

**FAQ bases on Scrap Buyers meet during the Grievance Redress Camp held on
30.10.2021**

Query 1	I have faced a problem with auction of CVD Delhi Cantt (location Meerut). I have purchased a vehicle from the auction and I did not get the form no 21 from the depot on the day of delivery. We receive form no 21 for every vehicle from every depot, then why did not Meerut depot gave us that paper. I am facing a big problem to register that vehicle now. Kindly resolve the issue. (Query raised by DIVINE METALS. HOSHIARPUR, Punjab)
Reply	Your query is related to a specific auction of NRO. We have forwarded your query to NRO. They shall revert your shortly.
Query 2	Suggestion from buyer for uploading of pictures and at least photos in high quality for every scrap items being put for sale in MSTC's portal: (Query raised by Noor Hasan Trading Corporation, Mumbai)
Reply	MSTC had a opinion that photos might lead to misleading interpretation as most of the items being auctioned are scrap material which are kept under open to environment condition, the condition and situation of the material are prone to change from the time photos had been taken till actual delivery actually takes place. In some of the cases where seller emphasizes on display of photos, MSTC displays the photos. It may be noted that MSTC desires that since the materials being auctioned are scrap, buyer may bid in the auction only after inspection of the material.
Query 3	Pre Bid EMD may be allowed for adjustment with sale value. Keep a single Punjab National Bank account for prebid EMD payment every time. Return the pre bid amount in ledger only, not in bank account. Refund the pre bid amount of unsuccessful bidders as soon as the auction is over. EMD for successful bidder should be accepted in sellers account only. Please inform your finance department fast for EMD.: (Query raised by Noor Hasan Trading Corporation, Mumbai)
Reply	Treatment of Pre Bid EMD is done differently for various e-auctions in consultation with the seller, hence one system cannot be implemented for all matters. Pre Bid of the unsuccessful buyer is returned to the buyer's ledger itself. EMD payment is treated differently by each seller.
Query 4	Deliver AL same day the EMD has been paid. Inform every auction in-charge to work faster and attend calls. Send the AL to the sellers as soon as possible to let them know that buyer has made the EMD payment. The amount entered in acceptance letter i.e. the EMD amount should only be given directly to sellers account only. Mstc should not keep EMD amount with them self for entire week. Issue AL fast. (Query raised by Noor Hasan Trading Corporation, Mumbai)
	Generally AL is issued the same day and EMD forwarded to seller within 1-2

Reply	working days. Specific e-auction details are required to understand the delays if any.
Query 5	Issue DO the same day balance amount is paid. Inform sellers regarding balance amount paid by buyer. Interact faster with your finance dept. Mstc should only accept the service charges and let sellers upload their account details for balance amount payment. Issue DO faster. Mstc should transfer balance amount to seller and get their finance dept updated as soon as possible. Take actions fast. (Query raised by Noor Hasan Trading Corporation, Mumbai)
Reply	Generally DO is issued the same day Specific e-auction details are required to understand the delays if any.
Query 6	Auction in-charge should pickup calls. Make all your landline numbers work. Treat buyers properly. Don't allow fake sellers to upload upcoming auctions. Fine sellers if their auction doesn't go live on day allotted to them. Seller should upload proper details and photo videos of items strictly. Enable online payment for Pre-bid EMD. Return Pre-bid EMD in ledger only not in bank account. Thank you. (Query raised by Noor Hasan Trading Corporation, Mumbai)
Reply	All officers are being advised to attend to calls. MSTC does not allow fake seller for any sale of material. If any issue has taken place in any e-auction/Office, the details are needed to resolve.
Query 7	We have mailing and calling for EMD refunds for last 13 days but we are not getting any response and MSTC portal also not showing EMD refunds. Only show the link Cancel Cheque and bank mandate form but we have done also before 13 days. I Request you Resolve ASAP and Refund EMD balance. best Regards ASK Digital Life 8104354144. (Query raised by ASK DIGITAL LIFE, Thane, MH)
Reply	e-auction details are required to resolve the query.
Query 8	Your auctions process continues for too long that runs till late night following suggestions:- 1) There should be a minimum START PRICE instead of Rs. 1. 2) There should be a minimum Increment depending on the value of LOT (ex- BSES YAMUNA EA 38506) as it will take less time & auction will be over soon. 3) there should be a limit to number of extensions. (Query raised by GIRDHAR TRADERS, New Delhi)
Reply	e-auction time is mentioned in the catalogue, thereafter it may go into extension. If there is competition the e auction cannot stop. However, your suggestion is welcome and will be forwarded to concern office.
Query 9	An option for Mob No updating should be provided in the login of the buyer so that the same may be updated in case of any emergency. (Query raised by MD PRODUCTS, HATHRAS, UP)
Reply	Recently a facility has been provided in the login of the buyer for updating of their mobile number.
Query 10	After getting the DO from MSTC, We are not getting delivery in time as mentioned in MSTC DO. If we asked the auctioneer, they are telling you check with the seller. After paying the full bid value and MSTC service charge. So, We request you to

