

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.

LOGIN SKIP TO NAVIGATION SKIP TO CONTENT Search

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Maharashtra Industry, Trade And Investment Facilitation Cell



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LOG IN

User Name

Password


VWZAI

Try another
Enter the text you see above:

Log In

[New Registration](#) [Forgot Password?](#) [User Manual](#)

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”.

[LOGIN](#) [SKIP TO NAVIGATION](#) [SKIP TO CONTENT](#)



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REGISTRATION
Back to Login

Name Of The Entity*

Type of Constitution*

Applicant's Full Name*

Applicant's Designation in Firm*

Applicant's PAN

Applicants Aadhar (UID)

Entity PAN

Entity TIN

Applicant's correspondence Address

Plot / Gut / Survey / Gala No.*

Address Line 1*

Address Line 2

Village (गाव)

State (राज्य)*

District (जिल्हा)*

Taluka (तालुका)

PinCode (पिन कोड)*

Mobile Number*

Send OTP

Enter OTP*

Create User Name*

Password*

Confirm new password*

Applicant's Email ID*

Send OTP

Enter Email OTP*



Try another
Enter the text you see above:

Register

Password must contains one digit from 0-9,and contains atleast one lowercase characters and one uppercase characters.Must contains one special symbols in the list #!% and Password length atleast 7 character and maximum 20 character.Example- Maitri@123

All existing users of the MIDC/MPCB/LMS system must either use their existing accounts,or must apply with a new email address to MAITRI

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

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LOG IN



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MAITRI Hi Test!

Dashboard

Dashboard

ApplicantID	Applicant Name	Service Name	Payment Date	Document Status	Payment Status	Download Receipt
There are no items to display						

Dashboard

- Dashboard
- CAF and Services
 - 1. CAF**
 - 2. Services Provided
- ChangePassword

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.

MAITRI Hi Test!

Dashboard
CAF and Services
1. CAF
2. Services Provided
ChangePassword

Application Form for Availing MAITRI Services

Applicant Details

Note: Email ID entered in the "Industry Information – Location of the Unit" should be unique for each application.
Note: Common Application Form shall be filed by the authorized person i.e. Occupier/ Managing Director/Managing Partner/Partner/Director duly authorized by company/Duly and legally authorized person on behalf of the entity.

Applicant's Aadhar: 123456123456
Applicant's PAN: ABCDE1234R

Name of the Occupier/Managing Director/Managing Partner/Partner/Director duly authorized by company/Duly and legally authorized person on behalf of the entity

Title: Mr. Mrs. Ms.
Full Name: Ushank Kandoi

Applicant's Correspondence Address

Address Line 1: Raheja Vihar
Address Line 2: Chandivali

State: MAHARASHTRA
District: Mumbai Suburban
Taluka/Tehsil: Andheri

Name of the Occupier/Managing Director/Managing Partner/Partner/Director duly authorized by company/Duly and legally authorized person on behalf of the entity

Title: Mr. Mrs. Ms.
Full Name: Ushank Kandoi

Applicant's Correspondence Address

Address Line 1: Raheja Vihar
Address Line 2: Chandivali

State: MAHARASHTRA
District: Mumbai Suburban
Taluka/Tehsil: Andheri

City/Town/Village: Andheri
Pincode: 400028
Email ID: xyz@gmail.com

Contact Number
Country Code: 91
Mobile No.: 7400423351
Apply for land from MIDC: No

In case an applicant submits an application for land allotment, all other services under MAITRI shall be made unavailable until land allotment is approved.

MOVE TO NEXT STAGE

- Dashboard
- CAF and Services
- ChangePassword

Application Form for Availing MAITRI Services

Industry

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

Where is the Place of Activity located?
 MIDC Non-MIDC (If the place of activity is within MIDC Industrial Area, please select MIDC, else select Non-MIDC)

Place of Activity

Plot no. Address* State

District* Taluka* Village

Pincode* Email ID

"Address of Head Office / Company Head Quarters" same as "Location of Unit"

Address of Head Office / Company Headquarters

Pincode* Email ID

"Address of Head Office / Company Head Quarters" same as "Location of Unit"

Address of Head Office / Company Headquarters

Plot no. Address*

District* Taluka Village

Pincode* Email ID*

Landline Number

Country code + STD code Landline no

Website

[Move to next Stage >>](#)

- Dashboard
- CAF and Services
- ChangePassword

Industry Details

Industry Details

Entity PAN Entity TIN

Nature of Activity*
 Manufacturing Service Business

Details of the Activity:

[Move to next Stage >>](#)

MAITRI Hi Test!

