



TAMILNADU SINGLE WINDOW PORTAL

APPLICANT MANUAL

Industry License

Rural Development and Panchayat Raj



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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



← → ↻ tnswp.com/DIGIGOV/swp-tnswp.jsp

A Tamil Nadu Government Portal | Wednesday, 30 November 2022, 10:11 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

TAMIL NADU

Leading the Nation

#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)

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

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

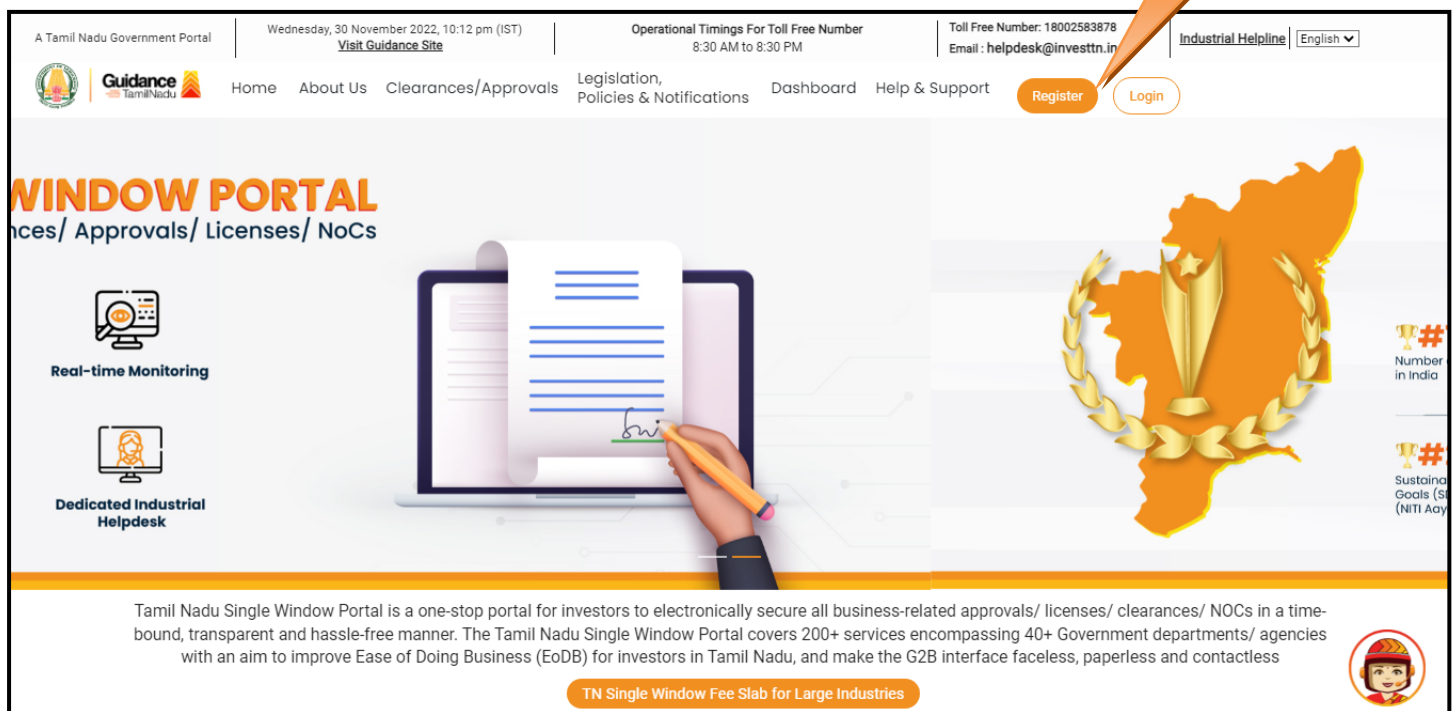
Figure 1. Single Window Portal Home Page

2. Registration

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

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

**Register
on TNSWP**



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

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

WINDOW PORTAL
Clearances/ Approvals/ Licenses/ NoCs

Real-time Monitoring


Dedicated Industrial Helpdesk

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

TN Single Window Fee Slab for Large Industries

Figure 2. Register

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



Guidance
TamilNadu

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



Guidance
TamilNadu

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.

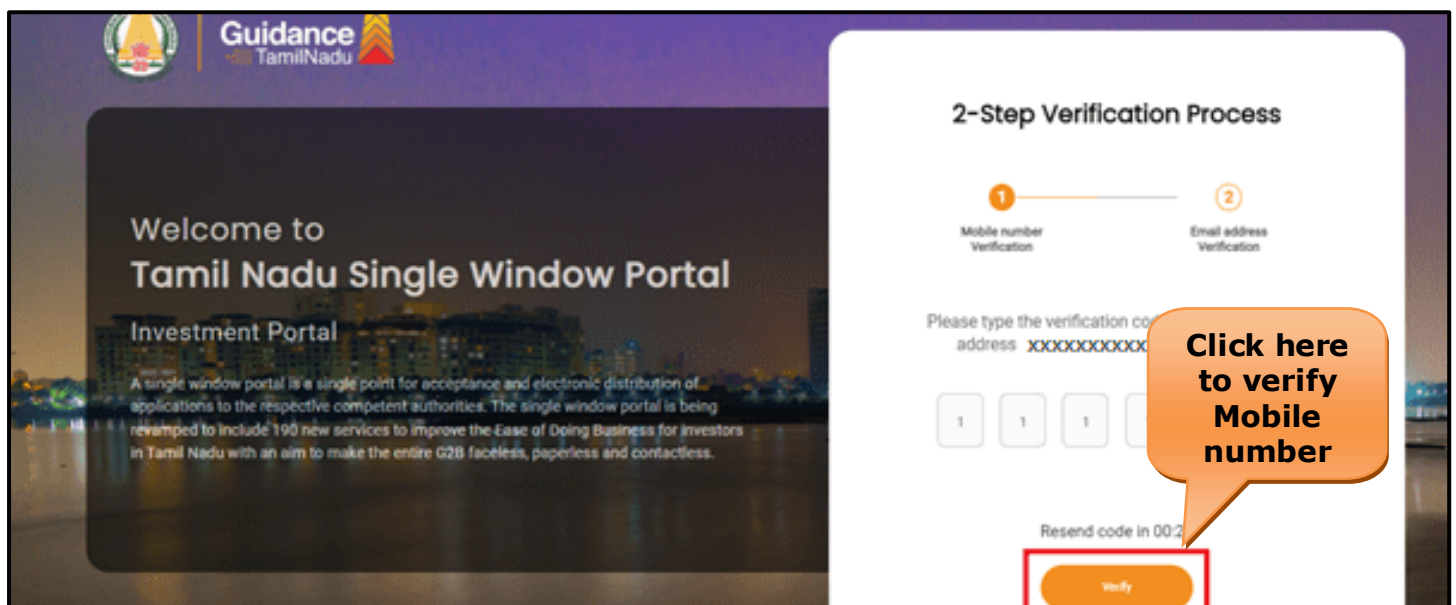


Figure 5. Mobile Number Verification

- 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.

