

GeM QUALITY REPORT

JULY - SEPTEMBER 2020





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 | | |

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-2020-21/10

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कार्यकारिणी समरी

जेम गुणवत्ता फ्रेमवर्क में निर्धारित मापदंडों पर जेम के समग्र हितलाभ तथा गुणवत्ता की स्थिति प्रदान करने के लिए प्रत्येक तिमाही में जेम गुणवत्ता रिपोर्ट प्रकाशित की जाती है।

जेम पर गुणवत्ता के तीन मुख्य हितधारक अर्थात जेम एस पी वी, क्रेता तथा विक्रेता होते हैं जिनके सहयोग तथा गुणवत्ता को सुनिश्चित किए जाने की आवश्यकता है। प्लेटफार्म की उपलब्धता, इसकी सुगमता तथा क्रियात्मकता को प्रयोग में लाने, प्रयोक्ता की क्षमता निर्माण, प्रशिक्षण तथा प्रयोक्ता सहायता पर नियंत्रण रखने के लिए एकमात्र जेम एस पी वी ही उत्तरदायी है।

सरकारी क्रेताओं के लिए एकल प्रयोक्ता प्रवाह (Unified Public Procurement System) प्रदान करने, बड़े पैमाने पर अर्थव्यवस्था के लिए सभी सरकारी खरीद का एकल प्लेटफार्म पर एकीकरण, बेहतर मूल्य अन्वेषण तथा उत्तम व्यवहार के लिए जेम ने राष्ट्र के लिए एक एकीकृत सार्वजनिक प्रापण प्रणाली सृजित की है। “मेक इन इंडिया” की पहल को बढ़ावा देने के लिए जेम निरंतर कार्य कर रहा है तथा इसे मजबूती प्रदान करने के लिए पोर्टल पर “मेक इन इंडिया” फ़िल्टर को समर्थ बनाया गया है। इस मार्केटप्लेस ने विक्रेता आमंत्रण मॉड्यूल के माध्यम से बुनकरों, स्वयंसेवी समूहों तथा शिल्पकारों सहित 9000 से अधिक विक्रेताओं के लघु स्थानीय विक्रेताओं को सरकारी प्रापण में प्रवेश दिलाने में सहायता प्रदान की है।

नई प्रौद्योगिकी तथा तकनीकों का प्रयोग करते हुए जेम सदैव प्रयासरत है ताकि प्रयोक्ता के अच्छे अनुभव को सुनिश्चित किया जा सके। हाल ही में दो नए मापदंडों - क्रेता फीडबैक तथा अंतिम

प्रयोक्ता फीडबैक के साथ विक्रेता रेटिंग मापदंडों का पुनः उत्थान किया गया है। अनुरोध प्रबंधन प्रणाली, इंस्टिडेंट प्रबंधन, ब्रांड, उत्पाद तथा आदेशों पर प्रश्नों के निवारण के लिए डाटाबेस के साथ एकीकृत करके GeMmy - इंटेलिजेंट बॉट में और बढ़ोतरी की गई है। इससे और अधिक सम्बंधित जानकारी के साथ प्रयोक्ताओं के साथ अनुबंध में सुधार होगा। प्रयोक्ता अनुभव में सुधार, जिसमें फास्टर क्लोन केटलॉग क्रियात्मकता, विक्रेता मूल्यांकन रिपोर्ट की ए पी आई आधारित खपत, दस्तावेजी साक्ष्य के साथ सामान प्रेषण विवरण दर्ज करने के प्रावधान तथा विक्रेता को दी जाने वाली डिलीवरी तारीख तथा डिलीवरी के सबूत के लिए एक प्रावधान के लिए जेम ने कुछ अभिवृद्धि कार्यान्वित की है। इन सभी अभिवृद्धियों से प्रत्येक चरण में समय को कम करते हुए प्रयोक्ता अनुभव में सुधार होगा।

