

SOLUTION TO SPARSH RELATED
ISSUES FOR VETERANS/NOK

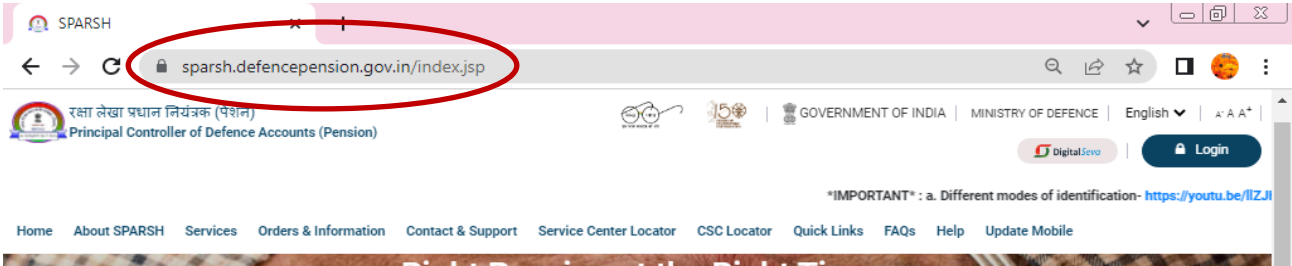
INDEX

	SPARSH related Issues	Page Nos
❖	Important facts about SPARSH	01
❖	To know status of migration to SPARSH, SPARSH PPO No, Identification status, availability of Mobile No, Aadhar No & PAN	02
❖	How to Login into SPARSH account	03
❖	How to update Aadhar No	04
❖	How to update Mobile No	05
❖	How to update PAN & e-Mail ID	06
❖	How to view monthly pension slip & SPARSH PPO	07
❖	How to upload income tax saving declaration	08
❖	Process to start/stop DR after re-employment / release from Re-employment	09
❖	How to raise service request (grievance) on SPARSH portal	10
❖	How to submit Annual life certificate	11-13
❖	Process for Report Death Event (To stop pension in case of there is no claimant)	14
❖	Procedure To Report Death Event and to Start Family Pension	15
❖	SPARSH issues required to be reported to Record Office	16
❖	SPARSH issues required to be rectified through Service Request (by pensioner)/Support Request (by Record Office)	16
❖	Contact Details of Record Offices	16-17

- ❖ SPARSH is the acronym used for **S**ystem for **P**ension **A**dministration (**RAKSHA**).
- ❖ SPARSH ensures right pension at right time.
- ❖ SPARSH is an integrated digital platform for all pension related activities.
- ❖ SPARSH provides a personalized pension account to each pensioner (<https://sparsh.defencepension.gov.in>).
- ❖ SPARSH has brought complete transparency and access to the pensioners.
- ❖ Facilities
 - Access to all documents (PPO, Monthly Pension Slip, Form – 16 etc).
 - Online grievance redressal system.
 - Online profile management to correct/ update personal details.
- ❖ SPARSH has digital process for pensioners identification removing requirement of multiple visits by pensioners to pension offices.
- ❖ No agency involved can hide their actions.
- ❖ Configured and developed in such a way that pension can be sanctioned even in one day.
- ❖ Pension sanction time and PPO issuance reduced to 15 days from 04 months.
- ❖ Time between sanction and first payment decreased from more than 1-2 months to 1-2 days.
- ❖ Pensioner Data Verification (PDV) aims at enabling the Service Pensioner to verify his/her own details before sanction of pension.
- ❖ Pensioner Data Verification is not for migrated pensioners.
- ❖ Pensioners who are living in far flung areas, or are not tech savvy can avail all pensioners services under SPARSH at the designated service centers.
- ❖ SPARSH Portal cannot be accessed outside India.

② **TO KNOW ABOUT STATUS OF MIGRATION TO SPARSH, SPARSH PPO NO, IDENTIFICATION STATUS, AVAILABILITY OF MOBILE NO, AADHAR NO & PAN**

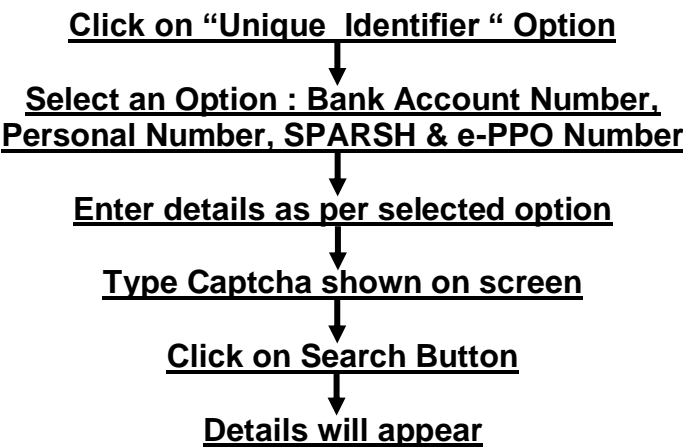
1. Visit <https://sparsh.defencepension.gov.in> and following steps may please be followed.



2. You will see an option – “Services” (3rd option from left side), which contains a Sub Tab – “know your SPARSH PPO and identification status”. Click on this option.



3. After that, follow under mentioned flow :-



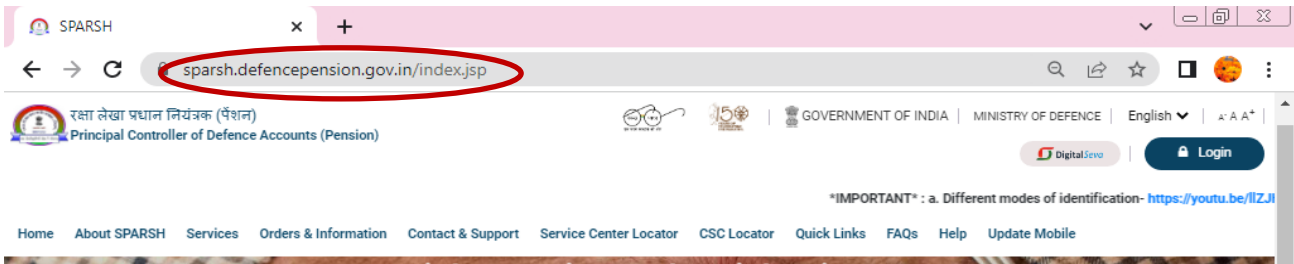
4. Details will appear as per screen shot given below.

NAME	DETAILS
Original PPO No.	131
Name	DINA
SPARSH. PPO No.	1012
IC/Regimental/GPF No.	SL
Aadhaar Number	XXXXXXXX8565
PAN No.	XXXXXX412E
Mobile No.	XXXXXX3363
Bank Account No.	XXXXXXXX4693
Identification Due on.	30-Nov-2023
Migrated Date.	01-Jan-2023

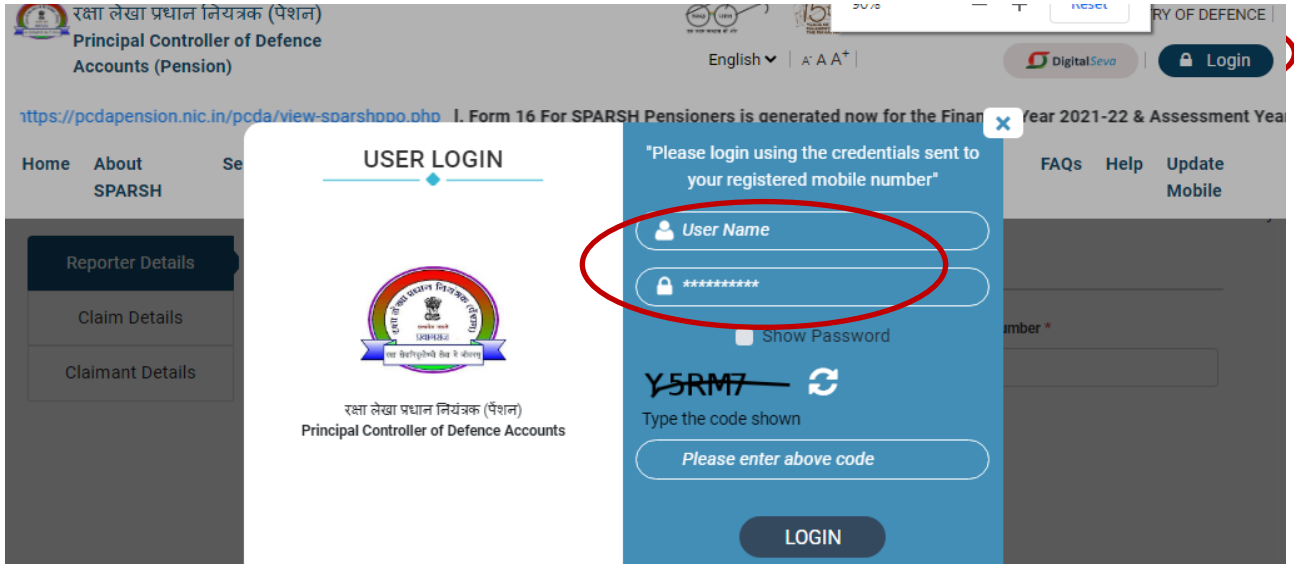
5. From above details, a pensioner will come to know about status of migration, SPARSH No, identification status and availability of Mobile No, Aadhar Number & PAN.

③ **HOW TO LOGIN INTO SPARSH ACCOUNT**

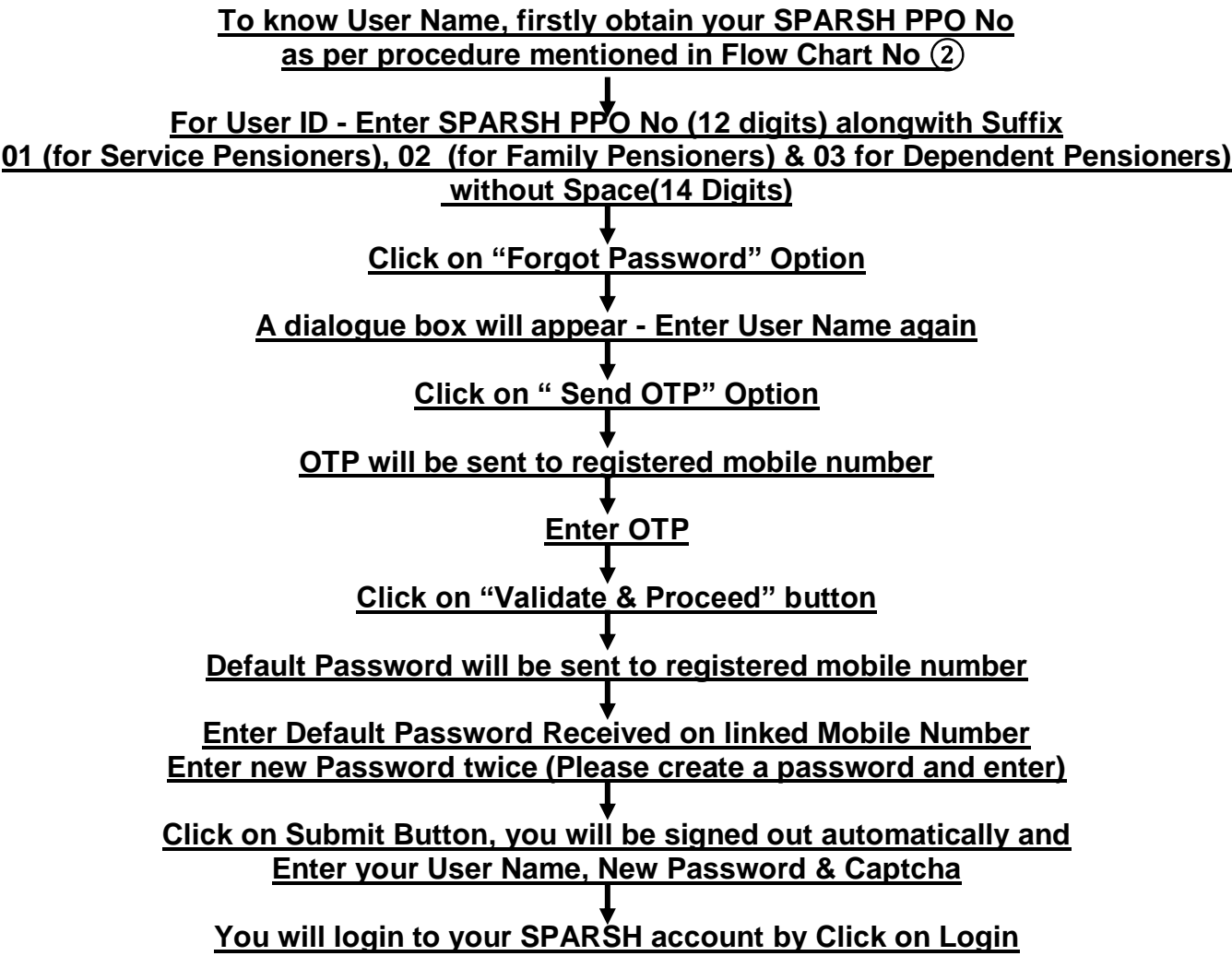
1. Visit <https://sparsh.defencepension.gov.in> and following steps may please be followed.



