



# **TAMILNADU SINGLE WINDOW PORTAL**

## **APPLICANT MANUAL**

**Renewal of Fire License for Non-Multi Storied Building (Non-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**

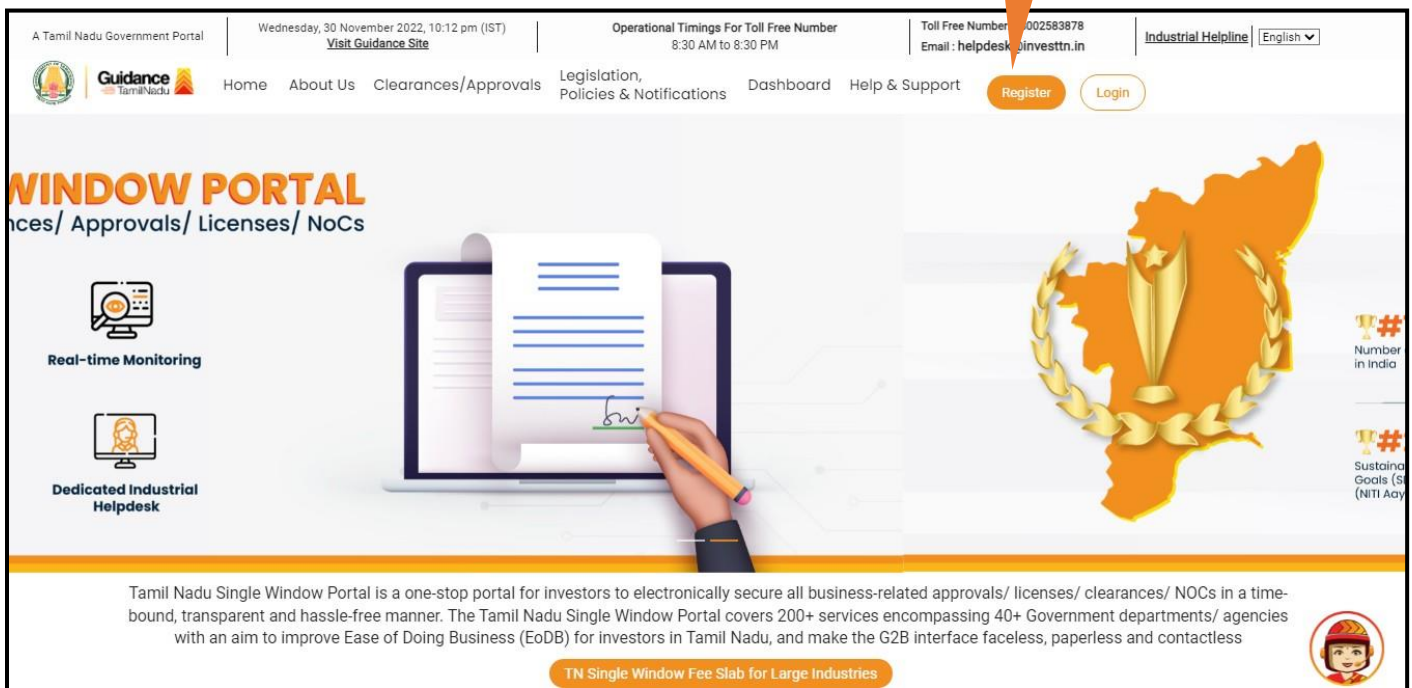
## 2. Registration

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

**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**

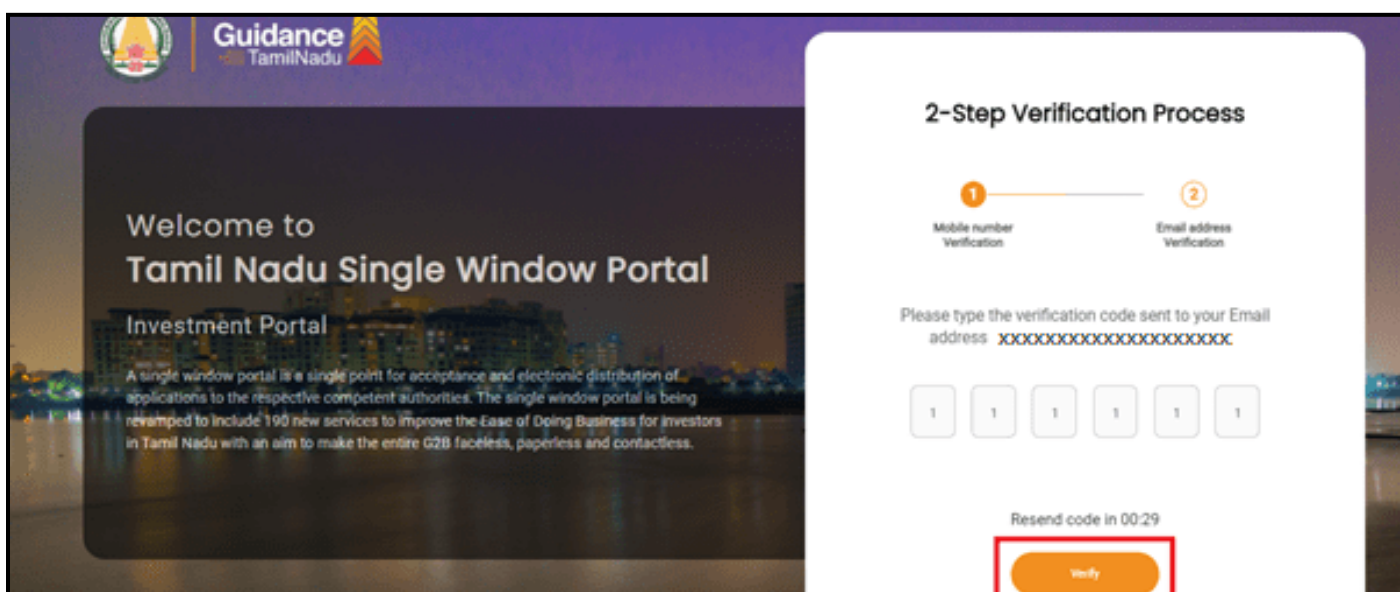
Already have an account? [Log In](#)

**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

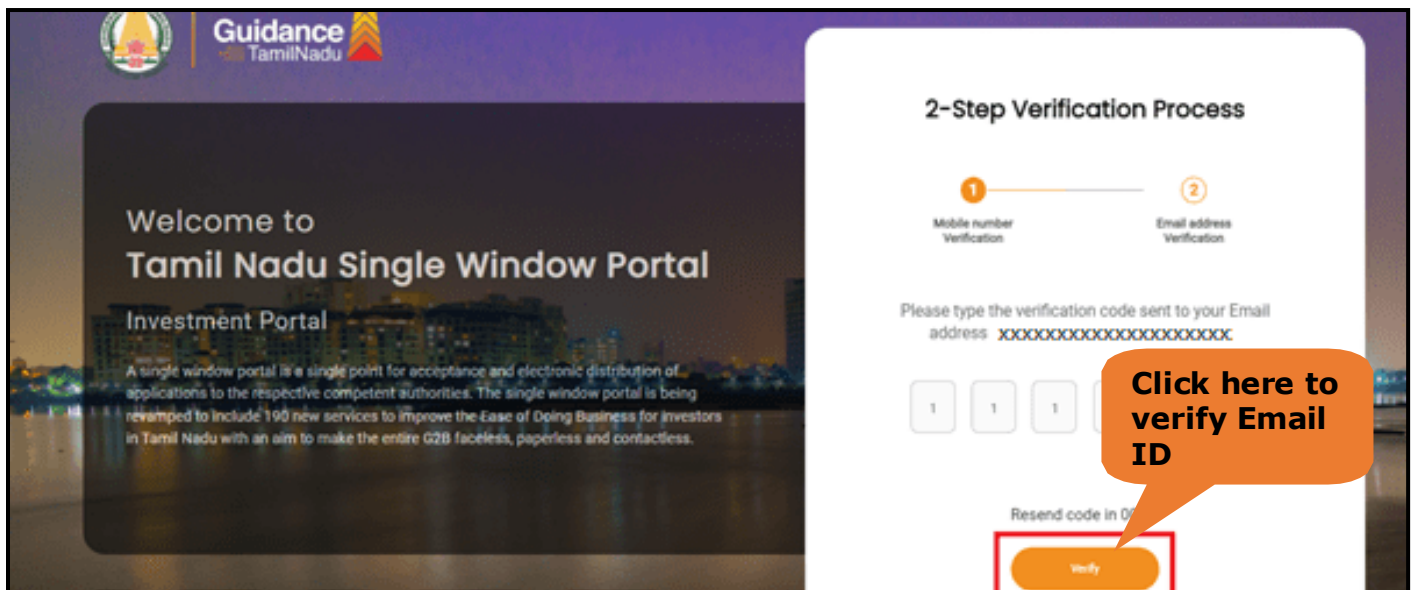
- **'2-Step Verification Process'** screen will appear when the applicant clicks on 'Register' button.
  - **Mobile Number Verification**
    1. For verifying the mobile number, the verification code will be sent to the given mobile number.
    2. Enter the verification code and click on the **'Verify'**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



