

Outline

- ★ A comprehensive guide which lays out the concept and design of “**Initiate Family Pension (IFP)**”
- ★ It provides an overview of the process and answers some basic questions to the **family pensioner** like –
 - How to Initiate Family Pension from Portal?

What are the pre-requisites for Initiating Family Pension

For verifying details in the application, the following are required by Family Pensioner:

- ✓ Internet connection
- ✓ Google Chrome Browser (Version 70+)
- ✓ Service No or PPO No of the deceased pensioner.
- ✓ Death Certificate of deceased Pensioner.
- ✓ Valid/Active Mobile number of Reporter/Claimant to verify OTP.
- ✓ Valid Bank Details of Claimant includes Account No & IFSC Code.

What all details to be filled while initiating family pension request

- ✓ **Pensioner Service No or PPO No.**
- ✓ **Reporter details** like Name, Relation, Mobile No, E-mail id.
- ✓ **Claimant Details** like Name, Relation, Mobile No, E-mail id, DOB, Aadhar No, PAN No, Address, Bank Details.
- ✓ **Reason for Family Pension** like disqualification of existing pensioner.
- ✓ **Disqualification Details** like Death of existing pensioner, Date of Death & Death Certificate.

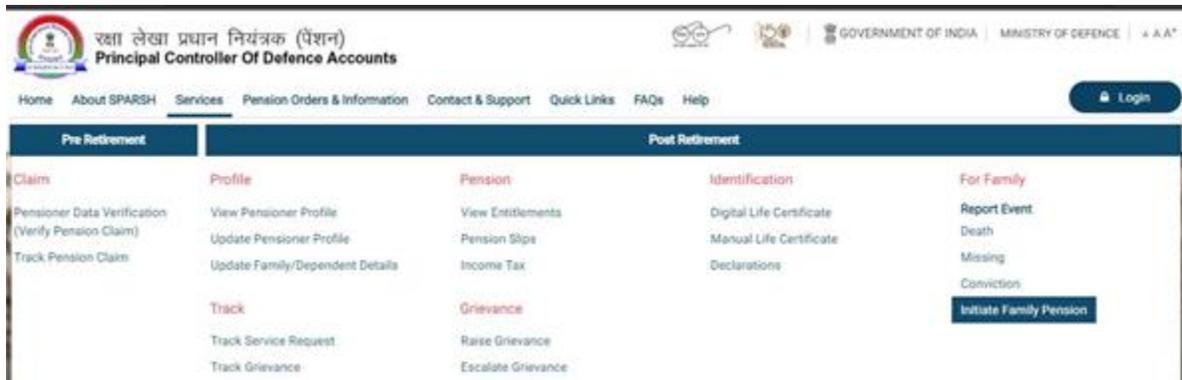
[How to Initiate Family Pension](#)

Step 1: Open the SPARSH Portal using URL: <https://sparsh.defencepension.gov.in/>

Step 2: Go to Services as shown below:



Step 3: Select “Initiate Family Pension” provided under section “For Family”.



Step 4: Fill the Pensioner Unique Identifier and related information, For Example: Service No to be filled if Unique Identifier selected as Regimental No.

Step 5: Fill Reporter details like Name, Relation & Mobile No.

Step 6: Validate your identity through OTP sent to your given mobile number.

Step 7: Fill claimant details separately or select “Yes” if both Reporter & Claimant are same on the screen.

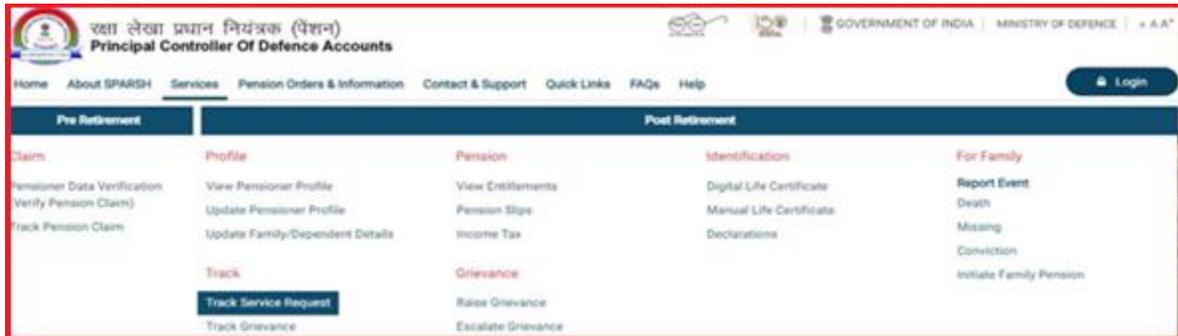
Step 8: Fill in Disqualification reason of existing pensioner, For example, need to select “Death” if existing pensioner is deceased along with his Date of Death & upload Death Certificate.

Step 9: Submit the form and you will get a Token ID for future reference.

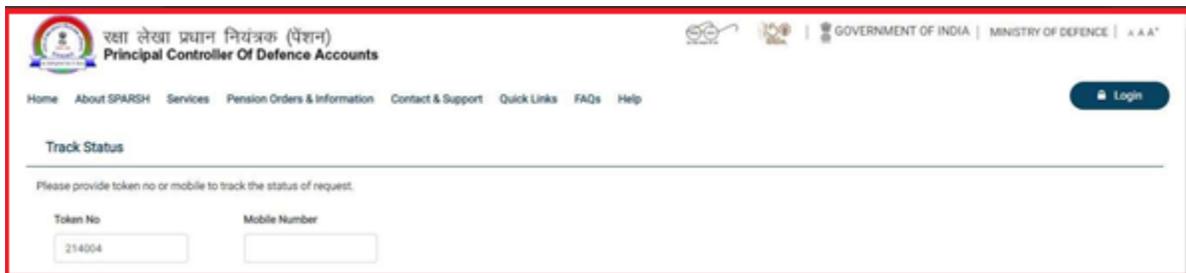
[How to Track Request](#)

Step 1: Open the SPARSH Portal using URL: <https://sparsh.defencepension.gov.in/>

Step 2: Go to Services and click on “Track Service Request” as shown below:



Step 3: Enter Token No to see the status of request as shown below:



Step 4: An OTP will be generated on the registered mobile no of reporter/claimant, please enter the OTP and click on Verify & Proceed.

Step 5: Status of the Request will be visible to you.