

**Guidance**  
INVEST  
INNOVATE  
CREATE  
TamilNadu



# **TAMILNADU SINGLE WINDOW PORTAL**

## **APPLICANT MANUAL**

**Name transfer of property**

**Directorate of Town Panchayats**



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

**TNSWP website  
(www.tnswp.com)**

**Toll free number  
and Mail Id**



← → ↻ tnswp.com/DIGIGOV/swp-tnswp.jsp

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

Home About Us Clearances/Approvals Legislation, Policies & Notifications Dashboard Help & Support Register Login

# TAMIL NADU

## Leading the Nation

<b>#1</b> Number of Factories in India	<b>#1</b> Number of Operational SEZs in India	<b>#1</b> Governance & Political Stability (N-SIPI 2019)	<b>#1</b> International and Domestic Tourist Arrivals	<b>#1</b> Best Performing State (India Today State of the State Award 2018, 2019 & 2020)
<b>#2</b> Sustainable Development Goals (SDG) Index 2020-21 (NITI Aayog)	<b>#2</b> Second Largest Economy in India	<b>#2</b> Best Governed State (Public Affairs Index 2020)	<b>#2</b> Job Creation Under IBPS Scheme	<b>#2</b> Growth, Innovation and Leadership Index 2019 (Frost & Sullivan)

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](#)

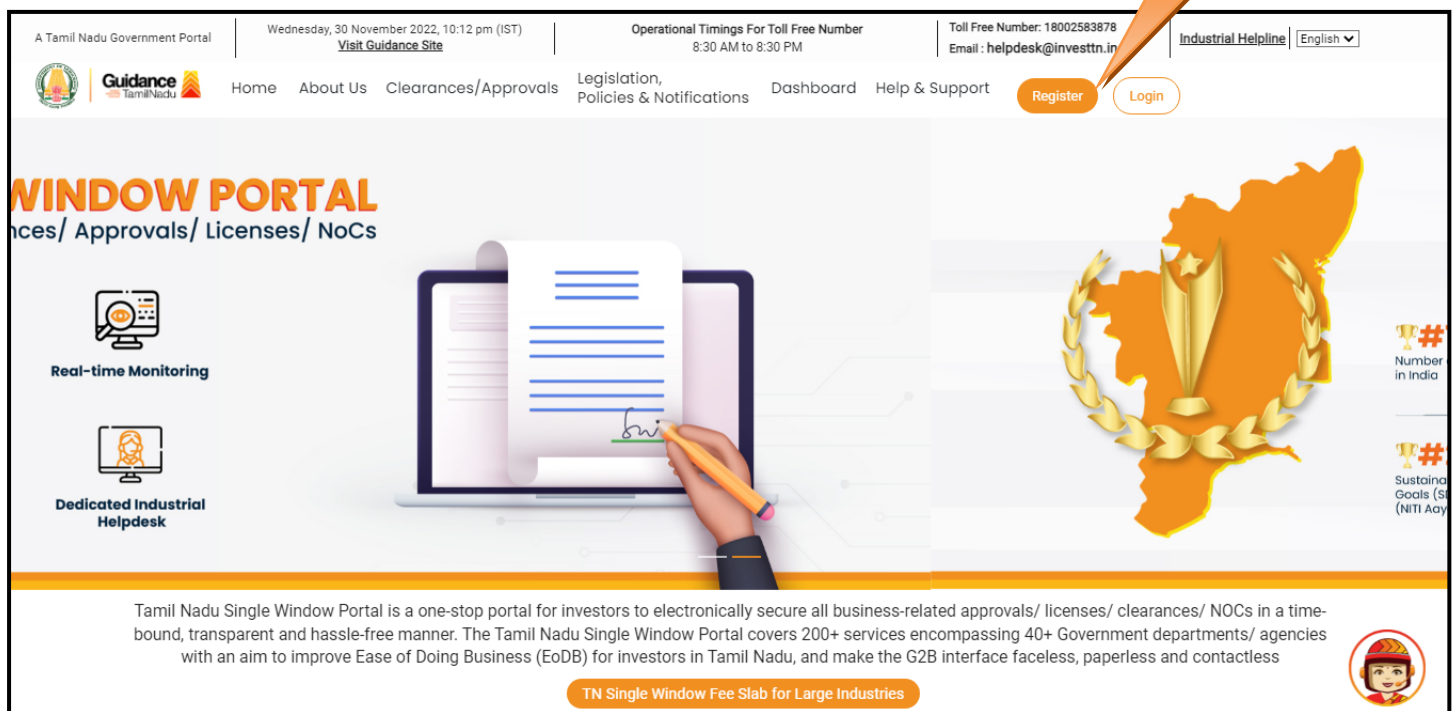
**Figure 1. Single Window Portal Home Page**

## 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**



A Tamil Nadu Government Portal | Wednesday, 30 November 2022, 10:12 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

Home About Us Clearances/Approvals Legislation, Policies & Notifications Dashboard Help & Support Register Login

**SINGLE WINDOW PORTAL**  
Clearances/ Approvals/ Licenses/ NoCs


Real-time Monitoring  
Dedicated Industrial Helpdesk

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 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

