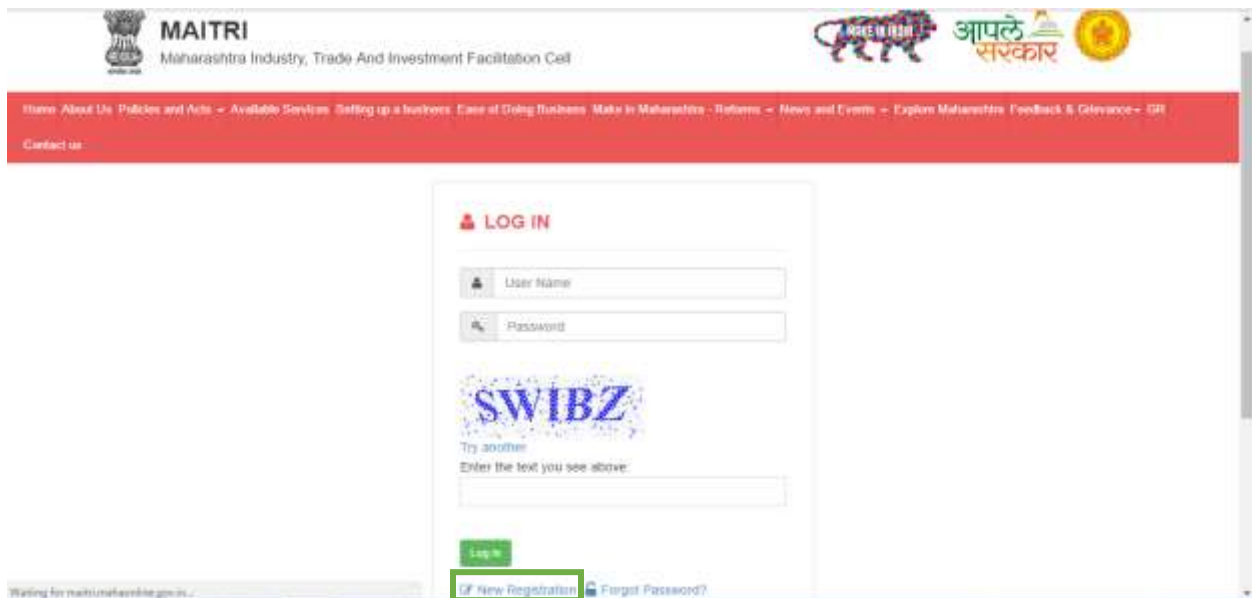


# User Manual for **MAITRI**

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.



**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”.

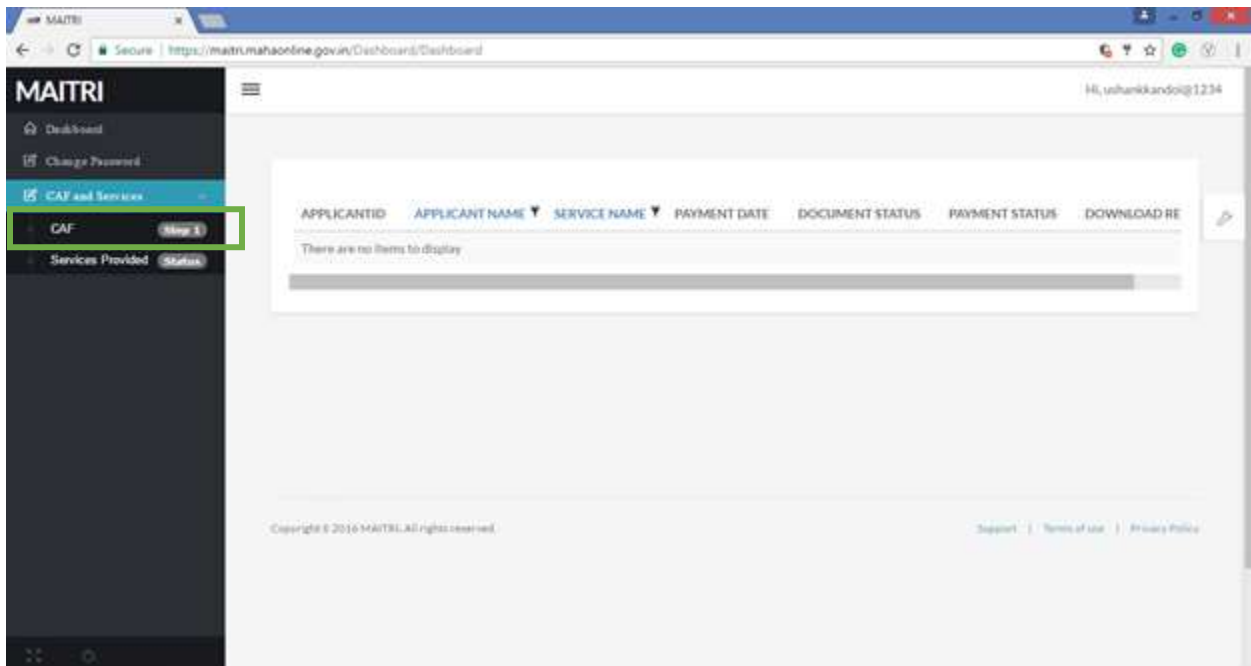
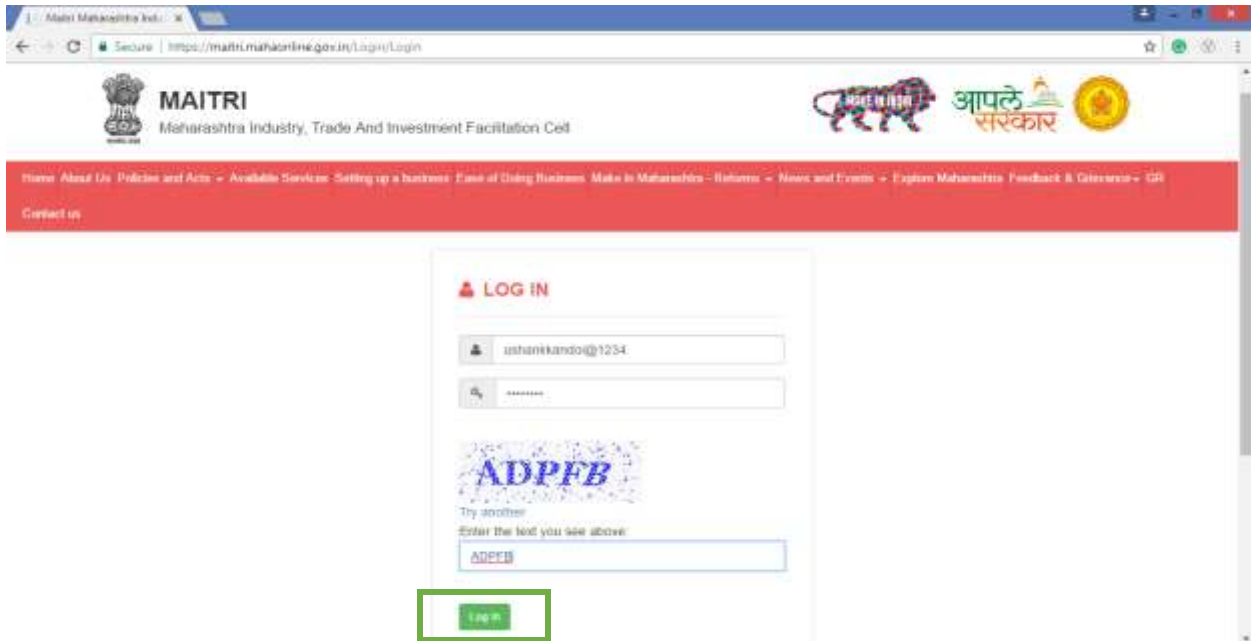
The screenshot shows the MAITRI Registration portal. The header includes the MAITRI logo and the text "Maharashtra Industry, Trade And Investment Facilitation Cell". There are navigation links for "LOG IN", "SKIP TO NAVIGATION", and "SKIP TO CONTENT". A red navigation bar contains links for "Home", "About Us", "Policies and Acts", "Available Services", "Setting up a business", "Ease of Doing Business", "Make in Maharashtra - Initiatives", "News and Events", "Explore Maharashtra", "Feedback & Grievance", and "GRI". The main content area is titled "REGISTRATION" and contains the following fields:

