



# Suo Moto: Urgent Request for CAG Efficiency-cum-Performance Audit of CGDA/PCDA(P) – SPARSH Crisis Affecting Majority of 3.2M Ex-Servicemen Pensioners

1 message

**Rk Bhardwaj** <rkbhardwaj52@gmail.com> Mon, 24 Nov, 2025 at 7:34 am  
To: cagoffice@cag.gov.in  
Cc: pkmishra.pmo@gov.in, rmo@mod.nic.in, Rajesh Kumar Singh Defence Secretary <defsecy@nic.in>, cgdasectt.dad@gov.in  
Bcc: webmaster <webmaster.indianarmy@nic.in>, cns-india@nic.in, aa2cas@nic.in

<b>Lt Col RK Bhardwaj (Retd)</b> <b>&amp;Some Ex-Servicemen</b> Mobile - 9219603039  33886/Sigs/SPARSH	<u><b>URGENT/EMAIL</b></u> 158/20 Officers Colony Rajpur Road Dehradun 24 Nov 25
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**Shri K Sanjay Murthy**  
**Comptroller and Auditor General of India**  
Office of the CAG  
Pocket-9, Deen Dayal Upadhyay Marg  
New Delhi

## Suo Moto: Urgent Request for CAG Efficiency-cum-Performance Audit of CGDA/PCDA(P) – SPARSH Crisis Affecting Majority of 3.2M Ex-Servicemen Pensioners

Respected Shri K. Sanjay Murthy, Hon'ble Comptroller and Auditor General of India,

1. I, Lt Col R K Bhardwaj (Retd), on behalf of some of affected 3.2 million Indian Armed Forces Ex-Servicemen (ESM) pensioners, extend my deepest admiration for your exemplary leadership in fortifying India's financial governance. Your recent appointment and initiatives, such as the National Municipal Accounts Manual 2.0, reflect a commendable commitment to transparency and efficiency, earning you widespread respect. Today, we, the sentinels who sacrificed our lives for the nation's safety, integrity, and aid to citizens during natural calamities, turn to you as our final hope amidst the catastrophic failure of the SPARSH pension system.

### The SPARSH Catastrophe:

2. The System for Pension Administration (RAKSHA) – SPARSH, implemented since August 2021 by CGDA and PCDA(Pensions) Prayagraj, has plunged 70-80% of ESM—predominantly Junior Commissioned Officers (JCOs), Other Ranks (ORs), and widows—into despair. Key failures include:
- **Flawed Data Migration:** Data was migrated using outdated legacy Pension Payment Orders (PPOs) from 1976-2016, ignoring 2017 ePPOs post-7th CPC, resulting in 50% blank or erroneous data—misspelled names, erased Qualifying Service (QS), DOBs as 01/01/3031, spouses incorrectly marked dead/alive, omitted handicapped children, and ignored disability/gallantry pensions.
  - **Reckless Rollout:** Without pilot testing or stabilization, 6.5 lakh As\_Is cases were created, as reported by Moneycontrol (15 Jul 25: <https://t.co/1LsTOd5kpZ>).
  - **Unjust Burden:** CGDA/PCDA(P) refuse to update data they possess (PPOs, ePPOs, LPC cum Data Sheets), forcing the task onto aged, less-educated, non-tech-savvy pensioners in remote villages and small towns—many without smartphones or internet—rendering them incapable of compliance (Indian Express, 27 Jul 25: <https://t.co/trd2R1rdol>).
  - **Systemic Inaction:** Grievances are closed “resolved” without fixes, and no remedial action has been taken by Service HQs, CGDA, or PCDA(P).

### Broken Promises and Ignored Appeals:

3. On 14 Jan 25, during Veterans Day at Manekshaw Auditorium, **#CAS Air Chief Marshal AP Singh** pledged, “We know the SPARSH problems & action is being taken... approach us, not public platforms” (Watch: <https://t.co/m9FElr1BV2>). Ten months later, silence prevails. Our persistent efforts—emails, RTIs, CPGRAMs, and a 111-day **#SPARSHFailsVeterans** campaign (31,565 Views, 132 RTs: <https://x.com/RajKuma35152604/status/1894022817596719539?t=xDPJtU8Mill93sdwOCXuig&s=19>—have been met with evasion:
- **#CDS Gen Anil Chauhan** (Day 102, 07 Oct 25): [https://x.com/RajKuma35152604/status/1975390583746330982?t=PUvTuFcuUuszIY\\_mFf7e-w&s=19](https://x.com/RajKuma35152604/status/1975390583746330982?t=PUvTuFcuUuszIY_mFf7e-w&s=19)  
– No response.
  - **#COAS Gen Upendra Dwivedi** (Day 98, 28 Sep 25): <https://x.com/RajKuma35152604/status/1972133276963033532?t=bHJF4wJtqNpw7ZPGXe3smg&s=19>  
– Silent.
  - **#CNS Adm Dinesh K Tripathi** (Day 99, 01 Oct 25): <https://x.com/RajKuma35152604/status/1973217905488576883?t=tScIKVSn59EV9iWyeWf90Q&s=19>  
– No action.

