

PRIMER ON SPARSH MIGRATION FOR NAVAL PENSIONERS

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SPARSH MIGRATION FOR POST 01 JAN 2016 NAVAL PENSIONERS

INTRODUCTION AND OVERVIEW

1. **What is SPARSH?** 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) It is a Digitized Pension processing System that also ensures Centralized Disbursement of Pension to all Defence pensioners.

2. **Who is Being Migrated.** As part of the *Digital India* initiative of the Government of India, online Pension processing of all Naval sailors released wef 01 Jun 21 and Naval Officers retired wef 01 Jul 21 has been processed through SPARSH. To ensure correct disbursement of entitled Pension, legacy Pensioners are being migrated onboard SPARSH in Phases. Thus Pension disbursement of all Naval Veterans, Veer Naris and NoK will soon be migrated from the Banks, to the SPARSH system managed by PCDA (Pen), Allahabad. Salient aspects are as follows:-

- (a) As part of the ***1st Phase all Naval Pensioners who have retired post 01 Jan 2016 are being migrated commencing 31 Jan 2022.***
- (b) As on 31 Jan 22, PCDA (Pen) has migrated 12,561 (post 01 Jan 16) Naval Pensioners.
- (c) ***IN NEXT PHASE, LATER THIS YEAR PENSIONERS RETIRED AFTER 01 JAN 2006 AND UPTO 31 DEC 2015 WOULD BE MIGRATED IN BATCHES.***

3. **What Does it Imply?** Physically your Pension account remains in the same Bank & Branch but the processing and disbursement of Pension which was being done by the Bank's CPPC, gets shifted from the Bank to PCDA (Allahabad), through SPARSH.

THE MIGRATION PROCESS AND STEPS INVOLVED

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

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

(b) Ensure you **save this information** and use it for registering on the SPARSH portal.

(c) All details on SPARSH are available on the PCDA (Pension), Allahabad portal <https://sparsh.defencepension.gov.in/>.

(d) We recommend that the **FAQ** section available on <https://sparsh.defencepension.gov.in/> be **read and understood by you**, as it will help clarify any doubts that you may have.

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

(a) **Initial SMS.**

(i) All Veterans 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 alongwith Username & Password will be received on your registered mobile number & email ID as under:-

“Dear ____ (Rank), Your account has been created. Your Pensioner ID is 2322xxxxxxx (PPO No). To login and avail the services provided by SPARSH use either of the following options: 1. Visit: sparsh.defencepension.gov.in 2. Visit nearest Pension Service Centre. Your SPARSH Account Credentials are: Username: xxxxxxxxxxxx01 Password: xxxxxxxxxx. For assistance, contact your RO/ SHQ or Call 18001805325 between 9:30AM -6:00PM (Mon-Fri) PCDA (Pensions)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.

6. **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 (Pen), Allahabad website through the link- <https://pcdapension.nic.in/pcda/index.php>.

(b) You will see a ***Tab - Migration into SPARSH*** (located at the right hand 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 the three dropdown Field (as shown in screenshot below) – **Select Option for Search PPO:-**

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

Know Your SPARSH PPO

* Select Option for search SPARSH PPO

e-PPO No. ▼

e-PPO No.
IC No./Regimental No./GPF No.
Bank Account No.

27 + 27 = refresh

Image Verification

Image Verification

Clear Submit

(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 01/03 for Service/ 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.

7. **Submission of Life Certificate/ Perform Annual Identification.** After completion of above steps, the Pensioner has to submit Life Certificate with SPARSH PPO No ***within two months of receipt of SPARSH PPO*** by either of following methods:-

(a) **Manual Life Certificate.** Pensioner can submit Manual Life Certificate through SPARSH Login and click on Perform Identification. To watch Demo/ Procedure, watch the video – [SPARSH : How to Perform Annual Identification/ Upload MLC - Manual Life Certificate in SPARSH ? 📺 - YouTube.](#)

(b) **Digital Life Certificate.** Pensioner can submit Digital Life Certificate with SPARSH PPO No through CSC (Common Service Centres), Cyber Café, IPPB (India Post Payment Bank) Post Office & Aadhar Face Registered Devices Jeevan Praman.

