



GeM
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GeM QUALITY REPORT

APRIL–JUNE 2021



REPORT HISTORY

01 First Quarter – Apr-Jun '18 12th July 2018	02 Second Quarter – Jul-Sep '18 12th October 2018	03 Third Quarter – Oct-Dec '18 12th January 2019
04 Fourth Quarter – Jan-Mar '19 17th April 2019	05 First Quarter – Apr-Jun '19 24th July 2019	06 Second Quarter- Jul-Sep '19 Not Released
07 Third Quarter – Oct-Dec '19 17th February 2020	08 Fourth Quarter- Jan-Mar '20 14th May 2020	09 First Quarter - Apr-Jun '20 27th July 2020
10 Second Quarter – Jul-Sep '20 19th October 2020	11 Third Quarter – Oct-Dec '20 29th January 2021	12 Fourth Quarter – Jan-Mar '21 20th April 2021
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REPORT METADATA

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2.	Target audience	Stakeholders of GeM including buyers, sellers, industry associations, partners etc.
3.	Source (this report is part of GeM Quality Framework)	This report provides the statistics on overall health and quality of the GeM platform during the reporting period using KPIs mentioned in the GeM Quality Framework which have been derived from the overall GeM Analytics Framework 'Analytics on GeM V0.8'
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कार्यकारी सारांश

प्लेटफॉर्म के समग्र स्वास्थ्य और गुणवत्ता की स्थिति जेम गुणवत्ता ढांचे में परिभाषित विभिन्न प्राचलों पर उपलब्ध कराने के लिये प्रत्येक तिमाही में जेम गुणवत्ता रिपोर्ट प्रकाशित की जाती है।

जेम पर गुणवत्ता के तीन प्रमुख हितधारक हैं, नामतः, जेम एसपीवी, क्रेता और विक्रेता, जिनके द्वारा सहयोग और गुणवत्ता सुनिश्चित किया जाना आवश्यक है। प्लेटफॉर्म की उपलब्धता, इसकी सहजता और कार्यात्मकताओं का उपयोग, प्रयोक्ताओं का क्षमता निर्माण, प्रशिक्षण और व्यवहारिक प्रयोक्ता सहायता के लिये केवल जेम एसपीवी ही जिम्मेदार है।

जेम ने सभी सरकारी क्रय के एक प्लेटफॉर्म पर समेकन से पैमाने की किफायती, दाम की खोज में बेहतर और सर्वोत्तम व्यवहारों को साझा कर सरकारी क्रेताओं के लिये एकल प्रयोक्ता प्रवाह उपलब्ध कराने के लिये देश के लिये एक एकीकृत क्रय प्रणाली बनाने के लिये कदम उठाये हैं। इन कदमों से आरंभ से लेकर वित्तीय वर्ष 2021-22 की पहली तिमाही तक एक लाख करोड़ रुपये तक के संचयी आदेश मूल्य की उपलब्धि हासिल हुई है। इसके अलावा, जेम प्लेटफॉर्म ने 20 लाख से अधिक विक्रेताओं को इस बाजार पर लाने की उपलब्धि भी हासिल की है। जेम “मेक इन इंडिया” पहल को बढ़ावा देने के लिये सतत प्रयास कर रहा है और इसे मजबूती प्रदान करने के लिये जेम ने सार्वजनिक क्रय में बुनकरों, स्व-सहायता समूहों और कारीगरों सहित छोटे स्थानीय विक्रेताओं के प्रवेश को सुविधाजनक कर दिया है। इसे आत्मनिर्भर भारत और लोकल के लिये वोकल (“वोकल फॉर लोकल”) के एजेंडा-बिंदुओं पर भारत सरकार के फोकस की दिशा में सूक्ष्म, लघु और मध्यम उद्यमों, स्टार्ट-अप, कारीगरों, बुनकरों और स्व-सहायता समूहों सहित इन कम सेवा-प्राप्त विक्रेता-खण्डों के लिये लक्षित पहुंच प्रयासों और प्रशिक्षणों के जरिये सुगम बनाया जा रहा है।

जेम नई प्रौद्योगिकी और तकनीकों का प्रयोग कर बेहतर प्रयोक्ता अनुभव सुनिश्चित करने के लिये सदैव प्रयासरत रहता है। हाल में पुनर्विक्रेताओं के लिये विक्रेता मूल्यांकन को भी सुलभ किया गया है। इससे प्रयोक्ताओं को प्लेटफॉर्म पर अधिक विष्वसनीयता प्राप्त करने में सहायता होगी। इसके अलावा, विक्रेता मूल्यांकन और छूट की वास्तविक समय में स्थिति ज्ञात करने के लिये जेम-भारतीय गुणवत्ता परिशद् एकीकरण किया गया था। विक्रेता आदेशों और सेवाओं के ब्यौरों पर पृच्छाओं का जवाब देने के लिये बुद्धिमान बॉट ‘जेमी’ डाटाबेसों से एकीकृत होकर और सुधरा है। अधिक संगत जानकारी के साथ यह प्रयोक्ताओं के जुड़ाव को सुधारेगा।

