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**प्रशासन विभाग मुख्यालय
इंटर ऑफिस मेमो**

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| प्रेषक General Manager (Admn.), Head Office | प्राप्तकर्ता All Regional Heads All Procurement Departments at Head Office/HSMI All EDs/GMs |
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दिनांक: 01.02.2023

Sub: New GeM buyer Registration processes for a secure authorization framework - regarding

Ref: Govt. of India, Ministry of Finance, Department of Public Enterprises letter dated 23.01.2023 alongwith letter, received from CEO, GeM dated 18.01.2023 and GeM Buyer Onboarding Standard Operating Procedure

With regard to the above, kindly find attached the letter dated 23.01.2023, received from Deputy Director, Govt.of India, Ministry of Finance, containing letter dated 18.01.2023 of CEO, GeM and GeM Buyer Onboarding Standard Operating Procedure, for information and further necessary action.

सभी क्षेत्रीय प्रमुख/मुख्यालय/एच एस एम आई के सभी प्रोक्योरमेंट डिपार्टमेंट के सूचनार्थ एवं आवश्यक कार्रवाई/अनुपालन हेतु प्रेषित किया जाता है।

This issues with the approval of Competent Authority.

वेद प्रकाश

सहायक महाप्रबंधक (प्रशासन)

संलग्न:उपरोक्तानुसार

F. No. 7(4)/2007-Fin.
Government of India
Ministry of Finance
Department of Public Enterprises

Block No. 14, CGO Complex,
Lodi Road, New Delhi-110003
Dated the 23rd January, 2023

To,

Chief Executives of all CPSEs

Subject:- New GeM buyer Registration processes for a secure authorization
framework - regarding

Sir/Madam,

The undersigned is directed to circulate a copy of Chief Executive Officer.
Government e-Marketplace (GeM) DO letter dated 18th January, 2023 on the subject
mentioned above for information and further necessary action.

Encl : As stated

Kailash Bhandari
23/1/2023
(Kailash Bhandari)
Deputy Director
Tel : 2436-6247

प्रशान्त कुमार सिंह, भा.प्र.से.
मुख्य कार्यकारी अधिकारी
P. K. SINGH, IAS
Chief Executive Officer



भारत सरकार
वाणिज्य एवं उद्योग मंत्रालय
गवर्नमेंट ई मार्केटप्लेस
Government of India
Ministry of Commerce & Industry
Government e Marketplace
18th January, 2023

DO No. 20/CEO-GeM/2023

Respected Ma'am/Sir,

Subject: New GeM Buyer Registration Processes for a secure authorization framework.

As you may be aware, the Government e-Marketplace (GeM) has been established by the Government of India as the National Public Procurement Portal for procurement of goods and services required by Central and State Government organizations, Departments, Public Sector Units (PSUs), local bodies and autonomous organizations. The platform reduces manual process inefficiencies and human interventions in procurement and enables increased coverage, access, and efficiency of faceless standardized public procurement.

2. GeM has come along a long way with more than 65,600+ organizations and 1.4 Lacs + Secondary Users registered across the country. Initially the focus was on faster adoption of GeM by government buyers by onboarding more and more buyers. However, this fast on-boarding process has resulted in some incorrect data / mistakes in mapping and some truncated information in the GeM Buyer ecosystem. This was largely due to a minimum verification process adopted by GeM for ease of buyer onboarding.

3. To deliver on the mandate of GeM and to ensure transparency, accountability and sanctity of data, such anomalies need to be removed and the data needs to be sanitized across the organization tree. The most critical step to achieve this is to ensure authentication and authorization of GeM Users.

4. In view of para 3, GeM, in coordination with NIC, has formulated a comprehensive Standard Operating Procedure (SOP), part of which has already been deployed on GeM. An important part of the activity is creation of new roles of GeM Registering Authority (GRA) and Verifying Authorities (VAs) in all Ministries / CPSEs / States etc. GRA and VAs will be nodal points for validation of credentials and in managing transfer of user roles etc. on GeM. A user manual for the deployed changes, is attached herewith as "User manual for GRA and Verifying authority (VA)". Adoption of the new SoP would help in cleaning up the anomalies in the existing buyer and organizational data and in revamping of GeM buyer onboarding processes to ensure that all existing and new GeM users are validated and authenticated prior to onboarding on GeM.

5. In view of the above, I request you kindly to circulate the GeM Buyer Onboarding SoP and User manual for GRA and VA amongst all the buyers under your administrative control. They need to be made aware of this mandate for data cleanup and roll out of new processes for GeM buyer registration/onboarding on NIC e-Forms to ensure timely validation and verification of all user and organizational data. As the process of revalidation and complete buyer revamp is long, it is requested to kindly onboard the GeM Registration Authority and Verifying authority (VA) as per the attached user manual at an early date. For any concerns Buyers / GRA / VA may send to Purantak Pandey (E-mail id: manager-product3@gem.gov.in or call on 1-1800-419-3436 / 1-1800-102-3436/ +91 87556 18805).

6. To kickstart the process of transition, I would request you to urgently identify and nominate an officer of the rank of Director or above to Government of India for Central Ministries as the GeM Registering Authority (GRA) for all the buyers under your Ministry and communicate following details of such GRA to GeM:

- i. Name
- ii. Mobile number
- iii. Designation
- iv. Date of retirement
- v. Email address (preferably email ID hosted on NIC platform or else organizational email address)

7. An early action in the matter is requested.

warm regards,

Yours sincerely,



(P. K. Singh)

**To,
Secretaries of all Ministries/Departments.**

Enclosure: GeM Buyer Onboarding SoP and User manual for GeM Registration Authority and Verifying authority (VA)



GeM
Government
e Marketplace

GeM Buyer Onboarding

Standard Operating Procedure

1. Introduction
2. Objective
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 - 3.2 Verifying Authority
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 3. GeMbuyer Email Id creation
 4. Role Onboarding
 5. Password Reset
5. Special Cases
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6. New Organization Onboarding
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1. Introduction

Government e-marketplace is the National Public Procurement Portal for providing procurement of goods and services to Central and State Government Organizations. Since its launch on August 9, 2016, it has taken significant strides in accordance with the vision to drive the three pillars of inclusivity, efficiency, and transparency. The marketplace is an example of how digital platforms created with a clear-minded strategic intent can bring about lasting change for the nation. Triggering the largest transformation exercise in India – through digitization of processes and digital integration of all stakeholders, GeM has revolutionized the ecosystem of public procurement in the country for buyers and sellers alike. With multiple procurement modes, inbuilt policies for automated market adjustments, and end to end digital processes to enable a vibrant buyer-seller ecosystem, GeM has evolved as an increasingly transparent, efficient, and inclusive platform. GeM has drastically brought down wait times and prices for buyers and ensured timely payments to the sellers.

2. Objective

It is seen that while ensuring fast on-boarding of Buyers across various organization types, a number of users have onboarded with some incorrect data / mistakes in mapping and with some truncated information in the GeM Buyer ecosystem. The team in GeM is in the process of cleaning up the incorrect details of buyers such as wrong organization mapping, wrong organization type, duplicate names of organizations etc. The objective of this GeM Buyer Onboarding SOP document is to describe registration/onboarding/ transitioning processes for Government buyer organizations, including PSUs/CPSEs/Autonomous bodies, and their users for registration on GeM platform for various procurement activities. For ensuring a completely on-line flow with least requirements for intervention by GeM in the process, GeM is introducing the roles of GeM Registering Authority (GRA) and Verifying Authority at Ministry / State and Department level respectively. Based on their approval, the process would be initiated, and it would no longer require the intervention of the GeM Admin. **The audit trail for every verification will be**

maintained by GeM for ensuring authenticity of transactions on GeM which, in turn, will generate trust in the buyer ecosystem.

- All individuals nominated as the GeM Registering Authority and Verifying Authority of an organization **MUST** register/ onboard for their respective GeM roles on <https://gem.gov.in> as per the prescribed processes in the SOP (refer section 4- GeM Role Onboarding/Registration).
 - All existing users on GeM portal i.e. existing HOD (Primary Users) and Secondary Users **MUST BE revalidated** as per the processes defined in this SOP document for continued use of the GeM platform (refer section 7-Revalidation of Existing Users)
 - All new GeM users shall adhere to the new buyer registration/onboarding processes on GeM, as defined in this SOP (refer section 4- GeM Role Onboarding/Registration).
 - Concerned buyer organizations on GeM are responsible for ensuring that their existing and new GeM users adhere to the guidelines and applicable deadlines as notified by GeM from time to time for registration/ onboarding of their assigned GeM role(s) on <https://gem.gov.in>.

3. Categories of Roles

Following four roles must register on GeM for each Buyer Organization / Office / Zone:

- **GeM Registering Authority (GRA)**
- **Verifying Authority (VA)**
- **Head of Department (Primary User)**
- **Secondary User**

3.1 GeM Registering Authority (GRA)

Level:

- Central Government Ministries: Officer of the rank of Director or above in a Ministry/ Department
- State Government/ Union Territories: Officer of the rank of additional/Special Secretary or above in a State/ Union Territory
- Central PSEs / State PSUs, Constitutional bodies, Statutory bodies, Bodies created by Resolution of Cabinet, Judicial bodies, Autonomous

Institutions and other entities/organizations: Officer of the rank of Director or above to Government of India or equivalent. In case of non-availability of officer at that level, the already registered GeM Registering Authority (GRA) of the controlling Ministry of that organization shall act as GRA for such entity.

Responsibilities:

- Approving role onboarding of new Verifying Authority (VA) and HOD (Primary User) on GeM
- Approving the request for creation of GeM Buyer ID/ Email address (user@gembuyer.in) for VA and HOD users on GeM, in case he/she does not have an email ID
- Approving the self-transfer of VA role
- Transfer of VA role on GeM in case self- transfer of VA is not possible
- Monitoring/ tracking notifications through email for any user onboarding requests/workflows for which the GRA is the concerned Forwarding Officer
- Deactivation and reactivation of VA/HOD role on GeM
- Revalidation of existing HODs

3.2 Verifying Authority (VA)

Level:

- Central Government Ministries: Officer of the rank of Deputy Secretary level or above in a Ministry/ Department
- State Government/ Union Territories: Officer of the rank of Joint Secretary or above in a State/ Union Territory
- Central PSEs / State PSUs, Constitutional bodies, Statutory bodies, Bodies created by Resolution of Cabinet, Judicial bodies, Autonomous Institutions and other entities/organizations: Officer of the rank of Deputy Secretary or above to Government of India or equivalent.

Responsibilities:

- Creating/ submitting request for registration/ onboarding of new GeM buyer organization on GeM
- Approving the registration/role onboarding of new VA and HOD (Primary User)
- Approving the request for creation of GeM Buyer ID/ Email address (user@gembuyer.in) for HOD, in case he/she does not have an email ID as per section 4.2
- Approving the self-transfer of HOD role on GeM
- Transfer of HOD role in case self- transfer is not possible

- Deactivation and reactivation of HOD
- Monitoring/ tracking notifications through email for any user onboarding requests/workflows for which the VA is the concerned Forwarding Officer
- Revalidation of existing HOD

3.3 HOD (Primary User)

Level:

- Any officer of Central Government / State Government / PSU / CPSE/ Autonomous Body / Local Body / Constitutional Body / Statuary Body of the rank of Deputy Secretary to the Government of India or equivalent
- Head of the Office at Sub Centre / Unit / Branch

Responsibilities:

- Creation/registration of new office/zones of the organization on GeM subsequent to onboarding of a new organization by the VA
- Approving the registration/role onboarding of new Secondary User
- Approving the request for creation of GeM Buyer ID/Email address(user@gembuyer.in) for HOD and Secondary User on GeM, in case he/she does not have an email ID as per section 4.2
- Transfer of Secondary User role
- Supervision of all transactions performed by Secondary Users under him/her
- Ensuring compliance of General Financial Rules and / or Rules Governing Public Procurement in respect of their organization, adherence to terms and conditions of GeM (GTCs) and other Procurement Policies /Guidelines notified by the government from time to time, by all the secondary users including timely payments and dispute resolution as per GTCs
- Deactivation and reactivation of Secondary User
- Monitoring/ tracking notifications through email for any user onboarding requests/workflows for which HOD is the concerned Forwarding Officer
- Revalidation of existing HOD and Secondary Users

3.4 Secondary User

Level:

- Any officer of an organization so authorized by the respective HOD may register for Secondary user role.

Responsibilities:

- As defined in the '*General terms and conditions on GeM*¹', and as per official work allocation by respective HOD.

Note:

- 1. User can select any validated officer in GeM under his organisation for forwarding the request submitted. However, the selected approving officer should be of the same or higher rank/role then the applicant. This implies that GRA can be the forwarding/reporting officer for both VA and HOD. A validated VA can be the forwarding officer for a new VA and HOD (Primary User). HOD (Primary User) will be the forwarding officer for only Secondary User.**
- 2. A VA cannot be the forwarding officer for a GRA and a Secondary User cannot be a forwarding officer for a HOD even though a VA or a Secondary User may already be validated as per SOP.**

4. GeM Role Onboarding/ Registration

4.1 Pre-requisites

a) GeM Registering Authority (GRA):

- Nomination by respective Secretary/ CMD/ Chief Secretary of a State Government/ Union Territory for registering as GRA at Ministry/Department/ State/ UT level on GeM.
- GRA nominee's email ID as shared by respective Secretary/CMD should be as per section 4.2- Accepted Email Addresses. **However, if GRA nominee does not have an email ID as per section 4.2, he/she may register/onboard as GRA using his/her existing organizational email ID as shared by respective Secretary/ CMD as a special case.**

- Creating/applying for GeM Buyer ID/Email Address (user@gembuyer.in) is not mandatory for GRA registration on GeM.
- Email address of public service providers like @gmail/@yahoo/etc. will not be accepted.
- During role onboarding the GeM User id will be auto created by the system (Only 7 digit (2 alphabets, 5 digits) or hexa decimal. All characters will be random)

b) Verifying Authority (VA)

- Respective GRA has registered/ onboarded at Ministry/Department/State/UT level on GeM portal
- GOV Email ID or an Email ID domain whitelisted on the GeM Platform
OR
- VA applicant email ID shall be as per section 4.2- Accepted Email Addresses. **If the VA applicant does not have an email ID domain already whitelisted on GeM platform, he/she may register/onboard through GeM and submit a request for GeM Buyer ID/Email Address (role.organisation@gembuyer.in).**
- Registration on GeM Portal should be undertaken with the user's organization email address. E-mail address of public service providers like @gmail/@yahoo/etc. will not be accepted.
- During role onboarding the GeM User id will be auto created by the system (Only 7 digit (2 alphabets, 5 digits) or hexa decimal. All characters will be random)

c) HOD/Secondary User

- **At least one HOD or VA or GRA is validated on GeM**
- GOV Email ID or an Email ID domain whitelisted on the GeM Platform
OR
- GeM Buyer ID/Email Address (user@gembuyer.in): **In case user does not have an email ID as per section 4.2- 'Accepted Email addresses', he/she will be required to create a GeM**

Buyer ID/Email Address(user@gembuyer.in) account as per defined process in section 4.3.

