

# FREQUENTLY ASKED QUESTIONS for SPARROW-CBIC

## Table Of Contents:

[How do I know whether my gov.in email ID or my SPARROW Account or my VPN Account has been created or not?](#)

[What if I don't have a gov.in email ID?](#)

[What if I already have a pre-existing gov.in email ID but it not mapped to SPARROW?](#)

[What if my mobile number mentioned in the list of SPARROW and VPN Accounts' list is not correct?](#)

[What if I don't have a VPN Account or I have forgotten my VPN Account Password?](#)

[I have been nominated as Custodian/ Alternate Custodian for my formation but I have not been assigned/ mapped that particular role to my account in SPARROW. What should I do?](#)

[While creating the workflow, if the Reporting or Reviewing Authority is Group 'A' Officer, then how to select them?](#)

[Who will be the Competent Authority while creating the Representation Workflow?](#)

[Who will the Authority to issue NRCs?](#)

[How to Rest the password of NIC Email id?](#)

[In what cases should APAR or NRC be generated?](#)

[How to find out my Super Custodian/ Custodian?](#)

[I am mapped to wrong formation in SPARROW. Due to this, I cannot be assigned role for Custodian/ Alternate Custodian.](#)

## 1. How do I know whether my gov.in email ID or my SPARROW Account or my VPN Account has been created or not?

To know about the status of your ID and accounts kindly click on the link [https://docs.google.com/spreadsheets/https://docs.google.com/spreadsheets/d/1ahzcfY27\\_XPjZdTIZB3MJlvCi-Q5XblJu-LX1GlrD2I/edit#gid=163760706d/1ahzcfY27\\_XPjZdTIZB3MJlvCi-Q5XblJu-LX1GlrD2I/edit#gid=163760706](https://docs.google.com/spreadsheets/https://docs.google.com/spreadsheets/d/1ahzcfY27_XPjZdTIZB3MJlvCi-Q5XblJu-LX1GlrD2I/edit#gid=163760706d/1ahzcfY27_XPjZdTIZB3MJlvCi-Q5XblJu-LX1GlrD2I/edit#gid=163760706) and check about your details.

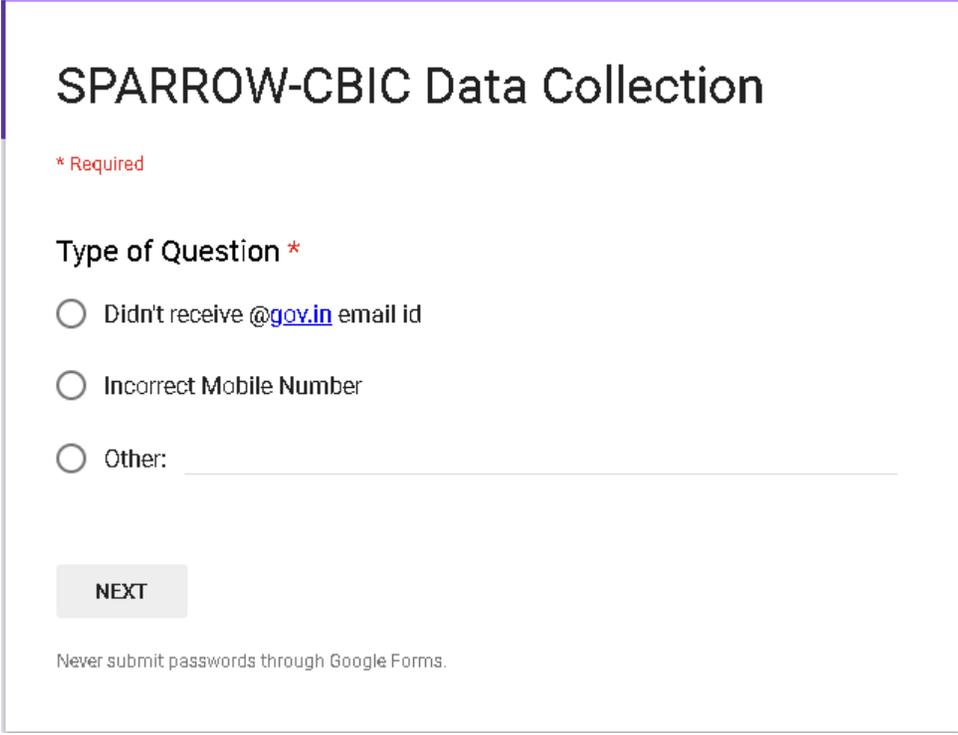
## 2. What if I don't have a gov.in email ID?

