TAMILNADU SINGLE WINDOW PORTAL

APPLICANTMANUAL

Low Tension - Load Addition/ Reduction

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.

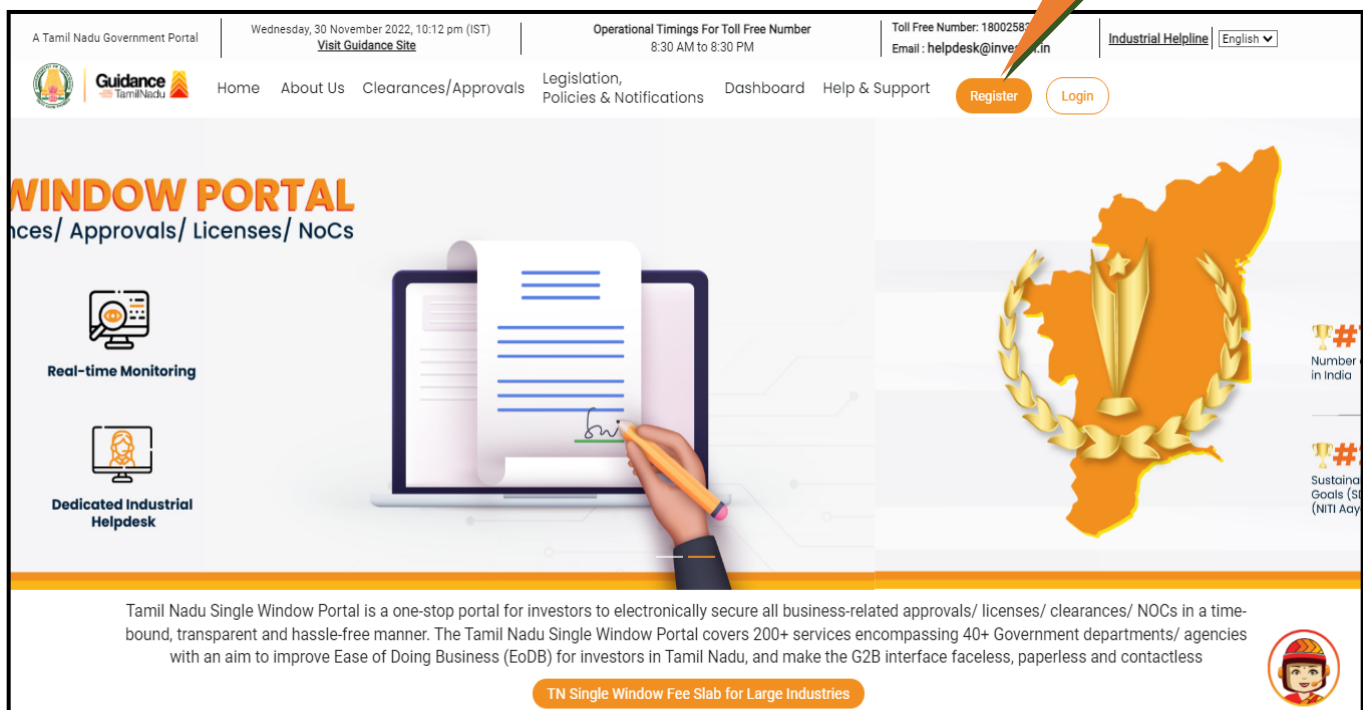2) **Applicant can reach the helpdesk Toll free number-1800-258-3878 and Helpdesk Email.**

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.

Figure 3. Registration Form

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.

