



TAMILNADU SINGLE WINDOW PORTAL

APPLICANT MANUAL

Compliance 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**



Figure 1. Single Window Portal Home Page

2. Registration

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

Steps for Registration is given below:

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

Register on TNSWP

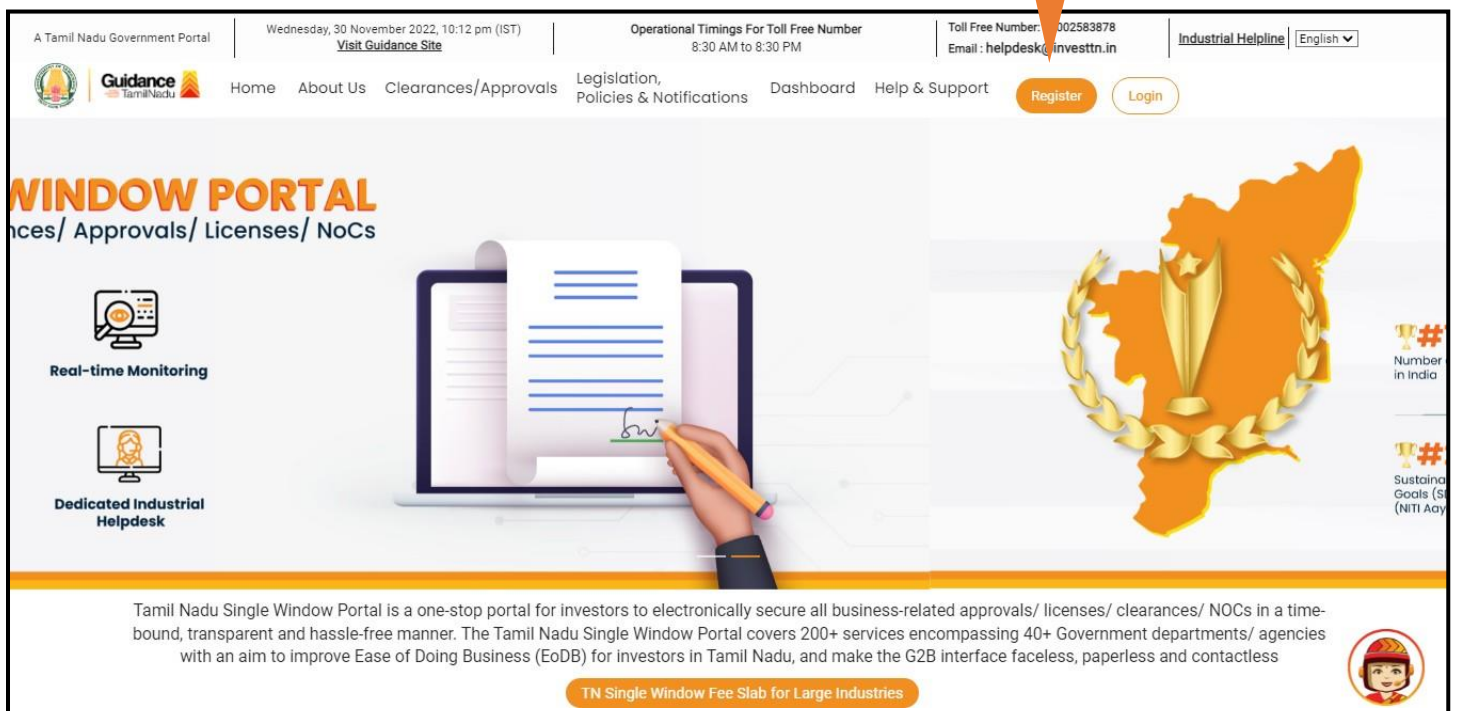


Figure 2. Register

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 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

- 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

**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 '**Verify**' button.

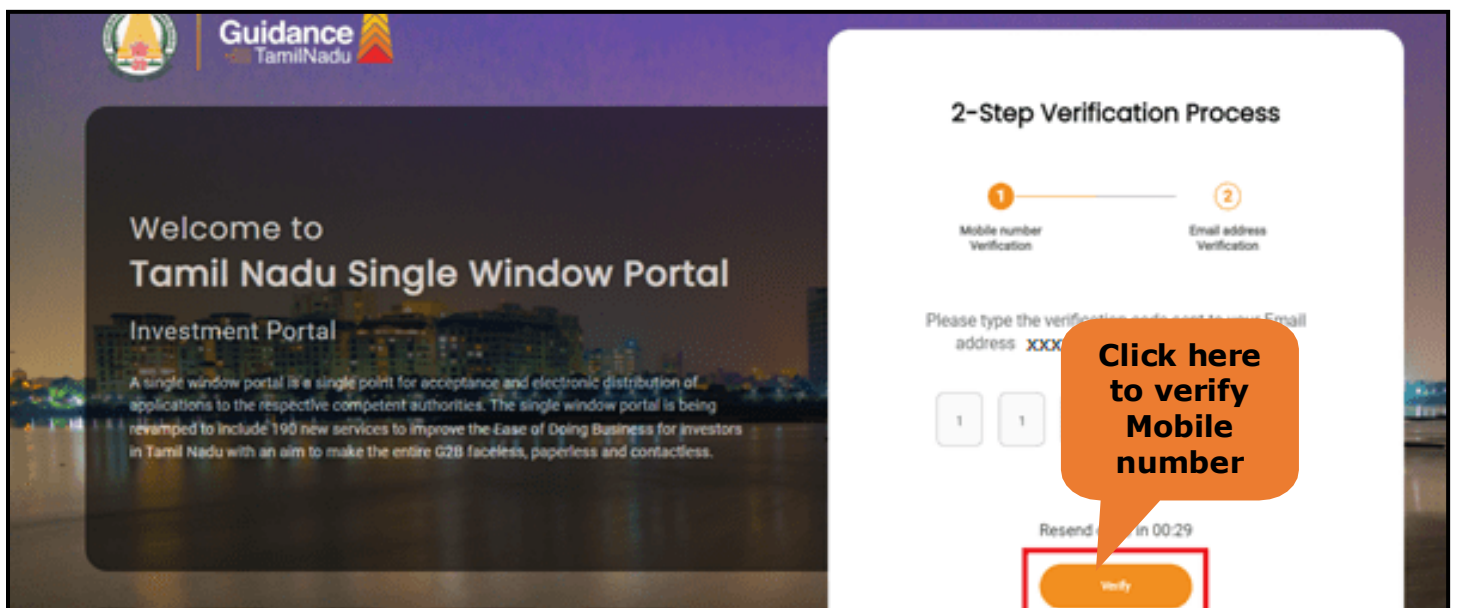


Figure 5. Mobile Number Verification

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 **'Verify'** button.

