



# **TAMILNADU SINGLE WINDOW PORTAL**

## **APPLICANT MANUAL**

**Renewal of Consent to Operate**

**Tamil Nadu Pollution Control Board**



## Table of Contents

<b>1. Home Page.....</b>	<b>3</b>
<b>2. Registration .....</b>	<b>4</b>
<b>3. Mobile Number / Email ID – 2-Step Verification Process.....</b>	<b>6</b>
<b>4. Login .....</b>	<b>9</b>
<b>5. Dashboard Overview .....</b>	<b>10</b>
<b>6. Combined Application Form (CAF) .....</b>	<b>11</b>
<b>7. Apply for Renewal of Consent to Operate .....</b>	<b>14</b>
<b>8. Payment Process .....</b>	<b>18</b>
<b>9. Track Your Application .....</b>	<b>19</b>
<b>10. Inspection Schedule.....</b>	<b>21</b>
<b>11. Query Clarification.....</b>	<b>22</b>
<b>12. Application Processing.....</b>	<b>24</b>

## 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**



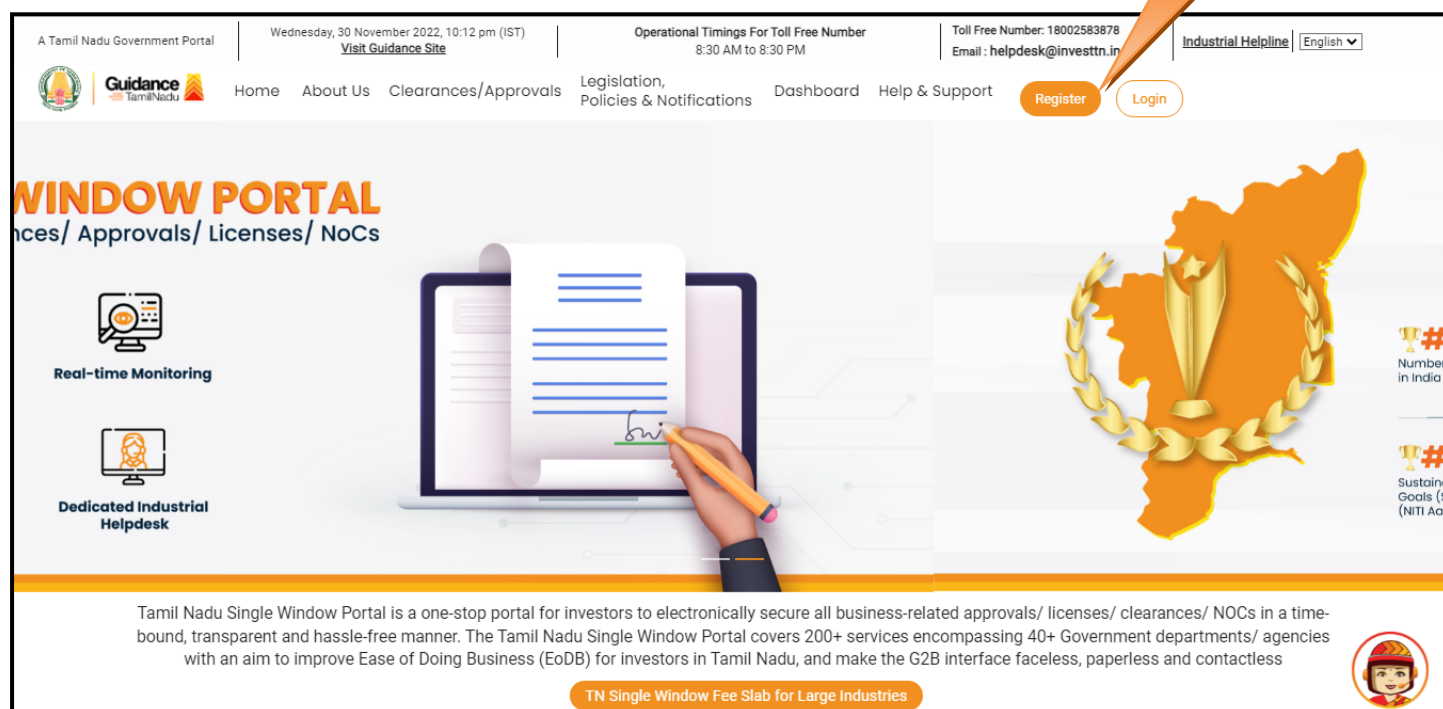
**Figure 1. Single Window Portal Home Page**

## 2. Registration

To access the TNSWP and to apply for various clearances the applicant needs to complete the Registration process.

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

**Register  
on TNSWP**



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

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

**SINGLE WINDOW PORTAL**  
Clearances/ Approvals/ Licenses/ NoCs

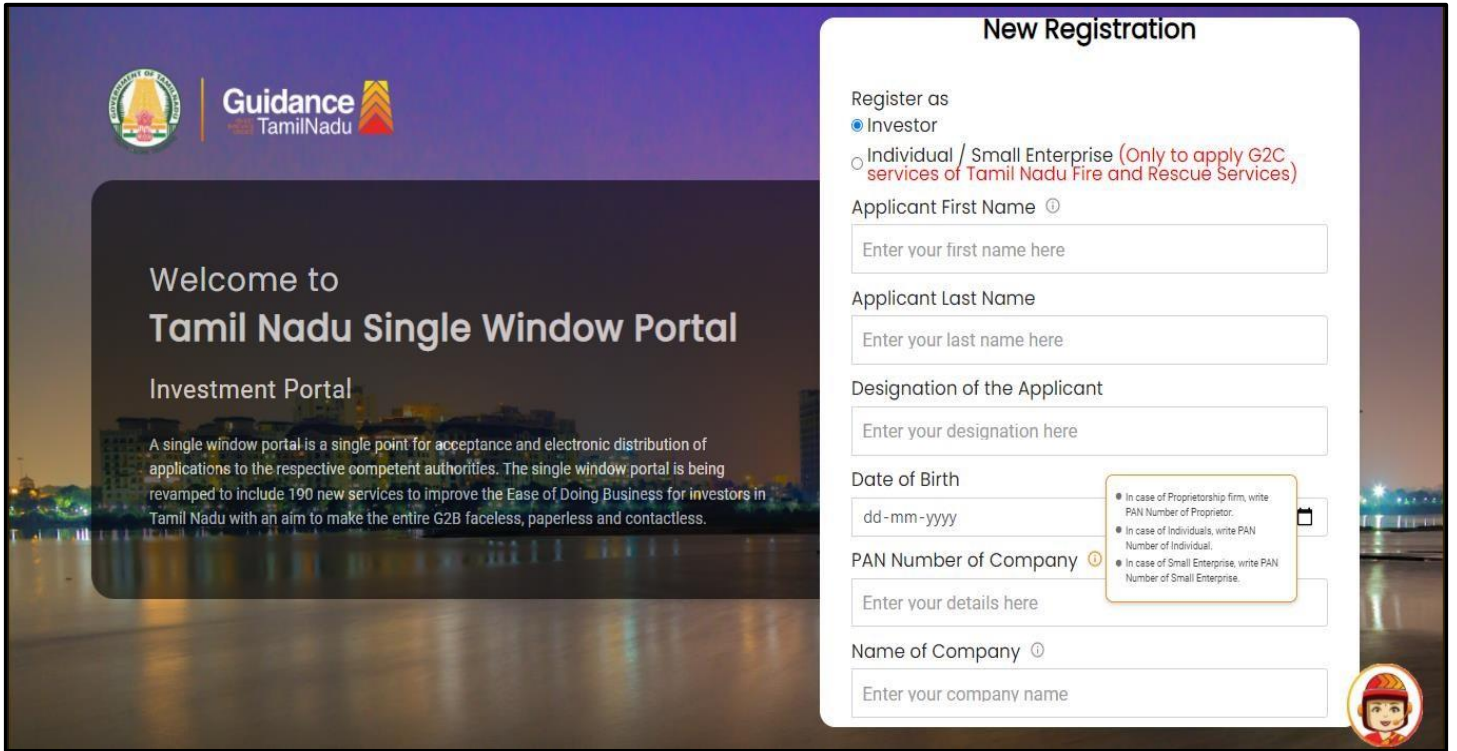
Real-time Monitoring  
Dedicated Industrial Helpdesk

