जेम
गवर्नमेंट ई मार्केटप्लेस

दक्ष • पारदर्शी • समावेशी

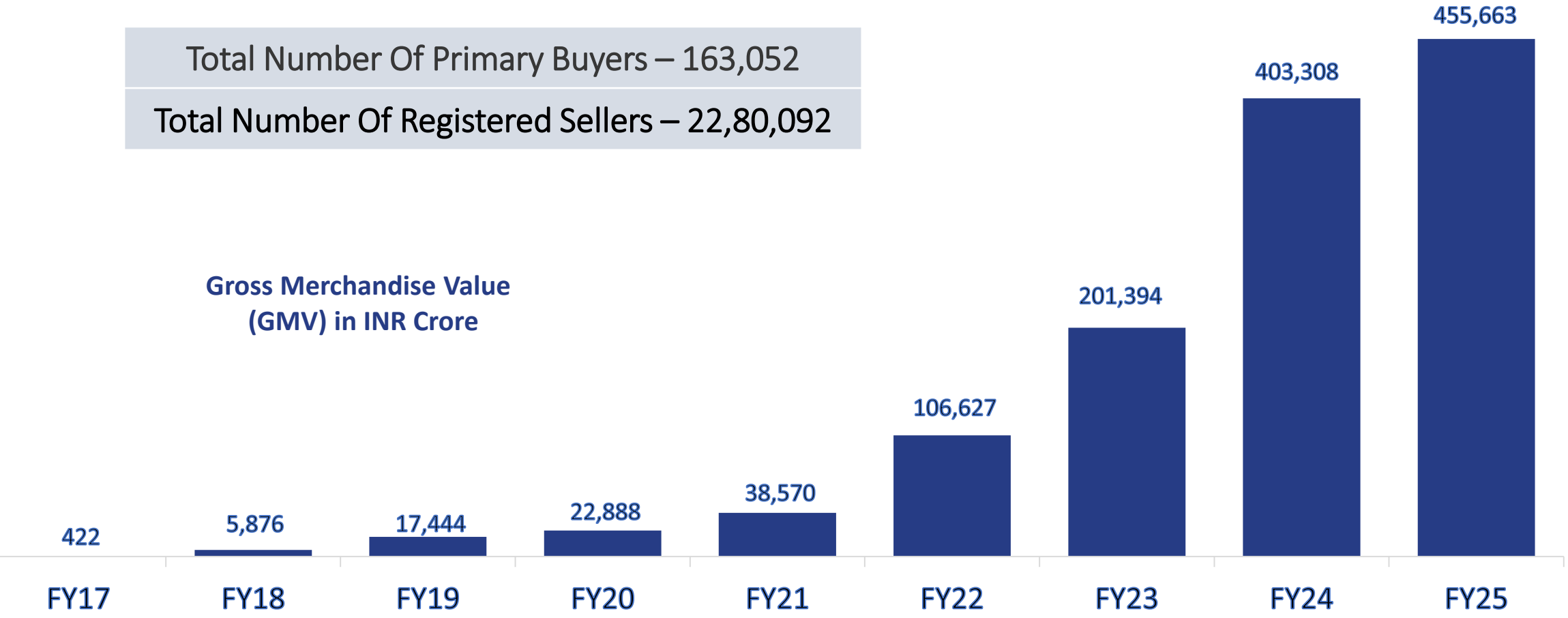
आज़ादी का अमृत महोत्सव

Overview of GeM

Business overview | Exemplary GMV growth over the years…

