



TAMILNADU SINGLE WINDOW PORTAL

APPLICANT MANUAL

**New Water Connection for Industries and
Institutions**

Tamil Nadu Water Supply and Drainage Board



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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**



The screenshot shows the TNSWP Home Page with the following details:

- URL:** tnswp.com/DIGIGOV/swp-tnswp.jsp
- Page Title:** A Tamil Nadu Government Portal
- Date/Time:** Wednesday, 30 November 2022, 10:11 pm (IST)
- Operational Timings:** 8:30 AM to 8:30 PM
- Toll Free Number:** 18002583878
- Email:** helpdesk@investtn.in
- Industrial Helpline:** English
- Navigation Menu:** Home, About Us, Clearances/Approvals, Legislation, Policies & Notifications, Dashboard, Help & Support, Register, Login
- Header:** TAMIL NADU Leading the Nation
- Achievements:**
 - #1 Number of Factories in India
 - #1 Number of Operational SEZs in India
 - #1 Governance & Political Stability (N-SIPI 2019)
 - #1 International and Domestic Tourist Arrivals
 - #1 Best Performing State (India Today State of the State Award 2018, 2019 & 2020)
 - #2 Sustainable Development Goals (SDG) Index 2020-21 (NITI Aayog)
 - #2 Second Largest Economy in India
 - #2 Best Governed State (Public Affairs Index 2020)
 - #2 Job Creation Under IBPS Scheme
 - #2 Growth, Innovation and Leadership Index 2019 (Frost & Sullivan)
- Footer:** Tamil Nadu Single Window Portal is a one-stop portal for investors to electronically secure all business-related approvals/ licenses/ clearances/ NOCs in a time-bound, transparent and hassle-free manner. The Tamil Nadu Single Window Portal covers 200+ services encompassing 40+ Government departments/ agencies with an aim to improve Ease of Doing Business (EoDB) for investors in Tamil Nadu, and make the G2B interface faceless, paperless and contactless.
- Buttons:** TN Single Window Fee Slab for Large Industries

Figure 1. Single Window Portal Home Page

2. Registration

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

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

**Register
on TNSWP**

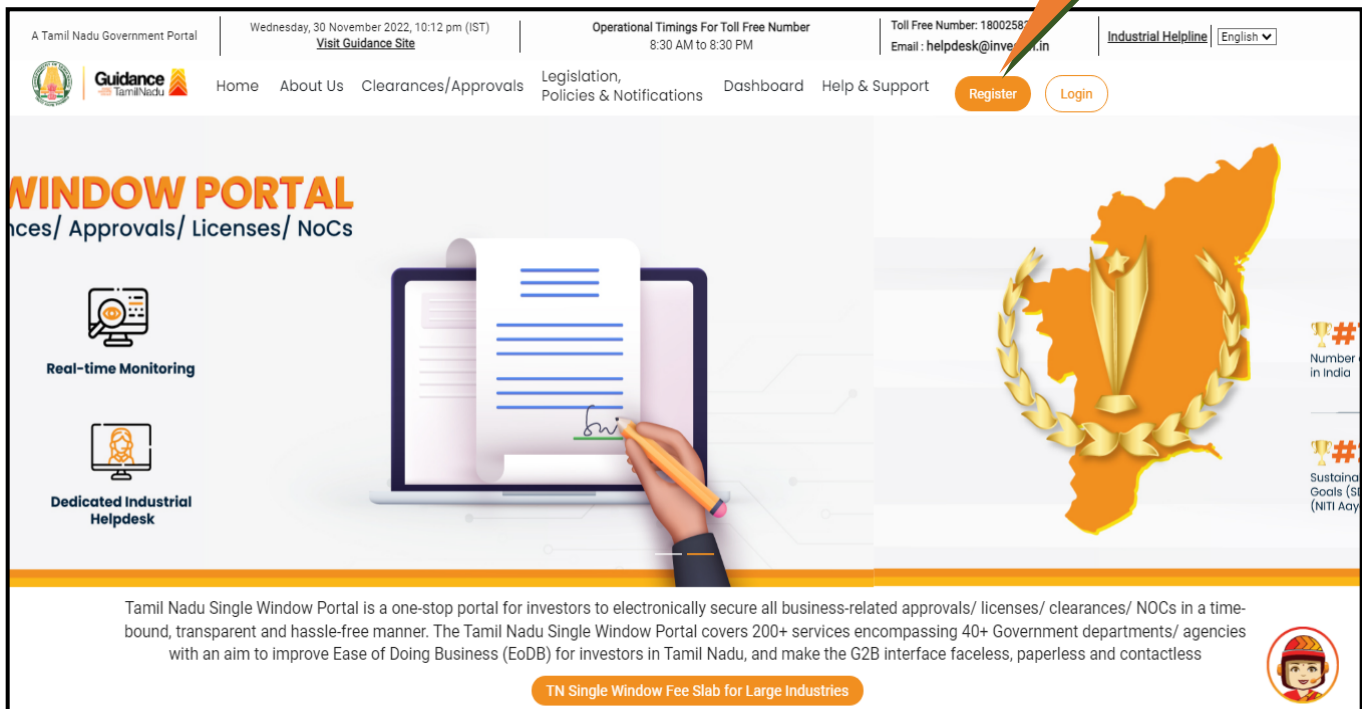



Figure 2. Register

2) New Investor Registration page will appear (Refer Figure 3 & 4)

3) Select the 'Investor' option and continue with the Registration process.

4) Only for applying Government to Citizen (G2C) fire clearances, click on option '**G2C clearances of Tamil Nadu fire and rescue clearances under the category individual/small enterprise**'.

5) The information icon ⓘ gives a brief description about the fields when the applicant hovers the cursor on these icons.



Guidance
TamilNadu

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

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.

Figure 3. Registration Form




Guidance
TamilNadu

Mobile Number

Email ID

User Name

Password Confirm Password

Captcha 

I accept the [Terms and Conditions](#)*

Register

Already have an account? [Log In](#)

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.

Figure 4. Registration Form Submission

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

3. Mobile Number / Email ID – 2-Step Verification Process

- '2-Step Verification Process' screen will appear when the applicant clicks on 'Register' button.
 - **Mobile Number Verification**
 - 1) For verifying the mobile number, the verification code will be sent to the given mobile number.
 - 2) Enter the verification code and click on the '**Verify**' button.

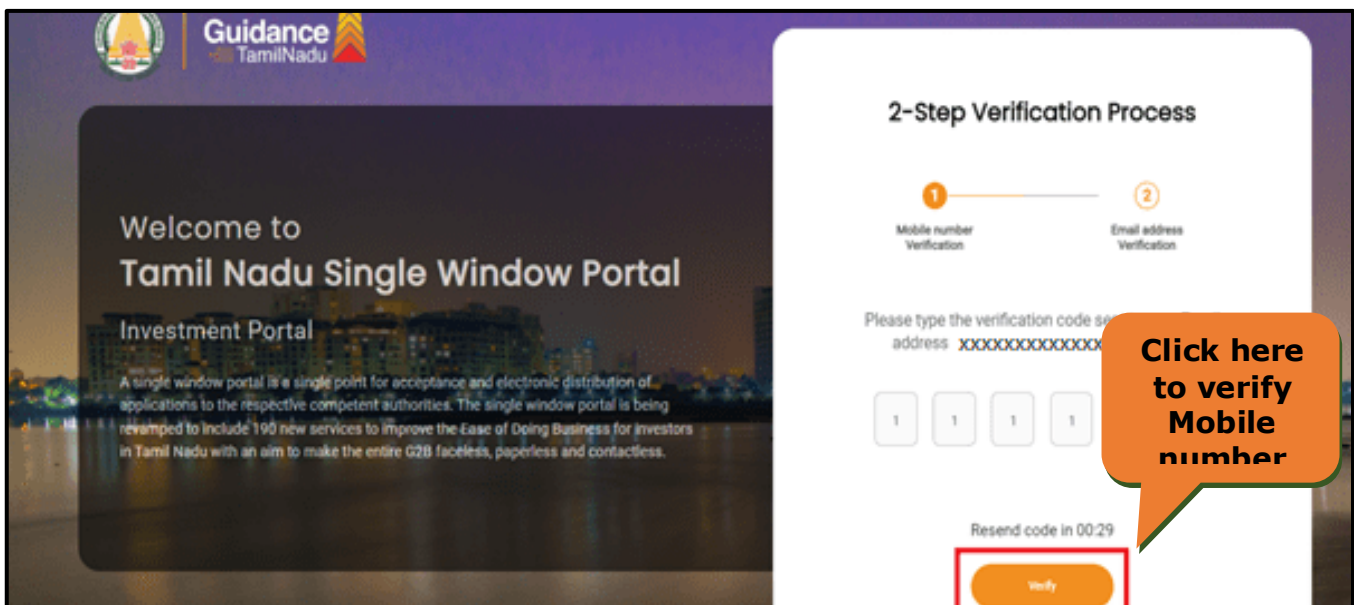


Figure 5. Mobile Number Verification

- **Email ID Verification**

- 1) For verifying the Email ID, the verification code will be sent to the given Email ID.
- 2) Enter the verification code and click on the **'Verify'** button.