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

TN Single Window Fee Slab for Large Industries

**Figure 2. Register**

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



**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

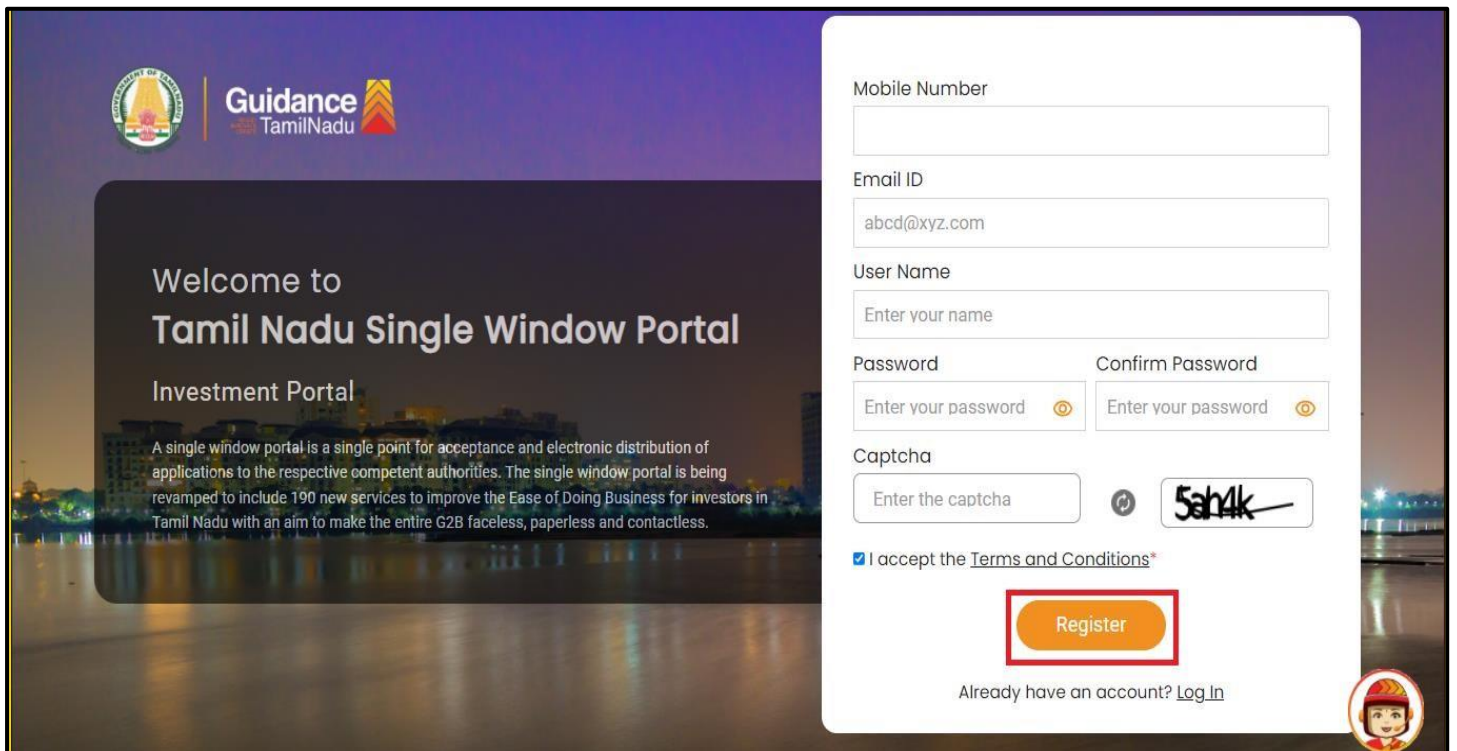
Designation of the Applicant

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**

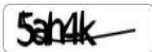
A single window portal is a single point for acceptance and electronic distribution of applications to the respective competent authorities. The single window portal is being revamped to include 190 new services to improve the Ease of Doing Business for investors in Tamil Nadu with an aim to make the 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**

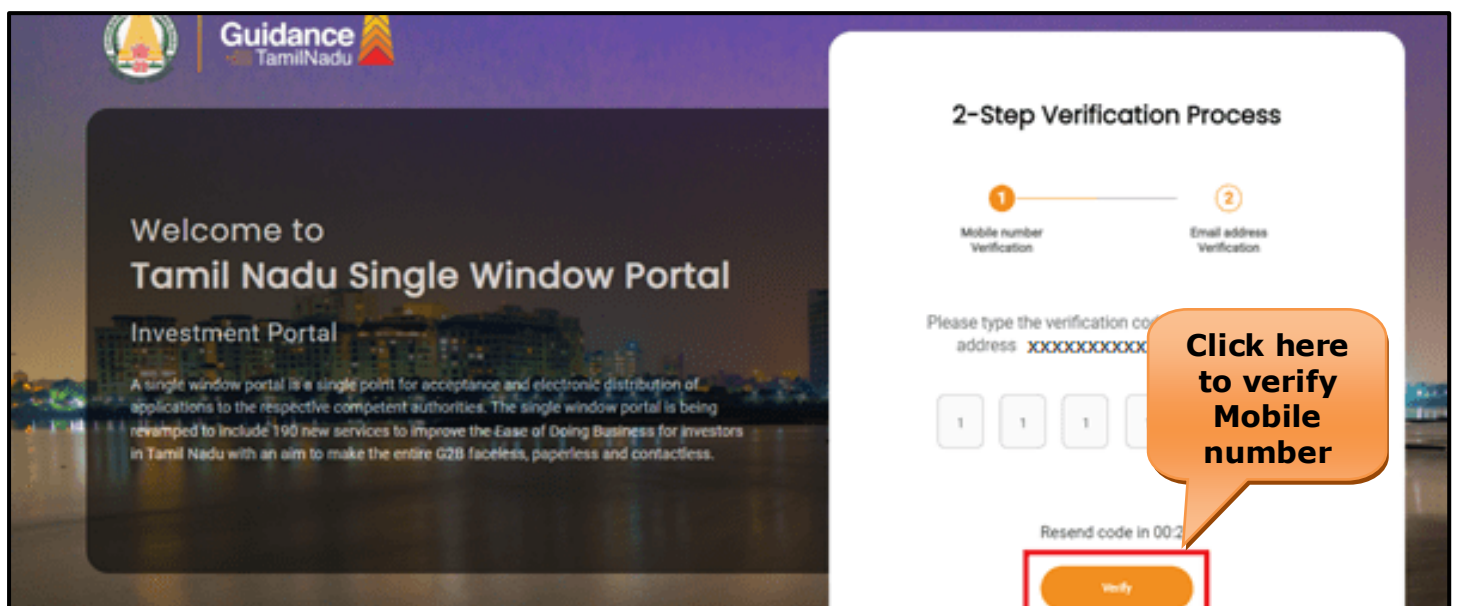
- 6) The Email ID would be the Username to login the TNSWP.
- 7) Future communications would be sent to the registered mobile number and Email ID of the applicant.
- 8) Create a strong password and enter the Captcha code as shown.
- 9) The applicant must read and accept the terms and conditions and click 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.