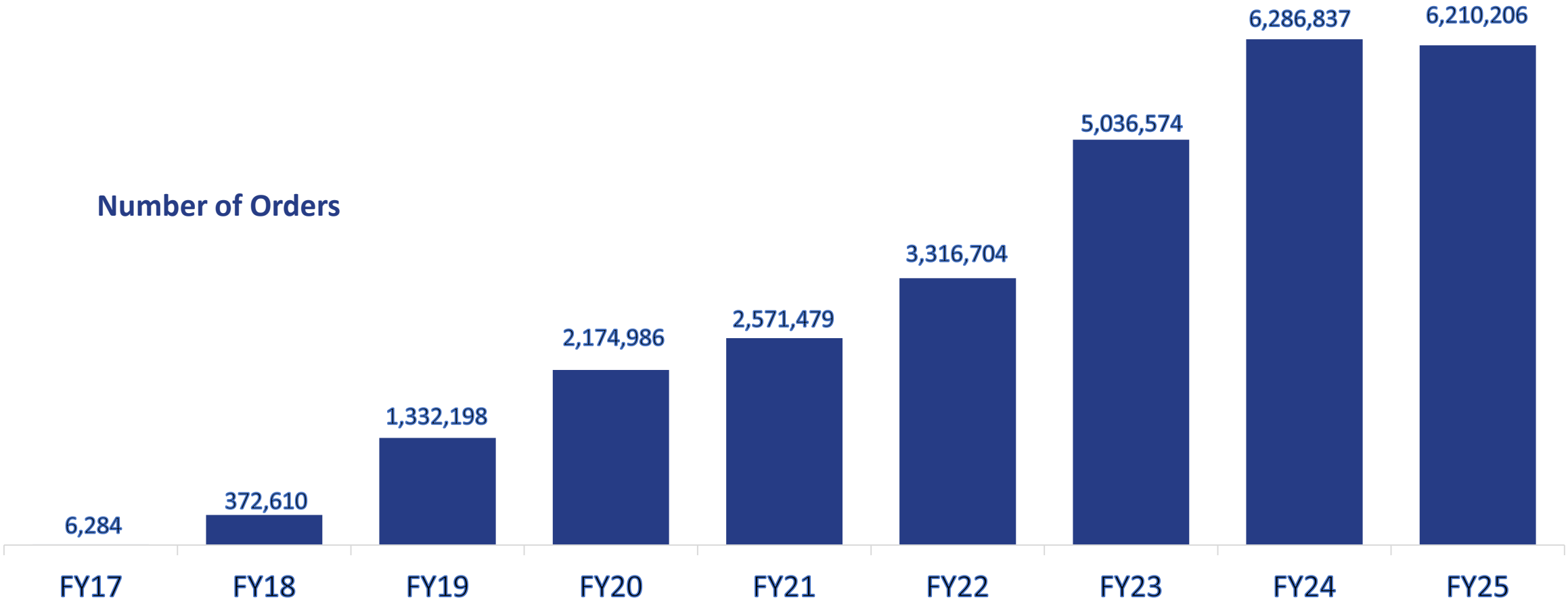
Total Number Of Primary Buyers – 163,052

Total Number Of Registered Sellers – 22,80,092



Cumulatively, GeM has facilitated transactions worth INR 12.5 lac crore+ with over 2.7 crore orders

