



IGM BUSINESS VIEW & FLOWS (v.1)

The document gives a Business view for IGM Framework incorporated into the MVP as of August 2023

The document will be updated as new elements of IGM framework get added to the MVP

WHAT IS ISSUE AND GRIEVANCE MANAGEMENT FRAMEWORK



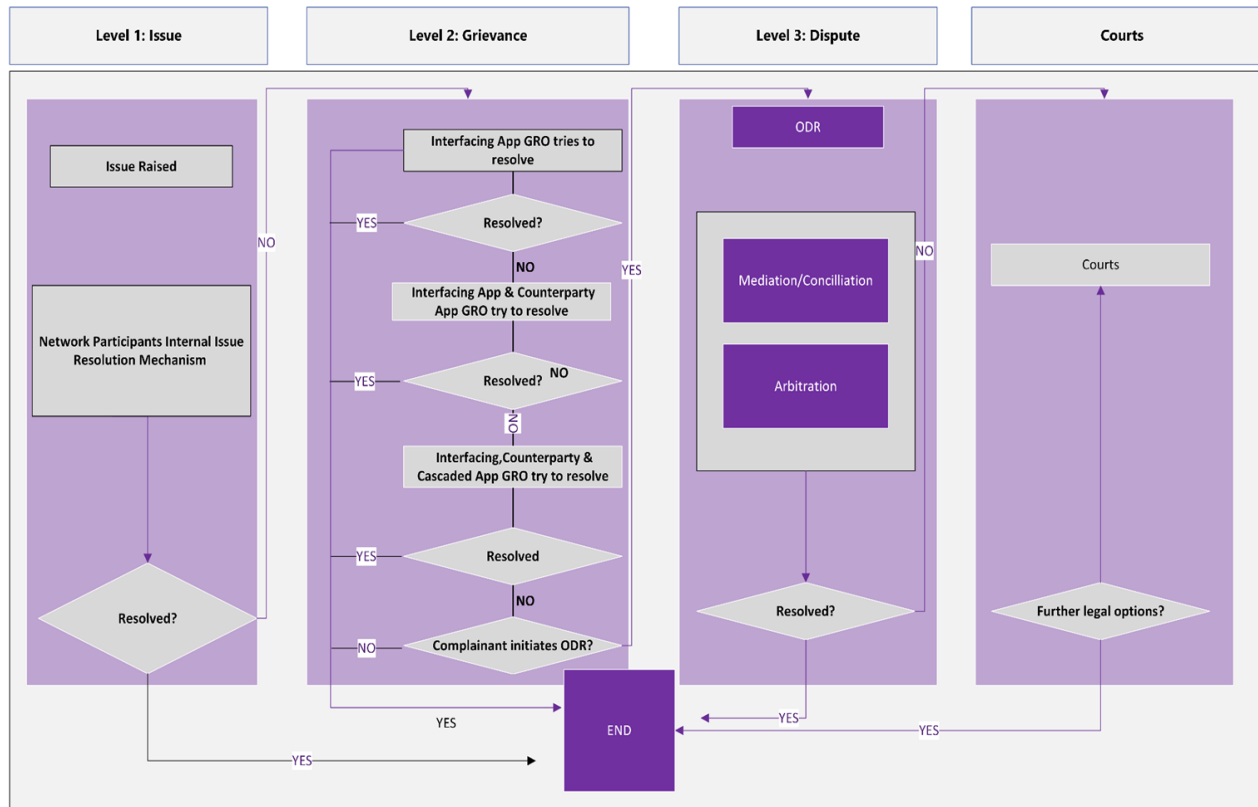
IGM is a mechanism for Network Participants (NPs) to resolve issues on the ONDC network for a complaint raised by Buyers/Customers, Sellers or NPs.



IGM has 3 successive levels: Level 1 (Issue), Level 2 (Grievance), Level 3(Dispute). The complainant can escalate an issue successively to Grievance & Dispute. Also, the complainant can reach the courts at any point of time as a legal recourse.



