



TAMILNADU SINGLE WINDOW PORTAL

APPLICANT MANUAL

Application for Incentives

**State Industries Promotion Corporation of Tamil
Nadu Ltd**



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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) **Applicant 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 TNSWP Home Page with the following details:

- URL:** tnswp.com/DIGIGOV/swp-tnswp.jsp
- Date/Time:** Wednesday, 30 November 2022, 10:11 pm (IST)
- Operational Timings:** 8:30 AM to 8:30 PM
- Toll Free Number:** 18002583878
- Email:** helpdesk@investtn.in
- Industrial Helpline:** English
- Navigation:** Home, About Us, Clearances/Approvals, Legislation, Policies & Notifications, Dashboard, Help & Support, Register, Login
- Header:** TAMIL NADU Leading the Nation
- Achievements:**
 - #1 Number of Factories in India
 - #1 Number of Operational SEZs in India
 - #1 Governance & Political Stability (N-SIPI 2019)
 - #1 International and Domestic Tourist Arrivals
 - #1 Best Performing State (India Today State of the State Award 2018, 2019 & 2020)
 - #2 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)
- Footer:** 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.
- Additional Info:** 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**

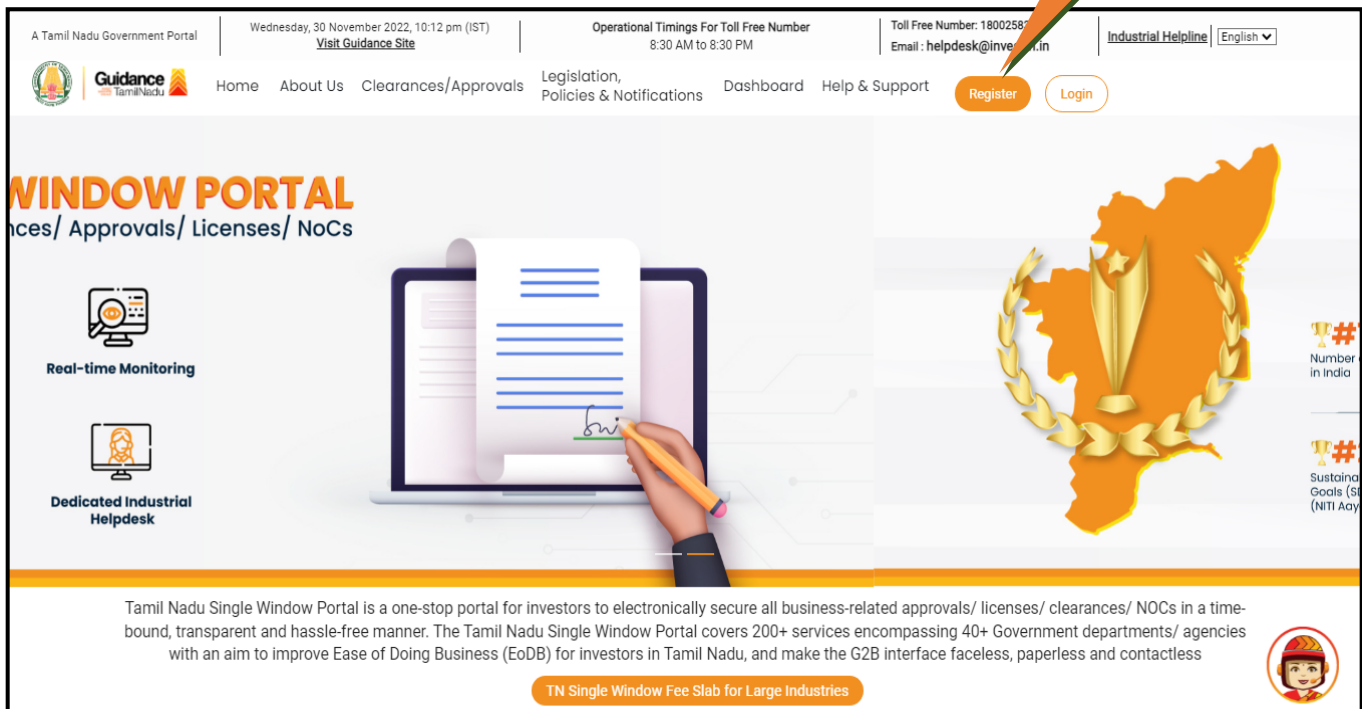


Figure 2. Register

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.

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

• In case of Proprietorship firm, write PAN Number of Proprietor.
• In case of Individuals, write PAN Number of Individual.
• In case of Small Enterprise, write PAN Number of Small Enterprise.

Figure 3. Registration Form

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.
 - **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.

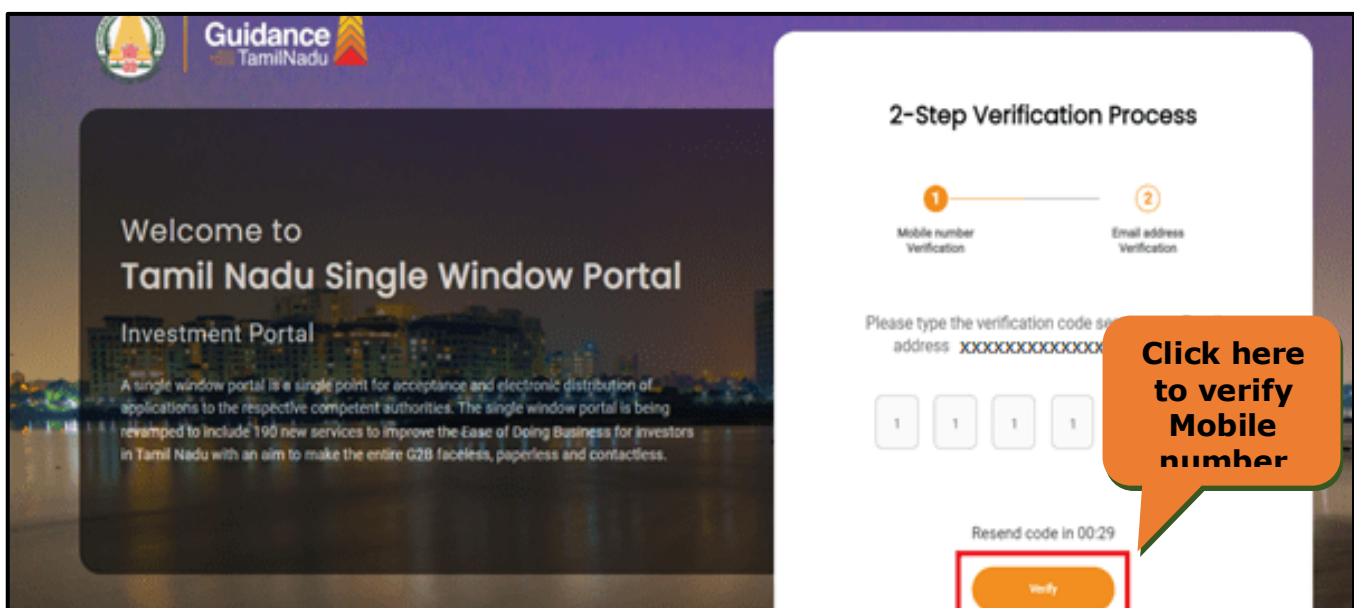


Figure 5. Mobile Number Verification

- **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.

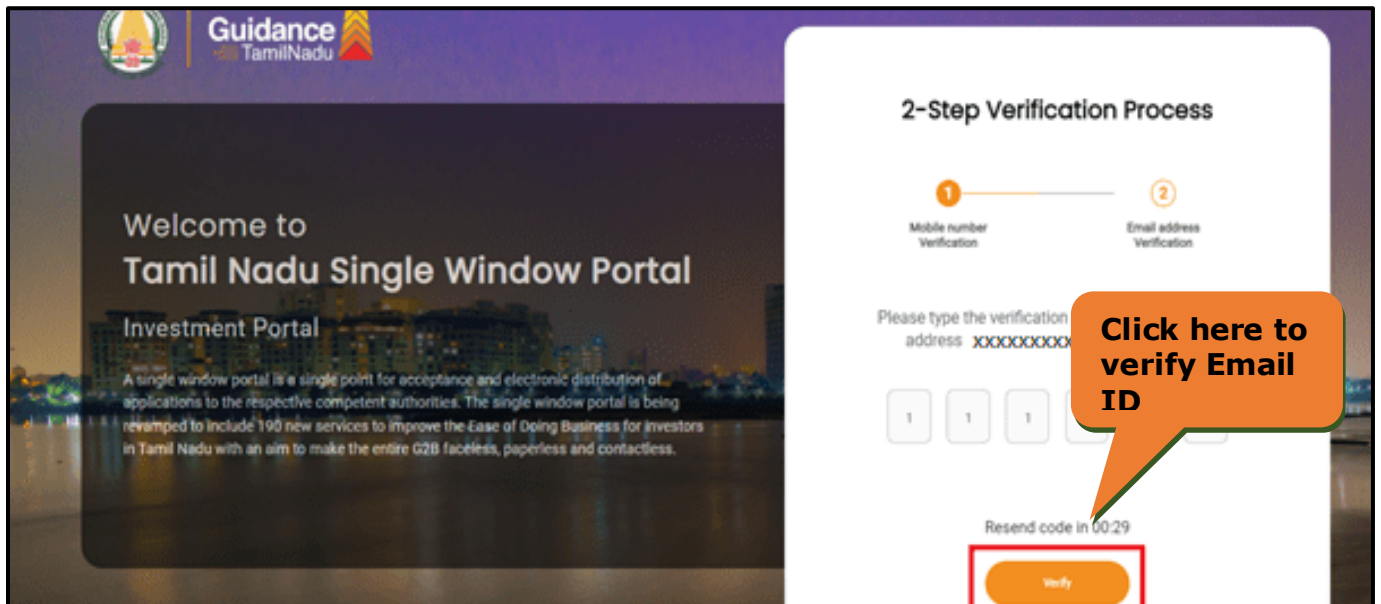


Figure 6. Email ID Verification

- 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.

