



PHD House, 4th Floor, Ramakrishna Dalmia Wing  
4/2, Siri Institutional Area, August Kranti Marg, New Delhi – 110016, India  
Tel#: (+91-11) 2685 5487, 4287 8418 • Fax#: (+91-11) 2685 1321  
E-mail: contact@mait.com • Website: http://www.mait.com

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Ref.No.MAIT/PY/1721

February 01, 2019

Ms. S Radha Chauhan  
CEO  
Government e-Marketplace (GeM)

Respected Madam,

***Greetings from MAIT, the apex body representing the ICTE Hardware Sector in India!***

This is further to our letter No.MAIT/PY/1667 dated 17<sup>th</sup> December 2019.

Madam, members have brought to our notice the following concerns for your kind perusal:

- i) There has been no change in GeM policy towards an upward revision of the Delivery Timeline. The unviably low delivery timeline has resulted in our members incurring significant losses on account of payment of LD charges on orders on GeM.
- ii) There has been no reconsideration of the Bid to RA functionality, which is also at variance with the relevant GFR guidelines.
- iii) There is the problem of Software Piracy and Product misrepresentation on GeM, which has recently assumed a greater significance.
- iv) We would like to reiterate our request for the modification of the OEM Dashboard to facilitate the sharing of details of all sales conducted on the GeM portal pertaining to the OEM brand. We would like **seller name and location, customer name and location, product, quantity, configuration** and the **unit price** pertaining to sale on the portal. This would benefit GeM SPV as it can expect OEMs to play a proactive role in the curtailment of unethical business practices rather than reactively weighing in when incidents are raised by the customer often a considerable time after the sale has occurred.
- v) For a similar reason, we also request that such data of past sales of OEM brand products on the GeM platform (i.e. from the inception of the GeM portal to present) be shared with the respective OEMs so that OEMs may analyze the data and proactively take corrective action, where possible, instead of waiting for buyers to raise incidents on previously concluded sales. We would like this data for OEM brand sales for both resellers and 'other' i.e. non-affiliated seller that used to be permitted in previous versions of the GeM platform.
- vi) One major initiative, GeM had promised was that for all payments made by Buyers they would update payment details - UTR number on the portal in their Order Payment. This is required, as without this, in an organisation's bank statement, it becomes very difficult to identify which Buyer has made the payment and which Buyer has still to make the payments.
- vii) GeM also needs to revisit many TP which was formed over 12-18 months back to keep pace with technological changes for IT and Telecom product domains.

We hope you will consider our suggestions favourably. Should you need any clarifications, we will be happy to provide the same.

With warm regards,

  
Anwar Shirpurwala  
Chief Executive Officer