

MahaDBT 2.0 Portal- 2026-27

Purpose of this document

The purpose of this Citizen User Manual document is to provide the understanding and steps to use the MahaDBT 2.0 portal for all users. 2. Overview and Your Journey on the Portal

MahaDBT is your one-stop website to find and apply for government scholarships and benefits — without visiting any government office. Everything happens online, from home or from a nearby internet centre.

Who can use MahaDBT?

- Students (school and college)
- Farmers
- Pensioners
- Any eligible citizen of Maharashtra

What can you do on MahaDBT?

- Search for schemes you are eligible for
- Apply for scholarships and benefits
- Upload required documents
 - Track the status of your application
- Raise a complaint if you face any problem

Your Step-by-Step Journey

Follow these five steps to get your benefit:

1	Register and log in	Create your account on MahaDBT using your Aadhaar number. You will receive a Maha ID that you will use for all future logins.
2	Find your schemes	Use the portal to see which government schemes match your details
3	Apply for a scheme	Select a scheme, fill the form, upload your documents, and submit.
4	Track your application	Check the status of your application on your dashboard at any time.
5	Raise a grievance (if needed)	If you have a problem, raise a complaint through the portal and track its progress.

3.Registration and Login

Creating Your Account

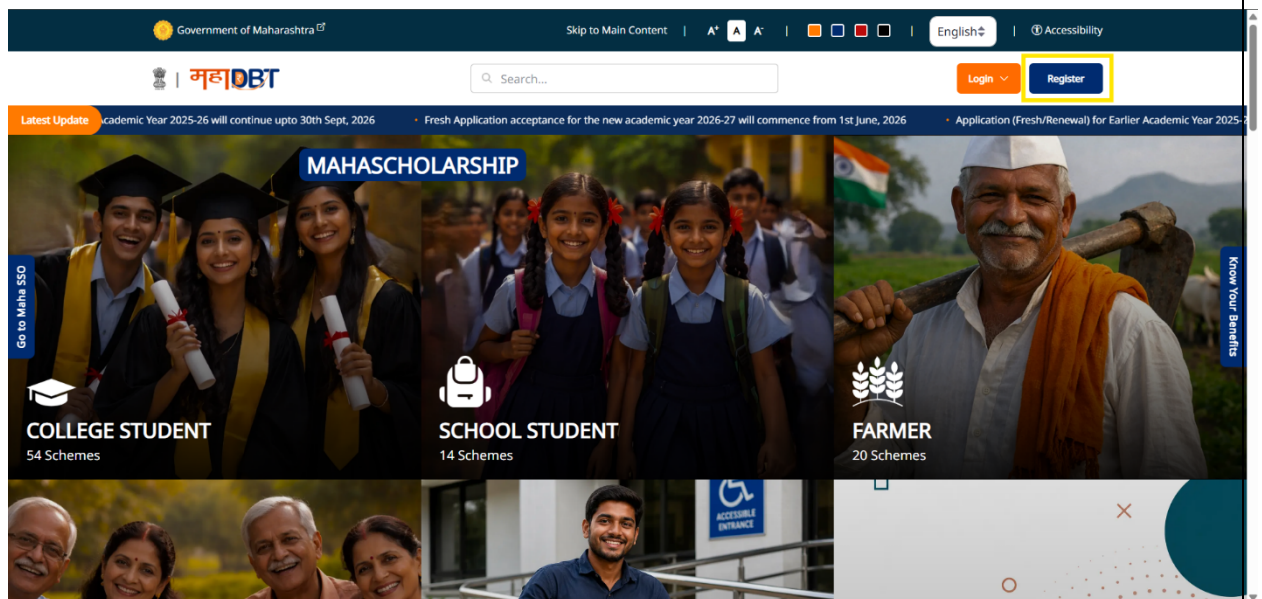
You only need to register once. After that, you can log in anytime using your Maha ID or Aadhaar number.

Before you start, keep these ready:

- Your Aadhaar card (12-digit number)
- Mobile number linked to your Aadhaar (you will receive an OTP on this number)
- A working email address

Steps to Register

1. Click Register on the MahaDBT home page.



Register button on the MahaDBT home page

2. You will be taken to the MahaSarathi website – this is the Government of Maharashtra's central login system.



MahaSarathi registration page – enter your details to create a Maha ID

3. On MahaSarathi, enter your registration details:
 - Full name (exactly as printed on your Aadhaar card)
 - 12-digit Aadhaar number

- Mobile number linked to your Aadhaar
 - Date of birth
 - Email address
4. Click Register. A 6-digit OTP will be sent to your Aadhaar-linked mobile number.
 5. Enter the OTP and click Verify.
 6. After successful registration, your Maha ID is created. Save this ID — you will need it to log in.
 7. You will be automatically taken back to the MahaDBT portal.

WARNING

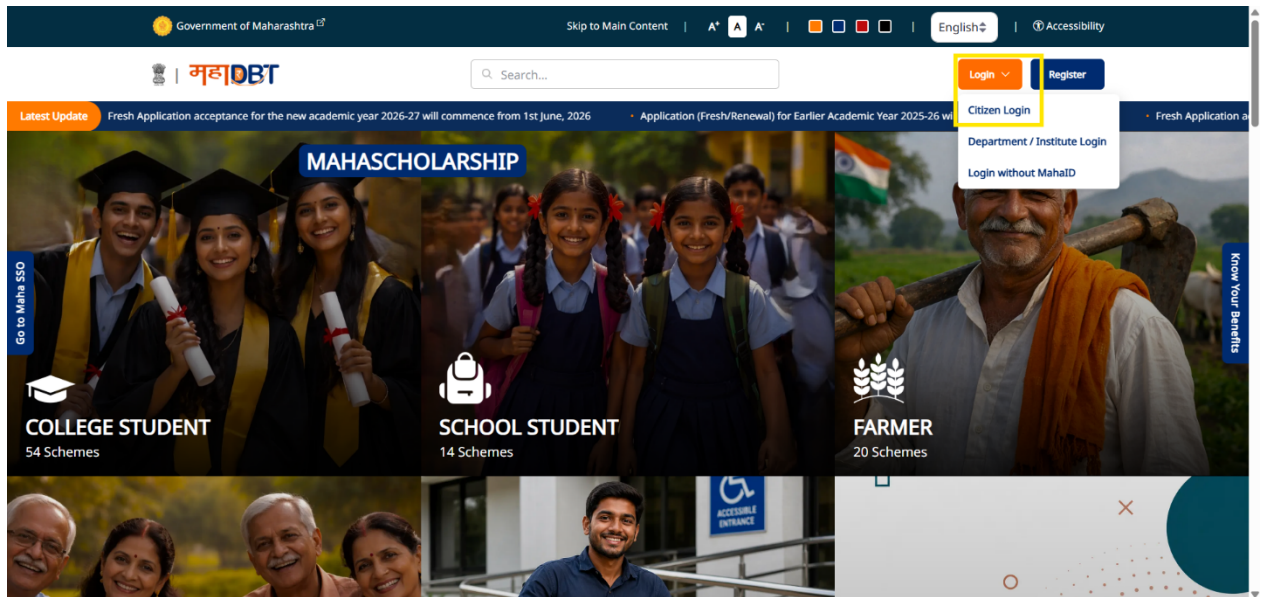
Your Maha ID is your permanent login credential. Write it down and keep it safe. You must use the same mobile number that is linked to your Aadhaar. If your mobile number has changed, update it at your nearest Aadhaar Seva Kendra before registering.

Logging In

Once registered, you can log in using one of three methods. We recommend using your Maha ID as it is the fastest option.