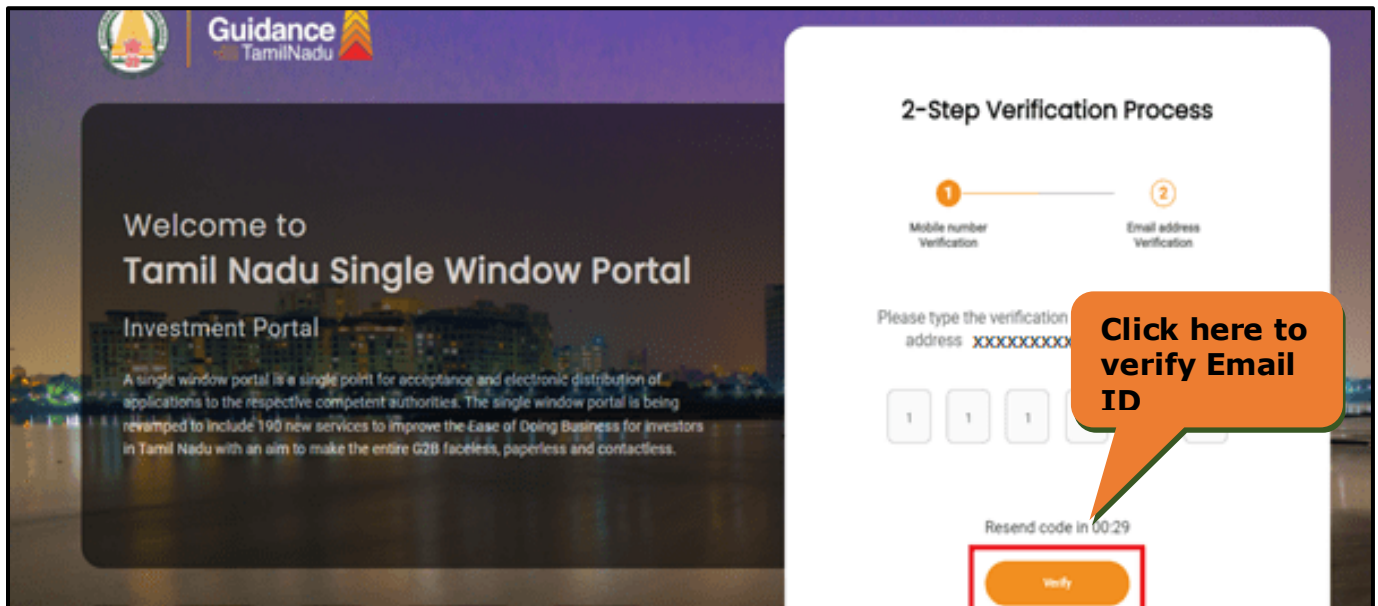


Figure 6. Email ID Verification

- 3) After completion of the 2-Step Verification process, registration confirmation message will pop-up stating as **'Your registration was successful'** (Refer Figure 7).
- 4) Registration process is completed successfully.

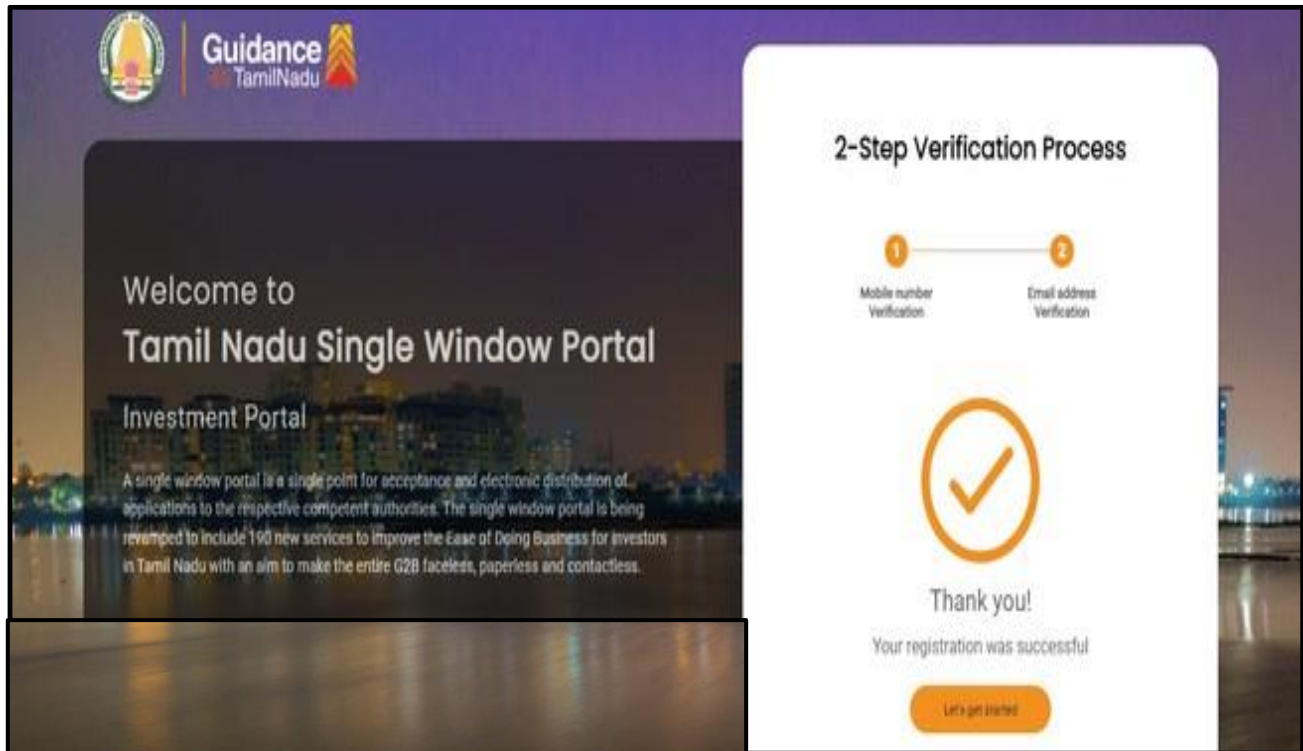


Figure 7. Registration Confirmation Pop-Up

4. Login

- 1) The applicant can login to TNSWP with the Username and Password created during the registration process.
- 2) Click on login button to enter TNSWP.

Login to TNSWP

The screenshot shows the TNSWP website interface. At the top, there is a navigation bar with the following elements: 'A Tamil Nadu Government Portal', 'Wednesday, 30 November 2022, 10:11 pm (IST)', 'Operational Timings For Toll Free Number 8:30 AM to 8:30 PM', 'Toll Free Number: 18002583878', 'Email: helpdesk@investtn.in', and 'Industrial Helpline | English'. Below the navigation bar, there is a main header with the 'Guidance TamilNadu' logo and navigation links: 'Home', 'About Us', 'Clearances/Approvals', 'Legislation, Policies & Notifications', 'Dashboard', and 'Help & Support'. Two buttons, 'Register' and 'Login', are visible in the header. The main content area features a large orange map of Tamil Nadu on the left and a central banner with the text 'TAMIL NADU Leading the Nation'. Below the banner, there are two rows of award statistics, each with a trophy icon and a '#1' or '#2' ranking. The first row includes: '#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', and '#1 Best Performing State (India Today State of the State Award 2018, 2019 & 2020)'. The second row includes: '#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', and '#2 Growth, Innovation and Leadership Index 2019 (Frost & Sullivan)'. At the bottom of the page, there is a footer with the text: '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'. A small circular icon of a person wearing a hard hat is located in the bottom right corner of the footer. A red callout box with the text 'Login to TNSWP' points to the 'Login' button in the header.

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.

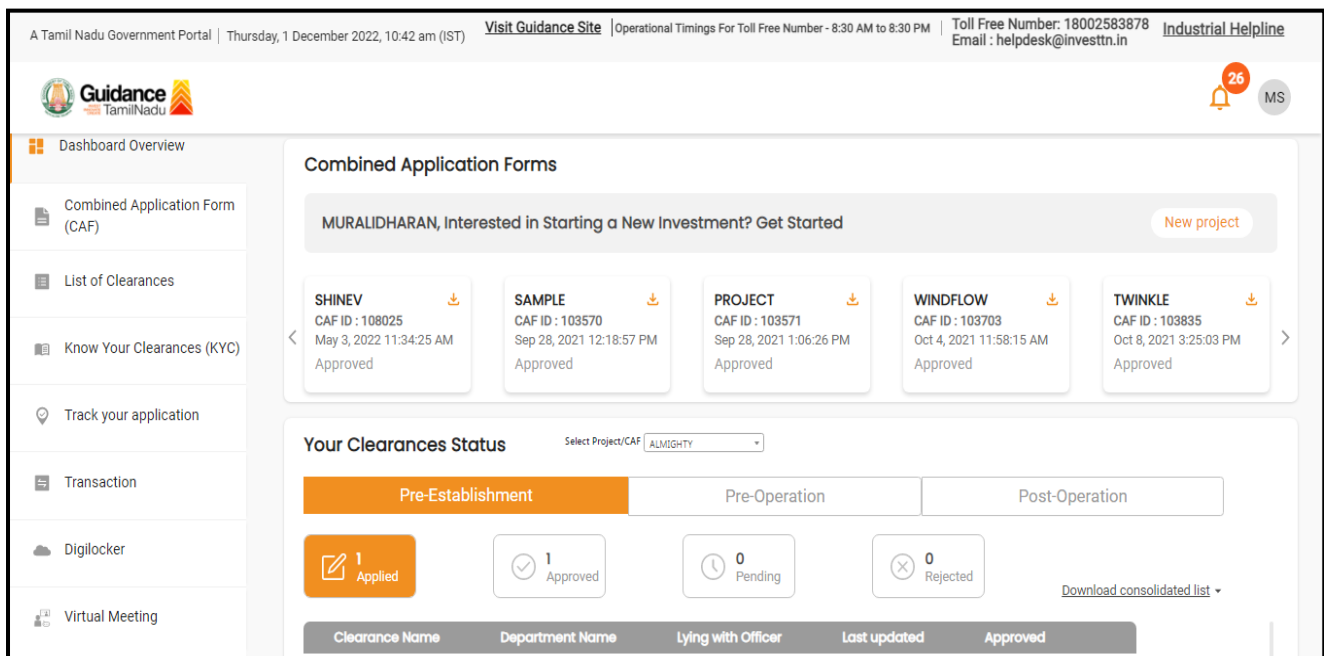


Figure 9. Dashboard Overview

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.

