TAMILNADU SINGLE WINDOW PORTAL

USER MANUAL

Fire License 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.

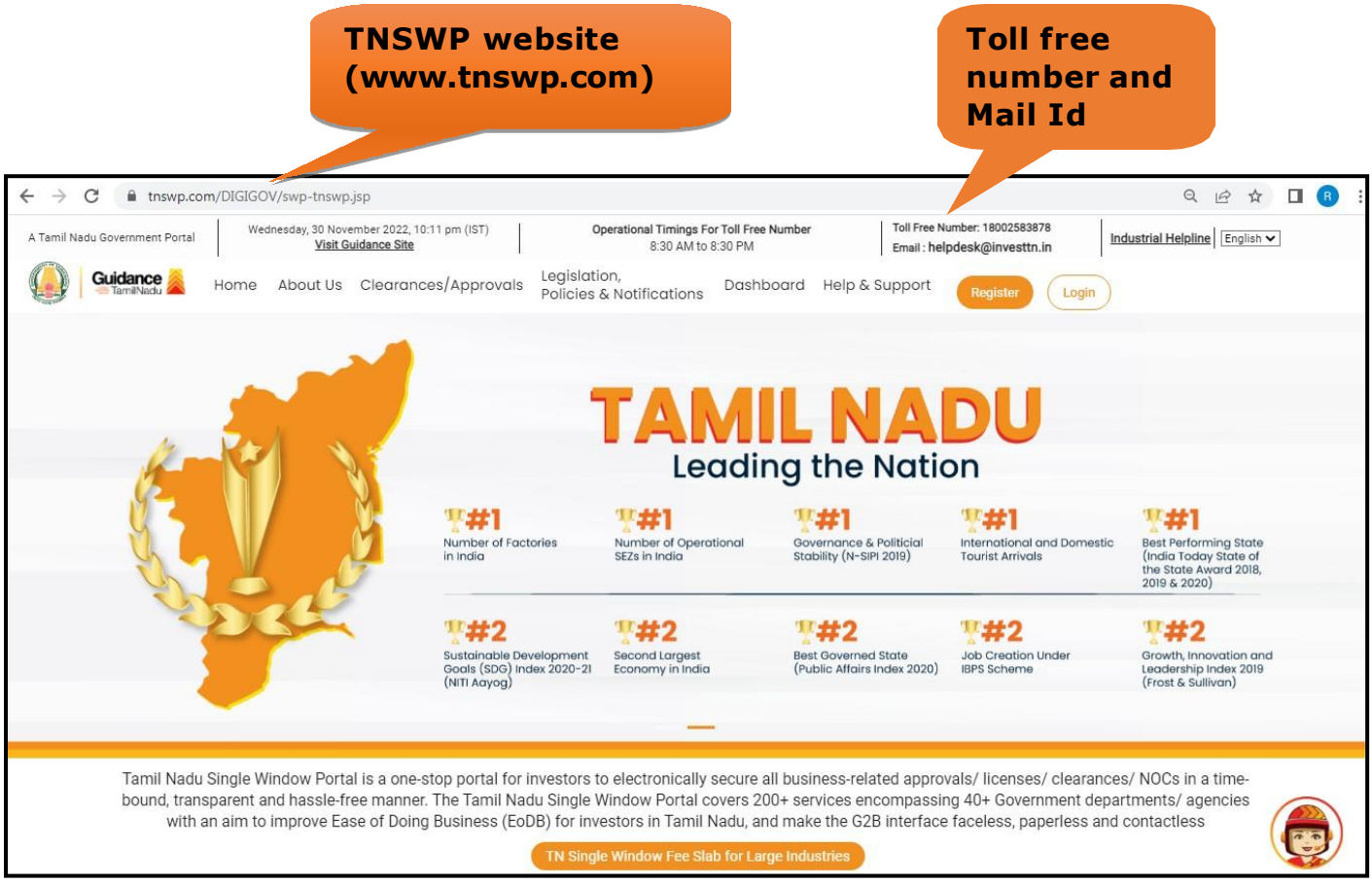

Figure 1. Single Window Portal Home Page

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.

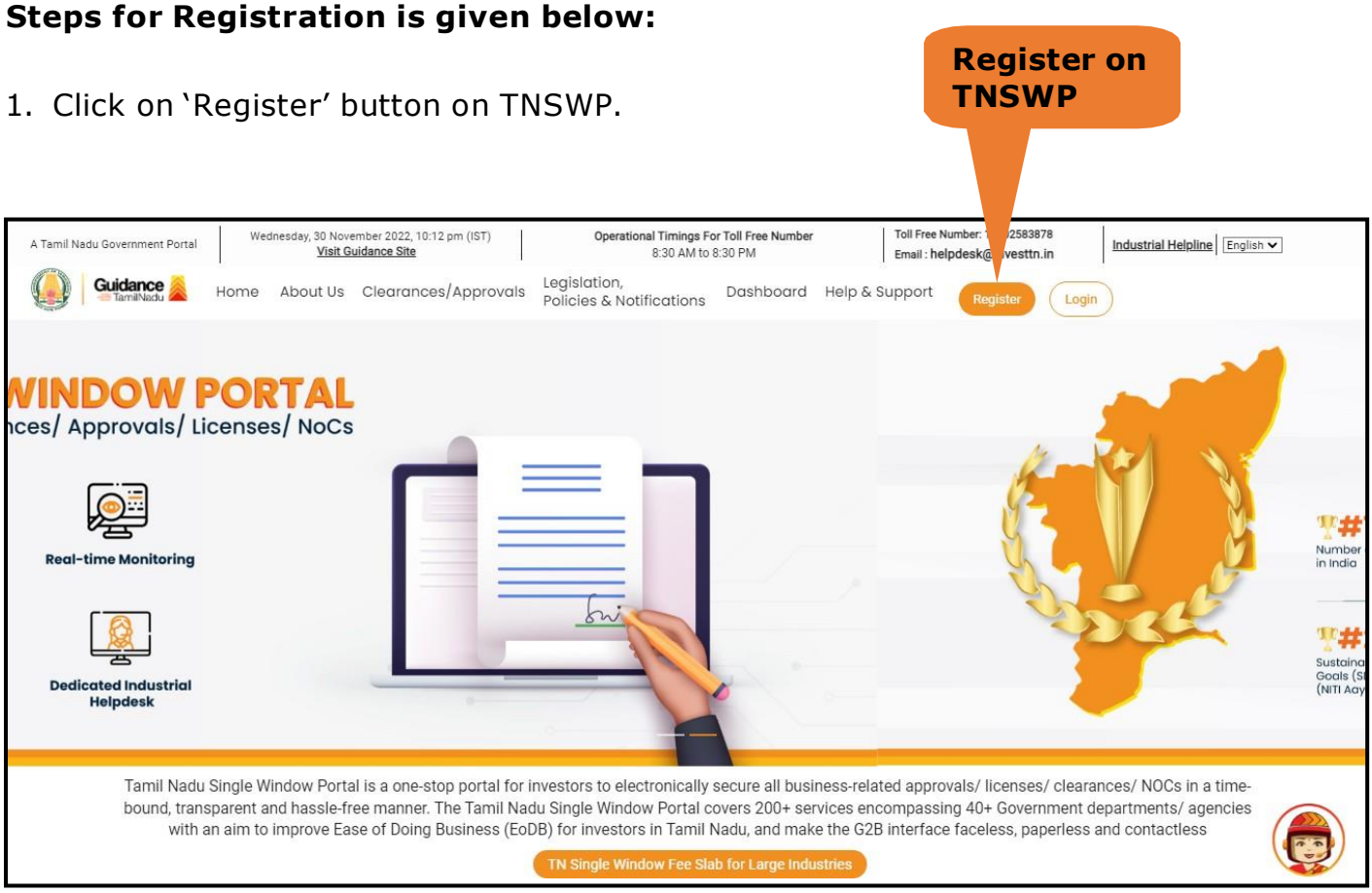

Figure 2. Register

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.

