



Government of Maharashtra

INDUSTRIES DEPARTMENT

SINGLE WINDOW POLICY

2016



Single Window Scheme -

A One Stop Shop for Granting Approvals to Industries at Maharashtra Industry, Trade and Investor Facilitation Cell - 'MAITRI'

Preamble :

Govt of India had held a National Workshop on 'Make in India' on 29th December 2014 at New Delhi to involve States in improving the 'Ease of Doing Business'. In the workshop, 98 recommendations have been given to the State Government. One of the important recommendations of Govt is implementation of 'Single Window Scheme' for giving approvals required for setting up industries in the State.

Hon'ble Prime Minister has emphasized on taking the necessary steps to ensure ease of doing business and speedy implementation of the Single Window system.



To improve India's overall ranking in the World Bank Ease of Doing Business Report and for success of the 'Make in Maharashtra', the concerned departments are in the process of reducing their number of procedures, time taken and cost involved for giving approvals. This will be achieved only by implementing the 'Single Window Scheme' effectively by using e-platform for simplicity, efficiency and transparency in e-governance and also through delegation of powers.

Government has issued Maharashtra Right to Public Services Ordinance, 2015 vide dated 31st August 2015 for giving efficient, transparent and timely deliveries to entrepreneurs. With the help of the provisions of the said Act, the efforts are being made for efficient implementation of 'Single Window Scheme' in the State.

As envisaged in the Industrial Policy 2013, the State Government has set up an Investor Facilitation Cell under the aegis of Industries Department on 27th February 2014 in Mumbai. The Investor Facilitation Cell has been officially named as Maharashtra Industry, Trade and Investor Facilitation Cell, (MAITRI). Nodal Officers from various departments have been appointed for the MAITRI to facilitate investment proposals. It is now envisaged that 'Single Window Scheme' will be implemented through MAITRI platform.

Government Resolution :

The Government has decided to strengthen the MAITRI platform for giving facilitation services to industries for obtaining permissions/licences /NCOs at one place for setting up a Unit in the State.

Scope and Responsibilities of MAITRI :

MAITRI has been entrusted the responsibility to enable smooth transition of projects from the proposal stage up to the implementation stage with the objectives as below :

To provide all clearances at one place to the investors.

To give online and time-bound approvals.

To work as a grievance redressal mechanism for industries.



At present MAITRI platform is working as an information centre and grievance redressal mechanism for industries. The further scope of MAITRI has been expanded to improve India's overall ranking in the World Bank Ease of Doing Business Report and for success of the 'Make In Maharashtra' and also to achieve the above objectives.

MAITRI Services :

For Ease of Doing Business In the State, Govt. has decided to expand scope of MAITRI from being merely Information centre and grievances redressal mechanism for Industries to a holistic mechanism to provide Industry-related services of the following Departments to the Investors. Hence, the scope of existing MAITRI is being widened and empowered.



As on date, MAITRI Cell is coordinating meetings under the Chairmanship of Development Commissioner (Industries) on every 2nd Friday of the month along with the Nodal Officers of concerned departments to assist the Investment projects to the tune of INR 10 crores and above in obtaining the approvals. In order to strengthen MAITRI Cell, the posts of various Nodal Officers on deputation are created so as to give approvals expeditiously & conveniently.



The following services of the concerned departments are to be notified with time limit under Maharashtra Right to Public Services Ordinance, 2015.

