

TAMILNADU SINGLE WINDOW PORTAL

APPLICANTMANUAL

Water Connection for Industries

Chennai Metropolitan Water Supply and Sewerage Board





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1. Home Page

- 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.

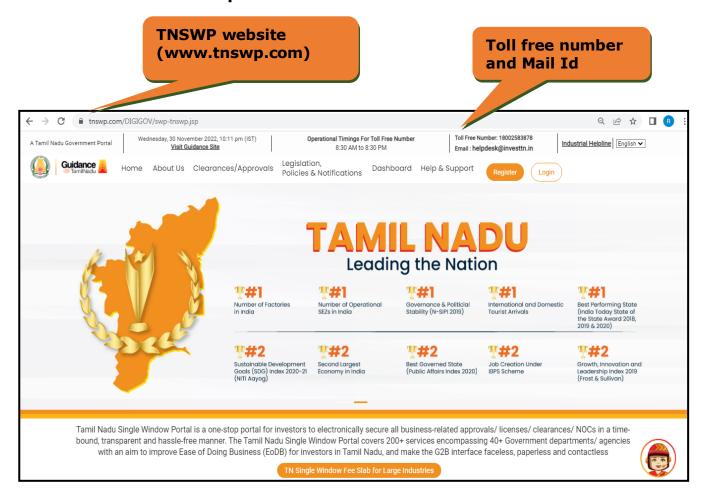


Figure 1. Single Window Portal Home Page



2. Registration

To access TNSWP and to apply for various clearances the applicant needs to complete the Registration process.

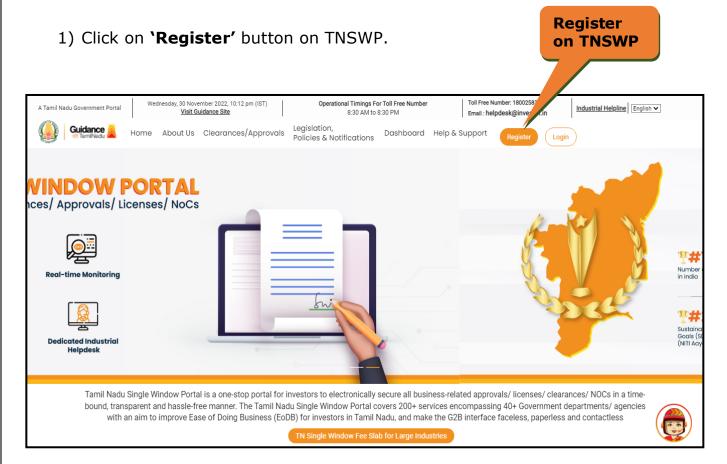


Figure 2. Register

- 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 igives a brief description about the fields when the applicant hovers the cursor on these icons.



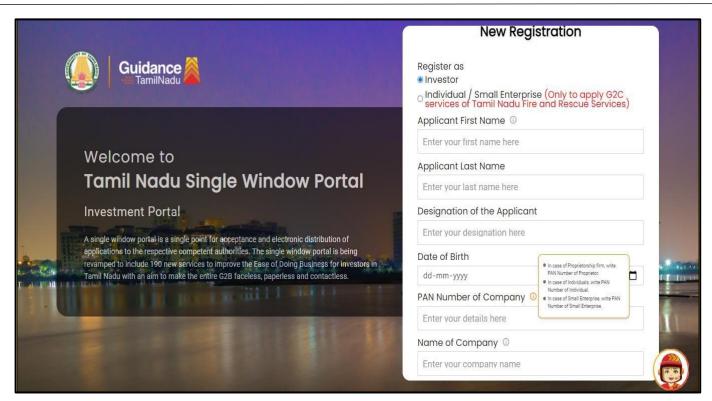


Figure 3. Registration Form

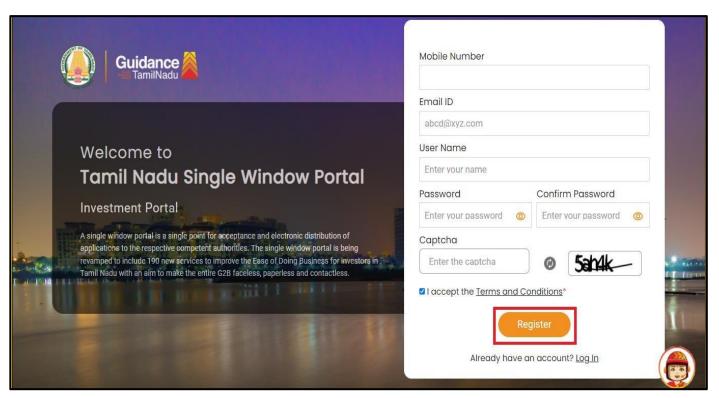


Figure 4. Registration Form Submission



- 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.

