



TAMILNADU SINGLE WINDOW PORTAL

APPLICANT MANUAL

Issue of Assessment Number for Property Tax

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



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

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.

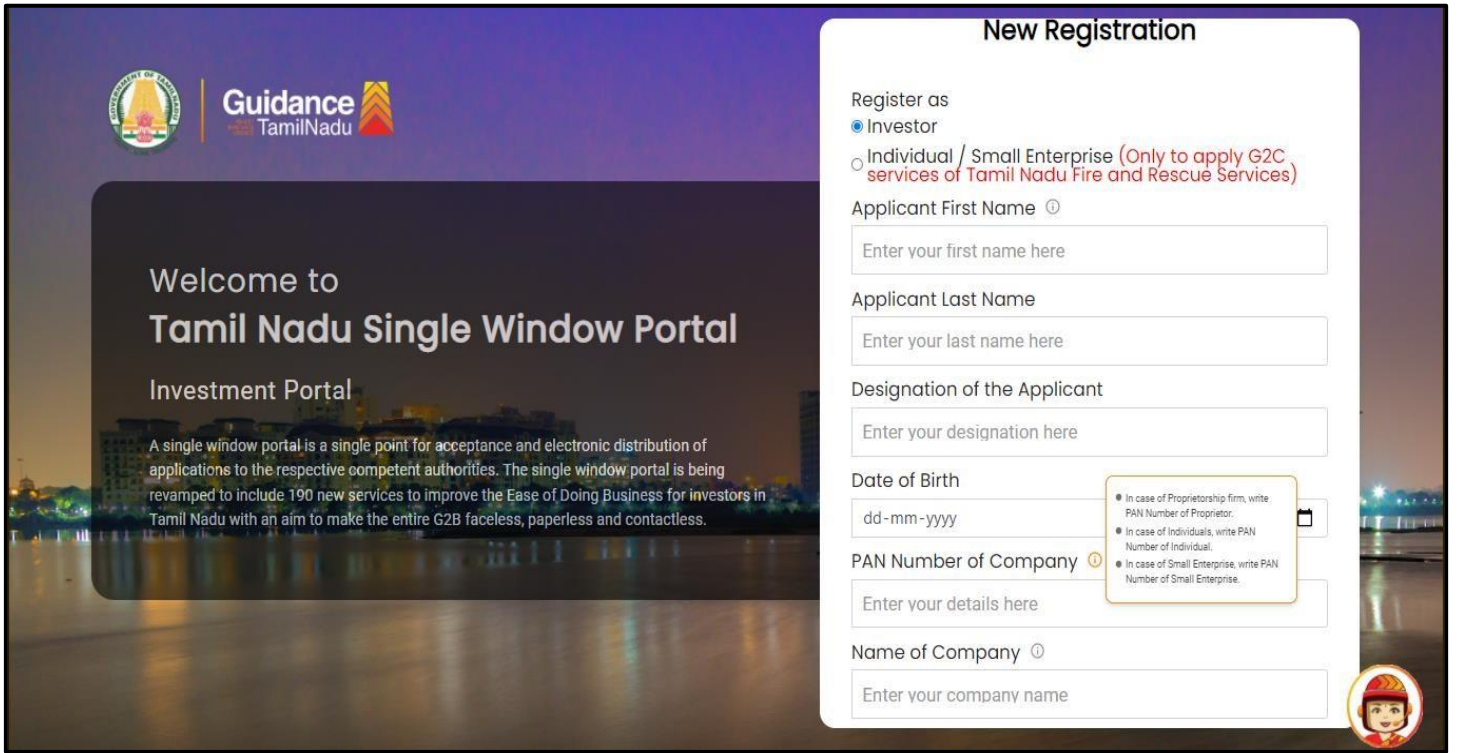
1) Click on '**Register**' button on TNSWP.

