



TAMILNADU SINGLE WINDOW PORTAL

APPLICANT MANUAL

High Tension - New Power Connection

**Tamil Nadu Generation and Distribution
Corporation Limited**



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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**



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 For Toll Free Number: 8:30 AM to 8:30 PM
- Toll Free Number: 18002583878
- Email: helpdesk@investtn.in
- Industrial Helpline | English
- Navigation: Home, About Us, Clearances/Approvals, Legislation, Policies & Notifications, Dashboard, Help & Support
- Buttons: Register, Login
- Header: **TAMIL NADU** Leading the Nation
- Accomplishments:
 - #1 Number of Factories in India
 - #1 Number of Operational SEZs in India
 - #1 Governance & Political Stability (N-SPI 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.
- Additional Info: 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**

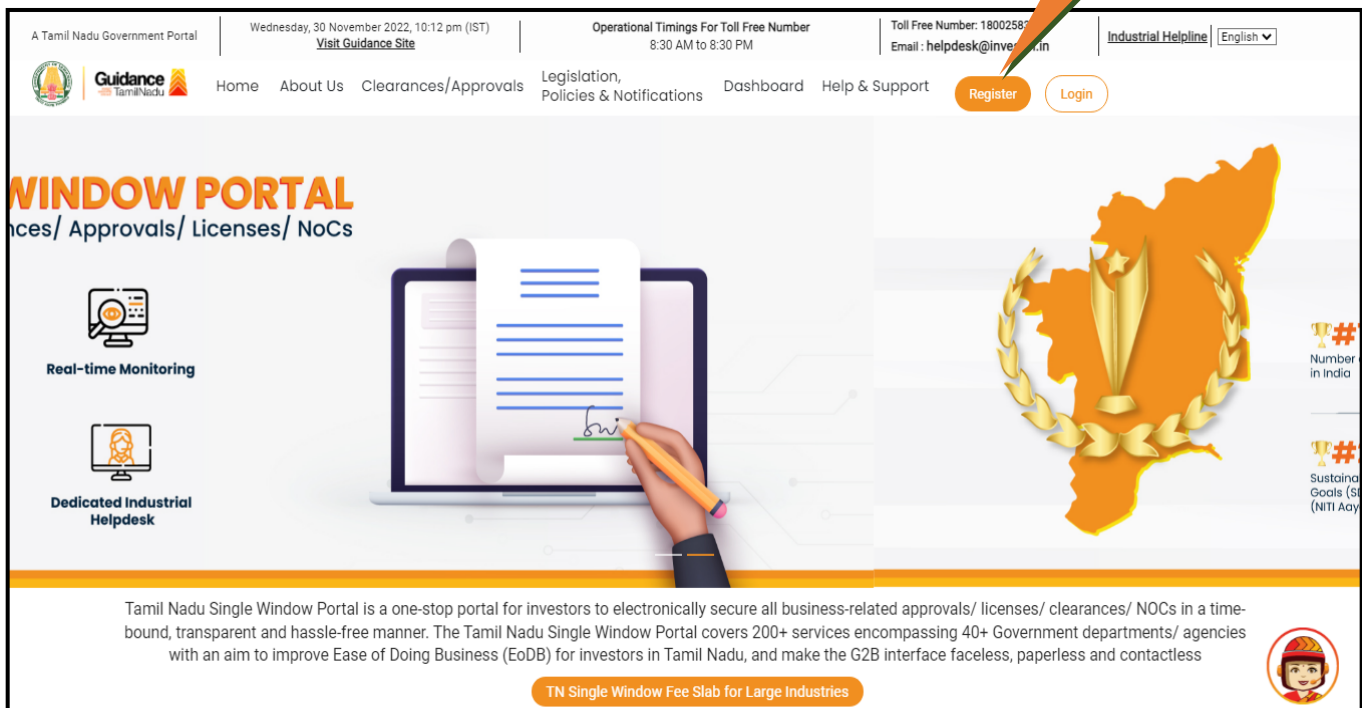


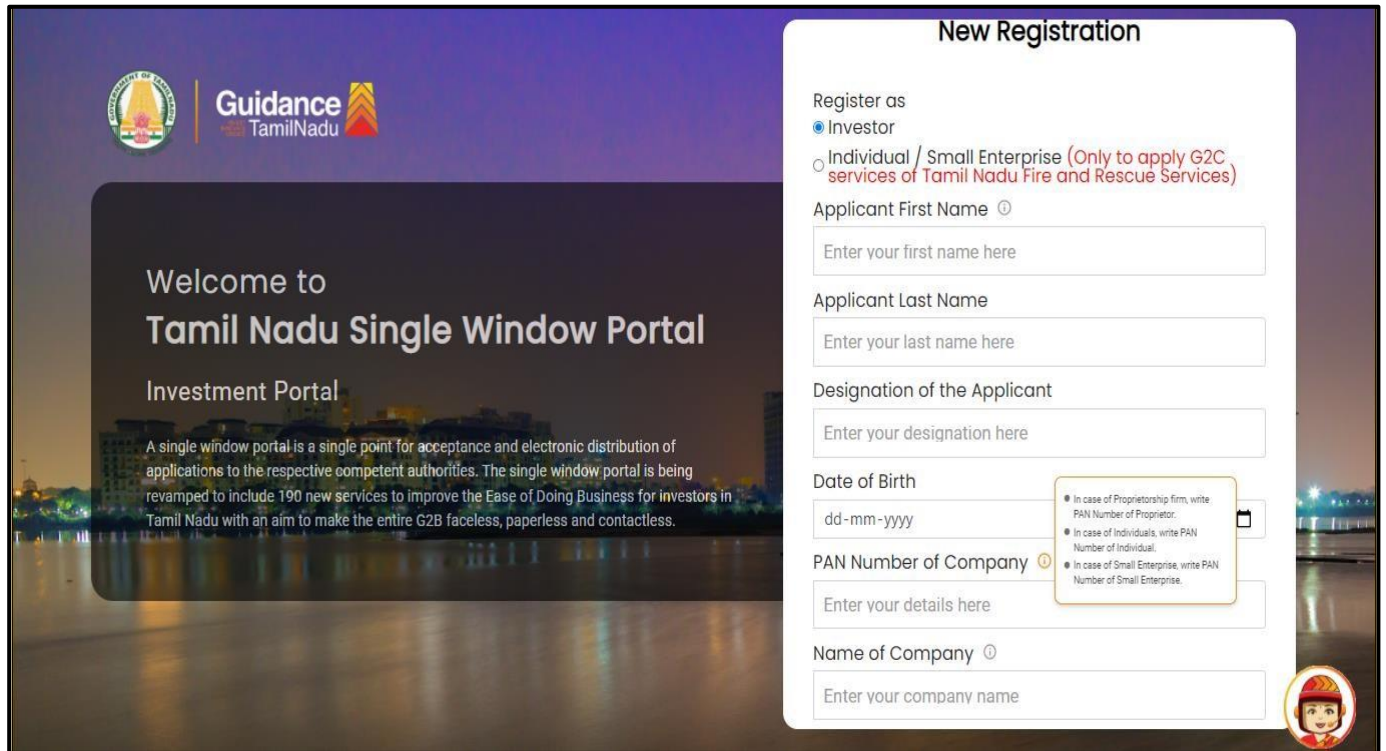
Figure 2. Register

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.



