

Guidance
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TamilNadu



TAMILNADU SINGLE WINDOW PORTAL

APPLICANT MANUAL

Obtaining Water and Sewer Connection for Commercial Establishments (G+2 and below - Multiple Assessment)

Chennai Metropolitan Water Supply and Sewerage Board



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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



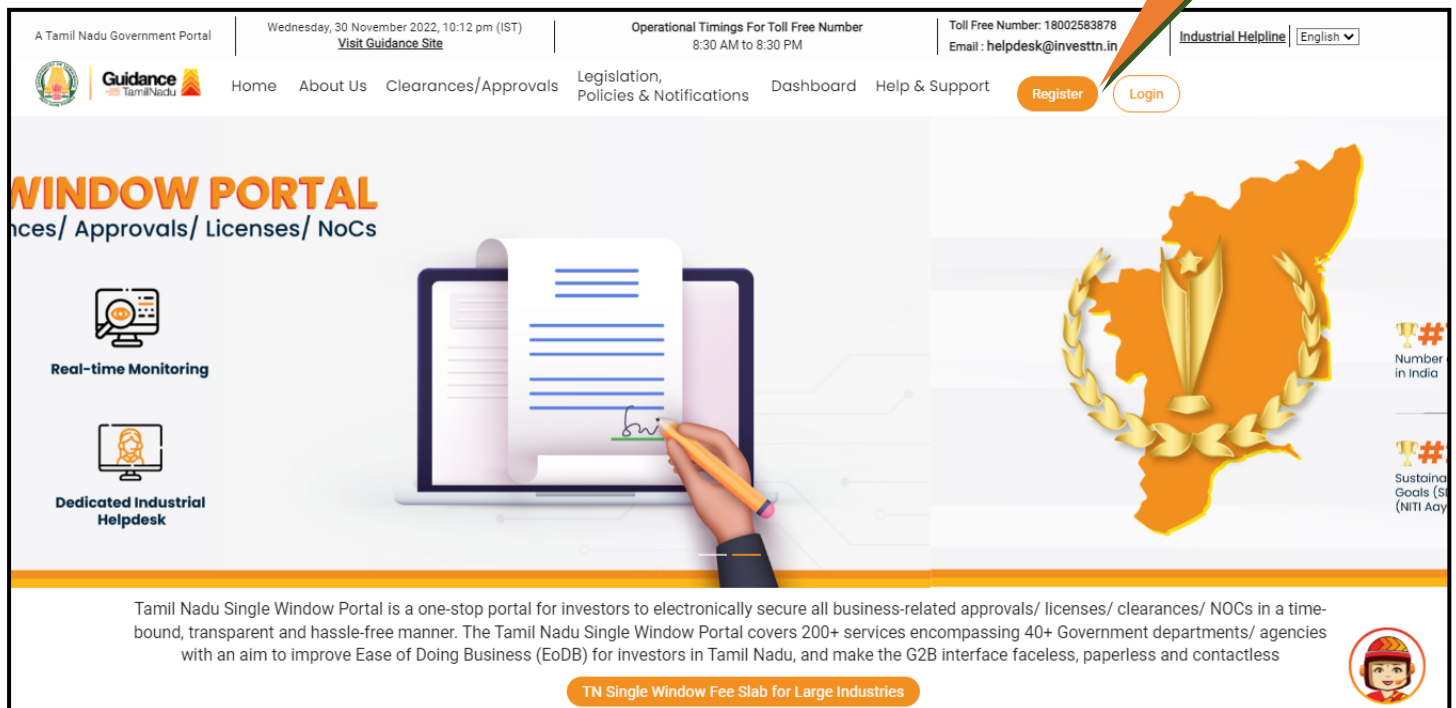
Figure 1. Single Window Portal Home Page

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

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

SINGLE WINDOW PORTAL
Clearances/ Approvals/ Licenses/ NoCs

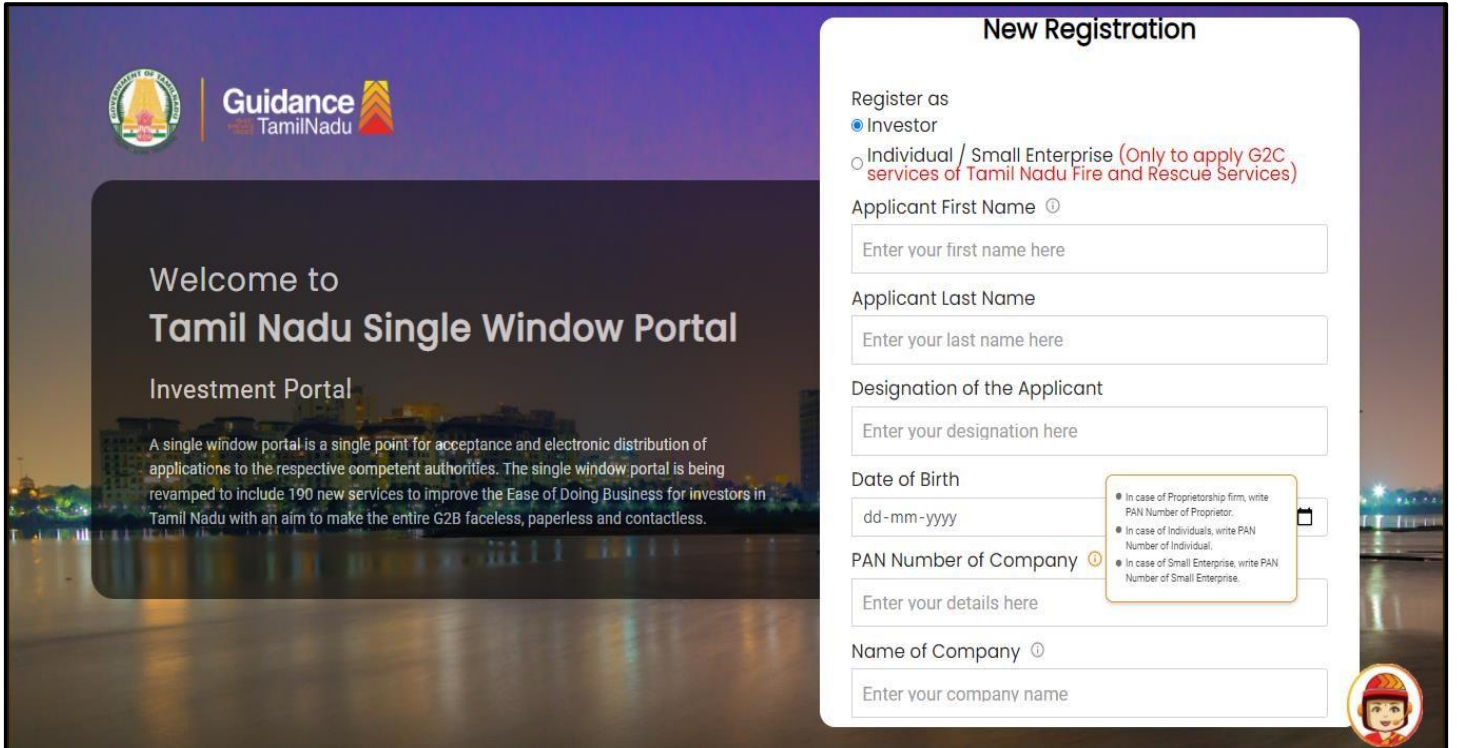
Real-time Monitoring
Dedicated Industrial Helpdesk

