



# **TAMILNADU SINGLE WINDOW PORTAL**

## **APPLICANT MANUAL**

### **Renewal 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) **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:

- Header:** 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.
- Navigation:** Home, About Us, Clearances/Approvals, Legislation, Policies & Notifications, Dashboard, Help & Support, Register, Login.
- Main Content:**
  - 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)
- 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. [TN Single Window Fee Slab for Large Industries](#)

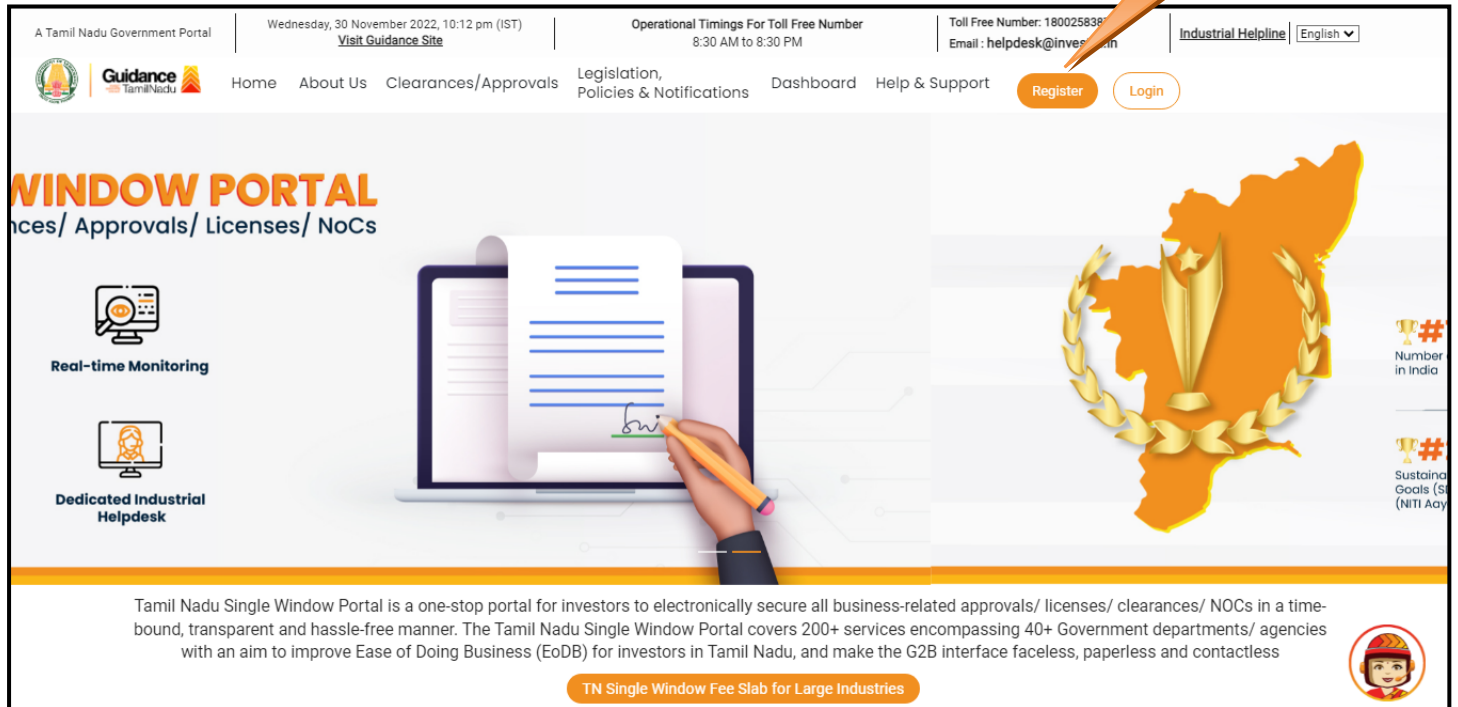
**Figure 1. Single Window Portal Home Page**

## 2. Registration

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

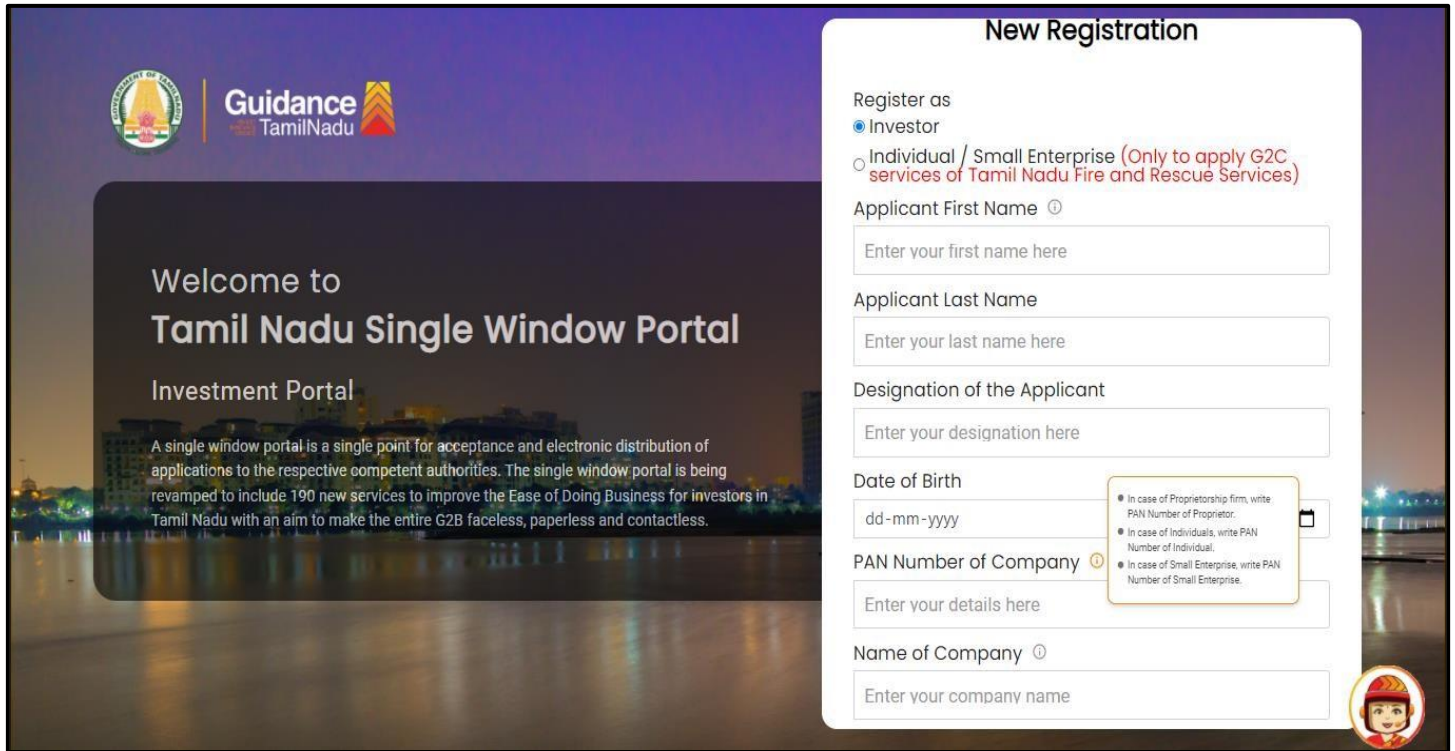
1) Click on '**Register**' button on TNSWP.

