



TAMILNADU SINGLE WINDOW PORTAL

APPLICANT MANUAL

**Permit to import foreign liquors by FL2, FL3, FL3A and
FL3AA Licensees**

Prohibition and Excise Department



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1. Home Page

- 1) The journey of the new applicant starts with Tamil Nadu Single Window Portal (TNSWP) homepage that can be accessed through <https://tnswp.com> website wherein it gives various information's, useful links, and functionalities about TNSWP.
- 2) **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 elements:

- Browser address bar: tnswp.com/DIGIGOV/swp-tnswp.jsp
- Page header: "A Tamil Nadu Government Portal", date "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", "Register", "Login".
- Navigation menu: Home, About Us, Clearances/Approvals, Legislation, Policies & Notifications, Dashboard, Help & Support.
- Main banner: "TAMIL NADU Leading the Nation" with a map of Tamil Nadu.
- Statistics section:

#1	#1	#1	#1	#1
Number of Factories in India	Number of Operational SEZs in India	Governance & Political Stability (N-SIPI 2019)	International and Domestic Tourist Arrivals	Best Performing State (India Today State of the State Award 2018, 2019 & 2020)
#2	#2	#2	#2	#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: "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".
- Buttons: "TN Single Window Fee Slab for Large Industries" and a 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

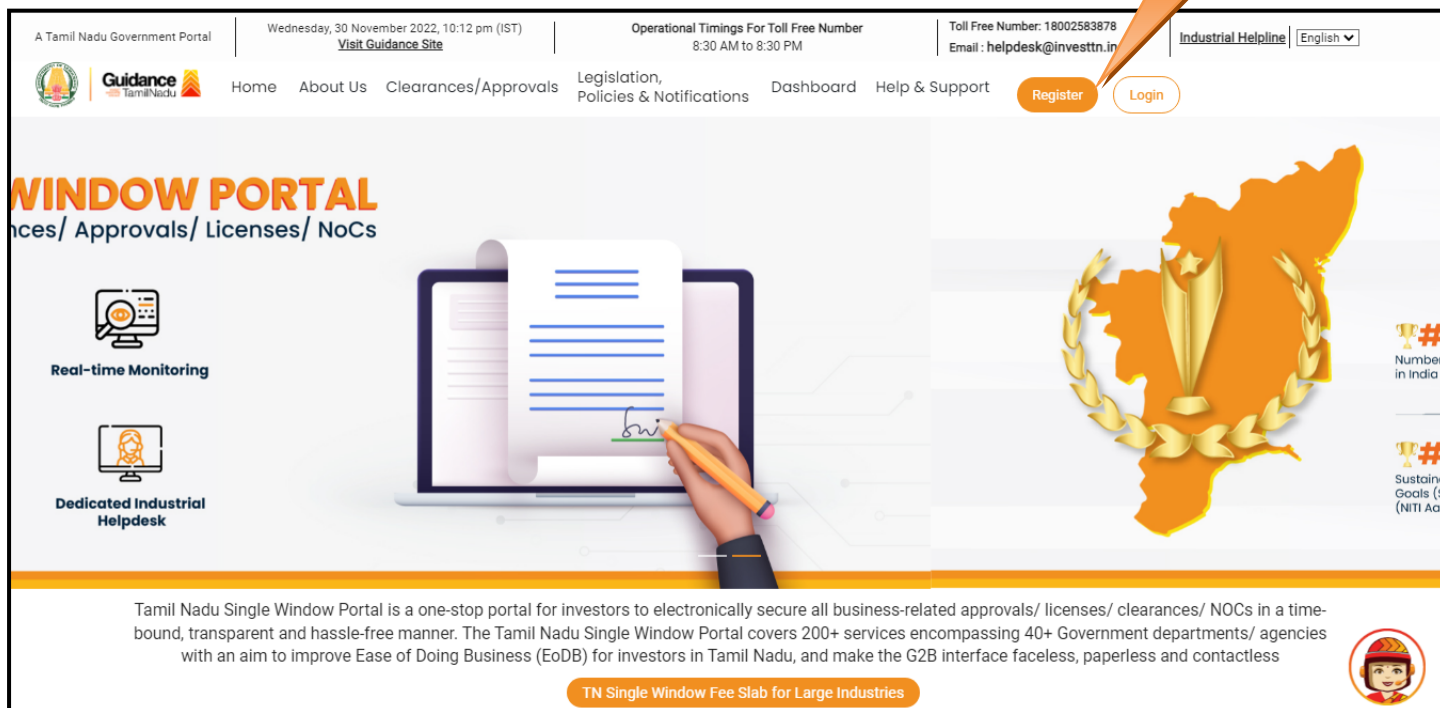
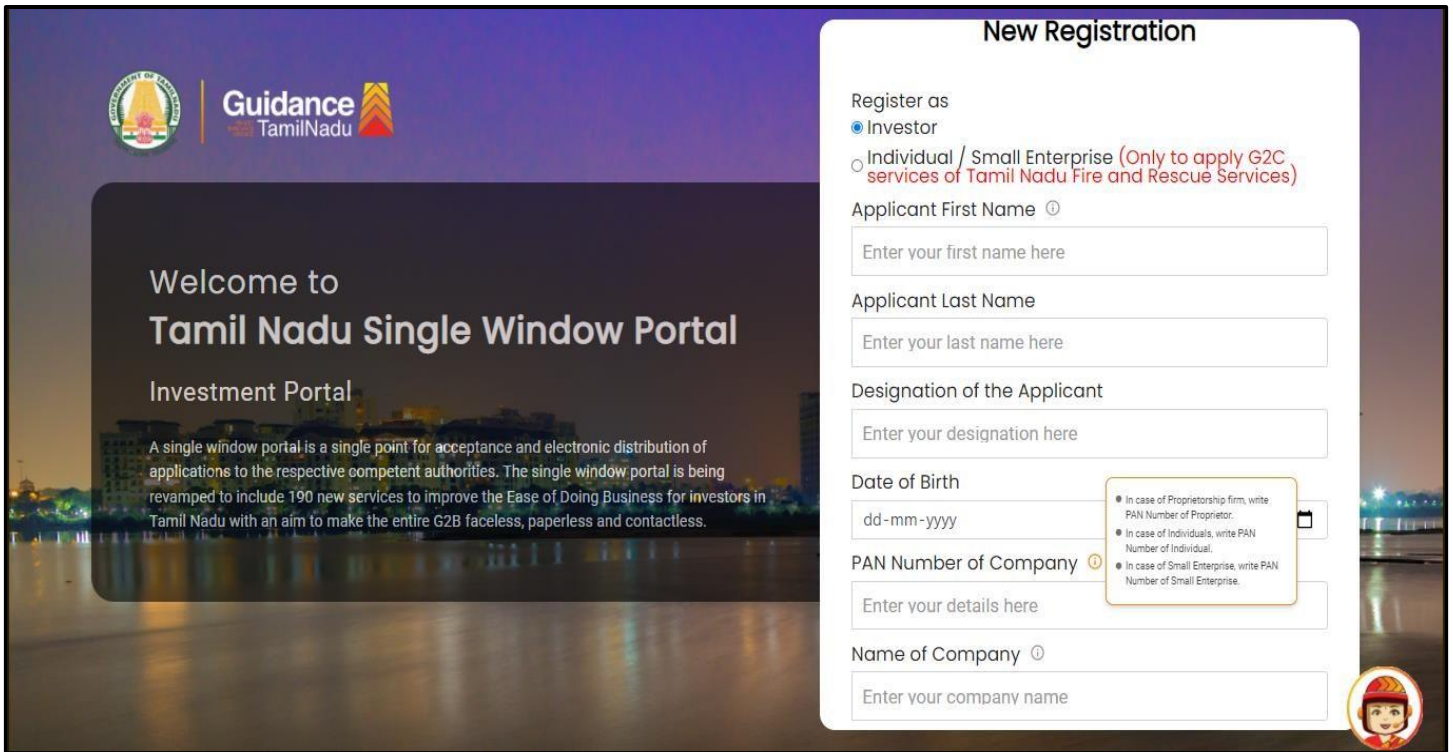


Figure 2. Register

- 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.



