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### Abbreviations

<table>
<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>
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<tr>
<td>PAR</td>
<td>Performance Appraisal Report</td>
</tr>
<tr>
<td>MaA</td>
<td>Memorial against Assessment</td>
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<tr>
<td>CR</td>
<td>Central Repository</td>
</tr>
<tr>
<td>EMD</td>
<td>Employee Manager Details</td>
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<td>SPOC</td>
<td>Single Point of Contact</td>
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<tr>
<td>EO</td>
<td>Establishment Officer</td>
</tr>
<tr>
<td>CCA</td>
<td>Cadre Controlling Authority</td>
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<tr>
<td>DSC</td>
<td>Digital Signing Certificate</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**

1. PAR Custodian
2. Primary Nodal Officer

**Ownership Based**

3. Centre PAR Custodian
4. State PAR Custodian

**Administration Based**

5. System Administrator
6. PAR Administrator
7. PAR Manager
8. EMD Administrator

**Workflow Based**

9. Reporting Authority
10. Reviewing Authority
11. Accepting Authority
12. Competent Authority
<table>
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<th>Roles and Responsibilities</th>
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<tr>
<td><strong>Primary</strong></td>
</tr>
<tr>
<td>• PAR Custodian</td>
</tr>
<tr>
<td>Responsibilities</td>
</tr>
<tr>
<td>a. Manages and Maintains PAR Database</td>
</tr>
<tr>
<td>b. Central Repository records updating</td>
</tr>
<tr>
<td>• Primary Nodal Officer</td>
</tr>
<tr>
<td>Responsibilities</td>
</tr>
<tr>
<td>a. Generates the PAR</td>
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<tr>
<td>b. Parameters for PAR are set up</td>
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<td><strong>Ownership Based</strong></td>
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<tr>
<td>• Centre PAR Custodian</td>
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<tr>
<td>Responsibilities</td>
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<tr>
<td>a. SPOC for Center</td>
</tr>
<tr>
<td>b. Maintains the records with respect to Center</td>
</tr>
<tr>
<td>• State PAR Custodian</td>
</tr>
<tr>
<td>Responsibilities</td>
</tr>
<tr>
<td>a. SPOC for State</td>
</tr>
<tr>
<td>b. Maintains the records with respect to State</td>
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</table>
### Administration Based

- **System Administrator**
  - Responsibilities
  a. Maintains the records of database
  b. Updation of Databases

- **PAR Administrator**
  - Responsibilities
  a. SPOC for maintaining database for respective cadres
  b. Set up the PAR templates and Primary Database

- **PAR Manager**
  - Responsibilities
  a. Responsible for creating workflow for PAR

- **EMD Administrator**
  - Responsibilities
  a. SPOC for maintaining and managing the Officer Transfers and Superannuation
  b. SPOC for maintaining and managing the Personnel Information of Officer

### Workflow Based

- **Reporting Authority**
  - Responsibilities
  a. Views the completed PAR of an officer
  b. Grades the PAR and forwards to Reviewing Authority

- **Reviewing Authority**
  - Responsibilities
  a. Views the forwarded PAR from Reporting Authority
  b. Grades the PAR and forwards to Accepting Authority

- **Accepting Authority**
  - Responsibilities
  a. Views the Forwarded PAR from Reviewing Authority
  b. Finalizes the grading for PAR and forwards to Custodian

- **Competent Authority**
  - Responsibilities
  a. Responsible for Reassessing the PAR during Referral and Memorial against Assessment
# 6. Workflow Oriented Movement of PAR

## Workflow Based Movement of PAR

### 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 and Forwards to EO.
- EO sends the closed PARs to CCA.

### Standard

- **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.
- **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 and EO sends PAR to CCA.

### Representation

- **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) 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 and EO sends PAR to CCA.

### Referral

- **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 and EO sends PAR to CCA.

### MaA

- **Officer** willing to Put to Memorial against Assessment (MaA)
- **Custodian**: Forwards the request to MaA (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 and EO sends PAR to CCA.
7. Modules - SPARROW

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

- Inbox
- Sent
  - Completed PAR
- Dossier
  - Generation
  - Force Forward
- PAR
- Delegation
- Verification
- Workflow
  - Create/Update
- User Assistance
  - User Registration
- DSC
  - DSC Registration
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:**

![Fig.SPARROW.1](image)

7.2 User or Officer - Standard Menu

![Fig.SPARROW.2](image)
8. Movement of PAR – Custodian (First Steps)

✓ Create Workflow/Update

- Search Officer, to create a workflow as shown in **Fig.SPARROW.3**:

![Fig.SPARROW.4]

- A page appears, provide **Status** and **Type of Form** as shown in **Fig.SPARROW.5**:

![Fig.SPARROW.5]
- Provide necessary parameters, click **Continue** as shown in **Fig.SPARROW**.

