

Tele : 20863044
Mob : 8130591689

RISPS

12603/Gen/T-1/MP 5(b)

18 Jan 2022

(47)

ADJUTANT GENERAL'S BRANCH
AG/MP 5(B)

ADVISORY ON MIGRATION OF LEGACY PENSIONERS TO SPARSH

1. It is brought to the kind notice of all esteemed Veteran Offrs & NOK that PCDA (P), Allahabad has started the process of migration of legacy pensioners to SPARSH in phased manner. In the first phase, all 7th CPC regime pensioners (i.e post 01 Jan 2016) are being migrated. To this effect 917 pensioners, who were drawing their pension from private banks have been migrated. All balance pensioners are likely to be migrated by 28 Feb 2022. Pre-2016 pensioners will be migrated in phases for which will be separately notified through this website on receipt from PCDA (P), Allahabad.
2. For ease of understanding and business, few salient features about SPARSH are described in succeeding paragraphs.
3. **About SPARSH.** System for Pension Administration – RAKSHA (SPARSH) is a Comprehensive Pension Package (CPP), an end-to-end online system aimed at facilitating and easing every aspect of Defence Pensions from initiation to disbursement. The project basically entails online submission of Pension Claims from Officers' Record Office (ORO) to PCDA (P), Allahabad through PCDA (O), Pune, online verification & authentication of data and online disbursement of pension direct into account by PCDA (P) instead of Banks/CPPCs/DPDOs etc. **Website link – <https://sparsh.defencepension.gov.in>.**
4. **Migration of Legacy Pensioners on SPARSH.** Stepwise process of migration is given at **Appx A.**
5. **Benefits/Advantages of SPARSH.**
 - (a) Single point contact i.e PCDA (P), Allahabad for all pension and data related queries.
 - (b) No role of any DPDO/Bank & CPPC etc as the pension will be directly credited into pensioner's account by PCDA (P) Allahabad through SPARSH & eKuber package of Reserve Bank of India (RBI).
 - (c) Pensioner will have the facility of login to access following services:-
 - (i) View and updated profile.
 - (ii) Raise any kind of request post login like change/update of Mobile No, Email, Address & Bank details, which would be straight way approved & updated.
 - (iii) Raise request for amendment of names or Date of Birth (DOB) of family members duly uploading necessary supporting documents which would be visible to the dealing staff of ORO (MP-5B) for vetting and approval. The updated data/details would be found reflected in SPARSH system post final approval of PCDA (P). No corrigendum PPO will be issued until there is a change in pensionary benefits. No hardcopies of documents are reqd to be sent.

CA

- (iv) Queries/Requests related to pension anomalies.
- (v) Interactive grievance mgt as per designed modules/subjects therein.
- (vi) View/Download monthly pension details/pension slip.
- (vii) Income tax forms including Investment declarations to save the tax.
- (viii) Track Claim.
- (ix) Information about Re-employment.

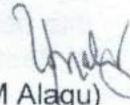
6. **Identifications/ Submission of Life Cert.** The procedure for identifications/ Submission of Life Cert is given at **Appx B.**

7. **Service Centers for Assistance of Pensioners.** There are 938 Service centers across the country. Nearest service centre can be located by visiting the SPARSH website or by using direct link '[https://sparsh.defencepension.gov.in/?page = Service centre locator](https://sparsh.defencepension.gov.in/?page=Service%20centre%20locator)' on civil internet. Locate Service Centre, put state/distt/pin code and click search.

8. **Pensioner's Death/Missing Intimation for by NoK.** The procedure for Pensioner's Death/Missing Intimation for by NOK is given at **Appx C.**

9. **Online Submission of Family Pension or Corr Case by ORO (MP-5B).** The pensioners may process any data correction case for issuing of corrigendum PPO or start of Family Pension either through SPARSH as explained above or through existing method i.e RODRA, email, by post etc. On receipt of requisite document, ORO (MP- 5B) will raise the "Data Correction" case online through SPARSH, if pensioners have already been migrated to SPARSH otherwise through legacy system. However, to avoid duplicacy, pensioners are advised to use only one medium at a time. Manual cases of migrated pensioners will no longer be accepted by PCDA (P), Allahabad.

10. All pensioners are advised to visit the SPARSH website 'sparsh.defencepension.gov.in' and specially the 'FAQ' link to acquaint themselves with the features and facilities.


(M Alagu)
Lt Col
AAG MP 5 (B)
for AG

Encls : (As above).

KSB
DIAV
ADG Strat Comn
AAG PI

- For wide publicity please.

Appx 'A'

(Ref para 4 of ADG MP (ORO) letter No 12603/Gen/T-1/MP 5(b) dt. Jan 2022)

STEPWISE MIGRATION PROCESS : SPARSH

1. **Step 1.** Imdtly on migration, an SMS and email is sent to the pensioner's latest Mobile No & email ID registered with Bank for e-banking or SMS facility etc.

OR

2. **Step 2.** A pensioner can check his status by visiting the website '<https://pcdapension.nic.in/pcda/view-sparshppo.php>' on civil internet.

3. **Step 3.** Select the mode by which you want to search ; the Old e-PPO No or IC No or Bank Account No and then type the same in the box given.

4. **Step 4.** Type the given Captcha and click on '**Submit**' button. New PPO No would be reflected on screen.