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

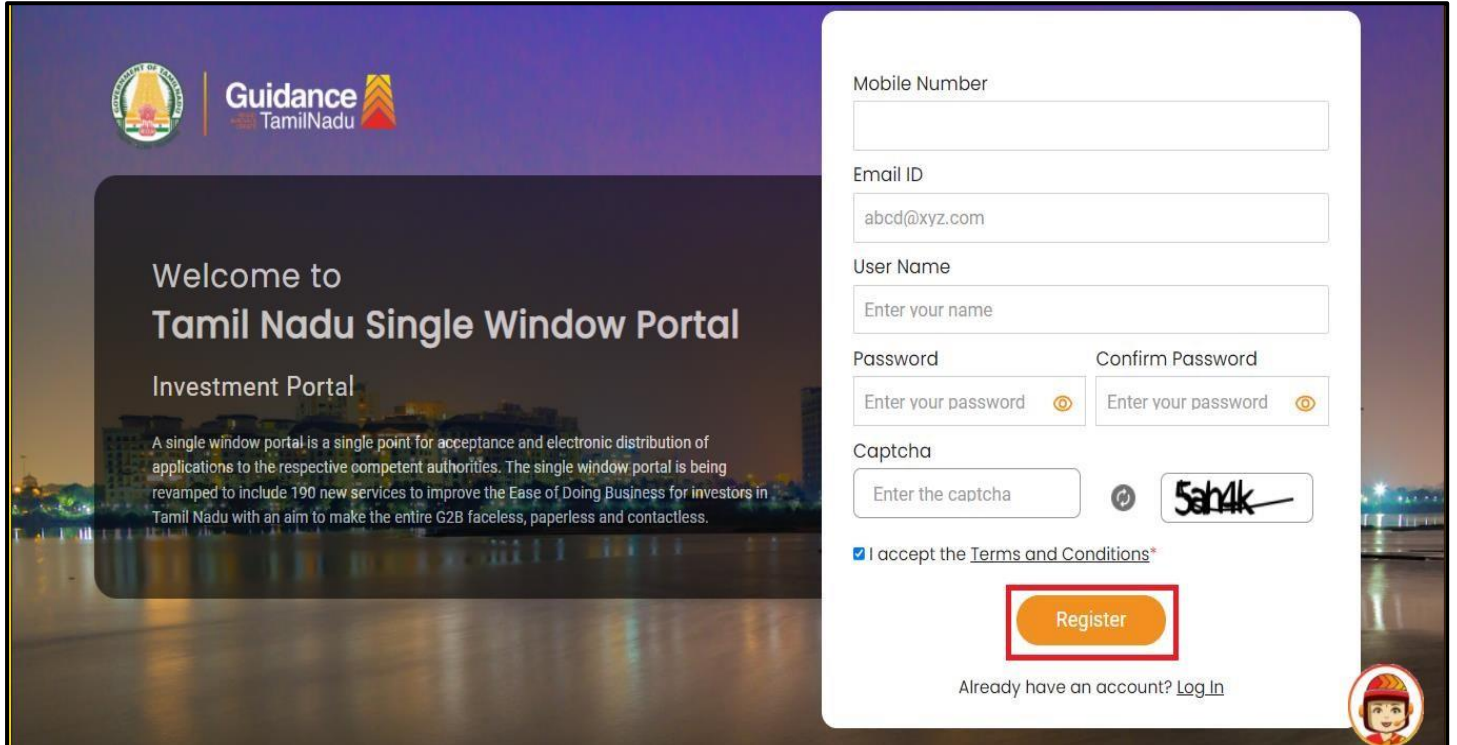
Date of Birth

- 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
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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.

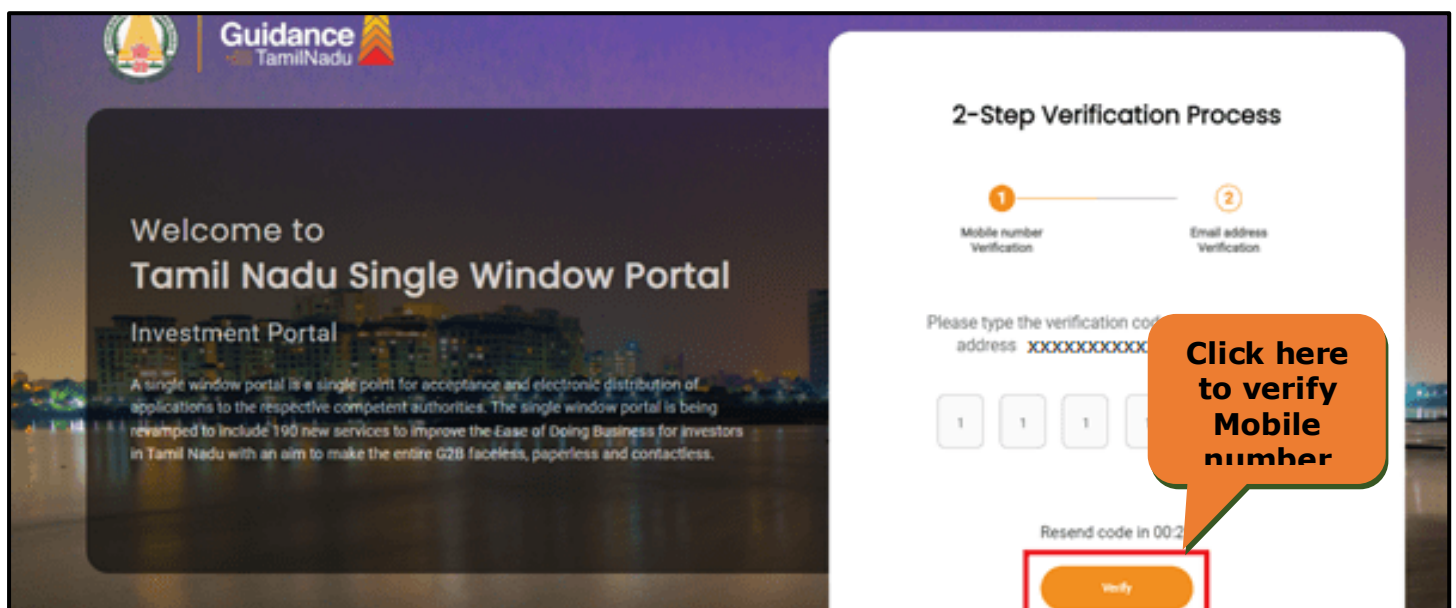


Figure 5. Mobile Number Verification

- 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.

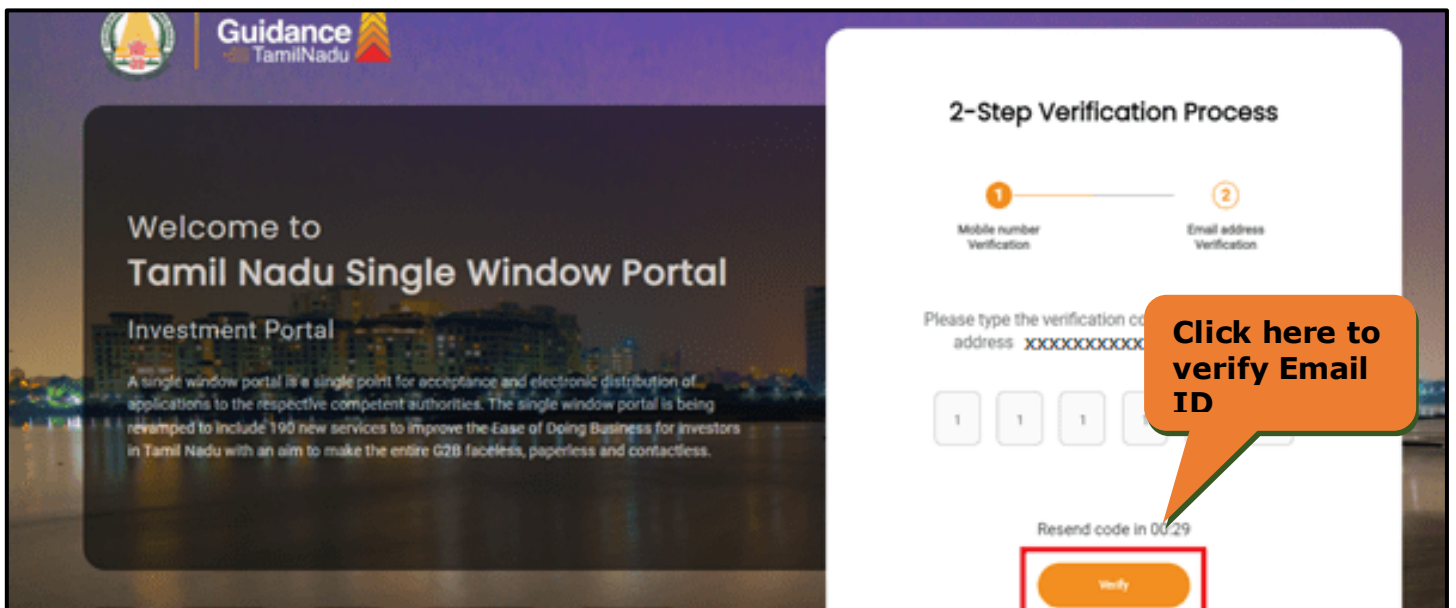


Figure 6. Email ID Verification

- 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.

