

PROCEDURE TO BE FOLLOWED BY THE SPOUSE, FOR CLAIMING FAMILY PENSION, IN CASE OF THE UNFORTUNATE DEMISE OF A VETERAN

1. The Spouse should first get the following documents/information jotted down on paper before going to SPARSH Website (www.sparsh.defencepension.gov.in) for IFP (Initiate Family Pension) for uploading on the web site :-
 - (a) Scanned copy of the Death Certificate of the Pensioner. Please ensure Name in Death Certificate is as given in SPARSH PPO.
 - (b) Scanned copy of the Aadhaar Card, both sides, of Spouse.
 - (c) Scanned copy of the PAN Card of Spouse.
 - (d) Scanned copy of the cancelled Bank Cheque where the Family Pensioner wishes to receive the family pension (Recommended, it should be same joint bank acct where the Pensioner was receiving pension).
2. Go to Home Page of the SPARSH Website <https://sparsh.defencepension.gov.in/> and without logging in, scroll to the section QUICK LINKS and click on View ALL SERVICES.
3. Click on: Start Family Pension/ Report Death.
4. Upload the Death Certificate of your spouse.
5. Fill all other personal details as required.
6. Submit and wait.
7. PCDA (P) will confirm that the details you have filled match the details you have filed earlier with NAVPEN. A Tracking ID will appear, which should be noted down and preserved to check the progress of your application.
8. SPARSH will then generate a fresh Family PPO and send it to the Spouse's RMN (Registered Mob No) along with generated password.
9. After linking with her AADHAR, Spouse has to submit a Fresh Life Certificate on the SPARSH Web site.
10. The Spouse will then start receiving Family Pension.
11. If no message is received, then first track your migration status by visiting SPARSH website under Pre-Login Tab. Enter your Service no / Pension Bank account no / ePPO number & click on Proceed. Pensioner will get their SPARSH PPO number. If already migrated to SPARSH, Login with the Pensioner's SPARSH PPO no. with Suffix 01 (for

pensioner) / 02 (for Family pensioner) as USER NAME and click on FORGOT PASSWORD to reset the Password.

12. In case of difficulty the Spouse / entitled NoK may approach DNV on 011-28702702, 28702701 or 7428464443 (WhatsApp only) on any working day (Monday to Friday) between 9 am to 5 pm.

PENSIONER'S DEATH INTIMATION BY NOK
(IF NOK NOT AWARE OF SPARSH ID & PASSWORD)

1. If a Pensioner has died and the NoK is not aware of the SPARSH ID & Password, she/ he may use following methods for intimation of death and start of Family Pension :-

Step 1. Go to <https://sparsh.defencepension.gov.in>

<https://sparsh.defencepension.gov.in/>

Step 2. Click on **Services**, scroll down and click on **Death Report / Start Family Pension** under heading **For Family**.

Step 3. Click on **Death > Initiate Family Pension**

or use any of the direct applicable links :-

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

or

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

2. On submission of above, intimation will be received by NHQ(DPA) to process/initiate the Family Pension claim.

If Spouse is experiencing any difficulty, she may contact:

Cdr Sachin Joshi fm DPA on 011-21410540, 9531816132, email ID dpa@navy.gov.in
OR contact DOP SPARSH on nos- 011-21412245/23010397, 9205567342,
9205567821, 9205539093, email id= dop@navy.gov.in