

# ADJUTANT GENERAL'S BRANCH



## **GUIDE TO : MIGRATION TO SYSTEM FOR PENSION ADMINISTRATION (RAKSHA) - SPARSH (NOVEMBER 2022)**



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Adjutant General



### FOREWORD

1. At the outset, I would like to salute and convey my deep appreciation to all Veterans and Ex-servicemen for their invaluable contribution to the Army and Nation. It has been our concerted effort to reach out to our Veterans and NOK to strengthen bonds with them and keep them fully informed.

2. We are conscious of the various challenges being faced by our Veterans/NOK in processing the documentation for their pensionary entitlements. It is our constant endeavour to streamline the process and employ evolving technology, to increase awareness, transparency and accountability. Towards this end, a pensioners' portal, i.e. SPARSH (System for Pension Administration Raksha), for automation of sanction and disbursement of Pension has been implemented wef 01 Aug 2021 by CGDA/ MoD.

3. There have been glitches in the system and difficulties in uploading Life Certificates. AGs Branch and fmns have been trying to help out in this context. It gives me immense satisfaction to release this booklet, which is an effort towards updating the Veterans and NOK about SPARSH. It comprehensively covers all relevant details regarding Account Creation, Receipt of User Credentials, Migration Process & Check Status, Pensioners Data Verification (PDV), View & Correction of data by Pensioner on Migration, Submission of Life Certificates, Demise Intimation by NOK, Track Status, Grievance Mechanism, Important Contact Details etc.

4. I am sanguine that this Handbook and compilation would act as a ready reckoner on important issues related to SPARSH. We remain committed to the welfare of our Veterans, Ex-servicemen & NOK and shall continue to extend our support in all aspects.

“JAI HIND”

Place : New Delhi

Date : 11 Nov 2022



(CB Ponnappa)  
Lt Gen  
Adjutant General

**GUIDE TO : MIGRATION TO SYSTEM FOR PENSION  
ADMINISTRATION (RAKSHA)-SPARSH**

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## **GUIDE TO : MIGRATION TO SPARSH**

1. **Introduction.** SPARSH is the acronym used for “***System for Pension Administration - Raksha***” and is an integrated system for automation of sanction and disbursement of Defence Pension. This Pensioner Portal provides a single window for the Pensioners to avail Pension related services such as facility to view their Pension details, Pension entitlement, Pensioner profile details, Income Tax forms etc. It is also an online facility for grievance redressal and correction of any data/ details of Pensioners. Its salient features are as follows:-

- (a) Aim is to ensure payment of *Right Pension* at the *Right Time*.
- (b) Reduced errors and processing time due to data capture at source and automation of process.
- (c) Introduction of Pensioners Data Verification (PDV) to ensure transparency and pensioner satisfaction.
- (d) Centralized revision and disbursement leading to high timelines and accuracy.
- (e) Centralised grievance portal for improved management of customer grievances raised via multiple channels.
- (f) Integration with external agencies for validation of data with respect to Bank Account, Aadhaar No, PAN etc.

### 2. **Benefits/Advantages of SPARSH.**

- (a) Single point contact i.e. PCDA (P), Prayagraj 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) Prayagraj through SPARSH & eKuber package of Reserve Bank of India (RBI).
- (c) Pensioner will have the facility of login to access following services:-
  - (i) View & update profile.
  - (ii) Raise any kind of request post login like change/update of Mobile No, Email, Address & Bank details which would be straight way updated.
  - (iii) Raise request for amendment of name or Date of Birth (DOB) of family members duly uploading necessary supporting documents which would be visible to the dealing staff of concerned Record Office for JCOs & OR and ORO (MP-5B) for officers for vetting and approval. The updated data/details would be found reflected in SPARSH system post final approval of PCDA(P) through corrigendum PPO, the same would be available for download in my documents post login.



- (iv) Queries/Requests related to pension anomalies.
- (v) Interactive grievance management 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 Status.
- (ix) Information about Re-employment.

### 3. **Differences Between Erstwhile Legacy System & SPARSH**

<b>Legacy System</b>	<b>SPARSH System</b>
Manual processing of pension forms to PCDA(O)/PAO(OR)	Soft copy of the claim is uploaded by Record Office concerned
Hard copy from PCDA(O)/PAO(OR) to PCDA(P)	Online Process
Pension Sanctioning Authority (PSA) Was PCDA(P). Pension Disbursing Authorities (PDA) were Banks/DPDOs	Principal Controller of Defence Accounts {PCDA(P) Prayagraj} has taken over both the roles
Amendments were time consuming	Can be done by logging on to SPARSH
Stage of submission of pension papers to PPO - No clue on his details	Pensioners data verification (PDV) has been introduced for checking of details online with intermittent SMS
Grievances- Through banks/Record Offices/ORO	Online through SPARSH portal
Banks used to handle queries and clarifications	SPARSH Service Centres i.e. select Bank Branches, Col Veterans & approximate 4.5 Lakh CSCs in all states

4. **Who is Being Migrated**. All legacy Pensioners are being migrated to SPARSH in a phased manner. 15,19,537 Army pensioners have already been migrated in two phases and remaining in progress. It is being ensured that only pensioners with purified data are migrated to SPARSH with the minimum turbulence/inconvenience to the pensioners.

5. **What Does it Imply**? Physically your Pension account remains in the same Bank and Branch but the processing and disbursement of Pension which was being done by the Bank's CPPC gets shifted to PCDA (Pensions), Prayagraj. Bank branch will only act as a face for operating of the pension account.

## **Migration Process and Steps Involved**

6. **Transition Methodology.** CGDA through PCDA(P) is exercising due diligence in migration of pensioners from banks to SPARSH. Prior to shifting on SPARSH, data mapping is undertaken by PCDA (P) in consultation with bank where the individual is drawing the Pension and compared with the data held with PCDA(P) and only after correct mapping of mandatory fields, cases are migrated. If even after this diligent process, Pension gets stopped/reduced, the Pensioner needs to follow the following steps:-

(a) **SPARSH Service Centre.** Pensioner can visit nearest SPARSH Service Centre (SBI, PNB & Kotak Mahindra Bank) as mentioned under service locator tab in the <https://sparsh.defencepension.gov.in> website.

(b) **SPARSH Helpline/Toll-Free Numbers.** 18001805325, 05322421877, 05322421879, 05322421880 & email [sparsharmyco.dad@gov.in](mailto:sparsharmyco.dad@gov.in) can be contacted on Working days (Monday - Friday) between 0930 - 1800h.

(c) **Common Service Centre (CSC).** An MoU has been signed by CGDA with Common Service Centre e-Governance Services India Ltd with the aim to provide last mile connectivity to Pensioners especially those who reside in remote areas of the country. CSC has about 4.5 Lakh operational outlets and the applicant/beneficiary can visit any nearby CSC to enquire/ avail pension related services. Payment of services provided by the CSCs will be made directly by CGDA to CSCs as per rates fixed through MoU and the pensioner does not need to pay for it.

7. **The Process and Steps Involved for Migration into SPARSH.** Some important aspects to address varying contingencies are enumerated in the succeeding paragraphs. The process commences as follows:-

(a) When your pension is transferred from the Bank to SPARSH, you will get an **SMS** giving your **Username** and **Password** for **SPARSH Login**.

(b) Ensure you **save this information** and use it for accessing/login the SPARSH Portal.

(c) All other relevant details on new system are available on SPARSH portal <https://sparsh.defencepension.gov.in/>.

8. It is recommended that the **FAQ** section available on <https://sparsh.defencepension.gov.in/> be **read and understood by you**, as it will help to clarify any doubts that you may have. Following tutorial videos have been uploaded by PCDA(P) on their YouTube channel to assist veterans about SPARSH introduction/ annual identification (Life Certificate)/ to initiate family pension/ to intimate death of pensioner etc. The same may be accessed through [https://youtube.com/channel/UCMjRdkW\\_EIE1YMwLnpiJeXg](https://youtube.com/channel/UCMjRdkW_EIE1YMwLnpiJeXg).

(a) Services available on SPARSH for Pensioners / family Pensioners.

(b) How to change password on SPARSH.

- (c) How to perform PDV on SPARSH.
- (d) How to manage profile & perform identification including tracking.
- (e) How to view PPO/Corrigendum PPO/LPC/Pension slip etc.
- (f) How to lodge grievances on SPARSH (Payment related).
- (g) Identification process in SPARSH.
- (h) Role of HOO (initiator and verifier) under SPARSH.
- (j) How to initiate Family Pension (after disqualification of existing pensioner) on SPARSH.
- (k) How to intimate death of Pensioner on SPARSH.
- (l) Departmental Admin creation of new users.
- (m) Departmental Admin, Editing/Updating of user details.
- (n) Departmental admin, swapping of users to posts.

