

**Guidance**  
INVEST  
INNOVATE  
CREATE  
TamilNadu



# **TAMILNADU SINGLE WINDOW PORTAL**

**APPLICANT MANUAL**

**Planning Permission for building**

**Directorate of Town and Country Planning**



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

TNSWP website  
([www.tnswp.com](http://www.tnswp.com))

Toll free number  
and Mail Id



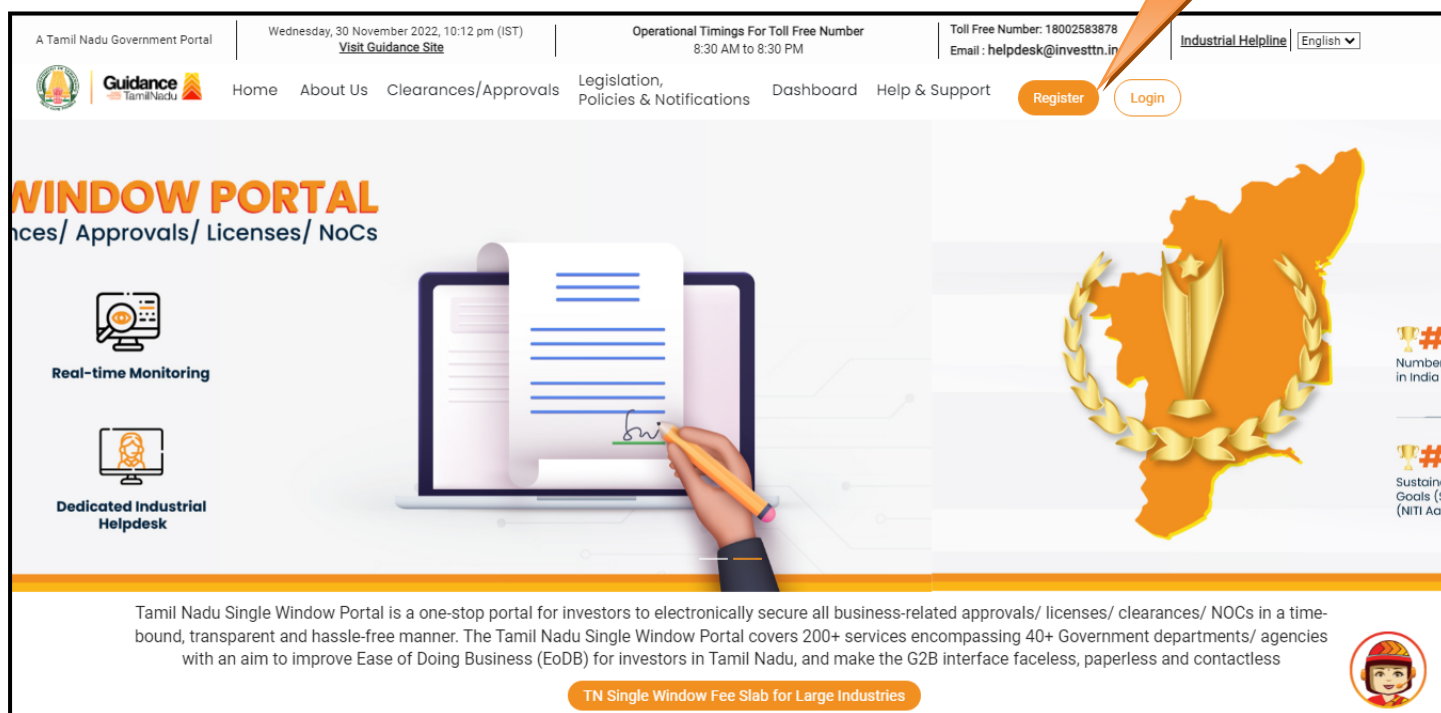
Figure 1. Single Window Portal Home Page

## 2. Registration

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

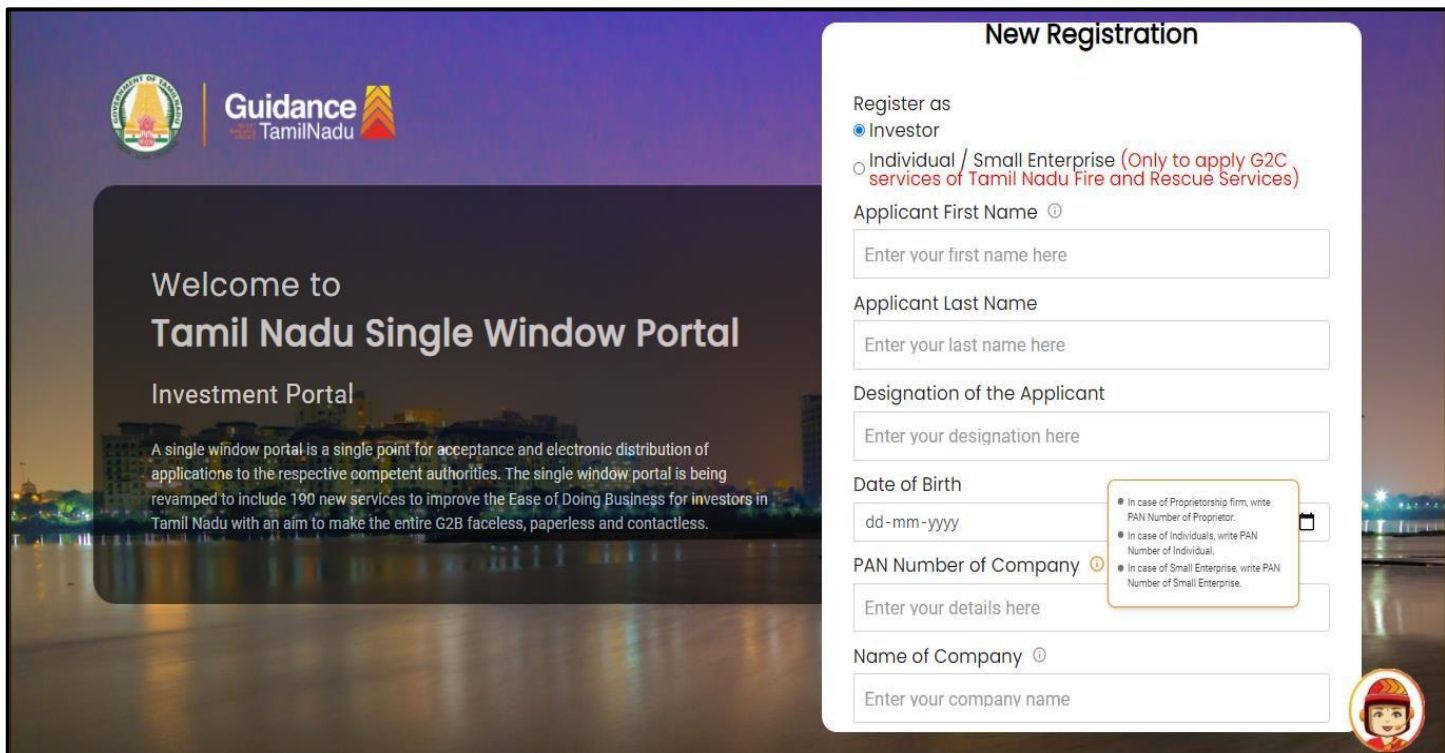
1) Click on **'Register'** button on TNSWP.


**Register on TNSWP**



**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.





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## 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

