



# **TAMILNADU SINGLE WINDOW PORTAL**

## **APPLICANTMANUAL**

**Low Tension - Load Addition/ Reduction**

**Tamil Nadu Generation and Distribution  
Corporation Limited**



## Table of Contents

<b>1. Home Page.....</b>	<b>3</b>
<b>2. Registration .....</b>	<b>4</b>
<b>3. Mobile Number / Email ID – 2-Step Verification Process.....</b>	<b>6</b>
<b>4. Login .....</b>	<b>9</b>
<b>5. Dashboard Overview .....</b>	<b>10</b>
<b>6. Combined Application Form (CAF) .....</b>	<b>11</b>
<b>7. Apply for Low Tension - Load Addition/ Reduction .....</b>	<b>14</b>
<b>8. Query Clarification.....</b>	<b>20</b>
<b>9. Inspection Schedule.....</b>	<b>21</b>
<b>10. Track Your Application .....</b>	<b>24</b>
<b>11. Application Processing.....</b>	<b>27</b>

## 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:

- Browser Address Bar:** tnswp.com/DIGIGOV/swp-tnswp.jsp
- Page Header:** A Tamil Nadu Government Portal | Wednesday, 30 November 2022, 10:11 pm (IST) | Visit Guidance Site | Operational Timings For Toll Free Number: 8:30 AM to 8:30 PM | Toll Free Number: 18002583878 | Email: helpdesk@investtn.in | Industrial Helpline | English
- Navigation Menu:** Home, About Us, Clearances/Approvals, Legislation, Policies & Notifications, Dashboard, Help & Support, Register, Login
- Main Content:**
  - TAMIL NADU** Leading the Nation
  - #1** Number of Factories in India
  - #1** Number of Operational SEZs in India
  - #1** Governance & Political Stability (N-SIPI 2019)
  - #1** International and Domestic Tourist Arrivals
  - #1** Best Performing State (India Today State of the State Award 2018, 2019 & 2020)
  - #2** Sustainable Development Goals (SDG) Index 2020-21 (NITI Aayog)
  - #2** Second Largest Economy in India
  - #2** Best Governed State (Public Affairs Index 2020)
  - #2** Job Creation Under IBPS Scheme
  - #2** Growth, Innovation and Leadership Index 2019 (Frost & Sullivan)
- 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. [TN Single Window Fee Slab for Large Industries](#)

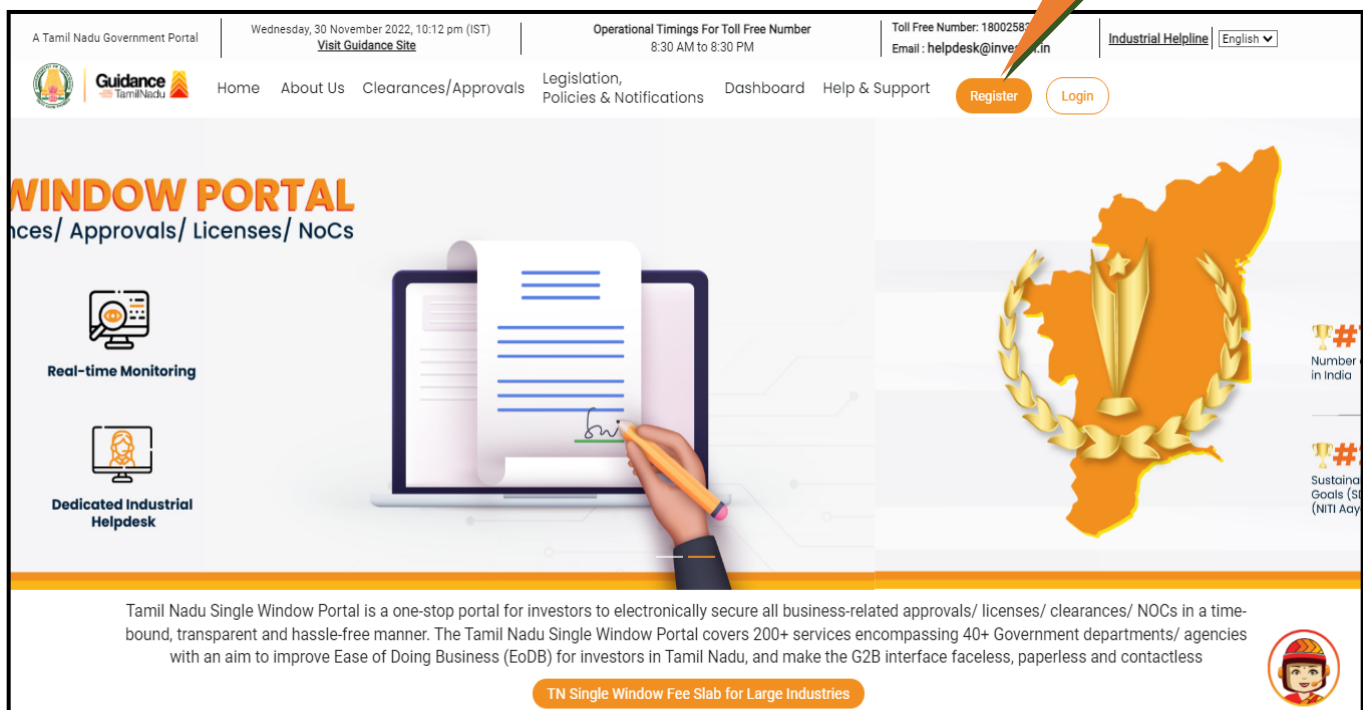
**Figure 1. Single Window Portal Home Page**

## 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.

**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**

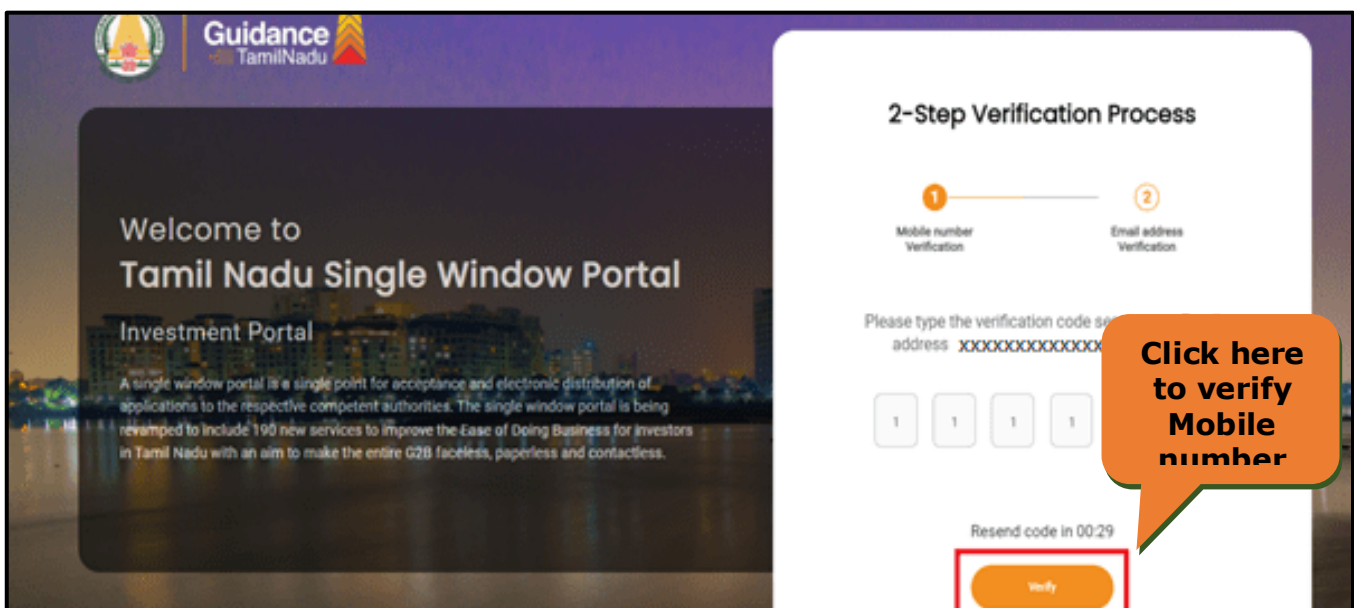
Already have an account? [Log In](#)

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.

