**STEP 1**

**STEP 2**
PRIMARY USER IS REQUIRED TO FILL UP THE ORGANIZATION AND OTHER DETAILS ON GEM PORTAL [https://gem.gov.in/register/buyer/signup](https://gem.gov.in/register/buyer/signup)

**THE PRIMARY USER IS RECOMMENDED TO FAMILIARIZE WITH:**
- **GFR rule 149: 2017 Edition**
- **Workflow / Timelines of GeM operation**
- **Special Terms and Conditions of GeM**
- **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](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 eMarketplace](https://gem.gov.in)

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

Competent Authority

Primary User

Organisation Registration

Fill the required fields to register the organisation with GeM.

• Buyer
• DDO
• PAO

Secondary User

Secondary User Registration

Fill the required fields to register the organisation with GeM.

• Consignee

Buyer

Select Product
Select mode of Procurement (DP/L1/Bidding/RA)
Upload scanned Financial Approval – E-sign
Sanction Order – E-sign
Generate Contract order – E sign

- Process Draft Invoice
- Claim LD (if any)

Within 10 Days

Seller Confirmation and Delivery of Goods

Default Delivery Period
Within 15 days

Go Back to Buyer

CONSIGNEE

Receipt of Goods Within 48 Hrs

PRC Generation

Inspection of Goods

Right to Reject Order Within 10 Days

Go Back to Buyer

CRAC Generation

Note: Seller to take away Goods within 10 days if Consignee exercises Right to reject.

Seller Confirms and Order Closed.

Payment Authority

• Invoice Payment
• DDO – Through PFMS
• PAO – Through SBI MOPS/ Through Offline mode

Within 10 Days

Price Holding – 5 days for DP

• Select Product
• Select mode of Procurement (DP/L1/Bidding/RA)
• Upload scanned Financial Approval – E-sign
• Sanction Order – E-sign
• Generate Contract order – E sign

Within 10 Days

Receipt of Goods

Buyer

CRAC Generation

Seller Confirms and Order Closed.

Note: Seller to take away Goods within 10 days if Consignee exercises Right to reject.
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 cannot order products/make payments on GeM
- Primary User can create any no. of Secondary Users

***
**Screen 1**

"The Government is committed to curbing corruption. One of the key aspects of this objective is to minimize Government’s human transactional interface. Accordingly, public procurement is being transformed by leveraging technology such as online market places and e-tendering. The Government E-marketplace (GeM) also offers other advantages such as minimizing prices while maximizing ease, efficiency and transparency. It will help enhance processes in ways such as demand aggregation, real-time price discovery, and prompt automated payments."

---

**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

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
**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
Screen 3

STEP 2.3

Successful Creation of User ID

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

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**

---

**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

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.
Organizational Details: UPDATE Address

Screen 5

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

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
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
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**

**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**

**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

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

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

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.
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
1. Primary user must have a phone number linked with Aadhar Card

**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
1. Primary user must have a phone number linked with Aadhar Card.

Process Flow:
- Primary User to confirm Email Id and Mobile No.
- Populates Automatically
- This process is required to reconfirm the Email Id and Mobile No. especially in case of any change.
**STEP 5.9**  
**Creation of Secondary Users**

**Screen 12**

**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

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

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

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

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

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/Warrantee 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.
### 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.
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.

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.

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.

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.
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.
(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.
(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.