प्रयोक्ता अनुभव को सुधारने के लिये कतिपय संवर्धनों को भी जेम ने कार्यान्वित किया है, जिनमें ग्राहक-विशिश्ट उत्पादों और सेवाओं के सूचीपत्रों और अवधान-राशि निक्षेपों के लिये कार्यात्मकता के प्रथम चरण कार्यान्वयन के साथ बोली लगाना सम्मिलित हैं। कार्यान्वयित किये गये या कार्यान्वयन के अंतिम चरणों में आ चुके अन्य बदलावों में, 48 रेलवे-विशिश्ट कार्यात्मकताओं के अलावा मांग का एकीकरण संभव करना, दाम-परिवर्तन की शर्तें संभव करना, उत्पाद-क्रय के साथ संस्थापन, परीक्षण, प्रवर्तन और वार्षिक/समग्र रख-रखाव अनुबंध (एएमसी/सीएमसी) समेकित करना, और प्रगति-आधारित भुगतान सम्मिलित हैं। इन संवर्धनों से विक्रेताओं के सेवायोग्यता क्षेत्र में विस्तार होगा, जिससे उन्हें संगत क्रेताओं तक बेहतर पहुंच मिलेगी। मार्च के महीने में जेम ने मात्रा के बिल (बिल ऑफ क्वॉण्टिटी / बीओक्यू) की कार्यात्मकता भी चालू की जो रेलवे क्रेताओं को प्लेटफॉर्म पर निर्बाध रूप से एकीकृत करने में लंबा फासला तय करेगी।

उत्पादों में दो नये प्राचलों और सभी नई सेवाओं में दो प्राचलों पर रेटिंग के साथ जेम ने उन्नयित विक्रेता रेटिंग लागू की है। हाल में विमोचित “आउट ऑफ स्टॉक” फिल्टर भी इस बाजार के अधिक समझदारी से चलने में सहायक होगा। अन्य कई पहलों के विहंगावलोकन भी रिपोर्ट के इस संस्करण में सम्मिलित हैं।

वर्तमान में संपूर्ण विश्व कोविड-19 वैश्विक महामारी से लड़ रहा है और भारत ने इस वैश्विक महामारी और उसके प्रभावों को नियंत्रित करने के लिये पूरे प्रयास किये हैं। जेम भी भारत सरकार के दिशानिर्देशों के साथ कार्यरत है और सरकार और विक्रेताओं के लिये कोविड-19 से संबंधित उत्पादों के क्रय और विक्रय को यथासंभव आसान बना रहा है। विगत तिमाही के अंत में मेडिकल और अनुशंगी उत्पाद श्रेणियों और सेवाओं सहित कुल 319 श्रेणियां इस बाजार पर उपलब्ध हैं। बदलती परिस्थितियों के अनुरूप और अधिक श्रेणियों को, गुणवत्ता से समझौता किये बिना, तीव्र पथ पर लाया जा रहा है। इस तिमाही में विभिन्न सरकारी संगठनों द्वारा इस वैश्विक महामारी से निपटने के लिये 154 करोड़ रुपये से अधिक कीमत के उत्पाद क्रय किये गये थे। ‘जेम-कोविड19 स्टेटस रिपोर्ट’ के नाम से एक रिपोर्ट <https://gem-gov-in/covid19&reports> लिंक पर उपलब्ध है।

EXECUTIVE SUMMARY

Every quarter, the GeM Quality Report (QQR) is published to provide the status of the overall health and quality of the platform on various parameters as defined in the GeM Quality Framework (GQF).

Quality on GeM has three key stakeholders, viz., GeM SPV, buyers and sellers, who need to collaborate and ensure quality. GeM SPV is solely responsible for platform availability, its ease and use of functionalities, capacity building of users, training and hands-on user support.

GeM has taken steps to create a Unified Public Procurement System (UPS) for the country to provide a single user flow for government buyers, consolidating all government procurement onto a single platform, leading to economies of scale, better price discovery and sharing of best practices. These steps have led to the achievement of a cumulative order value of Rs. 1 lakh crore since its inception till the first quarter of the financial year 2021-22. Further, the GeM platform has also reached the milestone of having onboarded over two million sellers onto the marketplace. GeM is continuously working towards the promotion of the 'Make in India' initiative and to strengthen this, the marketplace has facilitated the entry of small local sellers in public procurement, including weavers, self-help groups (SHGs) and craftsmen. This is being facilitated through targeted outreach efforts and training sessions for these under-served seller segments, including MSMEs, start-ups, artisans, weavers and SHGs, in pursuit of Government of India's focus on Atmanirbhar Bharat and the Vocal for Local agendas.

GeM is always making efforts using new technology and techniques to ensure the best user experience. Recently, Vendor Assessment for Resellers was also enabled. This will help users gain more credibility on the platform. In addition to this, GeM-QCI integration was done to enable real-time status-tracking of Vendor Assessment and Exemption requests. GeMmy – The Intelligent Bot is further enhanced by integrating with databases to address queries on Seller Orders and Services details. This will improve the engagement of

users with more relevant information.

GeM also implemented a few enhancements to improve the user experience, which includes bidding with customised products and services catalogues and phase 1 implementation of the functionality for "caution money deposits". Other changes implemented or in the final phases of implementation include, in addition to 48 additional Railway-specific functionalities, enabling demand aggregation, enabling price variation clauses, bundling installation, testing, commissioning and AMC/CMC with product procurement and milestone-based payments. These enhancements will expand the serviceability scope for sellers, offering them better reach for more relevant buyers. In the month of March, GeM also launched the Bill of Quantity (BoQ) functionality, which will go a long way in seamlessly integrating Railways buyers onto the platform.

