



INTRODUCTION ON MIGRATION TO SPARSH

NAVAL PENSION OFFICE
OCT 2022

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 and family pensioners will 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. 90% of pensioners have been migrated and 10% are likely to get migrated in immediate future.
 - (b) As on 25 Oct 22, PCDA (Pen) has migrated 17000 (post 01 Jan16) Naval Pensioners.
 - (c) In next phase, pre-16 retirees will be migrated.
3. Physically your pension account remains in the same Bank & Branch but the processing and disbursement of Pension which was being done by the Banks CPPC, gets shifted from the Bank to PCDA (Allahabad), through SPARSH.

THE MIGRATION PROCESS AND STEPS INVOLVED

Steps for Migration

4. Transition Methodology.

CGDA through PCDA (P), Prayagraj is exercising due diligence in migration of personnel from legacy system of payment of Pension by the banks, to SPARSH. Prior onboarding onto SPARSH, data mapping is undertaken by PCDA (P) in consultation with the bank where the individual is drawing Pension and compared with data from the concerned Pension Sanctioning Authority and only after correctly mapping of 38 mandatory fields, cases are migrated.

If even after this diligent process, if at all Pension gets stopped/reduced, the Pensioner needs to follow the following steps:-

(a) **SPARSH Facilitation Centre.** Pensioner can visit SPARSH Facilitation Centre (PNB and SBI) as mentioned under service center locator tab in the <https://sparsh.defencepension.gov.in> website.

(b) **SPARSH Helpline/ Toll-Free Numbers.** 18001805325, 05322421877, 05322421879, 05322421880.

(c) **Common Service Centre.** CGDA has concluded MoU with Common Service Centre (CSC) 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 3,75,000 outlets and the applicant/ beneficiary can visit any nearby CSC and enquire/ avail the services. Visit CSC locator tab in the <https://sparsh.defencepension.gov.in> website.

(d) **IN SMART.** Contact IN Sparsh Migration Assistance & Response team (SMART) at NAVPEN on following numbers:-

CATEGORY	HELPLINE NUMBER	Email
Officers	022-25075608	offcmigration-navpen@navy.gov.in
Sailors	022- 2085 0328/ 2507 5622/ 2507 5455	sparshmig-navpen@navy.gov.in

5. **The Process and Steps Involved for Migration into SPARSH.** Few 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.

6. **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: xxxxxxxxxxxx.

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 on 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.

7. **Steps to Check Migration if No SMS Received**. In case Pensioner has not got or lost or deleted the 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 (underlined in red).



(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 entering anyone out the three dropdown Fields (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 number, if migrated.

(g) The SPARSH PPO number 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.

8. **Submission of Life Certificate/ Perform Annual Identification.**

After completion of above steps, the Pensioner has to submit Life Certificate with SPARSH PPO number 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- <https://youtu.be/eRJS3UkD1A8>

(b) **Digital Life Certificate.** Pensioner can submit Digital Life Certificate with SPARSH PPO Number through CSC (Common Service Centres), Cyber Café, IPPB (India Post Payment Bank) Post Office & Aadhar Face Registered Devices Jeevan Praman. To watch Demo please watch video- <https://youtu.be/eRJS3UkD1A8>

(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 https://youtu.be/52UX0_vizsA

(d) **Through e-Mitra.** Visit any nearby CSC (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.

9. **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 2322xxxxxxx PPO 2322xxxxxxx. 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) Post logging in, errors observed, if any, can be flagged online for data correction.

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

10. All updation of correction of data requests of pensioners will be undertaken online by the concerned stakeholders, including Naval Stakeholders.

Problem Resolution Mechanism

11. **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 further 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 underlined in red below:-

The screenshot shows the top navigation bar of the SPARSH website. The 'Service Center Locator' tab is highlighted in red. Below the navigation bar is a banner for 'Pensioner Data Verification (PDV)'. The banner text reads: 'Pensioner Data Verification (PDV) - Self verification of Datasheet/Pay/Medical data by pensioner. It allows pensioner to validate data and in case of discrepancy, raise a request for rectification'. A 'Continue' button is visible at the bottom of the banner. The website header includes the logo of the Principal Controller of Defence Accounts (Pension) and the Government of India logo.

12. **PCDA SPARSH helpines and toll free Numbers.**

Any of these nos can be contacted on Working days (Monday –Friday) between 0930 – 1800h - 18001805325, 05322421877, 05322421879 and 0532242188.