![Fig.SPARROW.6](image)

- A page appears, open **Standard**, select officers, click **Save** as shown in **Fig.SPARROW.7**:

![Fig.SPARROW.7](image)

**Note:**

a. Custodian\PAR Manager Creates\updates the workflow.
b. PAR is generated only by Custodian for whom workflows are created.
✓ **Update Workflow**

- To edit or **Update** workflow, search Officer as shown in **Fig.SPARROW.8**:

![Fig.SPARROW.8](image)

- A page appears, click **Update** as shown in **Fig.SPARROW.9**:

![Fig.SPARROW.9](image)

- A page appears, **Standard**, update fields, click **Update** as shown in **Fig.SPARROW.10**:

![Fig.SPARROW.10](image)
A message prompts **Workflow Updated Successfully** as shown in Fig.SPARROW.11:
✓ **Generation of PAR**

- Go to **Generation**, select **Assessment Year**, click **Generate** and **Send** as shown in **Fig.SPARROW.12**:

![Fig.SPARROW.12](image)

- A unique **ID** is generated and sent to Officer as shown in **Fig.SPARROW.13**:
Note:
a. PAR can be Sent only after generation.

✓ Send PAR

- Click Send To Employee ( ), a page appears as shown in Fig.SPARROW.14:
9. Movement of PAR-Standard Flow

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

- Click PAR ID to open PAR as shown in Fig.SPARROW.15:
• Click PAR ID[6450908313320014] or Quick Action( ) to open PAR as shown in Fig.SPARROW.16:
• Click **Sent To Reporting Authority**,[Send To Reporting Authority](#), as shown in **Fig.SPARROW.17**:

![Fig.SPARROW.17](image)

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

![Fig.SPARROW.18](image)

**Note:**

a. Form has Section I and Section II.
b. Section I is updated by 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( ) or Quick Action( ) to open the Form as shown in Fig.SPARROW.19:

![Fig.SPARROW.19](image)

- A page appears, Reporting Authority views, grades the PAR, click Send to Reviewing Authority ( ) as shown in Fig.SPARROW.20:

![Fig.SPARROW.20](image)

- A message prompts successfully sent as shown in Fig.SPARROW.21:

![Fig.SPARROW.21](image)

**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(2014-01042013-31032014-1) to open PAR as shown in Fig.SPARROW. 22:

- Reviewing Authority views, grades the PAR, click Sent to Accepting Authority(2014-01042013-31032014-1) as shown in Fig.SPARROW. 23:

- A message prompts successfully sent as shown in Fig.SPARROW. 24:
Stage 4. Accepting Authority performs the following steps to send the PAR to CR:

- Click PAR ID (14-0942013-3102014-1) to open PAR as shown in Fig.SPARROW. 25:

![Fig.SPARROW.25]

- Click PAR ID (14-0942013-3102014-1), Accepting Authority finalises garde, click Send To CR Section ( ) as shown in Fig.SPARROW. 26:

![Fig.SPARROW.26]

- A message prompts successfully sent as shown in Fig.SPARROW. 27:

![Fig.SPARROW.27]
Stage 5. Custodian performs the following steps to disclose PAR:

- Click PAR ID (2014-01042013-3102014-1) to open PAR as shown in **Fig.SPARROW. 28:**

- PAR is opened, click **Disclose to Employee** to disclose the PAR as shown in **Fig.SPARROW. 29:**

- A message prompts **successfully sent** as shown in **Fig.SPARROW. 30:**
Stage 6. Officer performs the following steps to Accept PAR:

- Click PAR ID[2014-01042013-31032014] to view PAR grading as shown in Fig.SPARROW. 31:

![Fig.SPARROW.31]

- Click I Accept[ ] else Put to Representation[ ] as shown in Fig.SPARROW. 32:

![Fig.SPARROW.32]

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

![Fig.SPARROW.33]

Note:

a. Officer can either Accept or Put for Representation.
Stage 7. Custodian performs the following steps to close PAR:

- Click PAR ID [2014-01042013-3103201-1], Custodian closes the Accepted PAR, as shown in Fig.SPARROW. 34:

  ![Fig.SPARROW.34](image)

- Custodian sends the Accepted PAR to EO as shown in Fig.SPARROW. 35:

  ![Fig.SPARROW.35](image)

- A message prompts successfully sent shown in Fig.SPARROW. 36:

  ![Fig.SPARROW.36](image)

Note:

a. CR Section gets Alert, if Officer willing to Put to Representation.
Stage 8. EO performs the following steps to forward PAR to CCA:

- EO selects PAR ID(2014-01042013-31032014-1) to open the PAR as shown in Fig.SPARROW.37:

![Fig.SPARROW.37](image)

- EO sends closed PAR to CCA, click Send to CCA as shown in Fig.SPARROW.38:

![Fig.SPARROW.38](image)

- A message prompts successfully sent as shown in Fig.SPARROW. 39:

![Fig.SPARROW.39](image)

Note:

a. EO sends the completed and Closed PARs to CCA.
Stage 9. Custodian performs the following steps for Closure of PAR:

- Click **PAR ID** to open the PAR as shown in Fig.SPARROW. 40:

  ![Fig.SPARROW.40](image1)

- Click **Close** to close the PAR as shown in Fig.SPARROW. 41:

  ![Fig.SPARROW.41](image2)
10. Movement of PAR- Representation Flow

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

- Click **Put to Representation** (button), to Put to Representation as shown in Fig.SPARROW. 42:
• A window appears, enter remarks and Submit as shown in Fig.SPARROW. 43:

![Fig.SPARROW.43](image)

• Case for Representation, click Submit as shown in Fig.SPARROW. 44:

![Fig.SPARROW.44](image)

• A message prompts successfully sent as shown in Fig.SPARROW. 45:

![Fig.SPARROW.45](image)
Stage 2. Custodian performs the following steps to forward the request:

- Custodian opens **PAR ID** as shown in **Fig.SPARROW.46**:

![Fig.SPARROW.46](image)

- Click **PAR ID**, a page appears, click **Send to Accepting Authority** as shown in **Fig.SPARROW.47**:

![Fig.SPARROW.47](image)

- A message prompts successfully sent as shown in **Fig.SPARROW. 48**:

![Fig.SPARROW.48](image)

**Note:**

a. Custodian forwards to Representation.
Stage 3. Accepting Authority performs the following steps for consideration:

- Accepting Authority opens PAR ID \( \text{PAR ID} \) as shown in Fig.SPARROW.49:

![Fig.SPARROW.49](image)

- A page appears, Accepting Authority enters remarks, click Send to CR Section, as shown in Fig.SPARROW.50:

![Fig.SPARROW.50](image)
Click **Send to CR Section** to close the PAR as shown in **Fig.SPARROW.51**:  

![Fig.SPARROW.51](image)

- A message prompts **successfully sent** as shown in **Fig.SPARROW.52**:  

![Fig.SPARROW.52](image)
Stage 4. Custodian performs the following steps to disclose PAR to Officer:

- Custodian opens PAR ID ( ) as shown in Fig. SPARROW. 53:

![Fig.SPARROW.53](image1)

- A page appears, click Disclose to Employee ( ) as shown in Fig.SPARROW.54:

![Fig.SPARROW.54](image2)

- A message prompts successfully sent as shown in Fig.SPARROW.55:

![Fig.SPARROW.55](image3)

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 (2014-01042015-31022014-3868) to open the disclosed PAR as shown in Fig.SPARROW.56:

  ![Fig.SPARROW.56](image)

- Officer either Accepts (I Accept) or Put for Referral Board (Put to Referral Board) as shown in Fig.SPARROW.57:

  ![Fig.SPARROW.57](image)

Note:

a. Stage 6, 7, 8 & 9 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 for Referral Board** (Put to Referral Board), enter the remarks and **Submit** as shown in Fig.SPARROW.58:

![Fig.SPARROW.58](image)

- A message prompts **successfully sent** as shown in Fig.SPARROW.59:

![Fig.SPARROW.59](image)
• Click PAR ID ( ), enter remarks as shown in Fig.SPARROW.60:

![Fig.SPARROW.60](image)

• A page appears, click Sent to competent Authority ( ) as shown in Fig.SPARROW.61:

![Fig.SPARROW.61](image)

