



वैज्ञानिक तथा औद्योगिक अनुसंधान परिषद्  
Council of Scientific and Industrial Research

फाइल सं. 13-4(73)/18-19/S&P/policy

दिनांक 17.10.2019

To  
The Directors/Heads of all CSIR Labs/Instt.

ATTN: COSPs/SPOs/SOs(S&P)

Sub: Clarification on GeM

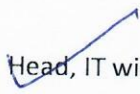
Sir

In response to the CSIR letter dated 18<sup>th</sup> June 2018 seeking the issues/difficulties faced by the stakeholders while procuring through GeM, the inputs received were summarized and forwarded to Dy. CEO, GeM. GeM authority has acknowledged the problems and many of the difficulties/issues have been addressed. Further, during the training program on CSIR Manual on Procurement of Goods 2019, many other issues raised by the participants were also addressed by GeM faculties.

A table of such clarification received from GeM is attached for your reference. You are also requested to kindly see the GeM Handbook which is available under the heading of **Resources** on GeM portal for help and guidance.

  
Vinay Kumar

Stores & Purchase Officer

Copy:  Head, IT with the request to make available on CSIR Website.

Office copy

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**CLARIFICATIONS SOUGHT & REPLY RECEIVED FROM GeM**

<b>CLARIFICATION SOUGHT</b>	<b>REPLY RECEIVED FROM GeM</b>
The search option for products or services should not be login based. Search without restricting with login will help the users to find out the availability of items on GeM.	The provision of searching products without login is available. Open the Website <a href="http://www.gem.gov.in">www.gem.gov.in</a> and search your products and service directly
Items included in the list for procurement through GeM: suggestion for inclusion or exclusion and mechanism for periodic revision of the list.	A category addition/Modification can be done through Request option Tab in Buyer Dash board. There is a Facility to upload the annual procurement plan through Request option.
Searching an item with the required specifications takes long time. Sometimes only two or less brands are found for items valuing more than Rs. 25,000/-	If you find only two or less brands then you have an option of intent of buying bid. You can create the bid on any of those products based on your requirement
Bidders do not compulsorily upload catalogue for Office automation products/IT products/Photocopiers etc.	You can request for new product or services from the requests option under buyer dash board.
Categorization of products is not proper and user friendly. Slight variation in specs creates fresh subheads making the search more difficult.	The Issue may be raised with help desk to be routed to GeM SPV.
There is no method to ensure authenticity/genuine nature of item as vendor provide duplicate items.	After delivery if the product is not found good either reject in CRAC or raise the incident.

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<p>While ticking/checking technical parameters we have seen firms which state that they comply with ISI specification but they do not have ISI marked items (ISI certificate not available). GEM should not allow suppliers who state compliance, but do not have authenticated certificate to upload their prices on the portal.</p>	<p>While on the whole it is taken care any specific issue can be referred to the helpdesk.</p>
<p>Issue relating to quality 'specification of products if any</p>	<p>Payment will be made after goods received in required specification</p>
<p>We do not have flexibility in framing specification for bidding as golden parameters are already frozen.</p>	<p>Buyer can not frame their own specifications if required user can request for change in specifications from the request option in buyer dash board. This is the basic design of the portal.</p>
<p>On GeM portal, the suppliers are ready to supply anywhere in India with the given Minimum Quantity but after placing the order, the supplier is not ready to deliver the goods to the consignee stating that the Quantity is too low.</p>	<p>Buyer should select the consignee location and quantity required after the category selection in which all the products will be sorted based on your location and quantity.</p> <p>Local Vendor preference is available in case of direct purchase option available under Administrative Filter select seller Registered Address enter pincode, district or state as per your preference If the supplier fails to supply the incident can be raised on the seller.</p>
<p>After placing the order on GeM, orders are getting Auto-cancelled and when we contact the supplier they say that the stock is not available whereas it shows ample of stock of the goods with the supplier.</p>	<p>IF the products is auto cancelled then it means the seller has not accepted the order for 5 days and GeM system does the auto cancellation. For such instances as indicated the incident can be raised and the seller rating also gets affected here.</p>
<p>Clubbing of items of same category is still problematic on GeM, Order/bidding of each items is required to be processed separately, resulting in multiple work.</p>	<p>Clubbing or bunching of products is available but for only similar category of products.</p>

