Frequently Asked Questions

- **What are the different types of permission, which are available in online ePermission of laying of utility services?**
    - Telephone Lines
    - Electric Line
    - OFC – Network
    - Approach Road
    - Water Pipe Line
    - Gas Pipe Line
    - Petrol Pipe Line
    - Building Line & Control Line

- **Any difference between ePermission software between MAITREE and PWD website?**

  The ePermission software on both the websites are same. Applicant can apply from any website.

- **How to create login?**

  Please visit https://pwd.maharashtra.gov.in or MAITREE website. Click on ePermission and then click on “Enroll Now”. Please note that email id is login id.

- **Who will tell the application status?**

  Please check your registered mail id. The system will send all the status via mail only.

- **What is Intention Form and its importance in ePermission software?**

  Intention form is a very important document. This saves name and address of applicant, Name of concerned Road, District etc. which appears on the Permission letter and which cannot be modified.

- **Is edit facility available in Intention Form?**

  When Intention form is saved, applicant can view the entered Intention Form information and can edit it. When Intention Form is saved and proceed further then Intention Form cannot change by anyone.

- **What is importance of District and Road name in Intention Form?**
  Correct District and Road name is required as the whole process of ePermission is dependent on it.

- **List of documents required for applying in Intention Form?**
  1. Authorization letter to lay utility,
  2. Authentication letter,
  3. Scan in original copy of Contact Person ID Proof (PAN Card / Aadhar Card).

- **Who will provide all the information about rules, process and required documents?**
  The ePermission related staff of concerned Division will provide all the information about rules, process and required documents for Registration. Concerned GR, user manual is available in the website.

- **What is the importance of email id in ePermission software?**
  email id of applicant is reserved in the software. The status of ePermission is communicated to this email id via system generated auto email.

- **What is activation of email?**
  When the user enrolls in software with his email id, system generated email is sent on that email id. This email needs to be checked to activate and confirm the email address. The activation of email is important as all the communication is based on email.

- **What is maximum limit to upload document?**
  The maximum limit to upload any document is 2.0 MB.

- **Who will provide Joint Field Inspection Date?**
  The Joint Inspection date is allotted by Division Office. If date is not present in login then contact the concerned Division office.

- **What is the importance of Joint Field Inspection?**

  Joint Field Inspection is done by representative of PWD and applicant. In this process, technical aspect, feasibility of laying utility is checked. The PWD representative will feed the blank application form, signs it and handover the same to representative of applicant on that day itself**.** Then, the applicant will upload the same form in the online application.

- **What documents are required to carry for joint field inspection?**

  Please carry blank application form for joint field inspection. Application form is provided in the login.

- **Which is important point in this software?**

  Restoration of road by PWD or by applicant is the important point in this software. Please select the option properly.

- **When to pay Permission fees?**

  The intimation to pay fees will send by auto generated email. After this, please login and pay cited online fees.

- **Which Facilities of online payment are available in the ePermission of software?**

  Credit Card, Debit Card, Net Banking and NEFT facility are currently available in the ePermission software.

- **For failure in the online payment, Where to contact?**

  For failure in the online payment, please check "Contact Us" page. The details viz. Phone no., email id etc. are available in this page.

- **Who will provide ePermission letter?**

  Concerned approving authority will approve online application. Thereafter, the applicant will pay online fee then the PWD Division office will provide the ePermission letter.

- **Are services covered under Maharashtra Right to Public Services Act (R.T.S)?**

  Yes. As per Maharashtra Right to Public Services Act, PWD is entrusted with responsibility to provide services enlisted under eRegistration website.

- **When to contact Help Desk?**

  Help Desk looks after all the software & web related issues. Help Desk works on all Govt. working days from 11am to 5.30 pm.

For any other information, please email us at itccnagpur@gmail.com.

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