

GOVERNMENT OF INDIA
MINISTRY OF DEFENCE
DEPARTMENT OF DEFENCE
LOK SABHA
UNSTARRED QUESTION NO. 5636
TO BE ANSWERED ON 04th April, 2025

CENTRALIZED PENSION PROCESSING SYSTEM

5636. SHRI DULU MAHATO:

Will the Minister of DEFENCE be pleased to state:

- (a) whether the Government has implemented the centralized Pension Processing system for pensioners including Ex-Serviceman in Jharkhand;
- (b) if so, the details thereof along with the manner in which distribution of pension being made easier through this system;
- (c) the details of Armed Forces pensioners registered in Jharkhand along with the organisations involved in registration of pensioners through 'System for Pension Administration–Raksha' Portal;
- (d) whether the pensioners are being getting the facilities of grievance redressal and application tracking through the said portal in Jharkhand; and
- (e) if so, the details thereof?

A N S W E R

MINISTER OF STATE
IN THE MINISTRY OF DEFENCE

(SHRI SANJAY SETH)

(a): Yes, Sir. System for Pension Administration "RAKSHA" (SPARSH) has been implemented from October, 2020 in a phased manner as Centralized Pension Processing System which also includes Jharkhand.

(b): Till 2020, 32 Lakh Defence Pensioners/Family Pensioners were receiving pension through 21 public sector banks, 3 private sector banks, 26 Treasuries, 64 Defence Pension Disbursing Offices (DPDOs), 1 Post Office, 5 Pay and Accounts Offices (PAOs) scattered all over India.

Now, with implementation of SPARSH [System for Pension Administration (Raksha)] from October, 2020 an end-to end solution for all pension processes beginning with the initiation of pension claim till disbursement and accounting of pension expenditure has been established. At the centre of this initiative is the Defence Pensioners who is given a completely transparent view of his pension account through a platform which captures and maintains a complete history of events and entitlements of the pensioner right from the date of commencement of pension to the date of cessation of pension due to his/her last eligible beneficiary.

A pensioner who is on boarded on the SPARSH portal is allotted a PPO number and an SMS is triggered on his/her registered mobile number with login ID/Password to utilize SPARSH portal through his login. SPARSH ensures full transparency to the pensioner about his entitlement and payment. The SPARSH portal provides the following facilities to the pensioner: -

- (i) Identification and furnishing of life certificate through Manual Certificate based process or Aadhaar based Digital process.
- (ii) Management of Pensioner's Profile.
- (iii) Disbursement related services: SPARSH makes the payment to the beneficiaries directly into his Bank Account.
- (iv) Service request: Many functionalities such as annual identification, re-employment request, investment declaration, profile updation request etc. can be raised by the pensioner through his dedicated portal account.

Interactive Grievance Management: Grievances relating to payment, pensioner's profile, pension sanction & revision etc. can be raised by the pensioner through his portal account. Settlement remarks provided by stakeholders on the grievances are visible to pensioners. Grievance status can be tracked by pensioner through the portal account.

(c): Total number of Armed Forces pensioners drawing pension from banks in the state of Jharkhand through SPARSH is 26,967. There are 113 SPARSH service centres (Defence Accounts Department-02, Common Service Center-31, Bank-80) located in Jharkhand to provide assistance and other services to Defence Pensioners.

(d) & (e): The SPARSH portal service provides support regarding grievance redressal and tracking of application. These services are also available to Defence Pensioners in Jharkhand.