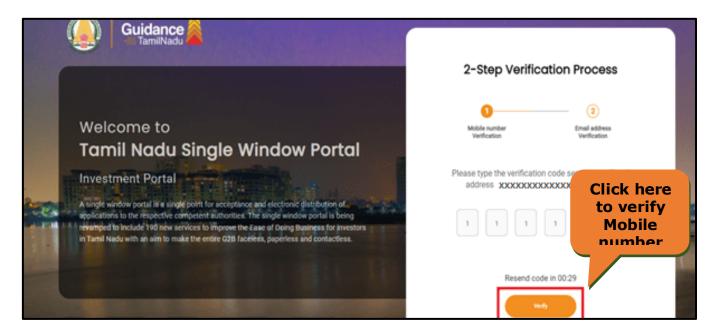


Figure 5. Mobile Number Verification



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.

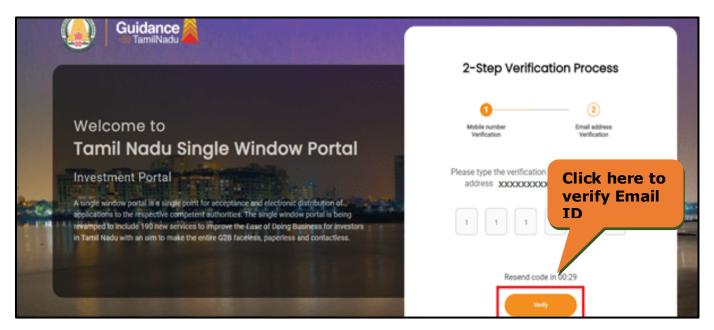


Figure 6. Email ID Verification



- 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.

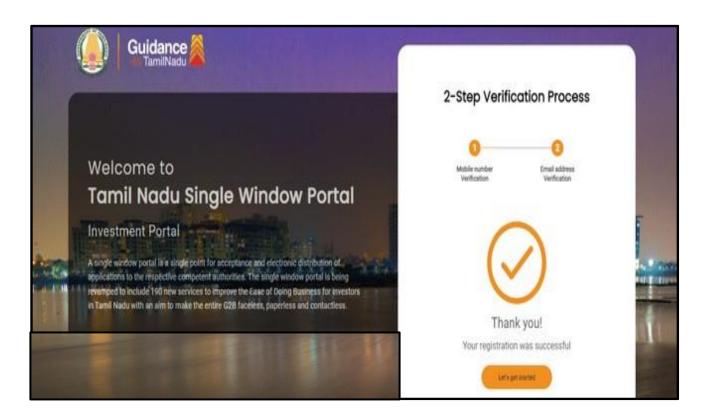


Figure 7. Registration Confirmation Pop-Up



4. Login

1) The applicant can login to TNSWP with the Username and Password created during the registration process.

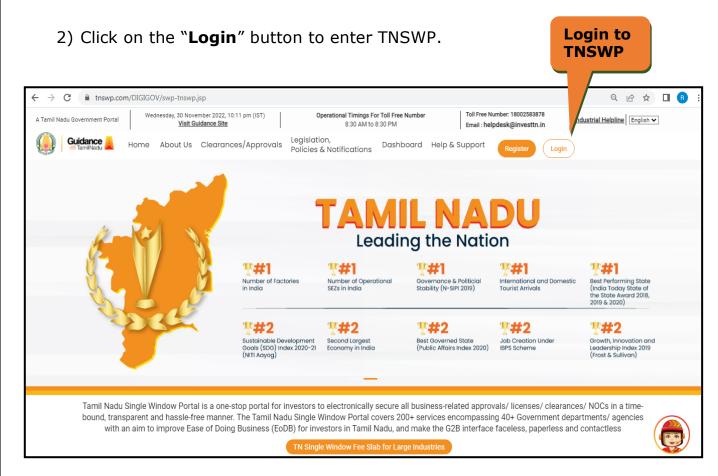


Figure 8. Login



5. Dashboard Overview

- 1) When the Applicant logs into TNSWP, the dashboard overview page will appear.
- 2) Dashboard overview is an 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.