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

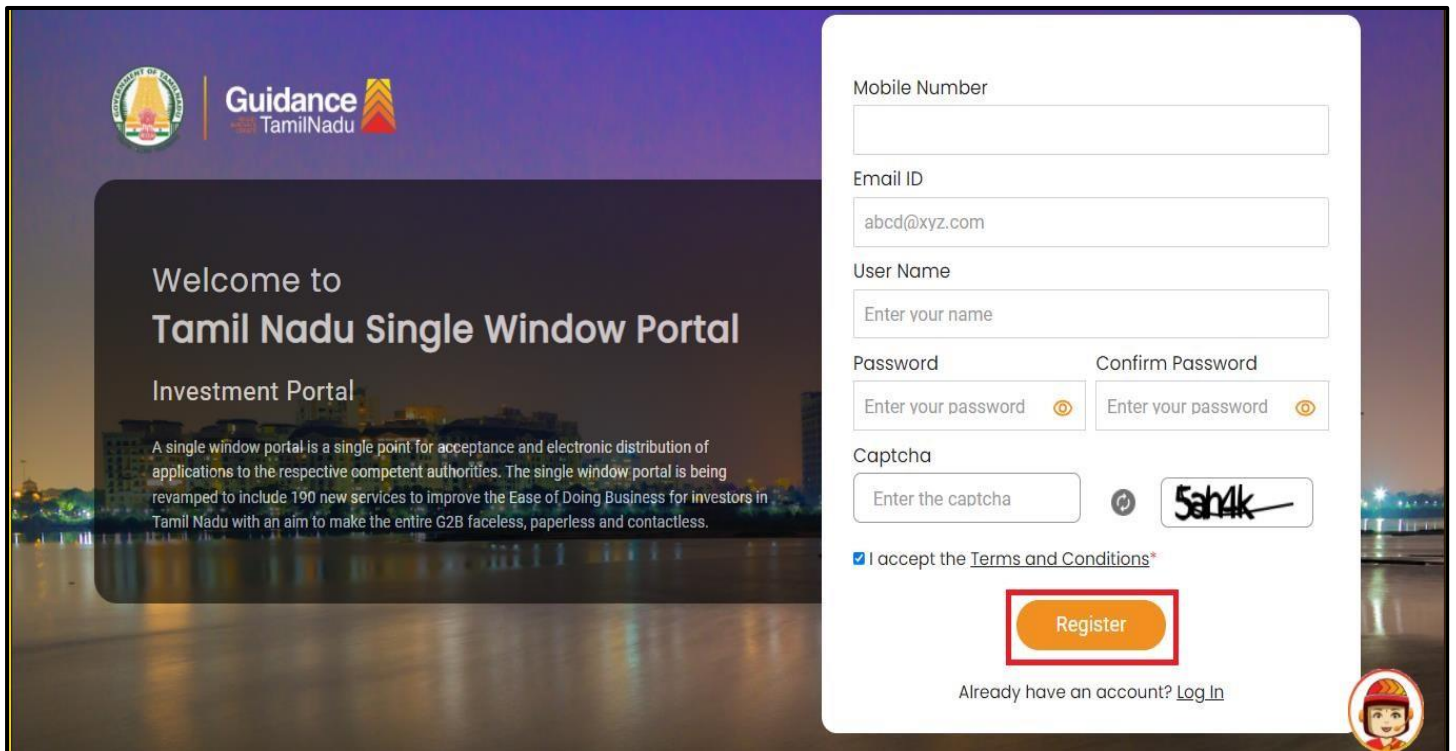
 📅

PAN Number of Company ⓘ

- 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.

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.

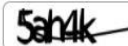
Mobile Number

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.

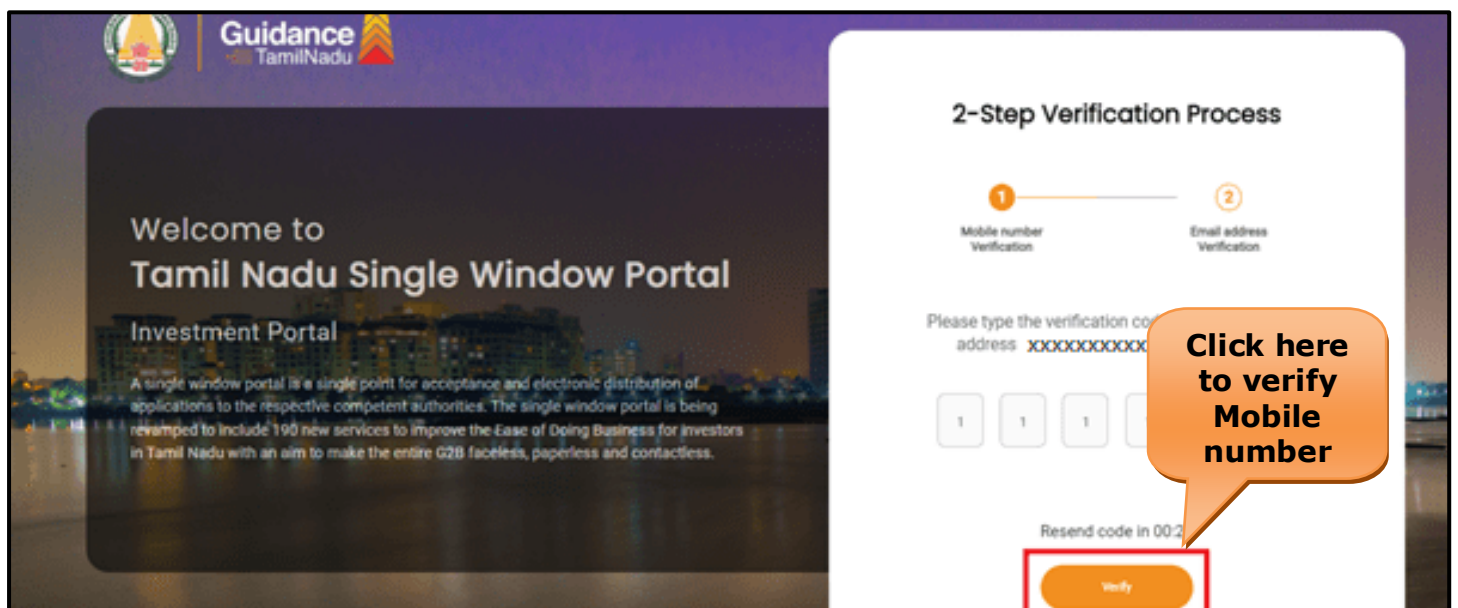


Figure 5. Mobile Number Verification

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.

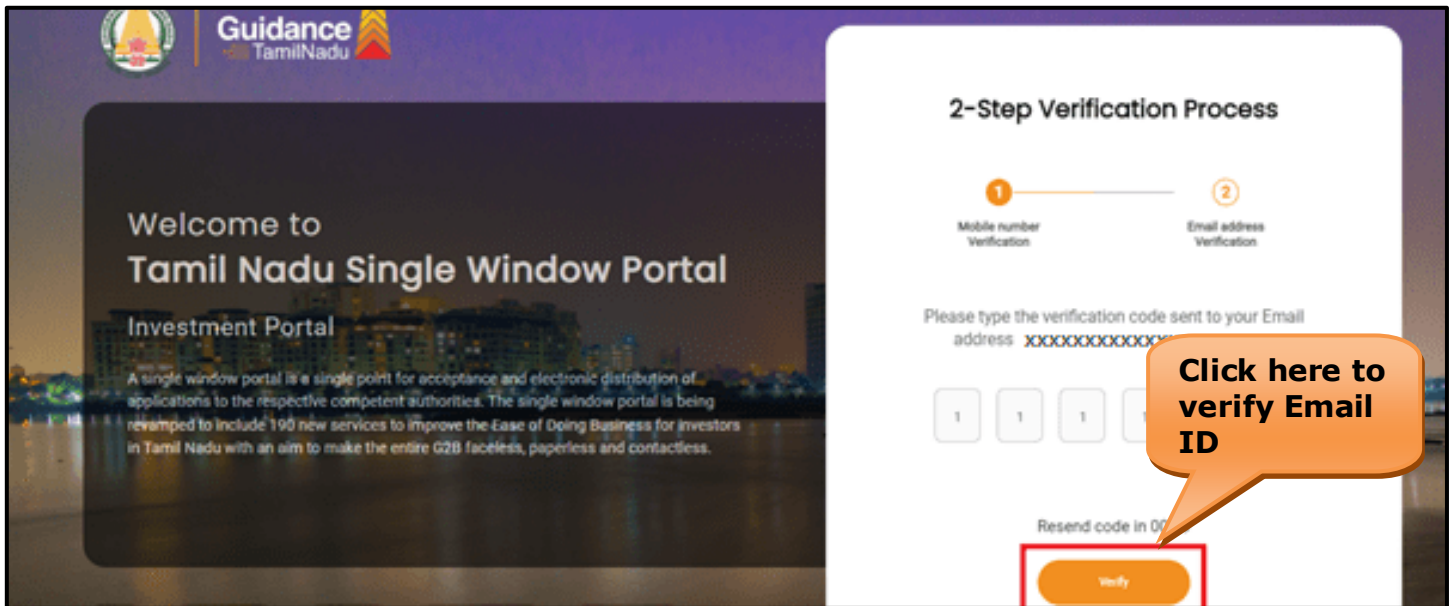


Figure 6. Email ID Verification

- 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.

