

Guidance
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TAMILNADU SINGLE WINDOW PORTAL

APPLICANT MANUAL

**Permission for installation of over-ground telecom
infrastructure**

**Chennai District - Commissioner, Greater
Chennai Corporation, Other Districts -
Respective District Collectors**



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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) **Applicant 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

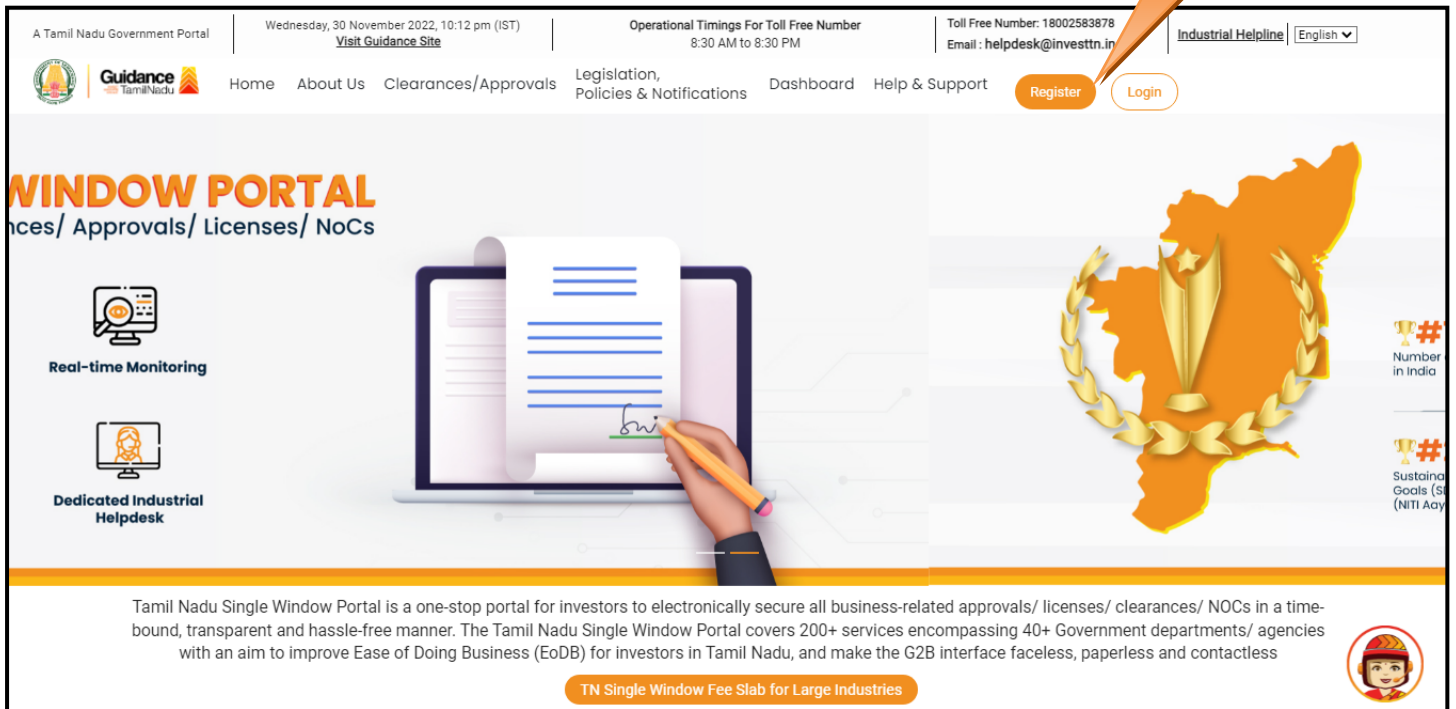
Figure 1. Single Window Portal Home Page

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**



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

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

SINGLE WINDOW PORTAL
 Licenses/ Approvals/ Licenses/ NoCs

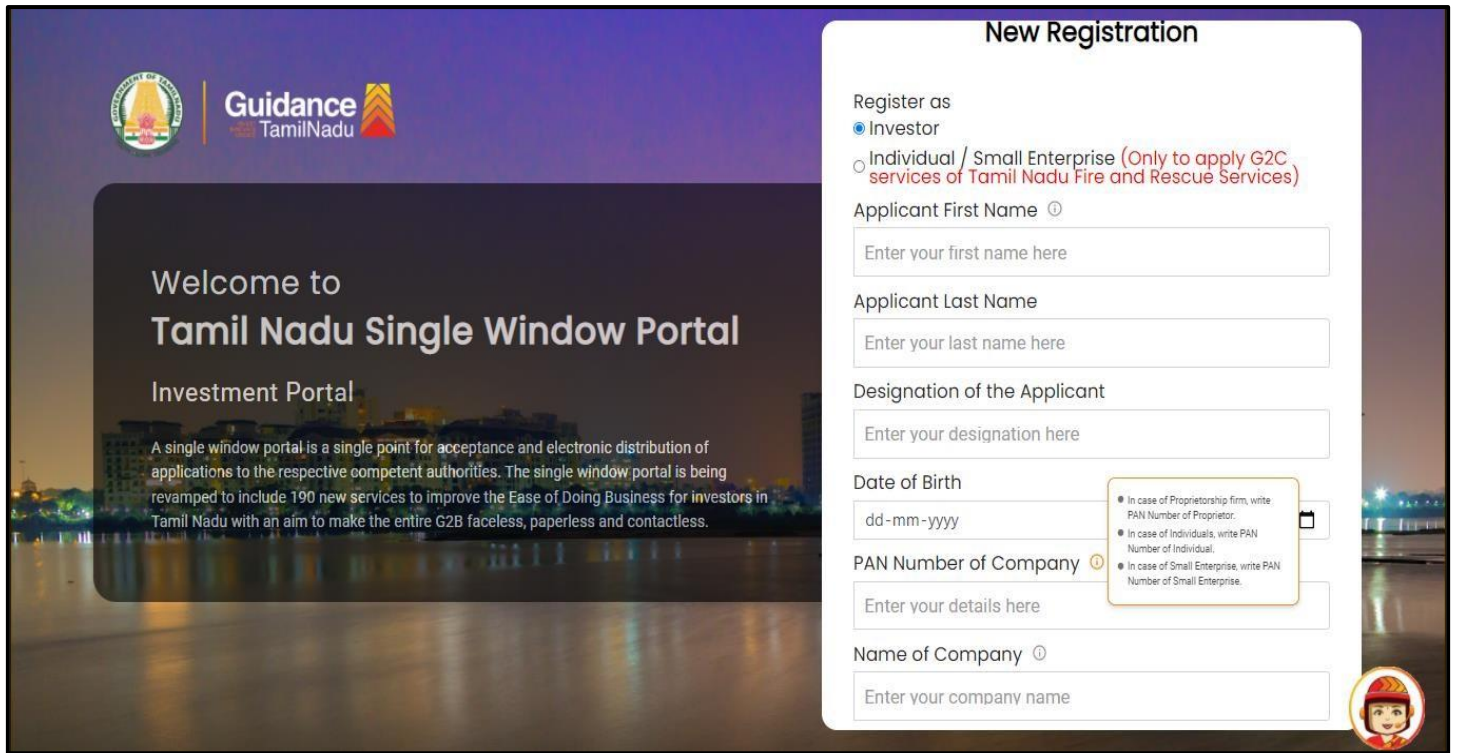
Real-time Monitoring
 Dedicated Industrial Helpdesk

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.