2. Login to SPARSH portal with your User Name & Password :-



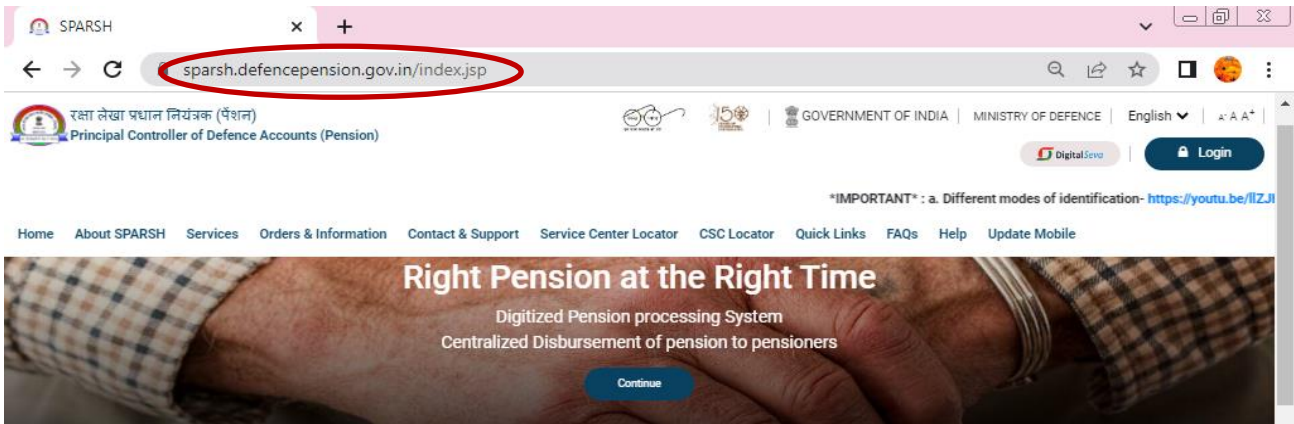
3. After that, follow under mentioned flow :-



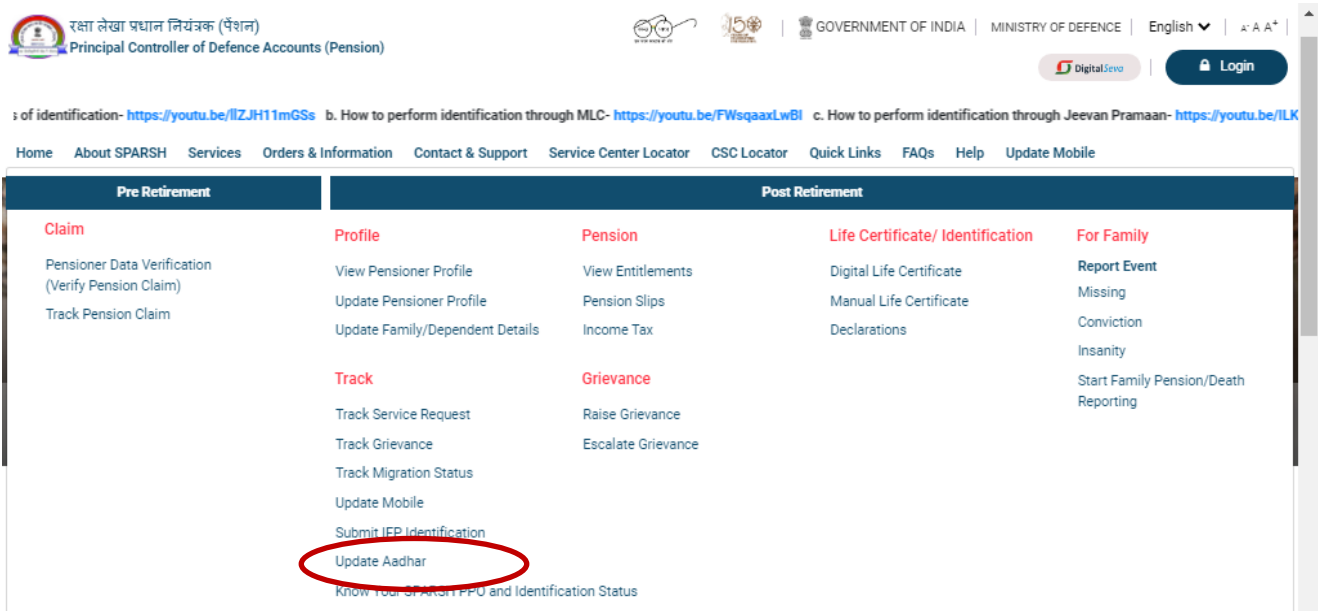
Note :- If you are login first time few declarations & aadhar validation will be done. Please follow steps as asked.

④ **HOW TO UPDATE AADHAR CARD NUMBER**

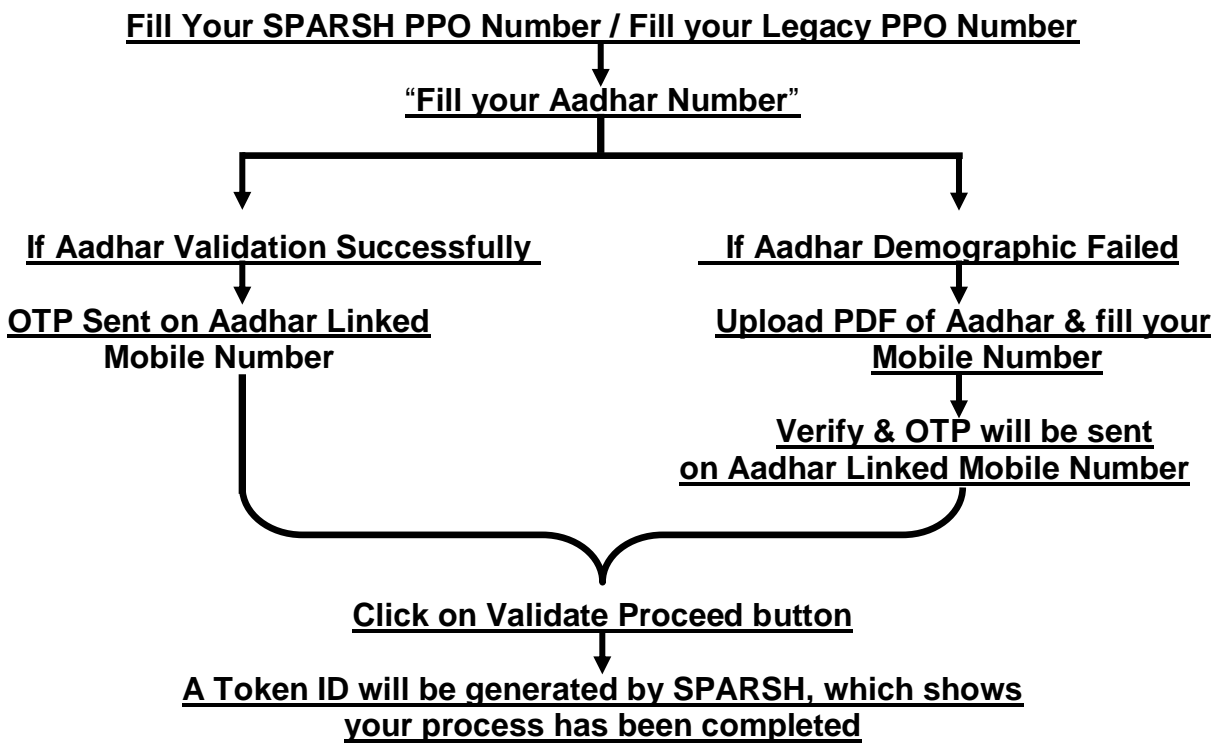
1. Visit <https://sparsh.defencepension.gov.in> and following steps may please be followed.



2. You will see an option – “Services” (3rd option from left side), which contains a Sub Tab – “Update Aadhar”. Click on this option.

