

## ----- BIDDER'S PERSPECTIVE -----

1) From where will I register on MSTC portal for Bank/IBAPI auctions?

ANS: Please go to <https://www.mstcecommerce.com/auctionhome/ibapi> and register.

2) Please tell me about the registration, EMD payment, bidding process.

ANS: Please go to <https://www.mstcecommerce.com/auctionhome/ibapi> click on the first icon "login and registration" go through the videos provided on registration, EMD payment, Bidding respectively.

3) What are the KYC documents required for registering as Individual, Group of Individual, Proprietorship/Partnership firm, Company (Private, Public), Cooperative Society, Government Dept. /PSU, Any other legal entity?

ANS:

1) Individual:

a) PAN Card or Form 16

b) Address Proof (valid set of address proof include Voter Identity card, Driving License, Job Card issued by MNREGA duly signed by an officer of state government, Letter issued by National population register)

2) Group of Individual:

For Primary member

a) PAN Card or Form 16

b) Address Proof of all the members (valid set of address proof include Voter Identity card, Driving License, Job Card issued by MNREGA duly signed by an officer of state government, Letter issued by National population register)

For Group members

a) PAN Card or Form 16

b) Address Proof of all the members (valid set of address proof include Voter Identity card, Driving License, Job Card issued by MNREGA duly signed by an officer of state government, Letter issued by National population register)

c) Authorization letter in favor of lead member

3) Proprietorship/Partnership firm:

a) PAN Card or Form 16

b) GST Registration certificate

c) Address Proof of the company

d) Authorization letter of the company in f/o contact person

4) Company (Private, Public):

- a) PAN Card
- b) GST Registration Certificate
- c) Address Proof of the company
- d) Authorization letter of the company in f/o contact person

5) Cooperative Society:

- a) PAN Card
- b) GST/Society or Trust Registration Certificate
- c) Address proof of the Cooperative society/Trust
- d) Authorization letter of the company in f/o contact person

6) Government Dept./PSU:

- a) PAN Card
- b) GST Registration Certificate
- c) Address Proof of the Govt. dept./PSU
- d) Authorization letter of the company in f/o contact person

7) Any other legal entity:

- a) PAN Card
- b) Address proof
- c) Authorization letter of the bidder in f/o contact person

4) I and my Family member together want to bid for the property how should I register , should I give my name as well as my partners name in Bidder Name ?

ANS: You can register as group of individual with one lead member and minimum one secondary member other than lead member.

5) I have already paid the EMD at the advertised or suggest bank account of the concerned bank whose property I planned to purchase. Please tell me how I will bid?

ANS: After registration your account will be activated after verification of KYC then you need to go to "Pay Pre bid EMD" link, generate NEFT challan take a print and go to your registered bank and ask for payment via NEFT only. Once done successfully the amount will reflect in your wallet viewable via "EMD Ledger" link. Once your wallet is loaded with requisite amount you will be able to bid on your target property.

6) While filling NEFT challan there is no mention or option to enter or choose my target property. How much I am required to pay or what amount should I enter while generating NEFT challan?

ANS: You can get information about your target property from the concerned bank or by visiting <https://www.ibapi.in> in search property section after setting the filter to target bank, month and then clicking the search button. Locate your target property from the

search result. Upon clicking on the target property pop up will open where the EMD amount to be deposited is given.

7) The property on which I want Bid is not visible on your portal kindly help.

ANS: The property will be only available on our portal if 1) the property is uploaded on <https://www.ibapi.in> and is visible via search property link. 2) The property is declared to be sold through [www.mstcecommerce.com](http://www.mstcecommerce.com) platform. 3) The auction date is not over yet. 4) Property not withdrawn 5) After 5 'O' Clock (PM) one day before the scheduled date of auction. 6) Go to upcoming auctions link select the target bank and look through the listed properties, identify your target property.

8) How will I bid should I require to fill up any Bid form for Bidding?

ANS: No. After successfully loading your wallet with requisite amount for your target property you require to login on to your [www.mstcecommerce.com](http://www.mstcecommerce.com) IBAPI account after 5 'O' Clock (PM) one day before the scheduled date of auction, go to upcoming auctions link select the target bank and look through the listed properties, identify your target property copy the property id and go to "property of interest link" and paste it in the search box and press ok. Select the checkbox on the search result and add it to your property of interest. On scheduled day of auction click on "Bid Floor" link the property should be available for your bidding.

