Directorate of Urban Local Bodies, Haryana

(DULB, Haryana)

User Manual for Bidders

of

e-Auctions at DULB

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About this Guide

Purpose of this Guide

Welcome to the Bidder Help Manual, your comprehensive guide to navigating the auction process with ease and confidence. This manual is designed to provide you with all the information you need to participate in auctions effectively, from registration and bid submission to post-auction activities. Whether you are a first-time bidder or a seasoned participant, you will find valuable insights and step-by-step instructions to help you succeed.

Who Should read this Guide?

This help manual is intended for anyone participating in our auction platform, including both new and experienced bidders. Whether you are participating in an auction for the first time or looking to refine your bidding strategies, this manual provides essential guidance and support. Auction administrators and staff members involved in the bidding process may also find it useful for understanding bidder interactions and facilitating smoother operations. The manual covers a wide range of topics to ensure that all users have the necessary knowledge and tools to successfully navigate the auction process.

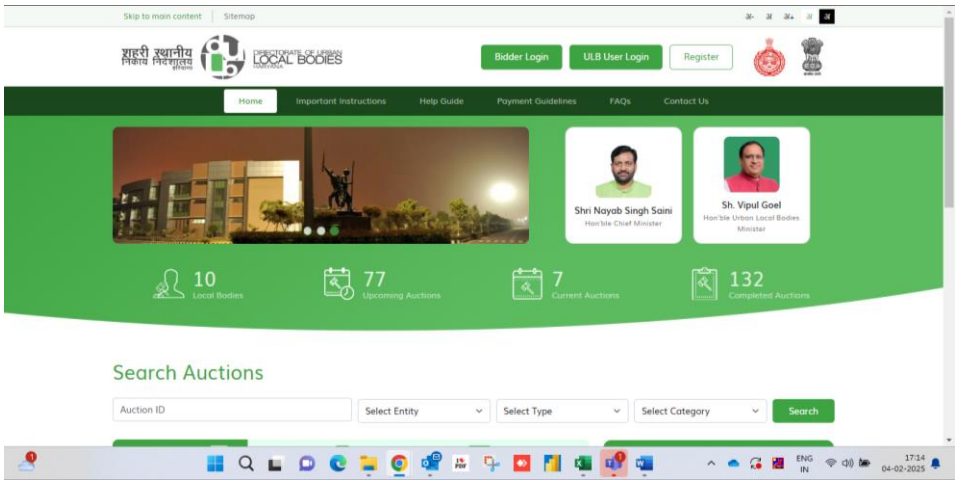
Introduction

Over the past two decades, many countries in Asia have experienced rapid economic growth. This has led to a rapid rise in their urban population. The 74th Constitutional Amendment Act of India lays the foundation for a sustainable Urban Governance System in the Country. While the national governments pursue the goals of economic development, it is generally left for the local governments to manage the rapidly growing urban areas, and to provide the basic services to the residents. In India, Urban Local Bodies are the constitutionally provided administrative units, who provides basic infrastructure and services in urban areas i.e cities and towns. For urban areas, administration of basic civic amenities like water supply, drainage, public health and sanitation are also essential.

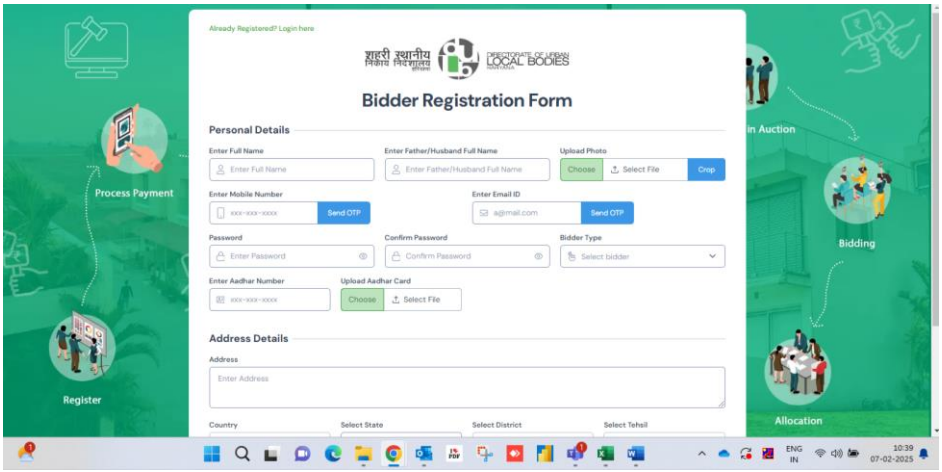
To have better co-ordination and control on the working of municipalities in the State, the Directorate of Urban Local Bodies Department, Haryana was established on 1st April 1982. The Department was established to give impetus to the 74th Amendment of the Constitution and to lay a solid foundation for the Urban Development in the State of Haryana. Over the past two decades, many countries in Asia have experienced rapid economic growth. This has led to a rapid rise in their urban population. The 74th Constitutional Amendment Act of India lays the foundation for a sustainable Urban Governance System in the Country. While the national governments pursue the goals of economic development, it is generally left for the local governments to manage the rapidly growing urban areas, and to provide the basic services to the residents. In India, Urban Local Bodies are the constitutionally provided administrative units, who provides basic infrastructure and services in urban areas i.e cities and towns. For urban areas, administration of basic civic amenities like water supply, drainage, public health and sanitation are also essential.

Bidder registration

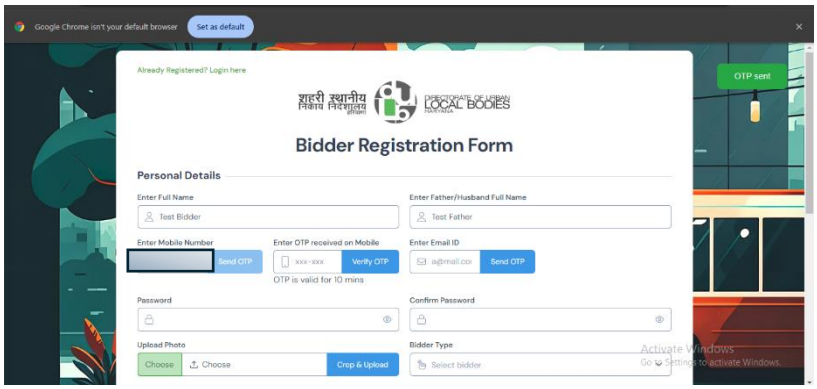
1. Open the website by entering the URL: https://auctions.ulbharyana.gov.in/.
2. On the Homepage essential information regarding current auctions, Upcoming Auctions and Concluded Auctions is displayed.
3. On the Top of the page, Click on the register button.



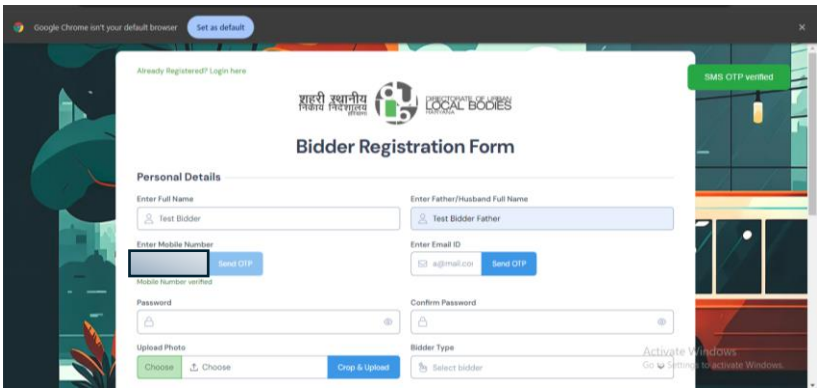
4. A bidder Registration form is opened.



5. Enter your Personal Details:
   a. Enter Full Name
   b. Enter Father/Husband Name
   c. Enter Mobile No and click on send OTP
   d. You will receive an OTP on entered mobile No.
   e. A text field is displayed to enter the OTP. Enter OTP and Click verify.

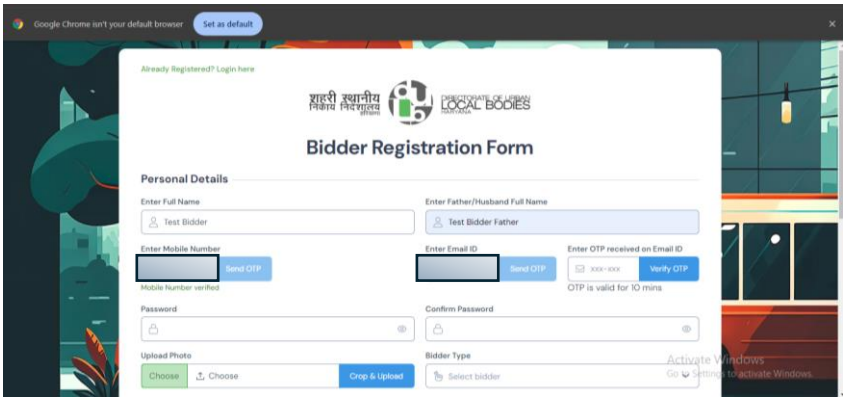


f. The message Mobile No verified is displayed to you

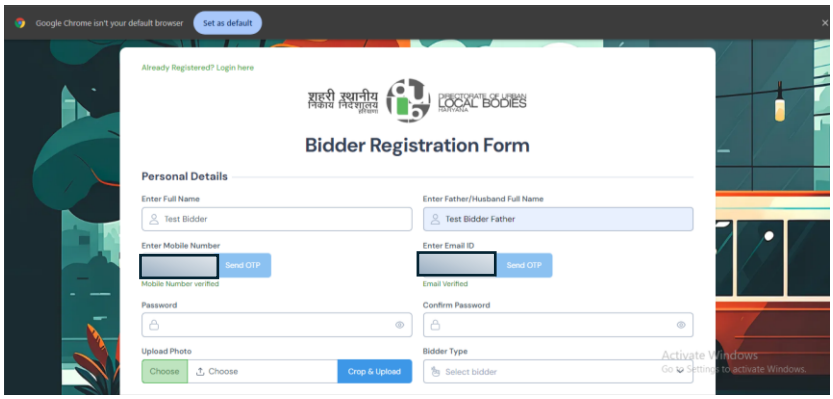


g. Similarly enter Email ID and click on Send OTP. This Email ID is used to login to the bidder profile.