**Register  
on TNSWP**



**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

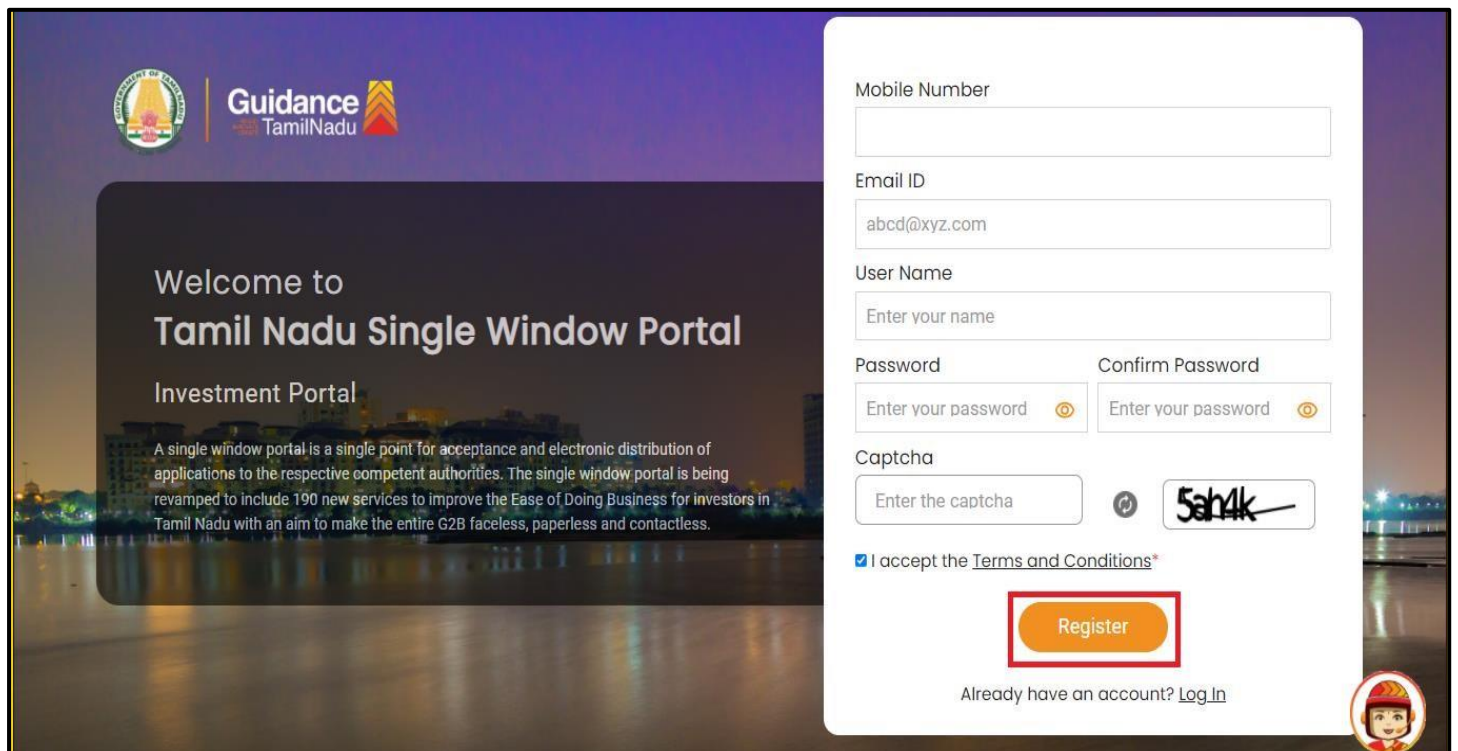
 📅

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**

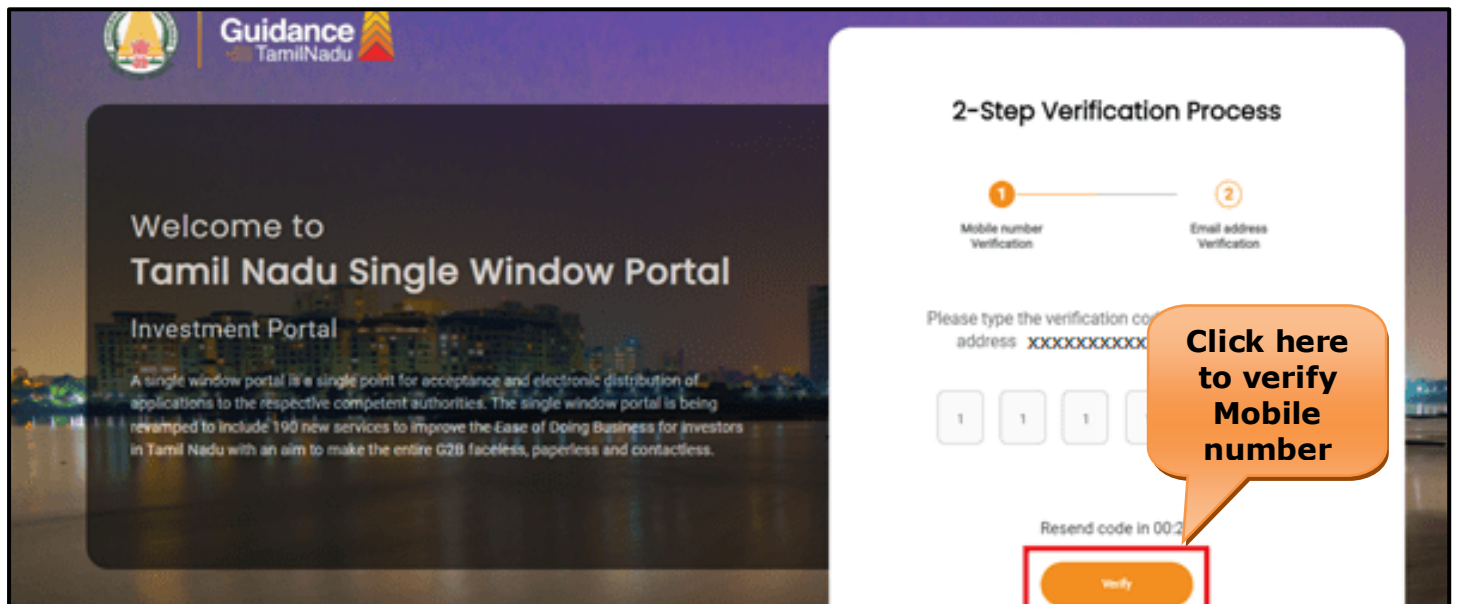
- 6) The Email ID would be the Username to login the TNSWP.
- 7) Future communications would be sent to the registered mobile number and Email ID of the applicant.
- 8) Create a strong password and enter the Captcha code as shown.
- 9) The applicant must read and accept the terms and conditions and click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

