



TAMILNADU SINGLE WINDOW PORTAL

APPLICANT MANUAL

Name Transfer of Property

Greater Chennai Corporation



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 Name Transfer of Property	14
8. Track Your Application	19
9. Query Clarification.....	21
10. Application Processing.....	23

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 homepage with the following details:

- Header:** Includes navigation links like Home, About Us, Clearances/Approvals, Legislation, Policies & Notifications, Dashboard, and Help & Support. It also features a 'Register' button and a 'Login' button.
- Main Banner:** Displays the Tamil Nadu state emblem and the text 'TAMIL NADU Leading the Nation'.
- Awards and Rankings:** A section showing various accolades:
 - #1:** Number of Factories in India, Number of Operational SEZs in India, Governance & Political Stability (N-SPI 2019), International and Domestic Tourist Arrivals, Best Performing State (India Today State of the State Award 2018, 2019 & 2020).
 - #2:** Sustainable Development Goals (SDG) Index 2020-21 (NITI Aayog), Second Largest Economy in India, Best Governed State (Public Affairs Index 2020), Job Creation Under IBPS Scheme, Growth, Innovation and Leadership Index 2019 (Frost & Sullivan).
- Footer:** Contains a description of the portal as a one-stop portal for investors, a link to 'TN Single Window Fee Slab for Large Industries', and a small cartoon character icon.

