Dated 11.01.2024

Government e Marketplace (GeM) portal vulnerability detection: Policy Document

Challenge:

E-Commerce platform, like any other technology-oriented organization, is under constant threat from bad actors, including but not limited to, cyber criminals, etc. Given this, it becomes prudent for GeM to establish a system to scan & test the system to assess the potential risks which may be associated with the platform in its existing state & have not been documented via traditional methodologies. As a result, the said exercise is expected to identify any such vulnerabilities, predict their likelihood, assess the possible impact, if they were to be exploited, and exploit business logics built in the system in good faith.

Hence, the said policy, including but not limited to, aims to cater to the following objectives:

a) Identify vulnerability including threat, leakage, bugs, glitches and / or anomaly, if any

b) Receive advice on how to prioritise the risk

c) Defence against common exploits used by the majority of bad actors

d) Insightful reporting

e) Meet compliance requirements

f) Save time and resources when remediating vulnerabilities with prioritised results

g) Choose between ad hoc or scheduled scanning for continuous defence

Opportunity:

Given the challenges associated with GeM, it has been decided that stakeholders and / or common people can report on any kind of threats, anomalies, vulnerabilities, etc. observed by them in the portal, which may potentially be exploited by bad actors to bypass the business logics built in the system based on good faith.

As such, GeM is glad to announce a reward to any such informant, who may report such threats, anomalies, vulnerabilities, etc. associated with GeM platform. The nature of the threats, anomalies, vulnerabilities, etc. may range from:

- Financial Fraud, or
- Revenue leakage, or
- Data leakage, or
- Bots, or
- Skimming or any other threat

which may negatively impact GeM or its buyers, sellers, or the larger ecosystem /community and can be exploited to bypass the business logics built in the system.

Guidelines:

a) Reporting:

- On identification of any kind of threats, anomalies, vulnerabilities, etc. with respect to GeM portal, the same needs to be reported to the Risk and fraud analysis cell of GeM via email to the email id: RNFcontrolcell@gem.gov.in.
- Informant in such case is required to describe details related to threats, anomalies, vulnerabilities, etc. detected / identified / observed. Hence, any such issue being reported need to be substantiated with requisite and / or proper illustration and / or analysis and / or Modus-operandi and / or citing events and / or leads and / or Risk involved, etc. Also, Informant is also invited for any positive workable advice helping towards developing a resolution to resolve the issue being reported.
- Issues reported on hearsay basis will not be entertained.
- Reporting of issues already covered under Incident Management Policy of GeM, including anomalous buying behaviour by buyer, will not qualify the above criterion.
- Identity of the Informant will be kept confidential to ensure a secure reporting environment.

b) Evaluation:

Post receipt of the report / input along with requisite documents, including illustration and / or analysis and / or Modus-operandi and / or citing events and / or leads and / or Risk involved, etc., by the Risk and fraud analysis cell; the committee shall thoroughly evaluate and assesse the detection made and confirm that manipulative and / or fraudulent methodology is new and not in knowledge of GeM.

c) Classification:

Depending on the extent / severity of the threats, anomalies, vulnerabilities, etc. detected; each case / issue reported will then be classified among one of the following three grades. Further, rewards against any such case / issue will be dependent upon the grade allocated against the case / issue. Grades along with the associated monetary reward has been given below:

- **Grade A- Grave-INR 75000/-**
- **Grade B- Severe-INR 50000/-**
- **Grade C- Serious-INR 25000/-**

(Decision pertaining to the allocation of case / issue against above mentioned grade will be solely at the discretion of GeM and will be final. No claim on whatsoever ground for right to reward will be considered)

d) Gratification:

In case of the reported issue is found to be new and not in knowledge of GeM; the informant shall be paid the reward, based upon the Grade allocated against the said issue, post approval of the GeM.