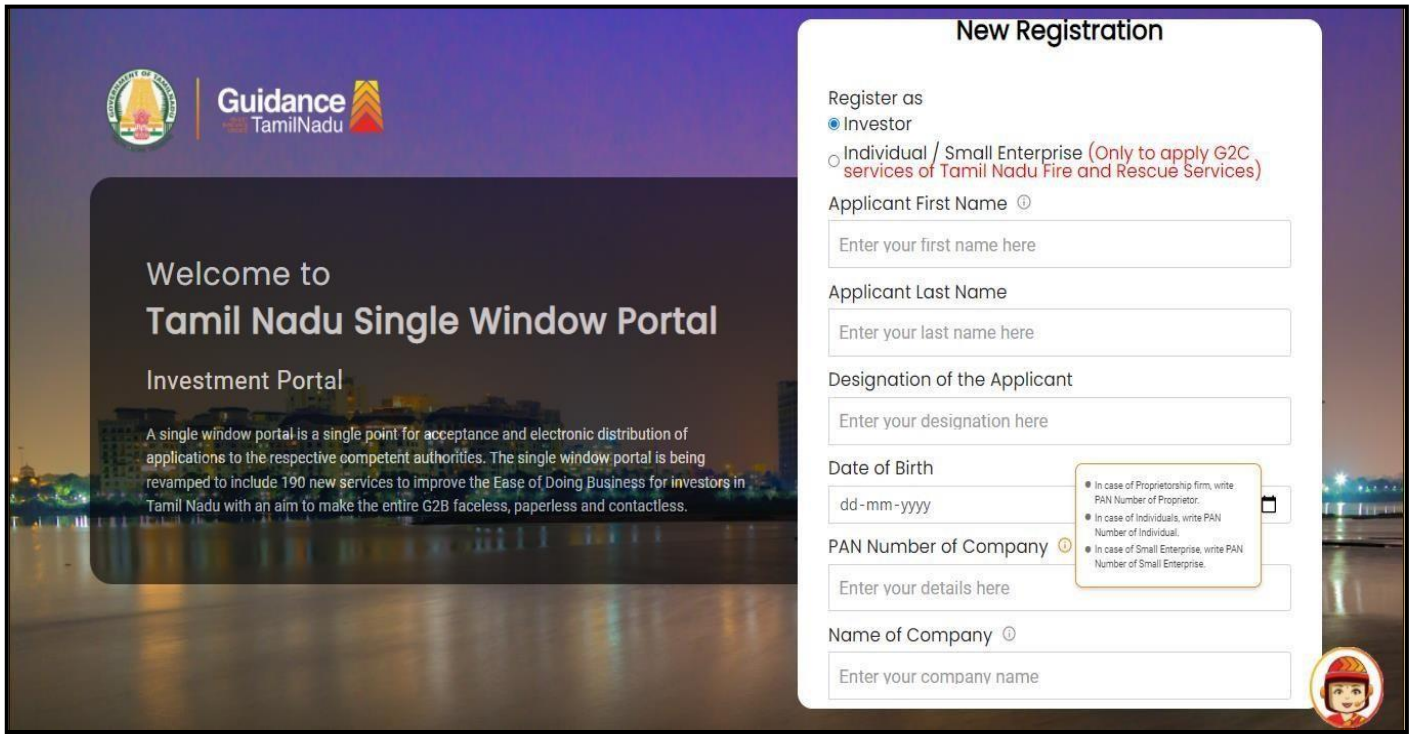

Figure 3. Registration Form

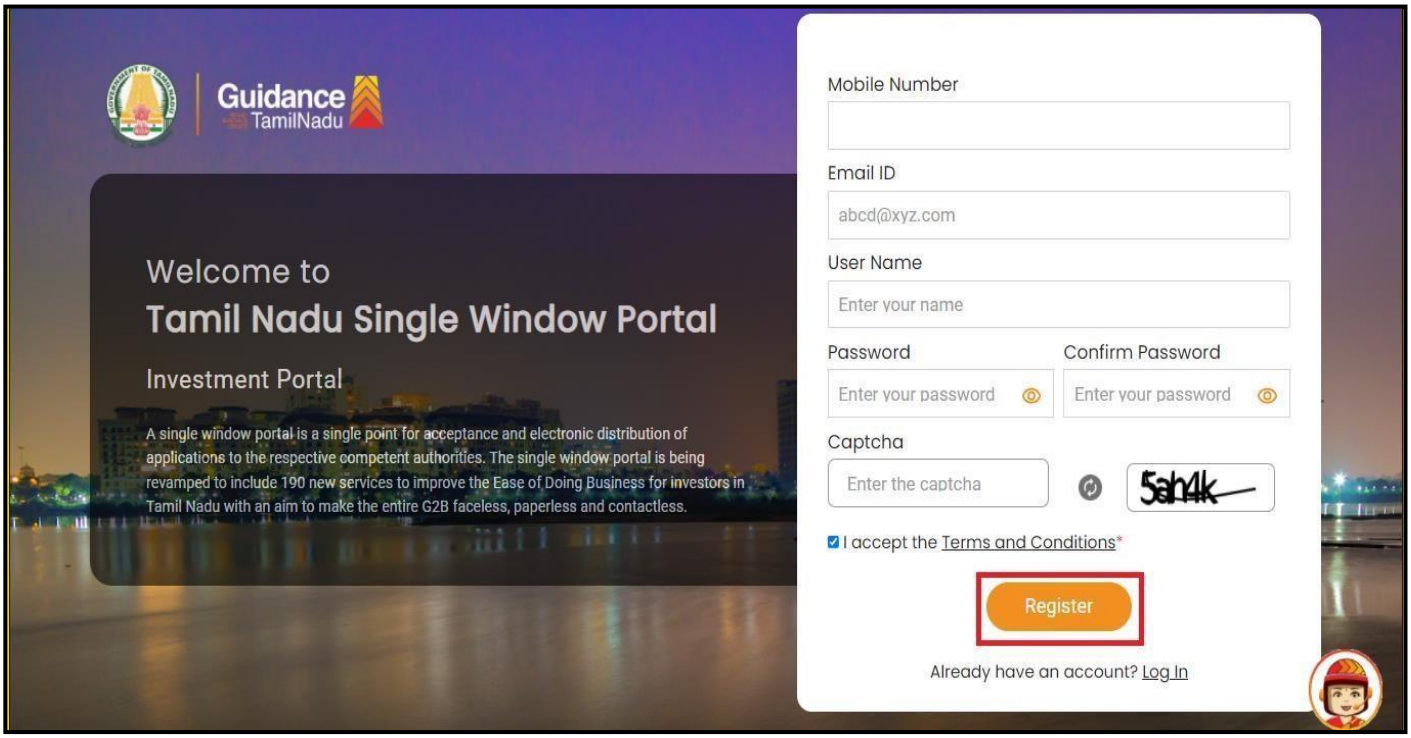

Figure 4. Registration Form Submission (Contd.)

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.

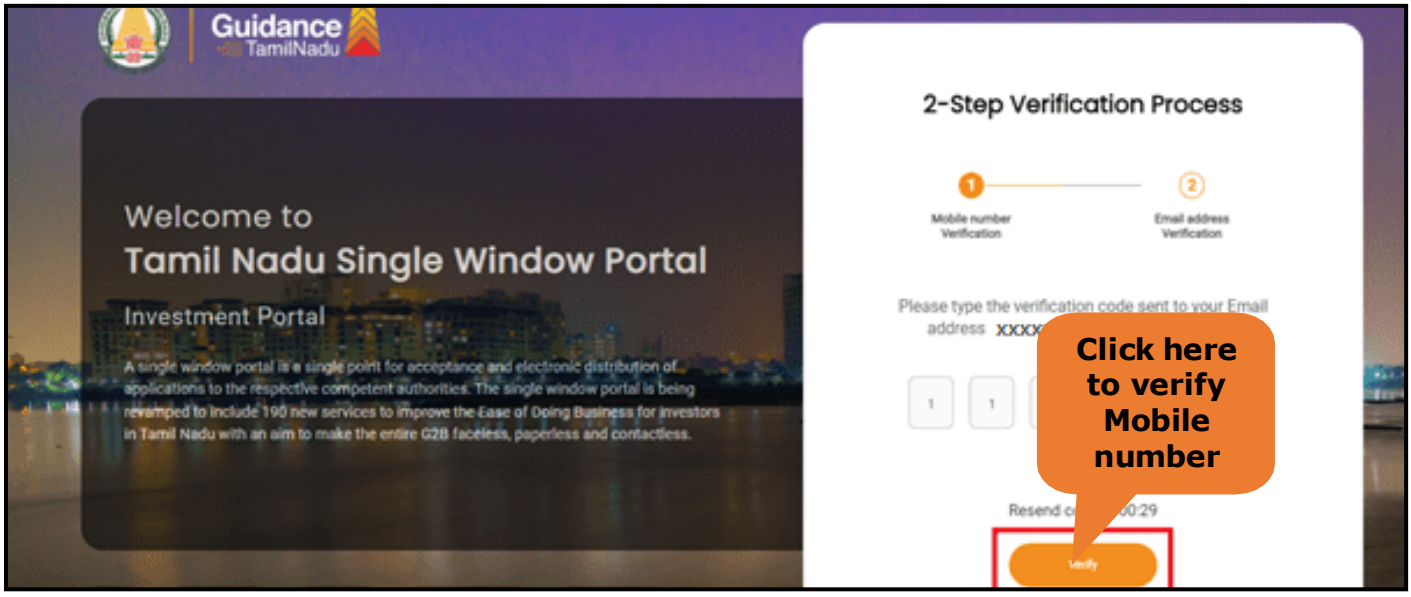

Figure 5. Mobile Number Verification

- **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.

