



REGISTRATION GUIDE - 5 SIMPLE STEPS

STEP 1

COMPETENT AUTHORITY TO NOMINATE RESPONSIBLE OFFICIALS AS PRIMARY AND SECONDARY USERS VIDE AN INTERNAL OFFICE NOTE. DRAFT FORMAT -<https://img1.digitallocker.gov.in/gem/resources/pdf/creation-of-parimary-user-and-secondary.pdf>

STEP 2

PRIMARY USER IS REQUIRED TO FILL UP THE ORGANIZATION AND OTHER DETAILS ON GEM PORTAL <https://gem.gov.in/register/buyer/signup>

THE PRIMARY USER IS RECOMMENDED TO FAMILIARIZE WITH:

- [GFR rule 149: 2017 Edition](#)
- [Special Terms and Conditions of GeM](#)
- [Workflow / Timelines of GeM operation](#)
- [Primary User – User Manual](#)

STEP 3

PRIMARY USER IS REQUIRED TO OPEN INBOX MAIL FROM HIS/HER OFFICIAL E-MAIL ID AS FILLED IN **STEP 2** AND CLICK ON VERIFY EMAIL LINK.

STEP 4

PRIMARY USER IS REQUIRED TO LOGIN WITH USER ID AND PASSWORD <https://gem.gov.in/login> CREATED IN **STEP 2**
(*Not Personal name or Personal Email ID*)

STEP 5

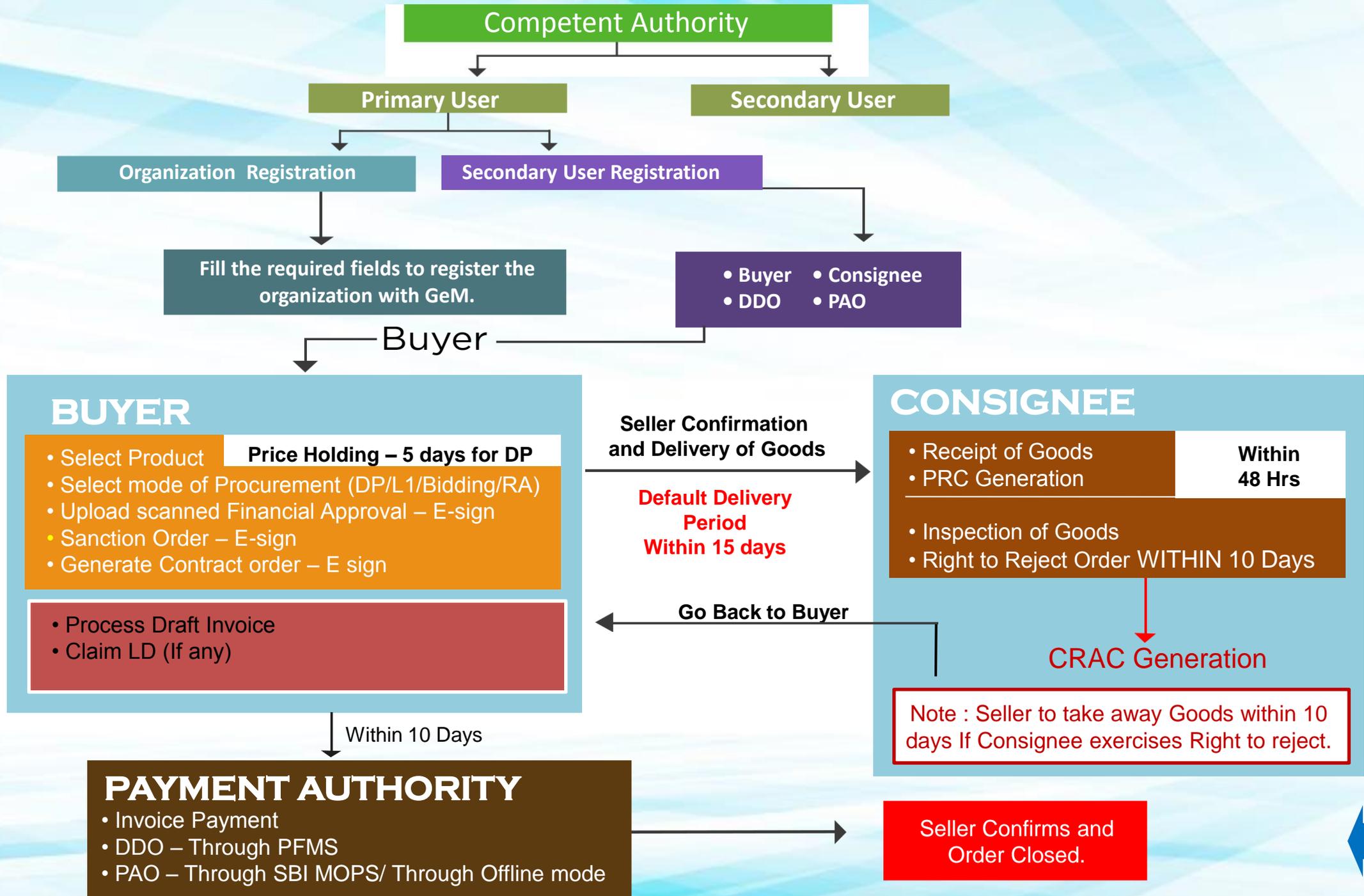
PRIMARY USER IS REQUIRED TO FILL UP OTHER ORGANIZATION DETAILS AND DETAILS OF VERIFYING OFFICER AND CREATE SECONDARY USERS AS NOMINATED i.e. BUYER, CONSIGNEE, DDO, AND PAO AS THE CASE MAY BE.