GeM has launched upgraded vendor ratings with two new parameters in products and all new services introduced with rating on two parameters. The recently launched "Out of Stock" filter is also going to help the marketplace be more sane. An overview of several other initiatives are included in this edition of the report.

Currently, the whole world is fighting the COVID-19 pandemic and India has made all efforts to control the pandemic and its effects. GeM is also working along with the guidelines of the Government of India and making it as easy as possible for the Government and sellers to procure and sell COVID-19 related products respectively. At the end of the last quarter, a total of 319 categories including medical and auxiliary product categories and services were available in the marketplace. More categories are being fast-tracked in accordance with dynamically changing needs, with no compromise in quality. Products worth more than Rs. 154 crore were procured in this quarter by various Government organisations through GeM to fight the pandemic. A report titled 'GeM-COVID19 Status Report' is available at the link – <https://gem.gov.in/covid19-reports>.

PURPOSE OF THE REPORT

This document is the GeM Quality Report (GQR) for the quarter Apr-Jun'21. The report aims to provide the status of the overall health and quality of the GeM platform on the parameters defined in the GeM Quality Framework (GQF), consisting of both qualitative and quantitative KPIs. The primary purpose of GQR is to capture and analyse the trends for various KPIs identified in the GQF.

As the GeM platform functionalities and its usage further evolves, inputs will be collaboratively captured from GeM buyers and sellers and more KPIs will be added iteratively to the Quality Report.

QUALITY ON GeM

Quality on GeM has two broad dimensions:

1. Health of the online platform – The online GeM platform needs to be available, stable and easy to use, to ensure seamless operation of the marketplace.
2. Quality of the product/service procured through the platform – Various products/services which are being procured through the platform should meet buyer expectations.

STAKEHOLDERS IN ENSURING GeM QUALITY

As India's national public procurement platform, GeM aspires to be a world-class online marketplace that offers a quality experience to its buyers and sellers. Since measuring quality is a highly contextual exercise, it is critical to first define what is meant by quality on GeM.

The figure below lays down various responsibilities of GeM SPV, buyers and sellers to safeguard high quality on GeM.