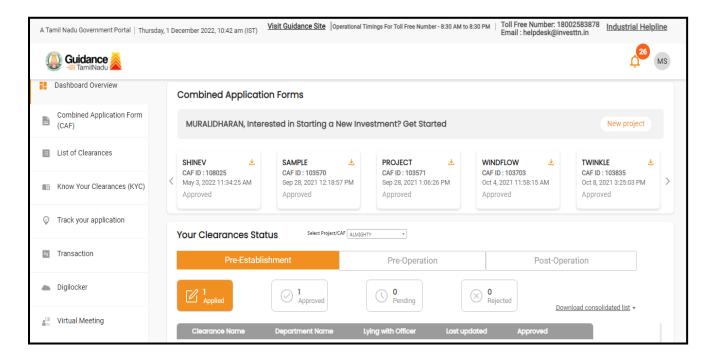


Figure 9. Dashboard Overview



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 Figure below.



5) Click on 'Continue' button to fill in the Combined ApplicationForm.

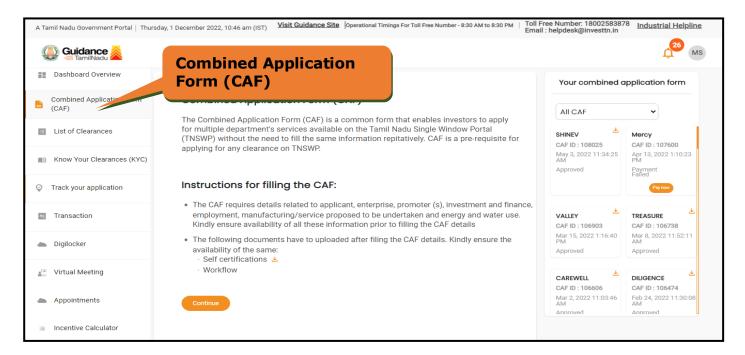


Figure 10. Combined Application Form (CAF)

6.1 Sections of Combined Application Form

1) To complete the combined application form (CAF) the 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 them.

Workflow:

- Prepare and upload the business process flow chart.
- 3) After filling in 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).

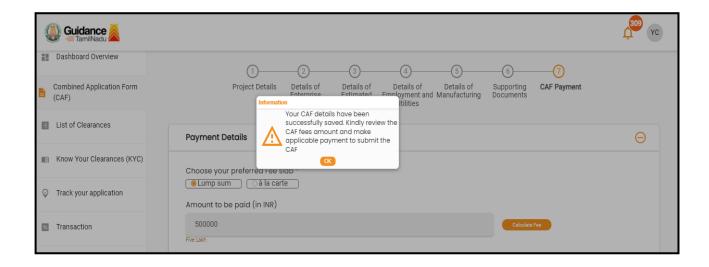


Figure 12. Combined Application Form (CAF) - Confirmation Message

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 Obtaining Water Connection for Industries

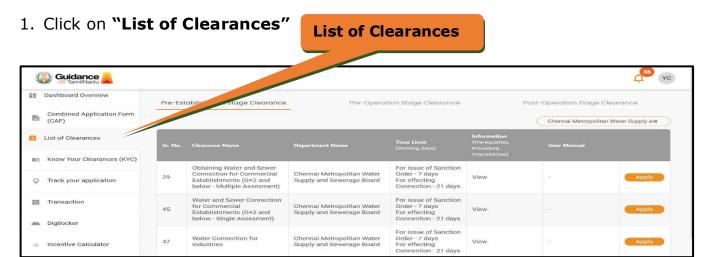


Figure 13. List of Clearances

- 2. The list of clearances is segregated into three stages.
 - Pre-Establishment Stage Clearance
 - Pre-Operation Stage Clearance
 - Post-Operation Stage Clearance
- Select 'Pre- Establishment Stage Clearance' and find the clearance 'Water Connection for Industries' by using Search option as shown in the figure given below.

