

Axis Bank signs MoU with the Indian Army and Common Service Centre e-Governance for supporting Project NAMAN

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- *The Bank to establish facilitation centres for providing pension-related assistance to army veterans, war widows, and Next-to-Kin (NOK)*
- *Common Service Centre (CSC) to establish 25 Directorate of Indian Army Veterans (DIAV) locations across 13 states for streamlining pension processes*

[Axis Bank](#), one of the largest private sector banks in India, has signed a tripartite Memorandum of Understanding (MoU) with the Indian Army and CSC e-Governance Services India Limited to support Project NAMAN, a dedicated initiative for Army veterans and their families. The MoU was signed in the presence of **Lieutenant General Ranjeet Singh, DG DC&W; Brigadier Mandeep Singh, SM, Brig DIAV; Mr. Mohit Jain, Executive Vice President- Bharat Banking, Axis Bank and Mr. Harish Oberoi, Vice President, CSC e-Governance Services India Limited.** Under this project, Axis Bank will support establishment of facilitation centres, to provide essential services to Army veterans, war widows and NOK, ensuring easier access to welfare and pension-related assistance.

Launched in 2023, Project NAMAN focuses on implementing SPARSH (System for Pension Administration – Raksha), a digital pension system launched by the Ministry of Defence to streamline pension-related processes for defence personnel. Under this partnership, CSCs will be set up at 25 DIAV locations across 13 states, including Maharashtra, Gujarat, Tamil Nadu, Punjab, Uttar Pradesh, J&K, West Bengal, Arunachal Pradesh, Assam, Nagaland, Rajasthan and others. These facilitation centres will be equipped to handle various queries and concerns, offering comprehensive support for those who have served the nation.

Each CSC centres will be managed by a VLE, selected from army veterans or NOKs, by the Local Military Authorities (LMA). The CSC e-Governance Services India Limited will onboard these VLEs and train them to serve the veterans and their families. The centres will also act as a single-window platform for SPARSH-enabled pension services, Government-to-Citizen (G2C) services, and Business-to-Consumer (B2C) offerings.

Speaking about the partnership, **Mr. Munish Sharda, Executive Director, Axis Bank** said, "At, Axis Bank, we are deeply honoured to partner with the Indian Army and CSC e-Governance for supporting Project NAMAN. This collaboration underscores our unwavering commitment to nation-building and our heartfelt gratitude to the defence personnel who have served the nation selflessly. We believe that this partnership will help create a more inclusive and supportive environment for Army veterans and their families."

Speaking about the occasion, **Brigadier Mandeep Singh, SM, Brig DIAV** said, “This partnership is a significant step towards strengthening the welfare ecosystem for our veterans and their families. With the support of Axis Bank and CSC e-Governance, we are committed to delivering seamless and dignified services to those who have served the nation.”

Mr. Sanjay Rakesh, MD & CEO, CSC e-Governance Services India Limited said, “At CSC, we are proud to contribute to Project NAMAN, a reflection of our shared vision to empower Army veterans and their families through digital inclusion. By setting up facilitation centres at DIAV locations, we aim to ensure that vital pension and welfare services reach even the remotest parts of the country.”

This collaboration under Project NAMAN stands as a symbol of gratitude and progress, bringing essential financial services closer to those who have served the nation with pride and courage.