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**

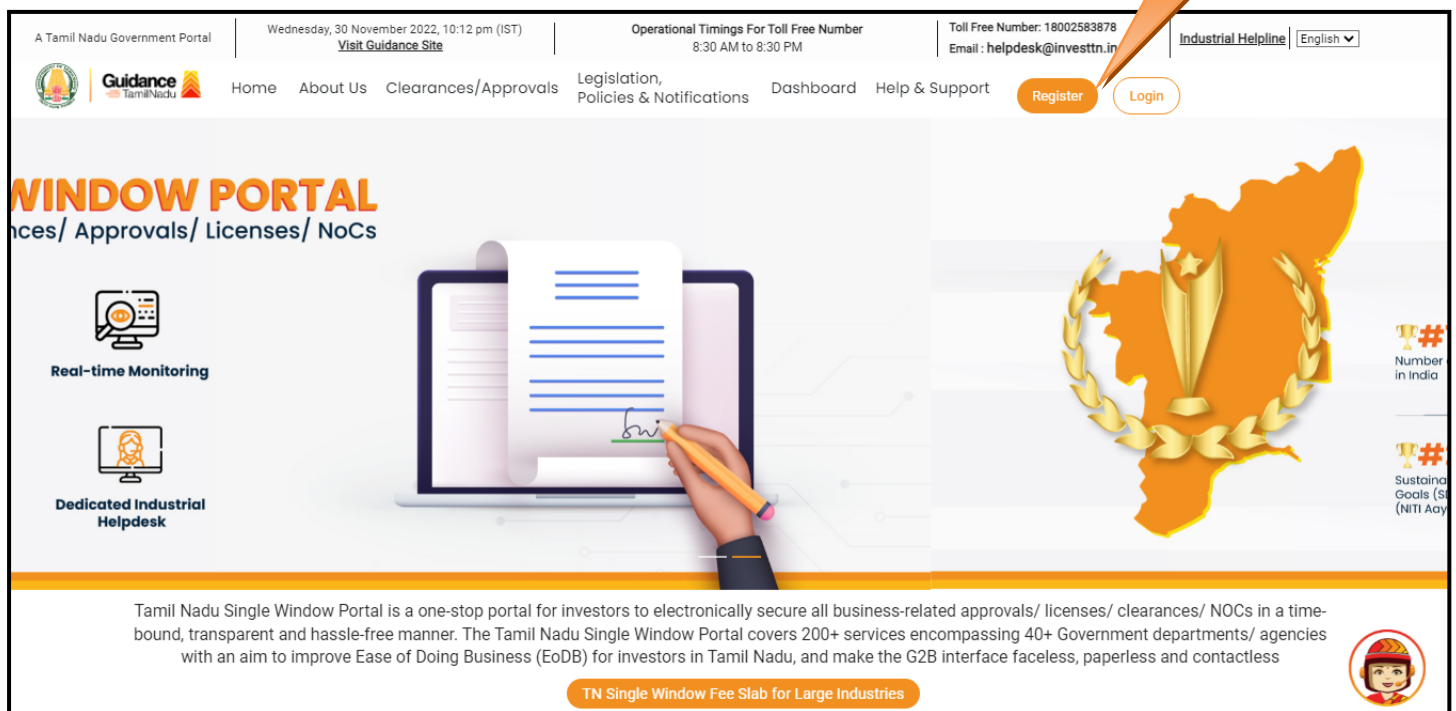
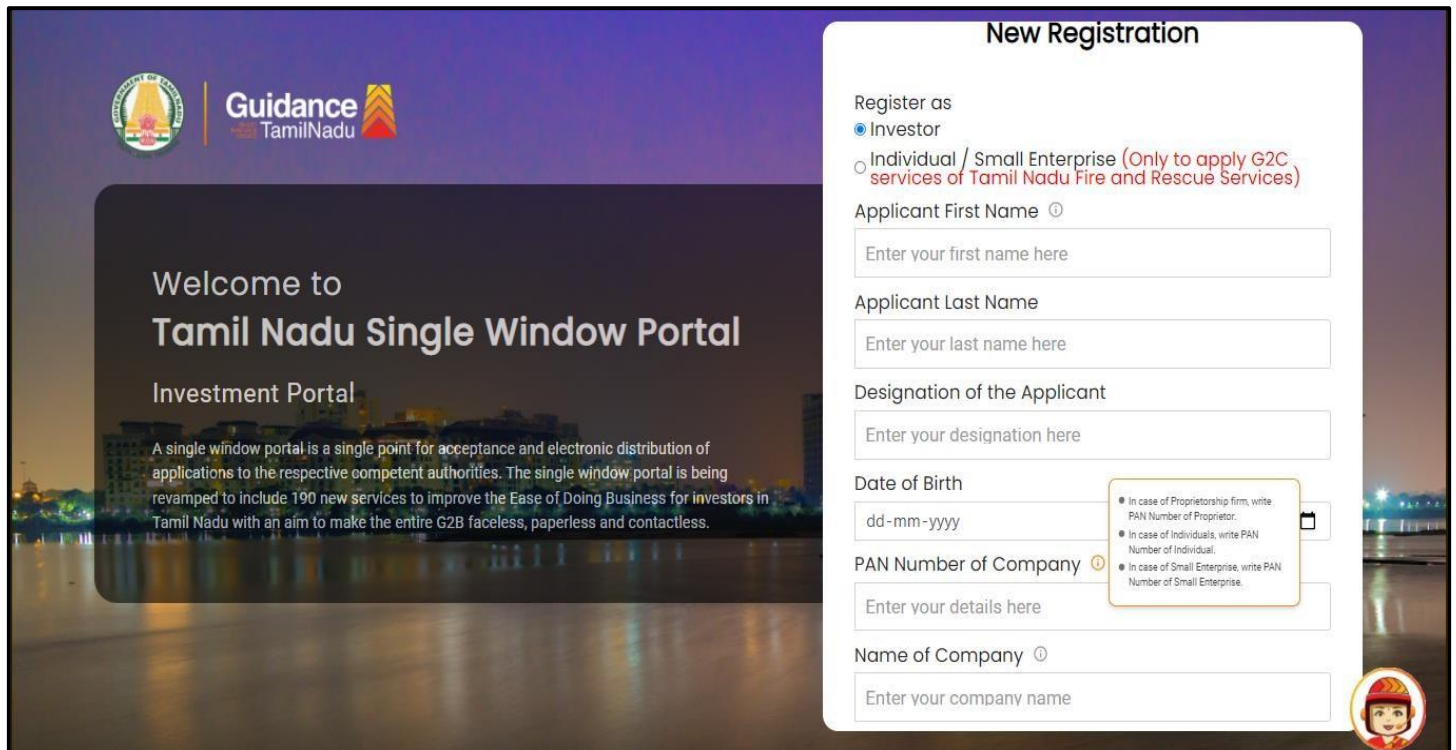



Figure 2. Register

- 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.




