



VIVAD SE VISHWAS - 1

USER MANUAL

VSV helpline number 011-69095777.

Do Not Call on normal GeM helpline.





Table of Contents

1. Overview.....	3
2. Eligibility	3
3. Seller Registration and Profile Update	3
4. Seller Profile – Mandatory Checks	3
5. Raising a Claim (GeM) – Seller	10
6. Type of Claims.....	16
7. Dashboard – Seller.....	16
8. Claim Status.....	17
9. Buyer Registration	18
10. Dashboard – Buyer	20
11. Buyer Actions	23
12. Vivad se Vishwas – Helpdesk support.....	26



1. Overview

An Online Portal for MSME sellers who are eligible as per the Vivad Se Vishwas – 1 (VSV-1) Scheme notified by Ministry of Finance to claim benefits by raising their applicable claims against the respective procuring authority.

2. Eligibility

Please read the VSV-1 scheme in detail to understand the eligibility criteria. If eligible, sellers may proceed to raise their respective claims. If MSME seller is registered on GeM with his mandatory profile for VSV-1 completed, they will be able login to GeM platform to raise his respective claims through VSV - 1

If seller is not registered on GeM, they will need to register on GeM and complete the mandatory seller profile for VSV-1

The mandatory checks are provided in ‘Seller Profile – Mandatory Checks’ section

3. Seller Registration and Profile Update

In case the sellers are not yet registered on GeM, they will first need to complete 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/S2-Seller-and-Service-Provider-Registration-PAN-2023-1679391041.pdf

Once registered, the seller will need to complete the mandatory profile as mentioned in the next section.

4. Seller Profile – Mandatory Checks

For MSME sellers to be eligible for raising claim requests, they will need to complete the below mandatory details in their profile.

- Validation of Permanent Account Number(PAN) of Enterprise
- Date of Incorporation/Registration of business
- CIN (Company Information Number) in case registering as a Private/Public Limited Company
- Registered as MSME from Udyam portal



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

Login through seller user id on gem.gov.in

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[at]gov[dot]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 *

Type the characters in the box below. *

3EE4XH

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

Submit

All pop ups which are not required for VSV-1 may be closed

Information

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.

****This is NOT required for Vivad se Vishwas - 1 scheme.**

OK

CANCEL OK



A confirmation dialog box titled "Confirmation" with a close button (X) in the top right corner. The text inside reads: "Your TAN no. is not updated. Do you want to update now?" followed by a red warning: "**This is NOT required for Vivad se Vishwas - 1 scheme." Below the text are two buttons: "NO" and "YES". At the bottom of the dialog are two more buttons: "CANCEL" and "OK". The background shows a blurred view of the GeM seller dashboard with the name "Shivshankarabnanna" visible.

A confirmation dialog box titled "Confirmation" with a close button (X) in the top right corner. The text inside reads: "It's requested to update the order & payment status of the long pending open orders on GeM immediately. Kindly click ok button to update." followed by a red warning: "**This is NOT required for Vivad se Vishwas - 1 scheme." Below the text are two buttons: "CANCEL" and "OK". The background shows a blurred view of the GeM seller dashboard with the name "Shivshankarabnanna" visible.

An "Update Profile" dialog box with a close button (X) in the top right corner. The text inside reads: "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." followed by a red warning: "**This is NOT required for Vivad se Vishwas - 1 scheme." Below the text is a link: "To be directly redirected to Vivad se Vishwas - 1 please [click here](#)". At the bottom right of the dialog is an "OK" button. The background shows a blurred view of the GeM seller dashboard with the name "Shivshankarabnanna" visible.

Click Ok to go to 'Account Profile' page



English | Need Help? | Shivshankarabnannananananananananananan Sharma

GeM Government e Marketplace | 75th Anniversary Mahotsav

Dashboard | Market | Orders | Bids | Catalogue

CATEGORIES | All Categories | Search

Forward Auction is live now. To know more, [click here](#)

Home > My Account

Seller Profile

Need help with Seller Profile completion?

MM VSV Enterprise 50%

Kindly Verify Business PAN, Registered Address and CIN (for companies) to view GeM Seller ID

Please complete your profile to start transacting on GeM

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



Business Profile

Organisation Profile

Summary of your Seller Business Profile with GeM

Complete Business PAN Validation as highlighted

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
- TAN Validation

Business PAN Validation

Business PAN number entered here will be used for Tax return purposes



PAN Number: XYZCJ111E

Name (as in PAN): XXXXXXXXXXXXX

Date (as in PAN): 15/06/2016



Name (as in PAN): XXXXXXXXXXXXX

Date (as in PAN): 15/06/2016

PAN Number: XYZP1111E

Business / Organisation Type *

Proprietorship

Business PAN *

AAAPA1166Q

Name (As in PAN) *

ShivshankarChoudhury Malhotraanannan

Date (as in Pan) *

31/03/2023

Business PAN details verified successfully

[PROCEED](#)

Update Organization Details and Date of Incorporation



▲ Please complete 'DoE 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. Kindly ensure you enter correct date.