Business overview | Exemplary growth in order volume over the years…



Product & Services Categories on GeM

10,996

No. of Product Categories

332

No. of Service Categories

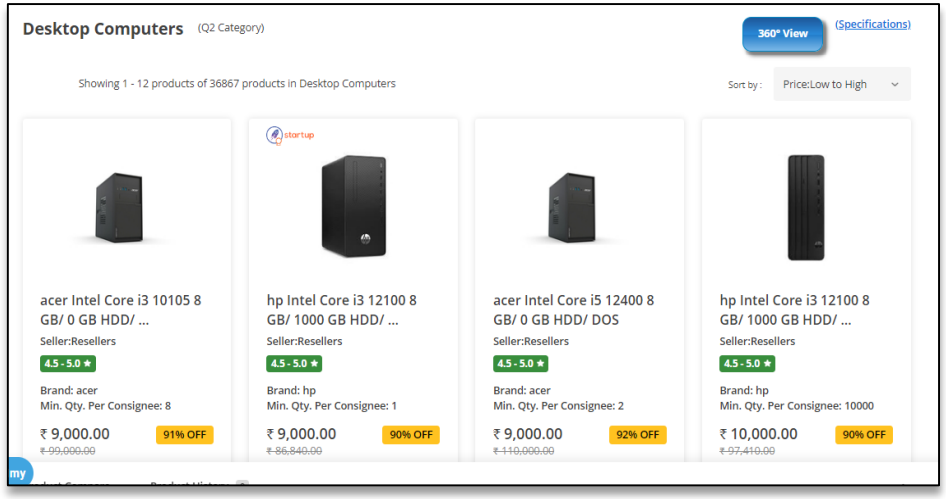
INR 6.71 lakh crore

Procurement through Product Categories

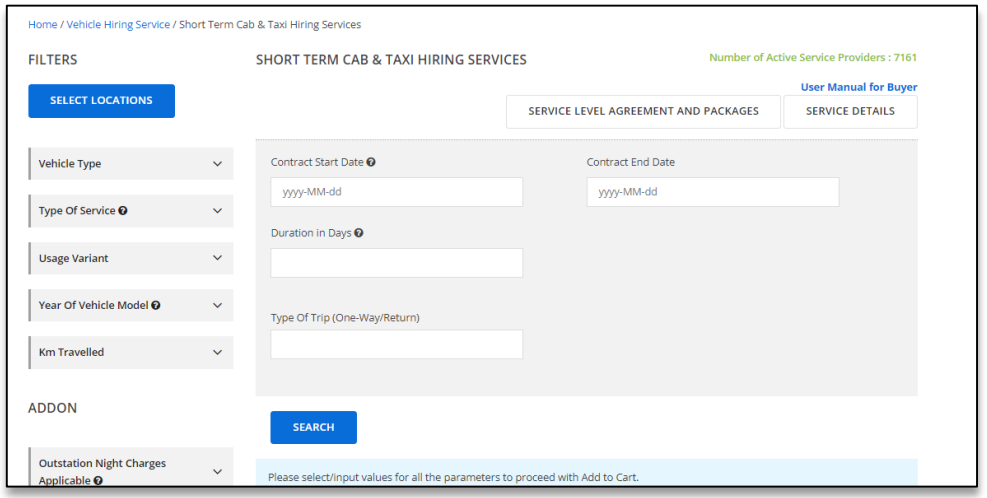
INR 5.80 lakh crore

