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GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
(RAILWAY BOARD)  
RAIL BHAVAN, NEW DELHI-110001



D.O.No.2017/RBCC/7/10/eOffice-SPARROW

Dated: 17.02.2017

Dear Shri/My dear

**Sub: Implementation of SPARROW (Smart Performance Appraisal Report Recording Online Window)**

In compliance of DoPTs' latest directions, Ministry of Railways is in the process of implementing online filing of APAR (SPARROW – Smart Performance Appraisal Report Recording Online Window). This implementation shall facilitate electronic filing of APAR by officers which is expected to make the process timely and simultaneously increase transparency.

2. The new system shall be implemented starting with the APARs for the year 2016-17. Initially the system shall be implemented for officers of the level of Deputy Secretary (JAG) and above.

3. Implementation of online filing of APAR requires preparatory works to be completed in time. The Railway Board Computer Centre (RBCC) & Confidential Cell have prepared comprehensive instructions for the same. The copy of the document No. 2017/RBCC/7/10/eOffice-SPARROW Ver-1.0-WD0 issued 15/02/2017 is enclosed.

4. All units, maintaining a confidential cell, are instructed to provide the nomination details for the following roles. The details about the roles and the mode of submission of updation details are described in the attached document.

4.1 Primary Custodian

4.2 Alternative Custodian

4.3 PAR Manager

4.4 EMD Manager

5. It shall be ensured that the nomination details are submitted as instructed, positively by 23/02/2017.

With best wishes,

Enclosure: As above

General Managers & equivalent (by name), All Zonal Railways & Pus, CTIs etc.

Yours sincerely,

(R.K. Verma)

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Document Title: Instructions for implementation of eOffice-SPARROW on Indian Railways			



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### **2017/RBCC/7/10/eOffice-SPARROW**

*Instructions for implementation of eOffice-SPARROW on Indian Railways*

#### **Version History**

S. No.	Version Date	Version No	Reasons for Issue
1.	15/02/2017	1.0-WD0	Working Draft issued for sensitizing the personnel for implementation of eOffice-SPARROW starting for the year 2016-17. This document shall be updated with further instructions before the formal launch of the eOffice-SPARROW portal.

#### **Attached Annexures**

Annexure Number	Description
1.	NA

## 1. Background & Introduction

Department of Personnel & Training (DoPT), as a part of Digital India Initiatives, has directed that eOffice-SPARROW shall be implemented for digitalization of processes for management of Annual Performance Appraisal Reports (APAR).

SPARROW is an application developed by National Informatics Centre. The acronym expands as **S**mart **P**erformance **A**ppraisal **R**eport **R**ecording **O**nline **W**indow. The application is designed for management and automation of processes for APAR's from the initiation stages and upto appeals.

Implementation of SPARROW is expected to significantly improve management of APAR's by ensuring timely and accurate movements and improve transparency.

It is planned to implement SPARROW for the officers (JAG & Above) of the Ministry of Railways starting with the APAR's for the year 2016-2017.

## 2. Objective & scope of this document

This document has been prepared to document and explain the process of implementation of SPARROW on Indian Railways.

The instructions contained in this document shall be applicable for officers of all units of Indian Railways with the exception of PSU's.

## 3. Nomination of Personnel for Management of SPARROW Activities

For management of SPARROW and related activities the following roles need to be assigned to specific officers in all railway units that maintain a confidential cell.

Role Name	Role Function	Recommended Designation to be Assigned the Role	Remarks
<b>Primary Custodian / Nodal Officer</b>	The officer shall be responsible for Generation of PAR's and forwarding to the Officers to be reported upon (ORU) for recording their APAR in the Part-II	DGM(G) or similarly placed officers in other units	The officer shall function as the nodal officer for all SPARROW activities in their Unit.
<b>Alternative Custodian</b>	The officer shall be nominated to assist the custodian and to take over functions of the Primary Custodian during absence.	Assistant Confidential Officer of the unit.	
<b>Performance Appraisal Report (PAR) Manager</b>	The officer shall be responsible to create correct workflows for each APAR.	Assistant Confidential Officer of the unit.	
<b>Employee Master Details (EMD) Manager</b>	The officer shall be responsible to ensure and update the master details of all users of their respective units on the SPARROW portal.	Section Officer of the Confidential Cell of the unit.	

