



# **Incident Management**

**USER MANUAL– BUYER**

**V2**

**Table of Contents**

<b>1. OVERVIEW.....</b>	<b>4</b>
<b>2. INCIDENT DASHBOARD.....</b>	<b>4</b>
<b>3. INCIDENT CREATION.....</b>	<b>5</b>
<b>4. INCIDENT LISTING .....</b>	<b>8</b>
<b>5. INCIDENT RESOLUTION.....</b>	<b>9</b>
<b>5.1. INCIDENT ESCALATION TO GEM ADMIN .....</b>	<b>9</b>
<b>5.2. RESPONDING TO THE CLARIFICATIONS ASKED BY GEM ADMIN.....</b>	<b>9</b>
<b>5.3. ACKNOWLEDGING TO A SHOW CAUSE NOTICE .....</b>	<b>10</b>
<b>5.4. RESPONDING TO A SHOW CAUSE NOTICE .....</b>	<b>11</b>
<b>5.5. CLOSING AN INCIDENT.....</b>	<b>13</b>

## Metadata

SI No	Description	Values
1.	Title	GeM IM Manual - Buyer
2.	Drafted by	Sunny Tikoo
3.	Reviewed By	Mahesh Kumar
4.	Approved by	Alamelu Suresh
5.	Publisher	GeM
6.	Target Audience	MSP/SPV
7.	Brief Description	This document is a manual guide for buyer to be able to transact on the GeM Portal.
8.	Document Number	GeM/2018/IM-Manual-Buyer/2.0
9.	Total number of pages	15
10.	Last updated	20/10/2018
11.	Periodicity of update	As per the requirement

## Version History

Version No.	Drafted By	Reviewed By	Approved By	Date
1.0	Akshay Kumar	Sunny Tikoo	Alamelu Suresh	23/08/2018
2.0	Sunny Tikoo	Mahesh Kumar	Alamelu Suresh	20/10/2018

## 1. Overview

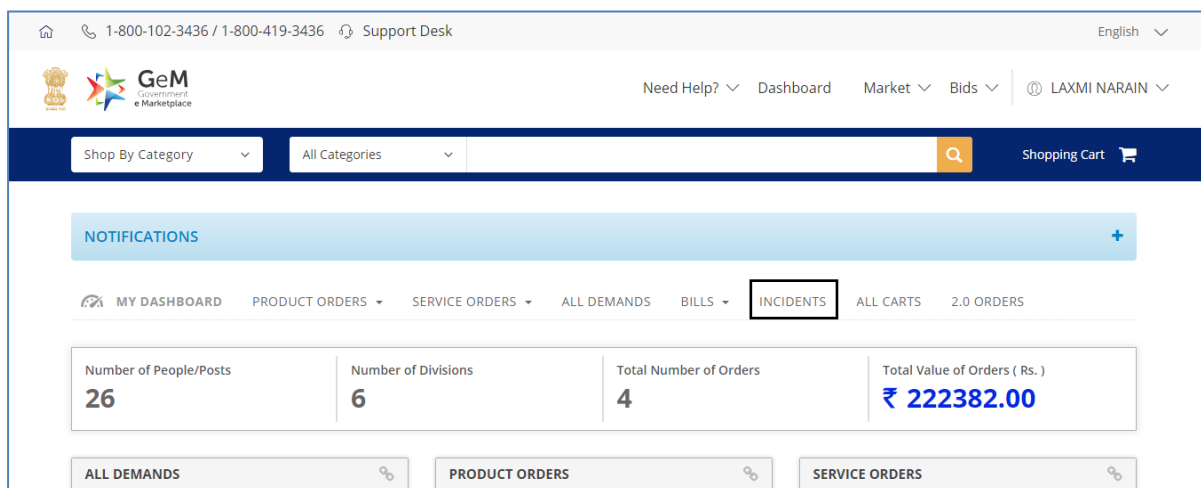
The Incident Management can be used by the buyer to raise Incidents for Pre-order placement and Post order placement deviations by a seller. The Pre-order placement Incident management will deal with the deviations in product Catalogue and Seller Registration and authorization.

The Post Order Placement Incident Management will deal with the Contract deviations by the Seller.

