

Dy. Director (IT)
Delhi Jal Board, GNCTD
Dy. No. 2049 dt 5/12/25

	DELHI JAL BOARD: GOVT OF NCT OF DELHI OFFICE OF THE DY. DIRECTOR (F & A)-II <u>VARUNALAYA PHASE-II, KAROL BAGH,</u> <u>NEW DELHI</u>	
No. F.118/DJB/AO(F&G)/GeM/2024 2738		Date:-05-12-2025

Subject:- Implementation of government e-Marketplace (GeM) developed by Ministry of Commerce and Industry, Government of India for procurement of goods and services in the Govt. OF NCT of Delhi Departments/PSUs, State Government entities having internal governing Board, Corporations, SPSUs, Local bodies, etc. and their subordinate institutions.

Please refer to order No. F.5(273/FIN/EXP-I(2025-26)/AD/dsi/1120 dated 18-11-2025 issued by the Finance Department, (Administration Division), Govt. of NCT of Delhi on the subject cited above. A copy of the same is enclosed herewith.

2. Being Nodal Officer, it is requested to facilitate the officers/officials of Delhi Jal Board who are required to use the GeM Portal in connection with procurement of Goods and Services for Delhi Jal Board in line with above referred order dated 18.11.2025 of GNCTD.

3. This issues with the approval of competent authority.

Encl. :-As above.


Dy. Director (F&A)-III/LO

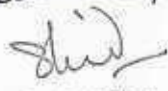

Dy. Director(IT)

Copy for kind information to:-

1. PS to CEO, DJB.
2. Member(A)/Member(Fin)/CVO/Addl.CEO.
3. CEN (Dr)/CEN(W).
4. All CEs/Directors/SEs/Jt. Directors
5. All EEs/DDOs/ All Dy. Directors.
6. All Sr.AOs/AOs/AAOs
7. DD(IT) with the request to upload the same on the official website of DJB

Dy. Director (F&A)-III
Diary No. 177
Date 08/12/25

P1. attach order No. F. 5 (273) FIN/EXP-I(2025-2026)/
AD/dsi/1120 dt 18/11/2025


Dy. Director (F&A)-III/LO
DD (F&A)-III
copy attached
DD (F&A)-III
05/12/25
DD (F&A)-III
05/12/25
Prop 1 upload on
website
8/12/2025

No. F.5(273/FIN/EXP-I(2025-26)/AD/151/1120
GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
FINANCE DEPARTMENT (ADMINISTRATION DIVISION)

4th Level, A-Wing, Delhi Secretariat,
I.P. Estate, New Delhi- 110002.

ORDER

Dated 18/11/2025

Sub: Implementation of Government e Marketplace (GeM) developed by Ministry of Commerce and Industry, Government of India for procurement of goods and services in the Govt. of NCT of Delhi Departments /PSUs, State Government entities having internal governing Board, Corporations, SPSUs, Local bodies, etc. and their subordinate institutions.

Government e Marketplace, (GeM) under Ministry of Commerce & Industries, has been developed by the Government of India, for the procurement of goods and services for Central / State Governments, Central /State PSUs, Autonomous Bodies, Local Bodies, etc. Government of India has approved GeM as the National Public Procurement Portal, and Procurement through GeM has been made mandatory for all Central government departments / Organization under the General Financial Rules (GFR-2017) as amended up to date. GeM platform offers a wide range of products and services from various suppliers/vendors and service providers. GeM Portal is built up on pillars of Transparency, Efficiency and Inclusivity and use of this portal has enabled the procurement process for government departments to become more efficient, transparent and cost-effective.

2. Government of NCT of Delhi has signed MoU on 21.11.2019 with Government e Market Place to make use of GeM for procurement of goods and services, make changes to the procurement rules and procedures of the State to be in line General Financial Rules of the Government of India.

2.1. APPLICABILITY : This consolidated order is issued with immediate effect to ensure availability of consolidated guidelines (order) related to procurement through GeM portal for all the buyer such as State Govt. departments, State Government entities having internal governing Board, Corporations, SPSUs, Local bodies, etc. All State Government entities having governing "Board" and have own procurement rules shall ensure that necessary amendment is done in entities internal purchase rule within 3 months, to align with this consolidated order from the date of notification of the same.

