



VIVAD SE VISHWAS-II (Contractual Disputes)

USER MANUAL

VSV II helpline number 011-69095777.

Do Not Call on normal GeM helpline.





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1. Overview

An online portal with a purpose of settlement of disputes through “Vivad se Vishwas II- Contractual Disputes” Scheme between contractor & procuring entity.

2. Eligibility

Please read the VSV II scheme in detail to understand the eligibility criteria. If eligible, contractors may proceed to raise their settlement request. If contractor is registered on GeM with his mandatory profile for VSV II completed, they will be able to login to GeM platform to raise their respective settlement request through VSV II.

If contractor is not registered on GeM, they will need to register on GeM and complete the mandatory contractor’s profile for VSV II. The mandatory checks are provided in, Contractor Profile – Mandatory Checks section.

3. Contractor Registration

All Contractors who are already registered on GeM with mandatory VSV II profile, will be able to login to GeM and raise their settlement requests through Vivad se Vishwas-II platform

All Contractors who are NOT on GeM will need to register on GeM through the existing Contractor registration process and complete the mandatory VSV II profile as mentioned in the next section.

Please visit the below link for the step by step presentation for registration on GeM –

https://assets-bg.gem.gov.in/resources/upload/shared_doc/training_content/S2-Contractor-and-Service-Provider-Registration-PAN-2023-1679391041.pdf

4. Contractor Profile – Mandatory Checks

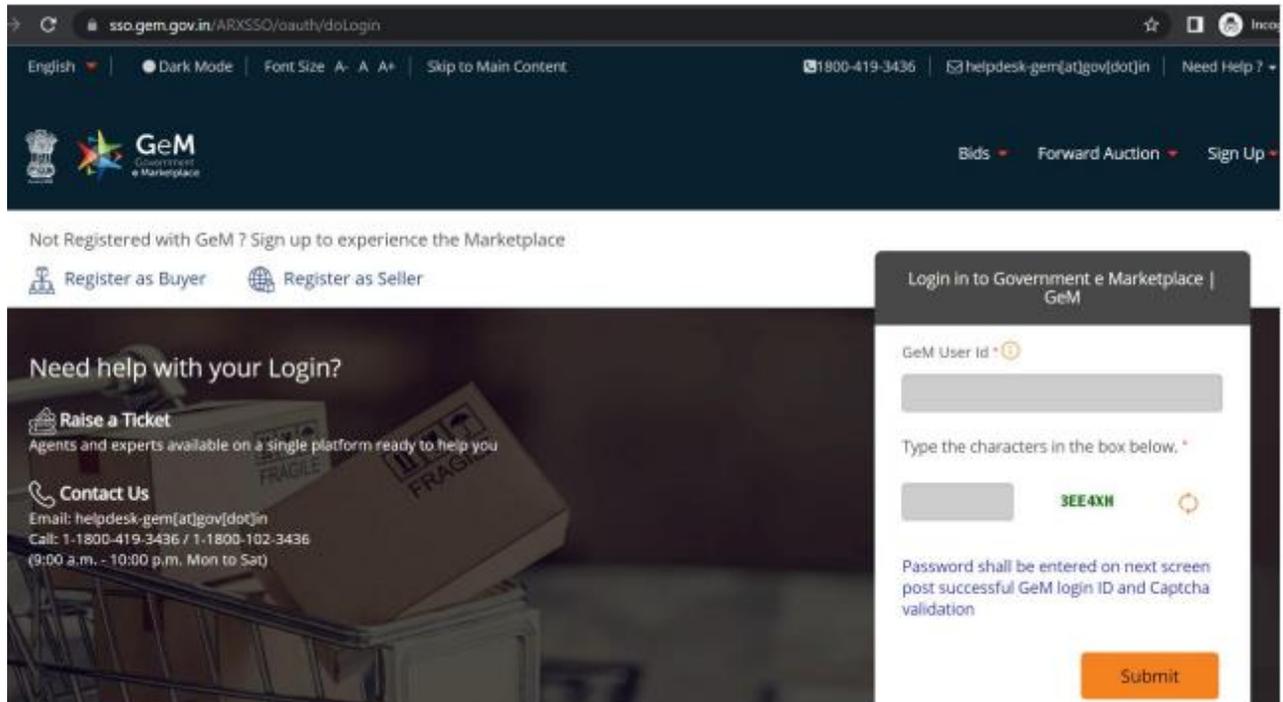
For any contractors to be applicable for raising settlement requests will need to complete the below mandatory details during registration and profile update:

- Validation of PAN of Enterprise
- Date of Incorporation/Registration of business.
- CIN (Company Information Number) in case registering as a Private/Public Limited Company

