



## SPARSH FUNCTIONING:CATASTROPHIC FAILURE - EX-SERVICEMEN (SENIOR/ SUPER SENIOR CITIZENS)/ SINGLE LADIES PENSIONERS IN TOTAL PANIC

1 message

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To: Dr Bhartendu Kumar Singh, IDAS Jt CGDA (Public Grievance Officer) <bhartendu.singh@gov.in>,  
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### KIND ATTENTION - ALL THE JOINT CGDA (SPARSH)

Hon'ble Sirs/ Madams,

1. SPARSH has been introduced in the Indian Armed Forces for the Betterment and Welfare of the Ex-Servicemen Pensioners in payment of their Pensions.
2. **Ex-Servicemen are Service Pensioners & Family Pensioners including Single Ladies. Their Age varies from 40 years to 100 years plus. Their Basic Education varies from Class 5 to Masters. All of them belong to different Areas and with different Regional Mother Tongues. All these areas are not having Satisfactory functional Internet Network. All the Pensioners are not Computer/ Smart phones SAVVY. Keeping in view the fraud, we can't even visit the Cyber Cafe for these works.**
3. **It is beyond Anyone's understanding, till now all the Details (Personal as well as Service), of the Pensioners were correctly held by PCDA Pensions. No problems were being faced either by Pensioners or by PCDA Pensions. How come so many mistakes have NOW occurred in Data of each of the Pensioners, while transferring it to SPARSH. It is surprising to Note that Most Important Data, like, Spouse LIVING have been shown NOT ALIVE and vice versa. NAMES OF SPOUSES BEEN SHOWN WRONG. In Spite of having Date of Birth of Spouses in the ePPOs, already held even with PCDA Pensions, Not been SHOWN Correctly OR Not Shown at all in the SPARSH Personal Data & in SPARSH PPOs.**
4. **Records of all the previous PPOs & Corr PPOs are held with PCDA Pensions in ePPOs. Why so many mistakes are found in SPARSH PPOs by most of the Pensioners, is not understood. It can only happen, due to the transfer of important data with lackadaisical attitude and hurriedness.**
5. **It seems No-one has thought of Rechecking the Data, in spite of having Financial affects, before launch of the System. Wrong Data have not only made the Pensioners suffer, but even Increased the Workload of PCDA Pensions, CGDA and Records Offices etc besides the Pensioners. Time taken is going to be in months & even in years in certain cases. It is still not late. The better option is to Correct the Data in SPARSH Portal by PCDA Pensions Staff only by tallying it with the Personal Files/ System of each of the Pensioners. It would not only be foolproof but would take less time.**
6. **It is very much appreciated that Problems are likely to occur during Initial Stages. We the Ex-Servicemen are there to help the System. But the SPARSH Environment has to be made User Friendly. There is the Need for Spreading General Awareness keeping in view Age, Education, IQ of the Pensioners. So that they are able to take on the problems in the right spirit and are able to come out of it at the earliest with your assistance. Actions/ Steps to be taken by the Pensioners for different types of problems being faced during login, can always be Posted in the SPARSH Portal & Website. That is, the Contact Details of those Persons/ Agencies to be Approached by Pensioners for different types of problems. But the same have Not been Circulated/ Posted anywhere. The Right place is SPARSH Portal and Website.**
7. For example -
  - (a). Non receipt of login id & password.
  - (b). **While login Demographic failure.**
  - (c). **Non Submission of Declaration/ Ack.**
  - (d). **Basic information Aadhaar, PAN, Mobile Not found Entered in Personal Details.**
  - (e). Difficulty in Update of Personal Details.  
Upload of **Documents (Asked for are un-Warranted or Not Available).**
  - (f). **Non attendance of Service Request Raised.** Who are these agencies & can they be Contacted to request for expedite & how ?
  - (g). Who is to be Contacted if Service Request Not attended for days & months.
  - (h). **If the Service Request Not Processed & is Pending, another Service Request can't be Raised. It requires a relook. It is harassment.**

(j). **TDS not being Deducted. If deducted not Seen in Form 26 AS, though shown in Form - 16. Thus making filing ITR Intime impossible.**

(k). **NRIs living abroad Not permitted to login due to Geo-fencing. How does CGDA expect them to function ?** Perforce NRIs are made to Use VPN. Aadhaar is not obligatory for them. But without Aadhaar they can't login. **Besides having difficulty in submission of Life Cert on line.**

8. There are so many problems being faced by the Pensioners. We are willing to share the same with the CGDA. But kindly be practical and brief us in layman language, how to tackle i.e. whom to approach & how. In case of Delay in resolution, who is the Appellant authority ? **We would Recommend, the Best solution is to Let the Data be Uploaded/ Updated by PCDA Pensions SPARSH Prayagraj Staff for its accuracy & lesser time taken, to avoid increase in workload of other agencies e.g. Service HQs, Record Offices/ ORO & the Senior Citizens Pensioners.**

7. **Defence Secretary & Secretary ESW Only** -

Sir, We the Ex-Servicemen, have done our duty during Service for the Safety & Integrity of our Great Nation. We think, this is the least we Deserve and therefore Request your good office to make the last leg of our life Comfortable. **May we Request that necessary Advise be given to CGDA to take Immediate actions in this regard and Instruct the PCDA Pensions SPARSH for Updating/ Uploading the Data by their Staff itself, instead of asking the Pensioners to Update. Once the Complete Data is available with them, why are they making the Life of Pensioners difficult besides making all other agencies like Service HQs, Records Offices/ ORO (MO 5 b) hardpressed, that is increasing their workload for Verification of Pensioners Data, which is already held with PCDA Pensions Prayagraj duly Verified.**

8. We most humbly request the Concerned authorities to treat us like your Parents, Grandparents and Great grand parents. We are sure and look forward for Immediate response in this regard by making our last leg of our life easygoing, healthy & comfortable.

Warm regards.

Yours Sincerely,

Lt Col RK Bhardwaj (Retd)  
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