Ask GeMmy

Sellers need to be certified by MSME. For the same, in 'Additional Details', the second option 'Do you have Udyam Registration number certified by MSME' needs to be 'Yes'

Karan Enterprises 100%

GeM Seller Id: MGXK230000604390

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
- e-Invoicing

Optional

Additional Details

Please select your preference

Are you registered with DPIIT as Startup? Yes No

Do you have Udyam Registration number certified by MSME? Yes No

Do you want to participate in Bid? Yes No

Do you want to Opt for SAHAY? Yes No

Please click [here](#) to view the terms and conditions

Ask GeMmy



Once done, go to 'MSME' and update the registered Udyam Number. Only if this is validated, will the sellers be eligible for VSV-1 scheme

▲ Please complete 'DoE 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

MSME

Please define your Business status of Micro, Small and Medium Enterprises

Enrol using Udyam Aadhar

Udyam Number	Mobile Number
<input type="text" value="UDYAM-HR-06-0007777"/>	<input type="text" value="777777777"/>

Ask GeMmy

Once validated, click on 'Dashboard' and then 'Vivad se Vishwas - 1' link at the top to land on the VSV-1 dashboard. Once done, eligible sellers can raise their claims or view existing claims.

NOTE: For VSV-1, the seller can proceed with these profile updates. If they wish to use GeM other than VSV-1, they may update the rest of the profile too

1800-419-3155
https://gem.gov.in/

ello Karan! Know your Rank

Notifications

Latest STC Updates

Message

Sorry, there is no data to display.

Consent

Rating not

Data updated by

Latest Announcement

13 January 2019

Sellers please note, if you have any catalogs which you were selling successfully on GeM but are no longer available for pairing post

Information ✕

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.

****This is NOT required for Vivad se Vishwas - 1 scheme.**

OK

CANCEL
OK



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

Dashboard Vivad se Vishwas - 1 Market Orders Bids Push Button Procurement Catalogue Karan

Hello Karan! Know your Rank **NEW** Need Help? Seller Dashboard SAHAY Consent Rating not Available

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

Notifications

Latest STC Updates

Message

Sorry, there is no data to act upon.

Latest Bids

Ask GeMmy List of bids

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

Dashboard Vivad se Vishwas - 1 Market Orders Bids Purchase Requisitions Catalogue

Kumar Agarwalla

For any 'Vivad se Vishwas' related query, please call on our helpline number 011-69095777

Home > My Dashboard

My Dashboard

My Claims

Filter By Status

Select

+NEW CLAIM REQUEST

Claim ID	Claim Type	Claim Date	Ministry/State	Department Name	Organization Name	Office Zone	Claim Status
CL-11561681107260433	LD Refund	10-04-2023	Ministry of Petroleum and Natural Gas	INDIAN OIL CORPORATION LIMITED	Any	iocl	Pending
CL-18201681108912091	LD Refund	10-04-2023	Ministry of Petroleum and Natural Gas	INDIAN OIL CORPORATION LIMITED	Any	iocl	Pending
CL-23391681319336773	Debarment Revocation	12-04-2023	Ministry of Defence	Department of Ex-Servicemen Welfare	Ex-Servicemen Contributory Health Scheme (ECHS)	dc	Pending

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



GeM Government e Marketplace
75th Azadi Ka Amrit Mahotsav
Dashboard
Vivad se Vishwas - 1
Market
Orders
Bids
Push Button Procurement
Catalogue
Karan
My Account
Logout

Hello Karan! Know your Rank **NEW**

Need Help? Seller Dashboard

SAHAY Conser

Notifications
Summary
Orders and Payments
Bid/RA
Category Insights
Product and Services
Incidents
GeM Stats
Forums
*Data updated till yesterday.

Notifications

Latest STC Updates

Message

Sorry, there is no data to act upon.

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)

Latest Bids

Home > My Account

Seller Profile

Need help with Seller Profile completion?

Karan Enterprises
100%

GeM Seller Id: MGXK230000604390

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 Claim (GeM) – Seller

Sellers will get an option to view the status of their exiting claims on their dashboards. They can also filter the claims based on the respective status.



English ▾ Need Help ? ▾

Dashboard Vivad se Vishwas - 1 Market Orders Bids ▾ Purchase Requisitions Catalogue ▾ Karan Malhotra ▾

For any 'Vivad se Vishwas' related query, please call on our helpline number 011-69095777

Home > My Dashboard

My Dashboard

My Claims

Filter By Status

+NEW CLAIM REQUEST

Claim ID	Claim Type	Claim Date	Ministry/State	Department Name	Organization Name	Office Zone	Claim Status
CL-16821680599438407	EMD Refund	04-04-2023	Ministry of Chemicals and Fertilizers	Department of Fertilizers	FCI Aravali Gypsum and Minerals India Limited (FAGMIL)	Delhi	Settled
CL-21781680712168746	Performance Security Refund	05-04-2023	Ministry of Chemicals and Fertilizers	Department of Fertilizers	FCI Aravali Gypsum and Minerals India Limited (FAGMIL)	Delhi	Pending
CL-31771680600262741	Performance Security Refund	04-04-2023	Ministry of Chemicals and Fertilizers	Department of Fertilizers	FCI Aravali Gypsum and Minerals India Limited (FAGMIL)	Delhi	Settled
CL-44621681277874072	Debarment Revocation	12-04-2023	Ministry of Chemicals and Fertilizers	Department of Fertilizers	FCI Aravali Gypsum and Minerals India Limited (FAGMIL)	Delhi	Pending

