TAMILNADU SINGLE WINDOW PORTAL

APPLICANT MANUAL

Water Connection for Commercial Establishments

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.**

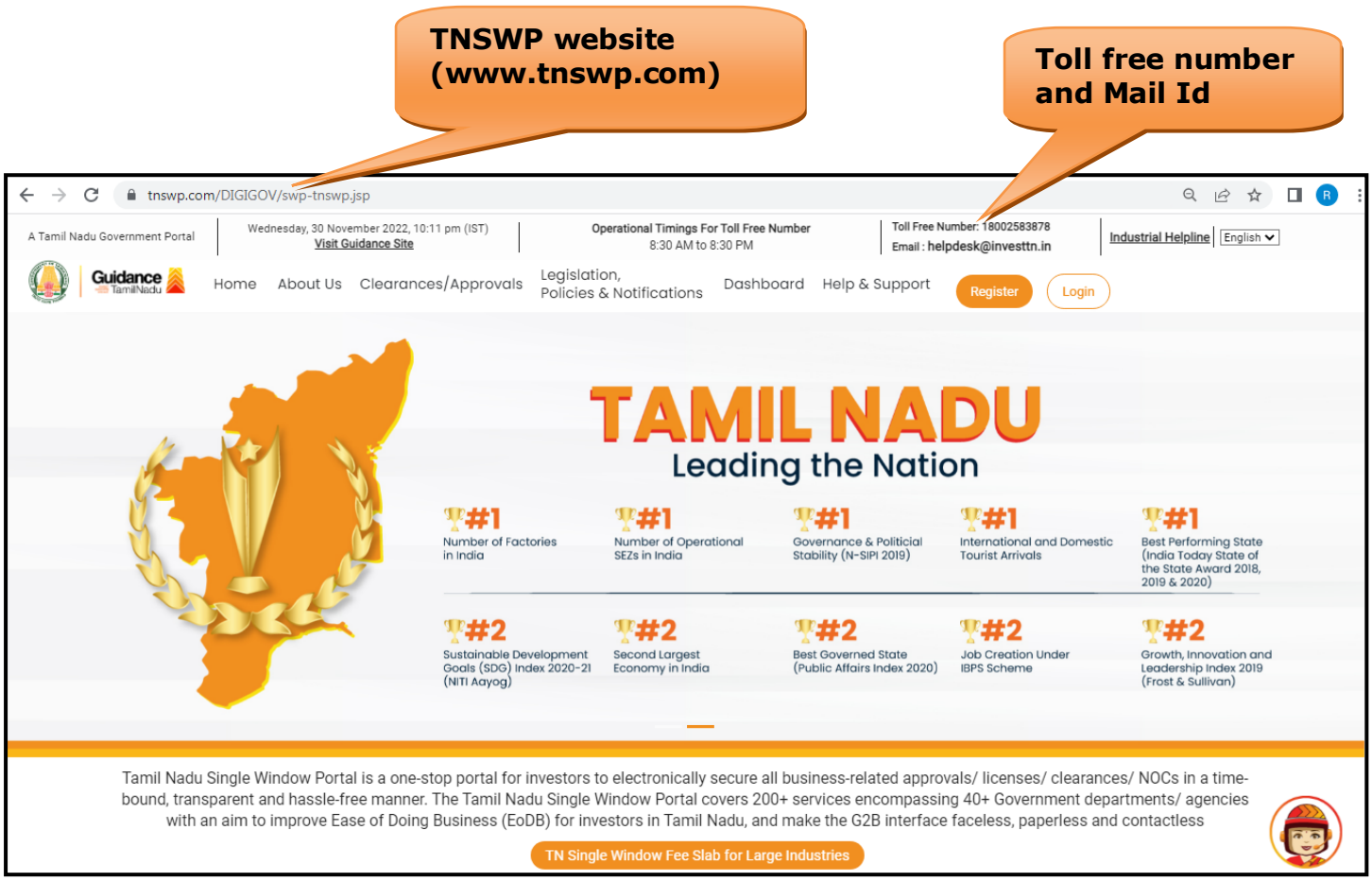


Figure 1. Single Window Portal Home Page

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.

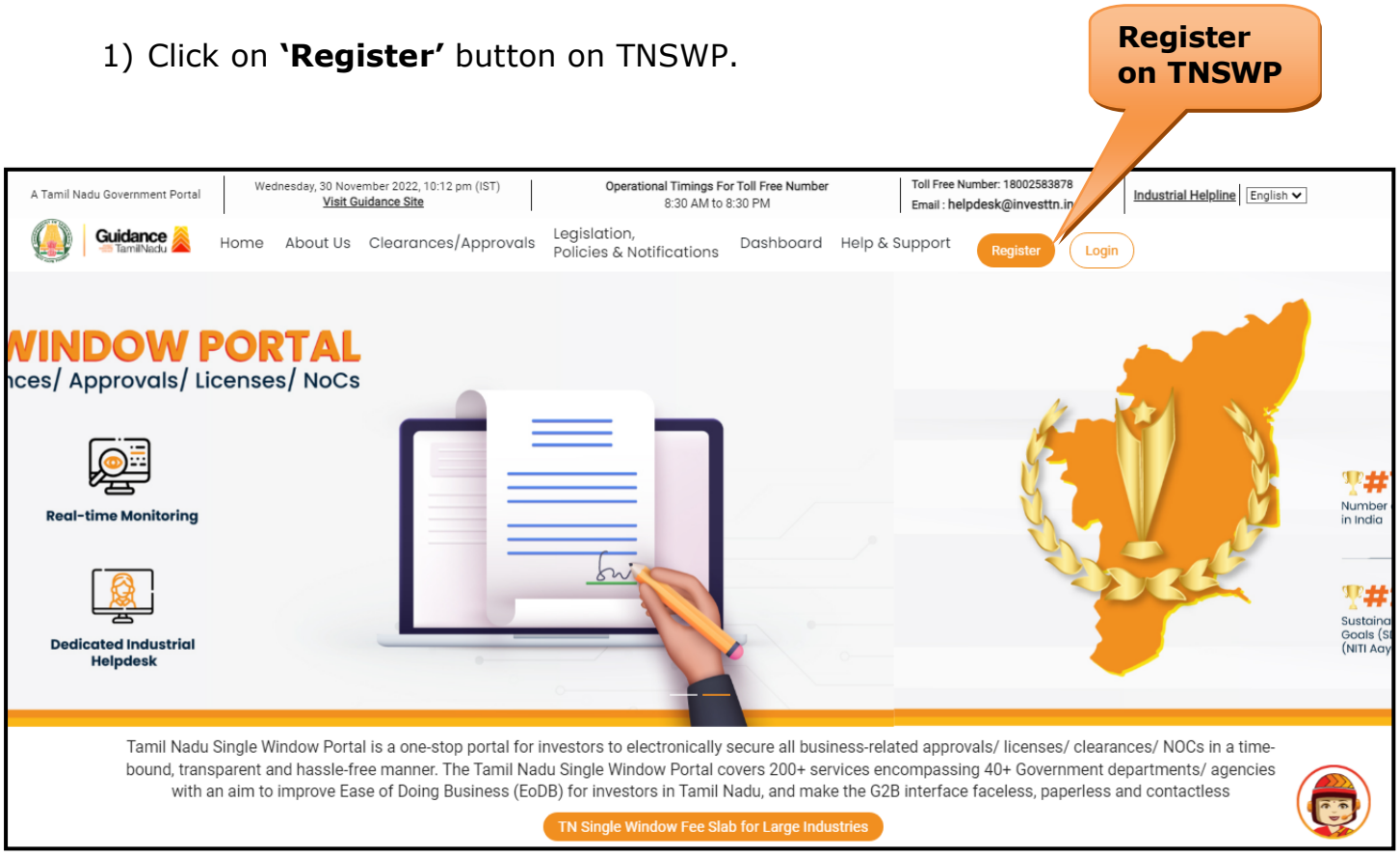


Figure 2. Register

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.