2.2. In case of any deviation in respect of any of the provisions of this order from the previous orders related to GeM procurement or with the existing state procurement rules, the provisions of this order shall prevail.

2.3. Procurement through GeM portal shall be complying of GFR-2017 (as amended up to the date) and procurement manuals issued by Department of Expenditure, Ministry of Finance.

11/11/2025

2.4. All GeM procurement by state buyers shall follow GeM GTC (General Terms and Conditions)

3. Registration on GeM: For making procurement through GeM, it is mandatory for buyers to onboard / register on GeM portal. Details of the type of buyer registration as well as duties and responsibilities of buyers on GeM are indicated in GeM GTC available on GeM portal. Registration involve different officials registering as Primary User / Secondary User (Buyer/Consignee/D.D.O./paying authority). Therefore, all the departments/institutions are required to authorize suitable officials by their designation to act as Primary User/Secondary User (Buyer/Consignee D.D.O.) in accordance with the provisions mentioned in GeM GTC. All departments should issue orders to delegate the necessary powers to officials at various levels to register accordingly. Additional Chief Secretary/Principal Secretary/Secretary/HOD of attached department/any authority designated by State Government may suitably issue orders regarding who are to register in different roles.

3.1. Primary User shall register himself / herself on GeM and is required to enter the name of the Administrative Department. If the name of the Administrative Department is not available in the dropdown, the same can be taken up with GeM for inclusion. For registration, details such as Aadhar number, Mobile number linked to Aadhar, and Government email ID are required. For uniformity, primary users may use the official email ID as the User ID. Primary buyers are required to have e-mail with NIC Hosted email domain; alternatively, he/she can request for whitelisting of their organizational domain that can be subsequently used for onboarding on to GeM.

3.2. After the onboarding/registration of primary users, they shall register their subordinate officers as secondary users in the role of Buyer, Consignee or paying authority etc. In case, Government Mail ID is not available for secondary buyers/consignee, either primary buyers can request for whitelisting of their organizational domain that can be subsequently used for onboarding on to GeM or can use the non NIC, Non whitelisted domains as well for Secondary user onboarding.

An undertaking that the mail domain is owned by the buyer organization in case of whitelisting and they will ensure that email IDs of users who have retired from the organization are regularly being deactivated by them and they will also notify GEM about any such retirement or deactivation of the users, should also be submitted.

3.3. For uniformity, the username/account name of the e-mail (the part before @) can be made a user ID for all the officers registering as primary/secondary users. After the registration of primary users and secondary users of the department officials as above, the department can proceed with the procurement from the GeM portal.

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3.4. Registrations already done on GeM Portal by different department/organizations may continue and concerned Additional Chief Secretary/Principal/ Secretary Secretary/HOD of attached department/any authority designated by Govt. of NCT of Delhi may review such registrations and de-activate users if considered necessary.

3.5. While transfer of officer, necessary updation of details should made in the Gem Portal accordingly.

4. Training Requirements

For any buyer organization of the Govt. of NCT of Delhi which requires Training for employees to undertake procurements reference can be made to GeM State Nodal officer/State team whose details are available in GeM website and are also widely circulated among Govt. of NCT of Delhi Departments/Organizations. Requests for training can also be made to GeM officials in charge of Training and capacity building whose details are also available on the GeM website.

5. General Guidelines for procurement of Goods and Services:

5.1. All procurement of goods and services by State Govt. departments, State Government entities having internal governing "Board", i.e. Corporations/SPSUs, Local bodies, their subordinate institutions etc., must be mandatorily made through GeM portal only. Before initiating the procurement process of goods/services, buyer must obtain necessary approval from the competent level and ensure availability of adequate funds for the procurement.

5.2. GeM has provided the following modes of procurement:

Direct Purchase - Up to Rs.50,000/- through any of the available suppliers on the GeM, meeting the requisite quality, specification and delivery period.

Direct Purchase (Automobile): In the case of automobile categories, Government e Marketplace provide for procurement under direct Purchase without any ceiling limit in terms of the GFR provisions. Therefore, direct purchase may be resorted to for any value. However, buyers also have option of resorting to bidding if considered necessary.

