भारत सरकार GOVERNMENT OF INDIA
वित्त मंत्रालय MINISTRY OF FINANCE
राजस्व *विभाग* DEPARTMENT OF REVENUE
केन्द्रीय अप्रत्यक्ष कर एवं सीमा शुल्क बोर्ड
CENTRAL BOARD OF INDIRECT TAXES AND CUSTOMS
प्रधान आयुक्त का कार्यालय
OFFICE OF THE PRINCIPAL COMMISSIONER
केन्द्रीय कर एवं केन्द्रीय उत्पाद शुल्क, कोच्चि
CENTRAL TAX AND CENTRAL EXCISE, KOCHI
केन्द्रीय राजस्व भवन, CENTRAL REVENUE BUILDING
आई. एस. प्रेस रोड, कोच्चि, I.S. PRESS ROAD, KOCHI-682 018

E-mail: **concxcochin@live.in** Fax: 0484-2390608 Phone: 0484-2396654

GEXCOM/II(9)/3/2020-VIG **Date: 26.03.2021**

To

The Deputy/Assistant Commissioner,
Central Tax & Central Excise
Division, Ernakulam / Kakkanad / Aluva / Thrissur /
Chalakudy/Perumbavoor /Idukki.

Sir,

Sub: Online writing of APARs in SPARROW-CBIC for Group 'B' & 'C' officers and "Other than IRS (C&CE) Group 'A' officers" for the year 2020-21 – Reg.

****

Please refer to this office letter of even No. dated 10.03.2021 on the above subject .

02. The detailed instructions issued by DGHRD **(copy enclosed)** vide letter F.No.38/BVS/ DGHRD(HRM-I)/SPARROW-CBIC/2020 dated 25.03.2021 is enclosed. It is requested that these instructions may be brought to the notice of all Officers/ Staff working in your jurisdiction, for strict compliance. It is also requested that the details called for vide this office letter dated 10.03.2021 referred above may be furnished in the prescribed proforma **by return mail.**

भवदीय / Yours faithfully,

Signed by S Suresh
Date: 26-03-2021 15:08:00
Reason: Approved

(एस. सुरेष / S. Suresh)
सहायक आयुक्त /Assistant Commissioner (P&V)

Copy to : **All Section Heads, Central Tax & Central Excise Hqrs. Office, Kochi to furnish the data in respect of all Group'B' and 'C' officers as stated above to Vigilance section.**

The Superintendent (Systems), Kochi (to upload in the website)

Directorate General of Human Resource Development, HRM-I
Central Board of Indirect Taxes & Customs,
(Govt. of India, Ministry of Finance, Department of Revenue)
Bhai Vir Singh Sahitya Sadan, 3rd Floor, Bhai Vir Singh Marg
Gole Market, New Delhi-110 001
(www.dghrdcbic.gov.in)

F.No. 38/BVS/DGHRD(HRM-1)/SPARROW-CBIC/2020 Dated: 25 .03.2021

To,
Pr. Chief Commissioner/ Chief Commissioner, Customs and GST - (All)
Pr. Director General /Director General -All
Pr. Commissioner/ Pr. ADG/ Commissioner/ ADG, Customs and GST - (All),
Chief Controller of Factories/ Narcotics Commissioner, Gwalior,
Commissioner (Coordination), CBIC/ JS (Admin) CBIC, New Delhi.

Sir/Madam,

Subject: Online writing of APAR in SPARROW-CBIC for Group 'B' and 'C' Officers/Staff and "Other than IRS (C&IT) Group 'A' Officers" for the year 2020-21-reg.

Please refer to this office letter F.No- 8/DB/145/11RD(IIRM-II)/2017-Pt.II dated 15.05.2019 (available in DGHRD website) wherein detailed instructions have been issued for online writing of APAR in SPARROW-CBIC of "other than IRS (C&IT) Group 'A' Officers" and "Group B"&"C" Officers/ Staff (Head Havaldar and above).

