



# **TAMILNADU SINGLE WINDOW PORTAL**

## **APPLICANT MANUAL**

**Grant of Quality Certification Reimbursement of Charges**

**Commissionerate of Industries and  
Commerce**



## Table of Contents

<b>1. Home Page.....</b>	<b>3</b>
<b>2. Registration .....</b>	<b>4</b>
<b>3. Mobile Number / Email ID – 2-Step Verification Process.....</b>	<b>6</b>
<b>4. Login .....</b>	<b>9</b>
<b>5. Dashboard Overview .....</b>	<b>10</b>
<b>6. Combined Application Form (CAF) .....</b>	<b>11</b>
<b>7. Apply for Grant of Quality Certification Reimbursement of Charges.....</b>	<b>14</b>
<b>8. Track Your Application .....</b>	<b>20</b>
<b>9. Query Clarification.....</b>	<b>22</b>
<b>10. Inspection Schedule.....</b>	<b>24</b>
<b>11. Application Processing .....</b>	<b>27</b>

## 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**



A Tamil Nadu Government Portal | Wednesday, 30 November 2022, 10:11 pm (IST) | Operational Timings For Toll Free Number 8:30 AM to 8:30 PM | Toll Free Number: 18002583878 | Email : helpdesk@investtn.in | Industrial Helpline | English

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

# TAMIL NADU

## Leading the Nation

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

Tamil Nadu Single Window Portal is a one-stop portal for investors to electronically secure all business-related approvals/ licenses/ clearances/ NOCs in a time-bound, transparent and hassle-free manner. The Tamil Nadu Single Window Portal covers 200+ services encompassing 40+ Government departments/ agencies with an aim to improve Ease of Doing Business (EoDB) for investors in Tamil Nadu, and make the G2B interface faceless, paperless and contactless

TN Single Window Fee Slab for Large Industries

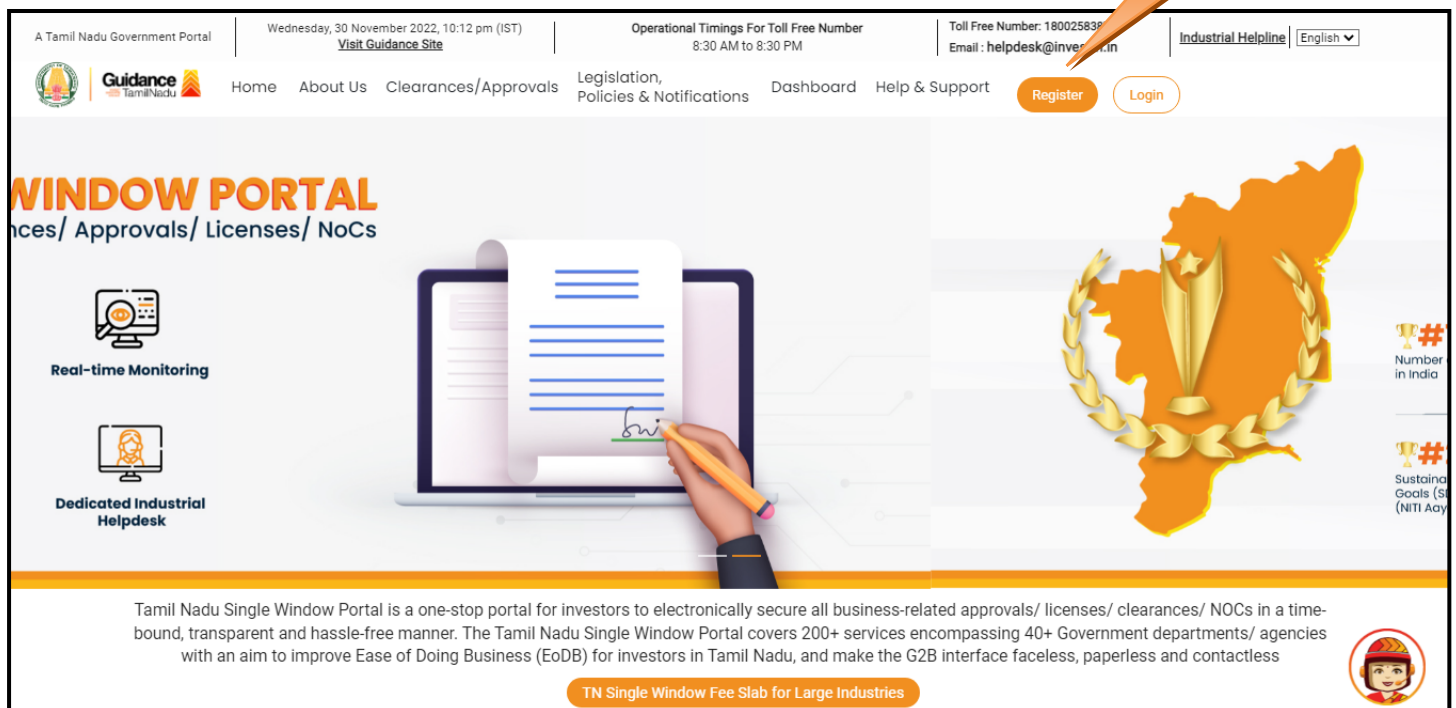
**Figure 1. Single Window Portal Home Page**

## 2. Registration

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

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

**Register  
on TNSWP**



A Tamil Nadu Government Portal | Wednesday, 30 November 2022, 10:12 pm (IST) | Visit Guidance Site | Operational Timings For Toll Free Number 8:30 AM to 8:30 PM | Toll Free Number: 180025839 | Email : helpdesk@investor.tn | Industrial Helpline | English

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

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

Real-time Monitoring  
Dedicated Industrial Helpdesk

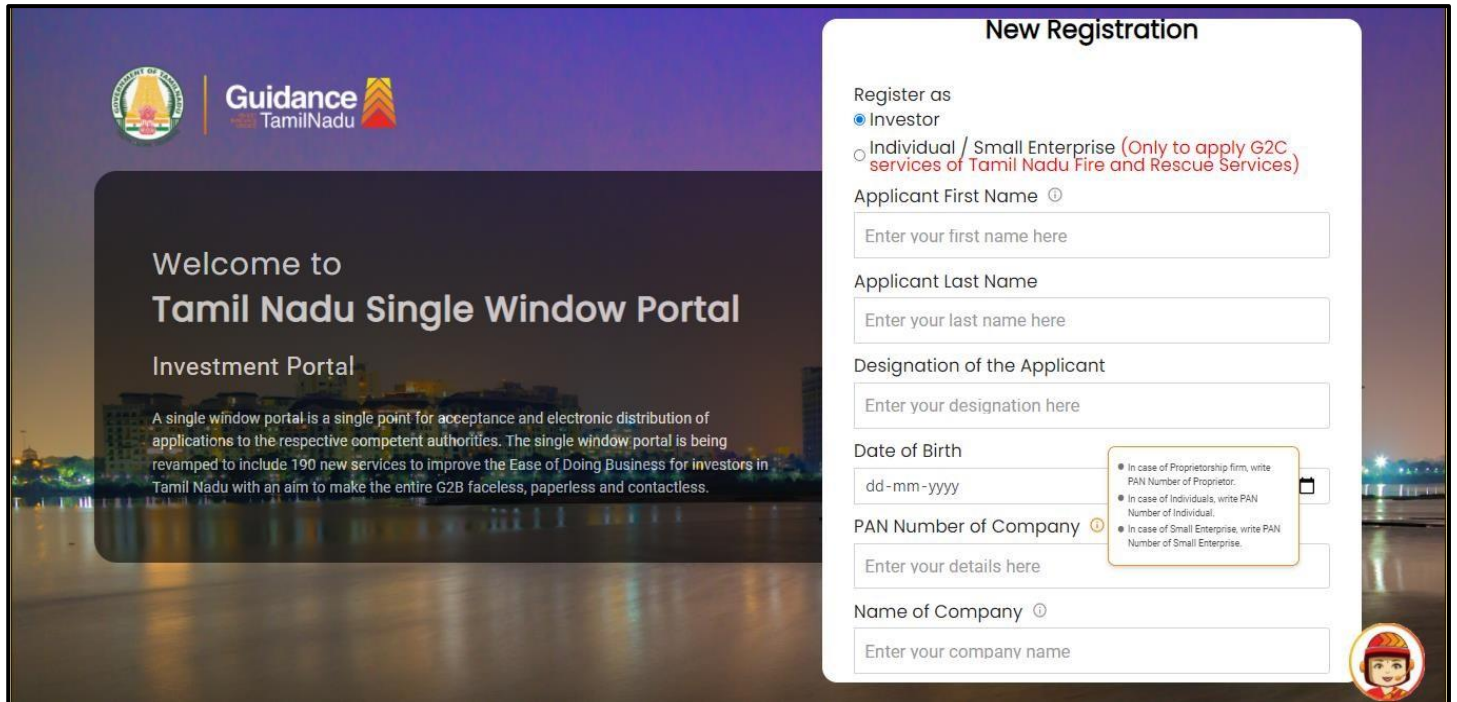
Tamil Nadu Single Window Portal is a one-stop portal for investors to electronically secure all business-related approvals/ licenses/ clearances/ NOCs in a time-bound, transparent and hassle-free manner. The Tamil Nadu Single Window Portal covers 200+ services encompassing 40+ Government departments/ agencies with an aim to improve Ease of Doing Business (EoDB) for investors in Tamil Nadu, and make the G2B interface faceless, paperless and contactless

TN Single Window Fee Slab for Large Industries

**Figure 2. Register**

- 2) New Investor Registration page will appear (Refer Figure 3 & 4)
- 3) Select the 'Investor' option and continue with the Registration process.
- 4) Only for applying Government to Citizen (G2C) fire clearances, click on option '**G2C clearances of Tamil Nadu fire and rescue clearances under the category individual/small enterprise**'.
- 5) The information icon ⓘ gives a brief description about the fields when

the applicant hovers the cursor on these icons.



