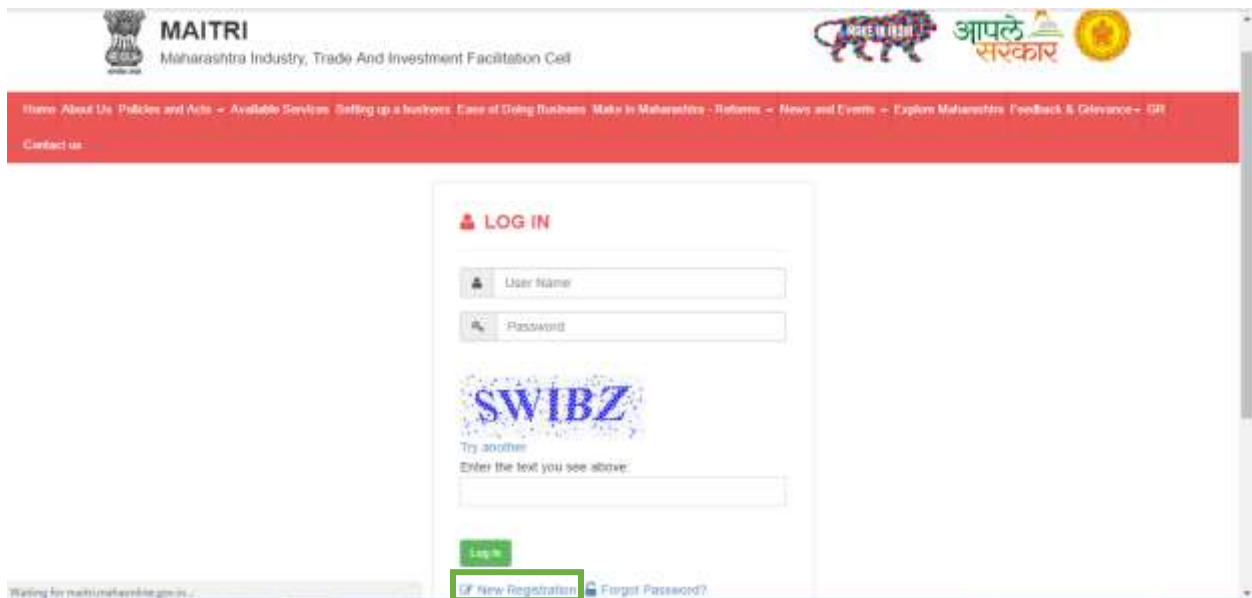


# User Manual for **MAITRI**

URL: <https://maitri.mahaonline.gov.in/Login/Login>



**Step 1:** The user needs to log in to the MAITRI – Single Window Portal (<https://maitri.mahaonline.gov.in/Login/Login>) to apply for required services and approvals.



**Step 2:** After clicking on “New Registration” the user applying through MAITRI – Single Window Portal will have to register on the MAITRI portal. This can be done by accessing <https://maitri.mahaonline.gov.in/Registrationnew/Registration>. After filling in all the relevant details, the applicant will create a User Log-In and an auto-generate OTP using his mobile phone and the click on “Register”.

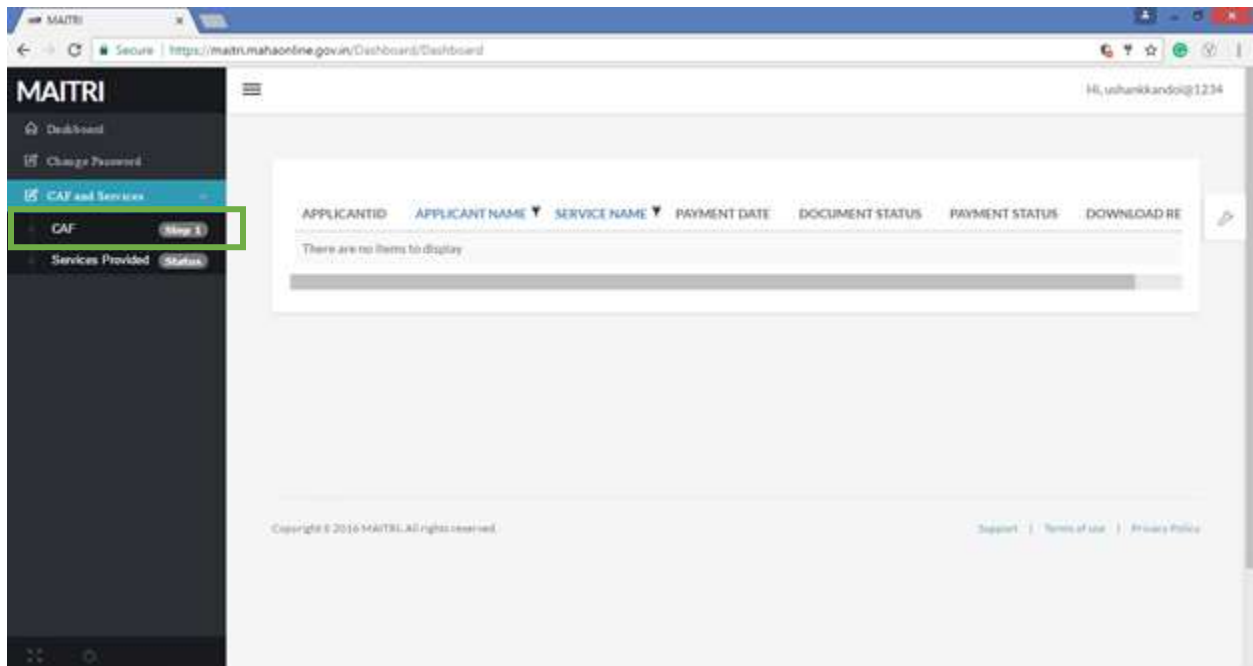
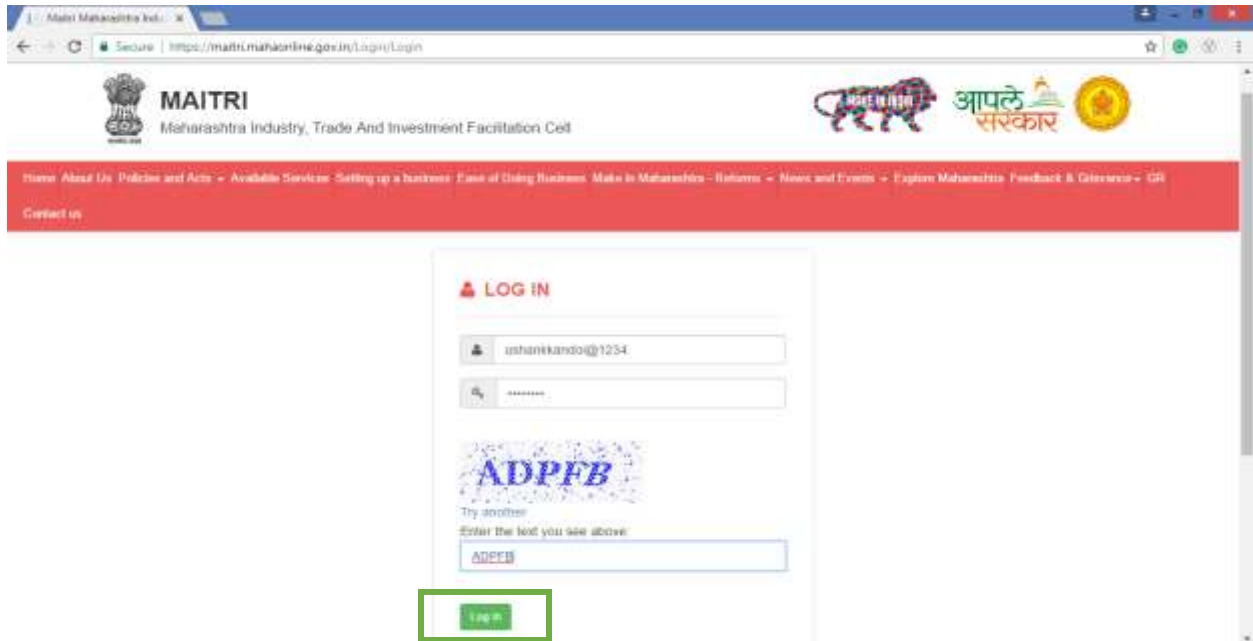
The screenshot shows the MAITRI Registration portal. The header includes the MAITRI logo and the text "Maharashtra Industry, Trade And Investment Facilitation Cell". There are navigation links for "LOG IN", "SKIP TO NAVIGATION", and "SKIP TO CONTENT". A red banner contains the text "Home About Us Policies and Acts Available Services Setting up a business Ease of Doing Business Make in Maharashtra - Initiatives News and Events Explore Maharashtra Feedback & Grievance GR Contact us". The main content area is titled "REGISTRATION" and contains the following fields:

- Name Of The Entity\*: ABC Pvt. LTD.
- Type of Constitution\*: Proprietary
- Applicant's Full Name\*: Ushank Kandoi
- Applicant's Designation in Firm\*: Chairman
- Applicant's PAN: ABCDE1234R
- Applicant's Aadhar Number: 123456123456

The screenshot shows the MAITRI Registration portal with the following fields:

- Company PAN: ABCDE1234R
- Company TIN: 123456789012222222
- Applicant's correspondence Address:
  - Plot / Out / Survey / Gate No.\*: H - 1, Survey No. 123
  - Address 1\*: I wing, 001 5th Floor.
  - Address 2: Raheja Complex, Andheri
  - State (राज्य)\*: MAHARASHTRA
  - District (जिल्हा)\*: Mumbai Suburban
  - Taluka (तासुका): Andheri
  - Village (गाव): Andheri
  - PinCode (पिन कोड)\*: 400028
  - Mobile Number\*: 964130069
  - Enter OTP\*: 456789
  - Create User Name\*: ushankkandoi@1234
  - Password\*: \*\*\*\*\*
  - Confirm new password\*: \*\*\*\*\*
  - Applicant's Email ID\*: qerty@gmail.com
- Try another: Enter the text you see above: (TNP)
- Register button (highlighted in green)

**Step 3:** The username and password created on Registration form will have to be used for logging in on MAITRI and clicking on “CAF” as shown below



**Step 4:** After clicking on CAF, the user will have to fill the following fields as given in the attached screenshots. Upon entering the Aadhar number in the CAF, the fields under Applicant details are auto populated from the Registration Page

The screenshot shows the 'Application Form for Availing MAITRI Services' page. The left sidebar contains navigation options: Dashboard, Change Password, CAF and Services (selected), CAF, and Services Provided. The main content area has the following details:

- APPLICANT DETAILS**
- Applicant's Aadhar: 123456123456
- Applicant's PAN: ABCDE1234R
- NAME OF THE MANAGING DIRECTOR / DIRECTOR DULY AUTHORIZED BY THE COMPANY / MANAGING PARTNER / PARTNER / PROPRIETOR / CHAIRMAN
- Title: \*  
 Mr.  Mrs.  Ms.
- Full Name \*  
Ushank Kandoi

The screenshot shows the 'Application Form for Availing MAITRI Services' page, specifically the 'APPLICANT'S CORRESPONDENCE ADDRESS' and 'CONTACT NUMBER' sections. The left sidebar is the same as in the previous screenshot. The main content area has the following details:

- APPLICANT'S CORRESPONDENCE ADDRESS**
- Address 1 \*: Ruteja Vihar
- Address 2: Chandivali
- State \*: MAHARASHTRA
- District \*: Mumbai Suburban
- Taluka/Tehsil: Andheri
- City/Town/Village: Andheri
- Pincode: 400026
- Email ID \*: ushankkandoi1991@gmail.com
- CONTACT NUMBER**
- Country Code +: 91
- Mobile No. \*: 9641320069

A green button labeled 'MOVE TO NEXT STAGE' is visible at the bottom of the form.

