



**Office of the Principal Controller of Defence Accounts(Pension),
Draupadi Ghat, Allahabad – 211014
Email :pcdapcpp.dad@hub.nic.in
Circular no.- SPARSH(CIVIL) -11
No.PCDAP/SPARSH/CIV/2021/VOL-1
Dated: 20th April, 2022**

To,

(All HODs/ /PCsDA/CsDA)

Subject:- Nomination of Departmental Admin for SPARSH (Defence Civilian) – regarding

As you are aware that SPARSH application is currently operational for your office. The SPARSH application has an Admin Module (currently under phase wise launch) which is meant to be used for the management of back-end users.

As of now user management requests like **creation of new users, swapping users on existing roles, work distribution, user profile updating** etc. are being addressed by your office to this O/o PCDA(P), Prayagraj. It has now been decided in the interest of quicker response and the spirit of SPARSH being an automated system, to create departmental admin user at your end. The following activities can be carried out by departmental admin users as of now-

- (i) Creation of new users.
- (ii) Editing/updating of user detail.
- (iii) Swapping of users to posts.

Activities involving configuration of new work distributions or editing work distribution should be sent to this office at sparshcivil.dad@hub.nic.in and rajbirarun.dad@gov.in.

Detailed instructions/SOP for working on the admin module is enclosed as annexure 'A'. The self explanatory video is also enclosed.

You are requested to send the details of the officers who will officiate as departmental admin from your office in the attached annexure-F at the earliest. The details of user credentials in respect of officer whose nomination for Departmental Admin were received earlier in this office is being sent separately to the office concerned for their immediate necessary action.

**Abhishek Singh, IDAS
Dy. Controller**

ANNEXURE-F

FULL NAME OF HOD/ORGANISATION	ABBREVIATED NAME OF HOD/ ORGANISATION	GPF OR PRAN NUMBER	FIRST NAME	MIDDLE NAME	LAST NAME
(1)	(2)	(3)	(4)	(5)	(6)

MOBILE NUMBER	NIC EMAIL ID	RANK/POST	DATE OF BIRTH
(7)	(8)	(9)	(10)

DEFENCE ACCOUNTS DEPARTMENT

SPARSH – MANUAL

(ADMIN MODULE)

ISSUED UNDER THE AUTHORITY OF
PRINCIPAL CONTROLLER OF DEFENCE ACCOUNTS (PENSION)
ALLAHABAD

STANDARD OPERATING PROCEDURE (SOP) OF **ADMIN MODULE**

SPARSH is a web-based interactive online pension package developed by Tata Consultancy Service (TCS).

As we are aware that in SPARSH there is initiator and verifier who works at all level such as:

- **HOO level** : Order/Service/Medical Initiator& Verifier
- **Pay level** : Pay Initiator, Pay Verifier.
- **Audit level** : Audit Initiator, Audit Verifier.
- **Sanction level** : Sanction Initiator, Sanction Verifier
- **Disbursement level** : Disbursement Initiator

However the change for HOO level can be done by the **HOD** of concerned **HOO**, Change for Pay and Audit level can be done by concerned **PCDA/CDA** level and change at the Sanction and Disbursement level can be done by **PCDA (Pension)** level.

OBJECTIVE

SPARSH (System for Pension Administration “RAKSHA”) is an end to end online system facilitating and easing every aspect of Defence Pensions from initiation to Disbursement. It is envisaged to ensure Right Payment to the RightPensioner at the right time.

The purpose of this functionality is to enable the **Admin user** to create database of the employees of the various offices/sub-offices. Once the databases of employees are created, admin user can further assign them their roles and responsibilities.

DEPARTMENTAL ADMIN

CONTENTS:

- ❖ Admin user can create employees/role(initiator and verifier) of the various offices/sub offices.

- ❖ Swapping of the existing user (initiator and verifier)

- ❖ Updating profile of existing user in SPARSH

- ❖ Adding the new user

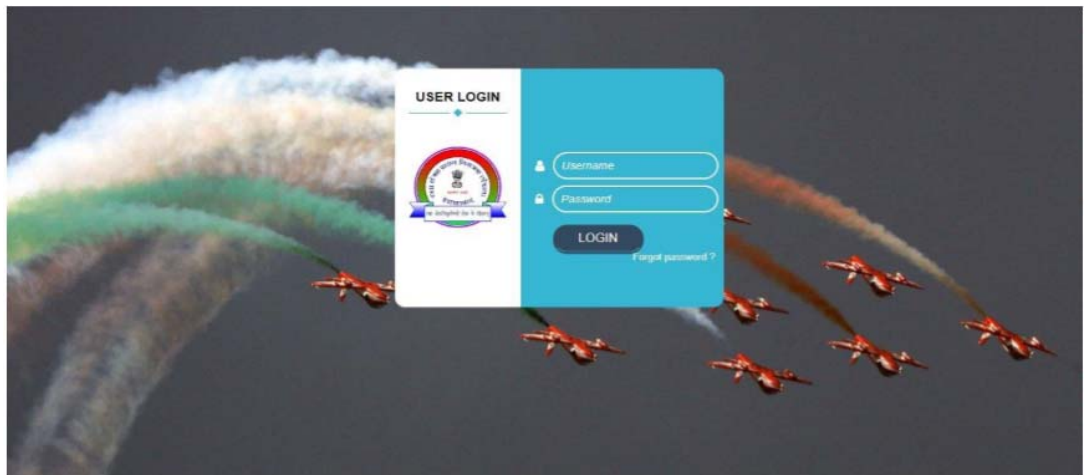
- ❖ Can check whether the user is active or inactive.

- ❖ Can raise the Support request

Creation of database of the employee

Steps to be followed along with flow chat and screenshot–

- **Step 1.** Login into the application.



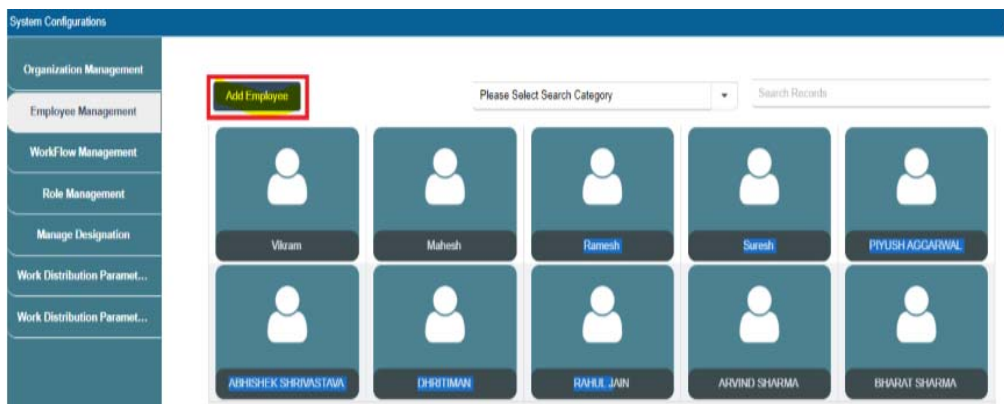
- **Step 2.** Click on “Launch Admin Module” to configure using admin module. (AVAILABLE BELOW CALENDAR ON RIGHT SIDE OF HOME PAGE)

Min	Tue	Wed	Thu	Fri	Sat	Sun
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	1

➤ **Step 3.** Click on “Employee Management”



➤ **Step 4.** Click on “Add Employee” button add new employee.



