

# 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

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#### Vivad se vishwas-II



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#### Vivad se vishwas-II



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Click Ok to go to 'Account Profile' page



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	💈 🍁 GeM Zee	Dashboard Market • Orders Bids • Catalogue •
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		Forward Auction is live now. To know more, click here
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	Kindly Verily Basiness PAN, Registere	d Address and CN (for companies) to view GeM Seller ID
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o Ask Geldmy	Business Profile	Organisation Profile Summiny of your Sefer Business Profile with GeM

## Complete Business PAN Validation as highlighted

Business Profile	Business PAN Validation		
Organisation Profile	Business PAN number entered here will be used for Tax return p	ourposes	
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Business Details	Harre (as in PAN)	PAN Number	Allevinia and Annual
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Optional	Name ( As in PAN )"	Date (as in Pan)" ()	
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Tax Assessment	Business PAN details verified successfully		PROCEED
Startup			
Beneficial Ownership Compliance			
Logistics			
TAN Validation			

## Update Organization Details and Date of Incorporation

#### Vivad se vishwas-II



lasiness Profile Organisation Profile	Business Details     Please ensure correct Business Name on GeM     Business / Organisation Name <sup>4</sup> ()	Date Of Incorporation * ①	
maneaeury.	Karan Enterprises	31/03/2023	5
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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

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Kindly validate your GST and / or contrac	IN - non-validated GSTIN won't be displayed on GeM portal ts. You can validate your GSTIN from your profile.
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Latest STC Updates	
Message <sup>1</sup> Simy//Näris IS/M Ifetä ta aitt uport.	
Latest Bids	
You are invited to participate in bid (GEM 2023 B 96568).	All sellers are hereby notified that strict action would be taken against



English 🔻			🐛 1800-419-3436 🛛 helpde:	sk-gem[at]gov[dot]in Need Help ? 🔻
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You are invited to participate in bid (GEM/2023/	List of bids B/96568). Dashboard Vivad se Vi	10 September 2018 All sellers are hereby them and their accou shwas - Market Orders	notified that strict action woul int will be suspended for 30 da Bids - Purchase Requisitio	d be taken against ys as per the ons Catalogue - (1) Kuldeep Singh -

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

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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- 1375168923 <mark>44</mark> 03752	13-07- 2023	456787654	2345	-	Tester	All India Radio	Pending	-
SR- 14061688549605684	05-07- 2023	23456780	234567	-	Tester	All India Radio	Rejected	Offer Withdrawn

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



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em seller Id: MGXK230000604390				$\cup$	
u have completed your profile. You can n	ow create catalogue, fulfil orders and participate in	Bids.			
Please complete 'DoE order compliance' b	672				
ness Profile	Organisation Profile				
ganisation Profile	Summary of your Seller Business Profile with GeM				
datory*	Business / Organisation Type	Proprietorship			
iness PAN Validation	Business / Organisation Name	Karan Enterpriser	6		
	Date Of Incorporation ()	31/03/2023			
iness Details					
iness Details litional Details					
siness Details ditional Details fice Locations					

## 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.



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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	23456780		234567	-		Tester	All India Radio	Rejected	Offer Withdrawn
SR-	11-07-	11071994KULDEEP		4000	4	000	Tester	All India	Settled	Offer

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

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Request Id	Request	Contract No		Settlemen	t Fin	al tlement	Organizatio	on Office	Settlement	Offer	/
	Date			Claimed	Am	ount	Name	Zone	Status	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	400	00	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	\$
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## **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

Organization Type*	Ministry*	
Ministry	\$ Ministry of Information and Broadcasting	\$
Department*	Organization*	
Edit Organization from NA 22July	\$ Edit Organization from N/a	\$
Office zone*	Organization Address*	
All India Radio	\$ dummy 12345456, Gurgaon, HARYANA, Pin Code :122001	
Primary Buyer First Name*	Primary Buyer Last Name	
Vikas Verma	Pal	
Designation*		
Deputy Director Admn test		

