Do’s and Don’ts for Applicant’s

✅ Do's:-

- Complete the registration formalities in advance for participating in the bidding process on website **“https://www.mstcecommerce.com/auctionhome”**
- Check and enter your details like PAN/GST/Bank Details etc. carefully before submission of registration form.
- Ensure that your bank details are correctly updated in the MSTC Portal Limited, for ensuring timely and accurate refund. Name of the firm/individual should be same as the bank account and if there is change in those two will not be validated.
- Ensure correct email ID and mobile number are registered in the MSTC Portal.
- In case there is change in email ID or mobile number ensure that same is updated in the MSTC Portal.
- Keep Username, Password and OTPs confidential.
- Keep your PC ready, updated with latest software as required and proper internet connectivity, system settings etc. to participate in Excise Department e-Auctions.
- Thoroughly check the Licence description & any associated risk.
- Do report any Discrepancy in writing through email.
- Ensure to ask questions about the Licences or the auction process, before the start of the Auction process, through Ticket Raising System in your login to make informed decisions.
- Familiarize yourself with the auction rules, procedures, bid increments, payment terms etc. before submitting any bid.
- Carefully read and understand the auction terms & conditions, including any Pre-Bid Requirement, Application fee etc. through the Auction Catalogue links provided at the home page.
- Always ensure to deposit Pre-Bid EMD/Application fee amount two days in advance as indicated in the Auction Catalogue/Notice inviting tender/Notification.
- Ensure that Pre-Bid EMD amount is deposited well in advance for smooth participation in the e- Auction.
- Keep a check on your Pre-Bid EMD Wallet through Pre-Bid EMD Ledger

to ensure you have all details.

- Ensure that the amount paid through “Pay pre bid EMD link” is sufficient enough to pay application fee and EMD amount for the number of Licence you are intent to participate.
- Ensure to download a copy of auction catalogue and all annexures from live auctions, for your own records and future reference.
- Bid Judiciously based on your assessment of the item's value.
- Avoid impulsive bidding, as this may lead to blacklisting, debarment, penalties etc. as per auction terms.
- Check carefully your bid increment, No. of zeros, Auto Bid rule matrix etc. before bid submission.
- Monitor the Auction till closing time to avoid missing out opportunities.
- If you become H1 Bidder, make payments promptly, in accordance with Auction Terms, to avoid penalties or disputes.
- Maintain clear communication regarding payment schedule and any post auction questions.
- Strictly adhere to payment and delivery schedules. Ensure to make payment in favor of designated authority as defined in auction terms.
- Always make single & complete payment against your transaction.
- Timely raise your Pre-Bid Earnest Money Deposit refund request, through Pre-Bid EMD Refund page in your login.
- In case bidder is facing sudden issue with MSTCs website accessibility, it is advised to check their own internet connection first. To ensure the same, bidder may try to open some other websites in the same or new browser. Furthermore, bidder may also check their internet speed using speed test websites suggested by the search engines.
- In order to maximize server up time and reliability, MSTC has provision of redundancy management through multiple Internet Leased Line connections using load balancer mechanism.
- Due to unforeseen circumstances, if one of the Internet Leased Line is temporarily non-operational and the current session was established using the temporarily non-operational leased line, bidder will need to close the browser and re-login to the website after clearing the cache for uninterrupted services.
- For any help contact the concerned MSTC help desk or raise the ticket.

❌ Don'ts:

- Don't share your login credentials, password and OTP's.
- Don't attempt to submit arbitrary high bid leading to frustration of Auction Sale process.
- Don't get involved in any unethical practices while bidding.
- Don't make assumptions about the condition or value of the Licence without inspection.
- Don't fall prey to any verbal communications with respect to auction details, Licence description.
- Don't bid without understanding the terms and conditions, including any hidden fees or restrictions.
- Don't ignore Auction Terms & Conditions, Payment Due Dates, Taxes & Duties, Other Financial Charges etc.
- Don't delay making payments after winning a bid.
- Don't make multiple payments against single challan or correct/over write amount.
- Don't make any part payment against single transaction.
- Don't hesitate to report any fraudulent activity, misleading information, or unfair practices during the auction.