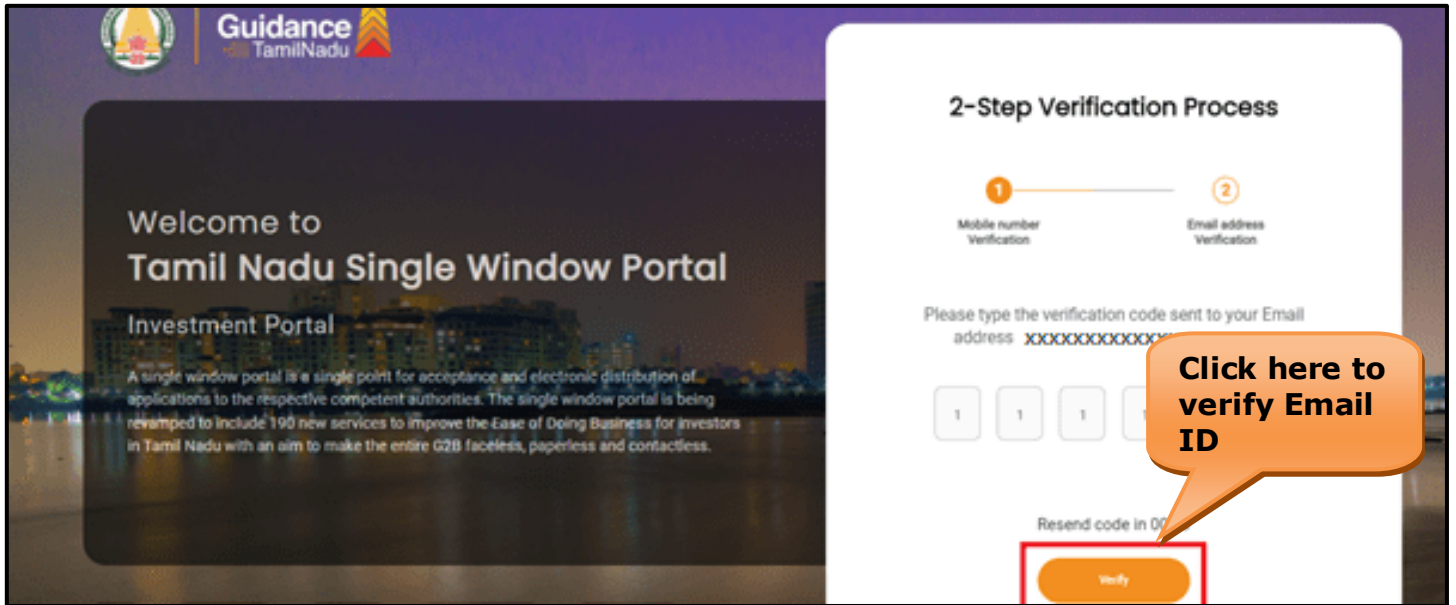
- 1) For verifying the mobile number, the verification code will be sent to the given mobile number.
- 2) Enter the verification code and click on the '**Verify**' button.



**Figure 5. Mobile Number Verification**

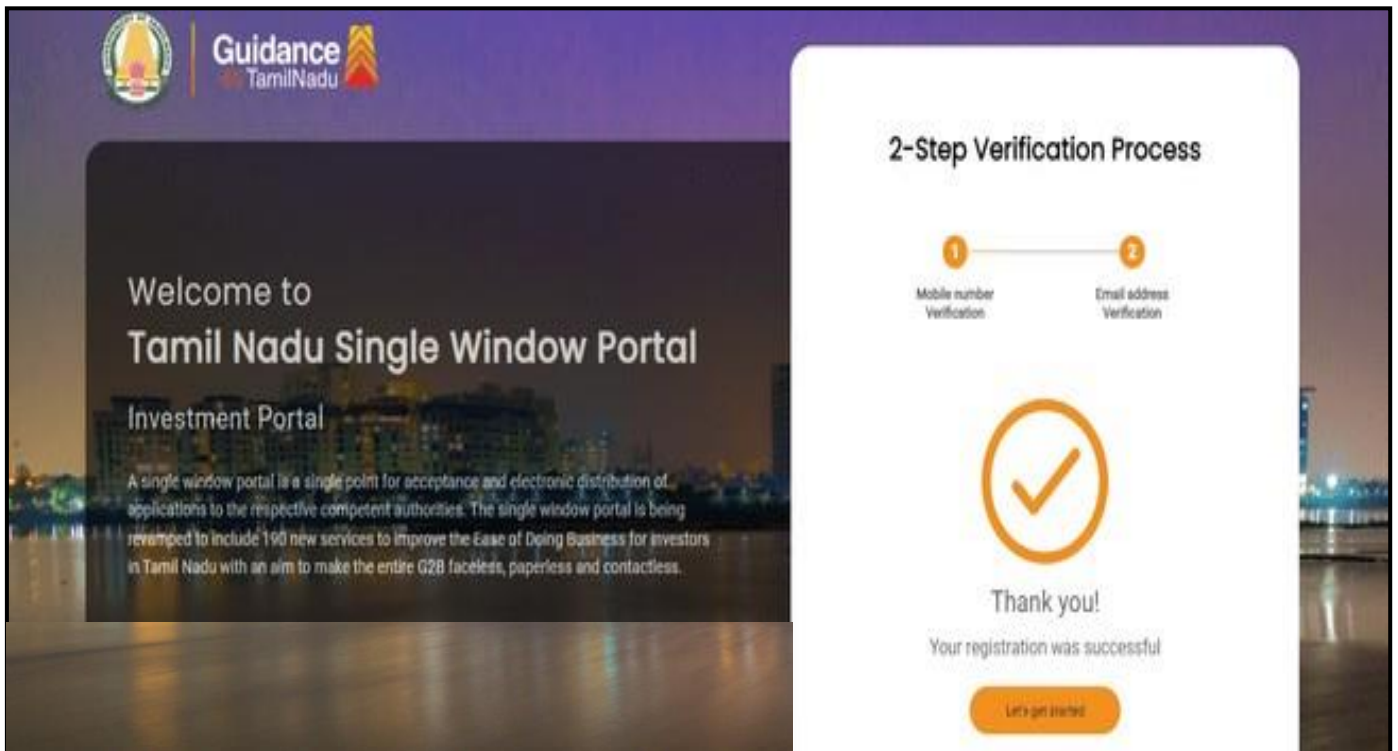
- o **Email ID Verification**

- 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.



