



# **TAMILNADU SINGLE WINDOW PORTAL**

## **APPLICANT MANUAL**

**Packer Registration under Legal Metrology (Packaged Commodities) Rules 2011**

**Labour Department**



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## 1. Home Page

1) The journey of the new applicant starts with Tamil Nadu Single Window Portal (TNSWP) homepage that can be accessed through <https://tnswp.com> website wherein it gives various information's, useful links, and functionalities about TNSWP.

2) **Applicants can reach the helpdesk Toll free number-1800-258-3878 and Helpdesk Email.**

**TNSWP website  
(www.tnswp.com)**

**Toll free number  
and Mail Id**



The screenshot shows the homepage of the Tamil Nadu Single Window Portal (TNSWP). The page features a navigation bar with links for Home, About Us, Clearances/Approvals, Legislation, Policies & Notifications, Dashboard, and Help & Support. There are buttons for Register and Login. The main content area includes a large map of Tamil Nadu on the left and a central section titled "TAMIL NADU Leading the Nation" with a grid of achievements. A footer section provides information about the portal's services and a link to the TN Single Window Fee Slab for Large Industries.

Achievement	Rank
Number of Factories in India	#1
Number of Operational SEZs in India	#1
Governance & Political Stability (N-SIP1 2019)	#1
International and Domestic Tourist Arrivals	#1
Best Performing State (India Today State of the State Award 2018, 2019 & 2020)	#1
Sustainable Development Goals (SDG) Index 2020-21 (NITI Aayog)	#2
Second Largest Economy in India	#2
Best Governed State (Public Affairs Index 2020)	#2
Job Creation Under IBPS Scheme	#2
Growth, Innovation and Leadership Index 2019 (Frost & Sullivan)	#2

Tamil Nadu Single Window Portal is a one-stop portal for investors to electronically secure all business-related approvals/ licenses/ clearances/ NOCs in a time-bound, transparent and hassle-free manner. The Tamil Nadu Single Window Portal covers 200+ services encompassing 40+ Government departments/ agencies with an aim to improve Ease of Doing Business (EoDB) for investors in Tamil Nadu, and make the G2B interface faceless, paperless and contactless

[TN Single Window Fee Slab for Large Industries](#)

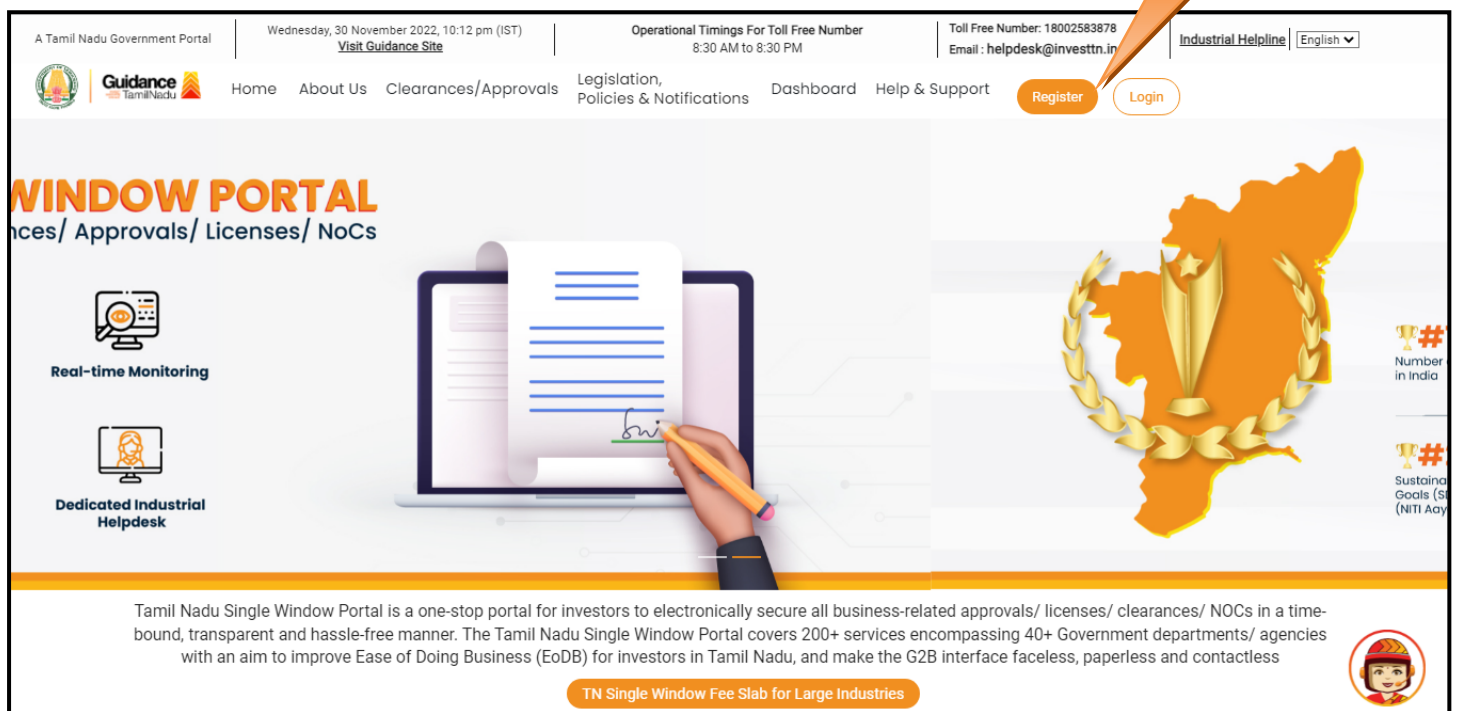
**Figure 1. Single Window Portal Home Page**

## 2. Registration

To access the TNSWP and to apply for various clearances the applicant needs to complete the Registration process.

1) Click on '**Register**' button on TNSWP.

**Register  
on TNSWP**



A Tamil Nadu Government Portal | Wednesday, 30 November 2022, 10:12 pm (IST) | Visit Guidance Site | Operational Timings For Toll Free Number 8:30 AM to 8:30 PM | Toll Free Number: 18002583878 | Email : helpdesk@investtn.in | Industrial Helpline | English

Guidance TamilNadu | Home | About Us | Clearances/Approvals | Legislation, Policies & Notifications | Dashboard | Help & Support | Register | Login

**WINDOW PORTAL**  
Clearances/ Approvals/ Licenses/ NoCs

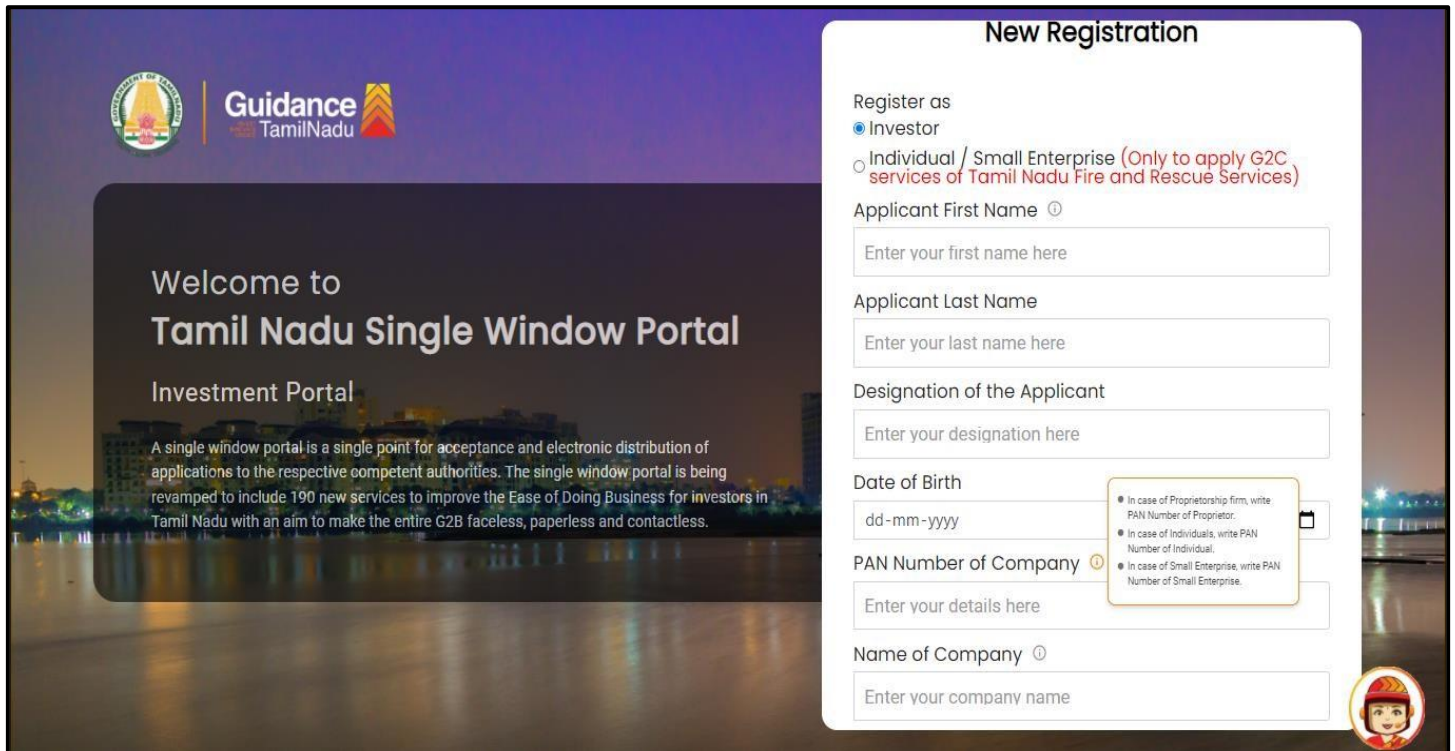
Real-time Monitoring  
Dedicated Industrial Helpdesk

Tamil Nadu Single Window Portal is a one-stop portal for investors to electronically secure all business-related approvals/ licenses/ clearances/ NOCs in a time-bound, transparent and hassle-free manner. The Tamil Nadu Single Window Portal covers 200+ services encompassing 40+ Government departments/ agencies with an aim to improve Ease of Doing Business (EoDB) for investors in Tamil Nadu, and make the G2B interface faceless, paperless and contactless

TN Single Window Fee Slab for Large Industries

**Figure 2. Register**

- 2) New Investor Registration page will appear (Refer Figure 3 & 4)
- 3) Select the 'Investor' option and continue with the Registration process.
- 4) Only for applying Government to Citizen (G2C) fire clearances, click on option '**G2C clearances of Tamil Nadu fire and rescue clearances under the category individual/small enterprise**'.
- 5) The information icon ⓘ gives a brief description about the fields when the applicant hovers the cursor on these icons.



**Welcome to Tamil Nadu Single Window Portal Investment Portal**

A single window portal is a single point for acceptance and electronic distribution of applications to the respective competent authorities. The single window portal is being revamped to include 190 new services to improve the Ease of Doing Business for investors in Tamil Nadu with an aim to make the entire G2B faceless, paperless and contactless.

