

MIGRATION OF PENSIONERS ON “SPARSH”

1. Who is Being Migrated?

All legacy Pensioners are being migrated to SPARSH in a phased manner. It is being ensured that only pensioners with purified data (where all information like mobile no., Aadhar no. Is available) are migrated to SPARSH with the minimum turbulence/inconvenience to the pensioners.

2. What Does it Imply?

Physically your Pension account remains in the same Bank and Branch but the processing and disbursement of Pension which was being done by the (Central Pension Processing Centre) CPPC of the Bank, gets shifted to PCDA (Pensions), Prayagraj. Bank branch will only act as a face for operating of the pension account.

3. Migration Process and Steps Involved

Transition Methodology: CGDA through PCDA(P) is exercising due diligence in migration of pensioners from banks to SPARSH. Prior to shifting on SPARSH, data mapping is undertaken by PCDA (P) in consultation with bank where the individual is drawing the Pension and compared with the data held with PCDA(P) and only after correct mapping of mandatory fields, cases are migrated. If even after this diligent process, Pension gets stopped/reduced, the Pensioner needs to follow the following steps:-

(a) **SPARSH Service Centre:** Pensioner can visit nearest SPARSH Service Centre (SBI, PNB & Kotak Mahindra Bank etc), the details of these Service Centres are available on the sparsh website under service locator tab on the **<https://sparsh.defencepension.gov.in>**

(b) **Common Service Centre (CSC):** An MoU has been signed by CGDA with Common Service Centre 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 4.5 Lakh operational outlets and the applicant/beneficiary can visit any nearby CSC to enquire/ avail pension related services. Payment of services provided by the CSCs will be made directly by CGDA

to CSCs as per rates fixed through MoU and the pensioner does not need to pay for it.

4. The Process and Steps Involved for Migration into SPARSH.

The process commences as follows:-

- (a) When your pension is transferred from the Bank to SPARSH, you will get an SMS giving your Username and Password for SPARSH Login.
- (b) Ensure you save this information and use it for accessing/login the SPARSH Portal.
- (c) All other relevant details on new system are available on SPARSH portal <https://sparsh.defencepension.gov.in/>
- (d) In case the pensioner has not received any SMS/ email and the Bank has informed him/her that his/her pension has been migrated to Sparsh, you can check the migration status on the above mentioned website.

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

(a) Initial SMS

- i. All pensioners 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 along with Username & Password will be received on your registered mobile number and email ID as under:-

“Dear (Rank), Your account has been created. Your Pensioner ID is 809xxxxxxx (PPO No). To login and avail the services provided by SPARSH use either of the following options:

(aa) Visit: <https://sparsh.defencepension.gov.in>

(ab) Visit nearest SPARSH Service Centre. Your SPARSH Account Credentials are: **Username:** xxxxxxxxxxxx01**Password:** xxxxxxxxxx. For assistance, contact your HOO or Call 18001805325 between 9:30AM - 6:00PM (Mon- Fri) PCDA (Pension)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/watchv=q59ErvBov0Y> and follow steps as shown.