



# **TAMILNADU SINGLE WINDOW PORTAL**

## **APPLICANT MANUAL**

### **Issue of Trade License**

**Commissionerate of Municipal Administration  
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) **Applicant can reach the helpdesk Toll free number-1800-258-3878 and Helpdesk Email.**

TNSWP website  
([www.tnswp.com](http://www.tnswp.com))

Toll free number  
and Mail Id



← → ↻ tnswp.com/DIGIGOV/swp-tnswp.jsp

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

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

# TAMIL NADU

## Leading the Nation

 <b>#1</b> Number of Factories in India	 <b>#1</b> Number of Operational SEZs in India	 <b>#1</b> Governance & Political Stability (N-SIPI 2019)	 <b>#1</b> International and Domestic Tourist Arrivals	 <b>#1</b> Best Performing State (India Today State of the State Award 2018, 2019 & 2020)
 <b>#2</b> Sustainable Development Goals (SDG) Index 2020-21 (NITI Aayog)	 <b>#2</b> Second Largest Economy in India	 <b>#2</b> Best Governed State (Public Affairs Index 2020)	 <b>#2</b> Job Creation Under IBPS Scheme	 <b>#2</b> 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

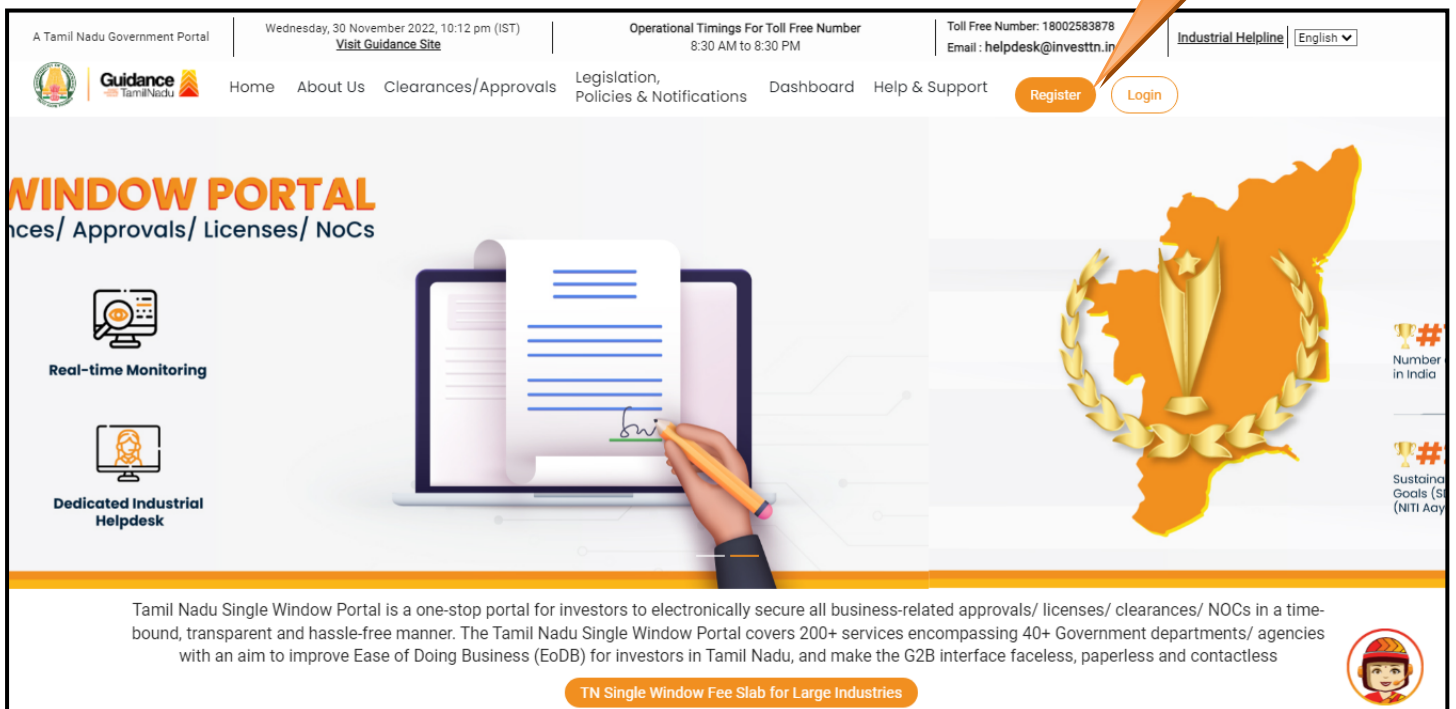
**Figure 1. Single Window Portal Home Page**

## 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

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

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

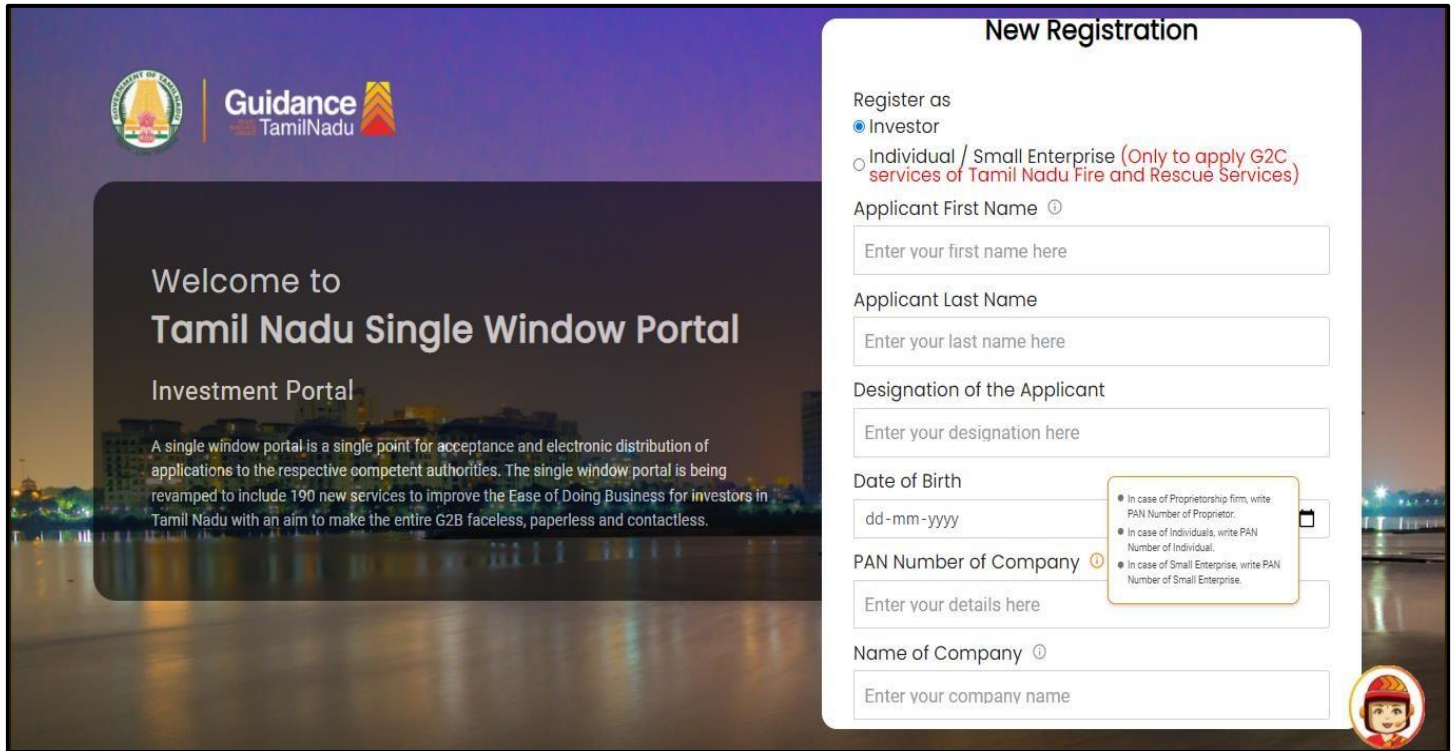
Real-time Monitoring  
Dedicated Industrial Helpdesk

