



Ease of Doing Business Maharashtra and MAITRI

Workshops held in various Districts
in Maharashtra

January 2023

Doing Business India, Ease of Doing Business Maharashtra and MAITRI

Reforms implemented

Agenda

1. Ease of Doing Business Maharashtra
2. Maharashtra Industry, Trade and Investment Facilitation Cell (MAITRI)





Section

1

Ease of Doing Business (EoDB) Maharashtra

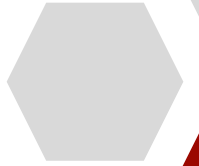
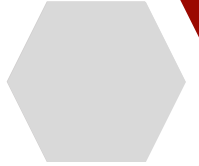
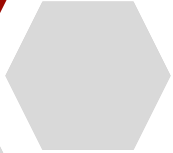
Single Window System I MAITRI



- 1** Online **Single window portal 'MAITRI'** is available for **various Business-related service applications of Government Departments**
- 2** **MAITRI** acts as **Investors' facilitation bureau** in State for **industrial facilitation & user feedback**
- 3** **Queries recording and responding** to investors' application within **3 working days** of **receipt of the application** against a higher notified timeline for the same
- 4** **Online single window system MAITRI** is available for **application of incentives** under the **Industrial policy**
- 5** **List of all State, municipal, panchayat levies, rates and tariff levied** is **published** on the online portal '**MAITRI**'
- 6** **Online single window system MAITRI** is integrated with **National Single Window System**



Ease in Property Registration | Revenue



1

All land/ property related records of ownership and encumbrances on one single online portal:

1. Online data of land transaction deeds for last 20 years
2. Updated Record of Rights for last 20 years
3. Property Tax payment dues#
4. Revenue Court case data
5. Civil Court case data
6. Integration with CERSAI
7. Integration with Utilities*(electricity & water)

2

Issuance of the registered deed to the applicant on the same day as the day of registration mandated

3

Online system for auto trigger of Mutation at land records office, Municipal Corporations for property tax, Water bills and DisComs for Electricity

4

Implemented Unique Property Id across the State for all land parcels (both urban and local) called ULPIN (Unique Land Parcel Identification Number).



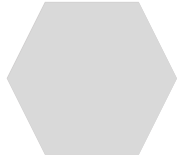
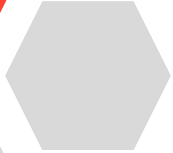
Ease in ULB Services | Urban Development



1

Single window portal, 'MAITRI', is available for, application of following services:

- New Water Application
- Trade License
- Mobile Tower Permission
- Fire License



2

More than 400 ULBs are being onboarded to **Integrated Web-based Portal of Directorate of Municipal Administration (DMA)** - <https://mahaulb.in/MahaULB/index>



3

Land Administration and Transfer of Property related reforms:

1. Records of liability towards **property tax** have been **digitized** for all ULBs
2. **Unique ID** mandated for each property/ plot/ vertical property across state.
3. **Online system** to **auto-calculate** and **pay** the **property tax**
4. **One single portal** for **Encumbrance** search



4

Online system for **auto trigger** of **Mutation** at **land records office**, **Municipal Corporations** for **property tax**, **Water bills** and **DisComs** for **Electricity**



Ease in Factory Regulations | DISH and Boilers



1

Online Single window system for following services:

1. **Registration & renewal** of license under **The Factories Act, 1948** and for **Factory plan approval**
2. **Registration & Renewal** of Boilers and Boilers Manufacturer under **The Boilers Act, 1923**

2

Auto-Renewal of License under the **Factories Act, 1948**

3

Validity of license under the **Factories Act, 1948** for **10 years**

4

Provision of **self-certification** instead of **Departmental inspections** under all the **labour laws** and **The Factories Act, 1948**



Ease in Licensing | Legal Metrology



- 1** Registration/ licenses and renewal services under the **Legal Metrology Act, 2009** through online **Single window portal 'MAITRI'**
- 2** Auto Renewal of Registration for all the services under the **Legal Metrology Act, 2009**
- 3** Online system for identifying **licensees** to be inspected, computerized allocation of **officers** & allowing users to download past **inspection reports** & **License/Certificates** up to **3 years**



Ease of Inspection | Maharashtra PCB



1

Single window portal 'MAITRI' is available for **Consent to Operate and Consent to Establish applications** under Air, Water and Hazardous Wastes Act

