

## **MAITRI SWS User Manual for Old User Registration on MAITRI 2.0 Portal**

The MAITRI SWS is a digital platform developed by the Government of Maharashtra to support investors in managing the approvals, registrations, and monitoring of their investment projects in the state of Maharashtra. The platform provides a one-stop solution for investors to interact with government departments, submit applications, track approvals and access essential services, with the objective of simplifying and accelerating the investment process.

Whether it is a new investment or an expansion to an existing project, MAITRI is designed to provide seamless and transparent online enabling mechanism to help an investor establish, expand and monitor investments in Maharashtra. This user manual provides a guide to the key features and functionalities of the platform, ensuring efficient navigation of the system and hassle-free experience in the online journey.

### **Key Features of the MAITRI SWS:**

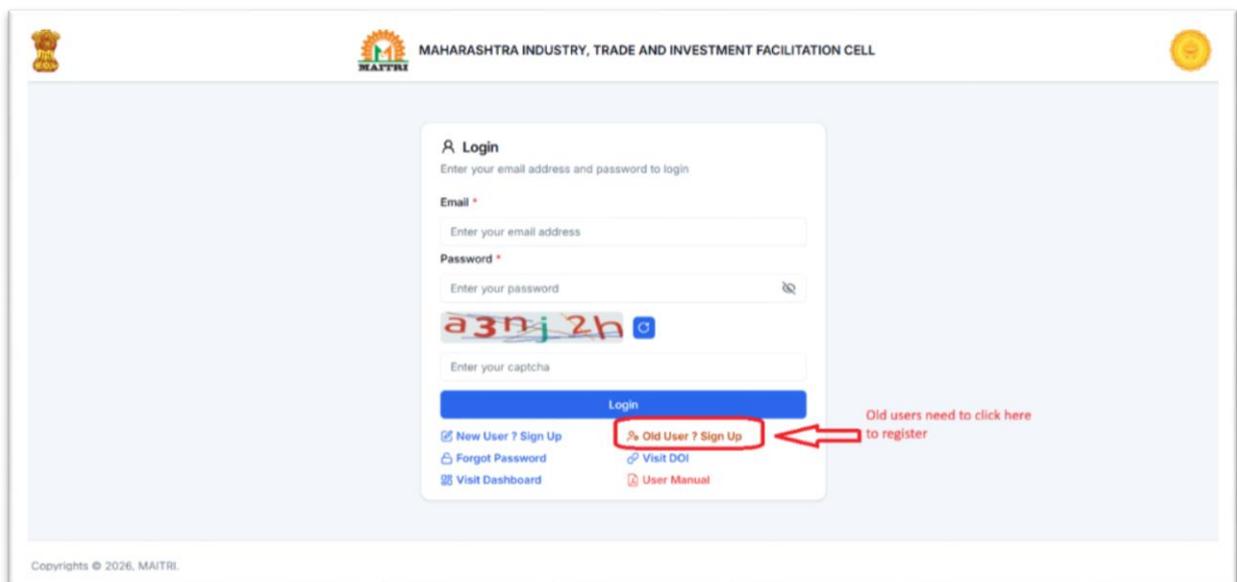
- **Project Registration and Management:** Register new investment projects, submit required documentation, and manage project details throughout the approval and implementation phases.
- **Application Tracking:** Track the status of applications and approvals in real-time.
- **Departmental Approvals:** Submit applications for various permits, licenses, and clearances required by different government departments, such as environmental clearances, industry licenses, and land use permissions.
- **Document Management:** Upload and manage required documents and ensure compliance with government regulations. Store all your project-related documentation in a secure, centralized location.
- **Real-Time Reporting and Insights:** Access analytical tools and reports to monitor the status of your applications, track key performance indicators (KPIs), and gain insights into your project's progress.
- **Stakeholder Communication:** Facilitate communication with relevant government departments, authorities, and agencies involved in your project, ensuring smooth collaboration.