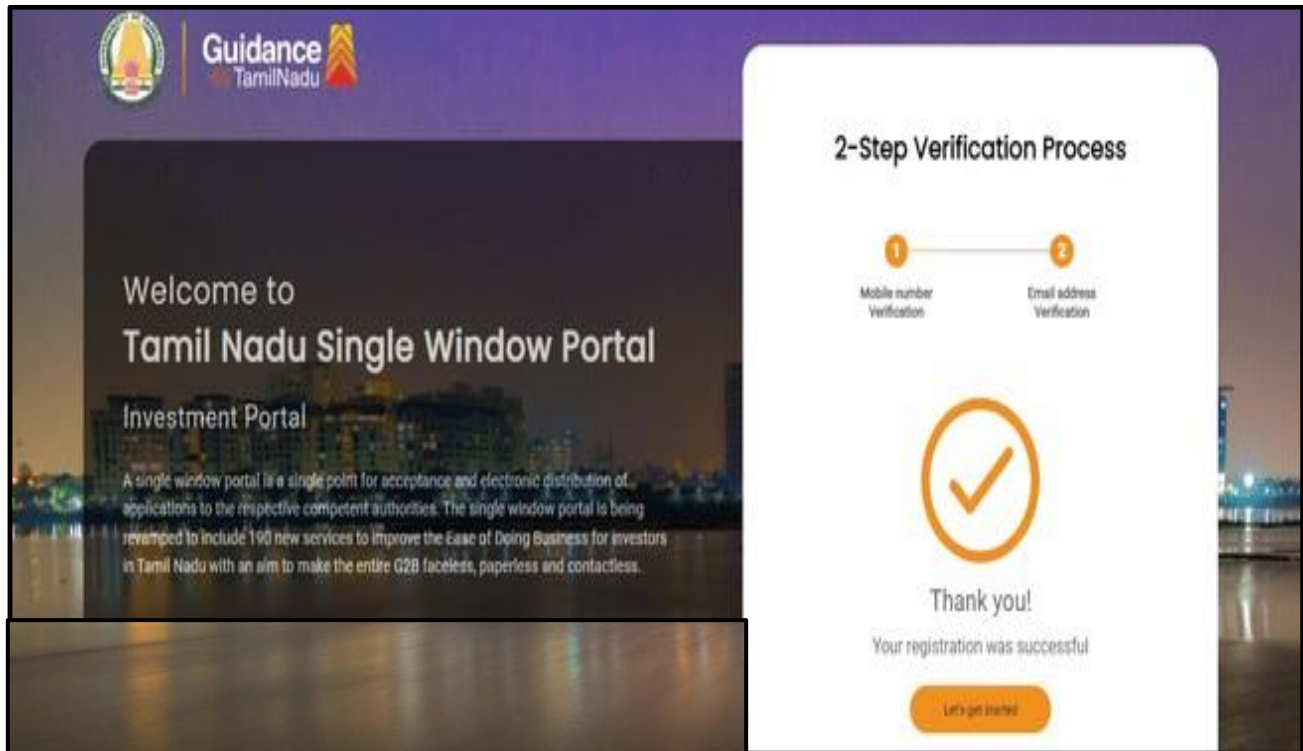


Figure 7. Registration Confirmation Pop-Up

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**

The screenshot shows the TNSWP login page. The browser address bar is `tnswp.com/DIGIGOV/swp-tnswp.jsp`. The page header includes the Tamil Nadu Government Portal logo, the date and time (Wednesday, 30 November 2022, 10:11 pm (IST)), operational timings (8:30 AM to 8:30 PM), and contact information (Toll Free Number: 18002583878, Email: helpdesk@investtn.in). The navigation menu includes Home, About Us, Clearances/Approvals, Legislation, Policies & Notifications, Dashboard, and Help & Support. The 'Login' button is highlighted with an orange callout bubble. The main content area features a large orange map of Tamil Nadu with a laurel wreath, the text 'TAMIL NADU Leading the Nation', and a grid of award statistics:

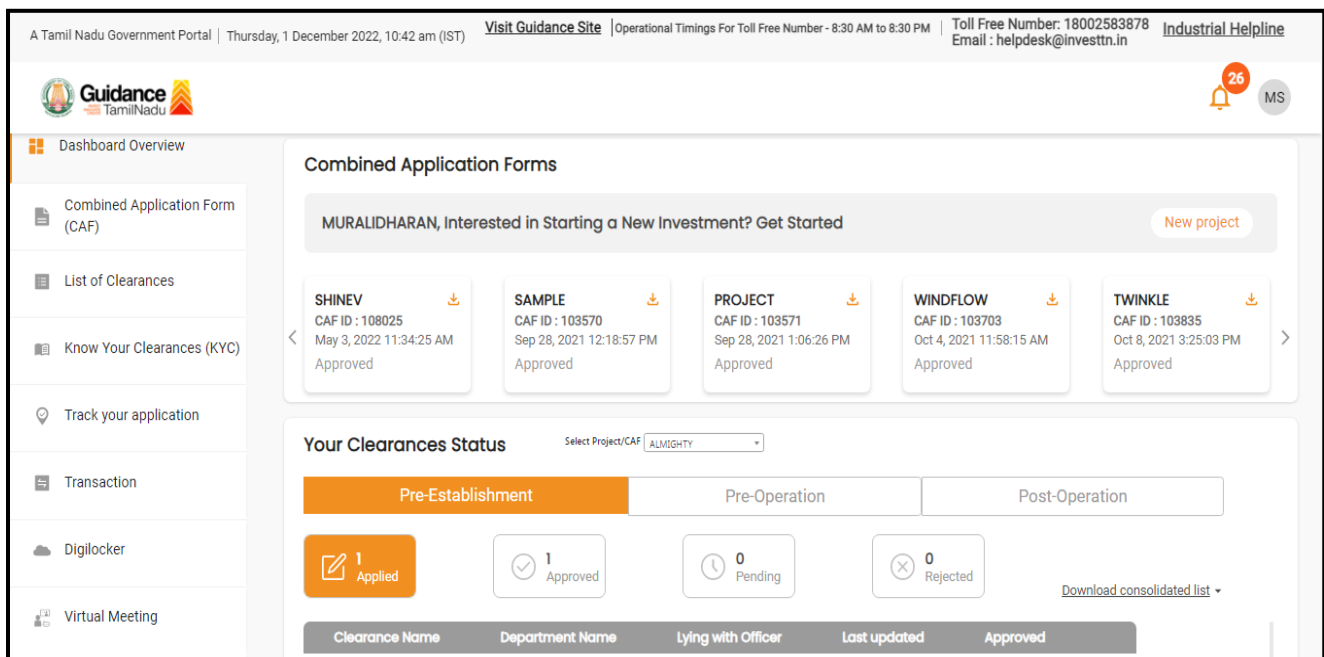
Award Rank	Category	Value
#1	Number of Factories in India	1
#1	Number of Operational SEZs in India	1
#1	Governance & Political Stability (N-SIPI 2019)	1
#1	International and Domestic Tourist Arrivals	1
#1	Best Performing State (India Today State of the State Award 2018, 2019 & 2020)	1
#2	Sustainable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

The footer contains a description of the TNSWP as a one-stop portal for investors, a link to 'TN Single Window Fee Slab for Large Industries', and a small cartoon character icon.

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.



A Tamil Nadu Government Portal | Thursday, 1 December 2022, 10:42 am (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](#)

Guidance TamilNadu 26 MS

Dashboard Overview

- Combined Application Form (CAF)
- List of Clearances
- Know Your Clearances (KYC)
- Track your application
- Transaction
- Digilocker
- Virtual Meeting

Combined Application Forms

MURALIDHARAN, Interested in Starting a New Investment? Get Started [New project](#)

Project Name	CAF ID	Date	Status
SHINEV	108025	May 3, 2022 11:34:25 AM	Approved
SAMPLE	103570	Sep 28, 2021 12:18:57 PM	Approved
PROJECT	103571	Sep 28, 2021 1:06:26 PM	Approved
WINDFLOW	103703	Oct 4, 2021 11:58:15 AM	Approved
TWINKLE	103835	Oct 8, 2021 3:25:03 PM	Approved

Your Clearances Status Select Project/CAF ALMIGHTY

Pre-Establishment	Pre-Operation	Post-Operation
1 Applied	1 Approved	0 Pending, 0 Rejected

[Download consolidated list](#)

Clearance Name	Department Name	Lying with Officer	Last updated	Approved
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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.

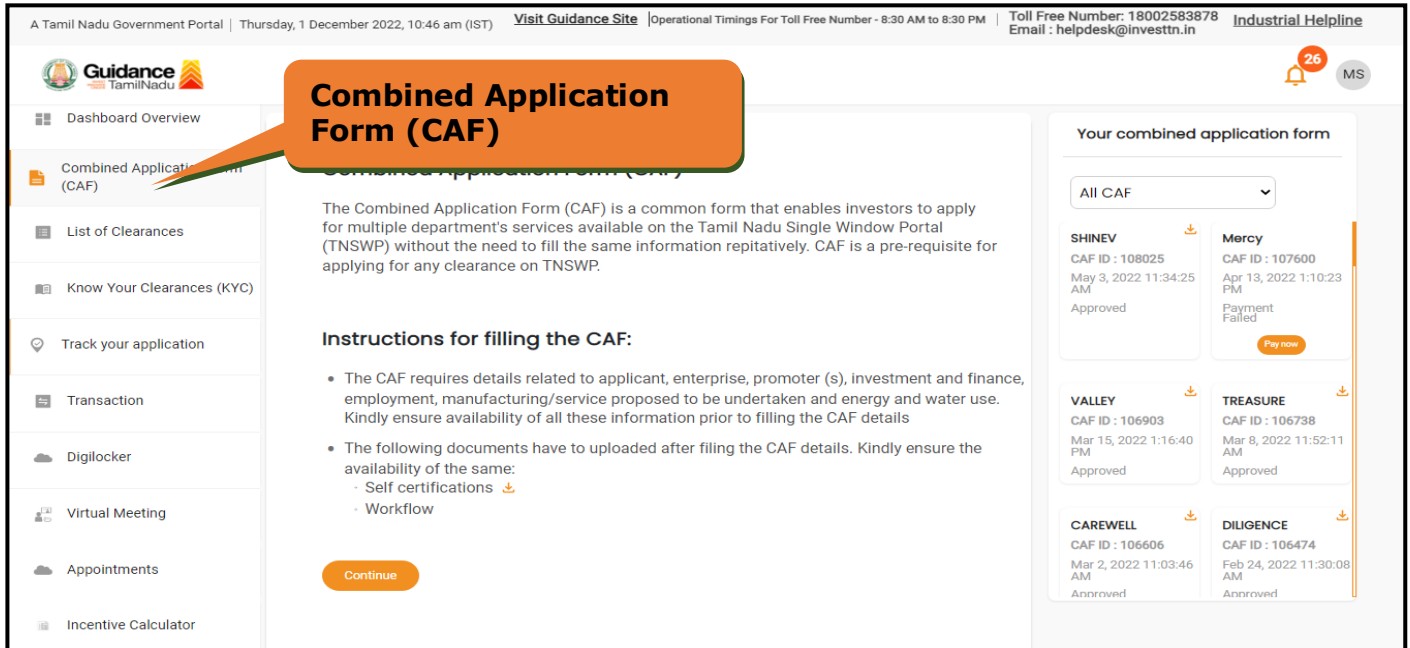


Figure 10. Combined Application Form (CAF)

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).