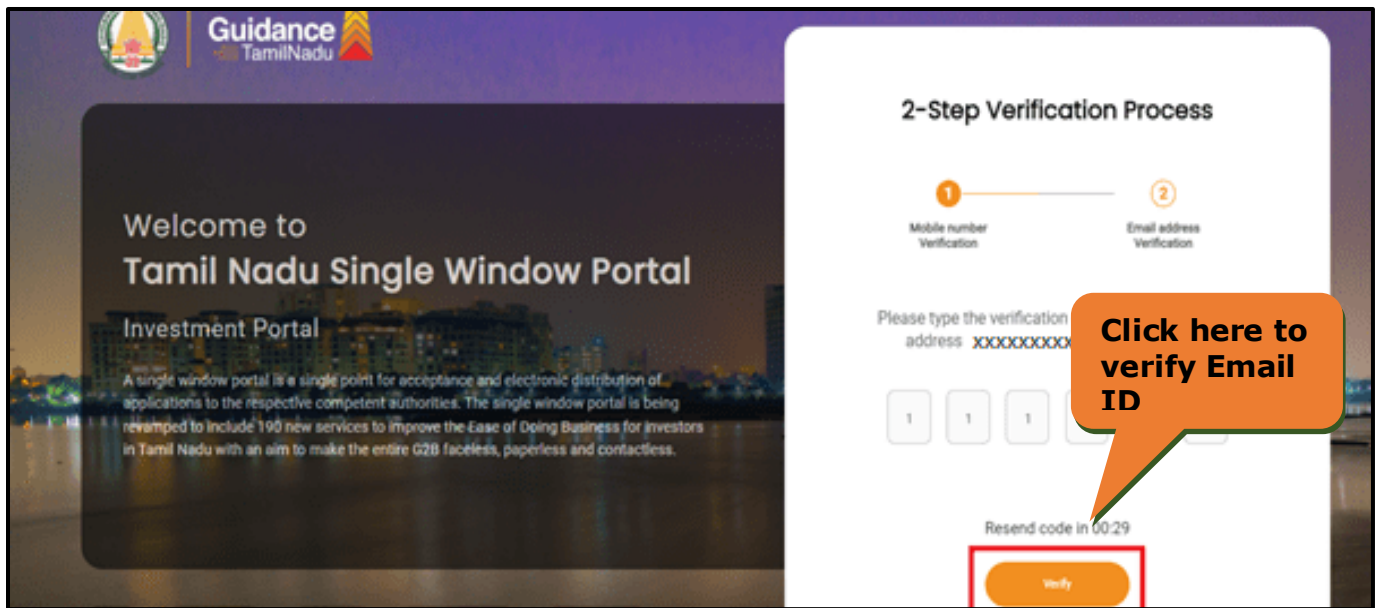2) Enter the verification code and click on the **'Verify** 'button.
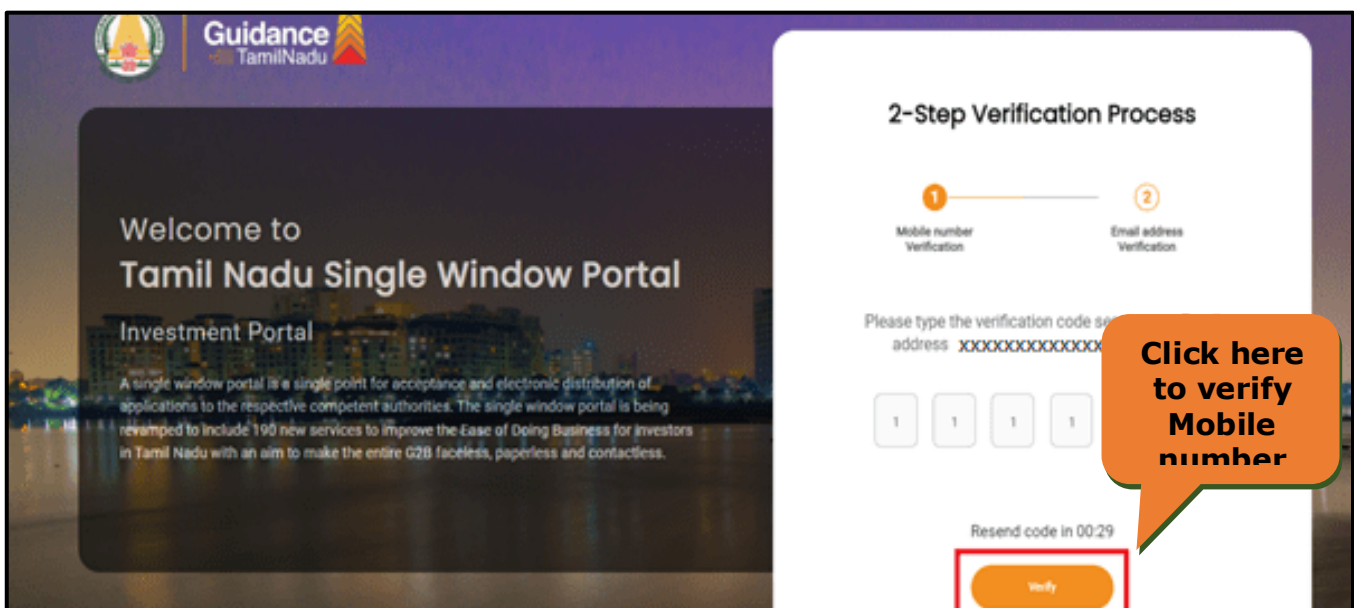