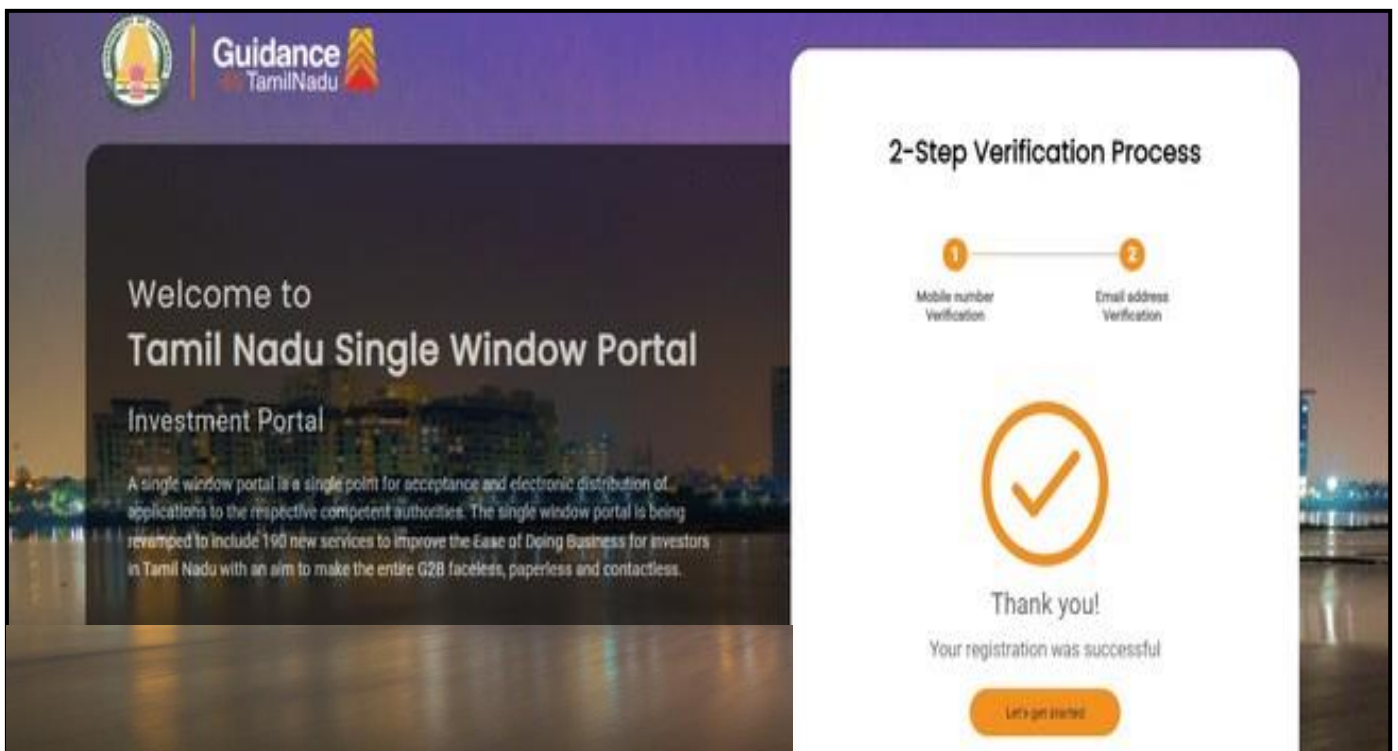


Figure 7. Registration Confirmation Pop-Up

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



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.

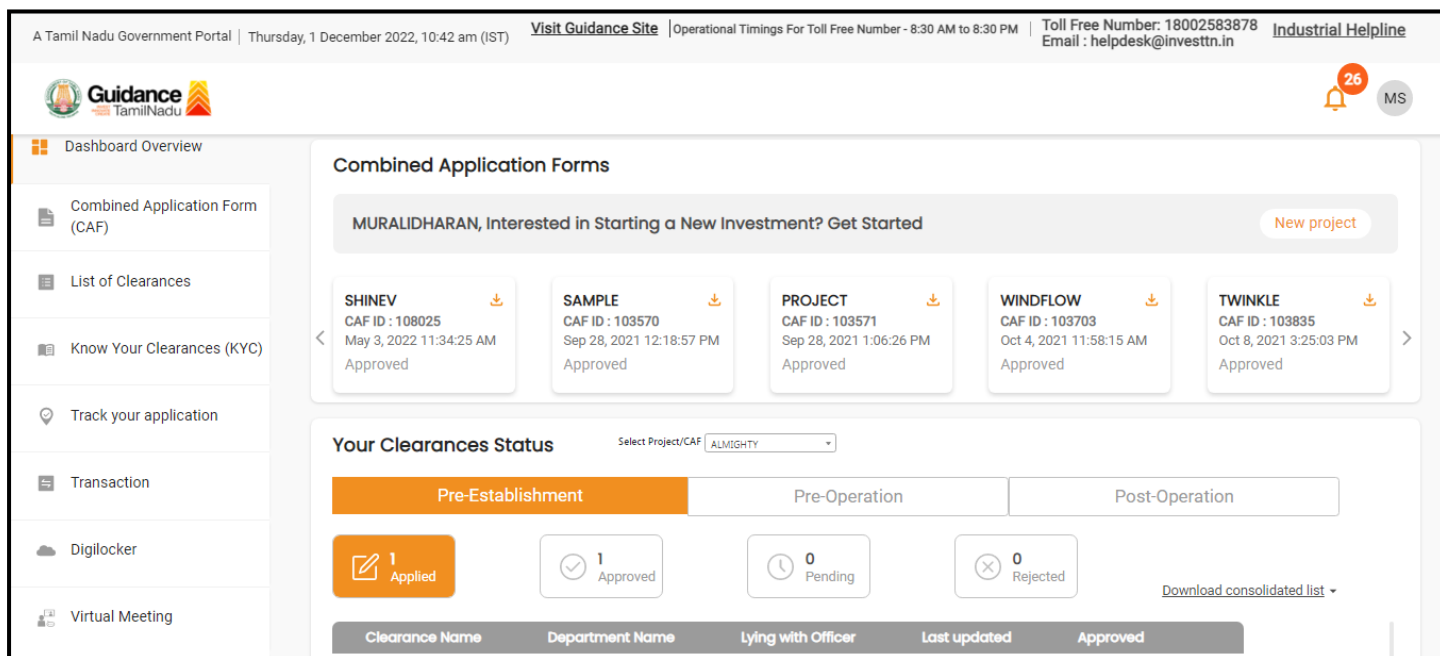
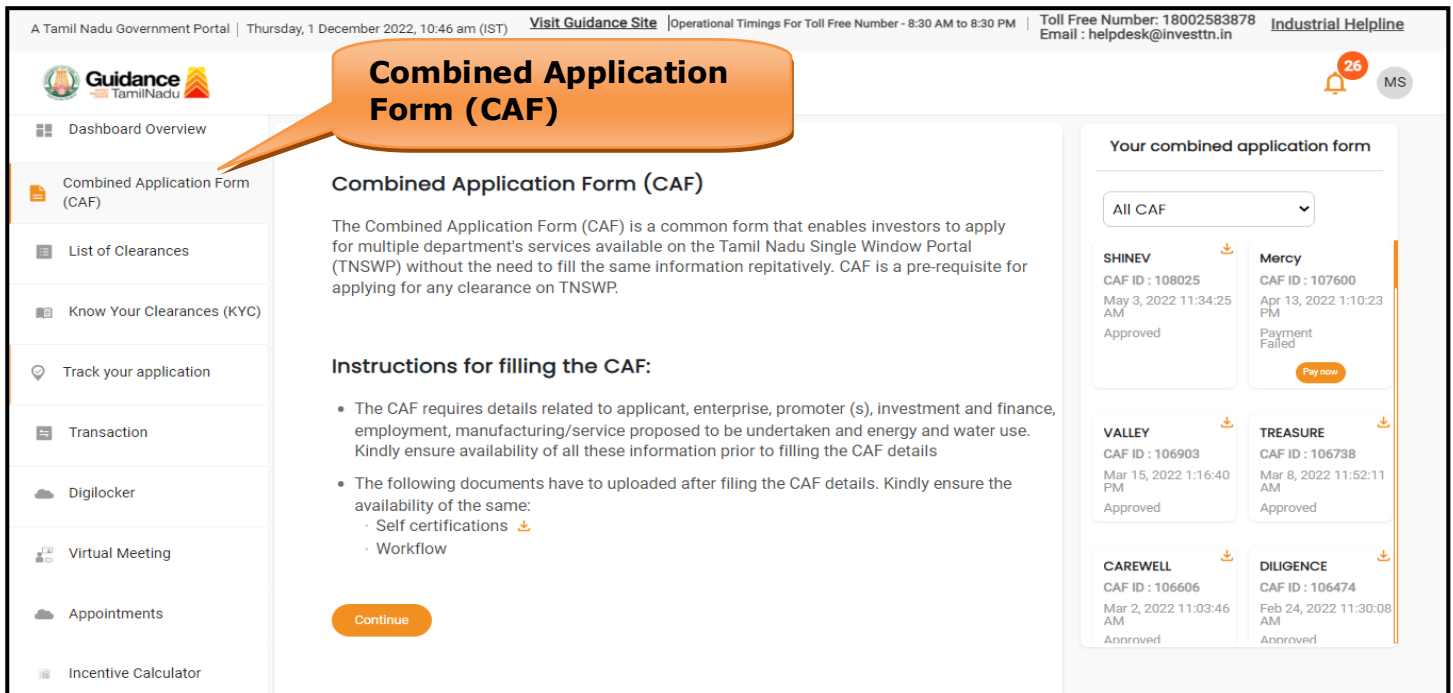