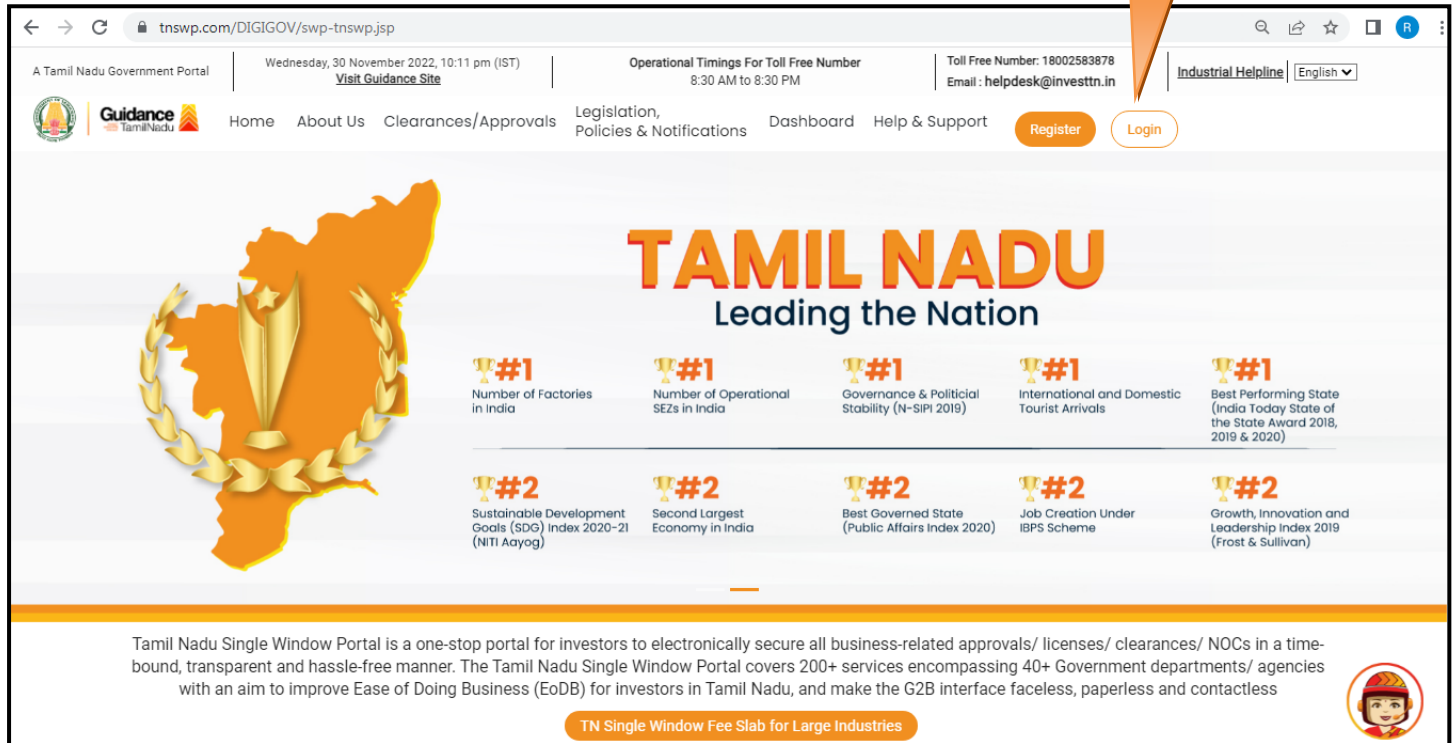
**Figure 7. Registration Confirmation Pop-Up**



## 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.

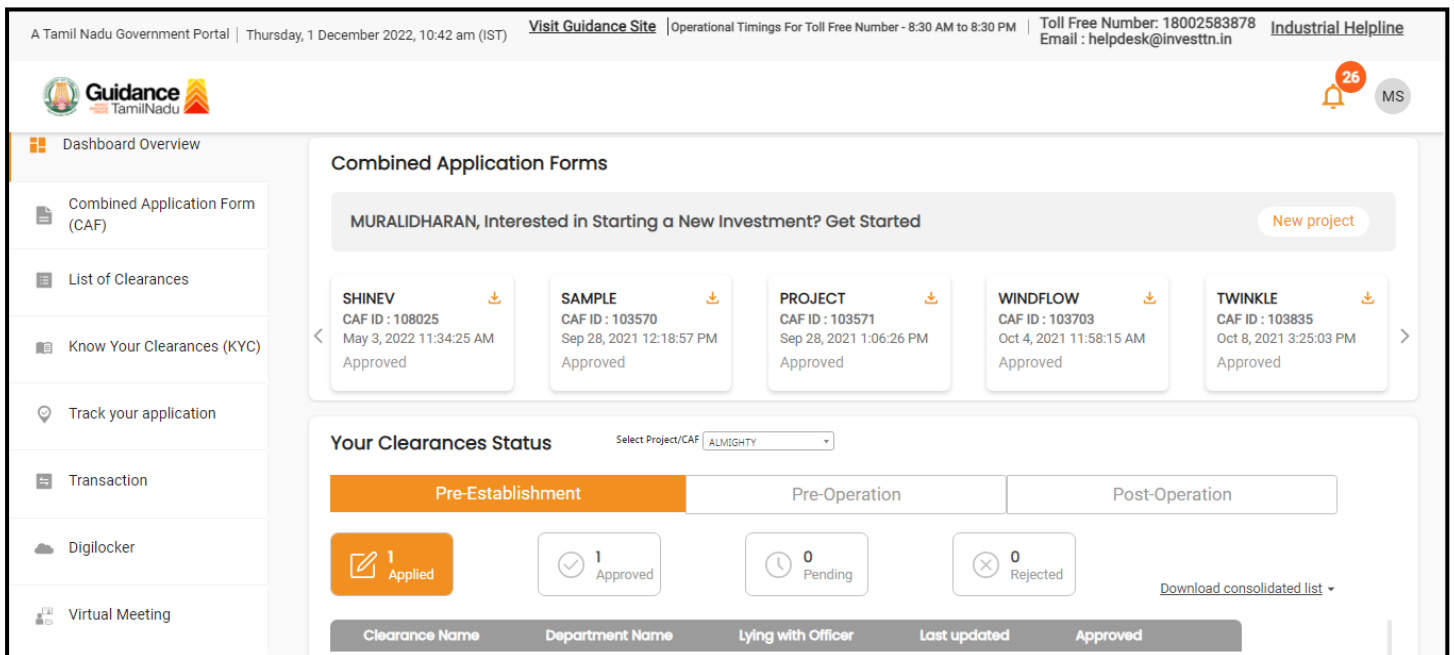
**Login to TNSWP**



**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.



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 | 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:

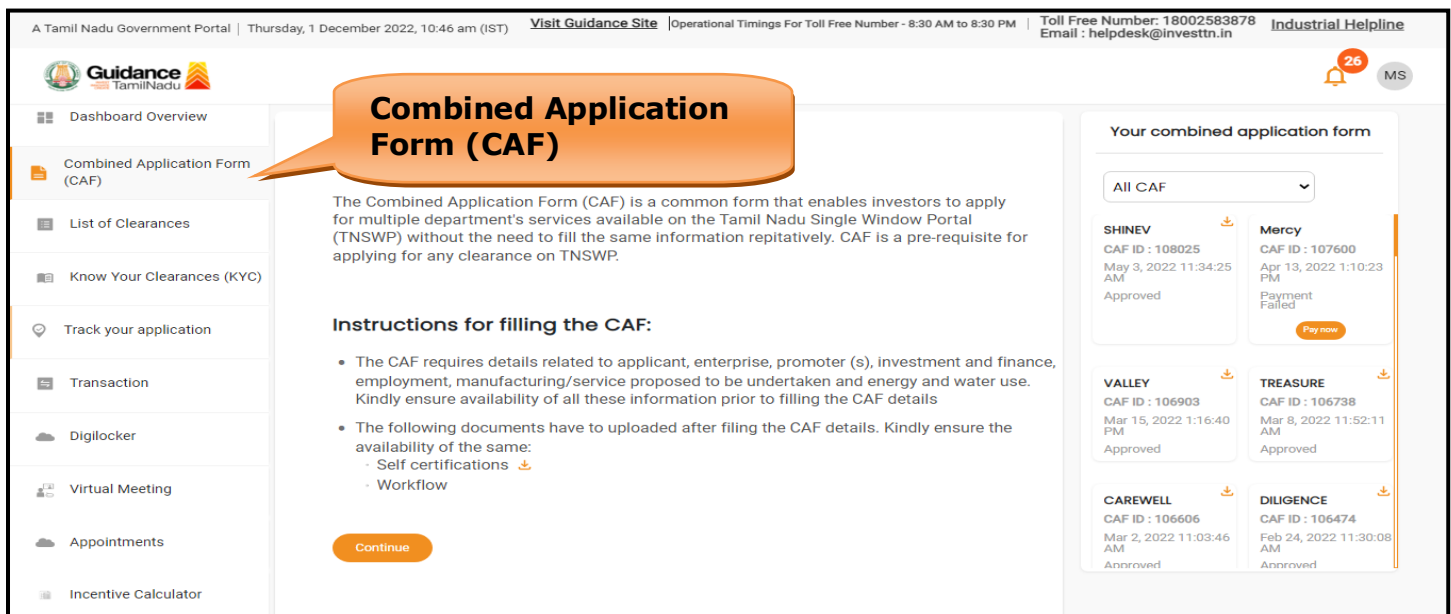
| Pre-Establishment | Pre-Operation                              | Post-Operation |
|-------------------|--|----------------|
| 1 Applied         | 1 Approved                                 | 0 Pending      |
| 0 Rejected        | <a href="#">Download consolidated list</a> |                |

| 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.



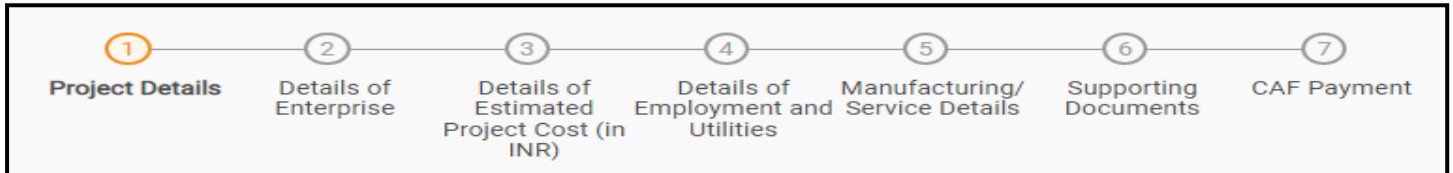
The screenshot shows the Tamil Nadu Government Portal interface. The top navigation bar includes the date and time (Thursday, 1 December 2022, 10:46 am (IST)), a link to the Guidance Site, operational timings for the toll-free number (8:30 AM to 8:30 PM), the toll-free number (18002583878), the email (helpdesk@investtn.in), and an Industrial Helpline. The main content area is titled 'Combined Application Form (CAF)' and includes a description of the CAF, instructions for filling it, and a 'Continue' button. The 'Your combined application form' section displays 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 Renewal 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'. The main content area shows a progress bar with seven steps: 1. Project Details, 2. Details of Enterprise, 3. Details of Estimated, 4. Details of Employment and Manufacturing Utilities, 5. Details of Manufacturing, 6. Supporting Documents, and 7. CAF Payment. The 'CAF Payment' step is currently active. A confirmation message box is overlaid on the screen, stating: 'Information: Your CAF details have been successfully saved. Kindly review the CAF fees amount and make applicable payment to submit the CAF.' Below the message, there is an 'OK' button. The 'Payment Details' section is visible, showing 'Choose your preferred fee slab' with radio buttons for 'Lump sum' (selected) and 'à la carte'. The 'Amount to be paid (in INR)' is set to 500000, with 'Five Lakh' written below it. A 'Calculate Fee' button is present at the bottom right of the payment details section.