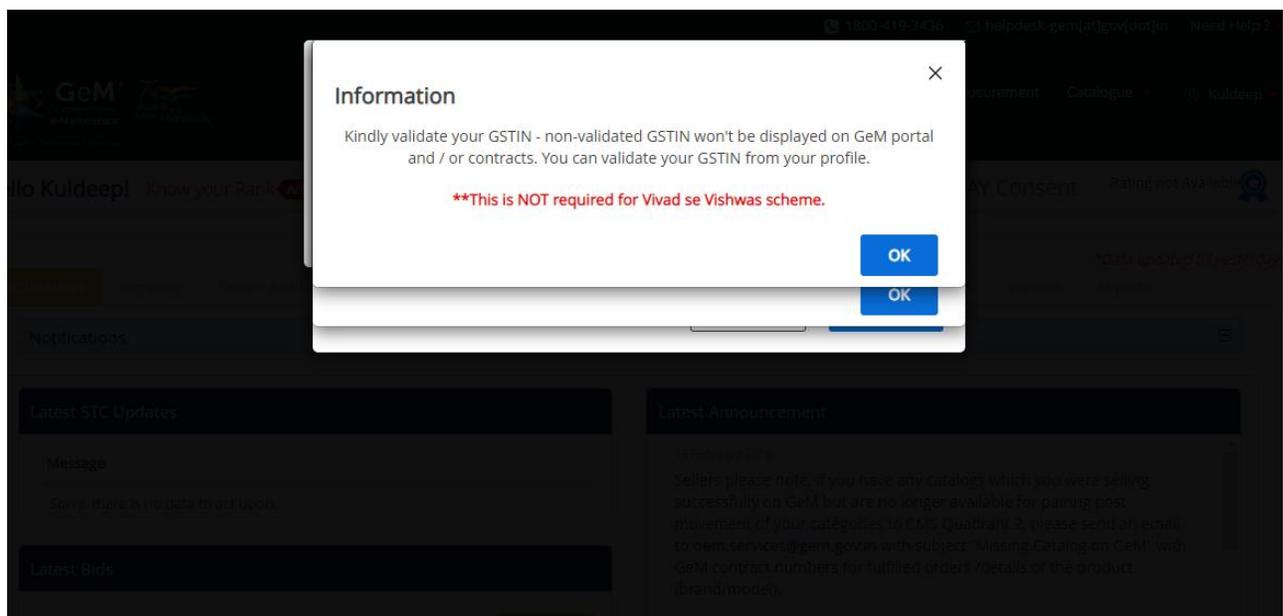


Please refer the below step by step process to update the mandatory profile

Login through seller user id on gem.gov.in



All pop ups which are not required for VSV-II may be closed





Confirmation

Your TAN no. is not updated. Please connect with your Primary User to update the TAN no

****This is NOT required for Vivad se Vishwas scheme.**

OK

Confirmation

It's requested to update the order & payment status of the long pending open orders on GeM immediately. Kindly click ok button to update.

Non compliant seller's will be penalised by GeM.

****This is NOT required for Vivad se Vishwas scheme.**

CANCEL OK



Update Bank Account

Kindly update your bank account added in your profile as it is not PFMS verified.

****This is NOT required for Vivad se Vishwas scheme.**

OK

Update Profile

Please verify your BANK ACCOUNTS, OFFICE LOCATIONS, E-INVOICING tab(s).In addition, kindly ensure that your seller profile is complete and up to date.

To be directly redirected to Vivad se Vishwas - please [click here](#)

OK

Click Ok to go to 'Account Profile' page



Please complete 'DoI' order compliance' [here](#)

Business Profile

- Organisation Profile
- Mandatory*
- Business PAN Validation
- Business Details**
- Additional Details
- Office Locations
- Bank Accounts
- e-Invoicing
- Optional
- MSME
- Tax Assessment
- Startup
- Beneficial Ownership Compliance
- Logistics

Business Details

Please ensure correct Business Name on GeM

Business / Organisation Name*

Date Of Incorporation*

Date of Incorporation is editable only once. Please ensure you enter correct date.

Once validated, click on 'Dashboard' and then 'Vivad se Vishwas' link at the top to land on the VSV-II dashboard. Once done, eligible contractors can raise their settlement request or view existing settlement requests.

NOTE: For VSV-II, the contractor can proceed with these profile updates. If they wish to use GeM other than VSV-II, they may update the rest of the profile too

The screenshot shows a dark-themed dashboard for GeM. A white pop-up dialog titled "Information" is centered on the screen. The dialog contains the following text: "Kindly validate your GSTIN - non-validated GSTIN won't be displayed on GeM portal and / or contracts. You can validate your GSTIN from your profile." Below this text, there is a red line of text: "**This is NOT required for Vivad se Vishwas scheme." At the bottom right of the dialog, there are two blue "OK" buttons. The background dashboard is dimmed and shows various sections like "Latest STC Updates", "Latest Announcements", "Message", and "Latest Bids".



English 1800-419-3436 helpdesk-gem[at]gov[dot]in Need Help ?

Dashboard Vivad se Vishwas Market Orders Bids Push Button Procurement Catalogue Kuldeep

VSV I - Relief for MSMEs
VSV II - Dispute Resolution

Hello Kuldeep! Know your Rank **NEW** SAHAY Consent Rating not Available

Notifications Summary Orders and Payments Bid/RA Category Insights Product and Services Incidents GeM Stats Forums Reports

Notifications

Latest STC Updates

Message

Sorry, there is no data to act upon.

Latest Bids

List of bids

You are invited to participate in bid (GEM/2023/B/96568).

Latest Announcement

15 February 2018

Sellers please note. if you have any catalogs which you were selling successfully on GeM but are no longer available for pairing post movement of your categories to CMS Quadrant 2, please send an email to oem.services@gem.gov.in with subject "Missing Catalog on GeM" with GeM contract numbers for fulfilled orders /details of the product (brand/model).

10 September 2018

All sellers are hereby notified that strict action would be taken against them and their account will be suspended for 30 days as per the

Dashboard Vivad se Vishwas Market Orders Bids Purchase Requisitions Catalogue Kuldeep Singh

FOR ANY 'VIVAD SE VISHWAS - II' RELATED QUERY, PLEASE CALL ON OUR HELPLINE NUMBER 011-69095777

Home > My Dashboard

[Vsv-II User Manual](#)

[View Vsv-II OM](#)

My VSV-II Dashboard

Settlement Request List

Filter By Status

Select

[+ NEW SETTLEMENT REQUEST](#)

| Request Id | Request Date | Contract No | Settlement Amount Claimed | Final Settlement Amount | Organization Name | Office Zone | Settlement Status | Offer Status |
|--------------------------------------|--------------|-------------|---------------------------|-------------------------|-------------------|-----------------|-------------------|-----------------|
| SR-11801689236622436 | 13-07-2023 | 234567 | 234 | - | Tester | All India Radio | Pending | - |
| SR-13061688719091153 | 07-07-2023 | 7457kuldeep | 6000 | - | Tester | All India Radio | In Progress | - |
| SR-13751689234403752 | 13-07-2023 | 456787654 | 2345 | - | Tester | All India Radio | Pending | - |
| SR-14061688549605684 | 05-07-2023 | 2345678o | 234567 | - | Tester | All India Radio | Rejected | Offer Withdrawn |

At any point of time, contractors can go to 'My Account' to update their profile



Home > My Account

Seller Profile

Need help with Seller Profile completion?

