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# GeM QUALITY REPORT













JANUARY-MARCH 2021



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## REPORT HISTORY

 First Quarter - Apr-Jun '18 12th July 2018	 Second Quarter - Jul-Sep '18 12th October 2018	 Third Quarter - Oct-Dec '18 12th January 2019
 Fourth Quarter -Jan-Mar '19 17th April 2019	 First Quarter - Apr-Jun '19 24th July 2019	 Second Quarter- Jul-Sep '19 Not Released
 Third Quarter - Oct-Dec '19 17th February 2020	 Fourth Quarter- Jan-Mar '20 14th May 2020	 First Quarter - Apr-Jun '20 27th July 2020
 Second Quarter - Jul-Sep '20 19th Oct 2020	 Third Quarter- Oct-Dec '20 29th Jan 2021	 Fourth Quarter - Jan-Mar'21 20th April 2021

## REPORT METADATA

SR. NO.	DATA ELEMENTS	VALUE
1.	Title	GeM Quality Report
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 GeM platform during the reporting period using KPIs mentioned in GeM Quality Framework which has been further derived from the overall GeM Analytics Framework 'Analytics on GeM V0.8'.
4.	Publisher	GeM
5.	Document Number	GeM/QR-2020-21/12

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## कार्यकारी सारांश

जेम गुणवत्ता फ्रेमवर्क में निर्धारणानुसार विभिन्न पैमानों पर प्लेटफॉर्म के समग्र हैल्थ व गुणवत्ता की स्थिति उपलब्ध कराने के लिए प्रत्येक तिमाही में जेम गुणवत्ता रिपोर्ट प्रकाशित की जाती है।

जेम पर गुणवत्ता के तीन प्रमुख हितधारक अर्थात् जेम एस पी वी, क्रेता तथा विक्रेता हैं जिन्हें योगदान देने तथा सुनिश्चित करने की आवश्यकता है। प्लेटफॉर्म की उपलब्धता, इसे सुगम बनाने तथा कार्यात्मकताओं के उपयोग, प्रयोक्ताओं के क्षमता निर्माण, प्रशिक्षण तथा प्रयोक्ता सहायता पहुंचाने के लिए अकेले जेम एस पी वी उत्तरदायी है।

सभी सरकारी खरीद को एकीकृत करके एक प्लेटफॉर्म पर लाने, ताकि बड़े पैमाने पर किफायत की जा सके, बेहतर मूल्यों का पता लगाया जा सके तथा बेहतर ढंग से लेन-देन की जा सके, सरकारी क्रेताओं को सिंगल यूजर प्लो प्रदान करने के लिए जेम ने राष्ट्र के लिए एक एकीकृत सार्वजनिक खरीद पद्धति सृजित करने हेतु कदम उठाए हैं। जेम “मेक इन इंडिया” की पहल को बढ़ावा देने के लिए निरंतर कार्य कर रहा है तथा इसे सुदृढ़ करने के लिए मार्केटप्लेस ने बुनकरों, स्वयं सहायता समूहों तथा शिल्पकारों सहित सार्वजनिक खरीद में लघु स्थानीय विक्रेता के प्रवेश में सहायता की है।

जेम नई प्रौद्योगिकी तथा तकनीकों का प्रयोग करते हुए सदैव बेहतर प्रयोक्ता अनुभव को सुनिश्चित किए जाने के लिए प्रयासरत रहता है। हाल ही में पुनर्विक्रेताओं के लिए विक्रेता मूल्यांकन को भी सक्षम बनाया गया है। इससे प्रयोक्ताओं को प्लेटफॉर्म पर और अधिक विष्वसनीयता प्राप्त करने में सहायता मिलेगी। विक्रेता मूल्यांकन तथा छूट संबंधी अनुरोधों की रियल टाइम स्थिति का पता लगाने के लिए GeM&QCI एकीकरण किया गया था। विक्रेता आदेशों तथा सेवा विवरणों पर प्रश्नों के निवारण के लिए डेटाबेस को एकीकृत करके GeMmy इंटेलिजेंट बॉट में और अधिक वृद्धि की गई है। इससे प्रयोक्ताओं की व्यस्तता में और अधिक सुसंगत जानकारी के साथ सुधार हो पाएगा।

