

**Guidance**  
INVEST  
INNOVATE  
CREATE  
TamilNadu



# **TAMILNADU SINGLE WINDOW PORTAL**

## **APPLICANT MANUAL**

**Issue of Assessment Number for Property Tax**

**Commissionerate of Municipal Administration**



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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



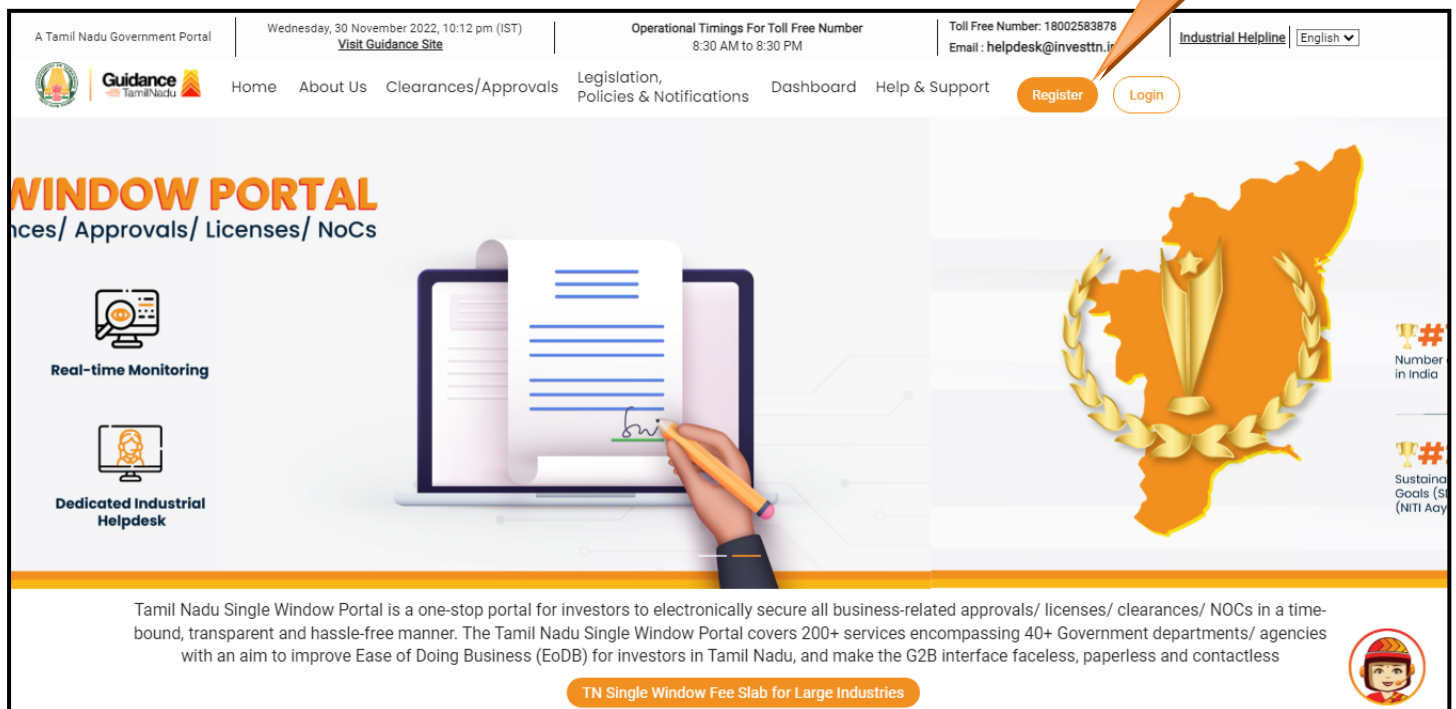
Figure 1. Single Window Portal Home Page

## 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

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

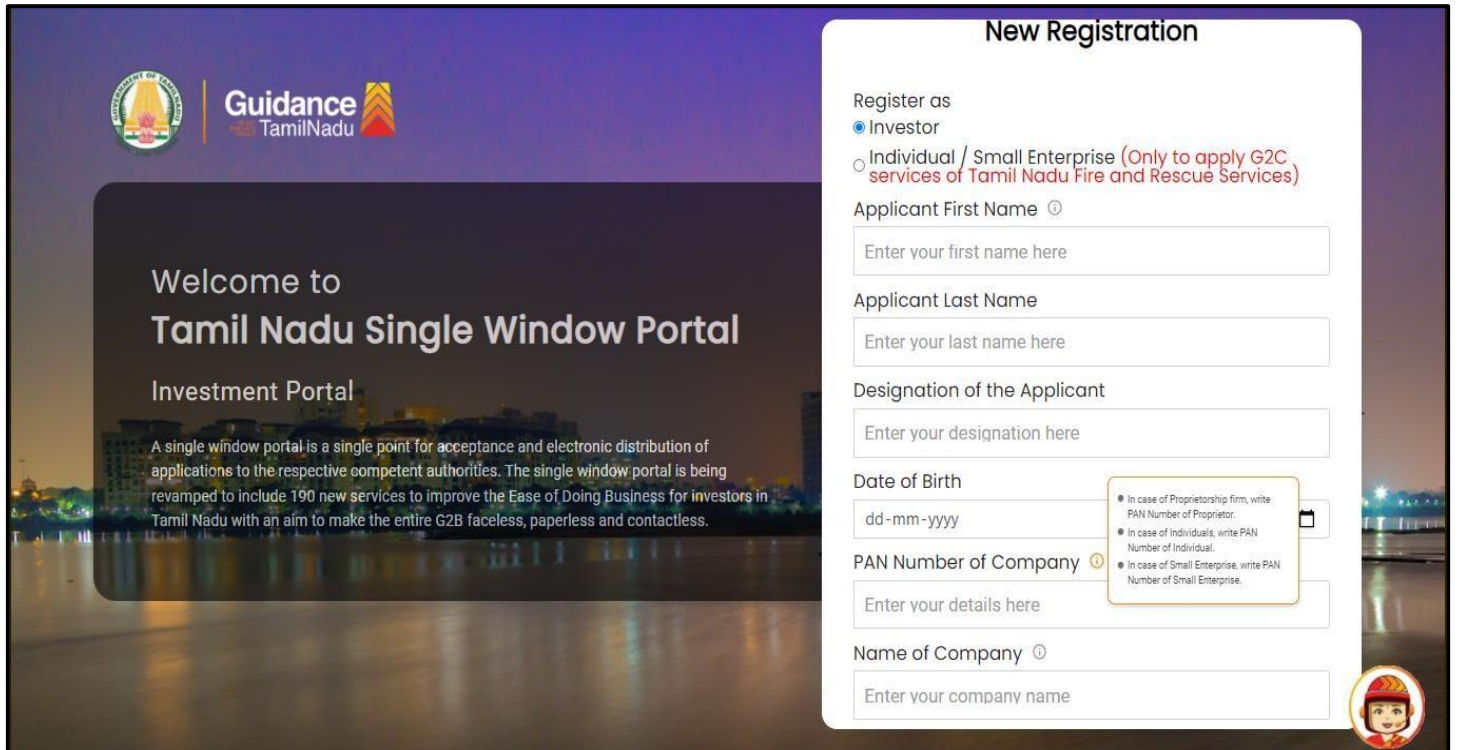
Real-time Monitoring  
Dedicated Industrial Helpdesk