- During role onboarding the GeM User id will be auto created by the system (Only 7 digit (2 alphabets, 5 digits) or hexa decimal. All characters will be random)

Note: Standard nomenclature of GeM Buyer email ID shall be *role.organization@gembuyer.in* , e.g. HOD.GEM-<ORG>@gembuyer.in. In case multiple ids are required, the format will be HOD1.GEM-<ORG>@gembuyer.in.

4.2 Accepted Email Addresses:

Users who have an email address under any of the three heads mentioned below are allowed to register and create an account on GeM:

1. @gov.in/@nic.in domains to be allowed on GeM
2. All Whitelisted Domains (As per process defined in Section 6)
3. GeM Buyer.in (As per process defined in Section 4.3)

4.3 GeM Buyer ID/ Email Address

(*role.organization@gembuyer.in*) Account Creation:

a) All GeM users (non-government), viz., VAs, HODs and Secondary Users not having an official email ID as per section 4.2 are mandatorily required to create a GeM Buyer ID account/Email Address (*user@gembuyer.in*)²before onboarding any GeM role.

b) Government officials as defined in point 4.2 (a) should request for an id in case they do not have one. GeM Buyer ID account/Email Address (*user@gembuyer.in*) would primarily be required for PSU/CPSE ONLY.

During self registration, all users (VA/HOD) will get a link to submit a request for Gem Buyer id creation below email id field. The link will take the user to GeM Buyer id creation form. For Secondary Users respective

HODs need to submit the request for Gem Buyer id from the HOD Dashboard.

Detailed flow for submitting a request for GeM Buyer ID account GeM Buyer ID account/Email Address (user@gembuyer.in) is as follows:

Step 1: User will select role as VA/HOD from drop down, and he/she will enter Aadhaar Number, and Mobile number linked with Aadhaar. First Name, Last Name & Mobile Number would be validated and auto-populated accordingly

Step 2: User will enter Designation, Date of Retirement, Employee ID etc. and select organizational structure details (i.e. Organizational Type, Ministry/State, Department, Organization Name.

Sub- Step: In case an organization is missing, the VA will submit a request for new organization onboarding using the 'New Organization Onboarding' tab in his Dashboard. (User will need to request his/her respective VA for the same)

Step 3: In case of HOD user shall have to also select Office / Zone.

Step 4: User shall select respective forwarding officer³(i.e. GRA/VA) from drop down (forwarding officer's details such as Email ID, Name, Designation etc. would get auto-populated), user will mandatorily upload supporting official document(s) i.e. Employee ID card or Letter from GRA etc. for verification of entered Designation and Date of Retirement, and subsequently submit the GeM Buyer ID creation request to selected forwarding officer for approval.

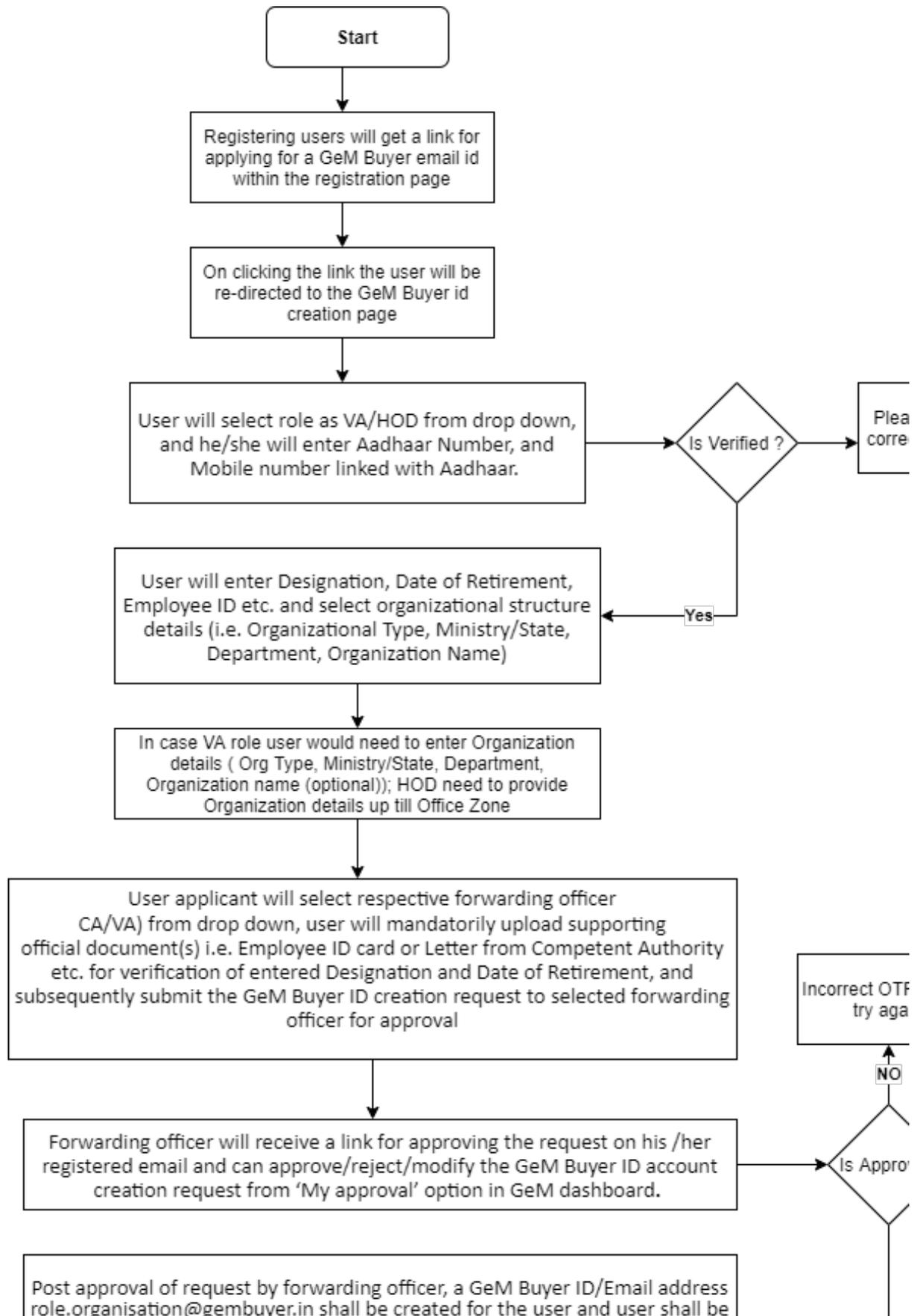
It is expected that these requests will be treated as urgent and the concerned forwarding officers i.e. GRA/VA will approve on an immediate basis. If not approved, an email and SMS reminder to the Forwarding officers for approval every 2 days post submission of request to mitigate delays.

Step 5: Forwarding officer will receive a link for approving the request on his /her registered email and can approve/reject/modify the GeM Buyer ID account creation request from 'My approval' option in GeM dashboard. **All details and fields submitted by the user shall be validated by the Forwarding officer and shall be in editable mode for any necessary changes, except First Name, Last Name & Mobile Number that are validated through Aadhaar. If there**

are any discrepancies / spelling errors etc., the forwarding officer needs to/ is expected to edit and correct the same or reject such requests with comments for applicant to re-apply after corrections.

Step 6: On approval of request by forwarding officer, a GeM Buyer ID/Email address (*(role.organization@gembuyer.in)* e.g. HOD.GEM-<ORG>@gembuyer.in. In case multiple ids are required, the format will be HOD1.GEM-<ORG>@gembuyer.in) shall be created for the user and user shall be notified of his/her newly created GeM Buyer ID/Email address (role.organization@gembuyer.in) and password on his/her registered mobile number. User can now start his registration on GeM, with his new gembuyer email id, for the assigned VA and HOD

Note: In case of Secondary users, HOD needs to create the request for Gembuyer email id from their dashboard. The HOD request for Gembuyer email id for Secondary user will be deemed auto-approved as the HOD is by default the Forwarding officer for the Secondary User.



4.4 Role Onboarding

Note:

- **If one GeM user is assigned multiple roles, the role onboarding needs to be done individually for each role.**
- **The same official email address (as per section 4.1) can be used for onboarding of multiple GeM roles. For e.g., if any VA/HOD/Secondary User wants to register for additional role(s) in a different office/zone in the same organization he/she would have to follow the prescribed role onboarding process for the additional role(s) for the different office/zone level, using the same official email ID (as per section 4.1).**
 - **An existing GRA email cannot be used for registration of a VA under same Ministry/State mapped to the GRA.**
 - **An existing VA's email cannot be used for registration of a HOD under same Department/organisation mapped to the VA**
 - **A primary user's email can be used for registration of another primary user.**
 - **An existing secondary user's email can be used for registration of another secondary user under the same primary user. At any point of time, PAO/DDO should be unique under a primary user.**
 - **A primary user's email can be used for registration of a secondary user under some other primary user.**

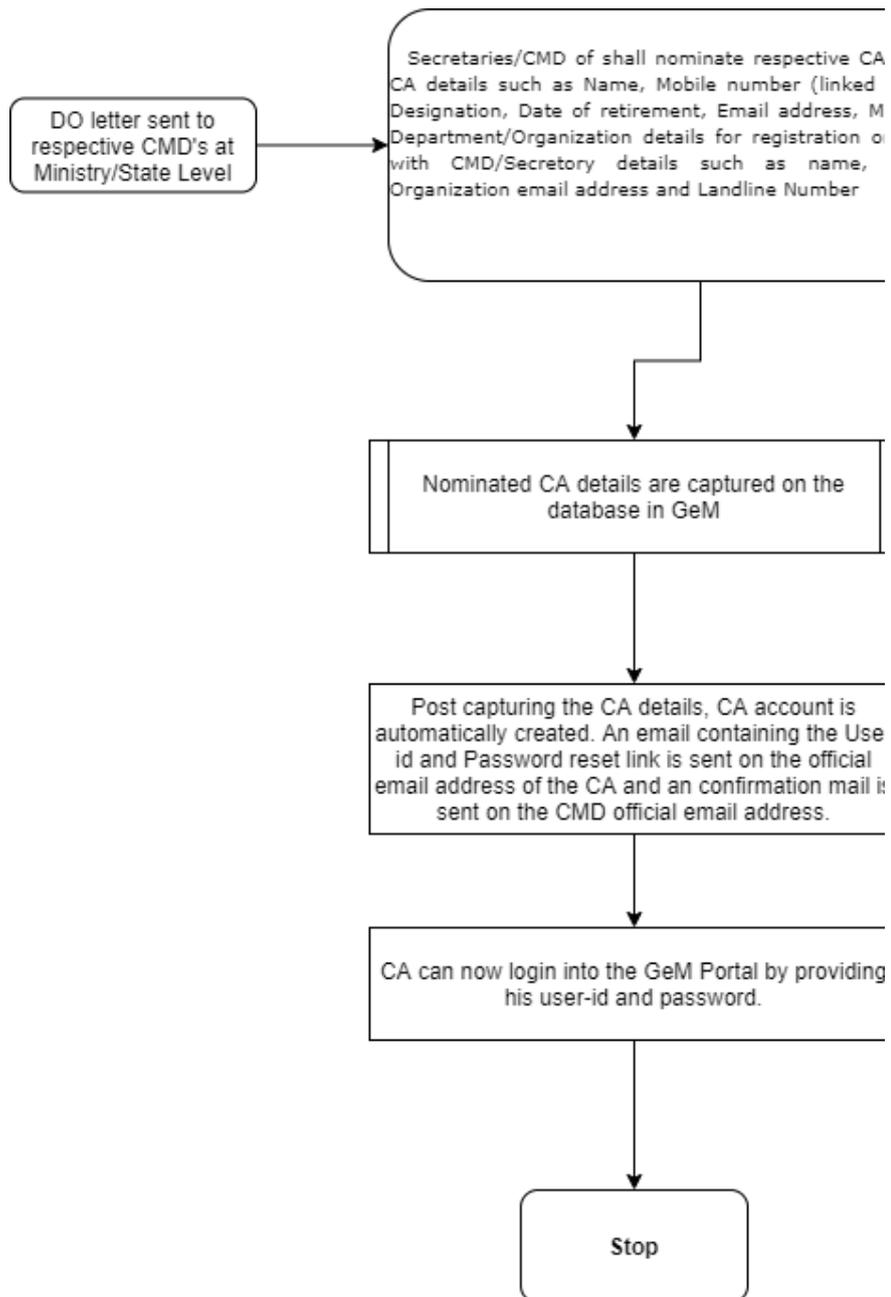
4.4.1 GeM Registering Authority

- a) Prior to role on boarding, Secretaries/CMD of Ministry/State/PSU shall nominate respective GRA and provide the following details in respect of GRAs:
 - i. Name
 - ii. Mobile number (linked to Aadhaar)
 - iii. Designation
 - iv. Date of retirement
 - v. Email address (preferably government email ID (gov.in/nic.in) or else organizational email address) for registration on GeM.
 - vi. Ministry / Department/ State / UT/ Organization (L-3) (with hierarchy) for which the officer is being nominated as GRA

Above Details will be shared through a written communication to GeM on the Organizational letterhead. The letter should include the following details of the authority approving the GRA:

- i. Name
 - ii. Designation
 - iii. Organizational Email Address
 - iv. Landline Number
- b) Based on details shared, nominated officer's details would be inserted into GeM database for GRAs.
- c) Subsequently, an GRA account will get created on GeM Portal. An email containing the user id and Password reset link will be sent on the GRA official email address confirming his/her successful on boarding/registration as GRA on GeM. An email notification will also be sent to the respective CMD on his/her official email informing about the successful GRA registration.
- d) GRA can now reset his password using the re-set password link.
- e) Post successful password reset, he would be able to log-in to GeM using the User id and Password.

Please Note: GRA can onboard as VA or HOD using the same email address, but same user cannot approve/validate himself at any given time or reference. A GRA can never register himself as a Secondary User.



4.4.2 Verifying Authority

- a) Prior to onboarding, the VA needs to ensure that an email ID exists/ has been created as per section 4.1.
- b) Validation of the respective GRA at Ministry/Department/ State/ UT level is a mandatory pre-requisite for onboarding of user as VA. Subsequently, the following process can be followed for onboarding as a VA on GeM:

Step 1: VA applicant will click on 'Buyer Sign Up' on GeM portal and Select Verifying Authority role from dropdown.

Step 2: User will enter Aadhaar Number, and Mobile number linked with Aadhaar. First Name, Last Name &, Mobile Number would be validated and auto-populated accordingly.

Step 3: User will select organizational structure details (i.e. Organizational Type, Ministry/State, and Department / Organization (L-3). Respective GRA details or details of pre-approved VA in same L-3 organization (Name, Mobile number, Email ID, Designation) would be auto-populated subsequently based on Ministry/ Department/ State / UT/ Organization (L-3) selected by VA applicant. User may optionally upload copy of employee ID card and submit the role onboarding request to respective GRA validated VA from same Ministry/State/Department.