Procurement through Service Categories

PRODUCT CATEGORY



SERVICE CATEGORY

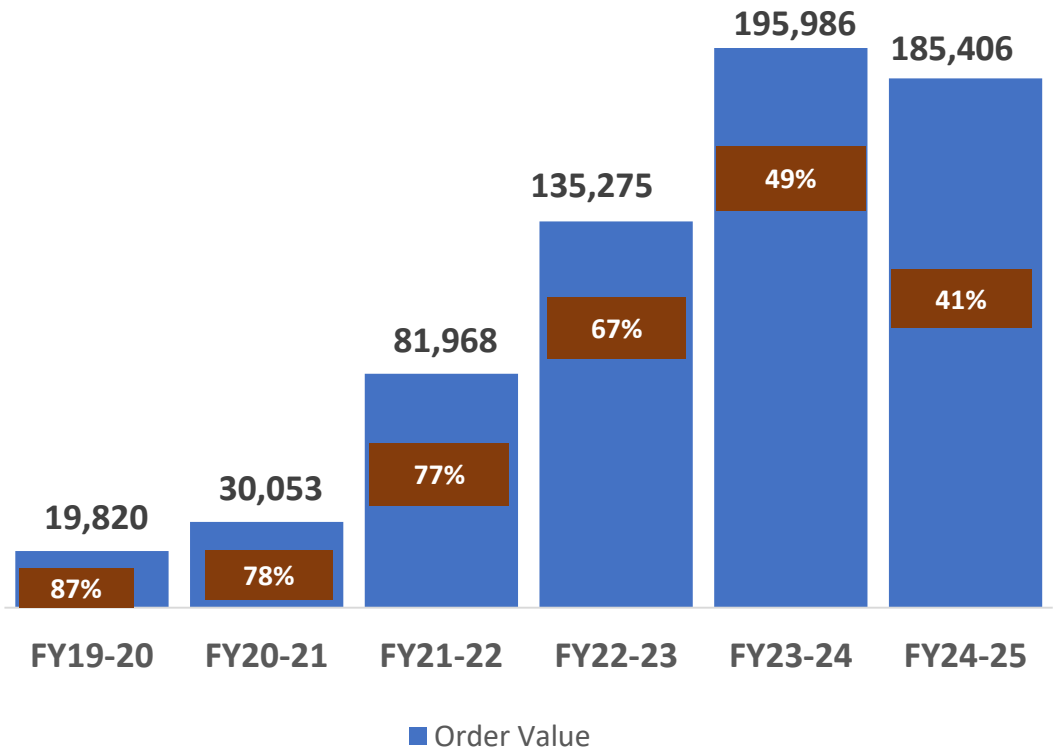


GeM Government eMarketplace

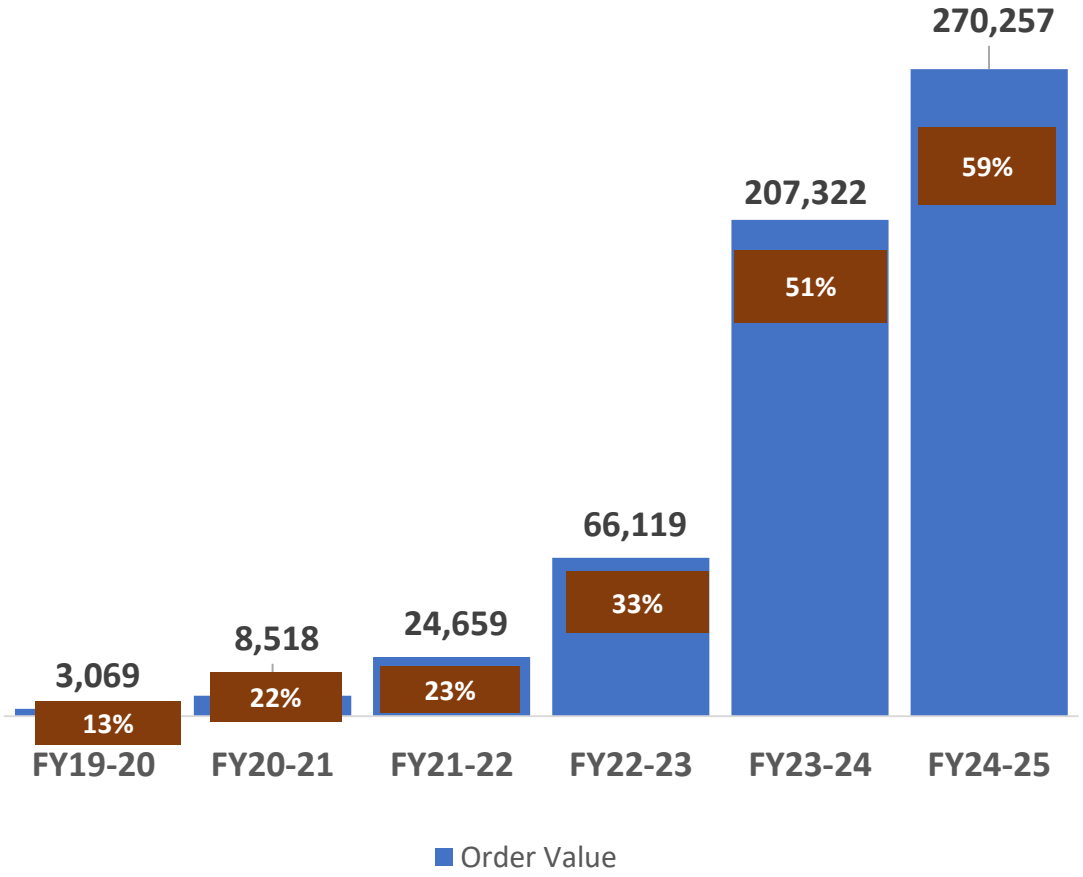
**** All data updated till 2nd Mar. 2025***

Products and Services contribution to GMV

Product GMV (₹ crore)



Services GMV (₹ crore)



