



TAMILNADU SINGLE WINDOW PORTAL

APPLICANT MANUAL

No Objection Certificate for Multi Storied Building (MSB)

Fire and Rescue Services Department



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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)**

**Toll free number
and Mail Id**



tnswp.com/DIGIGOV/swp-tnswp.jsp

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

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

TAMIL NADU

Leading the Nation

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

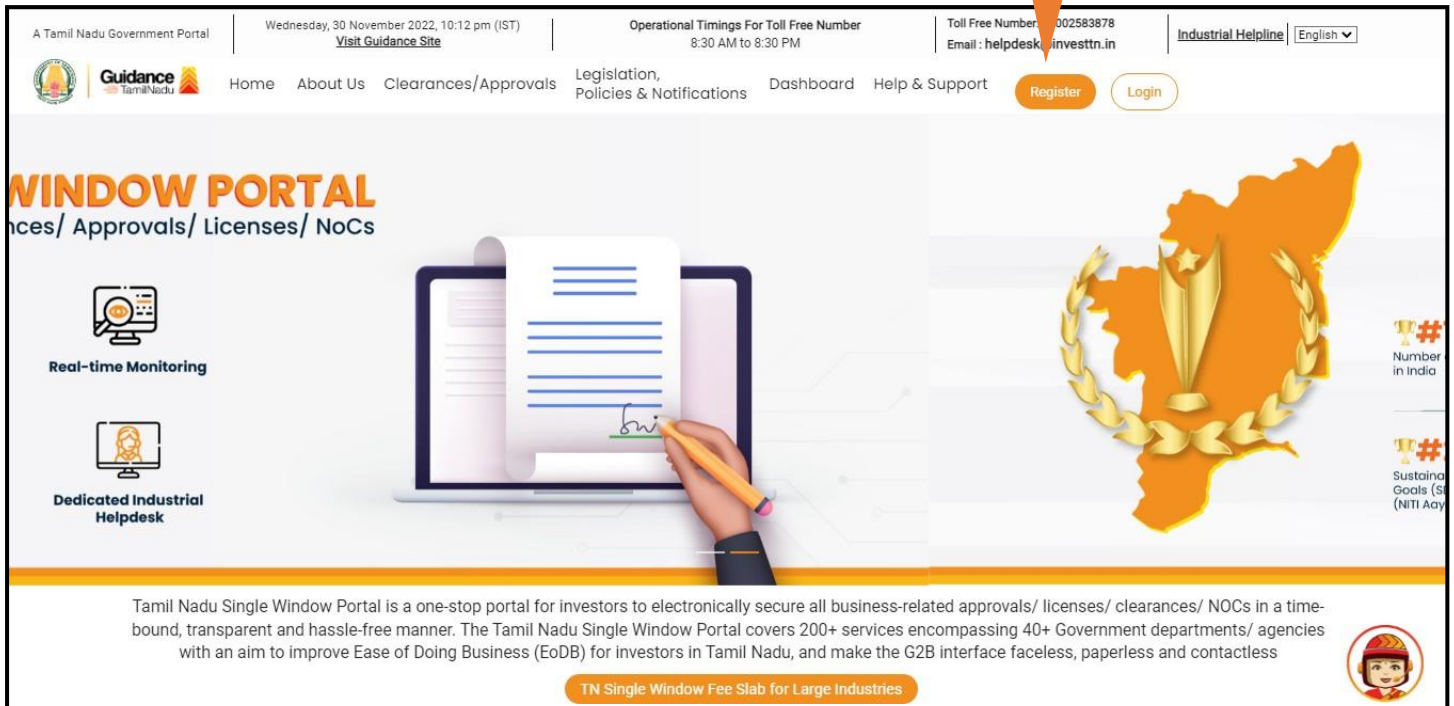
2. Registration

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

Steps for Registration is given below:

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: 02583878 | Email: helpdesk@investtn.in | Industrial Helpline | English

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

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 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 (Contd.)

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.

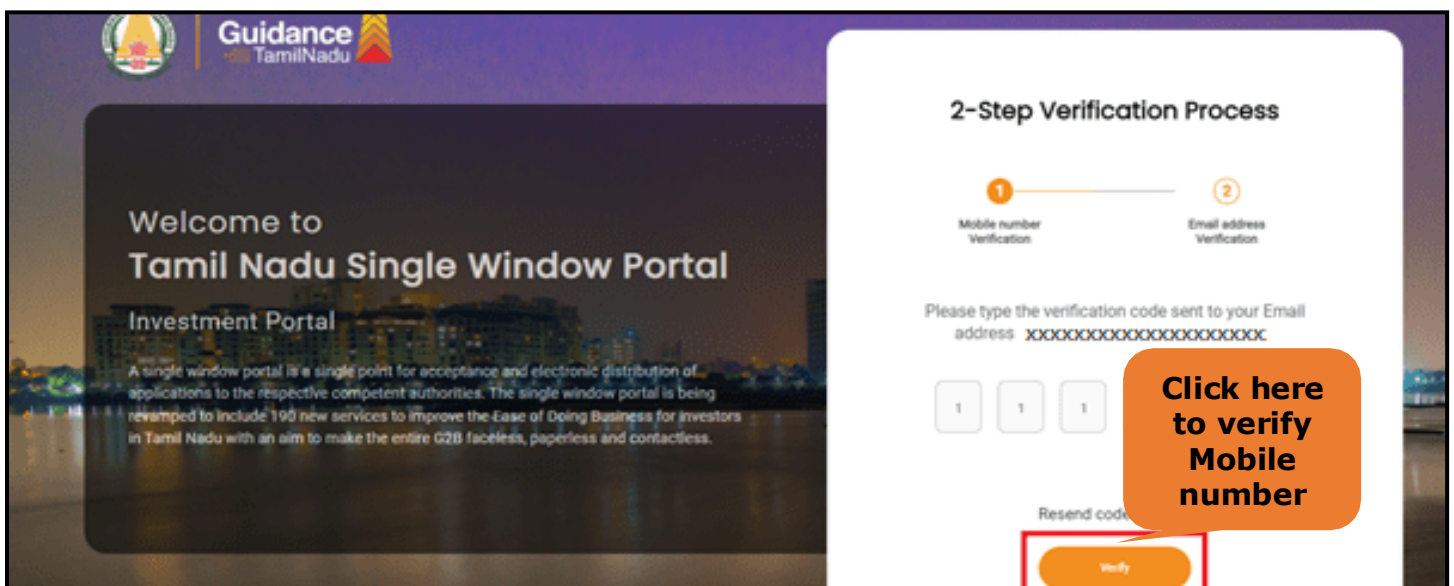


Figure 5. Mobile Number Verification

- 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.

