



# **TAMILNADU SINGLE WINDOW PORTAL**

## **APPLICANT MANUAL**

**Licence for working of new lift**

**Electrical Inspectorate - Government of Tamil  
Nadu**



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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](http://www.tnswp.com))

Toll free number  
and Mail Id



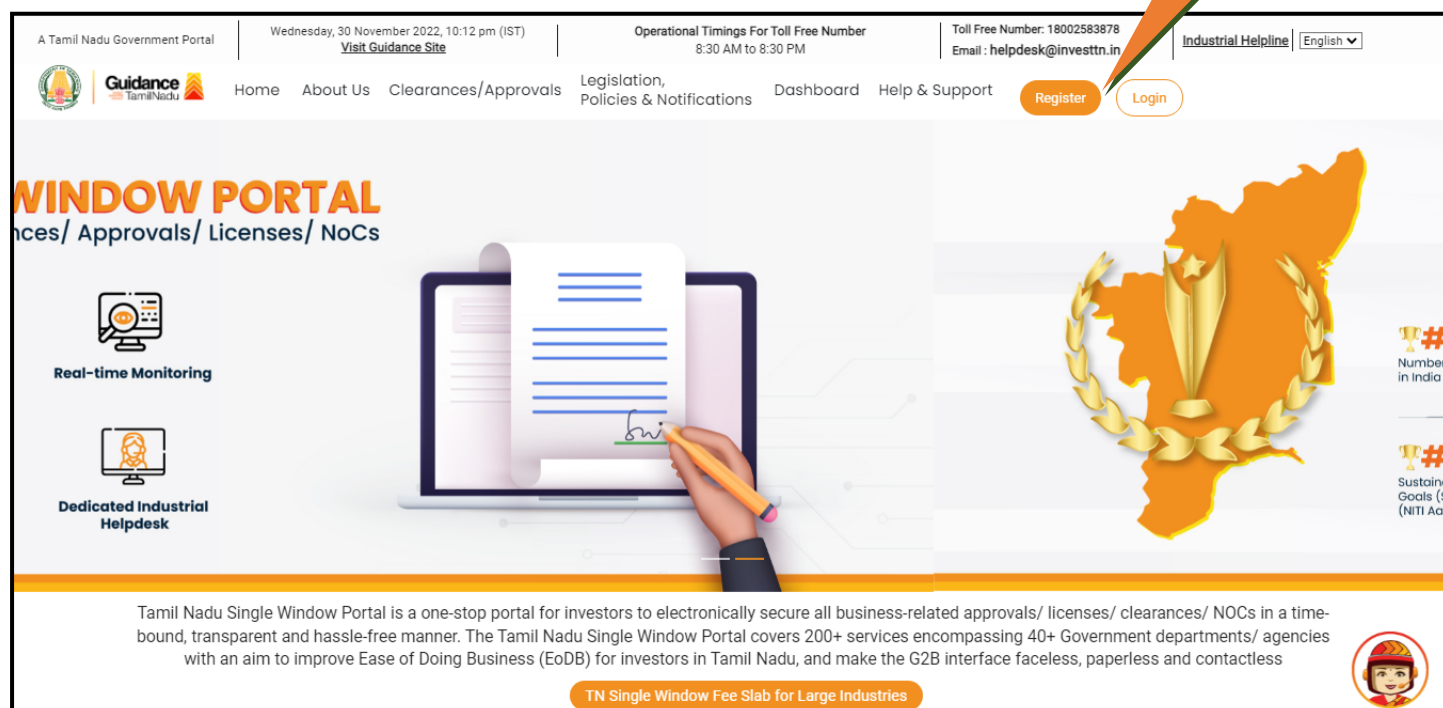
Figure 1. Single Window Portal Home Page

## 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**



**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**

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.

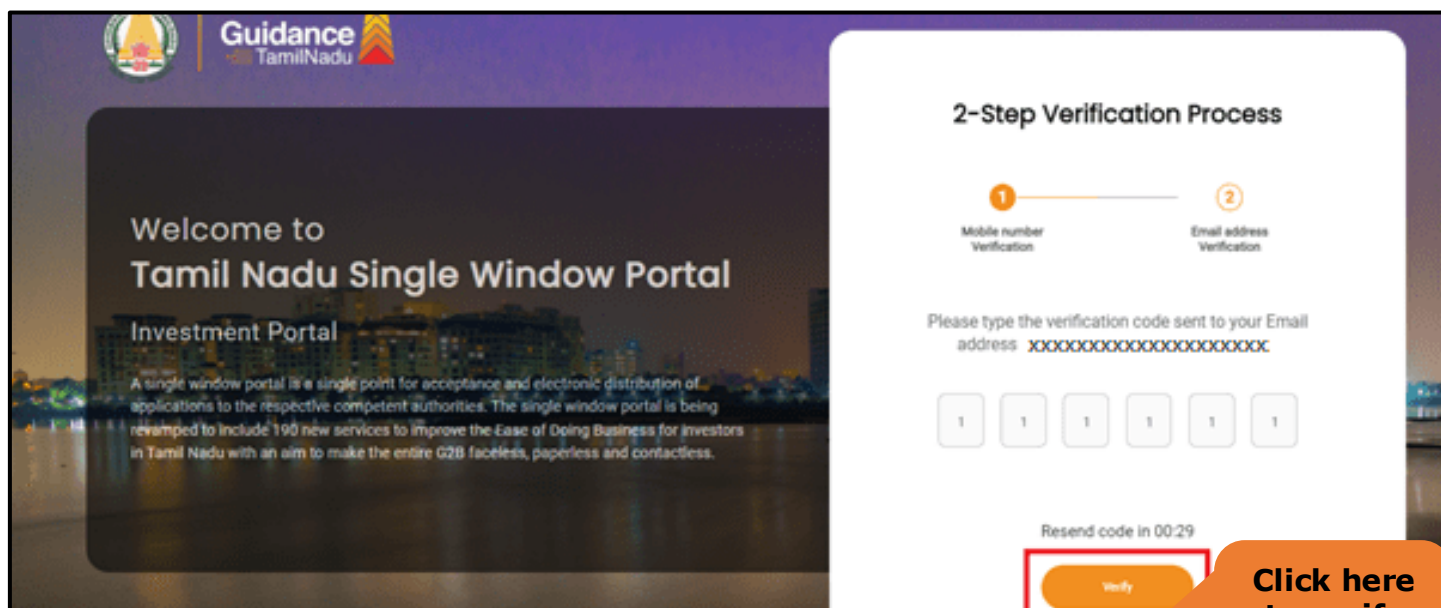
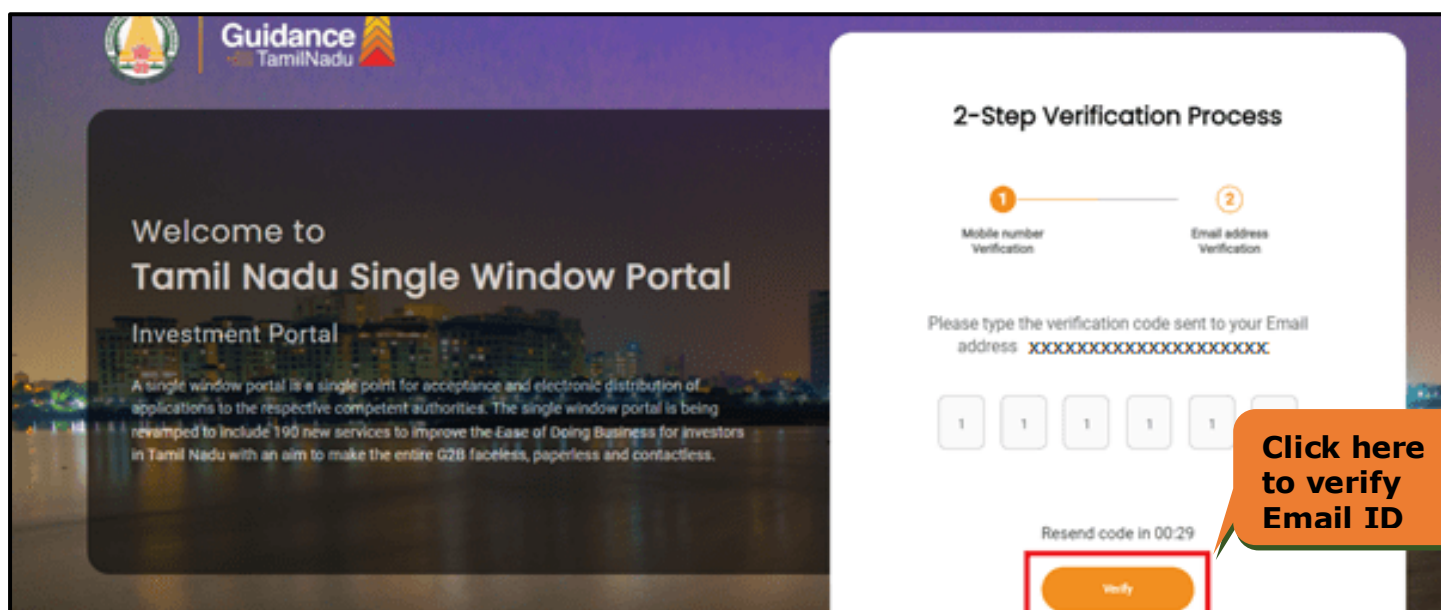