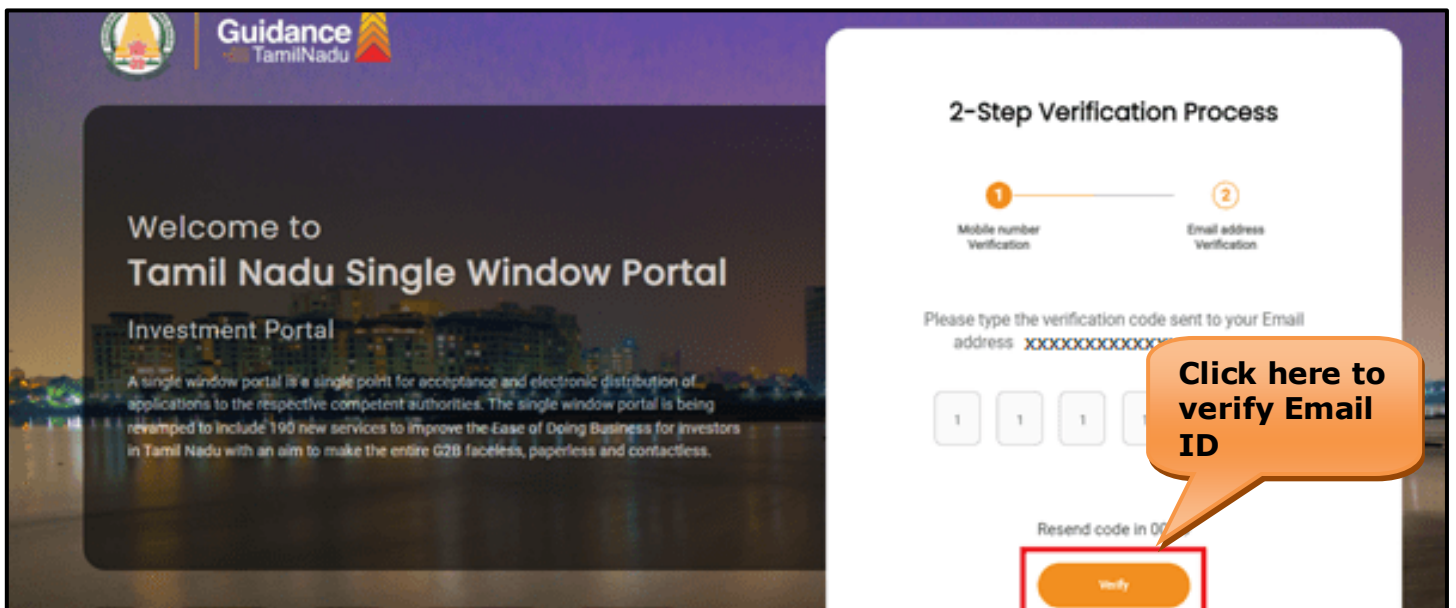


Figure 6. Email ID Verification

- 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.