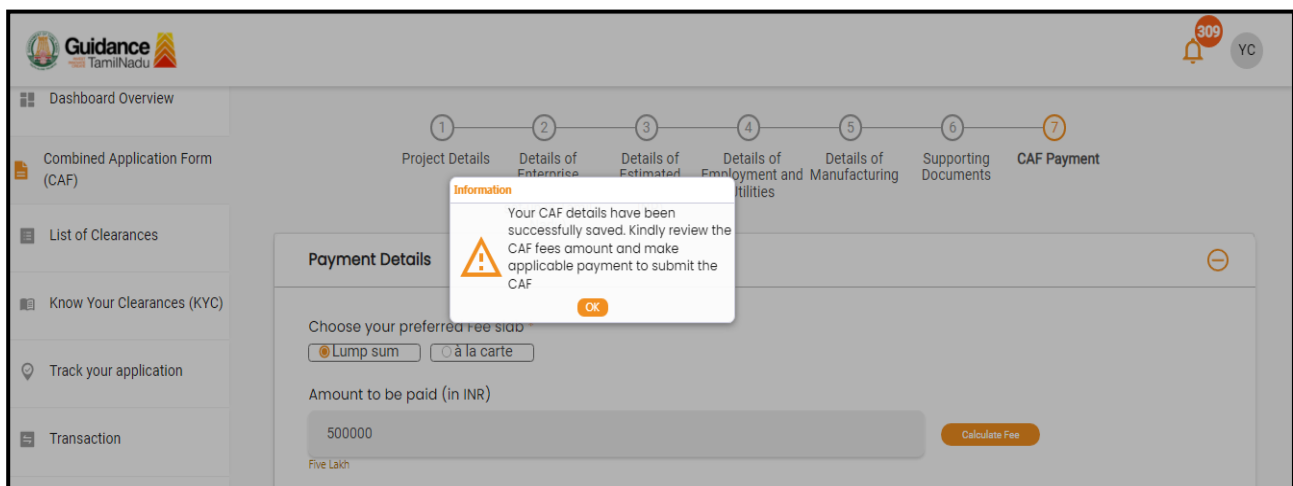


Figure 12. Combined Application Form (CAF) - Confirmation Message

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 Application for Incentives

Click on "List of Clearances"

List of Clearances



Figure 13. List of Clearances

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

- Pre-Establishment Stage Clearance
- Pre-Operation Stage Clearance
- Post-Operation Stage Clearance

2. Select 'Post- Establishment Stage Clearance' and find the clearance 'Application for Incentives' by using Search option as shown in the figure given below.

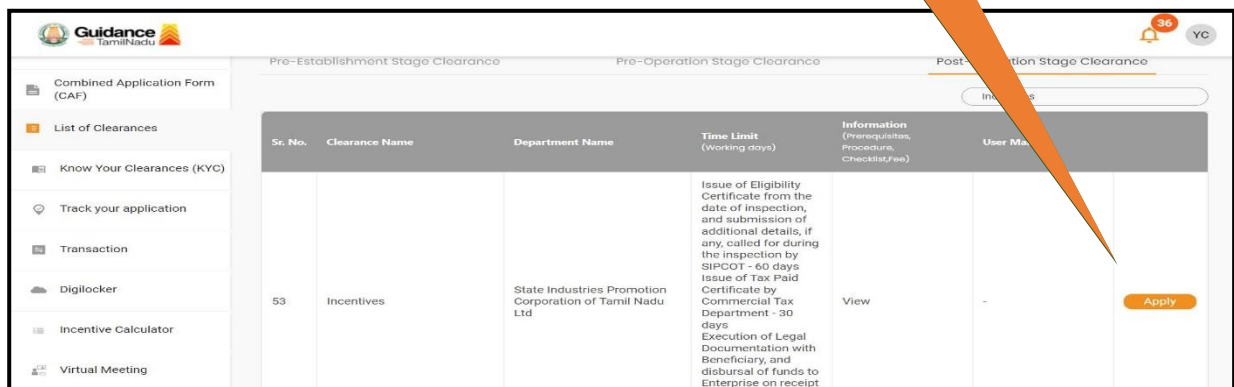
Post- Establishment Stage Clearance

Search for Clearance



Figure 14. Search for Clearance

3. 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)
4. To apply for the clearance, click on 'Apply' to access the department application form (Refer Figure 15).
5. 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.



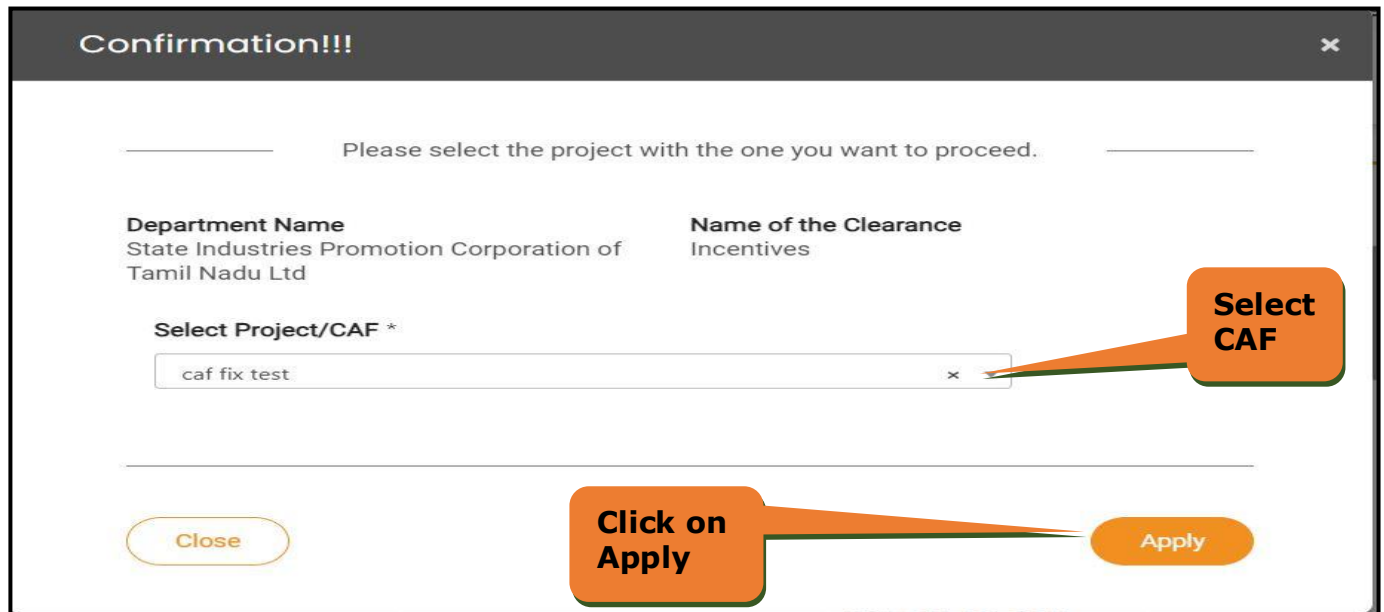
The screenshot displays the 'Guidance TamilNadu' application portal. The main content area is titled 'Pre-Establishment Stage Clearance' and contains a table with the following columns: Sr. No., Clearance Name, Department Name, Time Limit (Working days), Information (Prerequisites, Procedure, Checklist/Fee), and User Mail. A single row is visible with the following data:

Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist/Fee)	User Mail
53	Incentives	State Industries Promotion Corporation of Tamil Nadu Ltd	Issue of Eligibility Certificate from the date of inspection, and submission of additional details, if any, called for during the inspection by SIPCOT - 60 days Issue of Tax Paid Certificate by Commercial Tax Department - 30 days Execution of Legal Documentation with Beneficiary, and disbursement of funds to Enterprise on receipt	View	-

An orange callout bubble with the text 'Apply for Clearance' points to the 'Apply' button located in the rightmost column of the table row.

Figure 15. Apply for Clearance

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



The screenshot shows a 'Confirmation!!!' dialog box with a close button in the top right corner. The main text reads: 'Please select the project with the one you want to proceed.' Below this, there are two columns of information: 'Department Name' (State Industries Promotion Corporation of Tamil Nadu Ltd) and 'Name of the Clearance Incentives'. A dropdown menu labeled 'Select Project/CAF *' contains the text 'caf fix test'. An orange callout box points to the dropdown menu with the text 'Select CAF'. At the bottom, there are two buttons: 'Close' on the left and 'Apply' on the right. An orange callout box points to the 'Apply' button with the text 'Click on Apply'.

