



TAMILNADU SINGLE WINDOW PORTAL

APPLICANT MANUAL

Renewal of Trade License

Greater Chennai Corporation



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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) **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



The screenshot shows the TNSWP Home Page with the following details:

- Browser Address Bar:** tnswp.com/DIGIGOV/swp-tnswp.jsp
- Page Header:**
 - A Tamil Nadu Government Portal
 - Wednesday, 30 November 2022, 10:11 pm (IST)
 - Operational Timings For Toll Free Number: 8:30 AM to 8:30 PM
 - Toll Free Number: 18002583878
 - Email: helpdesk@investtn.in
 - Industrial Helpline | English
- Navigation Menu:** Home, About Us, Clearances/Approvals, Legislation, Policies & Notifications, Dashboard, Help & Support, Register, Login
- Main Content:**
 - 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)
- Footer:**
 - 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

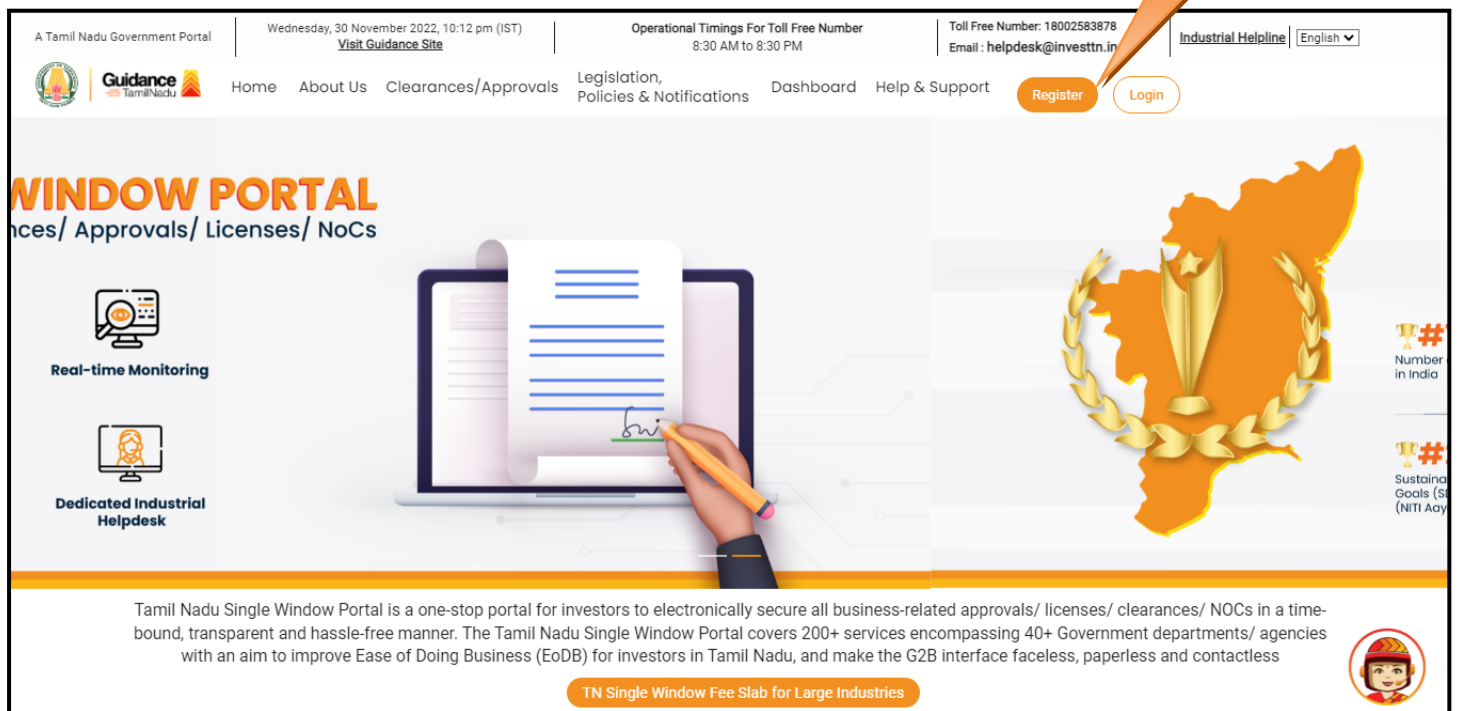
Figure 1. Single Window Portal Home Page

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**



A Tamil Nadu Government Portal | Wednesday, 30 November 2022, 10:12 pm (IST) | Visit Guidance Site | Operational Timings For Toll Free Number 8:30 AM to 8:30 PM | Toll Free Number: 18002583878 | Email : helpdesk@investtn.in | Industrial Helpline | English

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

WINDOW PORTAL
Clearances/ Approvals/ Licenses/ NoCs


Real-time Monitoring
Dedicated Industrial Helpdesk

Tamil Nadu Single Window Portal is a one-stop portal for investors to electronically secure all business-related approvals/ licenses/ clearances/ NOCs in a time-bound, transparent and hassle-free manner. The Tamil Nadu Single Window Portal covers 200+ services encompassing 40+ Government departments/ agencies with an aim to improve Ease of Doing Business (EoDB) for investors in Tamil Nadu, and make the G2B interface faceless, paperless and contactless

TN Single Window Fee Slab for Large Industries

Figure 2. Register

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



Guidance
TamilNadu

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

- 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.

PAN Number of Company

Name of Company

Figure 3. Registration Form



Guidance
TamilNadu

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.