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 

Enter your first name here

Applicant Last Name


Enter your last name here

Designation of the Applicant


Enter your designation here

Date of Birth

dd-mm-yyyy

PAN Number of Company 

Enter your details here

Name of Company 

Enter your company name


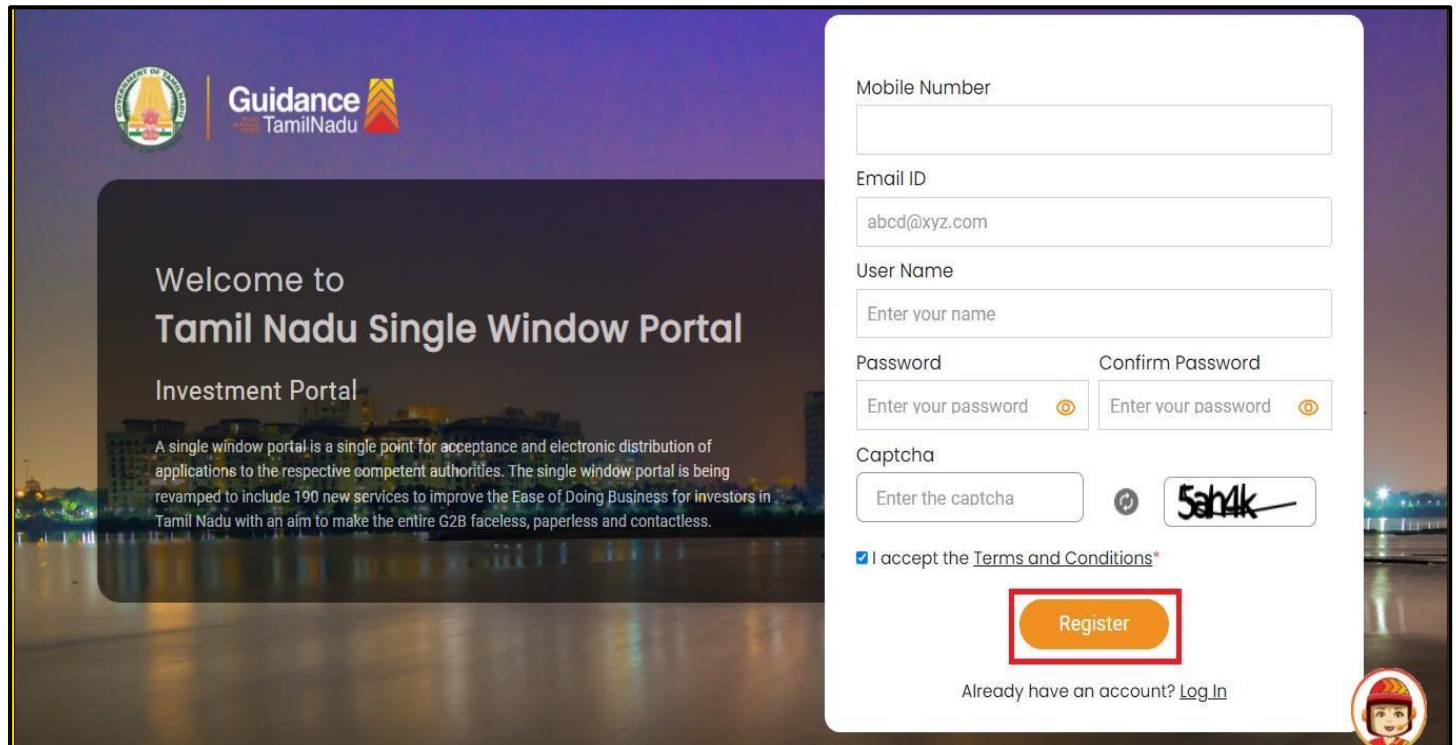



Figure 3. Registration Form




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

abcd@xyz.com


User Name

Enter your name

Password


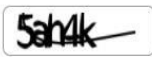
Enter your password 

Confirm Password

Enter your password 

Captcha

Enter the 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.