**MAITRI** HL.rushin@punkenet

Dashboard  
Change Password  
**CAF and Services**  
CAF **Step 3**  
Services Provided **Step 1**

**Name of the Entity\***  **Constitution of the Entity\***  **Brief summary of the activity of the entity**

If entity's place of activity is located in MIDC Industrial area, then click on MIDC, else select NON - MIDC. \*  
 MIDC  Non-MIDC

Location of the place of the business of the entity for which the Common Application Form is being filled

**District\***  **MIDC Area\***

**Plot/Gate/Shed Number\***  **Plot/Gate/Shed Area\***  **Address\***

**Pincode\***  **Entity PAN\***

**ADDRESS OF HEAD OFFICE / COMPANY HEADQUARTERS**

**Address\***  **State\***

**District\***  **Taluka**  **Village**

**Pincode\***  **Email ID**

**LANDLINE NUMBER**

**Country code +**  **STD code**  **Landline no**

**Website**

**Move to next Stage >>**

**MAITRI** HL.rushin@punkenet

Dashboard  
Change Password  
**CAF and Services**  
CAF **Step 3**  
Services Provided **Step 1**

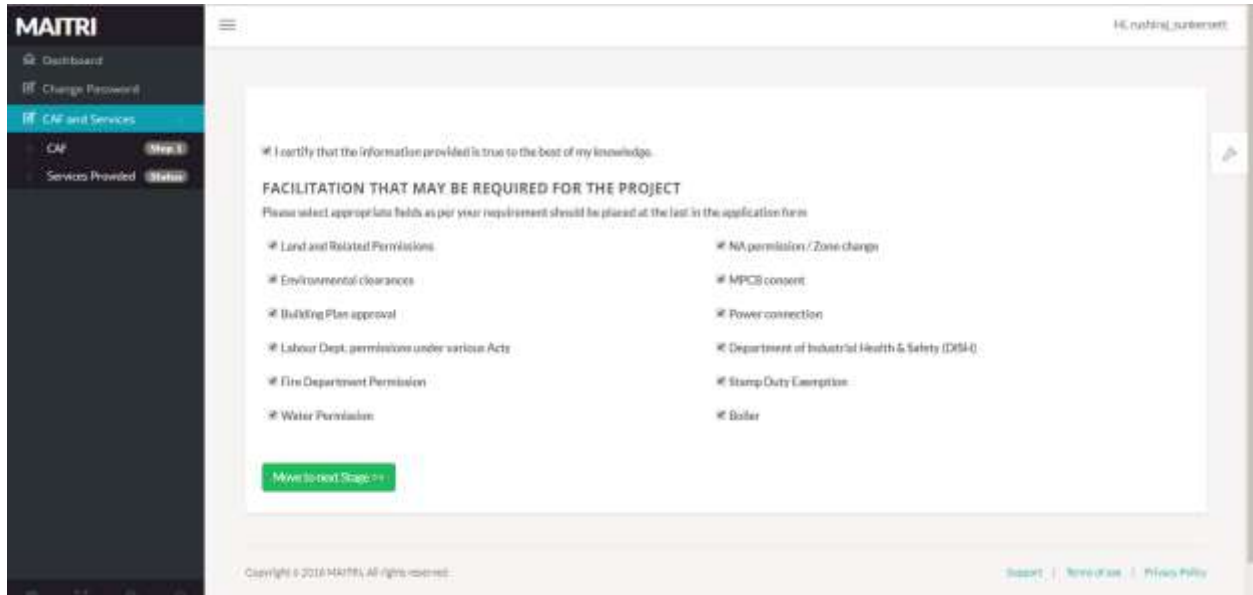
**INDUSTRY DETAILS**

**Entity PAN**  **Entity TIN**

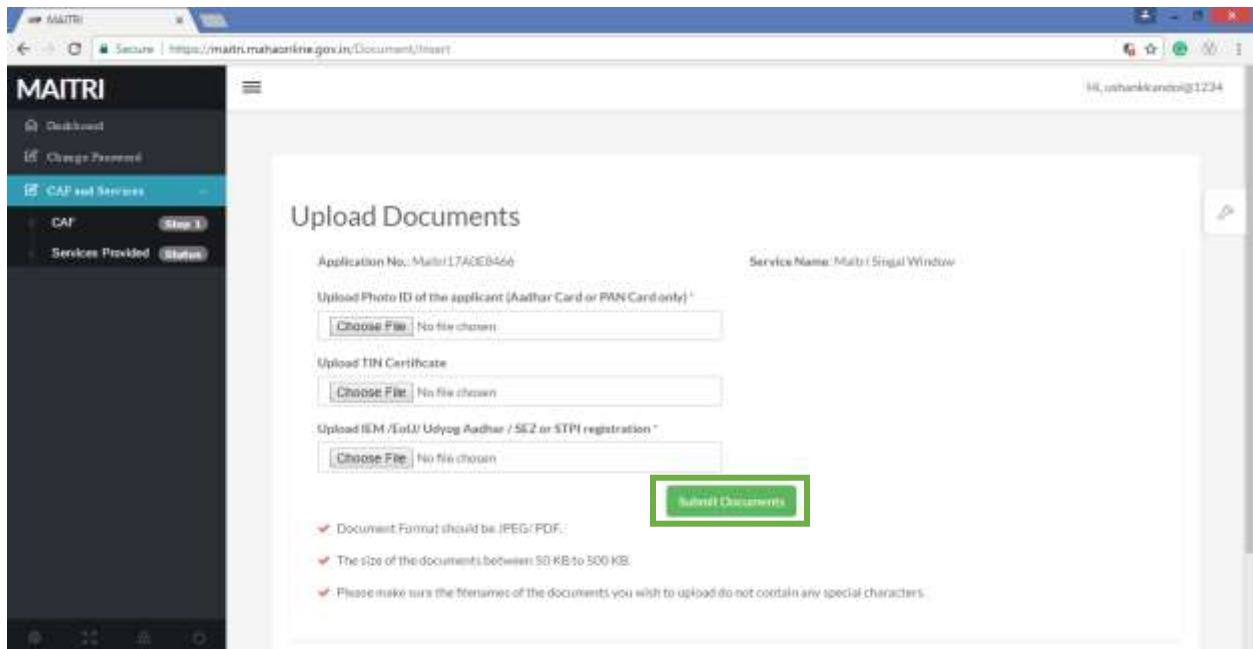
**NATURE OF ACTIVITY \***  
 Manufacturing  Service  Business