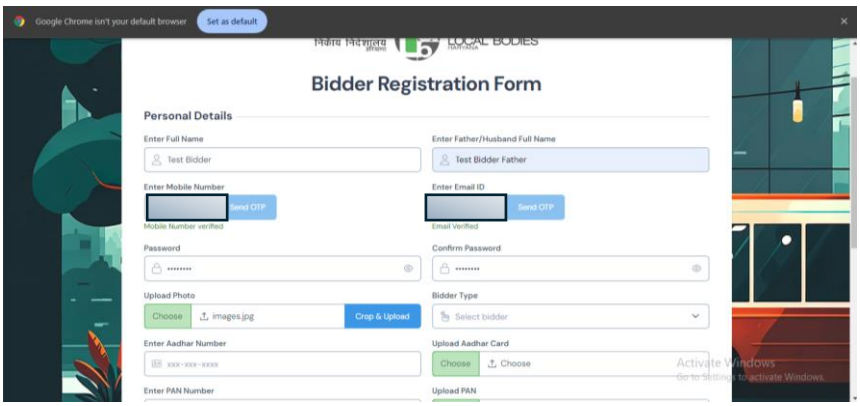
h. A text field is displayed to enter the OTP sent to the entered Email ID. Please note that the email ID entered here is used while logging in to bidder profile.



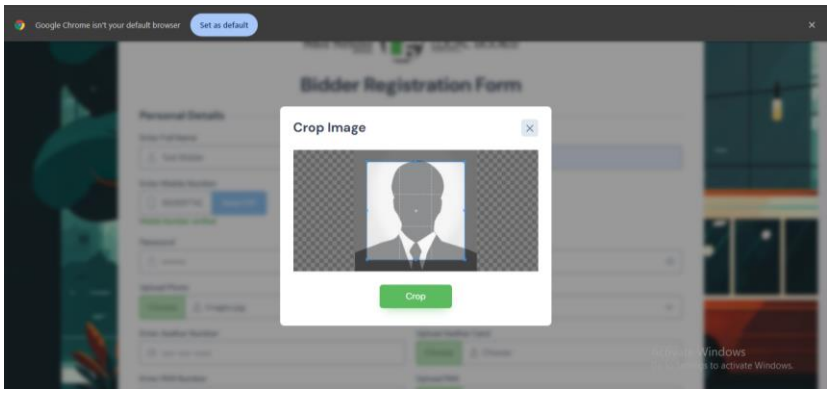
i. The message Mobile No verified is displayed to you.



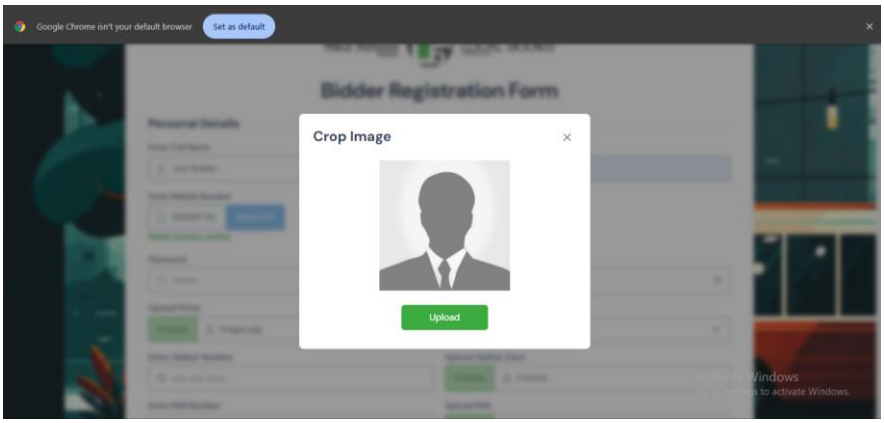
6. Then enter a password. The password must be "Alphanumeric with at least one uppercase letter, one lowercase letter, and at least one special character (!@#$%^&*()_+-). Length: minimum 8 characters, maximum 12 characters".
7. Then reenter the password. This password is used to login to the bidder account.
8. Then click on choose in the upload photo field and select your picture.



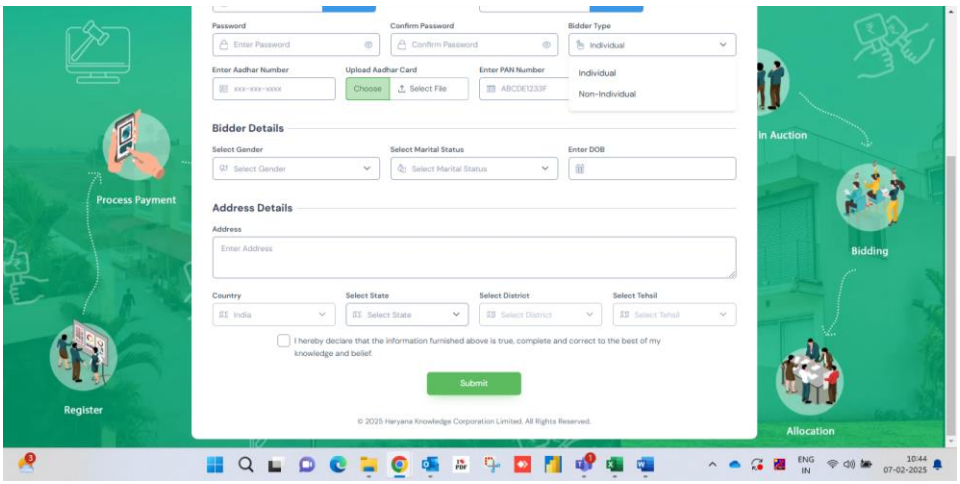
9. Then click on crop and upload. And crop your Image and click on crop.



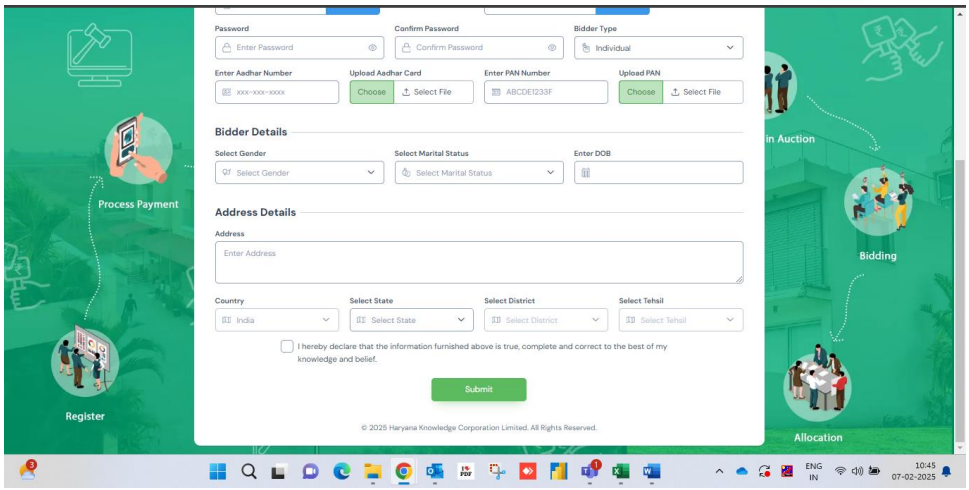
10. Then click on upload.