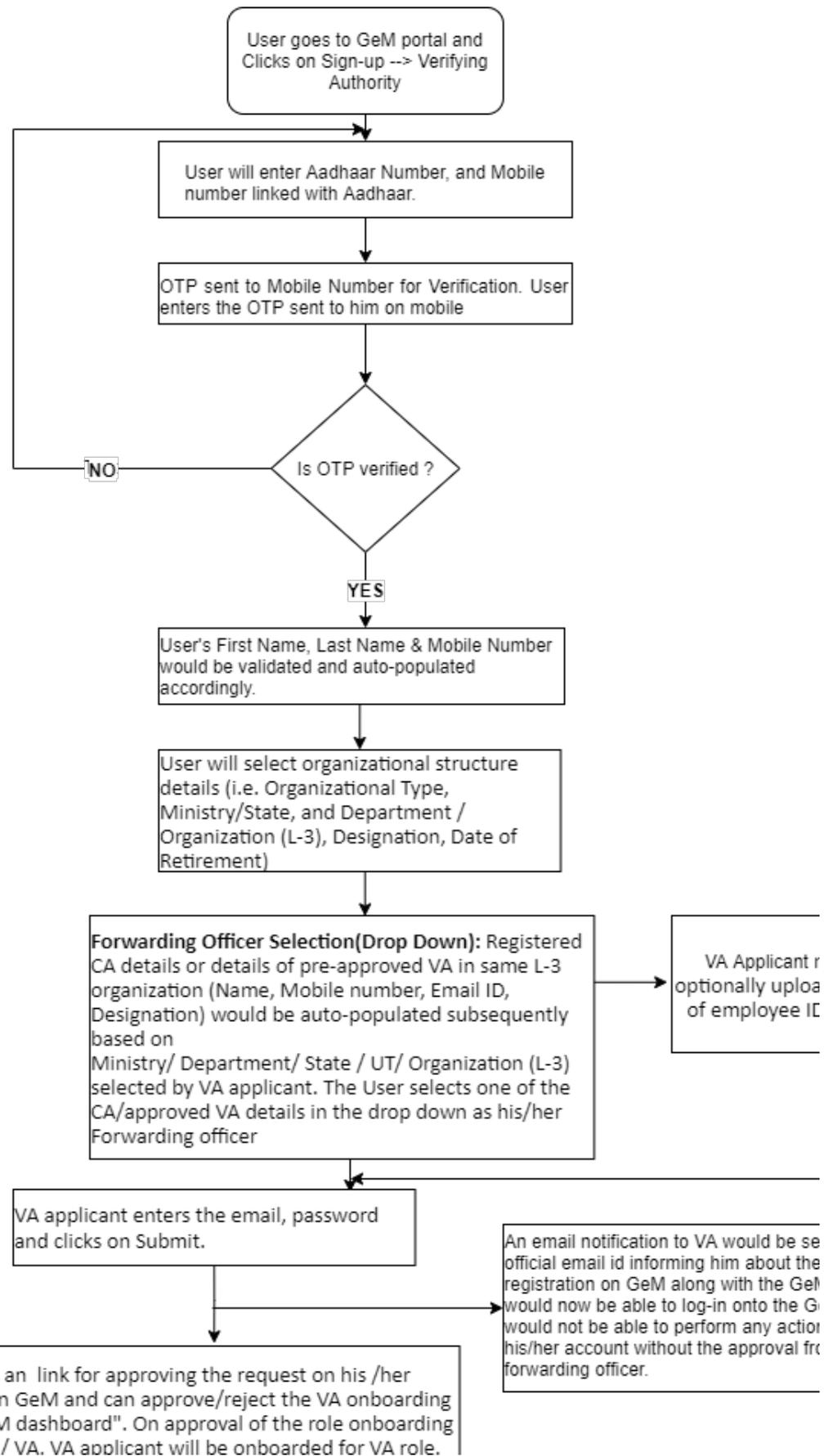
Step 4: An email notification to VA would be sent on his/her official email id informing him about the successful registration on GeM along with the GeM User id. VA would now be able to log-in onto the GeM Portal but would not be able to perform any action/changes on his/her account without the role-onboarding approval from the respective forwarding officer.

Step 5: GRA/ VA will receive a link for approving the request on his /her registered email and can approve/reject the VA onboarding request from 'GeM dashboard'. **All details and fields submitted by the user shall be validated by the Forwarding officer and shall be in editable mode for any necessary changes, except First Name, Last Name & Mobile Number that are validated through Aadhaar. If there are any discrepancies / spelling errors etc., the forwarding officer needs to/ is expected to edit and correct the same or reject such requests with comments for applicant to re-apply after corrections.** On approval of the role onboarding request

by the GRA / VA, VA applicant will be onboarded for VA role. Email notification will be sent to newly onboarded VA user and respective GRA on successful onboarding as VA.

Note: VA user will be registered/onboarded at Department level under a particular Ministry/Department/ State/ UT. Same VA user may be onboarded as VA for multiple departments under the same Ministry and multiple VA can onboard in same Department/ Organization (L-3).

A VA can also get registered as a GRA or HOD using the same official or gembuyer email id. A VA cannot register itself as a Secondary user and Same user can not approve/validate Himself and any point of time or reference.



4.4.3 HOD/Primary User

- a) Prior to onboarding, the HOD needs to ensure that an email ID exists/has been created/whitelisted as per section 4.1.
- b) Registration/onboarding of respective GRA/VA user is a mandatory pre-requisite for onboarding of HOD (Primary User).

Subsequently, the following process can be followed for onboarding as a Primary User on GeM:

Step 1: Primary user applicant will click on 'Buyer Sign Up' on GeM portal and select Primary User role from drop down

Step 2: User will enter Aadhaar Number, and Mobile number linked with Aadhaar. First Name, Last Name &, Mobile Number would be validated and auto-populated accordingly.

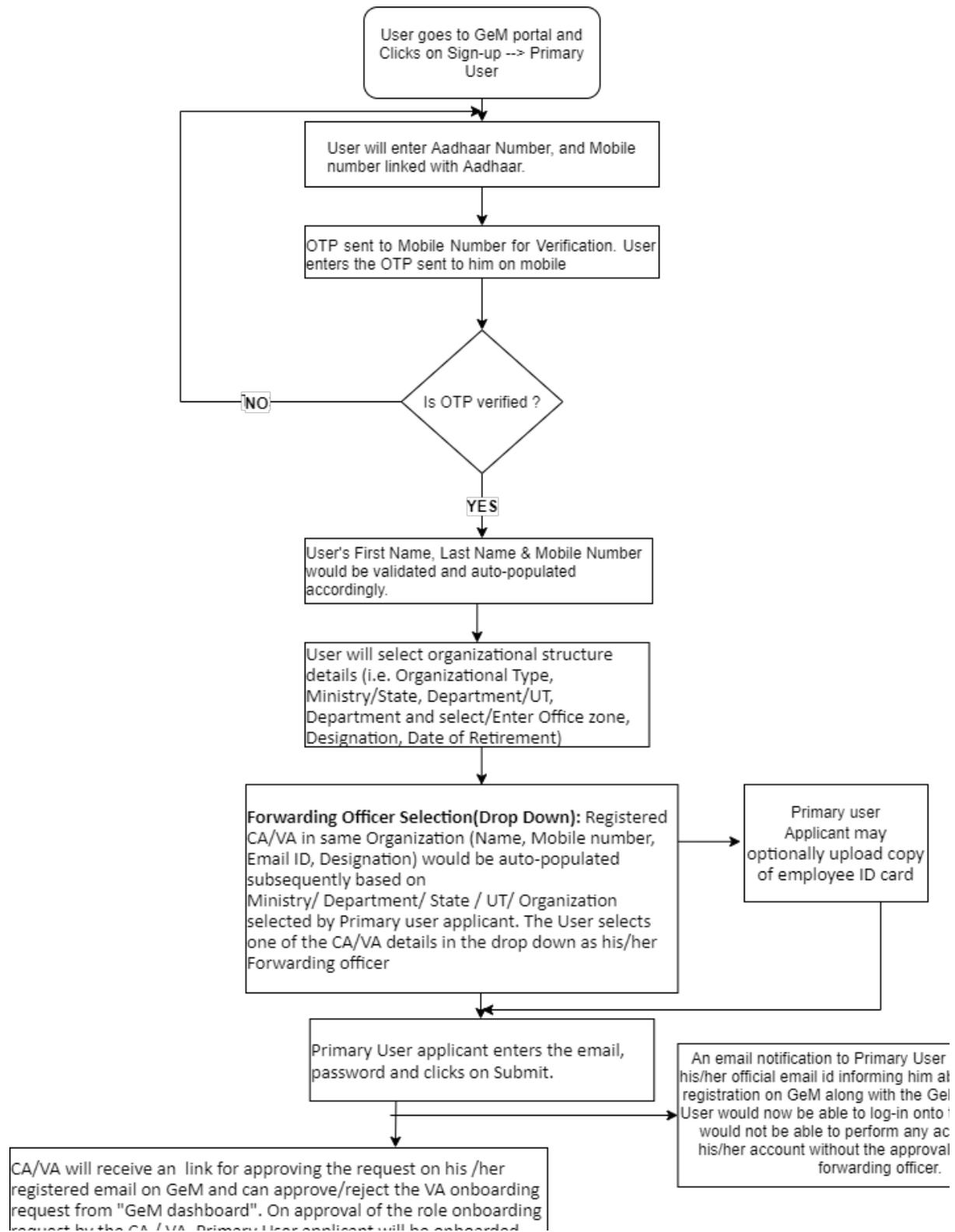
Step 3: User will select organizational structure details (i.e. Organizational Type, Ministry/ Department/ State/ UT, Organization Name) and select/enter Office/Zone details. System will not allow HOD applicant to select/enter Office/Zone which is already assigned or mapped to a pre-existing HOD user in the organization structure. HOD user will select respective forwarding officer i.e., respective GRA/VA from drop down and GRA/VA details (Name, Mobile number, Email ID, Designation) would be auto-populated subsequently. User can optionally upload copy of employee ID card and submit the role onboarding request to respective GRA/VA from same Ministry/State/Department.

Step 4: An email notification to HOD would be sent on his/her official email id informing him about the successful registration on GeM along with the GeM User id. HOD would now be able to log-in onto the GeM Portal but would not be able to perform any action/changes on his/her account without the role-onboarding approval from the respective forwarding officer.

Step 5: GRA/VA will receive a link for approving the request on his /her registered email and can approve/reject the Primary User onboarding request from 'My approval' Tab on GeM dashboard. **All details and fields submitted by the user shall be validated by the Forwarding officer and shall be in editable mode for any necessary changes, except First Name, Last Name & Mobile Number that are validated through Aadhaar. If there are any discrepancies / spelling errors etc., the forwarding officer needs to/ is expected to edit and correct the same or reject such requests with comments for applicant to re-apply after corrections.** On approval of the role onboarding request by the GRA/VA, Primary user applicant will be onboarded for Primary user role. Email notification will be sent to newly onboarded Primary user and respective GRA/VA and on

successful onboarding as Primary user, along with auto-generated unique GeM-User ID for the role.

Note: Primary user can select existing Office/Zone from drop down or submit a request for creating a new Office/Zone if required at the time of role on boarding. Primary User can also get registered as a GRA or VA using the same official/gembuyer email id but cannot onboard as Secondary user within the same organization. Same user can not approve/validate Himself at any point of time or reference.



4.4.4 Secondary User

- a) Prior to onboarding a Secondary User, the respective HOD needs to ensure that an email ID exists/has been created/whitelisted as per section 4.1.

b) Registration/onboarding of respective HOD (Primary User) is a mandatory pre-requisite for onboarding of Secondary User

Subsequently, the following process can be followed for onboarding as a Secondary User on GeM:

Step 1: Primary User applicant will login to GeM Portal and click on Users tab on his dashboard to create and invite a secondary user

Step 2: Primary User will need to first create a division or map to an existing division for the new Secondary user by selecting Manage Division → Add New Division. Primary User needs to provide the division name, Pin code (State and District are auto populated), address and GSTIN (if any) for the Secondary user. On submitting the form a new division will get created for the new secondary user role.

Step 3: Primary user will now invite the new secondary user by clicking on "Add Secondary User" Tab. The Primary user will provide the designation, division (selected from drop down list), roles (Buyer, Consignee or PAO/DDO), user id, date of retirement, official email id and contact number. Primary user can also apply for GeM Buyer id for the new secondary user in case he/she doesn't have the email id as per section 4.1. The organization hierarchy for secondary user will be same as the Primary user inviting him/her.

Step 4: Post submitting the form, an invite link will be shared with secondary user on his official email id. The secondary user needs to verify through the link to activate his account on GeM. In case Secondary user doesn't have a Official email address then HOD will need to apply for a GeM Buyer email id for Secondary user

Step 5: On clicking of the invite link, the Secondary user is redirected to the Secondary user registration screen. The Secondary user provides the Aadhaar Card details along with the registered mobile number.

Step 6: The new secondary user verifies the existing information (email id, designation, Date of retirement, Organization hierarchy). The Secondary user sets the password and submits the form to activate his account.

Step 7: A confirmation email is shared with the new secondary user and corresponding HOD on successful activation of the secondary user account.

***Important Note:** In case of multiple GeM roles assigned to a user, each role will need to be on boarded individually as per the prescribed role onboarding process and a unique GeM-User ID would be generated for each role for the concerned user to login to GeM portal and perform the GeM activities corresponding to that role. A secondary user cannot get registered as a GRA/VA/HOD using the same official/gembuyer email id.

In case the user transfers from his/her current organization to another, user will need to follow the process defined in section 5.1 -Transfer/ Handover of Role. The GRA of the organization needs to ensure that the prescribed transfer/ handover process is completed as defined in section 5.

4.4.5 Password Reset

User may reset his/her password on GeM platform by logging into his/her account and selecting Change Password. User will be sent a OTP on his mobile number (as per Aadhaar) for verification. On successful OTP verification, user will be able to set the new password and confirm the same.

