
<th>Start to Stage</th>
<th>Goal Achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>E</td>
<td>2016:</td>
<td>USER I(SR DG)</td>
<td>AUDIRA</td>
<td>COLLECTOR &amp; DI</td>
<td>2016/03/03</td>
<td>06/03/2016</td>
<td>CR Section To Decide</td>
<td>Open</td>
</tr>
<tr>
<td>2</td>
<td>E</td>
<td>2015:</td>
<td>USER I(SR DG)</td>
<td>AUDIRA</td>
<td>COLLECTOR &amp; DI</td>
<td>2015/03/03</td>
<td>06/03/2016</td>
<td>CR Section To Decide</td>
<td>Open</td>
</tr>
</tbody>
</table>

Fig:SPARROW.86

Note:

Can view the PAR by clicking the Open (Open) link.
13.2 Delegation

- Go to Delegation, to assign privileges, search the user to whom the delegate the privileges as shown in Fig.SPARROW.87:

<table>
<thead>
<tr>
<th>No.</th>
<th>Name</th>
<th>Code</th>
<th>Designation</th>
<th>Codr</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>USER 1</td>
<td>01AP022200</td>
<td>VDC-CHAYNH</td>
<td>ANDHRA-PRADSH</td>
</tr>
<tr>
<td>2</td>
<td>USER 2</td>
<td>01AP023200</td>
<td>PRS-SECRETARY</td>
<td>ANDHRA-PRADSH</td>
</tr>
<tr>
<td>3</td>
<td>USER 3</td>
<td>01AP026300</td>
<td>CHIEF OPERATIN</td>
<td>ANDHRA-PRADSH</td>
</tr>
<tr>
<td>4</td>
<td>USER 4</td>
<td>01AP0256415</td>
<td>COMMISSIONER B</td>
<td>ANDHRA-PRADSH</td>
</tr>
<tr>
<td>5</td>
<td>USER 5</td>
<td>01AP0256300</td>
<td>PRS-SECRETARY</td>
<td>ANDHRA-PRADSH</td>
</tr>
<tr>
<td>6</td>
<td>USER 6</td>
<td>01AP024100</td>
<td>SPO DIRECTING ST</td>
<td>ANDHRA-PRADSH</td>
</tr>
<tr>
<td>7</td>
<td>USER 7</td>
<td>01AP0240500</td>
<td>PL-SECRETARY</td>
<td>ANDHRA-PRADSH</td>
</tr>
<tr>
<td>8</td>
<td>USER 8</td>
<td>01AP0268500</td>
<td>COMMISSIONER T</td>
<td>ANDHRA-PRADSH</td>
</tr>
<tr>
<td>9</td>
<td>USER 9</td>
<td>01AP0267801</td>
<td>PRS-SECRETARY</td>
<td>ANDHRA-PRADSH</td>
</tr>
<tr>
<td>10</td>
<td>USER 10</td>
<td>01AP0262000</td>
<td>SPL-DIO GOIT</td>
<td>ANDHRA-PRADSH</td>
</tr>
</tbody>
</table>

Fig.SPARROW.87

- Select the privileges to Add, to delegate for specific time period and click the Submit button as shown in Fig.SPARROW.88:
- A message prompts "Save Successfully".

**Note:**

a. Privileges can be added or removed before submit.
13.3 User Assistance
13.3.1 Track Your PAR

- Go to User Assistance (User Assistance), click Track Your PAR (Track Your PAR), select Assessment Year, a list appears as shown in Fig.SPARROW.89:

Fig.SPARROW.89

- Click PAR ID, a window displays the status as shown in Fig.SPARROW.90:

Fig.SPARROW.90
13.4 PAR

13.4.1 Generation

- Refer to Steps mentioned under Movement of PAR – Custodian (First Steps) → Generation of PAR section.

