Guidance INVEST INNOVATE CREATE **TamilNadu**

TAMILNADU SINGLE WINDOW PORTAL

USER MANUAL

Road Cutting Permission

Highways Department

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1. Home Page

The journey of the new user 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.

Users can reach the helpdesk toll free number – 1800-258-3878 and Helpdesk email.

TNSWP website (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 user must complete the Registration process.

A step for Registration is given below:

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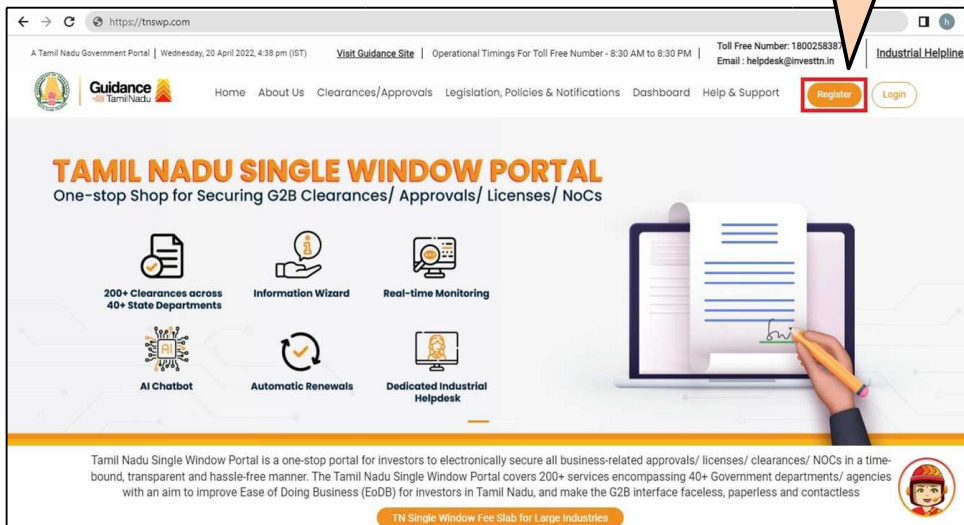
Register on TNSWP

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 Business (G2B) road cutting clearances, click on option **'G2B clearances of Tamil Nadu Road Cutting clearances under the category small/Large Enterprise'**.
5. The information icon ⓘ gives brief description about the fields when the user hovers the cursor on these icons.

Figure 3. Registration form

Figure 4. Registration Form Submission (Contd.)

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 user.

8. Create a strong password and enter the Captcha code as shown.

9. The user must read and accept the terms and conditions and click on the **'Register'** button.

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

- **'2-Step Verification Process'** screen will appear when the user clicks on 'Register' button.

  o **Mobile Number Verification**

    1. For verifying the mobile number, the verification code will be sent to the given mobile number.

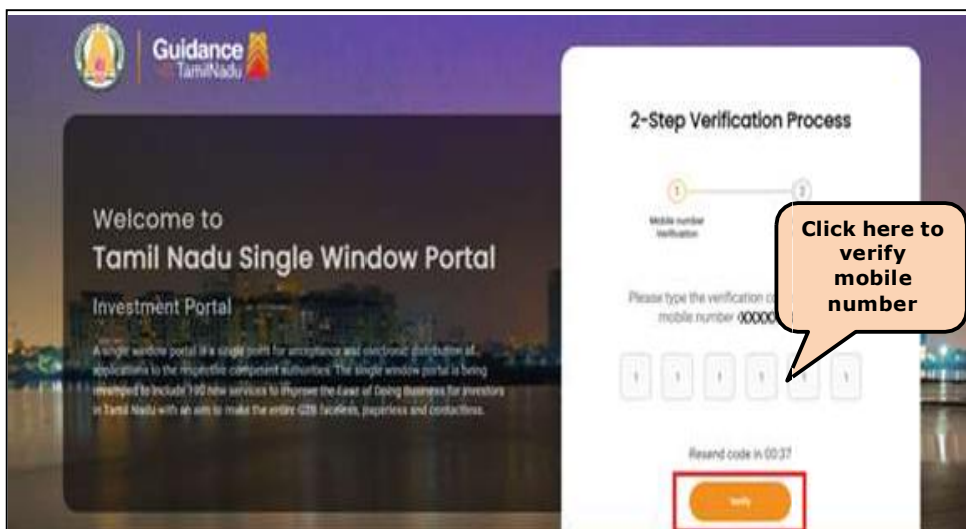   2. Enter the verification code and click on the **'Verify'** button.