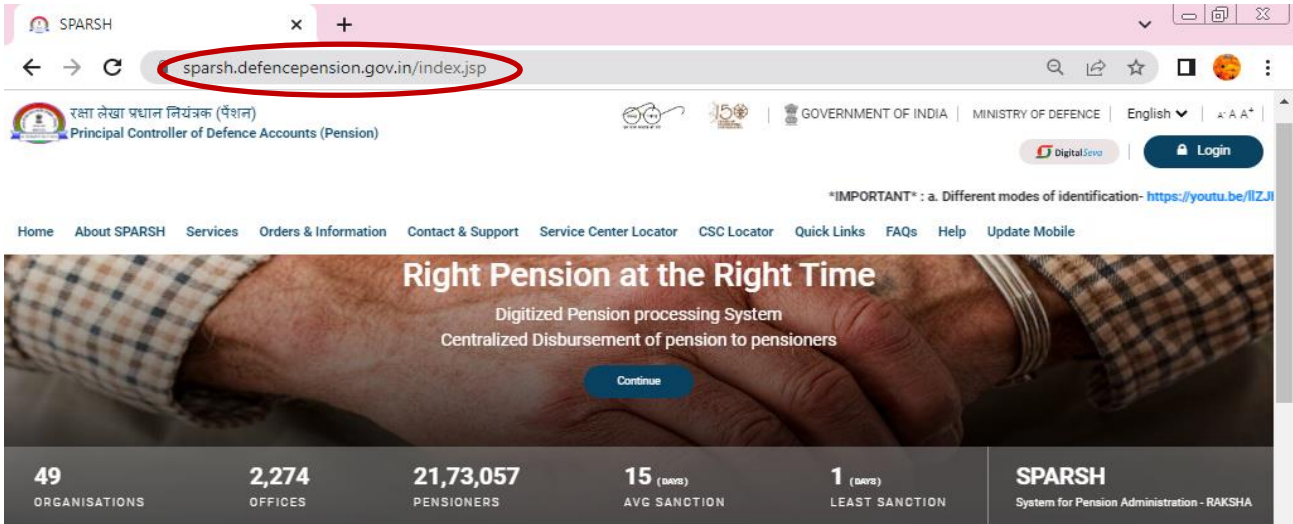


3. After that, follow under mentioned flow :-



4. After six days, you may check updation of your Aadhar Number as per flow chart No ②

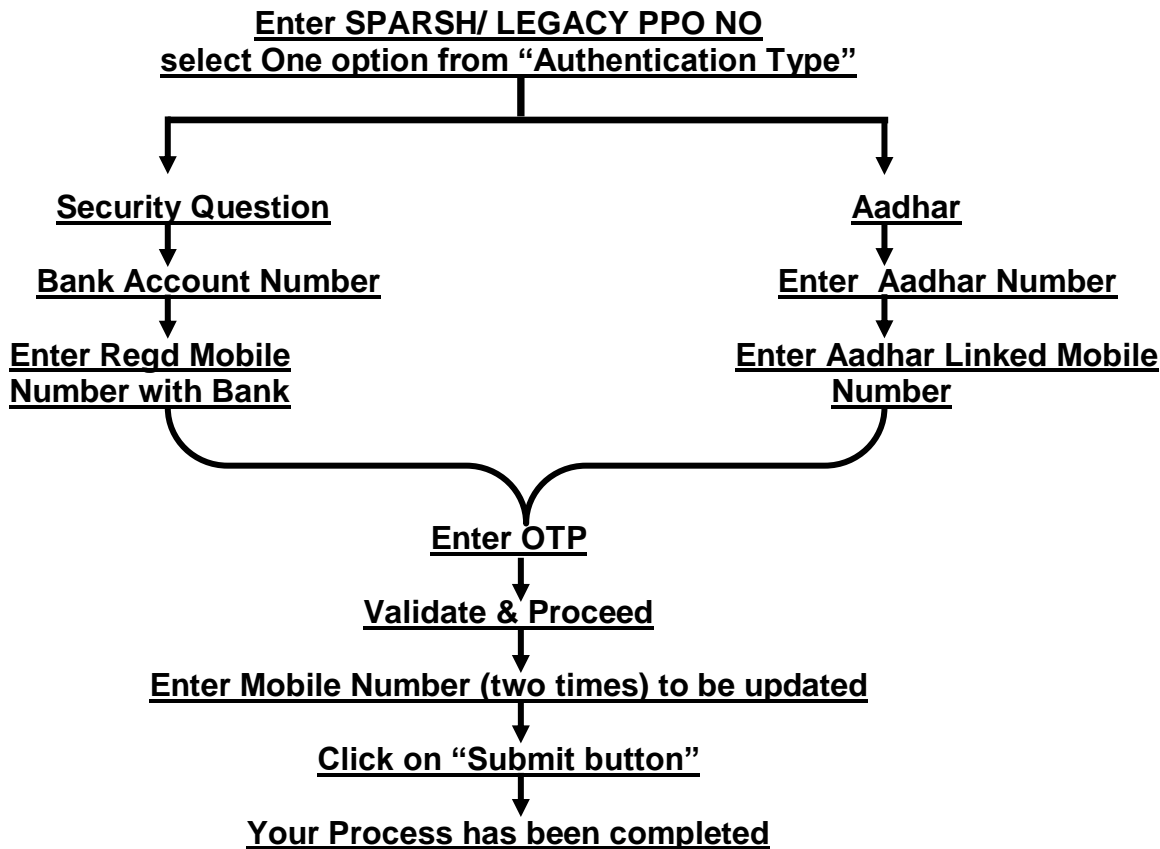
1. Visit <https://sparsh.defencepension.gov.in> and following steps may please be followed.



2. You will see an option – “Services” (3rd option from left side), which contains a Sub Tab – “Update Mobile”. Click on this option.



3. After that, follow under mentioned flow :-

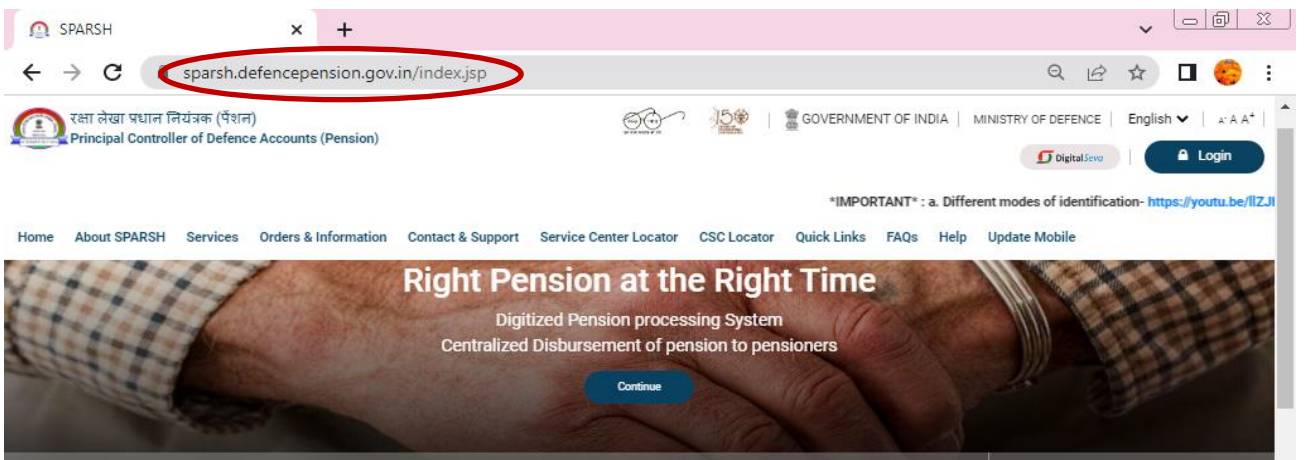


After 24hrs, you may check updation of your mobile No as per flow chart No ②

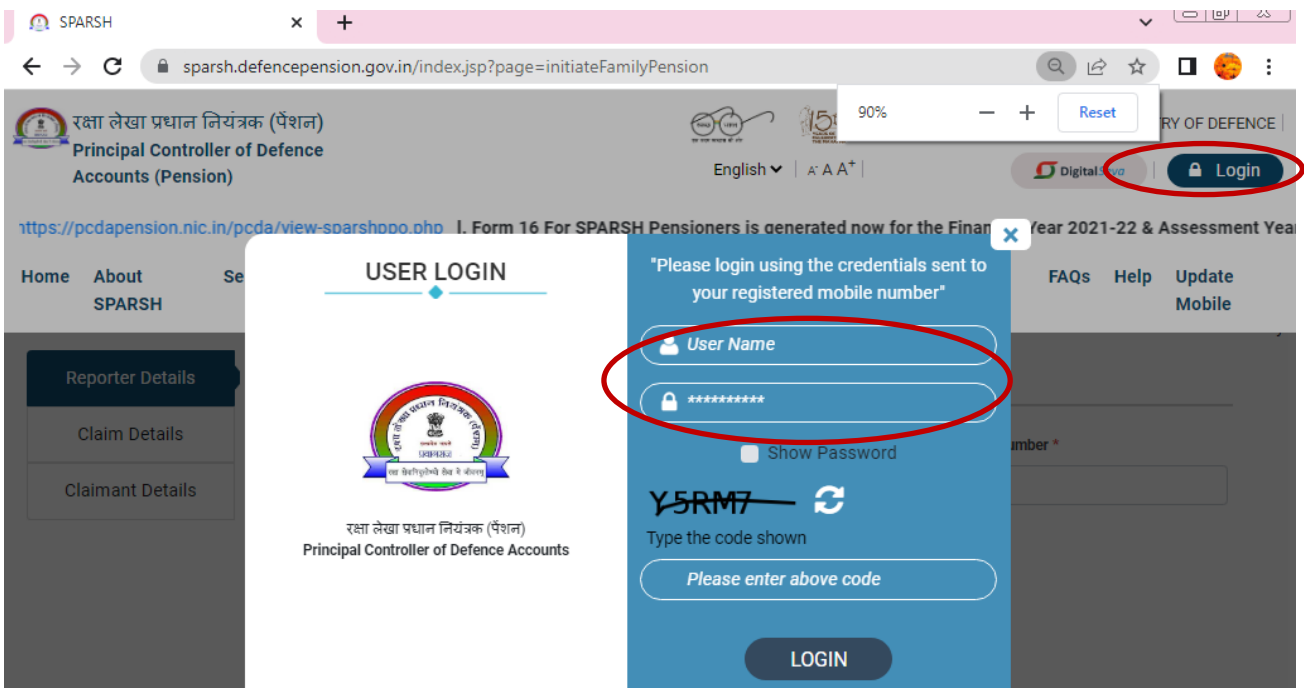
⑥

HOW TO UPDATE PAN & E-MAIL ID

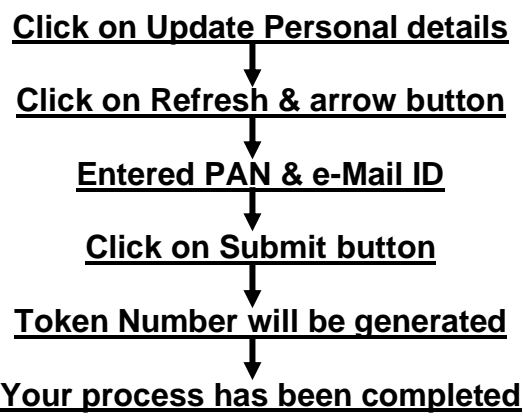
1. Visit <https://sparsh.defencepension.gov.in> and following steps may please be followed.



2. Login to SPARSH portal with your User Name & Password :-



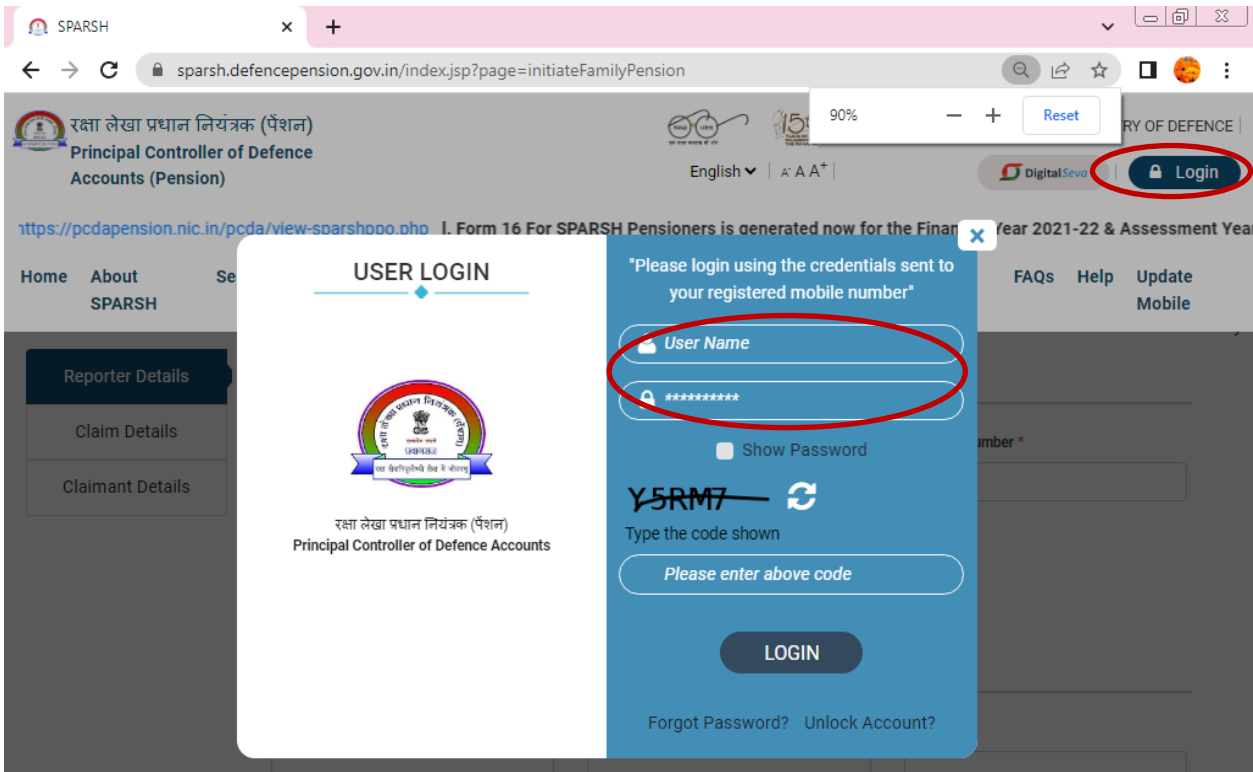
3. After Login, your SPARSH account will open and follow under mentioned flow :-



