

**List of Grievances: Army**

**Retired Officers**

	<p align="center"><b><u>Non-Receipt of OROP Arrears</u></b></p>	<p align="center"><b><u>Action by PCDA (Pensions) / SPARSH</u></b></p>
1	<p><b><u>Lt Col Reeta Singh, AMC (Retd)</u></b></p> <p><b><u>Non-Receipt of OROP-II Arrears of 3<sup>rd</sup> and 4<sup>th</sup> Instalment of MR 05393L, Lt Col Reeta Singh (Retd)</u></b></p> <p>Email: rtaxak@yahoo.com            Mob: 9650060713            SPARSH PPO NO -10220090018101</p> <p>1. she took Premature Retirement from AMC in Nov 2009.            2. Currently she is working abroad in Kingdom of Bahrain and have no access to the SPARSH portal due to it being geo fenced.            3. She draws her pension in AXIS Bank Ltd, Rohtak, Haryana since her retirement on 04 Nov 2000. Her pension account details are as under: -            (a) Axis Bank, Rohtak, Haryana, A/c No 480010100022543.</p>	<p><b>Grievance Redressed.</b>            Rs 3,15,772 is being remitted shortly.</p>

	<p>4. She was paid OROP II arrears of first and second instalment from AXIS bank after deducting TDS. Thereafter, she got migrated to SPARSH on 01 Sept 2023.</p> <p>5. She raised grievance on the SPARSH portal, spoke to PCDA(O), AG' s branch, raised issue in RODRA but all to no avail so far.</p> <p>7. She sent the confirmation letter from CPPC Axis Bank Mumbai, stamped by her pension bank that the third and fourth instalments have not been paid to her and therefore SPARSH is therefore be requested to release the OROP-II arrears of third and fourth instalment of Rs 2,08,000.</p> <p><b><u>Documents Attached.</u></b></p> <ol style="list-style-type: none"> <li>1. E-PPO.</li> <li>2. Non Payment Certificate issued by CPPC Axis Bank, Navi Mumbai.</li> </ol>	
2	<b>Col (TS) Harendra Singh.</b>	<b><u>Action by PCDA (Pensions) / SPARSH</u></b>
	1. IC 47454Y Col (TS) Harendra Singh being a gallantry winner and drawing a monthly monetary allowance of Rs 3,000 was remitted only Rs 1,43,700 by SBI, Vaishali Nagar Branch, Jaipur. Copy of Non-Payment Certificate is attached.	Under progress with the Audit section of SPARSH. OROP arrears will be remitted soon

	<p>2. His entitlement of OROP arrears for the rank of Col (TS) and of 29 years of service comes to as shown below: -</p> <p>(a) OROP-II Pension = Rs 1,00,900</p> <p>(b) OROP-I Pension = Rs 35,235</p> <p>© 7<sup>th</sup> CPC Pension = <math>35235 \times 2.57 = \text{Rs } 90,554</math></p> <p>(d) Arrears from Jul 2019 to Mar 2023 = <math>(\text{OROP-II} - 7^{\text{th}} \text{ CPC}) \times 56.52 = \text{Rs } (100900 - 90554) \times 56.52 = \text{Rs } 5,84,756</math></p> <p>(e) Remitted by SBI, Vaishali Nagar, Jaipur = Rs 1,43,700.</p> <p>(f) Balance Arrears to be remitted = <math>5,84,756 - 1,43,700 = \text{Rs } 4,41,056</math>.</p> <p>3. SPARSH be requested to remit Rs 4,41,056 to his bank account no: 1000 1034 332 of SBI, Vaishali Nagar, Jaipur (IFSC : SBIN – 04129) at the earliest.</p>	
3	<b>Mrs Ritu Mittra.</b>	<b><u>Action by PCDA (Pensions) / SPARSH</u></b>
	<p>1. Mrs Ritu Mittra is married to IC-36655X Col Inder Nath Mittra who had put in 25.50 years of service. He retired on 19 Jun 2001 and unfortunately, he passed away on 05 Mar 2020. The PPO shows Mrs Ritu Mittra as his spouse and is granted Ordinary family pension (copy of PPO is attached).</p> <p>2. Mrs Ritu Mittra is migrated to SPARSH and has been receiving her family pension only from 17 Oct 2023 whereas she should have got her family pension from next date of death of her husband i.e,06</p>	Under Consideration by Audit Section of SPARSH. Arrears are likely to be released soon.