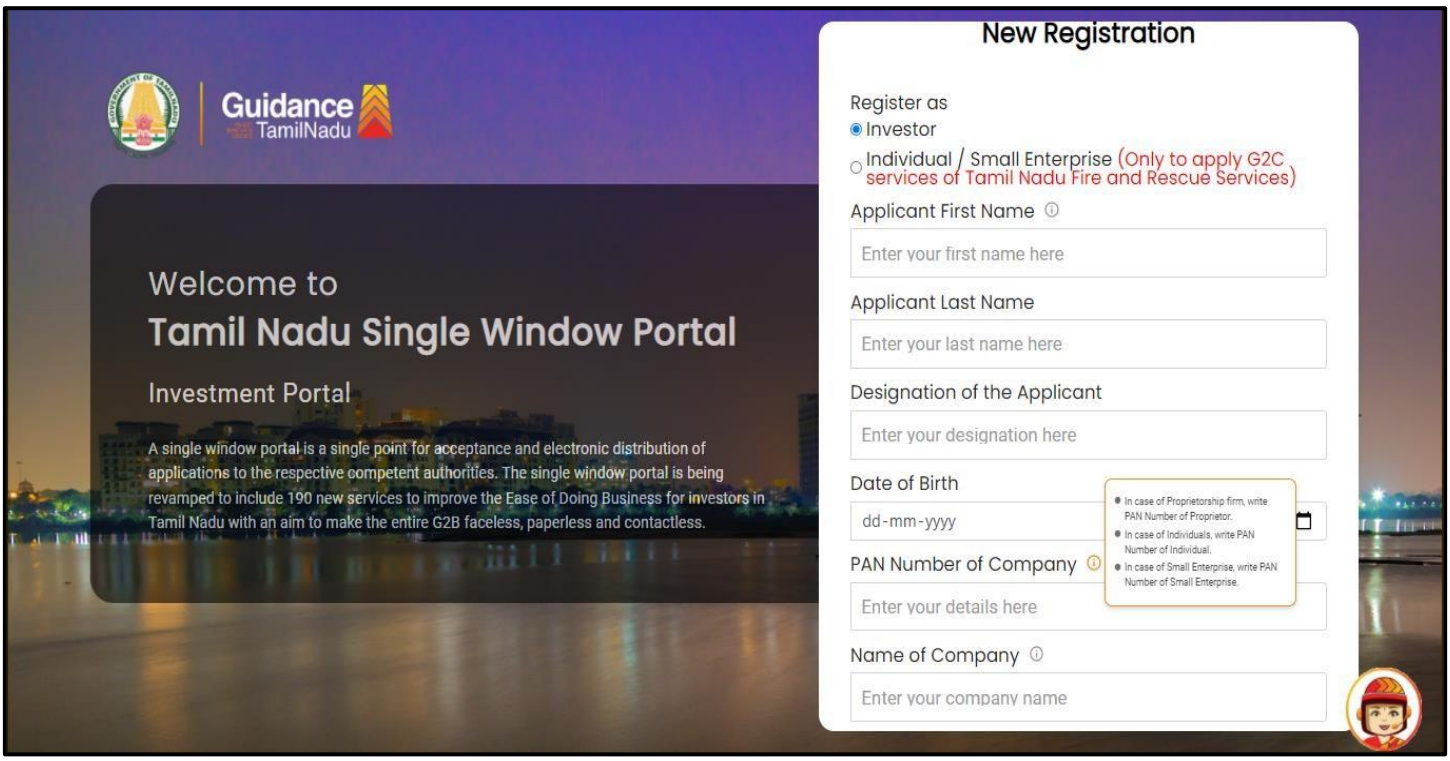


Figure 3. Registration Form

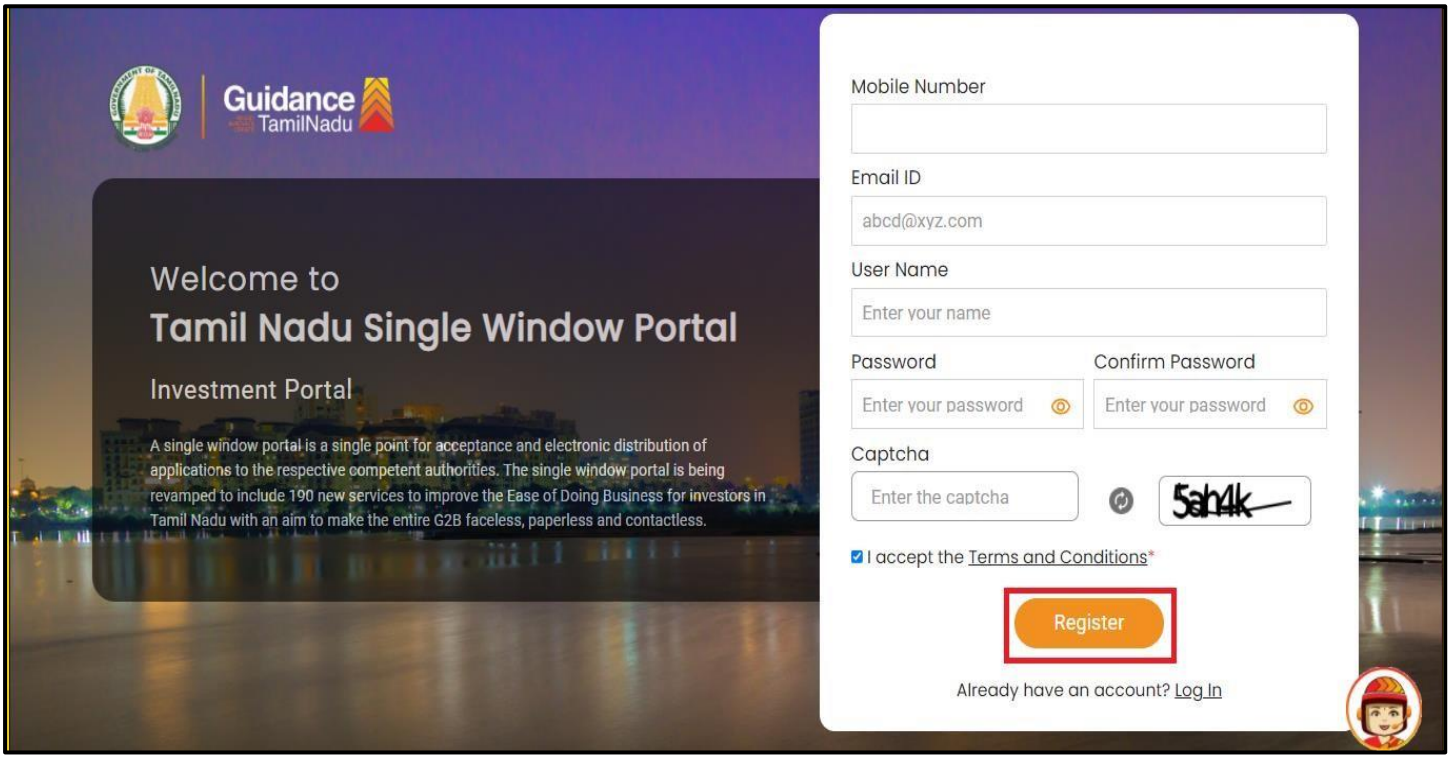


Figure 4. Registration Form Submission

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.

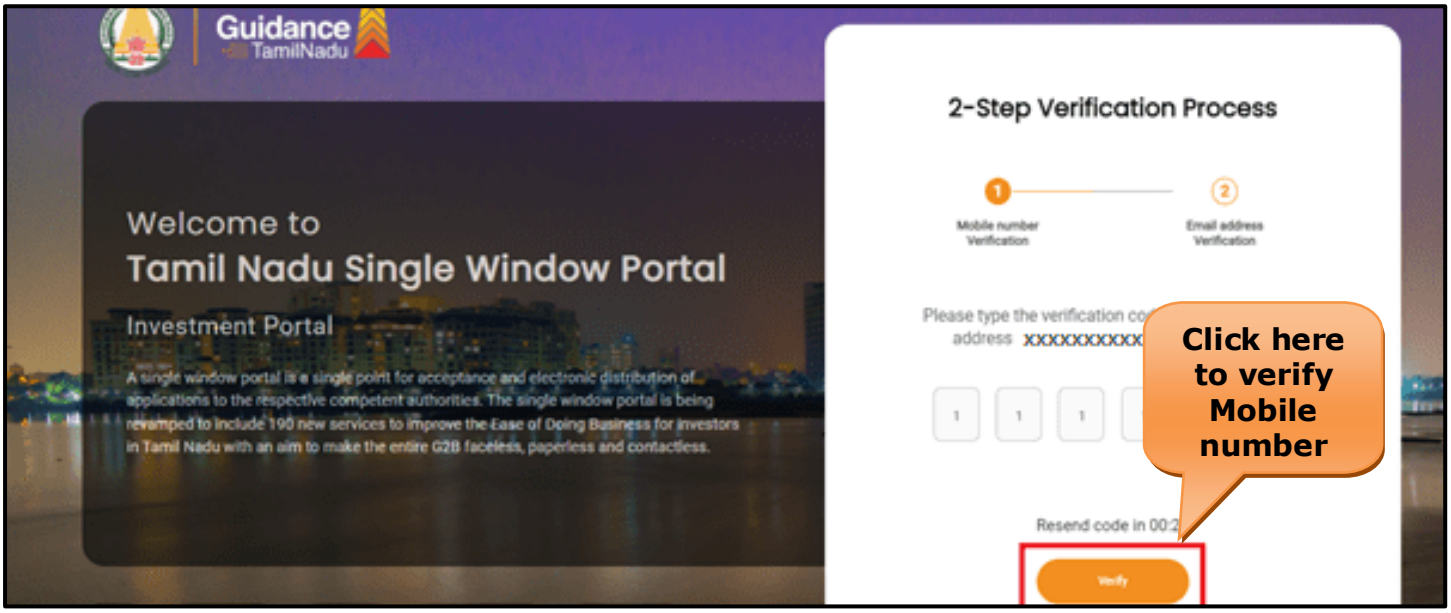


Figure 5. Mobile Number Verification

- **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.

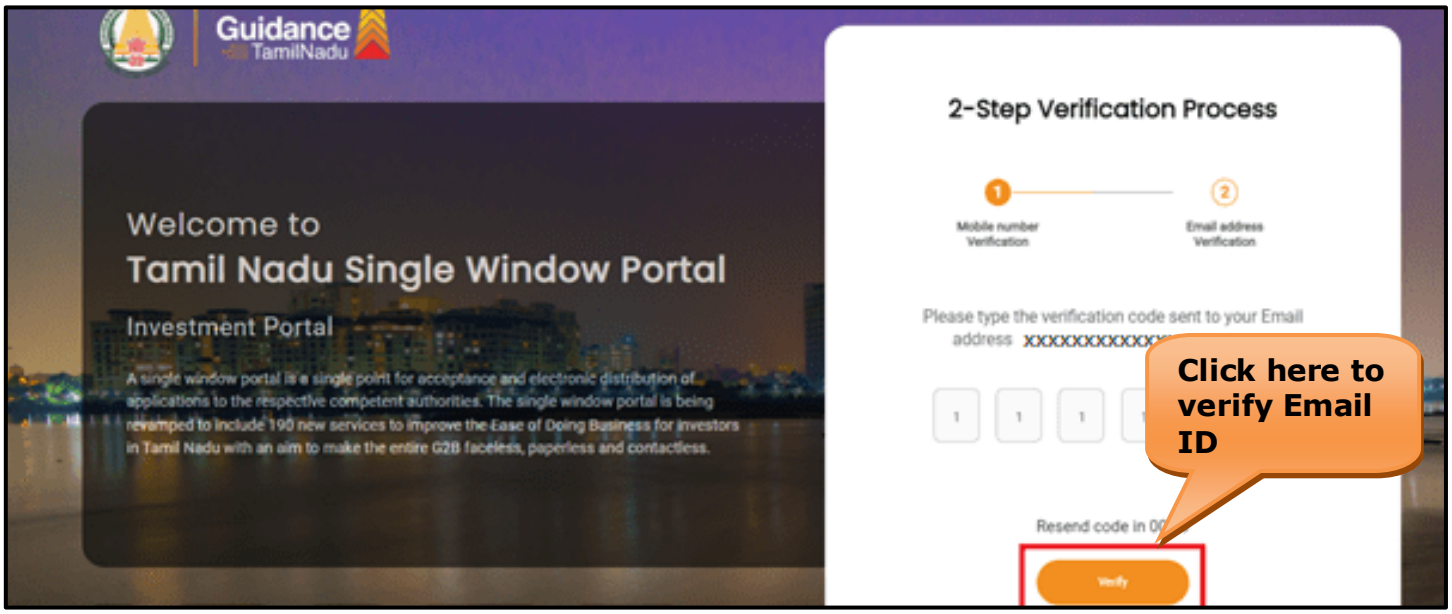


Figure 6. Email ID Verification

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.

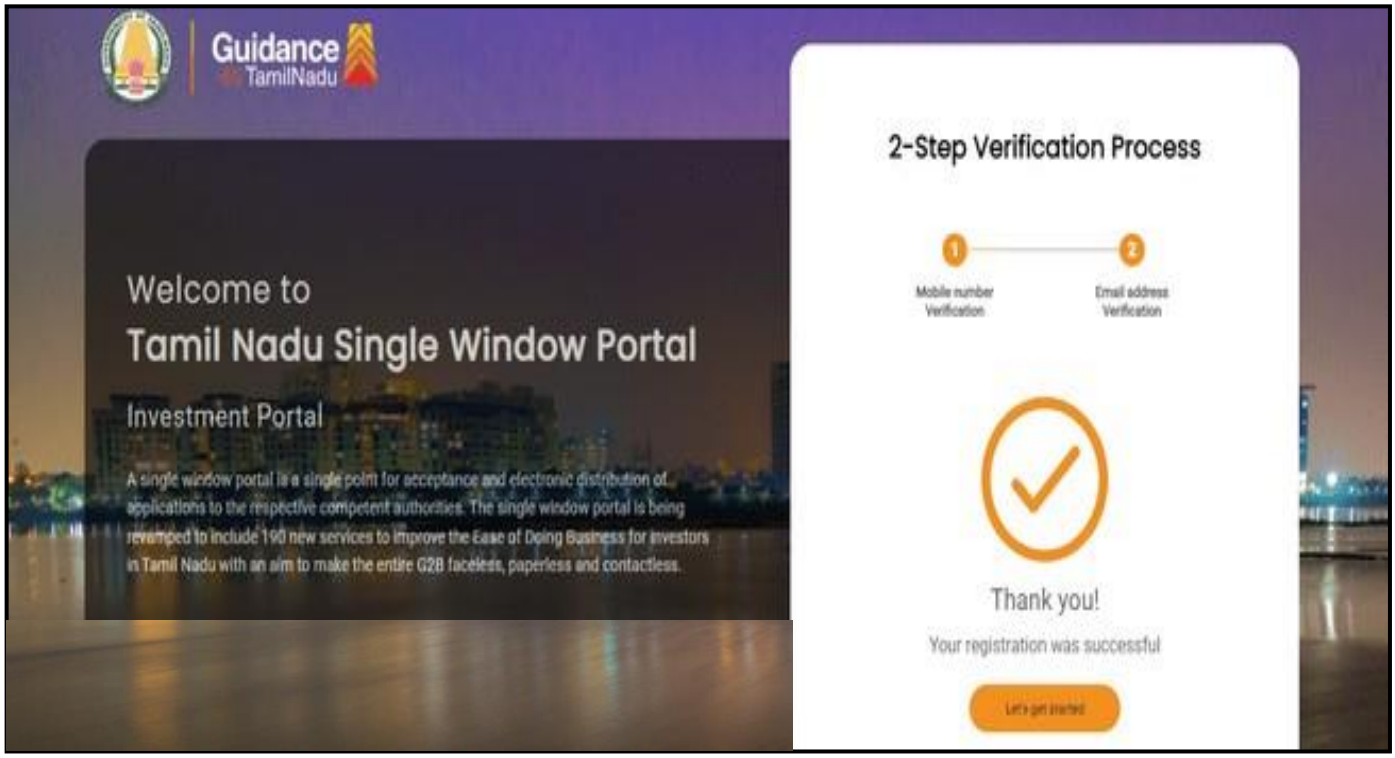


Figure 7. Registration Confirmation Pop-Up

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.