2. SPARROW-CBIC has been successfully implemented w.e.f. APAR Cycle 2018-19 for Cadres of the rank of Head Havaldar and above (i.e., Grade Pay 1900 and above). **From this APAR Cycle, i.e., from APAR Cycle 2020-21, the online writing of APAR in SPARROW-CBIC has been extended to the Cadres of Havaldar and MTS as well. All the Havaldar and MTS (as per the data received from the Zones/ Directorates) have been mapped to the SPARROW-CBIC system and hence, online APAR in SPARROW-CBIC would be written for these Cadres also from this APAR Cycle. However, if any Havaldar/ MTS is yet to be mapped, his/ her details may be immediately sent to DGHRD (help.sparrowcbic@gov.in) for mapping urgently.**

To facilitate smoother operation of APAR Cycle 2020-21 in SPARROW-CBIC, the following points may kindly be noted for compliance:

Updation of name/ role of Custodian and Alternate Custodian:

(i) Updation of name/ role of Custodian and Alternate Custodian of all the formations in SPARROW-CBIC is an essential prerequisite for initiating online writing of APAR.

(ii) The lists of all the formations in SPARROW (for the purpose of online Performance

Appraisal Reporting) and the respective Custodian and Alternate Custodian as on 22.03.2021 is available on DGHRD website at HRM 1 ►SPARROW-CBIC ►LISTS. It is requested to examine the list and in case of any change being necessitated, suitable Officers may be nominated for the roles of Custodian and Alternate Custodian on priority **(Such requests should be sent online only through SPARROW-Seva utility; Manual/ Physical letters may not be sent)**. It is suggested that Custodian should be Group B `Gazetted' Officer and Alternate Custodian should be any Group B Officer. In case, Officers presently assigned role/ charge of Custodian/ Alternate Custodian are not Group B `Gazetted/ Group B Officers, they may continue. It is also advised that while nominating Officers for the role of Custodian/ Alternate Custodian, preferably, they should be the Officers from Vigilance/ APAR Section. It should be ensured that any such officer nominated for the role of Custodian/ Alternate Custodian has at least over one year of service left so as to enable completion of full APAR Cycle 2020-21.

(iii) Since the role of Custodian/ Alternate Custodian is critical for successful completion of APAR cycle, hence the Custodian/ Alternate Custodian should be well conversant with the Computer/ IT Systems/ tech-savvy.

(iv) The details in respect of all officers nominated for above mentioned roles may be immediately filled in "CBIC SPARROW Seva"utility on DGHRD Website by the present Custodian/ Alternate Custodian. This may be done on priority, if not done already, so that the APARs can be generated/ created smoothly in SPARROW-CBIC.

(v) **Nodal Officer for NRC and Representation:**

- In all the formations ("Formation" here means CCO/Directorate Hqrs or a setup headed by Commissioner/ ADG), the Officer holding the charge of AC/DC (P&V/ Vigilance/ Establishment/ Admin) shall be appointed as "Nodal Officer for NRC and Representation" for SPARROW-CBIC.
- For the purpose of creation of Workflow of NRCs and Representations in APAR workflow, only this Officer will be selected as "Competent Authority" for the Workflow of NRC as well as "Competent Authority Stage-I" and "Competent Authority Stage-II" for the Workflow of Representation.
- It may be noted that the NRC Approving Authority is present incumbent Commissioner for the Officers of the rank of Superintendent/other senior Officer (covered in SPARROW-CBIC) and present incumbent JC/ADC (P&V) for all other Group B & C Officers/Staff.
- It may also be noted that the Authority for deciding any representation is the present incumbent Officer holding the charge of one rank above the Reviewing Officer; If AC/DC is the Reviewing Officer, then, JC/ADC in the present Place of Posting/ Present Charge of the Officer Reported Upon will be the deciding authority for representation; if JC/ADC is the Reviewing Officer, then, Commissioner in the present Place of Posting of the Officer Reported Upon will be the representation deciding authority and if, Commissioner is the Reviewing Officer. then, Chief Commissioner will be the representation deciding authority.

