

**GOVERNMENT OF ASSAM**  
**ORDERS BY THE GOVERNOR**  
**FINANCE (ESTABLISHMENT – B) DEPARTMENT**  
**EXECUTIVE ORDER**

**ECF/No.666898/171**

**Dated: 15-09-2025**

Subject: Integrated guidelines for implementation of Government e-Marketplace (GeM), for procurement of goods and services by all procuring entities as defined under Section 3(2) of the Assam Public Procurement Act, 2017

The Finance Department, Government of Assam hereby notifies the following integrated guidelines for implementation of Government e-Marketplace (GeM), which are to be followed by all procuring entities under the Government of Assam. Several government orders and advisory related to GeM had previously been issued by the State Government (***as listed in the attached Annexure "A"***). To ensure procurement in compliance with Government directives aimed at promoting transparency, efficiency, and cost-effectiveness in procurement processes, the consolidated order is hereby issued with immediate effect for procurement through GeM.

**General guideline for use of Government e-Marketplace (GeM) portal.**

1. The GeM portal operates in accordance with the Government of India's GFR-2017/ Procurement Manuals for goods and services and the GeM GTC (General Terms and Conditions). Therefore, for the procurement of goods and services through the GeM portal in Assam, the adopted procurement process on the GeM portal shall be followed while ensuring compliance with the provisions of the Government of India's GFR- 2017/Procurement Manuals and GeM GTC (General Terms and Conditions).
2. The Forward Auction service is available on the GeM portal, which provides a free facility to Government organizations who are registered on GeM to sell or lease their items (i.e. End of life vehicle, assets, scrap materials, e-waste etc.). Therefore, in order to ensure the efficient and transparent disposal of the aforementioned items, the Forward Auction service available on the GeM portal is hereby implemented.
3. For the use of the GeM portal, it is mandatory for all departments/institutions to authorize officials by their designation to act as Primary User/Secondary User (Buyer/ Consignee/ D.D.O.), in accordance with the provisions mentioned in the GeM GTC, departments must ensure the registration process by designating Primary/Secondary Users. All departments shall issue orders to delegate the necessary powers to officials at various levels based on the rules and conditions outlined in the GeM portal GTC.
4. For registration and pre-requisite related guideline, the procuring entity to refer to the *Standard Operating Procedure (SOP) issued vide OM No.522653/28 dated 31<sup>st</sup> May 2025 (Annexure – A / Sl. 3)*
5. Government e-Marketplace (GeM) is mandatory for all procuring entities for procurement of all Goods & Services that are available in GeM as per Gazette Notification No. FEB.224/2021/5 dated 28.01.2022 and subsequently OM No. ECF/No. 327632 dated 8<sup>th</sup> January 2024.
6. Mandatory requirement of GARPT ID (GeM Non-Availability Report) for

- procurement any Goods and Services procured outside the GeM portal.
7. For contracts (Goods and Services) above ₹25 Lakh awarded outside GeM, the GeM Seller ID must be clearly mentioned below the vendor's address at the time of issuing the Purchase Order / Work Order / Contract Agreement.
  8. Under the provisions contained in Rule 149 of the General Financial Rules- 2017 of the Government of India, Government departments may procure goods and services as per the following order:
    - i. **Direct Purchase** - Purchases up to Rs. 50,000 can be made from any supplier available on the Gem portal who satisfies the required quality, specifications and supply timeline. *Purchase of automobiles through direct purchase is permitted without any maximum limit.*
    - ii. **L-1 Purchase by comparison**- Procurement above Rs.50, 000 and up to Rs.10,00,000 can be made on GeM from a supplier who is offering the lowest priced material or applicable service from the available catalogue, but on the condition that at least three such sellers or manufacturers shall be compared who meet the required quality, specifications, and delivery timeline. For goods and services valued below Rs.10,00,000, the buyer department may also use the online bidding/reverse auction tools available on GeM.
    - iii. **Purchase through Bid/Tender**- For Purchases exceeding Rs.10,00,000, it is mandatory to use the online bidding/reverse auction tools and the purchase shall be made from the seller who offers the lowest price while meeting the required quality, specifications and delivery timeline. If the buyer is not satisfied with the L-1 rate obtained through bidding or RA (Reverse Auction), they may use the price negotiation tool available on the GeM portal.
    - iv. **Proprietary Article Certificate (PAC) Buying**: The GeM platform allows procuring entities to procure on a proprietary basis by using the PAC filter on the GeM platform, enabling the selection of a specific model/make from a particular seller that is available on the platform, subject to availability of approval from the competent authority.
  9. For purchase of any goods/services above Rs. 10 lakhs, the buyer must mandatorily select Bid option available on the GeM portal.
  10. All procuring entities will ensure that Financial Sanction is obtained from the appropriate authority before carrying out procurement under GeM as per section 7(2) of the AFRBM Act 2005. Financial Sanction order generated on FinAssam is to be mandatorily uploaded on the GeM Portal before award of contract.
  11. In order to bring in efficiency in procurement of miscellaneous goods through direct purchase or L1, the procuring entity need not create separate financial sanction against same head of account. They may make a quarterly plan for all items which are to be procured through direct purchase or L1 method, and issue single financial sanction as per delegation of financial rules 2022 based on the rates available in GeM catalogue, without saving item in the cart.
  12. No terms and conditions that violate the GeM GTC should be included in GeM bids. If the buyer wishes to add any terms and conditions beyond the GeM GTC so they may do so by using the GeM Additional Terms and Conditions (ATC) facility, which can be availed by the concerned authority with due approval from the authority at the level of Secretary (for administrative department) or Head of Department for other institutions.
  13. The buyer will himself/herself be satisfied with the price of the goods/services to be purchased as per the rules of GFR. To determine the reasonableness of price, the buyer must ensure to use various filters and the Analytics Tool available on the