Figure 9. Dashboard Overview

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 displays the Tamil Nadu Government Portal interface. The top navigation bar includes the portal name, date, time, and contact information. The left sidebar contains a menu with items 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 features a 'Combined Application Form (CAF)' section with a description and instructions for filling the form. A 'Continue' button is visible at the bottom of this section. On the right, a 'Your combined application form' table lists several CAF entries with their IDs, dates, and 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 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).

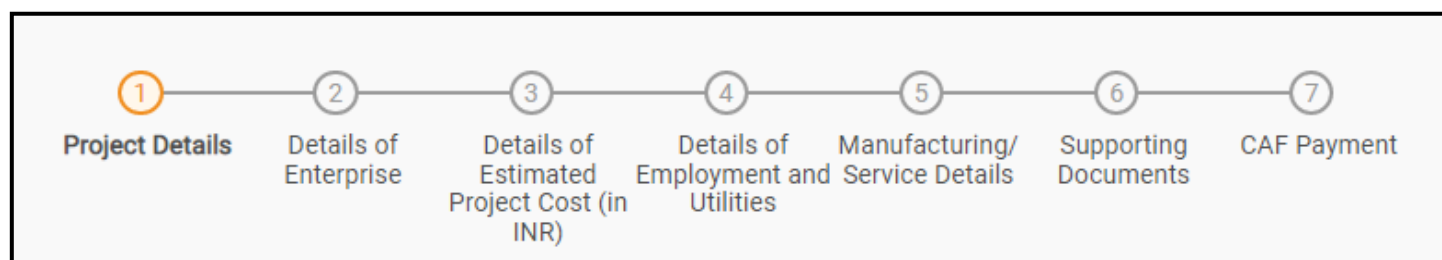


Figure 11. Section of Combined Application Form (CAF)

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).

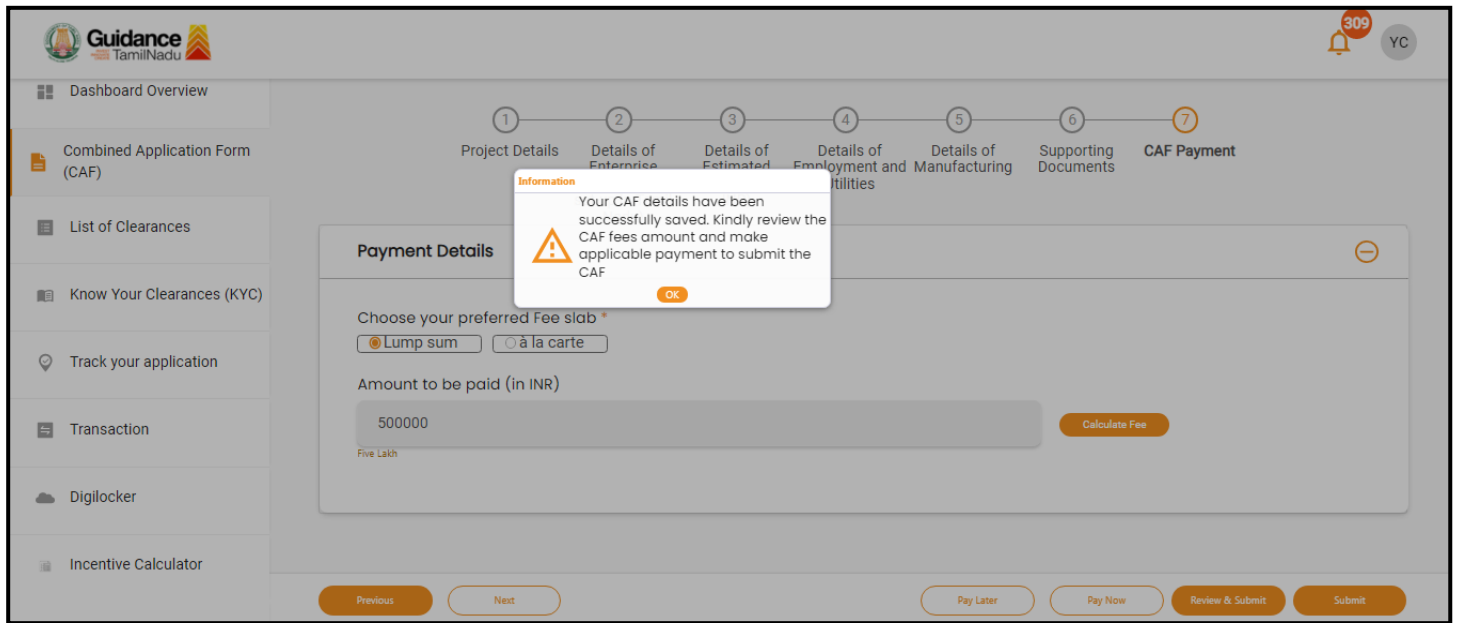


Figure 12. Combined Application Form (CAF) - Confirmation Message

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 Permit to import foreign liquors by FL2, FL3, FL3A and FL3AA Licensees

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 ‘Permit to import foreign liquors by FL2, FL3, FL3A and FL3AA Licensees ’ 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	
50	Permit to import foreign liquors by FL2, FL3, FL3A and FL3AA Licensees	Prohibition and Excise Department	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.