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

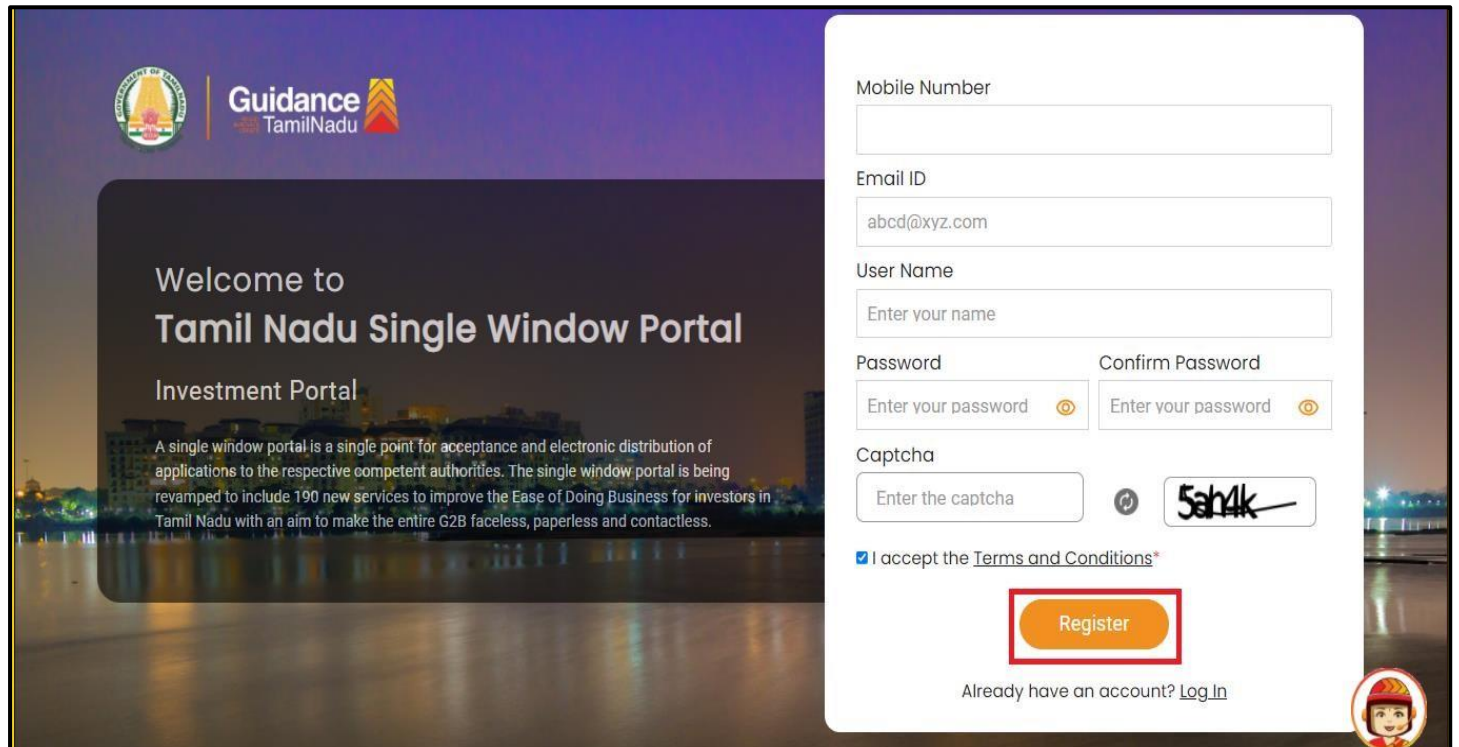
Date of Birth  

- 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.

PAN Number of Company

Name of Company

**Figure 3. Registration Form**



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

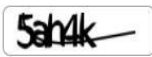
A single window portal is a single point for acceptance and electronic distribution of applications to the respective competent authorities. The single window portal is being revamped to include 190 new services to improve the Ease of Doing Business for investors in Tamil Nadu with an aim to make the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

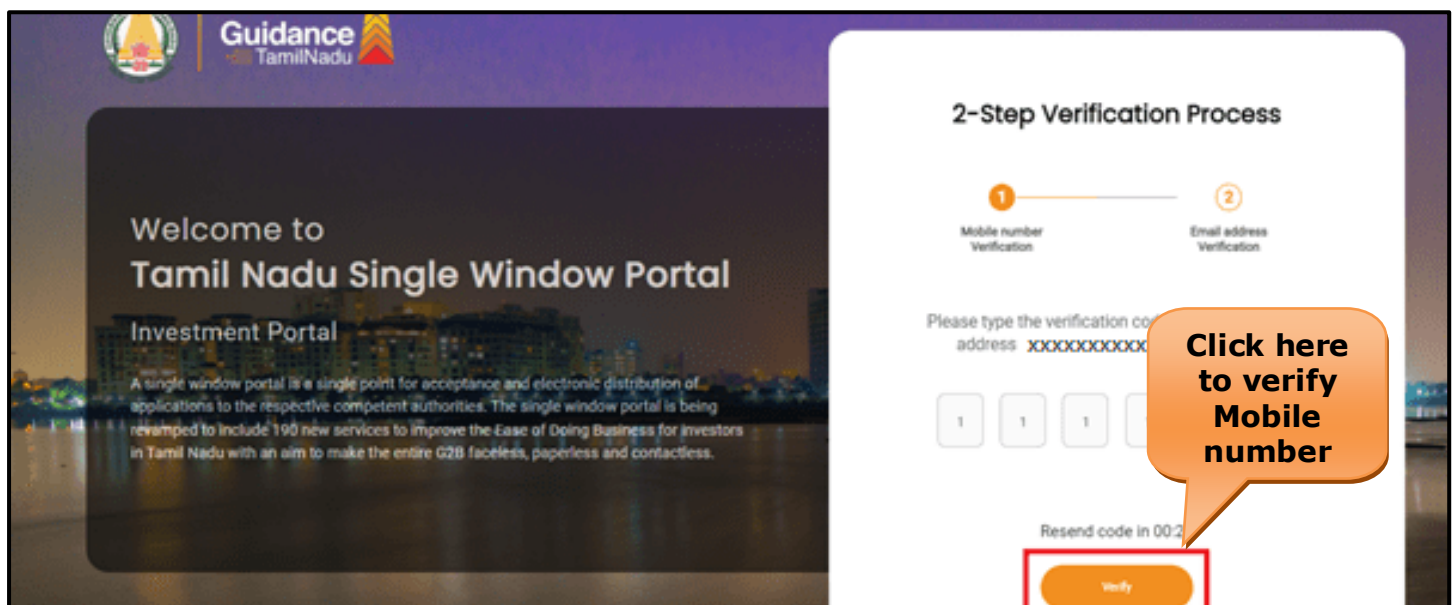
- 6) The Email ID would be the Username to login the TNSWP.
- 7) Future communications would be sent to the registered mobile number and Email ID of the applicant.
- 8) Create a strong password and enter the Captcha code as shown.
- 9) The applicant must read and accept the terms and conditions and click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

- **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.