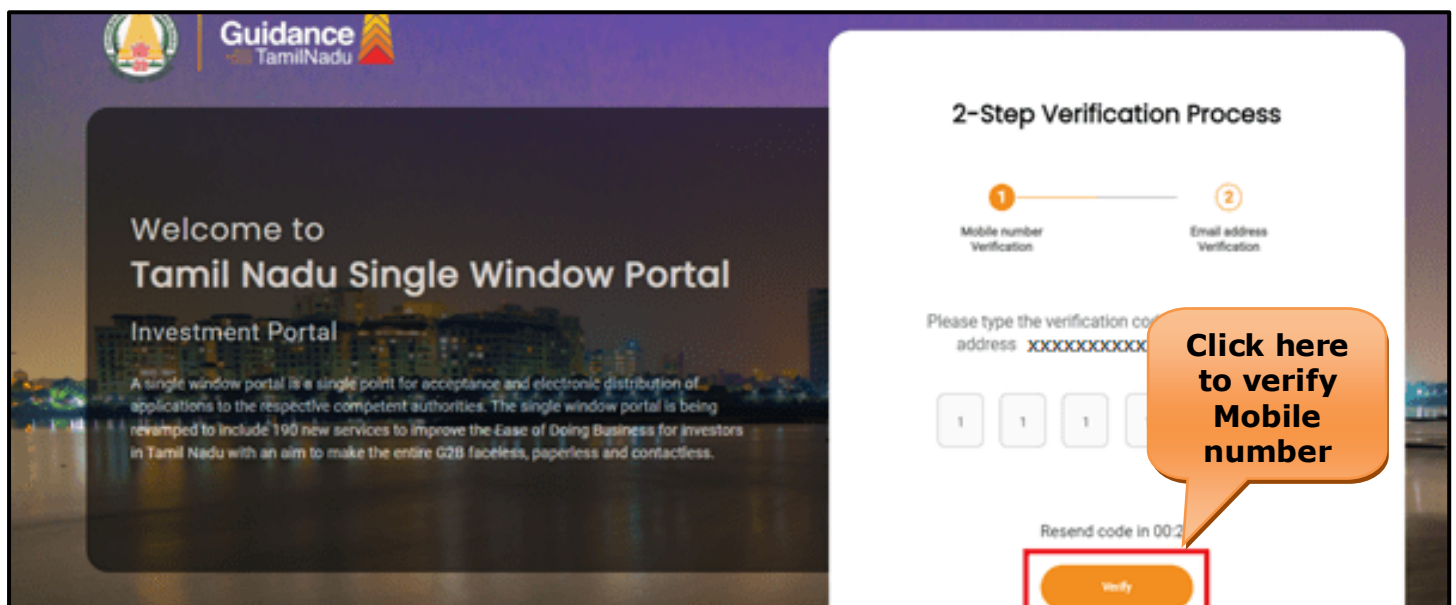


Figure 5. Mobile Number Verification

- **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.