5. Special Cases

5.1 Transfer/ Handover of Role

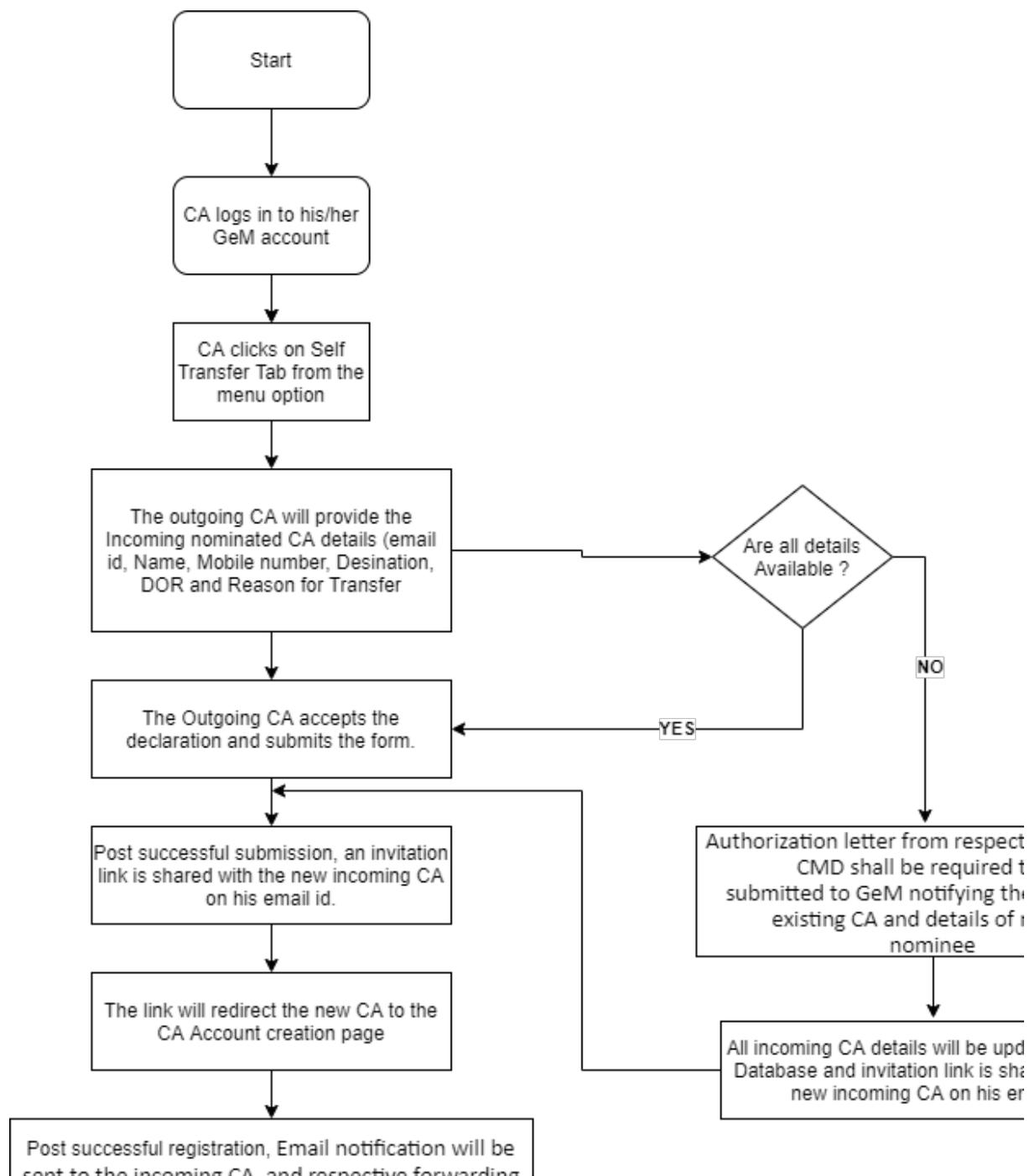
- a) The GRA and VA of the concerned Ministry/Department/PSU/CPSE/Autonomous body is responsible for ensuring that access to GeM portal is done by authorized officers only.
- b) The individual to whom the role is being transferred i.e. 'role transferee' needs to have an official email address as defined in section 4.1.
- c) In case a user transfers to another organization/retires/superannuates, his/her GeM Buyer ID/Email address (user@gembuyer.in) will be deactivated, once all associated

roles have been individually deactivated or transferred to other authorized users. GeM Buyer ID shall not be transferred to any other user(s).

- d) In case a user transfers to another organization/retires/superannuates, it is the concerned organization's responsibility that the user's role(s) is transferred or deactivated, as per the prescribed processes in the SOP.
- e) It is the organization's sole responsibility to ensure that records are updated in GeM as and when the role of a user is transferred/handover/superannuated/expires/becomes incapacitated to fulfil the responsibility assigned (due to any other reason i.e. death etc.). GeM will not be responsible for any misuse of the accounts.

5.1.1 Transfer/ Role Handover for GRA

- a) In case of transfer/retirement of GRA, the outgoing GRA will nominate the new GRA by going to his/her account→Self Transfer. All details (Email Id, Name, Designation, Mobile Number, DoR and reason for transfer) of the new GRA will be entered and submitted on the portal by the outgoing GRA.
- b) Transfer Nominee will get an invitation link on his email address.
- c) On clicking the link, he will be redirected to GeM GRA registration page.
- d) In case of transfer, Transferee users GeM user Id should be mapped to Transfer Nominee instead of generating the new ID.
- e) Post successful transfer/Transfer nominee registration both role Transferee and Forwarding officer should be sent confirmation email and SMS notification.
- f) If due to unavoidable circumstances, the outgoing GRA cannot submit the credentials of the new GRA, then the process as defined in section GRA registration will need to be followed i.e. authorization letter from respective Secretary/ CMD shall be required to be submitted to GeM notifying the transfer of existing GRA and details of new GRA nominee.



5.1.2 Transfer/ Role Handover for VA & HOD

For transfer/ handover undertaken by VA or HOD, the following steps will be followed:

Step 1: Existing VA/HOD user will login to GeM portal using user id and password.

Step 2: User will go to the dashboard Self Transfer.

Case 1: Existing VA/ HOD is self-transferring his/ her role to new VA/HOD nominee

Step 3: Existing VA/HOD will select the role to be transferred (i.e. VA/HOD) and enter Name, Mobile number, Email ID, Designation of the role transferee. Existing VA/HOD shall enter reason for transfer of role and submit the role transfer request to the selected forwarding officer i.e., GRA/VA from same Ministry/State/Department (List auto-populated based on organization details).

Step 4: GRA/VA can approve/reject the role transfer request. GRA and VA can see the request from 'My approval' tab on GeM dashboard.

Step 5: After approval of the request by the GRA/VA.

- Transfer Nominee will get an invitation link on his email address.
- On clicking the link, he will be redirected to GeM registration page.
- In case of transfer, Transferee users GeM Id should be mapped to Transfer Nominee instead of generating the new ID./ Or a new ID may be generated and old ID is deactivated for better logging or auditing purpose.
- Post successful transfer/Transfer nominee registration both role Transferee and Forwarding officer should be sent confirmation email and SMS notification.

Case 2: VA/ HOD is unable to self-transfer the role in question

In case of special circumstances/exigencies where a HOD or VA cannot do a self-transfer of the role (due to death/retirement/incapacitation etc.), then the respective VA from same Ministry/State/Department can initiate the transfer/ handover of the HOD role, and respective GRA, or another VA from same Ministry/State/Department, can initiate the transfer/ handover of the VA role.

Step 3: Existing GRA/VA will select the role to be transferred (i.e. VA/HOD) for available list of users

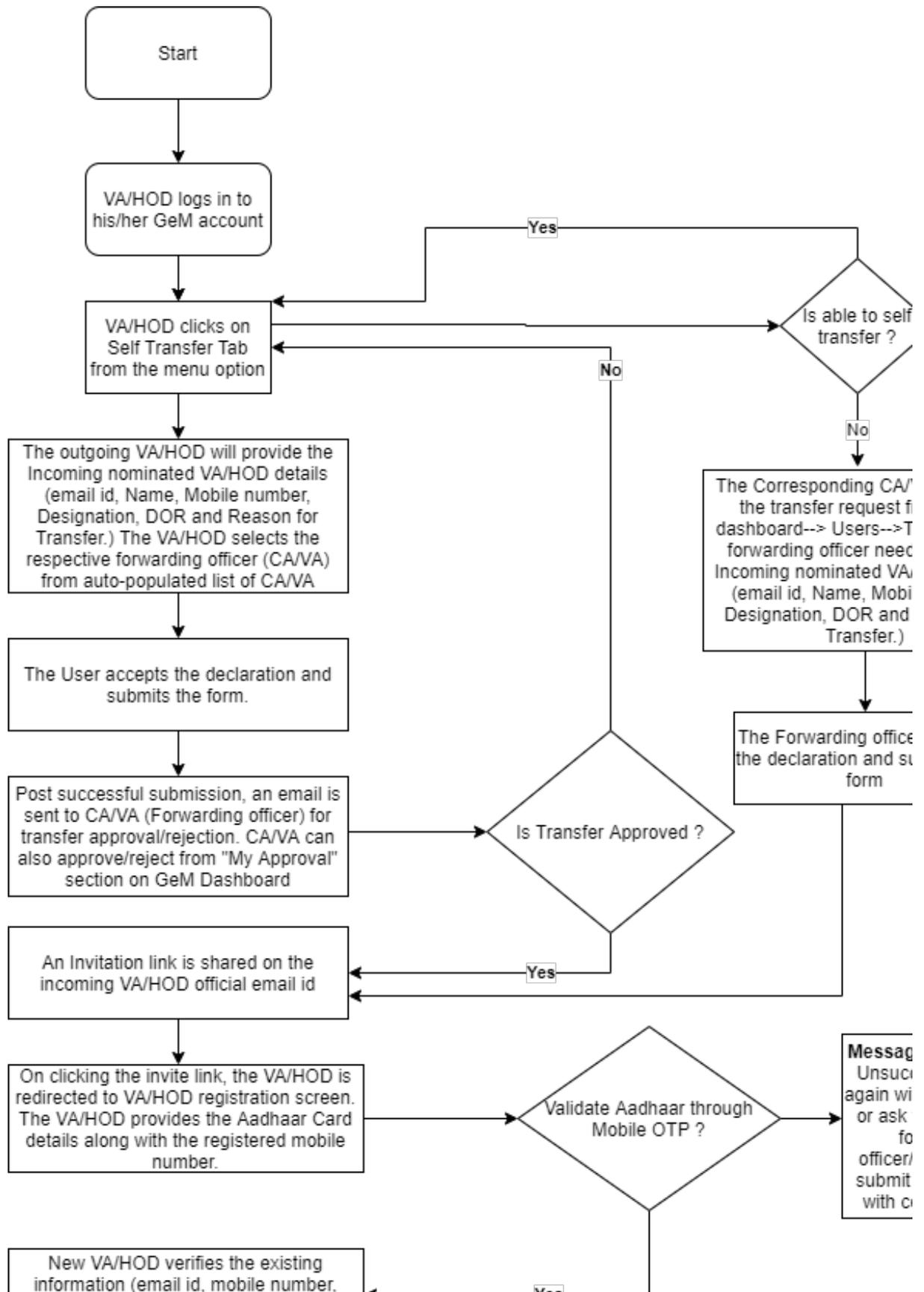
User will enter Name, Mobile number, Email ID, Designation of the role transferee. Existing GRA/VA shall enter reason for transfer of role and submit the role transfer request to the respective forwarding officer. GRA/VA will receive a link for approving the request on his/her registered email address in GeM.

Step 4: In case GRA is transferring VA role, the role transfer request would be auto-accepted after approval by GRA. In case another validated VA from the same Ministry/State/Department is transferring the VA role, the role transfer request shall be sent to respective GRA / other validated VA for approval. In case VA is transferring HOD role, the role transfer request shall be sent to the respective GRA / other validated VA in same Ministry/State Department (L-3).

Step 5: GRA/VA will receive a link for approving the request on his /her registered email and VA can approve/reject the role transfer request from 'My approval' tab on GeM dashboard.

Step 6: After approval of the request by the GRA/VA.

- Transfer Nominee will get an invitation link on his email address.
- On clicking the link, he will be redirected to GeM registration page.
- In case of transfer, Transferee users GeM Id should be mapped to Transfer Nominee instead of generating the new ID./ Or a new ID may be generated and old ID is deactivated for better logging or auditing purpose
- Post successful transfer/Transfer nominee registration both role Transferee and Forwarding officer should be sent confirmation email and SMS notification



5.1.3 Transfer/ Role Handover for Secondary User

For transfer/ handover undertaken by Secondary User, the following steps are followed:

Step 1: Primary user will login to GeM Portal using his official user id and password.

Step 2: Primary User will select 'Users' and select 'Manage Posts' to see the list of secondary users mapped to it.

Step 3: HOD will select the role to be transferred and provide the email id, date of retirement and reason for transfer. The Primary user submits the form.

Step 4: On submitting the form, an invite link will be shared with new secondary user on his official email id. The secondary user needs to verify through the link to activate his account on GeM.

Step 5: On clicking of the invite link, the secondary user is redirected to the secondary user registration screen. The secondary user provides the Aadhaar Card details along with the registered mobile number.

Step 6: The new secondary user verifies the existing information (email id, designation, Date of retirement, Organization hierarchy). The Secondary user sets the password and submits the form to activate his account.

Step 7: Email notification would be sent to new Secondary User as well as HOD on successful transfer of role, along with the unique GeM-User ID for the transferred role.

Note:

- If the role transferee does not have valid official email ID (as per section 4.1), invitation link along with necessary guidelines can be shared by the role transferrer with the role transferee for GeM Buyer ID account creation and role onboarding, as applicable, to onboard/register for the concerned role.
- Until the role transfer is not formalized in the system, existing/incumbent users will continue to perform the necessary duties for the role.

- Other exigent transfer cases that are not covered above shall be addressed at the backend on exceptional basis as per pre-defined protocols by GeM.

5.2 Deactivation/ Reactivation of GeM Buyer ID and Role

a) Following are some key business rules for deactivation of GeM Buyer ID/ Email address (user@gembuyer.in) and GeM roles:

1. If all roles associated with a particular GeM Buyer ID/ Email address (user@gembuyer.in) are transferred/ deactivated, the respective GeM Buyer ID/ Email address (user@gembuyer.in), will be automatically deactivated after 3 month if no new roles get mapped to the email ID within the said timeframe.
2. User will have to apply for activation of an existing GeM Buyer ID/ Email address (user@gembuyer.in) as per prescribed standard flow through GeM if the same has been deactivated.
3. A role cannot be deactivated if there are ongoing workflows or procurement transactions associated with the concerned role. In such cases, the ongoing workflows have to be completed before deactivation or role may be transferred to another authorized user as per section 5.1.
4. If HOD (Primary user) does not login to his HOD account on GeM portal for 3 continuous months, user's HOD account/role shall be suspended subject to business rule (3) provided above and may be reactivated as per the prescribed reactivation process provided in 5.2(c) (Email notifications and SMS would be sent every week after 2 months of inactivity. In the last week, daily reminders would be sent on email and SMS for HOD user to log in and keep the account active).
5. If Secondary User does not login to his Secondary User account on GeM portal for 3 continuous months, user's HOD account/role shall be suspended subject to business rule (3) provided above and may be reactivated as per the prescribed reactivation process provided in 5.2(c). (Email notifications and SMS would be sent every week after 2 months of inactivity. In the last week, daily reminders would be sent on email and SMS for Secondary User to log in and keep the account active).