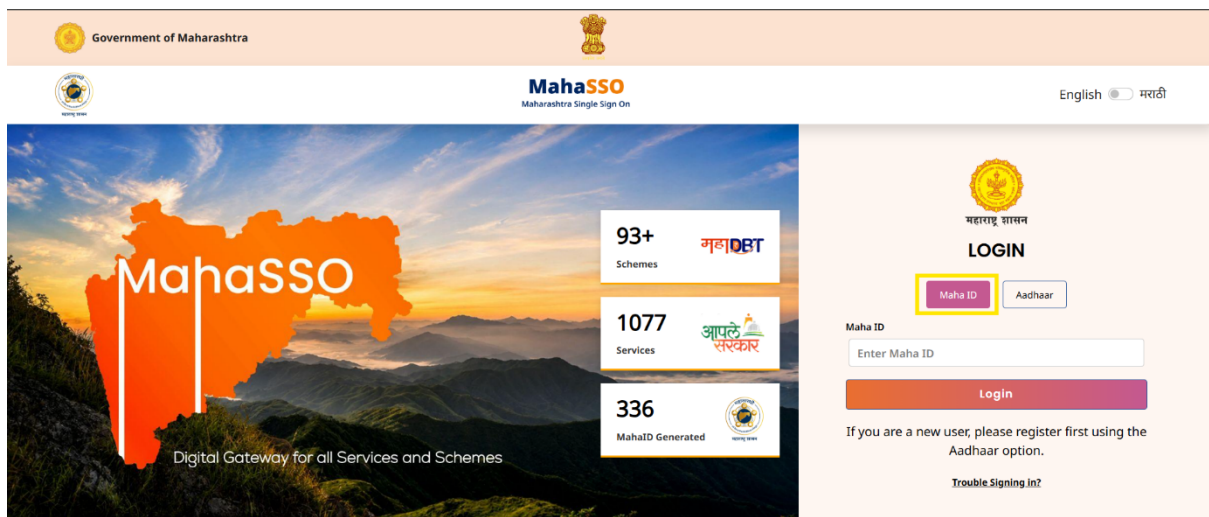
Login using Maha ID**Best method — fastest and most reliable.**

1. Click Login → Citizen Login on the MahaDBT home page.



Login to Citizen Login button on the MahaDBT home page

2. You will be taken to the MahaSSO login page.



MahaSSO login page — select Maha ID to log in

3. Select Maha ID.
4. Enter your Maha ID in the field provided.
5. Click Login.
6. A 6-digit OTP will be sent to your registered mobile number.
7. Enter the 6-digit OTP and click Verify OTP.

OTP entry screen – enter the 6-digit code sent to your registered mobile number

8. If the OTP is correct, you will be automatically taken to the MahaDBT portal.

Forgot your Maha ID?

1. Click Trouble Signing In? on the login page.
2. Enter your 12-digit Aadhaar number.
3. Click Submit. Your Maha ID will be sent to your registered mobile number.
4. Use that Maha ID to log in.

Login using Aadhaar

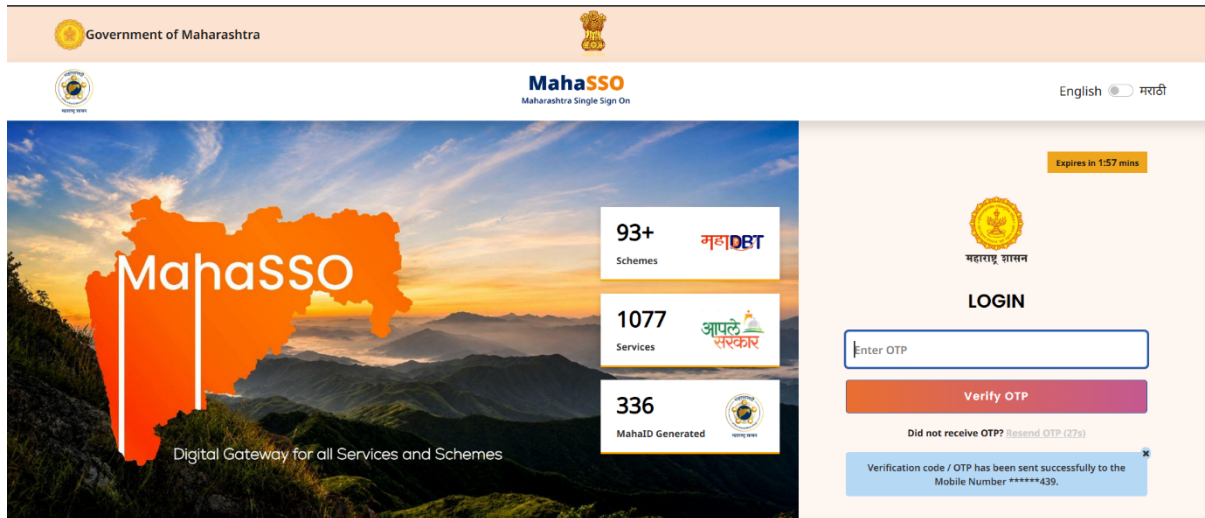
Use this method if you know your Aadhaar number but not your Maha ID.

1. Click Login → Citizen Login on the MahaDBT home page.
2. You will be taken to the MahaSSO login page.

MahaSSO login page – select Aadhaar to log in using your Aadhaar number

3. Select Aadhaar.

4. Enter your 12-digit Aadhaar number.
5. Click Login.
6. A 6-digit OTP will be sent to the mobile number linked to your Aadhaar.
7. Enter the OTP and click Verify OTP.



OTP verification screen for Aadhaar login

8. If correct, you will be taken to the MahaDBT portal.

WARNING

The OTP is sent to the mobile number registered with Aadhaar — not just any number.

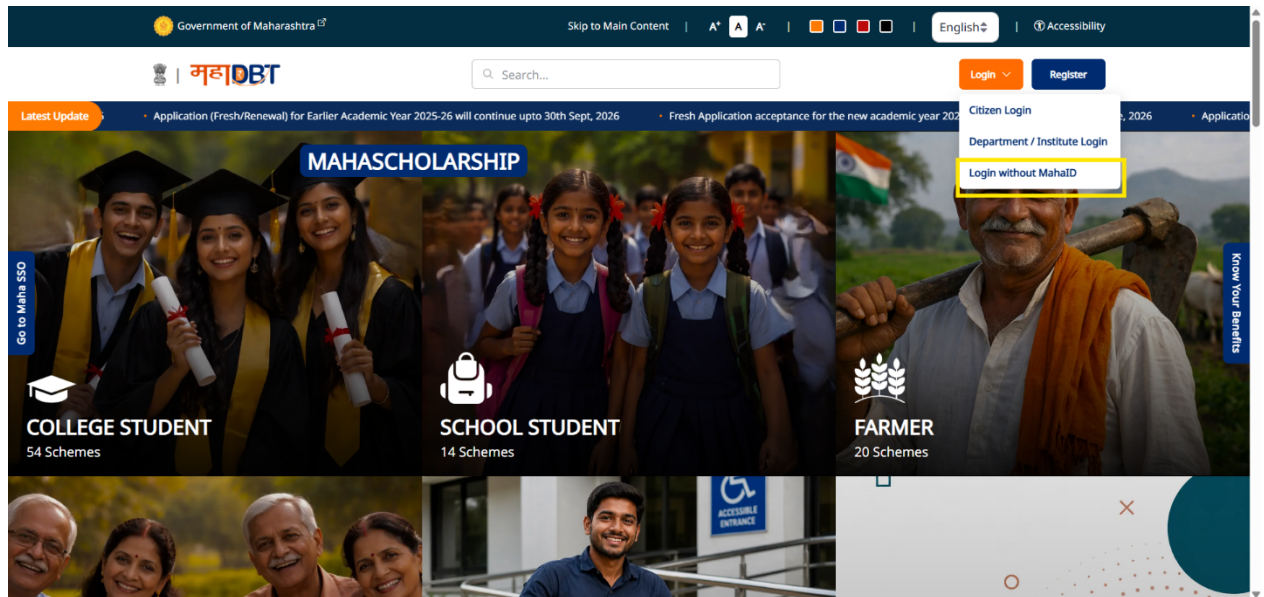
If you no longer have access to that mobile number, visit your nearest Aadhaar Seva Kendra to update it before trying to log in.

