

Guidance
INVEST
INNOVATE
CREATE
TamilNadu



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.**

TNSWP website
(www.tnswp.com)

Toll free number
and Mail Id



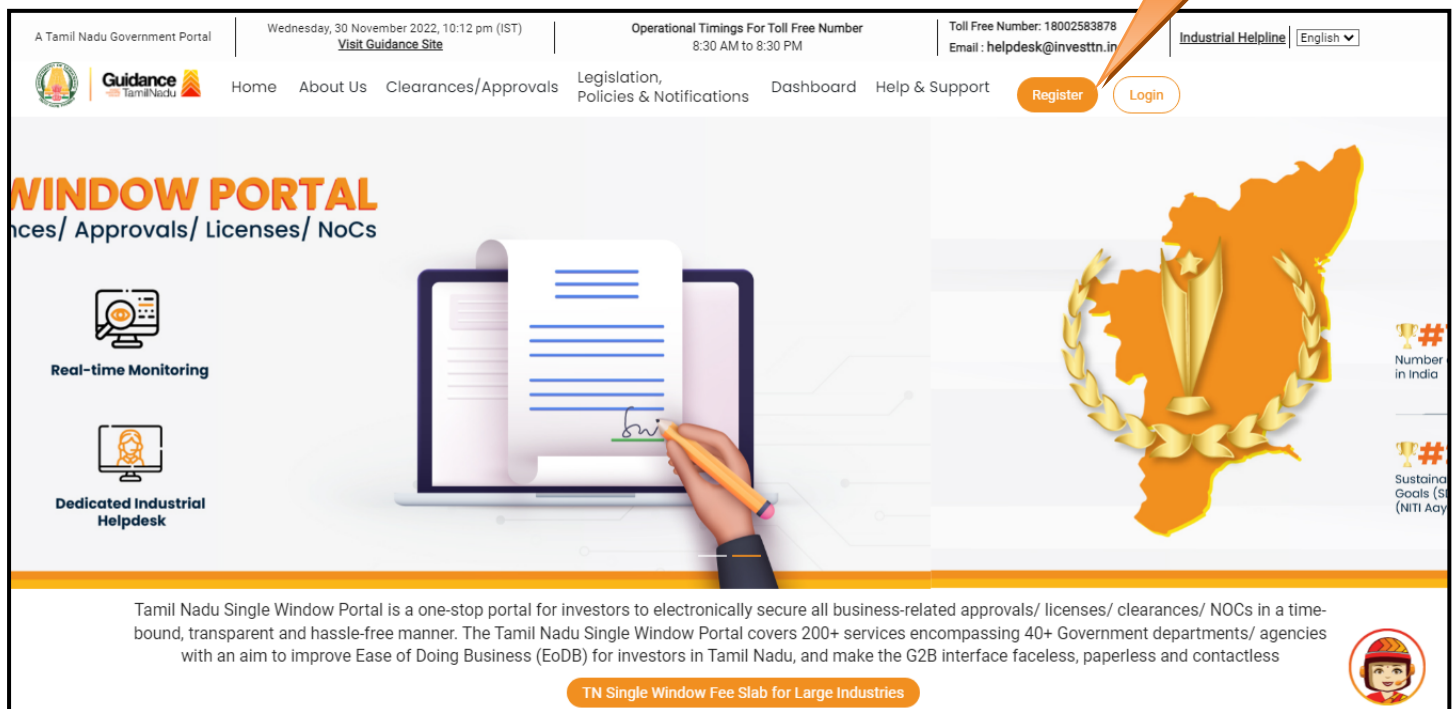
Figure 1. Single Window Portal Home Page

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

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.

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

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.

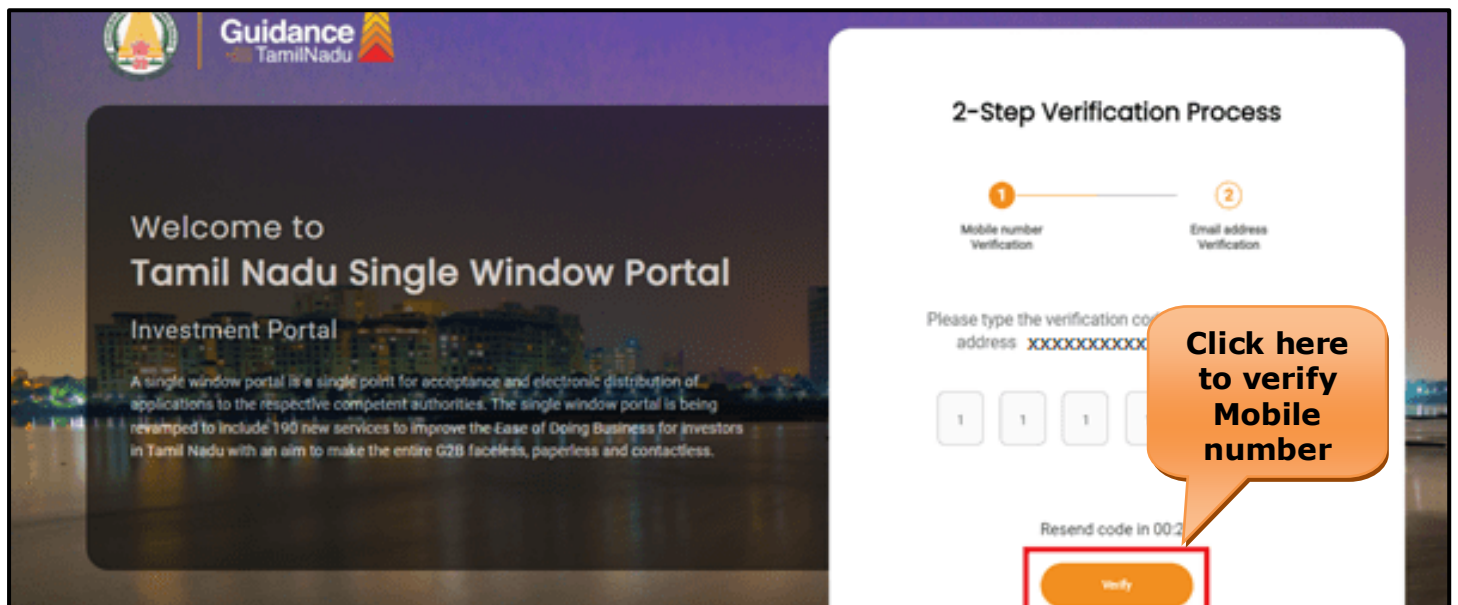


Figure 5. Mobile Number Verification

- 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.