GeM portal-such as price trends, previous purchase prices of the item on the GeM portal, previous purchase prices of the item within the concerned department, or discounts on the MRP, etc.

14. Publishing a bid on the GeM portal solely for price reference and then issuing a manual offline purchase order outside GeM after the bid evaluation is strictly prohibited. This constitutes a violation of GeM GTC Clause No. 3(B) (b) (IX). Buyers are not permitted to enter into any manual/offline contract directly with the seller based on the outcome of an e-bid/reverse auction conducted on GeM. Furthermore, issuing a GeM bid for per-unit items/services and subsequently entering into a manual/offline contract for the total quantity directly with the seller after bid opening is also prohibited.
15. At any stage of the procurement process, in the event of a breach of contract or deviation from the GeM General Terms and Conditions by any supplier or service provider, the prevailing Incident Management Policy of GeM shall apply. Under the Incident Management Policy, the buyer must initiate/escalate the incident against the defaulting bidder for appropriate action. The Incident Management Policy is periodically updated by GeM which is available on the GeM portal at

[https://assets-bg.gem.gov.in/resources/upload/shared\\_doc/incident-management-policy-25-11-24\\_1733373525.pdf](https://assets-bg.gem.gov.in/resources/upload/shared_doc/incident-management-policy-25-11-24_1733373525.pdf)

16. The availability of quality of goods and services at fair prices on GeM is primarily achievable through the registration of a greater number of reliable suppliers on the platform and by fostering healthy competition among them. Therefore, suppliers from whom various departments are currently procuring goods and services, after appropriate evaluation, may be referred to the GeM Unit/team for registration on the GeM portal.
17. In case the desired goods/services are not available on the portal, the buyer can use Custom/BOQ bid functionality. The Custom/BOQ bid will be floated on the portal only after obtaining approval from the Competent Level/ Tender Approving Authority. If Custom / BOQ bid is made by the buyer even after the category of goods/ services is available on GeM portal, then such tenders will be automatically rejected by GeM at any stage of the process and for which the concerned buyer will be held accountable. In unavoidable circumstances, procurement outside GeM can be made only after consultation with Finance Department and with the approval of the said Senior Most Secretary of the Department.
18. For the procurement of goods and services from the GeM portal, in accordance with Assam Procurement Preference Policy, 2021 issued by Notification dated 29-01-2022 by Industry Commerce and Public Enterprise Dept., each state department or public sector undertaking will set a target of minimum 25% of the total annual service supply proposed under them from the date of issue of the order for the purpose of supply from **micro and small service providers (90% local people in employment) located in Assam**. In accordance with clause-9 of the said policy;
  - a. The Micro and Small Enterprise or Start-up who will quote the price closest to L1 who is not a Micro and Small Enterprise or Start-up may will be given the price preference and supply order of 25% of total quantity of the items proposed to be procured, at L1 rate.
  - b. If more than one Micro and Small Enterprises or Start-ups quote the same price over the price of L1 and L1 is not the Micro and Small Enterprise or Start-up, in that case the 25% of total quantity of the items proposed for procurement may be equally divided among them at the L1 discovered rate.