The Organization is now functionally REGISTERED with



GeM Government
e Marketplace

Note: Verifying Officer has no role to play in Registration process except Disable Primary User, only if required.



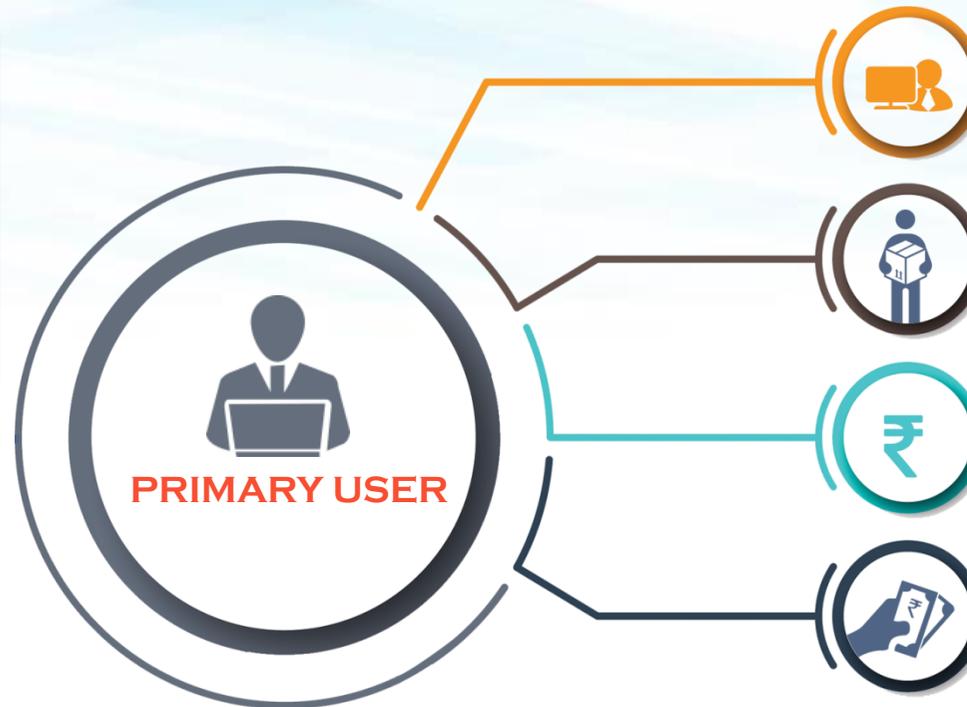


PRIMARY USER MANUAL

Deputy Secretary/Equivalent officer **OR** Head of the Office at Sub Centre /Unit/Branch of Govt.Organization /PSU/ Autonomous Bodies/Local Bodies/Constitution Bodies/Statutory Bodies.

ROLE & RESPONSIBILITY

- Representative of Buyer organization
- Filling up Organization details
- Creation of Secondary Users – Editing Roles and Deactivation
- Monitoring of Orders placed
- Administration of GeM procurements



BUYER

Searching Carting Order Placement

CONSIGNEE

Recipient of the Product

DDO

Can Process bill to PFMS

PAO

Paying Authority for online and offline Payments

➤ Buyer and Consignee can be the same entity



➤ Primary User cannot order products/make payments on GeM

➤ Primary User can create new Primary User upon transfer etc.

