FAQs for e-Auction Phase-II of DDA flats

GENERAL INFORMATION

Q.1. Which flats are available for e-Auction?
Ans. The following flats are available for disposal through e-Auction:
- 7 Penthouse flats at Dwarka Sector-19B
- 32 Super HIG flats at Dwarka Sector-19B
- 476 HIG flats at Dwarka Sector-19B
- 192 MIG flats at Dwarka Sector-14

Q.2. What is the eligibility criteria for participating in e-Auction?
Ans. Any citizen of India who has attained the age of 18 as on the last date of submission of application and legally competent to enter into a contract can participate in e-Auction. As per scheme brochure, the last date for registration and payment of EMD is 29.01.2024.

Q.3. If I am already in possession of a built-up property/ flat/ plot in Delhi, am I still eligible to participate in DDA's e-Auction process?
Ans. Yes. There is no restriction on prior ownership of built-up property/ flat/ plot in Delhi for participation in DDA's e-Auction.

Q.4. Can I buy flats offered under both e-Auction as well as FCFS in Diwali Special Housing Scheme?
Ans. Yes.

Q.5. Can I participate in the e-Auction for flats through registration in Diwali FCFS portal?
Ans. No. The registration for e-Auction and FCFS scheme are different processes. There is a separate webpage for booking the flats under FCFS scheme, the link for which is **https://eservices.dda.org.in/schemedashboard/Dx.**

Q.6. I have paid the EMD. Is the application process complete?

Ans. No. After the EMD is paid & reflected in the portal, applicants have to do the final submission & only then is the process completed. Without the final submission applications will not be considered.

Q.7. I have registered for Phase I of Diwali Special Housing Scheme 2023 (e-Auction). Do I have to pay the processing fee of Rs. 2500 again?

Ans. Yes. The processing fee is flat-specific. The applicant has to pay the processing fee of Rs. 2500/- (including GST) [which is non-refundable] for every flat that they wish to bid for.

BIDDER REGISTRATION

Q.8. Can I buy more than one flat in the e-Auction from the same ID?
Ans. Yes, more than one flat can be bought from the same ID.

Q.9. What is the procedure for buying a flat under this scheme?
Ans. The applicant has to register on the e-Auction portal and select the flat for which he/ she wishes to participate in e-Auction. The applicant has to pay the processing fee of Rs. 2500/- (including GST) [which is non-refundable] and applicable EMD for the flat and submit the application. The EMD for different category of flats is as below:

S.no.	Flat Category	EMD
1.	MIG (2 BHK)	Rs. 10,00,000/-
2.	HIG (3 BHK)	Rs. 15,00,000/-
3.	Super HIG (4 BHK)	Rs. 20,00,000/-
4.	Penthouse (5 BHK)	Rs. 25,00,000/-

The applicant has to then go to online auction hall (i.e., online auction portal) on the designated date of e-Auction and participate in the bidding. If the applicant happens to become highest bidder in the auction for the flat, he/ she shall be subsequently issued demand letter.

Q.10. If I have to buy multiple flats under e-Auction, can I do it with one processing fee and one EMD?
Ans. Since the e-Auction process is property-specific, separate applications have to be made and separate processing fee and EMD have to be deposited for each flat if the applicant wishes to participate in e-Auction for more flats.

Q.11. Which website should I visit for participating in e-Auction?
Ans. One can participate by visiting DDA's website **www.dda.gov.in** or **https://eservices.dda.org.in/** or directly visiting SBI's dedicated webpage for e-Auction of DDA's flats: **https://dda.etender.sbi/SBI/**.

Q.12. How do I register on e-Auction portal?

Ans. Registration is a simple process. Go to registration form. Select 'Register' and fill out all required details. Go through Terms and Conditions & Privacy Policy and click on the 'Register' button. It is a simple registration form with minimum details for identification and security. After registration, the email provided by you will be your login id and the password given by you will be your password. These will be your login credentials.

Q.13. I have completed my registration process, but still I am not able to access, with a message showing "Your Profile is Pending for approval". What should I do?

Ans. Please wait for at least 15 minutes for profile activation and check your registered email Id to get update that profile is approved. In case no email is found in mailbox, please check your spam/ trash folders.

Q.14. If I already have login id credentials of SBI e-auction portal, will I be able to use the same for DDA's e-Auction process?
Ans. Yes. The earlier login credentials can also be used for participating in DDA's e-Auction.

