

**GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI**  
**FINANCE (ADMINISTRATION DIVISION) DEPARTMENT**  
**4<sup>TH</sup> LEVEL, 'A WING' DELHI SECRETARIAT**  
**I.P. ESTATE, NEW DELHI-110002.**  
**CD:-012554614**

F.No.F.1(59)/Fin./Rev-II/GeM/2018-19/ds1/251

Dated: 22/10/2021

**CIRCULAR**

**Subject:- Non-updated Payments on Government e-Marketplace (GeM).**

Please find enclosed herewith the OM F.6/16/2021-PPD dated 04/10/2021 received from Department of Expenditure (Procurement Policy Division), Ministry of Finance, Government of India, on the above noted subject vide which it has been requested to update the pending payments on GeM.

2. In this regard, the necessary directions have been issued vide letters dated 08/03/2021, 09/03/2021 and 06/07/2021 to ensure the updation of the Pending Payments/Generation of CRAC (**Consignee Receipt and Acceptance Certificate**) in a time bound manner on the GeM portal. A meeting was also organised on 05/10/2021 with all departments alongwith representatives of GeM to explain the pending issues and resolve the queries of the departments.

3. Hence, it is requested to direct the concerned officers and organizations under your administrative control to update the Pending Payments through the offline bulk payment updation facility available on GeM Portal and CRAC Due in time bound manner as this is monitored at the level of Govt. of India, regularly.

Encl: As above



**(RAVI DADHICH)**  
**SPL. SECRETARY (FINANCE)**

To,

All Addl. Chief Secretaries/Pr. Secretaries/Secretaries/ Head of Department(s) of all the departments/Autonomous Bodies/Corporations under Govt. of NCT of Delhi.

o/v

No.F.6/16/2021-PPD  
Government of India  
Ministry of Finance  
Department of Expenditure  
Procurement Policy Division  
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264-C, North Block, New Delhi  
dated 4<sup>th</sup> October, 2021

**OFFICE MEMORANDUM**

**Subject: Non-updated payments on Government e-Marketplace (GeM).**

The undersigned is directed to say that it has been brought to the notice of this Department by GeM that while the payments made to sellers by buyers online are being updated on a real-time basis, the offline payments are not being updated on the GeM platform automatically. The buyers making offline payments are required to update the payment on the platform through an offline updation form. However, GeM has experienced that a significant proportion of such offline payments have not been updated through these form by buyers.

2. All buyer organizations are requested to update all their pending payments on GeM through the offline bulk payment updation facility available on GeM portal. To start with, all buyer organizations may ensure that all transactions wherein orders were placed on or before March, 2021 may be updated on the GeM portal by 15.10.2021.

by 04.10.21  
Kanwalpreet  
Director (Procurement Policy)  
Tel.: 23093811  
Email: kanwal.irss@gov.in

To

Secretaries of all Ministries/ Departments, Government of India.

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**FINANCE DEPARTMENT  
(ADMINISTRATION DIVISION)  
GOVERNMENT OF N.C.T. OF DELHI**

**RECORD OF DISCUSSION ON IMPLEMENTATION OF GEM IN DELHI**

A Meeting has been convened under the Chairmanship of Special Secretary-II, Finance Department, GNCTD on 05/10/2021 at 03:00 PM in the Conference Room-2 at Delhi Secretariat Building to discuss the issues/problems faced by the User Departments on GeM Portal and also resolve their issues one-on-one basis. During the meeting Sh. Anagh Dutt & Sh. Suraj Sharma were present from GeM Delhi to discuss the issues faced by the departments.

Special Secretary-II (Finance) opened the discussion by welcoming all the participants and explained the importance of GeM in purchasing the Goods and Services for Government Departments. Departments were also apprised about the status of their pending payments and CRAC not generated and also directed to update the same.

The meeting was interactive and after discussion on the issues/problems compiled by FD (**Annexure-I**) an open session was also held in which the departments directly raised their issues before the representatives of the GeM. Some of the issues were resolved and GeM representatives have guided through PPT or other mode and some of them were noted by them for placing before the higher authorities. Contact details and email ID of Sh. Suraj Sharma, GeM Co-ordinator, Delhi were also provided to the participants for any technical support or resolving the issues.

SSF has noticed the Non-adherence of the presence of the Departments of Health and Family Welfare, Urban Development Department, Education Department, Training and Technical Education Department and Home Department, having highest Pending Payment and CRAC Not Generated as well at their part. It is also requested all the departments to participate in every Training, which is organized by the Department and GeM as well on interval basis.