- Name Of The Entity\*: ABC Pvt. LTD.
- Type of Constitution\*: Proprietary
- Applicant's Full Name\*: Ushank Kandoi
- Applicant's Designation in Firm\*: Chairman
- Applicant's PAN: ABCDE1234R
- Applicant's Aadhar Number: 123456123456

The screenshot shows the MAITRI Registration portal with the following fields:

- Company PAN: ABCDE1234R
- Company TIN: 123456789012222222
- Applicant's correspondence Address:
  - Plot / Out / Survey / Gate No.\*: H - 1, Survey No. 123
  - Address 1\*: I wing, 001 5th Floor.
  - Address 2: Raheja Complex, Andheri
  - State (राज्य)\*: MAHARASHTRA
  - District (जिल्हा)\*: Mumbai Suburban
  - Taluka (ता.जु.का): Andheri
  - Village (गाव): Andheri
  - PinCode (पिन कोड)\*: 400028
  - Mobile Number\*: 964130069
  - Enter OTP\*: 456789
  - Create User Name\*: ushankkandoi@1234
  - Password\*: \*\*\*\*\*
  - Confirm new password\*: \*\*\*\*\*
  - Applicant's Email ID\*: qerty@gmail.com
- Try another: Enter the text you see above: (TNP)
- Register button (highlighted in green)

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



**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

The screenshot shows the 'Application Form for Availing MAITRI Services' page. The left sidebar contains navigation options: Dashboard, Change Password, CAF and Services (selected), CAF (Step 1), and Services Provided (Status). The main content area has a title and two notes. The 'APPLICANT DETAILS' section includes fields for Applicant's Aadhar (123456123456), Applicant's PAN (ABCDE1234R), and a dropdown for the title (Mr., Mrs., Ms.). The 'Full Name' field is populated with 'Ushank Kandoi'.

**Application Form for Availing MAITRI Services**

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. Managing Director / Director Duly Authorized by the Company / Managing Partner / Partner / Proprietor / Chairman.

**APPLICANT DETAILS**

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

**NAME OF THE MANAGING DIRECTOR / DIRECTOR DULY AUTHORIZED BY THE COMPANY / MANAGING PARTNER / PARTNER / PROPRIETOR / CHAIRMAN**

Title: \*  
 Mr.  Mrs.  Ms.

Full Name \*  
Ushank Kandoi

The screenshot shows the 'APPLICANT'S CORRESPONDENCE ADDRESS' section of the form. It includes fields for Address 1 (Ratna Vihar), Address 2 (Chandivali), State (MAHARASHTRA), District (Mumbai Suburban), Taluka/Tehsil (Andheri), City/Town/Village (Andheri), Pincode (400028), and Email ID (ushankkandoi1991@gmail.com). The 'CONTACT NUMBER' section includes Country Code (+91) and Mobile No. (9641320069). A 'MOVE TO NEXT STAGE' button is visible at the bottom.

**APPLICANT'S CORRESPONDENCE ADDRESS**

Address 1 \*  
Ratna Vihar

Address 2  
Chandivali

State \*  
MAHARASHTRA

District \*  
Mumbai Suburban

Taluka/Tehsil  
Andheri

City/Town/Village  
Andheri

Pincode  
400028

Email ID \*  
ushankkandoi1991@gmail.com

**CONTACT NUMBER**

Country Code +  
91

Mobile No. \*  
9641320069

**MOVE TO NEXT STAGE**

**MAITRI** HL.nashik@nshet.nic.in

Dashboard  
Change Password  
**CAF and Services**  
CAF **Step 3**  
Services Provided **Step 1**

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

If entity's place of activity is located in MIDC Industrial area, then click on MIDC, else select NON - MIDC. \*  
 MIDC  Non-MIDC

Location of the place of the business of the entity for which the Common Application Form is being filled

**District \***  **MIDC Area \***

**Plot/Gala/Shed Number\***  **Plot/Gala/Shed Area\***  **Address \***

**Pincode \***  **Entity PAN\***

**ADDRESS OF HEAD OFFICE / COMPANY HEADQUARTERS**

**Address \***  **State \***

**District \***  **Taluka**  **Village**

**Pincode \***  **Email ID**

**LANDLINE NUMBER**

**Country code +**  **STD code**  **Landline no**

**Website**

[Move to next Stage >>](#)

**MAITRI** HL.nashik@nshet.nic.in

Dashboard  
Change Password  
**CAF and Services**  
CAF **Step 3**  
Services Provided **Step 1**