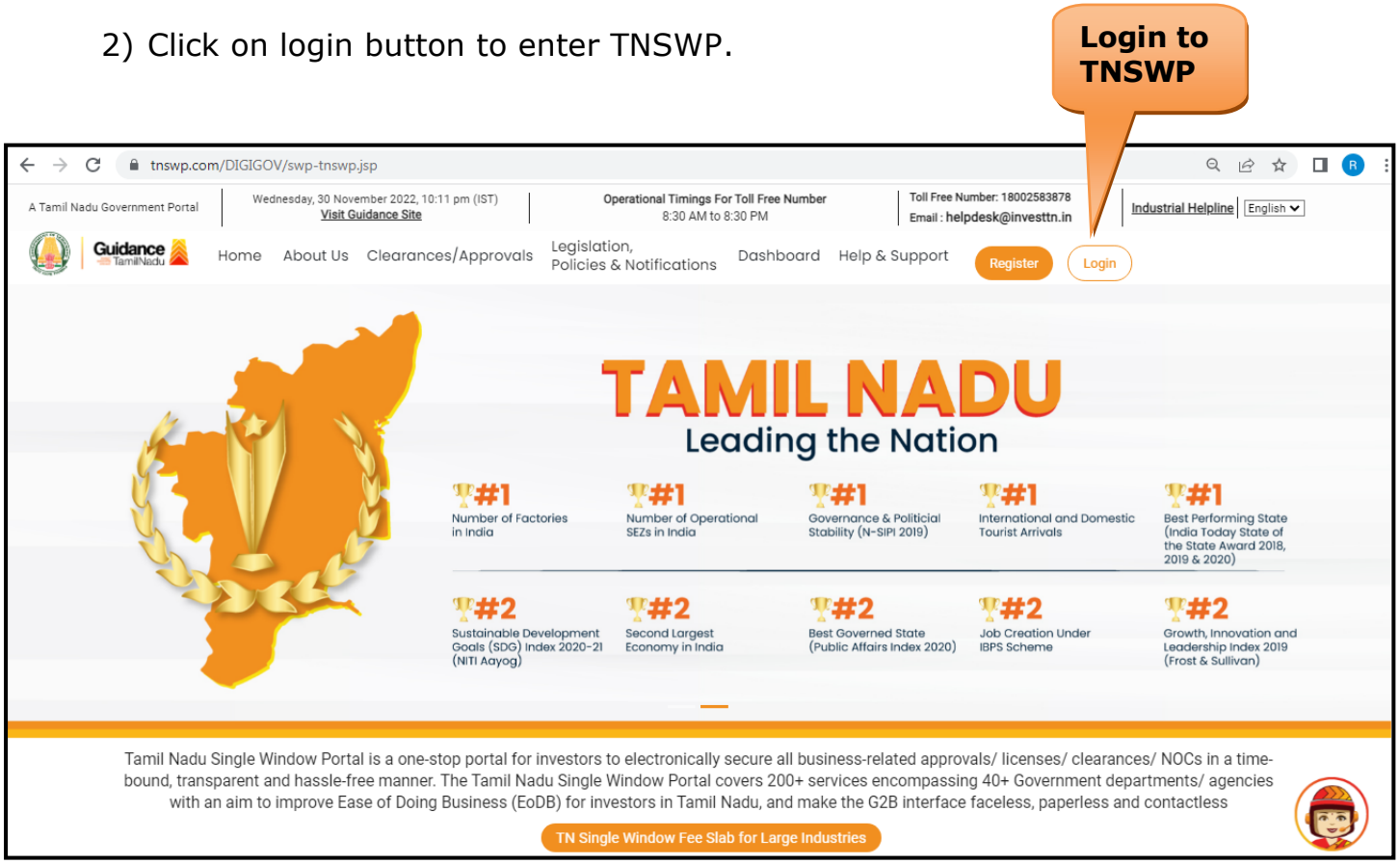


Figure 8. Login

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.

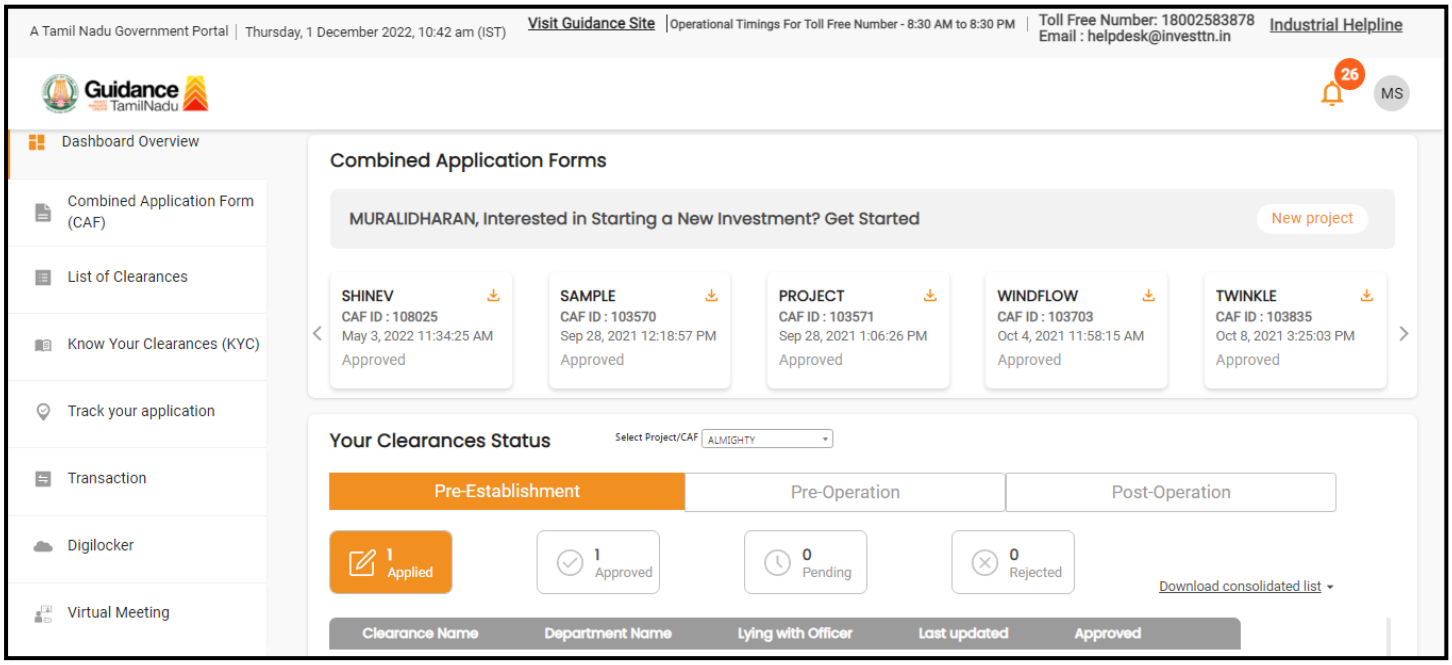


Figure 9. Dashboard Overview

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.

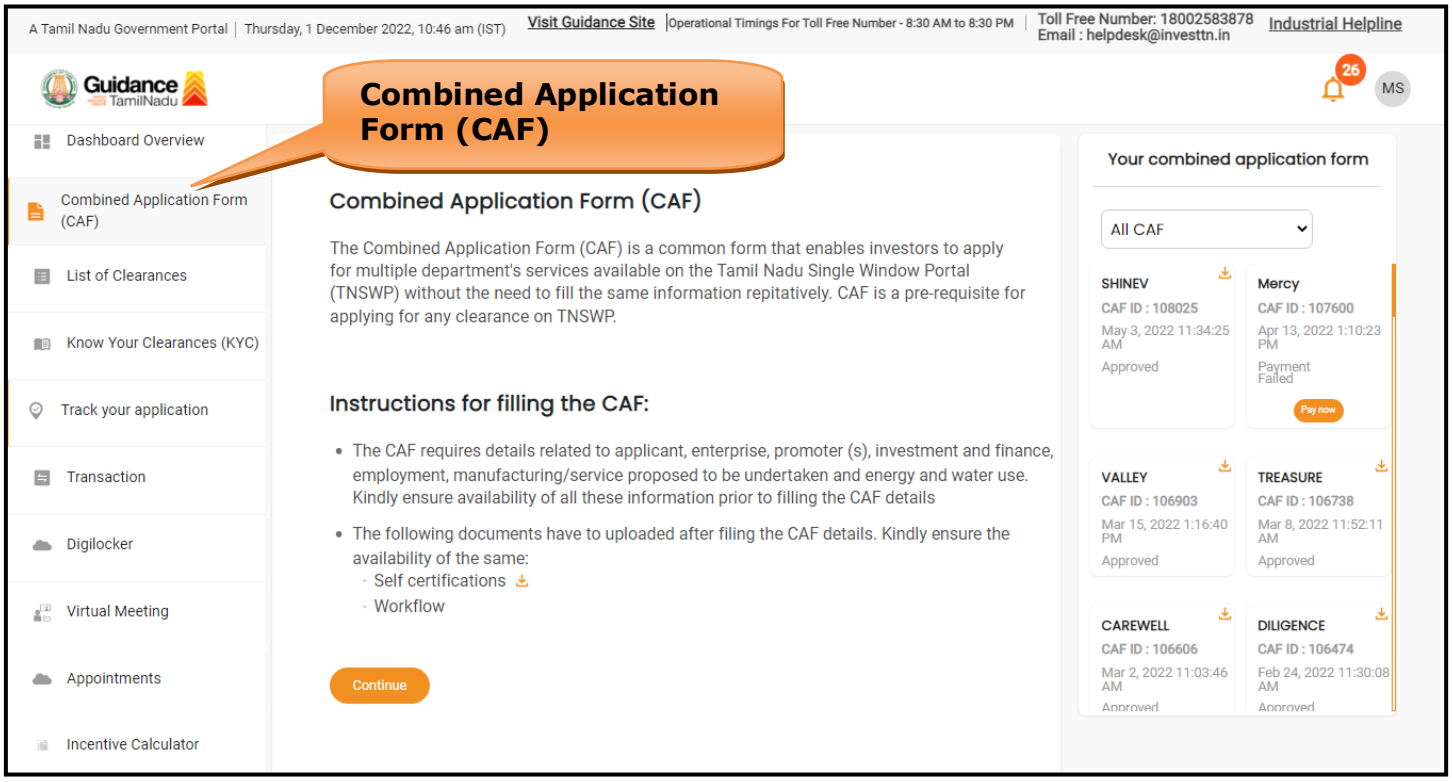


Figure 10. Combined Application Form (CAF)

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).