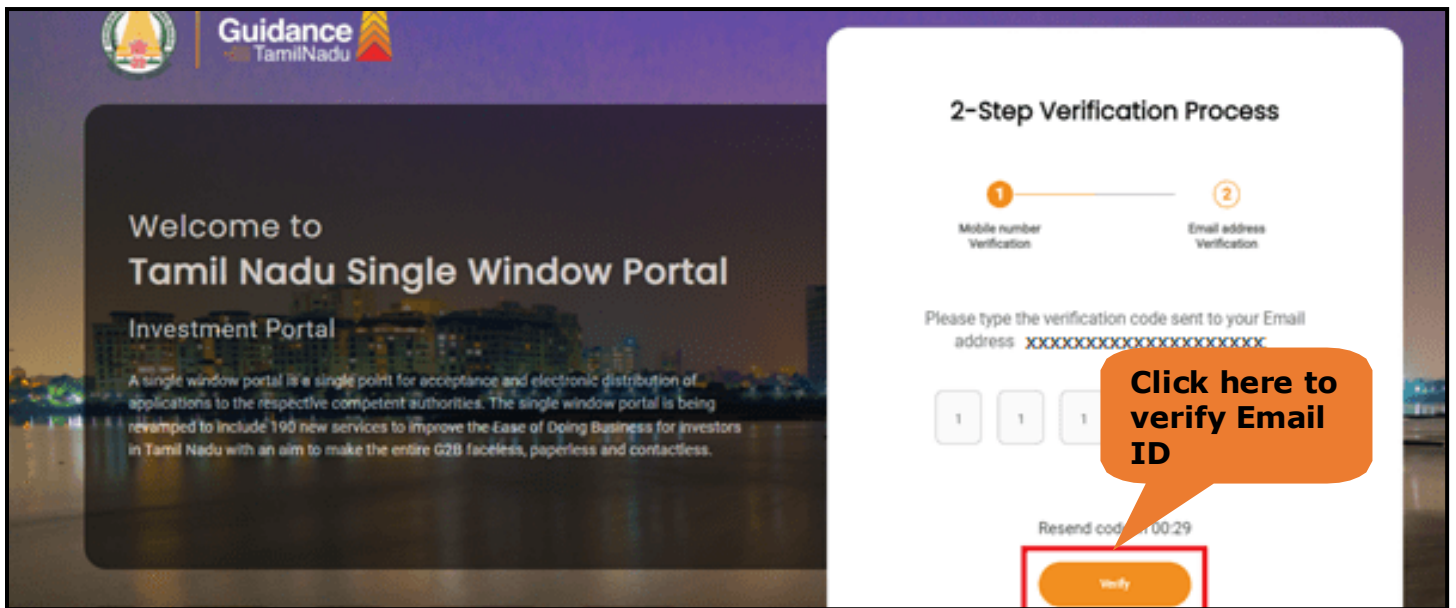


Figure 1. Email ID Verification

3. After completion of 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.

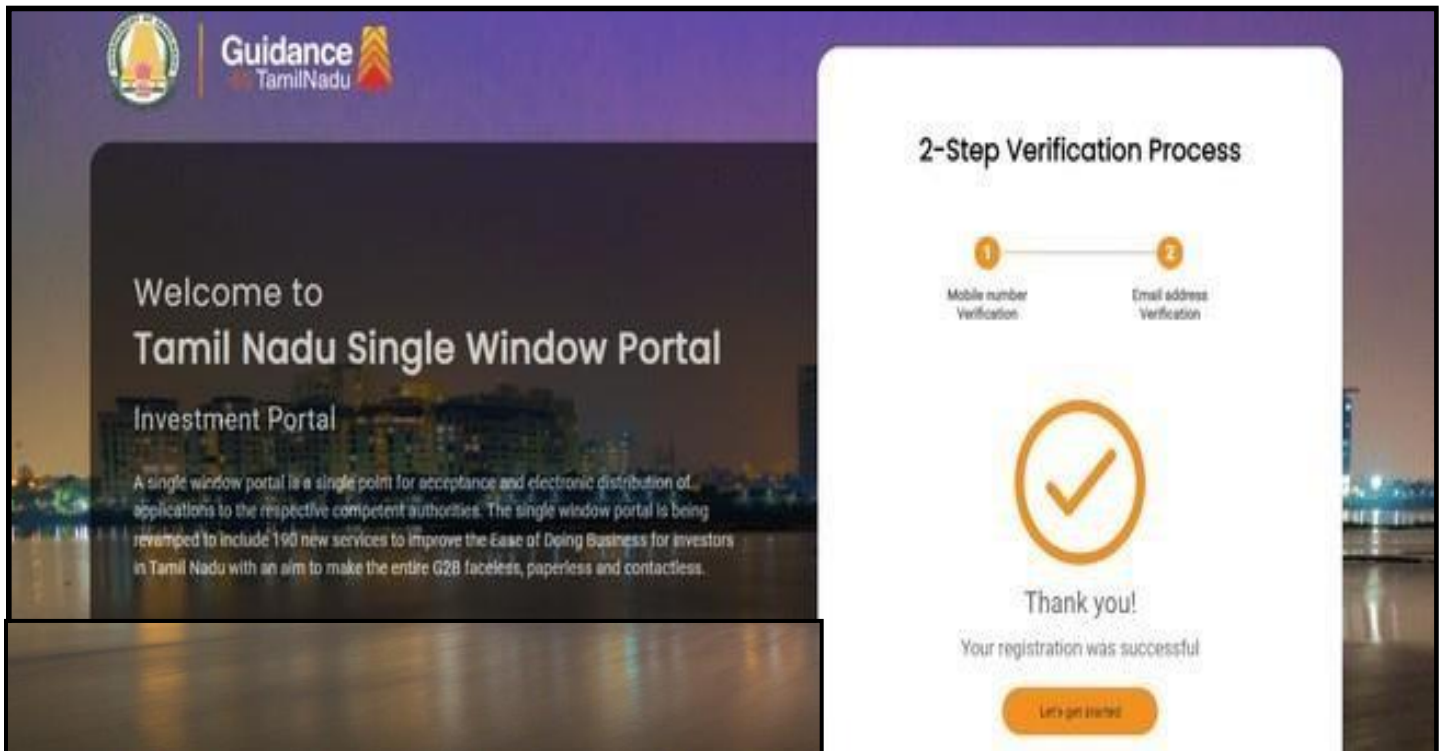


Figure 7. Registration Confirmation Pop-Up

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.

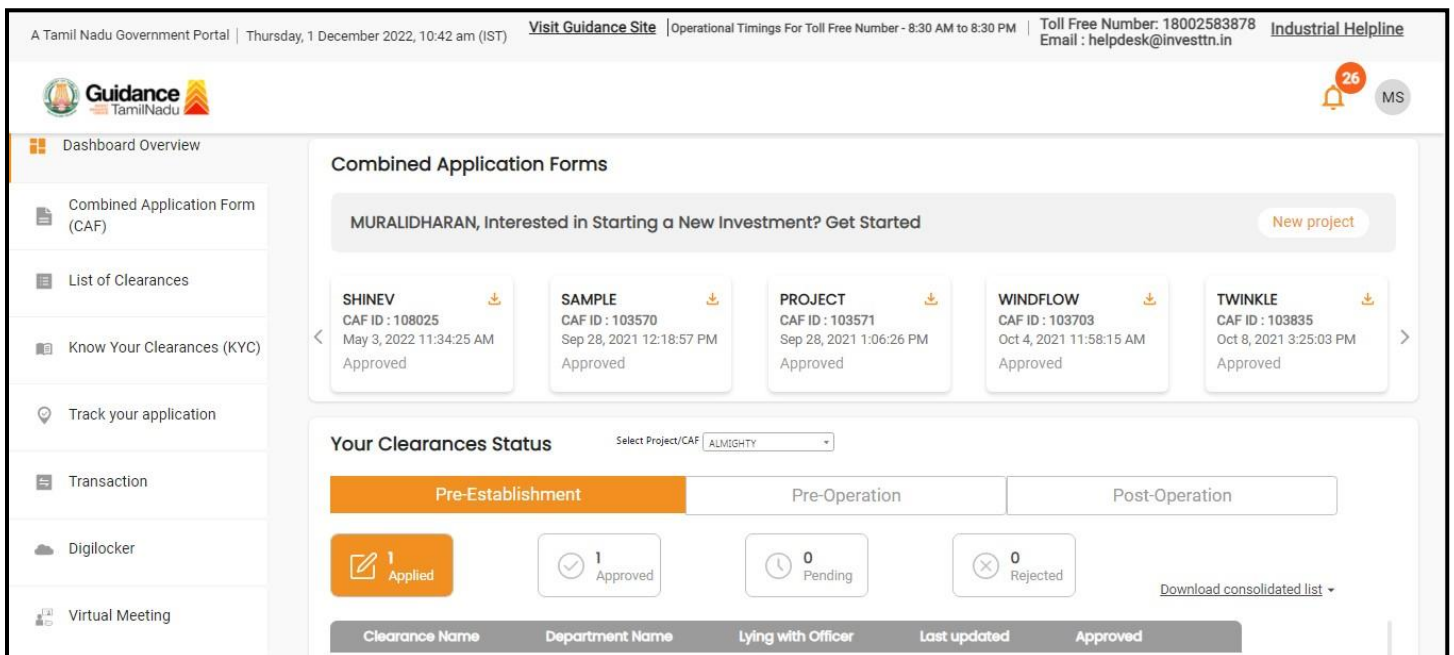
Login to TNSWP



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](#)