Karan Enterprises

GeM Seller Id: MGXXK230000604390

100%

You have completed your profile. You can now [create catalogue](#), fulfil orders and participate in Bids.

Please complete 'DoE order compliance' [here](#)

Business Profile

Organisation Profile

Mandatory*

Business PAN Validation

Business Details

Additional Details

Office Locations

Bank Accounts

Organisation Profile

Summary of your Seller Business Profile with GeM

| | |
|------------------------------|-------------------|
| Business / Organisation Type | Proprietorship |
| Business / Organisation Name | Karan Enterprises |
| Date Of Incorporation ⓘ | 31/03/2023 |

5. Raising a Settlement request for Dispute (GeM/Non GeM) – Contractor

The contractors will get an option to view the status of their exiting settlement request on their dashboards. They can also filter the settlement requests based on the respective status.



FOR ANY 'VIVAD SE VISHWAS - II' RELATED QUERY, PLEASE CALL ON OUR HELPLINE NUMBER 011-69095777

[Home > My Dashboard](#)

[VsV-II User Manual](#)

[View VsV-II OM](#)

My VSV-II Dashboard

Settlement Request List

Filter By Status

[+ NEW SETTLEMENT REQUEST](#)

| Request Id | Request Date | Contract No | Settlement Amount Claimed | Final Settlement Amount | Organization Name | Office Zone | Settlement Status | Offer Status |
|--------------------------------------|--------------|-----------------|---------------------------|-------------------------|-------------------|-----------------|-------------------|-----------------|
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| SR-13061688719091153 | 07-07-2023 | 7457kuldeep | 6000 | -- | Tester | All India Radio | In Progress | -- |
| SR-13751689234403752 | 13-07-2023 | 456787654 | 2345 | -- | Tester | All India Radio | Pending | -- |
| SR-14061688549605684 | 05-07-2023 | 2345678o | 234567 | -- | Tester | All India Radio | Rejected | Offer Withdrawn |
| SR-16581689061046683 | 11-07-2023 | 11071994KULDEEP | 4000 | 4000 | Tester | All India Radio | Settled | Offer Accepted |

To raise any new settlement request, click on the button 'New settlement Request'

FOR ANY 'VIVAD SE VISHWAS - II' RELATED QUERY, PLEASE CALL ON OUR HELPLINE NUMBER 011-69095777

[Home > My Dashboard](#)

[VsV-II User Manual](#)

[View VsV-II OM](#)

My VSV-II Dashboard

Settlement Request List

Filter By Status

[+ NEW SETTLEMENT REQUEST](#)

| Request Id | Request Date | Contract No | Settlement Amount Claimed | Final Settlement Amount | Organization Name | Office Zone | Settlement Status | Offer Status |
|--------------------------------------|--------------|-----------------|---------------------------|-------------------------|-------------------|-----------------|-------------------|-----------------|
| SR-11801689236622436 | 13-07-2023 | 234567 | 234 | -- | Tester | All India Radio | Pending | -- |
| SR-13061688719091153 | 07-07-2023 | 7457kuldeep | 6000 | -- | Tester | All India Radio | In Progress | -- |
| SR-13751689234403752 | 13-07-2023 | 456787654 | 2345 | -- | Tester | All India Radio | Pending | -- |
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| SR-16581689061046683 | 11-07-2023 | 11071994KULDEEP | 4000 | 4000 | Tester | All India Radio | Settled | Offer Accepted |

Contractors need to make a selection if the respective contract was raised on GeM or was outside of GeM along with contract number and contract date.



Types of Contract*

Non-GeM

Select
GeM
Non-GeM

Types of Contract*

Non-GeM

Contract Details

Contract Number*

34567u

Contract Date*

10-04-2023

For contracts raised on GeM, the entire section of 'Organization Details' will be auto-populated

Buyer Details

Organization Type*

Ministry

Ministry*

Ministry of Information and Broadcasting

Department*

Edit Organization from NA 22July

Organization*

Edit Organization from N/a

Office zone*

All India Radio

Organization Address*

dummy 12345456, Gurgaon, HARYANA, Pin Code :122001

Primary Buyer First Name*

Vikas Verma

Primary Buyer Last Name

Pal

Designation*

Deputy Director Admn test



For all contracts raised outside of GeM, the contractor will need to select the buyer hierarchy as shown below.

Buyer Details

| | |
|---------------------------|-------------------------|
| Organization Type* | Ministry* |
| Department* | Organization* |
| Office zone* | Organization Address* |
| Primary Buyer First Name* | Primary Buyer Last Name |
| Designation* | |

The contractors will then need to fill the rest of the settlement request form details (dispute details, settlement details, document upload) and upload applicable documents as per the settlement request.

Once the form is complete, contractor need to click on 'Save and Preview' button to view settlement details and ensure no misinformation has been provided.