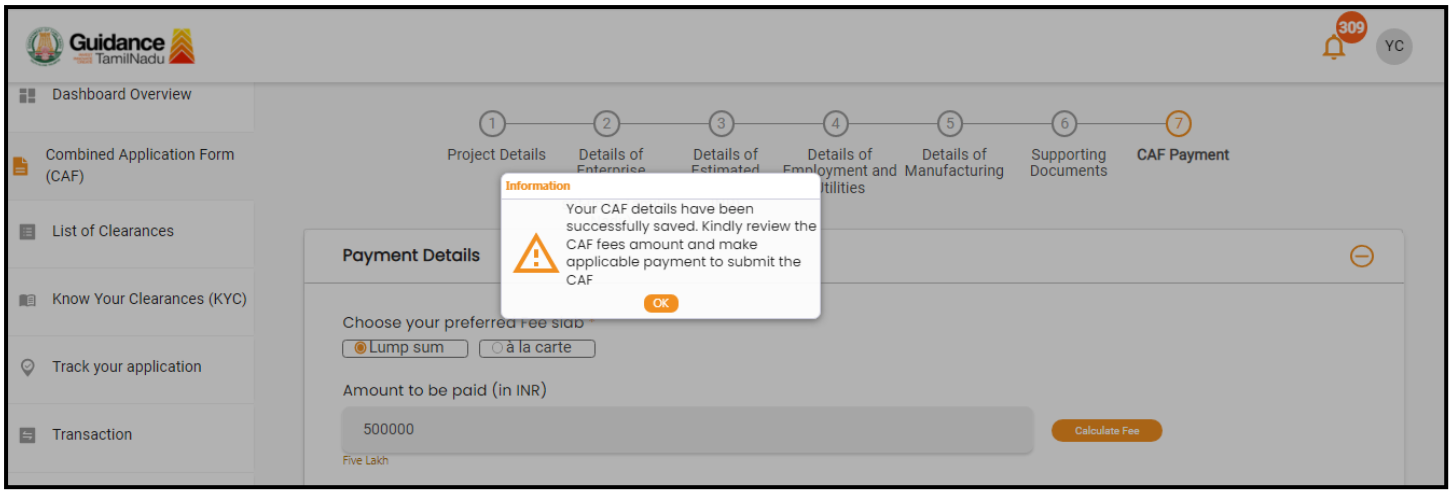


Figure 12. Combined Application Form (CAF) - Confirmation Message

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 Water Connection for Commercial Establishments

1. Click on **"List of Clearances"**

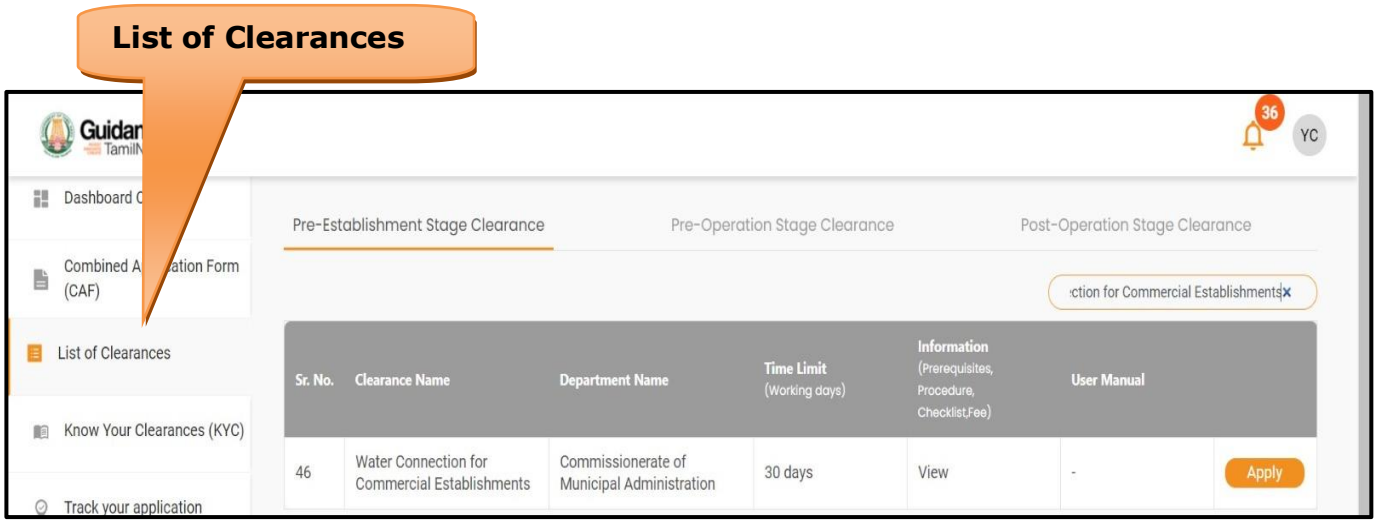


Figure 13. List of Clearances

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- Establishment Stage Clearance**' and find the clearance '**Water Connection for Commercial Establishments**' by using Search option as shown in the figure given below.

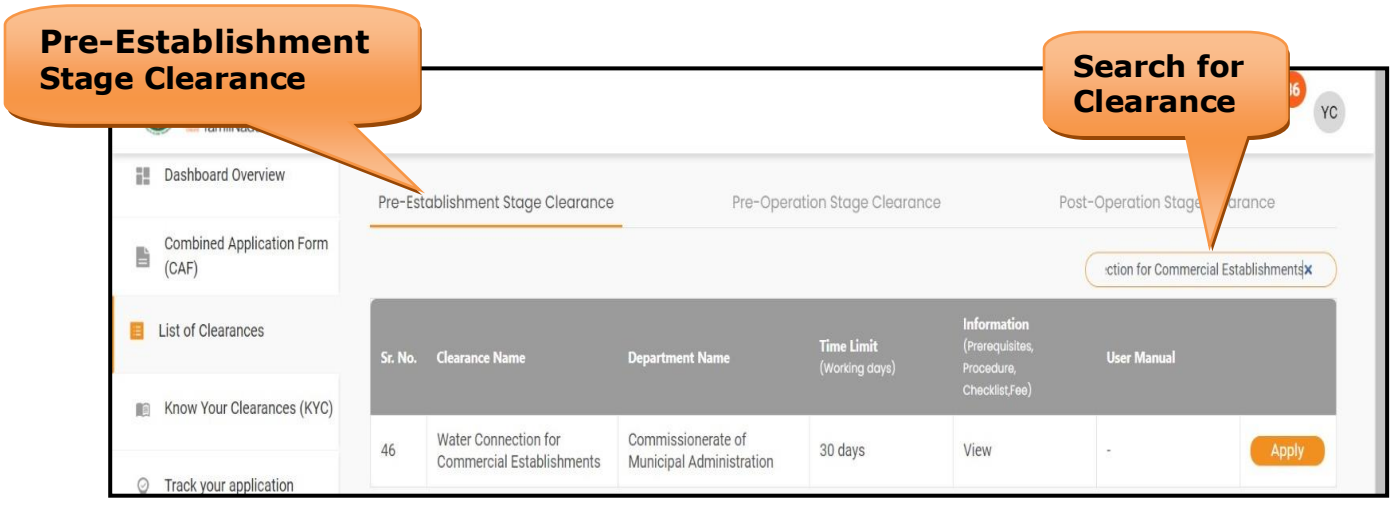


Figure 14. Search for Clearance

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.

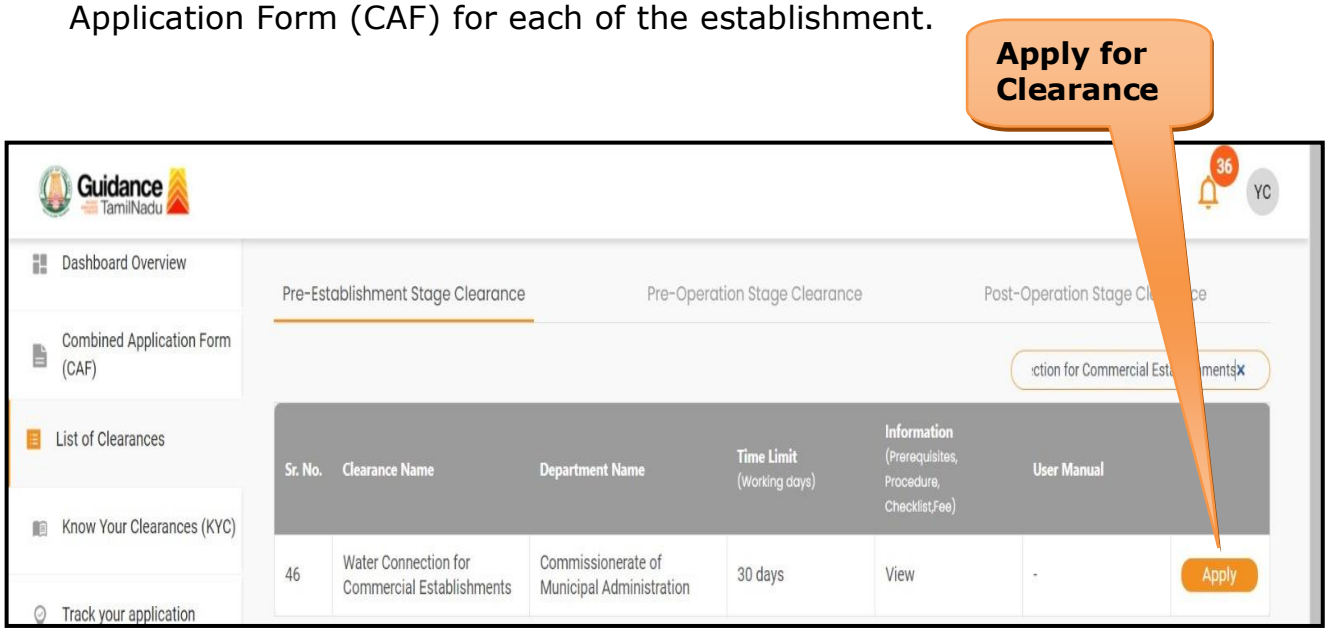


Figure 15. Apply for Clearance

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

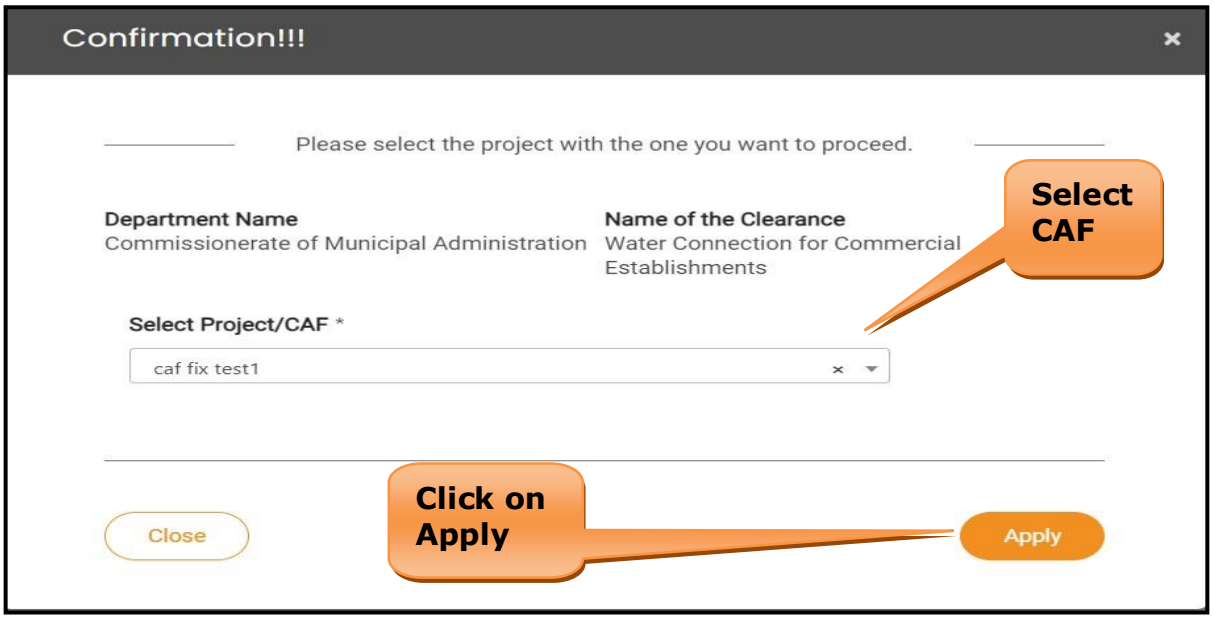


Figure 16. Project/CAF

2) Click on the Apply button and the Page will get redirected to Water Connection for Commercial Establishments.