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

Dashboard Vivad se Vishwas - 1 Market Orders Bids ▾ Purchase Requisitions Catalogue ▾ Karan Malhotra ▾

For any 'Vivad se Vishwas' related query, please call on our helpline number 011-69095777

Home > My Dashboard

My Dashboard

My Claims

Filter By Status

+NEW CLAIM REQUEST

Claim ID	Claim Type	Claim Date	Ministry/State	Department Name	Organization Name	Office Zone	Claim Status
CL-16821680599438407	EMD Refund	04-04-2023	Ministry of Chemicals and Fertilizers	Department of Fertilizers	FCI Aravali Gypsum and Minerals India Limited (FAGMIL)	Delhi	Settled
CL-21781680712168746	Performance Security Refund	05-04-2023	Ministry of Chemicals and Fertilizers	Department of Fertilizers	FCI Aravali Gypsum and Minerals India Limited (FAGMIL)	Delhi	Pending
CL-31771680600262741	Performance Security Refund	04-04-2023	Ministry of Chemicals and Fertilizers	Department of Fertilizers	FCI Aravali Gypsum and Minerals India Limited (FAGMIL)	Delhi	Settled
CL-44621681277874072	Debarment Revocation	12-04-2023	Ministry of Chemicals and Fertilizers	Department of Fertilizers	FCI Aravali Gypsum and Minerals India Limited (FAGMIL)	Delhi	Pending
CL-56611680688531767	Performance Security Refund	05-04-2023	Ministry of Chemicals and Fertilizers	Department of Fertilizers	FCI Aravali Gypsum and Minerals India Limited (FAGMIL)	Delhi	Partially Approved
CL-67411681275382948	EMD Refund	12-04-2023	Ministry of Chemicals and Fertilizers	Department of Fertilizers	FCI Aravali Gypsum and Minerals India Limited (FAGMIL)	Delhi	Pending

Seller need to make a selection if the respective tender/contract/bid was raised on GeM or was outside of GeM along with the type of claim



Home > Dashboard > New Claim Request

New Claim Request

Please select type of Contract/Bid*

Select

Claim type* Contract / Bid Number*

Contract / Bid Date*

VERIFY

Organisation Details

Home > Dashboard > New Claim Request

New Claim Request

Please select type of Contract/Bid*

GeM

Claim type* Contract / Bid Number*

VERIFY

Select
EMD Refund
Performance Security Refund
LD Refund
Debarment Revocation
Risk Purchase Recovery

Organisation Details

For tender/contract/bids raised on GeM, the entire section of 'Organization Details' will be auto-populated

Contract Date*

31-03-2021

Organisation Details

Organisation Type* Ministry*

ministry Ministry of Chemicals and Fertilizers

Department* Organisation*

Department of Fertilizers FCI Aravali Gypsum and Minerals India Limited (FAGMIL)

Office Zone* Primary Buyer first name*

Delhi Shankar

Primary Buyer last name* Designation*

Sharma Primary User

Organisation Address*

New India in states empire building, Central Delhi, DELHI, Pin Code :110001

For all tenders/contracts/bids raised **outside** of GeM, the seller will need to select the buyer hierarchy as shown below.



Please select type of Contract/Bid*

Non-GeM

Claim type* Contract Number*

Performance Security Refund ABCD/INC/CMC-HTIM/2023/383

Contract Date*

07-12-2021

Organisation Details

Organisation Type* Ministry*

Ministry Ministry of Chemicals and Fertilizers

Department* Organisation*

Department of Fertilizers FCI Aravali Gypsum and Minerals India Limited (FAGMIL)

Office Zone* Primary Buyer first name*

Delhi Shankar

Primary Buyer last name* Designation*

Sharma Primary User

Organisation Address*

New India in states umpire building, Central Delhi, DELHI, Pin Code :110001

The sellers will then need to fill the rest of the claim form details and upload applicable documents as per the claim.

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

New Claim Request Preview

Ministry:	Ministry of Chemicals and Fertilizers
Organization:	FCI Aravali Gypsum and Minerals India Limited (FAGMIL)
Department:	Department of Fertilizers
Office Zone Name:	Delhi
Buyer First Name:	Shankar
Buyer Last Name:	Sharma
Designation:	Primary User
Organization Address:	New India in states umpire building, Central Delhi, DELHI, Pin Code :110001

MSME Details

Udyam Registration Date:	17/11/2021
Udyam Registration Number :	UDYAM-KR-09-0000599
Contact Number	
Email Id:	

Click 'I Agree' button for request submission.



Contract Document:	Contract Document.pdf
Contract/Bid Date :	14/12/2021
Type of Instrument	DD
Others Type of Instrument	
Performance Security Reference Number:	PMS12345
Performance Date:	20/04/2021
Total Performance Security Amount:	10000
Performance Security Copy Upload:	Performance Security.pdf
Amount Fortified by Buyer:	7000
Final Claim Amount:	6000

Note: 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 - 1 Scheme.