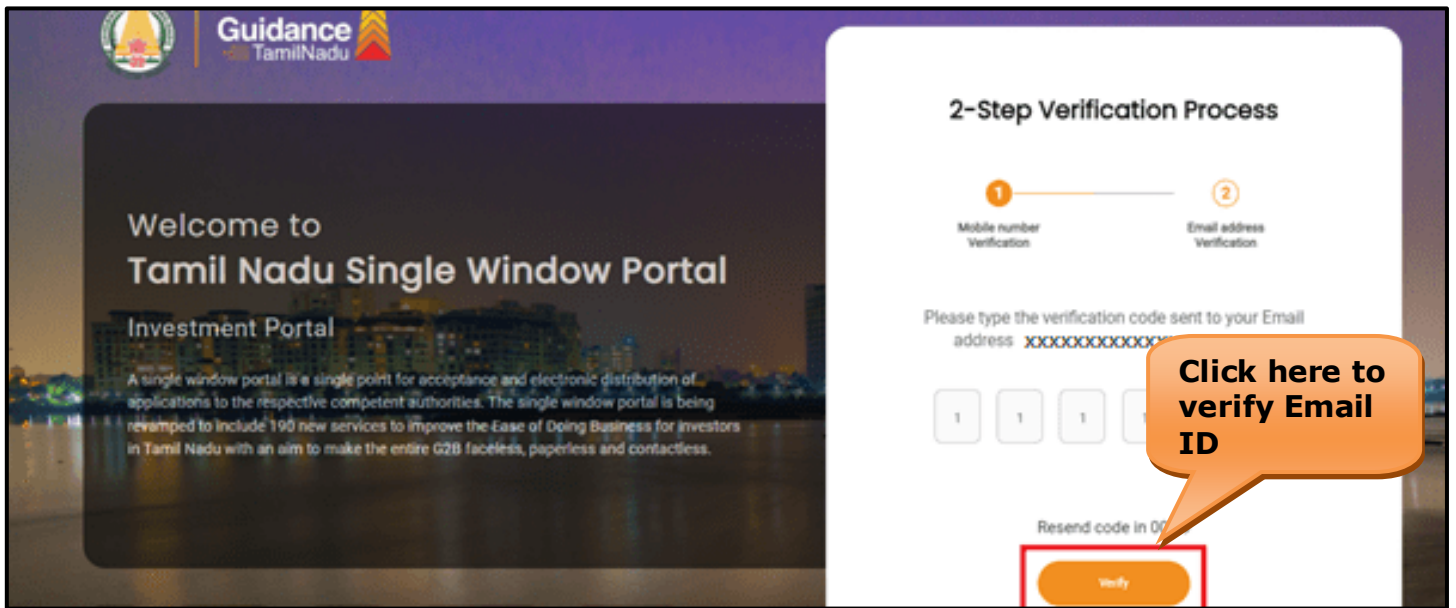


**Figure 5. Mobile Number Verification**



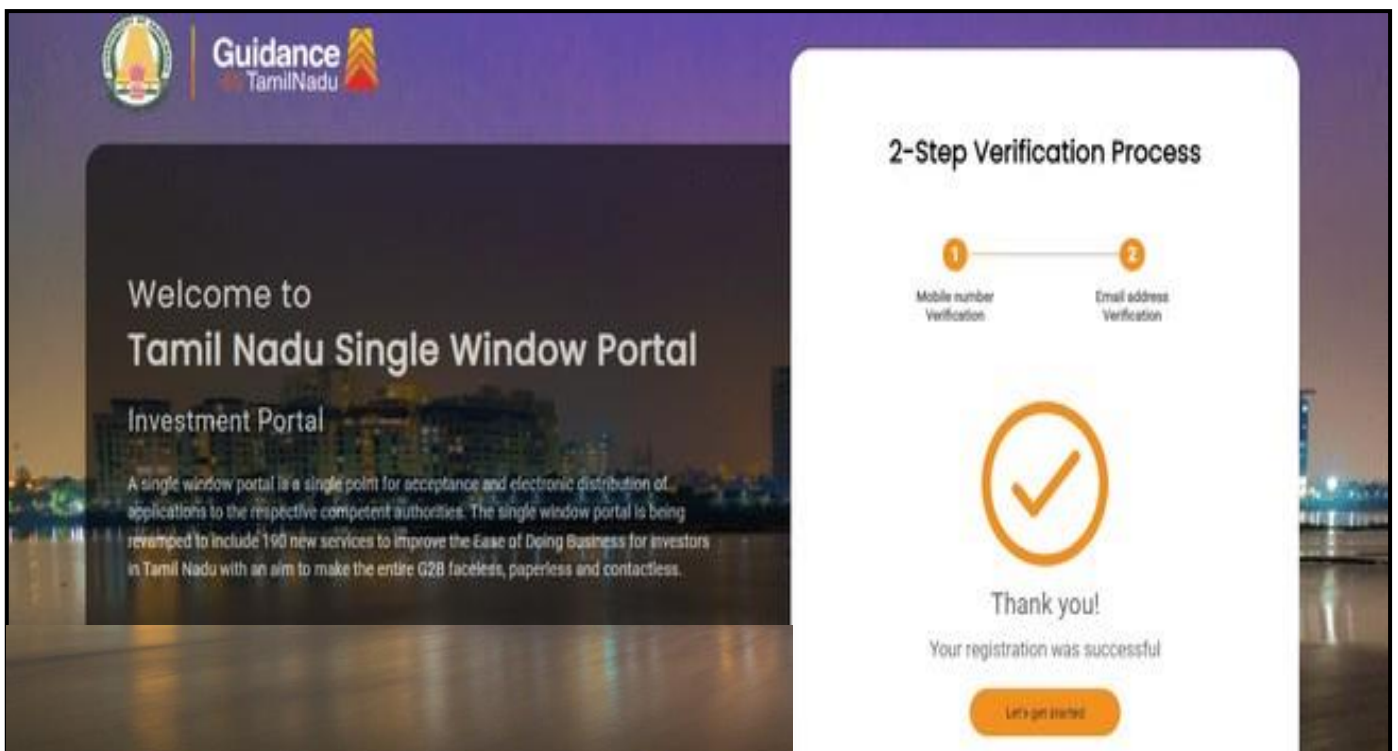
o **Email ID Verification**

- 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**

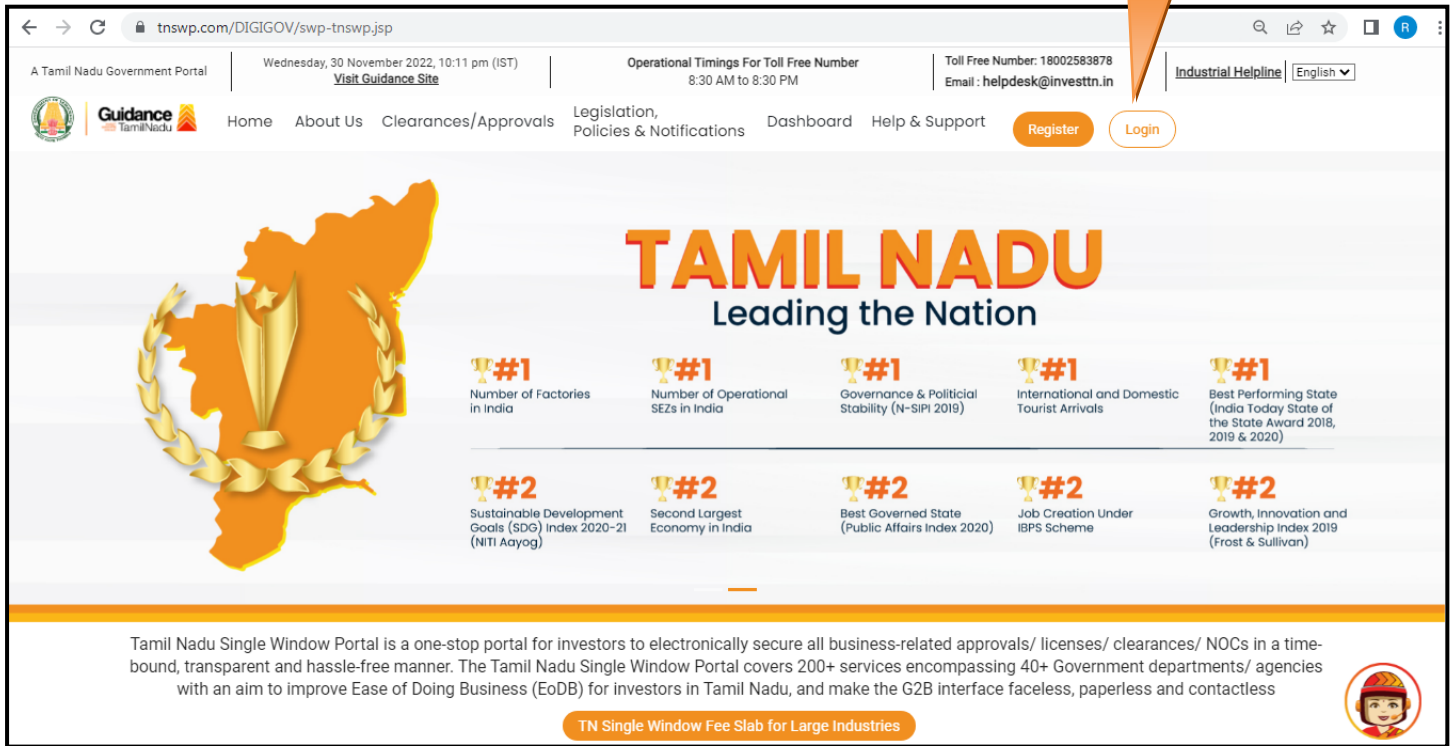
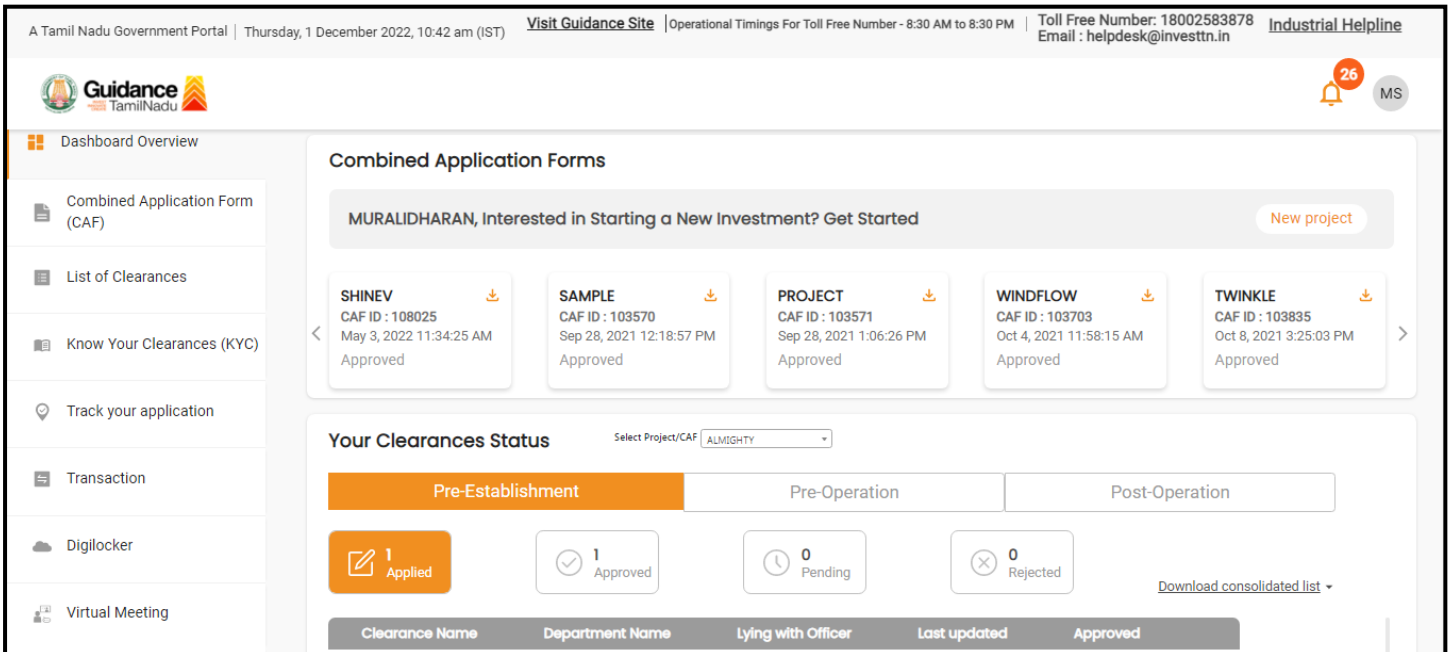