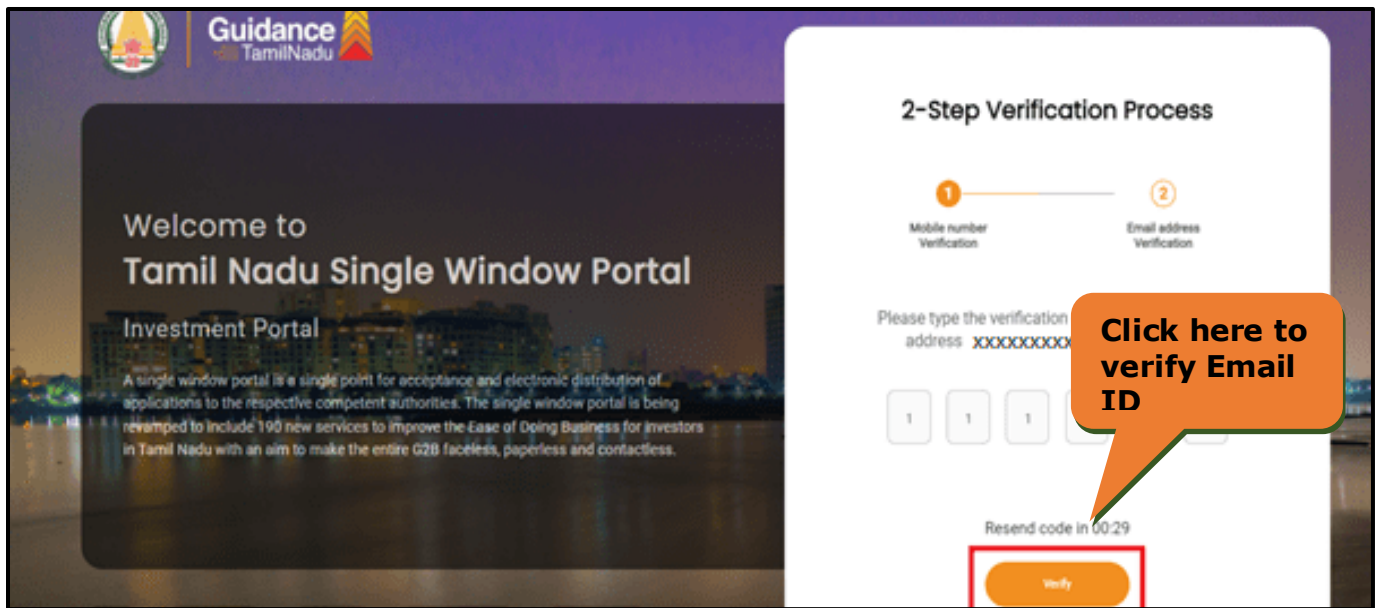


**Figure 5. Mobile Number Verification**



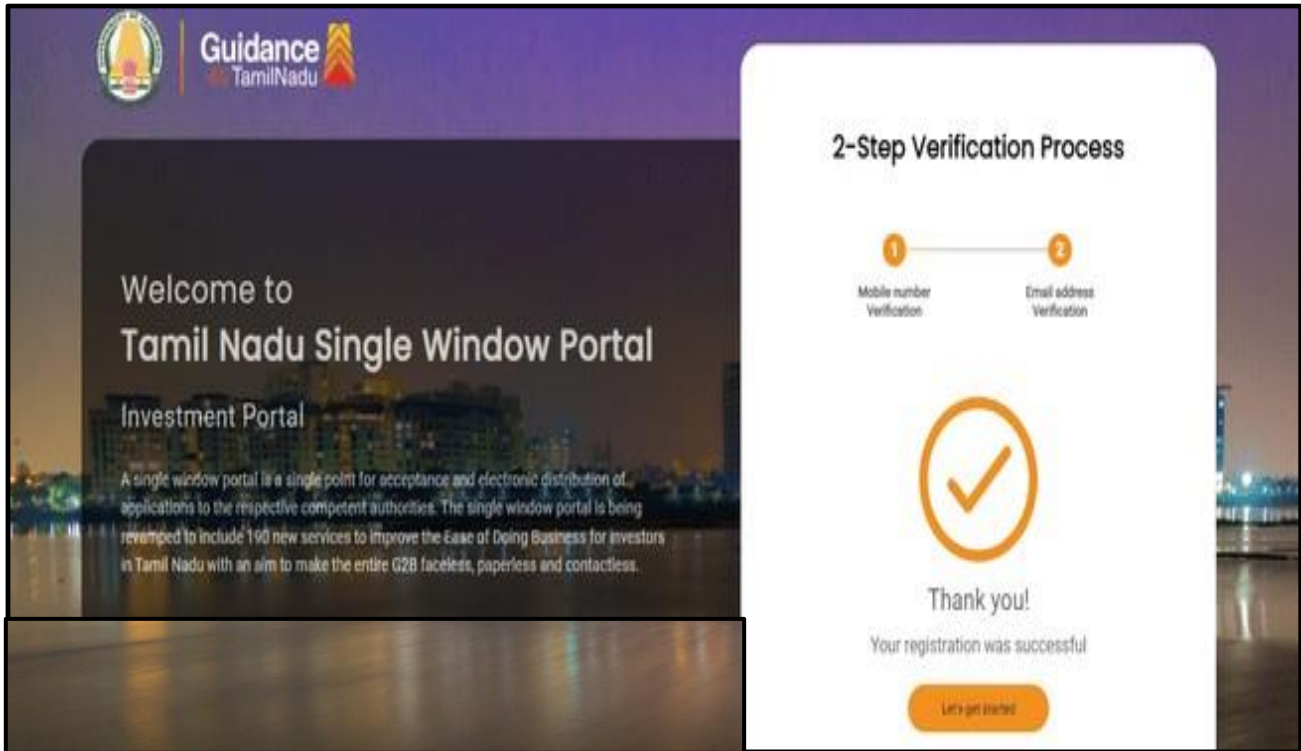
- **Email ID Verification**

- 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.



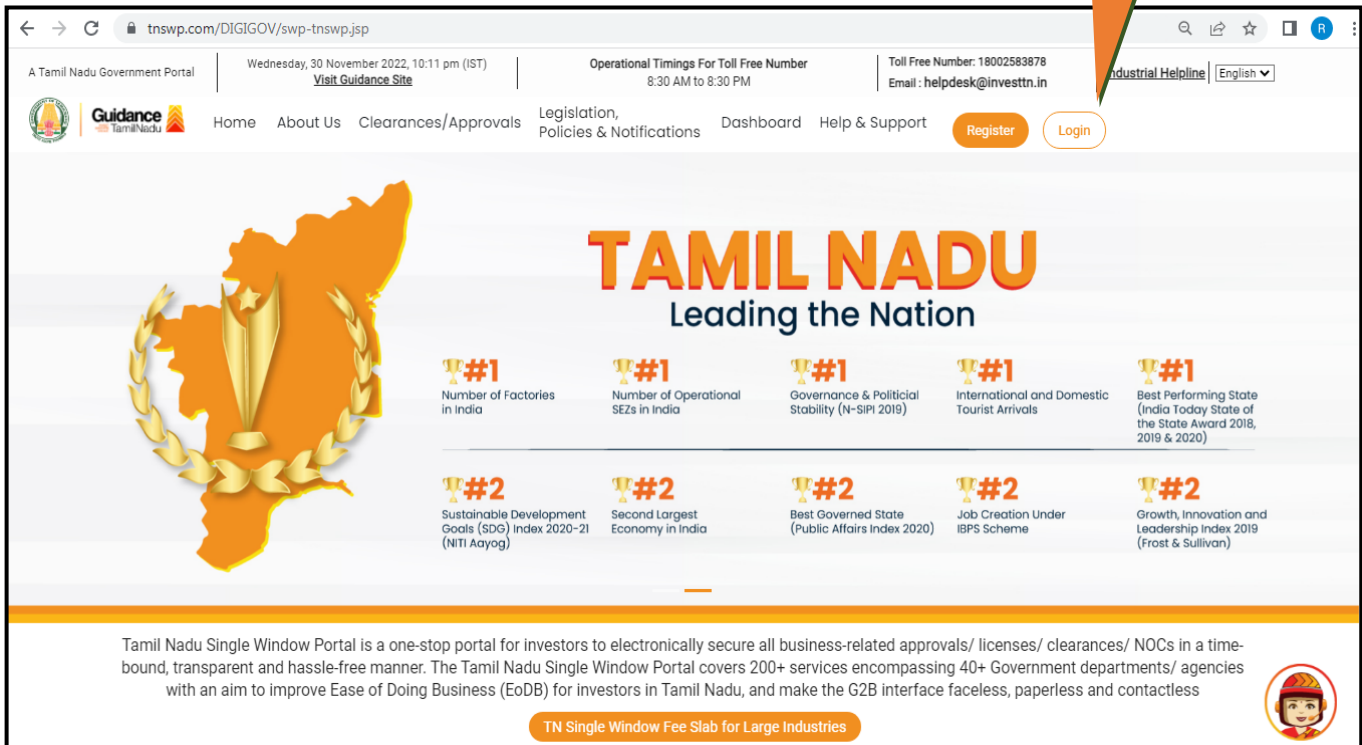
**Figure 7. Registration Confirmation Pop-Up**