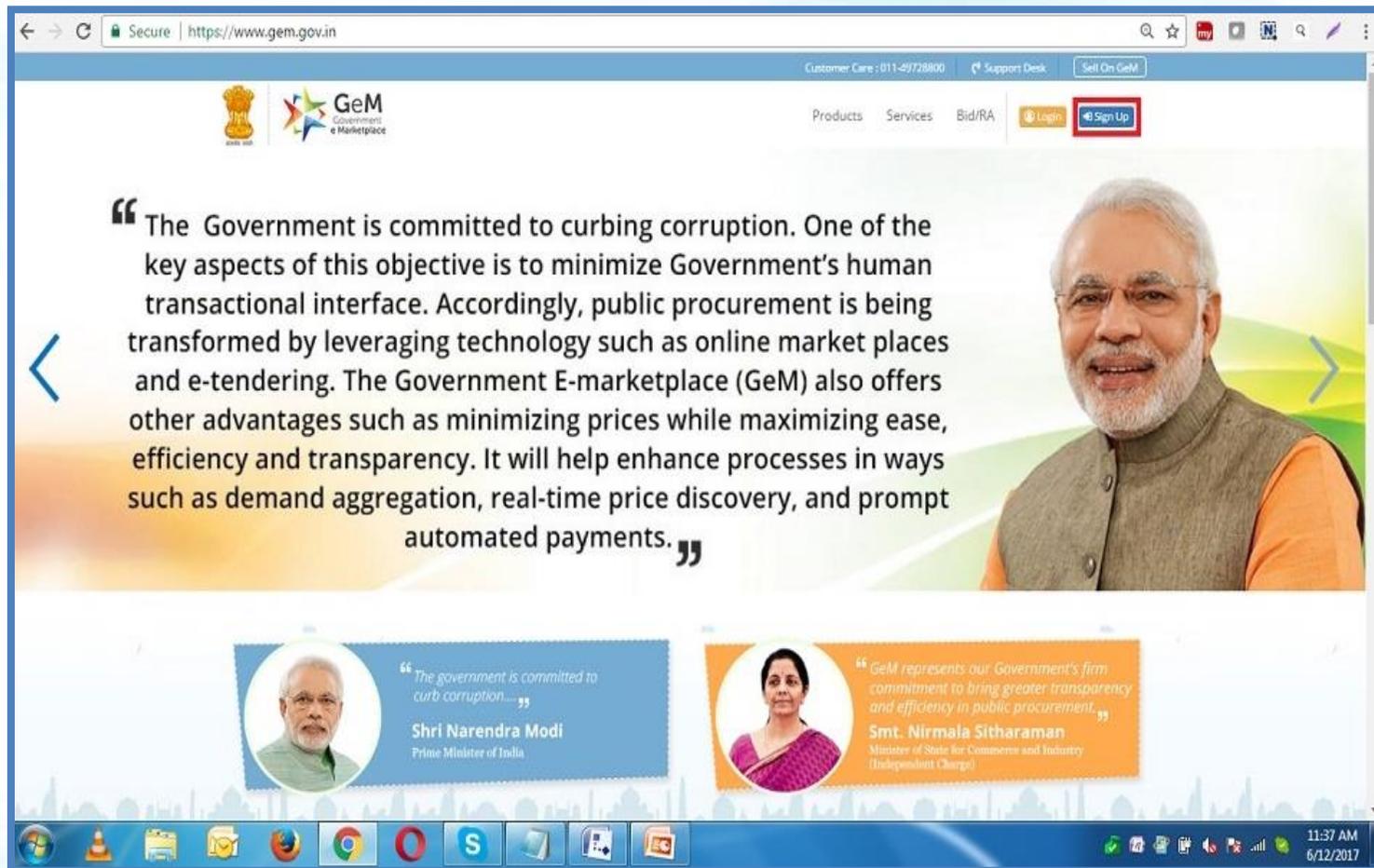
➤ Primary User can create any no. of Secondary Users

STEP 1

HOME PAGE OF GEM PORTAL



SCREEN 1



PROCESS FLOW

- Primary User (Duly nominated by Competent Authority to Log on to www.gem.gov.in)
- Click on SIGN UP button

- Please surf the Website content on Home Page for better appreciation before Sign Up

STEP 2

REGISTRATION OF ORGANIZATION



SCREEN 2

The screenshot shows the GeM Government Organization Sign Up page. The page has a header with the GeM logo and navigation links for Products, Services, Bid/RA, Login, and Sign Up. The main content area is titled "Government Organization Sign Up" and includes a "Please Read The Document Before Sign Up Need Help" link. The "Create your Organization Account" form contains the following fields:

- Organization Type * (Dropdown menu with "Select" option)
- Ministry/Department * (Dropdown menu with "Select" option)
- Organization Name * (Text input field with placeholder "Enter Your Organization Name")
- First Name * (Text input field)
- Last Name * (Text input field)

A blue "Create Account" button is located at the bottom of the form, highlighted with a red border.

PROCESS FLOW

- Select appropriate Organization Type, Ministry/Department
- Type Organization Name etc.
- Click on CREATE ACCOUNT - the Screen will expand

- All Fields are Mandatory to fill
- Please read THE DOCUMENT before Sign Up
- Please Spell-check Organization Name

STEP 2.1

REGISTRATION OF ORGANIZATION



SCREEN 2.1

Government Organization Sign Up

Please Read The Document Before Sign Up
Need Help

Create your Organization Account

Organization Type* Central Government

Ministry/Department* M/o Railways

Organization Name* Depart of Central Purchase

First Name* Yogendra

Last Name* Kumar

User ID* harinic

Password* *****

Email ID*
Please enter your email id.

Mobile No. (Aadhar Linked)* Send OTP

Enter OTP* Verify

I agree to the Terms & Conditions of Government e-Marketplace (GeM).

Create Account

PROCESS FLOW

- Create User ID , Password
- Provide E-Mail ID
- Provide Mobile No.
- E-sign by entering OTP received

- User ID created to be official in nature for subsequent use
- Password should be of minimum eight characters with one upper case, one special character & one numeric character
- E-mail ID created should be official - .gov or .nic preferably
- For other official ID take approval by mailing to DGS&D.
- Mobile Number provided should be Aadhar linked

STEP 2.3

SUCCESSFUL CREATION OF USER ID



SCREEN 3

A screenshot of a web browser displaying the GeM portal. The address bar shows the URL: https://v2.gem.gov.in/register/buyer/signupsuccess2/39203. The page content includes the GeM logo, navigation links for Products, Services, and Bid/RA, and buttons for Login, Sign Up, and Seller. The main message reads: "Congratulations...!!! You have successfully created your User Id. Now verify your email address by clicking on 'Verify Email' link sent to your email Id. After verifying your email address login into your account to complete the registration process and to get registered on GeM portal. Thank You." The footer contains sections for "Need Help?", "Policy", "Help Desk", and "Payment Methods".

User Dept. Success | GeM | Gmail | @gov.in

Secure | https://v2.gem.gov.in/register/buyer/signupsuccess2/39203

Products Services Bid/RA Login Sign Up Seller

Congratulations...!!!