13.4.2 Update Section 1

- Go to PAR (PAR), click Update Section 1 (Update Section I), select Assessment Year and click the Search (Search) button, a list appears as shown in Fig. SPARROW.91:

![Fig. SPARROW.91](image)

- Click Open (Open) link, as a result Update Section screen appears, update the section 1 form and click the Update (Update) button as shown in Fig. SPARROW.92:
**Update Section**

**Basic Information (To be filled in by Administrative Division/Personal Department)**

<table>
<thead>
<tr>
<th>Name of Officer</th>
<th>Designation</th>
<th>From Date</th>
<th>To Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>UDCET 1</td>
<td>CHIEF OPERATIONS OFFICER</td>
<td>01/04/2014</td>
<td>30/09/2014</td>
</tr>
<tr>
<td>UDCET 2</td>
<td>DEPUTY DEPUTY</td>
<td>01/04/2014</td>
<td>30/09/2014</td>
</tr>
</tbody>
</table>

**Authority**

<table>
<thead>
<tr>
<th>Authority</th>
<th>Name</th>
<th>Designation</th>
<th>From Date</th>
<th>To Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reporting Authority</td>
<td>UDCET 1</td>
<td>CHIEF OPERATIONS OFFICER</td>
<td>01/04/2014</td>
<td>30/09/2014</td>
</tr>
<tr>
<td>Reviewing Authority</td>
<td>UDCET 2</td>
<td>DEPUTY DEPUTY</td>
<td>01/04/2014</td>
<td>30/09/2014</td>
</tr>
<tr>
<td>Accounting Authority</td>
<td>UDCET 3</td>
<td>DEPUTY DEPUTY</td>
<td>01/04/2014</td>
<td>30/09/2014</td>
</tr>
</tbody>
</table>

**Period of Absence on Leave, etc.**

<table>
<thead>
<tr>
<th>Period From</th>
<th>Period To</th>
<th>Type</th>
<th>Remarks</th>
</tr>
</thead>
</table>

**Training Program Attended**

<table>
<thead>
<tr>
<th>Date From</th>
<th>Date To</th>
<th>Institute</th>
<th>Subject</th>
</tr>
</thead>
</table>

**Awards/Francies**

**Details of FYRs of all officers not written by this officer as reporting authority for the previous year**

**Date of Filing the property return for year ending December**

**Date of last prescribed medical examination for officers over 45 years of age**

**Signature (Administrative/Personal Dept.)**

**Collector & District Magistrate/Head Office**

**Reference Document Upload (only pdf files with first maximum size)**

**Update**

**Note:**
- Please Do Not Copy & Paste From Any Rich Text Editor Like MS Word, Excel etc.
- Having any issue during update (Orientation) Kindly Trouble shoot.

---

**Fig.SPARROW.92**

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**Ver. 1.1**

**Dated: 19/02/16**

**NIC - EOF - EPAR - UM-001**

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• A message prompts Details Update as shown in Fig.SPARROW.93:

![Message](image)

**Fig.SPARROW.93**

### 13.4.3 Tracking

• Go to PAR (PAR), click Tracking (Tracking), select Assessment Year and click the Search (Search) button, a list appears as shown in Fig.SPARROW.94:

![List](image)

**Fig.SPARROW.94**

• Click PAR ID, a window displays the status as shown in Fig.SPARROW.95:
13.4.4 Force Forward

- Go to PAR (Press), click Force Forward (Press Forward), select Assessment Year and click the Search (Search) button, a list appears as shown in Fig.SPARROW.96:

Fig.SPARROW.96

- Click Send (Send) button, a window displays enter the reason and click the Submit (Submit) button as shown in Fig.SPARROW.97:

Fig.SPARROW.97
- A message prompts "Send successfully".
13.5 Workflow

13.5.1 Create/ Update

Refer to Steps mentioned under Movement of PAR – Custodian (First Steps) → Create Workflow/ Update & Movement of PAR – Custodian (First Steps) → Update Workflow section.
13.6 Dossier
13.6.1 Officers Completed PAR

- Go to Dossier ( ), click Officers Completed PAR ( ), select the Assessment Period, list appears as shown in Fig.SPARROW.98.

![Fig.SPARROW.98]

- Click User Name, a page appears as shown in Fig.SPARROW.99, can view and download the PAR

![Fig.SPARROW.99]

Note:
a. Completed PAR's can be downloaded and viewed.

13.6.2 My Completed PAR

- Officer can view his/ her Completed PAR details.

13.6.3 My ACR Status
• Can view his/her ACR/PAR Status.
  1. Awaited: PAR for that particular period has not been received or does not exist.
  2. Received: PAR has been received.
  3. NRC: Non Reporting Certificate.
13.7 DSC

13.7.1 Enroll

- Plug DSC, click Enroll ( ) link under DSC ( ) module and click DSC Registration ( ) Button, as shown in Fig.SPARROW.100

![Fig.SPARROW.100](image)

- Select the enrolled certificates and click Register ( ) Button as shown in Fig.SPARROW.101

![Fig.SPARROW.101](image)

- Enter User PIN and click Login ( ) Button as shown in Fig.SPARROW.102

![Fig.SPARROW.102](image)
A message prompts, 'The DSC has been registered successfully', click OK as shown in Fig.SPARROW.103.