जेम ने प्रयोक्ता अनुभव में सुधार के लिए कुछ अभिवृद्धियाँ भी कार्यान्वित की है जिनमें अनुकूलित उत्पादों तथा सेवाओं केटलॉग के साथ बिडिंग तथा “जमानत राशि जमा करने” के लिए कार्यात्मकता को चरण-1 (Phase 1) का कार्यान्वयन शामिल है।

कार्यान्वित किए गए अथवा कार्यान्वयन के अंतिम चरण के अन्य परिवर्तनों में 48 अतिरिक्त रेलवे कार्यात्मकताओं के अतिरिक्त मांग एकत्रीकरण को सक्रिय करना, मूल्य भिन्नता धाराओं, इंस्टालेशन, टेस्टिंग, कमीषनिंग तथा उत्पाद खरीद के साथ ए एम सीधसी एम सी बंडल व माइलस्टोन आधारित भुगतान को सक्रिय करना शामिल है। इन अभिवृद्धियों से विक्रेताओं के लिए सेवा के दायरे में विस्तार होगा तथा क्रेताओं तक उनकी पहुँच के बेहतर अवसर प्राप्त होंगे। मार्च के महीने में जेम ने बिलिंग ऑफ क्वान्टिटी (BoQ) भी लॉच की है जो रेलवे क्रेताओं को प्लेटफॉर्म पर निर्बाध रूप से एकीकृत करने के लिए लंबी दूरी तय करेगा।

सही इंसिडेंट भेजने तथा मार्केटप्लेस को सेनिटाइज रखने में सहायता प्रदान करने के लिए व्यक्तियों को मान्यता प्रदान करने हेतु जेम की गुड चैंपियन रैंकिंग भी शुरू की गई है।

जेम तथा इसके प्रयोक्ताओं के बीच संवाद में सुधार करने तथा दिन प्रतिदिन की अपडेट शेयर करने के प्रयास में एक डेडीकेटेड टीम के साथ सोशल मीडिया चैनल संपादित किए गए हैं, जो इन चैनलों को मॉनिटर करेगी। जेम के विभिन्न पहलुओं के बारे में जागरूकता फैलाने के लिए इन चैनलों को भी प्रयोग में लाया जा रहा है। “स्टे अलर्ट – फर्जी वैबसाइट के विरुद्ध एक अभियान” की एक रिपोर्ट जेम गुणवत्ता रिपोर्ट के इस संस्करण में उपलब्ध है।

वर्तमान में पूरा विष्व कोविड-19 महामारी से लड़ रहा है तथा भारत इस महामारी की रोकथाम के लिए पूरे प्रयास कर रहा है। जेम भी भारत सरकार के दिशा-निर्देशों के साथ कार्य कर रहा है तथा कोविड-19 से संबंधित उत्पादों की खरीद तथा बिक्री के लिए सरकार तथा विक्रेताओं हेतु इसे यथासंभव आसान बना रहा है। पिछली तिमाही की समाप्ति पर मेडिकल तथा सहायक उत्पाद श्रेणियाँ व सेवाओं सहित कुल 297 कटेगरी मार्केटप्लेस में उपलब्ध है। बढ़ती हुई आवश्यकता को देखते हुए गुणवत्ता के साथ समझौता किए बिना और अधिक कटेगरियों का पता लगाया जा रहा है। इस महामारी से लड़ने के लिए विभिन्न सरकारी संगठनों द्वारा जेम के माध्यम से इस तिमाही में 119 करोड़ रुपये से अधिक के उत्पादों की खरीद की गई है। “जेम कोविड-19 स्थिति रिपोर्ट” के नाम से एक रिपोर्ट <https://gem.gov.in/covid19-reports> लिंक पर उपलब्ध है।

जब तक दवाई नहीं, तब तक ढिलाई नहीं।

अधिक जानकारी के लिए क्लिक करें

## EXECUTIVE SUMMARY

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

Quality on GeM has three key stakeholders i.e. GeM SPV, Buyers and Sellers who need to collaborate and ensure quality. GeM SPV solely is 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. GeM is continuously working towards promotion of the 'Make in India' initiative and to strengthen this, the Marketplace has facilitated entry of small local sellers in public procurement, including weavers, self-help groups and craftsmen.

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

GeM also implemented a few enhancements to improve the user experience that include 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 enabling

demand aggregation, enabling price variation clauses, Installation, testing, commissioning and AMC/CMC bundled with product procurement and milestone based payments; in addition to 48 additional Railway-specific functionalities. 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 BoQ functionality which will go a long way to seamlessly integrate Railways buyers on to the platform.