**Welcome to Tamil Nadu Single Window Portal Investment Portal**

A single window portal is a single point for acceptance and electronic distribution of applications to the respective competent authorities. The single window portal is being revamped to include 190 new services to improve the Ease of Doing Business for investors in Tamil Nadu with an aim to make the entire G2B faceless, paperless and contactless.

### New Registration

Register as

Investor

Individual / Small Enterprise (Only to apply G2C services of Tamil Nadu Fire and Rescue Services)

Applicant First Name

Applicant Last Name

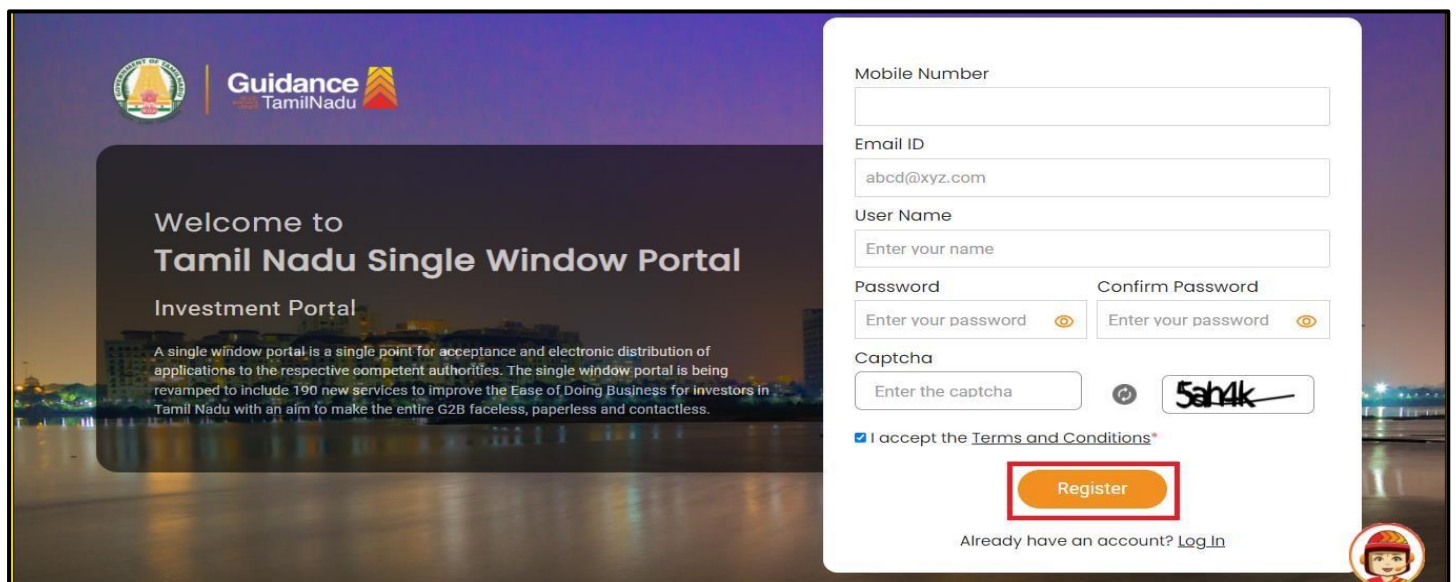
Designation of the Applicant

Date of Birth

PAN Number of Company

Name of Company

**Figure 3. Registration Form**



**Welcome to Tamil Nadu Single Window Portal Investment Portal**

A single window portal is a single point for acceptance and electronic distribution of applications to the respective competent authorities. The single window portal is being revamped to include 190 new services to improve the Ease of Doing Business for investors in Tamil Nadu with an aim to make the entire G2B faceless, paperless and contactless.


Mobile Number

Email ID

User Name

Password

Confirm Password

Captcha  

I accept the [Terms and Conditions](#)\*

**Register**

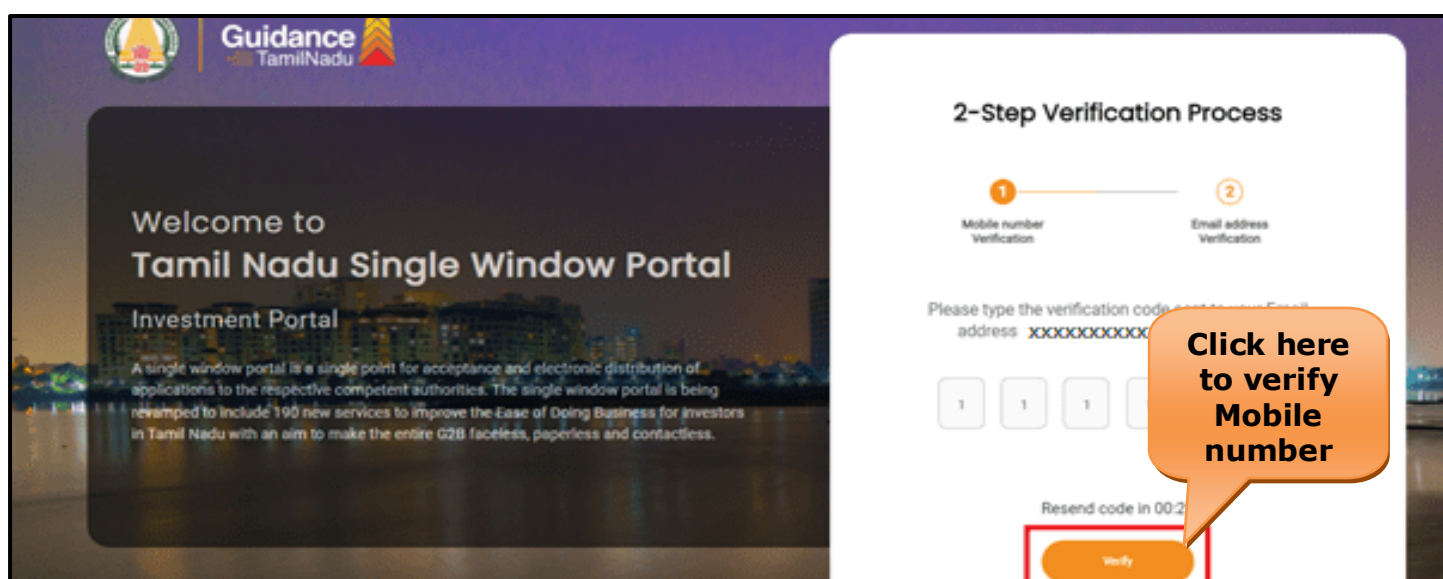
Already have an account? [Log\\_In](#)

**Figure 4. Registration Form Submission**

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

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

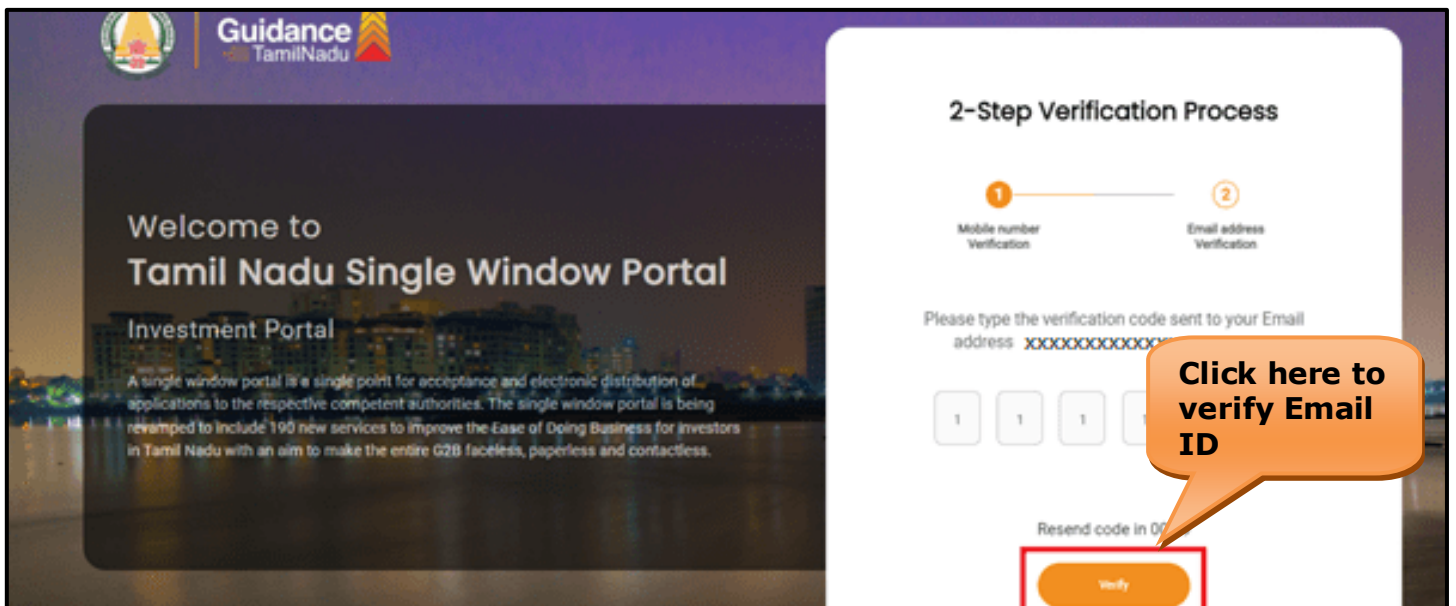
- **'2-Step Verification Process'** screen will appear when the applicant clicks on 'Register' button.
  - **Mobile Number Verification**
    - 1) For verifying the mobile number, the verification code will be sent to the given mobile number.
    - 2) Enter the verification code and click on the **'Verify'** button.