9) I have paid my EMD amount through NEFT challan but it is not reflecting in my EMD ledger. Please Help.

ANS: When have you generated the challan it should not be older than 72 hours. It should not be paid by any other mode other than "NEFT". An already generated challan cannot be reused for another payment. If paid successfully from a freshly generated challan via NEFT the amount should reflect in your wallet by next day. You may also get in touch with finance personals if it does not address your issue. The information about finance personal are available at our website

<https://www.mstcecommerce.com/auctionhome/ibapi/> click on helpdesk icon, details about concerned officials are given there.

10) I have inadvertently given wrong bid in an effort to put highest bid before the closing of auction time, kindly rectify/delete my bid.

ANS: Any bid once given by a bidder during the course of an auction and accepted by system ([www.mstcecommerce.com](http://www.mstcecommerce.com)) cannot be changed under any circumstances and is considered to be a record. The auction platform/system is automated with no manual intervention.

11) Can I bid from <https://ibapi.in> portal?

ANS: No. the portal is provided for listing of properties on sale through IBAPI.

12) How can I get back the EMD deposited in case I lose the auction or I decide not to BID at all?

ANS: There is a EMD REFUND link available in your login via which you can file EMD refund request. On approval of the EMD request the amount will be automatically credited to your registered bank account. Before that ensure that cancelled Cheque & bank mandate form is uploaded.

13) If I want to bid in more than one property do I require to register again?

ANS: No. If you are already registered and activated you can deposit requisite EMD and bid for any property of your choice.

14) Can I use the EMD deposited for one property to bid in another property in case I find a more suitable property and do not want to continue with the previous one.

ANS: Yes. The EMD deposited is a global EMD, it will be available in your wallet and can be utilized to bid for any property of your choice as long as your wallet has an EMD amount available for bidding which is greater than or equal to the required EMD for the target property.

15) My registered bank account have a capping and I cannot make a payment over a certain amount in a single transaction, can I pay the EMD amount in two separate transaction.

ANS: Yes. Please keep in mind that you will have to generate a fresh NEFT challan for each transaction and the amount should be paid via NEFT only. Please do not reuse any Challan or use a challan which was generated 72 hours ago.

16. What is the name of MSTC's website for purchase of property?

Ans. MSTC's website for purchase of property is  
<https://www.mstcecommerce.com/auctionhome/ibapi/index.jsp>

17. How to get registered with MSTC for purchase of property?

Ans. (i) Log on to our website at  
<https://www.mstcecommerce.com/auctionhome/ibapi/index.jsp>  
(ii) Click the link [Click here to Register](#).  
(iii) Enter your unique email id & 10 digit Mobile Number and proceed. Also please read general instruction given on the left side before you proceed to register.  
(iv) You will receive two distinct numeric OTPs: one each to the email address and the mobile number entered.

- (v) Enter OTPs received and submit. There should be a “Resend OTP” link which can be used to regenerate OTPs in case the 1st one is not received
- (vi) Once your email id & mobile No gets validated, you will receive One Temporary Password in your registered email id. At a later stage you will be asked to change this Temporary Password with a password of yours choice.
- (vii) Now login using your registered email Id & Temporary Password.
- (viii) Fill up the Online Form as appeared with required informed. After filling up the form click on the ‘Submit’ button.
- (ix) Upon successful submission of form you will receive one confirmation email on your registered email Id.
- (x) Now change your Temporary Password with password of yours choice.
- (xi) Login into your account with registered email Id & changed password. Upload required KYCs & Submit the form.
- (xii) Upon successful uploading of KYCs you will receive one confirmation email for the same.
- (Xiii) MSTC’s official will verify the information filled & KYCs uploaded. If data will be found in order, your account will be activated else you will be informed through email to edit/update any information or/and emailed any KYC/documents as required.

18. What are the different category under which prospective buyer can register for purchase of property?

Ans. Prospective buyers can online register under any one of the category - Individual, Group of Individuals, Firm, Company, Cooperative Society/Trust, Government Department/PSU, Any other Legal Entity.

19. Can buyer registration be done Offline by sending required documents related to buyer registration to MSTC?

Ans. NO. The process is completely online.