GeM's Good Champion Ranking is also introduced to recognise individuals for raising correct incidents and helping in keeping the marketplace sanitised.

In an effort to improve communication between GeM and its users and to share day to day updates, social media channels have been setup along with a dedicated team to monitor these channels. These channels are also being used to spread awareness on various aspects of GeM. A report "StayAlert – A campaign against fraudulent websites" is available in this edition of GQR.

Currently the whole world is fighting from the COVID-19 pandemic and India has made its top efforts to control this pandemic and its effects. GeM is also working along 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 297 categories including medical and auxiliary product categories & services are available in the marketplace. More categories are being fast tracked according to the dynamic needs with no compromise in the quality. More than Rs 119 crore worth of products were procured in this quarter by various Government organizations through GeM to fight this pandemic. A report by the name of 'GeM-COVID19 Status Report' is available at link - <https://gem.gov.in/covid19-reports>

**Together we can fight COVID-19**

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## PURPOSE OF THE REPORT

This document is the GeM Quality Report (GQR) for the quarter Jan-Mar'21. The Report aims to provide the status of overall health and quality of the GeM platform on the parameters defined in 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 iteratively added to the Quality Report.

## QUALITY ON GeM

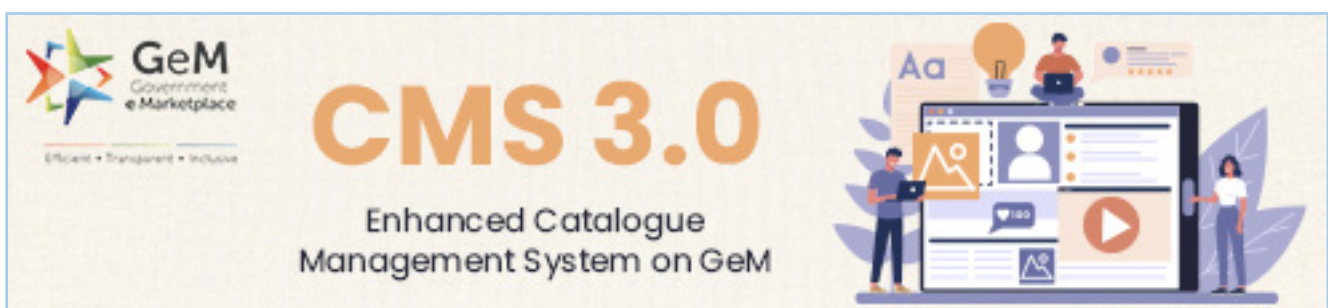
Quality on GeM has two broad dimensions:

1. Health of the online platform – The online GeM platform needs to be available, stable and easy to use to ensure seamless operations 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 expectation.