- **Step 5.** Fill in all mandatory details and click on “Save” button (enter the OTP received in registered NIC mail ID and Mobile No) to save all the filled details.

The screenshot shows a user registration form with the following sections and fields:

- Profile Section:** Includes a profile picture placeholder, an "Upload Image" button, and a note: "(Allowed Types: JPEG, JPG, PNG, TIFF, BMP, TIF)".
- Personal Details:** Fields for First Name *, Middle Name, Last Name, Personal Number *, Gender * (Male/Female radio buttons), Date of Birth * (dd-MMM-yyyy), Mobile Number *, and Email ID *.
- Employee Details:** Fields for Employee Type * (Permanent dropdown), Authorization Start Date * (dd-MMM-yyyy), Authorization End Date (dd-MMM-yyyy), and In Service (Yes/No radio buttons, with Yes selected). A "Dual Authentication Type *" dropdown is set to "Please Select".
- Digital Signature Mapping:** A "Token Id:" field and an "Is Active?" toggle switch.
- Buttons:** "Save", "Reset", and "Close" buttons at the bottom.

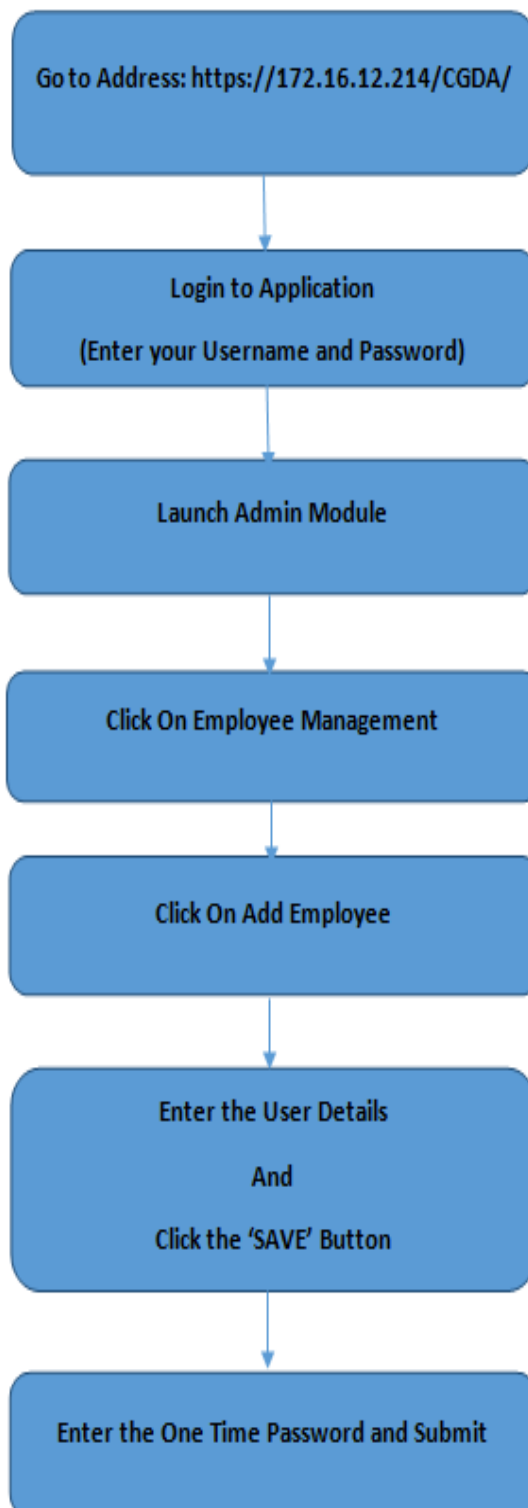
Note: In Dual Authentication Type--- either select OTP (VPN Users) based or QR Code (WAN USER) based on the organization.

❖ After saving the data, User name and default password will be automatically triggered to the new user on registered email id.

✓ While creating login ID following point should kept in mind:-

- Nomenclature of login ID should include the name of the individual, office name and the role of the individual. For eg. JAYALAXMI K of AO (GE)(P) who is Pay Initiator of DELHI. Her login ID will be **JAYALA_AOGEPDEL_IPAY**.

FLOW CHART FOR CREATION OF DATABASE

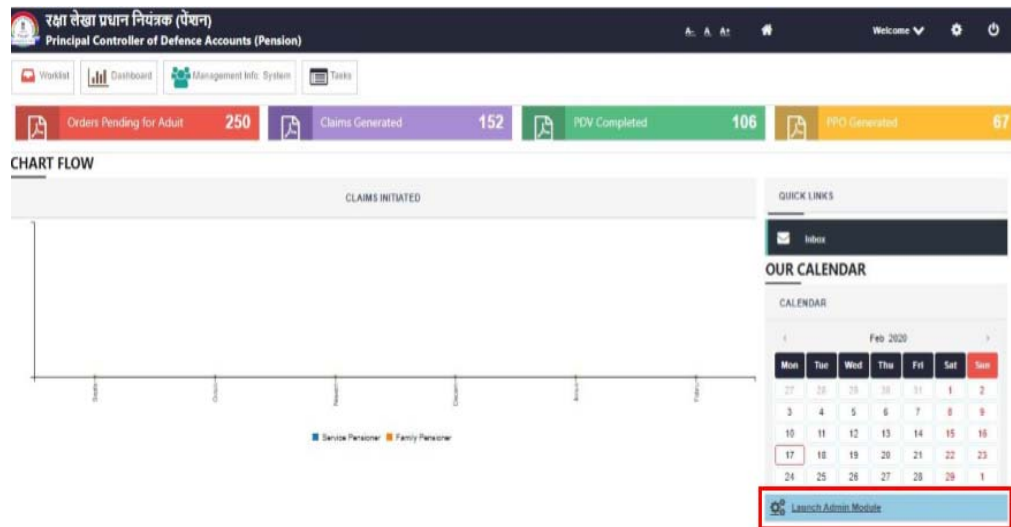


SWAPPING OF EXISTING USER

The Admin user may swap employee in case of transfer, long leave of existing user in his office.