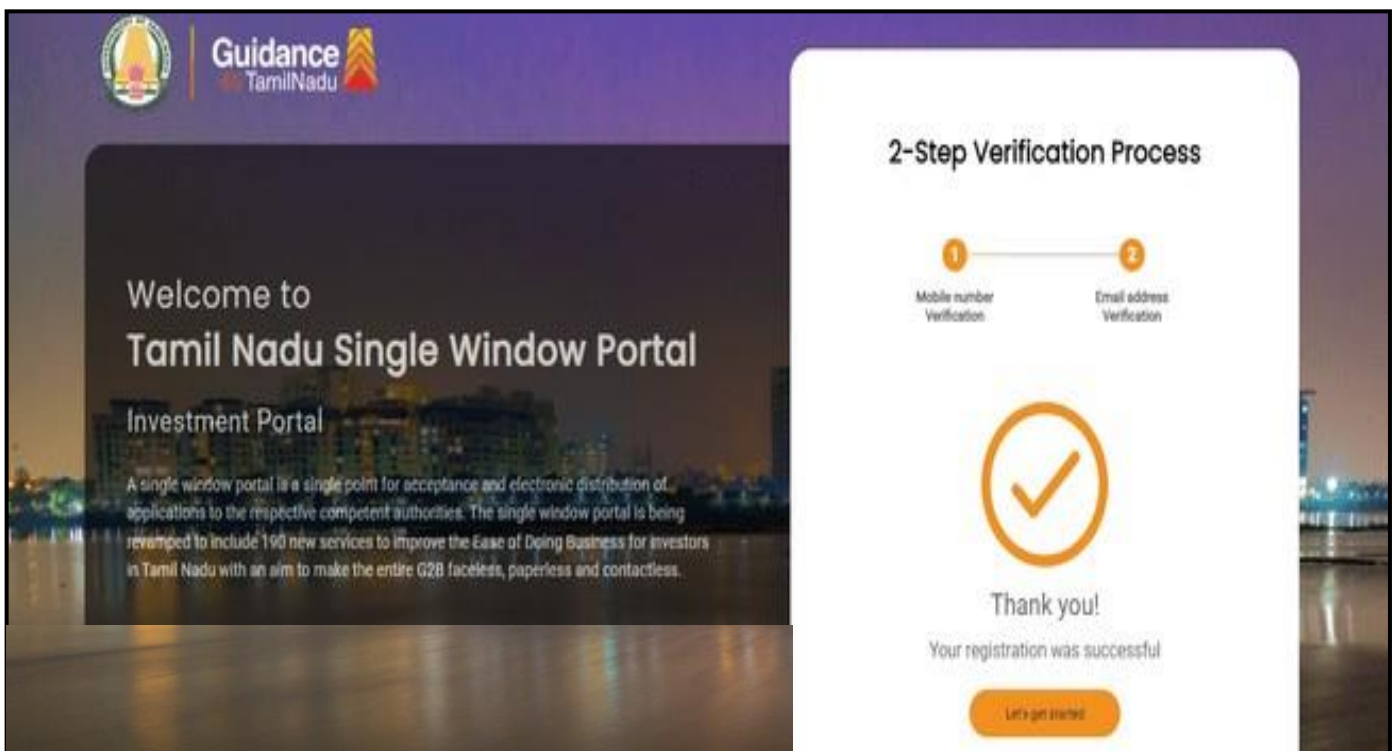


Figure 7. Registration Confirmation Pop-Up

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**



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

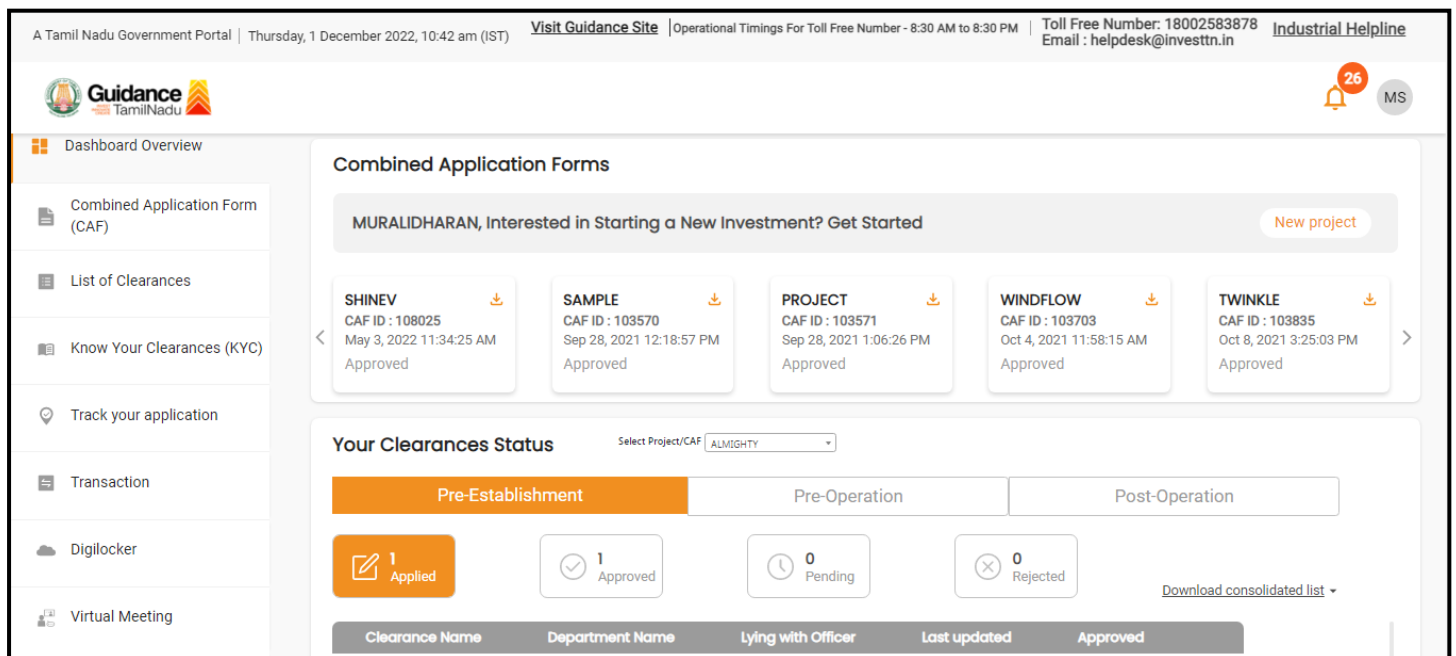
#1 Number of Factories in India	#1 Number of Operational SEZs in India	#1 Governance & Political Stability (N-SIPI 2019)	#1 International and Domestic Tourist Arrivals	#1 Best Performing State (India Today State of the State Award 2018, 2019 & 2020)
#2 Sustainable Development Goals (SDG) Index 2020-21 (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)

At the bottom, there is a text block: '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'. Below this is a button '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.



The screenshot shows the dashboard overview page for the TNSWP. The page header includes the Tamil Nadu Government Portal logo, the date and time (Thursday, 1 December 2022, 10:42 am IST), and contact information for the Industrial Helpline (Toll Free Number: 18002583878, Email: helpdesk@investtn.in). The dashboard is divided into several sections:

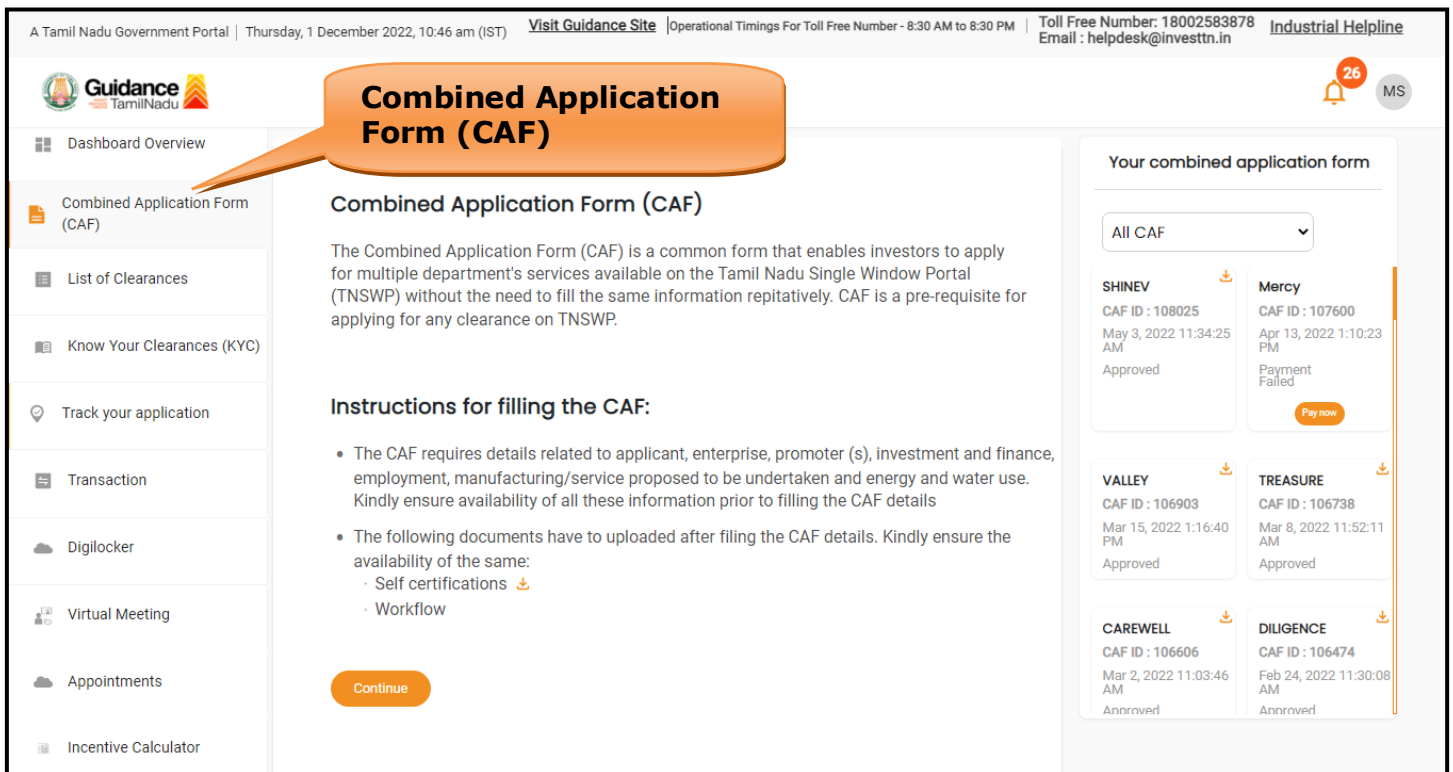
- Dashboard Overview:** A sidebar menu with options like Combined Application Form (CAF), List of Clearances, Know Your Clearances (KYC), Track your application, Transaction, Digilocker, and Virtual Meeting.
- Combined Application Forms:** A section titled "MURALIDHARAN, Interested in Starting a New Investment? Get Started" with a "New project" button. Below this, there are five application cards for SHINEV, SAMPLE, PROJECT, WINDFLOW, and TWINKLE, each showing the CAF ID, date, and status (Approved).
- Your Clearances Status:** A section with a dropdown menu for "Select Project/CAF" (currently set to ALMIGHTY). It features three tabs: Pre-Establishment (highlighted), Pre-Operation, and Post-Operation. Below the tabs, there are four status boxes: Applied (1), Approved (1), Pending (0), and Rejected (0). A "Download consolidated list" link is also present.

