



Initiatives under Ease of Doing Business Maharashtra and MAITRI

February 2023



Agenda

Section
1


Maharashtra Industry, Trade and
Investment Facilitation Cell - MAITRI

Section
2

Ease of Doing Business

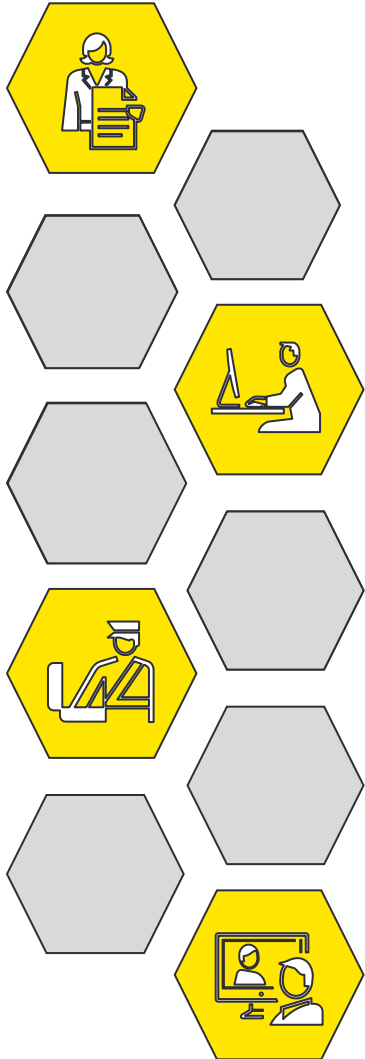
Section
3

Reducing Regulatory Compliance
Burden & Decriminalization



Maharashtra Industry, Trade and Investment Facilitation Cell - MAITRI

Maharashtra's Single Window | Maharashtra Industry, Trade and Investment Facilitation Cell - **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**



MAITRI - Steering committees & Institutional

The Chief Ministerial Committee

- ▶ **Chairman** - Hon'ble Chief Minister, GoM
- ▶ Review the pending issues and take critical policy level decisions to resolve the difficulties faced by industries

State Level Committee

- ▶ **Chairman** - Chief Secretary
- ▶ Review the pendency of approvals and discuss the issues which are pending for significant time

Departmental Committee

- ▶ **Chairman** - Principal Secretary (Industries)
- ▶ Review the status of project proposals and approvals

Institutional Framework

- **Chairperson: Development Commissioner, Industries**
- **In-charge: Additional Development Commissioner, Industries**

41 nodal officers across 16 departments

Industries	UDD	GST
MIDC	Legal Metrology	PWD
MPCB	Steam Boilers	Revenue
MSEDCL	Forest	Water Resources
Labour	DISH	Collector of Stamps
Maharashtra Fire Services		

MAITRI – Services and Departments



119 Services 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			

MAITRI portal features (<https://maitri.mahaonline.gov.in/>)



- Industrial scenario of Maharashtra
- Snapshot of the policies
- Know your approvals
- Service related information (Fees, Timelines, documents required, etc.)
- Reforms under Ease of Doing Business
- Information on Exports in Maharashtra
- Grievances & Query Module

The screenshot shows the MAITRI portal homepage. The browser address bar displays 'maitri.mahaonline.gov.in/Home/Home'. The navigation menu includes: Home, About Us, FDI Attraction, Investor Services, Ease of Doing Business, Exports, News and Update, Explore Maharashtra, Grievance & Feedback, Downloads, Public Consultation, Movie Shooting Permission, Index of Industrial Production, and COVID-19 Guidelines. A 'Contact us' link is also present. Below the menu, there is a 'Highlights' section with a 'Policy Presentation' link. The main content area features a banner for 'Magnetic Maharashtra' with the tagline 'Attractions Unlimited'. The banner highlights 'Efficient Power Supply System and Telecommunication'. Three portraits of government officials are displayed: Shri. Eknath Shinde (Hon'ble Chief Minister), Shri. Devendra Fadnavis (Hon'ble Deputy Chief), and Shri. Uday Samant (Hon'ble Minister (Industries)).

**Maharashtra Industry Trade and Investment
Facilitation Cell**



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 MAITRI dedicated helpline number..