Facilitation that may be required for the Project

I certify that the information provided is true to the best of my knowledge.

Facilitation that may be required for the Project

Please select appropriate fields as per your requirement should be placed at the last in the application form

<input type="checkbox"/> Land and Related Permissions	<input type="checkbox"/> NA permission / Zone change
<input type="checkbox"/> Environmental clearances	<input type="checkbox"/> MPCB consent
<input type="checkbox"/> Building Plan approval	<input checked="" type="checkbox"/> Power connection
<input type="checkbox"/> Labour Dept. permissions under various Acts	<input type="checkbox"/> Department of Industrial Health & Safety (DISH)
<input type="checkbox"/> Fire Department Permission	<input type="checkbox"/> Stamp Duty Exemption
<input checked="" type="checkbox"/> Water Permission	<input checked="" type="checkbox"/> Boiler
<input type="checkbox"/> Shop & Establishment	<input type="checkbox"/> sales tax

[Move to next Stage >>](#)

Step 5: After certifying, we reach the document submission page where we have to upload the relevant documents and click on “Submit Documents”.

MAITRI Hi Test!

Upload Documents

Application No.: Maitri20FIED917 Service Name :MAITRI Single Window

NOTE:

- Document Format should be JPEG/ PDF
- The size of the documents between 50 KB to 500 KB.
- Please make sure the filenames of the documents you wish to upload do not contain any special characters.

[Kindly crop your Photo Image And Signature Image from here](#)

Applicant Photo ID Proof (Pan Card/Aadhar Card/Voters Id/Passport/Driving License etc)

Upload File Aadhar Card.jpg.jpg

Registration of Company/Firm/Society (Mandatory except for Proprietary entities)

Authority Letter for filling up and signing the CAF on behalf of the Entity

Land document in the name of unit (Possession Receipt/Transfer Order)

Upload TIN Certificate

Upload IEM / Udyog Aadhar

[Submit Documents](#)

MAITRI Hi Test !

Upload Documents

Success! Document Uploaded Successfully.

[Click here Go to Dashboard](#)

Dashboard
CAF and Services
ChangePassword

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

MAITRI Hi Test !

Dashboard

Dashboard

ApplicantID	Applicant Name	Service Name	Payment Date	Document Status	Payment Status	Download Receipt
Maitri20FIED917	Ushank Kandoi	Maitri	Payment Pending	Done	MakePayment	Payment Pending

Dashboard
CAF and Services
ChangePassword

MAITRI Hi Test !