(c) **Using Jeevan Pramaan Portal.** Submit DLC through Govt “Jeevan Pramaan Portal”. Download the app on PC/ Tab/ Mobile. 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 AadharFaceRD With Own Mobile & At Home 📺 - YouTube.](#)

(d) **Through e-Mitra.** Visit any nearby CSC (Citizen/ Common Service Centre) which are also called e-Mitra etc. There are approximate 4 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 SPARSH, Pensioner must select or write “SPARSH PCDA(P) Allahabad” as their Pension Disbursing Authority in the other portals like ‘Jeevan Praman’, etc.

8. Data Validation and Correction through SPARSH.

(a) A message of SPARSH PPO Generation will be received on registered mobile number & email ID as under:-

“Dear _____ (Rank), Pensioner ID is 2322xxxxxxxx PPO 2322xxxxxxxx. To view your Entitlements and latest PPO, log on to sparsh.defencepension.gov.in using valid credentials after 24 hrs of receiving this message. For assistance, contact your RO/ SHQ or Call 18001805325 between 9:30 AM-6:00 (Mon-Fri) PCDA (Pensions).

(b) It is imperative that every pensioner logs in and verifies the personal and SPARSH data as soon as possible.

(c) Post logging in, errors observed, if any, can be flagged online for data correction.

(d) Please complete online undertakings as applicable for Re-employment/ Overpayment.

(e) The Pensioner can register grievance and track status to view details of the request made. The demo is available on the link – [बैंक से स्पर्श में माइग्रेटेड पेंशनर अपना PDV कैसे करें |Live Demo of #PDV for Migrated Pensioners. - YouTube](#)

9. All updation of correction of data requests of Pensioner's, will be undertaken online by the concerned stakeholders, including Naval Stakeholders.

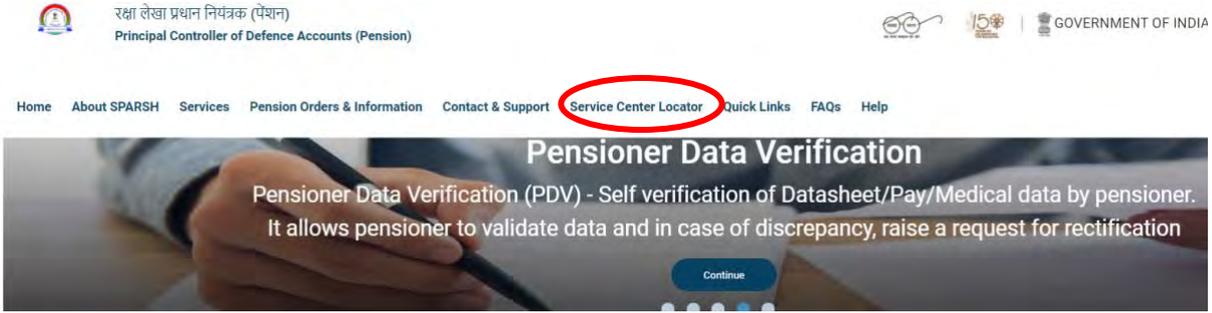
Problem Resolution Mechanism

10. SPARSH Service Centres.

(a) A total of **983 SPARSH facilitation centres** have been established by CGDA including certain branches of SBI and PNB. 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:-



11. **PCDA SPARSH Helplines & Toll- Free Numbers**. Any of these numbers can be contacted on Working days (Monday –Friday) between 0930 – 1800h - 18001805325, 05322421877, 05322421879 and 0532242188.