Figure 5. Mobile Number Verification

◦ **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).
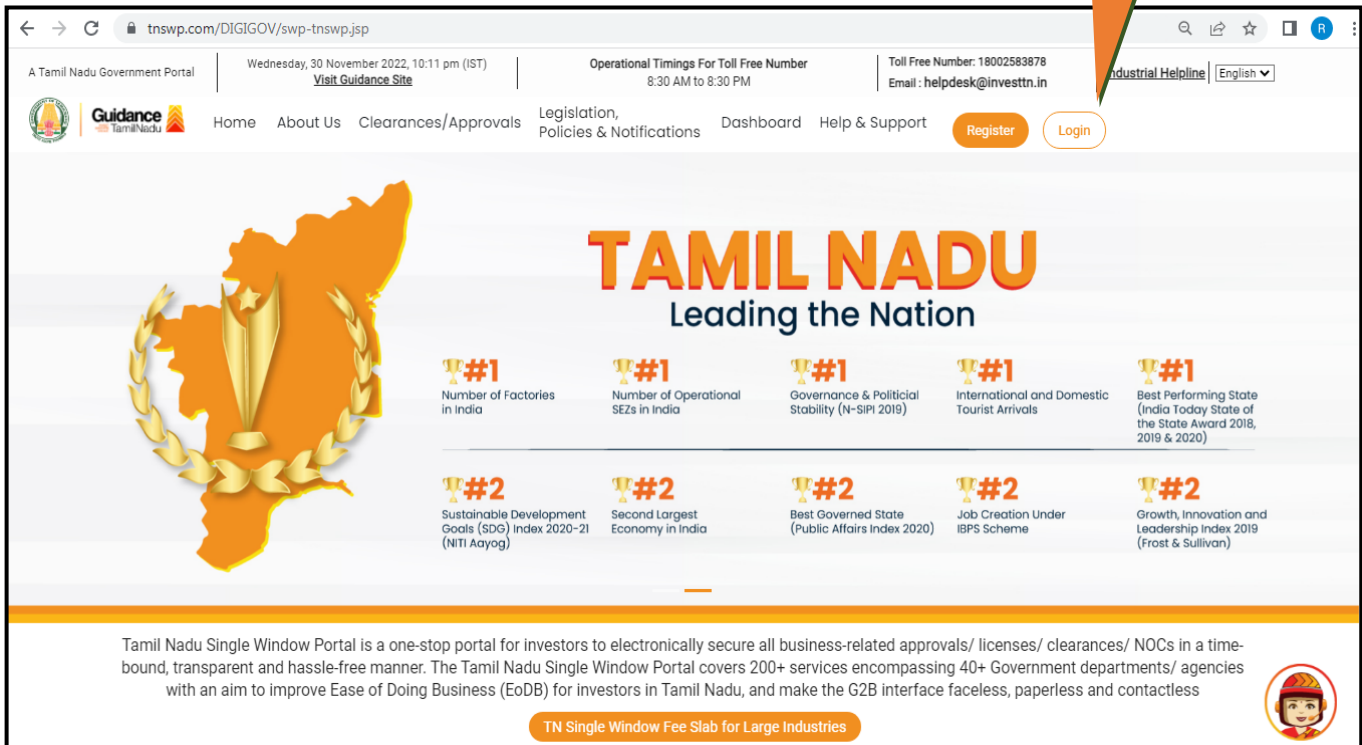
4) Registration process is completed successfully.
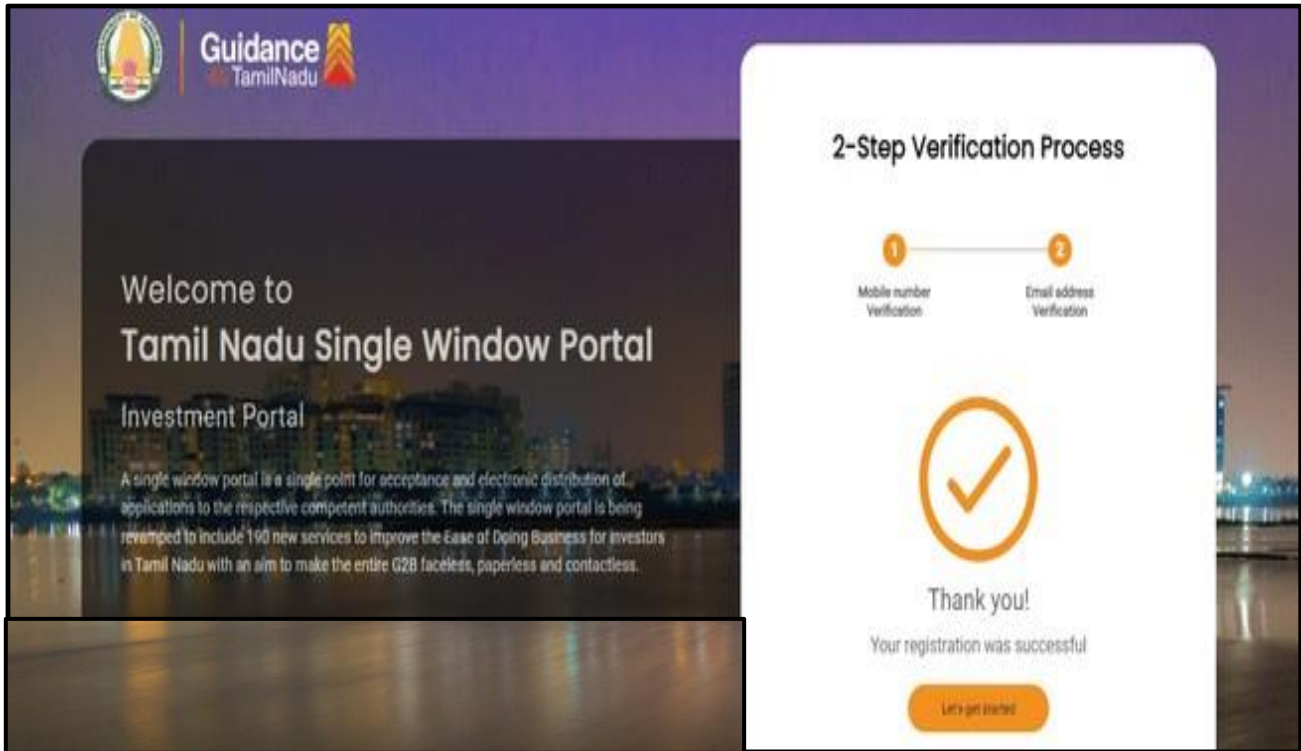
Figure 7. Registration Confirmation Pop-Up

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.
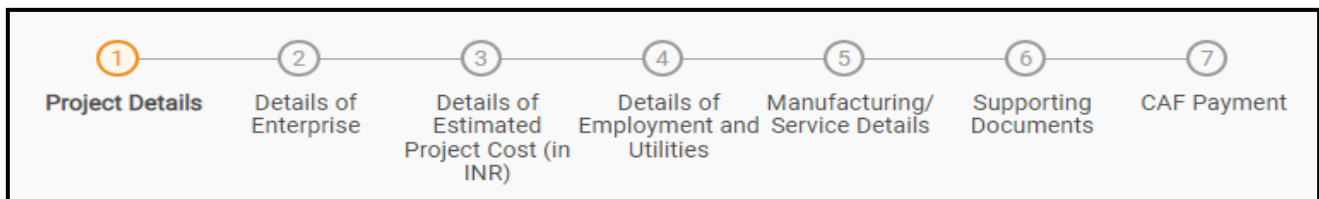
5) Click on **'Continue'** button to fill in the Combined ApplicationForm.
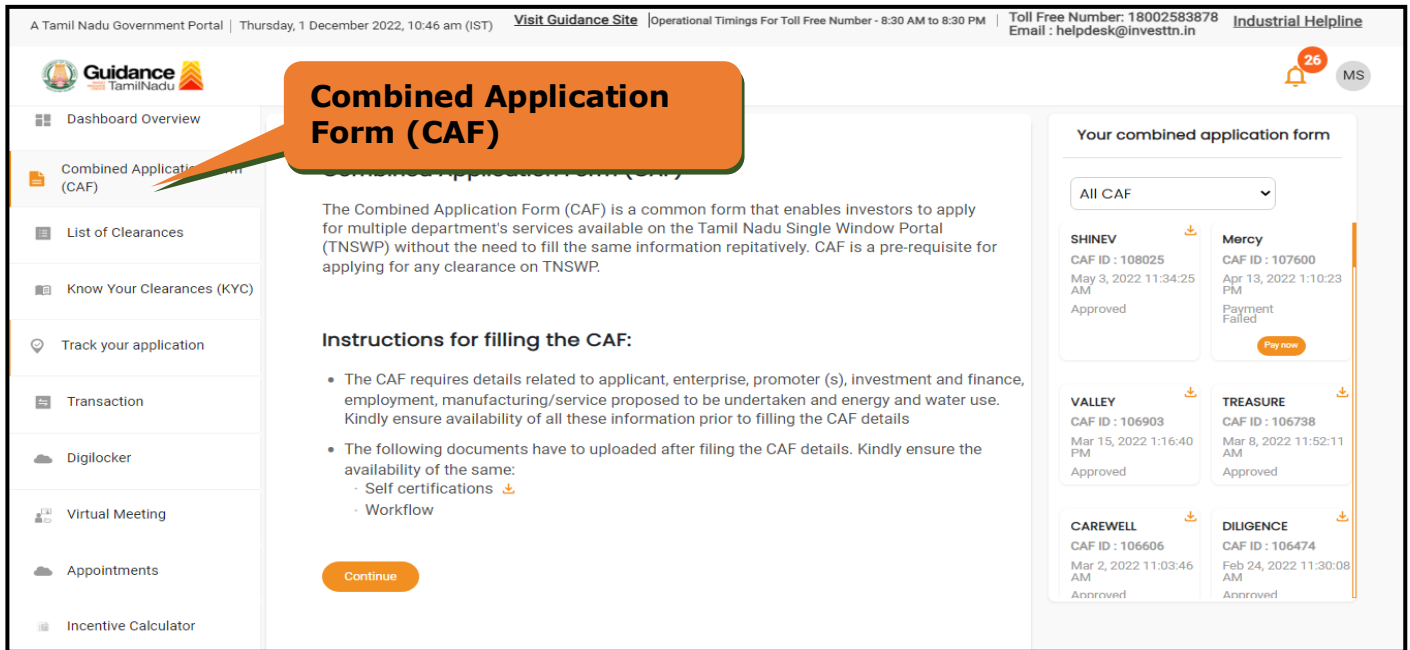
Figure 10. Combined Application Form (CAF)