Figure 5. Mobile Number Verification

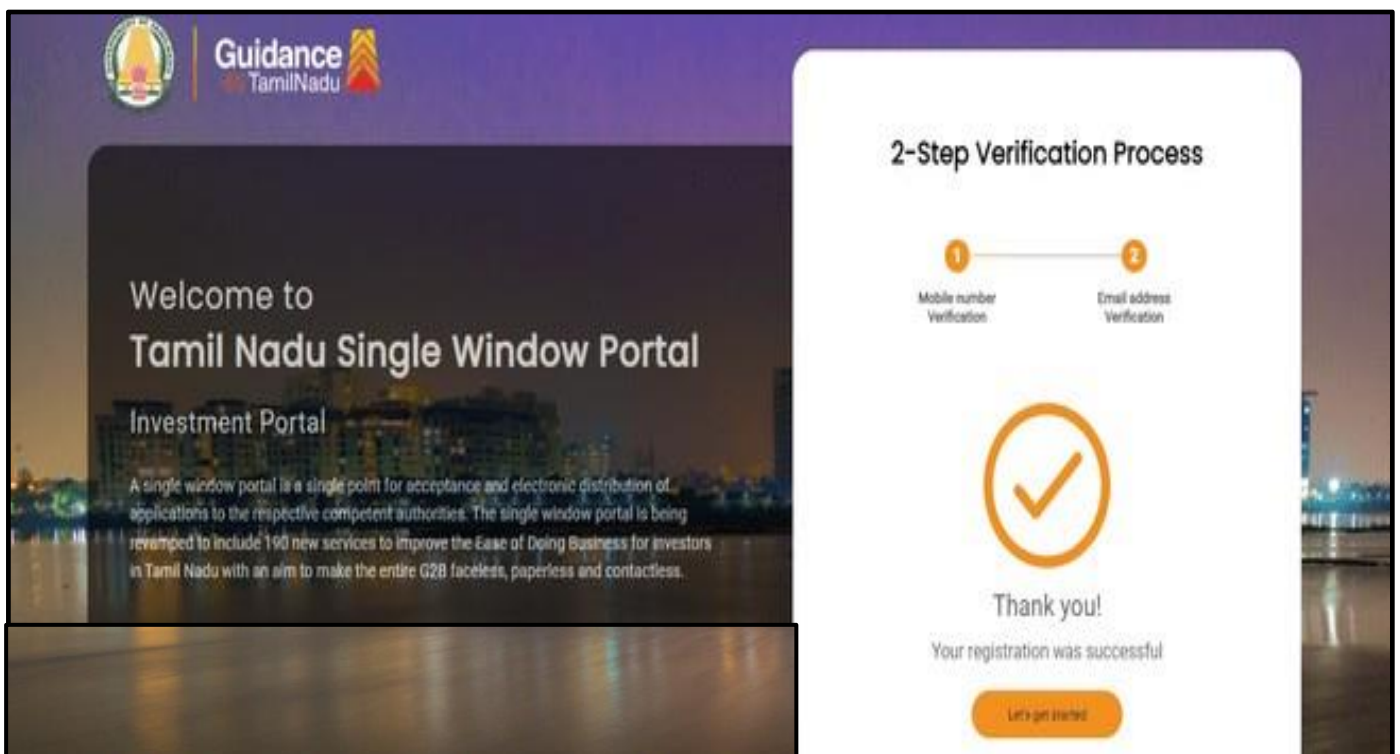
## Email ID Verification

- 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.

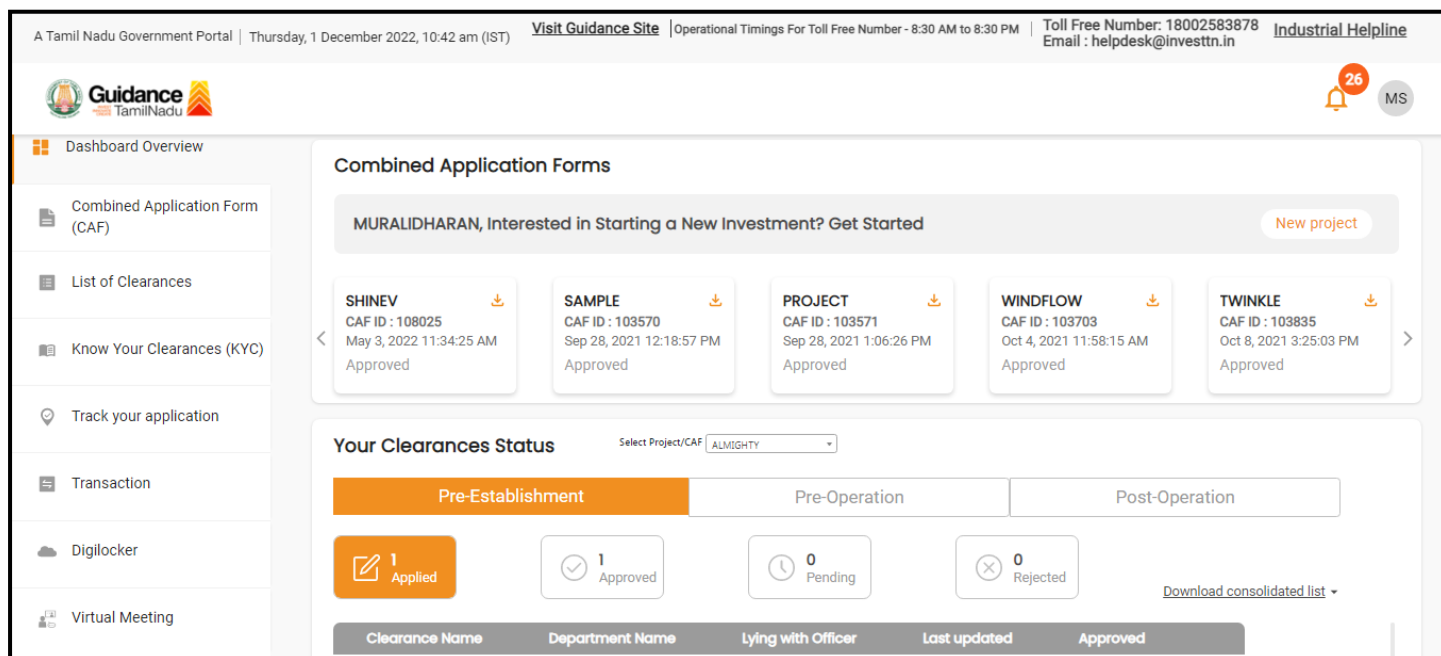
**Login to TNSWP**



**Figure 8. Login**

## 5. Dashboard Overview

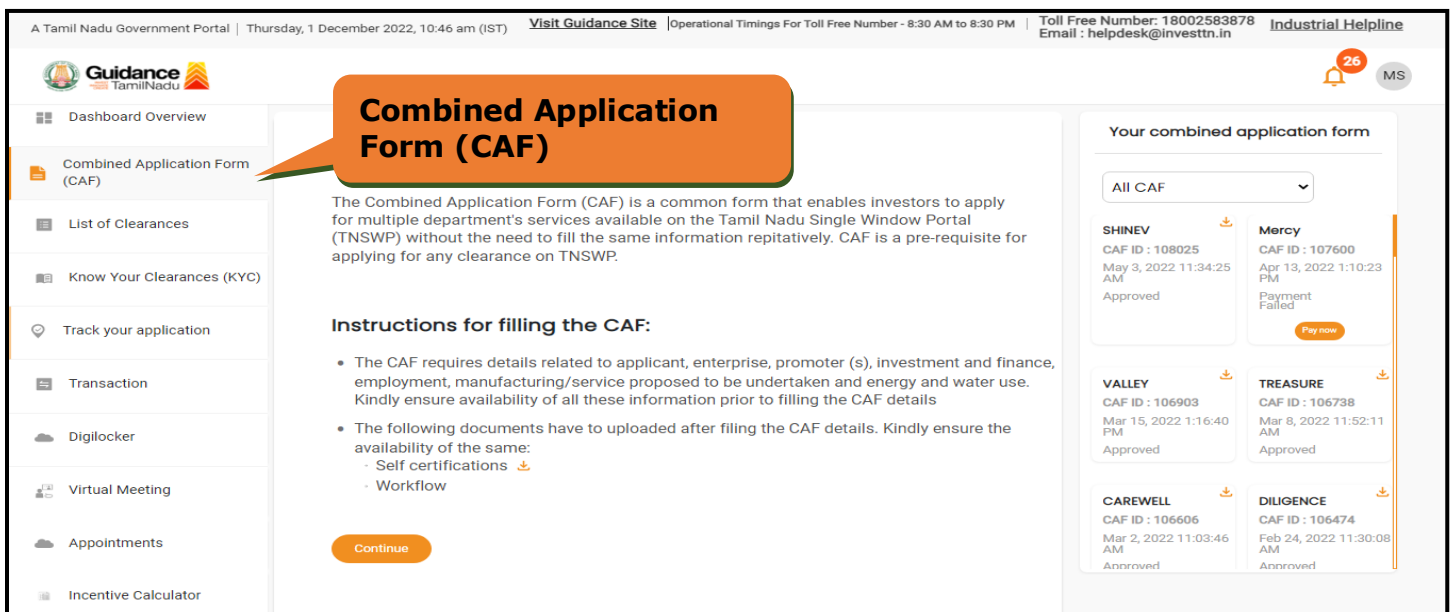
- 1) When the Applicant logs into TNSWP, the dashboard overview page will appear.
- 2) Dashboard overview is Applicant-friendly interface for the Applicant’s easy navigation and to access various functionalities such as Menu bar, Status whether the application is Approved, Pending, Rejected and Data 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.

