

## **GeM Portal – Grievance/Complaint Resolution**

For all the procurement through the GeM portal, an incident must be submitted on the GeM portal for any grievances/complaints. The grievances/complaints which are not resolved amicably will be escalated to the 'GeM Admin'. 'GeM Admin' is independent of the buyer/seller entity for resolution of the grievances/complaints.

Grievances/complaints can be submitted on GeM portal at <https://gem.gov.in/>