#### o **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.

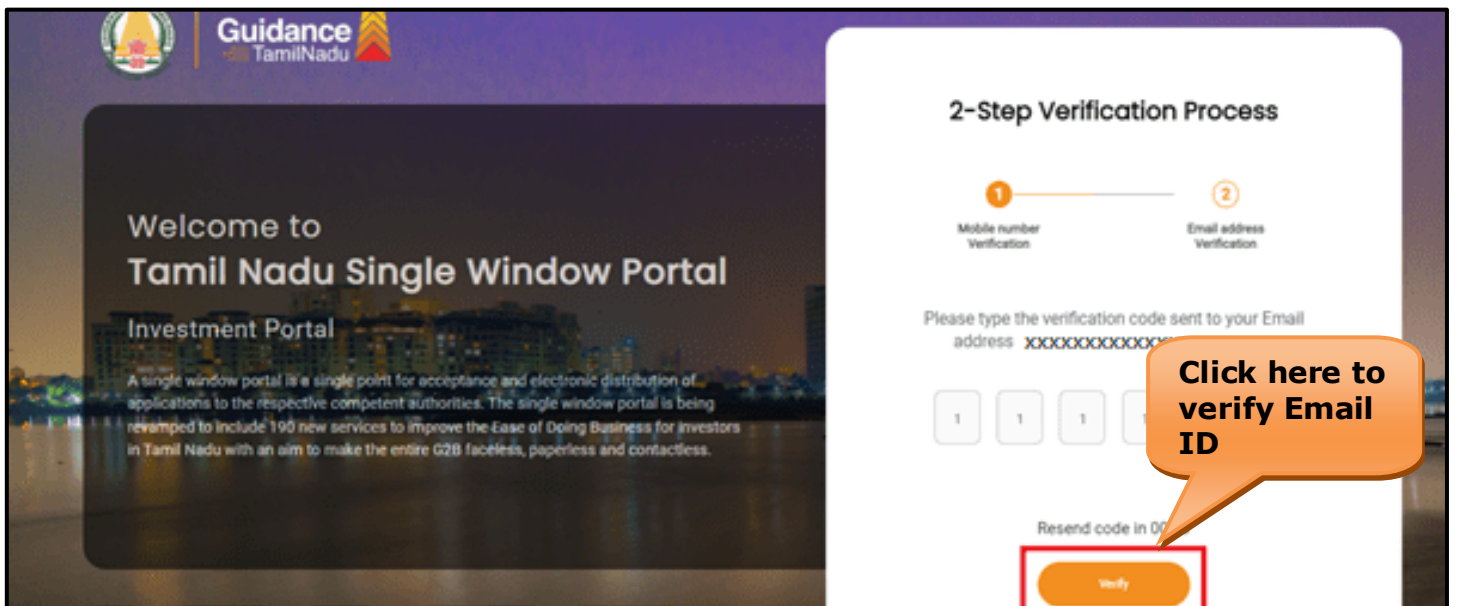


**Figure 5. Mobile Number Verification**



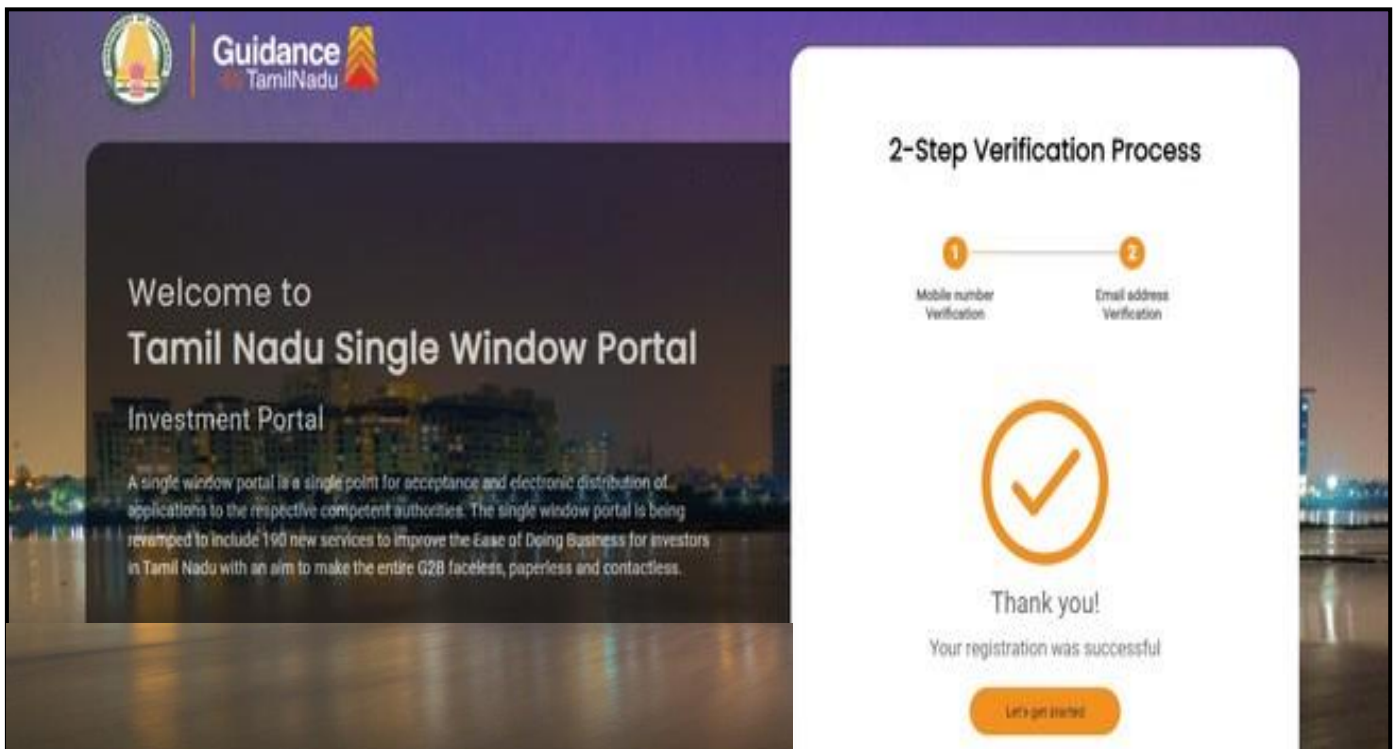
o **Email ID Verification**

- 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**



The screenshot shows the TNSWP website interface. At the top, there is a navigation bar with links for Home, About Us, Clearances/Approvals, Legislation, Policies & Notifications, Dashboard, and Help & Support. A 'Login' button is highlighted with an orange callout bubble. Below the navigation bar is a large banner for 'TAMIL NADU Leading the Nation' featuring a map of Tamil Nadu and several award statistics:

#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)

Below the banner, there is a paragraph describing the Tamil Nadu Single Window Portal as 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. At the bottom, there is a button for 'TN Single Window Fee Slab for Large Industries' and a small cartoon character icon.

**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.

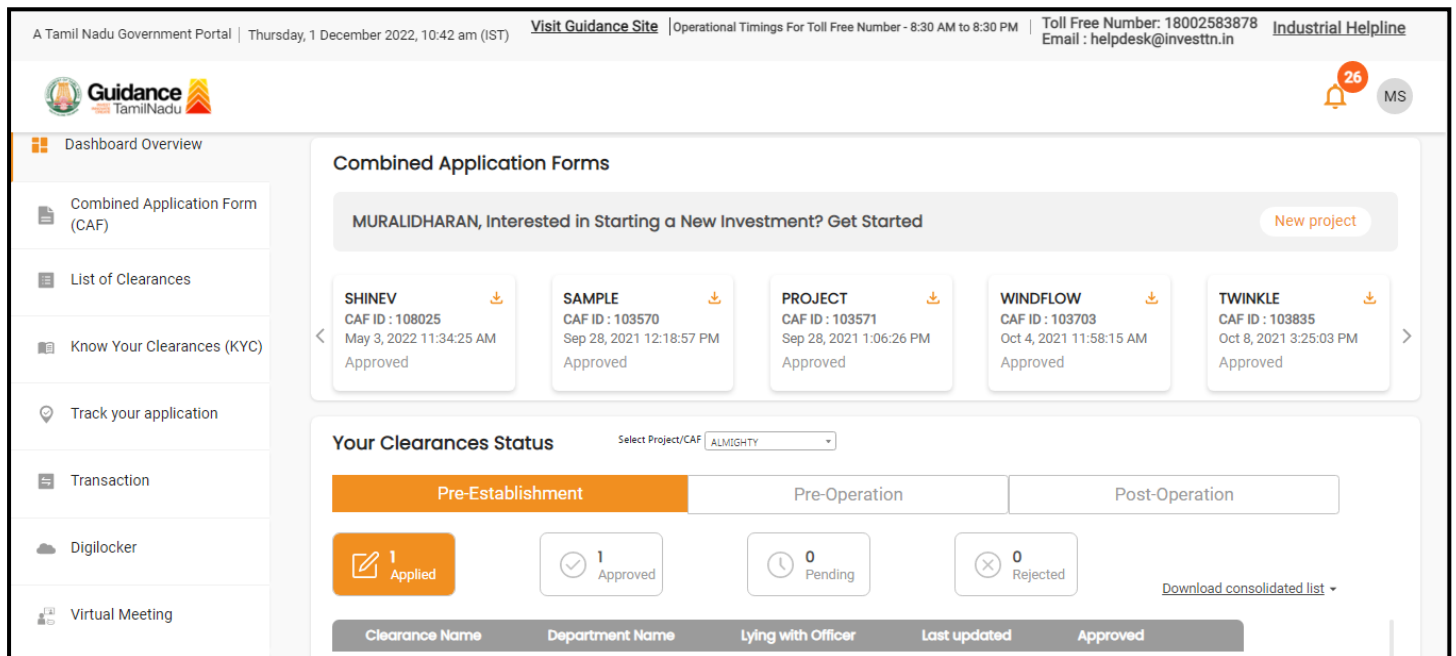
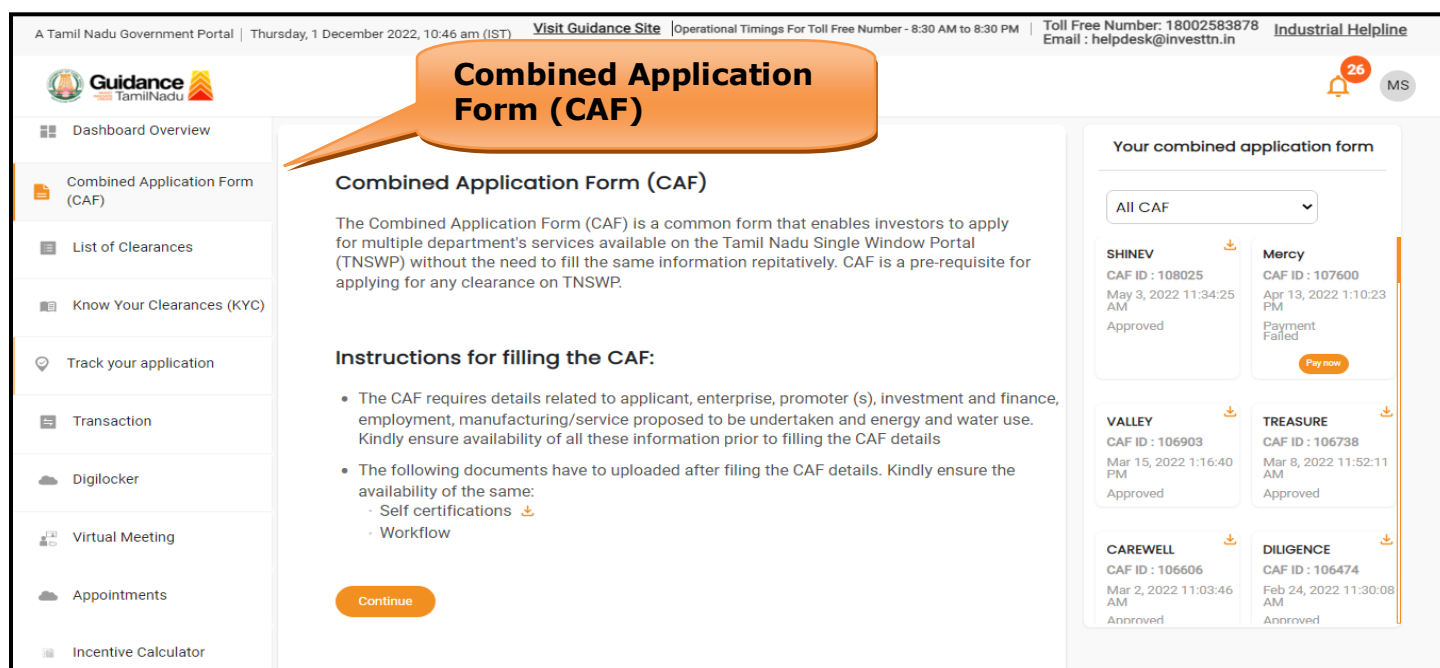


