

1. [FREQUENTLY ASKED QUESTIONS \(FAQ\) FOR E-AUCTION](#)
2. [FREQUENTLY ASKED QUESTION ON E-PAYMENT](#)

E-AUCTION FAQ

1. WHAT ARE PRE-REQUISITES FOR REGISTRATION OF BIDDER WITH IREPS APPLICATION?

Registration with IREPS site is must for any bidder to participate in E-Auction for Indian Railways. For registration, bidder needs to have valid Class III **Digital Signature Certificate** with Bidder's Firm Name issued by licensed Certifying Authorities, an **affidavit** duly notarized on stamp paper of requisite value and valid Email ID and one time Registration fee Rs. 10,000 . They also need to have a computer with Internet browser (IE 6 or IE 7) and Internet connectivity. Without valid Digital Signature Certificate and User ID, vendor cannot participate in E-Auction. The bidder can either go for Online Registration or Manual registration by Railway user in Depot.

2. HOW CAN BIDDER GET THE FORMAT OF AFFIDAVIT?

On the IREPS site on Auction Home page under the IREPS document the format of affidavit can be seen. The bidder has to produce the affidavit duly notarized on stamp paper of requisite value. The format is also available on the registration form under the link named "*Affidavit*".

3. HOW TO REGISTER ONLINE WITH IREPS APPLICATION?

Bidder must open "**New Bidder**" link (at top left page of www.ireps.gov.in) from Auction Home page and fill login registration form. After submission of filled up form, bidder will be directed to Payment Interface for Payment of Refundable registration fees of Rs. 10,000 through Payment Gateway/ Net Banking facility of various banks. After submission of registration fee, bidder will get message for producing their Affidavit and system generated ID and class III digital certificate to nearest depot where the Authorized depot user will upload their affidavit in their account and will retain the original copy of affidavit. After Sign and Submit by Bidder he will be registered successfully .Bidder will receive in his mailbox Login Password to log into the application and the Bidding Password for participating and bidding in auctions. User ID will be same as his email ID given in the form at the time of registration.

4. HOW TO REGISTER MANUALLY WITH IREPS APPLICATION?

The Bidder have to approach to his nearest depot whose addresses/Contacts are given on www.ireps.gov.in , with One Time Entry Fee Rs. 10,000, an affidavit duly notarized on stamp paper of requisite value ,request letter on Firm's letter pad and valid class III digital signature certificate. Depot authorized user will register the bidder after verifying necessary details. On successful registration, the bidder will receive in his mailbox Login Password to log into the application and the Bidding Password for participating and bidding in auctions. User ID will be same as his email ID given in the form at the time of registration.

5. AFTER REGISTRATION, CAN I PARTICIPATE IN ALL E-AUCTIONS OF VARIOUS DEPOTS ON INDIAN RAILWAYS?

Yes, registered bidders can participate in any E-auction being conducted in various depots of Indian Railways.

6. WHAT TO DO AFTER RECEIVING PASSWORDS?

Connect to <http://ireps.gov.in>, click **Login**, enter your registered email ID as user ID and enter the Login password received in your email. System will prompt to change Login and Bidding password immediately. Change the password of your choice as per Password Policy displayed on the same page. After changing the password, fill in Statutory and Bank details of your firm as prompted by the system. Bidder should also subscribe the Depots for which he is interested in receiving the mailers about auction schedule, corrigendum etc. for these depots.

7. WHAT TO DO WHEN PASSWORD IS NOT RECEIVED AFTER NEW REGISTRATION?

Please be sure that your request for registration along with payment has been successfully submitted online or through any authorized Depot user. If no e-mail containing system generated password is found in Inbox of your email Account, check the same in Spam, Junk etc. If it is not found anywhere, then open the login Page and click either "**Click Here to get Password using Digital Signature**" or "**Click Here to get Password through e-mail ID**". If system accepts the user ID (e-mail ID), then attach Digital Signature Certificate and re-set the password or obtain the same over email. In case system throws the message- "**Error Code: ADM.008 Message: User Name is not registered with us**", it seems that you are not registered with the site. In such cases, you need to register again. If payment has already been made online and the amount has been deducted from your account, please contact CRIS helpdesk before submission of fresh request. In case of manual registration, authorized depot user will verify the details before registering again.