**Figure 5. Mobile Number Verification**

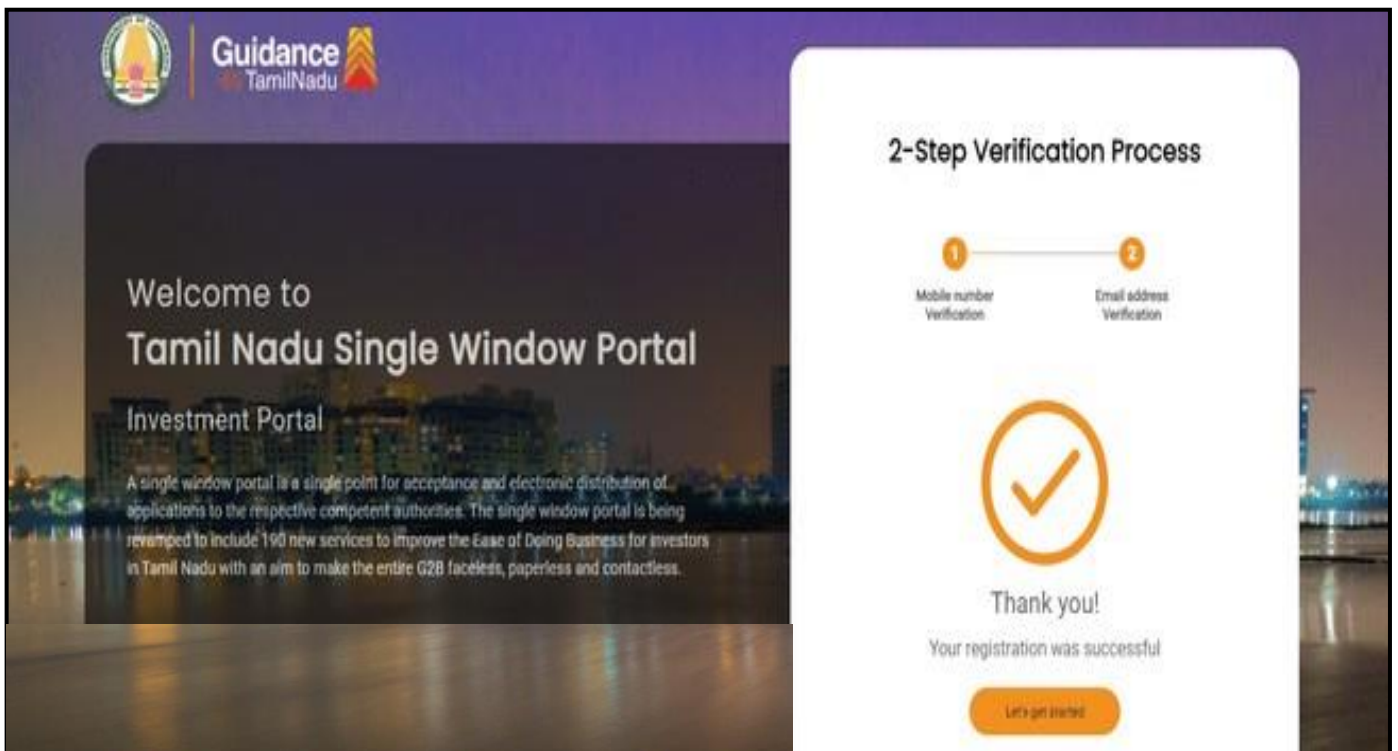
o **Email ID Verification**

- 1) For verifying the Email ID, the verification code will be sent to the given Email ID.
- 2) Enter the verification code and click on the **'Verify'** button.



**Figure 6. Email ID Verification**

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



**Figure 7. Registration Confirmation Pop-Up**



## 4. Login

- 1) The applicant can login to TNSWP with the Username and Password created during the registration process.
- 2) Click on login button to enter TNSWP.

**Login to  
TNSWP**

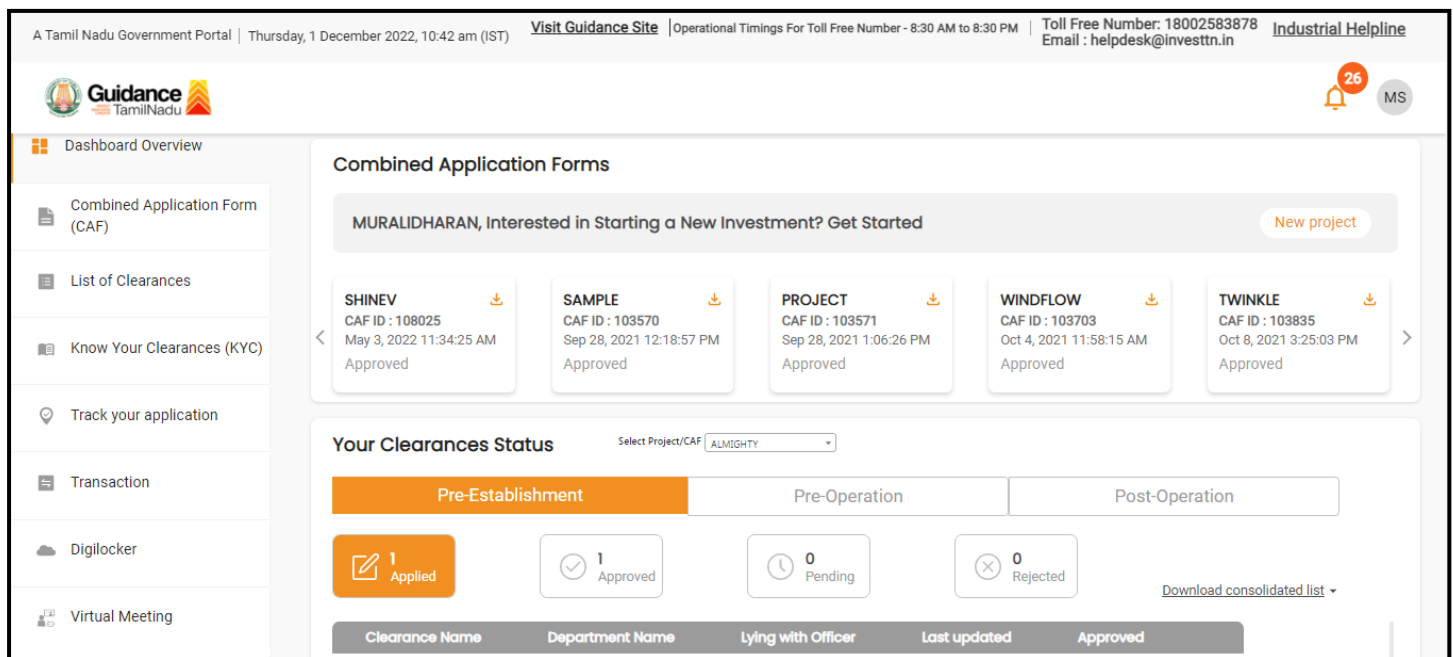


The screenshot shows the TNSWP website interface. The browser address bar displays 'tnswp.com/DIGIGOV/swp-tnswp.jsp'. The page header includes the date 'Wednesday, 30 November 2022, 10:11 pm (IST)', operational timings '8:30 AM to 8:30 PM', and contact information 'Toll Free Number: 18002583878' and 'Email : helpdesk@investtn.in'. The navigation menu contains 'Home', 'About Us', 'Clearances/Approvals', 'Legislation, Policies & Notifications', 'Dashboard', and 'Help & Support'. The 'Register' and 'Login' buttons are visible in the top right corner. The main content area features a large orange map of Tamil Nadu with a star and laurel wreath, and the text 'TAMIL NADU Leading the Nation'. Below this, there are ten award categories, each with a trophy icon and a ranking: #1 for Number of Factories in India, Number of Operational SEZs in India, Governance & Political Stability (N-SIPI 2019), International and Domestic Tourist Arrivals, and Best Performing State (India Today State of the State Award 2018, 2019 & 2020); #2 for 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, and Growth, Innovation and Leadership Index 2019 (Frost & Sullivan). At the bottom, a text block describes the portal as a one-stop portal for investors, and a button for 'TN Single Window Fee Slab for Large Industries' is present. A small cartoon character icon is in the bottom right corner.