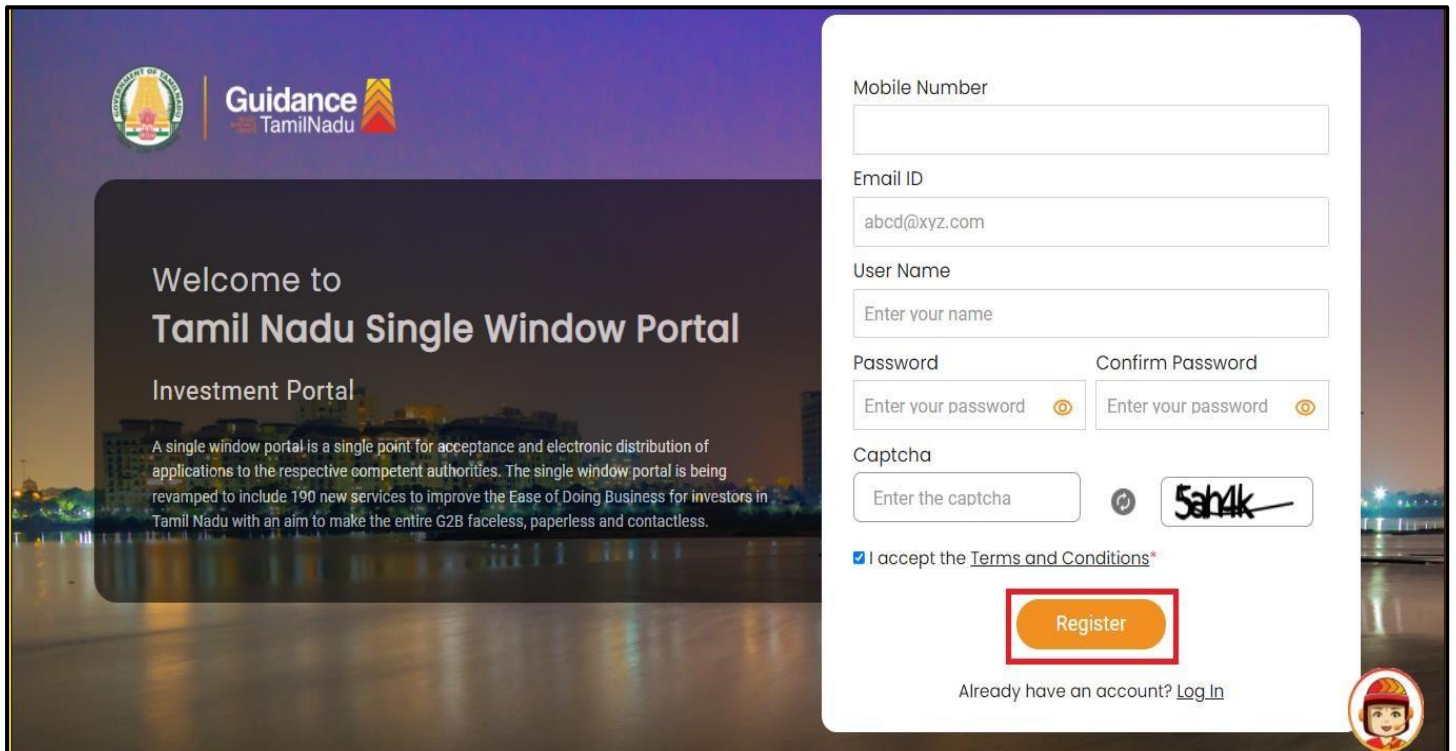
Date of Birth  

- 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**

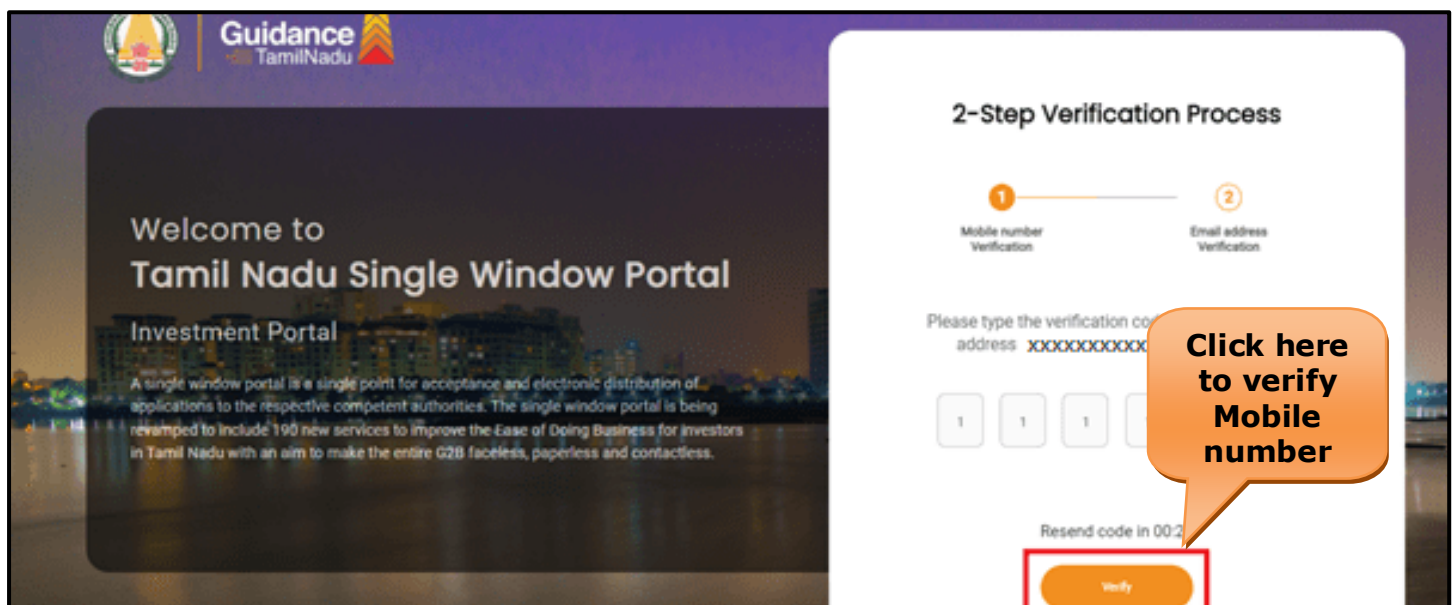
- 6) The Email ID would be the Username to login the TNSWP.
- 7) Future communications would be sent to the registered mobile number and Email ID of the applicant.
- 8) Create a strong password and enter the Captcha code as shown.
- 9) The applicant must read and accept the terms and conditions and click 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.

