

## Reforms at a glance

### 1. Online services provided

Following services are provided through the online single window system -

1. Retail Drug License (Pharmacy) (Registration and renewal)
2. Wholesale Drug License
3. Manufacturing License



### 2. Transparency

Ensuring information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site



### 3. Online single window system (MAITRI)

Online system with following features

- i. Submission of application
- ii. Payment of application fee
- iii. Track status of application
- iv. Download the final signed certificate
- v. Third party verification



### 4. Defined Timelines

Clear timelines mandated under Maharashtra Right To Public Services Act, 2015 for service delivery



### 5. No renewal or auto renewal

Renewal of Retail Drug License is now replaced with Retention service that allows the applicant to extend the validity of his license upon payment of a nominal fee