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

Organization Type*	Ministry*	\$
Department*	Organization*	
	\$	4
Office zone*	Organization Address*	
	÷	
Primary Buyer First Name*	Primary Buyer Last Name	

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





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



juidelines)	conding interest, as per scheme	20400
Net Amount Payable to	Warning	×
ocument Uploaded	Are you sure you want to submit the Settle for repercussion and actions for sub information, false declaration and uploadi Vivad se Vishwas - II S	ement Request? You shall be solely responsible mission of misinformation, suppression of ng of incorrect/invalid/forged documents under cheme.Click Ok to Proceed
Authorization Letter of Company		EDITOK
Contract Copy		pdf file.pdf
Contractor's Settlement Amount calcula	ation Sheet (As per scheme guidelines)	pdf file.pdf
Copy of Arbitration Order		pdf file.pdf
hall be solely responsible for repercuss correct/invalid/forged documents unde	sion and actions for submission of misinf r Vivad Se Vishwas - II Scheme.	prmation, suppression of information, false declaration and uploading of
I Agree		
EDIT DETAILS		SUBMIT

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

Home > My Dashboa	ome > My Dashboard				VsV-II User Manual							
My VSV-II Das	shboar	ď										
Settlement Req	uest Lis	t	Filter By Status	Select		÷ + N	IEW SETTLEMEI	NT 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	-				
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SR- 14061688549605684	05-07- 2023	23456780	234567	5	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"

Home > My Dashboard		VsV-II User	Manual				View VsV-II OM									
My VSV-II Da	shboar	rd														
Settlement Req	uest Lis	st	Filter By Statu	s	Select		+ N	IEW SETTLEMEN	IT REQUEST							
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Request Id	Request Date	Contract No	Settlement Amount Claimed	Final Settle Amou	Rejected Offer In Progress Agreement Pending seller Agreement Pending buyer Payment Pending Settled		Office	Settlement Status	Offer Status							
SR- 11801689236622436	13-07- 2023	234567	234	<ul> <li>Agreement Pending buyer</li> <li>Payment Pending</li> <li>Settled</li> </ul>			Agreement Pending buyer Payment Pending Settled		Agreement Pending buyer Payment Pending Settled		Agreement Pending buyer Payment Pending Settled	All India Radio				
SR- 13061688719091153	07-07- 2023	7457kuldeep	6000	-		Tester	All India Radio	In Progress	-							
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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							



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

me > My Dashbo	me > My Dashboard		VsV-II User N	VsV-II User Manual				
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ettlement Req	uest Lis	t	Filter By Status	Select		\$ <b>+</b> N	IEW SETTLEME	NT 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-	05-07-	23456780	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



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



	Notification for updation of Pending Payments
distant and a second	ana salaman dana - can tana traban
	Eligibility - Shipments where involve is generated by the selecand cracks done, but bill is not in initiated state,
	Bulk Payment Update - Invoice issued - Cick Here to Update
	Digibility - Shipments where involce is generated by the seller , but PRC may or may not be done.
	Bulk Payment Update - Invoice net issued - Citic Here to Update
	Eightity-Shipments where no involve is generated online by the seller on GeM.
	Bulk Payment Update - Service Order - Chit Here to Update
	Englishty - Service Orders where shipments are yet to be invoiced.
	Bulk Payment Update - Service Shipment - Cick Here to Update
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	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.OrtB/2019-PPD stated 03rd july 2020
	confirm that I have gone through the Advisory     CONFIRM
	OM received from Dati for updation of Panding Payments - Citic Faire to View Kindly ensure timely payments as prescribed in GTC and OM in order to avoid imposition of the interest charges on late payment. Citic Here to View Del OM No.F.Gr18/2019-PPD disted Blind july 2020 CONFIDM CONFIDM CONFIDM

