



TAMILNADU SINGLE WINDOW PORTAL

APPLICANT MANUAL

Issue of trade license

Greater Chennai Corporation Department



Table of Contents

1. Home Page.....	3
2. Registration	4
3. Mobile Number / Email ID – 2-Step Verification Process.....	6
4. Login	9
5. Dashboard Overview	10
6. Combined Application Form (CAF)	11
7. Apply for Issue of Trade License	14
8. Payment Process	18
9. Track Your Application	19
10. Query Clarification.....	21
11. Inspection Schedule.....	23
12. Application Processing.....	25

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) **Applicants 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

Guidance TamilNadu 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.

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

Register on TNSWP

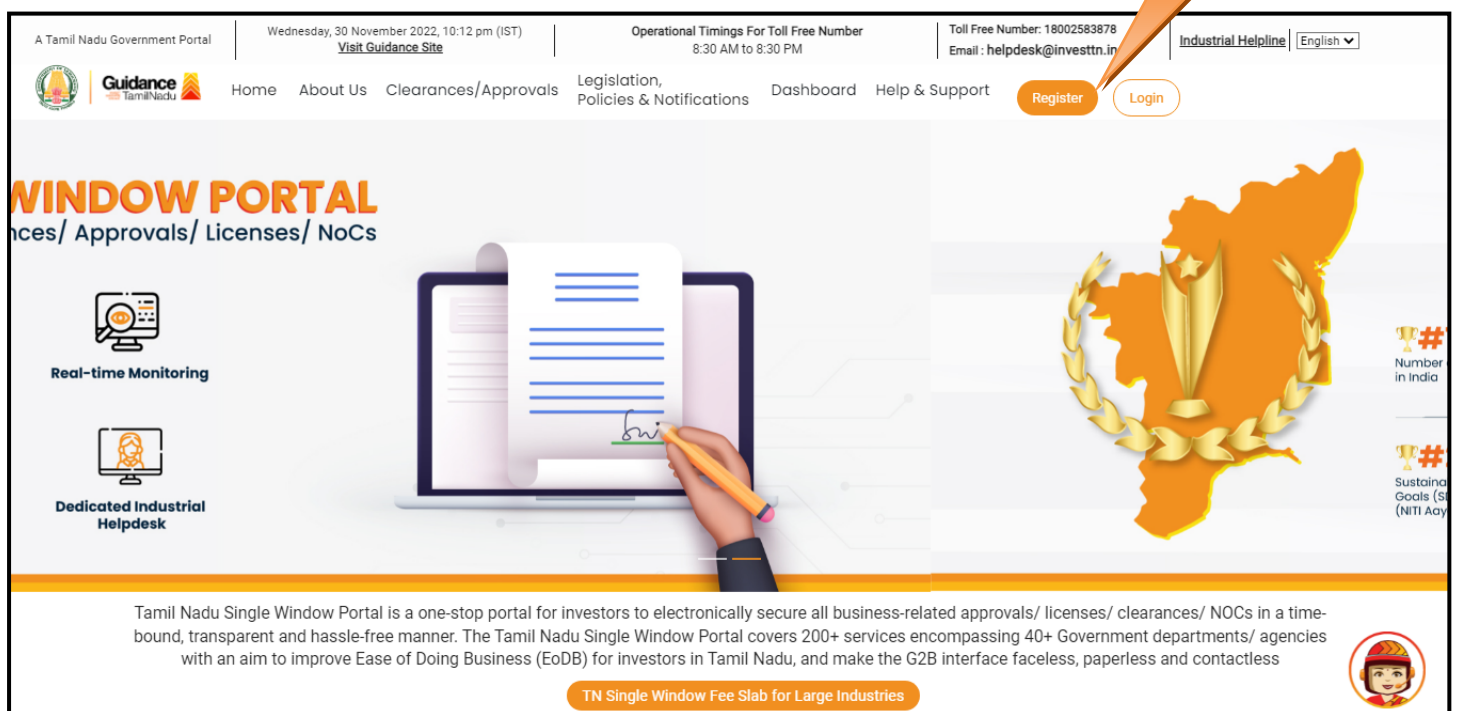
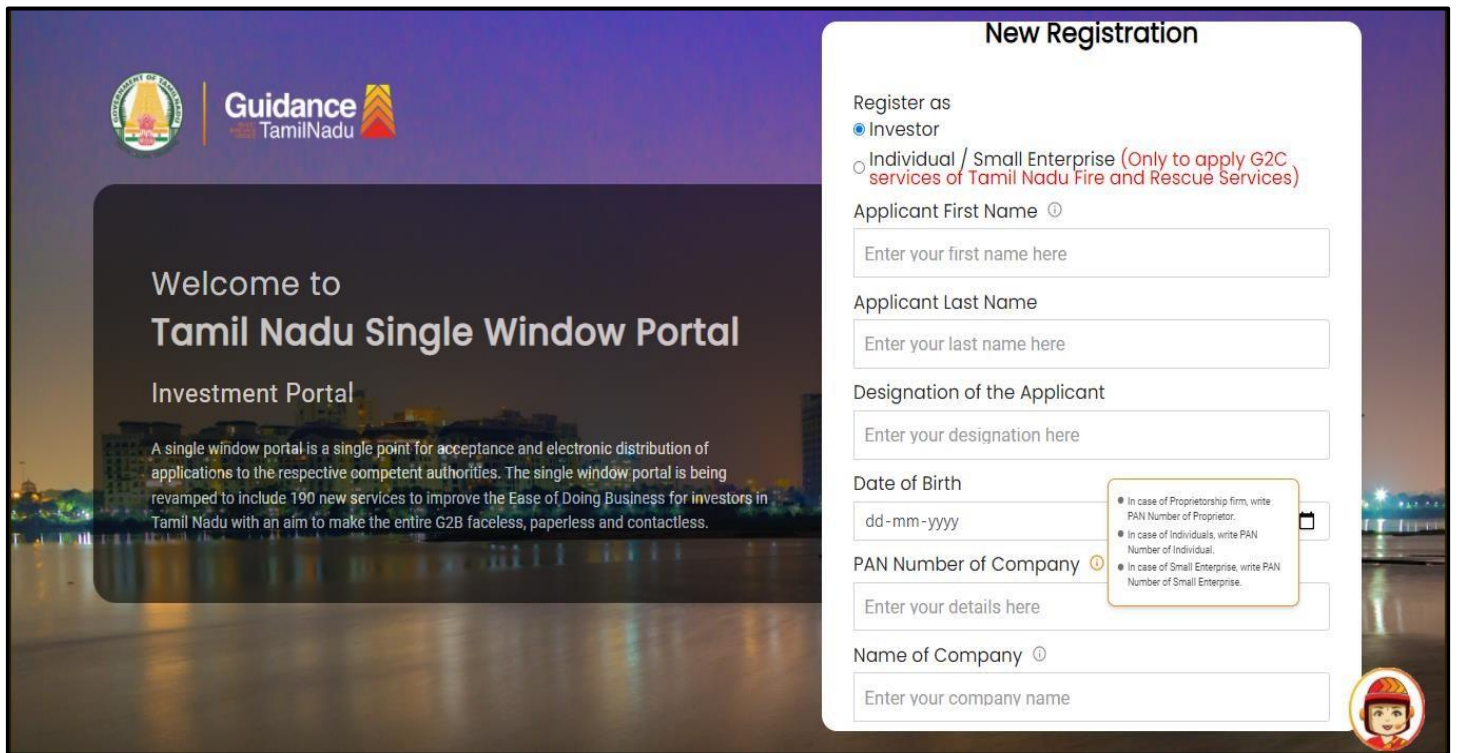


Figure 2. Register

- 2) New Investor Registration page will appear (Refer Figure 3 & 4)
- 3) Select the 'Investor' option and continue with the Registration process.
- 4) Only for applying Government to Citizen (G2C) fire clearances, click on option '**G2C clearances of Tamil Nadu fire and rescue clearances under the category individual/small enterprise**'.
- 5) The information icon ⓘ gives a brief description about the fields when the applicant hovers the cursor on these icons.



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

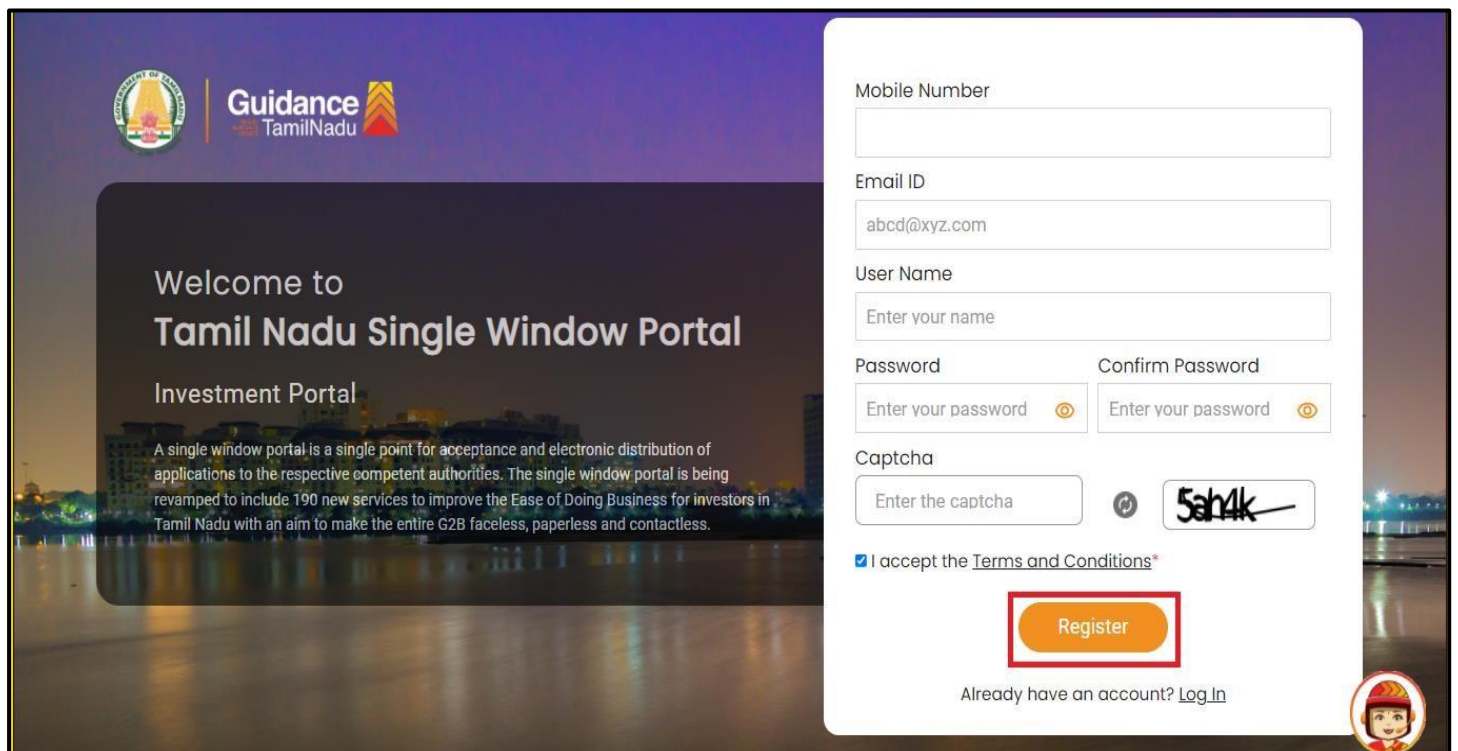
Designation of the Applicant

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

- 6) The Email ID would be the Username to login the TNSWP.
- 7) Future communications would be sent to the registered mobile number and Email ID of the applicant.
- 8) Create a strong password and enter the Captcha code as shown.
- 9) The applicant must read and accept the terms and conditions and click on 'Register' button.