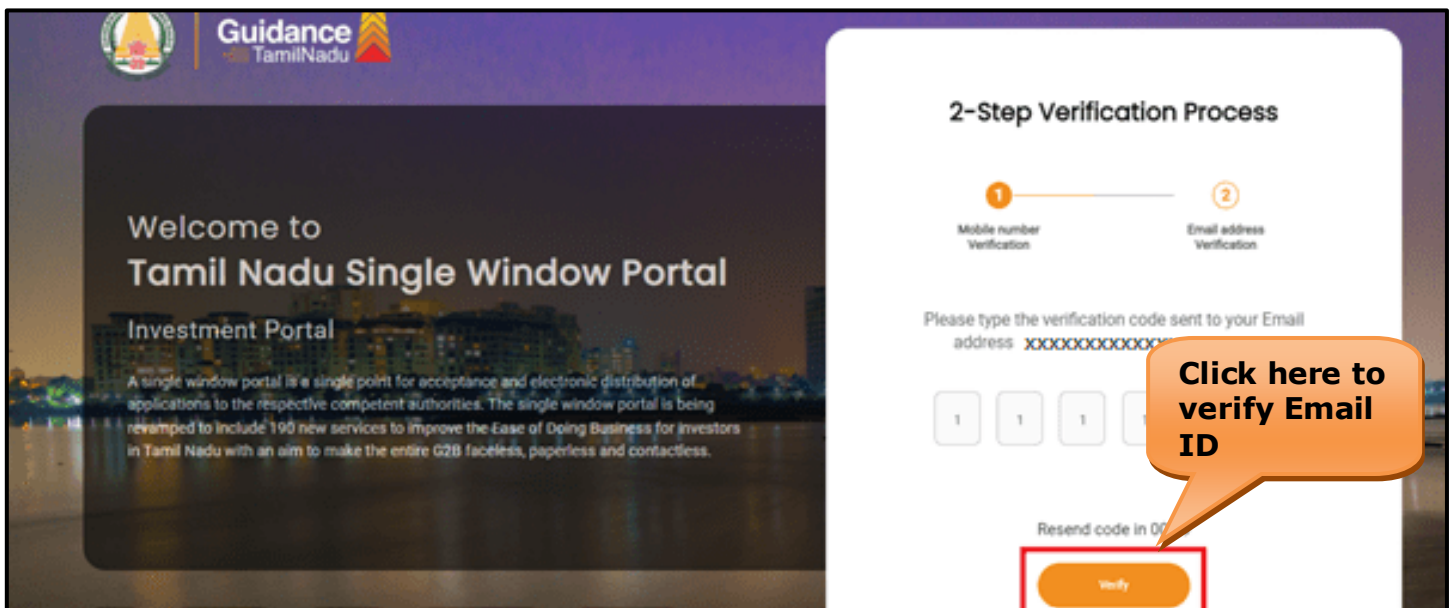


**Figure 5. Mobile Number Verification**



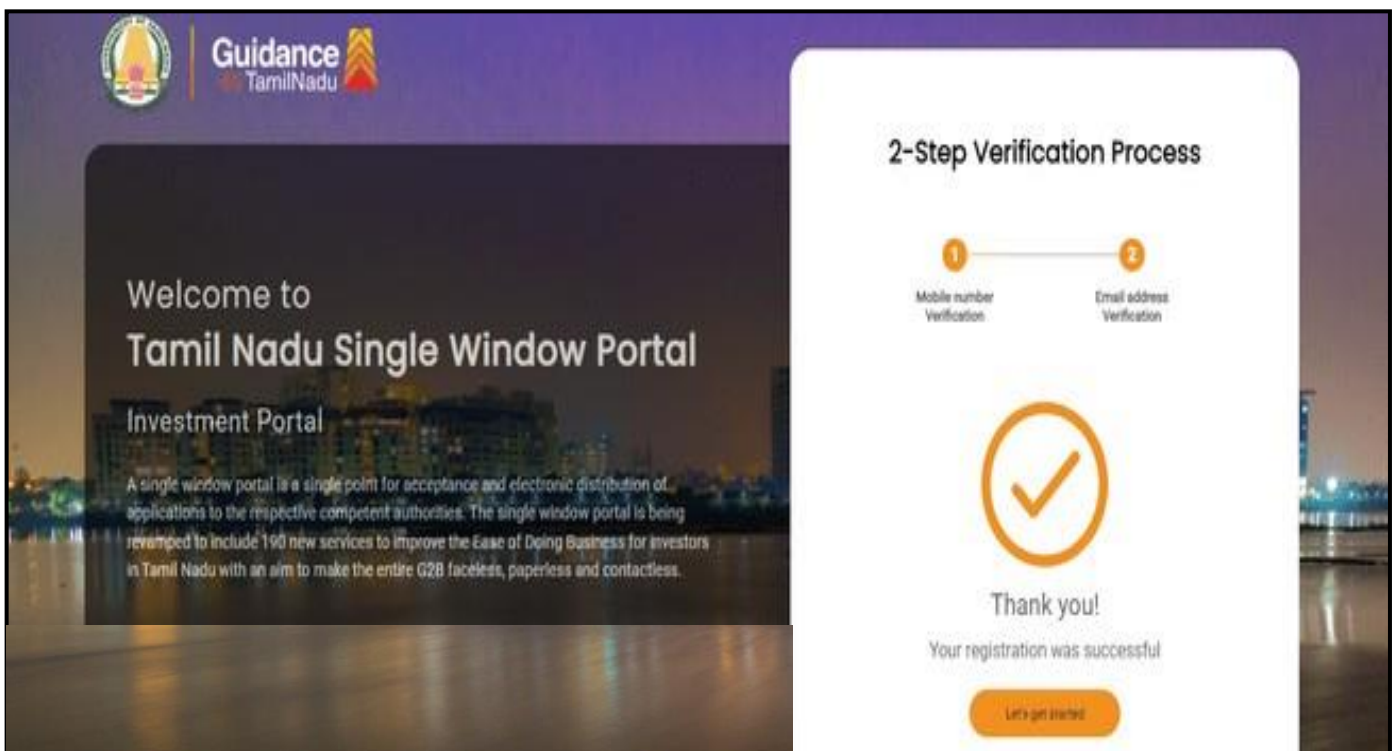
- o **Email ID Verification**

- 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 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 '8:30 AM to 8:30 PM', and contact information 'Toll Free Number: 18002583878' and 'Email: helpdesk@investtn.in'. The navigation menu contains 'Home', 'About Us', 'Clearances/Approvals', 'Legislation, Policies & Notifications', 'Dashboard', and 'Help & Support'. The 'Register' and 'Login' buttons are highlighted in orange. The main content area features a large orange map of Tamil Nadu with a star and laurel wreath, and the text 'TAMIL NADU Leading the Nation'. Below this, there are ten award statistics:

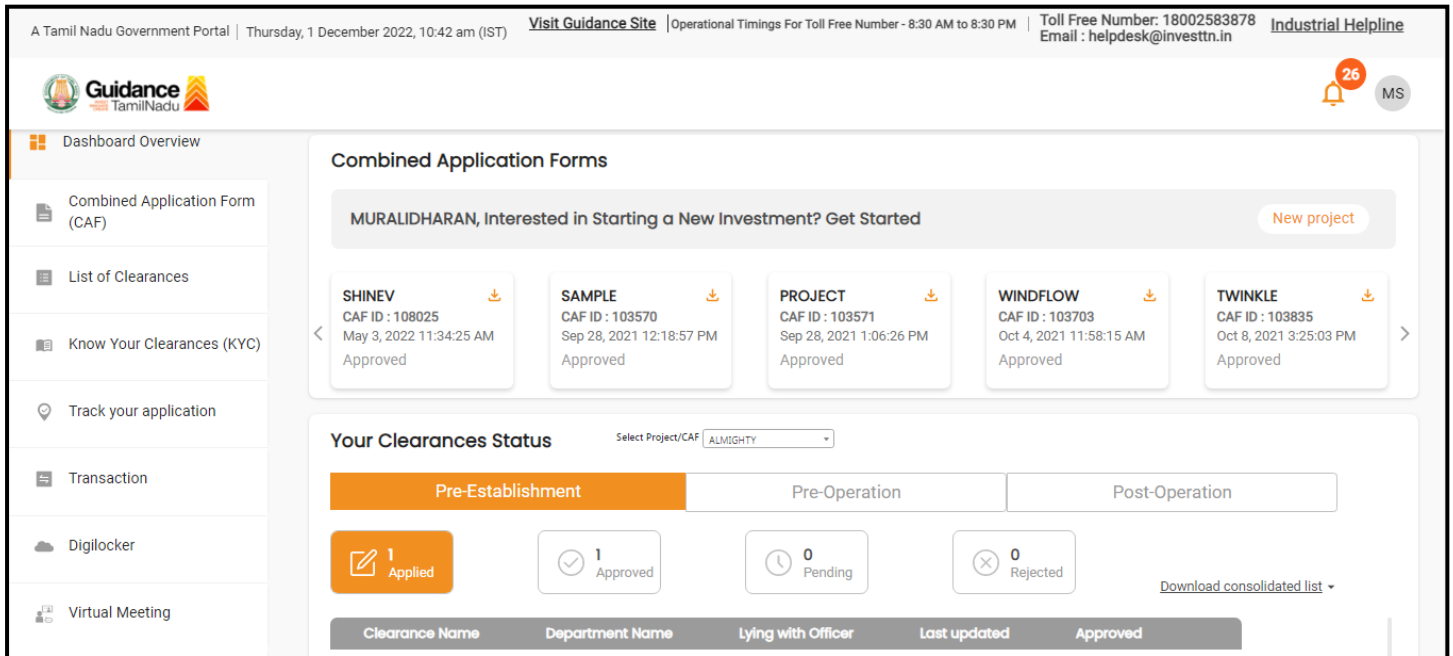
<b>#1</b> Number of Factories in India	<b>#1</b> Number of Operational SEZs in India	<b>#1</b> Governance & Political Stability (N-SIPI 2019)	<b>#1</b> International and Domestic Tourist Arrivals	<b>#1</b> Best Performing State (India Today State of the State Award 2018, 2019 & 2020)
<b>#2</b> Sustainable Development Goals (SDG) Index 2020-21 (NITI Aayog)	<b>#2</b> Second Largest Economy in India	<b>#2</b> Best Governed State (Public Affairs Index 2020)	<b>#2</b> Job Creation Under IBPS Scheme	<b>#2</b> Growth, Innovation and Leadership Index 2019 (Frost & Sullivan)

At the bottom, a text block describes the portal as a one-stop service for investors, and a button for 'TN Single Window Fee Slab for Large Industries' is visible. A small cartoon character icon is in the bottom right corner.

