

User Manual: MAITRI Single Window System (SWS)

1. Introduction

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.

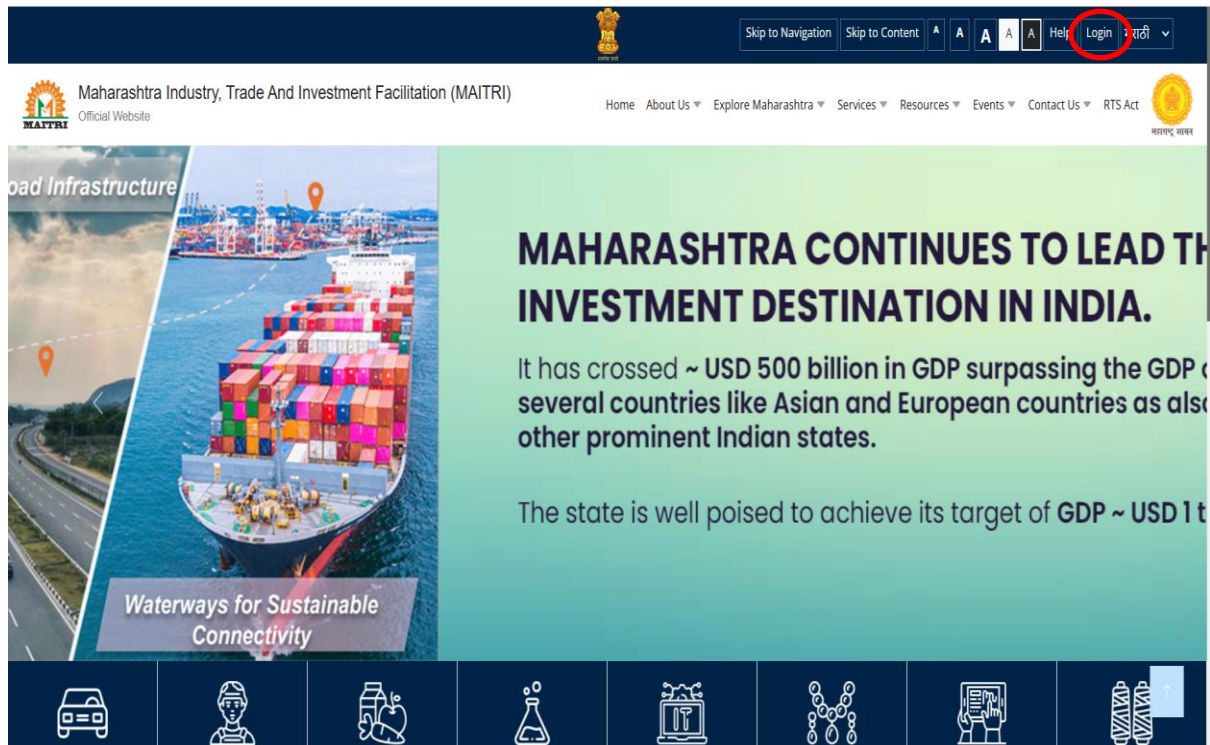
Key Features of the MAITRI SWS:

- **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.

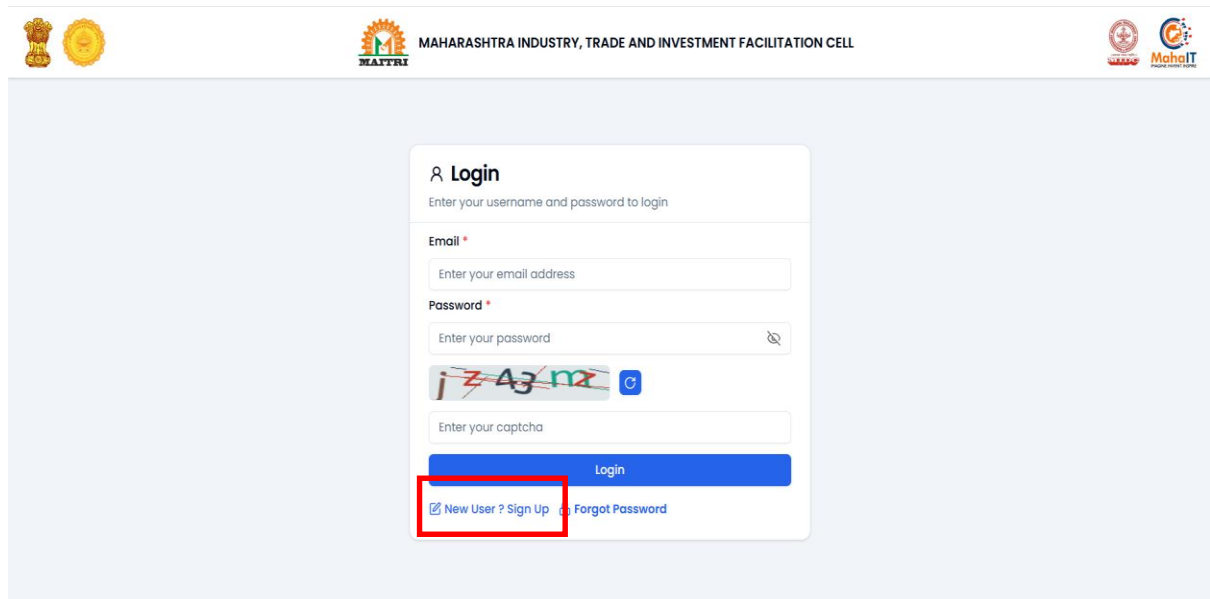
2. Getting Started

Creating a User Account:

- Instructions on how to create a new user account.
 1. Enter the url <https://maitri.maharashtra.gov.in/> in web browser.
 2. Click on the 'Login' button.



3. It will take you to login page.



4. Click on 'New User? Sign Up' link.

The screenshot shows the 'Identify Yourself' step of a registration process. At the top, there are logos for the Government of India, the state of Maharashtra, and the Maharashtra Industry, Trade and Investment Facilitation Cell (MATTER). The page title is 'MAHARASHTRA INDUSTRY, TRADE AND INVESTMENT FACILITATION CELL'. On the right, there are logos for 'MahalIT' and 'MahalIT'. The main content area features a progress bar with three steps: 1 (active), 2, and 3. Below the progress bar, the heading is 'Identify Yourself' with the instruction 'Identify yourself with one of the following'. Underneath, there is a section for 'Identification Type' with two radio button options: 'Indian Entity' and 'Foreign Entity'. At the bottom of the form, there are three buttons: 'Go Back', 'Prev', and 'Next'.