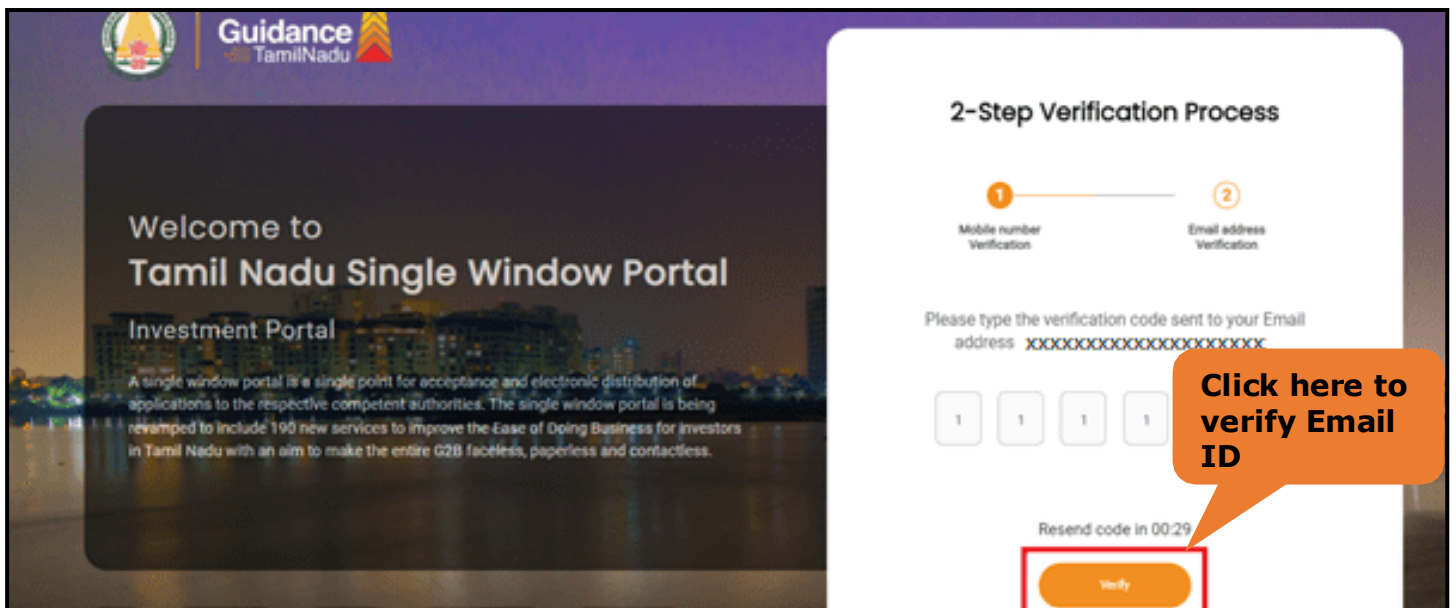


Figure 1. Email ID Verification

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.

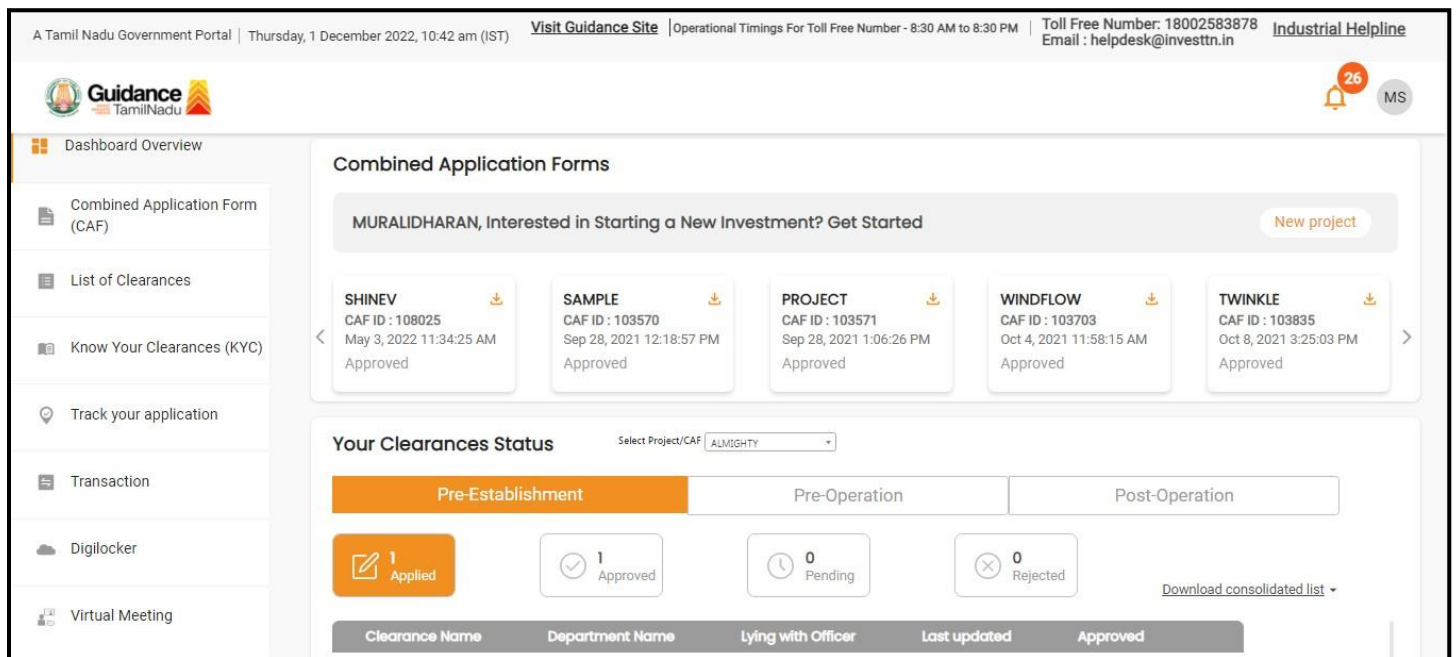
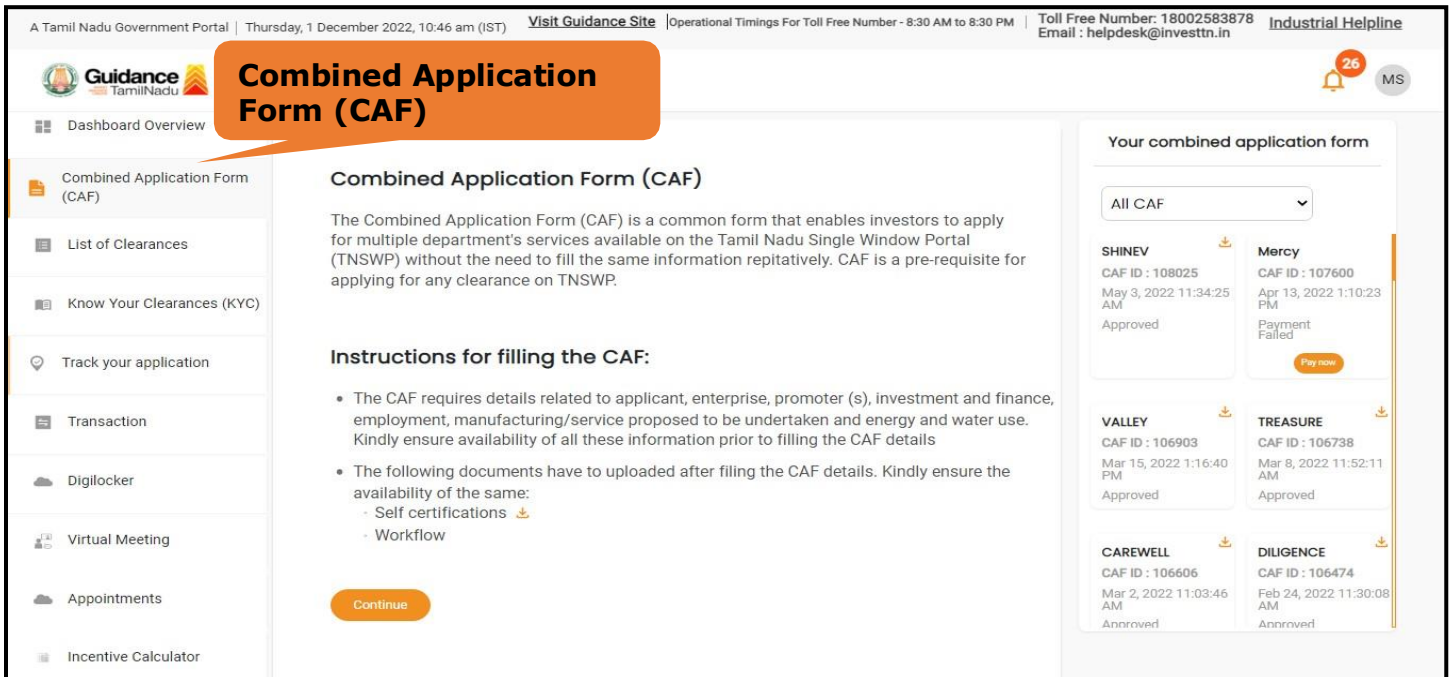


Figure 9. Dashboard Overview

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) is 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

[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 Anprovered	DILIGENCE CAF ID : 106474 Feb 24, 2022 11:30:08 AM Anprovered

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).