  It will be the responsibility of "Nodal Officer for NRC and Representation" to examine all the NRC requests and Representations and put up the same to NRC approving Authority/ Representation Deciding Authority. After taking approval for NRC/ decision on representation, the Nodal Officer shall approve/upload the NRC/representation order in SPARROW-CBIC by giving the File No./ other details etc, in which the NRC Approving

Authority/ Representation Deciding Authority has given the approval/ decision.

For example: If Shri ABC is AC (P&V) in respect of a Commissionerate, then while creating the NRC Workflow, Shri ABC should be selected as the "Competent Authority" by the Custodian for all the NRC requests and as "Competent Authority Stage-I" and "Competent Authority Stage-II" by the Custodian for all the Representations of that Commissionerate (in Representation part of APAR workflow) . All such requests shall land into the SPARROW-CBIC account of Shri ABC, who shall then process all these NRCs/APAR Representations by taking the order from the NRC Approving Authority/ Representation Deciding Authority (as explained above) in file/ e-Office separately and shall upload the NRC/ Representation order in SPARROW-CBIC system by giving suitable reference of the File No. etc, in which the Order was taken.

(vi) The role of the "Nodal Officer for NRC and Representation" is important. The said Nodal Officer is expected to process requests on daily basis. In case, the "Nodal Officer for NRC and Representation" gets transferred/ demits Office, it should be ensured that all the pendencies related to NRCs and Representations should be cleared/ disposed of by him/her before relinquishing his/her charge to avoid delay in APAR Cycle and other administrative problems. It may be noted that transfer of pendency from one account to another in the system is complex and has attendant issues.

(vii) **Logging into SPARROW-CBIC:** To access SPARROW-CBIC, the officer has to:

(a) Connect to Railtel VPN through the URL: edgevpn.rcil.gov.in and login there by entering his username (i.e. NIC/ gov.in email ID in full, including @nic.in or @gov.in) and Password (i.e. Cbicvpn@123 for the first time login, which has to be changed mandatorily upon first login). If any Officer has forgot his password for the same, then the Option for "**FORGOT PASSWORD**" can be exercised to reset the Password;

(b) Access SPARROW-CBIC by clicking on the SPARROW Link;

(c) A new tab of "**PARICHAY**" Portal will open for SPARROW-CBIC which can be open by using registered gov.in or NIC email ID (with @nic.in or @gov.in) and password.

(d) The detailed process of login/ accessing SPARROW-CBIC has been explained in the Help Manuals made available on DGHRD website.

(e) **Login into SPARROW-CBIC would not be possible through Google search link. It may be mentioned that all Group 'A' IRS (C&IT) Officers are having a separate account for SPARROW-CBIC (in addition to their account in SPARROW-IRS). For any work related to SPARROW-CBIC, they need to login into the SPARROW-CBIC account through the above mentioned steps.**

3. APAR Timelines for 2020-21 as prescribed by DoPT vide OM No. 21011/1/2005-Est(A) (Part II) dated 23.07.2009 needs to be strictly adhered to. In addition to reiterating the timelines, the following are instructions for strict compliance for the APAR Cycle 2020-21 in SPARROW-CBIC.

a) The Administration/ Establishment/ Vigilance Section of each formation (Zone/Commissionerate /Directorate) shall furnish the complete details as required in Section-I of the APAR duly verified by **25th March, 2021** to the Custodian/ Alternate Custodian. Special care should be taken to ensure the correctness of the names & period of supervision by each of the Reporting & Reviewing officers and that these details are covering complete period from 1st April 2020 to 31st March 2021. The correctness and completeness of this information is essential to decide the creation of APAR/ NRC by the Custodian/ Alternate Custodian. These details are to be filled in respect of all the Officers/ Staff who are working in the particular formation as on date including for the officers who have gone on long leave / training / foreign assignment from that formation.

