



TAMILNADU SINGLE WINDOW PORTAL

USER MANUAL

License to establish, maintain or conduct hostel, lodging house or home for Women and Children

Social Welfare and Women Empowerment Department



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1. Home Page

The journey of the new user 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.

User can reach the helpdesk toll free number – 1800-258-3878 and Helpdesk email.



Figure 1. Single Window Portal Home Page

2. Registration

To access the TNSWP and to apply for various clearances the user must complete the Registration process.

Steps for Registration is given below:

1. Click on 'Register' button on TNSWP.

Register on
TNSWP

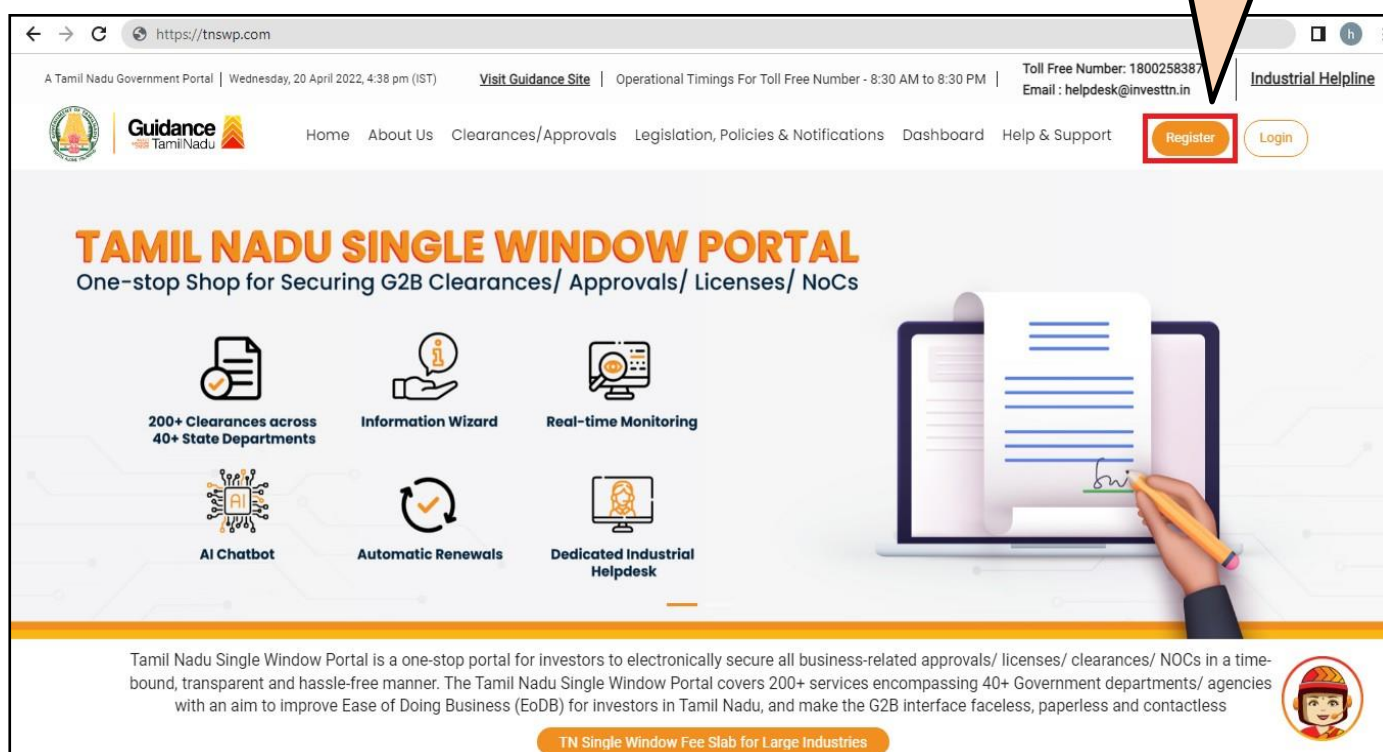


Figure 2. Register

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 brief description about the fields when the user hovers the cursor on these icons.