User can view the registered DSC (Active), as shown in Fig.SPARROW.104.

Note:
To deactivate registered DSC, click Deactivate DSC. Inactive DSC cannot be activated. DSC certificate is must for Custodian.

13.7.2 Status
- Click Status link to view the status of DSC registered in organization, shown in Fig.SPARROW.105.
13.8 NIC Email Status

- Click NIC Email Status link to view the status of emails registered in organization, shown in Fig.SPARROW.106
13.9 Support@Helpdesk

13.9.1 Report Issue

- Go to Support@Helpdesk, click Report Issue ( ), a page appears, enter necessary details and submit as shown in Fig. SPARROW.107:
13.9.2 Check Status

- Click Check Status link to view the status of issue reported as shown in Fig.SPARROW.108:

![Fig.SPARROW.108](image)

13.9.3 Feedback

- Click Feedback link to send a feedback regarding application, as shown in Fig.SPARROW.109:
Q. How user-friendly do you find the application?

- Excellent  - Good  - Average  - fair  - Poor

Any other suggestions

(Max:500) You have 500 characters left.

Q. What was your experience at the time of recording of PAR. Whether the delegation to PA served its purpose?

- Excellent  - Good  - Average  - fair  - Poor

Any other suggestions

(Max:500) You have 500 characters left.

Q. What was your experience with the DSC?

- Excellent  - Good  - Average  - fair  - Poor

Any other suggestions

(Max:500) You have 500 characters left.

Q. What was your experience at the time of uploading the Medical Report, etc?

- Excellent  - Good  - Average  - fair  - Poor

Any other suggestions

(Max:500) You have 500 characters left.

Fig.SPARROW.109

Note:
Provide all the mandatory fields (*) to fill the Report Issue.
### 13.10 Role Details

- Click the Role Details link to view the roles assigned to the officer within the selected organization as shown in Fig.SPARROW.110

#### Role Details

<table>
<thead>
<tr>
<th>Role</th>
<th>Organization</th>
<th>Email</th>
<th>Date Assigned</th>
<th>Date Revised</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>AGM (U.T. - DEHRADUN)</td>
<td>[email protected]</td>
<td>15/07/2014</td>
<td>15/07/2014</td>
</tr>
<tr>
<td>2</td>
<td>AGM (U.T. - DGA)</td>
<td>[email protected]</td>
<td>05/04/2014</td>
<td>05/04/2014</td>
</tr>
<tr>
<td>3</td>
<td>AGM (U.T. - LAHACHAH)</td>
<td>[email protected]</td>
<td>26/04/2014</td>
<td>26/04/2014</td>
</tr>
<tr>
<td>6</td>
<td>AGRICULTURE DEPARTMENT OF ANIMAL HYDROLOGY, DHIYAL AND FISHERIES</td>
<td>[email protected]</td>
<td>27/02/2015</td>
<td>27/02/2015</td>
</tr>
<tr>
<td>7</td>
<td>ATOMIC ENERGY &amp; RESEARCH (Director General)</td>
<td>[email protected]</td>
<td>29/05/2014</td>
<td>29/05/2014</td>
</tr>
<tr>
<td>8</td>
<td>ATOMIC ENERGY &amp; RESEARCH (Director General)</td>
<td>[email protected]</td>
<td>25/05/2014</td>
<td>25/05/2014</td>
</tr>
<tr>
<td>9</td>
<td>AYUSH</td>
<td>[email protected]</td>
<td>15/03/2014</td>
<td>15/03/2014</td>
</tr>
<tr>
<td>10</td>
<td>BHAR</td>
<td>[email protected]</td>
<td>01/04/2016</td>
<td>01/04/2016</td>
</tr>
</tbody>
</table>
13.11 Migration

13.11.1 PAR Migration
- Click the PAR Migration link under Migration, Search the user and select as shown in Fig.SPARROW.111

![Fig.SPARROW.111](image)

- Click on New button as shown in Fig.SPARROW.112

![Fig.SPARROW.112](image)

- As a result the page appears is shown in Fig.SPARROW.113, fill the form, Upload the pdf and click the Save button, shown in Fig.SPARROW.113
As a result message prompts PAR Migrated Successfully.