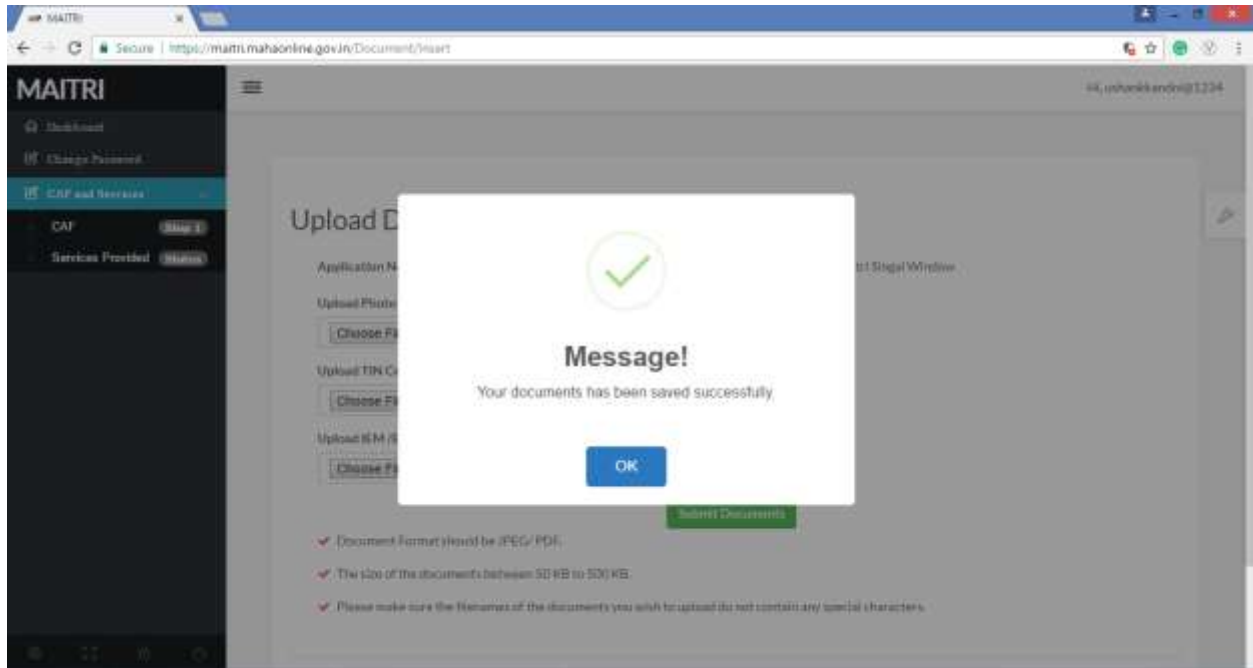
**Details of the Activity:**

**Move to next Stage >>**

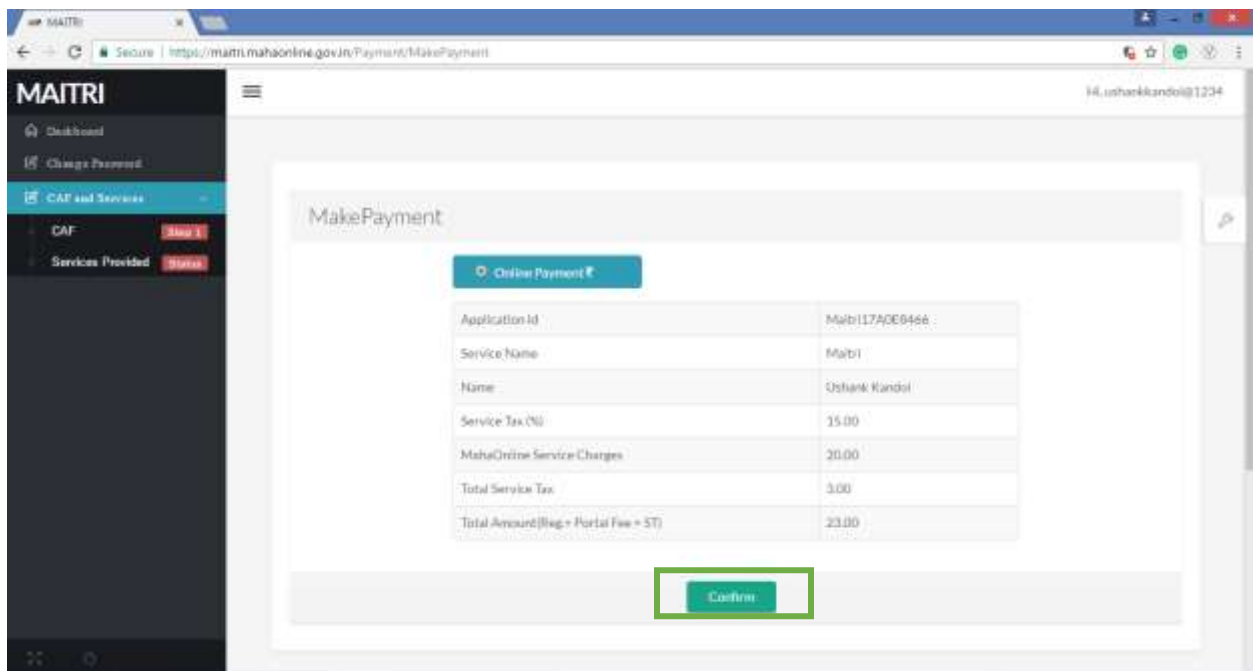


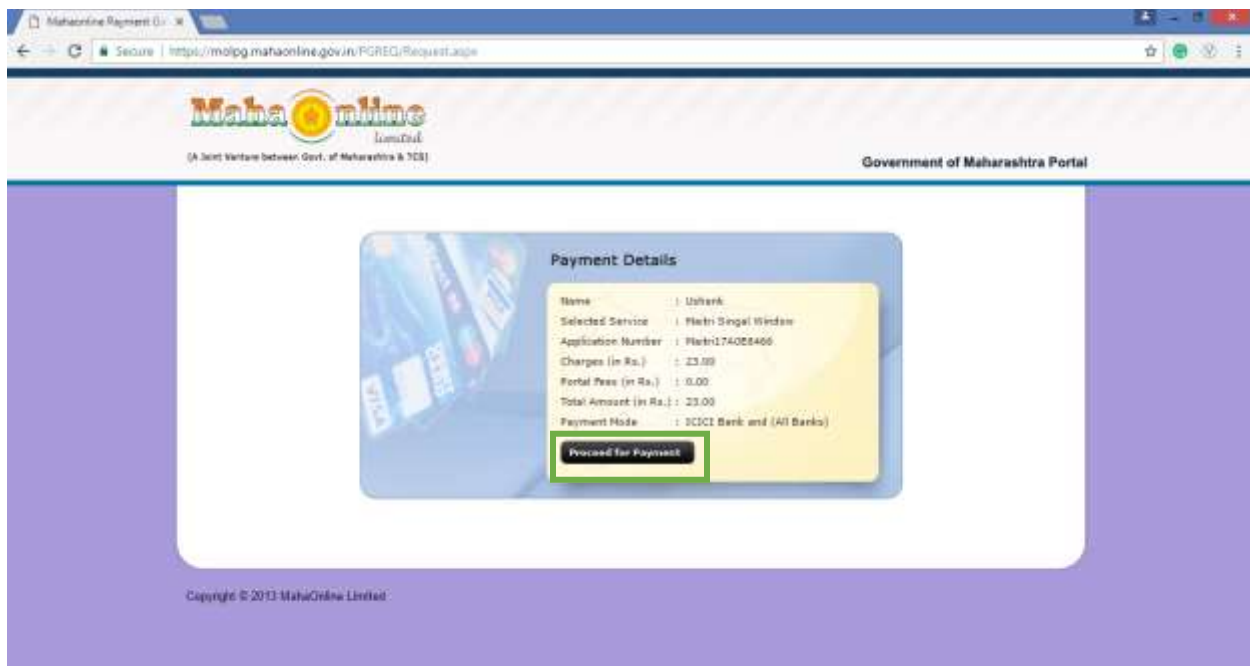
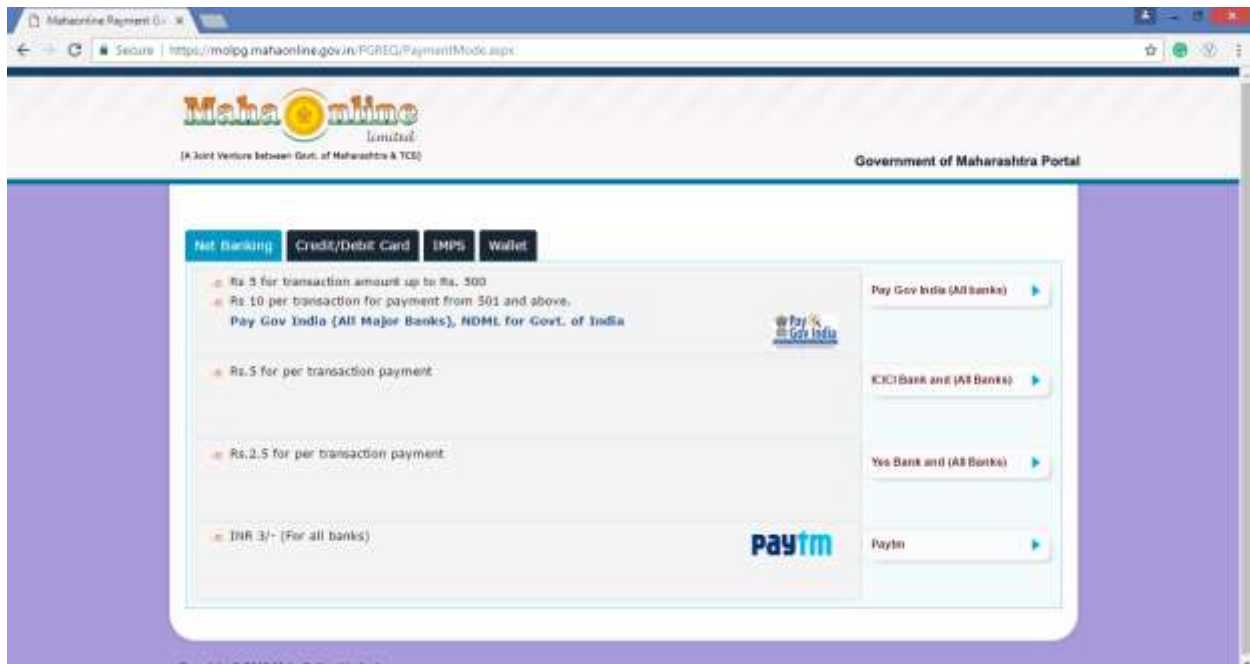
**Step 5:** After certifying, we reach the document submission page where we have to upload or fetch from DG-Locker the relevant documents and click on “Submit Documents”





**Step 6:** After submission of documents, the user will then have make to necessary payments for applying services on MAITRI.







POWERED BY TECHPRO - x  
 TechProcess Payment Services Limited (P) | https://www.tpsl-india.in/PaymentGateway/Transaction/request.jsp

Pay By	Welcome!
<ul style="list-style-type: none"> <li style="padding: 2px 5px;">Net Banking</li> <li style="padding: 2px 5px;">Credit Card</li> <li style="padding: 2px 5px;">Debit Card</li> <li style="padding: 2px 5px;">Mobile Wallet</li> </ul>	<p>Please choose your preferred mode of payment from the options listed on left</p> <p><b>Net Banking :</b>            Conveniently pay using the online access to your banking account.</p> <p><b>Debit Cards :</b>            Pay using debit card linked to your bank account. Protected with 3D secure password and receive instant transaction status confirmation.</p> <p><b>Credit Cards :</b>            Pay using your VISA/MasterCard credit card and enjoy extended payback period as per the terms and conditions of your bank. Protected with 3D secure password and receive instant transaction status confirmation.</p> <p style="text-align: center;"> <input type="button" value="Cancel"/>  <input type="button" value="Continue to Payment"/> <input type="button" value="Cancel"/> </p>

\* Banks which are not available for payment option are on account of maintenance activity being carried out. Regret the inconvenience.