You have successfully created your User Id. Now verify your email address by clicking on "Verify Email" link sent to your email Id. After verifying your email address login into your account to complete the registration process and to get registered on GeM portal.

Thank You.

Need Help ?
About Us
Contact Us
Training
FAQs
Resources
Disclaimer
Forum

Policy
Return
Privacy
General Terms & Conditions
Buyers Registration
Sellers Registration
Copyright

Help Desk
011-49728800
helpdesk-gem[at]gov[dot]in
Feedback
Watchlist Statistics

Payment Methods
Public Financial Management System
State Bank (MOPS)
Version 2.0 Release Notes

Type here to search | 11:36 12-05-2017

PROCESS FLOW

- Congratulatory Message
- Visit your official Email id (provided in Step 2.1) to Verify and confirm

- Preliminary Registration complete

STEP 3

VERIFICATION OF USER - E MAIL ID



EXTERNAL SCREEN

The screenshot displays an email interface with the following content:

- Subject:** Welcome to GeM
- To:** udai.pratap@digitalindia.gov.in
- Date:** 11:35 AM
- From:** Government E-Marketplace
- Reply-To:** "noreply@gem.gov.in"

Government e-Marketplace

Dear Sir/Madam
Congratulations...!!!!!!

Your account has been successfully created. Your unique GeM registration ID is **GEM/2017/G/3715/3208**

You are now requested to login into GeM portal through your user ID and complete your registration by providing necessary details.

You can add secondary user only after completing your profile.

Please verify your email.

User ID: uday_singh

Verify Email

PROCESS FLOW

- Primary User to Log onto Official E Mail ID
- Primary user to click on **VERIFY EMAIL** link and Confirm

- Congratulations –You are onboard GeM

STEP 4

PRIMARY USER LOGIN



SCREEN 4

The screenshot shows the GeM (Government e Marketplace) login interface. At the top left, there are logos for the Government of India and GeM. The top right contains navigation links for 'Products', 'Services', and 'Bid/RA', along with 'Login' and 'Sign Up' buttons. The main content area features a 'Login' section with an orange background on the left that says 'Not registered with GeM? Sign Up Now'. The login form on the right includes fields for 'User Id*', 'Password*', and 'Enter The Answer Of The Addition*' with a math problem $5+8$ and a refresh icon. A 'Forgot your password?' link and a 'Login' button are also present. The bottom navigation bar includes 'Need Help?', 'Policy', 'Help Desk', and 'Payment Methods'.

PROCESS FLOW

- Primary User to login with User ID and password created

- Login should be with User ID created and not Official Email ID

STEP 5

FILLING UP ORGANIZATIONAL DETAILS

SCREEN 5

The screenshot displays the GeM (Government e Marketplace) website interface. The browser address bar shows the URL https://v2.gem.gov.in/register/buyer/org_detail. The page header includes the GeM logo, navigation menus for Market, Users, Divisions, Products, and Services, and a user profile for 'charu'. The main content area is titled 'UPDATE ADDRESS' and contains the following fields:

- Street Address *
- State *
- District *
- Pincode *
- Contact No. (Office) * (with sub-fields for STD code, Office Contact No., and Extension No.)
- Website URL

A 'Save' button is located at the bottom right of the form. The left sidebar shows navigation options for 'ORGANIZATIONAL DETAIL' and 'USER ACCOUNT DETAILS'.

PROCESS FLOW

- Default Screen
- Primary User to diligently fill up all Organization Details
- Must Fill all mandatory fields
- Click on SAVE button to confirm

- One time effort
- Creation of Database
- Click on SAVE button in order that process once completed is not duplicated.



STEP 5.1

ORGANIZATIONAL DETAILS: UPDATE ADDRESS

SCREEN 5

HOME / UPDATE ACCOUNT

ORGANIZATIONAL DETAIL

- Address
- Payment Method
- Bank Account Detail

USER ACCOUNT DETAILS

- Personal Information
- Link Aadhaar
- Referral Verification
- Change Password
- Email/Mobile

UPDATE ADDRESS

Street Address * DGSND JEEVAN TARA BHAVAN, 5 SANSAD MARG 110001

State * DELHI

District * NEW DELHI

Pincode * 110001

Contact No. (Office) * 011 49728800 Extension No.

Website URL

Save

Need Help? Policy Help Desk Payment Methods

ENG 11:30
INTL 15-06-2017

PROCESS FLOW

- Primary User to enter all Organization Details
- Click on SAVE button to confirm

- Click on SAVE button in order that process once completed is not duplicated.
- The Address can be updated as and when required

STEP 5.2

ORGANIZATIONAL DETAILS: PAYMENT METHOD

SCREEN 6

HOME / UPDATE ACCOUNT

ORGANIZATIONAL DETAIL

Address

Payment Method

Bank Account Detail

USER ACCOUNT DETAILS

Personal Information

Link Aadhaar

Referral Verification

Change Password

Email/Mobile

PAYMENT METHOD

Payment Method*

PFMS: Central Government Civil Ministries Using PFMS Payment Mode (Public Financial Management System)

Internet Banking: Organizations Using SBI E-Pay Payment Option (Paying Through Internet Banking Having Their Corporate Login Password)