**Figure 8. Login**

## 5. Dashboard Overview

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



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](mailto:helpdesk@investtn.in) | [Industrial Helpline](#)

**Guidance** TamilNadu

Dashboard Overview

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

### Combined Application Forms

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

Project Name	CAF ID	Application 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:

Pre-Establishment | Pre-Operation | Post-Operation

Status	Count
Applied	1
Approved	1
Pending	0
Rejected	0

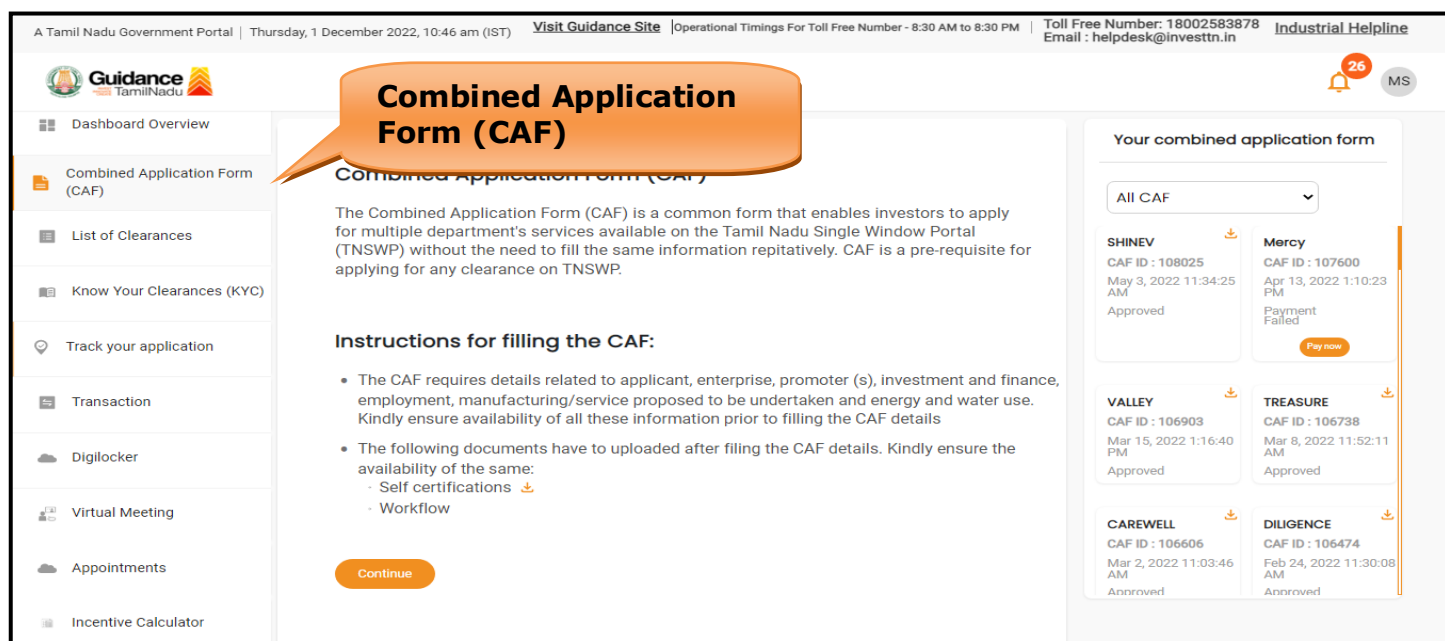
[Download consolidated list](#)

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.



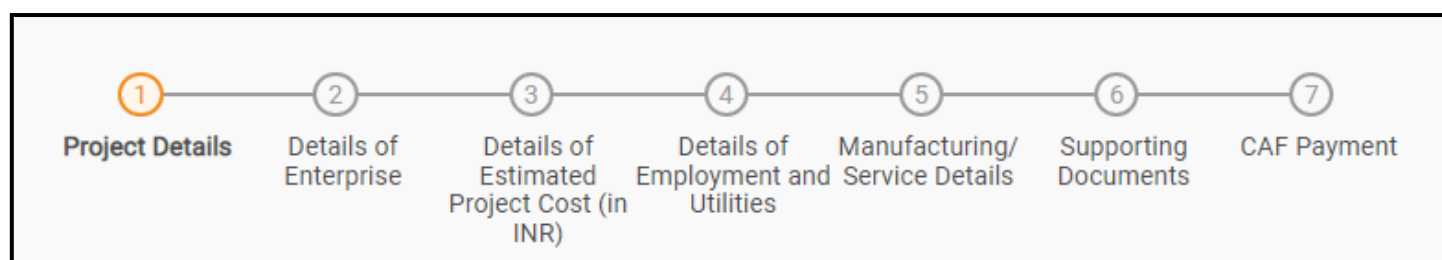
The screenshot displays the Tamil Nadu Government Portal interface. The top navigation bar includes the portal name, date and time (Thursday, 1 December 2022, 10:46 am IST), and contact information for the Guidance Site and Industrial Helpline. The main content area is titled "Combined Application Form (CAF)" and features a large orange callout box with the text "Combined Application Form (CAF)". Below the title, there is a descriptive paragraph about the CAF and a section titled "Instructions for filling the CAF:" which lists two main points regarding the required details and documents. A "Continue" button is visible at the bottom of the instructions. On the right side, there is a section titled "Your combined application form" which displays a table of existing CAFs with columns for name, CAF ID, date, time, and status.

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 portal interface. At the top, there is a navigation bar with a progress indicator showing seven steps: 1. Project Details, 2. Details of Enterprise, 3. Details of Estimated, 4. Details of Employment and Utilities, 5. Details of Manufacturing, 6. Supporting Documents, and 7. CAF Payment. The current step, CAF Payment, is highlighted. A confirmation message box is overlaid on the page, stating: "Information: Your CAF details have been successfully saved. Kindly review the CAF fees amount and make applicable payment to submit the CAF." Below the message, there is a "Payment Details" section with a "Choose your preferred Fee slab" option, where "Lump sum" is selected. The "Amount to be paid (in INR)" is entered as 500000, with "Five Lakh" written below it. A "Calculate Fee" button is visible. At the bottom of the page, there are buttons for "Previous", "Next", "Pay Later", "Pay Now", "Review & Submit", and "Submit".

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

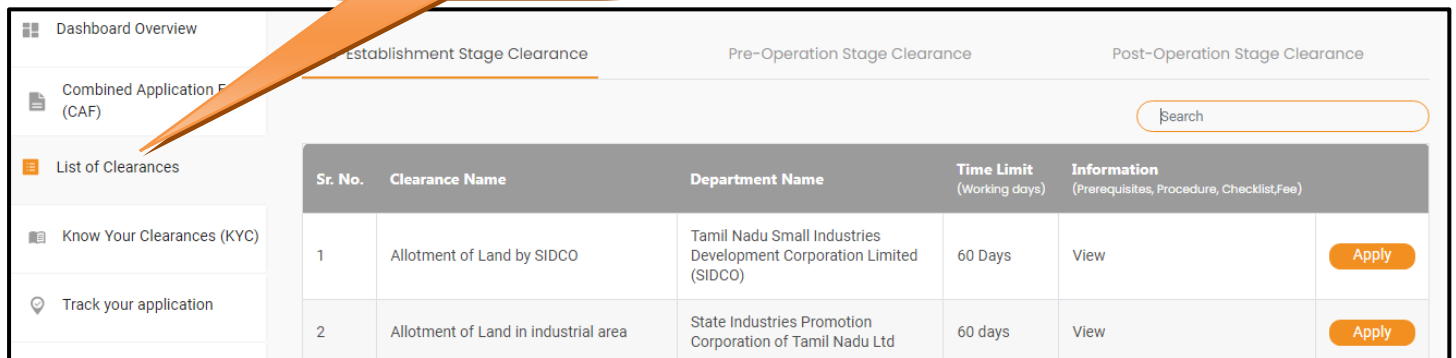
**Note:**

*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 Grant of Quality Certification Reimbursement of Charges

### 1. Click on “List of Clearances”

List of Clearances



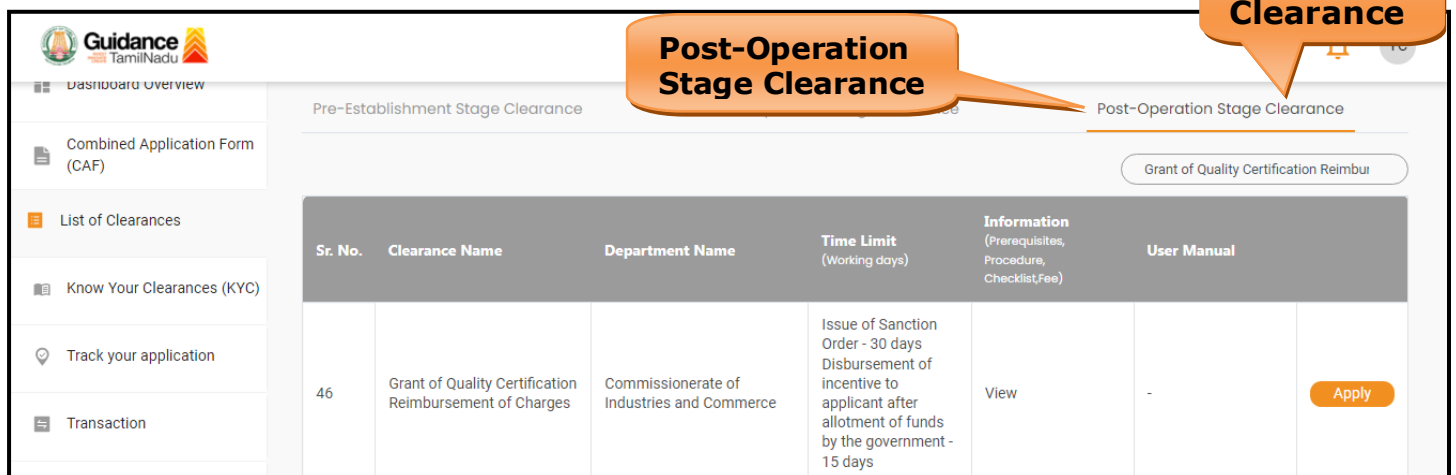
Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)
1	Allotment of Land by SIDCO	Tamil Nadu Small Industries Development Corporation Limited (SIDCO)	60 Days	View
2	Allotment of Land in industrial area	State Industries Promotion Corporation of Tamil Nadu Ltd	60 days	View

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 ‘Post-Operation Stage Clearance’ and find the clearance ‘Grant of Quality Certification Reimbursement of Charges’ by using Search option as shown in the figure given below.



Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
46	Grant of Quality Certification Reimbursement of Charges	Commissionerate of Industries and Commerce	Issue of Sanction Order - 30 days Disbursement of incentive to applicant after allotment of funds by the government - 15 days	View	-

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.