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	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

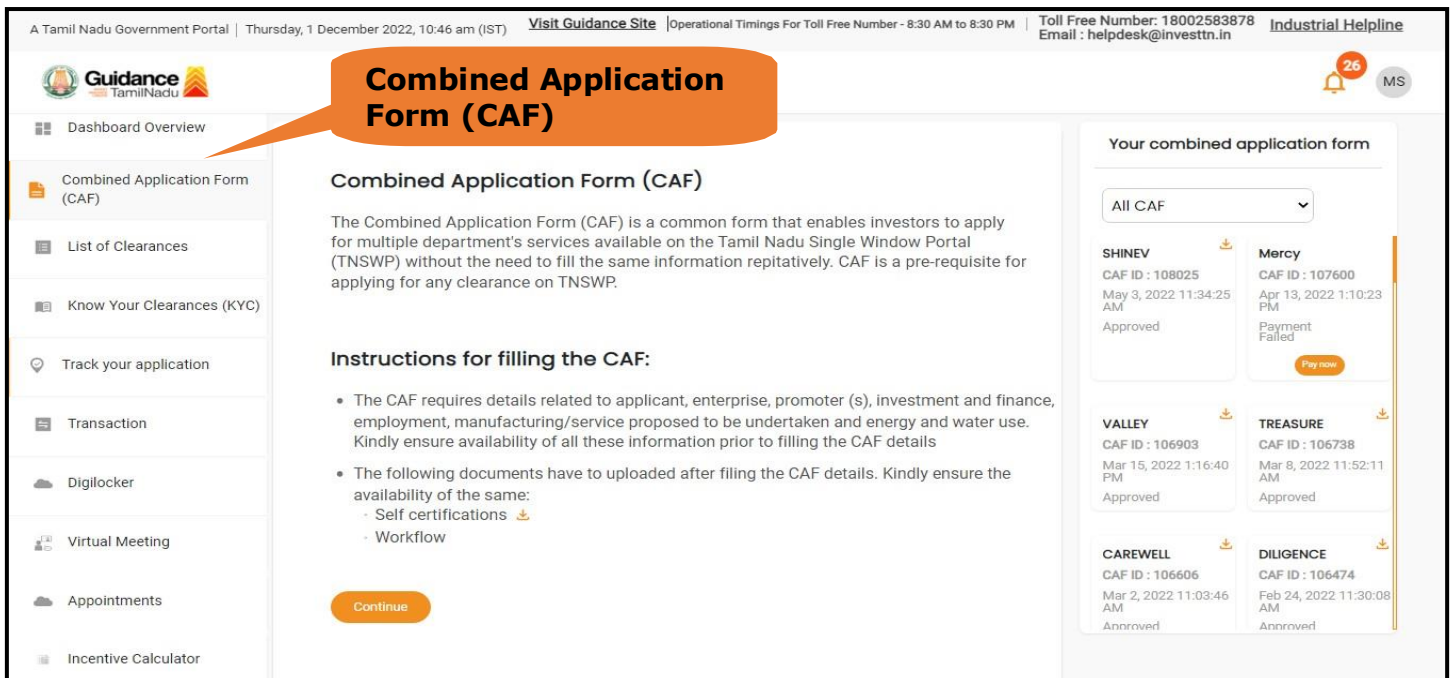
[Download consolidated list](#)

Clearance Name	Department Name	Lying with Officer	Last updated	Approved
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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.



The screenshot shows the 'Combined Application Form (CAF)' page on the Tamil Nadu Government Portal. The page header includes the date and time (Thursday, 1 December 2022, 10:46 am (IST)), a link to the Guidance Site, operational timings for the toll-free number (8:30 AM to 8:30 PM), the toll-free number (18002583878), and the industrial helpline email (helpdesk@investn.in). The left navigation menu includes options like Dashboard Overview, Combined Application Form (CAF), List of Clearances, Know Your Clearances (KYC), Track your application, Transaction, Digilocker, Virtual Meeting, Appointments, and Incentive Calculator. The main content area is titled 'Combined Application Form (CAF)' and contains the following text:

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 be uploaded after filing the CAF details. Kindly ensure the availability of the same:
 - Self certifications 📄
 - Workflow 📄

A 'Continue' button is visible at the bottom of the instructions section. The right-hand panel, titled 'Your combined application form', displays a list of existing CAFs for various departments:

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 to fill 7 Sections of CAF as displayed in Figure 11. (**CAF payment tab** will be displayed only for large enterprises).

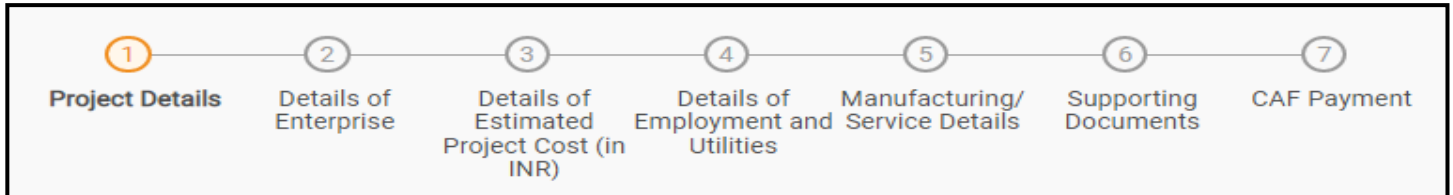


Figure 11. Section of Combined Application Form (CAF)

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).