Request Details

Contract Details

| | |
|------------------|------------|
| Type of Contract | Non-GeM |
| Contract Number | 34567 |
| Contract Date | 10/04/2023 |

Buyer Details

| | |
|----------------------|--|
| Organization Type | Ministry |
| Ministry | Ministry of Information and Broadcasting |
| Department | Edit Organization from NA 22July |
| Organization | Edit Organization from N/a |
| Office Zone | All India Radio |
| Organization Address | dummy 12345456, Gurgaon, HARYANA, Pin Code :122001 |

Check the 'I Agree' box and click on submit button for request submission.

| | |
|---|------------------------------|
| Authorization Letter of Company | pdf file.pdf |
| Contract Copy | pdf file.pdf |
| Contractor's Settlement Amount calculation Sheet (As per scheme guidelines) | pdf file.pdf |
| Copy of Arbitration Order | pdf file.pdf |

I shall be solely responsible for repercussion and actions for submission of misinformation, suppression of information, false declaration and uploading of incorrect/invalid/forged documents under Vivad Se Vishwas - II Scheme.

I Agree

[EDIT DETAILS](#)

[SUBMIT](#)

Please read the warning carefully and click 'Ok' to proceed. Or else, contractor can go back to edit the request form.



Net Amount Claimed for Settlement (excluding interest, as per scheme guidelines) 23456

Net Amount Payable to

Document Uploaded

Authorization Letter of Company

Contract Copy pdf file.pdf

Contractor's Settlement Amount calculation Sheet (As per scheme guidelines) pdf file.pdf

Copy of Arbitration Order pdf file.pdf

You shall be solely responsible for repercussion and actions for submission of misinformation, suppression of information, false declaration and uploading of incorrect/invalid/forged documents under Vivad Se Vishwas - II Scheme.

I Agree

[EDIT DETAILS](#) [SUBMIT](#)

Warning ✕

Are you sure you want to submit the Settlement Request? You shall be solely responsible for repercussion and actions for submission of misinformation, suppression of information, false declaration and uploading of incorrect/invalid/forged documents under Vivad se Vishwas - II Scheme. Click Ok to Proceed

[EDIT](#) [OK](#)

The submitted settlement request will now be visible on Dashboard. Click on 'Request Id' to view details at any point of time

Home > My Dashboard [VsV-II User Manual](#) [View VsV-II OM](#)

My VSV-II Dashboard

Settlement Request List Filter By Status [+ NEW SETTLEMENT REQUEST](#)

| Request Id | Request Date | Contract No | Settlement Amount Claimed | Final Settlement Amount | Organization Name | Office Zone | Settlement Status | Offer Status |
|--------------------------------------|--------------|-----------------|---------------------------|-------------------------|-------------------|-----------------|-------------------|-----------------|
| SR-11801689236622436 | 13-07-2023 | 234567 | 234 | -- | Tester | All India Radio | Pending | -- |
| SR-13061688719091153 | 07-07-2023 | 7457kuldeep | 6000 | -- | Tester | All India Radio | In Progress | -- |
| SR-13751689234403752 | 13-07-2023 | 456787654 | 2345 | -- | Tester | All India Radio | Pending | -- |
| SR-14061688549605684 | 05-07-2023 | 23456780 | 234567 | -- | Tester | All India Radio | Rejected | Offer Withdrawn |
| SR-16581689061046683 | 11-07-2023 | 11071994KULDEEP | 4000 | 4000 | Tester | All India Radio | Settled | Offer Accepted |

NOTE: It is suggested to have the following list of documents handy

- ◆ Authorization letter from your organization
- ◆ Contract Copy
- ◆ Settlement Amount calculation sheet (as per scheme guidelines)
- ◆ Settlement specific document (Copy of last court order , Copy Arbitration order , BG document)



Important :-

- ◆ Please note that for any Non- GeM contracts related to buyers from Ministry of Railways, the contractor need to raise their settlement request on iREPS portal.
- ◆ If any of the respective buyer organization details are not available in the drop-down list, contractor need to connect with the procuring entity and ask them to register on GeM, post which the contractor will be able to raise the settlement request. For any assistance, please contact the respective controlling ministry of that procuring entity organization.
- ◆ The contractor shall be solely responsible for repercussion and actions for submission of misinformation, suppression of information, false declaration and uploading of incorrect/invalid/forged documents under Vivad se vishwas-II Scheme

6. Type of Disputes

The contractor can raise a settlement claim against the below dispute types –

- Court order passed - After Arbitration
- Court order passed - without Arbitration
- No Court order - Only Arbitration

7. Dashboard – Contractor

The Contractors can view all the settlement requests and their status under “Filter by status”

FOR ANY 'VIVAD SE VISHWAS - II' RELATED QUERY, PLEASE CALL ON OUR HELPLINE NUMBER 011-69095777

Home > My Dashboard VsV-II User Manual [View VsV-II OM](#)

My VSV-II Dashboard

Settlement Request List Filter By Status [+ NEW SETTLEMENT REQUEST](#)

| Request Id | Request Date | Contract No | Settlement Amount Claimed | Final Settle Amount | Tester | Office Zone | Settlement Status | Offer Status |
|----------------------|--------------|------------------|---------------------------|---------------------|--------|-----------------|-------------------|-----------------|
| SR-11801689236622436 | 13-07-2023 | 234567 | 234 | - | | All India Radio | Pending | -- |
| SR-13061688719091153 | 07-07-2023 | 7457kuldeep | 6000 | - | Tester | All India Radio | In Progress | -- |
| SR-13751689234403752 | 13-07-2023 | 456787654 | 2345 | - | Tester | All India Radio | Pending | -- |
| SR-14061688549605684 | 05-07-2023 | 2345678o | 234567 | - | Tester | All India Radio | Rejected | Offer Withdrawn |
| SR-16581689061046683 | 11-07-2023 | 11071994KULDDEEP | 4000 | 4000 | Tester | All India Radio | Settled | Offer Accepted |