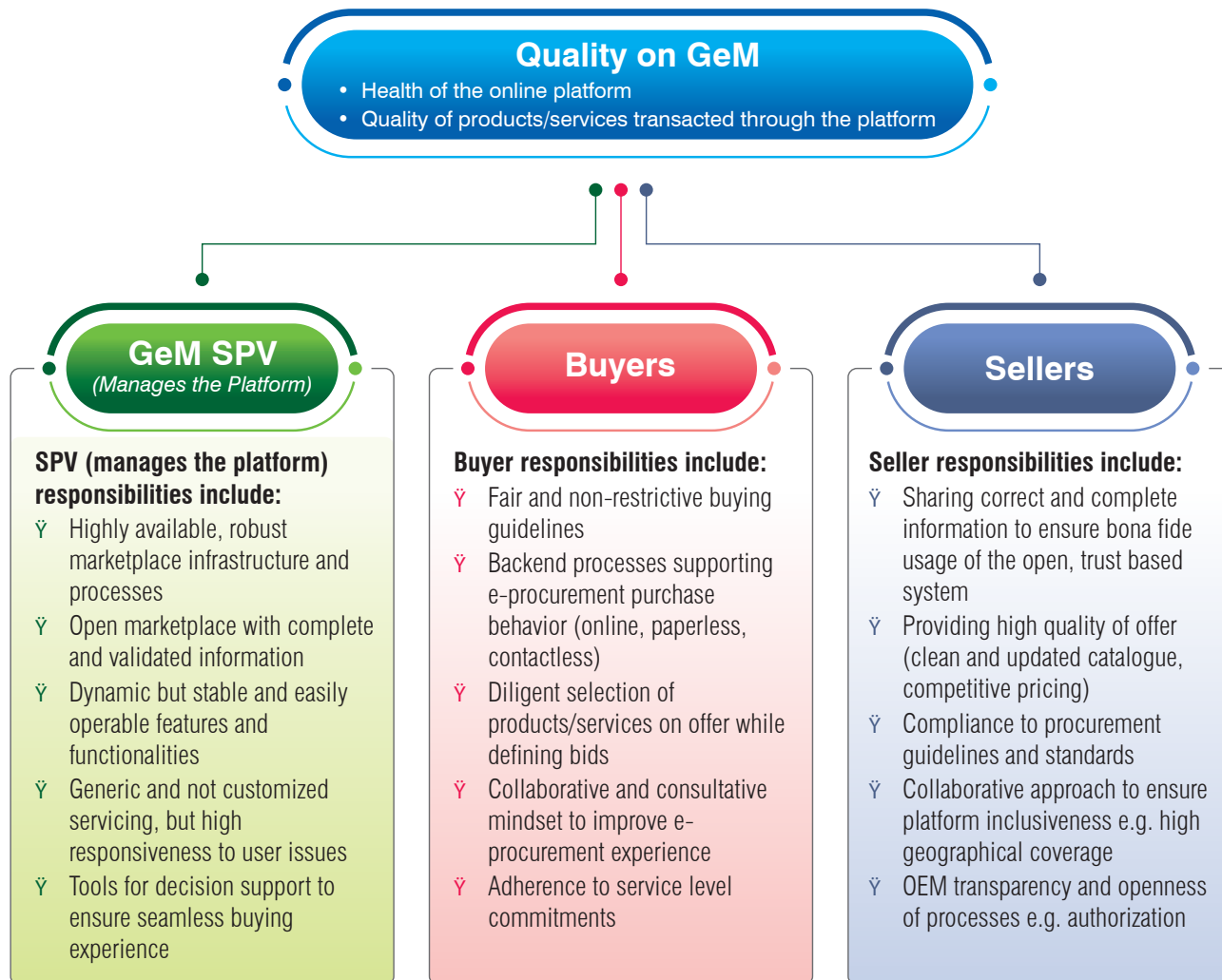
## STAKEHOLDERS IN ENSURING GeM QUALITY

As India's national public procurement platform, GeM aspires to become a world-class online marketplace that offers 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 Stakeholder 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 two broad dimensions:

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



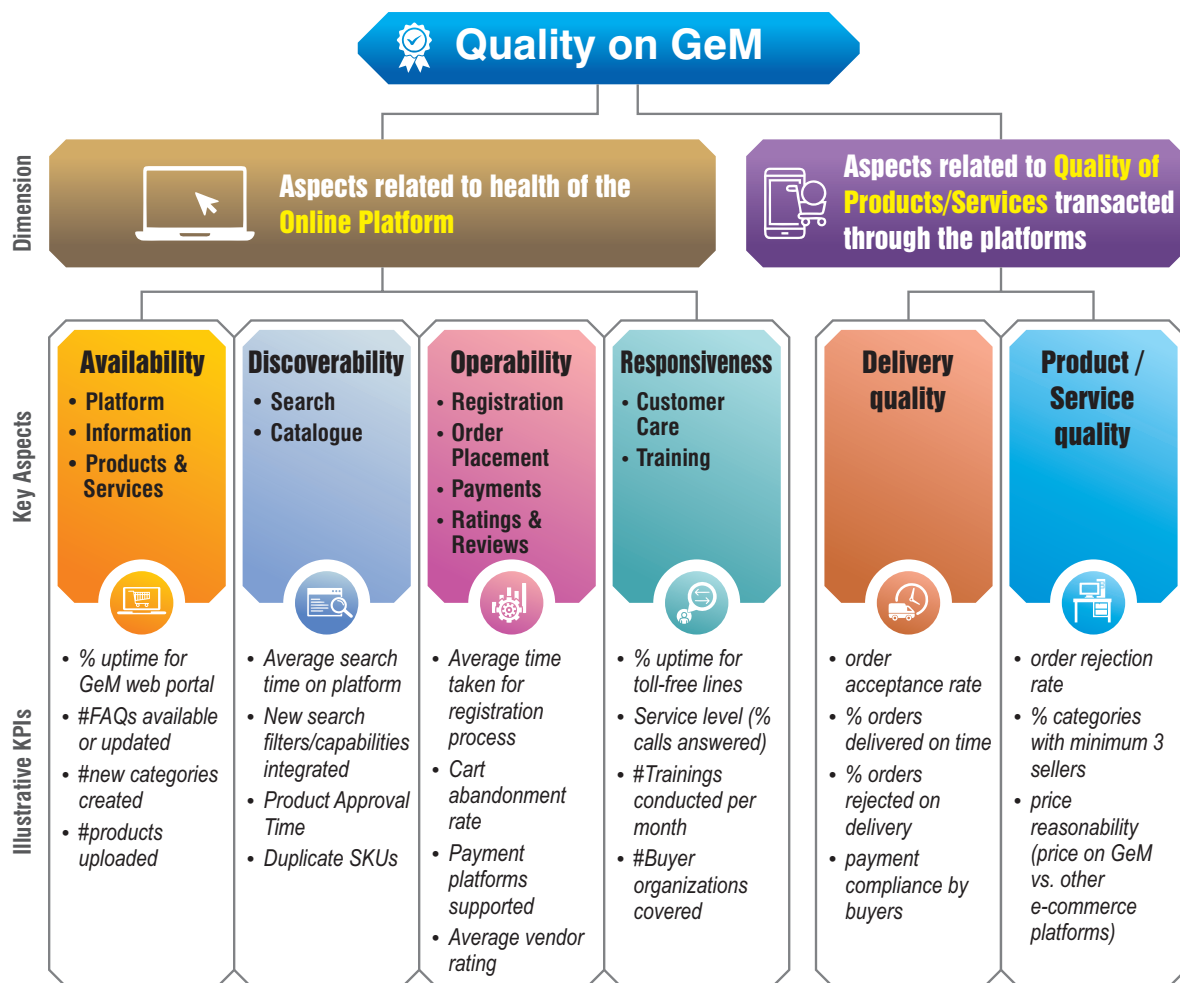


Figure 2 : GeM Quality Framework

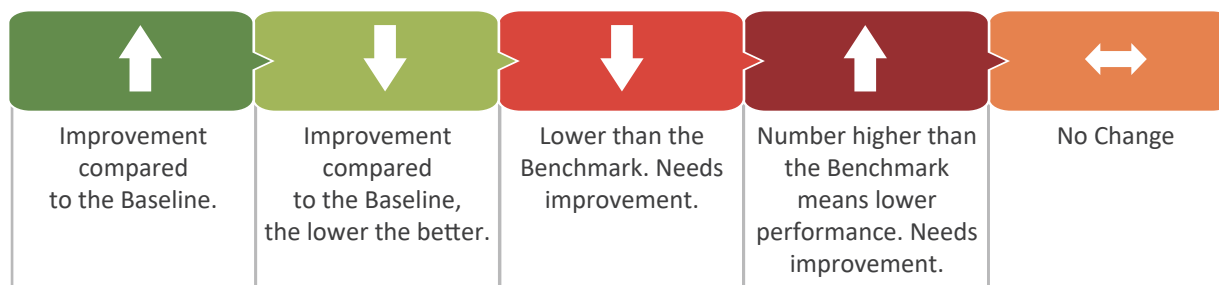
## QUALITY KPIs

The table in this Section, captures the data for last quarter i.e. Jan-Mar'21 with respect to baseline data of Oct-Dec'20 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 subsequent quality reports