**Figure 5. Mobile Number Verification**

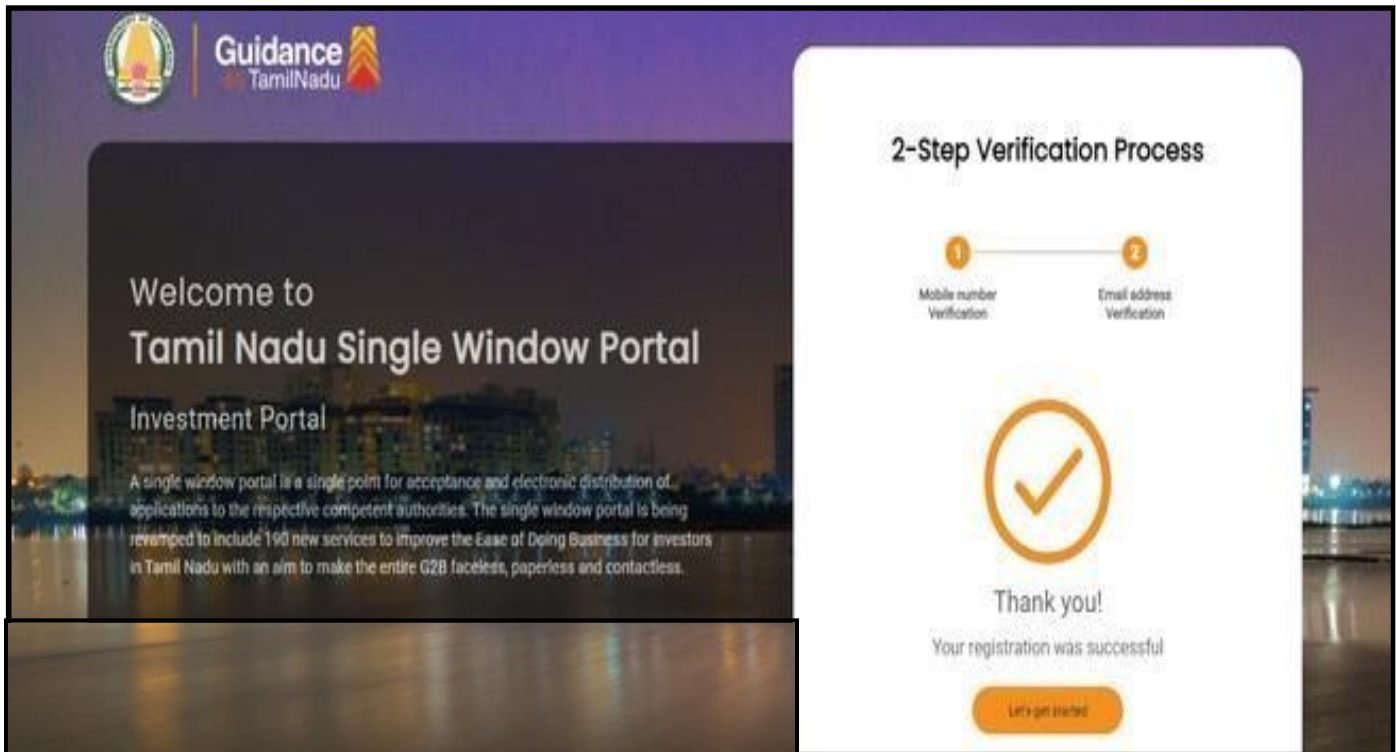
- o **Email ID Verification**

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

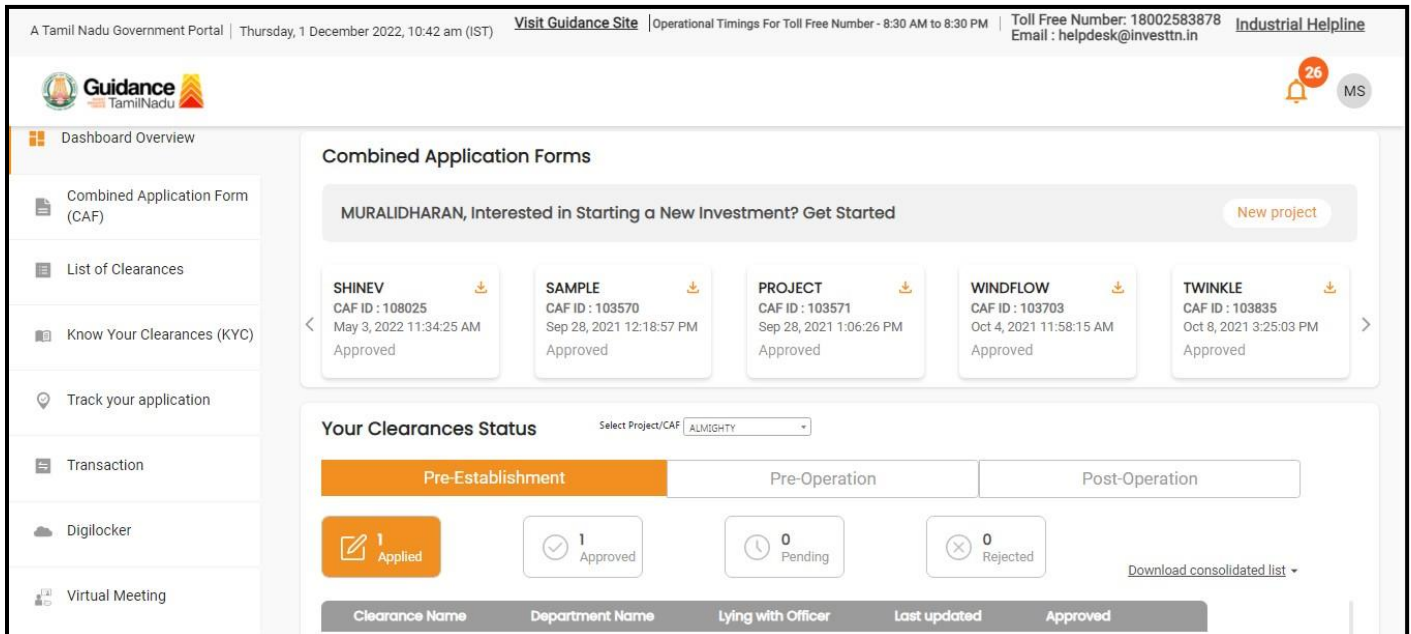
1. The applicant can login to TNSWP with the Username and password created during the registration process.
2. Click on login button to enter TNSWP.



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.