Figure 16. Project/CAF

2) Click on the Apply button and the Page would get redirected to Incentives

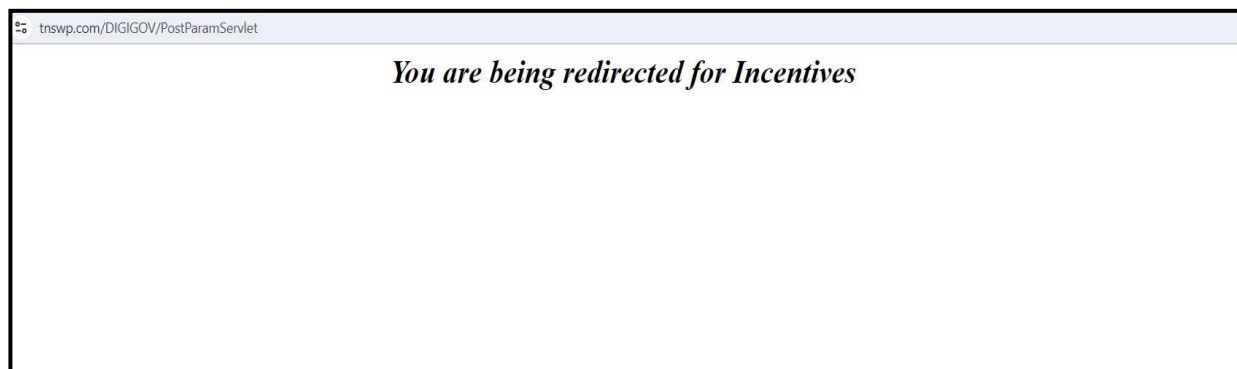
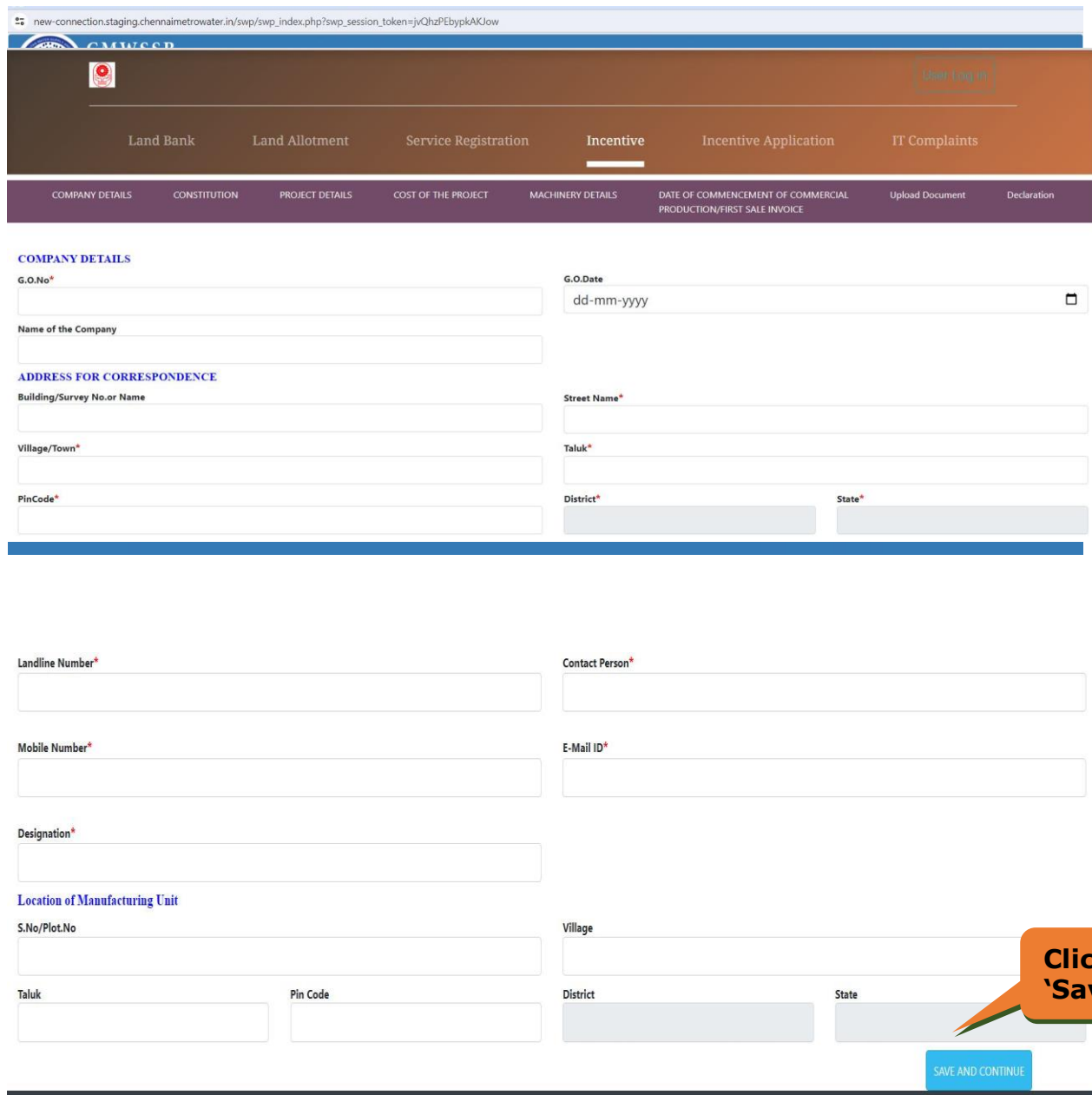


Figure 17. Application for Incentives

3) Enter all the mandatory fields in Application for Incentives.



The screenshot shows a web browser window with the URL `new-connection.staging.chennaietrowater.in/swp/swp_index.php?swp_session_token=jvQhzPEbypkAKJow`. The page header includes the TNSWP logo and navigation tabs: Land Bank, Land Allotment, Service Registration, Incentive (selected), Incentive Application, and IT Complaints. Below the header is a secondary navigation bar with options: COMPANY DETAILS, CONSTITUTION, PROJECT DETAILS, COST OF THE PROJECT, MACHINERY DETAILS, DATE OF COMMENCEMENT OF COMMERCIAL PRODUCTION/FIRST SALE INVOICE, Upload Document, and Declaration.

The main form area is titled 'COMPANY DETAILS' and contains the following fields:

- G.O.No***: Text input field.
- G.O.Date**: Date input field with format 'dd-mm-yyyy' and a calendar icon.
- Name of the Company**: Text input field.
- ADDRESS FOR CORRESPONDENCE**: Section header.
- Building/Survey No.or Name**: Text input field.
- Street Name***: Text input field.
- Village/Town***: Text input field.
- Taluk***: Text input field.
- PinCode***: Text input field.
- District***: Dropdown menu.
- State***: Dropdown menu.

Below this section are fields for contact information:

- Landline Number***: Text input field.
- Contact Person***: Text input field.
- Mobile Number***: Text input field.
- E-Mail ID***: Text input field.
- Designation***: Text input field.

The final section is 'Location of Manufacturing Unit':

- S.No/Plot.No**: Text input field.
- Village**: Text input field.
- Taluk**: Text input field.
- Pin Code**: Text input field.
- District**: Dropdown menu.
- State**: Dropdown menu.

At the bottom right of the form is a blue button labeled 'SAVE AND CONTINUE'. An orange callout bubble with a speech bubble tail points to this button, containing the text 'Click on 'Save''.

Figure 18. Application for Incentives

Application Submitted

- 1) Applicant will fill the application form for Incentives by uploading necessary supporting documents. The applicant can view the status of the application under **Track your application** → **Select the CAF from the Dropdown** → **All details.**

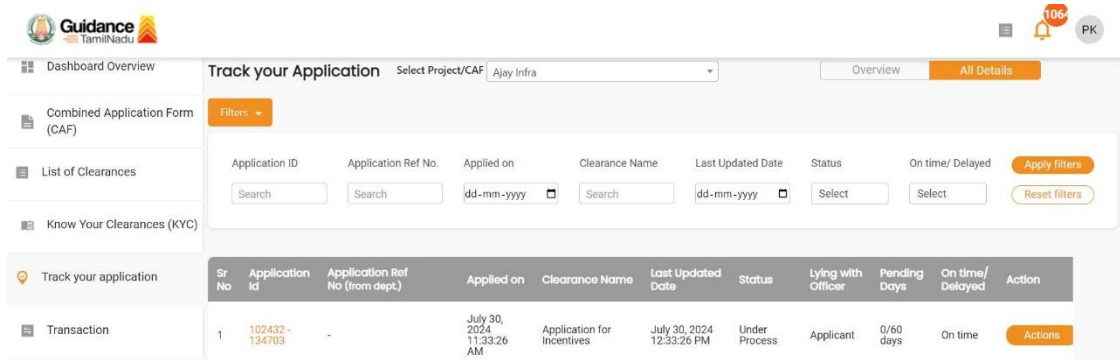


Figure 19. Under Process

8. Payment Process

Applicant needs to make a payment for Initial deposit and processing fee along with application through single window portal, via third party payment gateway.

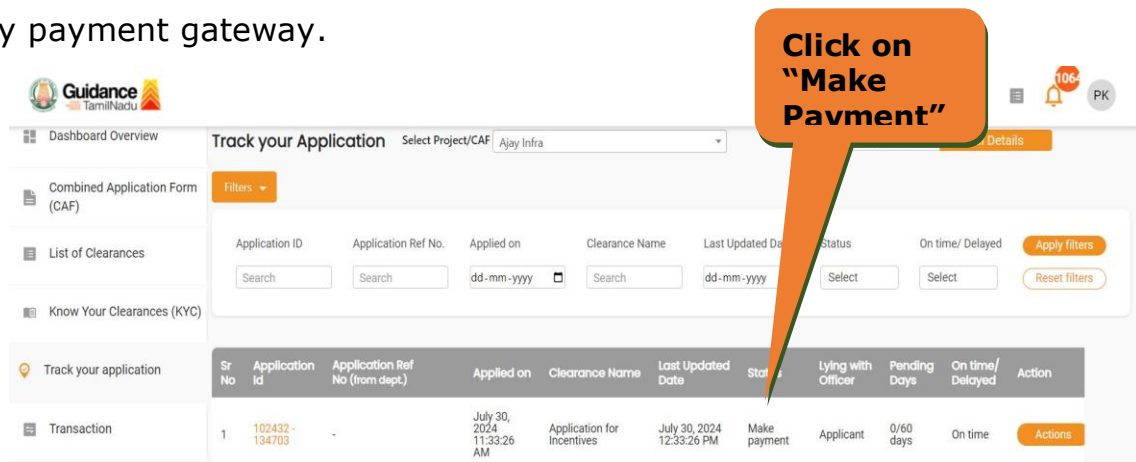


Figure 20. Make Payment

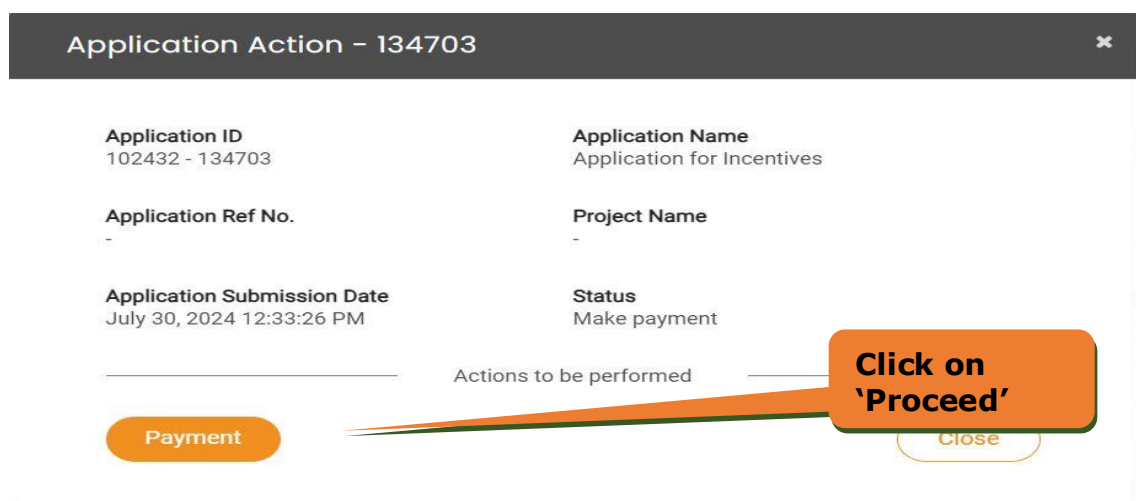


Figure 21. Click on 'Proceed'

2) Assistant Manager / Deputy Manager will scrutinize application raise queries within give time period and EA/AM/DM will note on the application and forward the same to AGM /Manager.The applicant can view the status of the application under **Track your application** → **Select the CAF from the Dropdown** → **All details**.