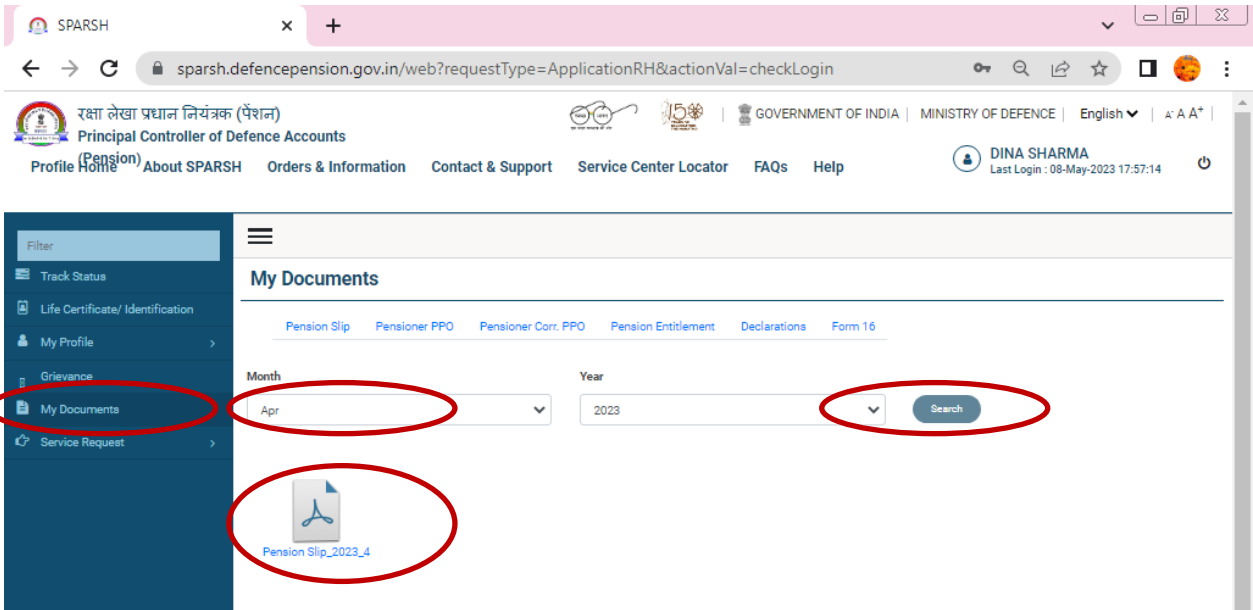
7

HOW TO VIEW MONTHLY PENSION SLIP & SPARSH PPO

- 1. Visit <https://sparsh.defencepension.gov.in> and following steps may please be followed.
- 2. Login to SPARSH Portal with your User Name & Password.



- 3. After Login, your SPARSH account will open. Now you will see an option – “My Documents” (Left Side of the screen). Click on My document :-

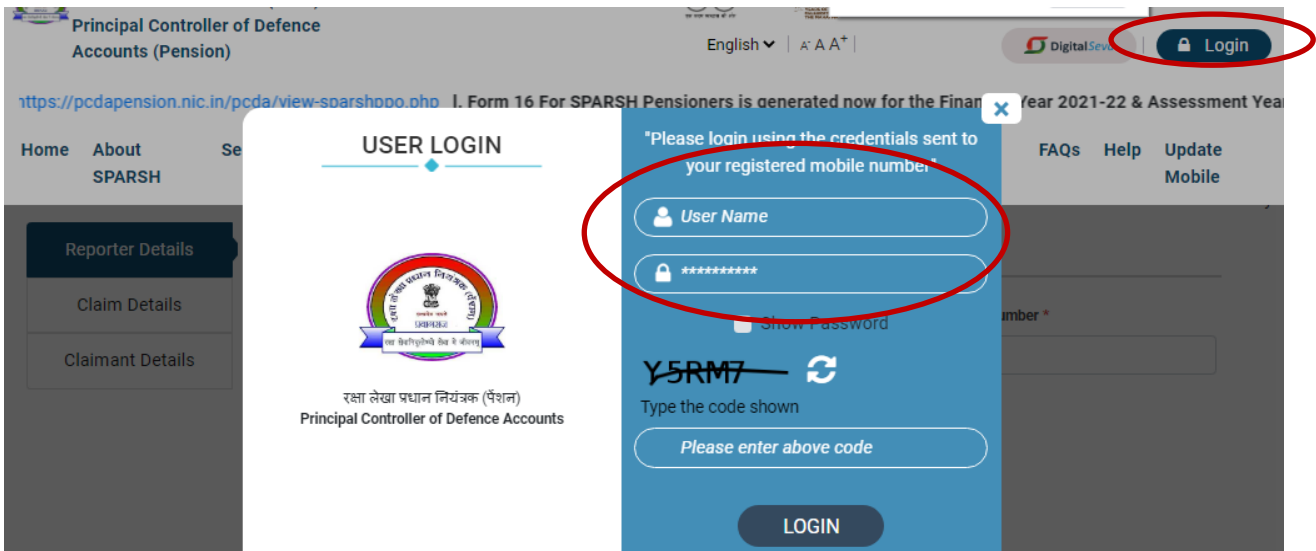


- 4. You will be able to see your Pension Slip, PPO , form -16 etc.

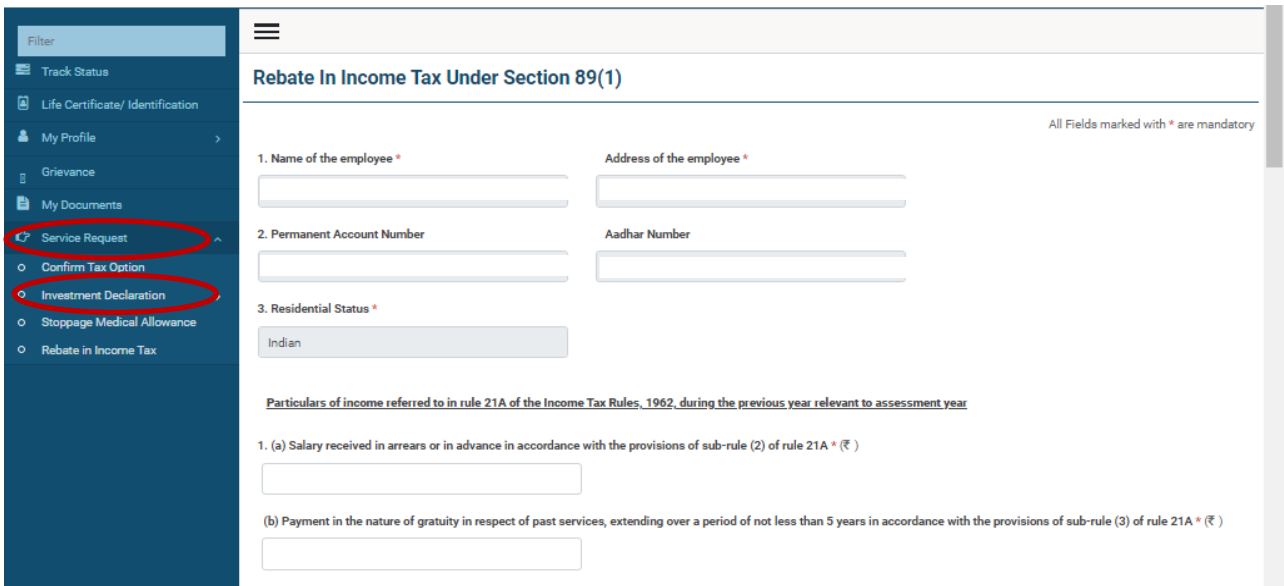
8

HOW TO UPLOAD INCOME TAX SAVING DECLARATION

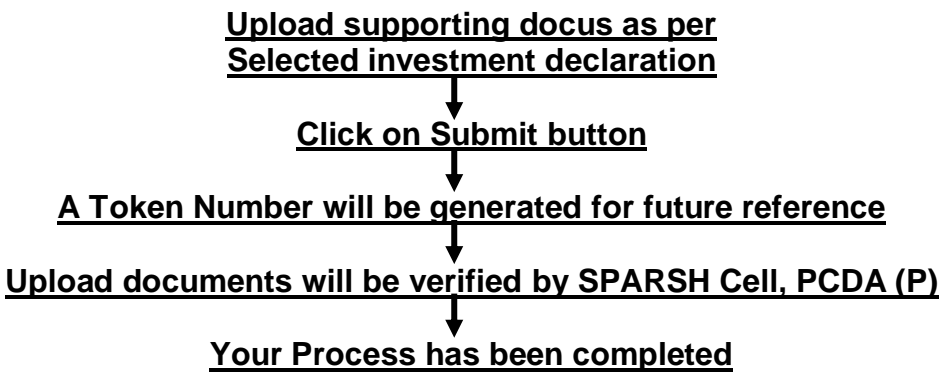
- 1. Visit <https://sparsh.defencepension.gov.in> and following steps may please be followed.
- 2. Login to SPARSH portal with your User Name & Password.



- 3. After login, your SPARSH account will open. Now you will see an option – “Service Request” (Left Side of the screen). Click on Service Request and a dropdown box open with option “Investment declaration”. Click on “ Investment declaration :-



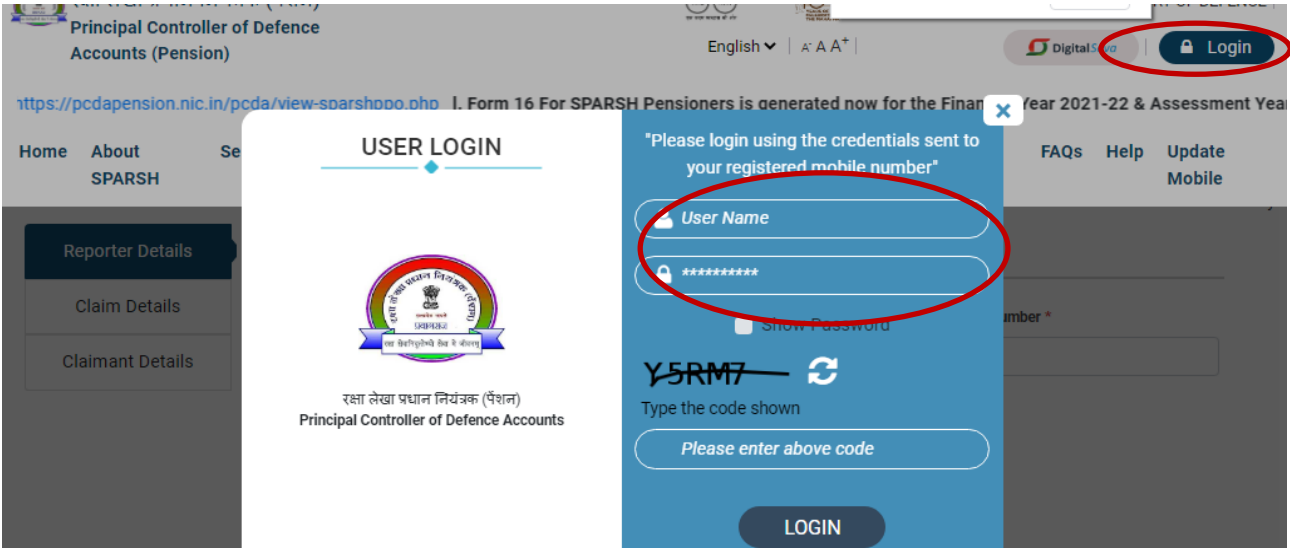
- 3. After that, follow under mentioned flow :-