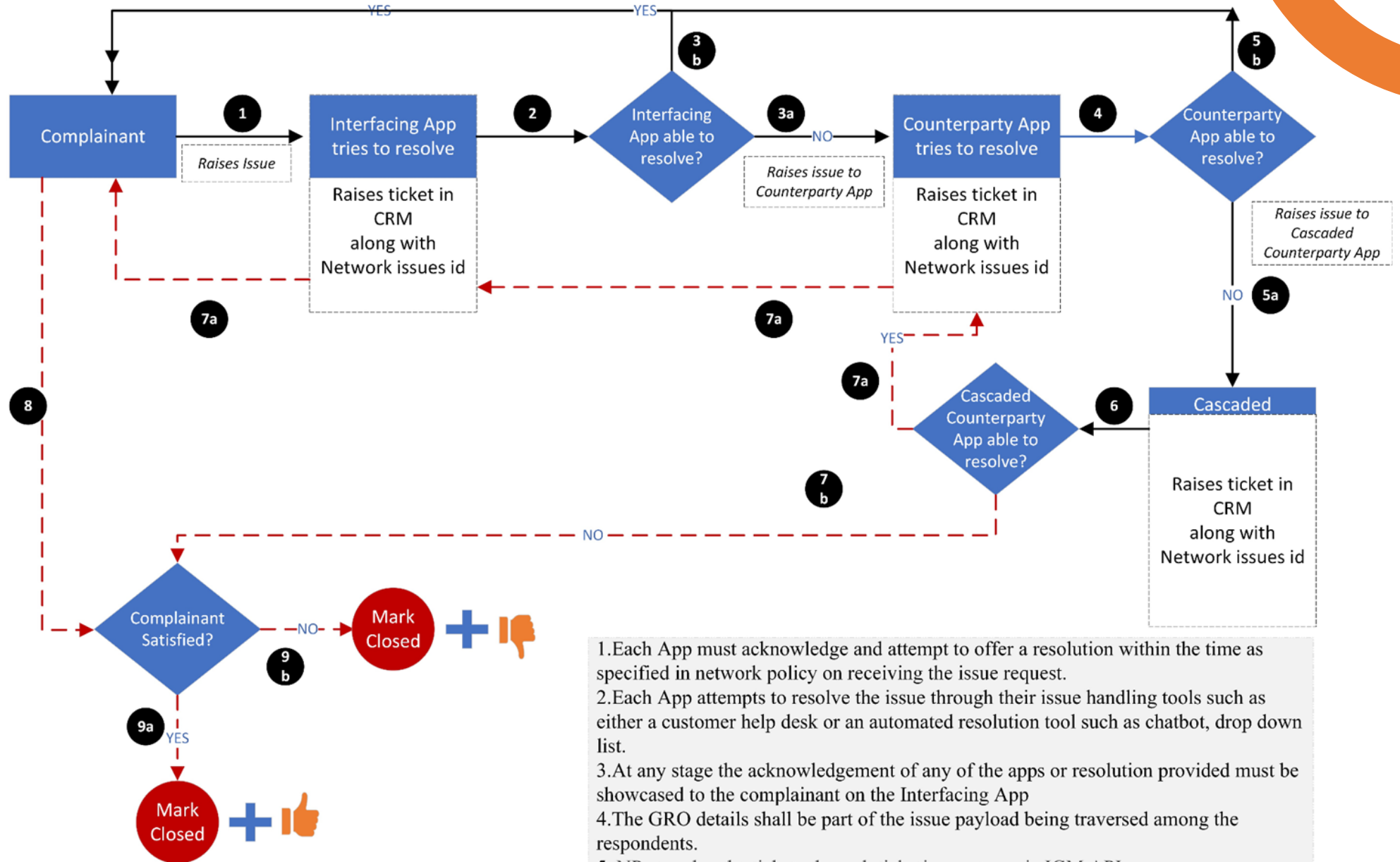
IGM uses a set of API protocols as a common language for issues to be communicated across NPs. NPs must have a ticketing system integrated with the IGM APIs. The issue details should be stored in the NP CRM at issue ID level.