In this meeting, Special Secretary (Finance) has directed all the departments to update the pending payments and CRAC Not Generated on GeM portal. It is also decided in the said meeting that a Training programme should be organized by Finance Department in the Auditorium of Delhi Secretariat in coming days.



## GeM Problem/Issues

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1. Facility of Urgent Supplies & Services are not available
2. No provision for multiple ID creation of a single user/buyer
3. GeM portal is always running under heavy Load.
4. No Dedicated Helpline at Jeevan tara Building.
5. The various institutions/universities are under the Department & the department is unable to identify the pendency like. PRC/CRAC/Pending Payment updation for particular location.
6. Retired Officer GeM ID Could Not Operated
7. PRC & CRAC could not be cleared from Transferred employee ID's and Process of Clear Pendency.
8. How to clear pending and ongoing payment details from DDOs ID.
9. Even after clearing PRC & CRAC bill not created option show NIL
10. Gem Pending Bills error (invalid input: remaining authorised amount is not enough to process the payment of this bill) is not Resolved till date (**Annexure-I**)
11. Please provide the repairing work option on GeM portal (Education Deptt., School ID 1104021)
12. How to Change the Name of Consignee & Paying Authority as the official retired in 2019 and Consignee ID & Password Not Working.
13. What it means, Transaction No. & Token No.
14. Difficulty in Bidding and Comparing in GEM Portal
15. I would like to bring in your notice that pending PRC is one showing on dashboard of gem portal. I did not find gem id of pending PRC at consignee side. I have processed all the orders at all levels (consignee, buyer and payee). But still, one pending PRC is showing on the dashboard (**Annexure-II**).
16. One bill is still pending due to wrong selection of buying Authority (Payment made by PAO to seller) and How to delete pending bill due to wrong selection of paying authority
17. Shows a message during processing " **Something went wrong, we have been modified about this issue and we will take a look at it shortly** " and also show the files is pending (**Annexure-III**).
18. Cancelled order from both purchaser and seller is visible in Gem portal under Pending Status. (School-Rohini)
19. Bills of previous year (2020-21) are shown on buyer's ID (View Bill) only and not on consignee and Payee ID (School-Burari)
20. Services not Available on GeM (**Rate of Raj Mistri are not given by the GeM portal**)
21. Filters is not working sometime properly.

**Pending Payment as on 01.10.2021**

Sr.No.	Department	Pending Payment
1	Health And Family Welfare Department Delhi	1,22,73,92,217
2	Urban Development Department Delhi	41,59,85,946
3	Public Works Department Delhi	35,86,10,314
4	Higher Education Department Delhi	21,26,08,123
5	Education Department Delhi	14,58,44,104
6	Revenue Department Delhi	13,08,18,267
7	Home Department Delhi	12,49,53,562
8	Training And Technical Education Department Delhi	9,42,81,720
9	General Administration Department Delhi	6,19,91,362
10	Women And Child Development Department Delhi	5,63,11,772
11	Transport Department Delhi	5,35,00,445
12	Forest And Wildlife Department Delhi	3,24,77,613
13	Social Welfare Department Delhi	2,99,43,424
14	Delhi Jal Board (Djb)	2,96,43,908
15	Development Department Delhi	2,72,51,004
16	Services Department Delhi	1,89,96,941
17	Information Technology Department Delhi	1,15,07,161
18	Environment Department Delhi	1,07,79,639
19	Finance Department Delhi	93,77,019
20	Delhi Legislative Assembly Department	88,71,863
21	Delhi Tourism And Transportation Development Corporation (Dttcd)	75,68,846
22	Excise Entertainment & Luxury Tax Department Delhi	71,29,918
23	Office Of The District Magistrate (Central District) Delhi	70,67,620
24	Food Civil Supplies And Consumer Affairs Department Delhi	68,13,049
25	Ministry Of Urban Development	64,32,082
26	Election Department Delhi	61,85,868
27	Directorate Of Gurudwara Elections	60,05,892
28	Labour Department Delhi	55,99,087
29	Irrigation And Flood Control Department Delhi	52,34,231
30	Agriculture And Marketing Department Delhi	48,07,907
31	Maulana Azad Institute Of Dental Sciences	47,27,061
32	State Election Commission Nct Of Delhi	44,30,695
33	Trade And Taxes Department Delhi	40,54,157
34	Law Justice And Legislative Affairs Department Delhi	37,18,150
35	Welfare Of Sc/St/Obc/Minorities Department Delhi	35,44,566
36	Planning Department Delhi	34,02,749
37	Lieutenant Governors Secretariat	31,80,218
38	Indraprastha Power Generation Co. Ltd.	30,07,414
39	Industries Department Delhi	29,80,026
40	Economics And Statistics Department Delhi	26,95,310
41	Sahitya Kala Parishad	26,29,335
42	Art Culture And Language Department	18,96,284
43	Power Department Delhi	12,98,977
44	Delhi Urban Shelter Improvement Board (Dusib)	8,92,290
45	Office Of Registrar Cooperative Societies	7,40,666
46	Information And Publicity Department Delhi	5,79,984
47	Shabdarth	4,71,012
48	Police Department	4,24,407
49	Commission For Other Backward Classes	2,88,574
50	Land And Building Department Delhi	1,44,605
51	Tourism Department Delhi	1,42,304
52	Department Of Delhi Archives	1,08,478
53	Delhi Financial Corporation (Dfc)	93,792
54	Department Of Archaeology	62,398
55	Directorate Of Agricultural Marketing	34,714