## LEGENDS



S. No.	Dimension	KPI	Oct-Dec'20	Previous Value	Jan-Mar'21	Current value	Units	% change	Trend
1.	Availability (Platform)	% uptime for GeM web portal	Avg. for 1st Oct-20th Dec 2020	100.00%	Avg. for 1st Jan- 20th Mar 2021	100.00%	%	0%	↔
2.	Availability (Platform)	% uptime for critical GeM services	Avg. for 1st Oct-20th Dec 2020	100.00%	Avg. for 1st Jan- 20th Mar 2021	100.00%	%	0%	↔
3.	Availability (Platform)	Average page loading time (The lower the better)	Avg. for 1st Oct-20th Dec 2020	1.905	Avg. for 1st Jan- 20th Mar 2021	1.96	Sec.	3%	↑
4.	Availability (Prod. & Ser.)	#products available on marketplace	Total as on 20th Dec 2020	19,51,918	Total as on 20th Mar 2021	22,90,093	#	17%	↑
5.	Availability (Prod. & Ser.)	#services available on marketplace	Total as on 20th Dec 2020	175	Total as on 20th Mar 2021	179	#	2%	↑
6.	Availability (Prod. & Ser.)	#new sub-categories added	During 1st Oct-20th Dec 2020	2615	During 1st Jan- 20th Mar 2021	3442	#	32%	↑
7.	Discoverability (Catalog)	Product Approval Time (Days) (The lower the better)	Avg. for 1st Oct-20th Dec 2020	1.01	Avg. for 1st Jan- 20th Mar 2021	1.13	Days	12%	↑
8.	Discoverability (Catalog)	%product uploads rejected	Avg. for 1st Oct-20th Dec 2020	6.50%	Avg. for 1st Jan- 20th Mar 2021	7.52%	%	16%	↑
9.	Operability (Registration)	Avg. time taken for registration (seller) (days)	Avg. for 1st Oct-20th Dec 2020	1.11	Avg. for 1st Jan- 20th Mar 2021	1.10	Days	1%	↓
10.	Operability (Registration)	Avg. time taken for registration (buyer) (days) (The lower the better)	Avg. for 1st Oct-20th Dec 2020	4.49	Avg. for 1st Jan- 20th Mar 2021	4.51	Days	0.49%	↑
11.	Operability (Registration)	%Seller (Active) profiles with complete data	Total as of 20th Dec'2020	97.4%	Total as of 20th Mar'2021	97.6%	%	0.25%	↑
12.	Operability (Order)	average time taken for direct purchase(hours) (The lower the better)	Avg. for 1st Oct-20th Dec 2020	14.36	Avg. for 1st Jan- 20th Mar 2021	12.08	Hours	16%	↓
13.	Operability (Order)	average time taken for Bid purchase	Avg. for 1st Oct-20th Dec 2020	44.87	Avg. for 1st Jan- 20th Mar 2021	40.16	Days	10%	↓
14.	Operability (Order)	Cart Abandonment Rate (%) (The lower the better)	Avg. for 1st Oct-20th Dec 2020	12.38%	Avg. for 1st Jan- 20th Mar 2021	8.81%	%	29%	↓

S. No.	Dimension	KPI	Oct-Dec'20	Previous Value	Jan-Mar'21	Current value	Units	% change	Trend
15.	Operability (Payments)	% of payments on-time (10 Days SLA)	Avg. for 1st Oct-20th Dec 2020	24.95%	Avg. for 1st Jan- 20th Mar 2021	37.45%	%	50%	↑
16.	Payment Overdue	Overdue payment as a % of due payment	Total as on 20th Dec 2020	92.45%	Total as on 20th Mar 2021	73.35%	%	21%	↓
17.	Operability (Ratings)	average vendor rating	Avg. for 1st Oct-20th Dec 2020	3.99	Avg. for 1st Jan- 20th Mar 2021	4.02	#	1%	↑
18.	Operability (Ratings)	Vendor profiles verified	Total as of 20th Dec'2020	30263	Total as of 20th Mar'2021	37,303	#	23%	↑
19.	Operability (Ratings)	Average buyer rating	Avg. for 1st Oct-20th Dec 2020	3.27	Avg. for 1st Jan- 20th Mar 2021	3.29	#	1%	↑
20.	Responsiveness (Cust Care)	customer satisfaction score (Out of 5)	Avg. for 1st Oct-20th Dec 2020	3.76	Avg. for 1st Jan- 20th Mar 2021	3.77	#	0.27%	↑
21.	Responsiveness (Cust Care)	service level (%calls answered)	Avg. for 1st Oct-20th Dec 2020	93.32%	Avg. for 1st Jan- 20th Mar 2021	93.27%	%	0.06%	↓
22.	Responsiveness (Cust Care)	% calls answered within 2 minutes	Avg. for 1st Oct-20th Dec 2020	84.80%	Avg. for 1st Jan- 20th Mar 2021	87.06%	%	3%	↑
23.	Responsiveness (Training)	#trainings conducted	Total for 1st Oct-20th Dec 2020	660	Total for 1st Jan-20th Mar 2021	727	#	10%	↑
24.	Responsiveness (Training)	#buyer organizations/ buyers covered	Total for 1st Oct-20th Dec 2020	290	Total for 1st Jan-20th Mar 2021	290	#	0%	↔
25.	Responsiveness (Training)	#sellers covered	Total for 1st Oct-20th Dec 2020	10401	Total for 1st Jan-20th Mar 2021	11,219	#	8%	↑
26.	Responsiveness (Training)	#states covered	Total for 1st Oct-20th Dec 2020	29	Total for 1st Jan-20th Mar 2021	26	#	10%	↓
27.	Product/service quality	%order rejected post delivery (The lower the better)	Net value as of 20th Dec'20	0.63%	Net value as of 20th Mar'21	0.59%	%	7%	↓
28.	Product/service quality	% subcategories with minimum 3 sellers	Net Value as of 20th Dec '20	79.62%	Net Value as of 20th Mar '21	77.2%	%	3%	↓
29.	Delivery Quality	order acceptance rate	Avg. for 1st Oct-20th Dec 2020	94.16%	Avg. for 1st Jan- 20th Mar 2021	95.21%	%	1%	↑
30.	Delivery Quality	% orders delivered on time	Avg. for 1st Oct-20th Dec 2020	80.37%	Avg. for 1st Jan- 20th Mar 2021	86.57%	%	8%	↑
31.	Delivery Quality	% orders cancelled before delivery (The lower the better)	Net Value as of 20th Dec '20	0.97%	Net Value as of 20th Mar '21	0.92%	%	5%	↓