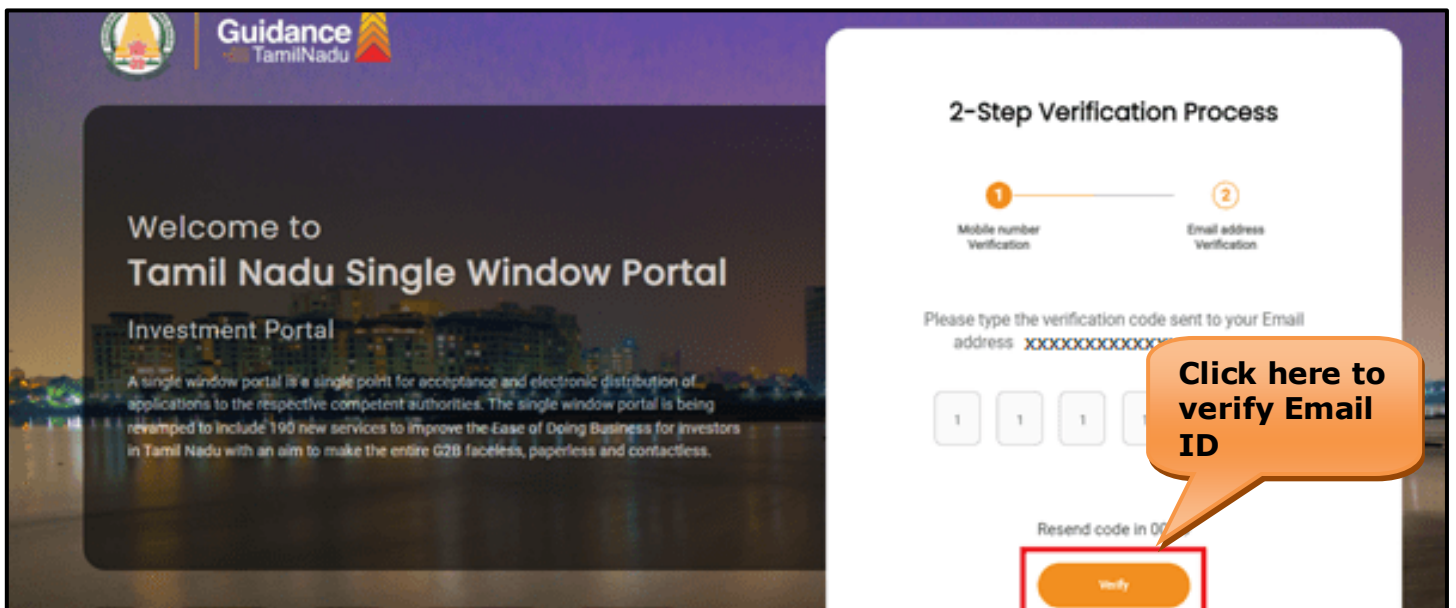


Figure 6. Email ID Verification

- 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.

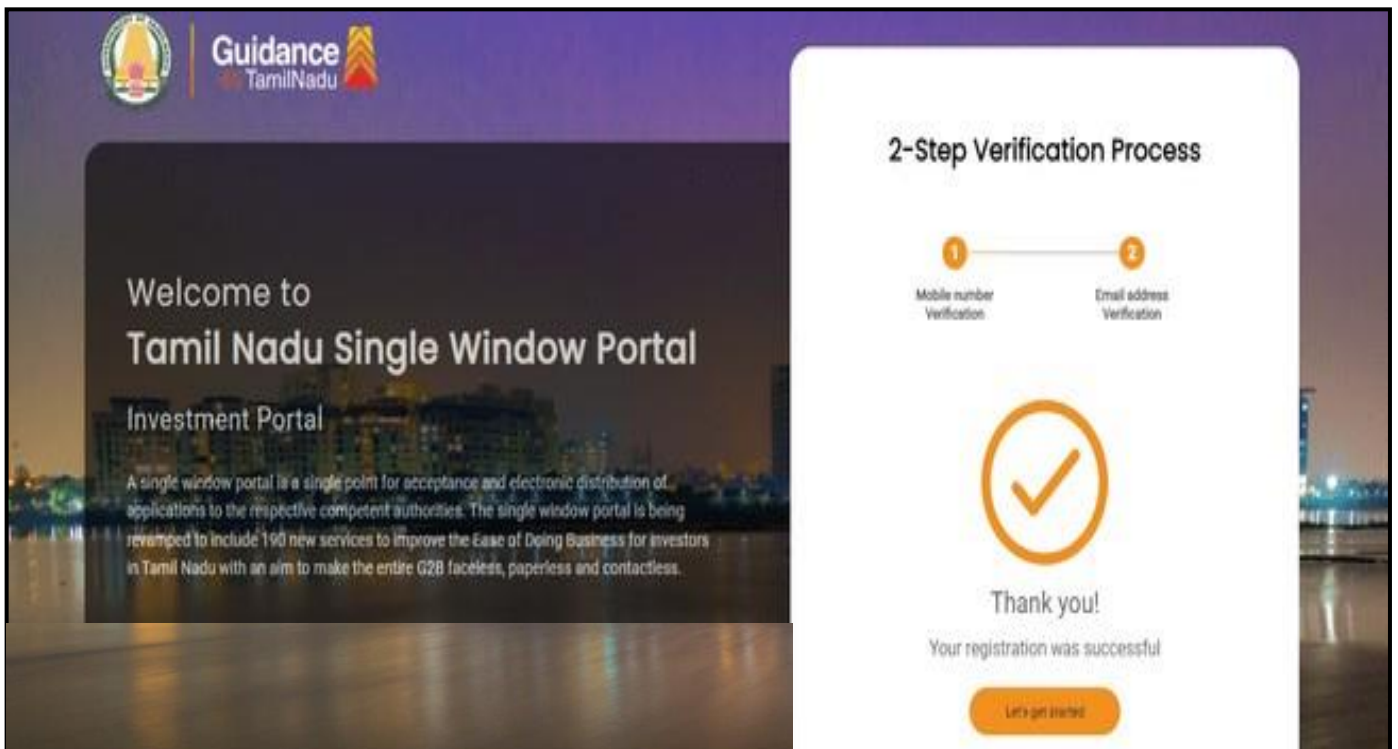


Figure 7. Registration Confirmation Pop-Up

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.