13. **Nomination of Nodal Officers for SPARSH by CGDA.** The following personnel have been nominated by CGDA as Nodal Officers for handling Naval pensioners 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

14. **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 3,75,000 operational outlets and the applicant/ beneficiary can visit any nearby CSC centre to enquire/ avail any of the services mentioned below:-

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

FREQUENTLY ASKED QUESTIONS (FAQs)

15. Frequently asked questions once you get migrated are as follows:-

(a) **How Can I Change Or Update My Login Password?**

- You can update your password as applicable.
Go to: My Profile > Change Password, and update as applicable.

NOTE: Pensioner can track their migration status through PCDA Site www.pcdapension.nic.in. Go to “Migration into SPARSH>Check Status.”

Migrated Pensioners can update their Mobile number in SPARSH in order to get Login ID and Password through SPARSH portal then go to Services > Update Mobile Number

(b) **How do I update my basic details (Mobile Number, Bank Account Number, PAN etc) in SPARSH?**

- After the identification process is complete and approved, you can manage & update your profile details like personal details, service details, family details etc by logging in to your SPARSH account.
Log in to your SPARSH account, and go to: My Profile > Manage Profile
- Also watch video:- <https://youtu.be/X2QZnBhYCxQ>

(c) **How do I add/remove family details (Spouse/Dependents) in SPARSH?**

- After the identification process is complete and approved, you can manage & update your profile details like personal details, service details, family details etc by logging in to your SPARSH account.
- Log in to your SPARSH account, and go to: My Profile > Manage Profile
- Also watch video:- <https://youtu.be/X2QZnBhYCxQ>

(d) **How can I view my pension details? (Basic Pension, Disability Element, Gratuity, Other Entitlements etc)?**

- You can view your pension details on SPARSH.
- Log in to your SPARSH account, and go to: My Documents > Entitlements
Alternatively, you can access your PPO via My Documents > PPO
- Also watch video:- <https://www.youtube.com/watch?v=EVoeOb2ahSA>

(e) **How can I view & download a copy of my monthly pension slips?**

- You can view & download your pension slip in SPARSH.
- Log in to your SPARSH account, and go to: My Documents > Pension Slip
- Also watch video:- <https://www.youtube.com/watch?v=EVoeOb2ahSA>

(f) **How can I view & download a copy of my Pension Payment Order (PPO)?**

- You can view & download your pension payment order (PPO) in SPARSH.
- Log in to your SPARSH account, and go to: My Documents > Pension Slip
- Also watch video:- <https://www.youtube.com/watch?v=EVoeOb2ahSA>

(g) **My Annual Identification is due. How can I identify myself in SPARSH?**

- You can identify yourself using Aadhar, or provide life certificates issued by designated authorities to have the entitled pension credited to your bank account.
- For identification using Aadhar (Digital Life Certificate): Go To: Services > Identification > Digital Life Certificate. Watch video for demo https://youtu.be/52UX0_vizsA
- For identification using Manual Life Certificate: Go To: Services > Identification > Manual Life Certificate. Watch video for demo <https://youtu.be/eRJS3UkD1A8>

NOTE: Migrated pensioners whose Aadhaar has been updated on SPARSH may submit their Digital Life Certificate (DLC) through Jeevan Pramaan Portal with SPARSH PPO Number and PDA as SPARSH.

(h) **How can I view my next identification date?**

- Go To: Services > Identification, and view details of your identification completed, including last identification date & next identification due date

(j) **How can I obtain a blank form of Manual Life Certificate?**

- You can identify yourself using Aadhar, or provide life certificates issued by designated authorities to have the entitled pension credited to your bank account.
- For identification using Manual Life Certificate: Go To: Services > Identification > Perform Identification, Generate your MLC Number & download the blank form for Manual Life Certificate

(k) **I have registered a Grievance on SPARSH. How can I track it?**

- You can raise & track grievances on SPARSH.
- Login and click on Track status to know the current status of your grievance.

(l) **What is Initiate Family Pension?**

- You can request for your share of pension via Initiate Family Pension
- Go To: Services > Report Event > Initiate Family Pension, and provide required details along with necessary documents as applicable
- Also watch video- <https://www.youtube.com/watch?v=Jd1PUOZ0cD0>

(m) **How can I report my marriage/re-marriage?**

- After the identification process is complete and approved, you can report your marriage/remarriage details by logging in to your SPARSH account.
- Log in to your SPARSH account, and go to: My Profile > Report Remarriage