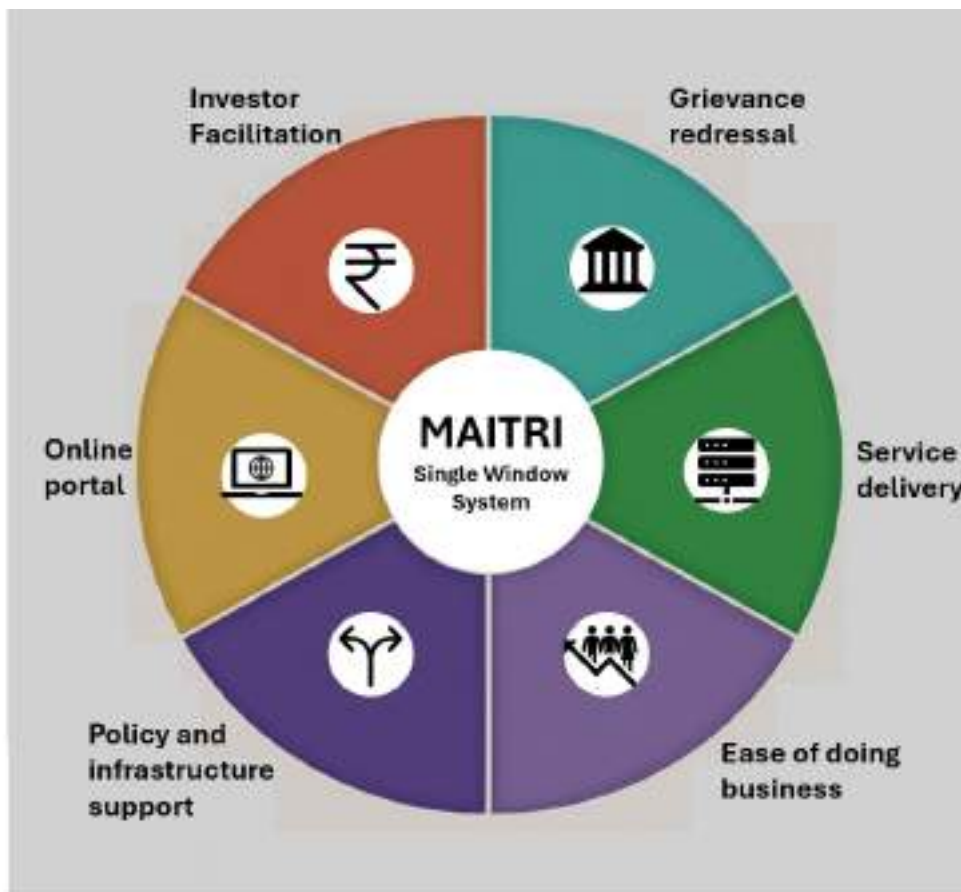




Maharashtra Industry, Trade and Investment Facilitation Cell (MAITRI)

A comprehensive guide for investors and entrepreneurs



**Department of Industries,
Government of Maharashtra**

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Preface

As Maharashtra continues to solidify its position as the industrial powerhouse of India, the need for streamlined, transparent, and efficient government processes has never been more critical. In this context, the MAITRI (Maharashtra Industry, Trade, and Investment Facilitation Cell) platform has emerged as a vital instrument for both the Department of Industries and the broader business community in the state.

MAITRI is more than just an online portal; it represents a transformative approach to governance, designed to facilitate the ease of doing business in Maharashtra. By offering a single-window system for clearances and approvals, MAITRI eliminates bottlenecks, ensuring that businesses can focus on what they do best—innovation, growth, and contributing to the state's economy.

The vision for MAITRI is ambitious. We aim to create a business environment where processes are not just simplified but also highly responsive to the needs of the industry. As we move forward, MAITRI will continue to evolve, integrating advanced technologies and expanding its scope to cover more services, ensuring that Maharashtra remains at the forefront of industrial development in India.

This platform embodies the strong partnership between the Government of Maharashtra and the industries operating within the state. It is a testament to our shared commitment to fostering a conducive environment for investment, growth, and job creation. By working together, we can ensure that Maharashtra not only attracts investments but also becomes a global leader in industrial innovation and excellence.

I invite all stakeholders to engage actively with MAITRI, utilizing it to its full potential. Let us continue to build on our successes, drive new investments, and create a future where Maharashtra stands as a beacon of industrial progress and prosperity.