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

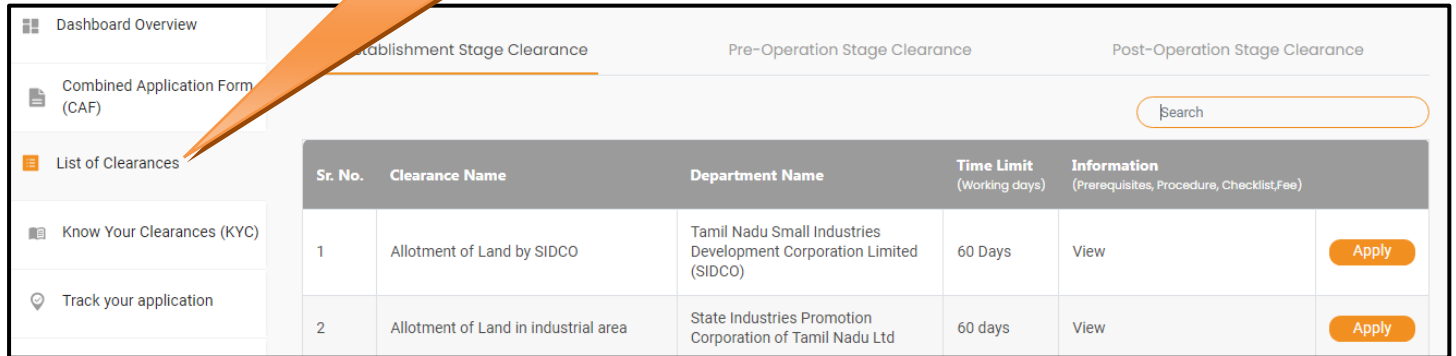
**Note:**

*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 Trade License

### 1. Click on “List of Clearances”

List of Clearances



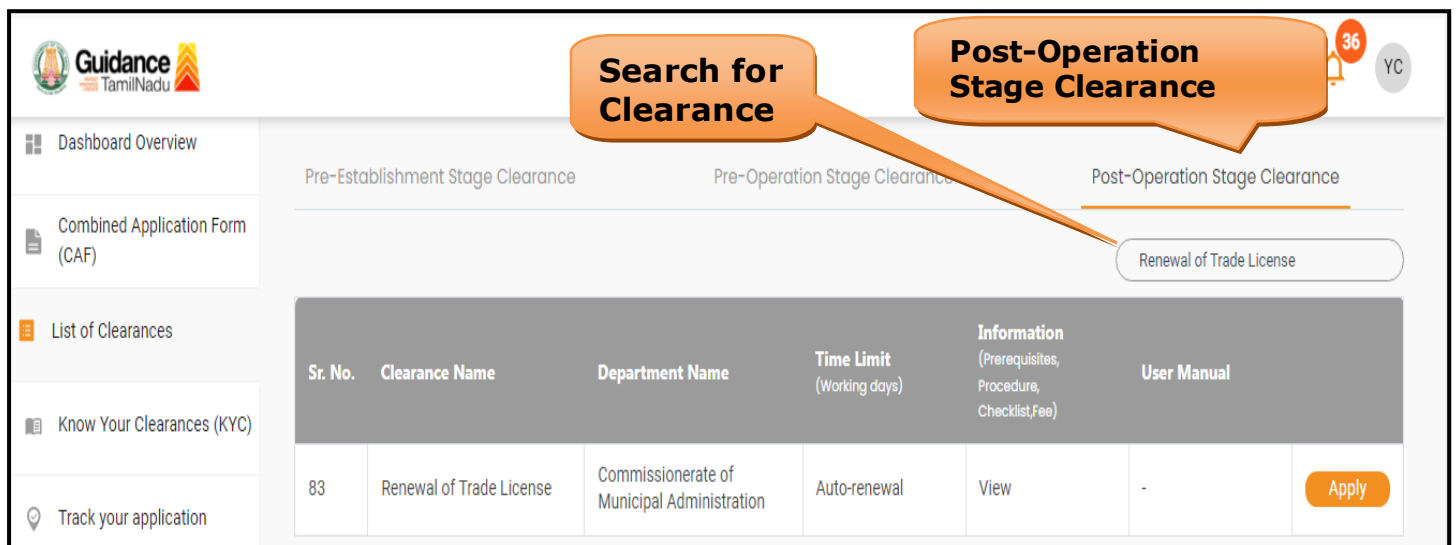
| Sr. No. | Clearance Name                       | Department Name   | Time Limit (Working days) | Information (Prerequisites, Procedure, Checklist, Fee) |       |
|---------|--------------------------------------|---|---------------------------|--|-------|
| 1       | Allotment of Land by SIDCO           | 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 ‘Post-Operation Stage Clearance’ and find the clearance ‘Renewal 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 |       |
|---------|--------------------------|---|---------------------------|--|-------------|-------|
| 83      | Renewal of Trade License | Commissionerate of Municipal Administration | Auto-renewal              | 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 |
|---------|--------------------------|---|---------------------------|--|-------------|
| 83      | Renewal of Trade License | Commissionerate of Municipal Administration | Auto-renewal              | 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**  
Commissionerate of Municipal Administration

**Name of the Clearance**  
Renewal of Trade License

Select Project/CAF \*

test11

Close

Click on Apply

Apply

Select CAF

**Figure 16. Project/CAF**

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

https://tnswp.com/DIGIGOV/PostParamServlet

*You are being redirected to Urban Local Bodies for Municipal Administration Portal of Tamil Nadu for Trade license renewal*

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



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

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

#### Service Request - Create

|   |               |                                  |                                      |
|---|---------------|----------------------------------|--------------------------------------|
| Name of ULB *   | --Select--    | Service Name *                   | Trade License Renewal                |
| Service Category *  | Trade License | Mobile Number *                  | 9092653218                           |
| Trade Licence No  |               | Applicant *                      | Mr. First Name Middle Name Last Name |
| <input type="checkbox"/> Please select if citizen not living in the ULB limit |               |                                  |                                      |
| Pincode *   |               | Locality *                       |                                      |
| Area *  |               | Apartment/Landmark/Building name |                                      |
| Street *  |               | Other Information                |                                      |
| Door No *   |               | Aadhaar Card No.                 |                                      |
|   |               | Email ID                         |                                      |

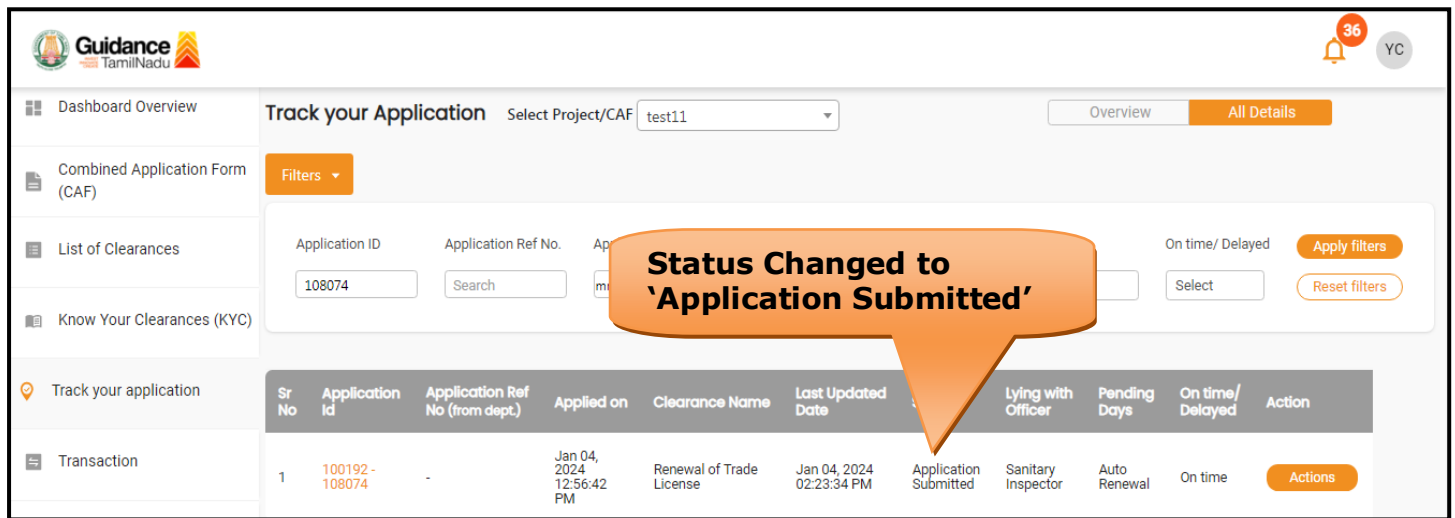
**Submit**

**Click on 'Submit'**

**Figure 18. Renewal 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**



**Status Changed to 'Application Submitted'**

| 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     | 100192 - 108074 | -                               | Jan 04, 2024 12:56:42 PM | Renewal of Trade License | Jan 04, 2024 02:23:34 PM | Application Submitted | Sanitary Inspector | Auto Renewal     | On time <span>Actions</span> |

**Figure 19. Status of the Application**

## 8. Track Your Application

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

2) Applicant to choose the name of the project created during CAF from the dropdown '**Select Project / CAF**' displayed at the top of the page.