8. WHAT TO DO WHEN FORGOT LOGIN PASSWORD?

In case of Forgot password there are two ways to get new password: "**Click Here to get Password through e-mail**" on login page, user has to submit his email id which was provided at the time of initial registration with the website, click on Submit button and attach his valid Digital Signature Certificate. His/her new password will be sent to the registered e-mail ID. "**Click Here to get Password using digital Signature**" user has to submit his email id which was provided at the time of initial registration with the website, click on Submit button and attach his valid Digital Signature Certificate. System will permit the user to assign new password directly.

9. WHAT TO DO WHEN FORGOT BIDDING PASSWORD?

The bidder has a link **Get Forgot Bidding Password** from the right navigation in his home Page, after clicking the same, bidder will be prompted to attach his Digital Signature and after this, system will prompt the bidder to set the new bidding password.

10. HOW TO CHANGE THE LOGIN PASSWORD?

The bidder has a link **Change Login password** from the right navigation in his home Page, after clicking the same, bidder will be prompted to attach his Digital Signature and after this, system will prompt the bidder to set the new bidding password and a mail is triggered to the email ID of Bidder.

11. HOW TO CHANGE THE BIDDING PASSWORD?

Logged in Bidder click on **Change Bidding Password** from the right navigation of his home page and Enter Old Bidding Password and Enter New Bidding Password and e-mail.

12. HOW THE BIDDER WILL KNOW ABOUT E-AUCTION SCHEDULE/CATALOGUE FOR A DEPOT FROM IREPS APPLICATION?

The registered Bidder will get email/SMS and the catalogue will be shown in his Inbox “My Catalogues” if he has subscribed the Depot. Besides all types of users whether Anonymous/Bidders/Rly. users can click on the link *View Indian Railways E- Auction Schedule* available on left hand side of E- Auction Home page. They can search for desired details by selecting relevant parameters.

13. HOW THE BIDDER CAN DE-REGISTER FROM E-AUCTION?

Logged in Bidder can click on ‘Bidder De-registration’ from the left navigation of home page and enter the Bidding Password. Such de-registered bidder can login to his home page for viewing various details and perform authorized activities on previous E- auctions but he cannot view/participate in bidding. He can approach COS or FA&CAO /Northern Railway/Baroda House New Delhi for refund of registration amount.

14. HOW TO SUBMIT BID FOR A PARTICULAR LOT ON-LINE?

- Please ensure that JRE 1.6 has been installed on your machine. If the same is not installed, install the same as per details given in system settings **(Point no.-4)** “Click Here to download Java 1.6 “this is one time activity.
- Then Logged in Bidder should open his inbox “**My Catalogues**” on his home page and open the desired catalogue. If the required catalogue does not appear in his inbox, click on ‘**View Indian Railways E- Auction Schedule**’ from the right navigation and search required E- Auction Catalogue by entering relevant parameters, then click on ‘View Auction catalogue Icon’. Bidder can now choose the lot for which he wants to bid. Then click on ‘**Enter**’ Button, fill in bidding password.
- Bidding screen showing relevant details of selected lot will be open.
- Click On ‘**Enter Rate**’, pop up will open with some message related to rate, read it carefully and enter your rate, then click on submit button. A message will appear for your confirmation regarding the Rate entered, If you are sure that rate entered by you are correct, click ‘Yes’. Your bid will be submitted and a confirmation message with Bid ID will be shown.
- You can close this pop up, refresh the bidding screen and can submit further bids in the same manner.
- Any number of bids can be submitted before closure of Auction for the particular lot.
- Bidder can submit bids for any number of lots simultaneously by opening in new tab or in new window.

15. HOW TO KNOW WHETHER MY BID IS SUCCESSFULLY SUBMITTED ON THE WEBSITE?

After successful submission of each bid, system will generate and display unique Bid ID with Date and Time of submission, which will be a reference to your bid. Bidder can note the same or take the screen shot.

16. CAN I SUBMIT MULTIPLE BIDS FOR DIFFERENT LOTS PERTAINING TO VARIOUS DEPOTS?

Yes, Bidder can submit multiple bids for different lots by opening in new window. They can simultaneously bid for different running E- auctions of various depots of Indian Railways.

