Incident Management

USER MANUAL– BUYER

V2

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Metadata

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1.	Title	GeM IM Manual - Buyer
2.	Drafted by	Sunny Tikoo
3.	Reviewed By	Mahesh Kumar
4.	Approved by	Alamelu Suresh
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Version History

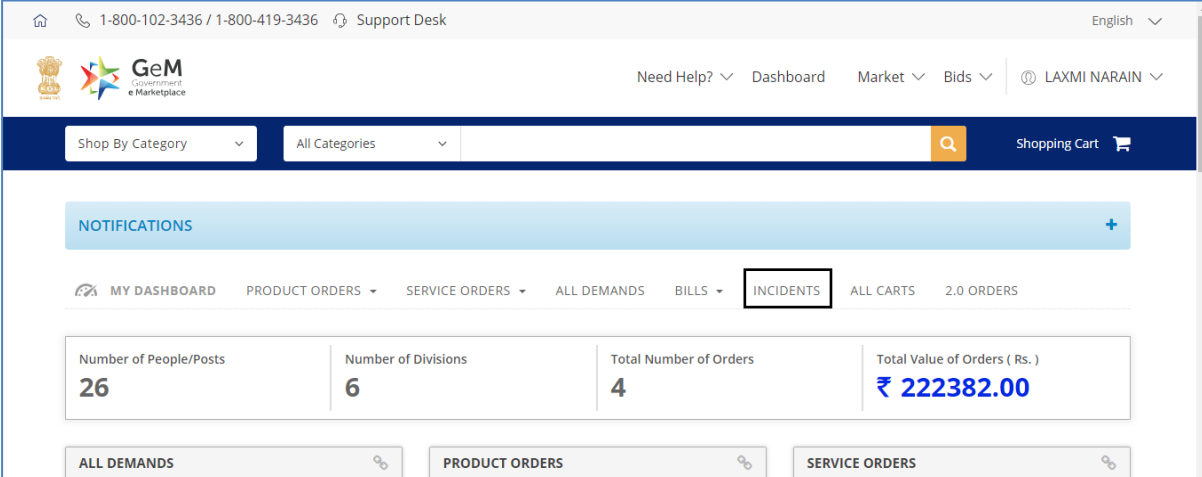| Version No.	Drafted By	Reviewed By	Approved By	Date
1.0	Akshay Kumar	Sunny Tikoo	Alamelu Suresh	23/08/2018
2.0	Sunny Tikoo	Mahesh Kumar	Alamelu Suresh	20/10/2018

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.

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

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"

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

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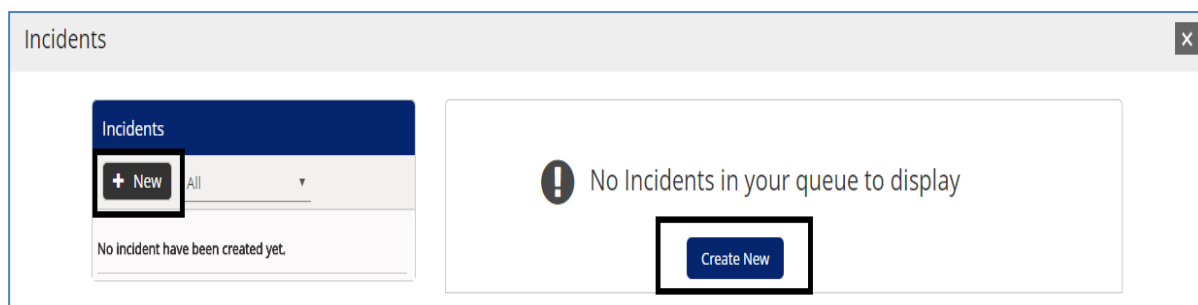
3.2.2. On clicking of the "New" button, the Incident creation Screen will open to capture the details of the incident.