	<p>Mar 2020 (death of her husband occurred on 05 Mar 2020).  3. In addition, she has not been remitted any OROP arrears till date. The <b>Non-Payment Certificate</b> issued by Bank of Baroda (copy attached).  <b>Grievance.</b> The Ordinary Family Pension of Mrs Ritu Mittra should commence from next date of death of her husband i.e. 06 Mar 2020 and she should be remitted her OROP-II arrears from Jul 2019 to Mar 2023.</p>	
4	<p><b><u>Mrs Renuka Patnaik:</u></b>  1. IC-30880W Col (TS) Rabindra Kumar Pattanaik put in 31.50 years of service vide SPARSH PPO No 131 2018 01629 dated 26 Apr 2023 (copy attached). He unfortunately passed away on. 17 May 2021. His wife Mrs Renuka Patnaik was sanctioned ordinary family pension.  2. Col RK Pattanaik was entitled for OROP arrears from Jul 2019 to. 17 May 2021 (date of death) and Mrs Renuka Patnaik is eligible for her OROP arrears from next date of death of her husband i.e. 18 May 2021(copy of death certificate attached).  3. The arrears of OROP of (Late) Col RK Pattanaik becomes Life Time Arrears of Mrs Renuka Patnaik. The total arrears comes to Rs 4,11,069. Mrs Renuka Patnaik got migrated to SPARSH who paid her one-time remittance of Rs 3,26,592 in the pension slip of Apr 2023 (copy attached).  4. Mrs Renuka Patnaik was thus entitled to get balance arrears of Rs 84,477(=411069-326592). She took up a case for remittance of</p>	<p><b>Grievance Redressed.</b>  Message of 15 May 2024 from DPCC to me after I left the office of DPCC at 1800 hrs   <u>Message from DPCC</u>  Jai Hind Sahab,   Case recd from Brig C S Vidyasagar in r/o Mrs Renuka Patnaik w/o Col (Late) R K Patnaik regarding non receipt of bal arrears of OROP-II.</p>

	<p>balance arrears and SPARS vide their letter No SPARSH/Army/COs/11234/Misc/2023 dated 27 Oct 2023 assuring her that her complaint was sent to technical team and her balance arrears will be credited soon. But till date the balance arrears of Rs 84,477 have not been remitted.</p> <p>5. It is requested that the. Balance arrears be remitted soon as she has to solemnize marriage of her daughter for which the arrears will help her tide over her financial difficulties.</p>	<p>Payment file for bal arrears of OROP-II in r/o above named family pensioner has been made of <b>Rs 98,786/-</b> (Screen shot att) &amp; it will be paid soon.</p> <p>Regards....</p>
5	<p><b><u>Lt Col Ajay Kalia.</u></b> Lt Col Ajay Kalia has not been paid OROP-II arrears from Jul 2019 as per the Non Payment Certificate obtained from Axis Bank. He has been migrated to SPARSH in the month. Of Sep 2023. His qualifying service is 21 years and 4 months which is taken as 21 years six months. Accordingly he is eligible for OROP Arrears. His SPARSH PPO No is : 104200700467. Copy of Non-Payment Certificate is attached.</p>	<p>Under progress with Audit Sec of SPARSH. Arrears likely to be released soon</p>
6	<p><b><u>Col JR Padki: Non-Receipt of 3<sup>rd</sup> and 4<sup>th</sup> Instalment of OROP-II Arrears.</u></b></p> <p>Col JR Padki received 1st and 2nd instalment of OROP but did not receive 3rd and 4th instalment of OROP. A copy of Non Payment Certificate from bank addressed to PCDA (Pensions) Prayagraj is attached.</p>	<p><b>Grievance Redressed on 16 May 2024.</b></p> <p>Message from DPCC [10:04 am, 17/05/2024] Lt Col Ranjan Kumar OiC, Def Pensioner's</p>

<p>A copy of email from DIAV on the non-payment of 3<sup>rd</sup> and 4<sup>th</sup> instalment to SPARSH and CGDA are attached. The officer was migrated to SPARSH in Aug 2023 and allotted SPARSH PPO Number is 104199700313. Further details are given below,</p> <ol style="list-style-type: none"> <li>1. IC-31440 P (Col J R Padki)</li> <li>2. Date of Commission: 21 Dec 1975</li> <li>3. Date of Retirement : 19 Mar 1997</li> <li>4. Aadhar Number: 6152-5091-6385</li> <li>5. PAN No: AEHPP3286L</li> <li>5. Canara Bank IFSC Code and Account Number: CANARA BANK IFSC Code CNRB0000471 (SB Account Number - 0408.101.57954)</li> <li>6. Mobile Number: 9845896469</li> </ol> <p><b><u>Grievance.</u></b> SPARSH is requested to immediately release 3<sup>rd</sup> and 4<sup>th</sup> Instalment of OROP arrears to Col JR Padki</p>	<p>Contact Centre: Jai Hind Sahab</p> <p>Case in r/o Col JR Padki regarding non receipt of 3<sup>rd</sup> &amp; 4<sup>th</sup> installments of OROP-II arrears.</p> <p>Bal installments of OROP-II in r/o above named Veteran Offr has been paid of Rs 73,174/- (Screen shot att).</p> <p>Regards..... [10:04 am, 17/05/2024] Lt Col Ranjan Kumar OiC, Def Pensioner's Contact Centre: Jai Hind Sir Update for your perusal pl Regards</p>
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7	<p><b><u>Brig S Rajaram: Non-Payment of OROP-II Arrears, Incorrect Disability Percentage not Broad banded</u></b></p> <p>1. <b><u>Grievance 1. Non-Receipt of OROP-II Arrears.</u></b> IC38658 Brig S Rajaram retired on 30 Jun 2015 (copy of PPO No 131 2018 11391-0299 dated 12 Mar 2019) has not been paid even one instalment of OROP arrears. A copy of SBI, Ashok Nagar, Chennai, Tamilnadu (copy attached) clearly mentions that the officer was not paid OROP arrears by the bank. It is requested that arrears of OROP from Jul 2019 be remitted at the earliest.</p> <p>2. <b><u>Grievance No. 2.</u></b> The officer was granted disability of 40% and broad banded to 50% in the E-PPO cited at para 1 above. Yet when SPARSH issued a PPO No 104 2015 00160 dt 18 Jan 2024 the disability percentage is shown as 40% (copy of SPARSH PPO is attached. The same be corrected to show at 50% by issuing Corr PPO at the earliest.</p>	Document check is under progress. Grievance is likely to be redressed anytime now.
8	<p><b><u>IC-29717 K, Lt Col (Substantive) Raj Kishan Gupta. Non-Receipt of 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> Instalment of OROP Arrears.</u></b></p> <p>1.. Central Bank of India, Ambala Cantt paid Rs 68,519 as first instalment of OROP Arrears. The officer was migrated to SPARSH on 26 Jun 2023 and was issued with. SPARSH PPO No 104199700041. (copy attached).</p> <p>Name of Bank where pension amount is being credited: Central Bank of India, Mahesh Nagar, Ambala Cantt -133001 (Haryana). Saving bank account number is 1469106315 and IFSC CODE:</p>	Documents check completed. Balance Arrears will be released any time soon