6. Email Notification and SMS reminders to be sent to respective users on their official email address to transfer the account to a new user, when only 2 months are left for a user to retire as per the Date of Retirement captured in the system. During the last month weekly email notifications and SMS will be sent to both User and forwarding officer. In the last week, daily reminders would be sent on email and SMS to both user and forwarding officer to transfer account a new user. Post Date of retirement, the system will not allow the user to log-in to GeM Portal and his account will become in-active.

b) Deactivation of a GeM Role (VA/ HOD/Secondary User)

In case a user's HOD/Secondary User role needs to be deactivated, the following process shall be followed:

Step 1: Forwarding/ reporting officer (VA/HOD) will login GeM portal using his user id and password.

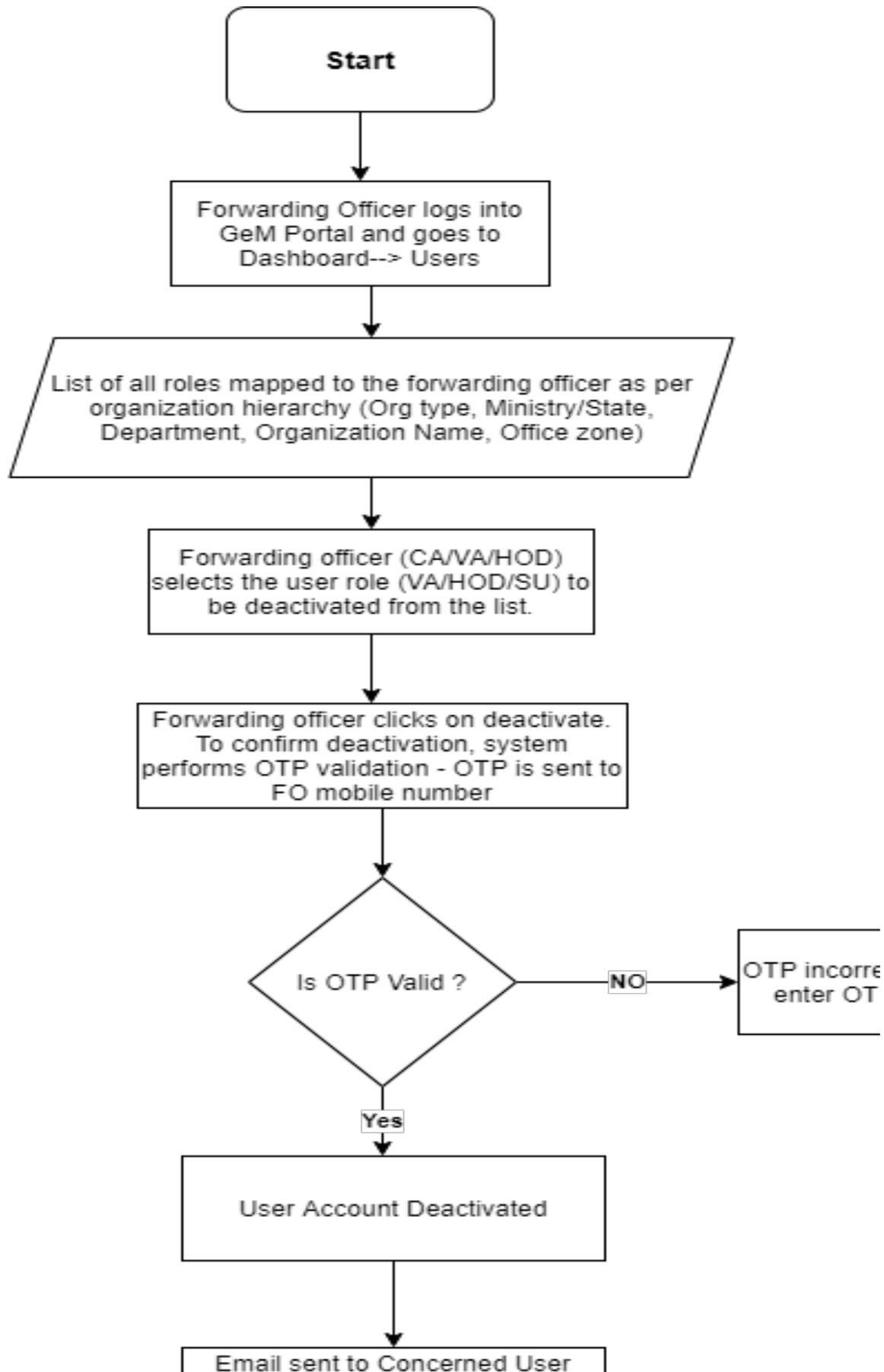
Step 2: Forwarding officer will select manage user Tab and select 'Deactivation of GeM Role' option from dashboard.

Step 3: Forwarding officer will select GeM role to be deactivated from available list of users.

Step 4: Forwarding officer will select deactivate option and click on 'Confirm'.

Step 5: Post confirmation of deactivation by forwarding officer, email notification of deactivation of role shall be sent to concerned user and respective forwarding officer. User's GeM-User ID for the role shall be deactivated and he/she shall not be able to login into GeM to perform the role which has been deactivated.

Deactivation of VA role can be undertaken by respective GRA via the GRA's dashboard on GeM by clicking on 'Deactivation of VA' option.



c) Reactivation of a GeM Role (VA/HOD/Secondary User)

In case a user's GeM role needs to be reactivated the following process shall be followed:

Step 1: Forwarding/ reporting officer (VA/HOD) will login GeM portal using his user id and password.

Step 2: Forwarding officer will select manage user Tab and select 'reactivation of GeM Role' option from dashboard.

Step 3: Forwarding officer will select GeM role to be reactivated from available list of users.

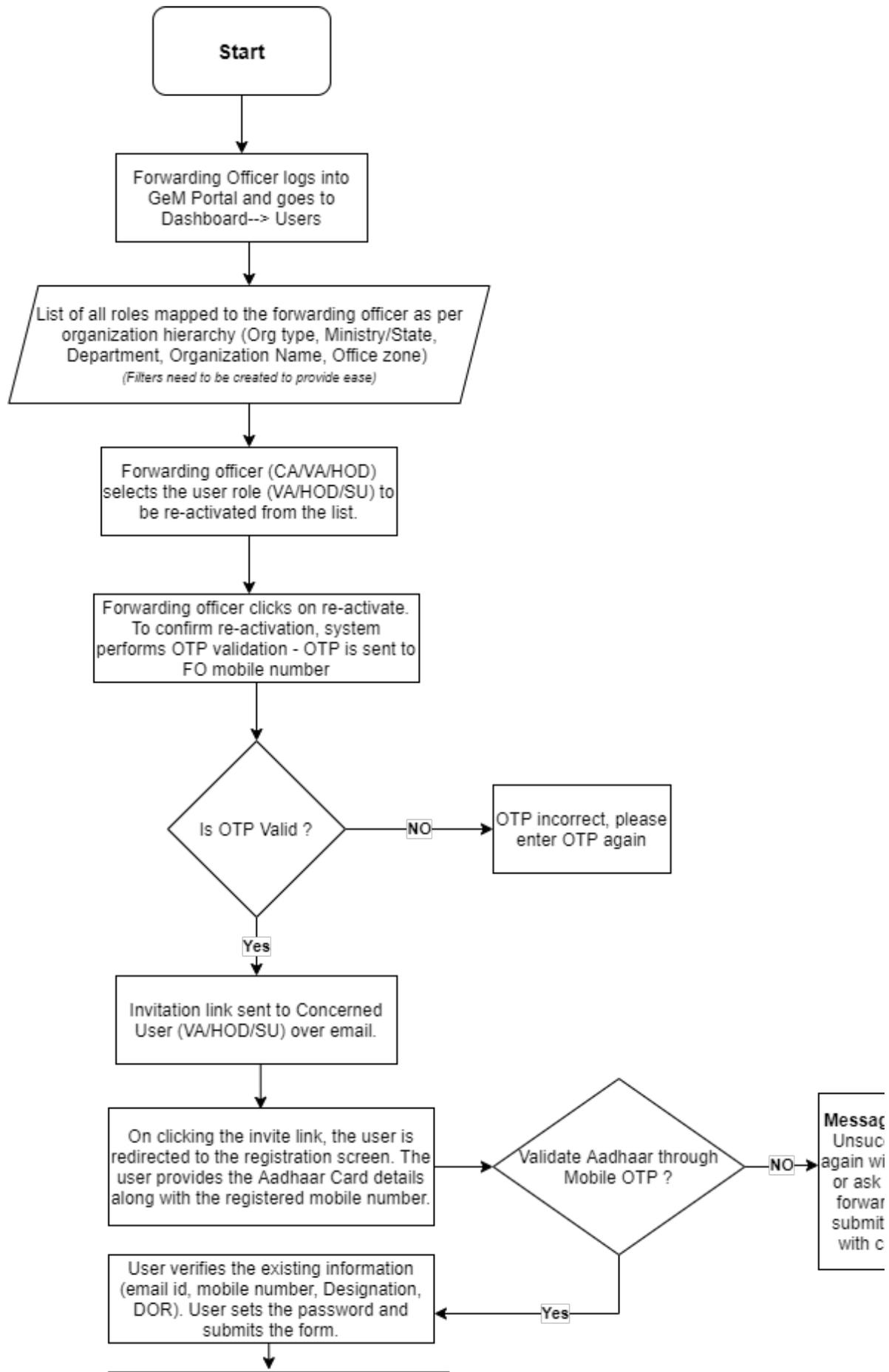
Step 4: Forwarding officer shall revalidate the role details i.e.- personal details of the user, organizational structure details. Forwarding officer will click on 'Confirm' subsequently.

Step 5: Post confirmation of reactivation by forwarding officer, email notification of role re-activation shall be sent to concerned user and respective forwarding officer, along with the GeM-User ID for the role. User can now login into GeM portal and perform the reactivated roles.

Reactivation of VA role can be undertaken by respective GRA on the GRA's dashboard on GeM by clicking on 'Reactivation of VA' option.

Note:

- GRA would also have option to deactivate and reactivate HOD role if required on his/her GeM dashboard
- Deactivation/ reactivation of role can also be undertaken by respective forwarding officer through his/ her 'My Account' tab on GeM portal.



6. New Organization Onboarding

Step 1: VA user can get an option for 'New Organization Onboarding' on his GeM Dashboard, which he can use to create the respective organizational structure details.

Step 2: VA user can create a new organizational structure by entering the required details i.e. Organizational Type, Ministry/State/ UT, Department, Organization Name.

Step 3: If VA is adding new organization, VA will also provide official website and Domain to be white listed to allow users to register. Public domain emails like (Yahoo, gmail, hotmail, outlook, rediff etc are not allowed)

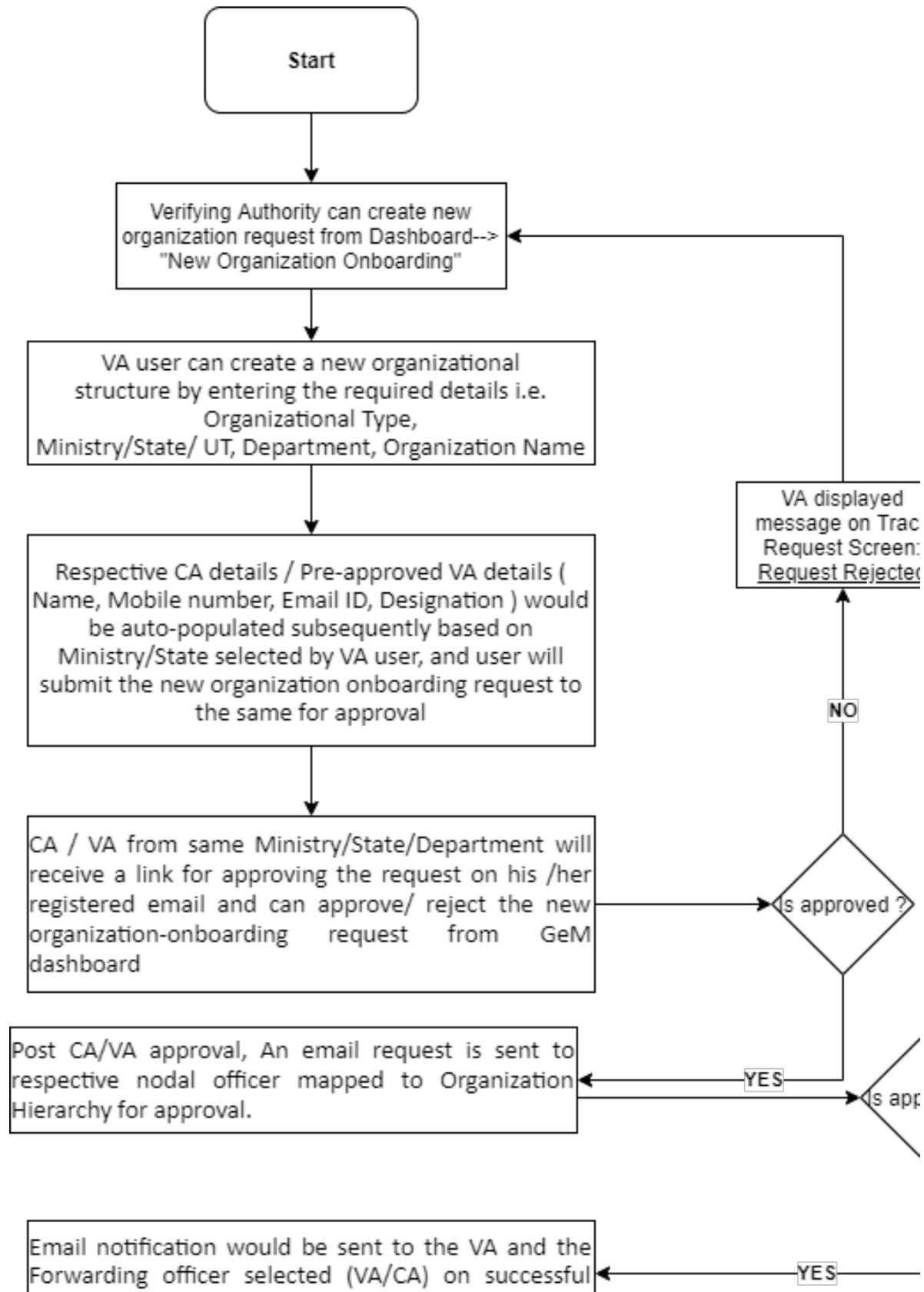
Step 4: Respective GRA details / Pre-approved VA details (Name, Mobile number, Email ID, Designation) would be auto-populated subsequently based on Ministry/State selected by VA user, and user will submit the new organization onboarding request to the same for approval.

Step 5: GRA / validated VA from same Ministry/State/Department will receive a link for approving the request on his /her registered email and can approve/ reject the new organization onboarding request from GeM dashboard.

Step 6: Post GRA/VA approval, the request will be sent to Nodal officer for approval. Post approval of GeM Nodal officer the system will auto-update.

Step 7: On successful creation of organization hierarchy, email notification would be sent to the VA, GRA/VA (Approver) and nodal officer of successful onboarding of the new organization on GeM.

Note: Only VA can create/submit a request for new organization onboarding.