Q.15. If I am enrolled on e-Auction portal, how long is it valid?

Ans. Your enrolment is valid for lifetime on **https://dda.etender.sbi/SBI/** portal.

Q.16. I have forgotten user name and/or password. How to retrieve the same?

Ans. User name is the e-mail provided by you in your registration form. If you have forgotten your password, click on "Forgot Password" link provided on Login page. You will be required to provide your registered email ID, Hint question details and system will allow you to change password.

Q.17. Can system lock User ID while entering wrong ID or Password?

Ans. In case you enter incorrect password three times, the system disables/ locks the "Login ID" for security reason.

Q.18. What should I do in case User ID is locked in the system?

Ans. In case your login id is locked due to 3 consecutive un-successful login attempts, you can unlock your profile by following steps:

i.   System will send a link to unlock your login ID on your registered mail ID. Do verify that link and unlock your ID.
ii.   You can create new password and can unlock your login id through forgot password function.
iii. If you have forgotten your hint question and answer you can contact Help desk team to unlock your Login ID.

Q.19. How can I update my Profile and change Password?

Ans. You can update your profile and change password after login. Once you log in, you can update your profile and change password through 'Settings' menu.

Q.20. What is the internet connection requirement for smooth working of system?

Ans. It is recommended to have an uninterrupted internet connection with speed of 256 kbps or higher; please remember during the Auction process, which can last 2 hours or so, internet connection should not go off.

Q.21. Can I update my information after the initial registration?

Ans. Yes, you may edit your profile at any time by logging into the system using your user ID and password.

Q.22. What security precautions are in place to protect the loss, misuse, or alteration of my information?

Ans. Your Login is password protected. You may edit your profile by logging into the registration system using your email ID and password. We recommend that you do not divulge your password to anyone. We will never ask you for your password in an unsolicited phone call or in an unsolicited email. Also remember to sign out of your account and close your browser window when you have finished your work. This is to ensure that others cannot access your information and correspondence if you share a computer with someone else or are using a computer in a public place like a library or Internet cafe. Your password and hint answer are encrypted and saved in database so no one can retrieve your password.

Q.23. What Internet browsers & Operating Systems are supported?

Ans. Our portal supports Internet Explorer 9.0 to (32-bit Browser only) & above, Google Chrome 20.0 to 41.0 and Mozilla Firefox up to version 51 (32 bit / 64 bit). Operating System should be Windows Vista / Windows 7 / Windows 8 / Windows 10. Also, System should have access with Administrator Rights. For more details, request you to download "Minimum System Requirement" document from homepage of website.

e-AUCTION

Q.24. Who is a Bidder?

Ans. Any individual wishing to bid or participate in an online Auction event is a Bidder. By responding in an Auction, the Bidder commits to buy flat at prices bid by him during Auction.

Q.25. Procedure to reach to bidding hall.

Ans. For applicants who have already paid the processing fee and EMD, after login, they have to click on "Click here to bid" on their respective Auction ->click on "I agree"-> Agree -> Redirect on the page of Bidding Hall

Q.26. Steps to enter valid bid.

Ans. In auction, you only need to enter the price and click on bid button to submit your bid. Follow Steps to submit a valid bid:

1. Enter your Price in the price bid column
2. Click on Bid button to submit your bid
3. Confirm your bid
4. Re-confirm your bid
5. Your bid is accepted message will be validated it means your bid is valid bid according to increment criteria.

Q.27. What is the meaning of Manual Bid?

Ans. Manual Bid Link appears when bidder has already accepted / Done "I Agree" step in respective auction.

Q.28. How can I confirm that my bid was accepted by system?

Ans. Once bidder puts their prices in Unit Rate / Rate in Figure column after that click on bid button bidder will get message from system that Your Bid is Accepted. It means your bid is Accepted.

Q.29. Reason for rejection of bid through system?

Ans. Reasons Behind reject bid through system during e-bidding. 1. Bid not revised with respect to Increment/Decrement criteria. 2. Bidder is entering same amount multiple time which was already accepted by system 3. In Case of Standard Auction, if bidder is not quoting lower than the L1 Bid Amount.

Q.30. From where can I found Start Price / Increment / Rank / H1 Bid / Next Possible Bid?