**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

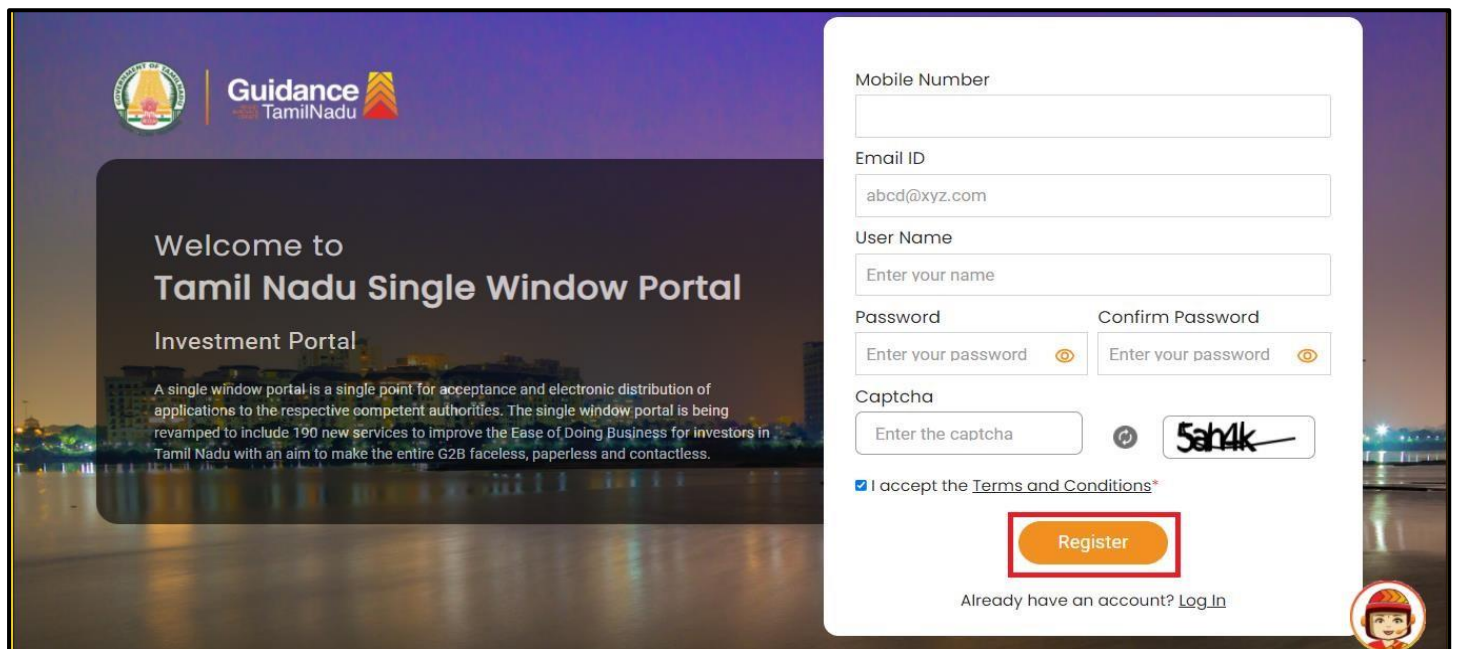
Date of Birth

- 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
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.

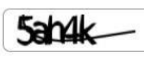
Mobile Number

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.

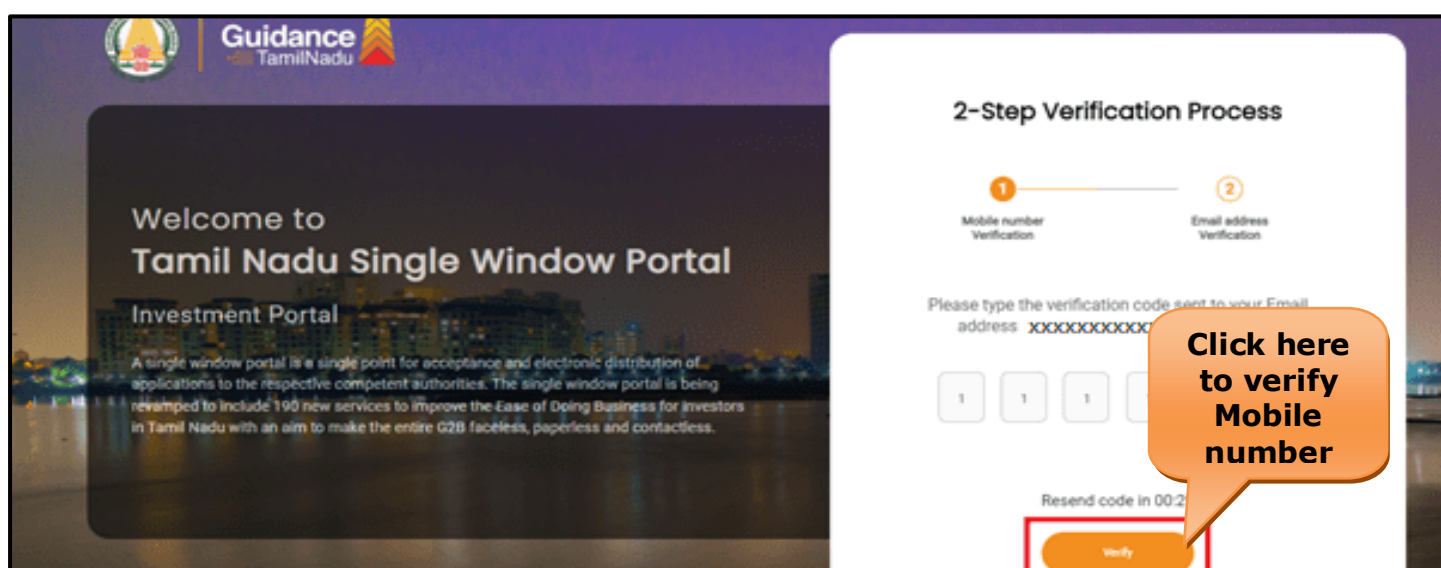


Figure 5. Mobile Number Verification

- **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.

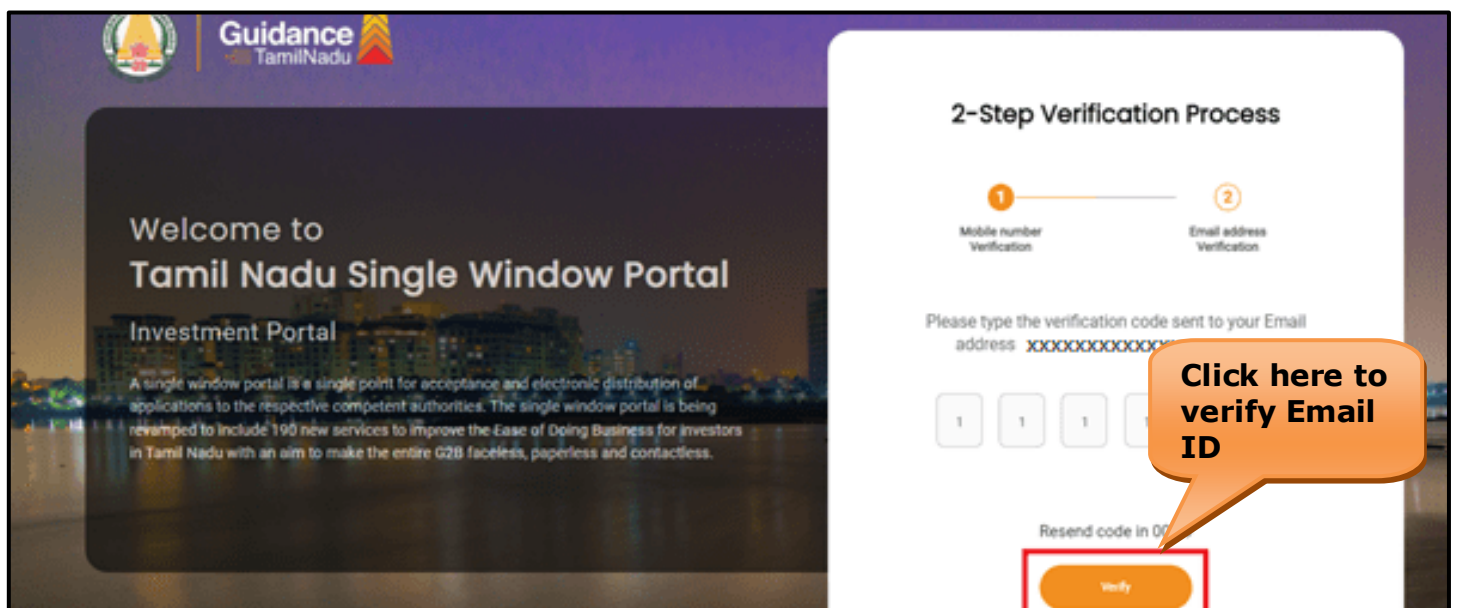


Figure 6. Email ID Verification

- 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.