5.2.1. L-1 Purchase by comparison- This procurement mode is available for procurement above Rs.50,000/- and up to Rs. 10,00,000/- through the GeM Seller having the lowest price amongst the available sellers of at least three different manufacturers, on GeM, meeting the requisite quality, specification and delivery period. For goods and services valued below Rs.10,00,000/- the buyer department also has option of using the online bidding/reverse auction tools available on GeM.

5.2.2. Purchase through bid/tender- Above Rs. 10,00,000/- through the supplier having lowest price meeting the requisite quality, specification and delivery period after

mandatorily obtaining bids, using online bidding or reverse auction tool provided on GeM. If the buyer is not satisfied with the L-1 rate obtained through bidding or RA (Reverse Auction), they may use the price negotiation tools available on the GeM portal.

5.2.3. Forward Auction: The GeM portal provides facilities to Government organizations to sell or lease their items (such as assets, scrap materials, e-waste, and more). Forward auction features can be used for auctioning of facilities with sharing of revenue, Auctioning of building and assets etc.

5.2.4. Push Button Procurement (PBP): It is a simplified and automated method of procurement applicable for small-value procurements. This is available in select product categories notified by GeM from time to time. This involve a bidding process where all sellers with offering as per catalogues satisfying filter criteria will get option to offer rates for the specific procurement and can be used only if at least five bids are received and is allowed only for categories with a minimum of ten listed vendors on GeM. At present this procurement is limited to Rs.5 lakhs. Buyers must ensure that splitting of requirements is done to fall within the limit up to which GeM allows this type of procurement. Once the bidding process is successfully completed with the required number of bids, the contract is awarded automatically without any human intervention.

5.2.5. Rate contract: GeM also has functionality for rate contract (centralized/decentralized). This is available for specified category and RC-Buyer combination. The request for same is required to be made by the RC buyer through respective GeM nodal officer to facilitate it.

5.2.6. Running contracts : Buyers also have option of issuing bids for running contracts. Under running contract repeated buying is possible up to 2300% of originally bid quantity during period of running contract. Each contract placed subsequently are called child contract. Running contract is to be enabled for specific buyer and specific category and orders can be placed only by the buyer who issued the bid.

5.2.7. Single source purchase/ PAC buying: Subject to the compliance to the condition of the Rule 166 of GFR-2017 (amended update), procurement can be made from single source/brand. However, the procurement has to be done through GeM only after the approval of the Competent Authority.

6. Bid Process

6.1 GeM is an end-to-end digital marketplace where the seller /service provider offer their products and services by creating catalogues as per the standardized technical particulars (TP) framework generally known as GeM category (product/ service). All the essential stages of public procurements process such as identification/searching of required product specification (i.e. market search/comparing etc.), identifying catalogues matching with technical requirements (i.e. carting), drafting of the bid (i.e. bid creation), enabling

provisions to ensure government policies relating to the MSE/startup/MII etc. (i.e. bid finalization), publishing of the bid (i.e. bid publishing), issuing of requisite corrigendum if any (i.e. course correction), bid opening, technical evaluation, bid finalization/L1 discovery, contract placements, post contract amendments if any, post contract managements like invoicing/PRC/CRAC and payment /closure of the contract etc. All activities can be carried out on the portal in truly digitally and in paperless manner.

6.2. Buyers are required to ensure that no terms and conditions that violate GeM GTC and Bid Disclaimer should be included in the bids.

6.3. The bids are created using the standard term and condition of the GeM portal such as GeM GTC and Special terms and conditions if any applicable for the product or service category for which bid is floated. There is a standard Additional Terms and Conditions (ATC) library available on GeM portal accessible during bid creation covering clauses which are normally required. If the buyer wishes to add any terms and conditions beyond the these conditions they may do so by using the GeM Additional Terms and Conditions (ATC) facility, which can be availed.

6.4. Buyer may include additional terms and conditions only with due approval of the competent authority (i.e. Secretary or Head of Department or administrative authority who is competent to approve placement of contract). This buyer added ATC should be supplementing to the standard terms and conditions of the GeM portal such as GTC, bid disclaimers, etc. and not contradicting. Buyer organization is responsible for the impact of the clause added through ATC on the bidding process, its outcome, and consequences thereof including any eccentricity/restriction arising in the bidding process. All efforts should be made to ensure that transparent non-restrictive terms and condition as well as evaluation criteria is adopted.