### New Registration

Register as

Investor

Individual / Small Enterprise (Only to apply G2C services of Tamil Nadu Fire and Rescue Services)

Applicant First Name ⓘ

Applicant Last Name

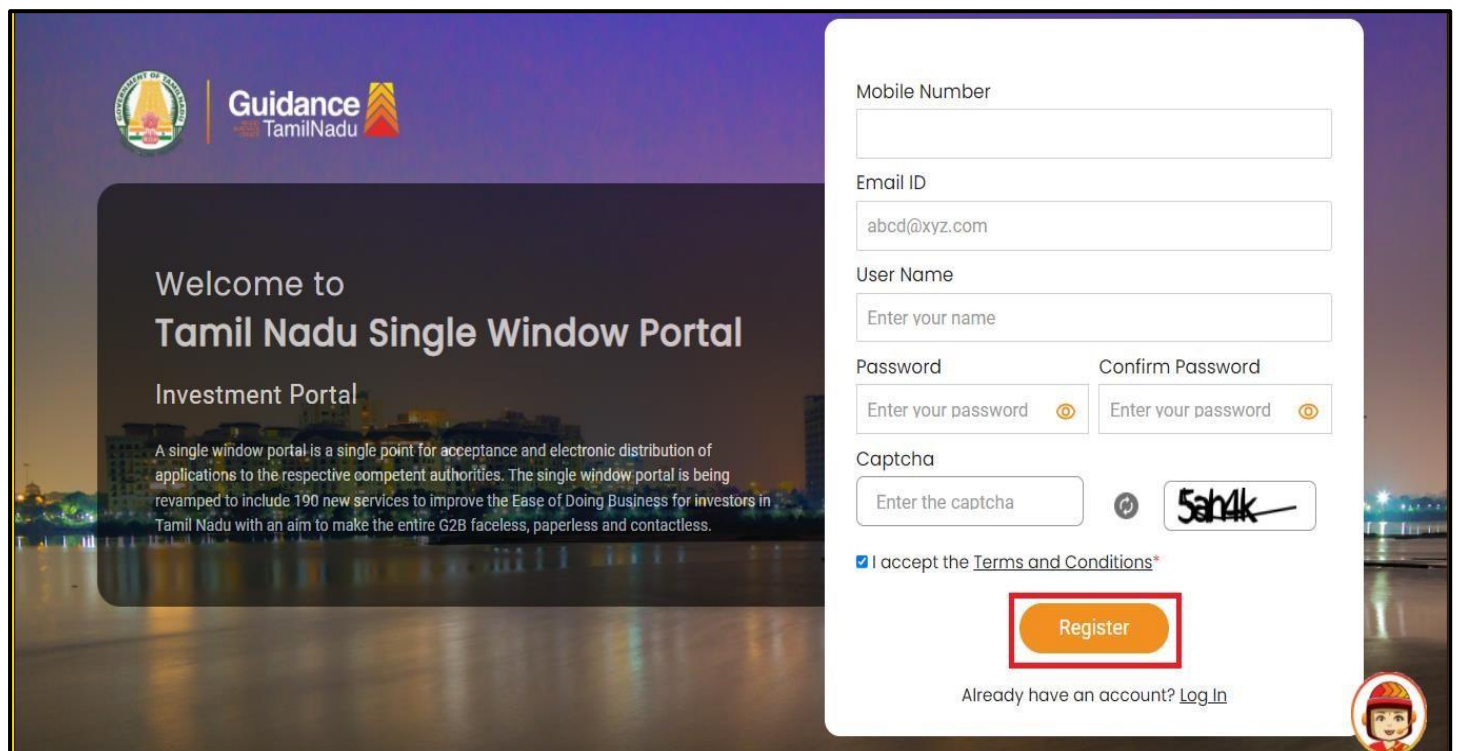
Designation of the Applicant

Date of Birth

PAN Number of Company ⓘ

Name of Company ⓘ

**Figure 3. Registration Form**



**Welcome to Tamil Nadu Single Window Portal Investment Portal**

A single window portal is a single point for acceptance and electronic distribution of applications to the respective competent authorities. The single window portal is being revamped to include 190 new services to improve the Ease of Doing Business for investors in Tamil Nadu with an aim to make the entire G2B faceless, paperless and contactless.

Mobile Number

Email ID

User Name

Password ⓘ

Confirm Password ⓘ

Captcha

I accept the [Terms and Conditions](#)\*

**Register**

Already have an account? [Log In](#)

**Figure 4. Registration Form Submission**

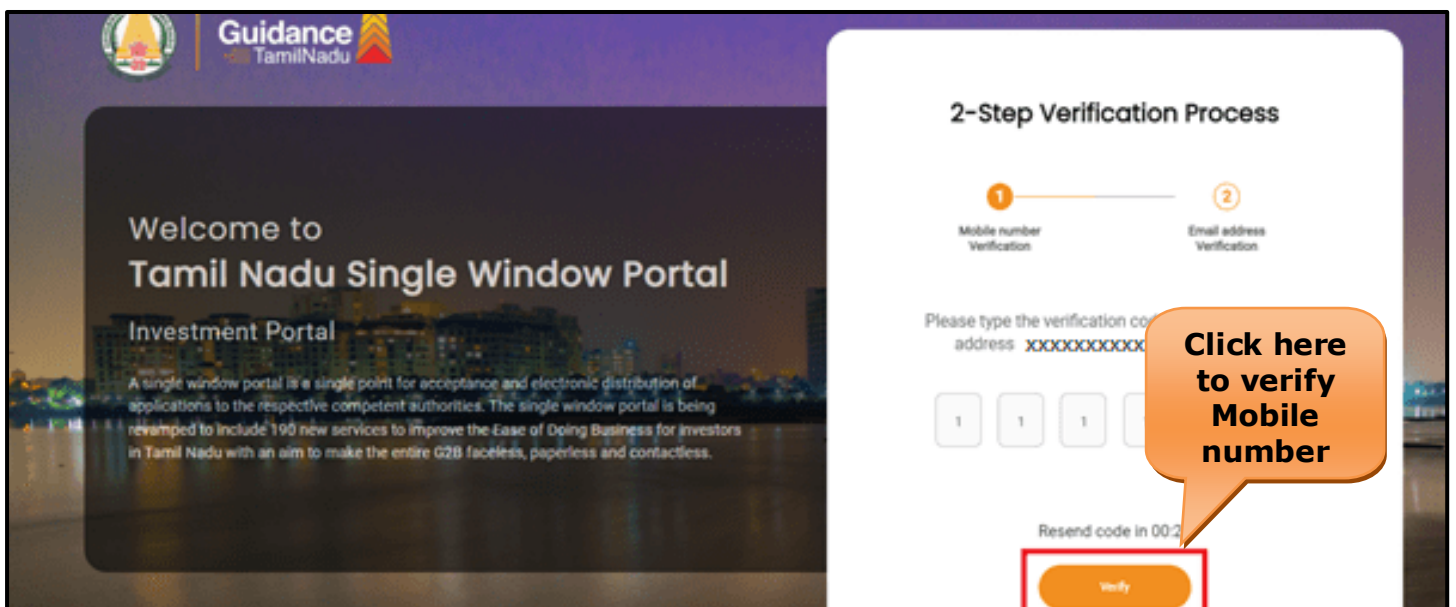
- 6) The Email ID would be the Username to login the TNSWP.
- 7) Future communications would be sent to the registered mobile number and Email ID of the applicant.
- 8) Create a strong password and enter the Captcha code as shown.
- 9) The applicant must read and accept the terms and conditions and click on 'Register' button.

### 3. Mobile Number / Email ID – 2-Step Verification Process

- '2-Step Verification Process' screen will appear when the applicant clicks on 'Register' button.

#### o Mobile Number Verification

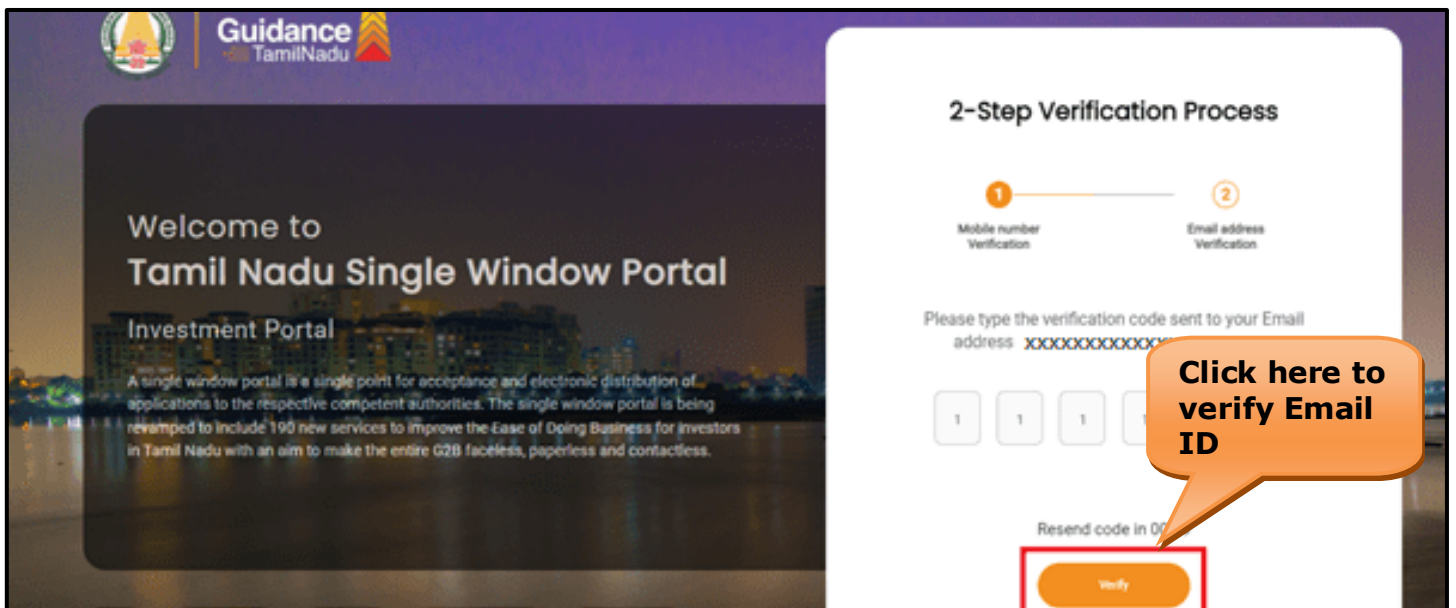
- 1) For verifying the mobile number, the verification code will be sent to the given mobile number.
- 2) Enter the verification code and click on the '**Verify**' button.



**Figure 5. Mobile Number Verification**

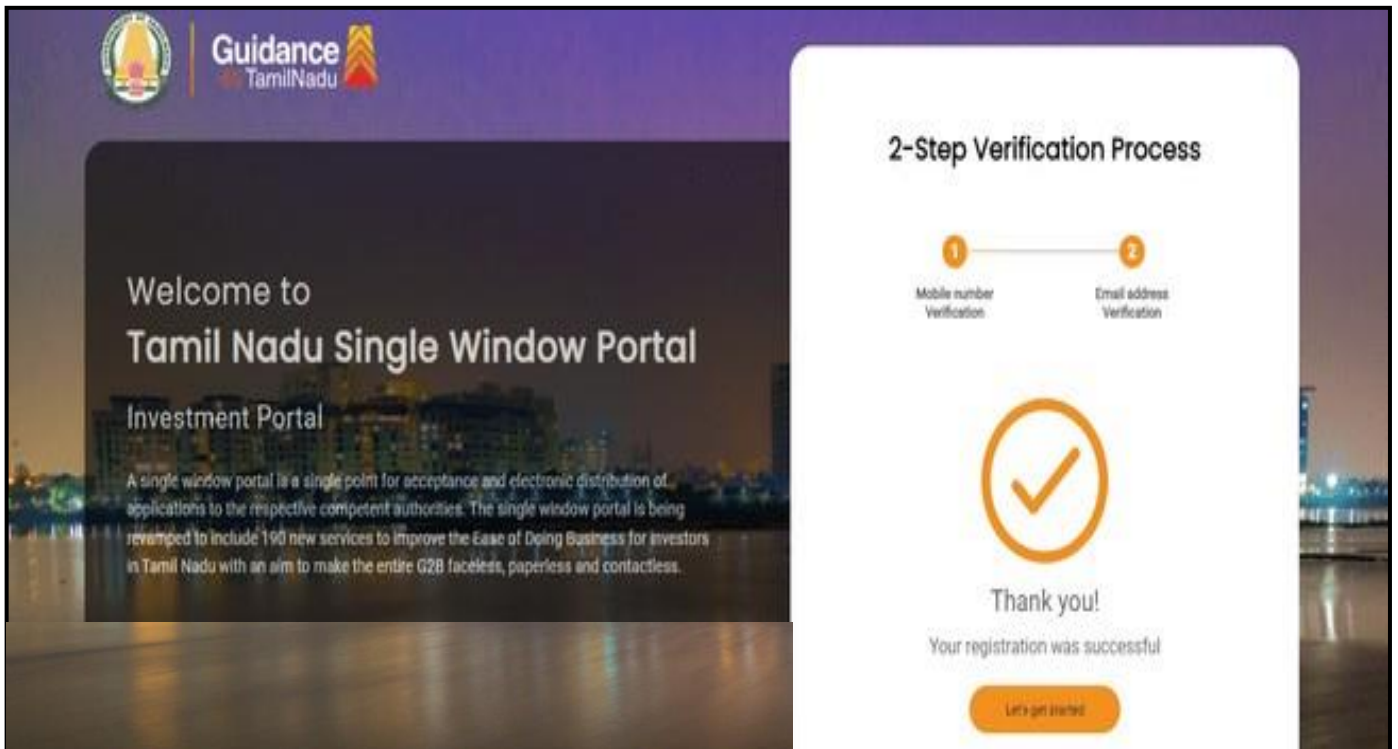
- o **Email ID Verification**

- 1) For verifying the Email ID, the verification code will be sent to the given Email ID.
- 2) Enter the verification code and click on the **'Verify'** button.