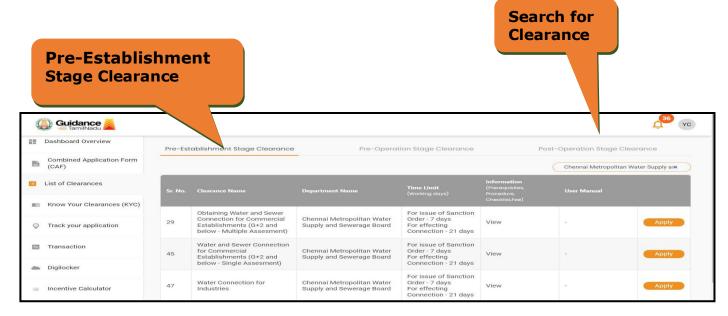


Figure 14. Search for Clearance



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

 Apply for



Clearance

Figure 15. Apply for Clearance



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

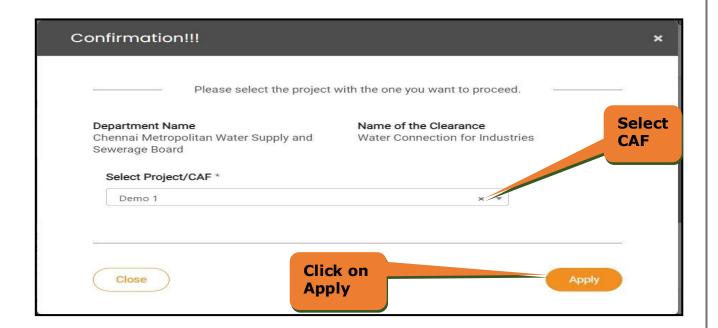


Figure 16. Project/CAF

2) Click on the Apply button and the Page will get redirected to Water Connection for Industries.

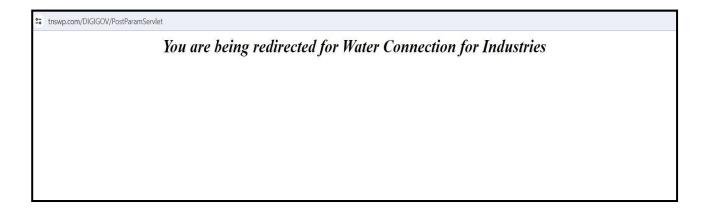
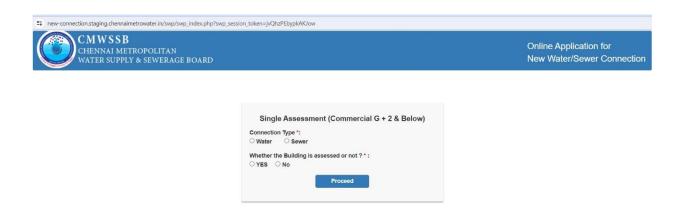


Figure 17. Water Connection for Industries



3) Enter all the mandatory Water Connection for Industries.



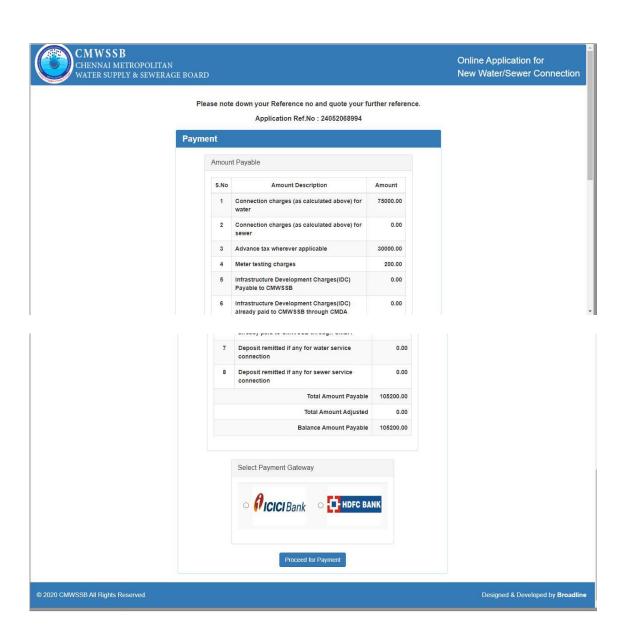
11 CMWSSB All Rights Reserved.	Designed & Developed by Broadline
16. At the time of inspection by Depot Engineer the following documents are to be produced for verifi-	ication.
a. Plans sanctioned by CMDA / Corporation of Chennai /Local Authority.	
b. Planning permission letter issued by CMDA / GCC.	
c. Completion Certificate issued by CMDA / Corporation of Chennai wherever applicable.	
d. Proof for paid IDC to CMDA wherever applicable.	
e. Water tax paid receipts.	
f. Indemnity Bond (format available on online)	
g. Copy of acknowledged letter seeking assessment of property addressses to Greater chennai of	corporation.
I have read and agree to the above guidelines and instructions of the CMWSSB before filling up the	e Online Application Form for New Water/Sewer Connection.
Proceed	Click on 'Proceed
20 CMWSSB All Rights Reserved.	Designed & Developed by Broadline