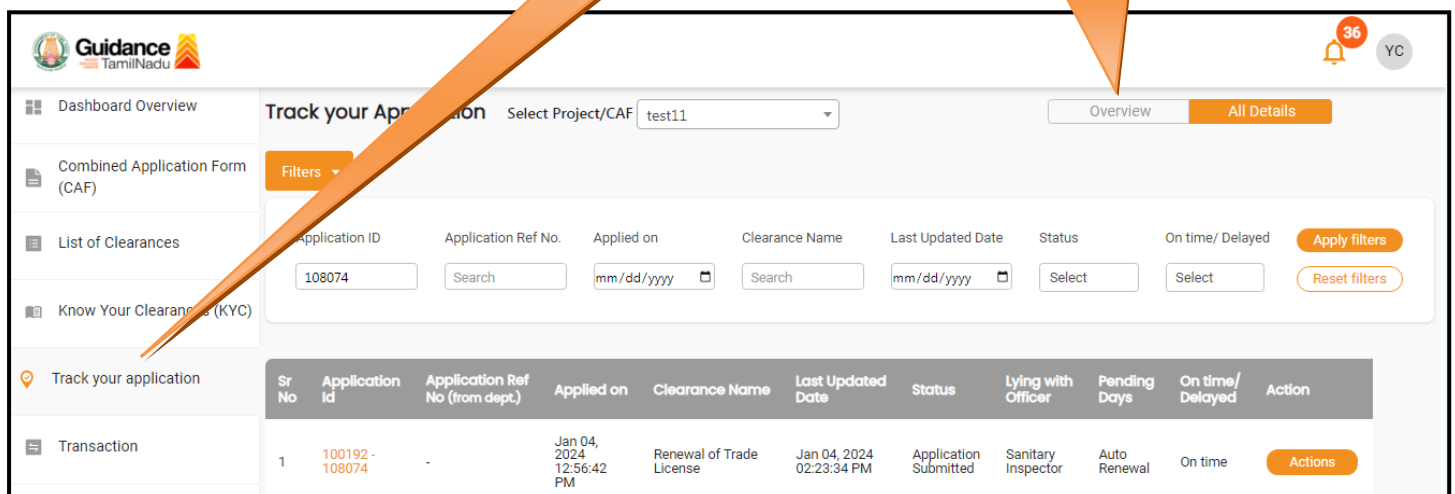
- **Track your application– Overview Option**

By clicking on 'Overview' tab, Applicant can view the count of various clearance statuses as follows.

- **Total Pending Clearances**
- **Total Approved Clearances**
- **Total Rejected Clearances**

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     | 100192 - 108074 | -                               | Jan 04, 2024 12:56:42 PM | Renewal of Trade License | Jan 04, 2024 02:23:34 PM | Application Submitted | Sanitary Inspector | Auto Renewal | On time          | Actions |