9. **SPARSH Account Creation on Receipt of Username /Password SMS.**

(a) **Initial SMS.**

- (i) All pensioners who are being migrated will receive a SPARSH username and password on their ***registered mobile number and email Id*** as per the ***database obtained by CGDA from your Bank.***
- (ii) It is therefore ***essential that you get your mobile number and email Id updated with your Bank*** in the first instance.
- (iii) A message as under will be received on the registered mobile number & email ID of the Pensioner: -

*“Dear Customer, As per PCDA directives, your Pension has been transferred from SBI/ BoB (respective Bank) to SPARSH (PCDA Pensions).”*

(b) **SMS for Account Creation.**

(i) After message indicating migration of Pension account is received, a message for account creation along with Username & Password will be received on your registered mobile number and email ID as under:-

*"Dear \_\_\_\_\_(Rank), Your account has been created. Your Pensioner ID is 1012016xxxxxxx (PPO No). To login and avail the services provided by SPARSH use either of the following options:*

*(aa) Visit: [sparsh.defencepension.gov.in](https://sparsh.defencepension.gov.in)*

*(ab) Visit nearest SPARSH Service Centre. Your SPARSH Account Credentials are: **Username:** xxxxxxxxxxxx01 **Password:** xxxxxxxxxxxx. For assistance, contact your RO/ SHQ or Call 18001805325 between 9:30AM - 6:00PM (Mon- Fri) PCDA (Pension)18001805325.*

(ii) You require to login to <https://sparsh.defencepension.gov.in/> website (URL) and register with this User ID and Password. (The *Login tab* is there in the top right-hand corner).

(iii) To understand Login process, please click on the link <https://www.youtube.com/watch?v=q59ErvBov0Y> and follow steps as shown.

10. **Steps to Check Migration if No SMS Received.** In case Pensioner has not got or lost or deleted these SMS, facility exists to check whether his/her account has been migrated. To ***Check Status of Migration into SPARSH***, following steps are requested:-

(a) Go to PCDA (Pension), Prayagraj website through the link- <https://pcdapension.nic.in/pcda/index.php>.

(b) You will see a ***Tab - Migration into SPARSH*** (located at the righthand top corner) which contains a ***Sub Tab – Check Status***. You are requested to click on this (in red circle below).



(c) You will be taken to a new page which will show – ***Know your SPARSH PPO.***

(d) You can check your SPARSH PPO by selecting and feeding any one out of the three dropdown Fields (as shown in screenshot below) – ***Select Option for Search PPO:-***



- (i) ePPO No.
- (ii) Personal/Regimental No.
- (iii) Bank Account Number.

(e) In the second field i.e. **Enter Option Value**, enter details of field selected and after the image verification as above, click **Submit**.

(f) You will be able to see your PPO details on the screen including the **SPARSH PPO no**, if migrated.

(g) The **SPARSH PPO No becomes your Login Id** by **suffixing '01' for Service Pensioners and '02' Family Pensioners** respectively i.e. at the end of your SPARSH PPO number.

(h) Please login in the SPARSH website i.e. <https://sparsh.defencepension.gov.in/> and use the Forgot Password option to generate your Password.

(j) Now, the **Pensioner would receive a message on registered mobile number** which would contain the Password for Login.

11. Alternatively, migrated pensioners (Officers) 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.

12. If you haven't received the login credentials or even don't receive the OTP, it implies that your Mobile No is not yet updated in SPARSH database. You can now update the same by visiting SPARSH website. Click on Service – Update Mobile No, fill up the required details and click on **'Validate & Proceed'** and follow the onscreen process.

### 13. **Submission of Mandatory Declarations, Data Validation and Correction through SPARSH.**

(a) Post login, please complete following online undertakings as applicable, submission of mandatory declarations for Re-employment/ Overpayment & Aadhaar etc. Follow on screen process, click on **"Agree/OK/Submit/Esign"** etc on reflected declarations. You will be taken to C-DAC website for your Aadhaar Authentication Page. Fill up your Aadhaar No and click on **"Send OTP"**. An OTP will be received on your Mobile No registered with UIDAI (Aadhaar). Fill the OTP and click on **"Submit"**. On receipt of successful message, complete the balance onscreen process. After completion of whole process, **Logout** and **Login** again.

- (i) Acknowledgement Declaration.
- (ii) Declaration of Refund of Excess Amount.
- (iii) Consent for using Aadhaar for Annual Identification and DLC.
- (iv) Consent for receiving notification on mobile number and email id.
- (v) Re-employment Declaration.
- (vi) Tax Option Declaration.

(b) Post Login, you will be shown all the Services/Features like Track Service, identification, My Profile, Grievance, Income Tax Declaration & Form 16 etc. Errors observed in Profile, if any, can be flagged online through **Service Request** for data correction.

(c) All updation of correction of data requests of Pensioner's will be undertaken online by the concerned stakeholders at Record Office/ORO/PCDA(O)/PCDA(P) etc.

14. **Submission of Life Certificate/ Perform Annual Identification.** Login in SPARSH and click on "Identification" tab. You will be able to see your current status of last Life Certificate submission available with PCDA(P)/SPARSH. If the validity of shown certificate is not shown upto a future date or Nov 2023 etc, then it implies that you are required to perform your identification again irrespective of whether you have already done it with the Bank or Jeevan Praman Portal etc in past as it is not updated/ synchronised with SPARSH. You may do the same through any of the following means/ methods:-

(a) **Digital Life Certificate (DLC).** DLC can be submitted by the following modes/ options:-

(i) **SPARSH Portal.** If you have biometric device connected to your PC/ Laptop, Login into your SPARSH Account and Click on "Life Certificate/ Identification" and then on "Perform Life Certificate/Identification" and complete further steps till process is completed. If you do not have resources at home or unable to operate computer, please visit nearest CSC for the same.

The screenshot shows the SPARSH portal interface. At the top, there is a navigation bar with the URL 'sparsh.defencepension.gov.in' and the Government of India logo. Below this, a sidebar on the left contains various menu items like 'Track Status', 'Life Certificate/ Identification', 'My Profile', etc. The main content area displays an 'Alert' box with the message 'Please ensure Biometric device is connected to proceed further.' and 'Yes'/'No' buttons. Below the alert, there are radio buttons for 'Manual Life Certificate' and 'Aadhar', with 'Aadhar' being selected and circled in red. Further down, there is a field for 'MLC Certificate Number' and a 'Generate MLC Number' button. At the bottom, a note states: 'Note : Click on "Initiate Request" after downloading MLC to create Life Certificate/ Identification request.' and an 'Initiate Request' button is visible.

(ii) **Jeevan Pramaan Portal (JPP)**. JPP is the best suited platform to submit Digital Life Certificate (DLC) in respect of Aadhaar seeded PPOs. However, DLC should be submitted as a 'New Pensioner' otherwise system picks up old values like PPO No, PDA etc on punching of mob No due to which the same cannot be exported to SPARSH. The values in various dropdowns should be selected as under :-

(aa) **Category** : Central Govt.

(ab) **Pension Sanctioning Authority** : Defence-PCDA(P) Allahabad.

(ac) **Pension Disbursing Agency** : SPARSH-PCDA(P) Allahabad. **If SPARSH is not available in dropdown, please request operator to remove the application program and reinstall the same.**

(ad) **PPO No.** Only 12 digit ePPO or SPARSH PPO No to be punched. If the same is not available with the pensioner due to any reason, mechanism is available on PCDA(P) Portal (pcdapension.nic.in) in the tab 'Migration into SPARSH'. Search by Regimental No is convenient option, however, zero should be added in beginning to seven digit Army Nos.

(ae) It is easier to download and 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>. To watch Demo/ Procedure, watch the video link - [SPARSH - Digital Life Certificate \(DLC\) Submission with Aadhaar Face RD With Own Mobile & At Home - YouTube](#).

(b) **Manual Life Certificate**. In case DLC is not feasible due to any reason, manual life certificate can also be uploaded on SPARSH through pensioner's login as under :-

The screenshot shows the SPARSH portal interface. The top header includes the Government of India and Ministry of Defence logos, along with the user's name 'RAM RAKH RAM DARA' and last login time. The sidebar on the left contains navigation links such as 'Track Status', 'Life Certificate/ Identification', 'My Profile', 'Grievance', 'Projected Tax Summary', 'Slab Wise Tax Summary Report', 'Tax Projection Report', 'My Documents', and 'Service Request'. The main content area is titled 'Life Certificate/ Identification' and features two radio buttons: 'Manual Life Certificate' (which is selected and circled in red) and 'Aadhar'. Below these buttons is a text input field for 'MLC Certificate Number \*' and a 'Generate MLC Number' button. A note states: 'Note : Click on "Initiate Request" after downloading MLC to create Life Certificate/ Identification request.' At the bottom of the form is an 'Initiate Request' button.

(i) Login into your SPARSH Account and Click on "Life Certificate/Identification" and then on "Perform Life Certificate/Identification". A new window will open. Click on MLC box (Manual Life Certificate) and then click on Generate MLC No. A MLC No will be generated, click on download MLC Certificate. A Certificate will be downloaded on your Laptop/PC. Fill up it and get it signed from any of the following :-

(aa) Any person exercising the power of a Magistrate.

(ab) A Registrar or Sub-Registrar.

(ac) Any pensioned Officer who before retirement exercised the powers of a Magistrate.

**(ad) Any Gazetted Officer of Government.**

(ae) A Munsif.

(af) A Post Master.

(ag) A Departmental Sub Post Master.

(ah) An Inspector of Post Offices.

(aj) A Class I Officer of the Reserve Bank of India.

**(ak) An Officer of the State Bank of India.**

(al) An Officer of a subsidiary Bank of the State Bank of India.

**(am) Head of a Village Panchayat, Gram Panchayat or Gaon Panchayat.**

**(an) Head of an Executive Committee of a village.**

**(ao) A Police Officer not below the rank of Sub-Inspector-in-Charge of a Police Station.**

(ap) A member of Lok Sabha/Rajya Sabha/Vidhan Sabha/Vidhan Parishad or a Corporator of Municipal Corporation or a Councilor of a Municipality.