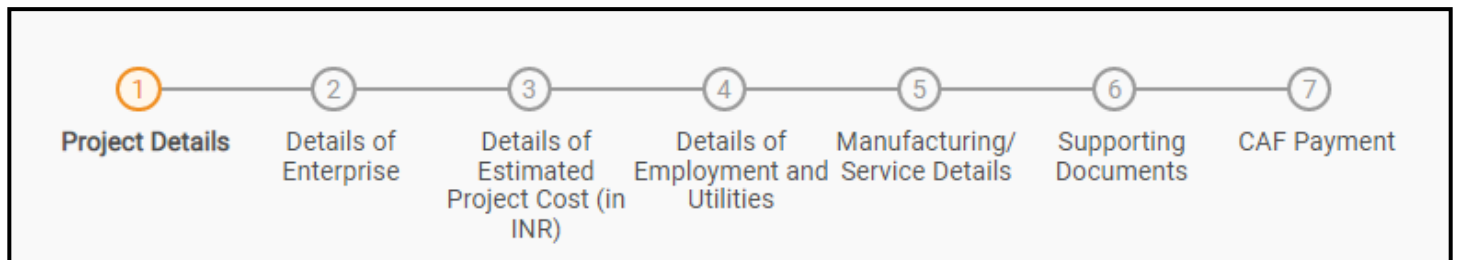


Figure 11. Section of Combined Application Form (CAF)

- 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. The top navigation bar includes the Guidance TamilNadu logo and a notification bell with '309' and a 'YC' button. The main content area shows a progress bar 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. The 'CAF Payment' step is active. A confirmation message box is overlaid on the 'Payment Details' section, 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, the 'Payment Details' section includes 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 shown as '500000' with a 'Five Lakh' label below it and a 'Calculate Fee' button. At the bottom, 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. [Click here](#) to access the Single Window Fee Slab.

7. Apply for No Objection Certificate for MSB

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
3	Apply for certified copy of Encumbrance Certificate	Inspector General of Registration	3 days	View
4	Apply for certified copy of property document	Inspector General of Registration	3 days	View
5	Approval and Recognition for Setting of Schools	Department of School Education	30 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 'No Objection Certificate for Multi Storied Building (MSB)' by using Search option as shown in the figure given below.

Pre-Establishment Stage Clearance

Search for clearance

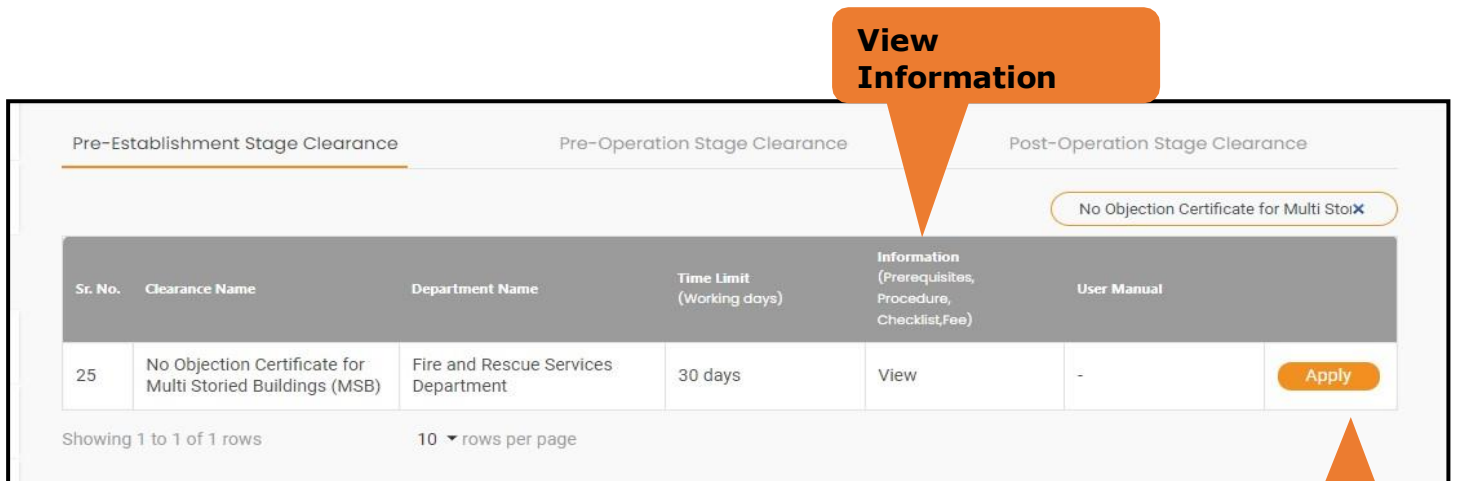


Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
25	No Objection Certificate for Multi Storied Buildings (MSB)	Fire and Rescue Services Department	30 days	View	-

Showing 1 to 1 of 1 rows 10 rows per page

Figure 14. Search for Clearance

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



Pre-Establishment Stage Clearance Pre-Operation Stage Clearance Post-Operation Stage Clearance

No Objection Certificate for Multi Sto

Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
25	No Objection Certificate for Multi Storied Buildings (MSB)	Fire and Rescue Services Department	30 days	View	-

Showing 1 to 1 of 1 rows 10 rows per page

Figure 15. Apply for Clearance

Apply for clearance

8. Filling the application form

1. Applicant to fill the details under the following 10 sections to complete the application

1. Application details

2. Floor Details

3. Means of Escape

4. Lift Details

5. Food/Fire/Compartmentation Details

6. Fire Protection

7. Fire pumps Details

8. Water Supply

9. Additional Fire Details

10. Checklist Document

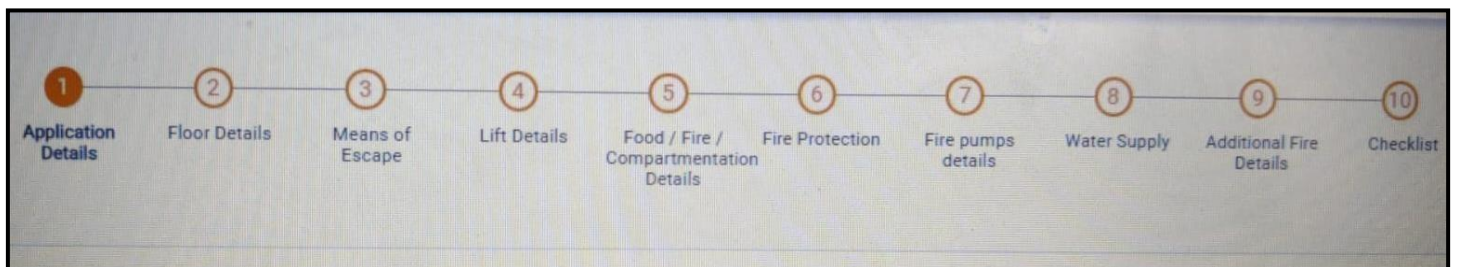


Figure 16. Ten Sections of the Application form




B. Checklist Document

- 1) The following supporting documents need to be uploaded by the user as per the notes given
- 2) Maximum 10 MB Allowed (Only .DOC, .PDF, .XLS, .BMP, .GIF, .JPEG, .PNG, .PPTX, .DOCX, .XLSX, .ZIP, .KML are allowed)
- 3) In case of multiple documents, please upload in zip format

- a. Copy of Ownership proof or rental or lease agreement
- b. Copy of Approved building plan submitted to Competent Authority (Local Body/ DTCP/ CMDA)
- c. Copy of the fighting installation plan

Checklist Documents ⊖

Note 1: Maximum 10 MB Allowed (Only .DOC, .PDF, .XLS, .BMP, .GIF, .JPEG, .PNG, .PPTX, .DOCX, .XLSX, .ZIP, .KML are allowed)
 Note 2: In case of multiple documents, please upload in zip format

Sr. No.	Document Name	Attach Document
1	<input checked="" type="checkbox"/> Copy of Ownership proof or rental or lease agreement	 ⋮
2	<input checked="" type="checkbox"/> Copy of building plan submitted to Competent Authority (Local Body/ DTCP/ CMDA)	 ⋮
3	<input checked="" type="checkbox"/> Copy of the fighting installation plan	 ⋮

Click on 'Submit'

➤

Previous
Next
Save as Draft
SUBMIT

Figure 17. Checklist Document

After Uploading all the Checklist documents 'click on submit' button and token id gets generated.