The screenshot shows the 'Guidance TamilNadu' dashboard. The main content area displays a table of clearances under the 'Post-Operation Stage Clearance' tab. The table has columns for 'Sr. No.', 'Clearance Name', 'Department Name', 'Time Limit (Working days)', 'Information (Prerequisites, Procedure, Checklist, Fee)', and 'User Manual'. A row is visible with the following data:

Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
46	Grant of Quality Certification Reimbursement of Charges	Commissionerate of Industries and Commerce	Issue of Sanction Order - 30 days Disbursement of incentive to applicant after allotment of funds by the government - 15 days	View	Apply

Two callout boxes are present: 'View Information' points to the 'View' button in the 'Information' column, and 'Apply for Clearance' points to the 'Apply' button in the 'User Manual' column.

**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**  
Commissionerate of Industries and Commerce

**Name of the Clearance**  
Grant of Quality Certification Reimbursement of Charges

Select Project/CAF \*

CAF Large test

Select CAF

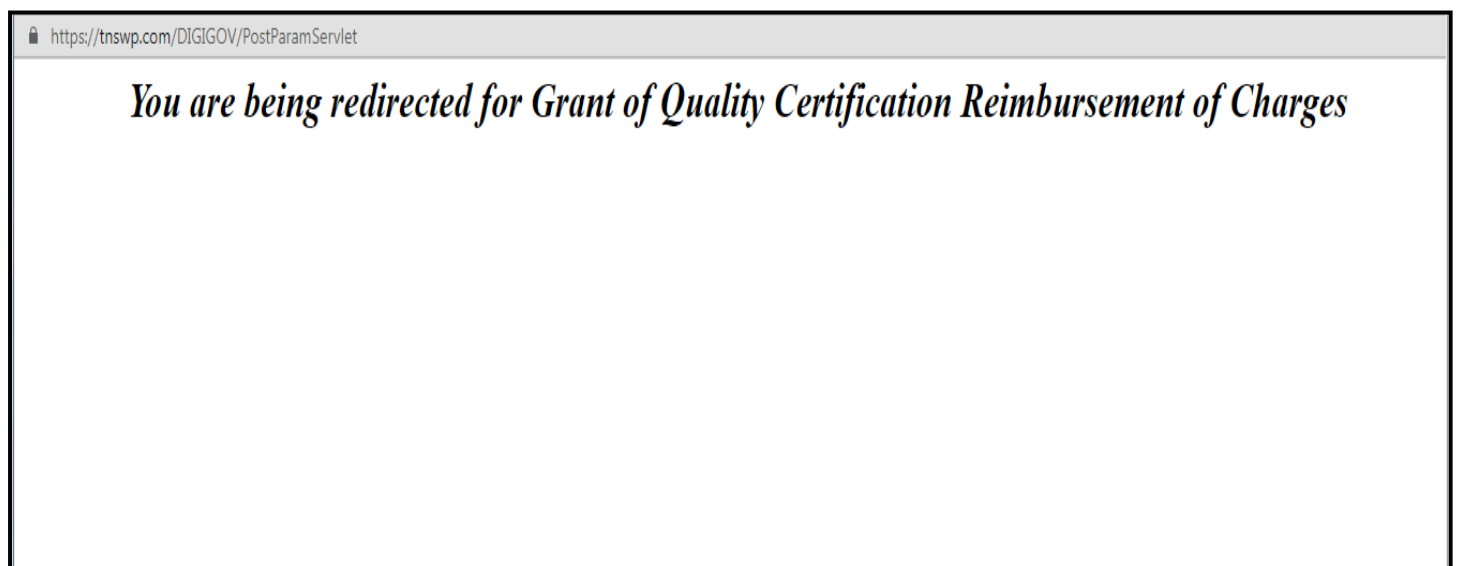
Close

Click on Apply

Apply

**Figure 16. Project/CAF**

2) Click on the Apply button and the Page will get redirected to Application for Grant of Quality Certification Reimbursement of Charges.



**Figure 17. Redirecting to Grant of Quality Certification Reimbursement of Charges**



### 3) Enter all the mandatory details in the application for Grant of Quality Certification Reimbursement of Charges.



#### APPLICATION FOR GRANT OF QUALITY CERTIFICATION REIMBURSEMENT OF CHARGES

1.1 Name of the MSME/Unit:	<input type="text" value="rdtfuyg"/>	
1.2 Address of the MSME/Unit:	<input type="text" value="2,."/>	<input type="text" value="641007"/>
2. Category of the Unit :	Medium <input type="button" value="v"/>	
3. Location of Unit :	<input type="text" value="Address line"/>	
Name of District	Coimbatore <input type="button" value="v"/>	
4. Type of organization:	<input type="radio"/> Proprietary <input type="radio"/> Partnership <input type="radio"/> Pvt.Ltd. <input type="radio"/> Coop. <input type="radio"/> Public limited	
5. Name of Proprietor / Managing Partner / Managing Director / Authorized Signatory :	<input type="text"/>	
6. Udyog Aadhaar Memorandum No :	<input type="text"/>	Eg : TN00D0011001
(OR)		
UDYAM Certificate Number:	<input type="text" value="2344"/>	
7. Line of activity :	<input type="text"/>	
8. Date of commencement of production :	<input type="text"/>	
9. Investment (Rs. In lakh)		
Enterprise is functioning land	<input type="radio"/> Own Land <input type="radio"/> Leased Land	
Enterprise is functioning building	<input type="radio"/> Own Building <input type="radio"/> Leased Building	

Land	10000
Building	20000
Plant & Machinery	100000000
Others	
<b>Total</b>	<b>100030000</b>

10. Quality Certificate based on  National Level  International Level

11. Name of the certification for which Grant of incentive is applied:

12. Date of acquiring the quality certification:

13. Details of the certification agency

a. Name of the agency

Address of the agency  pincode

b. NABCB registration by the certifying agency

14. Certification and consultancy charges incurred by the MSME

15. Certification and consultancy charges claimed

**LIST OF DOCUMENTS TO BE UPLOADED :**

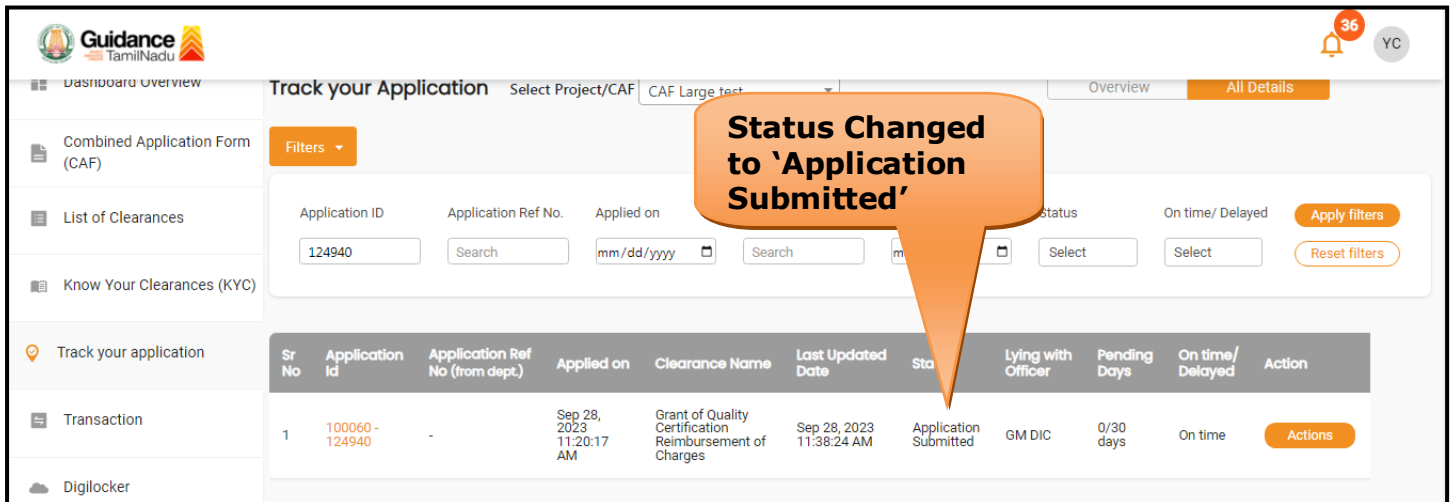
- copy of udyog aadhaar memorandum / copy of Udyam Certificate (pdf / max. file size 200 kb)
- Certificate of registration under Indian Partnership Act / LLP / Societies Registration Act/ Certificate of incorporation [Memorandum of association & Article of Association] under Company Act (pdf/max.file size 200kb)
- Proof for connected load i.e. EB Meter card/ online Statement. (pdf/max. file size 200 kb)
- Copy of invoices, cash bills and stamped receipt (pdf/max. file size 200 kb)
- Copy of ISO 9000/ISO 14001/ISO 22000/HACCP/GHP/GMP/ZED/International
- Copy of the Registration certificate with National Accreditation Board f

**Click on 'Save & Proceed'**

**Figure 18. Application for Grant of Quality Certification Reimbursement of Charges**

## 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**



The screenshot displays the 'Track your Application' page. The main content area 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
1	100060 - 124940	-	Sep 28, 2023 11:20:17 AM	Grant of Quality Certification Reimbursement of Charges	Sep 28, 2023 11:38:24 AM	Application Submitted	GM DIC	0/30 days	On time	Actions

An orange callout bubble with the text "Status Changed to 'Application Submitted'" points to the 'Application Submitted' status in the table.

**Figure 19. Status of the Application**

## 8. Track Your Application

- 1) After submitting the application, 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.