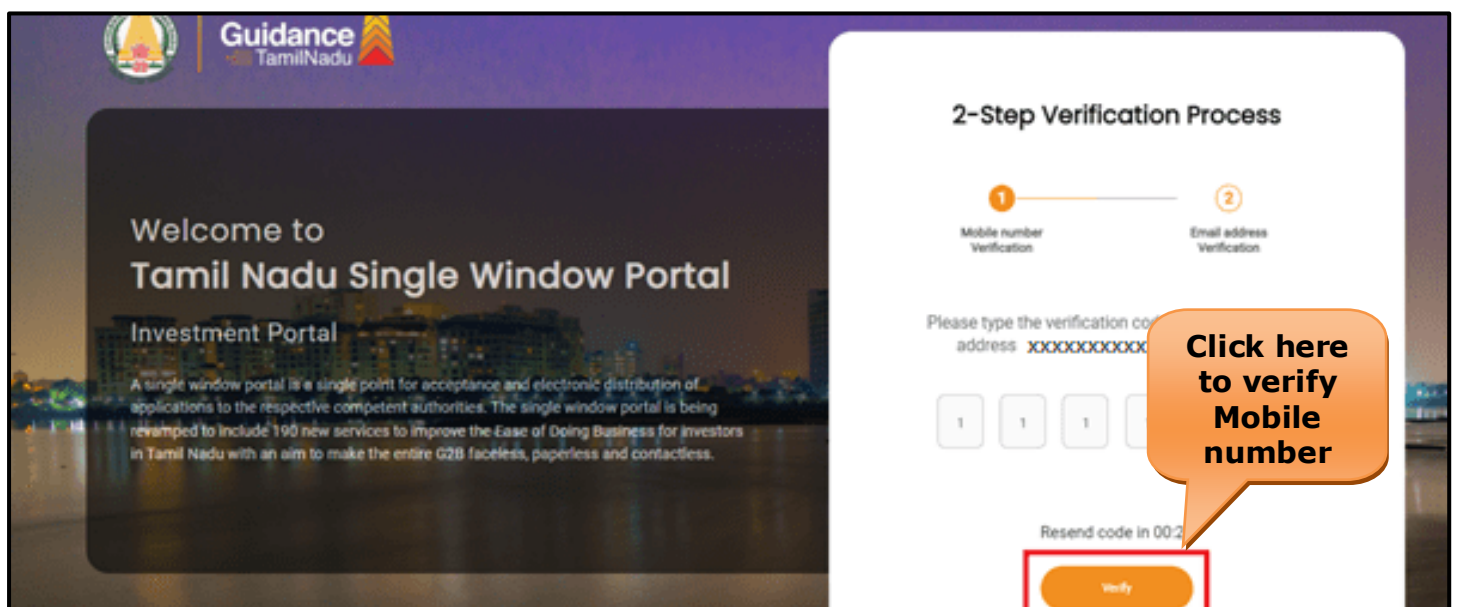


Figure 5. Mobile Number Verification

- **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.

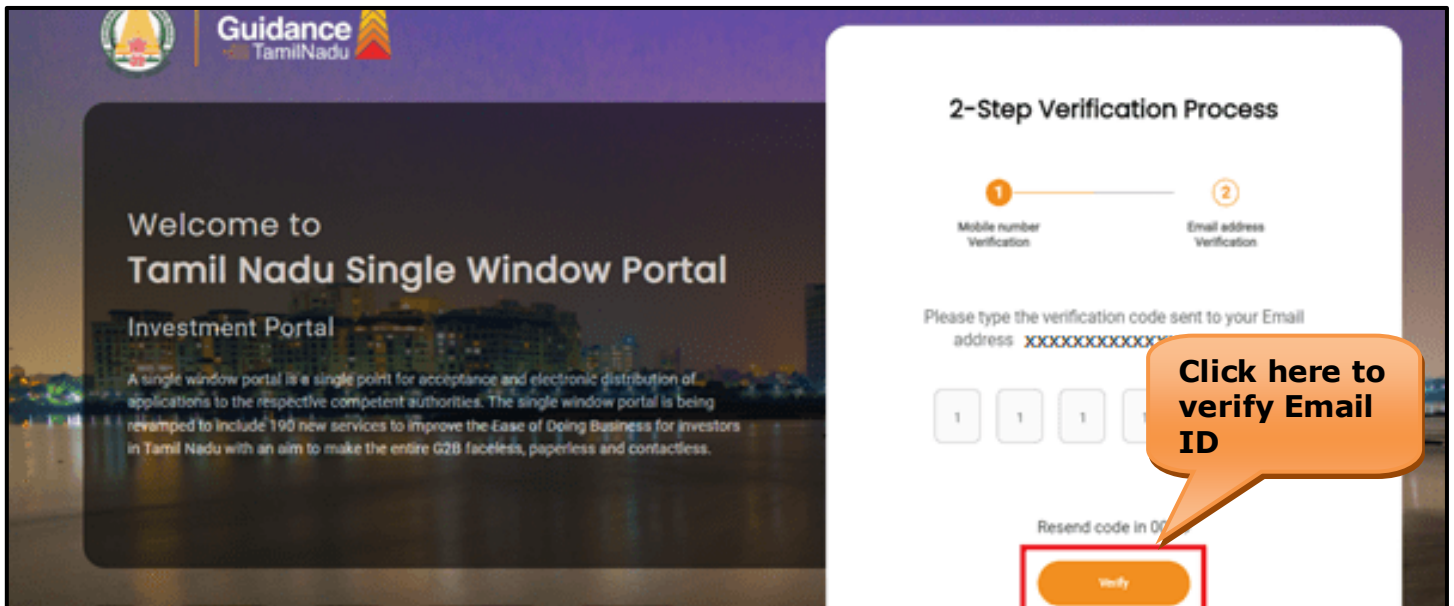


Figure 6. Email ID Verification

- 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.