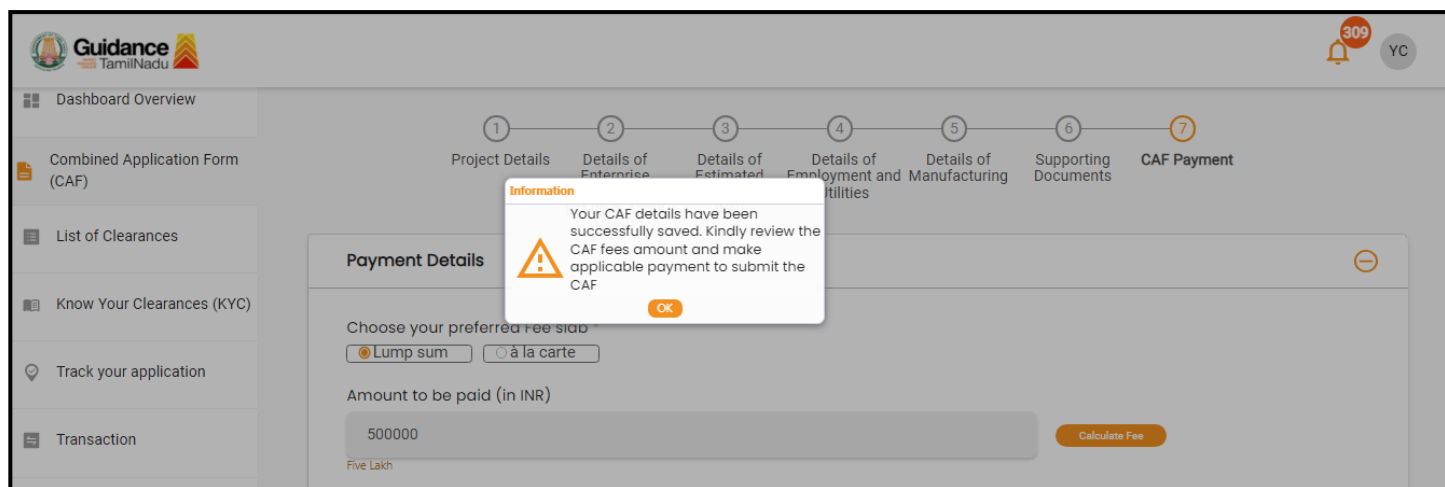


Figure 12. Combined Application Form (CAF) - Confirmation Message

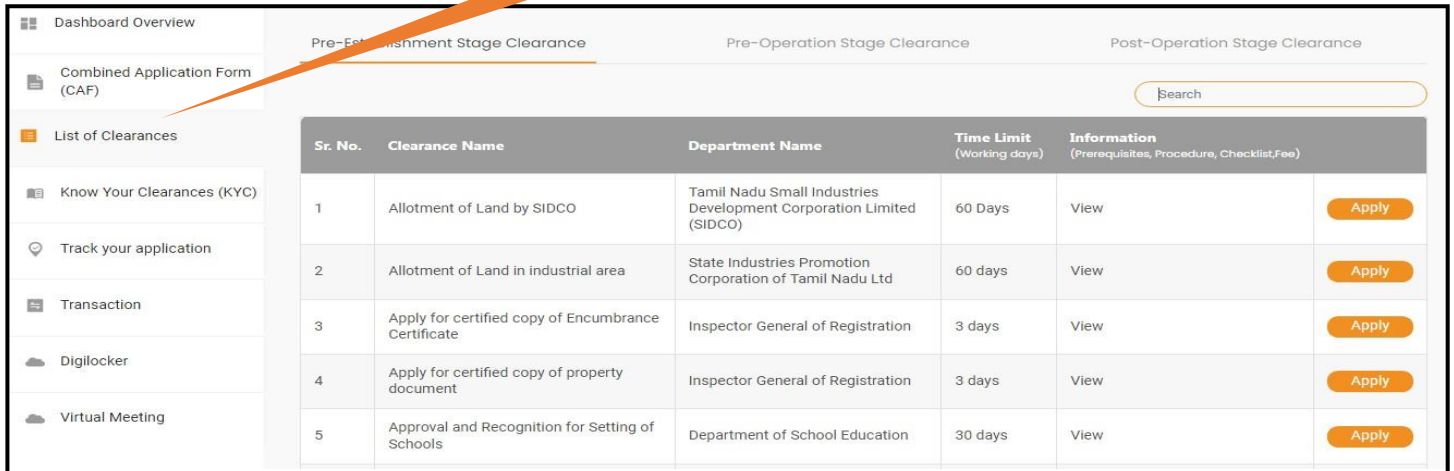
Note:

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 Compliance Certificate for Multi Storied Building (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.

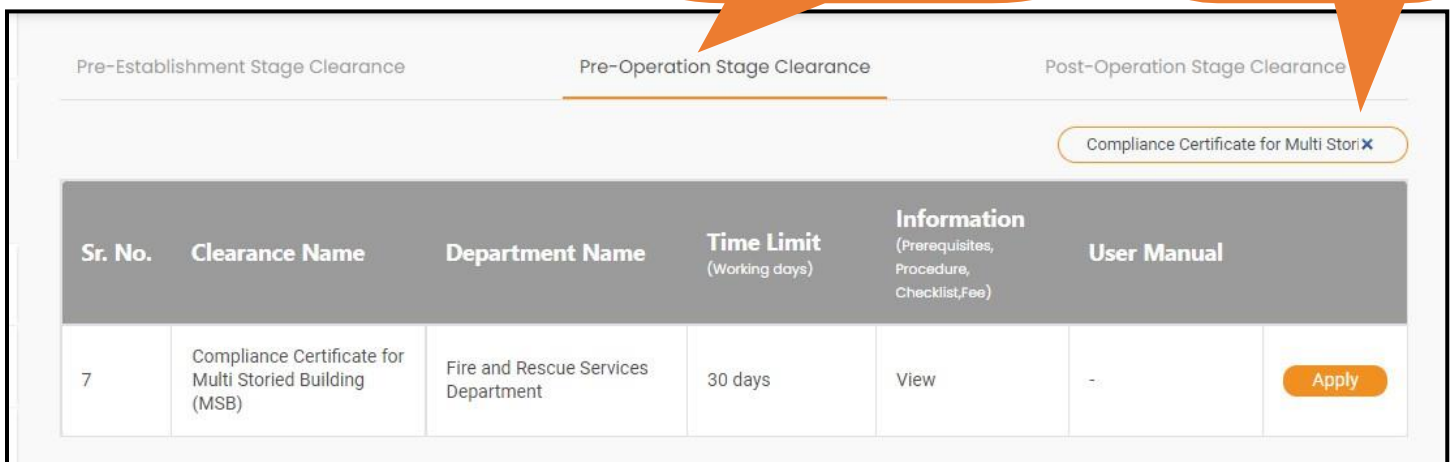
- Pre-Establishment Stage Clearance
- Pre-Operation Stage Clearance
- Post-Operation Stage Clearance

3) Select 'Pre-Operation Stage Clearance' and find the clearance

'Compliance Certificate for Multi Storied Building (MSB)' by using Search option as shown in the figure given below.

Pre-operation Stage Clearance

Search for Clearance



Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
7	Compliance Certificate for Multi Storied Building (MSB)	Fire and Rescue Services Department	30 days	View	Apply

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

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

Figure 15. 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







2. 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 NOC received during Pre-Establishment, in case Compliance Certificate
 - b) Copy of Ownership proof or rental or lease agreement
 - c) Copy of Approved building plan submitted to Competent Authority (Local Body/ DTCP/ CMDA)
 - d) Copy of the fighting installation plan, in case of Compliance Certificate
 - e) Copy of Compliance certificate issued by DFRS, in case of fire license.
 - f) Copy of previous of Fire License, in case of renewal
4. After Uploading all the supporting document click on **“Submit”**

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 NOC received during Pre Establishment, in case of Compliance Certificate	 sample (1).pdf
2	<input checked="" type="checkbox"/> Copy of Ownership proof or rental or lease agreement	 sample (1).pdf
3	<input checked="" type="checkbox"/> Copy of approved building plan from Competent Authority (Local Body/ DTCP/ CMDA)	 sample (1).pdf
4	<input checked="" type="checkbox"/> Copy of the fighting installation plan, in case of compliance certificate	 sample (1).pdf
5	<input checked="" type="checkbox"/> Copy of Compliance certificate issued by DFRS, in case of fire license	 sample (1).pdf
6	<input checked="" type="checkbox"/> Copy of previous Fire License, in case of renewal	 sample (1).pdf

Click on 'Submit'

Previous

Next

SUBMIT

Save as Draft

Figure 17. Checklist Document

After Uploading all the Checklist documents '**Click on submit**' button and token id get generated.

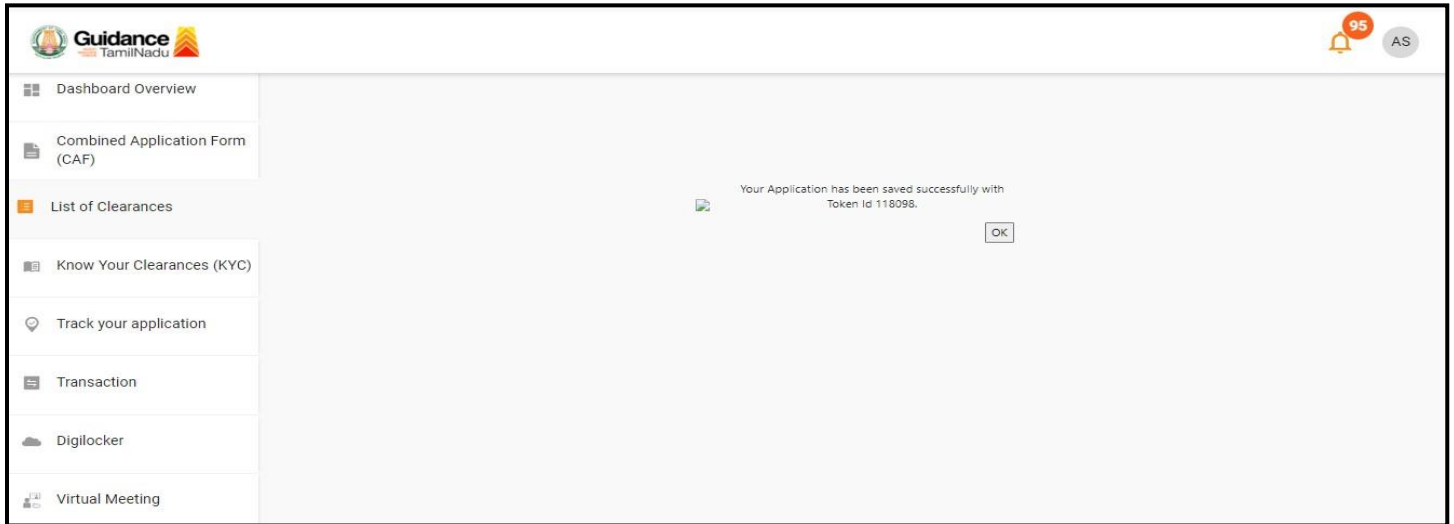


Figure 18. Token Id generated

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) Applicant 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