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

Name of Company

Tooltip:
 • 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.

Figure 3. Registration form

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 (Contd.)

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 user.
8. Create a strong password and enter the Captcha code as shown.
9. The user 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 user 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.

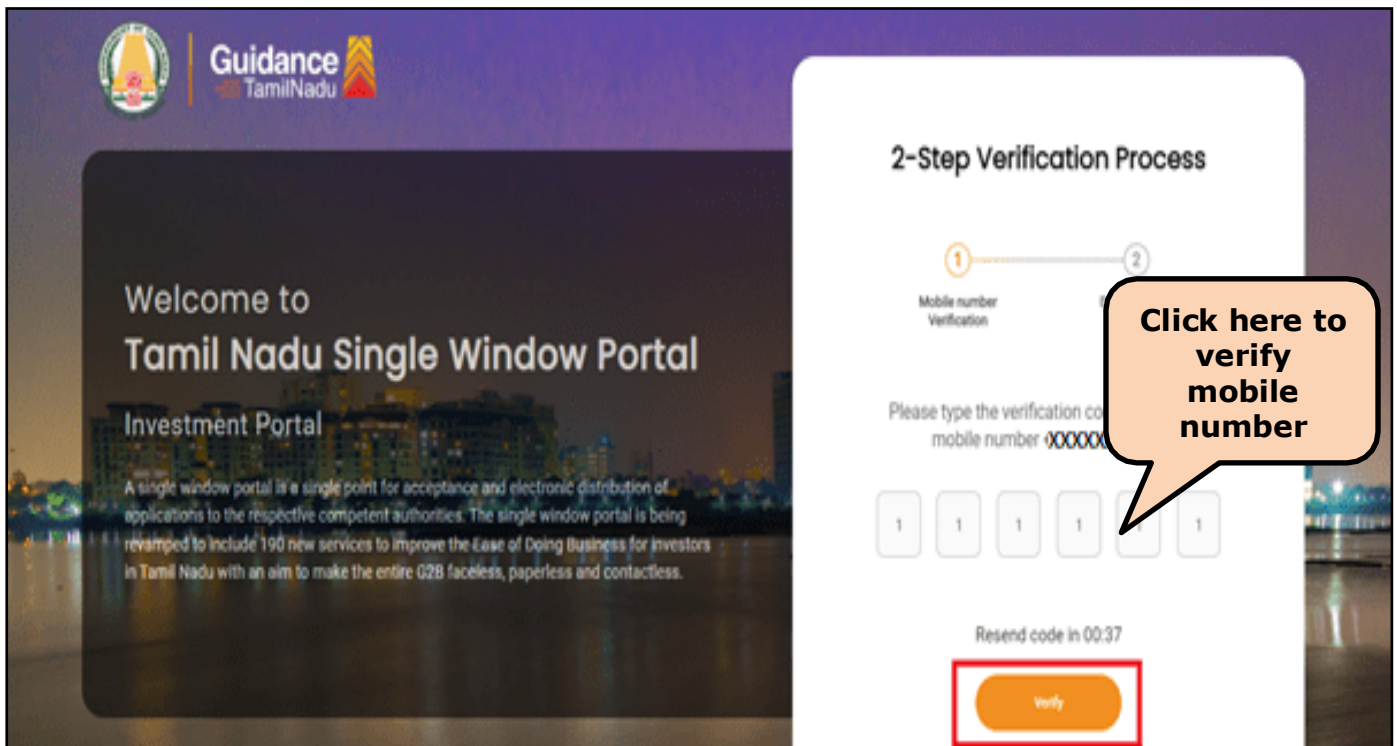


Figure 5. Mobile Number Verification

- **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.

