

# Procedure for Indenter/Department Activity on MPLUN's new e-Procurement Portal <https://eproclun.mpmsme.gov.in>

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MPLUN has upgraded its Procurement Portal recently to ease the services and provide consolidated one stop solution. The portal address is <https://eproclun.mpmsme.gov.in>

**To get the best use of it and avail hassle free functionalities the Indenter/ Purchaser Department should comply with following process meticulously-**

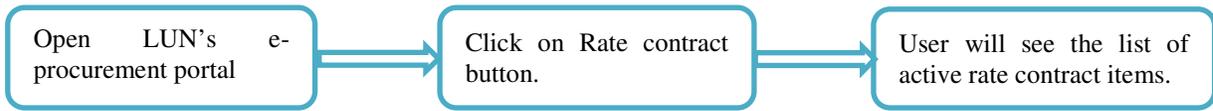
## 1. General Instructions

- a. Timelines for the project should be complied meticulously ex. Designing the specifications, departmental committee formation etc.
- b. Please ensure that every relevant activity ex. Extension of delivery period etc. from user department is updated on portal
- c. Portal works best on Google chrome browser.
- d. Consigners details should be entered properly. It should have details of end user also if required. This will be helpful in getting the quality checked at the time of receiving the order.
- e. User department/Consignee can raise the complaint Ticket in case of any issue faced by the user in quality, supply or specifications of items.
- f. Manual of all activities is available in video/document mode at portal.
- g. Indenter should ensure availability of funds before ordering to comply with the **MSME Act 2006** regarding payment period to MSME.
- h. One officer should be mentioned as SPOC for the managing the contract
- i. **Letter to Consignee** is available on portal along with supply order to check the material prima facie. This checklist should be used by the end user.
- j. Dedicate one SPOC for operating the portal that can be trained by MPLUN.
- k. Before placement of supply order department must ensure that they have the approval and fund to place that supply order because when accepted by the supplier no change or cancellation will be provided.
- l. Once supply order placed no amendment can be done hence make double sure before finalize the order on portal.
- m. The department should regularly attend the training and workshop for the portal, arranged by LUN. Also the department should communicate the procedure further down to the end users.

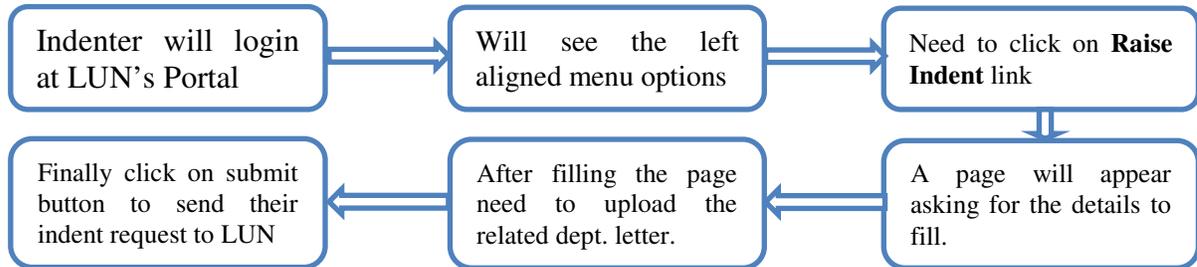
## 2. Placing the Indent for New Items

- a. In case department needs any item which is not available in LUN's active rate contract list they may be able to raise the same online by this option with an authorized letter.
- b. This will initiate internal procedure in LUN to discover rates for requested item. It will take prescribed time required to call a bid and deciding the successful bidder.
- c. After tender a rate list or quantity tender bidder will be identified for the indenter department.
- d. **Rate List-** Department can check the list of active rate contracts from the home of page of portal by the item name or tender number.

