



Business Reform Action Plan 2016 Response by Government of Maharashtra

Area 2b: Online Single Window System

22: Design and implement an online single window system with functionality for online application, payment and approvals

Response: **Yes**

Remarks:

MAITRI – Single Window platform facilitates investors to apply for multiple services online by filing a Common Application Form. Investor can make an Online payment, submit documents through the portal and can track the status of his application. Once approved, he can also download the registration certificate online.

The screenshots below show the end to end process of the single window system used for online application and payment :

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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Supporting Documents:

1. Applicant needs to register and log in to MAITRI : the single window portal for State of Maharashtra

The screenshot shows the MAITRI website interface. At the top, there are navigation links: LOGIN, SKIP TO NAVIGATION, SKIP TO CONTENT, and font size options (A-, A, A+). The MAITRI logo and tagline "Maharashtra Industry, Trade And Investment Facilitation Cell" are on the left. On the right, there are logos for "MAKE IN INDIA" and "आपले सरकार" (Apale Sarkar). A red navigation bar contains links: Home, About Us, Policies and Acts, Available Services, List of Approvals, Make in Maharashtra - Reforms, News and Events, Public Feedbacks, GR, and Contact us.

The central focus is the "LOG IN" form, which includes:

- A "LOG IN" heading.
- A "User Name" input field.
- A "Password" input field.
- A green "Log In" button.
- Links for "New Registration" and "Forgot Password?".

At the bottom, there are sections for "Useful Link" (Feedback, Disclaimer and), "Social Connectivity" (Facebook, Twitter, LinkedIn, YouTube), and "Quick Link" (Investor Facilitation Portal, Gallery, Mygov.in). A footer contains copyright information: "© This is the official website of Maharashtra Industry, Trade and Investment Facilitation Cell, Maharashtra, India. All Rights Reserved." and "Powered by Mahaonline".

This screenshot shows the "REGISTRATION" form on the MAITRI website. The form fields are as follows:

- Full Name:** Shivani Naik
- Gender:** Radio buttons for Male, Female, and TransGender.
- PAN Number:** AJEPN9362R
- Aadhaar Number:** (Empty field)
- Mobile No.:** 9870042121, with a "Send OTP" button.
- Enter OTP:** 437861
- User name:** shivaninaik (Message: "Username already exists!")
- Password:** (Masked with asterisks)
- Confirm new password:** (Masked with asterisks)
- Email-id:** shivaninaik@

At the bottom of the form, there is a green "Register" button, a CAPTCHA image with the text "DZULE", and a "Try another" link. Below the CAPTCHA, there is a text input field for "Enter the text you see above:" containing "DZULE".



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- Applicant needs to populate the different tabs with fields capturing Industry related details and make payment for the CAF registration according to his bracket of investment. The application can be viewed on the MAITRI dashboard.

The screenshot shows the MAITRI dashboard with a sidebar menu on the left containing 'Dashboard', 'Change Password', 'Forms', 'CAF', and 'Services Provided'. The 'Forms' section is expanded to show 'CAF' with a 'Step 1' indicator and 'Services Provided' with a 'Status' indicator. The main content area displays a table of application details for a Maitri registration. Below the table is a 'Download Receipt' button.

Application Id	Maitri162D7D597
Service Name	Maitri
Name	PatilRajwardhan
Service Time Limit	(Working Days)
Registration Fee	0.00
MahaOnline Service Charges	5000.00
Total Service Tax	750.00
Total Amount(Reg.+ Portal Fee +ST)	5750.00
Transaction ID	160621432900304852
Payment Date	21/06/2016
Payment Status	Success

The screenshot shows the MAITRI dashboard with a sidebar menu on the left. The main content area displays a table of applications. The 'Download Receipt' button for the first application is highlighted with a red box.

APPLICANTID	APPLICANTNAME	SERVICENAME	PAYMENTDATE	DOCUMENTSTATUS	PAYMENTSTATUS	DOWNLOAD RECII
Maitri162D7D597	PatilRajwardhan	Maitri	21-06-2016 11:40:49	Done	Done	Download Receipt



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3. Applicant can see the details he has populated in the display view by clicking the CAF application number from the dashboard. Applicant can also download the CAF and payment receipts.

The screenshot shows the MAITRI application interface. On the left is a dark sidebar with navigation options: Dashboard, Change Password, Forms (selected), CAF (Step 1), and Services Provided (Status). The main content area is titled 'View Application Data' and contains two tables of information.

Application Id	: Maitri162D7D597	Title	: Mr.
Last Name	: Patil	First Name	: Rajwardhan
Last Name 2	: Jadhav	First Name 2	: vikram
Last Name 3	:	First Name 3	:
Plot No	: 420	Street Address 1	: pune near natu bahg
Street Address 2	: mumbai sion	District	: Mumbai Suburban
Taluka	: Mumbai	Village	: Greater Mumbai (M Corp.) (Part) (802794)
Pincode	: 415645	Email	: test@gmail.com
Mobile Code	: 91	Mobile No	: 9745645645
Landline Code	: 91	Std Code	: 022
Landline No	: 64865464	Aadhar No	: 465456456845
PAN No	: ASDFR4589G	Created Date	: 21-06-2016 11:36:15

Industry Name	: Mahaonline	Background of the Company	: IT
Plot no.	: 7889	Street Address 1	: pune
Street Address 2	: mumbai	District	: Mumbai Suburban
Taluka	: Borivali	Village	: Borivali



