



Department of Commerce  
Ministry of Commerce and Industry  
Government of India



**GeM**<sup>®</sup>  
Government  
e Marketplace

Efficient • Transparent • Inclusive

# AN OVERVIEW

## A Department of Commerce Initiative



Search  
Product &  
Services



Add to cart,  
Compare,  
Place Order



Goods  
Delivered/  
Service Rendered



Make  
Payment

## Leadership Vision



Have you heard of a government running a successful e-commerce platform? It has happened in India. We have the Government e Marketplace, also called GeM. It is a platform where small traders and businesses fulfil the government's needs. Technology has helped small businesses find a big customer. At the same time, this has reduced the scope for corruption. Similarly, technology has helped with online tendering. This has accelerated projects and boosted transparency.

*- Hon'ble Prime Minister Shri Narendra Modi*

**"The government is committed to curbing corruption. One of the key aspects of this objective is to minimize the Governments human transactional interface."**

## Key Principles of Public Procurement

Public procurement is guided by four major principles to ensure fairness and efficiency:

01

### Economic efficiency and transparency

Optimal use of public funds with open access to information.

02

### Equal treatment of suppliers

No discrimination; all eligible vendors can participate.

03

### Promotion of competition

Encourages better pricing and quality through open bidding.

04

### Inclusivity

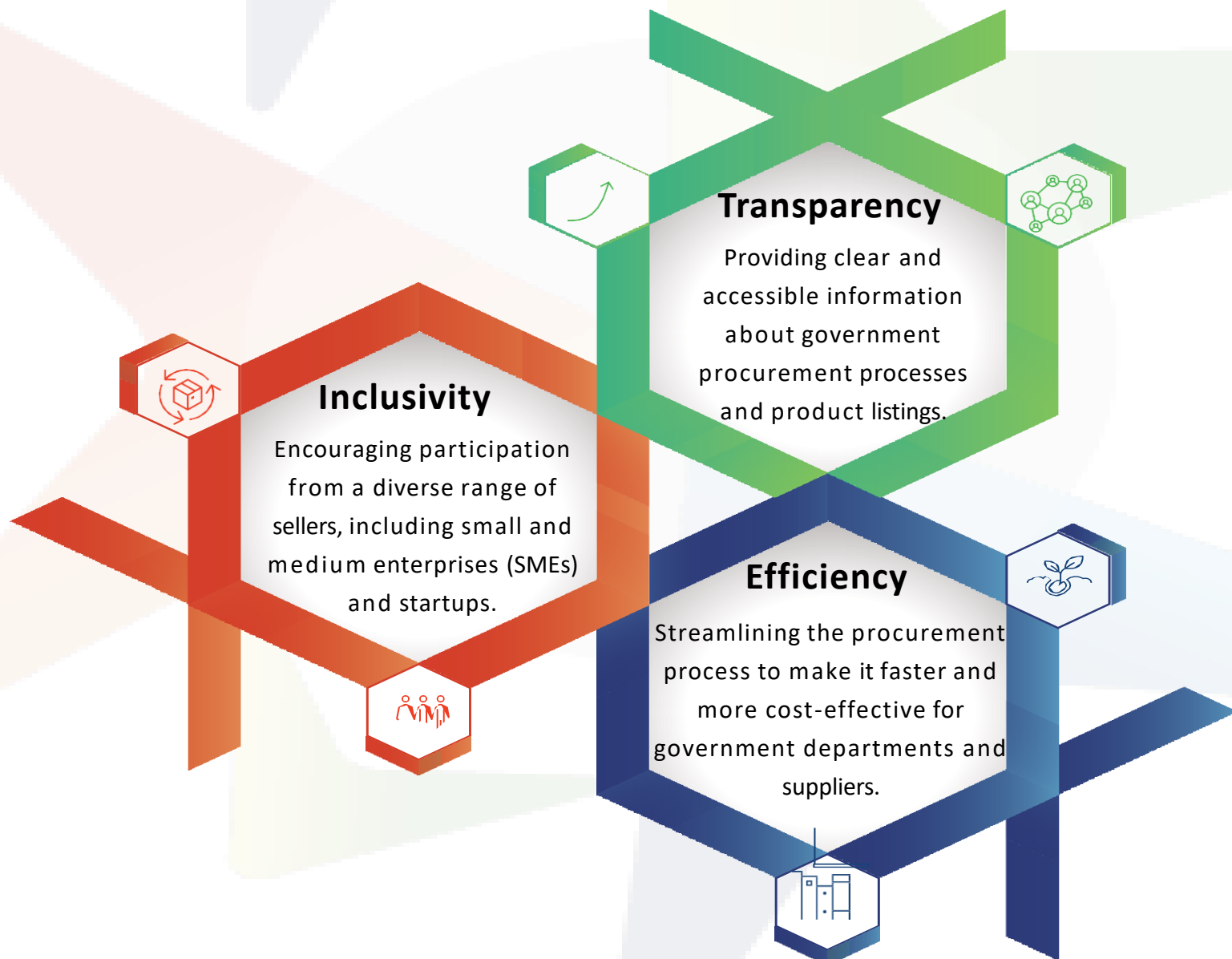
Ensures participation of MSMEs and other small enterprises.

# The Genesis: Government E Marketplace (GeM) setup in 2016

- **One-stop online procurement portal** for all Central and State Ministries, Departments, Bodies & PSUs
- **Rule 149 of the GFR amended**, mandating the procurement of Goods and Services from GeM for all the Central Ministries and Departments
- Multiple tools enabled for public procurement: **Direct purchase, L1, Bid / Reverse Auction, Forward Auction, etc.**
- Commitment to three pillars: **Efficiency, Transparency & Inclusiveness** in public procurement



# GeM Pillars



# Key Stakeholders of Government e Marketplace

## Internal Stakeholders Execution Engine

- GeM SPV ( Special Purpose Vehicle )
- MSP ( Managed Service Partner )
- PMU ( Project Management Unit )

