



TAMILNADU SINGLE WINDOW PORTAL

APPLICANT MANUAL

New water supply connection

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



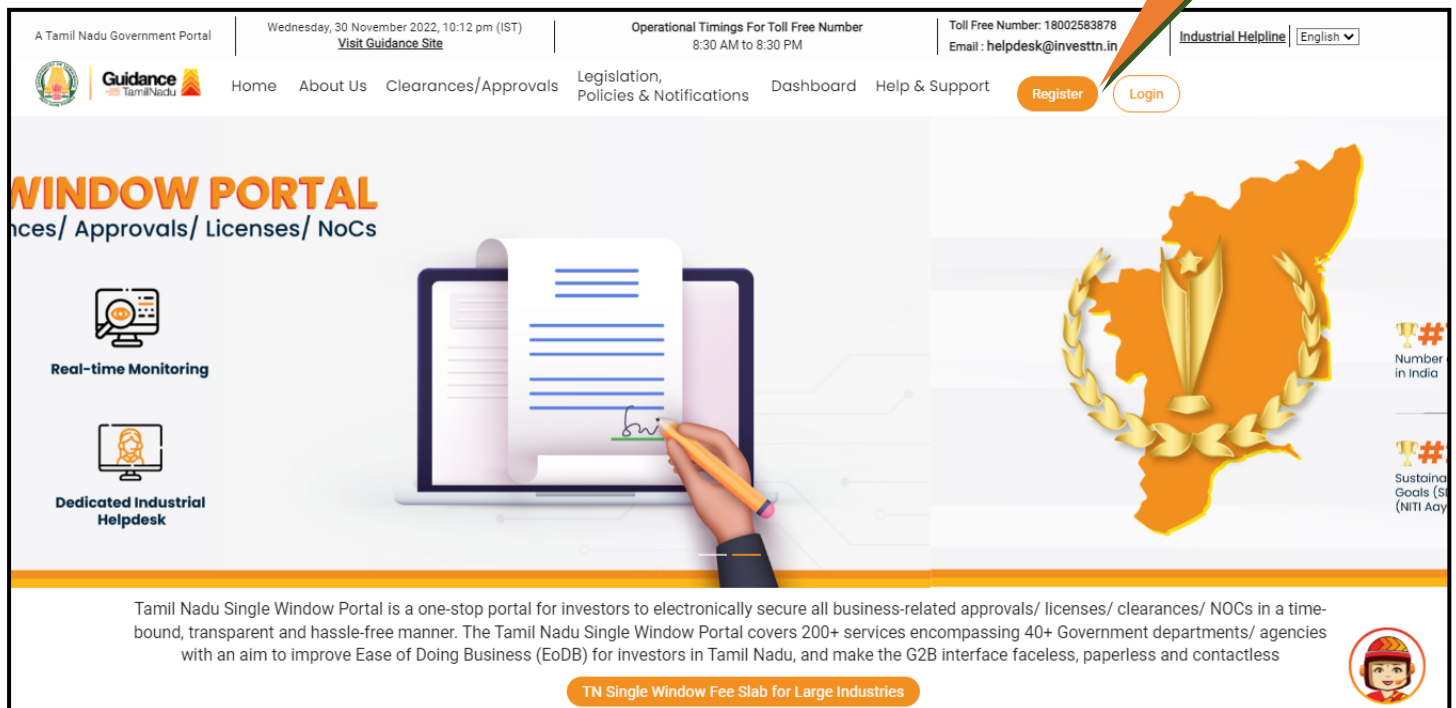
Figure 1. Single Window Portal Home Page

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.

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

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.

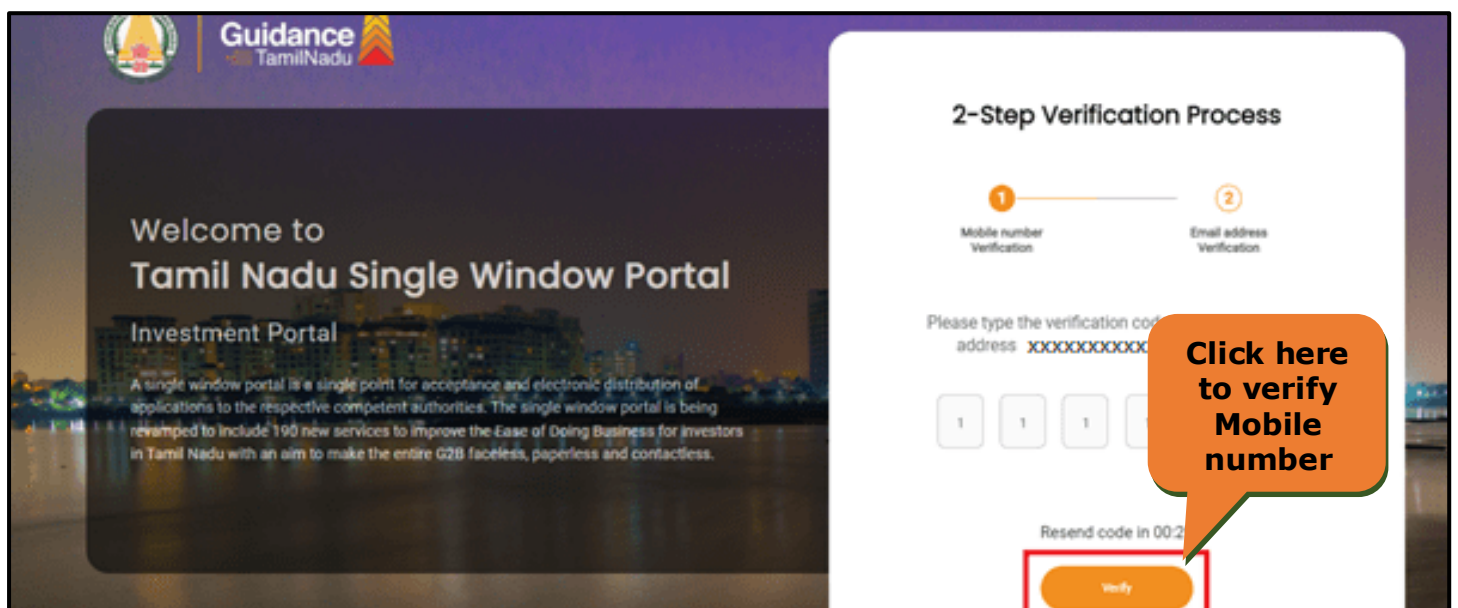


Figure 5. Mobile Number Verification

- 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.

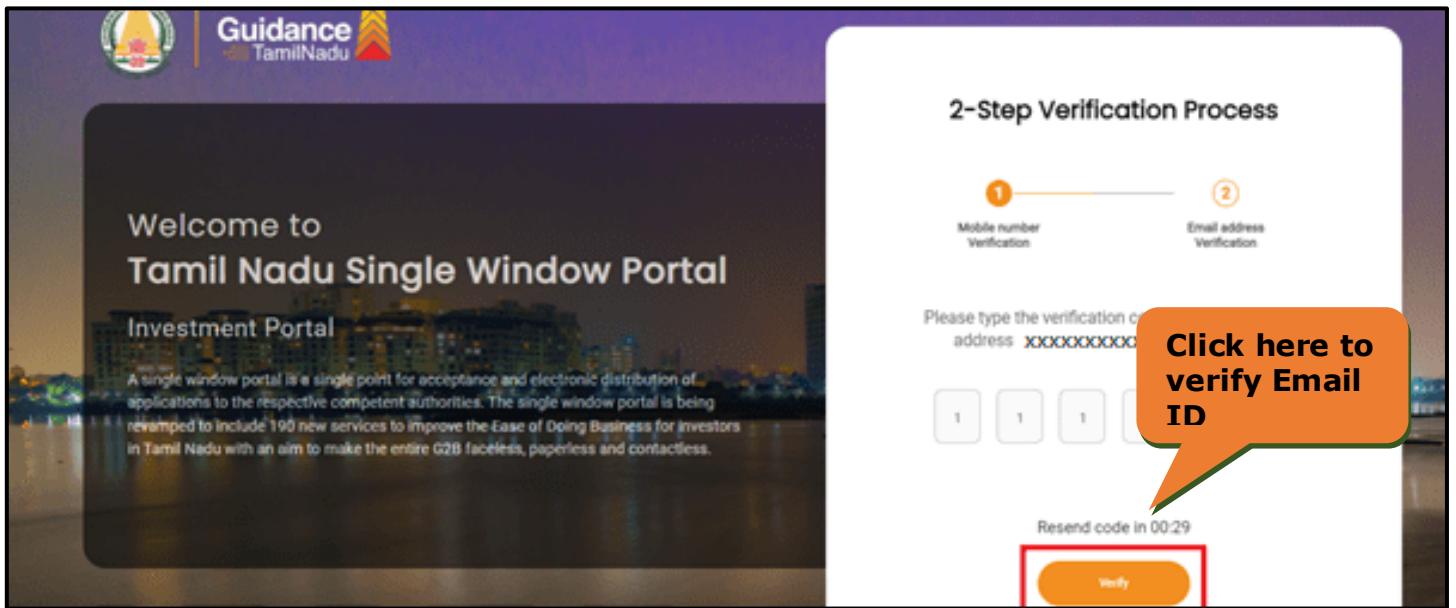


Figure 6. Email ID Verification

- 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.