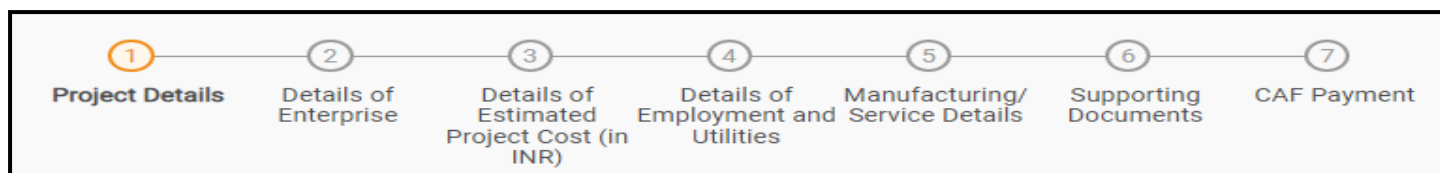


The screenshot shows the Tamil Nadu Government Portal interface. The top navigation bar includes the portal name, date, time, and contact information. The left sidebar contains a menu with options like Dashboard Overview, Combined Application Form (CAF), List of Clearances, Know Your Clearances (KYC), Track your application, Transaction, Digilocker, Virtual Meeting, Appointments, and Incentive Calculator. The main content area features a large orange callout box titled 'Combined Application Form (CAF)' with a description and instructions for filling it. The instructions state that the CAF is a common form for multiple department services and lists required details and documents. A 'Continue' button is visible at the bottom of the instructions. On the right, a section titled 'Your combined application form' displays a grid of application cards for various departments: SHINEV, Mercy, VALLEY, TREASURE, CAREWELL, and DILIGENCE. Each card shows the CAF ID, date, time, and status (Approved or Payment Failed).

**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:**

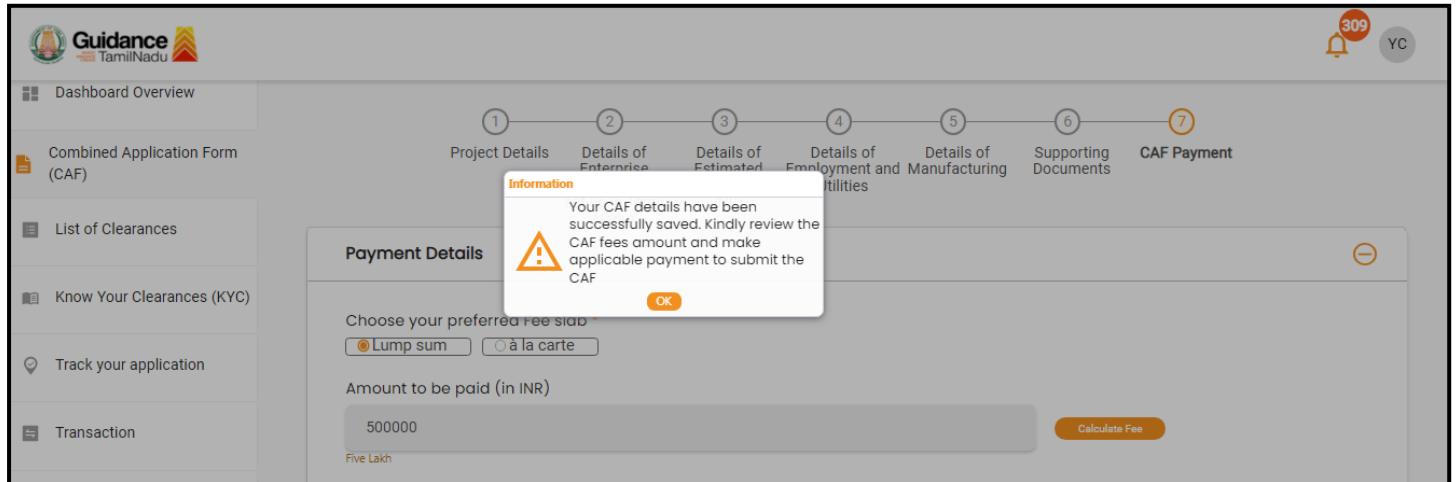
- Download the template.
- Prepare the self-certification documents as per the instructions given in the template and upload.

- **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**

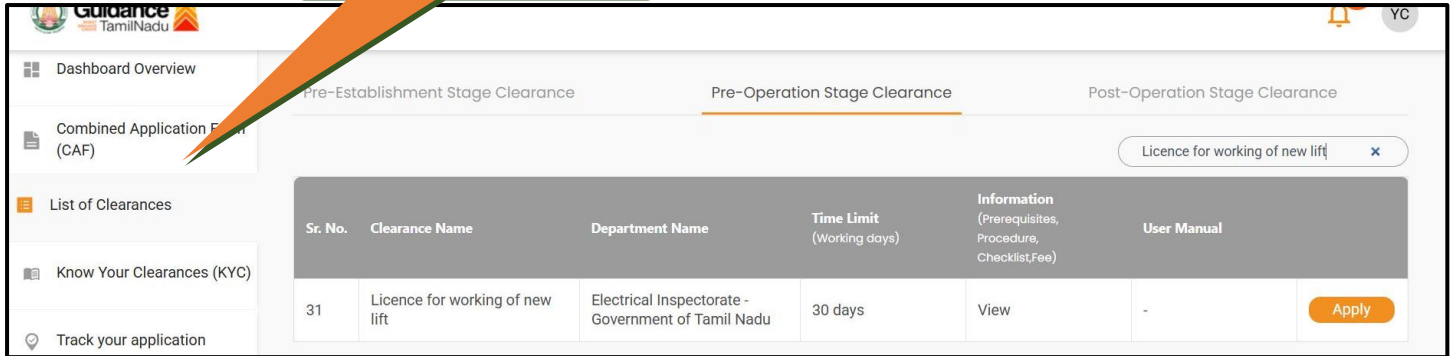
**Note:**

*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 Licence for working of new lift:

### 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
31	Licence for working of new lift	Electrical Inspectorate - Government of Tamil Nadu	30 days	View	-

Figure 13. List of Clearances

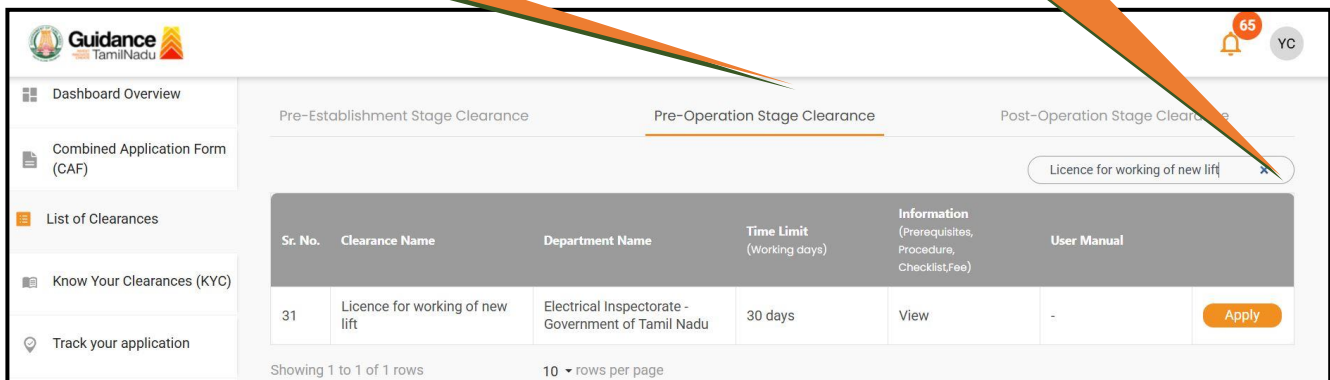
### 2. The list of clearances is segregated into three stages.

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

### 3. Select ‘Pre-Operation Stage Clearance’ and find the clearance ‘Licence for working of new lift’ 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
31	Licence for working of new lift	Electrical Inspectorate - Government of Tamil Nadu	30 days	View	-

Showing 1 to 1 of 1 rows      10 rows per page

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.