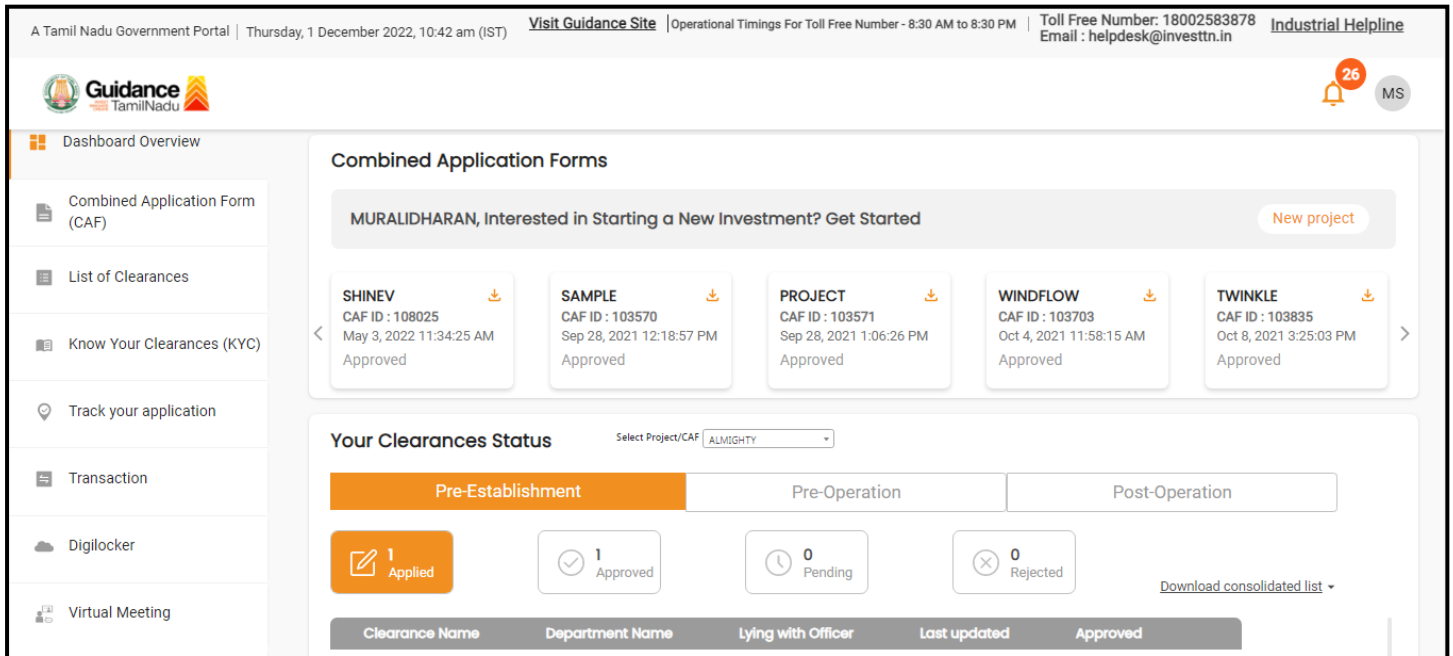
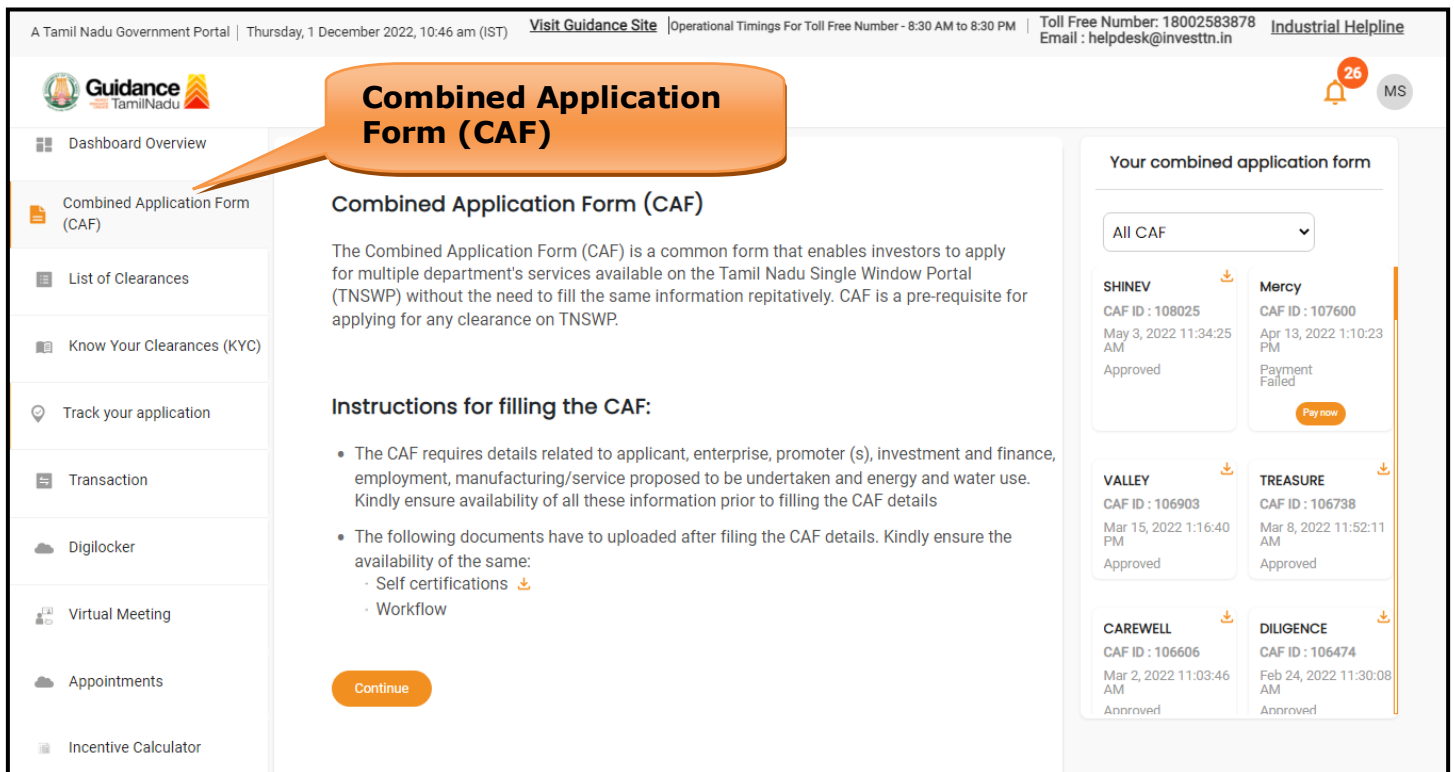


Figure 9. Dashboard Overview

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

[Continue](#)

Your combined application form

All CAF

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

Figure 10. Combined Application Form (CAF)

6.1 Sections of Combined Application Form

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

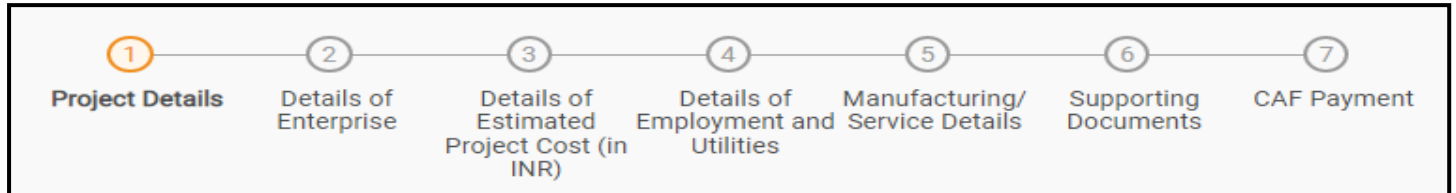


Figure 11. Section of Combined Application Form (CAF)

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

- **Self-Certification:**

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

- **Workflow:**

- Prepare and upload the business process flow chart.

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

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

The screenshot displays the Guidance TamilNadu portal interface. At the top, there is a navigation bar with the Guidance TamilNadu logo and a notification bell icon showing 309 alerts. Below the navigation bar, a progress indicator shows seven steps: 1. Project Details, 2. Details of Enterprise, 3. Details of Estimated, 4. Details of Employment and Manufacturing facilities, 5. Details of Manufacturing, 6. Supporting Documents, and 7. CAF Payment. The current step is CAF Payment. A confirmation message box is overlaid on the page, stating: "Information: Your CAF details have been successfully saved. Kindly review the CAF fees amount and make applicable payment to submit the CAF." Below the message box, the "Payment Details" section is visible, showing options for "Lump sum" (selected) and "à la carte". The "Amount to be paid (in INR)" is set to 500000, with "Five Lakh" written below it. A "Calculate Fee" button is present at the bottom right of the payment details section.

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”

List of Clearances

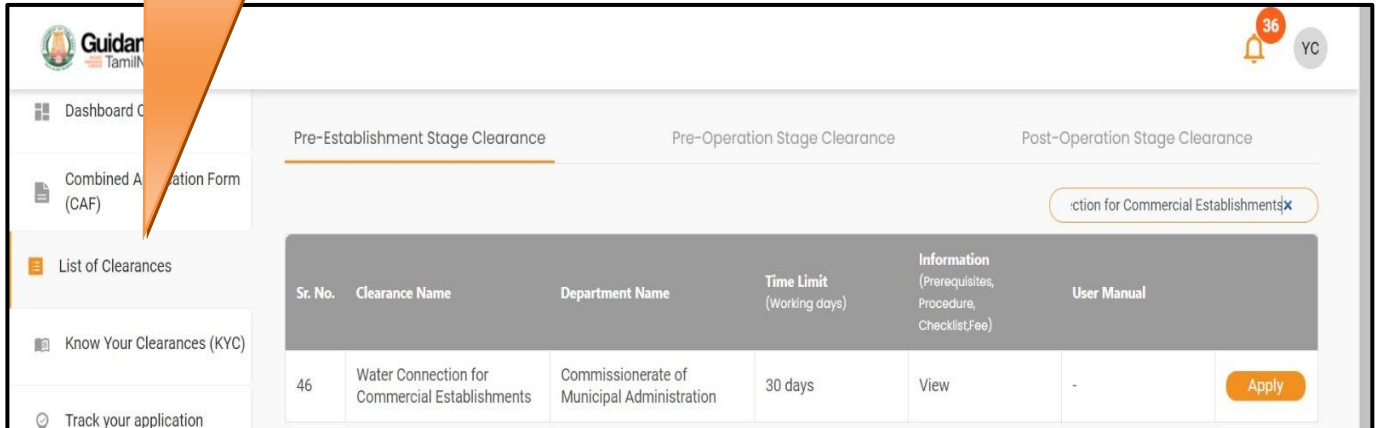


Figure 13. List of Clearances

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.