## External Govt. Systems

- UIDAI
- GSTN
- PFMS
- MCA 21
- PAN Database

## Buyers

- Central Govt
- Central PSUs
- State Govt.
- State PSUs
- Autonomous Bodies

## Inspection Systems

- CAG
- CGDA
- RTI

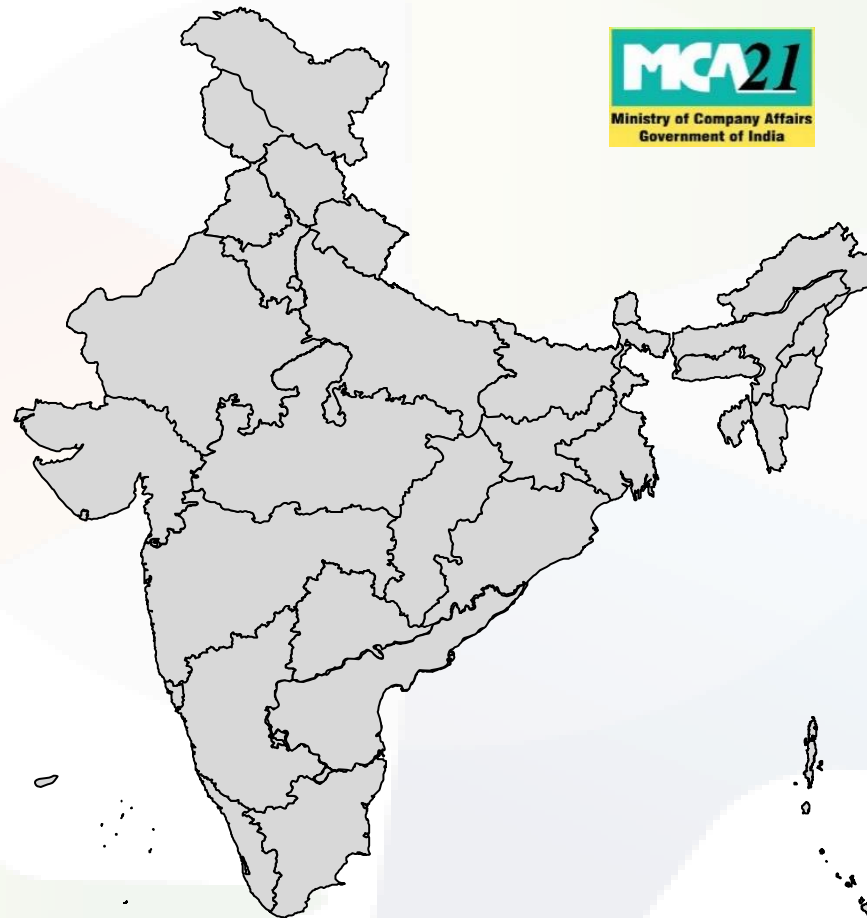
## Sellers

- OEMs
- MSE
- Startup
- Authorized Resellers
- Service Providers

## Partners

- Banks
- Rating Agencies
- Other Commercial Agencies

# Established Footprint Across India



## Partnered with Industry Associations & Other Institutes:



## MoU with Financial Institutions/Banks:



Signed MoU with 28 States / 8 UTs

# Key Statistics

As on 9<sup>th</sup> Feb 2026

168,471

Primary Buyers

10,671

Product Categories

353

Service Categories

5,885,868

Total Number of Orders in the current  
FY

INR 4,01,921 Cr.

Gross Merchandise Value in FY'26

1,02,87,691

Registered Seller & Service Providers

## Procurement on GeM

### Direct Purchase

For amount up to Rs  
**50,000**

Allows buyers to procure products up to ₹50,000 without comparison (except automobiles) from any available seller on GeM, meeting required quality, specifications and consignee location.

### L1

For amount up to Rs  
**10,00,000**

Compare three different Brands or Service Providers & purchase directly from lowest priced Seller meeting all technical & eligibility requirements.

### Push Button Procurement

For amount up to Rs  
**5,00,000**

Allows a Buyer to select a pre-defined product & place an order with just a few clicks, as the price discovery, seller selection and compliance checks are system-driven.

### Bid/RA

Competitive procurement mechanism to discover the most competitive price for goods or services through an online, transparent bidding process on the GeM platform

### Proprietary Article Certificate

Special procurement mode that allows purchase of proprietary or single-source items, goods or services, that are available from only one manufacturer or authorized source.

### Other Features

Demand Aggregation

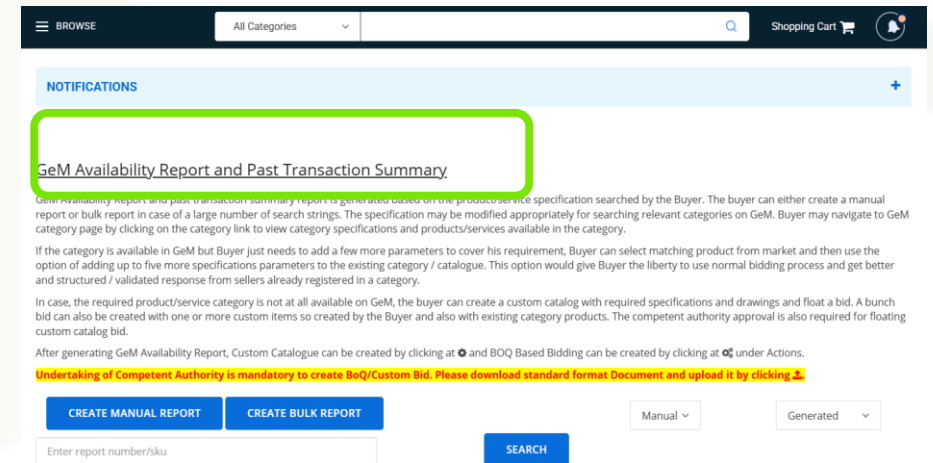
BoQ Bids

Custom Bids

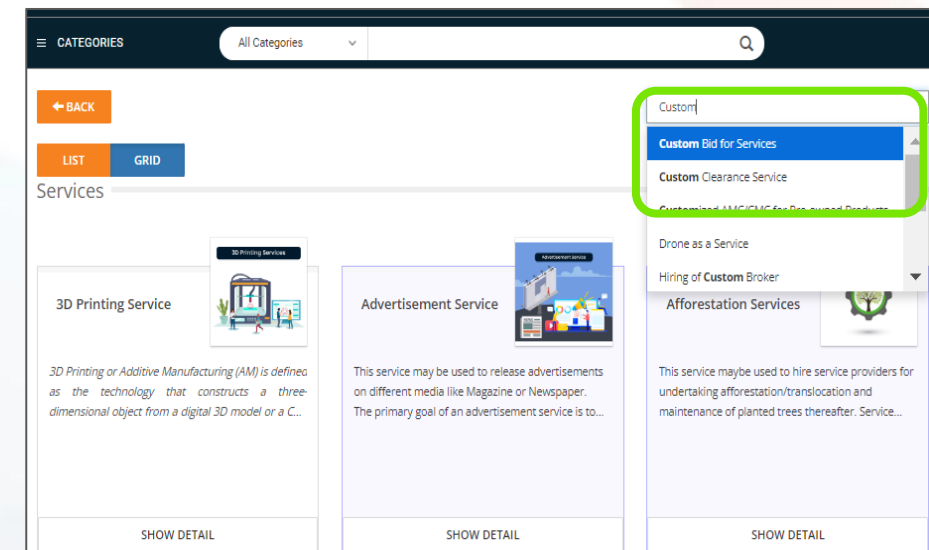
Rate Contract

# Custom Bid For Products & Services

- Custom Bid has been introduced for Buyers for the procurement of specialized products and services that are currently not available on GeM.
- The salient features of the process are as follows:
- The buyer would be asked to take an undertaking that the procurement of required item is not feasible from the items/catalogues available on GeM.
- For custom catalogue-based bid, the minimum bid duration is 21 days and maximum is 45 days.



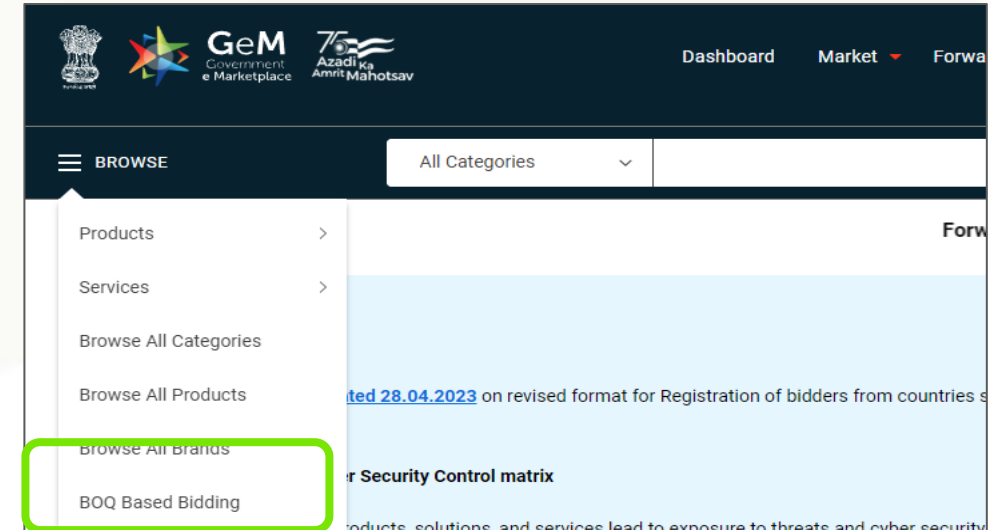
The screenshot shows the 'GeM Availability Report and Past Transaction Summary' page. A green box highlights the title. Below the title, there is a detailed explanation of the report's purpose and how to generate it. At the bottom, there are two buttons: 'CREATE MANUAL REPORT' and 'CREATE BULK REPORT', along with a search bar and dropdown menus for 'Manual' and 'Generated'.