Others: Organizations Using Offline Methods (Cheques, NEFT, RTGS And Others)

Save

Need Help ? Policy Help Desk Payment Methods

About Us Return 011-49728800 Public Financial Management System

Contact Us Privacy State Bank (MOPS)

ENG 11:32
INTL 15-06-2017

PROCESS FLOW

- Primary User to choose PAYMENT METHOD being used in the Organization
- Click on SAVE button to confirm

- Payment Methods :
 - PFMS – linked with DDO
 - SBI – MOPS
 - Others – offline Mode of Payment



STEP 5.2.1 ORGANIZATIONAL DETAILS: PAYMENT METHOD

SCREEN 6

PROCESS FLOW

- In this case – Primary user department is using PFMS method of payment
- Click on SAVE button to confirm

- On clicking SAVE a new Screen will appear

STEP 5.2.1

PFMS: BUDGET DETAILS



SCREEN 6.1

A screenshot of the GeM website's 'BUDGET DETAILS' form. The browser address bar shows 'https://v2.gem.gov.in/register/buyer/org_detail#'. The page has a header with the GeM logo and navigation links: 'Market', 'Manage Users', 'Manage Products', 'Manage Services', 'Statistics', and 'Uday'. Below the header is a breadcrumb 'HOME / UPDATE ACCOUNT'. On the left, there are two vertical menus: 'ORGANIZATIONAL DETAIL' (with links for Address, Payment Method, Budget Details) and 'USER ACCOUNT DETAILS' (with links for Personal Information, Link Aadhaar, Referral Verification, Change Password, Email/Mobile). The main content area is titled 'BUDGET DETAILS' and contains two input fields: 'Budget Head*' and 'Budget Amount (For Current Financial Year)*'. Below these fields is a blue 'Save' button, which is highlighted with a red square. At the bottom of the page, there is a footer with links for 'Need Help?', 'Policy', 'Help Desk', and 'Payment Methods'. The Windows taskbar at the very bottom shows the date and time as 11:42 on 12-05-2017.

PROCESS FLOW

- Primary User to enter Budget Head and amount of budget allocated to organization
- Click on SAVE button to confirm

- It is required when PFMS is being used

STEP 5.2.2

SBI MOPS METHOD CHOSEN FOR PAYMENTS



SCREEN 6

The screenshot shows the GeM website interface for updating account details. The 'PAYMENT METHOD' section is active, with three options listed:

- PFMS: Central Government Civil Ministries Using PFMS Payment Mode (Public Financial Management System)
- Internet Banking: Organizations Using SBI E-Pay Payment Option (Paying Through Internet Banking Having Their Corporate Login Password)
- Others: Organizations Using Offline Methods (Cheques, NEFT, RTGS And Others)

A red box highlights the 'Save' button at the bottom of the form.

PROCESS FLOW

- In this case – Primary user department is using SBI MOPS method of payment
- Click on SAVE button to confirm

- On clicking SAVE a new Screen will appear asking for Bank Account Details

STEP 5.2.3

OTHER MODE CHOSEN FOR PAYMENT



SCREEN 6

A screenshot of the GeM website's 'UPDATE ACCOUNT' page. The page is titled 'HOME / UPDATE ACCOUNT'. On the left, there are two main sections: 'ORGANIZATIONAL DETAIL' and 'USER ACCOUNT DETAILS'. The 'PAYMENT METHOD' section is active, showing three options: 'PFMS: Central Government Civil Ministries Using PFMS Payment Mode (Public Financial Management System)', 'Internet Banking: Organizations Using SBI E-Pay Payment Option (Paying Through Internet Banking Having Their Corporate Login Password)', and 'Others: Organizations Using Offline Methods (Cheques, NEFT, RTGS And Others)'. The 'Others' option is selected with a checked checkbox. A blue 'Save' button is highlighted with a red square. The browser address bar shows 'https://v2.gem.gov.in/register/buyer/org_detail'. The Windows taskbar at the bottom shows the time as 20:33 on 16-05-2017.

PROCESS FLOW

- In this case – Primary user department is using OTHER mode of payment
- Click on SAVE button to confirm

- On clicking SAVE a new Screen will appear asking for Bank Account Details



STEP 5.3

ORGANIZATIONAL DETAILS: BANK ACCOUNT DETAIL

SCREEN 7

The screenshot shows a web browser window with the URL https://v2.gem.gov.in/register/buyer/org_detail. The page title is 'HOME / UPDATE ACCOUNT'. On the left, there is a navigation menu with 'ORGANIZATIONAL DETAIL' selected, containing 'Address', 'Payment Method', 'Bank Account Detail', 'USER ACCOUNT DETAILS', 'Personal Information', 'Link Aadhaar', 'Referral Verification', 'Change Password', and 'Email/Mobile'. The main content area is titled 'BANK ACCOUNT DETAILS' and contains the following fields:

Bank Name *	<input type="text" value="hdfc bank"/>
Bank Account No *	<input type="text" value="784128461274912749"/>
IFSC Code *	<input type="text" value="HDFC0000004"/>
Account Holder Name *	<input type="text" value="pooja gandhi"/>

Below the fields is a blue 'Save' button highlighted with a red box.

At the bottom of the page, there are links for 'Need Help?', 'Policy', 'Help Desk', and 'Payment Methods'. The Windows taskbar at the bottom shows the time as 20:33 on 16-05-2017.

