



सत्यमेव जयते

GOVERNMENT OF MAHARASHTRA

Office of the Development Commissioner (Industries)
Directorate of Industries, New Administrative Building
2nd Floor, Opp. Mantralaya, Mumbai 400 032.

NO. DC (I)/MAITRI/EODB/2019/ B-4482

Date :- 28 MAR 2019

**Sub: - Working procedures and Timelines for Query Recording
& Handling for MAITRI.**

CIRCULAR

Government of Maharashtra, under Ease of Doing Business has announced a Single Window online platform to facilitate investments in the State. MAITRI is the sole point of contact for all industry related approvals/ NOCs/ queries/ grievances. Under powers of GR.No.MEM2015/No.105/Industries-8 dated 11 February 2016, Development Commissioner Industries is the chairman of MAITRI to execute various tasks of MAITRI.

Under this mandate the following instructions regarding **Recording & Handling of Queries** pertaining to investment/ project raised by an existing or prospective investor are being issued to all concerned for immediate implementation. The timelines for addressing of the queries will be **3 working days** in case query is complete in all aspects. MAITRI should also obtain user feedback in order to improvise the current processes being practised for activities pertaining to investors.

The working procedures for query recording & handling are given below:

1(a). Query recording –

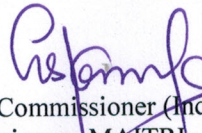
- i. In case of any query, investor may approach MAITRI single window portal either via online query module, Email or Telephone or physically walking in to MAITRI centre(s). They may submit query stating the relevant details which should be complete in all aspects
- ii. Once details are entered into the system, they will appear as 'open query' (until addressed and closed) under the login id of MAITRI team/ department(s).

1(b). Query Handling –

- i. For queries submitted through MAITRI Single Window portal, the officer must respond to the query through their dashboard and the communication will be sent via SMS/ Email regarding response
- ii. Queries that are sent through email/ call shall be duly recorded in the ticketing system first, post which the response may be provided by designated officer.
- iii. If the query response is not provided within 3 working days of submission of complete query, the same must be escalated to Chairman, MAITRI and appropriate action will be taken against delay in the fortnightly meeting to be held under his chairpersonship

It is therefore instructed that all the nodal persons shall revert to MAITRI with the response to the queries in a time-bound manner as specified above.

This circular shall come into force with immediate effect.


Development Commissioner (Industries)
& Chairman, MAITRI