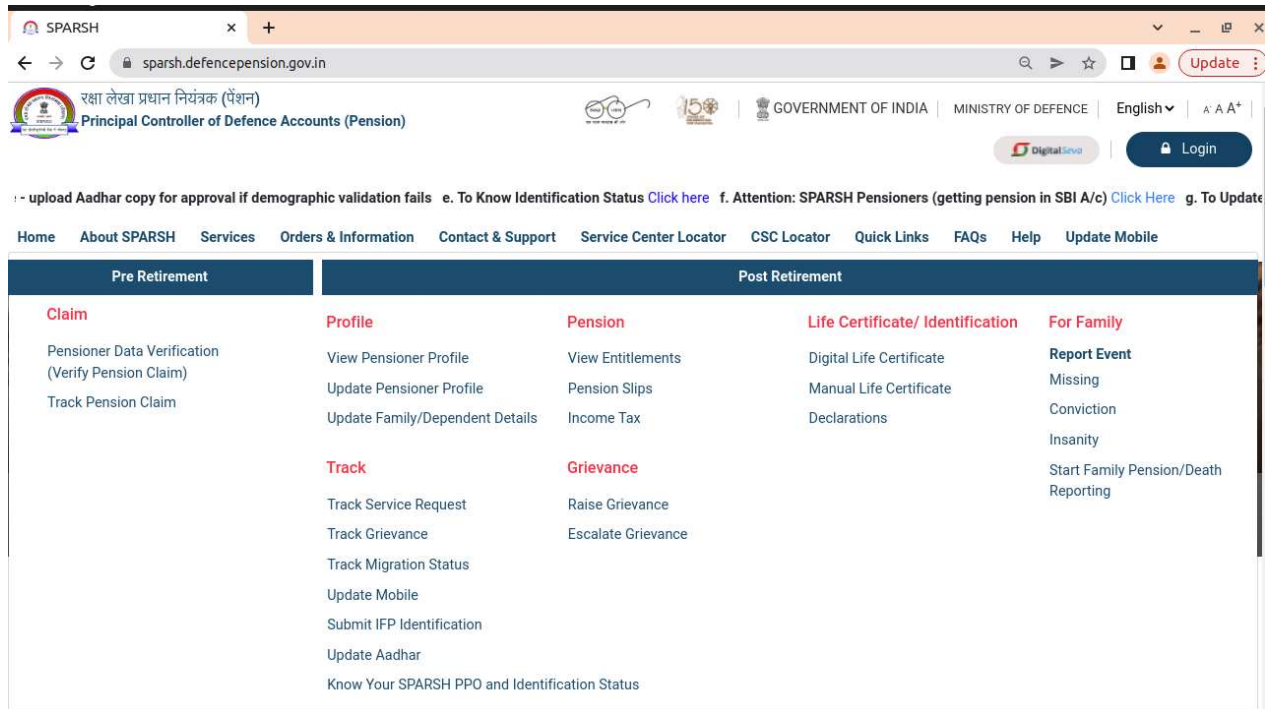


“SPARSH” SERVICES

1. How to access services on SPARSH Portal?

To access Service on SPARSH Portal:-

- a. Go to <https://sparsh.defencepension.gov.in>
- b. Click on Services and further click to access specific service (screenshot below)



2. What are the Services available on SPARSH portal?

The Services available on SPARSH portal are as follows:

A. Pre-Retirement Services

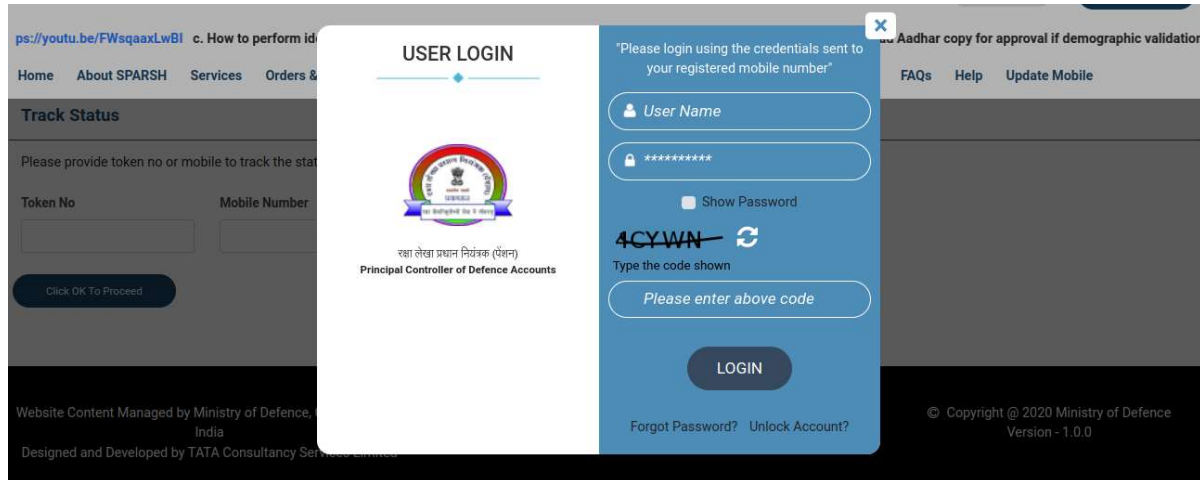
1. Pensioner Data Verification (Verify Pension Claim)

- a) The audited claim data is made available to pensioner in SPARSH Pensioner Portal to facilitate the pensioner to scrutinize his/her claim before processing of pension. This process is called pensioner data verification (PDV).
- b) The login credentials are provided to the pensioner on the mobile number and email id.
- c) Using the system provided login credentials, the pensioner will be able to log on to the SPARSH Pensioner Portal for initiating the verification of data.

2. Track Pension Claim

Individual can track his/her claim after getting logged in the SPARSH portal using user ID and Password.

An Individual can access pre-retirement services after getting logged in the SPARSH portal using user ID and Password.



B. Post Retirement Services

1. Profile

An Individual can view/update pensioner profile/family/ dependent details after getting logged in the SPARSH portal using user ID and Password.

i. View Pensioner Profile:

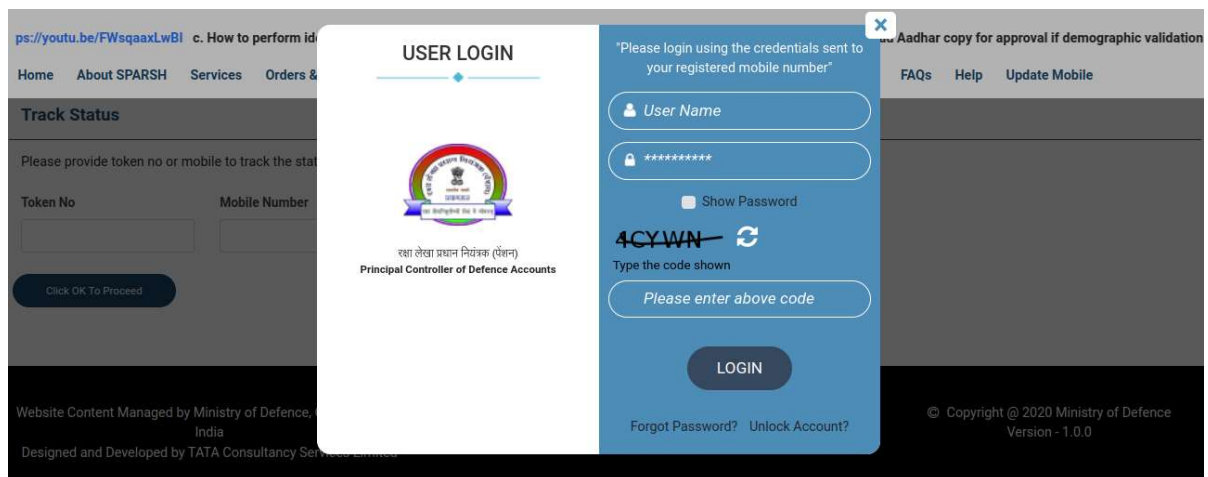
Go to SPARSH Portal > Services > Profile > View Pensioner Profile

ii. Update Pensioner Profile:

Go to SPARSH Portal > Services > Profile > Update Pensioner Profile

iii. Update Family/Dependent Details:

Go to SPARSH Portal>Services>Profile> Update Family/Dependent Details



iv. Update Mobile:

To update mobile number, pensioner is not required to login in his/her account

Go to: SPARSH Portal > Services > Track > Update Mobile

The screenshot shows the SPARSH portal interface for updating a mobile number. The browser address bar displays 'sparsh.defencepension.gov.in/?page=updateMobile'. The page header includes the logo of the Principal Controller of Defence Accounts (Pension) and navigation links for Home, About SPARSH, Services, Orders & Information, Contact & Support, Service Center Locator, CSC Locator, Quick Links, FAQs, Help, and Update Mobile. The main heading is 'Update Mobile Number'. Below this, a message states 'Please provide below details for verification'. There are two input fields: 'PPO Number (SPARSH)' and 'Enter details Legacy PPO No (Enter numeric 12 digit ePPO Number)'. Below these fields, there is a section for 'Authentication Type *' with radio buttons for 'Security Question' and 'Aadhaar'. A 'Proceed' button is located at the bottom of the form.

v. Submit IFP Identification:

To submit IFP identification, pensioner is not required to login in his/her account.

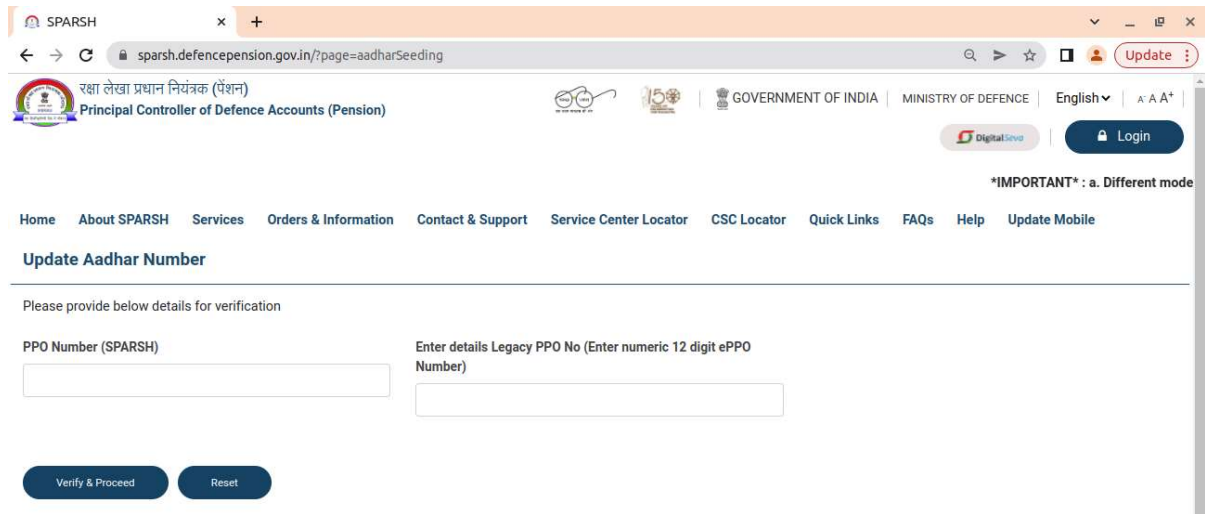
Go to: SPARSH Portal > Services > Track > Submit IFP Identification

The screenshot shows the SPARSH portal interface for submitting a manual life certificate. The browser address bar displays 'sparsh.defencepension.gov.in/?page=submitifpidentificationMLC'. The page header includes the logo of the Principal Controller of Defence Accounts (Pension) and navigation links for Home, About SPARSH, Services, Orders & Information, Contact & Support, Service Center Locator, CSC Locator, Quick Links, FAQs, Help, and Update Mobile. The main heading is 'Submit Your Manual Life Certificate.'. Below this, there are two input fields: 'IFP Token No *' and 'MLC no. *'. A 'Search' button is located to the right of the MLC no. field.

vi. Update Aadhar:

To update Aadhar, pensioner is not required to login in his/her account.