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

			<b>C</b> 180	10-419-3436 ⊡ helpdesk-ge	em[at]gov[dot]in Need Help ?
Georgerment Capterinet Capte	Dashboard Vivad se Vishwa VSV I - Relief for	Market Orders	Bids 🔻	Push Button Procurement	Catalogue 🤜 🕕 Kuldeep
ello Kuldeep! Know your Rank	VSV II - Dispute	Resolution		SAHAY Consen	t Rating not Available
Notifications Summary Orders and Paymen	ts Bid/RA Category Insights	Product and Services	Incidents	GeM Stats Forums	*Data updated till yesterday. Reports
Latest STC Updates		Latest Announce	ement		
Message Sorry, there is no data to act upon.		15 February 2018 Sellers please r successfully on movement of y to <b>oem.service</b>	note, if you ha GeM but are your categorie s@gem.gov.in	ve any catalogs which you v no longer available for pair s to CMS Quadrant 2, pleas with subject "Missing Catal	were selling ing post e send an email og on GeM" with
Latest Bids	List of bids	GeM contract r (brand/model).	numbers for f	ulfilled orders /details of the	e product
You are invited to participate in bid (GEM/20	23/B/96568).	All sellers are h them and their	s nereby notified account will l	d that strict action would be be suspended for 30 days a:	taken against s per the

This will land the buyer on his VSV-II dashboard



GeM Governmer: • Marketplace		Dasł	nboard Vivad se Vishwa	s∓ Market Orders	Bids - Purchase Re	quisitions Catalogue	e- 🔘 Vikas Verma
Home > Dashboard	1						
Settlement Requ	Jes <mark>t Lis</mark> t				Filter By Statu	s Select	\$
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- <mark>07-</mark> 2023	456787654	2345	Tester	~	Pending	<del></del>
SR- 14061688549605684	05-07-2023	23456780	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

ettlement Requ	lest List				Filter By Status	Select	
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	<u>a</u> *	In Progress	-
SR- 13751689234403752	13-07-2023	456787654	2345	Tester	<u>a</u>	Pending	-
SR- 14061688549605684	05-07-2023	23456780	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

ettlement Requ	uest List				Filter By Status	8	Select	4
						1	Select	
Request ID	Request date	Contract No	Settlement Amount Claimed	Seller Organisation Name	Final Settlement Amount	Settler	Pending In Progress Rejected Offer In Prog	ress
SR- 11801689236622436	13-07-2023	234567	234	Tester	-	Pendir	Agreement F Agreement F Payment Per	Pending seller Pending buyer nding
SR- 13061688719091153	07-07-2023	7457kuldeep	6000	Tester	-	In Prog	ress	77.1
SR- 13751689234403752	13-07-2023	456787654	2345	Tester	-	Pendin	g	<b>5</b> 8
SR- 14061688549605684	05-07-2023	23456780	234567	Tester	-	Rejecte	ed	Offer Withdrawn
SR- 16581689061046683	11-07-2023	11071994KULDEEP	4000	Tester	4000	Settled		Offer Accepted
SR- 21061688968592907	10-07-2023	7011732108	80000	Test Industries	-	Agreen buyer	nent Pending	Offer Accepted
SR- 24271688383763399	03-07-2023	12345678io	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.



All Similar R	equest						>	GeM Government • Marketplace	erma
Request Id		Contract Number	Settlement Am	nount	Total settlem	ent Amount	Seller Organization nam	ne	
SR-1180168923662	22436	234567	-		-		Tester		
SR-1306168871909	91153	7457kuldeep			-		Tester		4
SR-1375168923440	03752	456787654	-		<b>7</b> 0		Tester		
SR-1406168854960	05684	23456780	-		-		Tester		
SR-1658168906104	46683	11071994KULDEEP	-		4000		Tester		
« < 1	2 3	4 5 > »	]						
51689234403752	13-07-2023	456787654	2345	Tester	r		Pending		
61688549605684	05-07-2023	23456780	234567	Tester	r	-	Rejected	Offer Withdrawn	
81689061046683	11-07-2023	11071994KULDEEP	4000	Tester	r	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"