20. I am trying to register online, but system is giving alert that- Invalid Email! Email Already Registered!

Ans. Email Id is the User Id in case of property Auction. A particular email id once used for registration at MSTC platform inclusion for property auction cannot be used again for buyer registration in the property Auction.

21. I have wrongly entered KYC information or/and uploaded incomplete or Wrong KYC. How can I edit?

Ans. MSTC official will validate KYC information with KYCs uploaded & activate accordingly. In case of mismatch of information you will informed through email to make necessary changes in the required fields like Name , Address, Bank details, PAN ,GST...etc. Upon receiving such email, buyer is supposed to login into their account &

edit required information and submit the form. Also complete KYC or correct KYC required for registration can be emailed to [ibapiop@mstcecommerce.com](mailto:ibapiop@mstcecommerce.com)

22. What is the registration charge?

Ans. At present there is no registration charge.

23. After getting registered with MSTC, how will I login into my account?

Ans. Through email Id & Password. Buyers who are already activated by MSTC will use his/her Email Id (provided during online registration) and preferred password to login into their account.

24. In case I forget my password how to reset/retrieve my password?

Ans. Please follow the given steps:

Step 1. Visit our site <https://www.mstcecommerce.com/auctionhome/ibapi/index.jsp>

Step 2. Click on the link forgot your password?

Step 3. Enter your registered Email.

Step 4. Enter Captcha and click on Proceed.

Step 5. System will send an OTP to your registered Email and Mobile No. Enter the OTP and click on Reset Password.

Step 6. On successful verification of OTP, new password will be sent on your email. OTP is valid for 5 minutes only.

Step 7. In case OTP is not received in email and/or mobile, click on Resend OTP.

25. Website/Portal from where I can search property?

Ans. Prospective buyers may use portal/Website- <https://ibapi.in/> to search and view details of properties.

26. How do I know the date and start time of e-auction for a property being held on your website?

Ans. The details of properties which are to be auctioned through MSTC on a particular date are available for registered buyers to view one day prior to the date of auction after 5 PM. For ex-Date of auction of a particular property is on 31.03.2020. Buyer registered with MSTC can view the details of that property after 5PM from 30.03.2020. Go to upcoming auctions link select the target bank and look through the listed properties, identify your target property.

27. How do I know whether I have been allotted property in the auction?

Ans. Successful buyer will be intimated about the allotment of coal through Sale Intimation Letter after completion of an e-auction.

28. Whether Sale Intimation Letter is equivalent to the allotment letter?

Ans. NO. Sale Intimation letter only confirm that you are H-1 bidder and decision regarding that bid is Subject to approval (STA).Based on the decision accorded by Authorized Officer of the Property, a system generated mail will be forwarded confirming the updated status of the property.

29. I am an H-1 Bidder, from where do I get information regarding Balance amount payment & a/c number ...etc.?

Ans. All the necessary information regarding Balance amount to be paid, cutoff date of payment and designated account number ...etc. is to be informed to H-1 bidder through a separate email called "Sale Confirmation Letter".

A system generated mail called Sale Confirmation Letter will be forwarded to H-1 bidder subject to the property approved by the Authorized Officer of the concerned Property.

30. To whom should contacts in case of queries related to buyer registration?

Ans. Prospective Buyers can directly call MSTC Helpdesk Number-033-22901004 for queries related with buyer registration or to know the status of registration OR email their queries to [ibapiop@mstcecommerce.com](mailto:ibapiop@mstcecommerce.com)

Also contact Numbers of designated MSTC officials are also available at buyer login page under Important Links.

31. How do I know if my registration is activated?

ANS: Bidder will get an e-mail in his registered e-mail id after the account is activated. Alternatively, bidder can also try to login using the user id & password to check whether the account is activated or not.

32. How do I make EMD payment?

ANS: Buyer has to login in his MSTC-IBAPI portal using his login id & password .Click on the link "Pay Pre-Bid EMD", generate a challan selecting the option NEFT & the go to bank to make NEFT payment.

33. How do I add property of Interest?

ANS: Copy the property ID from the forthcoming auction and then add it to the property of interest.

34. How to bid in the auction?

ANS: Enter the bid amount & then click on bid button. Follow the minimum increment value rule when you want to increase your bid value.

35. Where to make the balance payment?

ANS: Refer the sale intimation letter or Contact concerned bank for payment of balance amount.

36. How do I Know if I am the highest bidder during the auction?

ANS: Bidder has to click on “H1 Check “to know if the bid amount placed by him/her is the highest or not.