3. Mobile Number / Email ID – 2-Step Verification Process

- '2-Step Verification Process' screen will appear when the applicant clicks on 'Register' button.

- **Mobile Number Verification**

- 1) For verifying the mobile number, the verification code will be sent to the given mobile number.
- 2) Enter the verification code and click on the '**Verify**' button.

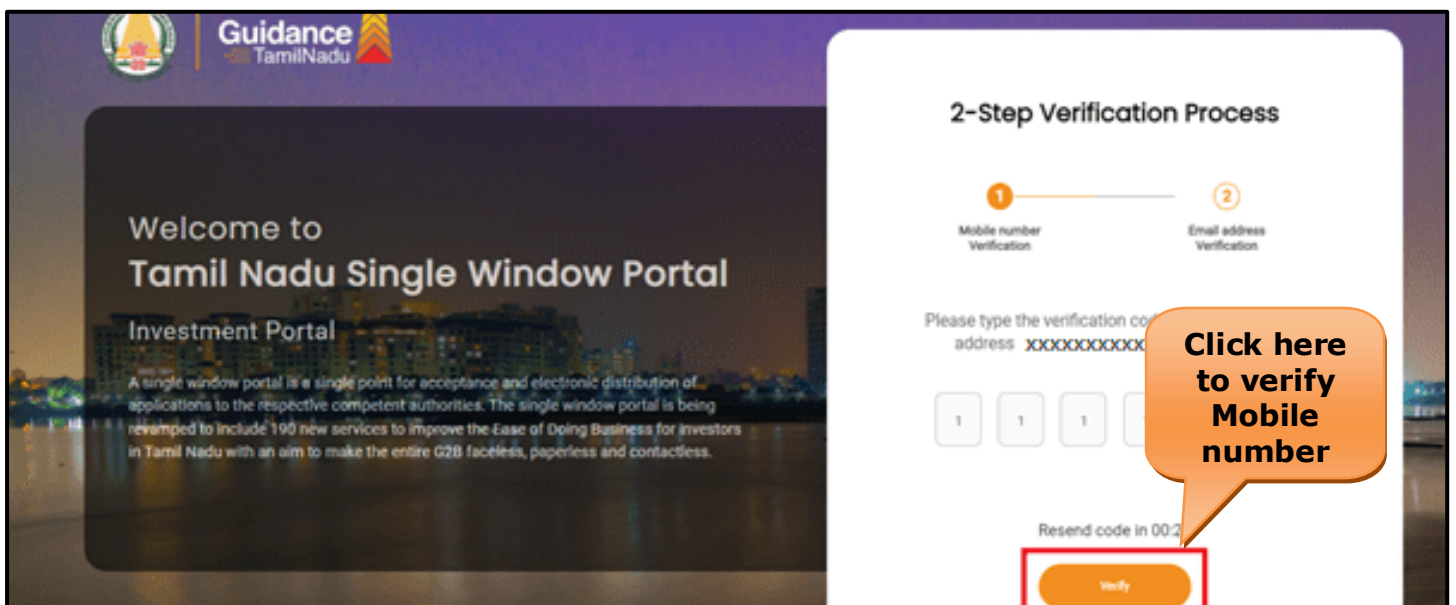


Figure 5. Mobile Number Verification

- o **Email ID Verification**

- 1) For verifying the Email ID, the verification code will be sent to the given Email ID.
- 2) Enter the verification code and click on the **'Verify'** button.

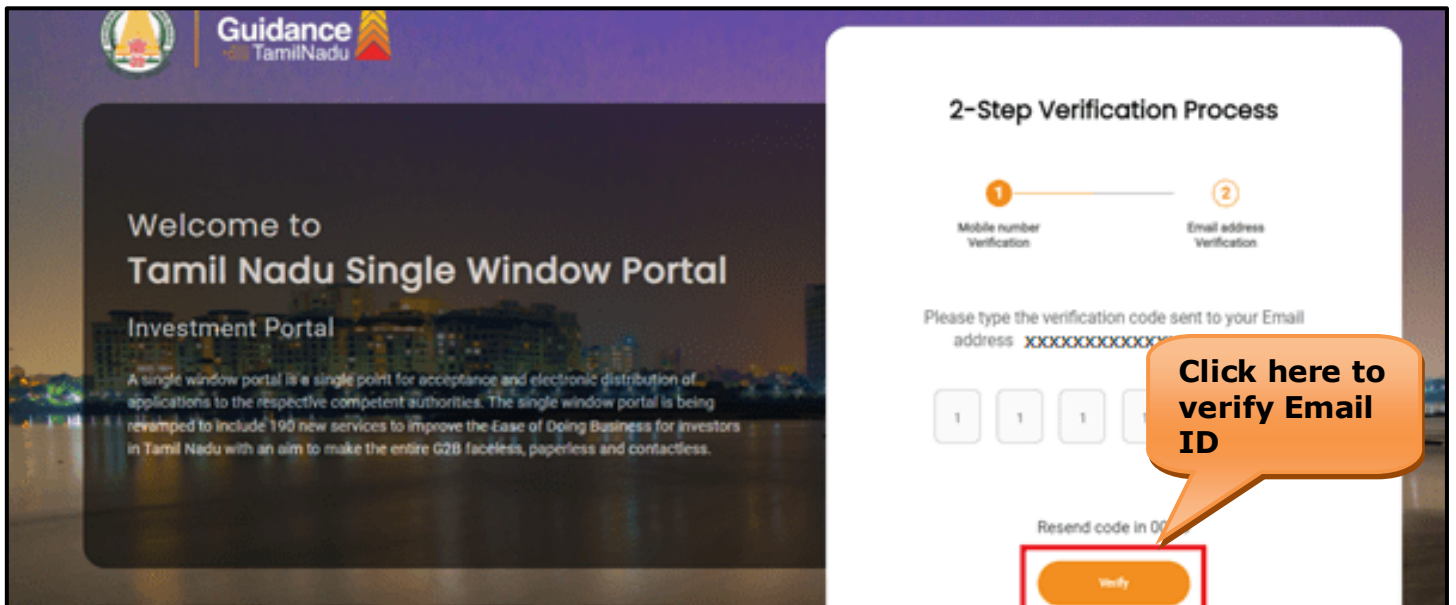


Figure 6. Email ID Verification

- 3) After completion of the 2-Step Verification process, registration confirmation message will pop-up stating as **'Your registration was successful'** (Refer Figure 7).
- 4) Registration process is completed successfully.

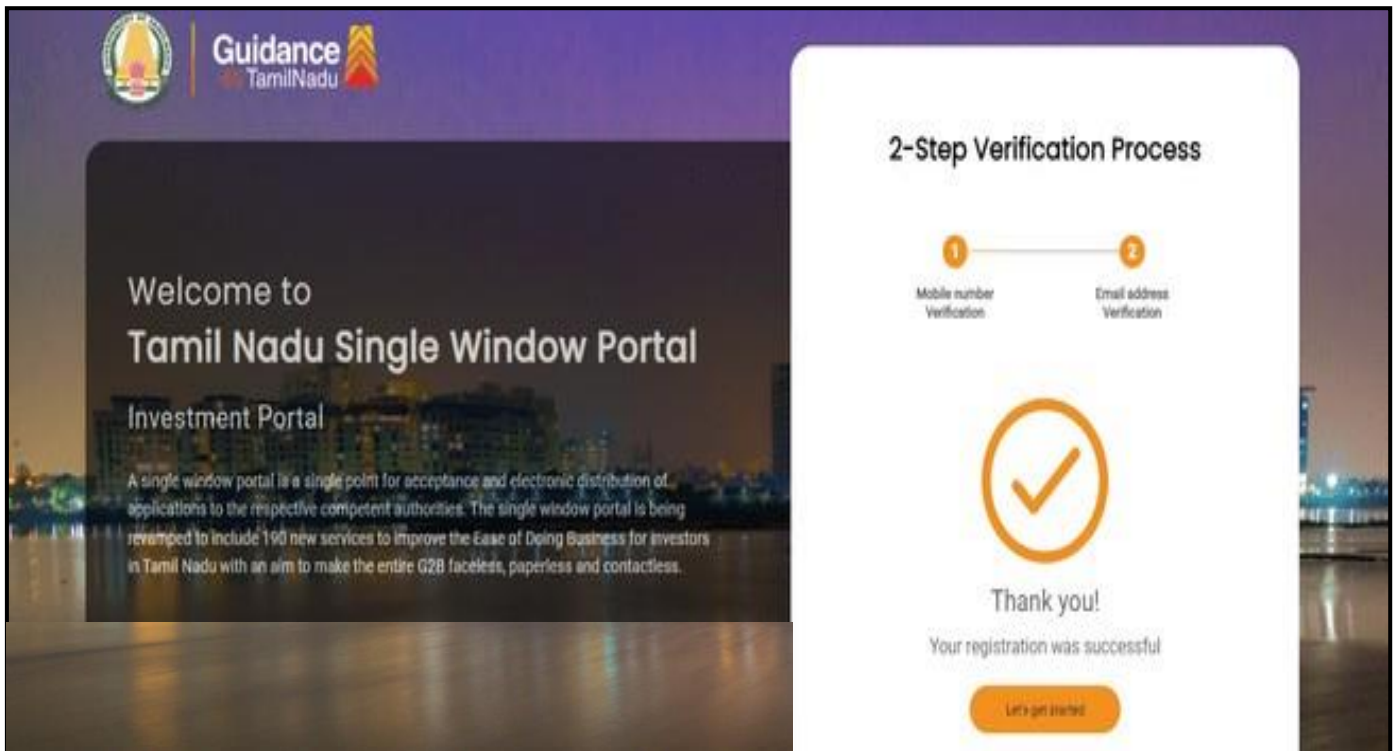


Figure 7. Registration Confirmation Pop-Up

4. Login

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

**Login to
TNSWP**



The screenshot shows the TNSWP website interface. The browser address bar displays 'tnswp.com/DIGIGOV/swp-tnswp.jsp'. The page header includes the Tamil Nadu Government Portal logo, the date 'Wednesday, 30 November 2022, 10:11 pm (IST)', operational timings '8:30 AM to 8:30 PM', and contact information 'Toll Free Number: 18002583878' and 'Email: helpdesk@investtn.in'. The main navigation menu includes 'Home', 'About Us', 'Clearances/Approvals', 'Legislation, Policies & Notifications', 'Dashboard', and 'Help & Support'. A 'Register' button and a 'Login' button are visible. The main content area features a large orange map of Tamil Nadu with a star and the text 'TAMIL NADU Leading the Nation'. Below this, there are ten award statistics, each with a trophy icon and a ranking:

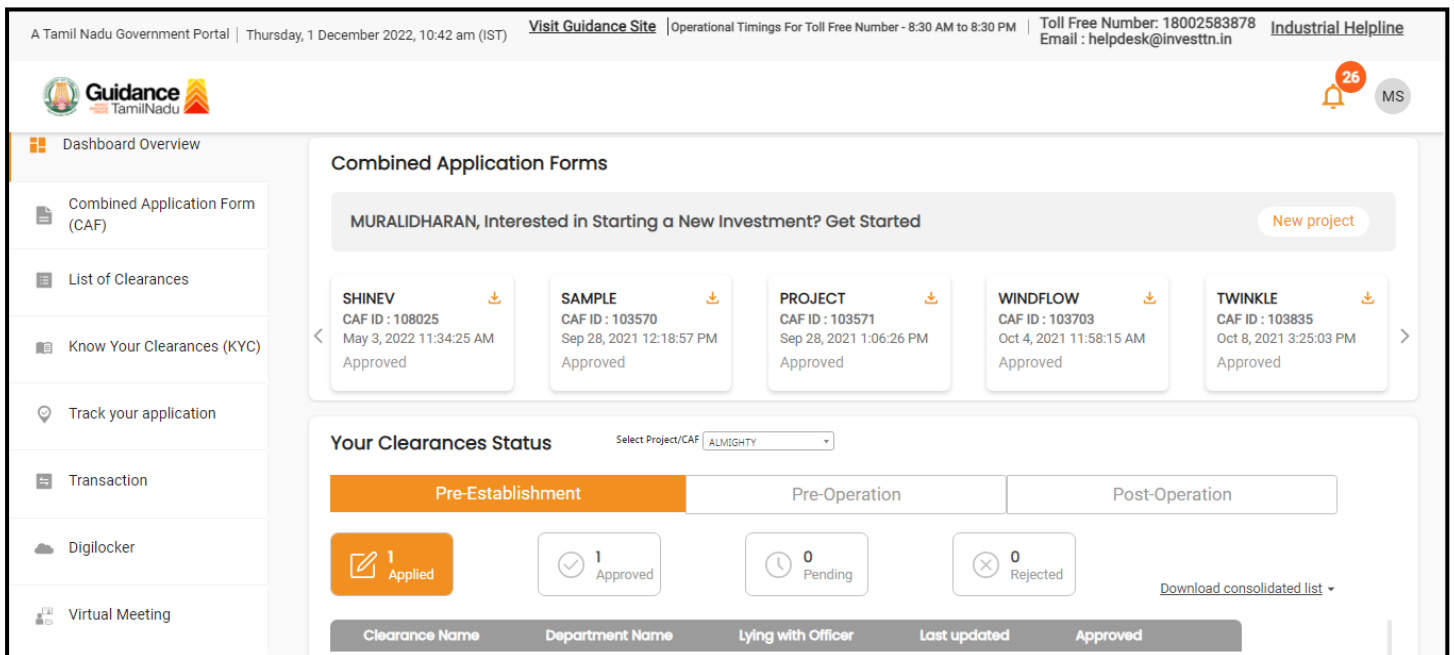
- #1 Number of Factories in India
- #1 Number of Operational SEZs in India
- #1 Governance & Political Stability (N-SIPI 2019)
- #1 International and Domestic Tourist Arrivals
- #1 Best Performing State (India Today State of the State Award 2018, 2019 & 2020)
- #2 Sustainable Development Goals (SDG) 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)

 At the bottom, a text block describes the portal as a one-stop service for investors, and a 'TN Single Window Fee Slab for Large Industries' button is present. A small cartoon character icon is in the bottom right corner.

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 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

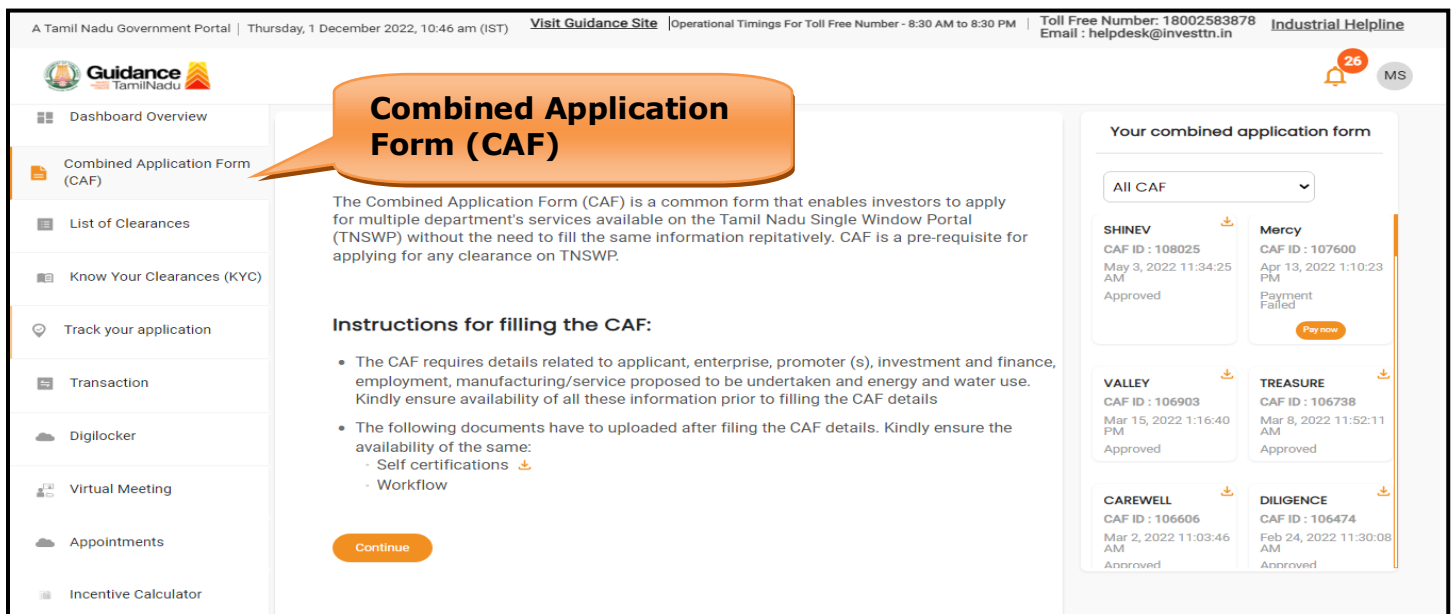
Pre-Establishment	Pre-Operation	Post-Operation
1 Applied	1 Approved	0 Pending
0 Rejected	Download consolidated list	

Clearance Name	Department Name	Lying with Officer	Last updated	Approved
----------------	-----------------	--------------------	--------------	----------

Figure 9. Dashboard Overview

6. Combined Application Form (CAF)

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



The screenshot shows the Tamil Nadu Government Portal interface. The top navigation bar includes the portal name, date, and contact information. The left sidebar contains a menu with options like Dashboard Overview, Combined Application Form (CAF), List of Clearances, Know Your Clearances (KYC), Track your application, Transaction, Diglocker, Virtual Meeting, Appointments, and Incentive Calculator. The main content area features a 'Combined Application Form (CAF)' section with a description and instructions for filling it. A 'Continue' button is visible at the bottom of this section. On the right, there is a 'Your combined application form' section with a dropdown menu and a table of application statuses.

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

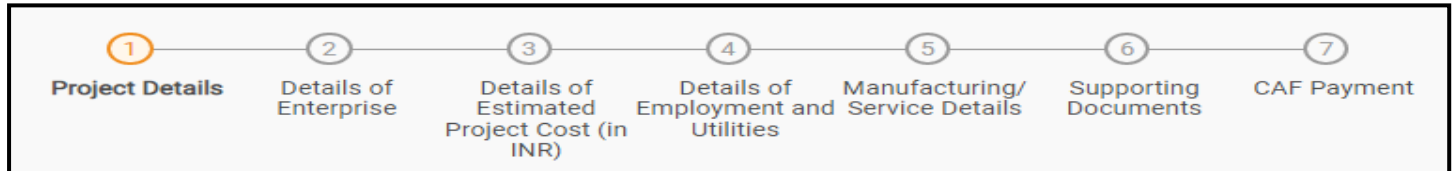


Figure 11. Section of Combined Application Form (CAF)