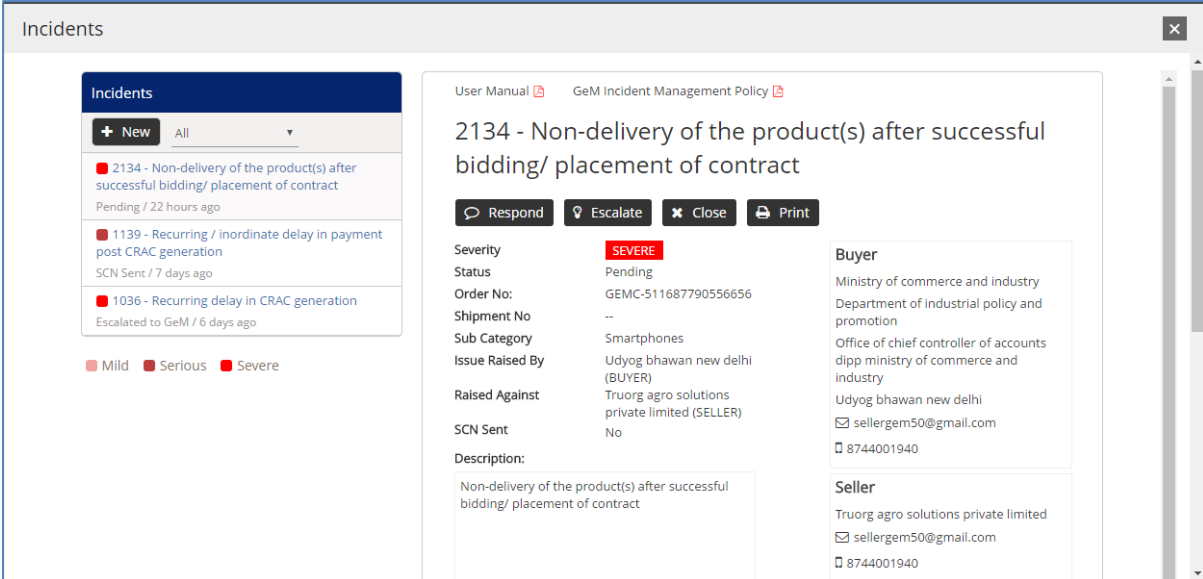3.2.3. To register an incident, provide the following information

- 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.

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
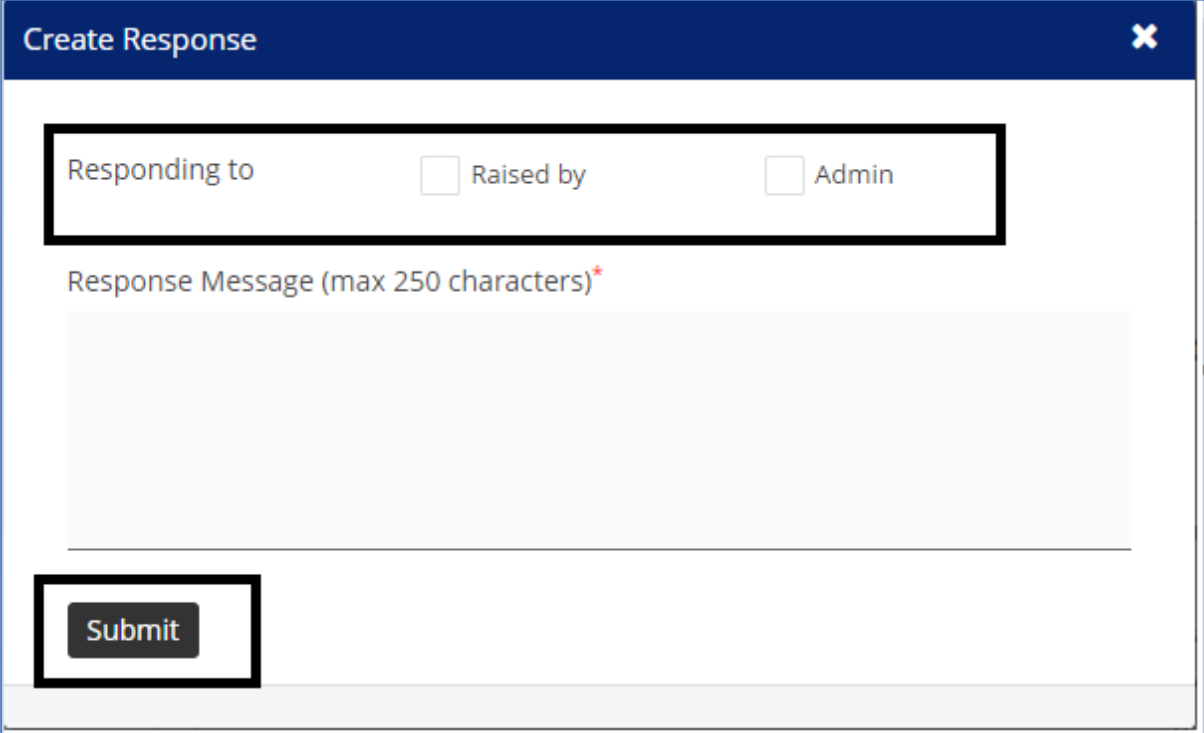
5.1. Incident Escalation to GeM Admin

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.