**Figure 8. Login**

## 5. Dashboard Overview

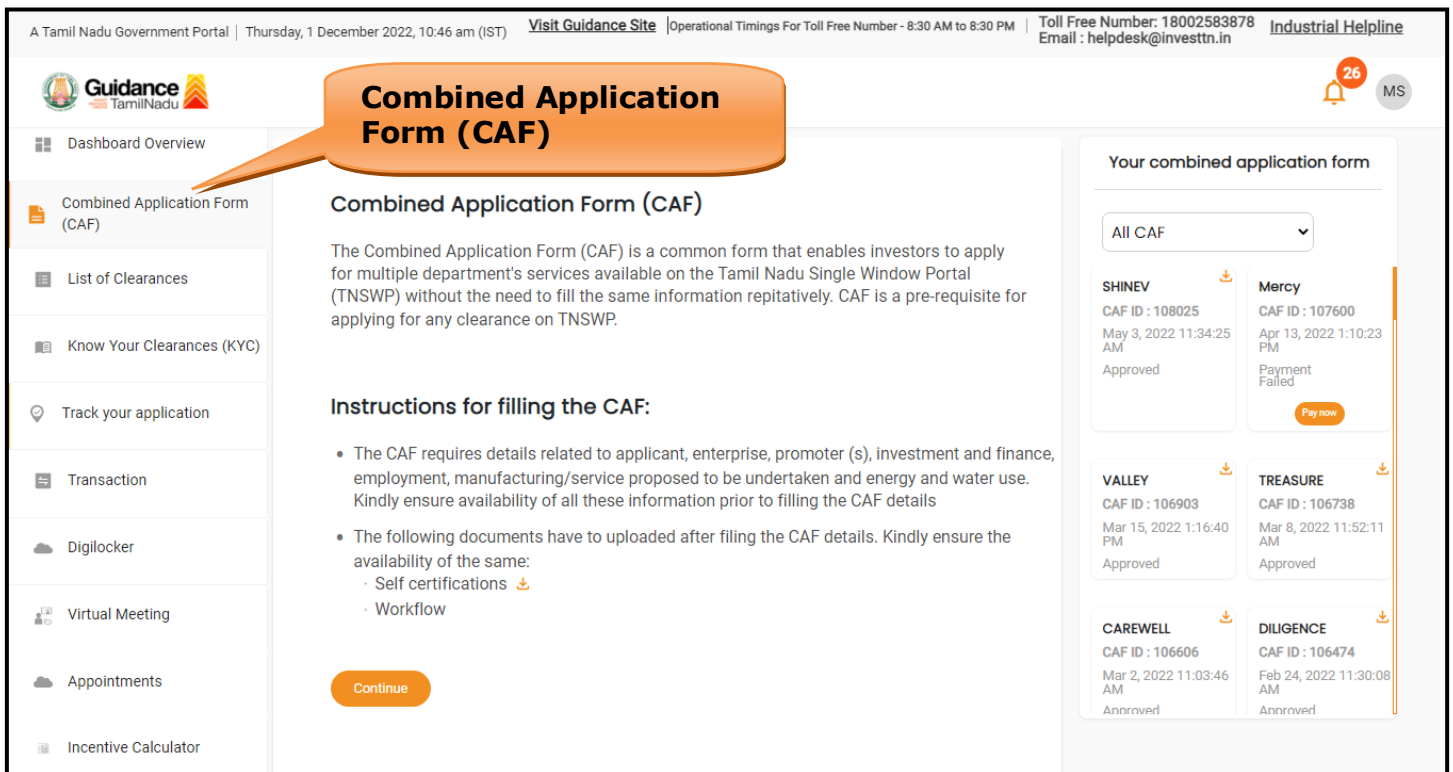
- 1) When the Applicant logs into TNSWP, the dashboard overview page will appear.
- 2) Dashboard overview is Applicant-friendly interface for the Applicant’s easy navigation and to access various functionalities such as Menu bar, Status whether the application is Approved, Pending, Rejected and Data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



**Figure 9. Dashboard Overview**

## 6. Combined Application Form (CAF)

- 1) Prior to applying for various clearances on TNSWP, the applicant must create a project by filling in the combined application form (CAF).
- 2) Click on Combined Application Form (CAF) from the menu bar on the left.
- 3) The details which are commonly required for applying various clearances are stored in Central Repository through CAF. So, whenever the applicant applies for various clearances for a specific project, the details stored in CAF gets auto populated in the application form which minimizes the time spent on entering the same details while filling multiple applications.
- 4) The Overview of the Combined Application Form (CAF) and the instructions to fill in the Combined Application Form (CAF) are mentioned in the below Figure.
- 5) Click on '**Continue**' button to fill in the Combined Application Form.



A Tamil Nadu Government Portal | Thursday, 1 December 2022, 10:46 am (IST) | Visit Guidance Site | Operational Timings For Toll Free Number - 8:30 AM to 8:30 PM | Toll Free Number: 18002583878 | Industrial Helpline Email : helpdesk@investtn.in

**Combined Application Form (CAF)**

**Dashboard Overview**

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

**Combined Application Form (CAF)**

The Combined Application Form (CAF) is a common form that enables investors to apply for multiple department's services available on the Tamil Nadu Single Window Portal (TNSWP) without the need to fill the same information repetitively. CAF is a pre-requisite for applying for any clearance on TNSWP.

**Instructions for filling the CAF:**

- The CAF requires details related to applicant, enterprise, promoter (s), investment and finance, employment, manufacturing/service proposed to be undertaken and energy and water use. Kindly ensure availability of all these information prior to filling the CAF details
- The following documents have to uploaded after filing the CAF details. Kindly ensure the availability of the same:
  - Self certifications
  - Workflow

**Your combined application form**

All CAF

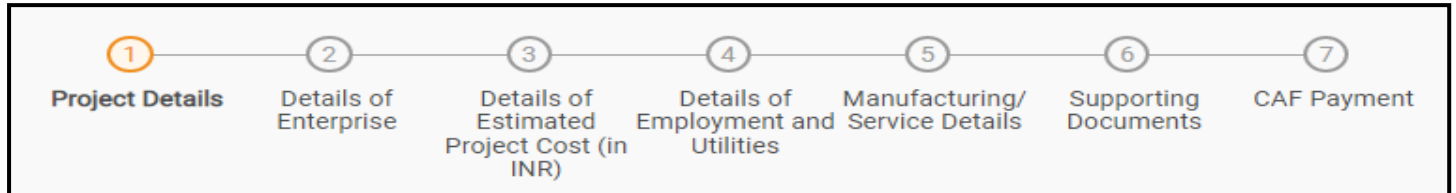
<b>SHINEV</b> CAF ID : 108025 May 3, 2022 11:34:25 AM Approved	<b>Mercy</b> CAF ID : 107600 Apr 13, 2022 1:10:23 PM Payment Failed <a href="#">Pay now</a>
<b>VALLEY</b> CAF ID : 106903 Mar 15, 2022 1:16:40 PM Approved	<b>TREASURE</b> CAF ID : 106738 Mar 8, 2022 11:52:11 AM Approved
<b>CAREWELL</b> CAF ID : 106606 Mar 2, 2022 11:03:46 AM Approved	<b>DILIGENCE</b> CAF ID : 106474 Feb 24, 2022 11:30:08 AM Approved

[Continue](#)

**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).

The screenshot displays the Guidance TamilNadu portal interface. At the top, there is a navigation bar with the Guidance TamilNadu logo and a notification bell icon showing 309 alerts. Below the navigation bar, a progress indicator shows seven steps: 1. Project Details, 2. Details of Enterprise, 3. Details of Estimated, 4. Details of Employment and Manufacturing facilities, 5. Details of Manufacturing, 6. Supporting Documents, and 7. CAF Payment. The current step is CAF Payment. A confirmation message box is overlaid on the page, stating: "Information: Your CAF details have been successfully saved. Kindly review the CAF fees amount and make applicable payment to submit the CAF." Below the message box, the "Payment Details" section is visible, showing options for "Lump sum" (selected) and "à la carte". The "Amount to be paid (in INR)" is set to 500000, with a "Calculate Fee" button. The amount is also displayed as "Five Lakh".

