

General Section

What is e-Auctions?

The electronic auction (*eAuction*) is an e-business between auctioneers and bidders, which takes place on an electronic marketplace using internet.

What is e-Auctions portal?

An e-Auctions Portal is a web based application which offer services for e-Auctions. It can be access through a link provided at PUDA e-Auction portal or directly through URL <https://puda.e-auctions.in>, for floating of e-auction or to participate in online bidding process.

Basic Requirements:

What are the basic requirements for using e-Auctions portal?

- 1) **Software** : Operating System should be: Windows 7 Ultimate, Professional, Enterprises, Window 8 (Professional), Windows 2010 (Professional, Ultimate , Enterprise)
Not compatible: - Single language Pack, Home Basic and Home Premium of above Windows
- 2) Browser - Mozilla Firefox, Google Chrome & Opera browser
- 3) Install SSL certificate available on the portal under 'Download'
- 4) For better performance of the application, kindly update your operating system & browser(**An internet connection with minimum 512 Kbps speed**)

Portal Enrollment

How can I enroll myself on e-Auction portal?

Bidder is required to create a Login ID & Password on the eAuction portal by clicking on Sign up button available on Home page by providing the required details.

The bidder will get an activation link in his/her registered e-mail after completion of Signup process. Bidder is required to click on activation link to activate the Login details. It is one time process.

If I am enrolled on e-Auction portal, how long is it valid?

Your enrollment is valid for a lifetime or as decided by concerned Department/Board/Corporation/Federation using e-Auction portal.

Digital Signature for department.

What is digital certificate? Why it is required?

A digital signature is an electronic signature that can be used to authenticate the identity of the sender of a message or the signer of a document, and to ensure that the original content of the message or document that has been sent is unchanged. Digital signatures are easily transportable, cannot be imitated by someone else, and can be automatically time-stamped. A digital signature can be used with any kind of message, whether it is encrypted or plaintext. As per Indian IT Act, 2000 use of valid digital certificate is mandatory for any e-Auctions portal.

Major objectives for using digital certificate are as mentioned below:-

Authentication- Digital signatures are used to authenticate the source of messages. The ownership of a digital signature key is bound to a specific user and thus a valid signature shows that the message was sent by that user.

Integrity - In many scenarios, the sender and receiver of a message need assurance that the message has not been altered during transmission. Digital Signatures provide this feature by using cryptographic message digest functions.

Non Repudiation - Digital signatures ensure that the sender who has signed the information cannot at a later time deny having signed it.

To know more about digital certificate please visit www.cca.gov.in

Security

Is e-Auctions portal is secured?

- Secured login: Unlike traditional website, e-Auctions portal requires login id, password. Password is also stored in encrypted manner so that it cannot be viewed by even system or database administrator.
- Process Validation: The Solution has been so architected that no user can view the participants name till the date & time specified for the conclusion of the e-auction.
- SSL: 128 bit SSL is being used for secure communication to take place between browser and server.
- Unauthorized access: The entire solution is behind a firewall and intrusion detection system that protects it against unauthorized access and hacker.
- Compliance to Indian IT Act

- **[Auction Participation Related](#)**

How to logon to the e-auction portal?

You need to enter correct login id, password to logon to the website.

What to do if I forgot a password?

You can use "forgot your password" functionality available on the user login page. You need to provide your email id. A system Generated email will be sent containing a link to reset your password.

How do I change the password?

After logging into the website. You can change your password by using change password facility available under "My Profile>>Edit Profile"

Can I update my enrollment details?

Yes, you can update your enrollment details by accessing "My Profile>>Edit Profile" functionality

Which language I can use for auction submission?

You can use English language only.

What is the Maximum Size of documents allowed to be uploaded?

Files with maximum size 2MB are allowed.

How do I come to know about any corrigendum/addendum published in an event?

System displays the corrigendum count for each event. System increases the count as any corrigendum / Amendment is published. You can check it also under latest news Section.

Can I access the e-Auction portal on any date, any time?

Yes, you may access e-Procurement portal on any date and any time except maintenance time period.

Till what time I can submit a bid online?

You need to check the schedule for the same. **Bidders are advised to submit their bids well in time to avoid any last minute hindrance.**

How do I confirm that my bid is submitted successfully?

On successful submission of a bid, system displays it on the screen.

How to submit Auction eligibility fees?

As per the instructions given in the auction notice, you may submit tender document fees online.

- **[Search](#)**

How to view live auctions on PUDA portal?

Bidder can view the live auction events on Home page. The bidder can download the related documents by clicking on reference no. link without login into the portal.

- **[Eligibility Fee/ EMD & Event Service Amount](#)**

What are the modes for payment of Eligibility fee/EMD on PUDA portal?

Bidder has option to make online payment of Eligibility fee through Internet Banking/RTGS/NEFT.

How to make Eligibility fee through RTGS/NEFT mode on the portal?

In case the bidder select the payment mode RTGS/NEFT, a prefilled Challan shall be generated by the system on e-Auction portal. Bidder has to make the payment against the online generated Challan.

After making payment the bidder needs to ensure the successful verification message "Successfully Paid" against Eligibility fee on the portal.

What is the last time to pay Eligibility fee/EMD before closing date/time of the auction event?

As per the payment guidelines, the bidder has to pay the Eligibility fee / EMD amount 24hrs in advance in case of Net banking and 48 hrs in case of RTGS/NEFT before closing date/time of the auction event.

How to pay Event Service Amount on PUDA portal?

Event Service Amount is Non Refundable amount once paid by the bidder on the portal. Interested bidders shall have to pay mandatorily event service amount online by using the service payment Authorization network.

- [Guideline for Online Payments in e-Auctions/e-Auction](#)
- As given in the event brochure and uploaded on the portal.

Common Errors

- **Issue Reported on PUDA e-Auction portal**
 - Email is not triggered after registration. Email Address is not valid or Internet connection is slow
 - Forgot Password link is not active Message come when vendor to Forgot password If user click on forgot password link many times. User should check recent forgot password mail
 - Invalid Username and Password Issue. Either Username is wrong or password is wrong
 - Email id Change User should not change primary mail id from front end. user should have to send mail with request letter to support team
 - User does not have Administrator Privilege This error Occur when User is not login with administrator user.
 - User session lost – clear all cookies and history of the browser. Disable antivirus and firewall of your system.
 - User Already login- It happens when the session expires or user has not logged out the session properly.