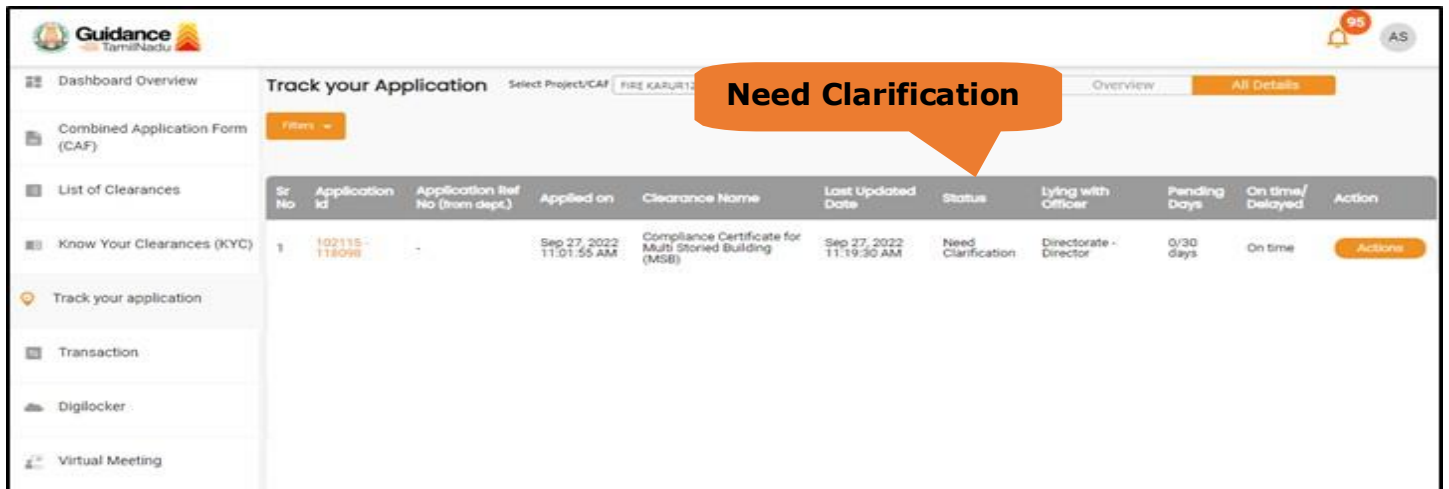


Figure 19. Need Clarification

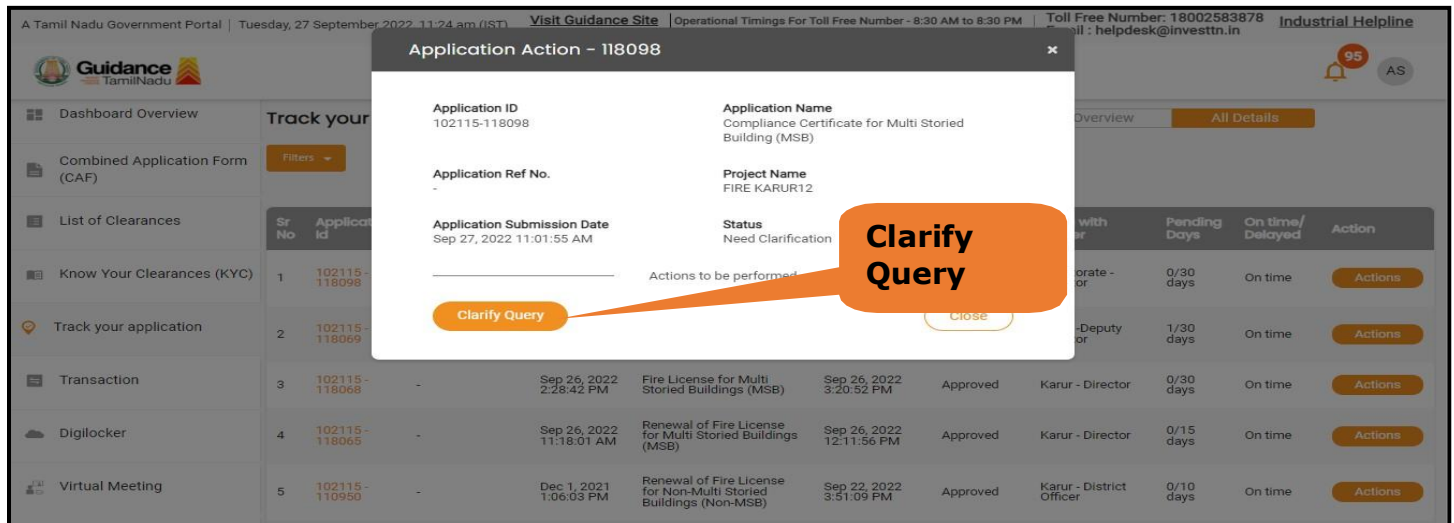
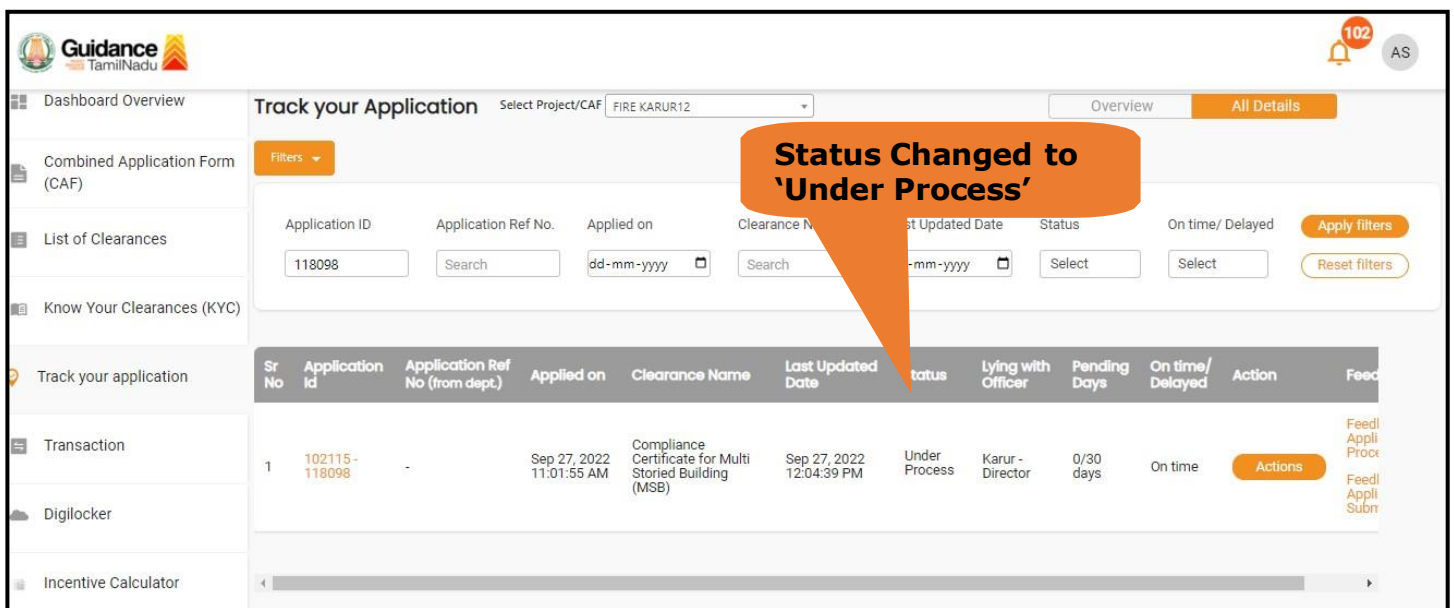


Figure 20. Need Clarification (Contd.)