The screenshot shows the 'Services' page on GeM. A green box highlights a dropdown menu that has been opened, showing 'Custom Bid for Services' as the selected option. Below the dropdown, there are three service cards: '3D Printing Service', 'Advertisement Service', and 'Afforestation Services', each with a 'SHOW DETAIL' button.

**BOQ : BOQ-based bidding enables the buyer to examine item-wise price breakdown in a larger project/contract.**

- BOQ based bidding has been introduced to enable Buyer to analyze Item wise Price breakup in a larger contract/project.
- Primary useful for turnkey jobs where the Supply of line items to be procured are more, however Total value wise / item wise Evaluation is required.
- Benefit of price break up shall help Buyer to monitor price hike for the same project.



Item Number	Item Title	Item Description	Item Quantity	Unit of Measure	Consignee	Delivery Period (In number of days)
1	Color Chalk	Supplying of Coloured c	100	Packet	sudhanshu	10
2	White Chalk	Supplying of white colol	300	Packet	sudhanshu	10
3	Envelopes	Supplying of cotton linin	2	Packet	sudhanshu	10
4	A-4 Size Paper	Supplying of Century 2.0	25	Rim	sudhanshu	10
5	Leather Bound Register	Supplying of Leather bo	23	Nos	sudhanshu	10
6	Examination Hindi Copy	Printing of Examination	18000	Nos	sudhanshu	20
7	Four Line Copy	Printing of copies in fou	2400	Nos	sudhanshu	20
8	Check Copy	Printing of check copie	2400	Nos	sudhanshu	20
9	Art Sheet	Printing & Supplying of #	2400	Nos	sudhanshu	20
10	Home Work Diaries	Printing of home work d	771	Nos	sudhanshu	20
11	Examination Question Paper	Printing of Examination	17840	Nos	sudhanshu	20
12	Report Card	Printing & supplying of r	400	Nos	sudhanshu	20
13	Report Card	Printing & supplying of r	220	Nos	sudhanshu	20
14	Report Card	Printing & supplying of r	151	Nos	sudhanshu	20
15	Scholar Register	Supplying of Scholar reg	4	Nos	sudhanshu	20
16	Hard File Cover	Printing & supplying of f	100	Nos	sudhanshu	20
17	Fee Receipt Book	Printing & supplying of F	60	Nos	sudhanshu	20

## Brief about Forward Auction



- *In October 2021, Forward Auction was launched on the GeM Portal to offer e-auction services to Government.*
- *Web-based platform that facilitates the Sellers to maximize advantages and increase the opportunity for savings across categories of items.*
- *Used by GeM registered buyers to sell government assets on the GeM platform*
- *It allows potential Bidders to bid and purchase materials.*



- *G2C , G2G and G2B integrated Auction platform*
- *Featuring PAN India auctions (Central and State Government Ministries / Departments, CPSUs & SPSUs, Autonomous Institutions and Local Bodies)*
- *Any Central and State Government Ministries / Departments, CPSUs & SPSUs, Autonomous Institutions, and Local Bodies can utilize the forward auction module without any financial implication.*

# Forward Auction Features & Functionalities



- ✓ *Portal and Mobile based Bidding*
- ✓ *Multi Agency / Centralized e Auction Portal*
- ✓ *Bidder Registration – Category-based auto registration & Notification without manual intervention.*
- **Bidding**
  - ✓ *Multiple lots within an e-auction*
  - ✓ *Real-time Flexibility to participate in any lot on the total value of EMD.*
- **Auction Creation**
  - ✓ *Pre-Qualification Criteria*
  - ✓ *Reserve Price*
  - ✓ *Corrigendum Functionality*
  - ✓ *Multi-Item / Lot Based Auction Creation*
  - ✓ *Category Based pre-existing Bidding Templates*
- **Bid Payments**
  - ✓ **Online EMD** Payment with auto collection & refund module.
- **Post bid**
  - ✓ *Bid Award Notification*
  - ✓ *Invoicing and Post Auction Module*
  - ✓ *Complete Auction Reports*
  - ✓ *Audit Trail*

## Key Advantages for Buyer



**End to End System  
from Registration to  
Payment**



**EASE-OF-USE**

**Provides transparency  
and ease of buying**



**Provides options for search,  
compare, select and buy  
facility**



**Offers rich listing of products for  
individual categories of  
Goods/Services**



**Up-to-date user-friendly  
dashboard for buying,  
monitoring supplies and  
payments**



**Order Process redesigned  
for ease of use**



**Option to provide multiple  
consignee locations and quantity  
after authentication**



**Bunching for products/services**



**Price Trend for Products**

# Buyer User Roles based on segregation of Duties



## INDENTOR

Selects the item and add it in specific buyer's cart



## BUYER

Buyer & Consignee can be the same entity. Makes purchases and draft BILLS



## TECHNICAL EVALUATOR

Evaluates bidders on technical parameters



## PRIMARY USER

Scope of Primary User:

1. Register Organization
2. Creation / Modification of Secondary Users
3. Manage users and Deactivation
4. Monitoring of Orders placed



## BUYER ASSISTANT

Help the Buyer to Draft and evaluate the order



## CONSIGNEE

Accepts & Rejects consignment.  
Also generates CRAC



## DDO

Processes bills and pushes bills to PFMS



## PAO

Process bills for payment  
(Non PFMS Payment mode)

## Payment Methods On GeM

- **PFMS (Public Finance Management System)** : Used by Central Government Ministries
- **IFMS (Integrated Financial Management System)** : State Government Ministries primarily use the IFMS System
- **CGDA (Controller General of Defence Accounts)** : Defence Organizations uses this mode
- **GPA (GeM Pool Account)** : Used by Non-PFMS using organizations. Two types of models are there in GPA - 1. Challan Model 2. Non-Challan Model .
- **Railway Payment System**: Used exclusively by Indian Railway Department
- **Internet Banking**: Payment Gateway by SBI MOPS
- **ERP with Various CPSEs**: Integrated with ERPs of various Central Public Services Enterprises.
- **Others**: For Organizations paying offline through NEFT, CHEQUES,RTGS etc