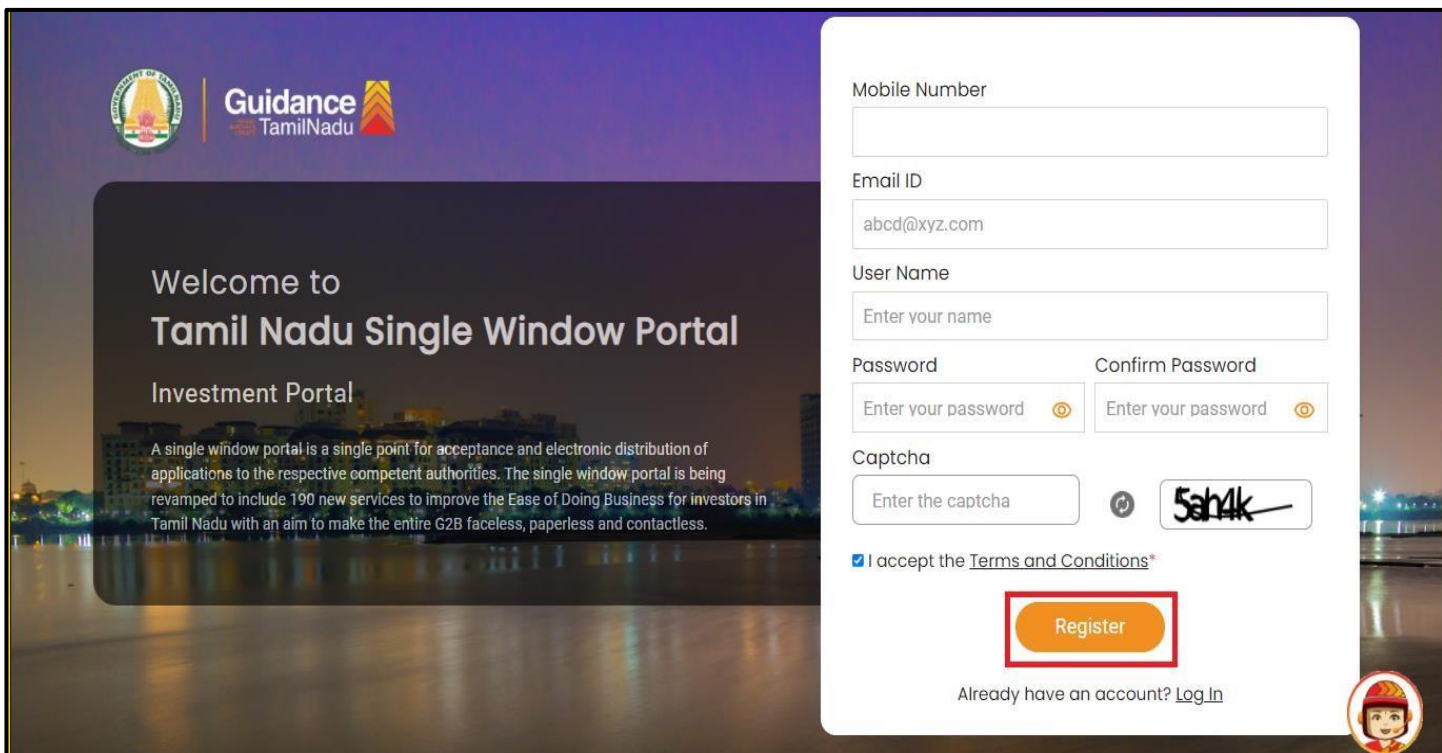
Date of Birth


PAN Number of Company

Name of Company

- 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.

**Figure 3. Registration Form**





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## 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.

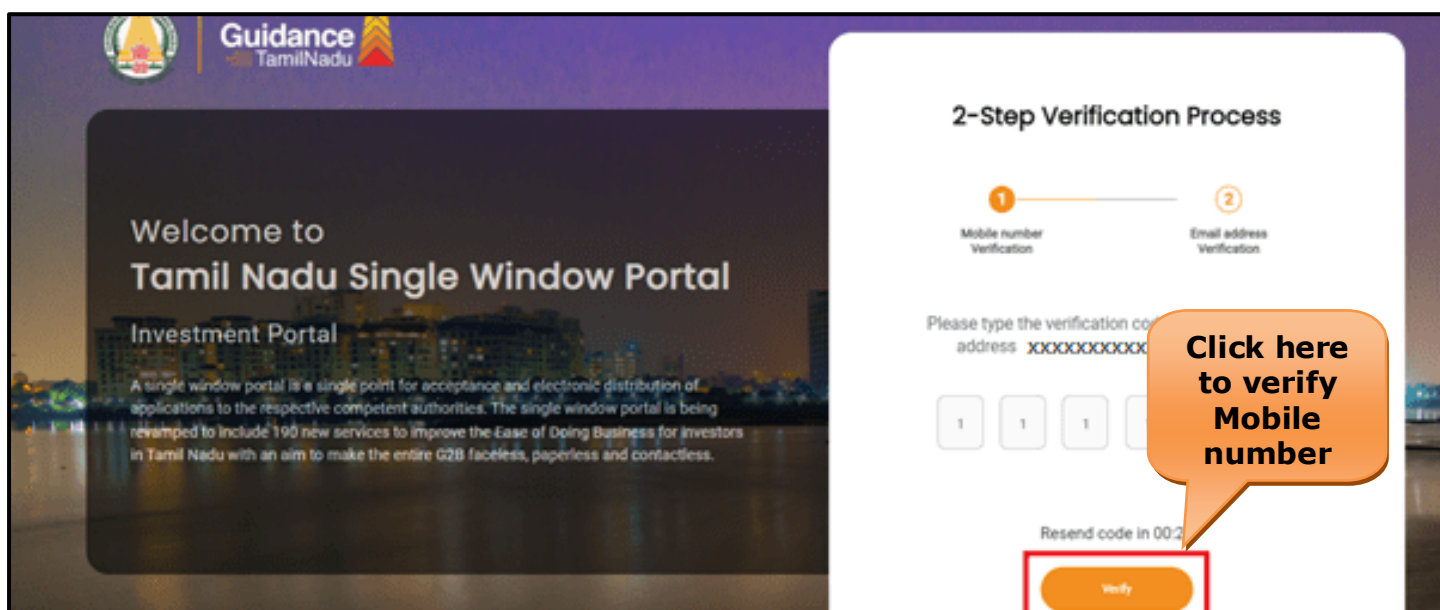
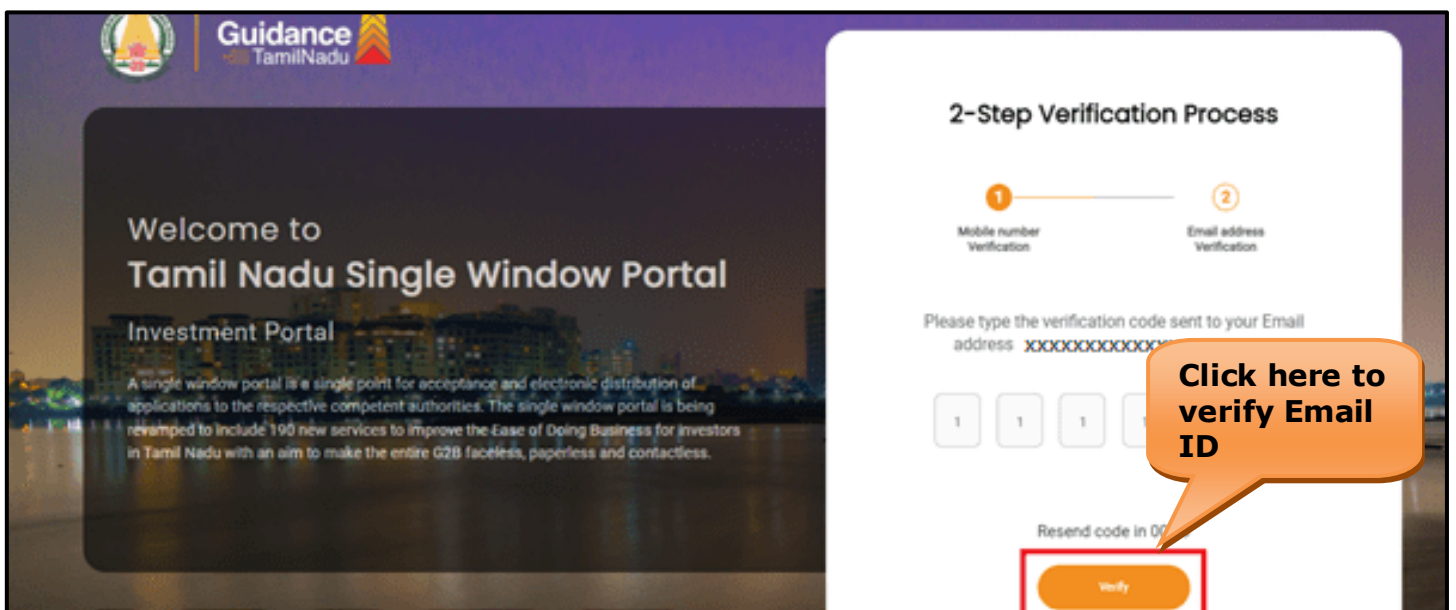


