

GOVERNMENT OF INDIA
MINISTRY OF DEFENCE
DEPARTMENT OF DEFENCE
RAJYA SABHA
UNSTARRED QUESTION NO. 1326
TO BE ANSWERED ON 14TH MARCH, 2022

IMPROVEMENTS IN DIGITAL PORTAL SPARSH

1326. SHRI Y. S. CHOWDARY:

Will the Minister of Defence be pleased to state:

- (a) whether Government has received complaints that the present digital portal SPARSH is not accessible to ex-servicemen living in the remote areas of the country;
- (b) if so, whether any improvements were made to make the pension related online services accessible for defence pensioners in the country;
- (c) whether the grievances of defence pensioners can be expressed and redressal can be sought on the portal; and
- (d) if so, the number and details of grievances received on the portal and disposed off, from the time of launching of this portal?

A N S W E R

MINISTER OF STATE
IN THE MINISTRY OF DEFENCE

(SHRI AJAY BHATT)

(a) & (b): No complaints regarding non accessibility of SPARSH portal by ex-servicemen have been received. However, the portal is regularly updated to make it more user friendly and easily accessible for ex-servicemen.

(c): Yes, Defence personnel can lodge their grievance on SPARSH portal. Further pensioners who have not received login credential, for SPARSH portal may register their grievance at <https://pcdapension.nic.in/pcda/lodge-complaint.php> which is accessible without login.

(d): Status of grievances received on portal from the time of launch is as under-

Total Grievance	Resolved Grievance	Open Grievance
6128	2237	3891