Browser address bar: <https://maitrigrievance.mahaonline.gov.in/MaitriGrievanceForm/MaitriGrievanceForm>

Form fields:

- Name of the Entity Filed: *
- Activity of the Entity: *
- Investment (in Lakhs): *
- Direct Employment: *
- Name of the Applicant: *
- Mobile Number: *
- Email ID: *
- Location of the Business: *
- State: MAHARASHTRA
- District: -- Select --
- Taluka: -- Select --
- Village: -- Select --
- Type of Request: *
- Name of Department: *
- Detailed Description: *

Supporting documents (if any):

Choose File No file chosen Upload Document

Note: Each grievance recorded should have only one ticket number for one department.
Note: File should have an extension such as .jpg or .JPEG or .pdf or .png and File size should be fall between 5KB and 2MB.

Submit Reset

Contacts

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

MAITRI Dedicated Helpline No : 1860 233 2028

91-22-22622362 / 2262 2322

maitri-mh@gov.in

MAITRI - Achievements



MAITRI – Quick Fact sheet	
Online Applications Received 2,82,372	Disposal (%) 96.88%
Issues Received ~ 4008	Resolution (%) 98.92%

75+ MAITRI Meetings

Facilitated **2000+** companies

Handholding Support (Mega + Ultra Mega)



Ease of Doing Business



Global-level World Bank's Doing Business (Country Ranking)

- Program initiated since 2009
- Ranks 190 economies
- Mumbai and Delhi in India considered for evaluation
- 10 Indicators to study Business Climate in a country
- **Mumbai - 6 Indicators applicable**
- **100% feedback based**

India ranked 63

with a DB score of 71.0 as per Doing Business Report
2020

*(India has made a substantial leap, improving its
ranking from 130 in 2015 to 63 in 2019)*

Country-level Ease of Doing Business; by DPIIT (State Ranking)

- Program initiated since 2014 (No ranking done this Year)
- Maharashtra ranked **13th in 2019, Achievers in 2020-21**
- Business Reforms for implementation identified by DPIIT in consultation with World Bank

Maharashtra got Achievers category

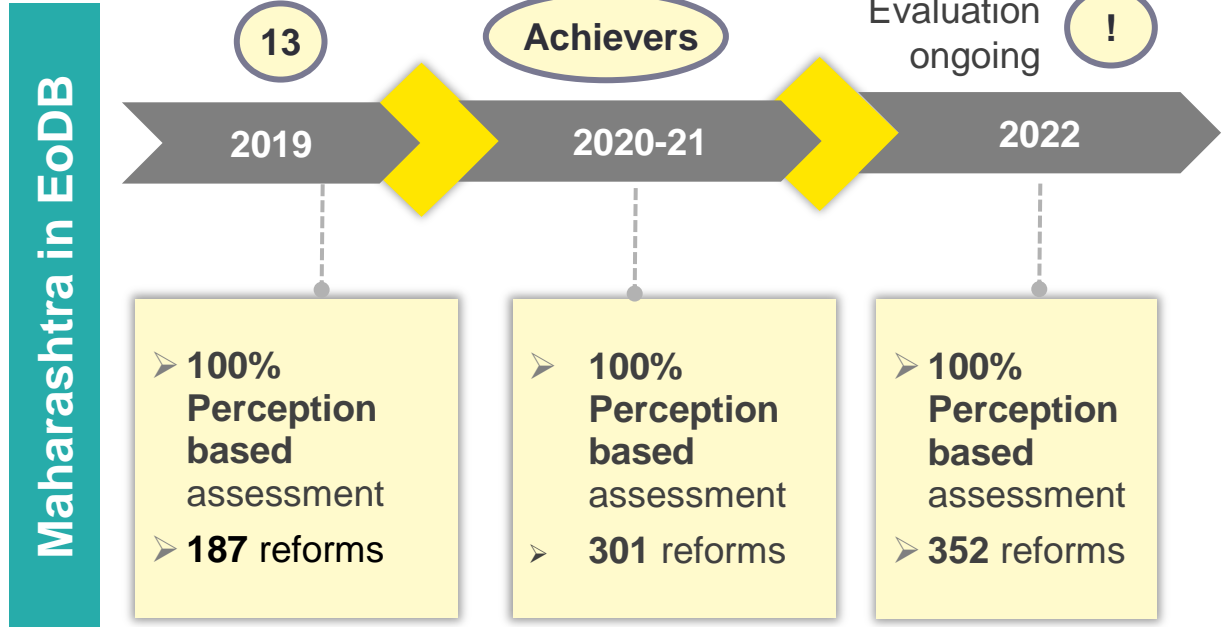
with an implementation Score of **94%** and
Feedback Score of **>80.00%** under BRAP 2020-
21



Maharashtra's Journey in EoDB exercise

Program Objective

- Foster conducive business environment in the State
- Promote investments through industry-aligned initiatives
- Generate employment
- Implement regulatory and IT-enabled reforms
- Timely processing of applications