Steps to be followed along with screen shot and flow chart–

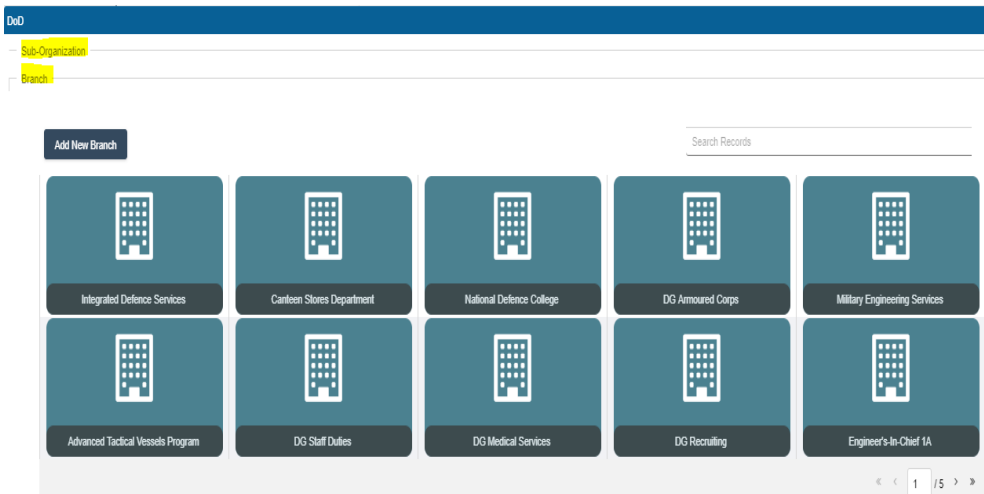
- **Step 1.** Create the database with login ID as mentioned above.



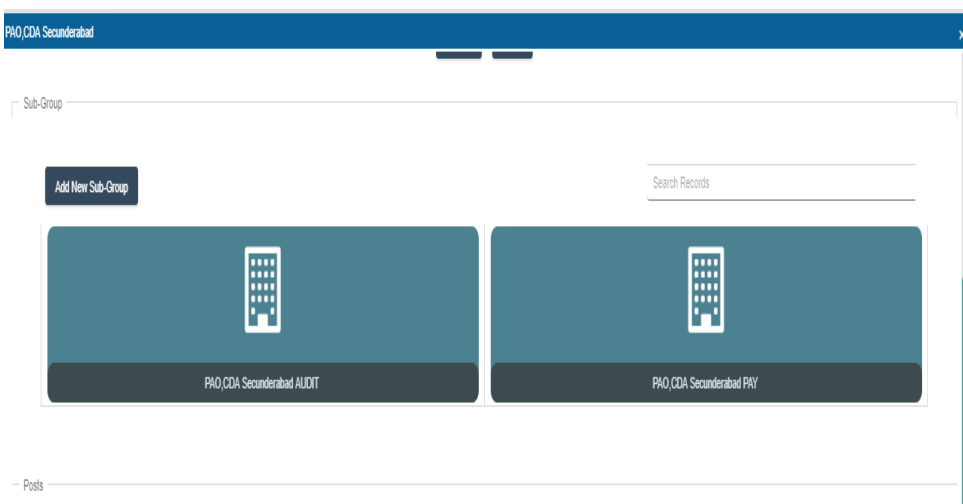
- **Step 2.** Go to organization management and then go to DOD



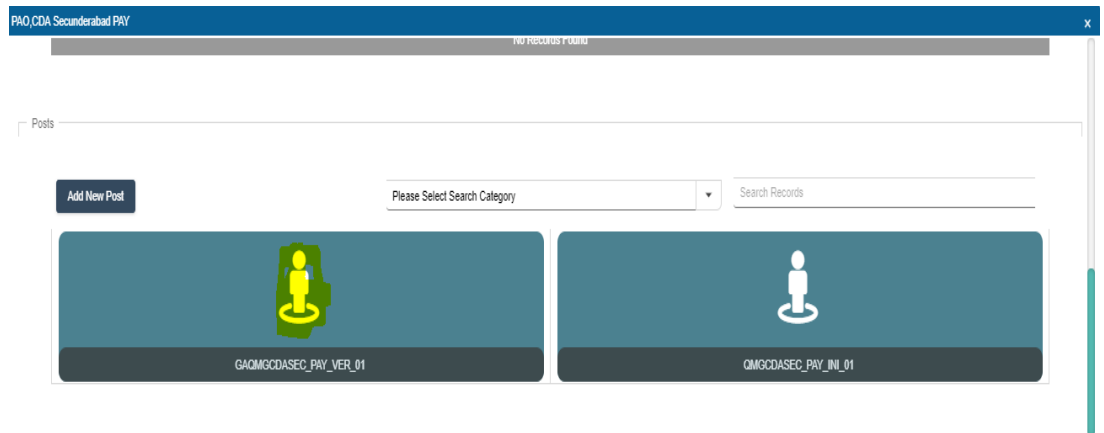
➤ **Step 3. Now Search for Organization(HOD) than HOO:**



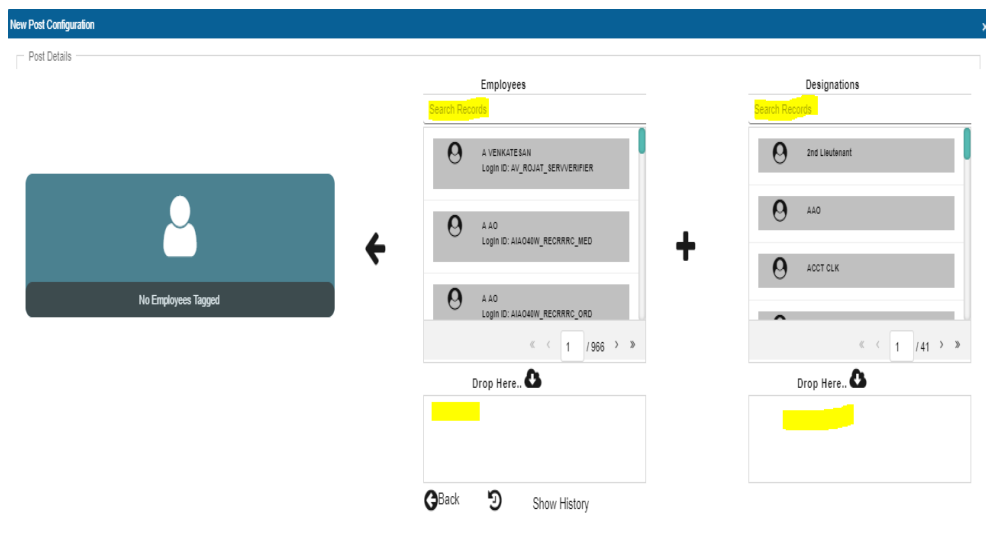
➤ **Step 4. Click on office group and then click on PAO/HOO.**



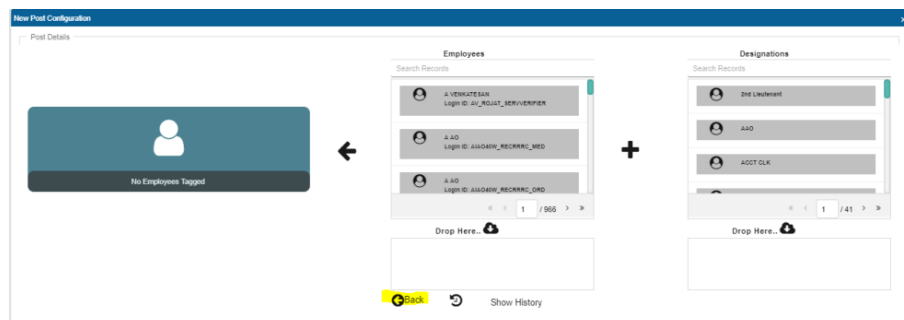
- **Step 5.** Now click on the existing employee which is required to be swapped.



