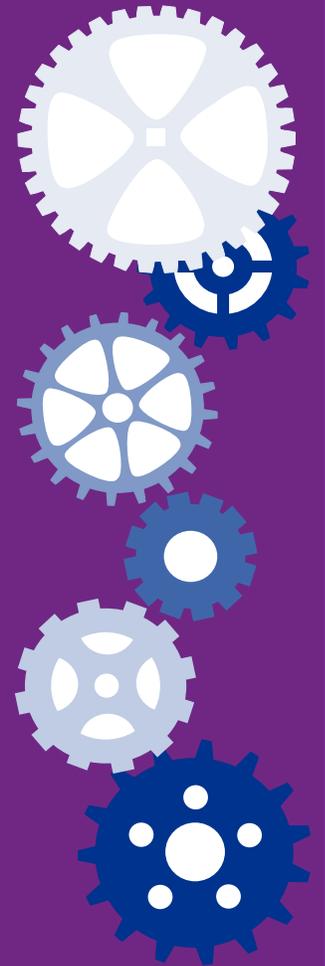




MAITRI - FAQs



Directorate
of Industries

1. What is MAITRI Single window portal?

Maharashtra Industry, Trade & Investment Facilitation Cell (MAITRI), the Government to Business (G2B) service, is one-stop-shop for existing and prospective investors to get consolidated information about the investment process with regards to expanding their existing manufacturing units or to set up a new manufacturing unit in the State.

2. How do I get started and what are key steps required? How do I Register on MAITRI?

In order to register on the MAITRI, you can proceed by clicking on “Login” on the top-right section of the website which leads to the log in page. On the bottom of the Log in Page, there is an option of ‘New Registration’. On clicking on New Registration, user gets navigated to the User Registration Form where he can register his firm by providing basic details and a valid and active email address and a mobile number. After filling in the required details and pressing the submit button, user gets a successful registration email. On registration, applicant shall receive an E-Mail as well as an SMS confirming the User Unique ID (Username) which can be used for future correspondence and log ins.

3. What information do I need when I begin to register?

You can register to MAITRI by providing the following details:

Aadhar ID (UID) and PAN (UID) and depending on the type of Constitution, Company PAN and Company TIN

4. How to avail services of MAITRI?

Once your business entity has been registered with MAITRI, you need to fill in the Common Application Form (CAF) which is available when you log in to MAITRI and on successful submission of CAF, you can apply for different approvals, registrations, clearances and incentives from the portfolio of services given through MAITRI. Please fill up CAF only when your project reaches the stage when approvals are needed.

5. Does MAITRI charge service fees for the processing of the form? If yes, how do I pay the fees if I avail services on MAITRI?

Yes, there is a prescribed fee to be paid by the applicant for processing of each common application form through online payment.

6. After applying for the services through Single Window Clearance System, how do I know the status of my application? Do I need to contact the departments for status update?

On the change in the status of your application, you would be informed through SMS and/ or email about the same. You can also log in to MAITRI and see the status update across the applied service. You need not contact the Departments for status update.

7. I forgot my MAITRI login password. How should I recover it?

In case you forget your username and / or password,

- Please click and visit the “Log in” and click ‘Forgot Password’ link to retrieve your login password details
- On the “Forgot Password” screen, enter your user id, which was sent to you on SMS and email at the time of registration and the captcha code displayed
- Click on “send OTP” button. An OTP is generated on your registered mobile number which you have to enter on the screen and click on “Enter OTP”. If the OTP SMS is not received, click on “Regenerate OTP”.
- After submitting the OTP, you get transferred to Reset Password page, where you have to enter new password and confirm the new password and submit and click on “Change Password”.
- If the password change is successful, a message is flashed about Password being changed successfully.

8. Where are timelines for various approvals?

On “MAITRI” website click on "Setting up a Business" within which you can select your requirements and the stage and click on ‘Search’ to know the timelines defined for each clearance.

9. How can I track progress of my applications on MAITRI?

Yes facility for tracking of applications is available on Single Desk Portal. On the change in the status of your application, you would be informed through SMS and/ or email about the same. You can also log in to MAITRI and see the status update across the applied service.

10. Contact details of help desk?

For Help Desk you can get the contact details on “Contact Us”. You can submit your queries on the “Feedback and Grievance” tab on MAITRI portal. You can also call on the following numbers - 91-22-22622362 / 2262 2322 OR 1860-233-2028

11. How many services are enabled on MAITRI?

Currently, there are 20 services available on single window system. More services are getting added soon. For the list of services log in to MAITRI portal.

12. How can I ascertain which approvals are required for my Business?

Click on "Setting up a Business" tab and then you will be directed to a page where in "List of Approvals" some basic questions about the unit will be prompted, after filling these information click on "Search" and a list of Approvals specific to your unit will be displayed.

13. My query is not listed here. What should I do?

You can send your query or grievance by filling the 'General Feedback' form in 'Feedback & Grievance' tab and submitting it. In case of further questions, you may call on the Single Window Toll free number: 1800-233-2028

14. Will I receive any notifications alert on successful processing of my Common Application Form (CAF)

Yes. On successful processing of CAF you will be notified by SMS and E-Mail.

15. In which file format should I submit the required documents?

Documents can be uploaded with the application in PDF format. The maximum size of the file should not exceed 500 KB.

16. How can I provide feedback?

You can send your feedback by filling the 'General Feedback' form in 'Feedback & Grievance' tab and submitting it.