**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 Name transfer of property

1. Click on “List of Clearances”

### List of Clearances

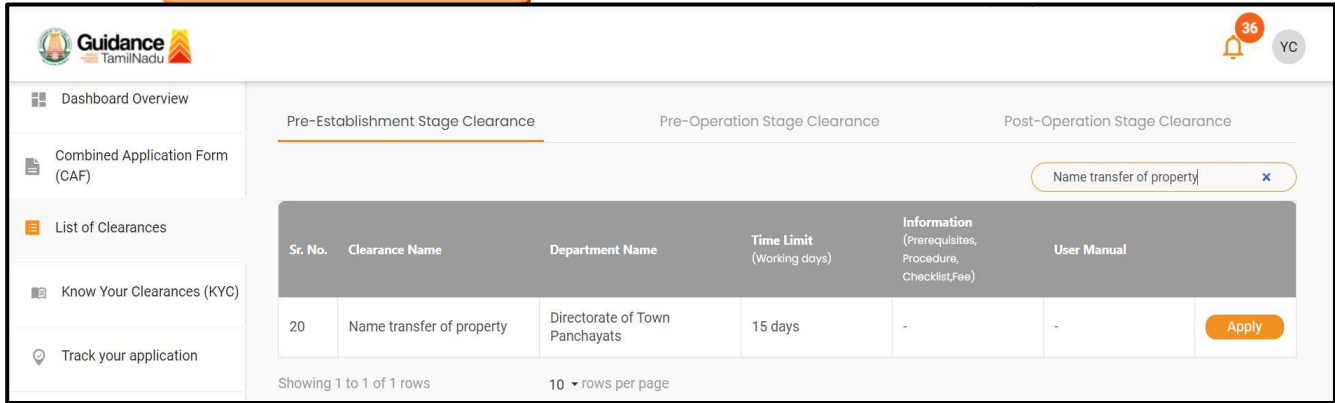


Figure 13. List of Clearances

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 ‘Name transfer of property’ by using Search option as shown in the figure given below.

Pre-Establishment Stage Clearance

Search for Clearance

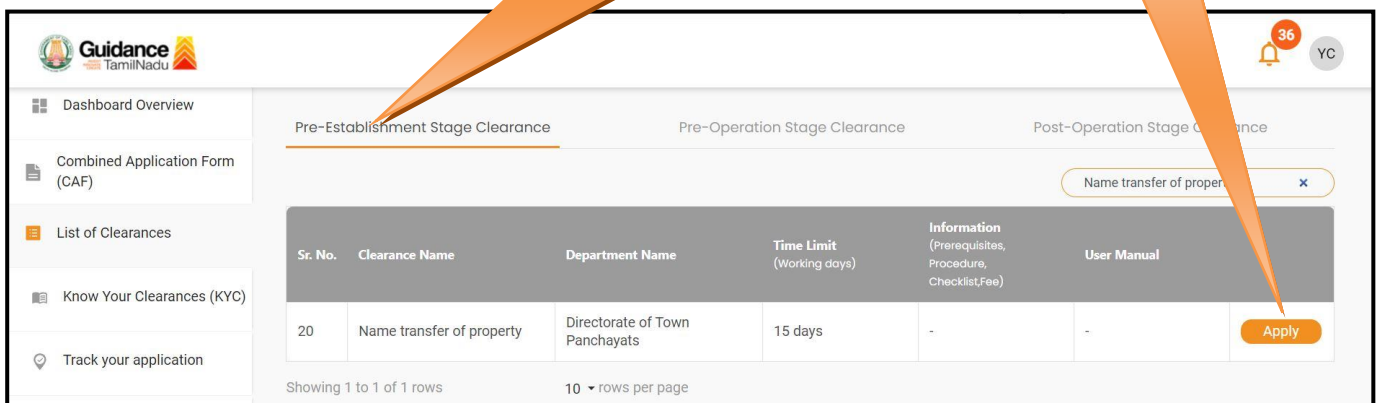


Figure 14. Search for Clearance



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**

Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
20	Name transfer of property	Directorate of Town Panchayats	15 days	-	-

**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  
Directorate of Town Panchayats

Name of the Clearance  
Name transfer of property

Select Project/CAF \*

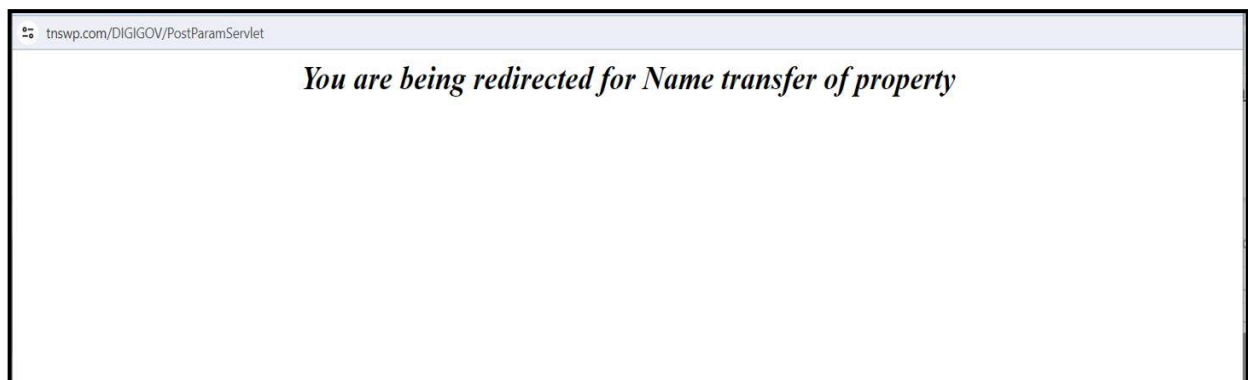
Select field

Select CAF

Close Apply

**Figure 16. Project/CAF**


2) Click on the Apply button and the Page would get redirected to Name transfer of property.




**Figure 17. Name transfer of property**

3) Enter all the mandatory details in the application for Name transfer of property.

dtp.tn.gov.in/project/forms/Public/api/Property\_Name\_Transfer\_Ins.php?sign=N2Y2MGFIMzAxOGVjODIxNzQ3YWNjZjg0NzgyNDAzYjc5NDhkZTkzZTAzZDcyMDg3YzEwMDM3YjNmMmJhYWM0Yg==8dept\_unique\_id=MjAyNC0yMDI1LzU1...