All units shall inform the following details for each of the above nominated officers:

S. No	Information Details	Remarks
1	Name of Officer	
2	Designation of Officer	
3	Office Address	
4	Office Telephone Number (P&T)	
5	Office Telephone Number (Rly)	
6	Officer's Cellphone Number	
7	Officer's email ID on NIC email system (if available)	

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S. No	Information Details	Remarks
8	Officer's alternate email ID on Google Mail	Incase a Gmail ID is not available, the same shall be created and informed
9	Officers RUID Number	Incase the office does not have a RUID allotted, the officer shall fill up the RUID application form (annexed) and the filled / signed form shall be scanned and forwarded on email.

The information as detailed in the table above shall be sent by email to the following email addresses:

[ir.eoffice.sparrow@gmail.com](mailto:ir.eoffice.sparrow@gmail.com)

[sparrow-helpdesk@rb.railnet.gov.in](mailto:sparrow-helpdesk@rb.railnet.gov.in)

Note: The officers nominated for the above roles shall be trained for handling the assigned tasks. The training schedules shall be posted on the common email forum setup for this purpose.

#### 4. Email forum for SPARROW Managers

All officers nominated for management of SPARROW and related activities shall mandatorily register with the common email forum as per the instructions in the table below. The officers shall use their Gmail-ID's and contact cellphone numbers for enrolling to the groups / forums as detailed below.

Any issues regarding the rolling out of SPARROW shall be posted on the common email forum created for the purpose of the activity.

Common Contact Details		
Description	Details	Remarks and recommended use
Common Email ID	<a href="mailto:ir.eoffice.sparrow@gmail.com">ir.eoffice.sparrow@gmail.com</a>	Use this address to Send details containing the phone numbers and the Gmail-ID's of personnel nominated for the activity. These will be added to the common email group.
Common Email Group Email Address	<a href="mailto:ir-eoffice-sparrow@googlegroups.com">ir-eoffice-sparrow@googlegroups.com</a>	Use this group email address to post queries / issues reports regarding the activity.  <b>Note: This email address shall accept mail only when your (sender's) Gmail-ID has been registered. All requests to register with the group to be sent to common email address given above.</b>
Directory of Common Contact Details	<b>The link shall be shared on the Common Email Group. Please register on the group to access the directory.</b>	Contact Details of Personnel nominated for the activity are available here. <b>Note: This URL is available only to those Gmail-ID's that are registered with the Common email Group.</b>

#### 4.1 Familiarization with Google Drive

All personnel involved in the management of the activities shall be familiar with the use of Google Drive. It is requested to kindly read and understand instructions for the same available at:

<https://support.google.com/drive/answer/2424384?hl=en> .

The Google Drive shall be used when required to share large sized files. The details of these shall be shared on the common email forum.



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## 5. Pre-requisites for users (and managers) of SPARROW

The following are the pre-requisites that shall be ensured for all users (including managers) of SPARROW.

All nominated officers shall ensure that these are compiled and kept in readiness by all officers of their respective units at the earliest. These are the vital data elements that are required to be pre-loaded for creation of user accounts on the SPARROW portal.

### 5.1 eMail ID by name on 'gov.in' domain

All officers shall have a valid and working email account on the 'gov.in' domain, hosted on the NIC servers.

The email service requires that the user registers a functional cellphone number for delivery of password resetting codes.

Note: It is recommended that the user registers a permanent private number as a recovery number for the 'gov.in' email account. This is preferred as the email account shall remain with the officer through the service and use of officially provided CUG numbers adds complexity when persons change on transfers and postings.