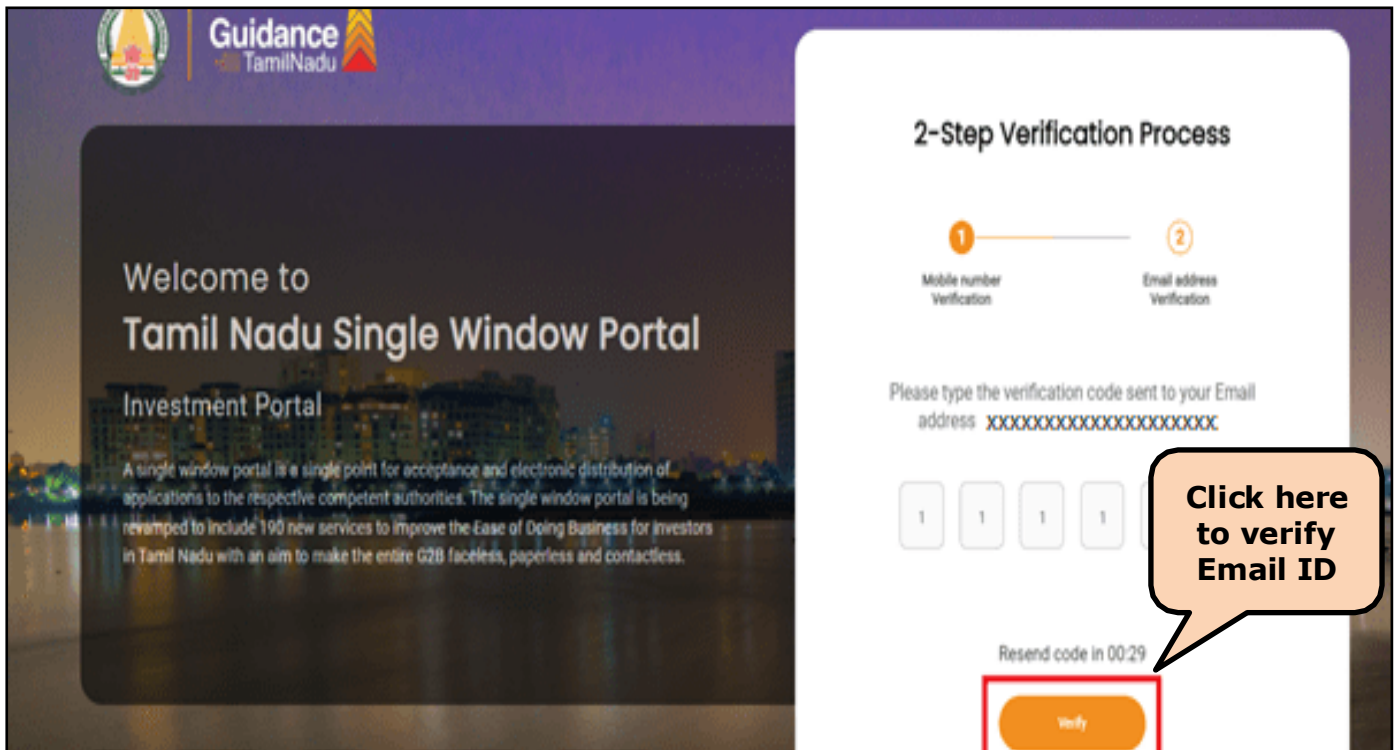


Figure 6. Email ID Verification

3. After completion of 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

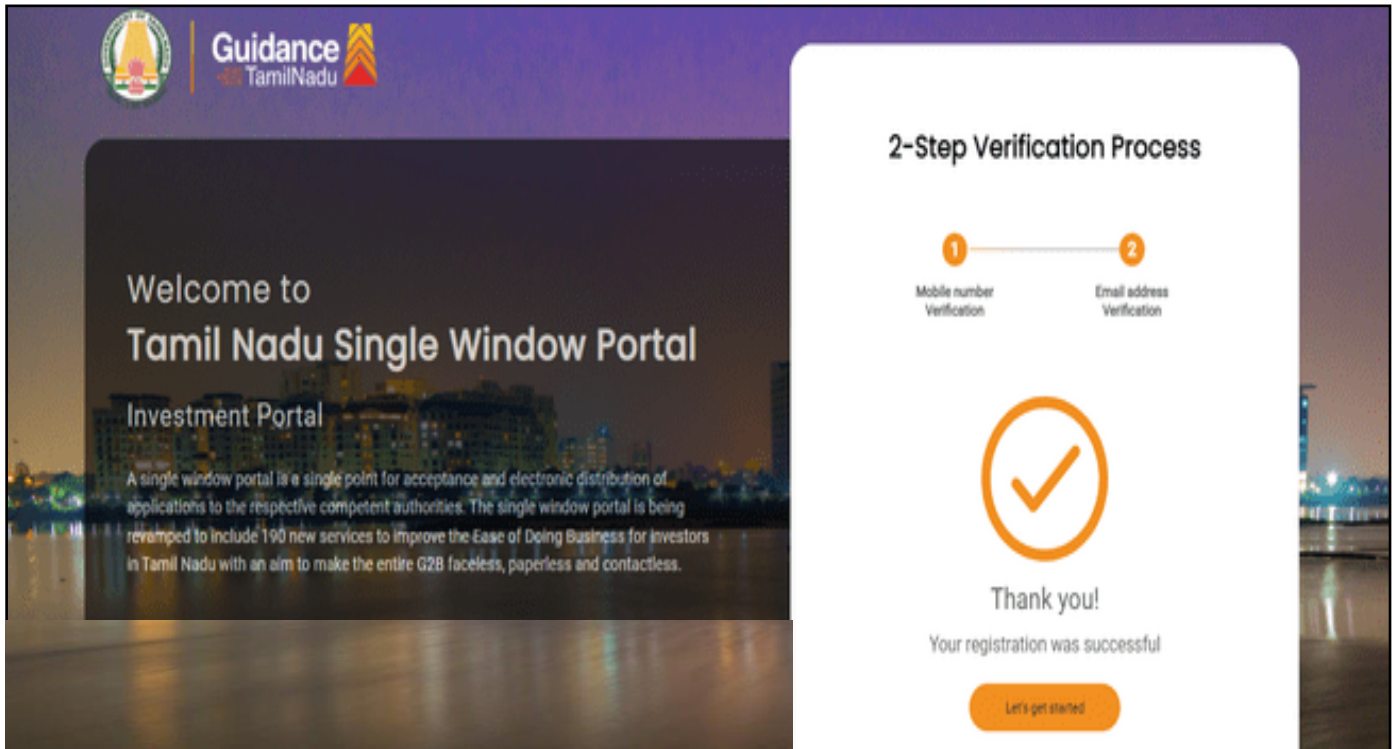


Figure 7. Registration confirmation pop-up

4. Login

1. The user 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 the Tamil Nadu Government Portal logo, the 'Guidance TamilNadu' logo, and various menu items: Home, About Us, Clearances/Approvals, Legislation, Policies & Notifications, Dashboard, and Help & Support. There are also buttons for 'Register' and 'Login', with the 'Login' button highlighted by a red box. A callout bubble points to the 'Login' button with the text 'Login to TNSWP'. Below the navigation bar, the main heading reads 'TAMIL NADU SINGLE WINDOW PORTAL' and 'One-stop Shop for Securing G2B Clearances/ Approvals/ Licenses/ NoCs'. The central area features six service icons: '200+ Clearances across 40+ State Departments', 'Information Wizard', 'Real-time Monitoring', 'AI Chatbot', 'Automatic Renewals', and 'Dedicated Industrial Helpdesk'. On the right, there is an illustration of a hand writing on a document on a laptop screen. At the bottom, a text block describes the 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. A small circular icon of a person wearing a hard hat is located at the bottom right of the text block. A footer banner at the very bottom reads 'TN Single Window Fee Slab for Large Industries'.