वर्तमान में पूरा विश्व कोविड - 19 महामारी से लड़ रहा है तथा भारत इस महामारी की रोकथाम के लिए पूरी तरह से प्रयासरत 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 व विक्रेता हेतु यथासंभव इसे आसान बना रहा है। संबंधित तिमाही की समाप्ति पर चिकित्सा व सहायक उत्पाद की केटेगरी सहित कुल 291 केटेगरी उपलब्ध हैं तथा स्थिति की आवश्यकता के अनुसार गुणवत्ता के साथ कोई समझौता किए बिना और अधिक केटेगरी का तेजी से पता लगाया जा रहा है। इस महामारी से लड़ने के लिए इस तिमाही में विभिन्न सरकारी संगठनों द्वारा जेम के माध्यम से 590 करोड़ रूपए से अधिक के उत्पादों की खरीद की गई। इस रिपोर्ट के अंत में और अधिक विवरण के साथ एक विशेष खंड “ GeM on Covid-19” समर्पित है।



EXECUTIVE SUMMARY

Every quarter, GeM Quality Report (GQR) is published to provide the status of 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, 'Make in India' filter has been enabled on the portal. The Marketplace has facilitated entry of small local sellers in Public Procurement, including Weavers, Self Help Groups and Craftsmen. Buyers on GeM, through the Seller Invitation Module, have invited more than 9000 sellers.

GeM is always making efforts using new technology and techniques to ensure best user experience. Recently, Seller Rating parameters were revamped with two new parameters - buyers' feedback and end users' feedback, which will be factored in Seller Rating apart from the transactional parameters. GeMmy – The Intelligent Bot is further enhanced by integrating with databases to address queries on Request Management System, Incident Management, Brand, Product & Orders. This will improve the engagement

with users with more relevant information.

GeM also implemented a few enhancements to improve the user experience that includes faster Clone Catalogue Functionality, API based consumption of Vendor Assessment Report, provisions to enter goods dispatch details along with documentary evidence and separate provision for delivery date and proof of delivery to be given to the seller. All these enhancements will improve the users' experience by reducing the time at each step.

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 Seller to procure and sell COVID-19 related products. At the end of the concerned quarter a total of 291 categories including medical and auxiliary product categories are available and more categories are being fast tracked according to the need of the situation with no compromise in the quality. More than Rs 590 crore worth of products were procured in this quarter by various Government organizations through GeM to fight this pandemic. A special section at the end of this report is dedicated to "GeM on COVID-19" with more details.



PURPOSE OF THE REPORT

This document is the GeM Quality Report (QQR) for the quarter Jul-Sep'20. The Report aims to provide the status of overall health and quality of the GeM platform on the parameters defined in GeM Quality Framework (QQF) consisting of both qualitative and quantitative KPIs.

The primary purpose of QQR is to capture and analyse the trends for various KPIs identified in the QQF. 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