### 5.2 Aadhaar

All officers shall be enrolled with UIDAI and have a valid and functional Aadhaar ID.

### 5.3 Aadhaar linked cellphone number

Each officer shall ensure that the Aadhaar ID is linked to a functional cellphone number.

Note: It is recommended that the user registers a permanent private number with Aadhaar. This number shall be used to send the OTP for digitally signing the documents using the eSign services. Use of officially provided CUG numbers adds complexity when persons change on transfers and postings.

### 5.4 Officer's personal data for addition to the Employee Master Details (EMD) Database

Each officer shall submit personal information required to create the employee master details (EMD) Database.

This data set consists of officer's personal data like name, date of birth, date of joining, PAN etc. The exact information required shall be listed in the form on the REIS website.

## 6. Enrollment of SPARROW users on REIS

In order to simplify, systematize and ensure compliance of pre-requisites for all SPARROW users, Railway Board Computer Centre (RBCC) has developed an extension to REIS. This module allows users to apply for 'gov.in' email ID and also provides fields to enter the required EMD Data online.

The module can be accessed from the URL <http://reis.railnet.gov.in> and following the link showing SPARROW. The instructions for enrollment process are provided at the site as a downloadable PDF document.

This module shall be enabled only for those officers who are to be enrolled for SPARROW. The nominated nodal officers of the railways units shall ensure that the officers of their respective unit enter the required details using the online enrollment module.

RBCC shall enable the access to the module for all officers who are required to enroll for SPARROW. This configured for officers of **JAG and above grades**.

If for some reason an officer is not able to access the enrollment module, the details of the officer shall be communicated to the helpdesk contacts for mitigation of the problem.

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Note: The information shall be entered by the each officer i.e. managers / users of SPARROW on the REIS website. The entered data shall be validated by nominated officers and then imported into SPARROW for populating EMD Database.

## 7. Training of SPARROW managers and users

Training is vital for ensuring correct launch of the initiative and to ensure that the application follows the intended trajectory in its lifecycle.

Training shall be of two categories namely: Training for SPARROW Managers and Training of Trainers who in turn shall train the officers of their respective units.

### 7.1 Training of SPARROW Managers

All officers nominated for management roles for SPARROW shall be required to undergo training for their roles.

The training programme for these users shall be coordinated by Railway Board and shall be advised via email through the group forum setup as detailed earlier.

### 7.2 Training of Trainers for users of SPARROW

The programme for training of trainers shall be coordinated by Railway Board and shall be advised via email through the group forum setup as detailed earlier.

All railway units shall be advised to nominate personnel for training for trainers.

Note: It is recommended that number of trainers nominated shall at least 1 for about 30 end users.

### 7.3 Training of end users of SPARROW

The end users shall be trained by the trainers trained as detailed above.

## 8. Helpdesk for SPARROW Activities

The following contacts have been setup for providing helpdesk services for SPARROW. It is requested to use these incase of any issues are encountered with the process of enrollment and subsequent operations.

Issue Category	Contact		Remarks
RUID number / Password changes Duplicate / Multiple RUID's	REIS Cell Railway Board		
	eMail	<a href="mailto:reis-helpdesk@rb.railnet.gov.in">reis-helpdesk@rb.railnet.gov.in</a>	
	Cellphone	9717646224, 9717646225	
	Landline	23047450, 23047451	
	Railway	47450, 47451	
Problems in filling details on the SPARROW user enrollment form	SPARROW Helpdesk		
	eMail	<a href="mailto:sparrow-helpdesk@rb.railnet.gov.in">sparrow-helpdesk@rb.railnet.gov.in</a>	
	Cellphone	9717646226, 9717646227	
	Landline	23047452, 23047453	
	Railway	47452, 47453	

Similar helpdesk needs to be setup by all railway units that maintain a confidential cell.

# Schedule of Activities

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WORKING DRAFT