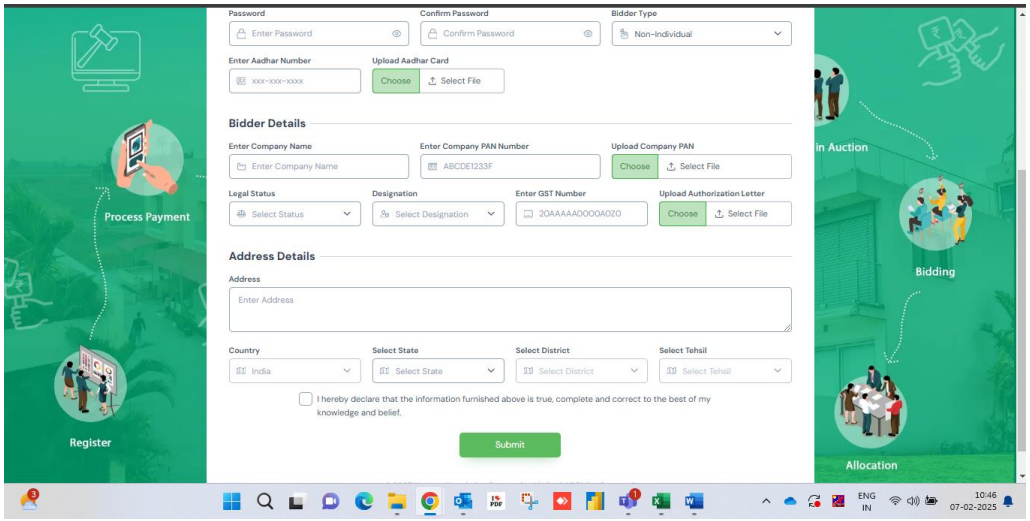
11. Then Select the bidder type.
    a. There are two bidder types:
        i. Individual
        ii. Non-Individual



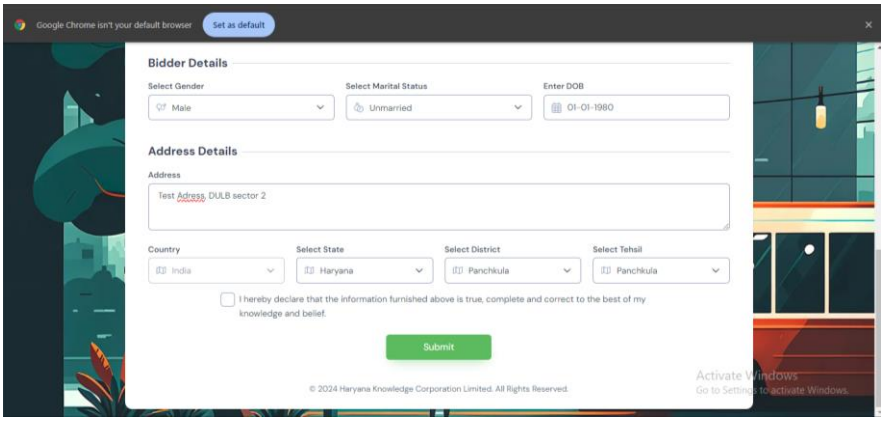
    b. For Individual bidder following details are required:
        i. Adhar No:
        ii. Pan No:
        iii. Gender
        iv. marital status
        v. DOB



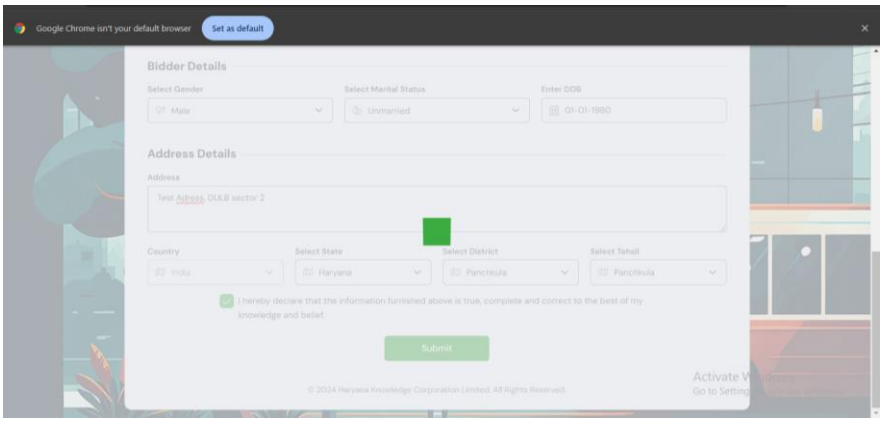
c. For Non-Individual bidder following details are required.
   i. Adhar No:
   ii. Company Name
   iii. Company PAN
   iv. Legal State (LLP, HUF, Company, Society, Trust, etc.)
   v. Designation
   vi. GST No
   vii. Authorization Letter



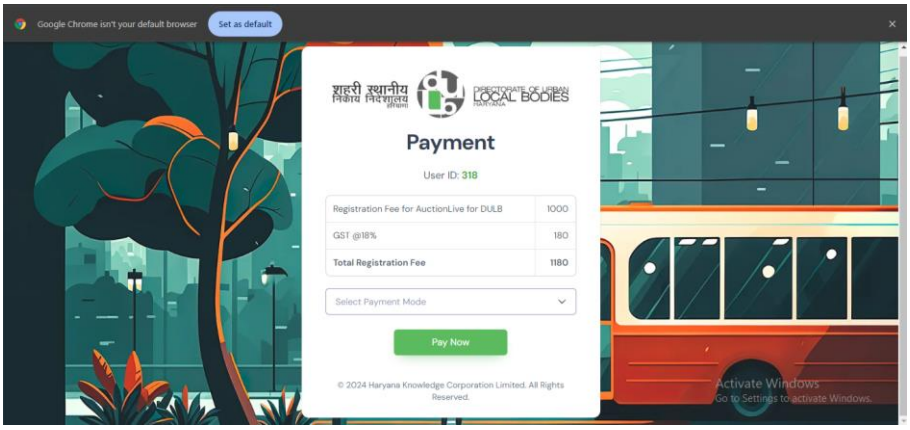
12. After entering all the details, enter the Address.



13. Then tick the check box and click on submit.

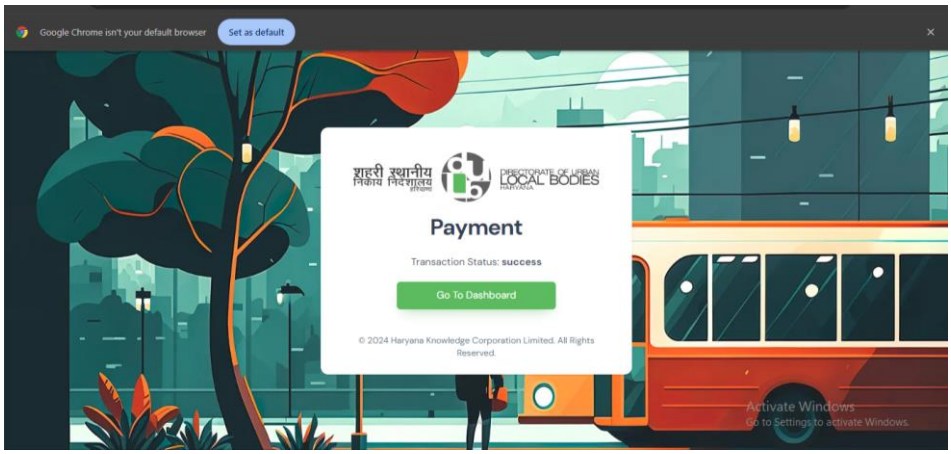


13. Then the bidder is redirected to a payment page. The Bidder must pay a registration fee. The amount of the registration fee is Rs 1000 + 18% GST.



a. After selecting the payment mode to online, click on pay now.
b. A Payment Gateway is opened and on completion of payment, the Bidder is then displayed a receipt of payment.

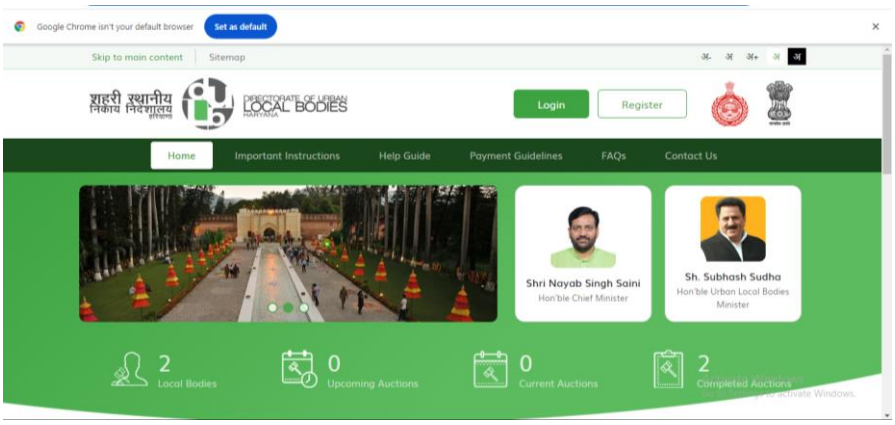
14. After successful payment the link to Bidder Dashboard is displayed to the Bidder.



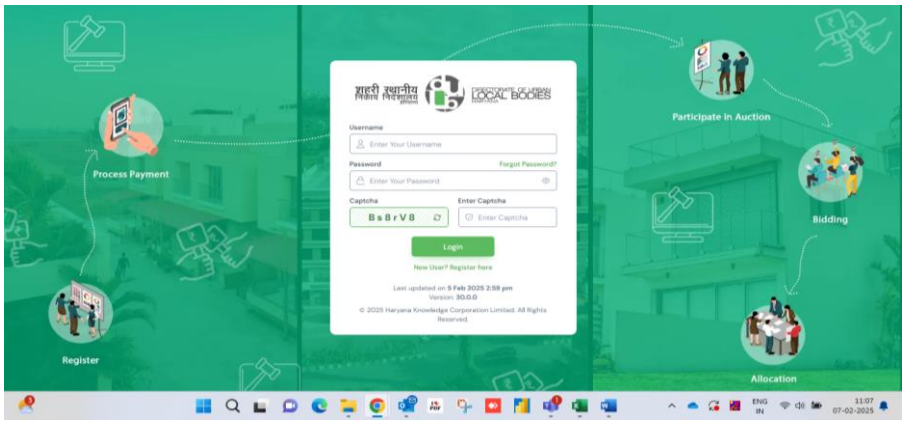
15. The Bidder can access the Dashboard with the help of “Go to Dashboard” Button or can login directly with the help of ID and password created during Registration.