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

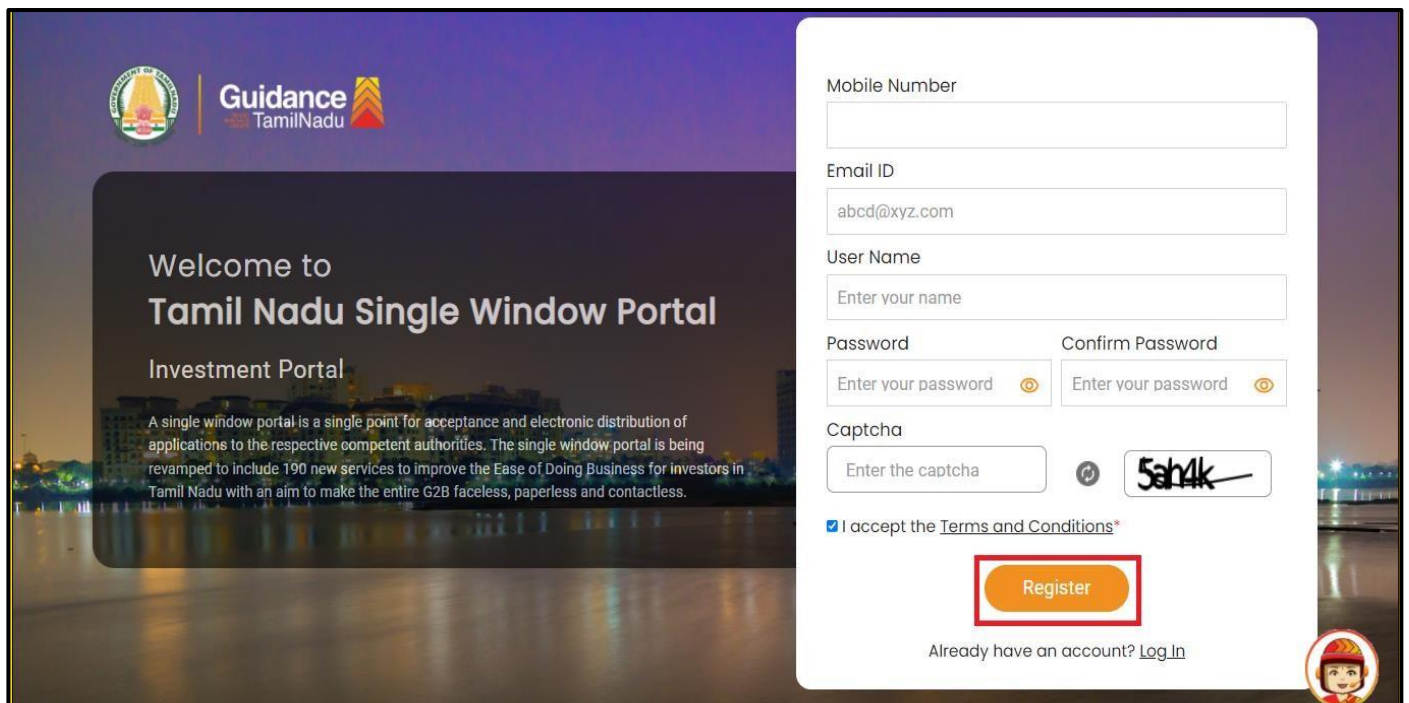
Designation of the Applicant

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



Welcome to Tamil Nadu Single Window Portal Investment Portal

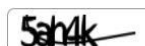
A single window portal is a single point for acceptance and electronic distribution of applications to the respective competent authorities. The single window portal is being revamped to include 190 new services to improve the Ease of Doing Business for investors in Tamil Nadu with an aim to make the 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

The Email ID would be the Username to login the TNSWP.

- 6) Future communications would be sent to the registered mobile number and Email ID of the applicant.
- 7) Create a strong password and enter the Captcha code as shown.
- 8) 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.

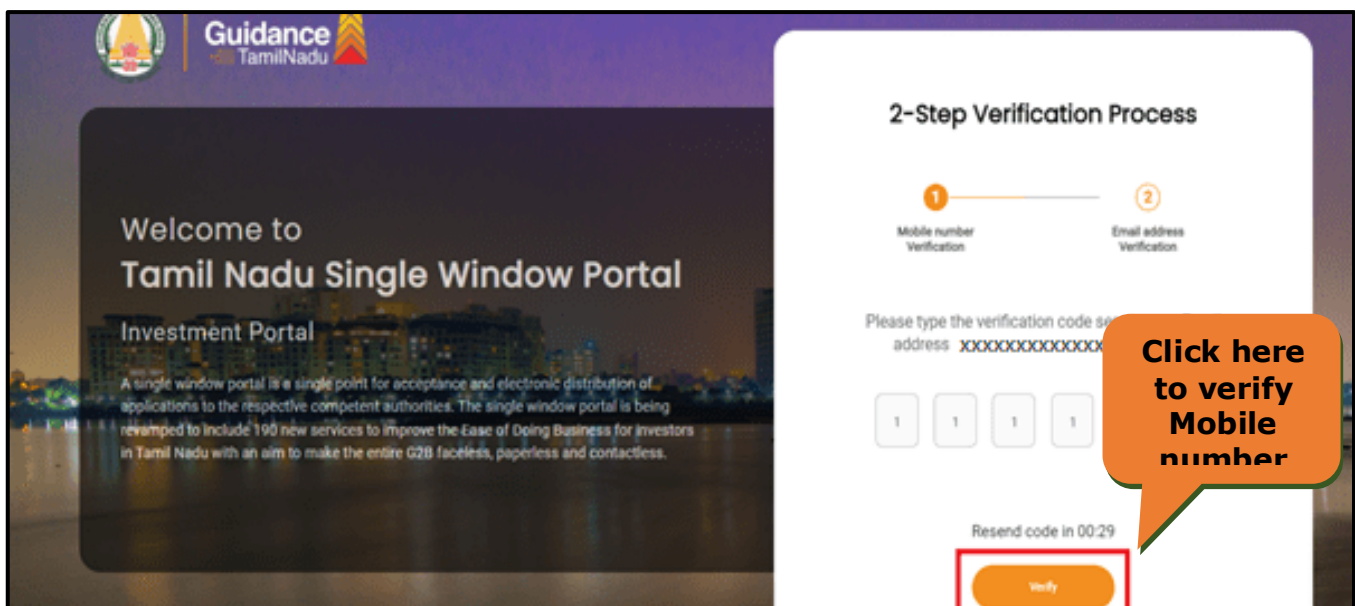


Figure 5. Mobile Number Verification

- **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.

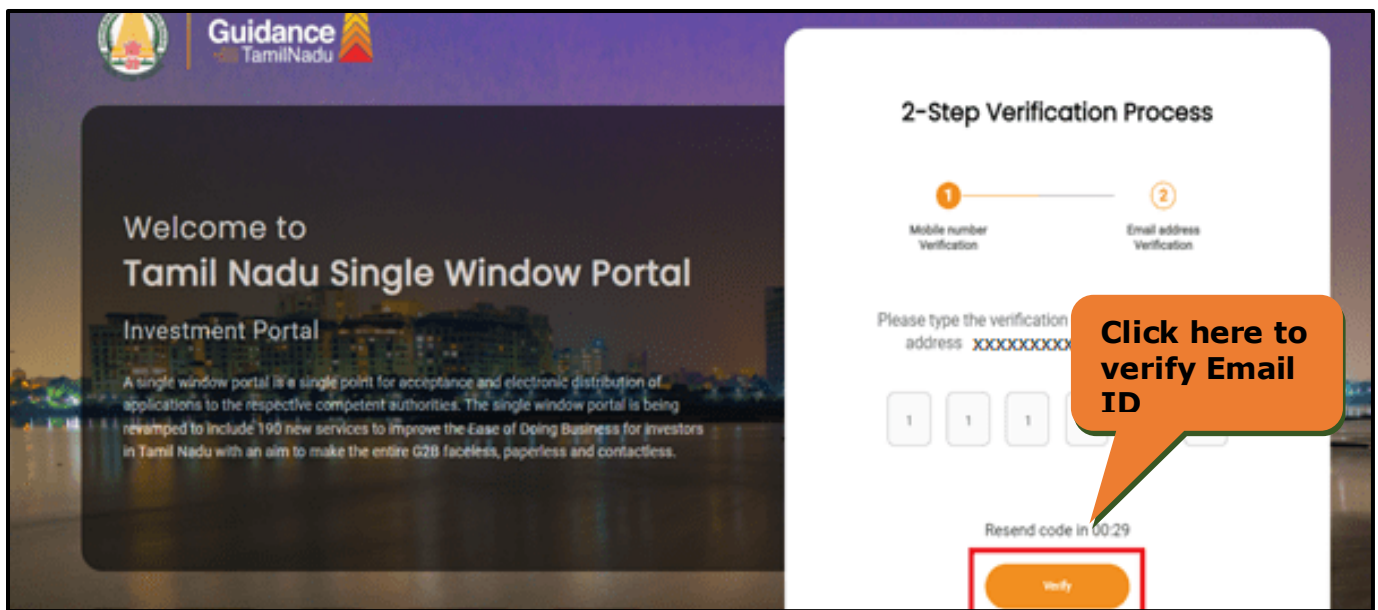


Figure 6. Email ID Verification

- 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.

