

SPARSH (System for Pension Administration Raksha)

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In news- The Ministry of Defence has implemented SPARSH (System for Pension Administration Raksha), an integrated system for automation of sanction and disbursement of defence pension.

Key updates-

- A pensioner portal is available for pensioners to view their pension-related information, access services and register complaints about redressal of grievances.
- SPARSH **envisages the establishment of service centres to provide last-mile connectivity to pensioners** who may be unable to directly access the SPARSH portal for any reason.
- This web-based system processes pension claims and credits pension directly into the bank accounts of defence pensioners without relying on any external intermediary.
- The two largest banks dealing with defence pensioners – **State Bank of India (SBI) and Punjab National Bank (PNB)**, have been co-opted as service centres along with several **offices of the Defence Accounts Department**, which are already functioning as Service Centres for pensioners.
- The pensioners can approach various branches of these two banks for obtaining any service relating to their pension issues.