S. No.	Department	Services	Noted Officer of MAITRI and also First Appellate Officer
1	Environment Dept	<ul style="list-style-type: none"> • Consent to establish • Consent to operate 	REGIONAL OFFICER, Maharashtra Pollution Control Board
2	Finance Dept.	VAT / CST, Profession Tax Registration	JOINT COMMISSIONER, Sales Tax Dept
3	Labour Dept.	<ul style="list-style-type: none"> • Shop Registration • Registration & Licenses under Contract Labour Regulation Act • Registration under Private Security Guards Act, 1981 • Registration under Building & Other Construction Workers (BOCW) Act, 1996 • Registration under Other Acts of Labour Department 	ADDITIONAL COMMISSIONER, Labour
4	Labour Dept., Industrial Health & Safety	<ul style="list-style-type: none"> • Factory Building Plan approval • Factory License 	JOINT DIRECTOR, Industrial Health & Safety
6	Labour Dept.	Registration under Boilers Act	JOINT DIRECTOR, Boiler
6	Urban Development Dept - 1	<ul style="list-style-type: none"> • Change of land use • Approvals of building plans • Approval for additional FSI • Plinth certificate • Building completion and occupancy certificate • Tree felling permission • Waiver of Property and other local taxes if any 	ADDITIONAL DIRECTOR, Town Planning
7	Urban Development Dept - 2	• Fire approval (provisional / permanent)	DEPUTY DIRECTOR, Maharashtra Fire Services
8	Forest Dept	<ul style="list-style-type: none"> • Grant of NOCs / approval for tree cutting • Permission for tree transportation 	CONSERVATOR OF FOREST, Forest Dept.
9	Energy Dept.	<ul style="list-style-type: none"> • Load sanction for construction • Load sanction for industrial purpose • Availability of feeder line in Industrial zones. • Line charging permission at MSETCL • Electricity duty exemption (sanction) • Layout approval for DG sets • Permission to change DG set • Registration of DG set 	SUPERINTENDING ENGINEER, MSEDCL
10	Revenue Dept.	Stamp Duty Exemption (Document registration)	JOINT DIRECTOR OF STAMPS, Inspector General of Stamps

S. No.	Department	Services	Nodal Officer of MAITRI and also First Appellate Officer
11	Revenue Dept.	<ul style="list-style-type: none"> • Permission for Right of Way for Infrastructure of Industries such as electricity, water connection, etc. • NA permission for industrial use • Permission for storage of fuel • Permission to Industries for controlled blasting • Permission for non-scheduled tree cutting • Permission for excavation during site development 	ADDITIONAL COLLECTOR
12	Water Resource Dept.	Sanctioning the quota of water for Industries	SUPERINTENDING ENGINEER, Water Resource Dept.
13	Industries Dept.	<ul style="list-style-type: none"> • IT Park / BT Park Lot • Stamp Duty Exemption 	SUPERINTENDING INDUSTRIES OFFICER, Directorate of Industries
14	Food & Civil Supply	<ul style="list-style-type: none"> • Approval for Weights & Measures • Registration as Packers for Legal Metrology Rules 2011 (Packaged Commodities) 	ASSISTANT CONTROLLER, Weights & Measures
15	Law and Judiciary Department	Registration of Firms under Partnership Act, 1932	DEPUTY REGISTRAR, Registrar of Firms
16	Public Works Department / MSRO	Permission for Right of Way for Industries.	SUPERINTENDING ENGINEER, PWD

As per requirement, the number of services in MAITRI will be increased with the approval of Principal Secretary (Industries) as and when required.

Duties & Responsibilities of MAITRI :

Services provided to Industries by the various departments through MAITRI are indicated in the Table above.

1. The above services of the concerned departments are to be notified with time limit under Maharashtra Right to Public Services Ordinance, 2015.
2. The officers of concerned department will work as a Nodal Officer in MAITRI.
3. The Nodal Officers of respective departments are responsible to grant permission/license within the time limit as prescribed in Maharashtra Right to Public Services Ordinance, 2015.
4. The applications received at MAITRI will be sent to respective department through online or by post. In case, the respective department fails to grant permission/license within prescribed time limit, the application will be transferred to Nodal Officer of MAITRI as a first Appellate Authority. The Maharashtra Right to Public Services Ordinance, 2015 will be suitably modified to notify Nodal Officer as a First Appellate Authority & Chairman, MAITRI as a Second Appellate Authority.
5. If the respective department fails to take decision on the application forwarded through MAITRI within the time limit of Right to Public Service Notification then the said application will stand transferred to MAITRI as soon as time limit is over. The Nodal Officer, i.e. first Appellate Authority, will take decision on the application. **In case further delay happens in giving permission/license at Nodal Officer level, in such cases, the Chairman, MAITRI, will take decision for issuing permission/license as per the merits of the case.**

6. At present, the departments have delegated power to grant permissions/licenses to various levels of officers depending on investment, product, land etc. Henceforth the power of head of the office will be given to Nodal Officer of respective departments at MAITRI.

The powers of various Committees/boards/Regulating Authorities constituted for granting permissions will be transferred to Nodal Officers on behalf of Chairman, MAITRI. Accordingly, all the departments shall modify/amend their rules / GFRs / Act, etc.