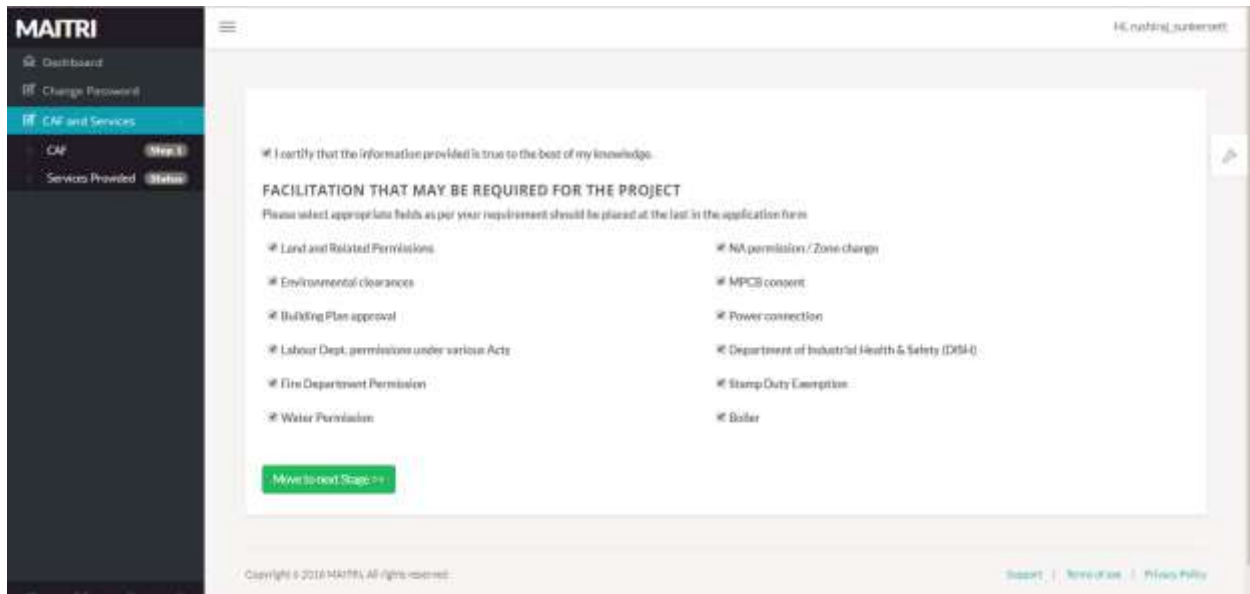
**INDUSTRY DETAILS**

**Entity PAN**  **Entity TIN**

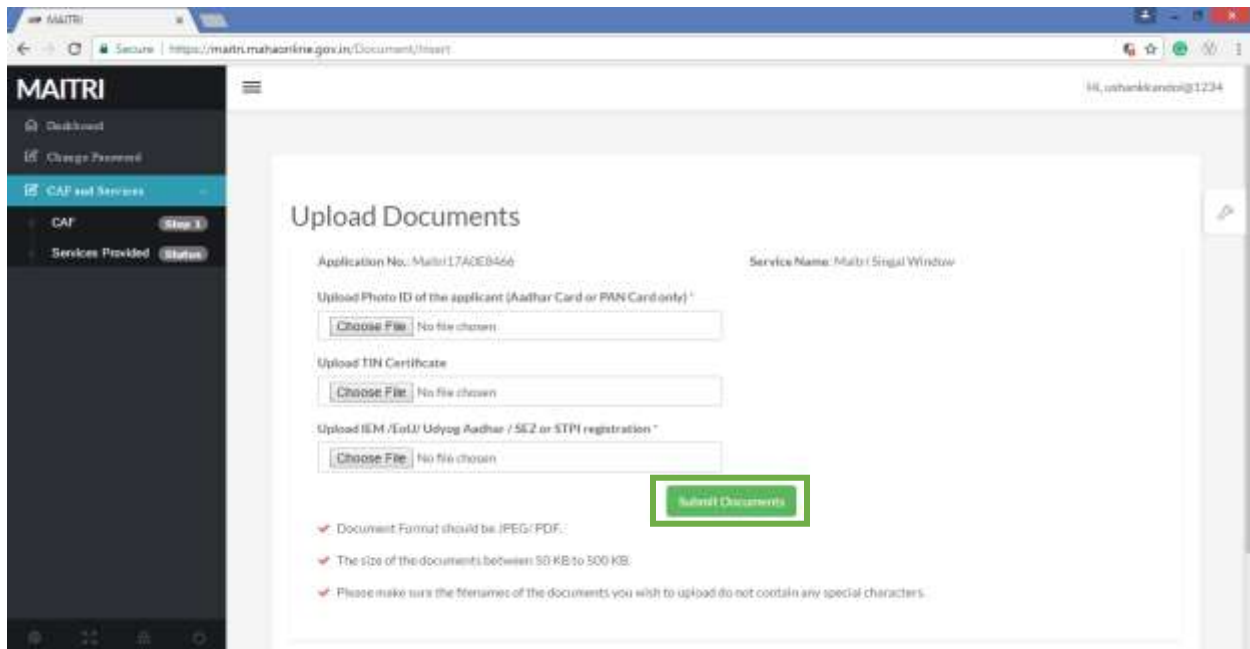
**NATURE OF ACTIVITY \***  
 Manufacturing  Service  Business

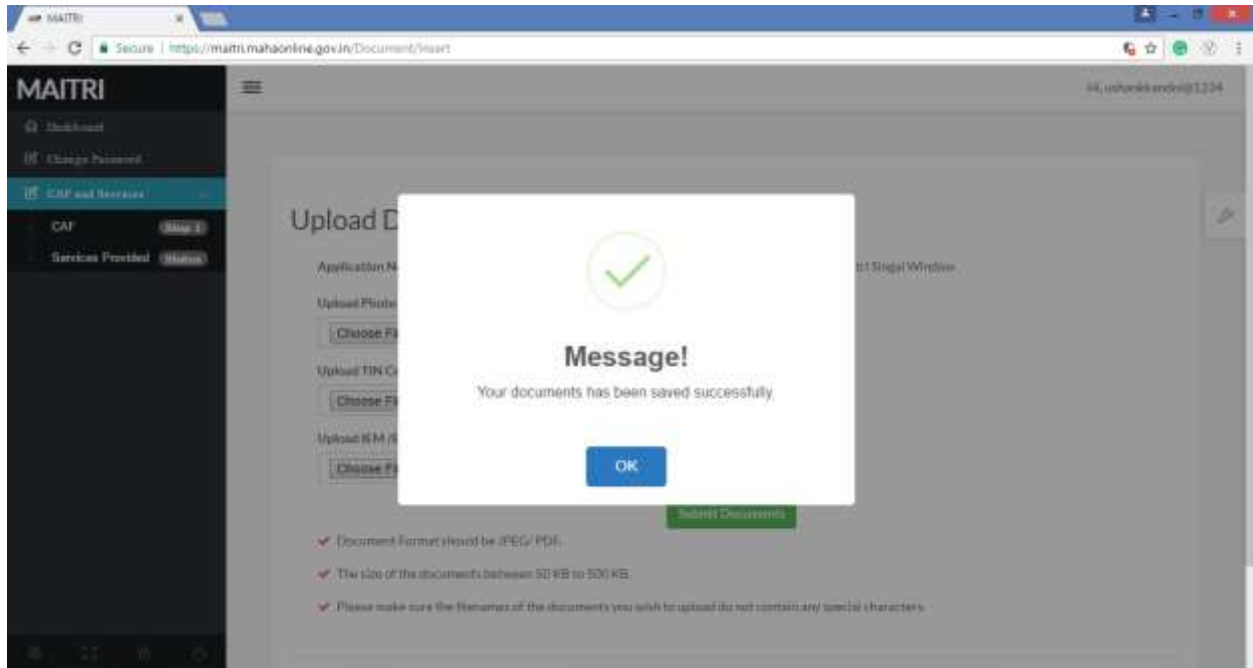
**Details of the Activity:**

[Move to next Stage >>](#)