**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

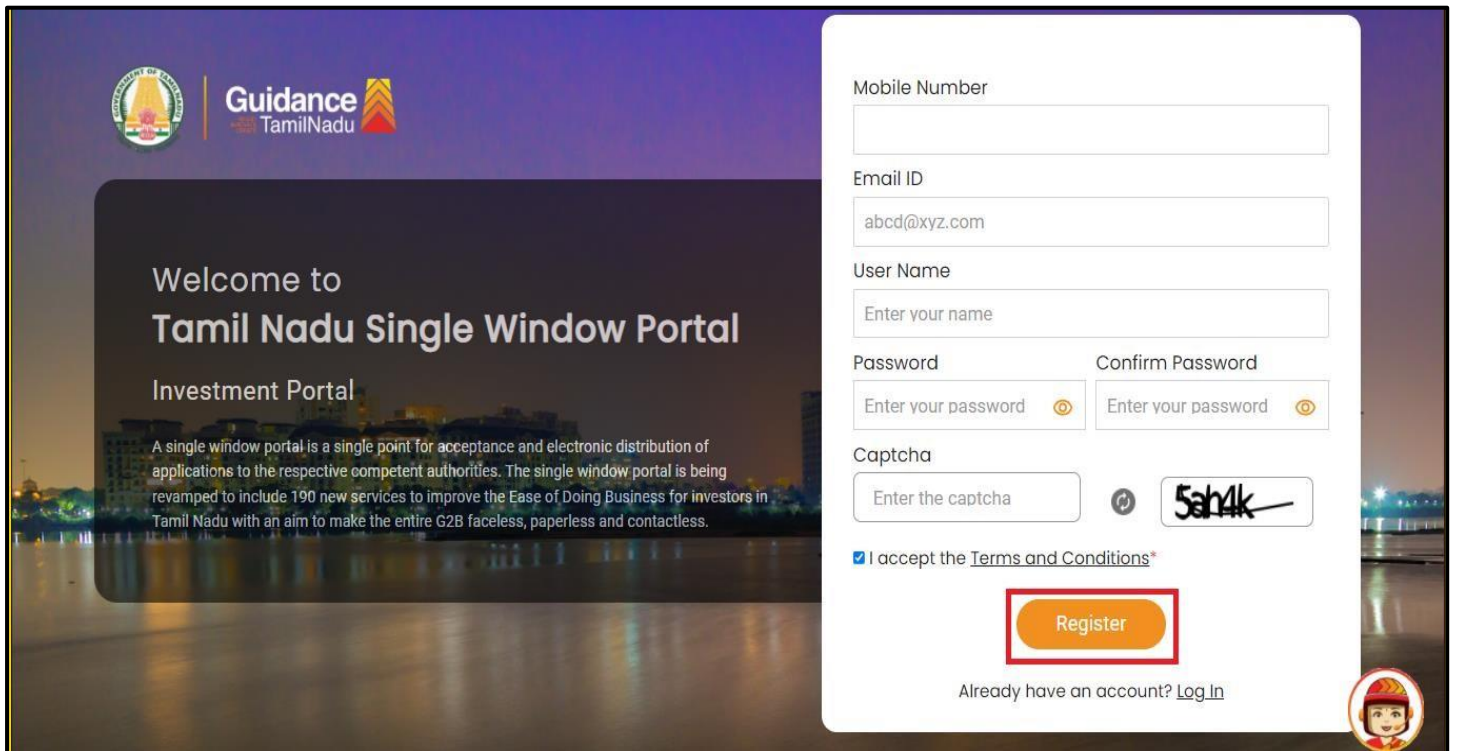
Date of Birth

- 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



**Welcome to
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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.

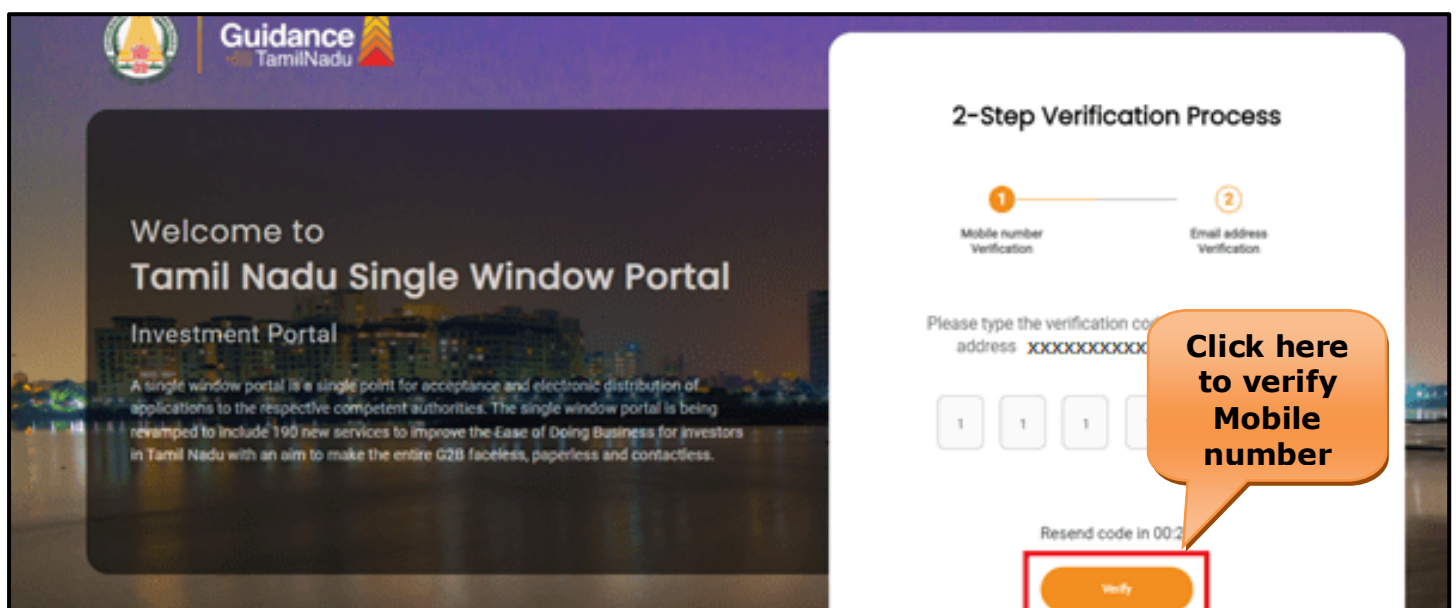


Figure 5. Mobile Number Verification

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.

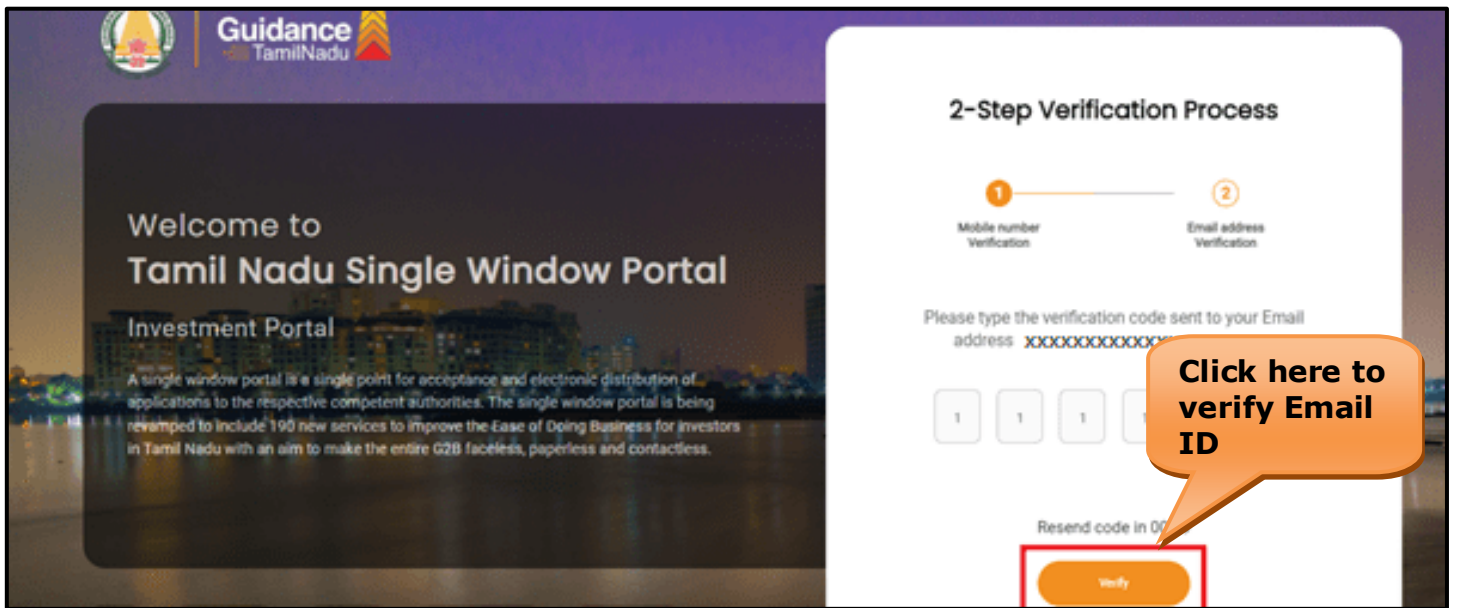


Figure 6. Email ID Verification

- 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.

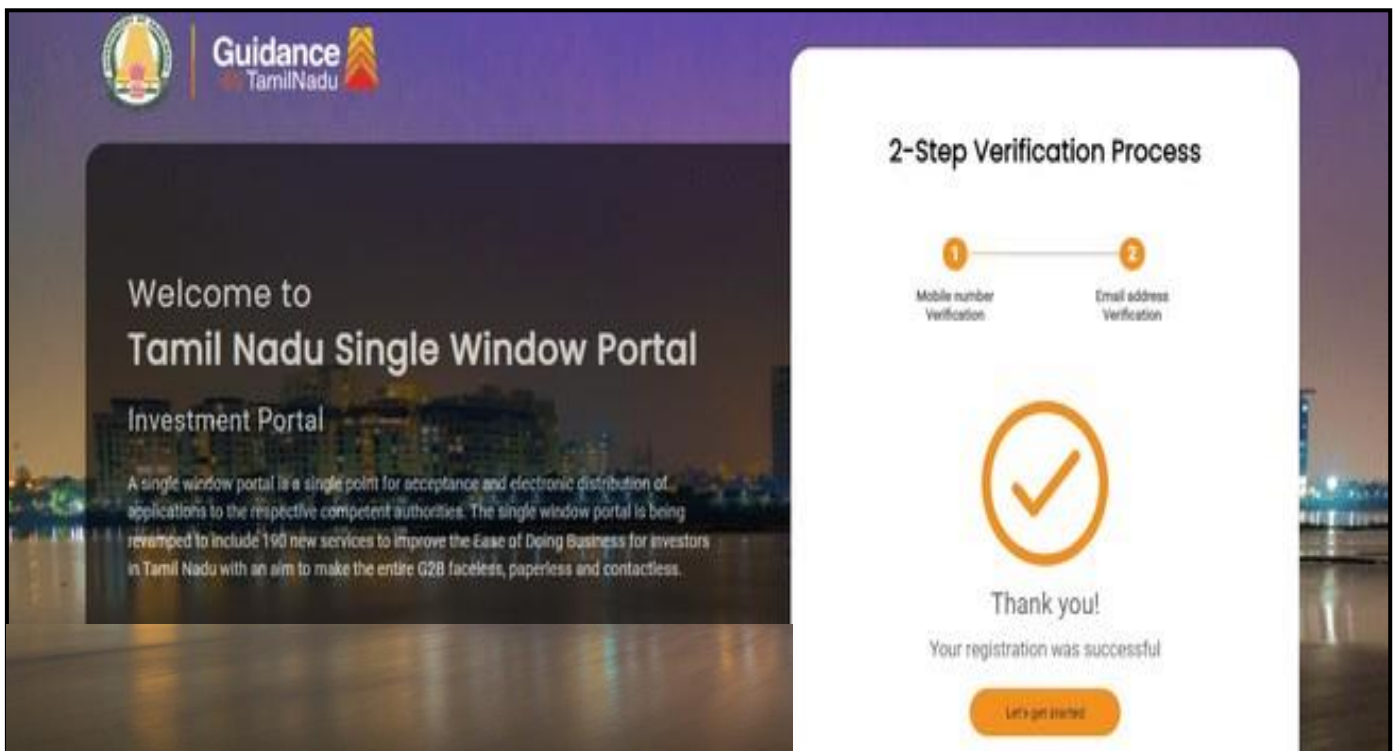


Figure 7. Registration Confirmation Pop-Up

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.