Figure 5. Mobile Number Verification

- o **Email ID Verification**

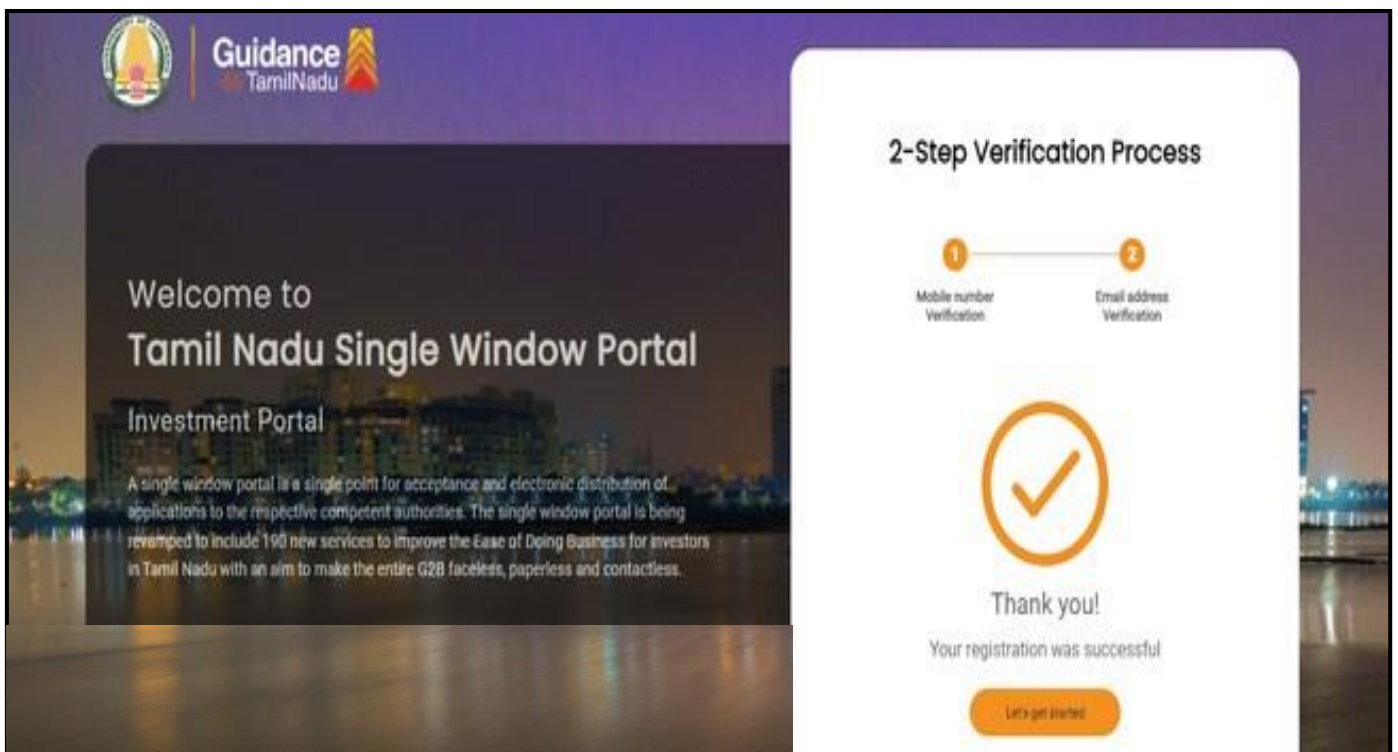
1) For verifying the Email ID, the verification code will be sent to the given Email ID.

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.



Figure 8. Login

## 5. Dashboard Overview

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

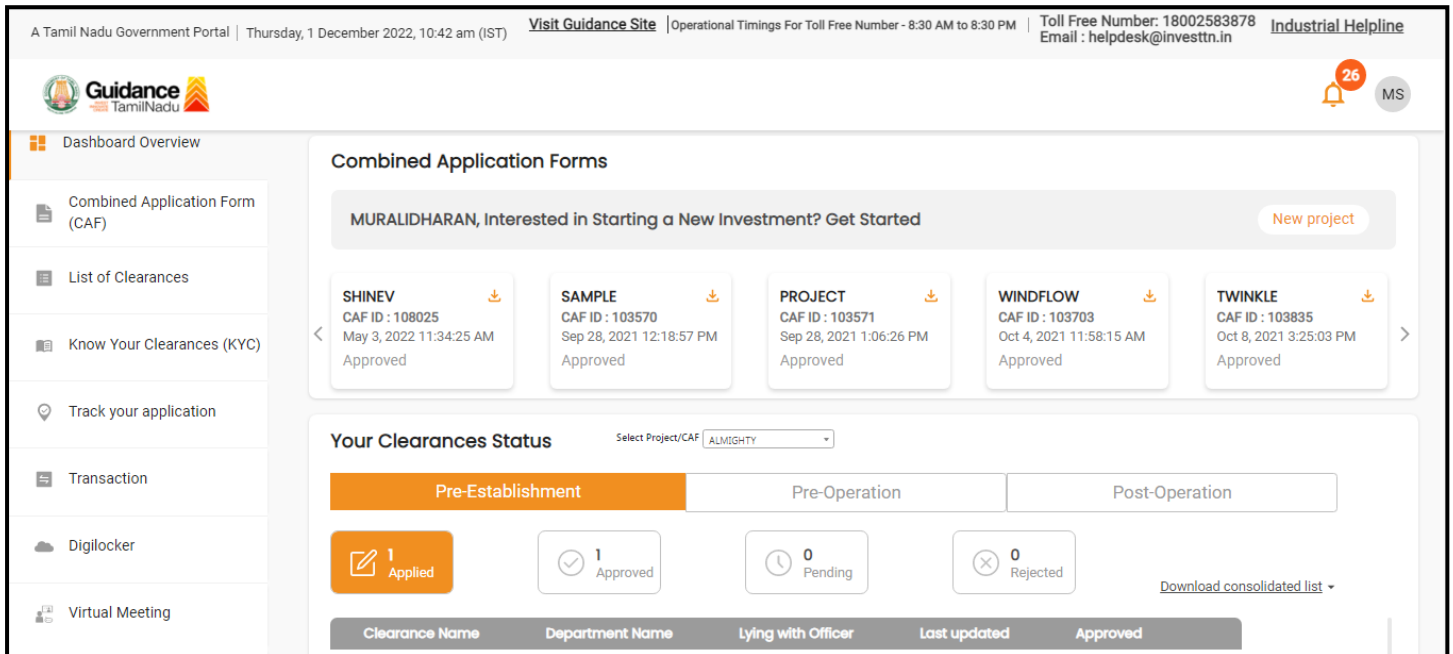
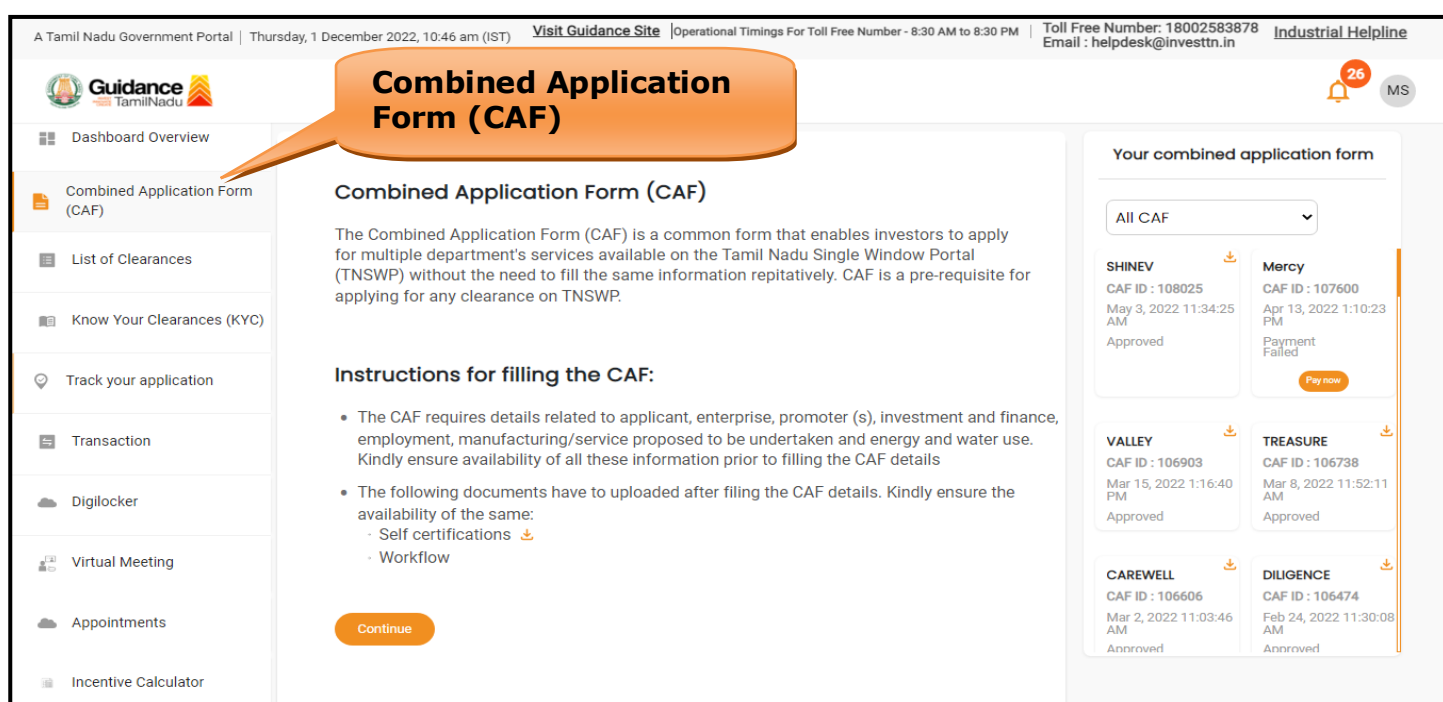