Do not share your OTP with anyone, including people claiming to be government officials.

Login without Maha ID

Use this option if you have not yet created a Maha ID but want to explore the portal.

1. Click Login → Login without MahaID on the MahaDBT home page.

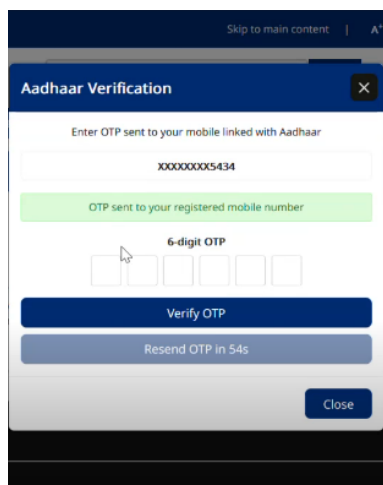


Login without MahaID option on the MahaDBT home page

2. Enter your 12-digit Aadhaar number.

Aadhaar number entry screen for login without Maha ID

3. Read and accept the consent statement.
4. Click Verify.
5. A 6-digit OTP will be sent to your Aadhaar-linked mobile number. Check your phone.
6. Enter the OTP and click Verify OTP.



OTP entry screen for login without Maha ID

7. If correct, you will be logged in to the portal.

After logging in without Maha ID

- You will be asked to give consent before applying for any scheme.
- You will need to fill in all your details manually — they will not be auto-filled from Aadhaar.

Aadhaar number rules

- Must be exactly 12 digits
- Must be your own valid Aadhaar number

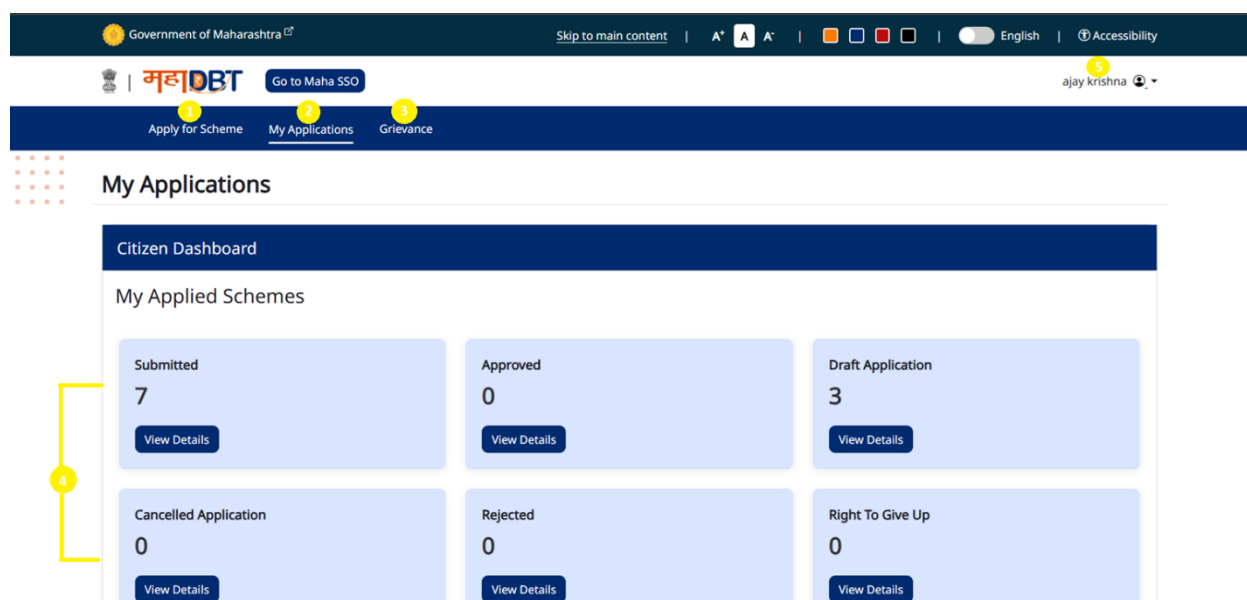
Login troubleshooting

Issue	Likely Cause	What to Do
OTP not received	Mobile number not linked to Aadhaar, or network delay	Wait 60 seconds, then click Resend OTP. If still not received, check that your mobile is switched on and has signal.
OTP expired	More than 2 minutes passed before entering the OTP	Click Resend OTP to get a fresh OTP. Enter it immediately.
Invalid OTP error	OTP entered incorrectly (typing error)	Check the SMS carefully and re-enter. Note: OTPs are case-sensitive numbers only.

Invalid Maha ID / Aadhaar	Incorrect number entered	Check for typing mistakes. Use Trouble Signing In? to retrieve your Maha ID.
Locked out — no access to registered mobile	SIM lost or number changed	Visit your nearest Aadhaar Seva Kendra to update your mobile number, then try again.

After Logging In

After a successful login you will land on your dashboard. Here is what you will see:



Dashboard after login — showing Apply for Scheme, My Applications, and Grievance tabs

1 — Apply for Scheme tab — Browse schemes you are eligible for and start applications.

2 —

My Applications tab — See all your applications and their current status.

3 — Grievance tab — Raise a complaint or track an existing one.

4 — Application summary tiles — Quick count of applications in each status category.

5 — Your

name and role — Top-right corner. Confirms you are logged in correctly.

4. Find Your Benefits / Know Your Benefits

This tool shows you the exact benefit amount (scholarship, allowance, or fee reimbursement) you would receive from a specific scheme before applying.

How to use Find Eligible Schemes

1. After login, in the Apply for Scheme tab, click  Find Eligible Schemes / Know Your Benefits from the top menu.
2. The page opens with filters on the left and matching schemes on the right.
3. Under Whom You Are, select your category:
 - College Student (Post-Matric)
 - School Student (Pre-Matric)
 - Farmer
 - Pensioner
 - Other
4. Fill in your Personal Details:
 - Domicile of Maharashtra (Yes / No)
 - Religion
 - Caste Category
 - Beneficiary Category (Hosteller / Day Scholar)
 - Gender
 - Disability (Yes / No)
5. Fill in your Family Details:
 - Annual Family Income
 - Parent Occupation (if applicable)
 - Birth Order in Family
6. If you are a College Student, also enter:
 - Admission through CET (Yes / No)
 - 10th School Type
 - State, District, Taluka, Institute, University, Course, Year of Study
7. If you are a School Student, also enter:
 - Year of Study (Standard / Class)
 - UDISE School Code (your school's unique ID — ask your headmaster if you don't know it)
8. The scheme list on the right updates automatically. For each scheme you can:

- Click Details to see full eligibility rules and benefit amount
- Click GR to download the Government Resolution document
- Click Tentative Benefit to see the estimated amount you would receive
- Click Apply (only visible after login) to begin an application

Find Eligible Schemes results — matching schemes shown with Details, GR, and Apply buttons