Figure 5. Mobile Number Verification

o **Email ID Verification**

1. For verifying the Email ID, the verification code will be sent to the given Email ID.

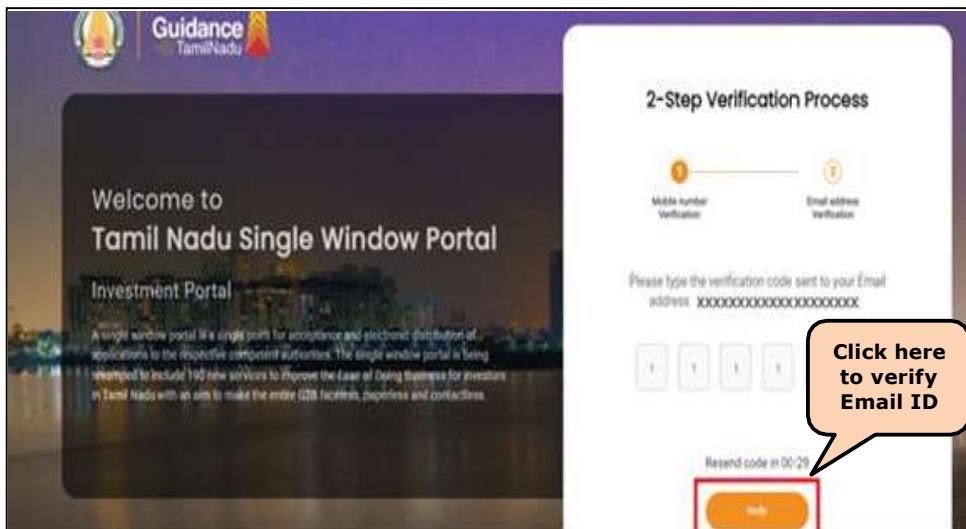2. Enter the verification code and click on the **'Verify'** button.

Figure 6. Email ID Verification

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

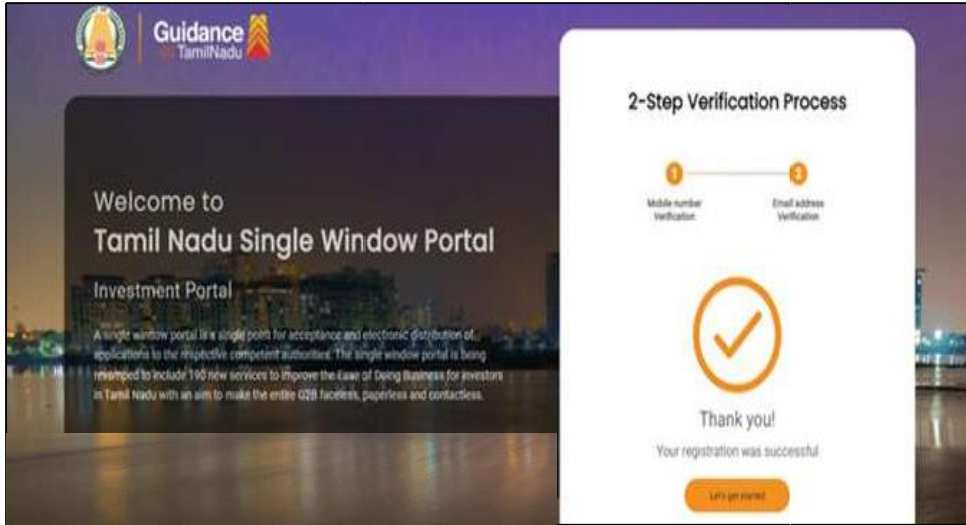4. Registration process is completed successfully