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

- **Self-Certification:**

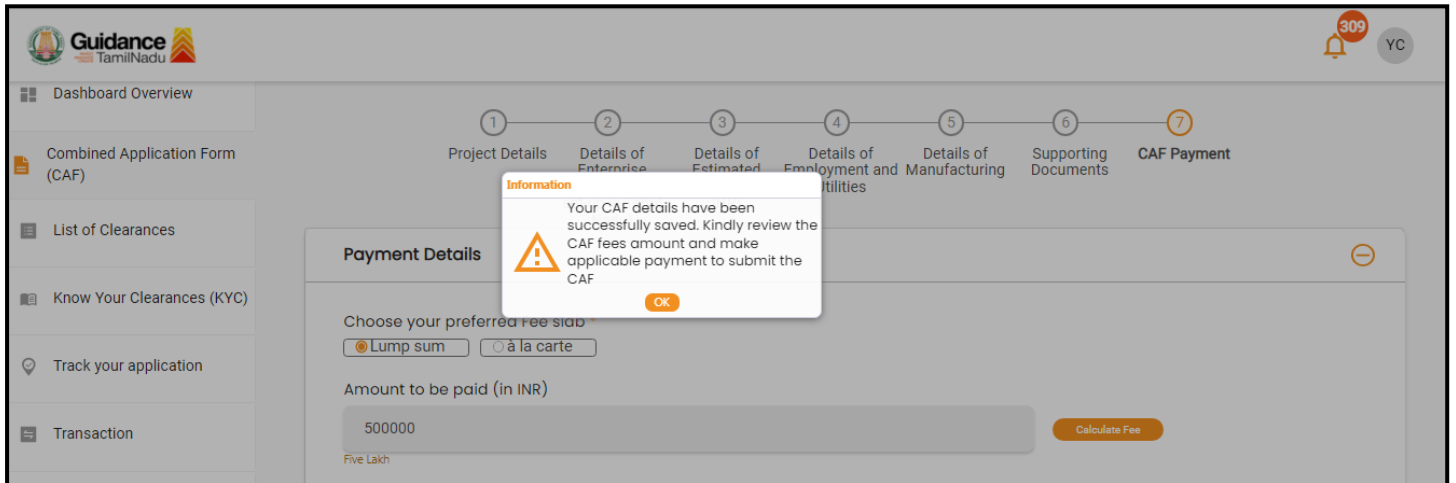
- Download the template.
- Prepare the self-certification documents as per the instructions given in the template and upload.

- **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 dashboard for the 'Issue of Trade License' process. The dashboard includes a navigation menu on the left with options like 'Dashboard Overview', 'Combined Application Form (CAF)', 'List of Clearances', 'Know Your Clearances (KYC)', 'Track your application', and 'Transaction'. 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 currently active. A confirmation message box is overlaid on the screen, 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, there is an 'OK' button. The 'Payment Details' section shows 'Choose your preferred fee slab' with 'Lump sum' selected and 'à la carte' as an option. The 'Amount to be paid (in INR)' is set to 500000, with 'Five Lakh' written below it. A 'Calculate Fee' button is visible at the bottom right of the payment details section.

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

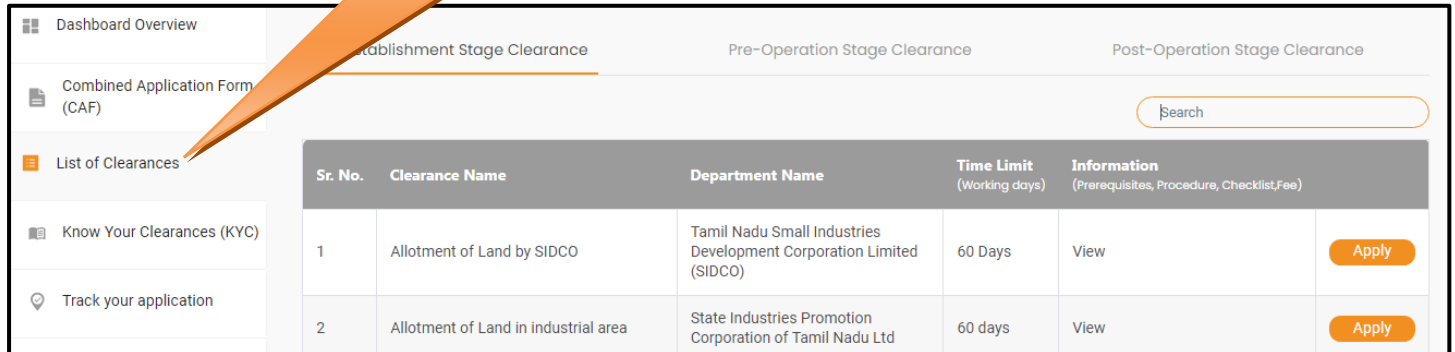
Note:

If the applicant belongs to large industry, single window fee would be applicable according to the investment in Plant & Machinery or Turnover amount. [Clickhere](#) to access the Single Window Fee Slab.

7. Apply for Issue of Trade License

1. Click on “List of Clearances”

List of Clearances



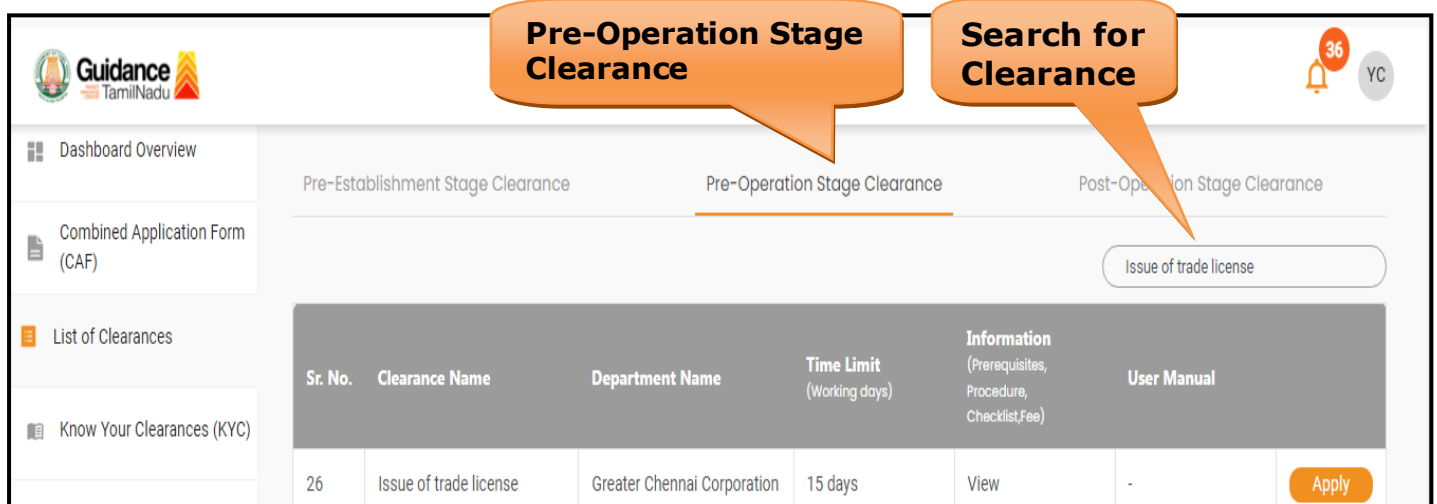
Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	
1	Allotment of Land by SIDCO	Tamil Nadu Small Industries Development Corporation Limited (SIDCO)	60 Days	View	Apply
2	Allotment of Land in industrial area	State Industries Promotion Corporation of Tamil Nadu Ltd	60 days	View	Apply

Figure 13. List of Clearances

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

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

3. Select ‘Pre-Operation Stage Clearance’ and find the clearance ‘Issue of Trade License’ by using Search option as shown in the figure given below.



Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual	
26	Issue of trade license	Greater Chennai Corporation	15 days	View	-	Apply

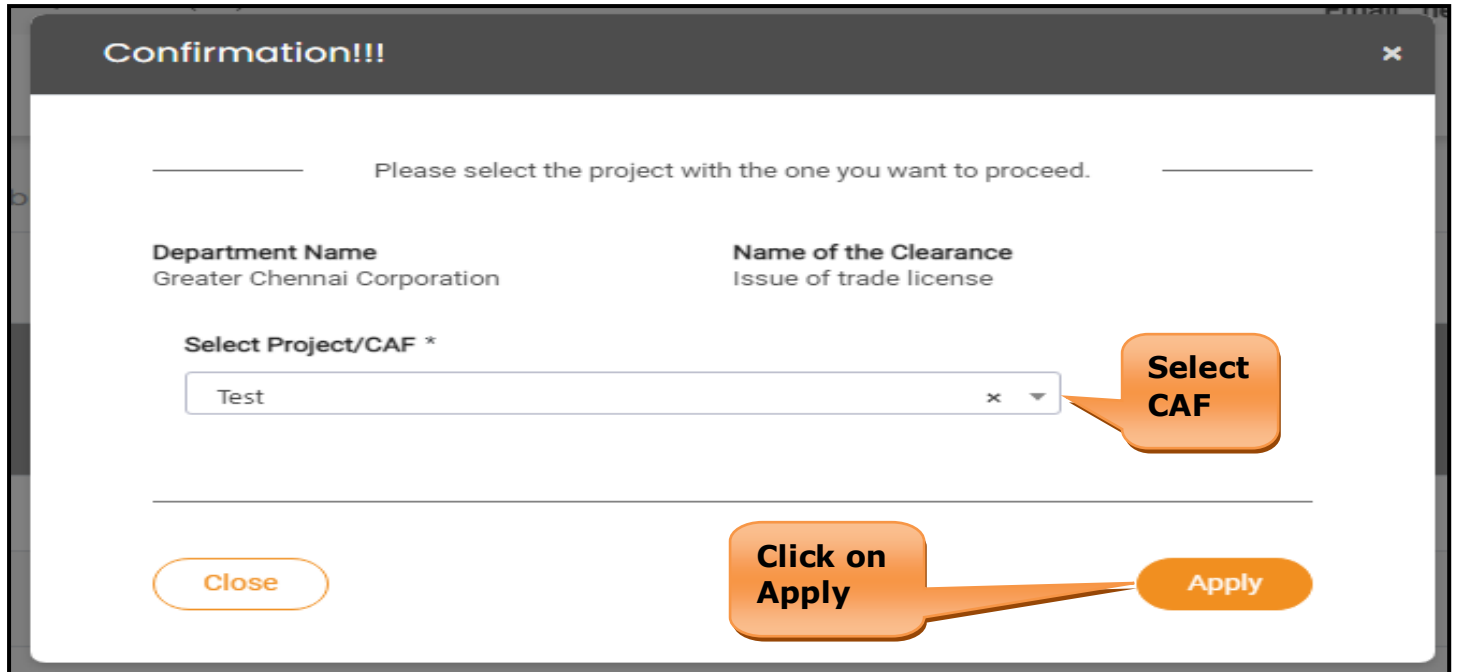
Figure 14. Search for Clearance

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
26	Issue of trade license	Greater Chennai Corporation	15 days	View	-

Figure 15. Apply for Clearance

1) Select **PROJECT / CAF** from the drop-down menu.