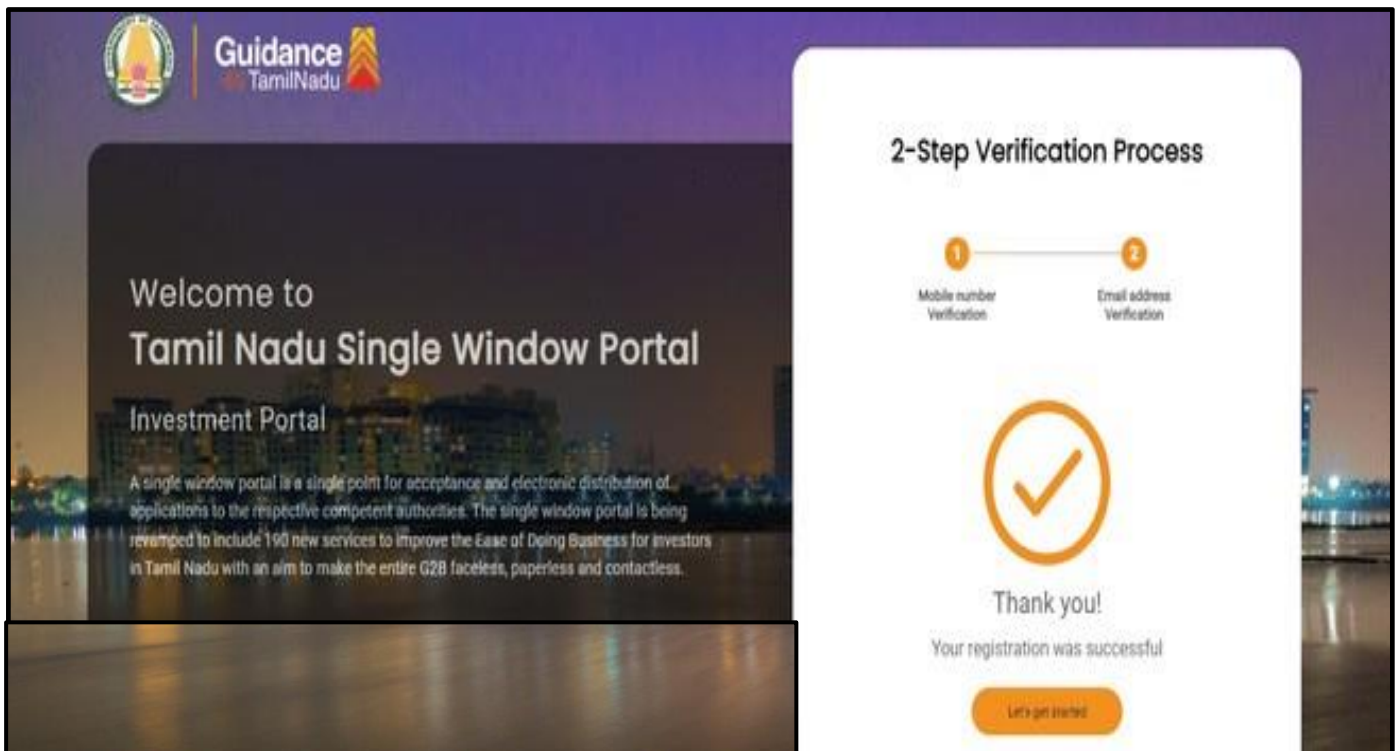


Figure 7. Registration Confirmation Pop-Up

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



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.

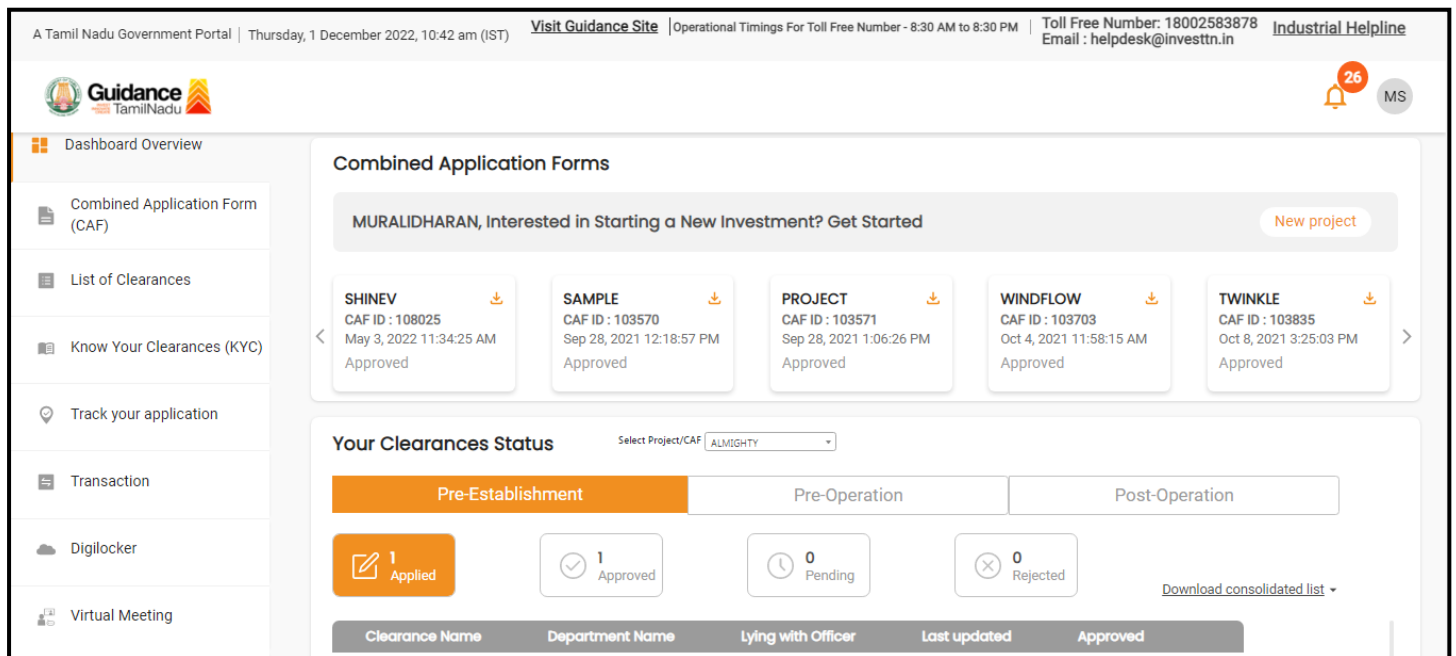
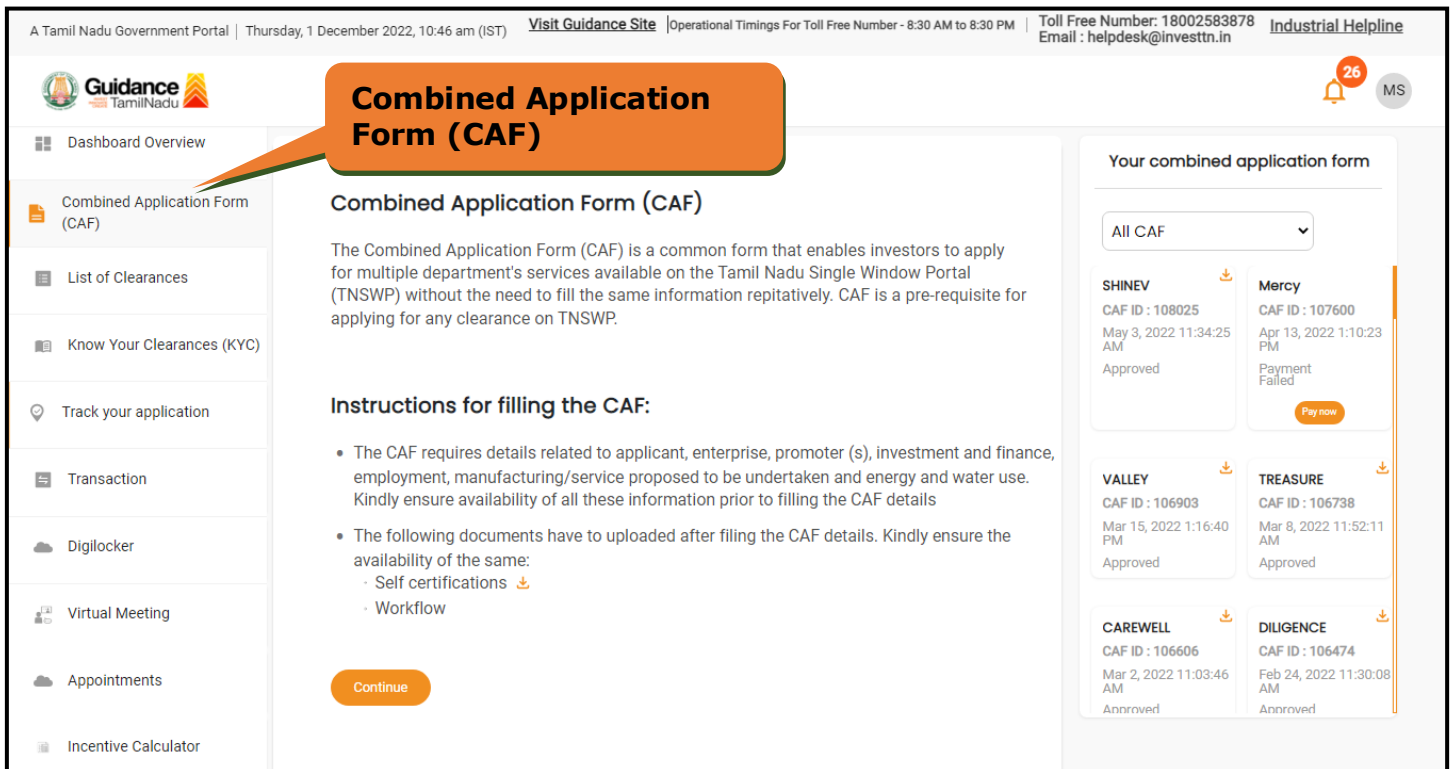


Figure 9. Dashboard Overview

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 | Email : helpdesk@investtn.in | Industrial Helpline

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 | |
|---|---|
| SHINEV CAF ID : 108025 May 3, 2022 11:34:25 AM Approved | Mercy CAF ID : 107600 Apr 13, 2022 1:10:23 PM Payment Failed Pay now |
| VALLEY CAF ID : 106903 Mar 15, 2022 1:16:40 PM Approved | TREASURE CAF ID : 106738 Mar 8, 2022 11:52:11 AM Approved |
| CAREWELL CAF ID : 106606 Mar 2, 2022 11:03:46 AM Approved | DILIGENCE 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).