6.5. The buyer shall ensure there that there is no contradictory restrictive stipulation compliance with the basic principles of public procurements including up to date instruction guidelines, regulatory compliances and disclaimers mentioned in the GeM bids are ensured.

6.6. To ensure that prospective bidders are dealt with all fairness and all possible opportunities to ensure natural justice option to represent against the bid stipulations challenging the bid rejection, etc. are provided by GeM as per the system defined process and timelines.

6.7. If any prospective bidder has any objection/complaint regarding bid, can make online representation within 4 days of publication of GeM bid (This is configurable for short duration bid), the buyer is bound to respond to all such representations and if he/she fails to respond to such representations, he/she will not be allowed to open the bid by the GeM

portal. The timeline of 4 days available for representation is prevailing at present and in case of future changes applicable timelines as per system shall be in force.

6.8. During the bid technical evaluation process on GeM, a window will be available for acceptance or rejection of bids. While rejecting bids, a speaking reason should be mentioned and participant seller/services provider will get time to represent. Once represented the buyer is required to give clarification on the points raised before proceeding further with the bid. Bids should not be rejected on technical grounds without giving a clear reason.

6.9. Buyer should examine whether participating bidders are violating one bid per bidder terms as per GeM GTC. The GeM provides details about IP address of bid submitted and this information may be utilized for examination regarding any restrictive or cartelisation trend among bidders.

6.10. Regarding suspension/debarring of seller, Buyer should follow provisions as per the GeM incident management policy.

6.11. Till integration of Govt. of NCT of Delhi's payment system with GeM portal is completed, and PFMS like system is simulated, the present payment system being followed by the Govt. of NCT of Delhi for payment of procurement of Goods/Service/Works through GeM shall be continued.

6.12. Wherever required product and service categories are available on GeM buyer should make procurement through category/category-based bidding only. Facility of Custom bid/BOQ bid should not be used merely due to the fact that the available category/categories are not matching exactly/verbatim. GeM provides reasonable flexibility to the buyers to supplement (without contradicting) the existing technical specification by adding up to 5 additional parameters over and above category parameters while creating category-based bids. Such parameters, however, should not alter the existing parameters of category and should only supplement the same.

6.13. GeM provide bunching of categories where sufficient nos. of common sellers are present. Buyers should not bunch products/categories which are generally not sold by same set of sellers to ensure fair competition and better price discovery. Creating separate bids on the GeM, for the categories where the bunching is not enabled by the GeM, is easy and efficient resulting in fair competition.

6.14. Buyer should not bunch products or add buyer added ATC or adding additional parameters which may create any eccentricity/restriction. Due diligence shall be applied regarding the impact of these on the bidding process, its outcome, and consequences thereof.

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6.15. Government e-marketplace indicate disclaimer points in bids and if any clause(s) is/are incorporated by the Buyer regarding the same bid and resultant contracts shall be treated as null and void and such bids are liable for cancellation by GeM at any stage of bidding process.

7. **Two Stage bidding and single packet bidding:** GeM Portal facilitates two types of bidding viz (i) Two stage bidding and (ii) single stage bidding. In case of two stage bidding, technical bid and price bid are involved. After completion of technical evaluation, price bids of only offers of technically eligible bidders are opened. In single packet bidding, there is no separate stages. In this, a provision is available to select first 10 lowest offers in a batch and then complete technical evaluation. This is to reduce the requirement of evaluating all offers.

8. **Duration for bid opening:** On GeM Portal minimum bid opening time for category-based product and service bids are 10 days and buyer can give more time also for custom and BOQ bids minimum 21 days are to be opted. In case of emergency purchases, which required shorter duration for opening, approval of competent authority may be obtained and GeM may be approached to facilitate.

9. **Tender fee:** On GeM Portal there is no tender fee. Accordingly there is no requirement to include provisions for payment of tender fee.

10. **Custom/BoQ Bid:** In case relevant product/services category are not available on the GeM portal, the buyer should opt for Custom/BOQ bid functionality (if applicable) of the GeM. Custom/BOQ bid will be floated on the portal only after obtaining approval from the competent authority (Secretary or Head of Department). While creating custom BOQ bids buyers are required to generate GeM non availability certificate indicating that required category is not available. Buyer is required to select relevant/similar categories so that notifications about the bid are sent by GeM Portal to all sellers available in these categories. Buyer organizations may also give publicity through their websites or by notification through newspapers or through e mails to all likely sellers to ensure maximum publicity for the bid within 03 days of publication of Custom/BOQ bid.