ENTITY	ROLE
Complainant	Any NP/Buyer/Seller raising a complaint
Interfacing App	Interface used to raise/escalate an issue
Respondent App	Entity providing the resolution of the complaint
Counterparty App	Immediate NP to which complaint is traversed by Interfacing App
Cascaded App	Immediate NP to which complaint is traversed by Counterparty App
Grievance Redressal Officer (GRO) (Level 2)	Appointed by each network participant for grievance redressal
Online Dispute Resolution (ODR) Level 3	Elected by complainant and NPs to resolve disputes off-network

IGM LEVEL 1 FLOW (ISSUE)

Whenever there is an issue, the Complainant raises a complaint. The interfacing app, counterparty app and the cascaded counterparty app attempt to provide a resolution to the issue raised.



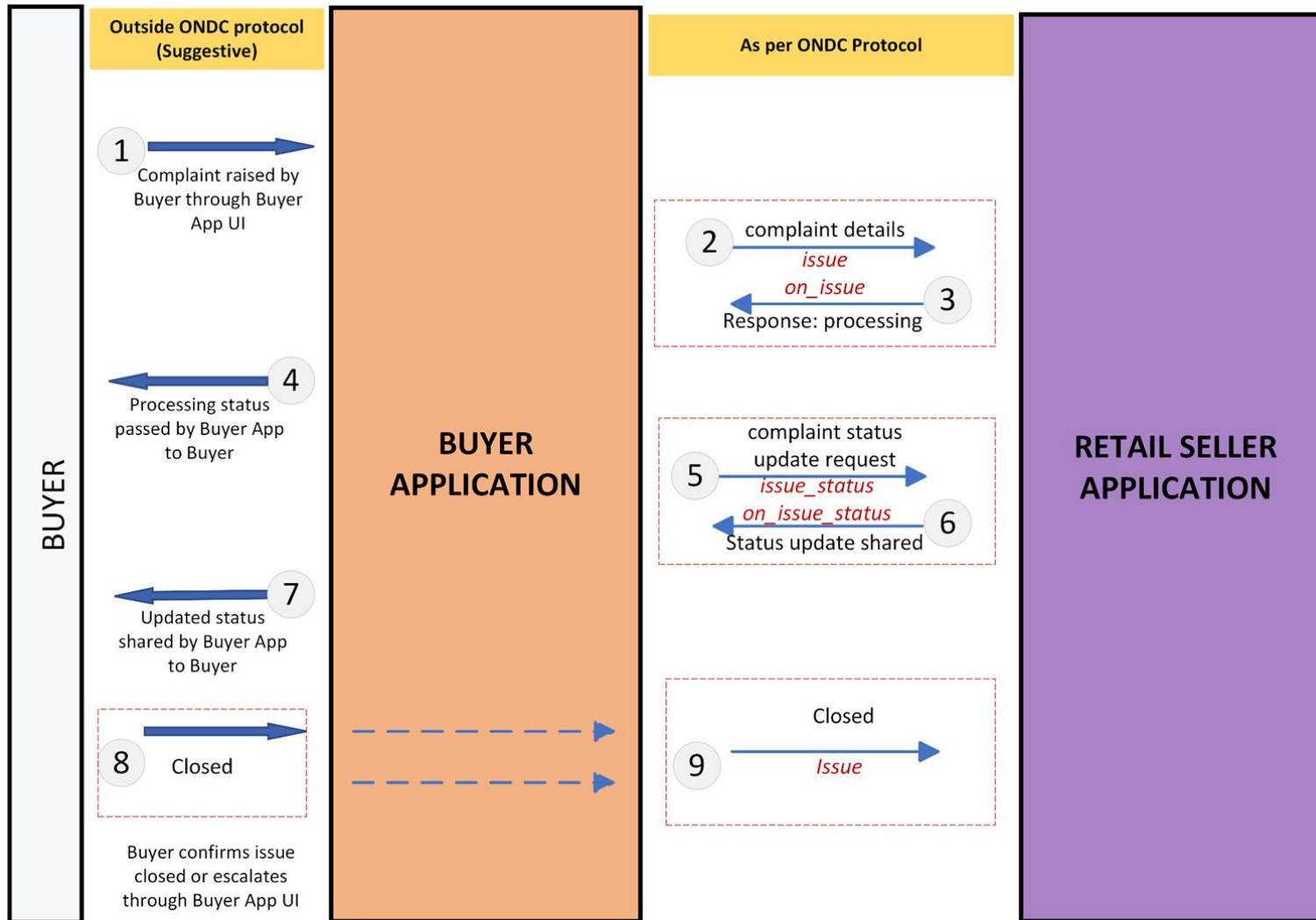
1. Each App must acknowledge and attempt to offer a resolution within the time as specified in network policy on receiving the issue request.
2. Each App attempts to resolve the issue through their issue handling tools such as either a customer help desk or an automated resolution tool such as chatbot, drop down list.
3. At any stage the acknowledgement of any of the apps or resolution provided must be showcased to the complainant on the Interfacing App
4. The GRO details shall be part of the issue payload being traversed among the respondents.
5. NPs to relay the tickets through ticketing system via IGM API.

