

Frequently Asked Questions (FAQs)

Question – What are the pre-requisites for primary user registration ?

Answer – "The prerequisites for primary user registration are:

1. Aadhaar number of the user.
2. Mobile number which is linked with Aadhaar.
3. Email ids hosted by NIC, only NIC registered Email ids are allowed, this would facilitate users from all 1600+ domains to freely register and transact on GeM.
4. Verifying authority details such as name, mobile number and NIC registered email id.

Note: In case the user does not have an email id which is hosted by NIC s/he would be directed to open GeM buyer id email."

Question – Is Aadhaar mandatory for primary user registration ?

Answer – Yes, Aadhaar is mandatory for primary user registration. Note: Aadhaar details collected by GeM are solely for user verification.

Question – What are the key tasks of a primary user ?

Answer – The key tasks of a primary user are:

- Self registration
- Filling organization details
- Creation/modifications of secondary users
- Monitoring of orders placed
- Administration of GeM procurements
- In case the primary user gets transferred or retires from the organization, he/she needs to transfer the primary user account

Question – Can a primary user change his / her user ID ?

Answer - No, a primary user cannot change his/her user ID once it is created. It is advisable that the user ID is carefully created as per the designation or department.

Question – How can a user verify his / her email ID during registration ?

Answer – You must have a NIC registered email id to register, upon entering the NIC registered email id like gov.in/nic.in etc. during registration, the email will be verified by NIC. On successful validation by NIC, the user will get an email message with a one-time password for continuing with the registration process.

Question – Is it possible for the secondary user to edit the user ID ?

Answer - No, it is not possible for the secondary user to edit the user ID, as it is created by the primary user.

Question – How does a secondary user activate himself ?

Answer - For secondary user activation, Click on the "Activation link" sent to email id entered by Primary user, Enter "Aadhaar Number" & "Aadhaar link Mobile Number", Verify through OTP and create your account's password.

Question – Is it possible for the primary user to edit / change personal information ?

Answer - Yes, a primary user can edit his/her personal information like email id, mobile number, designation and password. However, any alteration to the name is not possible.

Question – Why have I not received an OTP during registration ?

Answer - One-time password (OTP) is sent on your Aadhaar linked mobile number. If you haven't received the OTP, please ensure that your mobile number is linked with your Aadhaar.

Question – I forgot my password to access GeM Portal, how can I reset it ?

Answer - Please follow following steps to reset your password on GeM portal:

1. Kindly visit <https://gem.gov.in/> and click on Login,
2. Click on "Forgot your Password" link,
3. Enter your User Id, kindly note that User Id is case sensitive,
4. Type the Characters displayed in the captcha box, press SUBMIT,
5. An E-mail will be sent to your registered E-mail ID with link to Reset password,
6. Click on Reset Link in your E-mail, and Enter new password and confirm the same, Press SUBMIT.

Kindly note that your Password must be of 8-20 characters- 1 upper case letter, 1 lower case letter, number, and a special character.

Question – Is there any specific criteria for creating password on GeM ?

Answer - Yes, the password must be a minimum of 8 characters in length, containing upper case, lower case, numbers and special characters. Example Password:Gem@2018

Question – Who is a verifying authority and what is his / her role in primary user registration ?

Answer - Verifying authority is a person who verifies the details of the primary user. An officer of the same rank /one rank lower/one rank higher, can register as a verifying authority. He/she must have a NIC registered email ID.

Question – What could be the reason for variation in prices between GeM and other Marketplaces ?

Answer - The variation in retail price and GeM Price of a product could be due to under mentioned factors.

1. The price offering on GeM are inclusive of all taxes.
2. Product on GeM may have a different warranty period.
3. Onsite warranty is offered for some products on GeM.
4. Prices could also vary due to Payment Terms of the transaction.

Question – Why am I unable to see the seller's name in market, while searching a product on GeM ?

Answer - In order to avoid biases in selection of seller, for a particular purchase, seller's name is no longer disclosed on GeM until the Buyer makes a purchase decision.

Question – What are the minimum delivery days during direct purchase ?

Answer - The minimum and maximum number of delivery day(s) may vary, specific to the product and service category.

Question – Can a primary user play the role of a buyer ?

Answer - No, a primary user cannot take part in procurement. Primary user needs to create secondary user, i.e., buyers for procurement. However, a Primary user can be a consignee to receive a product/service.

Question – What is concession on GST ?

Answer - Certain Buyer organizations are eligible for concession on GST if goods for which bids have been invited fall under classification of GST concession and the conditions for eligibility of concession are met by the institution.

Question – Why the Buyer is asked to choose between Direct Purchase or Bid/RA when 'Add to Cart' button is clicked ?

Answer - This option is given to Buyers to understand their Intent of Buying so that Buyers can select and verify values for Golden Parameters to create Bid as per the specific requirement for procurement.

Question – What are the different payment modes available in GeM ?

Answer - Below is the list of payment modes currently available in GeM: • PFMS • IFMS • Internet Banking • State GeM Pool Account (SGPA) • GeM Pool Account (GPA) • CGDA for Defence Buyers • Railways for Railways Buyers

Question – What is GPA ?

Answer - GeM Pool Account is a special purpose bank account (non operative Savings/current Account) opened, operated and controlled exclusively by each NPAE(Non-Public Financial Management System (PFMS) Agencies/Entities) for the purpose of crediting 100% projected value of the contracts/supply orders in to the account and for subsequently making timely payments to the suppliers on successful supply and acceptance of goods & services ordered on GeM against supply orders placed by the NPAE on GeM.

Question – How can I enable GPA payment mode in my account ?

Answer - HODs can go to the Payment Method tab under 'My Account'. After selecting GPA checkbox, HOD needs to validate their GPA number and IFSC code that they have received from the bank. Once the validation is complete, HODs can register their DDOs by mapping them to one of their validated GPA accounts.

Question – How can I change the payment mode ?

Answer - The primary users are authorized to change their payment mode. Once the primary user changes the payment mode, the payment mode will display to users i.e. Buyers/DDOs etc.

Question – How can I check my contract details ?

Answer - To check contract details, login to your account and go to the “Dashboard”. Then click on "Product/Service Order".

Question – How can a buyer buy a product from MSE (Micro, Small Enterprises) ?

Answer - In order to purchase MSE product, buyer needs to select "MSE" filter available under "Administrative" section. This filter will enable the buyer to view only the MSE sellers.

Question – Can a buyer cancel the contract ?

Answer - Buyer has the option to Decline Demand, which does not require seller consent. This option is available with the buyer right from the time of submission of the financial approval document till the order has been accepted by the seller. Once the order has been accepted by the seller, the buyer can initiate a cancellation request, which goes to the seller for consent.

Question – How many days the seller has for responding to order cancellation requests raised by the buyer ?

Answer - Seller has 5 days to respond to the buyer's order cancellation request. In case, the seller does not respond in 5 days, the order cancellation request gets auto rejected.

Question – By how many % can a Buyer increase / decrease order quantity ?

Answer - Buyer can increase/decrease upto 25% of the original quantity before the contract generation and increase upto 25% of the original quantity after the contract generation. For eg. for an order with original quantity 10, amendment of 2 quantities is 20% and 3 is 30%. Since the allowed amendment is 25%, a buyer can increase/decrease upto 2 quantities.