Go to: SPARSH Portal > Services > Track > Update Aadhar



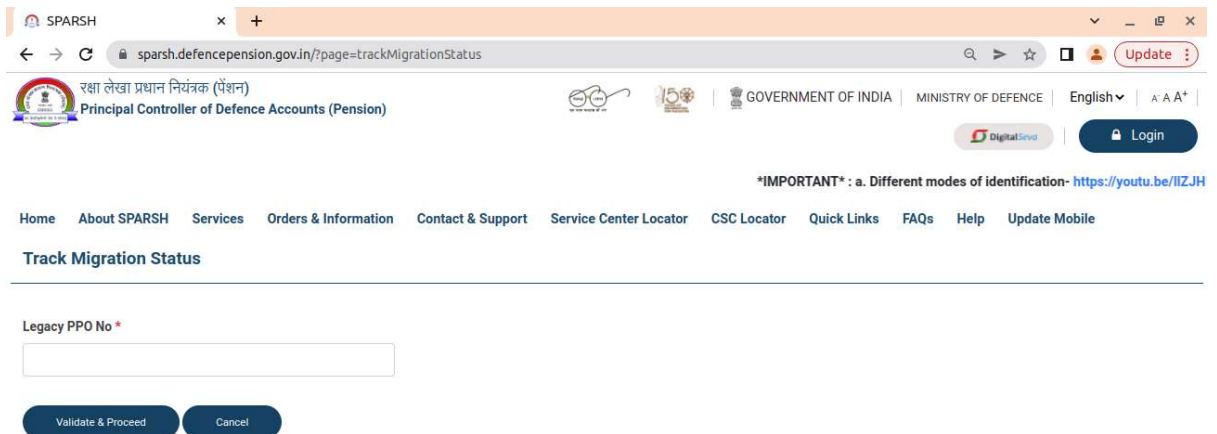
The screenshot shows the SPARSH Portal interface for updating Aadhar. The browser address bar displays 'sparsh.defencepension.gov.in/?page=aadharSeeding'. The page header includes the logo of the Principal Controller of Defence Accounts (Pension) and navigation links for Home, About SPARSH, Services, Orders & Information, Contact & Support, Service Center Locator, CSC Locator, Quick Links, FAQs, Help, and Update Mobile. A 'Login' button is visible in the top right corner. The main heading is 'Update Aadhar Number'. Below it, a message states 'Please provide below details for verification'. There are two input fields: 'PPO Number (SPARSH)' and 'Enter details Legacy PPO No (Enter numeric 12 digit ePPO Number)'. At the bottom, there are two buttons: 'Verify & Proceed' and 'Reset'.

2. Track

i. Track Migration Status

Go to: SPARSH Portal > Services > Track > Track Migration Status

Legacy PPO No. is your last issued PPO No.



The screenshot shows the SPARSH Portal interface for tracking migration status. The browser address bar displays 'sparsh.defencepension.gov.in/?page=trackMigrationStatus'. The page header includes the logo of the Principal Controller of Defence Accounts (Pension) and navigation links for Home, About SPARSH, Services, Orders & Information, Contact & Support, Service Center Locator, CSC Locator, Quick Links, FAQs, Help, and Update Mobile. A 'Login' button is visible in the top right corner. The main heading is 'Track Migration Status'. Below it, there is a message: '*IMPORTANT* : a. Different modes of identification- <https://youtu.be/IIJZH>'. There is one input field labeled 'Legacy PPO No *'. At the bottom, there are two buttons: 'Validate & Proceed' and 'Cancel'.