PROCESS FLOW

- Primary User to fill up Bank Account Detail
- Click on SAVE button to confirm

- Screen will not appear if PFMS mode is chosen



STEP 5.4

USER ACCOUNT DETAILS: PERSONAL INFORMATION

SCREEN 8

The screenshot shows a web browser window displaying the GeM user account details page. The page is titled "USER ACCOUNT DETAILS" and has a sidebar menu on the left with options: "ORGANISATIONAL DETAILS", "USER ACCOUNT DETAILS", "PERSONAL INFORMATION", "JOB ADDRESS", "National Performance", "Change Password", and "Email Alerts". The "PERSONAL INFORMATION" section is active and contains the following fields:

- First Name: Pooja
- Last Name: gawde
- Designation: Head
- Employee id (Elastic Attendanceid): [Empty]

At the bottom of the form, there is a red-bordered "Save" button. The browser's address bar shows the URL "https://www.gempolice.com/portal/Details.aspx?Module=1&Page=1&PageID=1&PageName=PersonalInformation.aspx". The Windows taskbar at the bottom shows the date as 11-01-2017.

PROCESS FLOW

- Primary User to fill up Personal Information
- Click on SAVE button to confirm

- Populates Automatically
- Best utilized when change is to be incorporated

STEP 5.5

USER ACCOUNT DETAILS: LINK AADHAR



SCREEN 9

LINK AADHAAR

Aadhaar Number: 410097444060

OTP sent to your aadhaar linked mobile no.

OTP:

PROCESS FLOW

- Primary User to provide Aadhar Number
- Enter OTP generated on Aadhar linked Mobile No.
- Click on SAVE button to confirm

- This process is required to enter and confirm the Aadhar No.

STEP 5.6

USER ACCOUNT DETAILS: REFERRAL VERIFICATION



SCREEN 10

The screenshot shows the GeM user account details page. The browser address bar displays the URL https://v2.gem.gov.in/register/buyer/org_detail. The page header includes the GeM logo and navigation links: Market, Manage Users, Manage Products, Manage Services, Statistics, and a user profile for Pooja. The main content area is titled 'HOME / UPDATE ACCOUNT' and is divided into two sections: 'ORGANIZATIONAL DETAIL' and 'USER ACCOUNT DETAILS'. The 'ORGANIZATIONAL DETAIL' section includes fields for Address, Payment Method, and Bank Account Detail. The 'USER ACCOUNT DETAILS' section includes fields for Personal Information, Link Aadhaar, Referral Verification, Change Password, and Email/Mobile. The following table summarizes the user account details shown in the screenshot:

Field	Value
First Name	keshav
Last Name	singh
Designation	admin
Email (Official)	keshav@digitalindia.gov.in
Mobile (Official)	8447635025

PROCESS FLOW

- Primary User to provide particulars of Verification Authority as approved by Competent Authority

- Verification authority can be Under Secretary or Equivalent
- Verifying Officer has no role to play in Registration process except Disable Primary User, only if required



STEP 5.7

USER ACCOUNT DETAILS: CHANGE PASSWORD

SCREEN 11

The screenshot shows a web browser window displaying the GeM (Government e Marketplace) user account details page. The page is titled "UPDATE ACCOUNT" and has a navigation menu with "Market", "Users", "Divisions", "Products", "Services", and "udal". The "CHANGE PASSWORD" section is active, showing three input fields for "Old Password", "New Password", and "Confirm Password". A "Save" button is located below the fields. A password requirement note states: "Password must contain 1 Uppercase, 1 Lowercase between 8 to 30 character and one special character (@,!,\$, and @)".

PROCESS FLOW

- Password can be changed as and when required
- Change of password is advised

- It is recommended to change password at frequent intervals and keep it safe

STEP 5.8

USER ACCOUNT DETAILS: EMAIL/MOBILE



SCREEN 12

GeM Government e Marketplace

Market Manage Users Manage Products Manage Services Statistics Uday

HOME / UPDATE ACCOUNT

ORGANIZATIONAL DETAIL	First Name	keshav
Address	Last Name	singh
Payment Method	Designation	admin
Budget Details	Email (Official)	kumar.keshav07@gmail.com
USER ACCOUNT DETAILS	Mobile (Official)	8447635025
Personal Information		
Link Aadhaar		
Referral Verification		
Change Password		
Email/Mobile		

Need Help? Policy Help Desk Payment Methods

About Us Return 011-49728800 Public Financial Management System

Type here to search 11:50 12-05-2017

PROCESS FLOW

- Primary User to confirm E Mail Id and Mobile No.