Reply	<p>update this to avoid this issue in future for delivery. Our grievance is more but the space provided is very very less. Thanks. (Query raised by Srisaenterprises, Chennai, TN)</p> <p>e-auction details are required to resolve the query.</p>
Query 11	<p>While quoting in Tender the bid value mentioned is not showing in alphabetical amount. For Ex: bid value - 300001/- after give bid in tender it is not showing as three lakhs and one rupee while submission. If it is showing means we can avoid wrong bid. Hence, We request you to consider this for development purpose. (Query raised by Srisaenterprises, Chennai, TN)</p>
Reply	<p>Already implemented.</p>
Query 12	<p>My phone is not attended by dealing Officer. I called him several times, I have purchased a scrap lot from HPCL Bahadurgarh having id 17180. (Query raised by RAJA STONE CRUSHING MILLS, BHIWANI, RAJ)</p>
Reply	<p>In case dealing officer is not available on phone, you may contact the concern RM/BM or send an e-mail to raise your concern.</p>
Query 13	<p>Why do auction takes so much to be in STA ? Almost it takes 1 month to know if we get the auction or not ! Moreover do government really think market would be so stable for 2 months ? I wanna request it as a buyer please make this process fast. It would help small business to grow really fast We grow we make our country grow with us Thank you. (Query raised by SHRI RAM METAL, panipat, Haryana)</p>
Reply	<p>The suggestion of buyer to speed up the STA decision is a genuine concern, MSTC shall take up the matter with sellers to take the decision faster.</p>
Query 14	<p>We have to lift material from Dappar FAD in ref to Aucton No. MSTC/CDG/AD DAPPAR/11/DAPPAR/21-22/16115. But we have not received our ID Card from NRO MSTC. We have emailed on 2/10/21 to NRO with many reminders But till date no reply has been given by MSTC NRO Kindly do the needful so we can lift material in time. (Query raised by AGGARWAL ALLOYS,Ludhiana, PB)</p>
Reply	<p>The office had been advised to issue the I-card.</p>
Query 15	<p>We are in receipt of Acceptance letter in ref to Auction No. MSTC/JPR/24 FIELD AMMUNITION DEPOT/10/C/O 56 APO/21-22/18735 and we have to deposit S/D of Rs 71600/- But we are unable to generate RTGS Form from MSTC website. Kindly do the needful So that we can deposit Security deposit in time . (Query raised by AGGARWAL ALLOYS,Ludhiana, PB)</p>
Reply	<p>Our Jaipur officer has confirmed that the issue had been resolved at Jaipur Branch. The bidder contacted MSTC's Jaipur Branch over telephone and our office assisted him to generate challan for the SD payment for eA 18735 dated 16.10.2021. The Acceptance Letter was issued to the bidder and they have made balance payment too against which Delivery Order has already been issued to the bidder on 01.11.2021. The reason for non generation of challan was browser incompatibility which was solved and the bidder was advised to use IE accordingly.</p>
Query 16	<p>My amount of 2,43,900 of EMD is struk in MSTC account from past 2 months and</p>

Reply	not credited in my account. (Query raised by BISMILLAH ENTERPRISES, vijayawada, AP) e-auction details are required to resolve the query.
Query 17	OTP Enable ID is very typical to operate. Its should be DSC operated more conveniently. Due to mobile network connectivity some times not easy to get OTP. (Query raised by TRUE VALUES TRADING CORPORATION, Agra, UP)
Reply	Implementation of DSC will be more cumbersome. This is as per policy.
Query 18	It has been seen several times that seller mentions about the location of material. but at the time of delivery of good material are found in 2 different locations. For this buyer have to incurred losses due to non disclosure of other location at the time Auction. Hence requesting you develop a system which restricts the seller to do any wrong things. Because buyer do not want to mess with seller. (Query raised by Arjun Iron And Metal,Howrah, WB)
Reply	Customer should inspect the material before participation. In case any discrepancy is observed the same may be brought to the notice of the MSTC official.
Query 19	We need bid history list to verify whether the bid payment amount has been taken as final amount or any kind of mistakes has been take place so we need bid history list. (Query raised by NITHIYA KALYANI TIMBER INDUSTRIES)
Reply	During e-auction bidders can check the bid amount of last 10 bids. Also there is an option to check in the bidders login to check whether he is H1 or not.
Query 20	SOME GOODS WERE NOT COMES UNDER AUCTION, INSTEAD OF AUCTION SOME GOODS WERE SOLD DIRECTLY WITHOUT AUCTION. IN AUCTION SOME CFS OFFICE HAS TAKE GOODS FROM THE COINTAINER THEY STEEL SOME PEICE OF GOODS FROM THOSE COINTAINERS. (Query raised by NITHIYA KALYANI TIMBER INDUSTRIES)
Reply	Bidders are encouraged to inform MSTC where parallel e auctions are being conducted as MSTC may have an agreement with such Sellers.
Query 21	How can I upload my e-waste PCB documents? There is no option for uploading e waste documents. Please look into it and revert as soon as possible. thanks, y s enterprise/265715. (Query raised by Y s enterprises, THIRUNELVELI, TN)
Reply	You are requested to send your PCB document to the dealing officer whose name is mentioned in the auction catalogue. The dealing officer shall get the PCB details updated. However, there will be a position to upload the documents also shortly.
Query 22	Sir, We have another firm ARSH ENTERPRISES (70825). which is de-activated now. We bid for eauction no. MSTC/LKO/UPSRTC/332/LUCKOW/20-21/36235 from this firm but seller not giving mentioned material to buyer. We have sent mail to seller and mstc LKO (RK MAJI) but no satisfied reply has come. it is requested to resolve our issue. (Query raised by AAFIYA ENTERPRISES,MODINAGAR, UP)
Reply	Buyer's grievances were forwarded to Seller by us. UPSRTC did not accept the