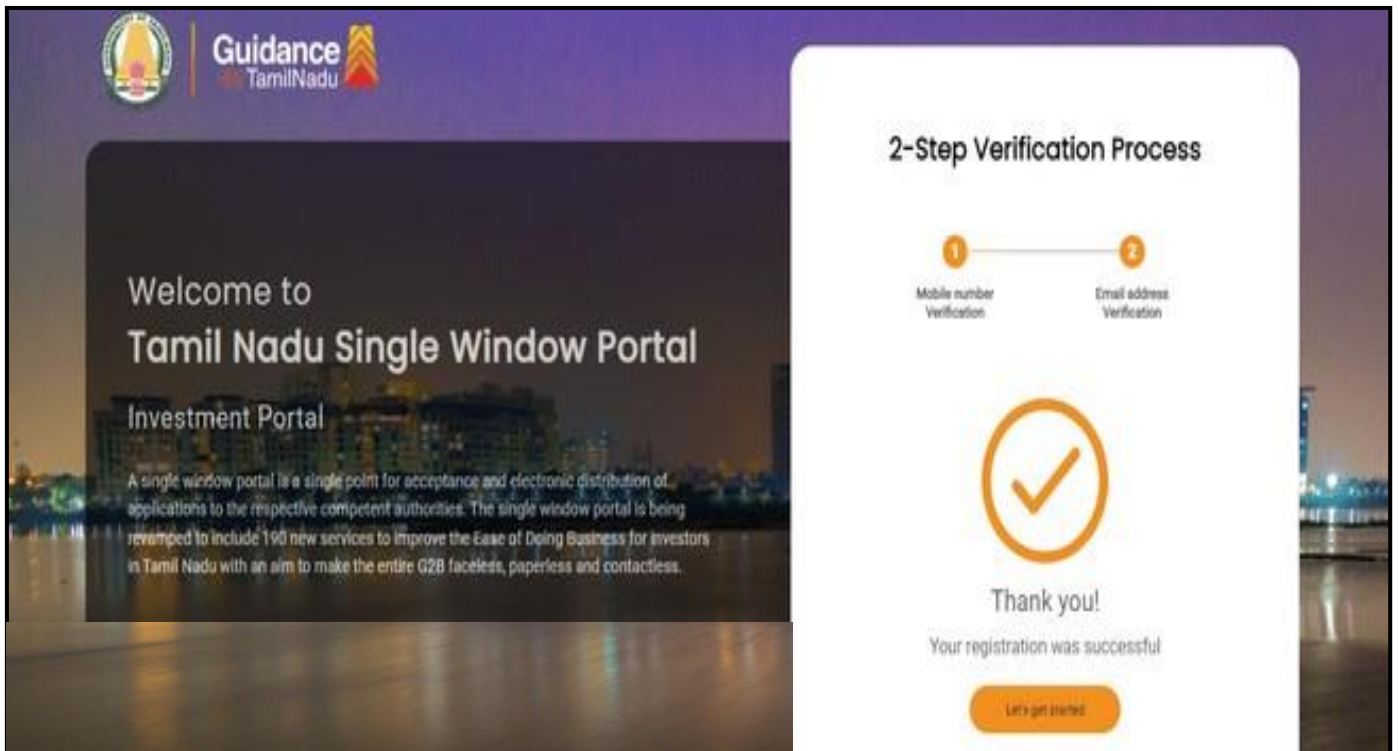


Figure 7. Registration Confirmation Pop-Up

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 for the toll-free number (8:30 AM to 8:30 PM), and contact information (Toll Free Number: 18002583878, 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 laurel wreath, and the text 'TAMIL NADU Leading the Nation'. Below this, there are two rows of award statistics, each with a trophy icon and a ranking (#1 or #2). The bottom section contains a paragraph describing the TNSWP as a one-stop portal for investors, and a button for 'TN Single Window Fee Slab for Large Industries'. A small cartoon character icon is in the bottom right corner.

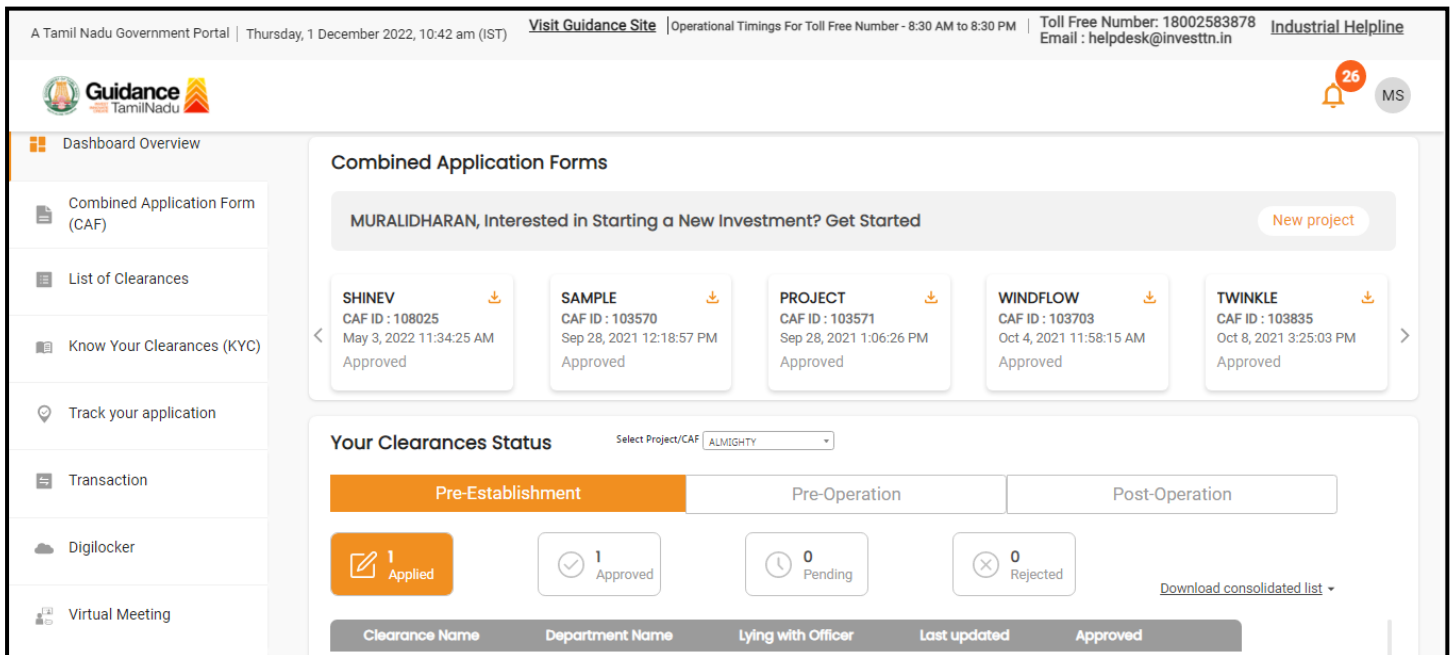
Tamil Nadu Single Window Portal is a one-stop portal for investors to electronically secure all business-related approvals/ licenses/ clearances/ NOCs in a time-bound, transparent and hassle-free manner. The Tamil Nadu Single Window Portal covers 200+ services encompassing 40+ Government departments/ 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 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 26 MS