**View Information**

**Apply for Clearance**

Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
31	Licence for working of new lift	Electrical Inspectorate - Government of Tamil Nadu	30 days	View	-

Showing 1 to 1 of 1 rows      10 rows per page

**Figure 15. Apply for Clearance**

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

**Confirmation!!!**

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

<b>Department Name</b> Electrical Inspectorate - Government of Tamil Nadu	<b>Name of the Clearance</b> Licence for working of new lift
--	---

Select Project/CAF \*

Select field

Close

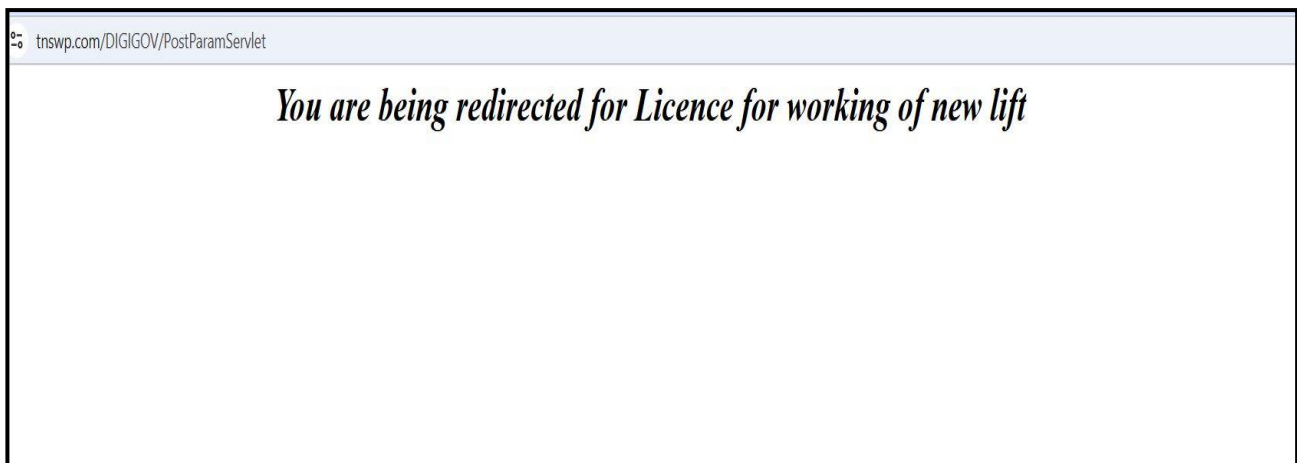
Apply

Select CAF

Click on Apply

**Figure 16. Project/CAF**

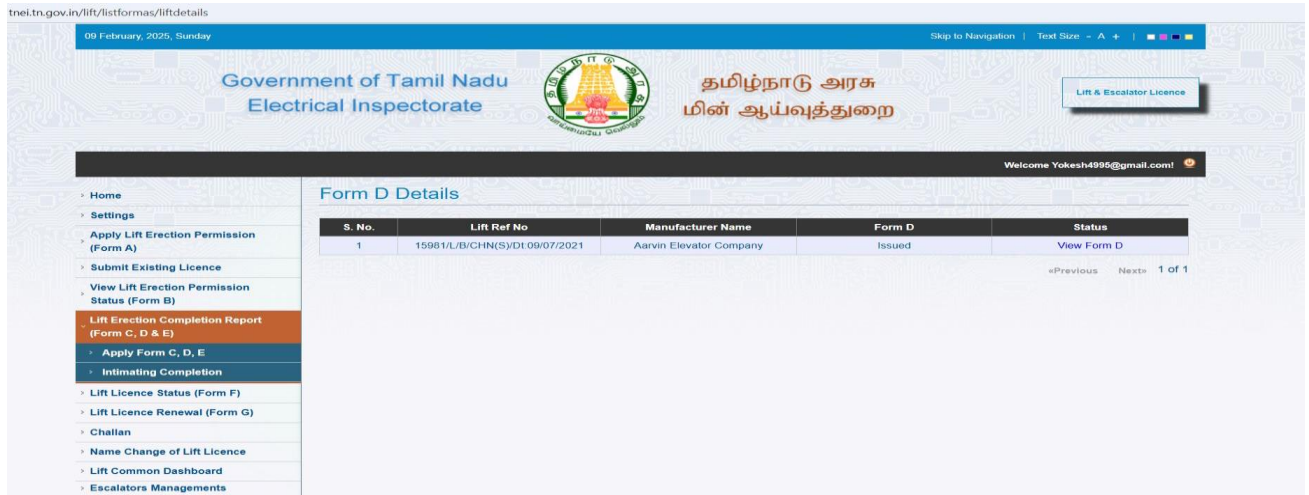
2) Click on the Apply button and the Page would get redirected to Licence for working of new lift.



**Figure 17. Licence for working of new lift**



3) Enter all the mandatory details in the application for Licence for working of new lift.



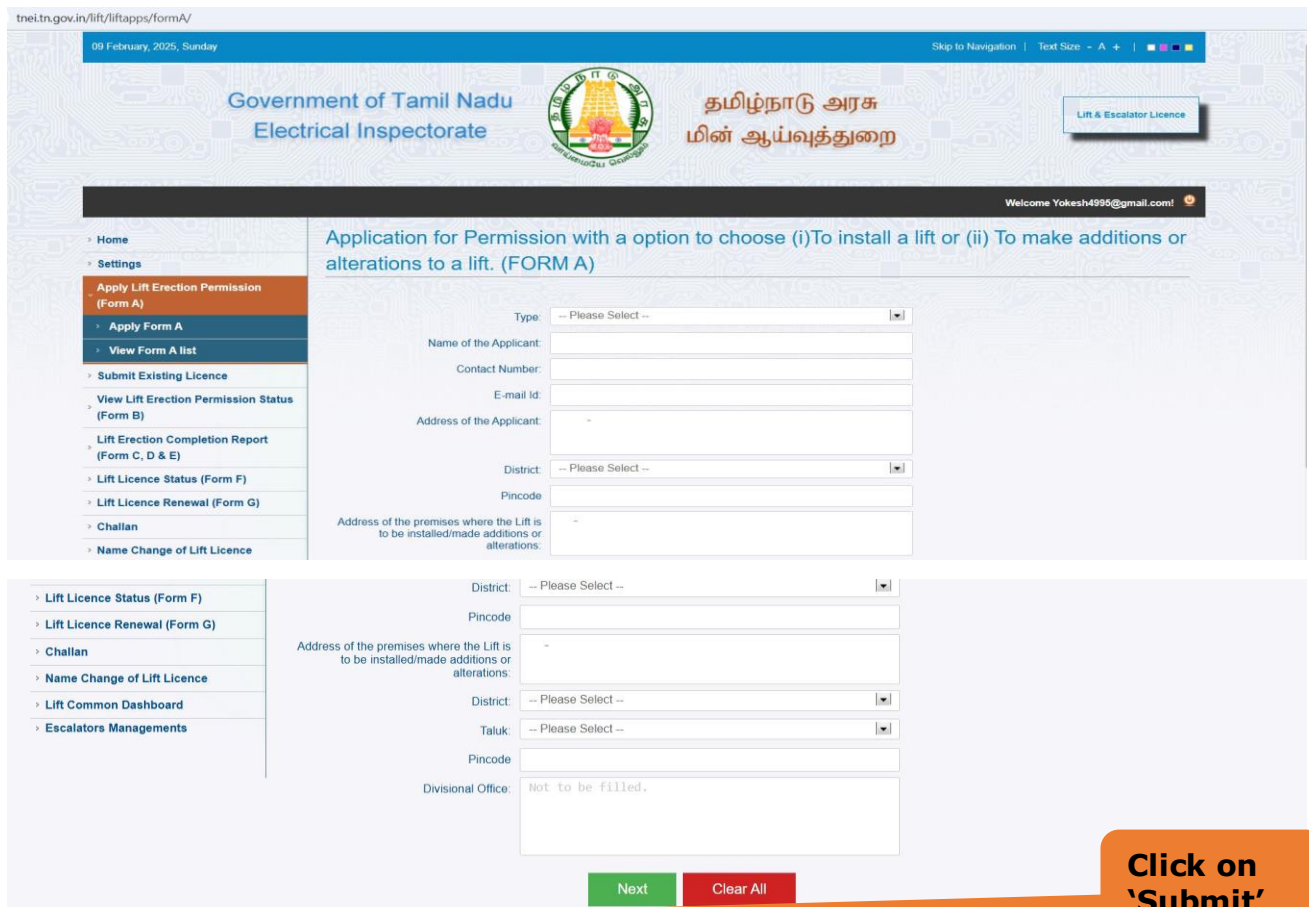
Government of Tamil Nadu Electrical Inspectorate

தமிழ்நாடு அரசு மின் ஆய்வுத்துறை

Form D Details

S. No.	Lift Ref No	Manufacturer Name	Form D	Status
1	15981/L/CHN(S)/DI 09/07/2021	Aarvin Elevator Company	Issued	View Form D

«Previous Next» 1 of 1



Government of Tamil Nadu Electrical Inspectorate

தமிழ்நாடு அரசு மின் ஆய்வுத்துறை

Application for Permission with a option to choose (i) To install a lift or (ii) To make additions or alterations to a lift. (FORM A)

Type: -- Please Select --

Name of the Applicant:

Contact Number:

E-mail Id:

Address of the Applicant:

District: -- Please Select --

Pincode:

Address of the premises where the Lift is to be installed/made additions or alterations:

District: -- Please Select --

Pincode:

Address of the premises where the Lift is to be installed/made additions or alterations:

District: -- Please Select --

Taluk: -- Please Select --

Pincode:

Divisional Office: Not to be filled.