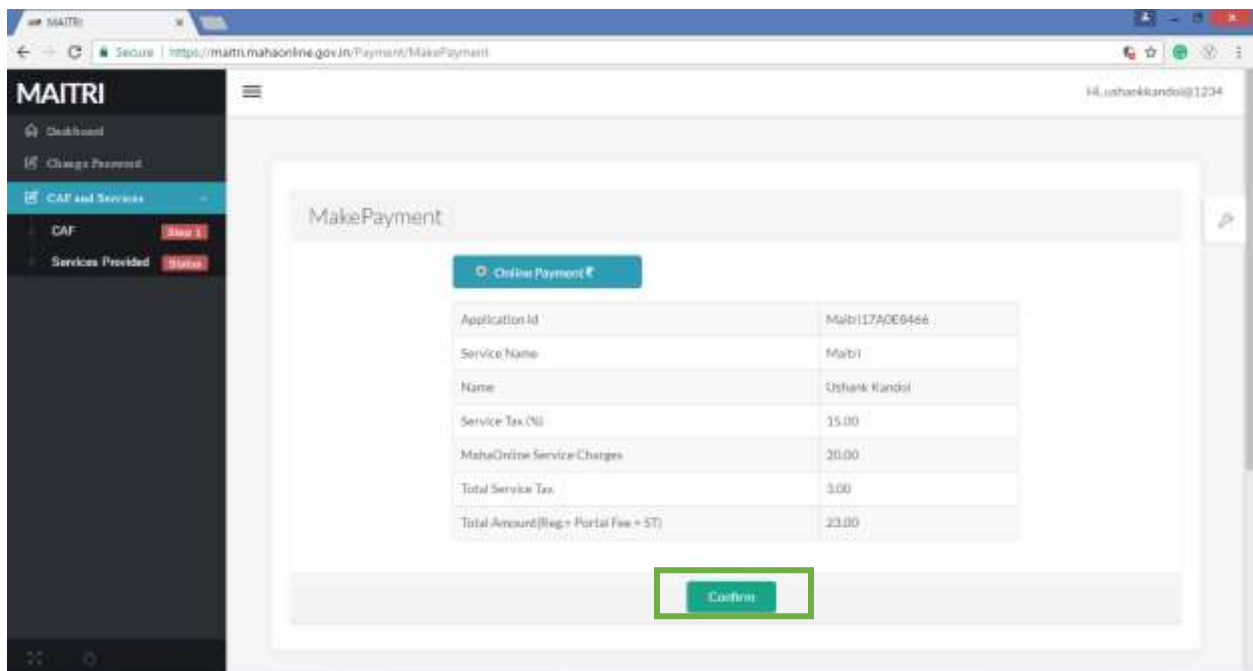


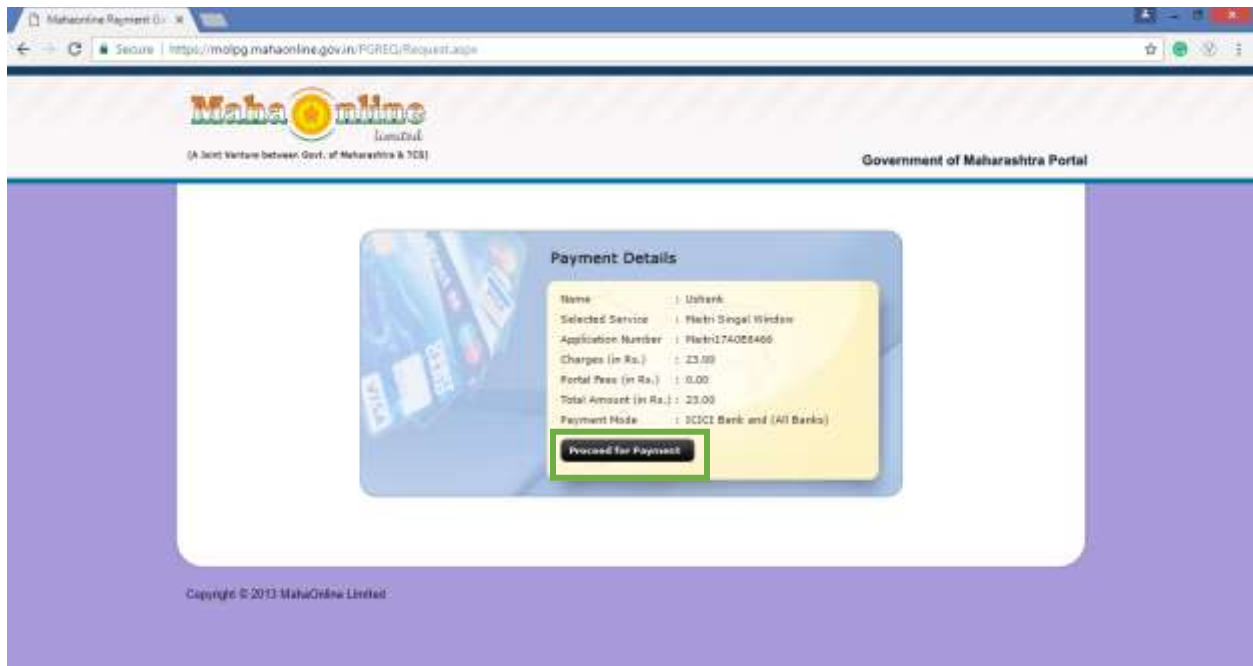
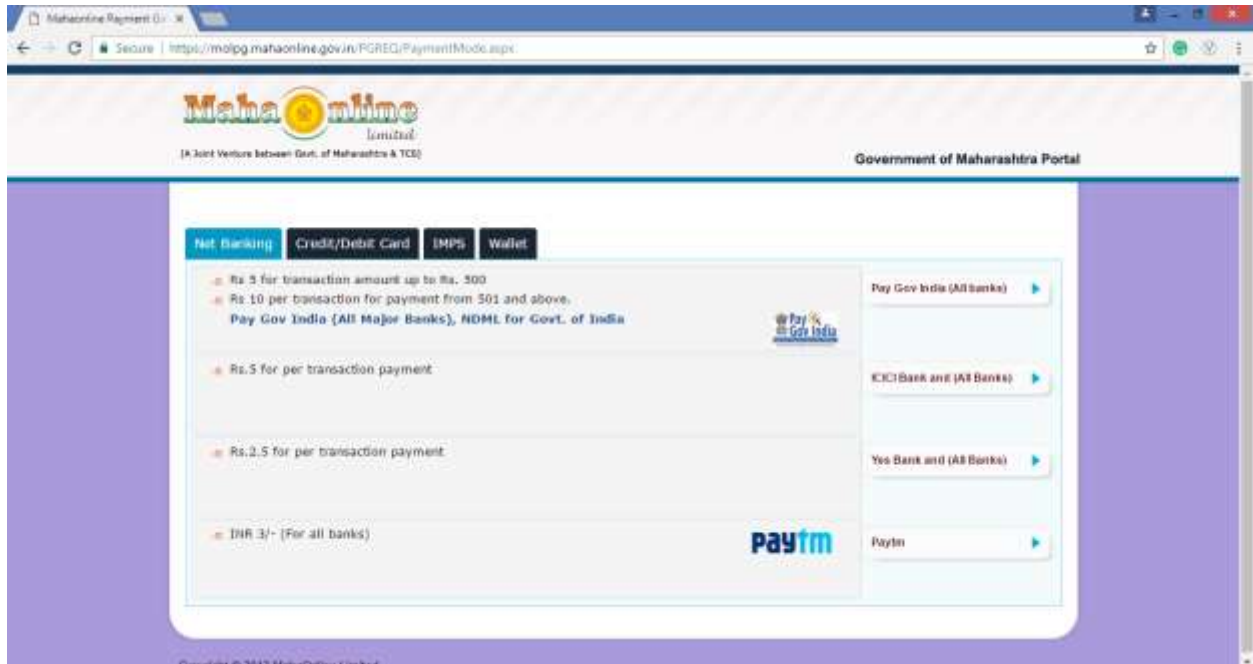
**Step 5:** After certifying, we reach the document submission page where we have to upload or fetch from DG-Locker the relevant documents and click on “Submit Documents”