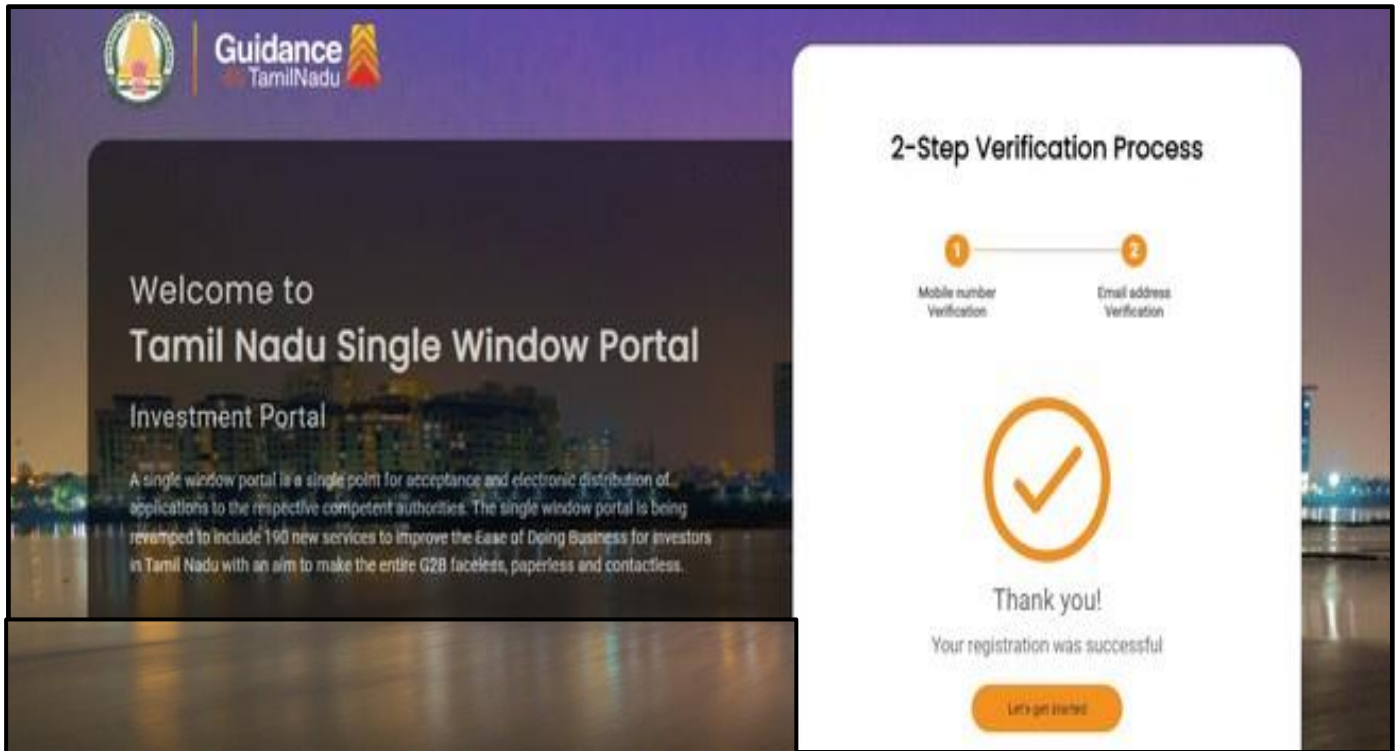


Figure 7. Registration Confirmation Pop-Up

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. At the top, there is a navigation bar with the following elements:

- Left side: "A Tamil Nadu Government Portal" and "Visit Guidance Site" link.
- Center: "Operational Timings For Toll Free Number 8:30 AM to 8:30 PM".
- Right side: "Toll Free Number: 18002583878" and "Email : helpdesk@investtn.in".

 Below the navigation bar is a main menu with links: Home, About Us, Clearances/Approvals, Legislation, Policies & Notifications, Dashboard, and Help & Support. On the right of the main menu are "Register" and "Login" buttons. The "Login" button is highlighted with an orange callout box containing the text "Login to TNSWP".

The main content area features a large orange map of Tamil Nadu on the left. To the right, the text "TAMIL NADU Leading the Nation" is displayed. Below this, there are two rows of award statistics:

- Row 1 (#1 awards):**
 - Number of Factories in India
 - Number of Operational SEZs in India
 - Governance & Political Stability (N-SIP1 2019)
 - International and Domestic Tourist Arrivals
 - Best Performing State (India Today State of the State Award 2018, 2019 & 2020)
- Row 2 (#2 awards):**
 - Sustainable Development Goals (SDG) Index 2020-21 (NITI Aayog)
 - Second Largest Economy in India
 - Best Governed State (Public Affairs Index 2020)
 - Job Creation Under IBPS Scheme
 - Growth, Innovation and Leadership Index 2019 (Frost & Sullivan)

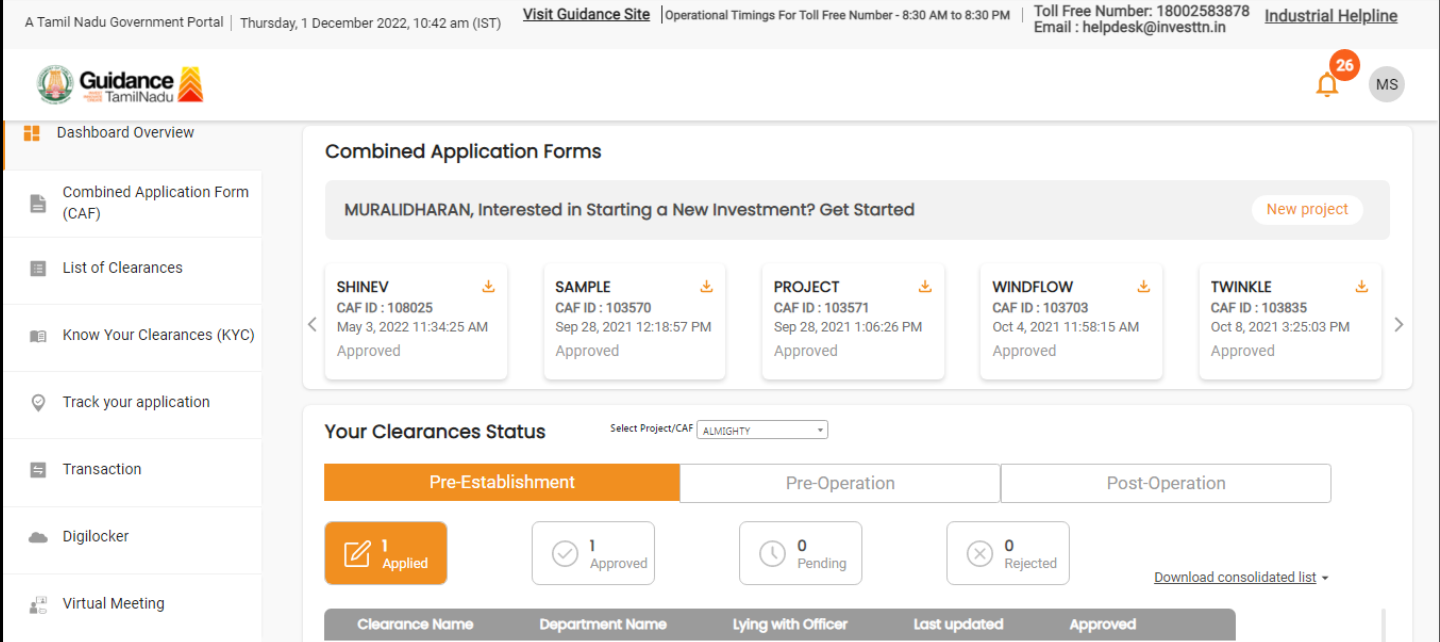
 At the bottom of the page, there is a text block: "Tamil Nadu Single Window Portal is a one-stop portal for investors to electronically secure all business-related approvals/ licenses/ clearances/ NOCs in a time-bound, transparent and hassle-free manner. The Tamil Nadu Single Window Portal covers 200+ 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". Below this text is a button labeled "TN Single Window Fee Slab for Large Industries" and a small cartoon character icon on the right.