Figure 8. Login

## 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.



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

Dashboard Overview

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

Applied: 1 | Approved: 1 | Pending: 0 | Rejected: 0

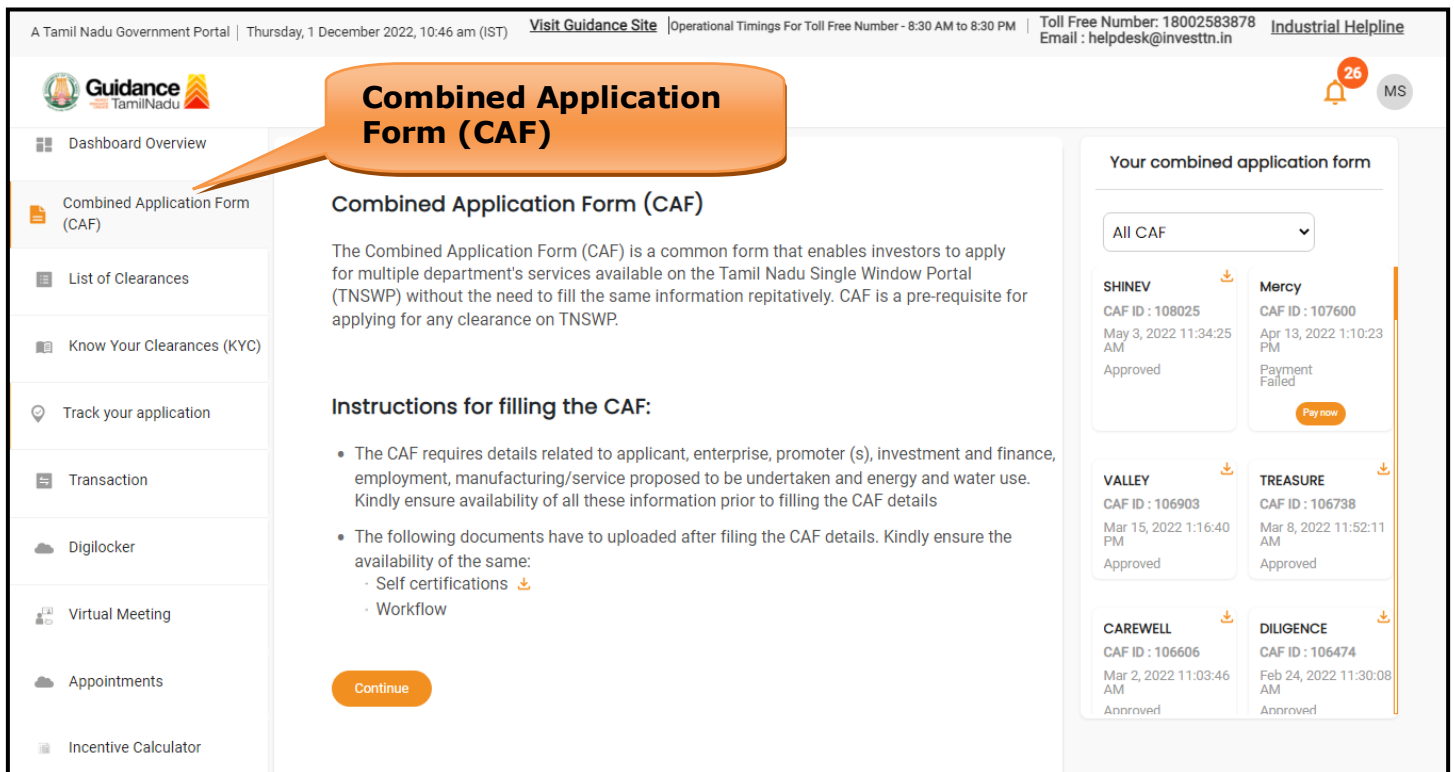
[Download consolidated list](#)

Clearance Name	Department Name	Lying with Officer	Last updated	Approved
----------------	-----------------	--------------------	--------------	----------

**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.



A Tamil Nadu Government Portal | Thursday, 1 December 2022, 10:46 am (IST) | Visit Guidance Site | Operational Timings For Toll Free Number - 8:30 AM to 8:30 PM | Toll Free Number: 18002583878 | Industrial Helpline Email : helpdesk@investtn.in

**Combined Application Form (CAF)**

**Dashboard Overview**

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

**Combined Application Form (CAF)**

The Combined Application Form (CAF) is a common form that enables investors to apply for multiple department's services available on the Tamil Nadu Single Window Portal (TNSWP) without the need to fill the same information repetitively. CAF is a pre-requisite for applying for any clearance on TNSWP.

**Instructions for filling the CAF:**

- The CAF requires details related to applicant, enterprise, promoter (s), investment and finance, employment, manufacturing/service proposed to be undertaken and energy and water use. Kindly ensure availability of all these information prior to filling the CAF details
- The following documents have to uploaded after filing the CAF details. Kindly ensure the availability of the same:
  - Self certifications
  - Workflow

**Your combined application form**

All CAF

<b>SHINEV</b> CAF ID : 108025 May 3, 2022 11:34:25 AM Approved	<b>Mercy</b> CAF ID : 107600 Apr 13, 2022 1:10:23 PM Payment Failed <a href="#">Pay now</a>
<b>VALLEY</b> CAF ID : 106903 Mar 15, 2022 1:16:40 PM Approved	<b>TREASURE</b> CAF ID : 106738 Mar 8, 2022 11:52:11 AM Approved
<b>CAREWELL</b> CAF ID : 106606 Mar 2, 2022 11:03:46 AM Approved	<b>DILIGENCE</b> CAF ID : 106474 Feb 24, 2022 11:30:08 AM Approved

[Continue](#)

**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:**

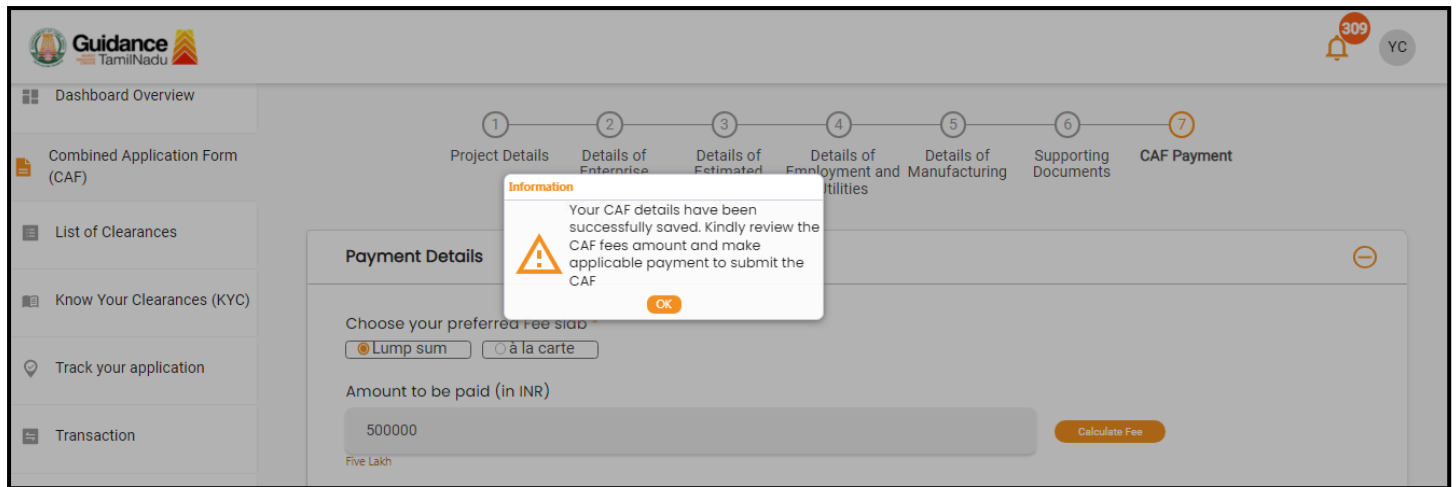
- Download the template.
- Prepare the self-certification documents as per the instructions given in the template and upload.