6.1 Sections of Combined Application Form

1) To complete the combined application form (CAF) the applicanthas to fill 7 Sections of CAF as displayed in Figure 11. (**CAF payment tab** will be displayed only for large enterprises).
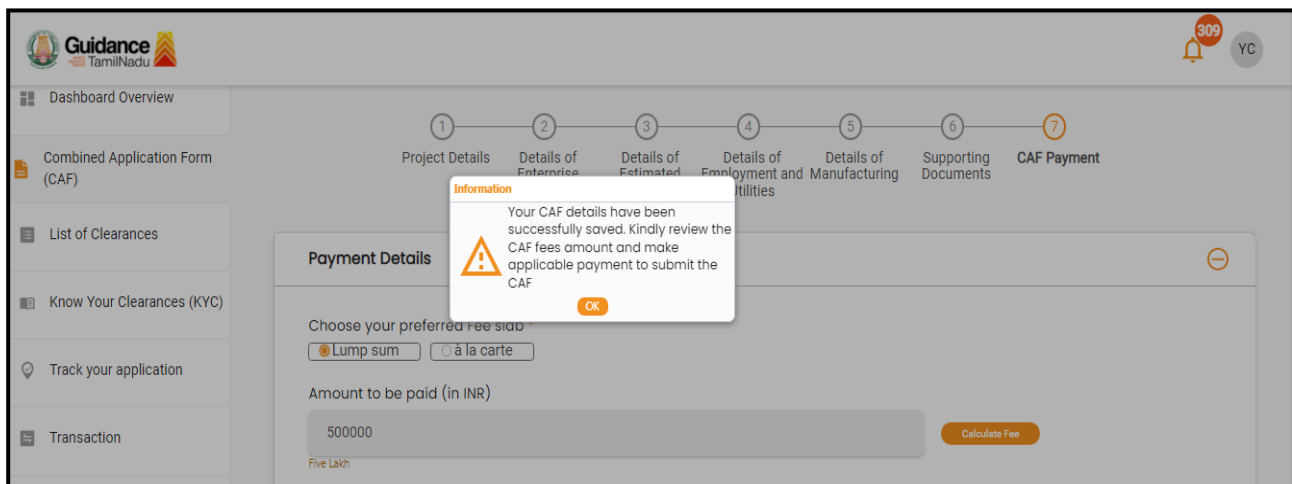

Figure 11. Section of Combined Application Form (CAF)

2) After filling the CAF details, the applicant has to upload the requisite supporting documents under **'Section 6: Supporting Documents'**

- **Self-Certification:**

  o 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. <u>Clickhere</u> to access the Single Window Fee Slab.

7. Apply for Low Tension - Load Addition/ Reduction

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

Figure 14. Search for Clearance
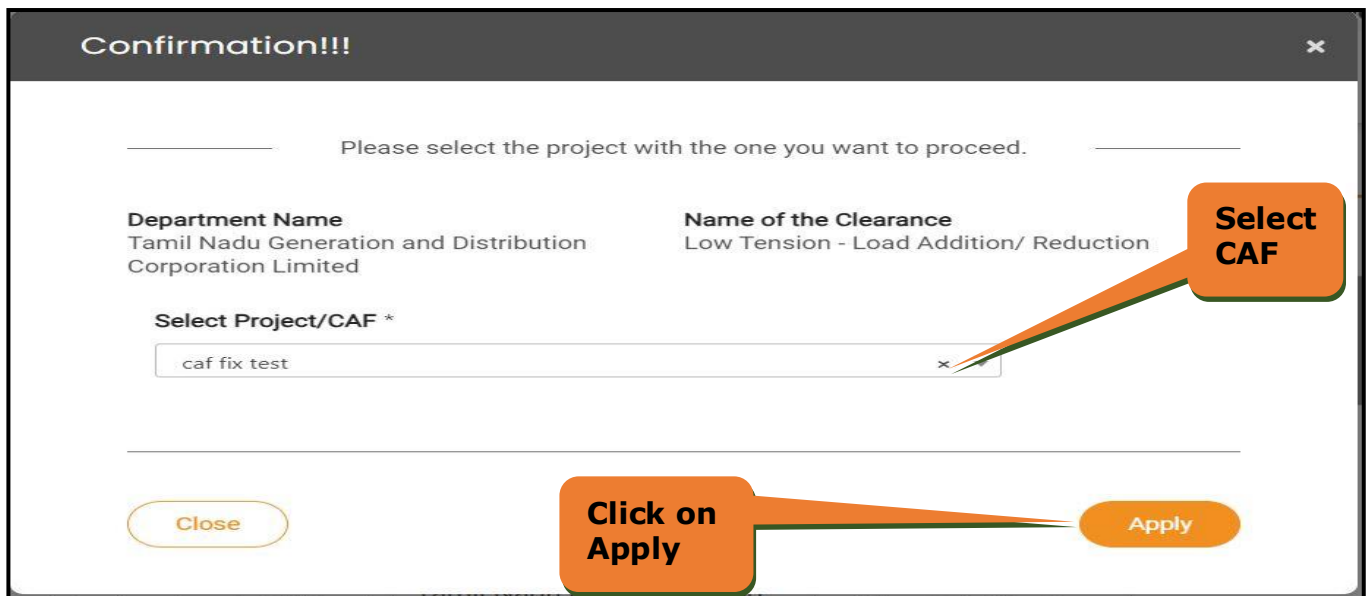
4. Applicant can view information on workflow, checklist of supporting documents to be uploaded by the applicant and fee details. Click on 'view' to access the information (Refer Figure 15)