**(aq) In the case of pensioners re-employed, a life certificate furnished by the pensioner signed by the Head of the Office, where he is re-employed.**

**(ar) A District Sainik Welfare officer (DSWO).**

- (ii) Make a soft copy in PDF format of the certificate (less than 10 MB) and keep it ready on your LAPTOP/PC.
  - (iii) Login into SPARSH, go to identification tab and click on "**EYE**" button under Action in last column of the page against currently generated MLC.
  - (iv) A new window will open, fill up all the details as per MLC Certificate. Browse and upload the pdf soft copy. Once uploaded, the file will be shown in blue text. Click on Submit and complete the onscreen process. Once successfully done, a message will pop on the screen like "**Your identification Request is Submitted Successfully. Your Tracker Id is.....**"
  - (v) To watch Demo/ Procedure, watch the video – [SPARSH : How to Perform Annual Identification/ Upload MLC - Manual Life Certificate in SPARSH - YouTube](#).
- (c) **List of Pending Life Certificates.** The list of pensioners whose life certificates are pending has been made available on PCDA(P) Portal and is being updated on daily basis. Pensioners can search their name on any internet PC.
- (d) **Through CSC/ e-Mitra.** Visit any nearby CSC (Citizen/ Common Service Centre) which are also called e-Mitra etc. There are approx 4.5 Lakh CSCs across the country located at every 5-10 km. Website Link- <https://locator.csccloud.in>

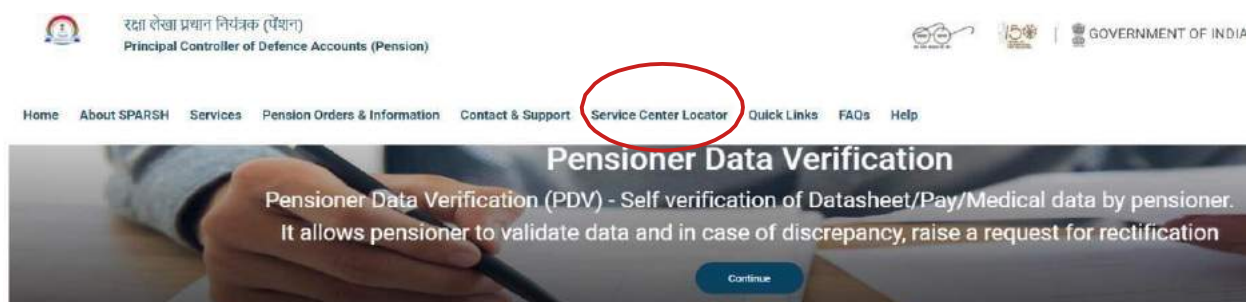
or

<https://registration.csc.gov.in/JeevanPramaanLocator/csc.aspx>.

## **Problem Resolution Mechanism**

### 15. **SPARSH Service Centres.**

- (a) A total of **983 SPARSH Service Centres** have been established which include certain branches of SBI, PNB & Kotak Mahindra Bank, DPDOs/DAD Offices, DIAV/Col Veteran and Record Offices. These are in the process of being expanded.
- (b) Details of a Service Centre near you can be located by clicking on the Service Centre Locator tab on webpage [sparsh.defencepension.gov.in](http://sparsh.defencepension.gov.in).
- (c) The same is circled in red below:-





16. **PCDA SPARSH Helplines & Toll- Free Number.** 18001805325 and email [sparsharmyco.dad@gov.in](mailto:sparsharmyco.dad@gov.in) can be contacted on Working days (Monday - Friday) between 0930-1800h.

17. **Nomination of Nodal Officers for SPARSH by CGDA.** O/o PCDA (P) Prayagraj has nominated following nodal officers for all queries related to **SPARSH:-**

(a) **Officers.**

NAME	DESIGNATION	MOBILE NO	EMAIL ID
Shri Saurabh Chandra Ghosh	AO	9450583095	sauravghosh.dad@gov.in AND <a href="mailto:sparsharmyco.dad@gov.in">sparsharmyco.dad@gov.in</a>
Shri Manish	AO	9415267523	manishao.da@gov.in

(b) **JCOs & OR.**

Sl.NO.	Name of officers (Shri.)	Desg.	Mobile	E-mail		Record Offices
1	S K Tripathi	SAO	9415613332	<a href="mailto:sktripathi.dad@gov.nic.in">sktripathi.dad@gov.nic.in</a>	49	Army Aviation Corps
	Manoj kumar	AAO	9450393087	<a href="mailto:manojkumar1977.dad@hub.nic.in">manojkumar1977.dad@hub.nic.in</a>	51	ARMOUR CORPS, AHMEDNAGAR
	Pramod krishan	AAO	9415638525	<a href="mailto:pramodkrishan.dad@hub.nic.in">pramodkrishan.dad@hub.nic.in</a>	52	PRESIDENT'S BODYGUARD, NEW DELHI
					54	M.E.G. BANGALORE
					55	B.E.G. KIRKEE
2	S Basumatary	SAO	8765429054	<a href="mailto:pcdananditaoone.dad@hub.nic.in">pcdananditaoone.dad@hub.nic.in</a>	70	ASSAM REGIMENTAL CENTRE, SHILLONG
	H P Tiwari, AAO	AAO	7355219513	<a href="mailto:hanumantiwari66.dad@gov.in">hanumantiwari66.dad@gov.in</a>	73	ARTILLERY AD RECORDS NASIK
	surendra Kumar	AAO	8506054228	<a href="mailto:surendrak.dad@nic.in">surendrak.dad@nic.in</a>	74	MECH INFANTRY REC, AHMEDNAGAR
					75	14 G.T.C., SUBATHU
					76	58 G.T.C., SHILLONG
					78	39 G.T.C., VARANASI
					79	11 G.R.R.C., LUCKNOW
3	Arun Kumar	AO	7250945500	<a href="mailto:arunkumar73.dad@hub.nic.in">arunkumar73.dad@hub.nic.in</a>	86	A.P.T.C. PUNE
	sandeep kumar	AAO	9622383007	<a href="mailto:sandeepkumar2502.dad@hub.nic.in">sandeepkumar2502.dad@hub.nic.in</a>	87	A.O.C., SECUNDERABAD
	Irshad Ahemd	AAO	7003678724	<a href="mailto:mdahmad1975.dad@gov.in">mdahmad1975.dad@gov.in</a>	88	EME, SECUNDERABAD
4	Santosh kumar	AO	9452482947	<a href="mailto:santoshkumar.dad@hub.nic.in">santoshkumar.dad@hub.nic.in</a>	80	ASC(SUPPLY), BANGLORE
	Jagdanad Thakur	AAO	9228930171	<a href="mailto:jagdanandthakur.dad@hub.nic.in">jagdanandthakur.dad@hub.nic.in</a>	81	ASC(AT), GAYA
	Abhishek Kumar	AAO	8459509110	<a href="mailto:abhishek1984.dad@hub.nic.in">abhishek1984.dad@hub.nic.in</a>	84	R.V.C., MEERUT
					85	AMC, LUCKNOW
5	Deepak Tripathi	AO	9412101648	<a href="mailto:dttripathi1973.dad@hub.nic.in">dttripathi1973.dad@hub.nic.in</a>	68	GARHWAL RIFELS, LANSDOWNE
	Madhwendra Kumar	AAO	9335930123	<a href="mailto:mprasad.dad@hub.nic.in">mprasad.dad@hub.nic.in</a>	69	K.R.C. RANIKHET
	Satyendra Kr.chakrawarti	AAO	9914827550	<a href="mailto:schakrawarti.dad@hub.nic.in">schakrawarti.dad@hub.nic.in</a>	71	B.R.C. DANAPORE CANTT
					72	MAHAR REGIMENT, SAUGOR
					99	J & K LIGHT INFANTRY, SRINAGAR
6	R.K.Ojha	AO	9450505143	<a href="mailto:ravikantoiha.dad@hub.nic.in">ravikantoiha.dad@hub.nic.in</a>	63	RRC, FATEHGARH
	Mukesh Kumar	AAO	9412522519	<a href="mailto:mukeshkumar.dad@gov.in">mukeshkumar.dad@gov.in</a>	64	JRC, BAREILLY
	sanjeev kumar	AAO	9424658110	<a href="mailto:sanjeevkr.dad@gov.in">sanjeevkr.dad@gov.in</a>	65	SRG, RAMGARH CANTT
					66	S.L.I. FATEHGARH
					67	D.R.C. FAIZABAD
					91	P.C.T.C. BANGALORE
					50	A P S KAMPTTEE