Bidder Login

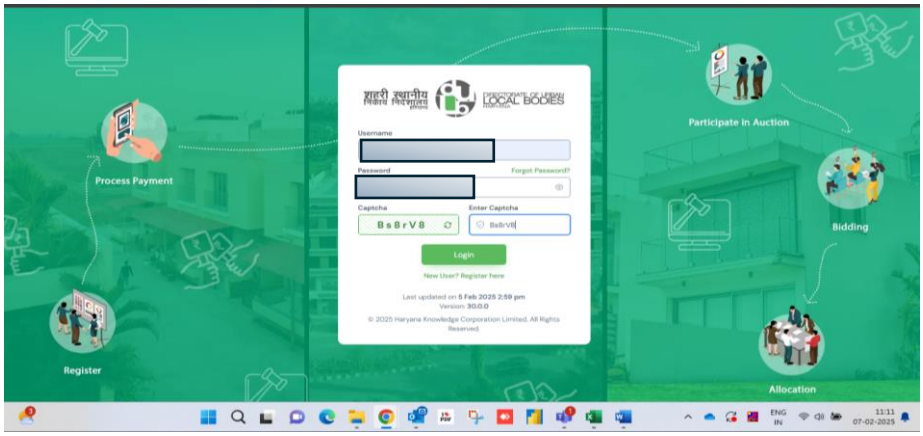
1. Go the homepage via URL: https://ulbhry.auctionlive.in/ . and Click on the Login Button on the top of the home page.



2. A login page is displayed to the bidder.

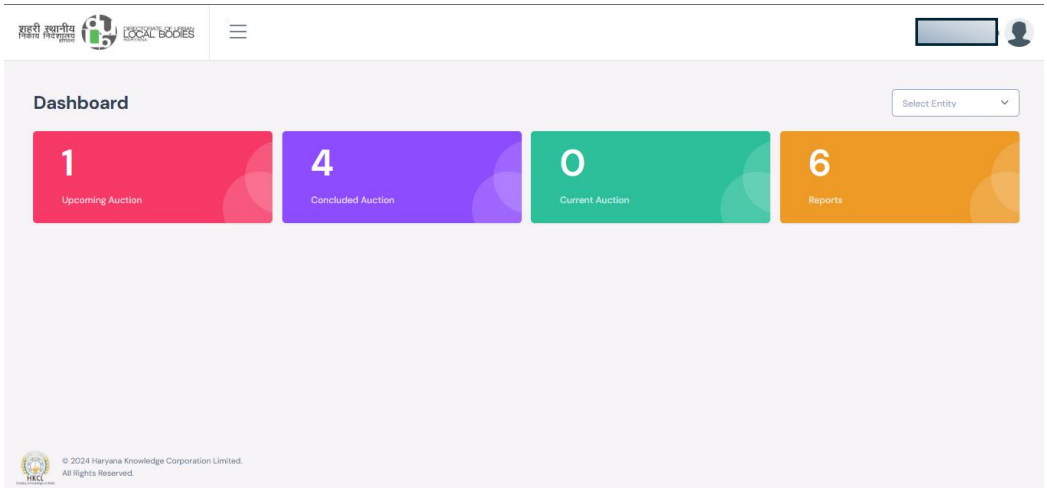


3. Enter your registered Email and Password. And click on login.



Bidder Dashboard

1. **Bidder Dashboard**: As soon as the bidder hit the Login button, Bidder dashboard is displayed to the bidder.



The Four Blocks:

On the Bidder Dashboard, there are 4 options:

i. **Upcoming Auctions:** All the published auctions are displayed in this Module.

ii. **Concluded Auctions:** All the auctions that were concluded are displayed in this module.

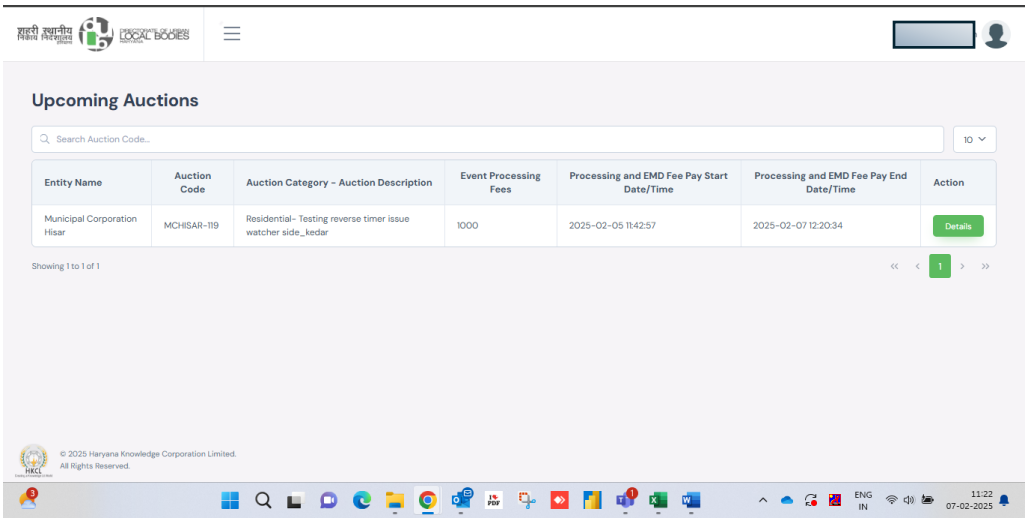
iii. **Current Auctions:** All the auctions that are live are displayed in this module.

iv. **Reports:** Reports related to payments made for all the auctions and registration through the portal are displayed under the Reports Module. Bidder can download the payment reports under this module.

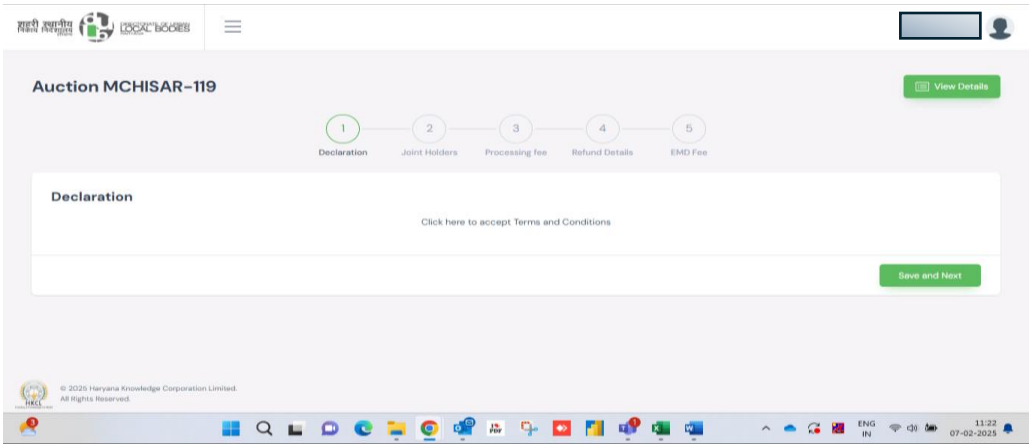
v. The Bidder can filter the auctions entity with the help of filter provided in the top left corner of the bidder dashboard.

Auction Participation

2. Auction Participation:
   a. Click on the Upcoming Auction, All the published auction is displayed to the bidder.
   b. The details provided in this module are:
      i. Entity name
      ii. Auction Code
      iii. Auction Category- Auction Description
      iv. Event Processing Fee
      v. Processing and EMD fee Start date/time
      vi. Processing and EMD fee end date/time
      vii. Action

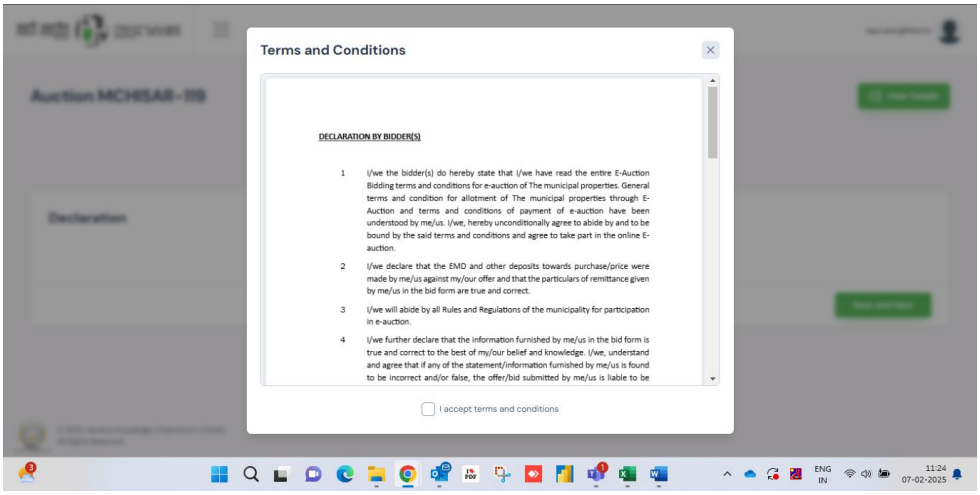


   c. Then the Bidder clicks on the Details button in the Action Column.