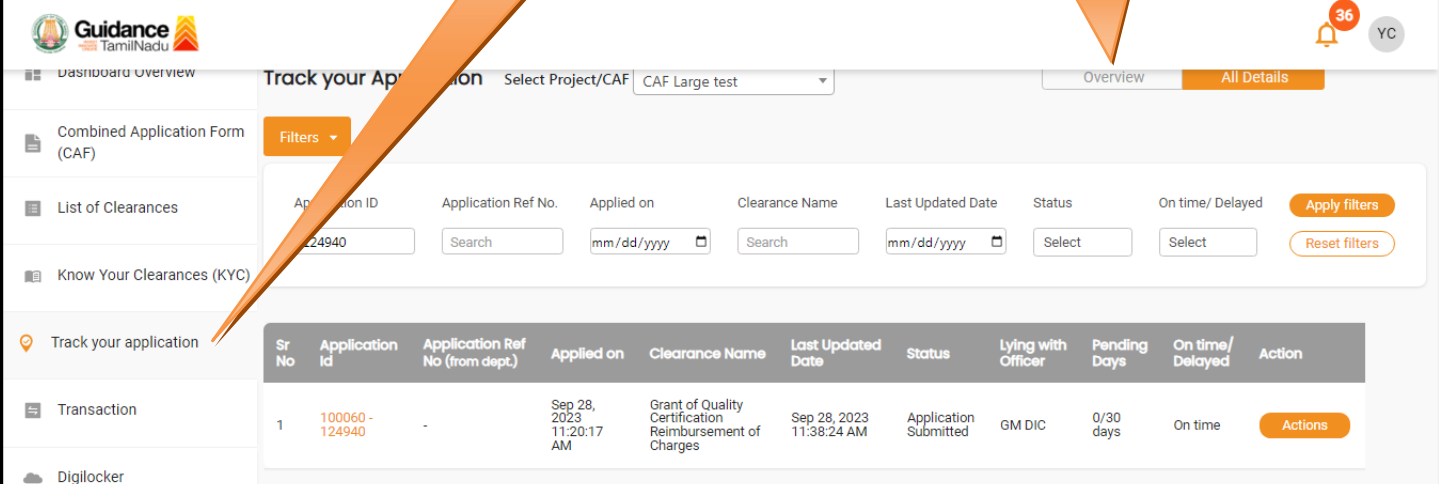
### • Track your application– Overview Option

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
1	100060 - 124940	-	Sep 28, 2023 11:20:17 AM	Grant of Quality Certification Reimbursement of Charges	Sep 28, 2023 11:38:24 AM	Application Submitted	GM DIC	0/30 days	On time	Actions

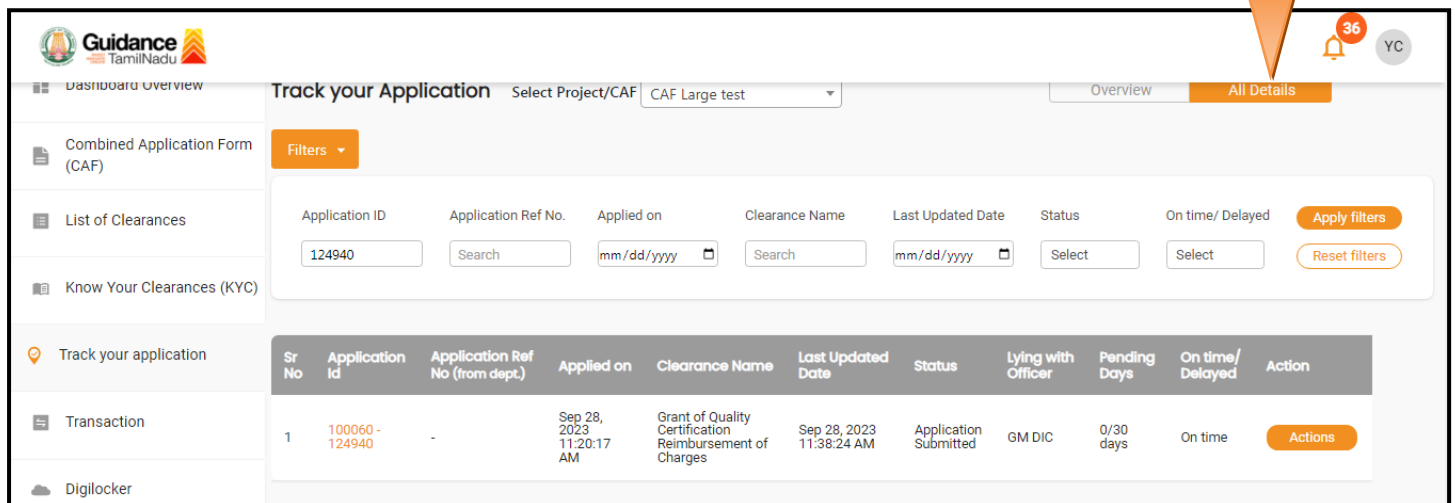
**Figure 20. Track Your Application**

- **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**



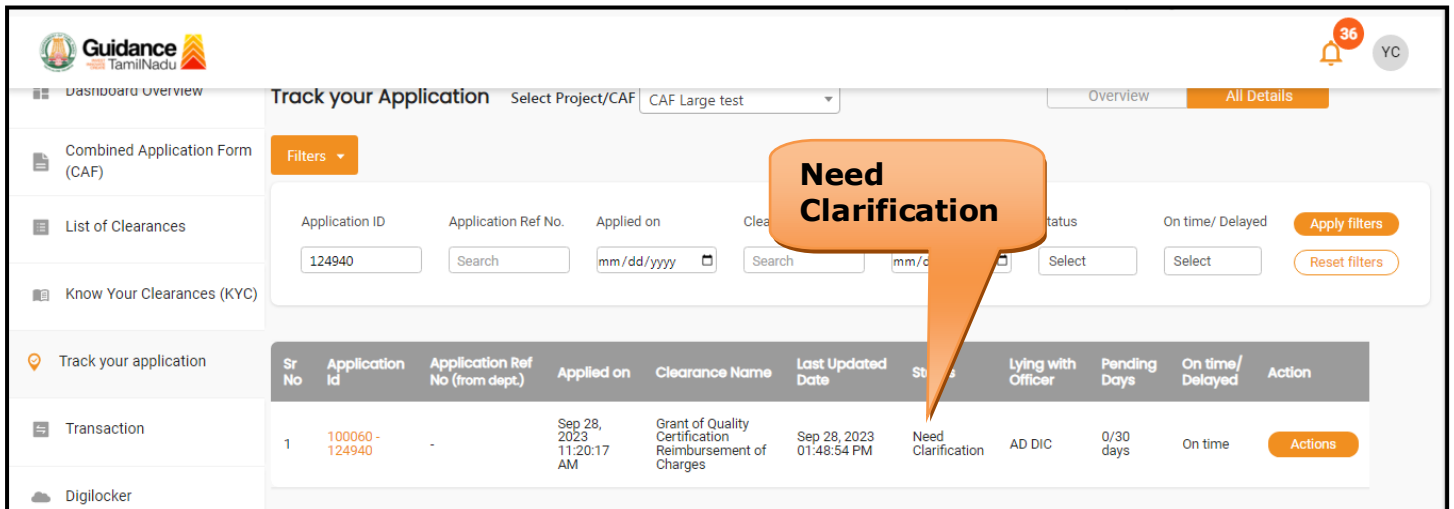
The screenshot shows the 'All Details' tab of the 'Track your Application' section. The interface includes a sidebar with navigation options like 'Dashboard Overview', 'Combined Application Form (CAF)', 'List of Clearances', 'Know Your Clearances (KYC)', 'Track your application', 'Transaction', and 'Digilocker'. The main content area features a 'Track your Application' header with a project dropdown set to 'CAF Large test'. Below this is a filter section with fields for 'Application ID' (124940), 'Application Ref No.' (Search), 'Applied on' (mm/dd/yyyy), 'Clearance Name' (Search), 'Last Updated Date' (mm/dd/yyyy), 'Status' (Select), and 'On time/ Delayed' (Select). There are 'Apply filters' and 'Reset filters' buttons. 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
1	100060 - 124940	-	Sep 28, 2023 11:20:17 AM	Grant of Quality Certification Reimbursement of Charges	Sep 28, 2023 11:38:24 AM	Application Submitted	GM DIC	0/30 days	On time	Actions

**Figure 21. ‘All Details’ tab**

## 9. Query Clarification

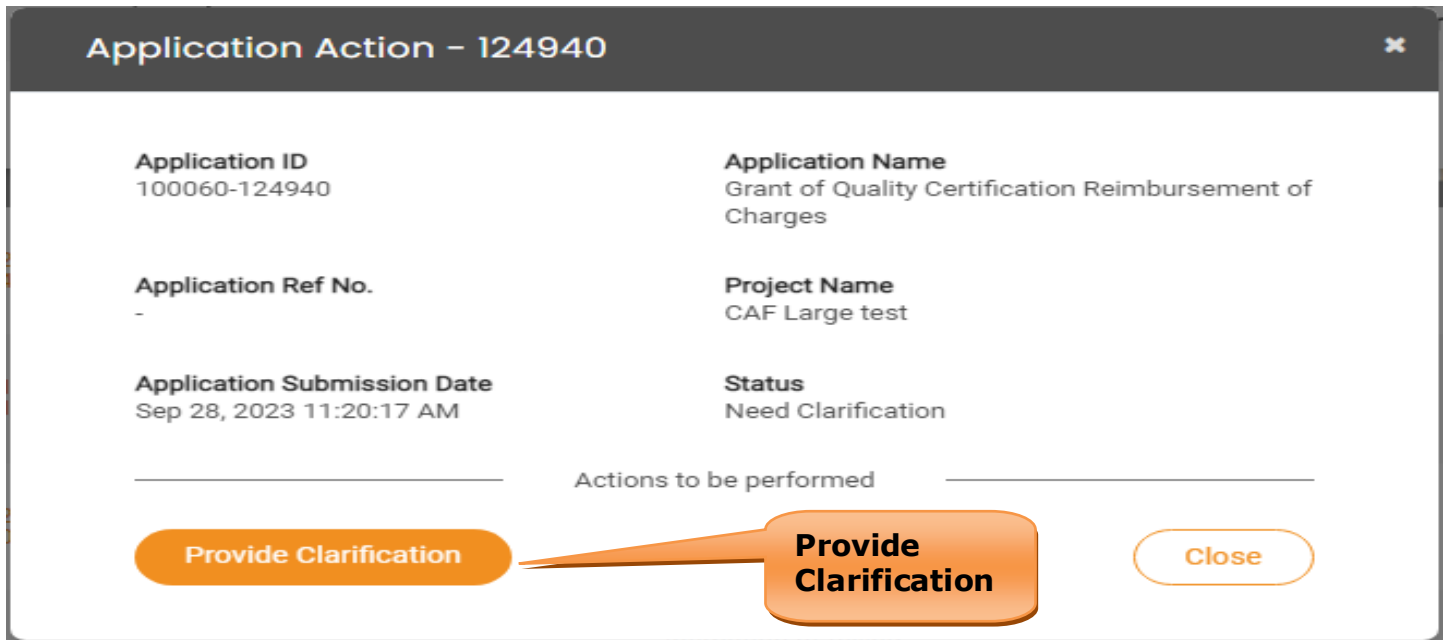
- 1) After submitting the application to the Commissionerate of Industries and Commerce, AD DIC reviews the application and if there are any clarifications required, the AD DIC would raise a query to the applicant.
- 2) Applicants would receive an alert message through Registered SMS/Email.
- 3) Applicants could go to 'Track your application' option and view the query under action items under the 'All Details' Tab.
- 4) Applicants could view the status as '**Need Clarification**' under the 'Status' column. Click on 'Action' button responds to the query as shown in the below figure.