Pre-Establishment Stage Clearance

Search for Clearance

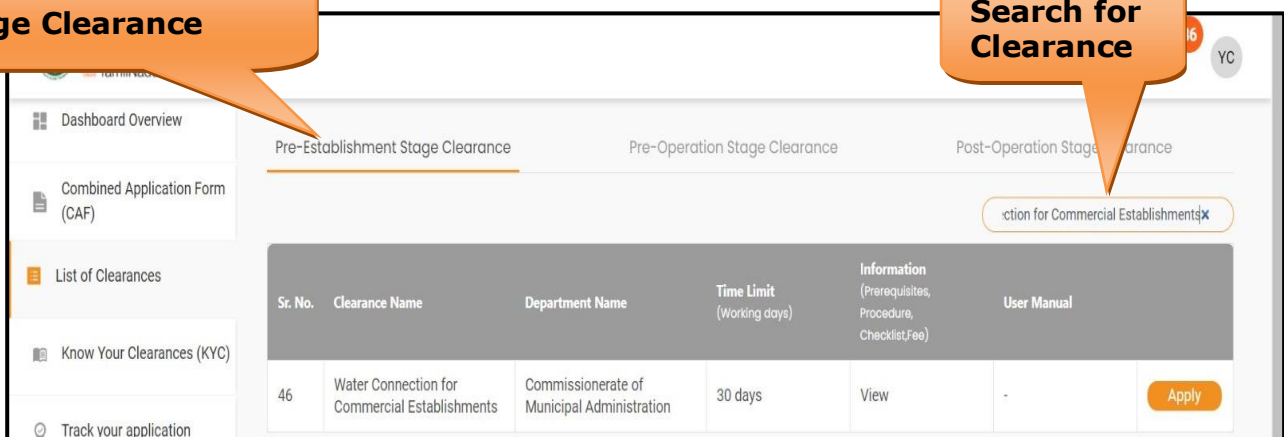
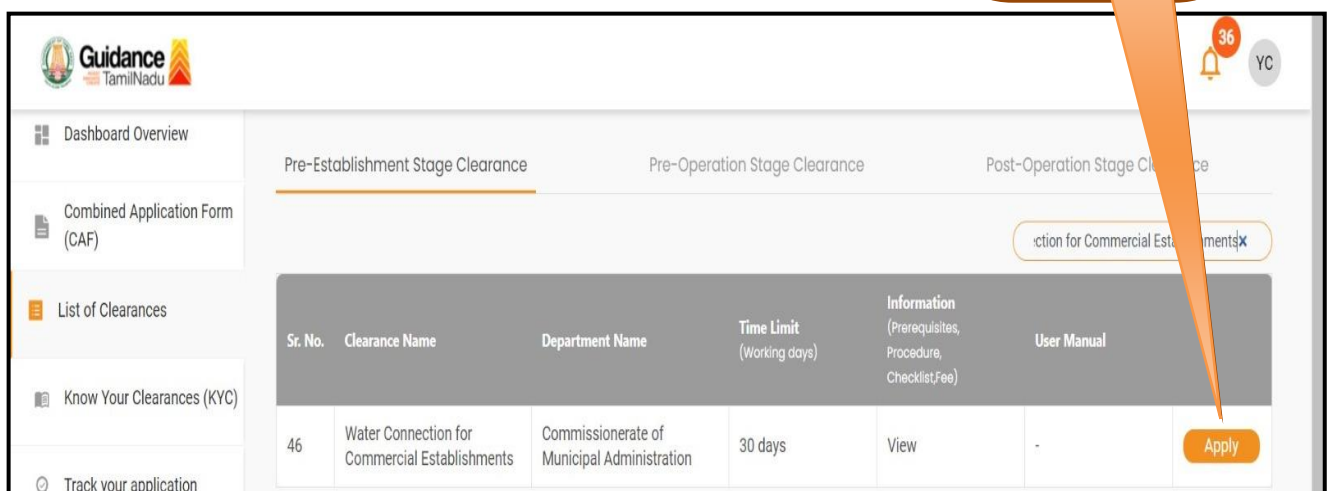


Figure 14. Search for Clearance

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.



The screenshot displays 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-Establishment Stage Clearance' and features a search bar for 'ction for Commercial Est...ments'. Below the search bar is a table with columns: Sr. No., Clearance Name, Department Name, Time Limit (Working days), Information (Prerequisites, Procedure, Checklist, Fee), and User Manual. An orange callout bubble labeled 'Apply for Clearance' points to the 'Apply' button in the last row of the table.

Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
46	Water Connection for Commercial Establishments	Commissionerate of Municipal Administration	30 days	View	-

Figure 15. Apply for Clearance

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

Confirmation!!!