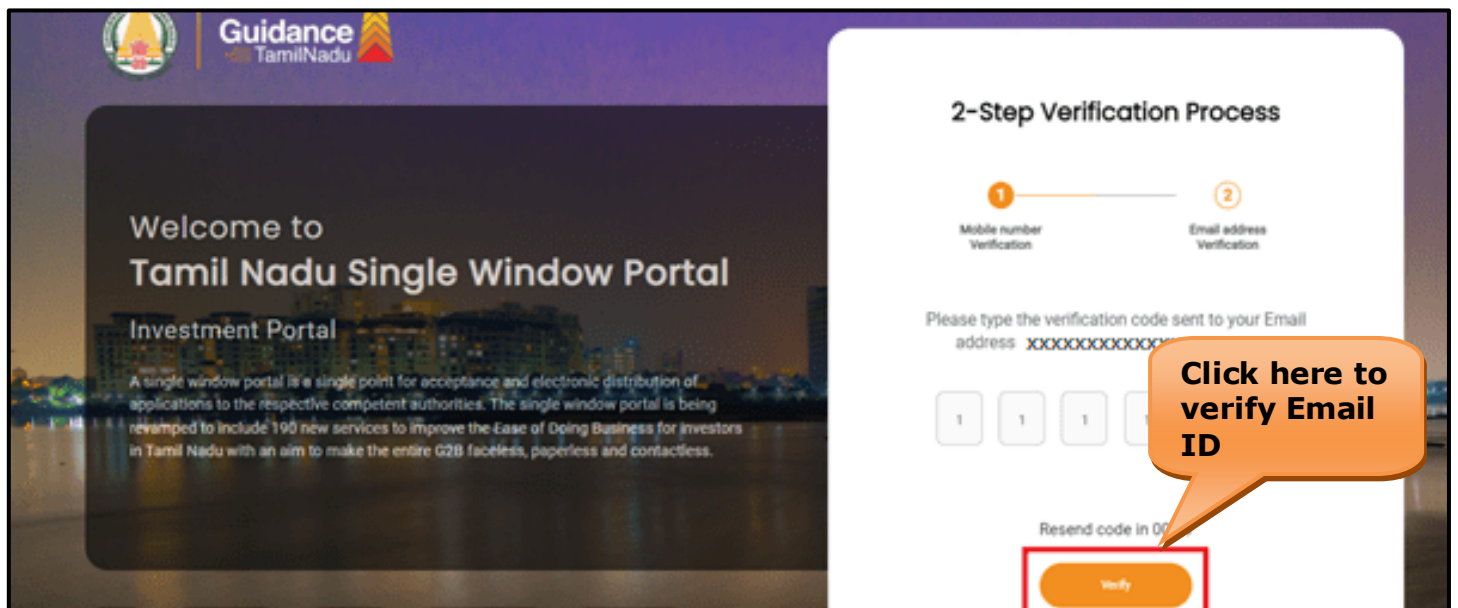


Figure 6. Email ID Verification

- 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.