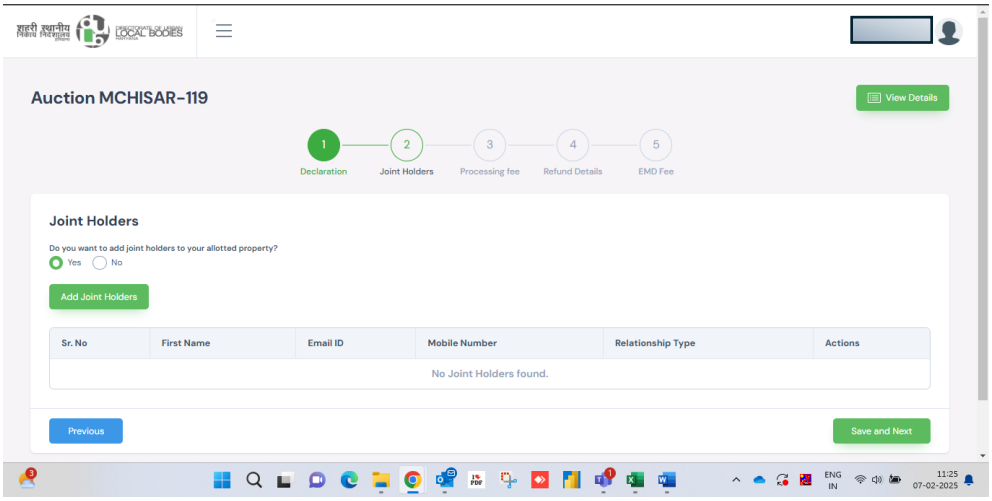
a. The auction participation has 5 steps:

i. **Declaration**: Bidders need to accept the terms and conditions. Then click on the Save and Next.

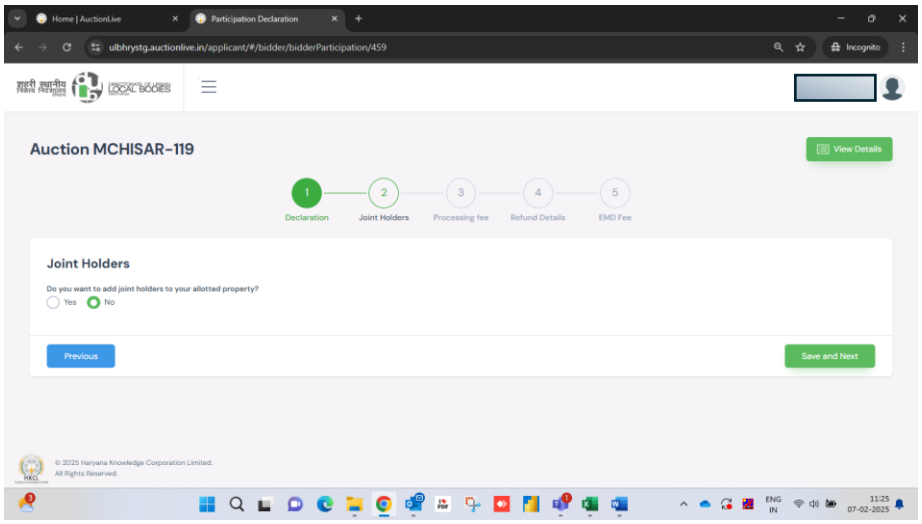


ii. **Joint Holders**: Details of joint holders (if any) is added in this step.

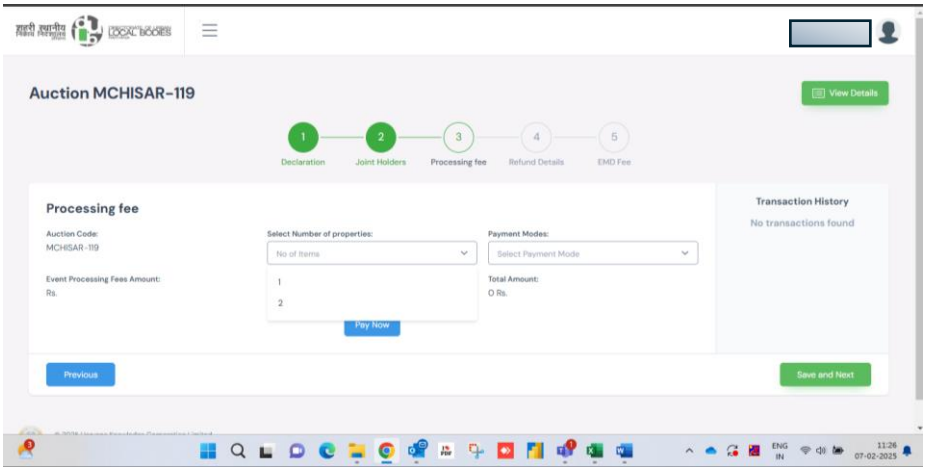
1. In case of Joint holders select yes and click on add joint holders and fill the necessary details.



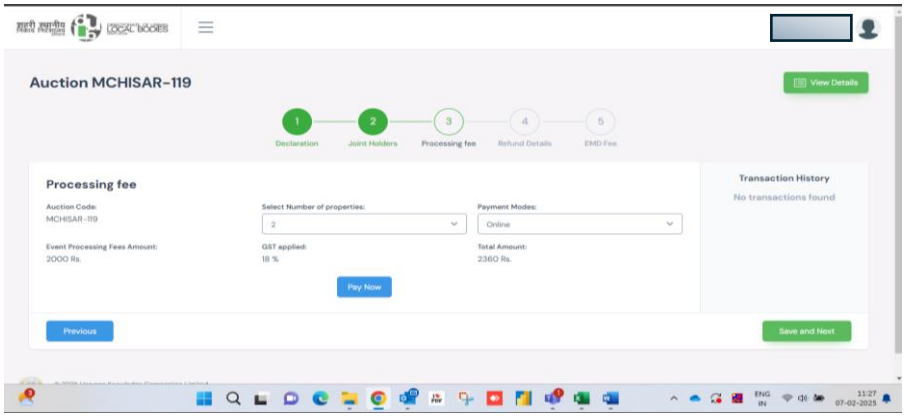
2. In case if there are no joint holders, then select No and click on the save and next.



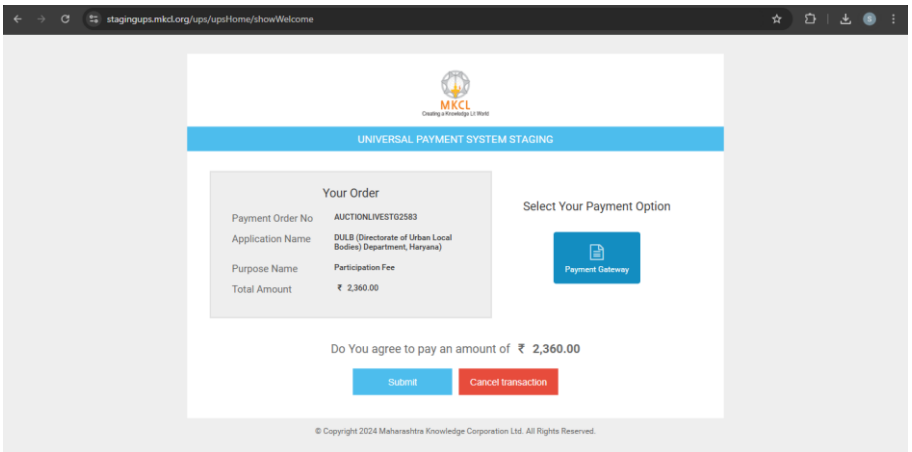
iii. Processing fee: Processing fee is paid online via payment gateway.



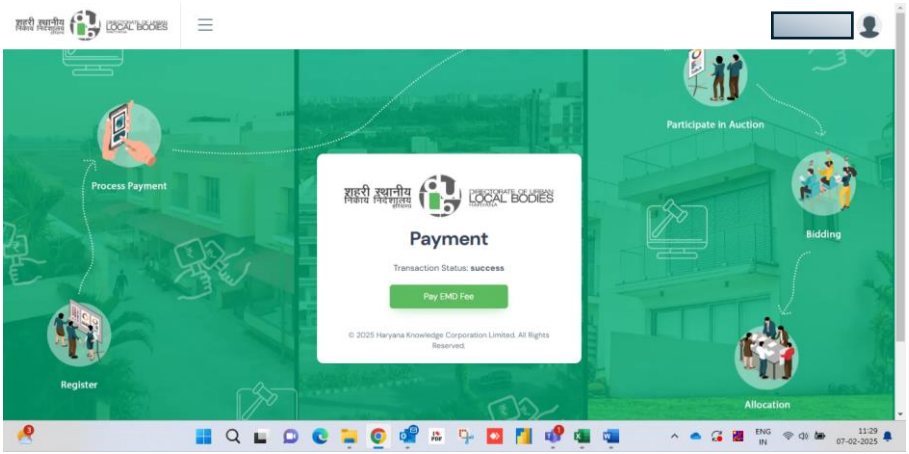
1. Select No of Properties: The bidder can select the No of properties he want to opt for the auction.
2. Select mode of payment: Online.