Figure 9. Dashboard Overview

## 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 get 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.

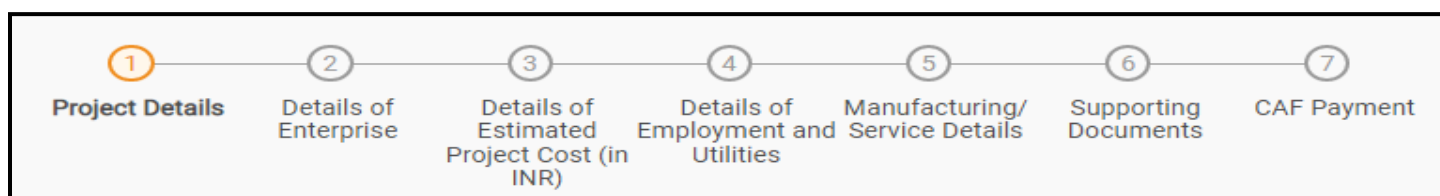


The screenshot displays the 'Combined Application Form (CAF)' page on the Tamil Nadu Government Portal. The page header includes the date and time (Thursday, 1 December 2022, 10:46 am (IST)), a link to the Guidance Site, operational timings, toll-free number (18002583878), and industrial helpline information. The left sidebar contains navigation options: 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 'Continue' button and instructions for filling the CAF. The right sidebar shows a list of CAFs with details such as SHINEV (CAF ID: 108025, Approved), Mercy (CAF ID: 107600, Payment Failed), VALLEY (CAF ID: 106903, Approved), TREASURE (CAF ID: 106738, Approved), CAREWELL (CAF ID: 106606, Approved), and DILIGENCE (CAF ID: 106474, 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 must upload the requisite supporting documents under '**Section 6: Supporting Documents**'

- **Self-Certification:**

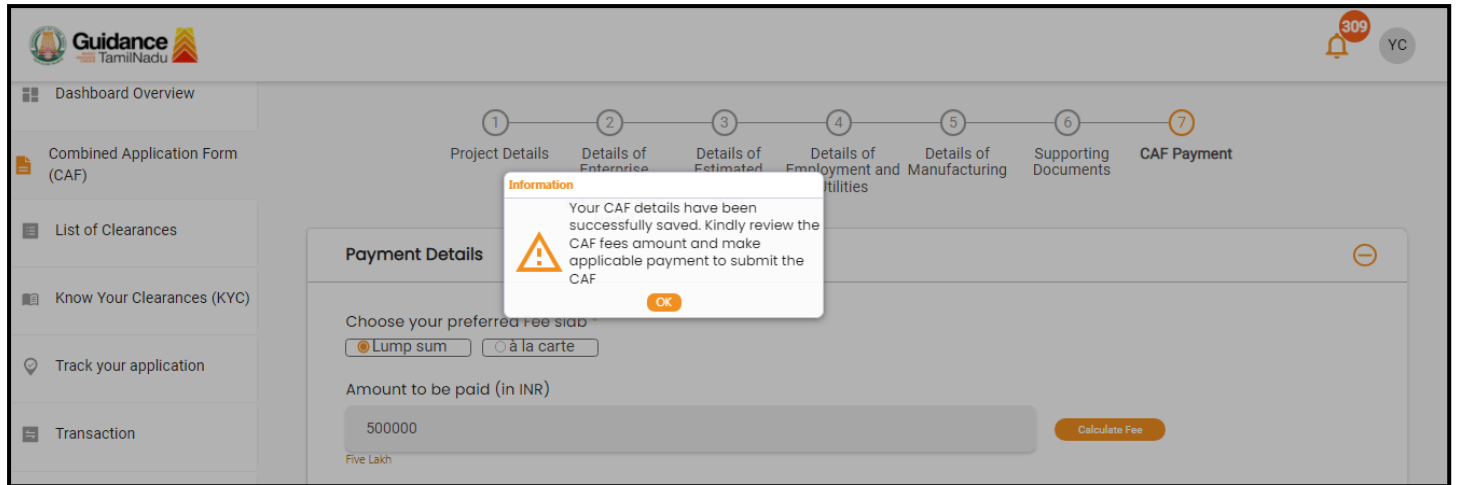
- Download the template.
- Prepare the self-certification documents as per the instructions given in the template and upload.

- **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 Renewal of Consent to Operate

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 ‘Post-Operation Clearance’ and find the clearance ‘Renewal of Consent to Operate’ by using Search option as shown in the figure given below.

Search for Clearance

Post- Operation Stage Clearance

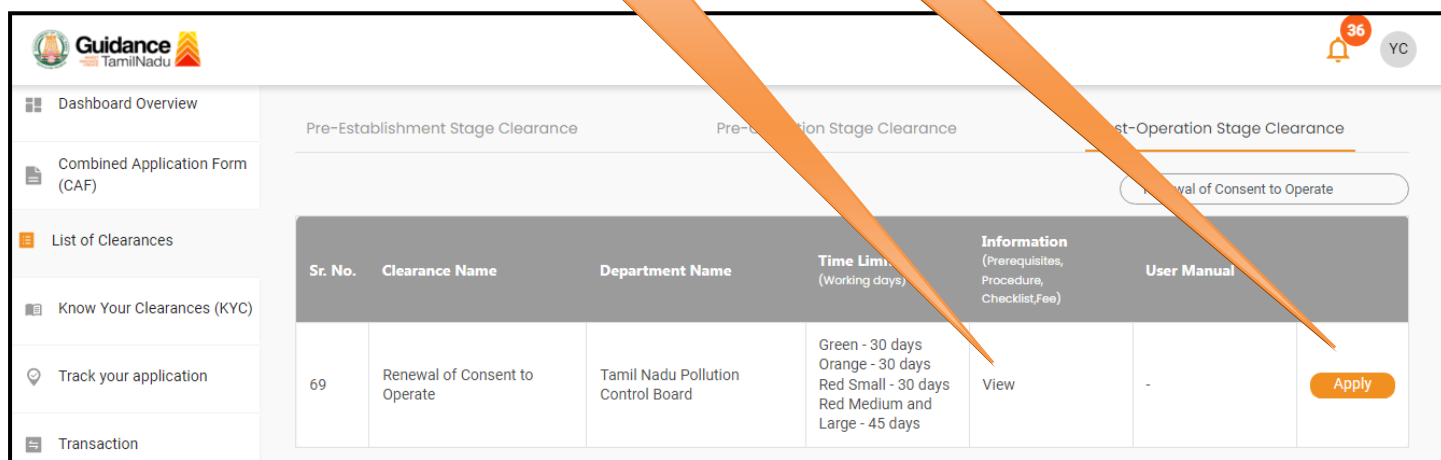
Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual	
69	Renewal of Consent to Operate	Tamil Nadu Pollution Control Board	Green - 30 days Orange - 30 days Red Small - 30 days Red Medium and Large - 45 days	View	-	Apply

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.