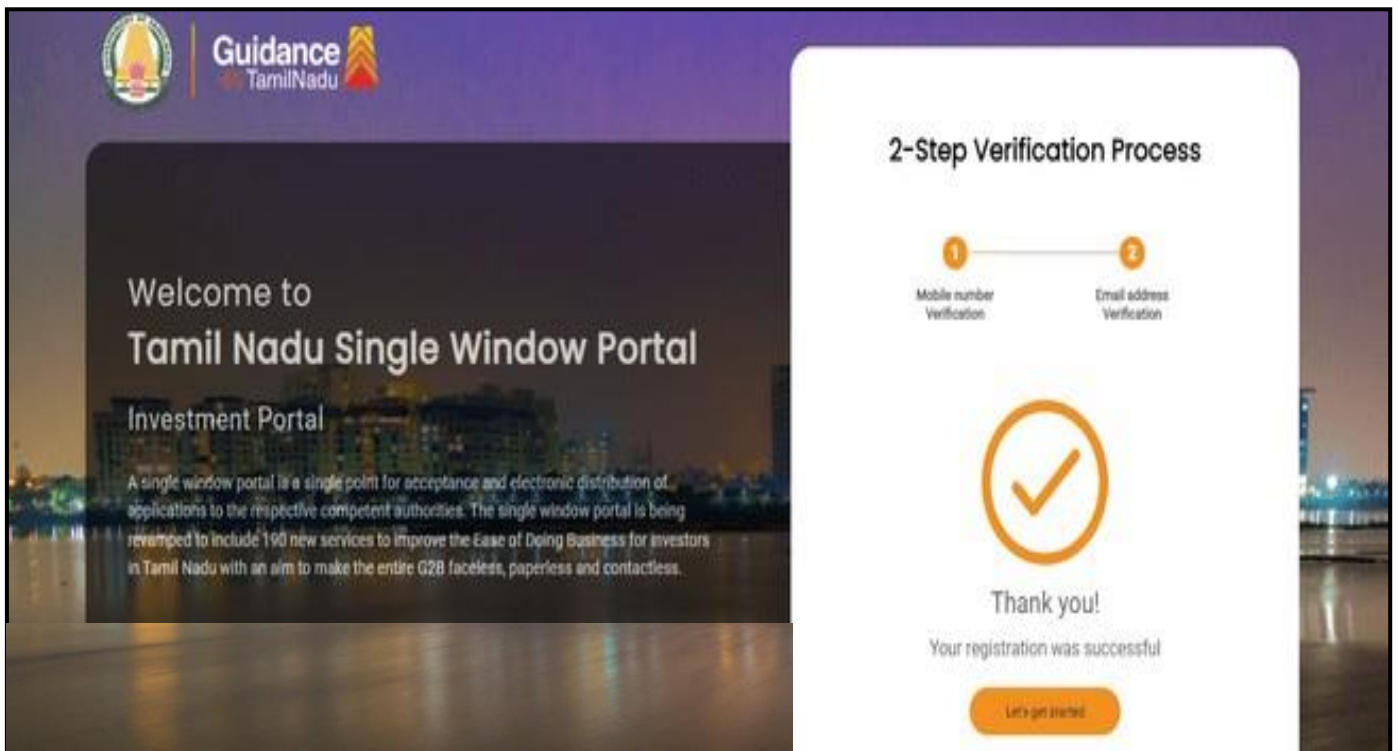


Figure 7. Registration Confirmation Pop-Up

4. Login

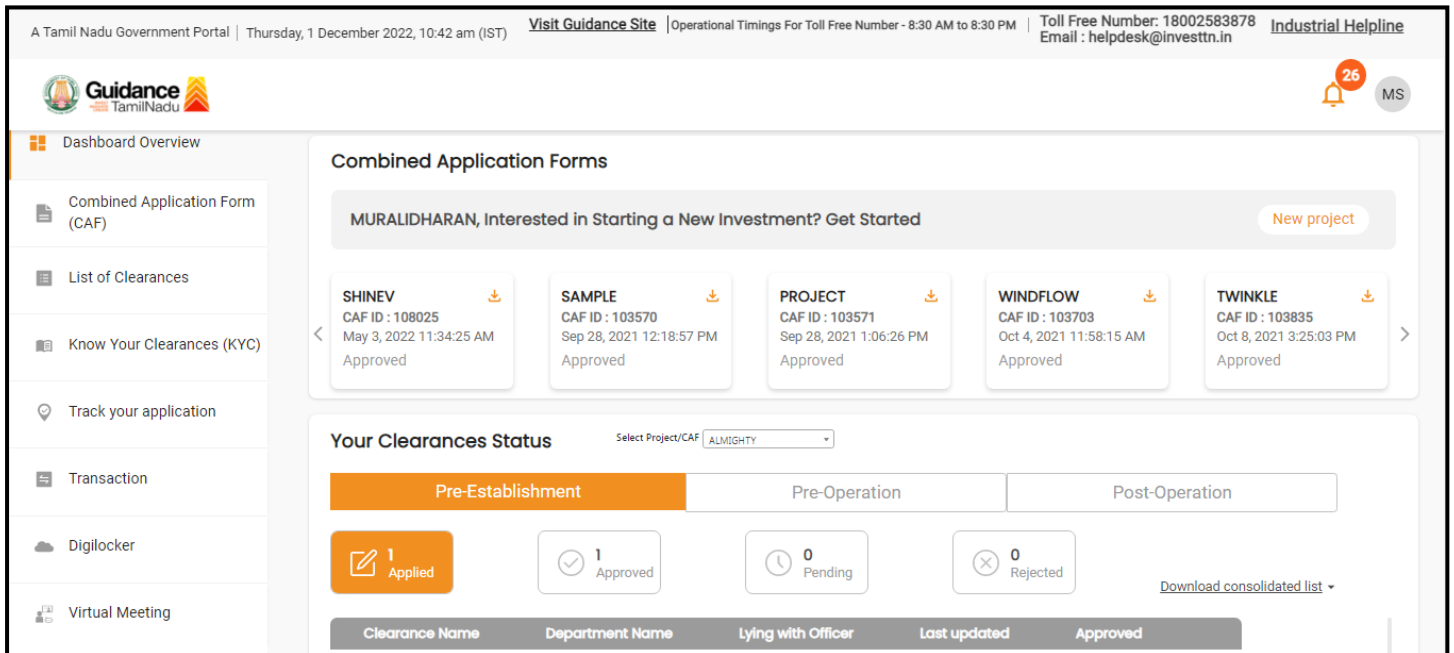
- 1) The applicant can login to TNSWP with the Username and Password created during the registration process.
- 2) Click on login button to enter TNSWP.