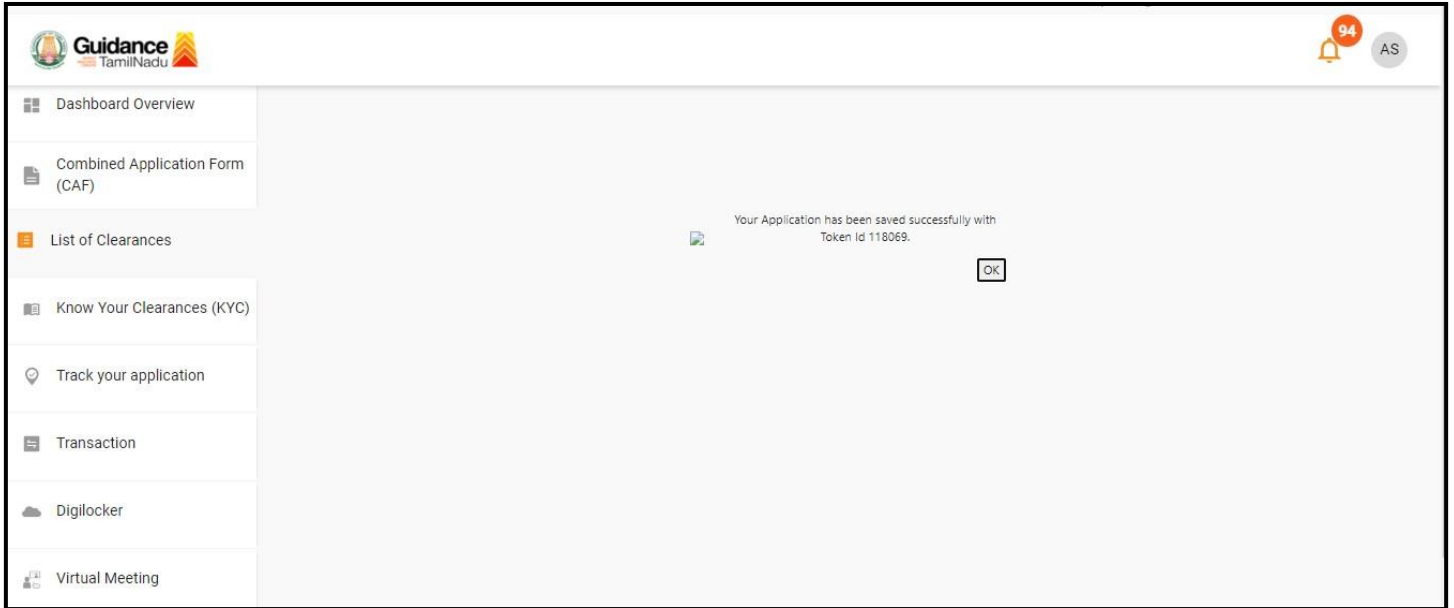
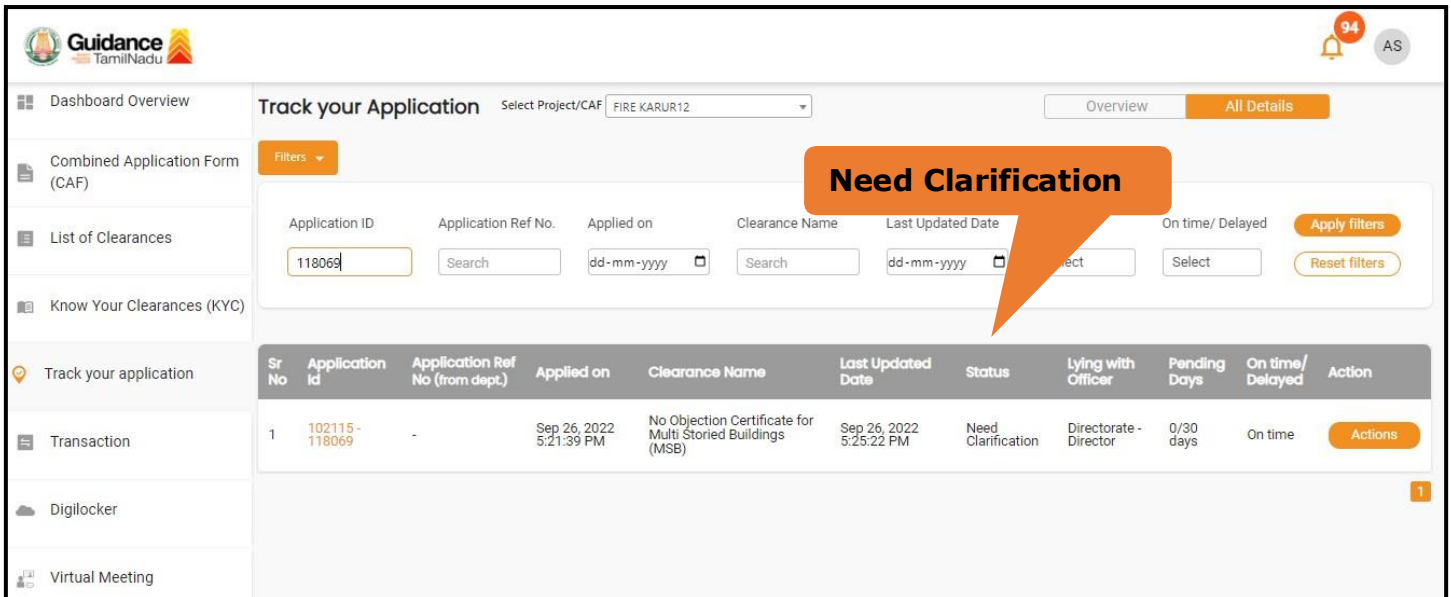


Figure 18. Token Id generated

9. Need Clarification

- 1) After submitting the application to the fire department, the concerned officer reviews the application and if there are any clarifications required, the concerned officer would raise a query to the applicant.
- 2) Applicant would receive an alert message on 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) Applicants could view the status as '**Need Clarification**' under the 'Status' column. Click on 'Action' button to respond the query as shown in the below figure



The screenshot displays the 'Track your Application' interface. The top navigation bar includes the 'Guidance TamilNadu' logo, a notification bell with '94' alerts, and a user profile 'AS'. The main content area is titled 'Track your Application' and features a dropdown menu for 'Select Project/CAF' set to 'FIRE KARUR12'. Below this, there are search filters for 'Application ID', 'Application Ref No.', 'Applied on', 'Clearance Name', and 'Last Updated Date'. A prominent orange callout box with the text 'Need Clarification' points to the 'Status' column in the table below. The table lists one application with the following 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	102115 - 118069	-	Sep 26, 2022 5:21:39 PM	No Objection Certificate for Multi Storied Buildings (MSB)	Sep 26, 2022 5:25:22 PM	Need Clarification	Directorate - Director	0/30 days	On time	Actions