b) Based on the details submitted by the Administration Section, the Custodian/ Alternate Custodian shall ensure to create the workflow of all the Officers/ Staff after logging into the SPARROW-CBIC. It is also clarified that the Custodian/ Alternate Custodian has to create the workflow in respect of all the Officers/ Staff working under his formation including the officers on Long leave/Training /Foreign assignment However, in case of Long Leave/ Training/ Foreign assignment, appropriate workflow for NRC /Foreign Assignment Note is to be created.

c) While creating workflow for APAR, three crucial things that need to be filled in are - Assessment period (specific period for which APAR is being created), Form type and Status (APAR/NRC/Foreign Assignment). For creation of workflow for part period PAR, it should be kept in mind that period of Workflow under the heading assessment period selected by Custodian/ Alternate Custodian should be specific to that part period only (Exact dates). If this is not done, PAR/NRC for the uncovered subsequent period cannot be generated.

For example: In case an Officer has two-part period APARs (from 1 April to 31 August and 1 September to 31 March) which need to be written for a particular year cycle due to change in reporting Officer in between the year. In this case, when Custodian creates workflow for the first part period APAR, period of which is from 1 April to 31 August, he/she should select "From" date as 1 April and "To" date as 31 August from the calendar available under the heading assessment period. For the second part period APAR, "From" date will be 1 September and "To" date 31 March.

d) The workflows created by the Alternate Custodian will be automatically available with the Custodian. The Custodian should carefully examine if the Workflow created for APAR/ NRC/ Foreign Assignment is correct based on details given by Administration Section and if Workflow needs amendment, he should delete the Workflow and create the new Workflow. The Custodian should complete all the details in Section-I and save it. Care should be taken in filling the name & correct period of supervision by Reporting & Reviewing officers in the table pertaining to details of the Reporting/Reviewing officers. The Custodian should complete Section-I in respect of all the Officers/ Staff in the formation and save it so that the APAR can be generated and sent to the Officers Reported Upon electronically after e-signing latest by **31st March, 2021**.

e) It will be the responsibility of the Custodian to ensure that the PAR is generated electronically in respect of all the Officers/ Staff who are working in the formation as on date including for the officers who have gone on long leave/ training / foreign assignment from that formation.

(f) The PAR generated shall be available in the inbox of the Officer Reported Upon. He/she should complete Self-Appraisal in Section-II in all respects and forward the same to the Reporting officer after e-signing by **15th April, 2021**. In case, the officer does not forward his APAR timely, it will be force forwarded in system to the Reporting Officer for appraisal without resume/ self appraisal.

(g) The Reporting Officer shall appraise the officer reported upon in Section III of APAR, complete in all aspects and forward the APAR to the Reviewing Officer after e-signing by **30th June, 2021**. In case, the Reporting Officer does not forward the APAR timely to Reviewing Officer, it will be force forwarded in system to the Reviewing Officer for appraisal.

(h) The Reviewing Officer shall appraise the officer reported upon in Section III of APAR for numerical gradings (against all individual/ overall attributes) and complete Section IV in all respects and forward the APAR to the Custodian after e-signing by **31st July, 2021**. In case, the Reviewing Officer does not appraise the APAR timely, he will forfeit his right to review the APAR and the APAR shall be force forwarded in system from Reviewing Authority to the Custodian (CR Section) for disclosure to the Concerned Officer (Officer Reported Upon).