3 key stakeholders in ensuring quality on GeM

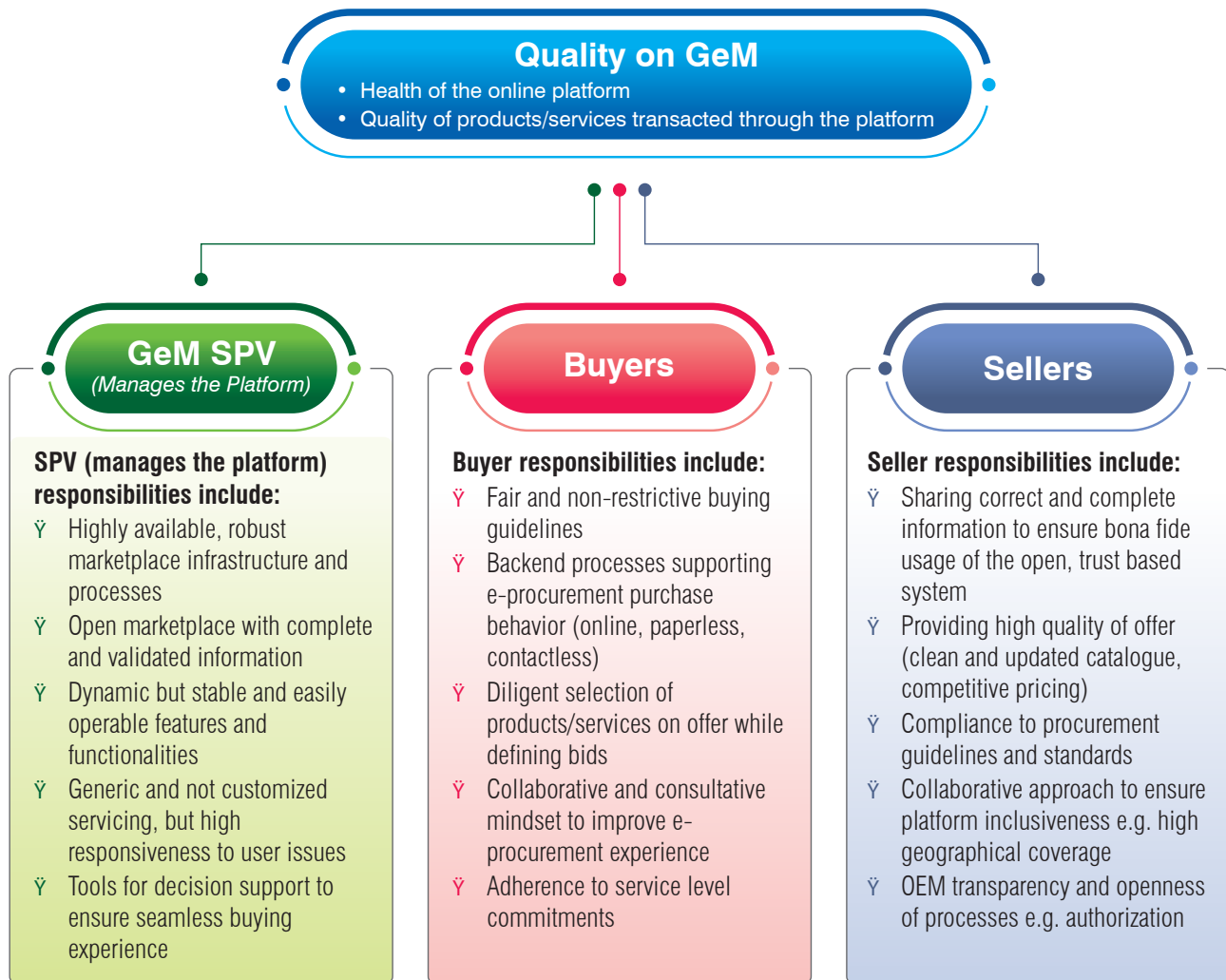


Figure 1 : Key Stakeholders of Quality

GeM QUALITY FRAMEWORK (GQF)

Based on the understanding of various aspects of quality on GeM, as well as roles of different stakeholders involved, a 'Quality Framework' has been put together to highlight the key aspects that define quality on GeM. The framework defines aspects to measure quality on GeM along with two broad dimensions:

1. Aspects related to health of the online platform.
2. Aspects related to quality of products/services transacted through the platform.

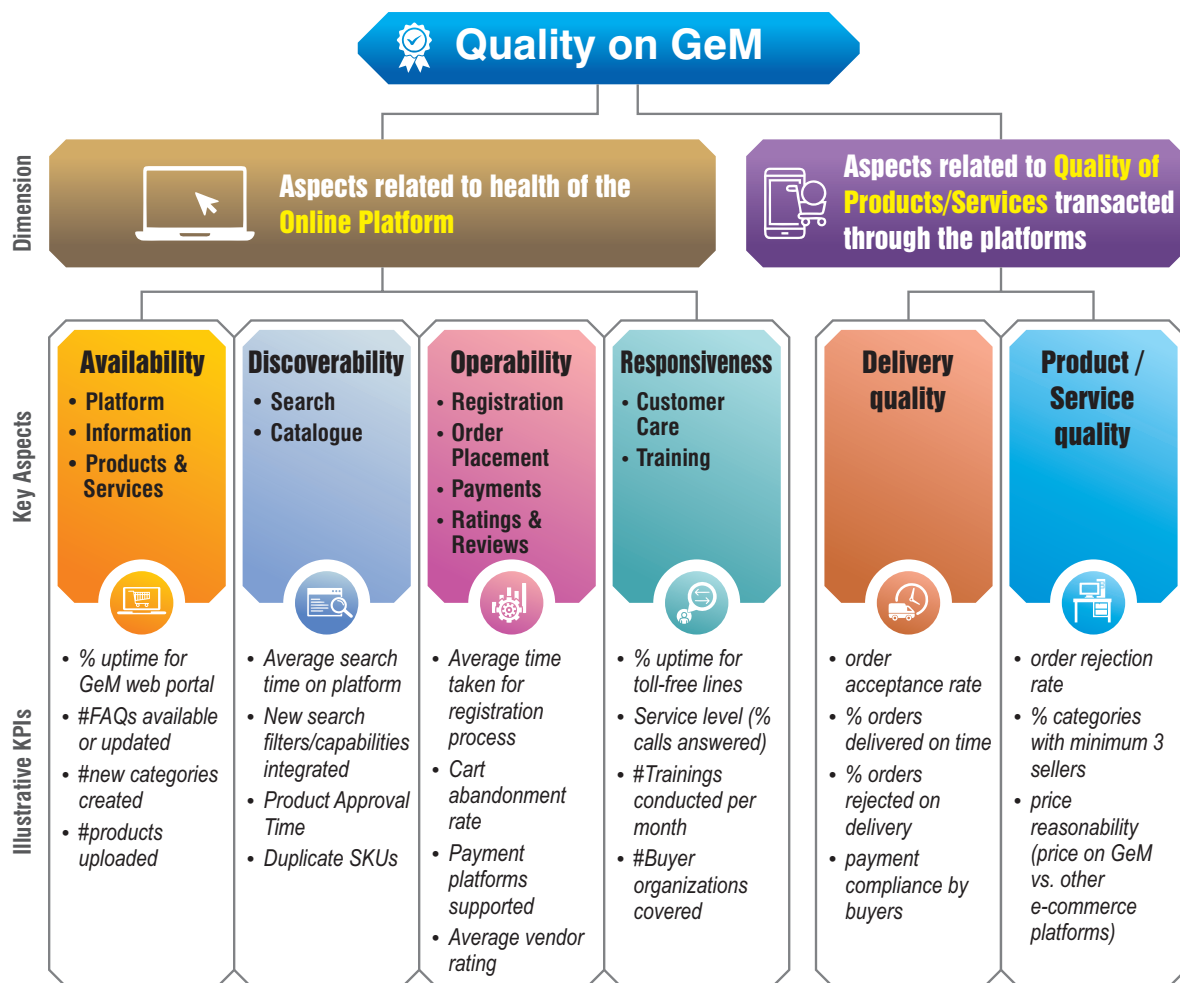


Figure 2 : GeM Quality Framework






QUALITY KPIS

The table in this section captures the data for last quarter, i.e., Apr-Jun '21 with respect to baseline data of Jan-Mar '21 quarter for all KPIs in the GeM quality framework.

