



GOVERNMENT E-MARKETPLACE

Government e-Marketplace is one of the most transformative initiatives under the 'Digital India' Programme. Hosted on the National Procurement Portal of India, GeM, is an online platform that provides an open, efficient, inclusive, standardized, reliable and transparent solution for all public procurement needs across the country. The portal went live with its version GeM 3.0 in January 2018.

GeM is a marquee initiative that deals with not only goods but also some types of services. From hiring and leasing of vehicles, manpower services to hi-tech services like cloud hosting GeM handles all procurement needs. Paperless, contactless and cashless by design, GeM's following attributes make it a one of its kind pure marketplace based portal in the entire world.

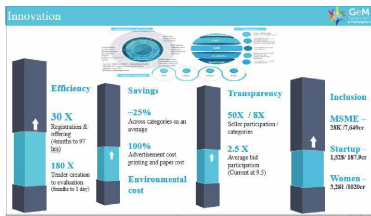
Open and Inclusive: Participation, collaboration and empowerment are at the root of GeM having multiple Government organizations, industry associations, banks, small and medium enterprises, vendors and other stakeholders as partners contributing to its offerings. GeM is available in 13 languages to maximize reachability and usability.

Efficient: GeM's real-time linkages with multiple government databases (like UIDAI, Income Tax, Udyog Aadhar of DPTT, MCA-21 etc), vendor rating agencies and payment gateways of banks makes things fast and simple. Buyer/seller authentication now takes about 20 minutes without the need of any hard copy documents. Entire cycle of public procurement, from tendering to payment, has been reduced to 10 days, on an average.

Standardized: GeM has helped in standardizing not only the policy and practices of public procurement, but also the specifications and features sought in public purchase.

Reliable: GeM provides a trust based, open and inclusive platform. For the first time, Original Equipment Manufacturers (OEMs) have become active stakeholders in the public procurement space to help through keeping an oversight on prices, specifications and the genuineness of resellers at the entry point itself. Moreover, the reasonability of the prices is ensured by comparing the prices of similar items on other E-commerce portals.

Transparent: The deployment of online systems ensures transparency. Price of an item is visible to all users. Even in case of a bid, the marketplace price of the item is visible for the buyers to make



OBJECTIVES

- ENHANCE INCLUSIVITY, TRANSPARENCY, EFFICIENCY AND RELIABILITY OF GOVERNMENT PROCUREMENT.
- STANDARDISE POLICY AND PRACTICES OF PUBLIC PROCUREMENT.
- REDUCE ADMINISTRATIVE AND TRANSACTION COST OF PUBLIC PROCUREMENT.

a comparison. All the relevant policies and circulars are also available on the GeM in the form of a GeM Handbook. Training videos and FAQs are available to ensure information symmetry.

Each stakeholder of GeM, through a consultative and cooperative approach, is working towards enriching each of the above mentioned attributes to ensure that the GeM continues to relentlessly fulfill its objectives. The inherent attributes and efficient governance have enabled GeM to achieve savings to the tune of almost 25% accruing to the buyers.

OUTCOMES

GeM has enabled implementation of unified procurement policies and processes across all buyer and seller domains. Prior to GeM, the public procurement space in India was mostly dominated by a limited number of sellers having location and size advantages. GeM has demolished the barriers of location and size that limited participation in public procurement to a small number of firms. As against 3500 odd sellers registered on rate contract, GeM has more than 2,10,000 sellers.

With the advent of GeM, sellers from small and medium enterprises, startups and self-help groups get a fair and equal opportunity to participate in public procurement. GeM has clocked a cumulative Gross Merchandise Value (GMV) of approximately INR 24,000 Cr. through 8,89,000+ products and services being offered by 1,79,000 plus sellers to more than 35,000 public procurement offices while delivering an average saving of 25%.

While doing all this, GeM has also reduced administrative as well as transaction costs. No wonder, GeM has received encouraging response from all stakeholders. 27 states and UTs have signed formal MoUs to make purchases exclusively on GeM. In addition, GeM has collaborated with various government agencies and industry fora to accelerate the on-boarding and training of MSMEs.

GeM has received all round applause for the transformative changes it has ushered in the sphere of public procurement in India. The awards received include:

- South Asia Procurement Innovation Award (2016)
- Digital India Award 2018- Platinum (Exemplary Online Service)

