



भारत सरकार, रक्षा मंत्रालय (वित्त)
Government of India, Ministry of Defence (Finance)
रक्षा लेखा प्रधान नियंत्रक (पेंशन) प्रयागराज – 211014
Principal Controller of Defence Accounts (Pensions)
Prayaraj – 211014

SPARSH INSTRUCTION

Dated: 9.10.2024

Subject: SPARSH Services to NRI and Nepal Domiciled Gorkha Pensioners drawing pension through SPARSH.

Non Resident Indian who are settled abroad as well as Nepal Domiciled Gorkha (opting through banks in Nepal) are getting their Defence pension/ family pension through SPARSH. However, due to geo-fencing applied on SPARSH pensioner portal, they are not able to access their logins from region outside India.

2. PCDA (Pensions) Prayagraj had earlier notified five email IDs for submission of life certificate (जीवन प्रमाण पत्र) for annual identification of NRI pensioners/ family pensioners as per their service category. The said instruction stand superseded after issue of this notification.

3. In order to streamline the services of SPARSH to NRI and NDG pensioners, a dedicated email id has been created. The new email ID is as under-

<sparshnri.dad@gov.in>

4. The above mentioned email ID may be used by NRI / NDG pensioners drawing pension through SPARSH, to avail following services of SPARSH -

- a. **Annual Identification** – To submit annual life certificate (जीवन प्रमाण पत्र) in SPARSH.
- b. **Initiate Family Pension** – To report Death of existing pensioner and/or start of family pension to NOK.
- c. **Report Employment** – For reporting employment/re-employment in case employed in Government outside India.
- d. **Update Email** – To update email for receipt of notification of payments etc from SPARSH.
- e. **Update Aadhaar/PAN** – For updating Aadhaar, PAN of active pensioner in SPARSH.
- f. **My Documents** – For obtaining Form-16, PPO copies.
- g. **Raise Grievances** – To register grievance related to disbursement.

5. Services for NRI/NDG pensioners through dedicated email, proposed in this notification, is an additional means to register a request in SPARSH. The process for using SPARSH services through login credential by the pensioner or through SPARSH Service Centres, will continue if they access SPARSH within Indian territory.
6. While sending emails, NRI/NDG pensioner will mention the subject of email as 'Name of Service(mentioned above in bold) – Rank & Name of Pensioner – SPARSH PPO No', for proper segregation of email to accord due priority.
7. For eg. (i) To submit life certificate, subject may be mentioned as: **'Annual Identification – CoXXXX – SPARSH PPO No 101XXXX..'**.
(ii) For submitting request to start family pension on demise of pensioner, subject may be mentioned as: **'Initiate Family Pension – CoXXXX – SPARSH PPO No 101XXXX..'**.
8. Acceptance of request will be subject to verification of documents received. Pensioners are requested to ensure that requirements mentioned in attached **Annexure** to this notification is completed while forwarding their request.
9. Acknowledgement for registration of request and final response will be notified back to the sender/pensioner through email only. Pensioners are requested to wait for receipt of acknowledgement of registration against their request and avoid duplicity in submission of request. The token number shared in acknowledgement could be used in future reference for locating status, if no response of settlement is received back.
10. Request received on said email from SPARSH pensioners who are residing abroad and NDG pensioners who are receiving their pension in bank account of Nepal will only be entertained. Other pensioners are requested to use their portal account for availing SPARSH services.

Requirements for submission of request by NRI/ NDG pensioners

NRI/NDG pensioners will ensure that following **requirements** are completed while forwarding the request for incorporation into SPARSH. This will help in prompt registration and processing of their request in SPARSH.