TIP

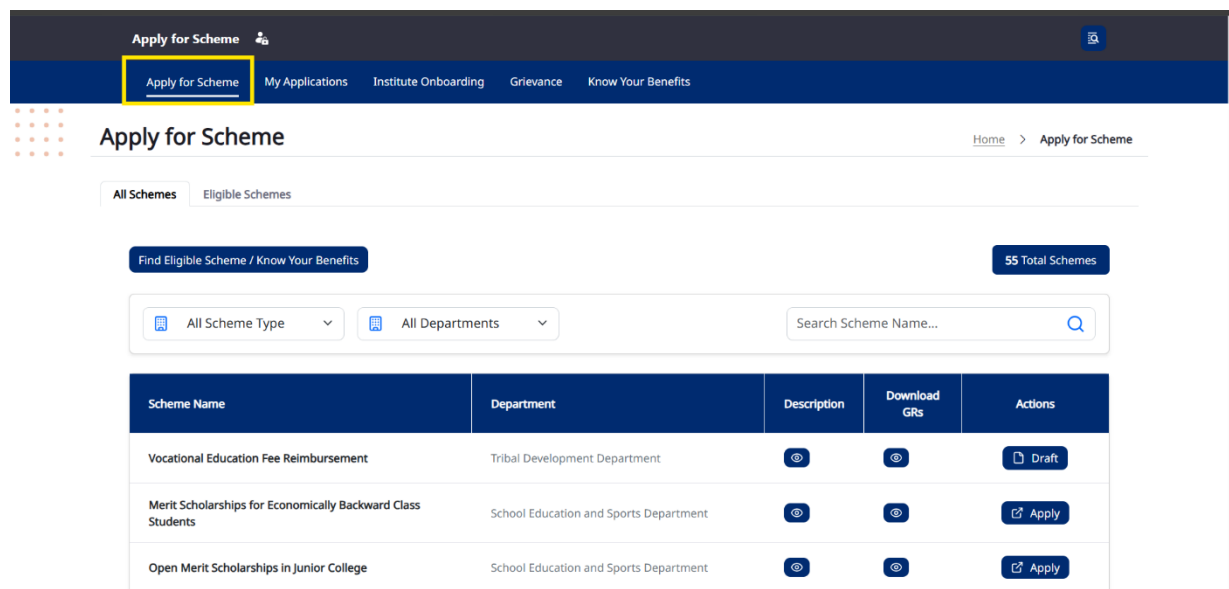
Click Reset Filters at any time to clear your selections and start again.

Common problems — Find Eligible Schemes

Issue	Likely Cause	What to Do
No schemes appear	Your filters may be too specific or your category is incorrect	Click Reset Filters and reapply your details one by one. Double-check your caste category and course type.
Wrong schemes appear	Incorrect category or course type selected	Verify every filter carefully. A small selection error (e.g., OBC instead of SC) changes all results.
Search returns no results	Spelling error in scheme name	Type a simpler keyword (e.g., 'Scholarship' or 'Freeship') instead of the full name.

5. Applying for a Scheme**Starting Your Application**

After logging in, you will see a list of schemes you are eligible for. Follow these steps to start an application.



Apply for Scheme tab showing the list of eligible schemes

Before you start filling the form, have these ready:

- Aadhaar card (for identity verification)
- Income certificate (issued in the current financial year)
- Caste / Category certificate (SC / ST / OBC / SEBC – if applicable)
- Current admission receipt or fee receipt from your institute
- Bank passbook (showing account number and IFSC code)
- Photo – JPG or JPEG format, less than 5 MB
- Signature – JPG or JPEG format, less than 5 MB
- Any other documents required by the specific scheme

Steps to apply

1. After login, browse the list of Eligible Schemes on your dashboard.
 - You can see the scheme name, department, and a short description
 - Click the Description icon to read full details and eligibility rules
 - Click Download GRs to read or download the official Government Resolution
 - Use the search bar or filters (Scheme Type, Department) to find a specific scheme
2. Find your scheme and click Apply under the Actions column.

Scheme Name	Department	Description	Download GRs	Actions
Vocational Education Fee Reimbursement	Tribal Development Department			Draft
Merit Scholarships for Economically Backward Class Students	School Education and Sports Department			Apply
Open Merit Scholarships in Junior College	School Education and Sports Department			Apply

Apply button under the Actions column in the scheme list

3. The portal will automatically check:
 - Whether you have already applied for this scheme this year
 - Whether you meet the eligibility requirements
4. If you are eligible, select the Academic Year from the dropdown and click Proceed to Apply.

Academic Year selection dropdown and Proceed to Apply button

Not eligible message?

If you see 'Not Eligible', click Scheme Details to read the eligibility rules and find out what requirement you do not meet. You may need to apply for a different scheme that matches your profile.

Completing and Submitting the Application Form

The application form has several sections. Fill in each one carefully. Fields marked with an asterisk (*) are mandatory — you cannot submit the form without completing them.

WARNING

The portal will automatically fill in some fields from your Aadhaar, Digi Locker, or CET records.

Always check auto-filled information before submitting. If any detail is wrong (name spelling, date of birth, income), correct it before you click Submit. Incorrect information can cause your application to be rejected or your payment to fail.

Form sections

You will see some or all of the following sections depending on the scheme:

Section	What it contains
Personal Information	Your name, date of birth, gender, Aadhaar number, mobile, email – auto-filled from Aadhaar
Address Details	Your permanent and current address
Other Information	Religion, caste category, disability details
Current Course	Your institute, course name, year of study, admission details
Past Qualification	Your previous academic records (e.g., 10th or 12th marks)
Hostel Details	If you are a hosteller – hostel name and address
Additional Information	Any extra details required by the specific scheme

The screenshot displays the 'Apply for Scheme' interface for the 'Merit Scholarships for Economically Backward Class Students' scheme. The header includes the Government of Maharashtra logo, a search bar, and navigation links. The main content area shows the 'Applicant Details' section, which includes fields for Aadhaar Number, Name, Date of Birth, and Gender. There is a 'Verify' button next to the Aadhaar Number field and a dropdown menu for 'Aadhaar Bank Link status'. The form is titled 'Applicant Personal Details' and has a 'View Scheme Details' link.

Application form sections — fill in each section carefully

Uploading documents

Every file you upload must meet these rules:

- **Format:** PDF, JPG, or JPEG only
- **Maximum size:** 5 MB per file
- **Quality:** The document must be clearly readable — blurry or cut-off scans will be rejected

The screenshot shows a web form titled "Apply for Scheme". It contains several sections with input fields and buttons:

- Age:** A text input field.
- Email ID *:** A text input field with a "Verify" button.
- Mobile Number *:** A text input field with a "Verify" button.
- APAAR ID:** A text input field.
- Religion *:** A dropdown menu with "Select" as the placeholder.
- Caste:** A dropdown menu with "Select" as the placeholder.
- Caste Certificate:** A "Choose File" button and a "No file chosen" text. Below it, a note states: "Accepted formats: PDF, JPG, JPEG (Max 5MB). File type not allowed. Please upload PDF, JPG, or JPEG files only."
- Applicant full Name (As per SSC Marksheet / L.C.) *:** A text input field.
- Caste Category *:** A dropdown menu with "Select" as the placeholder.
- Caste Certificate Number:** A text input field with a "Fetch" button.
- Are you Domicile of Maharashtra / Maharashtra-Karnataka Border? *:** A dropdown menu with "Select" as the placeholder.
- Family Income Details:** A section header.
- Family Annual Income *:** A text input field.
- Do you have Non-Creamy Layer Certificate? *:** A dropdown menu with "Select" as the placeholder.

Document upload section — attach required certificates and files

WARNING

Do not upload password-protected PDF files — the system cannot open them. If your file is larger than 5 MB, use a free online tool to compress it before uploading. Uploading the wrong document (e.g., an electricity bill instead of an income certificate) will cause your application to be rejected.

Saving and submitting

Option A — Save as Draft: Click Save as Draft if you want to stop and continue later.

