भारत सरकार
रक्षा मंत्रालय
रक्षा उत्पादन विभाग
आयुध निदेशालय (समन्वय एवं सेवाएं)
10-ए, एस. के. बोस रोड, कोलकाता–700001
(प्रशासन एवं समन्वय प्रभाग)

Government of India
Ministry of Defence
Department of Defence Production
Directorate of Ordnance (C&S)
10-A, S.K. Bose Road, Kolkata –700001
(Administration & Co-ordination Div.)

Facilitation/ Guidance to Pensioners/ Family Pensioners for using SPARSH Portal

A number of complaints/ Grievances are received from the Pensioners/ Family Pensioners for Correction of Data in their PPOs. To facilitated the Pensioners/ Family Pensioners in correcting the data on their own wherever possible a Circular is issued. This Circular also contains the corrections which can be made by Head of Office (HOO) and PCDA(P), Allahabad. The corrections can be made by Pensioners/ Family Pensioners by using their own credential i.e. their User Name and Password provided by PCDA(P), Allahabad through SMS.

The procedure for Data Correction is given hereunder:

Flow Path:

- **URL: https://sparsh.defencepension.gov.in → Services→ Pensioner Data Verification(Verify Pension Claim)→ Login to Continue → User Name and Password**
- **Following fields will be appeared for correction/edit under column "Profile Service Request".**

Personal Details:	Editable			Non-editable		
	First Name	Middle Name	Last Name	PAN (PAN is not editable however, PAN No. can be inserted if it is not there in Data base)		
	Date Of Birth	Gender	Nationality			
	AADHAAR Number		Marital Status			
	Residing In CGHS Covered Area					
	Fixed Medical Allowance	Country	Mobile No.			
	Email Id	Address Line 1	Address Line 2			
	Pin Code	State	District			
Service Details:	MACP Granted	Date Of Joining		HOO Name	HOO Email Id	HOO Address
	Retirement FN/AN	Withheld Gratuity For Outstanding License Fee		Order Type	Nature Of Retirement,	Cadre
	Former Service	Any Disciplinary Action Pending		Post Last Held	GPF Number	Group
	Any Disciplinary Action Pending	Is Penalty Imposed		Date Of Retirement	Is Industrial	Non Qualifying Service
				Net Qualifying Service	Pension Recommended	Gratuity Recommended
				Commutation Recommended	Medical Board Date	
Family Details:	Click on the " 👁 " symbol and proceed as directed to edit the particulars wherever edit symbol is there.					
Bank Details:	Bank Account No.	IFSC Code Of Paying Branch				
Other Details:	Previous Pension	All Data Can Be Edited.				
Nominee Details:	Not Applicable					
Documents:	Relevant Document/s is/ are to be uploaded as shown in system for the Corrected Fields.					

Head of Office (HOO) Credential:

On final submission of Profile Service Request from individual as narrated above, the concerned HOO will be able to scrutinize the Data and can correct the fields as given hereunder. Correction request received from Pensioners/ Family Pensioners along with relevant documents through letter/ e-mail can also be corrected/ edited by HOO.

Personal Details:	Editable			Non-editable	
	First Name	Middle Name	Last Name		
	Date Of Birth	Nationality	AADHAAR Number		
	Pan	Email Id			
	Address Line 1				
	Address Line 2				
	Pin Code	Country	State		
	District	Mobile Number	Gender		
	Marital Status	Residing In CGHS Covered Area	Fixed Medical Allowance		
Service Details:	Nature Of Retirement		Cadre	HOO Name	HOO Email Id
	Post Last Held	MACP Granted	Date Of Joining	HOO Address	Order Type
	Retiree Alive On Date Of Initiation			Group(A/B/C)	GPF Number
	Withheld Gratuity For Outstanding License Fee			Date Of Retirement	
	Former Service	Net Qualifying Service		Is Industrial	
	Any Disciplinary Action Pending		Is Penalty Imposed	Retirement FN/AN	
	Commutation Recommended			Non Qualifying Service	
	Medical Board Date			Pension Recommended	
	Additional Commutation %			Gratuity Recommended	
	Loading In Age	Date Of Commutation Application		Commutation %	
Family Details:	On clicking on the " ✎ " symbol, edit can be done against all the fields like Name, Marital Status, etc.				
Bank Details:	Bank Account No.	IFSC Code			
Nominee Details:	All Data Can Be Edited.				
Other Pension Details:	All Data Can Be Edited.				
Pay Details:	Any kind of Pay related issue, HOO can't edit.				
Initiation Declarations:	SPARSH Declaration is not editable.				

Flow Path:

- **URL: https://sparsh.defencepension.gov.in → Pensioner/ Family Pensioner can Login and edit→ Verification by HOO → Audit by PCA(Fys.)/ LAO in case of DFUs → Approved/ Sanction by PCDA(P), Allahabad.**

- **On approval by PCDA(P), SMS is forwarded to Pensioner/ Family Pensioner so that the pensioner/ Family Pensioner can download Corrigendum PPO.**

- **Since there are four (04) stages for approval, it takes some time for getting the proposal approved which the Pensioners/ Family Pensioners should bear.**

Registration for Family Pensioner for availing Family pension

Flow Path:

- **URL: https://sparsh.defencepension.gov.in → Click on Start Family Pension/Death Reporting →Pensioner details→ Reporter details → Proceed as directed.**