The screenshot displays the 'Track your Application' page. The top navigation bar includes the 'Guidance TamilNadu' logo, a notification bell with '36' alerts, and a user profile icon 'YC'. The main header shows 'Track your Application' with a dropdown for 'CAF Large test' and tabs for 'Overview' and 'All Details'. A search filter is set to '124940'. Below the search bar, a table lists application details. A callout bubble points to the 'Need Clarification' status in the table.

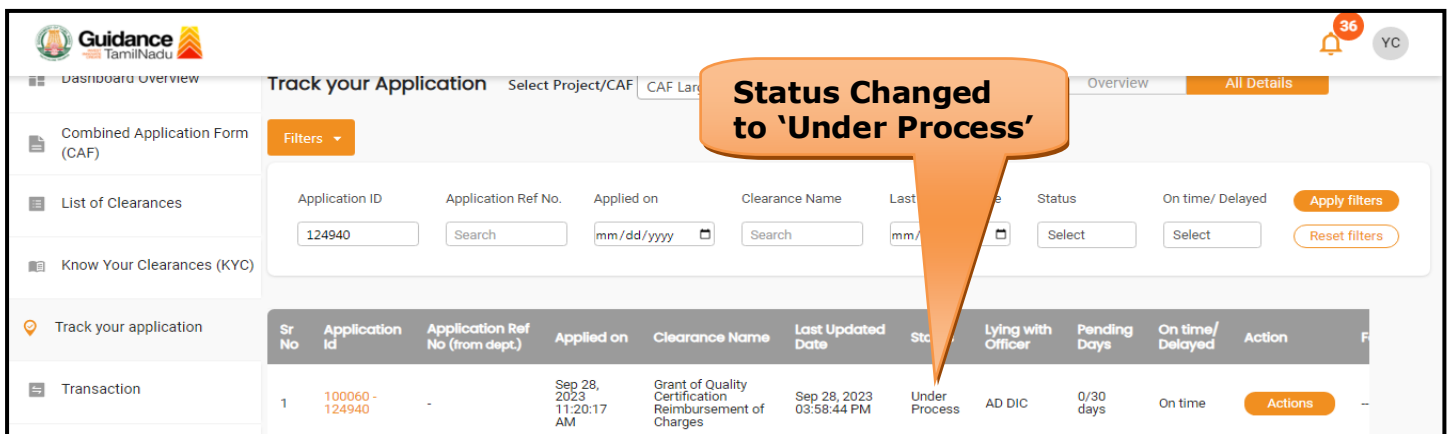
Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	100060 - 124940	-	Sep 28, 2023 11:20:17 AM	Grant of Quality Certification Reimbursement of Charges	Sep 28, 2023 01:48:54 PM	Need Clarification	AD DIC	0/30 days	On time	Actions

**Figure 22. Need Clarification**



**Figure 23. Provide Clarification**

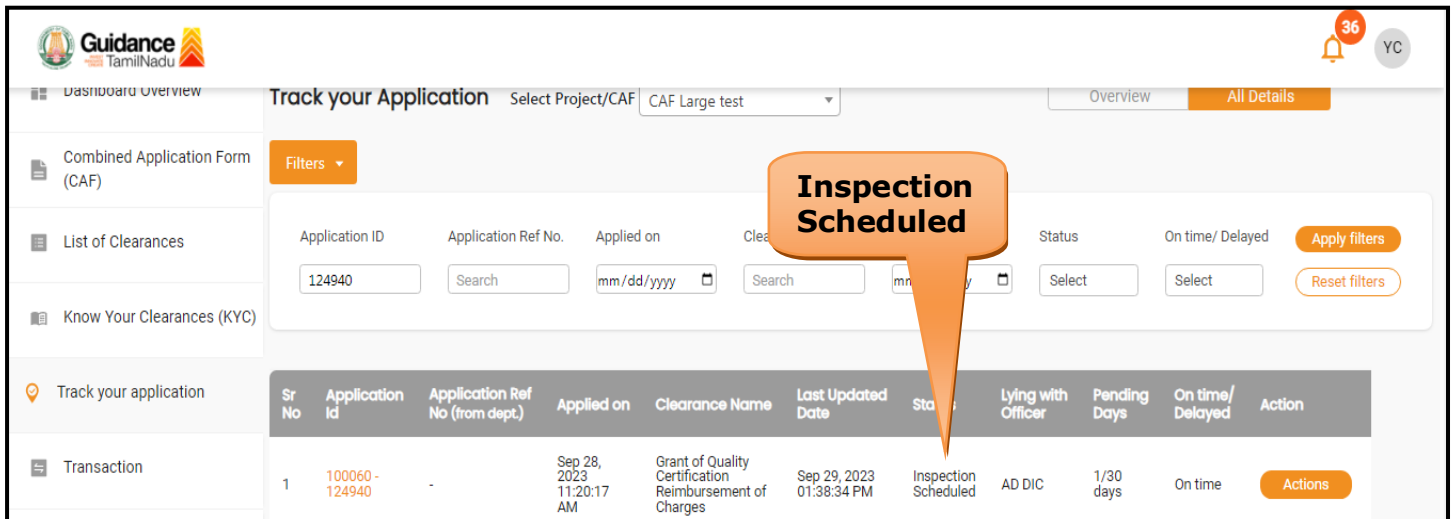
- 5) The Applicant clicks on '**Provide Clarification**' button and responds to the Query.
- 6) The Application gets submitted to the department after the query has been addressed by the Applicant.
- 7) The Status of the application changes from 'Need clarification' to '**Under Process**' after the Applicant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



**Figure 24. Under Process**

## 10. Inspection Schedule

- 1) The AD DIC schedules the date of appointment for inspection to be done for the specified institution.
- 2) After the Inspection is completed, the AD DIC submits the Inspection report.
- 3) The Applicant has the provision to view the Scheduled Inspection details



The screenshot displays the 'Track your Application' section of the Guidance TamilNadu portal. The interface includes a sidebar with navigation options like 'Dashboard Overview', 'Combined Application Form (CAF)', 'List of Clearances', and 'Track your application'. The main content area shows a table of applications with filters and a table of application details. A callout box labeled 'Inspection Scheduled' points to the 'Inspection Scheduled' 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
1	100060 - 124940	-	Sep 28, 2023 11:20:17 AM	Grant of Quality Certification Reimbursement of Charges	Sep 29, 2023 01:38:34 PM	Inspection Scheduled	AD DIC	1/30 days	On time	Actions

**Figure 15. Inspection Scheduled**



**Application Action - 124940**

<b>Application ID</b> 100060-124940	<b>Application Name</b> Grant of Quality Certification Reimbursement of Charges
<b>Application Ref No.</b> -	<b>Project Name</b> CAF Large test
<b>Application Submission Date</b> Sep 28, 2023 11:20:17 AM	<b>Status</b> Inspection Scheduled

Actions to be performed

[View Inspection Details](#) **View Inspection Detail** [Close](#)

Figure 26. View Inspection Details

473 YC

**View Inspection Date**

Inspection Details : 124940

Inspection Scheduled Date (DD/MM/YYYY):  
29/09/2023

- Combined Application Form (CAF)
- List of Clearances
- Know Your Clearances (KYC)

Figure 27. View Inspection Details (Contd.)

## Update Bank Details

The screenshot shows the 'Track your Application' page for 'CAF Large test'. A table lists application details. An orange callout bubble points to the 'Update Bank Details' text in the 'Status' column of the first row.