ii. Know Your SPARSH PPO and Identification Status

Go to: SPARSH Portal > Services > Track > Know Your SPARSH PPO and Identification Status

The screenshot shows the SPARSH portal interface. At the top, there is a navigation bar with the SPARSH logo, the text 'रक्षा लेखा प्रधान नियंत्रक (पेंशन) Principal Controller of Defence Accounts (Pension)', and links for 'GOVERNMENT OF INDIA' and 'MINISTRY OF DEFENCE'. A 'Login' button is visible. Below the navigation bar, there is a message: 'Please Check Your Identification Status After 48 Hours Of Request Submission.' The main form area contains a dropdown menu labeled 'Unique Identifier*' with options: 'Select an Option', 'Bank Account No.', 'Personal No.', 'SPARSH PPO NO', and 'E PPO NO'. To the right of the dropdown is a text input field labeled 'SPARSH. PPO No.'. Below the form is a 'Search' button. At the bottom, there are instructions: 'Following instructions are being given to pensioners' and 'For identification:-> On Jeevan pramaan portal on digital life certificate, pensioner is required to fill in the following 1.PDA ; SPARSH'.

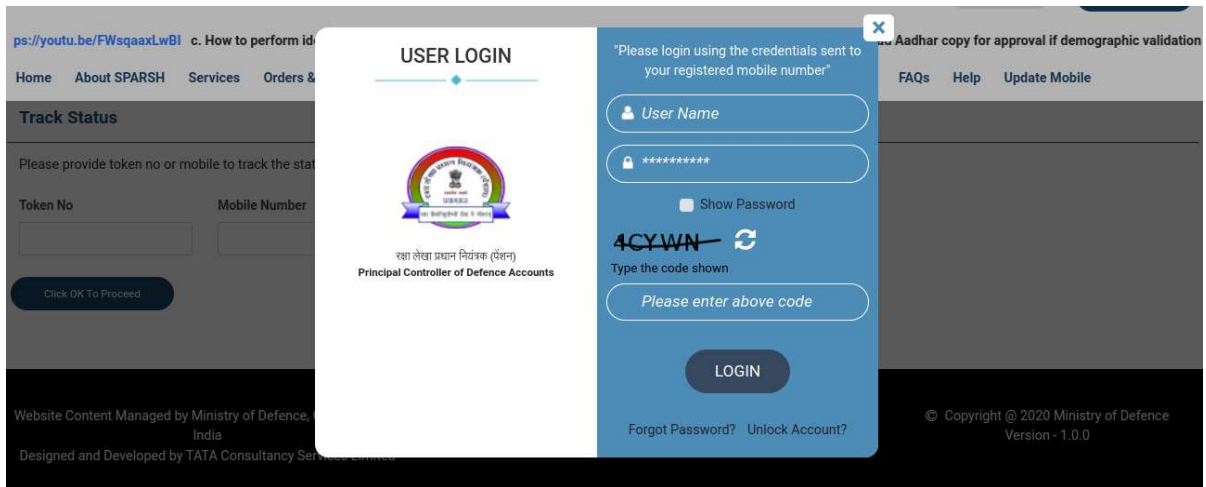
iii. Track Service Request

Go to: SPARSH Portal > Services > Track > Track Service Request

The screenshot shows the SPARSH portal interface for tracking a service request. The page title is 'Track Status'. Below the title, there is a message: 'Please provide token no or mobile to track the status of request.' The form area contains two text input fields: 'Token No' and 'Mobile Number'. Below the form is a 'Click OK To Proceed' button.