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.

A Tamil Nadu Government Portal | Thursday, 1 December 2022, 10:42 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 Forms

MURALIDHARAN, Interested in Starting a New Investment? Get Started [New project](#)

Application Name	CAF ID	Date	Status
SHINEV	108025	May 3, 2022 11:34:25 AM	Approved
SAMPLE	103570	Sep 28, 2021 12:18:57 PM	Approved
PROJECT	103571	Sep 28, 2021 1:06:26 PM	Approved
WINDFLOW	103703	Oct 4, 2021 11:58:15 AM	Approved
TWINKLE	103835	Oct 8, 2021 3:25:03 PM	Approved

Your Clearances Status Select Project/CAF: ALMIGHTY

Pre-Establishment | Pre-Operation | Post-Operation

Applied: 1 | Approved: 1 | Pending: 0 | Rejected: 0

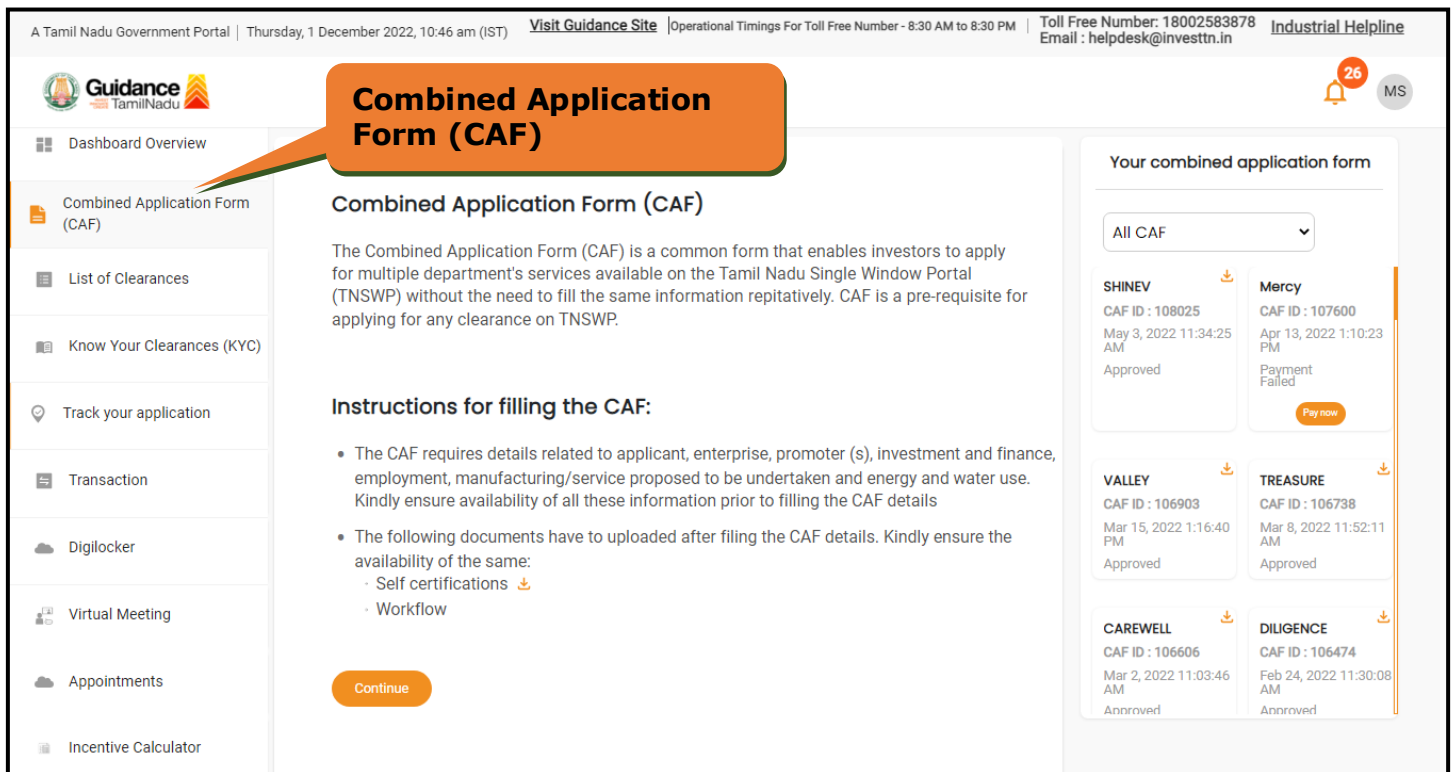
[Download consolidated list](#)

Clearance Name	Department Name	Lying with Officer	Last updated	Approved
----------------	-----------------	--------------------	--------------	----------

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)

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

[Continue](#)

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

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 dashboard. The top navigation bar includes a progress indicator with seven steps: 1. Project Details, 2. Details of Enterprise, 3. Details of Estimated, 4. Details of Employment and Manufacturing Utilities, 5. Details of Manufacturing, 6. Supporting Documents, and 7. CAF Payment. A notification bell icon shows 309 alerts, and a user profile icon labeled 'YC' is visible. The left sidebar contains menu items: Dashboard Overview, Combined Application Form (CAF), List of Clearances, Know Your Clearances (KYC), Track your application, and Transaction. The main content area is titled 'Payment Details' and features a confirmation message: '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, there are radio buttons for 'Lump sum' (selected) and 'à la carte'. The 'Amount to be paid (in INR)' field contains '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 Obtaining Water and Sewer Connection for Commercial Establishments (G+2 and below - Multiple Assessment)

1. Click on “List of Clearances”

List of Clearances

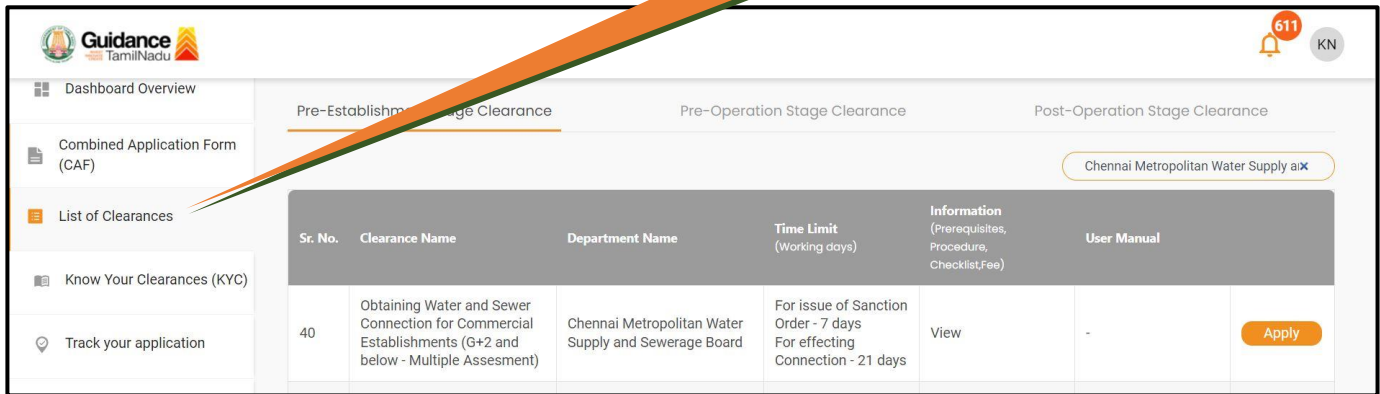


Figure 13. List of Clearances

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 ‘Obtaining Water and Sewer Connection for Commercial Establishments’ by using Search option as shown in the figure given