Figure 9. Dashboard Overview

## 6. Combined Application Form (CAF)

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



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

**Combined Application Form (CAF)**

**Dashboard Overview**

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

**Combined Application Form (CAF)**

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

**Instructions for filling the CAF:**

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

**Your combined application form**

All CAF

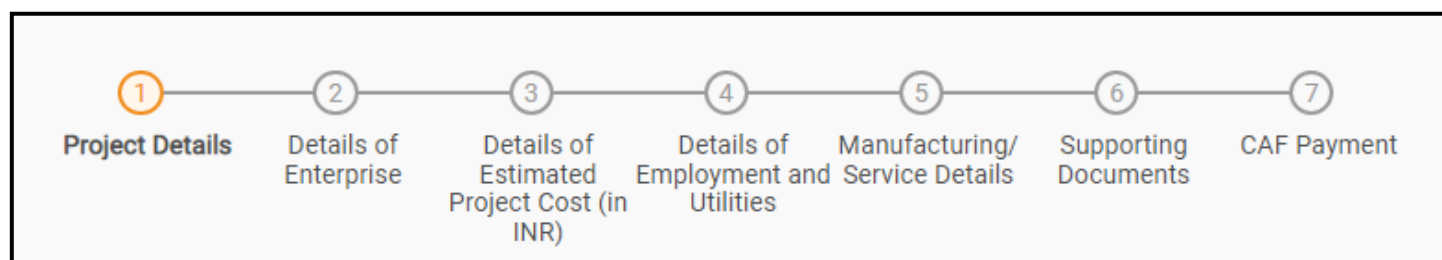
<b>SHINEV</b> CAF ID : 108025 May 3, 2022 11:34:25 AM Approved	<b>Mercy</b> CAF ID : 107600 Apr 13, 2022 11:10:23 PM Payment Failed Pay now
<b>VALLEY</b> CAF ID : 106903 Mar 15, 2022 1:16:40 PM Approved	<b>TREASURE</b> CAF ID : 106738 Mar 8, 2022 11:52:11 AM Approved
<b>CAREWELL</b> CAF ID : 106606 Mar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

**Continue**

**Figure 10. Combined Application Form (CAF)**

## 6.1 Sections of Combined Application Form

1) To complete the combined application form (CAF) the applicant has to fill 7 Sections of CAF as displayed in Figure 11. (**CAF payment tab** will be displayed only for Large Enterprises).



**Figure 11. Section of Combined Application Form (CAF)**

2) After filling the CAF details, the applicant has to upload the requisite supporting documents under '**Section 6: Supporting Documents**'

- **Self-Certification:**

- Download the template.
- Prepare the self-certification documents as per the instructions given in the template and upload.

- **Workflow:**

- Prepare and upload the business process flow chart.

3) After filling all the sections in combined application form (CAF), the applicant can submit the form.

4) When the applicant submits the combined application form (CAF), confirmation message will pop-up stating, '**Your request has been saved successfully**' (Refer Figure 12).

The screenshot displays the Guidance TamilNadu web portal interface. The top navigation bar includes the logo and a progress indicator. The main content area shows a multi-step process for the Combined Application Form (CAF), with steps 1 through 7. Step 7, 'CAF Payment', is currently active. A confirmation message is displayed in a white box with a yellow warning icon, stating: 'Your CAF details have been successfully saved. Kindly review the CAF fees amount and make applicable payment to submit the CAF'. Below the message, the 'Payment Details' section is visible, featuring a 'Choose your preferred Fee slab' section with radio buttons for 'Lump sum' (selected) and 'à la carte'. The 'Amount to be paid (in INR)' is set to 500000, with a 'Calculate Fee' button. At the bottom, there are navigation buttons: '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 Planning Permission for building

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 ‘Pre- Establishment Stage Clearance’ and find the clearance ‘Planning Permission for building’ by using Search option as shown in the figure given below.

Pre-Establishment Stage Clearance

Search for Clearance

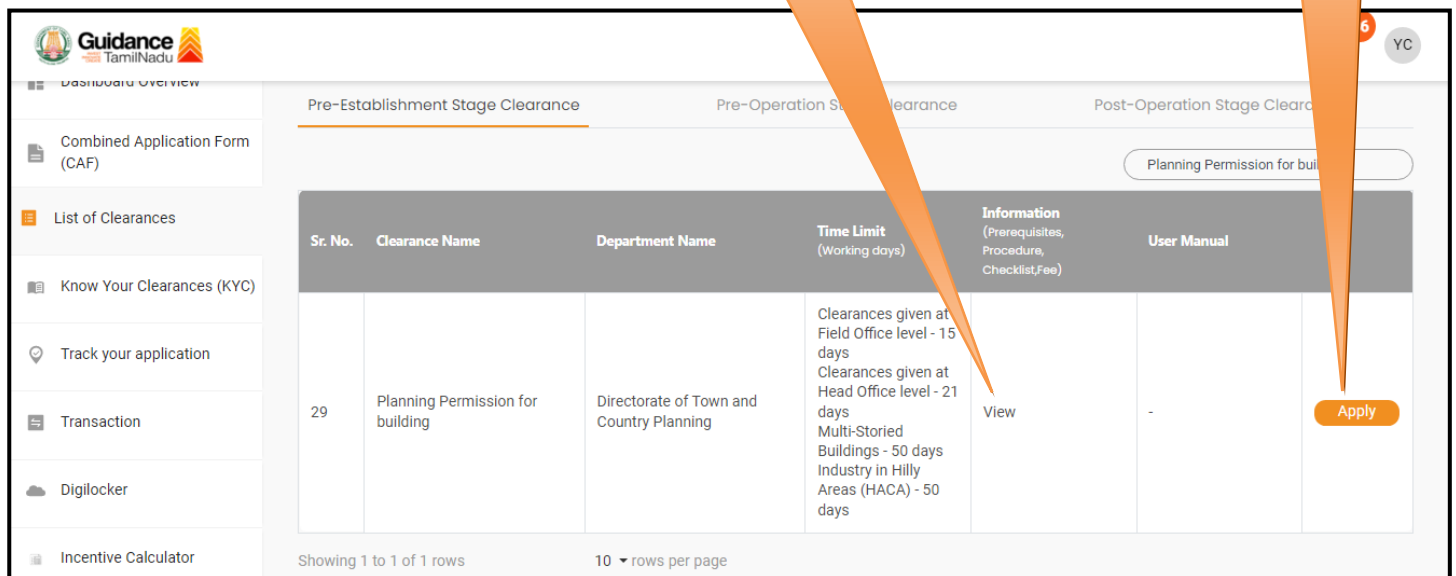
Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
29	Planning Permission for building	Directorate of Town and Country Planning	Clearances given at Field Office level - 15 days Clearances given at Head Office level - 21 days Multi-Storied Buildings - 50 days Industry in Hilly Areas (HACA) - 50 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.

**View Information**

**Apply for Clearance**



The screenshot displays the 'Guidance TamilNadu' web application interface. The main content area shows a table titled 'Pre-Establishment Stage Clearance'. The table has the following columns: Sr. No., Clearance Name, Department Name, Time Limit (Working days), Information (Prerequisites, Procedure, Checklist, Fee), and User Manual. A single row is visible with the following data:

Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
29	Planning Permission for building	Directorate of Town and Country Planning	Clearances given at Field Office level - 15 days Clearances given at Head Office level - 21 days Multi-Storied Buildings - 50 days Industry in Hilly Areas (HACA) - 50 days	View	-

Below the table, it indicates 'Showing 1 to 1 of 1 rows' and '10 rows per page'. A callout 'View Information' points to the 'View' link in the Information column. Another callout '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  
Directorate of Town and Country Planning

Name of the Clearance  
Planning Permission for building

Select Project/CAF \*

DTCP UAT1

Close

Apply

Select Project/CAF

Click on Apply

**Figure 16. Project/CAF**

2) Click on the Apply button and the Page would get redirected to Apply for Planning Permission for building.