## Steps for User Migration

1. Visit the MAITRI 2.0 portal by entering URL <https://maitri.maharashtra.gov.in/>
2. Click on “Login” Button.



3. On clicking button you will take you to login page. Existing users of MAITRI 1.0 portal need to click on “Old User? Sign Up” option.



4. Users need to enter correct details for old data migration
  - a. Email ID – Users need to enter the email ID that is registered with MAITRI 1.0 portal.
  - b. Mobile Number – Users need to enter mobile number registered with MAITRI 1.0 portal
  - c. Username – Enter user name of old portal here and click on “Next” button.

## Old User Migration

Easily verify and register your previously used accounts from here.

[Go back to Login](#)

1 Find Yourself  
Enter details to find an account

2 Enter Email & Mobile OTP  
Verify your email & mobile OTP

3 Existing Accounts  
Here are the list of existing accounts

Email ID \*

Users need to enter the email ID that is registered with the MAITRI 1.0 portal.

Mobile No. \*

+91 Users need to enter the mobile number registered with MAITRI 1.0 portal.

Username \*

dhan Enter a old portal user name.

[Prev](#) [Next](#)

5. Enter a OTP received on email id and mobile number

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Enter details to find an account

2 Enter Email & Mobile OTP  
Verify your email & mobile OTP

3 Existing Accounts  
Here are the list of existing accounts

Email OTP \*

123456

Mobile OTP \*

123456

[Prev](#) [Verify](#)

6. The user must now select their existing MAITRI 1.0 account. If the account status is shown as **“Unclaimed”** the user must first claim the account.

## Old User Migration

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1 Find Yourself  
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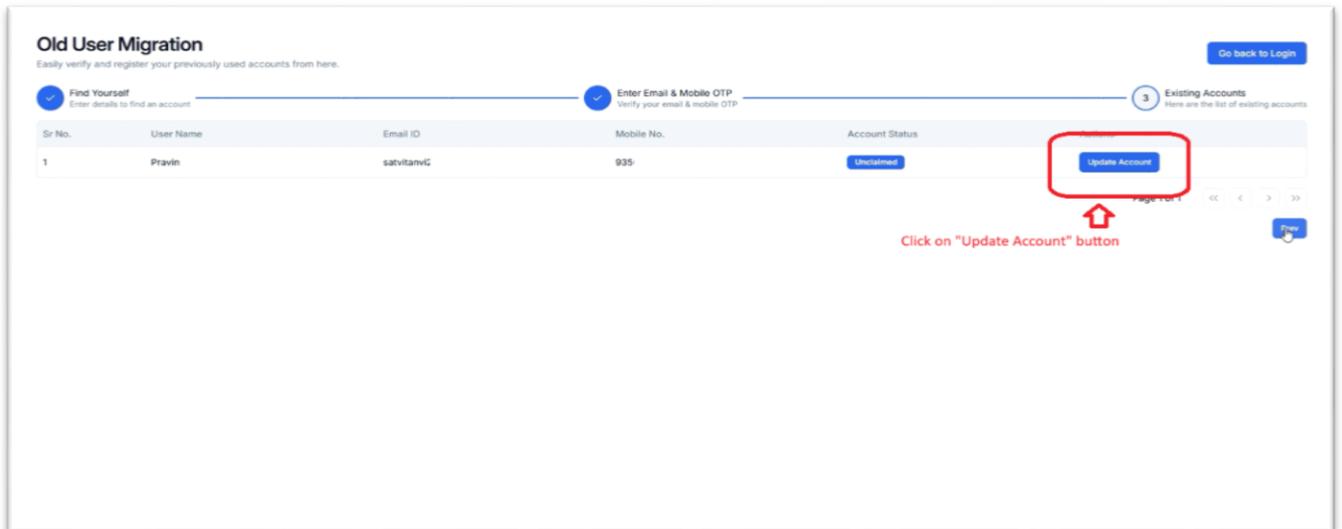
3 Existing Accounts  
Here are the list of existing accounts

Sr No.	User Name	Email ID	Mobile No.	Account Status	Actions
No records found.					