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

Department Name
Commissionerate of Municipal Administration

Name of the Clearance
Water Connection for Commercial Establishments

Select Project/CAF *

caf fix test1

Close

Click on Apply

Apply

Figure 16. Project/CAF

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

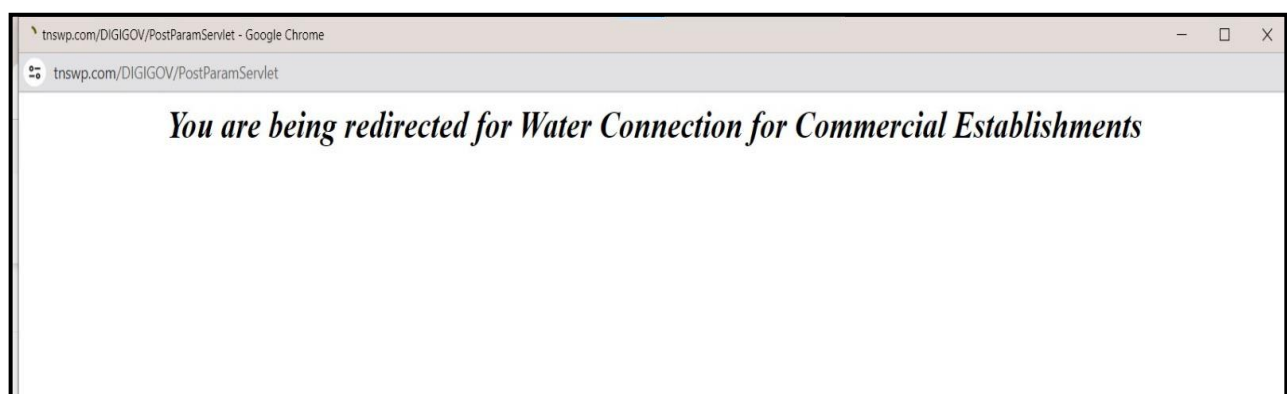


Figure 17. Water Connection for Commercial Establishments

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

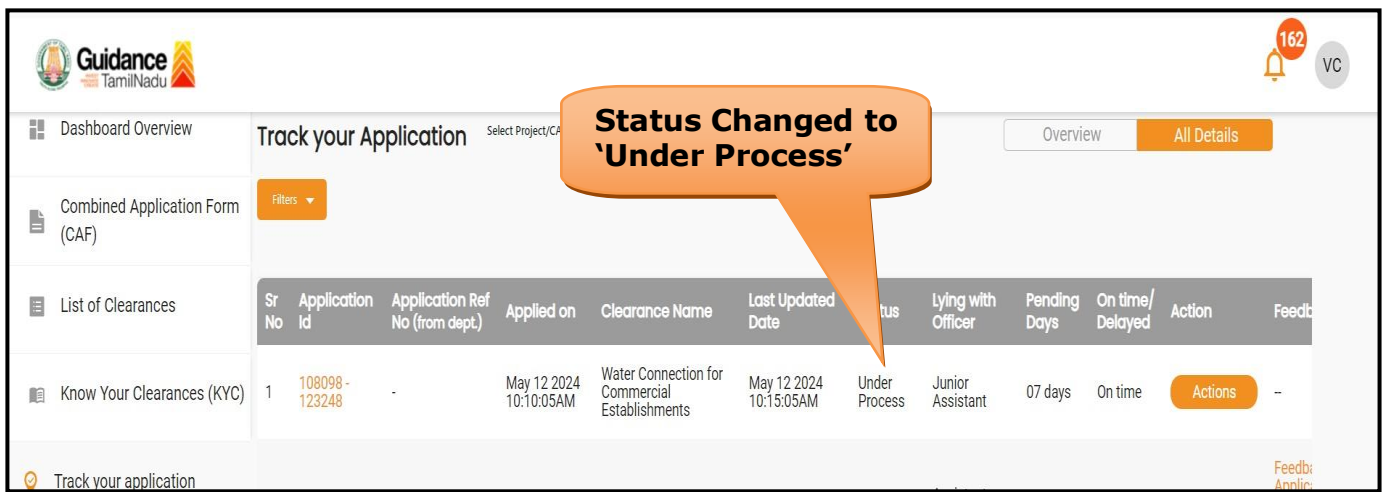
S.No	Check List Group Description	CheckList Desc	Is mandatory?	Is scanned Document Required?	Is submitted?	Documents(Max 1 MB)(pdf/jpeg)
1	Application Form	Application *	Yes	Yes	<input checked="" type="checkbox"/>	<input type="button" value="Choose File"/> sample-pdf-file.pdf
2	Document Proof	Property Tax Receipt *	Yes	Yes	<input checked="" type="checkbox"/>	<input type="button" value="Choose File"/> sample.pdf
3	Document Proof	Deposit Receipt *	Yes	Yes	<input checked="" type="checkbox"/>	<input type="button" value="Choose File"/> pdf-sample.pdf

Click on 'Submit'

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**



The screenshot displays the 'Track your Application' page. On the left, there is a sidebar with navigation options: Dashboard Overview, Combined Application Form (CAF), List of Clearances, and Know Your Clearances (KYC). The main content area is titled 'Track your Application' and includes a 'Filters' dropdown and a 'Select Project/CAF' dropdown. A callout bubble with the text 'Status Changed to 'Under Process'' points to the 'Status' column of the application table. The table has the following data:

Sr No	Application Id	Application Ref No (from dept)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action	Feedb
1	108098 - 123248	-	May 12 2024 10:10:05AM	Water Connection for Commercial Establishments	May 12 2024 10:15:05AM	Under Process	Junior Assistant	07 days	On time	Actions	-

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**

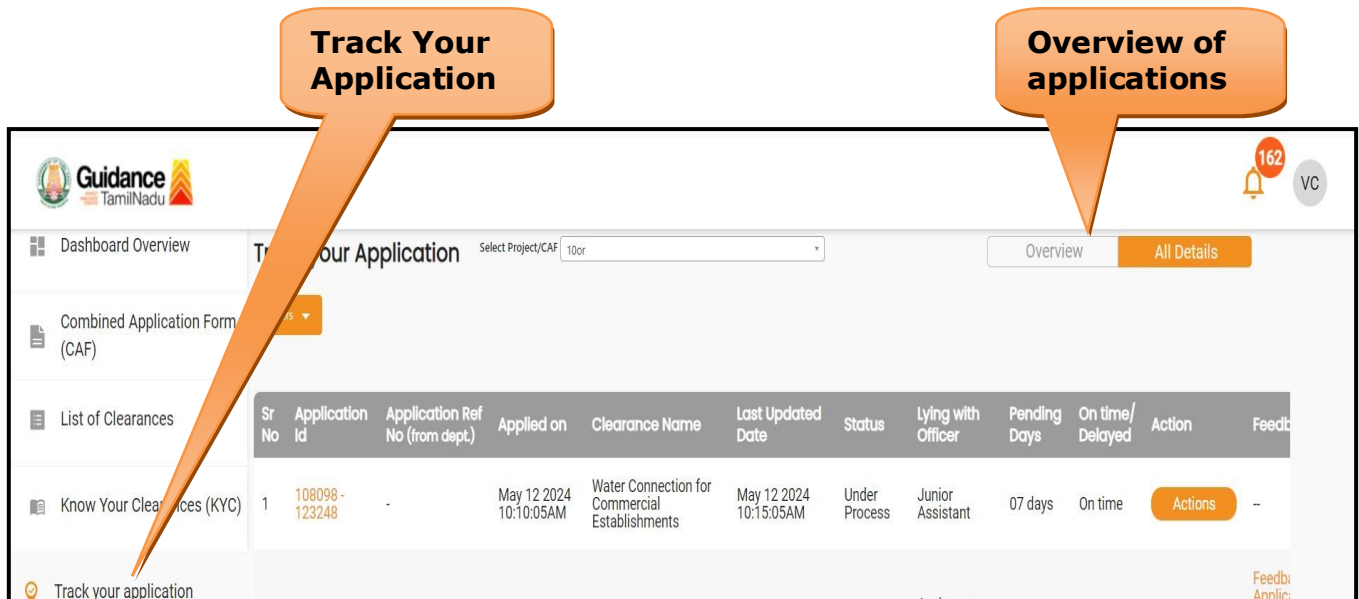
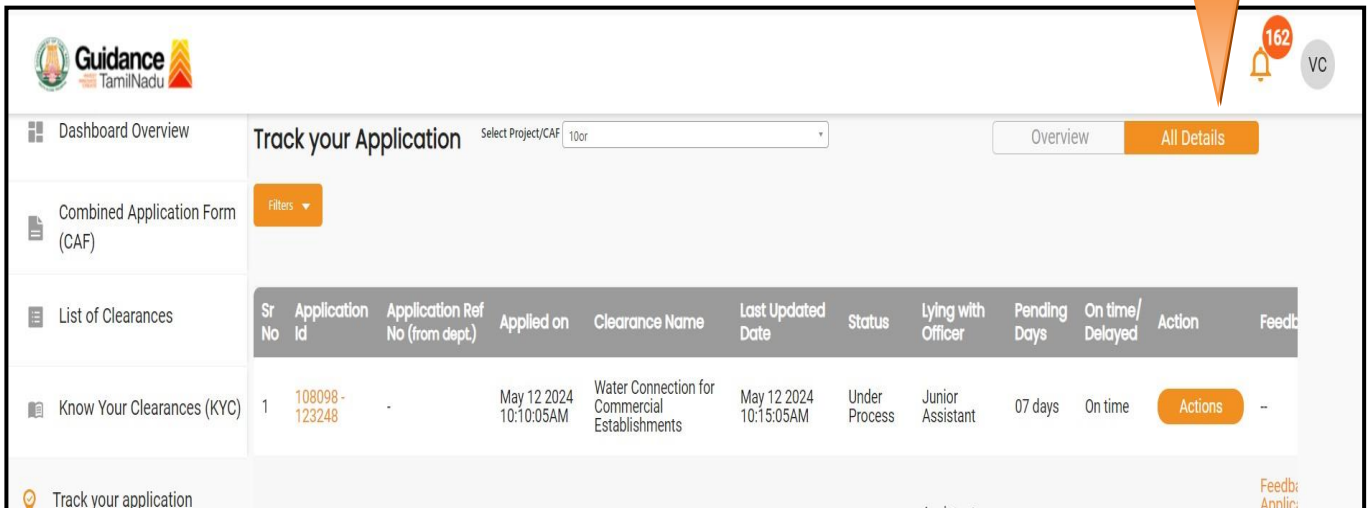