Figure 19. Need Clarification

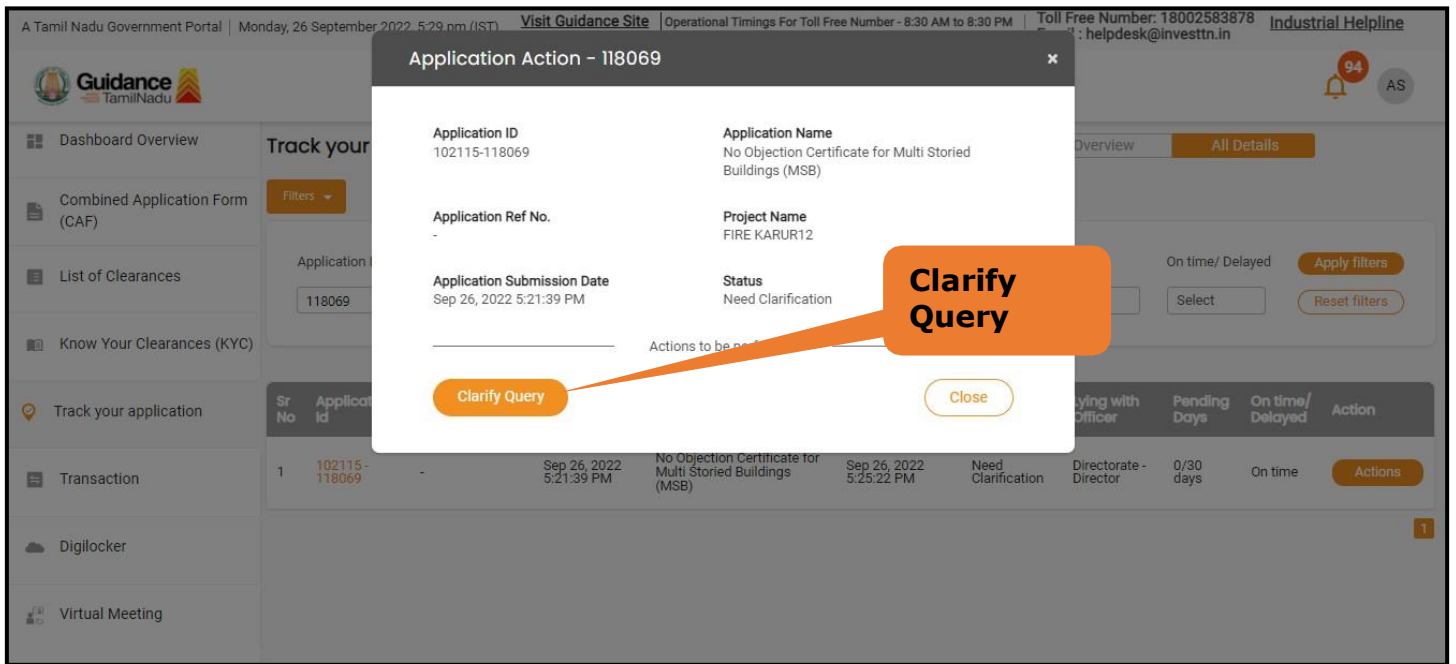


Figure 20. Need Clarification (Contd.)

- 5) The Applicant clicks on '**Clarify Query**' 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.

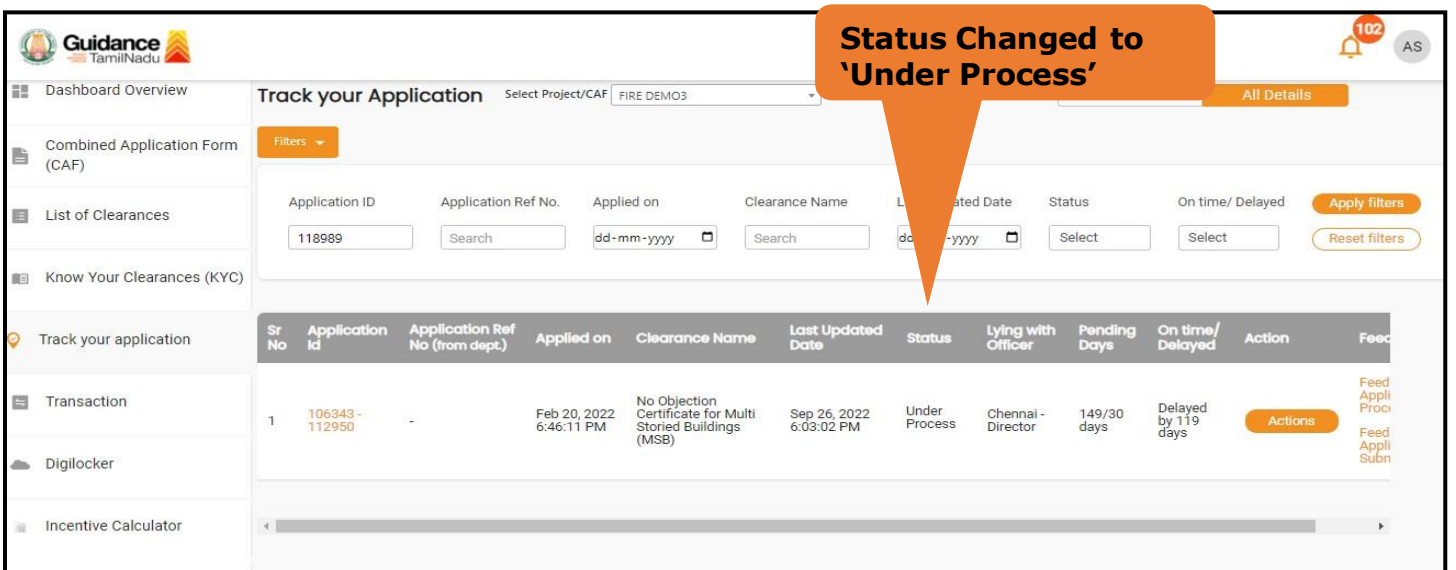


Figure 21. Status of the Application

10. Inspection Schedule

- a) The Joint Director Officer schedules the date of appointment for inspection to be done for the specified institution.
- b) After the Inspection is completed, the Joint Director submits the Inspection report Deputy Director headquarters.
- c) The Applicant has the provision to view the Scheduled Inspection details