## 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**



The screenshot shows the TNSWP website interface. The browser address bar displays 'tnswp.com/DIGIGOV/swp-tnswp.jsp'. The page header includes the Tamil Nadu Government Portal logo, the date 'Wednesday, 30 November 2022, 10:11 pm (IST)', operational timings for the toll-free number (8:30 AM to 8:30 PM), and contact information (Toll Free Number: 18002583878, Email: helpdesk@investtn.in). The main navigation menu includes Home, About Us, Clearances/Approvals, Legislation, Policies & Notifications, Dashboard, and Help & Support. A 'Login' button is highlighted in orange. The main content area features a large orange map of Tamil Nadu with a laurel wreath, the text 'TAMIL NADU Leading the Nation', and a grid of 10 award icons. The footer contains a description of the portal as a one-stop service for investors and a 'TN Single Window Fee Slab for Large Industries' button.

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

TN Single Window Fee Slab for Large Industries

**Figure 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](mailto: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	Application 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:

Pre-Establishment | Pre-Operation | Post-Operation

Status	Count
Applied	1
Approved	1
Pending	0
Rejected	0

[Download consolidated list](#)

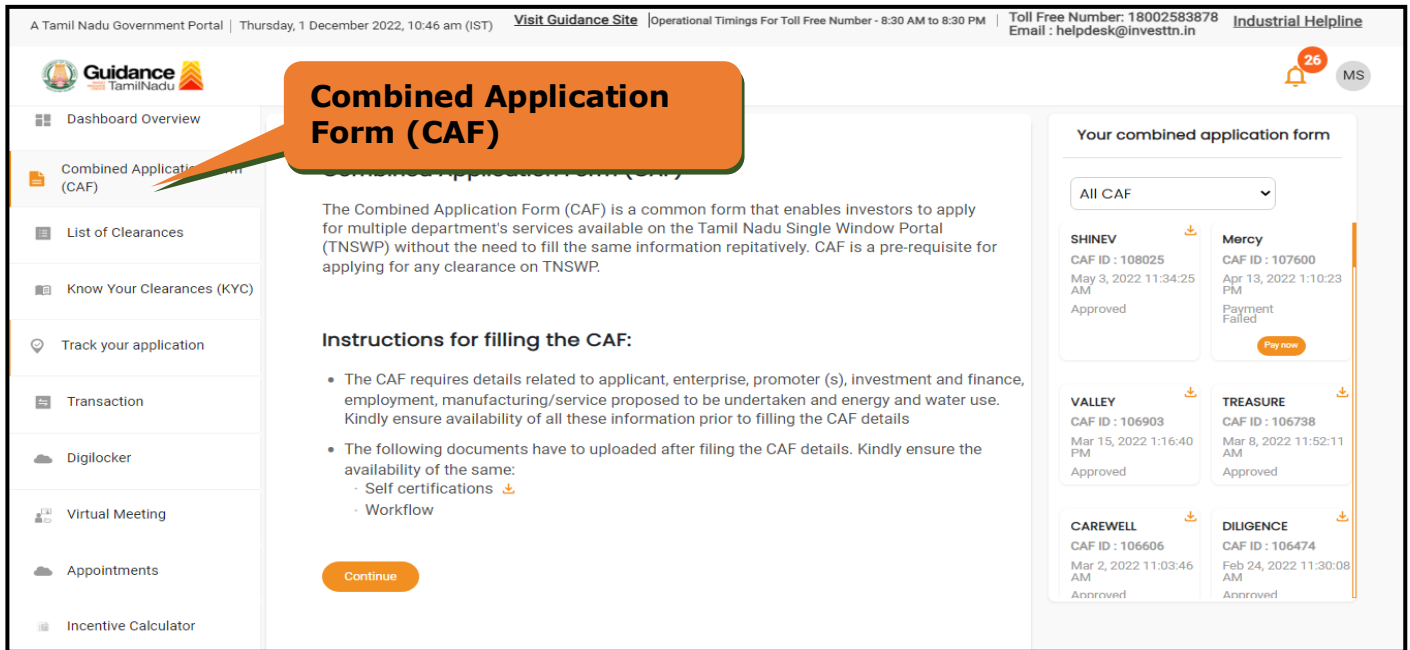
Clearance Name	Department Name	Lying with Officer	Last updated	Approved
----------------	-----------------	--------------------	--------------	----------

**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.

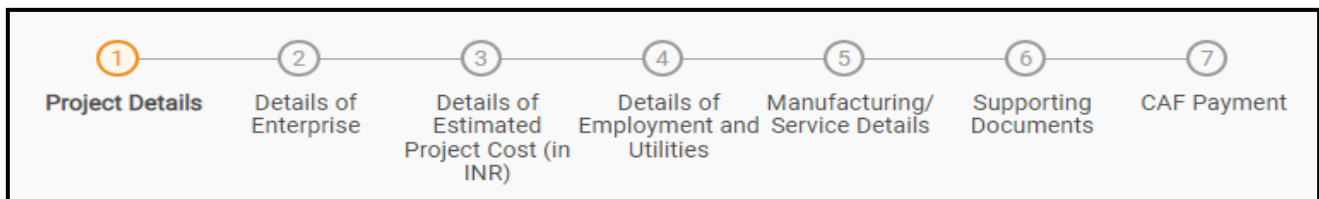
5) Click on '**Continue**' button to fill in the Combined Application Form.



**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).



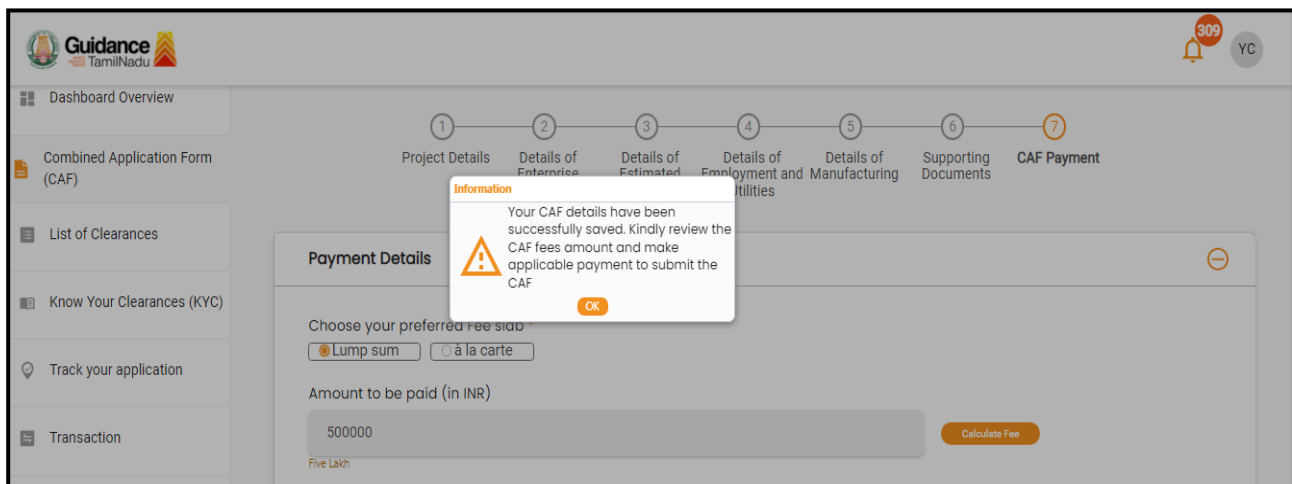
**Figure 11. Section of Combined Application Form (CAF)**

