



Business Reform Action Plan 2016 Response by Government of Maharashtra

Area 2b: Online Single Window System

21: Implement an online Common Application Form (CAF) for all required clearances or approvals in the single window

Response: **Yes**

Remarks:

Government of Maharashtra institutionalised Maharashtra industry trade and investment facilitation cell - '**MAITRI**' on 27th February 2014 under the aegis of Industries Department. Situated at Ballard Estate - Mumbai, MAITRI is the dedicated physical body that functions as a one stop solution for all investment & Industry related information and services.

Investor can obtain information regarding all State approvals applicable to establishing his business and start operations on MAITRI. Additionally comprehensive checklist for all required pre-establishment and pre operation NOCs/approvals has been developed on MAITRI. Currently investor can apply for close to 19 services through MAITRI Single Window by filling a Common application form which is easily accessible on MAITRI website (<https://maitri.mahaonline.gov.in/>)

Below is the step by step procedure to apply for services through MAITRI Single Window:

1. User/ Investor needs to create a User Log-In using his basic details and an auto-generated OTP (using his mobile phone)
2. After successful registration, he is transferred to the MAITRI, where he can see the Dashboard and the CAF
3. Clicking on CAF tab, the user lands on Industry Information page, where he is required to fill in the details related to his Industry like Address of the registered office, investments, requirements, etc.
4. On uploading the required document proofs and submission, the user gets a success message prompt which also redirects him to the online payment link
5. The user can select the payment gateway from a range of options (Netbanking, IMPS, Debit/ Credit Card) and prominent banks
6. Once the payment is successful, the user gets redirected to the dashboard of MAITRI, where he can see details like his CAF application ID, payment and status.
7. He also gets access to the comprehensive list of services to which he can apply through his MAITRI details
8. On Applying for any of these services, the user can track the status of the application from MAITRI and doesn't have to go to the Department website each time.