1. Annual Identification:

1.1 This request will be used to submit life certificate for complete annual identification for continuation of pension.

1.2 NRI/NDG pensioners will ensure that life certificate (जीवन प्रमाण पत्र) is invariably **attached** with their email.

1.3 The life certificate should be signed and stamped by any of the following official of the country where the pensioner is residing-

- i) Officials of Embassy/ High Commission of India/Mission abroad.
- ii) Consules of Indian Consulates.
- iii) Officer of an Indian Public Sector Bank attached to the branch in that country.
- iv) A Notary Public.
- v) Officer of Pension Paying Offices functioning under agies of IE Nepal.

1.4 Not legible or incomplete life certificates or certificates issued by unauthorized person, will not be accepted. Pensioner may ensure that clear and legible copies are attached with their email.

1.5 This is to inform that SPARSH accept life certificate any time during the year and it remain valid for 12 months from last date of certificate/identification date captured in SPARSH. NRI/NDG pensioners can submit their life certificate (जीवन प्रमाण पत्र) at any time during the year to avoid rush in the month of November each year.

1.6 Next Identification due date is mentioned with monthly pension payment details, being shared every month to SPARSH pensioners on their registered email. Pensioners are requested to get their email

updated/registered with SPARSH, if not yet done. This will help them in submission of requisite life certificate to SPARSH well in time.

2. Initiate Family Pension:

2.1 This request can be used for reporting death of any existing NRI/NDG pensioner or requesting start of family pension on demise / disqualification of existing NRI/NDG pensioner.

2.2 Reporter/NoK will ensure that Death Certificate issued by local civil authorities should invariably be **attached** with their email.

2.3 In case any NOK for starting family pension is available, following details of NoK would be required-

- a) Name/Relation/Date of Birth of NoK
- b) Aadhaar/PAN (if available)
- c) Complete Address with Zip code
- d) Email of claimant to received notifications. Indian mobile number (if available) could also be provided.
- e) Bank Account Details – For NRI pensioners: Bank account number, IFSC No and type of account viz Saving/NRE etc. For NDG pensioners: Bank account number, Name of bank (only Nepal SBI Bank & Everest Bank Limited are accepted).
- f) Copy of cancel cheque is also to be **attached** for claiming family pension.

2.4 Once notification for sanction of family pension is conveyed/received, NoK has to submit life certificate as per item (1) of this annexure. NoK has to ensure that life certificate for first identification is after receipt of notification of sanction.

3. Report Employment:

3.1 NRI/NDG pensioners / family pensioners can report their re-employment in Government outside India to regulate applicability of dearness relief on pension along with fixed medical allowance.

3.2 While reporting the employment, certificate issued by the employer indicating the details of employment viz. rank, pay scales, pay fixed and date from which re-employed, may be **attached** with their email.

3.3 NRI/NDG family pensioners can also intimate whether they are in receipt of any medical facilities from the employer.

3.4 The discontinuance from re-employment / employment can be reported through email duly **attaching** the certificate of employer indicating date of release/discharge from service.

4. Update Email ID:

4.1 NRI/NDG pensioners can submit request to update their email ID for receipt of notification of payments etc., from SPARSH.

4.2 Updation of Indian mobile number will also be allowed to utilize SPARSH services within Indian territory.

5. Update Aadhaar/PAN:

5.1 NRI/NDG pensioners can submit request to update their Aadhaar/PAN, if available.

5.2 In absence of PAN, deduction of higher tax in SPARSH will be applicable as per prevalent rules in India.

6. My Documents:

6.1 NRI/NDG pensioners can submit request for obtaining Form-16/Statement of Accounts and copy of their PPO for their record purpose.

6.2 Being personal financial documents, these documents will be shared only to email registered with SPARSH.

6.3 Monthly pension payment details are shared through email, hence, request for sharing copies of pension slips will not be entertained. Pensioners are requested to register their email to ensure receipt of periodic notifications from SPARSH directly.

7. Raise Grievances:

7.1 NRI/NDG pensioners can submit their grievances related to disbursement of pension.

7.2 Pensioners are requested to give the details in brief along with requisite documents, if required, for better understanding of the issue.