## ANALYSIS OF GeM QUALITY

This section covers the status of six aspects defined in 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.

**Crowdsourcing Categories:** Sellers can now suggest new categories on GeM

[Know More](#)

## 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, registration pattern - deviations/anomalies are identified and prevented on a regular 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 are also introduced in GeM 4.0 like Advance AI, Machine Learning, Deep Learning and many more for better fraud prevention.

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



The banner features the GeM logo on the left with the tagline 'Efficient • Transparent • Inclusive'. In the center, it says '#GeMSahay' and 'LAUNCHING SOON'. On the right, there is a large graphic of a smartphone displaying the GeM logo, with a man in a blue shirt holding it. Above the phone, it says 'Good News MSMES!' with a megaphone icon. At the bottom right, a black button says 'GeM SAHAY App!'.

## INCIDENT MANAGEMENT

In the report period of Jan-Mar'21, more than 41457 incidents have been raised. 59.2% of incidents were related to catalogue (market) and 40.8% were related to post contract. Incidents against catalogues were raised majorly as an activity to remove insane products. Among post contract incidents raised during Jan-Mar'21, 48% were raised against buyers and 52% 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 the time to come. It is required to identify the major reasons of incidents and take corrective actions accordingly.

## #STAYALERT – A CAMPAIGN AGAINST FRAUDULENT WEBSITES

Since its inception, GeM has faced a number of challenges but they used to be for improvements and enhancements to achieve operational excellence. In recent times, GeM is facing a challenge raised 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.

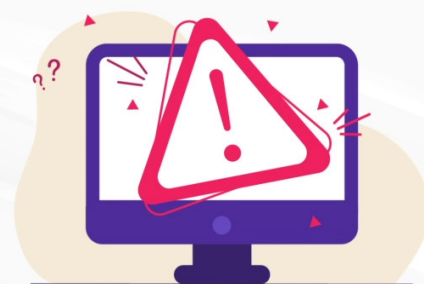
To increase awareness among the stakeholders and to fight these imposters, GeM has started #StayAlert campaign across all social media platforms. GeM is also reporting such websites to the Cyber Police for appropriate action. Users are front and centre in the GeM platform and GeM does not charge any money. In fact, to make it easier for sellers to come onboard, GeM is actively integrating with various ministries. In the current financial year, GeM has onboarded more than 1.5 lac self-help groups, artisans and weavers and close to 5.5 lac MSME sellers.