Represents GMV contribution

Source: GeM Transactions and Finance data

Benchmarking with Global public e-procurement portals and private e-marketplaces

Platform	Country	Establishment year	Annual GMV (USD)	Organization size
GeM	India	2016	50 Bn	~200
Global public e-procurement portals				
KONEPS	South Korea	2000	~63 Bn	~1000
GeBIZ	Singapore	1999	~18 Bn	~300
Private e-marketplaces				
Flipkart	India	2007	~7 Bn*	~18000
Amazon	India	2013	~3 Bn**	~10000
Udaan	India	2016	~1 Bn	~3000

Sources: GeBIZ website, KONEPS website, GeM operations data, 1 USD = INR 80

***Flipkart** - https://economictimes.indiatimes.com/tech/technology/flipkart-india-logs-9-revenue-growth-at-rs-55823-crore-losses-widen-by-42/articleshow/104644333.cms

****Amazon** - https://economictimes.indiatimes.com/tech/technology/amazon-india-marketplace-revenue-up-32-losses-down-23/articleshow/94154901.cms

Integrations | Online verification

- Aadhaar verification using UIDAI services
- PAN/TAN validation and turnover verification using Income Tax services
- GST number verification using GSTN services
- Email Verification using LDAP (NIC) Services
- CIN number verification using MCA-21 services
- Bank account verification using PFMS
- MSE verification using MSME services
- Start up verification using DPIIT (Startup India) services

GeM Government eMarketplace

Vendor Assessment

Vendor assessment is done to verify the credentials of GeM sellers

It validates the vendor profile and business profile, including manufacturing capability

Vendor assessment is done by RITES and is paid for by vendors

GeM also allows relaxation from vendor assessment based on the following criteria such as:

- Sellers having a turnover of Rs.500 Crore or more
- BIS License holding manufacturers for their registered categories
- Central/State PSUs, Central and State Government Departments/ Authorities etc.

E-Procurement | Various e-procurement methods offered by GeM

Direct Purchase

For amount less than **₹ 50,000**

Push Button Procure-ment

For amount up to **₹ 5 Lakh**

L1 by Comparis on

For amount greater than **₹ 50,000/-** and less than ₹ 10 Lakh

Bid/RA

Procurement via Bid/RA to get the best price quote

Intent of Buying -PAC

Procurement of specific product as per requirement is also possible

Other features

- **Forward Auction**
- **Demand Aggregation**
- **BoQ Bids**
- **Custom Bids**
- **Single Packet Bids**
- **Buyback**

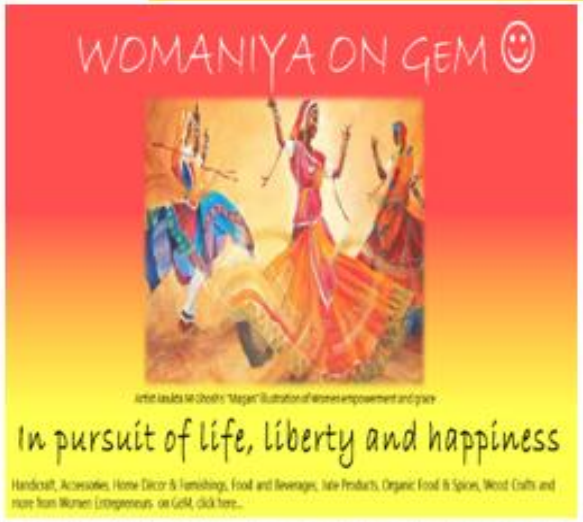
GeM Government eMarketplace

E-Procurement | Bid Evaluation Methods

- **Total Value wise:** L1 will be determined by the **overall cost of the items**
- **Item wise-Schedule wise:** Seller has the choice to participate in a single or multiple items and then after L1 will be determined for **individual items.**
- **Item wise-Consignee wise:** The seller has the option to offer prices for an item at different locations. It helps buyers get the best value because some sellers may be more competitive in some consignee locations.
- **Group Wise:** **The buyer** has the choice to **combine items or schedule them in a group,** and then L1 is determined based on the items available in the group.