## Services Available On GeM

**353 Services available as on 31<sup>st</sup> Dec 2025. Some of them listed as below:**

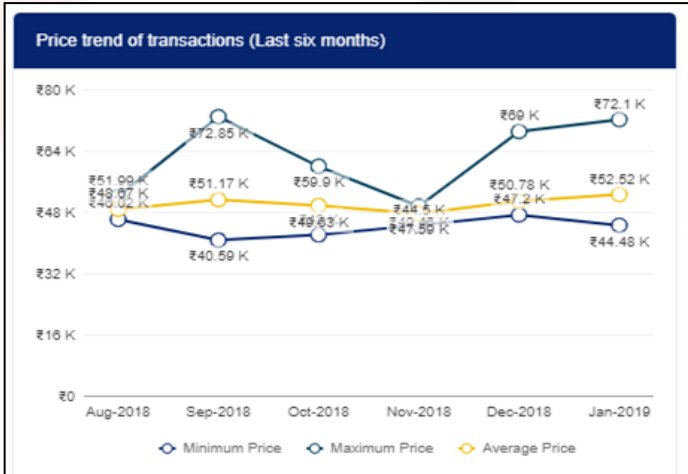
- Vehicle Hiring service
- Human resource outsourcing
- Goods Transportation
- Cleaning and Sanitation
- Security manpower services
- Professional service/ IT service
- Canteen/ Catering services
- Laundry services
- Data and Voice service
- Call Centre service
- Dairy & Calendar Printing
- Product maintenance service
- Packed drinking water service
- Vocational Training Services
- Scanning & Digitisation service
- Healthcare services
- Leasing/ Hiring of E-vehicle
- Printing Service
- Software support service
- IT professional outsourcing service
- Language services
- Restaurant Catering service
- Decorative Plant service
- Data Analytics service
- AMC Networking devices
- Consultancy service
- Repair/ Maintenance (AMC service) service
- Training Services



**Scan**

**For List of Services  
Available on GeM**

# Price Reasonability tools



**Price Trends : GeM Helps Buyers to ensure reasonability of rates quoted by Sellers**

**Price Comparison : GeM provides the facility to compare multiple products in the GeM Marketplace**

## Purchase History

Last 6 Month Orders					
Buying Mode	Total Volume	Total Value (INR)	Total Units Sold	Minimum Unit Price (INR)	Maximum Unit Price (INR)
Direct	1	304847.24	1	304847.24	304847.24

Contracts of Recent Purchases in Last 6 Months						
Contract Number	Order Date	Buying Mode	Bid Number	Total Quantity	Total Value (INR)	Consignee State with Quantity
**Confidential**	18/11/2021	Direct		1	304847.24	**Confidential**, Quantity - 1.000 , Unit Price (INR) - 304847.24

View All for complete list of all contracts

**Purchase History : To view the details of last 6 months Orders and Contract Details**

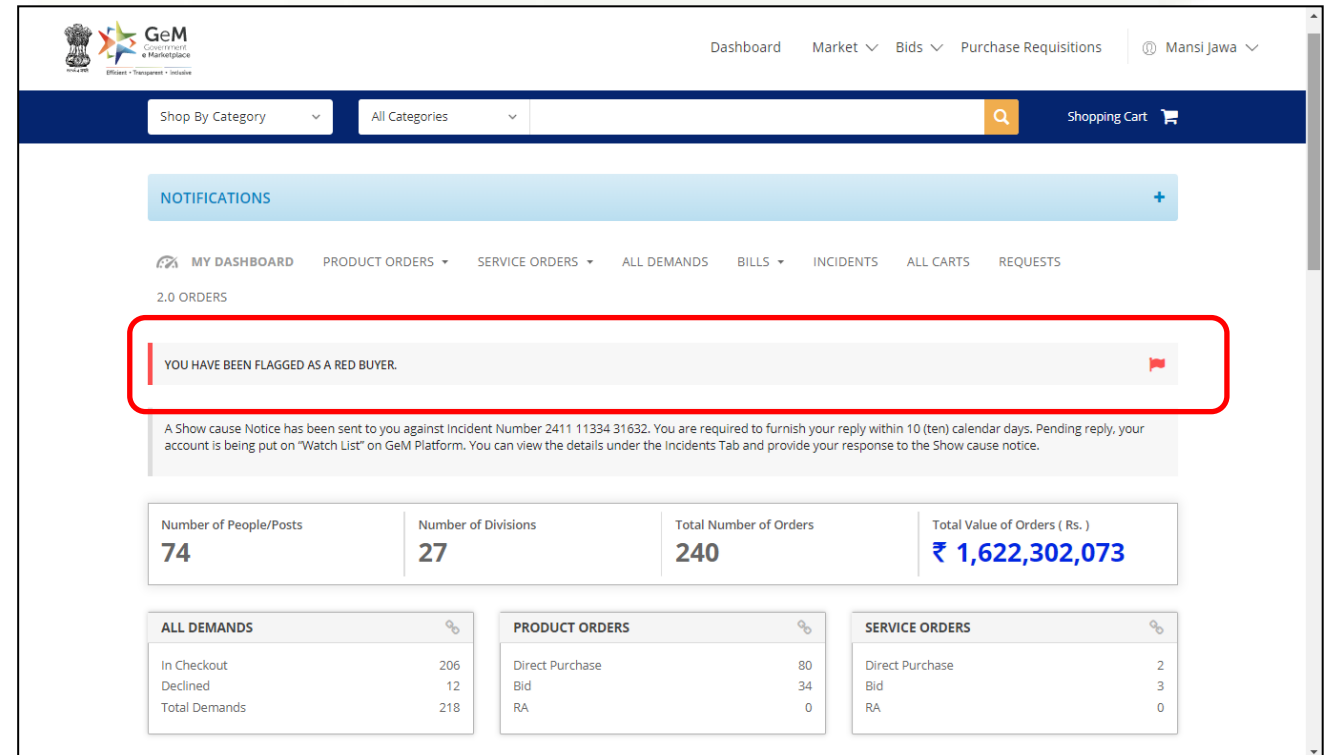
## Classification of Buyers

### ➤ Buyer Flagging

Individual Buyers are classified as Red and Orange as per their payment due status Criteria for such classification would be -

- ✓ **Red** – more than 30 payments due for more than 70 days post CRAC
- ✓ **Orange** – More than 20 payments due for more than 70 days post CRAC

This feature is introduced to help the Sellers make informed decisions. Sellers will not be penalized for rejecting orders from “Red” buyers



The screenshot shows the GeM dashboard interface. At the top, there is a navigation bar with the GeM logo and the text "Efficient • Transparent • Inclusive". The main header includes "Dashboard", "Market", "Bids", "Purchase Requisitions", and a user profile "Mansi Jawa". Below the header, there are dropdown menus for "Shop By Category" and "All Categories", a search bar, and a "Shopping Cart" icon. A "NOTIFICATIONS" section is visible, with a red-bordered box highlighting a notification that reads: "YOU HAVE BEEN FLAGGED AS A RED BUYER." Below this notification, there is a detailed message: "A Show cause Notice has been sent to you against Incident Number 2411 11334 31632. You are required to furnish your reply within 10 (ten) calendar days. Pending reply, your account is being put on 'Watch List' on GeM Platform. You can view the details under the Incidents Tab and provide your response to the Show cause notice." Below the notification, there is a summary table with four columns: "Number of People/Posts" (74), "Number of Divisions" (27), "Total Number of Orders" (240), and "Total Value of Orders (Rs.)" (₹ 1,622,302,073). At the bottom, there are three tables: "ALL DEMANDS", "PRODUCT ORDERS", and "SERVICE ORDERS", each with a refresh icon and a list of items and their counts.