- c. If the closest quoted rate is more than 20% of the L1 price in that case such Micro and Small Enterprise or Start-up will be offered only 20% of Price Preference provided such unit is willing to supply the 25% of total quantity of the items proposed for procurement.
19. As per GFR Para 173 (xx) of the Government of India "*Lack of competition*" shall not be determined merely on the basis of the number of bidders. Even when only one bid is submitted, the process may be treated as valid provided the following conditions are fulfilled
  - a. The adequate time was given for submitting bids, and
  - b. The bid is unconditional and complete in all respects, and
  - c. The eligibility criteria were not unnecessarily restrictive, and
  - d. There is no indication of cartelization amongst bidders; and
  - e. The prices obtained are reasonable compared to the market value.

In such cases, the Bid Evaluation Committee shall prepare a justification note, in which the specific views of the Finance and Accounts Officials/Members shall be necessary and on which the approval of the next higher authority of the procuring entity in terms of the relevant Delegation of Financial Powers shall be obtained. The bid shall be finalized only after such approval is accorded in consultation with the Finance and Accounts Officials /Members.

20. The general terms and conditions of GeM indicate that the contract is between the buyer and the goods/service provider. If delisting proceedings are initiated against the goods/service provider in any other case while a contract is in force, then based on this information the other buyer can decide to continue or terminate his contract at his own discretion, but other existing contracts will not be terminated automatically.
21. If a bidder is technically rejected, clear and sufficient reason should be mentioned and minimum timeframe as per GeM portal may be provided for technical clarification, if any. It is advisable for buyer to verify whether the participating bid.
22. At present, there is no restriction on any vendor / service provider other than the one blacklisted or debarred from participating in the tender. Such supplier or service provider which were previously blacklisted/debarred and whose blacklisting/ debarment period has expired or in whose favour a stay order has been given by the Hon'ble High Court/Supreme Court, all such suppliers / service provider can participate in the tender.
23. Departments can raise incidents on sellers for buyer-specific debarment related to bids/contracts placed outside GeM vide Seller ID & Seller PAN Number.
24. Undesired forms should not be asked for in tenders nor should the tenders of service providers be rejected by imposing unnecessary new restrictive conditions. Before making the bid, the buyer should thoroughly study the relevant ATC (Additional Terms and Conditions) available on the GeM portal so that unnecessary conditions, which are not permissible in the field of goods or services, are not imposed. GeM is an online portal. Hence, any type of manual document/form shall not be asked for by the buyer in GeM bid. It should be ensured that the bid or tender is determined by the bidder only from the document/form/details given in the original online proposal.
25. After completion of bid/tender on GeM portal, tender should not be cancelled without any justified reason. If it is necessary to cancel the bid due to any reason, then the bid should be cancelled only after getting approval from the Competent

Authority. Along with this, the tender date should not be extended repeatedly in undesirable circumstances and without any justified reason and execution of tender process should be ensured within the stipulated period. In compliance with the Government of India Procurement Manual/GFR/GeM GTC (Para 7.6.1), it is to be ensured that the GeM contract is issued to the successful bidder before the expiry of the validity period of the GeM bid. On withdraw of the L-1 proposal, the Contract will award based on suitable decision as per prevailing provisions of GeM Portal and the action against the concerned firm will also be ensured by the buyer as per rules. Since all the purchase process is online on the GeM portal, the GeM contract should be issued within two working days of the acceptance of the tender by the competent authority.