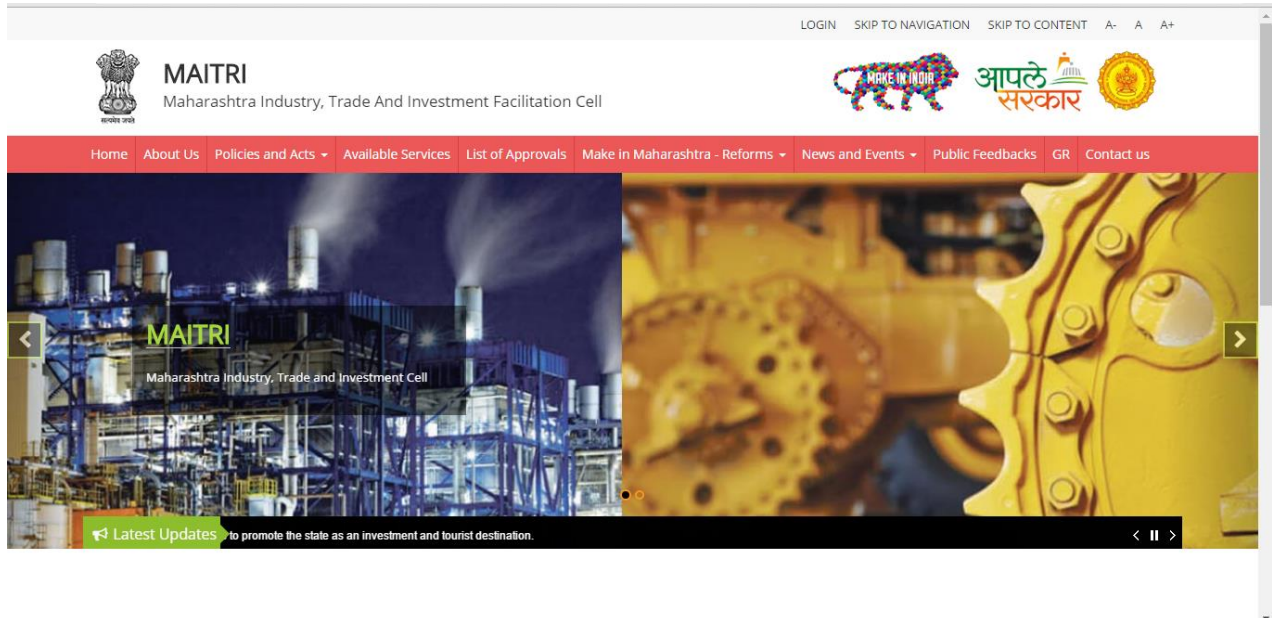


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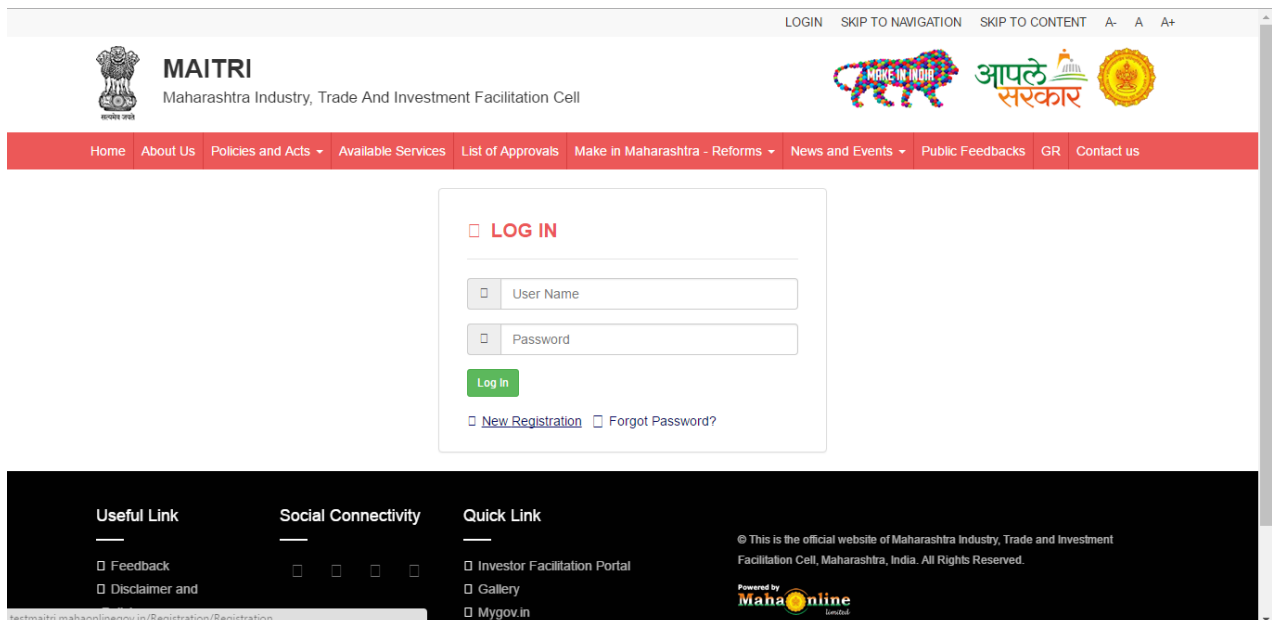
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Supporting Documents:

1. The user needs to use the above URL and go to the MAITRI homepage



2. The user needs to register himself on MAITRI in order to log in on the single window portal.





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- The user needs to fill in the New User registration form and he can verify the registration using a valid mobile number and an auto-generated OTP.

MAITRI
Maharashtra Industry, Trade And Investment Facilitation Cell

Home About Us Policies and Acts Available Services List of Approvals Make in Maharashtra - Reforms News and Events Public Feedbacks Contact us

REGISTRATION

Full Name **Gender** Male Female TransGender

PAN Number **Aadhaar Number** **Mobile No.** **Enter OTP**

User name **Password** **Confirm new password** **Email-id**

Username already exists!

Try another
Enter the text you see above:

- The applicant then gets transferred to the Landing Page of MAITRI dashboard which is empty and the user can see the CAF application and Services provided

MAITRI Hi, kavita

- Dashboard
- Change Password
- Forms
- CAF **Step 1**
- Services Provided **Status**

APPLICANTID	APPLICANTNAME	SERVICENAME	PAYMENTDATE	DOCUMENTSTATUS	PAYMENTSTATUS	DOWNLOAD RECI
There are no items to display						

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5. The applicant needs to update the different tabs with fields capturing his personal details and the industry related details for the CAF.