- **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. [Click here](#) to access the Single Window Fee Slab.*

## 7. Apply for Issue of Assessment Number for Property Tax Establishments

1. Click on “List of Clearances”

List of Clearances

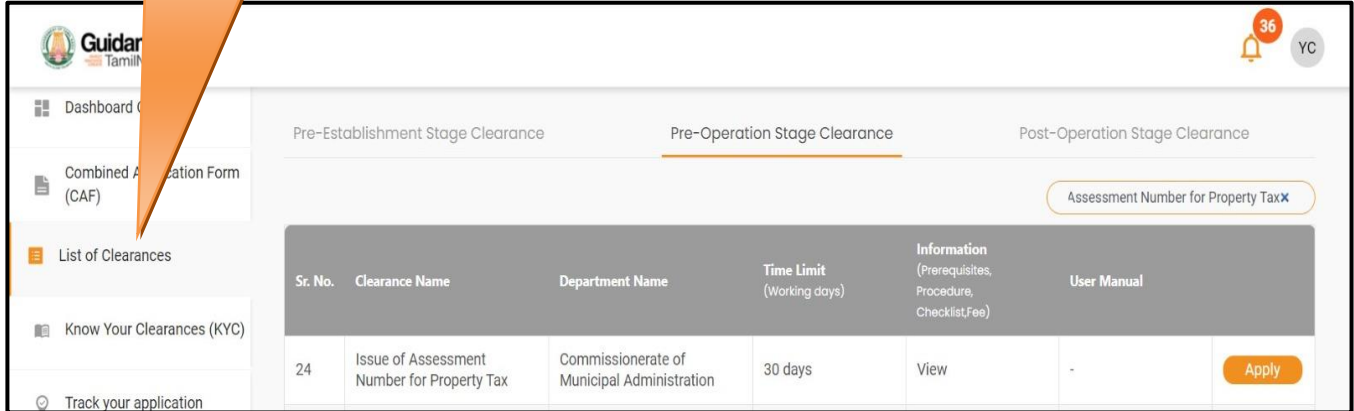


Figure 13. List of Clearances

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

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

3. Select ‘Pre-Operation Stage Clearance’ and find the clearance ‘Issue of Assessment Number for Property Tax’ by using Search option as shown in the figure given below.

Pre-Operation Stage Clearance

Search for Clearance

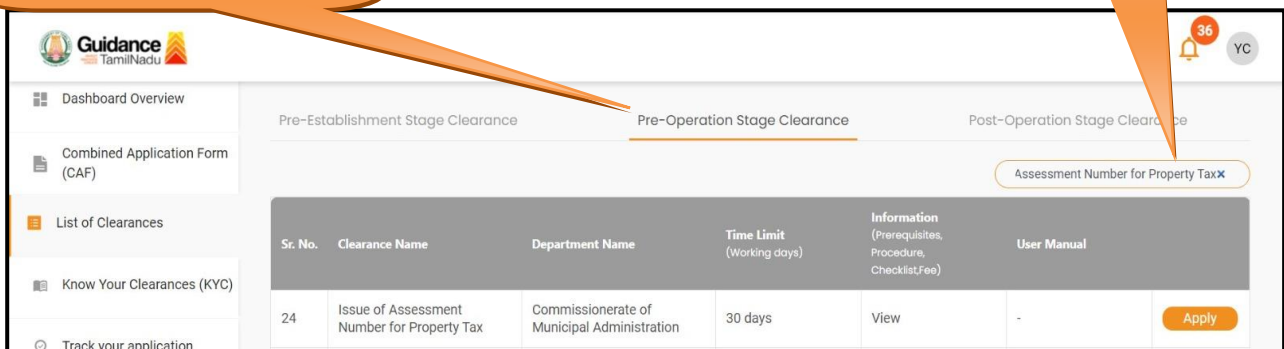


Figure 14. Search for Clearance



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.

**Apply for Clearance**

The screenshot shows the 'Guidance TamilNadu' dashboard. The left sidebar contains navigation options: Dashboard Overview, Combined Application Form (CAF), List of Clearances, Know Your Clearances (KYC), and Track your application. The main content area is titled 'Pre-Operation Stage Clearance' and features a search bar for 'Assessment Number for Property Tax'. Below the search bar is a table with the following data:

Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
24	Issue of Assessment Number for Property Tax	Commissionerate of Municipal Administration	30 days	View	-

An orange callout bubble labeled 'Apply for Clearance' points to the 'Apply' button located at the bottom right of the table row.

**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.

<b>Department Name</b> Commissionerate of Municipal Administration	<b>Name of the Clearance</b> Issue of Assessment Number for Property
---	---

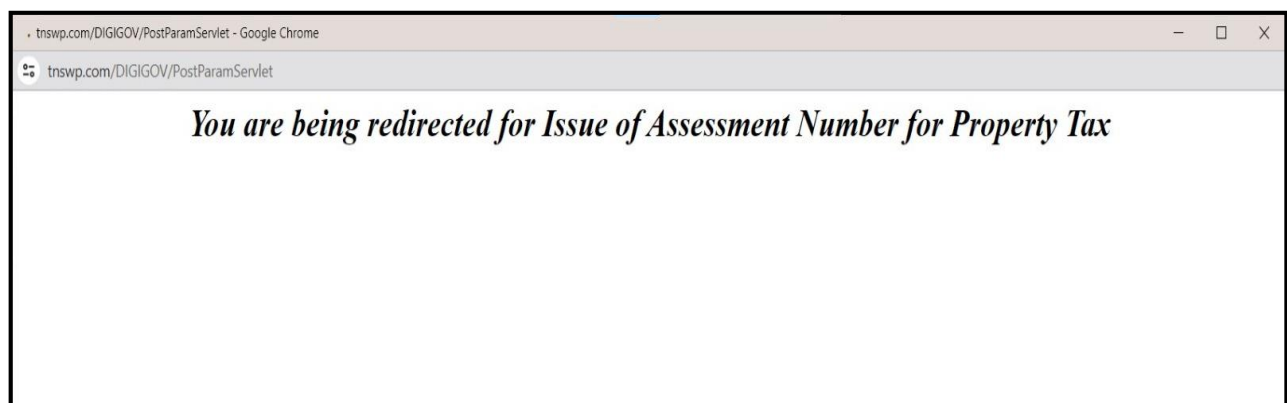
Select Project/CAF \*

caf payment test

Close      Click on Apply      Apply

**Figure 16. Project/CAF**

2) Click on the Apply button and the Page would get redirected to Issue of Assessment Number for Property Tax.



**Figure 17. Issue of Assessment Number for Property Tax**

### 3) Enter all the mandatory details in the application for Water Connection for Commercial Establishments.

tnurbanepay.tn.gov.in/PT\_NewAssessmentProperty\_SW.aspx - Google Chrome

tnurbanepay.tn.gov.in/PT\_NewAssessmentProperty\_SW.aspx

#### New Assessment Of Property

Name Of ULB *	POONAMALLEE MUNICIPALITY		
Service Category	Property Tax	Service Name	New Assessment of Property
VLT / Assessment No *	<input type="text"/>	Mobile Number*	9092653218
Applicant*	Mr. <input type="text" value="Yokesh"/>	Middle Name	<input type="text" value="C"/>
Pincode *	<input type="text"/>		
Area *	<input type="text"/>	Locality *	<input type="text"/>
Street *	<input type="text"/>		
Door No *	<input type="text"/>		
	Apartment/Landmark/Building name	<input type="text"/>	

tnurbanepay.tn.gov.in/PT\_NewAssessmentCFSearch\_SW.aspx - Google Chrome

tnurbanepay.tn.gov.in/PT\_NewAssessmentCFSearch\_SW.aspx

#### New Assessment - Search

Property Type	Building	Assessment No	145822
Old Assessment No	1234	Ward	WARD-03
Street	THIRUMAL NAGAR	Assessment Name	JAYA PRAKASH
Mobile Number	9884001234	Door Number	432

#### Service Location

Area *	<input type="text"/>	Locality *	<input type="text"/>
Street *	<input type="text"/>	Ward *	<input type="text"/>
Other Information			
Aadhaar Card No.	<input type="text"/>	Email ID	yokesh4995@gmail.com

#### Property Details

Property Type	Building	Reason for Creation *	New Property
Is Building Plan Approved*	YES	Approval No*	1234
Building Plan Approval Date *	20/May/2024	Approved Building Area(Sq.ft)*	2400
Effective tax due date	01-Apr-2024	Building Completion/Occupancy Date/ *	21/May/2024
Building Location	-Select-	Is it a Government owned Building *	YES
		Building Age	BELOW 20 YEARS

Floor Details

S.No	Floor No	Building Area(Sq.ft)	Building Usage	Building Structure	Add	
1	Ground Floor	15280	INDUSTRIAL	RCC	+	Delete

Total Building Area(Sq.ft)

15280

Unapproved Building Area(Sq.ft) 12880

Tax Calculate

Calculation Details

Description	Tax Value
Building Area	0
Building Location Value	0
Monthly Rental Value:	0
Building Value:	0
Land Value:	0
Annual Rental Value:	0
Building Discount:	0
Building Age Discount:	0
Building Structure Discount:	0
Net Annual Rental Value:	0
Annual Value:	0
General Tax:	0
Education Tax:	0
Library Cess:	0
Penalty:	0
Half Yearly Tax:	0

General Tax:	0
Education Tax:	0
Library Cess:	0
Penalty:	0
Half Yearly Tax:	0
Total Half Yearly Amount (₹):	0