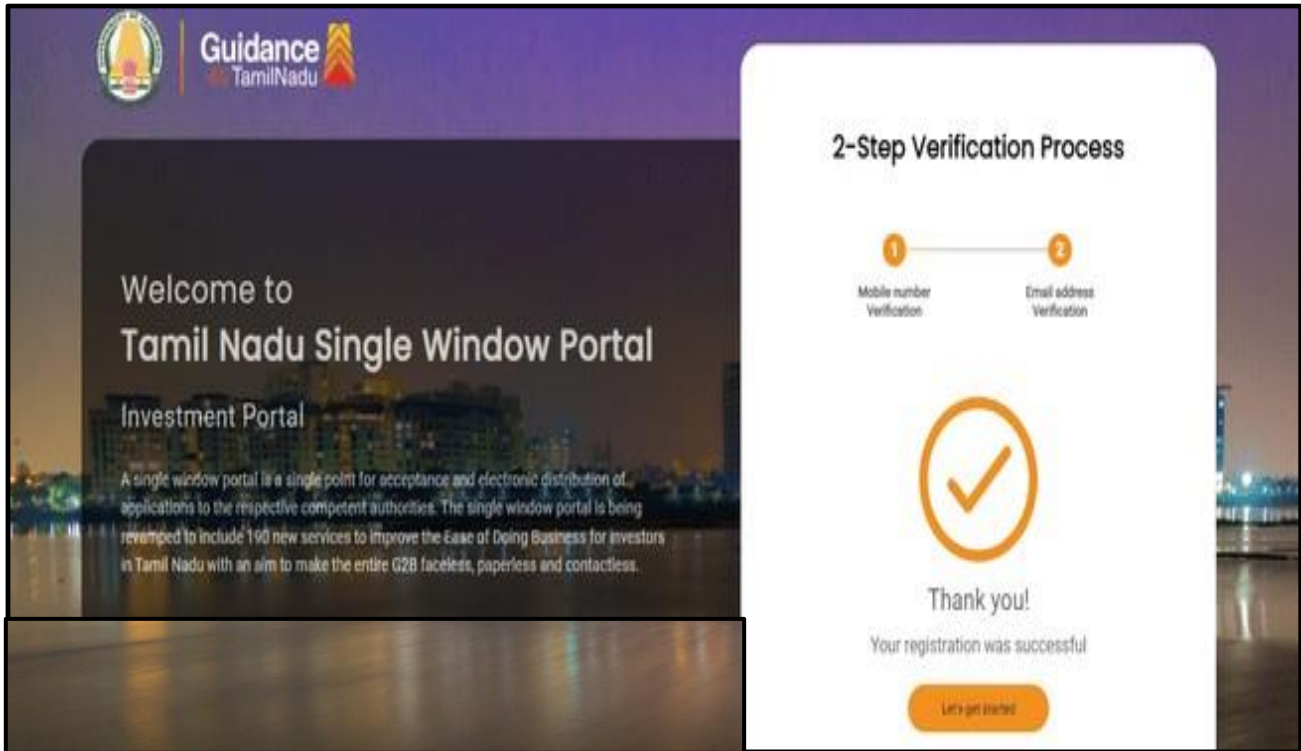


Figure 7. Registration Confirmation Pop-Up

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

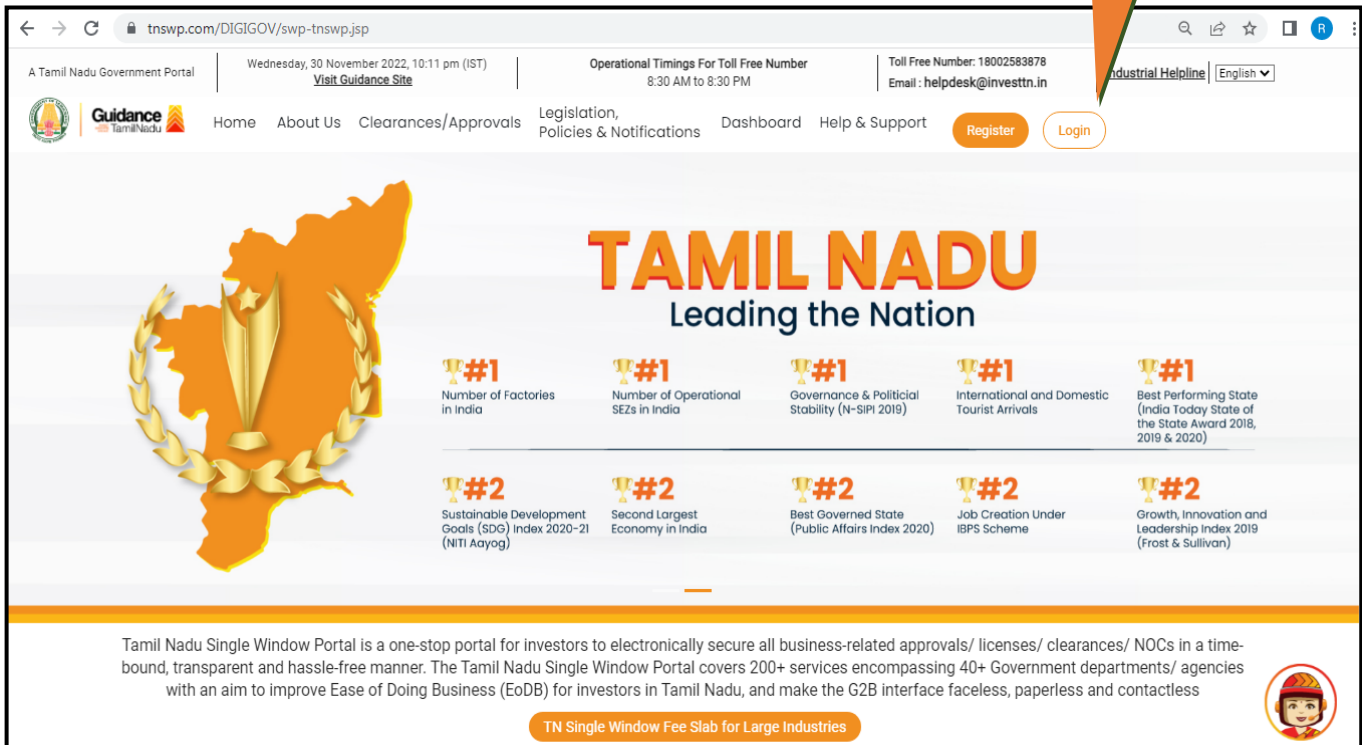
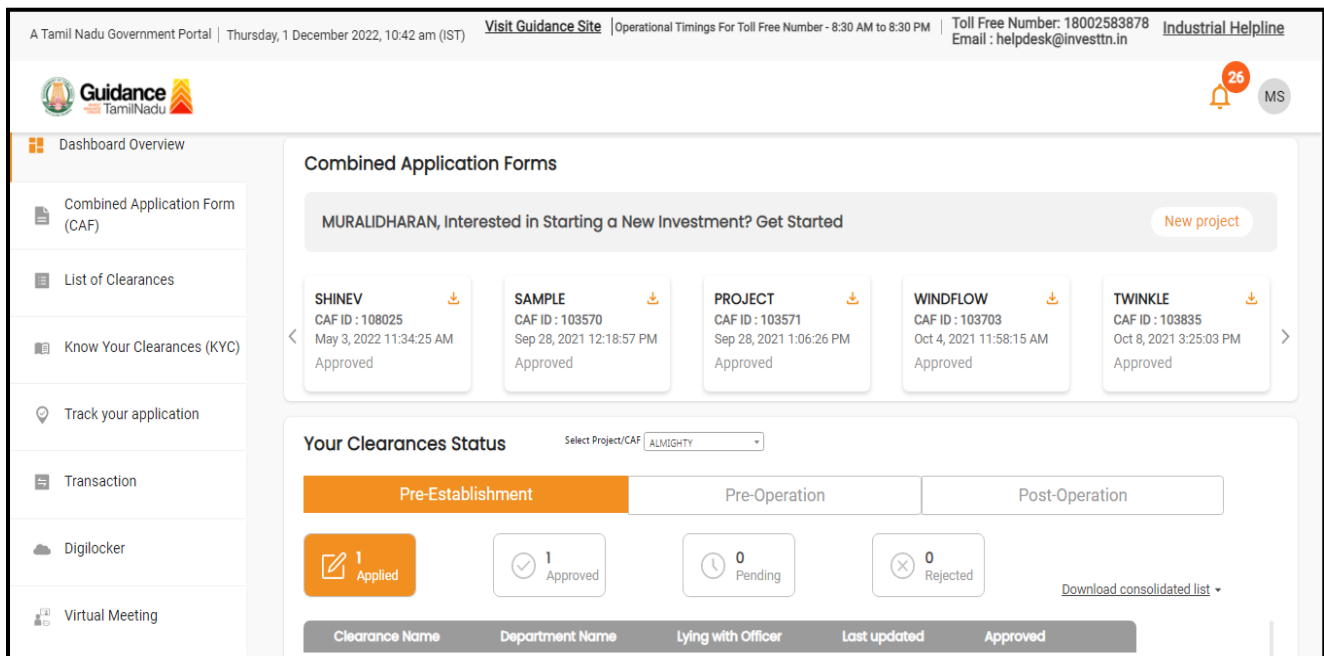


Figure 8. Login

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.



A Tamil Nadu Government Portal | Thursday, 1 December 2022, 10:42 am (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](#)

Guidance TamilNadu 26 MS

Dashboard Overview

- Combined Application Form (CAF)
- List of Clearances
- Know Your Clearances (KYC)
- Track your application
- Transaction
- Digilocker
- Virtual Meeting

Combined Application Forms

MURALIDHARAN, Interested in Starting a New Investment? Get Started [New project](#)

Project Name	CAF ID	Submission Date	Status
SHINEV	108025	May 3, 2022 11:34:25 AM	Approved
SAMPLE	103570	Sep 28, 2021 12:18:57 PM	Approved
PROJECT	103571	Sep 28, 2021 1:06:26 PM	Approved
WINDFLOW	103703	Oct 4, 2021 11:58:15 AM	Approved
TWINKLE	103835	Oct 8, 2021 3:25:03 PM	Approved

Your Clearances Status Select Project/CAF: ALMIGHTY

Pre-Establishment	Pre-Operation	Post-Operation
1 Applied	1 Approved	0 Pending
0 Rejected	Download consolidated list	

Clearance Name	Department Name	Lying with Officer	Last updated	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.