## 2. Incident Dashboard

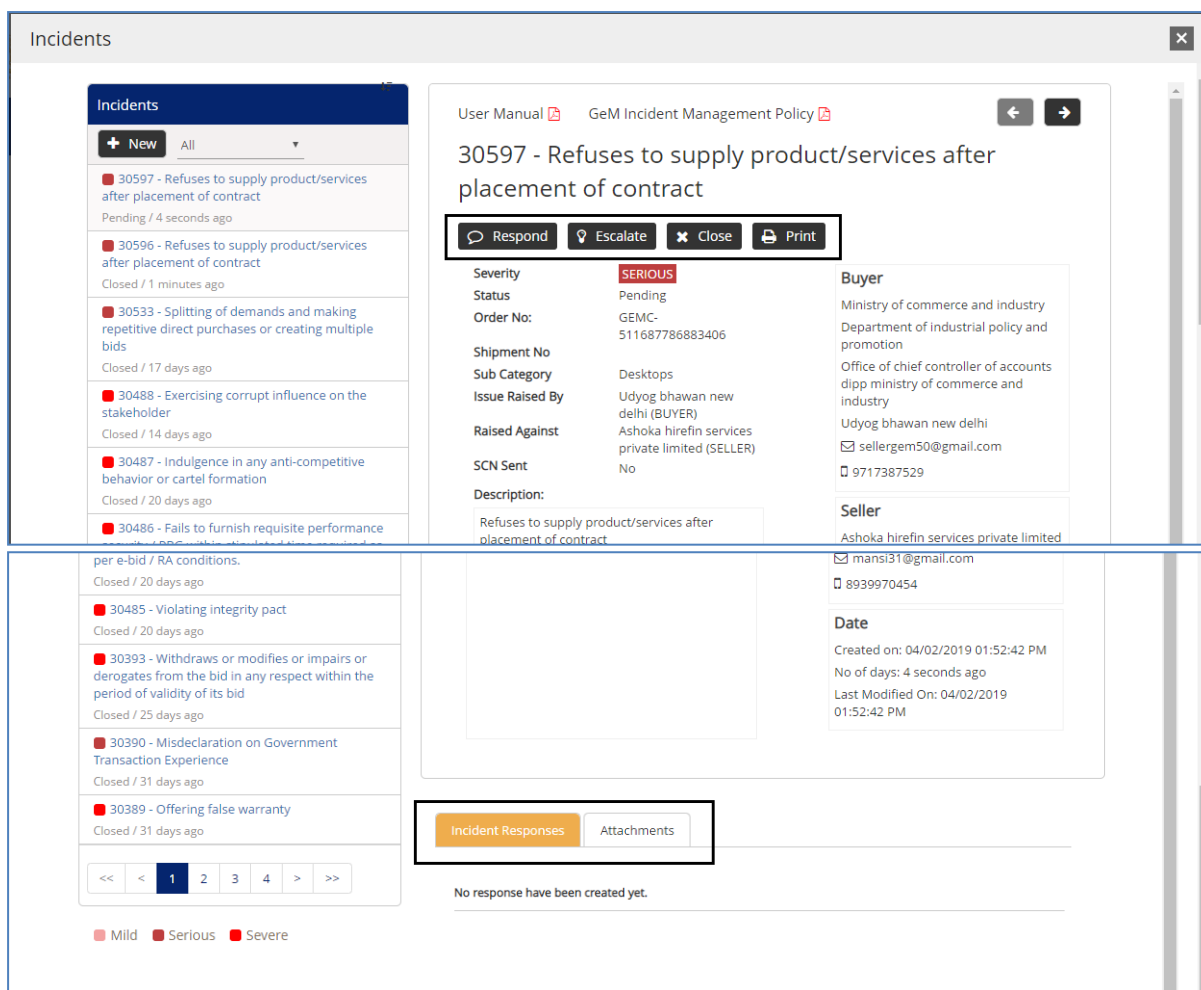
2.1. Login to your account on GeM

2.2. Incident management can be accessed from the INCIDENTS option available on the dashboard.



The screenshot displays the GeM dashboard interface. At the top, there is a header with contact information (1-800-102-3436 / 1-800-419-3436), a Support Desk icon, and a language dropdown set to English. Below this is a navigation bar with 'Need Help?', 'Dashboard', 'Market', 'Bids', and a user profile for 'LAXMI NARAIN'. A secondary navigation bar includes 'Shop By Category', 'All Categories', a search icon, and a 'Shopping Cart' icon. The main content area features a 'NOTIFICATIONS' section with a plus sign. Below this is a horizontal menu with options: 'MY DASHBOARD', 'PRODUCT ORDERS', 'SERVICE ORDERS', 'ALL DEMANDS', 'BILLS', 'INCIDENTS' (highlighted with a black box), 'ALL CARTS', and '2.0 ORDERS'. A summary card below the menu displays four key metrics: 'Number of People/Posts' (26), 'Number of Divisions' (6), 'Total Number of Orders' (4), and 'Total Value of Orders (Rs.)' (₹ 222382.00). At the bottom, there are three buttons: 'ALL DEMANDS', 'PRODUCT ORDERS', and 'SERVICE ORDERS', each with a link icon.

2.3. On Clicking the “INCIDENT” option highlighted in the screenshot above, the Incident management Dashboard would open.



The screenshot displays the GeM Incident Management Dashboard. On the left, a sidebar titled 'Incidents' shows a list of recent incidents with their status and time since they were raised. The main area shows a detailed view of incident 30597, titled 'Refuses to supply product/services after placement of contract'. The incident is currently 'Pending' and has a 'SERIOUS' severity. The dashboard includes navigation options like 'Respond', 'Escalate', 'Close', and 'Print'. It also displays the 'Buyer' and 'Seller' information, including contact details and the date the incident was created. At the bottom, there are buttons for 'Incident Responses' and 'Attachments', and a message stating 'No response have been created yet.'