A few KPIs that have been excluded from the table below are:

- Qualitative KPIs which cannot be measured quantitatively using data
- A few KPIs which are not being measured currently will be measured and reported in the subsequent quality reports

LEGENDS

				
Improvement compared to the baseline.	Improvement compared to the baseline, the lower the better.	Lower than the benchmark. Needs improvement.	Number higher than the benchmark means lower performance. Needs improvement.	No change

S. No.	Dimension	KPI	Jan-Mar '21	Previous value	Apr-Jun '21	Current value	Units	% change	Trend
1.	Availability (Platform)	% uptime for GeM web portal	Avg. for 1st Jan-20th Mar 2021	100.00%	Avg. for 1st Apr- 20th Jun 2021	100.00%	%	0%	↔
2.	Availability (Platform)	% uptime for critical GeM services	Avg. for 1st Jan-20th Mar 2021	100.00%	Avg. for 1st Apr- 20th Jun 2021	100.00%	%	0%	↔
3.	Availability (Platform)	Average page loading time (The lower the better)	Avg. for 1st Jan-20th Mar 2021	1.96	Avg. for 1st Apr- 20th Jun 2021	2.38	Sec.	22%	↑
4.	Availability (Prod. & Ser.)	# of products available on marketplace	Total as on 20th Mar 2021	2,290,093	Total as on 20th Jun 2021	4,012,005	#	75%	↑
5.	Availability (Prod. & Ser.)	# of services available on marketplace	Total as on 20th Mar 2021	179	Total as on 20th Jun 2021	193	#	8%	↑
6.	Availability (Prod. & Ser.)	# of new sub-categories added	During 1st Jan-20th Mar 2021	3442	During 1st Apr- 20th Jun 2021	555	#	84%	↓
7.	Discoverability (Catalog)	Product approval time (days) (the lower the better)	Avg. for 1st Jan-20th Mar 2021	1.13	Avg. for 1st Apr- 20th Jun 2021	0.87	Days	23%	↓
8.	Discoverability (Catalog)	% of product uploads rejected	Avg. for 1st Jan-20th Mar 2021	7.52%	Avg. for 1st Apr- 20th Jun 2021	13.45%	%	79%	↑
9.	Operability (Registration)	Avg. time taken for registration (seller) (days)	Avg. for 1st Jan-20th Mar 2021	1.10	Avg. for 1st Apr- 20th Jun 2021	3.07	Days	180%	↑
10.	Operability (Registration)	Avg. time taken for registration (buyer) (days) (the lower the better)	Avg. for 1st Jan-20th Mar 2021	4.512077295	Avg. for 1st Apr- 20th Jun 2021	4.588661037	Days	2%	↑
11.	Operability (Registration)	% of seller (active) profiles with complete data	Total as of 20th Mar'2021	97.6%	Total as of 20th Jun'2021	97.9%	%	0%	↑
12.	Operability (Order)	Average time taken for direct purchase (hours) (the lower the better)	Avg. for 1st Jan-20th Mar 2021	12.08	Avg. for 1st Apr- 20th Jun 2021	11.86	Hours	2%	↓

S. No.	Dimension	KPI	Jan-Mar '21	Previous value	Apr-Jun '21	Current value	Units	% change	Trend
13.	Operability (Order)	Average time taken for bid purchase	Avg. for 1st Jan-20th Mar 2021	40.16	Avg. for 1st Apr- 20th Jun 2021	56.8217324	Days	41%	↑
14.	Operability (Order)	Cart abandonment rate (%) (the lower the better)	Avg. for 1st Jan-20th Mar 2021	8.81%	Avg. for 1st Apr- 20th Jun 2021	14.20%	%	41%	↑
15.	Operability (Payments)	% of payments on-time (10 days SLA)	Avg. for 1st Jan-20th Mar 2021	37.45%	Avg. for 1st Apr- 20th Jun 2021	24.31%	%	35%	↓
16.	Payment Overdue	Overdue payment as a % of due payment	Total as on 20th Mar 2021	73.35%	Total as on 20th Jun 2021	96.61%	%	32%	↑
17.	Operability (Ratings)	Average vendor rating	Avg. for 1st Jan-20th Mar 2021	4.02008472380588	Avg. for 1st Apr- 20th Jun 2021	4.02	#	0%	↑
18.	Operability (Ratings)	Average buyer rating	Avg. for 1st Jan-20th Mar 2021	3.29	Avg. for 1st Apr- 20th Jun 2021	3.29	#	0%	↔
19.	Responsiveness (Customer Care)	Customer satisfaction score (out of 5)	Avg. for 1st Jan-20th Mar 2021	3.77	Avg. for 1st Apr- 20th Jun 2021	3.78	#	0%	↑
20.	Responsiveness (Customer Care)	Service level (% of calls answered)	Avg. for 1st Jan-20th Mar 2021	3.77	Avg. for 1st Apr- 20th Jun 2021	3.78	#	0%	↑
21.	Responsiveness (Customer Care)	% of calls answered within 2 minutes	Avg. for 1st Jan-20th Mar 2021	87.06%	Avg. for 1st Apr- 20th Jun 2021	59.97%	%	31.11%	↓
22.	Responsiveness (Training)	# of trainings conducted	Total for 1st Jan-20th Mar 2021	727	Total for 1st Apr- 20th Jun 2021	418	#	43%	↓
23.	Responsiveness (Training)	# of buyer organizations/ buyers covered	Total for 1st Jan-20th Mar 2021	290	Total for 1st Apr- 20th Jun 2021	290	#	0%	↔
24.	Responsiveness (Training)	# of sellers covered	Total for 1st Jan-20th Mar 2021	11,219	Total for 1st Apr- 20th Jun 2021	5,857	#	48%	↓
25.	Responsiveness (Training)	# of states covered	Total for 1st Jan-20th Mar 2021	26	Total for 1st Apr- 20th Jun 2021	29	#	12%	↑
26.	Product/service quality	% of orders rejected post delivery (the lower the better)	Net value as of 20th Mar '21	0.59%	Net value as of 20th Jun '21	0.53%	%	9%	↓
27.	Product/service quality	% of sub-categories with minimum 3 sellers	Net Value as of 20th Mar '21	77.2%	Net Value as of 20th Jun '21	75.0%	%	3%	↓
28.	Delivery Quality	Order acceptance rate	Avg. for 1st Jan-20th Mar 2021	95.21%	Avg. for 1st Apr- 20th Jun 2021	93.93%	%	1%	↓
29.	Delivery Quality	% of orders delivered on time	Avg. for 1st Jan-20th Mar 2021	86.57%	Avg. for 1st Apr- 20th Jun 2021	82.11%	%	5%	↓
30.	Delivery Quality	% of orders cancelled before delivery (the lower the better)	Net Value as of 20th Mar '21	0.92%	Net Value as of 20th Jun '21	0.91%	%	1%	↓