7	Rameshwar Singh	SAO	9450612442	rameshwar Singh64.dad@hub.nic.in	89	INTELLIGENCE CORPS, PUNE
	Brajendra Kumar	AAO	9575405026	brajendrakumar.dad@hub.nic.in	90	C.M.P., BANGALORE
	Sujit Kumar	AAO	9805865588	sujitkumaraao.dad@hub.nic.in	93	A.E.C., PACHMARHI
					94	D.S.C., CANNANORE
					95	J & K RIFLES, JABALPUR
					96	PARA REGT, BANGALORE
					97	BRIGADE OF GAURDS, KAMPTEE
8	Rajesh Kumar	AO	9935048679	rajeshkumarsao.dad@hub.nic.in	56	BEG, ROORKEE
	Prashant Verma	AAO	8052150909	prashantverma240.dad@hub.nic.in	57	CORPS OF SIGNALS, JABALPUR
	Ranjeet Kumar	AAO	9454170374	ranjeetkumar1976.dad@hub.nic.in		
9	Raj Bahadur	SAO	9903656850	rajbahadur.dad@hub.nic.in	58	PRC, RAMGARH CANTT
	Radhey Shyam Verma	AAO	9984035765	radheyshyamverma.dad@hub.nic.in	59	MRC, WELLINGTON
	Mukesh Kumar	AAO	7677583298	mukeshkumar2.dad@hub.nic.in	60	GRENADIERS, JABALPUR
					61	M.L.I. BELGAUM
					62	R.R.R.C., DELHI CANTT
					98	LADAKH SCOUTS, C/O 56 APO
10	K.K.Pandey	SAO	9450635611	krishnakant1962.dad@hub.nic.in	53	Artillery Nasik
	Kuldeep Srivastava	AAO	8127509939	ksrivastava.dad@hub.nic.in		
	Santosh Kumar	AAO	9571755456	santoshkumar13.dad@hub.nic.in		

18. **Common Service Centres (CSC).** CGDA has concluded an MoU with CSC e-Governance Services India Ltd on **24 Feb 22**, with the aim to provide last mile connectivity to Pensioners, specially those who reside in remote areas of the country. CSC has about 4.5 Lakh operational outlets and the applicant/ beneficiary can visit any nearby CSC to enquire/ avail any of the services mentioned below:-

- Pensioner Data Verification (PDV).
- Annual Identification through Digital or Manual Life Certificate.
- Lodging of Grievance.
- Registering Service Request.
- Providing Information against queries.
- Request for initiation of family pension on demise of pensioner.

19. **Warning.** Some scammers/fraudsters may have created 'phishing' websites to steal personal and banking data of pensioners by asking them to update details on SPARSH. The message will have a link where they tell you to update profile details including NOK Aadhaar and PAN details. **Please do not click any such link.** All SPARSH updation of data by PCDA is directly from banks and Record Offices. Pensioners are never **asked directly for such information through SMS or e-mail. Further, the only link for pensioner portal is [www.sparsh.defencepension.gov.in](http://www.sparsh.defencepension.gov.in). All other are fake.**

20. **Advisories.** Following advisories have been formulated with an aim to educate the Pensioners/NOK on SPARSH:-

- Steps for undertaking Data Correction by the Pensioner on Migration (**Appendix A**).
- Pensioner's Demise/ Missing intimation by NOK for grant of Family Pension (**Appendix B**).
- Contact details of DIAV and Col Veterans (**Appendix C**).
- Hindi version of Important Activities for JCOs/OR (**Appendix D**)

21. Updates on SPARSH are hosted on **RODRA** website i.e. [www.rodra.gov.in](http://www.rodra.gov.in) under What's New tab. Also, link of PCDA (P) site is available on RODRA website for latest circulars/ information/ Grievances related to SPARSH.

22. Officer veterans may contact ORO (MP-5B) on 011-20863044, 8130591689 & 8368051743 (WhatsApp only) and email - [offr.record@gov.in](mailto:offr.record@gov.in). JCOs and OR pensioners may contact respective Record Offices for any assistance/grievance :-

S No	Record Office	ESM helpline	E-Mail ID
1.	11 GR	8090000253	records11-gr@gov.in
2.	14 GR	9816100628 01792294416	himmat.brave@nic.in
3.	39 GR	7706901299	kashi.39@gov.in
4.	58 GR	18003453650	khukri58@nic.in
5.	AAD	9437584485	aadrgms@nic.in
6.	AEC	7578252966	shiksha@nic.in
7.	AMC	7275482653	comb.heal@nic.in
8.	AOC	8886567240 040-27730705	tuskar.2015@nic.in
9.	APS	07109-288897	tee.kamp62@nic.in
10.	APTC	8142315445	calcium@nic.in
11.	Armd	8275623211 0241-2323201	karachit.acv@nic.in
12.	Army Avn	0253-2411062	helplineair@nic.in
13.	Arty	9404737011 8806687245	topchi@nic.in
14.	ASC (AT)	8770386948	aman56007@nic.in
15.	ASC (South)	08025590089 9480181706	rabbit.812@nic.in
16.	ASSAM	9485187072	rhinorecords-meg@nic.in
17.	BEG Kirkee	7030300431	puwrebr.7yabr@nic.in
18.	BEG Roorkee	8266868282 01332-278966	records beg-rke@nic.in
19.	BIHAR	06115-220194 7783891518	kalinga@nic.in
20.	CMP	9900589241	whitebelt@nic.in
21.	DOGRA	9026300065	highlander@nic.in
22.	DSC	0497-2954377 9946585004	veteran.2014@nic.in
23.	EME	9052976208	quick.responder@nic.in
24.	GARHWAL	01386-262261 01386-262777	bhulla.wali@nic.in
25.	GRENADIERS	18002335846	shaktishali@nic.in

S No	Record Office	ESM helpline	E-Mail ID
26.	GRO Kunraghat	8004936883	grokghat123@gmail.com
27.	Guards	8888915106	casbike@nic.in
28.	Int	18002338189	ranbhumi@nic.in
29.	JAK LI	0194-2300276	jakliro.sr10-apo@nic.in
30.	JAK RIF	0761-2928639 9479528639	zorawar.hunja@nic.in
31.	JAT	0581-2518800	fatherland.two@nic.in
32.	KUMAON	18001804146	hill.binsar@nic.in
33.	Ladakh Scouts	8082861180	ladsrec-238@gov.in
34.	MADRAS	0423-2202455	kingofnilgiri@nic.in
35.	MAHAR	07582-220516	vickers@nic.in
36.	MARATHA LI	0831-2402821	geatgorill@nic.in
37.	MEG	9380669237	gamelite.48@nic.in
38.	MECH	0241-2326895 9689601657 9689601657	sarathro@nic.in
39.	PARA	9738904922	skydivers-719@gov.in
40.	Pioneer	080-25559294 9481206915	sarvavijayee.1@gov.in
41.	PUNJAB	6202910486	drirhome@nic.in
42.	RAJ RIF	9354104024	veerbhogya@nic.in
43.	RAJPUT	7309520706	yadunath@nic.in
44.	RVC	0121-2662602	daring.1960g@nic.in
45.	Signals	0761-2606915	marshal@nic.in
46.	SIKH	06553-231010 8987552454	power.1@nic.in
47.	SIKH LI	6306459350	mykhalsa@nic.in

**Please share this SPARSH Handout with the Defence Veterans Community for wider dissemination.**

**Appendix A**

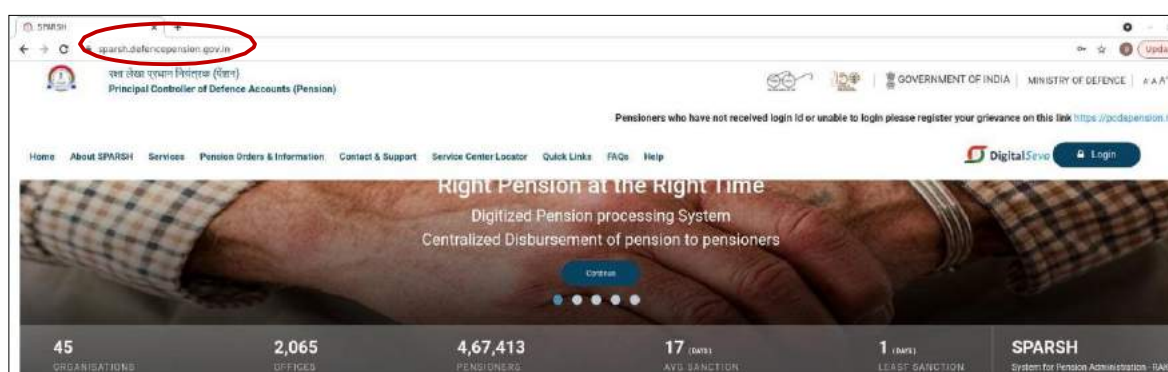
{Refers to Para 20(a)}

**STEPS FOR UNDERTAKING DATA CORRECTION  
BY THE PENSIONER ON MIGRATION****Introduction**

1. **Migration Process**. Upon migration of past Pensioners, Pensioner might encounter errors in the data fields on SPARSH. As a step to guide the Pensioners, facility of Data correction is available to the Veterans in the SPARSH portal.
2. **Discrepancies Observed on Login**. The purpose of this functionality is to resolve discrepancy or issues raised by Pensioner wrt any errors in the data fields populated on migration as per data obtained by CGDA / PCDA (P) Prayagraj from your bank. There is a provision available for Pensioner upon login post submission of mandatory declarations, to raise an amendment of any data field which he/ she feels is incorrect and needs correction. For any such fields marked for correction, Pensioner needs to attach documents as proof for changes requested, duly attested by respective ZSWOs. Respective Record Office/ORO will be enabled to process the same based on receipt of uploaded/hard copy of these documents.