The screenshot shows a 'Confirmation!!!' dialog box with a close button (X) in the top right corner. The main text reads: 'Please select the project with the one you want to proceed.' Below this, there are two columns of information: 'Department Name' (Greater Chennai Corporation) and 'Name of the Clearance' (Issue of trade license). A dropdown menu labeled 'Select Project/CAF *' is shown with 'Test' selected. An orange callout bubble points to the dropdown with the text 'Select CAF'. At the bottom, there are two buttons: 'Close' on the left and 'Apply' on the right. An orange callout bubble points to the 'Apply' button with the text 'Click on Apply'.

Figure 16. Project/CAF

2) Click on the Apply button and the Page would get redirected to Issue of Trade License Portal.

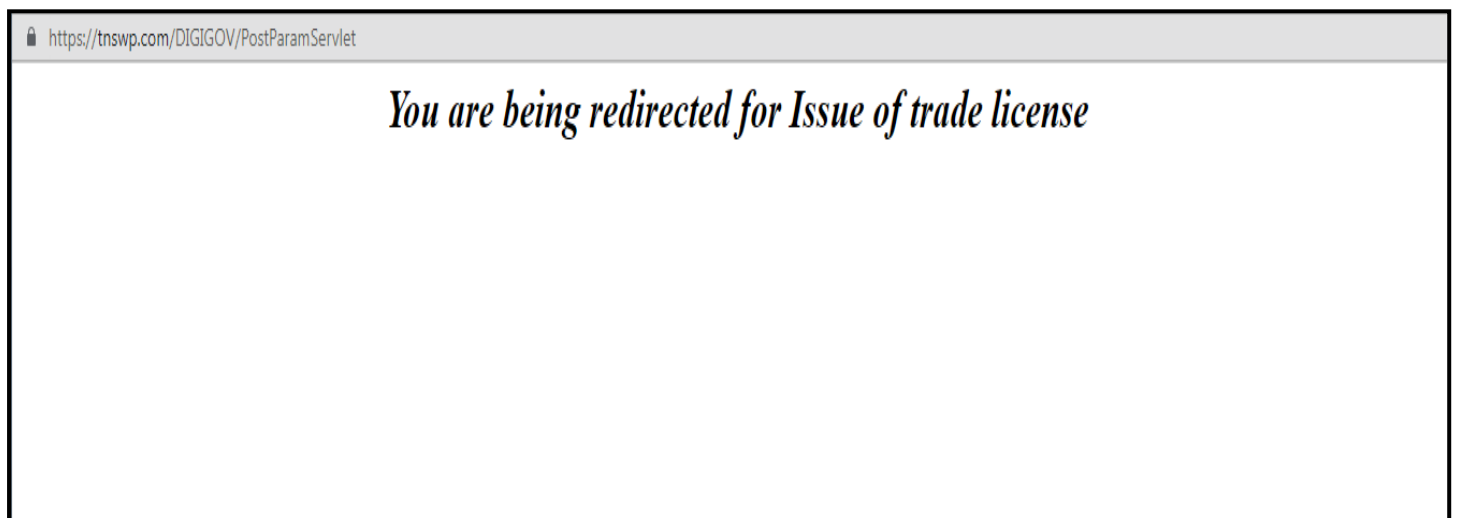
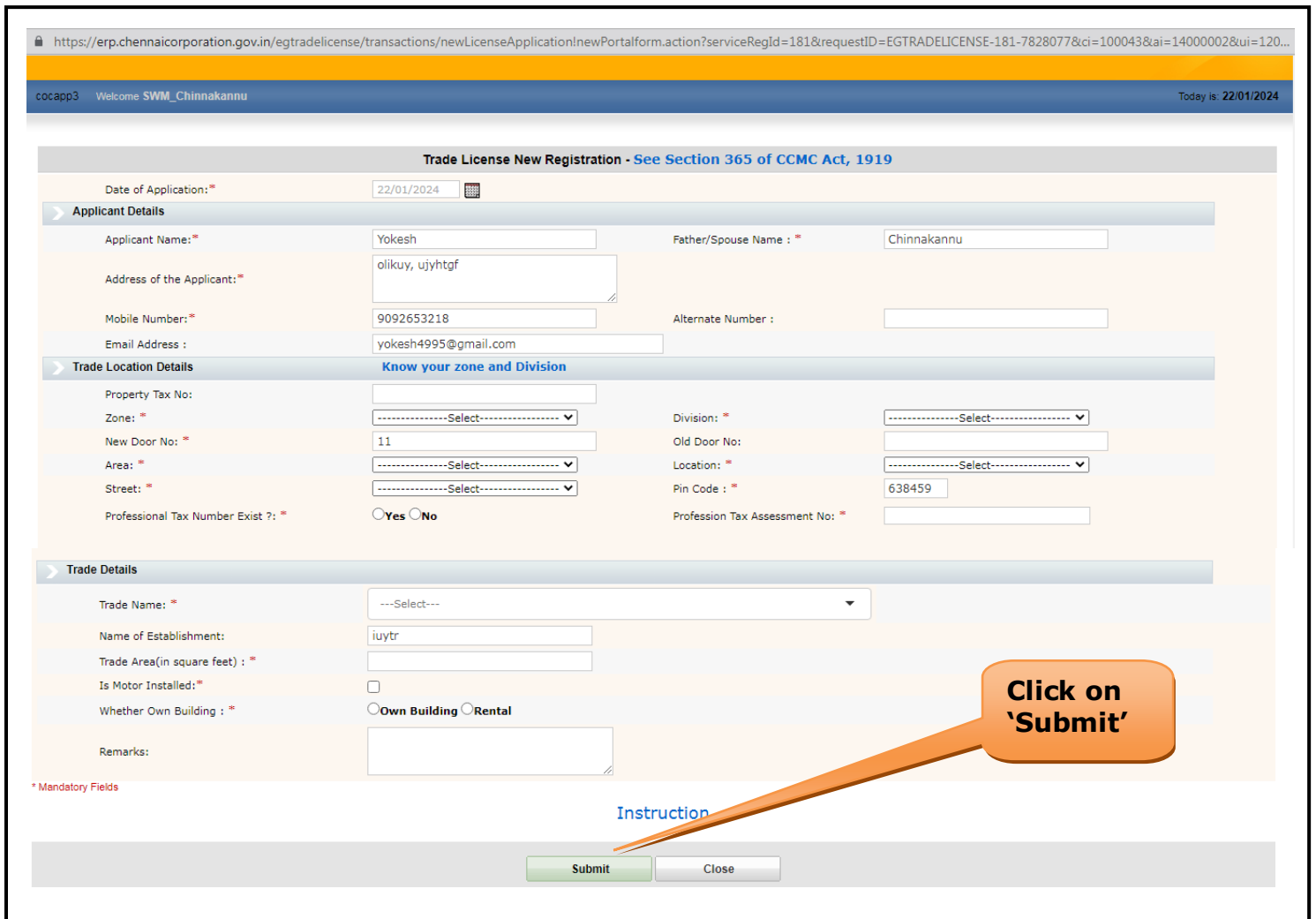


Figure 17. Redirecting to Issue of Trade License Portal

3) Enter all the mandatory details in the application for Issue of Trade License.



https://erp.chennaicorporation.gov.in/egtradelicense/transactions/newLicenseApplication!newPortalform.action?serviceRegId=181&requestID=EGTRADELICENSE-181-7828077&ci=100043&ai=1400002&ui=120...

cocapp3 Welcome SWM_Chinnakannu Today is: 22/01/2024

Trade License New Registration - See Section 365 of CCMC Act, 1919

Date of Application: * 22/01/2024

Applicant Details

Applicant Name: * Yokesh Father/Spouse Name : * Chinnakannu

Address of the Applicant: * olikuy, ujyhtgf

Mobile Number: * 9092653218 Alternate Number : *

Email Address : yokesh4995@gmail.com

Trade Location Details [Know your zone and Division](#)

Property Tax No: *

Zone: * -----Select----- Division: * -----Select-----

New Door No: * 11 Old Door No: *

Area: * -----Select----- Location: * -----Select-----

Street: * -----Select----- Pin Code : * 638459

Professional Tax Number Exist ? : * Yes No Profession Tax Assessment No: *

Trade Details

Trade Name: * ---Select---

Name of Establishment: iuytr

Trade Area(in square feet) : *

Is Motor Installed: *

Whether Own Building : * Own Building Rental

Remarks: *

* Mandatory Fields

[Instruction](#)

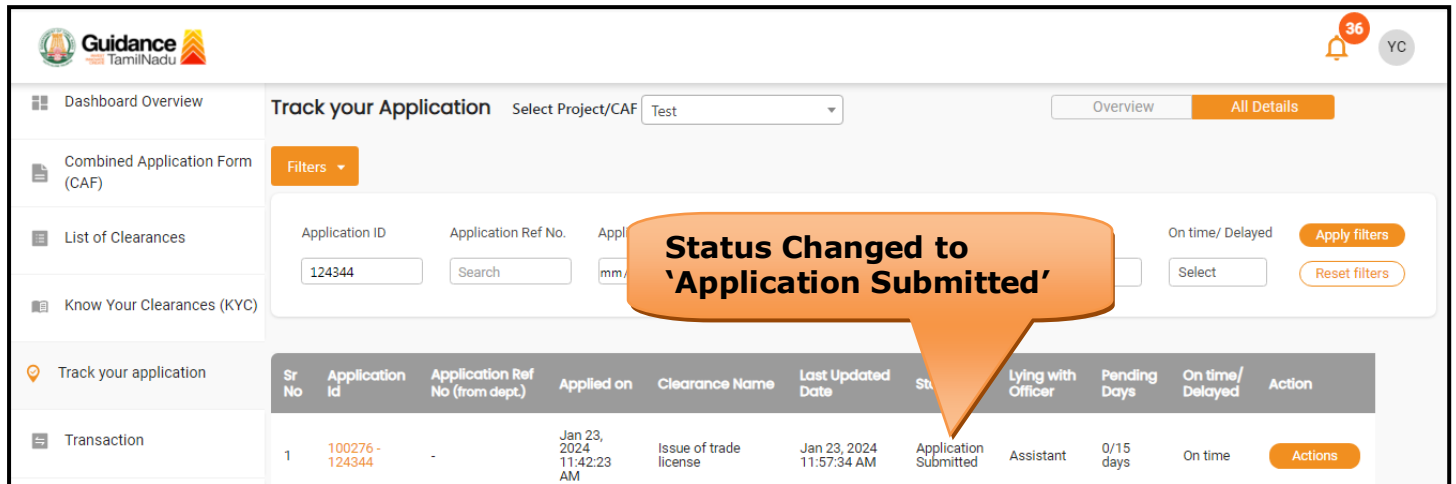
Submit Close

Click on 'Submit'

