Government e-Market Place – GeM 3.0

Buyer registration GeM 3.0





Change History

Sr. No.	Document version	Release date	Drafted by
1.	Version 1.0	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	Released
	(Draft/Released/Withdrawn)	
3.	Publisher	GeM
4.	Target Audience	Stakeholders of GeM including buyers, sellers,
		industry associations, partners etc.
5.	Source	As part of scaled up version of GeM i.e. GeM 3.0, a
	(Reference to the resource from	transition framework has been framed, under which
	which present resource is	GeM, has adopted aninclusive consultation and
	derived)	communication strategy, wherein all key To-Be modules,
		features and functionalities of GeM 3.0 would be
		consulted with key GeM stakeholders.
		This document is one of the consultation items
6.	Document Number	GeM/Transition 3.0/BR/V1.0

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 (HOD / Verifier) authorizing various users, based on their roles and responsibilities for GeM related transactions. All 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 real world 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 Buyersto be on-boardedon 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 systeme.g. Buyer, Consignee, and 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 or 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 or 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.

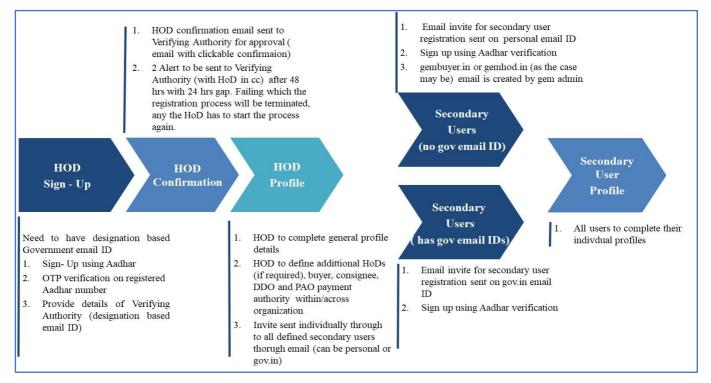
3. **Organization and Post Hierarchy** - Hierarchy in Buyer Registration and Management module will mirror the real world hierarchy of Organizations and Posts. For organizations there will be multiple levels – Organization Type, Ministry/Department, Organization and Division. Each Organization will have the following:

Level	Designation		
Competent Authority	 Head of the Organization 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 etc 		
Verifying Authority	Nominated by the Competent Authority for approving all HOD Registrations		
HOD	Approved by the Verifying Authority¹ for creating and managing all Buyer entities on GeM • Deputy Secretary or above of the Central Government Ministry, Government of India • Head of the Officers at Sub Centre / Unit / Branch of Government Organization/ PSU / Autonomous Bodies / Local Bodies / Constitution Bodies / Statutory Bodies • Director / Equivalent Officer		
Secondary user	Approved by the HOD for the below mentioned roles • Buyer • Consignee • Payment Authority		

¹For the first HoD (refer section on HoD on-boarding

3. Flow

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



3.1. HoD on boarding

- Need to have designation based Government email ID. In case the HoD 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 (designation based email ID)

HOD confirmation email is then sent to Verifying Authority for approval (email with clickable confirmaion). In case of no action from verifying authority - 2 system generated alerts would be sent to Verifying Authority (with HoD in cc) after 48 hrs with 24 hrs gap. Failing which the registration process will be terminated, and the HoD has to start the process again.

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

- 1. Complete general profile details
- 2. Create Posts and Users for his/her organization. The HoD can choose to inherit Roles for Posts using the common Post template. Alternatively, he can assign roles to individual Posts. He invites one of the existing users to occupy a Post. User accepts his assignment when he logs in the system with his assigned Post.

- 3. Define further HoDs (if required) Buyer, Consignee, DDO and PAO payment authority within/across organization
- 4. Invite sent individually through to all defined secondary users thorugh email (can be personal or gov.in)

g. User On boarding

HoD is responsible for on boarding all users (secondary and further HoDs) within his organization. HoD creates secondary users (including further HoDs²), and such secondary users will 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 for 1. Email invite secondary user personal email ID 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 adminfollowing the below mentioned nomeclature: Buver <designation_n>.<organization>.<ministry/department/state/ PSU etc>@gembuyer.in HoD <designation_n>.<organization>.<ministry/department/state/ PSU etc>@gemhod.in Note: $_{n}$ = 1 to N,where N = count of different designations in that role.

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

²All such further HoDs would not be required to be approved by the verifier as they have been processed by the already approved and verified HoD.

- 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

HoD is responsible to remove a leaving user from a post within his organization. Also, HoD is responsible for adding an incoming user to a post within his organization. An outgoing HoD can invite a new HoD. This invitation removes the Outgoing HoD from the organization and also makes the new HoD as HoD of the organization. Alternatively, an outgoing HoD could just remove himself from the organization. Verifier for the organization would be notified of any changes in HoD. Additionally, HoDs are mandated to periodically verify their Aadhar. This ensures that the user occupying the HoD post is actually the user that is configured in the system.

Note: It may be noted that any update of 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 updating.

4. Migration to GeM 3.0

All registered users within buyer organizations are advised to correct and update any incorrect or incomplete particulars, if any by 31/12/2017. Registration credentials of only those buyers whose registration details are complete in all respects will be taken to GeM 3.0.