Shri Deependra Singh Kushwah (IAS)
*Development Commissioner, Dept of Industries,
Chairman, MAITRI
Government of Maharashtra*

1. Maharashtra: A Socio- Economic Powerhouse

<p>Maharashtra's GDP accounts for 14.2 % of India's GDP.</p> <p>Largest GDP in India</p>	<p>Attracted huge FDI accounting for 30% of India's share.</p> <p>Largest share in FDI</p>	<p>Maharashtra has one of the highest Per Capita Income in India</p> <p>High Per capita Income State</p>
<p>4 International & 13 domestic airports, 2 major & 48 minor ports, and largest power capacity.</p> <p>Mature Infrastructure</p>	<p>Maharashtra has high value of exports; accounting for 16% of India's exports</p> <p>Leader in Exports</p>	<p>Maharashtra contributes around 14% of the Industrial output in India.</p> <p>Leader in Manufacturing</p>
<p>Largest base of Internet Subscribers in India</p> <p>Growing Digitization</p>	<p>One of the leading states with the best Engineering and Management Colleges</p> <p>Best Colleges in India</p>	<p>Maharashtra has the highest employable talent in India at 72%.</p> <p>Best Quality Workforce</p>

Maharashtra's Position in World's GDP : 30

A leap from 37th rank to 30th rank in world economy



Maharashtra has always been the first choice of domestic and foreign investors. Being the biggest contributor to India's GDP, Maharashtra has always remained in the forefront of country's economic development.

Maharashtra's GDP accounts for approximately 14.2% of India's GDP and attracts almost 29% of the FDI received in India. The state contributes about 15% of India's industrial output and is the second-largest exporting state, with a 17.3% share of India's exports. Maharashtra has robust infrastructure, including 5 international and 13 domestic airports, 2 major and 53 minor seaports, and the country's largest power production capacity. Maharashtra has 289 industrial complexes spread over 2 lakh acres of land. Additionally, Maharashtra has dedicated sectoral parks for wine, silver, floriculture, food, and textiles. The state has 27 IT parks and 9 SEZs.

The Government of Maharashtra has sector-specific policies to attract investments through facilitation and incentives. The sectoral policies launched by the state government also focus on skill development, technology enhancement, research & development.

2. Vision and Mission

With an objective to attract investment and employment in the State, Maharashtra Government has launched one stop shop Maharashtra Industry, Trade and Investment Facilitation Cell (MAITRI), the cell marks a paradigm shift in role of the Government from being a regulator to that of a facilitator.

It provides G2B services under one umbrella for existing and prospective investors to get consolidated information about the investment process with regards to expanding their existing units or to set up a new business unit in the State.

MAITRI aims to:

Promote investments into Maharashtra and facilitate business partnerships.

Ensure timely approvals and services to investors.

Handholding support to the investors.

Management of single window MAITRI portal

Handling investment related grievances

Coordination with industrial associations for Ease of Doing Business initiatives.

Acts as a comprehensive repository of information.

Promote Export and ODOP

3. MAITRI Act

The Maharashtra Industry, Trade and Investment Facilitation Act, 2023, also known as the MAITRI Act 2023, is a significant legislative development in Maharashtra. It aims to streamline the processes for establishing and operating businesses in the state. Here's a breakdown of the Act's key aspects:

a. Objectives:

Effective Single Window System

The Act establishes a robust single-window system, known as MAITRI (Maharashtra Industry Trade and Investment Facilitation Cell). This portal integrates various 15 government departments, allowing businesses to obtain 119 necessary permits and clearances from a single platform within the stipulated timelines.

Ease of Doing Business

Expediting approvals and clearances fosters an environment conducive to starting and running businesses.

Grievance Redressal Mechanism

The Act incorporates a robust grievance redressal mechanism, ensuring timely resolution of issues faced by businesses.

Information Hub

The MAITRI portal serves as an information hub, providing entrepreneurs with all the necessary details regarding investment opportunities, regulations, and procedures.

b. Key Features

- ✓ **Nodal Agency:** MAITRI, the Maharashtra Industry Trade and Investment Facilitation Cell, is designated as the nodal agency for the single-window system.
- ✓ **Decision-Making:** Through enablement by the Act, **Empowered Committee** oversees the single-window system and makes binding decisions for applicants, authorities, and concerned parties. The **Supervisory Committee** examine the proposals referred by the Empowered Committee and take a decision thereon.
- ✓ **Overriding Powers of the Act:** Once the application timeline is breached, the Empowered Committee steps in and has overriding powers to undertake disposal of the applications.