Figure 20. Track Your Application

- **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**

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	Feedback
1	108098 - 123248	-	May 12 2024 10:10:05AM	Water Connection for Commercial Establishments	May 12 2024 10:15:05AM	Under Process	Junior Assistant	07 days	On time	Actions	-

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

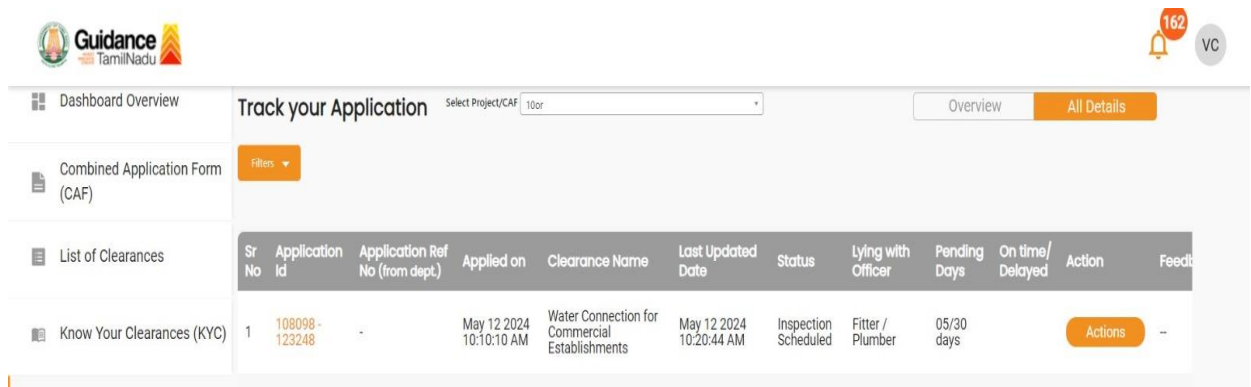


Figure 22. 'Inspection' tab

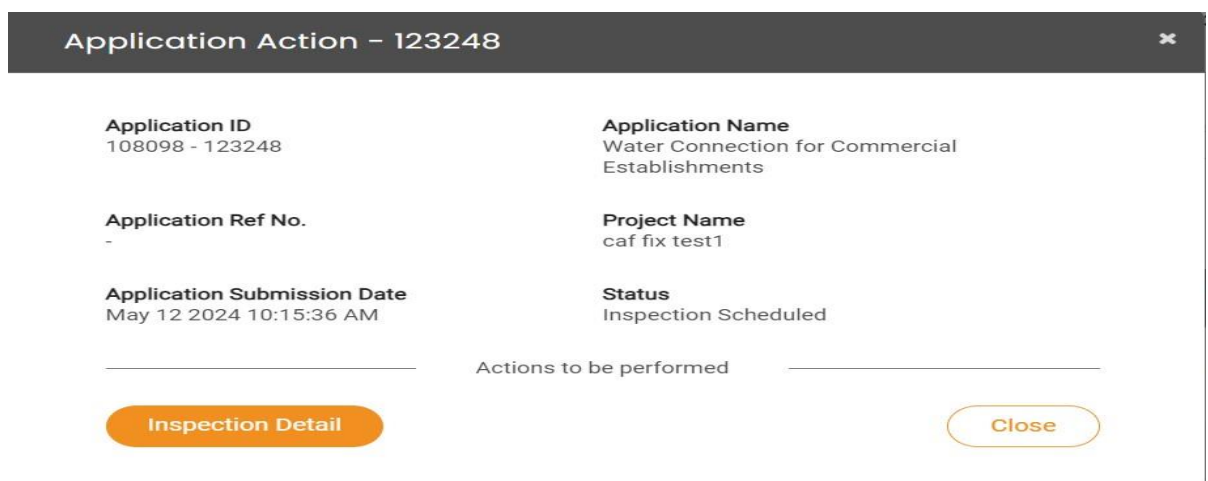


Figure 23. 'Inspection Scheduled'

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.

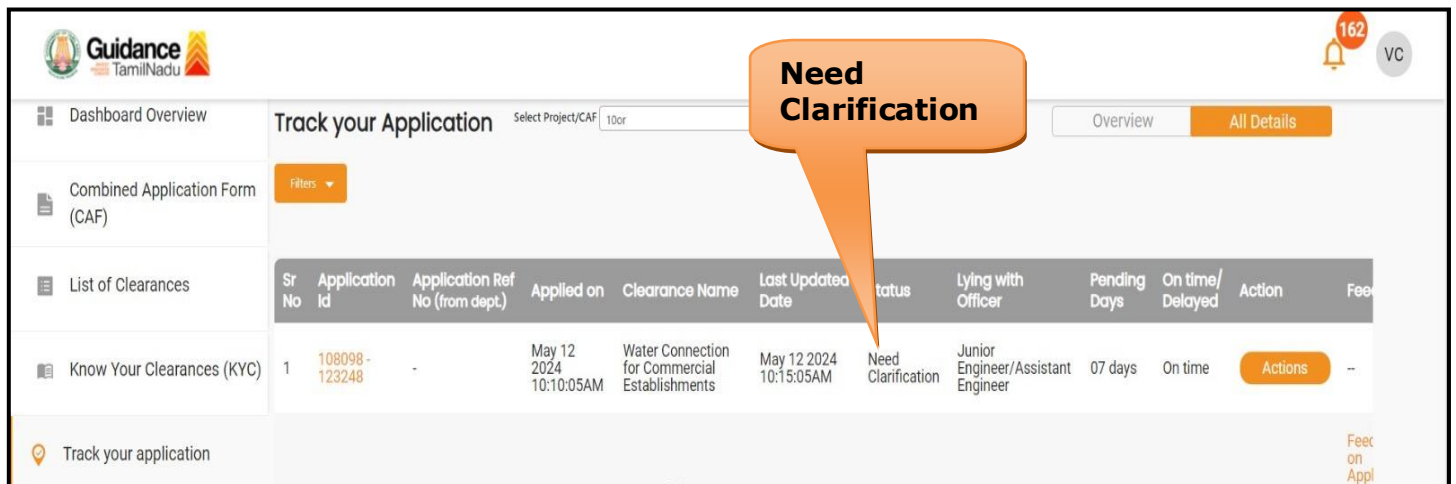
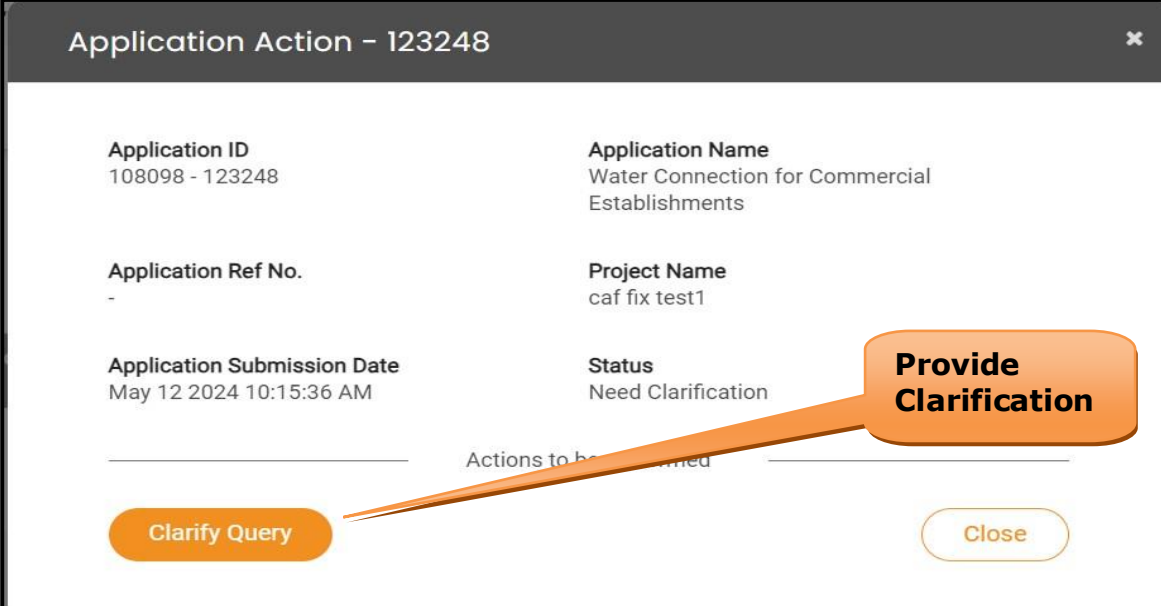


