कर्मचारी राज्य बीमा निगम
(श्रम एवं रोजगार मंत्रालय, भारत सरकार)
EMPLOYEES' STATE INSURANCE CORPORATION
(Ministry of Labour & Employment, **Govt. of India**)

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Z-17/12/9/SPARROW/20E.lpt.1-(Part2) (E1144458)   05-08-2025

CIRCULAR

Subject:- Issuance of Consolidated Frequently Asked Questions (FAQ) Document Regarding SPARROW Login Issues.

It has been observed that despite the issuance of multiple circulars addressing the difficulties faced by users and field offices while logging into the SPARROW portal/Creation of APARs, a significant number of queries and complaints continue to be received on this matter.

In order to facilitate ease of access to relevant information and to provide a single point of reference, all pertinent guidelines, troubleshooting steps, and information from the previously issued circulars have been consolidated into a comprehensive Frequently Asked Questions (FAQ) (Annexure-1).

This FAQ is designed to be user-friendly and will assist users and field offices in quickly resolving common login-related issues without the need for repeated assistance.

The consolidated FAQ document is attached herewith and is being circulated for your information and necessary action. It is requested that all field offices and users refer to this document before seeking further support to ensure efficient resolution of issues.

For any further assistance, please contact the helpdesk at help.sparrow@esic.nic.in through local Custodian/Creator/Verifier.   .

Deputy Director (E.I)

Copy To,

1. PPS of DG/FC/CVO for information.
2. All Divisional Heads at Hqrs for kind information.
3. Zonal Insurance Commissioners/Zonal Medical Commissioners for

kind information.

4. Insurance Commissioner, NTA, New Delhi for information and necessary action.

5. All RDs/JD, I/cs of Regional Offices/Sub Regional Offices for information and necessary action.

6. All the Medical Superintendents of ESIC Hospitals & ESIC Model Hospitals/Dean of ESIC Medical/Dental Colleges/PGIMSR for information and necessary action.

7. D(M)Delhi/D(M)Noida for information and necessary action.

8. Joint Director E-V Hqrs office for information and necessary action.

9. Medical DPC, Hqrs Office for information and necessary action.

10. Website Content Manager for uploading the same on website of ESIC.

11. Guard File/Spare Copy

FREQUENTLY ASKED QUESTIONS

REGARDING SPARROW Login Issues

No.	Question	Possibilities	Action Required
1	Not able to login into saccess.nic.in.	Check whether VPN is provided by logging into e-forms as mentioned till step 7 in Circular dated 16.05.2025 (attached herewith).	If VPN No is not provided then, apply through e forms as mentioned in Circular dated 16.05.2025 (attached).
	Not able to log in into e-forms (https://eforms.nic.in)	Email ID inactive or due to other reasons.	Contact to ICT Branch Hqrs, at email-request@esic.gov.in for email updation and activation. Further, Fill the excel sheet (attached) and forward it to help.sparrow@esic.nic.in for VPN activation.
2	Icon of SPARROW_ESIC is not showing while log in into saccess.nic.in.	VPN access has not been provided to the user.	Apply through e-forms for SPARROW_ESIC access as per the aforementioned Circular.
3	Icon of SPARROW_ESIC is showing and the following message appears while logging through SPARROW_ESIC Icon. "*USER NOT AUTHORISED TO ACCESS THE SERVICE*".	user not mapped in the PIMS system.	Contact the regional creator to map the officer/official's ID into PIMS.
		Email ID or password incorrect.	Verify the correctness and activation status of the email ID and password entered and also ensure that email ID is active.
		Incorrect UID mapped while creating the ID.	Forward a screenshot of the UID (as per attachment) along with Employee ID to help.sparrow@esic.nic.in.

4	Emp Id not showing while creation of workflow.	The employee may be shown as retired, or the Employee ID may have been incorrectly entered in PIMS, or the service column may indicate a other than ESIC.	Search by name first. If issue persists, email the details to help.sparrow@esic.nic.in.
5	OTP is coming on different numbers instead of the number in use.	Incorrect mobile number in PIMS/SPARROW/other systems, change of number, multiple profiles/Employee IDs, etc.	Follow the steps mentioned in the attachment to update or correct mobile number details.
6.	APAR not showing after logging into SPARROW_ESIC.	Possible creation/mapping of duplicate IDs.	Email the issue along with a screenshot and Employee ID to help.sparrow@esic.nic.in.

Note: Please clearly specify the issue in your email and include a screenshot of the problem to facilitate a thorough examination.