<p>For purchase of items with value less than Rs.25,000/- the order should ideally go to vendors located near to geographical location of buyer for faster delivery and better co-ordination , else vendor declining to honour orders should be removed from GeM portal. One a supplier undertakes to supply across the country with a minimum order quantity, firm should be made responsible to honour their commitment once they allow buyer to cart their product at offered price.</p>	<p>Local Vendor preference is available incase of direct purchase option available under Administrative Filter select seller Registered Address enter pincode, district or state as per your preference</p>
<p>While going for placing order for cart item a message appears on screen that "Consignee address is not shippable</p>	<p>In DP buyer has an option to select the seller location and place the order.</p>
<p>For certain range of precuts, the prices (even L1) on GeM are much higher than the market price.</p>	<p>Reasonability of prices you have option of trends and compare for the products on GeM where you can see the last purchase price of that product and price can be compared with other eCommerce sites like amazon, flipkart etc. prices are based on matched and unmatched parameters.</p>
<p>Even if the price is not found to be reasonable, we have no option but to certify the reasonableness of price.</p> <p>While placing order on Lowest basis, system itself adds a lowest vendor and most of the time, the product mentioned by that vendor is not as per required specification. Although description matches but the actual product uploaded by the vendor is of inferior specification and in that situation, the buyer has no option other than going for bidding process. This ultimately consume time and energy of the buyer. Such issues must be sorted out.</p> <p>In GeM, there should also be provision for purchases of items reserved for MSEs by restricting the competition amongst MSEs only.</p>	<ol style="list-style-type: none"><li>1. If the Buyer find the product appearing as L1 then the buyer has an option to raise an Incident which can be escalated to Gem.</li><li>2. There is a search Filter available in Gem to select MSME product only. If the product selected to this search or non MSME product this can be reported to gem Help desk.</li></ol>

<p>In the Bidding option, often only one supplier (bidder) submits bid against our tender in some locations</p>	<p>IF the bid if only once supplier participate you can extend your bid and provision of uploading documents is available rest up to the seller discretion.</p>
<p>In bid there must be mandatory provision for bidders to upload documents.</p>	<p>Documents requested as part of the bid can be uploaded by the bidders while submitting the bid.</p>
<p>In many cases the ACs, Furniture and IT Goods like Printers and Computers are supplied but no installation support is provided by the supplier/OEM</p>	<p>For installation you need to select the option in the scope of supply while creating the bid as need installation and commissioning.</p>
<p>There is no provision for cancellation/amendment of Purchase Order and buyback purchase as well.</p>	<p>Buy back option is available for battery. Request order cancellation is available now.</p>
<p>No provision in the portal to get benefit under Notification No.45 &amp; 47/2017 of GST for availing concessional GST applicable for Public Funded Research Institutions.</p> <p>Bunching and aggregation of items across categories and within category is not available in GeM.</p> <p>Small vendors do not have awareness in GeM portal unlike cities like Delhi, More road shown by GeM to raise awareness among MSME sector for such opportunities are required.</p> <p>Payment under GeM is treated as complete only after the supplier uploads the payment particulars.</p>	<p>For Concessional GST Provision is there in Additional Terms &amp; Condition for Buyers to avail.</p> <p>Bunching and aggregation across Category is not available in gem currently.</p> <p>Although Lot of awareness program conducted by the Business Facilitators across all locations it will be possible for us to facilitate specific vendor Program for CSIR vendors.</p> <p>Though the Buyer makes the Payment outside Gem it is part of the Gem process to update the payment details, only then gem will know the payment is done.</p>

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<p>When a ticket is raised-</p> <ul style="list-style-type: none"><li>a. Only the ticket number is shown in subsequent emails and not the subject of the ticket.</li><li>b. Ticket tracking system does not work</li><li>c. Reminders on the tickets on trigger new tickets with the current date.</li></ul>	<p>Any issue for which a Ticket is been Raised and if it did not got solved you have the provision to escalate to the 2<sup>nd</sup> Level with the Ticket No. The details of 2<sup>nd</sup> Level escalation is available in the Gem Portal.</p>
<p>There is no mechanism to capture installation details and the buyers have to follow up the case telephonically. Most of the time vendor does not respond and the payment is held up long without any update on GeM portal due to this reason.</p>	<p>For installation you need to select the option in the scope of supply while creating the bid. This will appear in the bid document.</p>
<p>Many parties default in supplies and they are not barred to quote again by GeM. This issue has to be looked in to by GeM.</p>	<p>Sellers are rated based on their performance timely delivery, quality, reliability and other rating . Hence this will impact their credential rating.</p>