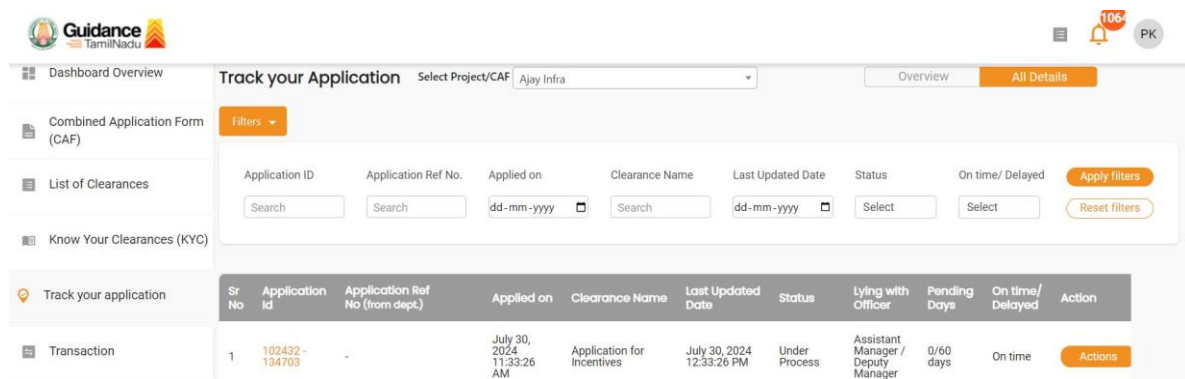


Figure 22. Under Process

3) Manager and AGM will note remark on the application and forward the same to DGM and GM will note remark and forward the same to MD. The applicant can view the status of the application under **Track your application** → **Select the CAF from the Dropdown** → **All details**.

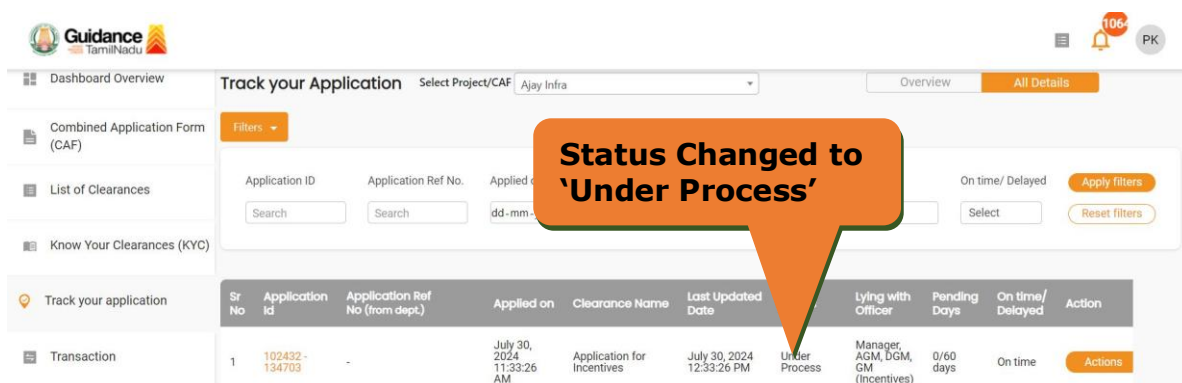


Figure 23. Status of the Application

4) Manager and AGM will note remark on the application and forward the same to Executive Director. The applicant can view the status of the application under **Track your application** → **Select the CAF from the Dropdown** → **All details**.

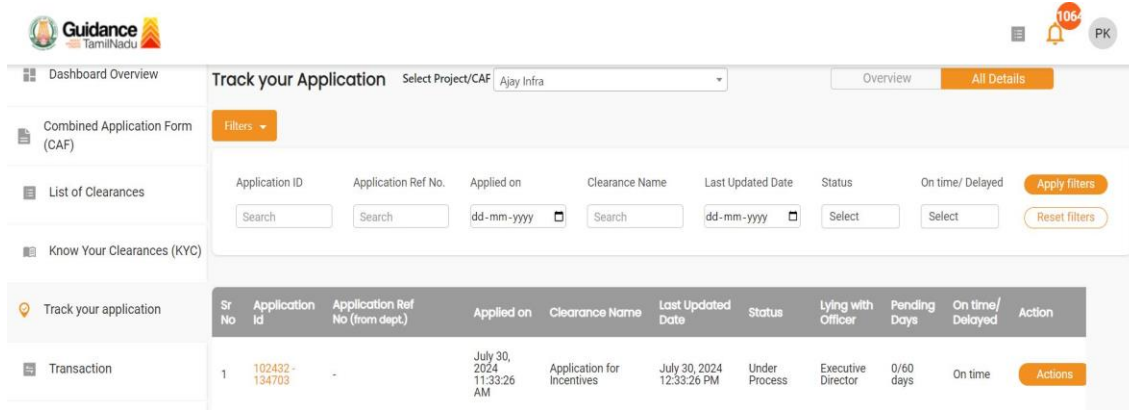


Figure 24. Under Process

5) Executive Director will approve & Forward to MD for Final Approval. The applicant can view the status of the application under **Track your application** → **Select the CAF from the Dropdown** → **All details**.

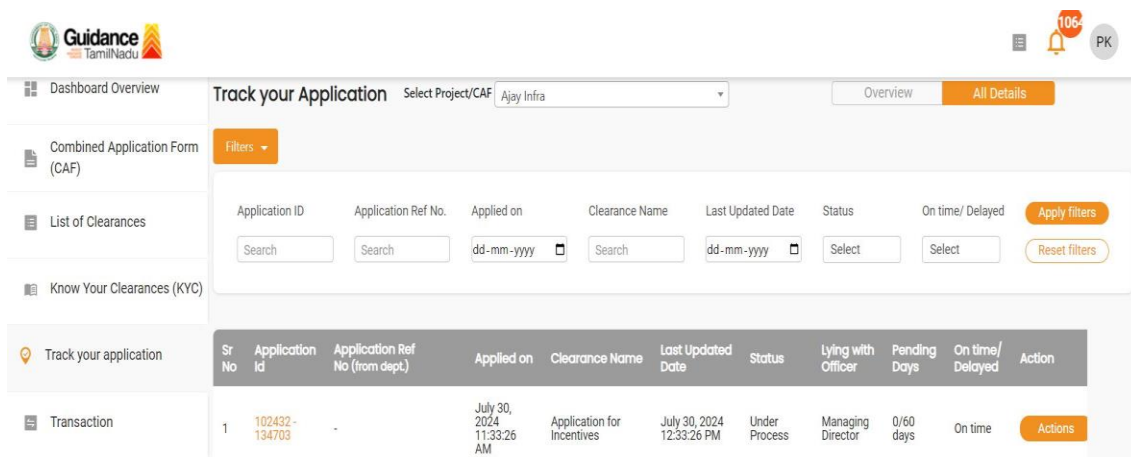


Figure 25. Under Process

8. Query Clarification

- 1) After submitting the application to the State Industries Promotion Corporation of Tamil Nadu Ltd, the Managing Director reviews the application and if there are any clarifications required, the Divisional Office 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 responds to the query as shown in the below figure.

