## **"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)

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Pre Retirement		Po	ost Retirement	
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## 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.

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## **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

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## 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

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#### 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

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#### vi. Update Aadhar:

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

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

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## 2. Track

#### i. Track Migration Status

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

Legacy PPO No. is your last issued PPO No.

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#### ii. Know Your SPARSH PPO and Identification Status

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

#### **Identification Status**

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#### iii. Track Service Request

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

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#### 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

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## 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

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## 5. For Family Pension

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

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

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

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

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

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## 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
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#### ii. Escalate Grievance

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

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