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

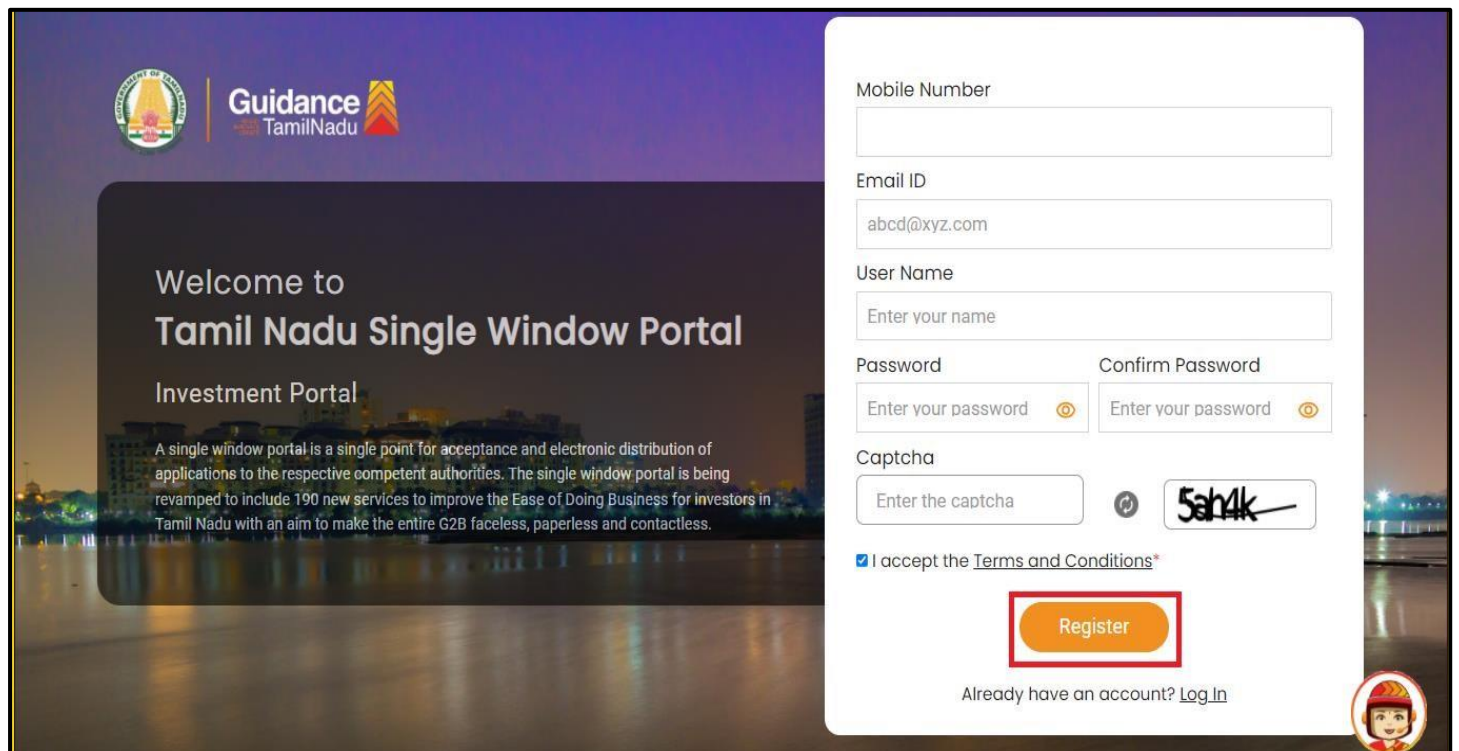
 📅

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 👁 🔑

Enter your password      Enter your password

Captcha

 🔄 

I accept the [Terms and Conditions](#)\*

**Register**

Already have an account? [Log In](#)

**Figure 4. Registration Form Submission**

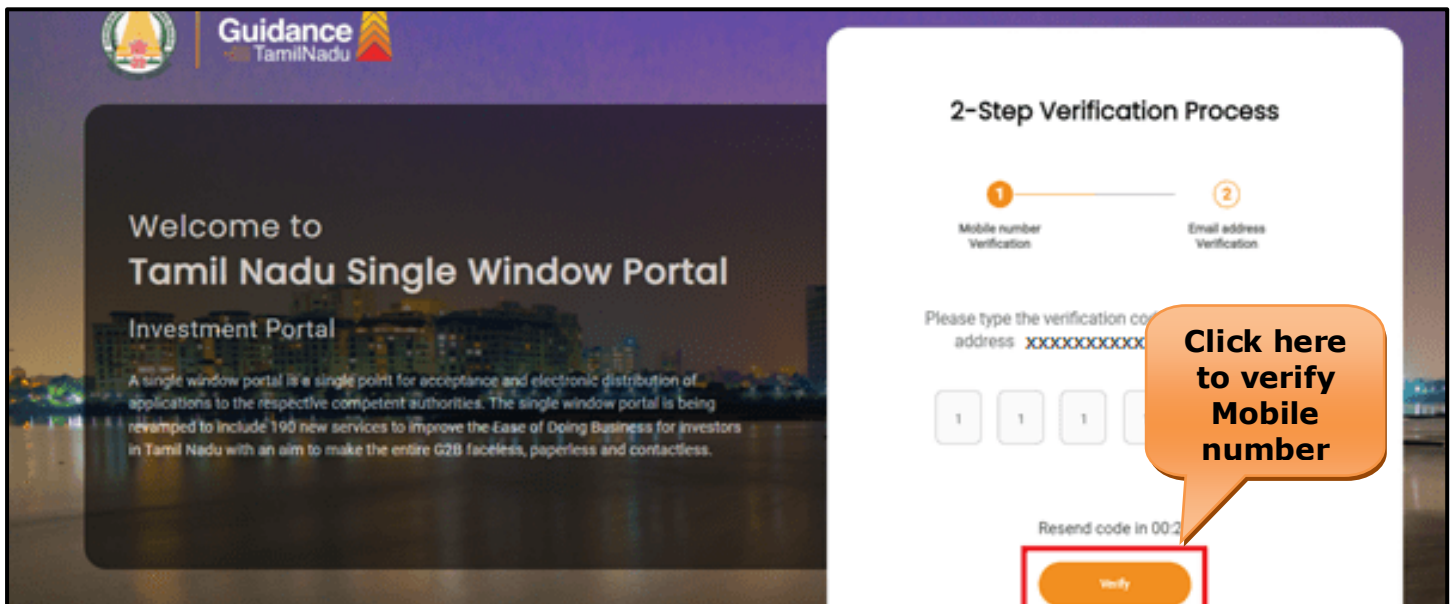
- 6) The Email ID would be the Username to login the TNSWP.
- 7) Future communications would be sent to the registered mobile number and Email ID of the applicant.
- 8) Create a strong password and enter the Captcha code as shown.
- 9) The applicant must read and accept the terms and conditions and click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

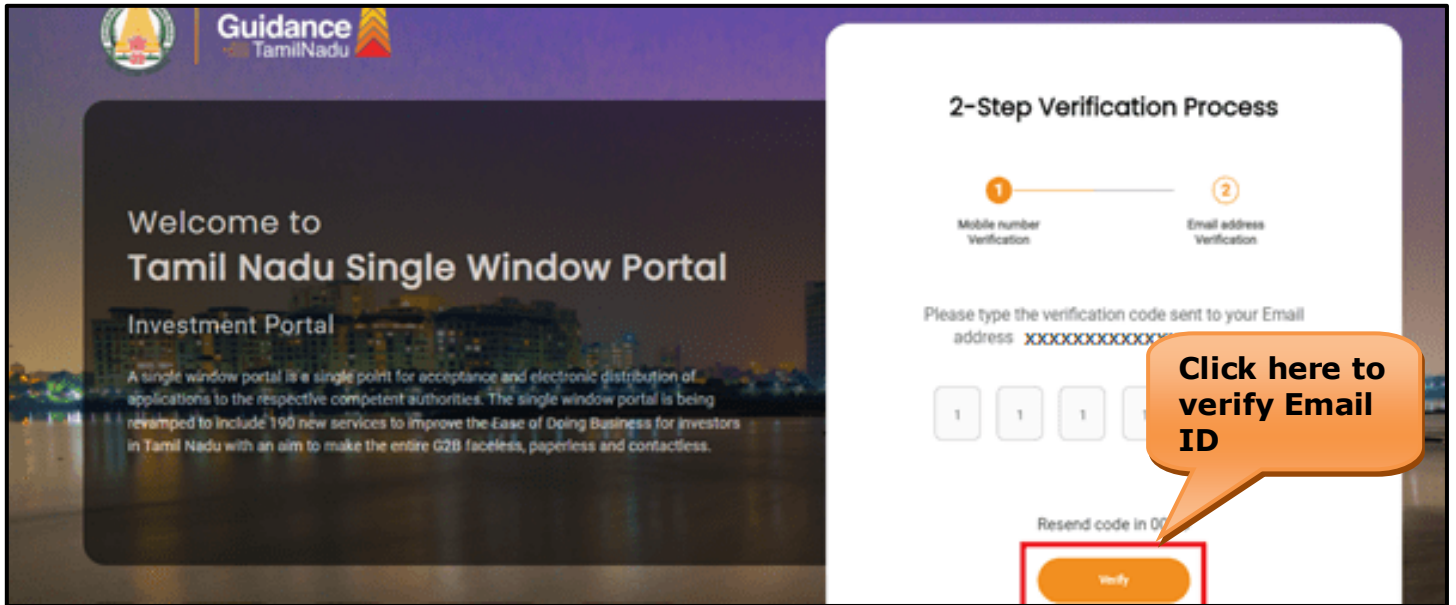
- 1) For verifying the mobile number, the verification code will be sent to the given mobile number.
- 2) Enter the verification code and click on the '**Verify**' button.