Checklist Information

Submit

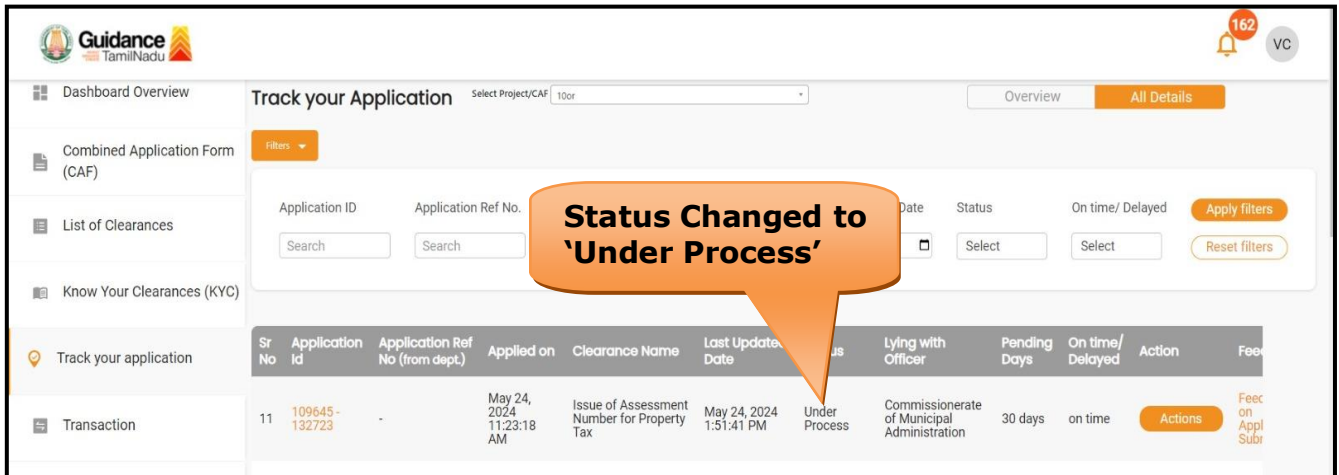
Back

Figure 18. New Assessment of property

Click on 'Submit'

## 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**



**Status Changed to 'Under Process'**

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
11	109645 - 132723	-	May 24, 2024 11:23:18 AM	Issue of Assessment Number for Property Tax	May 24, 2024 1:51:41 PM	Under Process	Commissionerate of Municipal Administration	30 days	on time	Actions	Fee on Appl Sub

**Figure 19. Status of the Application**

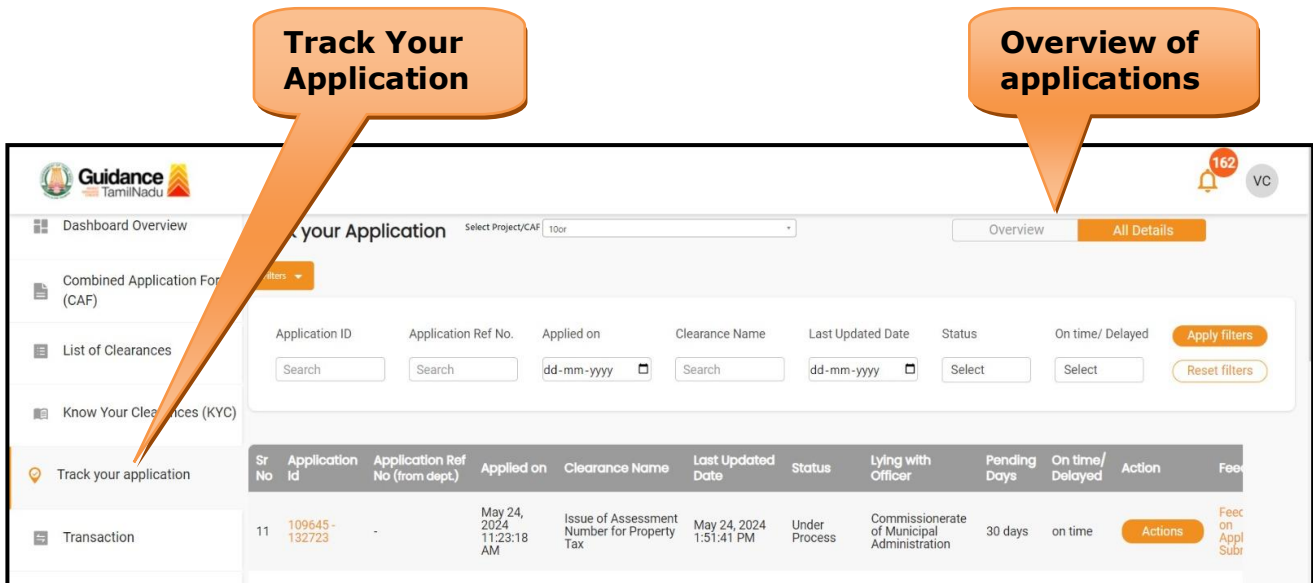
## 8. Track Your Application

- 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**



The screenshot displays the 'Track Your Application' page. At the top, there's a header with the 'Guidance TamilNadu' logo and a notification bell showing 162 alerts. Below the header, there's a navigation menu on the left with options like 'Dashboard Overview', 'Track your application', and 'Transaction'. The main content area features a search bar and a table of application records. Two callout boxes highlight the 'Track Your Application' button and the 'Overview' tab.

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
11	109645-132723		May 24, 2024 11:23:18 AM	Issue of Assessment Number for Property Tax	May 24, 2024 1:51:41 PM	Under Process	Commissionerate of Municipal Administration	30 days	on time	Actions	Fee on Appl Subr

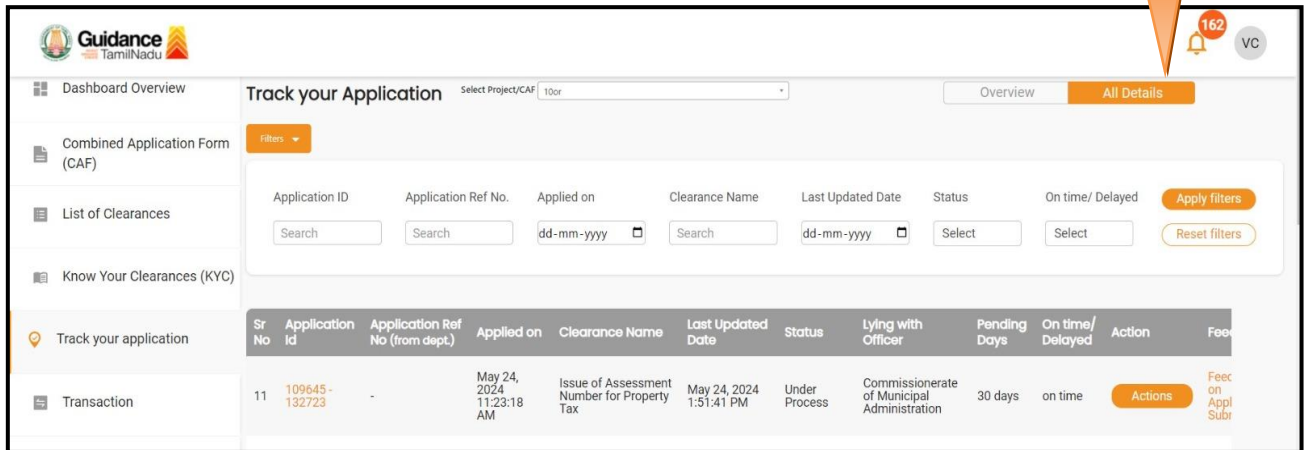
**Figure 20. Track Your Application**



- **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**

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
11	109645 - 132723	-	May 24, 2024 11:23:18 AM	Issue of Assessment Number for Property Tax	May 24, 2024 1:51:41 PM	Under Process	Commissionerate of Municipal Administration	30 days	on time	Actions	Fee on Appl Subr

**Figure 21. ‘All Details’ tab**

## 8. Scrutinize the Application by Junior Assistant

**Scrutinize the Application**

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	Feed
11	109645-132723	-	May 24, 2024 11:23:18 AM	Issue of Assessment Number for Property Tax	May 24, 2024 1:51:41 PM	Under process	Junior Assitant	30 days	On time	Actions	Feed: Applik Subm

**Figure 22. 'Junior Assistant Scrutinize the Application'**

Junior Assistant (JA) will review and scrutinize the application and document and forwards it to the Bill Collector.