12. **Nomination of Nodal Officers for SPARSH by CGDA**. The following personnel have been nominated by CGDA as Nodal Officers for handling Naval pensioner's issues:-

- (a) Shri Ramesh Kumar Singh, AO on Mobile No 9935590787.
- (b) Shri Jayant Kumar, AO on Mobile No 9454789019.
- (c) Both will be available on email Id sparshnavy.dad@gov.in

13. **Indian Navy Service Centre**. In case any problem is faced by Pensioner/ Veer Naris/ NoKs in this transition, the Navy aims to act as a proactive go-between to assist all Pensioners in the transition. **NAVPEN**, Mumbai would be the Central SPARSH Service Centre for Officers and Sailors of the *IN*. Following is requested:-

(a) In case of discrepancies, choice exists with the Pensioner to raise a request for **Data Correction online on SPARSH** itself **or** contact the NAVPEN helpline **022-20850328** (on all working days) or mail at following email ids :-

- (i) sparsh_officers@gmail.com.
- (ii) sparsh_sailors@gmail.com.

(b) It is requested that **ONLY one of these options be exercised to avoid duplication of efforts**.

(c) A *SPARSH Migration Assistance Response Team (SMART)* is being set up at NAVPEN to address the queries and problems of all Naval retirees and would be fully operational by 31 Mar 2022.

(d) Till that time, existing helpline numbers at DESA and NAVPEN as well as mail ids could be utilised to forward your queries.

(e) Our endeavour will be to rapidly assist veterans in submitting requisite documentary proof to enable change of personal data in the PPO, if required.

14. A tutorial movie is also under preparation to assist veterans in navigating through the process that would be uploaded on all Whatsapp groups and *IN* YouTube channel.

15. The *IN* remains committed to serve our distinguished veterans as best as we can.

16. Please forward this message to all Naval pensioners.

17. ***WARNING. SOME SCAMSTERS 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 AADHAR 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 [SPARSH.DEFENCEPENSION.GOV.IN](https://sparsh.defencepension.gov.in) ALL ELSE ARE FAKE.***

PENSIONER'S DEATH/ MISSING INTIMATION BY NoK FOR GRANT OF FAMILY PENSION

1. In the unfortunate event of Death of the Pensioner, NoK is requested to follow the steps mentioned below for grant of Family Pension:-

(a) Login through <https://sparsh.defencepension.gov.in>.

(b) Click on the **Services** Tab and then on **For Family** Tab.

- (c) Now under the **Family Tab**, click on **Report Death**.
- (d) Click on **Death/ Missing/ Conviction/ Initiate Family Pension** (as applicable) or use any of the following direct links:-
- (i) <https://sparsh.defencepension.gov.in/?page=death>.
 - (ii) <https://sparsh.defencepension.gov.in/?page=missing>.
 - (iii) <https://sparsh.defencepension.gov.in/?page=missing>.
 - (iv) [https://sparsh.defencepension.gov.in/?page=initiatefamily pension](https://sparsh.defencepension.gov.in/?page=initiatefamilypension).
- (e) Upload the **Death Certificate of Pensioner** and necessary credentials in the fields.
- (f) **Post validation and approval** of the fields by **PCDA(P), Allahabad**, a message would be triggered containing **Login credentials on the registered mobile no of the NoK** of the Pensioner as per the details in the initial PPO of the Pensioner.
- (g) The NoK is thereafter required to do the **identification** and verify **Bank details for remittance of Family Pension** in the account of NoK.

2. Alternatively, the Family Pensioner can also **visit the nearest SPARSH Facilitation Centre** as mentioned under “**Service Locator**” tab in the <https://sparsh.defencepension.gov.in> website or call on the following:-

- (a) **SPARSH Helpline/ Toll - Free Numbers**. 18001805325, 05322421877, 05322421879, 0532242188.
- (b) **NAVPEN Helpline Number and Email Id**.
- (i) 022- 201850328.
 - (ii) sparsh_officers@gmail.com.
 - (iii) sparsh_sailors@gmail.com.