Figure 7. Registration confirmation pop-up

4. Login

1. The user can login to TNSWP with the username and password created during the registration process.

2. Click on the **'Login'** button to enter TNSWP.

Figure 8. Login

5. Dashboard Overview

1. When the user logs into TNSWP, the dashboard overview page will appear.

2. Dashboard overview is a user-friendly interface for the user'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 user 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 user 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 out multiple applications.

4. The Overview of the Combined Application Form (CAF) and the instructions to fill in the Combined Application Form (CAF) is mentioned in the below Figure.

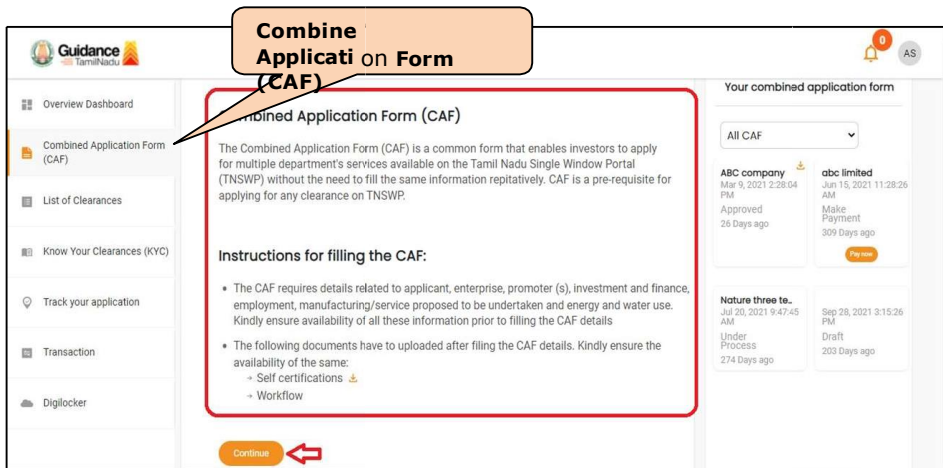5. Click on '**Continue'** button to fill in the Combined Application Form.

Figure 10. Combined Application Form (CAF)

Sections of Combined Application Form

1. To complete the Combined application form (CAF) the user to fill 8 Sections of CAF as displayed in Figure 11. (9 sections in case of Large Industry to choose payment option)

Figure 11. Sections of Combined Application Form

2. **After filling the CAF details, the user has to upload the requisite supporting documents under 'Section 8: Supporting Documents'**
   - **Self-Certification:**
     - o Download the template.
     - o Prepare the self-certification documents as per the instructions given in the template and upload.
   - **Workflow:**
     - o Prepare and upload the business process flow chart.

3. After filling all the sections in combined application form (CAF), the user can submit the form

4. When the user 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 user belongs to a large industry, a 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 License to establish, road cutting permission in highways department

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

Search for Clearance

1. Select 'Pre-Establishment Stage Clearance' and find the clearance 'License to establish, Road Cutting Permission' by using Search option (Refer Figure14).

Figure 14. Search for Clearance

Apply for Clearance

a. User can view information on workflow, checklist of supporting documents to be uploaded by the user and fee details. Click on 'view' to access the information (Refer Figure 15)

b. To apply for the clearance, click on 'Apply' to access the department application form (Refer Figure 15).

c. The user can apply to obtain license for more than 1 establishment using a single login, but the user must create multiple Combined Application Form (CAF) for each of the establishments.