IGM MVP API Flows (Business view*)

The current MVP provides API flows for Item level and Fulfillment level issues raised by buyer as complainant

* Please note that the NP Tech implementation team should refer to the [detailed protocol document](#) for implementation

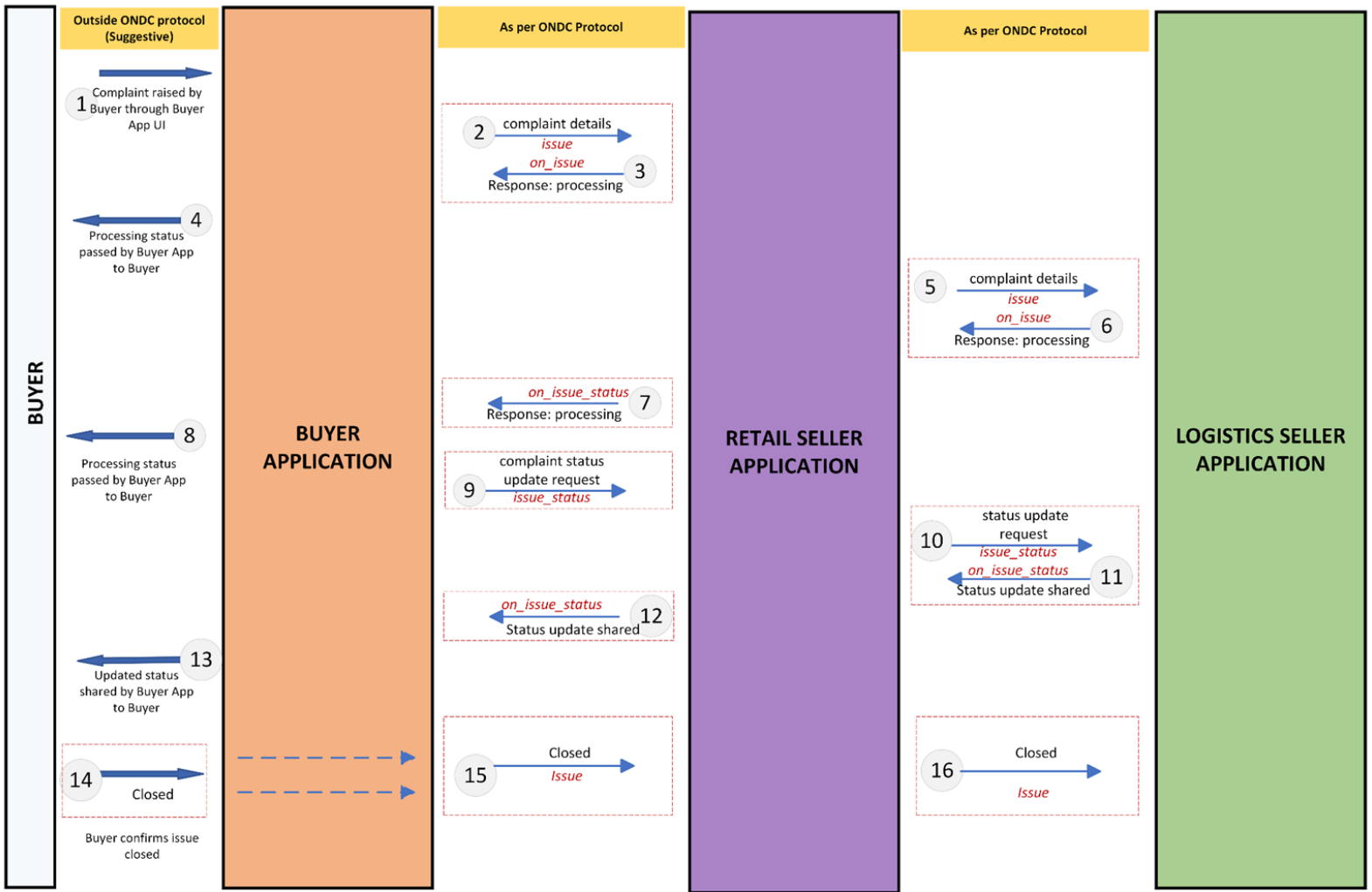
IGM MVP SCENARIO 1: ITEM COMPLAINTS



1. Buyer raises complaint against an item ID
2. Buyer App shares complaint details with Seller App which includes complainant info, order details, fulfillment details, description of issue, expected response and resolution time
3. Seller App responds with an update "Processing" implying they have started working on the issue
4. Buyer App may choose to share the information with the Buyer
5. Buyer App wants to recheck the status of the request.
6. Assuming Seller App has worked on the issue it shares updated status with Buyer App
7. Buyer App shares the updated status of the issue with Buyer
8. The Buyer is satisfied with the resolution and marks it closed on buyer App UI with a thumbs up else marks it closed with thumbs done
9. The Buyer Application shares the updated closed status from Buyer side with the Seller Application.

Escalation flows is not planned as part of the MVP for IGM implementation & at this stage the complainant has an option to mark complaint closed with a thumbs up/down at the end of level 1 of IGM (Issue).

IGM MVP SCENARIO 2: FULFILLMENT COMPLAINTS



1. Buyer raises complaint against an item ID
2. Buyer App shares complaint details with Seller App which includes complainant info, order details, fulfillment details, description of issue, expected response and resolution time
3. Seller App responds with an update "Processing" implying they have started working on the issue
4. Buyer App may choose to shares the information with the Buyer
5. Retail Seller App share issue details with Logistics Seller App
6. Logistics seller App shares processing update to Retail Seller APP