At any given point of time, the contractor can refer to the OM issued by Ministry of Finance for understand the VSV-II scheme

FOR ANY 'VIVAD SE VISHWAS - II' RELATED QUERY, PLEASE CALL ON OUR HELPLINE NUMBER 011-69095777

Home > My Dashboard

[VsV-II User Manual](#)

[View VsV-II OM](#)

My VSV-II Dashboard

Settlement Request List

Filter By Status

Select

[+ NEW SETTLEMENT REQUEST](#)

| Request Id | Request Date | Contract No | Settlement Amount Claimed | Final Settlement Amount | Organization Name | Office Zone | Settlement Status | Offer Status |
|--------------------------------------|--------------|-------------|---------------------------|-------------------------|-------------------|-----------------|-------------------|-----------------|
| SR-11801689236622436 | 13-07-2023 | 234567 | 234 | -- | Tester | All India Radio | Pending | -- |
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| SR-13751689234403752 | 13-07-2023 | 456787654 | 2345 | -- | Tester | All India Radio | Pending | -- |
| SR-14061688549605684 | 05-07-2023 | 2345678o | 234567 | -- | Tester | All India Radio | Rejected | Offer Withdrawn |

8. Dispute Status –

- **Pending** – The settlement request pending for action from the buyer's end .
- **In-Progress** – The procuring entity has asked a query via communication channel.
- **Offer in Progress** – The offer has been generated by the buyer and is pending for contractor's acceptance/rejection .
- **Agreement Pending (Buyer)** – The offer is accepted by the seller/contractor and pending for agreement upload by the buyer/procuring entity.
- **Agreement Pending (Seller)** – The contractor has to upload the agreement on stamp paper.
- **Rejected** – The settlement request has been rejected by the procuring entity and the rejection reason will be visible in contractor Vivad se Vishwas dashboard.
- **Payment Pending** – Pending for payment .
- **Settled** – The payment has been made by the respective party.

9. Offer Status –

- **Offer Accepted** – The offer has been accepted by the contractor.
- **Offer Rejected** – The offer has been rejected by the contractor.
- **Offer Withdrawn** – The offer has been withdrawn by the procuring entity before offer acceptance/rejection .
- **Offer Generated** - The offer has been generated by the procuring entity.



10. Procuring entity registration

The procuring entity will need to login to GeM portal to access VSV II. If procuring entity is not registered, he needs to do the same.

Please visit the below link for the step-by step presentation for registration on GeM

https://assets-bg.gem.gov.in/resources/upload/shared_doc/training_content/B2-Primary-User-Registration-Procuring_entity-1678771794.pdf

Once, registered the procuring entity can login to our GeM portal

English | Dark Mode | Font Size: A- A+ | Skip to Main Content | 1800-419-3436 | helpdesk.gem@gov.in | Need Help?

GeM
Government e Marketplace

Bids | Forward Auction | Sign Up

Not Registered with GeM? Sign up to experience the Marketplace

Register as Buyer | Register as Seller

Need help with your Login?

Raise a Ticket
Agents and experts available on a single platform ready to help you

Contact Us
Email: helpdesk.gem@gov.in
Call: 1-1800-419-3436 / 1-1800-102-3436
(9:00 a.m. - 10:00 p.m. Mon to Sat)

Login in to Government e Marketplace | GeM

GeM User ID *

password

Type the characters in the box below. *

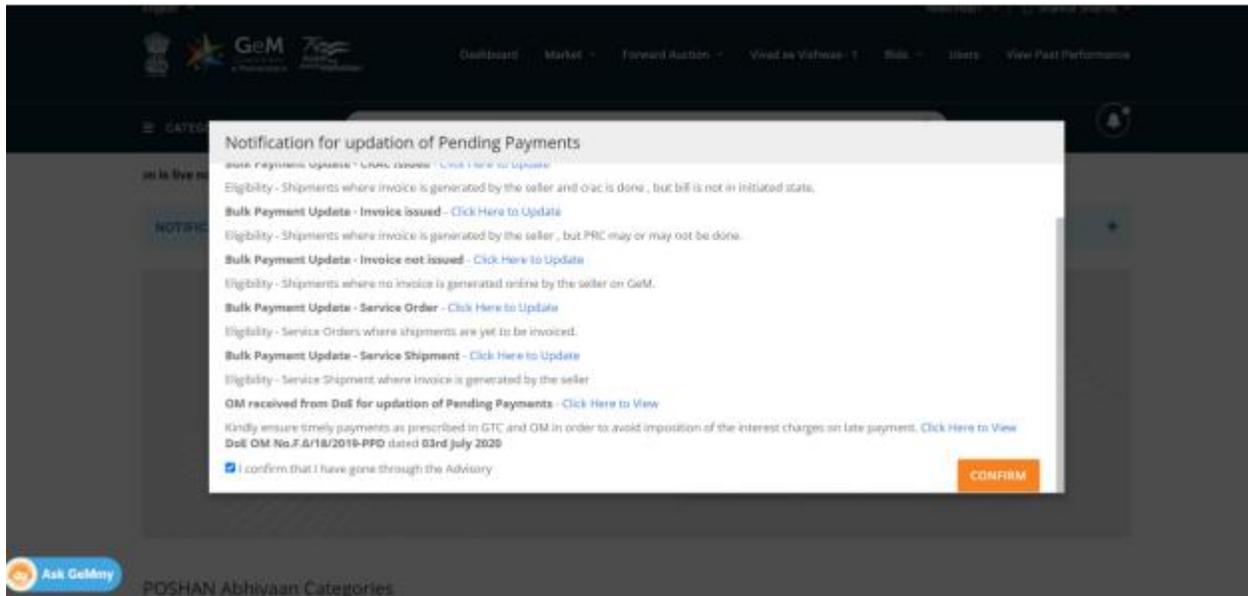
Y12E29

Your session has expired or terminated due to multiple login, please login again to continue.