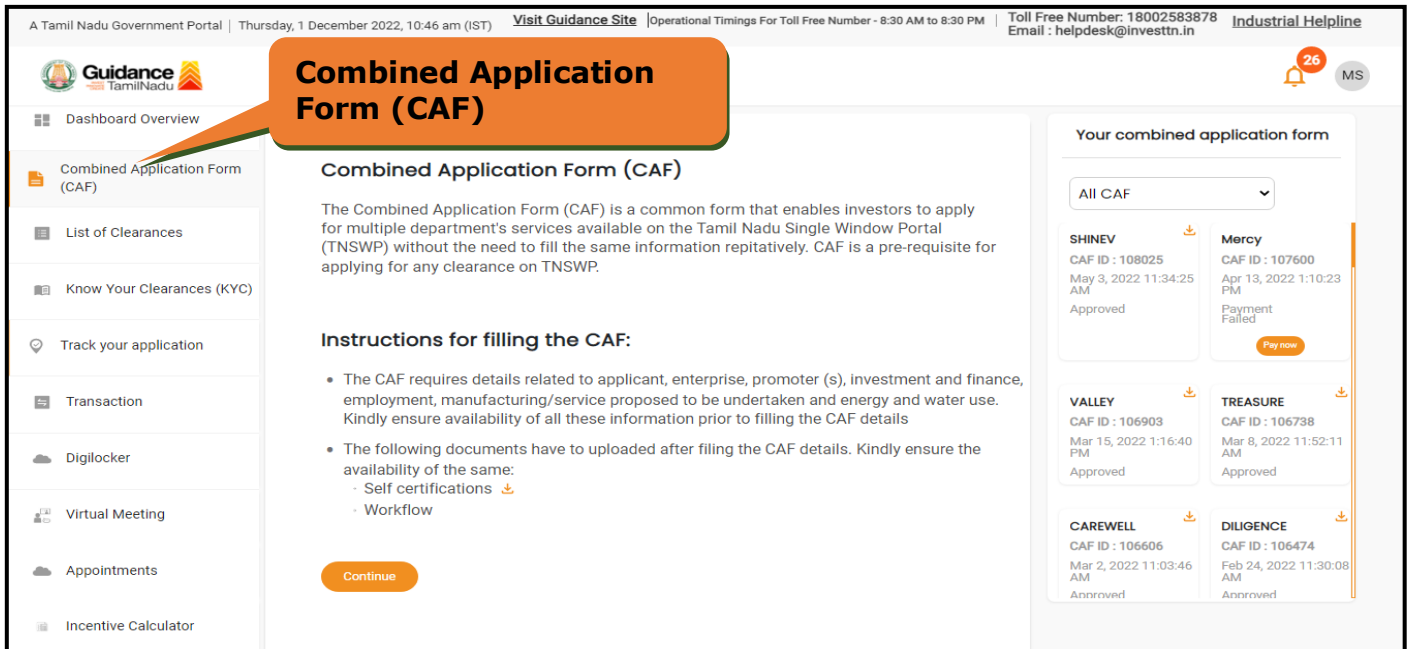


Figure 10. Combined Application Form (CAF)

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).

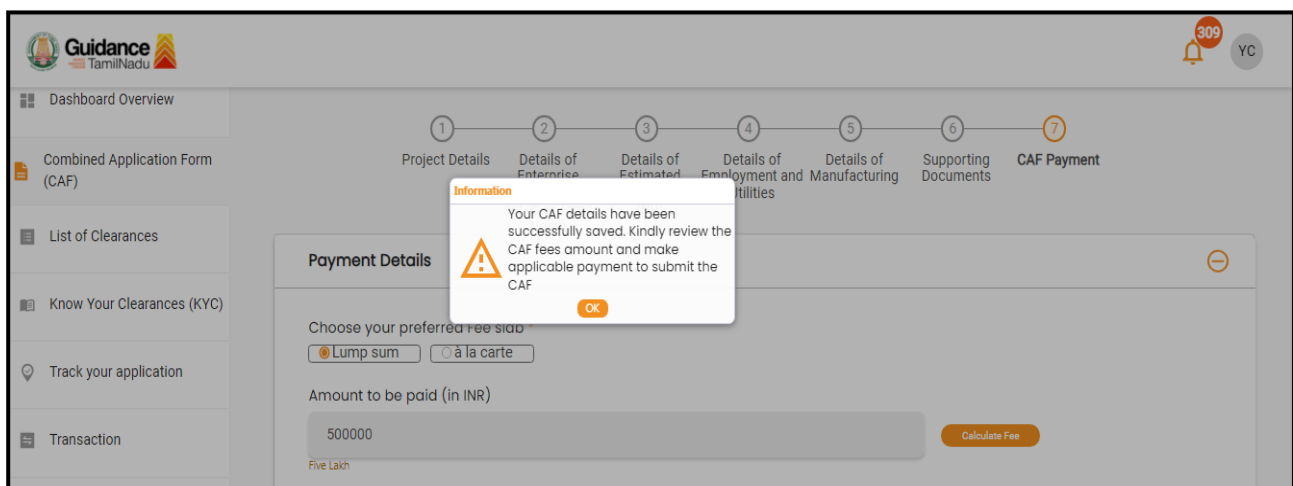


Figure 12. Combined Application Form (CAF) - Confirmation Message

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 High Tension - New Power Connection

1. Click on “List of Clearances”

List of Clearances

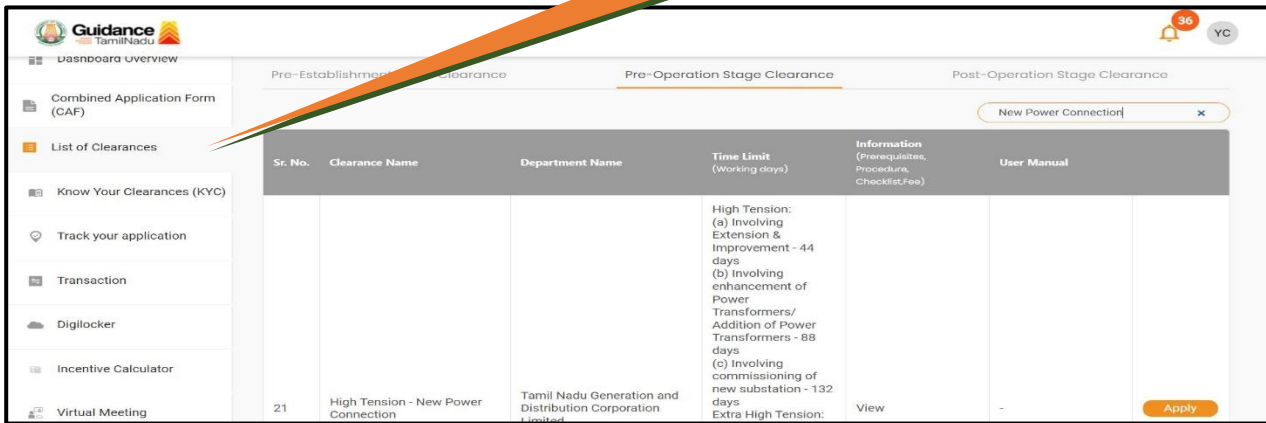


Figure 13. List of Clearances

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

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

3. Select ‘Pre- Establishment Stage Clearance’ and find the clearance ‘High Tension - New Power Connection’ by using Search option as shown in the figure given below.

Pre-Establishment Stage Clearance

Search for Clearance

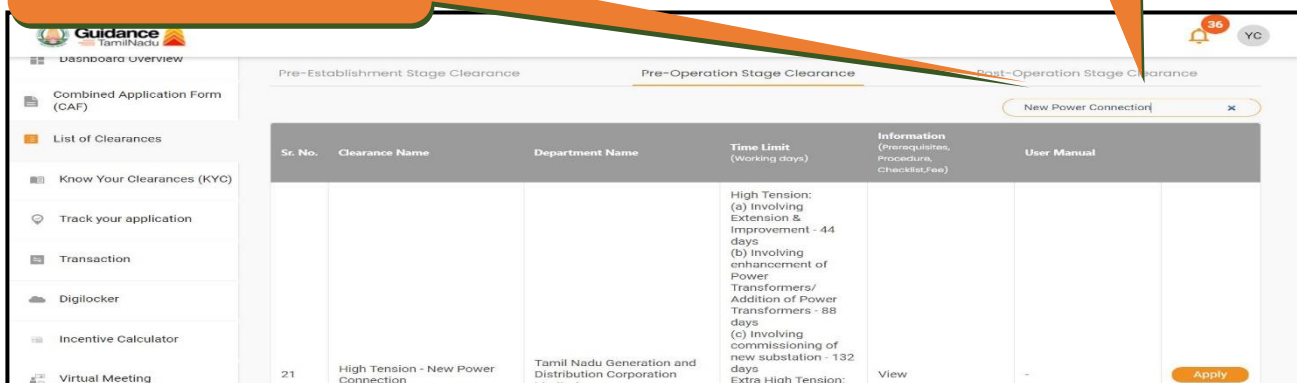
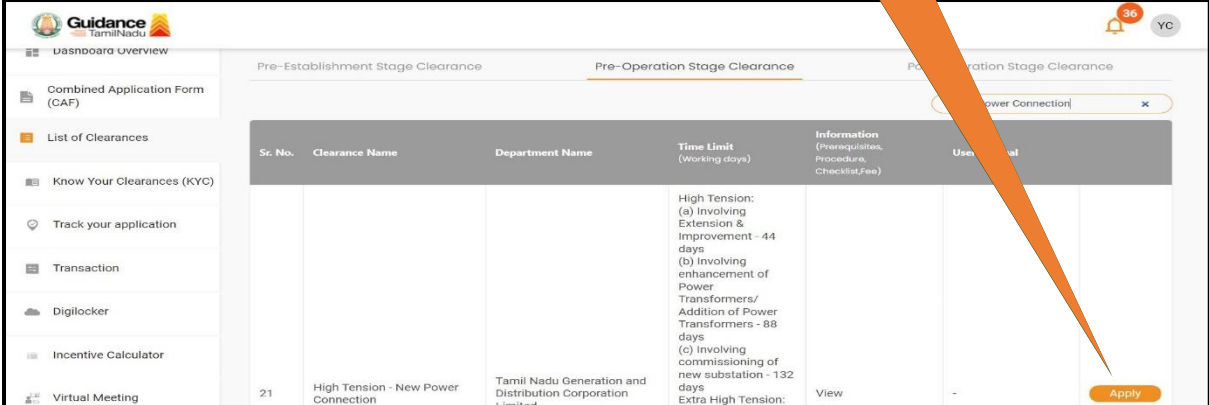