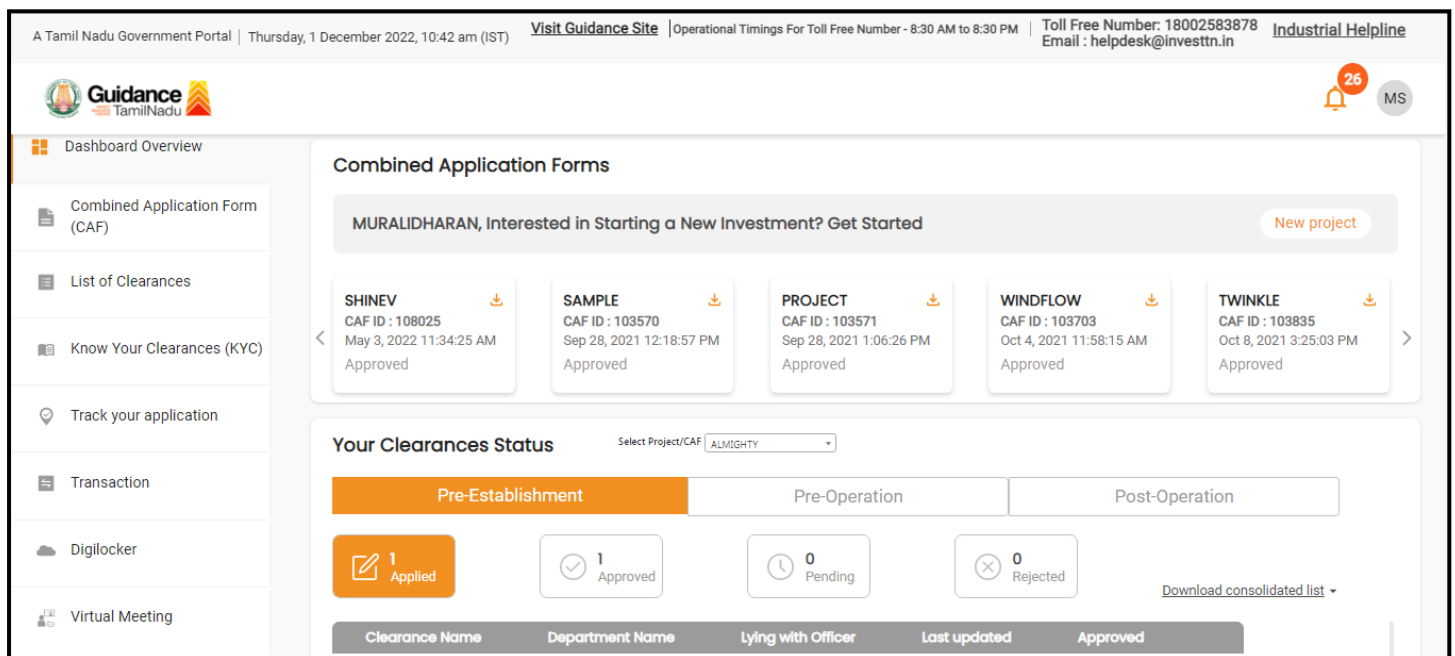
Login to TNSWP



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.



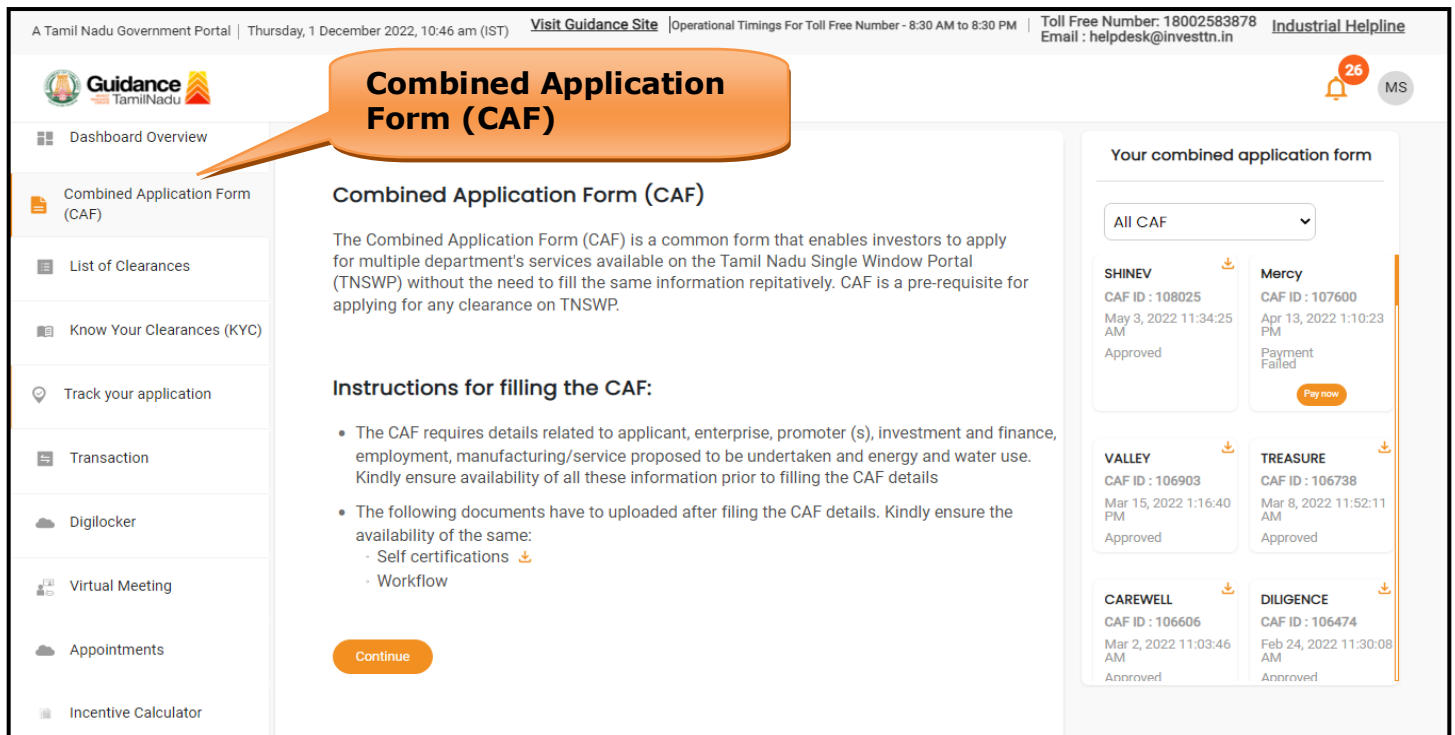
The screenshot shows the dashboard overview page for the Guidance TamilNadu portal. The page header includes the Tamil Nadu Government Portal logo, the date and time (Thursday, 1 December 2022, 10:42 am (IST)), and contact information for the Industrial Helpline (Toll Free Number: 18002583878, Email: helpdesk@investtn.in). The dashboard is divided into several sections:

- Dashboard Overview:** A sidebar menu with options like Combined Application Form (CAF), List of Clearances, Know Your Clearances (KYC), Track your application, Transaction, Digilocker, and Virtual Meeting.
- Combined Application Forms:** A section titled "MURALIDHARAN, Interested in Starting a New Investment? Get Started" with a "New project" button. Below this, there are five application cards: SHINEV (CAF ID: 108025, May 3, 2022, Approved), SAMPLE (CAF ID: 103570, Sep 28, 2021, Approved), PROJECT (CAF ID: 103571, Sep 28, 2021, Approved), WINDFLOW (CAF ID: 103703, Oct 4, 2021, Approved), and TWINKLE (CAF ID: 103835, Oct 8, 2021, Approved).
- Your Clearances Status:** A section with a dropdown menu for "Select Project/CAF" (currently set to "ALMIGHTY"). It features three tabs: "Pre-Establishment" (selected), "Pre-Operation", and "Post-Operation". Below the tabs, there are four status boxes: "Applied" (1), "Approved" (1), "Pending" (0), and "Rejected" (0). A "Download consolidated list" link is also present.
- Table:** A table with columns: Clearance Name, Department Name, Lying with Officer, Last updated, and 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.