- **Step 6.** Drag and drop the new employee created in Data Base and its Designation from the Master list (from the search record).



- **Step 7.** Click on back button



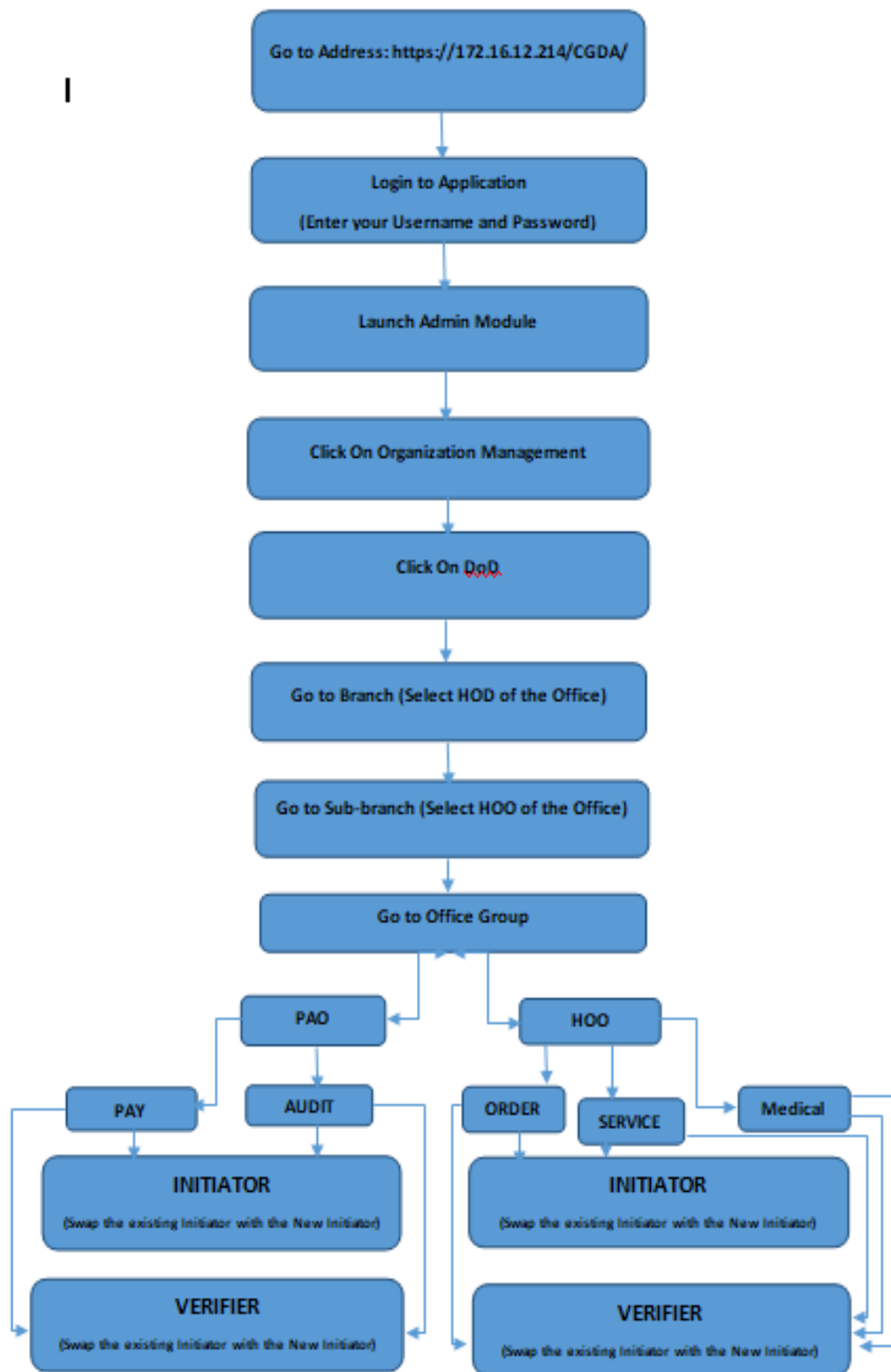
- **Step 8.** Fill the post name and post short name.

The screenshot shows a web form titled "New Post Configuration". At the top, there is a blue header bar with the title and a close button. Below the header is a dark blue box containing a white person icon and the text "No Employees Tagged". The form contains two input fields: "Post Name" and "Post Short Name", both highlighted with yellow boxes. Below these fields is a "Role List" section with a search bar labeled "Search Records". The role list contains three items: "DC_PAY_INITIATOR", "DC_PAY_VERIFIER", and "Department Admin", each with a radio button. At the bottom of the role list is a pagination control showing "1 / 1". At the very bottom of the form are two buttons: "Submit" and "Reset".

Note: For Post Selection, nomenclature should be “(Name) _First 3 letter of Post Role” For Example: If Name is Ramesh Shukla of JAK RIFLE and he is Service user as Initiator then Post Selection should be **RAMJALR_SER_INT_1.**(in this case pl remember that the numerical number cannot be use for creation of login ID before last underscore.)

- **Step 9.** Concern HOOs, ROs and PAOs will send the updated annex-F to this office of PCDA (P) for onward transmission to TCS and CGDA for triggering of 2FA (for WAN offices) and triggering of VPN.