11. **Eligibility and other Requirements included in the bids:** Buyer organization should ensure that the eligibility criteria for the seller/service provider in the GeM bid are in accordance to the applicable provisions of the GFR/DoE Manual/GeM GTC, CVC guideline etc. In case of requirement to add stringent eligibility conditions for the seller/service providers in the bid same may be done only after obtaining approval of the competent authority (Secretary or Head of Department).

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18/11/2025

11.1 Experience.

(i) GeM Portal provides standard clauses for experience in respect of the bidders. Buyer organization may however include clauses as decided by them. It is however required to ensure that changes in the qualifications related to past experience over the standard clauses available may be made only after obtaining approval from the competent authority. The buyers are required to ensure that approval from the competent authority (Secretary or Head of Department) with sufficient justification is obtained before incorporating the same in bid.

(ii) As per the provisions mentioned in the DOE Procurement Manual, MSME Policy of Govt. start-ups and micro and small units registered under the rules may be exempted from prior turnover and prior work experience on procurement of goods/services, without affecting the quality and technical specifications of goods and services. Decision regarding such exemptions is to be made by the buyer organization before floating bids with approval of competent authority and suitable options to be selected GeM Portal provide functionality for buyer to choose exemption at time of creating bid.

In case the Govt. of NCT of Delhi Policy provides such exemptions, only to the micro and small units and start-ups located in the State, same may be stipulated in the bid and implemented accordingly.

(iii) Competent authority for approval for inclusion of suitable options may be at least Secretary or Head of the Department such as Divisional Commissioner/District Magistrate/Director/Commissioner/Managing Director/Director General, etc.

11.2. Turnover

11.2.1. GeM Portal provides standard clauses for bidder turnover as well as OEM turnover (When turnover of the OEM of product is relevant). GeM suggest OEM minimum turnover as maximum 4 times bid estimated value and bidder turnover as 0.50 of estimated value.

11.2.2. Buyer organization may include clauses as decided by them.

11.2.3. It is, however, required to ensure that changes in the qualifications related to turnover over the standard clauses available may be made only after obtaining approval from the competent authority. The buyers are required to ensure that approval from the competent authority (Secretary or Head of Department) with sufficient justification is obtained before incorporating the same in bid.

11.3. Tender Sample: As per the CVC guidelines and provisions of DoE Manual on Procurement of Goods Government of India, the buyers are required to avoid incorporation of clauses relating to trial/tender sample for bid evaluation to avoid subjectivity. Therefore, clauses relating to trial/tender sample for technical evaluation stage may be avoided. However, GeM Portal have indicated list of exempted categories for

which such clauses are considered acceptable based on the nature and end use or application of the products.

11.4. Earnest Money Deposit

(i) EMD clause may be incorporated in the bids based on the estimated value.

(ii) Currently, as per GeM GTC, EMD/bid security can be taken at the rate of 1% of the estimated value on bids with estimated value of more than Rs.5 lakh. However buyer entities has the option to choose EMD/Bid Security amount between 0.5% to 5% of the estimated bid value, which can be included in the bid after approval from the competent authority.

(iii) In compliance with GeM GTC Para 4 (XIII) (P), the EMD of unsuccessful bidder shall be ensured to be refunded within 30 days of issuance of GeM contract or expiry of bid validity, whichever is earlier. In case of two packets or two stages of bidding, the EMD of unsuccessful bidders during the first stage i.e. technical evaluation shall be refunded within 30 days of declaration of result of the first stage i.e. technical evaluation. The EMD of successful bidder shall be ensured to be refunded within 30 days of receipt of e-PBG.

11.5. Performance Security

Performance Security will be applicable as per the prevailing Rule of GFR 2017.

11.6 Make in India (MII)

(i) GeM portal has provided tools for implementation of MII provisions as prevailing Gov rule/policy.

(ii) For centrally funded schemes whether fully funded or partially funded MII provisions may be made applicable and preferences as per local content from the state may not be applied.