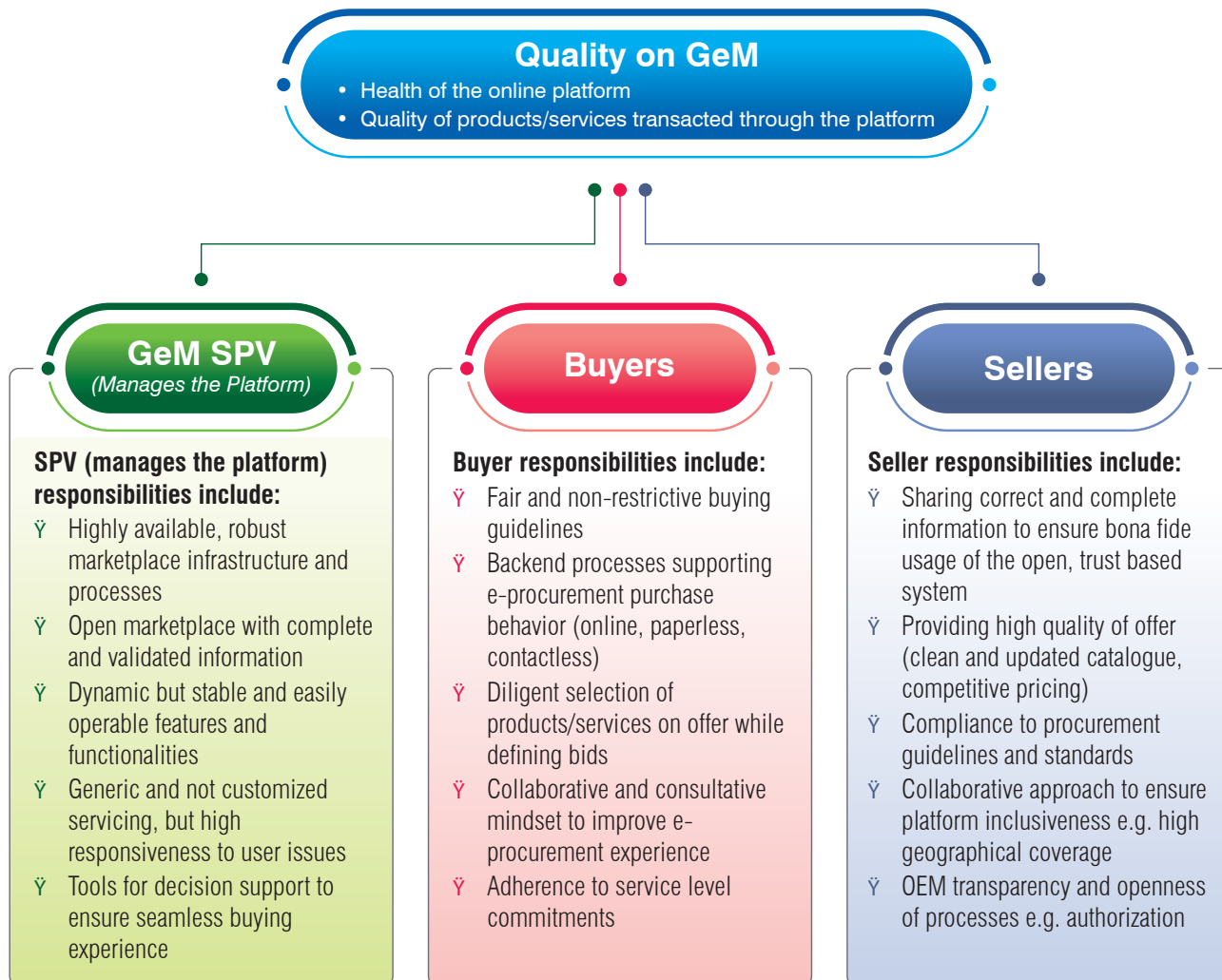


Figure 1 : Key Stakeholder of Quality

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.