- 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.



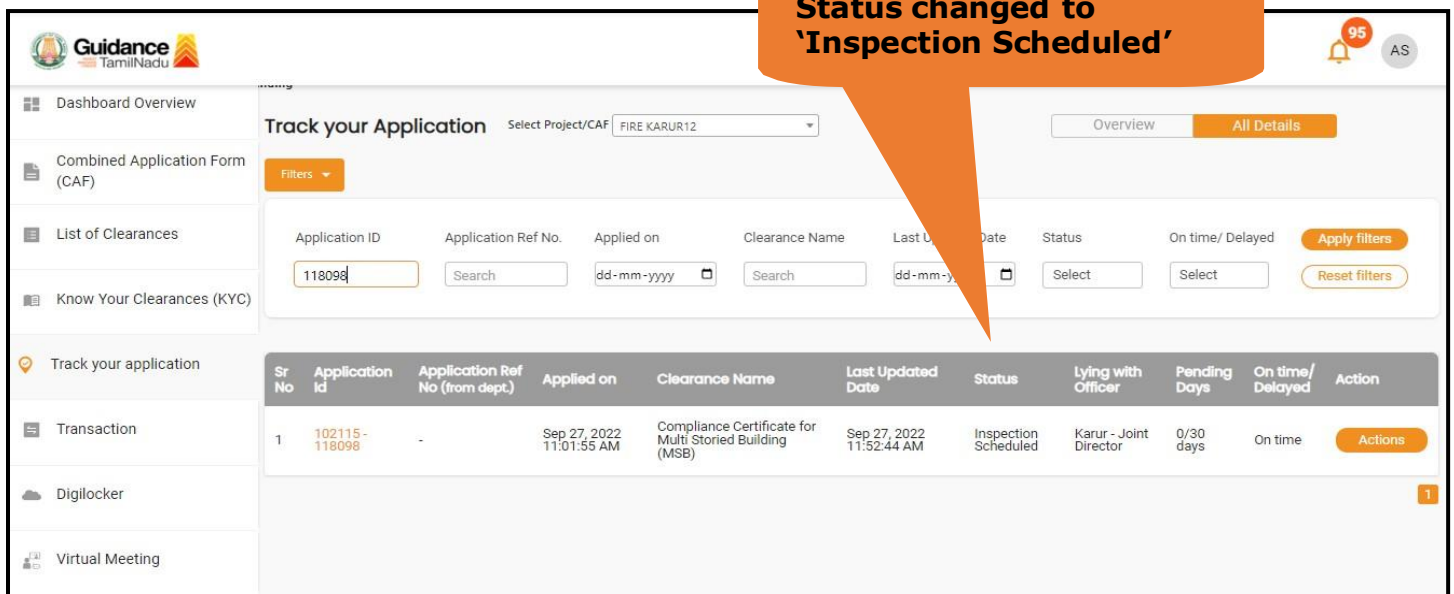
The screenshot shows the 'Track your Application' page in the Guidance TamilNadu system. The application ID is 118098, and the status is 'Under Process'. An orange callout box highlights the status change.

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	Feedl Appli Proct
1	102115-118098	-	Sep 27, 2022 11:01:55 AM	Compliance Certificate for Multi Storied Building (MSB)	Sep 27, 2022 12:04:39 PM	Under Process	Karur - Director	0/30 days	On time	Actions	Feedl Appli Subr

Figure 21. Status of the Application

10. Inspection Schedule

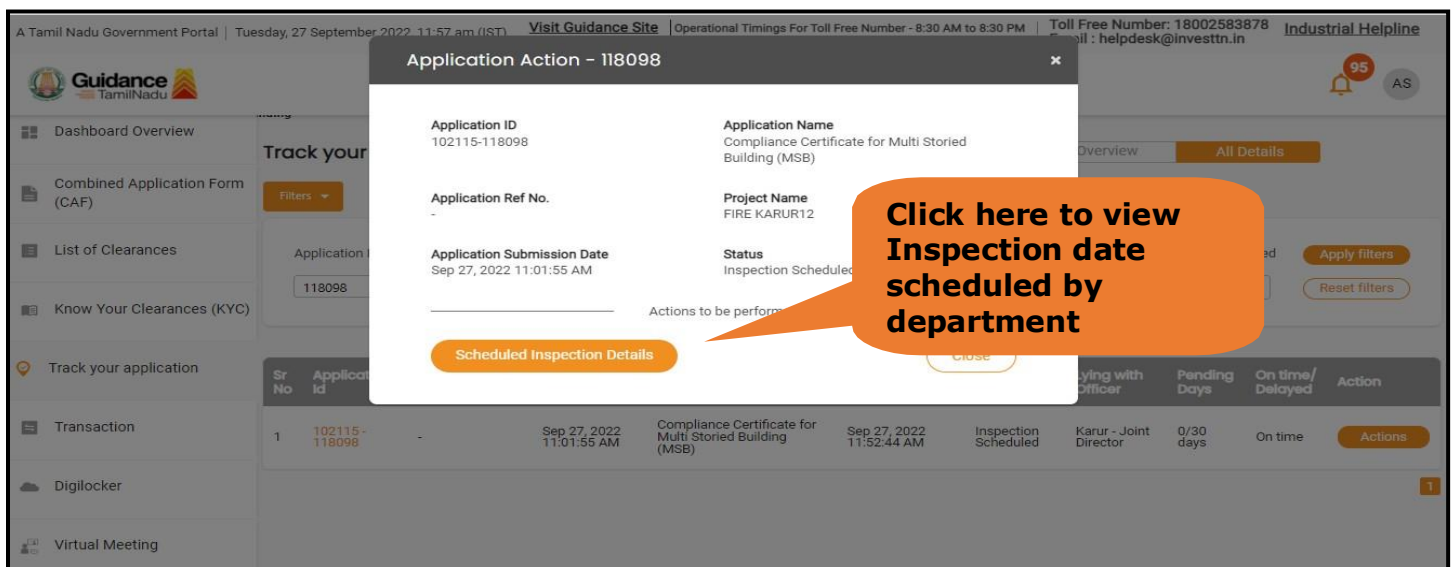
- a) The Joint Director schedules the date of appointment for inspection to be done for the specified institution.
- b) After the Inspection gets completed, the Joint Director submits the Inspection report to Deputy Director.
- c) The Applicant has the provision to view the Scheduled Inspection details.



Status changed to 'Inspection Scheduled'

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	102115-118098	-	Sep 27, 2022 11:01:55 AM	Compliance Certificate for Multi Storied Building (MSB)	Sep 27, 2022 11:52:44 AM	Inspection Scheduled	Karur - Joint Director	0/30 days	On time	Actions

Figure 22. Inspection Scheduled



Click here to view Inspection date scheduled by department

Application ID	102115-118098	Application Name	Compliance Certificate for Multi Storied Building (MSB)
Application Ref No.	-	Project Name	FIRE KARUR12
Application Submission Date	Sep 27, 2022 11:01:55 AM	Status	Inspection Scheduled

Scheduled Inspection Details

Figure 23. Scheduled Inspection Details

Inspection Date

Inspection Details : 118098

Inspection Scheduled Date (DD/MM/YYYY):

27/09/2022

Figure 24. Scheduled Inspection Details (Contd.)