Figure 14. Search for Clearance

- 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)
- To apply for the clearance, click on 'Apply' to access the department application form (Refer Figure 15).
- The Applicant can apply to obtain license for more than 1 establishment using a single login, but the applicant must create multiple Combined Application Form (CAF) for each of the establishment.



The screenshot displays the 'Guidance TamilNadu' portal interface. The main content area is titled 'Pre-Operation Stage Clearance' and features a table with the following columns: Sr. No., Clearance Name, Department Name, Time Limit (Working days), Information (Prerequisites, Procedure, Checklist, Fee), and User Initial. A single row is visible with the following data:

Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Initial
21	High Tension - New Power Connection	Tamil Nadu Generation and Distribution Corporation Limited	High Tension: (a) Involving Extension & Improvement - 44 days (b) Involving enhancement of Power Transformers/ Addition of Power Transformers - 88 days (c) Involving commissioning of new substation - 132 days Extra High Tension:	View	-

An orange callout box with the text 'Apply for Clearance' points to an 'Apply' button located at the bottom right of the table row.

Figure 15. Apply for Clearance

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

Confirmation!!!

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

Department Name
Tamil Nadu Generation and Distribution Corporation Limited

Name of the Clearance
High Tension - New Power Connection

Select Project/CAF *
caf fix test

Close Apply

Figure 16. Project/CAF

2) Click on the Apply button and the Page would get redirected to High Tension - New Power Connection

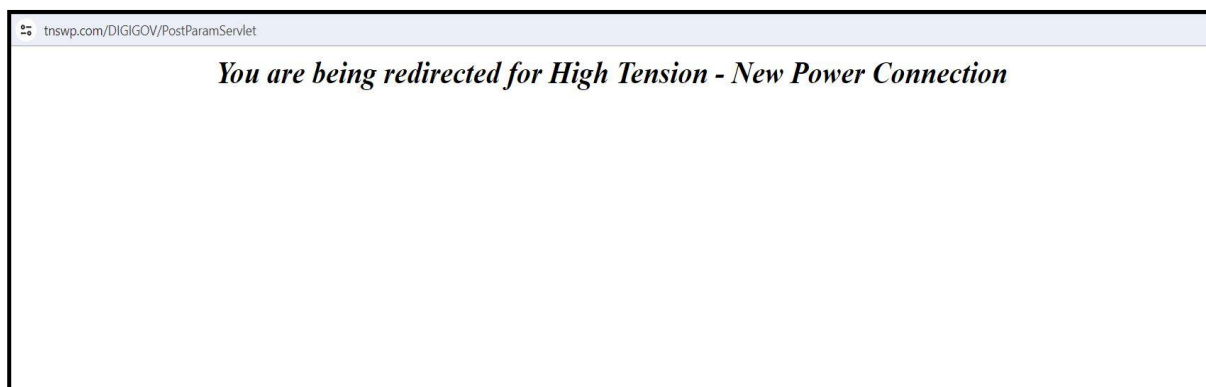




Figure 17. High Tension - New Power Connection

3) Enter all the mandatory High Tension - New Power Connection.

 TANGEDCO
Services

Registration

Application Details




Application Details

Application Category * New HT Service Connection	District Name * Chennai	Select Your Circle * Chennai Central
Select Your Section * -----Select-----	Designation * Designation	Application Type * -----Select-----

Service Category * -----Select-----	Applicant / Organization Name * Select Applicant / Organization Name
	Authorized Signatory Name * Select Authorized Signatory Name

Save Draft

Communication Address Details



Site Address Details

Premises Address * 11,kkjhtllkjyht		
District Name * Chennai	Taluk Name * -----Select-----	Village Name * -----Select-----
Pin Code * 632007	Land Line No. Std Land Line No	Fax No. Std Fax

Is the Billing address different from premises address? Yes No

Page 17 of 28

Billing / Communication Address

Premises Address
 House

District Name * **Taluk Name *** **Village Name ***

Pin Code * **Land Line No.** **Fax No.**

Mobile No. * **Email *** **Date of Registration of the Company ***
Note: Future Date will not be permitted.

Nearest Land Mark
 Remarks

Save Draft



Service Details

Supply Voltage * **Tariff *** **Nature of Industry**

Location Type *
 Rural Urban

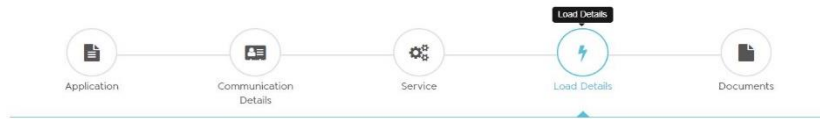
System Network *
 OH UG

I hereby agree to provide the metering point within 30 meters from the main gate. It is also noted that failure to comply with the above requirement will result in denial of supply. TANGEDCO shall have the right to reject/cancel the application at any stage.

Yes
 No

Details of existing service connections of the applicant, if any

Save Draft



Load Details

Note: If the Applicant has requested Demand in the voltage level higher than the specified norms, a prior approval obtained from the competent authority is essential.

S.No	Description	Total M.D in KVA
1	Estimated requirement now applied *	<input type="text" value="M.D in KVA"/>
2	Brief Details of Industry to be saved *	<input type="text" value="Industry"/>
3	No of Shifts *	<input type="text" value="No of Shifts"/>
4	Probable date of load maturing *	<input type="text" value="25/07/2024"/>
5	Remarks if any regarding essentially of supply	<input type="text" value="Remarks"/>

Save Draft



Document Details

Applicant Photo (.jpg/.jpeg) No file chosen
Applicant Signature (.jpg/.jpeg) No file chosen
Aadhaar Card Number

GST Number **Pan Number** **Type of Proof**

Applicant Identity Proof (.pdf) No file chosen

Please update your profile by making tick(✓) on the relevant category
 Please Upload the Self Attested documents (.pdf)

Owner consent	Partnership firm	Registered under companies act	Saw Mill Industry
<input type="radio"/> Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/> No			

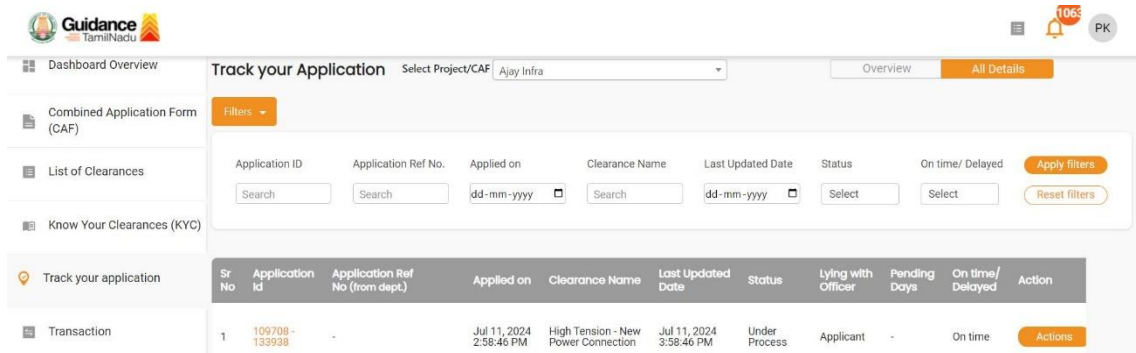
Document 1
Letter/resolution authorizing the signatory *
Letter/Resolution authorizing the signatory
No file chosen

Click on 'Save'

Figure 18. High Tension - New Power Connection

Application Submitted

1) Applicant will fill the application form for High Tension Connection by uploading necessary Supporting Documents and submit application in Single Window Portal. The applicant can view the status of the application under **Track your application → Select the CAF from the Dropdown → All details.**