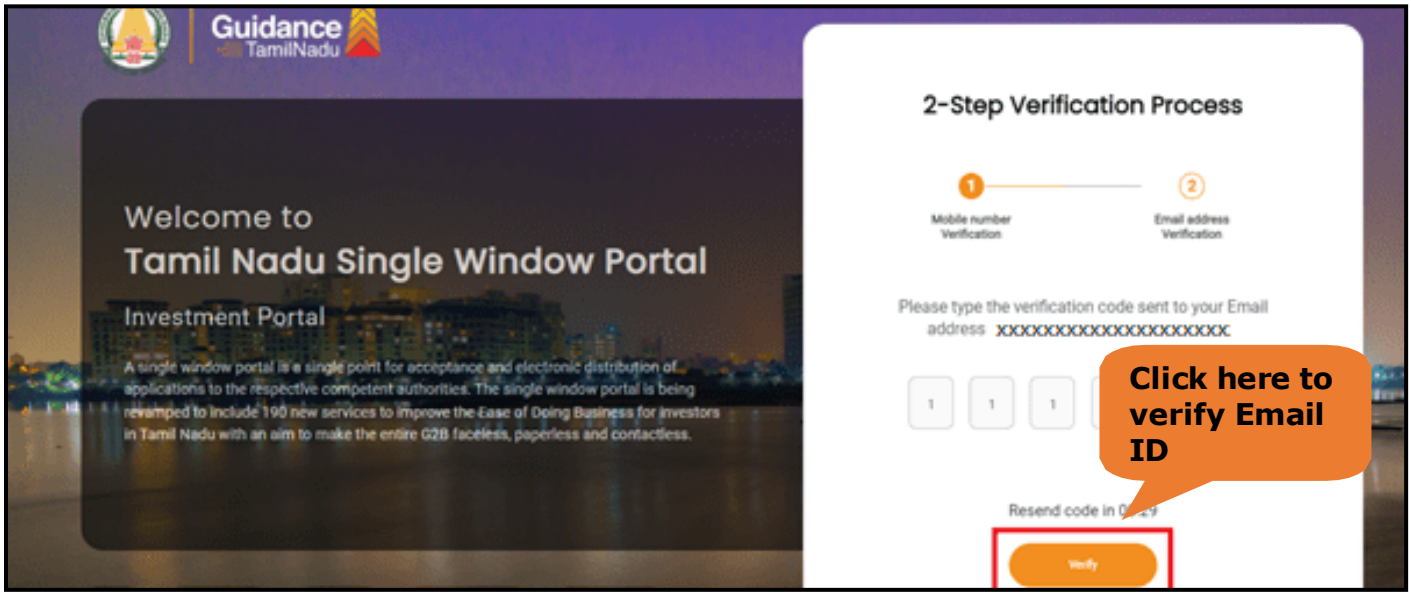

Figure 1. Email ID Verification

3. After completion of 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.

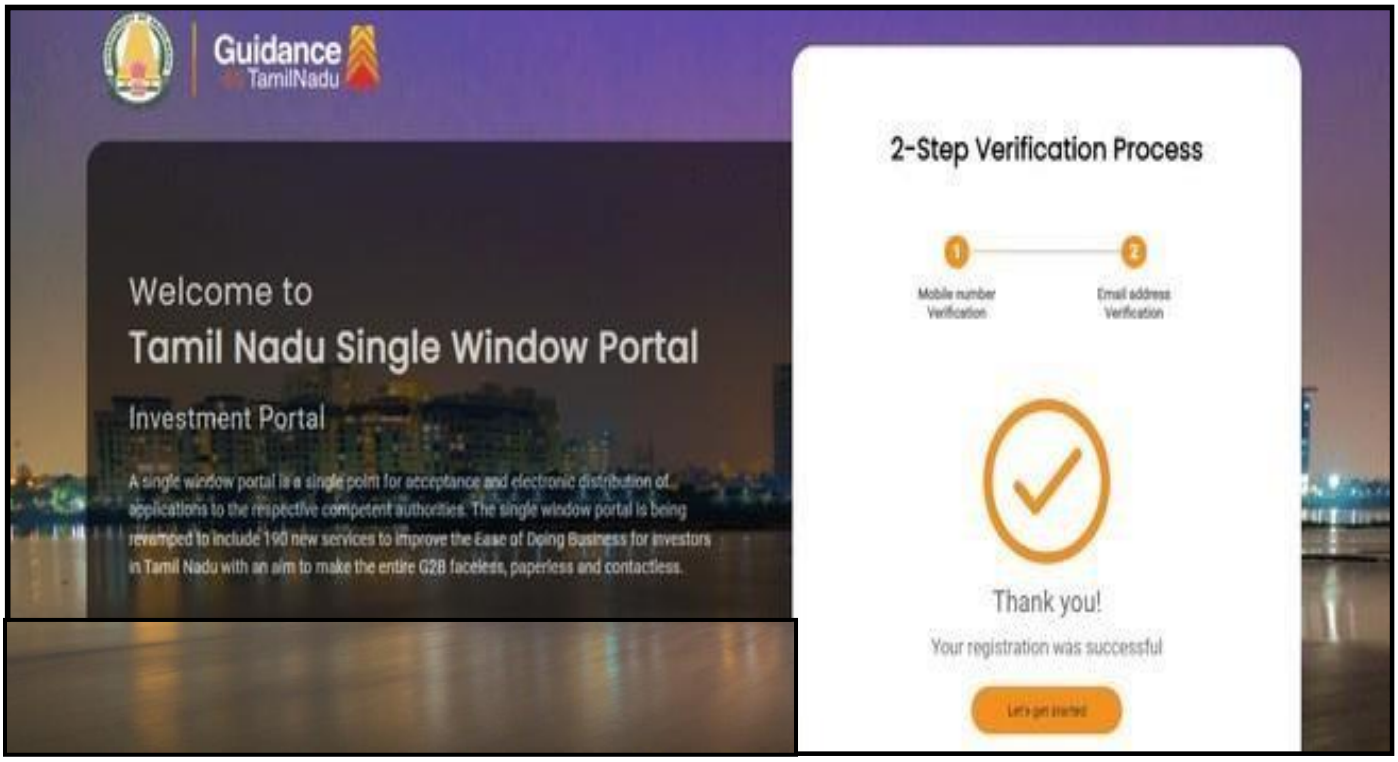

Figure 7. Registration Confirmation Pop-Up

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

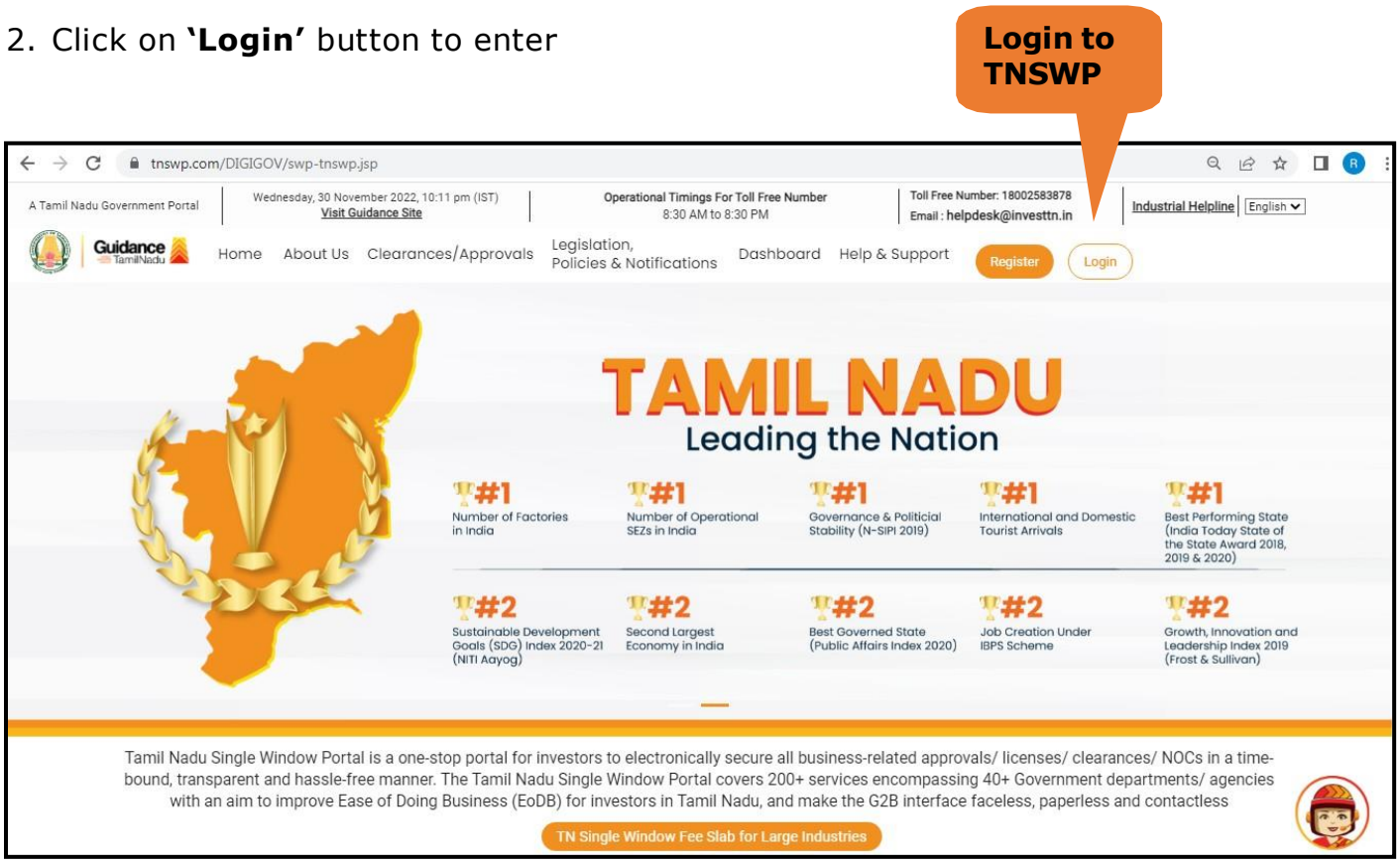

Figure 8. Login

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.

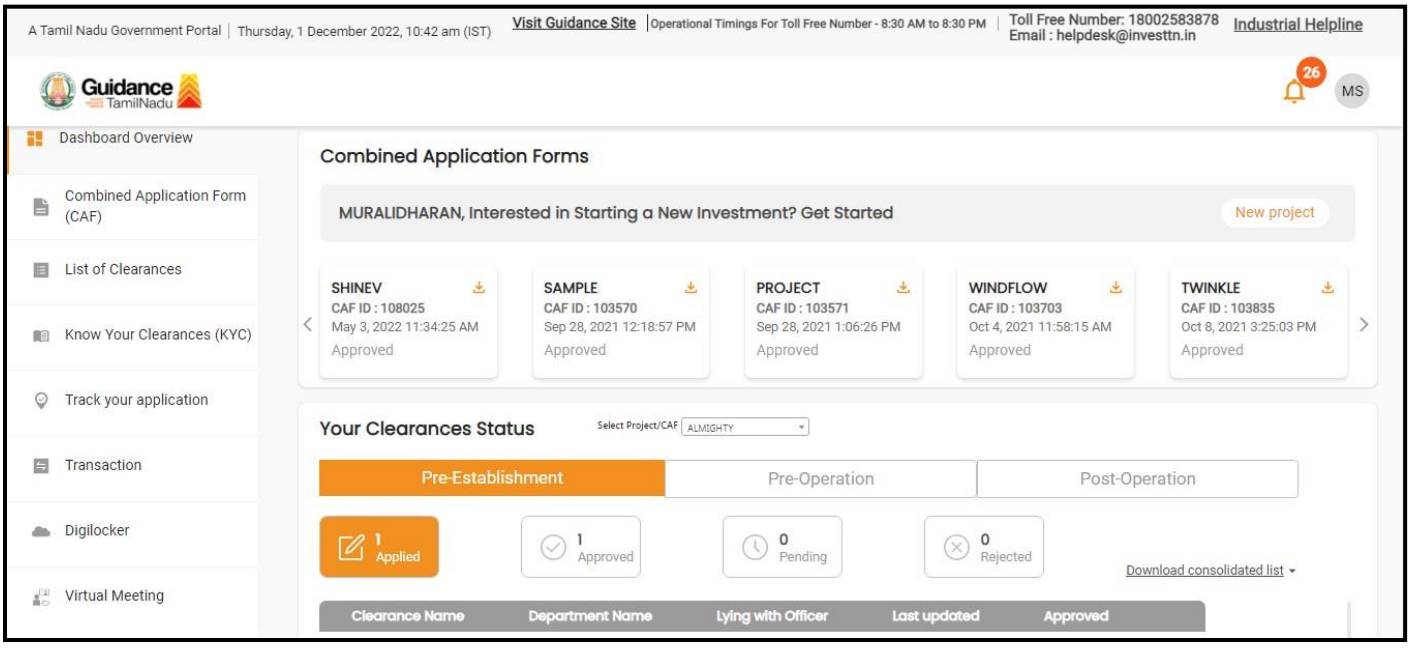

Figure 9. Dashboard Overview

6. Combined Application Form (CAF)

1. Prior to applying for various clearances on TNSWP, the applicant must create a project by filling 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.

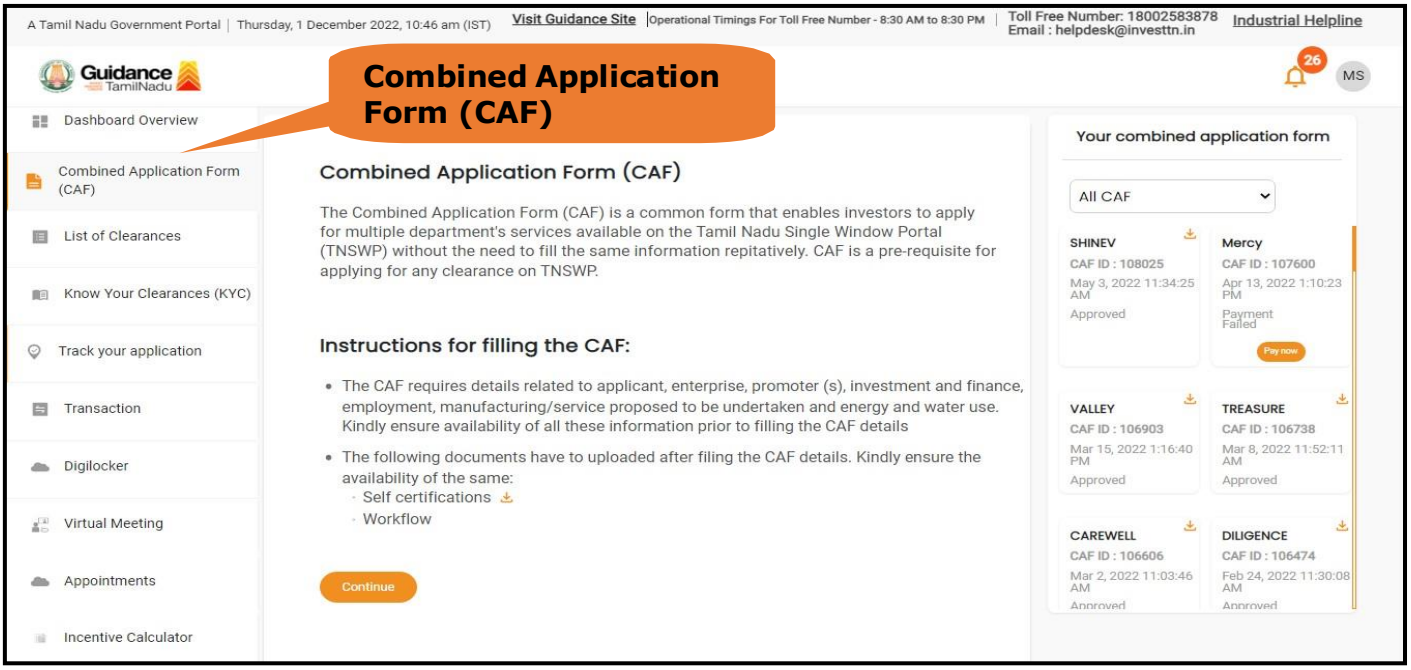

Figure 10. Combined Application Form (CAF)

6.1 Sections of Combined Application Form

1) To complete the combined application form (CAF) the applicant has to fill in 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).