	<p>CBINo281156, Mobile number is 9896066125. Aadhar No: 4219 4856 1974 and PAN No ADLPG1497P are attached.</p> <p>2. On migration to SPARSH, his 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup>. Instalment were not paid yet. The officer received only one installment of OROP-II arrears. Second to fourth instalment has not been remitted till date. The Non. Payment Certificate issued by Central Bank of India, Aggarsain Nagar, Ambala Cantt is attached.  <b><u>Request</u></b> It is requested the 2<sup>nd</sup> to 4<sup>th</sup> instalment of OROP arrears be paid at the earliest.</p>	
9	<p><b><u>Non-Commencement of Pension Even on Being Approved as ACP Nk (i.e. Hav for pension) after Putting in 20 years of service</u></b>  <b><u>Details of Grievance in respect of ACP2 SVV Satyanarayana are as under:-</u></b>  No - 14603429N  Rank - Sep  Name - SVV Satyanarayana  Records Office - EME Records letter No. 14603429/SP(ACP)/Pen dated 26 Nov 2013 Copy Attached  Date of Enrolment - 10 Feb 1987  Date of retirement - 28 Feb 2007  Total service - 20 Yrs</p>	<p>The letter of Record Office MEG is very old being of 26 Nov 2013 vintage. The NCO is advise to approach Records MEG once again to issue similar letter showing the NCO though Sapper is to get pension of Havildar due to MACP having put in 20 years of service.  Lt Col Ranjan Kumar</p>



<p>Mobile No. of individual - 6301920159</p> <p><b><u>Details of Grievance:-</u></b></p> <p>1. No - 14603429N, Rank - Sep, Name - SVV Satyanarayana of EME Records retired in the rank of Sep after completion of 20 yrs of service. Therefore, he is entitled for ACP 2 Hav Pension wef Mar 2007. After prolonged correspondence with Records, finally EME Records vide their letter No 14603429/SP(ACP)/Pen dated 26 Nov 2013 issued approval for grant of Nk ACP. Copy of the EME Records letter is attached for ready reference. Even after 2013, persistent follow up resulted in the release of Sep ACP 1 PPO during 2019 by PCDA(P) Allahabad. PPO No.188200700555 sfx 0199 Copy is attached for ready reference. Presently, the individual is getting Sep ACP1 Pension . The individual is migrated to SPARSH and Latest Pension Credit message is as under:-  " Dear Customer, INR 31,307.00 credited to your A/c xx4975 on 30/04/2024 through NEFT with UTR RBI1212434001957 by principal controller of defence account(Pension) info : NA- SBI "</p> <p>2. Interaction with EME records resulted in the Letter No. 14603429/SP(ACP)/Pen dated 26 Nov 2013 duly granting Sep ACP 2 i.e. Nk ACP as mentioned in the letter. Lot of follow up for the issue of PPO. However, PCDA(P) Allahabad in the PPO wrongly gave Sep ACP instead of Nk ACP as recommended by Records</p>	<p>spoke with Lt Col KP Mathew, CRO of MEG Record on 14 May 2024.</p>
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	<p>EME.</p> <p><b><u>Attachments</u></b></p> <ol style="list-style-type: none"> <li>1. EME Records letter dated 26 Nov 2013 recommending grant of Nk ACP to Sep SVV Satyanarayana.</li> <li>2. Original PPO of Sepoy only.</li> <li>3. Revised PPO of ACP – 1 i.e pension of Naik.</li> </ol> <p><b><u>Prayer.</u></b> It is requested to grant ACP Nk (pension of Havildar) by issuing a Corr PPO based on the recommendation of EME Records.</p>	
10	<p><b><u>IC-43778M Lt Col Ajay Kalia – Non Payment of OROP Arrears.</u></b></p> <ol style="list-style-type: none"> <li>1. The officer was not paid even one instalment of OROP arrears by his Axis Bank. A Non Payment Certificate dated 19 Jan 2023 is issued by CPPC, Axis Bank and addressed to PCDA (Pensions) Prayagaraj is attached. He sent his representation to MP-5 (copy attached) on 01 May 2024.</li> <li>2. His service is 21 years and 4 months which is rounded off to 21.50 years. He is thus eligible for OROP arrears but not paid at all. He is migrated to SPARSH.</li> </ol> <p><b><u>Request.</u></b> SPARSH is requested to remit OROP arrears at the earliest to tide over financial difficulties.</p>	Document check is under progress. Grievance is likely to be redressed soon
11	<p><b><u>Incorrect End Date of Enhanced Rate of Ordinary Rate of Family Pension of Mrs Sapna Dhody on death of her husband</u></b></p>	Document check is under progress. Grievance is