Figure 18. Issue of Trade License

Application Submitted

- 1) After the applicant has completed the application form, the application is submitted successfully to the Department for further processing. The applicant can view the status of the application under **Track your application** → **Select the CAF from the Dropdown** → **All details**



The screenshot shows the 'Track your Application' interface. At the top, there's a 'Select Project/CAF' dropdown set to 'Test' and buttons for 'Overview' and 'All Details'. Below this is a search area with 'Application ID' (124344) and 'Application Ref No.' (Search). A table lists the application details:

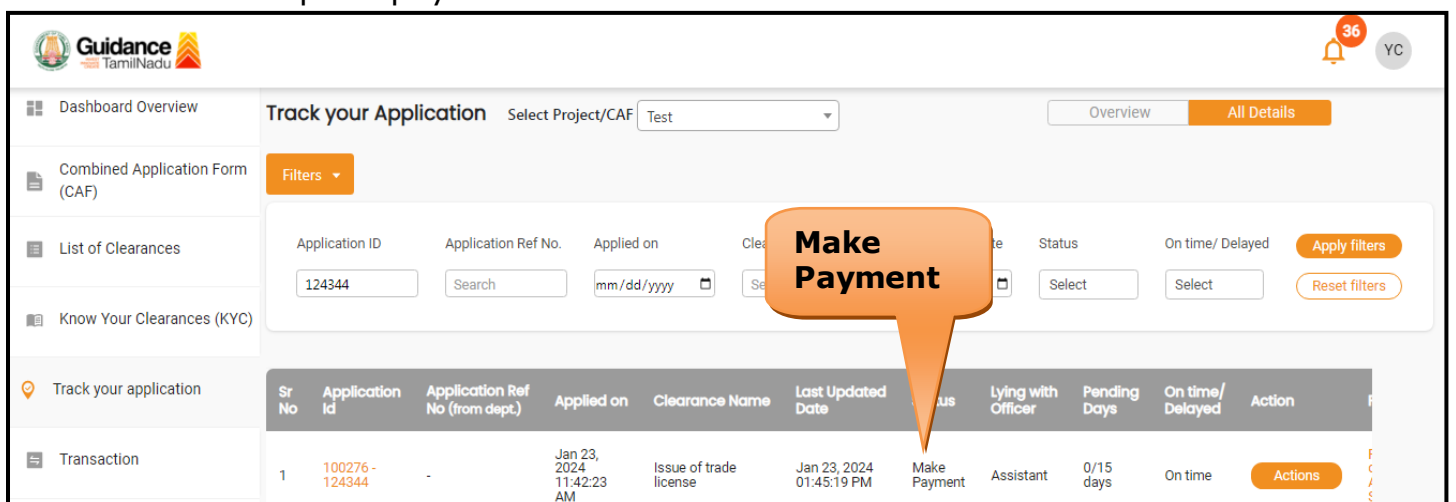
Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	100276 - 124344	-	Jan 23, 2024 11:42:23 AM	Issue of trade license	Jan 23, 2024 11:57:34 AM	Application Submitted	Assistant	0/15 days	On time	Actions

An orange callout bubble with the text 'Status Changed to 'Application Submitted'' points to the 'Application Submitted' status in the table.

Figure 19. Status of the Application

8. Payment Process

1. Complete payment online.



The screenshot shows the 'Track your Application' interface. At the top, there's a 'Select Project/CAF' dropdown set to 'Test' and buttons for 'Overview' and 'All Details'. Below this is a search area with 'Application ID' (124344) and 'Application Ref No.' (Search). A table lists 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	100276 - 124344	-	Jan 23, 2024 11:42:23 AM	Issue of trade license	Jan 23, 2024 01:45:19 PM	Make Payment	Assistant	0/15 days	On time	Actions

An orange callout bubble with the text 'Make Payment' points to the 'Make Payment' status in the table.

Figure 20. Payment Process

9. Track Your Application

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

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

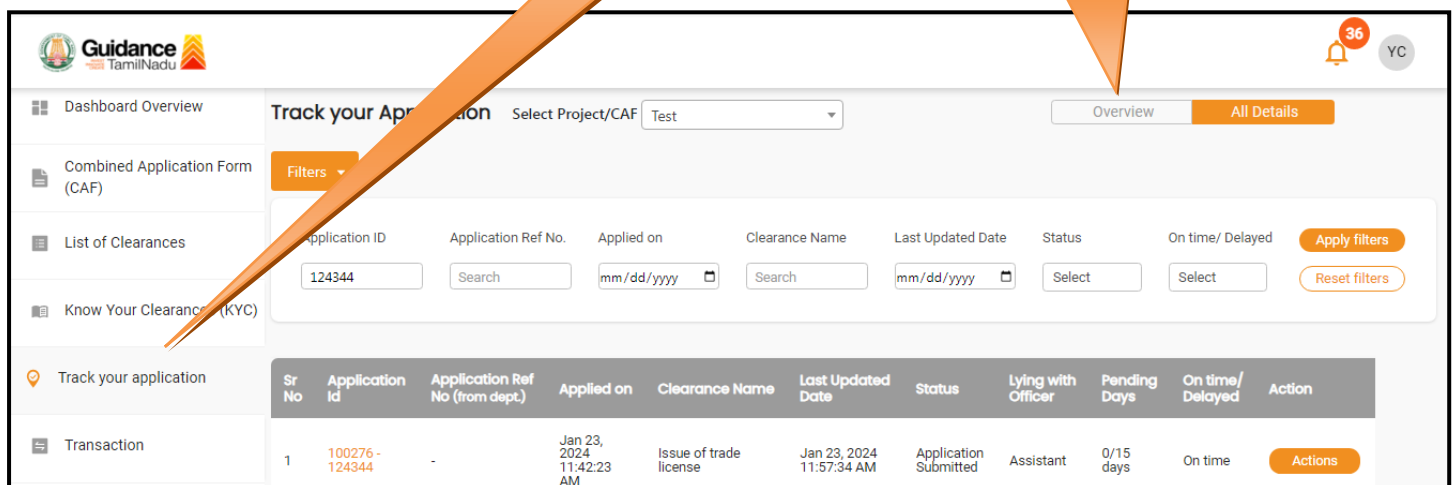
- **Track your application– Overview Option**

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

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

Track Your Application

Overview of applications



Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	100276-124344	-	Jan 23, 2024 11:42:23 AM	Issue of trade license	Jan 23, 2024 11:57:34 AM	Application Submitted	Assistant	0/15 days	On time	Actions

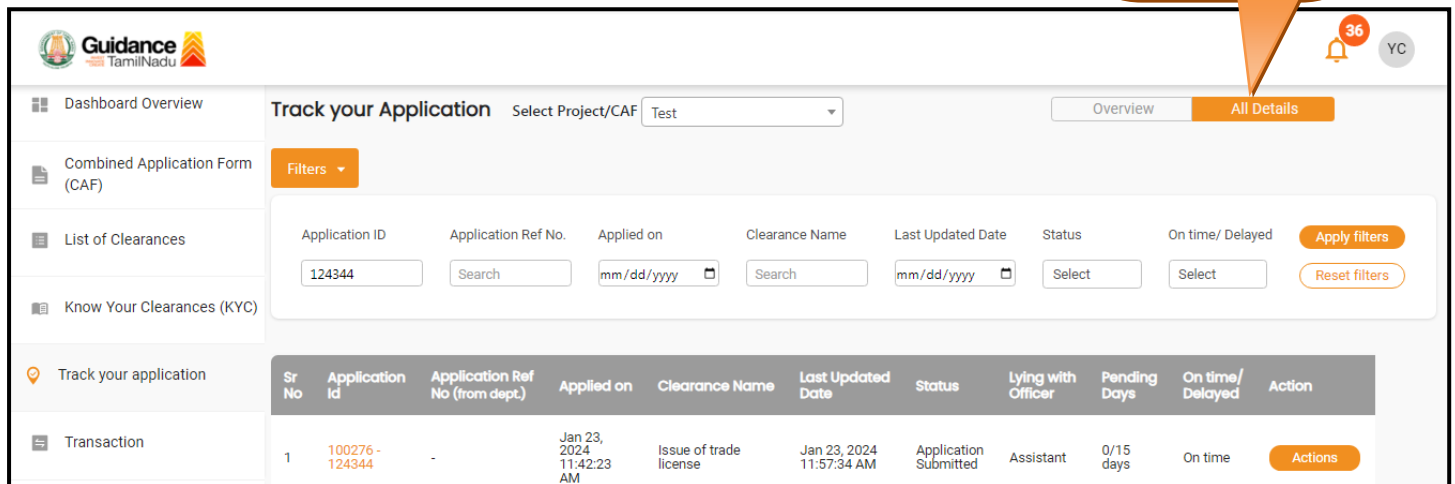
Figure 21. Track Your Application

- **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



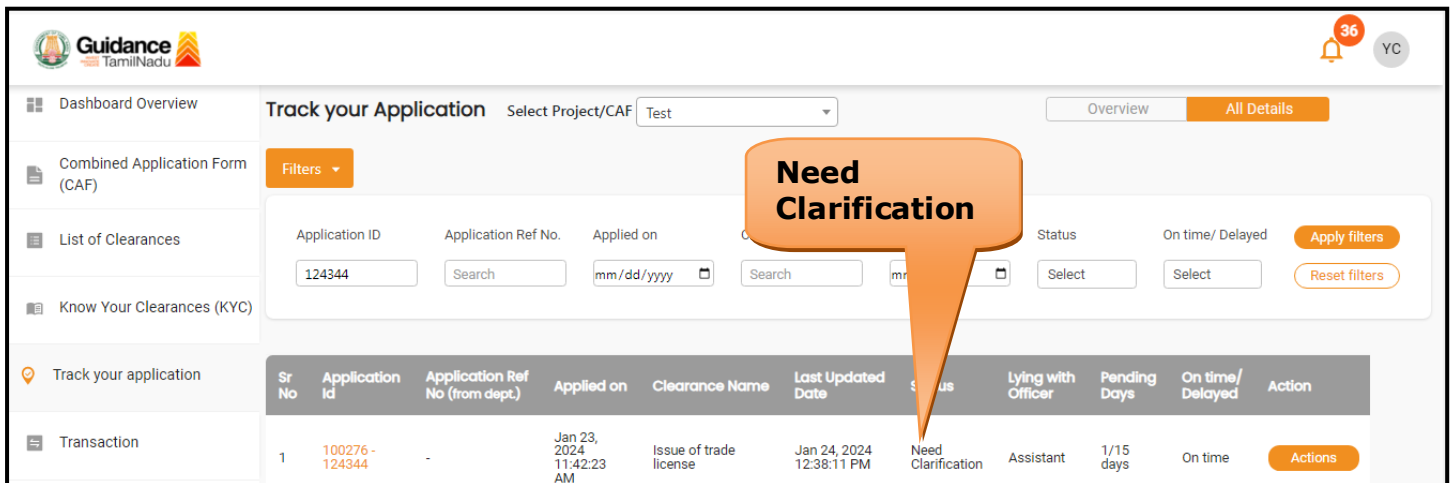
The screenshot displays the 'All Details' tab of the 'Track your Application' interface. The interface includes a sidebar with navigation options, a main header with 'Track your Application' and a project dropdown, and a table of application details. A callout bubble points to the 'All Details' tab.