Next Clear All

Click on 'Submit'

Figure 18. Licence for working of new lift

### Application Submitted

- 1) After the applicant has completed the application form. The applicant can view the status of the application under **Track your application** → **Select the CAF from the Dropdown** → **All details**.

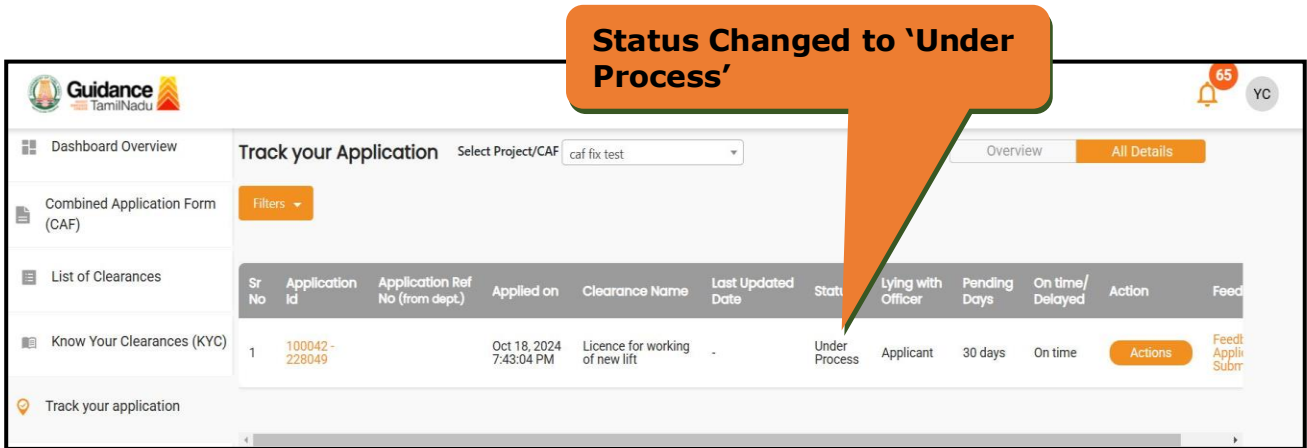


Figure 19. Status of the Application

### 8. Payment Process:

Make the Fees for Registration to submit the application in Single Window Portal.

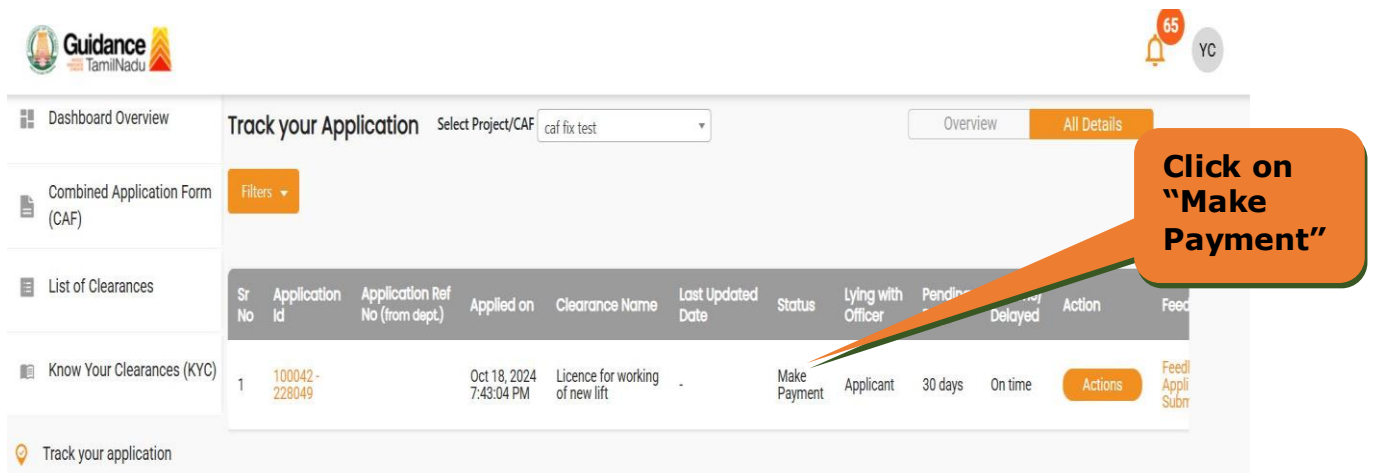


Figure 20. Make Payment

### Application Action - 228049

<b>Application ID</b> 100042-228049	<b>Application Name</b> Licence for working of new lift
<b>Application Ref No.</b> -	<b>Project Name</b> caf fix test
<b>Application Submission Date</b> Oct 18, 2024 7:43:04 PM	<b>Status</b> Make Payment

Actions to be performed

**Click on 'Proceed'**

**Make Payment** **Close**

Figure 21. Click on 'Proceed'

**Government of Tamil Nadu**  
Department of Finance - Treasuries and Accounts  
Kalanjiyam

**Challan Details**

Challan No	Department TXN No.	Challan Date
	1000020270	

**Department Details**

Department*	District*	DDO Office Name*
Public Works - Buildings	PAO (Chennai East)	PA to Director of Boiler, PWD, Chennai
DDO Code*	Dept. Office Name	Dept. Office Code
43011112		

**Period Details**

From Date	To Date

**Remitter Details**

Remitter Type*	Remitter Code	Remitter Name*
Others	30	VIJAY VIJAY
PAN	Contact No	Block/Street*
	9884256808	Jayanthi Nagar
City*	State*	Pincode
Chennai	Tamil Nadu	600018
Aadhar No	Email ID	

**Service Rendering Department**

03902

**Service Details**

Receipt Type*	Sub Type*	Acct Code*	Amount*	Department Ref.No.	Remarks
17	Renewal of Welder Qualificat	023000103AA22719	5	132272	

Challan Amount\* 5

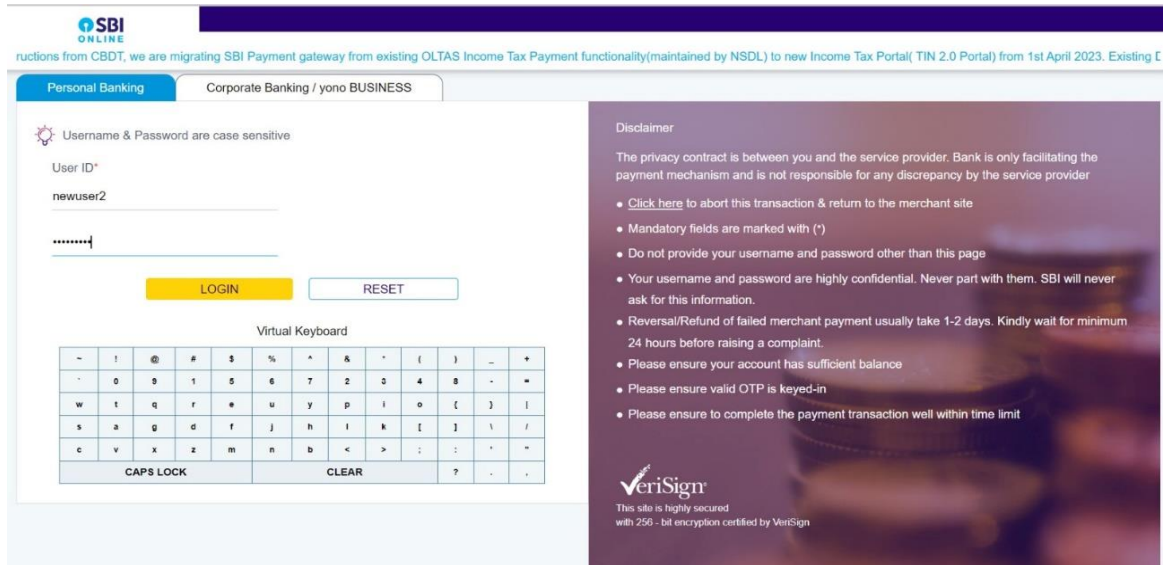
**Payment Details**

Select Bank for Payment: Select

Payment Method:  Online  Offline

Confirm

This site is being maintained by Department of Treasuries and Accounts, © 2023 Department of Finance, All Rights Reserved



2) Divisional section officer/JEI/AEI will forward the application to Electrical Inspector. The applicant can view the status of the application under **Track your application** → **Select the CAF from the Dropdown** → **All details**.