<p><b><u>IC 39333H Col (TS) (late) Devendra Kumar's</u></b>  <b><u>Details of Col Devendra Kumar are:</u></b></p> <ol style="list-style-type: none"> <li>1. Date of Birth: 08/09/1958</li> <li>2. Date of Commission: 13/12/1980.</li> <li>3. Date of Retirement: 30/09/2012.</li> <li>4. Date of Death: 16/12/2022.</li> </ol> <p>His wife Mrs Sapna Dhodi is eligible for Enhanced Rate of Ordinary Pension from next date of death of her husband i.e. 17/12/2022 to end date. The end date is the earliest of two dates as under: -</p> <p>(a) Date of birth of husband + 67 years = 08/09/1958 + 67 = 07/09/2025.</p> <p>(b) Date of Death + 7 years = 16/12/2022 + 7 = 15/12/2029.</p> <p>5. The earlier of the two dates is the end date of Enhanced Rate of Ordinary Family Pension i.e., 07/09/2025. Circular 630 dated 14 Feb 2020 at para 3 clearly mentions that even if two years extension is not granted, yet such widows of pensioners shall be granted Enhanced Rate either 7 years from date of death of pensioner or 67 years of age.</p>	<p>likely to be redressed soon</p>
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	<p>6. But in Corr PPO issued to Mrs Sapna Dhodi it is mentioned the end date is 07/09/2023 which is incorrect.</p> <p>7. The Corr PPO may be amended to read the commencement of Ordinary Family Pension w.e.f. 07/09.2025.</p>	
12	<p><b><u>Incorrect Reflection of Recovery of Overpayment and number of instalments of recovery of Mrs Anita Prasad wife of (Late) IC 27684L Lt Col Subodh Chandra Prasad</u></b></p> <p>1. IC- 27684 L Col Subodh Chandra Prasad passed away in Jaslok Hospital Mumbai on 21 Aug 2003 (copy of death certificate attached and also E-PPO No 131 200000600 dated 19 Dec 2023). His date of birth was 02 Jul 1952 and had put in 27 years of service in the Army (refer E-PPO).</p> <p>2. Mrs Anita Prasad, wife of the officer was over paid pension due to incorrect information furnished by CPPC of Central Bank to SPARSH when she got migrated on 08 Jun 2023. The overpayment was made for six months till Oct 2023. As per the overpayment calculation sheet furnished by Central Bank, Pune the overpayment came to Rs 3,31,232(Calculation sheet of overpayment is attached).</p> <p>3. SPARSH in their pension slip of Jan 2024 mentioned the overpayment comes to Rs 3,02,31,771(Rs Three Crore two lakh thirty one thousand seven hundred seventy one) and the number of</p>	<p><b><i>Grievance Redressed.</i></b></p> <p>Mrs Anita Prasad received pension of Nov 2023 as arrears on 16 May 2024 which was incorrectly not released. Col Vinay Sharma and I brought this genuine grievance to the notice of OiC, DPCC who took immediate action to get her grievance redressed.</p>

	<p>instalments for recovery is 1,057. This can be seen due to technical error in SPARSH.</p> <p>4. Mrs Anita Prasad raised this grievance with her Record Office MP-5 who in turn forwarded this case of correction of overpayment and number of instalments of recovery to PCDA (Pensions) Prayagraj, G1/M (Military Section) vide their letter No: 12658/IC-27684/T-8/MP-5(B) dated 06 May 2024 (copy attached). Based on this PCDA (Pensions) Prayagraj /Pension Cell-SPARSH vide their letter dated 05 Apr 2024 requested SPARSH Army CO to rectify this inflated recovery amount of Rs 3 .02 crores and 1,057 instalments at the earliest (copy attached).</p> <p>5. But no action has so far been taken by SPARSH Army CO. It is requested that this case be taken up immediately as this mistake of inflated overpayment and excessive number of instalment of recovery by SPARSH is causing untold misery to the poor lady.</p>	
13	<p><b><u>Incorrect Date of Birth of Mrs Annie George wife of Col Vinod George in the PPO</u></b></p> <p>1. RODRA displayed correct date of birth 07 Nov 1955 of Mrs Annie George wife of IC-27197 Col Vinod George (copy attached).</p> <p>2. The same date of birth of 07 Nov 1955 is shown in passport No P 1771494 dated 21 Jun 2016 (copy attached), PAN card No AIMPG 7225R issued by Income Tax Dept (copy attached) and Aadhar card no 3762 5465 7776 also shows the same correct date of birth (copy</p>	Col Vinod George is required to approach MP-5 for data updating in the record of officer maintained by MP-5.