• A message prompts successfully sent as shown in Fig.SPARROW.62:

![Fig.SPARROW.62](image)

**Note:**

a. Custodian is responsible to forward the Case to competent authority.
Stage 2. Competent Authority performs the following steps for consideration:

- Competent Authority views PAR ID(31032014-3806) as shown in **Fig.SPARROW. 63**:

  ![Fig.SPARROW.63](image)

- A page appears, click **Send to CR Section** as shown in **Fig.SPARROW.64**:

  ![Fig.SPARROW.64](image)

- A message prompts **successfully sent** as shown in **Fig.SPARROW.65**:

  ![Fig.SPARROW.65](image)

**Note:**
a. Competent Authority sends PAR to Custodian.
Stage 3. Custodian performs the following steps to disclose PAR to Officer:

- Custodian views PAR ID (31032014-3806) as shown in Fig.SPARROW. 66:

![Fig.SPARROW.66](image)

- A page appears, click Disclose To Employee as shown in Fig.SPARROW.67:

![Fig.SPARROW.67](image)

- A message prompts successfully sent as shown in Fig.SPARROW.68:

![Fig.SPARROW.68](image)

Note:
a. Custodian receives PAR and discloses to Officer.
Stage 4. Officer performs the following steps to Accept PAR:

- Click PAR ID\(^{(\text{PAR ID})}\) to view remarks as shown in Fig.SPARROW.69:

![Fig.SPARROW.69](image)

- A page appears, Officer either I Accept(\(^{(\text{I Accept})}\)) or Put for Memorial against Assessment(\(^{(\text{Put for Memorial To President})}\)) as shown in Fig.SPARROW.70:

![Fig.SPARROW.70](image)

**Note:**

a. Stage 5, 6, 7, 8 & 9 are followed as for Movement of PAR- Standard.
12. Movement of PAR - Memorial against Assessment Flow

- Click **Put for Memorial to President**, **Submit** remarks as shown in Fig.SPARROW. 71:

![Fig.SPARROW.71](image1)

- A message prompts **successfully sent** as shown in Fig.SPARROW.72:

![Fig.SPARROW.72](image2)
Stage 1. Custodian performs the following steps to request MaA:

- Clicks PAR ID( ) to open the PAR as shown in Fig.SPARROW.73:

![Fig.SPARROW.73](image)

- A page appears, click Send To Competent Authority( ) as shown in Fig.SPARROW.74:

![Fig.SPARROW.74](image)

- A message prompts successfully sent as shown in Fig.SPARROW.75:

![Fig.SPARROW.75](image)
Stage 2. Competent Authority performs the following steps for consideration:

- Competent Authority opens PAR ID [2014-01/06/0213-31032014-3800] as shown in Fig.SPARROW.76:

![Fig.SPARROW.76](image)

- A page appears, click Send to CR Section [Send To CR Section] as shown in Fig.SPARROW.77:

![Fig.SPARROW.77](image)

- A message prompts successfully sent as shown in Fig.SPARROW.78:

![Fig.SPARROW.78](image)
Stage 3. Custodian performs the following steps to disclose PAR to Officer:

- Click **PAR ID** to open the PAR as shown in Fig.SPARROW.79:

![Fig.SPARROW.79](image)

- A page appears click **Disclose To Employee** as shown in Fig.SPARROW.80:

![Fig.SPARROW.80](image)

- A message prompts **successfully sent** as shown in Fig.SPARROW.81:

![Fig.SPARROW.81](image)
Stage 4. Officer performs the following steps to Accept PAR:

- Click **PAR ID** to view the PAR as shown in Fig.SPARROW.82:

![Fig.SPARROW.82]

- A page appears, click **I Accept** as shown in Fig.SPARROW.83:

![Fig.SPARROW.83]
Stage 5. Custodian performs the following steps to send to EO:

- Click PAR ID (2014-01042013-31020214:3806) to open the PAR as shown in Fig.SPARROW.84:

![Fig.SPARROW.84]

- A page appears, click Send to EO (Send to EO) as shown in Fig.SPARROW.85:

![Fig.SPARROW.85]

- A message prompts successfully sent as shown in Fig.SPARROW.86:

![Fig.SPARROW.86]

Note:
a. Stage 6, 7, 8 & 9 are followed for Movement of PAR-Standard.
b. On closure of PAR, EO forwards closed PAR to CCA.
c. 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, Delegate and Manual Process.