A Tamil Nadu Government Portal | Thursday, 1 December 2022, 10:46 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

Combined Application Form (CAF)

Combined Application Form (CAF)

The Combined Application Form (CAF) is a common form that enables investors to apply for multiple department's services available on the Tamil Nadu Single Window Portal (TNSWP) without the need to fill the same information repetitively. CAF is a pre-requisite for applying for any clearance on TNSWP.

Instructions for filling the CAF:

- The CAF requires details related to applicant, enterprise, promoter (s), investment and finance, employment, manufacturing/service proposed to be undertaken and energy and water use. Kindly ensure availability of all these information prior to filling the CAF details
- The following documents have to uploaded after filing the CAF details. Kindly ensure the availability of the same:
 - Self certifications
 - Workflow

[Continue](#)

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).

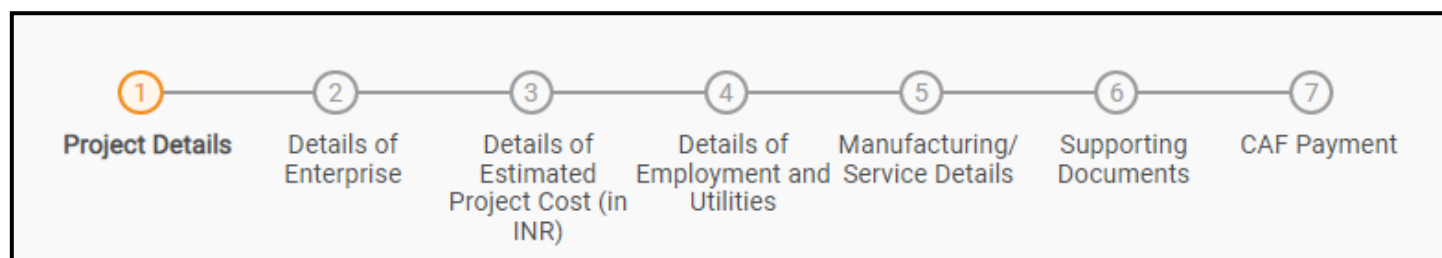


Figure 11. Section of Combined Application Form (CAF)

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

- **Self-Certification:**

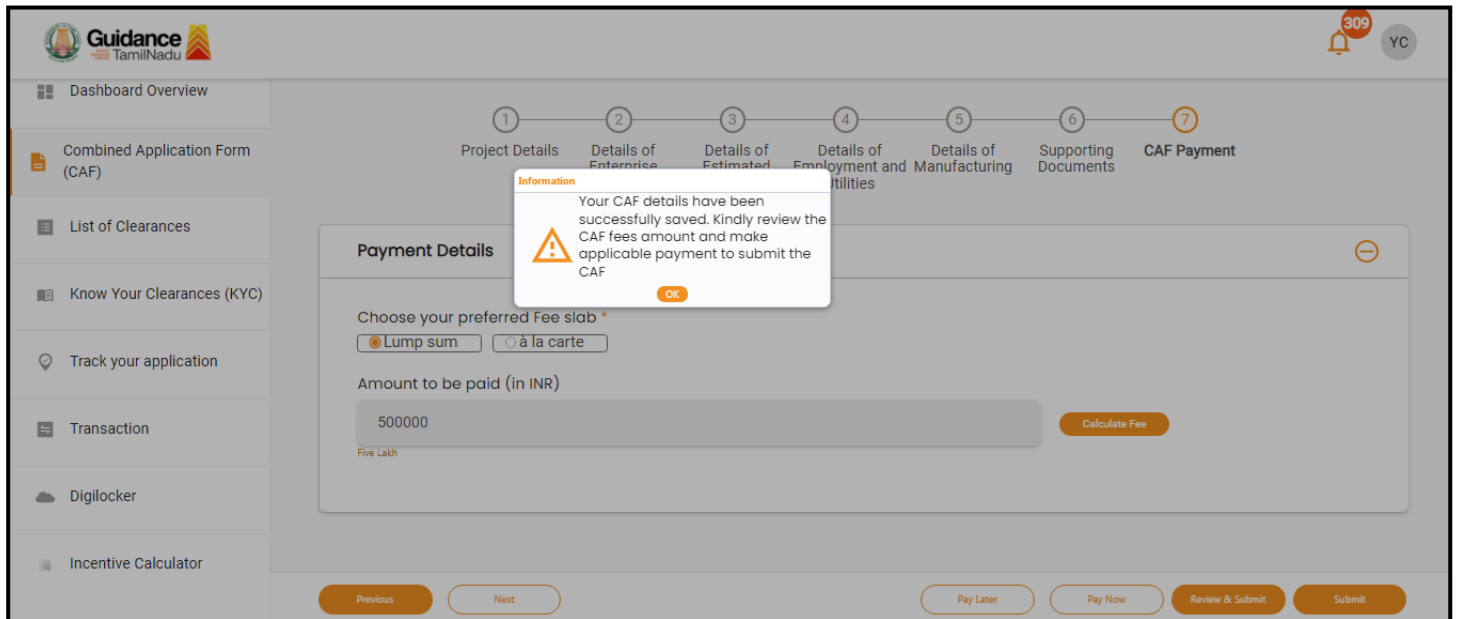
- Download the template.
- Prepare the self-certification documents as per the instructions given in the template and upload.

- **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 web portal interface. The top navigation bar includes the logo and a notification bell with '309' and 'YC'. A progress bar at the top shows seven steps: 1. Project Details, 2. Details of Enterprise, 3. Details of Estimated, 4. Details of Employment and Manufacturing Utilities, 5. Details of Manufacturing Utilities, 6. Supporting Documents, and 7. CAF Payment. The main content area is titled 'Payment Details' and features a confirmation message: '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, users can choose a preferred fee slab (Lump sum or à la carte) and enter the amount to be paid (in INR), with an example of 500000 (Five Lakh) and a 'Calculate Fee' button. At the bottom, there are buttons for 'Previous', 'Next', 'Pay Later', 'Pay Now', 'Review & Submit', and 'Submit'.

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 Assessment Number for Property Tax

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-Operation Stage Clearance’ and find the clearance ‘Issue of Assessment Number for Property Tax’ by using Search option as shown in the figure given below.

Pre-Operation Stage Clearance

Search for Clearance

Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual	
26	Issue of Assessment Number for Property Tax	Greater Chennai Corporation	30 days	View	-	Apply

Figure 14. Search for Clearance

4. Applicant can view information on workflow, checklist of supporting documents to be uploaded by the applicant and fee details. Click on 'view' to access the information (Refer Figure 15)
5. To apply for the clearance, click on 'Apply' to access the department application form (Refer Figure 15).
6. The Applicant can apply to obtain license for more than 1 establishment using a single login, but the applicant must create multiple Combined Application Form (CAF) for each of the establishment.

View Information**Apply for Clearance**

The screenshot displays the 'Pre-Operation Stage Clearance' section of the Guidance TamilNadu portal. It features a table with the following data:

Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
26	Issue of Assessment Number for Property Tax	Greater Chennai Corporation	30 days	View	-

Additional interface elements include a sidebar with 'Dashboard Overview', 'Combined Application Form (CAF)', 'List of Clearances', and 'Know Your Clearances (KYC)'. A search bar for 'Greater Chennai Corporation' is present, and an 'Apply' button is located at the bottom right of the table.