Industry Information

Name of the Industry: ITIndustry
Background of the Company: ITIndustry

ADDRESS OF REGISTERED OFFICE

Plot no.: A21
Street Address 1: ABC
Street Address 2: ABC
District: Mumbai City
Taluka: Ward ABCD
Village: ABCD-400034
Pincode: 453256

ADDRESS OF HEAD OFFICE /COMPANY HEADQUATERS

Plot no.:
Street Address 1:
Street Address 2:

LANDLINE NUMBER

Country code *	STD code	Landline no
91	244	8888888

FAX NUMBER

Country code *	STD No	Fax No
91	911	7777777

Website: http://www.airtel.in/

Move to next Stage >>

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Language HL,shivarinalk

Industry Information

INDUSTRY DETAILS

PAN Number of the Industry 1111111111	TIN Number of the Industry 2344544444	Nature of Industry Proprietary
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TYPE OF INDUSTRY

Manufacturing Service Industry (Retail) IT/ITES

EXPECTED TOTAL PROJECT COST

Total Project Cost (in INR)
500000000000

EXPECTED FIXED CAPITAL INVESTMENT DETAILS

Total 100888887	Investment in Plant & Machinery (in INR) 9000000	Investment in Land (in INR) 988888
Investment in Building (in INR) 00000000	Investment in Other (in INR) 00000000	

Language HL,shivarinalk

Total Project Cost (in INR)
500000000000

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Total 100888887	Investment in Plant & Machinery (in INR) 9000000	Investment in Land (in INR) 988888
Investment in Building (in INR) 9000000	Investment in Other (in INR) 89999999	

PROPOSED MEANS OF FINANCING

Equity / Internal Accrual (in INR) 10000000	Term loans from Financial Institutions (in INR) 10000000	Unsecured loan (in INR) 10000000
Other sources (in INR) 1000000	Category of industry / enterprise Large Industry	

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Language HI, shivarinak

Total Project Cost (in INR)
5000000000000

EXPECTED FIXED CAPITAL INVESTMENT DETAILS

Total	Investment in Plant & Machinery (in INR)	Investment in Land (in INR)
100888887	9000000	988888
Investment in Building (in INR)	Investment in Other (in INR)	
9000000	89999999	

PROPOSED MEANS OF FINANCING

Equity / Internal Accrual (in INR)	Term loans from Financial Institutions (in INR)	Unsecured loan (in INR)
10000000	1000000	10000000
Other sources (in INR)	Category of industry / enterprise	
1000000	Large Industry	

Move to next Stage >>

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Language HI, shivarinak

REGISTRATION

Category of Registration <input checked="" type="radio"/> IEM-B/LOI/IL <input type="radio"/> EOU <input type="radio"/> SEZ/STPI <input type="radio"/> Udyog Aadhar	Registration Number 32124655555	Date of Registration (DD/MM/YYYY) 01/06/2016
	Industry Sector Agro and Food	

DETAILS OF PRODUCTION

Product Name abc	Major raw materials sdds	Estimated installed production capacity (no./ton/litre) 767777	+Add flow
Expected turnover <input checked="" type="radio"/> < INR 50 crore <input type="radio"/> INR 50 - 100 crore <input type="radio"/> INR 101 - 500 crore <input type="radio"/> INR 501 - 1000 crore <input type="radio"/> INR 1,001 crore	Date of Commencement (MM/YYYY) 06/2016		

EXPECTED EMPLOYMENT DETAILS

Employment	Male (No.)	Female (No.)	a) Skilled
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The screenshot shows a web form titled "Project Details". It contains several sections: "STATUS OF INDUSTRY" with radio buttons for "New" (selected) and "Expansion or Diversification"; "PREFERRED LOCATION" with radio buttons for "MIDC" (selected) and "Non-MIDC"; "LAND DETAILS" with a "Land Requirement" field containing "1165", a "Whether land is in possession" field with "Yes" (selected) and "No" radio buttons, and a "District" dropdown menu set to "Latur"; "Estimated annual power requirement in KW" (1222), "Estimated annual power requirement in m3" (1212), "Estimated annual effluent quantity in m3" (123), and "Estimated annual solid waste quantity in kg" (1234); and "FUEL REQUIREMENT" with radio buttons for "CNG" (selected), "LNG", and "LDO". A green button at the bottom says "Move to next Stage >>".

6. On the successful uploading of document proofs and the submission of CAF, a message for payment pops up.

The screenshot shows a success message dialog box overlaid on a form. The dialog box has a green checkmark icon and the text "Message!" followed by "Your documents has been saved successfully. कृपया आपका पेमेंट कराये." (Your documents have been saved successfully. Please make your payment). There is an "OK" button at the bottom of the dialog box. The background form is dimmed and shows a "submit" button.