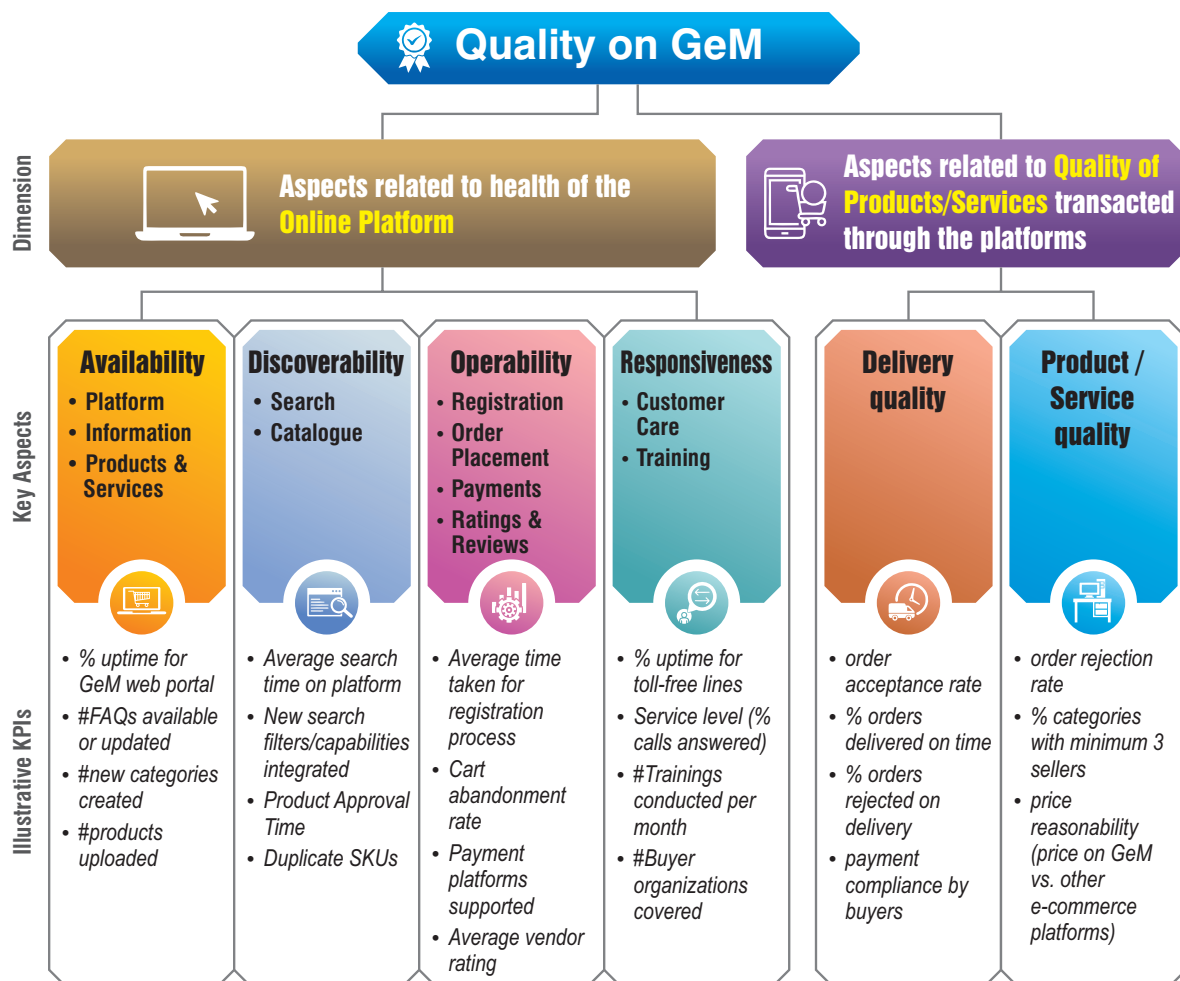


Figure 2 : GeM Quality Framework

QUALITY KPIS

The table in this Section, captures the data for last quarter i.e. Jul-Sep'20 with respect to baseline data of Apr-Jun'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

GeM QUALITY REPORT

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LEGENDS



Improvement compared to the Baseline



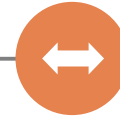
Improvement compared to the Baseline, the lower the better.



Lower than the Benchmark.
Needs improvement



Number higher than the Benchmark means lower performance.
Needs improvement



No Change

S. No.	Dimension	KPI	Apr-Jun'20	Previous Value	Jul-Sep'20	Current value	Units	% change	Trend
1.	Availability (Platform)	% Uptime for GeM web portal	Avg. for 1st Apr-20th Jun 2020	100.00%	Avg. for 1st Jul- 20th Sep 2020	100.00%	%	0%	↔
2.	Availability (Platform)	% Uptime for critical GeM services	Avg. for 1st Apr-20th Jun 2020	100.00%	Avg. for 1st Jul- 20th Sep 2020	100.00%	%	0%	↔
3.	Availability (Platform)	Average page loading time (The lower the better)	Avg. for 1st Apr-20th Jun 2020	2.01	Avg. for 1st Jul- 20th Sep 2020	1.99	Sec.	1%	↓
4.	Availability (Prod. & Ser.)	# Products available on marketplace	Total as on 20th Jun 2020	18,30,944	Total as on 20th Sep 2020	7,57,629	#	59%	↓
5.	Availability (Prod. & Ser.)	# Services available on marketplace	Total as on 20th Jun 2020	122	Total as on 20th Sep 2020	141	#	16%	↑
6.	Availability (Prod. & Ser.)	# New sub-categories added	During 1st Apr-20th Jun 2020	1173	During 1st Jul- 20th Sep 2020	2152	#	83%	↑
7.	Discoverability (Catalogue)	Product Approval Time (Days) (The lower the better)	Avg. for 1st Apr-20th Jun 2020	1.42	Avg. for 1st Jul- 20th Sep 2020	1.23	Days	13%	↓
8.	Operability (Registration)	Avg. time taken for registration (seller) (days) (The lower the better)	Avg. for 1st Apr-20th Jun 2020	1.82	Avg. for 1st Jul- 20th Sep 2020	1.31	Days	28%	↓
9.	Operability (Registration)	Avg. time taken for registration (buyer) (days) (The lower the better)	Avg. for 1st Apr-20th Jun 2020	4.03	Avg. for 1st Jul- 20th Sep 2020	4.43	Days	10%	↑
10.	Operability (Registration)	% Seller (Active) profiles with complete data	Total as of 20th Jun'2020	96.73%	Total as of 20th Sep'2020	97.30%	%	1%	↑
11.	Operability (Order)	Average time taken for direct purchase(hours) (The lower the better)	Avg. for 1st Apr-20th Jun 2020	11.83	Avg. for 1st Jul- 20th Sep 2020	25.24	Hours	113%	↑
12.	Operability (Order)	Average time taken for Bid purchase	Avg. for 1st Apr-20th Jun 2020	47.53	Avg. for 1st Jul- 20th Sep 2020	44.56	Days	6%	↓