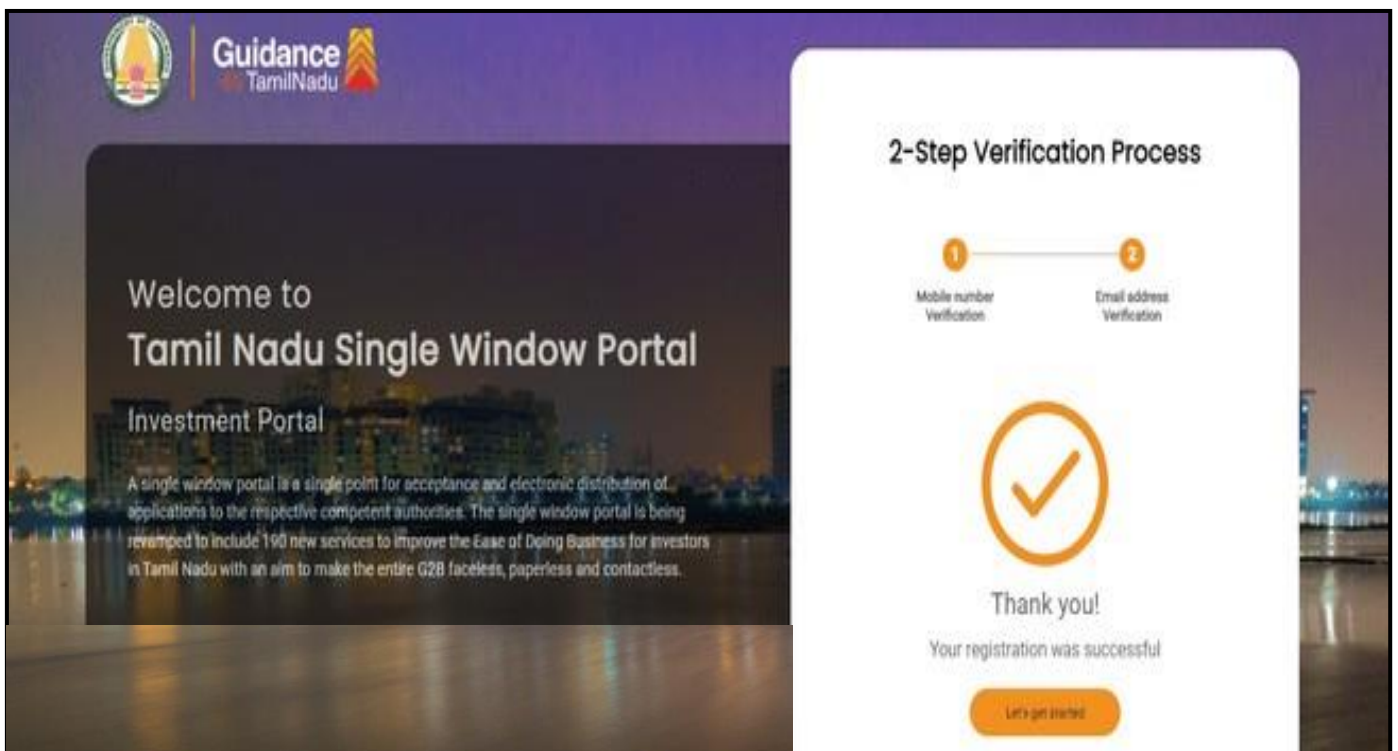


Figure 7. Registration Confirmation Pop-Up

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**

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 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](#)

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

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)

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 be uploaded after filling the CAF details. Kindly ensure the availability of the same:
 - Self certifications
 - Workflow

Your combined application form

CAF ID	Date	Time	Status
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

Continue

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).

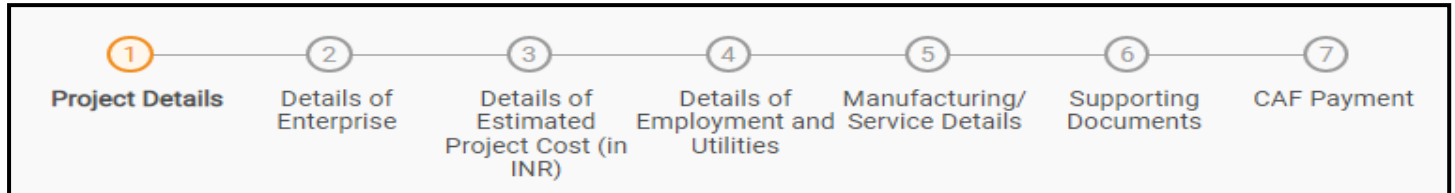


Figure 11. Section of Combined Application Form (CAF)

- 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. On the left is a sidebar menu with options: 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 (highlighted). Below the progress bar, a confirmation message box is displayed: "Information: Your CAF details have been successfully saved. Kindly review the CAF fees amount and make applicable payment to submit the CAF." The message box includes an "OK" button. Below the message, the "Payment Details" section is visible, showing "Choose your preferred fee slab" with radio buttons for "Lump sum" (selected) and "à la carte". The "Amount to be paid (in INR)" is shown as 500000, with "Five Lakh" written below it. A "Calculate Fee" button is located to the right of the amount field.

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 Name Transfer of Property

1. Click on “List of Clearances”

List of Clearances

Dashboard Overview

Combined Application Form (CAF)

List of Clearances

Know Your Clearances (KYC)

Track your application

Establishment Stage Clearance

Pre-Operation Stage Clearance

Post-Operation Stage Clearance

Search

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	<div>Apply</div>
2	Allotment of Land in industrial area	State Industries Promotion Corporation of Tamil Nadu Ltd	60 days	View	<div>Apply</div>

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 ‘Name Transfer of Property’ by using Search option as shown in the figure given below.