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







POWERED BY TECHPRO - x  
 TechProcess Payment Services Limited (P) | https://www.tpsl-india.in/PaymentGateway/Transaction/request.jsp

Pay By	Welcome!
<ul style="list-style-type: none"> <li style="padding: 2px 5px;">Net Banking</li> <li style="padding: 2px 5px;">Credit Card</li> <li style="padding: 2px 5px;">Debit Card</li> <li style="padding: 2px 5px;">Mobile Wallet</li> </ul>	<p>Please choose your preferred mode of payment from the options listed on left</p> <p><b>Net Banking :</b> Conveniently pay using the online access to your banking account.</p> <p><b>Debit Cards :</b> Pay using debit card linked to your bank account. Protected with 3D secure password and receive instant transaction status confirmation.</p> <p><b>Credit Cards :</b> Pay using your VISA/MasterCard credit card and enjoy extended payback period as per the terms and conditions of your bank. Protected with 3D secure password and receive instant transaction status confirmation.</p> <p style="text-align: center;">Please Select Your ISP/Bank</p> <p style="text-align: center;"> <input type="button" value="Cancel"/> <input type="button" value="Continue to Payment"/> <input type="button" value="Cancel"/> </p>

\* Banks which are not available for payment option are on account of maintenance activity being carried out. Regret the inconvenience.

This webpage is maintained by TechProcess Payment Services Limited (P) at [www.techprocs.com](https://www.techprocs.com)  
 This site is best viewed with Internet Explorer & 9 or higher, or Firefox 2.0 or higher, at a screen resolution of 1024x768.

POWERED BY TECHPRO - x  
 TechProcess Payment Services Limited (P) | https://www.tpsl-india.in/PaymentGateway/Transaction/request.jsp

Pay By	Debit Card
<ul style="list-style-type: none"> <li style="padding: 2px 5px;">Net Banking</li> <li style="padding: 2px 5px;">Credit Card</li> <li style="padding: 2px 5px; background-color: #0056b3; color: white;">Debit Card</li> <li style="padding: 2px 5px;">Mobile Wallet</li> </ul>	<p>Please Select Your Debit Card</p> <p>WVISA / MASTER / MAESTRO</p> <p style="text-align: center;"> <input style="border: 2px solid green;" type="button" value="Continue to Payment"/> <input type="button" value="Cancel"/> </p>

\* Banks which are not available for payment option are on account of maintenance activity being carried out. Regret the inconvenience.

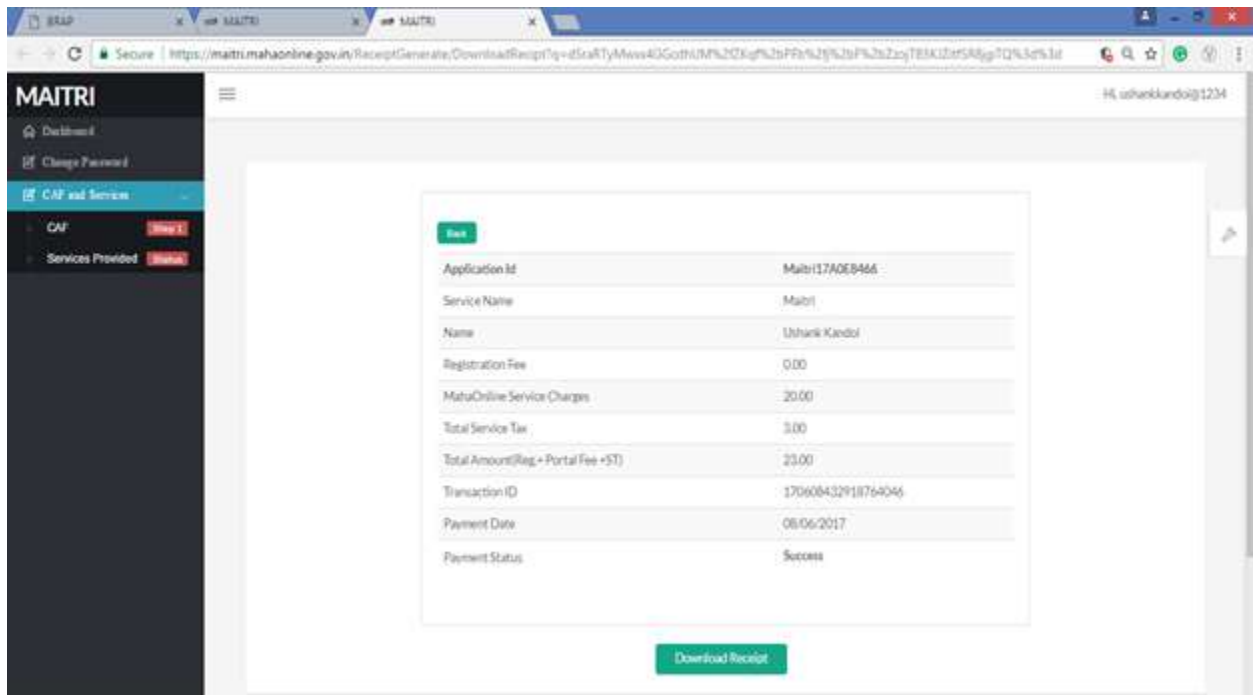
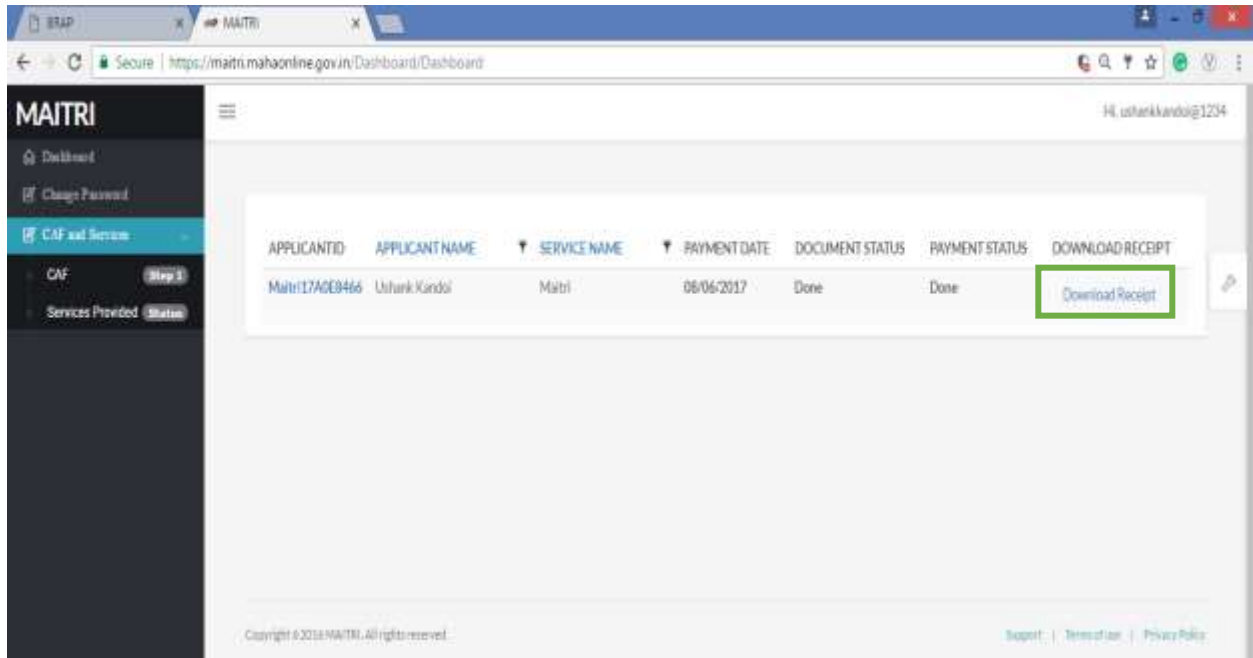
This webpage is maintained by TechProcess Payment Services Limited (P) at [www.techprocs.com](https://www.techprocs.com)  
 This site is best viewed with Internet Explorer & 9 or higher, or Firefox 2.0 or higher, at a screen resolution of 1024x768.