Figure 8. Login

5. Dashboard Overview

1. When the user logs into TNSWP, the dashboard overview page will appear.
2. Dashboard overview is a user-friendly interface for the user'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, 11 August 2022, 10:41 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

Dashboard Overview

- Combined Application Form (CAF)
- List of Clearances
- Know Your Clearances (KYC)
- Track your application
- Transaction
- Digilocker
- Virtual Meeting

Combined Application Forms

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

YD New CAF E...	YD Ind P Ltd	YD ijim	YD Ind
CAF ID : 111331 May 18, 2022 3:03:04 PM Payment Failed	CAF ID : 100158 Apr 2, 2021 2:37:13 PM Draft	CAF ID : 101417 Sep 15, 2021 12:43:19 PM Payment Failed	CAF ID : 101420 Sep 15, 2021 1:25:23 PM Payment Failed
			CAF ID : 100195 Apr 15, 2021 11:05:31 AM Approved

Your Clearances Status

Select Project/CAF:

Pre-Establishment | Pre-Operation | Post-Operation

0 Applied | 0 Approved | 0 Pending | 0 Rejected

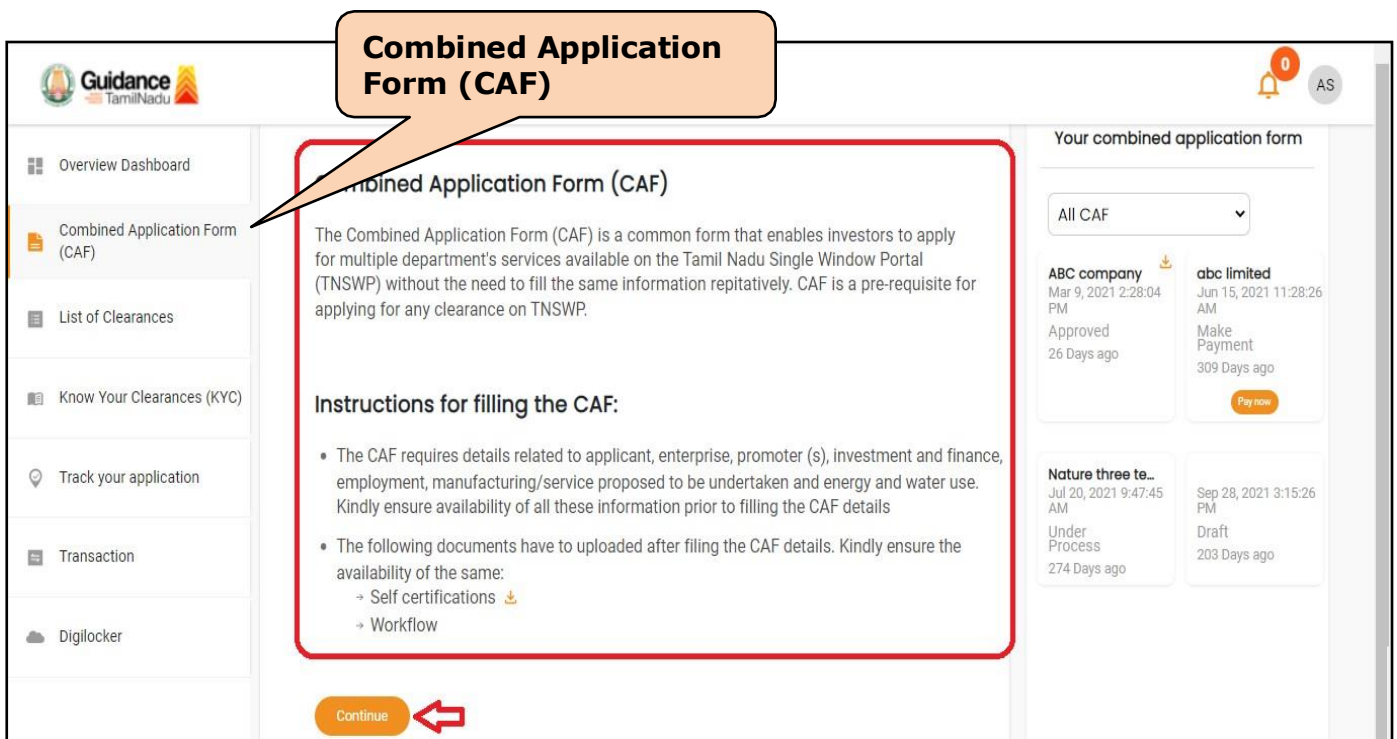
[Download consolidated list](#)