Number of People/Posts	Number of Divisions	Total Number of Orders	Total Value of Orders (Rs.)
74	27	240	₹ 1,622,302,073

ALL DEMANDS	PRODUCT ORDERS	SERVICE ORDERS
In Checkout	Direct Purchase	Direct Purchase
Declined	Bid	Bid
Total Demands	RA	RA
206	80	2
12	34	3
218	0	0

# Seller Ecosystem Highlight

## Seller Ecosystem on GeM:



Total Sellers:  
**1,02,87,691**



Total order volume:  
**34,110,659**



Total order value :  
**₹17,36,212 Cr.**



MSE order value:  
**7,82,857 Cr.**

₹

## Key Advantages for Seller



**Direct access to all  
Government departments**



**One-stop shop for bids /  
reverse auction on products /  
services**



**Dynamic pricing: Price can  
be changed based on  
market conditions**



**Strong vendor rating system**



**Seller friendly dashboard for  
selling, and monitoring of supplies  
and payments**

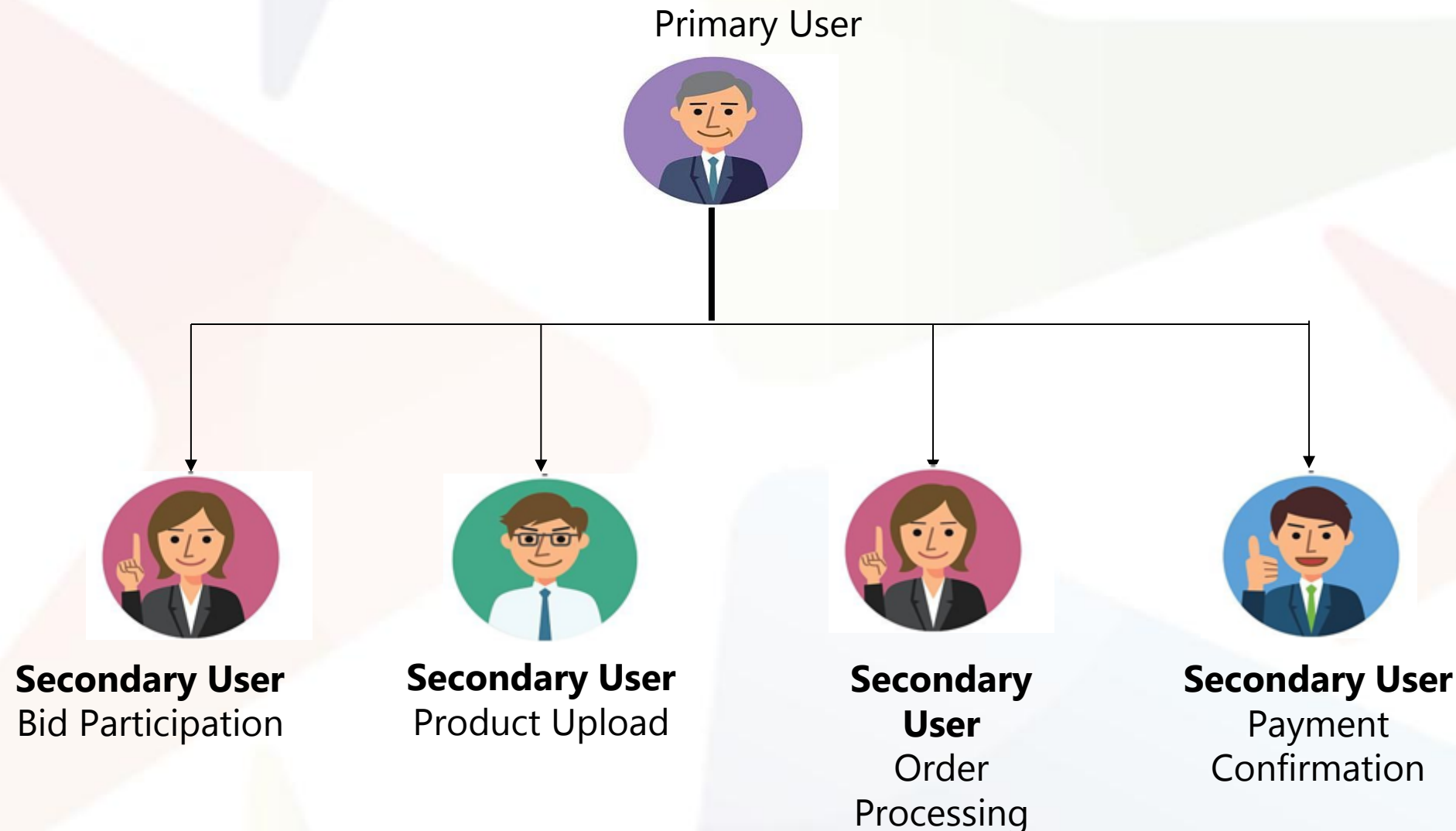


**News and Event Section for  
Regular Updates**



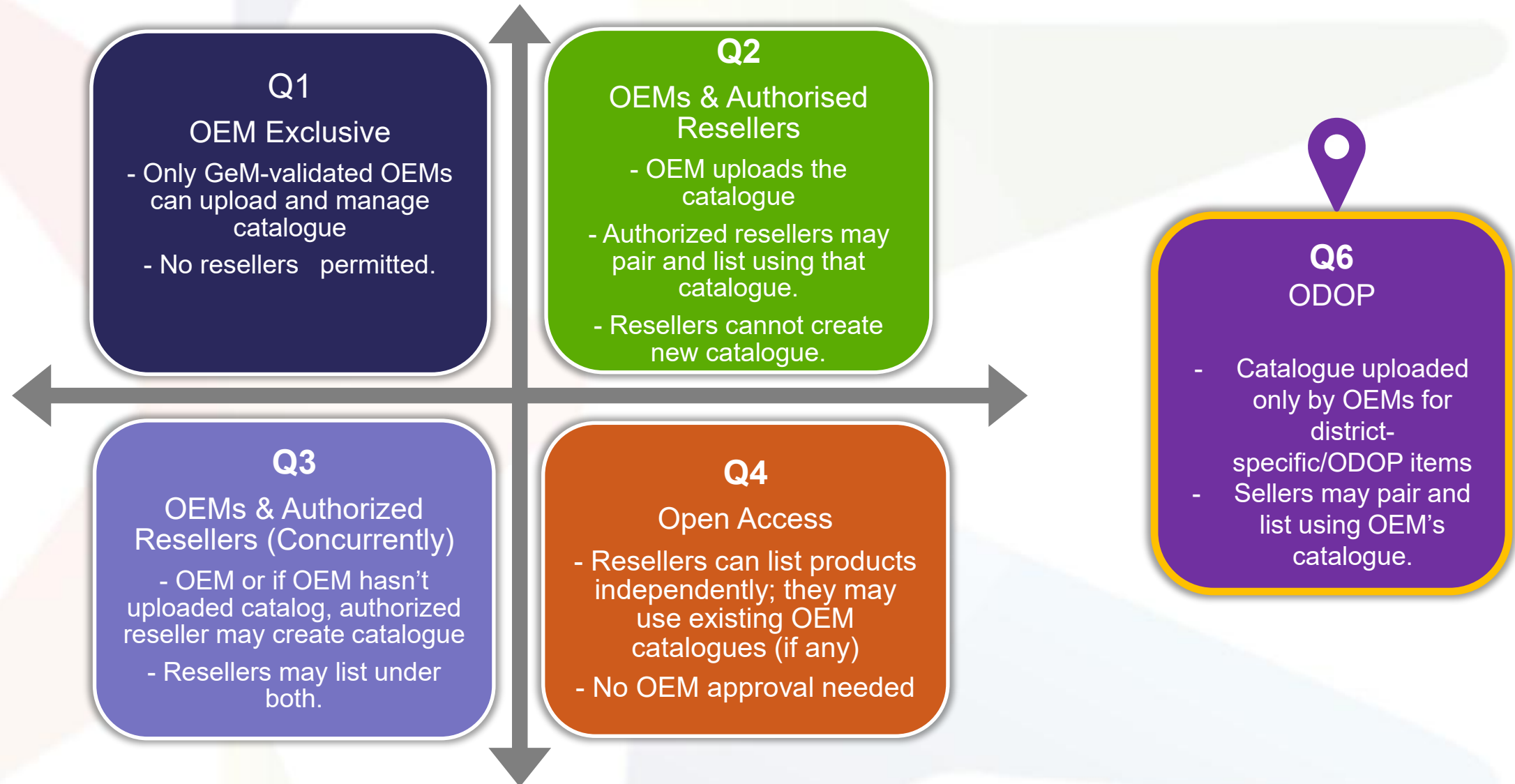
**New on GeM – Shows list of new  
product categories added**