(i) The Custodian shall disclose the completed APAR to the Officer Reported Upon electronically latest by **01st September, 2021**. The officer reported upon may view the APAR and may either accept it or choose to represent. If the Officer accepts the APAR, then he will accept the same in the system and then the APAR will once again go back to Custodian (CR Section) for Closure; the Custodian shall finally close the APAR and thereby the APAR would attain finality. If the officer does not accept the APAR, he can represent to the **Competent Authority** online along with any reference document in support of his representation within 15 days of communication in 'MY PAR' Tab. It may be noted that for the purpose of workflow of Representation (in PAR workflow), the Reporting Officer and Reviewing Officer will be the same as already selected in Standard PAR Workflow and the Officer nominated as "Nodal Officer for NRC & Representation" will be selected as both "Competent Authority Stage-I" as well as "Competent Authority Stage-II".

(j) The representation shall reach the Custodian who shall then forward it to the **"Competent Authority Stage-I"** electronically for consideration/ disposal of the representation (as has already been discussed, the **Competent Authority Stage-I & Stage-II shall be the concerned "Nodal Officer for NRC & Representation")** latest by **21st September, 2021**. The **Competent Authority Stage-I** shall forward it in system to the **Reporting Officer** latest by **23rd September, 2021** to invite his comments on the APAR representation of the officer. Reporting Officer after giving his comments on the Representation shall forward it in system to the **Reviewing Officer** for his comments latest by **1st October, 2021**. The Reviewing Officer after giving his comments on the Representation, shall forward it in system to the **Competent Authority Stage-II** latest by **11th October, 2021**. The Competent Authority Stage-II (i.e. **Nodal Officer for NRC &Representation**) shall process the representation and put up the same to the **"Representation deciding authority"** for decision/orders. The order given by the **"Representation deciding authority"** shall be uploaded in the SPARROW-CBIC by **"Nodal Officer for NRC & Representation"** latest by **20th October, 2021**, which will then be communicated to the officer concerned by the Custodian latest by **31st October, 2021**. Upon this disclosure of order on his representation, the Officer Reported Upon has to **necessarily accept the APAR at this stage**. After acceptance, the APAR will once again go back to Custodian (CR Section) for Closure; the Custodian shall finally close the APAR and thereafter the APAR would attain finality and then only the APAR would be available in system.

It may be noted that APAR attains finality only after the APAR has been finally closed by the Custodian (CR Section) after acceptance of the APAR by the Officer Reported Upon after disposal of the APAR representation (if any) and due disclosure of the APAR. It is the duty of all concerned- Officer reported Upon, Reporting Officer, Reviewing Officer, Representation Deciding Authority, Nodal Officer for NRC & Representation and Custodian/ Alternate Custodian — to take all requisite actions w.r.t. APAR Cycle/ APAR process as per the timelines prescribed. Any deviation may be viewed seriously.

4. Help Manuals in the form of step by step guide for different roles as Custodian, Officer Reported Upon, Reporting Officer and Reviewing Officer roles have been uploaded on the homepage of DGHRD website i.e. dghrdcbic.gov.in at HRM 1 ▸ SPARROW-CBIC ▸ HELP MANUAL for SPARROW-CBIC, which can be referred to.

5. **In case of personal staff of Senior Officers viz. Steno/ PS/ Sr. PS etc., the concerned Officer will be the Reporting Officer as well as Reviewing Officer both for the purpose of APAR.**

6. **It has been observed that many Officers are submitting representations for mistakes/ errors etc in Section-I of APAR. As per DoPT guidelines, representations can be submitted only for Gradings/ Comments/ Remarks. Representations cannot also be submitted for non-reporting/ non-reviewing of APAR.**

7. **Level jumping of the Officers in hierarchal setup of working for the purpose of APAR Reporting or Reviewing has been observed w.r.t. Workflow of APAR** (for example: Commissioner is made the Reporting Officer for a Superintendent). **This is not an acceptable practice.** It directly affects the APAR chain, as then, there will be no further higher officer available for further actions w.r.t. APAR process (so as to complete all APAR steps/actions at the Commissionerate/ Zonal Level). It **may be ensured that the APARs upto the grade of Superintendent be reviewed by the Officers upto the grade of Additional Commissioner/ Commissioner only.**

8. For Officers working on regular Deputation, whether within or outside the department, the APAR practice followed in the deputationist organization will be followed. In such cases, parent office/ cadre/ parent zone is **not** to initiate APAR of such officer of the deputation period.
9. For Officers working on loan basis in some other Formation, it is ideal that the Custodian of the Formation where officer is presently working on loan basis initiates the APAR in SPARROW-CBIC.