To request for a gov.in email ID, necessary details need to be filled in a form which

can accessed from the below link:

<https://docs.google.com/forms/d/e/1FAIpQLScBOOOyuDSGoFLAejSBNiX1R9ko3hwfh10EQiOUsP2qXjD0PQ/viewform>

The following page will open



**SPARROW-CBIC Data Collection**

\* Required

Type of Question \*

Didn't receive @gov.in email id

Incorrect Mobile Number

Other: \_\_\_\_\_

**NEXT**

Never submit passwords through Google Forms.

Click on the 1st bubble and then fill the required details.

### 3. What if I already have a pre-existing gov.in email ID but it not mapped to SPARROW?

All the Gov.in emails generated via the form in Point No 2 above are being automatically sent for SPARROW-CBIC Mapping.

However, for Priority SPARROW mapping only of those officers who are to act as Custodians/ Alternate Custodians or figuring as reporting/ reviewing officer for large number of officers, we have introduced a special request mechanism. Click on the link

[https://docs.google.com/forms/d/e/1FAIpQLSfH5mA4Vcz0PPhS\\_5Gd7ywUou34VgFiBlp1FnY6ggviQd6SZg/viewform?usp=sf\\_link](https://docs.google.com/forms/d/e/1FAIpQLSfH5mA4Vcz0PPhS_5Gd7ywUou34VgFiBlp1FnY6ggviQd6SZg/viewform?usp=sf_link)

### 4. What if my mobile number mentioned in the list of SPARROW and VPN Accounts' list is not correct?

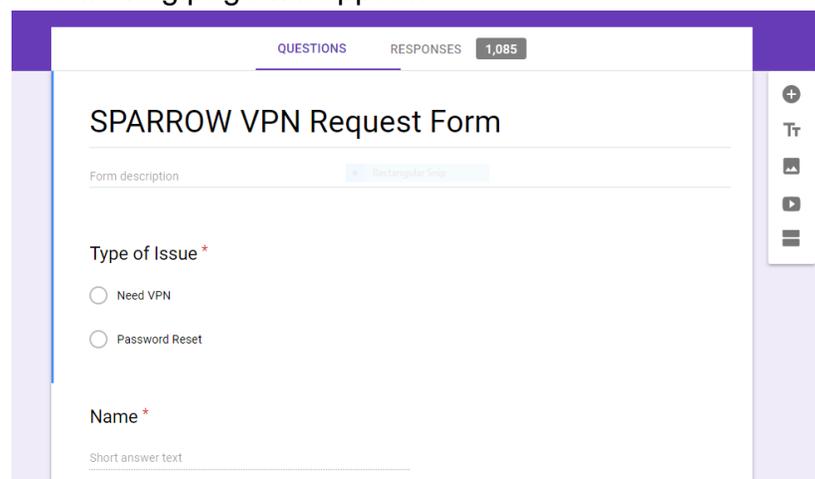
Click on the link provided in Point no. 2 and then click on the 2nd bubble(shown in the picture above) and then fill in the required details.

### 5. What if I don't have a VPN Account or I have forgotten my VPN Account Password?

Click on the link given below:

<https://docs.google.com/forms/d/1TDTm7LeiWrijtsHLZGFK2BDGmTFxbHqWvY1PrS8V2Vj4/edit>

The following page will appear:



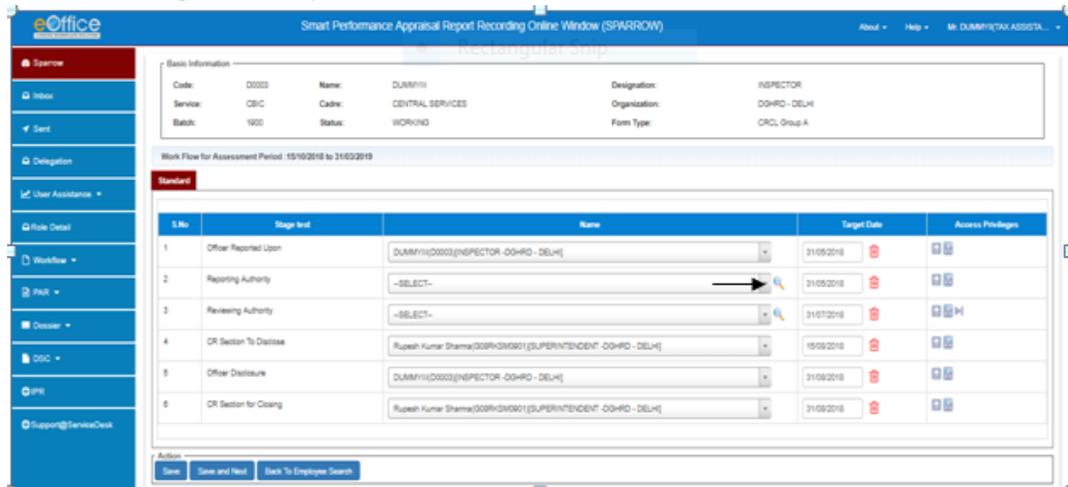
Fill in the required details.