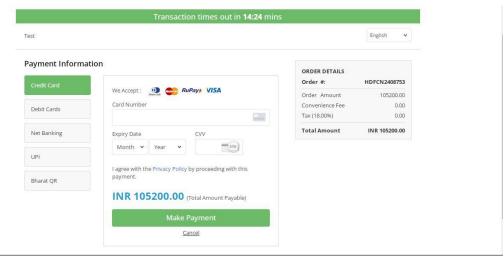
Figure 18. Water Connection for Industries



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133546765868678		Whether Sump provided*			
		○ Yes ● No			
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Non Residential De	Details				+ Add Record
	Ai	rea in Sq.ft (Including common area)	Area in Sq.m (Including common area)	Total	
S.No Fig	Floor A	в с	A B C (100 sqm) (50 sqm) (25 sqm)	Area in Sq.m Ed	lit/Delete
Amo	nount Payable				
	S.No	Amou	int Description	Amount	
		charges (as calculated above) for water		0.00	
	2 Connection of	charges (as calculated above) for sewe	er	0.00	0
;	3 Advance tax	wherever applicable		3000.00	0
	4 Meter testing	charges		100.00	0
	5 Infrastructur	e Development Charges(IDC) Payable t	to CMWSSB	0.00	0
,	6 Infrastructur	e Development Charges(IDC) already p	oald to CMWSSB through CMDA	Enter Amount	
	7 Deposit remi	tted if any for water service connection	1		
	47			Enter Amount	
	8 Deposit remi	tted if any for sewer service connection	n	Enter Amount	
			Total Amount Payable	3100.00	0
			Total Amount Adjusted	0.00	0
			Balance Amount Payable	3100.00	0
			Submit		









Application Submitted

After the applicant has completed the application form. The applicant can view the status of the application under Track your application → Select the CAF from the Dropdown → All details.

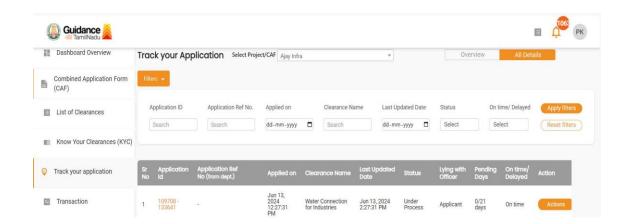


Figure 19. Under Process

8.Payment Process

Make the Fees for Registration to submit the application in Single Window Portal.

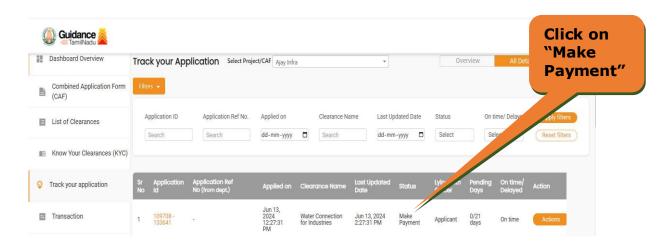
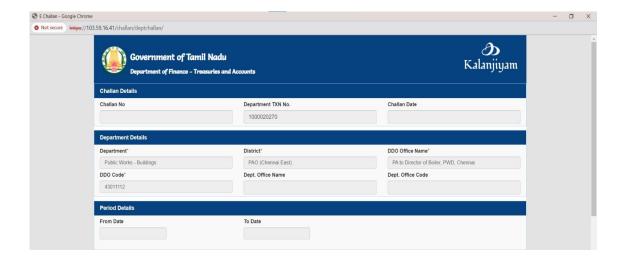