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	Application 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	103885	Oct 8, 2021 3:25:03 PM	Approved

Your Clearances Status Select Project/CAF: ALMIGHTY

Pre-Establishment	Pre-Operation	Post-Operation
1 Applied	1 Approved	0 Pending, 0 Rejected

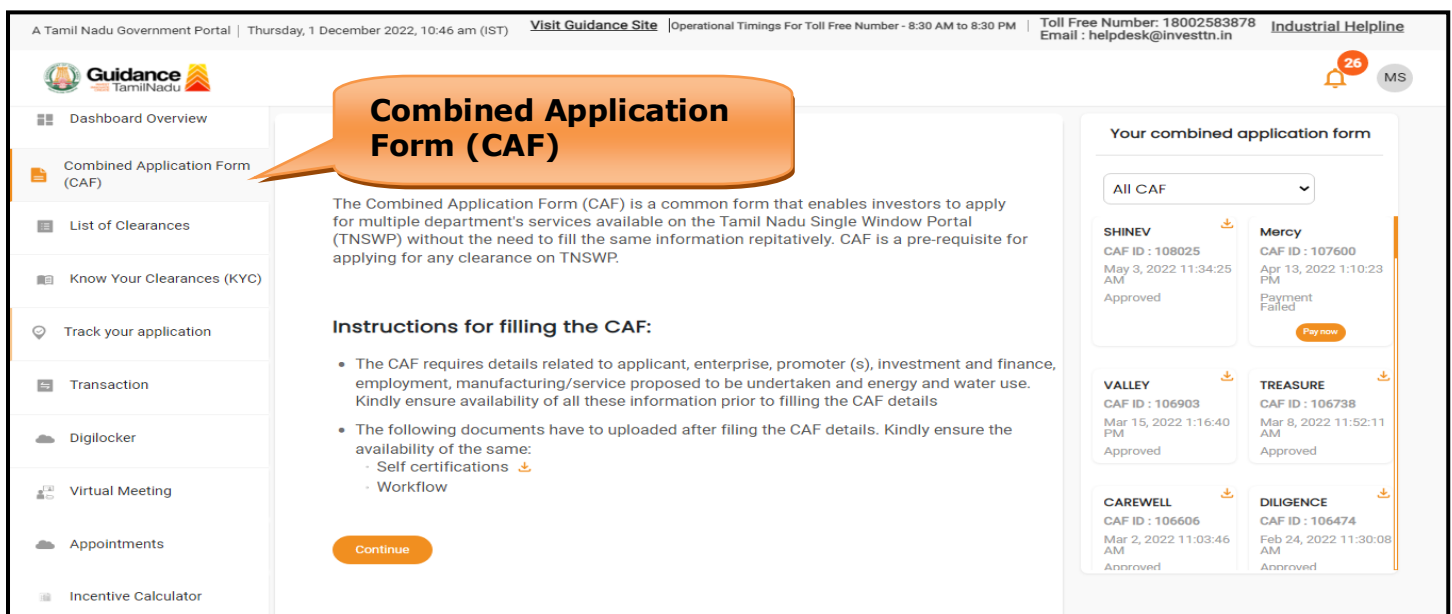
[Download consolidated list](#)

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.



The screenshot shows the Tamil Nadu Government Portal interface for the Combined Application Form (CAF). The page header includes the portal name, date, and contact information. The navigation menu on the left lists various services, with 'Combined Application Form (CAF)' highlighted. The main content area features a title 'Combined Application Form (CAF)' and a description: '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.' Below this, 'Instructions for filling the CAF:' are provided, including requirements for details and document uploads. A 'Continue' button is visible at the bottom of the instructions. The right-hand panel, titled 'Your combined application form', shows a dropdown menu set to 'All CAF' and a grid of application cards for SHINEV, Mercy, VALLEY, TREASURE, CAREWELL, and DILIGENCE, each with its CAF ID, date, and status.

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).

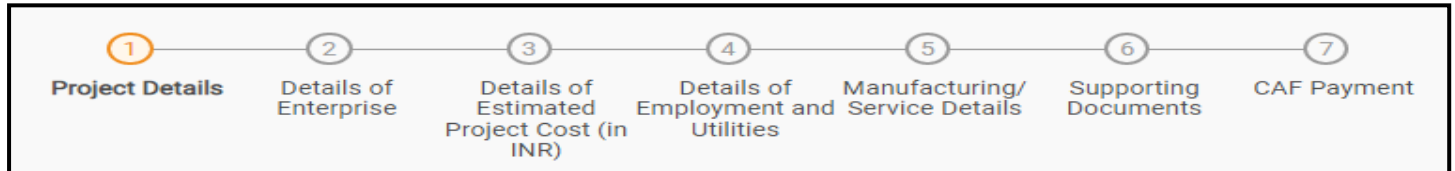


Figure 11. Section of Combined Application Form (CAF)

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).

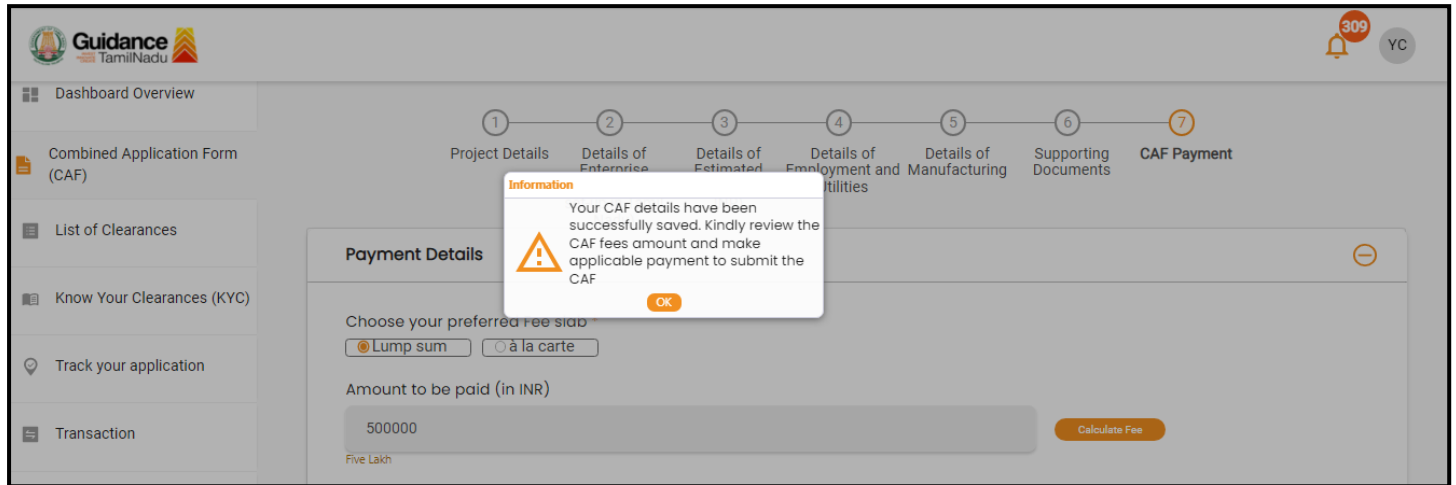


Figure 12. Combined Application Form (CAF) - Confirmation Message

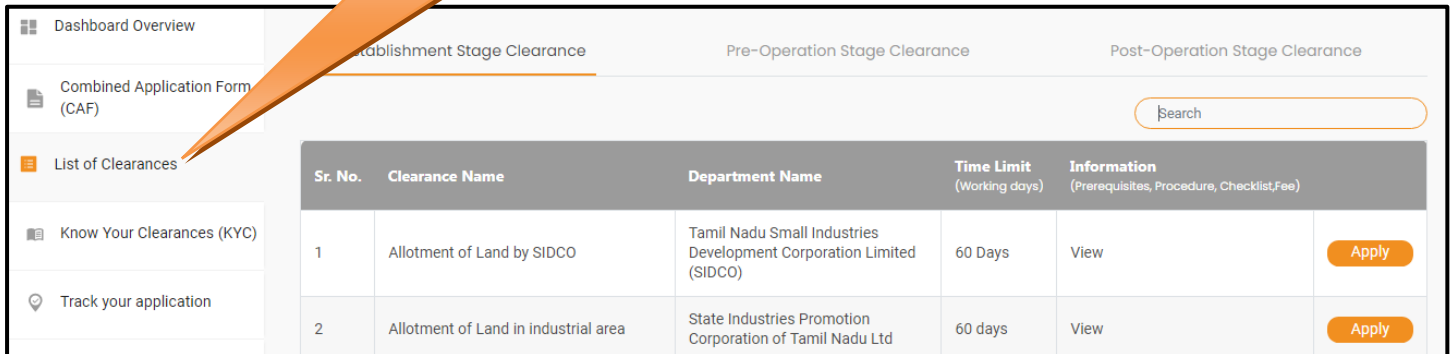
Note:

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 Permission for installation of over-ground telecom infrastructure