**Figure 5. Mobile Number Verification**

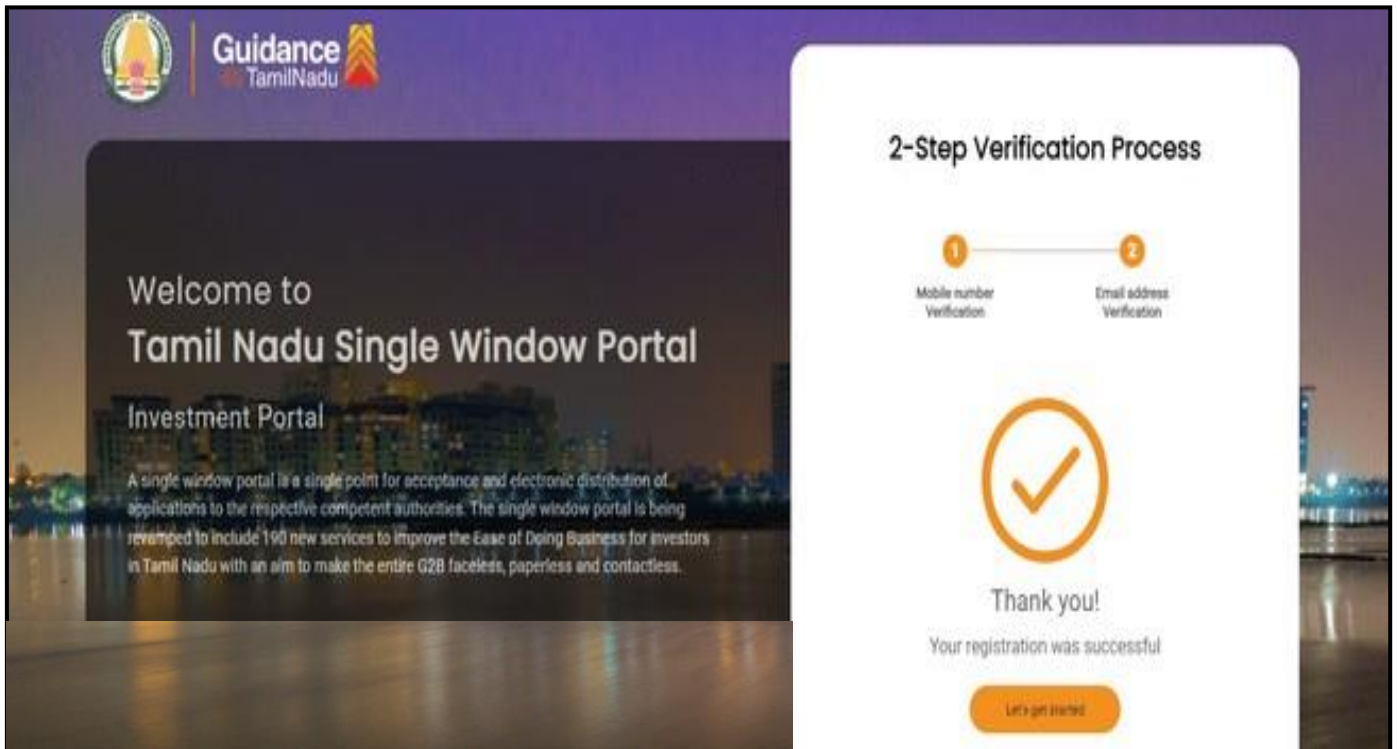
- o **Email ID Verification**

- 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.

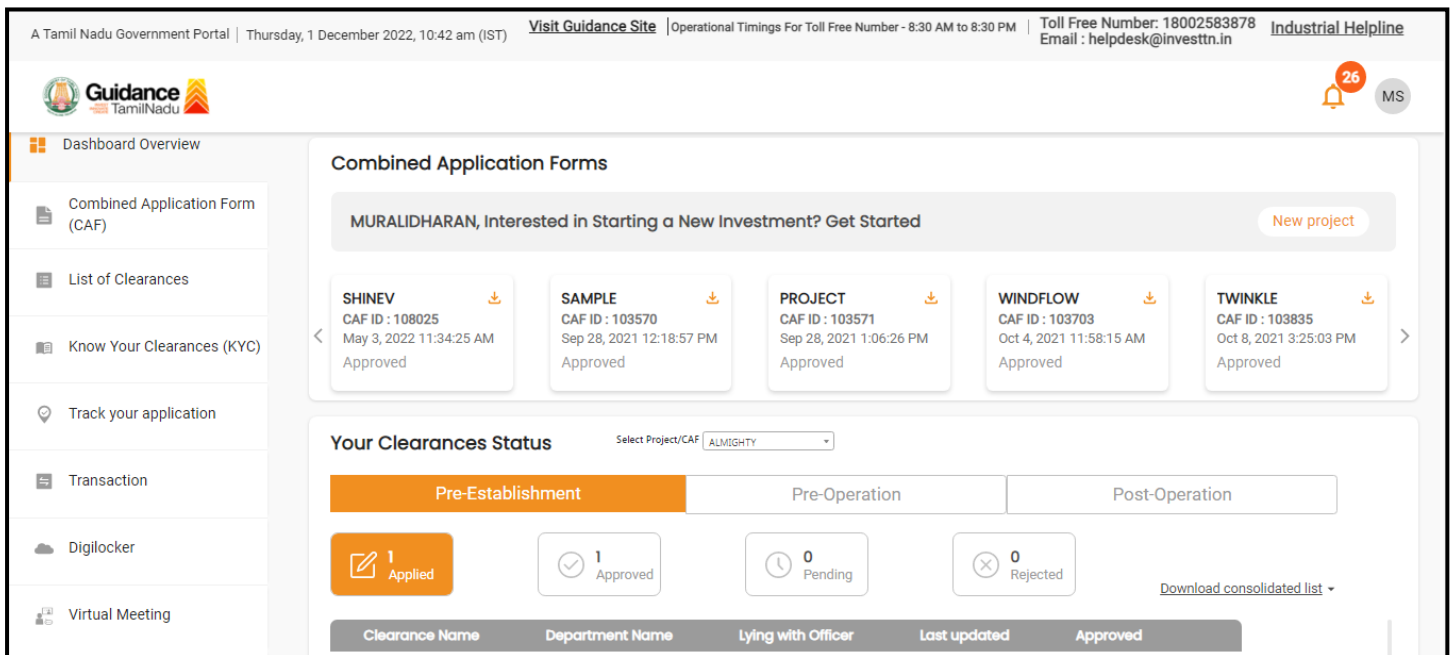
**Login to TNSWP**



**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.



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 | [Industrial Helpline](#)  
Email : helpdesk@investtn.in

Dashboard Overview

Combined Application Forms

MURALIDHARAN, Interested in Starting a New Investment? Get Started [New project](#)

Project Name	CAF ID	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	103835	Oct 8, 2021 3:25:03 PM	Approved

Your Clearances Status Select Project/CAF: ALMIGHTY

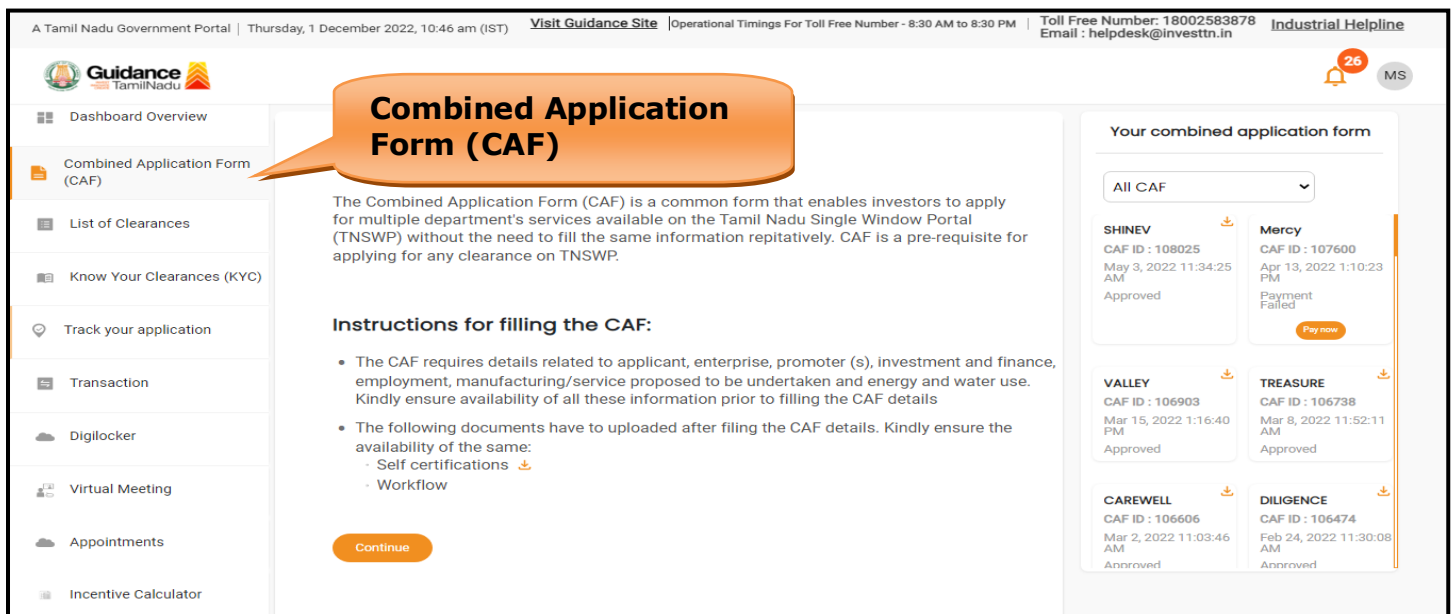
Pre-Establishment	Pre-Operation	Post-Operation
1 Applied	1 Approved	0 Pending
0 Rejected	<a href="#">Download consolidated list</a>	

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. At the top, there is a header with the portal name, date, and contact information. The main content area is divided into three sections:

- Navigation Menu (Left):** Includes Dashboard Overview, Combined Application Form (CAF), List of Clearances, Know Your Clearances (KYC), Track your application, Transaction, Diglocker, Virtual Meeting, Appointments, and Incentive Calculator.
- Main Content Area (Center):**
  - Combined Application Form (CAF):** A large orange callout box highlights this section.
  - Description:** The CAF is a common form that enables investors to apply for multiple department's services available on the Tamil Nadu Single Window Portal (TNSWP) without the need to fill the same information repetitively. CAF is a pre-requisite for applying for any clearance on TNSWP.
  - Instructions for filling the CAF:**
    - The CAF requires details related to applicant, enterprise, promoter (s), investment and finance, employment, manufacturing/service proposed to be undertaken and energy and water use. Kindly ensure availability of all these information prior to filling the CAF details
    - The following documents have to uploaded after filing the CAF details. Kindly ensure the availability of the same:
      - Self certifications
      - Workflow
  - Continue Button:** A prominent orange button labeled 'Continue' is located at the bottom of the instructions.
- Your combined application form (Right):** A section displaying a list of applications with their status and dates.
 