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

**Guidance** TamilNadu

Dashboard Overview

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

**Combined Application Forms**

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

Project Name	CAF ID	Application Date	Status
SHINEV	108025	May 3, 2022 11:34:25 AM	Approved
SAMPLE	103570	Sep 28, 2021 12:18:57 PM	Approved
PROJECT	103571	Sep 28, 2021 1:06:26 PM	Approved
WINDFLOW	103703	Oct 4, 2021 11:58:15 AM	Approved
TWINKLE	103835	Oct 8, 2021 3:25:03 PM	Approved

**Your Clearances Status** | Select Project/CAF: ALMIGHTY

Pre-Establishment	Pre-Operation	Post-Operation
1 Applied	1 Approved	0 Pending
		0 Rejected

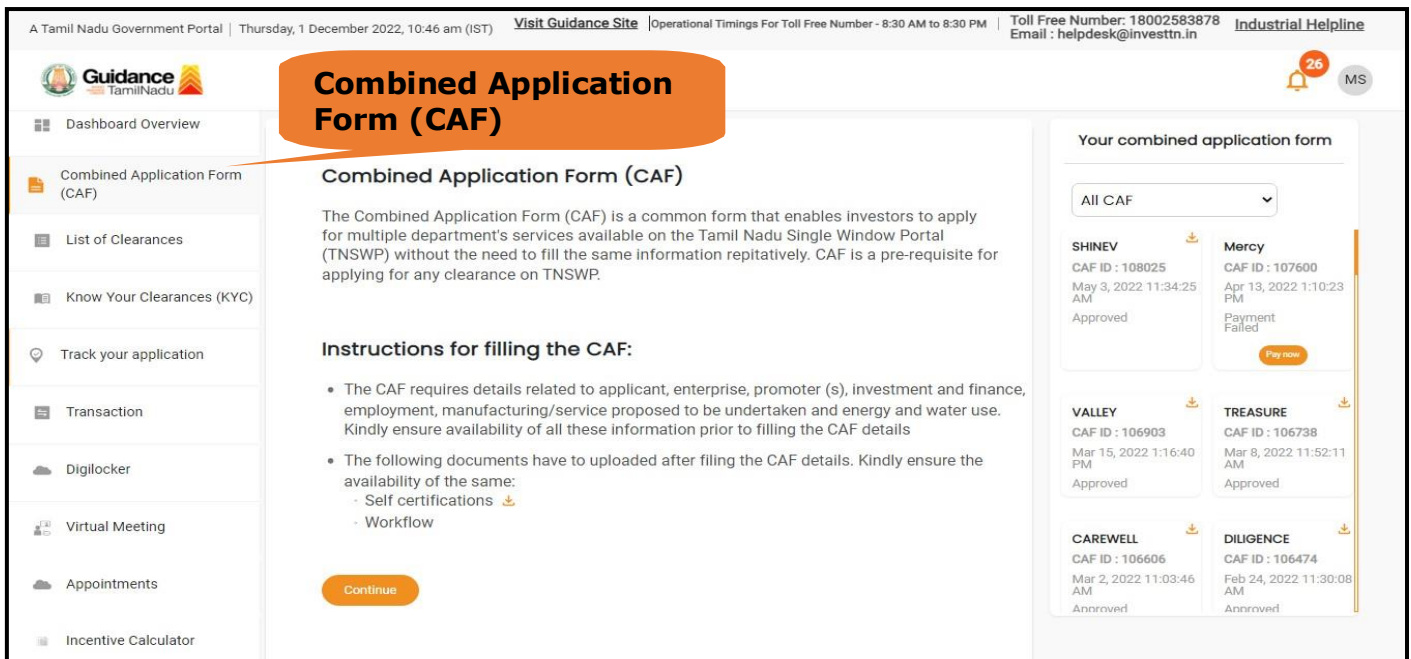
[Download consolidated list](#)

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.



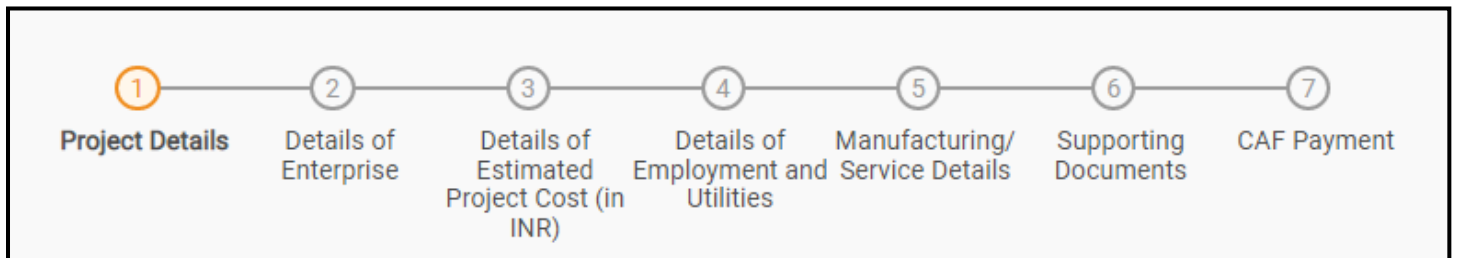
The screenshot displays the 'Combined Application Form (CAF)' page on the Tamil Nadu Government Portal. The page includes a navigation menu on the left with options like 'Dashboard Overview', 'List of Clearances', and 'Track your application'. The main content area features a description of the CAF, instructions for filling it out, and a 'Continue' button. A right-hand panel titled 'Your combined application form' shows a list of existing CAFs with details such as name, ID, date, and status.

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 1:10:23 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

**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:**

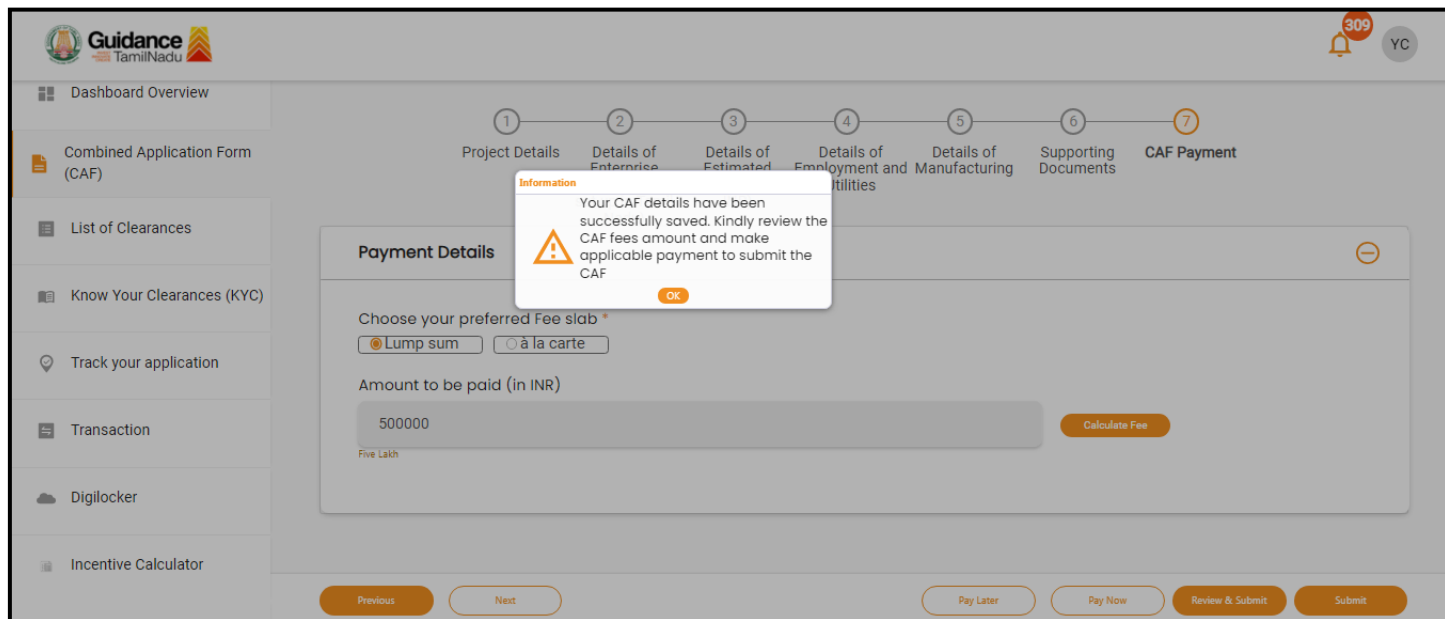
- Download the template.
- Prepare the self-certification documents as per the instructions given in the template and upload.

- **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).