4. Single Window System of Maharashtra: MAITRI Portal

Government of Maharashtra has taken a monumental leap towards redefining governance with the inception of the MAITRI (Maharashtra Industry, Trade and Investment Facilitation Cell) Portal. This digital platform is a testament to the state's commitment to fostering an environment where the industrial sector can thrive with minimal government and maximal efficiency.

The MAITRI Portal stands as a beacon of transformation, meticulously designed to diminish the necessity for in-person interactions between the industry's stakeholders and government functionaries. By amalgamating an extensive suite of services under one digital umbrella, the portal has significantly curtailed the time and exertion that was once an integral part of the administrative journey. This streamlining of processes transcends mere convenience; it is emblematic of a paradigm shift towards a governance framework that is nimble, receptive, and, above all, respectful of the precious resources of time and capital invested by the industrial fraternity.

The strategic intent behind the portal is clear: to catalyze a governance model that is leaner, yet more potent. It is a model that seeks to eliminate redundancies, expedite decision-making, and deliver services with an unprecedented level of precision and speed.





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Maharashtra Industry, Trade And Investment Facilitation Cell (MAITRI)
Empowered By MAITRI Act, 2003

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What's New: The Advertisement of retired government officers in cadre Group A, Group B (Gazette)

AUTO & AUTO COMPONENT

CHEMICAL

DEFENCE

AGRO FOOD PROCESSING

GEMS & JEWELLERY

ITSM TECHNOLOGY

CONSTRUCTION

TEXTILE

Maharashtra Industry, Tra...

WELCOME TO MAITRI

Maharashtra has always been the first choice of domestic and foreign investors. It has been the reflection of India's growth for decades. Being the biggest contributor to India's GDP, Maharashtra has always remained in the forefront of country's economic development. If India has to grow at 8 per cent, Maharashtra has to grow 10 per cent.

Maharashtra wholeheartedly welcomes investors across the globe. This is the right time to invest in Maharashtra. This is a land of immense opportunities. We assure you that once you decide to come, we will extend all possible help. Our Government will welcome the investors and the business community with red carpet. Soon everything will be brought under one roof. You are assured best infrastructure, power, skilled manpower and other relevant things. The State has huge investment opportunities in every sector, so come and invest in Maharashtra."

We welcome you all to Maharashtra.

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a. Key Features and Benefits:



One-Stop Shop: MAITRI eliminates the need to navigate multiple departmental websites and offices. Businesses can submit applications, track progress, and receive approvals for all necessary clearances online. This saves time, reduces administrative burden, and improves efficiency. The portal's integration of 119 services from 15 departments has created a seamless online ecosystem for government-to-business (G2B) services. The transparent processing of applications and the proactive escalation in case of delays from RTS (Right to Services) Timelines ensure that services are rendered in a timely and efficient manner. This comprehensive approach to service integration underscores the state's commitment to fostering an environment where businesses can operate with minimal friction.



Standardized Forms: The system utilizes a Common Application Form (CAF), minimizing duplication of information across departments. This simplifies the application process and reduces the risk of errors.



Online Tracking: Applicants can track the status of their applications in real-time, that allows valuable transparency into the approval process. The real-time tracking feature of the MAITRI Portal offers investors a transparent view of their application's progress, down to the desk level. This level of detail ensures that investors are always informed about the status of their applications, fostering a sense of trust and reliability in the system. Furthermore, the online query resolution mechanism allows for swift communication and resolution of any issues, further reducing the need for in-person interactions.



Reduced Timelines: MAITRI enforces time-bound clearances, ensuring faster approvals. This allows businesses to commence operations quickly and capitalize on opportunities. The cell introduces a system of setting clear deadlines for each stage of the investment process. This ensures transparency and prevents unnecessary delays.



Grievance Redressal: The system incorporates a dedicated grievance redressal mechanism. Businesses can easily register, and track complaints related to application processing delays or other issues. Dedicated grievance redressal teams are assigned to investigate and address issues promptly.



Information Hub: MAITRI serves as a comprehensive information resource. It provides all details about investment opportunities, relevant regulations, and step-by-step guides for setting up businesses in Maharashtra. This empowers investors with the knowledge they need to make informed decisions.



