**GeM Samvaad**

**Syllabus subtopic:** Important aspects of governance, transparency and accountability, e-governance- applications, models, successes, limitations, and potential; citizens charters, transparency & accountability and institutional and other measures.

**Prelims and Mains focus:** about GeM Samvaad: aim, significance and achievements

**Context:** GeM Samvaad, a **two month long national outreach programme** was launched on 17th December 2019.

**Aim of the programme**

To reach out to stakeholders across the country and also local sellers in order to **facilitate on-boarding of local sellers on the marketplace** while catering to specific requirements and procurement **needs of buyers**.

**About GeM Samvaad and its significance**

- The outreach programme took off from 19th December 2019 and during the launch week the States of Karnataka, Uttarakhand, Himachal Pradesh and Andhra Pradesh were covered.

- GeM Samvaad is being **conducted in all States and Union Territories**. After the first four states the outreach programme has been held in J & K on 5th January, Ladakh on 7th January, Assam and Bihar on 9th January and in Chandigarh on 8th January 2020.
• The target is to reach out to all stakeholders and learn from their experiences on their usage of GeM portal. Through this outreach programme, GeM expects to make the actual users aware about the new features and functionalities of the portal and collect feedback, which is the first step towards GeM’s ‘Voice of Customer’ initiative.

• State Departments and Organizations and Public Sector Enterprises (PSEs) have been using GeM for their buying needs. Sellers from the States are also benefitting through the access to national Public Procurement market using the portal. Through GeM Samvaad the marketplace is looking forward to receiving feedback from users which will be used for making improvements and advancements in the system.

• GeM has more than 15 lakh products and around 20,000 services, more than 3 lakh registered sellers and service providers and more than 40,000 Government buyer organizations. In its short journey of three years, GeM has processed more than 28 lakh orders worth Rs. 40,000 crores in Gross Merchandise Value out of which 50% has been transacted by MSMEs.