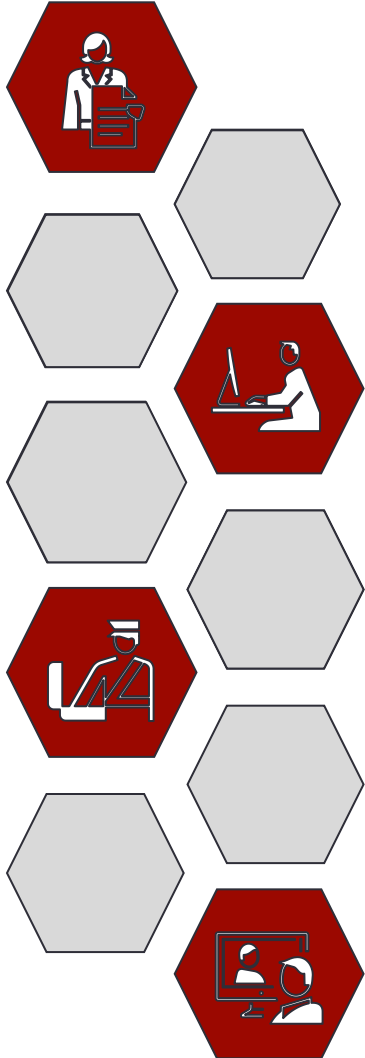


The background of the slide features a light blue grid pattern. A single, solid orange rectangular sticky note is placed on the grid, slightly offset from the center. The grid lines are thin and light blue, creating a subtle background texture.

Department-wise Key Implemented Reforms



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

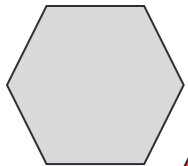
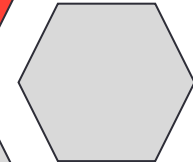
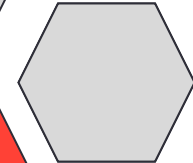
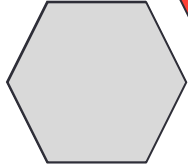
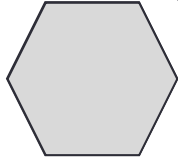
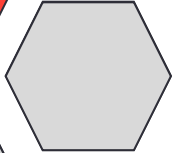
Online system for auto trigger of Mutation at land records office, Municipal Corporations for property tax, Water bills and DisComs for Electricity

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 370 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:

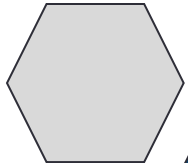
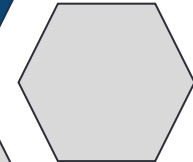
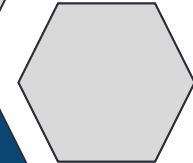
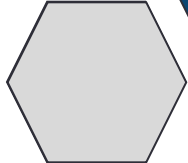
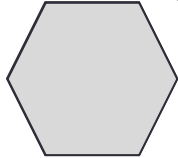
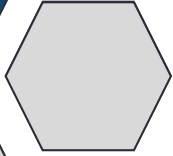
1. Records of liability towards **property tax** have been **digitized** for all ULBs
2. **Unique ID** mandated for each property/ plot/ vertical property across state.
3. **Online system** to **auto-calculate** and **pay** the **property tax**
4. **One single portal** for **Encumbrance** search