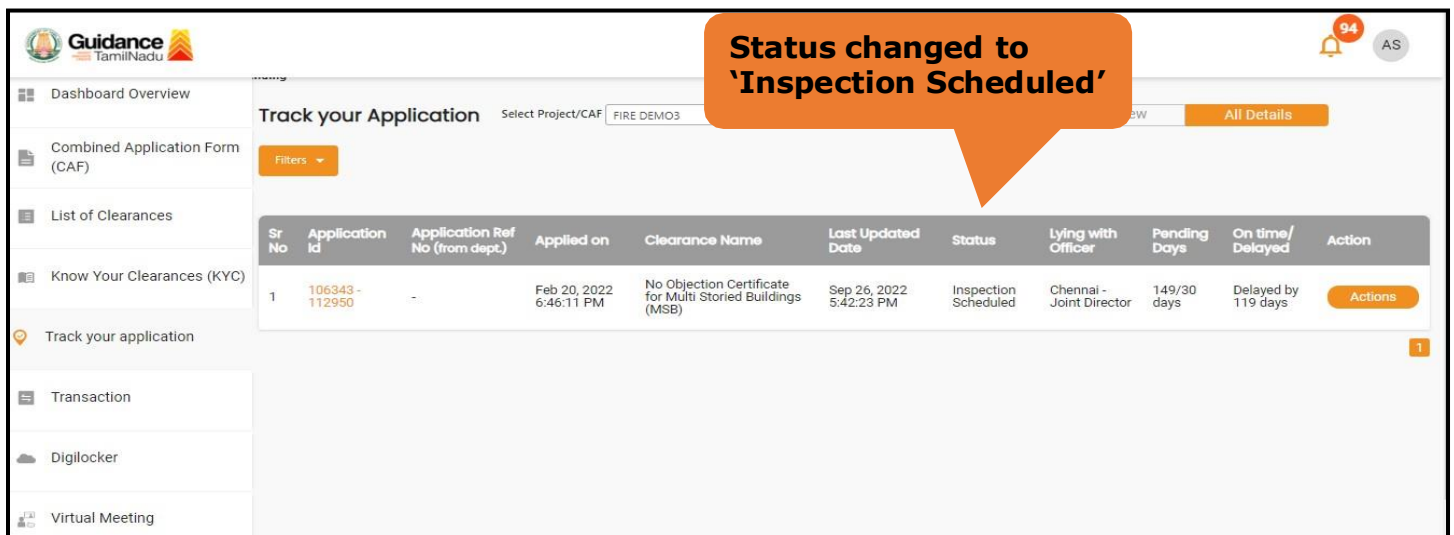


Figure 22. Inspection Scheduled

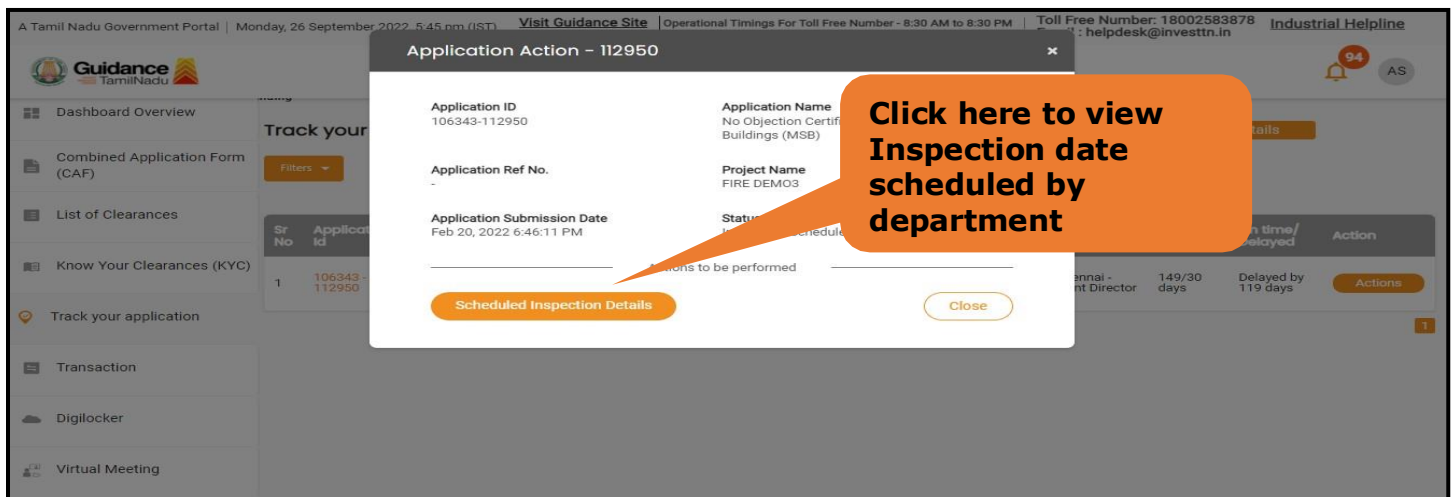
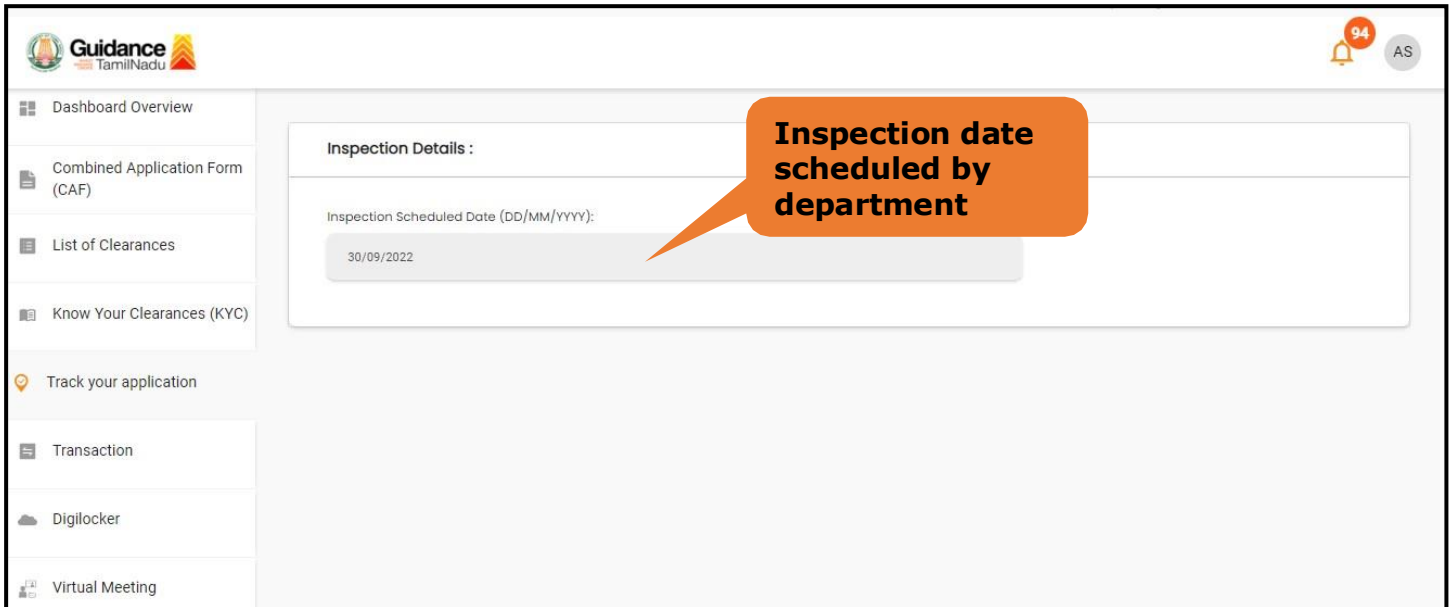


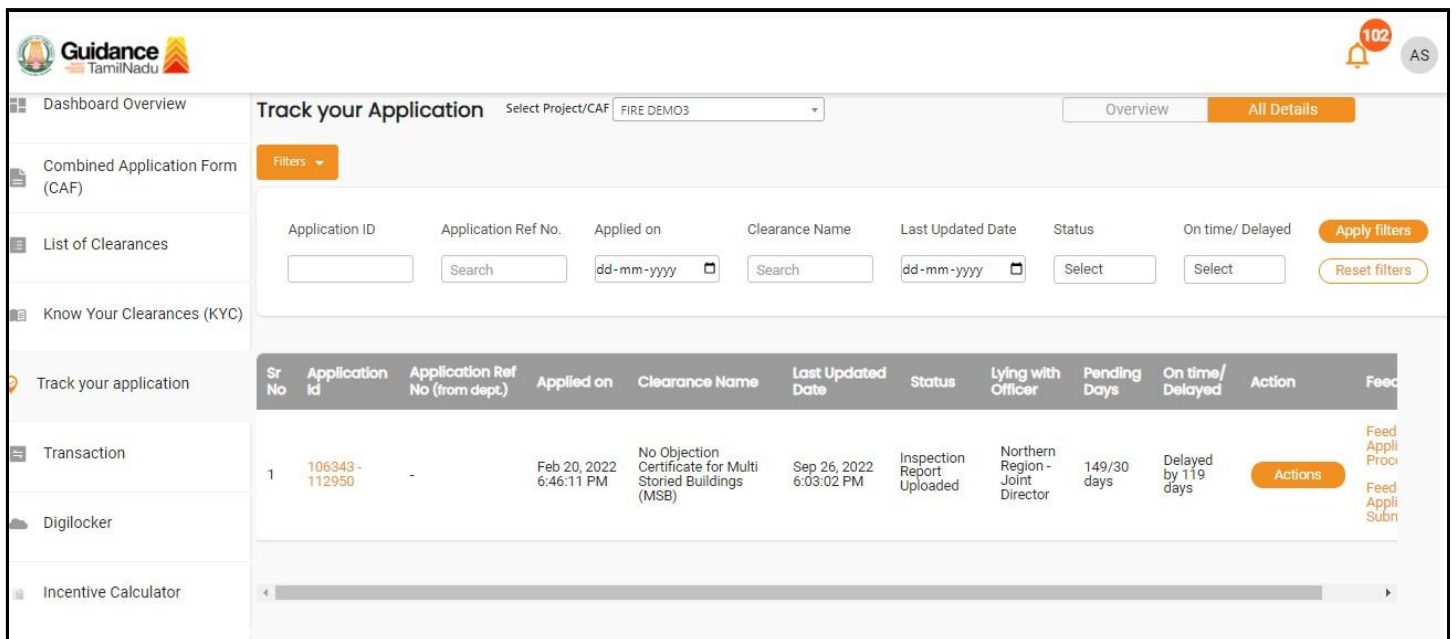
Figure 23. Scheduled Inspection Details



Inspection date scheduled by department

Figure 24. Scheduled Inspection Details (Contd.)

d) After the Inspection schedule is done, the Joint Director uploads the inspection report and submits it to the department. The status would reflect as **“Inspection Report uploaded”**.