- 2.4. The Incident management Dashboard would display all the incidents that have been raised by you or are raised against you.
- 2.5. You can also add the comments, view the response of the Seller by using the “Incident Response” Option
- 2.6. You can also upload documents by using the “Attachments” Option available on the Dashboard.

### 3. Incident Creation


The Incidents can be created by Buyers for deviations in both Pre-Order Placement and Post Order Placement by the Sellers

#### 3.1. Pre-Order Placement Incident Creation

- 3.1.1. To register a new Incident, Select a product in Marketplace and click on the link – “Report this Product”

All transactions on GeM 2.0 can be accessed here.

Home / Information Technology Broadcasting and Telecommunications / Computer Equipment and Accessories / Computers / Desktops



**HP Base 3221 (HP) (HPbase\_A001)**

[Write a Review](#)

**₹ 18,000.00** ~~₹ 20,000.00~~

Price For : 1 pieces

Availability: ● 1000 In Stock

Min. Qty. Per Consignee: 1 [EDIT CONSIGNEE](#)

Product id: 5116877-78759932881

Sold by: TestSeller [OEM](#)

1 Other Seller(s)


[BUY](#)

[Report This Product](#)

chipset	: Intel H110
RAM Size (GB)	: 4.0
RAM Expandability (GB)	: 16.0
Graphic Memory	: N/A

3.1.2. On clicking of the Link – “Report This Product”, the Create Incident Screen will open to allow you to create an Incident.

Create Incident



### Hp base 3221

<b>Description:</b>	Hp base 3221
<b>Sub Category:</b>	Desktops
<b>Brand:</b>	HP
<b>Model:</b>	HPbase_A001

Tell us What is wrong with this Product or Seller\*

Select ▼

Issue Description (Max 250 chars)\*

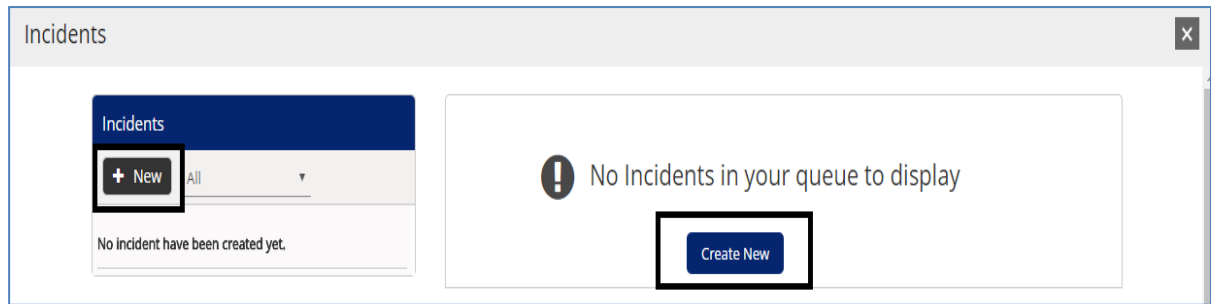
### 3.1.3. To Create an Incident, Provide the Following Information

- Reason – Select the appropriate reason from the Dropdown. Please Refer the Incident management policy to get the Details of Various Reasons.
- Additional Information – Based on the Reason selected by you, the system will ask for applicable additional details regarding Image, Price, Specification and Category. Additional details needs to be provided as applicable.
- Issue Description – This Field can be used to specify the additional Details about the Incident.

### 3.1.4. Click on the Submit Button to create an Incident.

## 3.2. Post-Order Placement Incident Creation

- 3.2.1. To register new incidents, click on the “New” button available on the screen.



3.2.2. On clicking of the “New” button, the Incident creation Screen will open to capture the details of the incident.

3.2.3. To register an incident, provide the following information

- Contract Number – select from the applicable 3.0 contract
- To select a 2.0 contract, click on the “Click here” to choose a contract from earlier 2.0 version
- Invoice Number – This is required in case the Invoice has been generated. Select the Invoice number for which the Incident is to be raised.
- Select the applicable reason for raising the Incident. The reasons are to be selected from the dropdown. You can refer the Incident management Policy for selecting the appropriate reason.
- Description – This Field can be used to specify the additional Details about the Incident.