**Confirmation!!!**

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

**Department Name**  
Tamil Nadu Pollution Control Board

**Name of the Clearance**  
Renewal of Consent to Operate

Select Project/CAF \*

CAF Large test

Select CAF

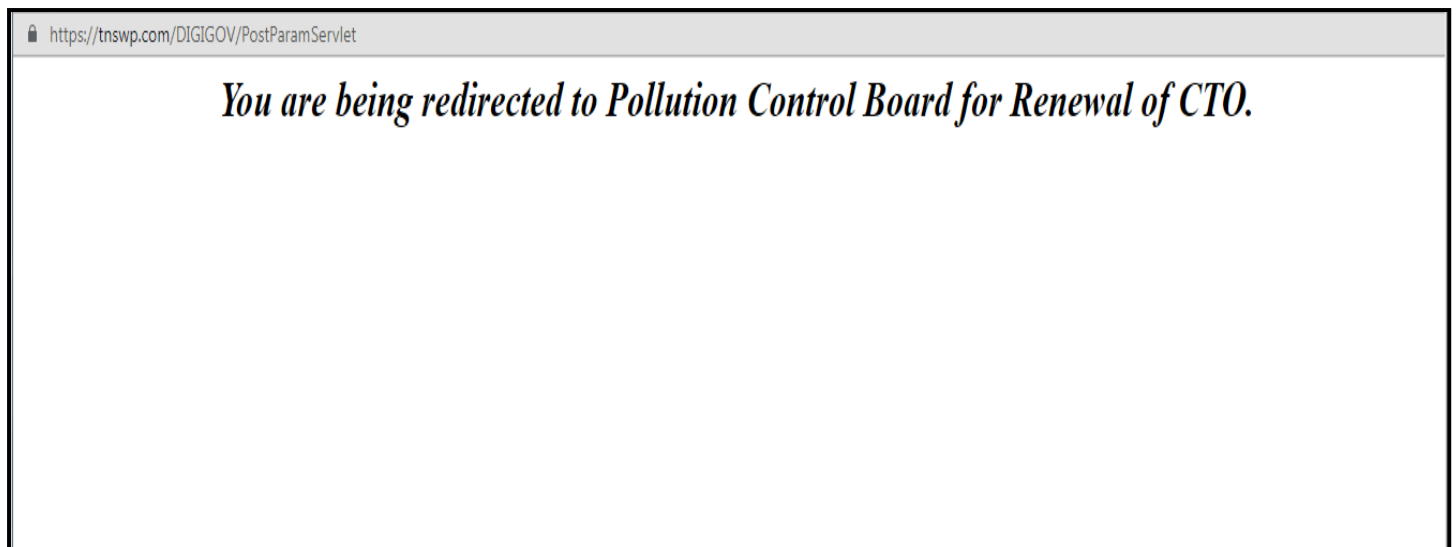
Close

Click on Apply

Apply

**Figure 16. Project/CAF**

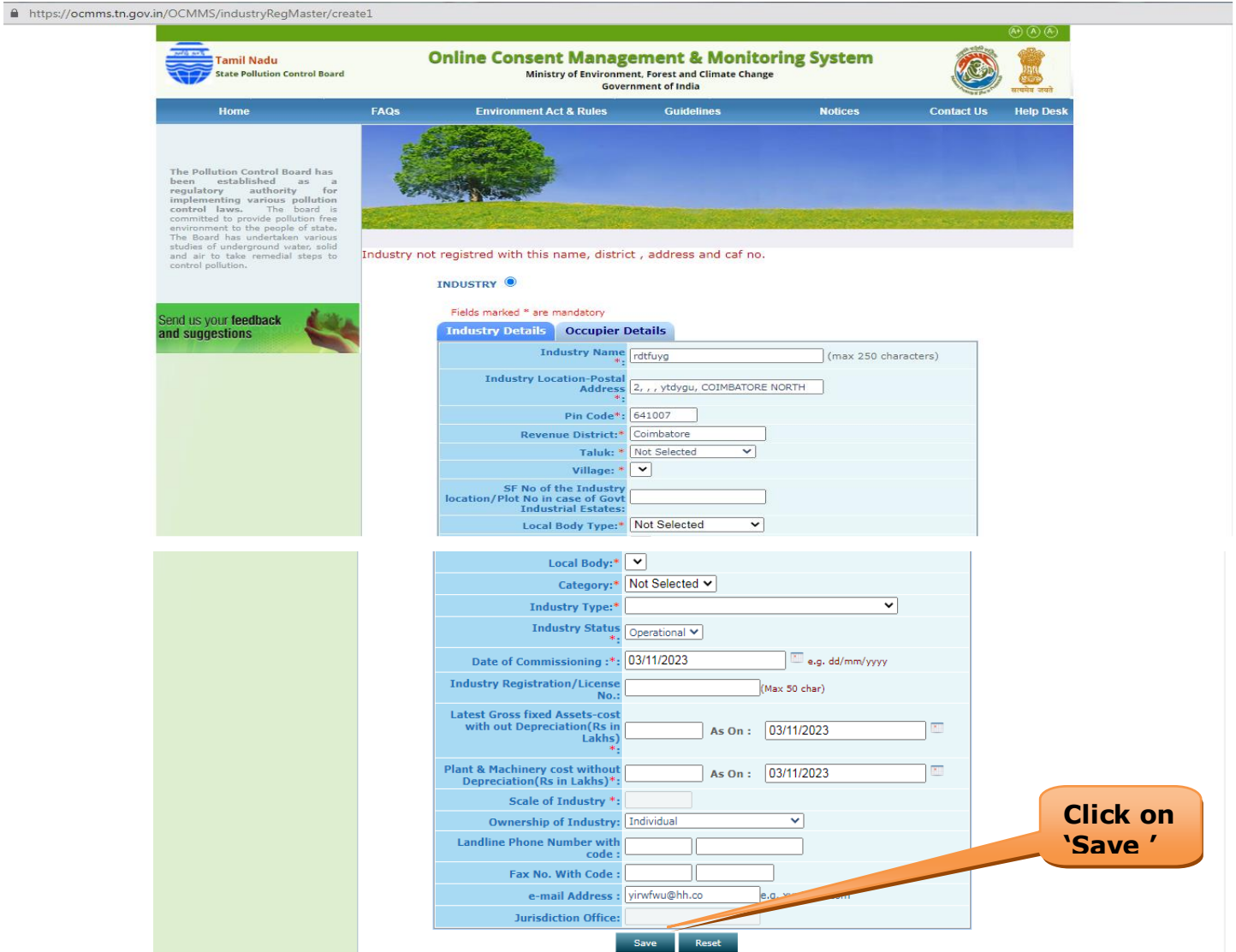
2) Click on the Apply button and the Page will get redirected to Pollution Control Board for Renewal of CTO.



**Figure 17. Redirecting to Pollution Control Board for Renewal of CTO**

3) Enter all the mandatory details in the application for Pollution Control Board for Renewal of CTO.

https://ocmms.tn.gov.in/OCMMS/industryRegMaster/create1



The Pollution Control Board has been established as a regulatory authority for implementing various pollution control laws. The board is committed to provide pollution free environment to the people of state. The Board has undertaken various studies of underground water, solid and air to take remedial steps to control pollution.

Send us your feedback and suggestions

Industry not registered with this name, district , address and caf no.

**INDUSTRY**

Fields marked \* are mandatory

**Industry Details**    **Occupier Details**

Industry Name: rdtfuyg (max 250 characters)

Industry Location-Postal Address: 2, , , ytdygu, COIMBATORE NORTH

Pin Code\*: 641007

Revenue District\*: Coimbatore

Taluk\*: Not Selected

Village\*: [Dropdown]

SF No of the Industry location/Plot No in case of Govt Industrial Estates: [Text]

Local Body Type\*: Not Selected

Local Body\*: [Dropdown]

Category\*: Not Selected

Industry Type\*: [Dropdown]

Industry Status\*: Operational

Date of Commissioning \*: 03/11/2023 (e.g. dd/mm/yyyy)

Industry Registration/License No.: [Text] (Max 50 char)

Latest Gross fixed Assets-cost with out Depreciation(Rs in Lakhs): [Text] As On : 03/11/2023

Plant & Machinery cost without Depreciation(Rs in Lakhs)\*: [Text] As On : 03/11/2023

Scale of Industry \*: [Text]

Ownership of Industry: Individual

Landline Phone Number with code : [Text]

Fax No. With Code : [Text]

e-mail Address : yirwfwu@hh.co (e.g. yirwfwu@hh.co)

Jurisdiction Office: [Text]

Save    Reset

Click on 'Save'