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 Low Tension - Load Addition/ Reduction

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
59	Low Tension - Load Addition/ Reduction	Tamil Nadu Generation and Distribution Corporation Limited	(a) Involving no Extension or Improvement work - 7 days-22days (b) Involving Extension & Improvement without Distribution Transformers - 44 days (c) Involving Extension & Improvement with Distribution Transformers - 66 days	View	-

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 'Post- Establishment Stage Clearance' and find the clearance 'Low Tension - Load Addition/ Reduction' by using Search option as shown in the figure given below.

Post-Establishment Stage Clearance

Search for Clearance

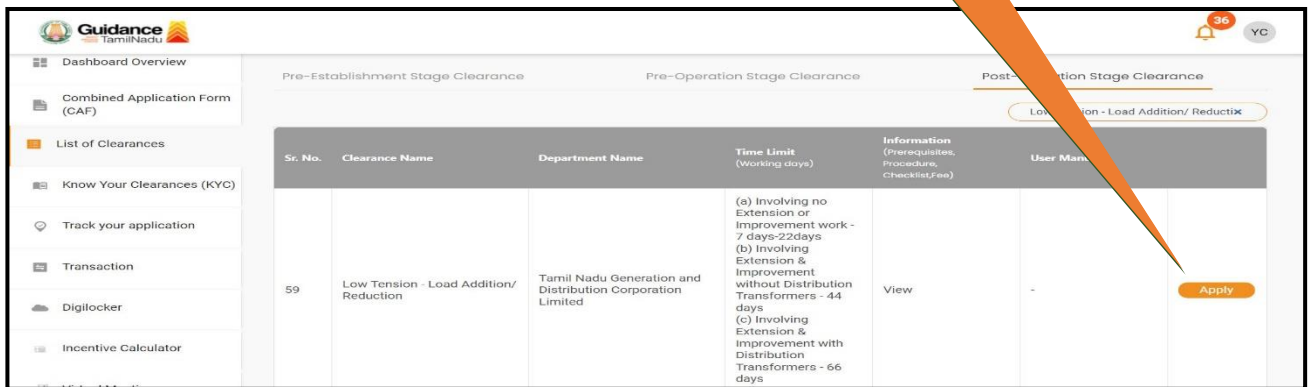
Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
59	Low Tension - Load Addition/ Reduction	Tamil Nadu Generation and Distribution Corporation Limited	(a) Involving no Extension or Improvement work - 7 days-22days (b) Involving Extension & Improvement without Distribution Transformers - 44 days (c) Involving Extension & Improvement with Distribution Transformers - 66 days	View	-

Figure 14. Search for Clearance



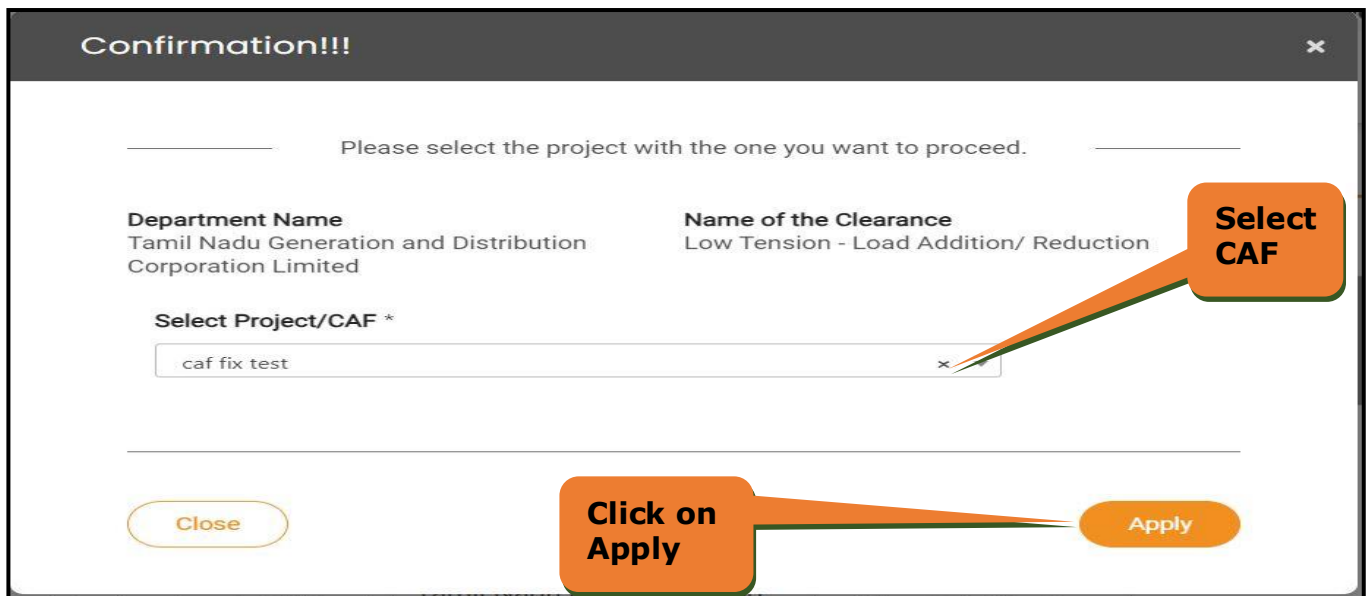
4. Applicant can view information on workflow, checklist of supporting documents to be uploaded by the applicant and fee details. Click on 'view' to access the information (Refer Figure 15)
5. To apply for the clearance, click on 'Apply' to access the department application form (Refer Figure 15).
6.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

**Apply for Clearance**



**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> Tamil Nadu Generation and Distribution Corporation Limited	<b>Name of the Clearance</b> Low Tension - Load Addition/ Reduction
--	--