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

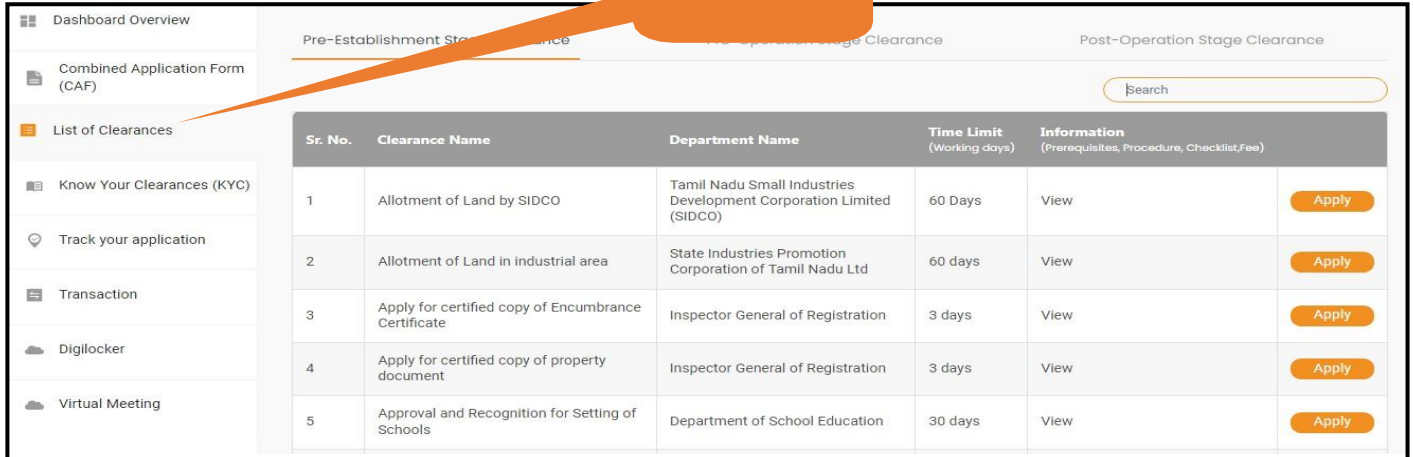
**Note:**

*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 Non Multi Storied 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	Apply
2	Allotment of Land in industrial area	State Industries Promotion Corporation of Tamil Nadu Ltd	60 days	View	Apply
3	Apply for certified copy of Encumbrance Certificate	Inspector General of Registration	3 days	View	Apply
4	Apply for certified copy of property document	Inspector General of Registration	3 days	View	Apply
5	Approval and Recognition for Setting of Schools	Department of School Education	30 days	View	Apply

**Figure 13. List Of Clearances**

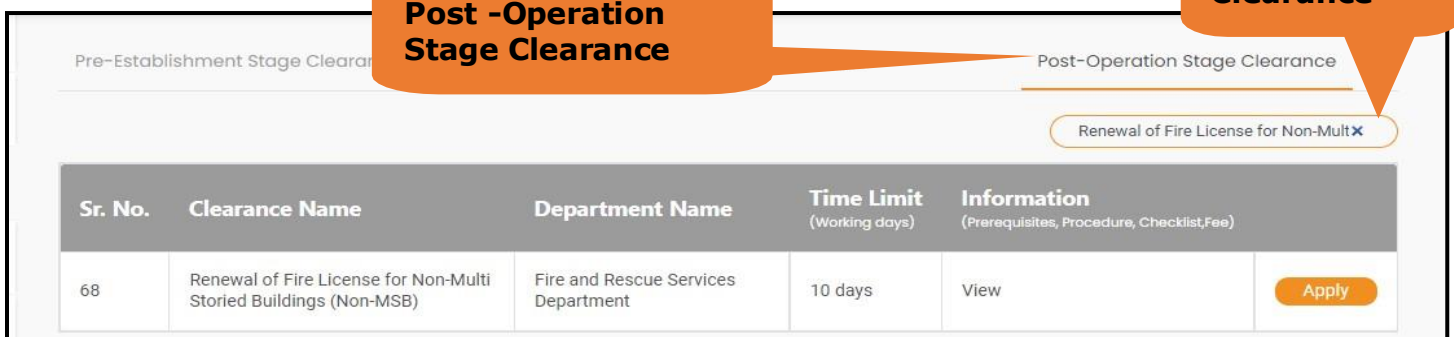
1) The list of clearances is segregated into three stages.

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

2) Select ‘Post-Operation Stage Clearance’ and find the clearance

‘Renewal of Fire License for Non-Multi Storied Buildings (Non-MSB)’ by using Search option as shown in the figure given below.

**Search for Clearance**



Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	
68	Renewal of Fire License for Non-Multi Storied Buildings (Non-MSB)	Fire and Rescue Services Department	10 days	View	Apply

**Figure 14. Search for Clearance**

- 3) 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)
- 4) To apply for the clearance, click on 'Apply' to access the department application form (Refer Figure 15).
- 5) 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)
68	Renewal of Fire License for Non-Multi Storied Buildings (Non-MSB)	Fire and Rescue Services Department	10 days	View

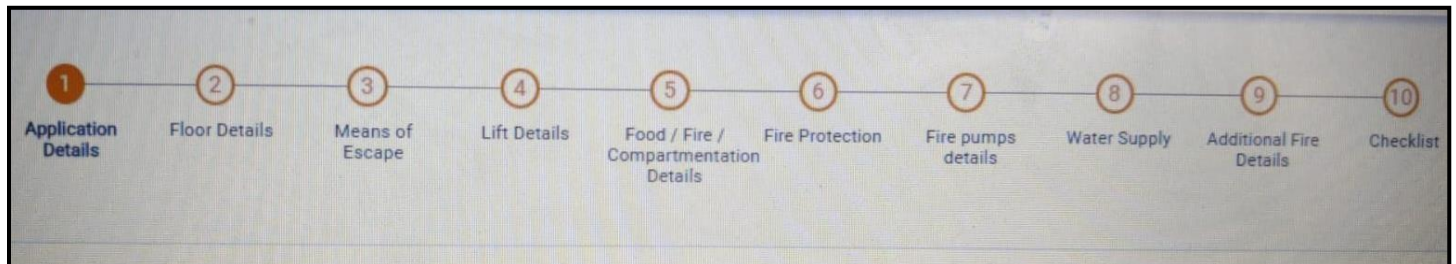
**Figure 15. Apply for Clearance**

**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 Documents**



**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 of fire License
  - b) Copy of Ownership proof or rental or lease agreement
  - c) Copy of building plan submitted to Competent Authority (Local Body/ DTCP/ CMDA), in case of NOC
  - d) Copy of approved building plan from Competent Authority (Local Body/ DTCP/ CMDA), in case of Fire License and Renewal of Fire License.
  - e) Copy of the fighting installation plan.
  - f) Copy 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

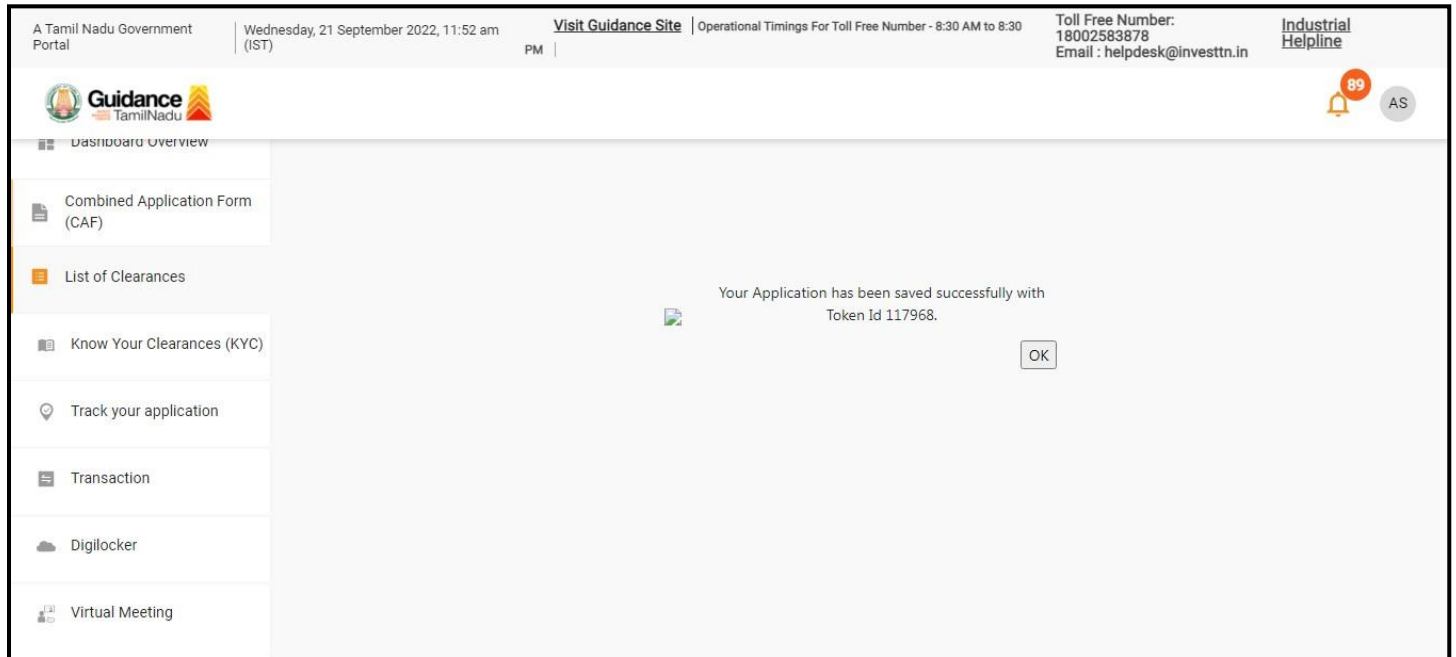
Sr. No.	Document Name	Attach Document
1	<input checked="" type="checkbox"/> Copy of NOC received during Pre-Establishment, in case of fire License.	 SAMPLE SUPPORTING 
2	<input checked="" type="checkbox"/> Copy of Ownership proof or rental or lease agreement.	 SAMPLE SUPPORTING 
3	<input checked="" type="checkbox"/> Copy of building plan submitted to Competent Authority (Local Body/ DTCP/ CMDA), in case of NOC.	 SAMPLE SUPPORTING 
4	<input checked="" type="checkbox"/> Copy of approved building plan from Competent Authority (Local Body/ DTCP/ CMDA), in case of Fire License and Renewal of Fire License.	 SAMPLE SUPPORTING 
5	<input checked="" type="checkbox"/> Copy of the fighting installation plan.	 SAMPLE SUPPORTING 
6	<input checked="" type="checkbox"/> Copy of Fire License, in case of renewal	 SAMPLE SUPPORTING 