Figure 15. Apply for Clearance

8. Filling the application form

1. Users need to fill the details under the following 2 sections inorder to complete the application.
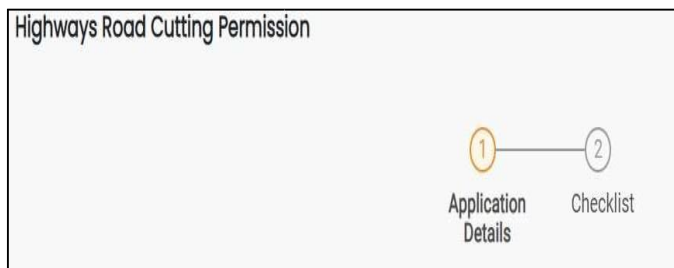
   i. **Application Details**

   ii. **Checklist**

Figure 16. Two Sections of the application form

Project Details

1. Select the project Name in Drop down list

Figure 17. Project Details

Firm Details

1. Common fields will be auto populated in firm details

Figure 18. Firm Details

Company Address

Figure 19. Company Details

Applicant Details

Applicant Details (Authorised Person)

Applicant Name *

VIJAY C

Applicant Designation *

SOFTWARE ENGINEER

Applicant Primary Mobile Number *

9884256808

Applicant Secondary Mobile Number

8795899989

Applicant Email ID *

ravihbaguidance@gmail.com

Figure 20. Applicant Details

Proposed Road Cutting details

1. To choose the dropdown menu any one purpose of road cutting

Proposed Road Cutting Details

Purpose of Road Cutting *

Select field

Water Supply Pipeline
Optical Fibre Cable (OFC)
Sewerage Line
Telephone Cable
Gas Pipeline
Electrical Cable

Figure 21. Proposed Road Cutting Details

Road Details ⊖

Name of Division	Classification of Roads	Name of Road	Along/ Across	Action
No data available in table				

No Records found

Name of Division *

Chennai City Roads   × ▾

Classification of Roads *

State Highway   × ▾

Name of Road *

Chennai Mahabalipuram (via) Thiruporur road (Rajiv Gandhi Road) (SH-49A)   × ▾

Along/ Across *

Along and Across   × ▾

Location / Landmark near the starting point of the road cutting area *

Mahabalipuram Beach Road

Starting Chainage

1.115

Location / Landmark near the ending point of the road cutting area *

Near Thiruporur road Bus Stand

Ending Chainage

1.995

Length of cutting (in Metres)

1.478

Chainage Point

1.654

Riding Surface/ Non riding Surface *

Riding and Non-Riding Surface   ×   ▼

Left Hand Side (LHS) / Right Hand Side (RHS) *

Both(Left Hand Side/Right Hand Side)   ×   ▼

Width of cutting (in Metres)

0.995

Depth of cutting (in Metres)

1.965

(Add)   (Reset)

To Click Add Button

Details will be updated in the field of Road details

Road Details   ⊖

Name of Division	Classification of Roads	Name of Road	Action
Chennai City Roads	State Highway	Chennai Mahabalipuram (via) Thiruporur road (F	✎ 🗑

Showing 1 to 1 of 1 entries

Figure 22. Road Details

2. After filling in the requisite details, the user to upload the checklist ofsupporting documents. Following is the checklist of documents

Checklist

The following supporting documents to be uploaded by the user

Note:

- *Maximum 10 MB Allowed (Only .DOC, .PDF, .XLS, .BMP, .GIF, .JPEG, .PNG, .PPTX, .DOCX, .XLSX, .ZIP, .KML are allowed)*

- *In case of multiple documents, please upload in zip format*

a) Maps /Drawings of the roads/ streets where the road cutting is proposed.

Note: The map should clearly show the "From" and "To" places where the road Cutting is proposed.

b) Key maps

c) Longitudinal Section Drawing

d) Cross Sectional Drawing

e) Compliance Report

Note: The Compliance Report should only be filled in when Stoppage Notice is issued.