ANALYSIS OF GeM QUALITY

This section covers the status of six aspects defined in the GeM Quality Report Framework, which are Availability, Discoverability, Operability, Responsiveness, Delivery Quality and Product/Service Quality.

1

AVAILABILITY

- **Platform** - Robustness of the technical infrastructure installed to support the online platform.
- **Information** - Frequency and quality of communication from the GeM SPV to its stakeholders.
- **Products & Services** - Initiative taken by Sellers & Seller Associations to come onboard GeM. Effectiveness of Buyers, Ministries in identifying demand areas to be migrated to GeM. Efficiency of the GeM SPV in creating requisite TPs in quick timeframe.

2

DISCOVERABILITY

- **Search** - Optimized UI/UX and performance of the marketplace Search module built by GeM.
- **Catalogue** - Efficiency of GeM ops team in quickly updating & accurately maintaining the Catalogue.

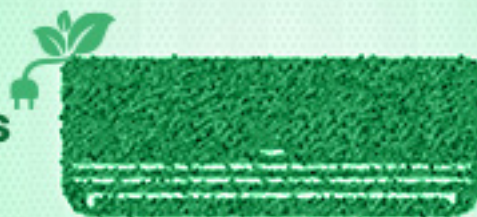
3

OPERABILITY

- **Ordering & Registration** - Optimized UI/UX and performance of the modules built by GeM.
- **Payment** - Mechanisms provided by GeM to make online payments seamless, feasible and fast (e.g. ERP Integration, SGPA).
- **Ratings** - Effectiveness of rating, watch listing and blacklisting mechanisms of GeM platform. Willingness of buyers/sellers with poor ratings to amend their marketplace behaviour.

NOW AVAILABLE!

**Green Room Air Conditioners
on GeM!**



4

RESPONSIVENESS

- **Customer Care** - Robust infrastructure, sufficient capacity and high quality of customer service provided by GeM through channels like call centre, email and chat in sufficient languages.
- **Training** - Capacity building by GeM in ensuring sufficient trainings is conducted across the nation. Willingness shown by buyers/sellers to proactively come forth for GeM training.

5

DELIVERY QUALITY

- Effectiveness of sellers delivering the right quality products at the right time.
- Support by buyers in minimizing post order cancellations without justification.

6

PRODUCT/SERVICE QUALITY

- Quality of dashboards & system support to detect price reasonability.
- Quality of offer provided by sellers in terms of discount offered, quality assured products.

FRAUD PREVENTION

GeM leverages the power of data analytics to ensure transparency and enforce strict standards of business among buyers and sellers. By analysing the data related to product approval, order, payment and registration pattern, deviations/anomalies are identified and prevented on an ongoing basis. Now, with the introduction of Blockchain Technology in GeM 4.0, the platform is becoming more transparent, robust and secure for procurement. A lot of new analytics techniques have also been introduced in GeM 4.0, like Advanced AI, Machine Learning and Deep Learning, for better fraud prevention.

Functionalities are constantly added/modified in the system to prevent suspicious activity.



INCIDENT MANAGEMENT (IM)

Between April and June 2021, over 40,032 incidents have been raised. 53.3% of incidents were related to catalogue (market) and 46.7% were related to post-contract. Incidents against catalogues were raised majorly as an activity to remove insane products. Among post-contract incidents raised, 38.5% were raised against buyers and 61.5% were raised against sellers. To further bring the post-contract incidents down, certain interventions were done in the IM process and a lot more are in progress to make the incident processing easier and faster for the users. This has resulted in bringing down the TAT for incident closure significantly and is further expected to improve in due course. It is required to identify the major reasons for the incidents and to take corrective actions.