1. Click on “List of Clearances”

List of Clearances



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

Figure 13. List of Clearances

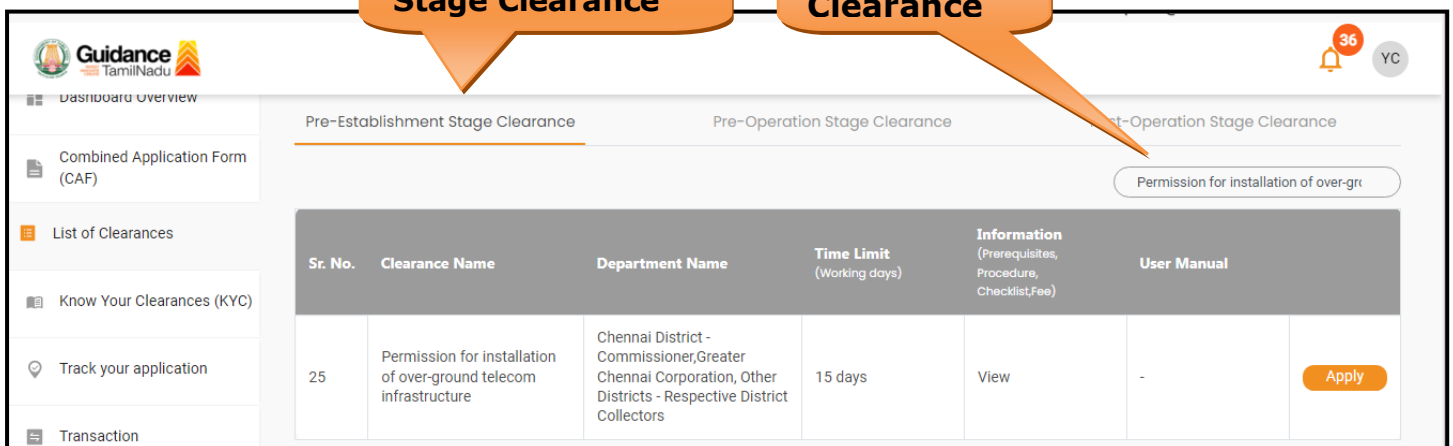
2. The list of clearances is segregated into three stages.

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

3. Select ‘Pre-Establishment Stage Clearance’ and find the clearance ‘Permission for installation of over-ground telecom infrastructure’ by using Search option as shown in the figure given below.

Pre-Establishment Stage Clearance

Search for Clearance



Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual	
25	Permission for installation of over-ground telecom infrastructure	Chennai District - Commissioner, Greater Chennai Corporation, Other Districts - Respective District Collectors	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**

The screenshot shows the 'Guidance TamilNadu' dashboard. The main content area displays a table of clearances under the 'Pre-Establishment Stage Clearance' tab. The table has the following columns: Sr. No., Clearance Name, Department Name, Time Limit (Working days), Information (Prerequisites, Procedure, Checklist, Fee), and User Manual. A row with Sr. No. 25 is highlighted, showing a clearance for 'Permission for installation of over-ground telecom infrastructure' from the 'Chennai District - Commissioner, Greater Chennai Corporation, Other Districts - Respective District Collectors'. The 'Information' column for this row contains a 'View' button, and the 'User Manual' column contains an 'Apply' button. Two callout boxes are present: one pointing to the 'View' button labeled 'View Information' and another pointing to the 'Apply' button labeled 'Apply for Clearance'.

Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
25	Permission for installation of over-ground telecom infrastructure	Chennai District - Commissioner, Greater Chennai Corporation, Other Districts - Respective District Collectors	15 days	View	Apply

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
Chennai District - Commissioner, Greater Chennai Corporation, Other Districts - Respective District Collectors

Name of the Clearance
Permission for installation of over-ground telecom infrastructure

Select Project/CAF *

test1

Close

Apply

Select CAF

Click on Apply

Figure 16. Project/CAF

2) Click on the Apply button and the Page would get redirected to Registration of Partnership Firms Portal.