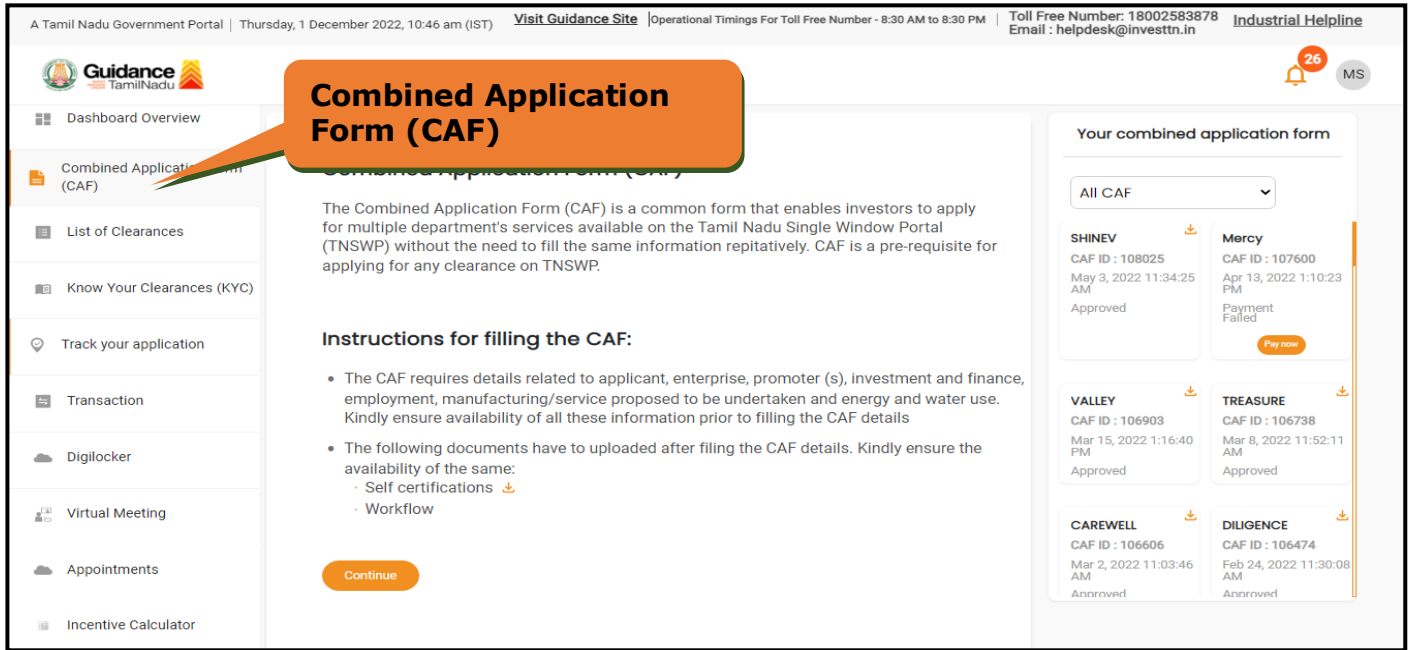


Figure 10. Combined Application Form (CAF)

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).

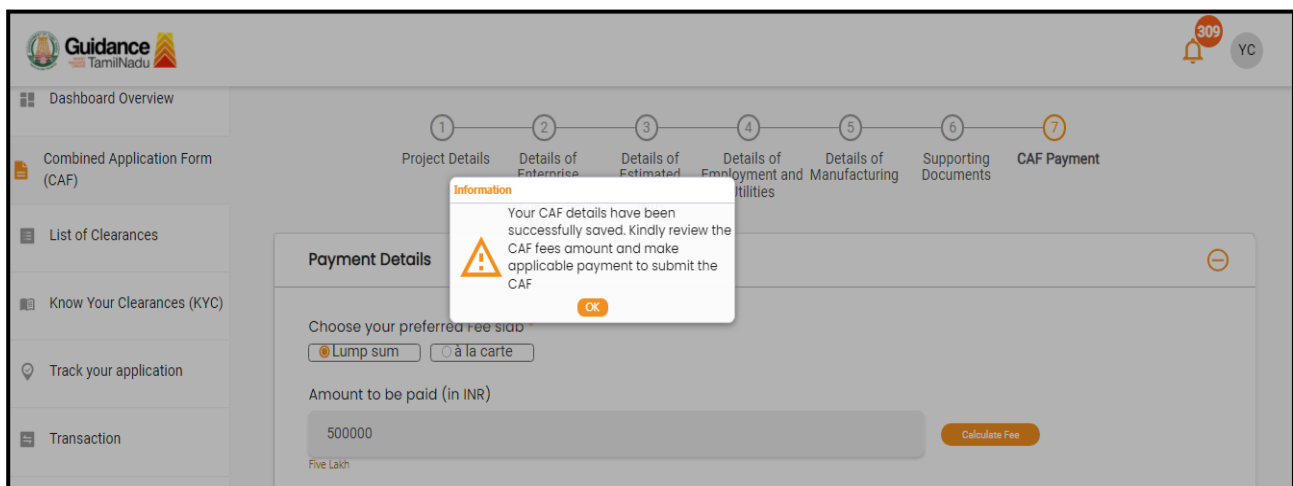


Figure 12. Combined Application Form (CAF) - Confirmation Message

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 New Water Connection for Industries and Institutions

Click on "List of Clearances"

List of Clearances

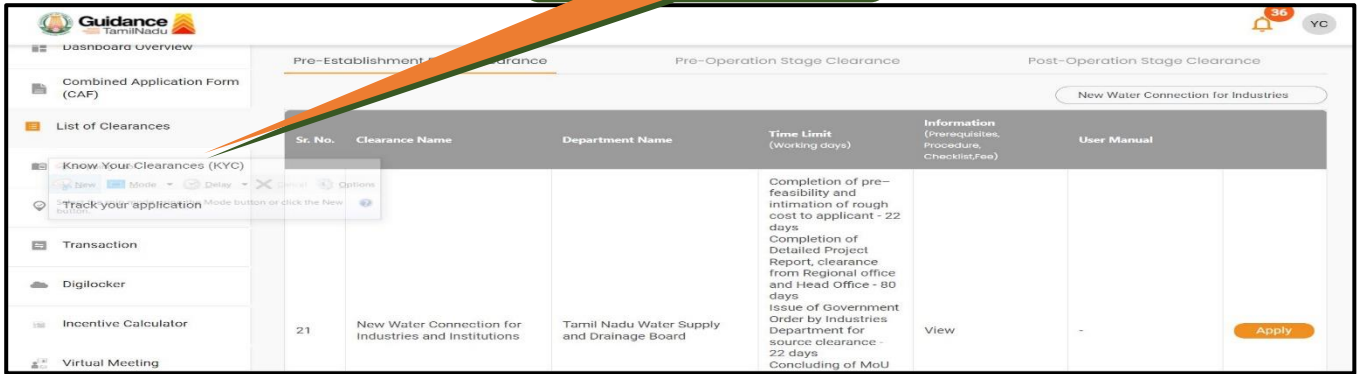


Figure 13. List of Clearances

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

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

2. Select 'Pre- Establishment Stage Clearance' and find the clearance 'New Water Connection for Industries and Institutions' by using Search option as shown in the figure given below.

Pre- Establishment Stage Clearance

Search for Clearance

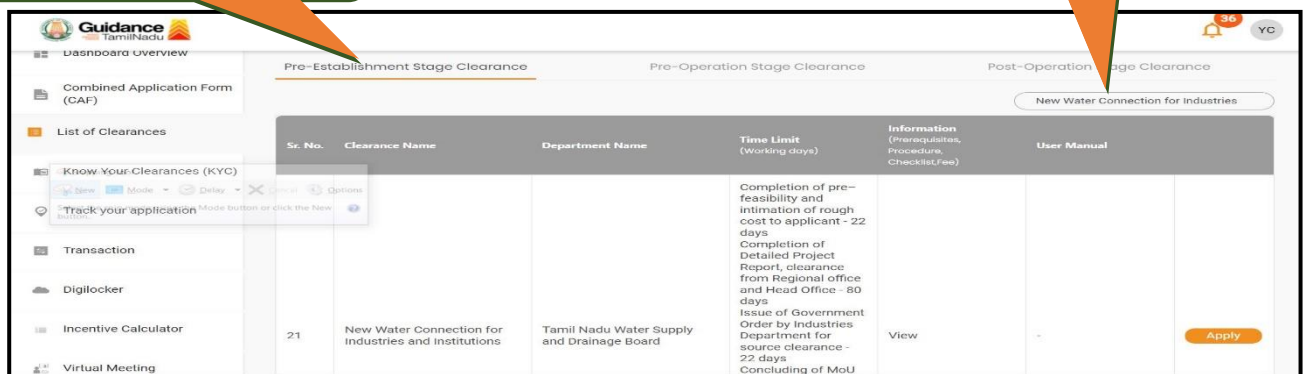
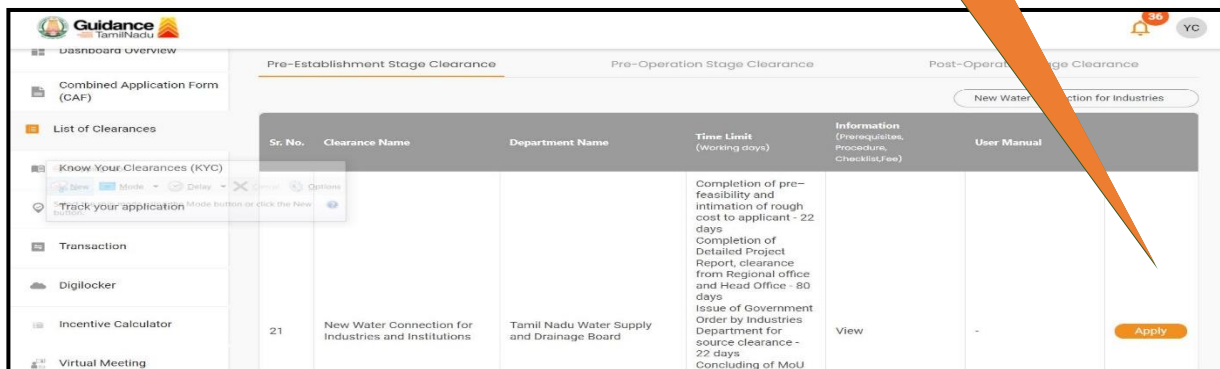


Figure 14. Search for Clearance

3. Applicant can view information on workflow, checklist of supporting documents to be uploaded by the applicant and fee details. Click on 'view' to access the information (Refer Figure 15)
4. To apply for the clearance, click on 'Apply' to access the department application form (Refer Figure 15).
5. The Applicant can apply to obtain license for more than 1 establishment using a single login, but the applicant must create multiple Combined Application Form (CAF) for each of the establishment.