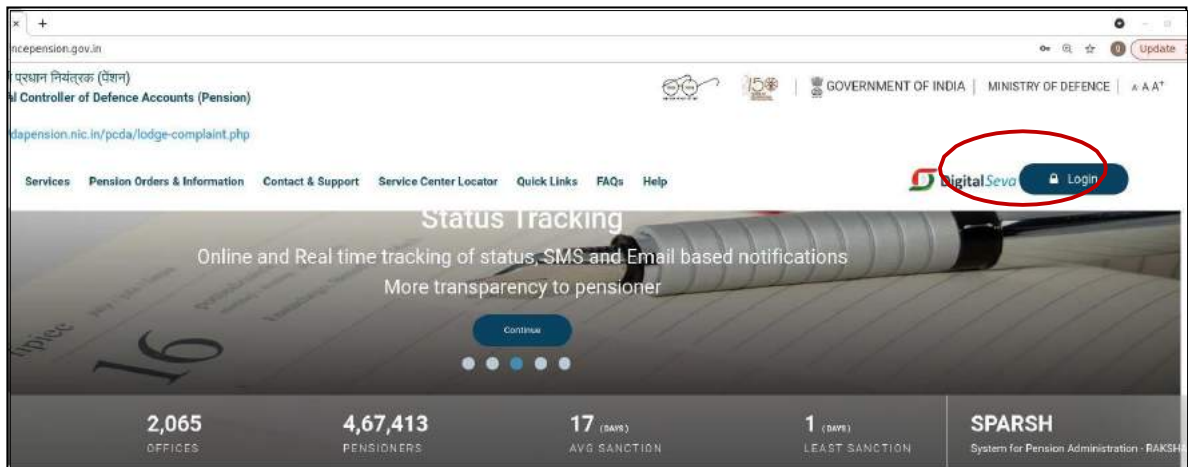
**Steps Involved**

3. **Receipt of Login Credentials**.
  - (a) The Pensioner will receive login credentials (username and password) on their registered mobile number and email id as per data held with Bank. All not yet migrated Pensioners are requested to check with their bank and update their Mobile No/ email id (if not already updated) for smooth migration to SPARSH.
  - (b) The Pensioner should **ensure** that they provide the **correct mobile number and email id** to their Bank from which they are drawing Pension.
4. **Login to SPARSH Website**.
  - (a) Login to the SPARSH Website i.e <https://sparsh.defencepension.gov.in/> and use your login credentials to Login. The screen would appear as follows :-

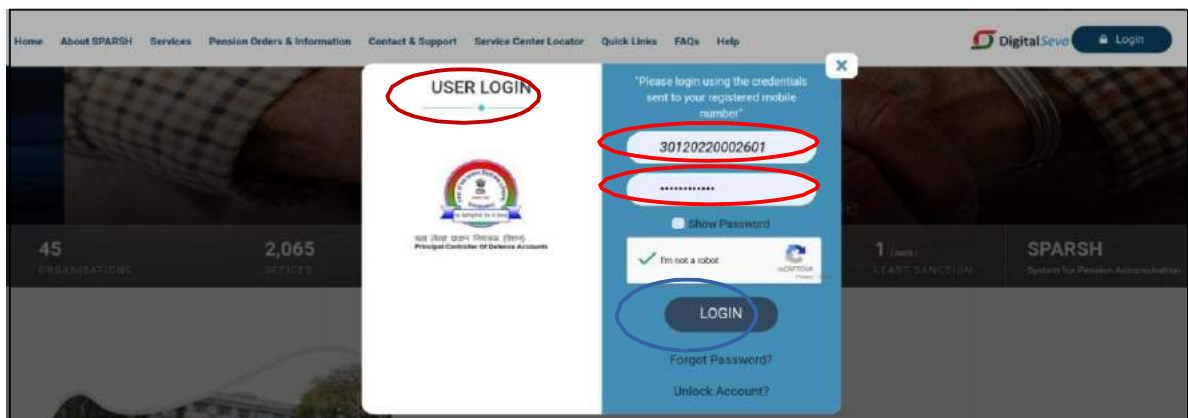




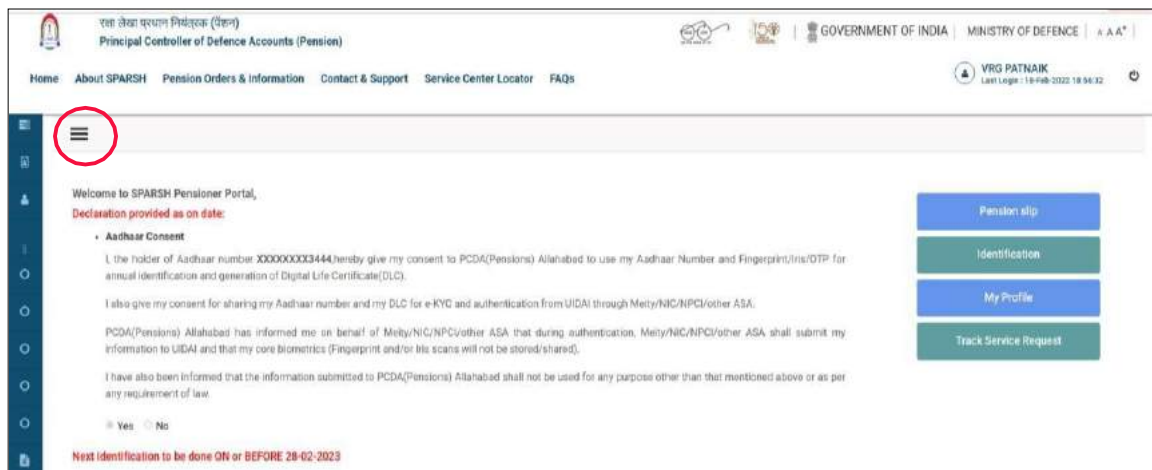
(b) Click on the **Login Tab** available on the top right hand corner as highlighted below :-



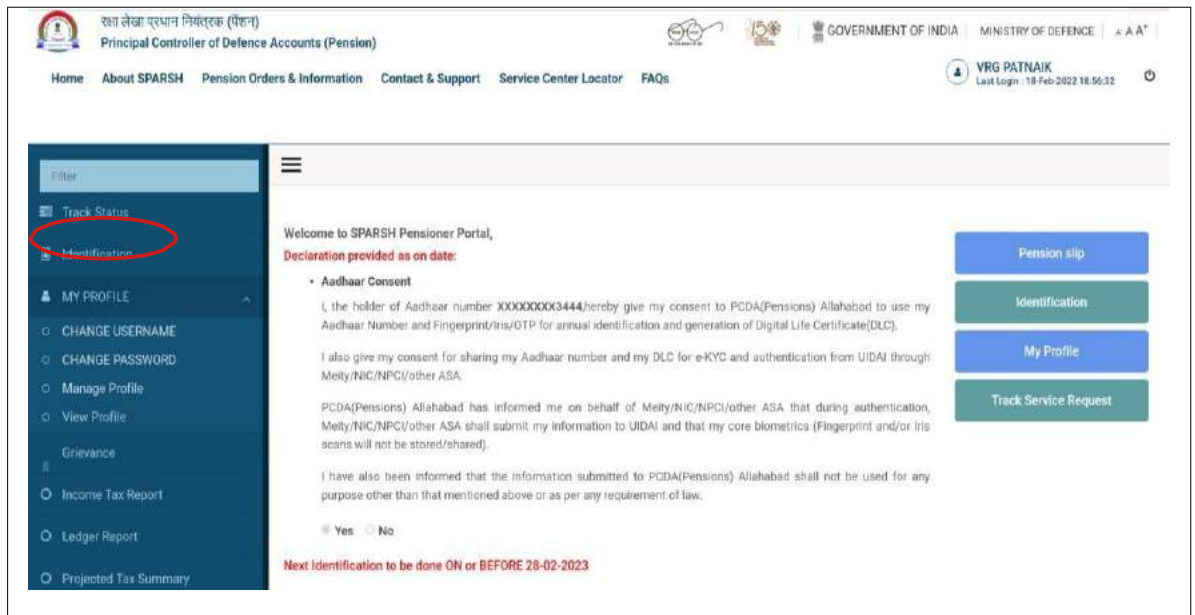
(c) Put your username and password and click on the **login button** as depicted below :-



(d) Now, the **welcome screen** would appear. The pensioner needs to click on the special symbol (three parallel lines) as highlighted in the screenshot below :-



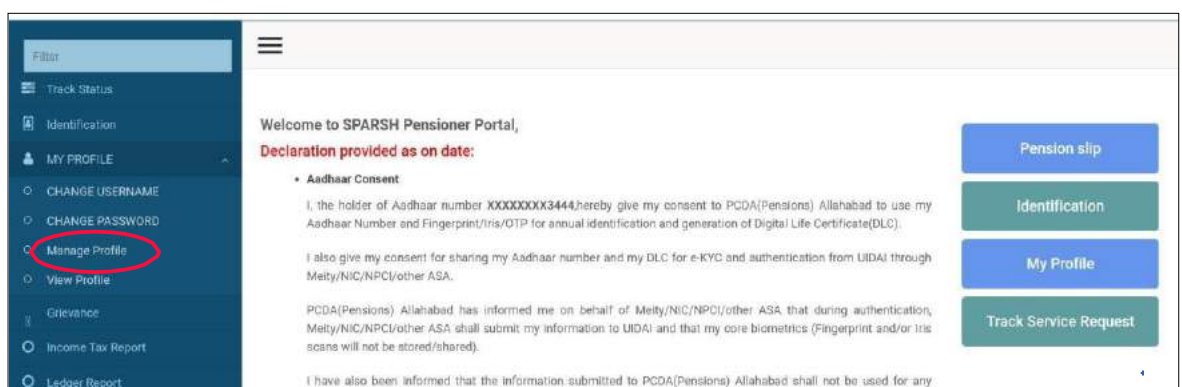
(e) On, clicking 'My Profile Tab' as circled below, a drop-down menu will provide an option of 'View Profile'.