Figure 15. Apply for Clearance

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

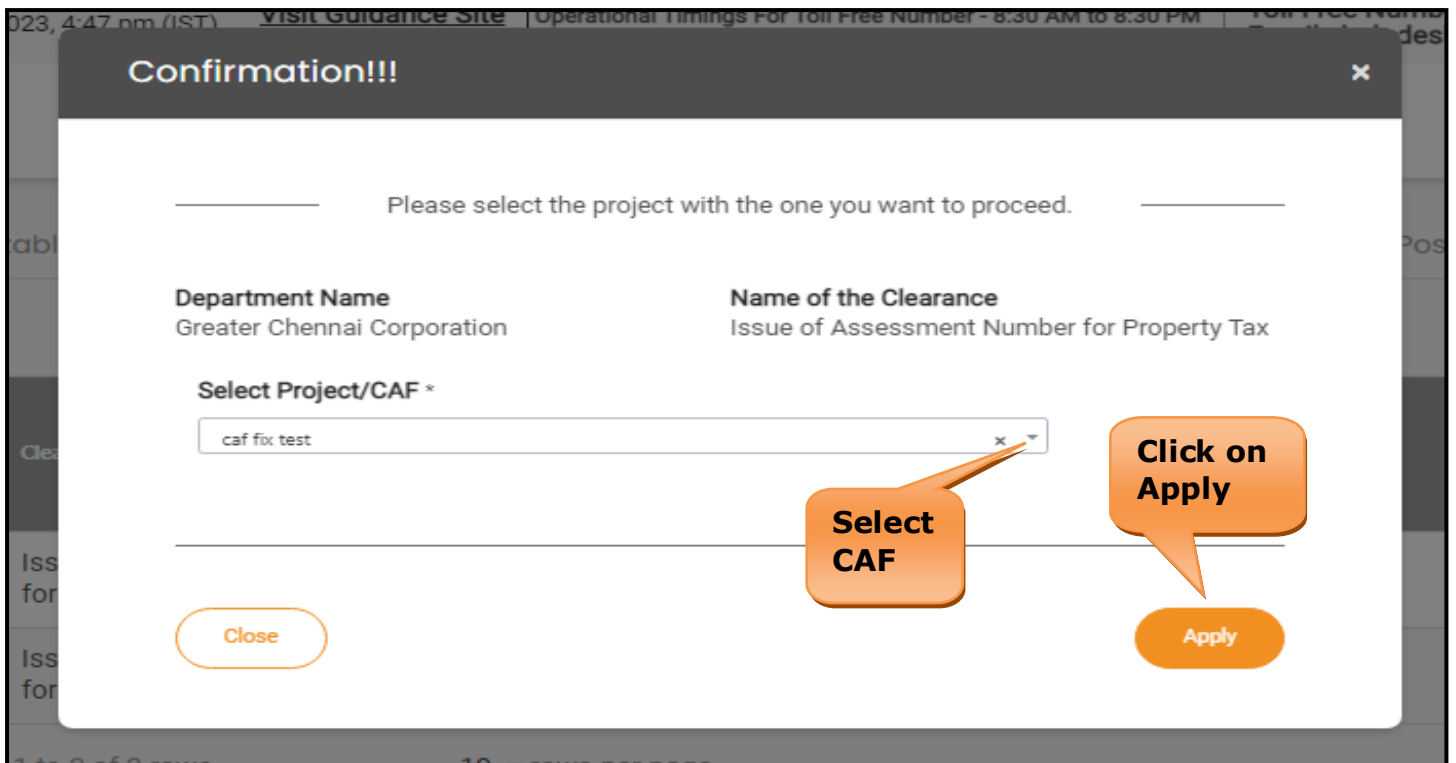


Figure 16. Project/CAF

2) Click on the Apply button and the Page will get redirected to Issue of Assessment Number for Property Tax.

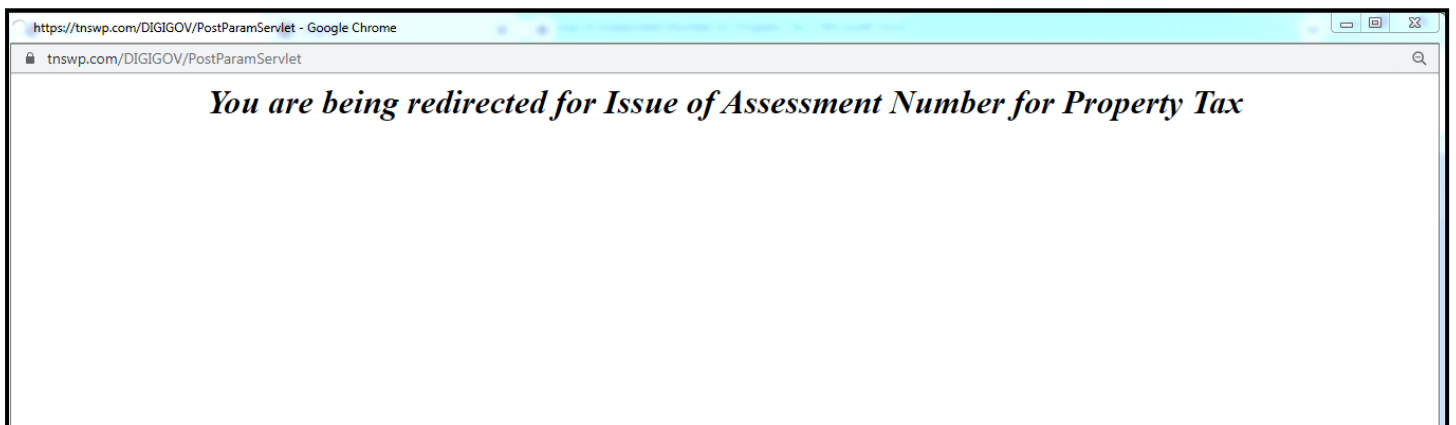


Figure 17. Redirecting to Assessment Number for Property Tax

3) Enter all the mandatory details in the application for Property Tax.

The screenshot shows a web browser window with the URL erp.chennaicorporation.gov.in/ptis/servicerequest/citizenServiceRequestNewForm.action?serviceRegId=401&requestID=PTIS-401-9087371&serviceCat=1&serviceTyp=1&ci=100042&ai=14000007&ui=120963.... The page title is "Property Tax". The user is logged in as "cocapp6" and the date is "Today is: 18/07/2023".

The form is titled "Service Request Form" and contains the following sections:

- Applicant Details:**
 - Service Category: * Property Tax (dropdown)
 - Service: * New Case (dropdown)
 - Application Date: 18/07/2023
 - Applicant Name: *
 - Zone: * Choose (dropdown)
 - Ward: * Choose (dropdown)
 - Area: * Choose (dropdown)
 - Locality: * Choose (dropdown)
 - Street: * Choose (dropdown)
 - Applicant Address: *
 - Pincode:
 - Email:
 - Mobile No: *
 - Property Type: * Choose (dropdown)
- Document to be Uploaded:**
 - 1 Copy of the Title Deed of the Property in favour of applicant* (Choose File | No file chosen)
 - 2 Copy of approved Planning Permission/Demolition & Reconstruct... (Choose File | No file chosen)
- Other Document:** (Choose File | No file chosen | icons)

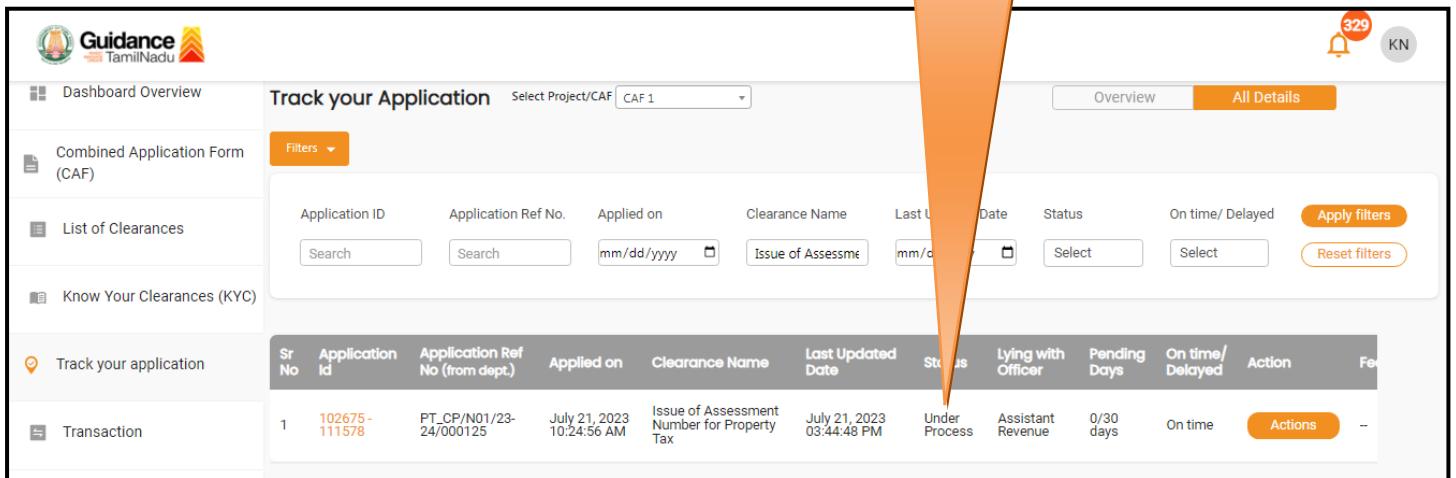
A callout bubble with the text "Click on 'Save & Submit'" points to the "Save & Submit" button at the bottom of the form.