FLOW CHART FOR SWAPPING OF USERS

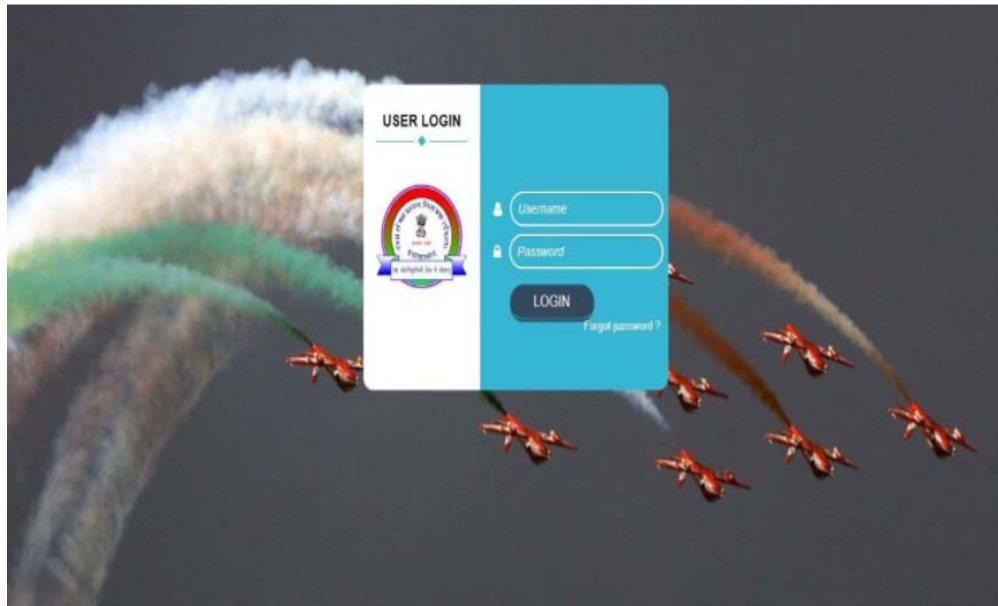


Updating profile of existing user in SPARSH

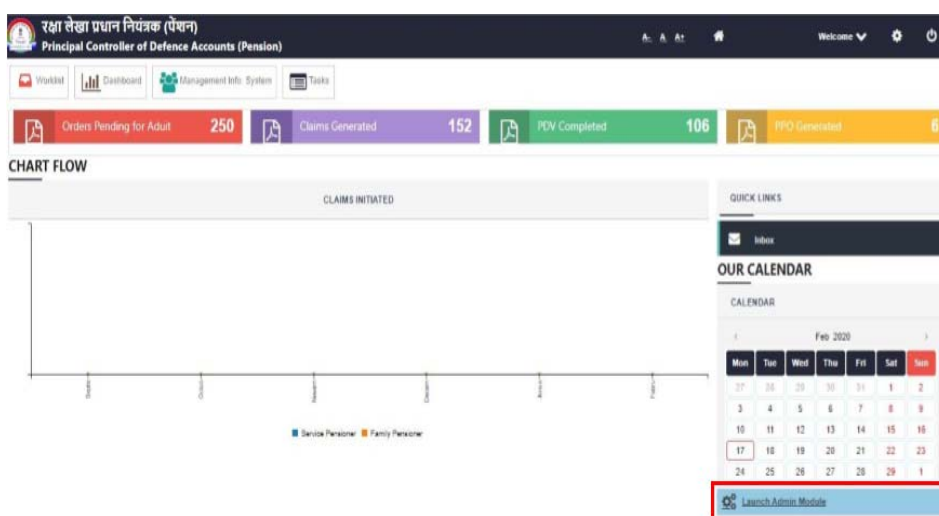
The admin user may update the **Profile (Mobile No, Email Id etc.)** of existing user in his office.

Steps to be followed-

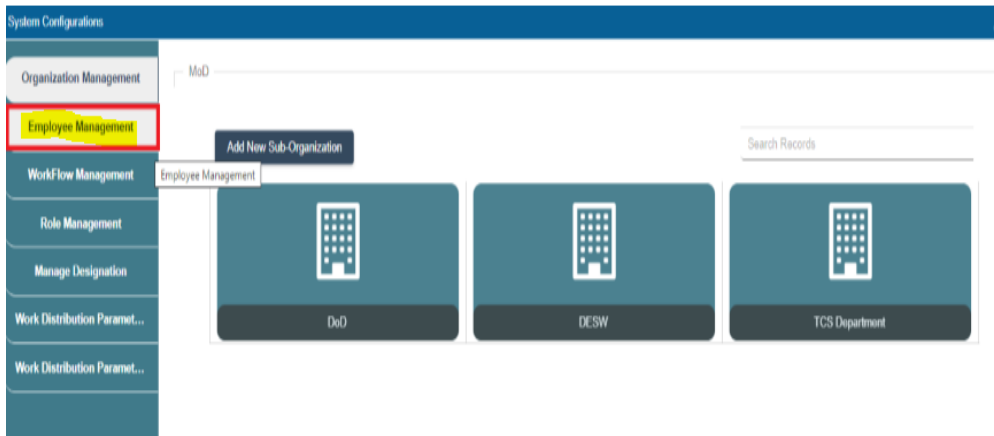
- **Step 1.** Login into the application.



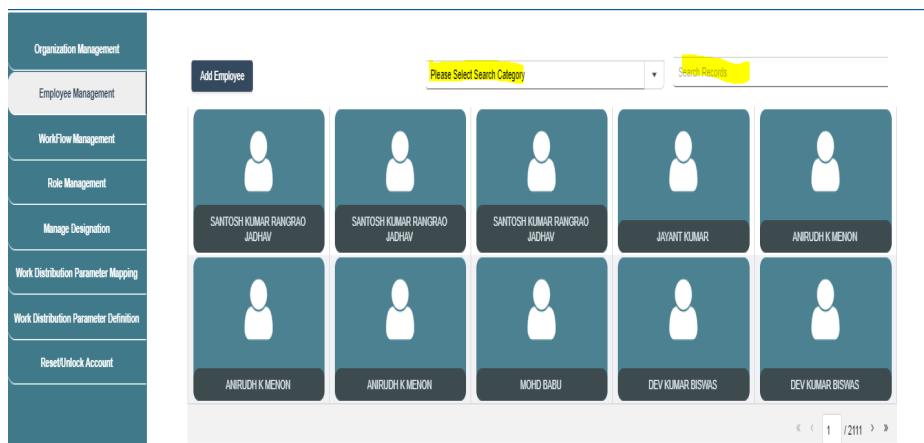
- **Step 2.** Click on “**Launch Admin Module**” to configure using admin module.



- **Step 3.** Click on “**Employee Management**”.