WEB INFO I AGREE

Enter captcha and Validate

Contract Document

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

3.0 kB pdf Contract Document.pdf

UPLOAD

Performance Security Copy Upload

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

3.0 kB pdf Performance Security.pdf

UPLOAD

Type of Instrument* Performance Security Reference Number

Original Delivery Period(Select Date)* Total Performance Security Amount*

Amount Forfeited by Buyer* Final Claim Amount*

VALIDATE CAPTCHA

PREVIEW

Once done, click on Submit



Contract Document

+ BROWSE FILES or Drag & Drop files here

3.0 kB pdf Contract Document.pdf

UPLOAD

Performance Security Copy Upload

+ BROWSE FILES or Drag & Drop files here

3.0 kB pdf Performance Security.pdf

UPLOAD

Type of Instrument* Performance Security Reference Number

DD PMS12345

Original Delivery Period(Select Date)* Total Performance Security Amount*

20-04-2021 10000

Amount Forfeited by Buyer* Final Claim Amount*

7000 6000

9 B d W X V 9BdWXV

PREVIEW

SUBMIT

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

+ BROWSE FILES or Drag & Drop files here

3.0 kB pdf

Performance Security.pdf

UPLOAD

Type of Instrument* PMS12345

DD

Original Delivery Period(Select Date)* Total Performance Security Amount*

20-04-2021 10000

Amount Forfeited by Buyer* Final Claim Amount*

Warning

Are you sure you want to submit the claim? 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 - 1 Scheme. Click Ok to Proceed

EDIT

OK

The submitted claim form will now be visible on Dashboard. Click on 'Claim Id' to view details at any point of time

[Dashboard](#) [Vivad se Vishwas - 1](#) [Market](#) [Orders](#) [Bids](#) [Purchase Requisitions](#) [Catalogue](#)

Kumar Agarwa

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

Home > My Dashboard

View VsV-1 OM

My Dashboard

My Claims

Filter By Status Select +NEW CLAIM REQUEST

Claim ID	Claim Type	Claim Date	Ministry/State	Department Name	Ogranization Name	Office Zone	Claim Status
CL-11561681107260433	LD Refund	10-04-2023	Ministry of Petroleum and Natural Gas	INDIAN OIL CORPORATION LIMITED	Any	iocl	Pending
CL-18201681108912091	LD Refund	10-04-2023	Ministry of Petroleum and Natural Gas	INDIAN OIL CORPORATION LIMITED	Any	iocl	Pending
CL-18681681535871834	Performance Security Refund	15-04-2023	Ministry of Chemicals and Fertilizers	Department of Fertilizers	FCI Aravali Gypsum and Minerals India Limited (FAGMIL)	Delhi	Pending
CL-36741681467839938	Performance Security Refund	14-04-2023	Indian Atomic Industrial Forum (IAIF)	NA	N/A	VADODARA	Pending
CL-46771680870637003	LD Refund	07-04-2023	Ministry of Petroleum and Natural Gas	INDIAN OIL CORPORATION LIMITED	Any	iocl	Pending

Displaying 1 - 5 of 5



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

- MSME Udyam registration document
- Authorization letter from your organization
- Respective Contract document
- Respective Bid/tender document
- Claim specific documents (Debarment order, Performance Security document, LD evidence document, EMD evidence document, Risk Purchase evidence document)

Important

- Please note that for any Non GeM tenders/contracts/bids related to buyers from Ministry of Railways, the seller need to raise their respective claim types on iREPS portal.
- If any of the respective buyer organization details are not available in the dropdown list, seller need to connect with the buyer and ask them to register on GeM, post which the seller will be able to raise the claim. For any assistance please contact respective controlling Ministry of that Buyer organization.
- The seller 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-1 Scheme

6. Type of Claims

- EMD Refund
- Performance Security Refund
- LD Refund
- Risk Purchase Recovery Refund
- Debarment Revocation

7. Dashboard – Seller

Sellers can view all the claims and their status under “Filter by status”



English ▾ Need Help ? ▾

Dashboard Vivad se Vishwas - 1 Market Orders Bids ▾ Purchase Requisitions Catalogue ▾ Manu Tikoo ▾

Home > My Dashboard
My Dashboard

My Claims Filter By Status: Pending ▾ [+NEW CLAIM REQUEST](#)

Claim ID	Claim Type	Claim Date	Ministry/State	Department Name	Ogra	Zone	Claim Status
Sorry, there is no data to act upon.							
Displaying 0 - 0 of 0							

[WEB INFO](#) [ABOUT GeM](#) [NEWS & EVENTS](#) [RESOURCES](#) [TRAINING](#) [NEED HELP ?](#)
[Terms of Use](#) [Introduction to GeM](#) [Newsroom](#) [GeM Handbook](#) [LMS](#) [FAQs](#)

At any given point of time, the seller can refer to the OM issued by Ministry of Finance for understanding the VSV-1 scheme

Dashboard Vivad se Vishwas - 1 Market Orders Bids ▾ Purchase Requisitions Catalogue ▾ Shankar Sharma ▾

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

Home > My Dashboard [View VsV-1 OM](#)

