



Post Contract Incident Management

USER MANUAL - BUYER





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1. Overview:

The Post Contract Incident Management can be used to raise the Incidents for deviations in contract by a seller. Please Refer the Incident management Policy for information on the Post contract Incident management.

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.

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

MY DASHBOARD PRODUCT ORDERS SERVICE ORDERS ALL DEMANDS **INCIDENTS** ALL CARTS

Reminder : Please update your Email ID to gembuyer.in email ID if you have applied for it and received it. [Change Email](#)

ORGANISATION DETAILS		TRANSACTION DETAILS	
Number of People/Posts	Number of Divisions	Total Number of Orders	Total Value of Orders (Rs.)
25	6	3	₹ 0.00

RECENT ORDERS

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

The screenshot shows the GeM Incident Management Dashboard. On the left, there is a list of incidents with details such as incident number, description, and status. The main area displays the details for incident 966, which is 'Non-delivering the product'. The status is 'Pending'. The dashboard also shows the buyer and seller information, including their names, addresses, and contact details. At the bottom, there are buttons for 'Incident Responses' and 'Attachments', and a section for 'Incident Responses' with a message from the Seller Admin Admin (ADMIN) dated 05/16/2018.



- 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.
- 2.7. New Incidents can be raised by clicking on the “New” Button on the dashboard.

3. Incident Creation

- 3.1. To register new incidents, click on the “New” button available on the screen. The Incident creation Screen will open to capture the details of the incident



Create New Incident
✕

Contract No/Order No*

GEMC-511687761856394 🔍

Invoice No.

Select ▼

Raised Against

SELLER ▼

Buyer	Seller
Ministry of commerce and industry Department of industrial policy and promotion Office of chief controller of accounts dipp ministry of commerce and industry ✉ gemtest23@gmail.com 📞 9493965914	Agmatel india private limited ✉ ma@gmail.com 📞 8765566465

Reason* ▼

Description (max 250 chars)*

Submit
Reset

4. To register an incident, provide the following information

- 4.1. Contract Number – select from the applicable contract numbers
- 4.2. Invoice Number – This is required in case the Invoice has been generated. Select the Invoice number for which the Incident is to be raised.
- 4.3. 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.

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

5. Incident Listing

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

The screenshot displays the GeM (Government e Marketplace) incident management interface. At the top, there is a navigation bar with 'Dashboard', 'Market', 'Orders', 'Catalog', and 'Incidents'. The 'Incidents' section is active, showing a user profile for 'Satpal Singh'. On the left, there is a sidebar for 'Incidents' with a '+ New' button and a list of incidents: '214 - Test Subject' (Pending / 5 days ago) and '212 - Test Incident' (Pending / 5 days ago). The main content area shows the details for '214 - Test Subject'. It includes buttons for 'Respond', 'Escalate', and 'Close'. The incident details are as follows:

Status	Pending
Order No	GEMC-511687790159206
Shipment No	3313
SCN Sent	No
Issue Raised By	Landmarkgem
Raised Against	Pfmspavan
Description:	Test Desc

Buyer
 Ministry of ayush
 --
 Central council for research in ayurvedic sciences, kerala
 Pfmspavan
 pfmspavanbuyer@gemdev.in
 1111111111

Seller
 Landmark infonet private limited
 test@dispostable.com
 9654593051

Date
 Created on: 31/03/2018
 No of days: 5 days ago

5.2. You can also view any clarifications or response provided by the seller.

6. Incident Resolution

6.1. Click on the “Respond” button to send your response to the clarifications provided by the seller

6.2. You can also escalate the incident to the GeM admin by clicking on the “Escalate” button, in case you are not convinced by the response of the seller or breach of response SLA

6.3. The GeM admin will act on the incidents as per the GeM Incident management Policy