Approvals/Renewals are provided through **Single window portal 'MAITRI'** for:

- **Authorization** under **Bio-medical Waste Management Rules, 2016**
- **Authorization** under **Solid Waste Management Rules, 2016**
- **Authorization** under **Construction and Demolition Waste Management Rules, 2016**
- **Registration for Dealers** under the **Batteries rules, 2001**



2

List of white categories which are exempted from taking clearances **are available online**



3

Consent to Operate is provided with a **validity period of 5 years or above** under Water Act, 1974 and Air Act, 1981



4

Auto-renewal of Consent to Operate is provided based on **self-certification**



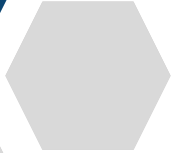
Ease of Inspection | Labour



1

Single window portal 'MAITRI' is available for

- ✓ License and renewal of license for contractors under Contracts Labour Act
- ✓ Registration of principal employer's establishment under Contracts Labour Act
- ✓ Registration under The Building and Other Construction Workers Act
- ✓ Registration under The Shops and Establishments Act
- ✓ Registration of establishment under the Inter State Migrant Workmen Act



2

A Central Inspection System(CIS) for joint inspections

- ✓ Inspection report will be submitted within 48 hours to the Department/CIS
- ✓ Same inspector will not inspect the same establishment twice consecutively
- ✓ Surprise inspections under CIS will be conducted with permission from Head of Department



3

Other Reforms

- ✓ Inspection prior to registration is not required under Shops and Establishments Act
- ✓ Renewal of Shops and Establishments is not required
- ✓ Online filing of single integrated return and applicable payments under Labour Laws is available
- ✓ Elimination of the provision which poses restrictions on women to work in night shift to ensure 24*7 working for females





Ease of Utility Permits | Energy



1

Single window portal 'MAITRI' for obtaining electricity connection

2

Only two documents required for obtaining new electricity connection



3

Payment of electricity bill online; Tariff change will be notified ahead of the billing cycle

4

New electricity connections granted within 7 days where no 'Right of Way' is required and within 15 days where 'Right of Way is required'



5

Historical and planned data on monthly outages now available online

6

Online portal for Approval of DG set installation from all concerned authorities



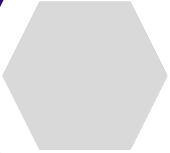
Ease in Land and Building Approvals | MIDC



- 1** Single window portal '**MAITRI**' for land allotment & water connection in IDC areas
- 2** Building Plan Approval System available **online** along with granting of occupancy certificate
- 3** Timelines for department services **notified** under the **Maharashtra Right to Public Service Act, 2015**
- 4** GIS system for all **State-owned industrial estates/ parks** with details of infrastructure and facilities with all requisite clearances and permissions



Ease in Paying Taxes | Maharashtra GST



1

Profession Tax Registration certificate is issued **within 1 day** (notified under the Maharashtra Right to Public Services Act)

2

Registration under PT can also be obtained through online **Single Window Portal 'MAITRI'**

3

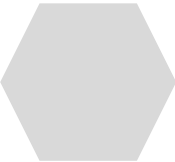
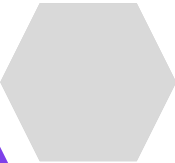
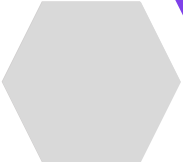
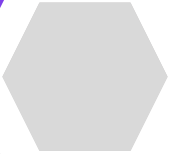
Online Single Unified Registration Application for MVAT/PT with facility for filing of e>Returns and for online payment of tax on Dept. portal

4

Toll free helpline number and e-Helpdesks throughout the State to assist taxpayers for e-filing of returns under GST Act



Ease in Excise Services | State Excise



1

Following **services** can be obtained through online **Single Window Portal 'MAITRI'**

- **Excise Verification Certificate**
- **Registration** under State Excise for **Label Registration**
- **License** under State Excise for **local sale, Import and export permit of Spirit and Indian-made foreign liquor (IMFL)**

2

Tax structure of State Excise duties is available on the online single window system, **MAITRI**

3

Online payment system, Government Receipt Accounting System (**GRAS**) with facility for payment of duty



Ease of Business in Healthcare | FDA



Timelines notified under Maharashtra Right to Public Services Act, 2015 for following services

- **Retail Drug License**
- **Wholesale Drug License**
- **Drug Manufacturing License**

1

2

Following **services** can be obtained through online **Single Window Portal 'MAITRI'**:

- **Retail Drug License**
- **Wholesale Drug License**
- **Drug Manufacturing License**

For both – Fresh and Retention licenses





Section

2

MAITRI

Maharashtra Industry, Trade and Investment Facilitation Cell (MAITRI)



Constitution: Government Resolution issued on March 01, 2014 to establish MAITRI, Government to Business (G2B) interactive platform, as a one-stop-shop for existing and prospective investors to get consolidated information about the investment process.

