

Directorate of Agriculture Development and Farmers' Welfare

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Circular

Sub:- Government e-Marketplace (GeM) – Completion of user registration and mandatory post-purchase procedures – Instructions

Ref:- 1) Invitation email issued by GeM for user registration.

2) General Terms & Conditions and Payment Timelines prescribed by GeM/DoE, GoI. Department of Empowerment

Designated officers are hereby directed to expedite the activation of their user accounts on the Government e-Marketplace (GeM) portal. This process requires a proactive check of registered email inboxes, including spam and junk folders, to locate the official invitation from the GeM platform. To ensure security and individual accountability, registration must be finalized using a personal Aadhaar-linked mobile number for OTP-based authentication. Once registered, all officers are mandated to strictly adhere to the standard electronic workflows prescribed by the portal for every procurement activity. This compliance must be maintained throughout the entire lifecycle of the purchase, including the essential stages of obtaining online approval from the Payment Authority and concluding the final payment directly through the portal. Any deviation from these protocols or delays in execution will be treated as a serious breach of administrative duty.

Invoicing and CRAC Generation Protocols

A critical component of the post-purchase process is the timely generation of the Consignee Receipt & Acceptance Certificate (CRAC) for every invoice. Users are responsible for evaluating delivered products or services and officially recording their acceptance or rejection on the system within the stipulated timeframes. It is imperative to note that any CRAC not manually generated following the Provisional Receipt Certificate (PRC) have been automatically generated by the GeM system on 22 December 2025. Officers must be aware that once a CRAC is auto generated by the system, the GeM portal loses the technical capability to modify or revert it. Therefore, all necessary manual entries left out must be completed to

prevent erroneous documentation and avoid subsequent delays in vendor payments.

Closure of Legacy Orders and Compliance Penalties

It hereby further reminds all buyers of the Department that the reconciliation of legacy orders is a prerequisite for continued procurement privileges. Any pending or expired GeM orders that have not been formally closed must be finalized immediately using the "Partial" or "Complete Order Closure" features. Any user with non-compliant, open orders from this period will be prohibited from initiating new procurements on the platform. Continued non-compliance may lead to the immediate suspension of user accounts and restricted access to portal features. Given that open order statuses are currently under high-level review by Government authorities, scrupulous adherence to these closure requirements is mandatory.

For precise guidance on the steps required to fulfil these obligations, all officers must refer to the detailed post-purchase procedures attached to this directive. These instructions are categorized for clarity:

Annexure-I covers the specific workflows for Goods, while **Annexure-II** outlines the requirements for Services. Additionally, a consolidated **Checklist & Timelines** document is provided as **Annexure-III** to facilitate quick reference and ensure that no milestones are missed. All officers are expected to review these documents thoroughly and ensure full compliance with the instructions contained therein to maintain the integrity of the procurement process and our Department.

Annexure-I: Post-purchase procedure (Goods)

- Monitor the seller's order acceptance and delivery progress strictly as per the contract terms, ensuring all communications are recorded on the GeM portal.
- Verify the quantity and packaging condition of materials upon physical receipt, marking the delivery challan with "Received on [date/time]."
- Issue the Provisional Receipt Certificate (PRC) on GeM on a "said-to-contain" basis immediately upon receipt, preferably within 48 hours.
- Perform detailed verification against specifications, including testing

and installation/commissioning where applicable.

- Obtain necessary installation reports, capture mandated photographs, and record serial numbers for asset tagging during the inspection phase.
- Generate the Consignee Receipt & Acceptance Certificate (CRAC) on GeM within 10 calendar days of the PRC to avoid system-driven auto-acceptance.
- Verify that the seller has uploaded a tax-compliant GST invoice that correctly maps to the contract and the actual quantity accepted.
- Compile the online bill folder on GeM, including the CRAC, invoice, warranty certificates, and any Liquidated Damages (LD) calculations for submission to the Paying Authority.
- Ensure the Paying Authority conducts finance scrutiny and approves the payment digitally on GeM within 10 days of CRAC generation.
- Release the payment through integrated systems (Treasury/PFMS) and confirm that the UTR or payment reference is reflected on the GeM portal.
- Complete Departmental closure by entering items into Consumable/Non-Consumable Stock Registers.
- Execute asset tagging and update the Asset Register for all durable items.
- Maintain a complete digital record in e-office, including the contract, certificates (PRC/CRAC), invoice, and proof of payment.

Annexure-II: Post-purchase procedure (Services)

- Confirm that the service has commenced exactly as per the contract terms and identify all SLA metrics to be monitored.
- Maintain detailed service reports, attendance sheets, logbooks, and uptime reports to serve as evidence of delivery.
- Issue the Service Delivery Acceptance Certificate (SDAC) on GeM after verifying that the service meets all contract milestones and SLA requirements.
- Ensure the seller uploads a portal-invoice mapped to the accepted

service milestone.

- Compile the online bill on GeM by attaching the SDAC and all supporting reports before forwarding it to the Paying Authority.
- Ensure the Paying Authority approves and releases the payment on GeM within the prescribed 10-day timeline from acceptance.
- Update all internal service registers or AMC logs and archive the complete documentation in the e-office or physical file.
- For services, to ensure consistent record-keeping for Service Commencement, you should implement a standardized physical or digital verification process like the "Received on" mark used for goods.
 - Create a formal document signed by both the Consignee and the Service Provider on the actual start date to confirm that the deployment matches the contract terms.
 - Check the quantity and quality of manpower, equipment, or materials against the contract on Day 1 and record these findings in a dedicated service logbook.
 - Formally sign off on the specific Service Level Agreement (SLA) metrics that will be used for performance tracking and payment calculations throughout the contract period.
 - Take photographs of the deployed team or equipment at the site and file them in the e-office as a baseline for future inspections.
 - Any other suitable documentation and evidence procedure and add to the corresponding administrative file.

Annexure-III: Checklist & Timelines (indicative)

- Documents to attach in the GeM bill folder (Goods/Services as applicable)
 - Contract/Order copy (with amendments, if any)
 - PRC and CRAC (or SDAC for services) generated on GeM
 - Supplier GST invoice mapped to accepted quantity/milestone
 - Installation/Commissioning Report and Warranty/Guarantee Certificate (for goods)
 - Performance Security/Bank Guarantee, if stipulated

- Delay statement and Liquidated Damages calculation, if applicable
- Fund availability/Sanction note and Budget head details
- Any mandatory photographs, test reports, or acceptance minutes
- Key timelines (current GeM guidance)
 - PRC: immediately on receipt (best practice within 48 hours).
 - CRAC/SDAC: within 10 days of receipt/PRC.
 - Payment: within 10 days of CRAC/SDAC; delay may attract interest as per GeM prompt-payment instructions.

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