Figure 23. Checklist

9. Token Id Generated

After uploading the entire supporting document click on ''Submit' and the token ID is generated. The token ID is the reference ID for the user to track their application
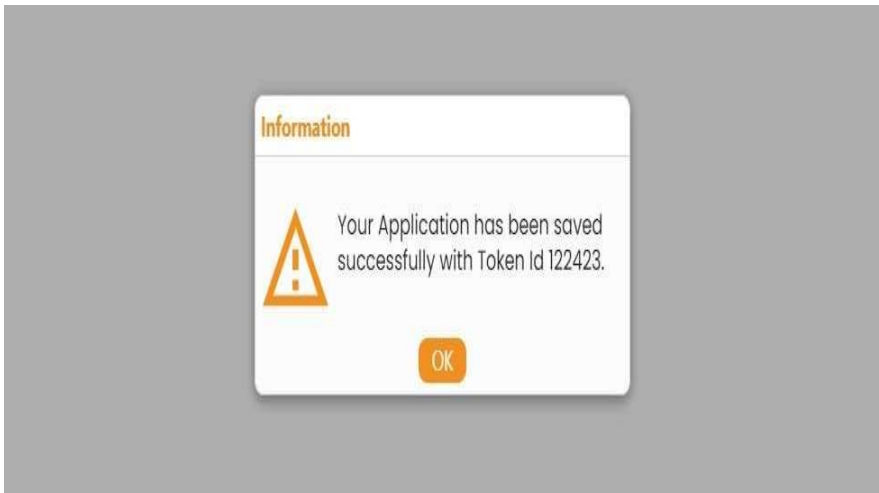

Figure 24. Token id Generated

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10. Track Your Application

1. After submitting the application, a unique **'Token ID'** would be generated. Using the 'Token ID' the user can track the status of clearances by clicking on 'Track your application' (Refer Figure 24).

2. User to choose the name of the project created during CAF from the Dropdown 'Select project / CAF' displayed at the top of the page.

i. Track your application– 'Overview' option

By clicking on 'Overview' tab, user can view the count of various clearance status as follows –

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

Figure 25. Track your application

ii. Track your application– 'All details' option

By clicking on 'All details' tab, user 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

Figure 26. 'All details' tab

11. Query Clarification

a. After submitting the application to the department, the concerned officer reviews the application and if there are any clarifications required, the concerned officer would raise a query to the user.

b. Users would receive an alert message on Registered SMS/Email

c. Users can click on 'Track your application' option and view the queryunder 'All Details' Tab -> Actions.

d. Users can view the status as 'Need Clarification' under the 'Status' column. Click on 'Action' button to respond to the query as shown in Figure.27.

e. Click on 'Clarify Query' button (Refer Figure 28)

Figure 27. 'Actions' tab

Figure 28. Clarify Query

f. The User clicks on 'Clarify Query' button and responds to the Query.

g. The Application gets submitted to the department after the query has been addressed by the user.

h. The Status of the application changes from 'Need clarification' to 'Under Process' after the user submits the query.

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Track your Application   Select Project/CAF 10or ▼   Overview   **All Details**

Filters ▼
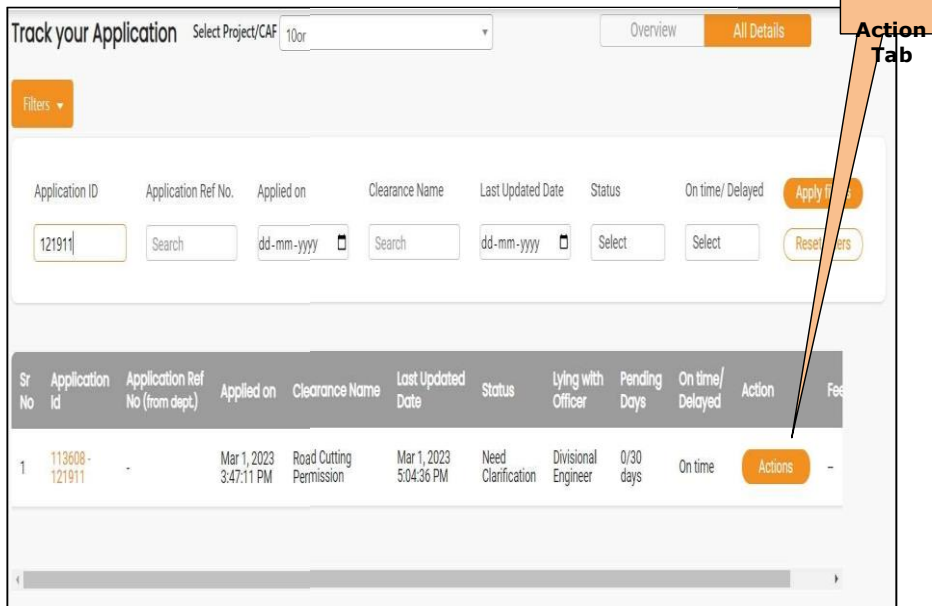
Status change from need clarification' to 'under process'

