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मुख्यालय/ HEADQUARTERS

कर्मचारी राज्य बीमा निगम

(श्रम एवं रोजगार मंत्रालय, भारत सरकार)

EMPLOYEES' STATE INSURANCE CORPORATION

(Ministry of Labour & Employment, Govt. of India)



सत्यमेव जयते

स्थापना शाखा - 1/ ESTABLISHMENT BRANCH - 1

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PANCHDEEP BHAWAN, CIG MARG, NEW DELHI - 110 002

Website: esic.nic.in/ esic.in

A-33/11/2/2009-E.I-Part(1)

Date:08.05.2025

## CIRCULAR

### **Sub: Correction of Login ID in SPARROW PIMS-reg.**

It has come to our notice that several officers/officials of ESIC are currently unable to log in to the SPARROW portal, despite the SPARROW icon being visible on saccess.nic.in. Upon attempting to log in, users encounter the error message: **"User not authorized to access the service."**

Upon review, it has been identified that the root cause of this issue is the incorrect Login ID that was mapped during the initial account creation or due to other discrepancies. Specifically, the Login ID registered in the Kavach App does not match the one mapped in SPARROW, thereby preventing access.

In view of the above, **APAR Creators/APAR Verifiers and PAR Central Custodians (Primary)** are advised to identify Officers/Officials who are facing login issues and have pending APARs at various stages (e.g., Self-Appraisal, Reporting, Reviewing, etc.). Simultaneously, all such affected Officers/Officials are instructed to contact their respective **PIMS Creators/PIMS Verifiers**. The PIMS Creators/Verifiers are directed to verify the Login ID of these users and, if found incorrect, update it as per the procedure detailed in **Annexure-I** to ensure resolution of the login issues.

The PAR (Central) Custodian of each field unit is responsible for ensuring full compliance with this directive. Any delays, recurring issues, or technical difficulties related to SPARROW access must be reported immediately to help.sparrow@esic.nic.in, along with the corresponding Action Taken Report (ATR).

All necessary corrections must be completed by **12.05.2025** to prevent further disruption in portal access.

**Ashish Sinha**  
(Dy. Director E.I)