 பேரூராட்சிகள் இயக்ககம், தமிழ்நாடு  
 Directorate of Town Panchayats, Tamil Nadu

 Digital India  
 Power to Empower

About Us Citizen Services BRAP(Dashboard) Who's Who FAQ Contact Us Help Login

Name Transfer Assessment			
* District	Choose	* Town Panchayat	Choose
* Assessment Number			
* Name (in Local Language)		* Name (in English)	
Door No		Ward No	
Street Name		Total Area	
<b>Name Transfer To</b>			
* Name (in Local Language)		* Name (in English)	
Mobile Number		Email Id	
* Remark		* Sub Registrar Office	Choose
Document Enclosed( Maximum File Size : 5MB )			
<input type="button" value="Save Draft"/> <input type="button" value="Save"/> <input type="button" value="Reset"/>			

Click on  
'Save and  
continue'

Figure 18. Directorate of Town Panchayats, Tamil Nadu

## Application Submitted

- 1) After the applicant has completed the application form, the application is submitted successfully to the Executive Officer for further processing. The applicant can view the status of the application under **Track your application** → **Select the CAF from the Dropdown** → **All details**

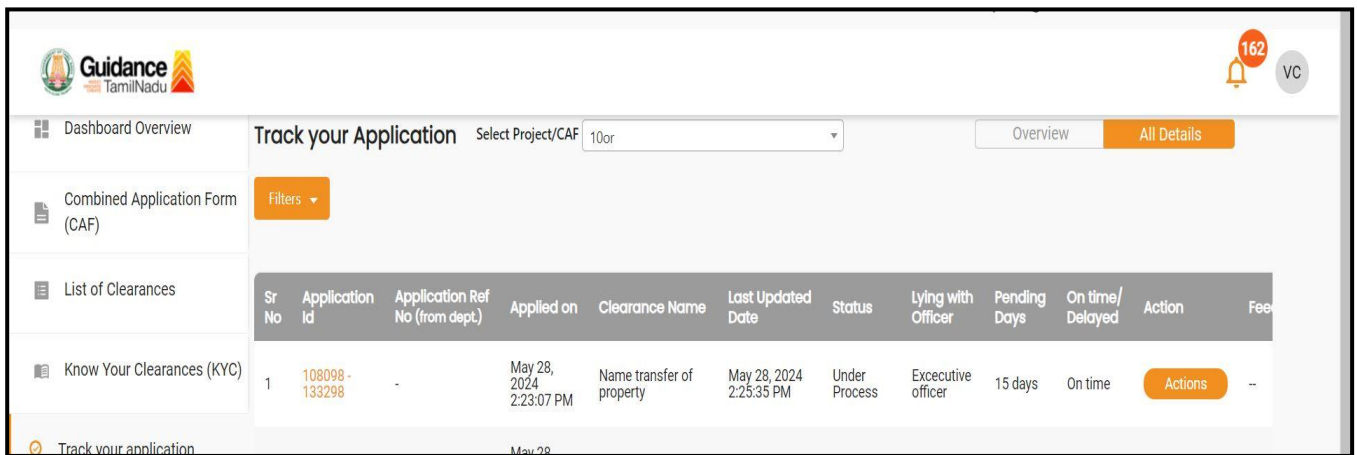


Figure 19. Status of the Application

## Application Submitted

- 2) The Executive officer forwards the application to the Junior Assistant for further processing. The applicant can view the status of the application under **Track your application** → **Select the CAF from the Dropdown** → **All details**

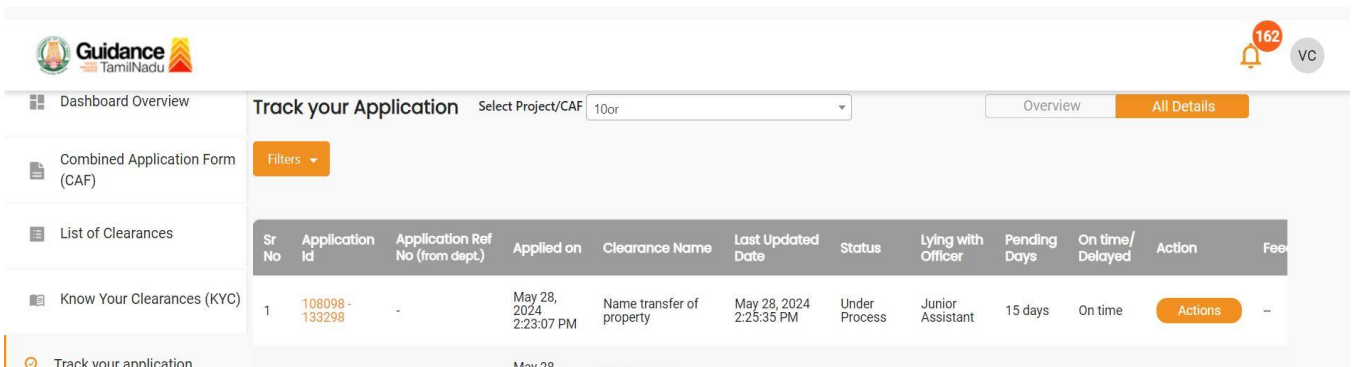
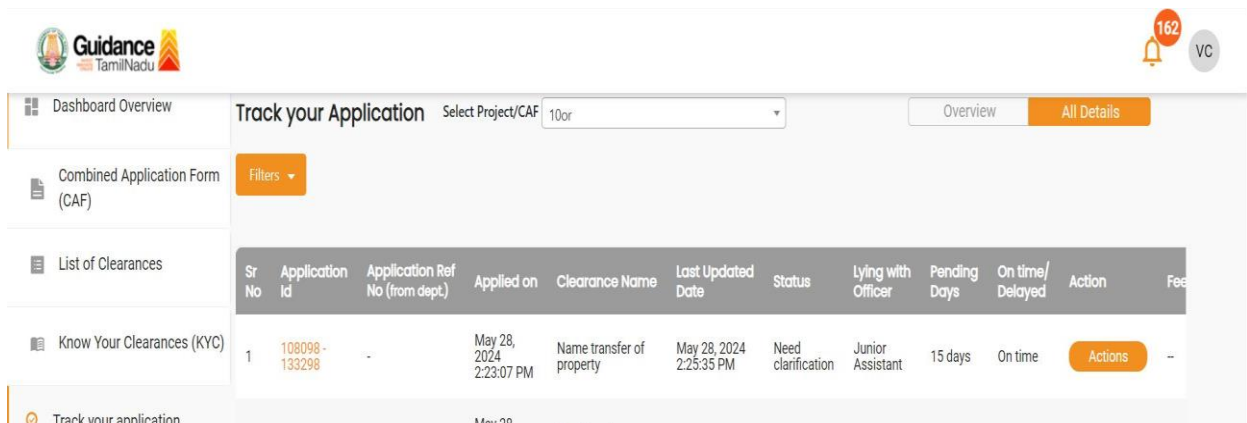


