

BIHAR CHAMBER OF COMMERCE & INDUSTRIES

Points related to GeM (Government-e-Market Place)

1. Technically incorrect products being uploaded on the portal and unauthorized resellers calling themselves as OEMs (Original Equipment Manufacturers).
2. Dealers across the country uploading and quoting the product without taking proper GEM authorization from the OEM...probably action taken?
3. Warranty manipulation done by unauthorized partner because they are buying and selling non standard products.
4. Some time customer is asking for 3/5 years warranty but dealers are buying with one Year warranty from unauthorized source and selling on GEM. OEM will not take any responsibility for wrong supply.
5. Fake Operating System being supplying by the Dealer and OEM will not take any responsibility because these partner are not authorized by OEM to sell the product on GEM and there is no guarantee of genuine OS.
6. Local parts integration. Many partners are integrating RAM, DVD etc locally which will create problem during warranty period.
7. Reconsideration of default delivery timeline (Presently it is 15 days which is very difficult).
8. Technical comparison of product is not very correct as every OEM has some unique features which resulting into monopoly practices.
9. Brand name specific bid is coming which again restricting the proper competition.

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10. Bidders are under quoting and they are regretting to supply and there is no proper mechanism to penalize them.
11. MSME /SSI price advantage of 15% is not being considered.
12. Search keywords to be widened.
13. Service products not activated like Annual Maintenance, Repairs, and Digitization.
14. Priority sector industry inclusion methodology should also be defined.
15. State level dispute redressal technical committee should be formed.
16. Preference to state level Industries in purchase should be incorporated.
17. MRTP clauses adherence should be assured.
18. Difficulties in Registration of GeM.
