"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		F	Post Retirement	
Claim Pensioner Data Verification (Verify Pension Claim) Track Pension Claim	Profile View Pensioner Profile Update Pensioner Profile Update Family/Dependent Details Track Track Service Request Track Grievance Track Migration Status Update Mobile Submit IFP Identification Update Aadhar	Pension View Entitlements Pension Slips Income Tax Grievance Raise Grievance Escalate Grievance	Life Certificate/ Identification Digital Life Certificate Manual Life Certificate Declarations	For Family Report Event Missing Conviction Insanity Start Family Pension/Death Reporting

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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Proceed	

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
 Pensioner.

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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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Website Content Managed by Ministry of Defence, I India		Forgot Password? Unlock Account?	Copyright @ 2020 Ministry of Defence Version - 1.0.0