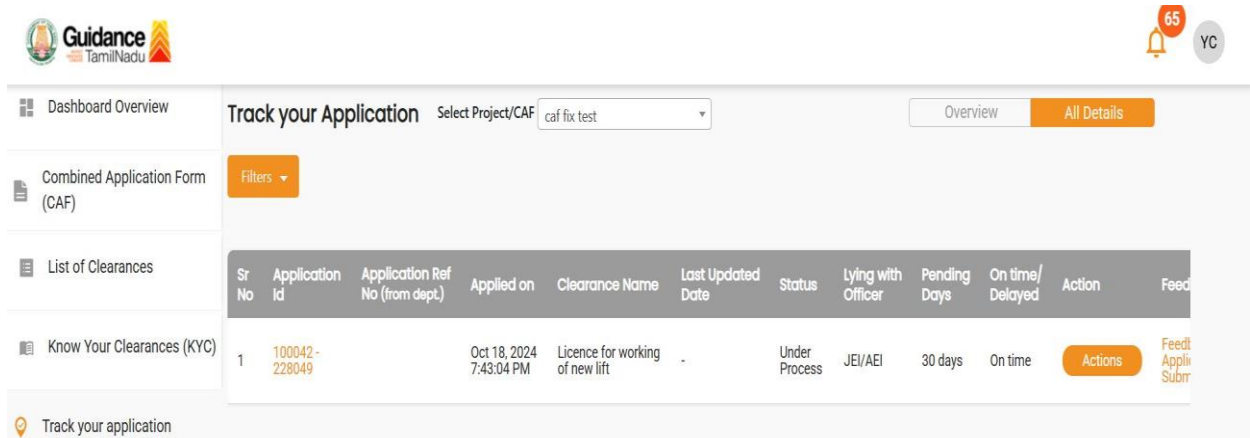
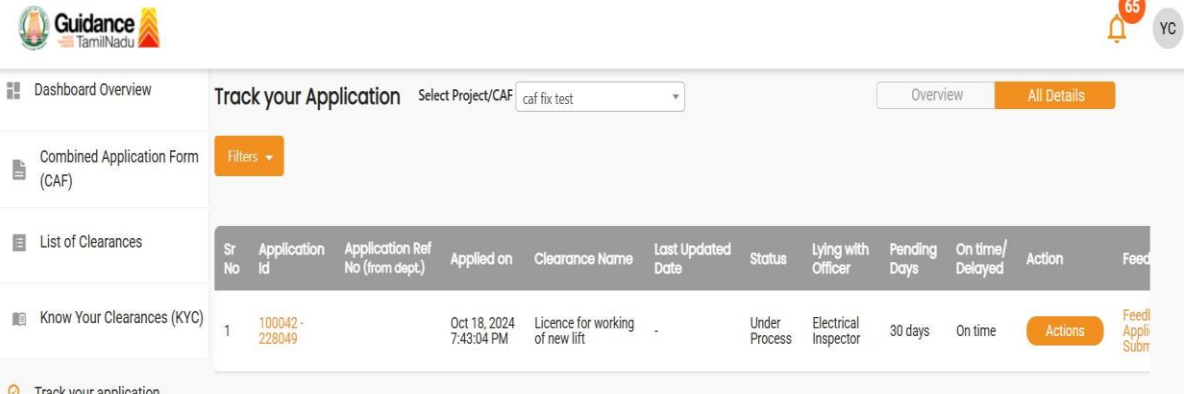


Figure 22. Under Process

3) Electrical Inspector will review and scrutinize the application, supporting document, and fees payment. The applicant can view the status of the application under **Track your application** → **Select the CAF from the Dropdown** → **All details**.



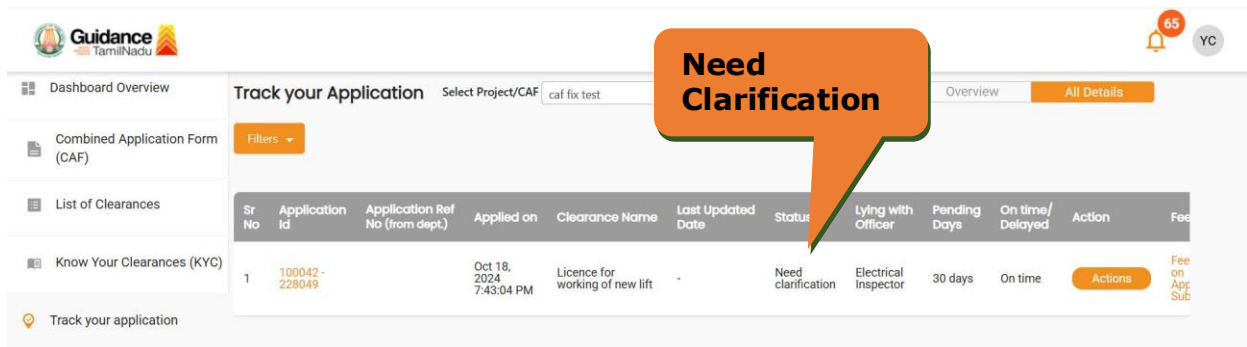
The screenshot shows a dashboard titled 'Track your Application' with a search filter set to 'caf fix test'. The main content area displays a table with the following data:

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	Feed
1	100042-228049		Oct 18, 2024 7:43:04 PM	Licence for working of new lift		Under Process	Electrical Inspector	30 days	On time	Actions	Feed Appli Subm

**Figure 23. Under Process**

## 9. Query Clarification

- 1) After submitting the application to the Electrical Inspectorate - Government of Tamil Nadu Department, the Electrical Inspectorate of Electrical Inspectorate - Government of Tamil Nadu reviews the application and if there are any clarifications required, the Electrical Inspectorate would raise a query to the applicant.
- 2) Applicant would receive an alert message through Registered SMS/Email.
- 3) Applicant could go to 'Track your application' option and view the query under action items under the 'All Details' Tab.
- 4) Applicant could view the status as '**Need Clarification**' under the 'Status' column. Click on 'Action' button responds to the query as shown in the below figure.



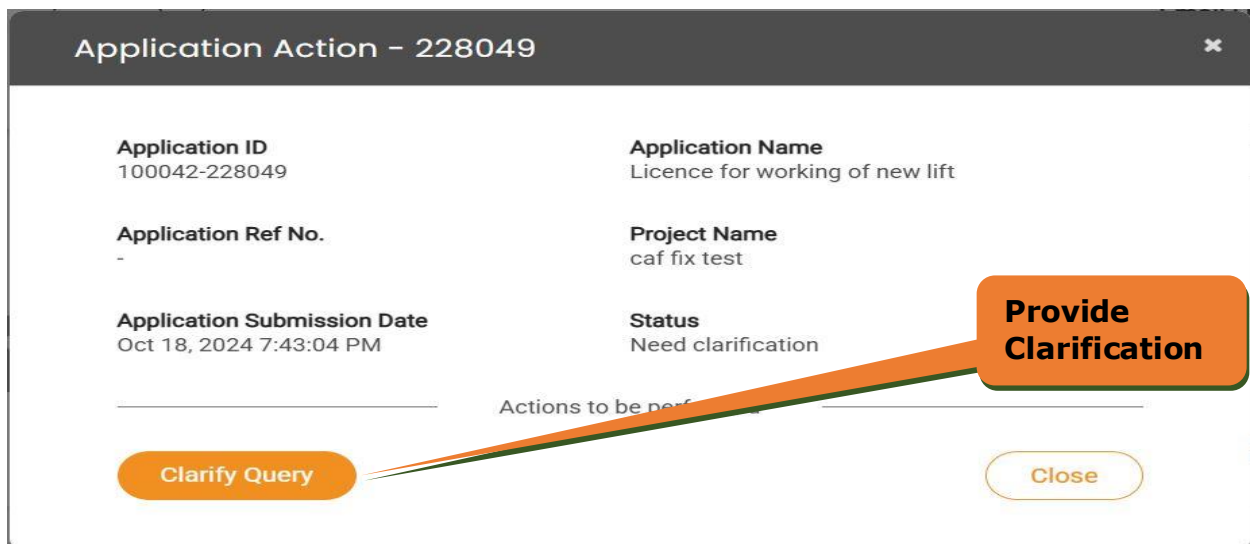
Dashboard Overview | Track your Application | Select Project/CAF: caf fix test | Overview | All Details

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	Fee
1	100042-228049		Oct 18, 2024 7:43:04 PM	Licence for working of new lift		Need clarification	Electrical Inspector	30 days	On time	Actions	Fee on Apps Sub

Track your application

Figure 24. Need Clarification



Application Action - 228049

<b>Application ID</b> 100042-228049	<b>Application Name</b> Licence for working of new lift
<b>Application Ref No.</b> -	<b>Project Name</b> caf fix test
<b>Application Submission Date</b> Oct 18, 2024 7:43:04 PM	<b>Status</b> Need clarification