Application Name	CAF ID	Date/Time	Status
SHINEV	108025	May 3, 2022 11:34:25 AM	Approved
Mercy	107600	Apr 13, 2022 1:10:23 PM	Payment Failed
VALLEY	106903	Mar 15, 2022 1:16:40 PM	Approved
TREASURE	106738	Mar 8, 2022 11:52:11 AM	Approved
CAREWELL	106606	Mar 2, 2022 11:03:46 AM	Approved
DILIGENCE	106474	Feb 24, 2022 11:30:08 AM	Approved

**Figure 10. Combined Application Form (CAF)**

## 6.1 Sections of Combined Application Form

1) To complete the combined application form (CAF) the applicant has to fill 7 Sections of CAF as displayed in Figure 11. (**CAF payment tab** will be displayed only for large enterprises).



**Figure 11. Section of Combined Application Form (CAF)**

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

- **Self-Certification:**

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

- **Workflow:**

- Prepare and upload the business process flow chart.

3) After filling all the sections in combined application form (CAF), the applicant can submit the form.

4) When the applicant submits the combined application form (CAF), confirmation message will pop-up stating, '**Your request has been saved successfully**' (Refer Figure 12).

The screenshot displays the Guidance TamilNadu dashboard for the 'Issue of Trade License' process. The dashboard includes a navigation menu on the left with options like 'Dashboard Overview', 'Combined Application Form (CAF)', 'List of Clearances', 'Know Your Clearances (KYC)', 'Track your application', and 'Transaction'. A progress bar at the top shows seven steps: 1. Project Details, 2. Details of Enterprise, 3. Details of Estimated, 4. Details of Employment and Manufacturing Utilities, 5. Details of Manufacturing, 6. Supporting Documents, and 7. CAF Payment (highlighted). A confirmation message box is overlaid on the 'Payment Details' form, stating: 'Information: Your CAF details have been successfully saved. Kindly review the CAF fees amount and make applicable payment to submit the CAF.' The 'Payment Details' form includes a 'Choose your preferred fee slab' section with radio buttons for 'Lump sum' (selected) and 'à la carte'. Below this, the 'Amount to be paid (in INR)' is set to '500000' (Five Lakh), and there is a 'Calculate Fee' button.

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

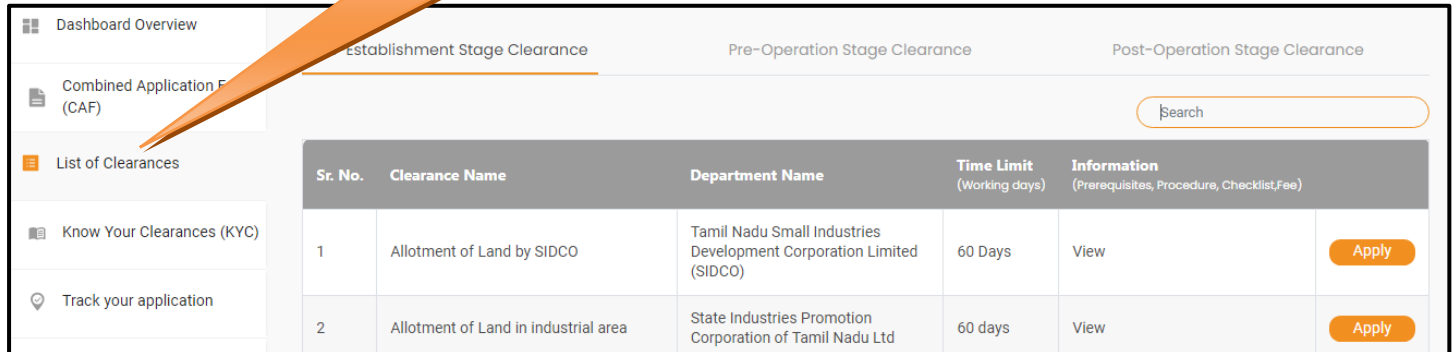
**Note:**

*If the applicant belongs to large industry, single window fee would be applicable according to the investment in Plant & Machinery or Turnover amount. [Clickhere](#) to access the Single Window Fee Slab.*

## 7. Apply for Issue of Trade License

### 1. Click on “List of Clearances”

List of Clearances



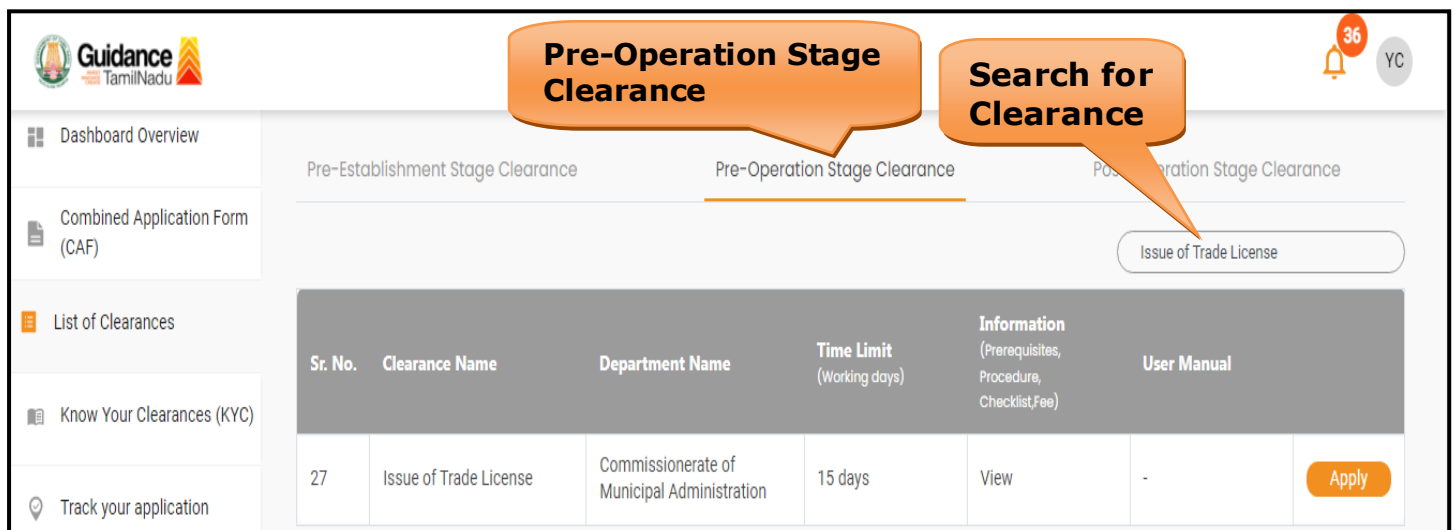
Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	
1	Allotment of Land by SIDCO	Tamil Nadu Small Industries Development Corporation Limited (SIDCO)	60 Days	View	Apply
2	Allotment of Land in industrial area	State Industries Promotion 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-Operation Stage Clearance’ and find the clearance ‘Issue of Trade License’ by using Search option as shown in the figure given below.



Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual	
27	Issue of Trade License	Commissionerate of Municipal Administration	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**

Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
27	Issue of Trade License	Commissionerate of Municipal Administration	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	Name of the Clearance
Commissionerate of Municipal Administration	Issue of Trade License

Select Project/CAF \*

Demo 1

Close

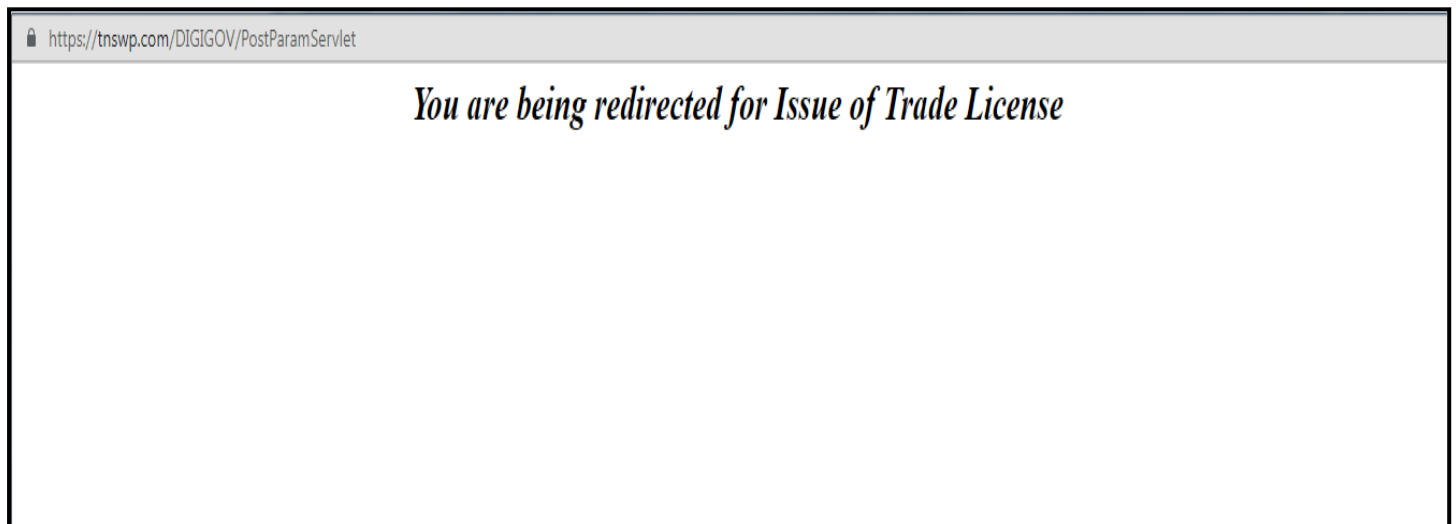
Click on Apply

Apply

Select CAF

**Figure 16. Project/CAF**

2) Click on the Apply button and the Page would get redirected to Issue of Trade License Portal.



**Figure 17. Redirecting to Issue of Trade License Portal**



### 3) Enter all the mandatory details in the application for Issue of Trade License.

https://tnurbanepay.tn.gov.in/TraderegisterNew\_SW.aspx

Name Of ULB *	Trade License			New Trade License Request		
--Select--						
<b>Applicant Name</b>						
* --Select--	* First Name (English)	Middle Name (English)	Last Name (English)			
	First Name (Tamil)	Middle Name (Tamil)	Last Name (Tamil)			
<b>Guardian Name</b>						
Applicant Guardian Type						
	First Name (English)	Middle Name (English)	Last Name (English)			
	First Name (Tamil)	Middle Name (Tamil)	Last Name (Tamil)			
<b>Applicant Address</b>						
<input checked="" type="checkbox"/> Please select if the Citizen is not living in same ULB						
Pincode *	632001	Area *				
Street *		Town / City	City Name			
Door No *		Apartment				
<b>Applicant Additional Information</b>						
Applicant Age *		Applicant Email Id *	yokesh4995@gmail.com			
Applicant Mobile Number *	9092653218	Applicant Photo	Choose File   No file chosen Max file size 100 kb/ jpg			
<input type="checkbox"/> Trade Address same as Applicant Address						
<b>Trade Address</b>						
Property Number	12	Pincode *				
Area *		Locality *				
Street *		Door Number *				
Ward *		SI Ward				

Land Mark

**View Trade Rate**View Trade Rate : [View](#) Machinery capacity greater than equal to 5 HP**Trade List****Building Owner Detail**Applicant & Building Owner as same  Yes  No**Building Owner Name**

\* First Name

Middle Name

Last Name

**Building Owner Address Detail** Please select if the Building Owner is not living in same ULB

Pincode \*

Area \*

Locality \*

Street \*

Door No \*

Apartment

**Additional Trade Detail**Trade Usage  Business  Trade

Building Monthly Rent

Business Name \*

Business Name(Tamil)

Documents to be Uploaded


S.No	Check List Description	Documents (Max 1 MB)(pdf/jpeg)
1	Address Proof (Residence Certificate issued by the Revenue Authority,Ration Card/ Aadhaar etc.) *	<input type="button" value="Choose File"/> No file chosen
2	ID Proof (AADHAR/PAN/Driving License etc.) *	<input type="button" value="Choose File"/> No file chosen
3	Copy of Sale Deed/ Lease Deed/ Gift Deed *	<input type="button" value="Choose File"/>
4	NOC from Police, Fire, Revenue, PWD, TNEI, Public Health (if applicable)	<input type="button" value="Choose File"/> No file chosen



**Click on 'Submit'**

**Figure 18. Issue of Trade License**

### 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**



36  



- Dashboard Overview
- Combined Application Form (CAF)
- List of Clearances
- Know Your Clearances (KYC)
- Track your application
- Transaction

#### Track your Application

Select Project/CAF

Demo 1

Overview

All Details

Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Lying with Officer	Pending Days	On time/ Delayed	Action
1	138836 - 152531	-	Jan 03, 2024 12:28:45 PM	Issue of Trade License	Jan 03, 2024 12:39:12 PM	Application Submitted	Sanitary Inspector	0/15 days	On time <input type="button" value="Actions"/>

**Status Changed to 'Application Submitted'**

**Figure 19. Status of the Application**

Page 19 of 28

## 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.

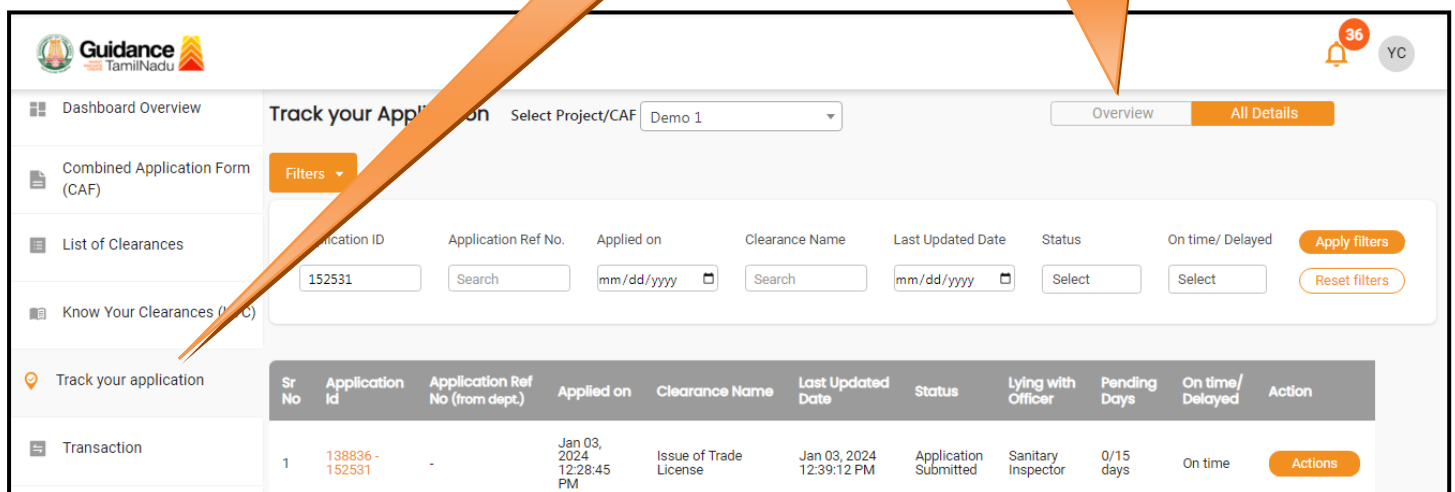
- **Track your application– Overview Option**

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	138836-152531	-	Jan 03, 2024 12:28:45 PM	Issue of Trade License	Jan 03, 2024 12:39:12 PM	Application Submitted	Sanitary Inspector	0/15 days	On time	Actions