Pre-Operation Stage Clearance

Search for Clearance

309

YC

Dashboard Overview

Combined Application Form (CAF)

List of Clearances

Know Your Clearances (KYC)

Track your application

Pre-Establishment Stage Clearance

Pre-Operation Stage Clearance

Post-Operation Stage Clearance

Name Transfer of Property

Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual	
45	Name Transfer of Property	Greater Chennai Corporation	15 days	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
45	Name Transfer of Property	Greater Chennai Corporation	15 days	View	-

Figure 15. Apply for Clearance

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

Confirmation!!!

Please select the project with the one you want to proceed.

Department Name
Greater Chennai Corporation

Name of the Clearance
Name Transfer of Property

Select Project/CAF *

caf fix test1

Select CAF

Close

Click on Apply

Apply

Figure 16. Project/CAF

2) Click on the Apply button and the Page will get redirected to Name Transfer of Property Portal.

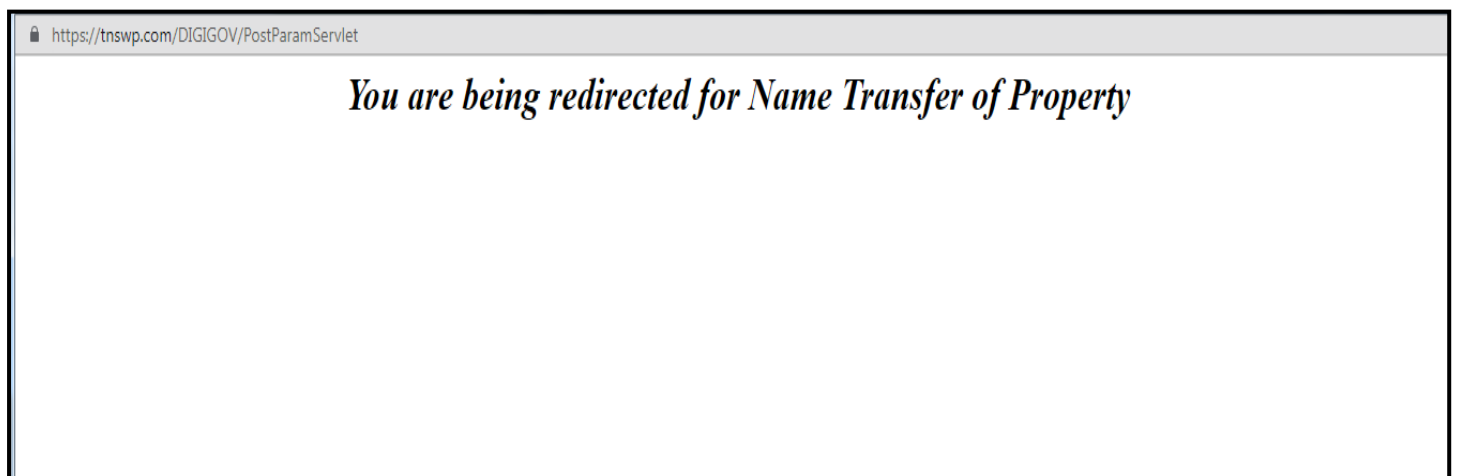


Figure 17. Redirecting to Name Transfer of Property Portal

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

Property Tax

cocapp7 Welcome SWM_Chinnakannu Today is: 18/07/2023

Service Request Form

Applicant Details

Service Category:*	Property Tax	Service:*	Name Transfer [Form 9]
Application Date:	18/07/2023	Property Id:*	
Applicant Name:*			
ZONE:		WARD:	
AREA:		LOCALITY:	
STREET:		Applicant Father/Spouse Name:	
Applicant Address:*			
Pincode:			
Email:		Mobile No:*	

Document to be Uploaded

1	Copy of the Title of the Property in favour of applicant (or) Death & Legal Certificate(in case of inheritance)*	Choose File	No file chosen
---	--	-------------	----------------

Other Document

Choose File No file chosen

Click on 'Save and Submit'

Save&Submit Close

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'

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 - 111585	PT_NT/N04/21-22/000168	July 19, 2023 3:20:08 PM	Name Transfer of Property	July 19, 2023 3:52:38 PM	Under Process	Assistant Revenue	0/15 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**