**Procedure to check the active rate contract list on LUN's portal**



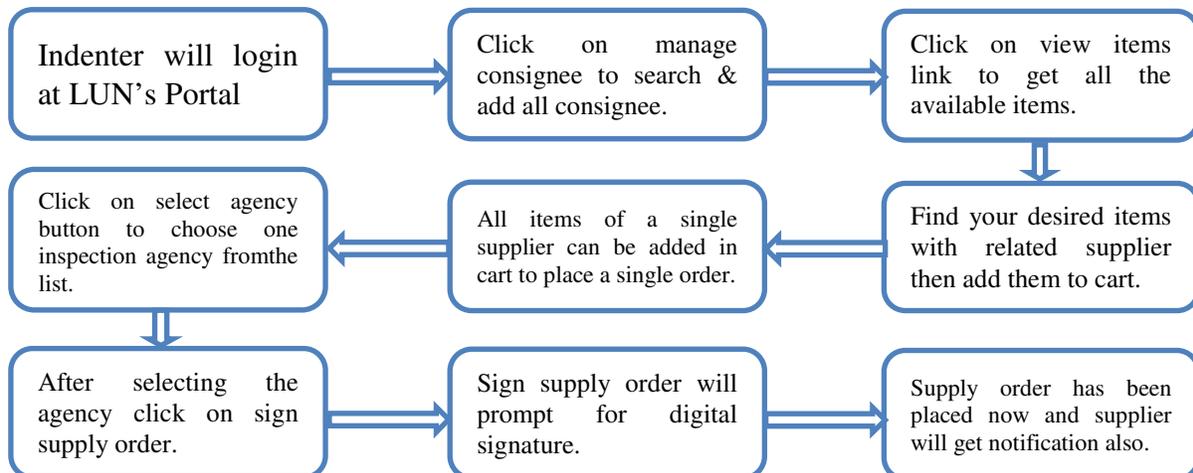
**Procedure to place Indent for Items not available in existing/active rate contract list**



**3. Issuing Supply Order for Existing Items**

- a. Department (mainly DDO) will have a user id and password of LUN's e-procurement portal if not then Indenter must be registered on LUN's e-procurement portal, along with the details of all consignee; registration process finally provides the login id and password.
- b. This is very important to fill consignee details otherwise the complaint resolution and ticket raising will be difficult.
- c. Also required a valid digital signature certificate (minimum of class II) of concern officer to authenticate login.
- d. Consignee must acknowledge the receipt of material (CRAC) online as per steps shown below page.
- e. Department will share the consignee login credentials to their consignees and directs them for online receiving of goods and generate CRAC (consignee receipt & acknowledgement certificate), this will highly ensure that the marital/goods have been received by the concern authority.

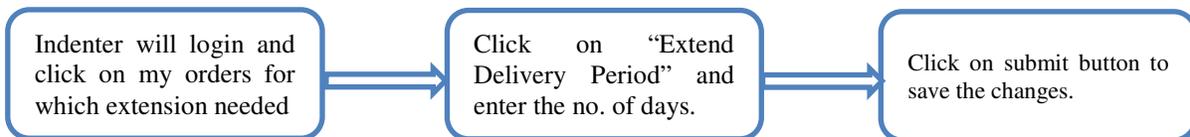
**Procedure to issue supply order by indenter**



#### 4. Extension in Delivery Period/ Penalty in Supply Order

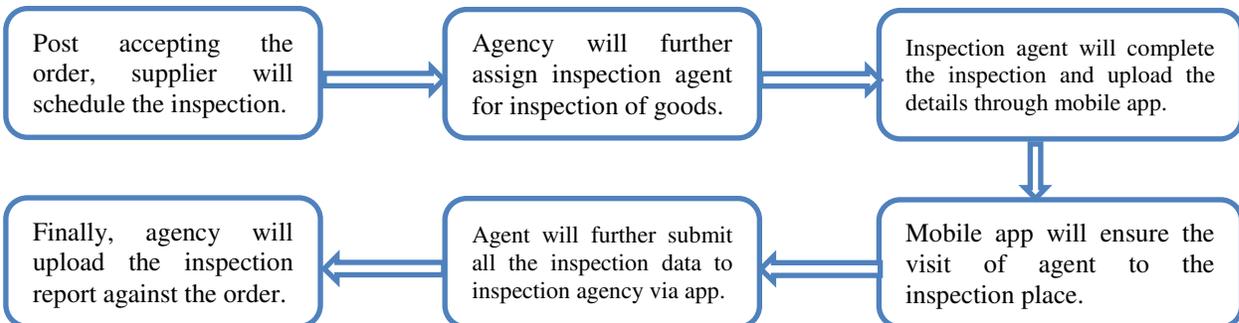
- a. Indenter can extend the delivery days for the supply order and the extension will come with penalty. However the extension should be done cautiously and not frequently.
- b. Extension can be provided to a maximum of 56 days after delivery period of order.
- c. Extension has to be provided before the expiry of delivery period.
- d. Penalty amount will be visible to indenter and he may waive-off the same after providing justification.
- e. **Extension can be given offline by the indenter, but it is mandatory to enter the same on the portal otherwise the portal will calculate the penalty that may create audit objection for indenter.**

##### *Procedure to extend the delivery days*



#### 5. Quality control of order

- a. Ordered materials/ goods are inspected by the third-party agency to ensure the desired quality to be delivered.
- b. Mobile app based onsite inspection of ordered material at supplier premises with geo-tagging to ensure the inspection visit.
- c. Inspection authority will upload the visit and inspection report of inspected supply order which can be visible to indenter/consignee and suppliers.