Edit Existing Organization/Domain White Listing

Step 1: VA will login into GeM portal using his/her userid password.

Step 2: VA will click on manage org hierarchy from his dashboard.

Step 3: VA will select desired org hierarchy from available list of org-hier structure as per ministry/state/department assigned to respective user and will click on edit button.

Step 4: VA may edit Org-hier details (Ministry/State will be pre-populated as per VA's org heir). He will be able to edit lower levels.

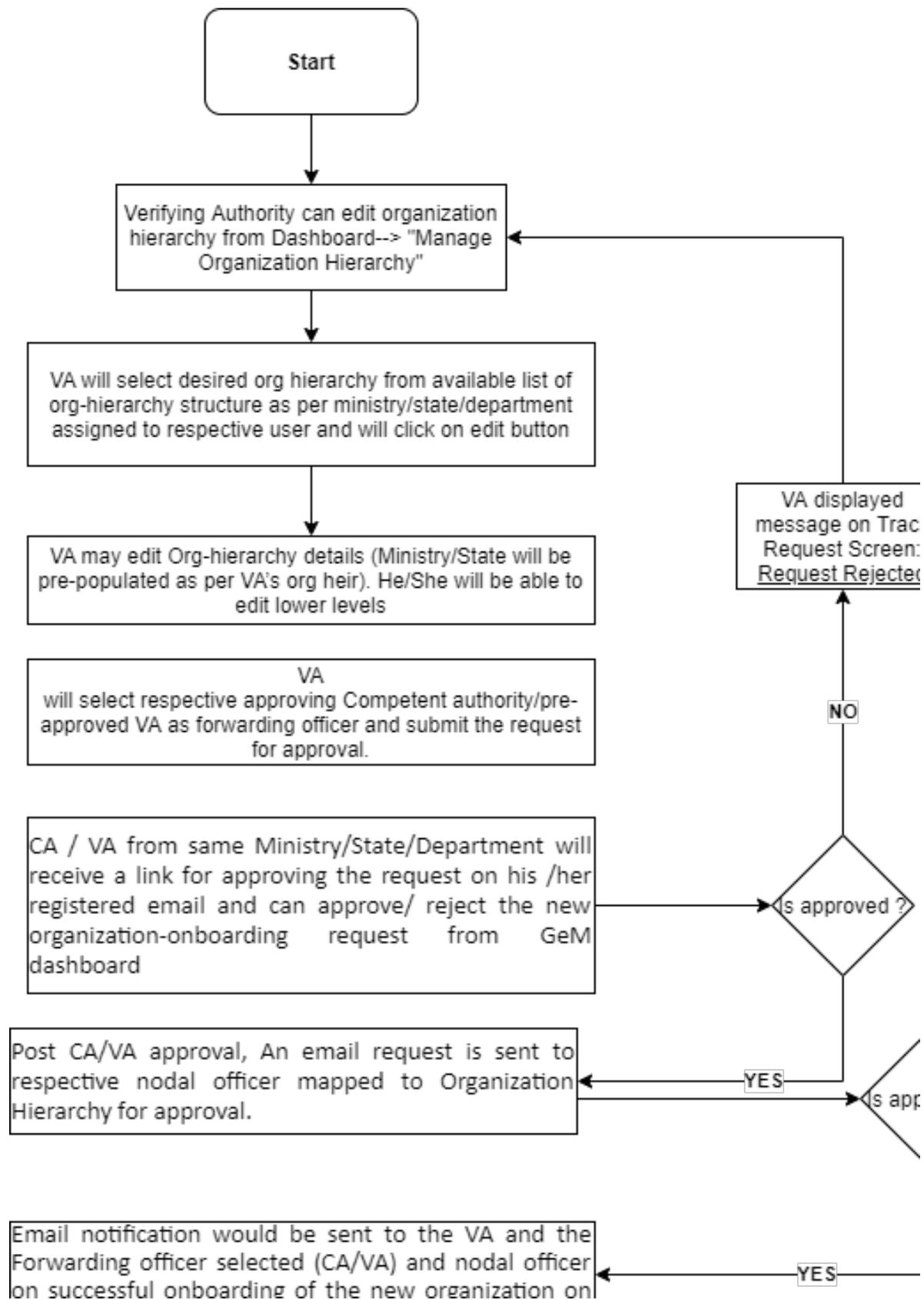
Step 5: VA will select respective approving GRA/pre-approved VA and submit the request.

Step 6: GRA will get an email Notification to approve or reject the request. GRA can also approve the request from his/her GeM Dashboard.

Step 7: Post GRA approval, the request will be sent to Nodal officer for approval. Post approval of GeM Nodal officer the system will auto-update the organization hierarchy.

Step 8: On successful updation of organization hierarchy, email notification would be sent to the VA, GRA/VA (Approver) and nodal officer of successful onboarding of the new organization on GeM.

Note: Only VA can create/submit a request for changes/edits in organization hierarchy.



7. Revalidation of Existing Users

The revalidation process involves the following activities in the sequence mentioned below:

1. CMDs /Secretaries / Chief Secretaries / Registrars / CAG / CGA etc. to identify GRA and nominate them.
2. GRA is onboarded on the GeM platform as per processes defined in section 4.
3. Verifying Authority are onboarded based on respective GRA's approval as per processes defined in section 4.
4. Existing GeM HOD will login into GeM using his/her official email id and click on re-validate role option on his/her dashboard.
5. On Clicking the Re-validate role option, an OTP sent on his registered mobile number. The HOD need to select the respective Forwarding officer (GRA/VA/pre-approved HOD) list auto-populated on the basis of organization hierarchy.
6. Request will be sent to the Forwarding officer as selected by HOD to verify and validate HOD's details on GeM.
7. Validated HODs can also validate other HODs within the same Department.
8. Secondary User will login into GeM using his/her official email id and click on re-validate role option on his/her dashboard. On clicking the re-validate role option an OTP is sent to secondary user on his registered mobile number and the same would be validated the by entering the OTP sent on his registered mobile number.
9. Request will be sent to the mapped HOD to verify and validate Secondary User's details on GeM

As part of the revalidation exercise, Existing HOD/Secondary Users will need to enter their GeM-User ID and validate by entering the OTP sent on the associated mobile number.

Note: All existing users on GeM portal i.e. existing HOD (Primary Users) and Secondary Users must undertake the above revalidation measures as applicable before XXXXXXXXXXXXXXXX (date) and be revalidated in GEM framework for continued use of the GeM platform.

8. Two-Factor Authentication for Buyers

During log-in all four roles – GRA, Verifying Authority, Primary Buyer and Secondary Buyers need to authenticate their log-in by using an additional layer of authentication namely email based OTP verification.

Once the users have successfully provided their password, the system will auto-prompt the user to verify his email by entering the OTP received over his email. Post successful verification of email, the user will be allowed to log-in to his GeM Account.

The above will be applicable for all the users at every log-in.

*****END OF DOCUMENT*****

GeM Registering Authority (GRA) And Verifying Authority (VA) Approval process at GeM

User Manual

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1 INTRODUCTION

As part of the buyer process enhancement, GeM has added two more roles of Verifying Authority (VA) and GeM Registering Authority (GRA) at Department/Organization and Ministry / State level respectively. The primary purpose for the appointment of Verifying Authority (VA) and GeM Registering Authority (GRA) in the approval process is to make the buyer process seamless, accurate and transparent.

2 OBJECTIVE

The objective of the manual is to provide users with a guide to assist them in the new role approval process with a Buyer organisation. This manual includes a description of the roles and functions of GeM Registering Authority (GRA) and Verifying Authority (VA) and step-by-step procedure for new process access and use.

3 ROLES AND FUNCTIONS

3.1 ROLES

3.1.1 GeM Registering Authority (GRA)

3.1.2 Verifying Authority (VA)

3.2 ROLE FUNCTION

3.2.1 GeM Registering Authority (GRA)

- GRA can approve on boarding of new Verifying Authority (VA) on GeM.
- GRA can approve/reject/request information from the dashboard against the request for charge allocation of Department / Organization raised by VA.
- GRA can approve/reject/request information for Department / Organization removal from the charge allocation based on request by VA.
- Monitoring/ tracking notifications through email for any user on boarding requests/workflows for which the GRA is the concerned Forwarding Officer.

3.2.2 Verifying Authority (VA)

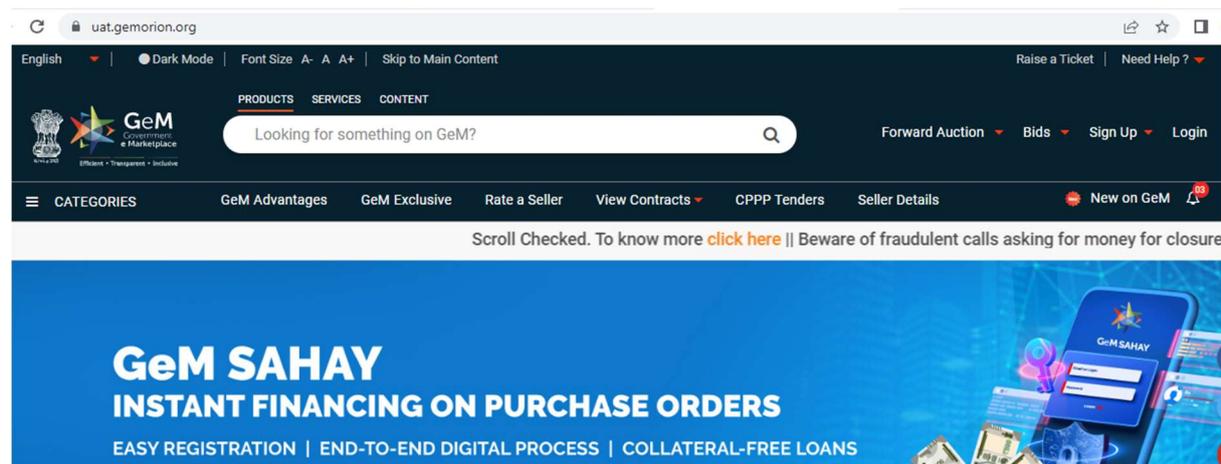
- VA can approve/reject/request information from dashboard against the on boarding request raised by HOD
- Self-Registration on GeM from Sign up page with prescribed steps
- Creating/ submitting request for new buyer organisation hierarchy on GeM if not available in dropdown.
- VA can raise the request to GRA for Department / Organization charge allocation/removal from dashboard
- Monitoring/ tracking notifications through email for any user on boarding requests/workflows for which the VA is the concerned Forwarding Officer

4 USER JOURNEY

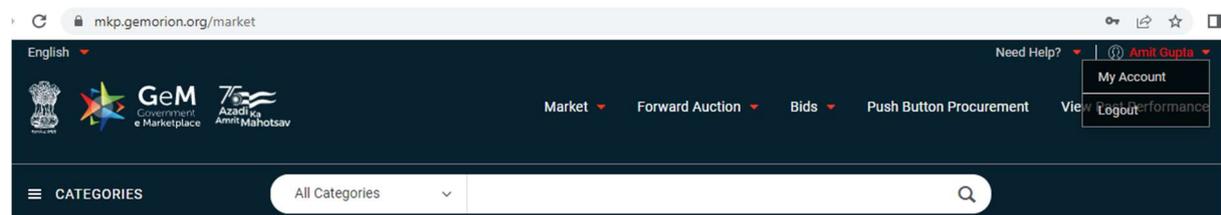
4.1 GeM REGISTERING AUTHORITY (GRA)

On the GRA account, you will have the functionality to process requests raised by Verifying Authorities (VAs) under your Ministry/State. The process is explained below.

Step 1: Go to <https://gem.gov.in/> and login with GeM Registering Authority (GRA) credential received from GeM on the GRA's email.



Step 2: Click on **My Account** from dropdown upon successful login.



Step 3: Click on **VA Request Approval List** from the left side menu to view all the requests from the Verifying Authority. To manage/approve any request click on View

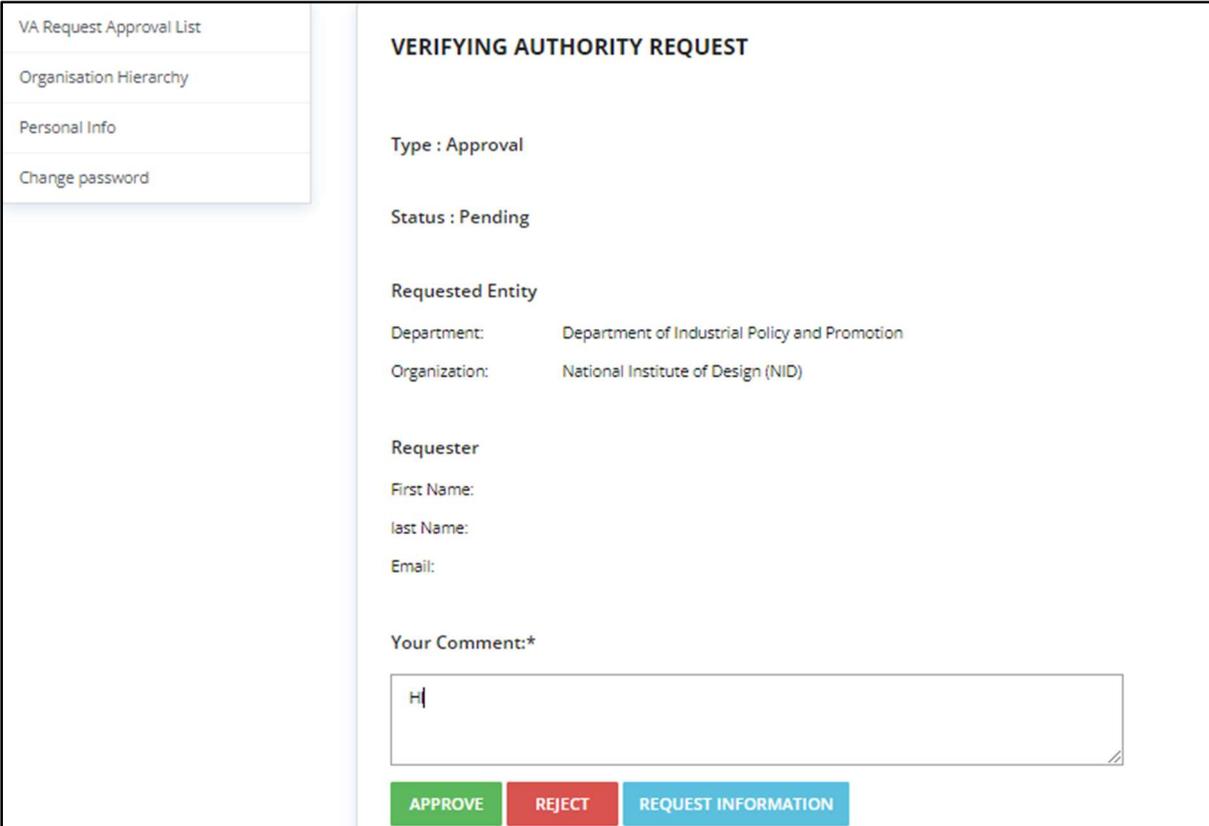


The screenshot shows the 'VA Request Approval List' interface. On the left, there is a sidebar menu with options: 'VA Request Approval List', 'Organisation Hierarchy', 'Personal Info', and 'Change password'. The main content area is titled 'VERIFYING AUTHORITY REQUESTS' and features a table with columns: 'Sl.No', 'Request For', 'User Id', 'Department', 'Organization', 'Status', and 'Action'. A 'Status' dropdown menu is set to 'All'. Two rows of requests are visible, both with a status of 'approved' and a 'VIEW' button.

| Sl.No | Request For | User Id | Department | Organization | Status | Action |
|-------|-------------|---------|------------------------|--------------------|----------|----------------------|
| 1 | Approval | | Department of Commerce | All Organization | approved | VIEW |
| 2 | Approval | | Department of Commerce | Coffee Board India | approved | VIEW |

Step 4: Click on the **VIEW** tab by identifying **Request type** (label name Request for) to review the request details. GeM Registering Authority user can act upon the request in the following ways:

- **Approve:** If GRA approves the request, VA gets the authorisation to start managing the requested department/organisation.
- **Reject:** If GRA rejects the request, the VA does not get the authorisation for the requested department/organisation. The VA can submit the request again after making the necessary amendments as per the comments mentioned by GRA.
- **Request Information:** In case GRA seeks information for any received request, they can place an information request comment and click on Request information.