Pre-Establishment Stage Clearance

Search for Clearance

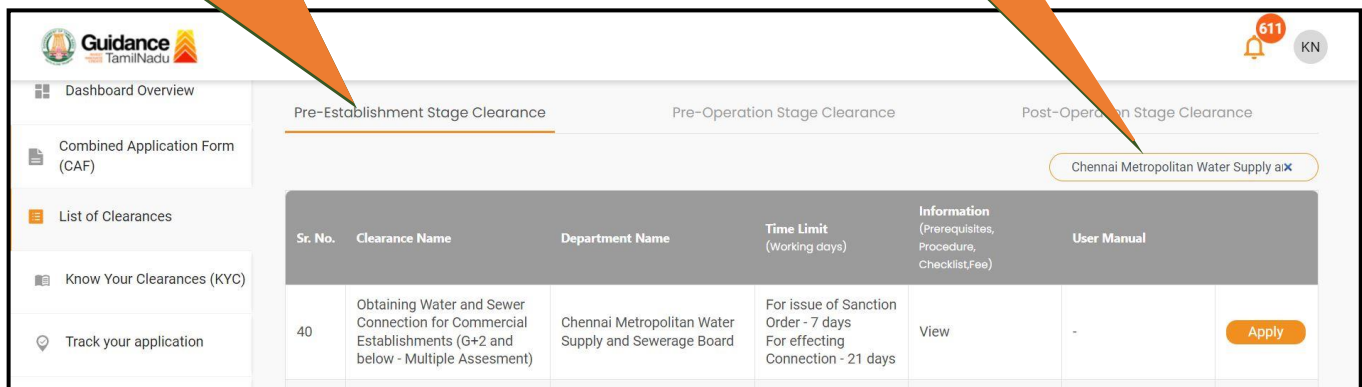
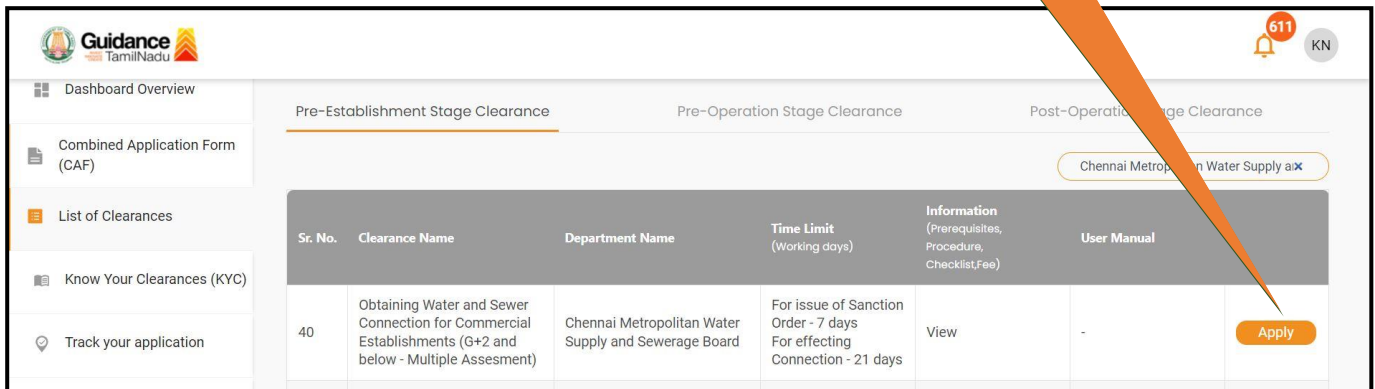


Figure 14. Search for Clearance

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 'List of Clearances' section on the Guidance TamilNadu dashboard. The dashboard includes a sidebar with navigation options like 'Dashboard Overview', 'Combined Application Form (CAF)', 'List of Clearances', 'Know Your Clearances (KYC)', and 'Track your application'. The main content area displays a table of clearances under the 'Pre-Establishment Stage Clearance' tab. An orange callout bubble labeled 'Apply for Clearance' points to the 'Apply' button in the table row for clearance number 40.

Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
40	Obtaining Water and Sewer Connection for Commercial Establishments (G+2 and below - Multiple Assessment)	Chennai Metropolitan Water Supply and Sewerage Board	For issue of Sanction Order - 7 days For effecting Connection - 21 days	View	-

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 Chennai Metropolitan Water Supply and Sewerage Board	Name of the Clearance Obtaining Water and Sewer Connection for Commercial Establishments (G+2 and below - Multiple Assesment)
--	---

Select Project/CAF *

Select field

Close Apply

Select CAF

Click on Apply

Figure 16. Project/CAF

2) Click on the Apply button and the Page will get redirected to Obtaining Water and Sewer Connection for Commercial Establishments (G+2 and below - Multiple Assessment).

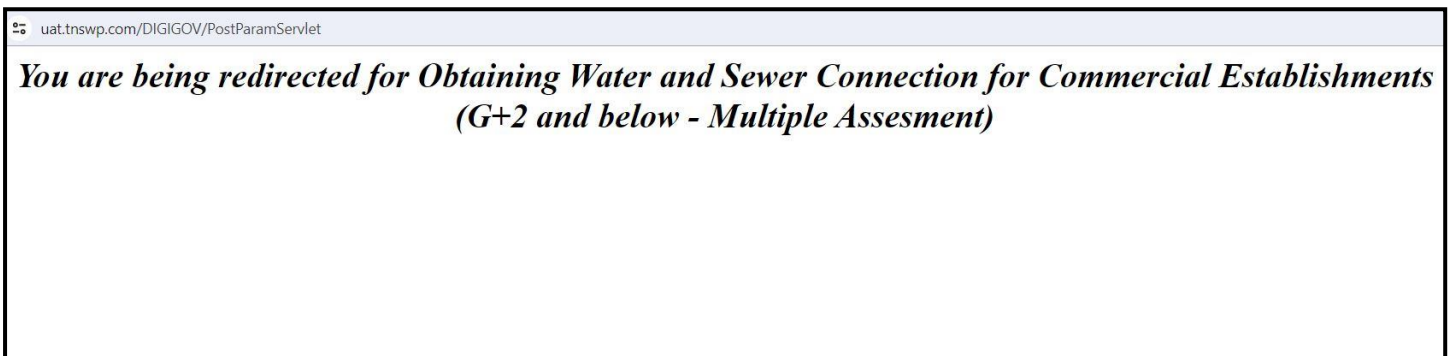
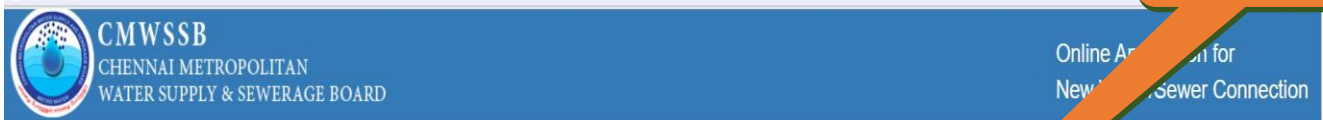


Figure 17. Redirecting to Obtaining Water and Sewer Connection for Commercial Establishments (G+2 and below - Multiple Assessment)

- 3) Enter all the mandatory details in the application for Obtaining Water and Sewer Connection for Commercial Establishments (G+2 and below - Multiple Assessment).

Click on
'Proceed'



Multiple Assessment (Commercial G + 2 & Below)

Connection Type *:

Water Sewer Both

Whether the Building is assessed or not ? * :

YES No

new-connection.staging.chennaietrowater.in/swp/swp_termscon.php

b. Building and internal plumbing works should have been completed.

c. Water / Sewer Tax and other charges payable to CMWSSB should have been paid up to date wherever applicable.

16. At the time of inspection by Depot Engineer the following documents are to be produced for verification.

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 addresses to Greater chennai corporation.

I have read and agree to the above guidelines and instructions of the CMWSSB before filling up the Online Application Form for New Water/Sewer Connection.

Figure 18. Obtaining Water and Sewer Connection for Commercial Establishments (G+2 and below - Multiple Assessment)



Online Application for
New Water/Sewer Connection

[Home](#)

Multiple Assessment (Commercial, Institutional)

All Fields marked with * are Mandatory.

Connection Type : water

Whether Sewer Connection Available* Yes No

Corporation Zone/Metro Water Area : 01 - Thiruvotriyur

Depot No./Division No. : 004 - ERNAVOOR, WIMCO NAGAR, TIRUVOTTRIYUR

Whether the Connection is for*:

Building Constructed On Vacant land Demolition of existing building and reconstruction Sub-division of Property

1. Name and address of the owner

Name* :

Vignesh v

Mobile* :

7904293377

Landline:

Landline

E-mail:

danielvignesh9@gmail.com

2. Name and address of the applicant (if the applicant is not the owner)

(a) Legal status of the Applicant* Owner Lessee Power of Attorney

new-connection.staging.chennaietrowater.in/swp/swp_forms.php

Name* :

Vignesh v

Mobile* :

7904293377

Landline:

Landline

E-mail:

danielvignesh9@gmail.com

Door No* :

12

Street Name* :

Location* :

Pincode* :

600051

Planning Permission No.* : ?