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Figure 9. Dashboard Overview

6. Combined Application Form (CAF)

1. Prior to applying for various clearances on TNSWP, the user must create a project by filling 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 user 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) is mentioned in the below Figure.
5. Click on '**Continue**' button to fill in the Combined Application Form.



Combined Application Form (CAF)

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.

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

Your combined application form

All CAF

ABC company Mar 9, 2021 2:28:04 PM Approved 26 Days ago	abc limited Jun 15, 2021 11:28:26 AM Make Payment 309 Days ago Pay now
Nature three te... Jul 20, 2021 9:47:45 AM Under Process 274 Days ago	Sep 28, 2021 3:15:26 PM Draft 203 Days ago

[Continue](#) ←

Figure 10. Combined Application Form (CAF)

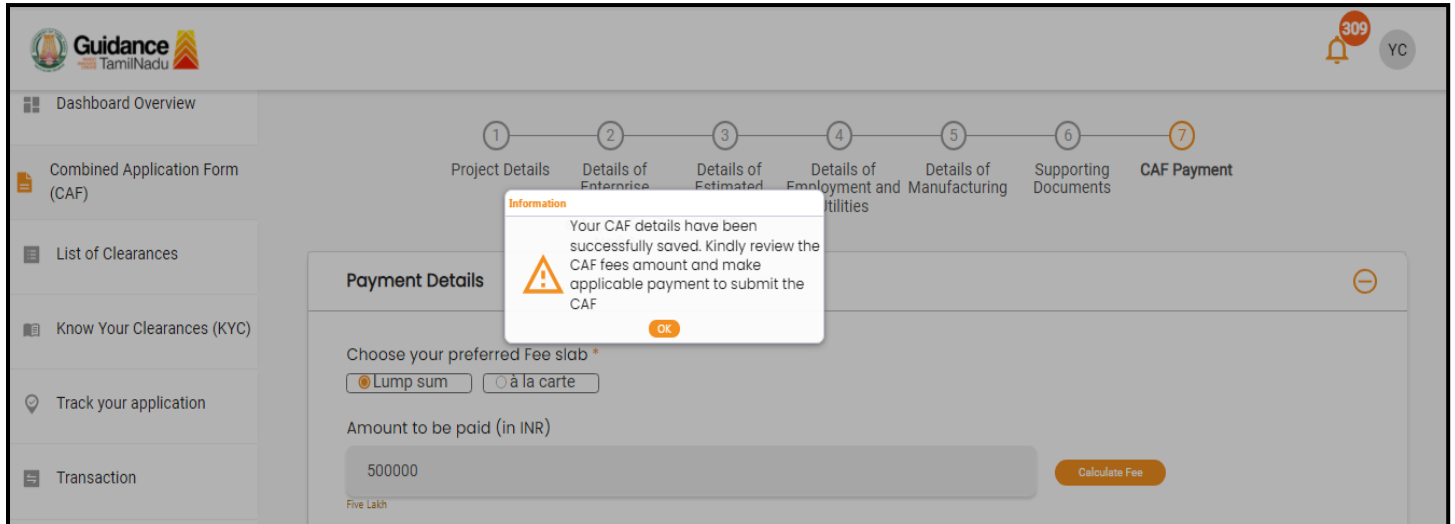
6.1. Sections of Combined Application Form

1. To complete the Combined application form (CAF) the user has to fill 7 Sections of CAF as displayed in Figure 11. (**CAF Payment tab** will be displayed only for large enterprise)



Figure 11. Sections of Combined Application Form

2. After filling the CAF details, the user 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 user can submit the form
4. When the user submits the combined application form (CAF), confirmation message will pop-up stating, '**Your request has been saved successfully**' (Refer Figure 12).



