

Frequently Asked Questions (FAQs)

Q-1 What is the purpose of this Portal?

Ans. This portal provides an enhanced user experience through seamless single-window access to information by search based on the type and location of property put up for e-auction by Indian banks. The common platform also provides for smooth navigation to the bank e-auction site once a notified property is selected. Presently 21 banks are onboarded on this portal. The list can be seen on the home page.

Q-2. Does a user require registration/login to use the portal?

Ans. User can directly access the portal without registration/login.

Q-3. What are the browser specifications for access, if any?

Ans. The portal is best viewed in IE 9.0+, Mozilla Firefox, Google Chrome

Q-4. What benefits are derived from this portal?

Ans. Potential bidders can select segmented data bank-wise and as per location (States and Districts) across banks.

Q-5. What is the meaning of notified property?

Ans. Notified properties are those which are notified by the banks for auctioning with auction date and time. Apart from notified properties, banks also upload property information which will be up for auction in near future but date and time is still to be notified.

Q-6. What comprises property details as provided by the banks?

Ans. Property type, location, number of rooms (in residential property) and type of ownership (freehold, leasehold, cooperative society and others) and reserve price range, This will enable bidders to **compare similar properties and choose properties of interest** from the displayed list by clicking to view the bank e-auction date, reserve price and property address and description. Photographs and videos of properties that have been uploaded can also be viewed.

Q-7. What searchable parameters available with the user?

Ans. User can search property details State-wise, District-wise and bank-wise.

Q-8. Is nature of ownership of property given?

Ans. Information of the nature of ownership in the categories freehold, lease hold, cooperative society and others is available on the portal.

Q-9. Is property classified in terms of its nature of use?

Ans. Yes, property is searchable across residential, commercial, industrial, agricultural and others.

Q-10. What type of residential property information is available in addition to the address?

Ans. Residential property information is available with regard to the number of rooms (one room, two BHK, three BHK, other) and type of property (villa, individual house, bungalow, farmhouse, plot).

Q-11. What type of Commercial property information is available?

Ans. Commercial property information is available with regard to type of property: Office, Shop, Mall, Godown, Plot

Q-12. What type of Industrial property information is available?

Ans. The following types of industrial properties are indicated: Industrial Plot, Industrial Shed, Shed with Plant and Machinery.

Q-13. Can user bid online for property shown on the portal?

Ans. This facility is not available on this platform but on clicking on the tab on property details page the portal provides for smooth navigation to the bank e-auction site for notified property where the user can bid online

Q-14. How can queries /complaints be lodged?

Ans. For any queries/complaints please email to Ids provided at Annexure-I

Annexure-I

In case of any further information about a specific property, you may contact respective Bank through e-mail.	
Public Sector Bank	E-mail id
Allahabad Bank	gmrr@allahabadbank.in , ho.recovery@allahabadbank.in
Andhra bank	rmd@andhrabank.co.in
Bank of Baroda	gm.recovery.bcc@bankofbaroda.com
Bank of India	headoffice.ar@bankofindia.co.in
Bank of Maharashtra	gmrnr@mahabank.co.in , cmlegal@mahabank.co.in
Canara Bank	haripv@canarabank.com , recoverywing@canarabank.com
Central Bank of India	g mrecovery@centralbank.co.in
Corporation Bank	sarfaesi@corpbank.co.in
Dena bank	legal@denabank.co.in
Indian Overseas bank	recov@iobnet.co.in
IDBI Bank	sk.lingappa@idbi.co.in
Indian Bank	holegal@indianbank.co.in
Oriental Bank of Commerce	recovery@obc.co.in , law@obc.co.in
Punjab and Sind Bank	gmlr@psb.co.in , gmpd@psb.co.in , holr@psb.co.in
Punjab National Bank	alamkrita@pnb.co.in , jinsy.antony@pnb.co.in iyotirath@pnb.co.in , satishchawla@pnb.co.in
State Bank of India	data.samg@sbi.co.in , dgmops.sarg@sbi.co.in
Syndicate Bank	corecdept@syndicatebank.co.in
UCO Bank	gm.recovery1@ucobank.co.in , horec.calcutta@ucobank.co.in
Union Bank of India	gm.recovery@unionbankofindia.com
United Bank of India	g mrecv@unitedbank.co.in , dgmrec@unitedbank.co.in , agmrecv@unitedbank.co.in
Vijaya Bank	legal@vijayabank.co.in