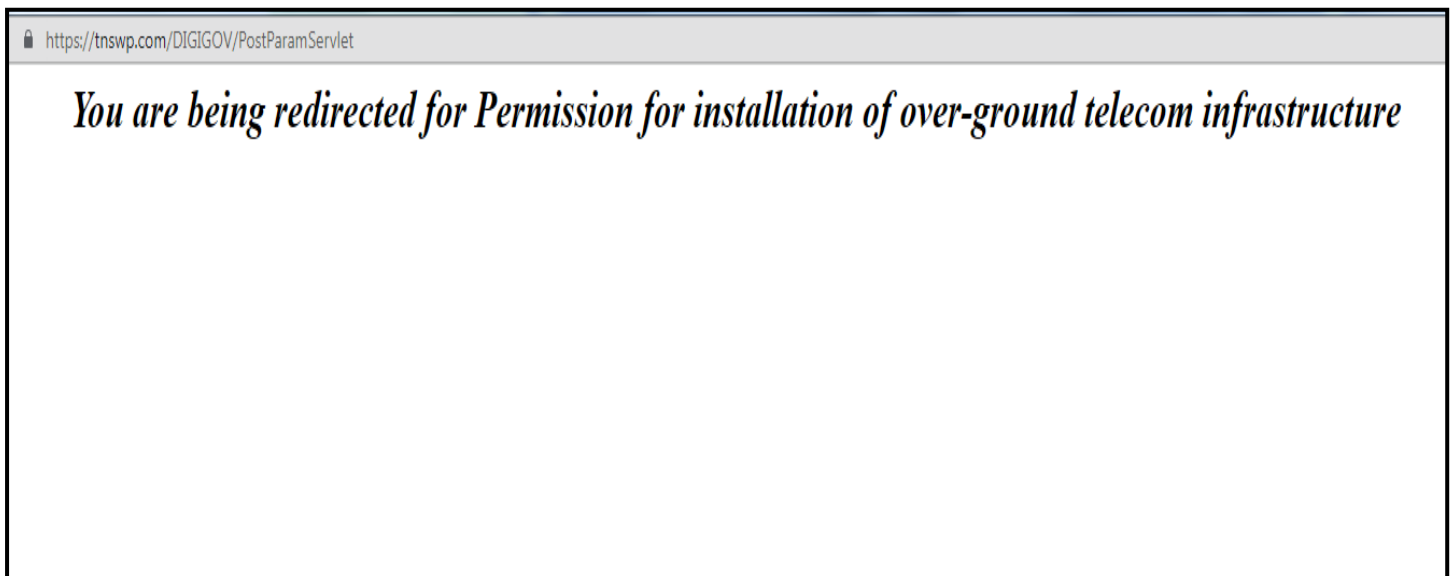
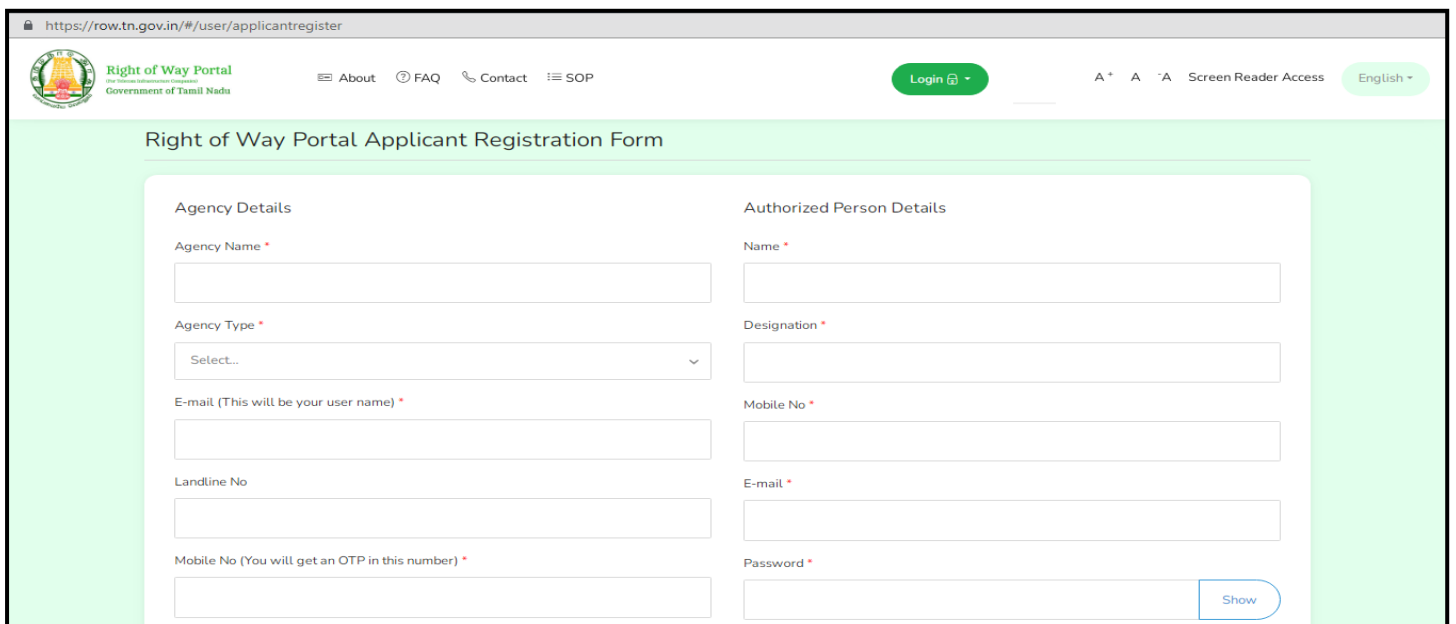
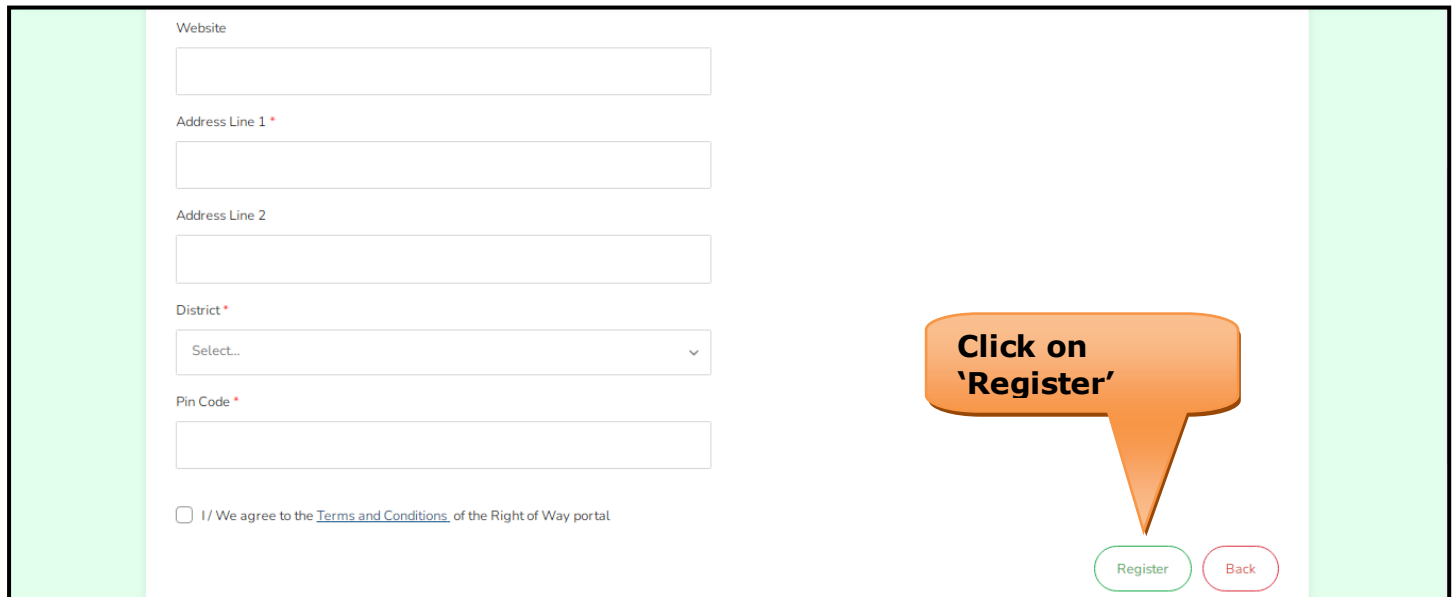


Figure 17. Redirecting to Permission for installation of over-ground telecom infrastructure Portal

3) Enter all the mandatory details in the application for Permission for installation of over-ground telecom infrastructure.





Website

Address Line 1 *

Address Line 2

District *

Pin Code *

I / We agree to the [Terms and Conditions](#) of the Right of Way portal

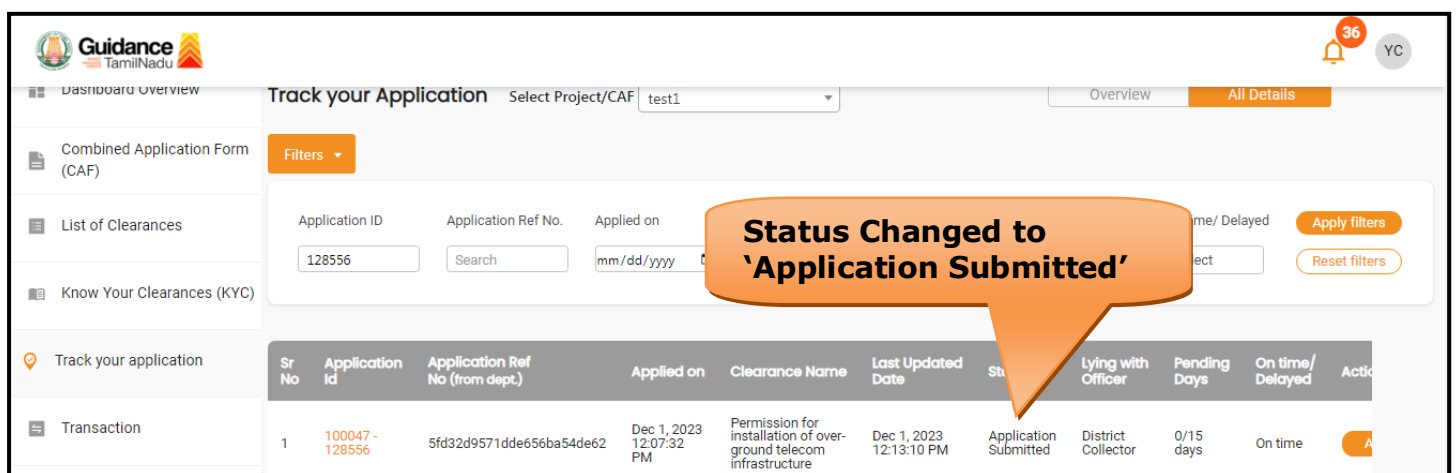
Register Back

Click on 'Register'

Figure 18. Permission for installation of over-ground telecom infrastructure Portal

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**



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Track your Application Select Project/CAF test1 Overview All Details

Filters

Application ID: 128556 Application Ref No. Search Applied on mm/dd/yyyy

Status Changed to '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
1	100047 - 128556	5fd32d9571dde656ba54de62	Dec 1, 2023 12:07:32 PM	Permission for installation of over-ground telecom infrastructure	Dec 1, 2023 12:13:10 PM	Application Submitted	District Collector	0/15 days	On time	Acti

Figure 19. Status of the Application

8. 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.