View Information

Apply for Clearance

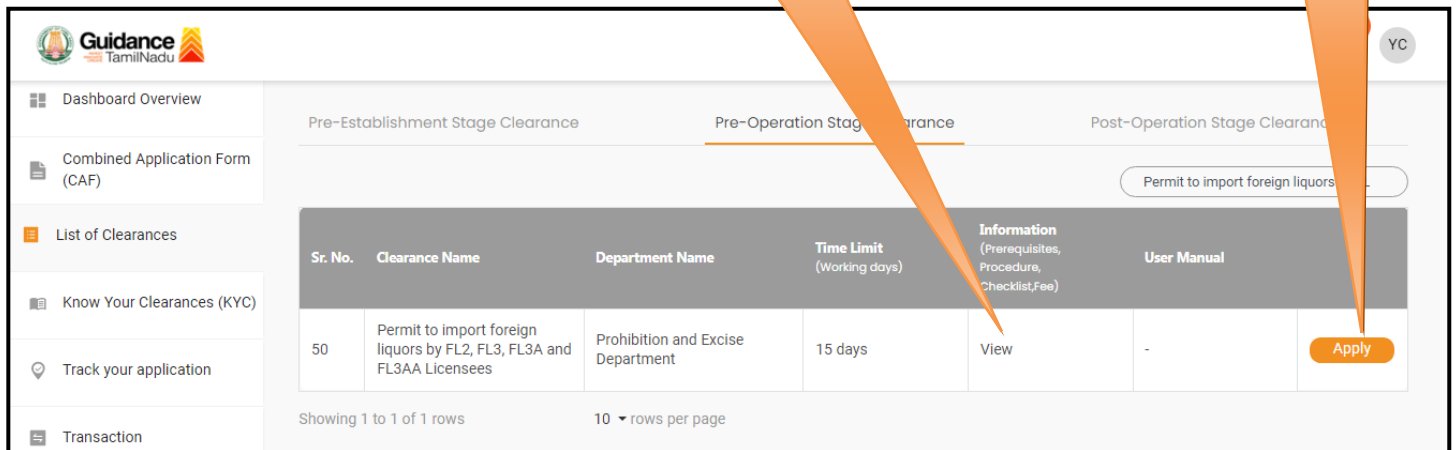


Figure 15. Apply for Clearance

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

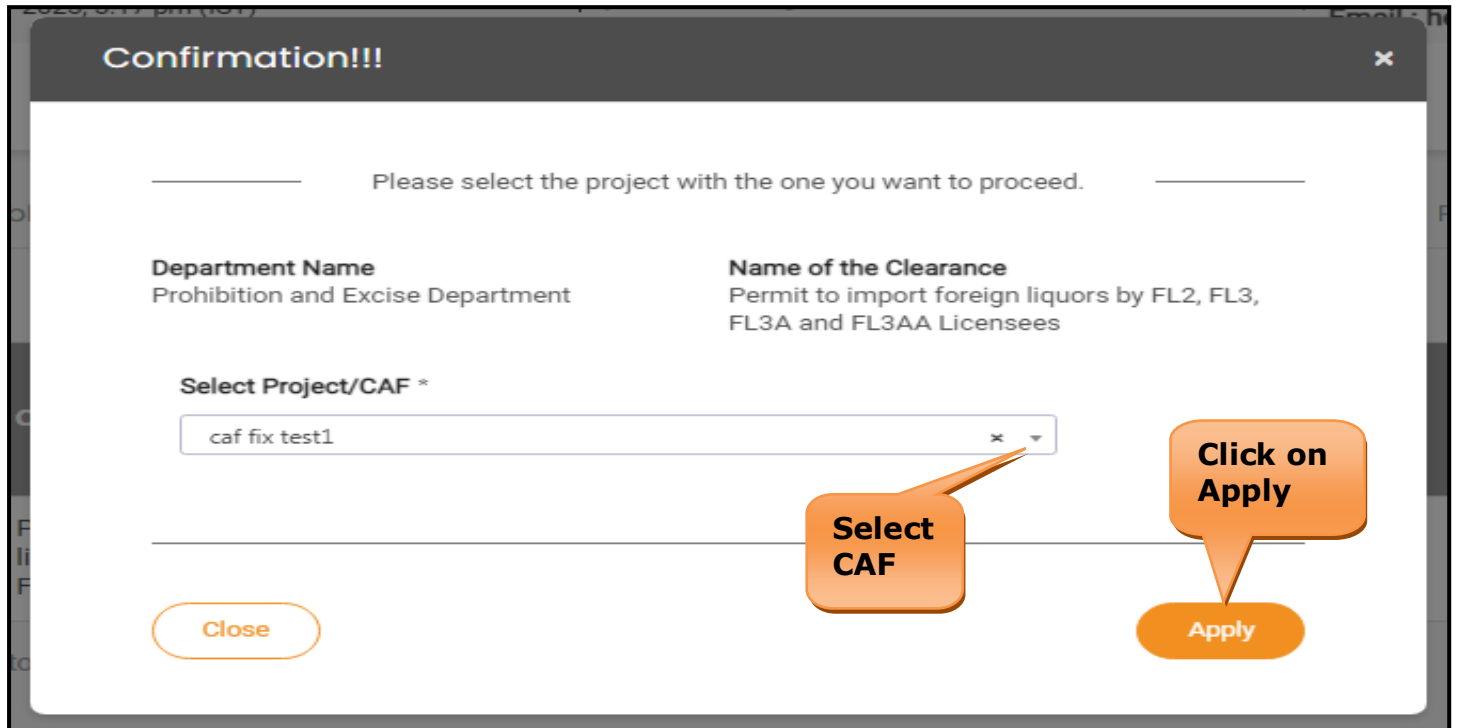


Figure 16. Project/CAF

2) Click on the Apply button and the Page would get redirected to Apply for Permit to import foreign liquors by FL2, FL3, FL3A and FL3AA Licensees.

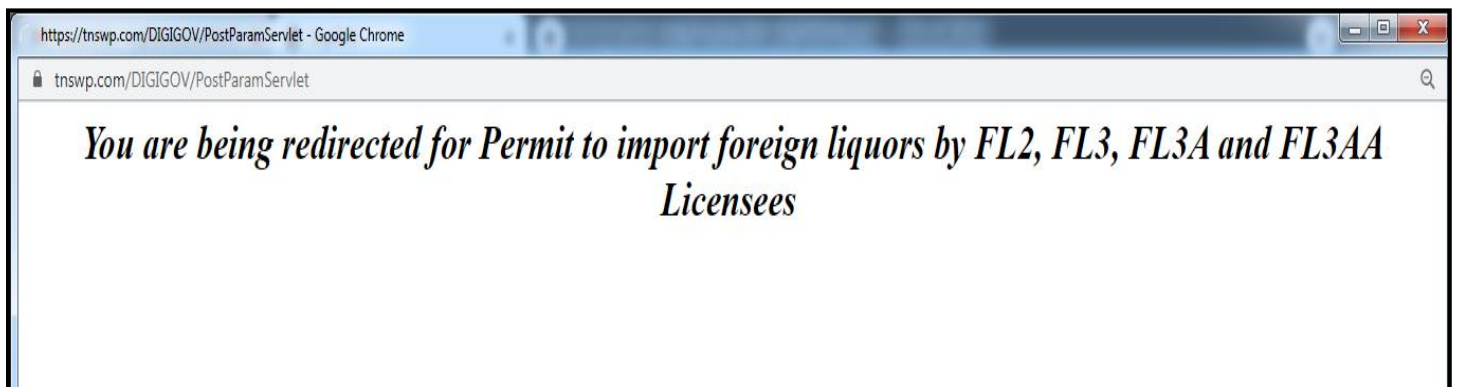


Figure 17. Redirecting to certified copy of property document

3) Enter all the mandatory details in the application for Permit to import foreign liquors by FL2, FL3, FL3A and FL3AA Licensees.