Clearance Name	Department Name	Lying with Officer	Last updated	Approved
SHINEV			May 3, 2022 11:34:25 AM	Approved
SAMPLE			Sep 28, 2021 12:18:57 PM	Approved
PROJECT			Sep 28, 2021 1:06:26 PM	Approved
WINDFLOW			Oct 4, 2021 11:58:15 AM	Approved
TWINKLE			Oct 8, 2021 3:25:03 PM	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)

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 be uploaded after filling 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 is a progress indicator with 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

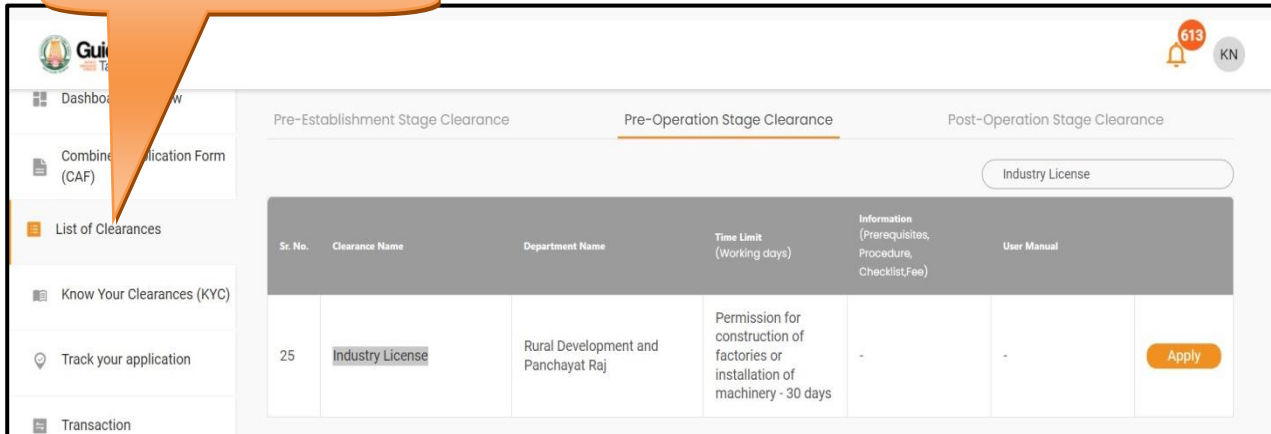
Note:

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 Industry License

1. Click on “List of Clearances”

List of Clearances



Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
25	Industry License	Rural Development and Panchayat Raj	Permission for construction of factories or installation of machinery - 30 days	-	-

Figure 13. List of Clearances

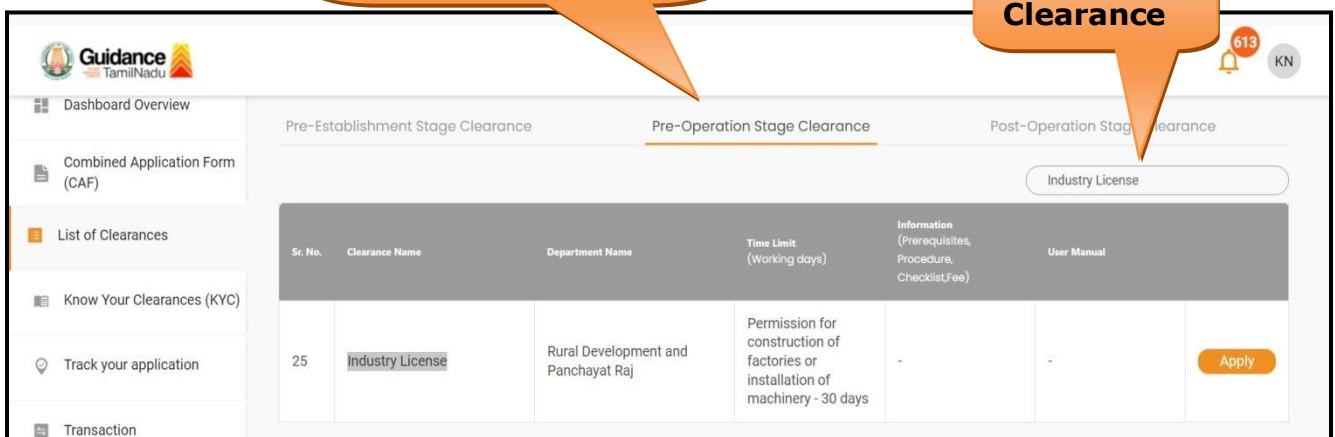
2. The list of clearances is segregated into three stages.

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

3. Select ‘Pre- Operation Stage Clearance’ and find the clearance ‘Industry License’ by using Search option as shown in the figure given below.