**Figure 17. Redirecting to Planning Permission for building**



3) Enter all the mandatory details in the application for Planning Permission for building.

onlineppa.tn.gov.in/SWP-web/guidanceServices/create

TAMILNADU SINGLE WINDOW PORTAL FOR PLANNING PERMISSION

Building Plan

Drawing Scrutiny

**APPLICANT DETAILS**

Applicant Name in English\*  Mobile No \*  Email Id \*

**SITE ADDRESS DETAILS**

District \*  Taluk \*  Village/City/Town \*

\* ULB Type  Local Body Office \*

Department\*

**BUILDING DETAILS**

Application Type \*  Building Type \*  Total FSI Area in Sq.m

Total FSI Area in Sq.ft  Total No.of Dwelling Units  Building Total Height

Building has  Total No.of Floors excluding Ground/Stilt  Total Built-up Area in Sq.m

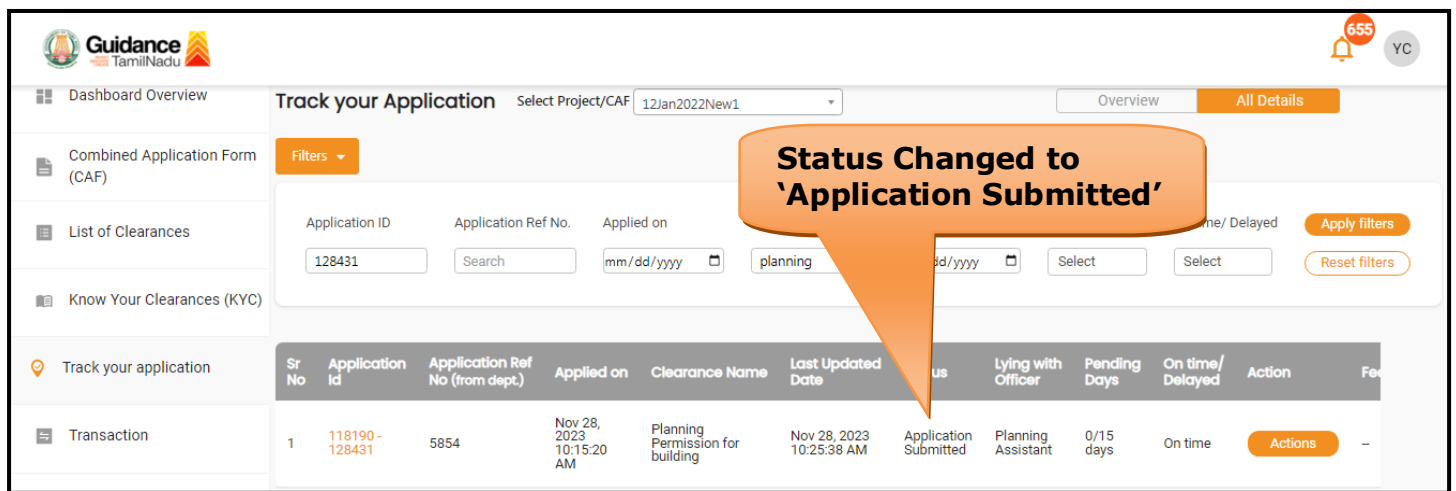
\* Upload Building Plan (.dxf files only)

Click on 'Submit'

Figure 18. Welcome to Planning Permission for Building

## 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 shows the 'Track your Application' page. The main content area features a table with the following data:

Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	118190 - 128431	5854	Nov 28, 2023 10:15:20 AM	Planning Permission for building	Nov 28, 2023 10:25:38 AM	Application Submitted	Planning Assistant	0/15 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.

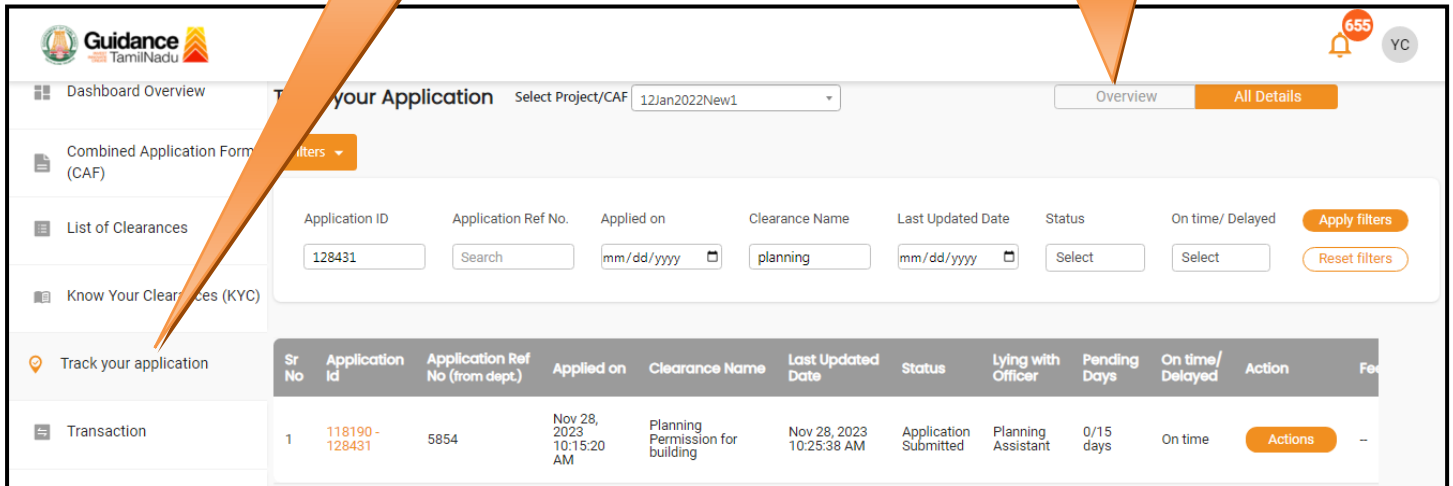
- **Track your application– Overview Option**

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**



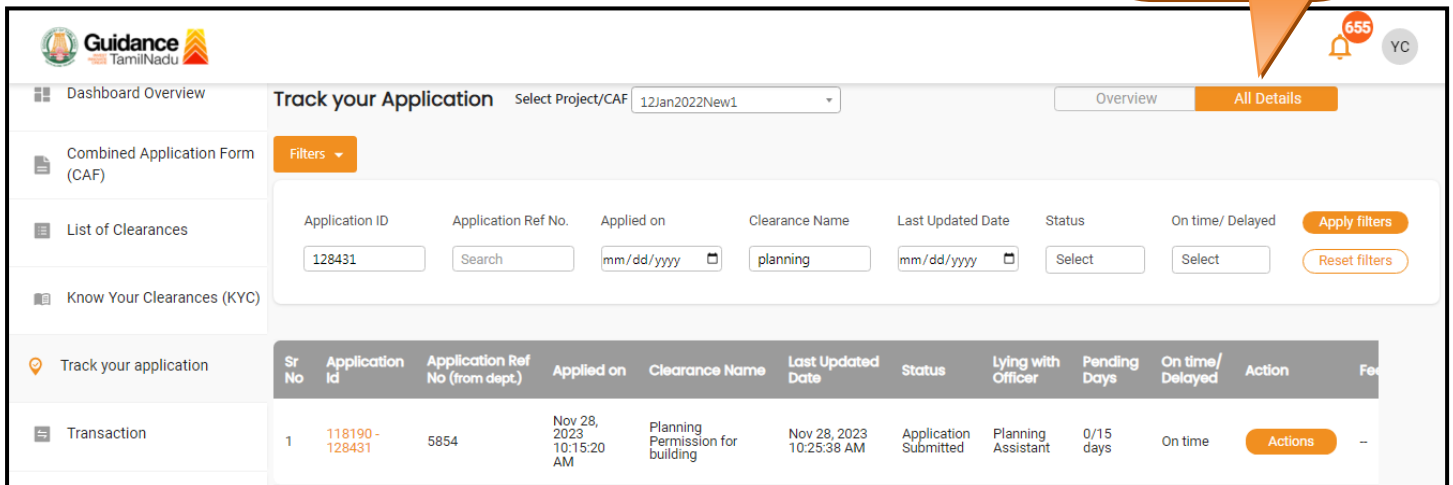
Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/Delayed	Action	Fee
1	118190-128431	5854	Nov 28, 2023 10:15:20 AM	Planning Permission for building	Nov 28, 2023 10:25:38 AM	Application Submitted	Planning Assistant	0/15 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**