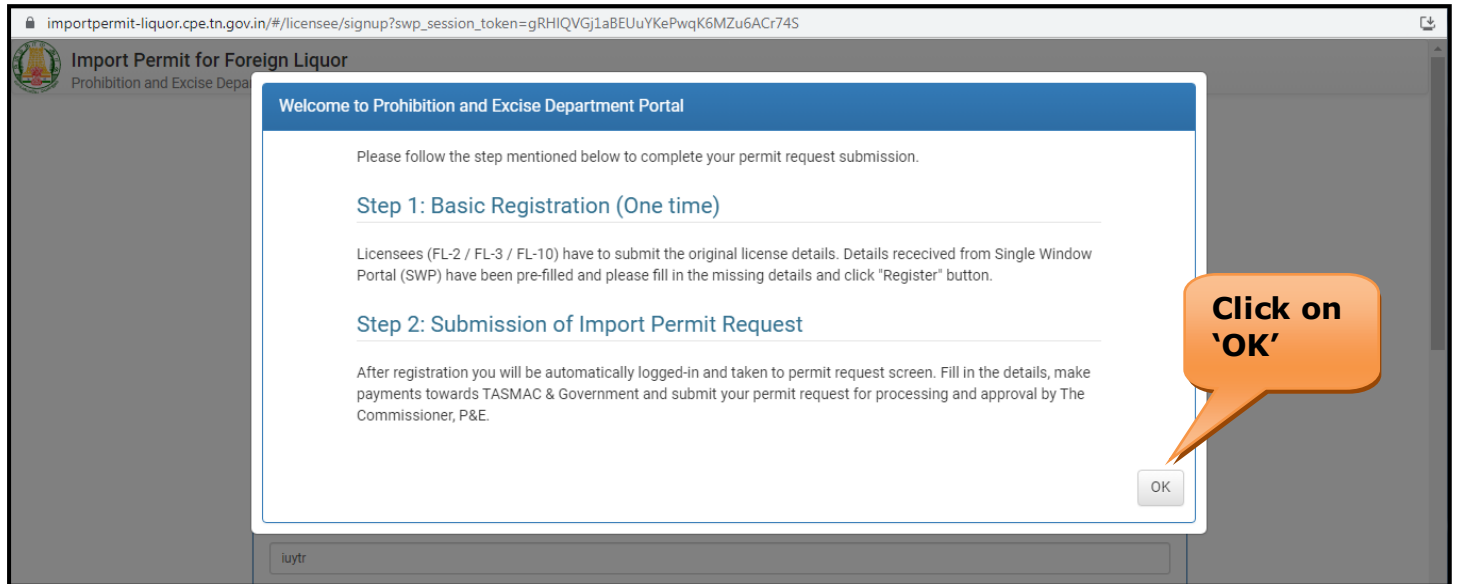


Figure 18. Welcome to Prohibition and Excise Department Portal

New Sign Up (FL-2 / FL-3 / FL-10)

FL-2 / FL-3 / FL-10 Original License

No.	Date
<input type="text"/>	<input type="text"/>

FL-2 / FL-3 / FL-10 Original License (scanned in pdf format only)	Valid till
<input type="button" value="Choose File"/> No file chosen	<input type="text"/>

Upload your FL-2 / FL-3 / FL-10 original License for verification.

Licensee

Licensed as	Star Gradation	GSTIN
<input type="text"/>	<input type="text"/>	<input type="text"/>

Licensee Name (Hotel Name / Club Name / Duty Free Shop Name)

Door No. & Street

Location

District Name / City	Pincode
<input type="text" value="Erode, Tamil Nadu, INDIA"/>	<input type="text" value="638459"/>

Web Address

TASMAC Depot

Contact Details

Below provided eMail & password have to be used for login.

Contact Person

Contact No.

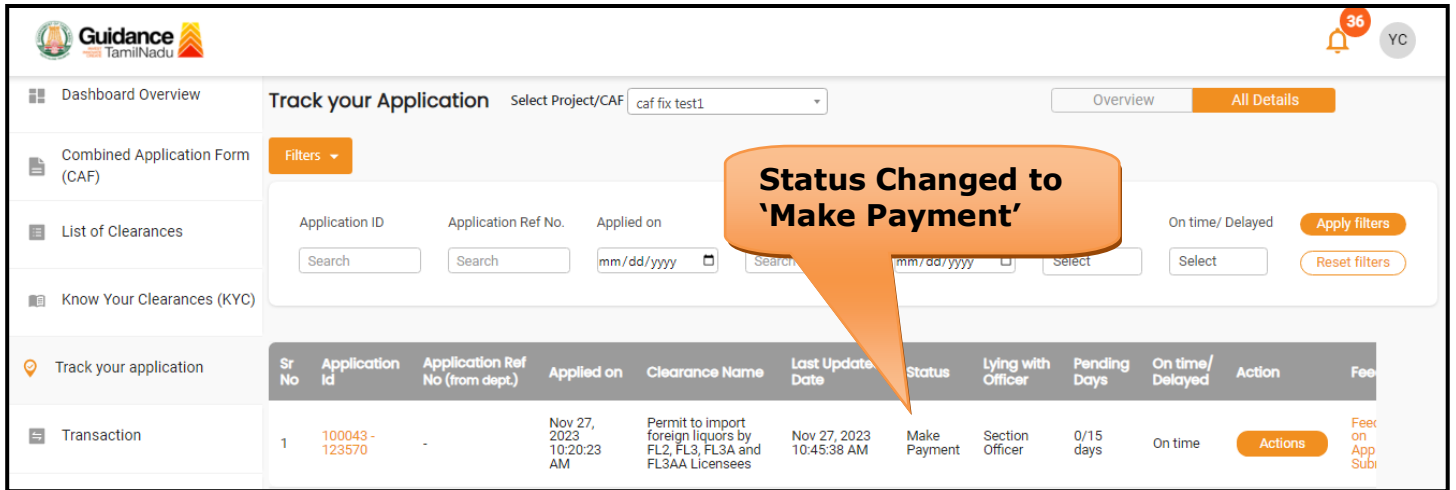
eMail ID

Password	Re-Type Password
<input type="password"/>	<input type="password"/>

Figure 19. Permit to import foreign liquors by FL2, FL3, FL3A and FL3AA Licensees

8. Make Payment

Complete Payment online.



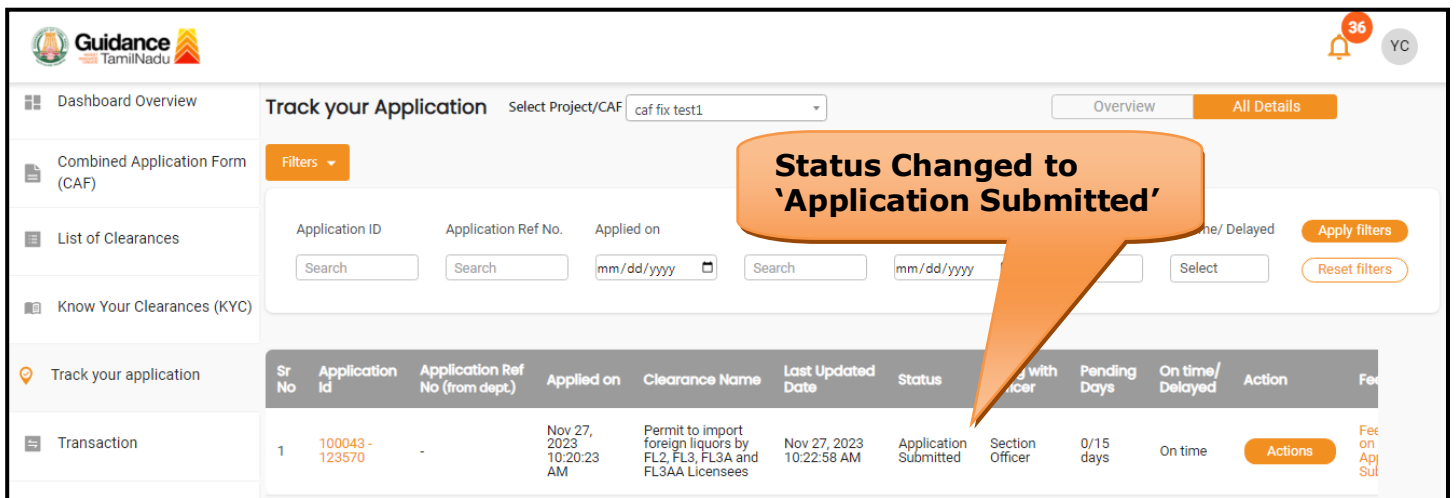
The screenshot shows the 'Track your Application' interface. A callout bubble points to the 'Status' column in the table, which displays 'Make Payment'.

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	Fee
1	100043 - 123570	-	Nov 27, 2023 10:20:23 AM	Permit to import foreign liquors by FL2, FL3, FL3A and FL3AA Licensees	Nov 27, 2023 10:45:38 AM	Make Payment	Section Officer	0/15 days	On time	Actions	Fee on App Sub

Figure 20. Make Payment

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. A callout bubble points to the 'Status' column in the table, which displays 'Application Submitted'.