**Figure 6. Email ID Verification**

- 3) After completion of the 2-Step Verification process, registration confirmation message will pop-up stating as '**Your registration was successful**' (Refer Figure 7).
- 4) Registration process is completed successfully.



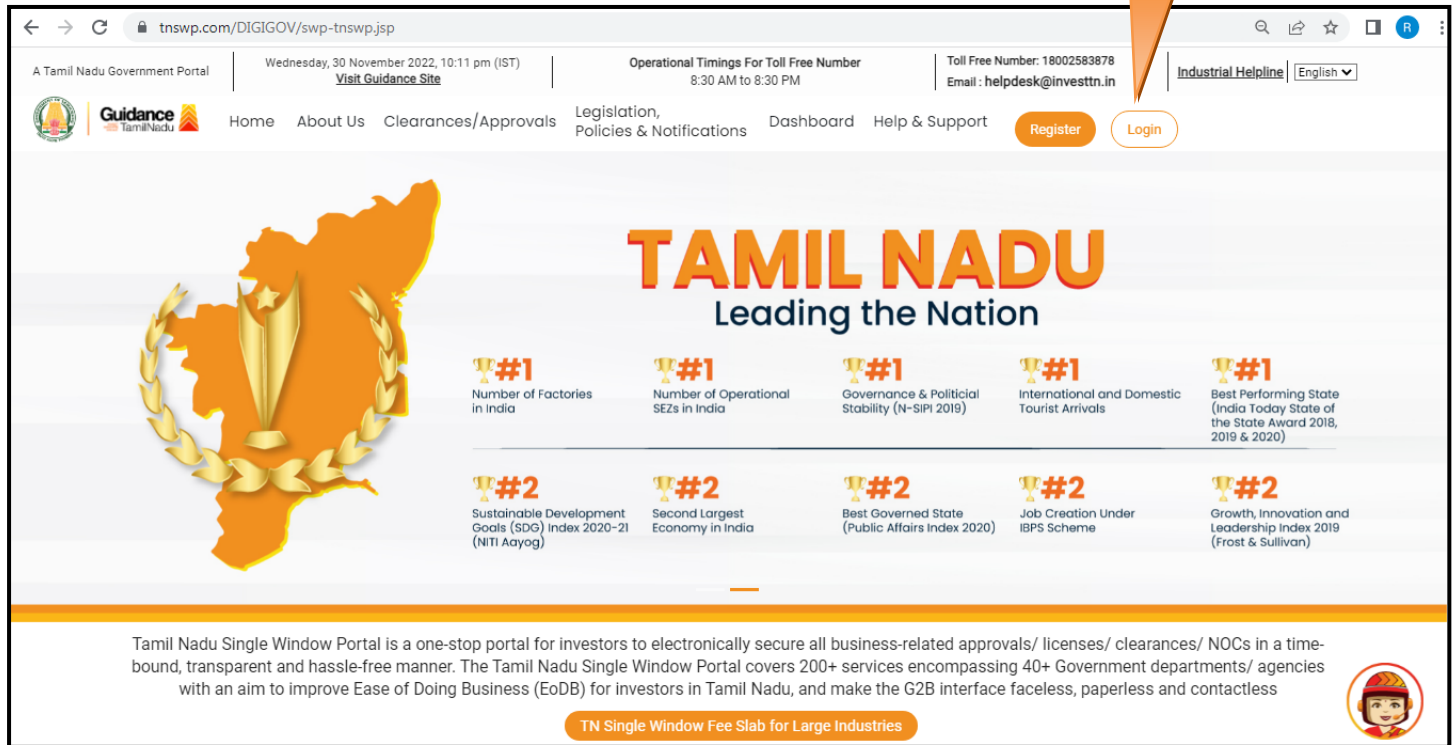
**Figure 7. Registration Confirmation Pop-Up**



## 4. Login

- 1) The applicant can login to TNSWP with the Username and Password created during the registration process.
- 2) Click on login button to enter TNSWP.

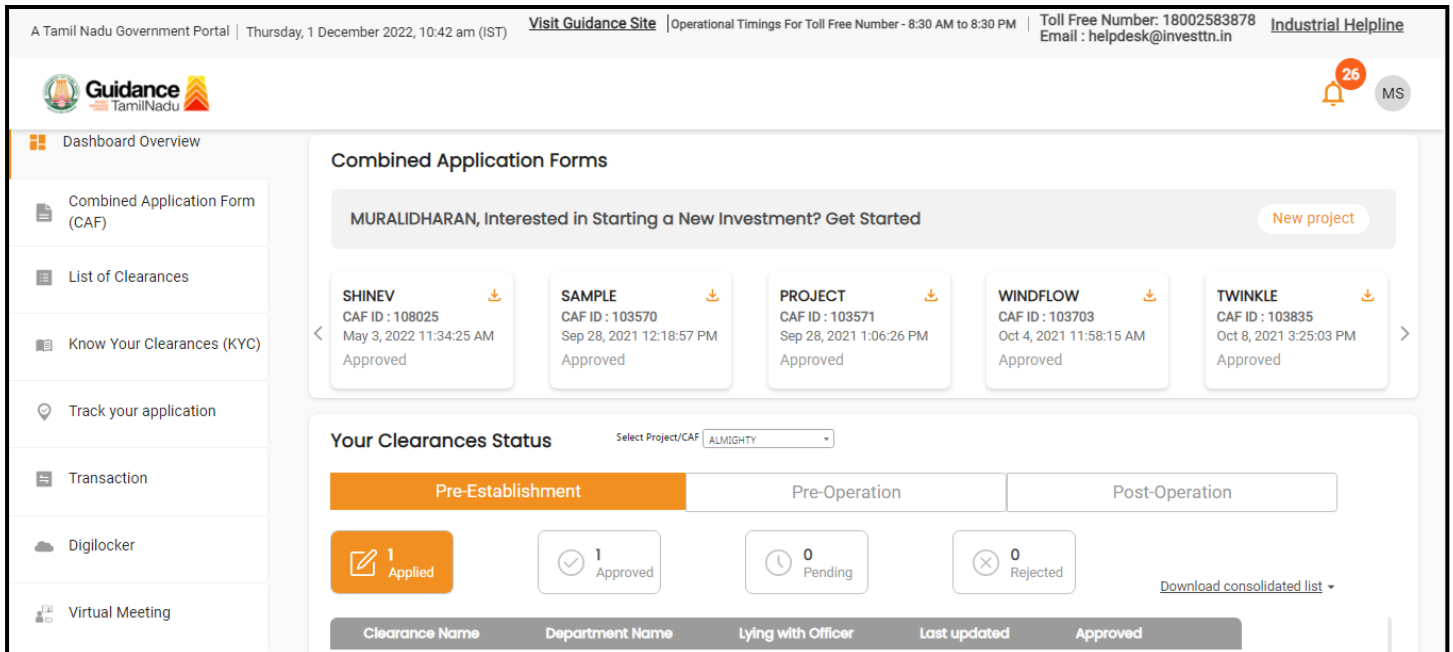
**Login to TNSWP**



**Figure 8. Login**

## 5. Dashboard Overview

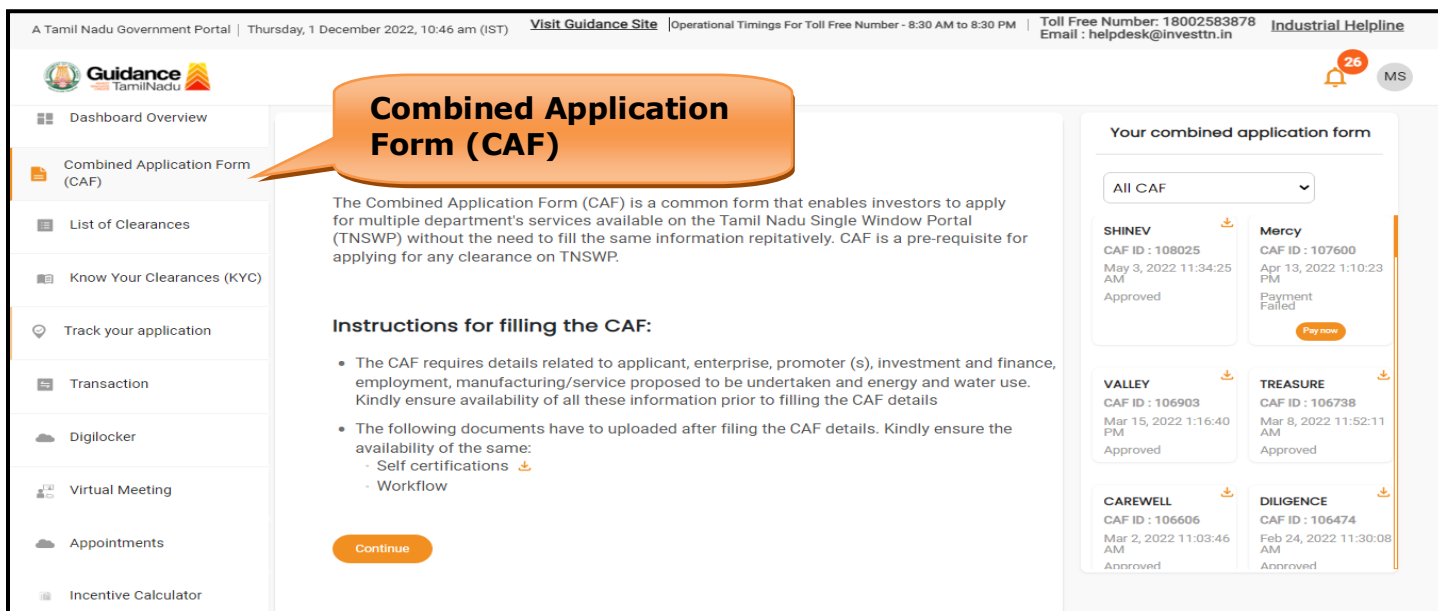
- 1) When the Applicant logs into TNSWP, the dashboard overview page will appear.
- 2) Dashboard overview is Applicant-friendly interface for the Applicant's easy navigation and to access various functionalities such as Menu bar, Status whether the application is Approved, Pending, Rejected and Data at-a glance on a unified point.