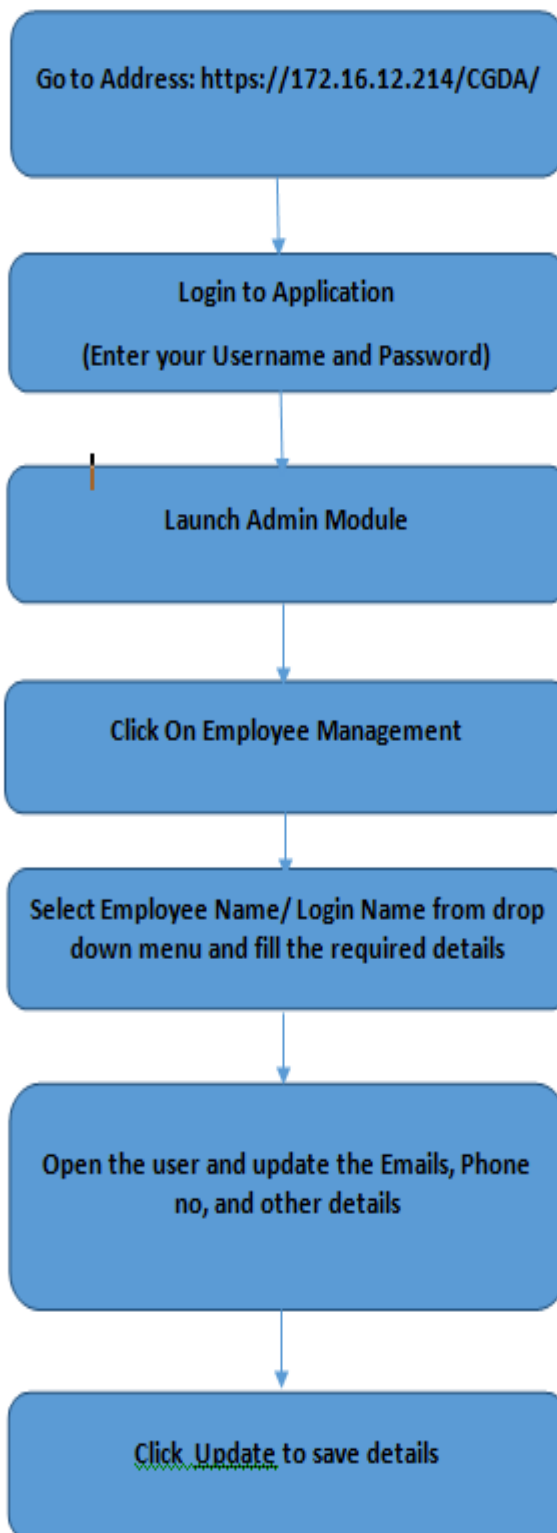


- **Step 4.** Select the employee name or login name from drop down menu of select search category and enter employee name or login name.



- Now click on the employee and make change required.
- After that click on submit button to complete the process.
- Send the Annexure-F to this office of PCDA(P) for triggering of 2FA (For WAN offices) and for triggering VPN sent to the CGDA for onward transmission to the NIC.(for change in mobile no and NIC mail)

FLOW CHART FOR UPDATING DETAILS OF USER

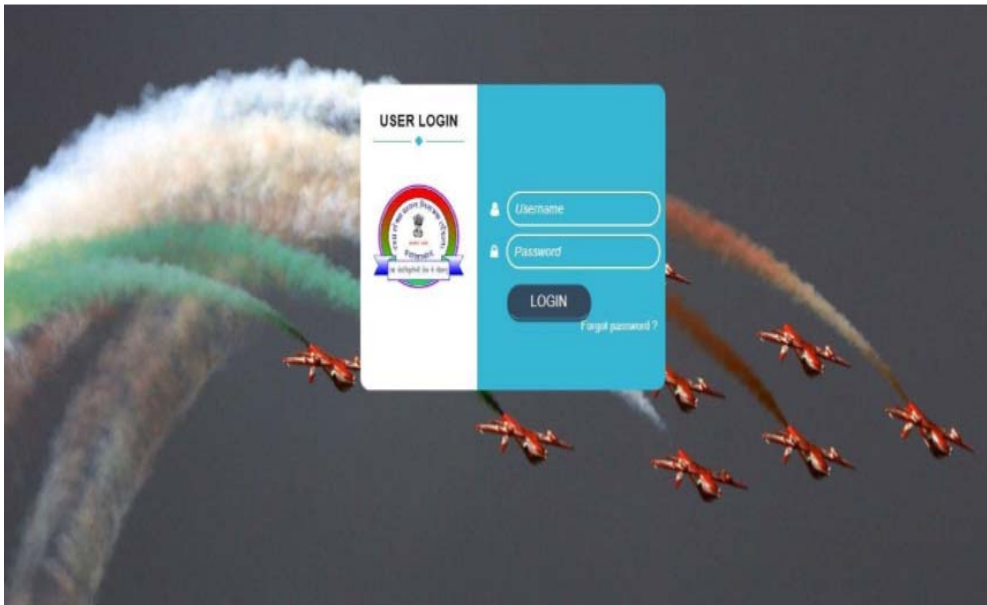


Post & Role Mapping of Employee

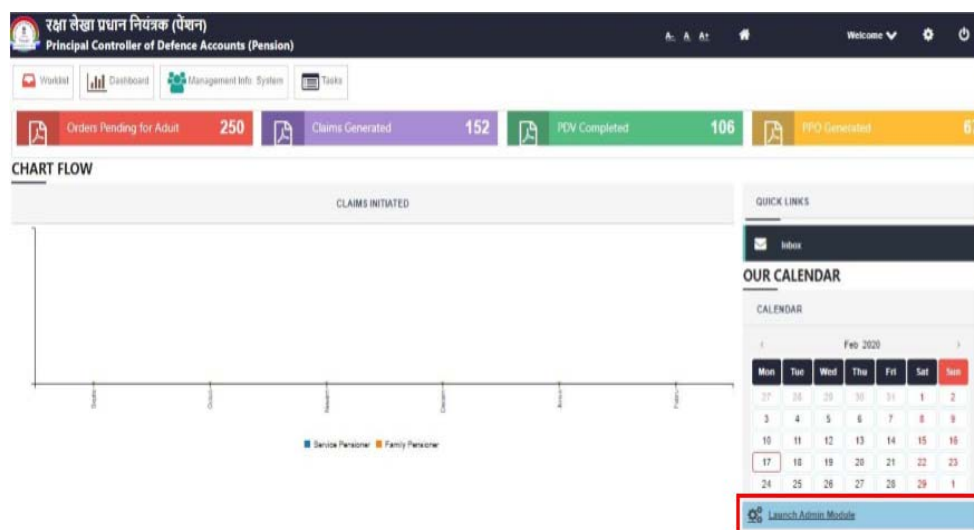
The purpose of this functionality is to enable the admin user to assign a Post and Role to an Employee in his Office.

Steps to be followed-

- **Step 1.** Login into the application.



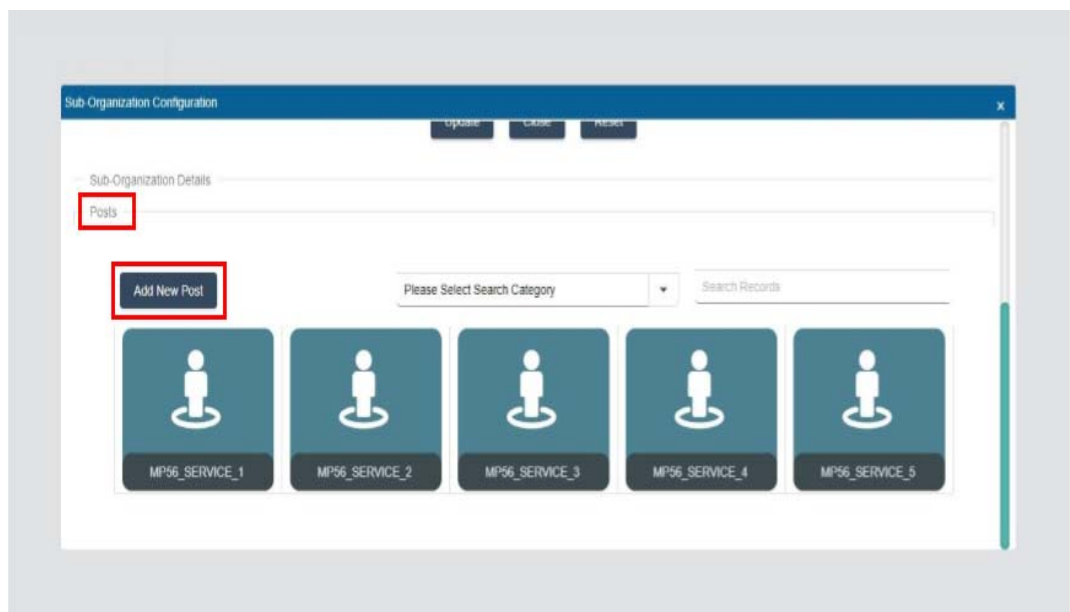
- **Step 2.** Click on “**Launch Admin Module**” to configure using admin module.