## 10. Bill Collector receive the Application and verifies the tax details

**Verifies the tax details**

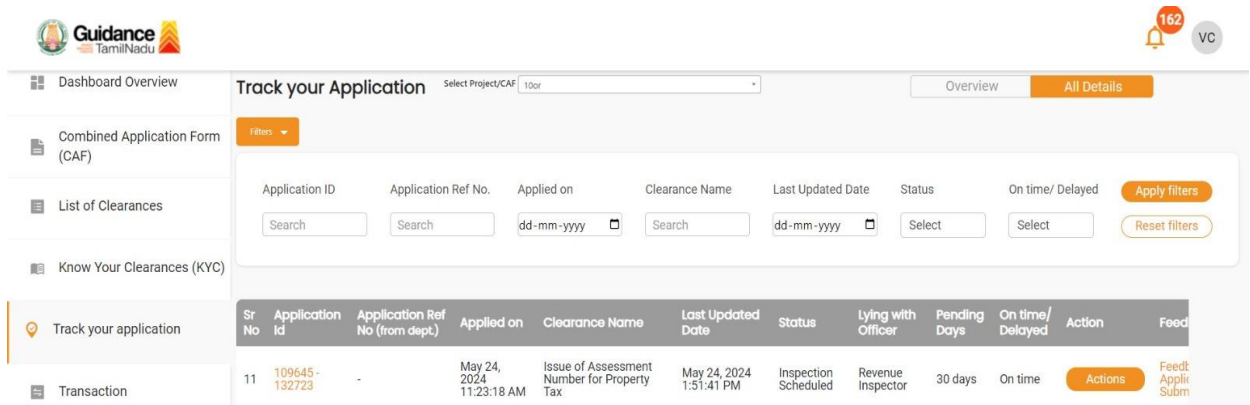
Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action	Feed
11	109645-132723	-	May 24, 2024 11:23:18 AM	Issue of Assessment Number for Property Tax	May 24, 2024 1:51:41 PM	Under process	Bill Collector	30 days	On time	Actions	Feed: Applik Subm

**Figure 23. 'Verifies the tax details'**

Then the BC (Bill Collector) receives the application and verifies the tax details. Then the Bill Collector forwards the application to the RI (Revenue Inspector). The RI (Revenue Inspector) schedules and conducts inspection on a specified date and prepares an inspection report.

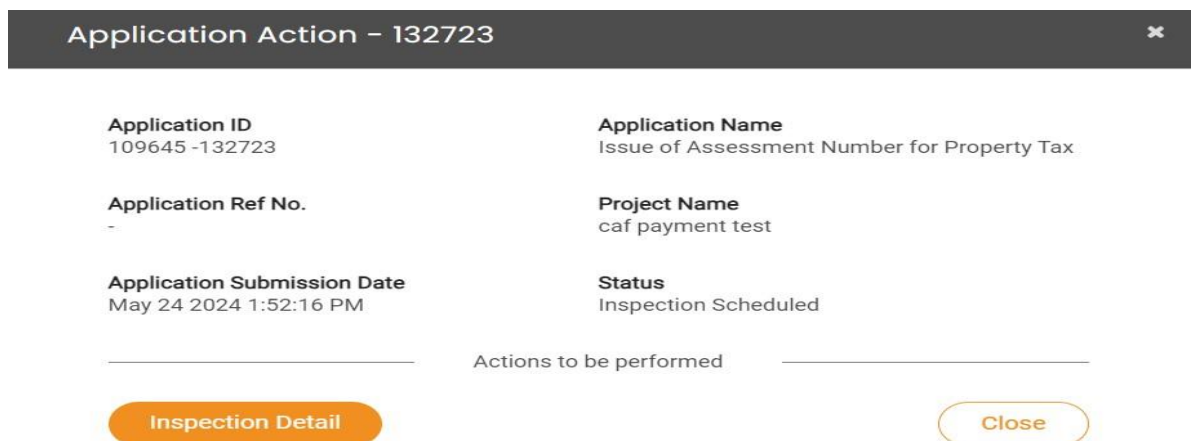
## 11. Inspection Schedule

- a. The department schedules the date of appointment for inspection to be done for the specified institution (Refer Figure 22).
- b. The inspection date scheduled by the department is intimated to the user (Refer Figure 23).
- c. After the Inspection is completed, the Junior Engineer submits the Inspection report to the Revenue Inspector for Review.



The screenshot shows a web interface for tracking applications. On the left is a sidebar with navigation options: Dashboard Overview, Combined Application Form (CAF), List of Clearances, Know Your Clearances (KYC), Track your application (selected), and Transaction. The main area is titled 'Track your Application' and includes a search filter for '100r'. Below this is a table with columns: 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, and Feed. One application is listed with ID 109645-132723, applied on May 24, 2024, for 'Issue of Assessment Number for Property Tax', with a status of 'Inspection Scheduled' and a pending period of 30 days.

Figure 24. 'Inspection' tab



The screenshot shows a modal window titled 'Application Action - 132723'. It displays the following details:

- Application ID:** 109645 -132723
- Application Name:** Issue of Assessment Number for Property Tax
- Application Ref No.:** -
- Project Name:** caf payment test
- Application Submission Date:** May 24 2024 1:52:16 PM
- Status:** Inspection Scheduled

At the bottom, there is a section for 'Actions to be performed' with two buttons: 'Inspection Detail' and 'Close'.

Figure 25. 'Inspection Scheduled'

## 12. Query Clarification

- 1) After submitting the application to the Commissionerate of Municipal Administration, the Revenue Inspector reviews the application and if there are any clarifications required, the Revenue Inspector 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.

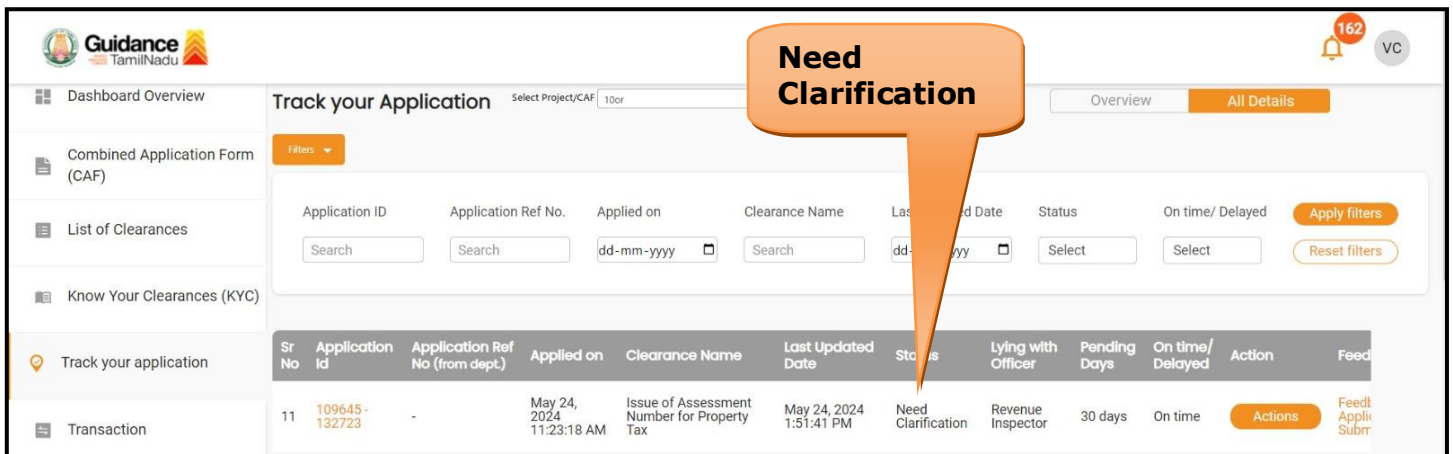
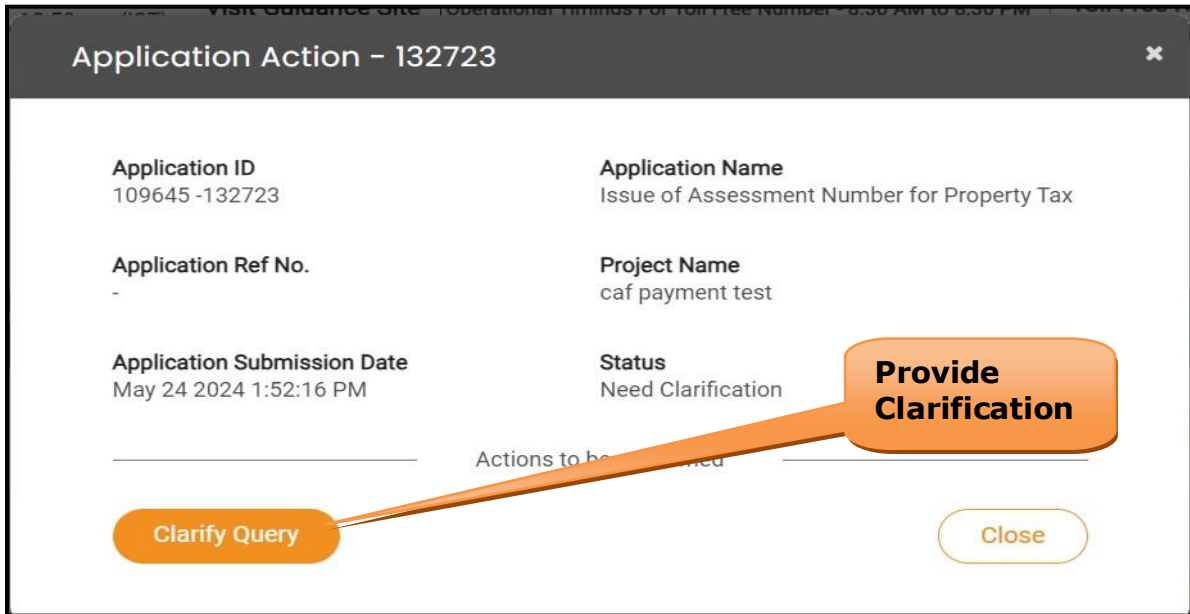
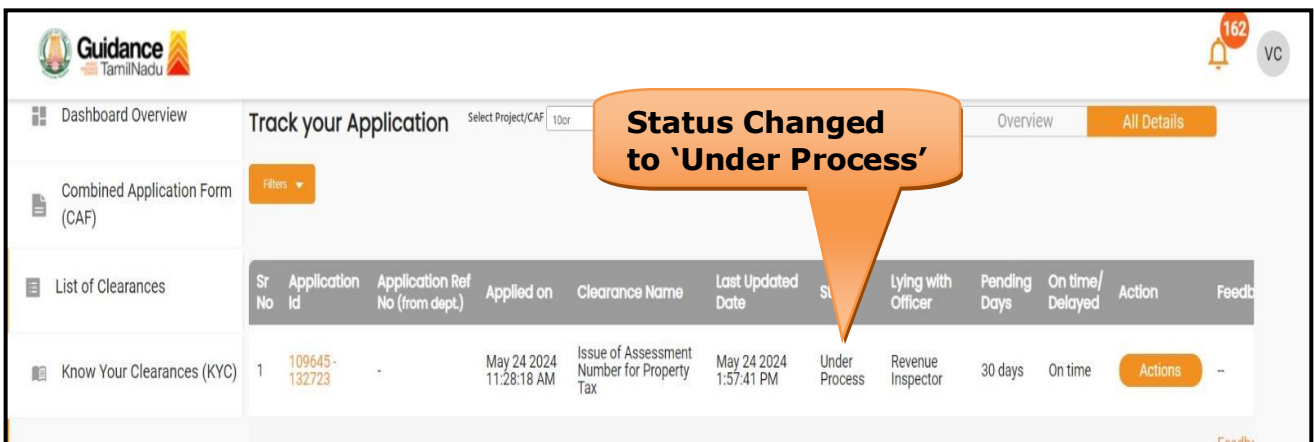