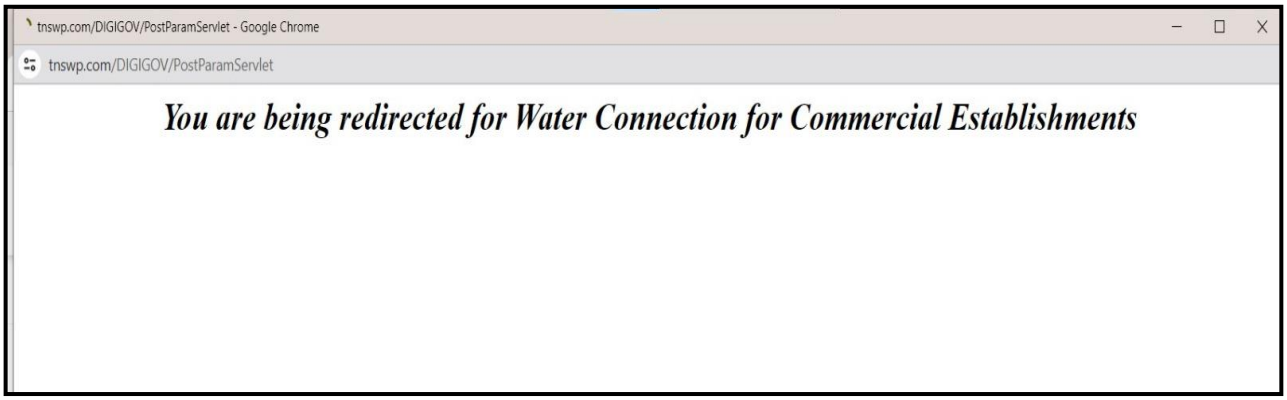


Figure 17. Water Connection for Commercial Establishments

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

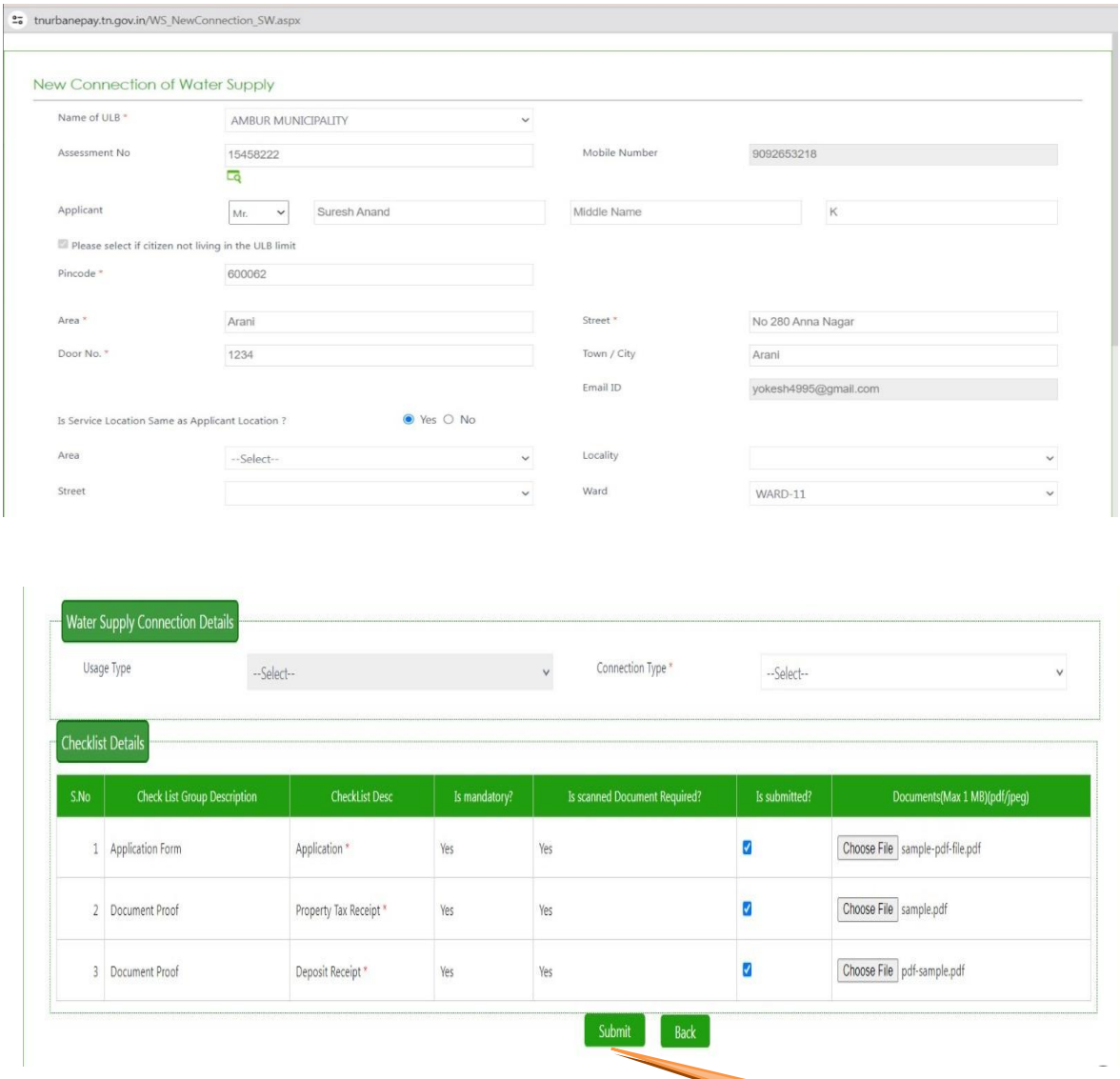


Figure 18. New Connection for water Supply

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**

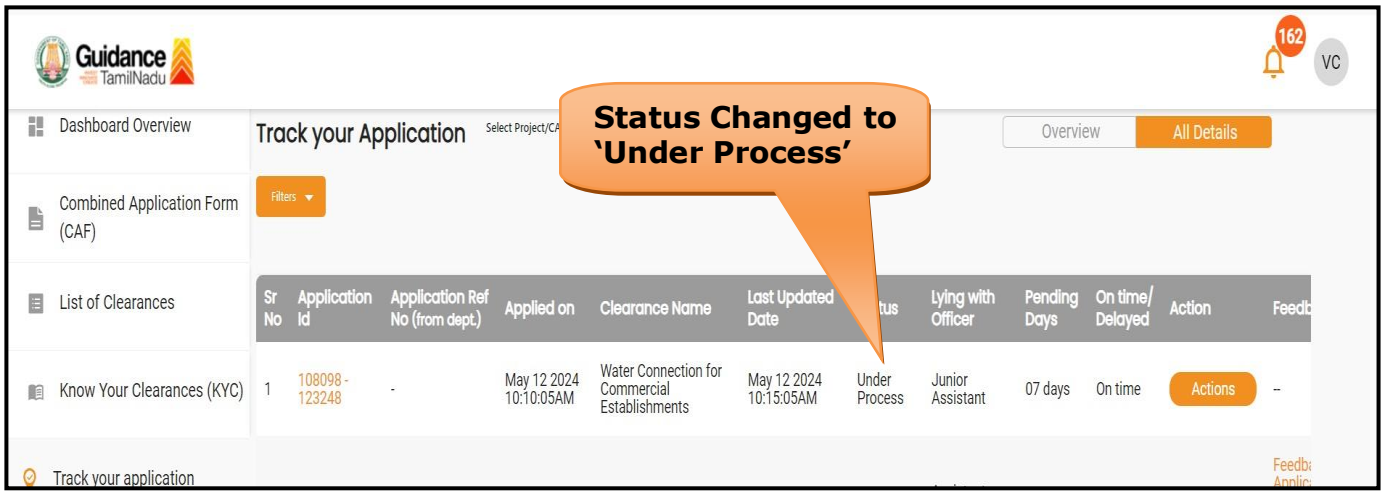


Figure 19. Status of the Application

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**

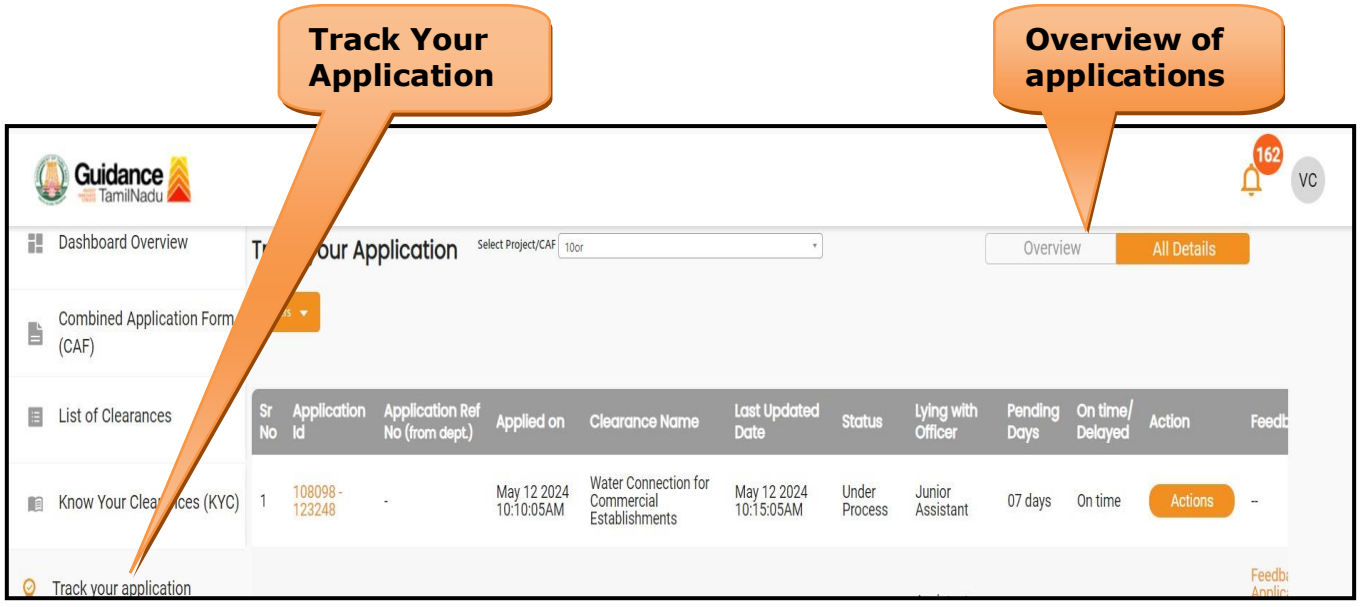


Figure 20. Track Your Application

- **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**

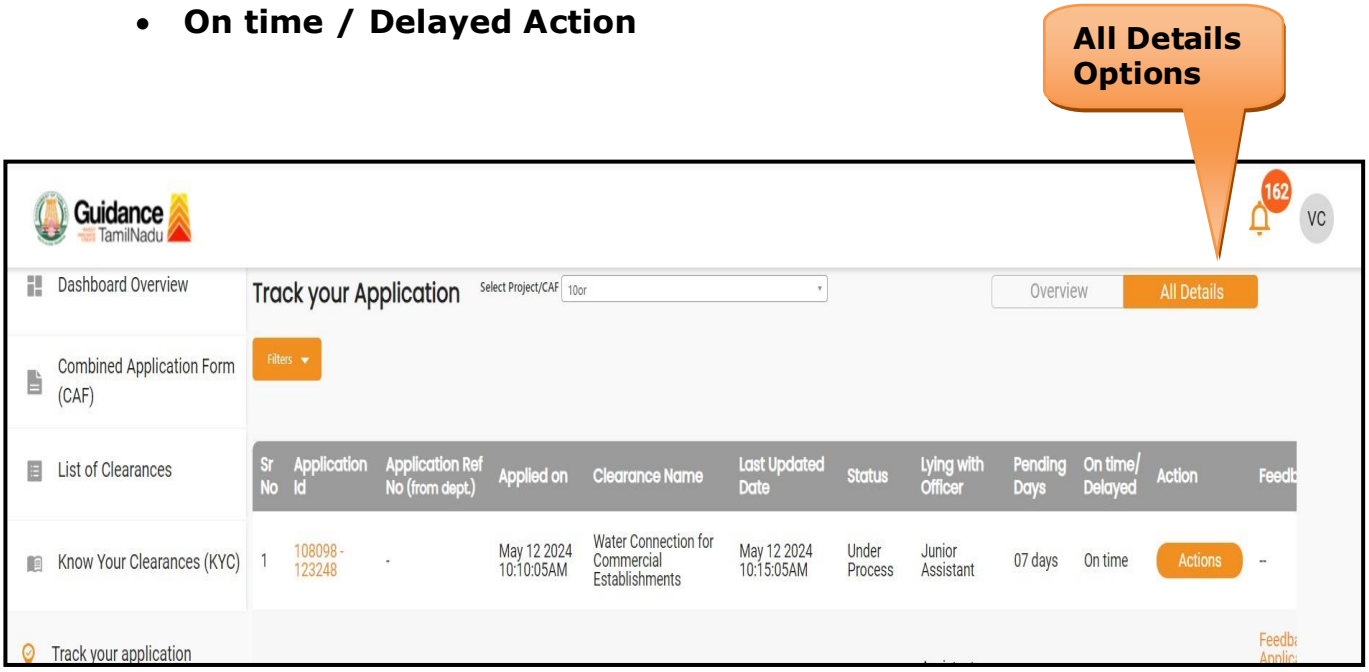


Figure 21. 'All Details' tab

9. 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 Assistant Engineer for Review

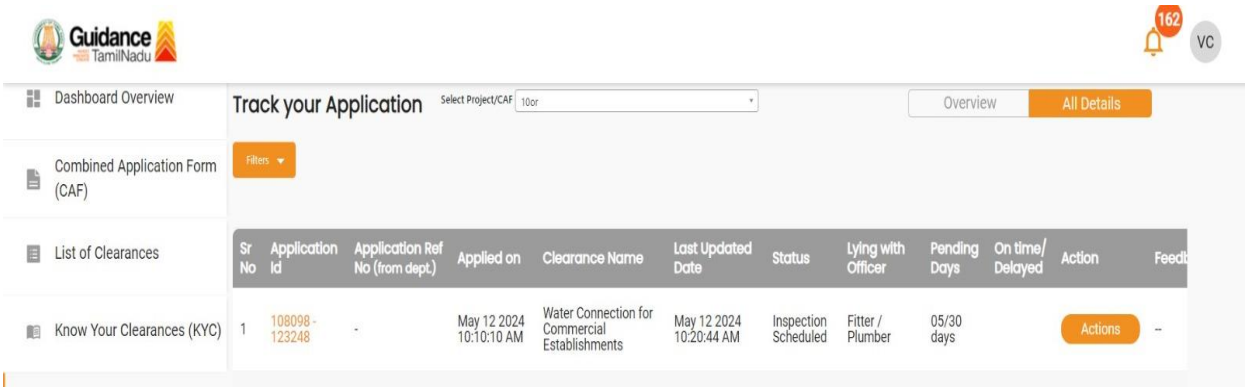


Figure 22. 'Inspection' tab