▪ **#CAS Air Chief Marshal AP Singh** (Day 100, 03 Oct 25):  
<https://x.com/RajKuma35152604/status/1973931197681315925?t=eqODuzBzsuUPbIfYSMz1-Q&s=19>  
– Broken promise.  
▪ **Mr Tej Paul Bhatla, Business Head-Govt #TCS** (Day 108, 03 Nov 25):  
[https://x.com/RajKuma35152604/status/1985172065234919577?t=P5NNbdL\\_3AKS1vaCpep1iQ&s=19](https://x.com/RajKuma35152604/status/1985172065234919577?t=P5NNbdL_3AKS1vaCpep1iQ&s=19)  
– Unanswered.  
▪ **#CGDA Sh Vishvajit Sahay** (Day 109, 10 Nov 25):  
[https://x.com/RajKuma35152604/status/1987707302464594126?t=9\\_8RbETNBhKsqdHwgUq-Pg&s=19](https://x.com/RajKuma35152604/status/1987707302464594126?t=9_8RbETNBhKsqdHwgUq-Pg&s=19)  
– No reply (Email attached).  
▪ **#DefenceSecretary Sh Rajesh Kumar Singh** (Day 110, 17 Nov 25):  
<https://x.com/RajKuma35152604/status/1990246210511532502?t=s3j4FE9us9BvivXNdA7H0w&s=19>  
– 2,175 Views, 61 RTs, yet ignored (Email attached).

#### **Petition and Public Support:**

4. Our [change.org](https://change.org) petition, “**Fix SPARSH Now**” (5,151+ signatures: <https://t.co/MADMsMce1o>), reflects widespread distress. **All necessary steps down the chain of command—Service Chiefs, TCS, CGDA, and Defence Secretary—have been exhausted without resolution, leaving you, Sir, as our last recourse.**

#### **Suo Moto Plea for Action:**

5. Under Article 149 of the Constitution and your mandate to ensure economy, efficiency, and effectiveness, **we implore you to take Suo Moto note and order a CAG Efficiency-cum-Performance Audit of CGDA and PCDA(Pensions) Prayagraj to:**  
▪ **Uncover the extent of SPARSH's systemic failures.**  
▪ **Direct CGDA/PCDA(P) to rectify blank/wrong data using their records, relieving ESM and Record Offices.**  
6. Sir, Your intervention, mirroring the success of NMAM 2.0, will restore honor to ESM who guarded borders and aided civilians in crises, now left to beg for pensions. This is a call to fulfill your duty in aid of those who served India selflessly.

PS

Enclosed with this email is pdf copy of Day 111 tweet being posted in X today 24 Nov 25 at 8 AM, for your information please.

Yours faithfully,

**Lt Col R K Bhardwaj**  
**(Retired) &**  
**Some Ex-Servicemen**

Encl: 3

#### **Copy to -**




**Sh Narendra Modi Ji**  
**Hon'ble Prime Minister of India**  
**Through Dr PK Mishra**  
**Principal Secretary to PM**  
PMO, New Delhi

**Sh Rajnath Singh Ji**  
**Hon'ble Defence Minister**  
Ministry of Defence  
South Block  
New Delhi

**Sh Rajesh Kumar Singh, IAS**  
**Defence Secretary**  
Ministry of Defence  
South Block  
New Delhi

**Gen Anil Chauhan, PVSM UYSM AVSM SM VSM**  
**CDS & Secy DMA**  
South Block  
Ministry of Defence  
New Delhi

**Sh Vishvajit Sahay, IDAS**  
**CGDA**  
Ulan Batar Road  
Palam, Delhi Cantt

-  **Gmail - OPEN LETTER TO SH VISHVAJIT SAHAY, CGDA – URGENT HUMANITARIAN REQUEST FOR \_ 50% TRAPPED DEFENCE PENSIONERS .pdf**  
153 KB
-  **Defence Secy SPARSH crisis.pdf**  
208 KB
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905 KB