**Select Project/CAF \***

caf fix test

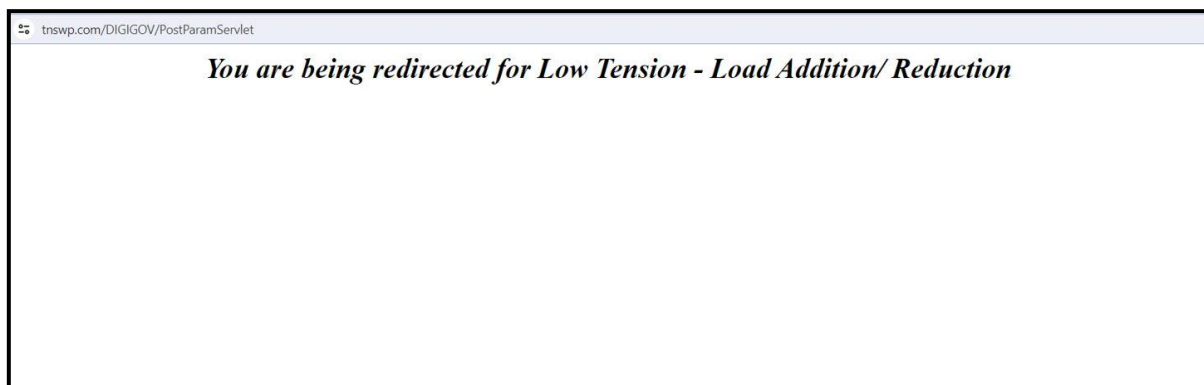
**Select CAF**

**Click on Apply**

Close Apply

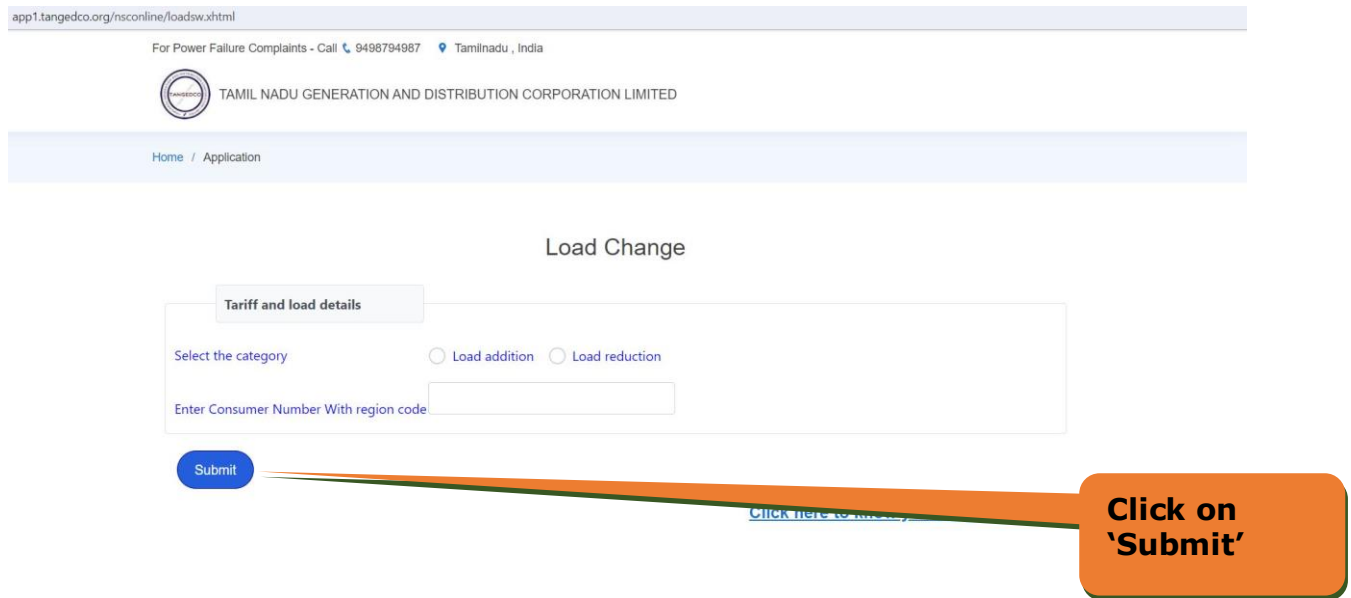
**Figure 16. Project/CAF**

2) Click on the Apply button and the Page would get redirected to Low Tension - Load Addition/ Reduction



**Figure 17. Low Tension - Load Addition/ Reduction**

### 3) Enter all the mandatory Low Tension - Load Addition/ Reduction.



app1.tangedco.org/nsconline/loadsw.xhtml

For Power Failure Complaints - Call 9498794987 Tamilnadu , India

TAMIL NADU GENERATION AND DISTRIBUTION CORPORATION LIMITED

Home / Application

#### Load Change

**Tariff and load details**

Select the category  Load addition  Load reduction

Enter Consumer Number With region code

[Click here to track application](#)

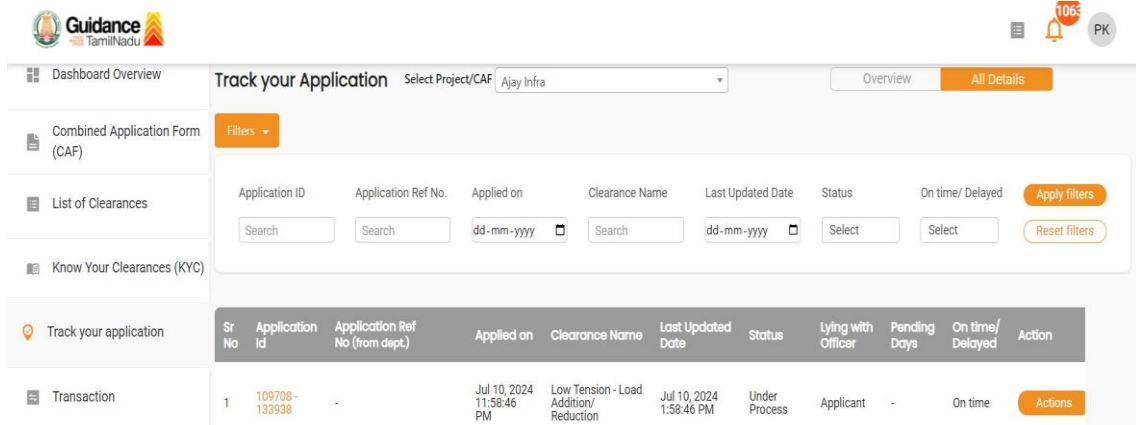
**Submit**

**Click on 'Submit'**

**Figure 18. Low Tension - Load Addition/ Reduction**

### Application Submitted

- 1) Applicants will fill the application form for Low Tension – Load Addition/ Load Reduction by uploading necessary 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.**



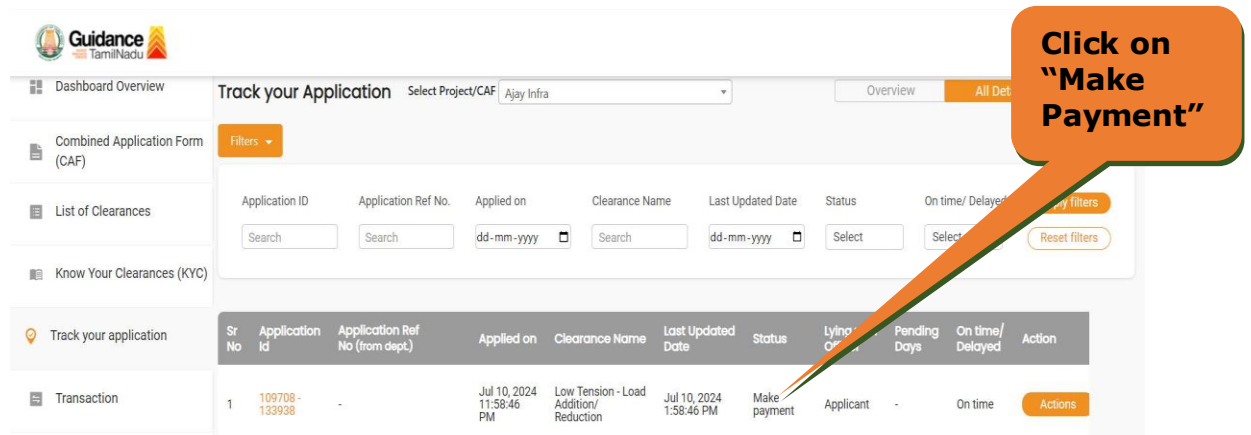
The screenshot shows the 'Track your Application' interface. The top navigation includes 'Dashboard Overview', 'Track your Application' (selected), and 'All Details'. A dropdown menu for 'Select Project/CAF' is set to 'Ajay Infra'. Below this is a filter section with search boxes for 'Application ID', 'Application Ref No.', 'Applied on', and 'Clearance Name', along with date pickers and status filters. The main table displays 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
1	109708-133938	-	Jul 10, 2024 11:58:46 PM	Low Tension - Load Addition/ Reduction	Jul 10, 2024 1:58:46 PM	Under Process	Applicant	-	On time	Actions

**Figure 19. Under Process**

### Payment Process

After submission, the applicant will receive the acknowledgement receipt with requisite charges and completes the payment to process the application.