**Figure 9. Dashboard Overview**

## 6. Combined Application Form (CAF)

- 1) Prior to applying for various clearances on TNSWP, the applicant must create a project by filling in the combined application form (CAF).
- 2) Click on Combined Application Form (CAF) from the menu bar on the left.
- 3) The details which are commonly required for applying various clearances are stored in Central Repository through CAF. So, whenever the applicant applies for various clearances for a specific project, the details stored in CAF gets auto populated in the application form which minimizes the time spent on entering the same details while filling multiple applications.
- 4) The Overview of the Combined Application Form (CAF) and the instructions to fill in the Combined Application Form (CAF) are mentioned in the below Figure.
- 5) Click on '**Continue**' button to fill in the Combined Application Form.



The screenshot shows the Tamil Nadu Government Portal interface. At the top, there is a header with the portal name, date, and contact information. The left sidebar contains a navigation menu with options like Dashboard Overview, Combined Application Form (CAF), List of Clearances, Know Your Clearances (KYC), Track your application, Transaction, Digilocker, Virtual Meeting, Appointments, and Incentive Calculator. The main content area features a 'Combined Application Form (CAF)' section with a description and instructions for filling the form. A 'Continue' button is visible at the bottom of this section. On the right, there is a 'Your combined application form' section displaying a list of CAFs for various departments: SHINEV, Mercy, VALLEY, TREASURE, CAREWELL, and DILIGENCE. Each entry shows the CAF ID, date, time, and status (Approved or Payment Failed).

**Figure 10. Combined Application Form (CAF)**

## 6.1 Sections of Combined Application Form

1) To complete the combined application form (CAF) the applicant has to fill 7 Sections of CAF as displayed in Figure 11. (**CAF payment tab** will be displayed only for large enterprises).



**Figure 11. Section of Combined Application Form (CAF)**

2) After filling the CAF details, the applicant has to upload the requisite supporting documents under '**Section 6: Supporting Documents**'

- **Self-Certification:**

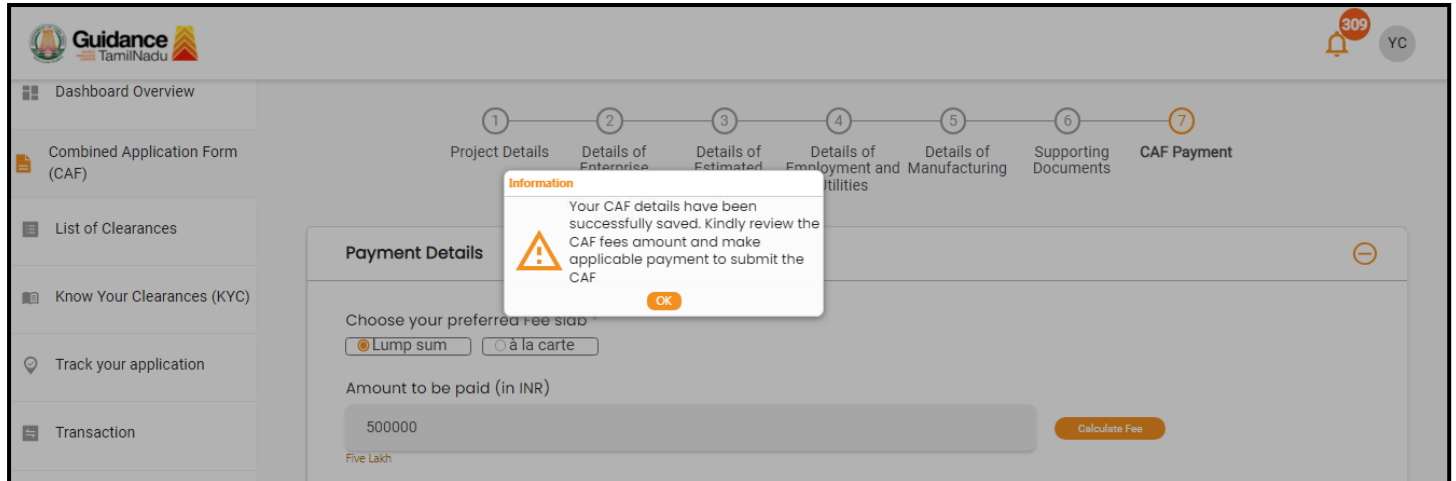
- Download the template.
- Prepare the self-certification documents as per the instructions given in the template and upload.

- **Workflow:**

- Prepare and upload the business process flow chart.

3) After filling all the sections in combined application form (CAF), the applicant can submit the form.

4) When the applicant submits the combined application form (CAF), confirmation message will pop-up stating, '**Your request has been saved successfully**' (Refer Figure 12).



The screenshot displays the Guidance TamilNadu dashboard. The top navigation bar includes the logo and a notification bell with '309' alerts. The main content area shows a progress bar with seven steps: 1. Project Details, 2. Details of Enterprise, 3. Details of Estimated, 4. Details of Employment and Manufacturing Utilities, 5. Details of Manufacturing, 6. Supporting Documents, and 7. CAF Payment. The 'CAF Payment' step is active. A modal window titled 'Information' is overlaid on the page, containing the text: 'Your CAF details have been successfully saved. Kindly review the CAF fees amount and make applicable payment to submit the CAF.' Below the modal, the 'Payment Details' section is visible, showing 'Choose your preferred Fee slab' with 'Lump sum' selected and 'à la carte' as an option. The 'Amount to be paid (in INR)' is set to '500000' (Five Lakh), and a 'Calculate Fee' button is present.

**Figure 12. Combined Application Form (CAF) - Confirmation Message**

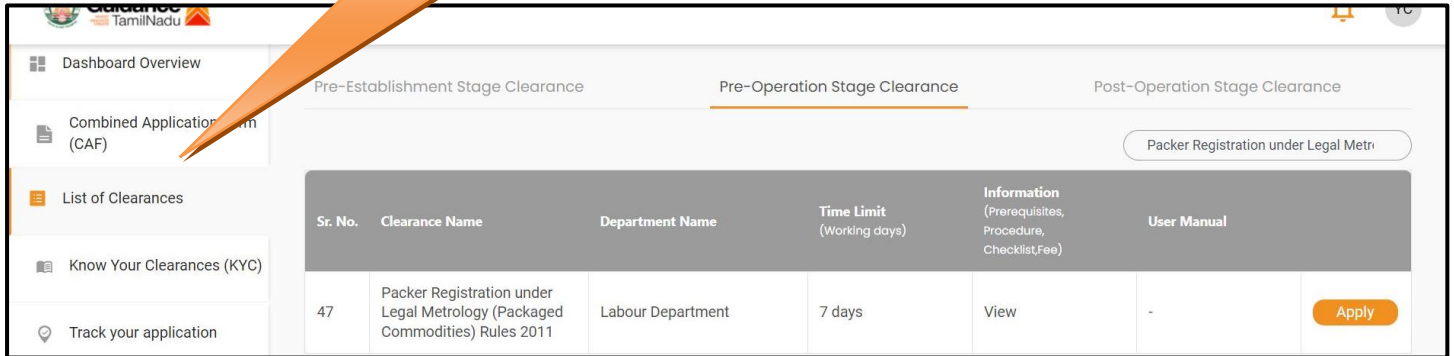
**Note:**

*If the applicant belongs to large industry, single window fee would be applicable according to the investment in Plant & Machinery or Turnover amount. [Clickhere](#) to access the Single Window Fee Slab.*

## 7. Apply for Packer Registration under Legal Metrology (Packaged Commodities) Rules 2011

1. Click on “List of Clearances”

List of Clearances



Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
47	Packer Registration under Legal Metrology (Packaged Commodities) Rules 2011	Labour Department	7 days	View	-

Figure 13. List of Clearances

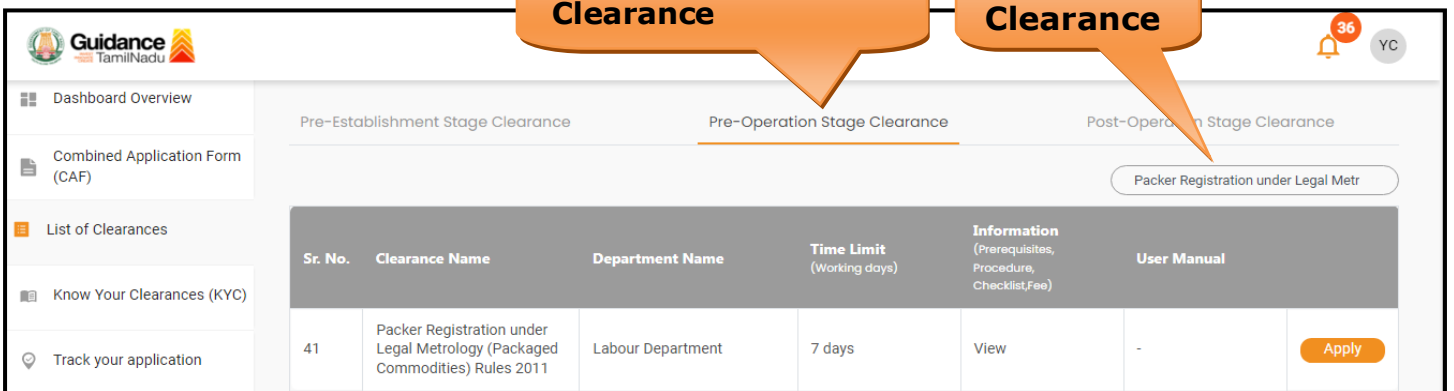
2. The list of clearances is segregated into three stages.

- **Pre-Establishment Stage Clearances**
- **Pre-Operation Stage Clearance**
- **Post-Operation Stage Clearance**

3. Select ‘Pre-Operation Stage Clearance’ and find the clearance ‘Packer Registration under Legal Metrology (Packaged Commodities) Rules 2011’ by using Search option as shown in the figure given below.

Pre-Operation Stage Clearance

Search for Clearance



Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
41	Packer Registration under Legal Metrology (Packaged Commodities) Rules 2011	Labour Department	7 days	View	-

Figure 14. Search for Clearance

4. Applicant can view information on workflow, checklist of supporting documents to be uploaded by the applicant and fee details. Click on 'view' to access the information (Refer Figure 15)
5. To apply for the clearance, click on 'Apply' to access the department application form (Refer Figure 15).
6. The Applicant can apply to obtain license for more than 1 establishment using a single login, but the applicant must create multiple Combined Application Form (CAF) for each of the establishment.

Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
41	Packer Registration under Legal Metrology (Packaged Commodities) Rules 2011	Labour Department	7 days	View	-

**Figure 15. Apply for Clearance**

1) Select **PROJECT / CAF** from the drop-down menu.

**Confirmation!!!**

Please select the project with the one you want to proceed.