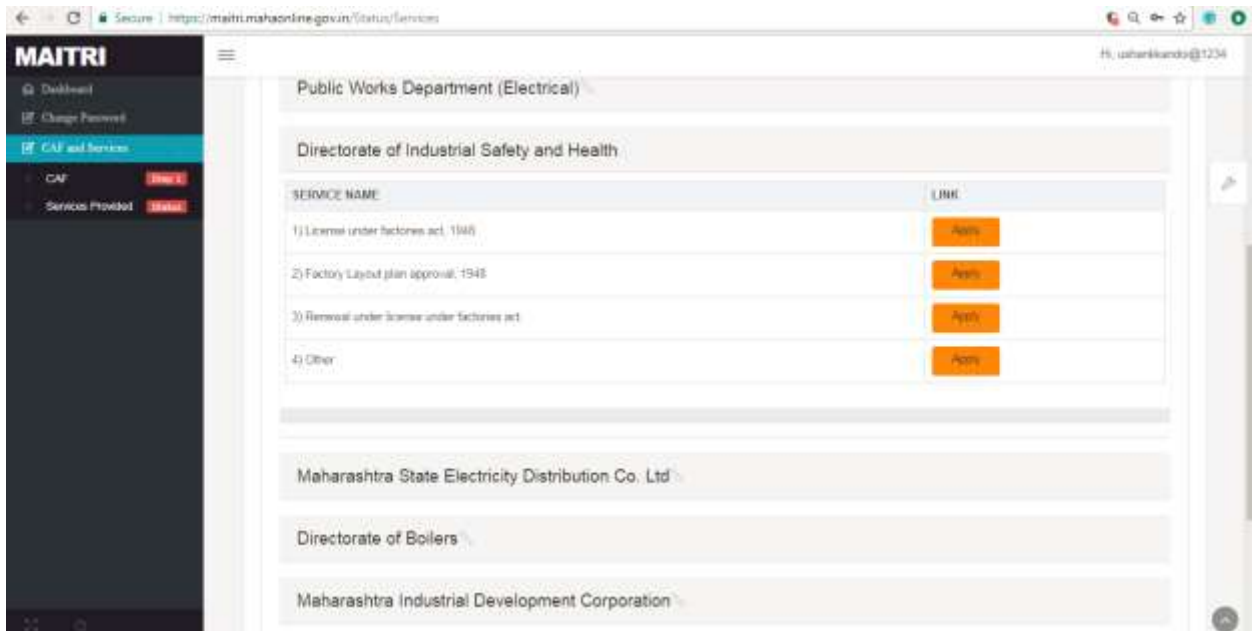
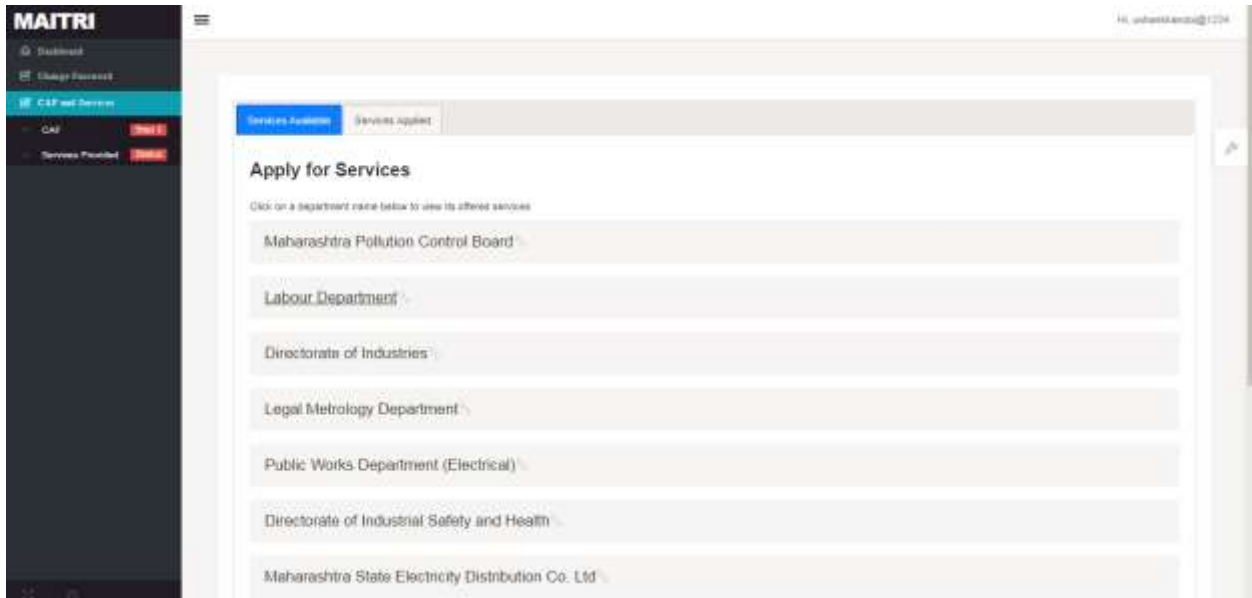
**Step 7:** The user will have to fill in the requisite details for making necessary payments and click on “Pay Now” to make the payments.