- **Step 3.** Search for Organization and drill down to Sub-Office level to assign Post & Role to employee.



- **Step 4.** After drill down the entire Organization structure, navigate to “Posts” and click on “Add New Post” if want to create.



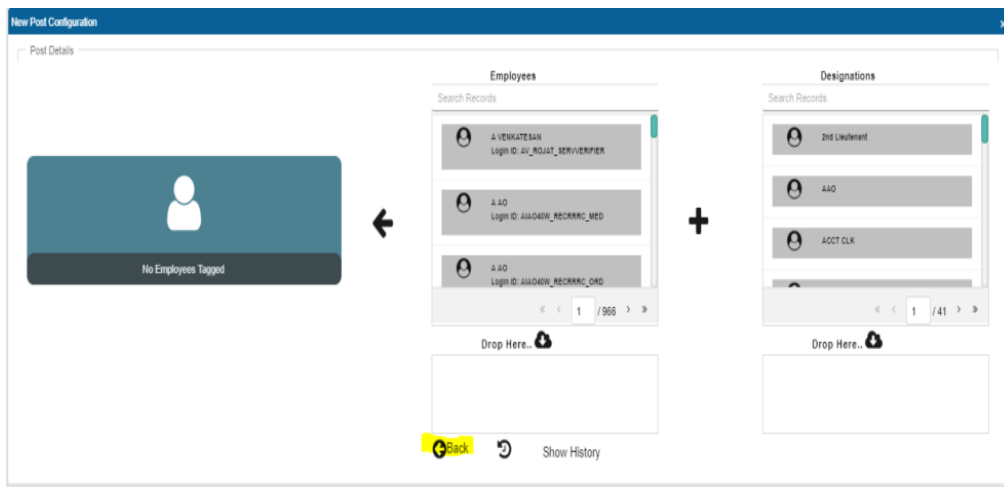
- **Step 5.** Fill in all mandatory details under the “**Post Details**” and “**Role list**” tabs. Click on “**Submit**” button to finish the configuration.

The screenshot shows the 'New Post Configuration' form. At the top, there is a blue header with the title 'New Post Configuration' and a close button 'x'. Below the header, there is a dark blue box with a white person icon and the text 'No Employees Tagged'. Underneath, there are two input fields: 'Post Name' and 'Post Short Name', both with red asterisks indicating they are mandatory. Below these fields is a 'Role List' section with a search bar labeled 'Search Records'. There are three role selection buttons: 'DC_PAY_INITIATOR', 'DC_PAY_VERIFIER', and 'Department Admin', each with a radio button. At the bottom of the role list, there is a pagination control showing '1 / 1'. At the very bottom of the form, there are two buttons: 'Submit' and 'Reset'.

- **Step 6.** Now, click on “**Click Here to add Employee**” link.

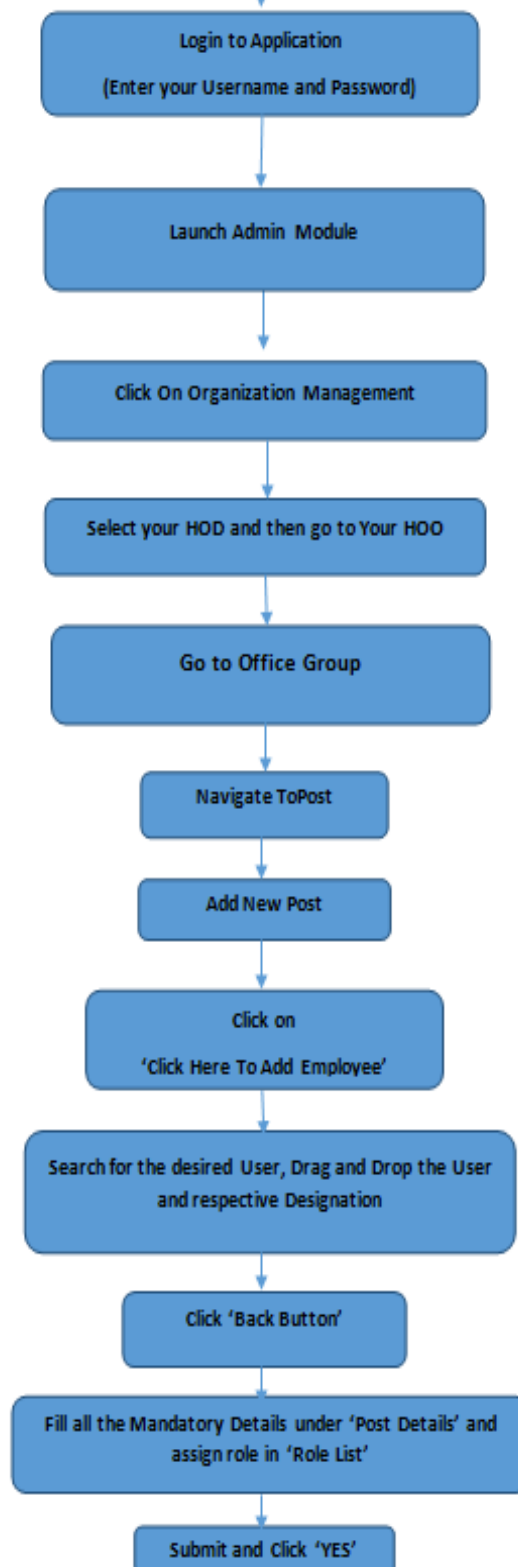
The screenshot shows the 'New Post Configuration' form with the 'Post Details' section expanded. The 'Post Details' section contains two dark blue boxes. The left box has a white person icon and the text 'Click Here to Add Employee', which is highlighted with a red rectangular box. The right box has a white person icon and the text 'No Parent Posts tagged'. Below these boxes are the 'Post Name' and 'Post Short Name' input fields, both with red asterisks. Below the input fields are three sections: 'Post Check List', 'Role List', and 'Role List'. At the bottom of the form, there are two buttons: 'Submit' and 'Reset'.

- **Step 7.** Drag and drop the desired **Employee** and its **Designation** from the Master list.



- **Step 8.** Application prompts the user with a confirmation message. Click on **“Yes”** to proceed further.
- **Step 9.** Navigate to the **“Role list”** section and assign the appropriate role of **Initiator/Approver**. Click on **“Submit”** button to save the post details.
- **Step 10.** Application prompts the user with a confirmation message. Click on **“Ok”** to finish the configuration.
- **Step 11.** Send the Annexure-F to this office of PCDA (P) for triggering of 2FA (For WAN offices) and for triggering VPAN sent to the CGDA for onward transmission to the NIC.