Apply for Scheme

Past Qualification Details

Other Details

Additional Declaration

- I confirm that my Aadhaar seeded account is NOT a 'Jan Dhan' account and no credit limit is applicable on the account.
- I confirm that my Aadhaar seeded bank account is active
- I confirm that my family has not availed benefits under any Government scholarship / hostel scheme(s) for more than 2 children.
- I confirm that I have applied for and availed the scholarship benefit from the Government for not more than 1 Scholarship / Freeship scheme and 1 accommodation scheme (as applicable).
- I hereby declare that, where family income is an eligibility criteria for the scholarship, I shall be solely responsible for promptly informing the concerned Institute of study and the respective Department in writing if my family income exceeds the prescribed threshold of INR 2.5 lakh or INR 8 lakh, as applicable, at the time of renewal of scholarship. I understand that failure to disclose such changes may render me ineligible for the scholarship and may attract recovery of benefits and any other action as per applicable rules.

☐ I have read and agree to this declaration.

Cancel Save As Draft Preview Application Submit Application

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Save as Draft button — saves your progress to continue later

Your progress is saved. You can return to it from My Applications on your dashboard.

Apply for Scheme

Past Qualification Details

Other Details

Additional Declaration

- I confirm that my Aadhaar seeded account is NOT a 'Jan Dhan' account and no credit limit is applicable on the account.
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☐ I have read and agree to this declaration.

Cancel Save As Draft Preview Application Submit Application

Draft Saved

Your application has been saved as a draft.

Done

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My Applications tab showing the saved draft application

Option B — Preview Application: Click Preview Application if you want to view, print, or download your application.

Apply for Scheme

Choose File No file chosen Accepted formats: PDF, JPG, JPEG (Max 5MB)

Additional Declaration

- I confirm that my Aadhaar seeded account is NOT a 'Jan Dhan' account and no credit limit is applicable on the account.
- I confirm that my Aadhaar seeded bank account is active
- I confirm that my family has not availed benefits under any Government scholarship / hostel scheme(s) for more than 2 children.
- I confirm that I have applied for and availed the scholarship benefit from the Government for not more than 1 Scholarship / Freeship scheme and 1 accommodation scheme (as applicable).
- I hereby declare that, where family income is an eligibility criteria for the scholarship, I shall be solely responsible for promptly informing the concerned Institute of study and the respective Department in writing if my family income exceeds the prescribed threshold of INR 2.5 lakh or INR 8 lakh, as applicable, at the time of renewal of scholarship. I understand that failure to disclose such changes may render me ineligible for the scholarship and may attract recovery of benefits and any other action as per applicable rules.

☐ I have read and agree to this declaration.

Cancel Save As Draft **Preview Application** Submit Application

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Preview Application screen — review before final submission

Application Preview (Draft)

Vocational Education Fee Reimbursement
Tribal Development Department
Generated: 3 May 2026, 11:58 pm

Applicant Details

Current Course Details

Past Qualification Details

Other Details

Accommodation/Hostel Details

Beneficiary Category Day Scholar

Close Print / Download PDF

Cancel Save As Draft **Preview Application** Submit Application

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Application print preview — shows all filled-in sections

Option C — Submit Application: When all sections are complete and all documents uploaded, click Submit Application.

What happens after you submit

- The portal checks for missing or incorrect information. If any error is found, it will be highlighted — correct it and try again.
- After successful submission, a unique Application Reference Number (ARN) is generated.

- Write down or take a screenshot of your ARN. You will need it to track your application and raise grievances.
- You will receive an SMS and email confirmation with your ARN.
- The portal will also display the benefit amount you are expected to receive.

Application Submitted Successfully!

Validation Processing Submission

Your application has been submitted successfully!

Application ID:
252604EKL5000000006
Please save this number for future reference

Benefit Calculation Summary

Particular	Value
Fee Benefits	
Tuition Fee Coverage Percentage	0.00%
Exam Fee Coverage Percentage	0.00%

Done

Application Reference Number (ARN) confirmation screen after successful submission

Application Submitted Successfully!

Exam Benefit	Rs. 0.00
Additional Benefits	
Allowance	Rs. 5,000.00
Additional Allowance	Rs. 0.00
Total Amount	
Total Amount	Rs. 5,000.00
Installments	
Installment 1	Rs. 2,500.00
Installment 2	Rs. 2,500.00

Done

Benefit amount display showing the expected amount after submission

Smart auto-fill — how it works

MahaDBT is connected to several government systems that automatically fill in your details. This saves time and reduces typing errors.

System	What it fills automatically	What you need to do
Aadhaar (UIDAI)	Name, date of birth, gender, address	Verify OTP — details fill automatically
Digi Locker	Certificates, mark sheets, caste documents	Log in to Digi Locker and select the documents to share
Saral (School data)	School name and student details	Enter your UDISE code or PEN ID
CAP / CET	College course and admission details	Enter your CET Application ID
NAPS / MAPS	Apprenticeship training records	Enter your Apprentice ID
eLang	Portal language (Marathi / English)	Select your preferred language from the portal menu

Common problems — Application form

Issue	Likely Cause	What to Do
'Not Eligible' message appears	You do not meet one or more eligibility rules for this scheme	Click Scheme Details to read the rules. Try a different scheme using Find Eligible Schemes.

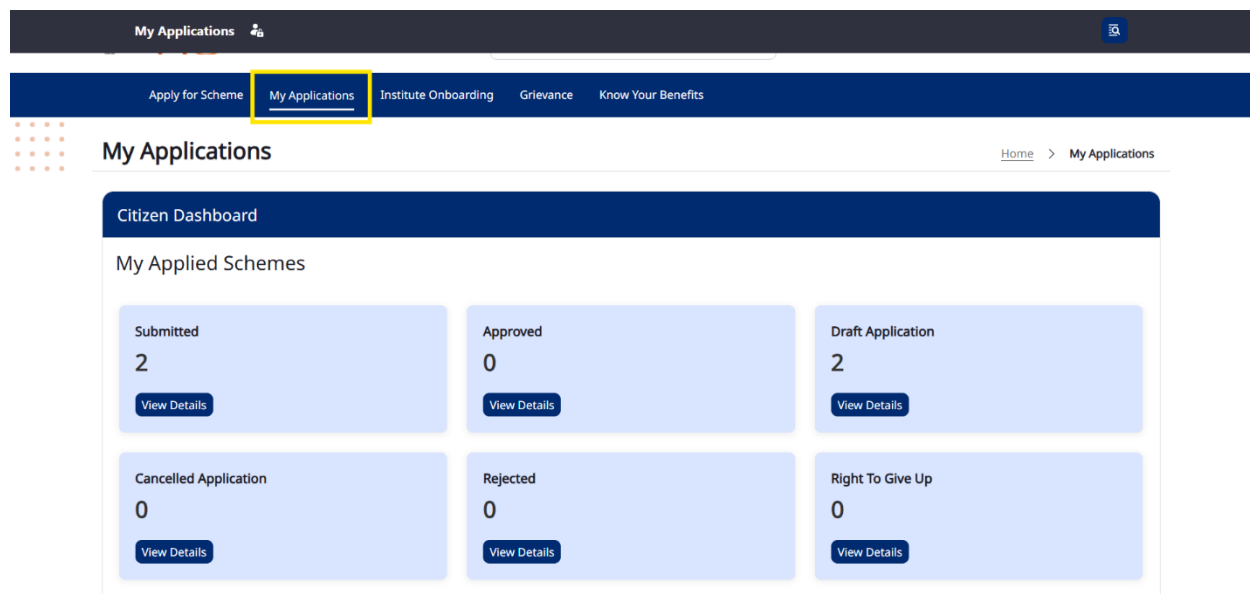
'Proceed to Apply' button missing	Academic Year has not been selected	Select the Academic Year from the dropdown above the button.
Cannot submit – mandatory fields error	One or more required (*) fields are empty or incorrect	Look for fields highlighted in red and correct them. Check all sections including Hostel Details.
Auto-filled details are wrong	Aadhaar or CET records contain outdated information	Correct editable fields manually. For critical errors (wrong name, wrong date of birth), contact support.
Document upload fails	Wrong file format or file too large	Upload only PDF, JPG, or JPEG files under 5 MB. Compress large files before uploading.
Application not submitted	Incomplete data or internet disconnected	Check your internet connection. Review all sections, correct errors, and try again.
No Application Number generated	Submission did not complete successfully	Check My Applications. If the application is still in Draft, open it and submit again.