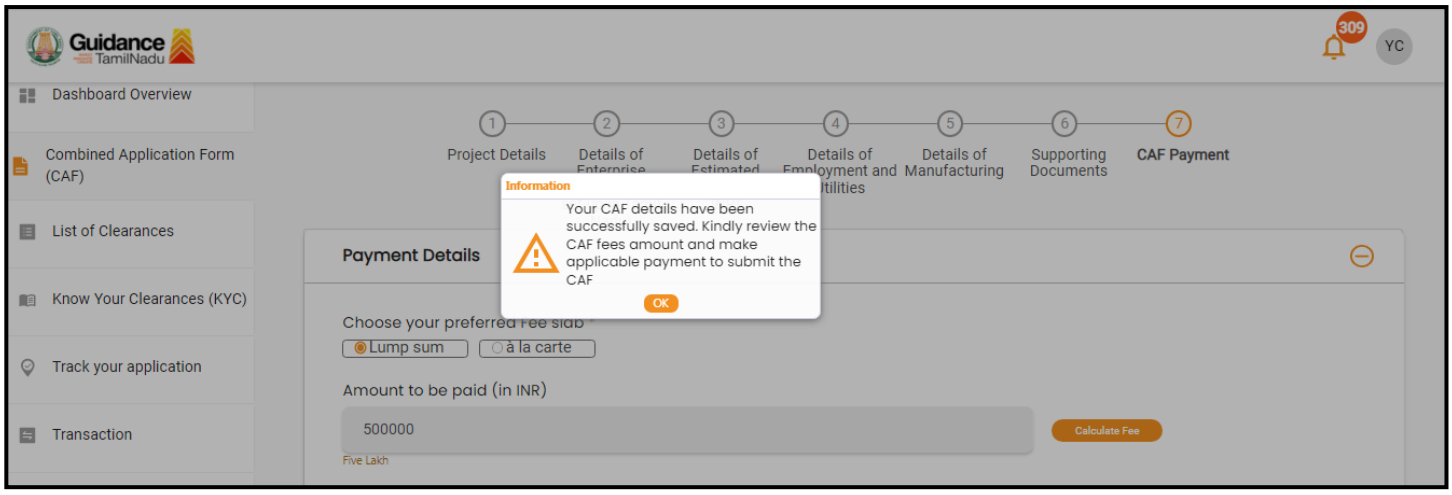

Figure 12. Combined Application Form (CAF) - Confirmation Message

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 Renewal of Fire License for (MSB)

1) Click on "List of Clearances"

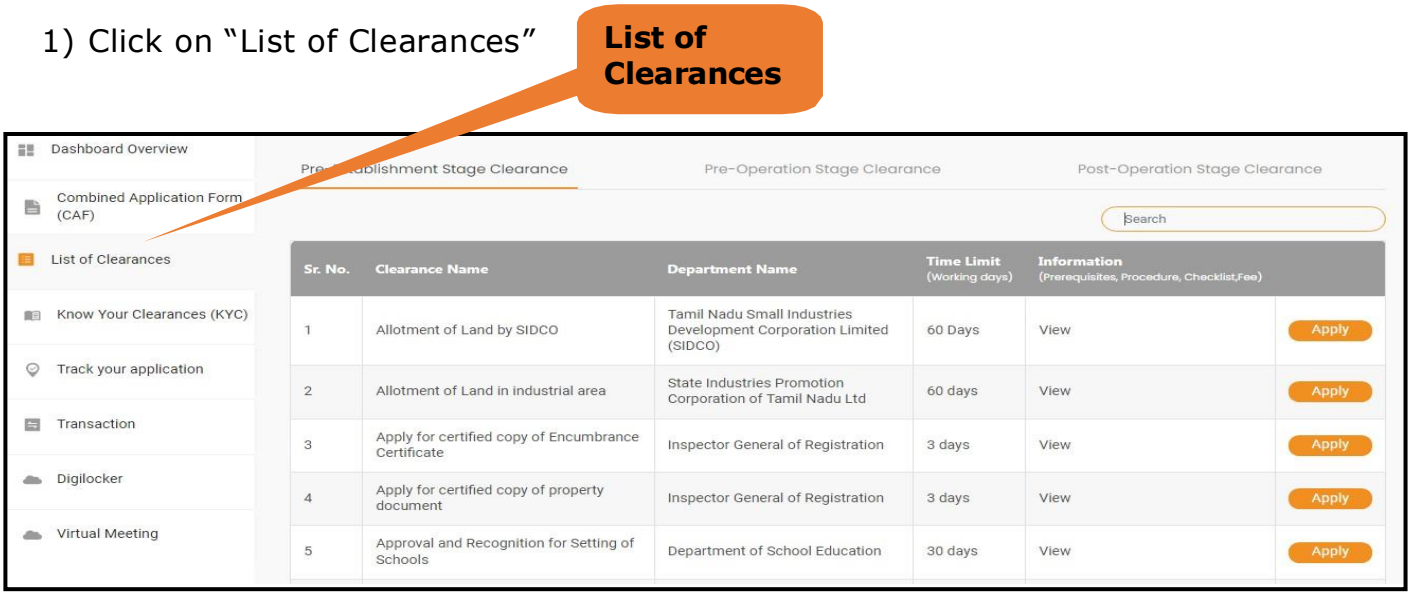

Figure 13. List Of Clearances

2) The list of clearances is segregated into three stages.

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

3) Select 'Pre-Operation Stage Clearance' and find the clearance '**Fire License for Multi Storied Buildings (MSB)'** by using Search option as shown in the figure given below.