Ans. After agreeing with all the terms and conditions you will be automatically in bidding hall in which you can find all these parameters with Item Description.

Q.31. What is the meaning of Start Price / Increment / Rank / H1 Bid /Next Possible Bid/ current Extension?

Ans. The reserve price plus one increment will be the start price. The reserve price will be different from flat to flat depending upon category and plinth area. However, the range of reserve price for different flats are as under:

S.No.	Locality	No. of Flats *	Approx. Range of Plinth Area of flat (in Sqm.) **	Broad Range of Tentative Reserve Price (Rs. In Lakh) ***
Details of Flats, Tentative Reserved Price				
Penthouse				
1	Dwarka, Sector 19B, Phase-II (Penthouse)	7	424.767	501
Super HIG				
2	Dwarka, Sector 19B, Phase-II (Super HIG)	32	211.657	250
HIG				
3	Dwarka, Sector 19B, Phase-II (HIG)	476	171.5 to 186.09	202 to 219
MIG				
4	Dwarka, Sector 14, Phase II (MIG)	192	116.27 to 132.35	125 to 142.25
	GRAND TOTAL	**707**		

For example, the start price for a Super HIG flat will be Rs. 2.50 Cr. plus Rs. 1.5 lakhs (i.e., Reserve price plus increment). From the start price, bidders can start their bidding, otherwise their bid will not be accepted.

- **Increment:** In auction, increment is the minimum amount by which bidders have to mandatorily increase the bid value after first bid for second time bidding. The increment for different flats are as under:

Category	Increment value per flat or multiple thereof
Penthouse flats	Rs. 2,00,000/-
Super HIG flats	Rs. 1,50,000/-
HIG Flats	Rs. 1,00,000/-
MIG Flats	Rs. 50,000/-

- **Rank:** It shows your position in an auction as per your bid submitted after comparing your bid with other bidders.

- **H1 Bid:** H1 bid shows the highest bid submitted in live auction.

- **Next Possible Bid**: After submitting bid successfully, the next possible bid shows the possibility of the amount which bidder wants to bid again.

- **Current Extension:** If auction is on auto extension mode after completing the time of auction it shows the extension number on which auction is working now.

Initially the bidding process will be for one hour and if in the last 5 minutes, any higher bid is placed, the bidding process will be automatically extended by 5 minutes and this process will be continued for a maximum of 20 times. So, any auction can go for a maximum period of 2 hours and 40 minutes (i.e., 1 hour plus 20 x 5 minutes). The maximum increment that can be placed in a single turn by the bidder is 50 times the minimum increment. For example, for a penthouse flat, if the reserve price is Rs. 5.01 Cr., the increment will be Rs. 2 lakhs and the maximum increment will be Rs. 1 Cr. (i.e., Rs. 2 lakhs x 50). The maximum bid can be utilized multiple times. It is clarified that there is no ceiling on the H1 price.

Q.32. Where shall I find my bid history?

Ans. Bid history link will be available on the top most corner of right-hand side in your Respective Auction (Bidding Hall) page.

Q.33. Can a Bidder located outside of India participate?

Ans. Yes, it is an online system. Anyone from anywhere having an internet connection can access the system and participate as a Bidder. However, it may be noted that for being eligible, one needs to be citizen of India who has attained the legal age of 18 years.

Q.34. How will the system notify that auction is completed?

Ans. System will show a message on screen "Bidding Time Over".

Q.35. If I am not successful in the bid, when will I get refund of EMD?

Ans. The same will be refunded within 30 days of last date of e-Auction schedule.

Q.36. If I am a successful H1 bidder, but for some reason I am not able to pay the demanded amount, will I get the refund of EMD?

Ans. No. The EMD is non-refundable for H1 bidder and it shall stand forfeited in case of surrender or non-payment within the demand schedule.

Q.37. Is Digital Signature required for participation in e-Auction process?

Ans. No.

MISCELLANEOUS

Q.38. Will the EMD be forfeited if I pay the EMD against a property but do not quote any bid on the date of the bidding against that property or if I participate in the bidding but I am not the H1 bidder?

Ans. No. EMD will ONLY be forfeited if after emerging as H1 bidder, you surrender the flat or you do not pay the demanded amount within the demand schedule.

Note: Interested bidders are also requested to go through the walkthrough videos on the e-Auction portal at https://dda.etender.sbi/SBI/ to understand the processes of application and bidding.

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