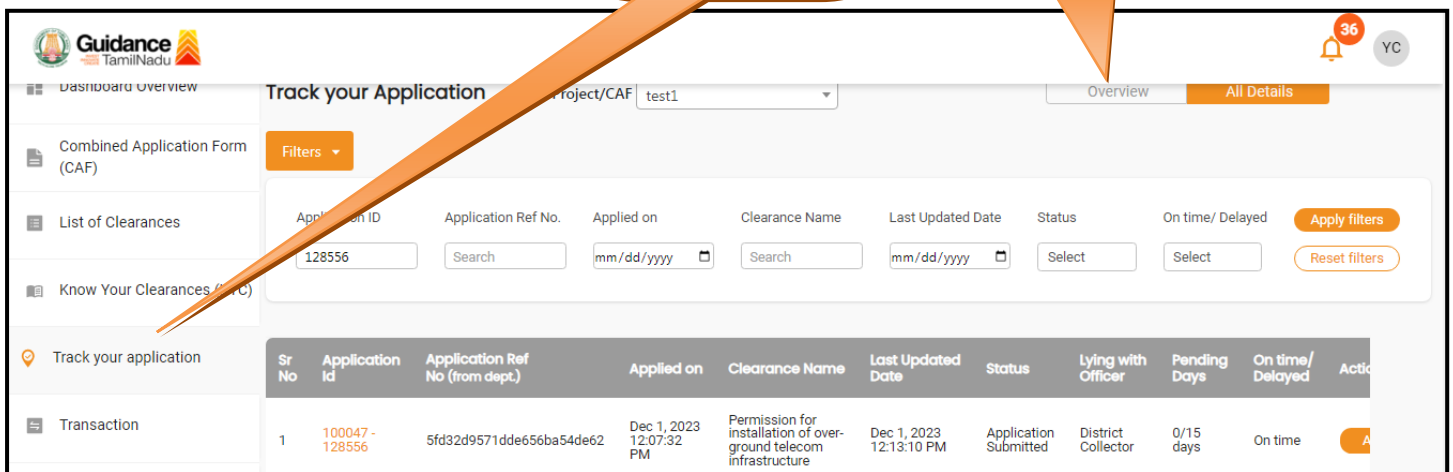
• Track your application– Overview Option

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	100047 - 128556	5fd32d9571dde656ba54de62	Dec 1, 2023 12:07:32 PM	Permission for installation of over-ground telecom infrastructure	Dec 1, 2023 12:13:10 PM	Application Submitted	District Collector	0/15 days	On time	

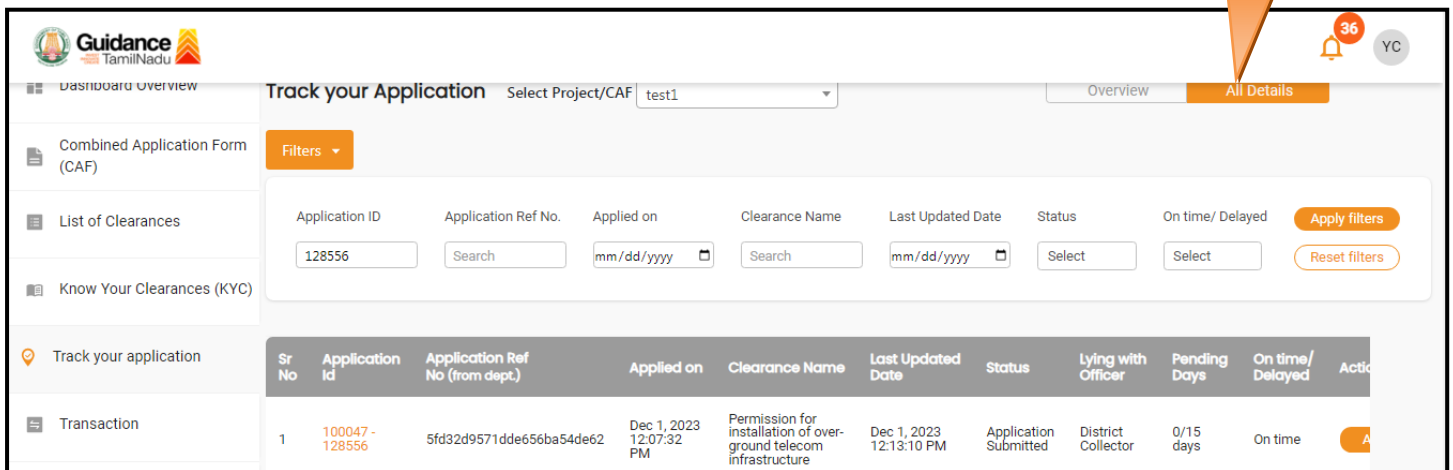
Figure 20. Track Your Application

- **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

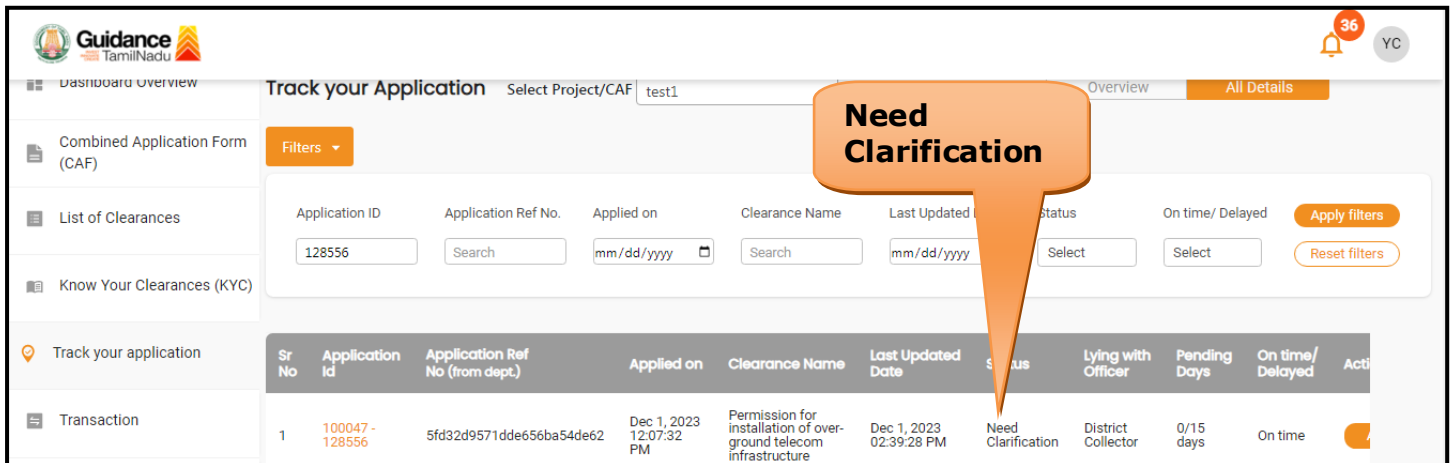


Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	100047 - 128556	5fd32d9571dde656ba54de62	Dec 1, 2023 12:07:32 PM	Permission for installation of over-ground telecom infrastructure	Dec 1, 2023 12:13:10 PM	Application Submitted	District Collector	0/15 days	On time	A

Figure 21. ‘All Details’ tab

9. Query Clarification

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



The screenshot displays the 'Track your Application' page. The status of the application is 'Need Clarification', highlighted by an orange callout box. The table below shows the application details:


Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	100047 - 128556	5fd32d9571dde656ba54de62	Dec 1, 2023 12:07:32 PM	Permission for installation of over-ground telecom infrastructure	Dec 1, 2023 02:39:28 PM	Need Clarification	District Collector	0/15 days	On time	