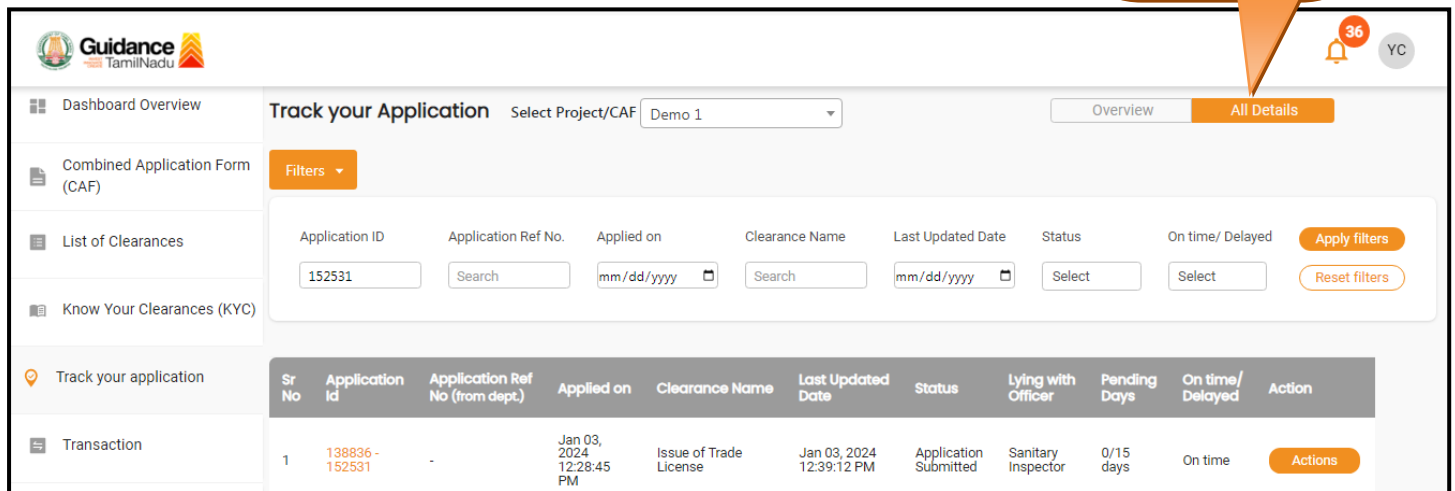
**Figure 20. Track Your Application**

- **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**

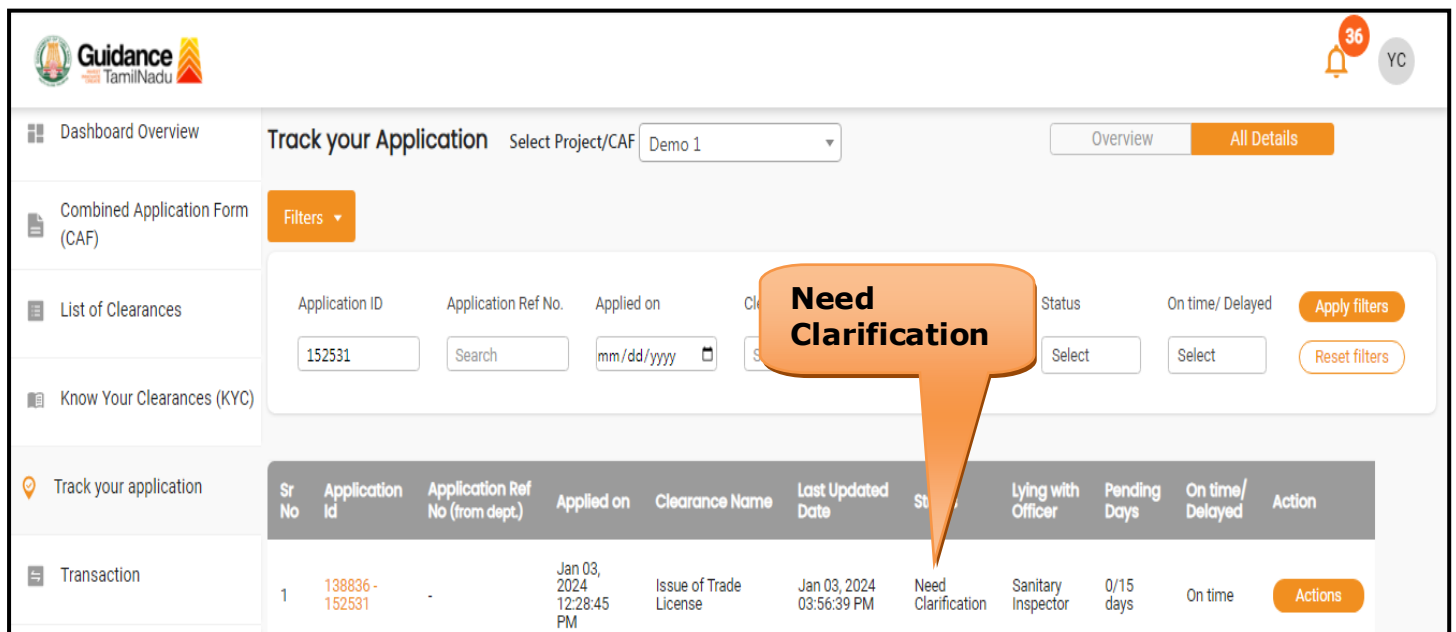


Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	138836 - 152531	-	Jan 03, 2024 12:28:45 PM	Issue of Trade License	Jan 03, 2024 12:39:12 PM	Application Submitted	Sanitary Inspector	0/15 days	On time	Actions

**Figure 21. ‘All Details’ tab**

## 9. Query Clarification

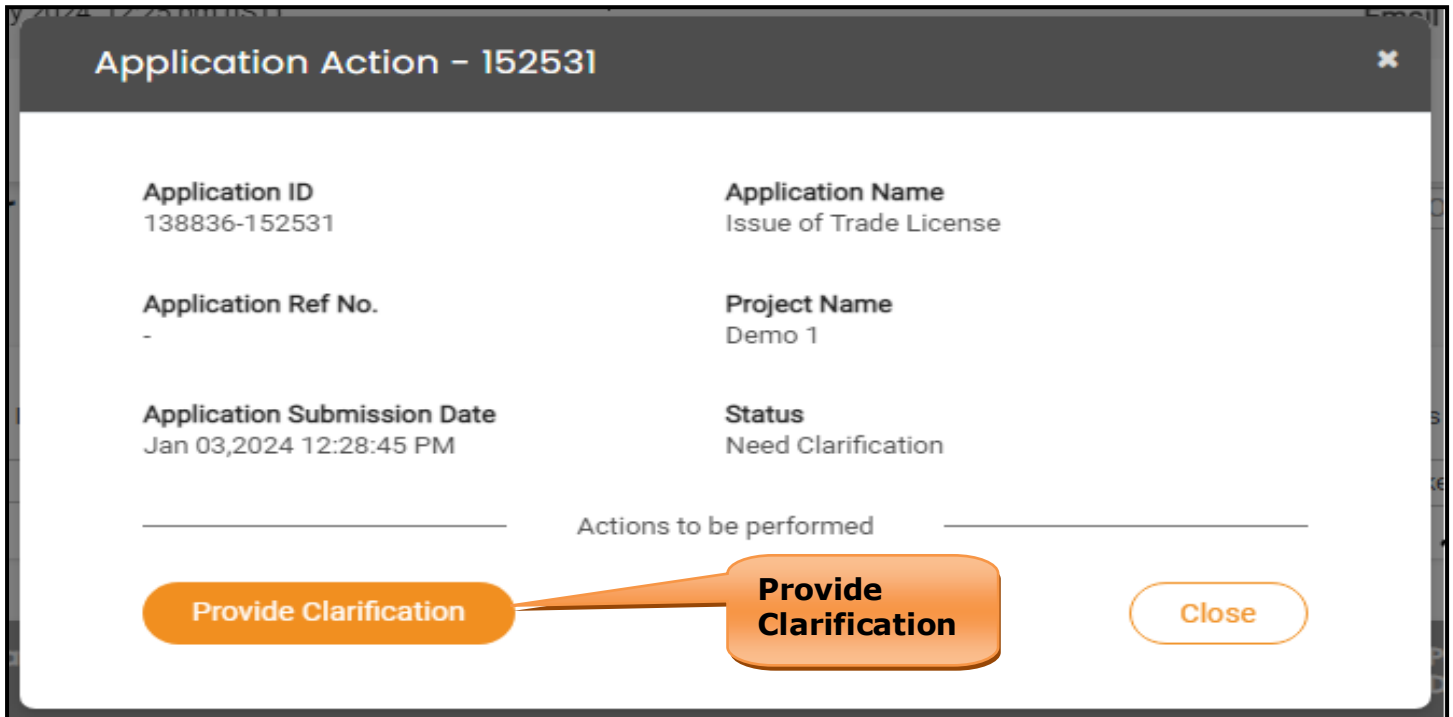
- 1) After submitting the application to the Department, the Sanitary Inspector of Commissionerate of Municipal Administration Department reviews the application and if there are any clarifications required, the Sanitary Inspector of Commissionerate of Municipal Administration would raise a query to 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 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 table of applications. A callout bubble points to the 'Status' column of the first row, which contains the text 'Need Clarification'.

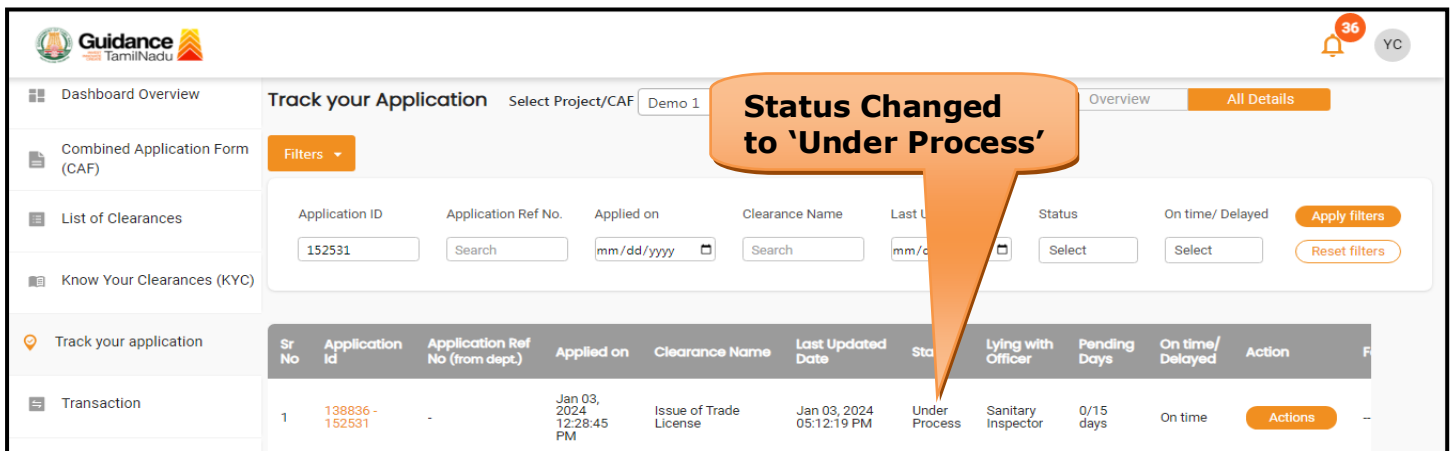
Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	138836 - 152531	-	Jan 03, 2024 12:28:45 PM	Issue of Trade License	Jan 03, 2024 03:56:39 PM	Need Clarification	Sanitary Inspector	0/15 days	On time	Actions