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	Feed
1	106343 - 112950	-	Feb 20, 2022 6:46:11 PM	No Objection Certificate for Multi Storied Buildings (MSB)	Sep 26, 2022 6:03:02 PM	Inspection Report Uploaded	Northern Region - Joint Director	149/30 days	Delayed by 119 days	Actions	Feed Appli Proc Feed Appli Subn

Figure 25. Inspection Report Uploaded

11. Track Your Application

1) After submitting the application, a unique 'token ID' is 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

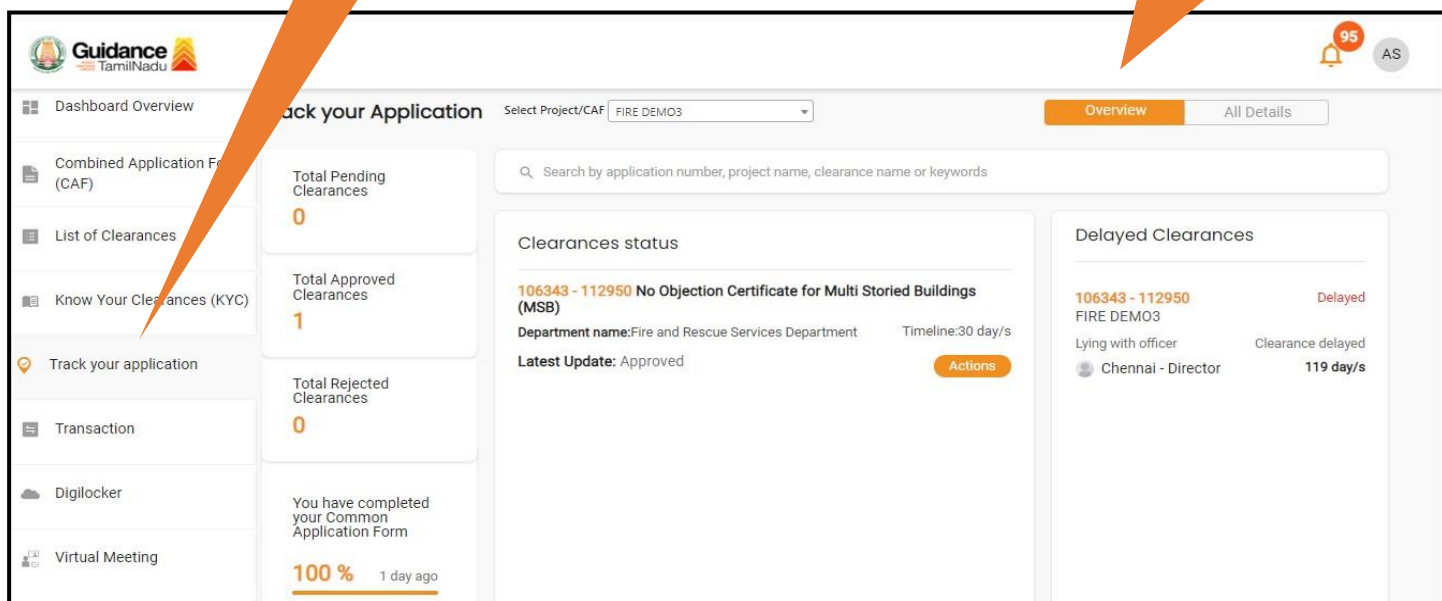


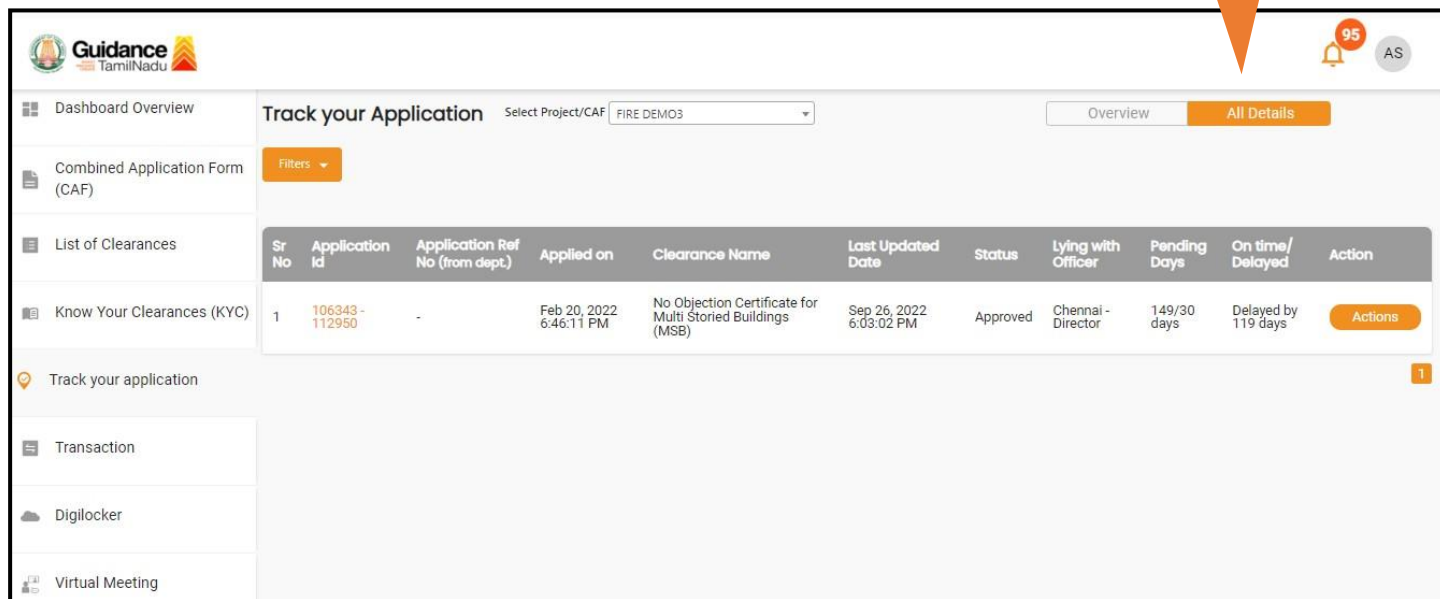
Figure 26. Track your application

- **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 a web dashboard for tracking applications. The main section is titled 'Track your Application' and includes a dropdown menu for 'Select Project/CAF' set to 'FIRE DEMOS'. There are tabs for 'Overview' and 'All Details', with 'All Details' being the active tab. A table lists application details with columns for Sr No, Application Id, Application Ref No, Applied on, Clearance Name, Last Updated Date, Status, Lying with Officer, Pending Days, On time/Delayed, and 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	106343 - 112950	-	Feb 20, 2022 6:46:11 PM	No Objection Certificate for Multi Storied Buildings (MSB)	Sep 26, 2022 6:03:02 PM	Approved	Chennai - Director	149/30 days	Delayed by 119 days	Actions