	allegations of buyer and replied to buyer by email dtd 09.08.2021. Seller has quoted clause 16 of T&C "After the submission of bid(s) by the Buyer, a presumption would be drawn that the buyer has inspected the material and has satisfied himself about the nature, quantity, quality, other technical specifications, taxes-duties and legalities prior to the e-auction. No complaint, whatsoever, on the points referred above, would be entertained after the submission of the bid."
Query 23	EMD NOT SHOW MY ACCOUNT PL CREDIT MY ACCOUNT 16.04.2021 20000 / - 28.12.2020 20000 /- SBIN520362263466. (Query raised by SWARA INDUSTRIES,AURANGABAD MH)
Reply	<p>There can be following reason for your Pre Bid EMD being not credited.</p> <ol style="list-style-type: none"> One NEFT/RTGS Challan will be valid for one transaction only, if multiple transactions are made, only first will be reconciled. Payment should be made within 3 days after generating the Challan for NEFT/RTGS otherwise the challan shall become invalid. Bidder can remit the money to MSTC through any bank other than PNB. If any bidder wants to remit the money through PNB, the same can be done only if its PNB details are registered with MSTC, otherwise such deposit will not be entertained. Further for remitting the money through PNB to MSTC, Bidder has to ignore virtual Beneficiary Bank Account Number generated through portal and use actual Beneficiary Bank Account Number which is 3190002101015254. After deposit through PNB, Bidder has to send i) MSTC Portal generated challan copy and ii) Deposit / Transaction reference number to email ids: nmohan@mstcindia.co.in and aksingh@mstcindia.co.in for crediting to EMD ledger. <p>You may follow the above guideline at the time of pre bid EMD submission. For your above matter you may send e-mail to nmohan@mstcindia.co.in and aksingh@mstcindia.co.in with scanned copy of MSTC challan and your bank statement showing the debit of the amount from your account.</p>
Query 24	We are not been able to get our EMD refund. When we click on the EMD Refund tab, a message appears that the Cancelled cheque and Bank Mandate has not been approved by the ADMIN. Please look into. (Query raised by M/s Vriddhi Associates,GUWAHATI Assam)
Reply	You are requested to follow the instruction provided in our web site, it is a one-time process so that you may not face any problem while refunding your EMD.
Query 25	EMD of 100K wrongly confiscated by seller & MSTC WRO for lot no 290 of auction no 5000. We claim that we did not bid for lot at all, MSTC WRO not giving proof of bidding matter pending since last many months. (Query raised by Hindustan Packaging,Vadodara, GJ)
Reply	WRO referred the matter to System Department, HO and system department after verification confirmed that the bidding was done from the same IP. WRO had appraised the matter to buyer.
Query 26	Sir, We are rubber re-claimers & use rubber scrap as raw material, sometimes when we participate in rubber tyres scrap related auctions, we are to submit PPCB documents & Passbook of Hazard Waste. But, this passbook is NOT APPLICABLE

<p>Reply</p>	<p>on us. As per State Pollution Control Board SDO, this passbook is NOT AVAILABLE for rubber scrap users. Hence, Please resolve our query to enable us participating auctions. (Query raised by Minar Reclamation Pvt Ltd,LUDHIANA)</p> <p>For PCB items a buyer has to submit Consent to operate, grant authorization and PCB passbook to the concerned region from which they have registered. In case passbook is not issued by PPCB, you may request PPCB to intimate that passbook are not issued by them for rubbers.</p>
<p>Query 27 Reply</p>	<p>kindly issue the DO for the below E-Auction no 11159 Lot no 92. (Query raised by KENZA TANNERS,VELLORE, TN)</p> <p>DO had been issued by SRO.</p>
<p>Query 28 Reply</p>	<p>It would be nice if the customer service and the replies were more kind and elaborated. Contacting them in need of clearance of doubts which are build on misunderstanding of the auction description sometimes, are not very smooth. Thank you. (Query raised by JJ Auto Spares,Chennai)</p> <p>A general advisory will be issued to all employees of MSTC to attend to all customers query promptly.</p>