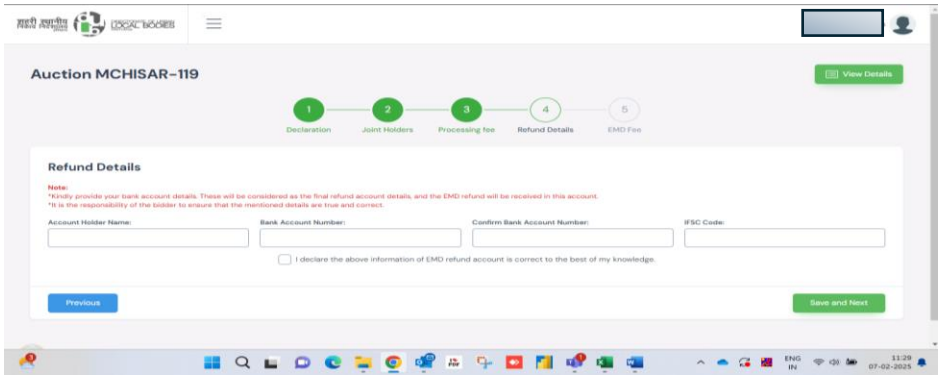
3. Click on the Pay Now Button. A Payment Gateway is opened for payment of Processing Fee.



4. Complete the transaction. And Then Click on the Pay EMD Button.

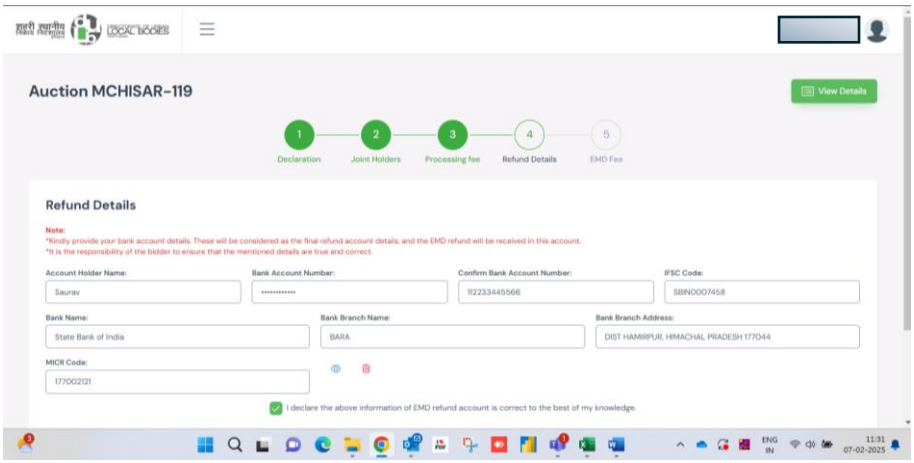


iv. Refund Details: Refund details for EMD refunds is then added here.



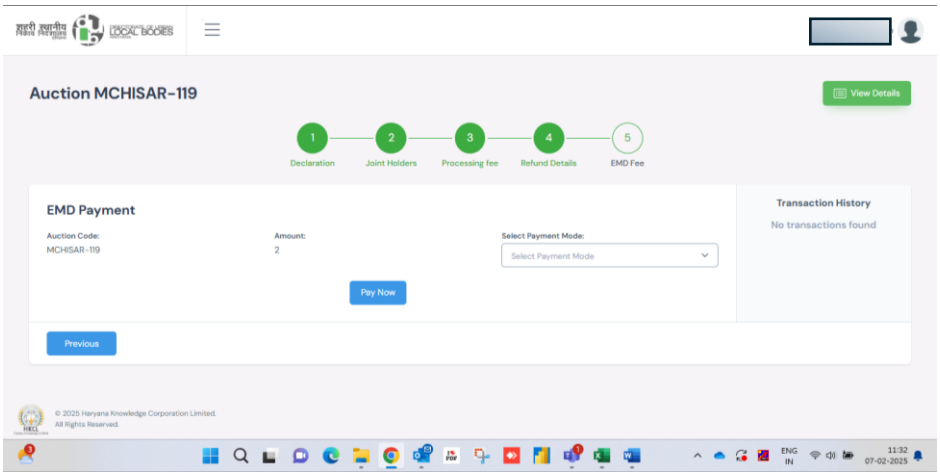
1. Enter Details:
   a. Account Holder Name

b. Bank Account No (Please Enter bank account no carefully as the EMD is refunded directly to the account holder)
c. Confirm Bank Account No
d. IFSC code (IFSC code is used to fetch the bank details of the bidder.)
e. After adding IFSC code, bank details is displayed to the bidder.
f. An option to upload the cancelled cheque or passbook front page is displayed. Scanned copy of the same is then uploaded. And click on save and next.

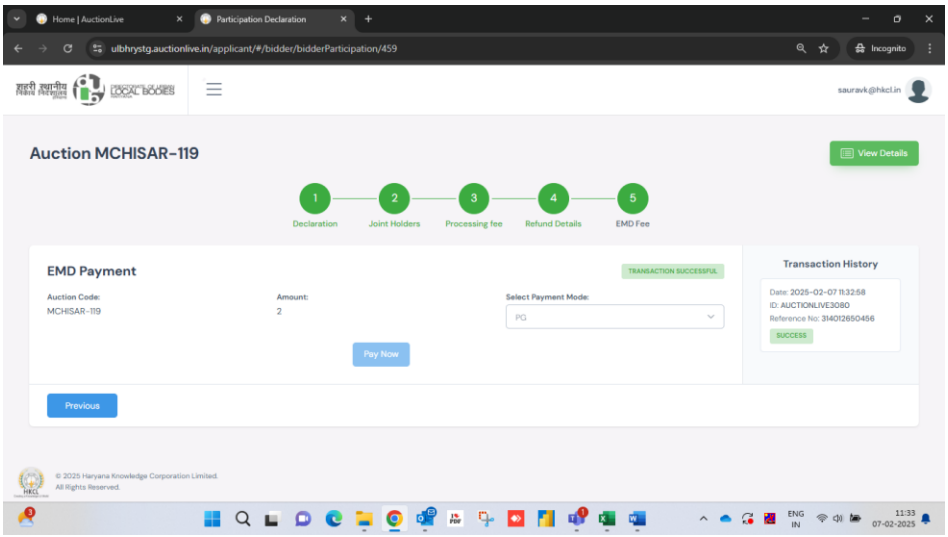


v. EMD Fee: Select payment mode and click on payNow

1. Payment modes available are: PG and Challan.



2. Complete the payment.

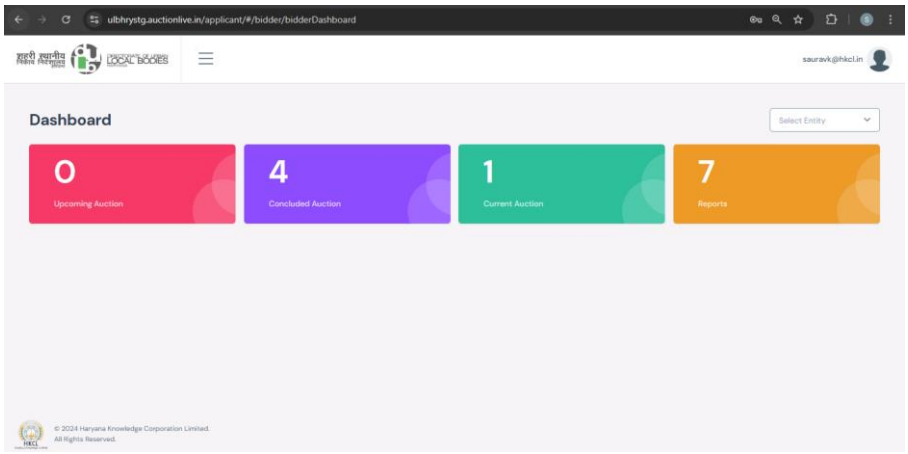


Note:

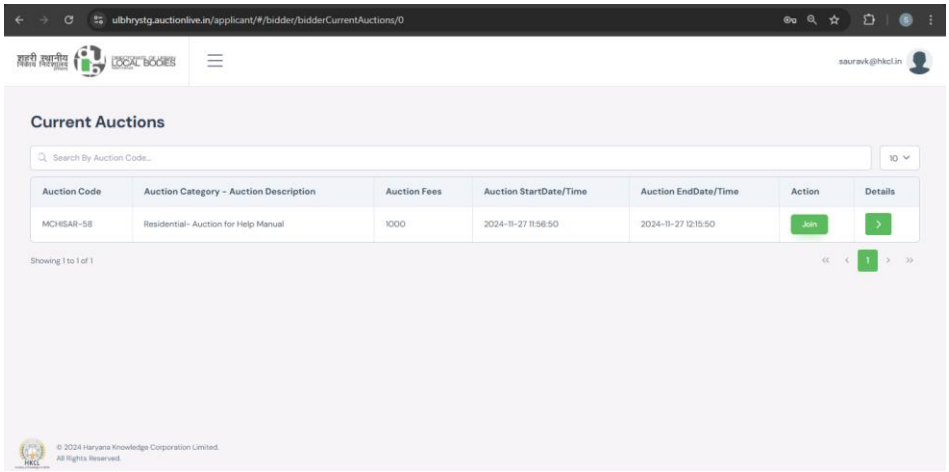
- After the expiry of Processing Fee and EMD end date and time, the participated Auctions are then scheduled by the department on the given date.
- Scheduled auctions are then displayed to the bidder under the “Current Auction” Tab.
- A passcode is sent to the bidder through the email and text message on the registered mobile number and registered email address of the bidder.
- Auction start date and time are also mentioned in the email.
- The Bidder then can join the auction on the scheduled time and date with the help of the Passcode.