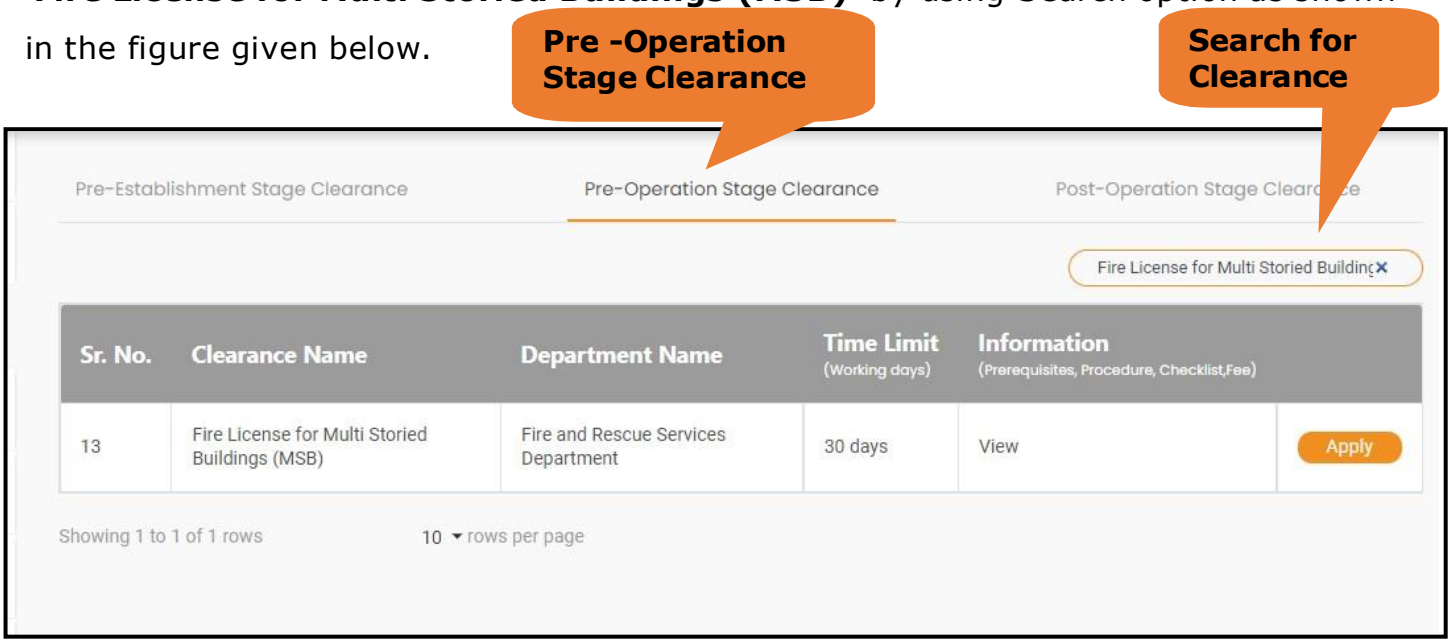

Figure 14. Search for Clearance

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

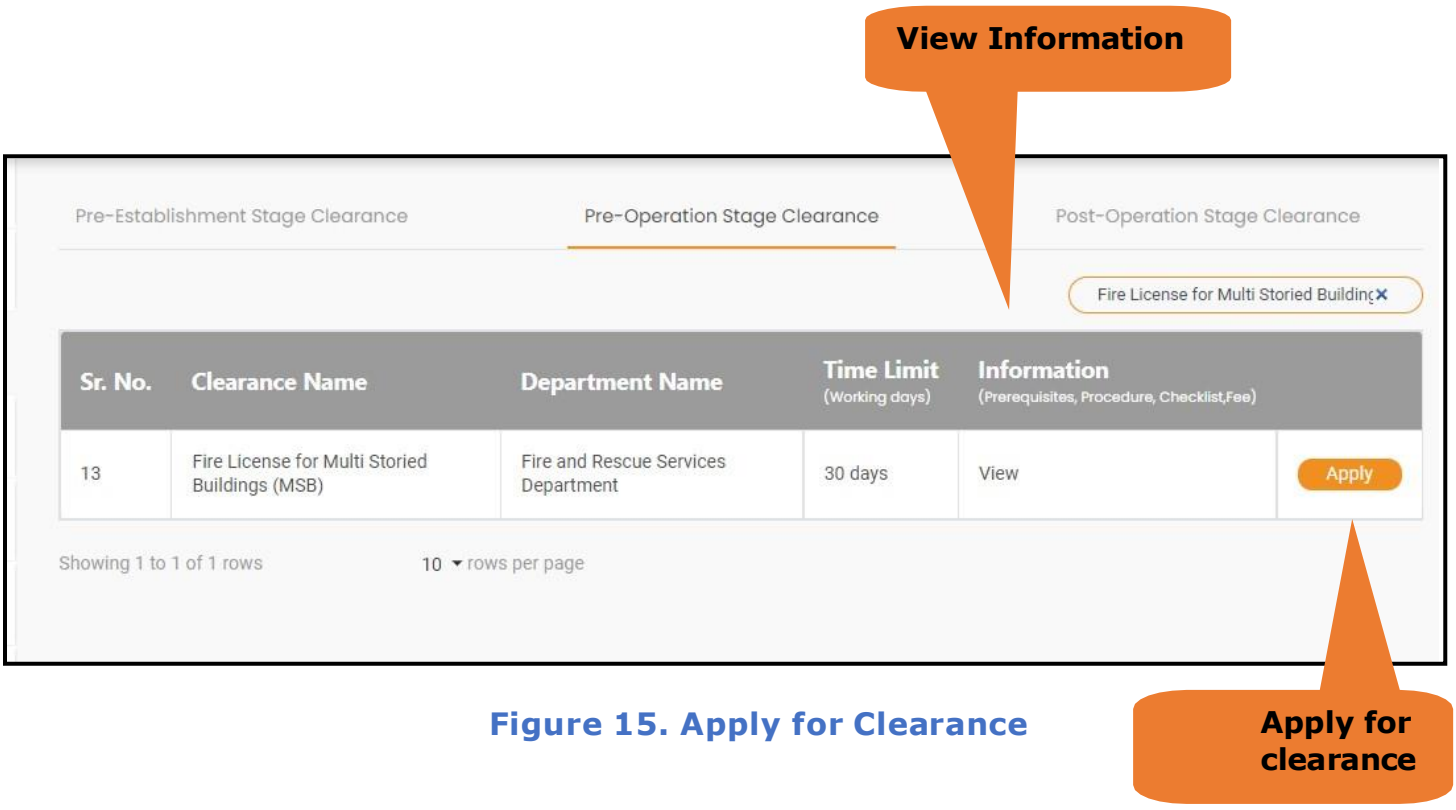

Figure 15. Apply for Clearance

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**

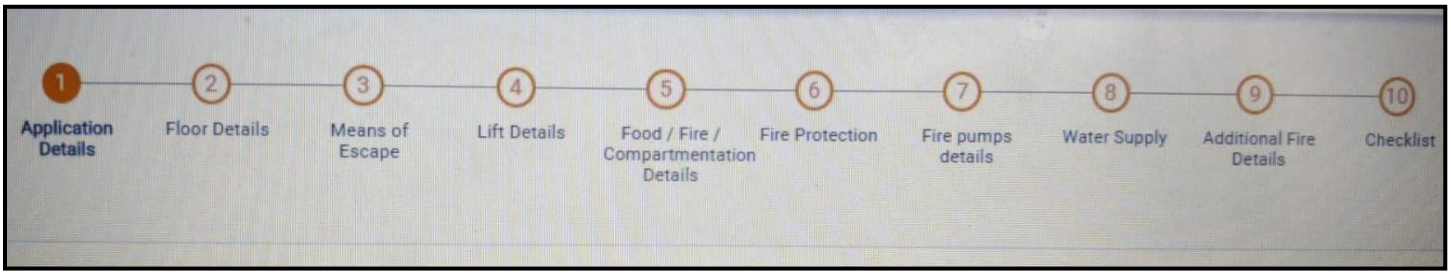

Figure 16. Ten Sections of the application form

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 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 flighting 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"** button.

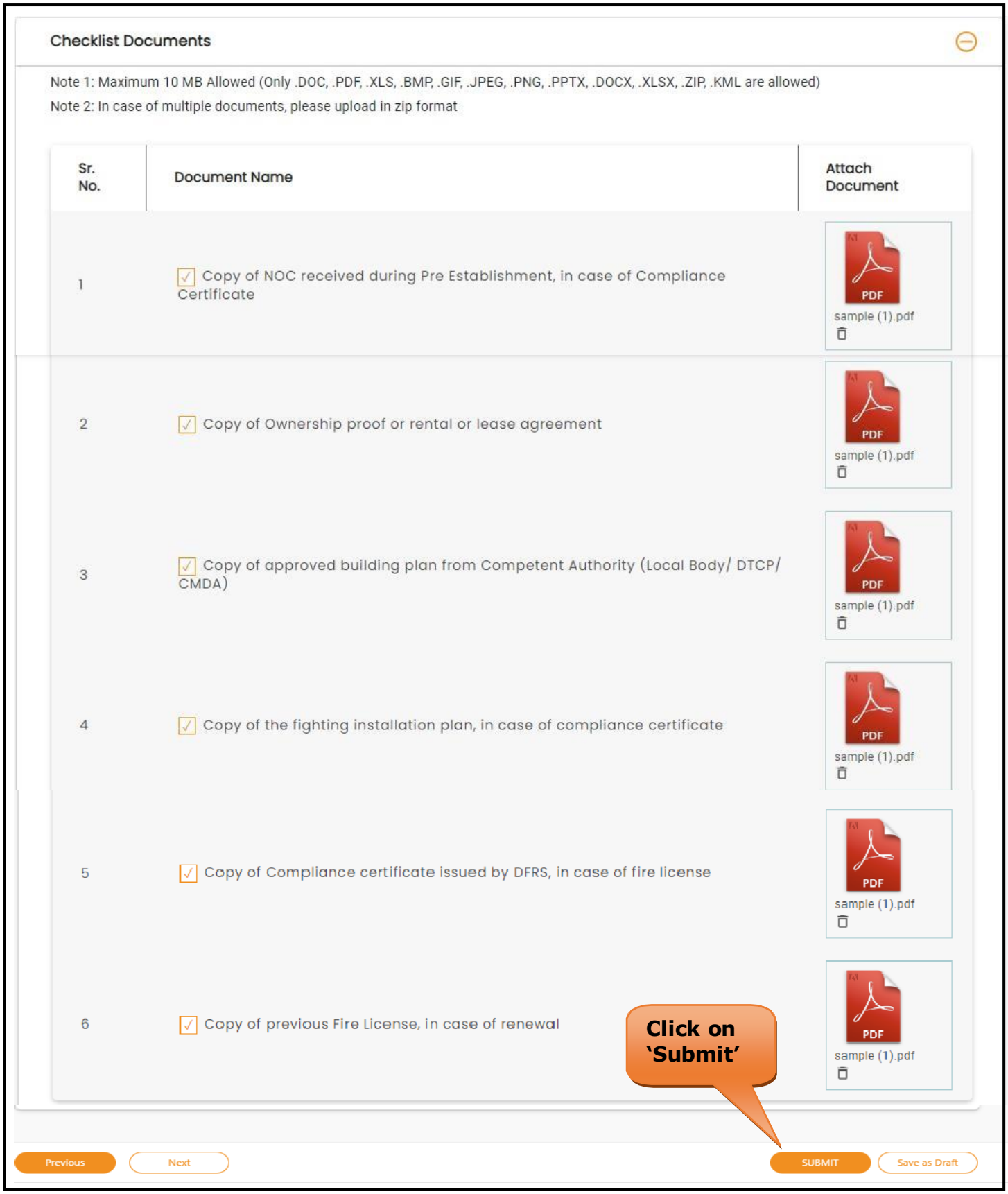

Figure 17. Checklist Document

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

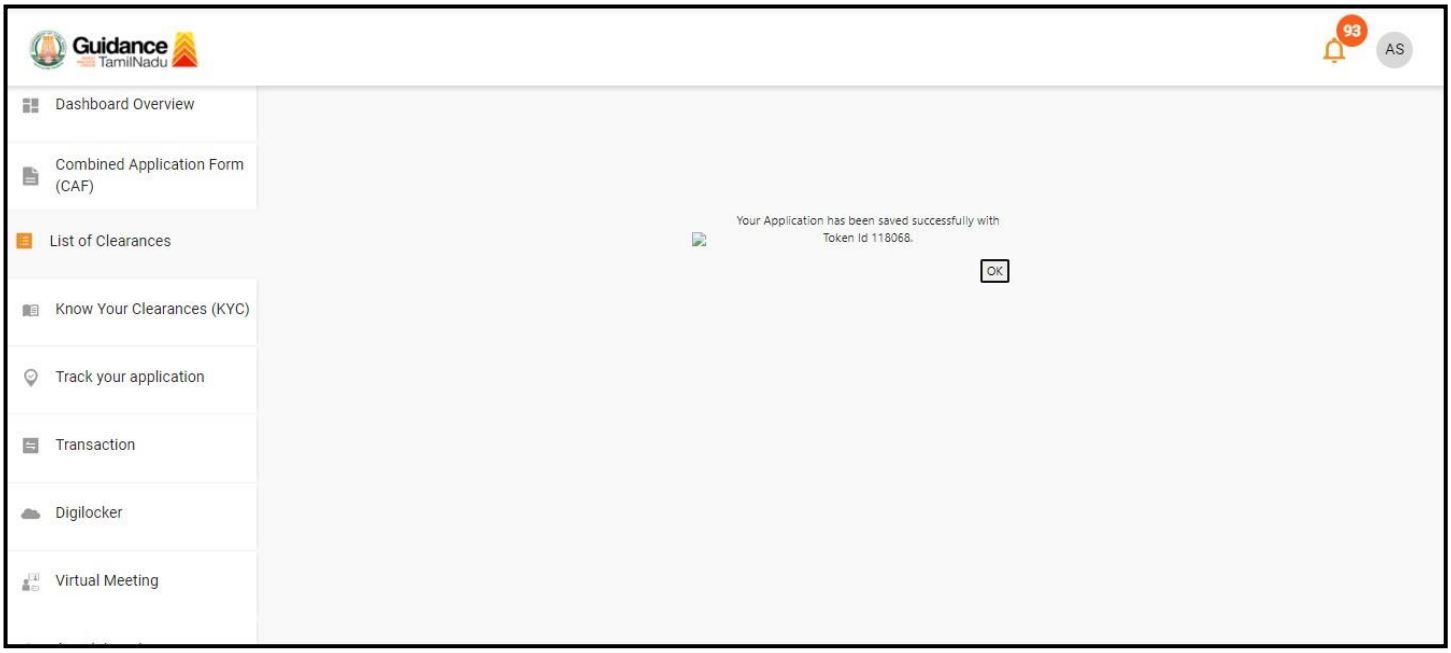

Figure 18. Token Id generated

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

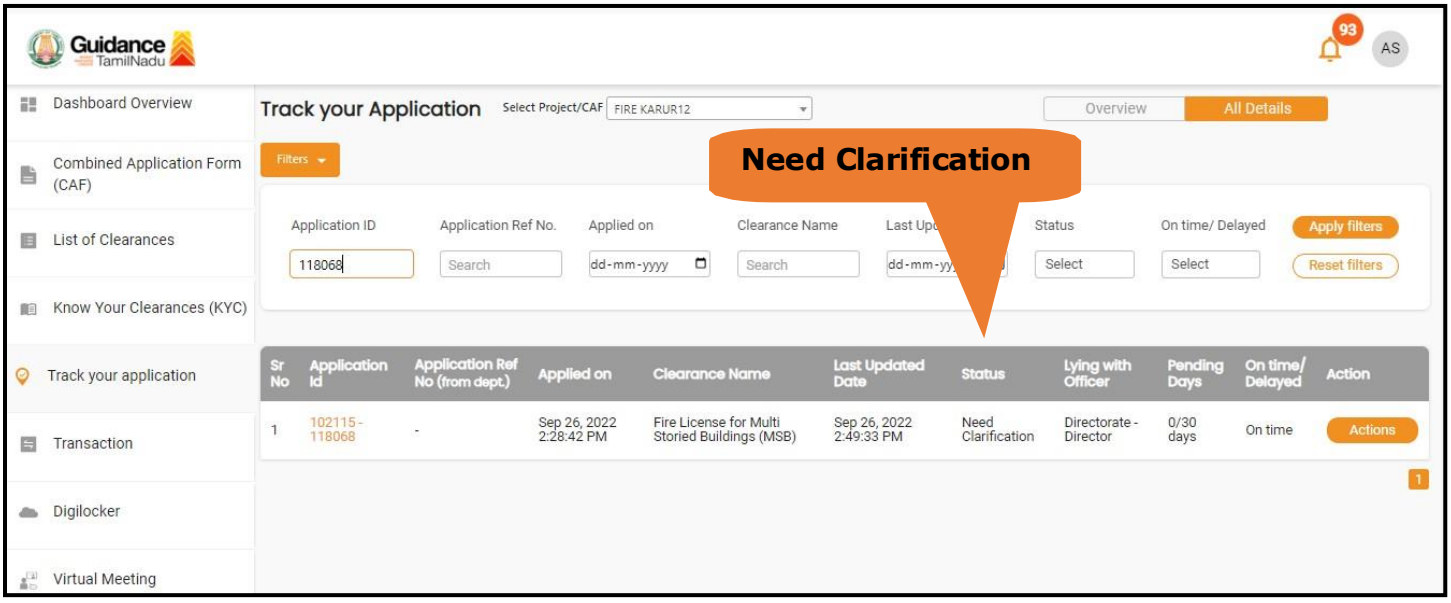

Figure 19. Need Clarification (Contd.)