iv. Track Grievance

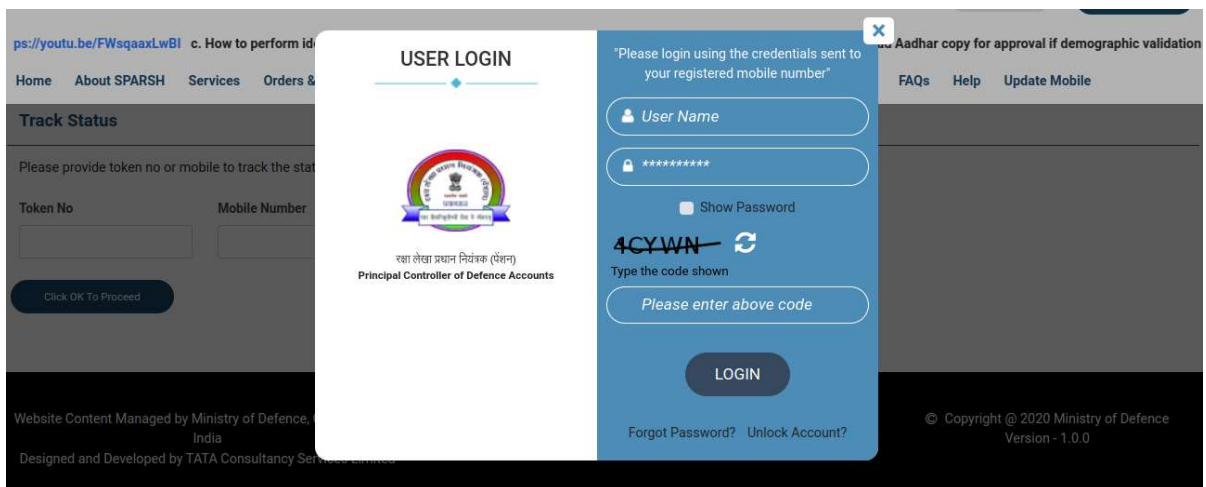
Go to: SPARSH Portal > Services > Track > Track Grievance
and login to your account using user ID and password



3. Pension

An Individual can view/download pension related information after getting logged in the SPARSH portal using user ID and Password.

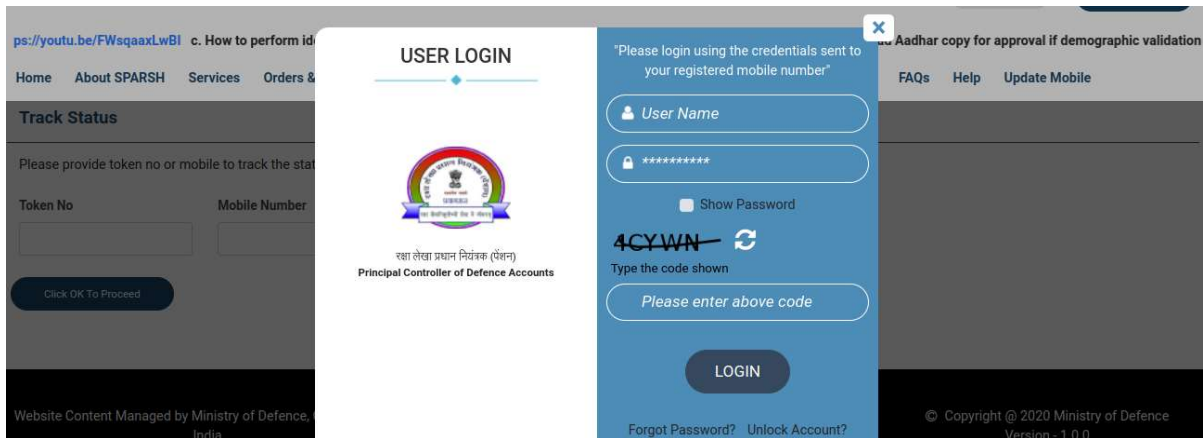
- i. **View Entitlements:** Go to SPARSH Portal > Services > Pension > View Entitlements
- ii. **Pension Slips** : Go to SPARSH Portal > Services > Pension > Pension Slips
- iii. **Income Tax** : Go to SPARSH Portal > Services > Pension > Income Tax



4. Life Certificate/ Identification

An Individual can avail above services after getting logged in the SPARSH portal using user ID and Password.