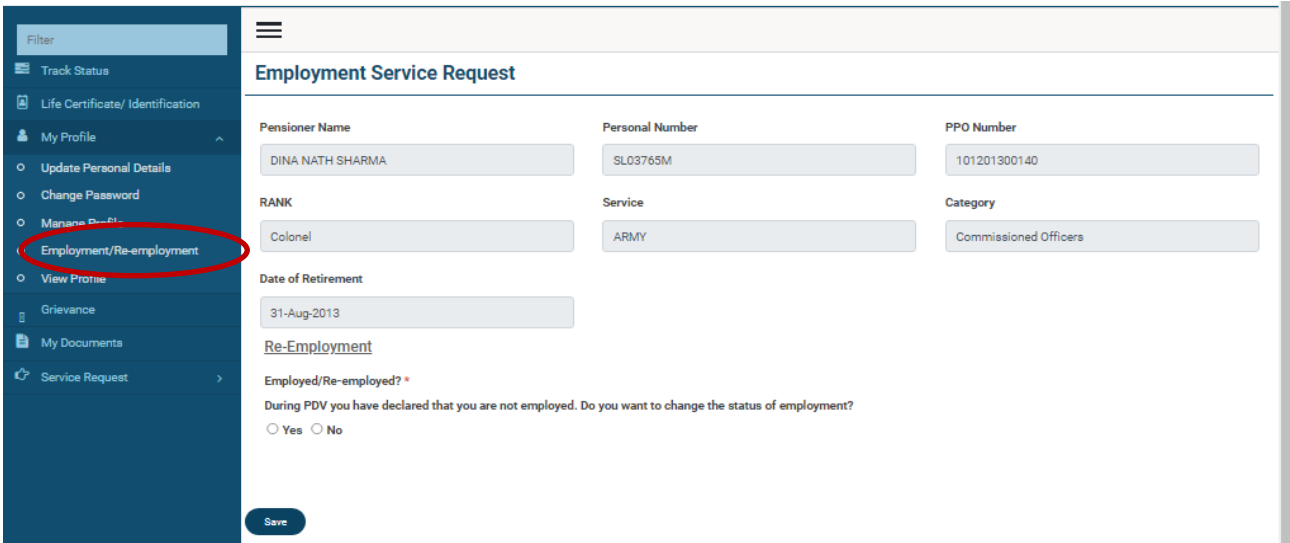
9

PROCESS TO START/STOP DEARNESS RELIEF AFTER RE-EMPLOYMENT/ RELEASE FROM RE-EMPLOYMNET

- 1. Visit <https://sparsh.defencepension.gov.in> and following steps may please be followed.
- 2. Login to SPARSH portal with your User Name and Password.



- 2. After Login, your SPARSH account will open. You will see an option – “Employment/ Re-employment ” (left side of the screen). Click on this option.



- 3. After that, follow under mentioned flow :-

Organization Choose your Org	Office Name Fill your Office/ Dept	
From Date Date of joining Re-employment	To Date If you are released from Re-employment then fill date of release otherwise ignore	
Pay Commission Fill your Pay Commission	Pay Scale Fill your Pay Scale	Fix Payment Fill your Fix Payment

For Re- employment : Re – employment order & part II order of re-employment to be uploaded.
Release from re- employment – Release order and part II order to be uploaded
Note :- File not larger than 10 MB

After filling above data click on ADD OPTION

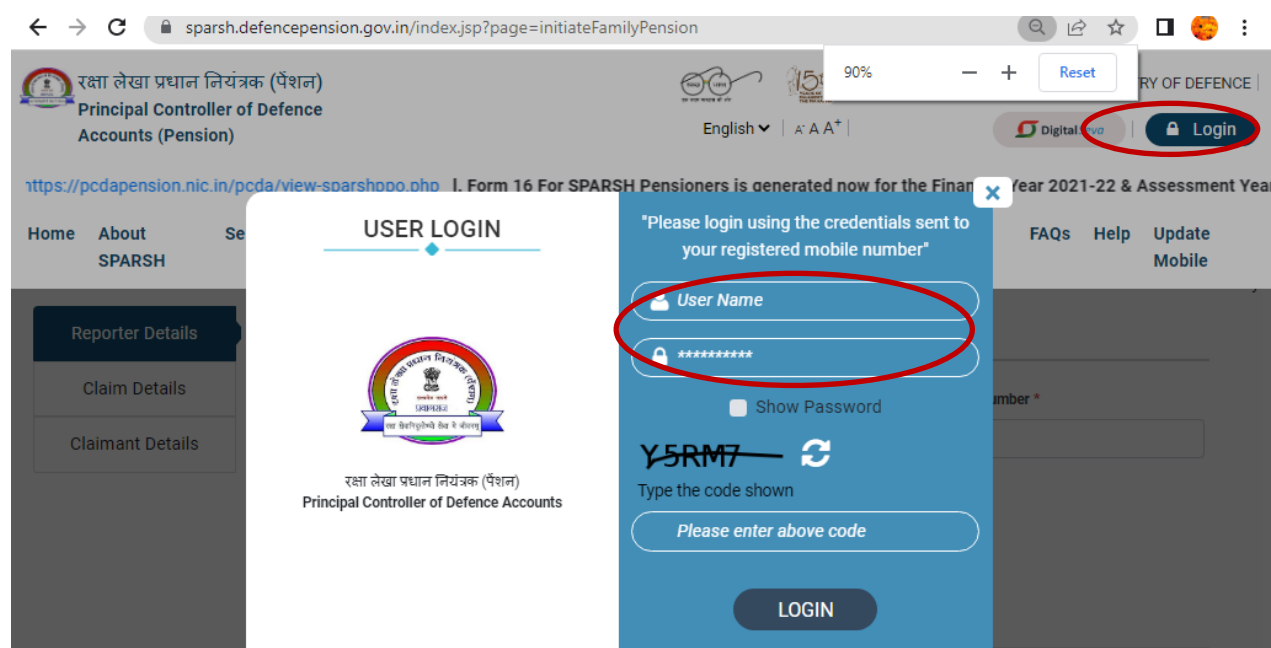
Click on SAVE OPTION

After clicking on SUBMIT button a TOKEN ID will be generated by SPARSH, which shows that your process has been completed

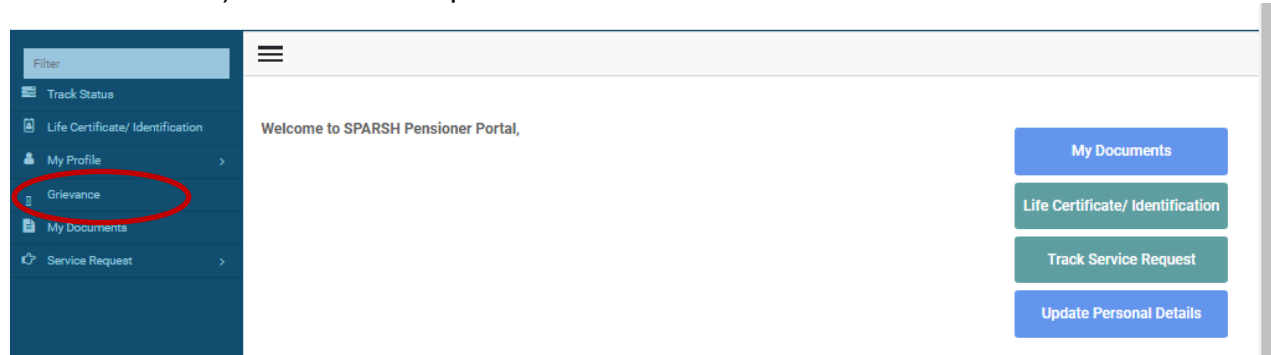
10

HOW TO RAISE SERVICE REQUEST (GRIEVANCE) ON SPARSH PORTAL

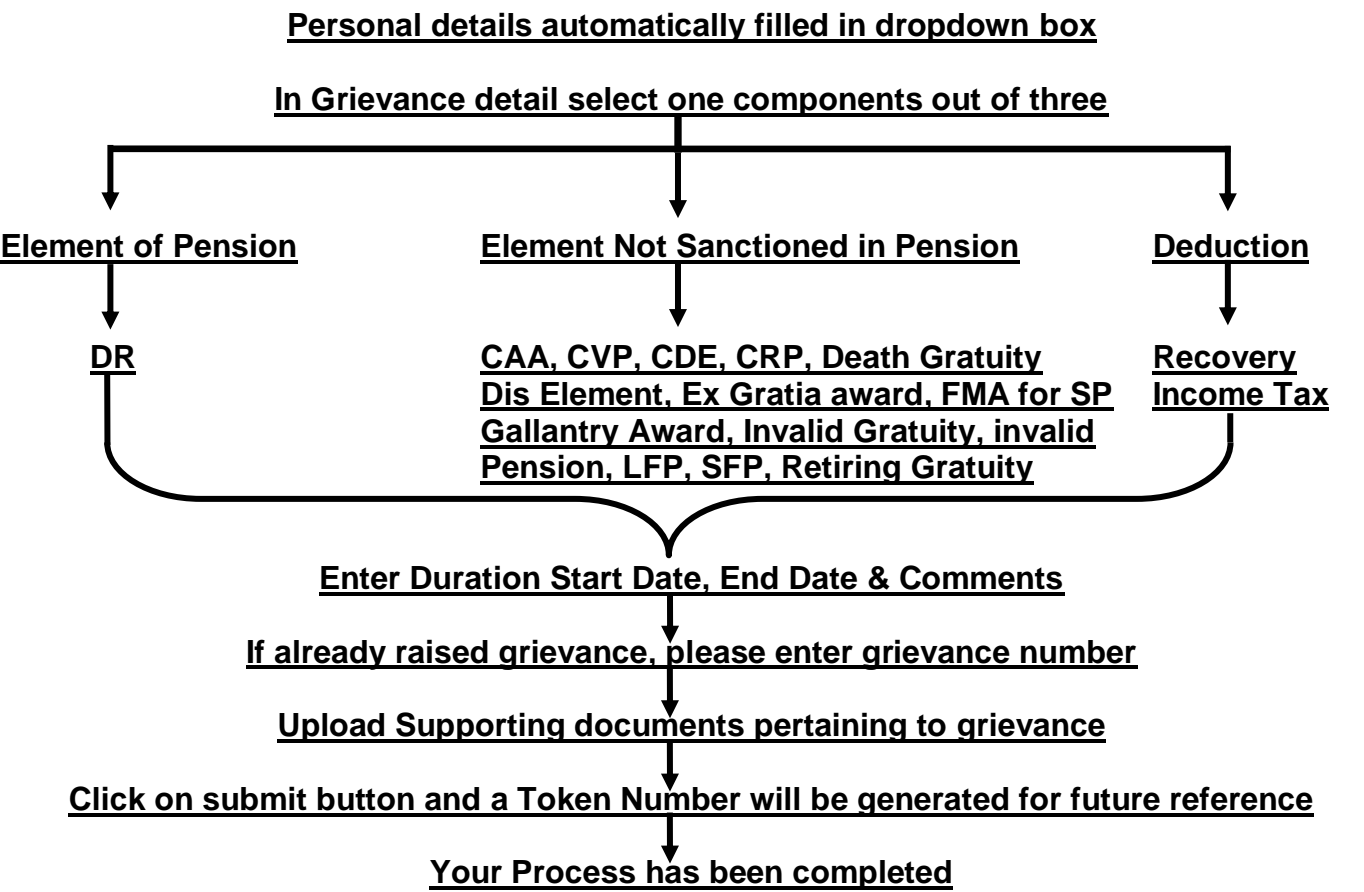
1. Visit <https://sparsh.defencepension.gov.in> and following steps may please be followed.
2. Login to SPARSH Portal with your User Name and Password.