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



**Step 9:** After making the payment, we can find an exhaustive list of approvals on MAITRI as given below in the screenshot



**Step 10:** To demonstrate the logic of auto population we can click on an approval where the common fields will get auto populated in the application form of the selected approval.

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 and Factory renewal is one of the services. The applicant on selecting Factory renewal of gets automatically transferred to the URL. The applicant doesn't need to register or log in again here; he automatically lands on the page with the Renewal factory form I. The user has to fill in the form. The common details for the applicant are auto-populated on the Renewal factory form using the fields he has filled in CAF.

### Steps for Factory License Renewal

#### **Factory Registration – Factory Registration (Existing User)**

Step 1: Click on **Factory Registration (Existing User)** from menu **Factory Registration**. User can see Form “1” (Application for factory renewal of license).

(Note: Fill & attached document of **Factory Registration (Existing User)** application for apply **Renewal of factory license.**)

The screenshot shows the 'Labour Department Registration & License Management System' interface. The sidebar menu on the left has 'Factory License' selected, with 'Factory Registration(Existing User)' highlighted. The main content area is titled 'FORM 1 (See Rules 3.5.3, 11 and 14)'. Below this, there are two main sections: 'Previous Establishment Details' and 'Factory Details'. The 'Previous Establishment Details' section contains fields for 'Old License No.', 'Old Date of Register', 'Old Expiry Date' (set to 31 Dec), and 'Old Charges Fee/Amount paid'. The 'Factory Details' section contains fields for 'Full Name of Factory' and 'Full Address of Factory'. The interface is in Hindi and English.

Step 2: Fill **Old License No.**, **Old date of registration**, **old expiry date**, **Factory name** and **Address** etc. fill whole form as per given labels and instruction.

आपले सरकार Labour Department  
Registration / License Management System

FORM 1  
(See Rules 3, 6A, 11 and 14)

Application for extension of license of a new factory, to extend existing factory or take into use any building as a Factory  
Application for Registration and notice of occupation specified in sections 3 and 7 and for grant of license  
Renewal of license of a factory

Previous Establishment Details

\*Old License No. \*Old Date of Register \*Old Expiry Date \*Old Charges/फैक्टरीचे शुल्क  
\*Old Rate/पेयमेंटसाठी वगैरे शुल्क रेट्स

Factory Details

\*Full Name of Factory \*फॅक्टरीचे शुल्क रेट्स  
\*फॅक्टरीचे पत्ता नं.  
\*Full Address of Factory/फॅक्टरीचे पत्ता नं.

आपले सरकार Labour Department  
Registration / License Management System

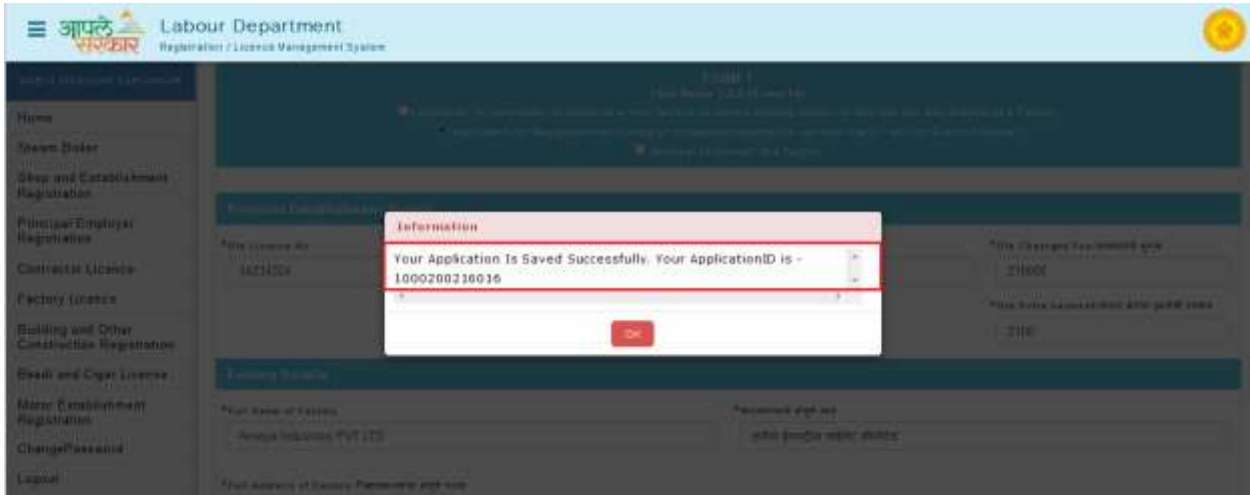
Factory Details

\*Full Name of Factory \*फॅक्टरीचे शुल्क रेट्स  
\*फॅक्टरीचे पत्ता नं.

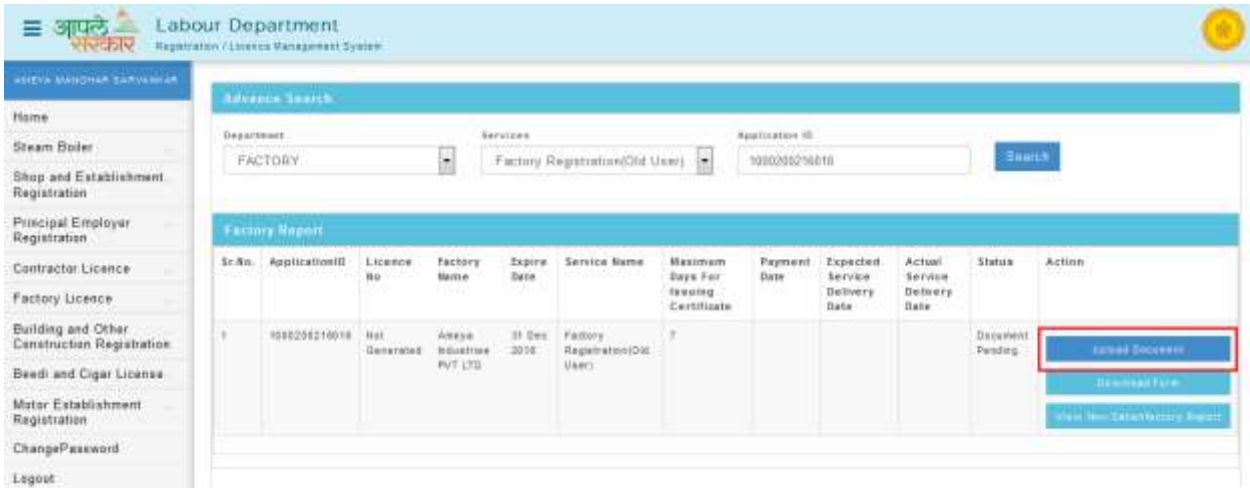
\*Full Address of Factory/फॅक्टरीचे पत्ता नं.