My Dashboard

List of Claims Filter By Status: Select ▾

Claim ID	Claim Type	Claim Date	Seller Name	Seller Organization Name	MSME Registration Date	Claim Status
CL-16821680599438407	EMD Refund	04-04-2023	Karan Malhotra	Karan Enterprises	03-01-2022	Settled
CL-18681681535871834	Performance Security Refund	15-04-2023	Kumar Agarwal	GALAXY ONLINE POWER SYSTEMS PRIVATE LIMITED	17-11-2021	Pending
CL-21781680712168746	Performance Security Refund	05-04-2023	Karan Malhotra	Karan Enterprises	05-04-2023	Pending
CL-24591680605504596	Risk Purchase Recovery	04-04-2023	Sandeep Kohli	Kohli Industries	11-11-2021	Partially Approved
CL-44621681277874072	Debarment Revocation	12-04-2023	Karan Malhotra	Karan Enterprises	12-04-2023	Pending
CL-56611680688531767	Performance Security Refund	05-04-2023	Karan Malhotra	Karan Enterprises	03-01-2023	Partially Approved
CL-67411681275382948	EMD Refund	12-04-2023	Karan Malhotra	Karan Enterprises	12-04-2023	Pending

8. Claim Status

- **Pending** – The claim is pending for action from the buyer’s end
- **Approved** – The claim has been approved by the buyer but the payment is still pending
- **Partially Approved** – The claim has been approved for lesser than the final claimed amount
- **Settled** – The payment has been made by the buyer



- **Rejected** – The claim has been rejected by the buyer and the rejection reason will be visible in the seller Vivad se Vishwas-1 dashboard

9. Buyer Registration

Buyers will need to login to GeM portal to access VSV-1. If the buyer 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-Buyer-1678771794.pdf

Once, registered the buyer can login to our GeM portal

English | Dark Mode | Font Size A- A A+ | Skip to Main Content | 1800-419-3436 | helpdesk.gem[at]gov[dot]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[at]gov[dot]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 *

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, buyer will land on the GeM dashboard. Please confirm the advisory in case it is visible



Notification for updation of Pending Payments

[Bulk Payment Update - CRAC issued - Click Here to Update](#)
Eligibility - Shipments where invoice is generated by the seller and crac is done , but bill is not in initiated state.

[Bulk Payment Update - Invoice issued - Click Here to Update](#)
Eligibility - Shipments where invoice is generated by the seller , but PRC may or may not be done.

[Bulk Payment Update - Invoice not issued - Click Here to Update](#)
Eligibility - Shipments where no invoice is generated online by the seller on GeM.

[Bulk Payment Update - Service Order - Click Here to Update](#)
Eligibility - Service Orders where shipments are yet to be invoiced.

[Bulk Payment Update - Service Shipment - Click Here to Update](#)
Eligibility - Service Shipment where invoice is generated by the seller

[OM received from DoE for updation of Pending Payments - Click Here to View](#)
Kindly ensure timely payments as prescribed in GTC and OM in order to avoid imposition of the interest charges on late payment. [Click Here to View DoE OM No.F.6/18/2019-PPD dated 03rd July 2020](#)

I confirm that I have gone through the Advisory

CONFIRM

Ask GeMmy POSHAN Abhiyaan Categories

Once done, Buyer can access VSV-1 by clicking on link provided as highlighted below.

English Need Help? | Sharnal Sharma

Dashboard Market Forward Auction **Vivad se Vishwas - 1** Bids Users View Past Performance

CATEGORIES All Categories

Forward Auction is live now. To know more, [click here](#)

NOTIFICATIONS

GeM facilitates procurement for POSHAN ABHIYAAN

Explore Now

POSHAN Abhiyaan
Plan's Overarching Scheme for Holistic Nourishment
सही पोषण - देश रोशन

Products on GeM

Ask GeMmy POSHAN Abhiyaan Categories

This will land the buyer on his VSV-1 dashboard



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

Home > My Dashboard

[View VsV-1 OM](#)

My Dashboard

List of Claims

Filter By Status

Claim ID	Claim Type	Claim Date	Seller Name	Seller Organization Name	MSME Registration Date	Claim Status
CL-16821680599438407	EMD Refund	04-04-2023	Karan Malhotra	Karan Enterprises	03-01-2022	Settled
CL-18681681535871834	Performance Security Refund	15-04-2023	Kumar Agarwal	GALAXY ONLINE POWER SYSTEMS PRIVATE LIMITED	17-11-2021	Pending
CL-21781680712168746	Performance Security Refund	05-04-2023	Karan Malhotra	Karan Enterprises	05-04-2023	Pending
CL-24591680605504596	Risk Purchase Recovery	04-04-2023	Sandeep Kohli	Kohli Industries	11-11-2021	Partially Approved
CL-44621681277874072	Debarment Revocation	12-04-2023	Karan Malhotra	Karan Enterprises	12-04-2023	Pending
CL-56611680688531767	Performance Security Refund	05-04-2023	Karan Malhotra	Karan Enterprises	03-01-2023	Partially Approved
CL-67411681275382948	EMD Refund	12-04-2023	Karan Malhotra	Karan Enterprises	12-04-2023	Pending