Planning Permission No

Building Permission No.* : ?

Building Permission No

Aadhar No.:

Aadhar No.

Whether Sump provided*

Yes No

Non Residential Details*

[+ Add Record](#)

S.No	CMC No ?	Floor	Area in Sq.ft (Including common area)			Area in Sq.m (Including common area)			Total Area in Sq.m	Edit/Delete
			A	B	C	A (100 sqm)	B (50 sqm)	C (25 sqm)		

[Get Tariff Details](#)

new-connection.staging.chennaietrowater.in/swp/swp_forms.php

[Get Tariff Details](#)

Amount Payable		
S.No	Amount Description	Amount
1	Connection charges (as calculated above) for water	0.00
2	Connection charges (as calculated above) for sewer	0.00
3	Advance tax wherever applicable	3000.00
4	Meter testing charges	100.00
5	Infrastructure Development Charges(IDC) Payable to CMWSSB	0.00
6	Infrastructure Development Charges(IDC) already paid to CMWSSB through CMDA	<input type="text" value="Enter Amount"/>
7	Deposit remitted if any for water service connection	<input type="text" value="Enter Amount"/>
8	Deposit remitted if any for sewer service connection	<input type="text" value="Enter Amount"/>
Total Amount Payable		3100.00
Total Amount Adjusted		0.00
Balance Amount Payable		3100.00

[Submit](#)

Please note down your Reference no and quote your further reference.

Application Ref.No : 24052168996

Payment

Amount Payable		
S.No	Amount Description	Amount
1	Connection charges (as calculated above) for water	45000.00
2	Connection charges (as calculated above) for sewer	0.00
3	Advance tax wherever applicable	18000.00
4	Meter testing charges	100.00
5	Infrastructure Development Charges(IDC) Payable to CMWSSB	0.00
6	Infrastructure Development Charges(IDC) already paid to CMWSSB through CMDA	0.00
7	Deposit remitted if any for water service connection	0.00
8	Deposit remitted if any for sewer service connection	0.00
Total Amount Payable		63100.00
Total Amount Adjusted		0.00
Balance Amount Payable		63100.00

3	Advance tax wherever applicable	18000.00
4	Meter testing charges	100.00
5	Infrastructure Development Charges(IDC) Payable to CMWSSB	0.00
6	Infrastructure Development Charges(IDC) already paid to CMWSSB through CMDA	0.00
7	Deposit remitted if any for water service connection	0.00
8	Deposit remitted if any for sewer service connection	0.00
Total Amount Payable		63100.00
Total Amount Adjusted		0.00
Balance Amount Payable		63100.00

Select Payment Gateway

ICICI Bank
 HDFC BANK

Proceed for Payment

Transaction times out in 14:24 mins

Test English

Payment Information

- Credit Card**
- Debit Cards
- Net Banking
- UPI
- Bharat QR

We Accept :

Card Number

Expiry Date / CVV

I agree with the [Privacy Policy](#) by proceeding with this payment.

INR 105200.00 (Total Amount Payable)

Make Payment

[Cancel](#)

ORDER DETAILS	
Order #:	HDFCN2408753
Order Amount	105200.00
Convenience Fee	0.00
Tax (18.00%)	0.00
Total Amount	INR 105200.00

8. Payment Process

Click on 'Make Payment'

The dashboard shows 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	116836-133180	78168	May 21, 2024 12:27:48 PM	Obtaining Water and Sewer Connection for Commercial Establishments (G+2 and below - Multiple Assesment)	May 21, 2024 12:28:41 PM	Make Payment	Depot Engg	0/21 days	On time	Actions	Fee on Appl Subr

Application Action - 133180 ✕

Application ID
116836-133180

Application Ref No.
78168

Application Submission Date
May 21, 2024 12:27:48 PM

Application Name
Obtaining Water and Sewer Connection for Commercial Establishments (G+2 and below - Multiple Assesment)

Project Name
CAF Test 4

Status
Make Payment

Actions to be performed

Make Payment
Close

E Challan - Google Chrome
 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: 9884256806 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: செலுத்தும் முறை Online Offline

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SBI ONLINE

Due to instructions 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	[]	l	/	
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

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 19. Status of the Application

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**

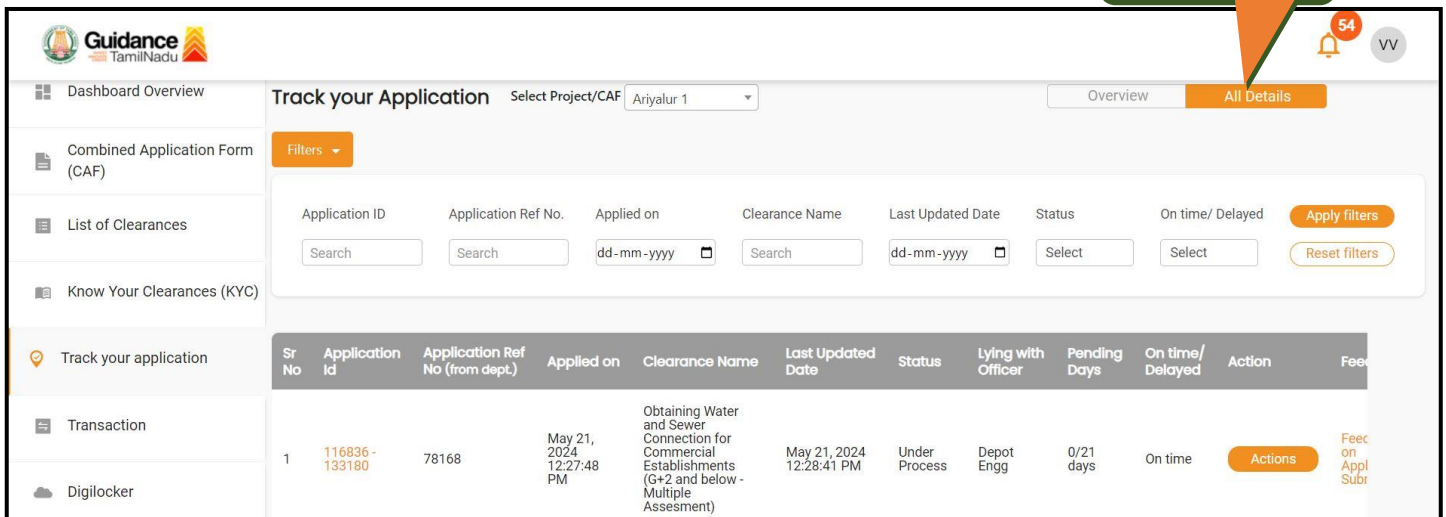
Figure 20. Track Your Application

- **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	Fees
1	116836 - 133180	78168	May 21, 2024 12:27:48 PM	Obtaining Water and Sewer Connection for Commercial Establishments (G+2 and below - Multiple Assessment)	May 21, 2024 12:28:41 PM	Under Process	Depot Engg	0/21 days	On time	Actions	Fee on Appl Subr

Figure 21. ‘All Details’ tab

10. Query Clarification

- 1) 1) After submitting the application to the Chennai Metro Water Supply and Sewage Board, the Assistant Engineer reviews the application and if there are any clarifications required, the Assistant Engineer would raise a query to the applicant.
- 2) Applicant would receive an alert message through Registered SMS/Email.
- 3) 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.

