

Government e-Market Place – GeM 3.0

Buyer registration
GeM 3.0



Change History

Sr. No.	Document version	Release date	Drafted by
1.	Version 1.2	30 Nov 2017	GeM

This is version 1.0

Metadata of the Standard

S. No.	Data elements	Values
1.	Title	Buyer Registration - GeM 3.0
2.	Present Status <i>(Draft/Released/Withdrawn)</i>	Released
3.	Publisher	GeM
4.	Target Audience	Stakeholders of GeM including buyers, sellers, industry associations, partners etc.
5.	Source <i>(Reference to the resource from which present resource is derived)</i>	As part of scaled up version of GeM i.e. GeM 3.0, a transition framework has been framed, under which GeM, has adopted an inclusive consultation and communication strategy, wherein all key To-Be modules, features and functionalities of GeM 3.0 would be consulted with key GeM stakeholders. <u>This document is one of the consultation items</u>
6.	Document Number	GeM/Transition 3.0/BR/V1.2

1. Introduction

The registration process on GeM, is driven by the principles of ease, convenience and minimal data entry. The registration process entails an appropriate authority (Primary user / Verifier) authorizing various users, based on their roles and responsibilities for GeM related transactions. All primary users get authenticated by AADHAR as well as from their verifying authorities, as part of registration process. “Post/Designation” as a concept has now been introduced on GeM, considering the diverse nature of government organization. It would ensure proper access control for various users and also facilitate a smooth transfers/transitions across roles and organizations, as and when such a need arises. In GeM 3.0, the same user will be able to play different post/designations and Role as per his/her authority. “One Aadhar/mobile number will not be a constraint for the user to fulfill different roles across different offices/organizations.”

Buyer Registration module uses the constructs of ‘User’, ‘Post/Designation’, ‘Role’ to create interrelationships, which mirror the realworld scenarios. This module incorporates the organization and post based hierarchies to come up with a decentralized system which will be used for on buyer onboarding.

2. Key approach on GEM 3.0 for Buyer registration

- a. **Decentralized:** Buyer onboarding and buyer management is decentralized. Every authorized buyer will be able to register himself online. This allows for a large number of Buyers to be on-boarded on GeM and their management over their entire lifecycle on GeM.
- b. **User Identification:** Buyer registration and buyer management should be able to identify a user using an identity proof which is (a) Unique (b) Universal (c) has good Coverage (d) Verifiable (e) Credible / Trustworthy
- c. **Part of multiple organizations:** Buyer registration and buyer management should allow user to be part of multiple organizations and also allow a user to play multiple (allowed) roles simultaneously.
- d. **Different roles:** Buyer registration and buyer management should support the concept of role and should be able to apply business rules restrictions on such role(s).
- e. **Self-supporting:** Buyer registration and buyer management should be self-supporting. Mistakes in on boarding and management should not restrict user’s access to GeM. Additionally, these mistakes should be rectifiable by allowed authorities.

- f. **Transfers / personnel movement:** Buyer registration and buyer management should support movement of personnel across departments / organizations or outside GeM.

2.1. User Registration Constructs

1. **Aadhar** - has been chosen as the identity of GeM user. It caters to all requirements that GeM wanted from the perspective of user identity proof. Aadhar is:
 - (a) Unique & Universal
 - (b) Has good Coverage
 - (c) Verifiable using Aadhar APIs
 - (d) Credible / Trustworthy
2. **User, Post and Role** - GeM 3.0 factors for all scenarios in government organizations, such as multiple roles, additional charges, roles across different organizations etc. **'User'** uniquely identifies a person in GeM platform e.g. individual named Ram Sarin. **Post** identifies a designation within an organization e.g. Assistant Engineer. **Role** identifies different functions that users can do in GeM system e.g. Buyer, Consignee, Approver etc.
 - a. At any point of time only one user can occupy a Post. However, a user can occupy multiple posts across organizations at the same time. If a user occupies multiple posts across organizations he has to choose the post which he is using for accessing GeM.
 - b. A post can have one or more Roles associated with it. Allowed combination of Roles is subject to business rule restrictions defined for GeM e.g. buyer and approver cannot be the same user.
 - c. Individual posts could inherit roles from a common post template. Additionally, individual Posts can also have Roles which are different from the common Post template. For instance, all Assistant Engineers could inherit a common set of roles. Additionally, if needed, some Assistant Engineers could have roles different from the common template.
 - d. User gets to play a role in GeM by virtue of user's association to a Post and Post's association to a set of Roles. For instance, Ram Sarin gets to be the Buyer in GeM because he occupies a post Assistant Engineer and this post has Buyer Role associated with it.
3. **Organization and Post Hierarchy** - Hierarchy in Buyer Registration and Management module will mirror the real world hierarchy of Organizations and Posts. For organizations