	<p>attached).</p> <p>3. In spite of so many proofs of date of birth, the PPO No 131199601079 -0199 dated 02 Apr 2019 (copy attached) of Col Vinod George shows only her year o birth as 1956 (one year later than her correct date of birth of 07 Nov 1955).</p> <p>4. It is requested the date of birth of 07 Nov 1955 be reflected by issuing a Corr PPO.</p>	
14	<p><b><u>Mrs Tarnash Kaur Sandhu: Date of Birth though updated by MP-5, Corr PPO for showing correct Date of Birth not yet Accepted by PCDA (Pensions) Prayagraj</u></b></p> <p>1. Mrs Tarnash Kaur Sandhu is wife of IC 48471L (Late) Maj Sandeep Singh Sandhu. She submitted all documents for change of her date of birth from 19 Sep 1963 to 19 Sep 1961 to MP-5. On examination of relevant documents MP-5 have updated her correct date of birth in the record of her husband.</p> <p>2. MP-5 accordingly sent their recommendation to PCDA (Pensions) Prayagraj to issue a Corr PPO vide their letter No: 12681/IC-48471/jT-10/MP-5(B) dated 22 Feb 2024 (copy attached).</p> <p>3. It is requested PCDA (Pensions) Prayagraj to expedite in issuing a Corr PPO showing her correct date of birth as 19 Sep 1961.</p> <p>4. She is not yet migrated to SPARSH.</p> <p>5. Some important data of hers is shown below:- email id - <a href="mailto:tarnash_1@yahoo.co.in">tarnash_1@yahoo.co.in</a></p> <p>Mobile number -9820946263</p>	Document check is under progress. The grievance is likely to be redressed soon

	<p>Aadhaar Card -701543950576</p> <p>PAN card -AVUPS1650D</p>	
15	<p><b><u>Commencement of Family Pension to Mrs Lakshmi Thota wife of MR 02884(Late) Lt Col Dayakar Thota, AMC</u></b></p> <p>1. MR 02884 Lt Col Dayakar Thota died on 24 Mar 2024. A copy of PPO and death certificate issued by Greater Hyderabad Municipal Corporation is attached).</p> <p>Mrs. Laskhmi Thota is legally wedded wife and the same is reflected in PPO no: 102 1994 00087(Old PPO No: M/004112/94). She has joint bank account with her husband inSBI, Jupiter Colony, Trimulgherry, Dist Ranga Reddy, Telangana, IFSC-SBIN 21422 (copy of first page of bank pass book and cancelled cheque is attached).</p> <p>2. Mrs Lakshmi Thota has already sent her representation to MPRS(O), DGMS (Army), KG Marg, New Delhi to commence her family pension (copy of her representation is attached).</p> <p><b><u>Request</u></b></p> <p>PCDA (Pensions) Prayagraj is requested to commence her family pension at the earliest.</p>	<p>At lightning speed the Family PPO of Mrs Lakshmi Thota was generated within six hours on 14 May 2024 itself. A copy of family PPO authorizing family pension to Mrs Lakshmi Thota was sent by me from office of OiC, DPCC to Lt Col G Parvathesam, General Secretary, T SEWA (serves Tea and Biscuits and does SEWA) on 14 May 2024 for handing over the copy to her.</p>

		Credit goes to Lt Col Ranjan Kumar, OiC, DPCC and his dedicated staff for such speedy redressal in just few hours.
16	<p><b><u>Commencement of Old Age Pension on Completion of 80 years</u></b>  IC 14447 Col Manmohan Burman has completed 80 years of age as per the PPO No M/000094/1988 where date of birth is shown as 11 Feb 1944. (copy of PPO is attached). A copy of Aadhar Card bearing No: 3839 4582 4214, PAN card No AEKPB9910L (both attached).  <b><u>Request</u></b>  It is requested SPARSH to kindly remit old age pension @ 20% on completion of 80 years of age.</p>	Document check is completed and grievance is likely to be redressed any time soon
18	<p><b><u>Incorrect Fixation of Pension of AMC Officer and Reduced Pension Payment from Jul 2014 to 12 Mar 2023, the date of death of MR 04214N Col (TS) GS Murthy and Consequent Reduced Family Pension to Mrs G Suryakantham, his Wife from 13 Mar 2023 to 30 Apr 2024</u></b></p> <p>1. This peculiar case of huge underpayment came to light on seeing the PPO No: 134 2018 01021-0206 dated 07 Apr 2021(copy attached) issued by PCDA (Pensions) Prayagraj where the pension of</p>	Very complicated case and takes some time for DPCC to check all the documents running to more than 100 pages with detailed calculations of underpayment of both basic pension and OROP arrears of Col (Late) GS