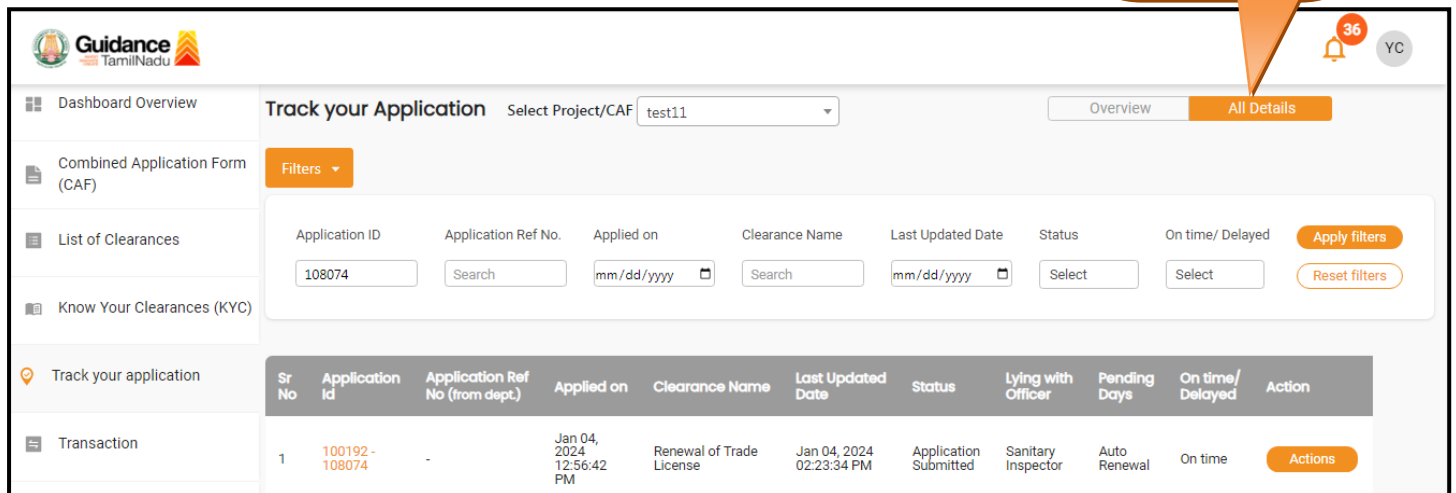
**Figure 20. Track Your Application**

- **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**

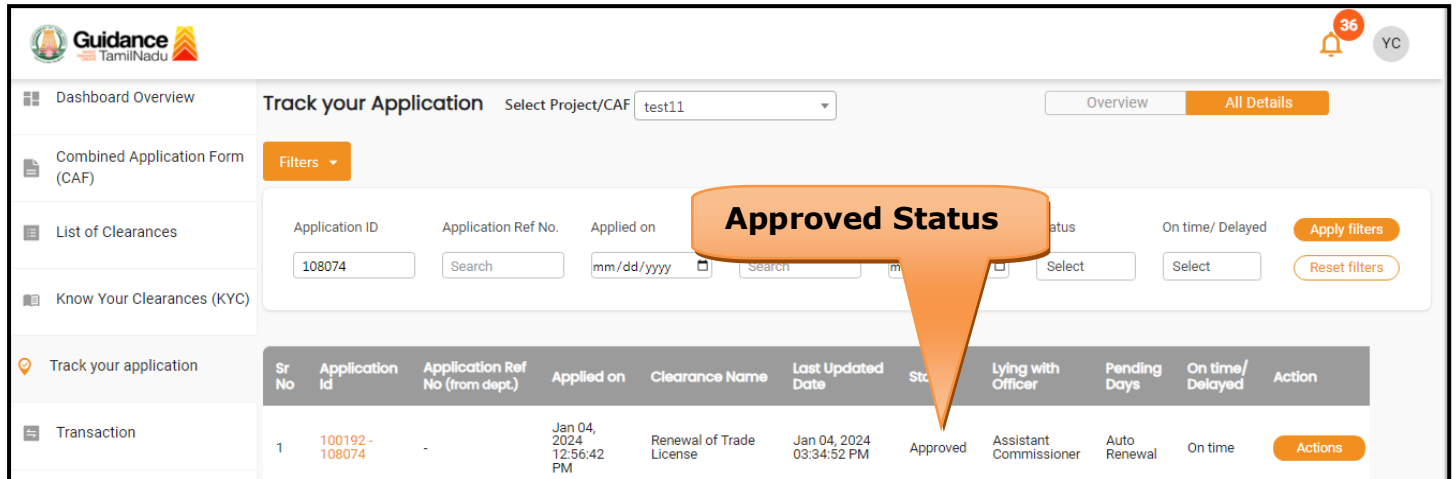


| Sr No | Application Id | Application Ref No (from dept.) | Applied on               | Clearance Name           | Last Updated Date        | Status                | Lying with Officer | Pending Days | On time/ Delayed | Action  |
|-------|----------------|---------------------------------|--------------------------|--------------------------|--------------------------|-----------------------|--------------------|--------------|------------------|---------|
| 1     | 100192-108074  | -                               | Jan 04, 2024 12:56:42 PM | Renewal of Trade License | Jan 04, 2024 02:23:34 PM | Application Submitted | Sanitary Inspector | Auto Renewal | On time          | Actions |

**Figure 21. ‘All Details’ tab**

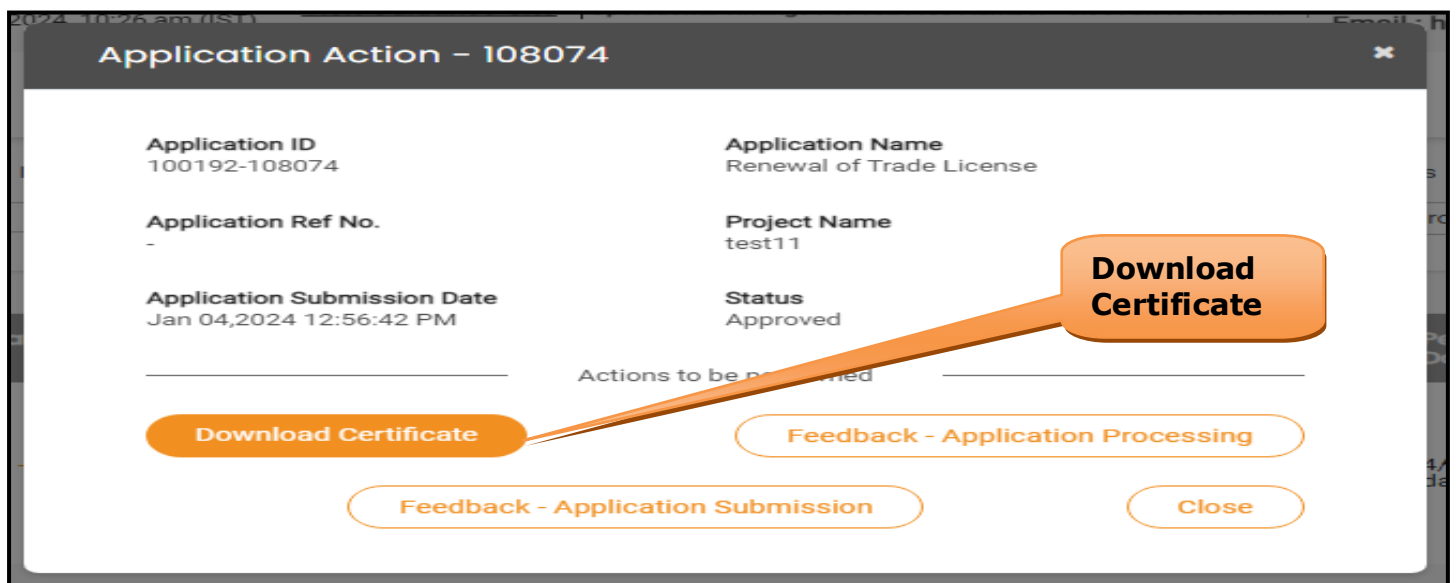
## 9. Application Processing

- 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"**



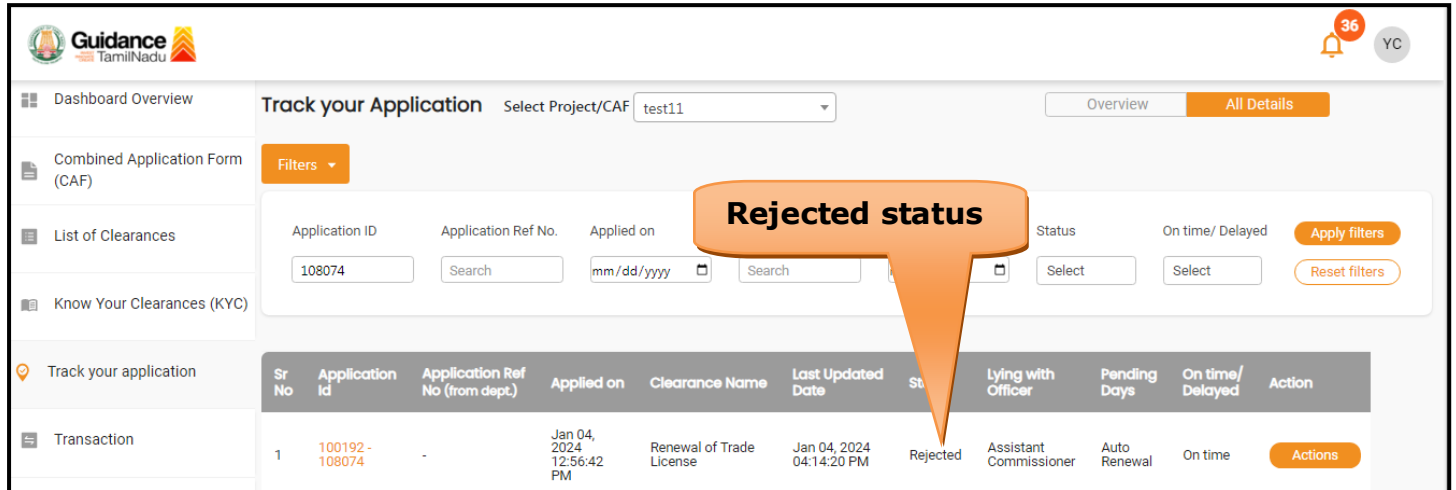
**Figure 22. Application Processed**

- 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 23).



**Figure 23. 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 24)



The screenshot displays the 'Track your Application' interface. The application ID is 108074, and the status is 'Rejected'. An orange callout bubble points to the 'Rejected' status in the table. 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     | 100192 - 108074 | -                              | Jan 04, 2024, 12:56:42 PM | Renewal of Trade License | Jan 04, 2024 04:14:20 PM | Rejected | Assistant Commissioner | Auto Renewal | On time          | Actions |

**Figure 24. Rejected Status**

