

File No. PENS-570203(07)/1/2021-PENS
Controller General of Defence Accounts
Ulan Batar Road, Palam, Delhi Cantt – 110010
Email : projectcpp.dad@hub.nic.in, Tele: (011) 20893009

Dated: 29th October, 2021

To

Shri Naveen Kumar, IDSE
Central Record Office (Officers)
Tigris Road, Delhi Cantt-110010
(Email: cromes-mes@nic.in)

Sub: Implementation of SPARSH for Defence Civilians: Nodal officers
(SPOC persons)

SPARSH has been implemented for Civilian pensioners of your organizations. It has been observed that issues w.r.t. on-boarding of users and processing claims are being faced by your HOO users. In order to handle the users Nodal officers has been appointed at PCDA (P) Allahabad for prompt resolutions of SPARSH issues.

2. These Nodal officers will act as Single Point of Contact (SPOC) for your entire organization for the following purposes;
- Accepting any changes in user details/organogram for configuration; (Change in organogram shall be centrally routed by HoDs only)
 - Any application issue/technical issue being faced by users; and
 - Receiving any training requirement/resolution of doubts etc.

The nodal officer will receive and reply the queries promptly (in a time bound manner) after resolving issues internally, if required. Contacts details of the nodal officers for your organizations are mentioned below-

Sl. No.	Name & Design of Nodal Officer	Contact No.	Email Address
(i)	Shri S J C Singh/SAO	9451260600	sjyotishsingh.dad@hub.nic.in
(ii)	Md Imran Siddiqui/AAO	9935159608	mohdsiddiqui1976.dad@hub.nic.in
(iii)	Shri A K Kundan/AAO	9691854189	akundan0103.dad@gov.in

3. It is therefore, requested to pass on above details to all your HOO users instructing them to approach SPOC as mentioned in para 2 in case of any query w.r.t. SPARSH for prompt resolution. It is also advised to create a Whatsapp group regarding SPARSH issues and ensure that all the users have been added/included in Whatsapp group including the nodal officers. Any change with reference to nodal officers in future will be updated by PCDA (P) Allahabad on their website.



[Mohit Sharma]
Sr.ACGDA(Pension)

Copy to:-

PCDA (P) Allahabad : For information w.r.t. HQrs CGDA office letter no.PENS-570203(07)
/1/2021-PENS dated 28.10.2021.

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(Mohit Sharma)
Sr. ACGDA (Pens)