Figure 18. TNPCB 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**

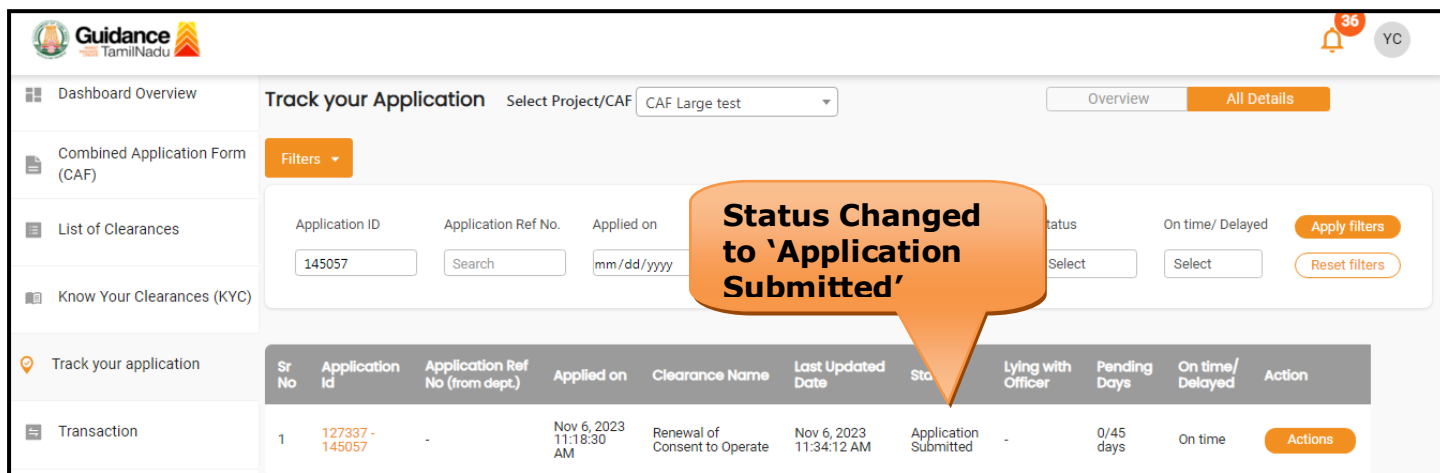


Figure 19. Application Submitted

## 8. Payment Process

1. Complete payment through online.

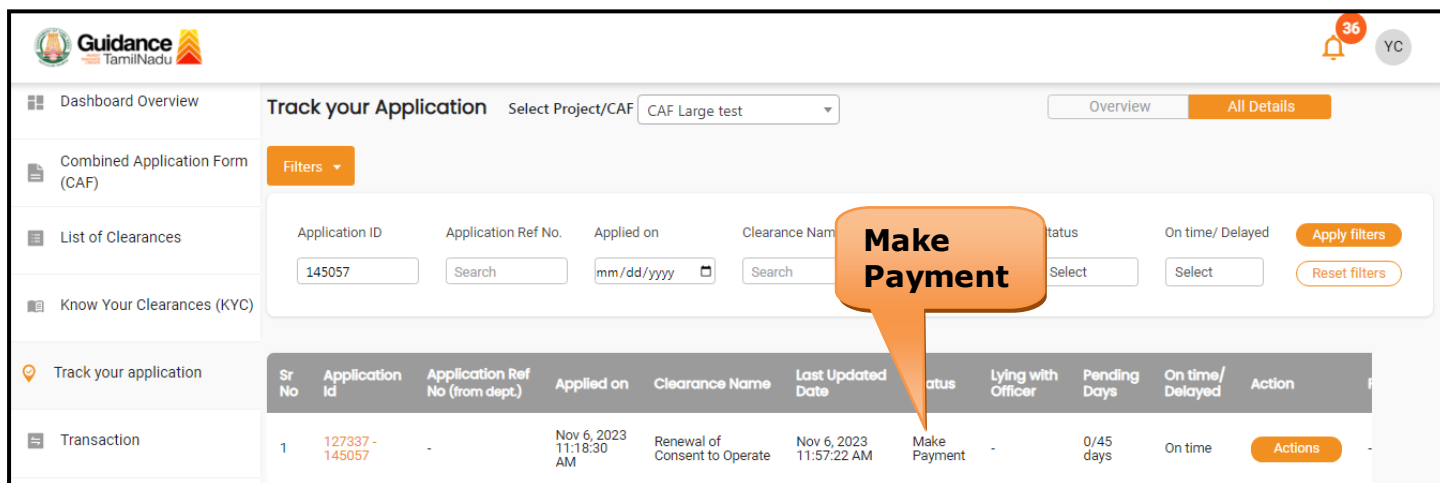


Figure 20. Payment Process

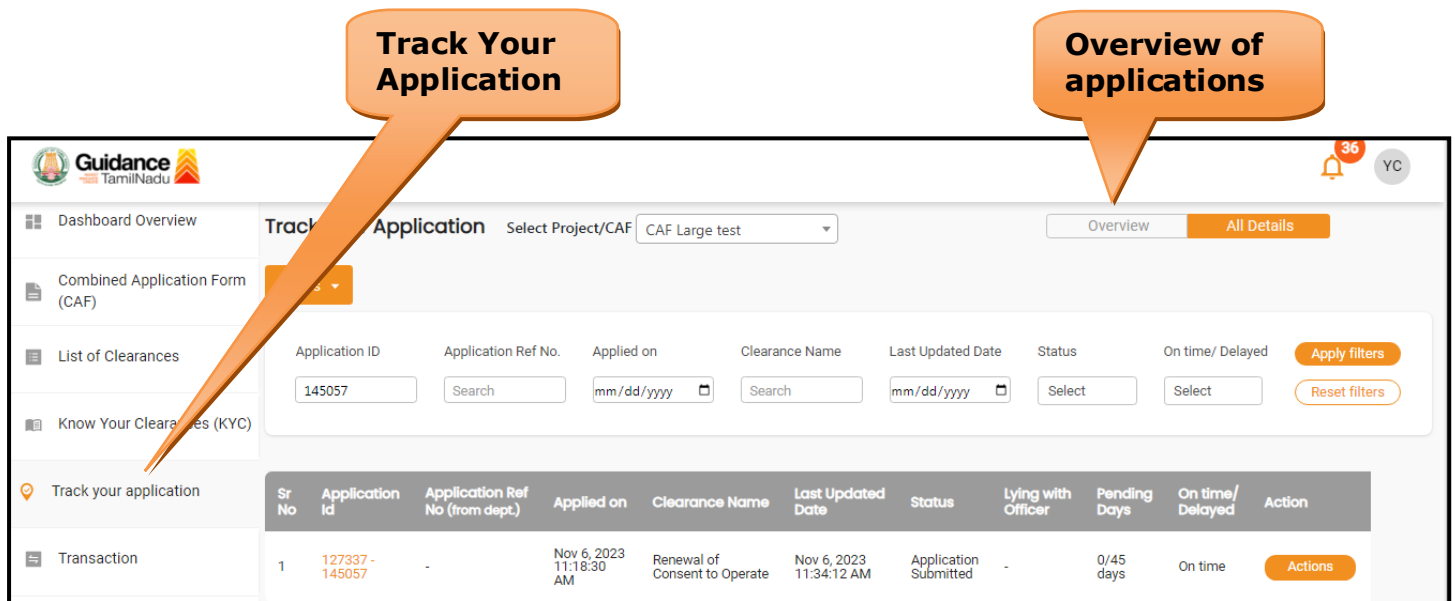
## 9. Track Your Application

- 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.
- 3) played 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

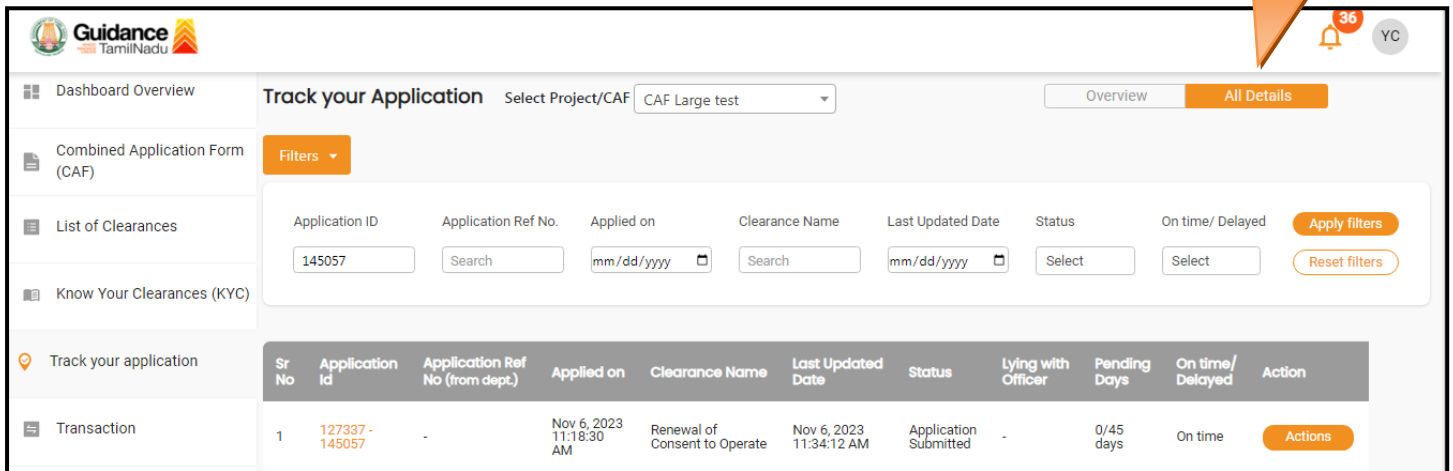
Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	127337 - 145057	-	Nov 6, 2023 11:18:30 AM	Renewal of Consent to Operate	Nov 6, 2023 11:34:12 AM	Application Submitted	-	0/45 days	On time	Actions

**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**

The screenshot shows the 'Track your Application' page with the 'All Details' tab active. The 'CAF Large test' project is selected. The table below displays 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	127337 - 145057	-	Nov 6, 2023 11:18:30 AM	Renewal of Consent to Operate	Nov 6, 2023 11:34:12 AM	Application Submitted	-	0/45 days	On time	Actions

**Figure 21. ‘All Details’ tab**



## 10. Inspection Schedule

- 1) The Inspecting Authority of Tamil Nadu Pollution Control Board schedules the date of appointment for inspection to be done for the specified institution.
- 2) After the Inspection is completed, the Inspecting Authority submits the Inspection report.
- 3) The Applicant has the provision to view the Scheduled Inspection details

The screenshot shows a dashboard with a sidebar on the left containing menu items like 'Dashboard Overview', 'Combined Application Form (CAF)', 'List of Clearances', 'Know Your Clearances (KYC)', 'Track your application', and 'Transaction'. The main area is titled 'Track your Application' and includes a search bar for 'CAF Large test'. Below this is a table with columns: 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, and Action. The first row shows application ID 127337-145057, applied on Nov 6, 2023, for 'Renewal of Consent to Operate', with a status of 'Inspection Scheduled'. An orange callout bubble with the text 'Inspection Scheduled' points to this status.

