

Frequently Asked Questions

1. What is the name of MSTC's website for purchase of Meghalaya coal?

Ans. MSTC's website for purchase of Meghalaya coal is
<https://www.mstcecommerce.com/coalauctionhome/mcoal/index.jsp>

2. How to get registered with MSTC for purchase of Meghalaya coal?

Ans. (i) Log on to our website at <https://www.mstcecommerce.com/>
(ii) Click the link e-Auction.
(iii) Click on the link '**Mineral resources**' and select '**Meghalaya coal Auction**' and then on the link provided: '**Registration**'.
(iv) **Buyer's Registration Form** will appear.

Note: Before proceeding for online registration, Please make sure that you have soft copy of passport size color photograph of Contact person(Size 50KB) & Signature(Size 50KB) in your System

Select one of the two options that appear: (a) **Individuals Tribal from Meghalaya** or (b) **Others**

(v) Fill up the desired information.

(vii) All field's marked with * are mandatory and must be filled in.

(viii) **Select your User ID and Password and keep a note of the same.**

(ix) Tick in the checkbox for **General terms & conditions** and **Buyer specific Terms & Conditions** of e-auction.

(x) Upload Contact person Color size photograph & signature. After filling up the form click on the '**Submit**' button.

(xi) Click on '**Preview**' button. Please check & verify the information filled. If the information is correctly entered then only click on '**Submit**' button.

(xii) On successful registration the system will send you an **email-Buyer registration details-Coal** Wherein buyer will find details like PROFILE INFO,USER ID,BUYER REF No...etc along with list of **relevant documents & applicable registration fee** to be submitted as mentioned below:

(a) One passport size photograph of the authorized/contact person along with a copy of individual PAN Card or Driving License.

(b) A copy of PAN Card of the Company/Proprietor (**optional for Individuals Tribal from Meghalaya**).

(c) A copy Valid GST Certificate of the company (**optional for Individuals Tribal from Meghalaya**).

(d) A copy of latest Income Tax return for the Company/ Proprietor (**optional for Individuals Tribal from Meghalaya**).

(e) Original certificate from Bank certifying the address of the bidder and status & no. of the account.

(f) Registration fee by way of Demand Draft/Pay Order in favour of MSTC Limited, payable at Kolkata.

Registration fee: Non-refundable registration fee of Rs.2,000/- + applicable GST@18%.

Note: The above documents and the registration fee can be submitted By Post/ courier/by hand at our **MSTC Guwahati office (BSNL Exchange Building, Beltola Basistha Road, Wireless Guwahati, ASSAM-781038)** or any offices in India whose address is available on

the website (<https://www.mstcindia.co.in/content/Contact.aspx>) itself.

On submission of documents & fee, the bidder account will be activated and '**Photo Identity Card**' shall be issued by MSTC.

3. I am a registered coal bidder in MSTC for Coal India Limited & its subsidiaries for e-auction of coal. Do I need to re-register separately for Meghalaya Coal Auction?

Ans. **NO**. Existing coal bidder already registered with MSTC are allowed for participation in the Spot/ Special e-Auctions of NEC and the Subsidiary Coal Companies of CIL shall also be entitled to participate in the events of e-Auctions conducted for Meghalaya coal, subject to furnishing the **additional documents** and **no separate registration** shall be required for these Bidders.

4. What are the applicable additional documents required to be submitted by the existing Bidders already registered with MSTC for Coal India Limited & its subsidiaries for participating in Meghalaya coal auction?

Ans. **Additional documents required to be submitted to MSTC:**

A. A Sworn-in-Affidavit duly notarized by a public notary on a stamp paper of minimum value of Rs.10/-.(Format of the affidavit is available in our web site <https://www.mstcecommerce.com/coalauctionhome/mcoal/index.jsp>

B. **Original** Bank Certificate Certifying registered Bank a/c No...etc with MSTC.

Format of the Bank Certificate is available in our web site <https://www.mstcecommerce.com/coalauctionhome/mcoal/index.jsp>

C. Attested copy of Election Photo Identity Card (EPIC) of Authorized/Contact person issued by the Election Commission of India.