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HI, shivaninalk

MakePayment

Online Payment ₹

Application Id	Maitri14D6567B4
Service Name	Maitri
Name	NaikShivani
Service Tax (%)	15.00
MahaOnline Service Charges	20000.00
Total Service Tax	3000.00
Total Amount(Reg.+ Portal Fee + ST)	23000.00

[Confirm](#)

Net Banking | Credit/Debit Card | IMPS

- Rs 5 for transaction amount up to Rs. 500
- Rs 10 per transaction for payment from 500 and above.

Pay Gov India (All Major Banks), NDML for Govt. of India

- Rs.5 for per transaction payment
- Rs 2.5 for per transaction payment
- Rs 2.5 for per transaction payment
- Rs.5 per transaction for payment up to Rs.500
- Rs. 10 per transaction for payment from 500 and above.
- Rs.5 per transaction for payment up to Rs.500
- Rs. 10 per transaction for payment from 500 and above.

Pay Gov India (All Banks)

ICICI Net Banking

Yes Bank Net Banking

SBI e Pay

TOM Bank Net Banking

PWYU Bank Net Banking



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MahaOnline limited
(A Joint Venture Between Govt. of Maharashtra & TCS)

Government of Maharashtra Portal

Payment Details

Name	: Nakk Shivani
Selected Service	: Mahtri Singal Window
Application Number	: Mahtri1606567B4
Charges (in Rs.)	: 23000.00
Portal Fees (in Rs.)	: 0.00
Total Amount (in Rs.)	: 23000.00
Payment Mode	: Yes Bank Net Banking

Proceed for Payment

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Payment Request Placed for INR 23000.00 Transaction ID 160607432900304109

Billing Information

4329 abc@gmail.com
(Please correct if above is not the Billing Mobile Number) (Please correct if above is not the Billing E-Mail ID)

Payment Mode

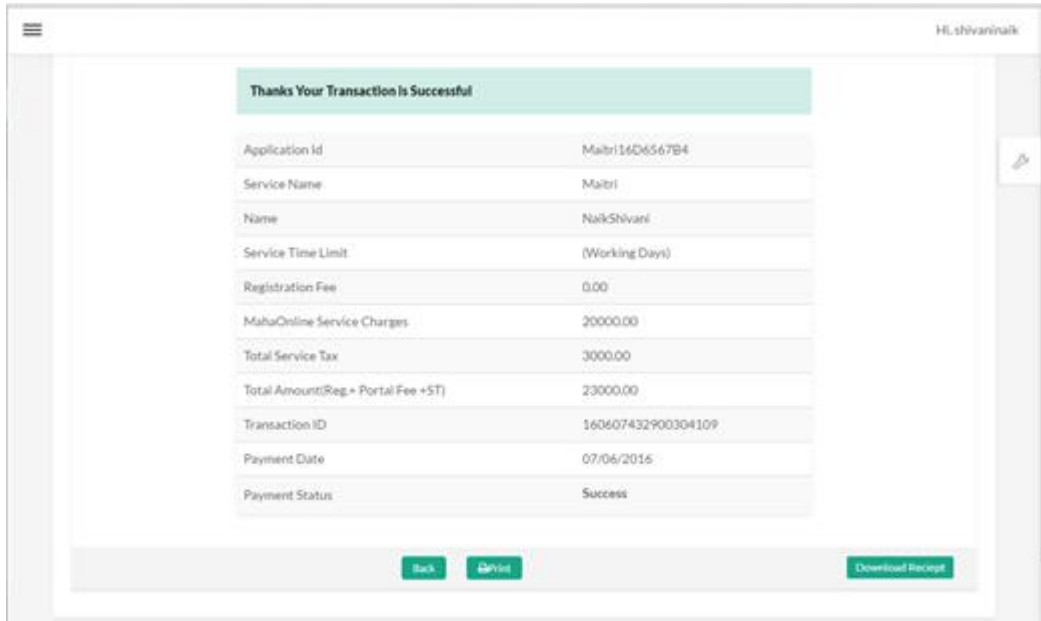
- AtomZ
- Saved Cards
- Credit Card
- Debit Card
- IMPS
- Net Banking** >
- EMI
- CHALLAN

J&K Bank
Select From All Other Banks
Select Bank

Cancel By clicking Pay Now you are agreeing to [Terms & Conditions](#) **Pay Now**



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7. Once the payment is complete, the dashboard gets updated with the status of successful payment and the receipt can be download