Figure 22. Inspection Scheduled

The screenshot shows a modal window titled 'Application Action - 145057'. It contains the following details:
 

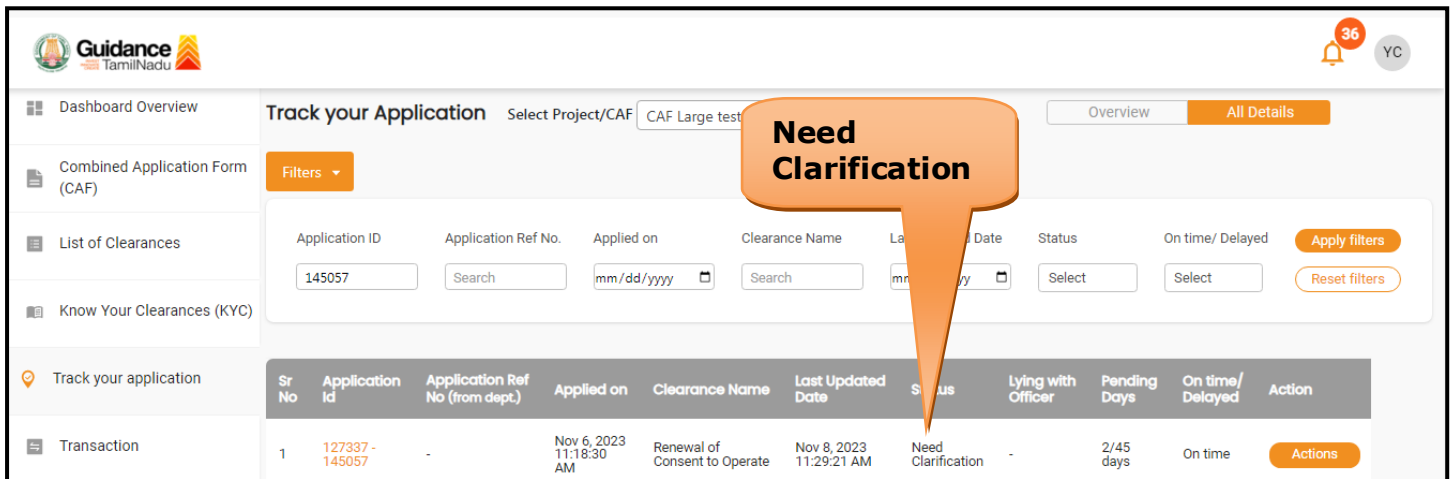
- Application ID:** 127337-145057
- Application Name:** Renewal of Consent to Operate
- Application Ref No.:** -
- Project Name:** CAF Large test
- Application Submission Date:** Nov 6,2023 11:18:30 AM
- Status:** Inspection Scheduled

 Below the details, there is a section 'Actions to be performed' with three buttons: 'Open Application', 'Close', and another 'Open Application' button. An orange callout bubble points to the 'Open Application' button on the right.

Figure 23. Open Application

## 11. Query Clarification

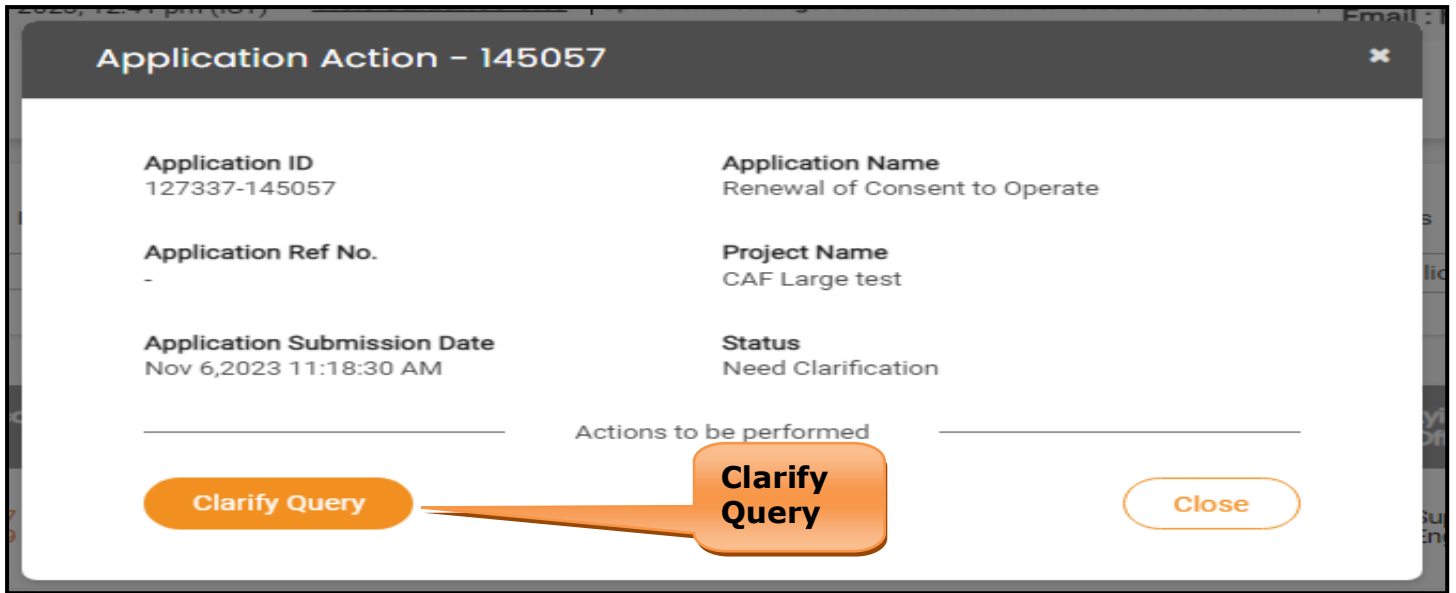
- 1) After submitting the application to the District Environmental Engineer of Tamil Nadu Pollution Control Board, District Environmental Engineer reviews the application and if there are any clarifications required, the concerned officer would raise a query to the applicant.
- 2) Applicant would receive 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 shows the 'Track your Application' page. At the top, there's a navigation bar with 'Overview' and 'All Details' tabs. Below this is a search area with filters for Application ID, Application Ref No., Applied on, Clearance Name, Last Updated Date, Status, and On time/Delayed. A table below displays application details. An orange callout bubble points to the 'Need Clarification' status in the table.

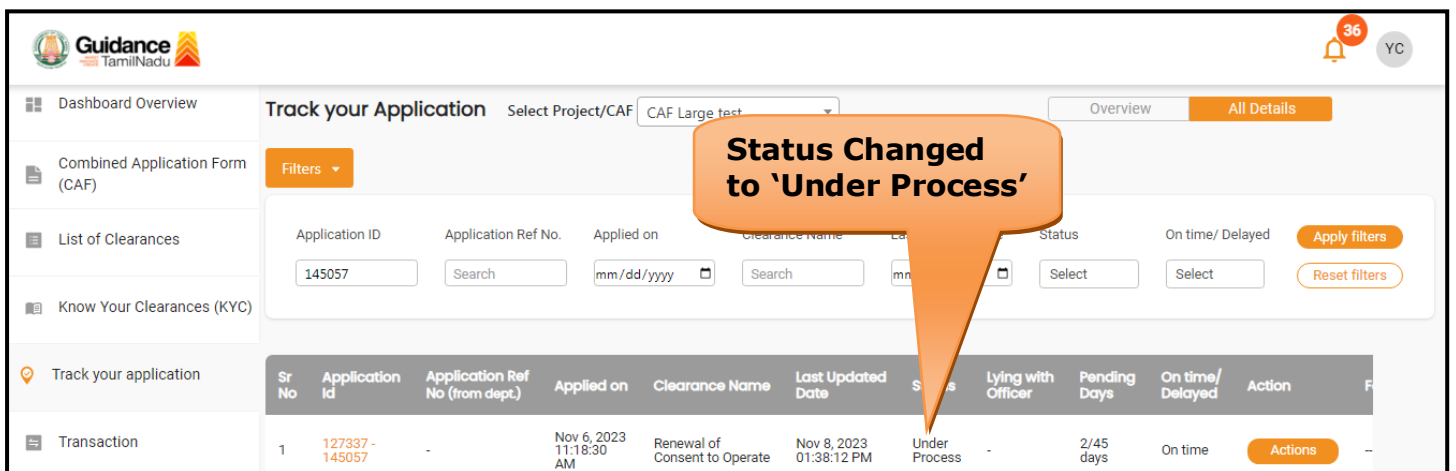
Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	127337 - 145057	-	Nov 6, 2023 11:18:30 AM	Renewal of Consent to Operate	Nov 8, 2023 11:29:21 AM	Need Clarification	-	2/45 days	On time	Actions