Apply for Clearance



Sr. No.	Clearance Name	Department Name	Time Limit (working days)	Information (Prerequisites, Procedure, Checklist/Fee)	User Manual
21	New Water Connection for Industries and Institutions	Tamil Nadu Water Supply and Drainage Board	Completion of pre-feasibility and intimation of rough cost to applicant - 22 days	Completion of Detailed Project Report, clearance from Regional office and Head Office - 80 days	Issue of Government Order by Industries Department for source clearance - 22 days, Concluding of MoU

Figure 15. Apply for Clearance

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

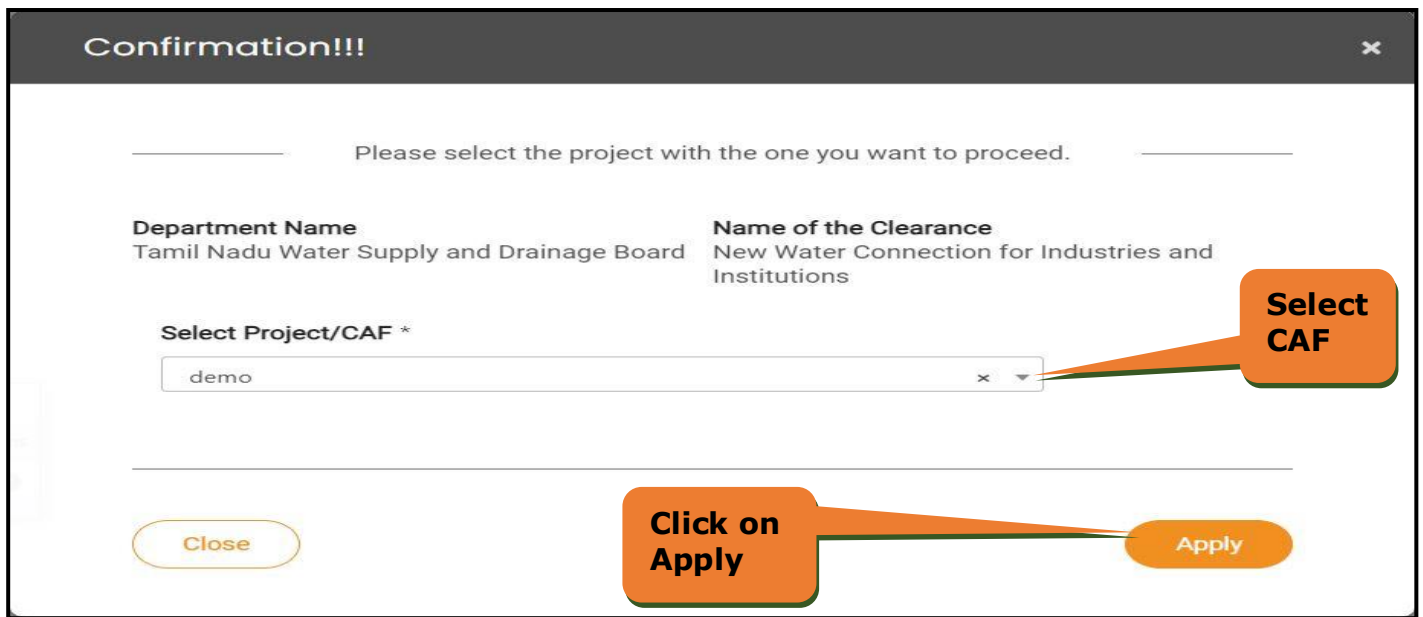


Figure 16. Project/CAF

2) Click on the Apply button and the Page would get redirected to New Water Connection for Industries and Institutions

You are being redirected for New Water Connection for Industries and Institutions

Figure 17. New Water Connection for Industries and Institutions

3) Enter all the mandatory fields New Water Connection for Industries and Institutions.

twadeodb.tn.gov.in/eodb/swpAuth.do

Application for new industrial/private water supply

Personal Details

Site Details

Additional Information

Legal Name of Company: *

luytr Enter Company Name
Ex: ABC Company

Name of contact person: *

Mr Yokesh Chinnakannu

Mobile Number: *

+91 9092653218

Survey Field No: *

Survey Field No

STD Code **Land line number:**

Ex: 12345 9092653218

Site Address: *

Ex: DoorNo

Ex: Plot No

luytr

Ex: Location

638459

--Select District--

--Select Block--

--Select Village--

Local Body:

Local Body

Next

twadeodb.tn.gov.in/eodb/swpAuth.do

twadeodb.tn.gov.in/eodb/swpAuth.do

Application for new industrial/private water supply

Personal Details

Site Details

Additional Information

Type of category: * --Select Category-- PDF

Is this a new connection? * Yes

REQs of water (in KL.D): * Ex: 12345

Type of water: * Treated (Chloronated) PDF

Availability of water: * --Select--

Application Fee: **GST Amount(GST @ 18%):** **Total Amount:**

₹ 10000 ₹ 1800 ₹ 11800

Back **Next**

Application for new industrial/private water supply

Personal Details

Site Details

Additional Information

Location sketch showing the points of requirement (Scale not less than 1:400,.doc,.docx,.dwg,.pdf file, 5 MB);* Choose file No file chosen

Google map with Lat/Long (.doc,.docx,.dwg,.pdf file, 5 MB);* Choose file No file chosen

Ownership proof (sale deed/ lease deed/ rental deed) self-attested by the applicant (PDF file, 5 MB);* Choose file No file chosen

- Terms and Conditions
- Those who make early payment will be given priority for consideration.
 - TWAD reserves the right to cancel / reject application or the approval of the connection
 - Prioritization of the consumer will be the sole discretion of the Managing Director/TWAD
- I Agree

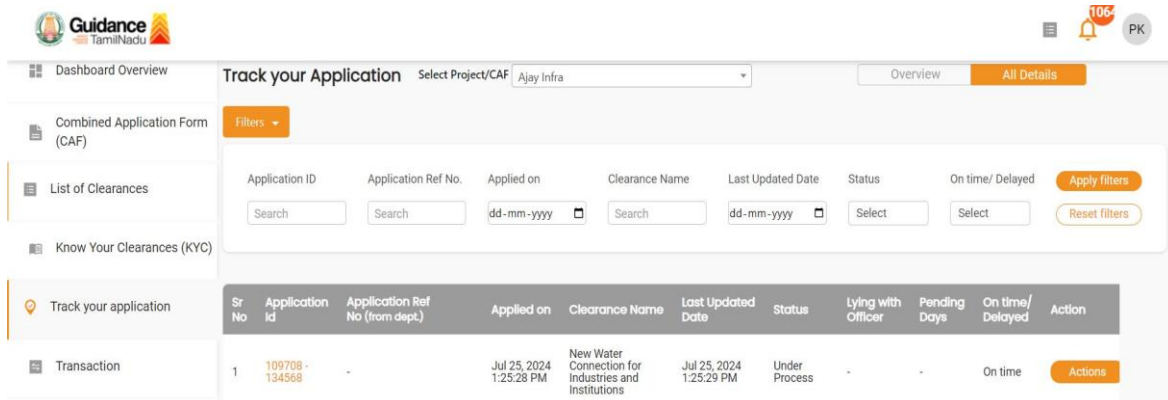
Back
Submit


Click on 'Submit'

Figure 18. New Water Connection for Industries and Institutions

Application Submitted

- 1) The application will be submitted by the applicant. After submitting the application, the applicant needs to make the payment. The applicant can view the status of the application under **Track your application** → **Select the CAF from the Dropdown** → **All details**.





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- Dashboard Overview
- Combined Application Form (CAF)
- List of Clearances
- Know Your Clearances (KYC)
- Track your application
- Transaction

Track your Application

Select Project/CAF: Ajay Infra

Overview
All Details

Filters

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

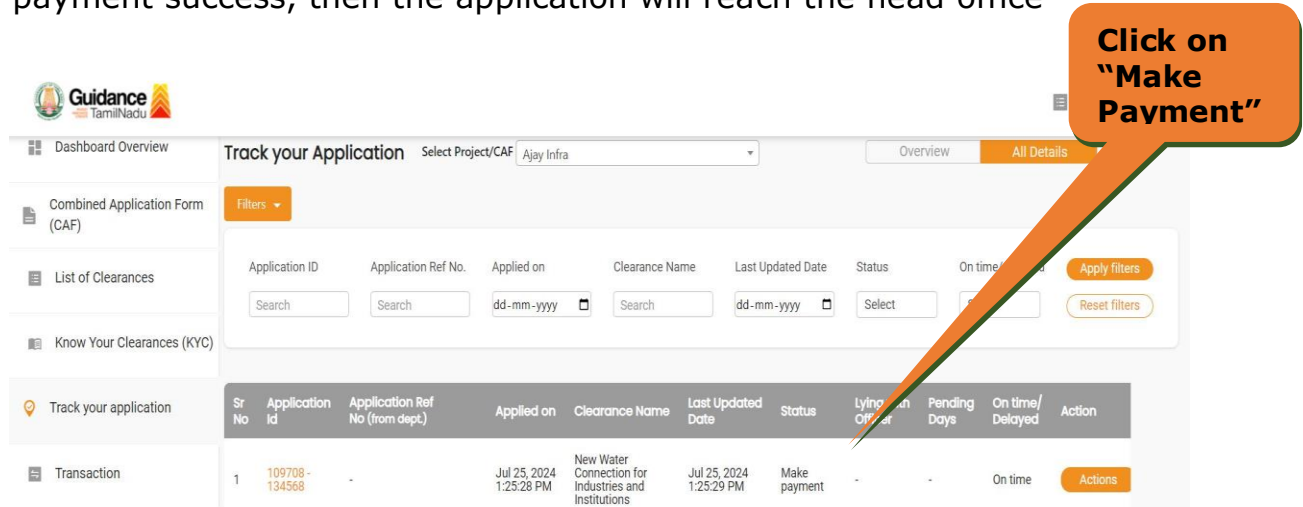
Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	109708-134568	-	Jul 25, 2024 1:25:28 PM	New Water Connection for Industries and Institutions	Jul 25, 2024 1:25:29 PM	Under Process	-	-	On time	Actions