26. As per the terms and conditions of the GeM portal, Consignee's Receipt and Acceptance Certificate (CRAC) to be issued within 10 days from the date of issue of PRC post satisfactory supply of goods / services. Additionally, payment to be ensured within the prescribed time period of 10 days.
27. GeM provides a provision for contract extension under its generic terms and conditions. Departments are advised to initiate the extension, if required, well before the expiry of the existing GeM contract.
28. It is clarified that GeM guidelines, duly issued by Government of India shall hold precedence in all procurement conducted through GeM over and above any Rule of the State Government. All the HoDs are requested to circulate this advisory to their subordinate offices, Local Bodies, Corporations, and other relevant procuring entities under their administrative control for observance.
29. Detailed FAQ, CHATBOT, Learning Management System (LMS) module, videos related to procurement process and other training material are available on the GeM portal, through which buyers, sellers and service providers can obtain information related to the procurement and sale process and registration etc. Online training programmes are conducted continuously for training on the portal, the date of which is displayed on the portal in advance. Any buyer organization can receive online training by registering themselves for training.
30. GeM state unit in coordination with central team will help the buyer organization in resolving problems in government related purchases on GeM portal but the buyer department is fully responsible for determining the ATC conditions and technical specifications while making the bid. Whenever a GeM bid is floated, the buyer department will be fully responsible for technical evaluation of the bid or taking other decisions.
31. The procuring entity or buyer organization should carefully read the Service Level Agreement (SLA) document linked with respective category catalogue and Special terms and conditions and Additional terms and conditions for Goods, before placing of any order or publication of any bid in GeM. The SLA document will provide insights to service providers' obligations in the contract, formula use by GeM portal to derive the L1 rate for service and other related terms and conditions that will bind the contract for goods and service procured.
32. As per Para 8 (i) of GeM GTC, the price offered for goods/services on GeM will be on an all-inclusive basis i.e. it will include all taxes, duties, local charges/ transportation/ loading-unloading charges etc. Hence, no additional payment should be made over and above the total price mentioned in the GeM purchase order, unless specifically specified by the buyer ATC in the GeM bid and purchase order. The formula for arriving at the total contract value is mentioned in all purchase orders issued on the GeM portal. Along with this, this formula is also mentioned on the SLA of each goods/services.
33. GeM recommends quantum of Bid Security @ 1% of estimated value of

procurement. The Buyer also has the option to select Bid Security in the range of 2% to 5% of the estimated bid value based on the approval from the competent level, at level of Secretary (for administrative department) or Head of Department for other institutions. The same should be valid for 45 days beyond the bid validity. For the list of EMD exempted category of sellers, the buyer organization may refer to the GTC clause no 4 (xiii)/ (m). Under MSE and Start up category, only those micro and small units which are locally registered as per the rules and those start-up units which are recognized by the Department of Industrial Policy and Promotion, Government of India, should be exempted from EMD. However the buyer organization may choose to seek EMD from MSE bidders by specifying the same in ATC / STC of the Bid. In case no such clause is included in ATC / STC, EMD exemption as per GTC para 4(xiii)(m) will prevail. In compliance with GeM GTC Para 4 (XIII) (P), the EMD of unsuccessful bidder shall be ensured to be refunded within 15 days of issuance of GeM contract or expiry of bid validity, whichever is earlier. In case of two stages of bidding, the EMD of unsuccessful bidders during the first stage i.e. technical evaluation shall be refunded within 15 days of declaration of result of the first stage i.e. technical evaluation. The EMD of successful bidder shall be ensured to be refunded within 15 days of receipt of e-PBG.

34. At present, as per GeM GTC, ePBG/Performance Security will be applicable only on purchase orders of more than Rs. 5 lakh ePBG / Performance Security amount will be a maximum of 5% of the purchase order value. In case of change in monetary limit, ePBG/Performance Security amount is to be taken as per the prevailing provisions in GeM GTC and action is to be taken in this regard. The successful bidder in the tender is required to deposit ePBG/Performance Security. Exemption from ePBG/Performance Security is not permissible for any category of unit. Exemption from ePBG/Performance Security is not permissible for any category of unit. The ePBG/Performance Security deposited by the vendor/service provider will be mandatorily verified by the buyer department and the service provider will be allowed to start the work only after verification of ePBG. In compliance with GeM GTC Para 7 (II), the ePBG Performance Security should be returned to the vendor within 30 days of fulfilment of all contractual obligations by the vendor.
35. It should be ensured that the eligibility criteria for the item/service provider in the GeM bid are taken only under the provisions given in the GFR/Procurement Manual/GeM GTC of the Government of India. Apart from this, eligibility criteria for the item/service provider as per the requirement can be included in the bid only after obtaining approval with sufficient justification from an authority at the level of at least Secretary (for administrative dept.) or Head of Department for other institutions.
36. As per the provisions mentioned in the Procurement Manual/GFR- 2017/GeM GTC of Govt. of India, price negotiations should not normally take place with the bidders. Negotiation should be a rare exception rather than the rule and may be resorted to only in exceptional circumstances. If it is decided to negotiate for reduction in prices, they should be conducted only with the lowest acceptable bidder (L1). It should be ensured that the rules and provisions of GeM / GFR / Government of India Procurement Manuals are followed for negotiation.
37. To deal with cartelization, along with the provisions of GeM, the guidelines of GFR- 2017/Procurement Manuals/Competition Act, 2002 issued by the Government of India will be applicable. The list of prohibited activities for the buyer mentioned on GeM GTC has to be ensured to be followed. In case of suspicion of cartelization in any bid, the buyer can send the case to the GeM team/unit for