(f) On clicking 'View Profile Tab', the following details will be available :-

- (i) Personal Details.
- (ii) Service Details.
- (iii) Family Details.
- (iv) Bank Details.
- (v) Pay Details.
- (vi) Commutation Details.
- (vii) Nominee Details.
- (viii) Documents.

(g) The Pensioner can make corrections through **Manage Profile Tab** available under the **My Profile Tab**.



(h) There are two Options for data correction, depending on nature of data. These are as follows :-

(i) **Data Correction Requiring Authorisation.** Such Fields for changes if any sought by the Pensioner can be changed only post approval of the Record Office. Such requests for data change(s) will **go to Respective Record Office/ORO(MP-5B)** depending upon fields marked. A special symbol has been assigned to such fields. Examples of such fields are Name, DOB, Gender, Marital Status, etc.

(ii) **Straight Through.** The Pensioner is **directly authorized to change such fields**. A special symbol (Arrow) has been assigned to such fields which needs to be clicked to enable the data field. Examples of such fields are Address, State, Mob No, email id, Bank details, etc.

(j) The Pensioner can change the fields by clicking on the icon against the relevant field. The screen would appear as depicted below :-

(i) **Requires Authorisation.**

The screenshot shows the 'Personal Details' form. The left sidebar lists various detail categories: Personal Details, Service Details, Family Details, Bank Details, Pay Details, Commutation Details, Nominee Details, and Documents. The main form area contains fields for First Name, Middle Name, Last Name, Date of Birth, Gender, Nationality, Aadhaar Number, PAN, Marital Status, ECHS Recovery, and Fixed Medical Allowance. A red circle highlights the 'First Name' field, which has a key icon next to it, indicating it requires authorization for changes.

(ii) **Straight Through.**

The screenshot shows the 'Family Details' form. The left sidebar lists various detail categories: Personal Details, Service Details, Family Details, Bank Details, Pay Details, and Commutation Details. The main form area contains a table with columns: Sr. No., Name, Relationship, Date of Birth, Marital Status, and Action. The table lists three family members: JANKI SATI (Spouse, Married), VAISHALI SATI (Daughter, Married), and AISHWARYA SATI (Daughter, Single). A red circle highlights the 'Action' column for the second family member, which contains a key icon, indicating that changes to this record require authorization.

**Family Details**

First Name \*  Middle Name  Last Name

Relation With Pensioner \*  Date of Birth \*

Marital Status

Mother Name \*

Physically Handicapped \* ☐ Yes ☒ No

Mentally Challenged \* ☐ Yes ☒ No

Aadhar Number  Pan Number

Mobile Number

Email

(k) The individual can make changes accordingly and click on the **save** button.

(l) The Pensioner needs to Click on the submit button when completed as indicated below :-

**Supporting Documents**

No documents required

(m) **Submit** the document. Pensioner will receive an acknowledgement that data has been successfully submitted.

(n) You can **track status of changes** i.e. change request made by the Pensioner under the **Track Status** option as indicated below :-

**Track Status**

Show 10 entries

Token No.	Service	Service Details	Application Date	Status	Action
1006181652	Identification	Annual Identification	07-Feb-2022	Processed	<input type="button" value="View"/>

Showing 1 to 1 of 1 entries

Previous 1 Next

## 5. **Raising Grievance.**

(a) The Pensioner upon login can **register grievance** for payment related issues under the following categories :-

- (i) Elements of Pension.
- (ii) Elements not sanctioned in Pension.
- (iii) Deductions.

(b) The option for grievance is available on the **top left hand side** under the special symbol as depicted below :-

(c) The Pensioner can register grievance by clicking on '**Grievance**' Tab as depicted below :-

(d) The Pensioner can now register his/ her **Personal details** and **register type of grievance**. The screen would appear as follows :-



(i) **Personal Details.**

**Register Grievance**

**Personal Details**

First Name: Ashutosh Middle Name: Last Name: Shukla

Personal Number \*: 70578B

Service: Navy Service Category: Commissioned Officers

Date of Retirement: 05-Aug-2021 Mobile Number: 7498229789

Email:

(ii) **Grievance Details.**

**Grievance Details**

Grievance Category: Payment Related Issue in which components: Elements of Pension

Comments:

If already raised grievance request, please enter grievance number:

Upload Document (Max: 1 Attachment of 10 MB) (Allowed Type: PDF, JPEG, PNG)

Choose File | No file chosen

Submit Reset

(e) On completion, Click on the **Submit** button to submit the grievance.

(f) The individual can track status of the grievance by clicking on **track status** available on top left corner as depicted below :-

**Track Status**

Show: 10 entries Search:

Token No.	Service	Service Details	Application Date	Status	Action
1000011025	Identification	Annual Identification	29-Nov-2021	Processed	
1000008240	PDV	Change Request	26-Nov-2021	Processed	
1000051112	Grievance	Grievance Request Details	17-Dec-2021	Processed	
1000034869	Grievance	Grievance Request Details	05-Dec-2021	In Progress	

Showing 1 to 4 of 4 entries

Reset

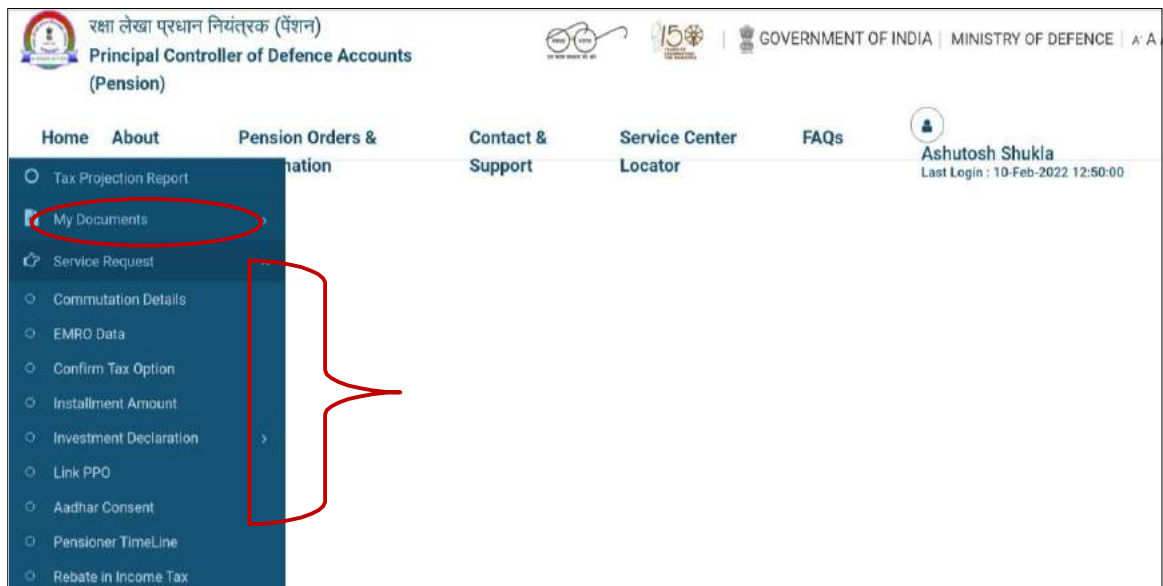
Previous 1 Next

## 6. Service Request.

(a) Additionally, the Pensioner can also raise **service request** (option available on the left side corner) for the following categories :-

- (i) Commutation Details.
- (ii) eMRO data.
- (iii) Confirm tax option.
- (iv) Installment amount.
- (v) Investment declaration.
- (vi) Link PPO.
- (vii) Aadhaar consent.
- (viii) Pensioner Timeline.
- (ix) Rebate in Income Tax.

(b) The screen which appears is as follows :-



## **GRANT OF FAMILY PENSION ON PENSIONER'S DEMISE/ MISSING**

1. This advisory is primarily to help the NOK of a Pensioner who is Dead/ Missing/ Convicted.

2. **Action By NOK/ Claimant.** NOK/ Claimant is requested to follow the steps mentioned below for grant of Family Pension :-

- (a) Access home page of SPARSH Portal <https://sparsh.defencepension.gov.in>.
- (b) Click on the **Services Tab** and the screen would appear as depicted below :-

The screenshot shows the SPARSH Portal Services Tab. The 'Report Event' link under the 'Life Certificate/ Identification For Family' section is circled in red. The portal header includes the Government of India logo, Ministry of Defence, and a login button. The main navigation bar includes Home, About SPARSH, Services, Orders & Information, Contact & Support, Service Center Locator, CSC Locator, Quick Links, FAQs, Help, and Update Mobile. The Services Tab is active, showing various options for Pre Retirement and Post Retirement services. The 'Report Event' link is highlighted with a red circle.

(c) Under the **Report Event Tab**, click on **Relevant Event** being reported as indicated above. The next screen would appear as under :-

The screenshot shows the 'Initiate Family Pension' form on the SPARSH Portal. The 'Service' dropdown menu under 'Pensioner Details' and the 'First Name' field under 'Reporter Details' are circled in red. The form includes fields for Claimant Details, Pensioner Details, and Reporter Details. The 'Service' dropdown is currently set to 'Select an Option'. The 'First Name' field is empty. The form also includes fields for Unique Identifier, Personal Number, Name of Pensioner, Middle Name, Last Name, Relation, Mobile No., and Email Id. A note at the bottom states: 'All fields with \* are mandatory'.