3. After Login, your SPARSH account will open. You will see an option – “Grievance” (left side of the screen). Click on this option.



4. After that, follow under mentioned flow :-



11

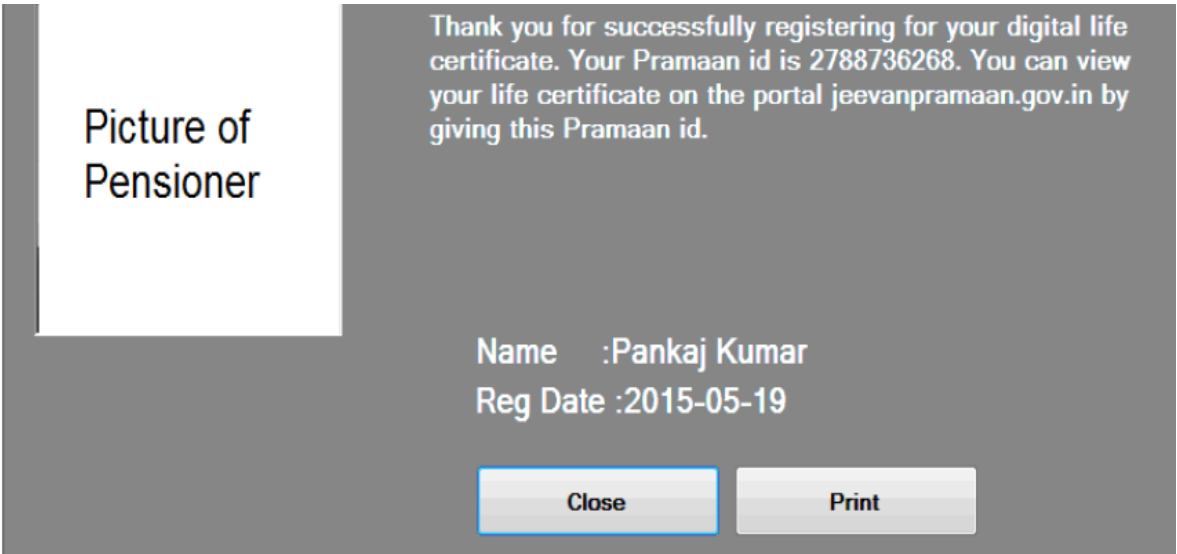
HOW TO SUBMIT ANNUAL LIFE CERTIFICATE

1. Method for Annual life certificate / Identification on SPARSH :-

- (a) Through Jeevan Pramaan Portal.
- (b) Manual Life Certificate through SPARSH Portal.
- (c) Digital Life Certificate through SPARSH Portal.
- (d) Life Certificate through Service Centre.
- (e) SBI, API (Application Programming Interface) from any branch of State Bank of India.

(a) **Through Jeevan Pramaan Portal**

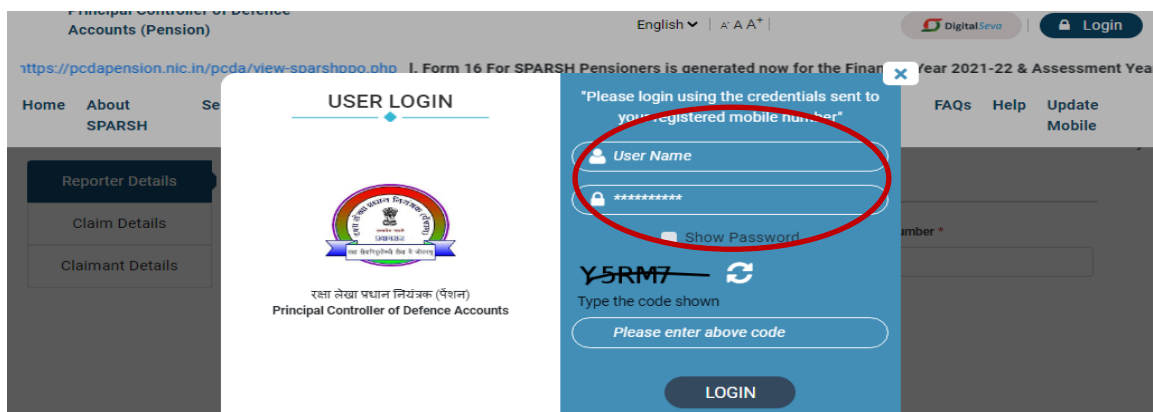
- (i) Visit <https://jeevanpramaan.gov.in> and following steps may please be followed.
- (ii) Pensioner Authentication by entering Aadhar Number or Mobile No or e-Mail and and click on generate OTP. OTP will be sent on Aadhar linked Mobile Number/entered mobile No/ e-Mail ID.
- (iii) After enter OTP next window will appear with following details :-
 - (aa) Name of Pensioners, PPO Number, type of pension, account number & e-Mail : To be typed
 - (ab) Sanctioning authority & disbursing agency : “ Defence- PCDA(P), Allahabad” to be selected from drop down menu.
 - (ac) Agency : “ SPARSH – PCDA(P), Allahabad” to be selected from drop down menu.
 - (ad) Is Re employed & Is re married : Click on Yes/No button
- (iv) Click on “ Scan Finger” Button and scan your finger. After that, life certificate of the individual displayed on the screen as per screenshot given below and your process has been completed.



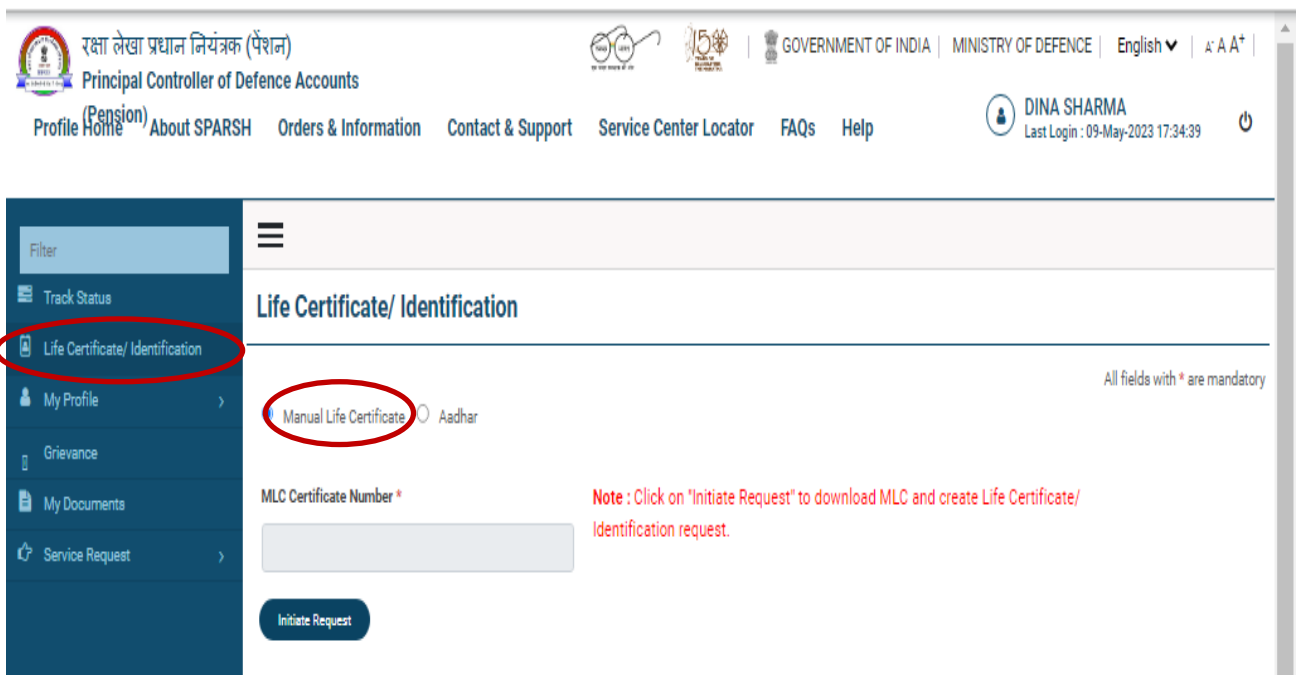
(b) **Manual Life Certificate through SPARSH Portal**

- (i) Visit <https://sparsh.defencepension.gov.in> and following steps may please be followed.
- (ii) Login to SPARSH portal with your User Name & Password.

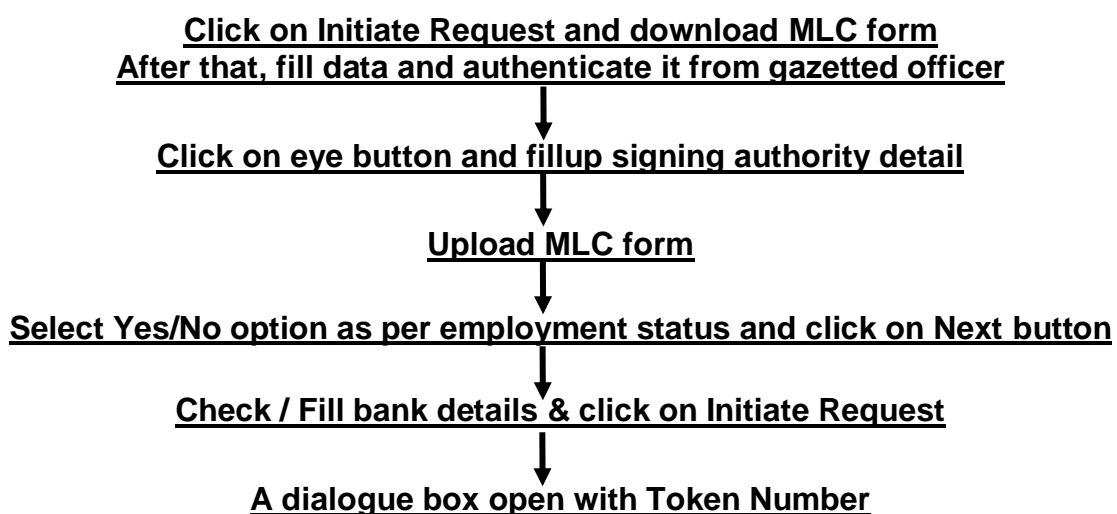




(iii) After Login, your SPARSH account will open. You will see an option – “Life Certificate/ Identification” (left side of the screen). Click on this option.