6. Tracking Your Application

After submitting, you can check the status of your application at any time from your dashboard.

Steps: Log in → Click My Applications tab.

You will see summary cards showing the total number of applications in each status category. Click View Details under any card to see the list.



My Applications tab showing application status summary cards

What each status means

Status	What it means for you
Submitted	Your application has been received and is waiting to be reviewed by the department officer. No action needed from you at this stage.
Approved	The department has approved your application. Your benefit will be transferred to your bank account after allotment is processed.
Draft Application	You saved your form but did not submit it. Log in and complete your submission before the deadline.
Cancelled Application	Your application was cancelled — either by you, or because the scheme was withdrawn. Check the reason in the details.
Rejected	Your application was not approved. See the rejection reason in the details. You may be able to correct and reapply.
Right to Give Up	You voluntarily withdrew your application. See Section 8.2 for details on this option.
Sent Back	The officer has returned your application for correction. Log in, open the application, read the scrutiny remarks, make the

	required correction, and resubmit. A Sent Back application has not been rejected – you can fix it and continue.
Payment Initiated	The payment order has been sent to your Aadhaar-linked bank account. Allow 1–3 working days for the amount to appear. No action is required from your side.
Disbursed	The benefit amount has been successfully credited to your bank account. Check your bank statement if you have not received an SMS confirmation.
Undisbursed	Payment could not be completed. See Section 8.4 for the common causes and the steps to resolve each one. Action is required from your side.

Information shown for each application

- Scheme Name and Department
- Scheme Code
- Application Reference Number (ARN)
- Date of Application
- Current Status

TIP

Use the All Departments and All Schemes dropdowns, or the Search Scheme Name field, to quickly find a specific application if you have applied to several schemes.

WARNING

If your status shows Approved but you have not received money in your bank account after 15 working days of the Approved date, go to Section 7 and raise a grievance. Your benefit may be held due to a bank account or Aadhaar seeding issue.

NOTE

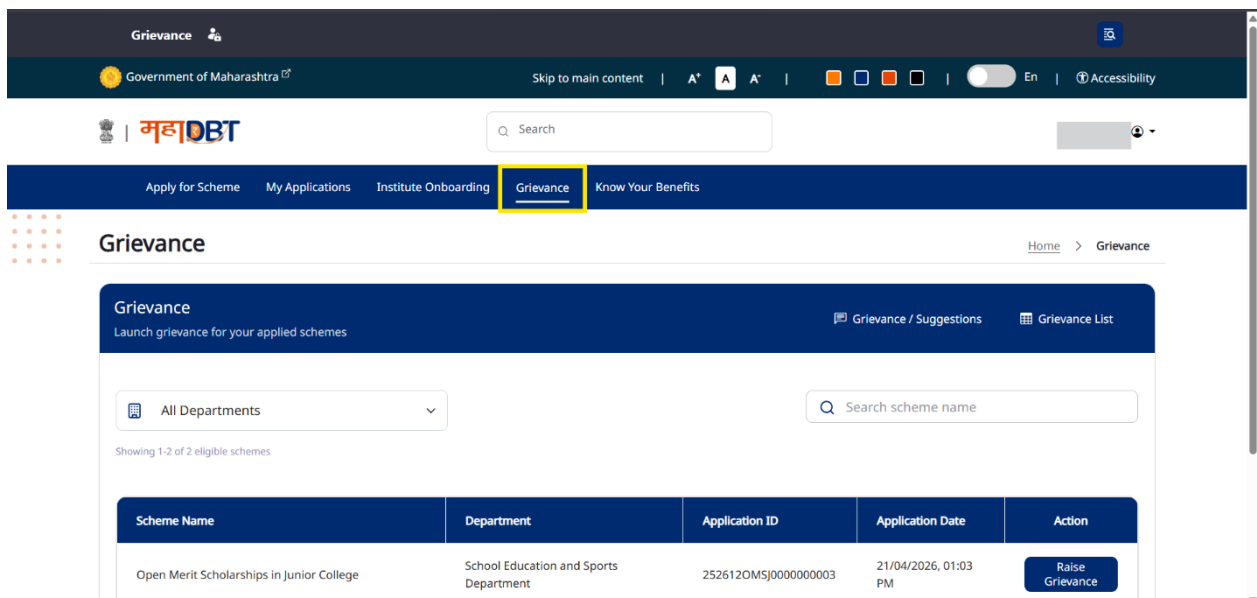
You can also track your application from the Home page. Click the Track Application link, enter the required application details, and then click Search to view the application status.

7. Raising a Grievance

If you face any problem – wrong status, missing payment, rejected application, or any other issue – you can raise a formal complaint (called a Grievance or Ticket) through the portal. You can also track the progress of your complaint.

Raising a Grievance for a Specific Scheme

1. Log in and click the Grievance tab.
2. You will see a list of all your applied grievances.

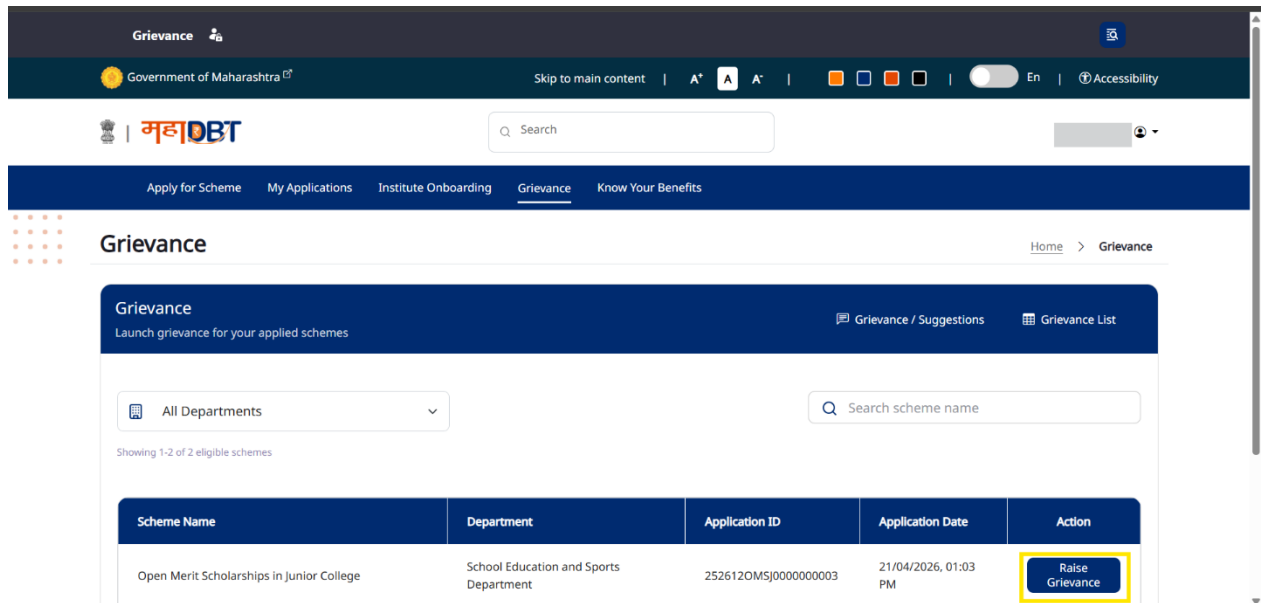


The screenshot shows the 'Grievance' tab selected in the top navigation bar. Below the navigation bar, the 'Grievance' section is displayed. It includes a search bar and a dropdown menu for 'All Departments'. Below this, a table lists the applied schemes. The first scheme is 'Open Merit Scholarships in Junior College' under the 'School Education and Sports Department' with Application ID '252612OMSJ0000000003' and Application Date '21/04/2026, 01:03 PM'. A 'Raise Grievance' button is located next to this scheme.