Figure 19. Under Process

Page 18 of 32

Payment Process

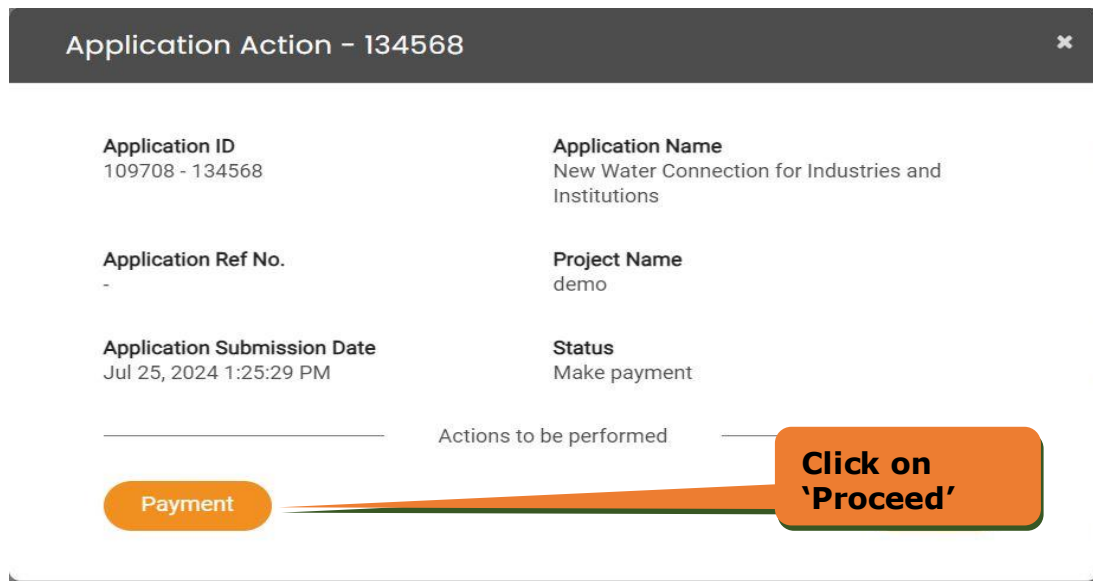
The applicant will pay requested fees (Auto generated by the system).
If the payment success, then the application will reach the head office



Click on "Make Payment"

Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying on Office	Pending Days	On time/Delayed	Action
1	109708 - 134568	-	Jul 25, 2024 1:25:28 PM	New Water Connection for Industries and Institutions	Jul 25, 2024 1:25:29 PM	Make payment	-	-	On time	Actions

Figure 20. Make Payment



Click on 'Proceed'

Application ID 109708 - 134568	Application Name New Water Connection for Industries and Institutions
Application Ref No. -	Project Name demo
Application Submission Date Jul 25, 2024 1:25:29 PM	Status Make payment

Actions to be performed

Payment

Figure 21. Click on 'Proceed'

Application Submitted

The head office will assign the application to Divisional office, the Divisional office scrutinizes the application for further processing. The

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

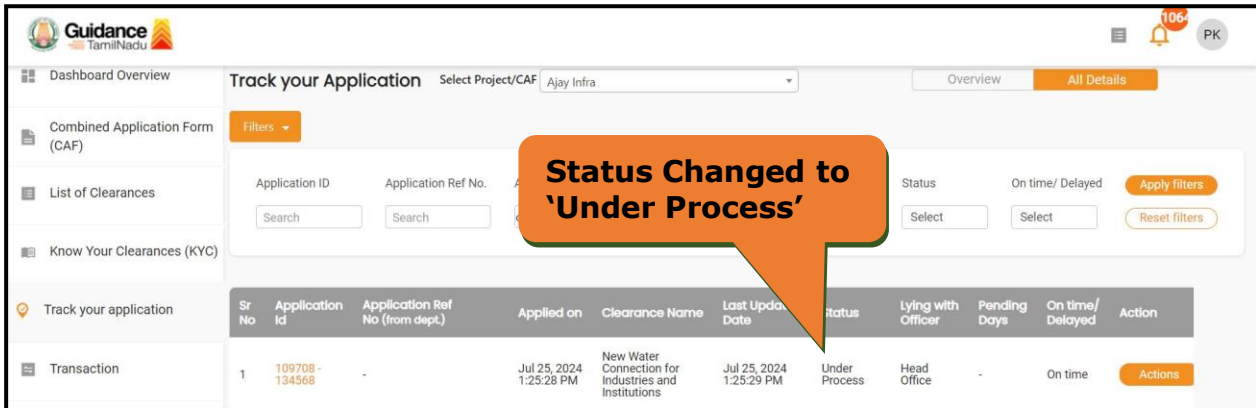


Figure 22. Status of the Application

Application Submitted

Divisional office will check whether the application is acceptable. If no, they will reject the application, if yes and any query to be raised, they will raise query and the applicant need to revert. The applicant can view the status of the application under **Track your application** → **Select the CAF from the Dropdown** → **All details**

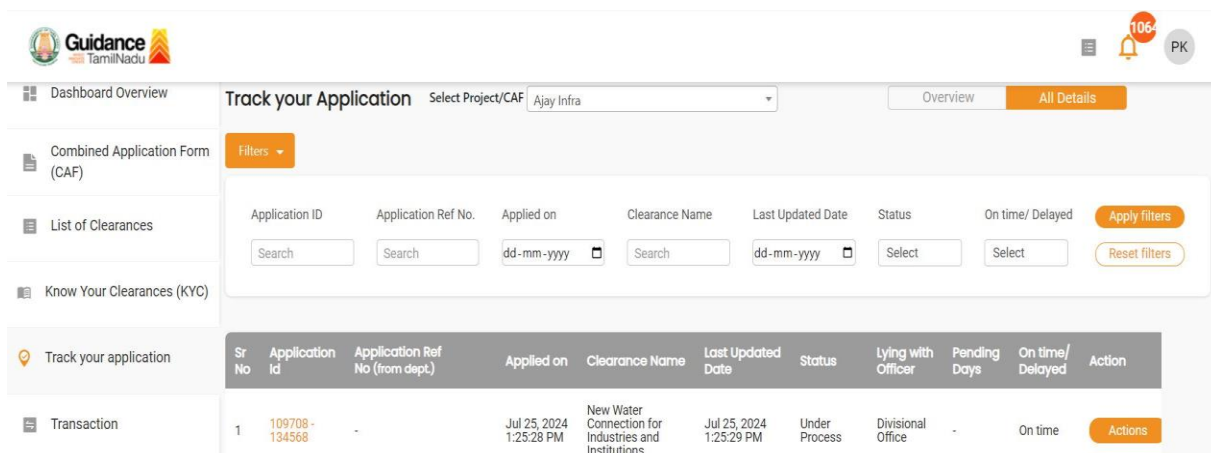


Figure 23. Status of the Application

8. Query Clarification

- 1) After submitting the application to the Tamil Nadu Water Supply and Drainage Board, the Divisional Office reviews the application and if there are any clarifications required, the Divisional Office 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 responds to the query as shown in the below figure.