7. Retail Seller App shares processing information with Buyer App
8. Buyer App may update the status to Buyer
9. Buyer App requests for updated status of issue from Retail Seller App
10. Retail Seller App requests for updated status from Logistics Seller App
11. Assuming Logistics App has worked on the issue at this point and shares the updated status with the Retail seller App
12. Retail seller App shares updated status with the Buyer App
13. Buyer App shares the updated status with the Buyer
14. Either the buyer is satisfied with the response and marks the issue closed on buyer app UI with thumbs up; if not then marks closed with a thumbs down
15. The Buyer App shares the closed status with the retail seller App
16. The Retail seller APP share the closed status with Logistics seller App

Escalation flows is not planned as part of the MVP for IGM implementation & at this stage the complainant has an option to mark complaint closed with a thumbs up/down at the end of level 1 of IGM (Issue).

● IMPORTANT FAQs & NEXT STEPS

IMPORTANT FAQs

Who closes the issue?

- Compliant is marked resolved by a respondent/resolution provider but can be marked closed by the complainant (or automatically marked if 'window expires').

What issues can be raised through IGM?

Please refer to the issue categories [HERE](#)

What issues should not be raised through IGM?

- Matters related to Tax, TDS certificate, GSTR 2A etc. are to be handled outside IGM
- Tech issues will continue to be handled through JIRA (Currently being used). Take JIRA credentials from Account Manager.

NEXT STEPS

- **Process for Deployment** is Log verification followed by Ops verification. For scenarios and where to submit logs click on: [Test Case Scenarios for IGM Log Validation](#)
- You should **go through the ONDC Network Policies on IGM** published on the ONDC website. [Chapter 5 Issue and Grievance Management](#)
- **Go through the detailed API Protocol** [Here](#)