(iv) After that, follow under mentioned flow :-

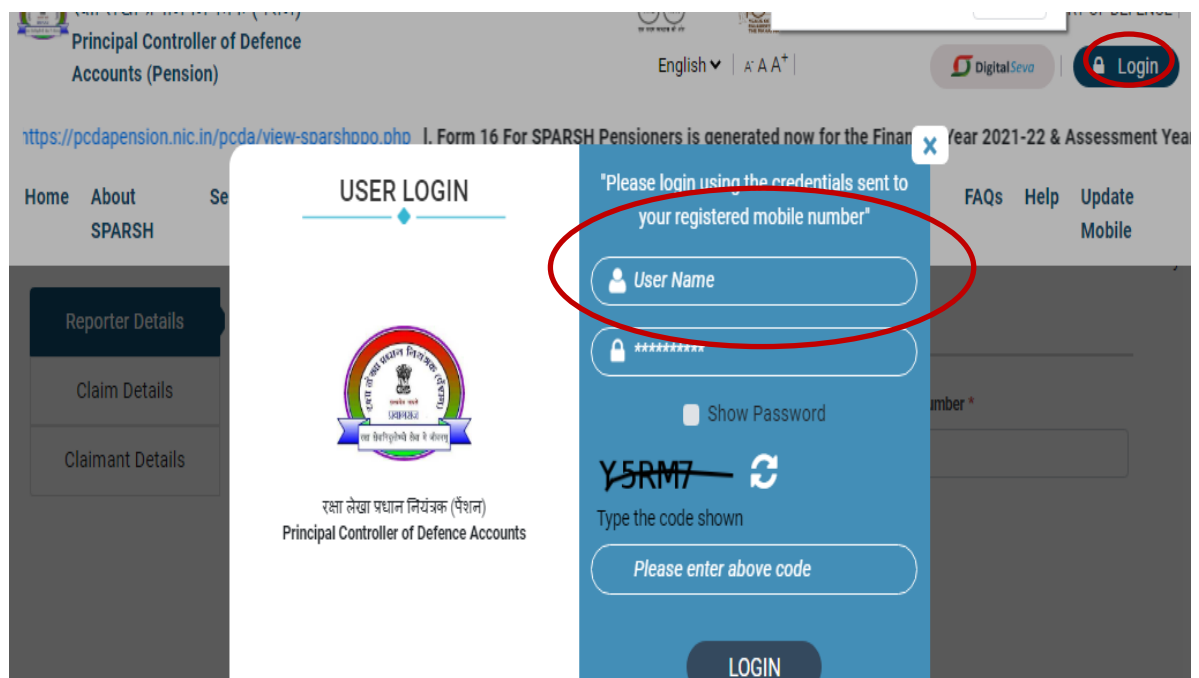


(v) Your process has been completed.

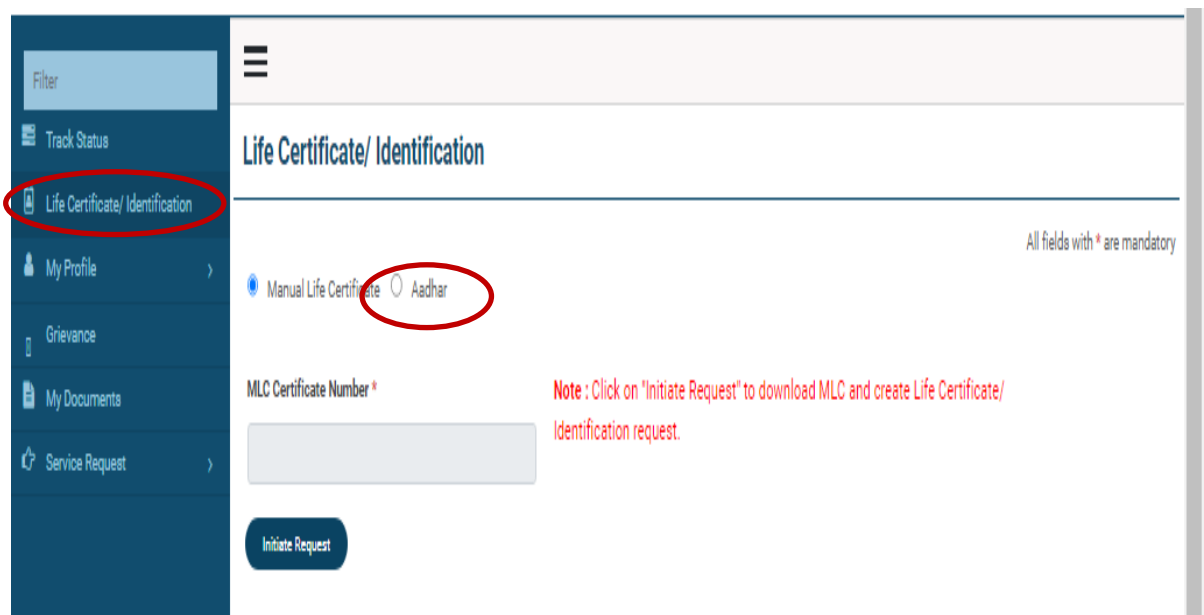
(c) Digital Life Certificate through SPARSH Portal

(i) Visit <https://sparsh.defencepension.gov.in> and following steps may please be followed.

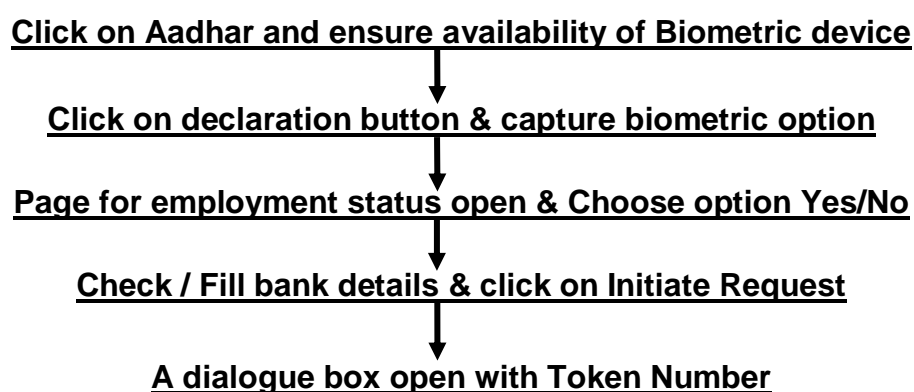
(ii) Login to SPARSH portal with your User Name & Password.



(iii) After Login, your SPARSH account will open. You will see an option – “Life Certificate/ Identification” (left side of the screen). Click on this option.



(iv) After that, follow under mentioned flow :-



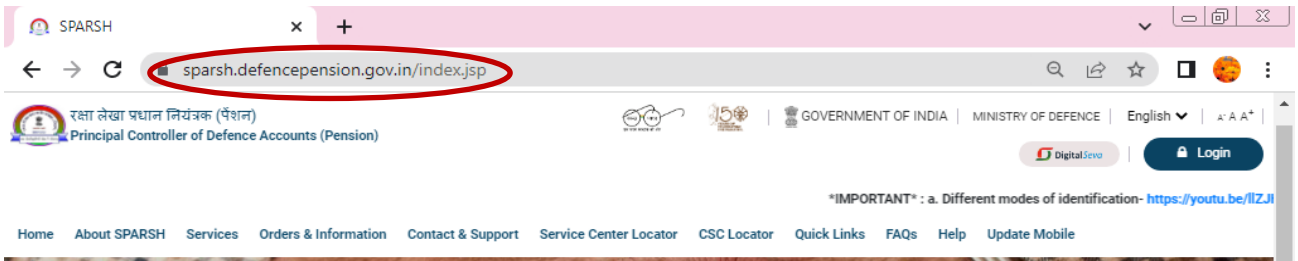
(v) Your process has been completed.

(d) **Life Certificate through Service Centre** – Please visit nearest SPARSH service centre.

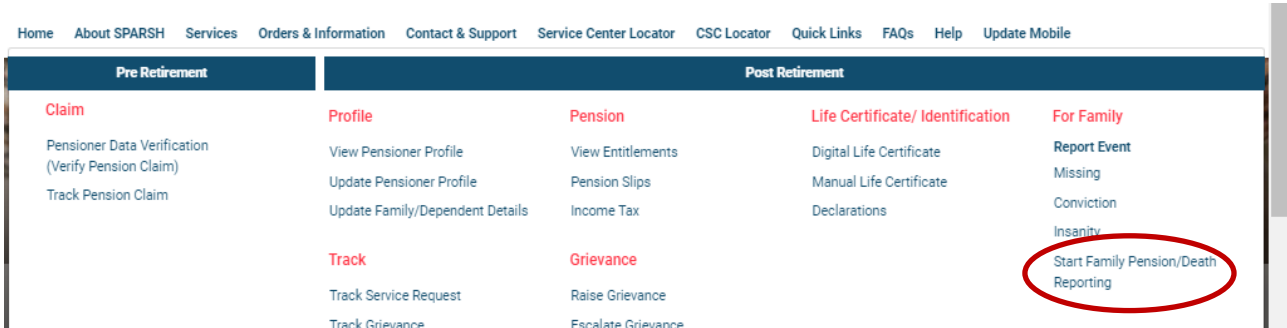
(e) **SBI, API (Application Programming Interface) from any branch of State Bank of India**
- Please visit nearest branch of State Bank of India for submission of Annual Life certificate through SBI API.

⑫ **PROCESS FOR REPORT DEATH EVENT (TO STOP PENSION IN CASE OF THERE IS NO CLAIMANT)**

1. Visit <https://sparsh.defencepension.gov.in> and following steps may please be followed.



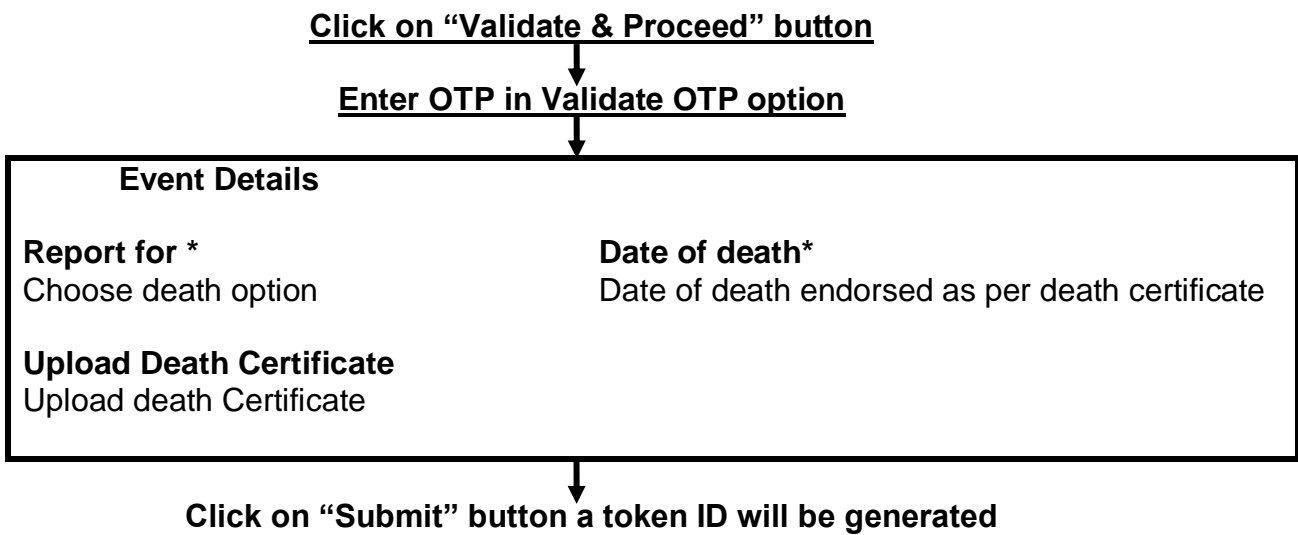
2. You will see an option – “Services” (3rd option from left side), which contains a Sub Tab – “Start Family Pension/Death Reporting”. Click on this option.