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

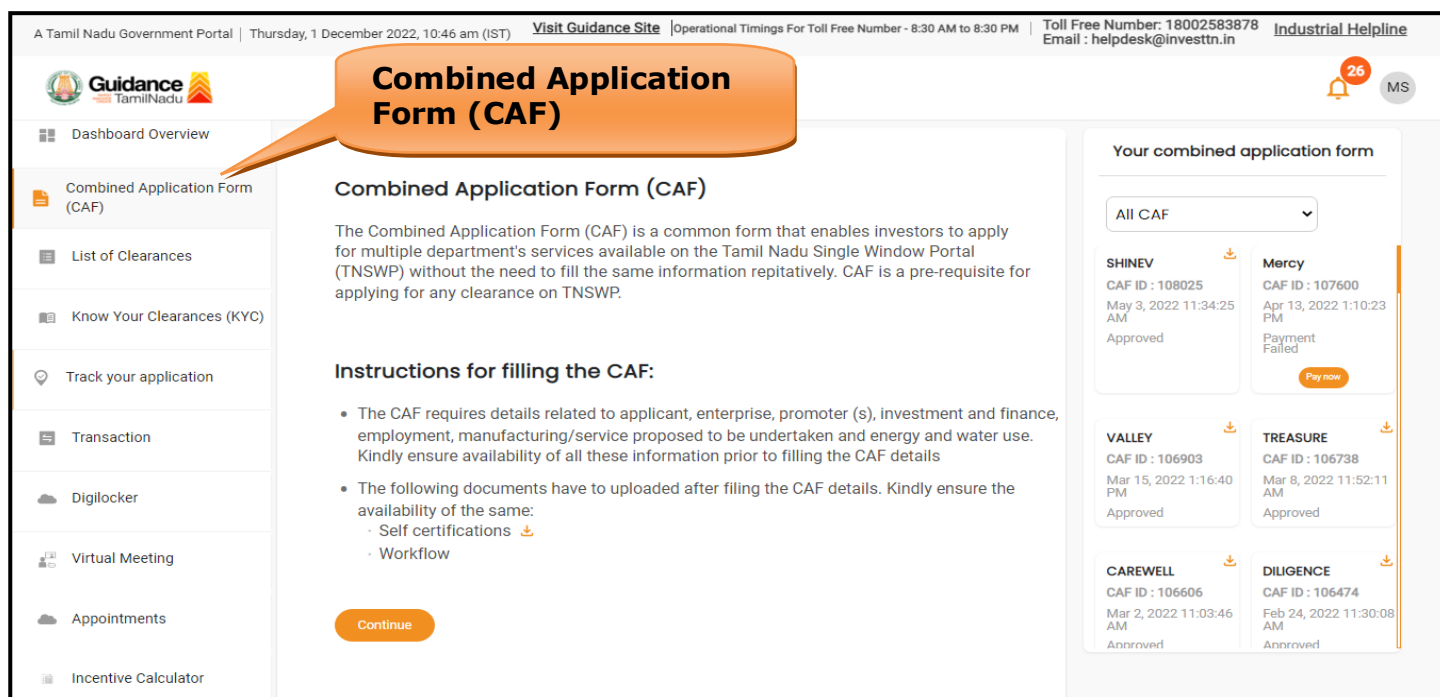
[Download consolidated list](#)

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) 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. At the top, it displays the date and time (Thursday, 1 December 2022, 10:46 am (IST)) and provides links to the Guidance Site and Industrial Helpline. The navigation menu on the left 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 a description of the CAF, instructions for filling it out, and a 'Continue' button. The 'Your combined application form' section on the right shows a list of CAFs with details such as name, CAF ID, date, time, and status.

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 11:10:23 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 has to fill 7 Sections of CAF as displayed in Figure 11. (**CAF payment tab** will be displayed only for Large Enterprises).

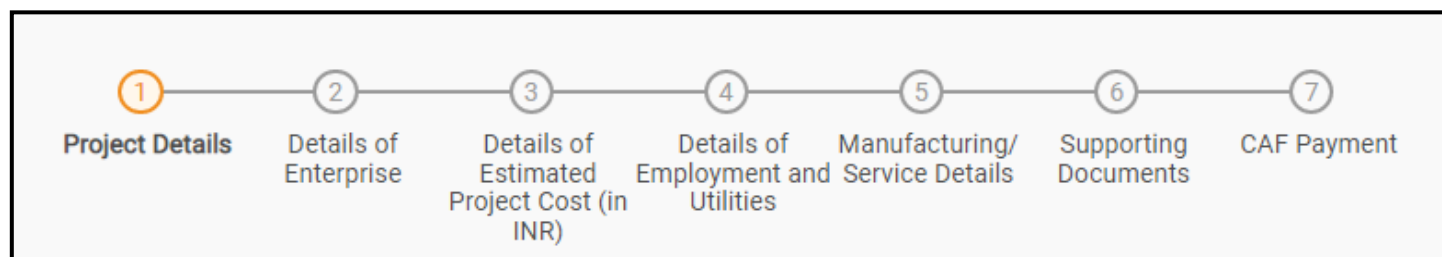


Figure 11. Section of Combined Application Form (CAF)

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

- **Self-Certification:**

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

- **Workflow:**

- Prepare and upload the business process flow chart.

3) After filling all the sections in combined application form (CAF), the applicant can submit the form.

4) When the applicant submits the combined application form (CAF), confirmation message will pop-up stating, '**Your request has been saved successfully**' (Refer Figure 12).

The screenshot displays the Guidance TamilNadu portal interface for the Combined Application Form (CAF) - Confirmation Message. The interface includes a navigation menu on the left, a progress bar at the top, and a main content area with a 'Payment Details' section. A confirmation message is displayed over the payment details, stating: "Your CAF details have been successfully saved. Kindly review the CAF fees amount and make applicable payment to submit the CAF." The payment details section shows "Choose your preferred Fee slab *" with "Lump sum" selected, and "Amount to be paid (in INR)" set to 500000 (Five Lakh). Buttons for "Previous", "Next", "Pay Later", "Pay Now", "Review & Submit", and "Submit" are visible at the bottom.