Investor Wizard: Central to the MAITRI Portal's offerings is the 'Investor Wizard', a cutting-edge tool that simplifies the intricate web of compliance for investors. This automated system is meticulously crafted to tailor a personalized compendium of necessary approvals and clearances, specific to the unique requirements of each project. The Investor Wizard's intelligent analysis of investor profiles and project specifics negates the need for time-consuming consultations with government officials. This innovation is a

significant stride towards eliminating, thereby accelerating the investment journey from conception to fruition. The Investor Wizard's functionality is a testament to Maharashtra's dedication to harnessing technology for the betterment of governance. By providing a clear, streamlined path for compliance, the MAITRI Portal not only saves invaluable time for investors but also enhances the predictability and transparency of the investment process. This forward-thinking approach minimizes the government touchpoints, reducing the potential for delays and ambiguities that can often impede the pace of industrial growth.

Incentive Calculator: Another standout feature of the MAITRI Portal is the Incentive Calculator, a prime example of the portal's commitment to providing a user-centric experience. Accessible directly from the MAITRI Homepage, the Incentive Calculator is a robust tool that demystifies the financial benefits available to investors. It provides a transparent view of the various incentives, including exemptions and subsidies, that align with the current policy framework. The Incentive Calculator is more than just a feature; it is a strategic asset for investors. By offering the ability to quickly determine the financial incentives pertinent to their projects, it allows for a level of planning and foresight that was previously unattainable without extensive government consultation. This tool not only streamlines the decision-making process but also instills confidence in investors by providing clarity on the economic advantages of doing business in Maharashtra. The introduction of the Incentive Calculator on the MAITRI Portal is indicative of Maharashtra's forward-looking governance. It is a reflection of the state's dedication to transparency and efficiency, ensuring that the financial landscape is navigable and advantageous for investors. By eliminating the need for direct government intervention to understand financial incentives, the MAITRI Portal accelerates the investment process and fosters a more dynamic economic environment.



Performance Dashboards: The public dashboards on the portal provide stakeholders with a wealth of information regarding service approvals, disposal rates, and compliance statistics. This level of transparency is crucial in building a governance model that is accountable and open, allowing for public scrutiny and fostering a culture of trust between the government and the industrial sector. The MAITRI Portal exemplifies the transformative ethos of 'Minimum government and maximum governance' in Maharashtra, marking a new era in governance and service delivery within the industrial sector. By minimizing the necessity for direct government involvement and deploying advanced online tools, the portal has established an innovative standard for the provision of government services. This progressive initiative, as manifested through the MAITRI Portal, serves as a model for future governance, underpinned by the integration of technology, the pursuit of efficiency, and a commitment to transparency, all of which are key to nurturing the expansion and success of the industry.



b. Impact and Future Potential:

MAITRI will significantly improve Maharashtra's ranking in the Ease of Doing Business index. By streamlining procedures and promoting transparency, the system fosters a more investor-friendly environment. This will lead to increased investment inflows, job creation, and economic growth for the state.

Looking ahead, further integration with other government departments and online services will further enhance the platform's efficiency. Additionally, future developments will include expanding the system's scope to cater to a broader range of business sizes and sectors.

MAITRI Single Window System marks a significant step towards creating a more efficient and business-friendly environment for investors in Maharashtra.



Purview of Single Window System



This digital platform serves as a single point solution for businesses seeking clearances, approvals, and licenses from various government departments. By integrating multiple services into a unified interface, MAITRI simplifies procedures, reduces turnaround time, and enhances transparency.

It plays a crucial role in improving the ease of doing business in Maharashtra, fostering a conducive environment for investment and industrial growth. MAITRI exemplifies the state's commitment to supporting industry and driving economic development.

5. Grievance Resolution

MAITRI plays a crucial role in investment facilitation by incorporating a robust grievance redressal mechanism.

The Maharashtra Industry, Trade, and Investment Facilitation Act 2023, has provisions for grievance redressal to ensure a transparent and efficient business environment.

- 1 Critical for addressing concerns related to industrial and trade activities
- 2 Emphasizes timely resolution to prevent disruptions.
- 3 Reference to higher authorities or specialized committees for further advisory, if needed
- 4 Procedure for submitting grievances online and prescribed methods mentioned in the act
- 5 Grievance redressal fosters transparency and trust which is a vital tool for a business-friendly environment in Maharashtra.

a. Simplified Grievance Registration:

Investors can easily register grievances through the MAITRI portal. The system provides a user-friendly interface for lodging complaints, specifying details like the department involved, the nature of the issue, and any relevant documents.

b. Transparent Tracking:

MAITRI facilitates transparent grievance tracking. Investors can monitor the progress of their complaints online, receiving updates on the assigned officer, communication with the concerned department, and the anticipated resolution timeline.