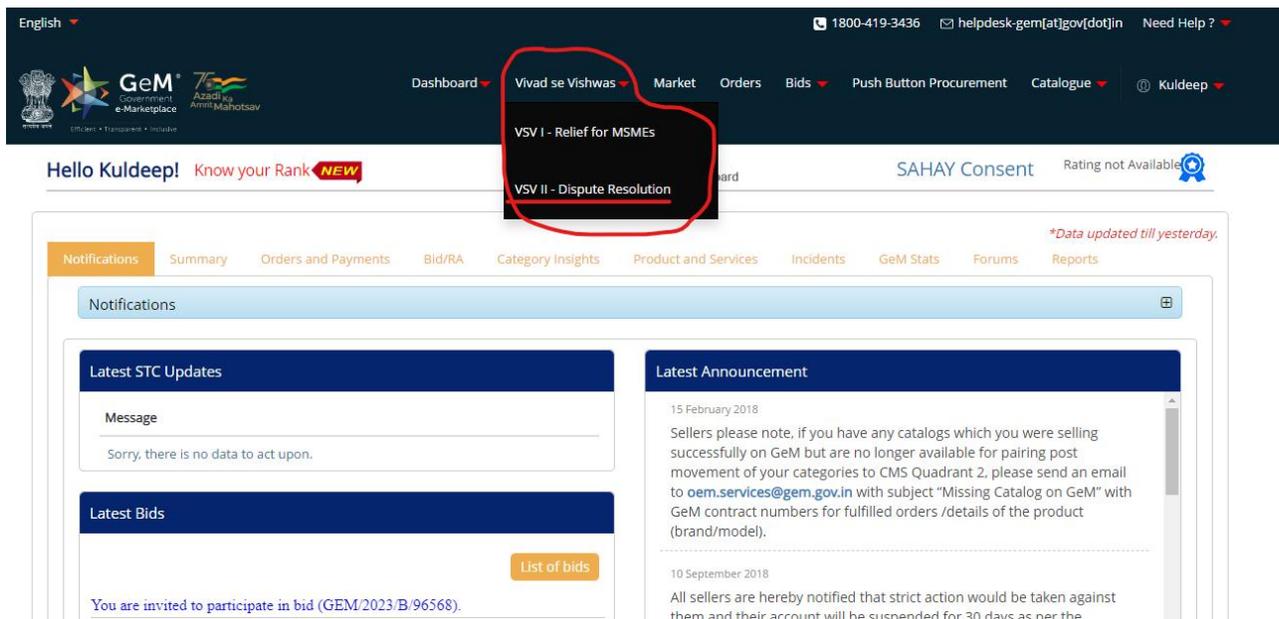
Password shall be entered on next screen post successful GeM login ID and Captcha validation

Submit

Once logged in, procuring entity will land on the GeM dashboard. Please confirm the advisory in case it is visible



Once done, Procuring entity can access VSV-II by clicking on link provided as highlighted below.



This will land the buyer on his VSV-II dashboard





[Dashboard](#)
[Vivad se Vishwas](#)
[Market](#)
[Orders](#)
[Bids](#)
[Purchase Requisitions](#)
[Catalogue](#)


Vikas Verma Pal

Home > Dashboard

Settlement Request List

Filter By Status

| Request ID | Request date | Contract No | Settlement Amount Claimed | Seller Organisation Name | Final Settlement Amount | Settlement Status | Offer Status |
|--------------------------------------|--------------|-----------------|---------------------------|--------------------------|-------------------------|-------------------|-----------------|
| SR-11801689236622436 | 13-07-2023 | 234567 | 234 | Tester | -- | Pending | -- |
| SR-13061688719091153 | 07-07-2023 | 7457kuldeep | 6000 | Tester | -- | In Progress | -- |
| SR-13751689234403752 | 13-07-2023 | 456787654 | 2345 | Tester | -- | Pending | -- |
| SR-14061688549605684 | 05-07-2023 | 2345678o | 234567 | Tester | -- | Rejected | Offer Withdrawn |
| SR-16581689061046683 | 11-07-2023 | 11071994KULDEEP | 4000 | Tester | 4000 | Settled | Offer Accepted |

11. Dashboard – Procuring entity

The procuring entity can view all settlement requests under his bucket. Sorting on all dashboard column fields is available for the procuring entity.

Home > Dashboard

Settlement Request List

Filter By Status

| Request ID | Request date | Contract No | Settlement Amount Claimed | Seller Organisation Name | Final Settlement Amount | Settlement Status | Offer Status |
|--------------------------------------|--------------|-----------------|---------------------------|--------------------------|-------------------------|-------------------------|-----------------|
| SR-11801689236622436 | 13-07-2023 | 234567 | 234 | Tester | -- | Pending | -- |
| SR-13061688719091153 | 07-07-2023 | 7457kuldeep | 6000 | Tester | -- | In Progress | -- |
| SR-13751689234403752 | 13-07-2023 | 456787654 | 2345 | Tester | -- | Pending | -- |
| SR-14061688549605684 | 05-07-2023 | 2345678o | 234567 | Tester | -- | Rejected | Offer Withdrawn |
| SR-16581689061046683 | 11-07-2023 | 11071994KULDEEP | 4000 | Tester | 4000 | Settled | Offer Accepted |
| SR-21061688968592907 | 10-07-2023 | 7011732108 | 80000 | Test Industries | -- | Agreement Pending buyer | Offer Accepted |
| SR-24271688383763399 | 03-07-2023 | 12345678io | 101900000 | Tester | 101700000 | Settled | Offer Accepted |

An option to filter the settlement request raised by status is also available.