GeM Government eMarketplace

Social inclusion on GeM



GeM Government eMarketplace

Transparency on GeM

- Data for all Bids, Reverse Auctions and Contracts made available for public viewing on the Home page
- Representation against biased bids
- Representation against unjust technical disqualification
- Tracking Business opportunity in public procurement at the category level
  - Seller, OEM and Catalog count available for each category
  - Comparison of Order value and Order volume in the current year versus last year
  - List of brands populating the category
- Functionality of capturing the annual procurement potential of all buyers on GeM
  - Buyers can upload their procurement plan for the Financial Year
  - Demarcation for GeMmable vs non-GeMmable procurement

GeM Government eMarketplace

PRC (Provisional Receipt Certificate) | CRAC (Consignee Receipt & Acceptance Certificate)

- Auto generation of PRC after 4 days if consignee does not take any action.
- The consignee can edit or verify within 2 days of system-generated PRC.
- Consignee must accept or reject the goods within 10 days.
- Auto generation of CRAC if consignee does not take any action.
- The consignee can edit or verify within 3 days of system-generated CRAC.
- Provision for raising supplementary invoice by the seller for the rejected/replaced quantity.

Payments

- Payment to be made within 10 days of CRAC (DOE order 23-01-2020)

- Penal Interest Collection for Delayed Payment (DOE Order 03-07-2020)

Features | Recent

- Yield/Load Based bid Evaluation
- Single-packet bidding
- ITC/RCM Implementation in Tendering Process
- Running Contract in some categories.
- Latest Revenue policy cap of Rs 3 lakh as TC, > 10 Lakh but < 10 Cr. 0.30% of the Order value
- Government To CPSE Transaction Charges Exemption

Features | Recent (Contd.)

- Visibility of the bidder's documents to competitors in bid
- Implementation of the rule no 144(xi) related to Beneficiary ownership in registration
- MII/MSE evaluated status in the contract
- AIML based Intervention
  - IP of buyers and Sellers
  - Comment and Rejection reason appropriateness
- Enabling the feature of restriction in participation of CPSE Seller only in Bid
- Moving toward making e-sign/DSC mandatory

Features | Recent (Contd.)

- View Bunch able categories
- Arbitration clause in bid document – whether required or not.
- Bid Transfer from One buyer to Another buyer
- Impact of suspension of seller during the time of award of contract.
- No Negotiation Post RA
- No visibility of number of sellers before bid opening
- Latest provision related to the LD- Max 5%

Features | Recent (Contd.)

- Change Technical evaluation result post publish of Technical evaluation
- Auto CRAC status on the CRAC
- Bill can be processed by buyer or consignee
- Limited Tender Enquiry enabled for CPSE
- Enabling the interest payment on delayed payment- Calculation available in dashboard
- Unworkable functionality made live for Services -Disqualification of L1 bidder in case of unworkable prices quoted in the financial bid.

Features | Recent (Contd.)

- Disqualification of L1 bidder in case of Bid to RA (before start of RA)
- Option during bid creation for CPSE - "Is bid for commercial resale"? If buyer chooses "yes" contract details will be published after 6 months
- RA Auto extension time increased - Auto extension time of RA will be 30 min(from 15 mins) for bids having more than 50 items with total value wise evaluation
- RA time period – Minimum 24 hours after the start of RA
- Select random 10 L1 bidders in single packet bidding for technical evaluation
- On-Spot Vehicle Hiring (integration with UBER) made live for Delhi-NCR based buyers on pilot basis.

Features | In Pipeline

- Hiding the Bidders name before conclusion of the RA
- Partial closure of orders
- Rate contract
- Online EMD in Bid-Already live in FA

Grievance Redressal on GeM

- GeM has developed a comprehensive grievance redressal mechanism, which includes a Helpdesk and Incident Management system.
- Users can raise issues through multiple channels such as call, email, website, chat, and walk-in help desks - Standard resolution time of 16 business hours.
- GeM has put in place a strong automated processes to penalize any deviant behaviour from the terms and conditions of procurement on GeM and relevant Government guidelines.
- On-line mechanism for reporting and initiating action on any such deviation, and defaulting entity face penalties such as suspension, catalogue removal, impact on rating etc.

GeM
Government
e Marketplace

Efficient • Transparent • Inclusive

Thank you

Azadi Ka Amrit Mahotsav