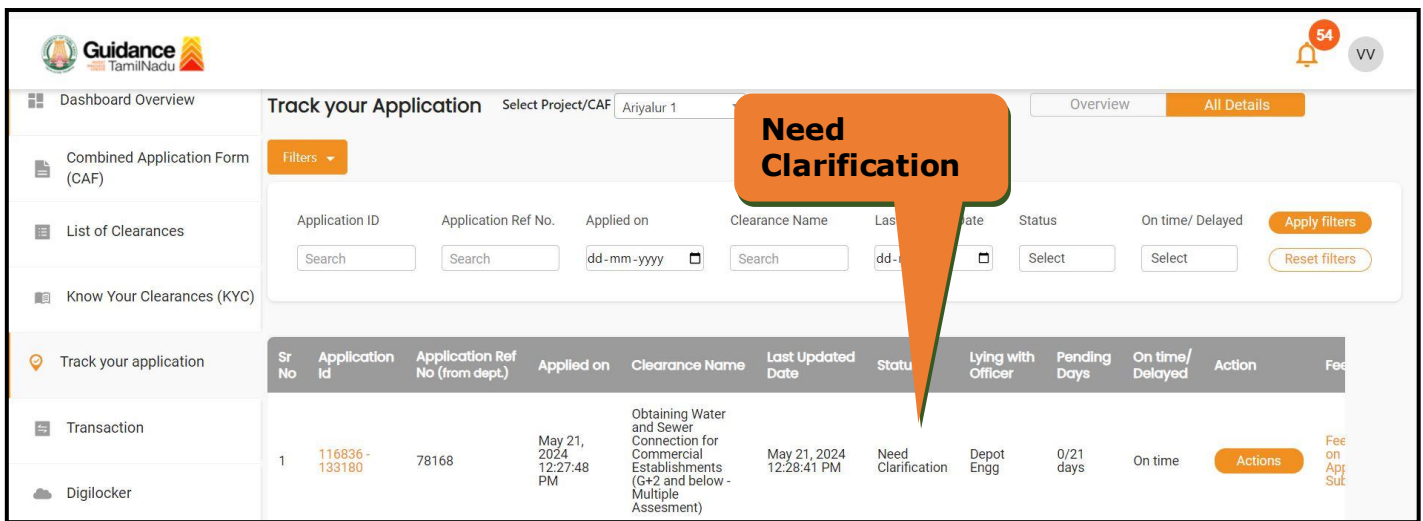


Figure 22. Need Clarification

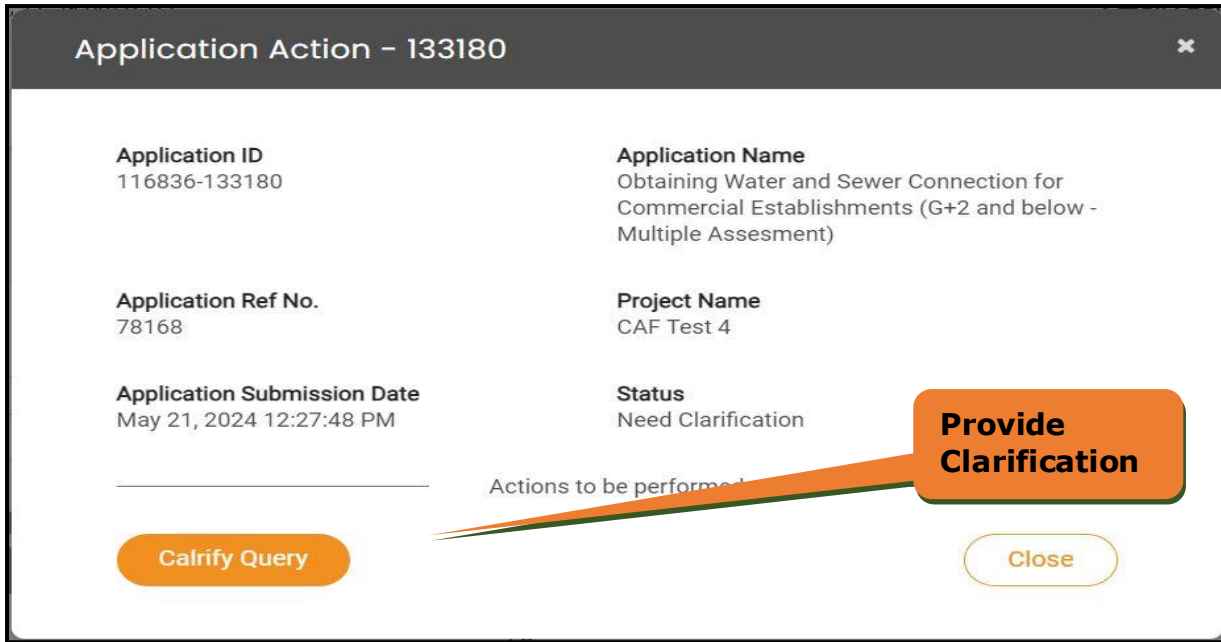


Figure 23. Provide Clarification

- 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.

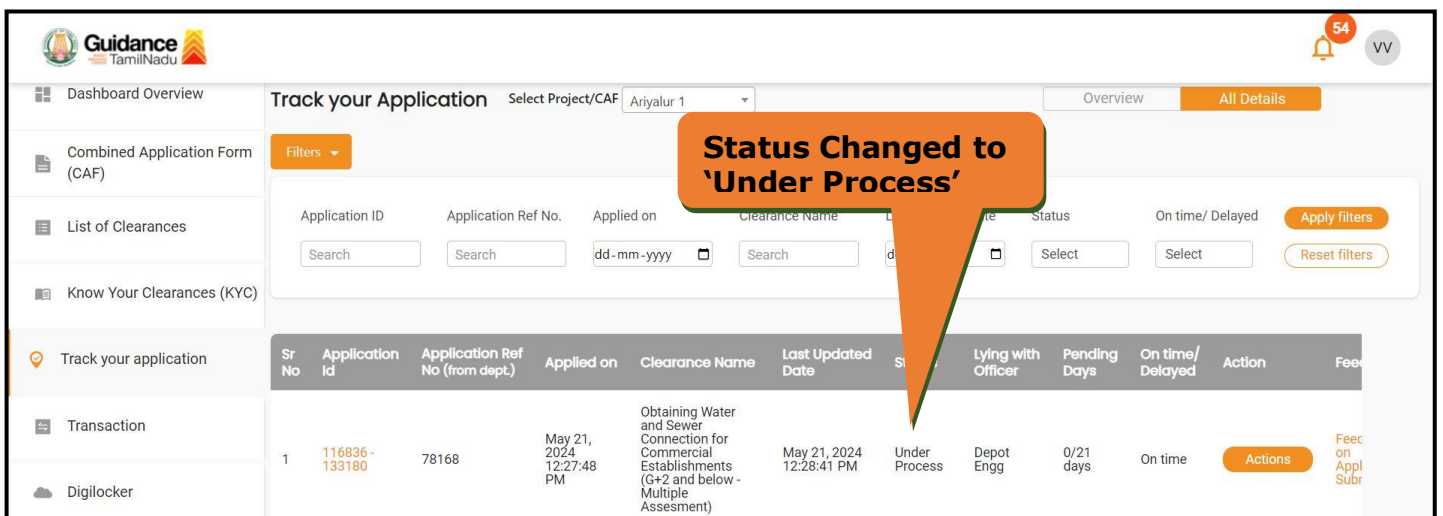


Figure 24. Under Process

11. Inspection Schedule

- a. The department schedules the date of appointment for inspection to be done for the specified institution (Refer Figure 25).
- b. The inspection date scheduled by the department is intimated to the user (Refer Figure 26)
- c. After the Inspection is completed, the Additional Divisional Engineer submits the Inspection report to the Assistant Engineer for Review.

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 21, 2024 12:27:48 PM	Obtaining Water and Sewer Connection for Commercial Establishments (G+2 and below - Multiple Assesment)	May 21, 2024 12:28:41 PM	Inspection Scheduled	Depot Engg	0/21 days	On time	Actions	Fee on Appli Subi

Figure 25. Status changed to 'inspection scheduled'

Application ID
116836-133180

Application Name
Obtaining Water and Sewer Connection for Commercial Establishments (G+2 and below - Multiple Assesment)

Application Ref No.
78168

Project Name
CAF Test 4

Application Submission Date
May 21, 2024 12:27:48 PM

Status
Inspection Scheduled

Actions to be performed

Inspection Details
Close

Figure 26. Details of Scheduled Inspection

12. Application Processing

- 1) The Assistant Engineer scrutinizes and reviews the application and updates the status as **"Approved or Rejected"**