c. Streamlined Resolution:

MAITRI acts as a bridge between investors and government departments. This process involves:

- **Internal Communication:** MAITRI facilitates communication with the relevant department to understand the cause of the delay or issue.
- **Facilitating Dialogue:** In some cases, MAITRI might set up a meeting or conference call between the investor and the department head to discuss specific concerns and find solutions collaboratively.
- **Time-Bound Resolution:** MAITRI enforces time-bound grievance redressal. Each complaint has a designated timeframe for resolution, ensuring investors receive a response within a stipulated period.

d. Redressal Mechanism:

- **Multiple Channels for Lodging Complaints:**
 - **Dedicated Call Center:** MAITRI provides a dedicated call centre hotline for investors to register grievances directly with a representative.
 - **Email:** Alternatively, complaints can be submitted via email to a designated email address.

Call centre: 1860 233 2028, 1800 120 8040 (Toll Free)
Email: maitri-mh@gov.in



- **Streamlined Online Platform:**
 - The MAITRI portal has a user-friendly interface and a centralized system
- **MAITRI Facilitation Team Involvement:**
 - Upon receiving a grievance, the MAITRI facilitation team analyses the issue and identifies the relevant department(s) involved.
 - They act as a bridge between the investor and the department, facilitating communication and expediting resolution.
- **Department Nodal Officer Engagement:**
 - MAITRI assigns the grievance to a specific Nodal Officer within the concerned department(s) for further investigation and resolution.
 - Nodal Officers facilitates addressing of issues and provide timely responses to the investor.

e. Benefits for Investors:

- **Faster Resolutions:** Timely intervention by MAITRI can expedite the resolution of issues, preventing delays in project approvals or business operations.
- **Improved Transparency:** The online tracking system fosters transparency, allowing investors to stay informed about the progress of their grievances.
- **Empowerment:** The grievance redressal system empowers investors by providing them with a platform to voice their concerns and seek solutions. It fosters investor confidence in the efficiency and fairness of the investment process in Maharashtra.

MAITRI's grievance redressal mechanism plays a vital role in investment facilitation. By providing a streamlined platform for registering, tracking, and resolving investor grievances, MAITRI creates a more investor-friendly environment in Maharashtra.

6. Investment Facilitation

The Maharashtra Industry, Trade and Investment Facilitation Cell (MAITRI) goes beyond being a single window system for approvals. By focusing on service delivery, information dissemination, and investor enablement, MAITRI ensures that the state remains a preferred destination for businesses and industries.

a. Information Dissemination

- **Investor Guides and Handbooks:** MAITRI publishes comprehensive guides and handbooks that provide detailed information on the policies, procedures, and incentives available for investors in Maharashtra. These publications are designed to be user-friendly and informative, helping investors understand the regulatory landscape and the benefits of investing in the state.
- **Online Information Portals:** MAITRI maintains an up-to-date online portal that serves as a repository of information for investors. The portal includes details on sector-specific opportunities, government schemes, and policy updates. It also provides access to application forms and guidelines, making it easier for investors to find the information they need.
- **Workshops and Seminars:** MAITRI organizes regular workshops and seminars to disseminate information on various aspects of investment in Maharashtra. These events provide a platform for direct interaction between investors, government officials, and industry experts, facilitating knowledge sharing and networking.

b. Investor Enablement

- **Customized Assistance:** MAITRI offers customized assistance to investors based on their specific needs and requirements. This includes providing market intelligence, identifying suitable land and infrastructure, and offering guidance on regulatory compliance. Tailored support ensures that investors can make informed decisions and optimize their investment strategies.
- **Incentive Facilitation:** MAITRI assists investors in availing various incentives offered by the state government, such as tax exemptions, subsidies, and financial assistance. By providing detailed information and guidance on the eligibility criteria and application process, MAITRI ensures that investors can maximize the benefits available to them.
- **Aftercare Services:** MAITRI's role does not end with the facilitation of investment. It offers aftercare services to ensure the sustained success of businesses operating in Maharashtra. This includes ongoing support for operational issues, expansion plans, and policy advocacy, helping investors navigate the evolving business environment.