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5. Select 'Indian Entity' if you are Indian individual or Indian Company, else select 'Foreign Entity' if you or your company is registered out of India.

The screenshot shows the 'Verify Your Email and Mobile' step of a registration process. At the top, there are logos for the Government of India, the state of Maharashtra, and the Maharashtra Industry, Trade and Investment Facilitation Cell (MATTER). The page title is 'MAHARASHTRA INDUSTRY, TRADE AND INVESTMENT FACILITATION CELL'. On the right, there are logos for 'MahalIT' and 'MahalIT'. The main content area features a progress bar with three steps: 1, 2 (active), and 3. Below the progress bar, the heading is 'Verify Your Email and Mobile'. There are two input fields: 'Email ID' with the placeholder 'm@example.com' and 'Mobile No.' with a dropdown menu showing '+91'. At the bottom of the form, there are three buttons: 'Go Back', 'Prev', and 'Send OTP'.

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6. Provide your 'Email' and 'Mobile No.' and click on 'Send OTP' button.

MAHARASHTRA INDUSTRY, TRADE AND INVESTMENT FACILITATION CELL

1 2 3

Verify Your OTP

Enter E-Mail OTP *

123456

Enter Mobile No. OTP *

123456

Go Back Prev Verify OTP Resend

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7. Enter the OTP, and click on 'Verify OTP' button, it will verify your Mobile no. and e-Mail and display the below form.

MAHARASHTRA INDUSTRY, TRADE AND INVESTMENT FACILITATION CELL

Indian Entity Registration

Enter your details below to create your account

E-Mail * example@gmail.com

Mobile No. * +91 98765-43234

First Name * Enter your first name

Middle Name Enter your middle name

Last Name * Enter your last name

Aadhar No. / Virtual ID * Enter your Aadhar No. / Virtual ID

Date of Birth * Pick a date

Business Name Enter your business name

Business Entity Pan Enter your business pan

Validate

Communication Address * Enter your communication address

State * Select a State

District * Select a District

Taluka * Select a Taluka

Village * Select a Village

Pincode Enter your pincode

Password * Enter your password

Password Confirmation * Enter your confirm password

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8. Fill up the 'registration Form' and click on 'register'.

Indian Entity Registration
Enter your details below to create your account

Taluka *
Select a Taluka

Village *
Select a Village

Pincode
Enter your pincode

Password *
Enter your password

Password Confirmation *
Enter your confirm password

Password criteria as mentioned below :
1. Be a minimum of 8 characters in length
2. Contains atleast 1 character from the following categories:
• Uppercase Letter (A-Z)
• Lowercase Letter (a-z)
• Digit (0-9)
• Special Character (~!@#\$\$%^&*\/,.)

I agree to the terms and conditions

Register **Cancel**

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9. Then Login to your account with **email** and **password**.

Login
Enter your username and password to login

Email *
Enter your email address

Password *
Enter your password

Enter your captcha

Login

[New User ? Sign Up](#) [Forgot Password](#)

Information captured successfully. Please proceed to login.

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10. After 'Successful Login' it will ask you to create your '**Business profile**'.

3. Create Business Profile

After registration you need to create your 'Business Profile'. These details shall be used for auto-populating permission related application forms.

The screenshot shows the MATRI dashboard with a sidebar menu on the left. The 'Business Profile' menu item is highlighted with a red box. The main content area displays various statistics and charts, including 'Registered Users', 'Registered Enterprises', 'Applications Submitted', 'Applications Disposed', 'In Progress Department', and 'Total Transactional Users'. There are also three circular gauges for 'Disposed', 'Sent Back To Applicant', and 'In Progress'.

1. In 'Business Profile' menu → Click on 'Create Profile' option.

The screenshot shows the 'Create Business Profile' form. The title 'Create Business Profile' is highlighted with a red box. The form contains several input fields for business details, including 'Business Entity Name', 'Address of Global Headquarter', 'House / Building / Plot No.', 'Street Name', 'Landmark', 'Country', 'State', 'City / Village', 'Pincode', 'Mobile', 'Email', and 'Website'. There is also a radio button for 'If Outside India, Indian Operations (if any)? Yes / No *'. The 'Submit' button is highlighted with a red box.

2. 'Create Business Profile' page will appear, enter your details and click on 'Submit' Button
3. It will successfully create your business profile.
4. You can also view or update your business profile details.



- Dashboard
- Investor Wizard
- Business Profile**
- Document Repository
- Services Provided
- Public Consultation
- Query
- Grievance
- Settings

Update Business Profile

Update your details below to update business profile

Business Entity Name

Enterprises

Address of Global Headquarter

House / Building / Plot No.

Enter house / building / plot no.

Street Name

Enter street name

Landmark

Enter landmark

Country

Select a Country

State

Select a State

City / Village

Enter city / village

Pincode

Enter pincode

Mobile

Enter mobile no.

Email

Enter email address

Website

Enter website url

If Outside India, Indian Operations (if any)? Yes / No *

Yes

Submit Cancel

4. Create factory unit

Before applying for any service, you need to create Factory Unit and provided the details about the factory.

1. In Business Profile Menu → go to 'Factory Units'

The screenshot shows the MATRI dashboard interface. On the left sidebar, the 'Factory Units' menu item is highlighted with a red box. The main dashboard area displays various statistics and charts. At the top, there are tabs for 'Applications', 'Query', 'Grievances', 'Feedbacks', 'Compliance', and 'Decriminalisation'. Below these, there are several data cards showing counts for 'Registered Users', 'Registered Enterprises', 'Applications Submitted', 'Applications Disposed', 'In Progress Department', and 'Total Transactional Users'. A central 'Application Progress Chart' shows three categories: 'Disposed' (0), 'Sent Back To Applicant' (0), and 'In Progress' (10.00). At the bottom, there is a 'Total Applied Applications' section with a visual equation: Year - 2024 (0) + Year - 2023 (0) + Prior - 2023 (0) = Total (0).

2. Click on 'Add Factory Unit'

The screenshot shows the 'Factory Unit List' page. At the top right, the 'Add Factory Unit' button is highlighted with a red box. Below the header, there is a table with the following data:

Sr No.	Factory unit name	Address	Nature	Actions
1	test 3	test	test 2	Edit Delete
2	test 2	test	test	Edit Delete
3	mahait	hghd	ghgdh	Edit Delete
4	Test	virar	test	Edit Delete
5	Virar Factory	dasd	dasd	Edit Delete
6	Jais	das	dsd	Edit Delete
7	jai	dkad	ekw	Edit Delete

At the bottom right of the table, there is a pagination control showing 'Page 1 of 1' and navigation arrows.