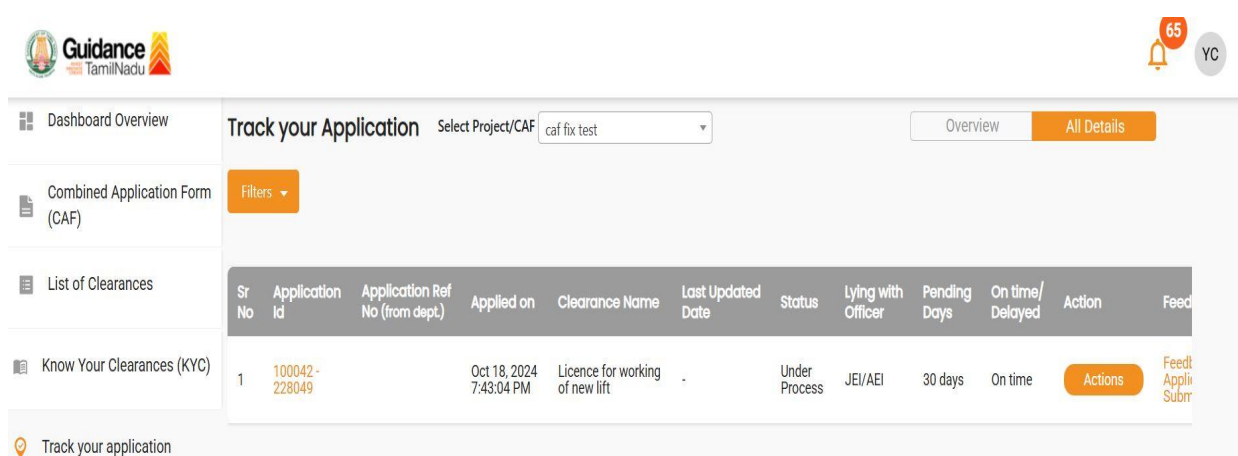
Actions to be performed

Clarify Query | Close

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.

- 4) If there is any query, Electrical Inspector will raise query and the query details will be sent back to the applicant and the applicant has to respond to that query. If there is no query, Electrical Inspector will allot inspection date for inspection.



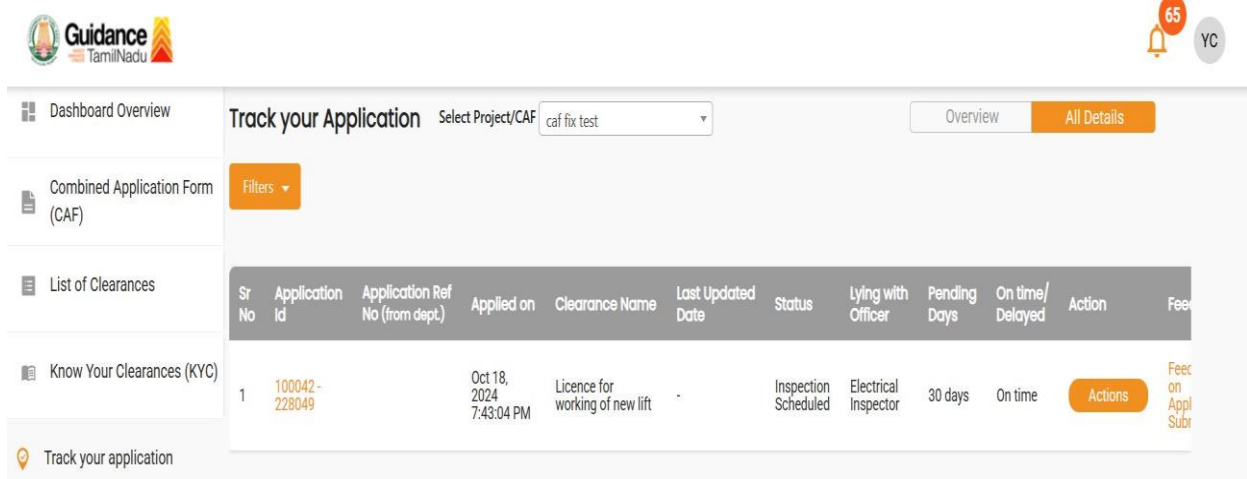
The screenshot shows a dashboard for tracking applications. The main heading is 'Track your Application' with a dropdown menu for 'Select Project/CAF' set to 'caf fix test'. There are buttons for 'Overview' and 'All Details'. A sidebar on the left contains navigation options: 'Dashboard Overview', 'Combined Application Form (CAF)', 'List of Clearances', 'Know Your Clearances (KYC)', and 'Track your application'. A table 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	Feed
1	100042-228049		Oct 18, 2024 7:43:04 PM	Licence for working of new lift		Under Process	JEI/AEI	30 days	On time	Actions	Feed Appli Subr

**Figure 26. Under Process**

## 10. Inspection Schedule

- The department schedules the date of appointment for inspection to be done for the specified institution (Refer Figure 27).
- The inspection date scheduled by the department is intimated to the user (Refer Figure 28)
- After the Inspection is completed, the Electrical Inspector submits the Inspection will request the applicant to make the rectifications.



Dashboard Overview

Track your Application Select Project/CAF: caf fix test

Overview All Details

Combined Application Form (CAF) Filters

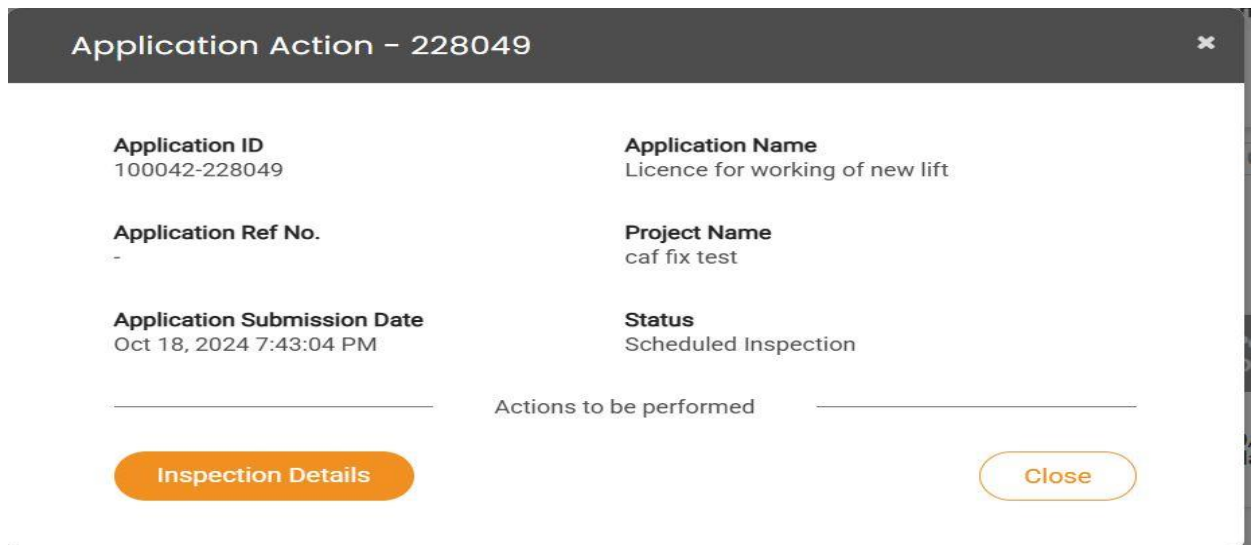
List of Clearances

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	100042-228049		Oct 18, 2024 7:43:04 PM	Licence for working of new lift		Inspection Scheduled	Electrical Inspector	30 days	On time	Actions	Fee on Appl Subr

Know Your Clearances (KYC)

Track your application

**Figure 27. Status changed to 'Inspection scheduled'**



Application Action – 228049

<b>Application ID</b> 100042-228049	<b>Application Name</b> Licence for working of new lift
<b>Application Ref No.</b> -	<b>Project Name</b> caf fix test
<b>Application Submission Date</b> Oct 18, 2024 7:43:04 PM	<b>Status</b> Scheduled Inspection

Actions to be performed

Inspection Details Close

**Figure 28. Details of Scheduled Inspection**

## 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.'

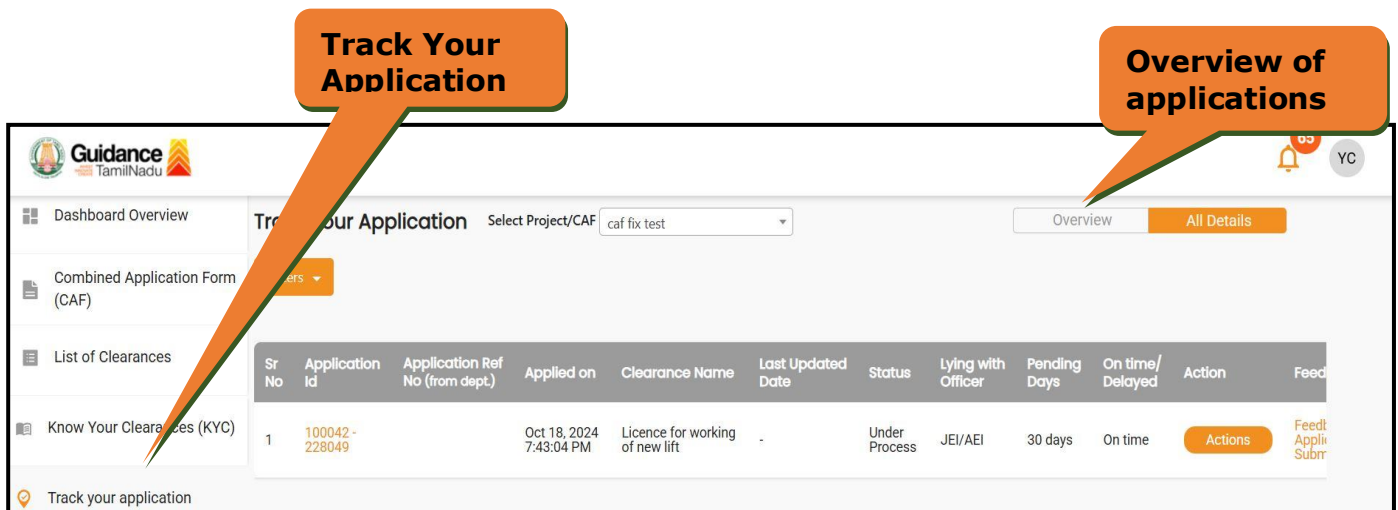


2) Applicant to choose the name of the project created during CAF from the dropdown '**Select Project / CAF**' displayed at the top of the page.