Figure 20. Making Payment

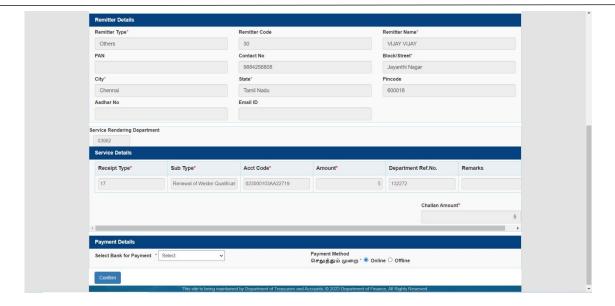


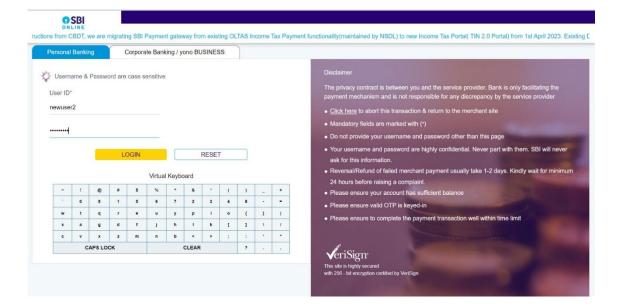


Figure 21. Click on 'Proceed'









Application Submitted

After the applicant has completed the application form, the application is submitted successfully to the Executive Engineer for further processing. The applicant can view the status of the application under Track your application

Select the CAF from the Dropdown

All details



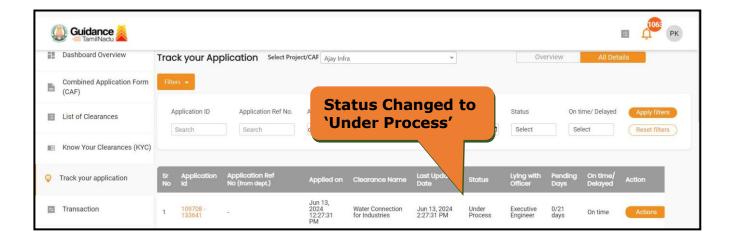


Figure 22. Status of the Application

9.Inspection Schedule

- a. The department schedules the date of appointment for inspection to be done for the specified institution (Refer Figure 23).
- b. The inspection date scheduled by the department is intimated to the user (Refer Figure 24)
- c. After the Inspection is completed, the Executive Engineer submits the Inspection and will request the applicant to make the rectifications.



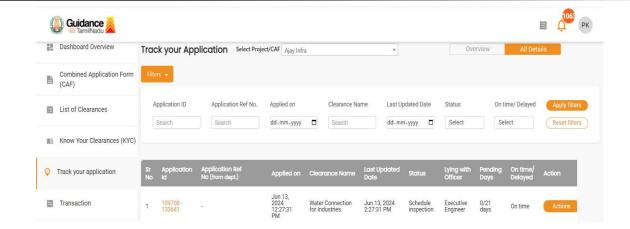


Figure 23. Status changed to 'inspection scheduled'



Figure 24. Details of Scheduled Inspection

10.Query Clarification

- 1) After submitting the application to the Chennai Metro Water Supply and Sewage Board, the Executive Engineer reviews the application and if there are any clarifications required, the Executive Engineer will 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.

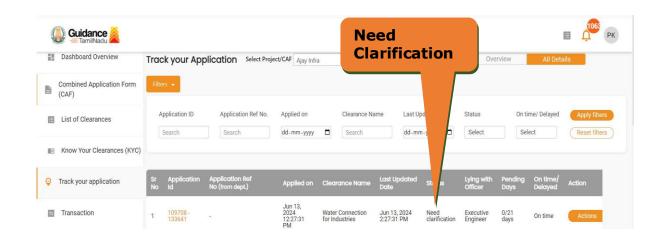


Figure 25. Need Clarification

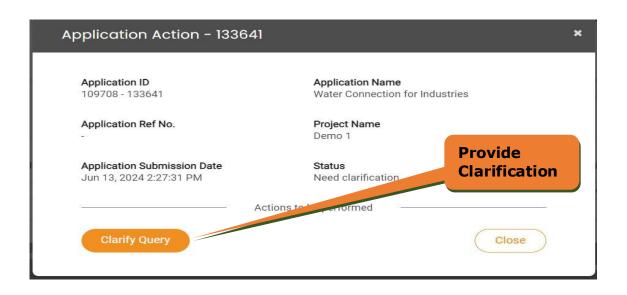


Figure 26. Provide Clarification

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.