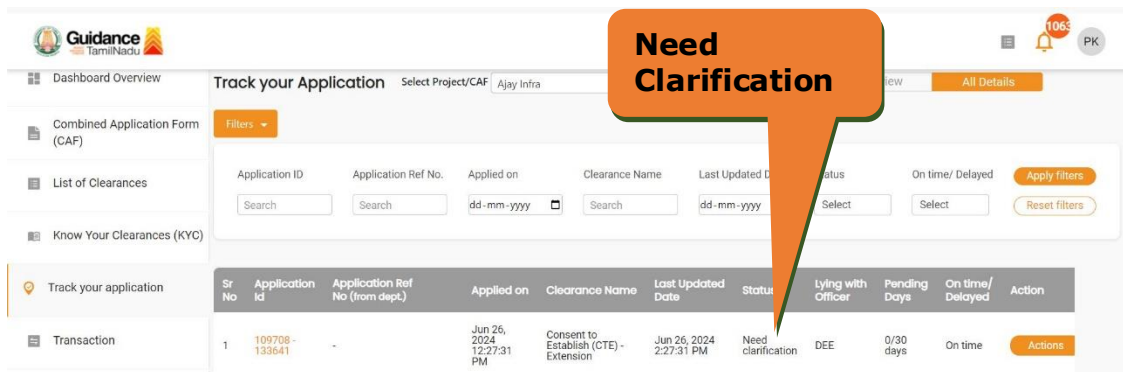


Figure 24. Need Clarification

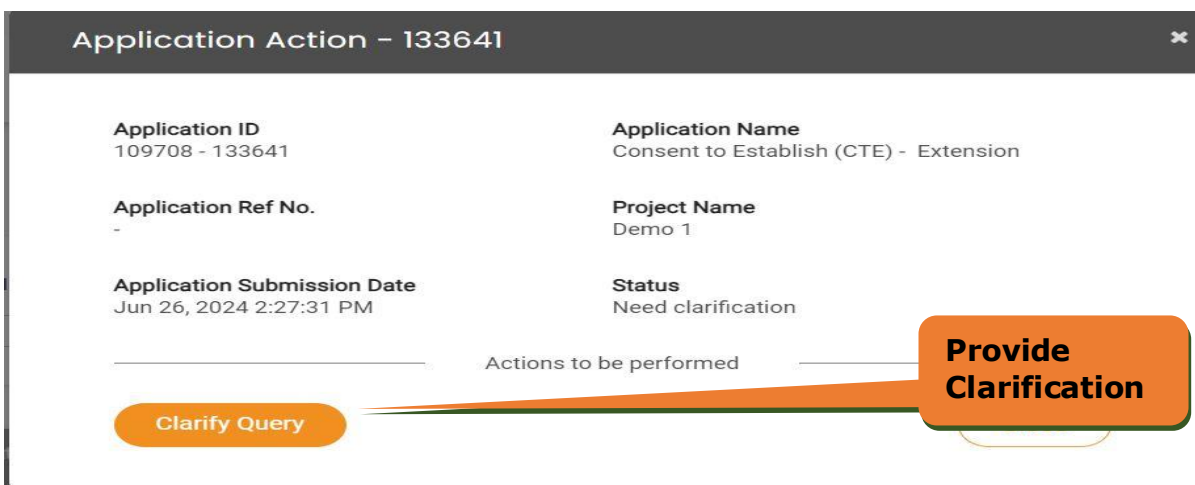
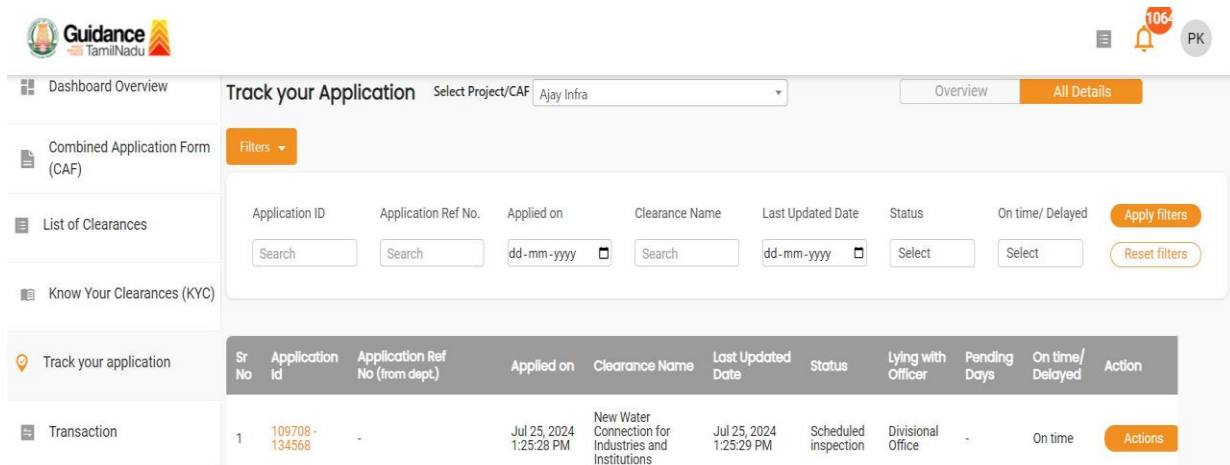


Figure 25. Provide Clarification

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

9. Inspection Schedule

- a. The Divisional Office schedules the date of appointment for inspection to be done for the specified institution (Refer Figure 25).
- b. The inspection date scheduled by the department is intimated to the user (Refer Figure 26).



The screenshot shows a web application interface for tracking applications. The main heading is "Track your Application" with a dropdown menu set to "Ajay Infra". There are tabs for "Overview" and "All Details". Below this is a filter section with fields for "Application ID", "Application Ref No.", "Applied on", "Clearance Name", "Last Updated Date", "Status", and "On time/ Delayed". A table below the filters displays the application details:

Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	109708 - 134568	-	Jul 25, 2024 1:25:28 PM	New Water Connection for Industries and Institutions	Jul 25, 2024 1:25:29 PM	Scheduled inspection	Divisional Office	-	On time	Actions

Figure 26. Status changed to 'Inspection scheduled'

Application Action – 134568
✕

<p>Application ID 109708 - 134568</p> <p>Application Ref No. -</p> <p>Application Submission Date Jul 25, 2024 1:25:29 PM</p>	<p>Application Name New Water Connection for Industries and Institutions</p> <p>Project Name demo</p> <p>Status Scheduled inspection</p>
--	---

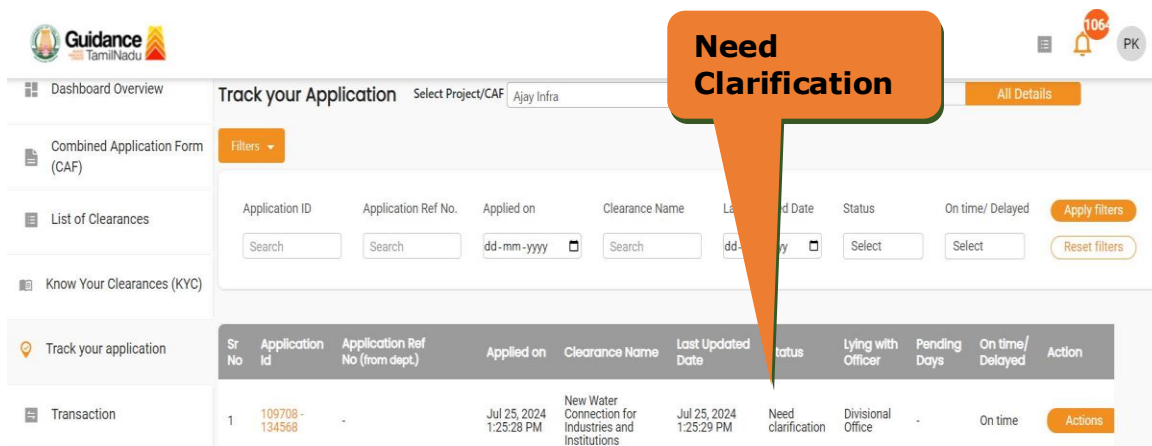
Actions to be performed


Inspection Details
Close

Figure 27. Details of Scheduled Inspection

Query Clarification

The Divisional office will raise the Inspection query, and the applicant needs to revert the query with the resolution. If the revert is not satisfactory, then the Divisional office will reject the application. In case of a satisfied reply and no query, they will upload the consent template.





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Track your Application All Details

Select Project/CAF: Ajay Infra

Filters

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

Apply filters
Reset filters

Sr No	Application Id	Application Ref No (from dept)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	109708 - 134568	-	Jul 25, 2024 1:25:28 PM	New Water Connection for Industries and Institutions	Jul 25, 2024 1:25:29 PM	Need clarification	Divisional Office	-	On time	Actions

Figure 28. Need Clarification

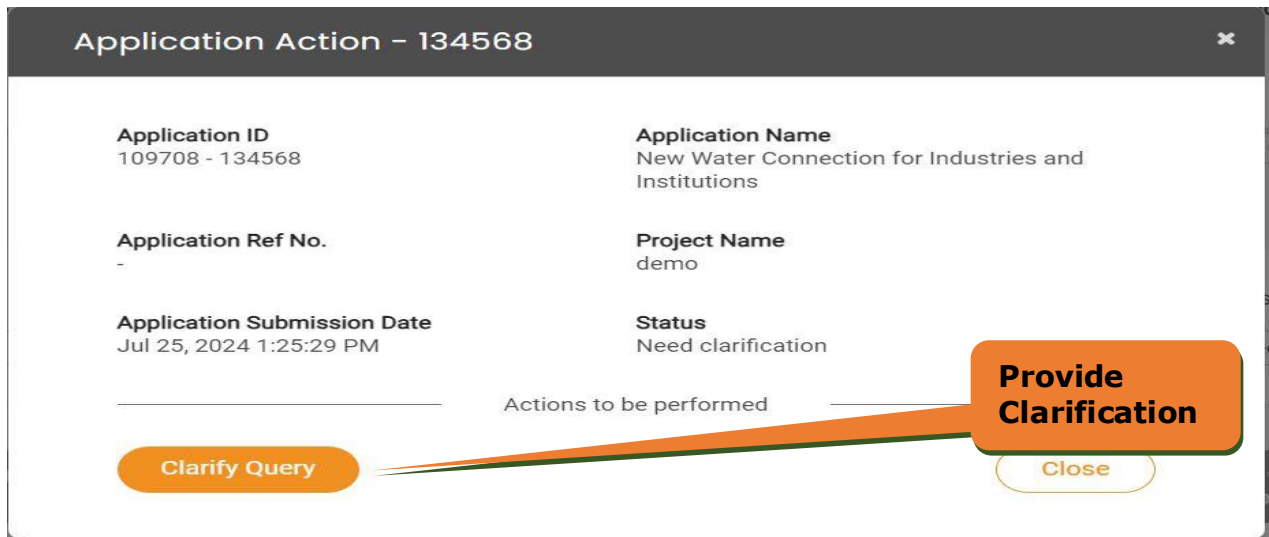


Figure 29. Provide Clarification

Consent form to the applicant

The applicant will download the template and upload the filled-out consent form. On completion of consent form uploaded by applicant.

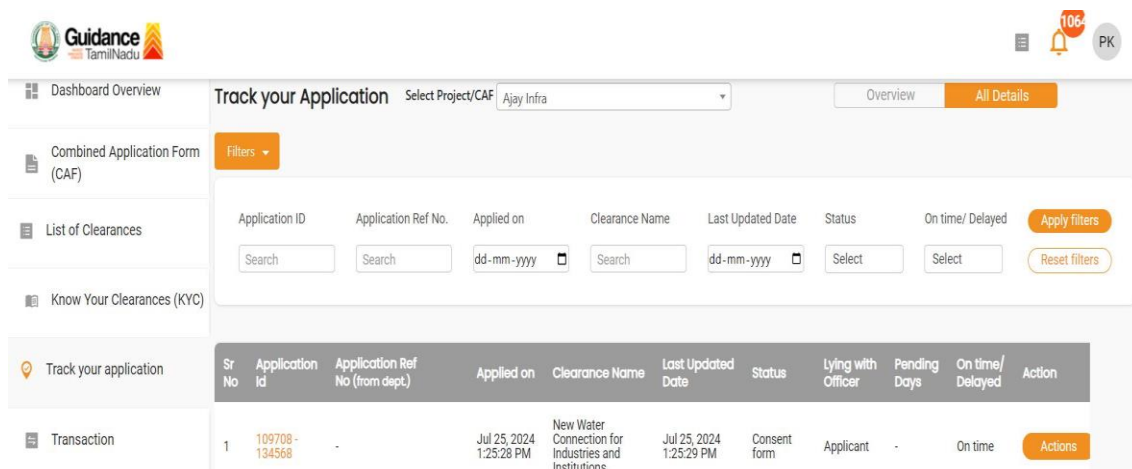


Figure 30. Consent form to applicant

Application Submitted

The application will be ready for per-feasibility study. The divisional office will Upload Pre-Feasibility report to Superintending Engineer. The