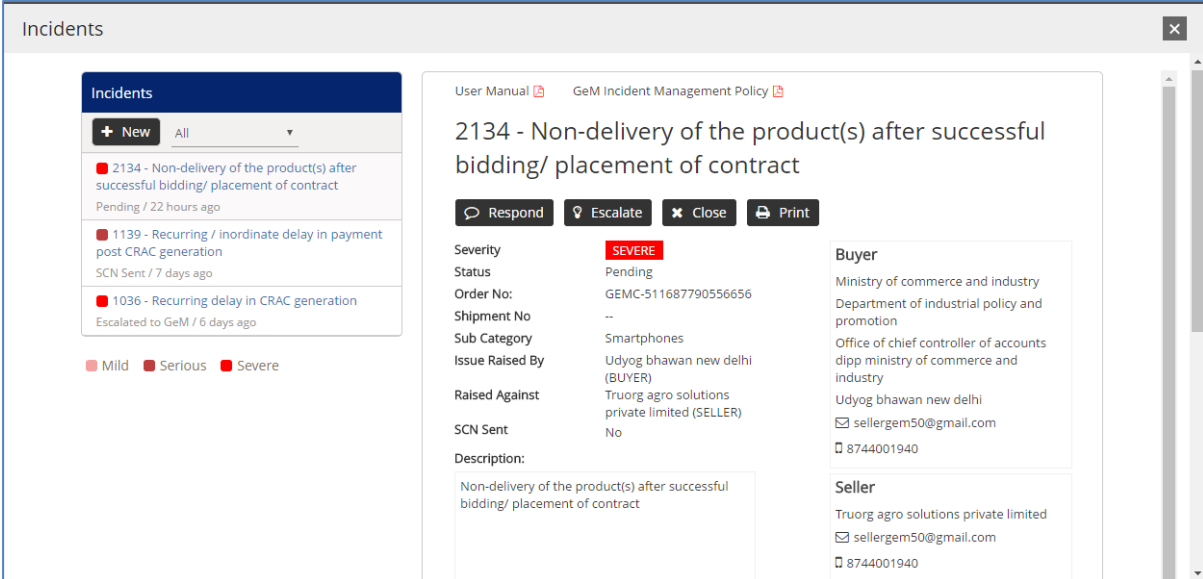
3.2.4. Click on the Submit Button to create an Incident.

3.2.5. Only one incident can be created for an order and invoice combination.

## 4. Incident Listing

4.1. Once an incident is created, it will be displayed in your dashboard.





**Incidents**

User Manual [User Manual](#) [GeM Incident Management Policy](#)

### 2134 - Non-delivery of the product(s) after successful bidding/ placement of contract

[Respond](#) [Escalate](#) [Close](#) [Print](#)

<b>Severity</b>	<b>SEVERE</b>	<b>Buyer</b>
<b>Status</b>	Pending	Ministry of commerce and industry Department of industrial policy and promotion
<b>Order No:</b>	GEMC-511687790556656	Office of chief controller of accounts dipp ministry of commerce and industry
<b>Shipment No</b>	--	Udyog bhawan new delhi
<b>Sub Category</b>	Smartphones	Office of chief controller of accounts dipp ministry of commerce and industry
<b>Issue Raised By</b>	Udyog bhawan new delhi (BUYER)	Udyog bhawan new delhi
<b>Raised Against</b>	Truorg agro solutions private limited (SELLER)	sellergem50@gmail.com
<b>SCN Sent</b>	No	8744001940
<b>Description:</b>	Non-delivery of the product(s) after successful bidding/ placement of contract	<b>Seller</b>
		Truorg agro solutions private limited
		sellergem50@gmail.com
		8744001940

- 4.2. You can also view any clarifications or response provided by the seller.
- 4.3. To escalate an incident, click on the escalate Button
- 4.4. To close an Incident, Click on the close button
- 4.5. To print the details of the incident, use the print button.
- 4.6. To respond to an incident or a show Cause notice, click on the Respond button.