Auction Joining

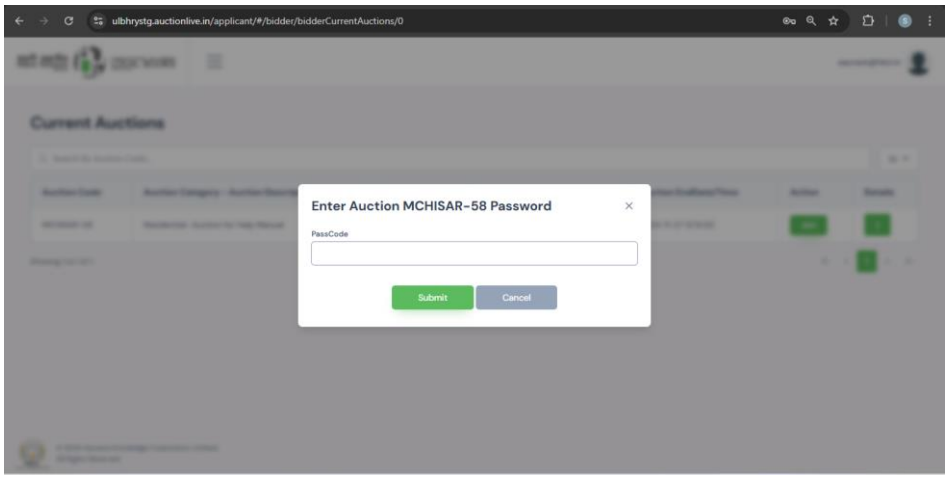
1. Auction Joining:
    a. Login to the e-Auction Portal:



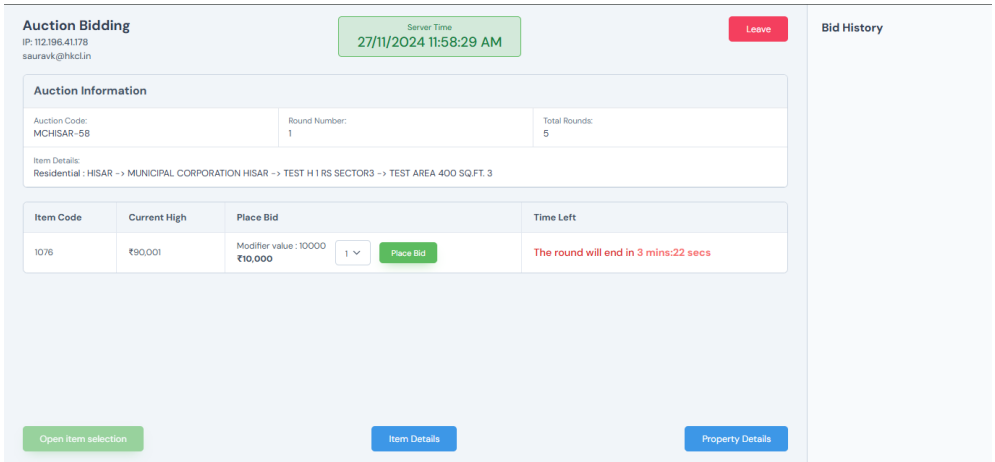
    b. Go to the Current Auctions Tab.



    c. Click on the Join Button.



d. Enter the passcode received by mail or mobile in the given field and Click on the Submit Button.



e. The Bidding Screen is displayed to the bid. The bidding screen displays:

i. Auction Information:

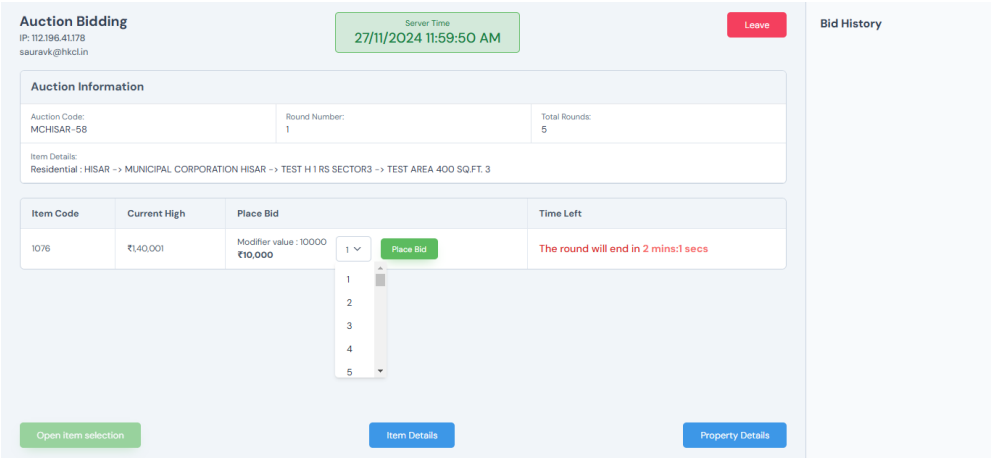
1. Auction Code
2. Round No
3. Total Rounds
4. Other details

ii. Bid History: Track of the bids placed by the bidder.

iii. Bidding Module:

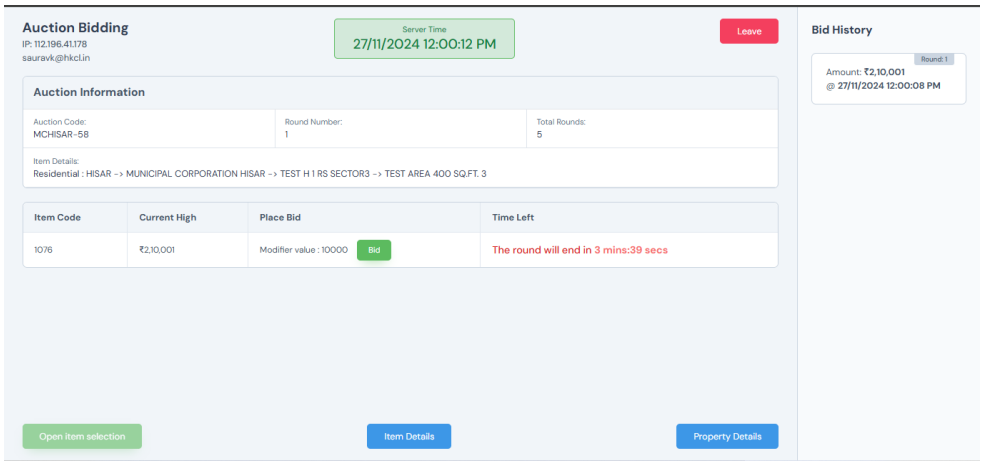
1. Item Code
2. Current High
3. Place bid
4. Time left

Bidding



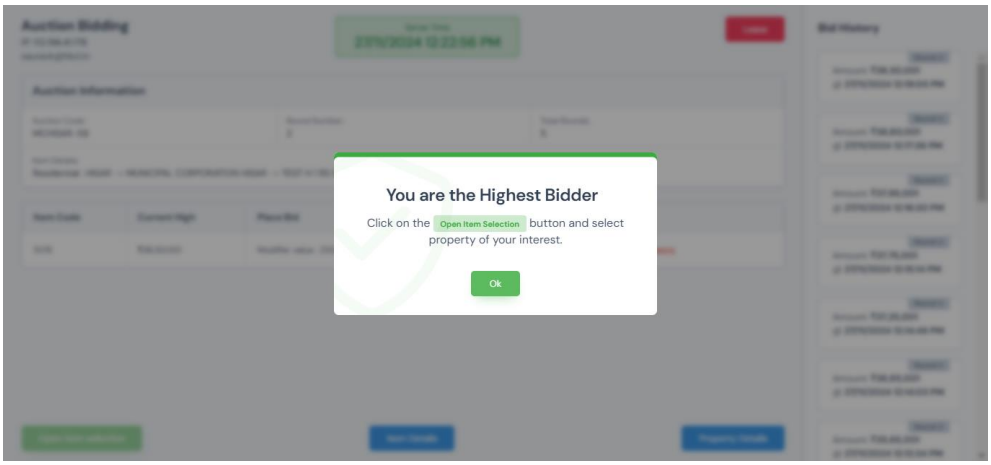
f. To place a bid:

- **i.** select the multiple of the bid factor you want to raise the bid and then click on place bid.
- **ii.** The bid placed is then reflected in the bid history column.
- **iii.** Each time a bid is placed, bid history is updated with the latest bid.



g. H1 Bidder:

- **i.** If the bidder is the highest bidder, the following message is displayed to the bidder.
- **ii.** A congratulation message is also sent to the bidder for becoming the provisional highest bidder
- **iii.** System then asks the bidder to choose property of his choice.