VA Request Approval List

Organisation Hierarchy

Personal Info

Change password

VERIFYING AUTHORITY REQUEST

Type : Approval

Status : Pending

Requested Entity

Department: Department of Industrial Policy and Promotion

Organization: National Institute of Design (NID)

Requester

First Name:

Last Name:

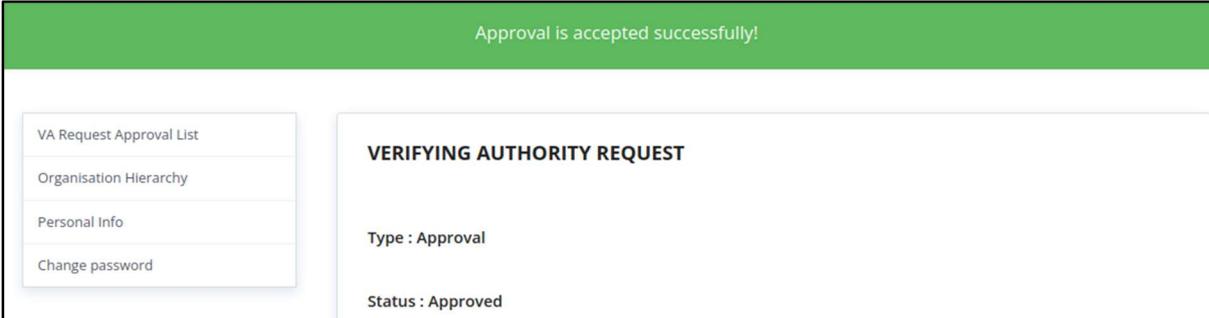
Email:

Your Comment:*

H|

APPROVE **REJECT** **REQUEST INFORMATION**

Step 5: The system prompts a success message for the successful Approval.



Approval is accepted successfully!

VA Request Approval List

Organisation Hierarchy

Personal Info

Change password

VERIFYING AUTHORITY REQUEST

Type : Approval

Status : Approved

4.2 GeM VERIFYING AUTHORITY (VA)

Verifying Authority (VA) needs to register (Sign Up) on GeM to begin executing their functions as a Verifying Authority (VA).

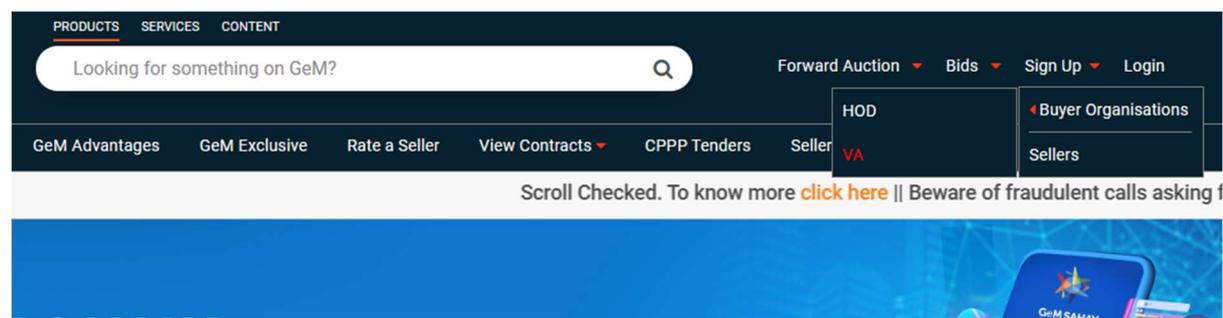
As a Verifying Authority, user will be able to see –

- A list of your Organisations / Departments approved by the GRA.
- Raise requests to the GRA for managing additional Organisations / Departments.
- Raise requests for removal of any Organisations / Departments you are managing.

As a VA you will also be able to process requests raised by new HODs in the Office Zones under the Organisation / Department you are managing.

4.2.1 Self-Registration – Verifying Authority

Step 1: Go to <https://gem.gov.in/> and click Sign Up as a VA.



Step 2: Accept the Terms and Conditions and enter your Aadhaar number and mobile number linked with Aadhaar for verification.


REVIEW TERMS & CONDITIONS

Aadhaar Number / Virtual ID* 

Please enter Aadhaar number/Virtual Aadhaar

Mobile number linked with Aadhaar*

Please enter your 10 digit mobile number

I, the holder of the above Aadhaar, hereby give my consent to GeM (Government e Marketplace), for using my Aadhaar number as allotted by UIDAI for GeM Registration. GeM (Government e Marketplace) ,have informed me that my aadhaar data will not be stored/shared.

मैं, उपर्युक्त आधार का धारक, भारतीय विशिष्ट पहचान प्राधिकरण द्वारा आवंटित अपने आधार नंबर को जेम पंजीकरण हेतु प्रयोग में लाने हेतु जेम (गवर्नमेंट ई-मार्केटप्लेस) को एतद्वारा अपनी सहमति प्रदान करता हूँ। जेम (गवर्नमेंट ई-मार्केटप्लेस) ने मुझे अवगत कराया है कि मेरे आधार डेटा को संग्रहीत/साझा नहीं किया जाएगा।

Click on the play button to listen consent/ सहमति सुनने के लिए प्ले बटन पर क्लिक करें।



VERIFY AADHAAR

Step 3: Post successful verification, kindly enter the required details and click on send OTP.

| | |
|---|--|
| Mobile number linked with Aadhaar * | 9873458725 |
| First Name * | <input type="text" value="Jasprit"/> |
| Last Name | <input type="text" value="Bumrah"/> |
| Aadhaar Details Verified Successfully. | |
| If you do not find your organisation hierarchy below, Click Here to request for a new organisation hierarchy. | |
| Organisation Type * | <input type="text" value="Central Government"/> |
| Ministry * | <input type="text" value="Ministry of Commerce and Industry"/> |
| If you do not have Government Email ID, Click Here to apply for @gembuyer.in Email ID. | |
| Official Email Id * ⓘ | <input type="text" value="....."/> |
| You must have NIC registered email to register. | |
| Verify Email Id * | <input type="text" value="sunjan5@gov.in"/> |
| <input type="button" value="SEND OTP"/> | |

Step 4: Create user credentials. Enter username and password. Click on create account.

| | |
|---|--|
| User Credentials | |
| User Id * ⓘ | <input type="text" value="sunhan3"/> |
| Password * ⓘ | <input type="password" value="....."/> |
| Password must contain minimum of | |
| ✓ One Upper Case | ✓ One Lower Case |
| ✓ One Numeric | ✓ One Special Character |
| ✓ 8 characters and maximum of 16 characters | |
| Confirm Password * | <input type="password" value="....."/> |
| <input type="button" value="CREATE ACCOUNT"/> | |

Step 5: System prompts with a success message of user creation and the user gets an email of GeM registration.

Verifying Authority can login with created user ID and can proceed with GeM processes.

4.2.2 Verifying Authority – Organisations I Manage (Tab name)

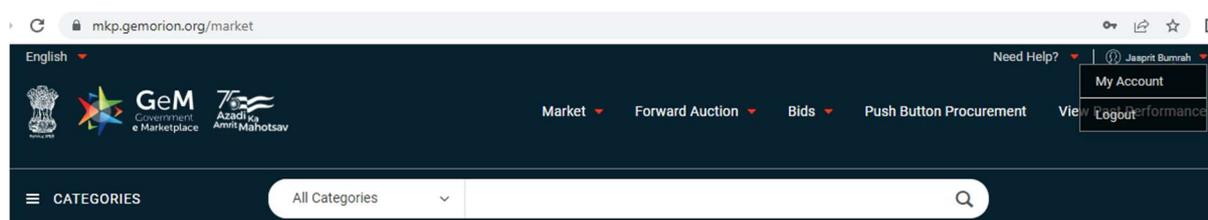
VA can do the following by accessing this tab.

- a. **View Organisations / Departments you are currently managing or see request status**
- b. **Raise a request for a new Department/Organisation**
- c. **Creating a Request for removing / revoking and existing Organisation / Department you are managing**
- d. **View and process request raised by HODs in Office Zones under your Department / Organisation:**

Illustration:

a) View Organisations / Departments you are currently managing or see request status

Step 1: Click on **My Account** from dropdown upon successful login.



Step 2: Click on **Orgs I manage** from the left side menu to View the list of Organisations/Departments you are currently managing. The Verification Status column shows the status of your requests, using the following icon:

- **Clock Face** – Your request is pending for approval with GRA
- **Green Tick** – Your request has been approved by the GRA and you are currently managing the Department / Organisation mentioned in the respective columns.
- **Question Mark** – The GRA has requested for additional information on your request. Please open the request and respond accordingly.
- **Exclamation Mark** – This marks indicates that the organisation / department removal request (raised by VA) is not actioned since there are some requests (raised by HODs of same organisation / department) awaiting VAs consideration/action. Kindly close the pending requests so that this revoke request can be processed further.
- **Cross (X) Mark** – Your request has been rejected by GRA

- Orgs I manage
- HOD Request Approval List
- Organisation Hierarchy
- Personal Info
- Change password

MY ORG REQUESTS

[NEW REQUEST](#)
[REQUEST TO REVOKE AUTHORITY](#)

Verifying Authority Requests

| Status <input type="text" value="All"/> | | | | |
|---|-------------|---|---------------------------|----------------------|
| Verification Status | Request For | Department | Organization | Action |
| ✓ | Approval | Department of Commerce | All Organization | VIEW |
| ✓ | Approval | Department of Industrial Policy and Promotion | All Organization | VIEW |
| ! | Removal | Department of Commerce | All Organization | VIEW |
| ✗ | Removal | Department of Industrial Policy and Promotion | All Organization | VIEW |
| ⌚ | Approval | Department of Commerce | EC/EDI for Trade in India | VIEW |
| ! | Removal | Department of Industrial Policy and Promotion | All Organization | VIEW |

b) Raise a request for taking a charge/authority of new Department/Organisation

Step 1: Click on **New Request** to create/ raise.

- Orgs I manage
- HOD Request Approval List
- Organisation Hierarchy
- Personal Info
- Change password

MY ORG REQUESTS

NEW REQUEST
REQUEST TO REVOKE AUTHORITY

Verifying Authority Requests

Status All ▼

| Verification Status | Request For | Department | Organization | Action |
|---------------------|-------------|------------------------|------------------|---|
| ✓ | Approval | Department of Commerce | All Organization | VIEW |

Step 2: Select the radio button to raise a request for a whole Department or select Organisation to raise a request for a single Organisation within a Department.

Step 3: After making your selection, click the Submit Request button. Your request will be sent to the GRA. The status of the request can be seen as described in the section above.

- Orgs I manage
- HOD Request Approval List
- Organisation Hierarchy
- Personal Info
- Change password

MY ORG REQUESTS

REQUEST TO REVOKE AUTHORITY

New Request

Authenticate yourself for*

Department
 Organization

Department:*

Department of Commerce ▼

Organization:*

Government e Market Place(GeM) ▼

SUBMIT REQUEST

Step 4: System prompts with a success message of the request submission.

Approval Request has been sent successfully!

GeM Government e Marketplace
Amrit Mahotsav

☰ CATEGORIES
All Categories
🔍

Forward Auction is live now. To know more, [click here](#)

NOTIFICATIONS
+

- Orgs I manage

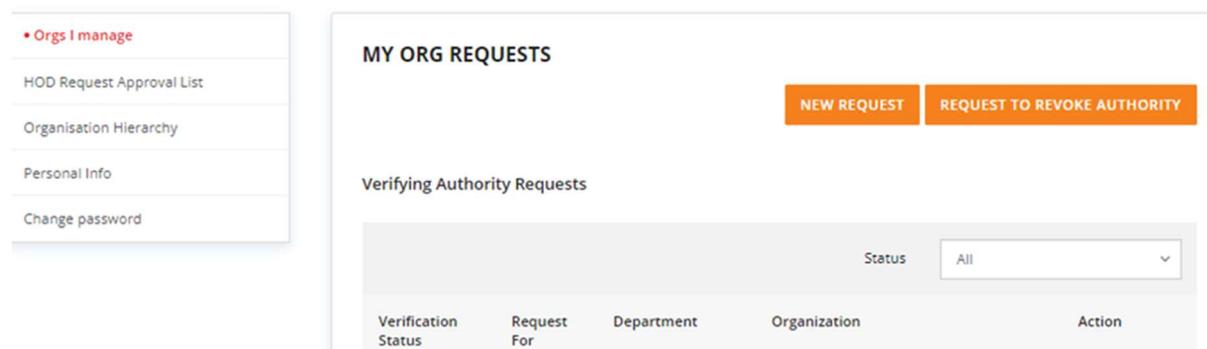
MY ORG REQUESTS

c) Creating a Request for Removing / Revoking and existing Organisation / Department you are managing