Figure 22. Need Clarification

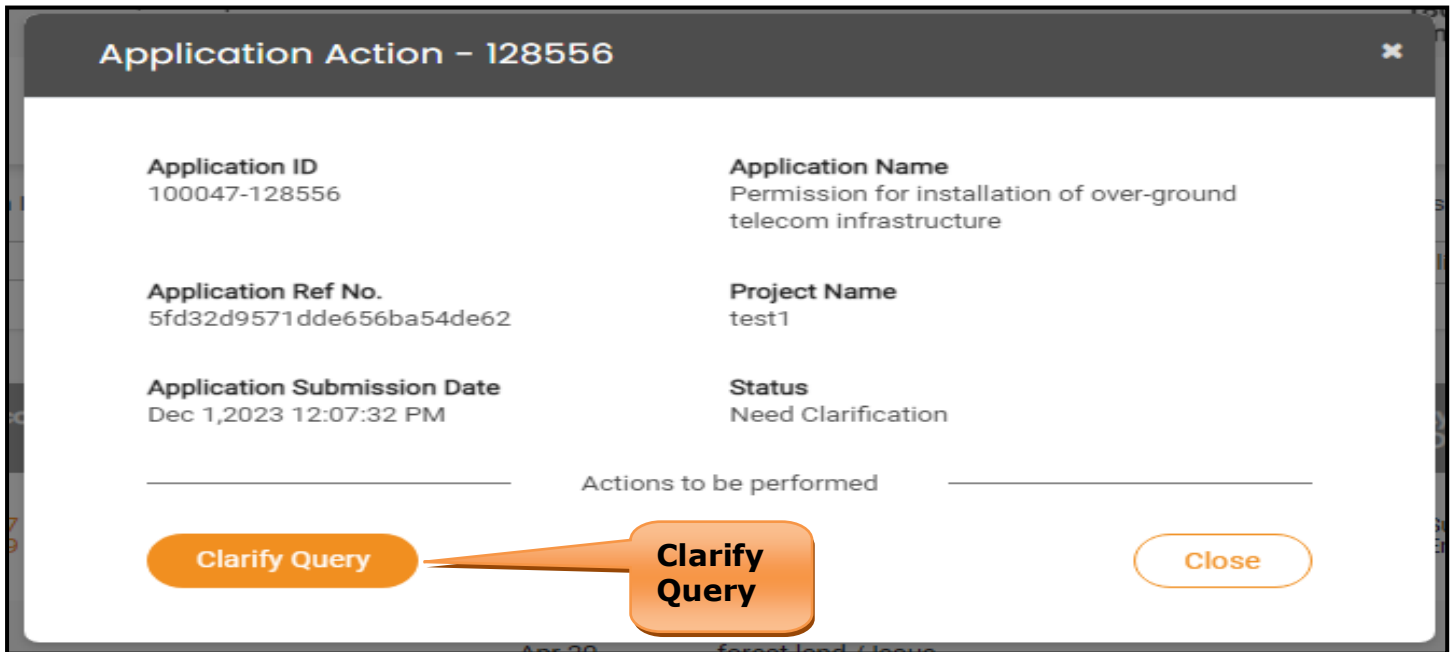


Figure 23. Clarify query

- 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.

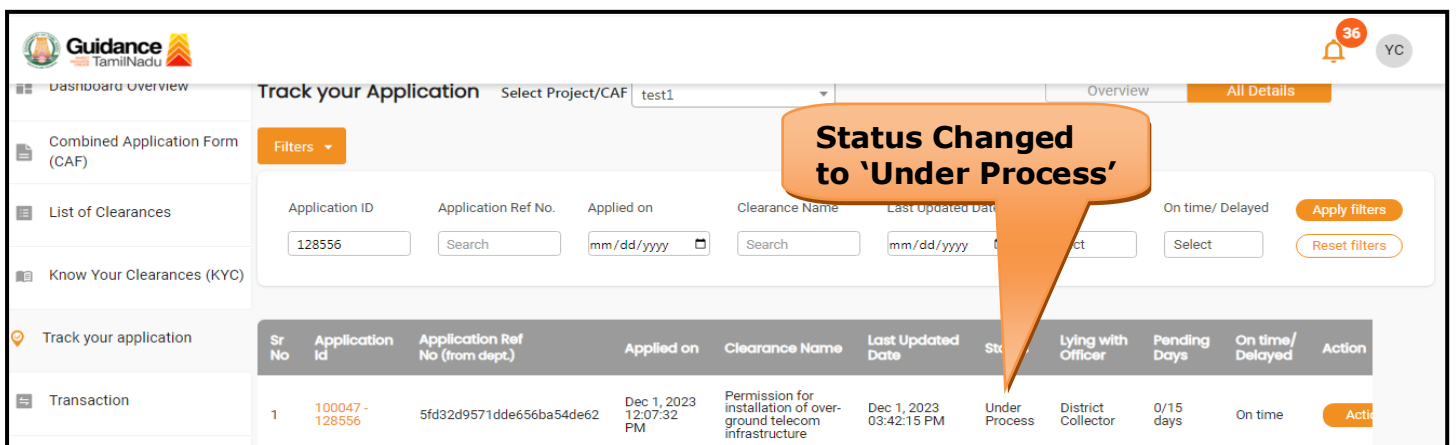


Figure 24. Under Process

10. Application Processing

1) After Submitting the application, The District Collector 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 'Status' column in the application table. 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	100047 - 128556	5fd32d9571dde656ba54de62	Dec 1, 2023 12:07:32 PM	Permission for installation of over-ground telecom infrastructure	Dec 2, 2023 12:12:35 PM	Approved	District Collector	1/15 days	On time	Act

Figure 25. Application Processed

2) If the application is **‘Approved’** by the District Collector, the applicant can download the License Order under **Track your application – > Action button -> Download** (Refer Figure 26)

The screenshot shows the 'Application Action - 128556' dialog box. It displays application details and a list of actions to be performed. A callout bubble labeled 'Download' points to the 'Download' button in the actions list.

Application Details:

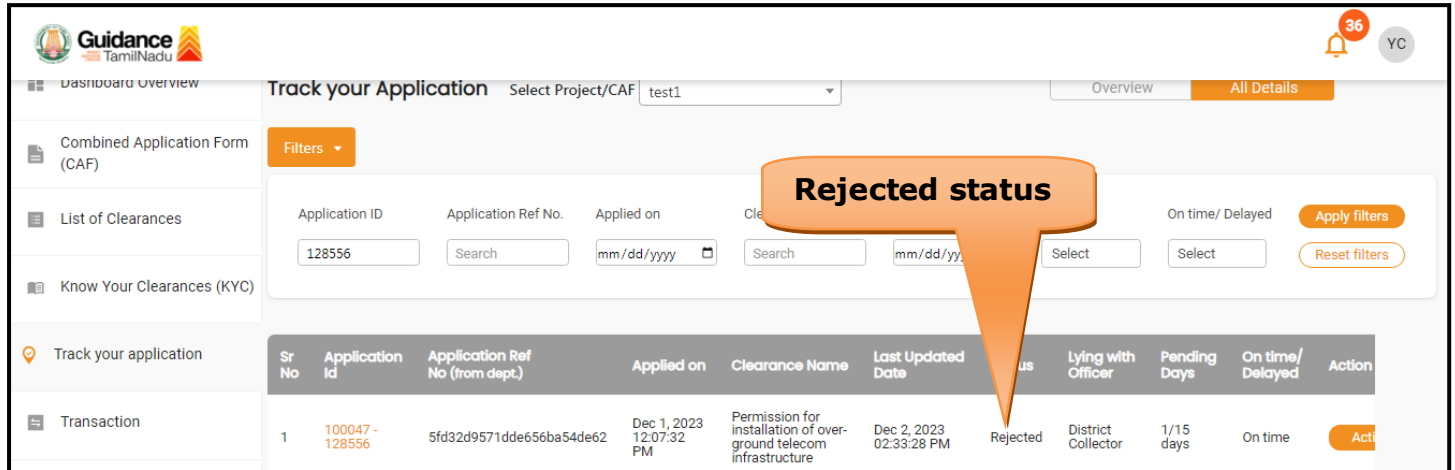
- Application ID: 100047-128556
- Application Name: Permission for installation of over-ground telecom infrastructure
- Application Ref No.: 5fd32d9571dde656ba54de62
- Project Name: test1
- Application Submission Date: Dec 1, 2023 12:07:32 PM
- Status: Approved

Actions to be performed:

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

Figure 26. Download

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



The screenshot shows the 'Track your Application' page with a table of application records. The status of the application is 'Rejected'.

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	100047 - 128556	5fd32d9571dde656ba54de62	Dec 1, 2023 12:07:32 PM	Permission for installation of over-ground telecom infrastructure	Dec 2, 2023 02:33:28 PM	Rejected	District Collector	1/15 days	On time	Act

Figure 27. Rejected Status