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

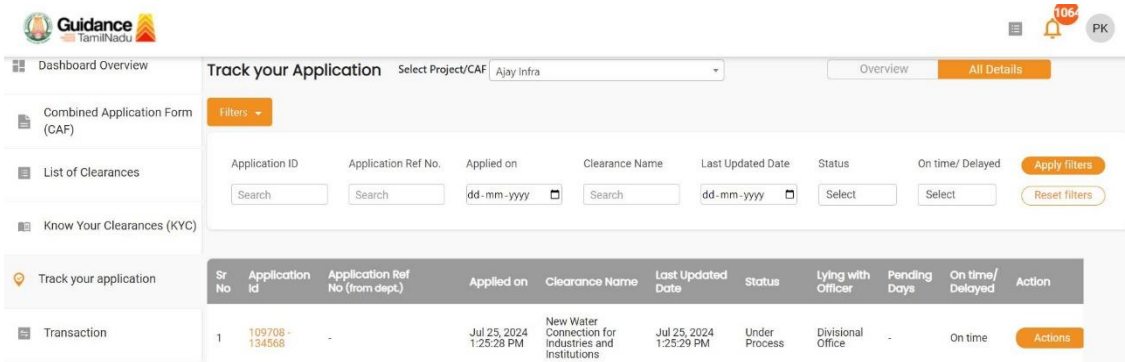


Figure 31. Under Process

Application Submitted

The Superintending Engineer will forward with recommendation to Chief Engineer else return with remarks. The applicant can view the status of the application under **Track your application** → **Select the CAF from the Dropdown** → **All details**

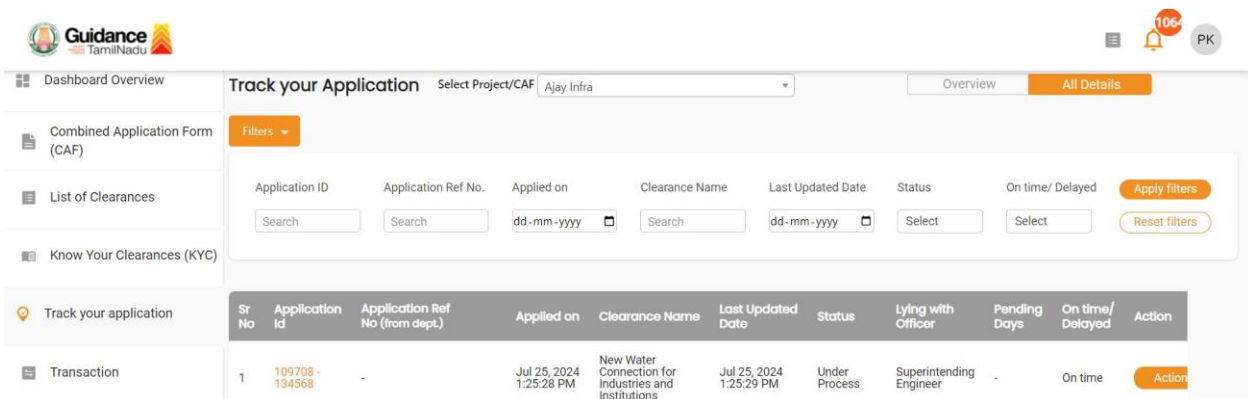
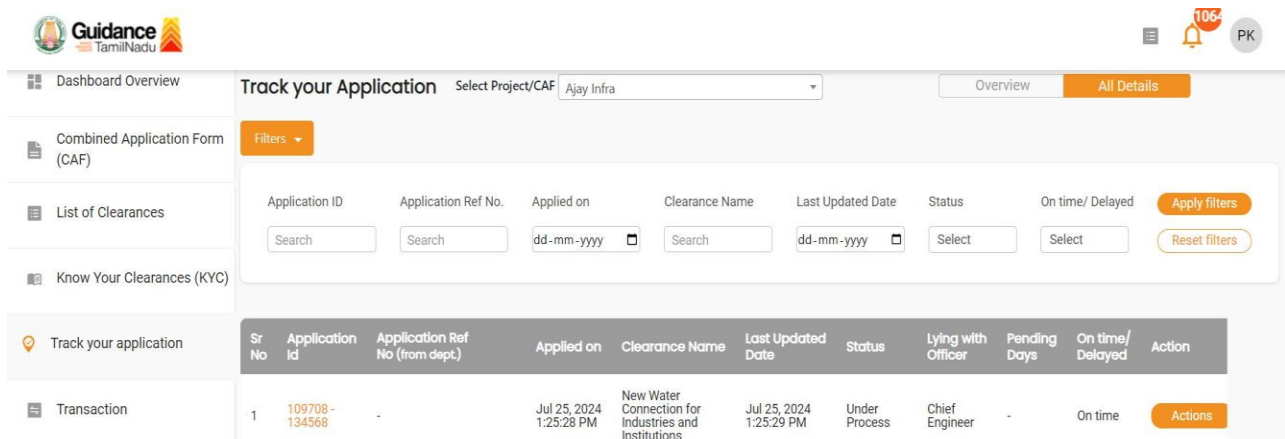


Figure 32. Under Process

Application Submitted

The Divisional office will make changes and again upload the Pre-Feasibility report to SE office. If the received recommendation is feasible, CE office will forward to head office else return with remarks to divisional office. The applicant can view the status of the application under **Track your application → Select the CAF from the Dropdown → All details**



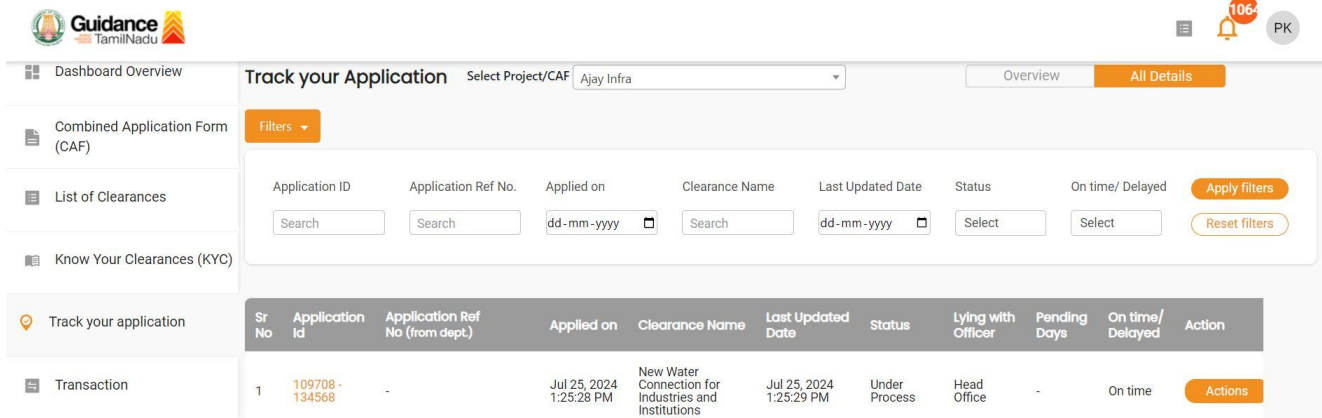
The screenshot shows the 'Track your Application' dashboard. The main heading is 'Track your Application' with a dropdown menu for 'Select Project/CAF' set to 'Ajay Infra'. There are tabs for 'Overview' and 'All Details'. Below this is a 'Filters' section with search boxes for 'Application ID', 'Application Ref No.', 'Applied on', and 'Clearance Name', along with date pickers and 'Apply filters' and 'Reset filters' buttons. A table below displays the application details:

Sr No	Application Id	Application Ref No (from dept)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	109708 - 134568	-	Jul 25, 2024 1:25:28 PM	New Water Connection for Industries and Institutions	Jul 25, 2024 1:25:29 PM	Under Process	Chief Engineer	-	On time	Actions

Figure 33. Under Process

Application Submitted

The head office will check whether it is feasible. If yes, head office will recommend for approval to division office. If no, either the head office will reject with remarks or recommend the division office to reject or return with remarks to division office. The applicant can view the status of the application under **Track your application → Select the CAF from the Dropdown → All details**



Sr No	Application Id	Application Ref No (from dept)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	109708 - 134568	-	Jul 25, 2024 1:25:28 PM	New Water Connection for Industries and Institutions	Jul 25, 2024 1:25:29 PM	Under Process	Head Office	-	On time	Actions

Figure 34. Under Process

11. Track Your Application

- 1) After submitting the application, a unique 'token ID' would be generated. Using the '**Token ID**' the Applicant can track the status of clearances by clicking on 'Track your application' option.'
- 2) Applicant to choose the name of the project created during CAF from the dropdown '**Select Project / CAF**' displayed at the top of the page.

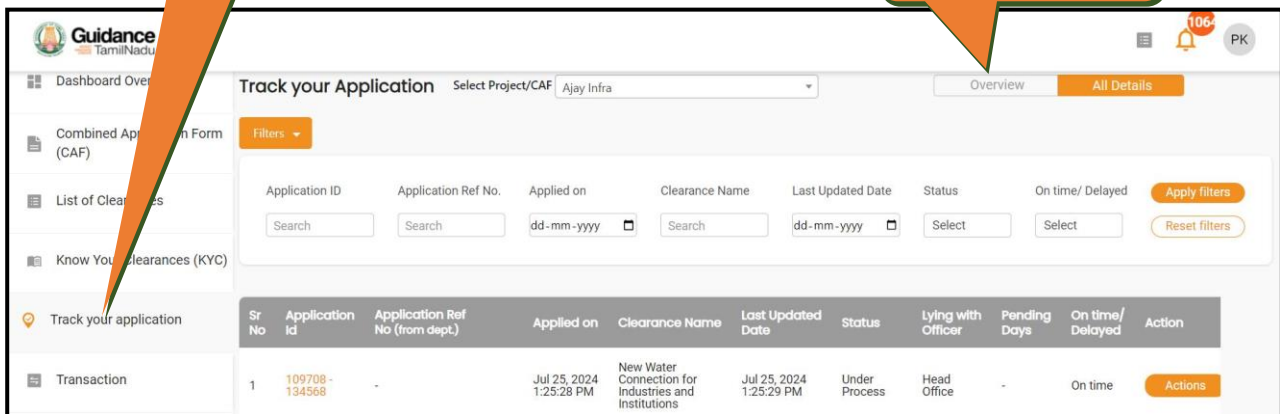
- **Track your application– Overview Option**

By clicking on 'Overview' tab, Applicant can view the count of various clearance statuses as follows.