37. How do I know the auction result?

ANS: After successful completion of the auction, an automatic e-mail goes to the highest bidder intimating the status of the auction. Alternatively, a bidder can also check the result of the auction using the link “Auction Result” available in the bidder’s login.

### **BANKER’S PERSPECTIVE**

38) How will I approve a property after bidding is over or auction is closed?

ANS: Please logon to [www.mstcecommece.com/auctionhome/ibai](http://www.mstcecommece.com/auctionhome/ibai) as AO using the AO user id and password provided by IBAPI. Register  your Digital Signature from register DSC link, once done successfully go to “Pending property Decision Link” select property from dropdown and proceed to check the bidders/winners documents then approve or cancel bid. During Approval/cancellation process on pressing the submit button system will verify your Digital Signature and update the Approval Status accordingly giving a suitable message. Only concerned AO of the respective property can do it.

39) How can I find the already Approved Property list?

ANS: Please logon to [www.mstcecommece.com/auctionhome/ibai](http://www.mstcecommece.com/auctionhome/ibai) as AO using the AO user id and password provided by IBAPI. On successful login go to “Completed property Decision Link” choose the required property and see the approval details you can also take a print out of the same by pressing the print button provided. Only concerned AO of the respective property can do it

40) I want to withdraw a property because of Stay order from Court or for some other reasons how I can do it.

ANS: If the property has already shifted to [www.mstcecommerce.com](http://www.mstcecommerce.com) portal and the auction is yet to start then please logon to [www.mstcecommerce.com/auctionhome/ibai](http://www.mstcecommerce.com/auctionhome/ibai) as AO using the AO user id and password provided by IBAPI. On successful login go to “Withdraw Property”, choose the required property and withdraw it using your DSC. Only concerned AO of the respective property can do it. In case the property is still at <https://www.ibapi.in> portal please login to <https://www.ibapi.in> and do the needful.

41) I want to change the Account No associated with the property before approving the bid, how I can do it.

ANS: Please log on to [www.mstcecommerce.com/auctionhome/ibai](http://www.mstcecommerce.com/auctionhome/ibai) as AO using the AO user id and password provided by IBAPI. Register your Digital Signature from register DSC link, once done successfully go to “Pending property Decision Link” select property from dropdown and proceed to check the bidders/winners documents then approve or cancel bid. During Approval/cancellation process you can edit the account number and on pressing the submit button system will verify your Digital Signature and update the Approval Status and account number accordingly giving a suitable message. Only concerned AO of the respective property can do it.

42) After the auction concludes how will we recover the amount pertaining to the auctioned property from bidder?

ANS: After conclusion of the auction you have to login to [www.mstcecommerce.com/auctionhome/ibai](http://www.mstcecommerce.com/auctionhome/ibai) as AO using the AO user id and password provided by IBAPI. Approve the bid received on the property after this the 10% EMD amount deposited by bidder will get transferred to the account associated with the property and the bidder will get a sale confirmation mail from system in which the instruction regarding payment of the balance amount will be detailed. The bidder is supposed to follow the instruction by depositing the balance amount in a timely fashion in the account associated with the property.

43) What will happen to the EMD deposited by the losing bidders?

ANS: After approval of the bid on the property by AO the EMD amounts locked against the property, except that of the winner are released and are available in the wallets of the respective bidders for refund at the bidder’s discretion. The winners EMD gets transferred to the Bank account associated to the property.

-----FINANCE PERSPECTIVE-----

44) How to participate in e-auction after completion of bidder registration?

Ans: Bidder can participate in e-auction only after depositing pre-bid EMD.

45) Is it mandatory to send the pre bid EMD from the account of registered account of the bidder?

Ans: Yes, it must come from the registered account of the bidder but not from other's account.

46) How much pre-bid EMD to be deposited?

Ans: 10% of property reserve price to be deposited as a pre-bid EMD or as mentioned against the property by the concerned bank.

47) How to deposit the pre-bid EMD?

Ans: Log on to <https://www.mstcecommerce.com/auctionhome/ibapi/> followed by click on "Pay pre Bid EMD" tab from dashboard and generate the bank challan by opting NEFT Mode only and filling your own bank details and submit to your banker for remitting the amount through NEFT mode only.

48) What is the mode of EMD payment?