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.

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
   Low Tension - Load Addition/ Reduction
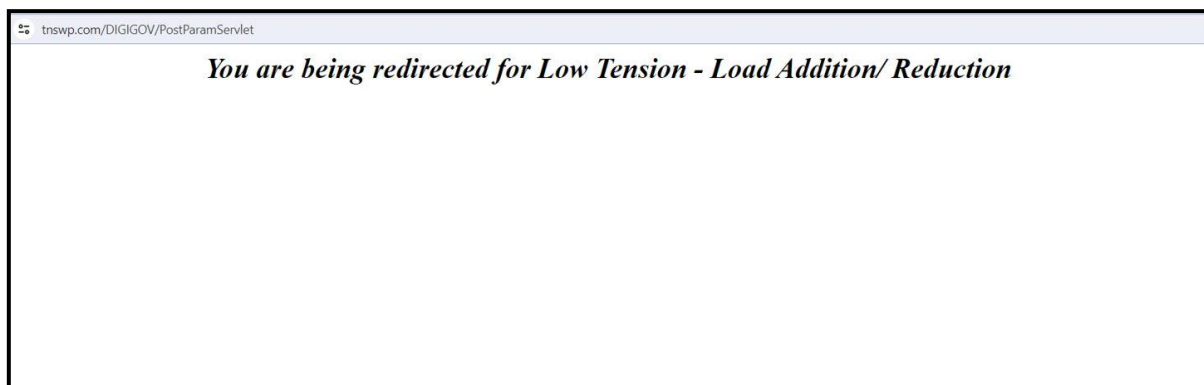
Figure 17. Low Tension - Load Addition/ Reduction
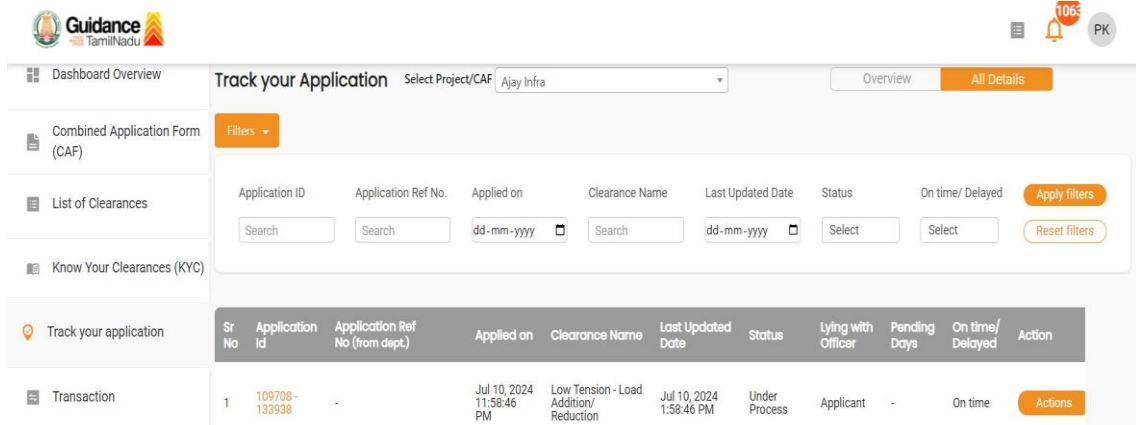
3) Enter all the mandatory Low Tension - Load Addition/ Reduction.

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.**

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.
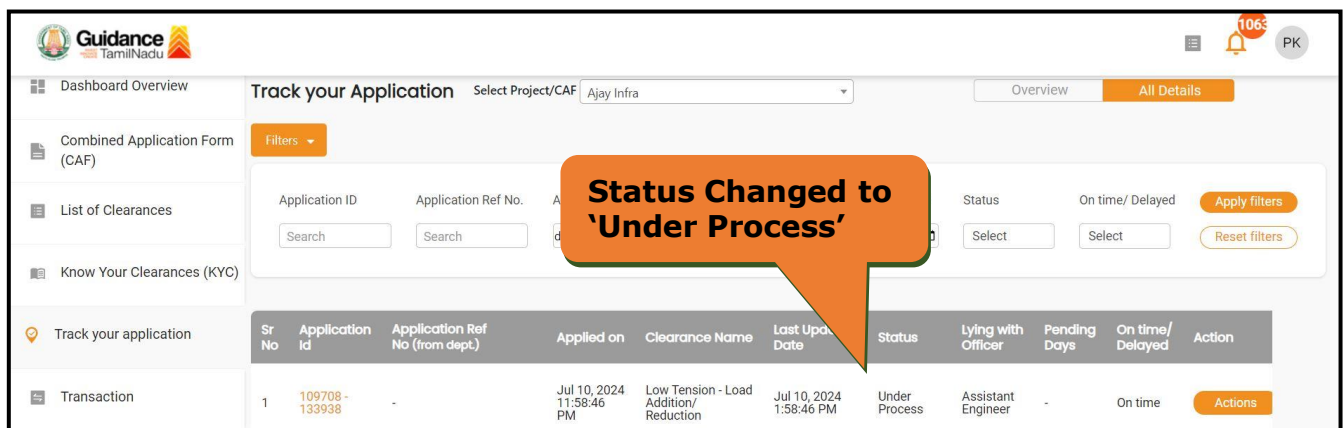

Figure 20. Make Payment

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**

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.