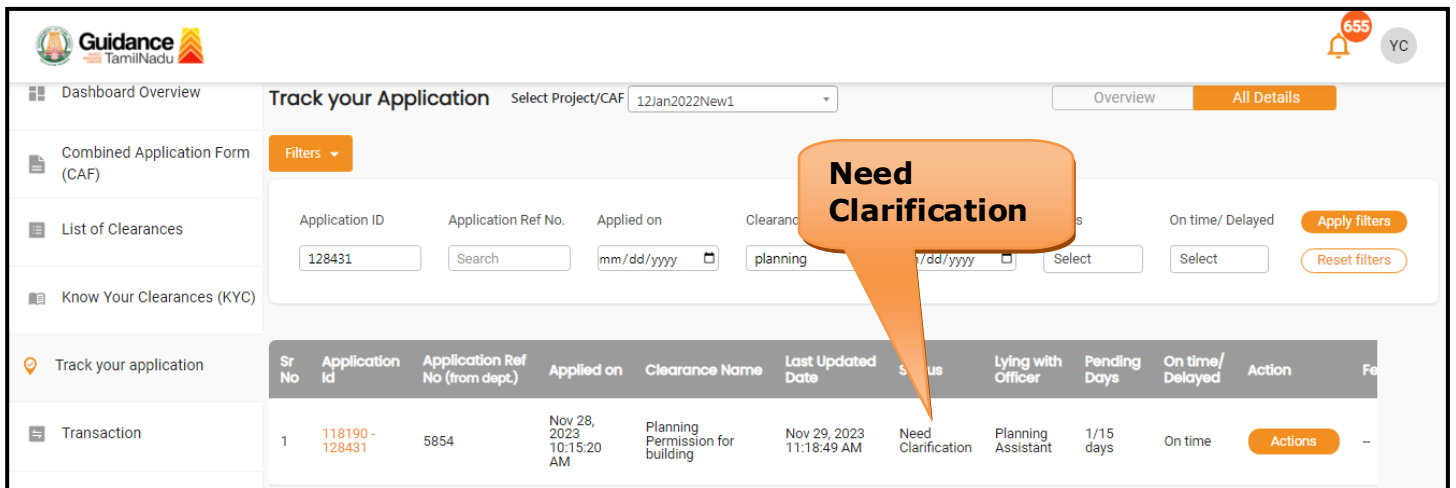



Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/Delayed	Action
1	118190-128431	5854	Nov 28, 2023 10:15:20 AM	Planning Permission for building	Nov 28, 2023 10:25:38 AM	Application Submitted	Planning Assistant	0/15 days	On time	Actions

**Figure 21. ‘All Details’ tab**

## 9. Query Clarification

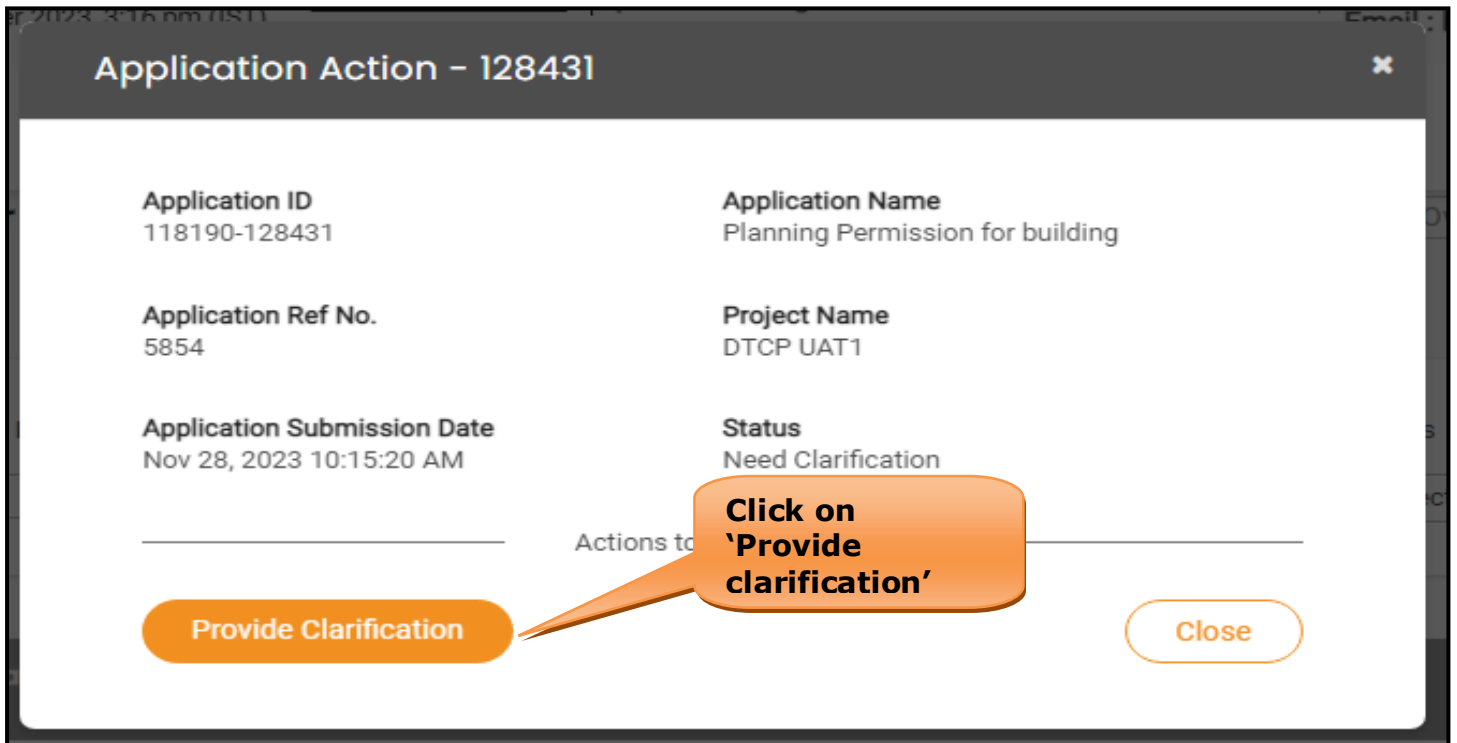
- 1) After submitting the application to the Directorate of Town and Country Planning, the Planning Assistant reviews the application and if there are any clarifications required, the Section Officer would raise a query to the applicant.
- 2) Applicant would receive an alert message through Registered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



The screenshot shows the 'Track your Application' page with a table of application records. The status 'Need Clarification' is highlighted in the table, and an orange callout bubble points to it.

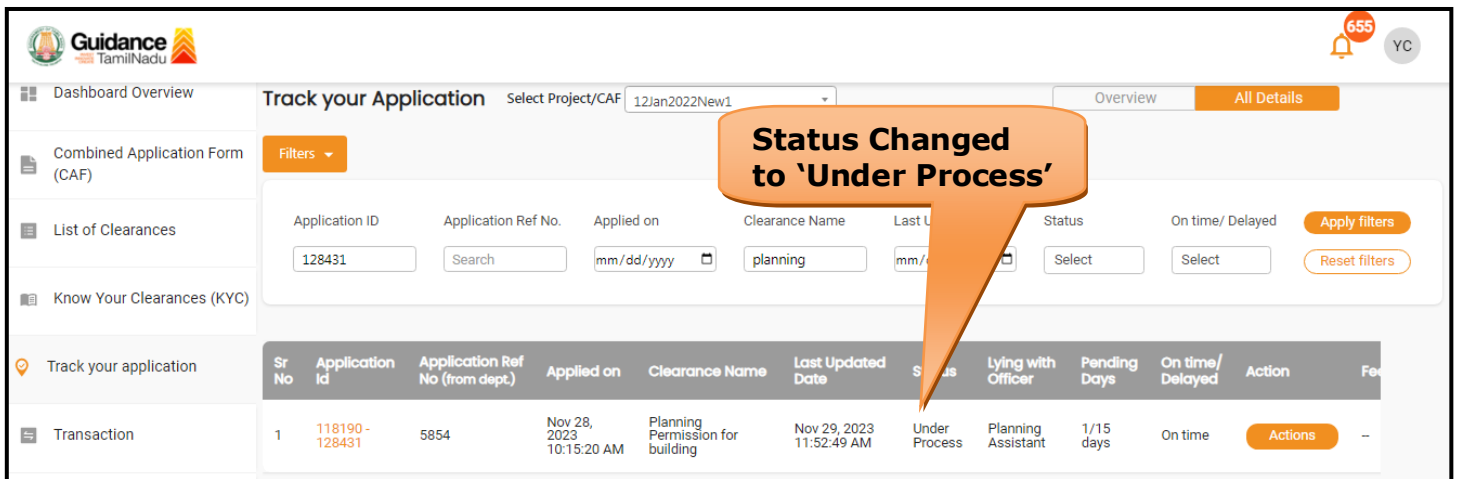
Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	118190 - 128431	5854	Nov 28, 2023 10:15:20 AM	Planning Permission for building	Nov 29, 2023 11:18:49 AM	Need Clarification	Planning Assistant	1/15 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. Payment Process

- 1) Complete Payment through the online.