- i. **Digital Life Certificate** :Go to SPARSH Portal>Services>Life Certificate/ Identification>Digital Life Certificate
- ii. **Manual Life Certificate** : Go to SPARSH Portal>Services>Life Certificate/ Identification>Manual Life Certificate
- iii. **Declarations** :Go to SPARSH Portal>Services>Life Certificate/ Identification>Declarations



5. For Family Pension

Dependent/ Family member need not to login in the pensioner's account

i. Start Family Pension/Death Reporting

Go to SPARSH Portal > Services > For Family Pension> Start Family Pension/Death Reporting

ii. Missing : Go to SPARSH Portal > Services > For Family Pension> Missing

SPARSH
 रक्षा लेखा प्रशासन नियंत्रक (पेंशन)
 Principal Controller of Defence Accounts (Pension)

Home About SPARSH Services Orders & Information Contact & Support Service Center Locator CSC Locator Quick Links FAQs Help Update Mobile

Reporting For (Pensioner Details)

Service * Unique Identifier * Personal Number *

Name of Pensioner *

Reporter Details

First Name * Middle Name Last Name

Relation Mobile No. * Email Id

Validate & Proceed Cancel

iii. Conviction: Go to SPARSH Portal > Services > For Family Pension> Conviction

रक्षा लेखा प्रशासन नियंत्रक (पेंशन)
 Principal Controller of Defence Accounts (Pension)

Home About SPARSH Services Orders & Information Contact & Support Service Center Locator CSC Locator Quick Links FAQs Help Update Mobile

Report Conviction

All fields with * are mandatory

Reporting For (Pensioner Details)

Service * Unique Identifier * Personal Number *

Name of Pensioner *

Reporter Details

First Name * Middle Name Last Name

Relation Mobile No. * Email Id

Validate & Proceed Cancel

iv. Insanity : Go to SPARSH Portal > Services > For Family Pension> Insanity

Update Mobile No. [Click here](#) h. To Update Aadhar No. [Click here](#) i. For updated identification guidelines [Click here](#) j. Pensioners who have not received login id or unable to login please register your grievance on this link <https://pcdapension.nic.in>

Home About SPARSH Services Orders & Information Contact & Support Service Center Locator CSC Locator Quick Links FAQs Help Update Mobile

Report Insaane

All fields with * are mandatory

Reporter Details	Reporter Details		
Claimant Details	First Name *	Middle Name	Last Name
Claim Details	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Relation *	Mobile No. *	Email Id
	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="button" value="Validate & Proceed"/>	<input type="button" value="Cancel"/>	

6. Grievance

- Raise Grievance** : Go to SPARSH Portal > Services > Grievance > Raise Grievance
Opt YES, if you are a paid Pensioner; otherwise opt, NO if you are not a paid Pensioner.

pcda/view-sparshppo.php I. Form 16 For SPARSH Pensioners is generated now for the Financial Year 2021-22 & Assessment Year 2022-23. It can be accessed from "My Documents" Section of Pen

Home About SPARSH Services Orders & Information Contact & Support Service Center Locator CSC Locator Quick Links FAQs Help Update Mobile

Register Grievance

Are you a paid Pensioner? *

Yes No

Close

49 ORGANISATIONS 2,2 OFF

SPARSH System for Pension Administration - RAKSHA

ii. Escalate Grievance

To escalate grievance log in to your SPARSH account using user ID and Password.

ps://youtu.be/FWsqaxLwBl c. How to perform id

Home About SPARSH Services Orders &

Track Status

Please provide token no or mobile to track the sta

Token No Mobile Number

Click OK To Proceed

Website Content Managed by Ministry of Defence, India

USER LOGIN

Please login using the credentials sent to your registered mobile number

User Name

Show Password

4CYWN

Type the code shown

Please enter above code

LOGIN

Forgot Password? Unlock Account?

Aadhar copy for approval if demographic validation

FAQs Help Update Mobile

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