13.1.1 My PAR

- MY PAR ( ) depicts Self PAR’s sent as shown in Fig.SPARROW.87:

![Fig.SPARROW.87](image-url)
13.1.2 Assess PAR

- Assess PAR, click open to view as shown in Fig.SPARROW.88 and Fig.SPARROW.89:

![Fig.SPARROW.88](image1)

![Fig.SPARROW.89](image2)
13.1.3 Delegated

- Delegated (Delegated) depicts the delegated privileges as shown in Fig.SPARROW.90 & Fig.SPARROW.91:

![Fig.SPARROW.90](image)

![Fig.SPARROW.91](image)

**Note:**

a. Firstly User should exist to whom the privileges should be delegated, if not create Non IAS officer with help of User Assistance->User Registration (Refer User Registration).

b. Delegate the privileges to created User. Refer (Delegation Procedure)

c. Now the User (Non IAS) login to utilize the privileges delegated.

d. The changes done on the PAR by User (Non IAS) can be viewed by the Officer (who has delegated the privileges).
13.1.4 Manual Process (Inbox)

- Click PAR ID (2014-01042013-31032014-156) to open the PAR as shown in Fig.SPARROW.92:

![Fig.SPARROW.92](image)

- A page appears, click Send To Accepting Authority as shown in Fig.SPARROW.93:

![Fig.SPARROW.93](image)

**Note:**

- Download the Sections ( ), update PAR to process PAR Manually.
- Manual Process is performed by Custodian only.

Common to All
13.2 Dossier

- Go to Dossier( ), click Completed PAR( ) list as shown in Fig.SPARROW.94:

Fig.SPARROW.94

- Click PAR File Number( ), a page appears as shown in Fig.SPARROW.95:

Fig.SPARROW.95

Note:

a. Completed PAR’s can be downloaded and viewed.
13.3 Delegation

- Go to Delegation, to assign privileges as shown in Fig.SPARROW.96:

![Fig.SPARROW.96](image)

- Select privileges to Add, to delegate for specific time period as shown in Fig.SPARROW.97:

![Fig.SPARROW.97](image)

**Note:**
a. Privileges can be added or removed before submit.
13.4 Verification

- Go to Verification, enter verification code, click View Document as shown in Fig.SPARROW.98 & 99:

![Fig.SPARROW.98](image)

![Fig.SPARROW.99](image)

**Note:**

a. Valid code downloads verified document, click to open the document.
13.5 User Assistance

✓ Track Your PAR

• Go to User Assistance, click Track Your PAR, select Assessment Year, a list appears as shown in Fig.SPARROW.100:

![Fig.SPARROW.100](image)

• Click PAR ID, a window displays the statuses as shown in Fig.SPARROW.101:

![Fig.SPARROW.101](image)
User Registration

- Go to User Assistance, click User Registration, enter details as shown in Fig.SPARROW.102:

![User Registration Form](image1)

Fig.SPARROW.102

- A message prompts successfully saved as shown in Fig.SPARROW.103:

![Save Successfully](image2)

Fig.SPARROW.103
13.6 DSC

✓ Registration

- Plug DSC, click **DSC Registration**, to register DSC as shown in **Fig.SPPARROW.104**:

![Fig.SPPARROW.104]

- Enter PIN number and click **OK** as shown in **Fig.SPARROW.105**:  

![Fig.SPARROW.105]

- Select enrolled certificate and click **Register** as shown in **Fig.SPARROW.106**:  

![Fig.SPARROW.106]
- A message prompts, **successfully registered** DSC, click OK as in **Fig.SPARROW.107**:

![Fig.SPARROW.107]

- User can view **registered DSC(Active)** list as displayed as shown in **Fig.SPARROW.108**:

![Fig.SPARROW.108]

**Note:**
- To deactivate registered DSC, click Deactivate DSC (Deactivate DSC).
- Inactive DSC cannot be activated.
- DSC certificate is must for Custodian.
13.7 Support@Helpdesk

✓ Report Issue

- Go to **Support@Helpdesk**, click **Report Issue** [Report Issue](#), a page appears, enter necessary details as shown in **Fig. SPARROW.109**:
**Check Status**

- Click **Check Status** link to view the status of issue reported as shown in **Fig.SPARROW.110**:

![Fig.SPARROW.110](image)

**Note:**

a. Provide all the mandatory fields (*) to fill the Report Issue.
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