- Populates Automatically
- This process is required to reconfirm the E Mail Id and Mobile No. especially in case of any change

STEP 5.9

CREATION OF SECONDARY USERS



SCREEN 12

Customer Care : 011-49728800 | Support Desk

Market **Users** Divisions Products Services charu

HOME / MANAGE USERS

NEW USER

Sl.No	Name	Designation	User id	Email	Mobile No.	Roles	User Status	Action
No Users found								

Need Help ?
About Us
Contact Us
Training
FAQs
Resources
Disclaimer

Policy
Return
Privacy
General Terms & Conditions
Buyers Registration
Sellers Registration
Copyright

Help Desk
011-49728800
Feedback
Watchlist

Payment Methods
Public Financial Management System
State Bank (MOPS)

Version 2.0 Release Notes

PROCESS FLOW

- Primary User to create Secondary Users for Operation of GeM procurements
- Primary User to click on USERS
- Click on Add User and a new screen will appear

- Secondary Users – Buyer, Consignee, DDO/PAO to be created with Divisions



STEP 5.9.1

CREATION OF SECONDARY USERS: ADD DIVISION

SCREEN 12.1

The screenshot shows the 'ADD DIVISION' form in the GeM system. The 'Add Division' button is highlighted with a red box. The form fields are as follows:

Field	Value
Address Same As Organization	<input checked="" type="checkbox"/>
Division	
Street Address	DGSND JEEVAN TARA BHAVAN, 5 SANSAD MARG 110001
State	DELHI
District	NEW DELHI
Pincode	110001

PROCESS FLOW

- Primary User to Add Division related to Organization and other associated information

- Division – There can be many Divisions especially in Large Organizations.
- The Primary User can create multiple Secondary Users for each Division



STEP 5.9.2

CREATION OF SECONDARY USERS: ADD USER

SCREEN 12.2

PROCESS FLOW

- Primary User to Add Secondary Users and Assign roles - Buyer, Consignee, DDO/PAO as per created Divisions
- Primary User to create User ID for each secondary User

- Buyer and Consignee can be same
- Aashar linked mobile no. and Email ID of secondary Users is to be kept handy for filling particulars
- **PROCESS COMPLETE** - The Organization is now functionally registered with GeM



STEP 5.9.3

CREATION OF SECONDARY USERS: USERS LIST

SCREEN 12

SLNo	Name	Designation	User id	Email	Mobile No.	Roles	User Status	Action
1	anuda shukla	admin	anuda	udpratap87@gmail.com	8750134797	PAO	Active	<input type="checkbox"/> <input type="checkbox"/>
2	pavnesh kumar	admin	pavnesh	udaipratapgem@gmail.com	8588805630	Indentor.Purchaser.Consignee	Active	<input type="checkbox"/> <input type="checkbox"/>

PROCESS FLOW

- User list is populated by the System after adding Division and Users
- Primary User can edit User Details as required
- Primary User can also Deactivate Users as required

- The Primary User can explore the Market, Products, Dashboard from here



STEP 5.10

DEACTIVATION OF PRIMARY USER

SCREEN 13

HOME / UPDATE ACCOUNT

ORGANIZATIONAL DETAIL

- Address
- Payment Method
- Bank Account Detail

USER ACCOUNT DETAILS

- Personal Information
- Link Aadhaar
- Referral Verification
- Change Password
- Email/Mobile
- Deactivate Account**

PERSONAL INFORMATION

First Name *

Last Name *

Designation *

Employee Id

Need Help ? Policy Help Desk Payment Methods

Public Financial Management System

15-06-2017 14:52

PROCESS FLOW

- Primary User can Deactivate his/her account by clicking on Deactivate Account

- Deactivation can be done in case of Transfer or as per administrative requirement



STEP 5.10.1

TRANSFER TO NEW PRIMARY USER

SCREEN 14

HOME / DEACTIVATE ACCOUNT

NEW HOD / RELIEVER EMAIL & MOBILE

The deactivation account is used when user transfer from one office to another or going on a long leave.
When you deactivate your account

- Your account data is retained and is transferred to the new HoD
- You will be logout from your GeM Account
- Your account username will be transferred to the new HoD
- The new HoD who will take charge of the account , after verification of email and mobile number.

Mobile No.*
9602202798

Email Id*
charu@digitalindia.gov.in

Confirm Deactivation

Need Help? Policy Help Desk Payment Methods

ENG INTL 14:32 15-06-2017

PROCESS FLOW

- Primary User to enter New Primary User detail viz. Mobile No. and Official E Mail ID and click on Confirm Deactivation
- New User to log onto Official E mail ID and click on Activation Link

- New Password will be generated on New Primary Users Mobile No. for login to GeM portal
- User ID will remain the same
- New Primary User will have to update Personal information after Login as per prescribed Steps.

WELCOME ONBOARD



GeM Government
e Marketplace

The Buyer and other Secondary Users can now Login with User Id created by Primary User and make Hassle Free Procurements on GeM



SPECIAL TERMS & CONDITIONS FOR GEM PROCUREMENT:

E-signature

The offer(s) and resultant Contract(s) and all Supporting Documents are required to be e-signed on-line by the respective User/Functionary of the Seller and Buyer. The E-sign is at par with digital signatures as per Information Technology Act Amendment 2008. No INK Signed copies of these Documents are required for processing/legality as per OM...

All Inclusive Price

Prices shall be quoted by Sellers on all inclusive basis i.e. including excise duty taking into account the MODVAT benefits if any, sales tax (ST/CST/VAT/), Service Tax, Customs duty, Entry Tax etc. Statutory variation, if any, shall be to the Seller's account and no variation in contract price, on account of such variations shall be allowed during the delivery period.

Guarantee/Warranty

All Products supplied under the Contract(s) shall have Guarantee/Warranty for ONE year period from the date of receipt. Seller at the time of listing /offering their products may choose to provide longer guarantee period (i.e. more than 1 year)

Performance Security and Performance

There shall be no Performance security/PBG requirement for contracts placed under Direct Purchase Option on GeM as of now. However, for procurement through reverse Auction/e-bidding, Security Deposit/Performance Bank Guarantee (PBG) @2% of contract value, shall be applicable in respect of contracts valuing above Rs. 25 Lakh.