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7. In case of “Unclaimed” account, user needs to update account details using “Update Account” option.



8. Now, user needs to update account info such as email id and mobile number

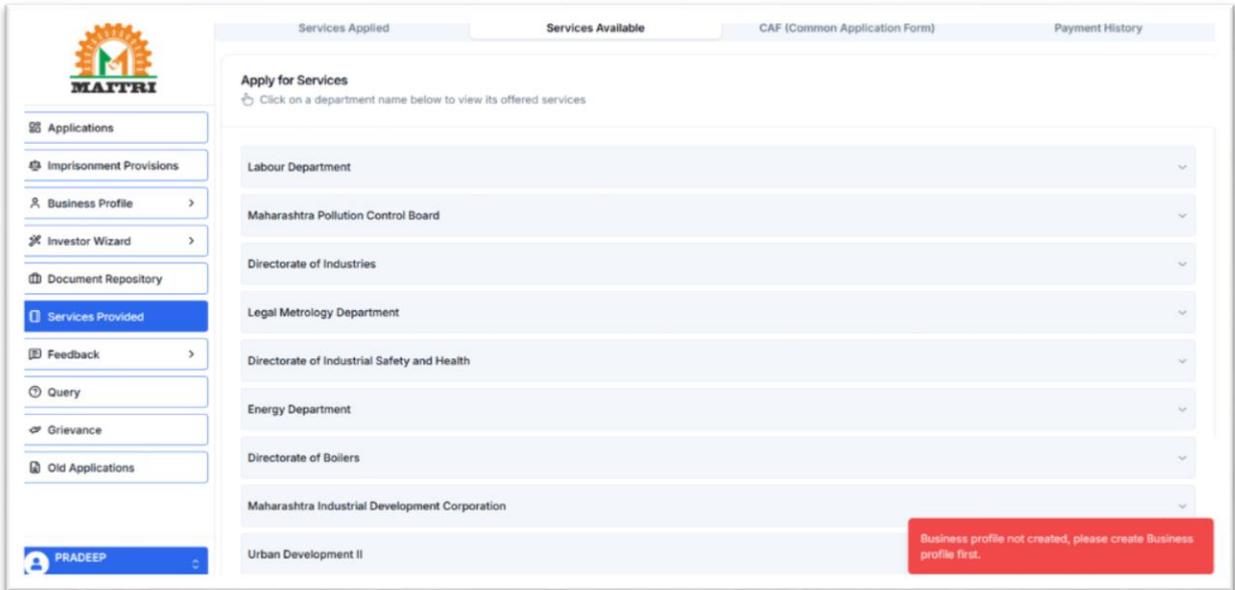
The screenshot shows the 'Update Account Info' form. It has two steps: 1. User Credentials and 2. Enter Email & Mobile OTP. The 'Email ID' field contains the text ': Enter email id same as MAITRI 1.0'. The 'Mobile No.' field has a dropdown menu showing '+91' and a text input field with a cursor. There are 'Prev' and 'Next' buttons at the bottom right.

9. Upon OTP verification, the old user registration form will appear. The user needs to fill in the form and submit it.

The screenshot shows the 'Old User Registration Form'. It has a title 'Old User Registration Form' and a subtitle 'Enter your new details below to register yourself'. The form contains several fields: E-Mail (savitam), Mobile No. (+91 93565-), First Name (Pravin), Middle Name (M), Last Name (Ba), Aadhar No. / Virtual ID (837), Date of Birth (Pick a date), Business Entity Pan (BZVP), Individual Name (Bandgar Mulyadth Hospital), Communication Address (Near Tara Hospital Om Building), State (Select a State), District (Select a District), Taluka (Select a Taluka), Village (Select a Village), and Pincode (415311). There are 'Validate' and 'Next' buttons. At the bottom, there is a 'Password' field and a 'Password Confirmation' field. A red box highlights the 'Date of Birth' field, the 'Business Entity Pan' field, and the 'Individual Name' field.