Previous
Next
SUBMIT
Save as Draft

Click on 'Submit'

**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 District 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

**Need Clarification**

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 - 110950	-	Dec 1, 2021 1:06:03 PM	Renewal of Fire License for Non-Multi Storied Buildings (Non-MSB)	Sep 22, 2022 3:03:56 PM	Need Clarification	Central Region - Assistant District Officer	201/10 days	Delayed by 191 days	Actions

**Figure 19. Need Clarification**

**Clarify Query**

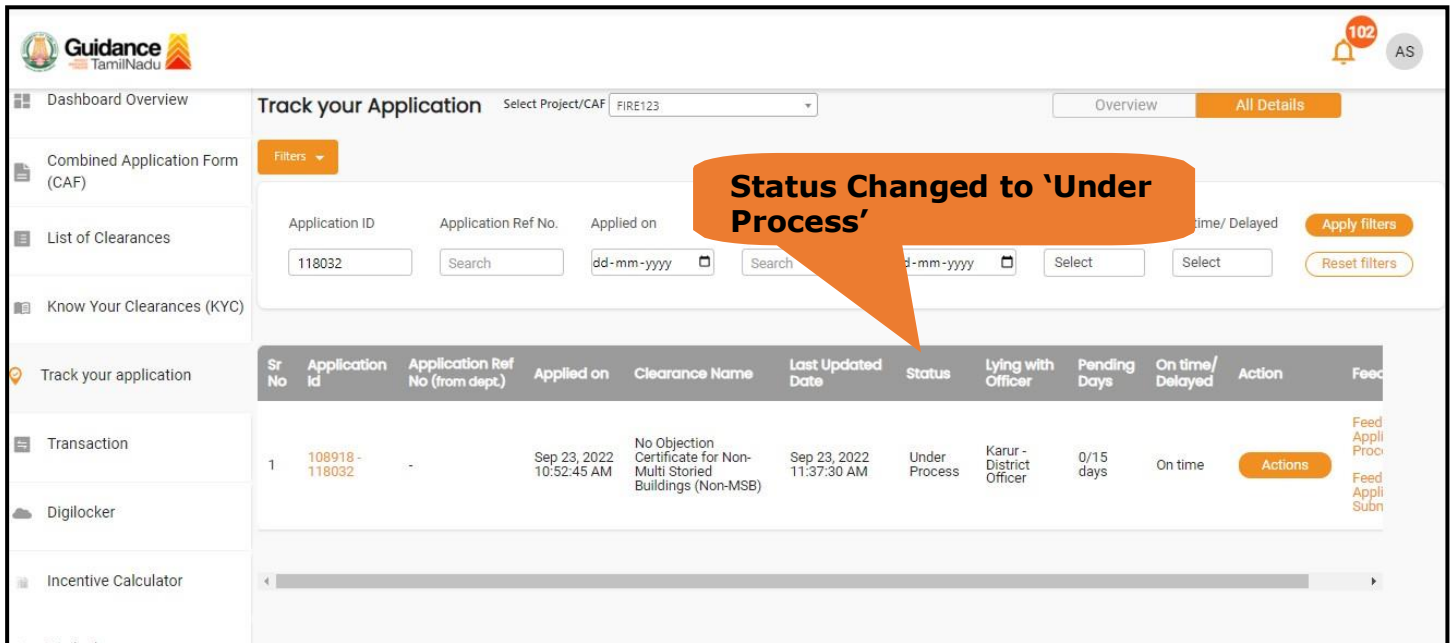
<b>Application ID</b> 102115-110950	<b>Application Name</b> Renewal of Fire License for Non-Multi Storied Buildings (Non-MSB)
<b>Application Ref No.</b> -	<b>Project Name</b> FIRE KARUR12
<b>Application Submission Date</b> Dec 1, 2021 1:06:03 PM	<b>Status</b> Need Clarification

Actions to be performed

[Clarify Query](#)

**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. The status of the application is 'Under Process', which is highlighted by an orange callout box with the text 'Status Changed to 'Under Process''. 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	Feed
1	108918 - 118032	-	Sep 23, 2022 10:52:45 AM	No Objection Certificate for Non-Multi Storied Buildings (Non-MSB)	Sep 23, 2022 11:37:30 AM	Under Process	Karur - District Officer	0/15 days	On time	Actions	Feed Appli Proo Feed Appli Subn

**Figure 21. Status of the Application**

## 10. Inspection Schedule

- a) The District Officer or Assistant District officer schedules the date of appointment for inspection to be done for the specified institution.
- b) After the Inspection gets completed, the District Officer or Assistant District officer submits the Inspection report.
- c) The User has the provision to view the Scheduled Inspection details.