# Function Based Flexibility For Seller Users



NOTE: All roles can be performed by single secondary seller

# Category Driven Catalogue Management System



## Promoting Inclusivity for Sellers



### Open Enrollment for

Any eligible seller can register and access government contracts, fostering broader



### Level Playing Field

Sellers from various sectors compete fairly,



### Equal Bidding

GeM promotes fair competition, ensuring all



### Mandatory Certifications

Specific certifications are required for entry,



### Support for MSEs

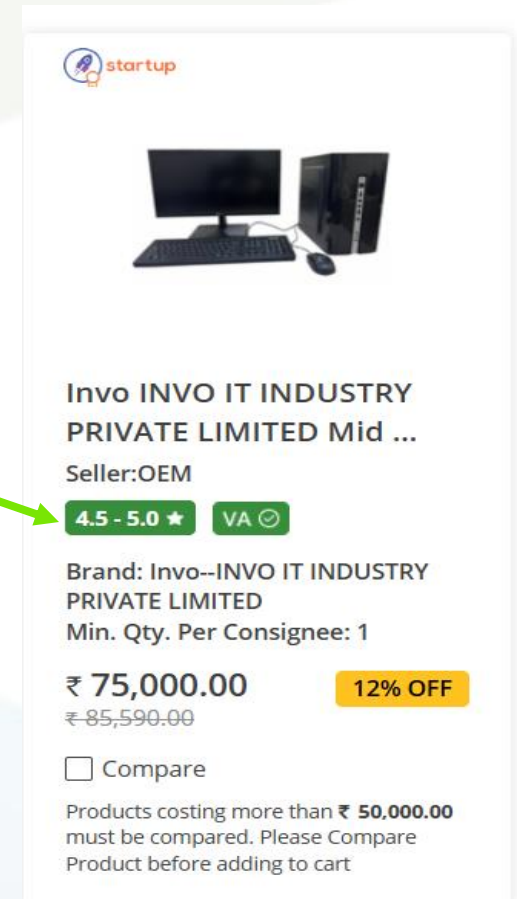
GeM initiatives focus on aiding micro and small enterprises, promoting inclusivity in the

## Vendor Assessment By Rites


GeM mandates the OEMs/Sellers (except those exempted) to establish their credentials and fast track their sales by getting pre-assessed by Rail India Technical and Economic Service (RITES).

### Benefits of getting Vendor Assessment done at GeM:

- Pre-assessed Vendors are tagged as Vendor Assessed in front of their names at GeM Marketplace.
- Vendor Assessment is a contributing parameter to arrive at the Seller Rating displayed on the GeM Marketplace.
- The Vendor Assessment of the applicant will be based on authentication of vendor profile, financial capacity and technical details of the items to be offered on GeM as per the prescribed format.
- GeM provides Vendor Assessment services through RITES



startup



Invo INVO IT INDUSTRY  
PRIVATE LIMITED Mid ...  
Seller:OEM

4.5 - 5.0 ★ VA

Brand: Invo--INVO IT INDUSTRY  
PRIVATE LIMITED  
Min. Qty. Per Consignee: 1

₹ 75,000.00 12% OFF  
₹ 85,590.00

Compare

Products costing more than ₹ 50,000.00  
must be compared. Please Compare  
Product before adding to cart

## Service Sanitization By RITES

- Validation of Certification
- Validation of Project Experience (Only Government/Public listed company experience)

Details validated by RITES under certification (if applicable) are as follows:

- Company name
- Validity
- State for which license has been issued (if applicable)

Note: The details are verified against the document uploaded by the vendor

<p>QCI VERIFIED</p> <p>Service Provider</p> <p>L1</p> <p>HIDE DETAIL</p>	L1	Others	Highly Skilled, Semi-Skilled, Skilled, Unskilled	Attendant, Cook, Mali/Gardner Helper, Mazdoor/Lab our, Office Boy, Office Peon, Sweeper	0 To 3 Years, 10 To 15 Years, 15 Years +, 3 To 7 Years, 7 To 10 Years	3.85	₹ 1242.87
<p>QCI VERIFIED</p> <p>Service Provider</p> <p>L1</p> <p>SEE DETAIL</p>	L1	Healthcare	Skilled	Yoga Therapist	0 To 3 Years, 10 To 15 Years, 15...	3.85	₹ 1242.87
<p>QCI VERIFIED</p> <p>Service Provider</p> <p>L1</p> <p>SEE DETAIL</p>	L1	Admin	Highly Skilled, Semi-...	Data Entry Operator, Multi-Taski...	0 To 3 Years, 10 To 15 Years, 15...	3.85	₹ 1242.87

Details validated by RITES under project experience are as follows:

- Department name
- Order Number
- Project Value
- Project Duration

Note: The total time for RITES Validation is 3 working days per service provider

“RITES” vendor for a service - Assures that the mandatory/ voluntary compliances, if any, & successfully completed/ executed relevant government/ public listed company project experience(s) declared by a vendor is validated by RITES.

# Sahay Loan Scheme

The Sahay Loan Scheme is an initiative launched on the Government e-Marketplace (GeM) to facilitate and support the growth of small and medium-sized enterprises (SMEs) in India. It aims to provide financial assistance to eligible sellers on the GeM platform, enabling them to overcome financial barriers and expand their business operations.



## Salient Features of Sahay Loan Scheme

- SAHAY platform aims to facilitate credit to interested proprietors who are registered sellers on GeM portal and have received orders.
- Details of sellers and orders received on GeM portal are shared with the SAHAY platform through integration of databases.
- The integration aims to fast track the disbursement of credit to interested Sellers through the SAHAY Platform.
- This facility is available to GeM sellers who are Sole proprietors and have a Valid GSTIN.
- Sellers who have catered to at least one order on GeM will be eligible for financing.