- **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**



**Figure 29. 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**

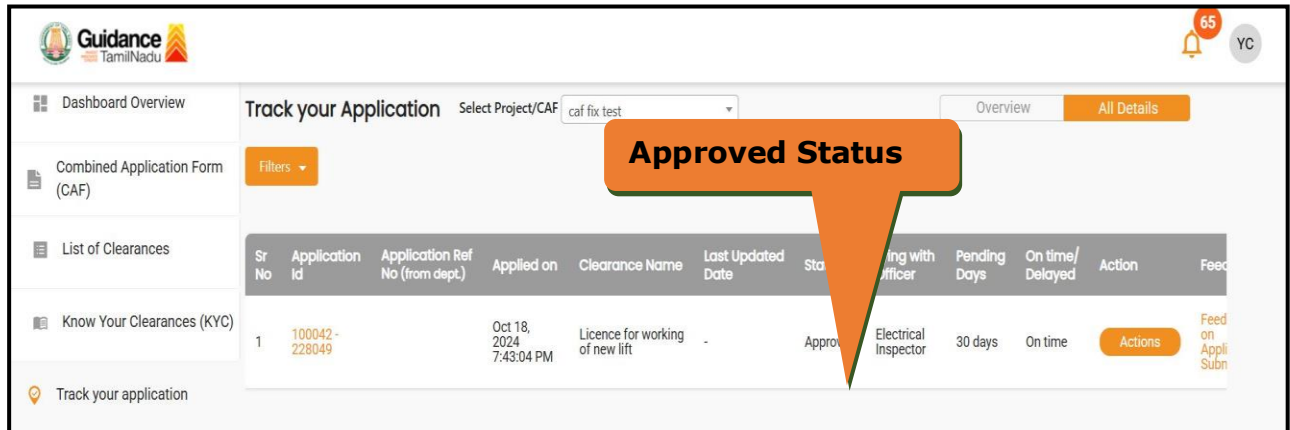
The screenshot shows a dashboard titled 'Track your Application' with a dropdown menu set to 'caf fix test'. The 'All Details' tab is selected. A table lists application records with columns for Sr No, Application Id, Application Ref No, Applied on, Clearance Name, Last Updated Date, Status, Lying with Officer, Pending Days, On time/Delayed, Action, and Feed. An orange callout bubble points to the 'All Details' tab.

Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/Delayed	Action	Feed
1	100042-228049		Oct 18, 2024 7:43:04 PM	Licence for working of new lift	-	Under Process	JEI/AEI	30 days	On time	Actions	Feed Appli Subm

**Figure 30. 'All Details' tab**

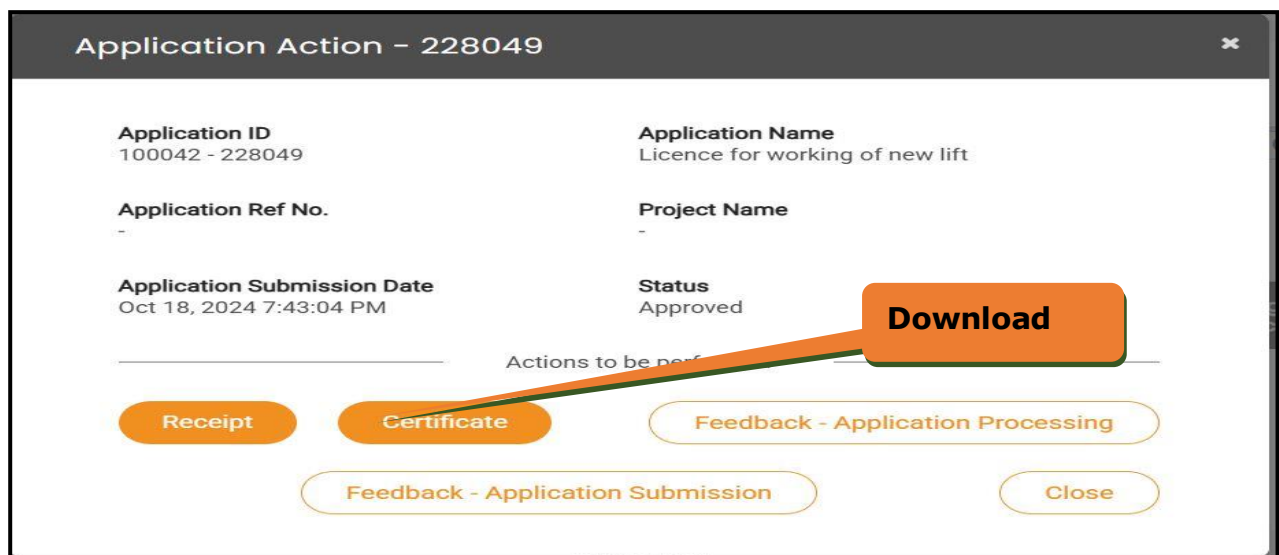
## 12. Application Processing

After Submitting the application, the Electrical Inspector scrutinizes and reviews the application and updates the status as **“Approved or Rejected”**.



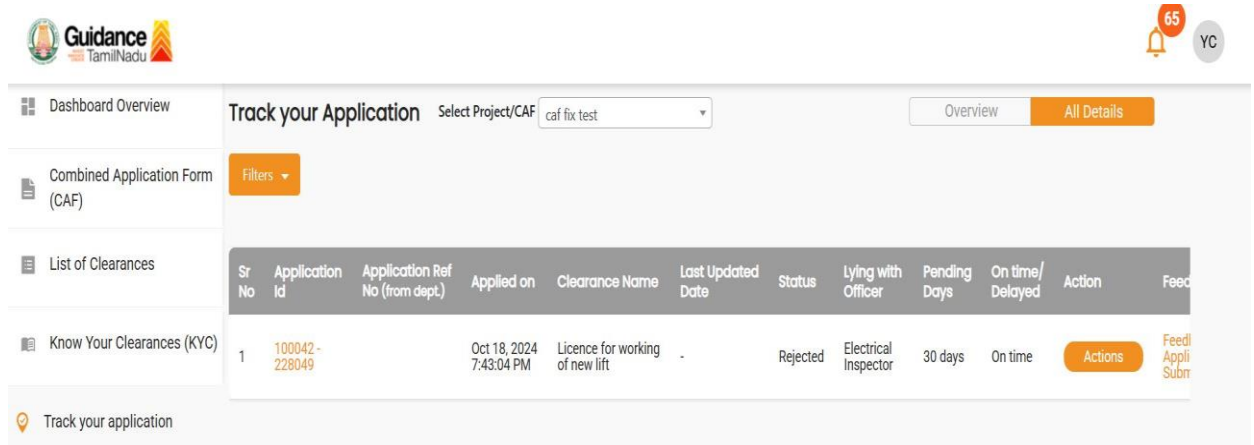
**Figure 31. Application Processed**

1) If the application is **‘Approved’** by the Electrical Inspector, the applicant can download the license Order under **Track your application – > Action button -> Download** (Refer Figure 32).



**Figure 32. Download Certificate**

2) If the application is '**Rejected**' by the Electrical Inspector, the applicant can view the rejection remarks under the Actions Tab by the Management committee. Applicant has to create a fresh application if the application has been rejected. (Refer Figure 33).



The screenshot shows a web dashboard for tracking applications. The main heading is 'Track your Application' with a dropdown menu for 'Select Project/CAF' set to 'caf fix test'. There are tabs for 'Overview' and 'All Details'. A sidebar on the left contains navigation options: 'Dashboard Overview', 'Combined Application Form (CAF)', 'List of Clearances', and 'Know Your Clearances (KYC)'. A notification bell icon shows '65' and 'YC'. The main content area features a table with 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	Feed
1	100042 - 228049		Oct 18, 2024 7:43:04 PM	Licence for working of new lift		Rejected	Electrical Inspector	30 days	On time	Actions	Feed Appli Subm

At the bottom left, there is a 'Track your application' button with a location pin icon.

**Figure 33. Rejected Status**