there will be multiple levels – Organization Type, Ministry/Department, Organization and Division. Each Organization will have the following:

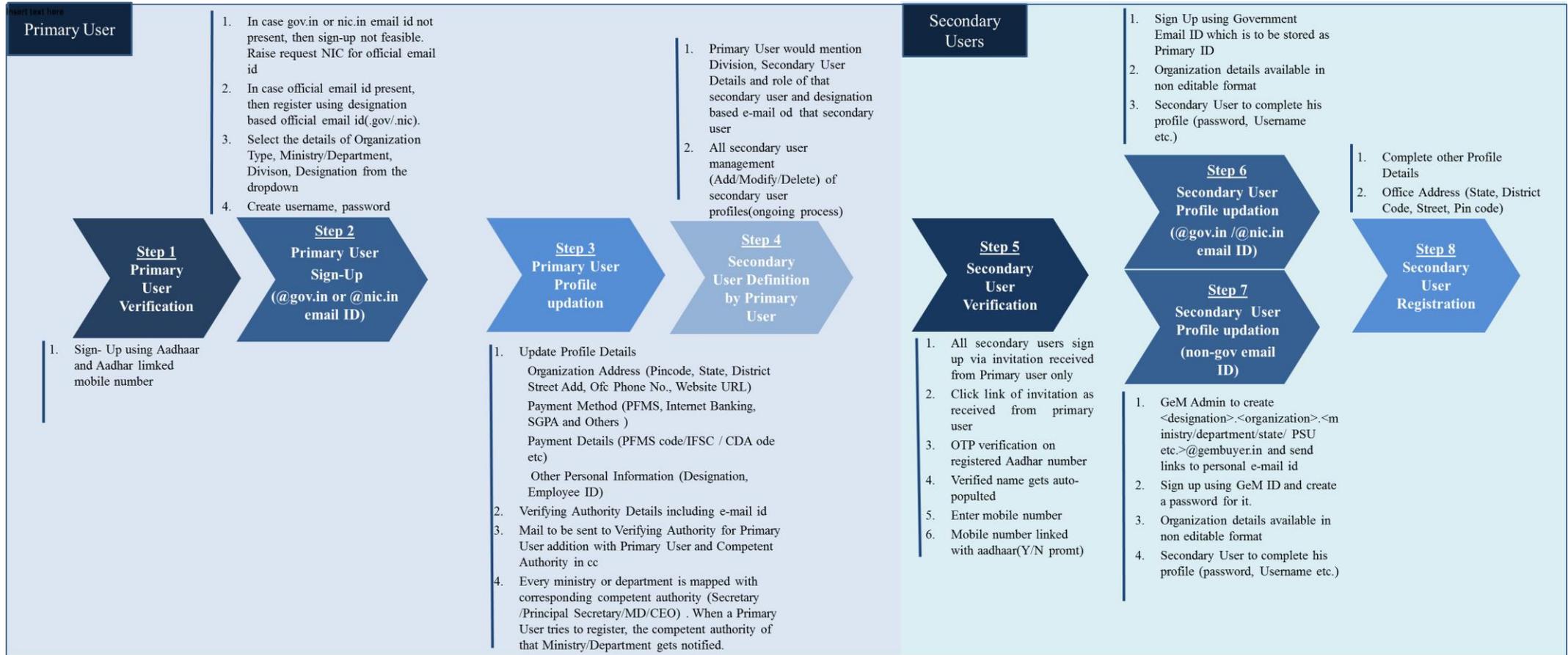
Level	Designation	Responsibilities
Competent Authority	Head of the Organization <ul style="list-style-type: none"> • Central Ministries / Department - Secretary to Government of India • State Department - Principal Secretary to the State Government • For other institution / entity / organization – MD / CMD/ CEO / Chairman/ DG/ Director and the JS(for central ministry) or principal secretary(for state)¹ concerned for that entity/organization 	Will be notified whenever Verifying Authority and Primary User are added under their organization
Verifying Authority	Under Secretary/Equivalent or above. Nominated by competent authority	Responsible for approving the registration of all Primary Users
Primary User²	Can be any one of the users as defined below <ul style="list-style-type: none"> • Deputy Secretary or above of the Central Government Ministry, Government of India • Head of the Office at Sub Centre / Unit / Branch of Government Organization/ PSU / Autonomous Bodies / Local Bodies / Constitution Bodies / Statutory Bodies • Director / Equivalent Officer 	Approved by the Verifying Authority for creating and managing all Secondary User(s) on GeM under them.
Secondary user	As defined by the Primary User	Approved by the Primary user for the below mentioned roles <ul style="list-style-type: none"> • Buyer • Consignee • Payment/Paying Authority(e.g.: PAO/DDO)