Ans: The mode of EMD payment is strictly through NEFT only. No any other mode is allowed.

49) What is the validity of bank challan once generated?

Ans: The latest generated challan is valid. Due to any reason if the transaction is not successful through the bank while remitting the EMD to MSTC then regenerate a fresh challan after log in the bidder, which will be valid for making payment of EMD again.

50) What details to be filled in Applicant details in bank challan?

- I. Bank name and bank address of the bidder.
- II. Account Title: Bidder's Name (which registered with MSTC)
- III. Debit Account No.: Bidder's Account No. (account from where the EMD to be transferred)
- IV. Account Type: Saving/Current/Overdraft/Cash Credit (whichever applicable)
- V. Amount i.e.10% of the reserve price of property as EMD

51) Can the EMD be transferred through RTGS?

Ans: No, amount transferred through RTGS will be bounced. Only NEFT Mode is acceptable irrespective of any amount.

52) What is the process to remit the amount if EMD transferred bounced?

Ans: Re-attempt of fund transfer can be done by generation of fresh bank challan every time through NEFT mode only.

53) How to get MSTC bank details for EMD payment?

Ans: The bank details like credit account no. and IFSC Code are always reflected in the challan upon successful generation.

54) Is ALPHA-MUMARIC format of credit account no. is valid?

Ans: It's valid and fund transfer can be done without hesitation.

55) When pre-bid EMD is updated in the bidder's wallet in case of successful transaction?

Ans: In case of successful transaction, EMD gets updated in the bidder's wallet normally within 1 to 2 hours once it is credited in MSTC banker's account (i.e. in Allahabad bank). There is no manual intervention for updating the Bidder's Wallet as it is totally system driven.

56) How to check wallet balance?

Ans: Wallet can be checked by click on "EMD ledger" from Dashboard.

57) When pre-bid EMD gets transferred to bank in case of successful auction?

Ans: Pre-bid EMD usually gets transferred to concerned bank on the next working day of the date of approval of lots from respective bank. However it is dependent on the process followed by MSTC's banker for remitting the amount to respective banks.

58) How and when to apply for refund in case of unsuccessful bidding?

Ans: Refund can be placed for the excess amount over the 10% EMD for which he has bid by clicking on "EMD refund" tab from Dashboard, only after bidder gets its bank mandate validated from MSTC Limited. The 10% EMD remains blocked till the decision of AO and after approval of the property, refund request can be given by the unsuccessful bidder for the same.

59) What are the important things to be noticed before filing up bank mandate form?

Ans: The name of account holder should be the registered bidder's name/company name but not the name of contact person. The declaration in bank mandate should match with the copy of cancelled cheque.

60) Is it mandatory to upload bank mandate and cancelled cheque before applying for refund?

Ans: Yes, It is mandatory to upload duly filled up and certified bank mandate along with copy of cancelled cheque before applying for refund.

61) In how many days EMD will be refunded from the date of applying?

Ans: Generally EMD refund request is processed within three (3) working days from the date of receipt of request.

62) Can the refund request be placed for the 10% EMD after the auction is over if the bank mandate is already validated by MSTC official?

Ans: No, even if the bank mandate is already validated but EMD refund request cannot be given because EMD amount of all participating bidders for a property shall remain blocked from the time first bid submission by the bidder till the property is approved by AO in the system.

63) Why EMD is deducted from the ledger of a bidder even if not a highest bidder?

Ans: EMD is deducted from the ledger of a bidder even if not a highest bidder because EMD amount of all participating bidders for a property shall remain blocked from the time first bid submission by the bidder till the property is approved by AO in the system. After the approval of AO only the H1 bidder or as decided by AO, the deducted EMD in the ledger again credited back in the ledger of the non-allotted/ unsuccessful parties. After that the party is eligible to place refund request for the earlier blocked EMD amount.

64) To whom should contacts in case of problem related to EMD transfer/EMD refund or any issue related F&A?

Ans: In such cases or any Finance & account related issues pertaining to IBAPI, bidders can directly contact the help desk nos. 033-22901004/ 033-22895064 or write email to [bbarik@mstcindia.co.in](mailto:bbarik@mstcindia.co.in), [shembram@mstcindia.co.in](mailto:shembram@mstcindia.co.in). The contact details are also provided in the help desk menu of the login page of the link: <https://www.mstcecommerce.com/auctionhome/ibapi/>