D. Attested copy of Authenticated Identity Card issued by MSTC.

E. Attested copy of Scheduled Tribe Caste Certificate (**Only for scheduled tribes of Meghalaya State**).

5. Who is eligible for registration / participation in "Meghalaya Coal-SPOT e-Auction" scheme for procurement of coal?

Ans. Any Indian Buyer (viz., individual, partnership firm, companies etc.) can participate and bid in e-Auction for procurement of coal for own use and/ or for resale. **Please refer registration clause in the auction scheme of Meghalaya Coal Auction for further details.**

6. Is there any free site for intended bidders/customers for purchase of coal?

Ans. Yes, our site www.mstcecommerce.com/coalauctionhome/mcoal is a free site containing all relevant details related to our company including information about coal e-auctions.

7. How to login?

Ans. Please follow the following steps:

Step 1. Visit our site www.mstcecommerce.com/coalauctionhome/mcoal

Step 2. Enter your User Id and Password

Step 3. Select as a buyer.

Step 4. Press the login button provided on the page.

8. After getting registered with MSTC, when can I receive the user id and password?

Ans. MSTC never provide customer User id and Password from its end. Buyers during registration fill a form online for Coal Auction and submit 'Preferred User Id' and 'Password' as per their choice. System generated Email forwarded post successful online submission of registration form mention only User Id.

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

Ans. Please follow the given steps:

Step 1. Visit our site www.mstcecommerce.com/coalauctionhome/mcoal

Step 2. Click on the link '**Forget Password**'

Step 3. Select type as buyer from the drop down list; provide **User Id, e-mail, PAN No.(optional for Individuals Tribal from Meghalaya)** and **bank a/c No.**, as per registered record in the system.

New password will be generated by system automatically and resend to registered e-mail of buyer.

10. What is the registration charge?

Ans. The Registration fee is Rs.2360/- shall be in favor of MSTC Limited, payable at Kolkata. (Rs.2000/- for Registration+ 360/- as GST, at present GST @18%, or shall be applicable as per notification by GOI time to time)

11. How can I change my user id?

Ans.: Each customer is having a unique '**User id**' which can't be changed.

12. How to deposit EMD online?

Ans. Buyer can remit EMD by generating RTGS/NEFT challan through buyer login at MSTC-Coal e-auction page

(i) Log onto our website www.mstcecommerce.com/coalauctionhome/mcoal using your user id and password.

(ii). Click on '**MEGHALAYA COAL EMD PAY-RTGS/NEFT**'. Read *Terms & conditions and AGREE & PROCEED.*

(iii). Edit the details of Bank Accounts if required, enter EMD value to be deposited and click **PROCEED.**

(iv). Find the Remittance Details check before submitting to your concern banker for Remittance of EMD.

(V) **CHALAN GENERATED WILL BE VALID FOR REMITTANCE FROM THE NEXT DAY i.e.**

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

Ans. You can view the list of upcoming auctions at Meghalaya coal login Home page. Also register bidder can find the list of upcoming auctions through login into his/her account by selecting option "**click for auctions**" and then "**View Forthcoming e-Auctions**". We also inform all the registered coal buyers through email/SMS whenever a new e-auction is hoisted on our website.

14. How do I know the changes in auction (like change of quantity, change in time of auction, deletion of colliery etc.)?

Ans. Necessary changes in auctions are displayed on MSTC's Meghalaya coal Auction webpage under option "**NOTIFICATION**". The registered bidders/buyers are also intimated through e-mail/SMS about the changes in the auction.

15. Can buyer transfer EMD from one account to another account?

Ans. No. Each registration of coal buyer is treated as separate account.

16. Can buyer transfer coal EMD to MSTC on same day of e-auction?

Ans. No. EMD is to be deposited by bidder/buyer by way of **RTGS/NEFT. Intended Bidders/buyers are advised to remit the EMD amount at least two working days advance from e-auction date.** However, the EMD amount must be credited in MSTC's account one day before of e-auction date.