17. WHAT IS CLOSE ENDED E-AUCTION?

The Close Ended E-Auction has pre-defined closing time for every Lot. This closing time, however, gets auto-extended if some bid is received within one minute before closing time of lot. This extension is for fixed time called **Duration of Auto extension but Number of auto extensions is limited for each Lot. Detailed lot specific information can be seen in header of bidding Screen.**

18. DO THE BIDDING STOPS AFTER OFFICE CLOSING TIME?

No, Bidding does not stop after office closing.

19. WHAT IS OPEN ENDED AUCTION?

Open Ended Auction has no pre-defined closing time of lots, it has **Cool Off period**. After opening a lot for bidding, if no bid is received within the cooling off period, it will get closed after lapse of cooling off period. Hence, whenever any bid is received, lot closing time gets auto extended by cooling off period from the bid arrival time. And if further bids are received within this period, the lot closing time gets auto extended again and so on. However no lots get closed after 7:30 hrs in the evening and such lots will get auto extended to next morning.

20. IMPORTANCE OF VARIOUS PARAMETERS SHOWN IN BIDDING SCREEN/AUCTION CATALOGUE.

- **Cooling off period:** the period after which the lot will close if no bid is received in this duration. This is applicable for Open Ended E-Auctions only.
- **Auto extension:** closing time of a lot gets extended for fixed duration if some bid is received in last one minute of closing time.
- **Duration of Auto extension:** for how long the lot will extend if bid is received in last one minute of closing time.
- **Max. No. of auto extensions:** Maximum no. of times the lot closing will extend if bid is received within last one minute of closing time of lot.
- **Open ended auction:** type of Auction as defined above.
- **Close ended auction:** type of Auction as defined above.
- **Time remaining:** How Much time is remaining in Closing of Lot.

- **Sale quantity/sale unit:** The quantity put up for sale in a lot and unit for the same. The bidding is done as per sale unit for sale quantity. For example- If sale quantity for a lot of RAIL is 50 MT, the bidder is expected to submit bid for each MT of the material.
- **Deliverable Quantity/Delivery Unit:** If 1 MT=100 meters, successful bidder will be given delivery of 50*100 meters of rails in the lot.

21. CAN I SEE IDENTITY OF OTHER BIDDERS PARTICIPATING IN THE AUCTION? DOES RAILWAY OFFICIAL KNOW WHICH BIDDERS ARE PARTICIPATING IN E- AUCTION?

Neither bidder nor Railway user can see any bidder's identity during bidding. However bidders will be able to see their own bids. After the closure of Auction the bidders and railway users can see identity of all the bidders.

22. HOW BIDDER CAN SEE THE LOTS IN WHICH HE HAS PARTICIPATED IN BIDDING?

By opening '**My Catalogue**' Inbox available on Home Page of logged in user, Bidder will see various catalogues. After opening the desired catalogue and clicking on Icon 'View Bidding History' against the desired lot, complete bidding history of the Lot will be displayed. Bidder's own bids will be clearly displayed with his identity.

23. HOW THE BIDDER KNOWS WHICH LOTS HAVE BEEN AWARDED TO HIM? HOW CAN THE BIDDER SEARCH FOR BID SHEET?

Bidder can see the lots awarded by opening '**Lots Awarded**' inbox available on his Home Page. Against these Lots, bid sheet icon will be displayed if the same has been signed by railway officials, bidder has to digitally sign and submit the bid sheet.

24. WHAT IS LIEN MARKED FACILITY?

Lien facility is the facility given to bidder to integrate his SBI Bank account with IREPS and then mark the lien for desired amount, available in his SBI account, through IREPS. Once the lien for a particular amount is held with IREPS system, user will not be able to withdraw/ use this lien marked amount from his SBI account. This amount will be used solely for bidding, bidder can however release/modify the amount of lien at later date subject to verification for availability of the same by IREPS. Lien mark/unmark can be done through link on left navigation of bidder "**Mark /Unmark Lien**" after integration of bank account through link "**Integrate bank account**".

25. WHAT IS BIDDING LIMIT?

Total Bidding Limit is the maximum Bid amount for which bidder can bid against any no. of lots in E - Auctions of various depots of Indian Railways. Bidding Limit is 10 times the Standing EMD + lien marked amount. However during live auction, the bidding limit will dynamically change based on status of bid.

If the bidder is highest in any bid his appropriate EMD will be blocked and his bidding limit will decrease , if the bid is superceded by another bidder or rejected by Auction conducting officer , his blocked EMD will released and his Bidding Limit will get restored.