- **Total Pending Clearances**
- **Total Approved Clearances**
- **Total Rejected Clearances**

Track Your Application

Overview of applications



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	109708-134568	-	Jul 25, 2024 1:25:28 PM	New Water Connection for Industries and Institutions	Jul 25, 2024 1:25:29 PM	Under Process	Head Office	-	On time	Actions

Figure 35. Track Your Application

- **Track your application– ‘All Details’ Option**

By clicking on ‘All details’ tab, Applicant can view the following statuses of the list of clearances applied for the specified project.

- **Applied on**
- **Last updated date**
- **Status of the application**
- **Lying with officer**
- **Pending days**
- **On time / Delayed Action**

All Details Options

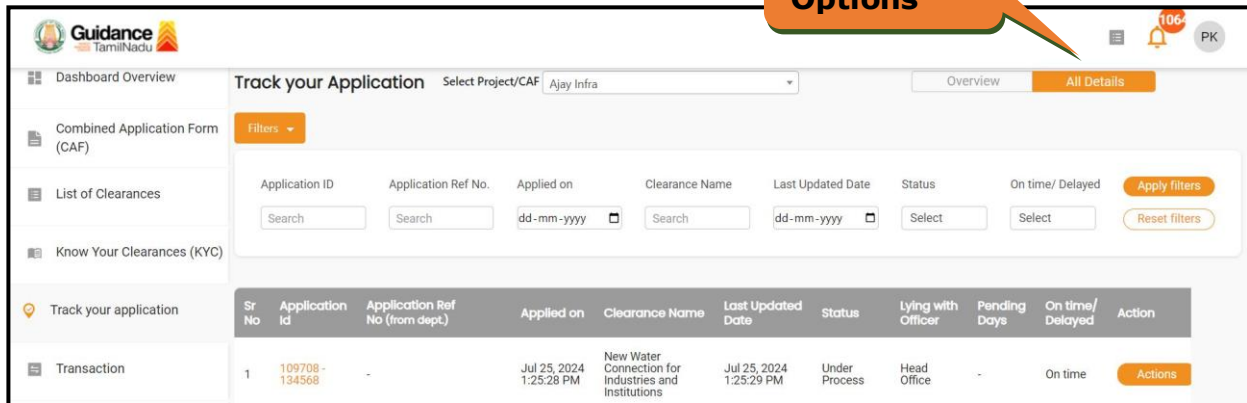


Figure 36. 'All Details' tab

12. Application Processing

- 1) The Head Office scrutinizes and reviews the application and updates the status as **"Approved or Rejected"**

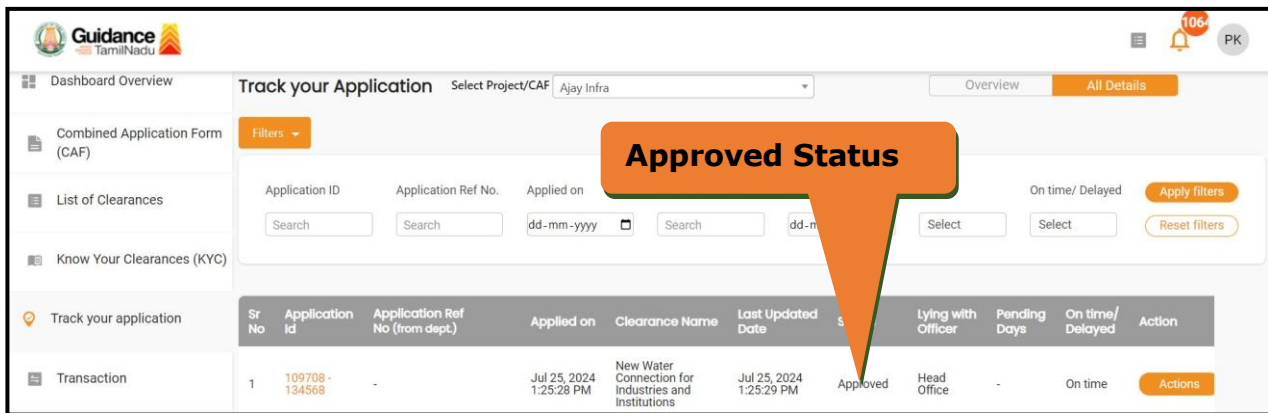


Figure 37. Application Processed

2) If the application is '**Approved**' by the Head Office, the applicant can download the Approval Certificate under **Track your application – > Action button -> Download Certificate** (Refer Figure 38)

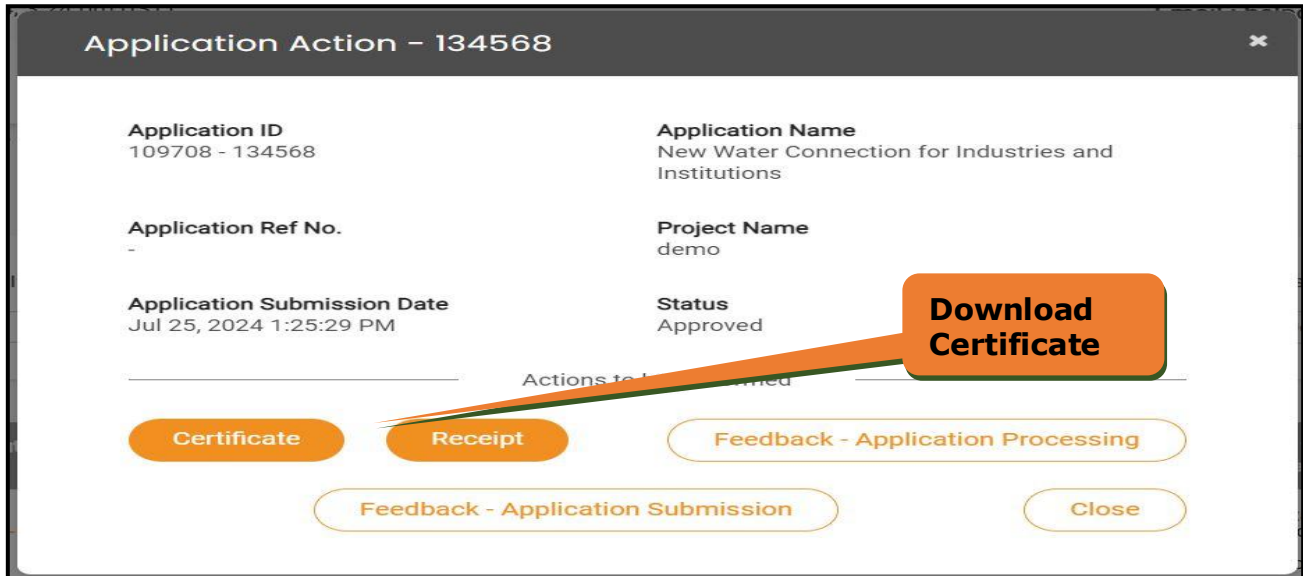


Figure 38. Download Certificate

Application Submitted

The division office will make changes and again Upload Pre-Feasibility report to SE office. In case of recommend for rejection, the division office will reject. For the approval case, the division office will upload payment schedule/MoU. The applicant can view the status of the application under **Track your application → Select the CAF from the Dropdown → All details**

The screenshot shows the 'Track your Application' interface. The top navigation includes 'Dashboard Overview', 'Combined Application Form (CAF)', 'List of Clearances', 'Know Your Clearances (KYC)', 'Track your application', and 'Transaction'. The main area is titled 'Track your Application' with a dropdown for 'Select Project/CAF' set to 'Ajay Infra'. Below this is a filter section with fields for Application ID, Application Ref No., Applied on, Clearance Name, Last Updated Date, Status, and On time/ Delayed. A table below displays the application details:

Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	109708 - 134568	-	Jul 25, 2024 1:25:28 PM	New Water Connection for Industries and Institutions	Jul 25, 2024 1:25:29 PM	Under Process	Divisional Office	-	On time	Actions

Figure 39. Under Process

Payment Process

The applicant will download the MoU and upload it after signing. If the payment is in instalments, then the applicant will create instalments and make payments else will pay in single payment. If the payment received by division office, they would initiate or update progress else will remind/penalty the applicant to make payment. If is in instalment, they will remind/penalty the applicant to make payment else update progress and complete work.

This screenshot is similar to Figure 39 but shows the application status as 'Under Process' with a 'Make payment' action available. The table data is as follows:

Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	109708 - 134568	-	Jul 25, 2024 1:25:28 PM	New Water Connection for Industries and Institutions	Jul 25, 2024 1:25:29 PM	Under Process	Make payment	-	On time	Actions

Figure 40. Make Payment

Application Action – 134568
✕


Application ID 109708 - 134568	Application Name New Water Connection for Industries and Institutions
Application Ref No. -	Project Name demo
Application Submission Date Jul 25, 2024 1:25:29 PM	Status Make payment

Actions to be performed

Payment
Close

Figure 41. Click on 'Proceed'

3) If the application is '**Rejected**' by the Head Office, the applicant can view the rejection remarks under the Actions Tab by the Head Office. Applicant has to create a fresh application if the application has been rejected. (Refer Figure 42)



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- Dashboard Overview
- Combined Application Form (CAF)
- List of Clearances
- Know Your Clearances (KYC)
- Track your application
- Transaction

Track your Application

Select Project/CAF Ajay Infra

Overview All Details

Filters ▼

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

Sr No	Application id	Application Ref No (from dept)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	109708 - 134568	-	Jul 25, 2024 1:25:28 PM	New Water Connection for Industries and Institutions	Jul 25, 2024 1:25:29 PM	Rejected	Head Office	-	On time	Actions

Rejected Status

Figure 42. Rejected Status