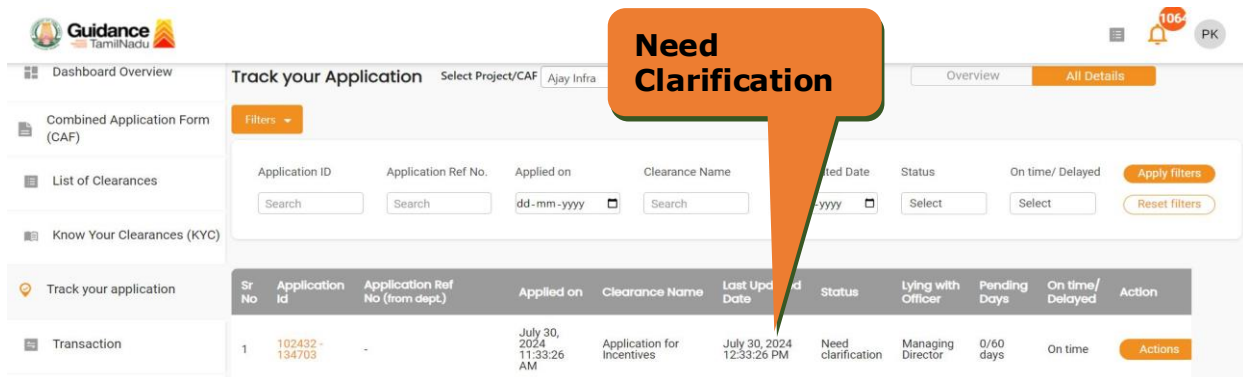


Figure 26. Need Clarification

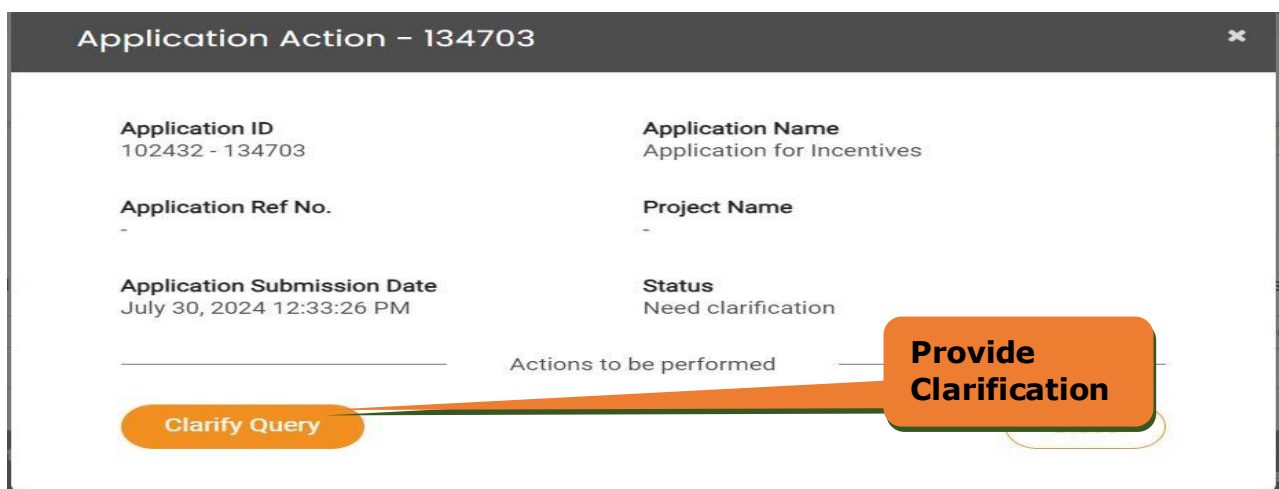
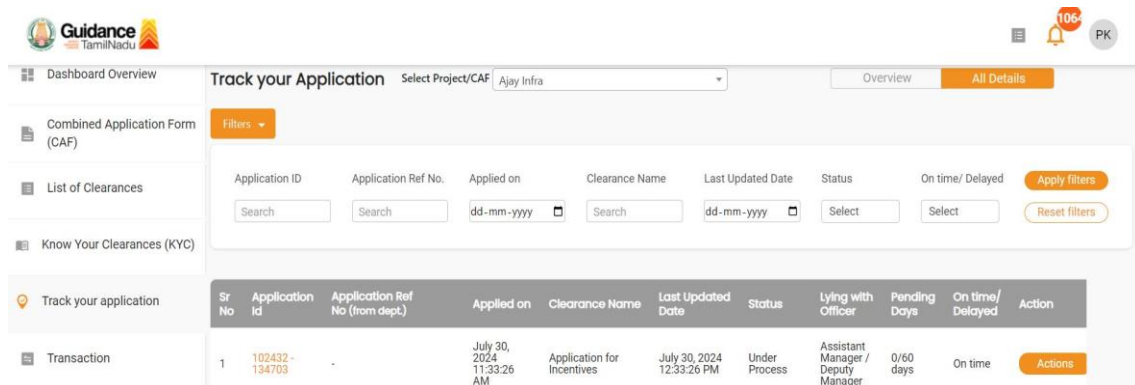


Figure 27. Provide Clarification

- 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.

Application Submitted

Assistant Manager / Deputy Manager will scrutinize application and supporting documents and forward, notes remarks on the application and forwards the same to Manager, AGM, DGM, GM (Incentives). The applicant can view the status of the application under **Track your application** → **Select the CAF from the Dropdown** → **All details**

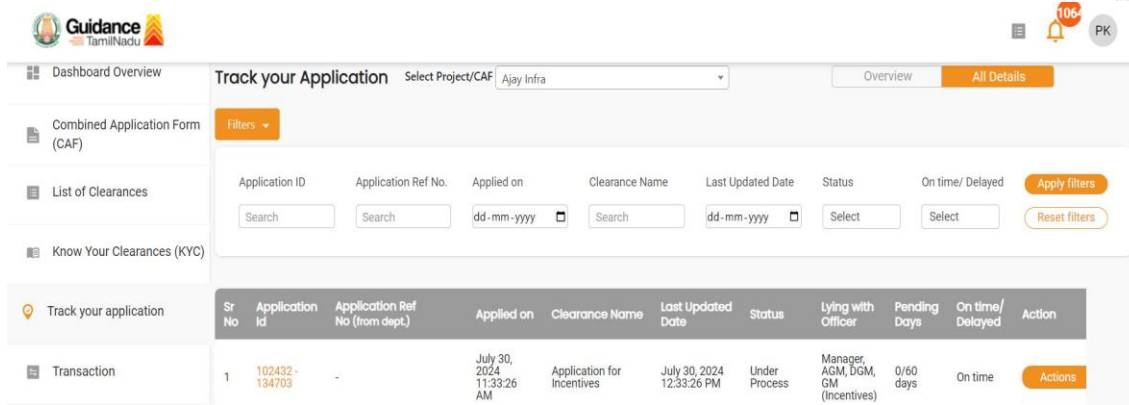


The screenshot shows the 'Track your Application' interface. The top navigation bar includes 'Dashboard Overview', 'Track your Application', and a dropdown for 'Select Project/CAF' with 'Ajay Infra' selected. There are tabs for 'Overview' and 'All Details'. Below the navigation, there are search filters for 'Application ID', 'Application Ref No.', 'Applied on', 'Clearance Name', 'Last Updated Date', 'Status', and 'On time/ Delayed'. A table below displays the application details:

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	102432 - 134703	-	July 30, 2024 11:33:26 AM	Application for Incentives	July 30, 2024 12:33:26 PM	Under Process	Assistant Manager / Deputy Manager	0/60 days	On time	Actions

Figure 28. Under Process

Manager and AGM will note remark on the application and forward the same to DGM and GM will note remark and forward the same to ED. The applicant can view the status of the application under **Track your application** → **Select the CAF from the Dropdown** → **All details**

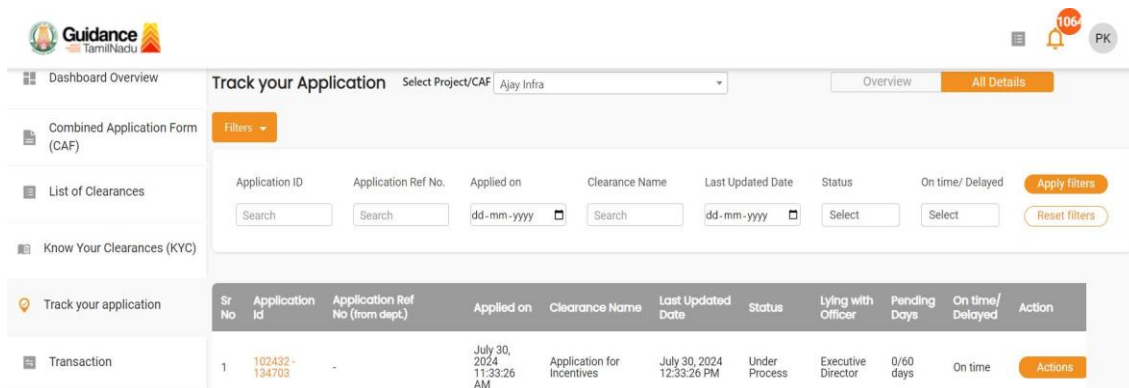


The screenshot shows the 'Track your Application' interface. At the top, there's a dropdown menu for 'Select Project/CAF' with 'Ajay Infra' selected. Below this is a filter section with search boxes for 'Application ID', 'Application Ref No.', 'Applied on', and 'Clearance Name', along with date pickers and status dropdowns. The main table lists the application details:

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	102432-134703	-	July 30, 2024 11:33:26 AM	Application for Incentives	July 30, 2024 12:33:26 PM	Under Process	Manager, AGM, DGM, GM (Incentives)	0/60 days	On time	Actions

Figure 29. Under Process

Executive Director receives the application Forwards the Application to MD for Final Approval to Initiate the Inspection Process with Remarks. The applicant can view the status of the application under **Track your application** → **Select the CAF from the Dropdown** → **All details**



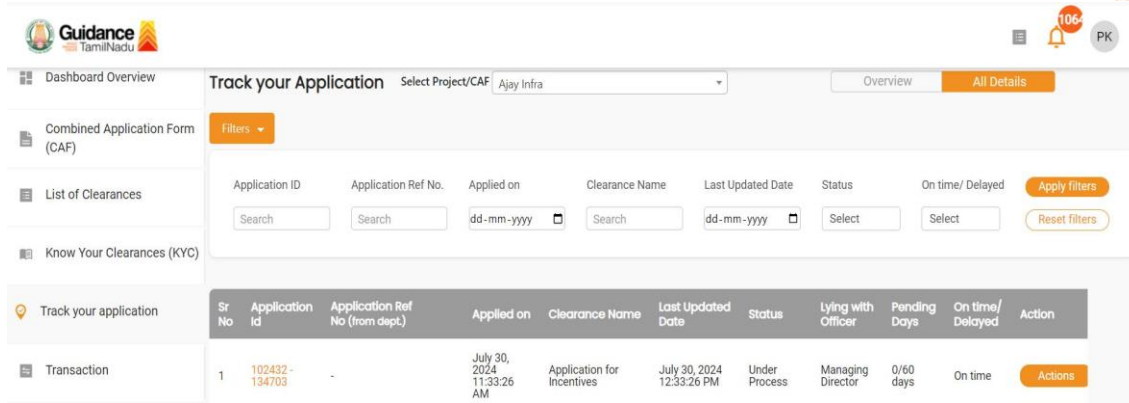
This screenshot is similar to Figure 29 but shows an update in the application status. The 'Lying with Officer' field is now 'Executive Director'.

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	102432-134703	-	July 30, 2024 11:33:26 AM	Application for Incentives	July 30, 2024 12:33:26 PM	Under Process	Executive Director	0/60 days	On time	Actions

Figure 30. Under Process

Application Submitted

Managing Director receives the application provided Approval for Inspection. The applicant can view the status of the application under **Track your application** → **Select the CAF from the Dropdown** → **All details**



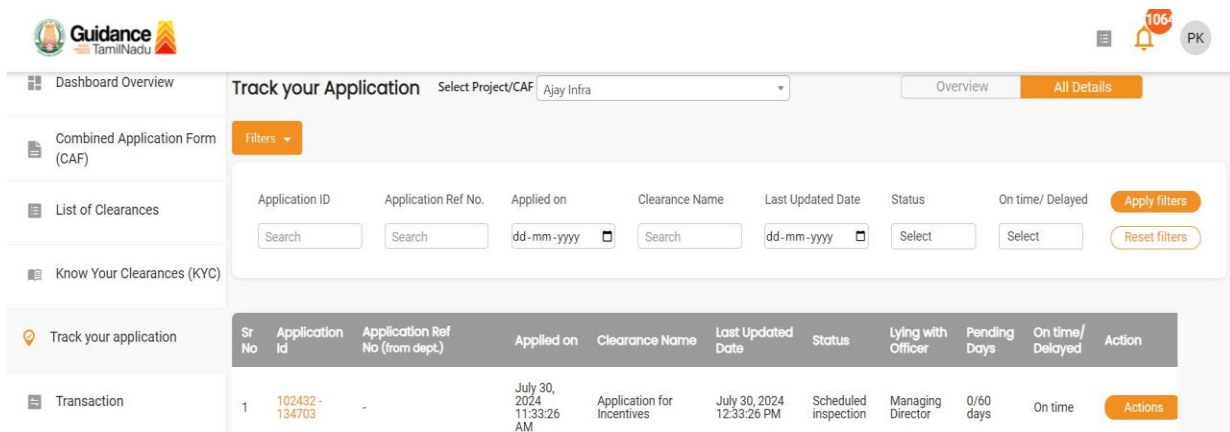
The screenshot shows the 'Track your Application' interface. The application is for 'Ajay Infra' and is currently in the 'Under Process' status. The table below summarizes the application details:

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	102432 - 134703	-	July 30, 2024 11:33:26 AM	Application for Incentives	July 30, 2024 12:33:26 PM	Under Process	Managing Director	0/60 days	On time	Actions

Figure 31. Under Process

9. Inspection Schedule

- a. The Managing Director schedules the date of appointment for inspection to be done for the specified institution (Refer Figure 32).
- b. The inspection date scheduled by the department is intimated to the user (Refer Figure 33)



The screenshot shows the 'Track your Application' interface with the status updated to 'Scheduled inspection'. The table below summarizes the application details:

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	102432 - 134703	-	July 30, 2024 11:33:26 AM	Application for Incentives	July 30, 2024 12:33:26 PM	Scheduled inspection	Managing Director	0/60 days	On time	Actions

Figure 32. Status changed to 'Inspection scheduled'

Application Action – 134703
✕

Application ID 102432 - 134703	Application Name Application for Incentives
Application Ref No. -	Project Name -
Application Submission Date July 30, 2024 12:33:26 PM	Status Scheduled inspection

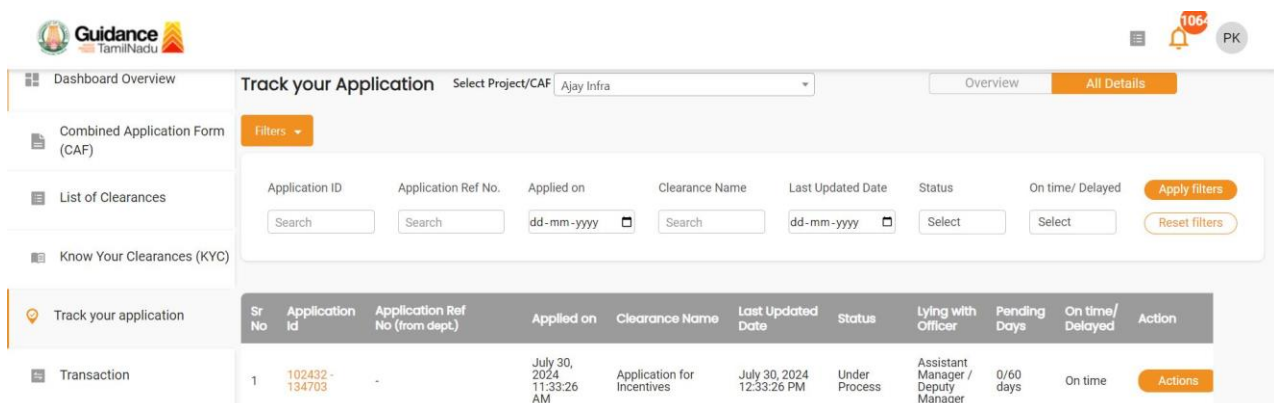
Actions to be performed

Inspection Details
Close

Figure 33. Details of Scheduled Inspection

Application Submitted

6) Once Inspection is completed respond to queries raised in inspection report and share relevant documents. 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' interface. At the top, there's a navigation bar with 'Dashboard Overview', 'Combined Application Form (CAF)', 'List of Clearances', 'Know Your Clearances (KYC)', and 'Track your application'. The main area is titled 'Track your Application' with a dropdown for 'Select Project/CAF' set to 'Ajay Infra'. Below this is a filter section with fields for 'Application ID', 'Application Ref No.', 'Applied on', 'Clearance Name', 'Last Updated Date', 'Status', and 'On time/ Delayed'. A table below displays the application details:

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	102432 - 134703	-	July 30, 2024 11:33:26 AM	Application for Incentives	July 30, 2024 12:33:26 PM	Under Process	Assistant Manager / Deputy Manager	0/60 days	On time	Actions

Figure 34. Under Process

Application Submitted

7) The applicant fills the subsidy claim form, upload relevant documents and enter connection details then will forward to consolidated claim to General Manager. The applicant can view the status of the application under **Track your application → Select the CAF from the Dropdown → All details.**

The screenshot shows a web dashboard for tracking applications. The main heading is 'Track your Application' with a dropdown menu for 'Select Project/CAF' set to 'Ajay Infra'. There are tabs for 'Overview' and 'All Details'. Below this is a filter section with fields for Application ID, Application Ref No., Applied on, Clearance Name, Last Updated Date, Status, and On time/ Delayed. A table below the filters displays application 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	102432 - 134703	-	July 22, 2024 11:33:26 AM	Approval for Low Tension Power Tariff (LTPT) Subsidy - Eligibility Certificate (EC)	July 22, 2024 1:33:26 AM	Under Process	Applicant	0/30 days	On time	Actions

Figure 35. Under Process

10. Query Clarification

- 8) After submitting the application to the State Industries Promotion Corporation of Tamil Nadu Ltd, the Assistant Manager / Deputy Manager reviews the application and if there are any clarifications required, the Divisional Office would raise a query to the applicant.
- 9) Applicant would receive an alert message through Registered SMS/Email.
- 10) Applicant could go to 'Track your application' option and view the query under action items under the 'All Details' Tab.
- 11) Applicant could view the status as '**Need Clarification**' under the 'Status' column. Click on 'Action' button responds to the query as shown in the below figure.

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	102432 - 134703	-	July 30, 2024 11:33:26 AM	Application for Incentives	July 30, 2024 12:33:26 PM	Need clarification	Assistant Manager / Deputy Manager	0/60 days	On time	Actions

Figure 36. Need Clarification

Figure 37. Provide Clarification

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

Application Submitted

8) The applicant receives the application Upload the Requisite Documents and the Revised / Modified G.O. 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' interface. At the top, there's a dropdown menu for 'Select Project/CAF' with 'Ajay Infra' selected. Below this are filter fields for Application ID, Application Ref No., Applied on, Clearance Name, Last Updated Date, Status, and On time/ Delayed. A table below displays the application details:

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	102432 - 134703	-	July 30, 2024 11:33:26 AM	Application for Incentives	July 30, 2024 12:33:26 PM	Under Process	Applicant	0/60 days	On time	Actions

Figure 38. Under Process

Application Submitted

9) The Assistant Manager / Deputy Manager process the application and Prepares Final Eligibility Certificate and forwards to Manager. The applicant can view the status of the application under **Track your application** → **Select the CAF from the Dropdown** → **All details**.

This screenshot is similar to Figure 38 but shows the application status updated. The table entry now shows:

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	102432 - 134703	-	July 30, 2024 11:33:26 AM	Application for Incentives	July 30, 2024 12:33:26 PM	Under Process	Assistant Manager / Deputy Manager	0/60 days	On time	Actions

Figure 39. Under Process

Application Submitted

Manager, AGM, DGM, GM (Incentives) notes remarks and forwards Final Eligibility Certificate to Internal audit team. The applicant can

view the status of the application under **Track your application** → **Select the CAF from the Dropdown** → **All details.**

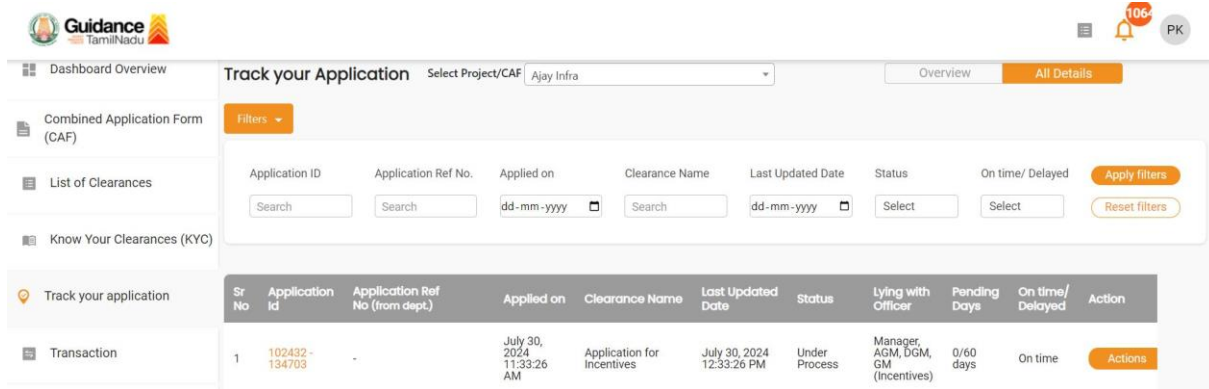


Figure 40. Under Process

Internal audit team:

Internal audit team Verify the Eligibility Certificate and forward to Executive Director, with Notes remarks.

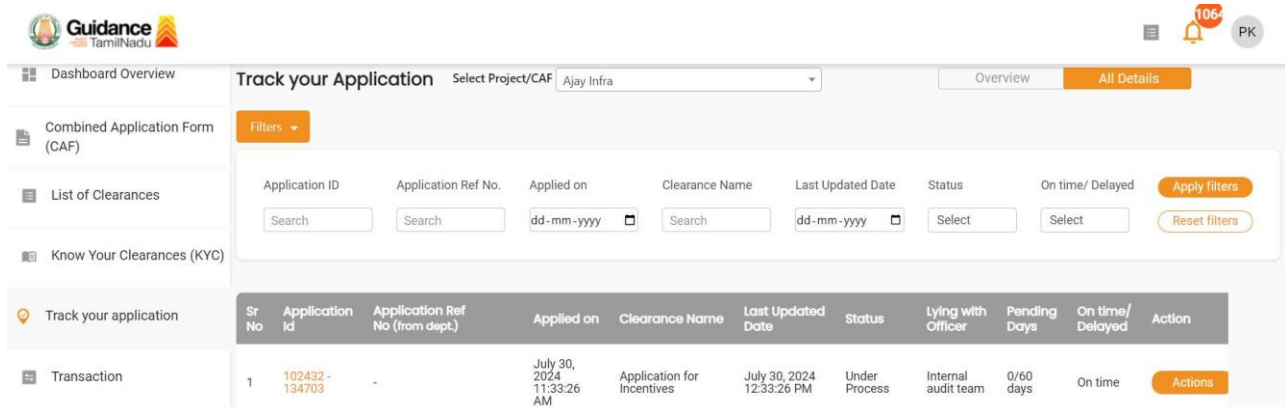


Figure 41. Internal audit team

Application Submitted

The Executive Director receives the application Approve Interim / Final Eligibility Certificate & Forward to MD for Final Approval. 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' interface. The 'Project/CAF' dropdown is set to 'Ajay Infra'. 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	102432-134703	-	July 30, 2024 11:33:26 AM	Application for Incentives	July 30, 2024 12:33:26 PM	Under Process	Executive Director	0/60 days	On time	Actions