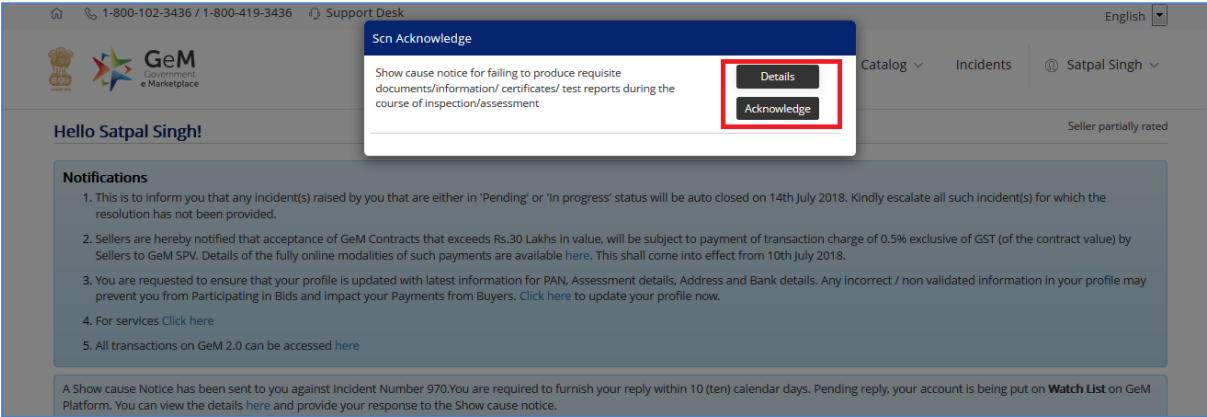### 5.2. Responding to the clarifications asked by GeM Admin

- 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.

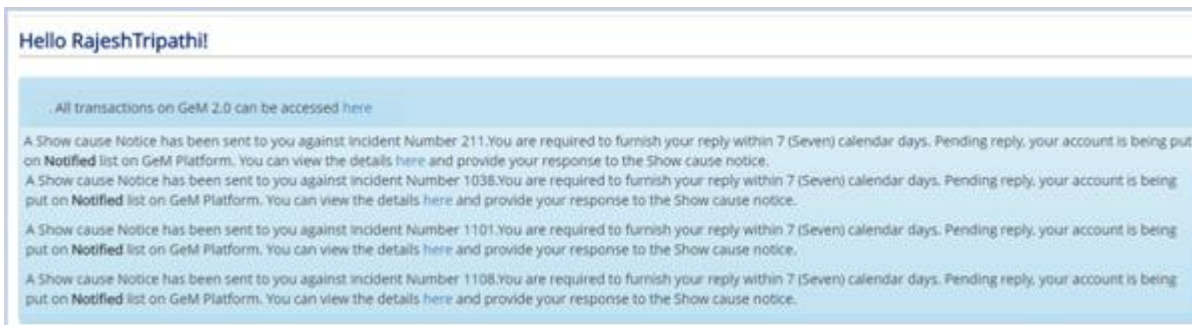To View the Show cause Notice, Click on the Details Button.

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.

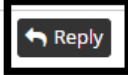To respond to a show cause notice, follow the below mentionedsteps:

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

Sub Category   Scissors

Issue Raised By   All india radio (BUYER)

Raised Against   -- (SELLER)

SCN Sent   Yes ✉

Description:

Not honoring – warranty obligations test 18th July

All india radio

✉ sellergem50@gmail.com

☐ 8744001940

Seller

--

✉ sellergem50@gmail.com

☐ 8744001940

Date

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
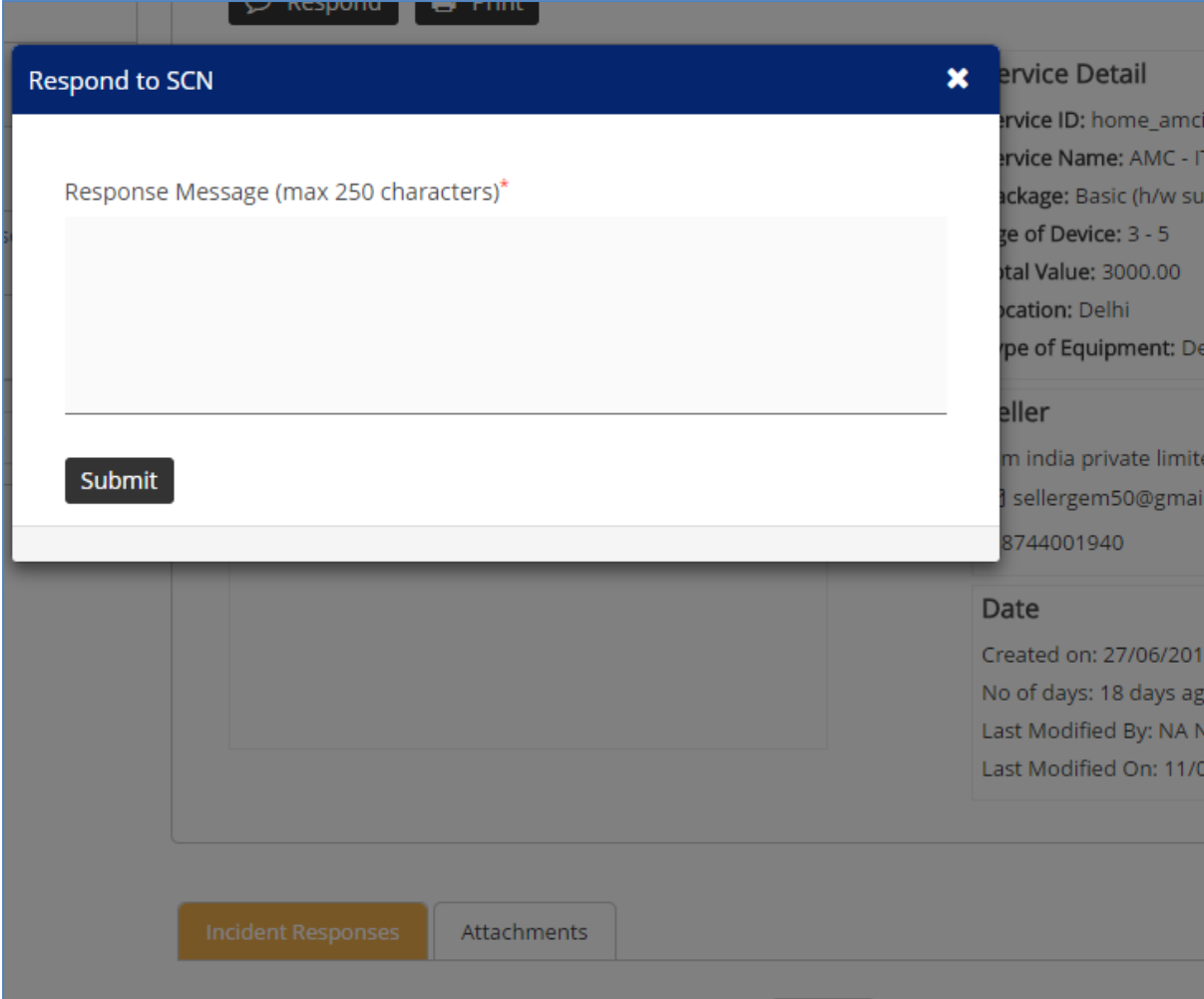
Incident Responses   Attachments

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   ↩ Reply

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
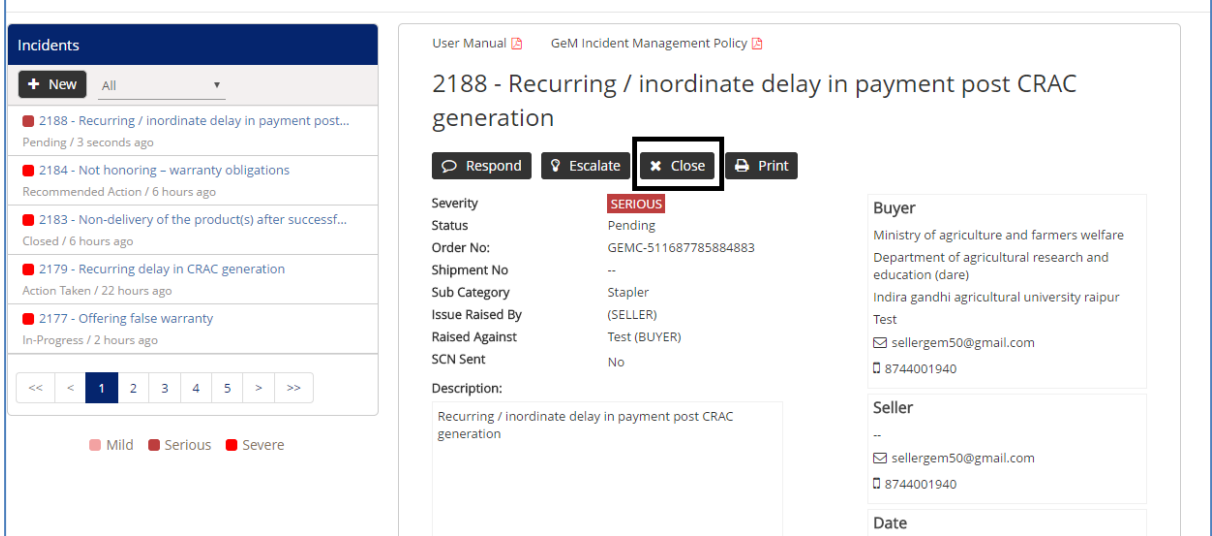
5.5. Closing an Incident

