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User Manual

GeM Incident Management Policy



# 1946647 - Delay in Service Delivery Acceptance Certificate (SDAC) generation

Respond   Close Request   Print

**Severity** MILD

**Status** Action Taken

**Order No:** GEMC-511687737484722

**Invoice No** BS/23-24/10

**Sub Category** Veterinary vitamin and mineral mixture as per is 1664:2002

**Issue Raised By** Golden star surgical industries private limited (SELLER)

**Raised Against** Icar-ciari, port blair (BUYER)

**SCN Sent** Yes

### Buyer

Ministry of agriculture and farmers welfare

Department of agricultural research and education (dare)

Indian council of agricultural research (icar)

Icar-ciari, port blair

### Seller

Golden star surgical industries private limited

### Description:

Delay in Service Delivery Acceptance Certificate (SDAC) generation

### Date

Created on: 05/08/2024

No of days: 29 days ago

Last Modified On: 03/09/2024

Incident Responses

Attachments

System Admin(SYSTEM) Took action - 03/09/2024 addressed to Icar-ciari, Port Blair

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This is with reference to email dated 22/08/2024 14:58:32, with regards to Incident Number 1946647 notified to the aforementioned secondary buyer; Indian Council of Agricultural Research (ICAR), Icar-ciari, Port Blair created by you. The aforesaid buyer has not generated service delivery acceptance certificate despite mobilisation of service against the # GEMC-511687737484722. This alleged action is treated as mild deviation as per the GeM Incident Management Policy, and the buyer account was placed under Notified and he/she was requested to furnish his/ her reply/comments within 5 (five) calendar days. Since the aforesaid buyer has failed to respond/has failed to furnish a satisfactory reply to GeM, the incident is now being escalated to you (primary buyer) for taking necessary action for resolution of the same. Summary of the Incident: Buyer Name:Icar-ciari, Port Blair Ministry:Ministry of Agriculture and Farmers Welfare Department:Department of Agricultural Research and Education (DARE) Organization: Indian Council of Agricultural Research (ICAR) Incident Id:1946647 Notification Date: 22/08/2024 14:58:32

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System(SYSTEM) added a comment - 27/08/2024 addressed to Icar-ciari, Port Blair

Showcause notice was not responded within 5 days. Please respond to Showcause notice within next 5 days, failing which system will take action against your account and the account will notified as per incident management policy

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ADMIN sent show cause - 22/08/2024 addressed to Icar-ciari, Port Blair

It has been reported to GeM (Incident Number 1946647) that you have not generated service delivery acceptance certificate despite mobilisation of service. As per the GeM Incident Management Policy, this alleged action is treated as Mild deviation. You are required to provide your reply/comments within the initial 5 (five) calendar days of issue of this notice. In case no response is received, then you will be provided a final 5 (five) calendar days to provide your reply/comments, failing which the system will auto notify the primary user and competent authority. Kindly Note that upon receipt of this Notice you are required to respond the same, failing which you will not be allowed to do any other activity on GeM.

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Manisha (SELLER) escalated to GeM - 22/08/2024 addressed to GeM Admin

PLEASE DO THE NEEDFUL.

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System(SYSTEM) added a comment - 13/08/2024 addressed to GOLDEN STAR SURGICAL INDUSTRIES PRIVATE LIMITED

Incident is due for escalation. If the mentioned deviation is resolved please close the incident or else if the issue is not resolved please escalate the incident.

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