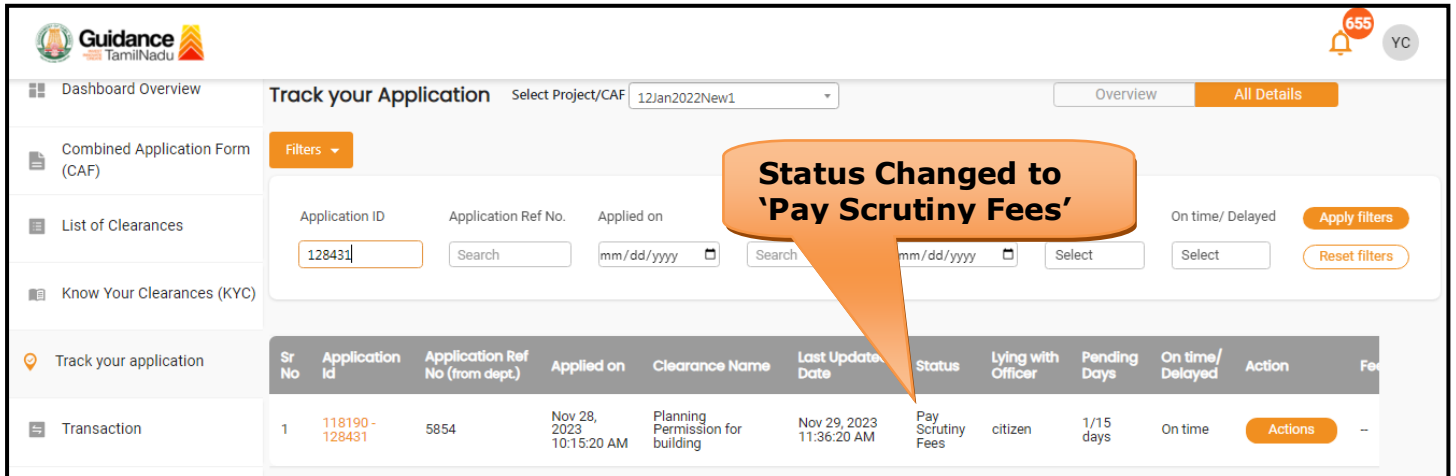


Figure 25. Make Payment

## 11. Inspection Schedule

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

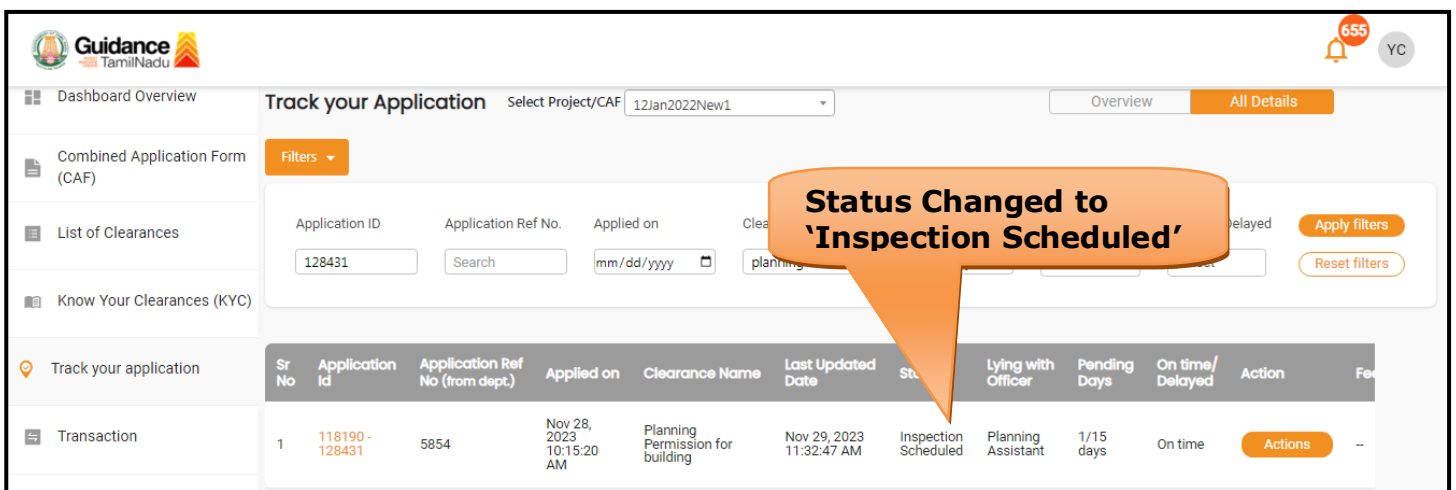


Figure 16. Inspection Scheduled

**Application Action - 128431**

<b>Application ID</b> 118190-128431	<b>Application Name</b> Planning Permission for building
<b>Application Ref No.</b> 5854	<b>Project Name</b> DTCP UAT1
<b>Application Submission Date</b> Nov 28, 2023 10:15:20 AM	<b>Status</b> Inspection Shceduled

Actions to be performed

[View Inspection Report](#) [View Inspection Detail](#) [Close](#)

Figure 27. View Inspection Details

**Guidance TamilNadu** 655 YC

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

**Inspection Details : 128431**

Inspection Scheduled Date (DD/MM/YYYY):

30/11/2023

[View Inspection Date](#)

Figure 28. View Inspection Details (Contd.)



## Pay Demand Charge

The screenshot shows the 'Track your Application' page with a dropdown menu set to '12Jan2022New1'. The table below displays the application 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	118190 - 128431	5854	Nov 28, 2023 10:15:20 AM	Planning Permission for building	Nov 29, 2023 3:01:48 PM	Pay Demand Charges	Citizen	1/15 days	On time	Actions

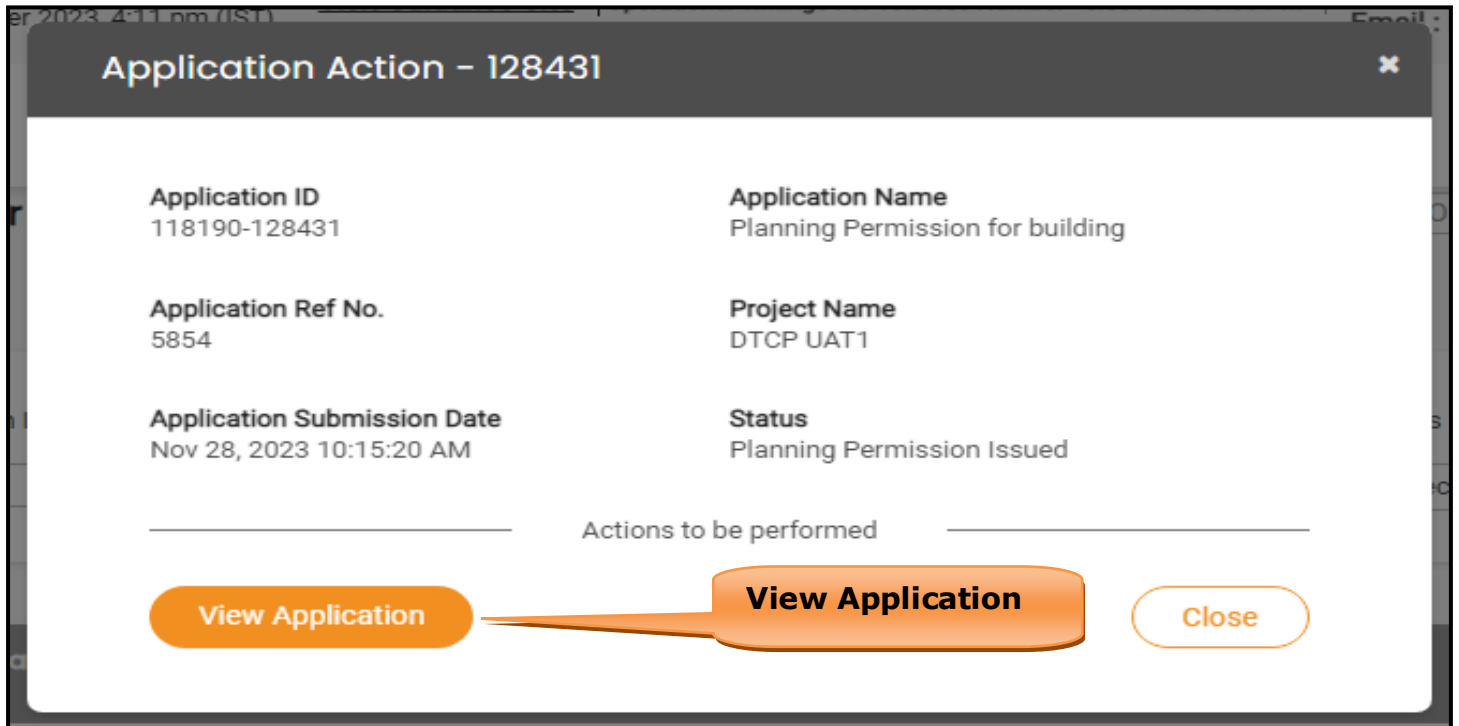
Figure 29. Pay Demand Charge

## Planning Permission Issued

The screenshot shows the 'Track your Application' page with a dropdown menu set to '12Jan2022New1'. The table below displays the application 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	118190 - 128431	5854	Nov 28, 2023 10:15:20 AM	Planning Permission for building	Nov 30, 2023 3:38:57 PM	Planning Permission Issued	Assistant Director	1/15 days	On time	Actions