Figure 24. Need Clarification



**Figure 25. Provide Clarification**

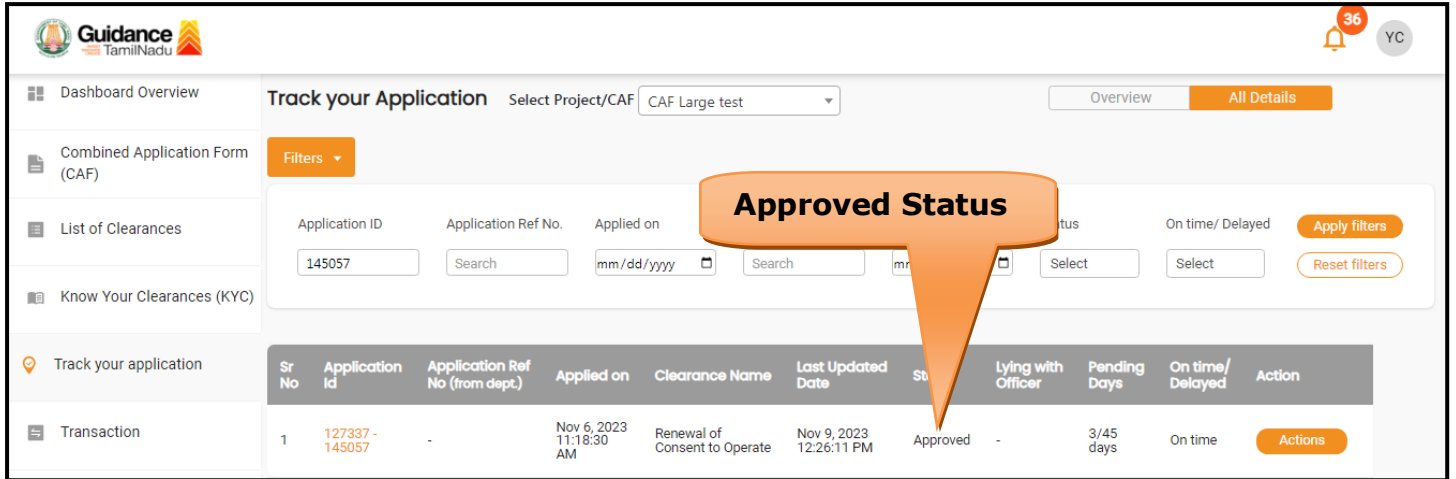
- 5) The Applicant clicks on '**Clarify Query**' button and responds to the Query.
- 6) The Application gets Resubmitted to the department after the query has been addressed by the Applicant.
- 7) The Status of the application changes from 'Need clarification' to '**Under Process**' after the Applicant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



**Figure 26. Under Process**

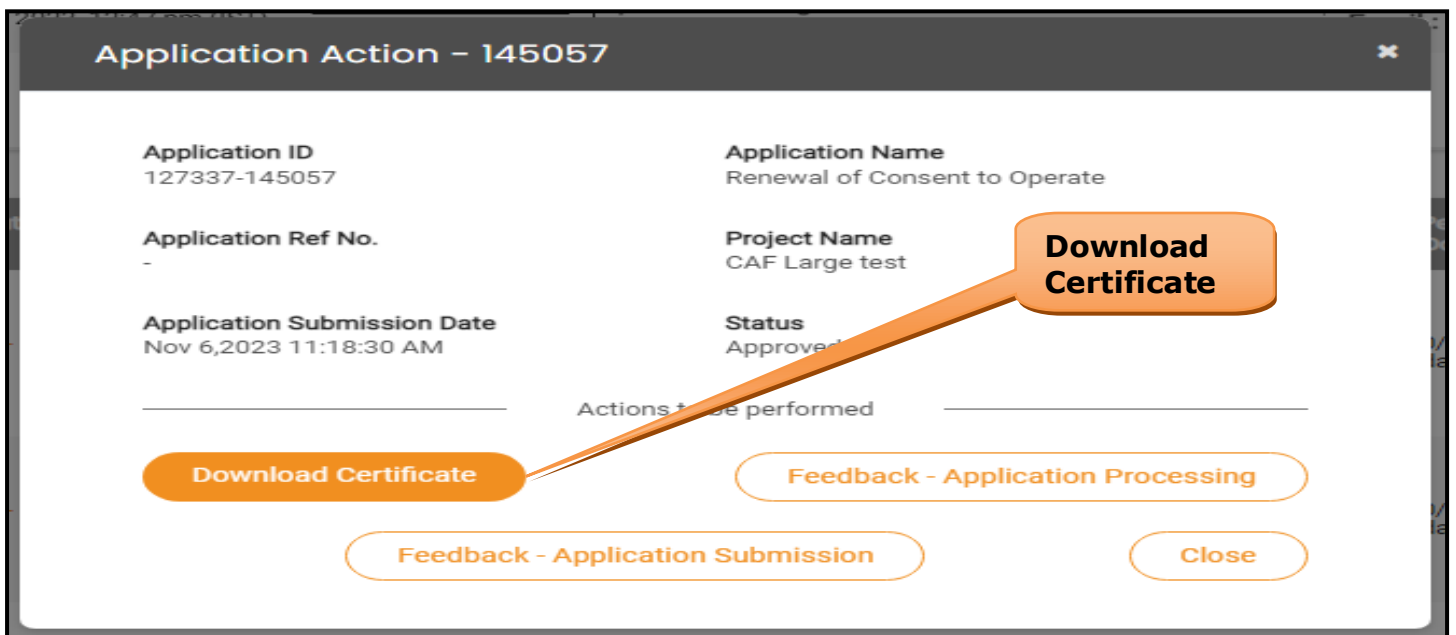
## 12. Application Processing

1) The Approving Authority scrutinizes and reviews the application and updates the status as **"Approved or Rejected"**



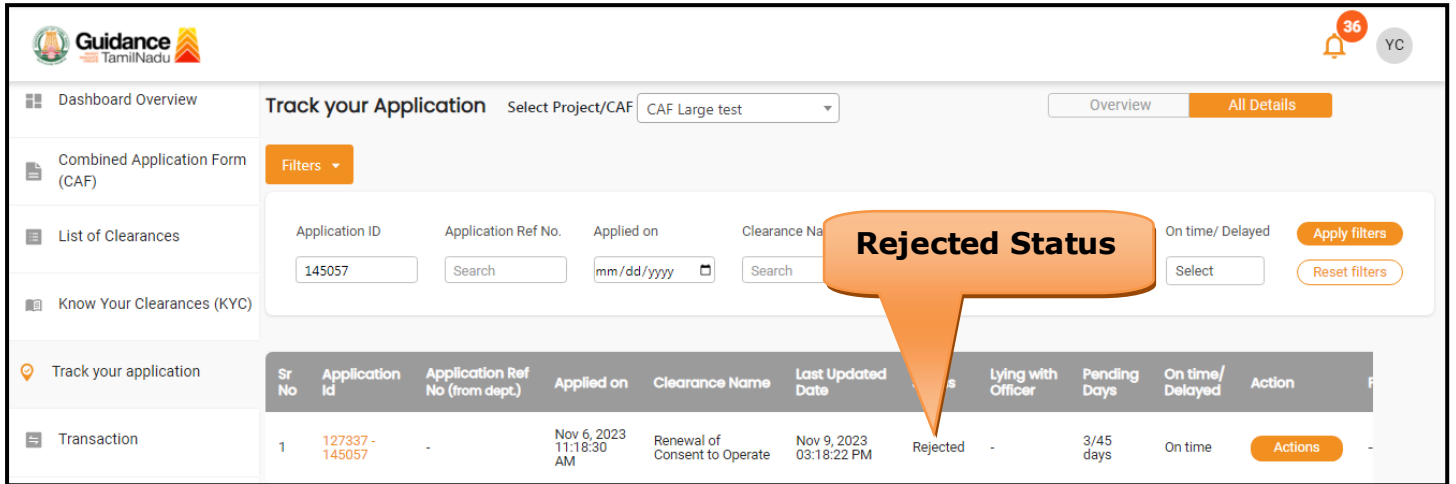
**Figure 27. Application Processed**

2) If the application is **'Approved'** by the Approving Authority of Tamil Nadu Pollution Control Board, the applicant can download the Certificate under **Track your application – > Action button -> Download Certificate** (Refer Figure 28)



**Figure 28. Download Certificate**

3) If the application is '**Rejected**' by the, the applicant can view the rejection remarks under the Actions Tab by the District Environmental Engineer. Applicant has to create a fresh application if the application has been rejected. (Refer Figure 29)



The screenshot shows the 'Track your Application' page. The top navigation includes 'Dashboard Overview', 'Combined Application Form (CAF)', 'List of Clearances', 'Know Your Clearances (KYC)', 'Track your application', and 'Transaction'. The main content area has a search filter for 'CAF Large test' and a table of applications. 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	127337 - 145057	-	Nov 6, 2023 11:18:30 AM	Renewal of Consent to Operate	Nov 9, 2023 03:18:22 PM	Rejected	-	3/45 days	On time	Actions

**Figure 29. Rejected Status**