3. Fill the details and click on 'Submit Button'

Add Factory Unit
Enter details to add a factory unit

Factory Unit Name *
Enter factory unit name

Address *
Enter address

Nature *
Enter nature

Total Land Required *
Enter total land required

Expansion of existing unit ? Y / N *
 Yes
 No

Do you require land in MIDC ? Y / N *
 Yes
 No

Is your land Leased or Owned ? Y / N *
 Leased
 Owned

Do you have land available to meet the requirement ? Y / N *
 Yes
 No

In case of leased land, is the land leased by MIDC ? Y / N *
 Yes
 No

In case of Yes, Select an Industrial Estate *
Select an Industrial Estate

Select whether land requires Sanad or NA *
 Yes
 No

Submit **Cancel**

4. The factory unit will be added and you can find it in 'Factory Unit List'

Factory Unit List
Efficiently track and manage your chosen services for a streamlined and organized experience.

Add Factory Unit

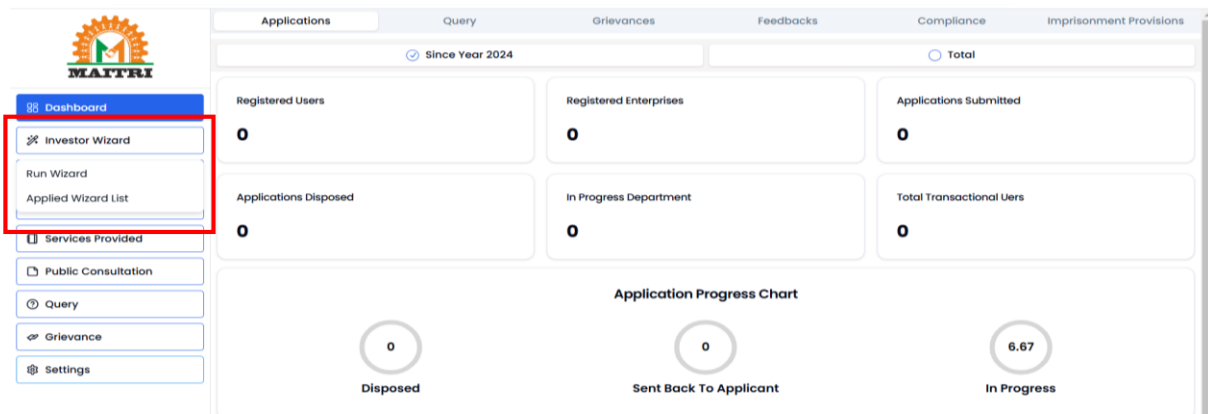
Sr No.	Factory unit name	Address	Nature	Actions
1	Shridhar	abc, 001	Medium	

Page 1 of 1

5. You can also edit or delete the Factory Unit at any time.

5. Investor Wizard

- When you are not aware of the approvals/ clearances/ Licenses/ permits that may be required to start/ operationalize a business, you can go to 'Investor Wizard' Menu.
- It comprises of a set of questions, and base on the responses, the list of services would be suggested, which may be required for the specific investment.



1. Go to 'Investor Wizard' Menu
2. Select 'Run Wizard'

The screenshot shows the 'Run Wizard' form. The title is 'Run Wizard' and the instruction is 'Enter your details below to generate run wizard'. The form is titled 'Land and Utilities' and contains a question: '1) Does your business require land?'. There are two radio button options: 'Yes' and 'No'. At the bottom right, there are 'Submit' and 'Cancel' buttons.

3. Answer the sets of questions asked.

The screenshot shows the MATRI Investor Wizard interface. On the left is a navigation menu with options: Dashboard, Investor Wizard (selected), Business Profile, Document Repository, Services Provided, Public Consultation, Query, Grievance, and Settings. The main form area contains several questions:

- Environment Related Clearance: No
- 6) What sector does your business fall under? *
Orange Category
- 6.1) Type of waste generated at your establishment? *
 Hazardous Waste
 Bio-medical Waste
 Plastic Waste
 E-Waste
 Solid Waste
- 6.2) Will there be Tree felling / cutting? *
 Yes
 No
- 7) Does your business entail sale/local consumption or manufacture liquor within your premise? *
 Sale / Local Consumption
 Manufacture
 Both
 NA
- 7.1) Do you wish to possess or use rectified spirit or any medicinal, industrial, scientific, educational or any other similar purpose? *
 Yes
 No
- 7.2) Does your business entail sale or manufacture of drugs? *
 Sale
 Manufacture
- 7.3) Do you intend to manufacture, repair or deal with weights & measures? *
 Manufacture
 Repair
 Dealer
 NA
- 7.4) Does your business entail packaging of goods or commodities? *
 Yes
 No

At the bottom right, there are 'Submit' and 'Cancel' buttons. The 'Submit' button is highlighted with a red box.

4. It will show the list of services you need to apply.

The screenshot shows a modal window titled "Showing the list of Approvals that are required". The list contains the following items:

Sr No.	Name
1	New Electricity Connection
2	Generating Set Plan Approval (Layout Approvals for DG sets)
3	Generating Set Energization (Permission for charging Diesel Generator Sets for m...
4	Registration of Firms under Partnership Act,1952
5	Registration under Profession Tax (Individual)/Profession Tax(Employer)/MVAT/CST
6	License under factories act, 1948
7	Consent to establish (under Water Act & Air Act)
8	Consent to operate (under Water Act & Air Act)
9	Building Plan Approval

At the bottom of the modal, there are 'Submit' and 'Submit and generate CAF' buttons. The title bar of the modal is highlighted with a red box.