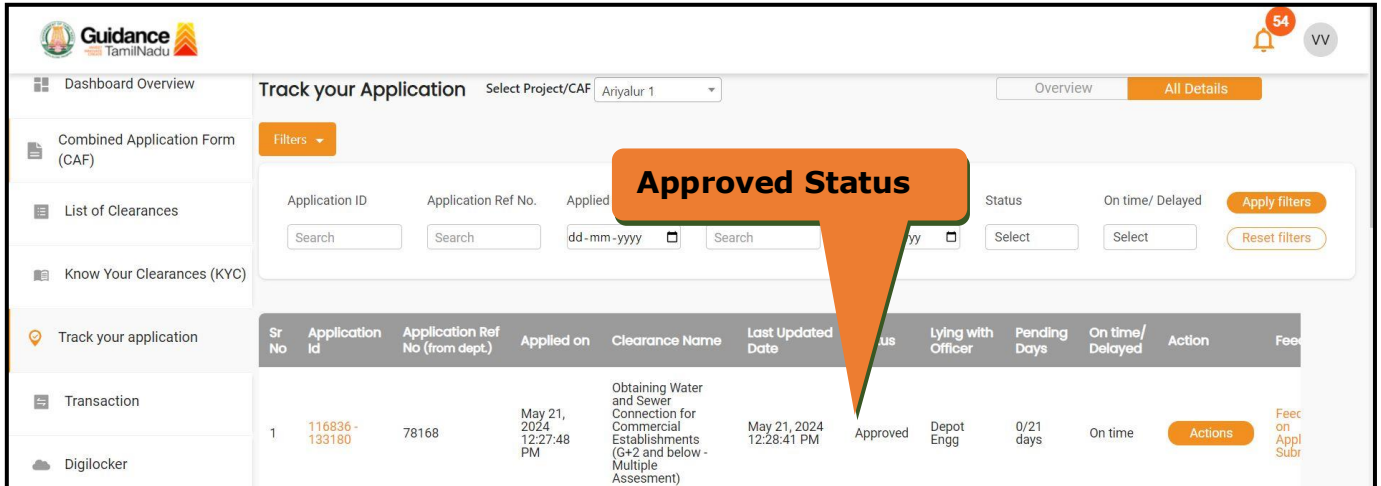


Figure 27. Application Processed

- 2) If the application is **'Approved'** by Assistant Engineer, the applicant can download the Approval Certificate under **Track your application - > Action button -> Download Certificate** (Refer Figure 28)

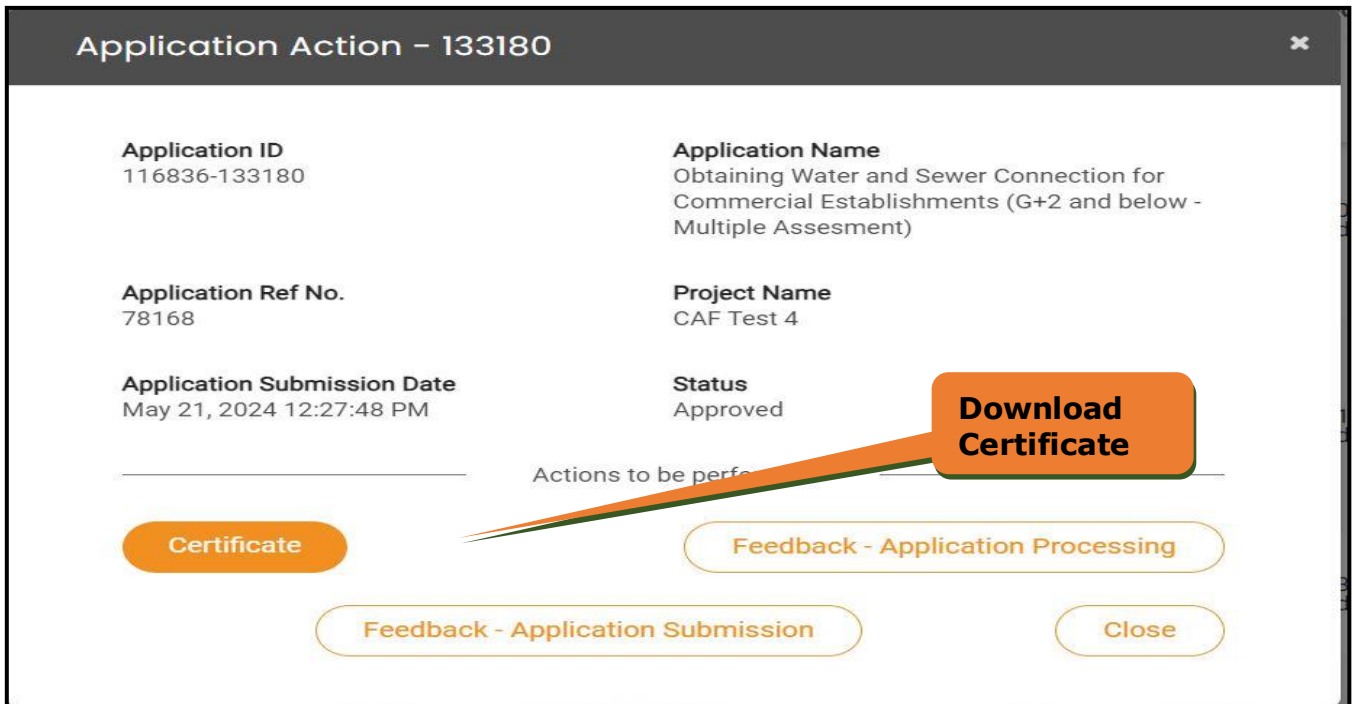
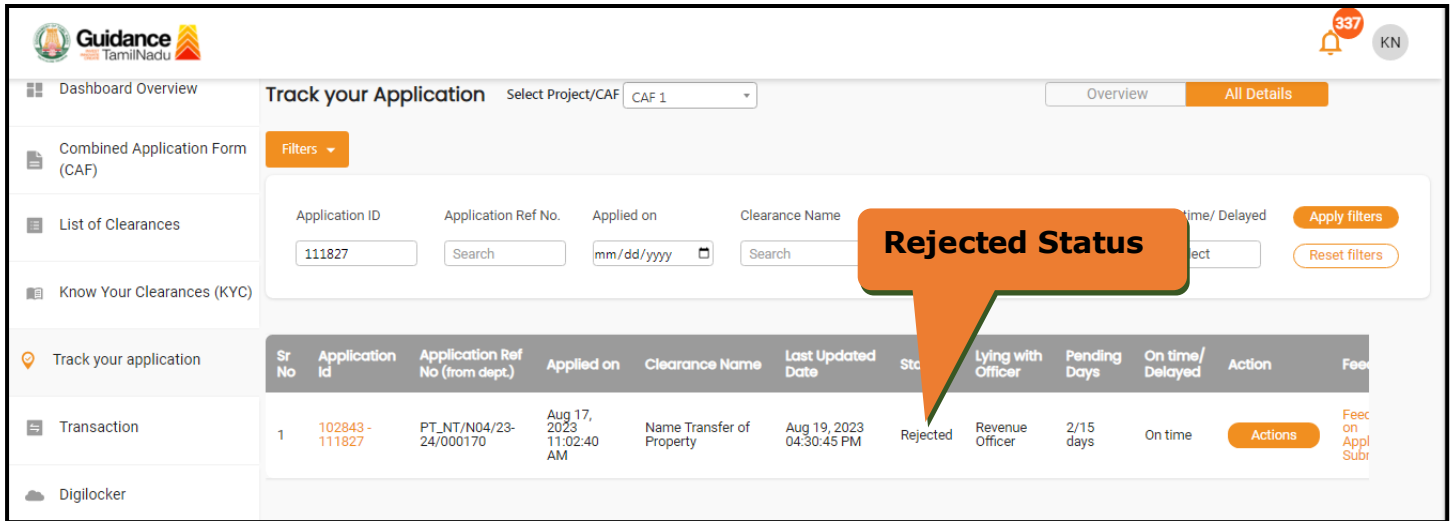


Figure 28. Download Certificate

3) If the application is '**Rejected**' by the Assistant Engineer, the applicant can view the rejection remarks under the Actions Tab by the Assistant Engineer. Applicant has to create a fresh application if the application has been rejected. (Refer Figure 29)



The screenshot shows the 'Track your Application' page. At the top, there are search filters for Application ID (111827) and Applied on (mm/dd/yyyy). Below the filters is 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	102843-111827	PT_NT/N04/23-24/000170	Aug 17, 2023 11:02:40 AM	Name Transfer of Property	Aug 19, 2023 04:30:45 PM	Rejected	Revenue Officer	2/15 days	On time	Actions	Fee on Appl Subr

Figure 29. Rejected Status