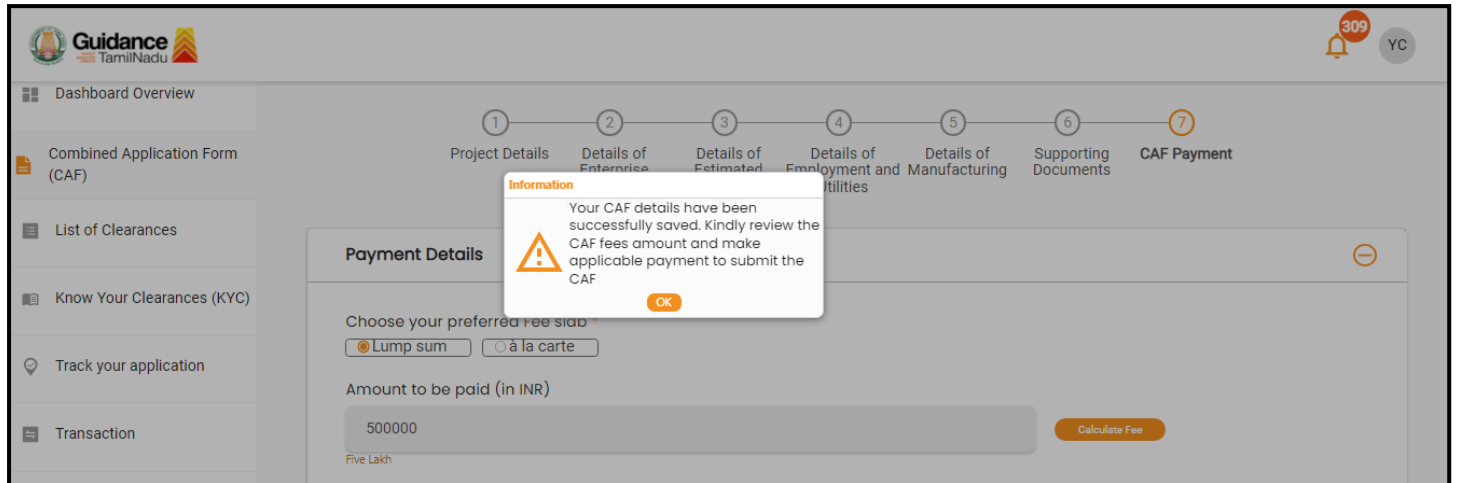


Figure 12. Combined Application Form (CAF) - Confirmation Message

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 New water supply connection

1. Click on “List of Clearances”

List of Clearances

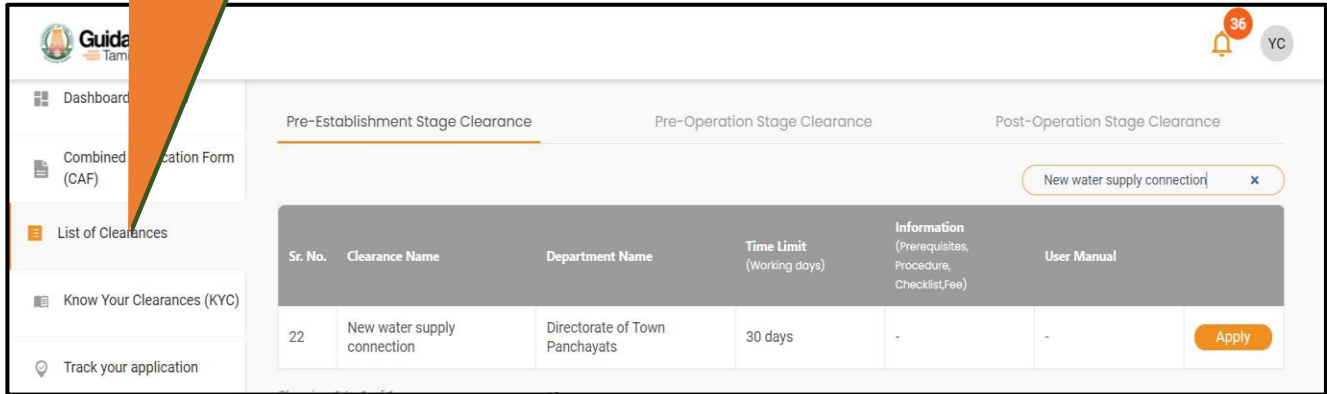


Figure 13. List of Clearances

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 ‘New water supply connection’ by using Search option as shown in the figure given below.

Pre- Establishment Stage Clearance

Search for Clearance

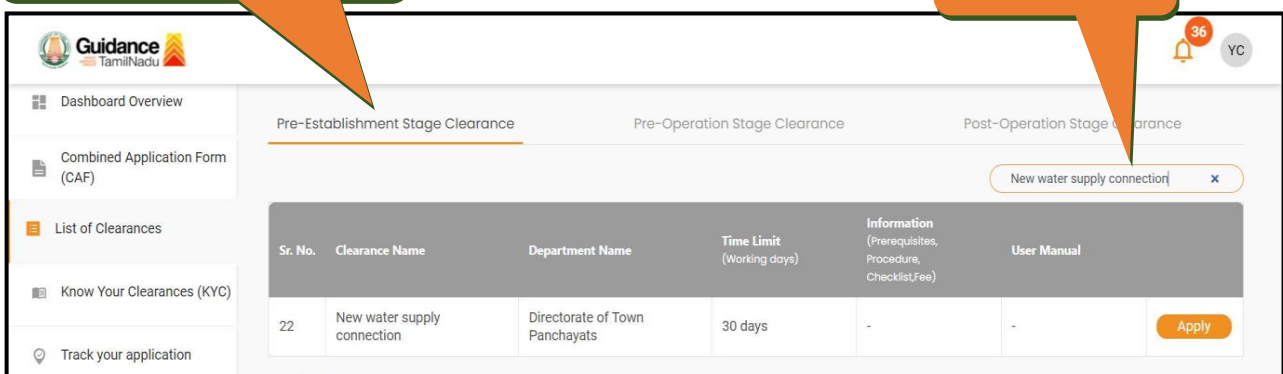


Figure 14. Search for Clearance

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

The screenshot shows the 'Guidance TamilNadu' dashboard. The left sidebar contains navigation options: Dashboard Overview, Combined Application Form (CAF), List of Clearances (selected), Know Your Clearances (KYC), and Track your application. The main content area is titled 'Pre-Establishment Stage Clearance' and displays a table of clearances. A search bar at the top right shows 'New water supply connection'. An orange callout bubble points to the 'Apply' button in the table row for 'New water supply connection'.

| Sr. No. | Clearance Name | Department Name | Time Limit (Working days) | Information (Prerequisites, Procedure, Checklist, Fee) | User Manual | |
|---------|-----------------------------|--------------------------------|---------------------------|--|-------------|-------|
| 22 | New water supply connection | Directorate of Town Panchayats | 30 days | - | - | Apply |

Figure 15. Apply for Clearance

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

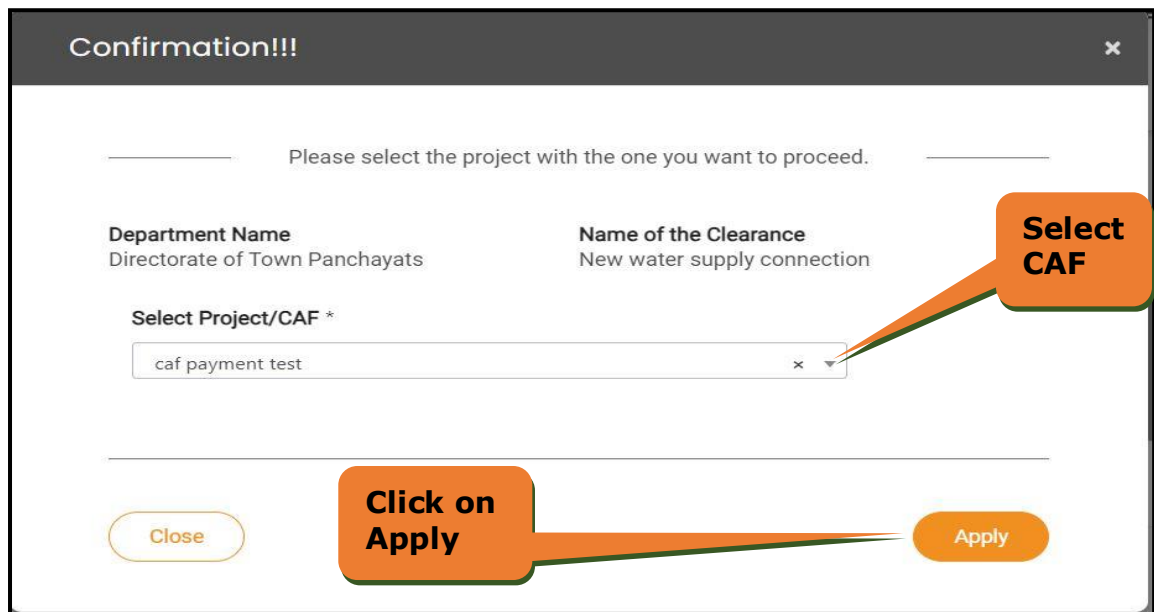


Figure 16. Project/CAF

2) Click on the Apply button and the Page would get redirected to new water supply connection.