Scheme Name	Department	Application ID	Application Date	Action
Open Merit Scholarships in Junior College	School Education and Sports Department	252612OMSJ0000000003	21/04/2026, 01:03 PM	Raise Grievance

Grievance tab showing list of applied schemes

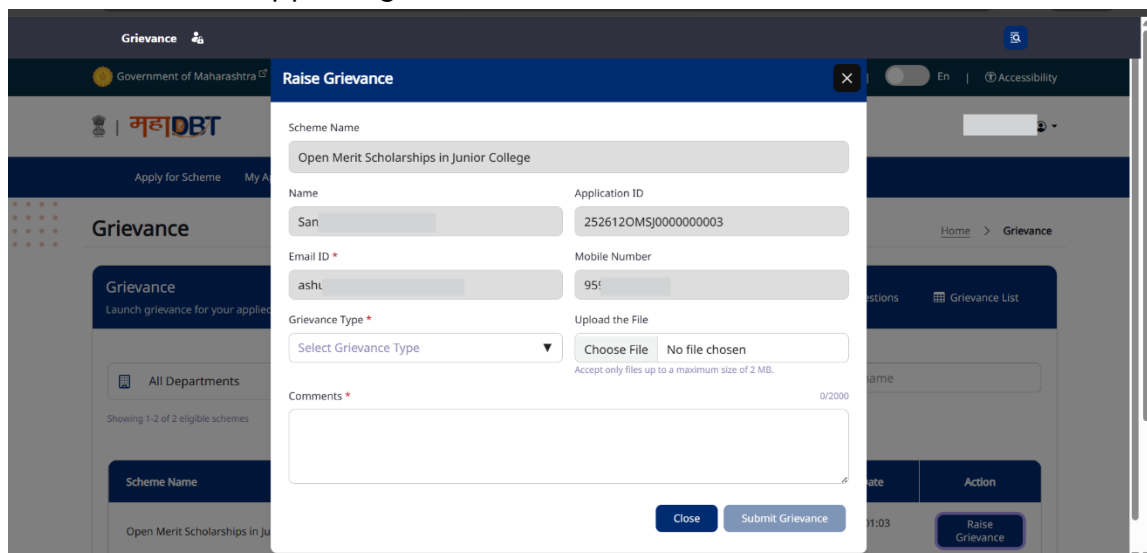
3. Use the Department dropdown or Search to find the scheme you need help with.
4. Click Raise Grievance next to that scheme.



Raise Grievance button next to a scheme

5. In the form (most fields are auto filled):

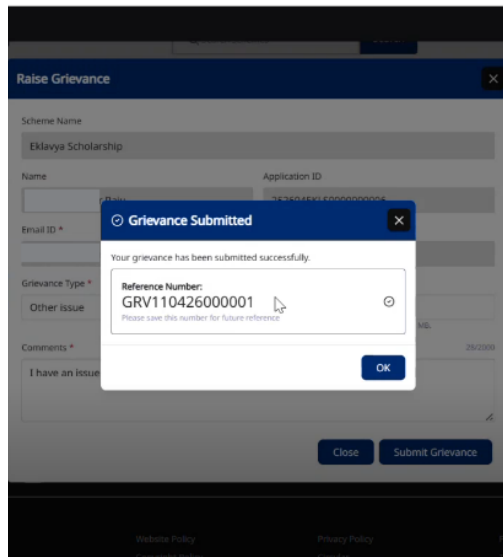
- Select the Grievance Type from the dropdown
- Describe your problem clearly in the Comments box (up to 2000 characters)
- Attach a supporting document if needed (Max 5 MB, PDF/JPG/JPEG)



Grievance submission form with Grievance Type and Comments fields

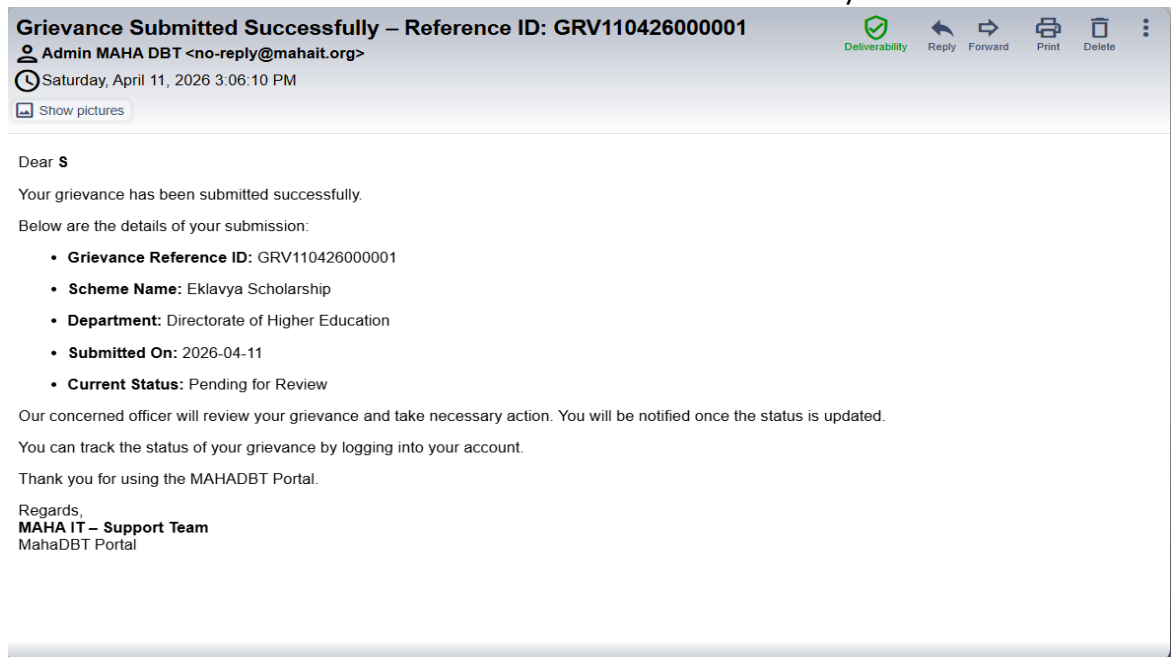
6. Click Submit Grievance.