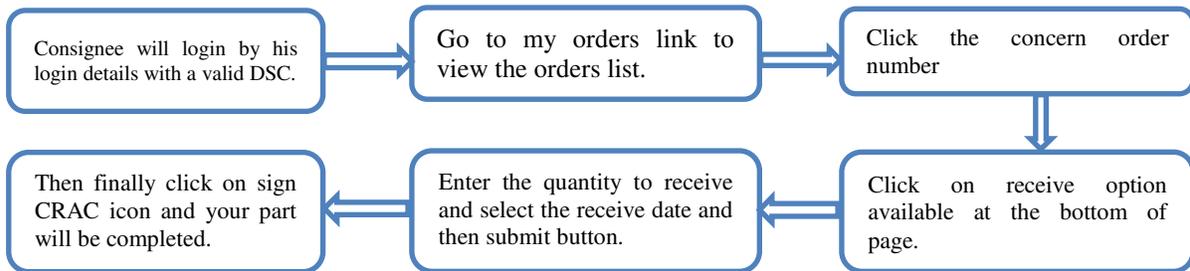
#### 6. Receiving the supply order by Consignee

- a. The order will be received with in time period as mentioned in the supply order.
- b. The consignee should verify the specification in general. A standard letter is sent with the supply order by MPLUN as a basic checklist to verify before receiving.
- c. Consignee must acknowledge the receipt of supplied material on portal by generating CRAC (Consignee Receipt and Acknowledgement Certificate).

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- d. If no receiving of material is done by the consignee with-in defined days limit, from delivery of material by supplier then penalty will be levied to the concern department for not receiving of material and will lead to debar from placing order through MPLUN's e-procurement portal.
- e. Receiving of material could be done as full/partial as per actual material supplied by the supplier.
- f. Post generation of CRAC, supplier will be able to upload the invoice online.

### *Procedure of CRAC for consignee*

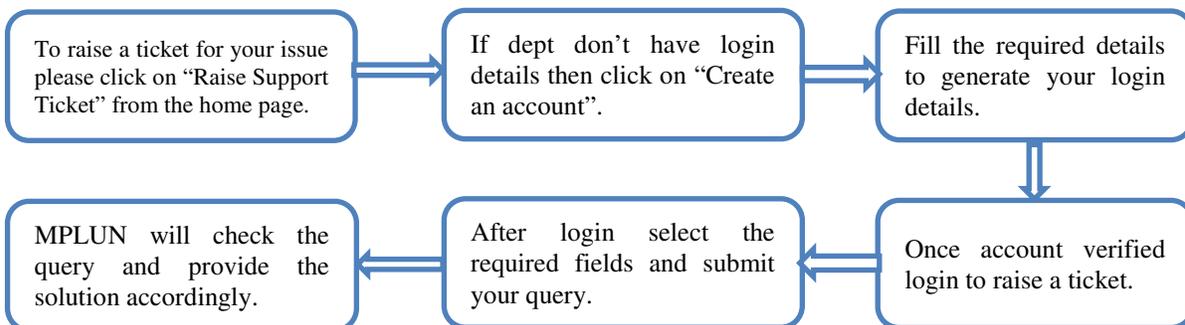


## 7. Delinquency in Delivery

- a. In case supplier fails to deliver the material with-in defined delivery period then supply order will be automatically cancelled/ rejected and service charge will be forfeited.
- b. These actions of suppliers are noted by the system which will lead to debar from portal.
- c. If not delivered in time, then order will be cancelled automatically.

## 8. Ticket raising mechanism at LUN's e-procurement portal

Indenter/ Consignee can raise ticket of issue faced at LUN's e-procurement portal with following steps...



### 9. Benefits to Department Users

- a. Third party inspection report easily available to verify the product inspection details.
- b. System in-built penalty calculation for the supplier in case he made delay in delivery of material.
- c. Cancellation of order/ replacing the order in case it is found that created supply order has any mistake or not accepted by the supplier with-in three days of order creation.
- d. Department users (Indenter/Consignee) can track the status of supply order anytime by login in to the portal with their details.
- e. Department can plan their proposed procurement with available budget.
- f. Department can save his time by using the rate contract available on the portal.

In case user faces any difficulty on above described activity he can contact MPLUN by either ways-

- May generate support ticket from Raise Support Ticket link from home page.
- May send e-mail to [support.lun@mp.gov.in](mailto:support.lun@mp.gov.in)
- May contact at 0755-2673141/142