

GENERAL MESSAGE FOR COAST GUARD **(SPARSH- PENSIONERS)**

GUIDELINES FOR PERFORM IDENTIFICATION

Dear Veteran,

The online pension system ie SPARSH {System for Pension Administration (RAKSHA)) has been introduced for CG Personnel wef Jan 2021 onwards. The procedure for **"Identification for SPARSH Pensioners"** will be as follows:-

I-IDENTIFICATION THROUGH PENSIONER LOGIN

- (a) After login into pensioner account through user ID & Password, the link for 'IDENTIFICATION' will be available on home page. Ensure that login is done by pensioner themselves and their password are not exposed.
- (b) Click the same and then click button 'Perform identification' after selecting radio button for MLC
- (c) Thereafter click generate MLC number - a six digit number will appear in box and link for 'Download MLC' will appear below that. Download the MLC and print the same.
- (d) Press button 'Initiate Request' available below above link. A table will appear below with an action button at last column of the table. Ensure this table is generated to upload the MLC with generated number which is available on MLC downloaded form. In case the pensioner get logout, this request will be available in their login to process further only if the Initiate Request button is clicked.
- (e) The downloaded certificate may be signed by any Gazetted Officer. Scan the signed certificate in PDF format. Please ensure that all fields are filled properly and completely & PDF created is legible and correctly scanned.
- (f) Go to the action button mentioned at point (d) above and click it. In case, the pensioner gets logout, the table will be available after completing action at point (b) and no need to generate MLC again. Complete the details of officer who has identified the pensioner and upload the MLC at the end.
- (g) After submitting the same, certain declaration will come along with their bank detail of the pensioner which has to be confirmed/completed.

(h) Please ensure that token number is generated at the end of identification. Status of this request could be viewed from link TRACK SERVICE REQUEST available on home page of pensioners' login.

II - IDENTIFICATION THROUGH SERVICE CENTRE

(a) Pensioner will not be compelled to share their login credential to Service Centre executives. Login will be done by Service Centre executives with their own login credentials and only identifier viz. PPO number or GFP numbers should be asked from pensioners.

(b) An OTP will be received on the mobile number of pensioner and Service Centre will proceed after entering the same in SPARSH. The subsequent process for completing identification will be same as (I) above.

(c) Service Centre executive will do all action in concurrence with pensioner and also make his screen visible to them.

(d) The token number generated after completing the process shall be shared to the pensioners for their record.

III - IDENTIFICATION THROUGH JEEVAN PRAMAAN

SPARSH has been incorporated as a Pension Disbursing Agency in Jeevan Pramaan. All SPARSH users are advised to perform the identification of pensioners either through MLC or Jeevan Pramaan (by selecting Pension Disbursing Agency as SPARSH) MODE. While registering the Pensioner through Jeevan Pramaan please select the following through dropdown

Sanctioning Authority Name – "*Defence- PCDA(P) Allahabad*"

Disbursing Agency Name:– "*SPARSH-PCDA (Pension) Allahabad*"

Agency Name- "*SPARSH-PCDA (Pension) Allahabad*".

Note: *Identification due date is mentioned on monthly pension slip.*

Warm Regards,

CG Veteran Cell
Directorate of Personnel
Coast Guard Headquarters
New Delhi