10. In SPARROW-CBIC, respective Custodians have been given the APAR Retrieval rights of the Officers mapped in their formation. Considering the sensitivity and confidential nature of APAR records, Custodians are expected to exercise due care and precaution in this regard. Custodian can access/ retrieve the APARs of Officers/Staff of his respective formation for official purposes. It is also necessary that the Officers/Staff in SPARROW-CBIC are correctly mapped/reflected in their present formation (so that their APARs are available to the concerned Custodian). In case of transfer of officers, Custodians/ Alternate Custodian should immediately inform the same to DGHRD (through CBIC SPARROW Seva utility), for updation in SPARROW- CBIC database.

11. It is expected that one formation (either CCO or a setup headed by Commissioner/ ADG) should have only one Custodian and few Alternate Custodians. The following w.r.t. the Custodian and Alternate Custodians are suggested:

I).CCOs and GST Commissionerates:

i. For CCO : 1 Custodian and 1 or 2 Alternate Custodians.
ii. For a Commissionerate : 1 Custodian for whole Commisisonerate and 1 or 2 Alternate Custodian for Comm'rte Hqrs.
iii For a Sub-Comm'rte : 1 or 2 Alternate Custodian(s)
iv For each Division : 1 or 2 Alternate Custodian(s).

(The said Alternate Custodian at Divisional Level shall cater to the Divisional office as well as the Ranges under the Division).

II). **Audit Commissionerates:**

a. For a Commissionerate : 1 Custodian for whole Commisisonerate and 1 or 2 Alternate Custodians for Comm'rte Hqrs.
b. For each Audit Circle : 1 Alternate Custodian

(If the Audit Circles are co-located with the Headquarters Setup, then, the Alternate Custodians of Comm 'rte Hqrs may also cater to Circles).

III). **Appeals Commissionerates:**

1 Custodian and 1 Alternate Custodian.

IV). **Directorates/ Directorates General Setups:**

i. For Headquarter level : I Custodian and 1 or 2 Alternate Custodians.
ii. For Zonal Units : 1 Custodian and 1 or 2 Alternate Custodians.

(If there are any sub formations like Regional Units or Sub-Regional Units under the Zonal Unit, then 1 Alternate Custodian each for such formation).

V). **Customs Formations:**

i. If whole Commissionerate is located in one place with centralized Admn/Establishment : 1 Custodian and 2 Alternate Custodians.
ii. If there are Field formations like Division/ CFS/ LCS and the same is at least headed by AC/ DC and is available with necessary IT infrastructure, then, 1 or 2 Alternate Custodians at each such formation may be nominated.

The guiding principle is that for each HoD, there may be one Custodian for whole of that formation (with 2 Alternate Custodians at HQ) and 1 or 2 Alternate Custodians for each sub-formation where HoO/ Establishment Branch is available. CCO/ Directorate HQ shall also be treated like HoD formation and Custodian/ Alternate

Custodians may be nominated as discussed above.

