



**Directorate General of Human Resource Development, HRM-I  
Central Board of Indirect Taxes & Customs,  
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To,

The Pr. Chief / Chief Commissioner of Customs and GST (All)  
The Pr. Director General / Director General of Customs and GST (All)  
The Pr. Commissioner / Commissioner I/C of Directorates (All)  
The Pr. Commissioner / Commissioner, Settlement Commission (All)  
The Pr. Commissioner / Commissioner, CESTAT (All)  
The Commissioner (Coordination), CBIC, New Delhi,  
Deputy Secretary, Ad.II, CBIC, New Delhi.

Sir/Madam,

**Subject: Guidelines for issuance of NRC in SPARROW online - reg.**

Please refer to the NRC instructions dated 03.09.2014 issued by this office. In this matter, the procedure to create/generate/approve NRC on SPARROW portal is mentioned below and the cases where NRC needs to be issued are also mentioned.

2. The procedure for generation of NRC is as follows:-

- a. **PAR Manager** would generate the workflow for NRC for the Officer Reported Upon if the concerned officer comes under any of the conditions stipulated for issuing of NRC. PAR manager needs to select the Competent Authority in accordance with the instructions issued vide F.No. 8/B/72/HRD(HRM)/2014 dated 3.9.2014.
- b. **Custodian** would then generate the form for NRC and fill in the necessary details including the reason for generation of NRC, names of Reporting Authority and Reviewing Authority with time worked under them etc. The form would then be forwarded to the Competent Authority for approval through e-sign.
- c. **Competent Authority** can accept the NRC and forward the same to Officer Reported Upon. Competent Authority can also reject the NRC by mentioning the reasons for the same in Remarks. In case of rejection, the Custodian has to send a request to delete the NRC to helpdesk email id [help.sparrowirs@gov.in](mailto:help.sparrowirs@gov.in) and upon deletion, regenerate the same as required, and resubmit to Competent Authority.
- d. **Officer Reported Upon** can view the NRC and forward the same to Custodian for closing.

e. **Custodian** would then close the NRC by using e-sign option.

For further reference the step by step guide with screenshots may be referred which is available at following link at DGHRD website:-

► HRM 1 ► SPARROW ► SPARROW help manual

3. The Competent Authority for issuance of NRC is as discussed below:-

S. No	Grade of Officer	Competent Authority to issue NRC
1	AC/DC	Commissioner & Principal Commissioner (Present Jurisdiction)
2	JC/ADC	Chief Commissioner & Principal Chief Commissioner(Present Jurisdiction)
3	Commissioner & Principal Commissioner	O/o ADG(HRM-I), DGHRD, CBIC.
4	Chief Commissioner and above	JS(HQ),AD-I, DOR

4. For cases falling under point 1 and 2, Commissioner/ Principal Commissioner or Chief Commissioner/ Principal Chief Commissioner of the respective formations have to be selected as competent authority by respective PAR Managers for approval of NRC.

5. For cases falling under point 3 and 4 above, the name of the officer nominated by this office (from time to time) should be selected in the workflow from the search option. The NRC would be then manually processed and approval of Competent Authority would be taken before its issuance online.

6. It is again clarified that NRC is to be generated for a period of 90 days and above only. Workflow cannot be created for a period of less than 90 days in SPARROW.

7. While issuing the NRC, the guidelines Issued by the DoPT/DOR/ DGHRD-CBIC from time to time may be kept in mind and the reason for issuance of NRC should be mentioned in the No Report Certificate. Generally following nature of cases have been noticed where the APAR is missing, however, there may be other cases besides those given below:

- The part period is 90 days and above but the part period is reckoned as reduced to less than 90 days as the officer was on leave/training for more than 15 days & the leave/training period is deducted from the period under report. In such cases, the leave/training period may be verified from the service book and NRC may be Issued.
- The period is over 90 days but was not reported and reviewed within stipulated time.

- The missing period is over 90 days but the officer has not completed the 90 days period under any single reporting officer.
- Reporting and reviewing officers expired/demitted office.
- The APAR could not be completed by lapse of the time limit (one month from the date of retirement), for making remarks by the retired reporting/reviewing officer.
- Officer was on unauthorized absence/under suspension.

NRC for previous APAR years that are not live on SPARROW i.e., prior to 2016-17

8. Presently, there is no provision for issuance of No Report Certificate under SPARROW for the past APAR years that are not live in SPARROW. The NRC/No Review Certificate in such cases shall be issued manually in SPARROW as per letter no F. no 8/B/72/HRD(HRM)/2014 dated 03.09.2014 and forwarded to HRM-I, DGHRD for further necessary action

This issues with approval of the competent authority.

Yours faithfully,

(Abhishek Agrawal)  
Additional Director  
HRM-I, DGHRD

## Workflow for NRC