## 5. Incident Resolution

### 5.1. Incident Escalation to GeM Admin

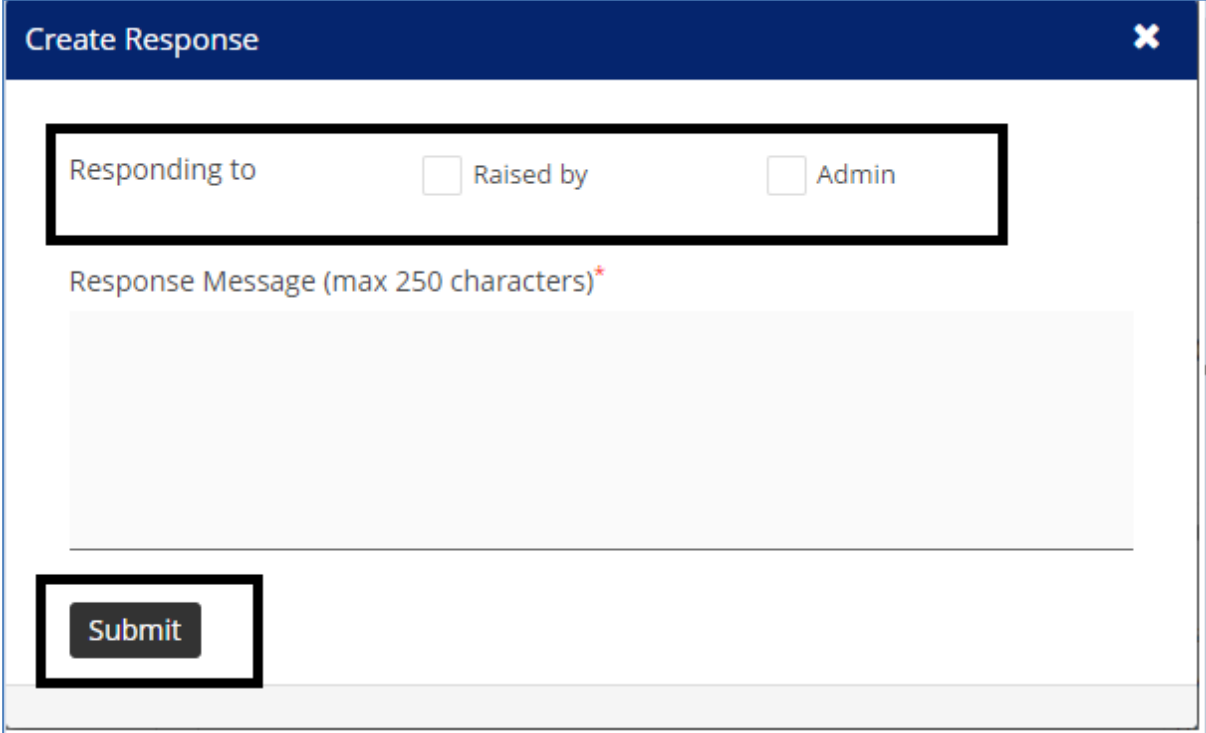
You can choose to escalate an incident to GeM Admin in case you are not satisfied with the Response of the Seller.

Effective 6th August 2018, the Incidents can be escalated as per the below SLA:

- For Mild–The escalation of incident to GeM admin would be allowed from day 21.
- For Serious –The escalation of incident to GeM admin would be allowed from day 16.
- For Severe –The escalation of incident to GeM admin would be allowed from day 11.

### 5.2. Responding to the clarifications asked by GeM Admin

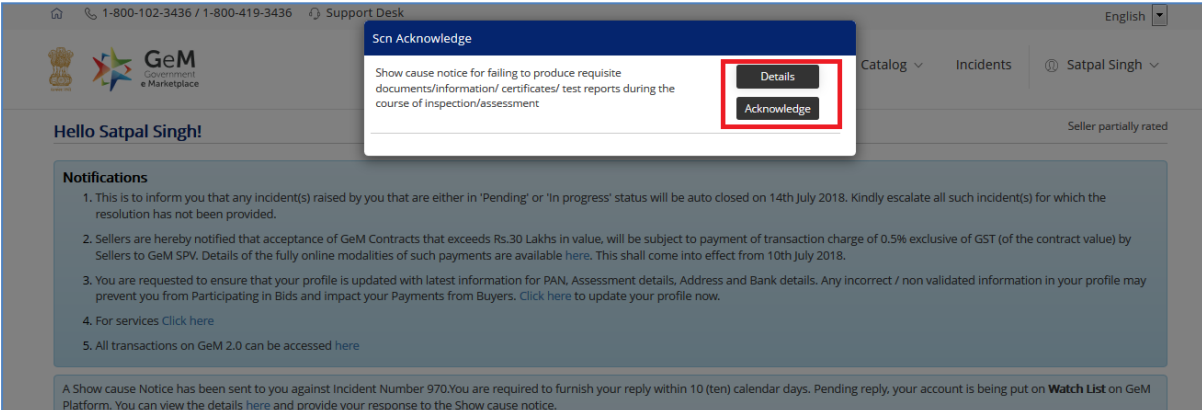
- You can respond to the clarification asked by the GeM admin by using the Respond button on Incident Details screen. You can choose to indicate whom you are responding.



### 5.3. Acknowledging to a Show cause Notice

Whenever a show cause notice is raised against you by GeM admin, the same will be displayed on the Dashboard after login.

Please note that it is mandatory to acknowledge the Show Cause Notice.



To View the Show cause Notice, Click on the Details Button.

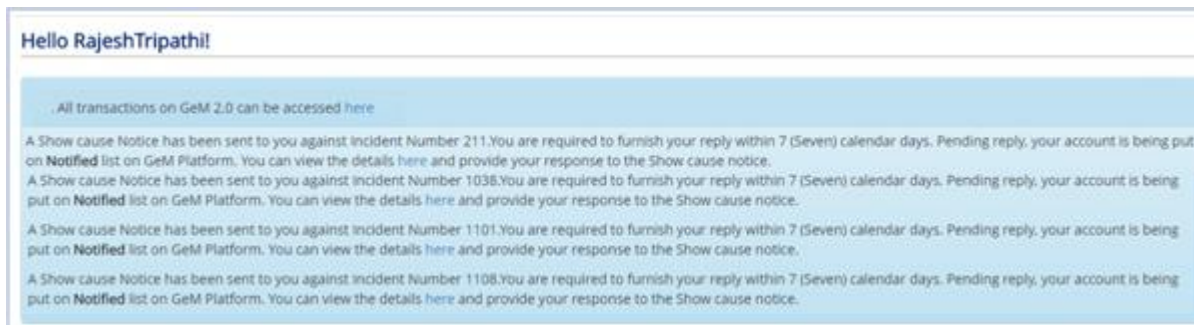
To acknowledge the Show cause Notice, Click on the Acknowledge Button.