5. The wizard thus generated, can be viewed in the 'Applied Wizard list' tab.

The screenshot shows the MATRI Investor Wizard interface with the 'Applied Wizard list' tab selected. The 'View Applied Wizards' section is highlighted with a red box. Below it, there is a table listing the applied wizards:

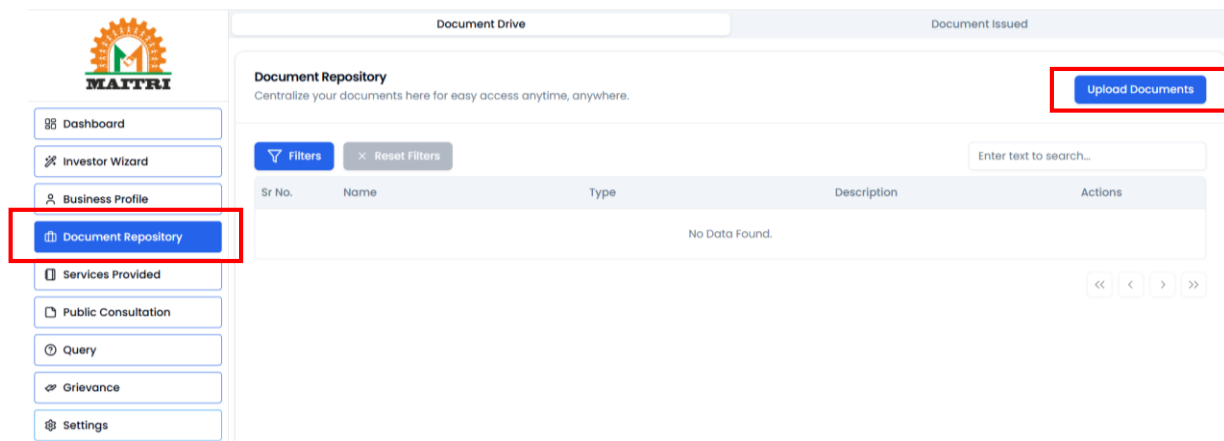
Sr No.	Wizard Name	Wizard Services
1	Wizard - 17325163595272	View Services
2	Wizard - 17325174888330	View Services
3	Wizard - 17325189603721	View Services

At the bottom right, there is a page indicator "Page 1 of 1" and navigation arrows. An 'Import' button is located at the top right of the table area.

6. Document Repository

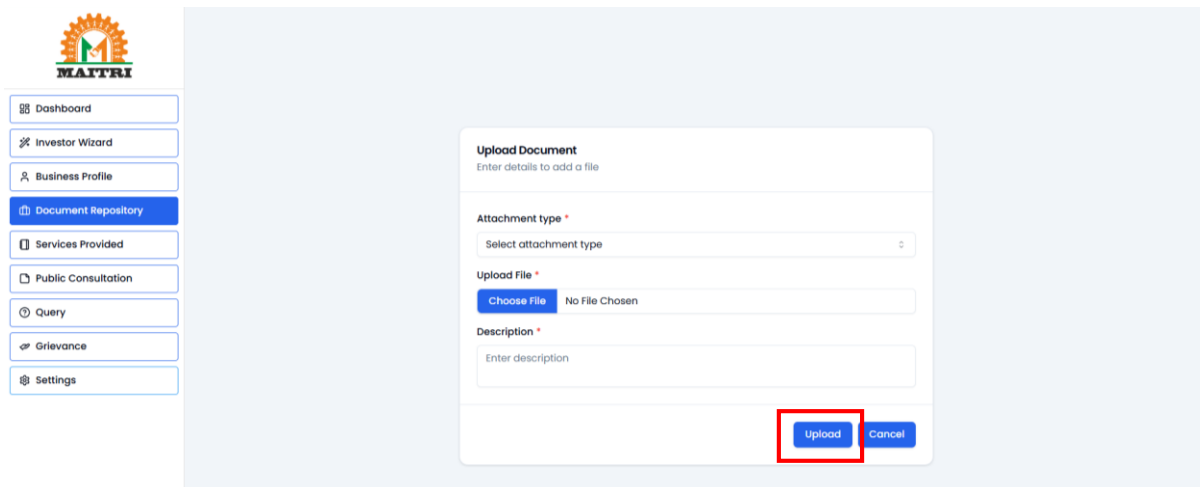
In Document Drive, user can find all documents which have been uploaded while applying for services. User can also upload documents in this section for future use.

1. Go to 'Document Repository' menu, in the 'Document Drive' tab



The screenshot shows the 'Document Drive' interface. On the left, a sidebar menu contains several options, with 'Document Repository' highlighted in blue. The main area is titled 'Document Repository' and includes a search bar, filter buttons, and a table. The table has columns for 'Sr No.', 'Name', 'Type', 'Description', and 'Actions', but it is currently empty, showing 'No Data Found.' A red box highlights the 'Upload Documents' button in the top right corner.

2. On the click of 'Upload Document' button, a form appears.



The screenshot shows the 'Upload Document' form. The form is titled 'Upload Document' and includes the following fields: 'Attachment type' (a dropdown menu), 'Upload File' (a button labeled 'Choose File' and a text area showing 'No File Chosen'), and 'Description' (a text area labeled 'Enter description'). At the bottom right, there are two buttons: 'Upload' and 'Cancel'. A red box highlights the 'Upload' button.

3. After filling the details, click on 'Upload' Button, it will get uploaded in the personalized Document Drive.

7. Services Provided

The 'Services' menu has the following options:

- i. Services Applied
- ii. Services Available
- iii. CAF (Common Application Form)
- iv. Payment History

a. Services Applied

1. In Services Applied, you can find the list of all the services which you have applied for.

The screenshot displays the 'Services Applied' section of the MATRI portal. The left sidebar contains a navigation menu with 'Services Provided' highlighted. The main content area shows a table of services with the following data:

Sr No.	Applicant ID	Factory Name	Service Name	Status	Pending amount	Gross Challan / Postal	Actions
1	---	Jai	Registration under M...	Track	--	--	...
2	100004052441	Jai	Registration under B...	Track	--	Postal Detail	...
3	244984407E5246F5	Jai	Licence for sale of ...	Track	--	--	...
4	245204404588E8B3	Jai	Vendors licence for ...	Track	Pay Now	Upload	...
5	2427451767003RWAGL69B	Jai	To change size of wa...	Track	--	--	...
6	2427451767002HIAUMDE59	Jai	To change ownership ...	Track	--	--	...
7	242745315700IKHEVZY037	Jai	New Water Connection	Track	--	--	...
8	2449858992670042	Jai	Grant of Form M-1	Track	Pay Now	Upload	...
9	2452632498309E73	Jai	Premises Registratio...	Track	--	--	...

2. To track the status of your application, click on **Track** button.

The screenshot shows a 'Track status of your application' dialog box. The dialog contains the following information:

Tracking ID	Date of Application	Estimated Time	Estimated Date	Application Status
2452632498309E73	30-09-2024	-24 day(s)	2024-09-06	Rejected by EC (30-09-2024).