This webpage is managed by TechProcess Payment Services Limited (P) at [www.techprocs.com](https://www.techprocs.com)  
 This site is best viewed with Internet Explorer & 9 or higher, or Firefox 2.0 or higher, at a screen resolution of 1024x768.

POWERED BY TECHPRO - x  
 TechProcess Payment Services Limited (P) | https://www.tpsl-india.in/PaymentGateway/Transaction/request.jsp

Pay By	Debit Card
<ul style="list-style-type: none"> <li style="padding: 2px 5px;">Net Banking</li> <li style="padding: 2px 5px;">Credit Card</li> <li style="padding: 2px 5px; background-color: #0056b3; color: white;">Debit Card</li> <li style="padding: 2px 5px;">Mobile Wallet</li> </ul>	<p>Please Select Your Debit Card</p> <p style="font-size: small; color: gray;">@SUNIL @MARTIN @ANUPM @RISHU</p> <p style="text-align: center;"> <input style="border: 2px solid green;" type="button" value="Continue to Payment"/> <input type="button" value="Cancel"/> </p>

\* Banks which are not available for payment option are on account of maintenance activity being carried out. Regret the inconvenience.

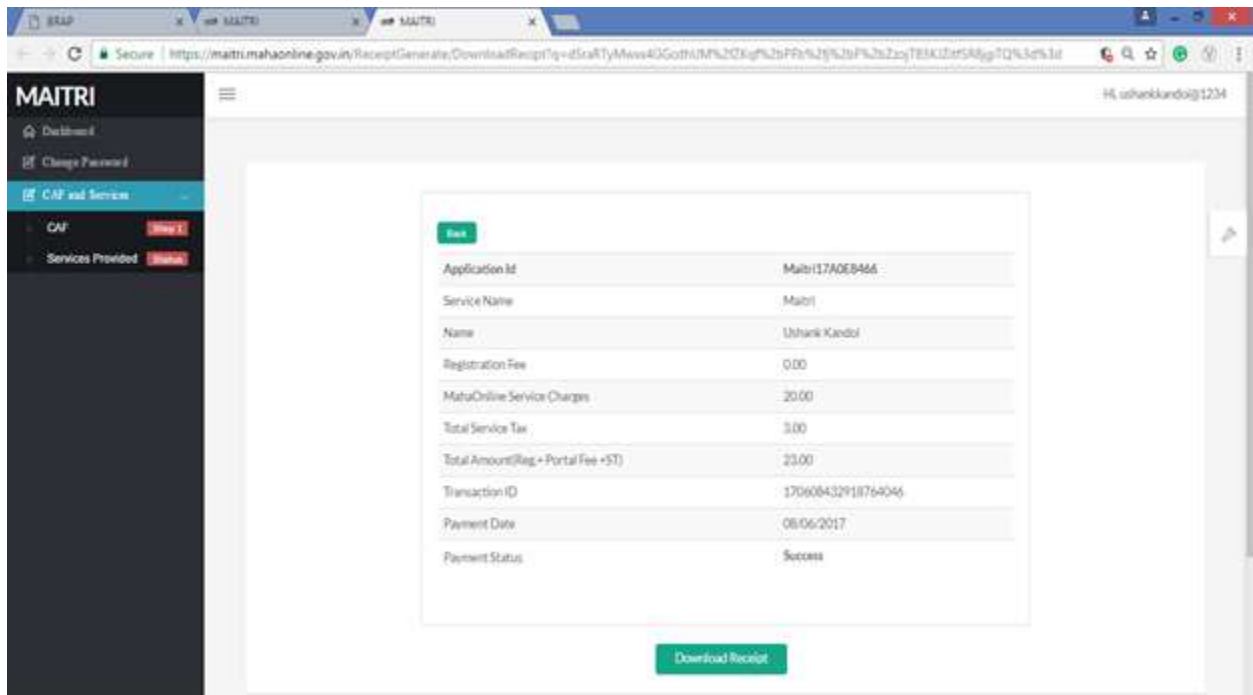
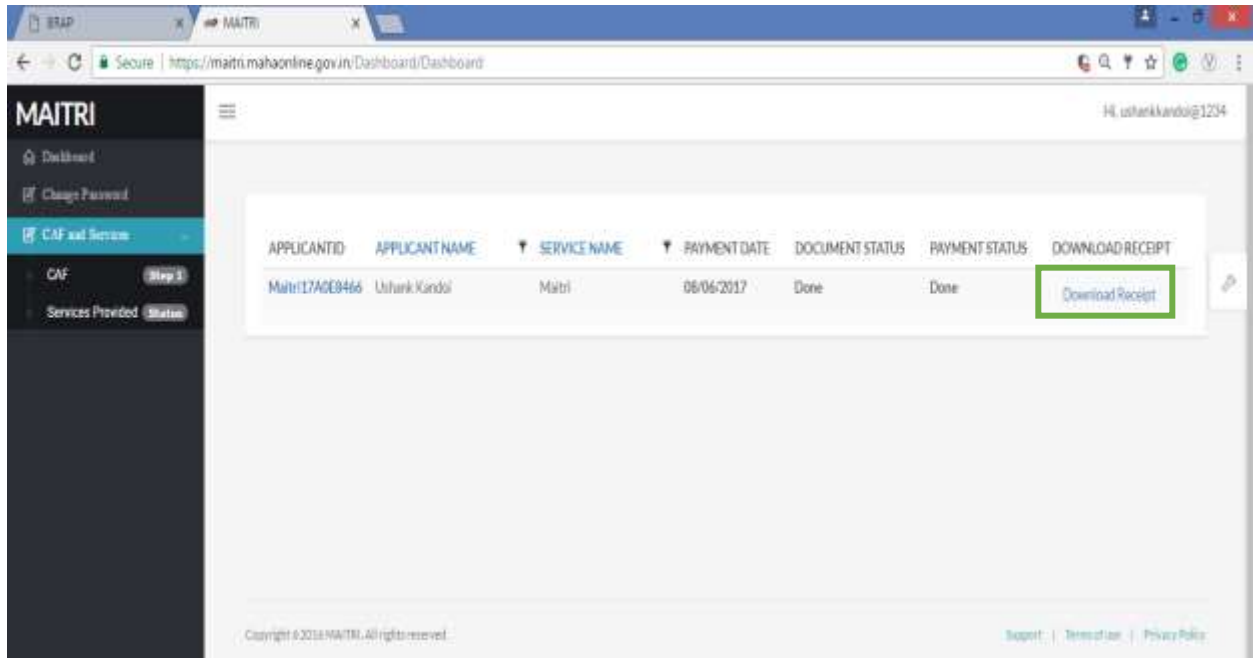
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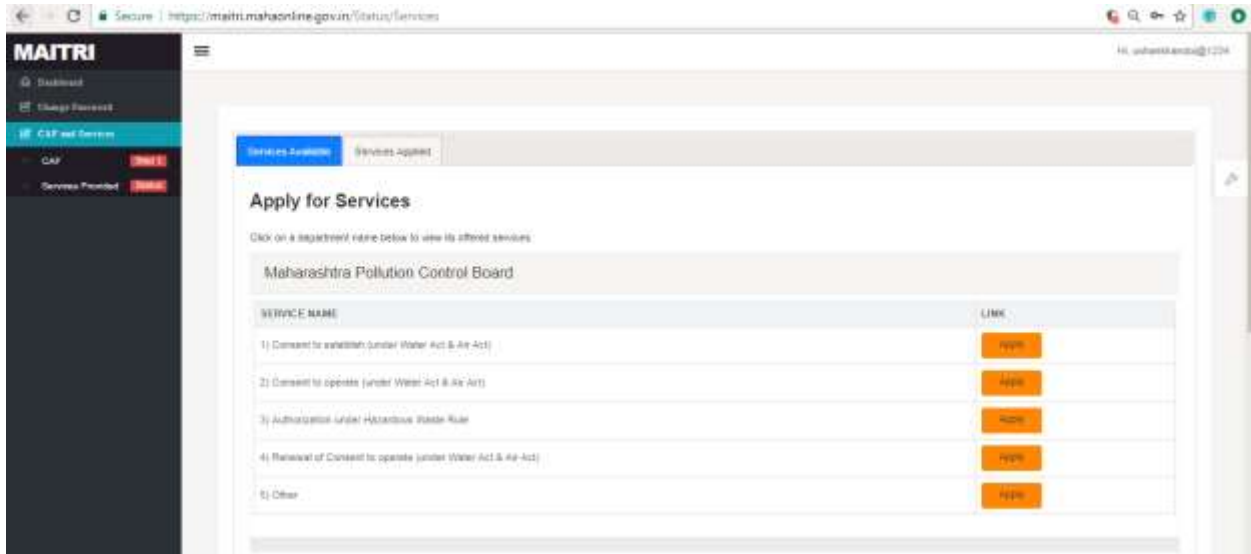
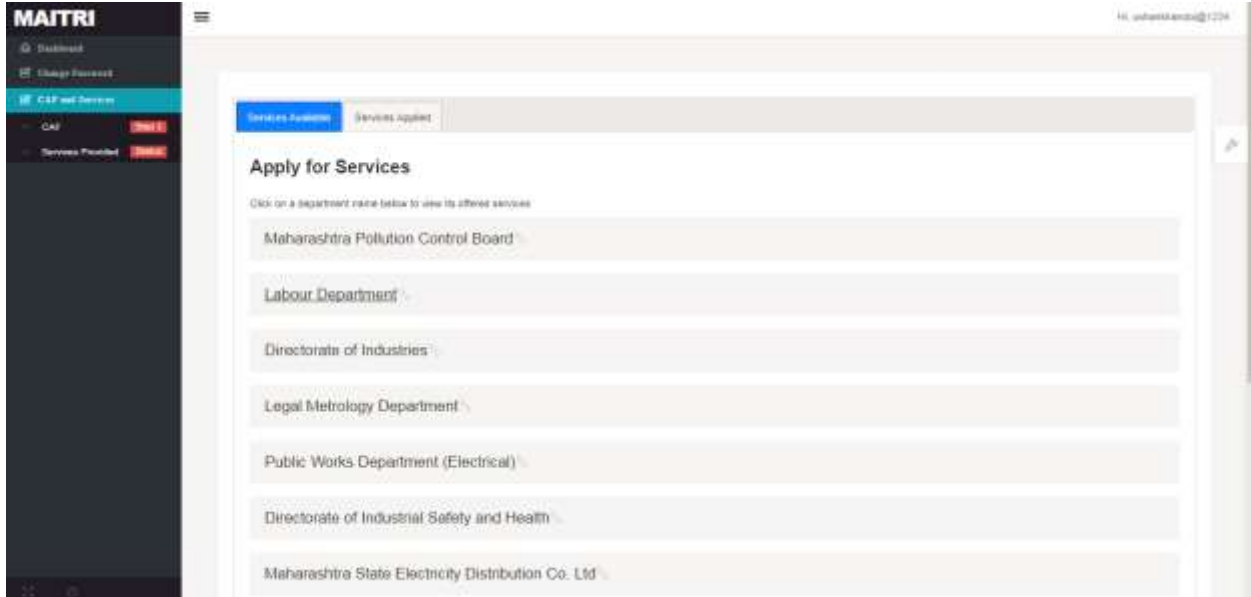
**Step 7:** The user will have to fill in the requisite details for making necessary payments and click on “Pay Now” to make the payments.