Please note that acknowledging the Show Cause Notice means that you have read and understood the contents of the Show Cause Notice.

To respond to a Show cause Notice, Refer Section 5.4 below.

#### 5.4. Responding to a Show cause Notice

When a show cause notice is sent to you by GeM Admin, it will be indicated on your buyer dashboard.



Hello RajeshTripathi!

All transactions on GeM 2.0 can be accessed [here](#)

A Show cause Notice has been sent to you against Incident Number 211. You are required to furnish your reply within 7 (Seven) calendar days. Pending reply, your account is being put on **Notified** list on GeM Platform. You can view the details [here](#) and provide your response to the Show cause notice.


A Show cause Notice has been sent to you against Incident Number 1038. You are required to furnish your reply within 7 (Seven) calendar days. Pending reply, your account is being put on **Notified** list on GeM Platform. You can view the details [here](#) and provide your response to the Show cause notice.

A Show cause Notice has been sent to you against Incident Number 1101. You are required to furnish your reply within 7 (Seven) calendar days. Pending reply, your account is being put on **Notified** list on GeM Platform. You can view the details [here](#) and provide your response to the Show cause notice.

A Show cause Notice has been sent to you against Incident Number 1108. You are required to furnish your reply within 7 (Seven) calendar days. Pending reply, your account is being put on **Notified** list on GeM Platform. You can view the details [here](#) and provide your response to the Show cause notice.

To respond to a show cause notice, follow the below mentioned steps:

Step1 - Click on the reply button on Incident details screen as mentioned in the screen below:

<b>Sub Category</b>	Scissors	All india radio
<b>Issue Raised By</b>	All india radio (BUYER)	✉ sellergem50@gmail.com
<b>Raised Against</b>	-- (SELLER)	☎ 8744001940
<b>SCN Sent</b>	Yes 	
<b>Description:</b>	<div style="border: 1px solid #ccc; padding: 5px;">Not honoring – warranty obligations test 18th July</div>	<b>Seller</b> -- ✉ sellergem50@gmail.com ☎ 8744001940
		<b>Date</b> Created on: 04/07/2018 11:43:31 AM No of days: 14 days ago Last Modified By: System Admin Last Modified On: 18/07/2018 12:09:19 PM