12. In each CCO/ Commissionerate/ Directorate HQ/ Directorate Zonal Unit, an Officer of JC/ ADC level should be nominated as "**Officer In-charge (SPARROW)**". He/she will be responsible for the overall supervision of the functioning of both SPARROW systems (i.e., SPARROW-IRS and SPARROW-CBIC in that formation), as well as for ensuring completion of all APAR related actions/ process in time and properly. The "Officer In-charge (SPARROW)" should ensure that all the Concerned Custodians & Alternate Custodians and Individual Officers under them, have ensured the required action at their end as per the timelines. Further, that the concerned Reporting/Reviewing Officers are writing the APARs as per timelines prescribed.
13. For any issues/ problems relating to SPARROW/ APAR filing or for data updation requests, "CBIC SPARROW Seva" utility may be utilized.
14. **Apart from strictly adhering to the timelines, it needs to be emphasized upon all the Reporting/Reviewing officers that APARs must be written with due care and attention, keeping in mind APAR related instructions.** There have been instances where many columns are not filled properly and gradings arc given without proper justification. Further, the details in Section-I needs to be filled properly and completely by the Custodian. The duration/period under the Reporting/Reviewing Officers as well as other details in Section-I needs to be filled completely and correctly.
15. It should be ensured that each and every officer's APAR covering the whole APAR year 2020-21 is complete.
16. Most importantly, it should be ensured that entire processes of APAR Cycle 2020-2021 - Reporting, Reviewing, Officer disclosure/Acceptance/representation, disposal of representation as per prescribed procedure is complete and final closure of APARs in the system is completed within the stipulated timelines as prescribed by DoPT **(Annexure 'A')**.
17. It is reiterated that by following these instructions, most of the issues/ difficulties in online writing of APAR in SPARROW-CBIC can be avoided. Also, with the experience of the previous two APAR Cycles and the feedback received from the Custodians/ Alternate Custodians during the webinars conducted by DGHRD, a list of few important points has been compiled and has been annexed to this letter as **Annexure 'B'**. It is requested to scrupulously follow these points as well as Help-Guides etc. available on DGHRD website to avoid technical issues/ glitches during the APAR Cycle 2020-21.

It is requested that these instructions may be brought to the notice of all Offficers/ Staff in your jurisdiction, for necessary action and strict compliance.

Enclo: As above.

Yours faithfully,

(Neeta Lall Butalia)
Director General,
DGHRD-CBIC
25/3/21

ANNEXURE 'A'

Time schedule for writing/completion of online APAR 2020-21 in SPRROW-CBIC
(Reporting year- Financial year)

S.No.	Activity	Date by which to be completed
1.	Generation/Creation of blank APAR in SPARROW-CBIC by the Custodian and sending it to all concerned (i.e. to officer to be reported upon where self-appraisal has to be given and to Reporting Officers where self appraisal is not to be given)	31st March, 2021 (This may be completed even a week earlier)
2.	Submission of self-appraisal to reporting officer by Officer to be Reported Upon (where applicable)	15th April, 2021
3.	Submission of report by Reporting Officer to Reviewing Officer	30th June, 2021
4.	Report to be completed by Reviewing Officer and to be sent to CR Section (Custodian)	31st July, 2021
5.	Disclosure to the Officer Reported Upon	01st September, 2021
6.	Receipt of Representation, if any, on APAR	15 days from the date of receipt of communication
7.	Forwarding of Representations to the Competent Authority (Nodal Officer for Representation) at Stage-I	21st September, 2021
8.	Forwarding of representation by the Competent Authority (Nodal Officer for Representation) to Reporting Officer	23rd September, 2021
9.	Forwarding of representation by the Reporting Officer to Reviewing Officer	1st October, 2021
10.	Forwarding of representation by the Reviewing Officer to Competent Authority (Nodal Officer for Representation) at Stage-II	11th October, 2021

11.	Disposal of Representation by the Representation Deciding Authority and uploading of Order/ decision by the Nodal Officer for Representation in SPARROW-CBIC (at Competent Authority Stage-II)	20th October, 2021
12.	Communication of the decision on the Representation to the Officer Reported Upon by the Custodian (CR Section)	31st October, 2021
13.	End of entire APAR process, after which the APAR will be finally taken on record (Closure of APAR cycle 2020-21 in SPARROW-CBIC)	30th November, 2021

Annexure 'B'