### STAY ALERT!

GeM warns against:

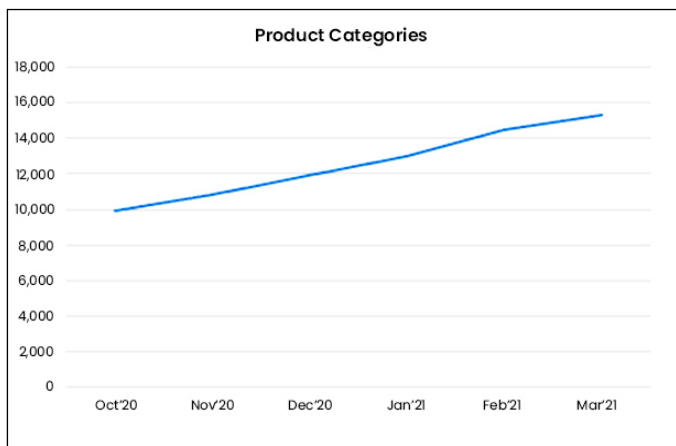
- Any FAKE WEBSITE operating as GeM
- Any FAKE CALLS asking for money for resolving any ticket or portal based issue

GeM NEVER charges any REGISTRATION or BIDDING fee from its users

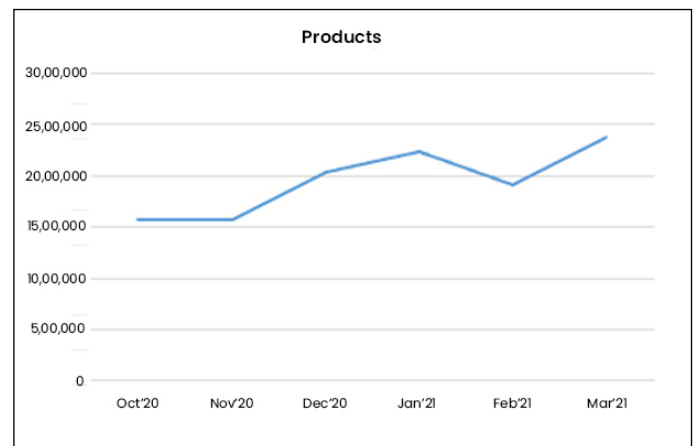


## PRODUCTS & SERVICES

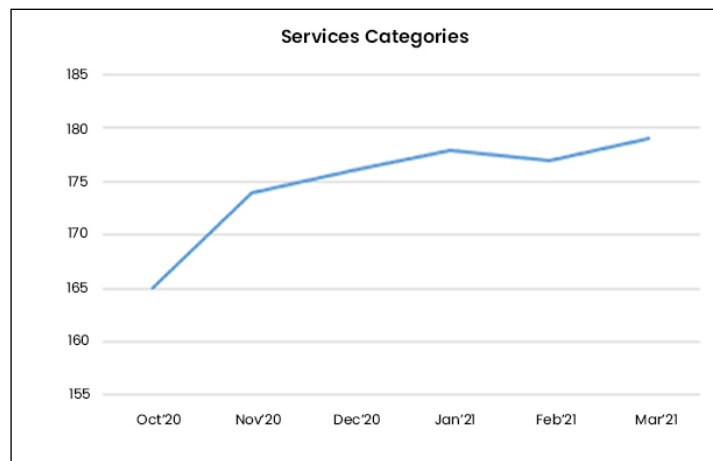
With a catalogue of more than 22.5 lac products across 15000+ categories, GeM aims to cover almost all aspects of the needs of Central and State government departments and bodies. During report period (Jan-Mar'21), 3442 sub-categories were created. GeM also caters to the services and outsourcing needs and has 179 services categories available in its portfolio. As shown in the graph below, the number of products and Services on GeM platform is constantly increasing.




*Figure 4: # of Product Categories*



*Figure 5: # of Products*




*Figure 6: # of Service Categories*

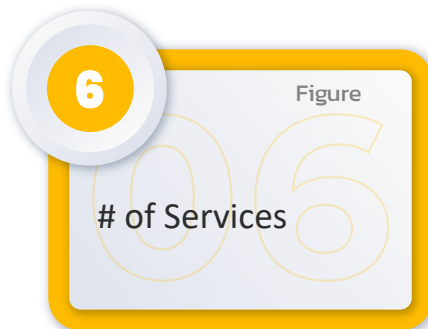


**Sellers!**

You can Represent for an **Ongoing Bid Online**  
& Suggest Changes to Buyers Which can be Incorporated in Bid



## APPENDIX - 1



Efficient • Transparent • Inclusive

**Earlier, Multiple Businesses  
with same PAN were  
Restricted – It's NOW Removed!**





**GeM**  
Government  
**e Marketplace**

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