This screenshot is similar to Figure 19 but shows the application status as 'Make payment'. An orange callout bubble with the text 'Click on "Make Payment"' points to the 'Make payment' status in the table. 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	109708-133938	-	Jul 10, 2024 11:58:46 PM	Low Tension - Load Addition/ Reduction	Jul 10, 2024 1:58:46 PM	Make payment	Applicant	-	On time	Actions

**Figure 20. Make Payment**

Application Action - 133938
✕

<b>Application ID</b> 109708 - 133938	<b>Application Name</b> Low Tension - Load Addition/ Reduction
<b>Application Ref No.</b> -	<b>Project Name</b> demo
<b>Application Submission Date</b> Jul 10, 2024 1:58:46 PM	<b>Status</b> Make Payment

Actions to be performed

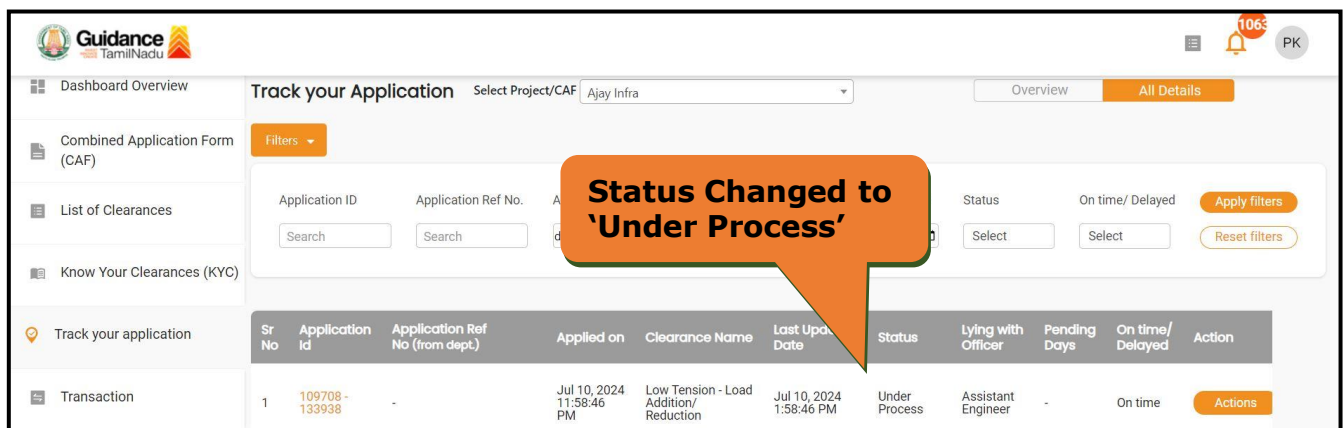
Payment


Close

**Figure 21. Click on 'Proceed'**

### Application Submitted

The Application will be scrutinized by the AE and raise query to the Applicant if required. The applicant will respond to the query by modifying 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**





106
PK

**Track your Application**

Select Project/CAF: Ajay Infra

Overview

All Details

Filters

Application ID:

Application Ref No.:

Status

Select

On time/ Delayed

Select

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 10, 2024 11:58:46 PM	Low Tension - Load Addition/ Reduction	Jul 10, 2024 1:58:46 PM	Under Process	Assistant Engineer	-	On time	Actions

**Figure 22. Status of the Application**

## 8. Query Clarification

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

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 10, 2024 11:58:46 PM	Low Tension - Load Addition/ Reduction	Jul 10, 2024 1:58:46 PM	Need clarification	Assistant Engineer	-	On time	Actions

**Figure 23. Need Clarification**



The screenshot shows a window titled "Application Action - 133938" with a close button (X) in the top right corner. The window contains the following information:

<b>Application ID</b> 109708 - 133938	<b>Application Name</b> Low Tension - Load Addition/ Reduction
<b>Application Ref No.</b> -	<b>Project Name</b> demo
<b>Application Submission Date</b> Jul 10, 2024 1:58:46 PM	<b>Status</b> Need clarification

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

**Figure 24. 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 25).
- b. The inspection date scheduled by the department is intimated to the user (Refer Figure 26).
- c. After the Inspection is completed, the Assistant Engineer submits the Inspection will request the applicant to make the rectifications.

The screenshot shows a dashboard titled 'Track your Application' for the project 'Ajay Infra'. 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 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
1	109708 - 133938	-	Jul 10, 2024 11:58:46 PM	Low Tension - Load Addition/ Reduction	Jul 10, 2024 1:58:46 PM	Scheduled inspection	Assistant Engineer	-	On time	Actions

**Figure 25. Status changed to 'Inspection scheduled'**

The screenshot shows a modal window titled 'Application Action - 133938'. It displays the following details:

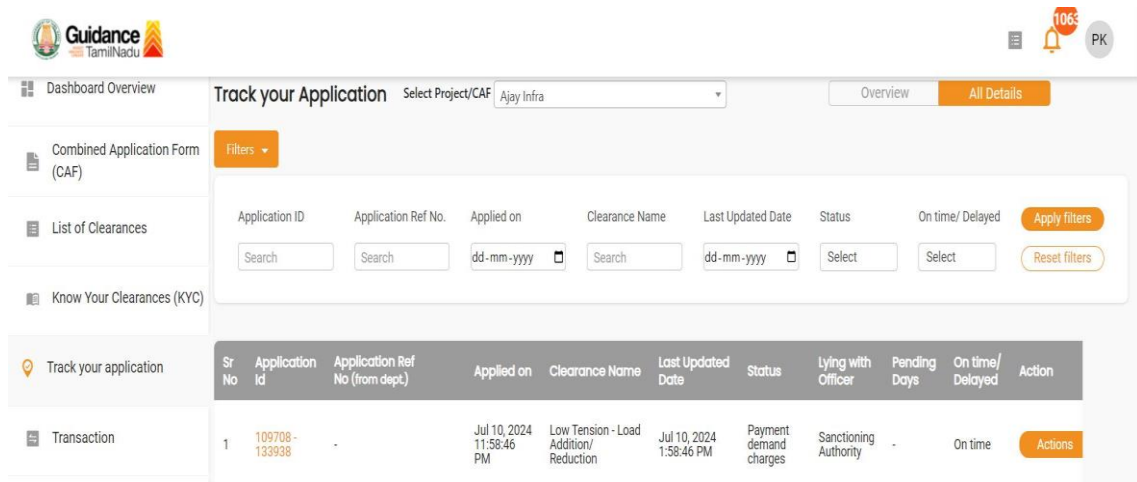
- Application ID:** 109708 - 133938
- Application Name:** Low Tension - Load Addition/ Reduction
- Application Ref No.:** -
- Project Name:** demo
- Application Submission Date:** Jul 10, 2024 1:58:46 PM
- Status:** Scheduled inspection

Below the details, there is a section for 'Actions to be performed' with two buttons: 'Inspection Details' and 'Close'.

**Figure 26. Details of Scheduled Inspection**

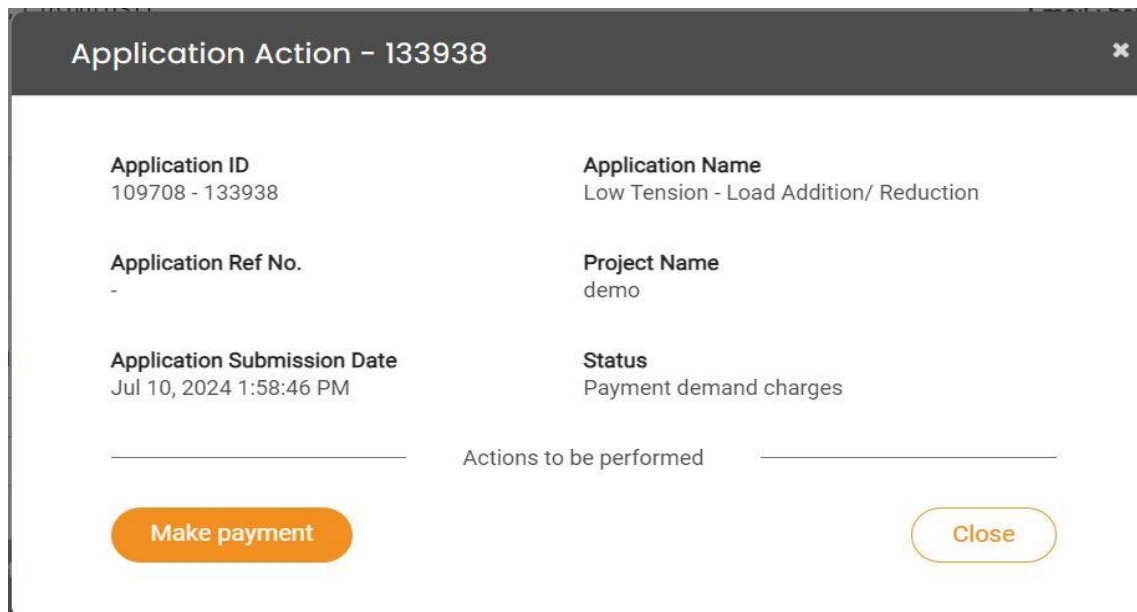
## Payment Demand charges

After scrutinizing the application and additional demand, if there are any changes to be made for the demand. Raise demand accordingly and carry out extension work.