Conditions

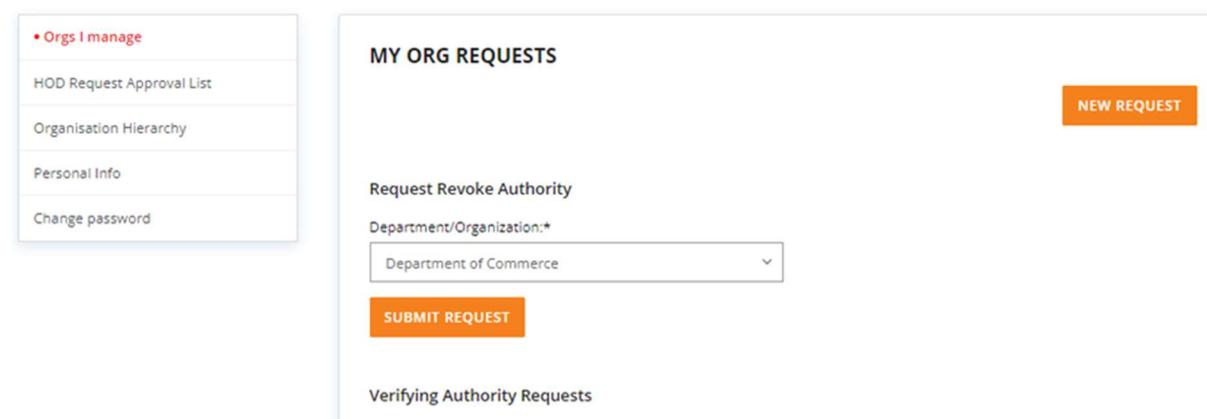
- There must be another GRA approved existing VA to take the responsibility of revoked Department/Organisation on GeM.
- All requests from your HOD should be cleared

Step 1: Click on Request to Revoke Authority



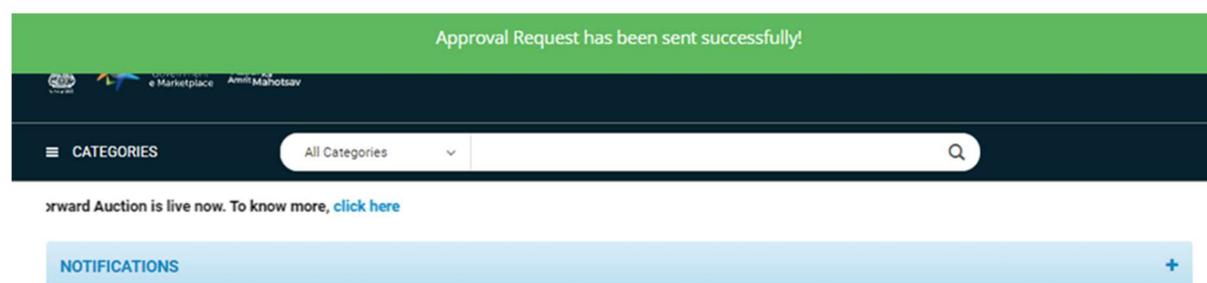
The screenshot shows a sidebar menu on the left with 'Orgs I manage' selected. The main content area is titled 'MY ORG REQUESTS' and contains two orange buttons: 'NEW REQUEST' and 'REQUEST TO REVOKE AUTHORITY'. Below these buttons is a section for 'Verifying Authority Requests' with a 'Status' dropdown menu set to 'All'. A table with columns 'Verification Status', 'Request For', 'Department', 'Organization', and 'Action' is partially visible.

Step 2: Select the department/organisation from the dropdown list whose authority is being revoked (required). Click on Submit Request.



The screenshot shows the 'Request Revoke Authority' form. The sidebar menu is the same as in Step 1. The main content area is titled 'MY ORG REQUESTS' and has a 'NEW REQUEST' button. The form includes a 'Request Revoke Authority' section with a 'Department/Organization:*' dropdown menu showing 'Department of Commerce'. A 'SUBMIT REQUEST' button is located below the dropdown. Below the form is a section for 'Verifying Authority Requests'.

Step 3: The system prompts a success message for the successful action.



The screenshot shows a green success message banner that reads 'Approval Request has been sent successfully!'. Below the banner is a dark navigation bar with 'CATEGORIES' and a search bar. A blue notification bar at the bottom contains the text 'Forward Auction is live now. To know more, click here' and a 'NOTIFICATIONS' button with a plus sign.

d) View and Process Request Raised by HODs in Office Zones under your Department / Organisation:

Step 1: Verifying Authority users can view all requests submitted by HODs by clicking HOD Request Approval List from the left panel and filter requests as per status.

- Orgs I manage
- HOD Request Approval List
- Organisation Hierarchy
- Personal Info
- Change password

HOD REQUESTS

| Sl.No | User Id | Post | Status | |
|-------|-----------------------|---------------------------------|----------|----------------------|
| 1 | gurugramvle@yahoo.com | MS_O_20220615_15_2_gurugram_HOD | gurugram | VIEW |
| 2 | Suhail@012345 | MS_O_20220615_1_10_Hiba-csv_HOD | Hiba csv | VIEW |
| 3 | test23_hod | MS_O_20220615_1_13_test23_HOD | test23 | VIEW |
| 4 | misbuyer | MS_O_20220805_3_xyzz_HOD | xyzz | VIEW |

Step 2: VA can see details of the request by clicking the view button and can take desired action after reviewing details.

Step 3: You can either approve the HOD’s request, reject it or request for additional information using the given buttons and the comment box.

- Orgs I manage
- HOD Request Approval List
- Organisation Hierarchy
- Personal Info
- Change password

HOD REQUEST

Organisation Details

Organisation Type : Multi-State Co-operative Societies (MSCS)
 State : DELHI
 Department : New Delhi
 Organisation : National Cooperative Housing Federation Ltd.
 Office/Zone : Hiba csv

Requester

First Name: Shivshankarabnannananananannananannanan
 last Name: Sharma
 Email: suhail@gov.in
 Post Name: MS_O_20220615_1_10_Hiba-csv_HOD

Comments:

Your Comment:

OK

APPROVE
REJECT
REQUEST INFORMATION

Step 4: The system prompts a success message for the successful action.

Approval is accepted successfully!




CATEGORIES
All Categories

Forward Auction is live no

NOTIFICATIONS +

Orgs I manage

HOD Request Approval List

Organisation Hierarchy

Personal Info

Change password

HOD REQUEST

Organisation Details

Organisation Type : Multi-State Co-operative Societies (MSCS)
 State : DELHI
 Department : New Delhi
 Organisation : National Cooperative Housing Federation Ltd.
 Office/Zone : Hiba csv

Requester

First Name: Shiyshankarabnannananananannananaannanan
 last Name: Sharma
 Email: suhail@gov.in
 Post Name: MS_O_20220615_1_10_Hiba-csv_HOD

Comments:

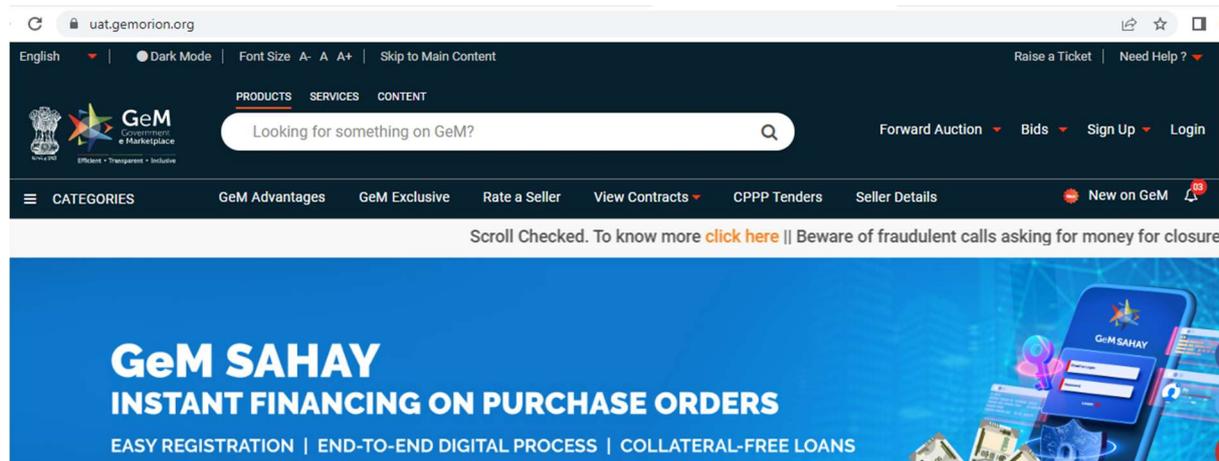
| Name | Comment | Created_at |
|-------------|---------|------------------|
| Kapil Meena | OK | 05-01-2023 20:04 |

Your Comment:

APPROVE
REJECT
REQUEST INFORMATION

5 REQUEST FOR A NEW ORGANISATION HIERARCHY

Step 1: Go to <https://gem.gov.in/> and click Sign Up



Step 2: In case the organisation is not found on GeM, the user can request for new organisation hierarchy.

REVIEW TERMS & CONDITIONS

Mobile number linked with Aadhaar* 9873458725

First Name* jasprit

Last Name Bumrah

Aadhaar Details Verified Successfully.

If you do not find your organisation hierarchy below, [Click Here](#) to request for a new organisation hierarchy.

Organisation Type* Select

If you do not have Government Email ID, [Click Here](#) to apply for @gembuyer.in Email ID.

Official Email Id* 

You must have NIC registered email to register.

Verify Email Id*

Step 3: Please enter your Aadhaar number and mobile number linked with Aadhaar for verification.

English ▾ | Dark Mode | Font Size | A- | A | A+ | Skip to Main Content Need Help? ▾ | Login



[Forward Auction ▾](#) | [Bids ▾](#) | [Signup ▾](#)

Government Organisation Buyer Sign Up

Please Read The Document Before Sign Up

NEED HELP ?

REQUEST FOR NEW ORGANISATION BUYER ACCOUNT

Aadhaar Number / Virtual ID *

Mobile number linked with Aadhaar *

I, the holder of the above Aadhaar, hereby give my consent to GeM (Government e Marketplace), for using my Aadhaar number as allotted by UIDAI for GeM Registration. GeM (Government e Marketplace) ,have informed me that my aadhaar data will not be stored/shared.

मैं, उपर्युक्त आधार का धारक, भारतीय विधि प्रहसन प्राधिकरण द्वारा आवंटित अपने आधार नंबर को गेम पंजीकरण हेतु प्रयोग में लाने हेतु गेम (गवर्नमेंट ई-मार्केटप्लेस) को एलटद्वारा अपनी सहमति प्रदान करता हूँ। गेम (गवर्नमेंट ई-मार्केटप्लेस) ने मुझे अवगत कराया है कि मेरे आधार डेटा को संग्रहीत/साझा नहीं किया जाएगा।

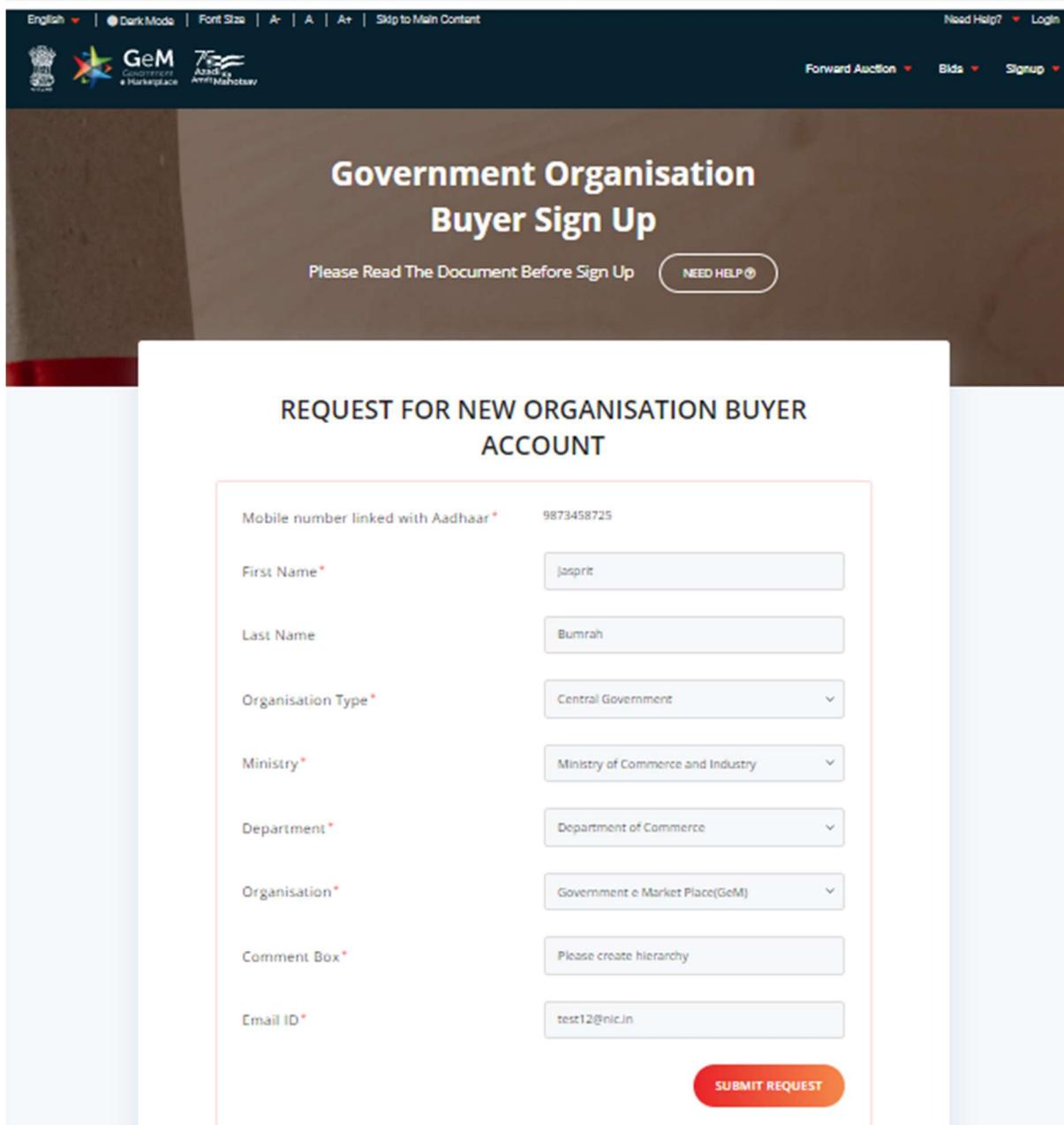
Click on the play button to listen consent/ सहमति सुनने के लिए प्ले बटन पर क्लिक करें।

▶
0:00 / 0:51

▬
▬
⏸
⋮

VERIFY AADHAAR

Step 4: Fill in the organisation details in prescribed form and submit.



English | Dark Mode | Font Size | A- | A | A+ | Skip to Main Content | Need Help? | Login

Forward Auction | Bids | Signup

Government Organisation Buyer Sign Up

Please Read The Document Before Sign Up [NEED HELP?](#)

REQUEST FOR NEW ORGANISATION BUYER ACCOUNT

| | |
|-------------------------------------|-----------------------------------|
| Mobile number linked with Aadhaar * | 9873458725 |
| First Name * | Jasprit |
| Last Name | Bumrah |
| Organisation Type * | Central Government |
| Ministry * | Ministry of Commerce and Industry |
| Department * | Department of Commerce |
| Organisation * | Government e Market Place(GeM) |
| Comment Box * | Please create hierarchy |
| Email ID * | test12@nic.in |

[SUBMIT REQUEST](#)

Step 5: User gets an email confirmation on their email id of request submission.

End of the Document