

SPARSH Portal

Prelims: Current events of national and national importance

Why in News?

The Ex-Servicemen's Grievance Cell states that nearly half of all military pensioners are unable to use the SPARSH portal.

- **SPARSH** - The System for Pension Administration Raksha is an initiative that aims to provide a comprehensive web-based interactive solution to the administration of pensions to the defence pensioners.
 - It is in line with the vision of the government of India of Digital India, Direct Benefit Transfer (DBT) and "Minimal Government, Maximum Governance".
 - It covers the armed forces, including the Army, Navy, Air Force and Defence Civilians.
 - It will initially cater to the new retirees on roll out and subsequently be extended to cover the existing defence pensioners.
- **Launched by** - Ministry of defence, in the year 2017.
- **Administered by** - Defence Accounts Department through the Principal Controller of Defence Accounts (Pensions), Prayagraj.
- **Vision** - Right pension at the right time.
- **Features**
- **Pension cycle** - It caters for all service activities, namely:
 - Initiation and Sanction
 - Disbursement
 - Revision
 - Service and Grievance Request Management.
- **Distinct portals** - It consists of two portals, one for the pensioner (SPARSH portal) and the other for pension processing (SPARSH Back Office Portal).
- **Automatic registration** - A person whose pension is due is onboarded on the portal at the time of processing of his pension claim.
- **Unique ID generation** - The Pensioner is allotted a unique account number once his digitised, audited pension claim is ready for forwarding to PCDA(Pensions) for issue of Pension Payment Order.
- **Credential alert** - The Pensioner is informed of this account number on the mobile number/email address furnished by him at the time of furnishing his pension claim, which he can use to onboard on this portal.
- **Mobile App** - The pensioner will be notified of events through his registered mobile/email address.
- **SPARSH Seva Kendras**
 - These are points of contact for the pensioners to avail the services that are available through the portal.

- These centres will provide an interface and assistance to the Pensioner in the event of non-availability of portal access.

References

1. [The Indian Express| Concern on SPARSH Portal](#)
2. [Project SPARSH](#)