7. A Grievance Reference ID is generated. Save it — you will need it to track your complaint.



Grievance Reference ID confirmation screen

8. You will also receive an email confirmation with your Reference ID.



Email confirmation with Grievance Reference ID

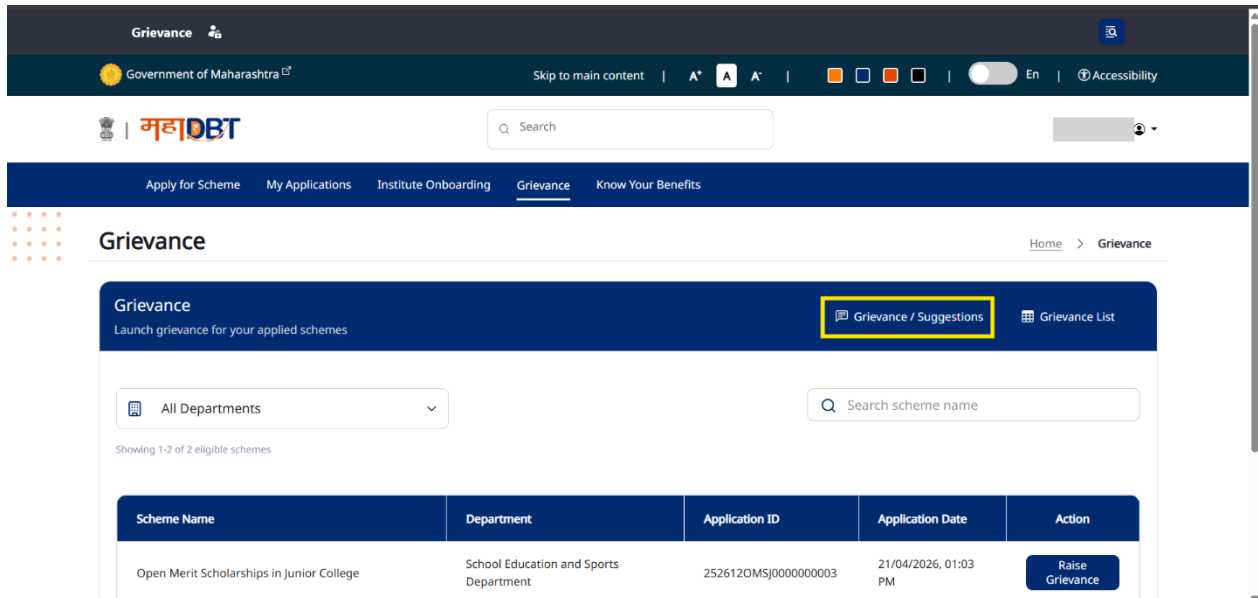
TIP

Be as specific as possible in the Comments box. Include your Application Reference Number (ARN), the scheme name, and exactly what the problem is. This helps the officer resolve it faster.

Raising a General Grievance or Suggestion

You can also raise a grievance or suggestion that is not linked to a specific application – for example, if you cannot find a scheme you expect to see, or if you have a suggestion to improve the portal.

1. Click Grievance / Suggestions.



Grievance / Suggestions tab on the portal home screen

2. Fill in:

- Your name, mobile number, and email
- District and Taluka
- Department and Scheme Name (if applicable)
- Category and Grievance Type
- Academic Year (If your grievance is not related to an academic scheme – for example, a portal navigation issue or a suggestion – leave this field blank.)
- Comments – describe your issue or suggestion
- Attach a file if needed (Max 5 MB)

Grievance / Suggestions

Name * Mobile Number *

Email ID * District *

Taluka * Department *

Scheme Name * Category *

Grievance Type * Select Academic Year *

Upload the File
 No file chosen
Accept only files up to a maximum size of 2 MB.

Comments *

General grievance form fields

3. Click Submit Grievance. A Reference ID will be generated.

Tracking Your Grievance

1. Click Grievance List.

Grievance

Launch grievance for your applied schemes

[Grievance / Suggestions](#) **Grievance List**

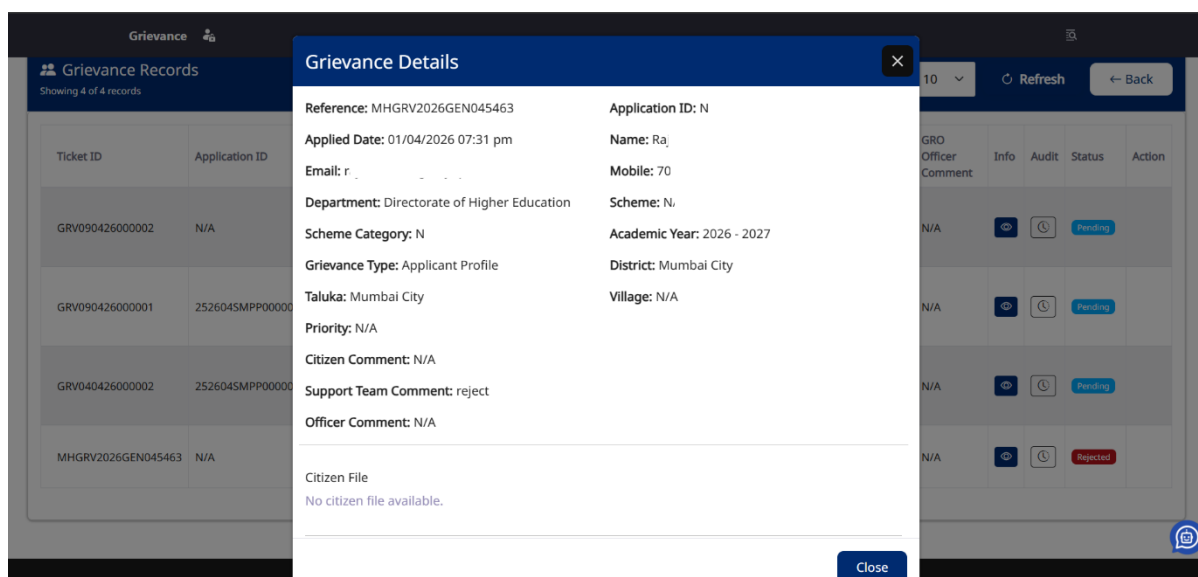
Showing 1-2 of 2 eligible schemes

Scheme Name	Department	Application ID	Application Date	Action
Open Merit Scholarships in Junior College	School Education and Sports Department	252612OMSJ0000000003	21/04/2026, 01:03 PM	Raise Grievance

Grievance List showing all submitted grievances

2. You will see all your grievances with these details:
 - Ticket ID
 - Application Reference Number
 - Department and Scheme
 - Date Filed

- Current Status (Pending / Resolved / Rejected / Sent back)
3. Click on a grievance to see:
- Comments from the Support Team
 - Comments from the Grievance Redressal Officer (GRO)
 - Uploaded files
 - Audit Trail — a full history of all actions taken on your complaint



Grievance detail view with Audit Trail and officer comments

Common problems — Grievances

Issue	Likely Cause	What to Do
Scheme not visible in Grievance tab	Application may still be in Draft or was cancelled	Check My Applications. Only submitted applications appear in the Grievance tab.
Cannot attach file	File too large (over 5 MB) or wrong format	Compress the file or save it as PDF/JPG before attaching.
No Reference ID after submission	Submission did not complete	Try again. Check your internet connection before submitting.
Grievance status stuck on Pending	Officer has not yet reviewed it	1. Most grievances are reviewed within 7 working days. If

		<p>unresolved, escalate in this order:</p> <ol style="list-style-type: none">2. Call the Helpline3. Contact the Grievance Redressal Officer (GRO) – visible in your grievance detail page on the portal4. Contact your District Collector's office (district-level nodal officer)5. Write to the MahaDBT State Nodal Officer via mahadbt.maharashtra.gov.in
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8. Help and Support

The MahaDBT portal has several support resources available from the Home screen under User Manuals.

Available downloadable guides:

- Help File for Online Application Process
- Pop-Up Blocker Guidance (if pop-ups are blocked in your browser)
- Aadhaar Seeding with NPCI Mapping Form
- Instruction for Cropping Photo and Signature
- How to Check Bank–Aadhaar Mapping Status

General Guidelines and Rules

WARNING

Submitting false or misleading information – including forged income certificates or caste documents – is a serious offence.

It can result in permanent disqualification from the scheme, cancellation of benefits already received, and legal action under applicable government rules.

Submit only accurate and up-to-date information.