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	Fe
1	102675 - 111585	PT_NT/N04/21-22/000168	July 19, 2023 3:20:08 PM	Name Transfer of Property	July 19, 2023 3:52:38 PM	Under Process	Assistant Revenue	0/15 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**

All Details Options

Track your Application Select Project/CAF: AGRI Coimbatore

Overview **All Details**

Filters

Application ID: 111585 Application Ref No.: Search Applied on: mm/dd/yyyy Clearance Name: Name Transfer of Last Updated Date: mm/dd/yyyy Status: Select On time/ Delayed: Select **Apply filters** **Reset filters**

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	Fe
1	102675 - 111585	PT_NT/N04/21-22/000168	July 19, 2023 3:20:08 PM	Name Transfer of Property	July 19, 2023 3:52:38 PM	Under Process	Assistant Revenue	0/15 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) Applicants 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. Click on 'Action' button responds to 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	102675-111585	PT_NT/N04/23-24/000168	July 19, 2023 3:20:08 PM	Name Transfer of Property	July 19, 2023 3:52:38 PM	Need Clarification	Assistant Revenue	0/15 days	on time	Actions

Figure 22. Need Clarification

Application Action – 111585

Application ID 102675-111585	Application Name Name Transfer of Property
Application Ref No. PT_NT/N04/23-24/000168	Project Name CAF 1
Application Submission Date July 19, 2023 3:52:38 PM	Status Need Clarification

Actions to be performed

Provide Clarification **Close**

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.

Guidance TamilNadu

329 KN

Dashboard Overview

Track your Application

Combined Application Form (CAF)

List of Clearances

Know Your Clearances (KYC)

Track your application

Transaction

Digilocker

Filters

Application ID: 111585

Application Ref No.: Search

Applied on: mm/dd/yyyy

Clearance Name: Name Transfer of

Last Updated: mm/dd/yyyy

Status: Select

On time/ Delayed: Select

Apply filters

Reset filters

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 - 111585	PT_NT/N04/23-24/000168	July 19, 2023 3:20:08 PM	Name Transfer of Property	July 19, 2023 3:50:38 PM	Under Process	Assistant Revenue	0/15 days	on time	Actions

Figure 24. Under Process

10. Application Processing

- 1) The Additional Revenue Officer scrutinizes and reviews the application and updates the status as **"Approved"** or **"Rejected"**

The screenshot shows the 'Track your Application' page. A callout bubble points to the 'Status' column in the table, which displays 'Approved'.

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	102675-111585	PT_NT/N04/23-24/000168	July 19, 2023 3:40:15 PM	Name Transfer of Property	July 19, 2023 3:58:38 PM	Approved	Additional Revenue Officer	0/15 days	on time	Actions

Figure 25. Application Processed

- 2) If the application is **'Approved'** by the Additional Revenue Officer, the applicant can download the Approval Certificate under **Track your application –> Action button -> Download Certificate** (Refer Figure 26)

The screenshot shows the 'Application Action - 111585' modal. It displays application details and a 'Download Certificate' button. A callout bubble points to this button.

Application ID
102675-111585

Application Name
Name Transfer of Property

Application Ref No.
PT_NT/N04/23-24/000168

Project Name
CAF 1

Application Submission Date
July 19, 2023 3:58:38 PM

Status
Approved

Download Certificate

Feedback - Application Processing

Feedback - Application Submission

Close

Figure 26. Download Certificate

- 3) If the application is '**Rejected**' by the Additional Revenue Officer, the applicant can view the rejection remarks under the Actions Tab by the Additional Revenue Officer. Applicant has to create a fresh application if the application has been rejected. (Refer Figure 27)

The screenshot displays the 'Track your Application' page on the Guidance TamilNadu portal. The interface 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 search filter for 'CAF 1' and a table of applications. An orange 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 - 111585	PT_NT/N04/23-24/000168	July 19, 2023 3:40:15 PM	Name Transfer of Property	July 19, 2023 3:58:38 PM	Rejected	Additional Revenue Officer	0/15 days	on time	Actions

Figure 27. Rejected Status