## Rating For Buyers and Sellers

### Buyer Rating

- A strong Buyer Rating system will reward good performance by the Buyer and more Sellers would like to do business with a highly rated Buyer.
- Buyers will be able to attract better prices from Sellers, as more Sellers would like to do business with highly rated Buyers.
- Parameters on which buyer will get rated are-
  - Timely Bid closure
  - Timely order placing
  - Timely acceptance
  - Timely payments

### Seller Rating

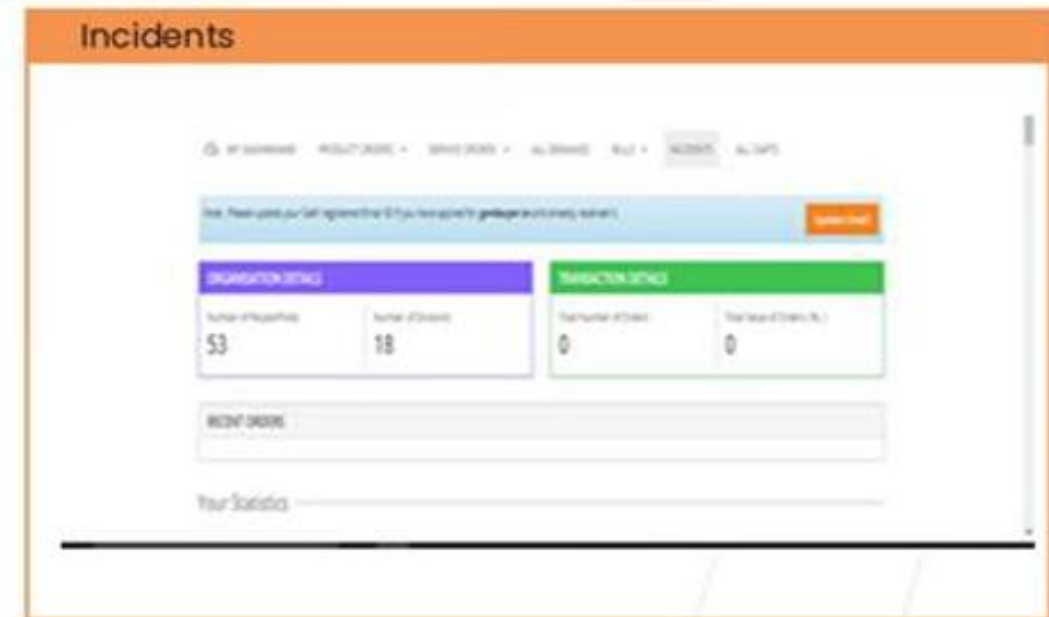
- A strong vendor rating system will reward good performance of sellers by giving them opportunity for more business.
- Sellers will also be able to improve upon their ratings by focusing on specific areas.
- Fake/Inactive sellers will be weeded out, hence ensuring only genuine sellers get to do business with government.
- Parameters for the Seller Rating :
  - Delivery
  - Quality
  - Reliability
  - Users Feedback

## Integrated Incident Management

**Incident Management can be used by Buyers and Sellers to raise issues for any Pre-order placement and/ or Post-order placement deviations.**

➤ Pre-order placement incident Management will deal with the deviations in the Product Catalogue, Seller Registration, Seller Authorization.

➤ Post-order Placement Incident Management will deal with the contract deviations by the seller.



➤ Please visit GeM Portal Policies/Manual section, click on Link - [https://gem.gov.in/support/buyers\\_sellers/?lang=english](https://gem.gov.in/support/buyers_sellers/?lang=english)

# Incident Management Policy

- Purpose of Incident Management module is to improve adherence to T&C of



- Incidents can be created against

Order
<ul style="list-style-type: none"> <li>➤ Incident can be reported against Order ID.</li> <li>➤ Incidents can be created by buyer/seller/GeM-Admin/system against buyer/seller.</li> </ul>

Bid
<ul style="list-style-type: none"> <li>➤ Incident can be created against BID ID.</li> <li>➤ Incident can be created against Seller or buyer by Buyer/admin or admin respectively.</li> </ul>

Catalog
<ul style="list-style-type: none"> <li>➤ These incidents are used to crowdsource marketplace sanitization.</li> <li>➤ Incident can be created by clicking on report this product button on incident page.</li> </ul>

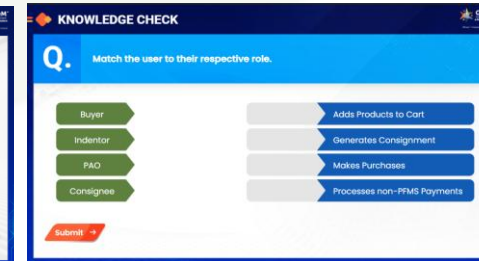
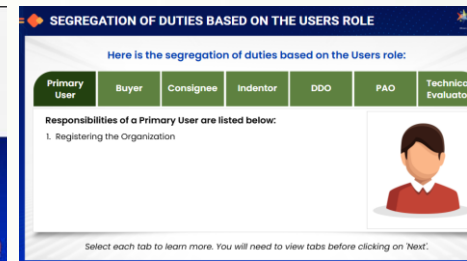
# Capacity Building via Digital Channel – GeM E Learning Courses

Offered in twelve languages



Hindi, English, Gujarati, Marathi, Odiya, Tamil, Telugu, Kannada, Malayalam, Assamese, Bengali, Punjabi

Carefully curated multi-media content



Four stage certification process



BRONZE



SILVER

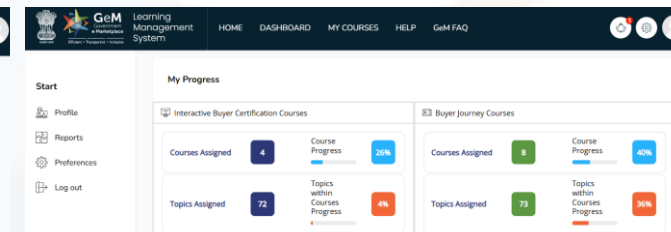
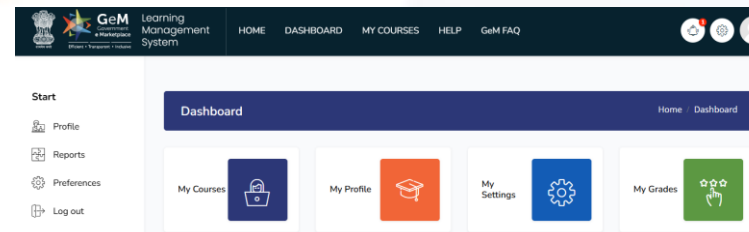


GOLD



PLATINUM

User friendly Dashboard



## Capacity Building Touch Points

**Scan To Know More**



Training Calendar



Training Module



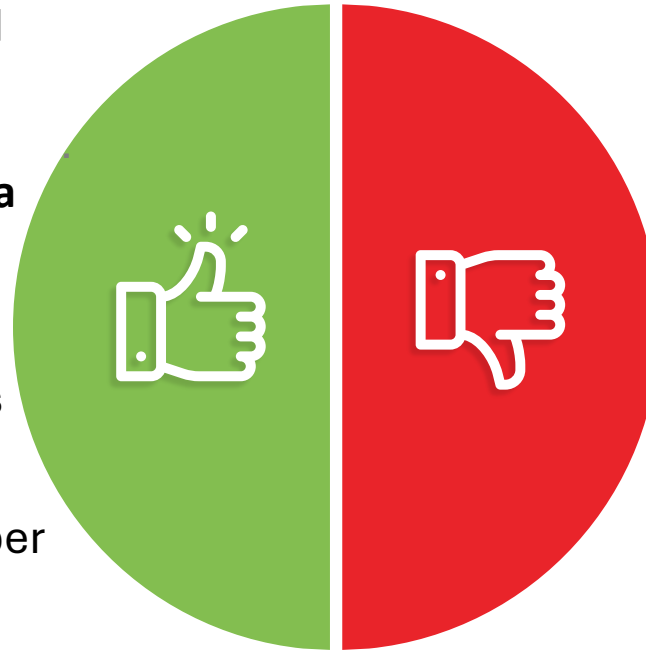
Interactive Training  
Courses

# Procurement Ethics: Do's and Don'ts

## ✓ Ethical Practices

## ✗ Prohibited Practices

- ✓ Ensure **fair competition** and equal vendor opportunities
- ✓ Use **transparent evaluation criteria** for price, quality, and delivery
- ✓ Maintain comprehensive **documentation and audit trails**
- ✓ Encourage **MSME participation** per government policies
- ✓ Adopt **sustainable procurement** practices