17. Whether registration/profile modification fee can be adjusted from balance EMD of the customer?

Ans. No.

18. How do I know whether I have been allotted coal in an auction?

Ans. All the successful buyers will be intimated about the allotment of coal through **Sale Intimation Letter** after completion of an e-auction proceeding. A copy of the same will also be made available to download under option **e-Auction Status** in coal buyer login for a definite time period.

19. How do I participate / bid in an e-auction?

Ans. Please follow the procedure given below:

i) Only those customers registered with mstcecommerce.com as a buyer of coal shall be eligible to participate in e-Auction of coal.

ii) The e-Auction shall be open for a period of TWO hours only.

iv) The rate of EMD per MT of coal is RS 200/MT.

EMD is available in the bidders' a/c.

Note: The rate of EMD is specified by the seller in advance in the terms and condition of the respective e-auction. The EMD rate as mentioned in the terms and condition shall be final.

v) Minimum Bid quantity through road mode will be mentioned in the Notification/Offer published by the seller.

vi) A bidder can bid for any quantity, up to the offered quantity from any particular source for auction provided he has submitted requisite EMD. There is no restriction on maximum quantity that one can bid.

vii) For a given source, a customer can increase his bid any no. of times.

viii) The bidding will start from Reserve Price specified against each source. The bidder will have to quote a price equal to or higher than the Reserve Price or that source to secure consideration in the concerned e-auction.

ix) Prior to scheduled start time of an auction, the auction catalogue will be available under the '**link Forthcoming Auction**'

x) **If any bid is received during the last 5 minutes before scheduled close of auction for any source, its close time will get automatically extended by 5 minutes from the time of last bid in order to give all the bidders equal chance to revise their bid.**

xi) Bidding will close for a particular source either at the scheduled close time or till there will be period of 5 minutes in which no bid is recorded for the source, whichever happens later.

xii) Coal will be allotted to the H-1 Bidder on the basis of rate, quantity quoted and time of bid in order of preference.

xiii) The customers will be intimated about the allotment of coal through Sale Intimation Letter after the completion of e-auction. A copy of the same will also be available under e-Auction Status on their Home page. However, it will be the responsibility of the bidder to check his status in an auction.

20. I want to know how much EMD is available in my account with MSTC for coal auction?

Ans. Please logon to <https://www.mstcecommerce.com/coalauctionhome/mcoal/index.jsp> site with your User id and Password. You can either check your e-ledger online or click on the link '**My MPQ**'.

Please note that the above links are static link which are updated after closing of coal auctions. Therefore if a customer is participating in live coal auction then the current EMD status can be viewed from the live auction floor of an ongoing coal auction.

21. How to apply for EMD refund?

Ans. Please logon to <https://www.mstcecommerce.com/coalauctionhome/mcoal/index.jsp> site with your User id and Password. Click on link '**EMD Refund Request**' and enter the amount in Rs to be refunded. By default the mode of receipt will be Online (RTGS/NEFT) and click on button '**Submit request**'.

Note: EMD refund through Online will be ENABLED only such buyers who have already submitted "**RTGS MANDATE FORM**" along with "**CANCEL CHEQUE**" to this office and proceed by the finance team.

Format Of RTGS MANDATE FORM is available to download from Meghalaya coal auction Home page.

22. In how many days EMD will be refunded from the date of applying?

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

23. Can EMD be deposited by Demand Draft?

Ans. NO.

24. 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 coal, bidders can directly contact the Finance officials of Coal cell (F&A) or write email to bbarik@mstcindia.co.in, shembram@mstcindia.co.in or Contact Helpdesk 033-40645207/40609118/40645316/40602403/40067351/40628253

25. If I have forgotten to download sale intimation letter and the same has been deleted from my e-mail. How can I obtain the sale intimation Letter?