Figure 18. Property Tax

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**

Status Changed to 'Under Process'



The screenshot shows the 'Track your Application' page. The 'Status' column in the table is highlighted with an orange callout bubble containing the text 'Status Changed to 'Under Process''. The table contains the following data:

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	102675-111578	PT_CP/N01/23-24/000125	July 21, 2023 10:24:56 AM	Issue of Assessment Number for Property Tax	July 21, 2023 03:44:48 PM	Under Process	Assistant Revenue	0/30 days	On time	Actions

Figure 19. Status of the Application

8. Track Your Application

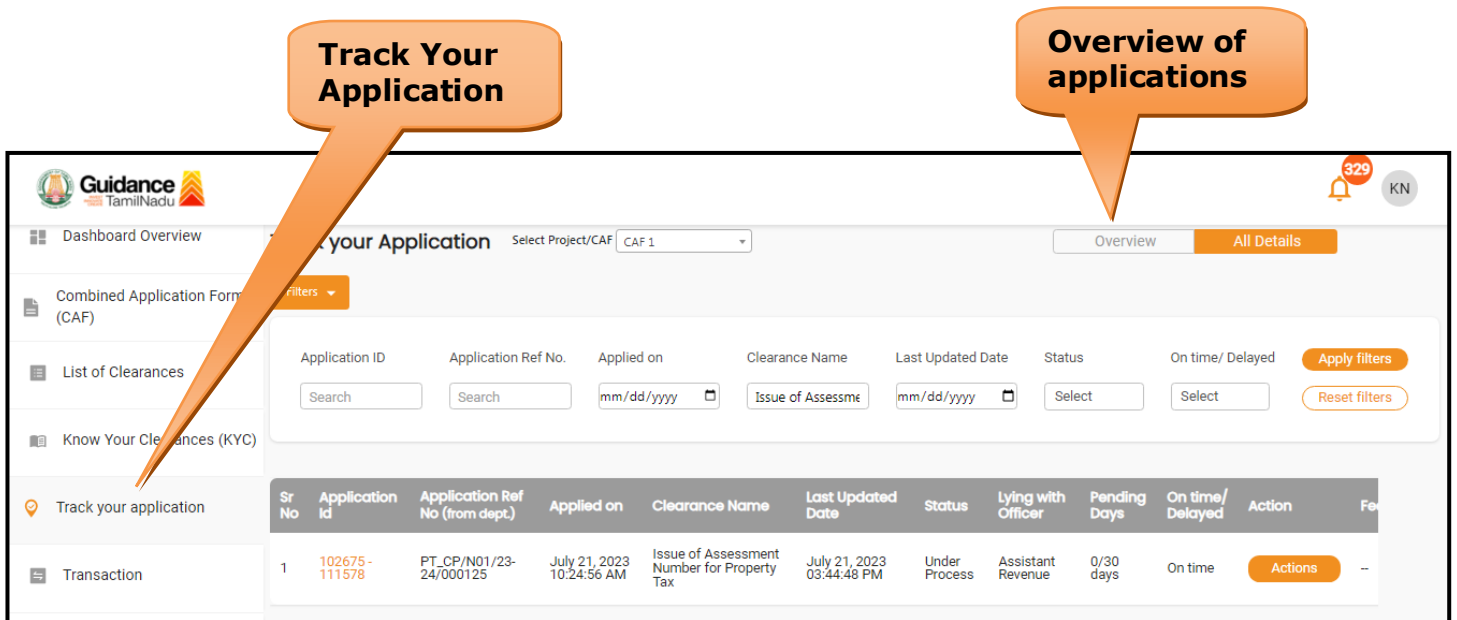
1) After submitting the application, a unique 'token ID' would be generated. Using the '**Token ID**' the Applicant can track the status of clearances by clicking on 'Track your application' option.'

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

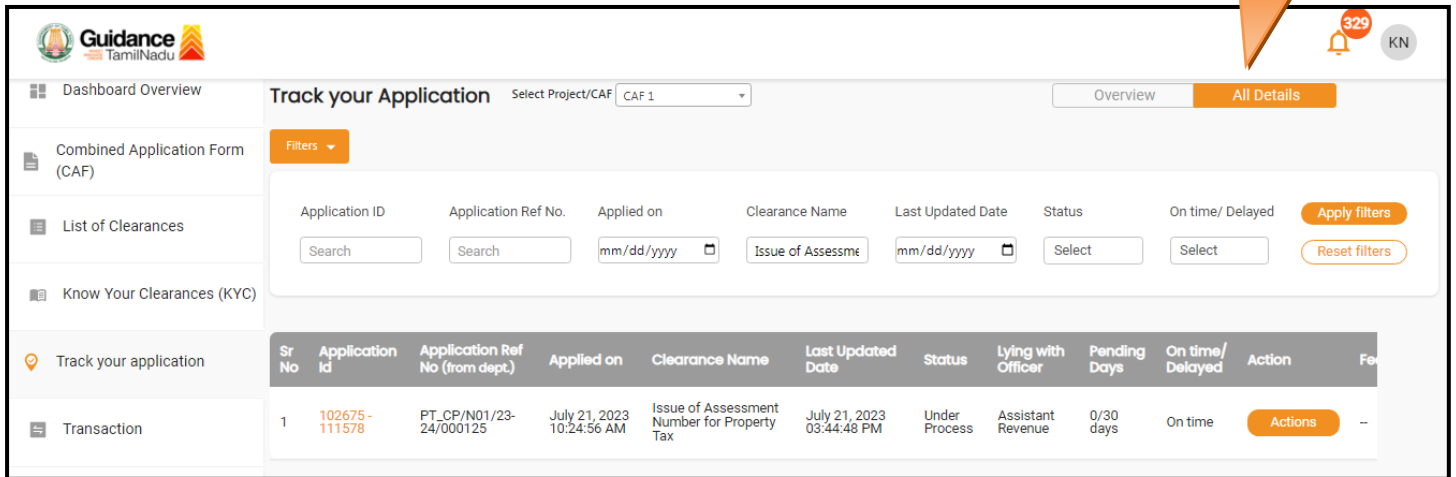
Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	102675-111578	PT_CP/N01/23-24/000125	July 21, 2023 10:24:56 AM	Issue of Assessment Number for Property Tax	July 21, 2023 03:44:48 PM	Under Process	Assistant Revenue	0/30 days	On time	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**