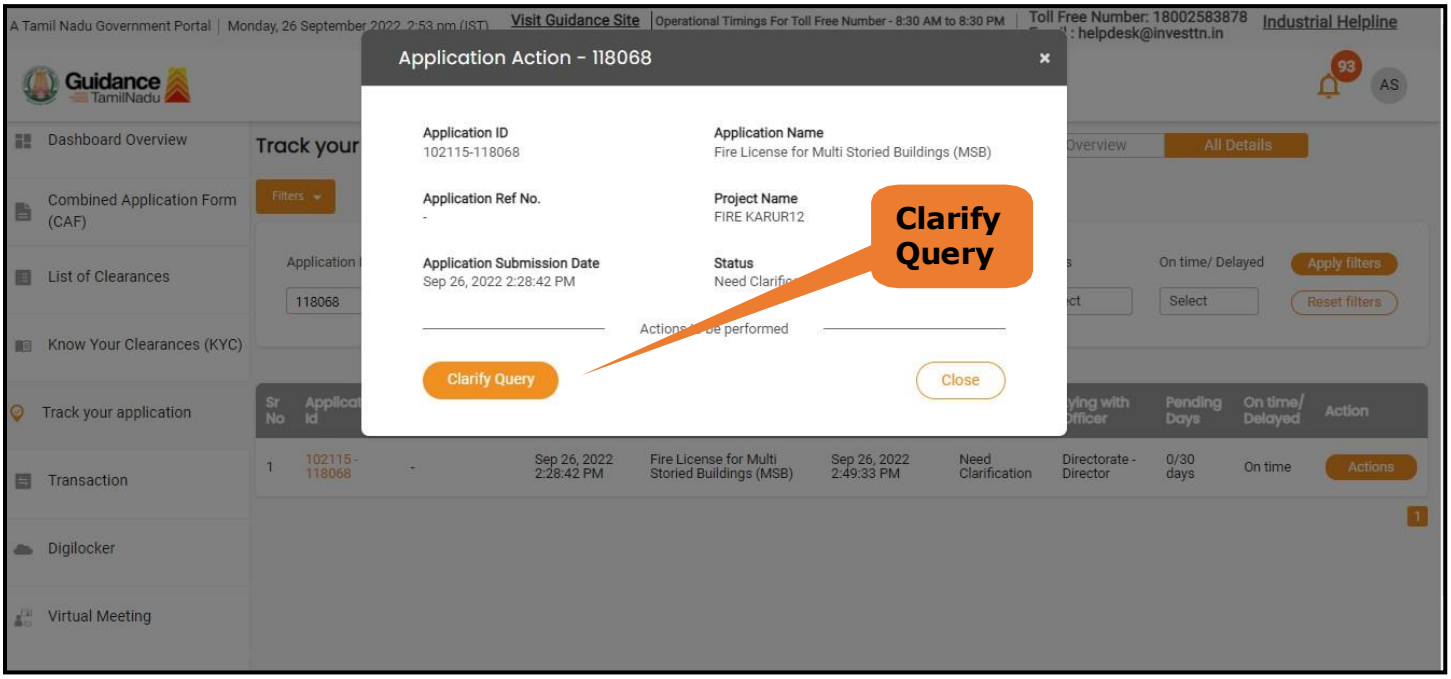

Figure 20. Need Clarification

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.

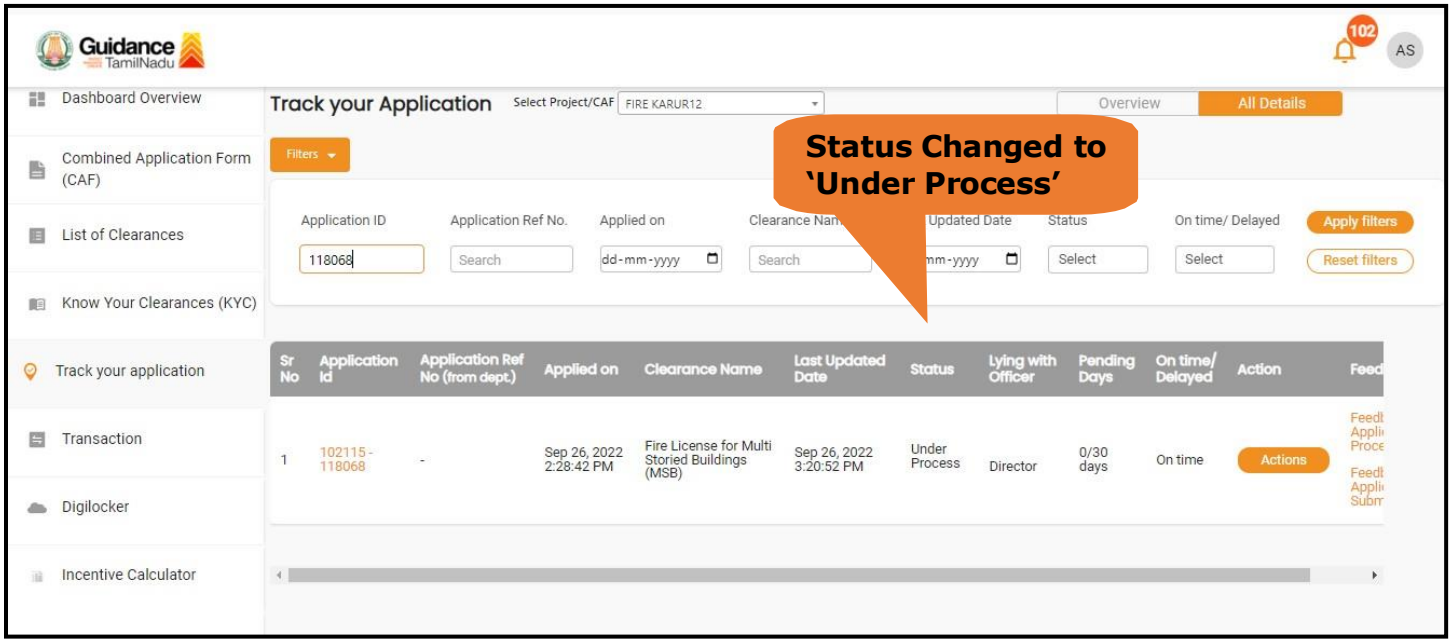

Figure 21. Status of the Application

10. Inspection Schedule

a) The Joint Director 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 headquarters.

c) The Applicant has the provision to view the Scheduled Inspection details.

