



SPICES BOARD

(Ministry of Commerce & Industry Govt. of India)
Sugandha Bhavan
N.H.By-pass
P.B.No. 2277
Palarivattom P.O.
Kochi - 682 025, India

स्पाइसेस बोर्ड

(वाणिज्य एवं उद्योग मंत्रालय, भारत सरकार)
सुगन्ध भवन
एन.एच.बाईपास
पी.बी. नं. 2277
पालारिवट्टम पी.ओ.
कोच्ची - 682 025, भारत

No. ADMN/ESTT/GEM/CIRCULARS /1220

Dated: 13-11-2025

Circular

Subject: Closure of pending orders on Gem And Instructions to GeM Buyers of all offices of Spices Board

Based on the **reminder received from GeM**, it has been observed that several Buyer Orders placed through the Government e-Marketplace (GeM) by various offices of the Spices Board remain pending. These include instances of:

- Non-supply of products/services,
- Invoiced orders without corresponding CRAC/SDAC generation, and
- Partial supplies not updated on the portal.

All **GeM Buyers** of Spices Board are hereby instructed to review such pending orders and take necessary action using the “**Complete Order Cancellation**” or “**Partial Order Closure**” features available on the GeM portal and close such contracts without delay.

Failure to update or close pending orders may lead to **suspension of the GeM Buyer Account**, which will make essential actions such as cart processing, order placement, and bid evaluation inaccessible until compliance is ensured. The status of open and pending orders are being reviewed at higher Government levels, and continued non-compliance may reflect adversely in official review meetings.

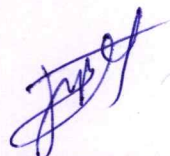
Steps for Partial Order Closure:

1. Log in to GeM Portal → *Orders* → *All Contracts*.
2. Select the concerned order and click “**Request for Cancellation**” for un-invoiced supplies.
3. Choose the appropriate reason, upload supporting documents (if any), and submit.

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In addition, GeM has issued a notification regarding the timely generation of the Consignee Receipt & Acceptance Certificate (CRAC) for all invoices after issuance of the Provisional Receipt Certificate (PRC). Requests are auto-processed and CRAC is auto generated if GEM consignee is not taking action within the stipulated time. Therefore, all GeM buyers/consignees are strictly instructed to verify whether the supplied product/service conforms to the gem contract and accordingly generate the CRAC/SDAC, reject the product/service, or partially accept the product/service, within the stipulated time. Prompt payment must be made to vendors for accepted products/services as per GEM guidelines to avoid late payment charges with interest and to ensure compliance with GeM guidelines.

Further, The Department of Expenditure, GoI has issued an OM directing all buyers to update all their pending payments on GeM through the offline Bulk Payment Updating facility. All buyers are advised to comply with the instructions. All buyers/consignees are also advised to refer the gem guidelines available in GEM portal for all the available options and terms and conditions.



Director(Administration) i/c

To

All employees of Spices Board

Copy to:

1. Director(Research & Finance)/ Director(Marketing)/ Director(Development)/ QEL-in-charge(Kochi)
2. EDP: To publish in Board's website

(Hindi version follows)