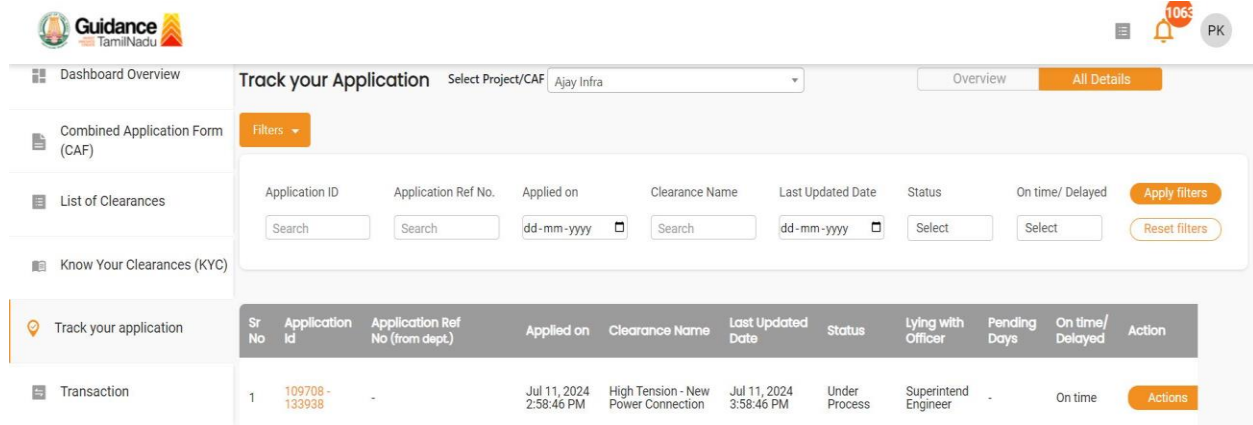


Sr No	Application Id	Application Ref No (from dept)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	109708 - 133938	-	Jul 11, 2024 2:58:46 PM	High Tension - New Power Connection	Jul 11, 2024 3:58:46 PM	Under Process	Applicant	-	On time	Actions

Figure 19. Under Process

Application Submitted

Applicant gets notified by SMS/Email alert and using the Single Window Portal the applicant will provide clarification for the query raised by Superintendent Engineer from TANGEDCO. 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 - 133938	-	Jul 11, 2024 2:58:46 PM	High Tension - New Power Connection	Jul 11, 2024 3:58:46 PM	Under Process	Superintend Engineer	-	On time	Actions

Figure 20. Under Process

8. Query Clarification

- 1) After submitting the application to the Tamil Nadu Generation and Distribution Corporation Limited, the Superintend Engineer reviews the application and if there are any clarifications required, the Superintend Engineer 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.

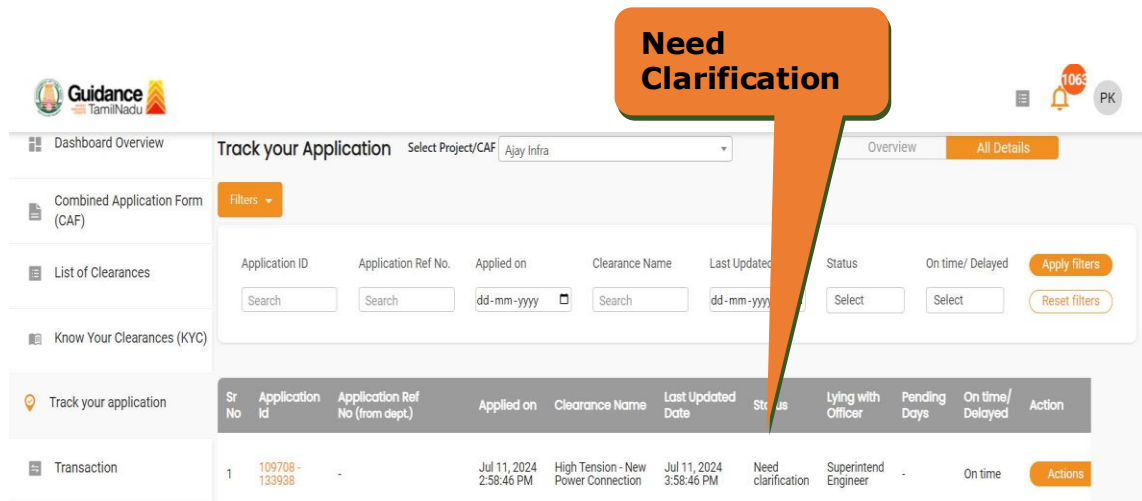


Figure 21. Need Clarification

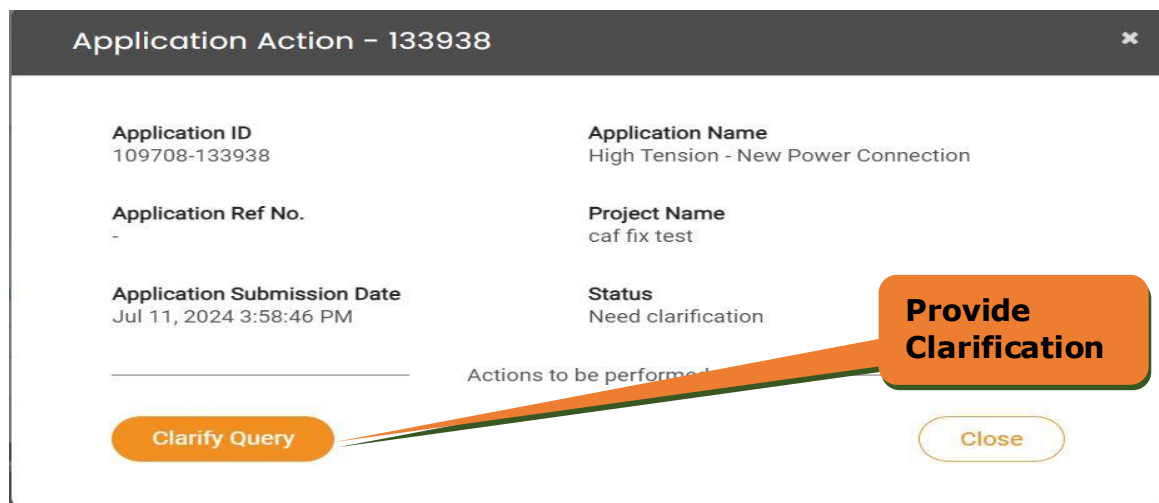


Figure 22. Provide Clarification

- 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 department schedules the date of appointment for inspection to be done for the specified institution (Refer Figure 23).
- b. The inspection date scheduled by the department is intimated to the user (Refer Figure 24).
- c. After the Inspection is completed, the Superintendent Engineer submits the Inspection will request the applicant to make the rectifications.

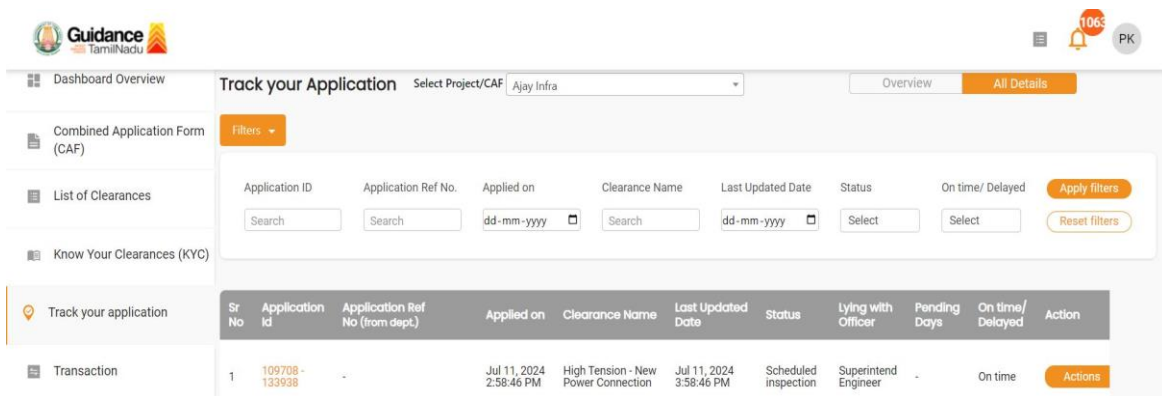


Figure 23. Status changed to 'Inspection scheduled'