Figure 22. ‘All details’ tab

12. Application Processing

1. The Department scrutinizes and reviews the application and updates the status as **“Approved”** or **“Rejected.”**

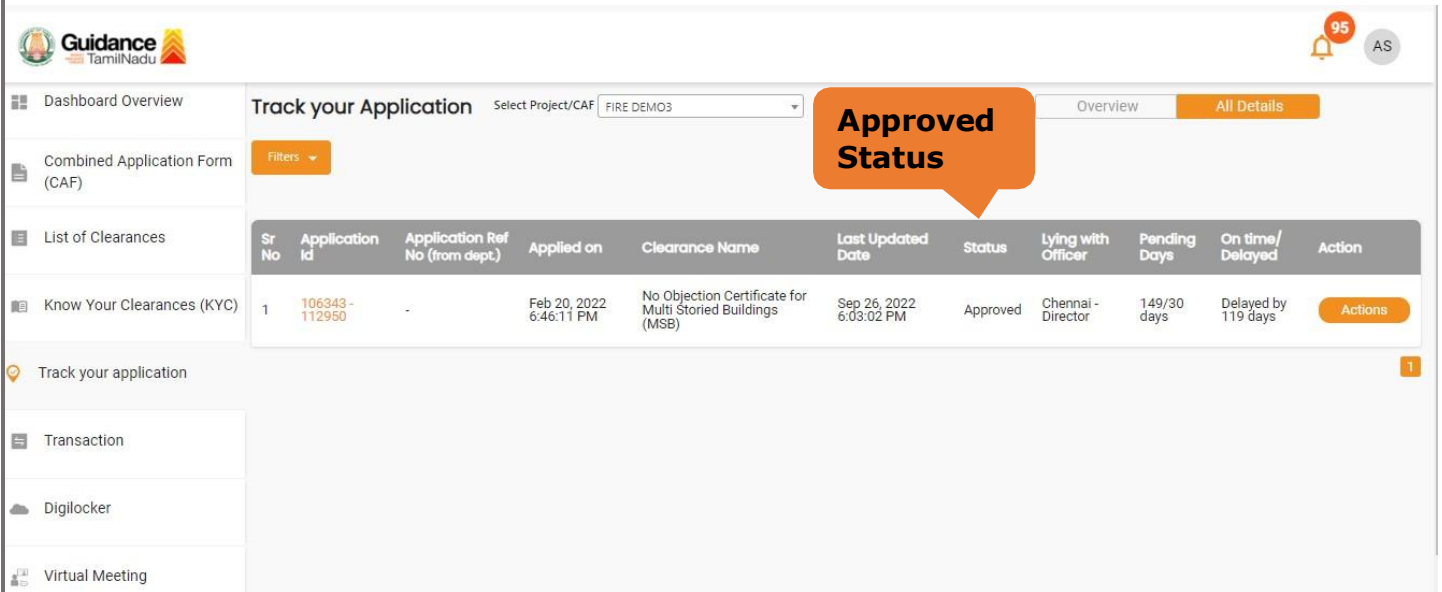


Figure 23. Application Processed

2. If the application is **‘Approved’** by the Department, the applicant can download the Approval Certificate under **‘Track your application – > ‘Action’ button -> Download Certificate** (Refer Figure 24)

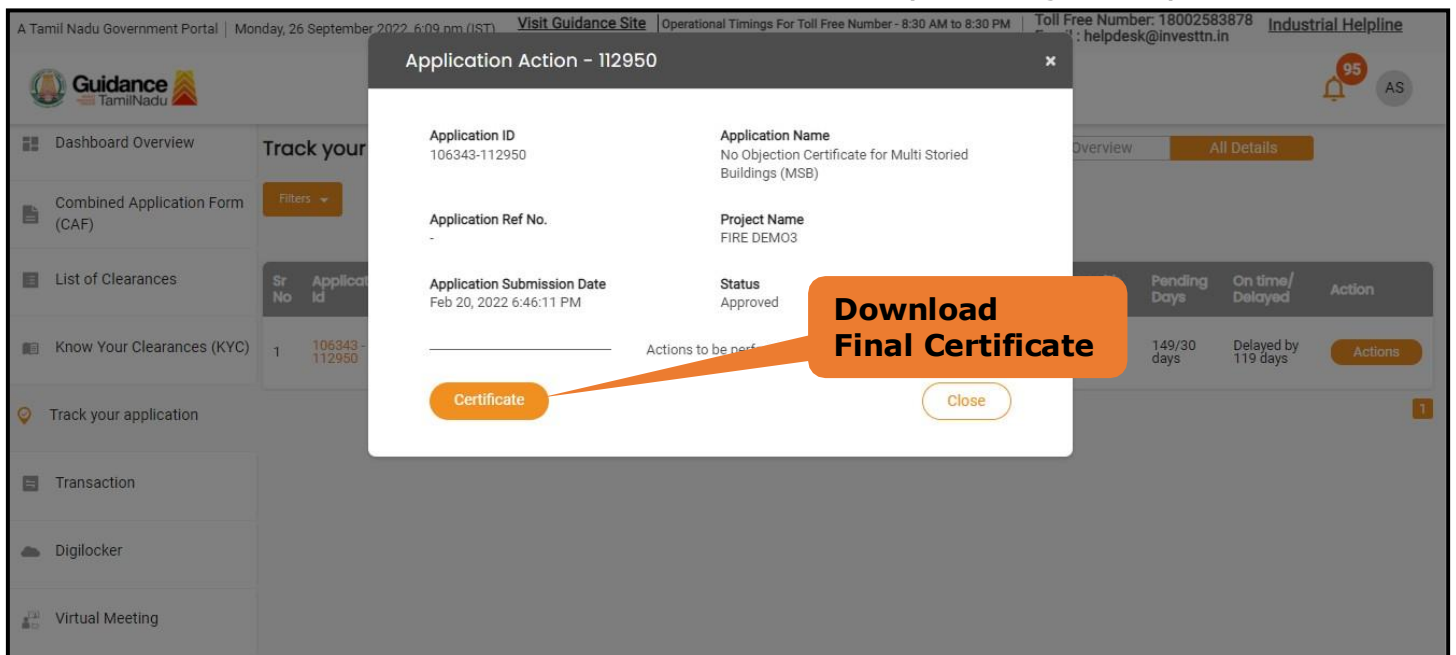
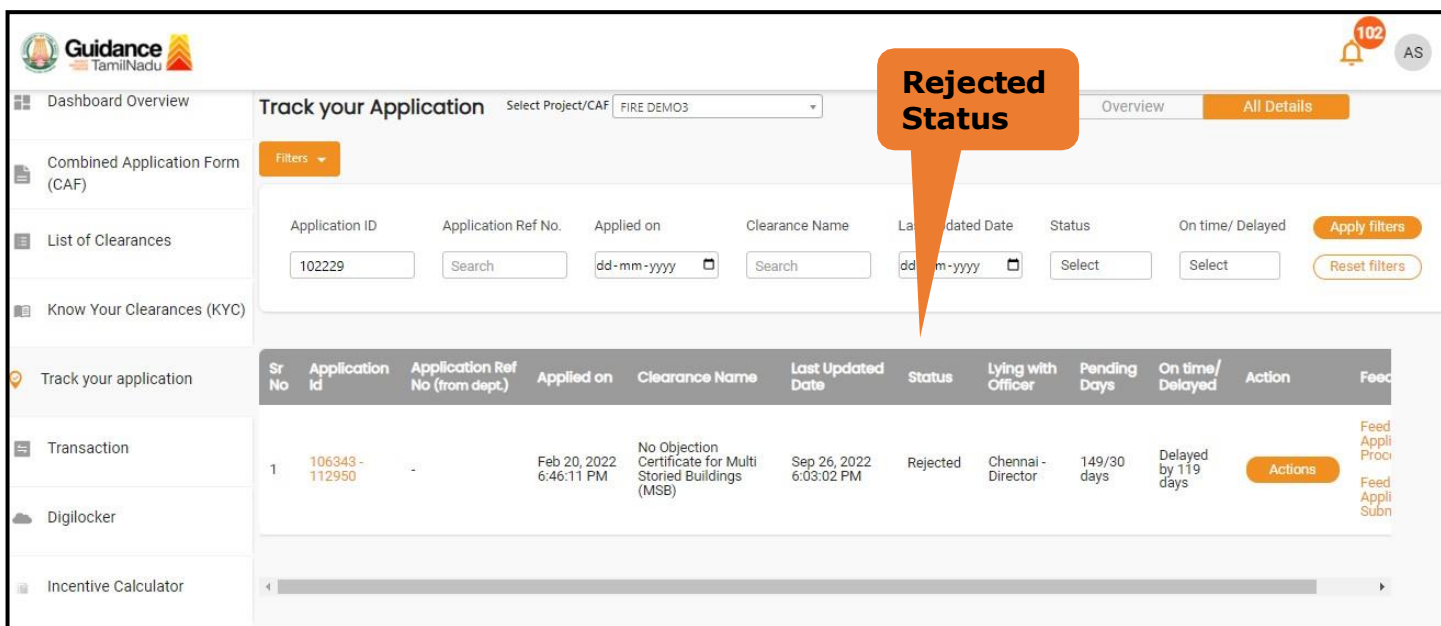


Figure 24. Download the Approved Certificate

3. If the application is '**Rejected**' by the Department, 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 25)



The screenshot shows a web dashboard for tracking applications. The main section is titled 'Track your Application' and includes a search filter for 'FIRE DEMO3'. Below this is a table of applications. One application is highlighted with a 'Rejected' status, indicated by an orange callout bubble.

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	Feed
1	106343 - 112950	-	Feb 20, 2022 6:46:11 PM	No Objection Certificate for Multi Storied Buildings (MSB)	Sep 26, 2022 6:03:02 PM	Rejected	Chennai - Director	149/30 days	Delayed by 119 days	Actions	Feed Appli Proc Feed Appli Subn

Figure 25. Rejected Status