OR

5. **Step 5.** Migrated pensioners may find their new PPO No under link '**Various Functions - DAK/SPARSH migration status**' after login into RODRA also, which is updated as per the list received from PCDA(P) by ORO.

OR

6. **Step 6.** If any pensioner is shown as migrated to SPARSH, but he did not get his user ID & password through SMS/email due to any reason, he may contact PCDA (P), Allahabad on **18001805325** or TCS on **011-20893782/83/84/85** or may/try to directly login as per fwg method on SPARSH Website sparsh.defencepension.gov.in' Login page :-

- (a) Login with User ID - User ID as received or if not received then New SPARSH PPO No **suffixed** with **01** (eg if New SPARSH PPO No is 01202100999 then User ID will be 10120210099901)
- (b) Password - Use Forgot Password link and follow the on screen process.

7. **Step 7.** In case the officer is still unable to get his details or successfully login, he may contact SPARSH Cell, PCDA (P) Allahabad, on 18001805325 (or) 05322421877/9 (or) ORO (MP-5B) to update his Mobile No & email ID on 8130591689 & 8368051743 (whatsapp only), through email offr.record@gov.in or RODRA grievance module.

Note :- No soft or hard copy of new PPO is being generated or issued and only a new PPO No is issued. Details of service, family, pension & other benefits are reflected under Profile, post login into SPARSH. If the pensioner desires, he may keep a printout of the same for his ref as the SPARSH PPOs are just a statement with pension dtls and no longer serve as an authority for payment of pension by any agency like DPDO/Bank etc. Accordingly, the PPOs of current retirees are also issued with following Note:-

'This document is for record of pensioner only and does not serve as authority for payment at any Pension Disbursing Agency. Payment of pension will be done centrally by SPARSH'.

Appx 'B'

(Ref para 4 of ADG MP (ORO) letter No 12603/Gen/T-1/MP 5(b) dt 8 Jan 2022)

PROCEDURE FOR IDENTIFICATION /SUBMISSION OF LIFE CERT

1. Pensioners/NOK may use any of the following methods for initial/yearly identification or submission of Life Cert:-

(a) **Option I.** DLC (Digital Life Cert) may be submitted after login into SPARSH on a Computer connected to Biometric fingerprint/iris scanner device for Aadhaar Authentication as per following process :-

Step 1. Click on Identification tab from menu on left bar.

Step 2. Click on "Perform Identification" button shown below personal particulars. A new page will open.

Step 3. Click on small circle shown against Aadhar and follow the onscreen process.

(b) **Option II.** Generate Manual Life Cert (MLC) with Token No post login into SPARSH.

Step 1 & 2. Same as above.

Step 3. Click on small circle shown against Manual Life Cert (MLC) and click on Generate MLC Number.

Step 3. Click on Initiate Request. A Certificate will be generated, save or take a print, get it signed from any gazetted officer and upload the same in SPARSH as image/pdf through your Mobile/Tab/PC/Laptop etc after login.

(c) **Option III.** Submit DLC through Govt "Jeevan Praman Portal". Download the app on PC/Tab/Mobile, preferably install the app on mobile which facilitates face recognition authentication of Aadhaar and no biometric finger print/iris scanner device is required. For further details, visit FAQ section on website <https://jeevanpramaan.gov.in>.

(d) **Option IV.** Visit any near by CSC (Citizen/Common Service Centre) which are also called e-Mitra etc. There are approximate four lakh CSCs across the country located at every 5-10 km. **Website link-** <https://locator.csccloud.in> or <https://registration.csc.gov.in/JeevanPramaanLocator/csc.aspx>.

Note :- While submitting DLC/MLC other than through SPARSH, Pensioner must select or write "**SPARSH PCDA (P) Allahabad**" as their Pension Disbursing Authority in the other portals like 'Jeevan Praman' etc.

2. The pensioners, who have already been migrated to SPARSH are advised to login and check whether their Identification is shown "Pending" or "Verified". Though a pensioner might have given his MLC to his paying branch, but if the branch has not updated it on their Server, his identification will be shown as "Pending". In such a case, the pensioners must submit their fresh Life Cert as per any of the methods mentioned at Para 6(a) to (d) above.

Appx 'C'

(Ref para 4 of ADG MP (ORO) letter No
12603/Gen/T-1/MP 5(b) dt 8 Jan 2022)

PROCEDURE FOR PENSIONER'S DEATH/MISSING INTIMATION BY NOK

1. If a pensioner expires post retirement and the NOK is not aware of the SPARSH ID & password, she may follow the following for intimation of death and commencement of Family Pension :-

- (a) **Step 1.** Go to '**sparsh.defencepension.gov.in**'
- (b) **Step 2.** Click on Services and then on 'For Family' and then 'Report Event'.
- (c) **Step 3.** Click on Death/Missing/Conviction/Initiate Family Pension (as applicable) or use any of the direct applicable link :-

<https://sparsh.defencepension.gov.in/?page=death> or

<https://sparsh.defencepension.gov.in/?page=missing> or

<https://sparsh.defencepension.gov.in/?page=conviction> or

<https://sparsh.defencepension.gov.in/?page=initiatefamilypension>

2. On submission of above intimation, the same will be recd by ORO (MP-5B) to process/initiate the Family Pension claim.

3. In case of difficulty, the widow/ entitled NOK may approach this office (MP-5B) on 8130591689 & 8368051743 (whatsapp only) on all working days (Monday to Friday) between 1000h to 1700h (Except 1300h to 1400h –Lunch Break).