\*Name of Building \*Name of Building (in Marathi) \*Plot No./House No./Gate No. \*Dist. Reference No.  
\*Street (in Marathi) \*Street \*Locality / Ward \*Locality / Ward (in Marathi)  
\*State \*District \*Taluka \*Village  
\*Pin Code \*Phone Number/फॅक्टरीचा मोबाईल नंबर \*Mobile Number/फॅक्टरीचा मोबाईल नंबर \*Fax Number

Step 3: After fill application form user can **submit** application, so user will get application save successfully message and application ID of Existing user application form.



Step 4: After fill exiting user application form user can **Upload Document** for generated application ID.



Step 5: Click of **Upload Document** can show types and name of documents which is need to Upload to continue.

Step 6: After submission of Factory Registration (Existing User) form one new tab will available i.e. Renew Certificate option.

Sr.No.	ApplicationID	License No	Factory Name	Expire Date	Service Name	Maximum Days For Issuing Certificate	Payment Date	Expected Service Delivery Date	Actual Service Delivery Date	Status	Action
1	1000200216016	1001790253010	Ameya Industries PVT LTD	31 Dec 2016	Factory Registration(Old User)	7				Completed	<a href="#">Download</a> <a href="#">Renew Certificate</a> <a href="#">Download Form</a> <a href="#">View Non-Sales/Factory Record</a>



- Registration Form “1” (Renew Factory License).

Step 1: Click of **Renew Certificate** can open application form to renew the factory license.

The screenshot shows the Labour Department's Registration / License Management System. The 'Advanced Search' section has filters for Department (FACTORY), Service (Factory Registration(DIG User)), and Application ID (1000200210016). The 'Factory Report' table lists one entry with Application ID 1000200210016, License No 1001700210010, and Status 'Completed'. The 'Action' column for this entry contains buttons for 'Renew Certificate', 'Download Form', and 'View New Self-Factory Report', with 'Renew Certificate' highlighted by a red box.

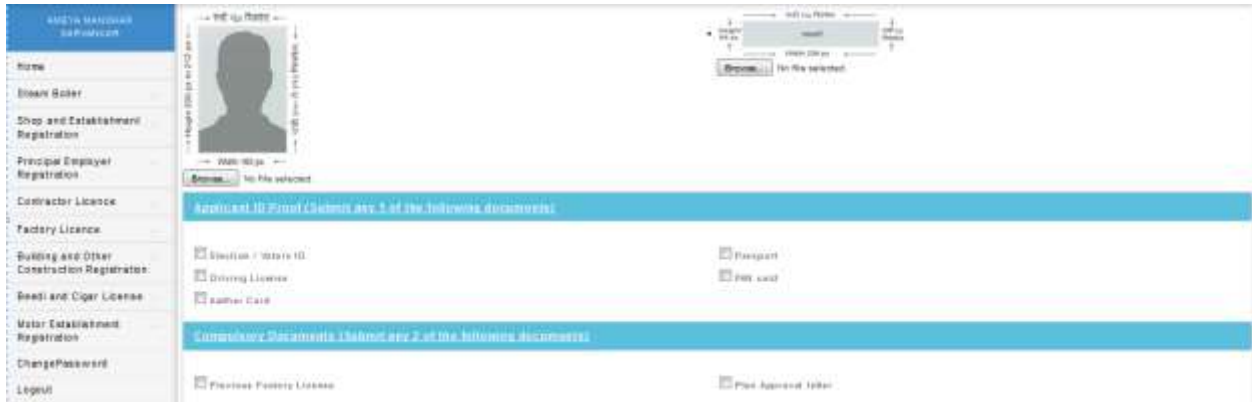
In Application for Renewal of Registration applicant can only change valid up to years. (Max 10 years)

The screenshot shows the 'Renewal Details' section of the system. It displays the Application ID (1000200210016) and Service Name (Factory Registration(DIG User)). The 'Current year' dropdown is set to 2017. The 'Valid upto year' dropdown is open, showing a list of years from 2017 to 2026, with 2021 selected. The 'Renewal for No. of years' dropdown is set to 1.

Step 2: After save renew application form user can **Upload Document** for newly generated application ID.

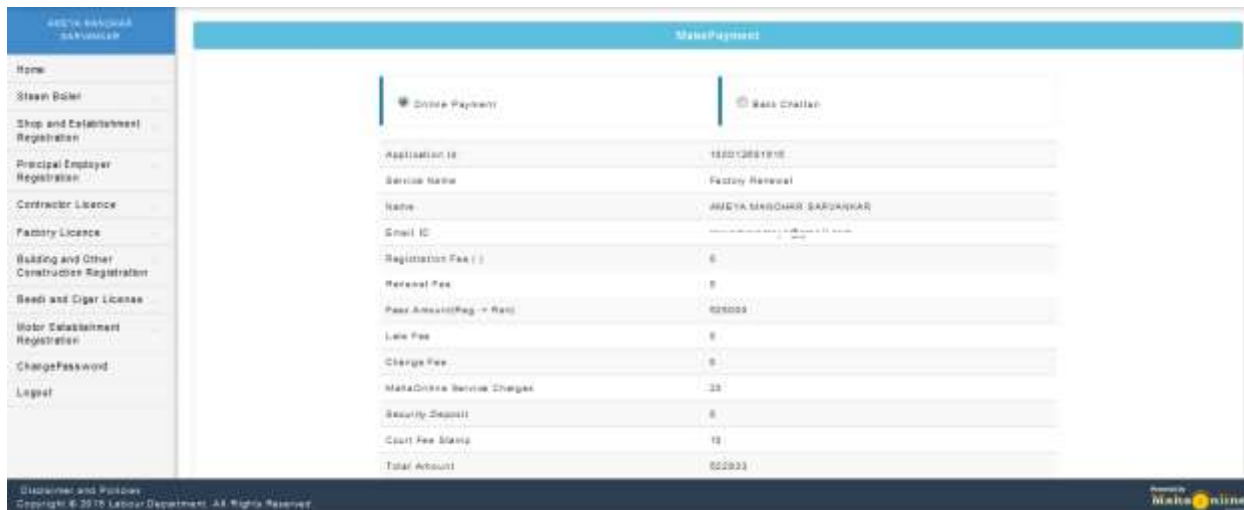


Step 3: Click of Upload Document can show types and name of documents which is need to Upload to continue.





Step 4: Document upload successfully message will showing **Make Payment** option through **Online** or **Bank Challan** which will give you the transaction successful receipt after payment done.





Labour Department

Registration/License Management System

Thanks

Transaction is Successful

Application Id	10000001010
Service Name	Factory Renewal
Items	
Service Time Limit	7 (Working Days)
Email ID	www.la@maharashtra.gov.in
Registration Fee	0
Renewal Fee	0
Fee Amount(Reg + Renew)	0000
Life Fee	0
Change Fee	0

**THANKS!!!**