FLOW CHART FOR ADDING NEW USER AND ROLE



TO CHECK WHETHER USER IS ACTIVE/INACTIVE

The purpose of this functionality is to check whether the User is Active/Inactive.

In case the user is unable to login or have any issue with the ID, the first thing that should be checked is whether the user is Active/Inactive.

Steps to be followed-

- **Step 1.** Login into the application (As shown in the previous Screenshots)
- **Step 2.** Click on “**Launch Admin Module**” to configure using admin module (As shown in the previous Screenshots)
- **Step3.** Click on ‘**Reset/Unlock Account**’ to check if the user is **Active/Inactive** or Account is **locked/unlocked**

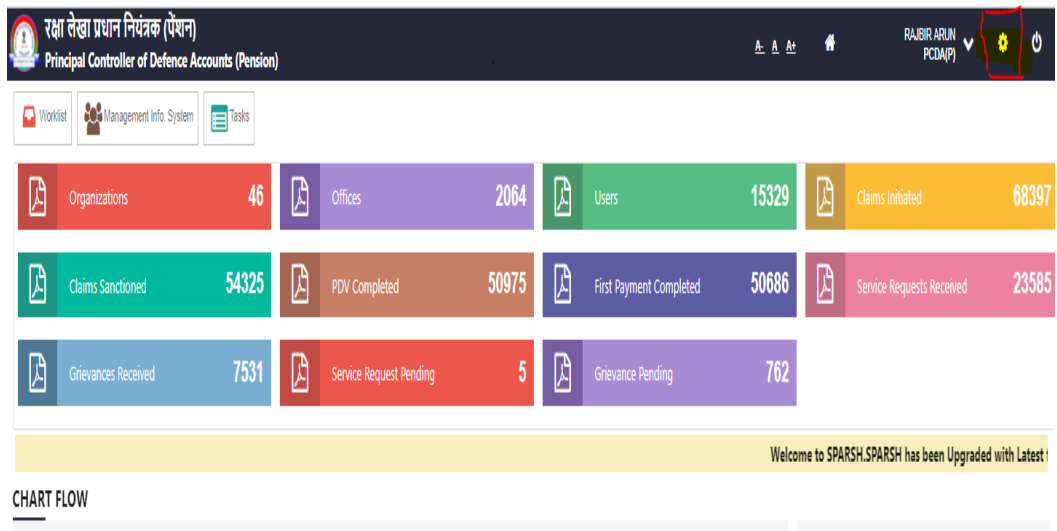
Sr No	User Name	Employee Name	User Status	Account Status	Action
1	BKMANDAL_EMECCALD_IPRY	BISHVAJIT MANDAL	Active	Unlocked	🗑️
2	BKMANDAL_EMECCALD_MUD	BISHVAJIT MANDAL	Active	Unlocked	🗑️
3	NAVINEET_EMECCALD_IPRY	NAVINEET KUMAR	Active	Unlocked	🗑️
4	ARCHANA_ALISDA_VSER	ARCHANA AARADHYE	Active	Unlocked	🗑️
5	ARCHANA_ALISDA_VORD	ARCHANA AARADHYE	Active	Unlocked	🗑️
6	ARCHANA_ALISDA_VMED	ARCHANA AARADHYE	Active	Unlocked	🗑️
7	SKRJ_KRC_VMED	SANTOSH KUMAR JADHAV	Active	Unlocked	🗑️
8	SKRJ_KRC_VSER	SANTOSH KUMAR JADHAV	Active	Unlocked	🗑️
9	SKRJ_KRC_VORD	SANTOSH KUMAR JADHAV	Active	Unlocked	🗑️
10	JAVANTKUMARI	JAVANT	Active	Unlocked	🗑️

TO RAISE A SUPPORT REQUEST WITH TCS

In SPARSH, there is also a functionality to raise Support Request with TCS in case there is some issue faced by User and it could not be resolved. After raising Support Request, TCS will resolve the issue.

Steps to be followed-

- **Step 1.** Login into the application (As shown in the previous Screenshots)
- **STEP 2.** Go to Settings as shown below and then click on Support Request.

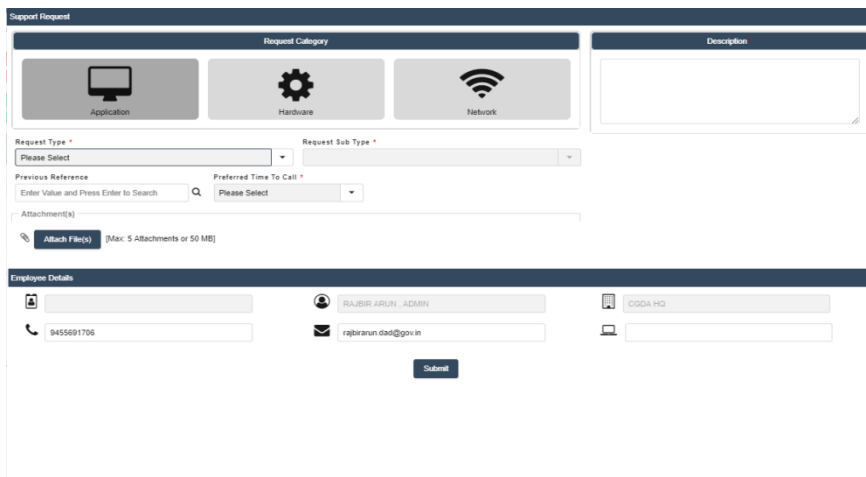


The screenshot shows the SPARSH dashboard for the Principal Controller of Defence Accounts (Pension). The dashboard includes a header with the user's name 'RAJBIR ARUN PCDA(P)' and a 'Support Request' button highlighted in a red box. Below the header are navigation tabs for 'Worklist', 'Management Info. System', and 'Tasks'. The main area displays a grid of metrics:

Organizations	46	Offices	2064	Users	15329	Claims Initiated	68397
Claims Sanctioned	54325	PDV Completed	50975	First Payment Completed	50686	Service Requests Received	23585
Grievances Received	7531	Service Request Pending	5	Grievance Pending	762		

At the bottom, a yellow banner reads: 'Welcome to SPARSH.SPARSH has been Upgraded with Latest'.

- **Step 3.** Fill in the necessary details and attachment and click on 'SUBMIT' button.



The screenshot shows the 'Support Request' form. It includes a 'Request Category' section with options for 'Application', 'Hardware', and 'Network'. Below this are fields for 'Request Type', 'Request Sub Type', 'Previous Reference', and 'Preferred Time To Call'. There is an 'Attachment(s)' section with an 'Attach File(s)' button (Max: 5 Attachments or 50 MB). The 'Employee Details' section includes fields for 'RAJBIR ARUN - ADMIN', 'CGDA HQ', '9455691706', and 'rajbirarun.dad@gov.in'. A 'Submit' button is located at the bottom.