



HUMBLE PETITION FOR SUO MOTO COGNIZANCE AND INTERVENTION REGARDING SYSTEMIC FAILURES OF THE SPARSH PENSION SYSTEM AFFECTING EX-SERVICEMEN PENSIONERS

1 message

Rk Bhardwaj <rkbbhardwaj52@gmail.com>
To: complaint.nhrc@nic.in

Mon, 8 Dec, 2025 at 8:01 am

BY EMAIL

Lt Col RK Bhardwaj (Retd)
& Some Ex-Servicemen
Mobile - 9219603039

33886/Sigs/SPARSH

158/20
Officers Colony
Rajpur Road
Dehradun
08 DEC 25

Hon'ble Chairperson,
National Human Rights Commission,
Manav Adhikar Bhawan, Block-C, GPO Complex, INA,
New Delhi - 110023

HUMBLE PETITION FOR SUO MOTO COGNIZANCE AND INTERVENTION REGARDING SYSTEMIC FAILURES OF THE SPARSH PENSION SYSTEM AFFECTING EX-SERVICEMEN PENSIONERS

Respected Sir,

1. I, Lt Col R K Bhardwaj (Retd), on behalf of some affected Ex-Servicemen (ESM) pensioners of India, humbly submit this petition seeking your esteemed Commission's sympathetic consideration for taking suo moto cognizance of a grave human rights concern. This pertains to the systemic failures of the System for Pension Administration (Raksha) - SPARSH, affecting approximately 3.2 million ESM pensioners, with thousands (potentially lakhs) impacted. Given that the majority are less educated, non-tech-savvy, and reside in remote villages and small towns, they are unable to lodge individual complaints via your online portal or offline performa. Thus, I respectfully represent their collective grievance.

Background and Grievance

2. The SPARSH system, implemented to streamline pension disbursement for ESM (Army, Navy, Air Force, and Defence Civilians), has resulted in significant human rights violations due to:
- **Flawed Data Migration:** Migration using outdated legacy Pension Payment Orders (1976-2016) instead of 2017 ePPOs post-7th CPC, leaving 50% of data flawed or blank, with errors like misspelled names, wrong dates of birth (e.g., 01/01/3031), and omitted disability/gallantry pensions.
 - **Access Barriers:** 70-80% of ESM, including JCOs, Other Ranks, and widows (aged 70-90), lack smartphones, internet, or technical know-how, rendering them incapable of updating details, while Record Offices are overwhelmed.
 - **Unresolved Grievances:** Complaints are closed as "resolved" without fixes, exacerbating financial distress and violating their right to livelihood and dignity under Article 21 of the Indian Constitution.

Campaign and Efforts Undertaken

3. Since 24 Feb 25, I have led the #SPARSHFailsVeterans campaign on X (<https://t.co/VSKptZ5oIk>), garnering 32,080 views, to highlight this crisis. Key efforts include:
- **Change.org Petition:** Filed on 12 Mar 25 and closed on 15 May 25 with 5,152+ signatures, including support from former Chiefs (<https://t.co/MADMsMce1o>).
 - **Emails:** Over 50 emails sent, including to the Hon'ble Prime Minister, Defence Minister, and Service Chiefs, with the latest on 24 Nov 25 to the Comptroller and Auditor General (CAG) (cagoffice@cag.gov.in).
 - **RTIs and Appeals:** 12+ RTIs with equal First Appeals, and 2 CIC complaints pending until mid-26.
 - **Media Coverage:** Reports by Moneycontrol (15 Jul 25, <https://t.co/1LsTOd5kpZ>) on 6.5 lakh unresolved cases and Indian Express (27 Jul 25, <https://t.co/trd2R1rdol>) on 50% rural struggles.
 - **Open Letters:** Sent via email and posted on X to #CDS, #COAS, #CNS, #CAS, #CGDA, #DefenceSecretary, and #TCS leaders, with the latest Day 111 letter on 24 Nov 25 to Hon'ble #CAG (<https://bit.ly/3Y0tdy6>).

