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 rajbirun.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
<table>
<thead>
<tr>
<th>FULL NAME OF HOD/ORGANISATION</th>
<th>ABBREVIATED NAME OF HOD/ORGANISATION</th>
<th>GPF OR PRAN NUMBER</th>
<th>FIRST NAME</th>
<th>MIDDLE NAME</th>
<th>LAST NAME</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
<td>(4)</td>
<td>(5)</td>
<td>(6)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MOBILE NUMBER</th>
<th>NIC EMAIL ID</th>
<th>RANK/POST</th>
<th>DATE OF BIRTH</th>
</tr>
</thead>
<tbody>
<tr>
<td>(7)</td>
<td>(8)</td>
<td>(9)</td>
<td>(10)</td>
</tr>
</tbody>
</table>
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 Right Pensioner 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)
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.

![Image of a form with fields for personal information, authentication details, and digital signature mapping.

**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

1. Go to Address: https://172.16.12.214/CGDA/
2. Login to Application
   (Enter your Username and Password)
3. Launch Admin Module
4. Click On Employee Management
5. Click On Add Employee
6. Enter the User Details
   And
   Click the ‘SAVE’ Button
7. Enter the One Time Password and Submit
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.

![Image](image1.png)

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

![Image](image2.png)

➢ **Step 7.** Click on back button

![Image](image3.png)
➢ **Step 8.** Fill the post name and post short name.

![Post Name and Post Short Name](image)

**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 please 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 annx-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

Go to Address: https://172.16.12.214/CGDA/

Login to Application
(Enter your Username and Password)

Launch Admin Module

Click On Employee Management

Select Employee Name/ Login Name from drop down menu and fill the required details

Open the user and update the Emails, Phone no, and other details

Click Update to save details
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.

![Image of configuration page](image)

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

![Image of employee addition page](image)
➤ **Step 7.** Drag and drop the desired **Employee** and its **Designation** from the Master list.

![Drag and drop interface](image)

➤ **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

1. Login to Application (Enter your Username and Password)
2. Launch Admin Module
3. Click On Organization Management
4. Select your HOD and then go to Your HOD
5. Go to Office Group
6. Navigate ToPost
7. Add New Post
8. Click on ‘Click Here To Add Employee’
9. Search for the desired User, Drag and Drop the User and respective Designation
10. Click ‘Back Button’
11. Fill all the Mandatory Details under ‘Post Details’ and assign role in ‘Role list’
12. Submit and Click ‘YES’
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)
- **Step 3.** Click on ‘Reset/Unlock Account’ to check if the user is Active/Inactive or Account is locked/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.

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