Figure 23. Need Clarification

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.

Figure 25. Status changed to 'Inspection scheduled'
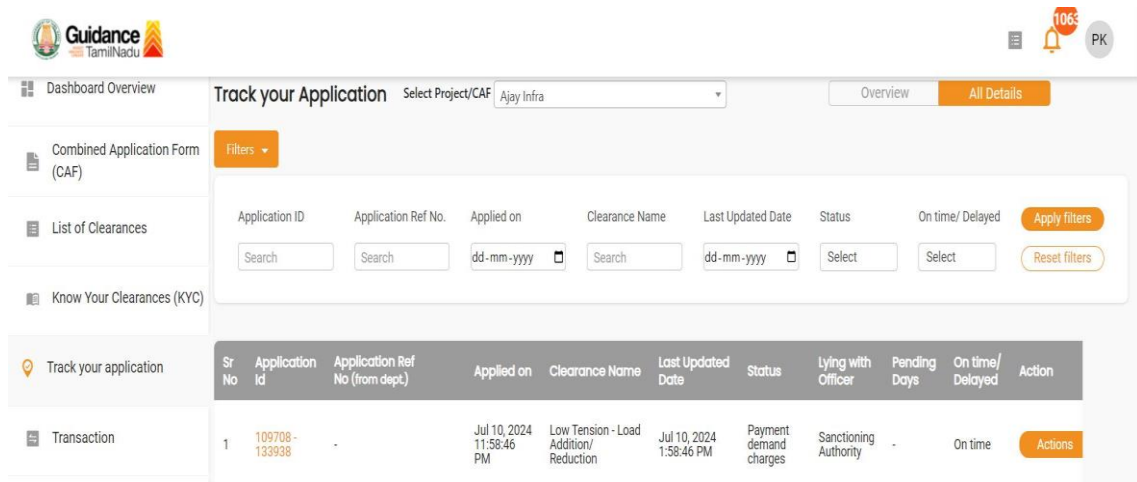
Figure 26. Details of Scheduled Inspection

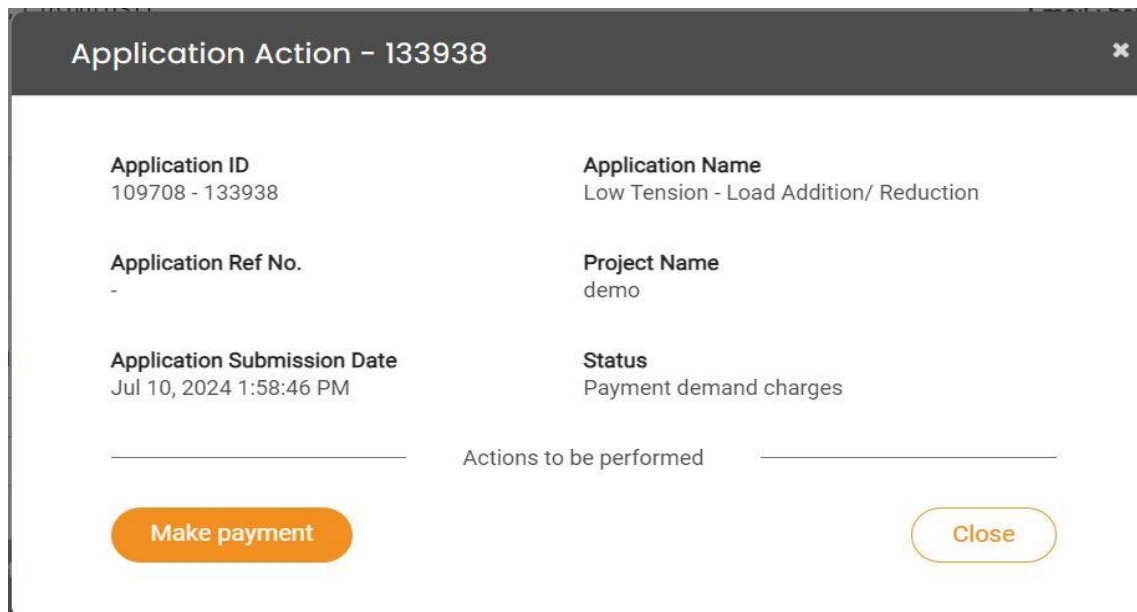# Payment Demand charges

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.