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

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
1	102115-118098	-	Sep 27, 2022 11:01:55 AM	Compliance Certificate for Multi Storied Building (MSB)	Sep 27, 2022 04:35:45 PM	Inspection Report Uploaded	Karur-Joint Director	0/30 days	On time	Actions

Figure 25. Inspection Report Uploaded

11. Track Your Application

- 1) After submitting the application, 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**

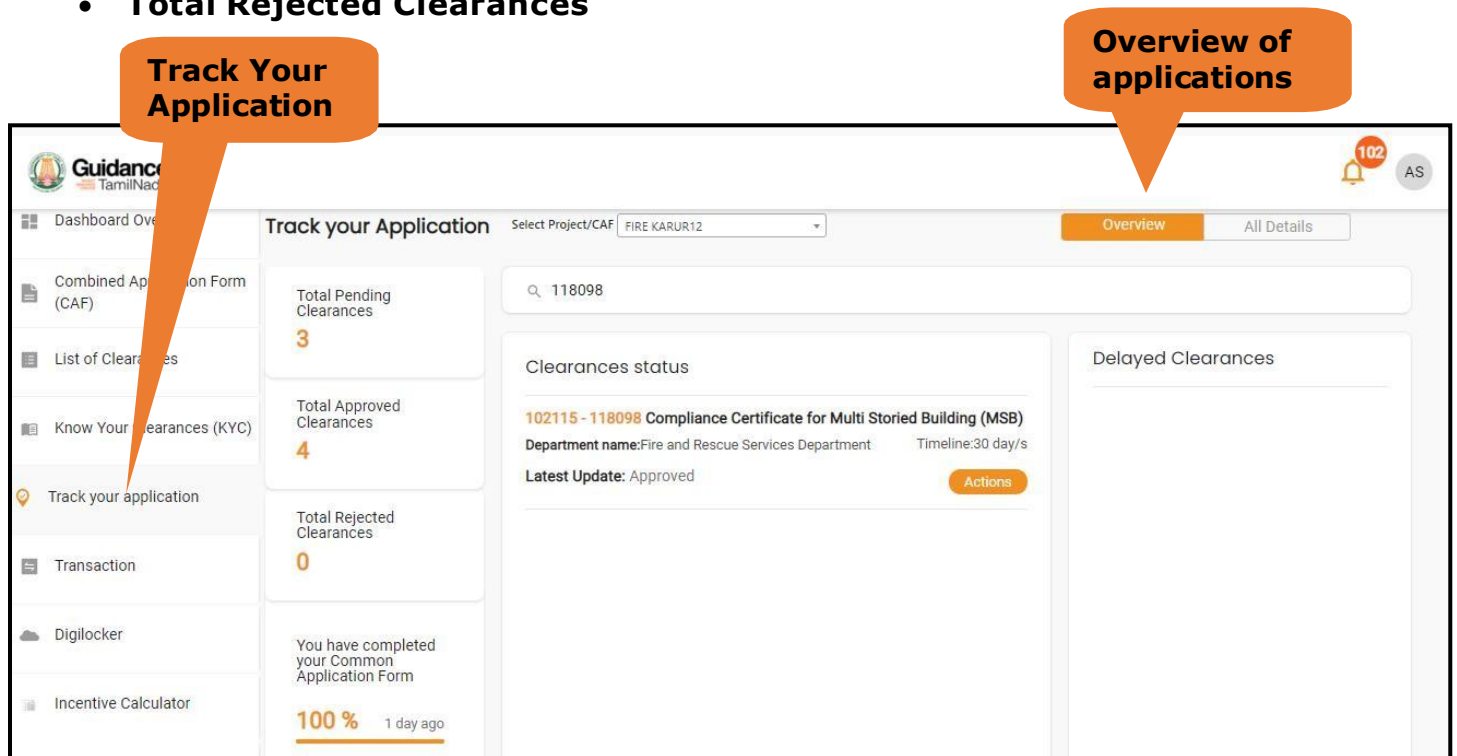
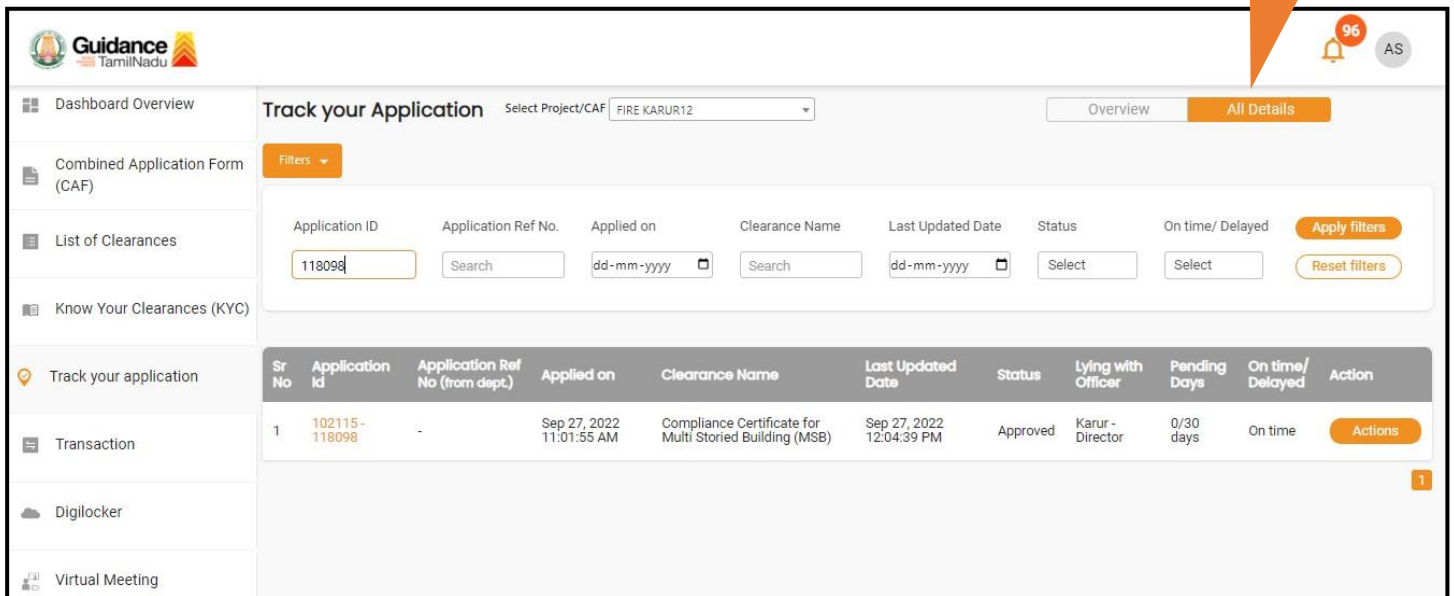


Figure 26. Track your Application

- **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**

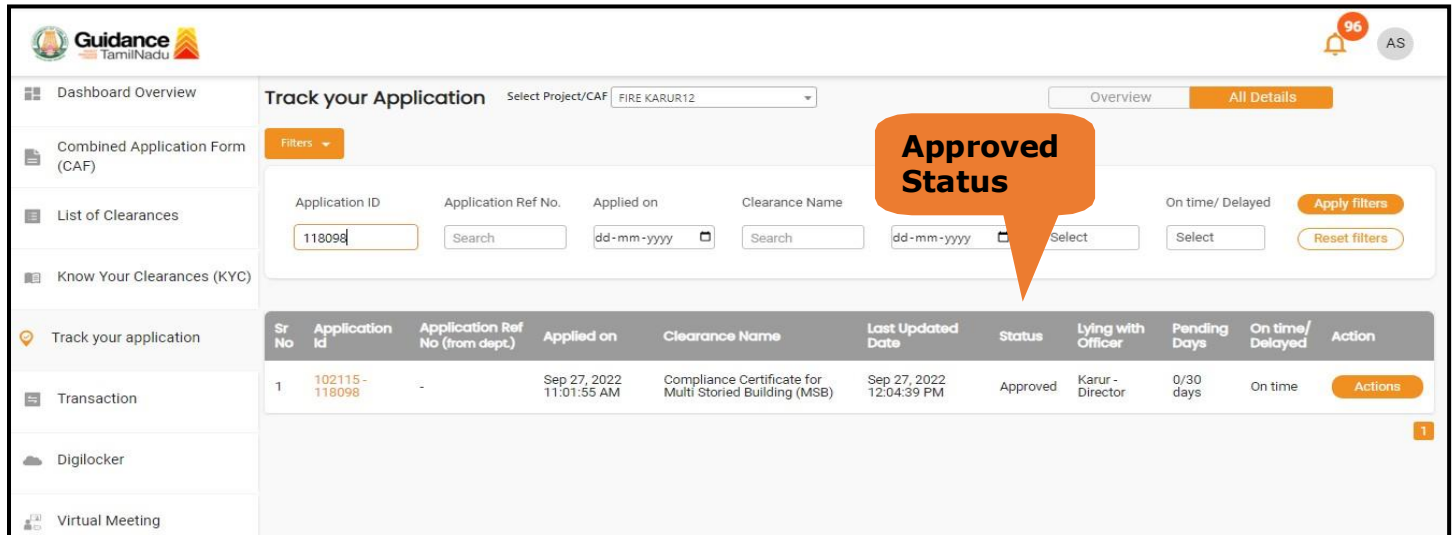



Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	102115 - 118098	-	Sep 27, 2022 11:01:55 AM	Compliance Certificate for Multi Storied Building (MSB)	Sep 27, 2022 12:04:39 PM	Approved	Karur - Director	0/30 days	On time	Actions