Figure 42. Under Process

Application Submitted

The Managing Director receives the application Approve Interim / Final Eligibility Certificate. 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' interface. The 'Project/CAF' dropdown is set to 'Ajay Infra'. 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	102432-134703	-	July 30, 2024 11:33:26 AM	Application for Incentives	July 30, 2024 12:33:26 PM	Under Process	Managing Director	0/60 days	On time	Actions

Figure 43. Under Process

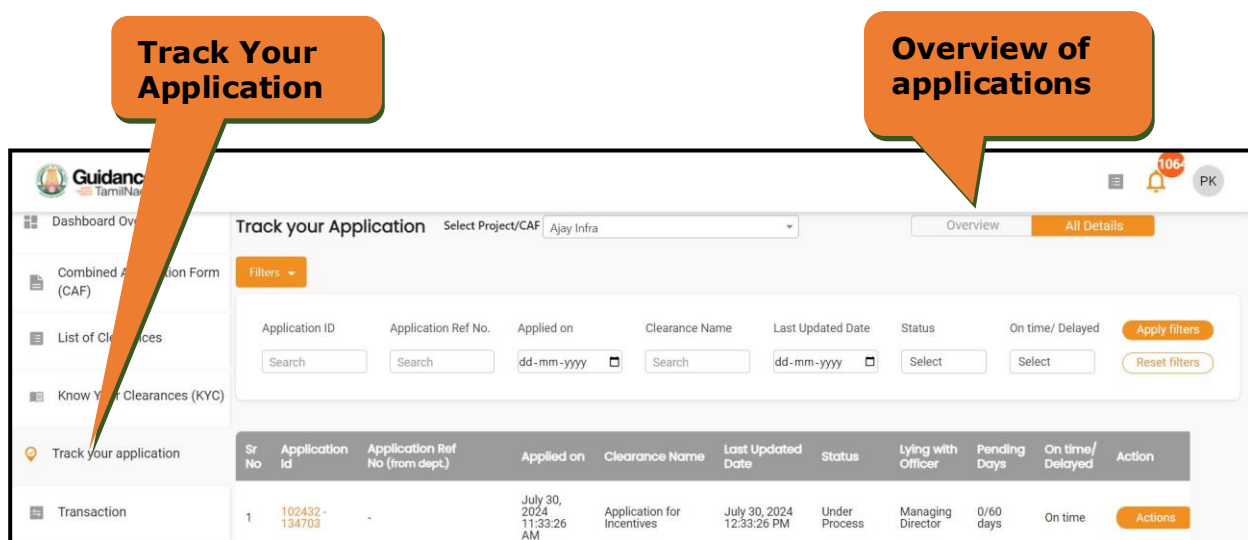
11. Track Your Application

- 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

Track your Application Select Project/CAF: Ajay Infra Overview All Details

Filters

Application ID	Application Ref No.	Applied on	Clearance Name	Last Updated Date	Status	On time/ Delayed
<input type="text" value="Search"/>	<input type="text" value="Search"/>	dd-mm-yyyy <input type="checkbox"/>	<input type="text" value="Search"/>	dd-mm-yyyy <input type="checkbox"/>	Select	Select

Apply filters Reset filters

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	102432 - 134703	-	July 30, 2024 11:33:26 AM	Application for Incentives	July 30, 2024 12:33:26 PM	Under Process	Managing Director	0/60 days	On time	Actions

Figure 44. 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

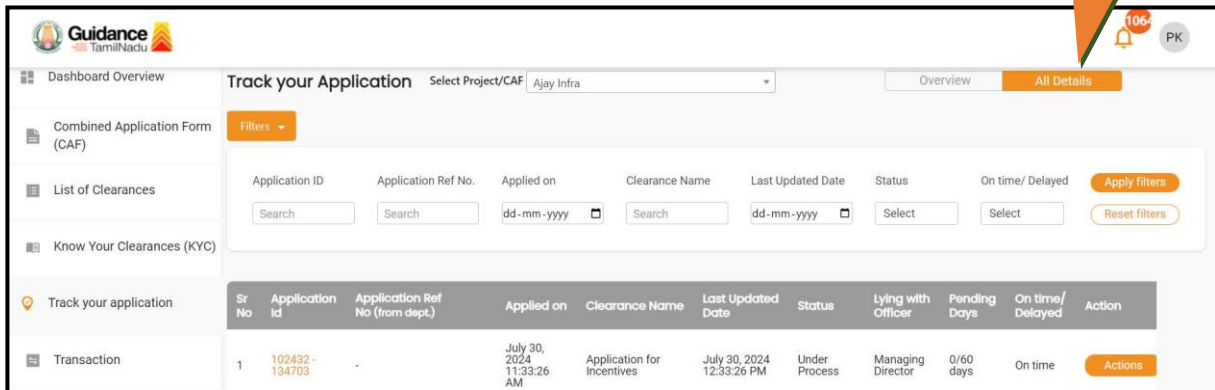


Figure 45. 'All Details' tab

12. Application Processing

1) The Managing Director and reviews the application and updates the status as **"Approved or Rejected"**

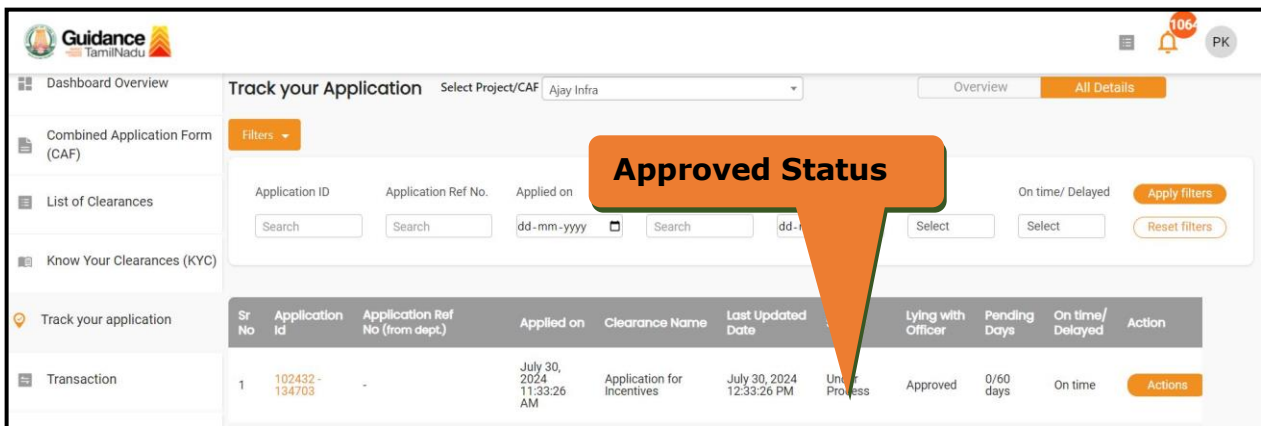


Figure 46. Application Processed

- 2) If the application is '**Approved**' by the Managing Director, the applicant can download the Approval Certificate under **Track your application – > Action button -> Download Certificate** (Refer Figure 42)

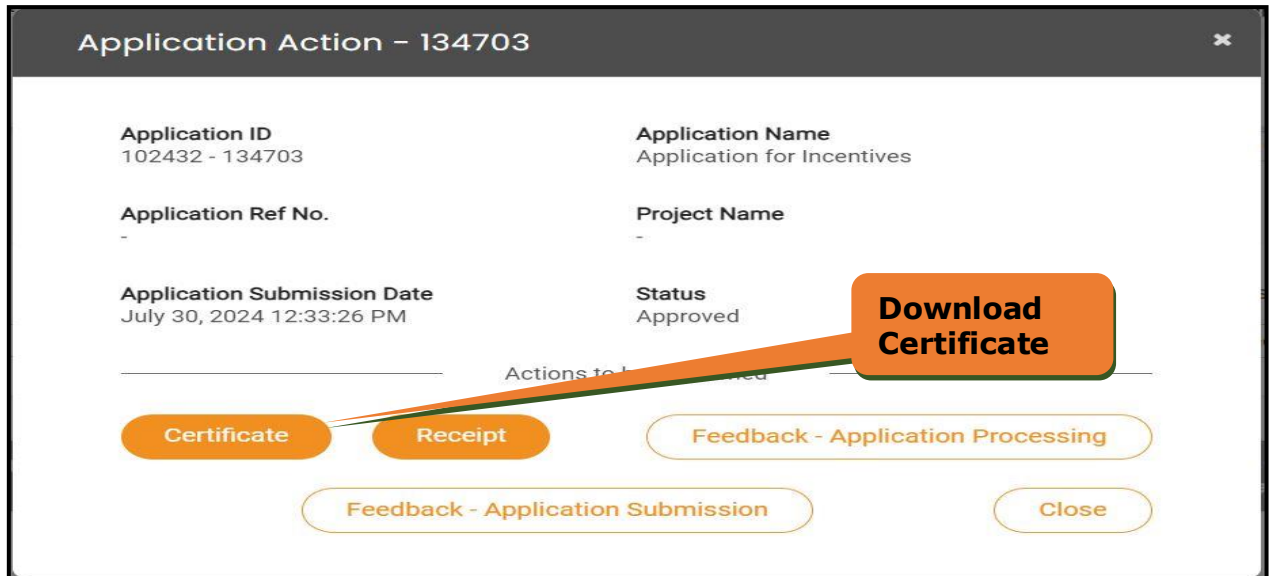


Figure 47. Download Certificate

- 3) If the application is '**Rejected**' by the Managing Director, the applicant can view the rejection remarks under the Actions Tab by the Managing Director. Applicant has to create a fresh application if the application has been rejected. (Refer Figure 43)

The screenshot displays the 'Track your Application' interface. At the top, there's a navigation bar with 'Dashboard Overview', 'Track your Application', and 'Select Project/CAF' set to 'Ajay Infra'. Below this, there are filter options for 'Application ID', 'Application Ref No.', 'Applied on', 'Clearance Name', and 'Last Updated Date'. A table lists application details, with one row highlighted in orange and labeled 'Rejected Status' by a callout bubble. The table columns include 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, and Action.

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	102432-134703	-	July 30, 2024 11:33:26 AM	Application for Incentives	July 30, 2024 12:33:26 PM	Under Process	Rejected	0/60 days	On time	Actions

Figure 48. Rejected Status