¹ JS/Principal secretary concerned is of the ministry/department to which the organization/entity is under. For ex: BHEL is under Ministry of Heavy Industries.

² Primary user and Secondary user roles cannot be performed by same officers in the same organization.

3. Flow

The overall process flow of users within a buyer organization are is as follows:



3.1. Primary user on boarding

1. Need to have designation based Government email ID. In case the Primary user does not a government email id, he/she would require to have one, before proceeding for registration on GeM.
2. Sign- Up using Aadhar
3. OTP verification on registered Aadhar number
4. Provide details of Verifying Authority

Primary user confirmation email is then sent to Verifying Authority for approval (email with clickable confirmation). In case of no action from verifying authority - 2 system generated alerts would be sent to Verifying Authority (with Competent authority in cc) after 48 hrs with 24 hrs gap. Failing which the registration process will be deemed approved.

On Verifier's approval, Primary user is created for the organization. Primary user is then required to:

1. Complete general profile details
2. Proposal and invite sent to secondary user, the primary user can choose to inherit roles for posts using the common post template. Alternatively, he can assign roles to individual posts.
3. Invite sent individually to all defined secondary users through email (can be personal or gov.in)

g. Secondary User On boarding

Primary user is responsible for on boarding all secondary users within his organization. Primary user creates secondary users, they user will then be communicated the creation of roles, through email.

The following process would be followed for registering secondary users

Secondary users – With no gov email ID	Secondary users – With gov email ID
1. Email invite for secondary user registration sent on personal email ID	1. Email invite for secondary user registration sent on gov.in email ID
2. Sign up using Aadhar verification	2. Sign up using Aadhar verification
3. GeM specific email is created by gem admin following the below mentioned nomenclature:	

Buyer

<designation>.<organization>.<ministry/department/state/
PSU etc>@gembuyer.in

The secondary user would then be required to complete their profile on GeM.

Post successful registration, the different user type would be able to perform the following functions:

1. Buyer: Buyer can perform following functions as part of buying process after successful registration.
 - I. Search & View Catalogs
 - II. Compare & Add to Cart Catalogs
 - III. Place an order / bid
 - IV. Complete Buying Process
2. Consignee: Consignee can perform following functions as part of buying process after successful registration.
 - I. Receive orders and Mark as Consignee Received
 - II. Reject orders and request for reshipment in case of any issues
 - III. Initiate Quality Inspection, including those by Third Parties
3. Payment Authority: Payment Authority can perform following functions to complete the buying process after successful registration.
 - I. Verify the order details and budget details
 - II. Release the payment

h. Transfer

Primary user is responsible to remove a leaving user from a post within his organization. Also, Primary user is responsible for adding an incoming user to a post within his organization. An outgoing Primary user can invite a new Primary user. This invitation removes the outgoing Primary user from the organization and also makes the new Primary user as Primary user of the organization. Alternatively, an outgoing Primary user could just remove himself from the organization. Verifier for the organization would be notified of any changes in Primary user.

Note: Any update in user profile variables that would be populated by GeM, from a domain ministry database would not be permitted on GeM directly. The user would need to get the same updated in the database of the domain ministry, which will then in turn be used by GeM for any updation.

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