The screenshot shows the 'Track your Application' interface. 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 area displays a table of applications 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
1	109708-133938	-	Jul 10, 2024 11:58:46 PM	Low Tension - Load Addition/ Reduction	Jul 10, 2024 1:58:46 PM	Payment demand charges	Sanctioning Authority	-	On time	Actions



The screenshot shows a modal window titled 'Application Action - 133938'. It displays the following details:

- Application ID:** 109708 - 133938
- Application Name:** Low Tension - Load Addition/ Reduction
- Application Ref No.:** -
- Project Name:** demo
- Application Submission Date:** Jul 10, 2024 1:58:46 PM
- Status:** Payment demand charges

Below the details, there is a section for 'Actions to be performed' with two buttons: 'Make payment' and 'Close'.

**Figure 27. Payment Demand charges**

## Application Submitted

- After completion of extension works, if required and in case of approval, AE will raise the service connection to the Applicant. The applicant can view the status of the application under **Track your application** → **Select the CAF from the Dropdown** → **All details**

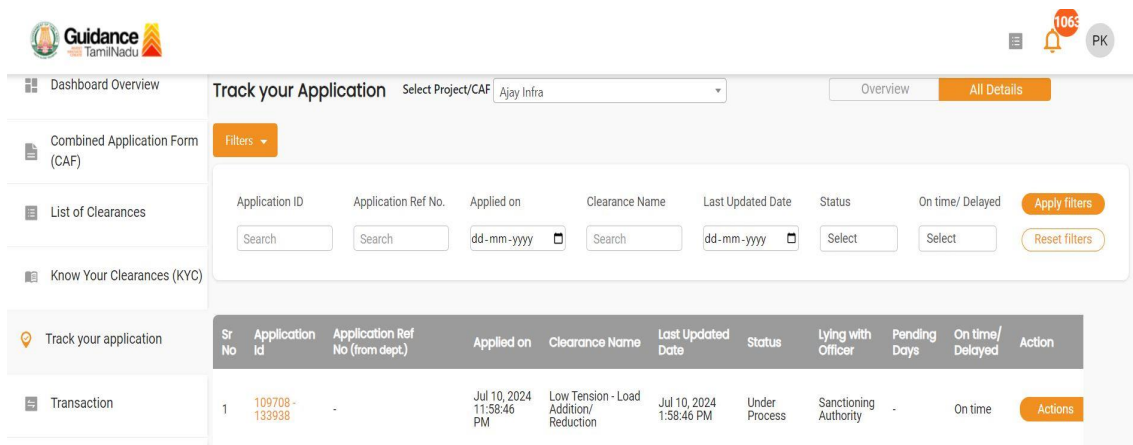


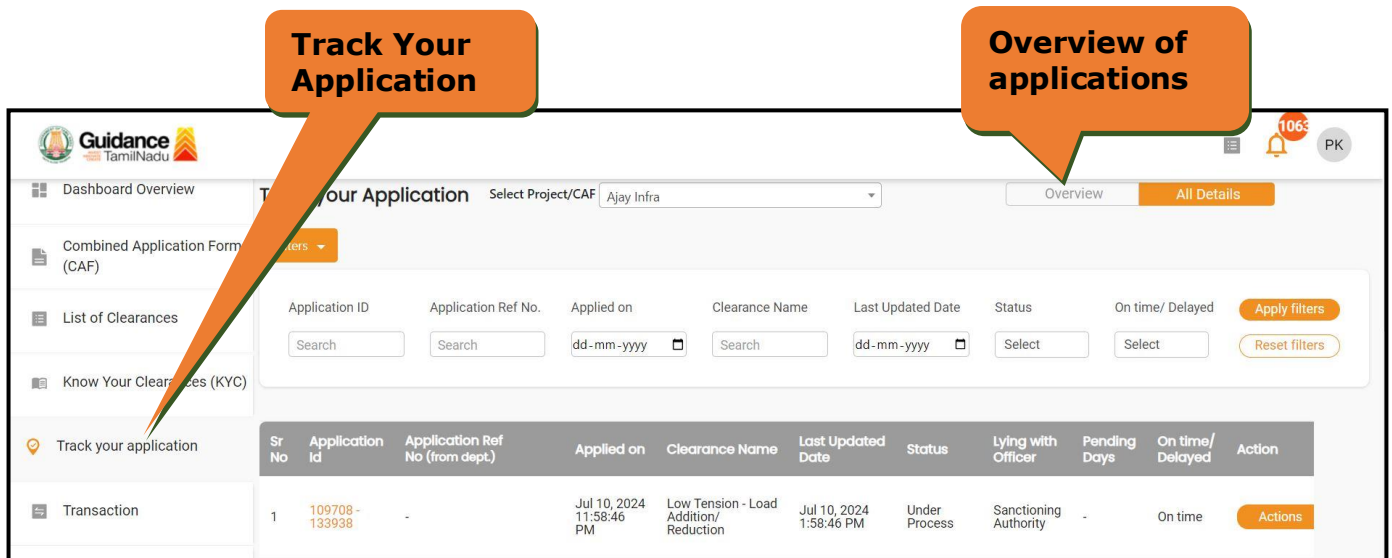
Figure 28. Under Process

## 10. Track Your Application

- 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.'
  - 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**

Dashboard Overview | **Track your Application** | Select Project/CAF: Ajay Infra | Overview | All Details

Combined Application Form (CAF) | List of Clearances | Know Your Clearances (KYC) | **Track your application** | Transaction

Application ID: Search | Application Ref No.: Search | Applied on: dd-mm-yyyy | Clearance Name: Search | Last Updated Date: dd-mm-yyyy | Status: Select | On time/ Delayed: 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 - 133938	-	Jul 10, 2024 11:58:46 PM	Low Tension - Load Addition/ Reduction	Jul 10, 2024 1:58:46 PM	Under Process	Sanctioning Authority	-	On time	Actions