<p>MR-04214N Col (TS) GS Murthy was shown at Rs 1,16,230 from 01 Jan 2017 when there was no such increase in pension in the 7<sup>th</sup> CPC period from Jan 2016 to Jun 2019. Only on issue of Circular 666, the pension of Col GS Murthy who put in 36 years went up to Rs 1,18,750. This PPO appears to be incorrect.</p> <p>2. The officer also was granted Composite Disability of 70% broad banded to 75% vide PPO No 134 2018 01021-0299 dated 21 Jun 2019 (copy attached). The Basic Pension of Col (TS) GS Murthy in 7<sup>th</sup> CPC period from Jan 2016 to Jun 2019 of Rs 1,09,225 appears to be correct.</p> <p>2. It is also seen in OROP-1 from Jul 2014, pension of Col (TS) GS Murthy instead of being fixed at Rs 42,500 as per Circular 555, he was paid lesser pension by his bank SBI, Mudfort, near Diamond Point, Sikh Village, Secunderabad – 500009, Telangana with IFSC-SBIN 0007111. But from time to time his bank used to pay arrears. Detailed payment by SBI, Mudfort, Secunderabad (copy attached) shows he was paid Rs 50,629 less pension.</p> <p>3. The pension in 7<sup>th</sup> CPC got enhanced to Rs 1,09,225 (Rs 42500 of OROP-I x 2.57= Rs 1,09,225). But due to reasons unknown to the officer his SBI, Mudfort, Secunderabad continued to pay him from Jan 2016 pension of Dec 2015 only. The net arrears for the 7<sup>th</sup> CPC period comes to Rs 9,49,655 (please see. Detailed calculations and also the summary of payment given on the letter head of SBI, Mudfort, Secunderabad).</p>	<p>Murthy, AMC and family pension of Mrs G Suryakantham.</p>
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4. He was not paid his pension as per OROP-II from Jul 2019 to Mar 2023. The officer took up his case with MSPR(O) and the later immediately raised this issue with PCDA (Pensions) Prayagraj vide their letter No: MR 04214N/M-10/MPRS(O)/AMC/NE dated 31 Jan 2023 (copy attached) informing that the PPO No 134 2018 01021 dated 07 Apr 2021 is incorrect whereas the pension of Col (TS) with 36 years of service should have been Rs 1,18,750.

5. The detailed calculations show that Col GS Murthy, AMC was paid Rs 20,43,561. The officer unfortunately passed away on 12 Mar 2023 before he could get his OROP arrears. The summary of payments made to him corroborate this underpayment which becomes Life Time Arrears to Mrs G Suryakantham, his wife. SBI, Mudfort, Secunderabad also paid arrears after his demise in Apr and Jun 2023.

6. **Less Arrears to Mrs G Suryakantham from 13 Mar 2023 to 30 Apr 2023.** She was migrated to SPARSH in Sep 2023. The payment details by SBI, Mudfort from next date of death of her husband based on incorrect PPO 134 2018 01021-0206 dated 07 Apr 2021, Mrs G Suryakantham also received less basic pension of Rs 1,12,342. With the LTA of her husband of Rs 20,43,561, the total arrears of pension and OROP -II arrears comes to Rs 21,55,903. The pension slips from Sep 2023 to Mar 2024 (attached) give the payment details.

	<b><u>Request.</u></b> SPARSH is requested to remit arrears of pension and OROP-II to Mrs Suryakantham of Rs 21,55,903 at the earliest to enable her to tide over her financial difficulties.	
	<b><u>Additional Grievances Received on 13 May 2024</u></b>	
1	<p><b><u>Capt UC Arora: Non Receipt of OROP Arrears</u></b></p> <p>Sparsh Migrated : 27.9.23  Sparsh ID : 101198100071  Username : 10119810007101  Legacy PPO : M0022851981  QS. : 22 years</p> <p>Capt Arora complained that he did not receive his OROP-II arrears. On his representation, PCDA (Pensions) Prayagraj vide their letter no: AT/PSB/III/CBI/CPPC/2023 dated 27 Sep 2023 advised (Copy Attached) CPPC,SBI, Belapur, Navi Mumbai, Maharashtra to remit arrears after his eligibility of OROP-II arrears.</p> <p>CPPC, SBI, Belapur, Navi Mumbai vide letter dated 28 Oct 2023 informed that no payment was made to Capt UC Arora as he was migrated to SPARSH on 27 Sep 2023 (copy attached).</p> <p>In Circular 666, Capt with 22 years of Qualifying service is fixed. Pension of Rs 43,300. Pension in OROP-I vide Circular 555 was Rs 15,575 and in 7<sup>th</sup> CPC pension goes upto Rs 15575 x 2.57 = Rs 40,028.z</p>	Document Check is under progress. Arrears are likely to be released soon

	<p>The arrears per month of Capt UC Arora comes to Rs 43300 – 40028 = Rs 3,272.  The arrears from Jul 2019 to Mar 2023 comes to Rs 3272 x 56.52 = Rs 1,71,008.  <b>Request.</b> SPARSH is requested to remit arrears of Rs 1,71,008 with penal interest of 8% due to delayed payment.</p>	
2	<p><u>IC 27329N Col (TS) S Gopinath Nair (Retd).-- SPARSH PPO 104200700193</u></p> <p><b>Grievance No1</b> He got commissioned on 24 Dec 1972 in the Corps of Engineers (Bombay Engineer Group). He retired on 31 Aug 2007. His <b>E-PPO shows Corps of Engineers. Copy of E-PPO is also attached.</b> He got migrated to SPARSH in Aug 2023. However his PPO issued by SPARSH shows his Arm/Service as Corps of Electronics and Mechanical Engineers. <b>Copy of SPARSH PPO attached. He raised this issue with SPARSH.</b> The token Number is 1010241773 dated 10 Jan 2024. They referred the matter to MP 5/6. When he spoke to MP 5/6 they intimated that the grievance has been rejected by PCDA(O) Pune. He again raised the Grievance with SPARSH on 28 Mar 2024. The Token Number is 1010987522 He received a Phone call</p>	<p>Document check is under progress. Redressal of grievance will be done in due course.</p>

from PCDA(O) Pune that Mr Mohd Shahid, Service initiator at PCDA Allahabad is dealing with the Case. He sent a registered letter to him also. But no reply.