11.7 Land Border Compliance

(i) Central Government has invoked the provisions of Article 257(1) of the Constitution, directing the state governments to implement this order for all public procurement. DOE OM NoF.7/10/2021-PPD Dated 11.09.23 also provide for compliance by States. As such all buyers are to follow provisions regarding restrictions in public procurement from entities from land border sharing countries under rule 144 of GFR.

(ii) GeM while undertaking Vendor assessment check the land border compliance. Therefore in category-based bidding land border compliance in respect of OEMs can be ensured based on the vendor assessment status on GeM.

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(iii) The compliance to the rule 144 of GFR, shall be the responsibility of the buyer for bids floated under Custom and BOQ Buyer may incorporate suitable clause and ensure compliance of land border restrictions in public procurement while creating custom and BOQ bids.

12. Procurement Decision

12.1 Price reasonability-

(i) Buyer shall ensure that they are satisfied with the reasonability of price of the goods/services procured.

(ii) To determine the reasonableness of price, the buyer shall apply reasonable due diligence and use various filters and the BAT tool (Business Analytics Tool) available on the GeM portal-such as price trends, previous purchase prices of the item on the GeM portal, previous purchase prices of the item within the concerned department, or discounts on the MRP, etc.

(iii) The GeM functionality of Bid to RA, may be considered for better price discover in the large value procurements. It offers more transparent and efficient way to ensure healthy competition amongst eligible bidder.

12.2 Counter offer and Negotiation

(i) Price negotiations should not normally take place with the bidders. However, bidding followed by Reverse auction is accepted process available on GeM.

(ii) In case prices received are not considered reasonable after bidding, negotiation may be resorted to. If it is decided to negotiate for reduction in prices, same should be conducted only with the lowest acceptable bidder (L1). GeM have provided functionality for inviting revised rates from the LI through system.

(iii) When splitting of order is involved or when implementing MII preference and MSE preference, etc. offering the L-1 acceptable rates to higher quoting bidders may be required and provisions for same are available on GeM Portal.

13. Requirement of Competent Authority to proceed when number of eligible offers are less than three

GeM Portal provides that if the number of eligible bidders after financial evaluation do not cover 2 OEMs and 3 resellers then approval of competent authority is required to be uploaded to allow buyer to proceed further with placement of contract. This is to ensure that buyer organization is aware of lower competition in the bid but wants to go ahead with procurement.

14. Cancellation of Bids/Issue of contract

(i) After completion of bid/tender on GeM portal, tender should not be cancelled without any solid reason. If it is necessary to cancel the bid due to any reason, then the bid should be cancelled only after getting approval from the competent authority.

(ii) It is to be ensured that the GeM contract is issued to the successful bidder before the expiry of the offer/bid validity.

(iii) All efforts should be made to ensure that GeM contract should be issued within two working days of the acceptance of the tender by the competent authority.

15. Release of PRC/CRAC on GeM portal and payment

(i) As per the terms and conditions of the GeM portal, Provisional Receipt Certificate (PRC) to be issued within 48 hours of supply of goods/services, Consignee's Receipt and Acceptance Certificate (CRAC) within 10 days from the date of satisfactory supply and thereafter payment to be ensured within the prescribed time period of 10 days. The buyers are required to ensure compliance of the timelines in case of Direct Purchase and L-1.

(ii) In case of bidding, buyers may incorporate conditions relating to the release of CRAC after receipt and installation, etc. The buyers may also specify payment stages and timelines applicable to the supplies against contracts placed as a result of the bidding. Approval of the competent authority may be obtained for incorporating such conditions in the bid.

16. Liquidated damages: For liquidated damages Get clause to be followed as mentioned in GeM GTC.

17. Steps to be avoided while making procurement through GeM

The buyers are expected to follow GeM GTC and exercise due diligence while making procurements decision. Accordingly, some of the indicative list of prohibited actions/activities mentioned below:

(i) Creating a bid on the GeM portal solely for price reference and then issuing a manual offline purchase order outside GeM after the bid opens is strictly prohibited. This constitutes a violation of GEM GTC Clause No. 3(B) (b) (IX).

(ii) Buyers are not permitted to enter any manual/offline contract directly with the seller based on the outcome of an e-bid/reverse auction conducted on GeM.