Pre-Operation Stage Clearance

Search for Clearance



Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
25	Industry License	Rural Development and Panchayat Raj	Permission for construction of factories or installation of machinery - 30 days	-	-

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

Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist/Fee)	User Manual
25	Industry License	Rural Development and Panchayat Raj	Permission for construction of factories or installation of machinery - 30 days	-	-

Figure 15. Apply for Clearance

3) Enter all the mandatory details in the application for Industry License.

The screenshot shows the 'CAF Details' form. 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 has a progress indicator with '1' highlighted under 'Application Form Details' and '2' under 'Document Checklist'. The 'CAF Details' form includes a 'Project' dropdown menu with 'Select field' as the current selection.

The screenshot shows the 'Applicant Details' form. The left sidebar contains navigation options: Digilocker, Incentive Calculator, Virtual Meeting, Appointments, and Central clearances. The 'Applicant Details' form includes several input fields: 'Type of Applicant' (dropdown), 'Applicant/ Authorized Signatory Name', 'Applicant/ Authorized Signatory Mobile Number', 'Applicant/ Authorized Signatory Email ID', and 'Designation of the Applicant/ Authorized Signatory'.

The screenshot shows the 'Address of the Applicant/ Authorized Signatory' form. The left sidebar is empty. The form includes input fields for: 'Applicant Door Number/ Plot Number', 'Applicant Street / Road Name', 'Applicant Village / Town / City', 'Applicant State / UT', and 'Applicant Pin Code'.

The screenshot shows the 'Industry Details' form. The left sidebar is empty. The form includes input fields for: 'Name of the Factory /Industry / Business Entity' and 'Type of Industry/ Business' (dropdown menu).

Guidance TamilNadu 613 KN

Address of the Business/ Factory/ Industrial location

Industry Survey Number / Re-Survey Number *

Industry Door Number / Plot Number *

Industry Street / Road Name *

Industry District *

Guidance TamilNadu 613 KN

Industry Taluk Name *

Industry Block Panchayat

Industry Village Panchayat

Industry Pin Code *

Guidance TamilNadu 613 KN

Operational Details

Click here if your Industry/ Factory involves running of any machinery

Highest Number of people estimated to be working in the trade premises on any particular day of the year?

Land area of Operation (Sq.mt) *

Length of Compound Wall (mt.) *

Total Estimate of Building construction *

Guidance TamilNadu 613 KN

Land area of Operation (Sq.mt) *

Length of Compound Wall (mt.) *

Total Estimate of Building construction *

Nature of Ownership of the Industrial Entity *

Previous Next Save As Draft Reset Submit

Guidance TamilNadu

613 KN

1 Application Form Details 2 Document Checklist

Combined Application Form (CAF)

List of Clearances

Know Your Clearances (KYC)

Track your application

Transaction

Digilocker

Incentive Calculator

Virtual Meeting

Checklist

Note 1: Maximum 10 MB Allowed (Only .DOC, .PDF, .XLS, .BMP, .GIF, .JPEG, .PNG, .PPTX, .DOCX, .XLSX, .ZIP, .KML are allowed)
Note 2: In case of multiple documents, please upload in zip format

Sr. No.	Document Name	Attach Document
1	<input checked="" type="checkbox"/> Plan Approval - Directorate of Town and Country Planning or Chennai Metropolitan Development Agency	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="Digilocker"/>
2	<input type="checkbox"/> Others, if any	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="Digilocker"/>

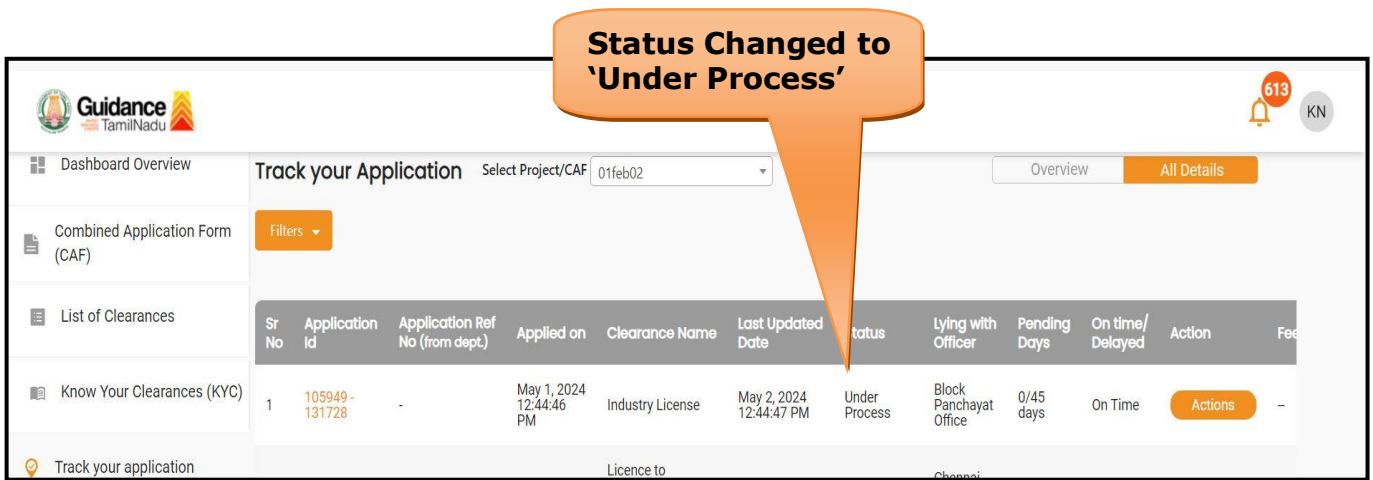
Previous Next Save As Draft Reset Submit

Figure 16. Application for Industry License

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**



The screenshot shows a web dashboard for tracking applications. A callout bubble highlights the status 'Under Process' in the table below.