investigation.

38. The terms of the GeM Disclaimer have been made as per the procurement rules of the Government of India and compliance of these terms has been made mandatory for procurement through GeM. These terms are mentioned on every GeM Bid. Therefore, the buyer will ensure compliance of the terms of the GeM Disclaimer mentioned on the GeM Bid. The GeM Bid violating the terms of the GeM Disclaimer will be considered null and void and such a bid can be cancelled by GeM, New Delhi, for which the buyer will be responsible.
39. If a Seller/ Service provider has any objection/complaint regarding any aspect of the bid, he/she can make on line representation within 4 days of publication of GeM bid. The buyer is bound to respond to all such representations and if he/she fails to respond to such representations, Buyer will not be allowed to open the bid by the GeM portal.
40. Any dispute arising between the buyer and the seller/service provider in the GeM portal is to be resolved as per the procedure mentioned in Para 16 of the GeM GTC. Along with this, Para 23.5 of the GeM GTC mentions the list of prohibited activities of the buyer, which should be strictly followed.
41. Complaints regarding non-compliance of these provisions by any authority, not procurement from GeM, procurement through other mediums, or any irregularities in procurement; may be sent to the email ID: *aspiregemassam@gmail.com* and *sup-gemprocurement@assam.gov.in* and as per **Escalation Matrix** mentioned below. All complaints received on the said email will be taken cognizance of by GeM State Cell and the complaints received will be resolved and presented before the following committee on the first Monday of every month at 5:00 pm. The committee will be as follows:

| Sl. No. | Name and Designation                                          | Role                             |
|---------|---------------------------------------------------------------|----------------------------------|
| 1.      | Secretary (Budget), Finance Department                        | State Nodal Officer/<br>Chairman |
| 2.      | APD, AS-CFMS                                                  | Member                           |
| 3.      | Representative from CMO, Assam                                | Member                           |
| 4.      | Representative from General Administration Department, Assam  | Member                           |
| 5.      | Representative from Health & Family Welfare Department, Assam | Member                           |
| 6.      | Representative from Home and Political Department, Assam      | Member                           |
| 7.      | Representative from Education Department, Assam               | Member                           |
| 8.      | Two representatives from state PSU's                          | Member                           |
| 9.      | Representative from GeM Central Team deployed in Assam        | Member                           |
| 10.     | State GeM In charge                                           | Member Convener                  |

#The Chairperson may co-opt additional members from other Departments/ Offices as and when required.

- a. To strengthen the functioning of the State GeM Unit and facilitate smooth coordination with various Government Departments, the following Sub-Committee/Support Unit is hereby constituted under the overall supervision of the State GeM Unit and the Finance Department;

| Sl. No. | Name and Designation                                                                            | Role                                                                                                                                                                                                                                                                                   |
|---------|-------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.      | State GeM In charge                                                                             | Overall coordination and supervision of State GeM operations.                                                                                                                                                                                                                          |
| 2.      | GeM Project Manager / Consultants                                                               | Responsible for capacity building, technical support, and regular training for Government Departments.                                                                                                                                                                                 |
| 3.      | Master Trainers for Each Department/District (supported by Junior Assistants)                   | Serve as the first-level reporting officer and Grievance Redressal Officer for GeM-related issues within their respective Departments/Districts.                                                                                                                                       |
| 3.      | Six (06) Officials (not below the rank of Junior Assistant), nominated from various Departments | <b>On-the-Job Training (OJT):</b> These officials will be deputed to the State GeM Unit for three (03) months to gain hands-on experience in GeM operations. After completion, they will return to their parent Departments, and a new batch will be nominated for the next OJT cycle. |
| 4.      | Two (02) Business Facilitators, Assam (Deployed by GeM)                                         | Provide training and operational support to Government Departments and onboard local sellers across the State.                                                                                                                                                                         |