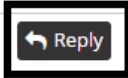
Incident Responses Attachments

---

System Admin (SYSTEM) added a comment - 18/07/2018 11:49:37 AM

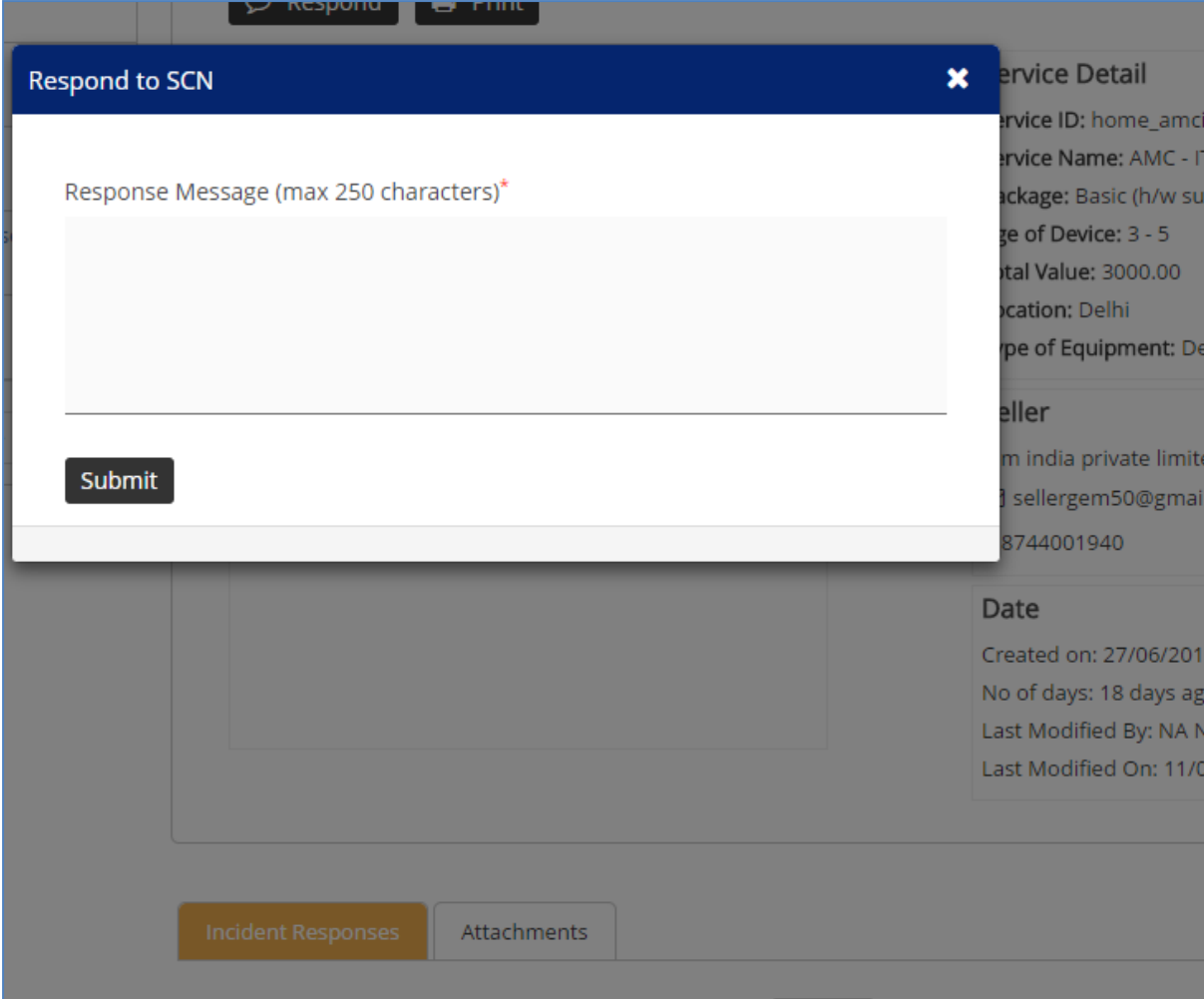
GeM Admin sent the show cause notice

---

System Admin (SYSTEM) sent show cause - 18/07/2018 11:49:37 AM 

It has been brought to the notice of the GeM (Incident Number 2184) that you are not honouring warranty obligations, as offered

Step 2 – A new popup screen will open to take your response.



Step3 - Write your response and click on the submit button to respond to a Show cause Notice

### 5.5. Closing an Incident

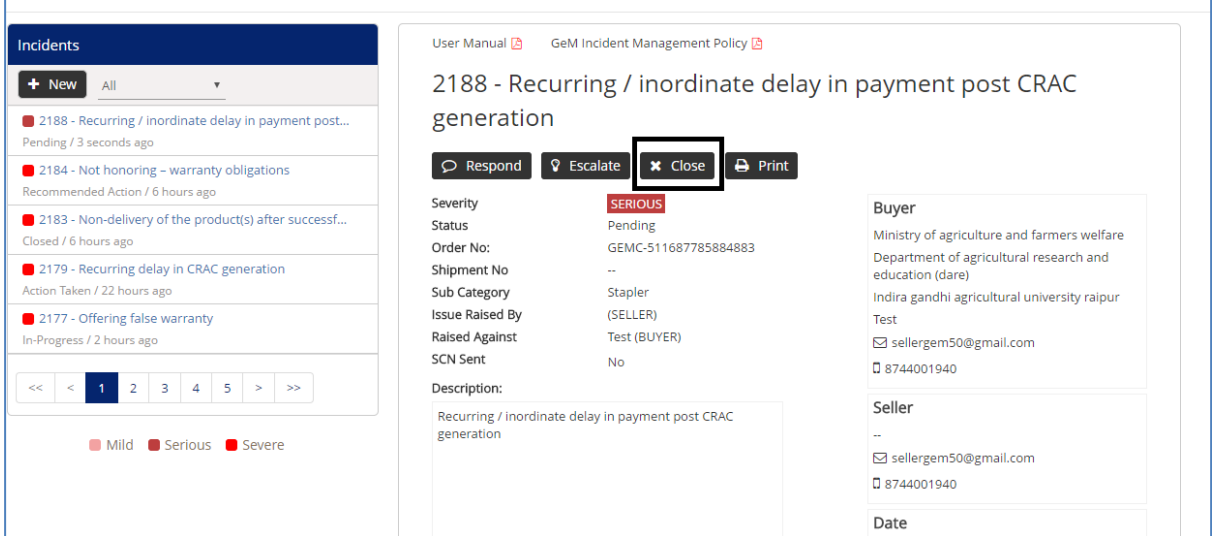
You can choose to close an incident in case you are satisfied with the response of the seller or GeM Admin.

It is to be noted that all escalated incidents for which Show Cause Notice is sent by GeM Admin can be closed only by the GeM Admin.

Please note that you may raise the incident again, in case you feel the closure is not appropriate, from the Incident management available on the GeM portal.