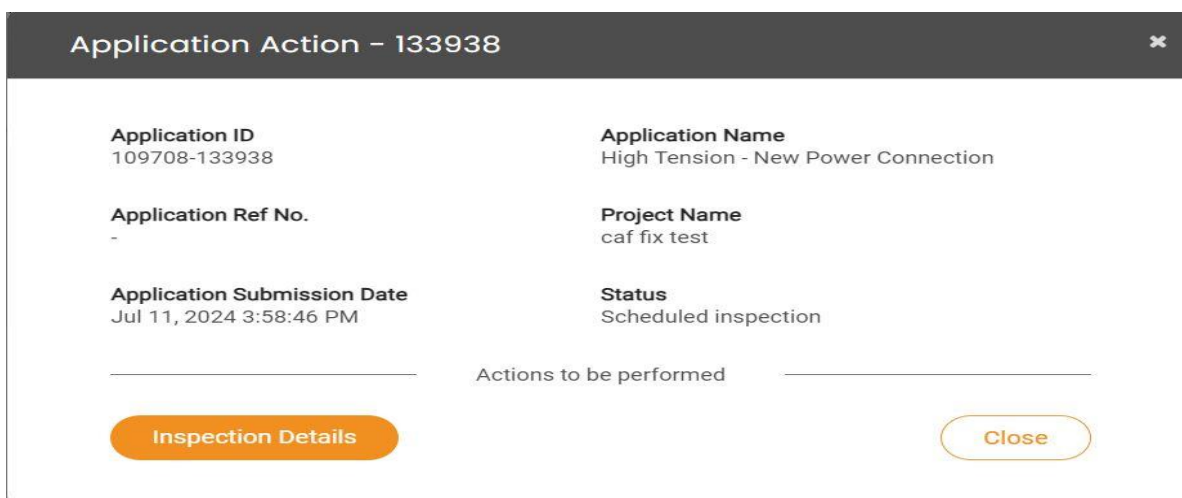
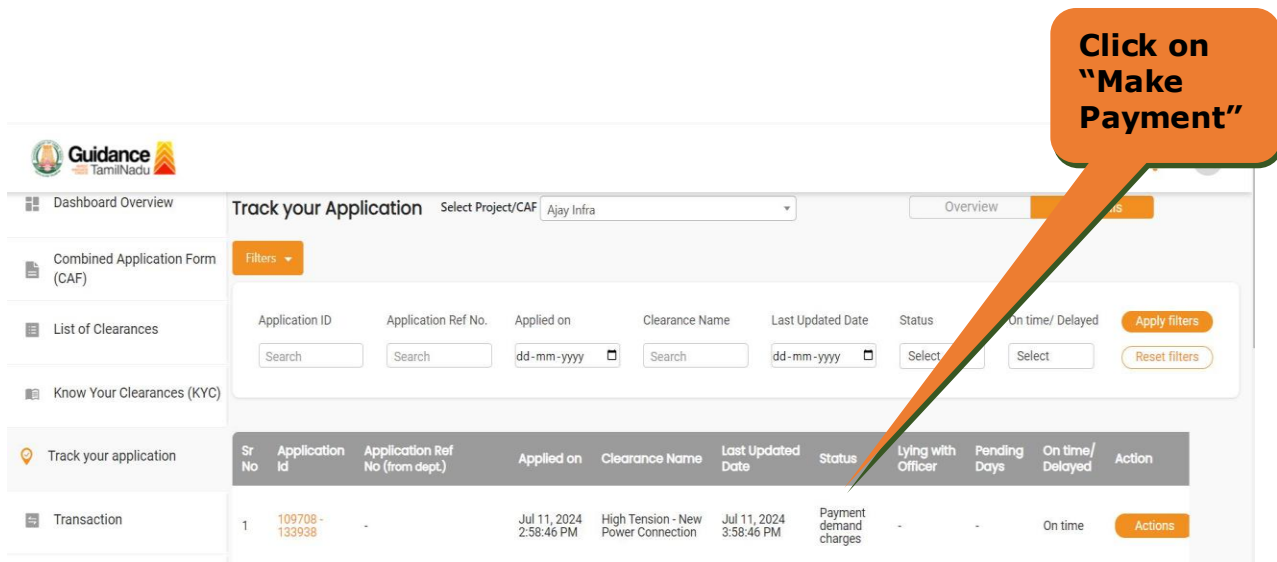


Figure 24. Details of Scheduled Inspection

10.Payment Demand charges

Applicant will receive payment alert with Registration Number provided for estimated charges from Superintending Engineer and applicant can make a payment through Single Window Portal within 15 days of time. Once the payment done, Email alert sent to Superintendent Engineer.After paying registration and EMD charges, applicant has to upload TNEI safety certificate in the portal with respect to the application.



The screenshot shows the 'Track your Application' interface. At the top, there's a navigation bar with 'Dashboard Overview' and 'Track your Application'. Below this, there are filter options for 'Application ID', 'Application Ref No.', 'Applied on', 'Clearance Name', 'Last Updated Date', and 'Status'. A table below displays 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 - 133938	-	Jul 11, 2024 2:58:46 PM	High Tension - New Power Connection	Jul 11, 2024 3:58:46 PM	Payment demand charges	-	-	On time	Actions

An orange callout bubble with the text 'Click on "Make Payment"' points to the 'Actions' button in the table row.

Figure 25. Make Payment

Application Action – 133938
✕

Application ID 109708-133938	Application Name High Tension - New Power Connection
Application Ref No. -	Project Name caf fix test
Application Submission Date Jul 11, 2024 3:58:46 PM	Status Make payment

Actions to be performed

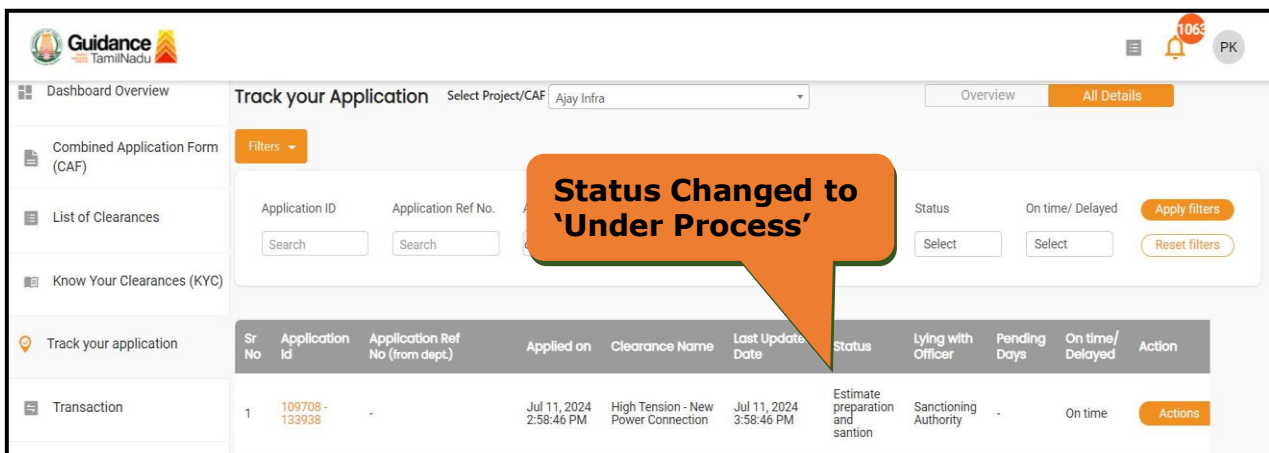
Payment


Click on
'Proceed'

Figure 26. Click on 'Proceed'

Application Submitted

After the completion of Inspection and Extension Work, Superintending Engineer will Assign Service Number for the Connection and it is sent through Email to the Applicant. 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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PK

Dashboard Overview

Track your Application
Select Project/CAF: Ajay Infra

Overview
All Details

Filters

Application ID	Application Ref No.
<input type="text" value="Search"/>	<input type="text" value="Search"/>

Status On time/ Delayed

 Apply filters

Reset filters

Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Update Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	109708-133938	-	Jul 11, 2024 2:58:46 PM	High Tension - New Power Connection	Jul 11, 2024 3:58:46 PM	Estimate preparation and sanction	Sanctioning Authority	-	On time	Actions

Status Changed to
'Under Process'