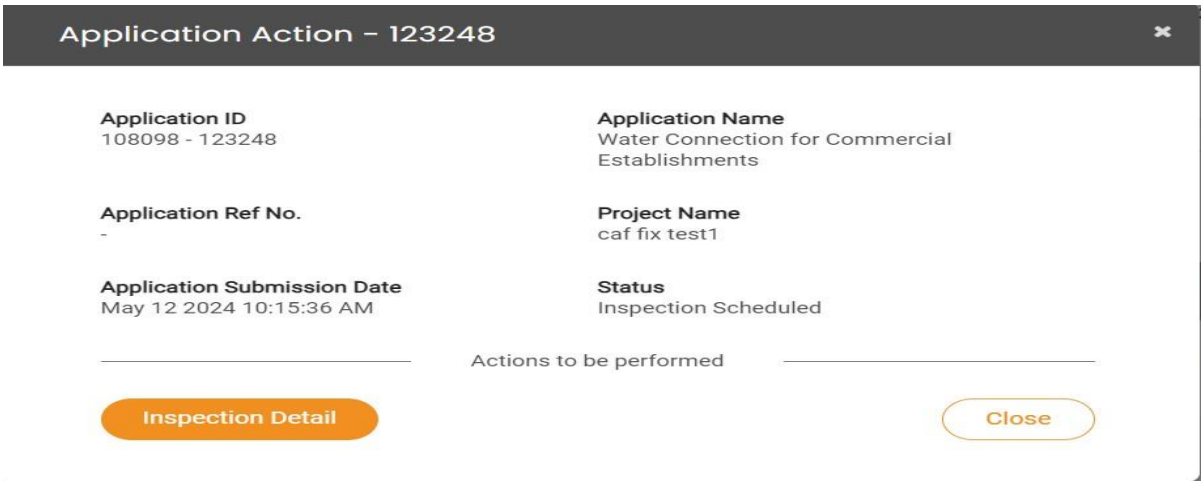


Figure 23. 'Inspection Scheduled'

10. 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) Applicants would receive an alert message through Registered SMS/Email.

3) Applicants could go to 'Track your application' option and view the query under action items under the 'All Details' Tab.

4) Applicants 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.

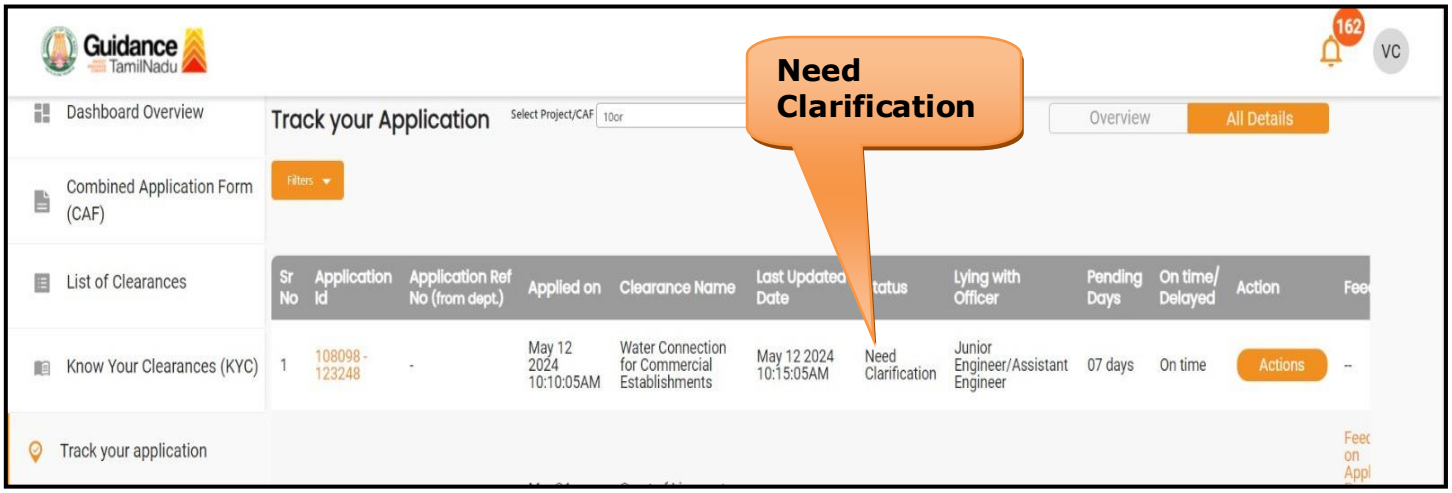


Figure 24. Need Clarification

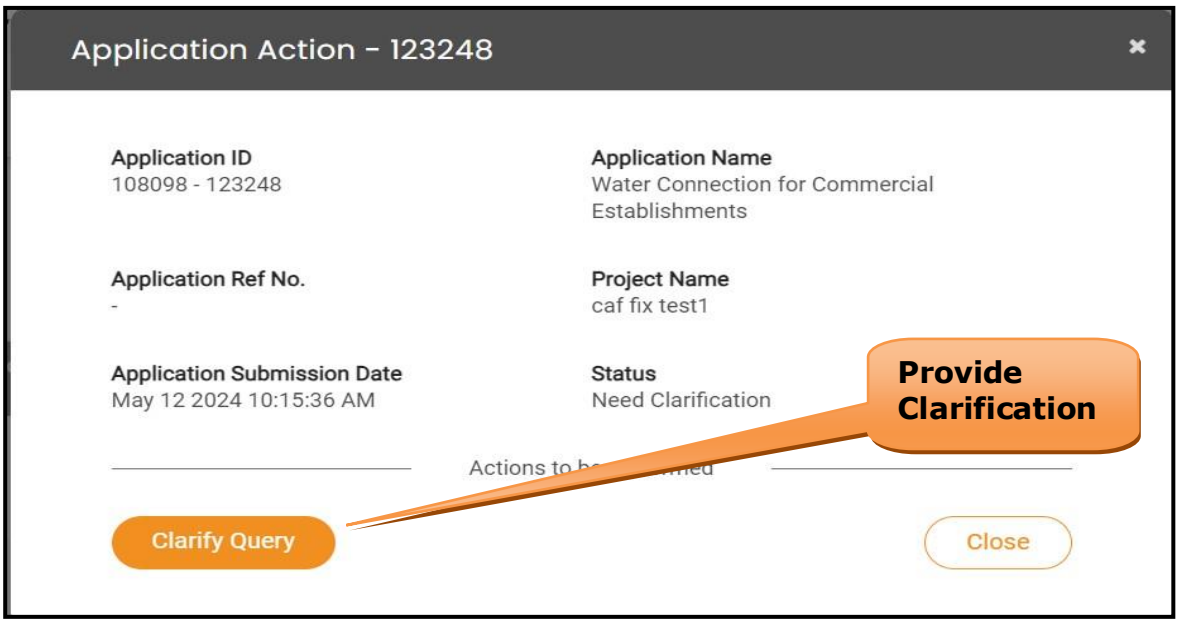


Figure 25. Provide Clarification

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.

11. Internal Approval

If the Inspection is satisfactory, the inspection report is prepared. Later the report is forwarded to JE. The JE scrutinizes the application along with the inspection report.