Home > Dashboard

Settlement Request List

Filter By Status

Select

- Select
- Pending
- In Progress
- Rejected
- Offer In Progress
- Agreement Pending seller
- Agreement Pending buyer
- Payment Pending
- Settled

| Request ID | Request date | Contract No | Settlement Amount Claimed | Seller Organisation Name | Final Settlement Amount | Settle | |
|--------------------------------------|--------------|-----------------|---------------------------|---------------------------------|-------------------------|-------------------------|-----------------|
| SR-11801689236622436 | 13-07-2023 | 234567 | 234 | Tester | -- | Pending | |
| SR-13061688719091153 | 07-07-2023 | 7457kuldeep | 6000 | Tester | -- | In Progress | -- |
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| SR-21061688968592907 | 10-07-2023 | 7011732108 | 80000 | Test Industries | -- | Agreement Pending buyer | Offer Accepted |
| SR-24271688383763399 | 03-07-2023 | 12345678lo | 101900000 | Tester | 101700000 | Settled | Offer Accepted |

There is also a hyperlink provided on the ‘contractor’s Organization Name’. This is to help procuring entity to see all settlement request raised by the contractor against that procuring entity’s office irrespective of which procuring entity the request is assigned to. On clicking the url, another window will open with the respective contractor’s requests.

IMPORTANT: This is to enable the procuring entity to check for any duplicate settlement requests, incorrect requests amounts before taking any action. Please note that the procuring entity is solely responsible for ensuring verification of settlement request data provided by the contractor and for ensuring that no duplicate requests are processed or settled against the same contract. Before generating an offer, procuring entity must check the eligibility of the settlement request and settlement amount as per Scheme guidelines.



Need Help ?

All Similar Request

| Request Id | Contract Number | Settlement Amount | Total settlement Amount | Seller Organization name |
|--------------------------------------|-----------------|-------------------|-------------------------|--------------------------|
| SR-11801689236622436 | 234567 | -- | -- | Tester |
| SR-13061688719091153 | 7457kuldeep | -- | -- | Tester |
| SR-13751689234403752 | 456787654 | -- | -- | Tester |
| SR-14061688549605684 | 2345678o | -- | -- | Tester |
| SR-16581689061046683 | 11071994KULDEEP | -- | 4000 | Tester |

« < 1 2 3 4 5 > »

| | | | | | | | |
|--------------------------------------|------------|-----------------|--------|--------|------|----------|-----------------|
| SR-13751689234403752 | 13-07-2023 | 456787654 | 2345 | Tester | -- | Pending | -- |
| SR-14061688549605684 | 05-07-2023 | 2345678o | 234567 | Tester | -- | Rejected | Offer Withdrawn |
| SR-16581689061046683 | 11-07-2023 | 11071994KULDEEP | 4000 | Tester | 4000 | Settled | Offer Accepted |

12. Procuring entity/contractor actions

The procuring entity can take action on the respective settlement request. The actions available are Generate-offer, Reject, Transfer, seek clarification and Settle.

To take any action, click on the “Request Id”

Request Details

Request Number# SR-11801689236622436

Request Status: Pending

Offer Id #

Request Date: 13-07-2023

Contract Details

| | |
|------------------|------------|
| Type of Contract | Non-GeM |
| Contract Number | 234567 |
| Contract Date | 03/04/2023 |

Buyer Details

| | |
|-------------------|--|
| Organization Type | ministry |
| Ministry | Ministry of Information and Broadcasting |
| Department | Edit Organization from NA 22.July |
| Organization | Edit Organization from N/a |





| | |
|--|------------------|
| Applicable Interest rate % (as per scheme guidelines) | 9 |
| Applicable Amount for Settlement (as per scheme guidelines) | 152.1 |
| Applicable Interest Start Date: | 27/06/2023 |
| Amount Already Paid | 2345 |
| Any amount paid by procuring entity against BG? | NO |
| Net Amount Claimed for Settlement (excluding interest, as per scheme guidelines) | 234 |
| Net Amount Payable to | Procuring Entity |

Document Uploaded

| | |
|--|------------------------------|
| Seller Authorization Letter | pdf file.pdf |
| Contract Copy | pdf file.pdf |
| Settlement Amount Calculation Sheet (As per scheme guidelines) | pdf file.pdf |
| Any Other relevant document | pdf file.pdf |

 VIEW / SEEK CLARIFICATION

 TRANSFER

 REJECT

 GENERATE OFFER

For reject a settlement request, click on “Reject”. Select Rejection reason from the drop-down. Procuring entity can add comments and upload any document if required. On submit, settlement request would be rejected.

Reason for request Rejection*

Comments

Upload Documents (if any)

[+ BROWSE FILES](#) or Drag & Drop files here

For transferring a settlement request to another buyer, click on “Transfer”. Select the name, email and designation of the buyer and click on submit.



[VIEW / SEEK CLARIFICATION](#)
[TRANSFER](#)
[REJECT](#)
[GENERATE OFFER](#)

Buyer

Select

Designation

Select

E-mail

Select

[SUBMIT](#)

For view/seek clarification,click on “view/seek clarification” then a communication channel(to and fro) will open for procuring entity and contractors where they can communicate and share attachment to each other.