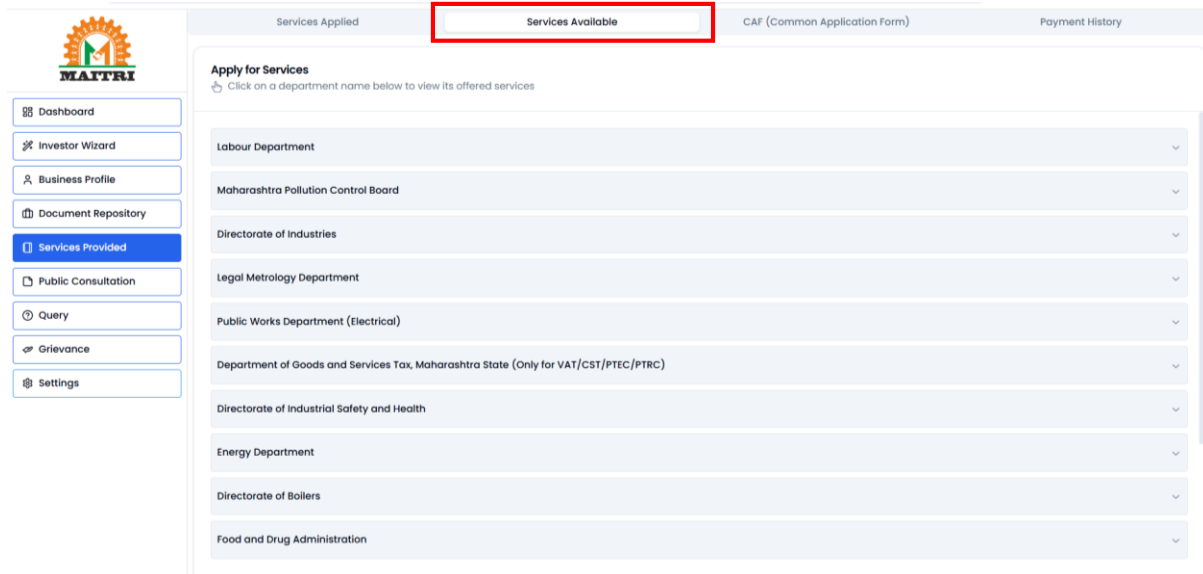
Remark From Officials:
some issue

Status:
● Pending ● Completed ● Rejected ● Pending with Applicant

3. It gives you the status of your application.

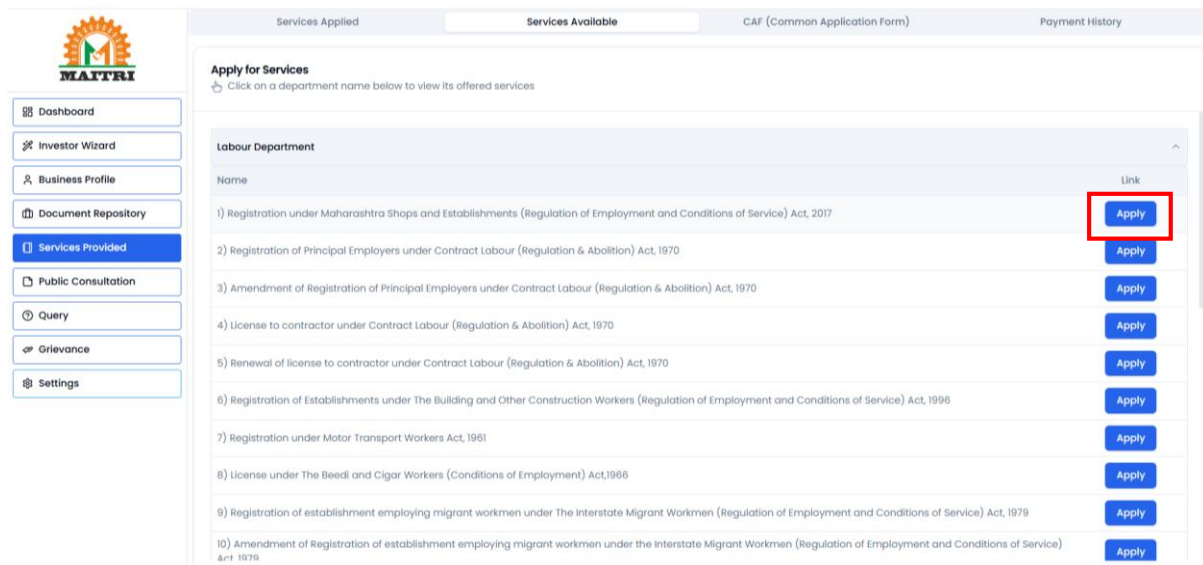
b. Services Available

In this tab you will find all the services, categorized department-wise.



The screenshot shows the MAFRI website interface. On the left is a navigation menu with options: Dashboard, Investor Wizard, Business Profile, Document Repository, Services Provided (highlighted), Public Consultation, Query, Grievance, and Settings. The main content area has four tabs: Services Applied, Services Available (highlighted with a red box), CAF (Common Application Form), and Payment History. Under the 'Services Available' tab, there is a section titled 'Apply for Services' with a sub-instruction: 'Click on a department name below to view its offered services'. Below this is a list of departments, each with a dropdown arrow: Labour Department, Maharashtra Pollution Control Board, Directorate of Industries, Legal Metrology Department, Public Works Department (Electrical), Department of Goods and Services Tax, Maharashtra State (Only for VAT/CST/PTEC/PTRC), Directorate of Industrial Safety and Health, Energy Department, Directorate of Boilers, and Food and Drug Administration.

1. It shows the list of departments.



This screenshot shows the 'Labour Department' selected in the previous view. The 'Apply for Services' section now displays a list of 10 services provided by the Labour Department. Each service entry includes a 'Name' and a 'Link' column with an 'Apply' button. The first 'Apply' button is highlighted with a red box. The services listed are:

Name	Link
1) Registration under Maharashtra Shops and Establishments (Regulation of Employment and Conditions of Service) Act, 2017	Apply
2) Registration of Principal Employers under Contract Labour (Regulation & Abolition) Act, 1970	Apply
3) Amendment of Registration of Principal Employers under Contract Labour (Regulation & Abolition) Act, 1970	Apply
4) License to contractor under Contract Labour (Regulation & Abolition) Act, 1970	Apply
5) Renewal of license to contractor under Contract Labour (Regulation & Abolition) Act, 1970	Apply
6) Registration of Establishments under The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996	Apply
7) Registration under Motor Transport Workers Act, 1961	Apply
8) License under The Beedi and Cigar Workers (Conditions of Employment) Act, 1966	Apply
9) Registration of establishment employing migrant workmen under The Interstate Migrant Workmen (Regulation of Employment and Conditions of Service) Act, 1979	Apply
10) Amendment of Registration of establishment employing migrant workmen under the Interstate Migrant Workmen (Regulation of Employment and Conditions of Service) Act, 1979	Apply