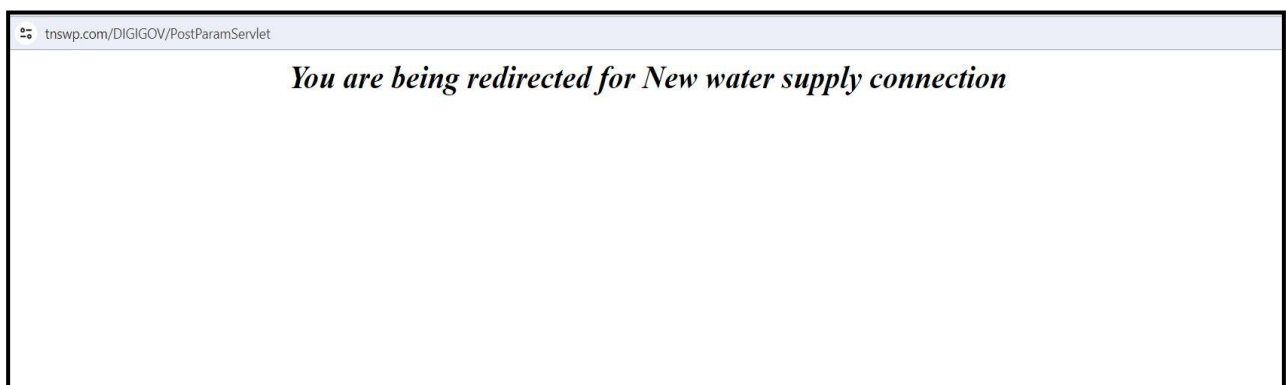


Figure 17. New water supply connection

3) Enter all the mandatory details in the application for new water supply connection.

The screenshot shows a web browser window with the URL: dtp.tn.gov.in/project/forms/Public/api/Water_Tax_New_Assessment_Ins.php?sign=MTA3NjUyMTU5ZGE3ZDRkZTBjYzBkMDk5Nzg2MDgwZDZlMDU1NzQ5ZmNiYzEzZjczODE0NjwNjVIZGE0Y2JlMQ==8dept_unique_id=MjAyNC0yMDI1LzU1...

The page header includes: DTP - Government of TamilNadu, Skip To Main Content, and ENGLISH.

The main header features the logo of the Directorate of Town Panchayats, Tamil Nadu, and the Digital India logo.

The navigation menu includes: About Us, Citizen Services, BRAP(Dashboard), Who's Who, FAQ, Contact Us, Help, and Login.

The form is titled "Water Connection - Registration" and contains the following fields:

| | | | |
|-------------------|--------|--------------------------|--------|
| * District | Choose | * Town Panchayat | Choose |
| * Property Tax No | | | |
| Name (in English) | | Name (in Local Language) | |
| Mobile No | | Email Id | |
| Door No | | Ward No | |
| Street Name | | Nature of Connection | Choose |
| Connection Type | Choose | | |

Buttons: Save Draft, Save, Cancel

Figure 18. Directorate of Town Panchayats

Click on 'Save'

8.Payment Process

- a. Once the status has 'Action Button' under 'Track your application' and make the payment.
- b. The User has the provision to make the payment through 'SBI' or 'PAYGOV'
- c. After the payment is done the status would change to 'Under Process'

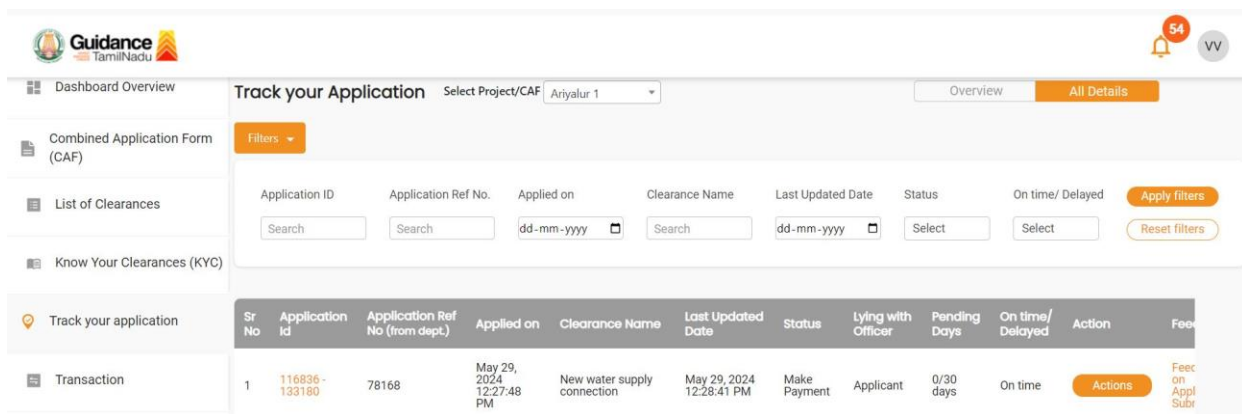


Figure 19. Make Payment

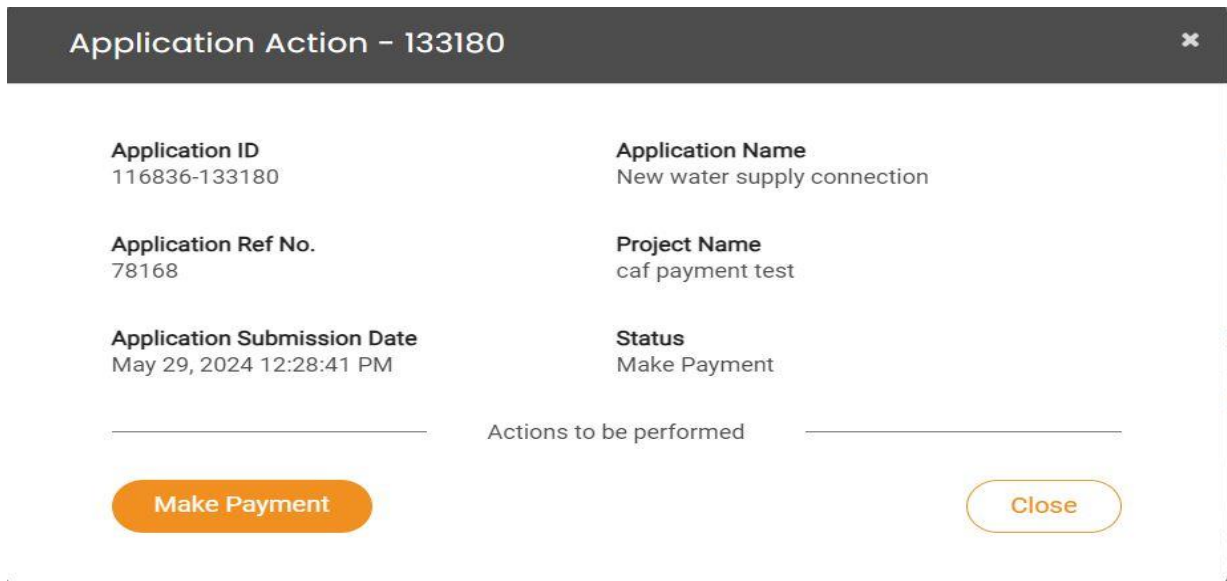


Figure 20. Click to Proceed Payment Process

E Challan - Google Chrome
 Not secure https://103.59.16.41/challan/deptchallan/

Government of Tamil Nadu
 Department of Finance – Treasuries and Accounts

Kalanjiyam

Challan Details

Challan No: Department TXN No.: 100020270 Challan Date:

Department Details

Department*: Public Works - Buildings District*: PAO (Chennai East) DDO Office Name*: PA to Director of Boiler, PWD, Chennai
 DDO Code*: 43011112 Dept. Office Name: Dept. Office Code:

Period Details

From Date: To Date:

Remitter Details

Remitter Type*: Others Remitter Code: 30 Remitter Name*: VIJAY VIJAY
 PAN: Contact No: 9884256808 Block/Street*: Jayanthi Nagar
 City*: Chennai State*: Tamil Nadu Pincode: 600018
 Aadhar No: Email ID:

Service Rendering Department: 03902

Service Details

| Receipt Type* | Sub Type* | Acct Code* | Amount* | Department Ref.No. | Remarks |
|---------------|------------------------------|------------------|---------|--------------------|---------|
| 17 | Renewal of Welder Qualificat | 023000103AA22719 | 5 | 132272 | |

Challan Amount*:

Payment Details

Select Bank for Payment: Payment Method: Online Offline

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SBI ONLINE
 ructions from CBDT, we are migrating SBI Payment gateway from existing OLTAS Income Tax Payment functionality(maintained by NSDL) to new Income Tax Portal(TIN 2.0 Portal) from 1st April 2023. Existing C

Personal Banking Corporate Banking / yono BUSINESS

Username & Password are case sensitive

User ID*
 newuser2

Virtual Keyboard

| | | | | | | | | | | | | | | |
|-----------|---|---|---|----|---|-------|---|---|---|---|---|---|---|---|
| ~ | ! | @ | # | \$ | % | ^ | & | * | (|) | - | = | | |
| . | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | - | = | | |
| w | t | q | r | e | u | y | p | i | o | [|] | | | |
| s | a | g | d | f | j | h | k | [|] | | / | | | |
| c | v | x | z | m | b | < | > | : | ; | ' | " | | | |
| CAPS LOCK | | | | | | CLEAR | | | | | | ? | - | = |

Disclaimer

The privacy contract is between you and the service provider. Bank is only facilitating the payment mechanism and is not responsible for any discrepancy by the service provider

- Click here to abort this transaction & return to the merchant site
- Mandatory fields are marked with (*)
- Do not provide your username and password other than this page
- Your username and password are highly confidential. Never part with them. SBI will never ask for this information.
- Reversal/Refund of failed merchant payment usually take 1-2 days. Kindly wait for minimum 24 hours before raising a complaint.
- Please ensure your account has sufficient balance
- Please ensure valid OTP is keyed-in
- Please ensure to complete the payment transaction well within time limit

VeriSign
 This site is highly secured with 256 - bit encryption certified by VeriSign

Application Submitted

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

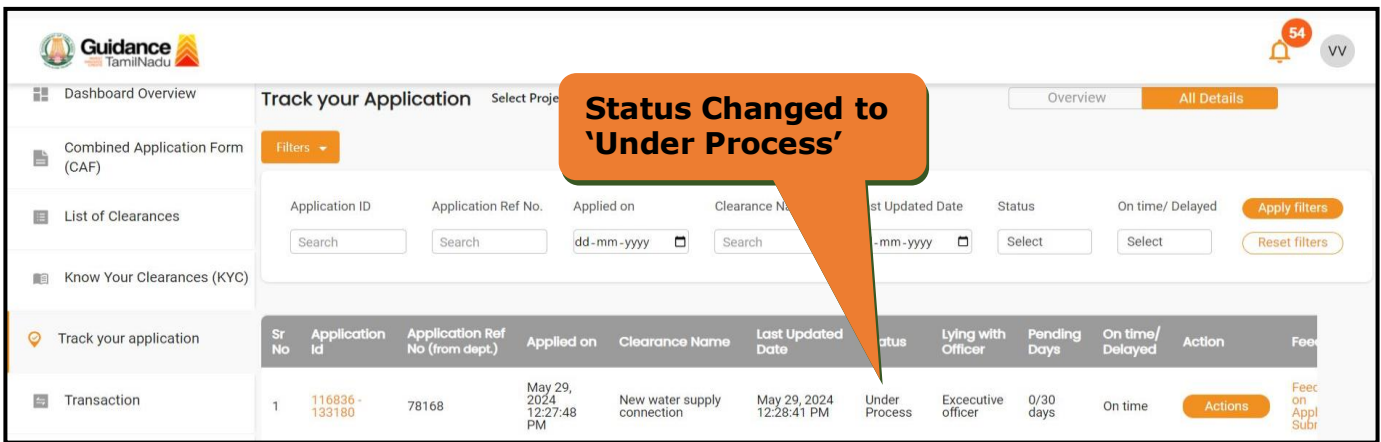


Figure 21. Status of the Application

Scrutinize the application Executive officer:

- 2) The Executive officer receives the application and scrutinizes the application forward to Junior Assistant. The applicant can view the status of the application under Process → **Select the CAF from the Dropdown** → **All details**

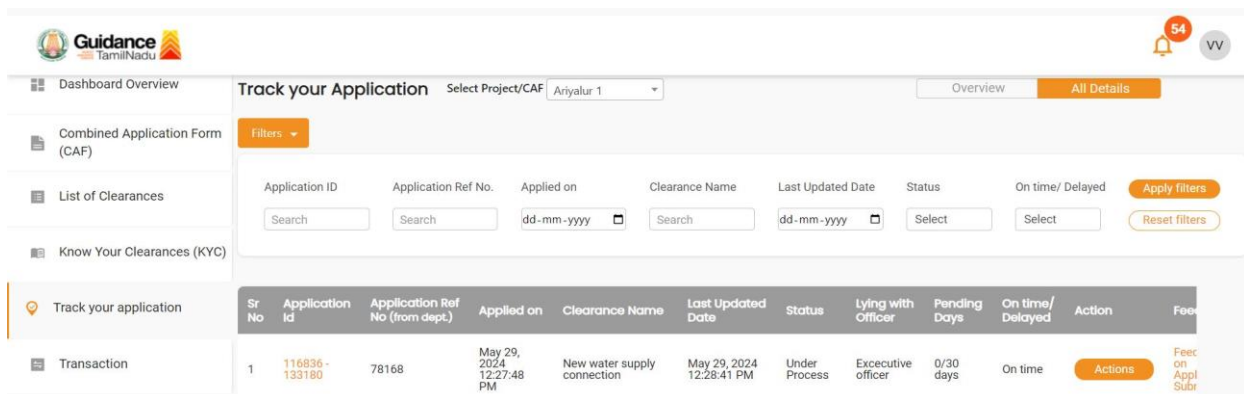


Figure 22. Scrutinize the Application

Scrutinize the application Junior Assistant:

- 3) Junior Assistant receives the application and forwards it to Inspection the authority. The applicant can view the status of the application under **Scrutinize the application Junior Assistant → Select the CAF from the Dropdown → All details**

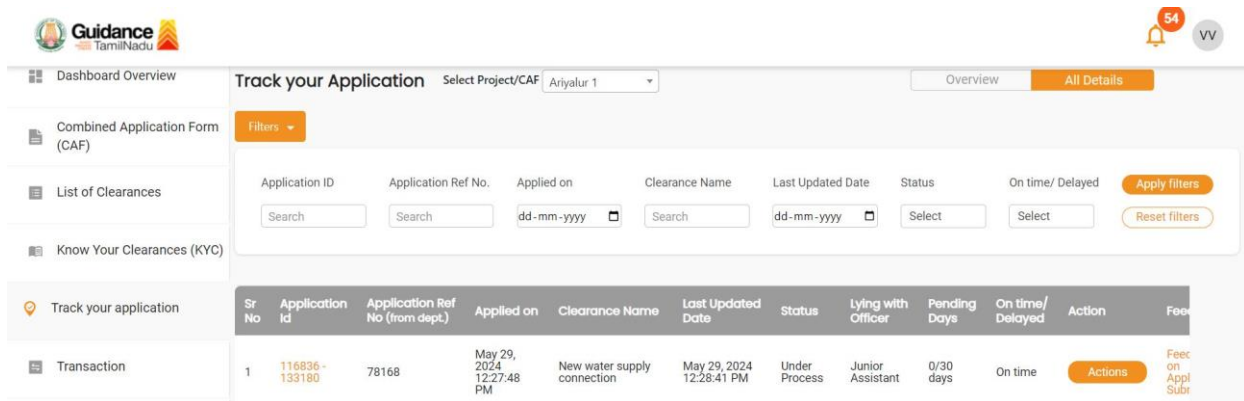


Figure 23. Scrutinize the Application

9. Inspection Schedule

- The Junior assistant schedules the date of appointment for inspection to be done for the specified institution.
- The inspection date scheduled by the department is intimated to the user (Refer Figure 24).