For example:

Standing EMD (amount transferred to Bidder's account kept with IREPS through SBI online/Payment Gateway) = **Rs. 1, 00,000/-**.

Lien Marked amount = **Rs. 1, 50, 000/-**

Total bidding limit is **ten times** of (Standing EMD + Lien)

Bidding Limit = 10 times of (**Rs 1, 00,000 + Rs. 1, 50, 000.**) = Rs. 2, 50,000/- (Two Lakhs Fifty Thousand)(i.e. Bidder can bid up to lot value Rs. 25, 00,000/- (Twenty Five Lakhs))

If the Bidder's bid rate is **Rs. 15,000/- for Lot Qty. of 50 MT** and this remains highest in any Lot, then his EMD of **10%** of Total Value (Bid Rate* Lot Qty) will be blocked.

Bid Value for the lot = (15,000 X 50) = **Rs. 7, 50,000/-**. (Seven lakh fifty thousand)

10% of this Total Value i.e. 75,000/- will be blocked. Thus bidder will have free balance **of Rs. (2, 50,000 – 75,000 = 1,75,000)** One Lakh Seventy Five thousand.

Bidder's **balance bidding limit** will be Rs. 25, 00,000- Rs 7, 50,000 = **Rs. 17, 50,000/-**

The blocked amount subsequently releases **if his bid is superseded by other higher bids** and the bidder no longer remains highest in bidding.

If the Bidder wins this lot by the acceptance of Depot officer, EMD amount will be deducted and Account Balance Remains (1, 00,000 - 75,000) = **Rs. 25,000/-** (Twenty five thousand).

26. HOW MUCH MONEY SHOULD I KEEP IN MY E-AUCTION ACCOUNT ? WHICH SHOULD BE PREFERRED MODE OF PAYMENT FOR STANDING EMD?

Bidder should keep appr. 10% of expected value of lots for which he wants to bid. Bidder is advised to use lien facility as in such cases amount will remain in his bank account and no refund will be required. Amount from his account will be transferred from the amount on which lien marked after a lot has been awarded to him by the concerned auction conducting officer.

27. CAN I SEE MY ACCOUNT TRANSACTION AND HOW?

Yes, Bidders can see their account transaction through the link **“View Account Transactions”** available on left navigation of his home page.

28.WHAT ARE THE REFUND PROCEDURES?

No manual refunds will be required from Railways in case bidder decides to use Lien facility as money has not been transferred to Railway's account.

In case of E-payment made via online Net banking in E-Auction user will seek refund from FA & CAO of respective Railways.

In case of manual payments, bidder should submit request for refund to the depot with which he had deposited payment proof/payments.

29. HOW VIEW/UPDATE OF THE BANK DETAILS?

Logged in Bidder can click **on “View/Update Bank Details”** from the relevant link available on right navigation of his home page.

30. WHAT ARE CPCB REQUIRED LOTS?

Some lot may contains some hazardous/radioactive material etc., purchase of these lots require certificate from CPCB by the purchasing Firm. Depot user will tagged those lot as CPCB (Central pollution Control Board) certificate required , from bidder side, and before bidding on those lots the bidder has to fill the validity and other details etc. of certificate and has to upload the scanned copy of **CPCB certificate in PDF format** .

Frequently Asked Question on E-Payment

MOST IMPORTANT:

DO NOT SHARE your Bank Details like LOGIN ID, PASSWORDS to ANY ONE neither on Phone nor on E-Mail.

DO NOT CLICK ON ANY E-MAIL LINK to access IREPS OR BANK WEBSITE, go to address bar of browser and type IREPS URL LINK to start your work.

IREPS or BANK will not be responsible for any loss due to sharing of your login ID and password.

PLEASE READ SECURITY TIPS Under "Learning Center" Link.

Ques. -1:- How many Online Payment Options are available on IREPS site ?

