FREQUENTLY ASKED QUESTIONS

1. **How do I bid?**

   To bid in MSTC Auction, you will have to be a registered bidder. For registration you have to log into MSTC Auction Web site and click the button for registering. You have to fill a form and submit it. You will have to remember the user id and password which you have entered. This will be required for bidding. Your login will not be activated and you will not be able to bid unless you pay your registration fee. After the payment is made your login will be activated and you will be allowed to bid.

2. **How many auctions can I bid on?**

   There is no limit to the number of auctions you can bid. So long an auction is active you can bid as many as you like.

3. **What is the difference between straight bidding and auto bidding?**

   You can bid on an item by straight bidding or auto bidding (auto bidding is also referred to as "proxy bidding").

   Straight bidding: Enter an amount higher than the current winning bid and click the bid button. Your bid will be accepted.

   Auto bidding (Proxy Bidding): Auto bidding places bids on your behalf at pre specified increments. Simply enter your maximum bid (the highest amount you are willing to pay), and the increment amount. For example, if present H1 bid is Rs. 100 per unit say, and a autobidder bids Rs. 2000 as maximum and Rs. 3 as increment, then system will record his bid as Rs. 103 keeping a track of maximum Rs. 2000 and increment Rs.3. If any other bidder bids any amount above Rs. 103/- , then system will record autobidder H1 bid as Rs 103 + 3 x no of minimum increments required to exceed the other bidders H1 bid amount till the autobidder's maximum is reached. One bidder can bid only one autobid per item at any time before the close of that shops.

4. **What are the bid increments?**

   Any new bid must be greater than the current high bid. The minimum additional amount you're required to add on the previous bid is called the bid increment.

5. **Can I cancel my bid?**

   After you place a bid on the auction item page, you cannot cancel the bid. So before you bid, be very careful whether you are willing to bid or you have the sufficient fund to purchase the item in case you win the bid.

6. **What is a reserve price?**
   The reserve price is the base price for a particular shop set by the Excise Department. All shops have a reserve price which would be the starting price for any shop in the eAuction.

7. **How do I know that my bid was accepted?**
   During the bidding process, you will see the highest bid on the Bid page. If your bid is the highest, the page will show you the highest bid. (This doesn't mean that you've won the auction, only that your bid is currently the highest bid. To win, the auction must close without any higher bids.

8. **I've been outbid! What should I do ?**
   You have to be vigil on the auction floor. Once you find that a bid has appeared which is higher than the bid you made, you have to re-bid.

9. **What should I do if I have any questions?**
   MSTC is the facilitator of the Exicise Odisha eAuction. You can contact the helpline numbers listed on MSTC website (mstcecommerce.com/auctionhome/oed/index.jsp). Alternatively, you can contact the office of the Excise Department if you have any further concerns.

10. **I won the auction. What do I do next ?**

    You will receive an e-mail from MSTC after winning an auction and details on how to proceed further. This H1 status is conditional after physical scrutiny of documents as stated in form B sale notice. Alternatively, you can visit MSTC website or Excise Odisha website for further information on post bidding formalities.

11. **Where and how do I send payment ?**

    The payments towards Registration, Application Fee & EMD should be remitted through e-payment gateway under www.mstcecommerce.com/auctionhome/oed/jsp.

12. **Do I need to specify the shop for which I am remitting application fee, EMD and Solvency Certificate?**

    NO. You only need to inform MSTC the name of the **Seller** i.e. Odisha Excise Dept., to which you wish to participate.

13. **Whether the application fee EMD and Solvency amount are available for any auction shop of Excise Dept.?**

    Yes. As long as the bidder has sufficient amount left in his account for EMD and Solvency, he can contest in as many shops as he wants.

14. **Is the application fee for a particular shop refundable?**

    No. The application shop for all shops are fixed [Rs. 60,000/- for IMFL 'OFF' shops and Rs. 30,000/- for CS shops] are non-refundable. As soon as a bidder places a valid bid which is accepted by the system, Excise department would charge a non-refundable application fee (depending on the CS or IMFL 'OFF'

shop) from the amount the bidder deposited earlier. This application fee would not be refunded under any circumstance.

15. **How much amount should I remit?**

The amount should be deposited keeping in mind the application fee and EMD (=3X reserve price shop wise) and the number of shops the bidder wishes to contest for.

16. **Can I deposit money for EMD and application fee after the registration deadline?**

No. Any amount that the bidder plans to use during the eAuction, should be deposited by bidder before the registration due date which would be mentioned on the MSTC eAuction website. No deposit would be accepted by MSTC beyond the due date unless specifically mentioned by the excise department.

17. **When does EMD get deducted?**

Every time the bidder becomes H1, an EMD equivalent amount (=3X reserve price) would be deducted from the amount deposited by the bidder. In case, the bidder is outbid by another bidder, the EMD amount would be reinstated back to the bidders' account, which may be used by the bidder for outbidding the current H1 or place bids for another shop.

18. **How much solvency should I submit?**

Solvency certificate [=6X reserve price per shop] should be submitted by bidder. Care should be taken to ensure that the solvency value is sufficient to cover all the shops the bidder wishes to contest for. The solvency value would be deducted from the value pledged by the bidder immediately after he places a valid bid for any shop and is accepted by the system as long as he is the current H1. This value would be reinstated to the bidders' account as soon as he loses H1 status.

For example, if a bidder submits a solvency certificate of Rs. 10,00,000/-, and the he places a bid for a shop which has base price of Rs. 1,00,000/-. The system will deduct a value of Rs. 6,00,000/- from the bidders' solvency account as long as he is the current H1. Now, he is left with only Rs. 4,00,000/- worth of solvency available which he can use for other shops he is interested in. The system would not allow him to place a bid for a shop which needs solvency value of more than Rs. 4,00,000/-. Furthermore, if the bidder loses his H1 status, his solvency value would be back to Rs. 10,00,000/-, which he can again use for outbidding any shop he is interested in.

19. **Is there any time extension available during the live auction?**

Yes. If any bid is received prior to 5 minutes to the scheduled close of shop's eAuction, the closing time would be extended automatically by 5 minutes.

For example, the closing time of a shop is 11:00 AM, a bid is received for a particular shop at 10:57 AM, then the system would automatically extend the closing time by 5 minutes (that is upto 11:52 AM). The shop would be live and available for bidding and gets closed if there is no bid for a period of 5 minutes after the scheduled/extended closing time.