Figure 27. Payment Demand charges

Application Submitted

2) 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**
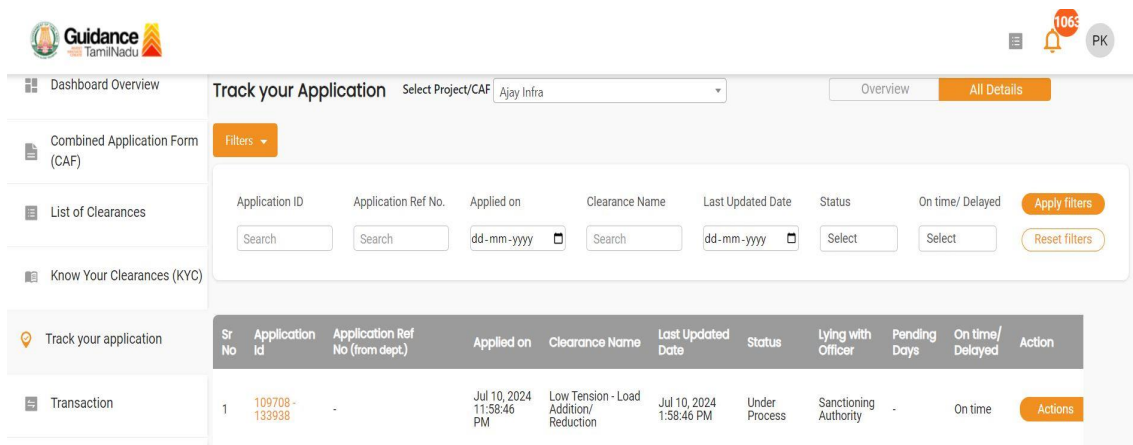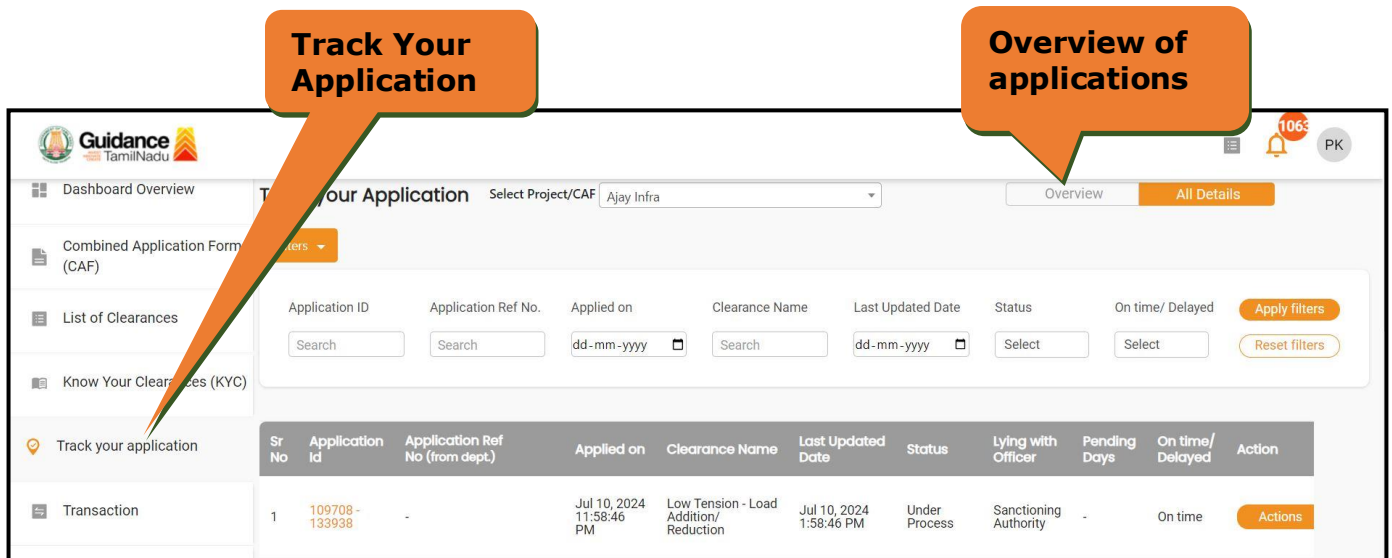

Figure 28. Under Process

10. Track Your Application

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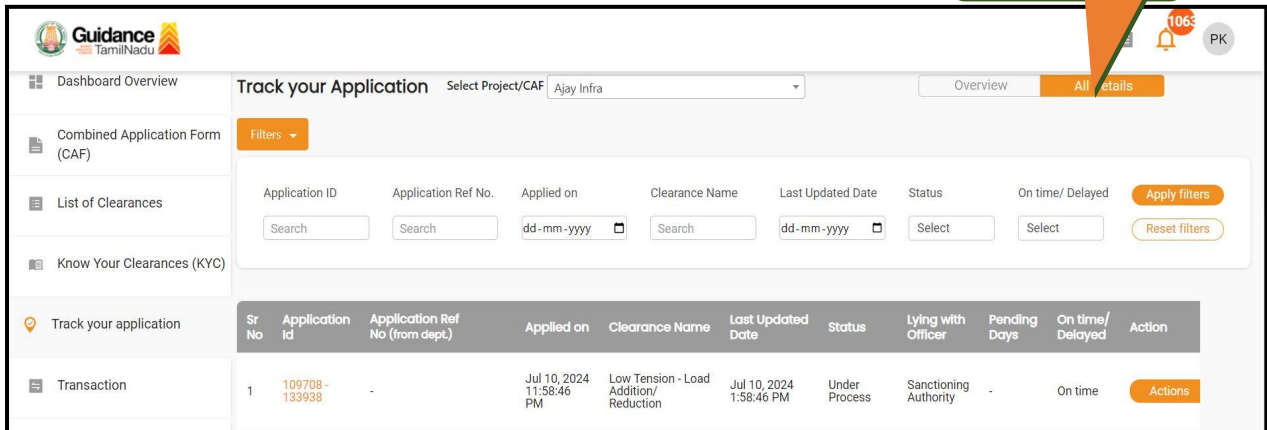- **Total Approved Clearances**
- **Total Rejected Clearances**