Single Window System for Industry Approvals

- ❑ Aims at promoting investments & facilitating business
- ❑ Acts as a comprehensive repository of information
- ❑ Services integrated across multiple departments



**119
Integrated
Services**



**15
Departments**



**One Stop Shop for G2B
Services to Investors**

MAITRI Physical Bureau

41 Officers across 16 Depts with DC(I) as Chairman
Monthly investor meetings & internal reviews

MAITRI Steering Committee



Key Takeaways:

State's Single Point of contact

Facilitating Investment and Aftercare

Export Promotion Desk

Focus on Cluster Development to promote MSMEs

Maharashtra Industry, Trade and Investment Facilitation Cell (MAITRI)



MAITRI Achievements

MAITRI – Quick Fact sheet

Online Applications Received	Disposal (%)
2,78,083	96.83%
Issues Received	Resolution (%)
3900	98.78%

75+ MAITRI Meetings

Facilitated 2000+ companies

Handholding Support (Mega + Ultra Mega)

119 Services integrated across 15 departments

Urban Development Department	28	Excise Department	28
Legal Metrology Department	16	Labour Department	10
Maharashtra Pollution Control board	11	Energy Department	6
Maharashtra Industrial Development Corporation	5	Directorate of Boilers	3
Directorate of Industrial Safety and Health	3	Food and Drug Administration	2
Directorate of Industries	3	Law and Judiciary	1
Department of Goods and Service Tax, Maharashtra	1	Public Works Department (Electrical)	1
Revenue	1		

Queries/ Grievances



For any Grievance or Query, Please connect on below mentioned link:

<https://maitrigrievance.mahaonline.gov.in/MaitriGrievanceForm/MaitriGrievanceForm>

For any other assistance you may also connect with our customer care representatives on the Citizen Call Center.

The screenshot shows the Maitri Grievance Form interface. At the top, there is a navigation bar with the Maitri Grievance logo and a 'Check Status' link. The form itself is divided into several sections: 'Name of the Entity Filed', 'Activity of the Entity', 'Investment (in Lakhs)', and 'Direct Employment'. Below these are 'Name of the Applicant', 'Mobile Number', 'Email ID', and 'Location of the Business'. There are also dropdown menus for 'State' (MAHARASHTRA), 'District', 'Taluka', and 'Village'. The 'Type of Request' and 'Name of Department' are also dropdown menus. A 'Detailed Description' text area is provided for the user to enter their grievance. At the bottom, there is a file upload section with a 'Choose File' button and an 'Upload Document' button. A note specifies that the file should have an extension such as .jpg or .JPEG or .pdf or .png and File size should be fall between 5KB and 2MB. The form has 'Submit' and 'Reset' buttons at the bottom.

Contacts

c/o. Maharashtra State Small Scale Industries Development Corporation (MSSIDC), 'Krupanidhi' Building, 9, Walchand Hirachand Marg, Ballard Estate, Mumbai - 400038

24 x 7 Citizen Call Center : 1800 120 8040 (Toll Free)

91-22-22622362 / 2262 2322

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Policy-related Initiative

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S. No.	Policy	New/ Existing
1.	Circular Economy	New
2.	MSME	New
3.	Leather Products and Footwear	New
4.	Thrust sector/ Core sector anchor Units	New
5.	Export	New
6.	Aerospace & Defence	Existing
7.	Policy for Textile and Gems & Jewellery as part of Flatted Gala	Existing
8.	Electronics Policy	Existing
9.	Logistics	Existing
10.	Retail	Existing
11.	Industrial	Existing

A nighttime cityscape featuring several tall buildings. The central focus is a tall, curved brick building with many lit windows. To its left is a modern glass skyscraper. To the right is a brick building with a fire escape. The foreground shows a street with light trails from cars and a bus. The sky is a deep blue with some clouds.

Thank You
