



PMC Cell – MM

Oil and Natural Gas Corporation Ltd Corporate Materials Management

9th Floor, South Tower, SCOPE Minar,
Laxmi Nagar, Delhi -110 092
Tel – (011) 22406044 Fax – (011) 22446494

Circular No. 27/2015

No: MAT/PMC/13(193)/2015

Dated: 07.07.2015

Sub:- Local helpdesk for providing support to e-procurement users.

Reference is invited to PMC Circular no.17/2015-cum-IMMM Amendment no.MM/04/2015 dated 28.04.2015, whereby threshold limit for inviting tenders through e-procurement mode has been reduced from Rs. 100 lakhs to Rs. 10 lakhs.

On account of aforesaid reduction in the threshold limit for inviting tenders through e-procurement mode, substantial increase in the no. of internal as well as external users has been envisaged. Thus, to provide required support to the users, local support teams have been identified and suitably trained. The names and contact details of the local helpdesk team members have already been published on SRM site so that vendors and ONGC users can approach them for help.

Duties and responsibilities of the local helpdesk team members shall be as under:

- (i) To provide support and training to vendors and internal users at their work centers.
- (ii) Create new vendor code and replicate them in SRM, updating contact person's details and email id of vendor in SRM.
- (iii) Escalate and communicate with ICE team on various issues for resolution.

Above guidelines are issued for information and compliance by all concerned.

C.R. Mohanty
07/07/15

(C.R. Mohanty)
ED-Chief MM Services

Distribution: (Through ONGC's intranet website 'ongcreports.net').
All concerned may download the circular from the site. Hard copies are not distributed separately.

Copy to:

1. EO to CMD, ONGC, Jeevan Bharti Building, New Delhi.
2. CEA to Director (T&FS) / Director (Offshore) / Director (Onshore) / Director (HR) / Director (Exploration)/Director (Finance), ONGC, Jeevan Bharti Building, New Delhi.
3. CVO, ONGC, Jeevan Bharti Building, New Delhi.