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	105949 - 131728	-	May 1, 2024 12:44:46 PM	Industry License	May 2, 2024 12:44:47 PM	Under Process	Block Panchayat Office	0/45 days	On Time	Actions

Figure 17. 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**

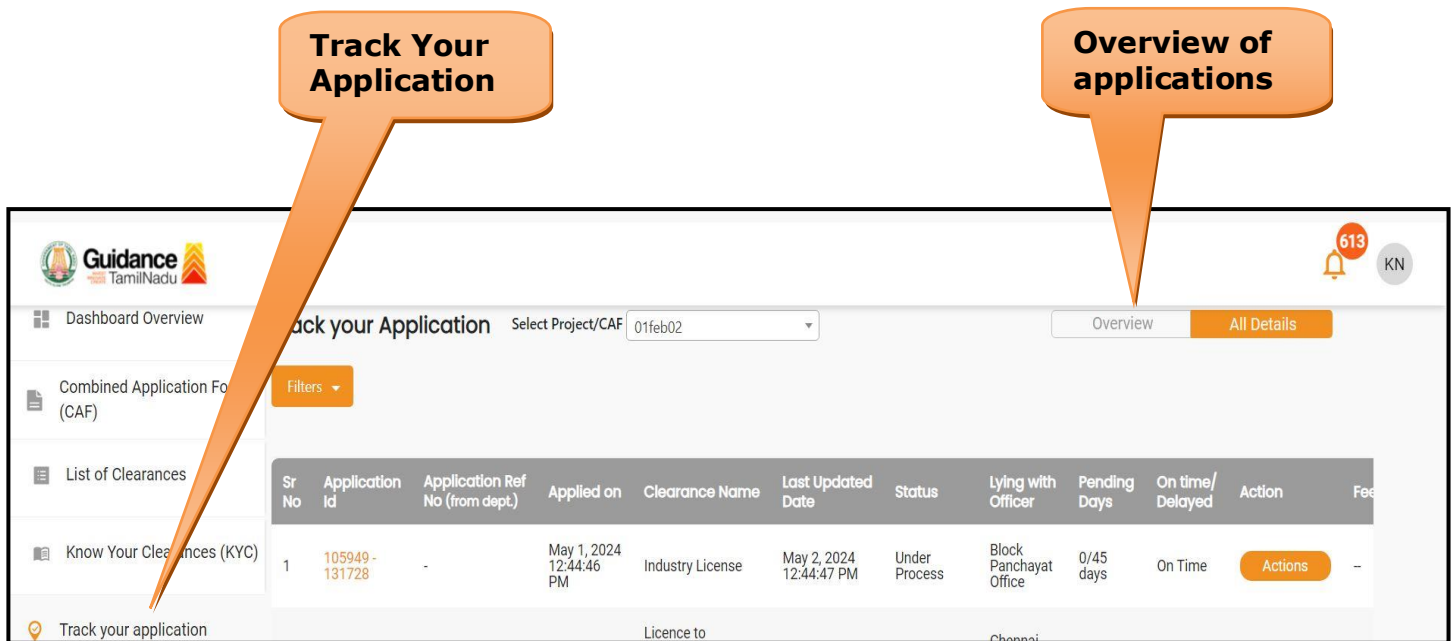
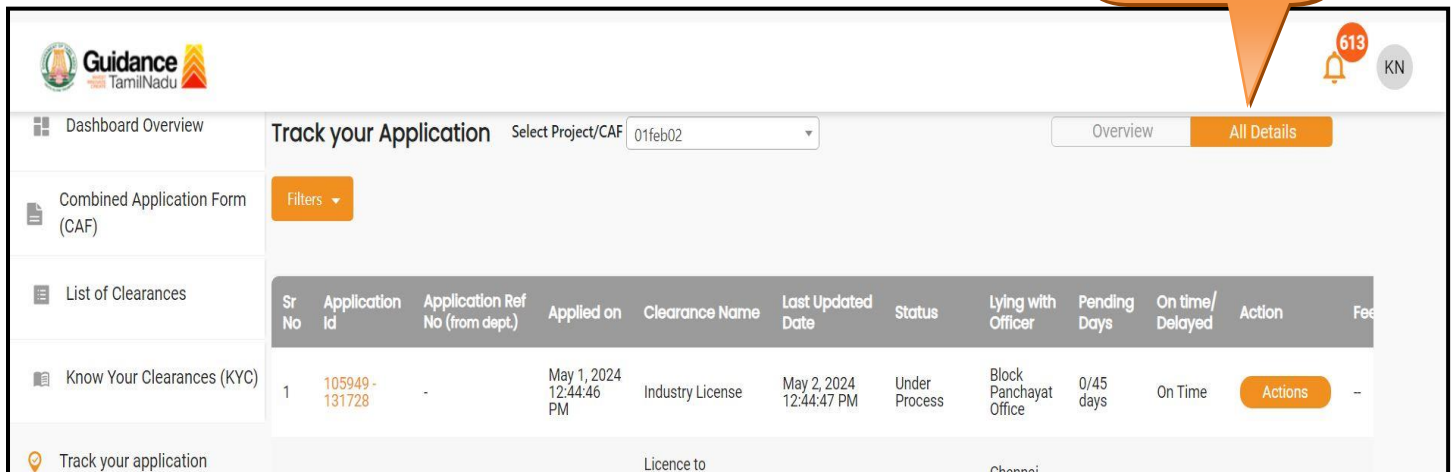


Figure 18. Track Your Application

- **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**

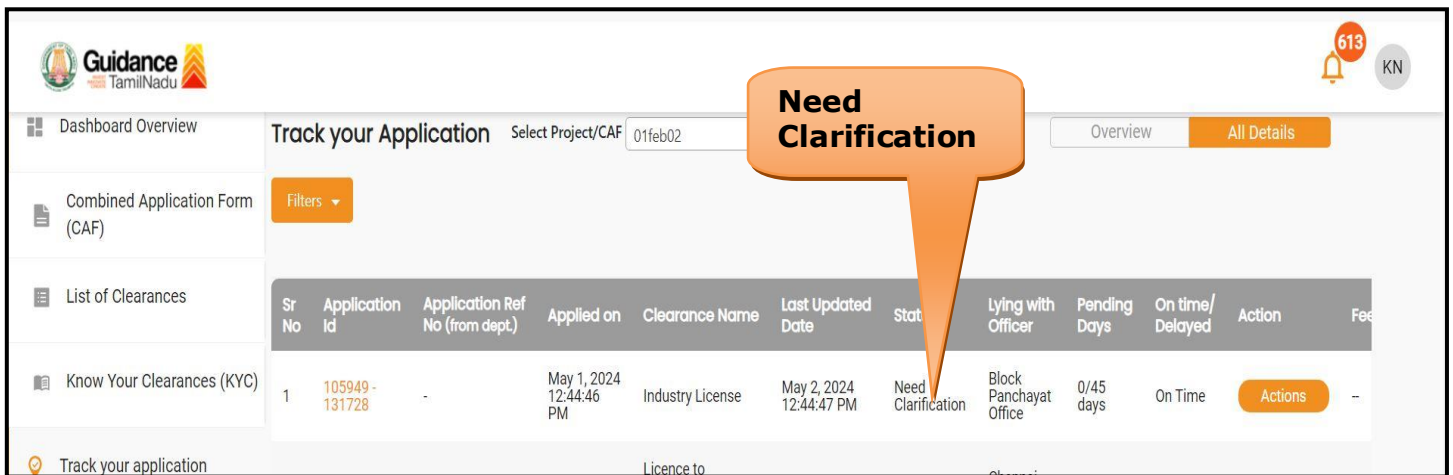



Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action	Fee
1	105949 - 131728	-	May 1, 2024 12:44:46 PM	Industry License	May 2, 2024 12:44:47 PM	Under Process	Block Panchayat Office	0/45 days	On Time	Actions	-