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.
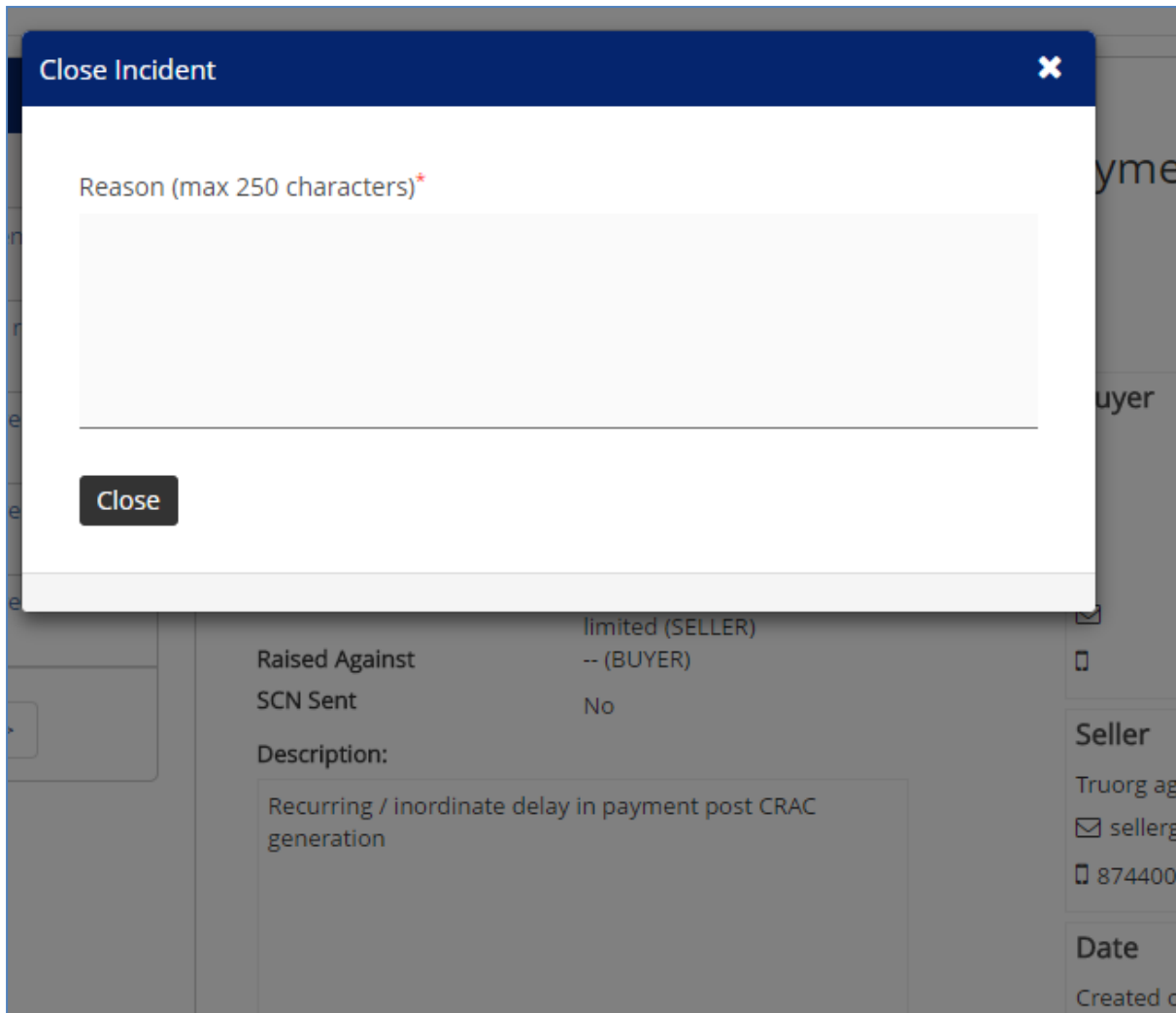
To close an Incident, act as perthe following steps:

Step1 – Click on the close button

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

Close Incident

Reason (max 250 characters)*

Close

limited (SELLER)

Raised Against   -- (BUYER)

SCN Sent   No

Description:

Recurring / inordinate delay in payment post CRAC generation

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

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