Bureaucratic Inaction and NHRC's Essential Intervention

4. The bureaucracy's response reveals a troubling pattern of evasion, misrouting, and unaccountability, necessitating your intervention:
- **Evasion and Misrouting:** My 17 Nov 25 email to Defence Secretary Sh Rajesh Kumar Singh (Attached: Open_Letter_Defence_Secretary_17Nov25.pdf) detailed the crisis, yet the 02 Dec 25 reply (Attached: Reply_Chain_02Dec25.pdf) merely forwarded it to PCDA (Pensions) Prayagraj with a casual "please refer trailing e-mail," bypassing CGDA oversight.

▪ **Unaccountability:** My 10 Nov 25 email to CGDA Sh Vishvajit Sahay (Attached: Open_Letter_CGDA_10Nov25_Reminder.pdf), followed by a 02 Dec 25 reminder after 21 days of silence, remains unanswered, reflecting inertia.

▪ **Exhausted Appeals:** With all channels—@PMOIndia, @DefenceMinIndia, @DefenceSecretary, @CGDA, Service HQs—exhausted, the bureaucracy's attitude (e.g., awarding PCDA(Pensions) for "excellence" despite failures) betrays ESM dignity.

▪ **NHRC's Role:** As our last hope, your suo moto directive under Section 12(a) is critical to compel a CAG audit and end this distress.

Human Rights Violations

5. The systemic failures of SPARSH have precipitated severe human rights violations that undermine the dignity and well-being of ESM pensioners. Firstly, the erroneous pension disbursement has deprived many of their entitled benefits, plunging them into poverty and infringing upon their right to livelihood as enshrined under Article 21 of the Indian Constitution. Secondly, aged veterans, who sacrificed their youth in operations such as #OperationSindoor and provided invaluable aid during natural calamities and law-and-order crises, are now compelled to beg for their dues, a stark violation of their inherent right to dignity. Thirdly, the disproportionate burden placed on rural, less-educated ESM, who lack the means to navigate the system, contravenes their right to equality under Article 14, as it denies them equitable access to pension services. Lastly, the premature closure of grievances as "resolved" without rectification denies ESM their right to an effective remedy, further compounding their plight.

Prayer for Relief

6. In light of the above, I humbly request your esteemed Commission to:

▪ **Take suo moto cognizance of this matter under Section 12(a) of the Protection of Human Rights Act, 1993, given the scale and human rights implications.**

▪ **Direct the Comptroller and Auditor General (CAG) to conduct an Efficiency-cum-Performance Audit of the Controller General of Defence Accounts (CGDA) and Principal Controller of Defence Accounts (Pensions) Prayagraj to investigate and rectify the systemic failures of SPARSH.**

▪ **Ensure remedial measures, such as data correction by PCDA(Pensions) using existing records and provisions for rural ESM to opt-out of SPARSH until resolved, to restore their dignity and financial security.**

Sympathetic Consideration

7. These ESM, who selflessly served the nation's safety and integrity during operations like #OperationSindoor and provided Aid to Civil during natural calamities and law-and-order failures, deserve our utmost respect. Their current plight—begging for pensions in their twilight years—undermines the honor they earned. I earnestly appeal for your compassionate intervention to uphold their rights and well-being.

8. Complainant Details:

Name: Lt Col R K Bhardwaj (Retd)

Address: 158/20 Officers Colony,

Rajpur Road, Dehradun,

Uttarakhand - 248009

Mobile: 9219603039

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9. Attachments:

Open_Letter_Defence_Secretary_17Nov25.pdf

Open_Letter_CGDA_10Nov25_Reminder_02Dec25.pdf

Open_Letter_CGDA_10Nov25.pdf

Reply_Chain_02Dec25.pdf

10. Sir, I remain at your disposal for any further information or clarification. Thank you for your kind attention to this humanitarian cause.

JAI HIND!

Yours sincerely,

**Lt Col R K Bhardwaj
(Retired)**

Encl : 4

& Some Ex-Servicemen

4 attachments



Open_Letter_Defence_Secretary_17Nov25.pdf

208 KB



Open_Letter_CGDA_10Nov25_Reminder_02Dec25.pdf

140 KB



Open_Letter_CGDA_10Nov25.pdf
153 KB



Reply_Chain_02Dec25.pdf
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