Figure 24. Need Clarification



The screenshot shows a web application window titled "Application Action - 123248". The window contains the following information:

Application ID 108098 - 123248	Application Name Water Connection for Commercial Establishments
Application Ref No. -	Project Name caf fix test1
Application Submission Date May 12 2024 10:15:36 AM	Status Need Clarification

Below the table, there is a section titled "Actions to be performed" with two buttons: "Clarify Query" and "Close". A large orange callout box with the text "Provide Clarification" points to the "Clarify Query" button.

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

The screenshot shows a dashboard titled 'Track your Application' with a dropdown menu for 'Select Project/CAF' set to '100r'. On the left, there are navigation options: 'Dashboard Overview', 'Combined Application Form (CAF)', 'List of Clearances', and 'Know Your Clearances (KYC)'. The main table displays one application entry:

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	Feedb
1	108098-123248	-	May 12 2024 10:10:05AM	Water Connection for Commercial Establishments	May 12 2024 10:15:05AM	Internal Approval	Municipal Engineer	07 days	On time	Actions	-

Figure 26. Internal Approval

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

This screenshot is similar to Figure 26 but shows the application status updated to 'Under Process'. An orange callout bubble with the text 'Status Changed to 'Under Process'' points to the 'Status' column of the application entry in the table.

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	Feedb
1	108098-123248	-	May 12 2024 10:10:05AM	Water Connection for Commercial Establishments	May 12 2024 10:15:05AM	Under Process	Junior Assistant	07 days	On time	Actions	-

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'

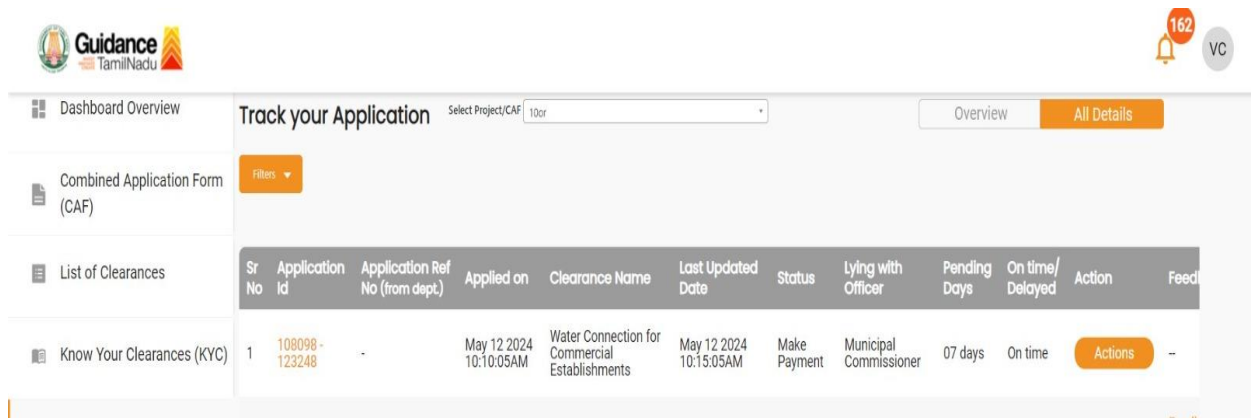


Figure 28. Make Payment

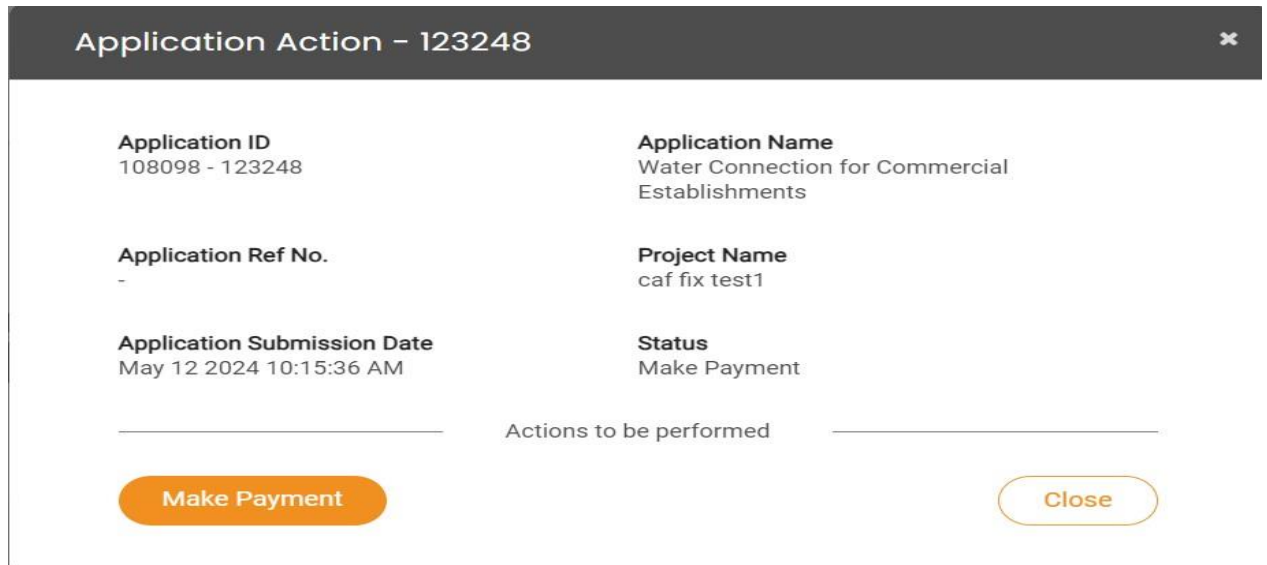


Figure 29. Click to Proceed Payment Process

E Challan - Google Chrome
 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*:

Payment Details

Select Bank for Payment: Payment Method: செலுத்தும் முறை * Online Offline

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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 E

Personal Banking Corporate Banking / yono BUSINESS

Username & Password are case sensitive

User ID*
 newuser2

.....