13.11.2 Grading (Manually Section uploaded)
eOffice Project Division
National Informatics Centre
Department of Electronics and Information Technology
Ministry of Communications and Information Technology
A-Block, CGO Complex, Lodhi Road, New Delhi - 110003 India
SPARROW
Smart Performance Appraisal Report Recording Online Window
- Implementation Guidelines

Prepared by
National Informatics Centre

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SPARROW Implementation
Steps for Service Controlling Organization & Nodal Organizations

This document is for reference to the service controlling authority/department for SPARROW implementation.

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1. Introduction
As part of SPARROW implementation underline modules are provided:

1. **Smart Performance Appraisal Report Recording Online Window (SPARROW-ePAR)**: The electronic Annual Performance Appraisal Report (SPARROW) is an online system based on the comprehensive performance appraisal dossier that is maintained for each member of Service by the Organization. The aim of the system is to facilitates the electronic filling of PAR by officers in a way that is not only user friendly but also allows to fill from anywhere anytime as per their convenience.

2. **Property Related Information System Management (PRISM)**: PRISM is an online system through which service officer can file asset and liability electronically.

3. **Personnel Information Management System (PIMS)**: Personnel Information Management System (PIMS) is a electronic system for maintaining the details of an employee. PIMS allows users to enter and update the employee personal data and employment records according to the access and role privileges. PIMS stores all the information required from an employee as per the provisions of the Service Book

4. **Knowledge Management System (KMS)**: eOffice KMS enables users to create and manage electronic documents that can be viewed, searched and shared. It is also capable of keeping track of the different versions modified by different users (Tracking history). It also contains a dynamic workflow to keep document in various stages.

All above modules are accessible over the INTERNET using recommended browser i.e. Internet Explorer and Mozilla Firefox.

2. Implementation pre-requisites
For implementation of various eOffice modules mentioned in Introduction, there are some pre-requisites and defined as below:

2.1. **NIC e-mail ID:**
A name based NIC email id is required for each user to access the application.

- If employees of respective service and other users who are required to access the application doesn't possess name base NIC email id, then organization/service
controlling authority can go for bulk email id creation by filling the form available at http://mail.nic.in/docs/forms/MailService_Bulk_e-mail_Subscription_Form.pdf and submit to the NIC coordinator.

- If organization wants the individual employee who is not having NIC email id to get this on his own, employee can download the single subscription form from http://mail.nic.in/docs/forms/MailService_e-mail_Subscription_Form.pdf and forward it through his organization to NIC coordinator positioned in respective state/organization.

2.2. Digital Signature Certificate (DSC):

is the digital equivalent of physical, or paper certificates. DSC provides a secure way of accessing the application and can be presented electronically to prove one’s identity or one’s right to access information or services on the internet. DSC is available in the form of a smart card or USB eToken. As the PAR is required to be electronically signed, hence digital signature certificate is to be obtained by all users and authorities.

- To obtain the digital signature certificate, organization / service controlling authority can opt for any certifying authority. The details of available CA can be found at http://www.cca.gov.in/cca/?q=licensed_ca.html. NIC eOffice project division is requested to be informed the CA through which the DSC is being procured so to enable it technically. Currently SPARROW application is supporting the DSC procured through (n)Code Solutions (NICSI Empaneled vendor), emudhra.

2.3. Organization Information and Role Details:

A name of organizations, employee (with respect to authority) and roles in standard format where officers are posted are to be provided to NIC eOffice project division in MS EXCEL and notified copy to support-sparrow@nic.in and/or any other email id provided by service controlling organization. Any changes during the implementation also need to be informed in same way. The employee basic information (related to roles) and role definition defined as:
### Details of Officials for Role Definition in Sparrow