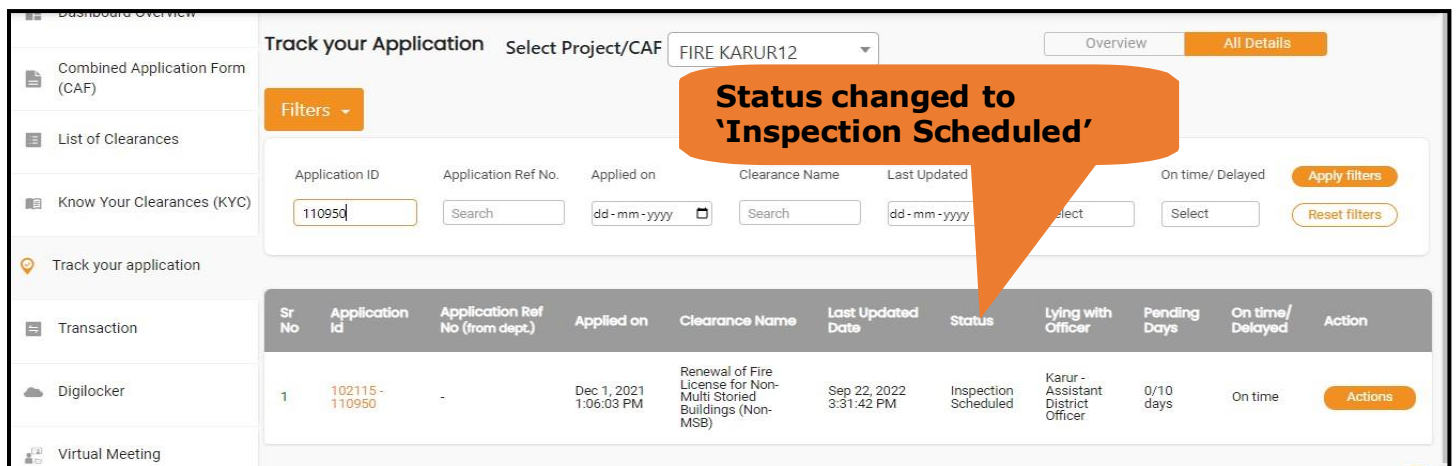


Figure 22. Inspection Scheduled

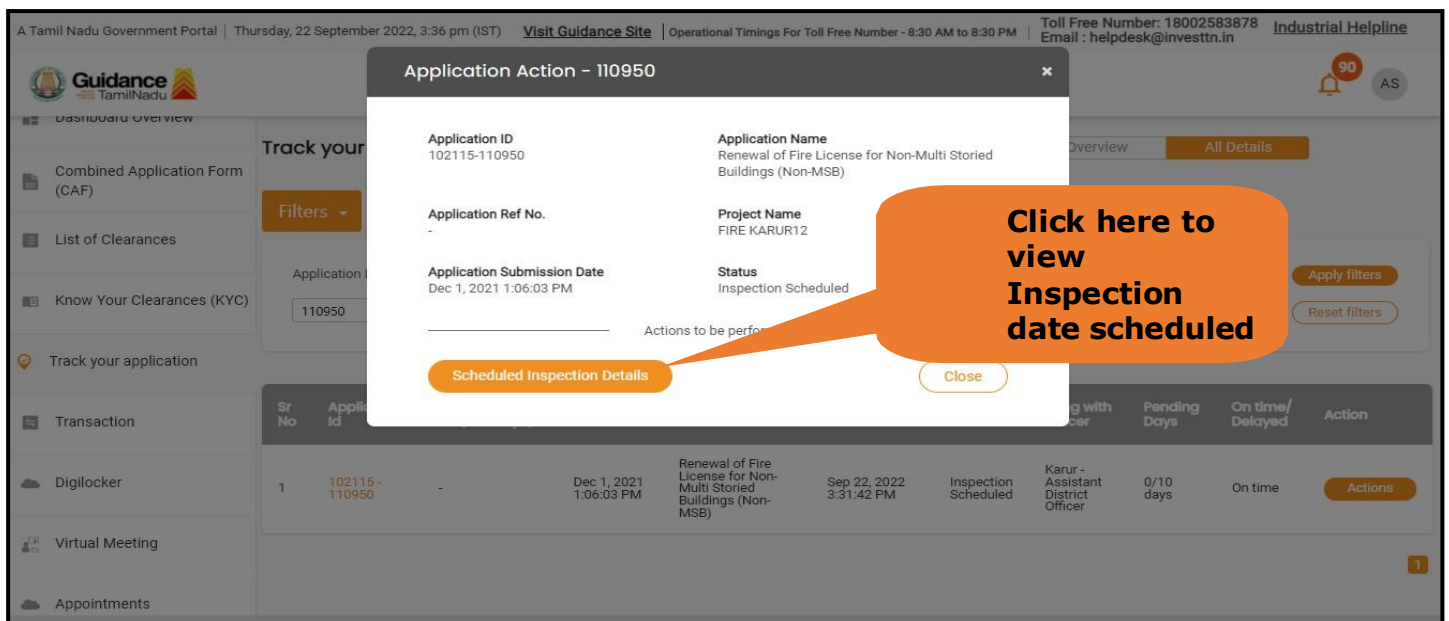
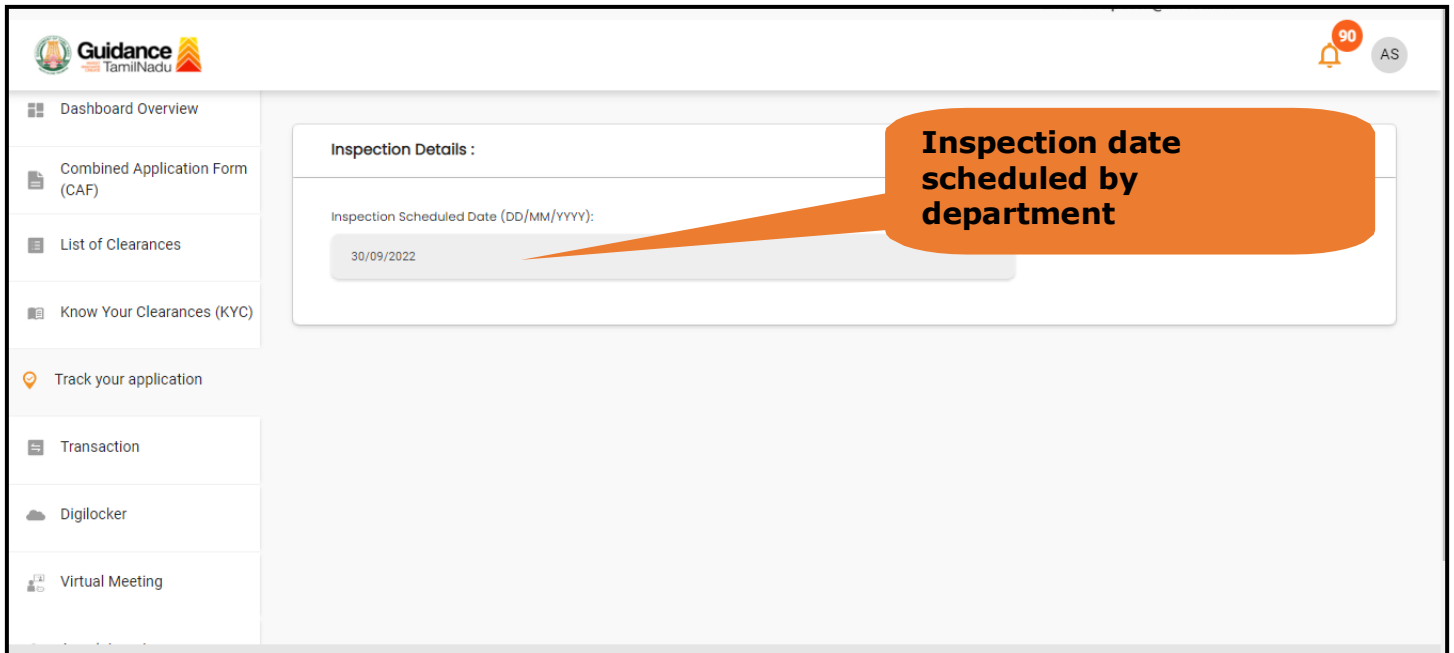
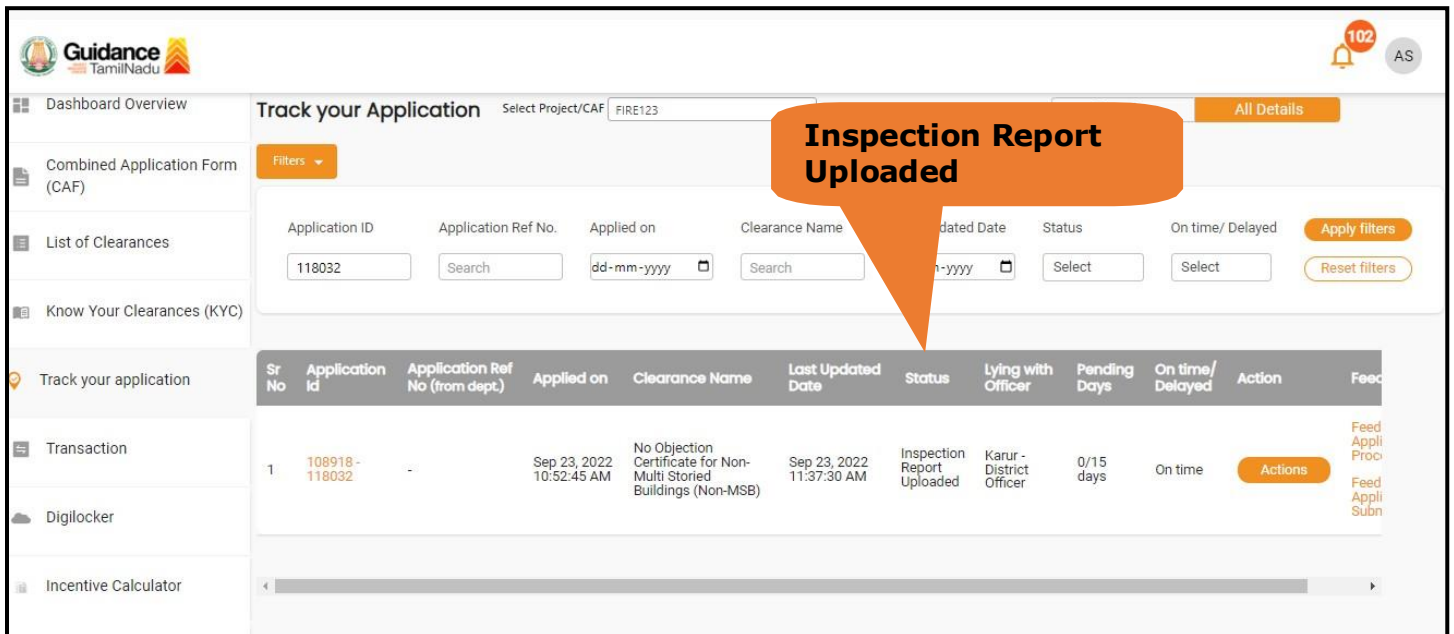