The screenshot shows the 'Inspection' tab of the 'Track your Application' interface. The top navigation bar includes 'Dashboard Overview', 'Track your Application' (selected), and a dropdown for 'Ariyalur 1'. Below this, there are filter options and a table of application records.

| 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 | 116836-133180 | 78168 | May 29, 2024 12:27:48 PM | New water supply connection | May 29, 2024 12:28:41 PM | Inspection Scheduled | Junior Assistant | 0/30 days | On time | Actions | Fee on Appl Subr |

Figure 24. 'Inspection' tab

The screenshot shows a modal window titled 'Application Action - 133180'. It displays key details for the application, including ID, name, ref number, project name, submission date, and status. Below the details, there is a section for 'Actions to be performed' with two buttons: 'Inspection Details' and 'Close'.

| | |
|--|--|
| Application ID 116836-133180 | Application Name New water supply connection |
| Application Ref No. 78168 | Project Name CAF Test 4 |
| Application Submission Date May 29, 2024 12:28:41 PM | Status Inspection Scheduled |

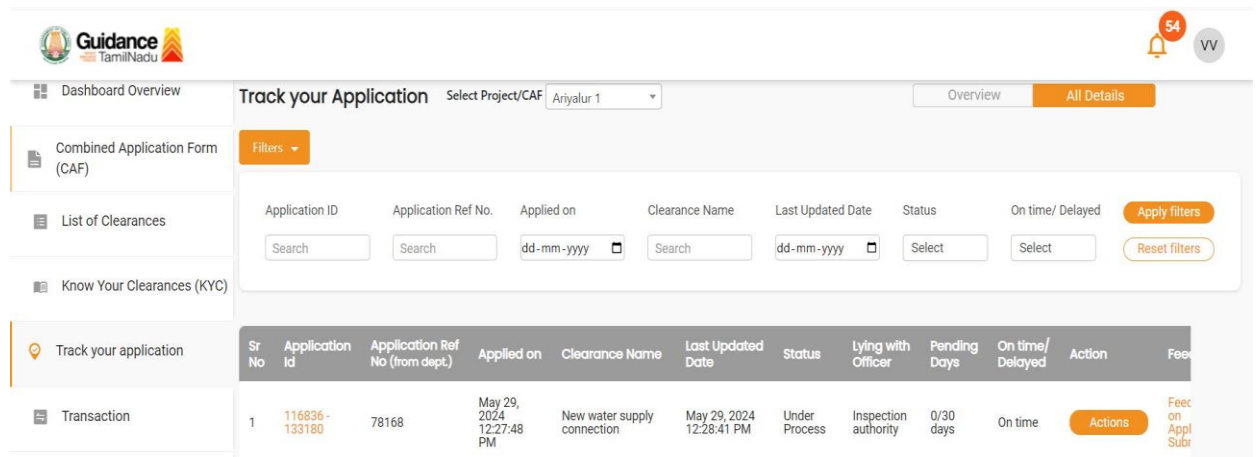
Actions to be performed

Inspection Details Close

Figure 25. 'Inspection Scheduled'

13. Application Submitted:

- a. After the Inspection is completed, the Junior Assistant submits the Inspection report to the Inspection authority for Review.



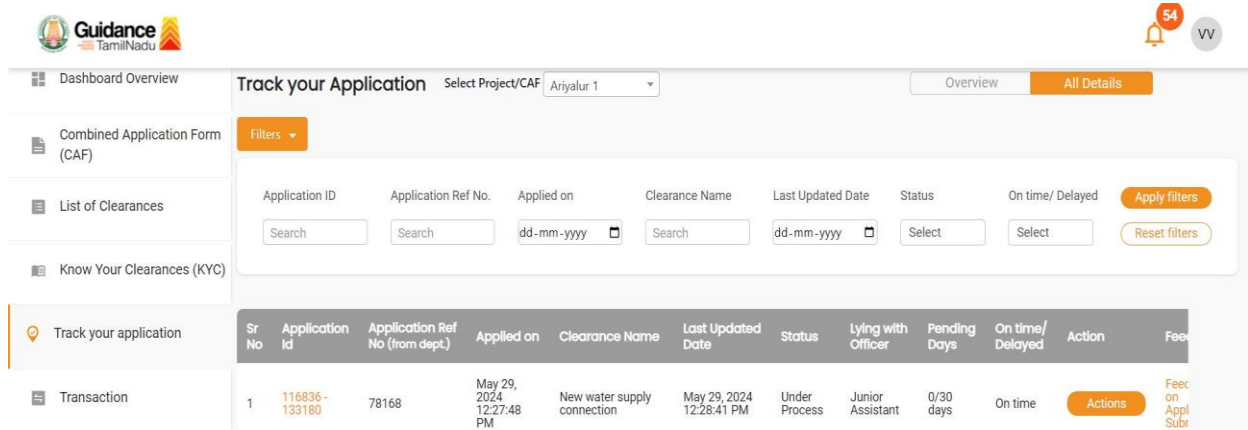
The screenshot shows a web application interface for tracking applications. The main heading is 'Track your Application' with a dropdown menu for 'Select Project/CAF' set to 'Ariyalur 1'. There are tabs for 'Overview' and 'All Details'. Below this is a search and filter section with fields for 'Application ID', 'Application Ref No.', 'Applied on', 'Clearance Name', 'Last Updated Date', 'Status', and 'On time/ Delayed'. A table below displays the 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 | Fee |
|-------|----------------|---------------------------------|--------------------------|-----------------------------|--------------------------|---------------|----------------------|--------------|------------------|---------|------------------|
| 1 | 116836-133180 | 78168 | May 29, 2024 12:27:48 PM | New water supply connection | May 29, 2024 12:28:41 PM | Under Process | Inspection authority | 0/30 days | On time | Actions | Fee on Appl Subr |

Figure 26. 'Inspection Authority'

14. Application Submitted:

The Inspection Authority provides input for inspection reports and forwards the application to the Junior Assistant.



| 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 | 116836-133180 | 78168 | May 29, 2024 12:27:48 PM | New water supply connection | May 29, 2024 12:28:41 PM | Under Process | Junior Assistant | 0/30 days | On time | Actions | Fee on Appl Subr |

Figure 27. 'Junior Assistant'

10. Query Clarification

- 1) After submitting the application to, **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.

| 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 | 116836-133180 | 78168 | May 29, 2024 12:27:48 PM | New water supply connection | May 29, 2024 12:28:41 PM | Need clarification | Junior Assistant | 0/30 days | On time | Actions | Fee on App Sub |

Figure 28. Need clarification

Figure 29. 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.

15. Issue Demand Letter:

If the inspection is satisfactory, the inspection report is prepared. Later the report is forwarded to Executive officer. The Executive officer scrutinizes the application along with the Inspection report.

- If there are any queries, then the query is raised and sent to the applicant.
- If there is no query, then the estimate for pipeline work is prepared.
- If the estimate is satisfactory, then the Executive officer gives the Issue Demand Letter.

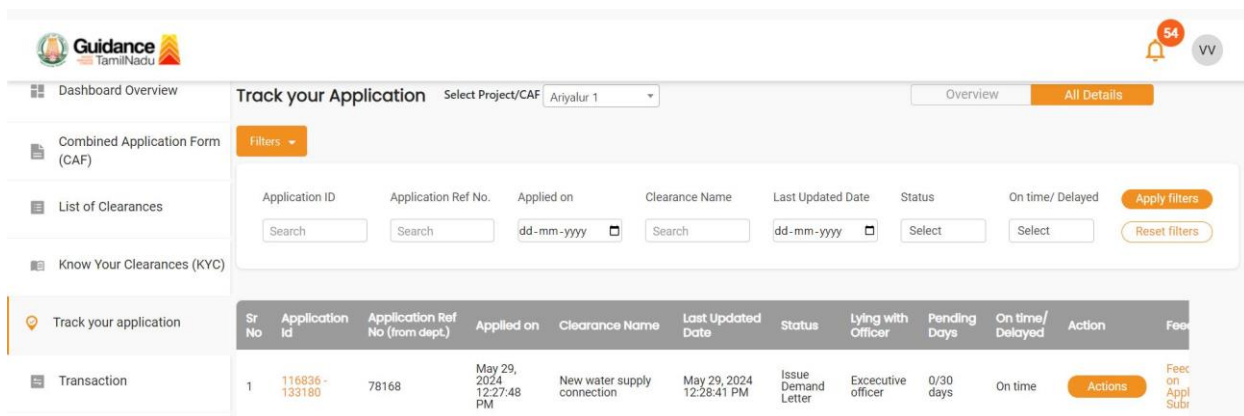


Figure 30. Issue Demand Letter

11.Payment Process for Demand Charges

- a. Once the status has changed to Pay Demand charges, the applicant has to click on 'Action Button' under 'Track your application' and make the payment.
- b. The User has the provision to make the payment through 'SBI' or 'PAYGOV'
- c. After the payment is done, the status would be changed to 'Under Process'