<table>
<thead>
<tr>
<th>Organization Name</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Nodal Co-ordinator Name</td>
<td></td>
</tr>
<tr>
<td>Nodal Co-ordinator Contact Number</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Employee Code</th>
<th>Appellation</th>
<th>Employee Name</th>
<th>NIC ID</th>
<th>Email</th>
<th>Gender (M/F)</th>
<th>Father's Name</th>
<th>Date of Birth (DD/MM/YYYY)</th>
<th>Nationality</th>
<th>Religion (Hindu etc.)</th>
<th>Category (Gen. SC, ST etc.)</th>
</tr>
</thead>
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<thead>
<tr>
<th>Services (IPS, IAS, CSS etc)</th>
<th>Adhar No. (Mandatory for unique identification)</th>
<th>Organization (Currently Posted Organization)</th>
<th>Organization From Date (Date from which is applicable Blank will be taken as current date)</th>
<th>Designation (Expand all short forms)</th>
<th>Designation Joining Date (Date on which the current designation is joined - Blank will be taken as current date)</th>
<th>Type of Appointment (Whether temporary, permanent)</th>
<th>Appointment Date DD/MM/YYYY (Blank will be taken as current date)</th>
<th>Order Mobile No. (10 digit mobile number)</th>
<th>Roles As defined in next table</th>
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<tbody>
<tr>
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<td>DD/MM/YYYY</td>
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<table>
<thead>
<tr>
<th>Application</th>
<th>Role</th>
<th>Who Will Perform</th>
<th>What is the Responsibility</th>
<th>DSC Required</th>
<th>Remarks</th>
</tr>
</thead>
</table>
| PIMS        | Creator | Usually Assistants are nominated as the creator. | • Initiates the creation of the user in the Department.  
• Performs Data entry operations. | No | Either the creator or verifier role is mandatory for organization. |
|             | Verifier | The section officer or the section heads are designated with this responsibility. | • Updation of user data.  
• Verification of entries made by the creator.  
• Authorization and uploading of office order of the employee/user | Yes | |
|             | P&AO | Pay & accounts officer of the Department. | • Generation of verification of Service certificate of the employee.  
• Maintains entry for record for the employee’s Foreign Service. | Yes | Not mandatory if complete service book is not to be implemented. |
| SPARROW (ePAR) / PRISM | PAR Custodian Primary (Overall) | Service Controlling Authority | Maintains and manages the Dossiers of officers. | Yes | Will be single authority and belong to the service controlling ministry e.g. DoPT for IAS, MHA for IPS, etc. |
|             | PAR Custodian Alternate (Overall) | Members of the section belongs to the Head of the Service. | Maintains and manages the Dossiers of officers. | Yes | Section members of service controlling authority |
|             | PAR State/Central | Principal Secretary (GAD/Personnel/Appointments/Department) for the State | Cadre Controlling Authority (CCA) in the State | Yes | Each organizations |

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| Custodian (Primary or sometimes referred to as the Nodal Officer) | State Government  
Or  
JS(admin) in Central ministries  
Or  
PAR maintaining section Head of organizations | Privilege to generate PAR. | where service member is posted should be defined at least one PAR custodian |
|---|---|---|---|
| PAR State/Central Custodian (Alternate Functionary) | Any official performing the Custodian Role on behalf of Custodian  
The alternate functionary will require to be identified to perform the role. | Alternate functionary who will perform the role of the Custodian  
Not to be assumed as Cadre Controlling Authority. | Yes |
| PAR Manager | Any official from the concerned division having access to the channel of submission (Reporting, Reviewing, Accepting Authority) of officers and will update the workflow. | Create hierarchy workflow for the Officials | No |
| System Administrator | Official from Service Controlling authority belongs to the PAR section. | Assign and maintain roles for all the state and ministries. | No |
2.4. Network connectivity:
Organizations will ensure that all the users/authority has the Internet/NICNET connectivity to access the application. Application is best accessed through Internet explorer and Mozilla Firefox.

2.5. Helpdesk Creation for SPARROW:
For providing on-site support to the end users, a help desk manned by a dedicated team of staff will be established at the service controlling organization’s premises. Help-desk support staff will respond to telephone calls and e-mails from users looking for help with problems and queries related to SPARROW application.
- Requirements:
  i. The department should have officers with technical knowledge in the department.
  ii. The officers must have an active email id and landline number
- Responsibilities:
  i. The officers will resolve all the issues that might occur to the users while accessing the SPARROW application.
  ii. In case they will not be able to solve the problem then they will route the call to the concerned expert and will also escalate the problems to the management as and when required.

3. Implementation Activities

3.1. Workshop and Training
All users and nodal officers are required to be sensitized about the application through workshops and training program. A user manual may be referenced for the same.

3.2. Master Data Setup:
All the required data is to be provided to support-sparrow@nic.in for setup and URL is to be made operational. For any master data addition or deletion in PIMS organization nodal officer can contact at support-pims@nic.in.