_		-	
Ren	liect	Detai	C
NCu	uest	Detai	13

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 22July
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
	ndf file ndf
Settlement Amount Calculation Sheet (As per scheme guidelines)	put me.put
Settlement Amount Calculation Sheet (As per scheme guidelines) Any Other relevant document	pdf file.pdf

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

Comments			
Jpload Documents (if any))		ar Drag & Drag files have	 
	+ BROWSE FILES	or Drag & Drop files here	
			 UPLOAD FILE
			And and the second second second

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



W / SEEK CLARIFICATION	NSFER	Ø 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.

C VIEW / SEEK CLA	RIFICATION	○ REJECT	GENERATE OFFER
Communicat	ion 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.

incipal Settlement Amount *	Proposed Interest Start date*	
	27-06-2023	曲
opy of settlement agreement (for contractor's' consent) $^{st}$	Procuring Authority's Settlement Amount calculation Sheet guidelines)*	t (As per scheme
+ BROWSE FILES or Drag & Drop files here	+ BROWSE FILES or Drag & Drop files here	
	UPLOAD	UPLOAD

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.

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.



enerated Offer Details	
Principal Settlement Amount	Proposed Interest Start date
345678	14-07-2023
Disclaimer: The total Interest amount for settlement	l be calculated from the interest start date till the date of acceptance of offer by the contractor.
Disclaimer: The total Interest amount for settlement	I be calculated from the interest start date till the date of acceptance of offer by the contractor.

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.

Anount	Proposed Interest Start date
345678	14-07-2023
Disclaimer: The total Interest amount for settlemen	t will be calculated from the interest start date till the date of acceptance of offer by the contractor.
	pdf file pdf
Copy of settlement agreement (for contractor's cons	sent)
Copy of settlement agreement (for contractor's consoleted on the settlement of a confirm that I have read & accept the settlement	t agreement uploaded by the procuring entity to be used for the final settlement.
Copy of settlement agreement (for contractor's consolution) I confirm that I have read & accept the settlement ACCEPT	t agreement uploaded by the procuring entity to be used for the final settlement.
Copy of settlement agreement (for contractor's consolution) I confirm that I have read & accept the settlement ACCEPT r Rejection Reason*	t agreement uploaded by the procuring entity to be used for the final settlement.

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.

	. *			
Interest End D	ate			
14-07-2023		<b></b>		
Final Settleme	ent Amount*			
234				
Agreement Up	oload*		 	
+ BROWSE	FILES or Drag & Drop	files here		
				UPLOAD
Are there any the procuring	current pending litigation i entity?*	in any court of law filed by		
Select		\$		

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





greement Upload*				
+ BROWSE FILES	or Drag & Drop files	s here		
	185.8 kB	pdf	pdf file.pdf	•
· · · · · · · · · · · · · · · · · · ·	100 100 100 100 100 100 100 100 100 100			UPLOAD
re there any current	pending litigation in any	y court of law filed by		
io procennig cristy.				
YES		\$		
YES I agree that all per vidence Upload*	nding litigation in any co	¢ ourt of law filed by the procu	ing entity have been withdrawn.	
YES I agree that all per vidence Upload* + BROWSE FILES	nding litigation in any co or Drag & Drop files	¢ ourt of law filed by the procu	ring entity have been withdrawn.	
YES I agree that all per vidence Upload* + BROWSE FILES	nding litigation in any co or Drag & Drop files	¢ ourt of law filed by the procu	ing entity have been withdrawn.	UPLOAD

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 .

gned copy of settle	ment agreement executed on	stamp paper.*	Are there an	current pending litigation in an	y court of law filed by	the contractor?*
+ BROWSE FILES	or Drag & Drop files here	9	YES			19
105.0 k	B pdf	pdf file.pdf 🛃				
185.8 K			11			
185.8 K						
185.8 K		UP	LOAD			
I confirm that all p	ending litigation in any court	of law filed by the contr	LOAD	n.		
I confirm that all p	ending litigation in any court I <sup>*</sup>	UP of law filed by the contr	LOAD	n.		
I confirm that all p vidence of withdraw	ending litigation in any court 1* or Drag & Drop files here	of law filed by the contr	LOAD	n.		