10. Dashboard – Buyer

Buyer can view all claims under his bucket. Sorting on all dashboard column fields is available for the buyer

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

Home > My Dashboard

[View VsV-1 OM](#)

My Dashboard

List of Claims

Filter By Status

Claim ID	Claim Type	Claim Date	Seller Name	Seller Organization Name	MSME Registration Date	Claim Status
CL-16821680599438407	EMD Refund	04-04-2023	Karan Malhotra	Karan Enterprises	03-01-2022	Settled
CL-18681681535871834	Performance Security Refund	15-04-2023	Kumar Agarwal	GALAXY ONLINE POWER SYSTEMS PRIVATE LIMITED	17-11-2021	Pending
CL-21781680712168746	Performance Security Refund	05-04-2023	Karan Malhotra	Karan Enterprises	05-04-2023	Pending
CL-24591680605504596	Risk Purchase Recovery	04-04-2023	Sandeep Kohli	Kohli Industries	11-11-2021	Partially Approved
CL-44621681277874072	Debarment Revocation	12-04-2023	Karan Malhotra	Karan Enterprises	12-04-2023	Pending
CL-56611680688531767	Performance Security Refund	05-04-2023	Karan Malhotra	Karan Enterprises	03-01-2023	Partially Approved
CL-67411681275382948	EMD Refund	12-04-2023	Karan Malhotra	Karan Enterprises	12-04-2023	Pending

An option to filter the claims raised by status is also available



Dashboard Vivad se Vishwas - 1 Market Orders Bids - Purchase Requisitions Catalogue - Shankar Sharma -

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

Home > My Dashboard [View Vsv-1 OM](#)

My Dashboard

List of Claims Filter By Status

Claim ID	Claim Type	Claim Date	Seller Name	Seller Organization Name	MSME Registration Date	Claim Status
CL-16821680599438407	EMD Refund	04-04-2023	Karan Malhotra	Karan Enterprises	03-01-2022	Settled
CL-18681681535871834	Performance Security Refund	15-04-2023	Kumar Agarwal	GALAXY ONLINE POWER SYSTEMS PRIVATE LIMITED	17-11-2021	Pending
CL-21781680712168746	Performance Security Refund	05-04-2023	Karan Malhotra	Karan Enterprises	05-04-2023	Pending
CL-24591680605504596	Risk Purchase Recovery	04-04-2023	Sandeep Kohli	Kohli Industries	11-11-2021	Partially Approved
CL-44621681277874072	Debarment Revocation	12-04-2023	Karan Malhotra	Karan Enterprises	12-04-2023	Pending
CL-56611680688531767	Performance Security Refund	05-04-2023	Karan Malhotra	Karan Enterprises	03-01-2023	Partially Approved
CL-67411681275382948	EMD Refund	12-04-2023	Karan Malhotra	Karan Enterprises	12-04-2023	Pending

At any given point of time, the buyer can refer to the OM issued for understanding the VSV-1 scheme

Dashboard Vivad se Vishwas - 1 Market Orders Bids - Purchase Requisitions Catalogue - Shankar Sharma -

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

Home > My Dashboard [View Vsv-1 OM](#)

My Dashboard

List of Claims Filter By Status

Claim ID	Claim Type	Claim Date	Seller Name	Seller Organization Name	MSME Registration Date	Claim Status
CL-16821680599438407	EMD Refund	04-04-2023	Karan Malhotra	Karan Enterprises	03-01-2022	Settled
CL-18681681535871834	Performance Security Refund	15-04-2023	Kumar Agarwal	GALAXY ONLINE POWER SYSTEMS PRIVATE LIMITED	17-11-2021	Pending
CL-21781680712168746	Performance Security Refund	05-04-2023	Karan Malhotra	Karan Enterprises	05-04-2023	Pending
CL-24591680605504596	Risk Purchase Recovery	04-04-2023	Sandeep Kohli	Kohli Industries	11-11-2021	Partially Approved
CL-44621681277874072	Debarment Revocation	12-04-2023	Karan Malhotra	Karan Enterprises	12-04-2023	Pending
CL-56611680688531767	Performance Security Refund	05-04-2023	Karan Malhotra	Karan Enterprises	03-01-2023	Partially Approved
CL-67411681275382948	EMD Refund	12-04-2023	Karan Malhotra	Karan Enterprises	12-04-2023	Pending

If the buyer wishes to search any of the claims for his dashboard, search filter can be used



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

Home > My Dashboard

[View VsV-1 OM](#)

My Dashboard

List of Claims

Filter By Status

Claim ID	Claim Type	Claim Date	Seller Name	Seller Organization Name	MSME Registration Date	Claim Status
CL-16821680599438407	EMD Refund	04-04-2023	Karan Malhotra	Karan Enterprises	03-01-2022	Settled
CL-18681681535871834	Performance Security Refund	15-04-2023	Kumar Agarwal	GALAXY ONLINE POWER SYSTEMS PRIVATE LIMITED	17-11-2021	Pending
CL-21781680712168746	Performance Security Refund	05-04-2023	Karan Malhotra	Karan Enterprises	05-04-2023	Pending
CL-24591680605504596	Risk Purchase Recovery	04-04-2023	Sandeep Kohli	Kohli Industries	11-11-2021	Partially Approved
CL-44621681277874072	Debarment Revocation	12-04-2023	Karan Malhotra	Karan Enterprises	12-04-2023	Pending
CL-56611680688531767	Performance Security Refund	05-04-2023	Karan Malhotra	Karan Enterprises	03-01-2023	Partially Approved
CL-67411681275382948	EMD Refund	12-04-2023	Karan Malhotra	Karan Enterprises	12-04-2023	Pending