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	100276 - 124344	-	Jan 23, 2024 11:42:23 AM	Issue of trade license	Jan 23, 2024 11:57:34 AM	Application Submitted	Assistant	0/15 days	On time	Actions

Figure 22. ‘All Details’ tab

10. Query Clarification

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



The screenshot displays the 'Track your Application' page on the Guidance TamilNadu portal. The page includes a sidebar with navigation options like 'Dashboard Overview', 'Combined Application Form (CAF)', 'List of Clearances', 'Know Your Clearances (KYC)', 'Track your application', and 'Transaction'. The main content area shows a table of applications 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. A callout box highlights the 'Need Clarification' status in the Status column for the first application row.

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	100276-124344	-	Jan 23, 2024 11:42:23 AM	Issue of trade license	Jan 24, 2024 12:38:11 PM	Need Clarification	Assistant	1/15 days	On time	Actions

Figure 23. Need Clarification

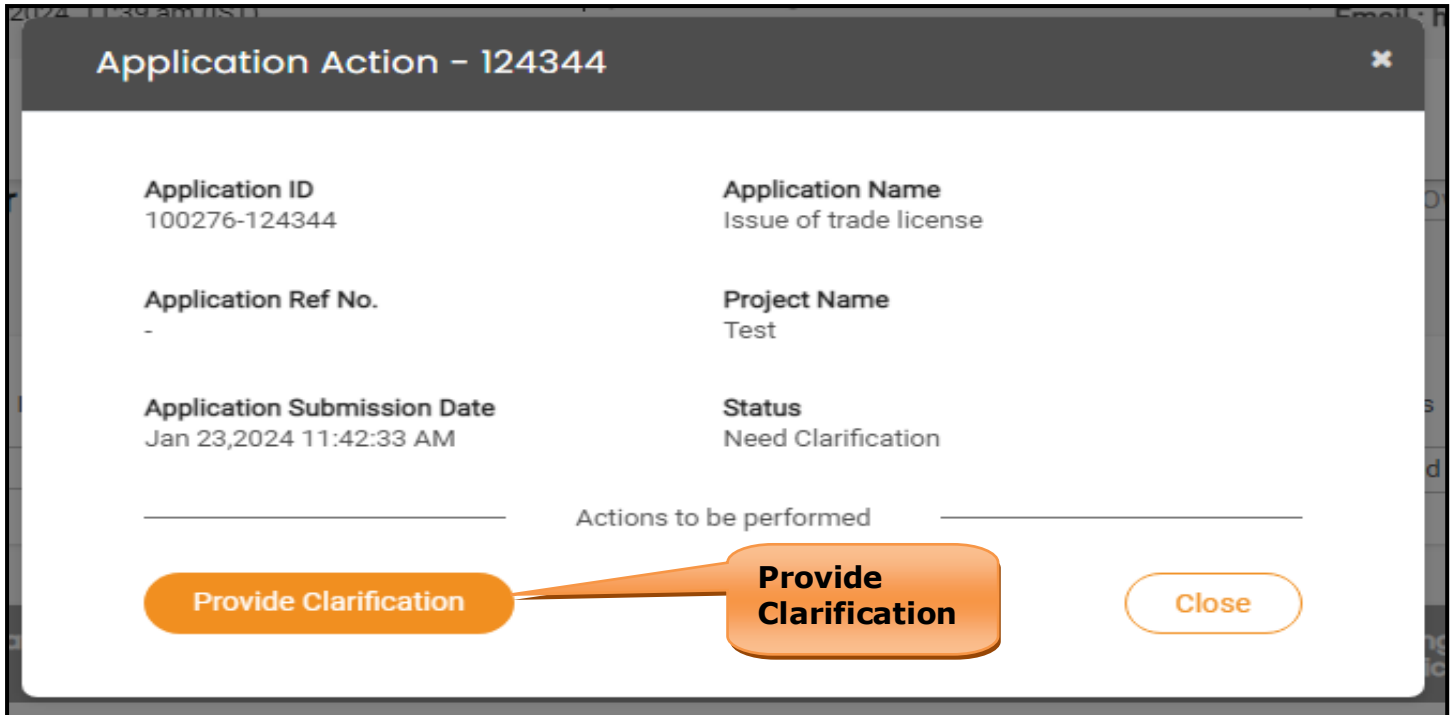


Figure 24. Provide Clarification

- 5) The Applicant clicks on '**Provide Clarification**' button and responds to the Query.
- 6) The Application gets submitted to the department after the query has been addressed by the Applicant.
- 7) The Status of the application changes from 'Need clarification' to '**Under Process**' after the Applicant submits the query.

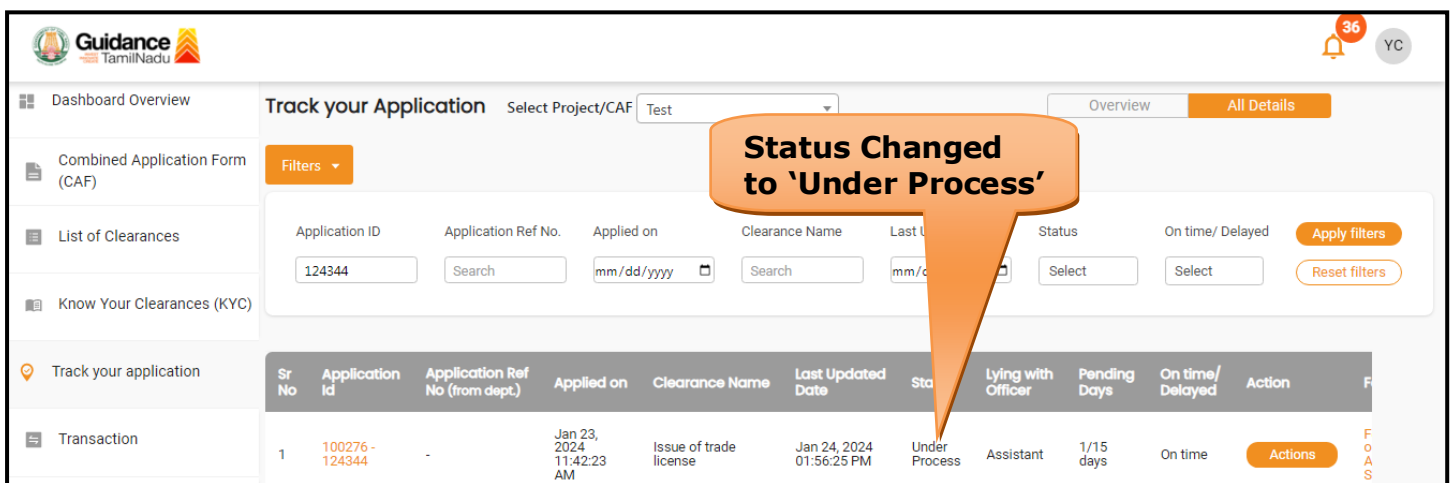


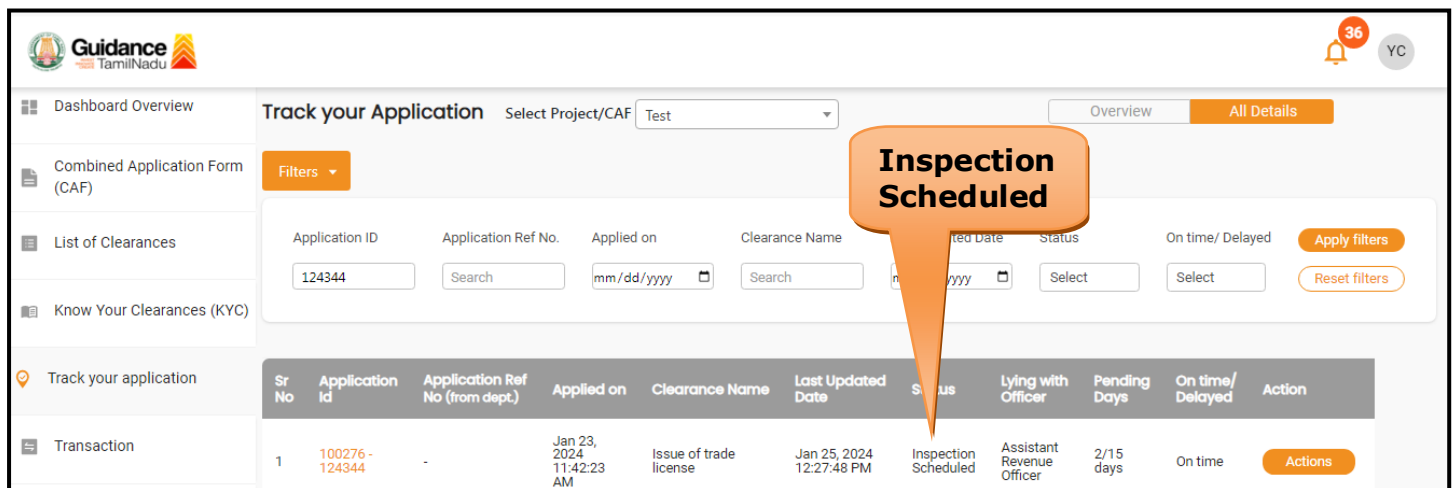
Figure 25. Under Process

11. Inspection Schedule

- 1) The Assistant Revenue Officer of Greater Chennai Corporation Department schedules the date of appointment for inspection to be done for the specified institution.