7. Investment Promotion

The Maharashtra Industry, Trade and Investment Facilitation Cell (MAITRI) transcends its role as a single window system and grievance redressal mechanism. It actively functions as an investment promotion cell through various initiatives, attracting investors to Maharashtra. Here's a breakdown of its key strategies:

a. Magnetic Maharashtra:

- Magnetic Maharashtra is a flagship investment promotion campaign spearheaded by MAITRI. It aims to showcase Maharashtra's potential as a lucrative investment destination through:
 - **Global Investment Summits:** Organizing international summits to connect potential investors with key stakeholders in Maharashtra. These summits present opportunities, highlight key sectors, and facilitate interaction.
 - **Targeted Roadshows:** MAITRI conducts targeted roadshows in key financial and industrial hubs across the globe. These events allow them to directly connect with potential investors from specific countries or industries.
 - **Investment Promotion Materials:** MAITRI develops and disseminates informative materials like brochures, presentations, and online resources that highlight the state's investment-friendly policies, infrastructure strengths, and sectoral advantages.

b. World Economic Forum (WEF) MoUs:

- MAITRI plays a proactive role in leveraging strategic partnerships with prestigious organizations like the World Economic Forum (WEF).
- MoUs signed at WEF can pave the way for:
 - **Knowledge Sharing:** Collaboration on knowledge-sharing initiatives to attract foreign direct investment (FDI) into Maharashtra.
 - **Investment Facilitation:** Joint efforts to streamline investment processes and improve the ease of doing business for WEF member companies considering Maharashtra.
 - **Global Advocacy:** WEF's global network can be leveraged to project Maharashtra's positive investment climate on a wider international stage.

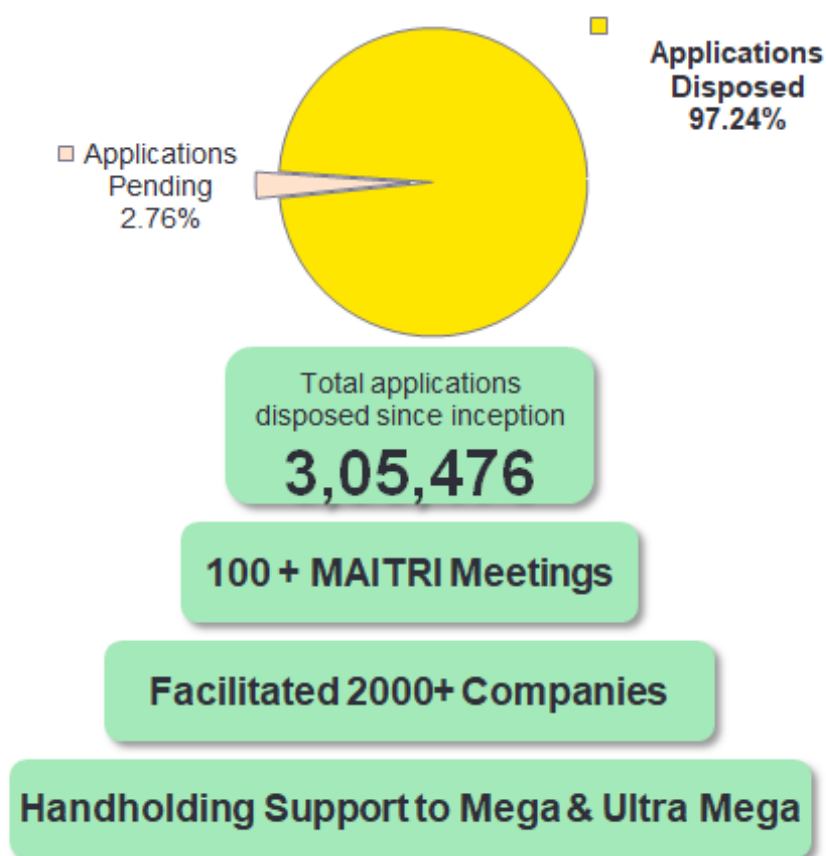


8. MoUs with institutions

Sr. No.	Institution / Organization
1.	Open Network for Digital Commerce (ONDC)
2.	Small Industries Development Bank of India (SIDBI)
3.	Korea Importers Association (KOIMA)
4.	SASMIRA
5.	Quality Council of India (QCI)
6.	Indian Institute of Packaging (IIP)
7.	WTC
8.	Bombay Stock Exchange (BSE)
9.	RxIL
10.	National Stock Exchange (NSE)
11.	Marine Products Export Development Authority (MPEDA)
12.	National Institute of Fashion Technology (NIFT), Mumbai
13.	Spices Board of India
14.	India Post
15.	FICCI
16.	CHEMEXCIL
17.	Central Institute of Fisheries Education (CIFE), Mumbai
18.	Engineering Export Promotion Council (EEPC)
19.	Agricultural & Processed Food Products Export Development Authority (APEDA)
20.	FIEO
21.	ASSOCHAM
22.	IIM Mumbai
23.	M1 Mynd Solutions Pvt Ltd
24.	Export Promotion Council for Handicrafts (EPCH)
25.	VJTI
26.	Services Export Promotion Council
27.	Bank of Maharashtra (BoM)
28.	JJ School of Arts, Mumbai