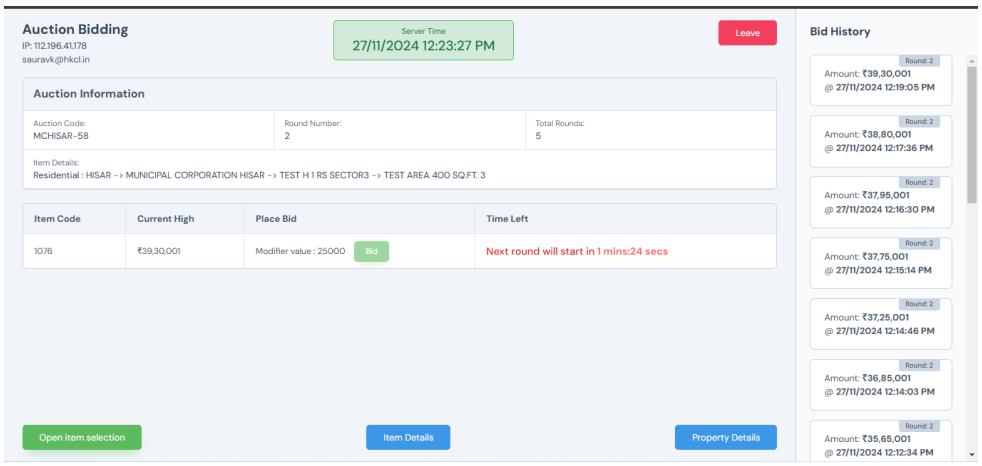
Important Note:

- Due to network fluctuations, if a bidder remains idle for a certain period, the system may automatically remove the bidder from the auction. In such cases, the bidder must click on the **"Join"** button to re-enter and continue participation in the auction.
- In rare cases and due to network fluctuations, the open item selection may not be highlighted during property selection. Then random property may be allocated to the bidder by the system as per ULB policy.
- In case of internet disconnection, especially while using multiple auctions, the bidder may be disconnected from the auction. Once the internet connection is restored, the bidder must rejoin the auction by clicking the **"Join"** button in each auction.

Property Selection

h. "Open Item Selection":

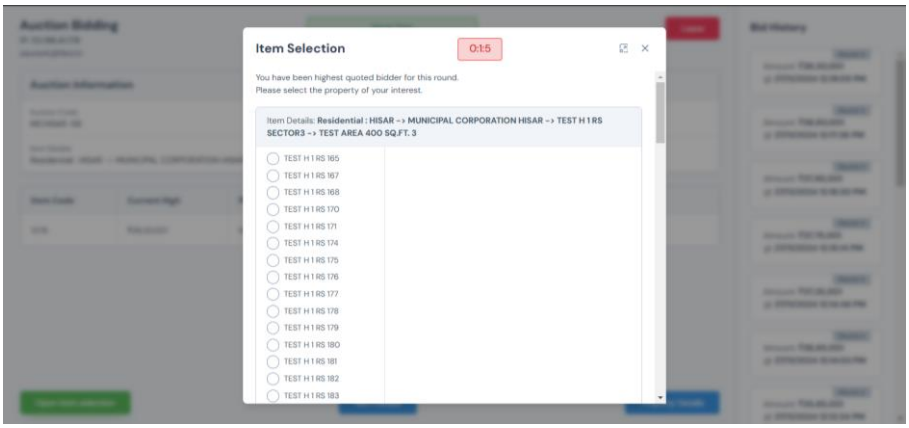
i. Once the bidder becomes the highest bidder, Open item selection button is enabled.

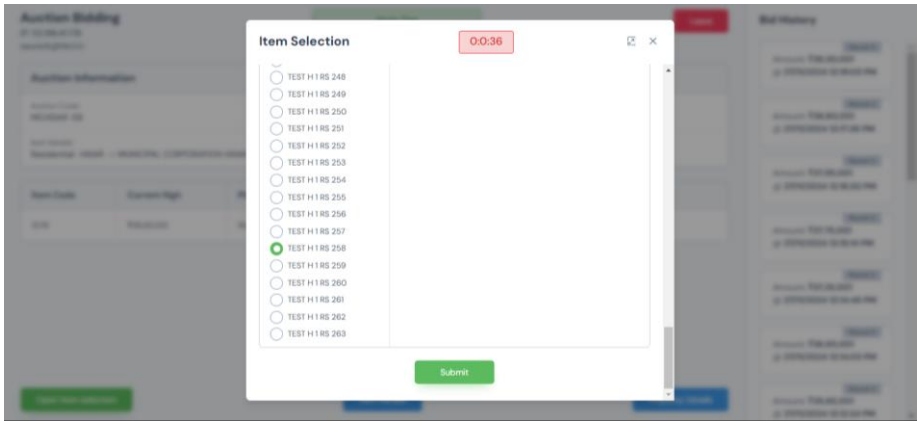


i. Item Selection:

i. Bidder then can choose the property of his choice within prescribed time.

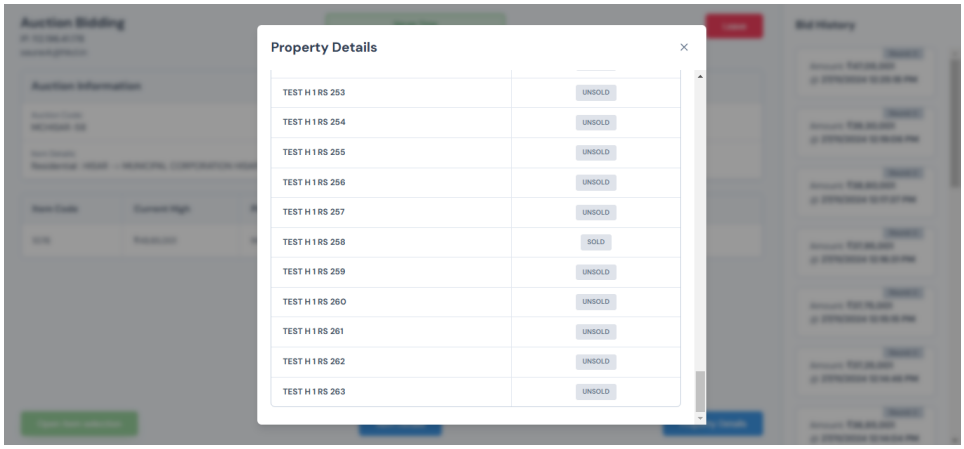
ii. If the bidder did not choose property then the system randomly allocates a property listed under the item selection to the bidder.

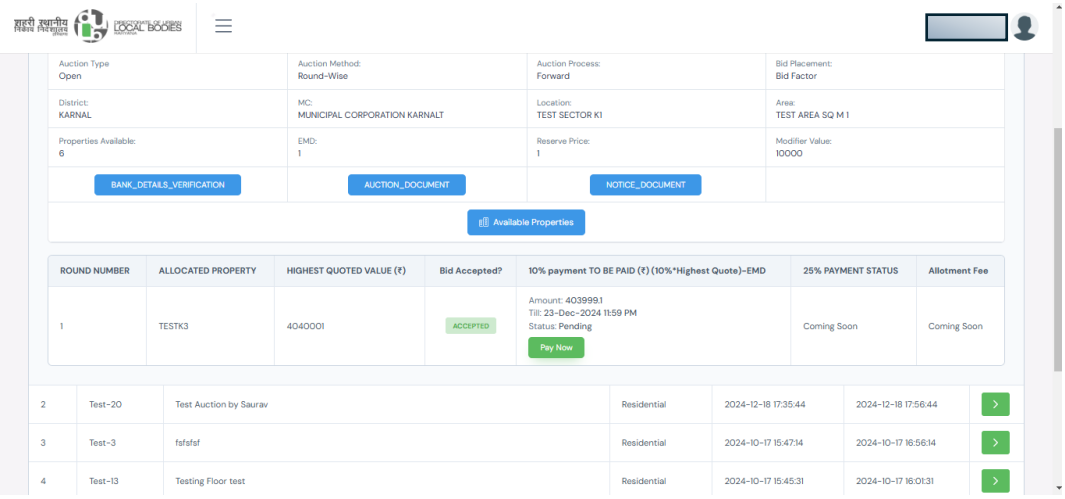




j. The status of the selected property is then changed to Sold.

k. The bidder is then notified SMS for being the provisional H1 bidder for the auction.



Bid Acceptance

1. As the auction is concluded, then the auction is displayed in the concluded auction list.
    a. As soon as the quoted bid is accepted by the authorities the bidder is notified by mail to be the entitled H1 bidder for that auction.
2. The Bid Acceptance status is then displayed to the Bidder when the bidder clicks on the action button for the concerned auction.
    a. If the bid is accepted, then the link for payment of 10 percent of the quoted price is displayed to the bidder along with the time as specified in the auction policy.
    b. If the bid is rejected, then the EMD is Refunded to the bidder's account.