7. Govt. may delegate powers to MAITRI as and when required by leaving the orders. The powers given to MAITRI will continue to be in force till the operative period of the unit.

How MAITRI will Function:

The New Model of MAITRI will speed up the industrial development and help to achieve objectives of 'Make in Maharashtra' and in turn ensure success of 'Make in India' initiative.



1. Entrepreneur shall apply for all the permissions required to set up a unit in a single online form to Single Window. Entrepreneur can also apply for permissions/NOCs/licenses required to the concerned department.

2. MAITRI will provide prescribed format of the concerned departments for their permissions/NOCs/licenses. The entrepreneur shall apply online. Application received online will be forwarded to the concerned department by MAITRI. The applications will be forwarded by post where online service is not available for immediate action.

3. The Online Wallet will be provided by Mahaonline to pay the prescribed fee for processing the application & the fee will be deposited to concerned department accordingly.

4. Concerned department should take a decision on the application within the prescribed time under Maharashtra Right to Public Service Ordinance, 2015. Once they receive application from MAITRI either in online format or in manual format, time count for the service will commence.

5. MAITRI will take the assistance of the offices of the concerned departments where field inspection is necessary before issue of permissions/NOCs/licenses.

6. Single Window Scheme is implemented in the State on the basis of level of investment of project.

7. The Development Commissioner (Industries) will be Chairman of the MAITRI Cell and the Principal Secretary (Industries) will supervise and guide the functioning of MAITRI.

8. This resolution provides power to the nodal officers of the concerned departments at MAITRI to grant permissions/NOCs/licenses, if such permissions/NOCs/licenses are not issued within the prescribed time under Right to Public Service notification by the concerned departments.

9. The concerned departments will not issue separate orders for the appointment of the nodal officers. The officers shall join the MAITRI Cell within a week's time after issue of orders by the Government.

Powers & Duties of Chairman, MAITRI

- 1. To supervise and review the day-to-day functioning of nodal officers of the MAITRI**
- 2. To accept, coordinate and approve the investment proposals of new investments or modernisation / upgradation / expansion of the existing projects.**
- 3. To select the mega projects and grant them package of Incentives.**
- 4. To make efforts to attract new investment and its realisation in the state.**
- 5. To make efforts for new investment from private and public sector, accept their applications and process or coordinate the same for all necessary statutory and other approvals.**
- 6. To organise campaigns, events, conferences and meetings with the help of MIDC for promoting Maharashtra as an investment destination, both in India and abroad.**
- 7. To resolve the inter-departmental matters and coordinate with the concerned departments.**
- 8. To assist the entrepreneur in such a manner that the investment will be made at earliest possible.**
- 9. To authenticate the document on behalf of MAITRI, in connection with due discharge of functions of the MAITRI with prior approvals of Competent Authorities.**
- 10. To coordinate with the concerned departments for implementation of systematic reforms in providing the approvals to the industries to improve the overall ranking of the state in the Ease of Doing Business of Department of Industrial Policy & Promotion (DIPP), Government of India.**
- 11. To appoint nodal officers for effective implementation of Single Window Scheme or appoint advisors, employees on contract as he may consider necessary with the concurrence of the Principal Secretary (Industries). All the expenditure on the appointment by contract will be borne by MIDC.**

Services and Grievance redressal through MAITRI :

The role of MAITRI is not just kept limited to giving approvals/licences/permissions, but the scope is further expanded for grievance redressal during the operative period of unit.

S. No.	Department	Issues
1	Finance Dept.	<ul style="list-style-type: none">Follow-up of timely input of TAX returns to IndustriesSales tax assessment of PSI units
2	Labour Dept.	<ul style="list-style-type: none">Follow-up for 47 point NOC to IndustriesIssues related to Mahadil KamgarNOC for closer / shifting of unitPermission for appointing contract labour
3	Labour Dept. Industrial Safety & Health	<ul style="list-style-type: none">Factory Building plan approval & Factory LicenseLabour cess from Industries as per Factory Act
4	Labour Dept. Boiler	<ul style="list-style-type: none">Registration under Roller Act & its renewalSelf certification & inspection reform related issues
5	Urban Development Dept. - I	<ul style="list-style-type: none">Follow-up of Zone change and change of land useApproval of Building plan & Plinth checkingApproval of Additional FSI to IndustriesSurvey of Industrial Plots & timely remarks to revenue authoritiesRegional plan of districts along with zoning
6	Urban Development Dept. - II	<ul style="list-style-type: none">Fire approval (Provisional & Final) & its implementationIssues related to report submission and inspection of systemNOC required by other departments from Fire Dept.
7	Urban Development Dept. - III	<ul style="list-style-type: none">Change of Land useApproval of building plan & completion certificateWaiver of Property & other local tax, if anyConsent for water & permission for drainage & storm water drainNOC required from other departments for development
8	Forest Dept.	<ul style="list-style-type: none">NOC/permissions required for other departmentGrant of NOC / approval for tree cutting for scheduled treesDivision of Forest land & Right of way issuesRemarks of dept on private forestFollow-Up for issues related to Wildlife sanctuaryGreen Tyre and places where motorism is applied