Figure 27. ‘All details’ tab

12. Application Processing

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

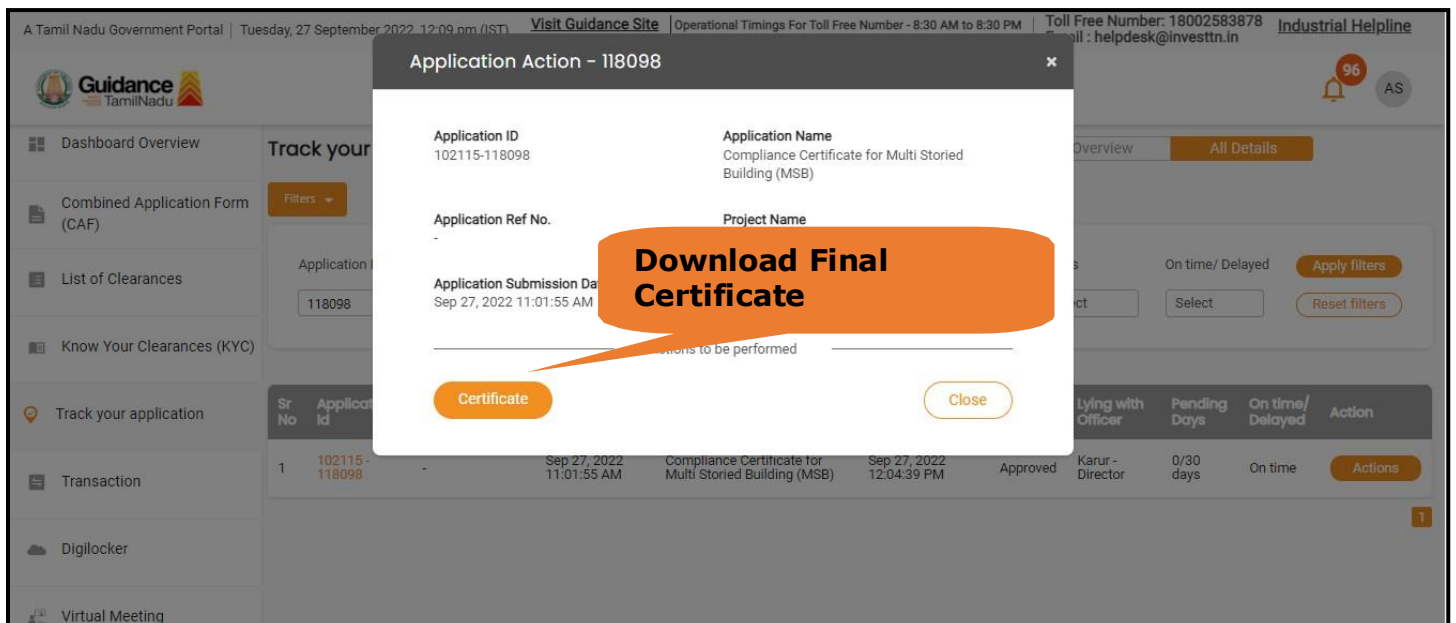


The screenshot shows the 'Track your Application' page. A search filter for '118098' is applied. The table below shows the application details:

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	102115-118098	-	Sep 27, 2022 11:01:55 AM	Compliance Certificate for Multi Storied Building (MSB)	Sep 27, 2022 12:04:39 PM	Approved	Karur - Director	0/30 days	On time	Actions

Figure 28. Application Processed

- b) 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 29)



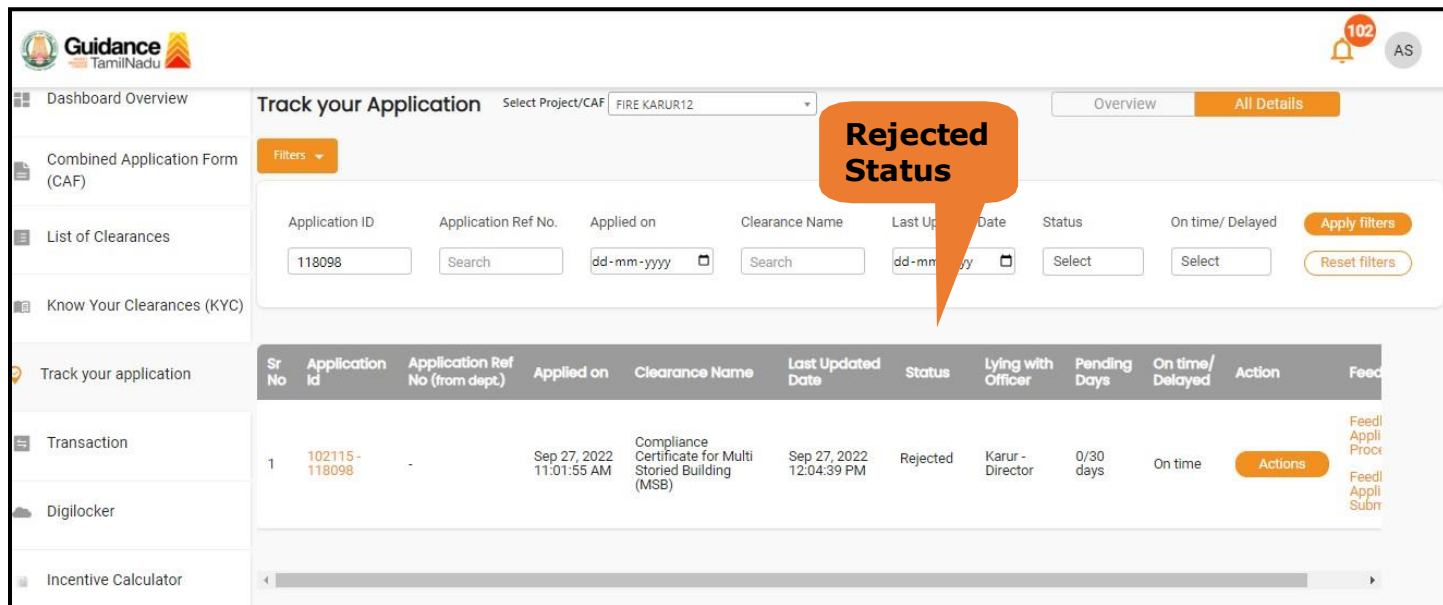
The screenshot shows the 'Application Action - 118098' dialog box. The application details are as follows:

Application ID	102115-118098	Application Name	Compliance Certificate for Multi Storied Building (MSB)
Application Ref No.	-	Project Name	-
Application Submission Date	Sep 27, 2022 11:01:55 AM		

The dialog box includes a 'Certificate' button and a 'Close' button.

Figure 29. Download the Approved Certificate

c) 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 30)



The screenshot shows the 'Track your Application' dashboard. The 'Status' column in the table below indicates 'Rejected' for application 102115-118098. An orange callout bubble with the text 'Rejected Status' points to this entry.

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	102115 - 118098	-	Sep 27, 2022 11:01:55 AM	Compliance Certificate for Multi Storied Building (MSB)	Sep 27, 2022 12:04:39 PM	Rejected	Karur - Director	0/30 days	On time	Actions	Feedl Appli Procc Feedl Appli Subr

Figure 25. Rejected Status