9. Key Achievements

Disposal Rate of Applications



Efficient Grievance Resolution:

- MAITRI has proven its efficacy in grievance resolution, handling a total of more than **2,200 cases** since its inception.
- Despite the challenges posed by these cases, MAITRI has maintained an impressive success rate of more than **98% resolution rate**, showcasing MAITRI's commitment to promptly addressing and resolving stakeholder concerns.
- Through diligent case management and effective communication, MAITRI has established itself as a trusted platform for grievance redressal, ensuring that issues are not only acknowledged but also satisfactorily resolved.

Streamlined Application Management:

- MAITRI has also demonstrated outstanding performance in application management, processing a total of **3,05,476 requests**.
- Leveraging its efficient systems and dedicated team, MAITRI has successfully disposed applications, achieving an impressive disposal rate **97.2%**.
- This accomplishment highlights MAITRI's ability to optimize processes, allocate resources effectively, and deliver timely outcomes. By consistently surpassing expectations in application handling, MAITRI has solidified its position as a reliable platform for facilitating interactions between stakeholders and Government of Maharashtra

10. Social media and public outreach

To amplify its outreach as the Single Window System, investment facilitation and promotion cell, MAITRI has leveraged the power of social media. It has presence across LinkedIn, Facebook, and X (previously Twitter).

LinkedIn: <https://www.linkedin.com/in/maitri-ifc-a385ba185>

Facebook: <https://www.facebook.com/maitriDI/>

X: @maitri_ifc



 **MAITRI** @maitrifc - Feb 29

Today, on 29th February, 2024, Maharashtra's One District One Product (ODOP) booklet was unveiled by the Hon'ble Chief Minister, Hon'ble Deputy Chief Ministers, Hon'ble Minister of Industries and other dignitaries in Vidhan Bhavan, Mumbai.

