



PMC Cell – MM

## Oil and Natural Gas Corporation Ltd

Corporate Materials Management

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**Sub: Standard Operating Procedure (SOP) for creation of User id and vendor code in e-tenders.**

For participation in ONGC e-tenders, new vendors need a user-id and vendor code, for which they are required to apply through ONGC's e-tender portal.

In order to strengthen the formal system for vendor registration in ONGC, so that it creates a smooth gateway for effective Vendor Management in ONGC, Standard Operating Procedure (SOP) for creation of User id and Vendor code in e-tenders, have been developed, which is enclosed as per Annexure-I.

Above guidelines should be meticulously followed by all concerned.

*Ashwini Nagia*  
02/08/18

(Ashwini Nagia)  
ED-Chief MM Services

Distribution: (Through ONGC's intranet website 'reports.ongc.co.in').

**All concerned may download the circular from the site. Hard copies are not distributed separately.**

Copy through e-mail to:

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

**Standard Operating Procedure (SOP) for Creation of User id and vendor code in e-tenders**

The following SOP will be followed for generation of user-id for the e-tender portal of ONGC.

**A. PROCESS – AVAILABLE ON THE E-TENDER WEBSITE**

1. Vendors desirous of participating in ONGC's tenders need a user-id in order to access e-tendering portal.
2. New vendors will apply for user-id through the link "New Bidder? Apply for Access Authorization" on ONGC's e-tender portal "<https://etender.ongc.co.in/irj/portal>"
3. Vendors will fill in their details as required in the online form.
4. It will be mandatory to enter the official e-mail (containing the company's domain name) of the contact person. In the absence of this, ONGC will be at liberty to reject the request.
5. Applicant vendors from overseas will have to confirm if they have a permanent establishment in India.
6. The following documents will be uploaded by every vendor failing which the requests will not be processed:

For Indian Vendors:

- a. Scan of Certificate from Registrar of Companies, documents indicating the latest legal status, PAN card and GST acknowledgement/certificate.
- b. Udyog Aadhar Registration Certificate for MSME
- c. Micro Small Enterprises registration certificate issued by the permitted agencies like District Industry Centers or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts and Handloom or any other body specified by Ministry of MSME.

For Overseas Vendors:

- a. Certificate from Registrar of Companies or equivalent authority of their country will be submitted. Documents in a language other than English should be accompanied by an accurate translation in English duly authenticated by local Chamber of Commerce of vendor's country.
- b. PAN card and GST acknowledgement/ certificate for overseas vendors who have a permanent address or fixed establishment in India.

7. There will be an online confirmation to the effect that the applicant vendor has submitted the necessary documents required for registration and the documents/certificate/information submitted by them are genuine.
8. Upon submitting a complete request, the system generates a reference number. Vendors will note this number and refer to it while addressing any queries pertaining to generation of user-id and password.
9. In the event a request is rejected on account of deficiency in the data or documents, the reasons will be informed to the applicant vendor through an automatically generated e-mail. Such deficiencies will be made good by the vendors by replying to the same e-mail id.
10. While communicating with ONGC with reference to creation of user-id, it will be necessary for prospective vendors to use the same email id as the one mentioned in the registration form. Correspondence through any other email id will be straightaway ignored with no liability to ONGC.
11. All user-id creation requests must be filled-in by the prospective vendors themselves. Agents are not permitted to apply and Vendor Management Cell will not take cognizance of any documents/ information/ queries received from them during the process.
12. Modification to e-mail entered in the online form based on which the user-id was generated will be done through a request to the work centre by a person authorized to represent the vendor.
13. The e-mail id to be used for communicating with ONGC is VENDORMGT@ONGC.CO.IN

#### **B. INTERNAL GUIDELINES**

1. The registrations will be screened by Vendor Management Cell (VMC) and if complete in all respects, the requests will be processed for generation of user-id and password.
2. The e-mail id to be used for communicating with VMC is VENDORMGT@ONGC.CO.IN
3. A copy of the mails auto-triggered by the ICE system upon any action by VMC shall also be sent to the email id VENDORMGT@ONGC.CO.IN.
4. Issues/ communications from the prospective vendors that cannot resolved by VMC personnel due to any deficiency in the requests shall be escalated to Incharge VMC immediately.
5. Head-Corporate Vendor Management shall periodically monitor vendor creation and change of vendor details.
6. Dealing officer will ensure that the request for change of e-mail is from a person who is duly authorized to represent the vendor.