S. No.	Department	Issues
8	Energy Dept.	<ul style="list-style-type: none"> • Inspection report of field offices for load sanction • Status of power availability & feeder lines in industrial area. • Refund of electricity duty to the industries • Line charging permission at MSEZCL and User side • Permission for right of way & installation of feeder / transformer
10	Revenue & Forest Dept.	<ul style="list-style-type: none"> • Adjudication of documents for valuation of assets & its stamp duty • Permission for exemption & royalty on minor minerals for self-use • Follow-up for committee proceedings constituted for 44/A • Building plan approval & its documentation related issues • a_mutation of properties used for industrial purpose
11	Environment Dept.	<ul style="list-style-type: none"> • Follow-up for conducting CAO meeting at MPCB • Implementation of Deemed Permissions provisions • Randomised risk based inspection & reports.
12	Water Resource Dept.	<ul style="list-style-type: none"> • Sanctioning the quota of water for industries • Sectoral allocation of water & its availability • Disconnection of water connection in case of polluting industries
13	Industries Dept.	<ul style="list-style-type: none"> • Follow-up of applications under PGI / MDL permissions / IT & BT Parks & Stamp Duty exemptions, etc • Issue related to mining leases for excavation of minerals • Preparation of plans for erection of infrastructures for industries like electricity, water, roads, etc. for next 10 years
14	Food & Civil supply	<ul style="list-style-type: none"> • Registration as Factors for Legal Metrology Rules 2011 (packaged commodities) • Inspection & Calibration as per the Act & Stampings under Legal Metrology Act
16	Revenue Dept.	Permission for right of way for infrastructure of industries such as power line, water line, road cutting, etc.
18	Home Dept.	<ul style="list-style-type: none"> • Permission for storage of fuel and related NOCs • Permission for industries for controlled blasting
17	Law & Judiciary Dept.	Registration of Firms under Partnership Act, 1902
18	Rural Development Dept.	<ul style="list-style-type: none"> • Grampanchayat tax collection from industries • Grampanchayat NOC for industries • Provision for infrastructure for industries
19	Public Works Dept. & Maharashtra State Road Development Corporation	Permission for right to way for industries such as road cutting, laying pipelines, bypasses to main roads, etc.
20	State Excise Dept.	Sanction of quota & license, approval of factory building for manufacturing under State Excise Act

The additional services will be included for grievance redressal with the approval of The Principal Secretary (Industrial) as and when required.

Manpower Requirement

Govt. will create new posts for effective functioning of MAITRI. The total 41 posts of various cadres will be created and full-time consultants will be appointed to look after day-to-day functioning of MAITRI.



Financing of the MAITRI

The MAITRI will be funded by the Industry Department by way of Grant-in-Aid. The MAITRI may receive such fee or charges as the proposals processed by it as may be specified.



Powers to Remove Difficulties

In order to resolve any difficulty arising in the proper discharge of its functions, the Chairman of MAITRI shall make a reference to the High Power Committee constituted under the Chairmanship of Chief Secretary, vide GR dated 08.01.2015, with its suggestions/proposals to remove such difficulties and the decision of the Review Committee in this regard shall be binding on MAITRI. The policy issues where the Amendment in Act & Rules is required, the said issues shall refer to Cabinet Sub Committee through High Power Committee.

Powers to Issue Directions

The State Government in the Department of Industries shall, if so required, have the powers to issue policy directions to the MAITRI on matters assigned to it and all such directions shall be binding on the MAITRI.



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Maharashtra**

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