Application ID	Application Ref No.	Applied on	Clearance Name	Last	Status	On time/ Delayed	
121911	Search	dd-mm-yyyy	Search	dd-m	Select	Select	**Apply filters** / Reset filters

Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Sta	Lying with Officer	Pending Days	On time/ Delayed	Action	Fee
1	113608 - 121911	-	Mar 1, 2023 3:47:11 PM	Road Cutting Permission	Mar 1, 2023 5:08:08 PM	Under Process	Divisional Engineer	0/30 days	On time	Actions	--

Figure 29. Status changed to 'Under process

12. Inspection Schedule

    a. The department schedules the date of appointment for inspection to be done for the specified institution (Refer Figure 30).

    b. The inspection date scheduled by the department is intimated to the user (Refer Figure 31)

    c. After the Inspection is completed, the Additional Divisional Engineer submits the Inspection report to the Divisional Engineer for Review.

Figure 30. Status changed to 'inspection scheduled'
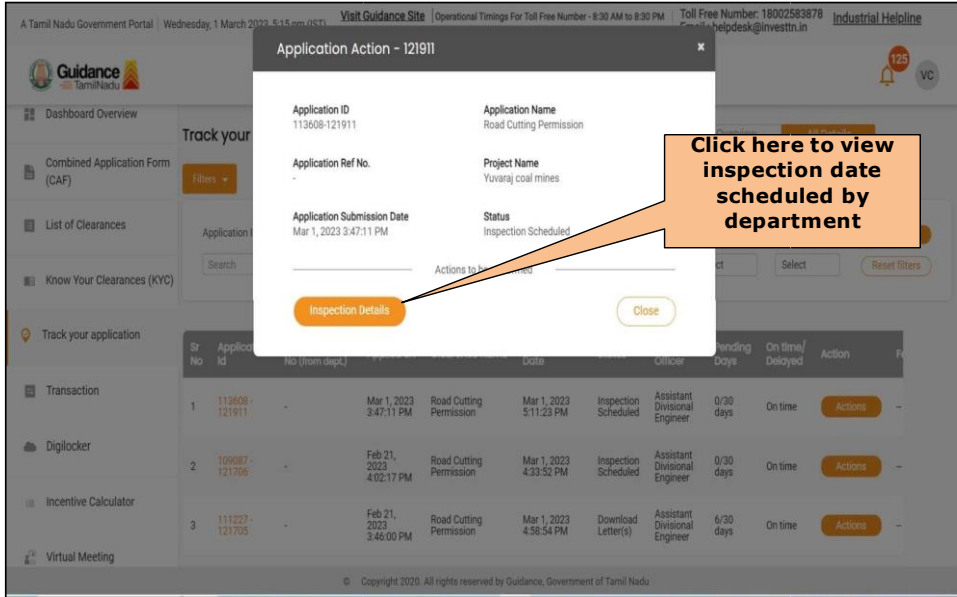
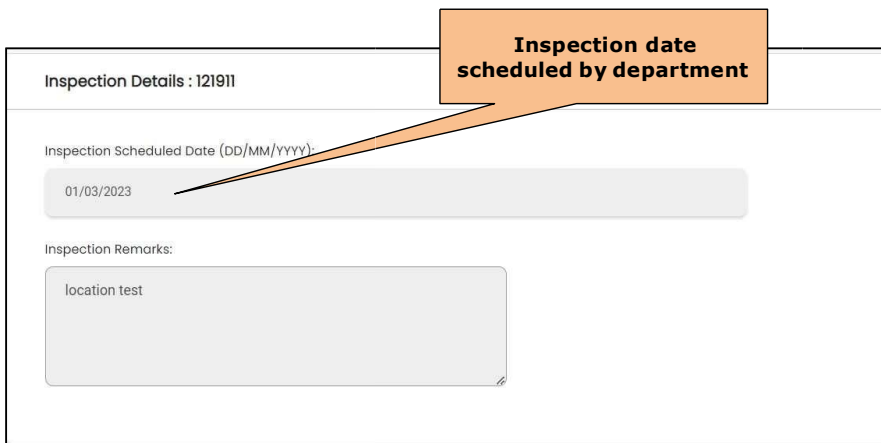**Figure 31. Details of Scheduled Inspection**