4

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



Ease 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

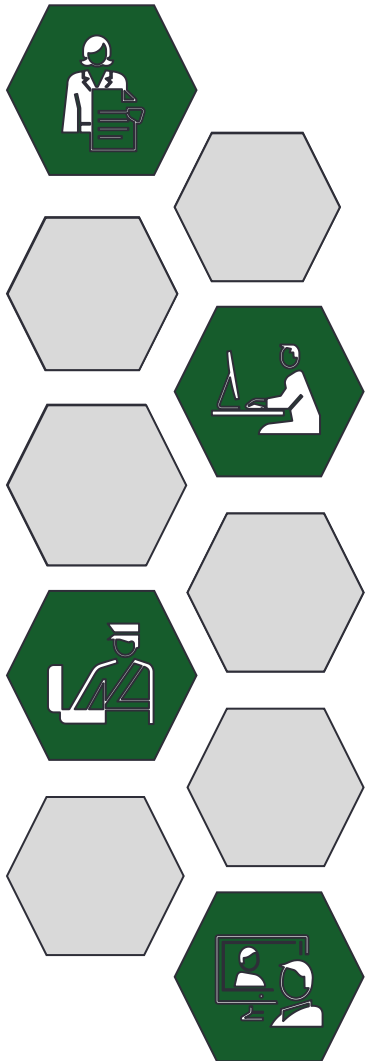
3

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



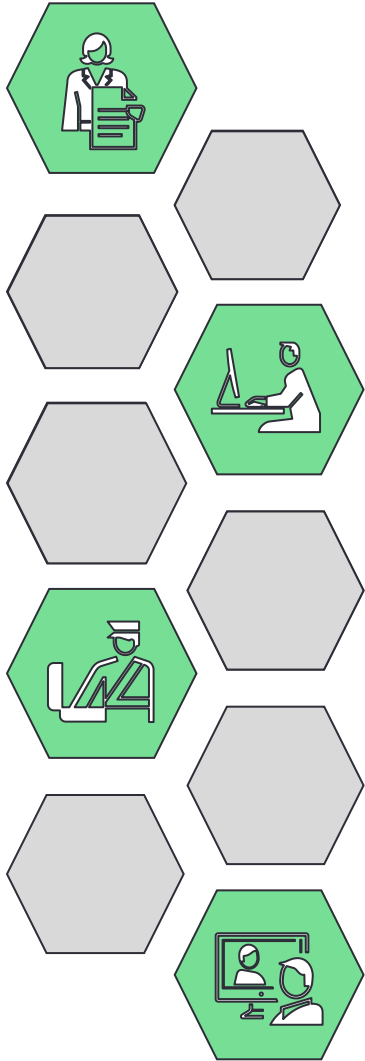
Ease in Factory Regulations | DISH and Boilers



- 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**



Notable Reforms by other Departments

Department	Reforms
Maharashtra Pollution Control Board	<ul style="list-style-type: none">Services such as e-Waste, Bio-Medical Waste, Solid Waste have been made online and integrated with MAITRI
State Excise	<ul style="list-style-type: none">Implementation of online system for Excise Verification Certificate and Integration with MAITRI-SWS
Food and Drugs Administration	<ul style="list-style-type: none">Integration of drug sale (retail and wholesale) and drug manufacturing services with single window portal MAITRI
Cooperation	<ul style="list-style-type: none">Implementation of service – Registration of Societies
Law & Judiciary	<ul style="list-style-type: none">Registration of Partnership Firm has been made online



Reducing Regulatory Compliance Burden & Decriminalization



Reducing Regulatory Compliance Burden

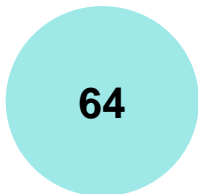
Objective of Reducing Regulatory Compliance Burden exercise is multifold:

1. Online enablement of services
2. Elimination of Renewals/ Implementation of Auto-Renewals
3. Compounding of offences/ Decriminalization
4. Introducing New Age Technologies
5. Repealing redundant/ archaic laws

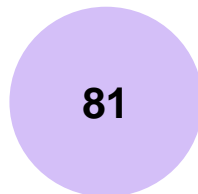
Exercise initiated in 2021

Initiatives taken by Maharashtra Government to Reduce Compliance Burden

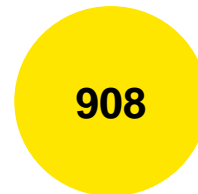
Number of **Acts repealed** in 2016



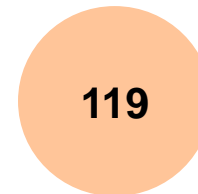
Citizen centric compliances reduced



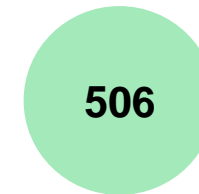
Business centric compliances reduced



Number of **services accessible online** through the MAITRI portal



Number of services with **notified timelines** under Maharashtra RTPS Act





Decriminalization

A Committee was setup under the chairmanship of Hon'ble Additional Chief Secretary (Industries) to examine imprisonment provisions in State legislations.

- A report was prepared and submitted to Hon'ble Chief Secretary. The objective of 'Decriminalization' is to:
 - Create a sense of security in industrialists and commercial houses to conduct businesses without the fear of being jailed
 - Identify the imprisonment provisions for minor/ petty offences and decriminalize them by:
 - (i) **elimination** or
 - (ii) compounding through
 - (a) **replacing with monetary sanctions** or
 - (b) **deferring imprisonment to subsequent instances**