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**
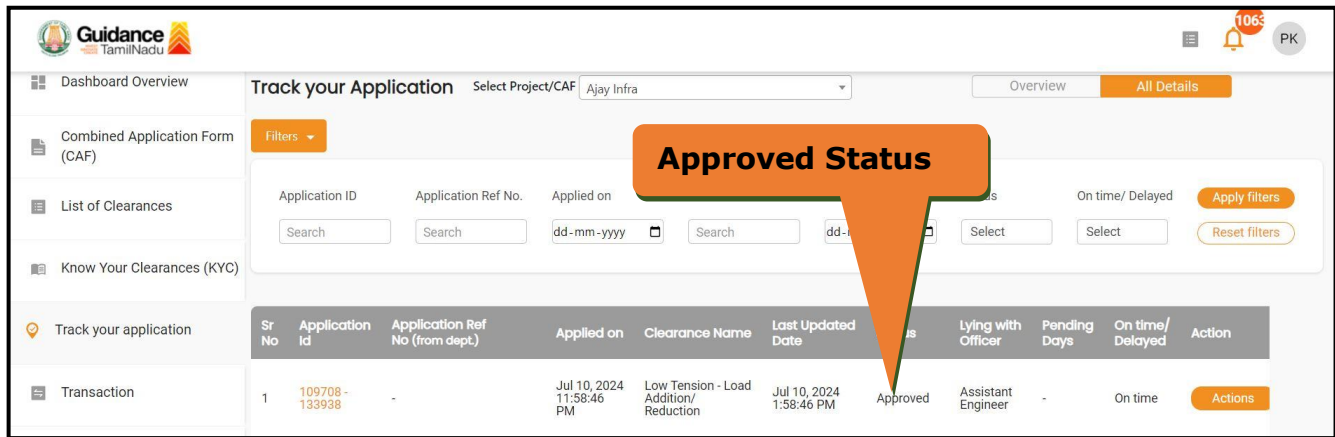 - **Pending days**
 - **On time / Delayed Action**

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"**
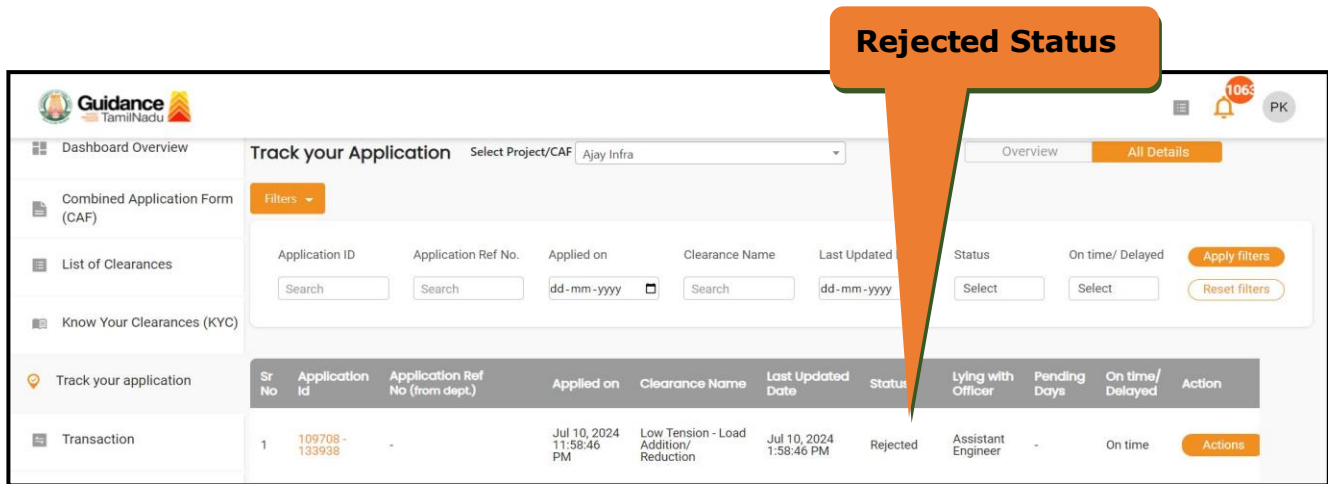

Figure 31. Application Processed

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)
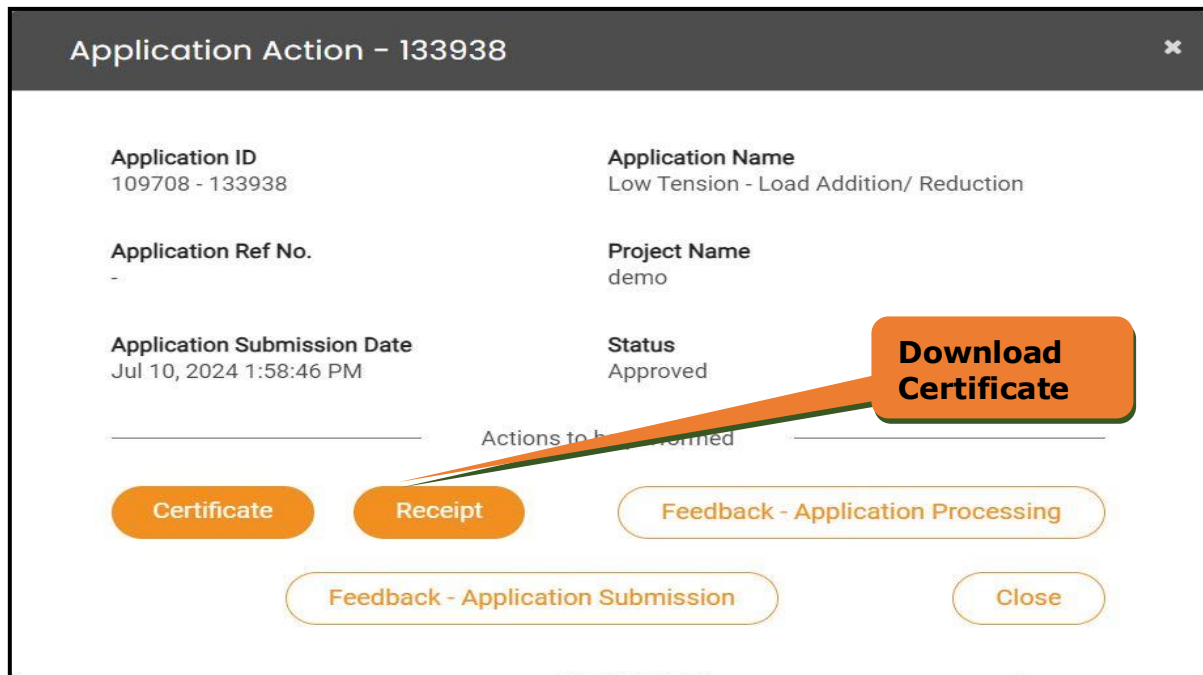
Figure 32. Download Certificate

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)

Figure 33. Rejected Status