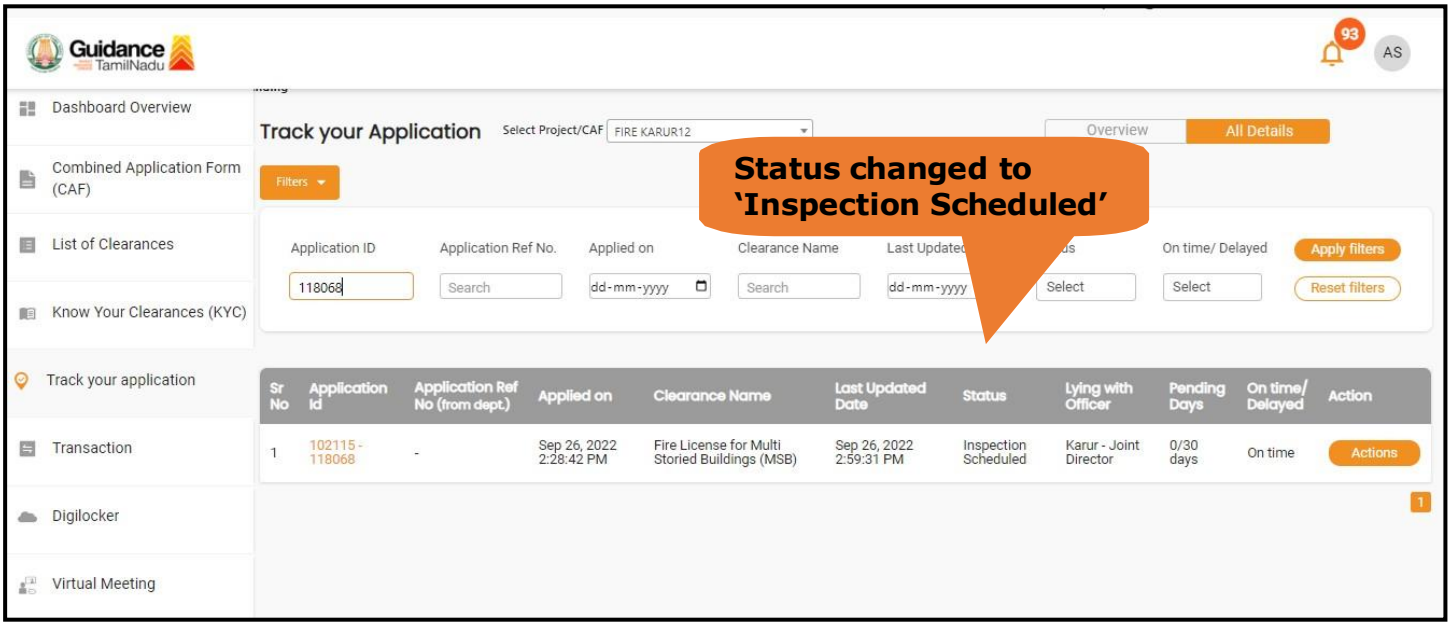

Figure 22. Inspection Scheduled

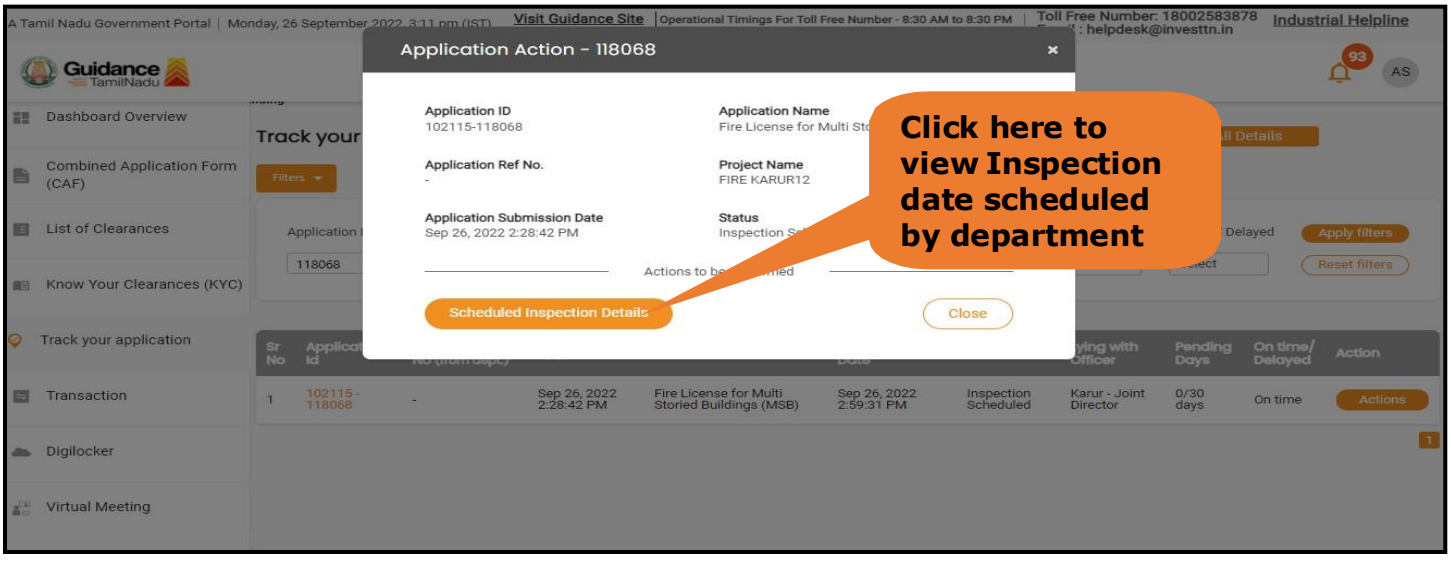

Figure 23. Scheduled Inspection Details

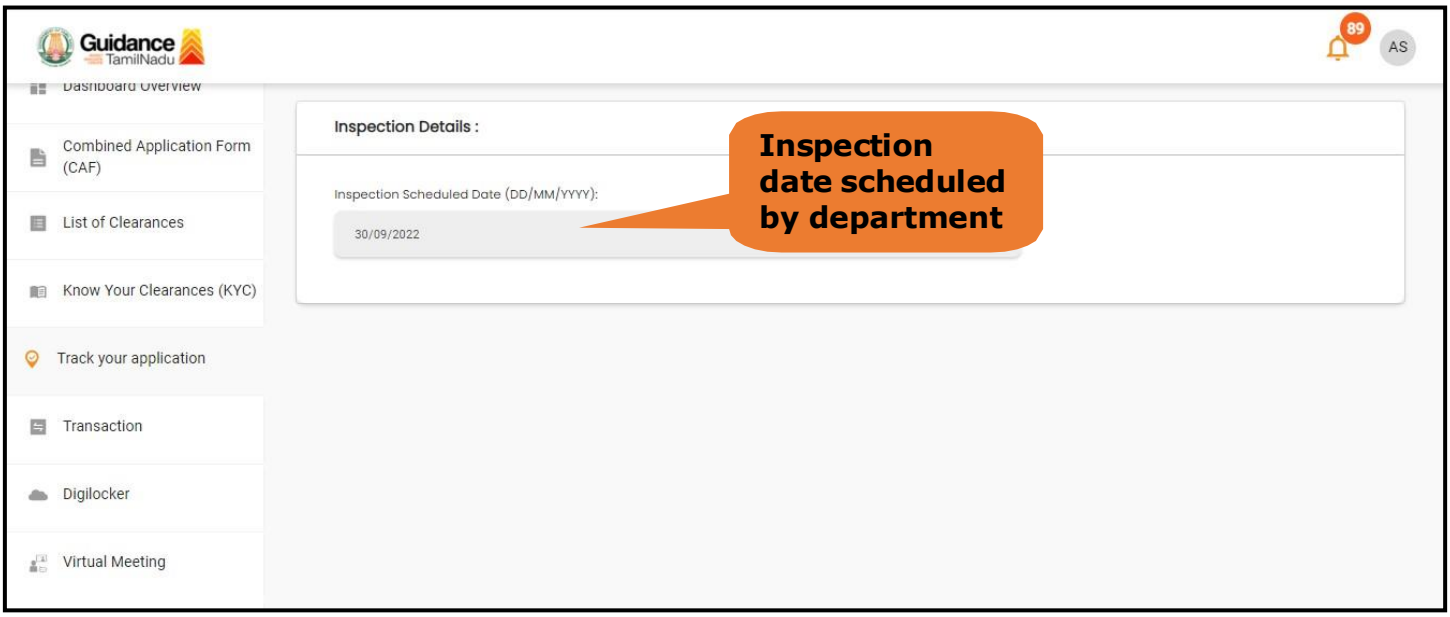

Figure 24. Scheduled Inspection Details (Contd.)

d) 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".**

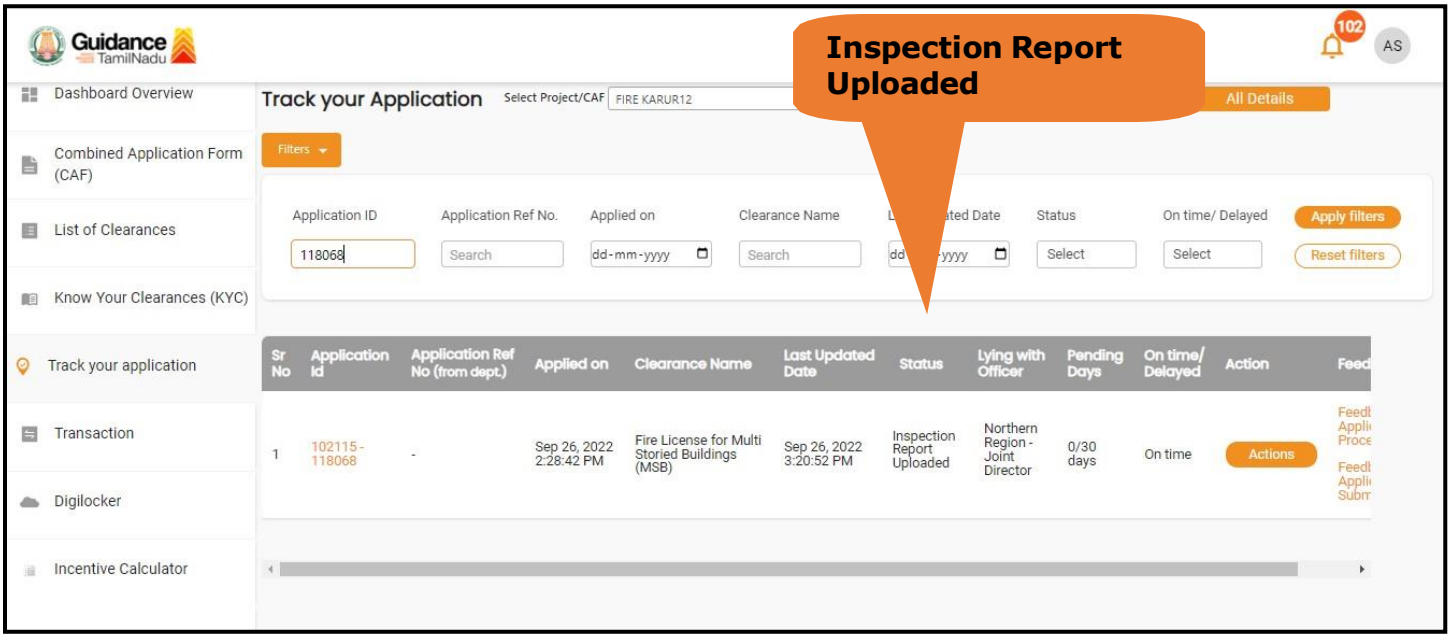

Figure 25. Inspection Report Uploaded

11. Track Your Application

1) After submitting the application, unique 'token ID' is be generated. Using the 'Token ID' the applicant can track the status of clearances by clicking on 'Track your application' option.'

2) Applicant to choose the name of the project created during CAF from the dropdown 'Select project / CAF' displayed at the top of the page.

- **Track your application– Overview Option.**

  By clicking on 'Overview' tab, applicant can view the count of various clearance statuses as follows.

  - **Total Pending Clearances**
  - **Total Approved Clearances**
  - **Total Rejected Clearances**