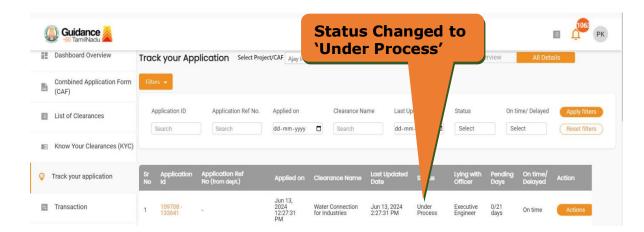


Figure 27. Under Process

Issue feasibility report

Executive Engineer will prepare and issue the provisional feasibility report and places it before management committee decision.

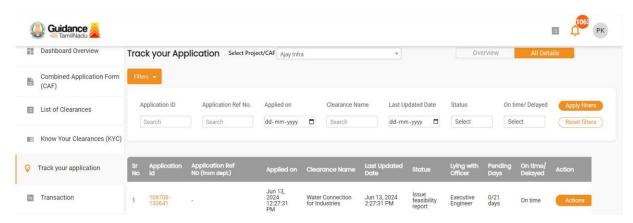


Figure 28. Issue feasibility report



2) The Management Committee will review the Feasibility report and approve or reject the application. The applicant can view the status of the application under Track your application → Select the CAF from the Dropdown → All details

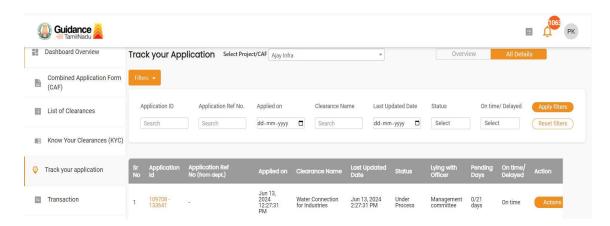


Figure 29. Under Process

11. Track Your Application

- After submitting the application, a unique 'token ID' would be generated. Using the 'Token ID' the Applicant can track the status of clearances by clicking on 'Track your application' option.'
- Applicant to choose the name of the project created during CAF from the dropdown 'Select Project / CAF' displayed at the top of the page.
- Track your application Overview Option

By clicking on 'Overview' tab, Applicant can view the count of various clearance statuses as follows.

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



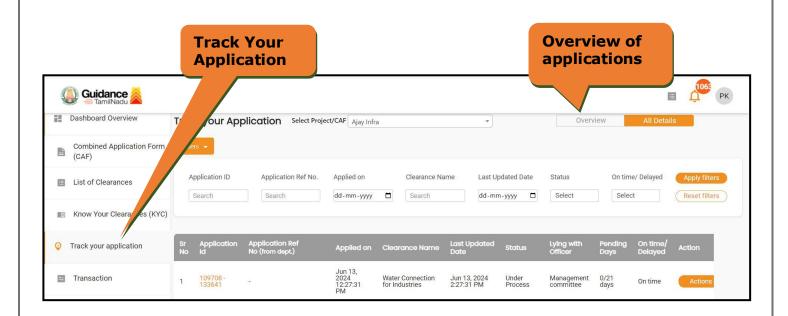


Figure 30. Track Your Application

• 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

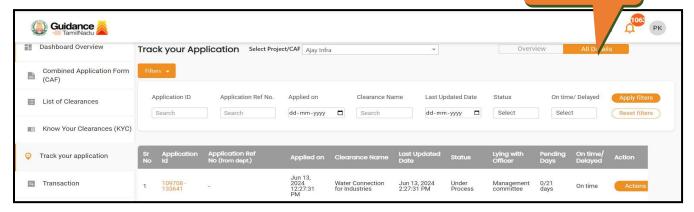


Figure 31. 'All Details' tab



12. Application Processing

 The Management committee scrutinizes and reviews the application and updates the status as "Approved or Rejected"