Search can be done on any of the fields highlighted below

Home > My Dashboard

[View VsV-1 OM](#)

My Dashboard

List of Claims

Filter By Status

Claim ID	Claim Type	Claim Date	Seller Name	Seller Organization Name	MSME Registration Date	Claim Status
CL-16821680599438407	EMD Refund	04-04-2023	Karan Malhotra	Karan Enterprises	03-01-2022	Settled
CL-18681681535871834	Performance Security Refund	15-04-2023	Kumar Agarwal	GALAXY ONLINE POWER SYSTEMS PRIVATE LIMITED	17-11-2021	Pending
CL-21781680712168746	Performance Security Refund	05-04-2023	Karan Malhotra	Karan Enterprises	05-04-2023	Pending
CL-24591680605504596	Risk Purchase Recovery	04-04-2023	Sandeep Kohli	Kohli Industries	11-11-2021	Partially Approved

There is also a hyperlink provided on the 'Seller Organization Name'. This is to help buyer to see all claims raised by the MSME seller against that buyer's office irrespective of which buyer the claim is assigned to. On clicking the url, another window will open with the respective seller's claims.

IMPORTANT: This is to enable the buyer to check for any duplicate claims, incorrect claims amounts before taking any action. Please note that buyer is solely responsible for ensuring verification of claim data provided by the seller and for ensuring that no duplicate claims are processed or approved against same bid / contract. Before accepting / approving any claim buyer must check the eligibility of the claims and claim amount as per Scheme guidelines. There are no system driven checks regarding eligibility and claim amount.



Home > My Dashboard > My Dashboard > List of Claims

All Claims of same Seller under Same HoD

Claim Id	Claim Type	Contract/Bid Number	Claim Status	Claim Date	Seller Name	Seller Organization Name	MSME Registration Date
CL-16821680599438407	EMD Refund	DPS/CPU/05/A2/4324	Settled	04-04-2023	Karan Malhotra	Karan Enterprises	03-01-2022
CL-21781680712168746	Performance Security Refund	GEMC-511687798905071	Pending	05-04-2023	Karan Malhotra	Karan Enterprises	05-04-2023
CL-31771680600262741	Performance Security Refund	2023_HWB_746981_1	Settled	04-04-2023	Karan Malhotra	Karan Enterprises	03-01-2022
CL-44621681277874072	Debarment Revocation	GEM/2023/B/92898	Pending	12-04-2023	Karan Malhotra	Karan Enterprises	12-04-2023
CL-56611680688531767	Performance Security Refund	GEMC-511687732967160	Partially Approved	05-04-2023	Karan Malhotra	Karan Enterprises	03-01-2023
CL-67411681275382948	EMD Refund	GEM/2023/B/92898	Pending	12-04-2023	Karan Malhotra	Karan Enterprises	12-04-2023
CL-69861680680234969	Performance Security Refund	GEMC-511687732967160	Pending	05-04-2023	Karan Malhotra	Karan Enterprises	03-01-2023
CL-77891680867987697	EMD Refund	GEM/2023/B/92899	Pending	07-04-2023	Karan Malhotra	Karan Enterprises	06-04-2023

Displaying 1 - 8 of 8

Claim ID	Claim Type	Contract/Bid Number	Claim Status	Claim Date	Seller Name	Seller Organization Name	MSME Registration Date
CL-44621681277874072	Debarment Revocation	12-04-2023	Pending	12-04-2023	Karan Malhotra	Karan Enterprises	12-04-2023
CL-56611680688531767	Performance Security Refund	05-04-2023	Partially Approved	03-01-2023	Karan Malhotra	Karan Enterprises	03-01-2023
CL-67411681275382948	EMD Refund	12-04-2023	Pending	12-04-2023	Karan Malhotra	Karan Enterprises	12-04-2023
CL-69861680680234969	Performance Security Refund	05-04-2023	Pending	03-01-2023	Karan Malhotra	Karan Enterprises	03-01-2023
CL-71821680666962033	LD Refund	05-04-2023	Pending	11-11-2021	Sandeep Kohli	Kohli Industries	11-11-2021

11. Buyer Actions

Buyer can take action on respective claim. The actions available are Approve (for Partial or Full), Reject, Transfer and Settle.