3.3. Registration and Confirmation:
All users required to registered themselves using NIC—email id and to be confirmed by the respective organization admin (creator or verifier). After the confirmation DSC is required to be registered for the user. Help of local NIC team may be taken by the user for registering the DSC.

3.4. PAR Data Setup
Respective custodian of organization is required to create the workflow for each officer for PAR processing and generate the same. User manual may be referenced for the same
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National Informatics Centre

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Ministry of Communications and Information Technology
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SPARROW
Smart Performance Appraisal Report Recording Online Window
- Implementation Guidelines

Prepared by
National Informatics Centre
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1. Introduction

The electronic Annual Performance Appraisal Report (SPARROW) is an online system based on the comprehensive performance appraisal dossier that is maintained for each member of Service by the State Government/ Central Government. The aim of the system is to facilitates the electronic filling of PAR by officers in a way that is not only user friendly but also allows to fill from anywhere anytime as per their convenience.

PAR filling process starts at the beginning of the financial year. The custodian of the respective Organization sends the blank PAR forms to the individual officer. The officer fills the PAR for further submission to his/ her Reporting officer. The PAR moves from Reporting officer to Reviewing officer and to Accepting officer mandatorily marking CR Section a slip.

There are some prerequisites that need to be fulfilled before implementing the application.
2. Prerequisites:

2.1 NIC email ID

**Steps for getting NIC email ID**

All officials of implementing department must have NIC email IDs for login into eOffice (SPARROW) application. For obtaining NIC email ID, user needs to perform the following steps:

**Step 1:** User can download the forms for email account creation (individual/group) using the following links:

- **For Individual Subscription:** [http://mailnicin/docs/MailService_email_Subscription_FormVer0p7pdf](http://mailnicin/docs/MailService_email_Subscription_FormVer0p7pdf)
- **For Bulk Subscription:** [http://mailnicin/docs/MailService_Bulk_email_Subscription_FormVer0p7pdf](http://mailnicin/docs/MailService_Bulk_email_Subscription_FormVer0p7pdf)

**Steps 2:** The users will now fill the above downloaded form, get it signed from Competent Authority department and then submit it to NIC Coordinator of the department for email ID creation.

---

**Note:**
The form should be filled in CAPITAL LETTERS.
Signatures of Competent Authority and NIC Coordinator of the department must be with date and seal.
All the fields must be filled.
2.2 Digital Signing Certificate (DSC)

Digital Signature Certificate (DSC) is the digital equivalent of physical, or paper certificates. DSC provides a secure way of accessing the application and can be presented electronically to prove one’s identity or one’s right to access information or services on the internet. DSC is available in the form of a smart card or USB eToken.

A digital signature uses the system of Public Key encryption to verify that a document has not been altered. Public key encryption (PKE) uses a system of two keys:

- A private key, which only you use (and should protect with a well-chosen, carefully, protected passphrase); and
- A public key, which other people use. Public keys are often stored on public key servers.

Pre-requisites for DSC Installation:

1. JAVA Installation
2. JAVA Security Settings
3. Middleware (USB Token Driver) Installation

Following steps will be followed to acquire the DSC:

Step 1: Obtain DSC from Certifying Authority (CA) as follows:

- Fill up and submit the duly signed DSC form to CA (For digital signature and non-deputation certificates).
- Get the DSC token (hardware).

Digital Signature Certificates (DSC) Installation Process:

Following steps will be followed to install DSC:

Step 1: Install JRE

- Download Java version 1.8 if not available already on your desktop/laptop (Refer Error! Reference source not found.)

Step 2: Configure Java Security Settings

- Open Java from control panel
- Go to security tab and set security level to Medium/Low.

**Step 3: Install Middleware (Token Drivers)**

- Download the DSC token drivers provided by CA.
- Install the DSC token driver.

**Note:**
The DSC is applicable for 2 years.
2.3 NIC Net/ Internet

The user should have NIC Net and internet connectivity in their system.

NIC Net is the network connectivity provided by NIC which allows user to access SPARROW application.

2.4 Browser Compatibility

The SPARROW application is compatible in all the three browsers i.e. Internet explorer, Mozilla Firefox and Chrome; however in case of DSC the application is incompatible with chrome browser.
3. Implementation Process:

3.1 Registration Process in SPARROW

Step 1: The officer has to register the NIC name based email ID with the application by logging into SPARROW, as shown in Fig.SPARROW.1.