2. On clicking a department name, user can find the list of services provided by that department.

3. Click on 'Apply' button to apply for the services.

4. A form will appear on your screen, fill the details.



Dashboard

Investor Wizard

Business Profile

Document Repository

Services Provided

Public Consultation

Query

Grievance

Settings

Registration under Shops and Establishments Act, 1948

Application Form for Shop & Establishment Intimation OR Shop & Establishment Registration *

Shop & Establishment Intimation.(For 0 to 9 Workers)
 Shop & Establishment Registration.(For 10 & above Workers)

Establishment/Factory Unit * CAF

Select Unit Name Select CAF

Select Your Division, District and Labour Office

Division * District * Office *

Select Division Select District Select Office

Name of the Establishment (आस्थापनेचे नाव) *

Name of the Establishment * Name of the Establishment (Marathi) *

Name of the Establishment Name of the Establishment (Marathi)

Previous details of establishment (आस्थापनेची पूर्वीची सविस्तर माहिती) *

Select *


Select

Address and situation of the Establishment (आस्थापनेचा पत्ता व ठिकाण)

Name of Building Name of Building (In Marathi) Street *

Name of Building (In English) Name of Building (In Marathi) Street

5. Click on 'Submit and Pay' Button



Dashboard

Investor Wizard

Business Profile

Document Repository

Services Provided

Public Consultation

Query

Grievance

Settings

Pick a file No File Selected...

Compulsory Documents.

Actual photo of the establishment displaying the interior and the Name Board (Marathi) at the appropriate place of the establishment (.pdf) *

Pick a file No File Selected...

Undertaking (Rule 13 (2) (vii)) (.pdf) *

Pick a file No File Selected...

Nature of business verification.

Food License from concern authority. (.pdf) *

Pick a file No File Selected...

Other

Other (.pdf) *

Pick a file No File Selected...

Self-Declaration

I, hereby declare that the information provided above is true and correct to the best of my/our personal knowledge, information and belief. I/We am/are fully aware about the consequences of giving false information. If the information is found to be false, I/We shall be liable for prosecution and punishment under the Indian Penal Code (45 of 1860) and /or any other law applicable thereto. *

I Agree

Save
Submit and Pay
Clear
Go Back

Payment Success, you can close this window

Payment Successful

Key	Value
Payment Bifurcation	Amount :- ₹ 20 SGST :- ₹ 1.8 CGST :- ₹ 1.8 Total Amount :- ₹ 23.60
Flag	S
MessageType	0100
SurePayMerchantId	UATMITCSG0000001247
ServiceId	MHITONP
OrderId	240930180027905361
CustomerId	01J91DSDG612KFM9WTW0610E8E
TransactionAmount	23.60
CurrencyCode	INR
PaymentMode	NET-BANKING
ResponseDateTime	30-09-2024 12:47:24
SurePayTxnId	176436
BankTransactionNo	pay_P31Bws9VzsQUDf

6. After application is submitted and payment is done successfully, 'Application Id' is generated.

The screenshot shows the MATRI portal interface. On the left is a navigation menu with options: Dashboard, Investor Wizard, Business Profile, Document Repository, Services Provided (highlighted), Public Consultation, Query, Grievance, and Settings. The main content area displays a green checkmark icon and the text "Application applied successfully" with a button that says "Click to apply for more services".

7. You can find your application in 'Services Applied' tab.

The screenshot shows the MATRI portal with the 'Services Applied' tab selected. The page title is 'View Applied Services' with a subtitle 'Efficiently track and manage your chosen services for a streamlined and organized experience.' Below this are two status indicators: 'Sent Back to Applicant' (green dot) and 'Timeline Breach' (red dot). A table lists the applied services:

Sr No.	Applicant ID	Factory Name	Service Name	Status	Pending amount	Grass Challan / Postal	Actions
1	8C2275516865960	Cement	Registration under M...	Track	--	--	...
2	872518181707150	testfactory	Application for Elig...	Track	--	--	...
3	W42247036869222	testfactory	Stamp Duty	Track	--	--	...
4	8C2275516865967	factoryUnit1	Stamp Duty	Track	--	--	...
5	8V2020357974560	test 5	Stamp Duty	Track	--	--	...
6	69708162626788T	Cement	Stamp Duty	Track	--	--	...
7	69206A802295835	Test 4	Stamp Duty	Track	--	--	...
8	--	Test	Notice for renewal o...	Track	--	--	...
9	--	Test	Registration under M...	Track	--	--	...
10	08038772108762J	test 3	Stamp Duty	Track	--	--	...

Page 1 of 3

8. Application can be tracked through the personalized dashboard.

The screenshot shows a modal window titled "Track status of your application :". It contains a table with the following data:

Tracking ID	Date of Application	Estimated Time	Estimated Date	Application Status
B72518181707150	25-11-2024	30 day(s)	2024-12-25	Application ID Received (25-11-2024).

Below the table, there is a section for "Remark From Officials" with a value of "--". At the bottom, a "Status:" section shows four options: Pending (orange dot), Completed (green dot), Rejected (red dot), and Pending with Applicant (grey dot).