Ans.: There are two types of Online Payment in IREPS

- **Direct Debit Transaction:** In Direct Debit transactions, Once the transaction is successful money will be immediately debited from users account and will be transferred to Railways Account. Following type of E-Payment are enabled on IREPS
 - 1.1 Tender Document Cost (TDC, E-Tender)
 - 1.2 Bidder Registration Fee (E-Auction)
- **Lien Feature:** This Feature is currently available only with State Bank of India (SBI) for participating in E-Auction. In Lien amount is blocked in the User's SBI account. In Lien Feature there are three activity involve:
 - 2.1 **Integrate Bank Account :** It mean linking of SBI account with IREPS
 - 2.2 **Mark / Un-mark Amount:** It mean blocking and unblocking of amount for bidding in E-Auction

2.3 Lien Fund Transfer : EMD of lot awarded will be transferred to Railways from blocked amount .

Lien facility is the facility given to bidder to integrate their SBI Bank account with IREPS and then mark the lien for desired amount, available in their SBI account, through IREPS. Once the lien for a particular amount is held with IREPS system, user will not be able to withdraw/ use this lien marked amount from his SBI account. This amount will be used solely for bidding, bidder can however release/modify the amount of lien at later date subject to verification for availability of the same by IREPS. Lien mark/unmark can be done through link on left navigation of bidder "**Mark /Unmark Lien**" after integration of bank account through link "**Integrate bank account**". Lien Fund will be transferred after a lot has been awarded to bidder by the concerned auction conducting officer from Integrated SBI account on which lien is marked.

Ques. -2:- Which Type of SBI account will work for making online Transactions on IREPS ?

Ans.: Any User having SBI account will require Internet Banking enabled and below mentioned rights and privileges for making online transactions

- Saving, Personal and Saral account Holder require single user with Transaction rights.
- Corporate account holder (Vistaar, Vyapaar) will require two credentials (User ID and password). One for Administrator of SBI account and other a normal user of same account.

Ques. -3:- What are prerequisite for SBI online account and from SBI Branch?

Ans.: Following are the the prerequisite from SBI Branch:

2. **For Saving / Personal /Saral Account:** User ID and password with Transaction rights is required from the Bank Branch.

3. **For Vistaar / Vyapaar Account:** User ID and password is required for Admin User and Normal User. After that Admin user will assign permission as **Authorizer** to Normal User and will make **Rules** with transaction limit for making transactions. These Rules then will be approved by the Bank Branch Manager, after that this Normal user will be able to do transactions on IREPS. Administrator will manage and assign permission to the normal users. Administrator can create another new user and give the permission, but these new users and their Rules should be approved by Bank Branch Manager then only new users will be able to perform transactions. For more and latest details, please consult M/s SBI.

Ques. -4:- What is the Integration Process for Personal, Saving and Saral SBI account?

Ans: After Successful Registration Bidder can find a link “Integrate Bank Account” in left navigation. On click of this link user will be redirected to SBI website. On SBI site bidder will Enter User name and password, and will be able to see their SBI Account, select and confirm an account which he wants integrate. After successful integration, bidder will be redirected /returned back to IREPS website with a success message.

Ques. -5:- What is the Integration Process for VYAPAAR and VISTAAR SBI account?

Ans: Integration process is same as mentioned in Ques:-4 **the only difference is Vyappaar and Vistaar account will be integrated by the Admin of SBI account not by the normal user.** Normal user with Authoriser permission can perform only marking/ Un-marking of the amount.

Ques. -6:- How to Mark Lien amount ?

Ans.: Bidder mark the Lien amount any time from the link **Mark/Un-mark Lien.** After click on the link user will be asked to enter the amount and then it will be redirected to the SBI website. On SBI

site user will be asked to enter the user ID and password of the same account which was integrated with The IREPS. After successful transaction user will be redirected to IREPS site with success message.

Ques. -7:- How Lien marked amount will be unmarked after completion of bidding ?

Ans.: Bidder can Un-mark the amount any time from the link **Mark/Un-mark Lien**. User can Un-mark the amount which is not blocked in any bidding.

Ques.-8:- What to do when facing “Posting Restriction on Account” while trying for marking amount ?

Ans.: Kindly visit to your Home Branch and request Branch Manager to **Remove the Posting Restriction from Account**.

Ques.-9 :- To whom I should contact in case of any problem related to E-Payment Transactions ?

Ans.: You should only contact to EPS Help desk on the phone numbers and e-mail ID given on IREPS website. Please don not give /write any sensitive information to Help desk users like, Login ID and password.

Ques.-10 :-WHAT ARE THE REFUND PROCEDURES?

Ans.: No manual refunds will be required from Railways in case bidder decides to use Lien facility as money has not been transferred to Railway’s account.

In case of E-payment made via online Net banking in E-Auction user will seek refund from FA & CAO of respective Railways.

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