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	Fee
1	100043 - 123570	-	Nov 27, 2023 10:20:23 AM	Permit to import foreign liquors by FL2, FL3, FL3A and FL3AA Licensees	Nov 27, 2023 10:22:58 AM	Application Submitted	Section Officer	0/15 days	On time	Actions	Fee on App Sub

Figure 21. Status of the Application

9. Track Your Application

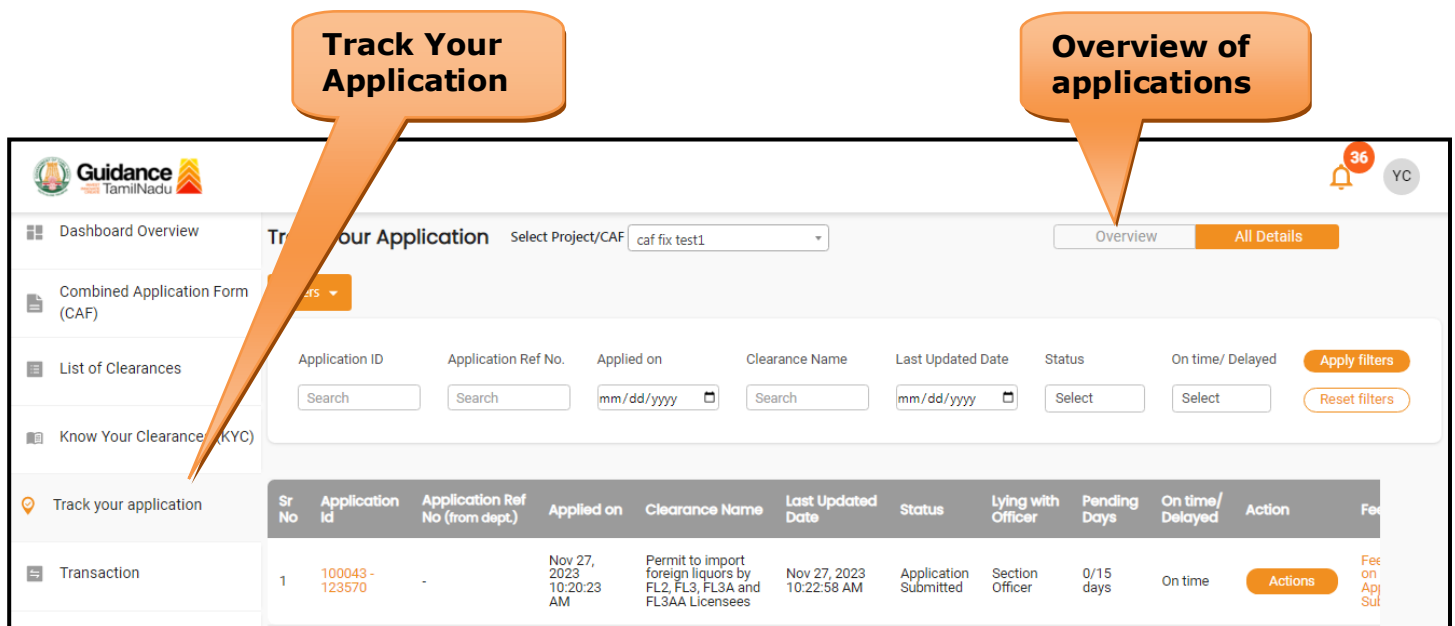
1) After submitting the application, a unique 'token ID' would be generated. Using the '**Token ID**' the Applicant can track the status of clearances by clicking on 'Track your application' option.'

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**



The screenshot displays the 'Track Your Application' page. At the top, there's a search bar for 'Select Project/CAF' with the value 'caf fix test1'. Below this is a table with columns: Application ID, Application Ref No., Applied on, Clearance Name, Last Updated Date, Status, On time/ Delayed, and Action. A callout box labeled 'Track Your Application' points to the 'Track your application' option in the sidebar. Another callout box labeled 'Overview of applications' points to the 'Overview' tab in the top right corner.

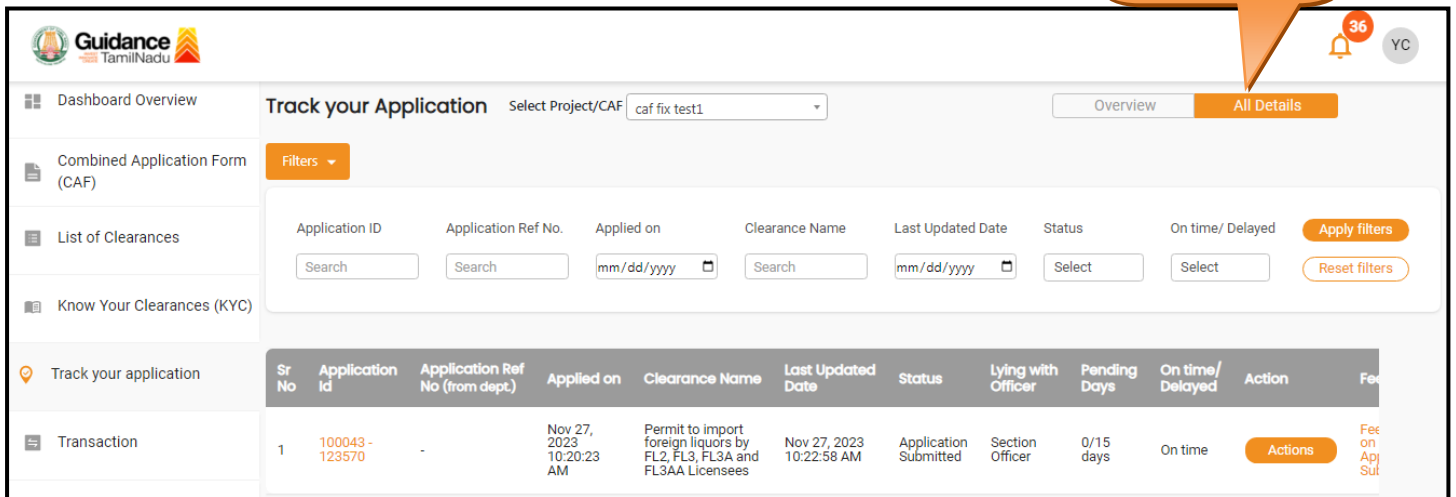
Sr No	Application Id	Application Ref No (from dept)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	100043 - 123570	-	Nov 27, 2023 10:20:23 AM	Permit to import foreign liquors by FL2, FL3, FL3A and FL3AA Licensees	Nov 27, 2023 10:22:58 AM	Application Submitted	Section Officer	0/15 days	On time	Actions

Figure 22. 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**

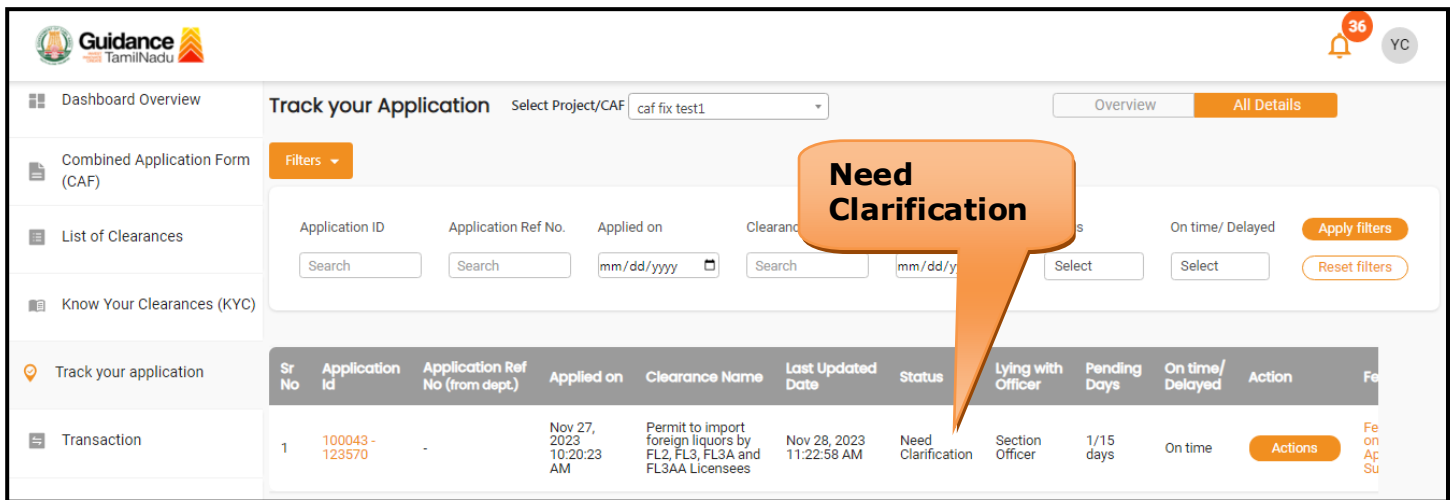



Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/Delayed	Action
1	100043 - 123570	-	Nov 27, 2023 10:20:23 AM	Permit to import foreign liquors by FL2, FL3, FL3A and FL3AA Licensees	Nov 27, 2023 10:22:58 AM	Application Submitted	Section Officer	0/15 days	On time	Actions

Figure 23. ‘All Details’ tab

10. Query Clarification

- 1) After submitting the application to the Prohibition and Excise Department, Section officer reviews the application and if there are any clarifications required, the Section 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.