- If there is any query, the query is sent to the applicant.
- If there is no query, then the estimate for pipeline work is prepared.
- If the estimate is satisfactory, then the Municipal Engineer gives the internal approval

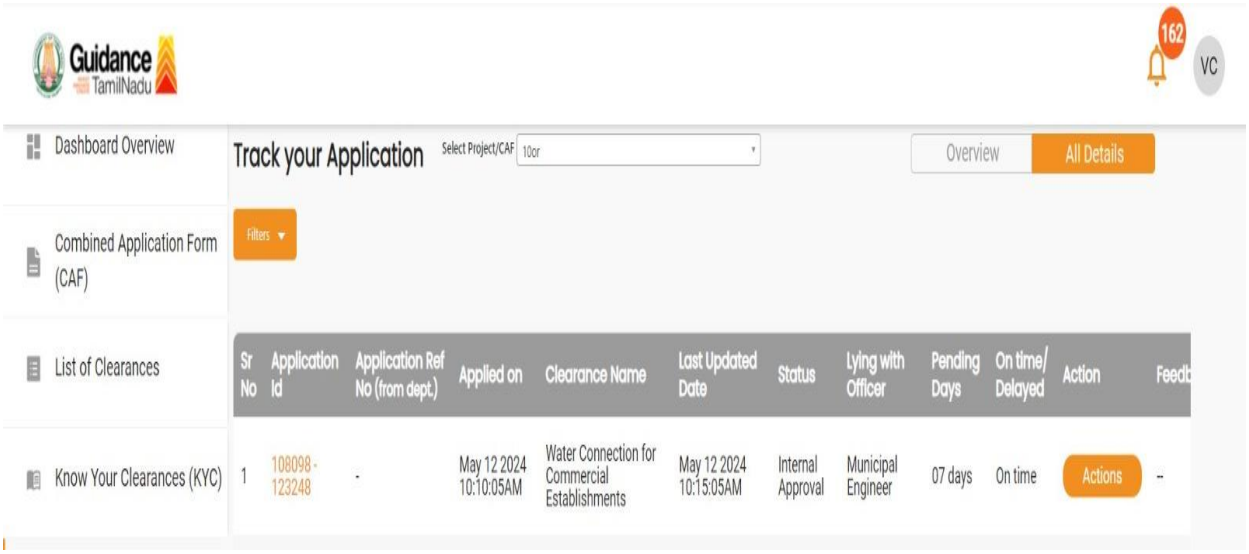


Figure 26. Internal Approval

7) The Status of the application changes from 'Need clarification' to **'Under Process'** after the Applicant submits the query.

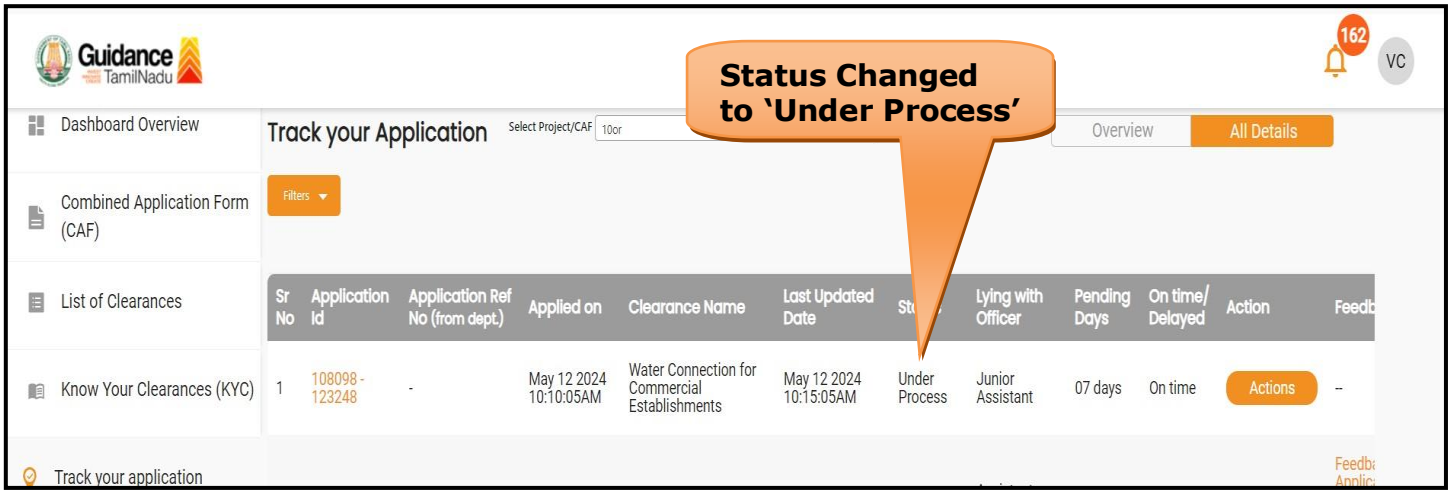


Figure 27. Under Process

12. Payment Process

a. Once the status has 'Action Button' under 'Track your application' and make the payment by clicking on

b. The User has the provision 'SBI' or 'PAYGOV'

c. After the payment 'Under Process'

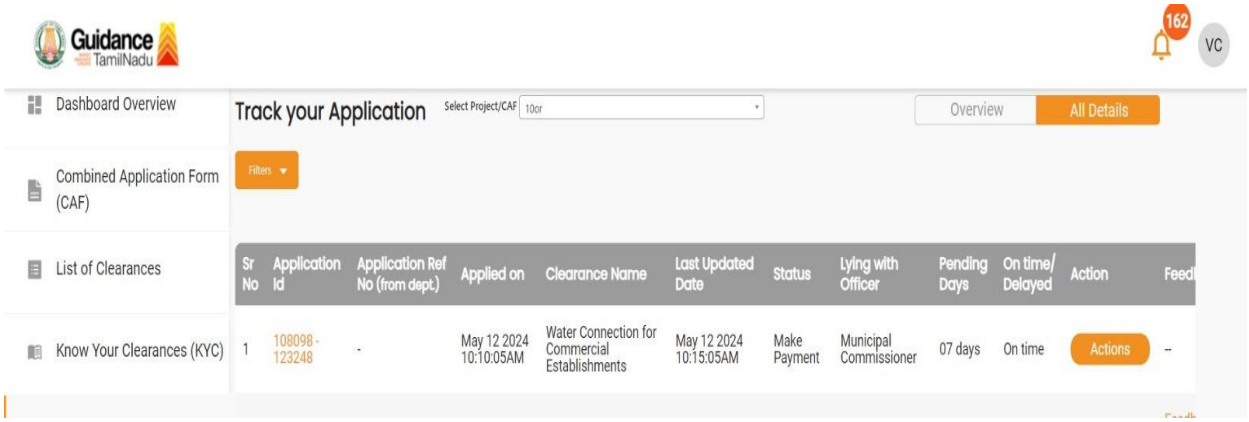


Figure 28. Make Payment

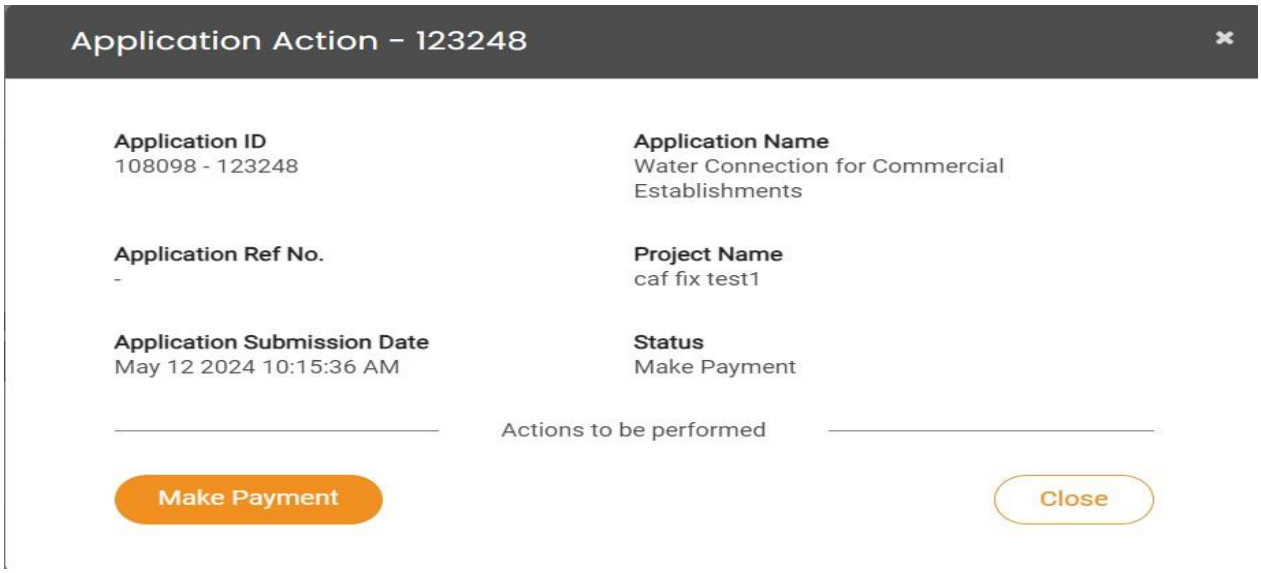
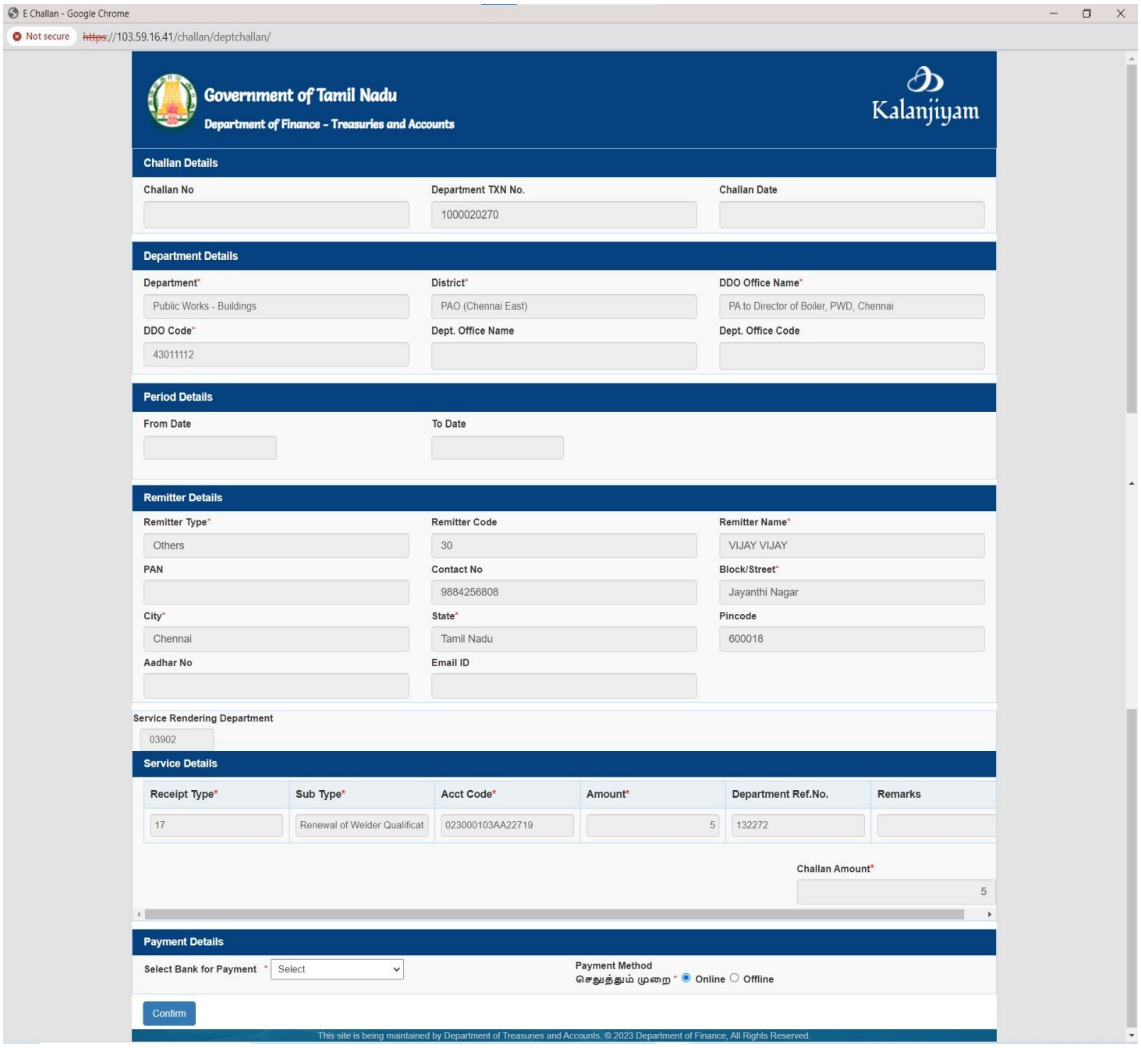
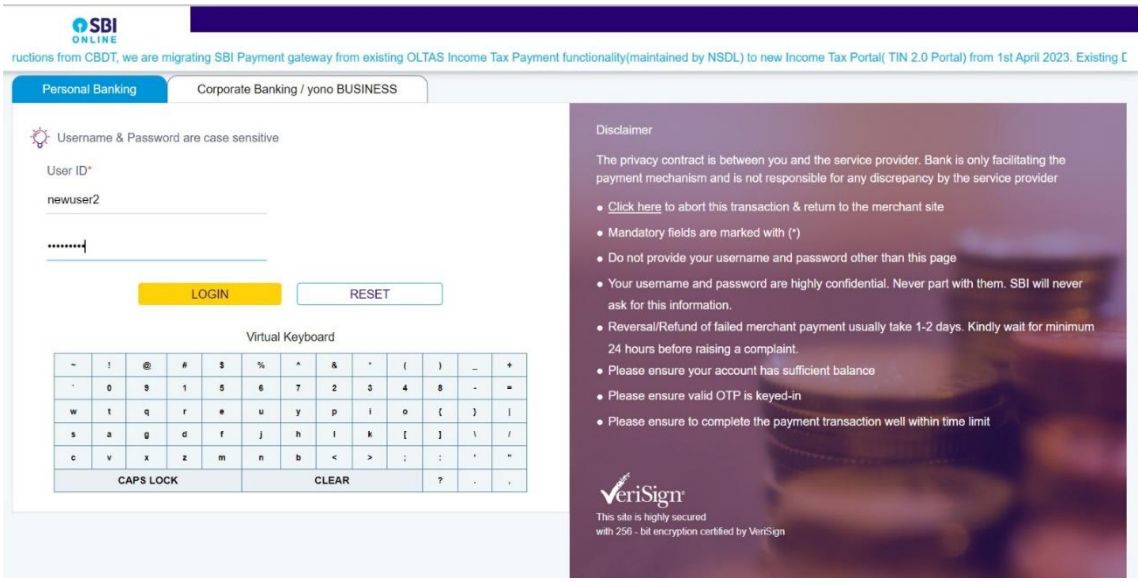