- ✗ No **bid rigging, cartelization, or collusion** with sellers
- ✗ No order splitting to **avoid competitive bidding**
- ✗ No listing items in **irrelevant categories** to bypass checks
- ✗ No compromise on **quality standards** to favor suppliers
- ✗ Don't create **BOQ** bids for single items – keep it genuine

# Social Inclusion on GeM



Saras Ajeevika



One-District, One-Product



Startup Runway



Aabhar Collection



India Handloom



India Handicraft



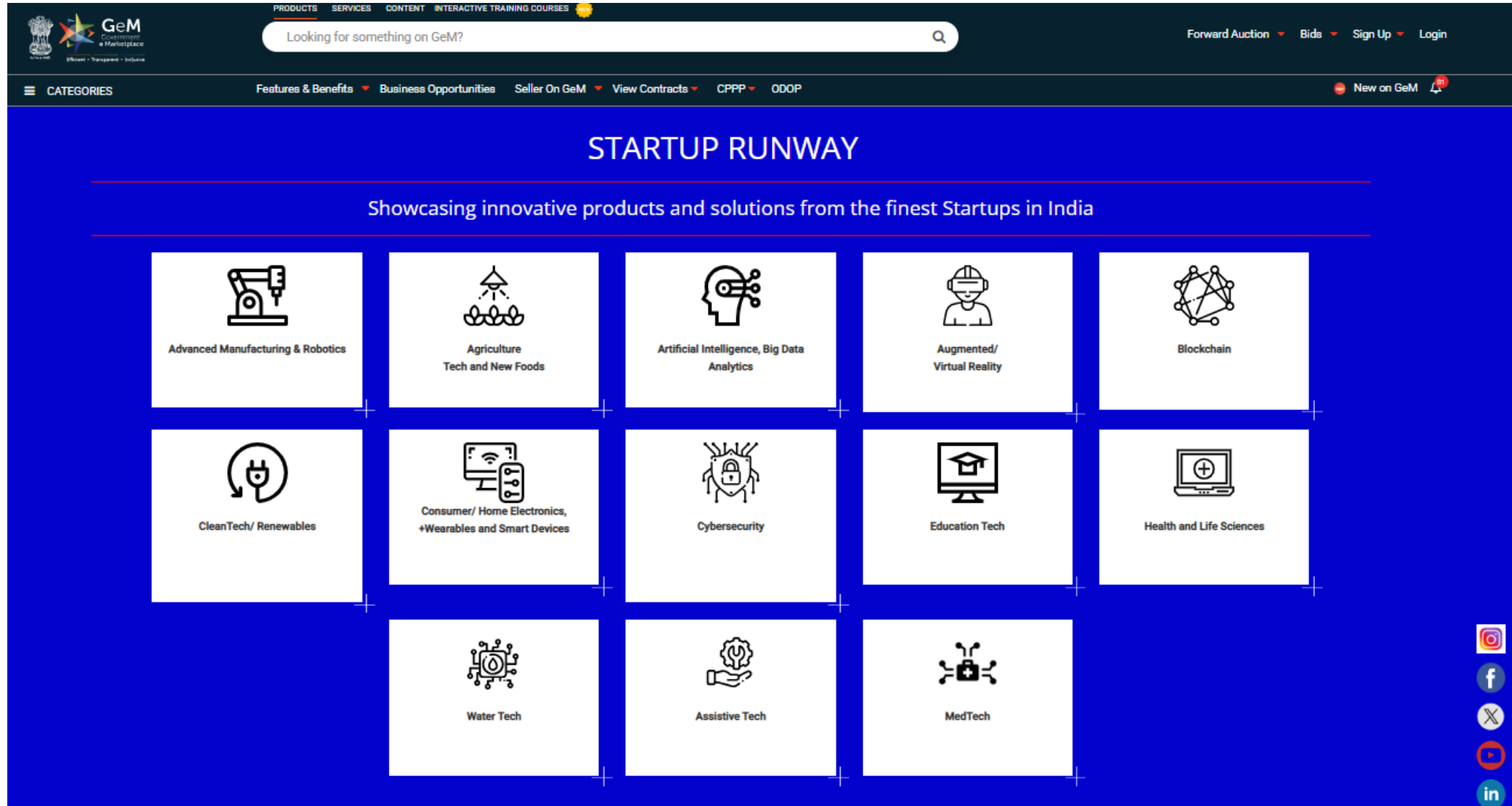
Womaniya On GeM



Millets India

- ❖ ~97% transactions on GeM are free of any transaction charges, benefiting small Sellers (e.g., MSEs, SHG etc.)
- ❖ GeM charges applicable only to **winning bidders** vs. many other Gov't portals which charge for participation
- ❖ **#VocalForLocal** market pages dedicated to Women, Startups, SHGs, Artisans, Weavers, etc.
- ❖ **GeM Sahay 2.0** - Inclusive lending platform for sellers to avail loan on acceptance of orders.

# GeM StartUp Runway | Fueling Innovation, Empowering Startups



The screenshot displays the GeM StartUp Runway website interface. At the top, there is a navigation bar with the GeM logo, a search bar containing the text "Looking for something on GeM?", and links for "Forward Auction", "Bids", "Sign Up", and "Login". Below the navigation bar, a secondary menu includes "CATEGORIES", "Features & Benefits", "Business Opportunities", "Seller On GeM", "View Contracts", "CPPP", and "ODOP". The main content area is titled "STARTUP RUNWAY" and features the subtitle "Showcasing innovative products and solutions from the finest Startups in India". This area contains a grid of 14 categories, each represented by an icon and a text label: Advanced Manufacturing & Robotics, Agriculture Tech and New Foods, Artificial Intelligence, Big Data Analytics, Augmented/Virtual Reality, Blockchain, CleanTech/ Renewables, Consumer/ Home Electronics, +Wearables and Smart Devices, Cybersecurity, Education Tech, Health and Life Sciences, Water Tech, Assistive Tech, and MedTech. In the bottom right corner of the interface, there are social media icons for Instagram, Facebook, X, YouTube, and LinkedIn.

# GeM On Social Media



<https://www.facebook.com/govGeM/>



[https://twitter.com/GeM\\_India](https://twitter.com/GeM_India)



<https://www.youtube.com/channel/UC1LaBWVVZv3k23BZApfDIsQ>



<https://www.linkedin.com/company/government-e-marketplace/>



<https://www.instagram.com/government.e.marketplace?igsh=MTg0MzEyZWlmZXpydg==>



24 x 7 AI Chatbot



Raise a ticket  
for any unresolved technical or  
process-related issue.



Structured mechanism to log,  
track and resolve platform-  
related issues and grievances  
in a timely and transparent  
manner.



Walk-In Help Desk Address:  
2nd Floor, Jeevan Tara Building,  
New Delhi-110001



helpdesk-gem@gov.in



Need help?

1-800-102-3436  
1-800-419-3436

Monday to Saturday

9:00 am - 10:00 pm





# Thank You

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