

GUIDELINES FOR PARTICIPATION IN E-AUCTION

A. ELIGIBILITY FOR PARTICIPATION:

1. Any person legally competent to enter into a contract will be eligible to participate in the auction.
2. The Competent Authority of Concerned department shall reserve to itself the right to accept any bid or reject any bid or withdraw any or all the sites from auction or cancel/postpone the e-auction, without assigning any reason thereof.
3. No bid below the reserve price will be accepted.
4. In the event of default or breach or non-compliance of any of the terms and conditions as indicated or for furnishing any wrong or incorrect information at the time of auction etc. the Competent Authority shall have the right to cancel the bid and forfeit whole or any part of the amount paid by the bidder.
5. Interested parties will need to sign-up and obtain user ID and password on the portal <https://puda.e-auctions.in>.
6. The guidelines for participation in e-Auction are available on the portal <https://puda.e-auctions.in>.
7. Interested bidders shall have to pay mandatorily event service amount(nonrefundable) online by using the service payment Authorization network.

B. HOW TO PARTICIPATE:

1. Intending bidders will be required to sign-up and obtain user ID and password on the portal <https://puda.eauctions.in>.
2. The intending bidders shall be required to deposit the Eligibility fee through online means i.e. Net banking/Debit Card/Credit Card /RTGS/NEFT as per following timelines:

MODE OF PAYMENT	TIME PERIOD
RTGS/NEFT	2 working days before closure date of auction
NETBANKING/DEBIT/CREDIT CARD	1 working day before closure date of auction

3. The verification of online payment is necessary for a bidder to be able to participate in auction. Therefore the bidders are required to remit the eligibility fee timely. The tentative time taken for verification is as follows:

MODE OF PAYMENT	TIME PERIOD
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RTGS/NEFT	2 working days
NETBANKING/DEBIT/CREDIT CARD	1 working day

4. In case if the aforesaid amount is not verified as specified above for any reason whatsoever, the bidder will not be permitted to participate in the e-Auction.
5. **"For PUDA and Urban Development Authority (GMADA/ GLADA/ ADA/ JDA/ PDA/BDA) –** Whenever a bid is received in the last 10 minutes, the bidding time shall be extended for 10 minutes until a time when no bid is received in extended time for any site under that auction event."
6. The e-Auction will start and close at stipulated date and time at the portal <https://puda.e-auctions.in>. However, in case a bid in respect of a site is received **05** minutes prior to time fixed for closure of the bids, then the time for closure of the auction would be extended automatically by **15** minutes. Such extensions of **15** minutes will happen as set by the departments and post this auction will be closed. (Refer the auction document)
7. It will be the sole responsibility of the bidder/ participant to obtain a compatible computer terminal with high speed internet connection to enable him/her to participate in e-auction process.
8. For better performance of the application, kindly update your operating system & browser
9. Please install SSL certificate available on the portal under the tab "Downloads"

C. TECHNICAL SUPPORT ASSISTANCE:

Technical Support Assistance will be available over telephone from Monday to Friday between 10:00 am. to 5:00 pm. Help-desk support will remain closed during lunch break i.e. from 1:30 PM up to 2:15 PM on each working day.

Contact details for Helpdesk Support
Room No. 9, PUDA Bhawan, Sector-62, S.A.S Nagar
Helpdesk No. 0172-5027180,5027184,5027183
Email id – helpdesk@puda.gov.in , support.punjab@nextenders.com

Note:

1. Contact our helpdesk on or before prior to 4 hours of the scheduled closing date & time of respective e-Auction event. For queries pertaining to e-Payment of EMD, please contact the helpdesk at least 2 business days prior to the closing date & time of e-Auction event.
2. All queries would require to be registered at our official email for on-line support. (Only those queries which are sent through email along with appropriate screenshots or error description will be considered as registered with the Helpdesk).