Figure 29. Click to Proceed Payment Process


E Challan - Google Chrome
Not secure https://103.59.16.41/challan/deptchallan/
Government of Tamil Nadu
Department of Finance - Treasuries and Accounts
Kalanjiyam
Challan Details
Challan No
Department TXN No.
1000020270
Challan Date
Department Details
Department*
Public Works - Buildings
District*
PAO (Chennai East)
DDO Office Name*
PA to Director of Boiler, PWD, Chennai
DDO Code*
43011112
Dept. Office Name
Dept. Office Code
Period Details
From Date
To Date
Remitter Details
Remitter Type*
Others
Remitter Code
30
Remitter Name*
VIJAY VIJAY
PAN
Contact No
9884256808
Block/Street*
Jayanthi Nagar
City*
Chennai
State*
Tamil Nadu
Pincode
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
செலுத்தும் முறை * Online Offline
Confirm
This site is being maintained by Department of Treasuries and Accounts. © 2023 Department of Finance, All Rights Reserved.


SBI ONLINE
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
Personal Banking
Corporate Banking / yono BUSINESS
Username & Password are case sensitive
User ID*
newuser2
LOGIN
RESET
Virtual Keyboard
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
VeriSign
This site is highly secured
with 256 - bit encryption certified by VeriSign

13. Application Processing

1) The Municipal Commissioner scrutinizes and reviews the application and updates the status as **"Approved or Rejected"**

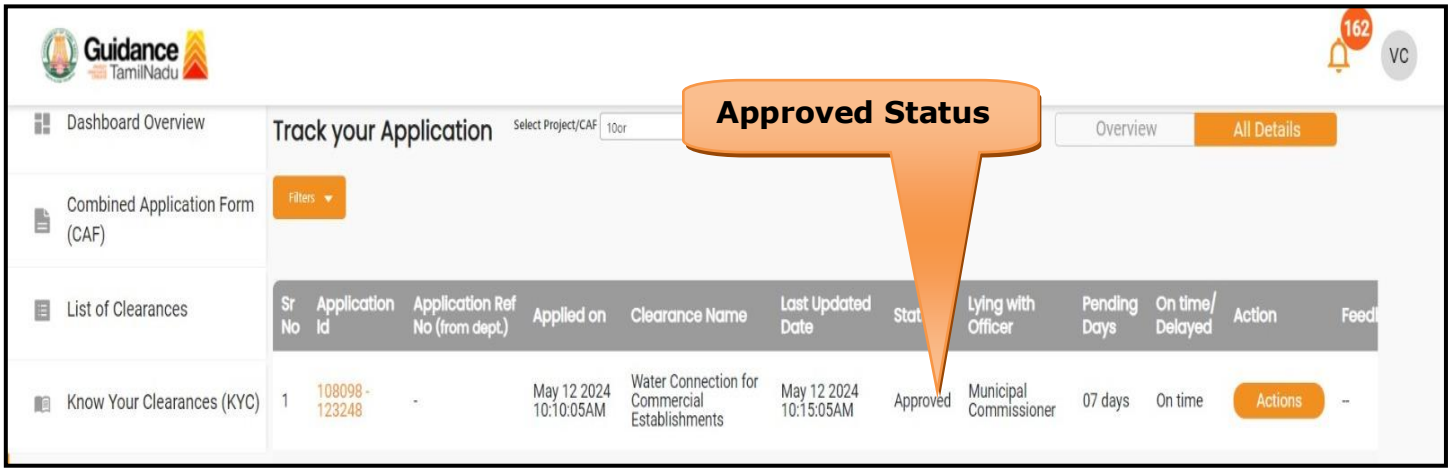


Figure 30. Application Processed

2) If the application is **'Approved'** by the Municipal Commissioner, the applicant can download the Approval Certificate under **Track your application – > Action button -> Download Certificate** (Refer Figure 31)

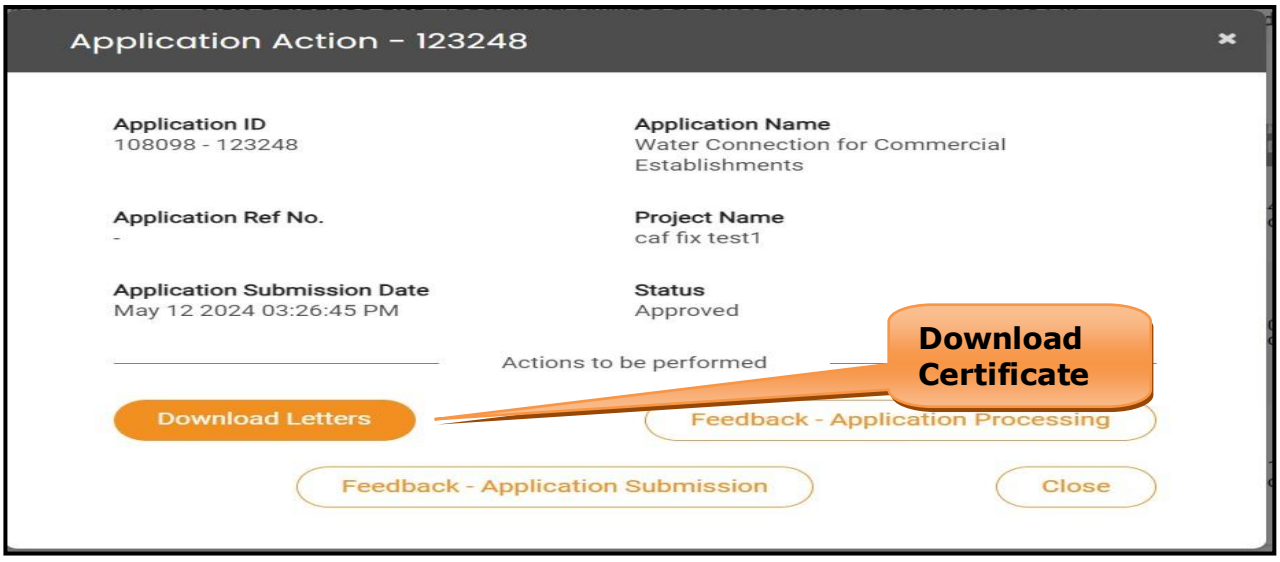


Figure 31. Download Certificate

3) If the application is '**Rejected**' by the Municipal Commissioner, the applicant can view the rejection remarks under the Actions Tab by the Municipal Commissioner. Applicant has to create a fresh application if the application has been rejected. (Refer Figure 32)

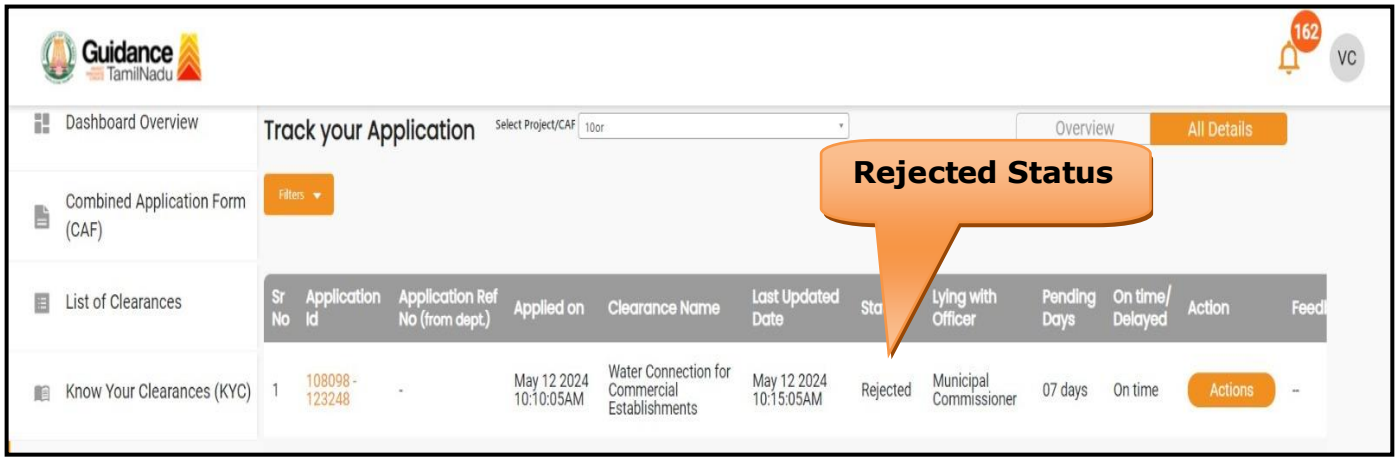


Figure 32. Rejected Status