To close an Incident, act as per the following steps:

Step1 – Click on the close button



The screenshot displays the GeM Incident Management Policy interface. On the left, there is a sidebar titled 'Incidents' with a '+ New' button and a list of incident cards. The main area shows details for incident '2188 - Recurring / inordinate delay in payment post CRAC generation'. At the top of the incident details, there are four buttons: 'Respond', 'Escalate', 'Close', and 'Print'. The 'Close' button is highlighted with a red box. Below the buttons, the incident details are listed:

- Severity:** SERIOUS
- Status:** Pending
- Order No:** GEMC-511687785884883
- Shipment No:** --
- Sub Category:** Stapler
- Issue Raised By:** (SELLER)
- Raised Against:** Test (BUYER)
- SCN Sent:** No

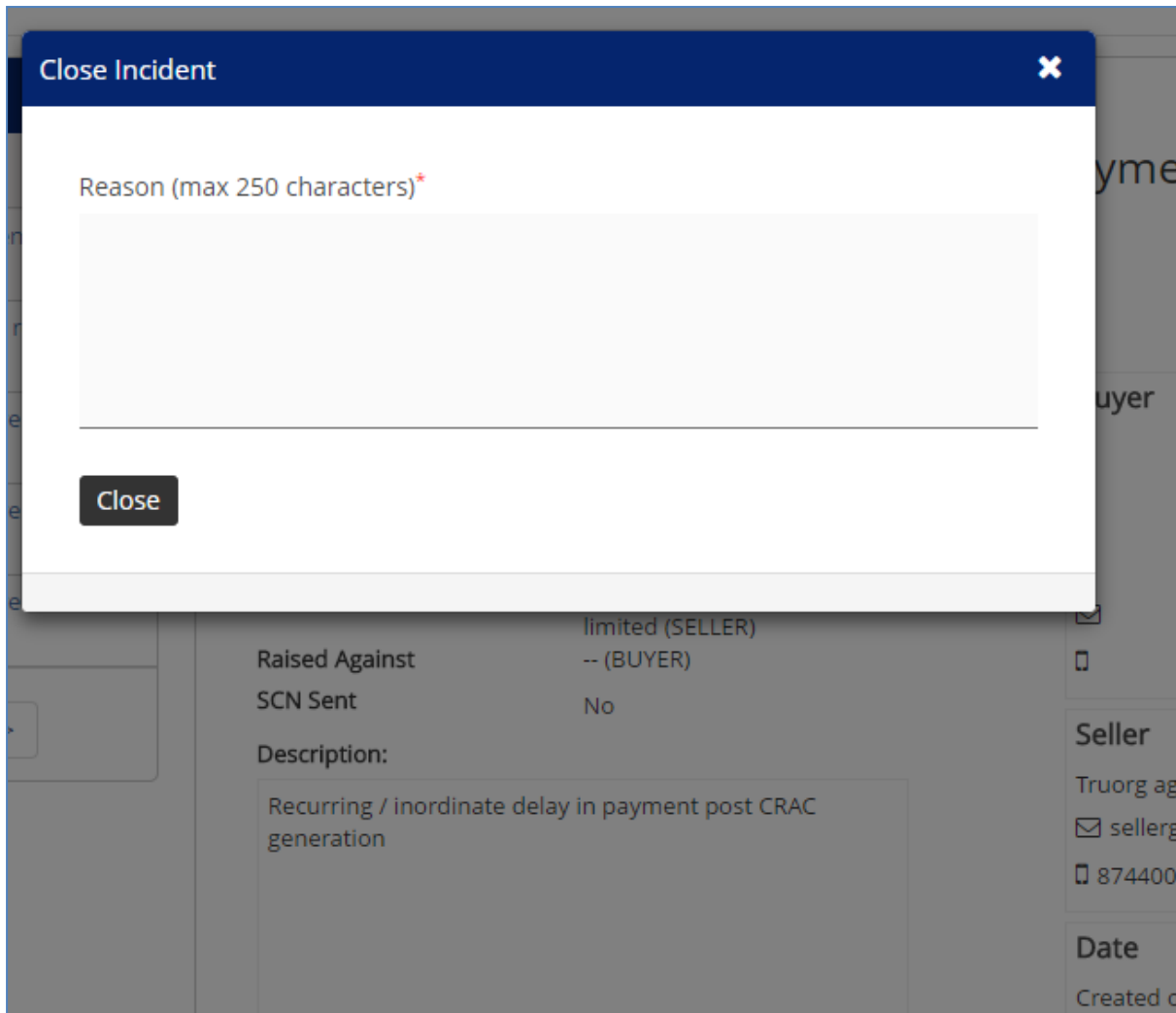
On the right side, there are sections for 'Buyer' and 'Seller' information:

**Buyer:** Ministry of agriculture and farmers welfare, Department of agricultural research and education (dare), Indira gandhi agricultural university raipur, Test, sellergem50@gmail.com, 8744001940

**Seller:** --, sellergem50@gmail.com, 8744001940

At the bottom, there is a 'Date' field.

Step 2 – On clicking of close button, the close window will open.



Step 3 – Write the reason for closing the incident and click on the close button to close an incident.

\*\*\*\*\*END OF DOCUMENT\*\*\*\*\*