Figure 23. Scheduled Inspection Details



**Figure 24. Scheduled Inspection Details (Contd.)**

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



**Figure 25. Inspection Report Uploaded**

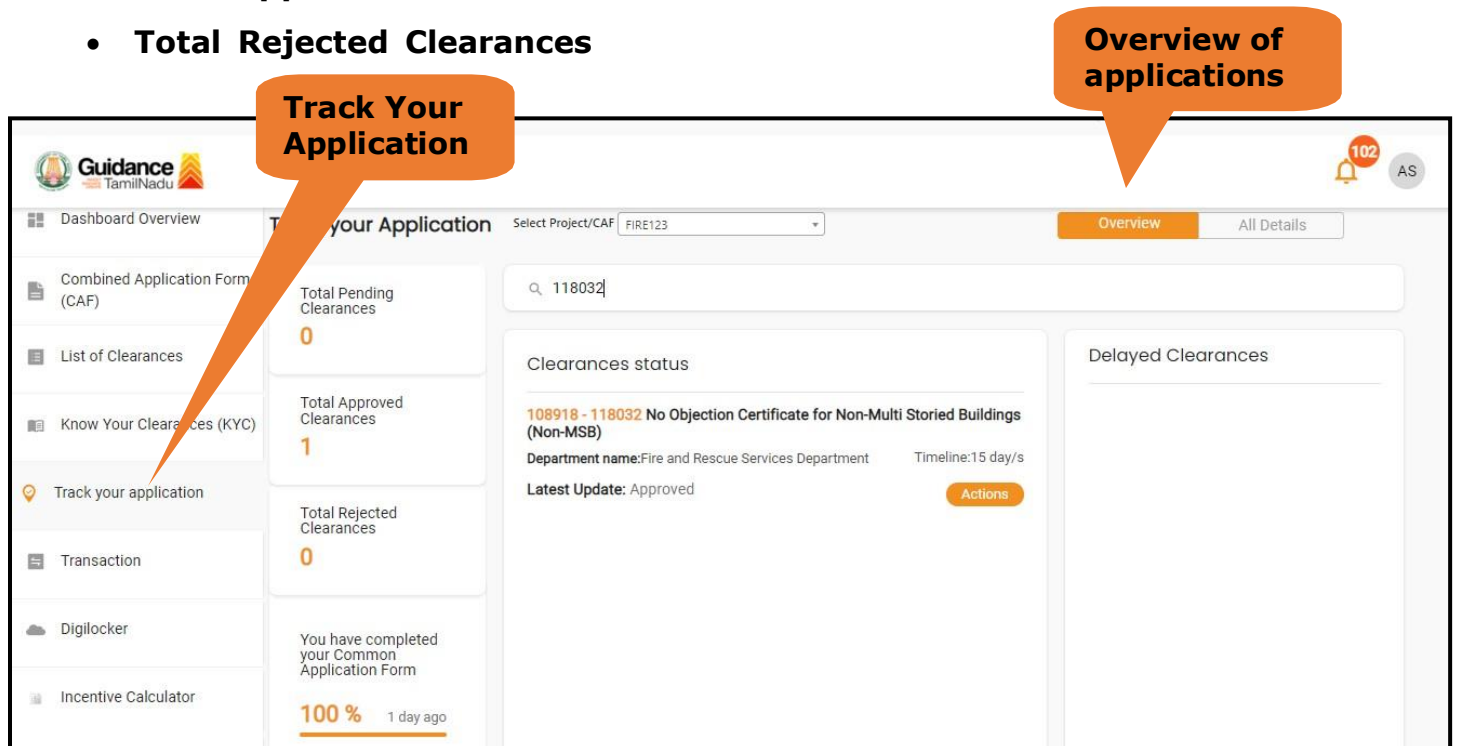
## 11. Track Your Application

- 1) After submitting the application, 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**