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MAITRI

Dashboard

Change Password

Forms

CAF

Step 1

Services Provided

Status

Hi, vadmin

Street Address 2	: mumbai	District	: Mumbai Suburban
Taluka	: Borivali	Village	: Borivali
Pincode	: 456456	Plot no.	: 7889
Street Address 1	: pune	Street Address 2	: mumbai
District	: Mumbai Suburban	Taluka	: Borivali
Village	: Borivali	Pincode	: 456456
Email ID	: test@gmail.com	Landline Country code +	: 91
STD code	: 022	Landline no	: 45648456
FaxNumber Country code +	: 91	STD No	: 022
Fax No	: 56484564	Website	: http://testmaitri.mahaonlinegov.in/Industry/Indus
PAN Number of the industry	: PLKHJ8765T	TIN Number of the industry	: 45645654546
Nature of Industry	:	Type Of Industry	: Manufacturing
Total Project Cost (in INR)	: 465865.00	Total	: 97133413.00
Investment in Plant & Machinery (in INR)	: 4865656.00	Investment in Land (in INR)	: 5645645.00
Investment in Building (in INR)	: 56456.00	Investment in Other (in INR)	: 86565656.00
Equity / Internal Accrual (in INR)	: 556.00	Term loans from Financial Institutions (in INR)	: 656.00
Unsecured loan (in INR)	: 556.00	Other sources (in INR)	: 556.00
Category of Registration	: IEM-B/LOI/IL	Registration Number	: 7895
Date of Registration (DD/MM/YYYY)	: 08-10-2015 00:00:00	Industry Sector	: Agro and Food
Product Name	: abhidab	Major raw materials	: abhidab



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MAITRI



Hi, vadmin

Dashboard

Change Password

Forms

CAF

Step 1

Services Provided

Status

(DD/MM/YYYY)

Product Name : akjdadjk Major raw materials : asdasdjaks

Estimated installed production capacity (no./ton/litre) : 4856546.00 Product Name 2 :

Major raw materials 2 : Estimated installed production capacity (no./ton/litre) 2 :

Product Name 3 : Major raw materials 3 :

Estimated installed production capacity (no./ton/litre) 3 : Expected turnover : INR 50 - 100 crore

Date of Commencement (MM/YYYY) : 04/2016 a) Skilled Male (No.) : 486.00

a) Skilled Female (No.) : 5556.00 b) Semi-Skilled Male (No.) : 6556.00

b) Semi-Skilled Female (No.) : 58.00 c) UnSkilled Male (No.) : 56.00

c) UnSkilled Female (No.) : 565.00 Total Male (No.) : 55.00

Total Female (No.) : 565.00 STATUS OF INDUSTRY : Expansion or Diversification

PREFERRED LOCATION : MIDC Land Requirement : a855

Whether land is in possession : No Plot no. :

Street Address 1 : Street Address 2 :

District : Taluka :

Village : Pincode. :

Prefered District : Akola Estimated annual power requirement in KW : 556.00

Estimated annual power : 5656.00 Estimated annual effluent : 5656.00



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MAITRI Hi, vadmin

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

Total Female (No.)	: 565.00	STATUS OF INDUSTRY	: Expansion or Diversification
PREFERRED LOCATION	: MIDC	Land Requirement	: a855
Whether land is in possession	: No	Plot no.	:
Street Address 1	:	Street Address 2	:
District	:	Taluka	:
Village	:	Pincode.	:
Preferred District	: Akola	Estimated annual power requirement in KW	: 556.00
Estimated annual power requirement in m3	: 5656.00	Estimated annual effluent quantity in m3	: 5656.00
Estimated annual solid waste quantity in kg.	: 56.00	FUEL REQUIREMENT	:

[Download Application Form](#)

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4. User can click on 'Services provided' tab on the left hand corner of the MAITRI dashboard and get the list of 19 services available, provided through MAITRI. User, on clicking on Apply button against any service, lands on the respective form on that specific department website. He need not log in again on the respective department websites.

MAITRI Hi, vadmin

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

SR.NO.	APPLICATIONID	SERVICE NAME	APPLICATION STATUS	PAY STATUS	PAY DATE	REMARK	STATUS
1		Consent to establish (under Water Act & Air Act)					Apply
2		Consent to operate (under Water Act & Air Act)					Apply
3		Authorization under Hazardous Waste Rule					Apply
4		Incentives under Industrial Policy					Apply
5	100002311603	Registration under Shops and Establishments Act	Under Scrutiny	Payment Done	22-06-2016 00:00:00		Applied
6		Permission for engaging contractor for labour					Apply
7	100001501602	Factories license	Under Scrutiny	Payment Done	22-06-2016 00:00:00		Applied
8	100001111621	Factory building plan approval	Under Scrutiny	Payment Done	22-06-2016 00:00:00		Applied
9		Registration under Boiler Act					Apply
10		Change of land use					Apply
11		Approval of building plans					Apply

MAITRI Hi, vadmin

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

11		Approval of building plans					Apply
12		NOC from Fire Department					Apply
13		Renewal of Consent to operate (under Water Act & Air Act)					Apply
14		Renewal under Shops and Establishments Act					Apply
15		Renewal under Factories license					Apply
16		Renewal under Registration under Boiler Act					Apply
17		New electricity connection					Apply
18		New Water Connection					Apply
19		Filing of EM Part I and EM Part II under The Micro, Small and Medium Enterprises Development Act, 2006					Apply
20		Change Of Name					Apply
21		CRM New Service request					Apply
22		Building and Other					Apply