S. No.	Dimension	KPI	Apr-Jun'20	Previous Value	Jul-Sep'20	Current value	Units	% change	Trend
13.	Operability (Order)	Cart Abandonment Rate %(The lower the better)	Avg. for 1st Apr-20th Jun 2020	13.35%	Avg. for 1st Jul- 20th Sep 2020	13.29%	%	0.04%	↓
14.	Operability (Payments)	% of payments on-time (10 Days SLA)	Avg. for 1st Apr-20th Jun 2020	18.42%	Avg. for 1st Jul- 20th Sep 2020	33.92%	%	84%	↑
15.	Payment Overdue	Overdue payment as a % of due payment	Total as on 20th Jun 2020	97.37%	Total as on 20th Sep 2020	95.84%	%	2%	↓
16.	Operability (Ratings)	Average vendor rating	Avg. for 1st Apr-20th Jun 2020	3.99	Avg. for 1st Jul- 20th Sep 2020	3.97	#	1%	↓
17.	Operability (Ratings)	Vendor profiles verified	Total as of 20th Jun'2020	19921	Total as of 20th Sep'2020	24321	#	22%	↑
18.	Operability (Ratings)	Average buyer rating	Avg. for 1st Apr-20th Jun 2020	3.27	Avg. for 1st Jul- 20th Sep 2020	3.13	#	4%	↓
19.	Responsiveness (Cust Care)	Customer satisfaction score (Out of 5)	Avg. for 1st Apr-20th Jun 2020	3.78	Avg. for 1st Jul- 20th Sep 2020	3.82	#	1%	↑
20.	Responsiveness (Cust Care)	Service level (%calls answered)	Avg. for 1st Apr-20th Jun 2020	74.65%	Avg. for 1st Jul- 20th Sep 2020	58.99%	%	21%	↓
21.	Responsiveness (Cust Care)	% Calls answered within 2 minutes	Avg. for 1st Apr-20th Jun 2020	56.67%	Avg. for 1st Jul- 20th Sep 2020	27.94%	%	51%	↓
22.	Responsiveness (Training)	# trainings conducted	Total for 1st Apr-20th Jun 2020	195	Total for 1st Jul- 20th Sep 2020	561	#	188%	↑
23.	Responsiveness (Training)	# Buyer organizations/ buyers covered	Total for 1st Apr-20th Jun 2020	114	Total for 1st Jul- 20th Sep 2020	290	#	154%	↑
24.	Responsiveness (Training)	# Sellers covered	Total for 1st Apr-20th Jun 2020	4676	Total for 1st Jul- 20th Sep 2020	19940	#	326%	↑
25.	Responsiveness (Training)	# States covered	Total for 1st Apr-20th Jun 2020	19	Total for 1st Jul- 20th Sep 2020	29	#	53%	↑
26.	Product/service quality	% Order rejected post-delivery (The lower the better)	Net value as of 20th Jun'20	0.68%	Net value as of 20th Sep'20	0.66%	%	3%	↓
27.	Product/service quality	% Subcategories with minimum 3 sellers	Net Value as of 20th Jun '20	85.70%	Net Value as of 20th Sep '20	80.80%	%	6%	↓
28.	Delivery Quality	Order acceptance rate	Avg. for 1st Apr-20th Jun 2020	86.55%	Avg. for 1st Jul- 20th Sep 2020	90.12%	%	4%	↑
39.	Delivery Quality	% Orders delivered on time	Avg. for 1st Apr-20th Jun 2020	74.28%	Avg. for 1st Jul- 20th Sep 2020	77.09%	%	4%	↑
30.	Delivery Quality	% Orders cancelled before delivery (The lower the better)	Net Value as of 20th Jun '20	1.03%	Net Value as of 20th Sep '20	1.02%	%	1%	↓

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.

