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