Figure 27. Status of the Application

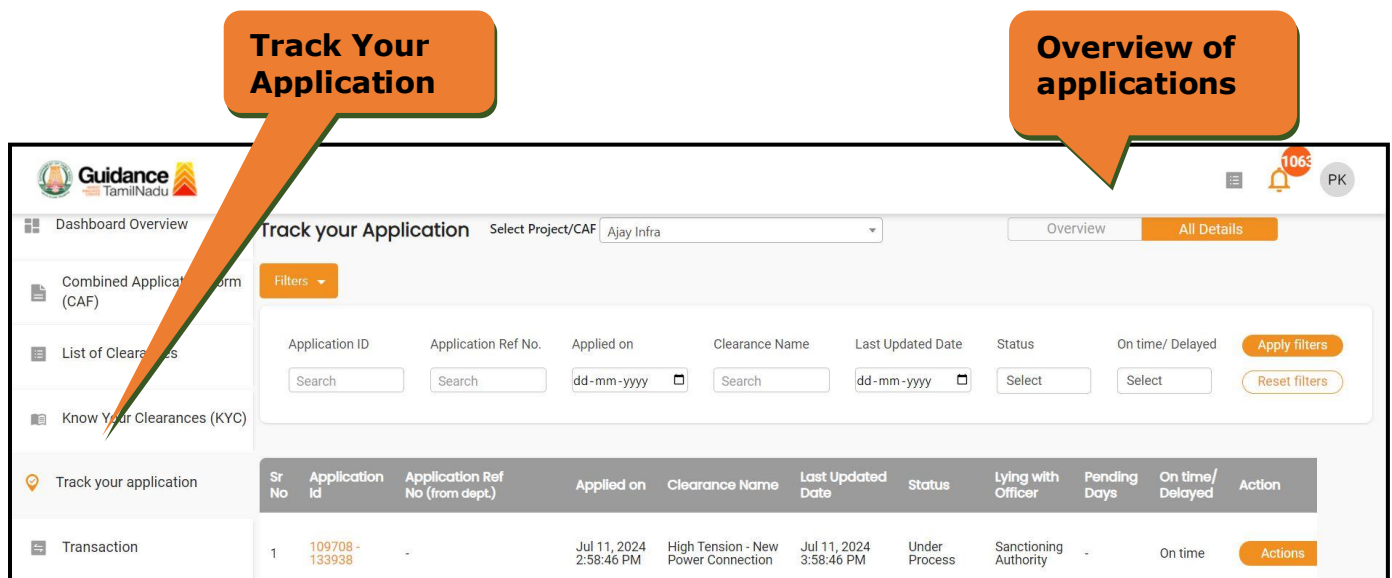
11. Track Your Application

- 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 - 133938	-	Jul 11, 2024 2:58:46 PM	High Tension - New Power Connection	Jul 11, 2024 3:58:46 PM	Under Process	Sanctioning Authority	-	On time	Actions

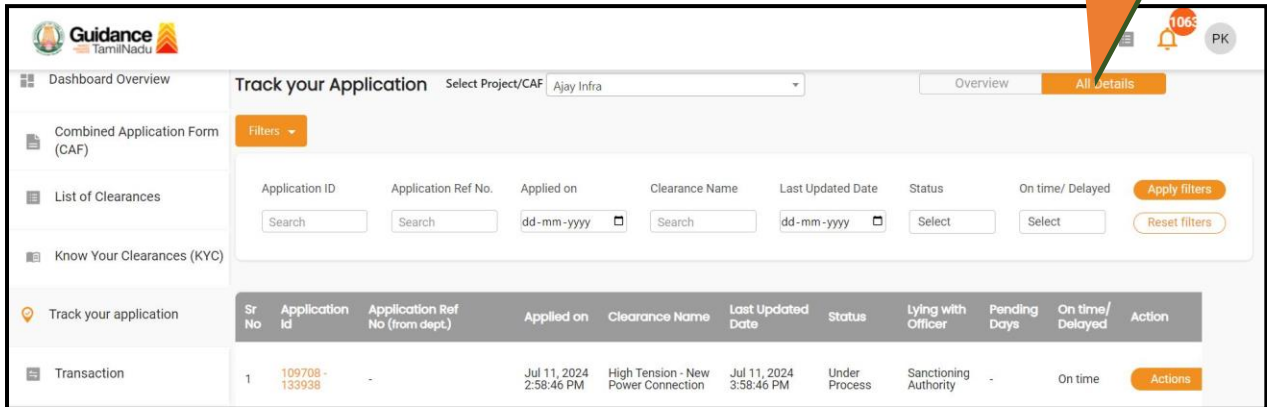
Figure 28. Track Your Application

- **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 the 'Track your Application' page with the 'All Details' tab selected. It includes a sidebar with navigation options like 'Dashboard Overview', 'Combined Application Form (CAF)', 'List of Clearances', 'Know Your Clearances (KYC)', 'Track your application', and 'Transaction'. The main content area features a 'Track your Application' header with a project dropdown set to 'Ajay Infra' and 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', along with 'Apply filters' and 'Reset filters' buttons. A table below displays application 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
1	109708 - 133938	-	Jul 11, 2024 2:58:46 PM	High Tension - New Power Connection	Jul 11, 2024 3:58:46 PM	Under Process	Sanctioning Authority	-	On time	Actions

Figure 29. ‘All Details’ tab

12. Application Processing

- 1) The Superintend Engineer scrutinizes and reviews the application and updates the status as **“Approved or Rejected”**

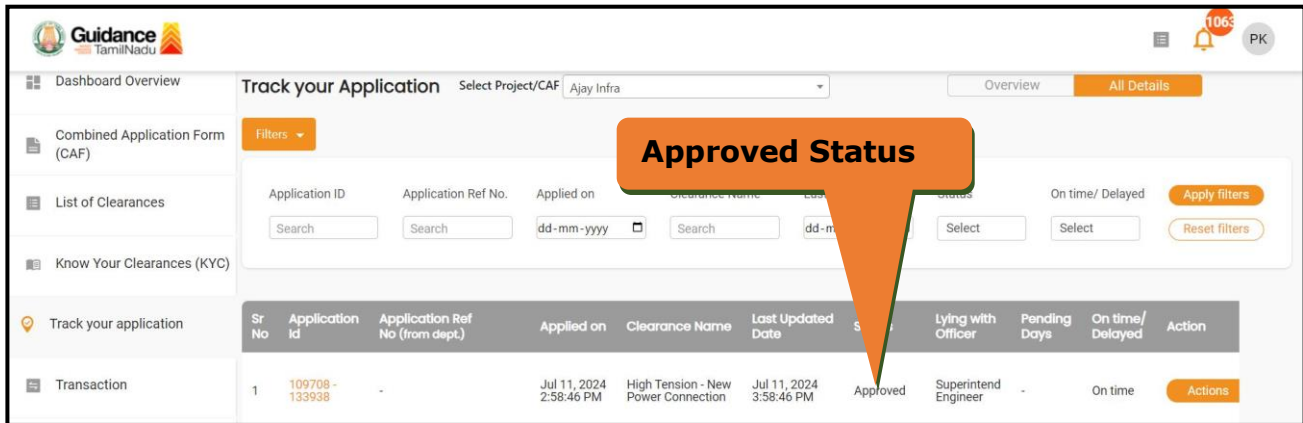


Figure 30. Application Processed

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

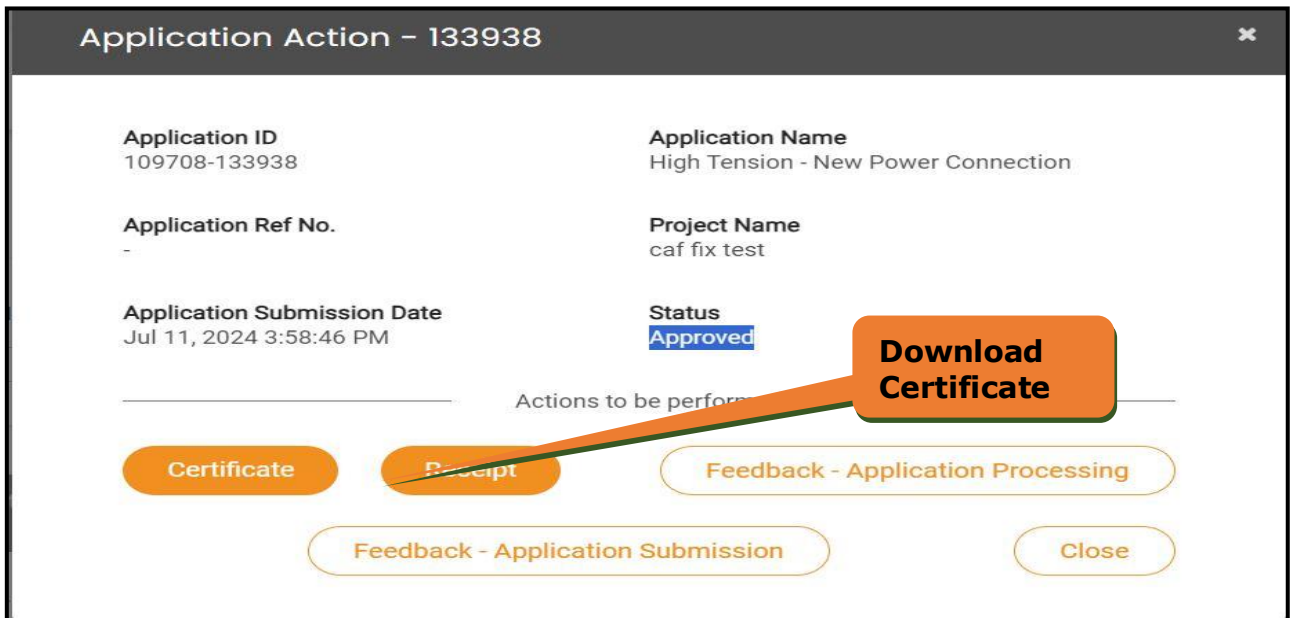


Figure 31. Download Certificate

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

The screenshot shows a web application interface for tracking applications. The main heading is 'Track your Application' with a dropdown menu for 'Select Project/CAF' set to 'Ajay Infra'. Below this is a filter 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 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 - 133938	-	Jul 11, 2024 2:58:46 PM	High Tension - New Power Connection	Jul 11, 2024 3:58:46 PM	Rejected	Superintend Engineer	-	On time	Actions

An orange callout bubble with the text 'Rejected Status' points to the 'Rejected' status in the table.

Figure 32. Rejected Status