**Grievance No.2** The SPARSH site shows that Form 16 has been uploaded. However when the Form 16 is clicked in My Documents site it shows **No Data available**. Copy of Pension Slip is attached.

**His Mother-in Law wife of Late SL 01693P Maj C Kumara Panicker ( Corps of Signals )**

**Grievance No.1-** She is in receipt of family pension. **Her SPARSH PPO is 101198500099. She migrated to SPARSH in Aug 2023** However her SPARSH PPO has not been upladed in her SPARSH website. The site shows **No Data available**. Copy of original PPO is attached

**Personal Details**

**IC27329N Col (TS) S Gopinath Nair (Retd)**  
**SPARSH PPO No. 1042007200193**  
**Mob : 8970340723**  
**e-mail : [sgn\\_jals@yahoo.com](mailto:sgn_jals@yahoo.com)**

3	<p align="center"><b><u>Sub A Prabhakar Getting Pension of Havildar</u></b></p> <p>I discussed this under payment to Subedar of Madras Engr Gp residing in Chittoor. Since I am also from Chittoor Dist of Andhra Pradesh, I took personal interest in this case. I explained at length the injustice done to the JCO and requested something needs to be done.</p> <p>Lt Col Ranjan Kumar, OiC, DPCC immediately spoke with Lt Col KP Mathew, CRO of Records of MEG about this grievance. I advised the JCO from Chittoor to go to Bengaluru and meet Lt Col KP Mathew, CRO. His grievance will be redressed and he will get his arrears from the time of his retirement. First PPO showed his rank as Havildar with. 20 years of service where as he retired in the rank of Subedar with 30 years of service. Both. PPOs were handed over to OiC,DPCC.</p>	
	<p><b><u>Additional Information Obtained from OiC, DPCC</u></b></p>	
1	<p align="center"><b><u>Life Time Arrears (LTA)</u></b></p> <p>Whether one is a Service Pensioner or Family Pension, all are required to submit LTA Form to SPARSH.</p> <p>For this one has to log in using User Name and Password.</p> <p>Go to <b>My Profile</b>.</p> <p>Go to <b>Manage My Profile</b></p> <p>Go to <b>Nominee Details menu</b>: Nomination Form opens up.</p> <p>Click under menu <b>Nominee For</b>: Select <b>LTA</b>.</p>	

	<p>Enter : <b>Spouse</b> In case pensioner is alive. Mention 100%.That means on the death of pensioner, the spouse will get all LTA to. The credit of the pensioner.</p> <p>In case she is a family pensioner mention to whom the LTA will go (i.e. Daughter or Son) and you can apportion 50% to Daughter or Son. If you have more than two children mention the percentages.</p>	
2	<p style="text-align: center;"><b><u>Submission of Death Certificate</u></b></p> <p>Every year on average 3,000 pensioners die. i..e 36,000 per year. The family pensioner is required to submit death certificate first to Record Office and also to upload in SPARSH for which one does not have to log into SPARSH.</p> <p>Go to Google.</p> <p>Enter <b>SPARSH</b></p> <p>You see 11 menus.</p> <p>Go to menu No 3: <b>Services</b></p> <p>Go to Last Menu :<b>For Family (in red colour)</b></p> <p>Go to bottom menu: <b>Start Family Pension / Death Reporting.</b></p> <p>Enter particulars like Service No of Husband (spouse) and personal number.</p> <p>Enter Captcha.</p> <p>Click on <b>Search</b>. The system will fetch all details of the person who unfortunately passed away.</p>	

	<p>Enter all particulars of Family Pensioner. Next Menu is : <b>Report Details</b>. Enter particulars of the Family Pensioner. Click on <b>Validate &amp; Proceed</b>.</p>	
3	<p style="text-align: center;"><b><u>Commencement of Family Pension</u></b></p> <p>After submission of Death Certificate, the family pensioner has to get Life Certificate also submitted to SPARSH. Then only the family pension will be remitted. Ensure the family pensioner's name is jointly notified in the PPO and has joint account in the bank with the pensioner. The mobile number linked to the bank, email address and PAN number in case the family pensioner comes under income tax has to be submitted to SPARSH.</p>	
4	<p style="text-align: center;"><b><u>E-PPO Data is Correct but SPARSH Data is Incorrect</u></b></p> <p>Such cases be sent to me in my email address: <a href="mailto:brigvidya.grievances@gmail.com">brigvidya.grievances@gmail.com</a></p>	
5	<p style="text-align: center;"><b><u>Assistance from Col Veterans</u></b></p> <p>All Command HQs have Brig Veteran, all Area and Sub Area HQs have got Colonel Veterans who are Col SG. They have link with MP - 5 for Army Officers and also with NAVPEN for Naval pensioners both Officers and JCOs /OR and Directorate of Air Veterans for IAF Officers and JCOs/OR. They should be contacted seeking any help for SPARSH.</p>	