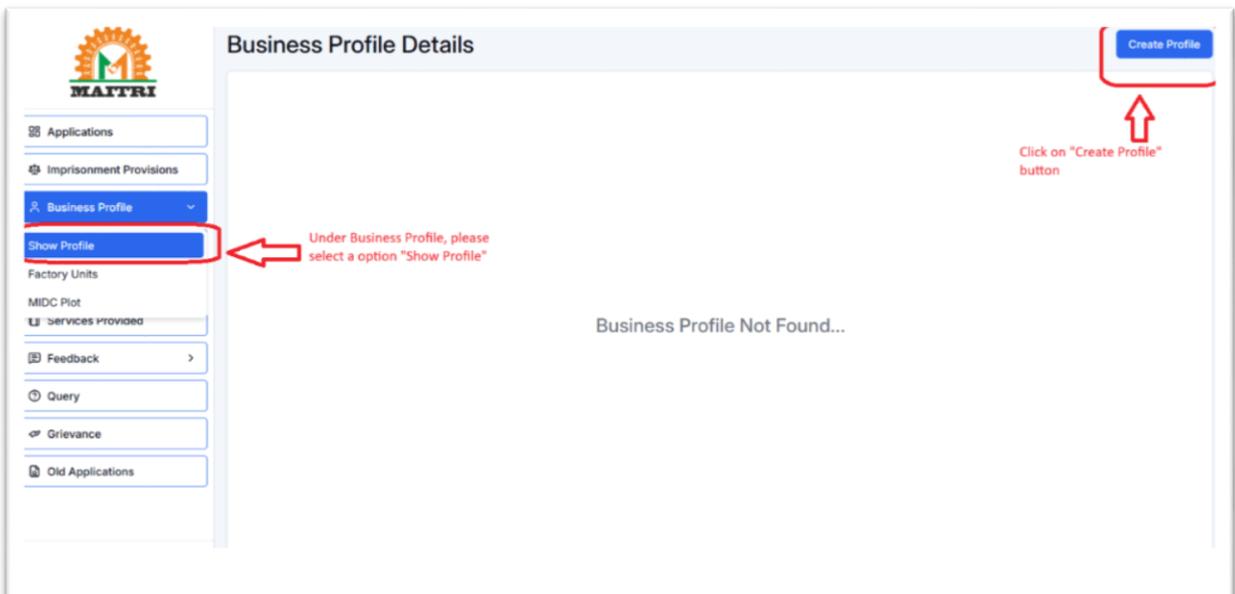
10. Now, user needs to login to the portal using new user id and password.

11. Then, user needs to create a business profile and add factory unit on the new portal.



12. To create business profile follow the following path :

- a. Select "Show Profile" option
- b. Then click on "Create Profile" button to create profile
- c. Enter all required information in the business profile and save it.



13. Enter a Factory Unit details to add factory units.

The screenshot displays the 'Factory Unit List' page. On the left is a sidebar with a menu containing 'Applications', 'Imprisonment Provisions', 'Business Profile', 'Investor Wizard', 'Document Repository', 'Services Provided', 'Feedback', 'Query', 'Grievance', and 'Old Applications'. The main area is titled 'Factory Unit List' with the subtitle 'Efficiently track and manage your chosen factories for a streamlined and organized experience.' Below this is a table with the following columns: 'Sr No.', 'Unit name', 'Sector', 'Sub Sector', 'Address', 'Nature', and 'Actions'. The table currently contains no data, with the text 'No records found.' centered. In the 'Actions' column, there is a red link that says 'Click here to add factory unit'. A red box highlights an 'Add Factory Unit' button in the top right corner of the page, and a red arrow points from this button to the red link in the table. At the bottom right, there is a red banner with the text 'Please proceed to add factory units'. The user's name 'PRADEEP' is visible in the bottom left corner of the sidebar.

Upon completion of the above steps, all old applications will be mapped to the user's new account. In case of any issues, users may contact the helpdesk for data mapping and further assistance. In case of any issues, users may contact the helpdesk for data mapping and further assistance.

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