**Figure 22. Need Clarification**



**Figure 23. Provide Clarification**

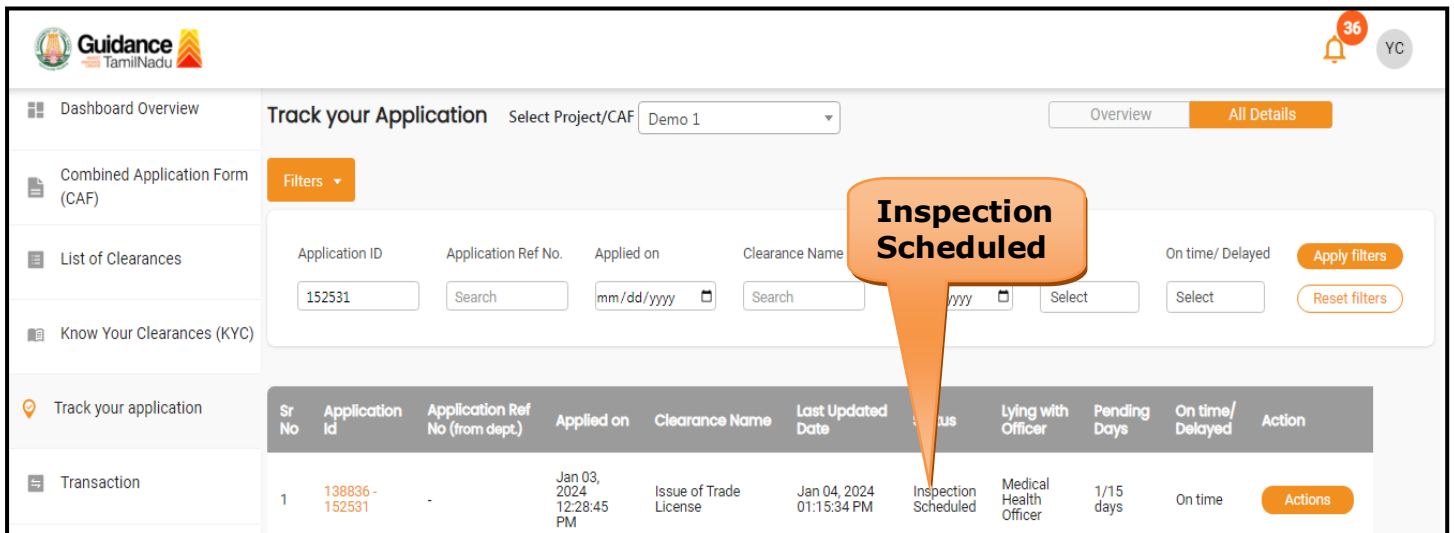
- 5) The Applicant clicks on '**Provide Clarification**' button and responds to the Query.
- 6) The Application gets submitted to the department after the query has been addressed by the Applicant.
- 7) The Status of the application changes from 'Need clarification' to '**Under Process**' after the Applicant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



**Figure 24. Under Process**

## 10. Inspection Schedule

- 1) The Medical Health Officer of Commissionerate of Municipal Administration Department schedules the date of appointment for inspection to be done for the specified institution.
- 2) After the Inspection gets completed, the Medical Health Officer submits the Inspection report.
- 3) The Applicant has the provision to view the Scheduled Inspection details



The screenshot displays the 'Track your Application' section of the Guidance TamilNadu portal. The interface includes a sidebar with navigation options like 'Dashboard Overview', 'Combined Application Form (CAF)', 'List of Clearances', and 'Track your application'. The main content area shows a table of applications with a filter overlay. A callout box labeled 'Inspection Scheduled' points to the 'Status' column of the first application 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	138836 - 152531	-	Jan 03, 2024 12:28:45 PM	Issue of Trade License	Jan 04, 2024 01:15:34 PM	Inspection Scheduled	Medical Health Officer	1/15 days	On time	Actions

**Figure 25. Inspection Scheduled**



**Application Action - 152531**

<b>Application ID</b> 138836-152531	<b>Application Name</b> Issue of Trade License
<b>Application Ref No.</b> -	<b>Project Name</b> Demo 1
<b>Application Submission Date</b> Jan 03,2024 12:28:45 PM	<b>Status</b> Inspection Scheduled

Actions to be performed

[Inspection Details](#) [Close](#)

**Click on Inspection Details**

**Figure 26. Inspection Details**

**Inspection Date**

Inspection Details : 152531

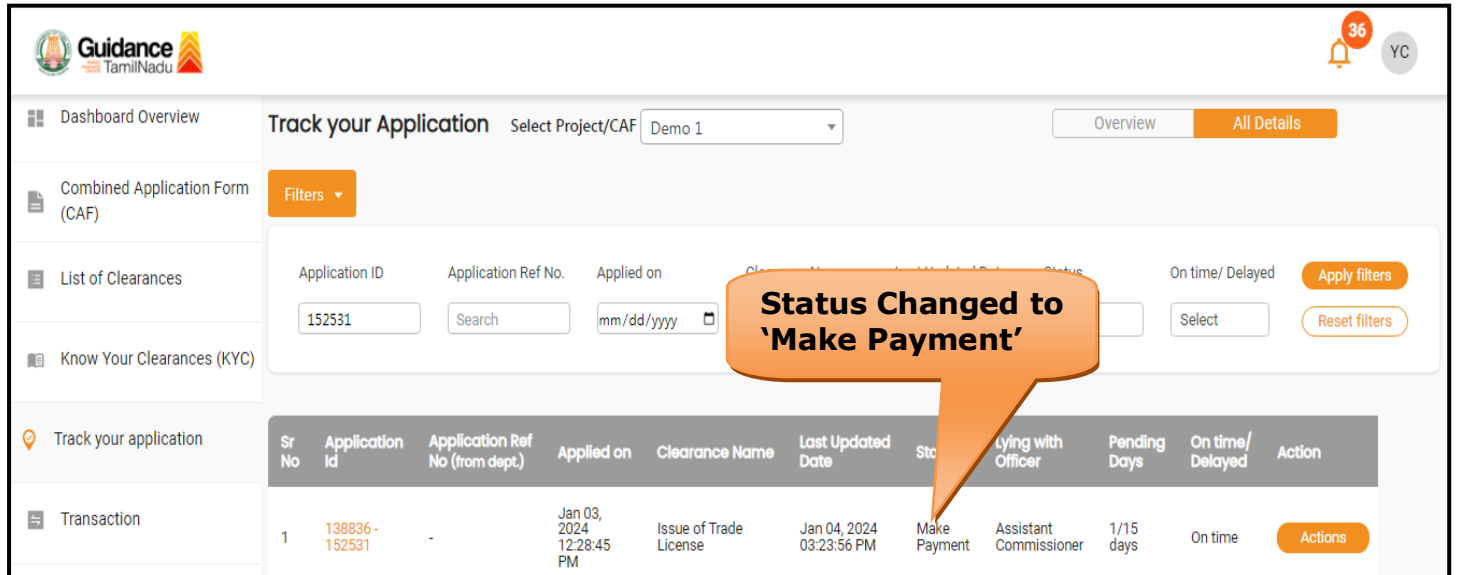
Inspection Scheduled Date (DD/MM/YYYY):

04/01/2024

**Figure 27. Inspection Date**

## 11. Payment Process

1) Complete the Payment through the online.



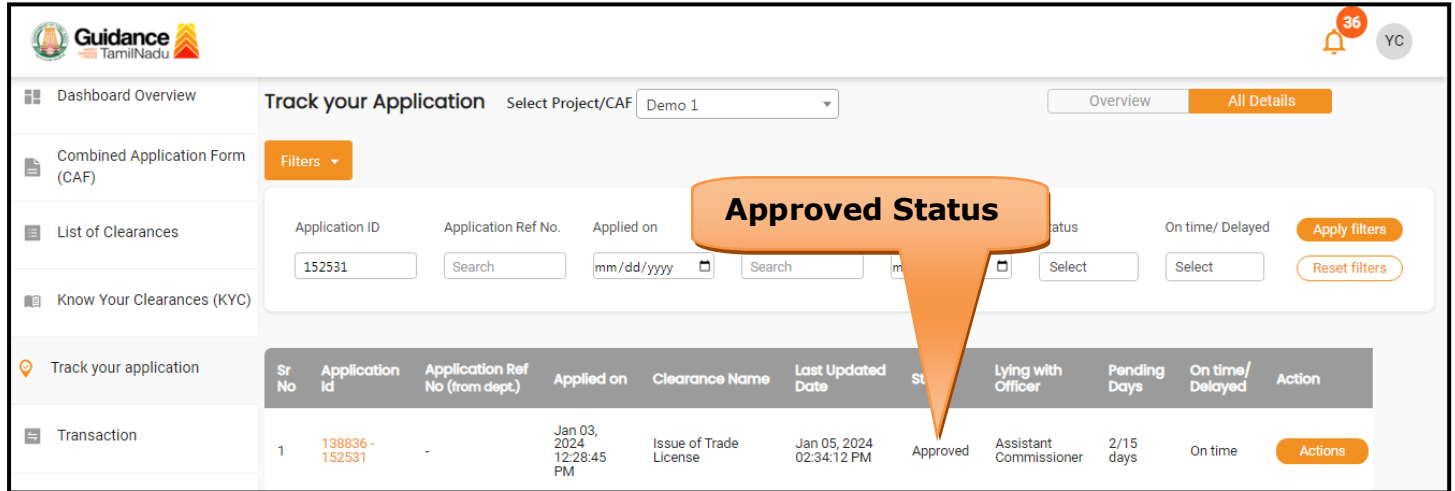
The screenshot displays the 'Track your Application' interface. At the top, there's a navigation bar with 'Dashboard Overview', 'Combined Application Form (CAF)', 'List of Clearances', 'Know Your Clearances (KYC)', 'Track your application', and 'Transaction'. The main area is titled 'Track your Application' and includes a 'Select Project/CAF' dropdown set to 'Demo 1'. Below this, there are search filters for 'Application ID' (152531) and 'Applied on' (mm/dd/yyyy). A table lists application details, with a callout bubble highlighting the status change to 'Make Payment'.

Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Applying with Officer	Pending Days	On time/Delayed	Action
1	138836 - 152531	-	Jan 03, 2024 12:28:45 PM	Issue of Trade License	Jan 04, 2024 03:23:56 PM	Make Payment	Assistant Commissioner	1/15 days	On time	Actions

Figure 28. Make Payment

## 12. Application Processing

- 1) After Submitting the application, the Assistant Commissioner of Commissionerate of Municipal Administration Department scrutinizes and reviews the application and updates the status as **"Approved"**

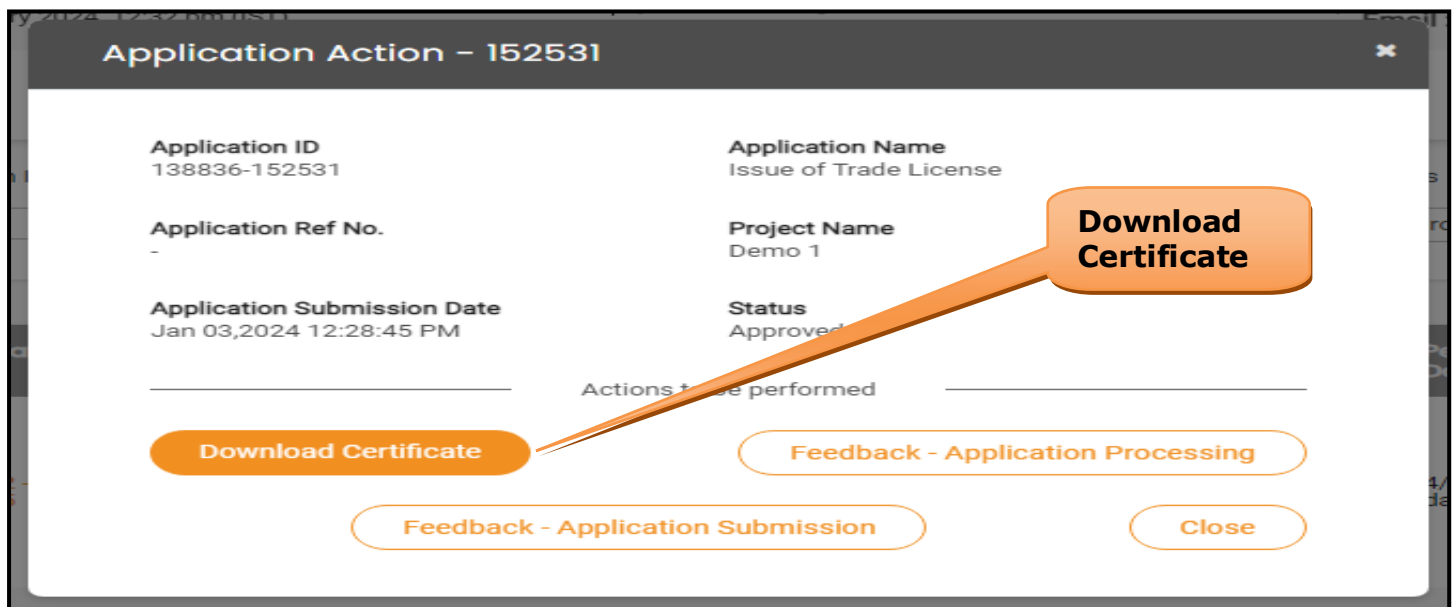


The screenshot shows the 'Track your Application' interface. At the top, there's a 'Track your Application' header with a dropdown for 'Select Project/CAF' set to 'Demo 1'. Below this are filter fields for 'Application ID' (152531), 'Application Ref No.', and 'Applied on' (Jan 03, 2024 12:28:45 PM). The 'Status' column in the table below is highlighted with an orange callout bubble labeled 'Approved Status'.

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	138836-152531	-	Jan 03, 2024 12:28:45 PM	Issue of Trade License	Jan 05, 2024 02:34:12 PM	Approved	Assistant Commissioner	2/15 days	On time	Actions

**Figure 29. Application Processed**

- 2) If the application is **'Approved'** by the Assistant Commissioner, the applicant can download the license Certificate under **Track your application –> Action button -> Download Certificate** (Refer Figure 30)



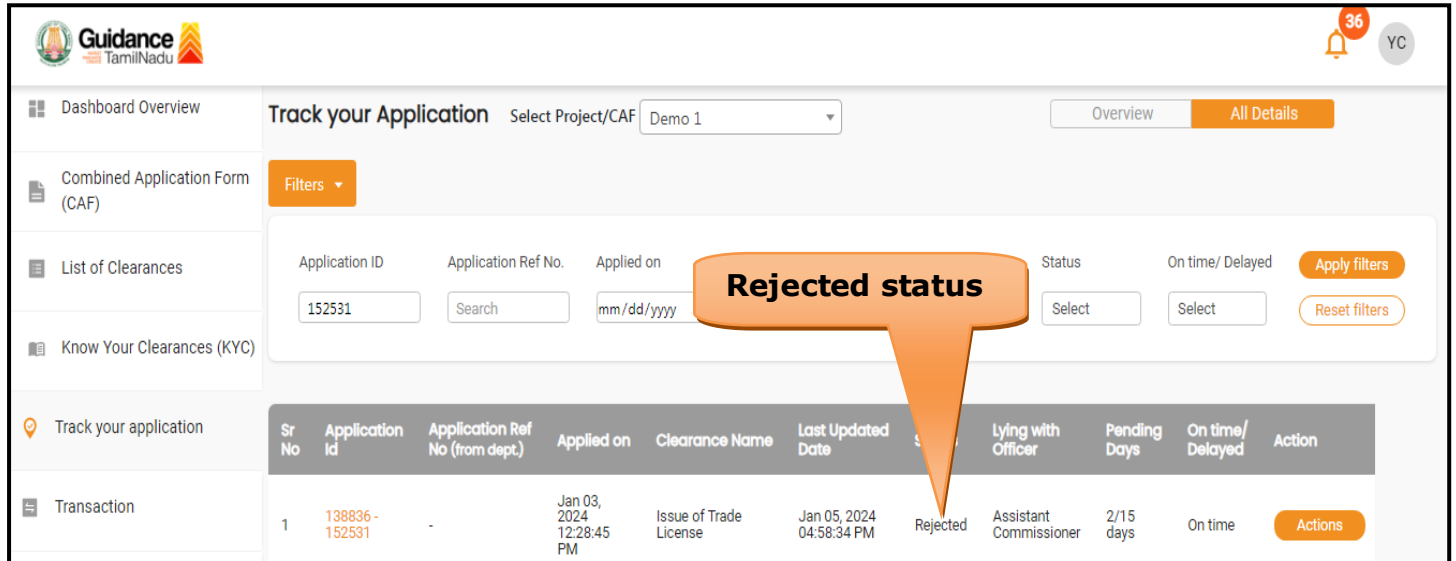
The screenshot shows the 'Application Action - 152531' modal window. It displays the following details:

- Application ID:** 138836-152531
- Application Name:** Issue of Trade License
- Application Ref No.:** -
- Project Name:** Demo 1
- Application Submission Date:** Jan 03, 2024 12:28:45 PM
- Status:** Approved

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

**Figure 30. Download**

3) If the application is '**Rejected**' by Assistant Commissioner, the applicant can view the rejection remarks under the Actions Tab by the Assistant Commissioner. Applicant has to create a fresh application if the application has been rejected. (Refer Figure 31).



The screenshot shows the 'Track your Application' page. At the top, there are filters for 'Application ID' (152531), 'Application Ref No.' (Search), and 'Applied on' (mm/dd/yyyy). A callout bubble points to the 'Rejected status' in the table. The table has columns for 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.

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	138836 - 152531	-	Jan 03, 2024 12:28:45 PM	Issue of Trade License	Jan 05, 2024 04:58:34 PM	Rejected	Assistant Commissioner	2/15 days	On time	Actions

**Figure 31. Rejected Status**