![Fig.SPARROW.1](image)

Step 2: A request form will appear with GUEST as login name. All the mandatory fields have to fill by the officer. Send the request by clicking the Send Request for Registration (Send Request For Registration) Button as shown in Fig.SPARROW.2, a request will be generated and sent to the creator of the particular organization, as shown in Fig.SPARROW.3.
Step 3: Creator of the organization verifies the details of the officer by clicking the **Approve** button, as shown in Fig.SPARROW.4 and registers his/her NIC email ID with the application, as a result a message prompts is shown in Fig.SPARROW.5.
Fig.SPARROW.5

Step 4: After the approval officer can access the PAR (SPARROW) application using email id registered at Step 1, shown in Fig.SPARROW.6.

Fig.SPARROW.6

Step 5: As a result the screen appears is shown in Fig.SPARROW.7, click the e-PAR (SPARROW) link as a result the screen appears is shown in Fig.SPARROW.8 to access the application.
3.2 DSC Enrollment:

Following steps will be followed to Enroll DSC with SPARROW:

Step 1: Plug in DSC, click Enroll ( ) link under DSC ( ) module and click DSC Registration ( ) Button, as shown in Fig.SPARROW.9

![Fig.SPARROW.9](image)

Step 2: Select the enrolled certificates and click Register ( ) Button as shown in Fig.SPARROW.10

![Fig.SPARROW.10](image)

Step 3: Enter User PIN and click Login ( ) Button as shown in Fig.SPARROW.11

![Fig.SPARROW.11](image)
Step 4: A message prompts, 'The DSC has been registered successfully', click OK (OK) as shown in Fig.SPARRROW.12

Step 5: User can view the registered DSC (Active), as shown in Fig.SPARRROW.13

Note:
To deactivate registered DSC, click Deactivate DSC (Deactivate DSC). Inactive DCS cannot be activated.
3.3 Movement of PAR (Workflow)

Workflow (Create/ Update):

Note:
Refer to Section 8: Movement of PAR- Custodian (First Step) (Page no.16- 23, user manual)

PAR Standard Flow:

Note:
Refer to Section 9: Movement of PAR- Standard Flow (Page no.24- 34, user manual)

PAR Representation Flow:

Note:
Refer to Section 10: Movement of PAR- Representation Flow (Page no.35- 42, user manual)

PAR Referral Flow:

Note:
Refer to Section 11: Movement of PAR- Referral Flow (Page no.43- 49, user manual)

PAR Memorial against Assessment Flow:

Note:
Refer to Section 12: Movement of PAR- Memorial against Assessment Flow (Page no.50- 58, user manual)
DSC Troubleshooting Steps on Windows (IE & Mozilla):

1. After Successful installation of DSC token driver and Java 32 bit version (Previous versions should be uninstalled).
2. Open java.com/verify to verify Java.
3. Plug DSC into system to work with.
4. Verify the Certificate are being listed in DSC driver and Public & Private Keys are available with Signing Certificate.

If any issue/error occurred while working with DSC perform Following Steps:

5. Unplug the DSC from System
6. Open Certmgr.msc through Run command.

7. Click on personal(on the left side-menu)
5. Delete all certificates present there.

6. Open Java Options from Control Panel.
7. Under General Tab>> in Temporary Internet Files click on Setting.

8. Delete all the temporary files (Including Installed Applications & Applets)
9. After deletion of Temporary Files; Under the Security Tab>>Check "Enable Java content in the browser" and Set the security level as High.

10. Click on Restore Security Prompts on Security Tab page.
11. Adding Site list to Exception Site list. Click on Edit Site list >> Then Click on Add button.

12. In location add https://sparrow.eoffice.gov.in, http://sparrow.eoffice.gov.in:443, https://164.100.78.96, https://164.100.78.96:443, http://164.100.78.96:443, then add button. (This is only if 'Error is Application is Blocked by Security Settings')
13. Under Advanced Tab: Check/enable Mozilla Family for Default Java for browsers.

![Java Control Panel](image)

14. Under Advanced Tab >> Mixed code (sandboxed vs. trusted) security verification >> Click on Disable Verification.

![Java Control Panel](image)

After this Click on Apply button.

15. Restart the Browser and work with DSC.

16. In case of any issue; Please Enable Show Console in Java Console under Advanced Tab

![Java Control Panel](image)

click OK and report issues with Java Console Logs generated.