#### 42. The Responsibility of the GeM State Unit:

- a. The GeM State Unit, hereinafter referred to as 'the Unit,' is constituted under the Finance Department, Government of Assam, to facilitate and monitor procurement through the Government e-Marketplace (GeM). It shall function in coordination with the Finance Department, with the following terms of reference:
- b. To provide end-to-end assistance to the state Procuring entities, departments, State Autonomous and States PSUs on On-boarding, procurement, training and overall operational support with respect to the Government e-Market place.
- c. To ensure training and hands on technical support on GeM processes, tools, functionalities, and best practices.
- d. To monitor and guide the procuring entities on compliance to minimum 25% procurement annually from the local Micro and Small Enterprise (MSE) category (*engaged 90% local people in employment*), including from Women/SC/ST/Divyang entrepreneurs as per Assam Procurement Preference Policy, 2021.
- e. To co-ordinate and liaison with the GeM Central Team for timely availability of required category of goods and services, List of Values (LoV) and relevant catalogue as per requirement stated by the procuring entities on GeM. The unit will co-ordinate with GeM central officials on escalations of critical issues reported by the state procuring offices for timely processing and satisfactory resolution.
- f. To monitor all State Government procurements in GeM for adherence to prescribed GeM GTC with identify and report any deviations or non-compliance to the Senior Most Secretary of the concerned Administrative Department.
- g. The Unit will submit monthly compliance report to the Finance Department,

on following:

- GMV (GeM Merchandise Value) progress of the state of Asam and procurement trend analysis basis volume and value for goods and services.
- Status on Organization on-boarded
- Training sessions conducted
- List of tenders published outside GeM, despite availability of such items/services on GeM
- Department-wise status of pending payments / monthly payment updates
- Participation of local Micro and Small Enterprises (MSEs) as per the Assam Procurement Preference Policy, 2021, and Self-Help Groups (SHGs)
- Status report on issues escalated and closed.
- Deviations in GeM procurement observed, if any and corrective measures taken.

h. All Heads of Departments, Directorates, commissionerate, Corporations, Boards, and other Government Agencies of the state of Assam shall extend full cooperation to the Unit.

43. To ensure timely resolution of issues related to the GeM, the following **Escalation Matrix** is to be followed by all users across departments and districts:

a. **First level of contact:**

Users must first register their issue with the official GeM Helpdesk. A ticket will be generated for tracking and future escalation.

- **Toll-Free Numbers:** 1800-419-3436 / 1800-102-3436
- **Web Ticket:** <https://gem.gov.in/gemtickets>
- **Email:** helpdesk-gem@gov.in  
(CC: sup-gemprocurement@assam.gov.in)
- **Expected Response Time:** Immediate ticket generation, resolution TAT maximum 5 Days.

b. **Second level of contact:**

As per the mandate and considering the severity of the issue, the maximum permissible time for resolving matters related to GeM operations is 24 hours. If the issue remains unresolved by the Helpdesk after 24 hours, the user may directly escalate the matter to the next level via email/ phone. The issue-specific email IDs for second-level contact are as follows::

| Sl. No. | Unit  | Level   | Contact Person/ Designation                                      | Email / CUG No.                                                              | Escalation Trigger                  |
|---------|-------|---------|------------------------------------------------------------------|------------------------------------------------------------------------------|-------------------------------------|
| 1       | State | Level 1 | Master Trainer of Dept./ District, supported by Junior Assistant | Ticket details to be entered in the GeM State Unit's online escalation sheet | After 24 hours of ticket generation |
|         |       |         |                                                                  |                                                                              |                                     |

|   |         |         |                                           |                                                                                                                          |                                    |
|---|---------|---------|-------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|------------------------------------|
|   |         | Level 2 | GeM State Unit                            | <b>CUG: 1800 1021 417 (Extension-2)</b><br><i>aspiregemassam@gmail.com</i> and<br><i>sup-gemprocurement@assam.gov.in</i> | After 48 hours                     |
|   |         | Level 3 | APD, AS-CFMS and State Nodal Officer, GeM | <i>gayatri.dasahvd@assam.gov.in</i><br><i>dilip.borah@gov.in</i>                                                         | If unresolved for more than 5 days |
| 2 | Central | Level 1 | Dy. Director                              | <i>puneet.kumar@gem.gov.in</i>                                                                                           | After 3 days                       |
|   |         | Level 2 | Assam Nodal Officer (Central)             | <i>nandan.agarwal@gem.gov.in</i>                                                                                         | After 5 days                       |

- Users are requested to retain the original ticket number and share it in all subsequent communications.
- For each escalation, users must wait for the specified time window to allow resolution before proceeding to the next level.
- All updates must be recorded in the shared escalation tracking sheet (maintained by the State GeM Unit).