Figure 20. Junior Assistant

## 8.Query Clarification

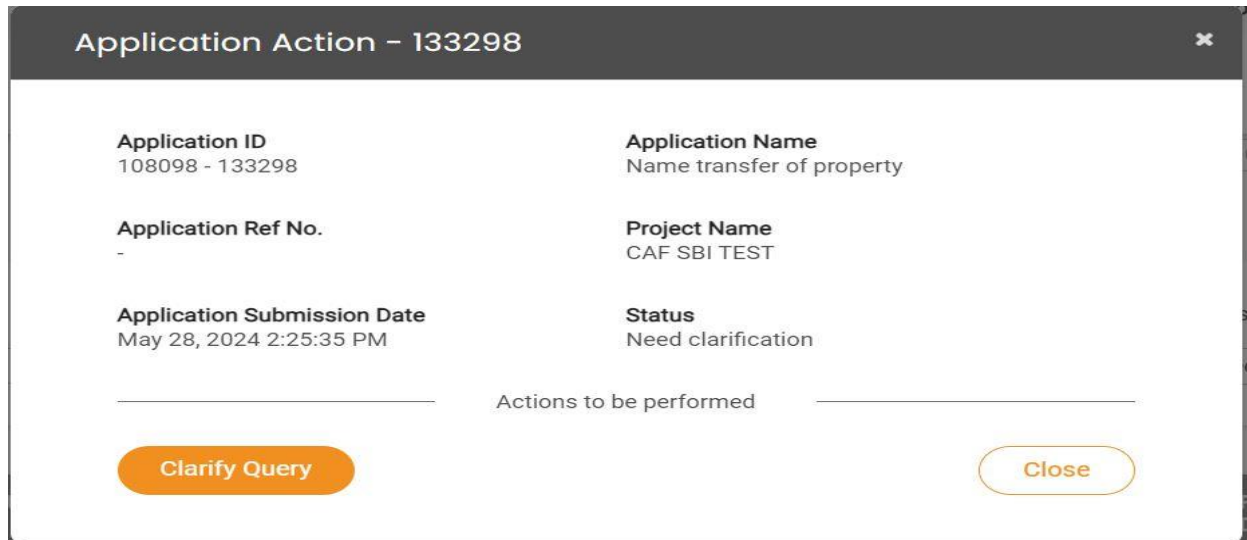
- 1) After submitting the application to the Directorate of Town Panchayats, the Junior Assistant reviews the application and if there are any clarifications required, the Junior Assistant would raise a query to the applicant.
- 2) Applicants would receive an alert message through Registered SMS/Email.
- 3) Applicants could go to 'Track your application' option and view the query under action items under the 'All Details' Tab.
- 4) Applicants 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.



The screenshot displays the 'Track your Application' interface. The top navigation bar includes the 'Guidance TamilNadu' logo, a notification bell with '162' alerts, and a 'VC' button. The main header shows 'Track your Application' with a dropdown for 'Select Project/CAF' set to '10cr'. Below this, there are tabs for 'Overview' and 'All Details'. The left sidebar contains menu items: 'Dashboard Overview', 'Combined Application Form (CAF)', 'List of Clearances', 'Know Your Clearances (KYC)', and 'Track your application'. The main content area features a table with the following data:

Sr No	Application Id	Application Ref No (from dept)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action	Fee
1	108098 - 133298	-	May 28, 2024 2:23:07 PM	Name transfer of property	May 28, 2024 2:25:35 PM	Need clarification	Junior Assistant	15 days	On time	Actions	-

**Figure 21. Need clarification**



The screenshot shows a window titled "Application Action - 133298" with a close button (X) in the top right corner. The window contains the following information:

<b>Application ID</b> 108098 - 133298	<b>Application Name</b> Name transfer of property
<b>Application Ref No.</b> -	<b>Project Name</b> CAF SBI TEST
<b>Application Submission Date</b> May 28, 2024 2:25:35 PM	<b>Status</b> Need clarification

Below the information, there is a section titled "Actions to be performed" with two buttons: "Clarify Query" (highlighted in orange) and "Close" (highlighted in yellow).

**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 Applicant clicks on '**Provide Clarification**' button and responds to the Query.
- 8) The Application gets submitted to the department after the query has been addressed by the Applicant.
- 9) The Status of the application changes from 'Need clarification' to '**Under Process**' after the Applicant submits the query.



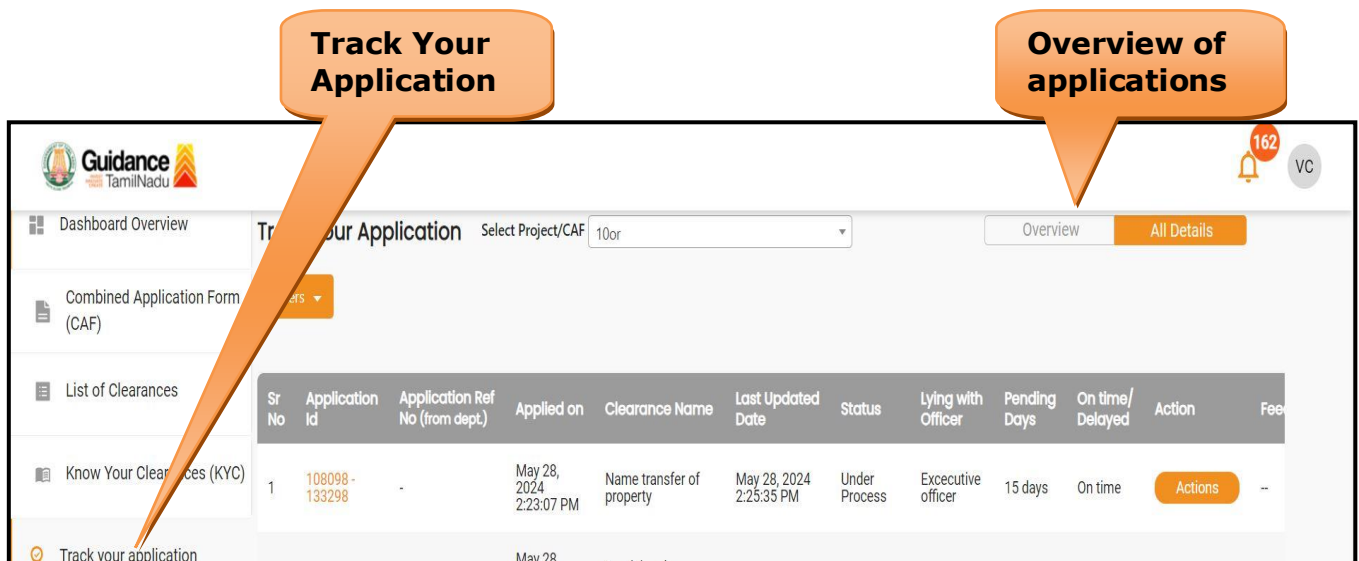
## 9. Track Your Application

- 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**



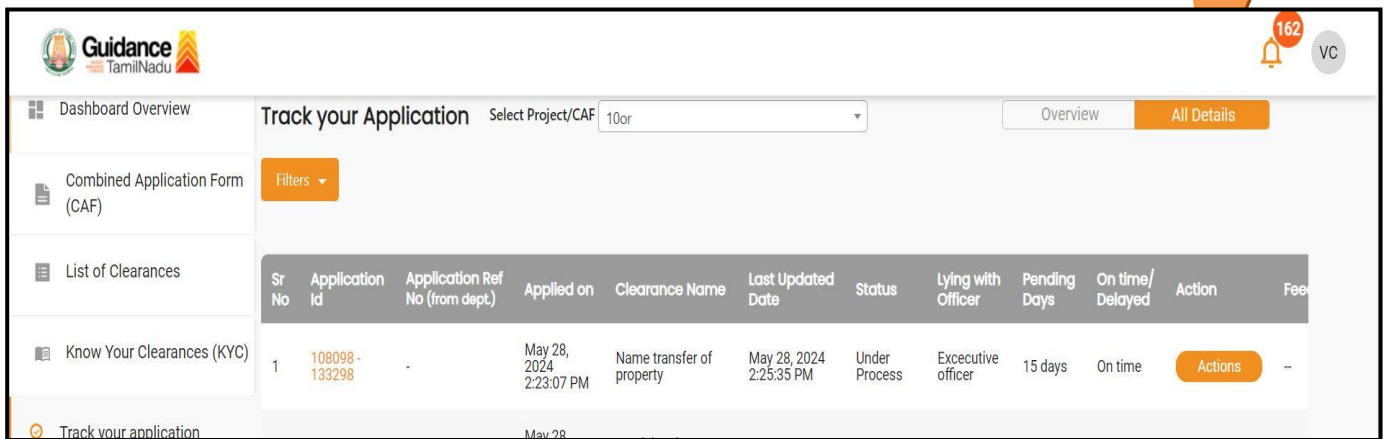
**Figure 23. Track Your Application**

- **Track your application– ‘All Details’ Option**

By clicking on ‘All details’ tab, Applicant can view the following statuses of the list of clearances applied for the specified project.