Important: Settlement Action is available only for Approved and Partially approved claims

To take any action, click on the 'Claim Id'

Home > Claim Dashboard > Claim Details

Claim Details

Claim Number# CL-18681681535871834

Claim Status: Pending

Claim Date: 15-04-2023

Ministry State:	Ministry of Chemicals and Fertilizers
Organization:	FCI Aravali Gypsum and Minerals India Limited (FAGMIL)
Department:	Department of Fertilizers
Office zone Name:	Delhi
Buyer First Name:	Shankar
Buyer Last Name:	Sharma
Designation:	Primary User
Organization Address:	New India in states umpire building, Central Delhi, DELHI, Pin Code :110001

MSME Details

Seller First Name:	Kumar
Seller Last Name:	Agarwal
Seller Organization Name:	CALLUS ONLINE POWER SYSTEMS PRIVATE LIMITED



Contact Number:	-
Authorization Letter of Company:	MSME_Seller_Auth.pdf

Contract & Claim Details

Claim Type:	Performance Security Refund
Contract Number:	CONC12345
Contract Document:	Contract Document.pdf
Contract Date:	14-12-2021
Original Delivery Period:	20-04-2021
Type of Instrument:	NULL
Total Performance Security Amount:	10000
Performance Security Number:	PMS12345
Performance Security Document:	Performance Security.pdf
Amount Forfeited by Buyer:	7000
Final Claim Amount:	6000

PARTIALLY APPROVE
APPROVE
REJECT
TRANSFER

For rejecting a form, click on ‘Reject’. Select Rejection reason from the dropdown. Buyer can add comments and upload any document if required. On submit, claim would be rejected

PARTIALLY APPROVE
APPROVE
REJECT
TRANSFER

Reason for Claim Rejection*

Comments

Upload Documents (if any)

+ BROWSE FILES or Drag & Drop files here

UPLOAD FILE

SUBMIT

For transferring a claim to other buyer, click on ‘Transfer’. Select Name, Email and designation of the buyer and click on submit.

Amount Forfeited by Buyer:	/000
Final Claim Amount:	6000

PARTIALLY APPROVE
APPROVE
REJECT
TRANSFER

Buyer

Designation

E-mail

SUBMIT

For approving a claim for full amount or to approve a debarment revocation request, click on Approve. Read the message carefully and click on ‘Yes’ to approve the request



Original Delivery Period:	
Type of Instrument:	
Total Performance Security Amount:	
Performance Security Number:	
Performance Security Document:	
Amount Forfeited by Buyer:	7000
Final Claim Amount:	6000

Please certify that the claim raised by the seller under consideration under the scheme Vivad se Vishwas - 1 has been approved fully post due examination and verification of the evidences and facts. It is buyer's responsibility to ensure that claim is being approved in compliance with and after verification of eligibility as per DoE orders in this regard. Confirm to approve.

To approve a claim request for amount lesser than the claim amount, click on 'Partially Approve'. Enter the amount you want to approve and select the reason for partial approval. Add comments and upload supporting document, if any.

Performance Security Number:	PMS12345
Performance Security Document:	Performance Security.pdf
Amount Forfeited by Buyer:	7000
Final Claim Amount:	6000

Settlement Amount*

Reason for Partial Claim Approval*

Comments

Upload Documents (if any)

or Drag & Drop files here

To go back to Dashboard at any point of time, click on Claim Dashboard as highlighted below

[Dashboard](#)
[Vivad se Vishwas - 1](#)
[Market](#)
[Orders](#)
[Bids](#)
[Purchase Requisitions](#)
[Catalogue](#)
Shankar Sharma

Home > Claim Dashboard > Claim Details

Claim Details

Claim Number# CL-18681681535871834
 Claim Status: Pending
 Claim Date: 15-04-2023

Ministry State:	Ministry of Chemicals and Fertilizers
Organization:	FCI Aravali Gypsum and Minerals India Limited (FAGMIL)
Department:	Department of Fertilizers



For all partially and full approved requests, buyer need to enter settlement details after doing the refund or issuing an order of debarment revocation.

Click on ‘Enter Settlement Details’

The screenshot shows a web interface for entering settlement details. The background is a grey panel with various contract-related fields like 'Contract Number', 'Contract Document', 'Contract Date', 'Upload Documentary Evidence', 'Original Delivery Period', 'Risk purchase Recovery amount deducted', 'Final Claim Amount', 'Reason for partial claim approval', 'Partial Claim Approval Comment', 'Partial Claim Approval Document', and 'Partially Approved amount'. A blue button labeled 'ENTER SETTLEMENT DETAILS' is at the bottom of this panel. Overlaid on this is a white modal window titled 'Claim Settlement Details'. Inside the modal, there are two input fields: 'Date of Action/Settlement' and 'Transaction Number/OM Number'. Below these is a 'Comments' text area. Further down is an 'Upload transaction copy' section with a dashed border, containing a '+ BROWSE FILES' button and the text 'or Drag & Drop files here'. At the bottom of the modal are two blue buttons: 'UPLOAD' and 'SETTLE'. The footer of the page contains a navigation menu with categories: WEB INFO, ABOUT GeM, NEWS & EVENTS, RESOURCES, TRAINING, and NEED HELP?, each with several sub-links.

Enter date of action (date of refund, date of issuing debarment order) along with the transaction number/OM Number for revocation. Upload any supporting document for the transaction.

Note that for debarment revocation, order copy is mandatory to be uploaded

Once done, click on Settle. The status would be updated and visible in the dashboard

12. Vivad se Vishwas – Helpdesk support

In case of any issue/query related to Vivad se Vishwas – 1, 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.

-----End of Document-----