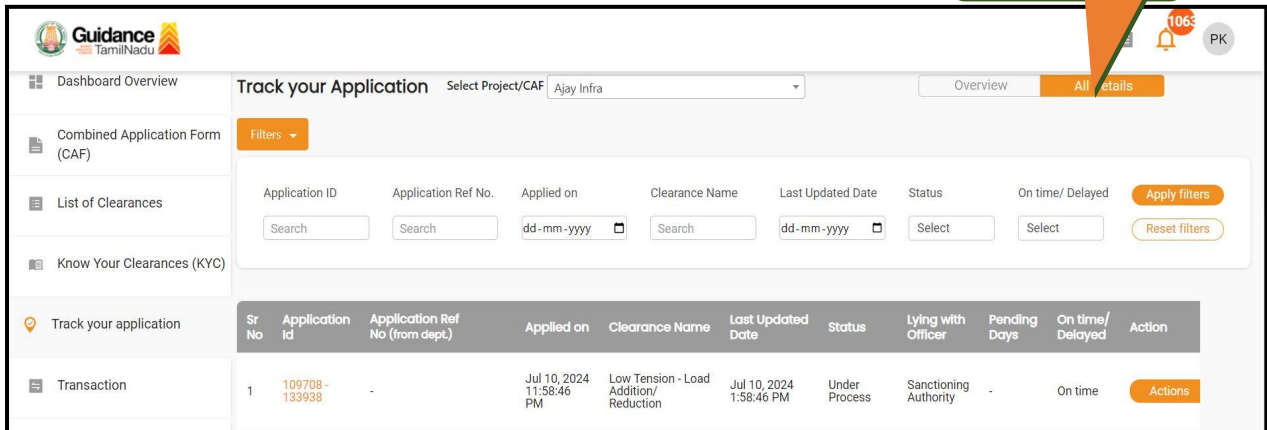
**Figure 29. Track Your Application**

- **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**



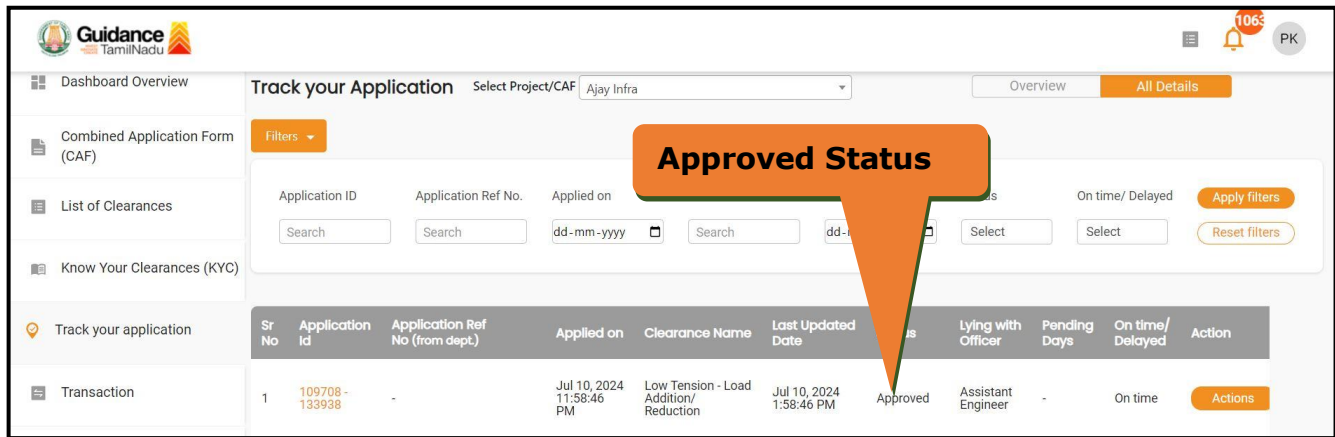
Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	109708-133938	-	Jul 10, 2024 11:58:46 PM	Low Tension - Load Addition/ Reduction	Jul 10, 2024 1:58:46 PM	Under Process	Sanctioning Authority	-	On time	Actions

**Figure 30. ‘All Details’ tab**



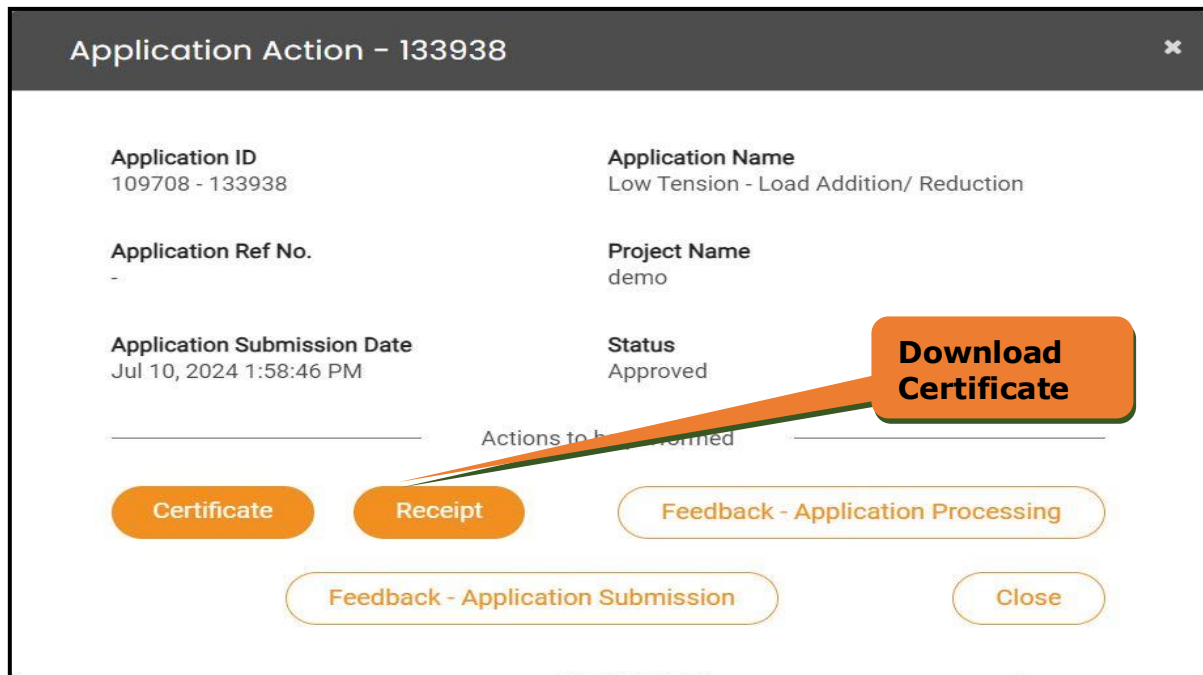
## 11. Application Processing

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



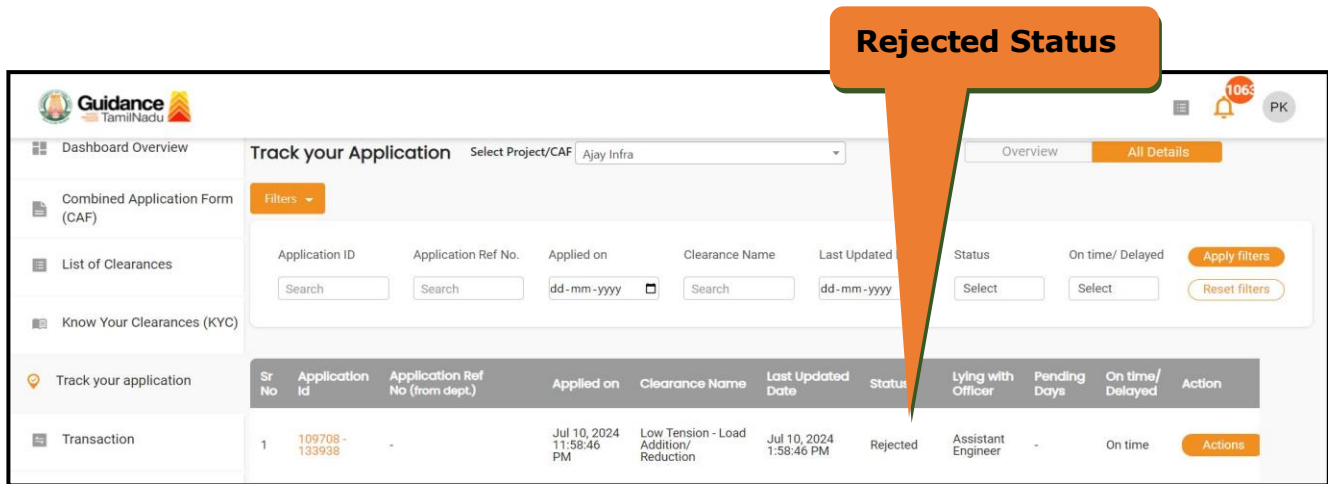
**Figure 31. Application Processed**

- 2) If the application is **‘Approved’** by the Assistant Engineer, the applicant can download the Approval Certificate under **Track your application – > Action button -> Download Certificate** (Refer Figure 32)



**Figure 32. Download Certificate**

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



The screenshot shows the 'Track your Application' page with a sidebar on the left containing 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 has a search filter for 'Ajay Infra' and a table of applications. The table has 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, and Action. One application is listed with a status of 'Rejected'.

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 10, 2024 11:58:46 PM	Low Tension - Load Addition/ Reduction	Jul 10, 2024 1:58:46 PM	Rejected	Assistant Engineer	-	On time	Actions

**Figure 33. Rejected Status**