- 2) After the Inspection gets completed, the Assistant Revenue Officer submits the Inspection report.

- 3) The Applicant has the provision to view the Scheduled Inspection details



The screenshot shows the 'Track your Application' page. It includes a sidebar with navigation options like 'Dashboard Overview', 'Combined Application Form (CAF)', 'List of Clearances', 'Know Your Clearances (KYC)', 'Track your application', and 'Transaction'. The main content area has a search bar for 'Test' and a table of application details. An orange callout bubble points to the 'Inspection Scheduled' status in the table.

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	100276 - 124344	-	Jan 23, 2024 11:42:23 AM	Issue of trade license	Jan 25, 2024 12:27:48 PM	Inspection Scheduled	Assistant Revenue Officer	2/15 days	On time	Actions

Figure 26. Inspection Scheduled

Application Action - 124344

Application ID 100276-124344	Application Name Issue of trade license
Application Ref No. -	Project Name Test
Application Submission Date Jan 23,2024 11:42:33 AM	Status Inspection Scheduled

Actions to be performed

[Inspection Details](#) [Close](#)

Click on Inspection Details

Figure 27. Inspection Details

Inspection Date

Inspection Details : 124344

Inspection Scheduled Date (DD/MM/YYYY):

23/01/2024

Figure 28. Inspection Date

12. Application Processing

1) After Submitting the application, The Zonal Officer of Greater Chennai Corporation Department scrutinizes and reviews the application and updates the status as **“Approved”**

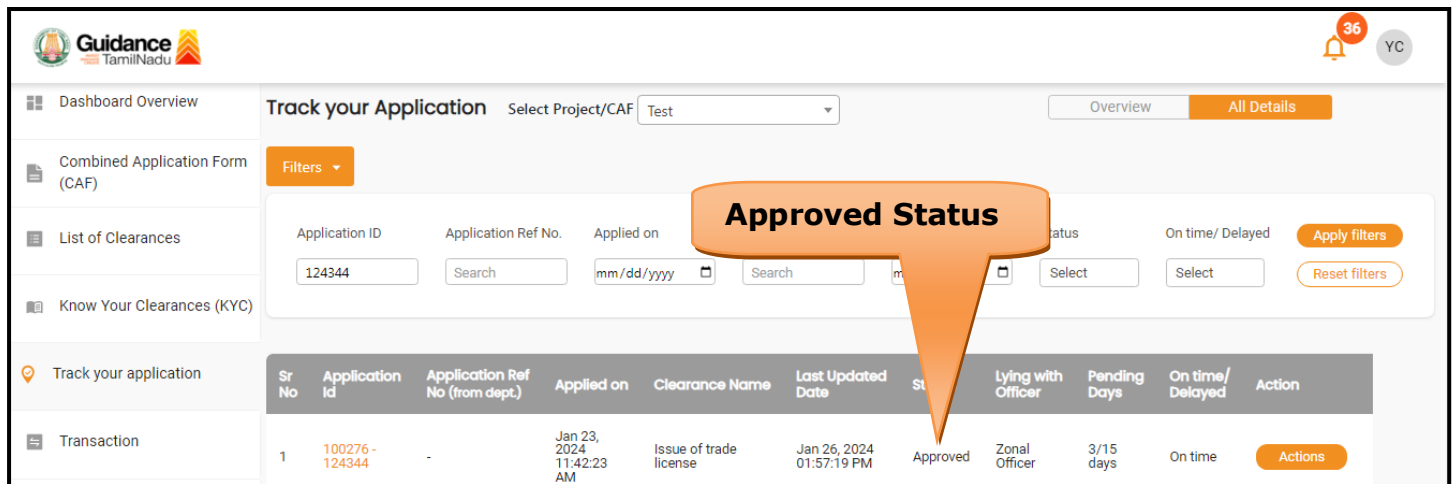


Figure 29. Application Processed

2) If the application is **‘Approved’** by the Zonal Officer, the applicant can download the license under **Track your application – > Action button -> Download License** (Refer Figure 30)

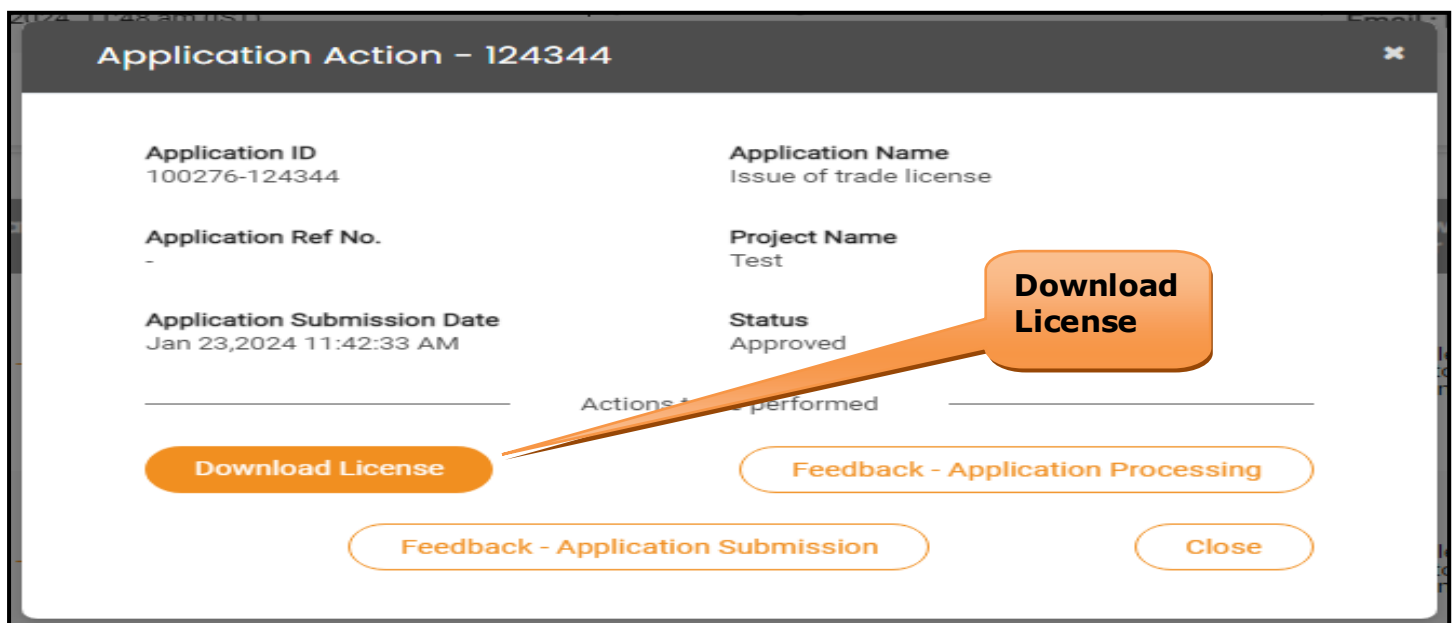
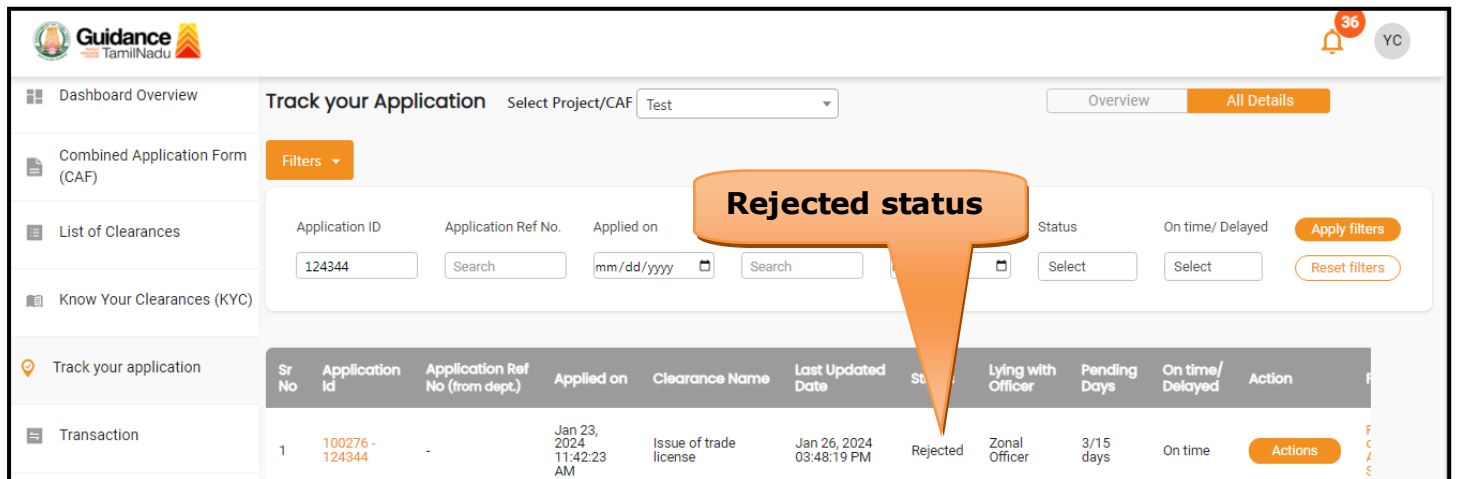


Figure 30. Download License

3) If the application is '**Rejected**' by Zonal Officer, the applicant can view the rejection remarks under the Actions Tab by the Zonal Officer. Applicant has to create a fresh application if the application has been rejected. (Refer Figure 31)



The screenshot shows the 'Track your Application' page. At the top, there are navigation tabs for 'Overview' and 'All Details'. Below this is a search and filter section with fields for 'Application ID' (containing '124344'), 'Application Ref No.', and 'Applied on'. A callout bubble labeled 'Rejected status' points to the 'Status' column in the table below. The table has columns for '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', and 'Action'. The first row shows an application with ID '100276-124344', applied on 'Jan 23, 2024 11:42:23 AM', for 'Issue of trade license', updated on 'Jan 26, 2024 03:48:19 PM', with a status of 'Rejected', lying with 'Zonal Officer', pending for '3/15 days', and is 'On time'. An 'Actions' button is visible in the 'Action' column.

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	100276-124344	-	Jan 23, 2024 11:42:23 AM	Issue of trade license	Jan 26, 2024 03:48:19 PM	Rejected	Zonal Officer	3/15 days	On time	Actions

Figure 31. Rejected Status