The screenshot shows the Guidance TamilNadu portal interface. The top navigation bar includes the logo and the text 'Social Welfare Department - License to establish, maintain or conduct hostel, lodging house or home for Women and Children'. The main content area is titled 'Combined Application Form (CAF)' and features 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 current step is 'CAF Payment'. A confirmation message is displayed over the page, 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, the 'Payment Details' section is visible, showing a form with the following fields: 'Choose your preferred Fee slab *' with radio buttons for 'Lump sum' (selected) and 'à la carte'; 'Amount to be paid (in INR)' with a text input field containing '500000' and a 'Calculate Fee' button. The amount '500000' is also displayed below the input field with the text 'Five Lakh'.

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. [Click here](#) to access the Single Window Fee Slab.

7. Apply for License to establish, maintain or conduct hostel, lodging house or home for women and children

1. Click on 'List of Clearances'

List of clearances



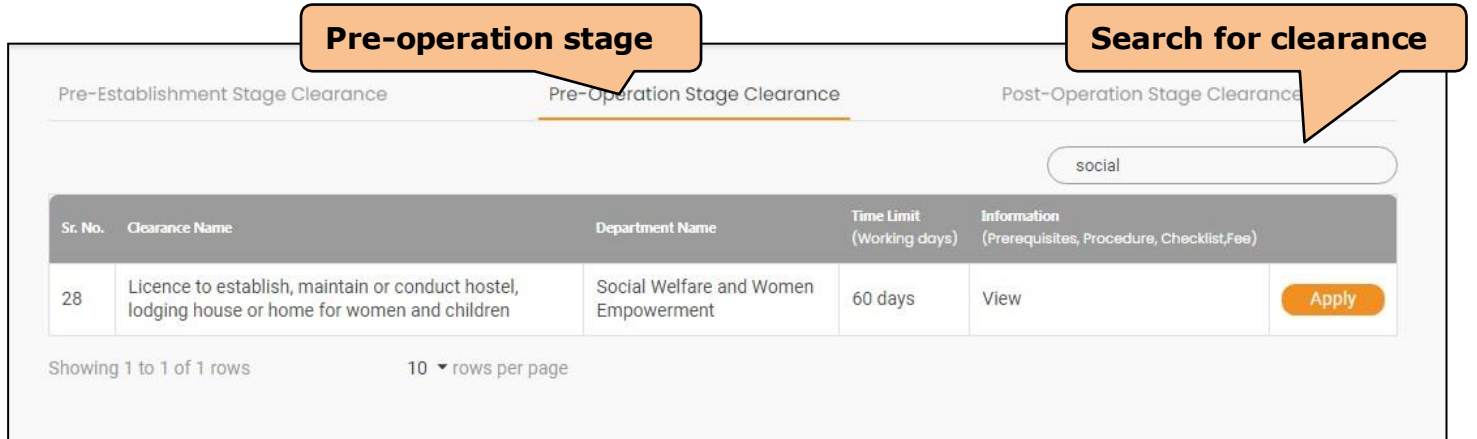
Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	
1	Allotment of Land by SIDCO	Tamil Nadu Small Industries Development Corporation Limited (SIDCO)	60 Days	View	Apply
2	Allotment of Land in industrial area	State Industries Promotion Corporation of Tamil Nadu Ltd	60 days	View	Apply
3	Apply for certified copy of Encumbrance Certificate	Inspector General of Registration	3 days	View	Apply
4	Apply for certified copy of property document	Inspector General of Registration	3 days	View	Apply
5	Approval and Recognition for Setting of Schools	Department of School Education	30 days	View	Apply

Figure 13. List of Clearances

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

- Pre-Establishment Stage Clearance
- Pre-Operation Stage Clearance
- Post-Operation Stage Clearance

3. Select '**Pre-Operation Stage Clearance**' and find the clearance 'License to establish, maintain or conduct hostel, lodging house or home for women and children' by using Search option (Refer Figure 14).