Figure 19. ‘All Details’ tab

9. Query Clarification

- 1) After scrutinizing the application, if any clarification required BPO will raise a query to the applicant. After the applicant responds to the query, if the clarifications given by the applicant is satisfied means BPO will schedule the inspection date. If clarification is not satisfied, BPO will reject the application.
- 2) Applicant would receive an alert message through Registered SMS/Email.
- 3) Applicant could go to 'Track your application' option and view the query under action items under the 'All Details' Tab.
- 4) Applicant could view the status as '**Need Clarification**' under the 'Status' column. Click on 'Action' button respond to the query as shown in the below figure.



The screenshot shows the 'Track your Application' page. At the top, there's a search bar for 'Select Project/CAF' with the value '01feb02'. 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 Fee. The first row shows an application with ID '105949-131728', applied on 'May 1, 2024 12:44:46 PM', for an 'Industry License', last updated on 'May 2, 2024 12:44:47 PM', with a status of 'Need Clarification'. An orange callout bubble points to the 'Need Clarification' status. The 'Action' column for this row has an 'Actions' button. The interface also includes a sidebar with navigation options like 'Dashboard Overview', 'Combined Application Form (CAF)', 'List of Clearances', and 'Know Your Clearances (KYC)'. A notification bell icon with '613' and a user profile 'KN' are visible in the top right.

Sr No	Application Id	Application Ref No (from dept)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/Delayed	Action	Fee
1	105949-131728	-	May 1, 2024 12:44:46 PM	Industry License	May 2, 2024 12:44:47 PM	Need Clarification	Block Panchayat Office	0/45 days	On Time	Actions	-

Figure 20. Need Clarification

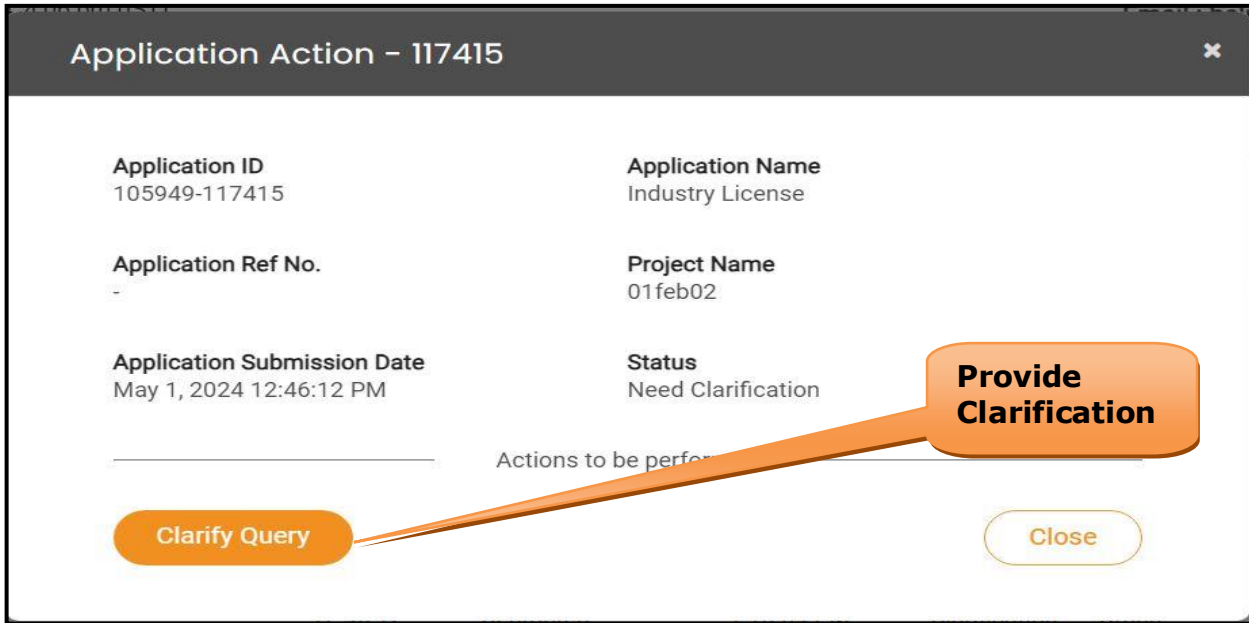


Figure 21. Provide Clarification

- 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.
- 8) BPO will conduct inspection and if the inspection is satisfied, agenda will be placed before panchayat Union council (PUC) if not the application will be rejected.

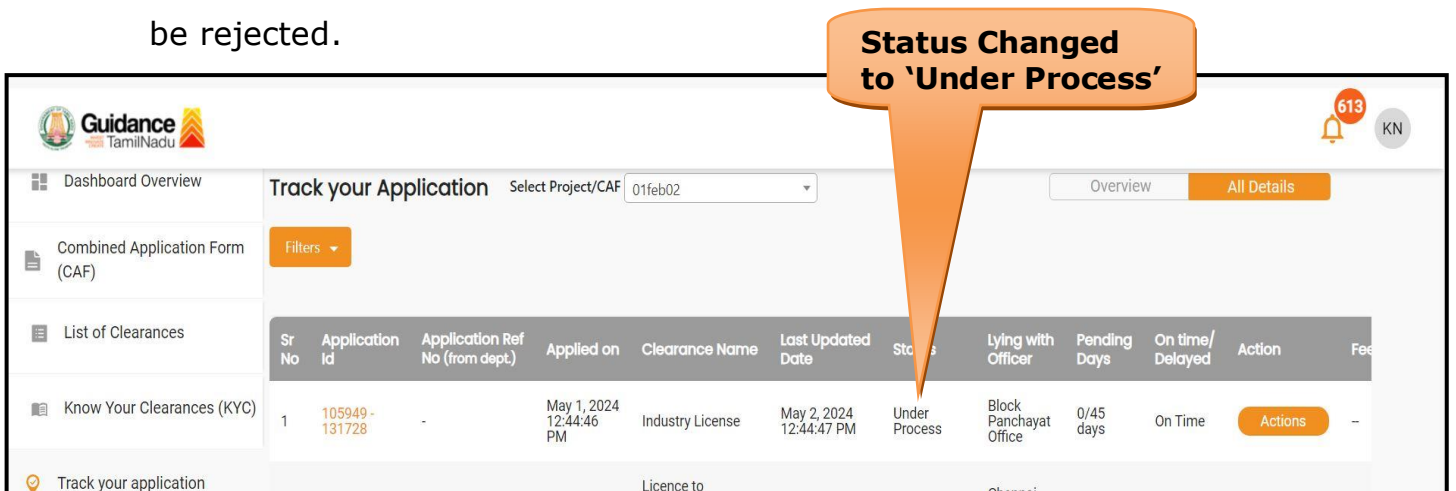


Figure 22. Under Process

10. Application Processing

1) The District Collectors Office scrutinizes and reviews the application and updates the status as **“Approved or Rejected”**