Important points for Online writing of APAR 2020-21 in SPARROW-CBIC

1. Kindly go through the help manuals for the role of Custodian, Alternate Custodian, Officer Reported Upon, Reporting Officer and Reviewing Officer available on DGHRD Website.
2. All requests regarding updation of any details of the Officers and role assignment should be sent only through SPARROW-SEVA online utility on DGHRD Website. No Manual/ Hardcopy letters should be sent.
3. Please sensitize officers under your charge that APAR writing is an important duty. All officers are duty bound to complete requisite action as prescribed under timelines prescribed. APAR should be written with due care and attention
4. In a F.Y., for a period less than 90 days/ 3 Months, neither APAR nor NRC needs to be created. It has to be left as a blank period as such.
5. Target dates in front of the Tabs of officer's name while creating the workflow should be left as it is.
6. In case of officer retiring/ demitting Office, they have only one month time to write the APARs of subordinates. In such cases, part APAR should be created immediately without waiting till end of F.Y.
7. While creating workflow of any officer, the Custodian/Alternate Custodian should search any officer with employee code as well as gov.in mail id so that the APAR moves correctly and does not go to the wrong officer.
8. Custodian/Alternate Custodian can update Section-I till closure of the APAR.
9. While creating workflow, the officer reported upon should be searched in 'Workflow within all Organization'.
10. To search any Group 'A' IRS(C&IT) Officer, click on the magnifying glass in front of Reporting and Reviewing Officer Column and then change the Service from CBIC to IRS.
11. While creating workflow of any officer, in case the period under Reviewing Officer is less than 90 days/ 3 Months, the Custodian/Alternate Custodian can use "SKIP" option provided under the Access Privileges button.
12. While creating the workflow for representation, in case the Reporting Authority/Reviewing Authority is not able to give comments due to unavailability of the officer (in case of retirement or demitted Office or officer expired), the Custodian/Alternate Custodian can use "SKIP" option provided under the Access Privileges button in Representation part. Comments on APAR Representation are not invited from Officers who have retired/ demitted office.

13. If there is no reporting officer who has supervised the officer for minimum 3 months but reviewing officer has supervised, then in such case the reviewing officer should not be made the reporting officer automatically. Please refer to DoPT OM dated 23 September, 1985 in this regard. Relevant portion is reproduced below, to quote:

> "*When, in the case of an Officer, there is no Reporting Officer having the requisite experience of three months or more during the period of report, as a result of which no Reporting Officer is in a position to initiate the report. It has been decided that where for a period of Report there is no Reporting Officer with the requisite experience to initiate the report, the Reviewing Officer himself may initiate the report as a Reporting Officer, provided the Reviewing Officer has been the same for the entire period of Report and he is in a position to fill in the columns to be filled in by the Reporting Officer. Where a report is thus initiated by the Reviewing Officer as Reporting Officer, it will have to be reviewed by the Officer above the Reviewing Officer*" to unquote.

Ideally, such cases may be NRC.

14. After representation has been considered by the authority (with or without any change in grading), the APAR is to be mandatorily accepted by the officer. There is no system of further appeal or any Board.
15. NRC needs to be issued for the period of suspension.
16. In case an APAR gets force-forwarded from a particular level, no data/ information filled/ saved as draft shall move to next level. Only a blank force forwarding template would be recorded/ visible in the system.
17. If an APAR was reported by the Reporting Officer, but not reviewed, the appraisal/ gradings etc. given by the Reporting Officer shall be treated as final. There is no need to issue NRC for such APAR (No Review/ Force Forward template would anyway be available in system as part of APAR already).
18. If an APAR was not reported by the Reporting Officer (gets force forwarded from Reporting stage), and it was reviewed by the Reviewing Officer, then the appraisal/ gradings given by the Reviewing Officer shall be taken. There is no need to issue NRC for such APAR (No Reporting/ Force Forward Template would anyway be available in system as part of APAR already).