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.

Date of Payment*		Transaction Number*			
	曲				
Settlement Amount Paid*		Payment transaction	evidence		
		+ BROWSE FILES	or Drag & Drop file	s here	
					UPL
Has BG submitted been returned ?*		Evidence of BG return	n*		2
Select	\$		or Drag & Drop file	e hara	
		TEROWSETTEES	or blag a brop life	S Here	
te of Payment*		Transaction Number*			
tte of Payment* 14-07-2023 ttliement Amount Paid*	<b>#</b>	Transaction Number* 234567			
ate of Payment* 14-07-2023 httlement Amount Paid* 234567	₿	Transaction Number* 234567 Payment transaction evi	Idence		
ate of Payment* 14-07-2023 ettlement Amount Paid* 234567	<b>苗</b>	Transaction Number* 234567 Payment transaction evi + BROWSE FILES	<b>idence</b> or Drag & Drop files h	ere	
ate of Payment* 14-07-2023 ettlement Amount Paid* 234567	ŧ	Transaction Number* 234567 Payment transaction evi + BROWSE FILES 185.8 kB	idence or Drag & Drop files h pdf	ere pdf file.pdf	4
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ate of Payment* 14-07-2023 attlement Amount Paid* 234567 as BG submitted been returned ?*	<b>#</b>	Transaction Number* 234567 Payment transaction evi + BROWSE FILES  185.8 kB Evidence of PG reture*	idence or Drag & Drop files h pdf	ere pdf file.pdf	ع UPLOAI
ate of Payment* 14-07-2023 attlement Amount Paid* 234567 as BG submitted been returned ?* YES	#	Transaction Number* 234567 Payment transaction evi + BROWSE FILES  185.8 kB Evidence of BG return*	idence or Drag & Drop files h pdf	ere pdf file.pdf	± UPLOAI
ate of Payment* 14-07-2023 ettlement Amount Paid* 234567 as BG submitted been returned ?* YES	<b>₩</b>	Transaction Number* 234567 Payment transaction evi + BROWSE FILES 185.8 kB Evidence of BG return* + BROWSE FILES C	idence or Drag & Drop files h pdf or Drag & Drop files h	ere pdf file.pdf ere	₹ UPLOA
ite of Payment* 14-07-2023 ttlement Amount Paid* 234567 as BG submitted been returned ?* YES	\$	Transaction Number* 234567 Payment transaction evid + BROWSE FILES 185.8 kB Evidence of BG return* + BROWSE FILES 0 185.8 kB	idence or Drag & Drop files h pdf or Drag & Drop files h pdf	ere pdf file.pdf ere pdf file.pdf	± UPLOAI
te of Payment* 14-07-2023 ttlement Amount Paid* 234567 is BG submitted been returned ?* YES	\$	Transaction Number* 234567 Payment transaction evi + BROWSE FILES  Evidence of BG return* + BROWSE FILES  185.8 kB 185.8 kB 185.8 kB	idence or Drag & Drop files h pdf or Drag & Drop files h pdf	ere pdf file.pdf ere pdf file.pdf	نغ UPLOAI
te of Payment* I4-07-2023 Ittlement Amount Paid* I234567 S BG submitted been returned ?* (ES	\$	Transaction Number* 234567 Payment transaction evi + BROWSE FILES 185.8 kB Evidence of BG return* + BROWSE FILES 185.8 kB	Idence or Drag & Drop files h pdf or Drag & Drop files h pdf	ere pdf file.pdf ere pdf file.pdf	للله UPLOAI

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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