**Department Name**  
Labour Department

**Name of the Clearance**  
Packer Registration under Legal Metrology  
(Packaged Commodities) Rules 2011

Select Project/CAF \*

CAF Test District

Select  
CAF

Close

Click on  
Apply

Apply

**Figure 16. Project/CAF**

2) Click on the Apply button and the Page would get redirected to Packer Registration under Legal Metrology (Packaged Commodities) Rules 2011 Portal.

https://tnswp.com/DIGIGOV/PostParamServlet


*You are being redirected for Packer Registration under Legal Metrology (Packaged Commodities) Rules 2011*

**Figure 17. Redirecting to Packer Registration under Legal Metrology (Packaged Commodities) Rules 2011 Portal**




### 3) Enter all the mandatory details in the application for Packer Registration under Legal Metrology (Packaged Commodities) Rules 2011.

https://labour.tn.gov.in/services/legal-packages/packer-registration/2641



**இணையவழி தகவல் தொழில்நுட்ப துறை**

**ONLINE PORTAL**  
LABOUR DEPARTMENT



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[Inbox](#)
[Download for Forms](#)
[Profile](#)

test11@gmail.com
[Logout](#)

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**APPLICATION FORM FOR LICENCE FOR MANUFACTURES / PACKERS UNDER THE LEGAL METROLOGY (PACKAGED COMMODITIES) RULES, 2011**

**DETAILS OF APPLICANT**

<p><b>Name*</b></p> <input type="text"/>	<p><b>Designation*</b></p> <input type="text"/>
<p><b>Father/Husband*</b></p> <input type="text"/>	<p><b>Gender*</b></p> <input type="text" value="Select"/>
<p><b>DOB*</b></p> <input type="text"/>	<p><b>State*</b></p> <input type="text" value="Select"/>
<p><b>District*</b></p> <input type="text" value="Select"/>	<p><b>Taluk*</b></p> <input type="text" value="Select"/>
<p><b>Town/ Village*</b></p> <input type="text" value="Select"/>	<p><b>Street 1*</b></p> <input type="text" value="Select"/>
<p><b>Street 2</b> <small>(Please Enter Street 2,if your street is not available in street 1)</small></p> <input type="text"/>	<p><b>Building/ Door/Flat No.*</b></p> <input type="text"/>
<p><b>Pincode*</b></p> <input type="text"/>	

**NAME OF THE COMMODITY PRE-PACKED/ MANUFACTURED/ IMPORTED**

<p><b>Type of Registration*</b></p> <input type="text" value="Select"/>	
<p><b>Name of Item*</b></p> <input type="text"/>	<p><b>Packaged Quantity (Net Qty)</b></p> <input type="text"/>

[Add More](#)

**DISTRIBUTION OF THE COMMODITIES**

Distribution of the commodities for sale is for\*

Select

**DETAILS OF ESTABLISHMENT**

Name of Establishment\*

Ting

Details of Organizational setup\*

Private Limited Company

Is there any Manager/Authorised Person for Establishment\*

Select

**DETAILS OF PROPRIETOR/AUTHORISED SIGNATORY (FOR OTHER ORGANISATIONS)**

Name\*

Designation\*

Father / Husband\*

Gender\*

Select

Date of Birth\*

**ADDRESS OF ESTABLISHMENT**

State\*

Tamil Nadu

District\*

Tiruppur

Taluk\*

Kangayam

Town/ Village\*

Select

Street 1\*

Select

Street 2 (Please Enter Street 2,if your street is not available in street 1)

Building/ Door/Flat No.\*

Pincode\*

638459

**ADDRESS OF THE REGISTERED OFFICE** Address of the registered office same as address of the establishment

State\*

Select

District\*

Select

Taluk\*

Select

Town/ Village\*

Select

Street 1\*

Select

Street 2 (Please Enter Street 2,if your street is not available in street 1)

Building/ Door/Flat No.\*

Pincode\*

**ADDRESS OF THE WAREHOUSE/ GODOWN** Address of the Warehouse/ Godown same as address of the establishment

State\*

Select

District\*

Select

Taluk\*

Select

Town/ Village\*

Select

Street 1\*

Select

Street 2 (Please Enter Street 2,if your street is not available in street 1)

Building/ Door/Flat No.\*

Pincode\*

**SHORTER ADDRESS**

Shorter Address (if any)

**LICENCE DETAILS AND DOCUMENTS**

Factory Licence Number / Date

Trade Licence Number / Date

GST Number / PAN Number\*

Proof Number

**DOCUMENTS ENCLOSED**

---

Duly self-attested Identity Proof of Proprietor/Authorised Signatory (Pan Card/Aadhaar Card/Voter I.D./Driving Licence etc.)\*  
(Maximum file size should not exceed 1 MB. File should be pdf,jpeg,bmp format) Upload file

Certificate of Verification of Weight and Measure intend to use for packaging purpose  
(Maximum file size should not exceed 1 MB. File should be pdf,jpeg,bmp format) Upload file

Food Safety License details  
(Maximum file size should not exceed 1 MB. File should be pdf,jpeg,bmp format) Upload file

GST Number / PAN Number Document of the Company\*  
(Maximum file size should not exceed 1 MB. File should be pdf,jpeg,bmp format) Upload file

**SELF-DECLARATION**

I hereby declare that the above mentioned information is correct upto my knowledge and i will be responsible for any discrepancy found in them

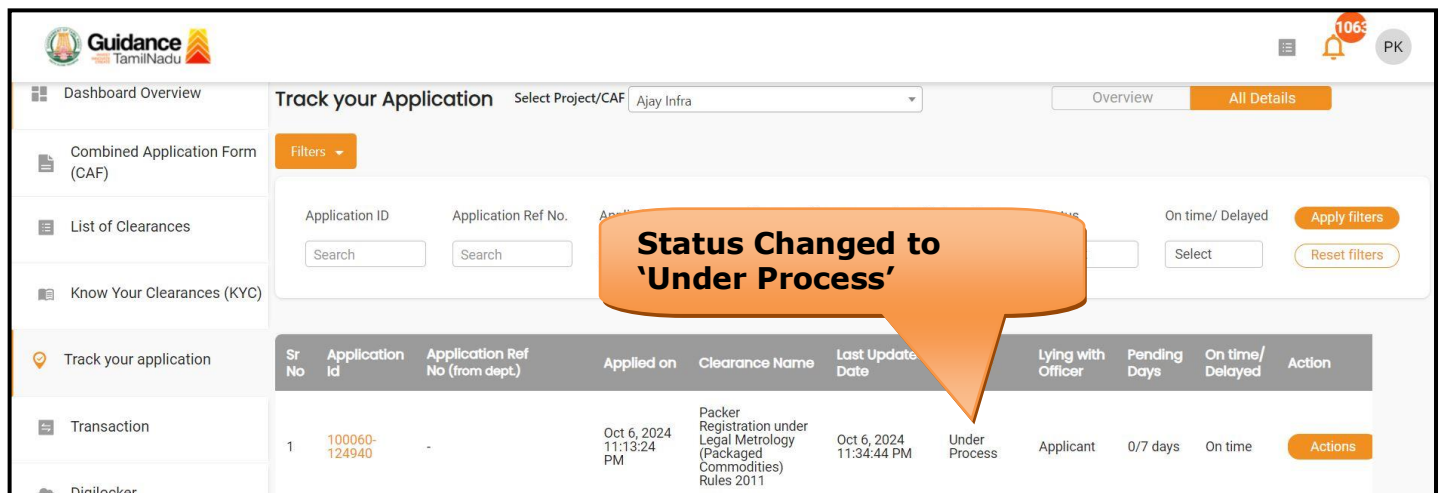
Submit
Reset

Click on 'Submit'

**Figure 18. Packer Registration under Legal Metrology (Packaged Commodities) Rules 2011**

### Application Submitted

- 1) After the applicant has completed the application form, the application is submitted successfully to the Department for further processing. The applicant can view the status of the application under **Track your application** → **Select the CAF from the Dropdown** → **All details**

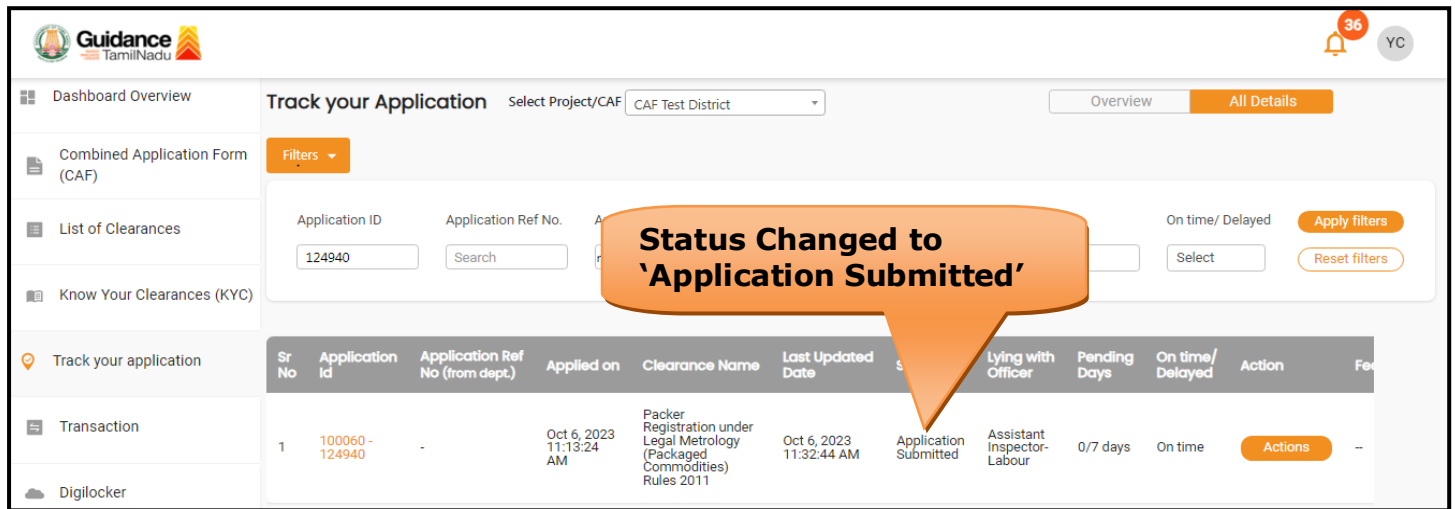


Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Update Date	Lying With Officer	Pending Days	On time/ Delayed	Action
1	100060-124940	-	Oct 6, 2024 11:13:24 PM	Packer Registration under Legal Metrology (Packaged Commodities) Rules 2011	Oct 6, 2024 11:34:44 PM	Under Process	Applicant	0/7 days	On time

**Figure 19. Status of the Application**

## Application Submitted

- 2) After scrutinizing the application, the application gets forwarded to Assistant Inspector Labour for further processing. The applicant can view the status of the application under **Track your application → Select the CAF from the Dropdown → All details**



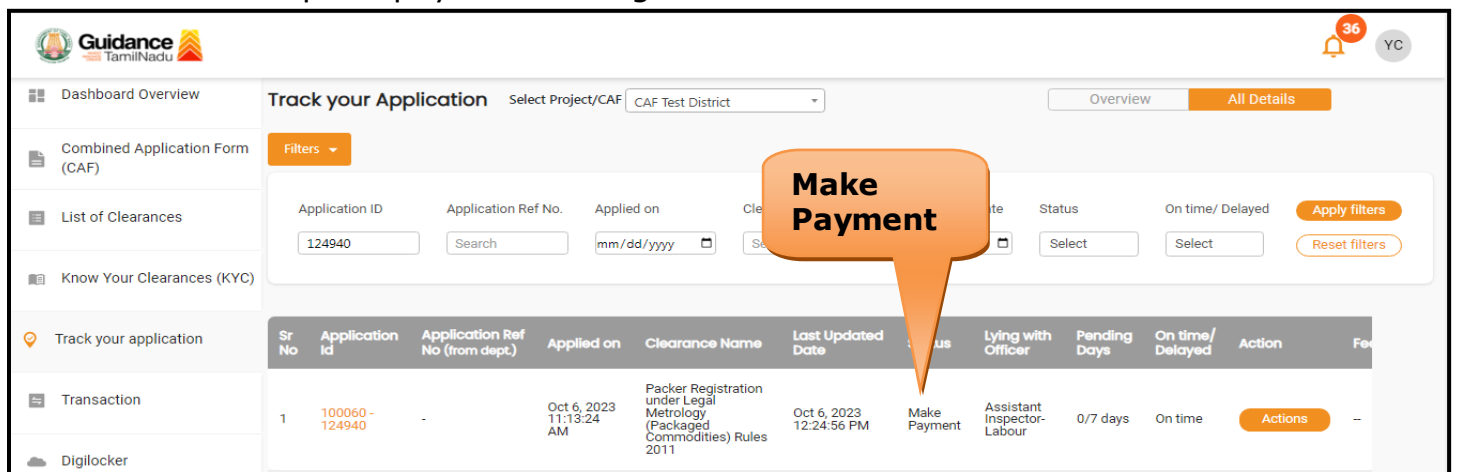
The screenshot shows the 'Track your Application' page with a dropdown menu set to 'CAF Test District'. A callout bubble points to the status 'Application Submitted' in the table. The table has the following data:

Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	100060 - 124940	-	Oct 6, 2023 11:13:24 AM	Packer Registration under Legal Metrology (Packaged Commodities) Rules 2011	Oct 6, 2023 11:32:44 AM	Application Submitted	Assistant Inspector-Labour	0/7 days	On time	Actions

Figure 20. Status of the Application

## 8. Payment process

1. Complete payment through online



The screenshot shows the 'Track your Application' page with a dropdown menu set to 'CAF Test District'. A callout bubble points to the status 'Make Payment' in the table. The table has the following data:

Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	100060 - 124940	-	Oct 6, 2023 11:13:24 AM	Packer Registration under Legal Metrology (Packaged Commodities) Rules 2011	Oct 6, 2023 12:24:56 PM	Make Payment	Assistant Inspector-Labour	0/7 days	On time	Actions

Figure 21. Payment Process

✕

## Application Action – 124940

**Application ID**  
100060-124940

**Application Ref No.**  
-

**Application Submission Date**  
Oct 6, 2024 11:13:24 PM

**Application Name**  
Packer Registration under Legal Metrology  
(Packaged Commodities) Rules 2011

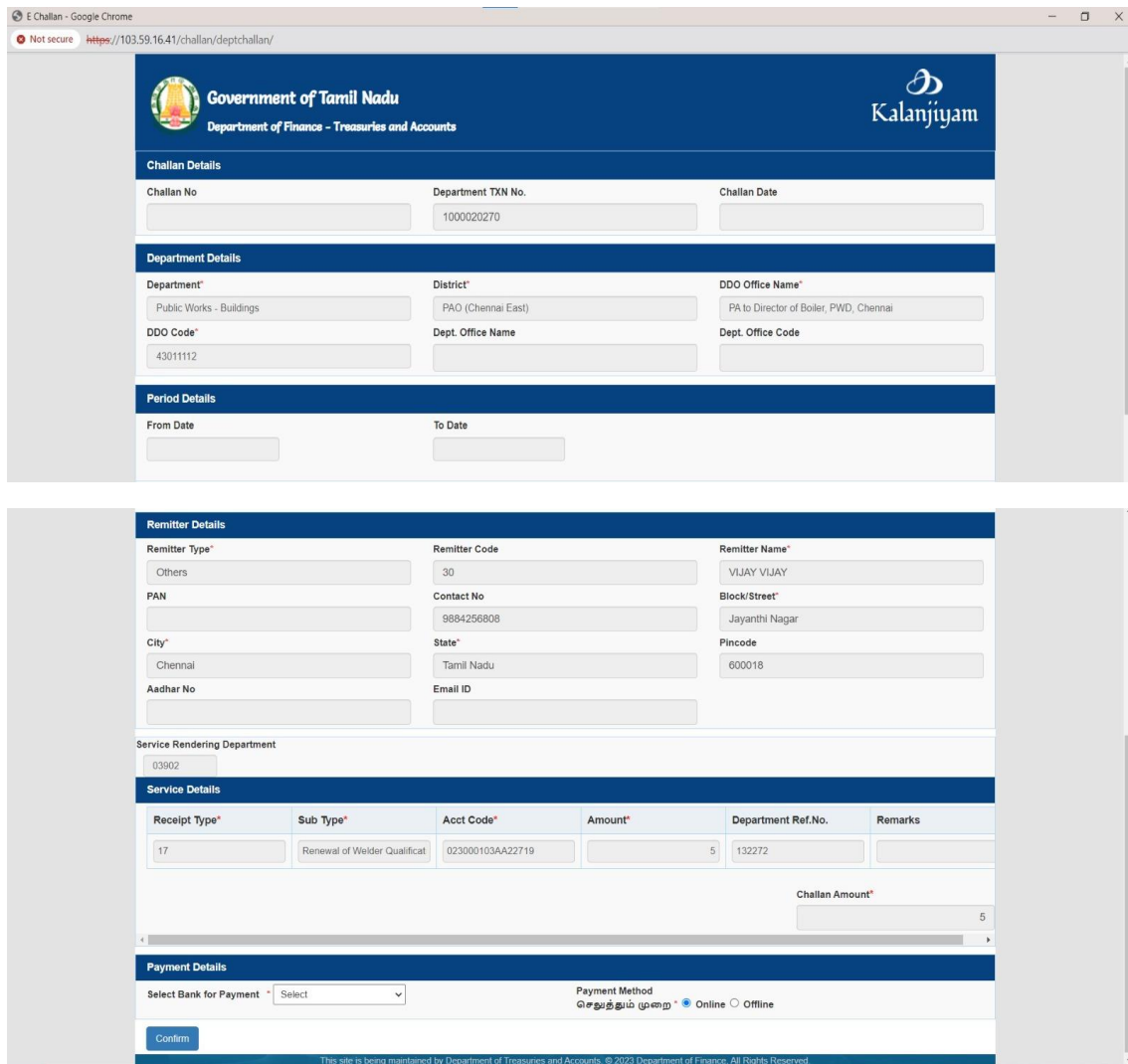
**Project Name**  
ALPHA

**Status**  
Make Payment

Actions to be performed

Payment
Close

**Figure 22. Make payment**



**Government of Tamil Nadu**  
Department of Finance – Treasuries and Accounts

**Challan Details**

Challan No	Department TXN No.	Challan Date
	1000020270	

**Department Details**

Department*	District*	DDO Office Name*
Public Works - Buildings	PAO (Chennai East)	PA to Director of Boiler, PWD, Chennai
DDO Code*	Dept. Office Name	Dept. Office Code
43011112		

**Period Details**

From Date	To Date

**Remitter Details**

Remitter Type*	Remitter Code	Remitter Name*
Others	30	VIJAY VIJAY
PAN	Contact No	Block/Street*
	9884256808	Jayanthi Nagar
City*	State*	Pincode
Chennai	Tamil Nadu	600018
Aadhar No	Email ID	

**Service Rendering Department**

03902

**Service Details**

Receipt Type*	Sub Type*	Acct Code*	Amount*	Department Ref.No.	Remarks
17	Renewal of Welder Qualificat	023000103AA22719	5	132272	

Challan Amount\* 5

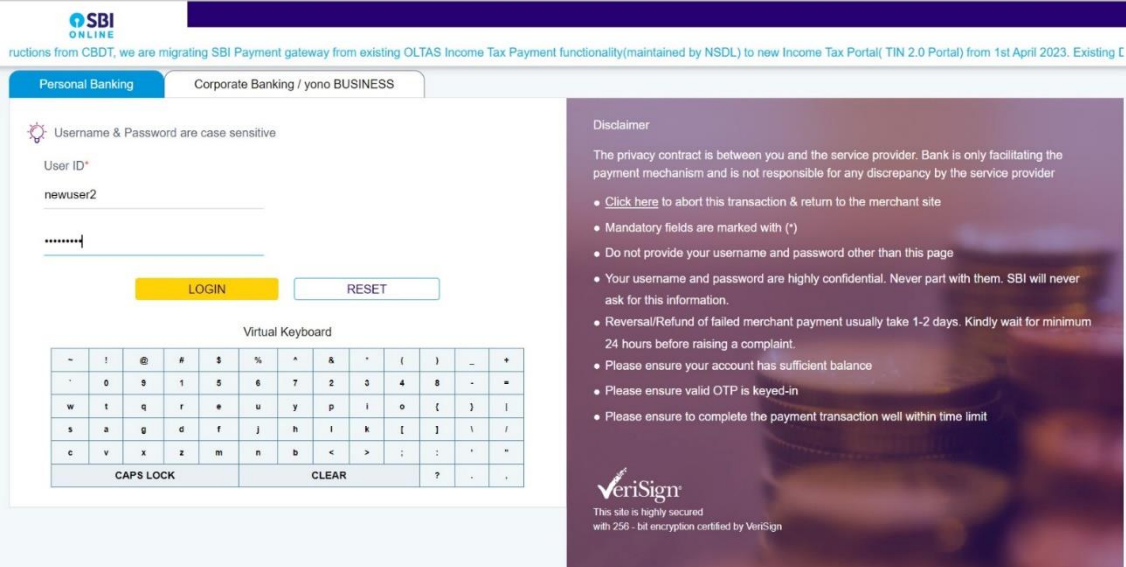
**Payment Details**


Select Bank for Payment: Select

Payment Method:  Online  Offline

Confirm

This site is being maintained by Department of Treasuries and Accounts. © 2023 Department of Finance, All Rights Reserved.




 ructions from CBDT, we are migrating SBI Payment gateway from existing OLTAS Income Tax Payment functionality(maintained by NSDL) to new Income Tax Portal( TIN 2.0 Portal) from 1st April 2023. Existing C

Personal Banking Corporate Banking / yono BUSINESS

Username & Password are case sensitive

User ID\*  
 newuser2

\*\*\*\*\*


LOGIN RESET

Virtual Keyboard

~	!	@	#	\$	%	^	&	*	(	)	_	+
.	0	9	1	5	6	7	2	3	4	8	-	=
w	t	q	r	e	u	y	p	i	o	[	]	
s	a	g	d	f	j	h	k	[	]	\	/	
c	v	x	z	m	n	b	<	>	:	;	'	"
CAPS LOCK						CLEAR			?	.	-	-

Disclaimer  
 The privacy contract is between you and the service provider. Bank is only facilitating the payment mechanism and is not responsible for any discrepancy by the service provider

- Click [here](#) to abort this transaction & return to the merchant site
- Mandatory fields are marked with (\*)
- Do not provide your username and password other than this page
- Your username and password are highly confidential. Never part with them. SBI will never ask for this information.
- Reversal/Refund of failed merchant payment usually take 1-2 days. Kindly wait for minimum 24 hours before raising a complaint.
- Please ensure your account has sufficient balance
- Please ensure valid OTP is keyed-in
- Please ensure to complete the payment transaction well within time limit

  
 This site is highly secured with 256 - bit encryption certified by VeriSign

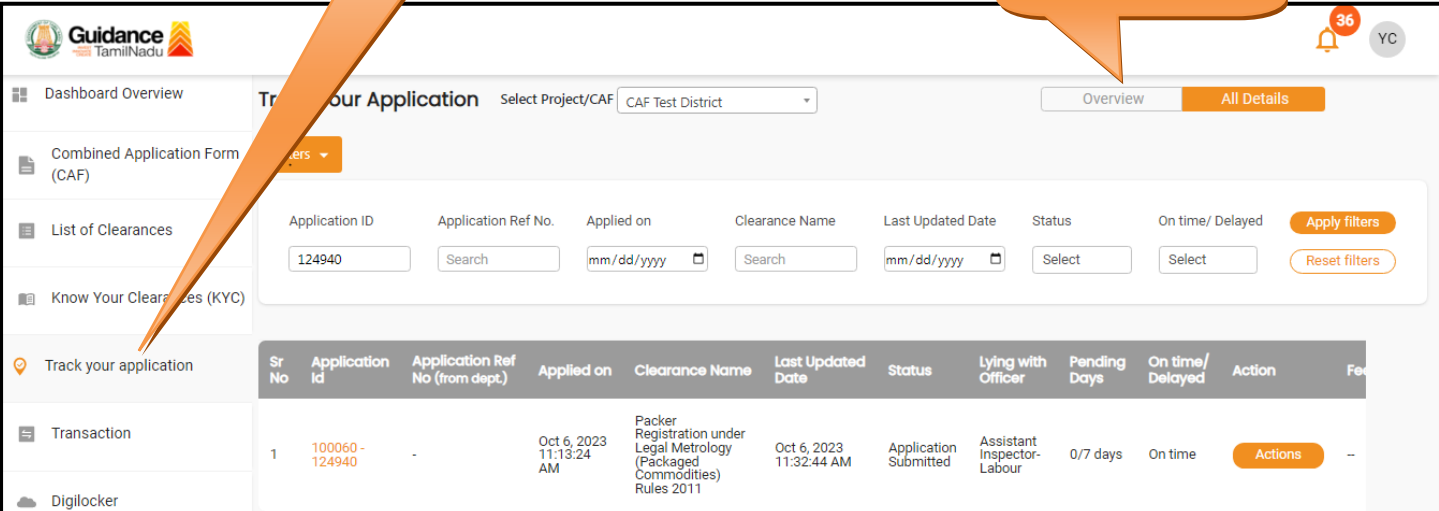
## 9. Track Your Application

- 1) After submitting the application, a unique 'token ID' would be generated. Using the '**Token ID**' the Applicant can track the status of clearances by clicking on 'Track your application' option.'
- 2) Applicant to choose the name of the project created during CAF from the dropdown '**Select Project / CAF**' displayed at the top of the page.