01

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 Buyer Ministry SCOGem in identifying demand areas to be migrated to GeM. Efficiency of the GeM SPV in creating requisite TPs in quick timeframe.

02

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.

03

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.

04

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.

05

DELIVERY QUALITY

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

06

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.

INCIDENT MANAGEMENT

In the report period of Jul-Sep'20, more than 78840 incidents have been raised. 81.7% of incidents were related to catalogue (market) and 18.3% were related to post contract. Among Incidents raised during Jul-Sep'20, 64% were raised against buyers and 36% were raised against sellers majorly as an activity to remove insane products. 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.



GEM ON COVID-19

As the world fights with the outbreak of COVID-19 pandemic, India is making all its efforts to contain and fight the infection. GeM is putting all its efforts and bridging the gap between government organization and sellers for easy procurement of products.

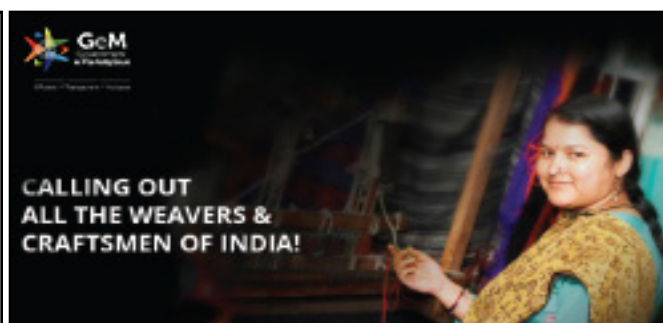
GeM has ensured a high level of quality and best price for the products purchased either from direct purchase or BID/RA. Bid cycle for COVID-19 related categories is reduced to 3 days from the existing 10 days. Delivery period is shortened to a minimum of 2 days considering the nature of the items.

Buyer will now be able to filter local sellers for purchases up-to INR 5 lakhs to enable faster delivery of goods during COVID-19. To further ease the procurement, Buyers will now be able to filter sellers based on Lead Time input for purchases below INR 5 lacs.

New business rules were implemented to control the prices of the COVID-19 related products & services and to stock out sellers who do not update stock within 48 hours of notification for specific categories.

Government organizations procured medical related products efficiently because of the new amendments. Since the pandemic broke out, GeM has on-boarded more than 23000 sellers in medical categories & close to 22000 sellers in auxiliary categories, having more than 1.6 lac products combined in medical & auxiliary categories.

A report by the name of 'GeM-COVID19: Status Report' is linked in the banner below for the detailed numbers. You can also check all the products related to COVID -19 from the banner below.



VOICE OF CUSTOMER – GEMMY

Various enhancements have been done on ‘Voice of Customer’ initiative to ensure timely resolution, improve grievance management, and provide end-to-end resolution through chatbot and helpdesk.

A dedicated escalation desk has been set up to manage grievances which reach the GeM officials. This desk is also aligned to social media platforms like Twitter and LinkedIn and any negative comment that is posted on Social Media is traced, the customer is reached out and provided a resolution on the issue.

The chatbot UI has been completely revamped which has led to an increase in number of chats by 57% as compared to the previous quarter. In Jul-Sep’20 quarter, chatbot was integrated with databases to address queries on Request Management System, Incident Management, Brand, Product & Orders. In September alone, more than 37000 queries related to these new integrations were made. In this quarter, the Customer Satisfaction improved to 85% as compared to 80% in last quarter.

The charts below show the GeMmy’s engagement trends over the last 6 months of time.