(iii) Issuing a GeM bid for per-unit items/services and subsequently entering into a manual/offline contract for the total quantity directly with the seller after bid opening is also prohibited.

(iv) Publishing bids in violating of the bid Disclaimers as mentioned in each GeM bid is prohibited. Any such bid will be considered as null and void and can be cancelled by GeM.

(v) Creating custom/BOQ bids, for the products/services for which similar/related product/service category is readily available on the GeM portal.

18. Disputes

(i) At any stage of the procurement process, in the event of a breach of contract or deviation from the GeM General Terms and Conditions by any supplier or service provider, the prevailing Incident Management Policy of GeM shall apply. Under the Incident Management Policy, the buyer must initiate/escalate the incident against the defaulting bidder for appropriate action. The Incident Management Policy is periodically updated by GeM which is available on the GeM portal.

(ii) Any dispute arising between the buyer and the seller/service provider in the GeM portal which do not fall in the ambit of incident management policy is to be resolved as per the procedure mentioned in Para 16 of the GeM GTC.

(iii) Para 23.5 of the Gem GTC mentions the list of prohibited activities of the buyer, which should be strictly followed.

(iv) If a buyer authority fails in three attempts to purchase any goods/services from the GeM portal or the bid is rejected three times due to any reason, then such cases will be reported to the GeM nodal officer. GeM Nodal officer and team shall guide the buyer before floating bid again and help in resolving the issue.

19. Grievance Redressal Mechanism at State Level

GeM Cell in Finance Department in partnership with GeM, Ministry of Commerce & Industry, New Delhi will evaluate the GeM procurements on monthly basis. In case of any grievance/query, the department may contact the following :

GeM Cell, SO (Admn.) Finance Department – soadmin-fin@delhi.gov.in

GeM State Nodal Officer, Government e-Marketplace – piyush.kumar@gem.gov.in

20. Seller Registration

The availability of quality goods and services at fair prices on GeM is primarily achievable through the registration of a greater number of reliable suppliers on the platform and by fostering healthy competition among them. Therefore, suppliers from whom various departments are currently procuring goods and services, after appropriate evaluation, may be on boarded on the GeM.

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21. Demand Aggregation Agency

In case procurement of certain category of goods or services are being done by an aggregator agency in the State like Medical supplies, Stationary, IT items etc such agency may register on GeM Portal and carry out the procurement Suitable provisions may be incorporated in the order.

22. Provisions regarding Manpower Services

Government marketplace have various service categories covering minimum wage manpower. State may consider incorporating suitable provisions as considered necessary for monitoring procurement of man power and managing contract to ensure that minimum wage payment as well as other support are ensured to such workers.

23. Information on GeM/ Learning Management Systems/Training

(i) Detailed FAQ, CHATBOT, LEARNING MANAGEMENT SYSTEM (LMS) module, videos related to procurement process and other training material are available on the GeM portal, through which buyers, sellers and service providers can obtain information related to the procurement and sale process and registration etc.

(ii) Online training programmes are conducted continuously for training on the portal, the date of which is displayed on the portal in advance. Any buyer/seller can receive online training by registering themselves for training.

(iii) For smooth implementation of GeM Portal and timely training in all Government Departments of the State and their subordinate institutions, undertakings, corporations etc., all the departments shall nominate a nodal officer of suitable level to ensure that required training are received and whenever refresher training are required same are provided. This officer shall coordinate with GeM nodal officer from the State wise as well as State Nodal officer from GeM side to facilitate trainings.

24. Availability of Documents

Various latest guidelines of Government of India GFR/Procurement Manuals for Goods and Services/GeM GTC can be viewed on the following website-

- i. GFR/& other instructions-<https://doe.gov.in/circulars>
- ii. Procurement Manuals for Goods and Services-<https://doe.gov.in/manuals>
- iii. GeM/GTC-[https:// gem.gov.in page/gtc](https://gem.gov.in/page/gtc)

(MANOJ KUMAR V.M.)
Joint Secretary (Finance)

Date :-18 /11/2025

No. F.5(273)/FIN/EXP-I(2025-26)/AD/ds/1120

To

All Additional Chief Secretaries/Principal Secretaries/Secretaries /HODs,

Copy for Information:

- (MANOJ KUMAR V.M.)
Joint Secretary (Finance)