### • Track your application– Overview Option

By clicking on 'Overview' tab, Applicant can view the count of various clearance statuses as follows.

- **Total Pending Clearances**
- **Total Approved Clearances**
- **Total Rejected Clearances**



**Track Your Application**

**Overview of applications**

Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	100060 - 124940	-	Oct 6, 2023 11:13:24 AM	Packer Registration under Legal Metrology (Packaged Commodities) Rules 2011	Oct 6, 2023 11:32:44 AM	Application Submitted	Assistant Inspector-Labour	0/7 days	On time	Actions

**Figure 23. Track Your Application**

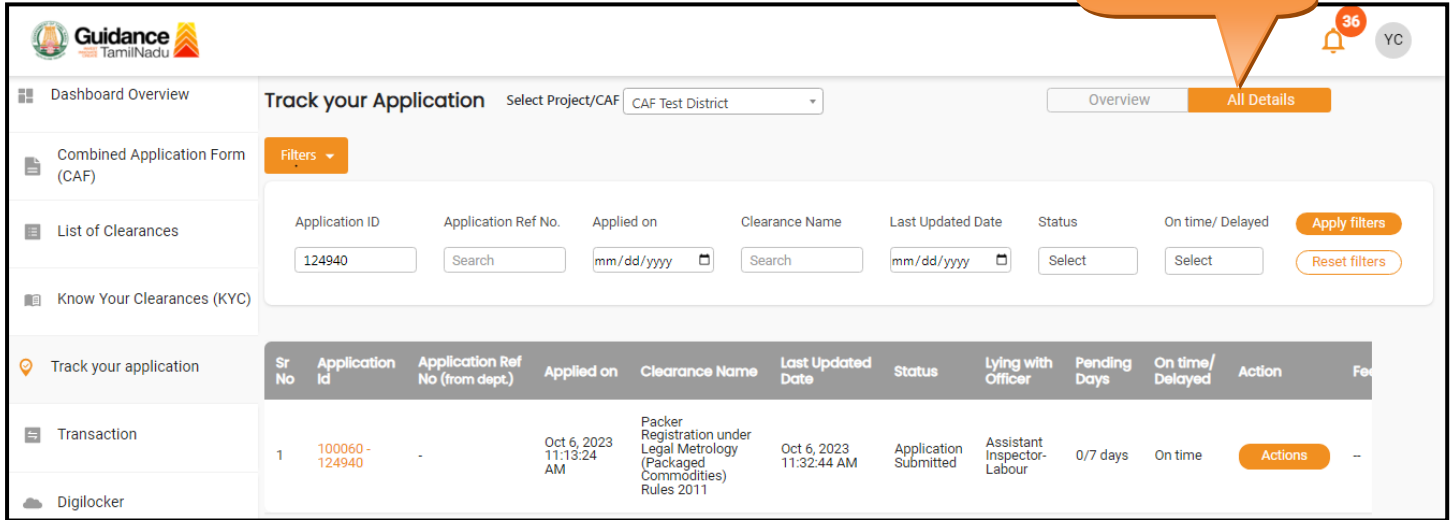
- **Track your application– ‘All Details’ Option**

By clicking on ‘All details’ tab, Applicant can view the following statuses of the list of clearances applied for the specified project.

- **Applied on**
- **Last updated date**
- **Status of the application**
- **Lying with officer**
- **Pending days**
- **On time / Delayed Action**



**All Details Options**

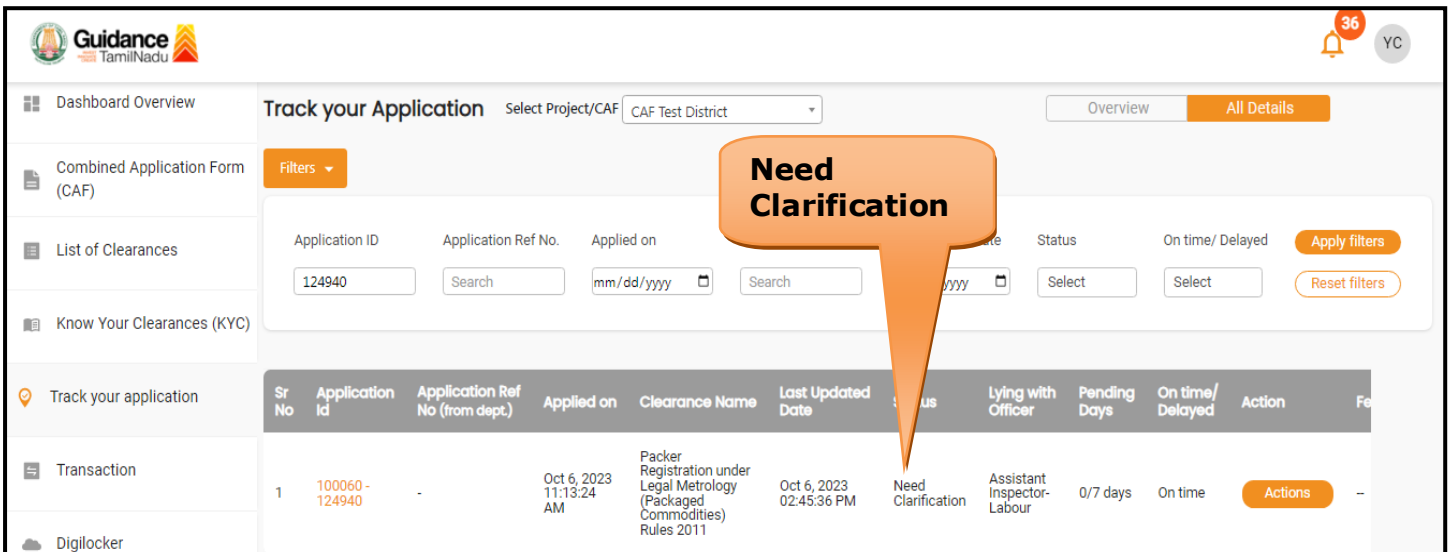


Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action	Fee
1	100060 - 124940	-	Oct 6, 2023 11:13:24 AM	Packer Registration under Legal Metrology (Packaged Commodities) Rules 2011	Oct 6, 2023 11:32:44 AM	Application Submitted	Assistant Inspector-Labour	0/7 days	On time	Actions	-

**Figure 24. 'All Details' tab**

## 10. Query Clarification

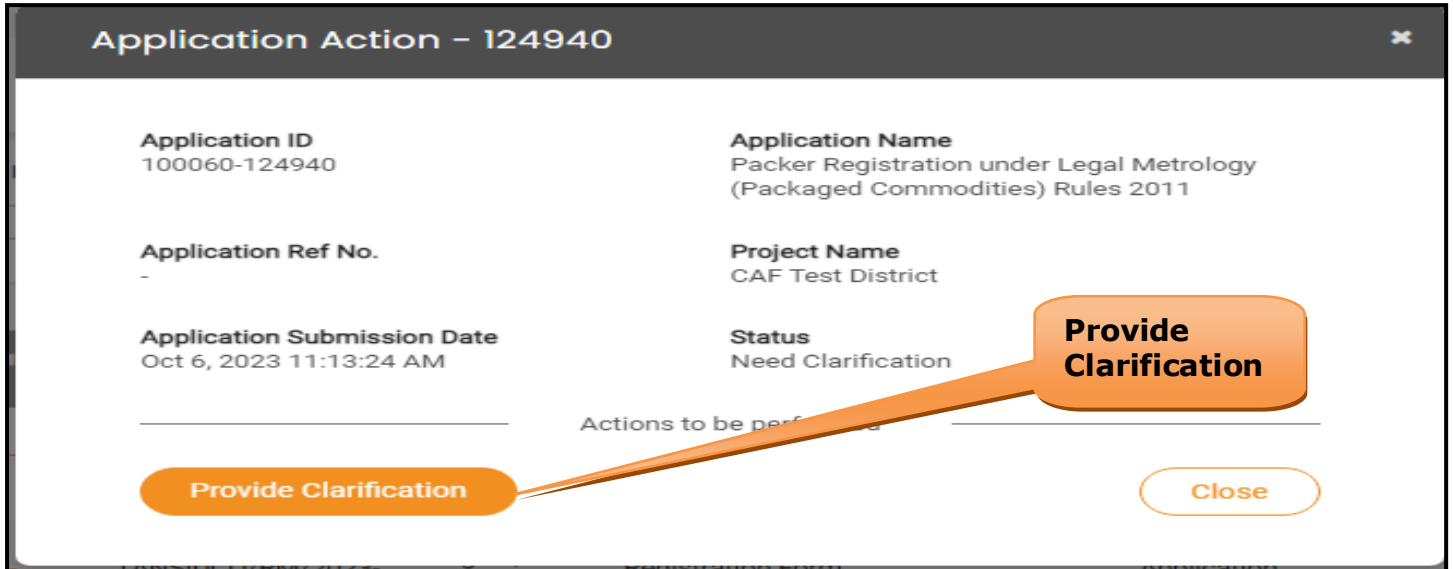
- 1) After submitting the application to the Labour Department, the Assistant Inspector of Labour reviews the application and if there are any clarifications required, the Assistant Inspector of Labour would raise a query to the applicant.
- 2) Applicant would receive an alert message through Registered SMS/Email.
- 3) Applicant could go to 'Track your application' option and view the query under action items under the 'All Details' Tab.
- 4) Applicant could view the status as '**Need Clarification**' under the 'Status' column. Click on 'Action' button respond to the query as shown in the below figure.



