

# INDIAN EX - SERVICES LEAGUE

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27 May 2022

Ref. No..... IESL/353/CPDS/2022

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## **FAQ ON SYSTEM FOR PENSION ADMINISTRATION RAKSHA (SPARSH)**

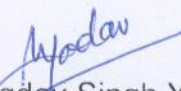
1. Please refer to your ID No 3(2)/2015/D(P/P)/ (Part file-1) dated 17 May 2022.
2. Non receipt of pension in the month of April 2022 inspite of migration to SPARSH by about 58275 pensioners has exposed the inadequacies of PSA and the system at the very initial stage of implementation of the Govt approved system.
3. Over 25 lakh of pensioners and family pensioners tuned to existing System of Disbursement of Pension have rightly shared their fears in the implementation of SPARSH for obvious reasons.
4. A very major number of these pension recipients hail from the remote rural back droops and are badly handicapped due to lack of technical knowhow and being semi literate educationally.
5. The haste with which the SPARSH has been launched has exposed drawbacks and loop holes that need to be removed and resolved right at the grass root level.
6. It appears that stake holders have not been synergized with the activities/digitization process. No pilot study linking the various categories of pensioners seems to have been carried out at ground level to overcome the problems that would be faced before migrating the pensioner's handicapped educationally to the new system.

7. Some of the FAQs that are floating in the environment need to be addressed and issues resolved speedily are:-

- (a) Why can't the legacy pensioners' be given option to continue with existing pension disbursement through the Banks to which they are fully tuned?
- (b) How the discrepancies', if any in ePPO, are going to be rectified on SPARSH Portal when the inadequately formulated grievance system as on date is ineffective and not responding to the users ? It has failed to establish its credibility in its infant stage itself.
- (c) How are the pensioners in the remote areas going to be linked with/migrated to SPARSH? Any team from Records Offices/PCDA side delegated such responsibilities? Any alternative systems planned in this regard?
- (d) What is the schedule of such visits and methodology of communication to have face to face meeting with stake holders to clarify their basic queries?.
- (e) What are the security steps in the SPARSH system to counter data hijacking/misguiding/malfunctioning?
- (f) There is no mention of MACP rank in SPARSH ePPO. What is the methodology to rectify this anomaly?
- (g) In the process of submitting digital certificate/manual life certificate, a column 'Conviction' appears on the SPARSH Portal. A click on this column stops the pension. For continuous release of pension what are the recommended remedial measures in this regard?
- (h) On migration to SPARSH, categories of pensioners like disabled/gallantry awardees/medical categories exempted income tax are charged income tax. How this anomaly can be checked/stopped without getting into the process of reclaiming the charged income tax?
- (j) Any permanent nodal agency set up at minimum District/Tehsil level to extend technical help to the pensioners to migrate to SPARSH?.

7. **Some Recommendations:-**

- (a) Service Centres must be established with Pensioners Bank Branch. Pensioners should not be made to go door to door with any agency/or get trapped/lured by unwarranted elements under the pretext of help etc.
- (b) Help Centres/Service Centres be located and managed by PCDA (P) persons/ESM, who can be trained for the purpose.
- (c) To upload live life certificate, any changes in records and upload in SPARSH, SPARSH Team and Records Office Staff should also visit rural/remote areas in far flung hilly/remote areas every year during Oct/Nov in planned manner.
- (d) To make the App user friendly it be made bilingual (in Hindi and English).
- (e) Finally an interactive App should be worked out so that pensioner can directly send his/her problems to PDA Officer which was stated in the Budget Speech of Late Shri Arun Jetly, the erstwhile Finance Minister of India.

  
(Jagdev Singh Yadav)  
Col (Retd)  
General Secretary