9. Under Action button, you can Refetch and Preview your application.

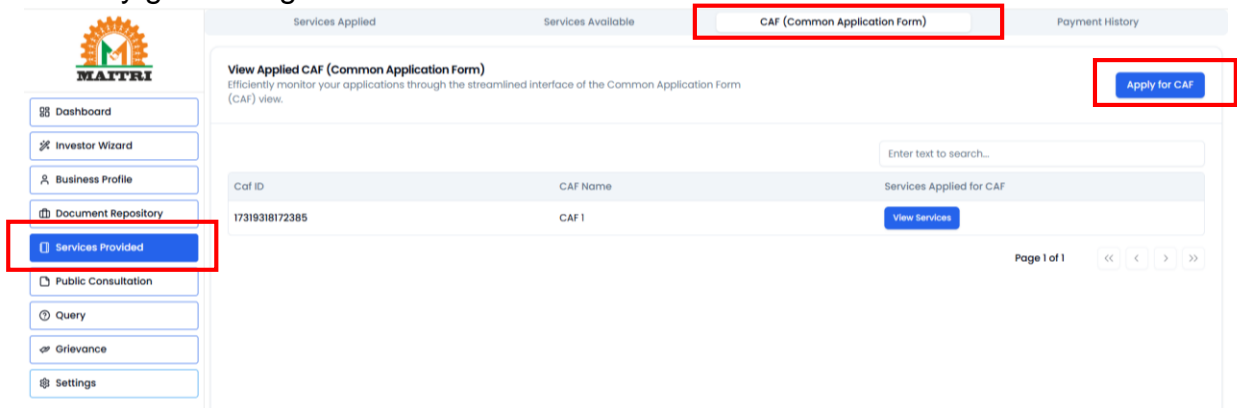
The screenshot shows the "View Applied Services" dashboard. It features a table with columns: Sr No., Applicant ID, Factory Name, Service Name, Status, Pending amount, Grass Challen / Postal, and Actions. The table contains 10 rows of data. A red box highlights the "Actions" column for the second row, which includes "Edit", "Refetch", "Preview", and "Download" buttons.

Sr No.	Applicant ID	Factory Name	Service Name	Status	Pending amount	Grass Challen / Postal	Actions
1	8C2275516865960	Cement	Registration under M...	Track	--	--	...
2	B72518181707150	testfactory	Application for Elig...	Track	--	--	Edit, Refetch, Preview, Download
3	W42247036869222	testfactory	Stamp Duty	Track	--	--	...
4	8C2275516865967	factoryUnit1	Stamp Duty	Track	--	--	...
5	8V2020357974560	test 5	Stamp Duty	Track	--	--	...
6	697081626267881	Cement	Stamp Duty	Track	--	--	...
7	69206A802295835	Test 4	Stamp Duty	Track	--	--	...
8	--	Test	Notice for renewal o...	Track	--	--	...
9	--	Test	Registration under M...	Track	--	--	...
10	08038772108762J	test 3	Stamp Duty	Track	--	--	...

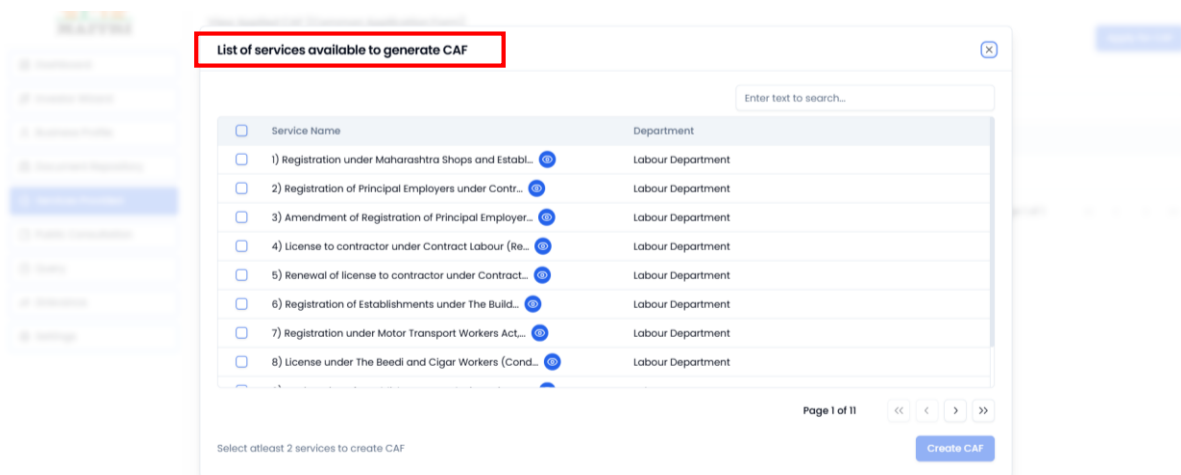
Once Certificate is generated by a department, Download button will be enabled and user will able to download the certificate.

c. CAF(Common Application Form)

- CAF is a module in which you can fill the common fields of multiple services at once by generating CAF.



- Under 'Service Provided' go to **CAF (Common Application Form)** tab and click on 'Apply for CAF' Button



- A list of services will be displayed; select the services for which you would like to generate a Common form.

Common Application Fields

Division *
Select Division

District *
Select District

Office *
Select Office

Contractor Full name (English) *
Contractor Full name (English)

Full Name (Marathi)
Full Name (Marathi)

Name of Building (English)
Name of Building (English)

Name of Building (Marathi)
Name of Building (Marathi)

Street (English)
Street (English)

Street (Marathi)
Street (Marathi)

Landmark (English)
Landmark (English)

Landmark (Marathi)
Landmark (Marathi)

Locality / Ward (English)
Locality / Ward (English)

Locality / Ward (Marathi)
Locality / Ward (Marathi)

Establishment Full Name (English) *
Establishment Full Name (English)

Establishment Full Name (Marathi) *
Establishment Full Name (Marathi)

Name of Building
Name of Building

Name of Building (Marathi)
Name of Building (Marathi)

Street (English)
Street (English)

Street (Marathi)
Street (Marathi)

Landmark (English)
Landmark (English)

Landmark (Marathi)
Landmark (Marathi)

Locality (English)
Locality (English)

Locality (Marathi)
Locality (Marathi)

State *
MAHARASHTRA

District *
Select District

Taluka *
Select Taluka

Village *
Select Village

Pin Code *
Pin Code

Landline No.
Landline No.

Manager Full Name (English) *
Manager Full Name (English)

3. Fill the details, click on **'Submit'** button. It will create the CAF and generate id, and name.

Services Applied Services Available CAF (Common Application Form) Payment History

View Applied CAF (Common Application Form)
Efficiently monitor your applications through the streamlined interface of the Common Application Form (CAF) view. [Apply for CAF](#)

Enter text to search...