#STAYALERT – A CAMPAIGN AGAINST FRAUDULENT WEBSITES

Since its inception, GeM has used the challenges it has faced for effecting improvements and enhancements to achieve operational excellence. In recent times, GeM is facing a challenge posed by fraudulent websites on the internet claiming to be the gateway to GeM. These websites, having similar web addresses as GeM, are charging hefty sums for registration and bid participation.

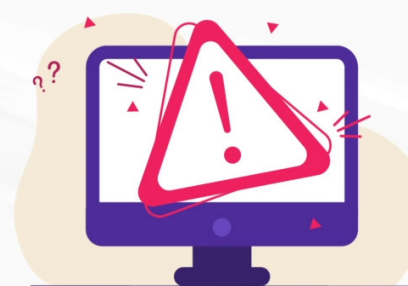
To increase awareness among the stakeholders and to fight these impostors, GeM has started the #StayAlert campaign across its social media platforms. GeM is also reporting such websites to the Cyber Police for appropriate action. Users are front and centre in the GeM platform and GeM does not charge any money. In fact, to make it easier for sellers to come on board, GeM is actively integrating with various Ministries. In the current financial year, GeM has onboarded more than 1.8 lakh self-help groups, artisans and weavers and close to 6.5 lakh MSME sellers.

STAY ALERT!

GeM warns against:

- Any FAKE WEBSITE operating as GeM
- Any FAKE CALLS asking for money for resolving any ticket or portal based issue

GeM NEVER charges any REGISTRATION or BIDDING fee from its users



PRODUCTS, SERVICES AND CATEGORIES

With a catalogue of more than 40 lakh products across over 16,000 categories, GeM aims to cover almost all aspects of the needs of Central and State Government departments and bodies. During the reporting period, 3,442 subcategories were created. GeM also caters to services and outsourcing needs and has 193 services categories available in its portfolio. As shown in the graph below, the number of products and services on the GeM platform is constantly increasing.

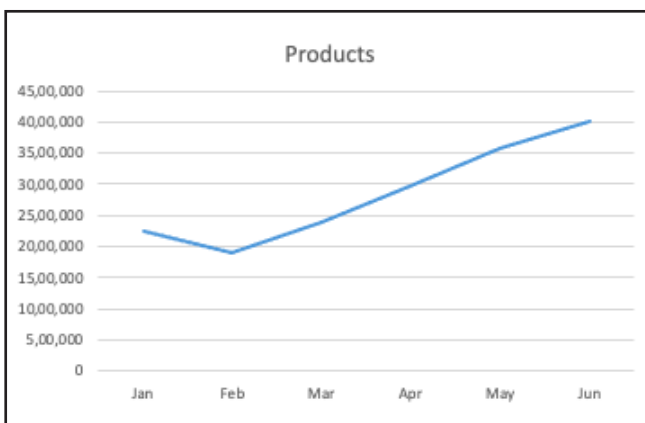


Figure 4 : # of Product

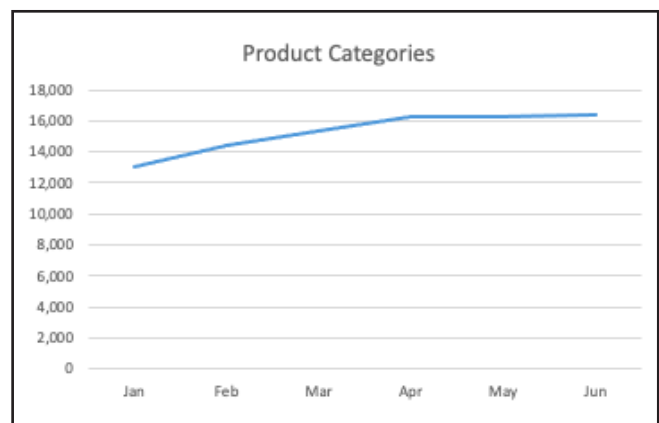


Figure 5: # of Products Categories

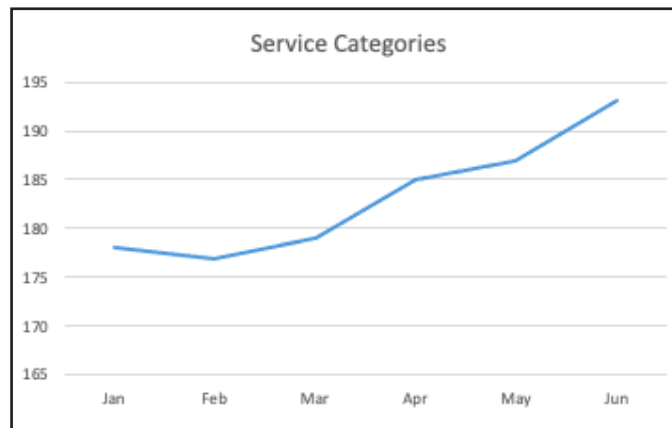


Figure 6 : # of Service Categories

OXYGEN REQUIREMENT FOR COVID-19

Oxygen Cylinders, Concentrators, and Other Vital Covid-19 Products AVAILABLE!