[VIEW / SEEK CLARIFICATION](#)
[TRANSFER](#)
[REJECT](#)
[GENERATE OFFER](#)

Communication Channel

Comments Attachments

[COMMENT](#)

To Generate an offer , Click on “Generate offer” button, then the procuring entity will have to fill in details and upload the agreement document for contract’s consent. And click on submit button.



[VIEW / SEEK CLARIFICATION](#)
[TRANSFER](#)
[REJECT](#)
[GENERATE OFFER](#)

Principal Settlement Amount*
 Proposed Interest Start date*

Copy of settlement agreement (for contractor's consent)*
 Procuring Authority's Settlement Amount calculation Sheet (As per scheme guidelines)*

or Drag & Drop files here
 or Drag & Drop files here

Disclaimer: The total Interest amount for settlement will be calculated from the interest start date till the date of acceptance of offer by the contractor.

Once an offer has been generated by procuring entity ,the procuring entity can withdraw the offer till the offer is not accepted /rejected by contractor . To withdraw an offer, procuring entity must enter the reason for offer withdrawn and click on submit button.

[VIEW / SEEK CLARIFICATION](#)

[WITHDRAW OFFER](#)

Please enter withdraw reason*

Once an offer has been generated , the contractor needs to accept/reject the offer . To accept the offer ,the contractor will click on “view offer” and read the agreement document shared by procuring entity and click on the accept button after confirming that contractor has read the settlement agreement document to be used for final settlement .



VIEW / SEEK CLARIFICATION **VIEW OFFER**

Generated Offer Details

Principal Settlement Amount: 345678 Proposed Interest Start date: 14-07-2023

Disclaimer: The total Interest amount for settlement will be calculated from the interest start date till the date of acceptance of offer by the contractor.

Copy of settlement agreement (for contractor's consent) pdf file.pdf

I confirm that I have read & accept the settlement agreement uploaded by the procuring entity to be used for the final settlement.

ACCEPT **REJECT**

To reject the offer, the contractor will click on the “Reject” button and will have to enter the offer rejection reason then click on the submit button .

Generated Offer Details

Principal Settlement Amount: 345678 Proposed Interest Start date: 14-07-2023

Disclaimer: The total Interest amount for settlement will be calculated from the interest start date till the date of acceptance of offer by the contractor.

Copy of settlement agreement (for contractor's consent) pdf file.pdf

I confirm that I have read & accept the settlement agreement uploaded by the procuring entity to be used for the final settlement.

ACCEPT **REJECT**

Offer Rejection Reason*
Maximum 500 characters allowed

Submit

Once an offer is rejected by contractor , procuring entity can generate the new offer or else reject the dispute .



After offer acceptance by the contractor , the procuring entity will have to upload the agreement. after confirming that all pending litigation in any court of law filed by the procuring entity has been withdrawn.

UPLOAD AGREEMENT

Interest End Date*
14-07-2023

Final Settlement Amount*
234

Agreement Upload*
+ BROWSE FILES or Drag & Drop files here

Are there any current pending litigation in any court of law filed by the procuring entity?*

Select

UPLOAD

SUBMIT

Then the procuring entity will have to upload the evidence of litigation withdrawn .and click in submit to upload the settlement agreement.



234

Agreement Upload*

+ BROWSE FILES or Drag & Drop files here

| | | | | |
|--|----------|-----|--------------|--|
| | 185.8 kB | pdf | pdf file.pdf | |
|--|----------|-----|--------------|--|

UPLOAD

Are there any current pending litigation in any court of law filed by the procuring entity?*

YES

I agree that all pending litigation in any court of law filed by the procuring entity have been withdrawn.

Evidence Upload*

+ BROWSE FILES or Drag & Drop files here

UPLOAD

SUBMIT

After agreement upload by the procuring entity ,the contract will also have to upload the settlement agreement on stamp paper by confirming that the contract has also withdrawn all litigation pending in any court of law .

VIEW / UPLOAD AGREEMENT

Signed copy of settlement agreement executed on stamp paper.*

+ BROWSE FILES or Drag & Drop files here

| | | | | |
|--|----------|-----|--------------|--|
| | 185.8 kB | pdf | pdf file.pdf | |
|--|----------|-----|--------------|--|

UPLOAD

Are there any current pending litigation in any court of law filed by the contractor?*

YES

I confirm that all pending litigation in any court of law filed by the contractor have been withdrawn.

Evidence of withdrawal*

+ BROWSE FILES or Drag & Drop files here

| | | | | |
|--|----------|-----|--------------|--|
| | 185.8 kB | pdf | pdf file.pdf | |
|--|----------|-----|--------------|--|

UPLOAD

SUBMIT



Once the agreement has been uploaded by both the parties , then the respective party will have to enter the payment details to settle the request.

Enter Payment Details

Date of Payment*

Transaction Number*

Settlement Amount Paid*

Payment transaction evidence

[+ BROWSE FILES](#) or Drag & Drop files here

UPLOAD

Has BG submitted been returned ?*

Select

Evidence of BG return*

[+ BROWSE FILES](#) or Drag & Drop files here

UPLOAD

Date of Payment*

Transaction Number*

Settlement Amount Paid*

Payment transaction evidence

[+ BROWSE FILES](#) or Drag & Drop files here

185.8 kB pdf pdf file.pdf

UPLOAD

Has BG submitted been returned ?*

YES

Evidence of BG return*

[+ BROWSE FILES](#) or Drag & Drop files here

185.8 kB pdf pdf file.pdf

UPLOAD

Comments

SETTLE

Once the payment details have been entered by the respective party , the request will be settled .



13. Vivad se Vishwas Helpdesk support

In case In case of any issue/query related to Vivad se Vishwas II, please call our VSV helpline number 011-69095777. Do Not Call on normal GeM helpline since customer care executives on normal GeM helpline are not trained about VSV portal.

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