Figure 32. Inspection date scheduled by the department

13. Payment Process

a. Once the status has changed to 'Make payment', the user to click on 'Action Button' under 'Track your application' and make the payment by clicking on 'Payment' option (Refer Figure 32, 33).

b. The User has the provision to make the payment by using either 'SBI' or 'PAYGOV' payment gateway.

c. After the payment is completed by the user, the status is reflected as **'Under Process'**

Status change Make Payment

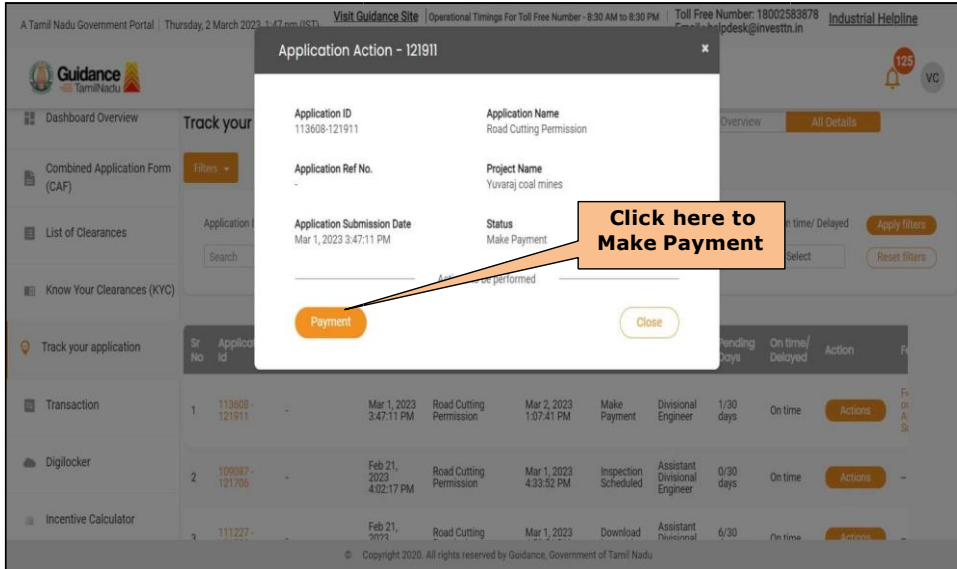**Figure 33. Status changed to 'Make Payment'**