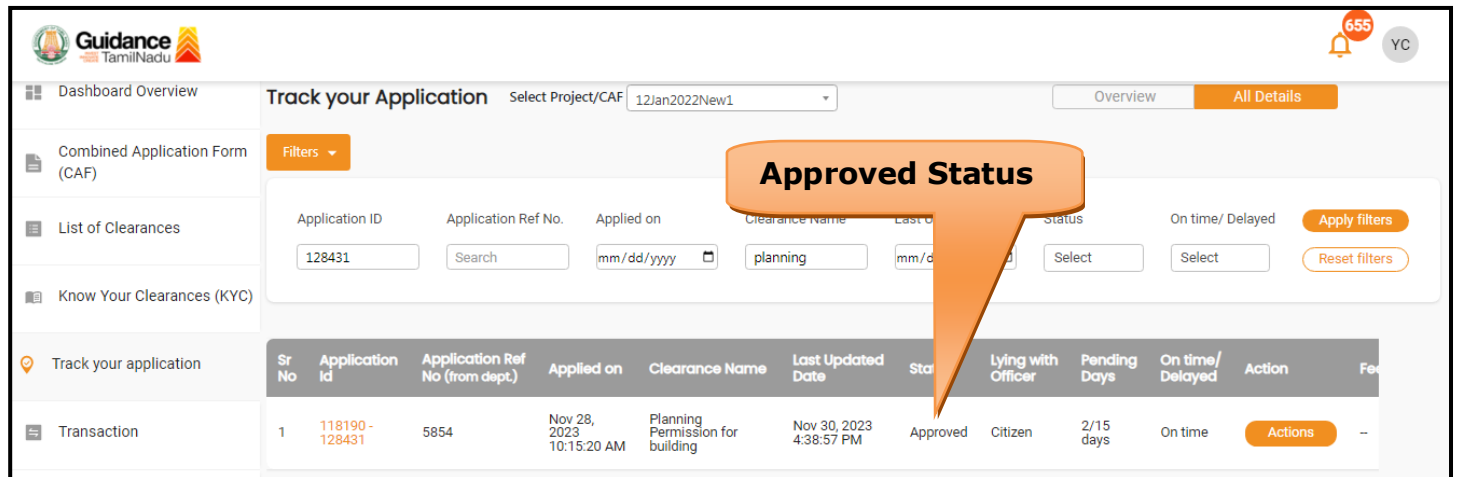
Figure 30. Planning Permission Issued



**Figure 31. View Application**

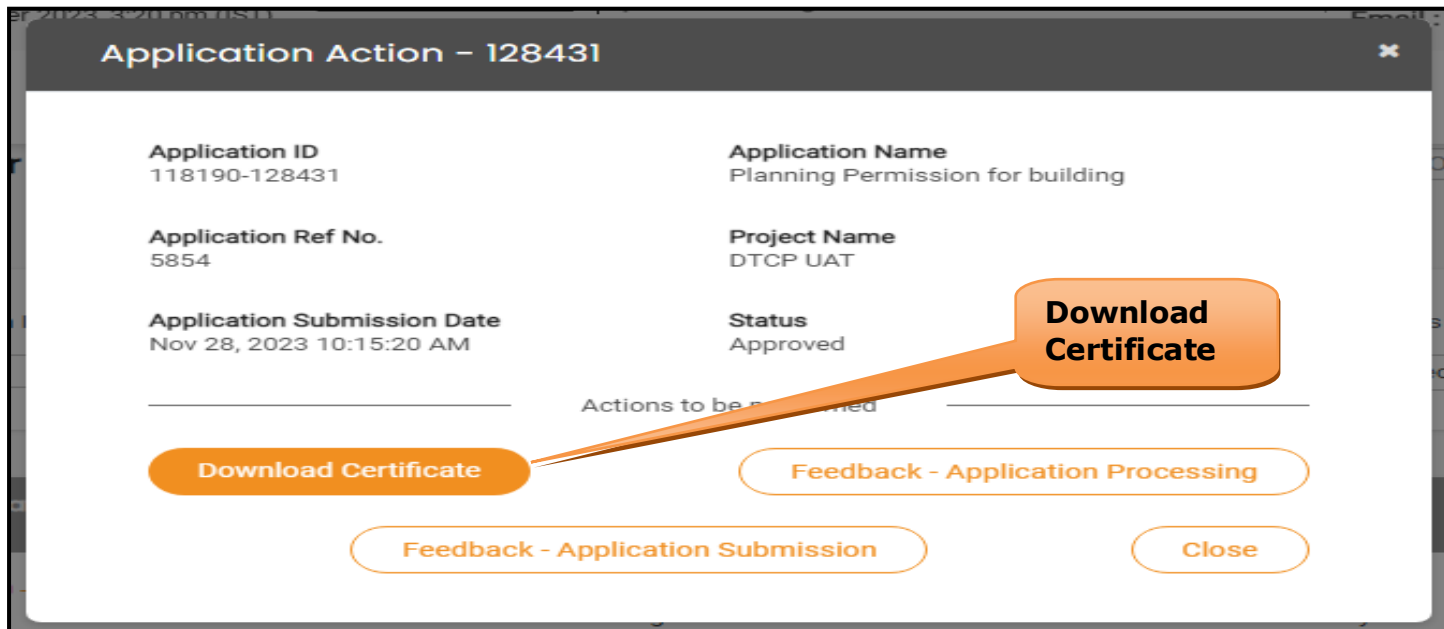
## 12. Application Processing

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



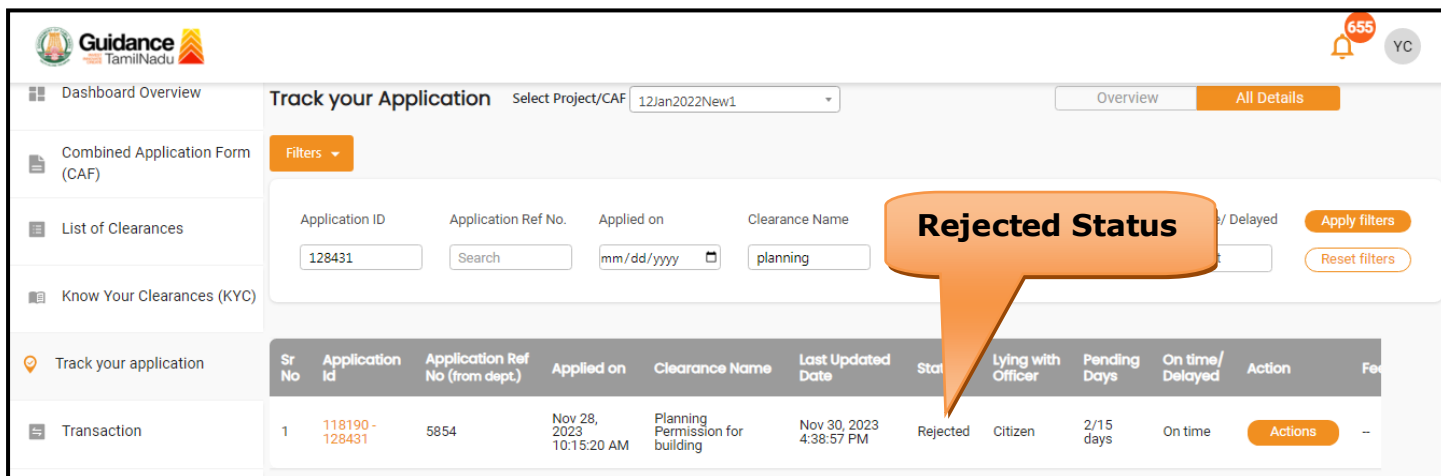
**Figure 32. Application Processed**

2) If the application is '**Approved**' by Assistant Director, the applicant can download the Certificate under **Track your application – > Action button -> Download Certificate** (Refer Figure 33)



**Figure 33. Download Certificate**

3) If the application is '**Rejected**' by Assistant Director, 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 34)



**Figure 34. Rejected Status**