The screenshot displays the 'Track your Application' page. The status of the application is 'Need Clarification', highlighted by an orange callout box. The application details are as follows:

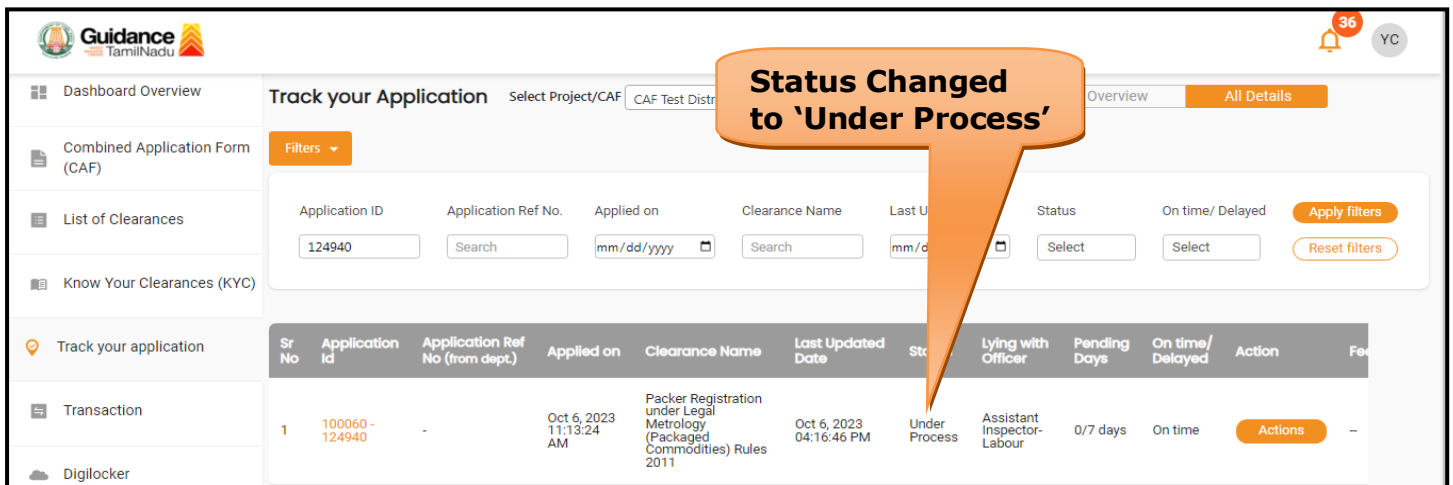
Sr No	Application Id	Application Ref No (from dept)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	100060 - 124940	-	Oct 6, 2023 11:13:24 AM	Packer Registration under Legal Metrology (Packaged Commodities) Rules 2011	Oct 6, 2023 02:45:36 PM	Need Clarification	Assistant Inspector-Labour	0/7 days	On time	Actions

**Figure 25. Need Clarification**



**Figure 26. Provide Clarification**

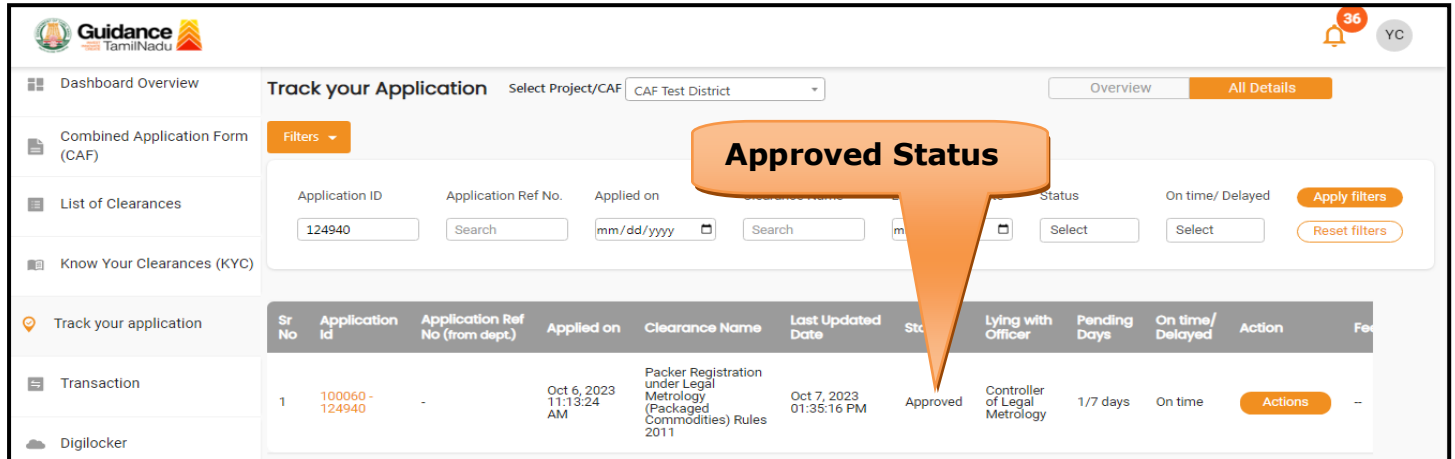
- 5) The Applicant clicks on '**Provide Clarification**' button and responds to the Query.
- 6) The Application gets submitted to the department after the query has been addressed by the Applicant.
- 7) The Status of the application changes from 'Need clarification' to '**Under Process**' after the Applicant submits the query.



**Figure 27. Under Process**

## 11. Application Processing

- 1) After Submitting the application, the Controller of Legal metrology scrutinizes and reviews the application and updates the status as **“Approved or Rejected”**

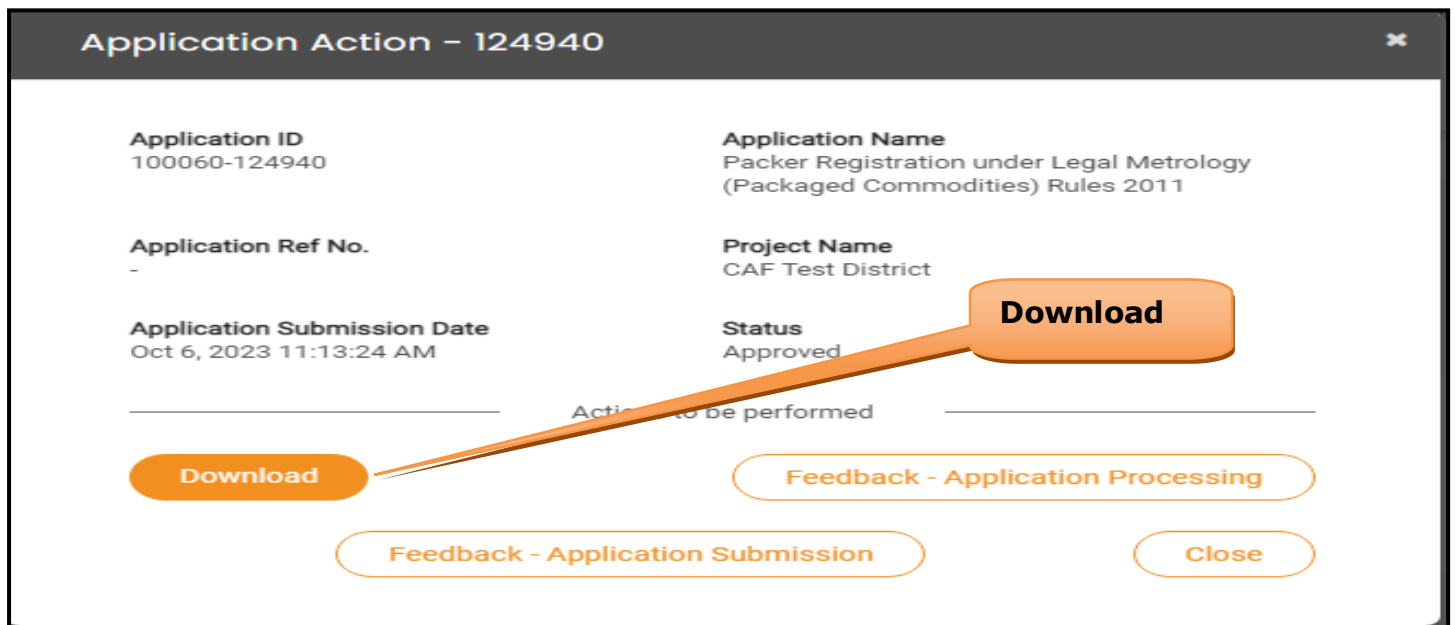


The screenshot shows a dashboard with a table of applications. The status 'Approved' is highlighted with an orange callout bubble.

Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	100060 - 124940	-	Oct 6, 2023 11:13:24 AM	Packer Registration under Legal Metrology (Packaged Commodities) Rules 2011	Oct 7, 2023 01:35:16 PM	Approved	Controller of Legal Metrology	1/7 days	On time	Actions

**Figure 28. Application Processed**

- 2) If the application is **‘Approved’** by the Controller of Legal metrology, the applicant can download the licence Order under **Track your application – > Action button -> Download** (Refer Figure 29)



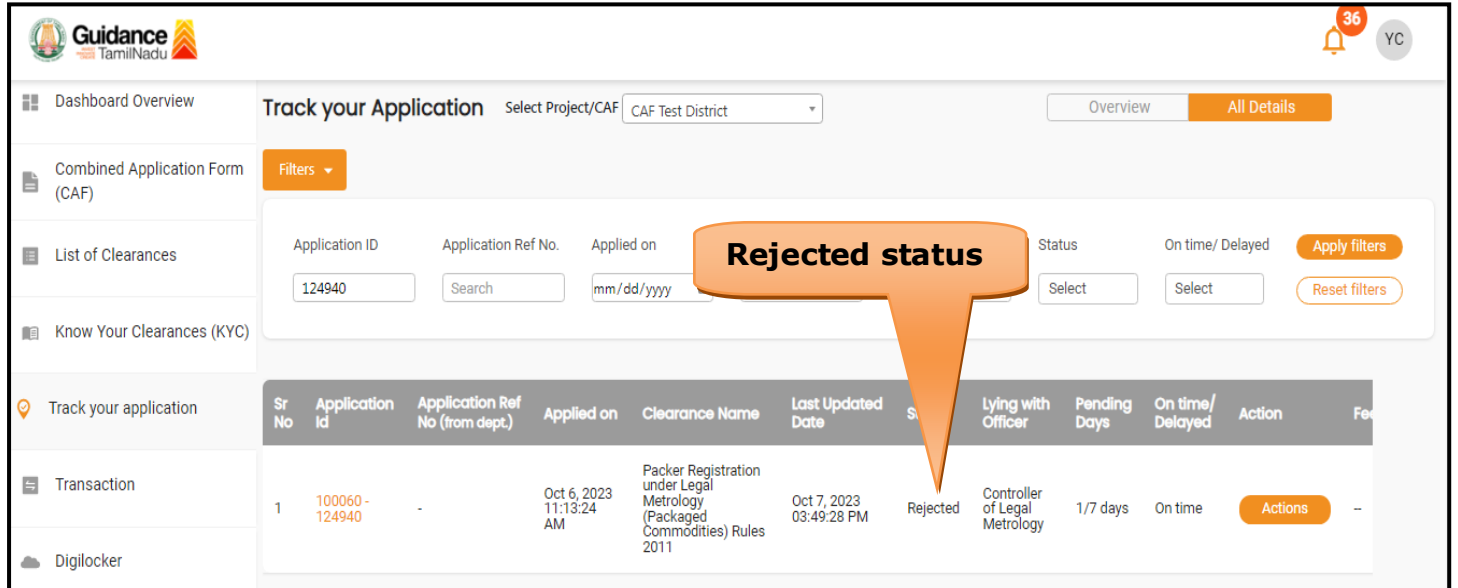
The screenshot shows the 'Application Action - 124940' window with the following details:

- Application ID:** 100060-124940
- Application Name:** Packer Registration under Legal Metrology (Packaged Commodities) Rules 2011
- Application Ref No.:** -
- Project Name:** CAF Test District
- Application Submission Date:** Oct 6, 2023 11:13:24 AM
- Status:** Approved

At the bottom, there are several buttons: **Download** (highlighted with an orange callout bubble), **Feedback - Application Processing**, **Feedback - Application Submission**, and **Close**.

**Figure 29. Download**

3) If the application is '**Rejected**' by the Controller of Legal metrology, the applicant can view the rejection remarks under the Actions Tab by the Controller of Legal metrology. Applicant has to create a fresh application if the application has been rejected. (Refer Figure 30)



The screenshot shows the 'Track your Application' page. At the top, there are filters for 'Application ID' (124940) and 'Application Ref No.' (Search). Below this is a table with the following data:

Sr No	Application Id	Application Ref No (from dept)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	100060 - 124940	-	Oct 6, 2023 11:13:24 AM	Packer Registration under Legal Metrology (Packaged Commodities) Rules 2011	Oct 7, 2023 03:49:28 PM	Rejected	Controller of Legal Metrology	1/7 days	On time	Actions

An orange callout bubble with the text 'Rejected status' points to the 'Rejected' status in the table.

**Figure 30. Rejected Status**