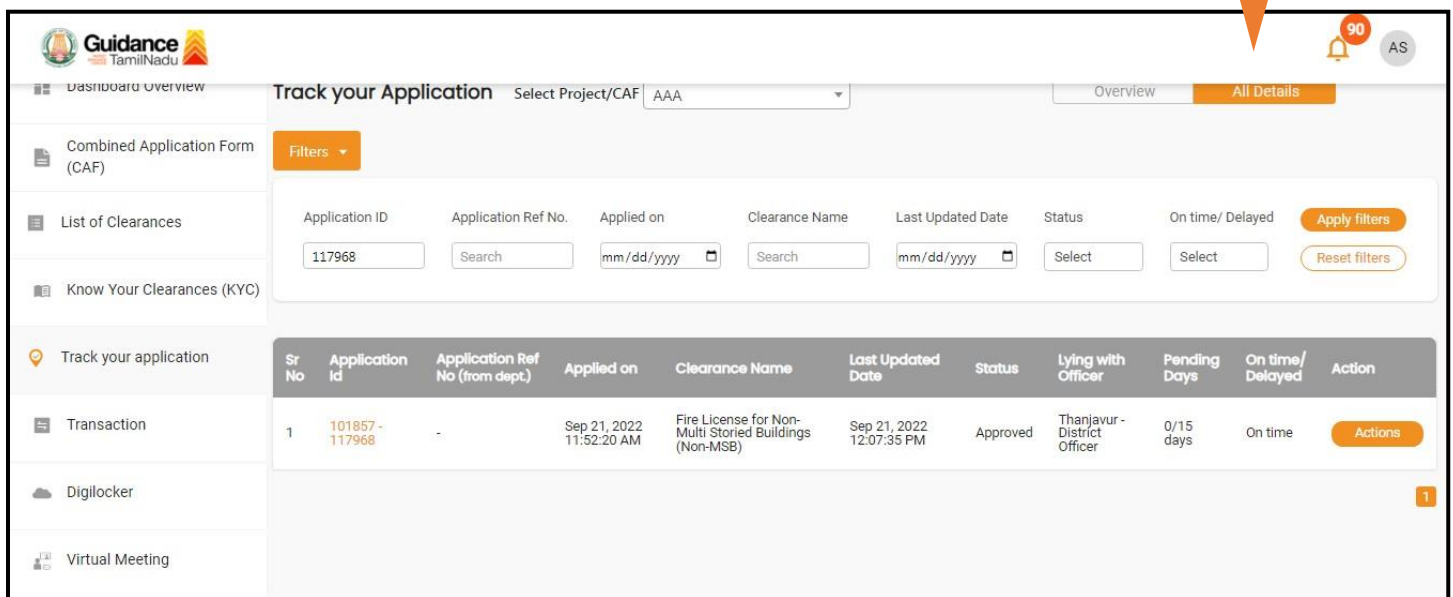
**Figure 26. Track your application**



- **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**

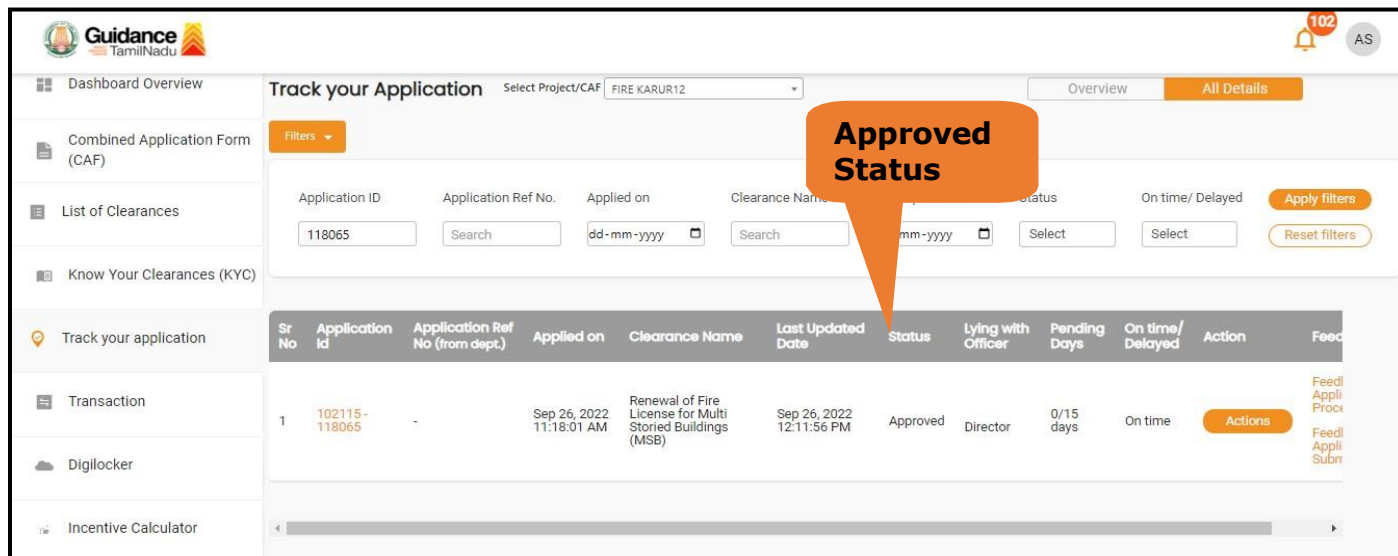



Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	101857 - 117968	-	Sep 21, 2022 11:52:20 AM	Fire License for Non-Multi Storied Buildings (Non-MSB)	Sep 21, 2022 12:07:35 PM	Approved	Thanjavur - District Officer	0/15 days	On time	Actions

**Figure 27. ‘All details’ tab**

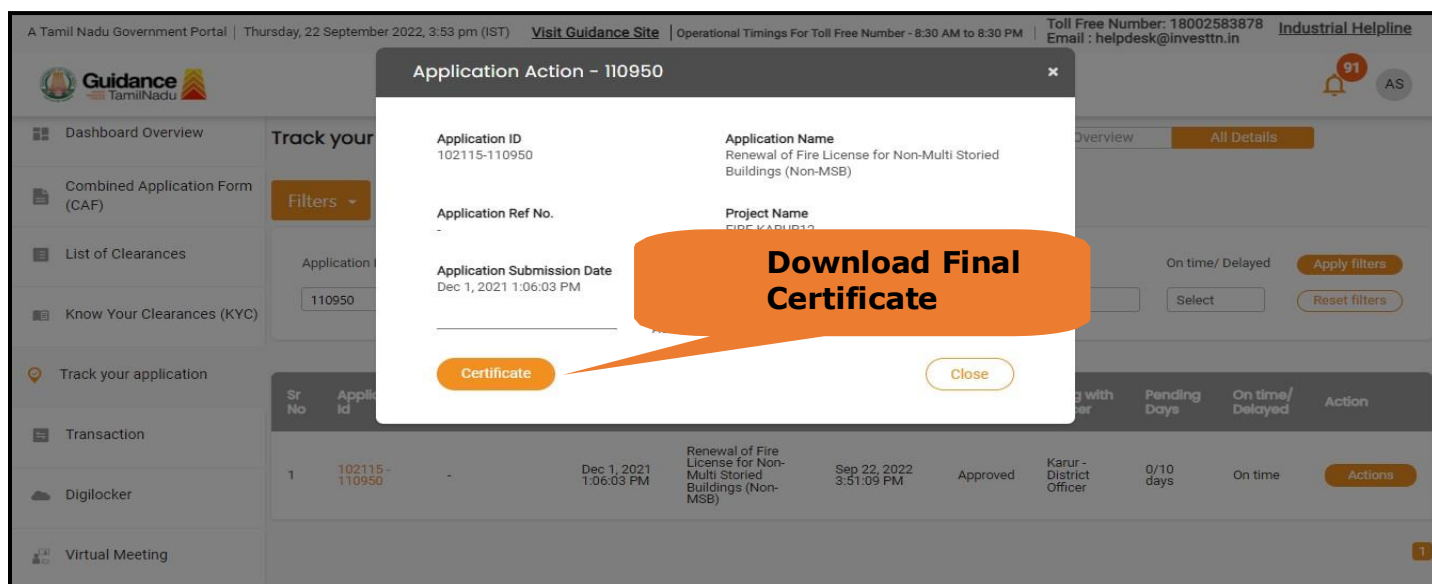
## 12. Application Processing

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



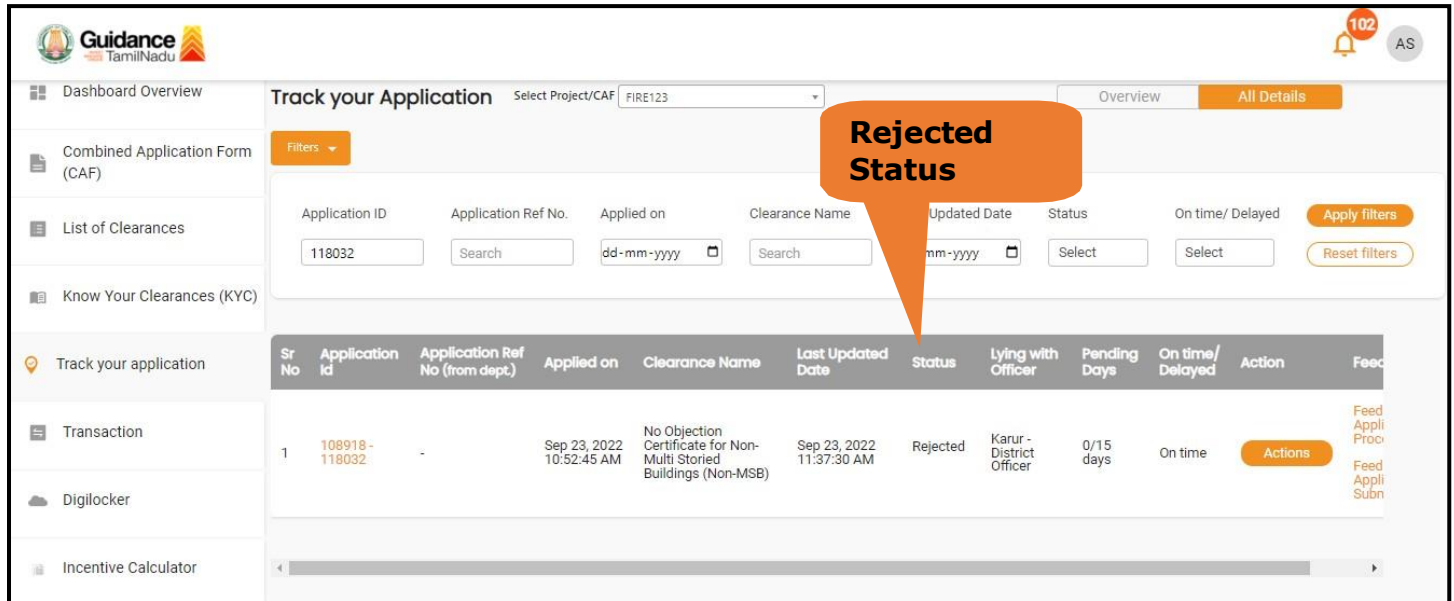
**Figure 28. Application Processed**

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)



The screenshot shows the 'Track your Application' dashboard. The main content area displays a table of applications. One application is highlighted with an orange callout bubble that says 'Rejected Status'. The application details are as follows:

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	108918 - 118032	-	Sep 23, 2022 10:52:45 AM	No Objection Certificate for Non-Multi Storied Buildings (Non-MSB)	Sep 23, 2022 11:37:30 AM	Rejected	Karur - District Officer	0/15 days	On time	Actions	Feed Appli Proo Feed Appli Subn

**Figure 30. Rejected Status**