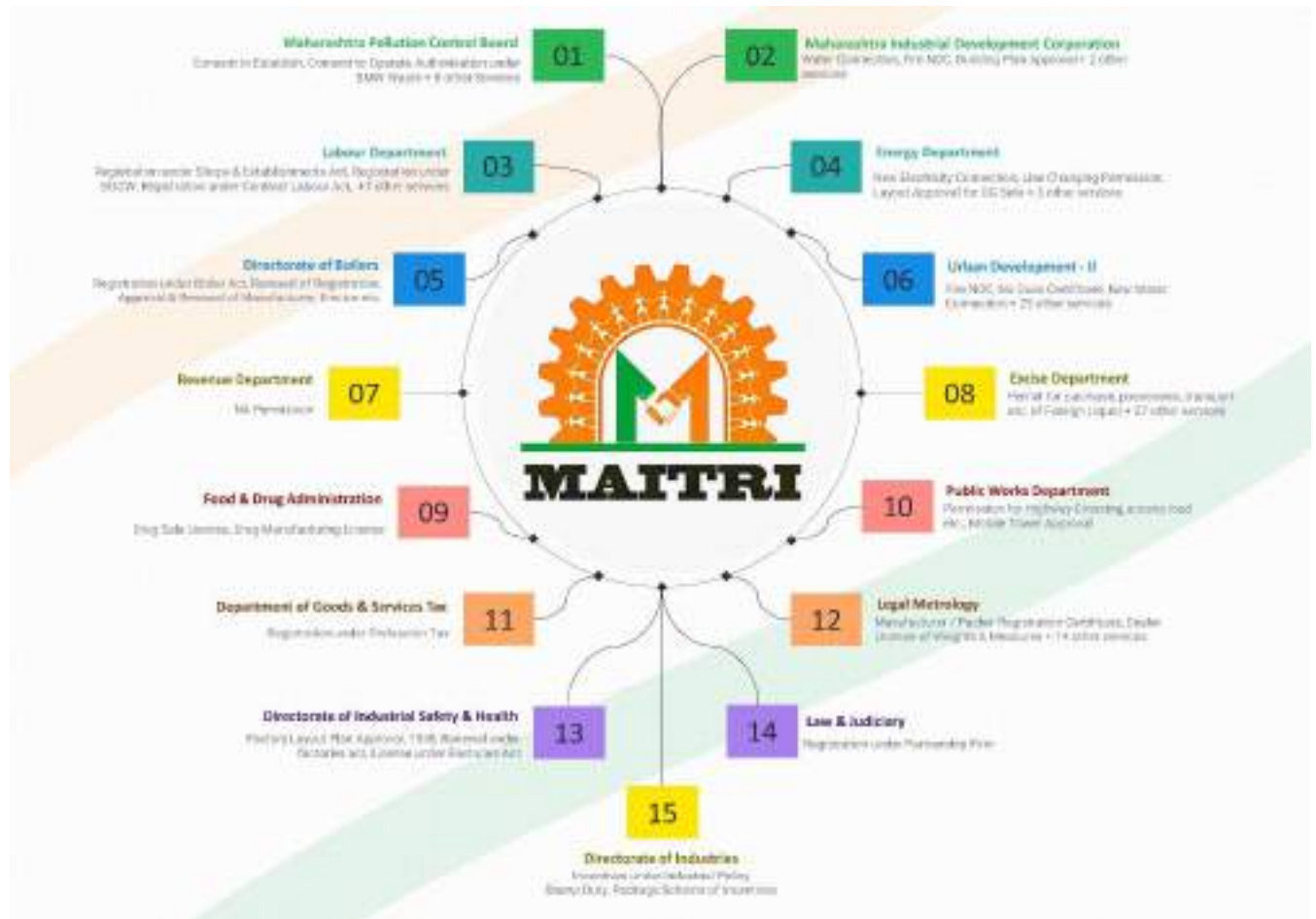


 **MAITRI** @maitrifc - Feb 20

500+ small & medium businesses, startups, & 15,000 engineering students unite to share insights & connections.
#Maharashtra #Pune #MSMEDefenceExpo
maha-msmedefexpo.com



List of services



CONTACT US:

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

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

91-22-22622362 / 2262 2322

maitri-mh@gov.in

FAQs:

Sr. No.	FAQs
Q1.	What is MAITRI?
A.	With an objective to attract investment and employment in the State, Maharashtra Government has launched Maharashtra Industry, Trade and Investment Facilitation Cell (MAITRI). It provides G2B services, one-stop-shop for existing and prospective investors to get consolidated information about the investment process with regards to expanding their existing units or to set up a new business unit in the State. the cell marks a paradigm shift in role of the Government from being a regulator to that of facilitator.
Q2.	What does MAITRI do?
A.	Ensure timely approvals and services to investors. Handholding support to the investors. Hosts the Single Window System (MAITRI portal). Handling investment related grievances. Acts as a comprehensive repository of information. Coordination with departments and associations for Ease of Doing Business initiatives. Functions as a clearing house for all investment related issues.
Q3.	What is the Maharashtra Industry, Trade and Investment Facilitation Act, 2023?
A.	The Act establishes a Single Window System for facilitating business operations and investments in the State of Maharashtra by streamlining the process of obtaining necessary permissions.
Q4.	What is the Investment Wizard Module and its purpose?
A.	The Wizard Module is an online tool designed by the Nodal Agency to assist in identifying required permissions and approvals for establishing or operating businesses in Maharashtra.
Q5.	How can I contact MAITRI?
A.	You can email MAITRI at 'maitri-mh@gov.in'. MAITRI Dedicated Helpline No: 1860 233 2028. 24 x 7 Citizen Call Center: 1800 120 8040 (Toll Free) 91-22-22622362 / 2262 2322
Q6.	Can I track my application that was submitted through MAITRI?
A.	Yes, the status of the applications reflects in the "Services Applied" section.
Q7.	How are delayed application approvals handled by the department?
A.	Delayed applications beyond the RTS Notified Timeline are taken up by the Empowered Committee as prescribed by the Act
Q8.	Is there a preferred web browser or technical specifications for using MAITRI effectively?
A.	While not specified, users should ensure they have a stable and updated internet browser for the best experience.
Q9.	How can I get support on billing errors, delayed applications, local level grievances, help with incentives and subsidies?
A.	You can email or call MAITRI team at contact details mentioned above.
Q10.	Where can I get information about all policies, subsidies, and incentives?
A.	Sector specific policies are listed under the Acts / Policies Tab of MAITRI Portal - https://maitri.mahaonline.gov.in/Home/Policies