- **Applied on**
- **Last updated date**
- **Status of the application**
- **Lying with officer**
- **Pending days**
- **On time / Delayed Action**

**All Details Options**



The screenshot shows a web application interface for tracking applications. At the top, there is a navigation bar with the 'Guidance TamilNadu' logo and a notification bell icon with '162' unread notifications. Below the navigation bar, the main content area is titled 'Track your Application'. It features a dropdown menu for 'Select Project/CAF' with '10or' selected. There are two tabs: 'Overview' and 'All Details', with 'All Details' being the active tab. On the left side, there is a sidebar menu with options: 'Dashboard Overview', 'Combined Application Form (CAF)', 'List of Clearances', 'Know Your Clearances (KYC)', and 'Track your application'. Below the sidebar, there is a 'Filters' button. The main content area displays a table with the following columns: 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, and Fee. The table contains one row of 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	Fee
1	108098 - 133298	-	May 28, 2024 2:23:07 PM	Name transfer of property	May 28, 2024 2:25:35 PM	Under Process	Executive officer	15 days	On time	Actions	-

**Figure 24. ‘All Details’ tab**

## 10. Application Processing

1) Executive officer and reviews the application and updates the status as **“Approved or Rejected”**

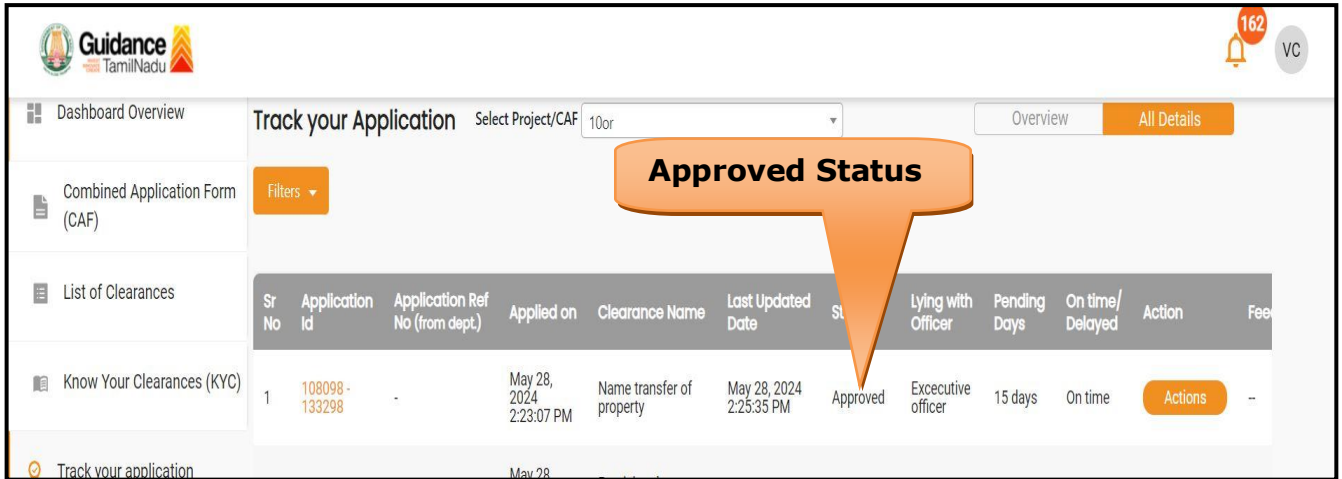


Figure 25. Application Processed

2) If the application is **‘Approved’** by the Executive officer, the applicant can download the Approval Certificate under **Track your application – > Action button -> Download Certificate** (Refer Figure 26)

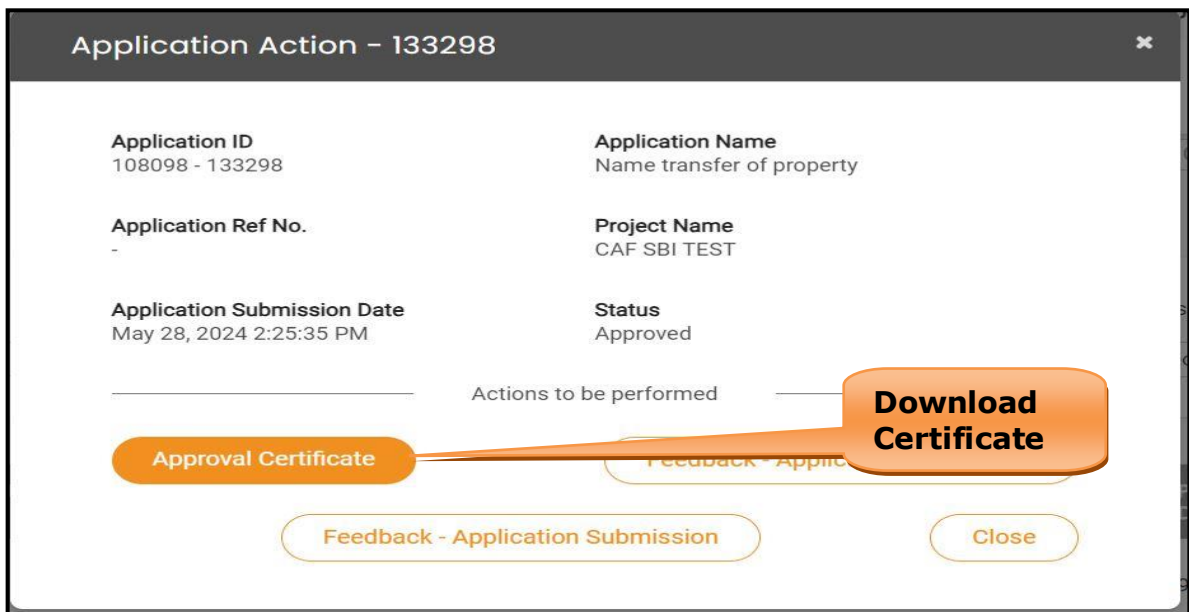


Figure 26. Download Certificate

3) If the application is '**Rejected**' by the Executive officer, the applicant can view the rejection remarks under the Actions Tab by the Executive officer. Applicant has to create a fresh application if the application has been rejected. (Refer Figure 27)

The screenshot shows a web dashboard for tracking applications. The main heading is 'Track your Application' with a dropdown menu for 'Select Project/CAF' set to '10or'. There are 'Overview' and 'All Details' buttons. A table lists applications with columns: 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, and Fee. One application is listed with status 'Rejected'. An orange callout bubble labeled 'Rejected Status' points to the 'Rejected' cell in the status column.

Sr No	Application Id	Application Ref No (from dept)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/Delayed	Action	Fee
1	108098 - 133298	-	May 28, 2024 2:23:07 PM	Name transfer of property	May 28, 2024 2:25:35 PM	Rejected	Excecutive officer	15 days	On time	Actions	-

**Figure 27. Rejected Status**