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Sr.No.	Department	Pending Payment
56	Employment Department Delhi	25,149
57	Public Grievances Commission, Delhi	24,320
Total		3,16,95,88,538



**CRAC Due as on 01.10.2021**

Sr.No.	Department	CRAC Due
1	Health And Family Welfare Department Delhi	32,93,02,166
2	Public Works Department Delhi	8,22,37,176
3	Education Department Delhi	6,07,53,811
4	Urban Development Department Delhi	5,69,13,258
5	Home Department Delhi	2,29,32,834
6	Training And Technical Education Department Delhi	1,96,78,249
7	Women And Child Development Department Delhi	1,62,02,924
8	Revenue Department Delhi	1,59,12,304
9	Higher Education Department Delhi	1,35,13,967
10	Social Welfare Department Delhi	1,32,76,646
11	General Administration Department Delhi	79,59,013
12	Delhi Jal Board (Djb)	78,83,382
13	Delhi Tourism And Transportation Development Corporation (Dttcd)	63,63,239
14	Power Department Delhi	38,46,786
15	Ministry Of Urban Development	35,66,133
16	Election Department Delhi	24,11,557
17	Industries Department Delhi	21,96,000
18	Delhi Urban Shelter Improvement Board (Dusib)	18,02,646
19	Agriculture And Marketing Department Delhi	16,72,938
20	Sahitya Kala Parishad	16,24,635
21	Development Department Delhi	13,62,289
22	Employment Department Delhi	11,78,421
23	Services Department Delhi	11,71,916
24	Delhi Transco Limited (Dtl)	10,64,542
25	Directorate Of Gurudwara Elections	9,68,054
26	Maulana Azad Institute Of Dental Sciences	9,15,620
27	Office Of The District Magistrate (Central District) Delhi	7,46,992
28	Transport Department Delhi	6,39,544
29	Indraprastha Power Generation Co. Ltd.	5,75,871
30	Delhi Legislative Assembly Department	5,46,684
31	Shabdarth	5,30,901
32	Food Civil Supplies And Consumer Affairs Department Delhi	5,20,486
33	Law Justice And Legislative Affairs Department Delhi	4,97,491
34	Finance Department Delhi	3,41,180
35	Lieutenant Governors Secretariat	3,24,395
36	Irrigation And Flood Control Department Delhi	2,86,946
37	Labour Department Delhi	2,84,494
38	Forest And Wildlife Department Delhi	2,60,405
39	Office Of Registrar Cooperative Societies	1,57,908
40	Trade And Taxes Department Delhi	1,35,235
41	Tourism Department Delhi	1,28,540
42	Administrative Reforms Department Delhi	65,730
43	Information Technology Department Delhi	60,988
44	State Election Commission Nct Of Delhi	41,783
45	Excise Entertainment & Luxury Tax Department Delhi	27,007
46	Art Culture And Language Department	16,143
47	Economics And Statistics Department Delhi	11,120
48	Environment Department Delhi	9,900
49	Land And Building Department Delhi	9,890
50	Planning Department Delhi	6,786
51	Department Of Delhi Archives	5,254
52	Commission For Other Backward Classes	1,680

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**CRAC Due as on 01.10.2021**

<b>Sr.No.</b>	<b>Department</b>	<b>CRAC Due</b>
53	Department Of Archaeology	300
<b>Grand Total</b>		<b>68,29,44,161</b>