Caf ID	CAF Name	Services Applied for CAF
17319318172385	CAF 1	View Services
17325385525133	CAF 2	View Services
17327075243373	CAF 3	View Services

Page 1 of 1 << < > >>

4. Click on **'View Services'** button. It will display you the list of services under that CAF id.

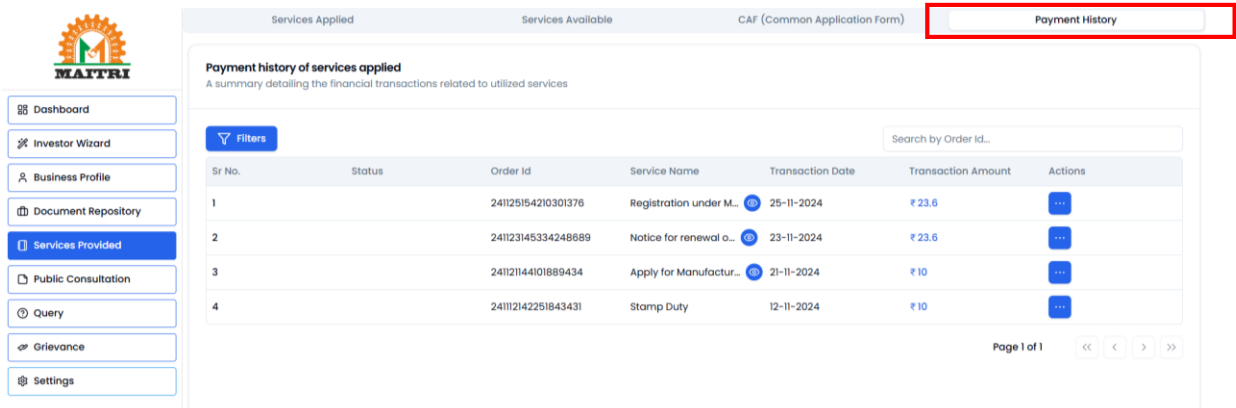
List of Services Applied for CAF

Enter text to search...

Department Name	Service Name
Labour Department	Registration of Establishments under The Building and Other Construction Workers (Regulation of Employment and
Labour Department	Registration under Motor Transport Workers Act, 1961
Labour Department	Registration of establishment employing migrant workmen under the Interstate Migrant Workmen (Regulation of En
Labour Department	License to contractor under Contract Labour (Regulation & Abolition) Act, 1970
Labour Department	Registration of Principal Employers under Contract Labour (Regulation & Abolition) Act, 1970
Labour Department	Renewal of license to contractor under Contract Labour (Regulation & Abolition) Act, 1970
Labour Department	Amendment of Registration of Principal Employers under Contract Labour (Regulation & Abolition) Act, 1970
Labour Department	License under The Beedi and Cigar Workers (Conditions of Employment) Act, 1966
Labour Department	Amendment of Registration of establishment employing migrant workmen under the Interstate Migrant Workmen (

d. Payment History

- Under payment history, it shows the details of transactions. Also, payment receipt can be downloaded in this section.



The screenshot shows the MATRI portal interface. On the left is a navigation menu with options: Dashboard, Investor Wizard, Business Profile, Document Repository, Services Provided (highlighted), Public Consultation, Query, Grievance, and Settings. The main content area has tabs for Services Applied, Services Available, CAF (Common Application Form), and Payment History (highlighted with a red box). Below the tabs, the 'Payment history of services applied' section is visible, with a sub-header 'A summary detailing the financial transactions related to utilized services'. There is a 'Filters' button and a search box labeled 'Search by Order Id...'. A table lists the following transactions:

Sr No.	Status	Order Id	Service Name	Transaction Date	Transaction Amount	Actions
1		241125154210301376	Registration under M...	25-11-2024	₹ 23.6	...
2		241123145334248689	Notice for renewal o...	23-11-2024	₹ 23.6	...
3		241121144101889434	Apply for Manufactur...	21-11-2024	₹ 10	...
4		241112142251643431	Stamp Duty	12-11-2024	₹ 10	...

At the bottom right of the table, it says 'Page 1 of 1' with navigation arrows.

8. Settings

a. Transactional User

- Transactional users are created to assign the responsibility of the business locally to specific users, who would apply for and monitor the status of specific services based on their competence.

The screenshot shows the MATRI dashboard interface. On the left is a navigation menu with the following items: Dashboard, Investor Wizard, Business Profile, Document Repository, Demo (demo@gmail.com), Profile, Transactional Users, Change Password, Logout, and Settings. The 'Settings' item is highlighted with a red border. The main dashboard area displays various statistics and charts. At the top, there are tabs for Applications, Query, Grievances, Feedbacks, Compliance, and Imprisonment Provisions. Below these is a filter for 'Since Year 2024' and a 'Total' radio button. The dashboard contains several cards: 'Registered Users' (0), 'Registered Enterprises' (0), 'Applications Submitted' (0), 'Applications Disposed' (0), 'In Progress Department' (0), and 'Total Transactional Users' (0). At the bottom, there is an 'Application Progress Chart' with three circular gauges: 'Disposed' (0), 'Sent Back To Applicant' (0), and 'In Progress' (6.67).

1. Under **Setting** menu , Click on ‘Transactional User’

The screenshot shows the MATRI dashboard with the 'Settings' menu highlighted in blue. The 'Transactional Users' option is selected. The main content area displays a 'Verify Your Email and Mobile' form. The form has a progress indicator with steps 1 and 2. The title is 'Verify Your Email and Mobile' with a sub-header 'Enter details to verify transactional user details'. The form contains two input fields: 'Email ID *' with the value 'm@example.com' and 'Mobile No. *' with a country code dropdown set to '+91'. There are two buttons at the bottom: 'Go Back' and 'Send OTP'.

2. Enter the details and click on 'Send OTP' button.

MATRI

- Dashboard
- Investor Wizard
- Business Profile
- Document Repository
- Services Provided
- Public Consultation
- Query
- Grievance
- Settings

1 **2**

Verify Your OTP

Enter e-Mail OTP *

123456

Enter Mobile OTP *

123456

Prev Verify OTP Resend

OTP has been sent to your email address and mobile number

3. Verify the OTP

MATRI

- Dashboard
- Investor Wizard
- Business Profile
- Document Repository
- Services Provided
- Public Consultation
- Query
- Grievance
- Settings

Add Transactional User

Enter the details below to add transactional user

E-Mail * demol@gmail.com Mobile No. * +91 80993-32155 First Name * John

Middle Name Lui Last Name * Doe Aadhar No. / Virtual ID * 123456789123

Designation * CTO / CEO / MD User Status * Active

Transactional User Responsibility 1 (Click Here to Open) *

Service * Select a Service Factory Unit * Select a Factory Unit

Remove

Add

Password * Confirm Password *

Otp Successfully Matched

4. It will ask the user to add the details of transactional users, and add the Services mapped to such users.

Transactional Users
List of transactional users are shown here. [Add Transactional User](#)

Sr No.	First Name	Last Name	Aadhar No.	Designation
1	User1	test	978654234567	Manager

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5. The list of users can be found under 'Transactional Users' page as shown above.