



"Sahyog"

Fast-Track assistance for Buyers/Sellers to facilitate procurement on GeM

GeM has launched a special initiative "**Sahyog**" to facilitate speedier procurement on the platform during last quarter of the financial year. As a part of this initiative, Fast-Track assistance will be provided by GeM to Buyers/Sellers around certain critical queries/concerns (as listed below).

Following queries/concerns will be addressed through the Fast-Track mechanism:

For Buyers facing issues in:

- Placement of orders (Direct Procurement/L1 Purchase/Bid/RA)
- Publishing Bid/RA including creating Bunch
- Additions/Modifications of Additional Terms & Conditions/Corrigendum for publishing Bid/RA
- Making a payment online (including Integration)
- Extending validity of Bid/RA beyond 90 days in case of exceptions

For Sellers facing issues in:

- Listing brand/product/service for Bid/RA participation
- Accepting an order (Direct Procurement/L1 Purchase)
- Participating in Bid/RA
- Generating an invoice
- Transaction Charges Payment

For Buyers/Sellers facing any of the above mentioned issues, following mechanism may be used to avail Fast-Track assistance.

Call Center:

You may call up the HelpDesk and choose the option pertaining to your query/concern. Please inform HelpDesk about your details along with a phone number where you can be contacted. HelpDesk will raise a ticket and immediately inform the Fast-Track team set-up for this purpose. A member of the Fast-Track team will call you within 3 hours and assist in resolution.

E-Mails:

You may send an email to the HelpDesk team (helpdesk-gem@gov.in) with subject line starting with "*Sahyog*". Such emails will be taken up on priority and managed by the Fast-Track team for resolution.

Walk-In HelpDesk:

You may visit GeM Walk-In HelpDesk located at 2nd Floor, Jeevan Tara Building, Patel Chowk, Sansad Marg, Delhi 110 001 between 9:30 AM to 6:00 PM. You will be given priority and directed to Fast-Track HelpDesk set-up for this purpose.

Please note that Fast-Track assistance is available ONLY for critical queries/concerns defined above. For all other issues, regular mechanism of assistance should be used. GeM reserves the right to determine which particular issue qualifies for Fast-Track assistance.