**6. I have been nominated as Custodian/ Alternate Custodian for my formation but I have not been assigned/ mapped that particular role to my account in SPARROW. What should I do?**

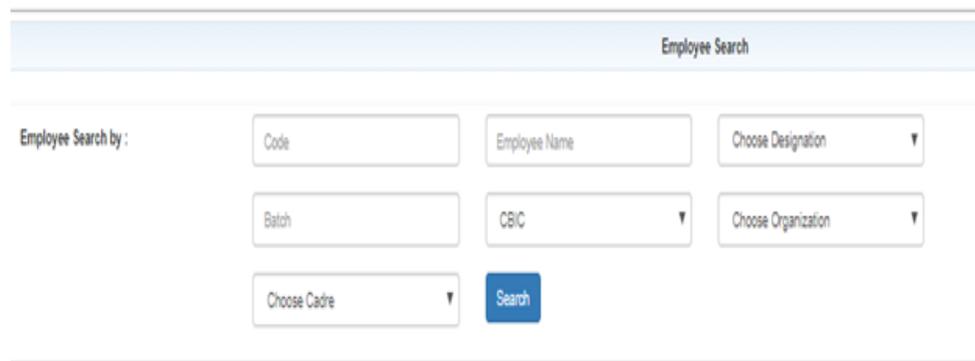
In this case, you need to contact your Super Custodian/ Zonal Nodal Officer and request him to map the role to your account. The list of the Super Custodians/ Zonal Nodal Officers can be checked from the following link: <https://docs.google.com/spreadsheets/d/1uySpYcGI2xV2hcJ6d38jdp6F03MPfj2fe14mOHXZrBE/edit#gid=1444942223>

**7. While creating the workflow, if the Reporting or Reviewing Authority is Group 'A' Officer, then how to select them?**

Click on the magnifying glass in front of the drop down menu of Reporting or Reviewing Authority as shown below:



Then the following page will appear:



Where the service is being selected as CBIC, select IRS-CBEC as Service and then search any employee of Group 'A' using their Code.

### **8. Who will be the Competent Authority while creating the Representation Workflow?**

Upto the level of Inspector, JC/ ADC P&V will be the Competent Authority at both Stage-I and Stage-II and for Gazetted Group B - Commissioner will be the Competent Authority at both Stage-I and Stage-II.

### **9. Who will the Authority to issue NRCs?**

JC/ ADC (P&V) will be the NRC issuing Authority for every case.

### **10. How to Rest the password of NIC Email id?**

In case, the password has not been received on the mobile number then it can be reset it at <https://mail.gov.in> using forgot password option followed by passap link. After updating the password, it may ask for updation of the account which can be updated at <https://mail.eis.ernet.in>.

**11. In what cases should APAR or NRC be generated?**

S. No.	Period of APAR/ PPAR	No of days physical service under Reporting Officer	No of days physical service under Reviewing Officer	Type of PAR	Remarks
1	Less than 90 days	-	-	No APAR/ NRC	
2	90 days or more	Less than 90 days	Less than 90 days	NRC	
3	90 days or more	90 days or more	Less than 90 days	APAR	Template for 'No Review Certificate' will be attached
4	90 days or more	90 days or more	90 days or more	APAR	Due for initiation

**12. How to find out my Super Custodian/ Custodian?**

The list of Super Custodian/ Custodian/ alternate Custodian is available at [https://docs.google.com/spreadsheets/d/1Z\\_sdd-icBweUd2-h9IP1HI6TPhYg4BMy-EtY-1pmYFo/edit?usp=sharing](https://docs.google.com/spreadsheets/d/1Z_sdd-icBweUd2-h9IP1HI6TPhYg4BMy-EtY-1pmYFo/edit?usp=sharing)

**13. I am mapped to wrong formation in SPARROW. Due to this, I cannot be assigned role for Custodian/ Alternate Custodian.**

Please fill up this form

[https://docs.google.com/forms/d/e/1FAIpQLSel-g5GvkkvRvuTAmE49w\\_BV\\_azdLb9XlvdrQBp1edIYZspw/viewform?usp=sf\\_link](https://docs.google.com/forms/d/e/1FAIpQLSel-g5GvkkvRvuTAmE49w_BV_azdLb9XlvdrQBp1edIYZspw/viewform?usp=sf_link)