(d) The NOK needs to keep the **following documents/information handy** while reporting the event :-

(i) Bank Account Number or Personal/Regimental Number or PPO Number of the Late Pensioner.

(ii) Mobile No and Email ID of self.

(iii) If the existing bank account is not joint with the spouse, cancelled cheque/ bank passbook should be in hand. **All service pensioners are requested to convert their pension account into joint with the spouse to avoid inconvenience in case service pensioner's demise precedes spouse demise.**

(e) The NOK is requested to fill the details on the screen and click on '**Validate and Proceed**' Tab.

(f) Now, the NOK uploads the **Death Certificate/ FIR of Pensioner/ Court Order/ Cancelled Cheque/Passbook** as applicable and necessary credentials in the fields.

3. An intimation of event reporting is sent on mobile and email of the pensioner to rule out possibility of any forgery or incorrect reporting of the event by infringe element. The pensioner will have privilege to overrule incorrect reporting of event within 15 days.

4. **Receipt of Login Details.** Post **validation and approval** of the fields by **PCDA(P), Prayagraj**, a message would be triggered containing **Login credentials on the registered mobile No of the NOK.**

5. **Login.** The NOK needs to **login** with the login credentials sent on the registered mobile number and verify **its Bank details for remittance of Family Pension.** The NOK is also **required to submit Life Certificate for commencement of family pension.**

**CONTACT DETAILS OF DIAV**

S No	Rank & Name	Appt	Contact Details	Email Id
1.	<b>Toll Free No</b>		1800116644	
2.	Brig Vikas Bhardwaj	Brig DIAV	32814, 9418848827, 25674762	armyveteranscell@gmail.com
3.	Col D Virk	Col DIAV (Policy & Outreach)	35282, 9878220057 25674066,25674764	armyveteranscell@gmail.com
4.	Col VP Singh	Col DIAV (Rehabilitation & Welfare)	33343, 9906896963, 25671557	rnwcorpus@gmail.com
5.	Col YK Gautam	Col DIAV (Pension & Entitlement)	32819, 7087770771, 25674762	armyveteranscell@gmail.com
6.	Col Deepak Mohan	Col DIAV (Skilling & Transition)	36826, 9805023499	armyskilling@gmail.com
7.	Brig RK Singh HQ Central Command Dir Veterans Cell	Lucknow	1800 180 5666 (Toll Free) 0522-2483565 (Civil) 0522-2481120, 0522-2481123, <b>9958552040</b>	dirveteranscellhqcc@gmail.com
8.	Brig Dipak Banerjee HQ Eastern Command Dir Veterans Cell	Kolkata	<b>7351275804</b> , 9432322477	ecarmyveterancell@gmail.com
9.	Col Sandeep Dhingra HQ Southern Command Dir Veterans Cell	Pune	1800 233 3698 (Toll Free) 020-26351122, 8806664163	scveterancell@nic.in
10.	Brig Mukund Sharma HQ South Western Command Dir Veterans Cell	Jaipur	1800 233 3698 (Toll Free) 0141-2236852, <b>9660302925</b>	swcveterans@gmail.com
11.	Brig HS Sandhu HQ Western Command	Chandimandir	1800 180 2091 (Toll Free) 0172-2554151 <b>9432262052</b> (Pers) <b>999998832</b>	sahayta@wcesm.com
12.	Col Ramneek Singh	Srinagar	420015-2192/2290, <b>9906906637</b>	veteranssrinagar@gmail.com



S No	Rank & Name	Appt	Contact Details	Email Id
13.	Col RS Patiyal	Jorhat	460041-6155/6655, <b>9402875375</b>	<a href="mailto:colveterans41sa@gmail.com">colveterans41sa@gmail.com</a>
14.	Col RPathak	Pathankot	460121-6263, <b>7801062696</b>	colveteranptk@yahoo.com
15.	Col Arthur Agayfoning	Mumbai	460004-6134/6135, <b>6297741706</b>	colveterans01@gmail.com
16.	Col Jaipreet Singh	Ambala	420002-6297, <b>9906377880</b>	kkveteranskk@gmail.com
17.	Col OP Singh	Bhopal	420021-2561, 0755-2921800, <b>9444118994</b>	bhopalsubarea@gmail.com colveteranpaschimp@gmail.com
18.	Col NS Mann	Danapur	460103-6214, <b>9697046399</b>	colveteransjbsa@yahoo.com
19.	Col Mandaar Satwalekar	Pune	41001-2547, <b>9545458913</b>	veteransnodepune@gmail.com
20.	Col Sanjay Sahai	Raipur	460125-6247, <b>7760999971</b>	cosaveterans@gmail.com
21.	Col JS Bindra	Allahabad	430004-6231, <b>7982149220</b>	veteransbranchallahabad@gmail.com
22.	Col Ratandeep	Jodhpur	420012-6236, <b>9622299666</b>	veteransbriosa@gmail.com
23.	Col Anil Tahlan	Jaipur	410007-6322, <b>9697005555</b>	veterans61sa@gmail.com
24.	Col Sanjeev Kumar, SM	Guwahati	460051-6118, <b>8427444222</b>	veterancellguwahati@gmail.com
25.	Col Atul Bindra	Jalandhar	420011-6432, <b>9899578132</b>	msnsahayata.esm1@gmail.com sahaytajalandhar@wcesm.com
26.	Col BH K Naidu	Bangalore	460108-6323, 080-25559934, <b>9491519400</b>	oicesmbangalore@yahoo.co.in <a href="mailto:oicesmbangalore@gmail.com">oicesmbangalore@gmail.com</a>
27.	Col Neeraj Rana	Shillong	460101-6104, <b>9812307355</b>	colveterans101area@gmail.com
28.	Col SS Karki, SM**	Chennai	460000-6277, <b>7830490059</b>	oicesmchennai@yahoo.com
29.	Col Pankaj Sinha	Leh	420014-6134, <b>9622963366</b>	colveteransaleh@gmail.com
30.	Col Malkit Singh	Meerut	460115-6240/6221, <b>9660091376</b>	esmhelplinemrt@gmail.com
31.	Col NC Sharma	Bareilly	460006-6813, <b>9438887702</b> , 0581-2511492	colveteranuba@gmail.com
32.	Col Vikas Verma	Nagpur	460004-6244, <b>9419285627</b>	umangveterans@gmail.com
33.	Col Vimal Naithani	Dehradun	460106-6237, <b>8755433241</b> , 0135-2750122	ukveteransbranch@gmail.com
34.	Col J Beniwal, SM	Bengdubi	460111-6575/6792, <b>9899104561</b>	veteranscell111@gmail.com jtenben@redifmail.com
35.	Col Pradeep Karki	Delhi	410000-36547, 011-20892941, <b>8415084426</b>	veteransbranchdelhi@gmail.com

S No	Rank & Name	Appt	Contact Details	Email Id
36.	Col Arindam Dhar	Kolkata	410002-6533, 033-22230231, <b>8437275959</b>	veterans-ba@gov.in
37.	Col Sumit Sur	Lucknow MUPSA	410004-2379/2906, 0522-83961, <b>8009400104</b>	colveterans.mupsa@gmail.com
38.	Col V Jayan	Secunderabad	430054-6273, <b>7678300137</b>	helplineexservicemen@gmail.com
39.	Col RN Chowdhury, SM	Jabalpur	460003-6074/6069, <b>9592400003</b>	colveteranmbarea@gmail.com
40.	Col PG Nair	Udhampur	410005-3707, <b>8016922500,</b> <b>9797731568</b>	veterancelludhampur@yahoo.com
41.	Col Sartaj Dhillon, VSM	Bhatinda	420010-3724, 0164-2291192, <b>9932084888</b>	veteransbathinda@gmail.com

**Appendix D**

{Refers to Para 20(d)}

**मुख्य बिंदु हिंदी में**

1. **माइग्रेशन व स्पर्श PPO के बारे में जानकारी।** आपका पेंशन खाता स्पर्श पर माइग्रेशन होने पर आपको एक SMS के माध्यम से सूचना दी जाती है। किसी वजह से यह SMS आपको नहीं आया या आपने गलती से delete कर दिया हो तो आप PCDA(P) Website (pcdapension.nic.in) पर नीचे दिये हुये लिंक पर क्लिक कर स्पर्श PPO नम्बर पता कर सकते हैं। रेजिमेंटल नंबर द्वारा खोज सुविधाजनक विकल्प है, हालांकि शुरुआत में सात अंकों की सेना संख्या में शून्य जोड़ा जाना चाहिये।