**Step 8:** After making the payment, the user will be able to download the receipt as shown below

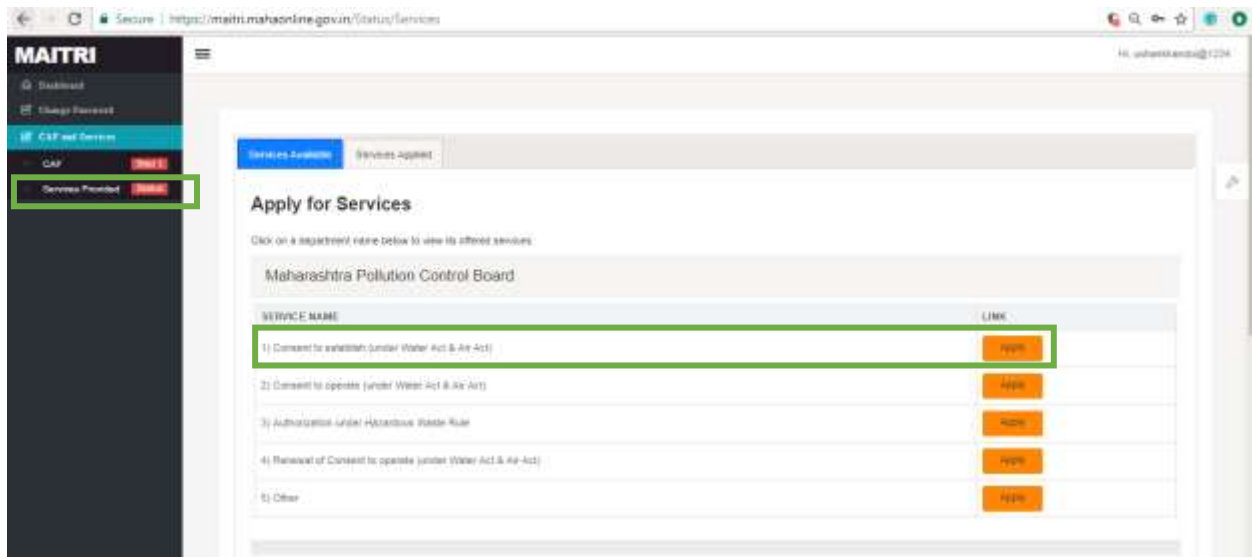


**Step 9:** After making the payment, we can find an exhaustive list of approvals on MAITRI as given below in the screenshot



**Step 10:** To demonstrate the logic of auto population we can click on an approval where the common fields will get auto populated in the application form of the selected approval.

On clicking the Services Provided tab on the left hand dashboard, the applicant is transferred to a page with the list of services which he can apply via MAITRI and Consent to Establish is one of the services. The applicant on selecting Consent to establish gets automatically transferred to the URL. The applicant doesn't need to register or log in again here; he automatically lands on the page with the Consent to Establish form. The user has to fill in the form. The common details for the applicant are auto-populated on the Consent to Establish form using the fields he has filled in CAF.



**Step 11:** The user will have to then to click on 'Applications' -> 'Applications for Consent' as given below.

The screenshot shows the MPCB website interface. At the top, there is a navigation bar with the MPCB logo and the text 'महाराष्ट्र प्रदूषण नियंत्रण मंडळ' (Maharashtra Pollution Control Board). To the right of the logo, there is a menu with 'Applications' highlighted in a green box. Other menu items include 'Dashboard', 'Change Password', 'Industry Documents', and 'Logout'. Below the navigation bar, there is a section titled 'MPCB Applications' with a sub-section 'Consent Application' where 'Application for consent' is highlighted in a green box. Other application categories listed include 'Hazardous Waste Applications', 'Plastic authorization application', 'Bio-medical waste application', 'MSW Applications', 'E-waste applications', 'Other applications', 'Environment Statement', 'Water Cess', and 'Construction & Demolition Applications'.

The screenshot shows the 'Application for Consent/ Authorisation' form on the MPCB website. The form title is 'Application for Consent/ Authorisation' and it includes a link to 'Download soft copy of Application of Consent | Guidelines for Form fill'. The form content includes a salutation 'Sir,' followed by the text 'I/We hereby apply for\*'. Below this, there are three numbered points: 1. Consent to Establish/Operate/Renewal of consent under section 25 and 26 of the Water (Prevention & Control of Pollution) Act, 1974 as amended; 2. Consent to Establish/Operate/Renewal of consent under Section 21 of the Air (Prevention and Control of Pollution) Act, 1981, as amended; 3. Authorization/renewal of authorization under rule 5 of the Hazardous Waste (Management and Handling) Rules, 1989, as amended in January,2000, in connection with my/our existing/proposed/added/ additional manufacturing/processing activity from the premises as per the details given below. A note states: 'Note - Please fill 'NA' in the required fields if not applicable.' Another note states: 'Note - If you are applying for consent to establish kindly submit the information applicable for Consent to Establishment only.' There is a 'Save Draft' button on the right. Below the form content, there is a section 'Industry Unit & Plant Details' with a 'Select Unit' dropdown menu showing 'No previous Unit present' and an 'Add new unit' button. Below that is the 'Industry Information' section with 'Consent to:' radio buttons for 'Establish' (selected), 'Operate', and 'Renewal'. There is also a 'Submit to:' dropdown menu showing 'Select SAC'.

As mentioned above, the below fields have been auto populated from the MAITRI application form as shown below highlighted in the green box.

Convert to:  Station  Operate  Renewal

Submit to:

Establish Type:  Expansion  New

APPLICABLE FOR PRODUCT MIX

Type of Institution:  Industry Type:  Category:  State:

EC Regd.  EC Obtained  EC Ref. No.:

Whether construction/alter area is more than 20,000 sq.mtr (Existing Expansion Unit):  No  Yes

Save Draft

**Part A: General**

1. Name, designation, office address with Telephone/Fax numbers, e-mail of the Applicant/Occupier/Industry/Institution / Local Body.

Applicant Name (M/s)	Address
XYZ Company	11 Wing 506, Chandivast,Sarjankar,Andheri,Mumbai-Suburban
Designation	Taluka
Manager	Andheri
Area	District

Area:  District:

Telephone:  Fax:

Email:  Wh number:

2. (a) Name and location of the industrial unit/premises for which the application is made (Give revenue Survey Number/Plot number name of Taluka and District, also telephone and fax number)

Industry name:

Location of Unit:  Survey number/Plot number:

Taluka:  District:

Telephone:  Fax:

(b) Details of the planning permission obtained from the local body/Zone and County Planning authority/Municipal Development authority designated Authority.

Planning permission:

Save Draft

**Thanks!!!**