

GeM - FAQs

BUYER (GOVT. ORGANIZATION)

1. Who can buy/purchase through GeM?

All Central government and State Government Ministries/Departments including its attached/subordinate offices, Central and State autonomous bodies, Central and State Public Sector Units and local bodies etc. are authorized to make procurement through GeM portal.

2. Who is authorized to register as Primary User on GeM?

Authorized officers of the rank of Deputy Secretary/Equivalent or Head of the Office at Sub Center / Unit / Branch of Government Organisation / PSU / Autonomous Bodies / Local Bodies / Constitution Bodies / Statuary Bodies can register as Primary User on GeM.

3. How HoD/Primary user can register on GeM?

HoD/primary user is required to fill Online registration form after clicking the following link to get registered on GeM portal.<https://gem.gov.in/register/org/signup>.

4. Is there a difference between HoD and Primary User?

No. Both are the same. They are just separate nomenclatures. The HoD/Primary User is a representative of Buyer Organization. HoD is not to be confused with Head of Department in Government parlance. HoD / Primary user registration is meant for registration of that organization on GeM portal and for creation of roles and monitoring of activities of all secondary users of that organization.

5. What are the Requirements to utilize the GeM portal?

For Using GeM portal first a Primary User needs to register on GeM portal. Requirement of Registration on GeM are as follows:

Aadhaar linked with mobile no. (To receive OTP for e-sign):

Official Email ID (Preferably .nic.in OR .gov.in Email):

6. Is Aadhaar number mandatory for registration on GeM?

Yes, Aadhaar No. is a must for using GeM for primary and secondary users. All online documents in GeM are e-signed through an OTP received on mobile no. linked with Aadhaar.

7. Do GeM portals fetch/use any personal detail from Aadhaar database?

Aadhar details collected by GeM are solely for user verification and to apply e-signing on the documents. The e-sign is at par with digital signatures as per Information Technology Act Amendment 2008 and it

works based on details available in Aadhar database of UIDAI and there is no interference / intrusion in their personal details.

8. Can Gmail/Yahoo/Rediff etc. personal email ids be used for registration on GeM?

No, only official email id provided by government organizations can be used for registering on GeM

9. Is Biometric attendance ID mandatory for using GeM?

No, Biometric attendance ID is not mandatory for using GeM. Applicant can fill their office ID/employee ID in the field of Biometric attendance ID in case they are not having BAS

10. Who can be Verifying/authenticating officer?

Any officer from administration of the organization who is authorized to verify the details of primary user can be the Verifying/authenticating officer. He must be at the level of Under Secretary/Equivalent or above.

11. What is the Role of HoD/Primary user in GeM?

Role of HoD/Primary User in GeM is to create Secondary users for his organization i.e. Buyer, consignee, DDO/ Paying Authority. He can add secondary users after clicking on Manage Users tab after logging in the GeM portal. HoD/Primary User cannot perform Buying functions on the portal

12. How Secondary user will get user ID and password?

Once the Primary user has added the secondary user, User ID and password of Secondary user will be sent to the secondary user's Email ID and mobile number respectively.

13. Can HoD/Primary user make some purchase on GeM?

No, HoD/Primary user cannot make any purchase activity on GeM. He can only authorize other officers as Secondary users who in turn can make procurement for their organization. He can see the various purchase activities being made by Secondary users.

14. Who can be Secondary user?

Any officer of the organization can be made Secondary user. Secondary user should not be below the rank of Section Officer.

15. What are the roles played by Secondary users?

Four types of roles are performed by Secondary users in GeM portal.

Buyer: Buyer will select the item for purchase and will place the order on behalf of his organization.