2. **जन सेवा केंद्रों (सीएससी) का उपयोग।** देश भर में चार लाख से अधिक सभी जन सेवा केंद्रों को सीजीडीए व सूचना तकनीकी मंत्रालय के बीच समझौता ज्ञापन के माध्यम से रक्षा पेंशनभोगियों की सहायता के लिए स्पर्श सेवा केंद्रों के रूप में नामित किया गया है। स्पर्श पोर्टल और संबंधित प्रक्रियाओं के उपयोग पर अधिकतम सीएससी ऑपरेटरों को प्रशिक्षित किया जा चुका है। पेंशनभोगियों को प्रदान की जा रही सेवाओं के लिए शुल्क सीजीडीए द्वारा सीएससी को सीधे प्रेषित किया जाएगा और पेंशनभोगियों को सीएससी ऑपरेटरों को भुगतान करने की आवश्यकता नहीं है। सभी रक्षा पेंशनभोगी वार्षिक जीवन प्रमाण पत्र और अन्य शिकायतों, यदि कोई हो, जमा करने के लिए निकटतम सीएससी (ई-मित्र) से सम्पर्क कर सकते हैं।
3. **पेंशनभोगियों द्वारा वार्षिक जीवन प्रमाण पत्र।** मासिक पेंशन जारी रखने के लिए वार्षिक जीवन प्रमाण पत्र जमा करना अनिवार्य है। लगभग 9 लाख सेन्य पेंशनभोगियों को स्पर्श में स्थानांतरित कर दिया गया है परंतु सयुक्त प्रयासों के बावजूद बहुत सारे पेंशनभोगियों ने अभी तक अपना जीवन प्रमाण पत्र जमा नहीं किया है जिसकी वजह से मासिक पेंशन प्रभावित हो रही है। जीवन प्रमाण पत्र जमा करने की प्रक्रिया निम्नानुसार है:-

(क) **स्पर्श पोर्टल।** आधार से जुड़े पीपीओ के संबंध में डिजिटल लाइफ सर्टिफिकेट (डीएलसी) जमा करने कि सुविधा स्पर्श सेवा केंद्र व व्यक्तिगत लॉगइन में उपलब्ध हैं। यदि आपके पास biometric device व computer कि सुविधा घर पर उपलब्ध है तो आप खुद डीएलसी कर सकते हैं अन्यथा आप नजदीकी जन सुविधा केंद्र का भ्रमण करें। स्पर्श पर मेनुअल लाइफ सर्टिफिकेट कि सुविधा भी उपलब्ध है और जरूरत पड़ने पर इसका इस्तेमाल किया जा सकता है तथा यह किसी राजपत्रित अधिकारी, एस बी आई अधिकारी, एस एच ओ, ग्राम प्रधान, जिला सैनिक वेलफेअर अधिकारी इत्यादि के द्वारा साईन किया जा सकता है।

(ख) **जीवन प्रमाण पोर्टल (जेपीपी)**। यदि किसी कारणवश स्पर्श पर डीएलसी नहीं हो रहा हो तो आधार से जुड़े पीपीओ के संबंध में डिजिटल लाइफ सर्टिफिकेट (डीएलसी) जमा करने के लिए जेपीपी सबसे उपयुक्त प्लेटफॉर्म है। हालाँकि डीएलसी को 'नए पेंशनभोगी' के रूप में प्रस्तुत किया जाना चाहिए अन्यथा सिस्टम पुराने मूल्यों जैसे पीपीओ नंबर, पीडीए आदि को मोबाइल संख्या के अनुसार उठा लेता है, जिसके कारण इसे स्पर्श को निर्यात नहीं किया जा सकता है। विभिन्न ड्रॉपडाउन में मानों को निम्नानुसार चुना जाना चाहिए:-

(अ) **श्रेणी** : केंद्र सरकार

(ब) **पेंशन स्वीकृति प्राधिकरण** : रक्षा-पीसीडीए (पेंशन) इलाहाबाद

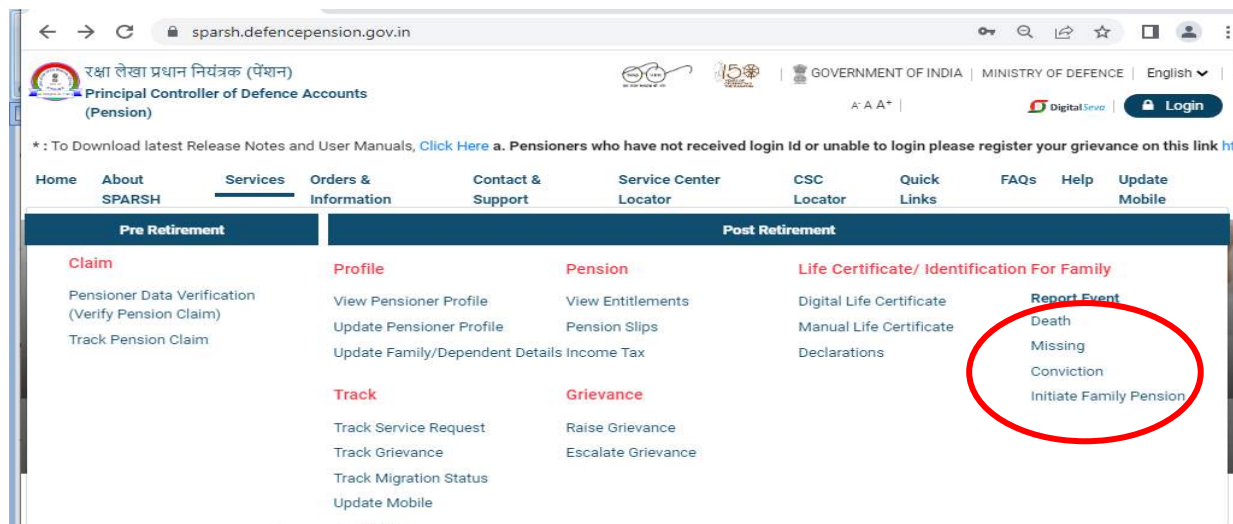
(स) **पेंशन वितरण एजेंसी** : स्पर्श-पीसीडीए (पेंशन) इलाहाबाद। यदि यह value ड्रॉपडाउन में उपलब्ध नहीं है तो operator से application programme को remove करके reinstall करने के लिये आग्रह करें।

(द) **पीपीओ नंबर** : केवल 12 अंकों का ईपीपीओ या स्पर्श पीपीओ नंबर ही अंकित किया जाना चाहिए। यदि किसी कारण से पेंशनभोगी के पास यह उपलब्ध नहीं है, उपर दिये गये अनुच्छेद 1 का अनुकरण करें।

(ग) **विदेश से जीवन प्रमाण पत्र**। यदि कोई पेंशनभोगी विदेश में रह रहा है तो दूतावास के सक्षम अधिकारी द्वारा विधिवत हस्ताक्षरित प्रारूप के अनुसार मैनुअल जीवन प्रमाण पत्र डाक द्वारा पीसीडीए (पेंशन) इलाहाबाद को दूतावास के माध्यम से भेजा जा सकता है।

(घ) **लंबित जीवन प्रमाणपत्रों की सूची**। जिन पेंशनभोगियों के जीवन प्रमाण पत्र लंबित हैं, उनकी सूची पीसीडीए (पेंशन) पोर्टल पर उपलब्ध करा दी गई है और इसे दैनिक आधार पर अपडेट किया जा रहा है। पेंशनभोगी किसी भी इंटरनेट कम्प्युटर पर अपना नाम खोज सकते हैं और आपका नाम इस सूची में होने पर उपर दिये हुये किसी माध्यम से जीवन प्रमाण पत्र तुरंत submit करें। यह सूचना आपको SMS के माध्यम से भी दी जा रही है।

4. **पेंशनभोगी की मृत्यु**। यदि पेंशनभोगी की मृत्यु हो जाती है तो परिवार को इसकी सूचना PCDA(P) को अवश्य देनी है। मृत्यु की सूचना देने की प्रक्रिया स्पर्श पर ओपन सोर्स (सर्विसेस टैब) में उपलब्ध है। Screenshots और मुख्य बिन्दु नीचे दिये जा रहे हैं :-



(क) Death Certificate (मृत्यु प्रमाण पत्र) की scanned PDF कॉपी अपलोड करना अनिवार्य है।

(ख) यदि वर्तमान खाता सयुक्त नहीं है तो मृत्यु की सूचना submit करते समय निरस्त चेक या पासबुक की कॉपी अपलोड करने के लिये पास में रखे।

(ग) डेथ रिपोर्टिंग के बाद फेमिली पेंशनर को जीवन प्रमाण पत्र submit करना अनिवार्य है अन्यथा फेमिली पेंशन शुरू नहीं होगी।

(घ) डेथ रिपोर्टिंग की सूचना का SMS पेंशनर के मोबाईल फोन पर दी जाती है ताकि कोई गलत सूचना भूलवश और जानबूझकर किसी ने दे दी है तो निरस्त किया जा सके।

(ङ) वर्तमान पेंशन खाते का सयुक्त होना सुविधाजनक है, यदि service pensioner की मृत्यु पहले हो जाती है। अतः सलाह दी जाती है कि आप अपना पेंशन खाता पत्रि के साथ सयुक्त करवा ले ताकि उनको भविष्य में परेशानी ना हो।

4. **आधार और मोबाईल अपडेट**। ये दोनो डाटा लॉगईन और जीवन प्रमाण पत्र के लिये अति महत्वपूर्ण है और स्पर्श में बिना किसी लॉगईन के नीचे दिये लिंक पर अपडेट किये जा सकते हैं। बाकी सारी सर्विस और फेमिली डिटेल्स लॉगईन के बाद ही अपडेट की जा सकती है।

4. **महत्वपूर्ण दस्तावेज**। सभी महत्वपूर्ण दस्तावेज पेंशन स्लिप, पीपीओ, फॉर्म-16 इत्यादि देखने और डाउनलोड के लिये व्यक्तिगत लॉगईन के 'My Documents' सेक्शन में उपलब्ध है।