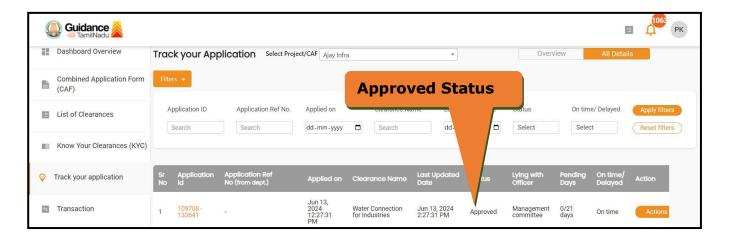


Figure 32. Application Processed

2) If the application is 'Approved' by the Management committee, the applicant can download the Approval Certificate under Track your application - > Action button -> Download Certificate (Refer Figure 33)

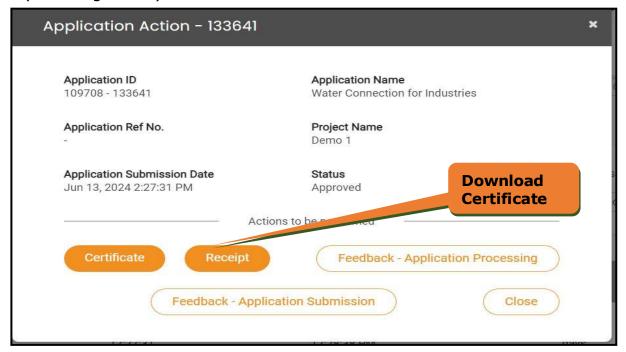


Figure 33. Download Certificate



3) If the application is '**Rejected**' by the Management committee, the applicant can view the rejection remarks under the Actions Tab by the Management committee. Applicant must create a fresh application if the application has been rejected. (Refer Figure 34)

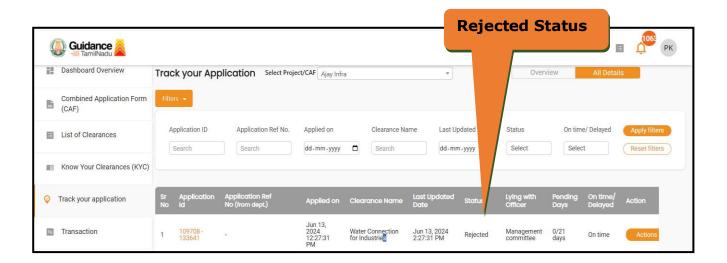


Figure 34. Rejected Status

Issue Work Order

• Executive Engineer will initiate tendering, and issues work order number to applicant.

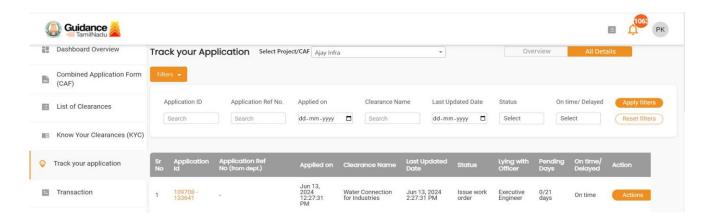


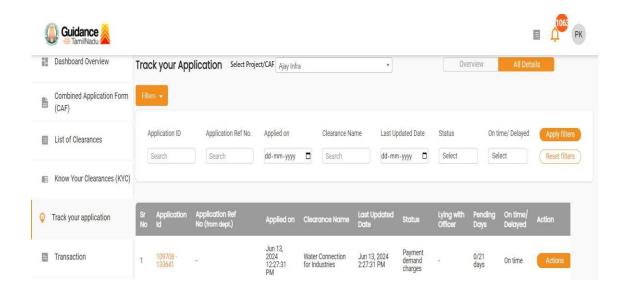
Figure 35. Issue work order



Payment Estimate charges

The Executive Engineer will initiate tendering, and issues work order number to applicant.

Applicants receive the tendering, and issues work order and pay the estimate charges.



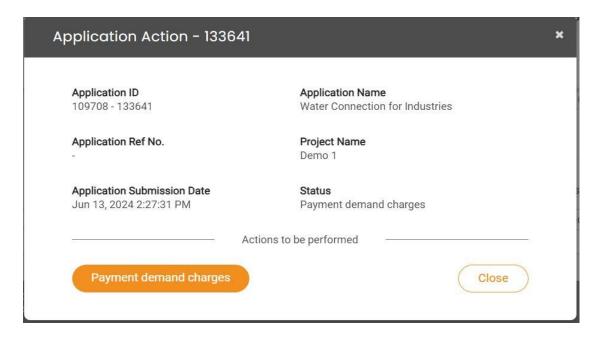


Figure 36. Payment Estimate charges