Figure 23. Application Processed

2) If the application is **‘Approved’** by District Collectors Office, the applicant can download the Approval Certificate under **Track your application – > Action button -> Download Certificate** (Refer Figure 24)

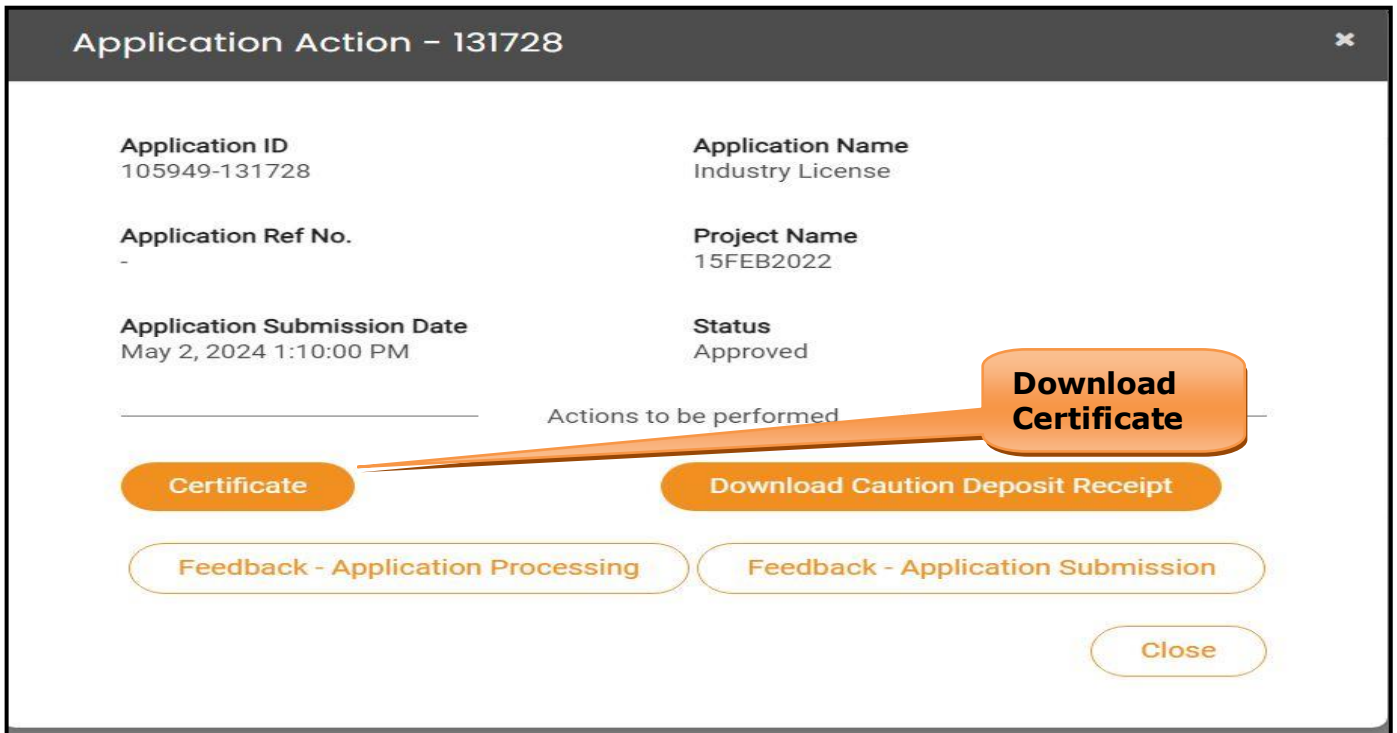


Figure 24. Download Certificate

3) If the application is '**Rejected**' by the District Collectors Office, the applicant can view the rejection remarks under the Actions Tab by the BPO. Applicant has to create a fresh application if the application has been rejected. (Refer Figure 25).

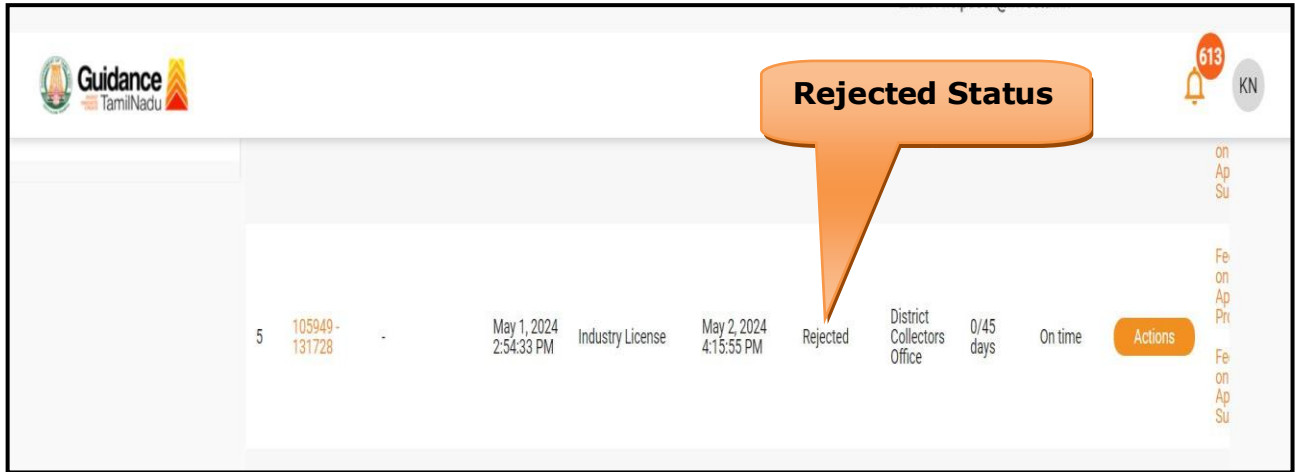


Figure 25. Rejected Status