Figure 34. Make payment

14. **Application processing**

    The Divisional Engineer scrutinizes and reviews the application and updates the status as **"Approved or Rejected"**
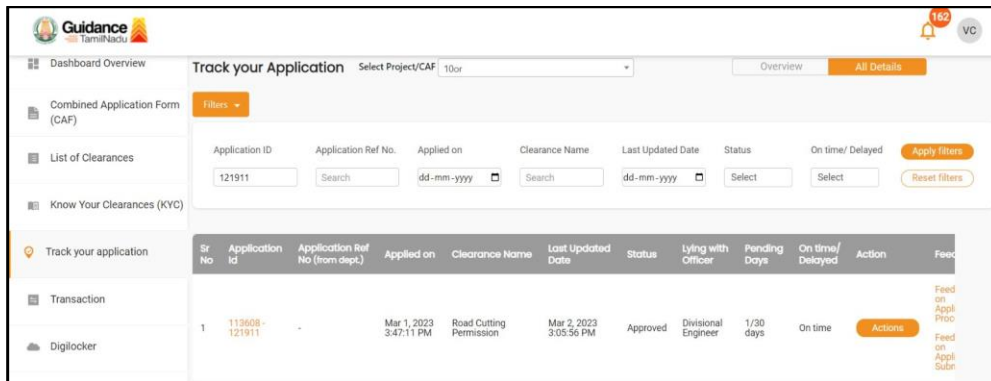

Figure 35. Application Processed

If the application is **'Approved'** by the Divisional Engineer, the applicant can download the Approval Certificate under **Track your application – > Action button -> Download Certificate** (Refer Figure 36)
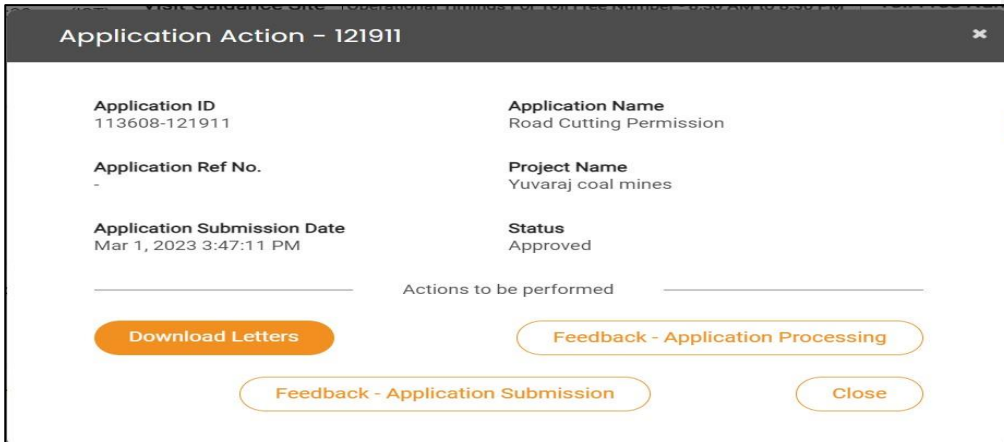

Figure 36. Download certificate

If the application is '**Rejected**' by the Divisional Engineer, the applicant can view the rejection remarks under the Actions Tab by the Divisional Engineer. Applicant has to create a fresh application if the application has been rejected. (Refer Figure 37)
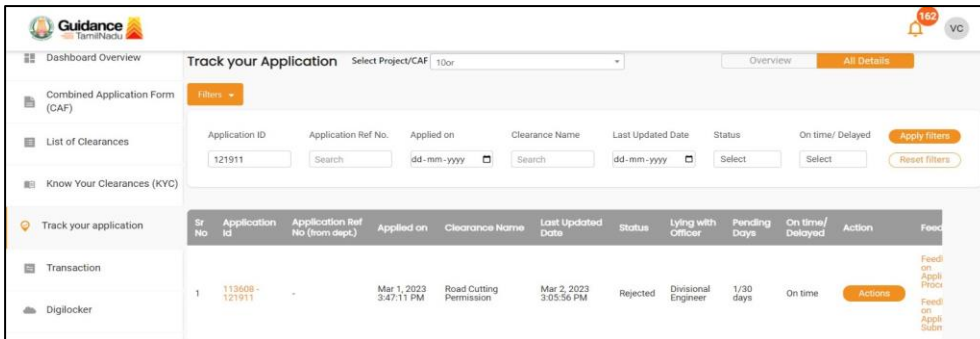

Figure 37. Rejected Status

Figure 38. Download Certificate