Consignee's Right to Rejection (Return Policy):

The Goods delivered shall bear the self certified Warranty/Guaranty. Buyer shall have the right to reject on proper Justification any consignment of the Goods received within a period of 10 days of receipt. No payment shall be made for rejected goods and the Seller would be liable to take back such rejected Goods within 10 days without any charge.

SPECIAL TERMS & CONDITIONS FOR GEM PROCUREMENT:

Terms of delivery and Delivery Period:

All the Goods/Services on GeM shall be offered on Free Delivery at Site basis including loading/unloading. In respect of items requiring installation or commissioning (as indicated in technical details of the item), the charges for the same shall also be included in the offered price on GeM.

Payment Authority and Payment Terms:

On-line payments shall be made in INR against the on-line bills to be submitted by the Seller:
For Goods : 100% payment will be released within 10 days of issue of consignee receipt-cum-acceptance certificate (CRAC) and submission of bills.

For Services: 100% payments on the basis of monthly bills will be paid within 10 days of submission of bills with prescribed documents.

Liquidated Damages:

If the Seller fails to deliver the Goods/Services within the Delivery/Time, Liquidated Damages will be charged @ 0.5% per week or part of the week of delayed period not exceeding 5% of the contract value.

Mandatory Minimum Discount on MRP:

Sellers shall offer minimum discount of 10% over MRP mandatorily unless otherwise specified for offering their products on GeM portal. The discount of 10% over MRP is the Minimum discount and sellers are free to offer higher discount on GeM.

AADHAR Verification

In case of registration of Primary user/Buyer and creation of secondary user(s) by the former, their Aadhar (UID) details collected by GeM are solely for user verification and to utilize e-signing on the documents. The e-sign works based on details available in AADHAR database of UIDAI and there is no interference/intrusion in personal details.

SPECIAL TERMS & CONDITIONS FOR GEM PROCUREMENT:

Restrictions on outside purchase

Buyers are not allowed to place any order at GeM prices outside GeM. The prices on GeM are only applicable if the procurement is made through GeM portal. Using GeM prices for procurement outside GeM portal is strictly prohibited.

Reasonableness of rates

GFR rule 149 allows direct on-line purchases on GeM up to Rs.50,000/- through any of the available suppliers on the GeM, meeting the requisite quality, specification and delivery period. However, GeM being a dynamic online marketplace this is subject to procuring authorities convinced about the reasonability of rates.

Static price in case of Direct Purchase

In case of Direct Purchase, during carting period of 5 days, rates for carted quantity, for that buyer, are frozen for five days against any upward revision by seller. However, advantage of any downward revision in the offer price of Carted item shall be automatically provided to the buyer by GeM portal.

Annual Procurement Plan

The Buyer will provide projection of their annual demands in the GeM indicating required Goods/Services with specification & quality, quantity, consignee location and Delivery Period requirements etc by way of Annual Procurement Plan.



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Rule 149.

Government e-Market place (GeM). DGS&D or any other agency authorized by the Government will host an online Government e-Marketplace (GeM) for common use Goods and Services. DGS&D will ensure adequate publicity including periodic advertisement of the items to be procured through GeM for the prospective suppliers. The Procurement of Goods and Services by Ministries or Departments will be mandatory for Goods or Services available on GeM. The credentials of suppliers on GeM shall be certified by DGS&D. The procuring authorities will certify the reasonability of rates. The GeM portal shall be utilized by the Government buyers for direct on-line purchases as under :-

- (i) Up to Rs.50,000/- through any of the available suppliers on the GeM, meeting the requisite quality, specification and delivery period.
- (ii) Above Rs.50,000/- and up to Rs.30,00,000/- through the GeM Seller having lowest price amongst the available sellers, of at least three different manufacturers, on GeM, meeting the requisite quality, specification and delivery period. The tools for online bidding and online reverse auction available on GeM can be used by the Buyer if decided by the competent authority.

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(iii) Above Rs.30,00,000/- through the supplier having lowest price meeting the requisite quality, specification and delivery period after mandatorily obtaining bids, using online bidding or reverse auction tool provided on GeM.

(iv) The invitation for the online e-bidding/reverse auction will be available to all the existing Sellers or other Sellers registered on the portal and who have offered their goods/services under the particular product/service category, as per terms and conditions of GeM.

(v) The above mentioned monetary ceiling is applicable only for purchases made through GeM. For purchases, if any, outside GeM, relevant GFR Rules shall apply.

(vi) The Ministries/Departments shall work out their procurement requirements of Goods and Services on either "OPEX" model or "CAPEX" model as per their requirement/ suitability at the time of preparation of Budget Estimates (BE) and shall project their Annual Procurement Plan of goods and services on GeM portal within 30 days of Budget approval.

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(vii) The Government Buyers may ascertain the reasonableness of prices before placement of order using the Business Analytics (BA) tools available on GeM including the Last Purchase Price on GeM, Department's own Last Purchase Price etc.

(viii) A demand for goods shall not be divided into small quantities to make piecemeal purchases to avoid procurement through L-1 Buying / bidding / reverse auction on GeM or the necessity of obtaining the sanction of higher authorities required with reference to the estimated value of the total demand.