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

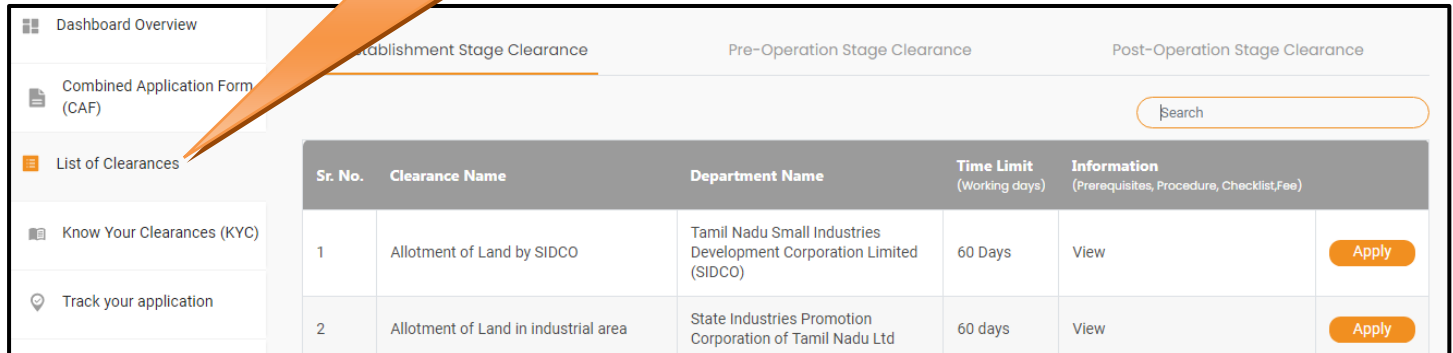
Note:

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 Renewal 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

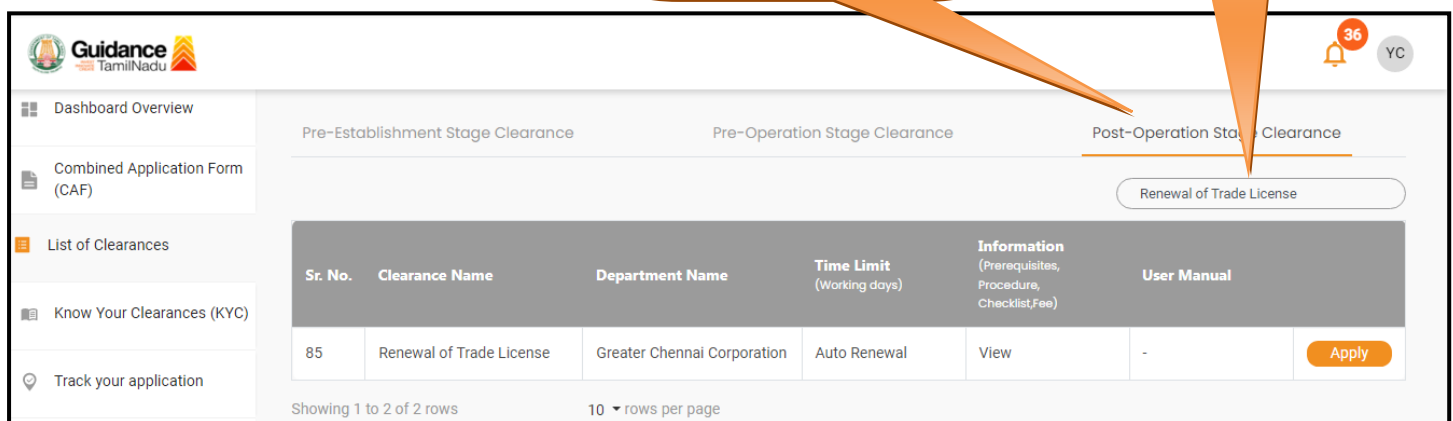
2. The list of clearances is segregated into three stages.

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

3. Select ‘Pre-Establishment Stage Clearance’ and find the clearance ‘Apply for certified copy of property document’ by using Search option as shown in the figure given below.

Post- Operation Stage Clearance

Search for Clearance



Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual	
85	Renewal of Trade License	Greater Chennai Corporation	Auto Renewal	View	-	Apply

Showing 1 to 2 of 2 rows 10 rows per page

Figure 14. Search for Clearance

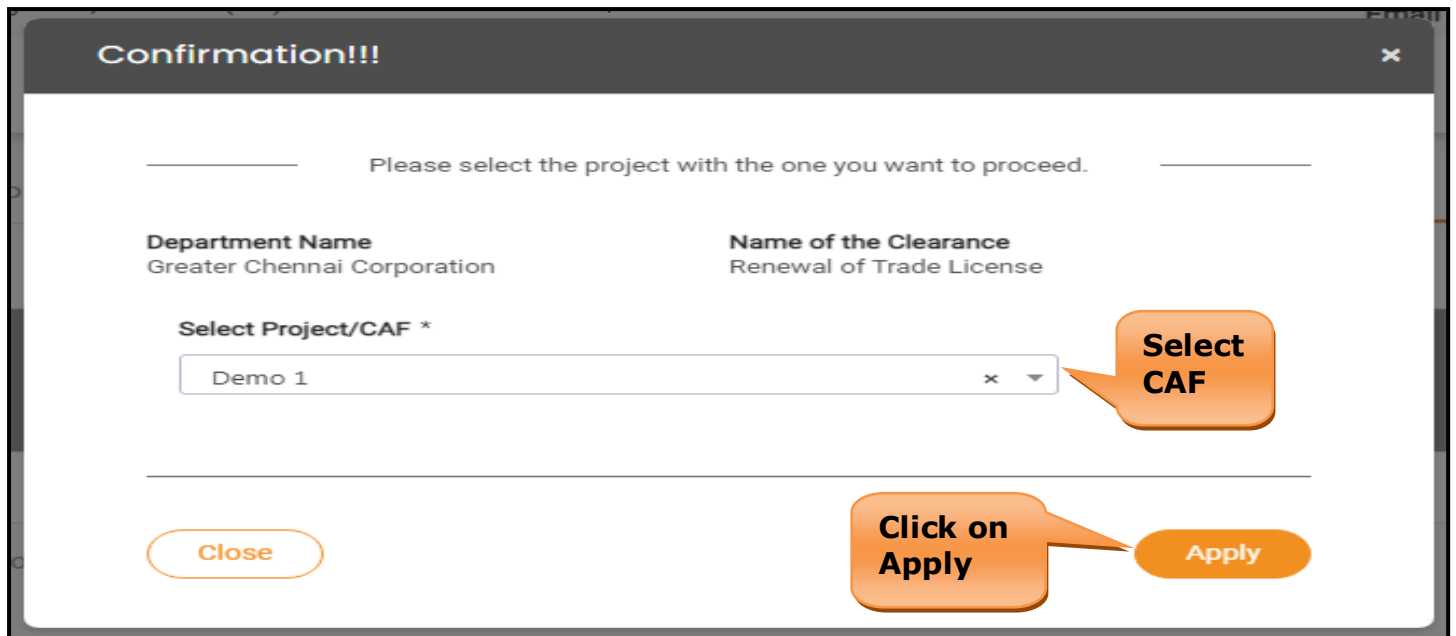
4. Applicant can view information on workflow, checklist of supporting documents to be uploaded by the applicant and fee details. Click on 'view' to access the information (Refer Figure 15)
5. To apply for the clearance, click on 'Apply' to access the department application form (Refer Figure 15).
6. 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.