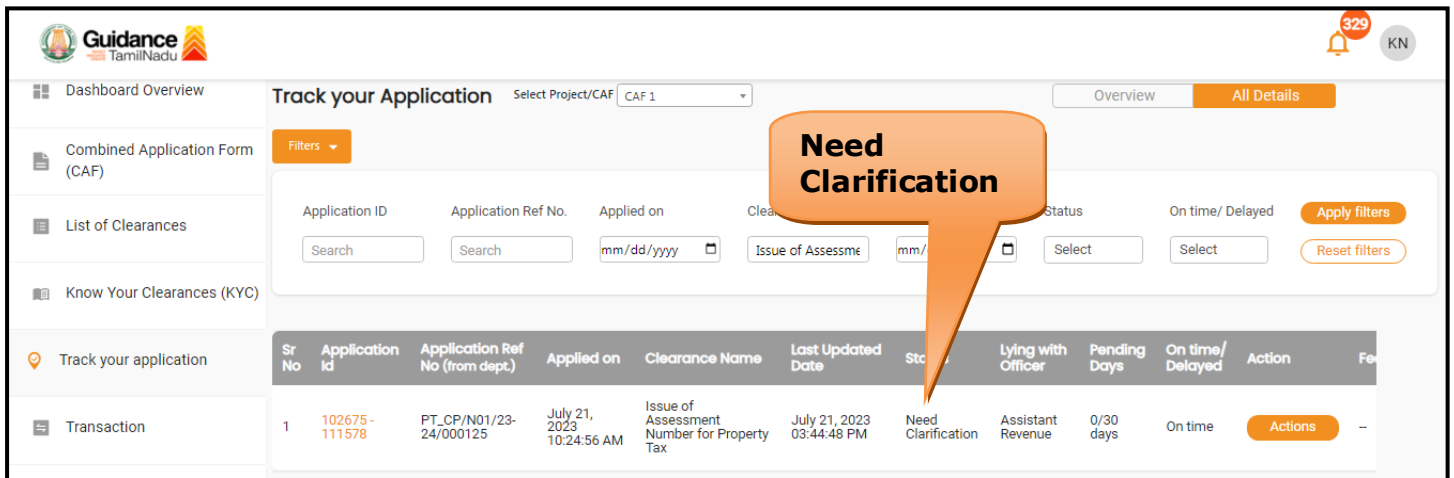



Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	102675-111578	PT_CP/N01/23-24/000125	July 21, 2023 10:24:56 AM	Issue of Assessment Number for Property Tax	July 21, 2023 03:44:48 PM	Under Process	Assistant Revenue	0/30 days	On time	Actions

Figure 21. ‘All Details’ tab

9. Query Clarification

- 1) After submitting the application to the Greater Chennai Corporation, the Assistant Revenue officer reviews the application and if there are any clarifications required, the Assistant Revenue officer would raise a query to the applicant.
- 2) Applicant would receive an alert message through Registered SMS/Email.
- 3) Applicants 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. Clicking on the 'Action' button responds to the query as shown in the below figure.



The screenshot displays the 'Track your Application' page. The status of the application is 'Need Clarification'. An orange callout bubble points to the 'Need Clarification' 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	102675 - 111578	PT_CP/N01/23-24/000125	July 21, 2023 10:24:56 AM	Issue of Assessment Number for Property Tax	July 21, 2023 03:44:48 PM	Need Clarification	Assistant Revenue	0/30 days	On time	Actions

Figure 22. Need Clarification

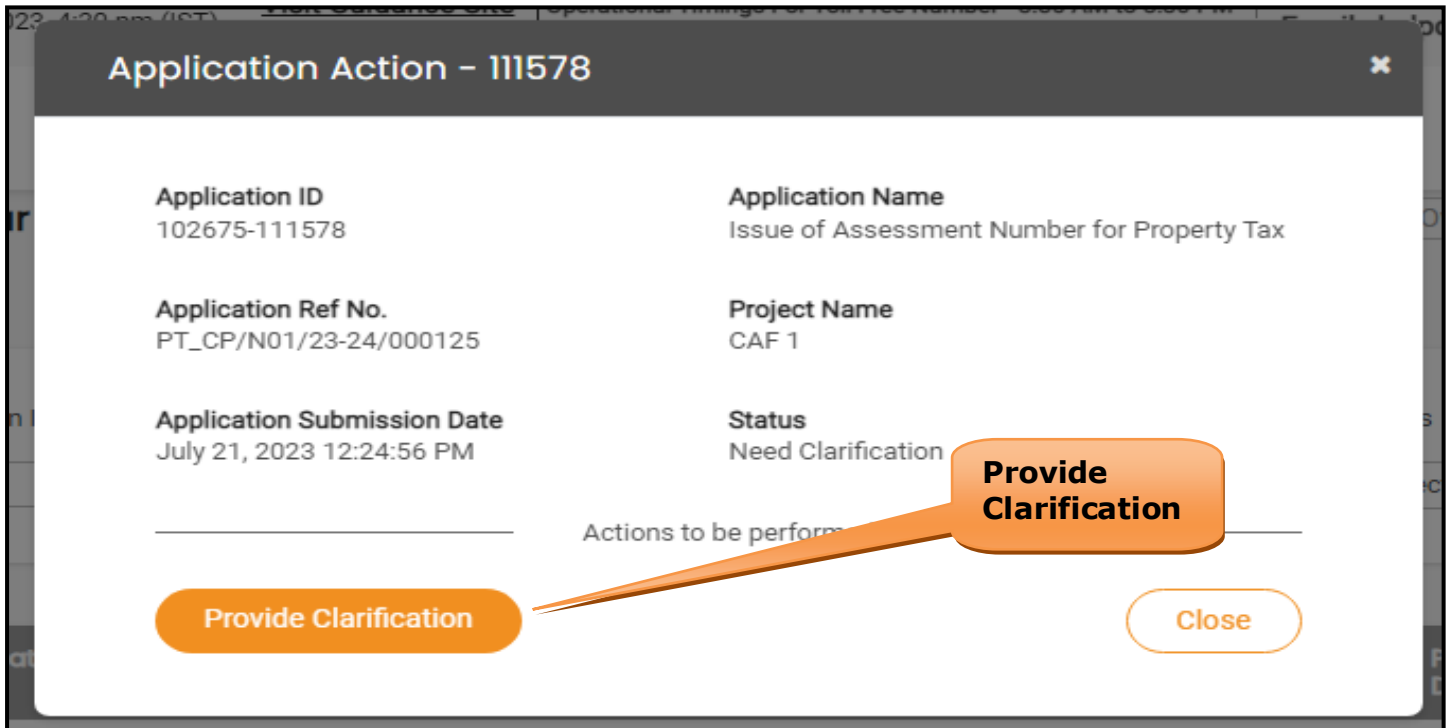


Figure 23. Provide Clarification

- 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.