Figure 26. Need Clarification



**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.



**Figure 28. Under Process**

### 13. Application Processing

1) The Revenue Officer scrutinizes and reviews the application and updates the status as **“Approved or Rejected”**

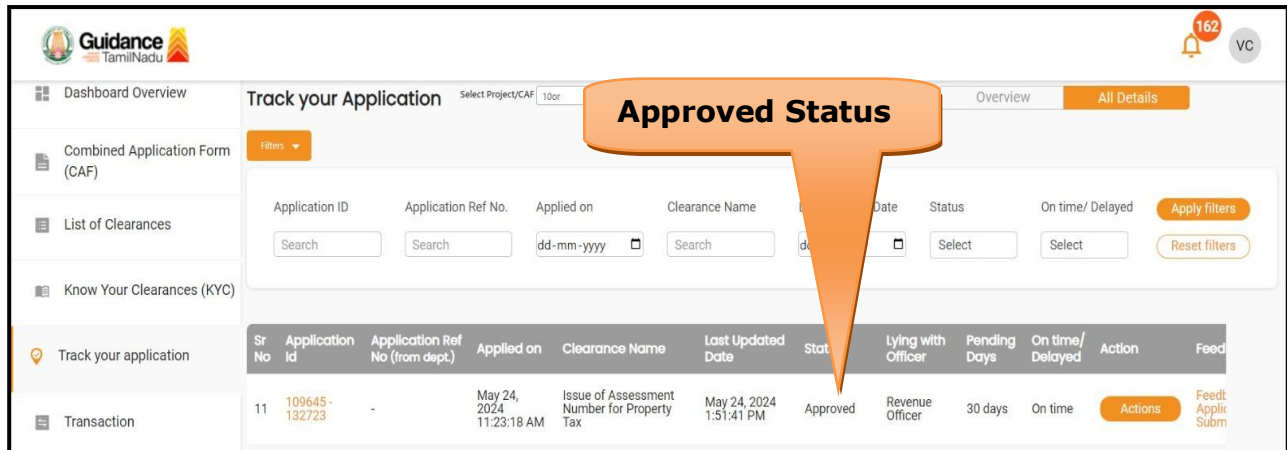


Figure 29. Application Processed

2) If the application is **‘Approved’** by the Revenue Officer, the applicant can download the Approval Certificate under **Track your application – > Action button -> Download Certificate** (Refer Figure 30)

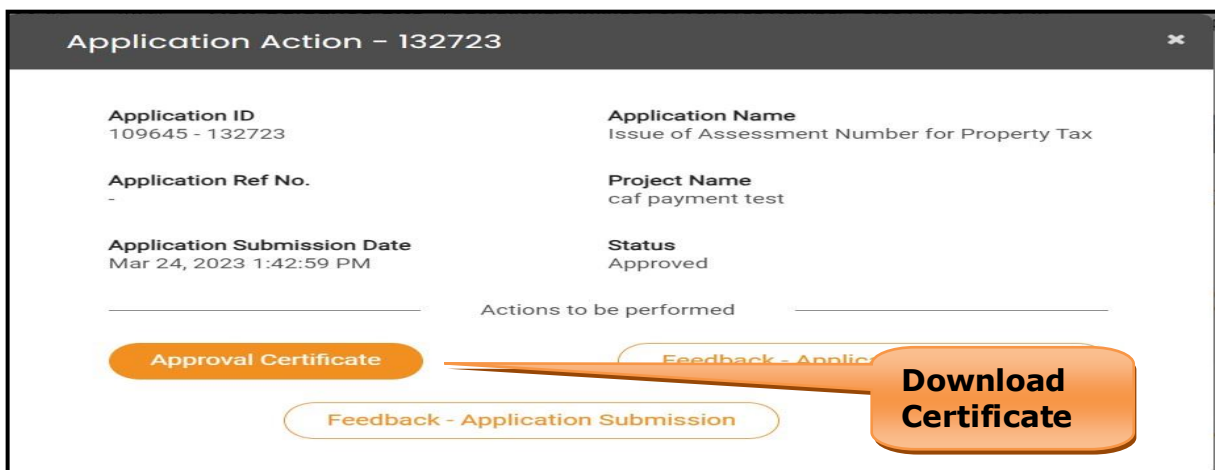
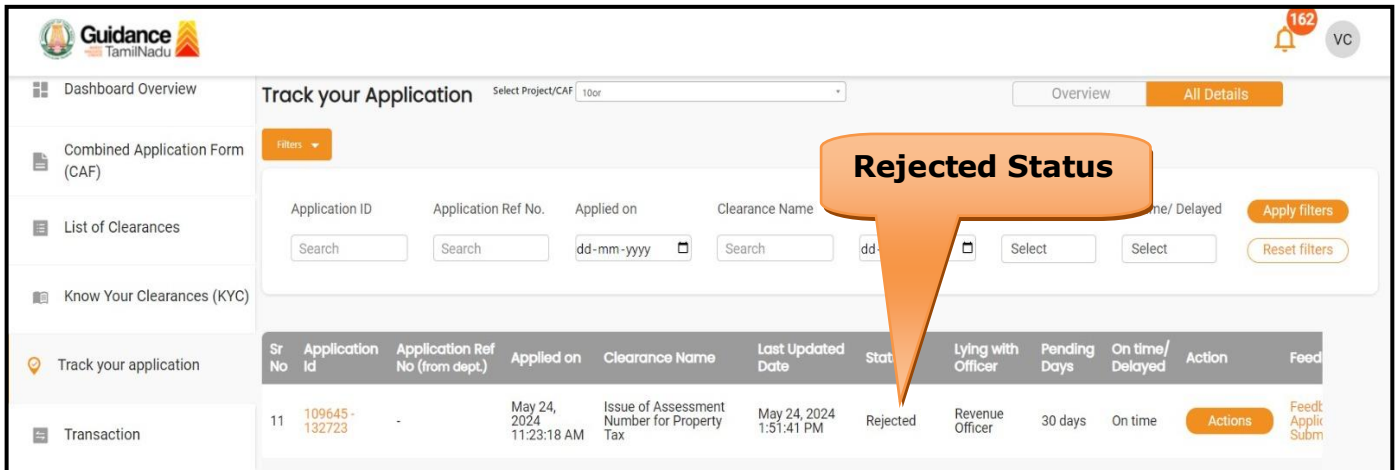


Figure 30. Download Certificate



3) If the application is '**Rejected**' by the Revenue Officer, the applicant can view the rejection remarks under the Actions Tab by the Revenue Officer. Applicant has to create a fresh application if the application has been rejected. (Refer Figure 31).



The screenshot shows the 'Track your Application' page. It features a sidebar with navigation options like 'Dashboard Overview', 'Combined Application Form (CAF)', 'List of Clearances', 'Know Your Clearances (KYC)', 'Track your application', and 'Transaction'. The main content area has a search filter and a table of applications. An orange callout bubble labeled 'Rejected Status' points to the 'Rejected' status in the table row.

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	Feed
11	109645-132723	-	May 24, 2024 11:23:18 AM	Issue of Assessment Number for Property Tax	May 24, 2024 1:51:41 PM	Rejected	Revenue Officer	30 days	On time	Actions	Feed: Applic Subm

**Figure 31. Rejected Status**