The screenshot shows the 'Track your Application' page. At the top, there's a search bar for 'Project/CAF' with the value 'caf fix test1'. Below it, there are filter buttons for 'Filters', 'Apply filters', and 'Reset filters'. The main table has 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	100043 - 123570	-	Nov 27, 2023 10:20:23 AM	Permit to import foreign liquors by FL2, FL3, FL3A and FL3AA Licensees	Nov 28, 2023 11:22:58 AM	Need Clarification	Section Officer	1/15 days	On time	Actions

An orange callout bubble with the text 'Need Clarification' points to the 'Status' column of the first row in the table.

Figure 24. Need Clarification

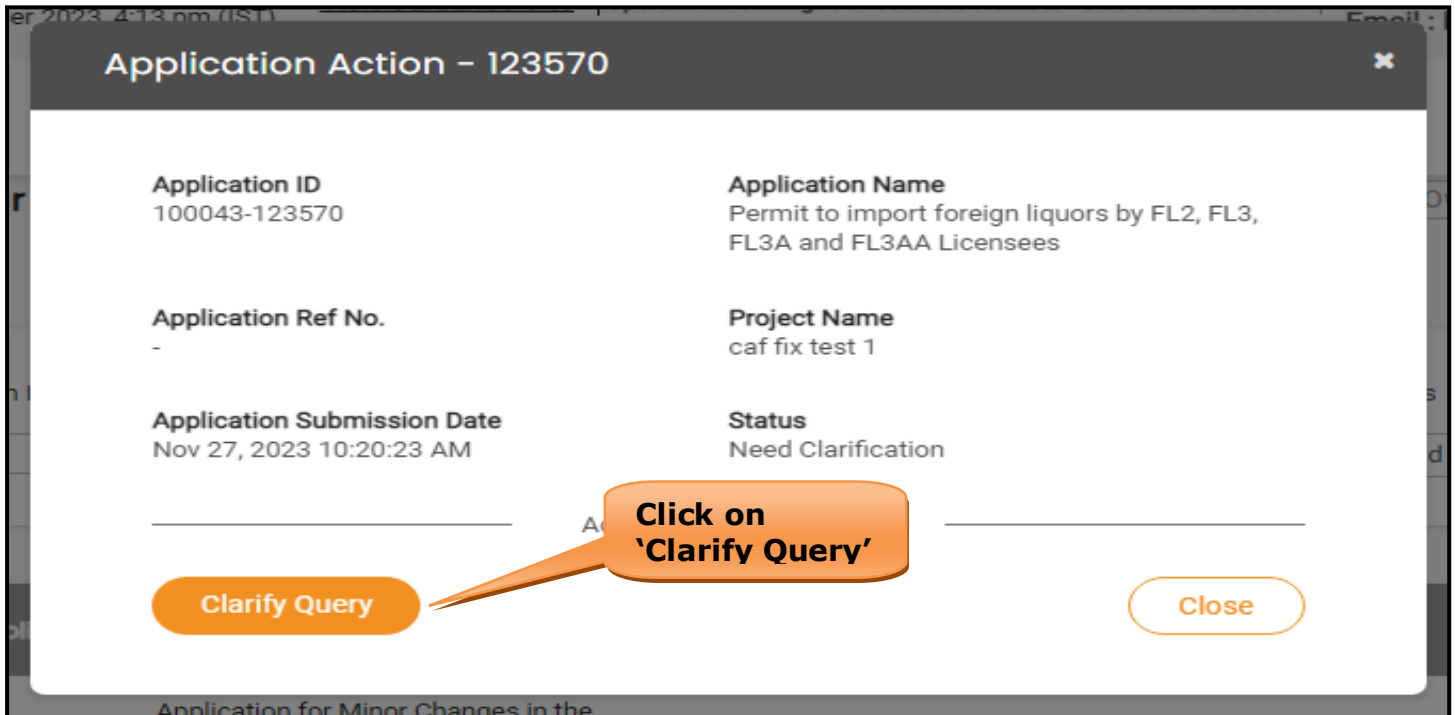


Figure 25. Clarify Query

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

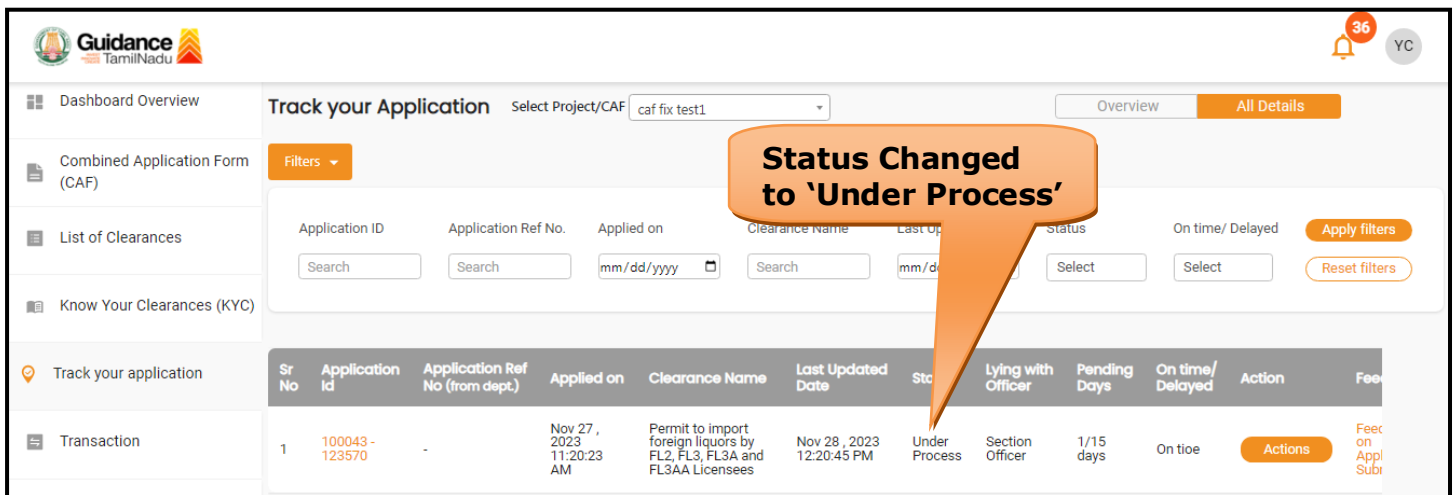


Figure 26. Under Process

9. Application Processing

1) The Commissioner scrutinizes and reviews the application and updates the status as **“Approved”**.

The screenshot shows the 'Track your Application' interface. At the top, there's a search bar for 'Project/CAF' with the value 'caf fix test1'. Below it are filter buttons for 'Overview' and 'All Details'. A table lists application details with columns: Sr No, Application Id, Application Ref No (from dept), Applied on, Clearance Name, Last Update Date, Status, Lying with Officer, Pending Days, On time/ Delayed, and Action. The first row shows an application with ID 100043-123570, applied on Nov 27, 2023, with a status of 'Approved'. An orange callout bubble labeled 'Approved Status' points to the 'Approved' text in the 'Status' column.

Figure 27. Application Processed

2) If the application is **‘Approved’** by Commissioner, the applicant can download the Certificate under **Track your application – > Action button -> Download Certificate** (Refer Figure 28)

The screenshot shows a modal window titled 'Application Action - 123570'. It contains the following details:

- Application ID:** 100043-123570
- Application Name:** Permit to import foreign liquors by FL2, FL3, FL3A and FL3AA Licensees
- Application Ref No.:** -
- Project Name:** caf fix test 1
- Application Submission Date:** Nov 27, 2023 10:20:23 AM
- Status:** Approved

 At the bottom, there are four buttons: 'Download', 'Feedback - Application Processing', 'Feedback - Application Submission', and 'Close'. An orange callout bubble labeled 'Click on 'Download'' points to the 'Download' button.

Figure 28. Download