44. If an authority fails in three attempts to purchase any goods/services from the GeM portal or the bid is rejected three times due to any reason, then such cases will be reported to the GeM Unit. The GeM Unit will prepare detailed information of such cases and present it before the said committee. Only after the consent/permission of the committee, the authority will complete the next bid proceedings under the supervision of the GeM Unit.
45. This order mandating procurement through GeM will come into immediate effect. In case the state government does not issue separate guidelines, the changes being made in the Government of India guidelines GFR-2017/Goods and Services Procurement Manuals 2022/GeM GTC (General Terms and Conditions) will be automatically and as is applicable in the state as well vide Finance Dept. Advisory dated 30-07-2024.

This order shall come into force with immediate effect.

Secretary to the Govt. of Assam  
Finance (Estt-B) Department

**Memo ECF No.666898/171-A**

**Dated Dispur, 15-09-2025**

Copy for information:

1. The P.S to the Principal Secretary to the Hon'ble Chief Minister, Assam.
2. The P.S to the Hon'ble Finance Minister, Assam.
3. The Accountant General (A&F), Assam, Maidamgaon, Beltola, Guwahati-29.

4. The S.O to Chief Secretary, Assam.
5. The P.S to all Additional Chief Secretary/ Principal Secretary/ Commissioner & Secretary/ Secretary to the Govt. of Assam.
6. The P.S to Principal Secretary to Bodoland Territorial Council, Dima Hasao Autonomous District Council and Karbi Anglong Autonomous District Council
7. All Heads of Administrative Departments.
8. All Heads of Departments/ District Commissioners/ CDC/ SDO (C)s'.
9. The CEOs of Zilla Parishad, Project Directors, CEOs of Societies/ Authorities/ Agencies under the State Government.
10. All Branches of Finance Department.
11. All Sr. FA/FA/CAO/F&AO/Treasury Officers.
12. The SIO, NIC, Assam State Centre.
13. E-Governance Cell of Finance Department for uploading on the website.
14. The Media Cell, AS-CFMS, Finance Department.

esigned

Secretary to the Govt. of Assam

Finance (Estt-B) Department

**Annexure- A**

| <b>Sl. No.</b> | <b>Notifications/ OM/ Advisory Details</b>                                                                           | <b>Published Date</b>                                                                         |
|----------------|----------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|
| 1.             | Assam MoU with GeM                                                                                                   | 11-07-2017                                                                                    |
| 2.             | The Assam Gazette Notification on GeM Mandatory                                                                      | 28-01-2022                                                                                    |
| 3.             | OM on Prioritizing ceiling approval for GeM procurement                                                              | 24-08-2023                                                                                    |
| 4.             | Advisory for newspaper advertisement for GeM related bid                                                             | 12-12-2023                                                                                    |
| 5.             | Advisory on GeM bid timeline                                                                                         | 16-04-2024                                                                                    |
| 6.             | Advisory on Applicability of Assam Public Procurement Act, 2017 and Rules 2020 regarding procurement through the GeM | 30-07-2024                                                                                    |
| 7.             | OM on GeM Mandatory- Clarification                                                                                   | 08-01-2024                                                                                    |
| 8.             | FoC exemption for GeM                                                                                                | 20-06-2024                                                                                    |
| 9.             | GeM GTC 4.0 (version 1.23)                                                                                           | 05-03-2025                                                                                    |
| 10.            | OM on Standard Operating Procedure (SOP) for GeM purchase Amendment                                                  | 31-05-2025                                                                                    |
| 11.            | Procurement Manuals for Goods and Services                                                                           | <a href="https://doe.gov.in/orders-circulars/459">https://doe.gov.in/orders-circulars/459</a> |
| 12.            | GFR/ & other instructions -                                                                                          |                                                                                               |