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
1	100060 - 124940	-	Sep 28, 2023 11:20:17 AM	Grant of Quality Certification Reimbursement of Charges	Sep 30, 2023 02:48:54 PM	Update Bank Details	User	2/30 days	On time	Actions

Figure 28. Update Bank Details

## Upload Document

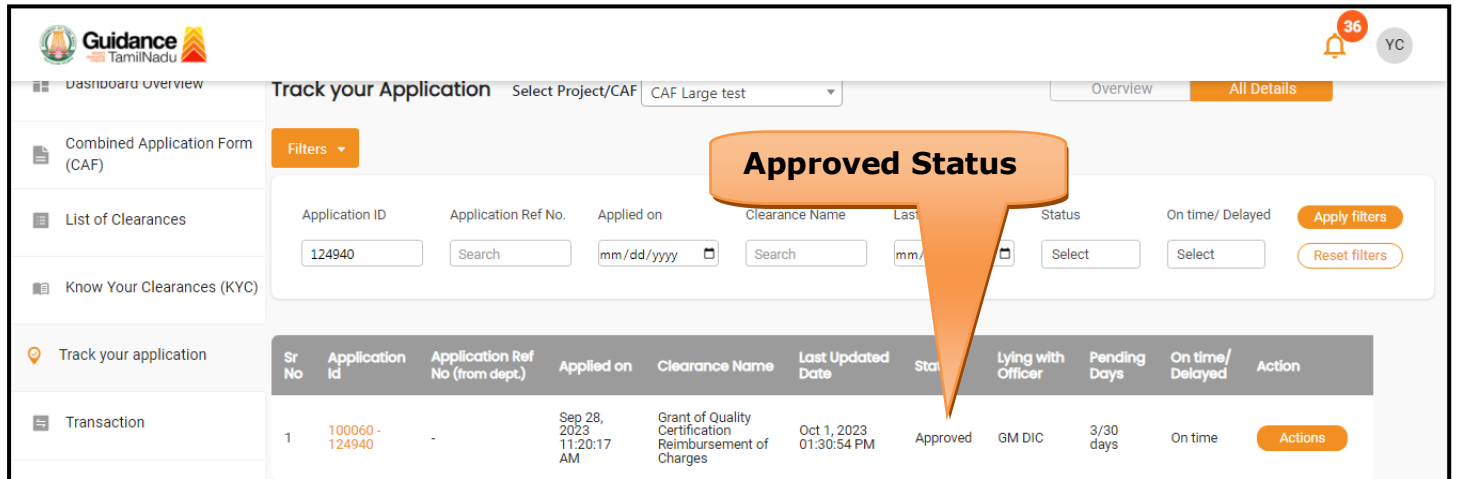
The screenshot shows the 'Track your Application' page for 'CAF Large test'. A table lists application details. An orange callout bubble points to the 'Upload Document' text in the 'Status' column of the first row.

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
1	100060 - 124940	-	Sep 28, 2023 11:20:17 AM	Grant of Quality Certification Reimbursement of Charges	Sep 30, 2023 04:38:44 PM	Upload Document	User	2/30 days	On time	Actions

Figure 29. Upload Document

## 11. Application Processing

1) The GM DIC scrutinizes and reviews the application and updates the status as **“Approved or Rejected”**

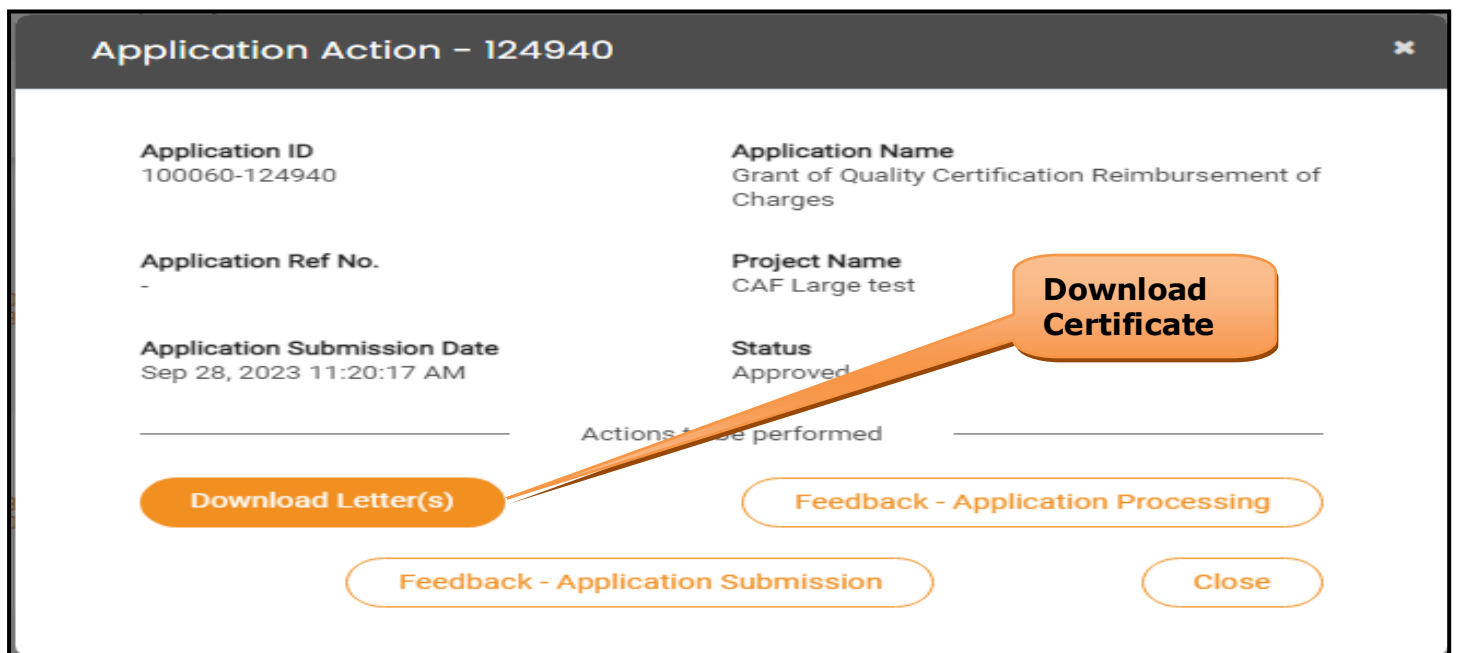


The screenshot shows the 'Track your Application' page. A callout bubble points to the 'Approved' status in the table below.

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
1	100060 - 124940	-	Sep 28, 2023 11:20:17 AM	Grant of Quality Certification Reimbursement of Charges	Oct 1, 2023 01:30:54 PM	Approved	GM DIC	3/30 days	On time	Actions

**Figure 30. Application Processed**

2) If the application is **‘Approved’** by GM DIC, the applicant can download the Certificate under **Track your application – > Action button -> Download Certificate** (Refer Figure 31).



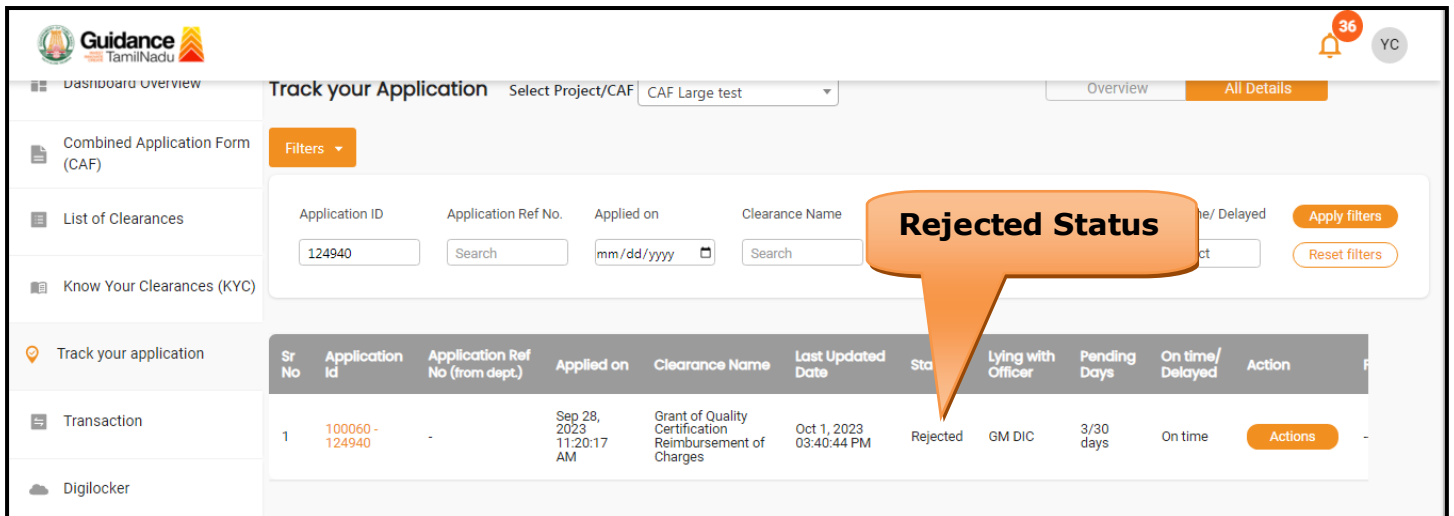
The screenshot shows the 'Application Action - 124940' dialog box with the following details:

- Application ID:** 100060-124940
- Application Name:** Grant of Quality Certification Reimbursement of Charges
- Application Ref No.:** -
- Project Name:** CAF Large test
- Application Submission Date:** Sep 28, 2023 11:20:17 AM
- Status:** Approved

At the bottom, there are several action buttons: **Download Letter(s)**, **Feedback - Application Processing**, **Feedback - Application Submission**, and **Close**. A callout bubble points to the **Download Certificate** button.

**Figure 31. Download**

- 3) If the application is '**Rejected**' by GM DIC, the applicant can view the rejection remarks under the Actions Tab by the department. Applicant has to create a fresh application if the application has been rejected. (Refer Figure 32)



The screenshot displays the 'Track your Application' page. The application ID is 124940, and the status is 'Rejected'. A callout box highlights the 'Rejected Status'.

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
1	100060 - 124940	-	Sep 28, 2023 11:20:17 AM	Grant of Quality Certification Reimbursement of Charges	Oct 1, 2023 03:40:44 PM	Rejected	GM DIC	3/30 days	On time	Actions

**Figure 32. Rejected Status**