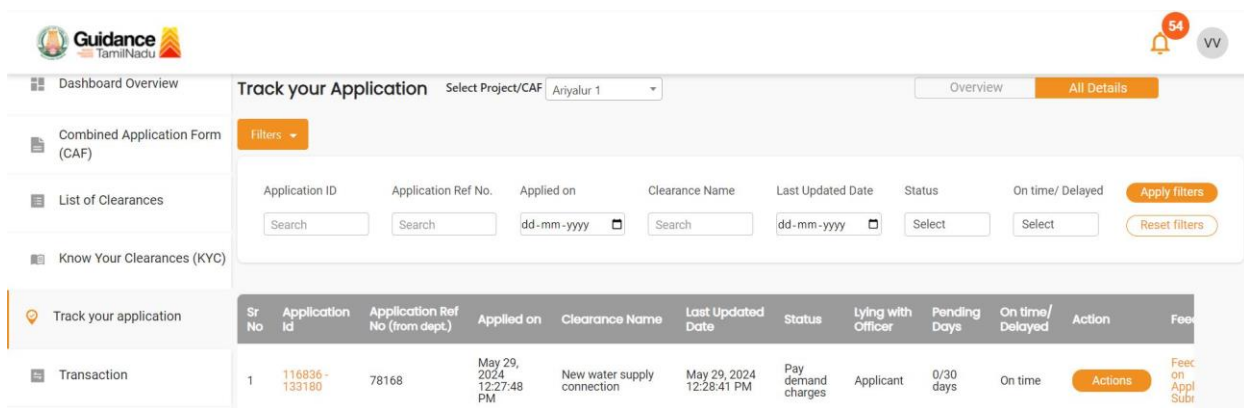


Figure 31. Make Payment

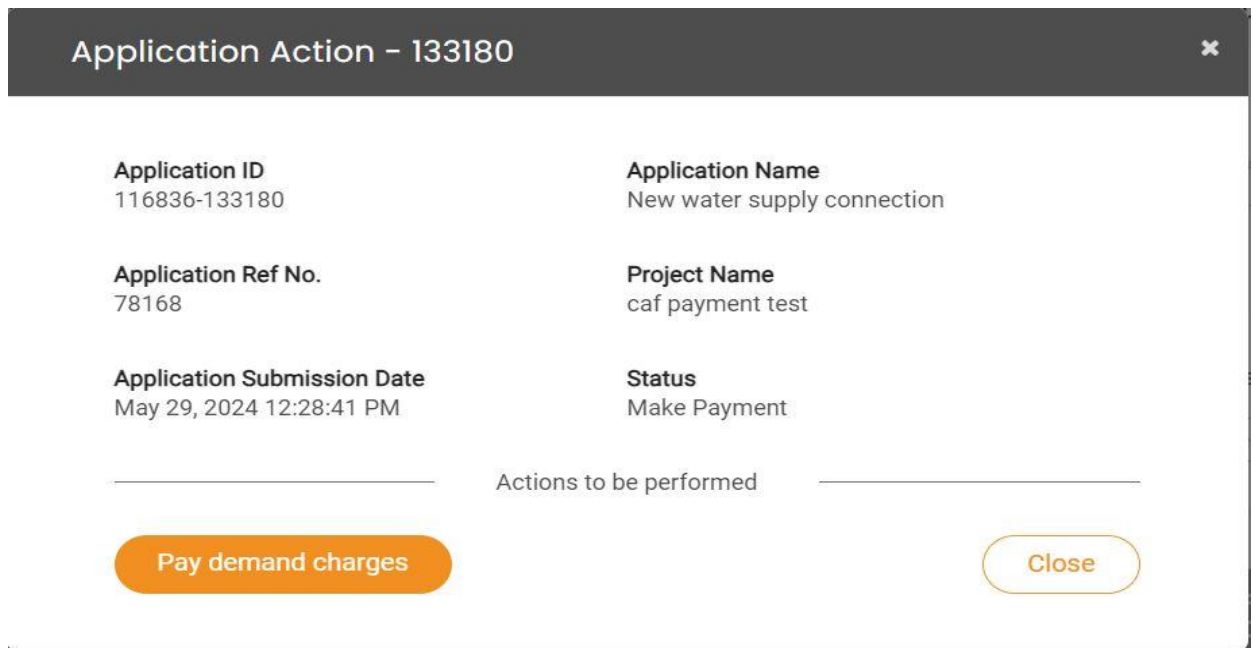


Figure 32. Pay Demand Charges

E Challan - Google Chrome
 https://103.59.16.41/challan/deptchallan/

Government of Tamil Nadu
 Department of Finance - Treasuries and Accounts

Challan Details

Challan No. Department TXN No. 1000020270 Challan Date

Department Details

Department* Public Works - Buildings District* PAO (Chennai East) DDO Office Name* PA to Director of Boiler, PWD, Chennai
 DDO Code* 43011112 Dept. Office Name Dept. Office Code

Period Details

From Date To Date

Remitter Details

Remitter Type* Others Remitter Code 30 Remitter Name* VJAY VJAY
 PAN Contact No 9884256808 Block/Street* Jayanthi Nagar
 City* Chennai State* Tamil Nadu Pincode 600018
 Aadhar No Email ID

Service Rendering Department 03902

Service Details

| Receipt Type* | Sub Type* | Acct Code* | Amount* | Department Ref.No. | Remarks |
|---------------|------------------------------|------------------|---------|--------------------|---------|
| 17 | Renewal of Welder Qualificat | 023000103AA22719 | 5 | 132272 | |

Challan Amount* 5

Payment Details

Select Bank for Payment * [Select] Payment Method செலுத்தும் முறை * Online Offline

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SBI ONLINE

ductions from CBDT, we are migrating SBI Payment gateway from existing OLTAS Income Tax Payment functionality(maintained by NSDL) to new Income Tax Portal(TIN 2.0 Portal) from 1st April 2023. Existing E

Personal Banking Corporate Banking / yono BUSINESS

Username & Password are case sensitive

User ID*
 newuser2

Virtual Keyboard

| | | | | | | | | | | | | |
|-----------|---|---|-------|----|---|---|---|---|---|---|---|---|
| ~ | ! | @ | # | \$ | % | ^ | & | * | (|) | _ | + |
| . | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | = | - |
| w | t | q | r | e | u | y | p | i | o | [|] | |
| s | a | g | d | f | j | h | k | [|] | | / | |
| c | v | x | z | m | n | b | < | > | : | : | ' | " |
| CAPS LOCK | | | CLEAR | | | ? | . | - | | | | |

Disclaimer

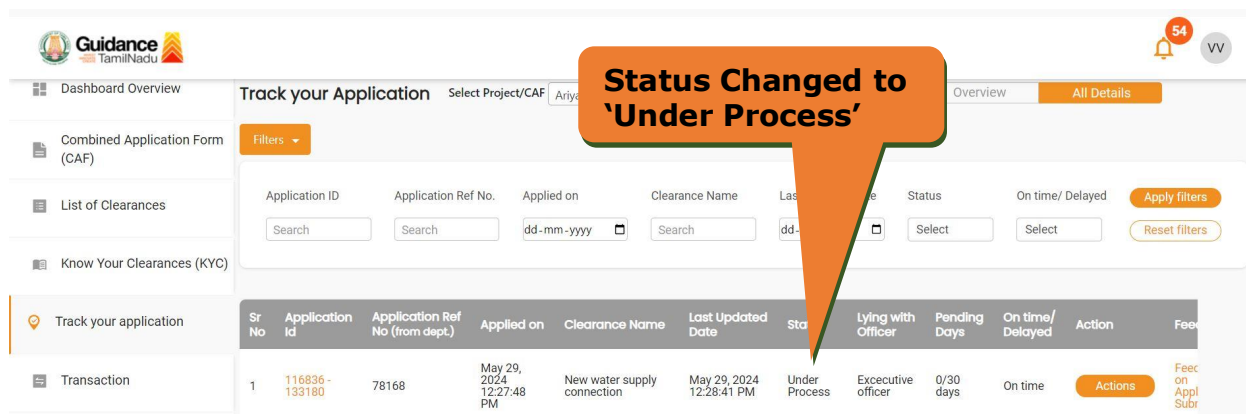
The privacy contract is between you and the service provider. Bank is only facilitating the payment mechanism and is not responsible for any discrepancy by the service provider

- Click here to abort this transaction & return to the merchant site
- Mandatory fields are marked with (*)
- Do not provide your username and password other than this page
- Your username and password are highly confidential. Never part with them. SBI will never ask for this information.
- Reversal/Refund of failed merchant payment usually take 1-2 days. Kindly wait for minimum 24 hours before raising a complaint.
- Please ensure your account has sufficient balance
- Please ensure valid OTP is keyed-in
- Please ensure to complete the payment transaction well within time limit

VeriSign
 This site is highly secured with 256 - bit encryption certified by VeriSign

Application Submitted

After the Demand charges have been paid the application form 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.**



Status Changed to 'Under Process'

| 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 | 116836-133180 | 78168 | May 29, 2024 12:27:48 PM | New water supply connection | May 29, 2024 12:28:41 PM | Under Process | Executive officer | 0/30 days | On time | Actions | Fee on Appl Subr |

Figure 33. Status of the Application

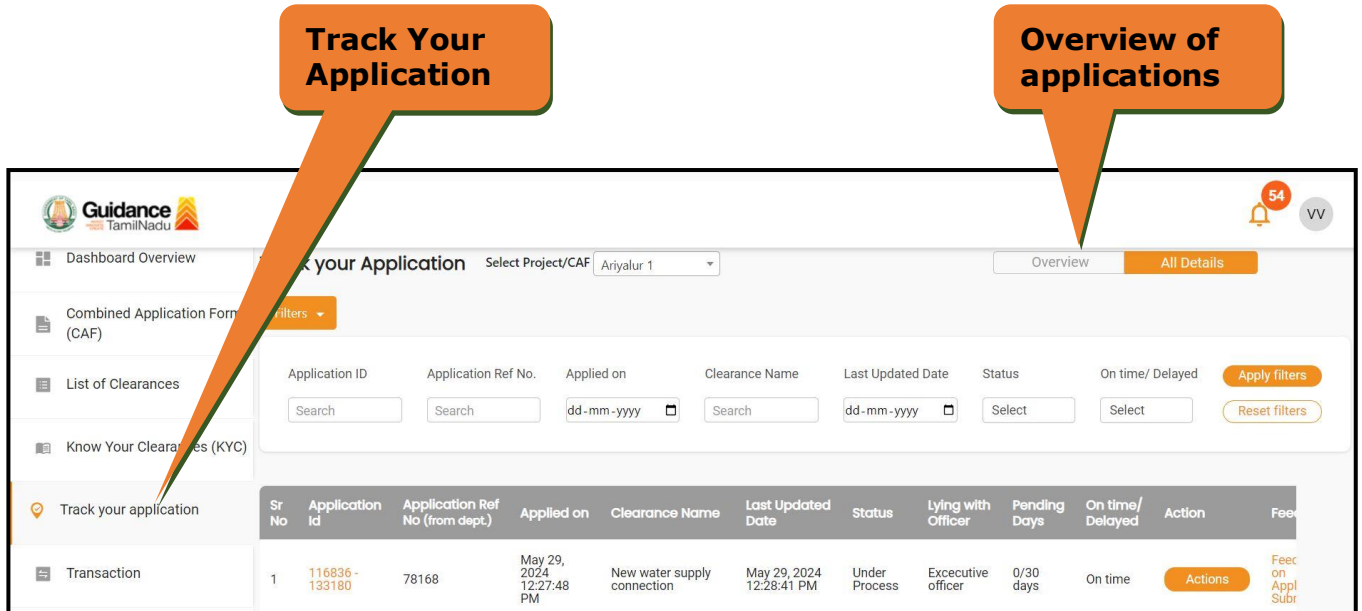
12.Track Your Application

- 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 | Fee |
|-------|-----------------|---------------------------------|--------------------------|-----------------------------|--------------------------|---------------|--------------------|--------------|------------------|---------|------------------|
| 1 | 116836 - 133180 | 78168 | May 29, 2024 12:27:48 PM | New water supply connection | May 29, 2024 12:28:41 PM | Under Process | Executive officer | 0/30 days | On time | Actions | Fee on Appl Subr |