Initiatives taken by Maharashtra Government for Decriminalization Exercise

Studied Legislations

90+

Committee meetings held

10

Meetings held under Chief Secretary

5

Identified imprisonment implications

500+



Next Step: Cost of Doing Business

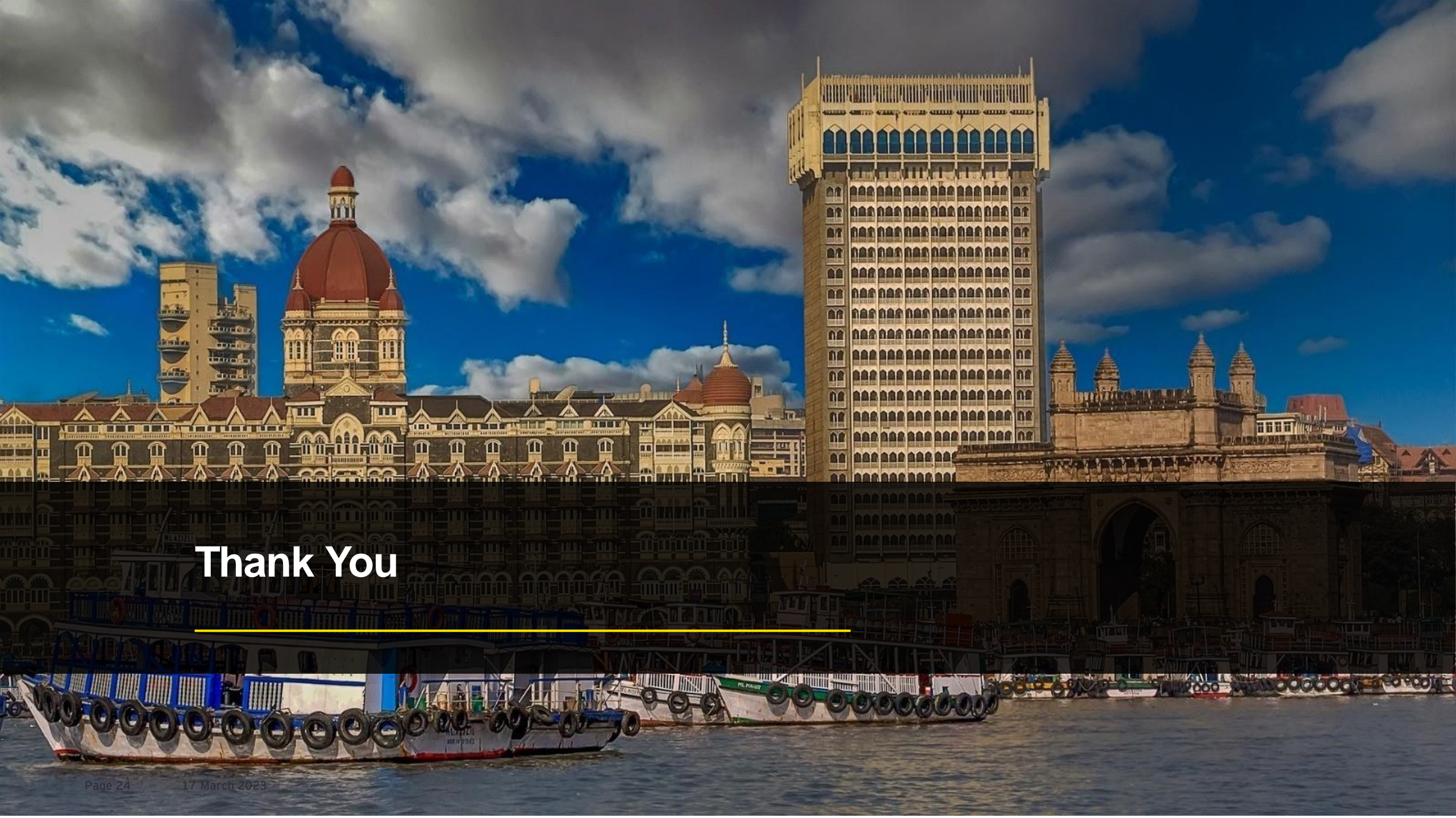
Current Status: In Concept stage

Steps to Devise Framework and Methodology

- 1) Identification of all kinds of non-statutory costs
- 2) **Clear definition of the costs identified** (grouping and sub-grouping) and acceptance by States and UTs
- 3) **Determination of formulae** to calculate all kinds of costs (duly ensuring the formulae are not skewed by State contours or intrinsic characteristics)
- 4) Identification and quantification of companies, based on sizes and sectors
- 5) Rolling out assessment methodology

Next Steps:

1. A template is rolled out by DPIIT for collection of data from Industries
2. Template to be filled and shared with Directorate of Industries for onward coordination with DPIIT.



Thank You