Virtual Keyboard

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

Disclaimer

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

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

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”**

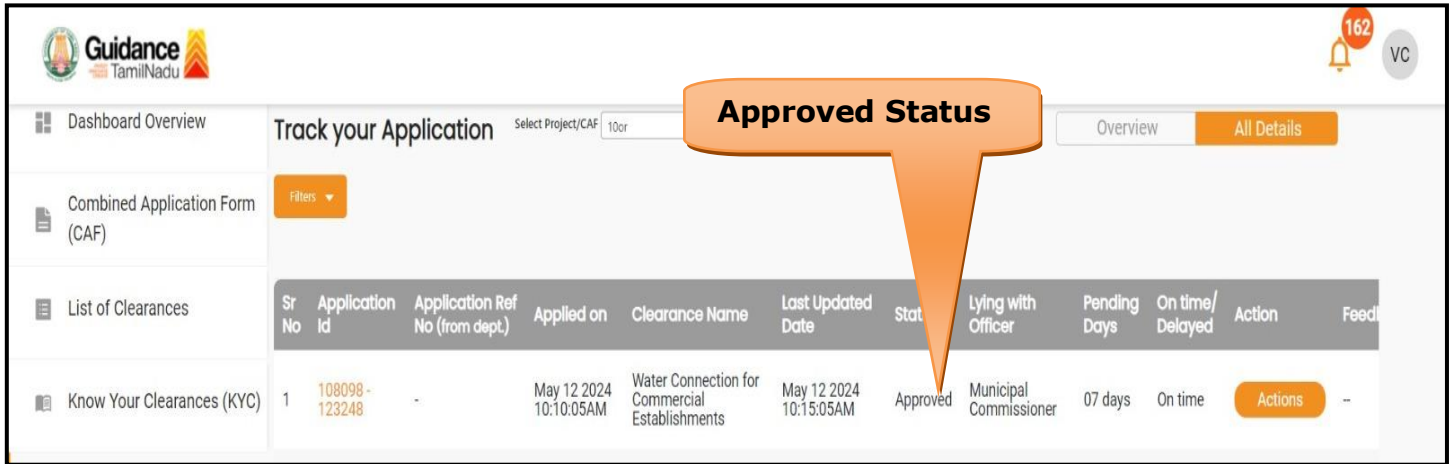


Figure 30. Application Processed

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)

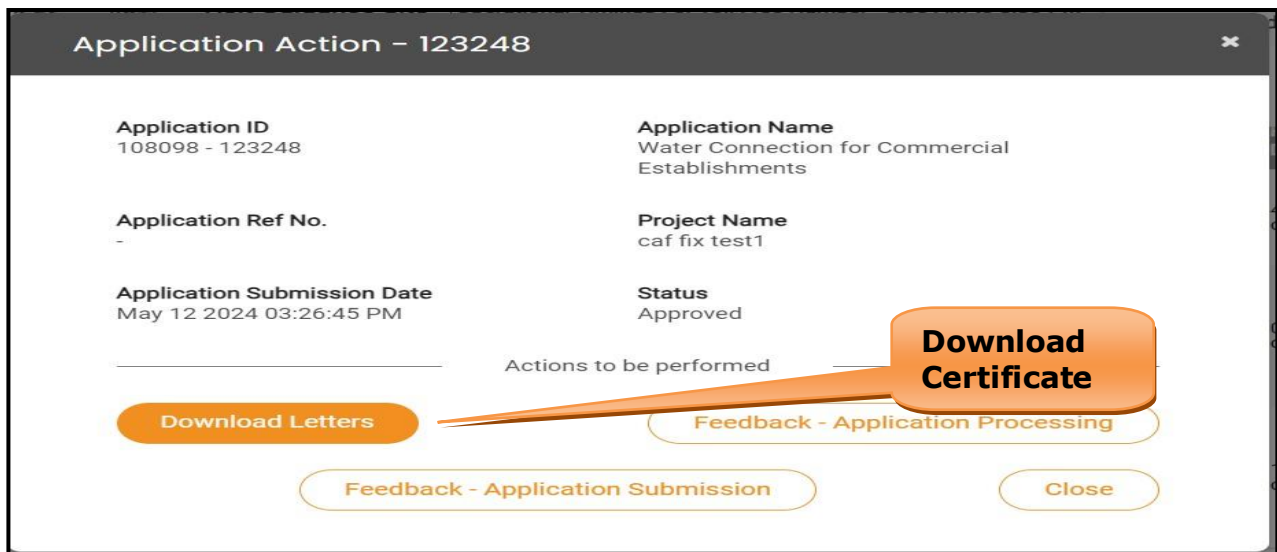
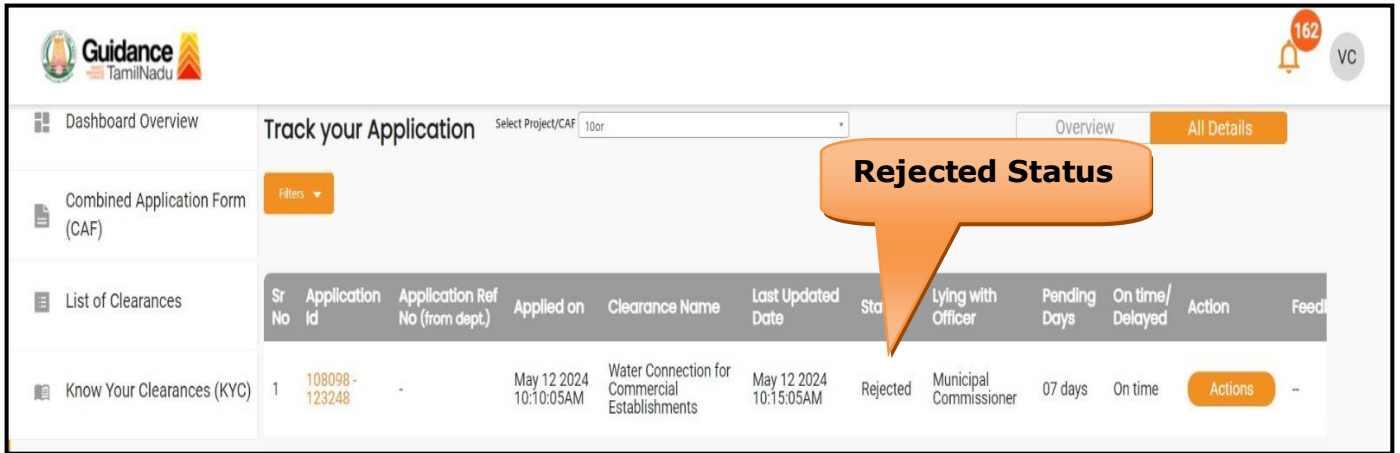


Figure 31. Download Certificate

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)



The screenshot shows a dashboard titled 'Track your Application' with a sidebar on the left containing 'Dashboard Overview', 'Combined Application Form (CAF)', 'List of Clearances', and 'Know Your Clearances (KYC)'. The main area displays a table of applications. One application is highlighted with an orange callout bubble that says 'Rejected Status'.

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
1	108098 - 123248	-	May 12 2024 10:10:05AM	Water Connection for Commercial Establishments	May 12 2024 10:15:05AM	Rejected	Municipal Commissioner	07 days	On time	Actions	-

Figure 32. Rejected Status