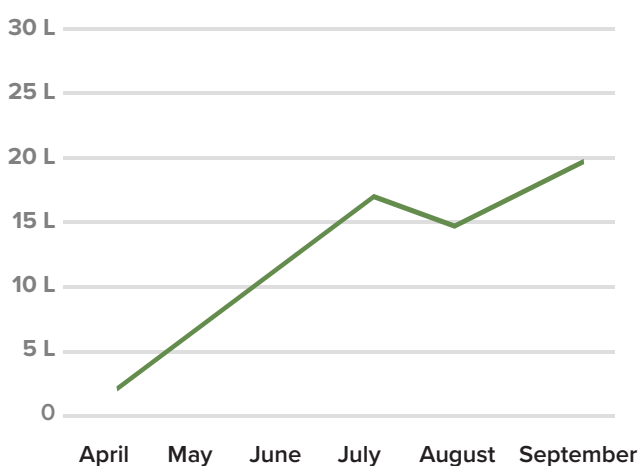


Figure 4 : GeMmy Unique Users

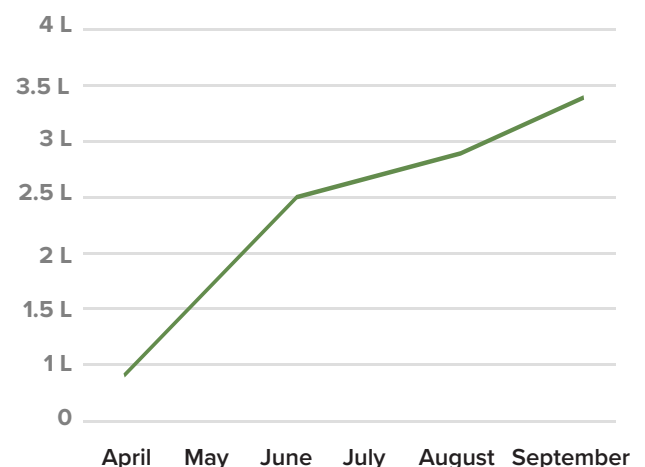


Figure 5 : GeMmy Total Queries



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ENHANCEMENTS & INITIATIVES FOR SELLERS

SELLER INVITATION MODULE

01

Buyers can now invite sellers from their GeM account for registration using the Seller Invitation Module. A total number of 9,918 unique sellers were invited by the buyers

SELLER RATING REVAMP

GeM has recently developed Buyers' feedback and end users' feedback as two additional new parameters which will be factored in the rating of sellers apart from transactional parameters. This will further improve the seller's profile outlook

02

03

In this quarter, 13164 MSME registered sellers signed up. GeM is in consultation with the Ministry of MSME to onboard and to integrate as many of the 92 lakh MSMEs registered in the Udyog Aadhaar database as possible

SARAS COLLECTION

A dedicated portal showcasing daily utility products made by self-help groups (SHG) was developed in collaboration with the Ministry of Rural Development and launched on 04 May 2020. Presently there are 1,273 SHGs registered as sellers on GeM and have listed 1006 products on the portal

04

TRIBESINDIA eSTORE

A dedicated portal showcasing exquisitely handcrafted tribal handicrafts, textiles, paintings and minor forest produce was developed with TRIFED, Ministry of Tribal Affairs and launched on 27 June 2020. Presently, more than 4,500 products made by tribal entrepreneurs are listed on the portal

05

ARTISANS AND WEAVERS

06

GeM has initiated the seamless onboarding of nearly 18 lakh artisans and 35 lakh weavers/allied workers with Dept of Handicrafts and Handloom, Ministry of Textiles on 17 July 2020. Presently, 6,850 artisans and 58,018 weavers are registered on GeM

07

Clone Catalogue Functionality has been introduced to help resellers with faster catalogue upload by filling up very few details

Product Upload Process is further enhanced with MRP Document upload, facilitating with validation of price of the products with more ease

08

Provisions to provide dispatch details & documents were implemented. Now, Sellers can enter goods dispatch details along with documentary evidence and can also provide the delivery date and proof of delivery

Sellers can now view the payment authority in GeM contracts. This was implemented to ease the process of payment follow-up

10

09



WHY IS
GeM 4.0
SMARTER, BETTER & MORE EFFICIENT?

- 200+ new features made live in the last 4 months - faster brand approval, increased transparency, localized procurement and thorough vendor assessment
- No barrier to join GeM. No fees for registration, brand approval and product uploads
- 100+ additional enhancements identified by the GeM team to be implemented by September 2020

APPENDIX – 1

Figure 1

Key Stakeholders
of Quality

Figure 2

GeM Quality
Framework

Figure 3

Analysis of
GeM Quality

Figure 4

GeMmy
Unique Users

Figure 5

GeMmy Total
Queries





GeM
Government
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Efficient • Transparent • Inclusive



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