6	<p><b><u>Majors with 21 Years and 1 Day Commissioned Service get Pension of Lt Col retired in the period of 6<sup>th</sup> CPC (Jan 1996 to 31 Dec 2005)</u></b></p> <p>The Govt of India, Min of Def based on the recommendation of 6<sup>th</sup> CPC has permitted to treat all Majors retired in the period of 6<sup>th</sup> CPC from Jan 1996 to Dec 2005 to get pension of Lt Col provided they have put in commissioned service of 21 years and 1 day. If any such Major does not get pension of Lt Col they are to take up the issue with their Record Office (MP-5/NAVPEN/DAV).</p>	
7	<p><b><u>Commutation Recovery Going On Even After 15 years</u></b></p> <p>Many pensioners have complained that though they completed 15 years of retirement paid back all instalments of commutation, yet SPARSH is showing their commutation is beyond 15 years. Such pensioners are to send a letter obtained from bank paying pension the date of commencement of commutation, Amount remitted and End Date of Commutation. Many of them have more than one commutation. In one letter for every commutation the three data mentioned above should be collected on the letter head of the bank and signed by branch manager. <b><i>This letter showing above data be sent to respective Record Offices who in turn will take it up with SPARSH</i></b></p>	
8	<p><b><u>Conversation with Adjt Gen of Army HQ</u></b></p> <p>For my pleasant Adjt Gen (Lt Gen Bansi Ponnappa) spoke to me</p>	

when I was in MES IB on 14 May 2024 about SPARSH. The conversation lasted for 20 mins.

I projected all kinds of grievances pensioners migrated to SPARSH are facing to him.

He informed me that he is in constant touch with no less than Defence Secretary at constant intervals. The net result is four more middle level employees of TCS have moved to PCDA (Pensions) who have expertise in redressing any glitches in the software. This was possible when the grievances were flagged to the CEO of TCS. The two raw employees of TCS used to forward grievances to Delhi where bulk of TCS employees are functioning.

He also advised me that SPARSH is here to stay and we must get all the problems resolved in a cordial atmosphere rather than going to courts of law.

He agreed to take action on my list of grievances as and when I send them to him on Quarterly Basis.

All the migrated pensioners are first to lodge their grievance in SPARSH portal .

Secondly, they should also send their grievance to their Record Office.

Thirdly, they can send their grievance to me in email at : [brigvidya.grievances@gmail.com](mailto:brigvidya.grievances@gmail.com). I will compile them on quarterly basis and send them to Adjt Gen for his necessary action.

	<p>He also assured me senior officers in MP Directorate will get in touch with me.</p> <p>I am going to PCDA (Pensions) Prayagraj and will be there on 07 and 08 Aug. I got the rail reservation done to day itself.</p> <p>You can send me your grievance if any in email (see my email address given above) for my compilation. The mandatory documents are :</p> <p>(a) Latest PPO (b) Grievance in Detail (c) Supporting documents for the grievance (d) Aadhar Card both sides (e) PAN Card only one side (f) Mobile No linked to your bank account and (g) Record Office letter sent to PCDA (Pensions) Prayagaraj or SPARSH on the grievance. Without these documents, your grievance will NOT be entertained by Audit Sec of SPARSH.</p> <p>You also must speak with me three days later of sending your grievance to me so that I am clear as to what is your grievance and ensure you submitted all connected documents related to your grievance.</p>	
9	<p style="text-align: center;"><b><u>My Humble Advice to All Pensioners</u></b></p> <p>I have seen the Call Centre of SPARSH manned by young girls and boys supplied by a company which was selected to supply manpower. These boys and girls do not know whether Subedar senior or Havildar is senior. What kind of Customer Care can you hope to get from these raw guys is left to your imagination. They will put you on hold and go to the dealing SAO /AO/ AAO and by that time your call will be got cut.</p>	

The initial paper of Def Accts Dept from office of CGDA (few years earlier than creation of SPARSH) wanted to create a Centra Pension Disbursal Organization like PCDA (O) Pune which disburses pay and allowances. They assured Min of Def that they do not need any additional manpower but want some funds to procure computers, printers and accessories. They stated Rs 180 crores per annum being paid to CPPCs of banks will be saved to the Govt of India.

SPARSH has selected TCS to give them Hardware and Software support for five years at a cost of Rs 250 crores. SPARSH organised outreach programmes all over India spending lakhs of rupees on TA, DA, hotel accommodation, travel etc on the employees of DAD who knew very little about SPARSH.

Now with four more middle level employees of TCS are placed in the office of PCDA (Pensions) Prayagraj, it. Is hoped things will improve in next couple of years by which time 72,000 pensioners will reach their heavenly abode without seeing their arrears.

### **Way Forward.**

T SEWA (serve a cup of tea with biscuits and also do SEWA) carried out brain storming session as to how to make SPARSH function without glitches. The only way we found is there is a need to build pressure on Def Accts Dept and TCS to become more (a) responsible (b) accountable and (c) approachable.

Every pensioner who has a grievance (I have no grievance with SPARSH) must put his grievance in polite language in social media like (a) X formerly twitter (b) Facebook (c) Instagram. They also must lodge a complaint in CPENGRAMS. The social media is powerful.

The grievance sent by PMO (CPENGRAMS) is given utmost priority in SPARSH. It is very simple to lodge.

I request officers and officers single ladies to send their grievances to the social media explained above and also lodge grievances in CPENGRAMS.

There are many JCOs /OR who are very computer savvy and know how to exploit social media and also lodge grievances in CPENGRAMS which are very effective means of getting grievance redressal.