QUARTER 1 AT A GLANCE

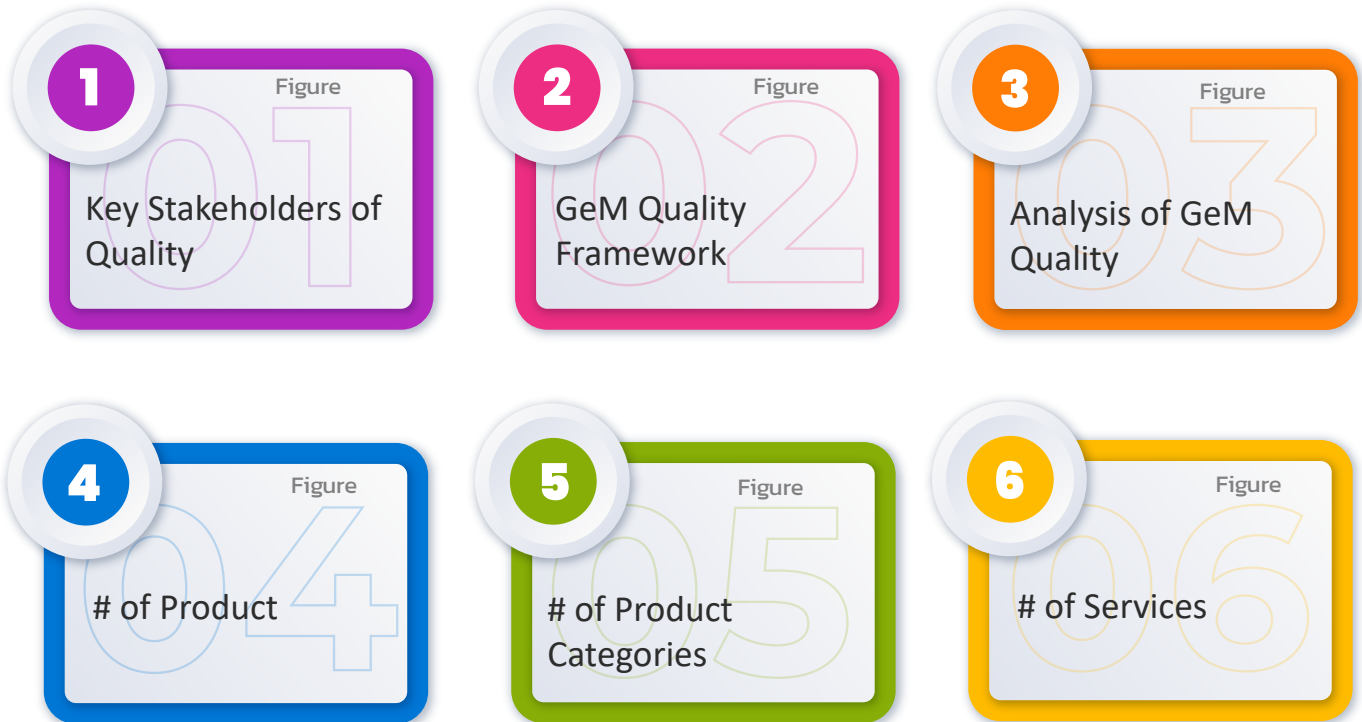
- 01 New Vendor Rating has been launched for both products and services. Product rating will have 2 new parameters of Buyer and User feedback and all new Service rating is introduced with 2 parameters - Quality and Buyer feedback.
- 02 To further ensure market sanity, "Out of Stock" products will also be displayed on the marketplace. A new filter is introduced for both buyers and sellers to include/exclude the out-of-stock products in their search results.
- 03 In these tough times, GeM has also ensured that users are getting training on the latest updates. Through 25 webinars, 1,291 MSME, start-ups, artisans, weavers and SHGs participants benefited in the last quarter.
- 04 Users will now be able to search for seller details through Seller GeM ID. The feature is available on the homepage of the GeM website under "Seller Details".
- 05 In a unique and innovative way, GeM has introduced the listing of Green Air Conditioners on the marketplace. It will support more sustainable and eco-friendly procurement practices and will also help the buyers save financially.
- 06 "Womaniya" initiative seeks to showcase products made by women entrepreneurs and women self-help groups [WSHGs], and spur women entrepreneurs by connecting them with opportunities to sell their products to various Government ministries, departments and institutions.
- 07 Numaligarh Refinery Limited successfully procured Carbon Steel Coated Line Pipes with a cumulative value of Rs. 2,600 crore to be used for the Line Pipe Insertion for 1,800 km (approx.) from Odisha to Assam (Numaligarh).
- 08 The GeM Sahay app was launched to help sole proprietors attain frictionless uncollateralized working capital loans in real-time against orders on GeM at competitive rates.
- 09 Urgent and targeted measures were taken to fight against Covid-19. More than 2.3 lakh products were made available in the Medical and Auxiliary categories. Onboarding of oxygen cylinders and concentrators along with various other medical equipment has been undertaken in the marketplace. Real-time information on available categories and seller count is available on the website.

Let's Make this World a
Safer Place to Live In

Get **Vaccinated** at the Earliest



APPENDIX - 1





GeM
Government
e Marketplace

Efficient • Transparent • Inclusive



www.gem.gov.in