3. Fill below mentioned data :-

Pensioner Details :-		
Service Choose your Service	Unique Identifier Choose Regimental Number	Personal Number Fill Regiment No
Name of Pensioner Fill Name		
Reporter Details :-		
Full Name* Fill Name	Middle Name Fill Name	Last Name Fill Name
Relation Choose Relation	Mobile No* Fill Mobile No	e-Mail ID Fill e-Mail ID
I am not a Robot (Click)		

4. After that, follow under mentioned flow :-



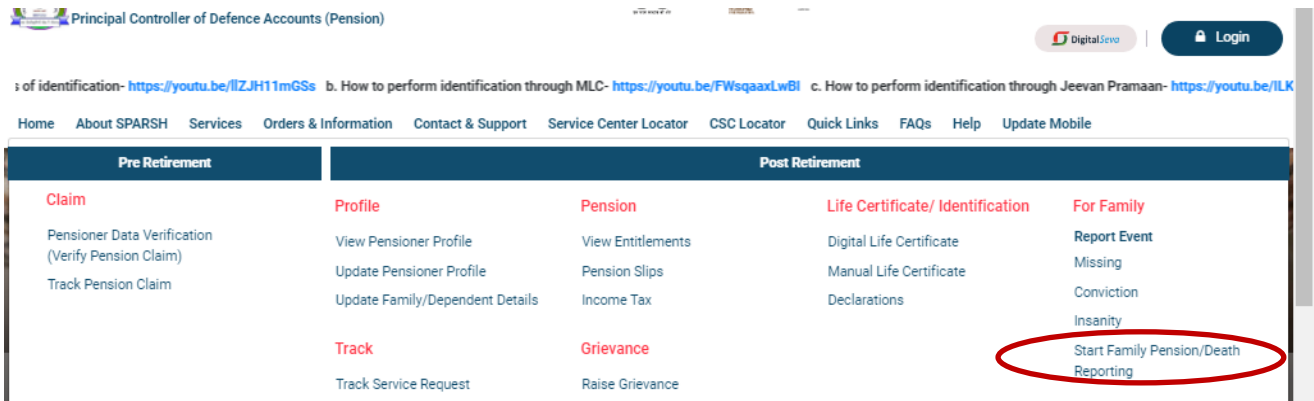
5. Your process has been completed.

13 PROCEDURE TO REPORT DEATH EVENT AND TO START FAMILY PENSION

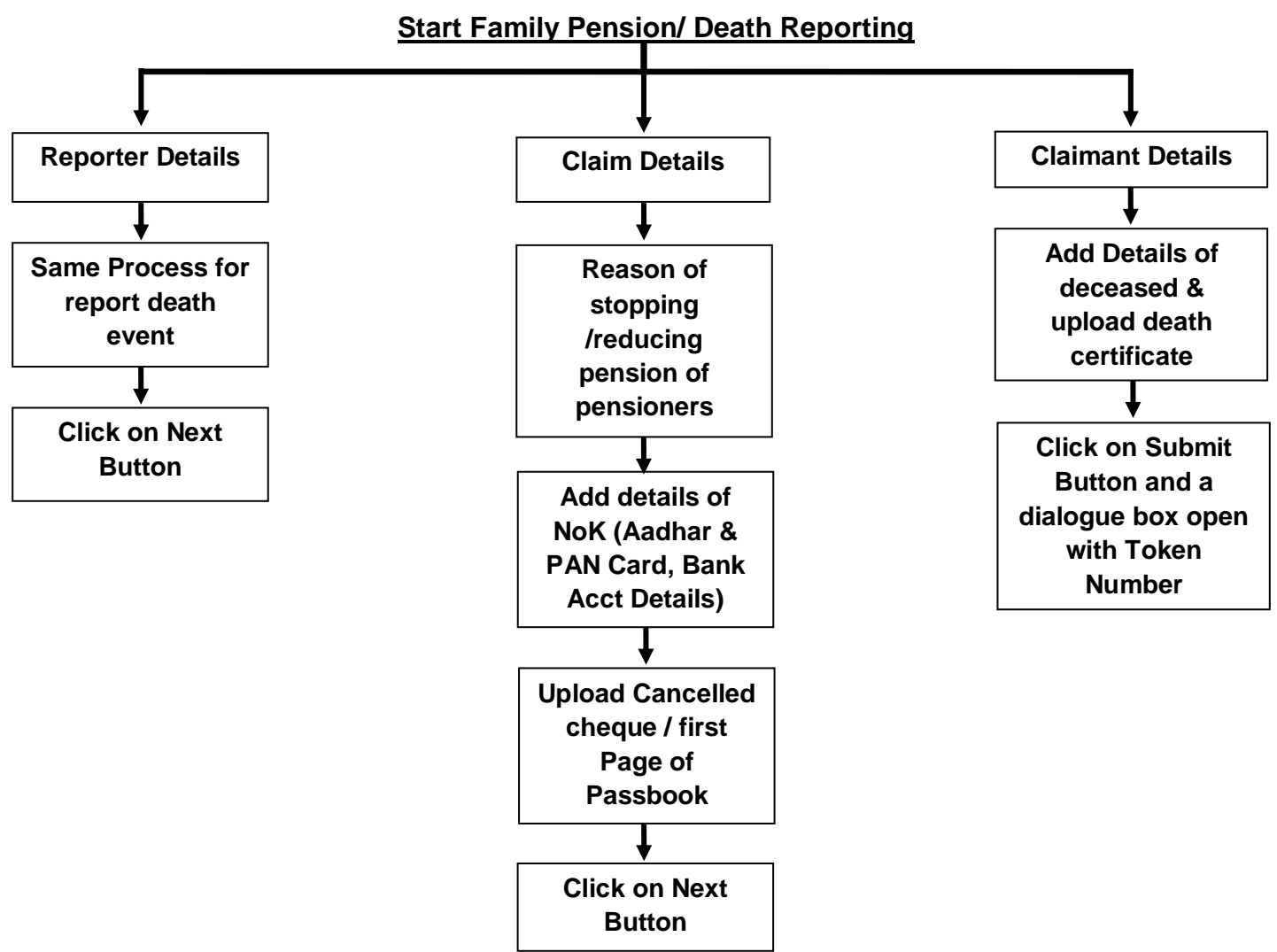
1. Visit <https://sparsh.defencepension.gov.in> and following steps may please be followed.



2. You will see an option – “Services” (3rd option from left side), which contains a Sub Tab – “Start Family Pension/Death Reporting”. Click on this option.



3. After that, follow under mentioned flow :-



4. Your process has been completed.

14

ISSUES REQUIRED TO BE REPORTED TO RECORD OFFICE

- (a) Abbreviated name in SPARSH PPO and full name in Service Record.
- (b) Change of Commutation rate.
- (c) Incorrect rank / Regiment and Other missing details in PPO/ data sheet.

- (d) Spouse details incorrect / blank.
- (e) Incorrect basic pension & pay details.
- (f) MACP related issues.
- (g) Update home address.

15 **SPARSH ISSUES REQUIRED TO BE RECTIFIED THROUGH SERVICE REQUEST (BY PENSIONER) / SUPPORT REQUEST (BY RECORD OFFICE)**

- (a) Outstanding arrears (Dearness relief, Family Pension etc.)
- (b) Double deduction of commutation amount.
- (c) Incorrect recoveries in monthly pension.
- (d) Non – receipt of pension for a particular pd.

16 **CONTACT DETAILS**

- (a) **SPARSH Cell.**
 - (i) Helpline No – 1800-180-5325
 - (ii) e-Mail ID - sparsharmyco.dad@gov.in (for offrs)
 - (iii) e-Mail ID - sparsharmypbors.dad@gov.in (for JCOs/OR)
- (b) **MP–5 (ORO)**
 - (i) Mobile No – 8130591689, 8800352938 & 8368051743 (WhatsApp only).
 - (ii) e-Mail ID - offr.record@gov.in
 - (iii) Landline Helpline No – 011-26757700
- (c) **MPRS(O)**
 - (i) Mobile No – 7411747152
 - (ii) e-Mail ID - medical.feedback@nic.in
- (d) **APACC, PCDA(O), Pune**
 - (i) Mobile No – 9309781033
 - (ii) e-Mail ID - ramkc.56566@gov.in
- (e) **DPCC, PCDA(P), Prayagraj**
 - (i) Mobile No – 7393073973
 - (ii) e-Mail ID - liaison.1986@gov.in
 - (iv) Landline Helpline No – 0532-2423486

(j) Record Offices

Ser No	Record Offices	ESM Helpline	E- mail ID
(i)	11 GR	8090000253	records11-gr@gov.in
(ii)	14 GR	9816100628 01792294416	himmat.brave@nic.in
(iii)	39 GR	7706901299	kasha.39@gov.in
(iv)	58 GR	18003453650	khukri58@nic.in
(v)	AAD	9437584485	aadrgms@nic.in
(vi)	AEC	7578252966	shiksha@nic.in

(vii)	AMC	7275482653	comb.heal@nic.in
(viii)	AOC	8886567240 040-277730705	tuskar.2015@nic.in
(ix)	APS	07109-2888897	tee.kamp62@nic.in
(x)	APTC	8142315445	calcium@nic.in
(xi)	Armd	8275623211 0241-2323201	karachit.acv@nic.in
(xii)	Army Avn	0253-2411062	helplineair@nic.in
(xiii)	Arty	9404737011 8806687245	topchi@nic.in
(xiv)	ASC (AT)	8770386948	aman56007@nic.in
(xv)	ASC(South)	08025590089 9480181706	rabbit.812@nic.in
(xvi)	ASSAM	9485181072	rhinorecords-meg@nic.in
(xvii)	BEG (K)`	7030300431	puwrebr.7yabr@nic.in
(xviii)	BEG(R)	8266868282 01332-278966	recordsbeg—rke@nic.in
(xix)	BIHAR	06115-220194 7783891518	kalinga@nic.in
(xx)	CMP	9900589242	whitebelt@nic.in
(xxi)	DOGRA	9026300065	highlander@nic.in
(xxii)	DSC	0497-2954377 9946585004	veteran.2014@nic.in
(xxiii)	EME	9052976208	quick.responder@nic.in
(xxiv)	GARHWAL	01386-262261	bhulla.wali@nic.in
(xxv)	GRENADIERS	18002335846	shaktishali@nic.in
(xxvi)	GRO, Kunraghat	8004936883	groghat123@gmail.com
(xxvii)	Guards	8888915106	casbike@nic.in
(xxviii)	Int	18002338189	ranbhumi@nic.in
(xxix)	JAK LI	01942300276	jakliro.sr10-apo@nic.in
(xxx)	JAK Rif	0761-2928639 9479528639	zorawar.hunja@nic.in
(xxxi)	JAT	0581-2518800	fatherland.two@nic.in
(xxxii)	KUMAON	18001804146	hill.binsar@nic.in
(xxxiii)	Ladakh Scouts	8082861180	ladsrc-238@gov.in
(xxxiv)	MADRAS	0423-2202455	kingofnilgiri@nic.in
(xxxv)	MAHAR	07582-220516	vickers@nic.in
(xxxvi)	MARATHALI	0831-2402821	geatgorill@nic.in
(xxxvii)	MEG	9380669237	gamelite.48@nic.in
(xxxviii)	MECH	0241-2326895 9689601657	sarathro@nic.in
(xxxix)	PARA	9738904922	skydivers-719@gov.in
(xl)	Pioneer	080-25559294 9481206915	sarvavijayee.1@gov.in
(xli)	PUNJAB	6202910486	drيرهome@nic.in
(xlii)	RAJ RIF	9354104024	veerbhogya@nic.in
(xliii)	RAJPUT	7309520706	yadunath@nic.in
(xliv)	RVC	0121-2662602	daring.1960g@nic.in
(xlv)	Signals	0761-2606915	marshal@nic.in
(xlvi)	SIKH	06553-231010 8987552454	power.1@nic.in
(xlvii)	SIKH LI	6306459350	mykhalsa@nic.in

Note : Also see Youtube channel of PCDA (P), Prayagraj through link <https://youtube.com/@dptiallahabad3847>

“JAI HIND”

