



FOOD CORPORATION OF INDIA
HEADQUARTERS, NEW DELHI
PURCHASE DIVISION
खरीद विभाग

NO. PUR/8(2)/GeM/2019pt

DATED: 08.01.2020

1. कार्यकारी निदेशक (अंचल)
उत्तर/पूर्व/पश्चिम/दक्षिण/उत्तरपूर्व,
भा.खा.नि., आंचलिक कार्यालय,
नोएडा/कोलकाता/मुम्बई/चेन्नई/गुवाहाटी।
2. महाप्रबन्धक(क्षेत्र), भारतीय खाद्य निगम, क्षेत्रीय कार्यालय
नईदिल्ली/जयपुर/लखनऊ/देहरादून/शिमला/जम्मू/भोपाल/मुम्बई/रायपुर/तिरुवनन्तपुरम/हैदराबाद/बंगलौर/रांची/भुवनेश्वर
/ पटना/कोलकाता/गुवाहाटी/दीमापुर/शिलौंग/अरुणाचल प्रदेश/मणिपुर
3. Director, IFS,
Food Corporation of India,
Gurugram (Haryana)

Sub: Framework for Buyer Rating on GeM 3.0 and user Manual for Buyer on Incident Management.reg.

Ref. 1.Circular no.01/2017 regarding G.F.R. guidelines for the procurements/
purchase of Goods and Services issued by Finance Division
2. This office letter no.PUR/8(2)/GeM/2017 dated 02.09.2019

Sir,

It has already been informed that all the Government organization have to buy from GeM for all the items which are available on GeM as per GFR,2017 Further, it has also been informed that efforts should be made with GeM for creation of the category of the product which are not available vide this office letter cited under ref.2.

Further, it is also important that the payment for the purchase are made in time and it should be updates on GeM portal, otherwise the payment will be shown as pending on the GeM portal as per their policy which is being monitored by Govt. of India . This issues has already been taken up vide several correspondence and this office D.O letter no. PUR/8(2)/GeM/2019/pt. dated 07.01.2020. In this regard GeM has shared the Buyer Rating Policy 3.0 of GeM in which it has been stipulated that the payment should be made within 10 days of the acceptance of consignment. The copy of same is enclosed once again for ready reference. The rating of the organization depend upon the basis of performance on the defined parameter of GeM policy. Hence it becomes necessary to make timely payment to avoid any adverse rating on the esteemed organization.

In addition to the above it has also came to notice that several FCI regions/Zones have raised that there is no follow up action for any default on quality/or any other parameter of the seller on the GeM.

6th Floor, Khadya Sadan, 16-20, Barakhamba Lane, New Delhi-110 001, PH NO- 011-43527342, FAX NO. 43527372
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In this regard, GeM has shared the "User manual for buyer on Incident Management" in which the clear procedure for raising online complaint and its resolution has been defined. Therefore, the same set of procedure should be followed strictly for any complaint resolution, (The copy of the same is enclosed for ready reference).

This is for information and strict compliance.

Encl A.A

भवदीय

प. पस्त. अरुणाचलम

(ए.एस अरुणाचलम)

महाप्रबंधक (खरीद)

प्रतिलिपि:-

सभी कार्यकारी निदेशक, FCI Hqrs, New Delhi..... for information and necessary action please.

प. पस्त. अरुणाचलम

महाप्रबंधक (खरीद)