**View
Information****Apply for
Clearance**

Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
85	Renewal of Trade License	Greater Chennai Corporation	Auto Renewal	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' (Renewal of Trade License). A dropdown menu labeled 'Select Project/CAF *' is currently set to 'Demo 1'. 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 Renewal of Trade License.

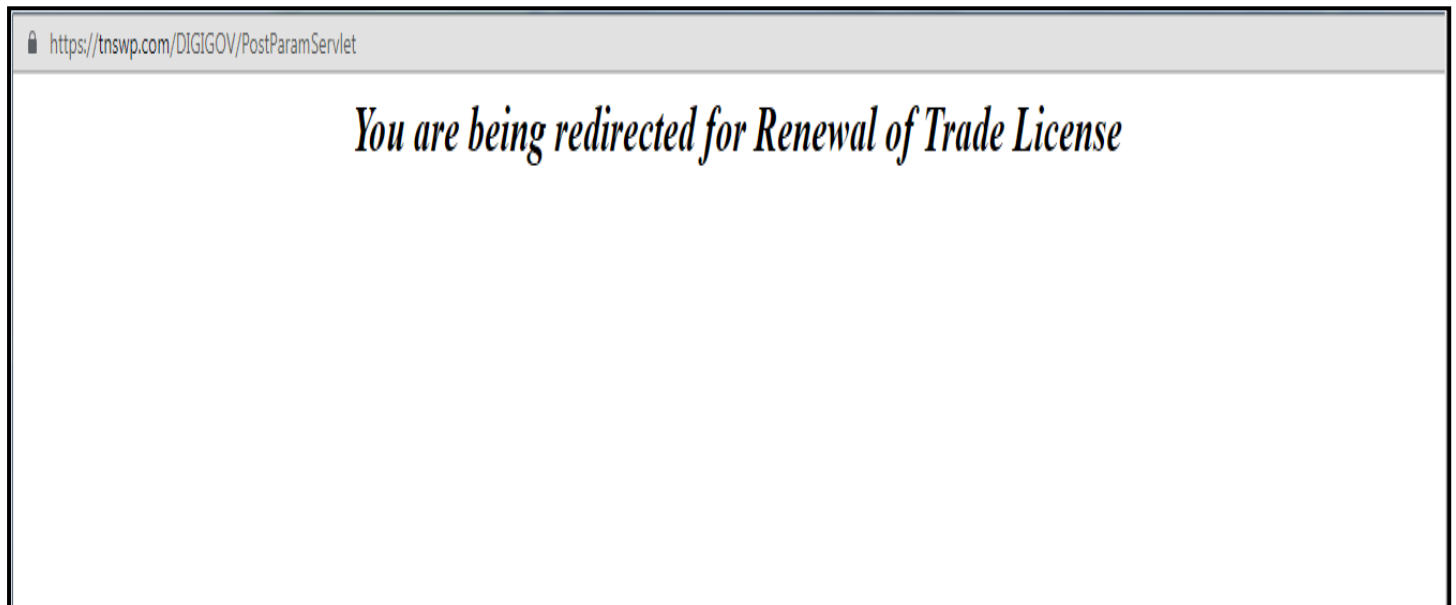
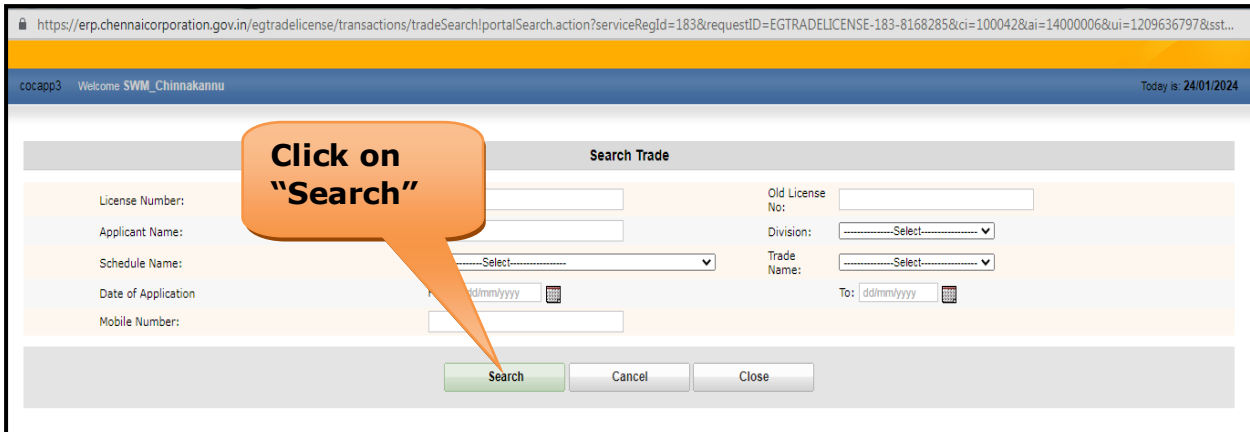


Figure 17. Redirecting to Renewal of Trade License

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



The screenshot shows a web application interface for searching trade licenses. The title is "Search Trade". The form includes the following fields:

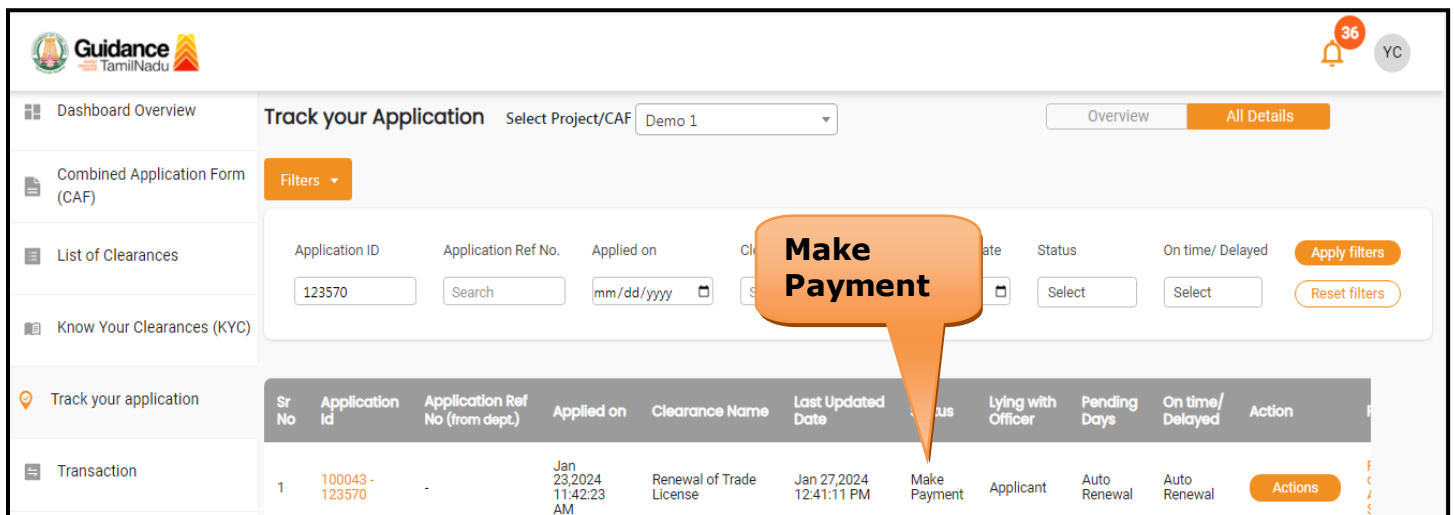
- License Number: [Text Input]
- Applicant Name: [Text Input]
- Schedule Name: [Dropdown Menu]
- Date of Application: [Date Picker]
- Mobile Number: [Text Input]
- Old License No.: [Text Input]
- Division: [Dropdown Menu]
- Trade Name: [Dropdown Menu]

At the bottom of the form, there are three buttons: "Search", "Cancel", and "Close". An orange callout bubble with the text "Click on 'Search'" points to the "Search" button.

Figure 18. Renewal of Trade License

8. Payment Process

1. Complete payment online.



The screenshot shows a dashboard titled "Track your Application". The dashboard 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 filters and a "Make Payment" callout.

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	100043 - 123570	-	Jan 23, 2024 11:42:23 AM	Renewal of Trade License	Jan 27, 2024 12:41:11 PM	Make Payment	Applicant	Auto Renewal	Auto Renewal	Actions

An orange callout bubble with the text "Make Payment" points to the "Make Payment" button in the "Status" column of the first row in the table.

Figure 19. Payment Process

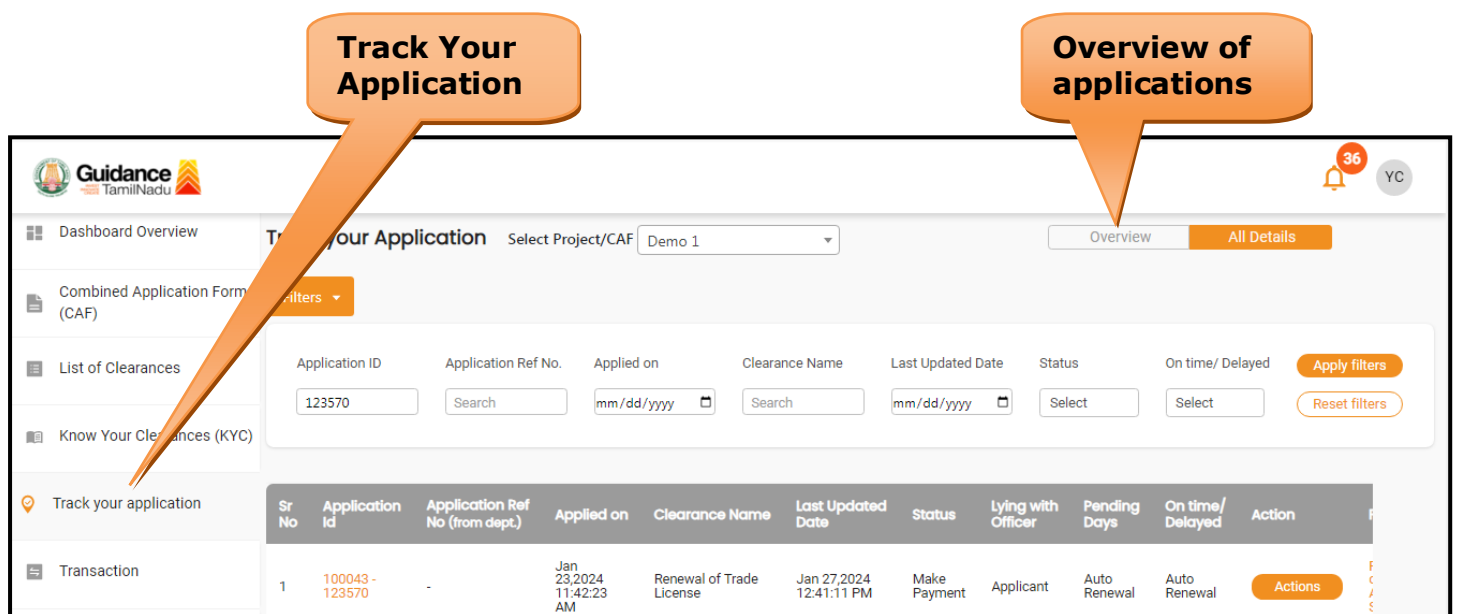
9. Track Your Application

- 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	100043 - 123570		Jan 23, 2024 11:42:23 AM	Renewal of Trade License	Jan 27, 2024 12:41:11 PM	Make Payment	Applicant	Auto Renewal	Auto Renewal	Actions