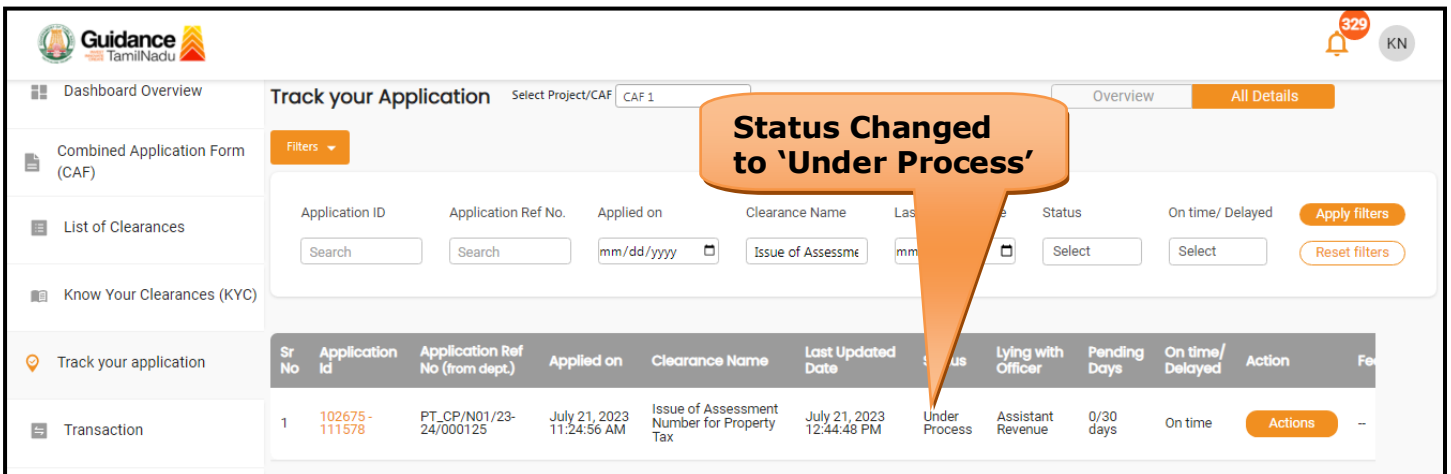
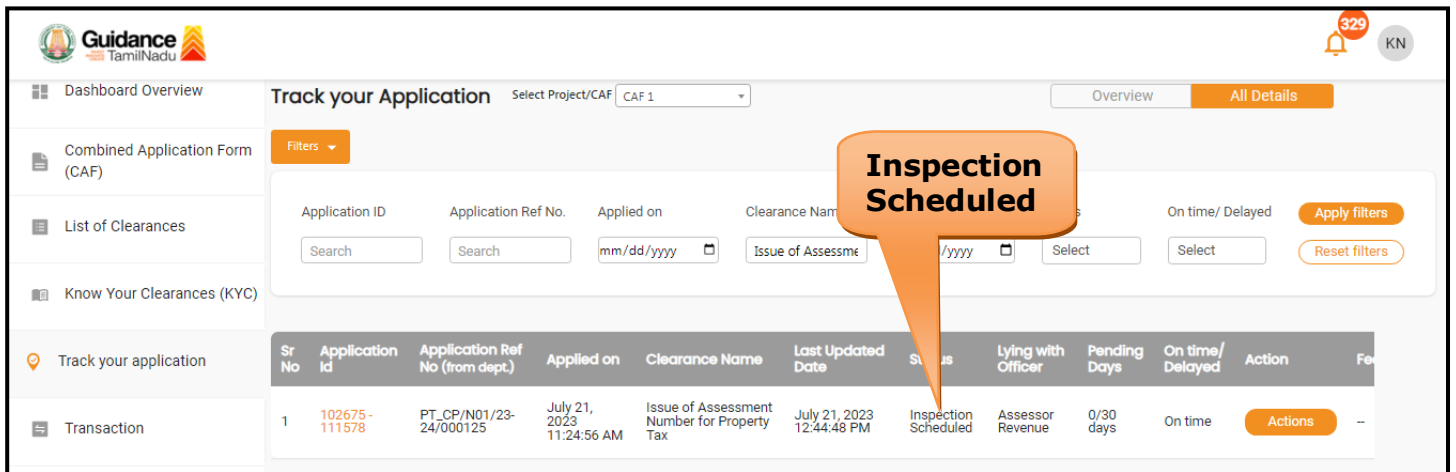


Figure 24. Under Process

10. Inspection Schedule

- 1) The Assessor Revenue Officer schedules the date of appointment for inspection to be done for the specified institution.
- 2) After the Inspection is completed, the Assessor 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. At the top, there are search filters for Application ID, Application Ref No., Applied on, Clearance Name, Issue of Assessment, and On time/Delayed. Below the filters is a table with the following data:

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	102675 - 111578	PT_CP/N01/23-24/000125	July 21, 2023 11:24:56 AM	Issue of Assessment Number for Property Tax	July 21, 2023 12:44:48 PM	Inspection Scheduled	Assessor Revenue	0/30 days	On time	Actions

An orange callout bubble with the text 'Inspection Scheduled' points to the 'Inspection Scheduled' status in the table.

Figure 15. Inspection Scheduled

Application Action - 111578

Application ID 102675-111578	Application Name Issue of Assessment Number for Property Tax
Application Ref No. PT_CP/N01/23-24/000125	Project Name CAF 1
Application Submission Date July 21, 2023 12:24:56 PM	Status Inspection Scheduled

Actions to be performed

Inspection Details | **Inspection Detail** | **Close**

Figure 26. Scheduled Inspection Details

Inspection Details : 111578

Inspection Scheduled Date (DD/MM/YYYY):
21/07/2023

Inspection Date

Figure 27. Scheduled Inspection Details (Contd.)

11. Application Processing

1) The Sanctioning Authority scrutinizes and reviews the application and updates the status as **“Approved”** or **“Rejected”**

The screenshot shows the 'Track your Application' interface. A callout bubble labeled 'Approved Status' points to the 'Approved' status in the table below.

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	102675-111578	PT_CP/N01/23-24/000125	July 21, 2023 01:24:56 PM	Issue of Assessment Number for Property Tax	July 21, 2023 01:44:48 PM	Approved	Sanctioning Authority	0/30 days	On time	Actions

Figure 28. Application Processed

2) If the application is **‘Approved’** by the Sanctioning Authority, the applicant can download the Certificate under **Track your application – > Action button -> Download Certificate** (Refer Figure 29)

The screenshot shows the 'Application Action - 111578' modal window. A callout bubble labeled 'Download Certificate' points to the 'Download' button.

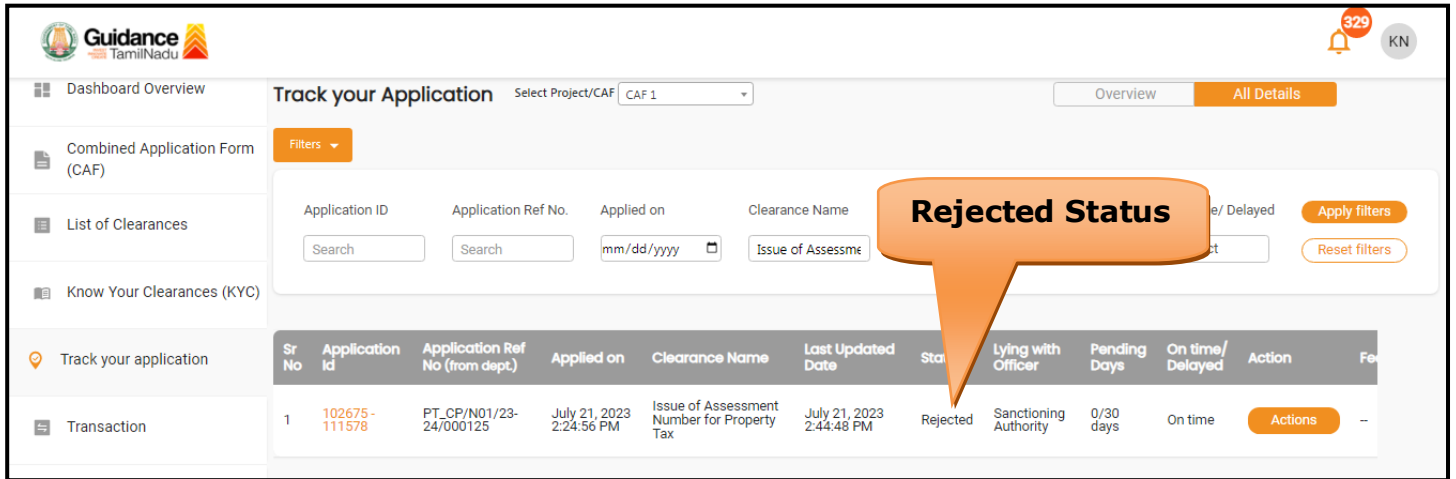
Application ID 102675-111578	Application Name Issue of Assessment Number for Property Tax
Application Ref No. PT_CP/N01/23-24/000125	Project Name CAF 1
Application Submission Date July 21, 2023 01:45:33 PM	Status Approved

Actions to be performed:

- Download
- Feedback - Application Processing
- Feedback - Application Submission
- Close

Figure 29. Download Certificate

3) If the application is '**Rejected**' by the Sanctioning Authority, 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 a web application interface for tracking applications. The main heading is 'Track your Application' with a dropdown menu set to 'CAF 1'. There are tabs for 'Overview' and 'All Details'. Below this is a filter section with fields for 'Application ID', 'Application Ref No.', 'Applied on', and 'Clearance Name'. A table below lists application details. A callout bubble labeled 'Rejected Status' points to the 'Rejected' status in the table 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	102675-111578	PT_CP/N01/23-24/000125	July 21, 2023 2:24:56 PM	Issue of Assessment Number for Property Tax	July 21, 2023 2:44:48 PM	Rejected	Sanctioning Authority	0/30 days	On time	Actions

Figure 30. Rejected Status