Figure 34. 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 | Fee |
|-------|-----------------|---------------------------------|--------------------------|-----------------------------|--------------------------|---------------|--------------------|--------------|------------------|---------|------------------|
| 1 | 116836 - 133180 | 78168 | May 29, 2024 12:27:48 PM | New water supply connection | May 29, 2024 12:28:41 PM | Under Process | Executive officer | 0/30 days | On time | Actions | Fee on Appl Subr |

Figure 35. ‘All Details’ tab

13. Application Processing

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

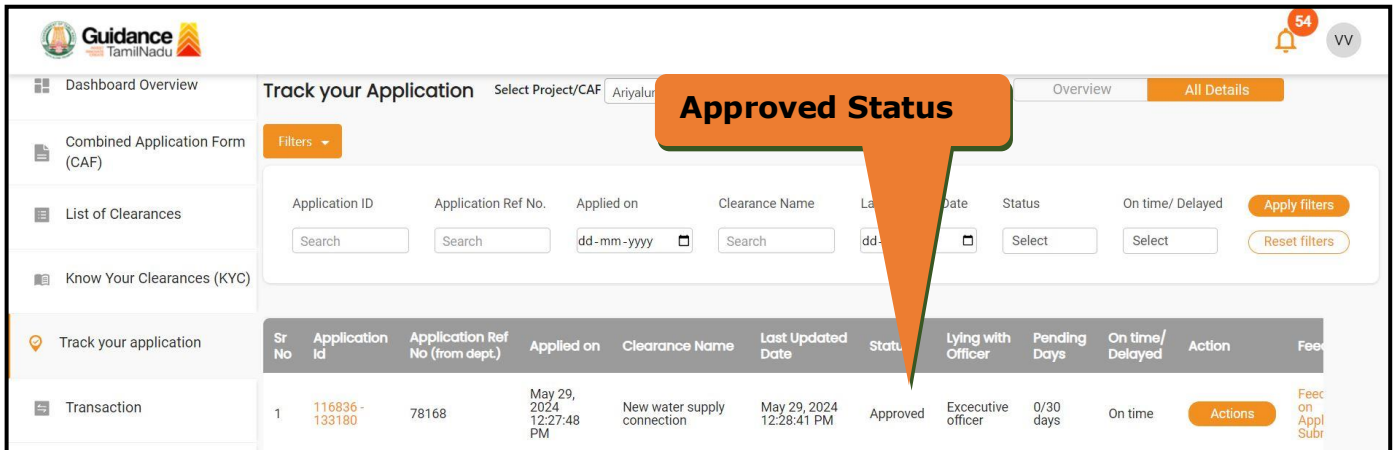


Figure 36. Application Processed

- 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 37)

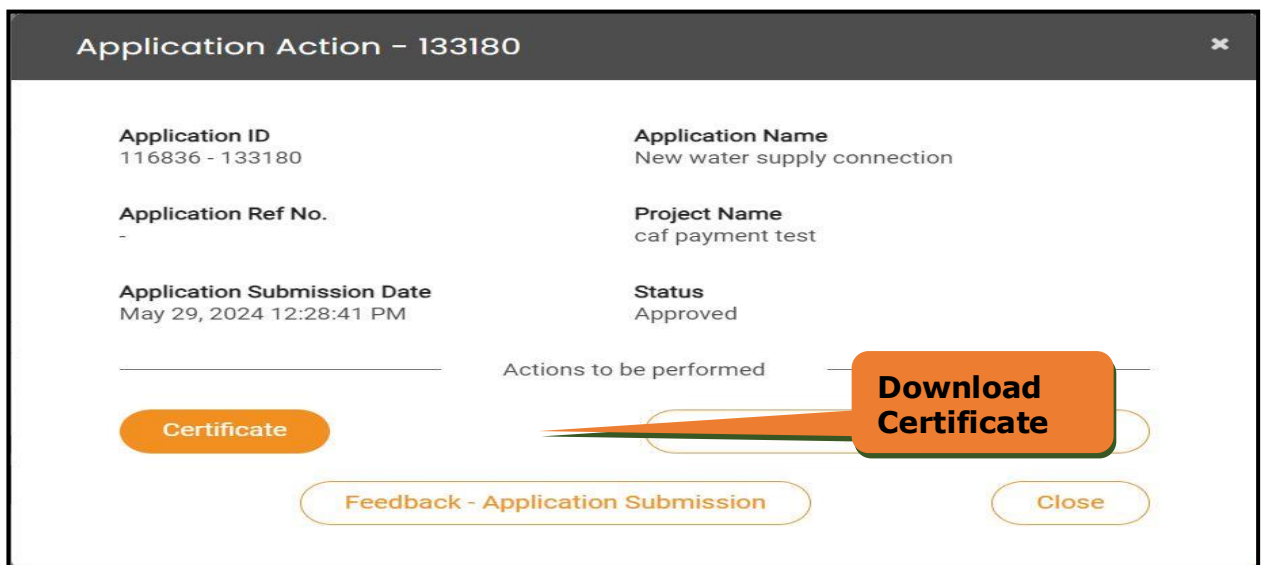
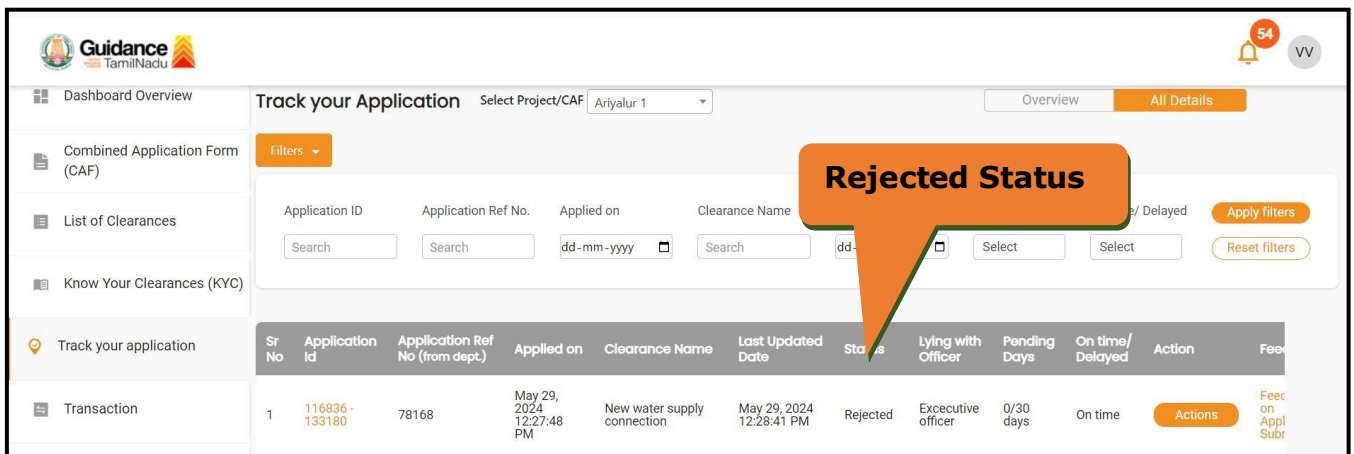


Figure 37. Download Certificate

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 38)



The screenshot shows the 'Track your Application' page. The top navigation bar includes 'Dashboard Overview', 'Combined Application Form (CAF)', 'List of Clearances', 'Know Your Clearances (KYC)', 'Track your application', and 'Transaction'. The main content area is titled 'Track your Application' and includes a dropdown for 'Select Project/CAF' (Ariyalur 1) and buttons for 'Overview' and 'All Details'. Below this is a search filter section with fields for 'Application ID', 'Application Ref No.', 'Applied on', and 'Clearance Name'. A table below the filters displays application details. An orange callout bubble labeled 'Rejected Status' points to the 'Rejected' status in the table.

| 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 | 116836-133180 | 78168 | May 29, 2024 12:27:48 PM | New water supply connection | May 29, 2024 12:28:41 PM | Rejected | Executive officer | 0/30 days | On time | Actions | Fee on Appl Subr |

Figure 38. Rejected Status