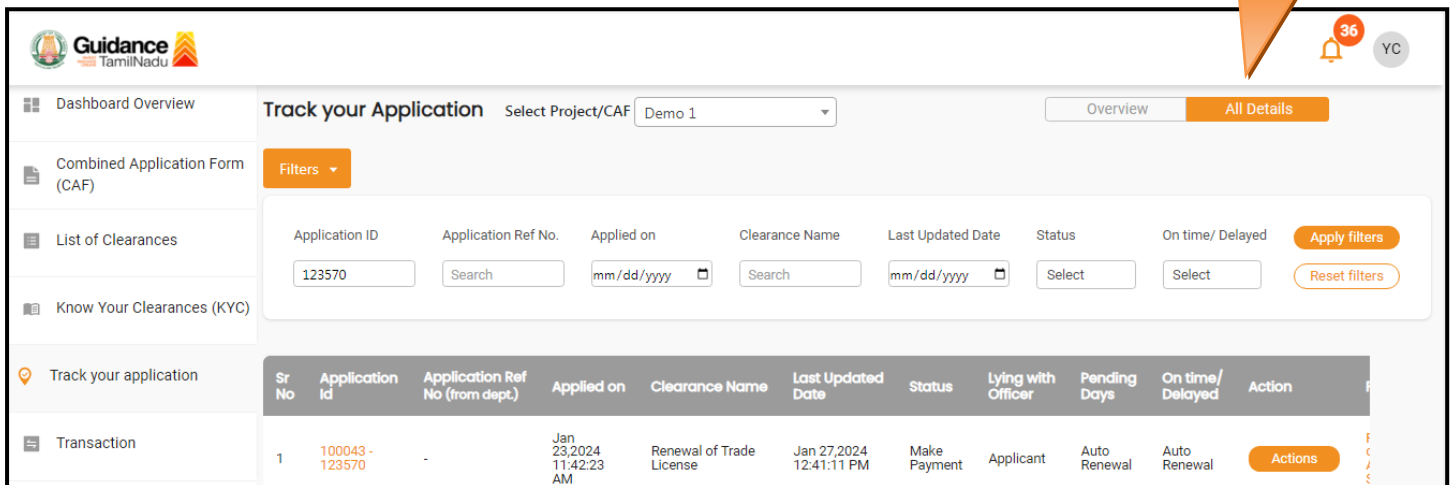
Figure 20. Track Your Application

- **Track your application– ‘All Details’ Option**

By clicking on ‘All details’ tab, Applicant can view the following statuses of the list of clearances applied for the specified project.

- **Applied on**
- **Last updated date**
- **Status of the application**
- **Lying with officer**
- **Pending days**
- **On time / Delayed Action**

All Details Options



The screenshot shows the 'Track your Application' interface. The 'All Details' tab is selected. The interface includes a sidebar with navigation options: Dashboard Overview, Combined Application Form (CAF), List of Clearances, Know Your Clearances (KYC), Track your application, and Transaction. The main content area displays a table of application details with search filters and a table of results.

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	100043 - 123570	-	Jan 23, 2024 11:42:23 AM	Renewal of Trade License	Jan 27, 2024 12:41:11 PM	Make Payment	Applicant	Auto Renewal	Auto Renewal	Actions

Figure 21. ‘All Details’ tab

10. Application Processing

- 1) After the payment ,the applicant can download the Renewal License under **Track your application – > Action button -> Renewal License** (Refer Figure 22)

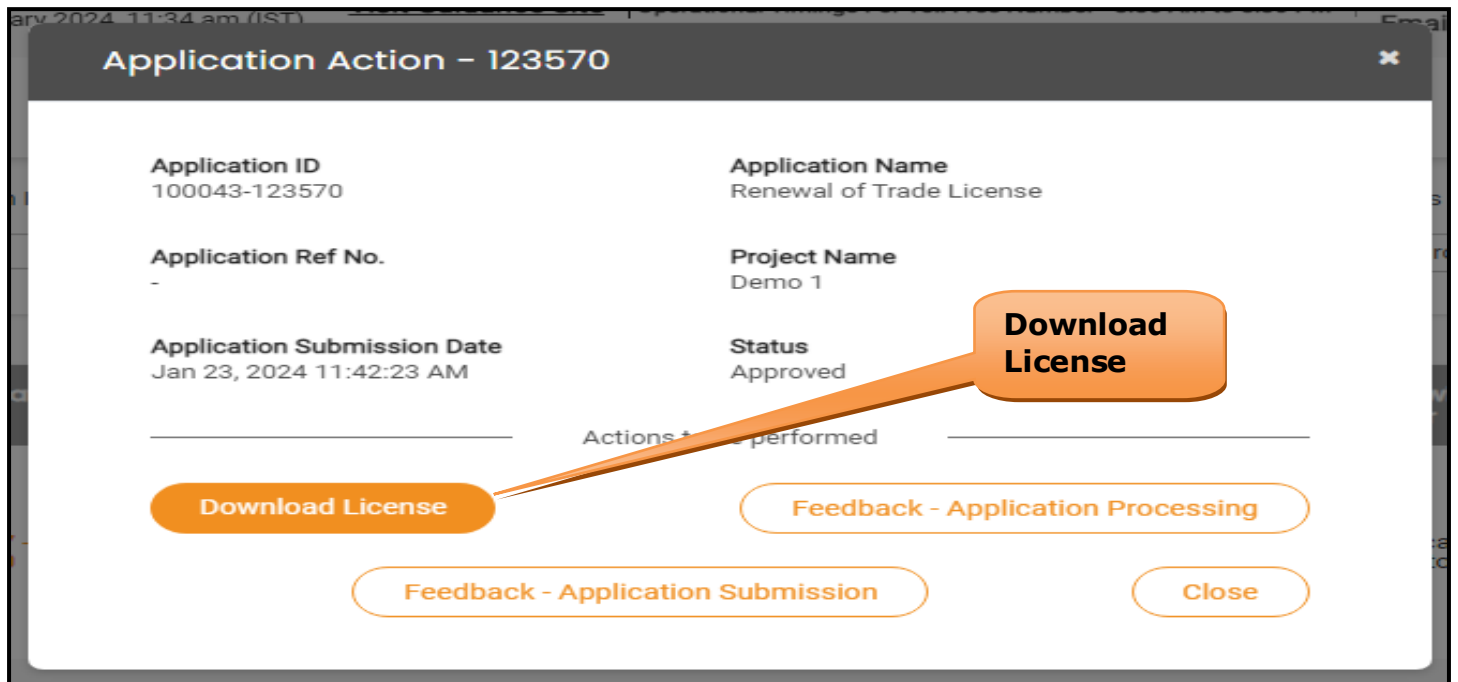


Figure 22. Download License