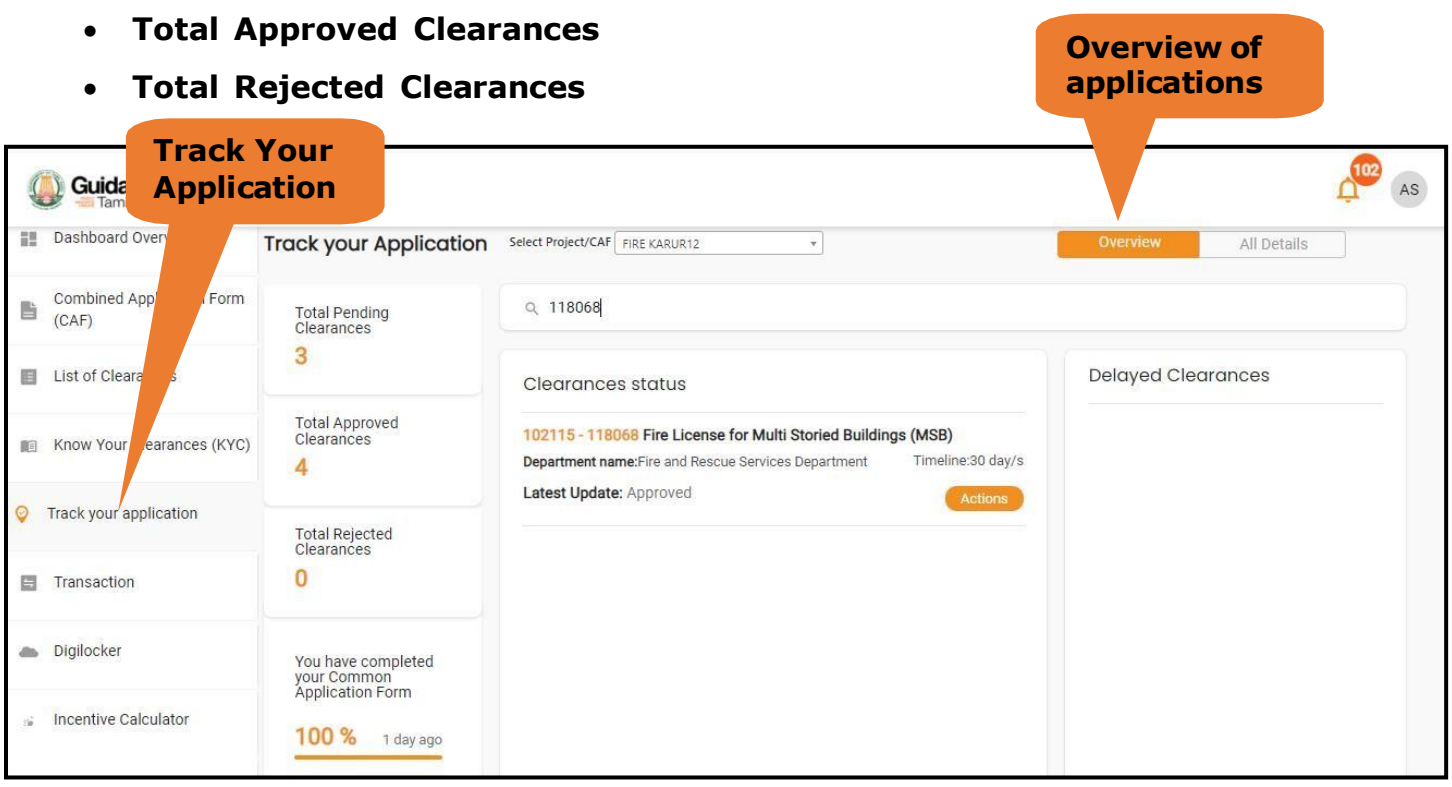

Figure 26. Track your application

- **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**

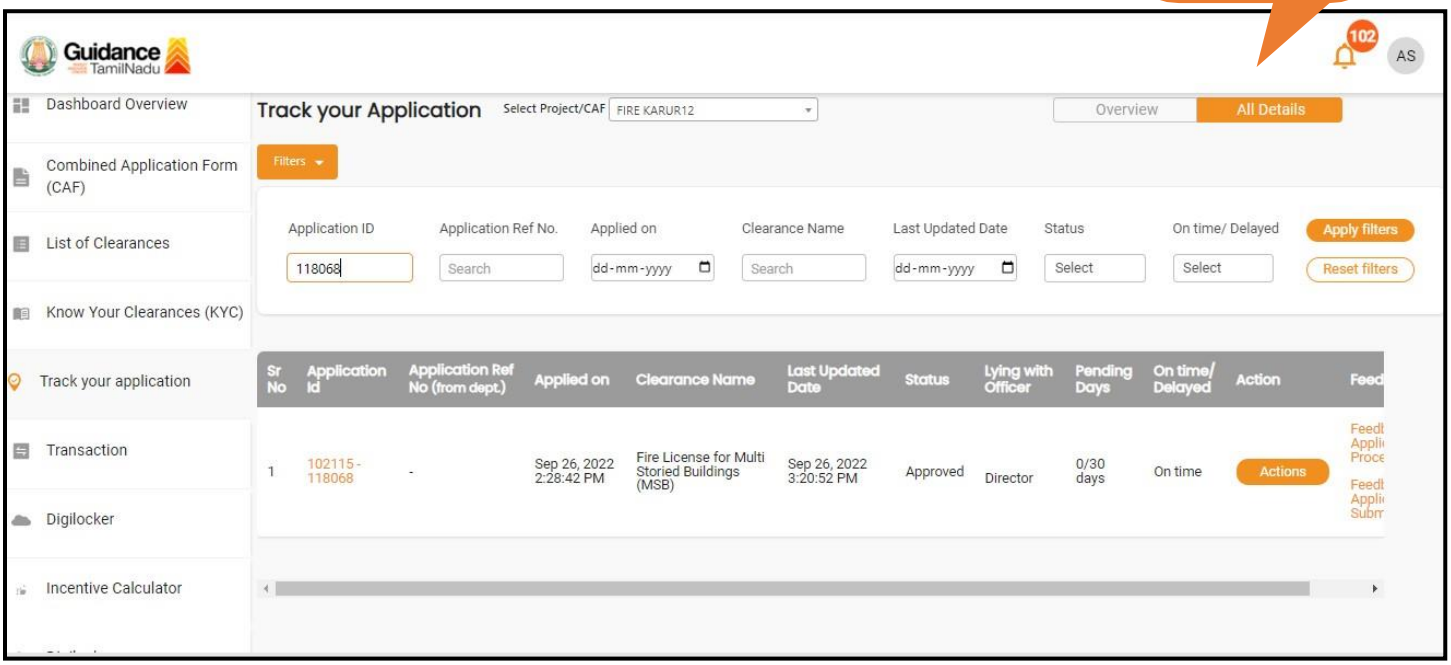

Figure 27. 'All details' tab

12. Application Processing

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

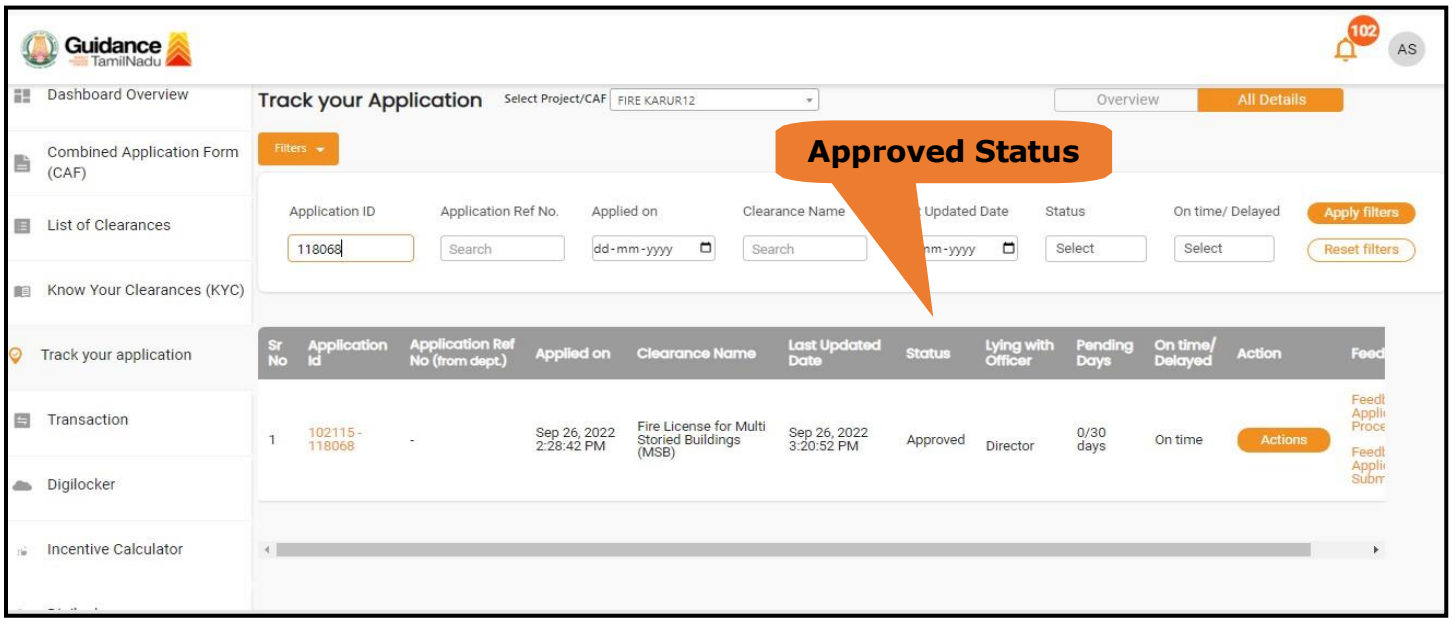

Figure 28. Application Processed

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)

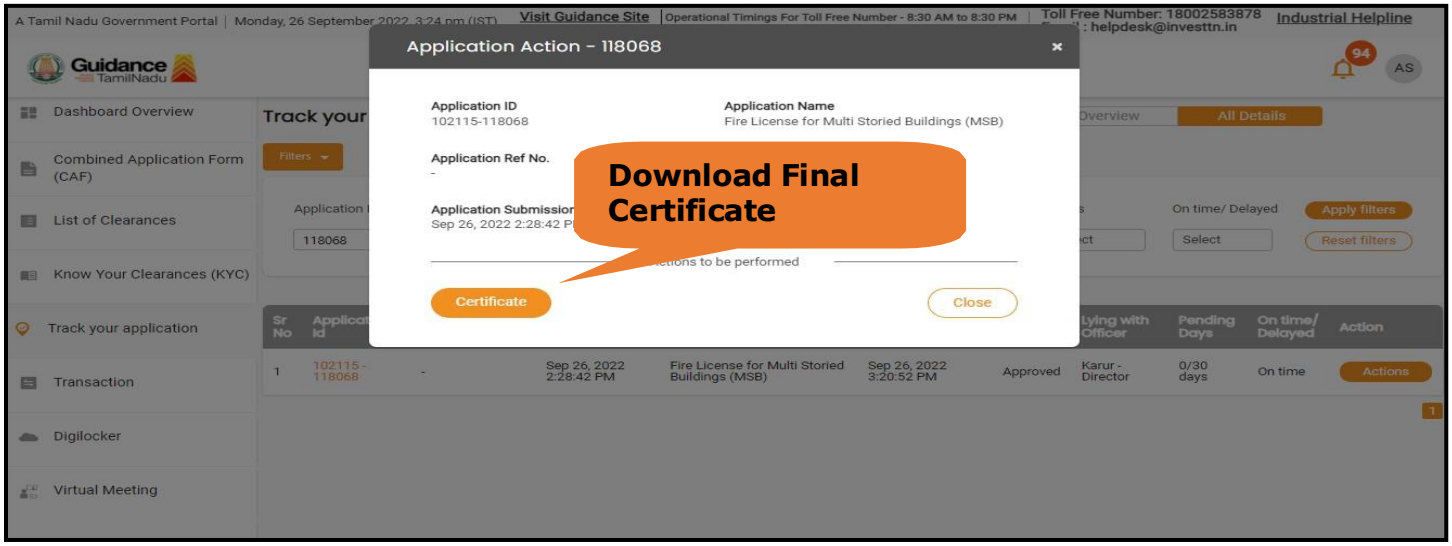

Figure 29. Download the Approved Certificate

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)

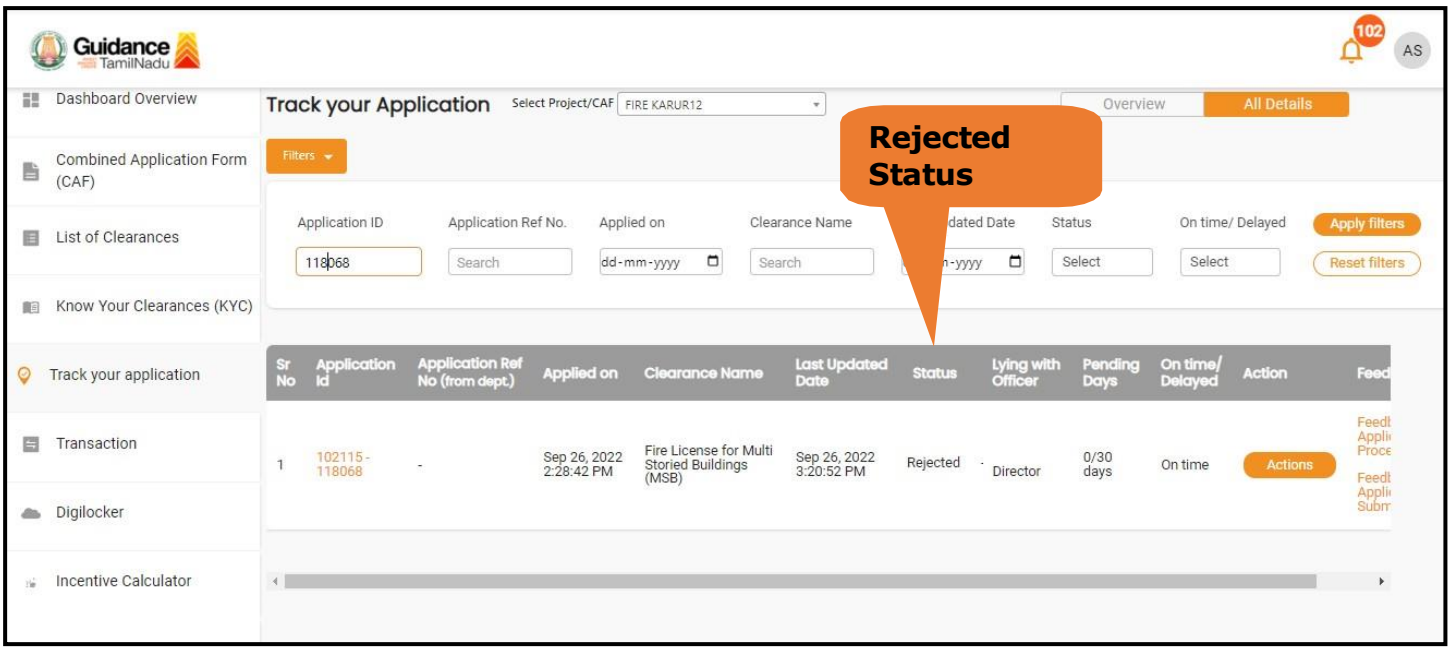

Figure 30. Rejected Status