



Government of Maharashtra

11 February 2025

**Subject: Launch of MAITRI 2.0 – Ushering a New Era of Industrial Excellence in Maharashtra**

Dear Industry Partners,

We are thrilled to announce that **MAITRI 2.0** portal, Maharashtra's most advanced **single-window system for investor facilitation**, was launched by the **Hon'ble Chief Minister on 4 February 2025**. This groundbreaking initiative redefines **ease of doing business**, bringing transparency and efficiency to governance.

**What's New in MAITRI 2.0?**

A **next-generation, AI-powered** online portal dedicated to investor facilitation system, designed to make business operations seamless:

1. **Comprehensive G2B Services** – Access to all industry-related permissions, licenses, and approvals in one place, making business setup and operations faster.
2. **Online Wizard** – Hassle-free guidance for approvals and compliance.
3. **Incentive Calculator** – Enter your company and project details to instantly get eligible incentives, removing the tedious task of reviewing policy documents.
4. **Real-Time Dashboard** – Monitor applications, approvals, and compliance status live.
5. **AI Chatbot** - Get instant responses to queries on policies, incentives, and approvals anytime.
6. **Integrated Call Centre** - Expert support on call to assist investors with queries and concerns.
7. **User Feedback System** – A dedicated platform to share feedback and improve investor services.
8. **Centralized Document Repository** – Securely store documents once and reuse them for multiple applications.
9. **Compliance Dashboard** – Track, manage, and stay updated on all regulatory requirements in one place, ensuring timely compliance.
10. **Grievance Redressal System** – Submit and track grievances with a best-in-class resolution rate of 98.28%, ensuring quick and efficient issue resolution.
11. **Seamless NSWS Integration** – Submitted data is automatically updated on the National Single Window System, ensuring synchronized and efficient approvals.

We invite you to experience **MAITRI 2.0** 's benefits firsthand to accelerate business growth. You are also requested to **conduct awareness sessions** to ensure maximum utilization of MAITRI 2.0 by industry stakeholders. We will provide all necessary support, including materials and demonstrations.

Let's work together to drive Maharashtra's industrial growth!



MAITRI Single Window

  
Shri Deependra Singh Kushwah (IAS)

Development Commissioner (Ind.) | Chairman (MAITRI)

e-Mail: [didci@maharashtra.gov.in](mailto:didci@maharashtra.gov.in) | [maitri-mh@mah.gov.in](mailto:maitri-mh@mah.gov.in)

Phone: +91-22-22622322 | 22622361 | 22622362



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