Ans. A copy of sale Intimation letter is available in buyer coal login under option "**e-Auction status**" to download upto 7 days from the completion of e-auction. However in other cases ,buyer can directly place request through registered email for a SALE INTIMATION LETTER by providing details like buyer registration no., Auction no(if available), auction date...etc. to operations officials.

26. In how many days Balance payment is to be deposited?

Ans. Balance payment is to be deposited **within 10 Working days** from the date of Sale Intimation Letter.

27. Can Balance payment be deposited through Demand Draft?

Ans.NO.Balance payment is to be made through challan mode only. For this please login into your coal account & select option"**BALANCE PAYMENT**". Please check debiting bank a/c Number before generating challan

28. What is the procedure for change of contact person?

Ans. The bidder is required to submit an application for change of contact person and contact details, old I-card(s) issued to the bidder, a DD of Rs 1180/- (Rs.1000 + Applicable GST @18 %), in favour of MSTC Limited, payable at Kolkata, Authorization letter in favour of the new contact person, 1 or 2 passport size photo of the new authorized/ contact person and a signature proof of the person(PAN..etc).

29. What is the procedure for change of address?

Ans. The bidder is required to submit an application for change of address, old I-card(s) issued to him/her, a DD of Rs 1180/- (Rs.1000 + Applicable GST @18 %), in f/o MSTC Limited, payable at Kolkata, 1 or 2 passport size photo of the contact /authorized person and address proof (e.g. GST certificate, Bank Certificate, factory license etc.)

30. What is the procedure for change of Company Name?

Ans. The bidder is required to submit an application for change of company name, old I-card(s) issued to him/her, a DD of Rs 1180/- (Rs.1000 + applicable GST @18 %) in f/o MSTC Limited, payable at Kolkata, 1 or 2 passport size photo of the authorized/contact person, Pan

card of the Company/Proprietor, GST certificate, Fresh certificate of Incorporation issued by ROC (applicable in case of Private LTD/LTD Company).

31. What is the procedure for change of bank details?

Ans. The bidder has to download "**BANK CERTIFICATE**" from coal login page- <https://www.mstcecommerce.com/coalauctionhome/mcoal/index.jsp> from option "**DOWNLAOD** ", fill the required details , get it Authorized by the competent authority of concern bank and send it along with one application on the letterhead.

32. Non receipt of SMS or change of mobile number?

Ans. The bidder/buyer should login into <https://www.mstcecommerce.com/coalauctionhome/mcoal/index.jsp>, click on link '**SMS Alert**' and provide their updated mobile no. so as to get regular SMS.

33. How can I know the name of the customers who are bidding in an auction?

Ans. It is not possible. The identity of the bidder/buyer bidding is hidden.

34. Once a bid is made can some request for withdrawal of the same?

Ans No, bid once registered with our server can never be withdrawn.

35. Can a company nominate more than one contact person?

Ans. No.

36. Where can I find the details of applicable taxes and duties for purchase of coal ?

Ans. The same shall be available in Notification/Offer list .

37. On which browser can we access mstcecommerce.com web site?

Ans. You are recommended to use '**Internet explorer version 10 and above**'.

38. What is Transaction Password?

Ans. It is a password required at the time of bidding.

39. How to create a Transaction Password?

Ans. Step i. Login in to the web site <https://www.mstcecommerce.com/coalauctionhome/mcoal/index.jsp> with user id and password.

Step ii. Click on the link Change your password.

Step iii. Choose the option button: transaction password.

Step iv. In the column Old Password [**login**/transaction] enter your login password.

Step v. In the column new password, you may create your new transaction password.

Step vi. In the column Confirm password, you may type the transaction password entered in step5.

Thus your transaction password in created.

40. In case a customer forgets his transaction password, how can he obtain the same?

Ans. Follow steps provided in FAQ no 43.

41. Is digital signature(DSC) is required to participate in the coal auctions?

Ans. NO.

42. Which browser works fine for coal e-auction?

Ans. It can be best viewed in Internet Explorer (IE) version 10.0 & above.