Payment

MakePayment

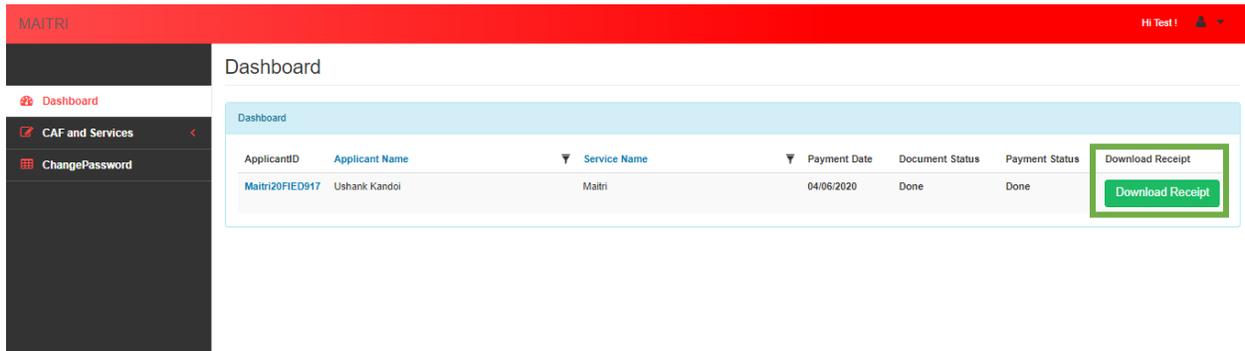
Online Payment ₹

Application Id	Maitri20FIED917
Service Name	Maitri
Name	Ushank Kandoi
MahaOnline Service Charges	20.00
SGST (State Goods and Service tax 9.00%)	1.80
CGST (Central Goods And Service tax 0.00%)	1.80
Total Amount	23.60
MahaWallet TokenID	14329201472908

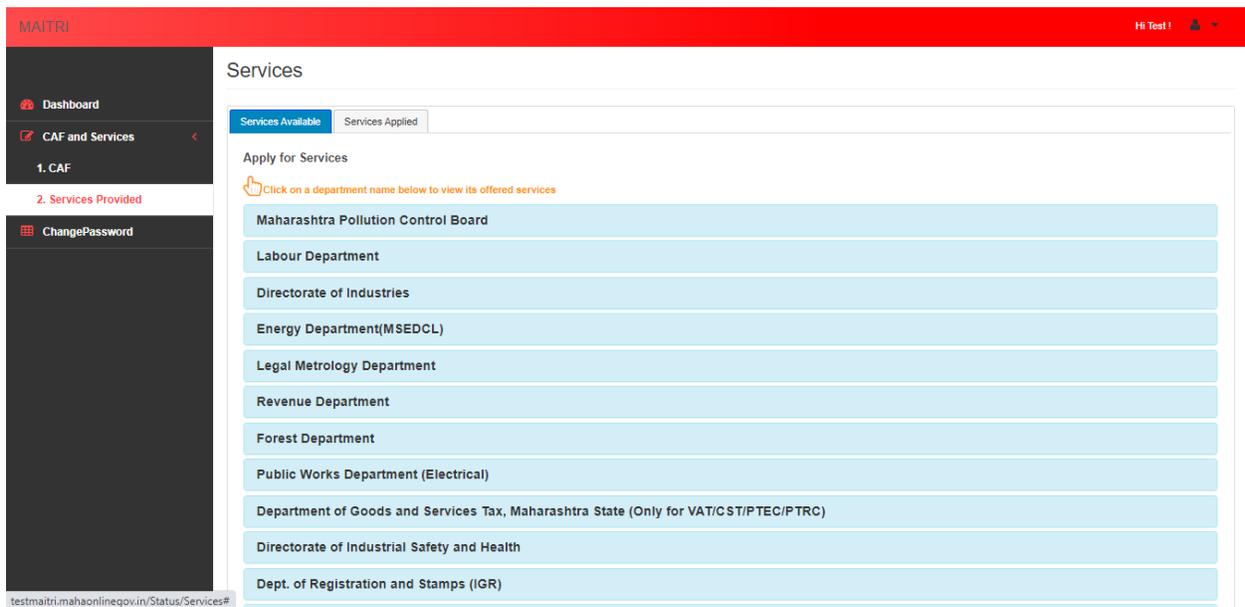
[Confirm](#)

Dashboard
CAF and Services
ChangePassword

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



Step 9: Once the payment is done, we can find an exhaustive list of approvals on MAITRI as given below in the screenshot.



MAITRI Hi Test!

Services

Services Available | Services Applied

Apply for Services

Click on a department name below to view its offered services

Maharashtra Pollution Control Board

Service Name	Link
1) Consent to establish (under Water Act & Air Act)	Apply
2) Consent to operate (under Water Act & Air Act)	Apply
3) Renewal of Consent to operate (under Water Act & Air Act)	Apply

Labour Department

Directorate of Industries

Energy Department(MSEDCL)

Legal Metrology Department

Revenue Department

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 of various departments. The applicant on selecting the respective service he/she wish to apply gets automatically transferred to the URL. The applicant doesn’t need to register or log in again here; he automatically lands on the page of the respective service form. The user has to fill in the form. The common details for the applicant are auto-populated on the form using the fields he/she has filled in CAF.

THANKS!!!