Pre-operation stage

Search for clearance

Pre-Establishment Stage Clearance Pre-Operation Stage Clearance Post-Operation Stage Clearance

social

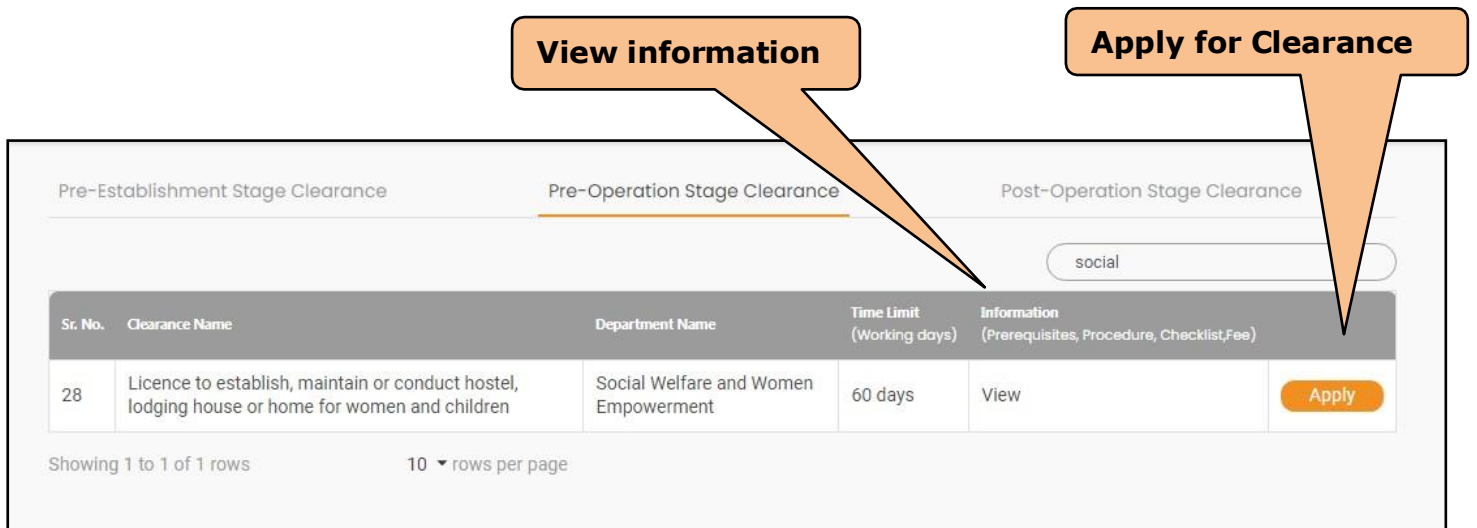
Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)
28	Licence to establish, maintain or conduct hostel, lodging house or home for women and children	Social Welfare and Women Empowerment	60 days	View

Showing 1 to 1 of 1 rows 10 rows per page

Apply

Figure 14. Search for Clearance

- User can view information on workflow, checklist of supporting documents to be uploaded by the user and fee details. Click on 'view' to access the information (Refer Figure 15)
- To apply for the clearance, click on 'Apply' to access the department application form (Refer Figure 15).
- The user can apply to obtain license for more than 1 establishment using a single login, but the user must create multiple Combined Application Form (CAF) for each of the establishment.



View information

Apply for Clearance

Pre-Establishment Stage Clearance Pre-Operation Stage Clearance Post-Operation Stage Clearance

social

Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)
28	Licence to establish, maintain or conduct hostel, lodging house or home for women and children	Social Welfare and Women Empowerment	60 days	View

Showing 1 to 1 of 1 rows 10 rows per page

Apply

Figure 15. Apply for Clearance

8. Filling the Application form

1. User to fill the details under the following 5 sections to complete the application.

- i. **Establishment Details**
- ii. **Infrastructure Details**
- iii. **Personnel and Other Details**
- iv. **Operational Details**
- v. **Checklist**



Figure 16. Five Sections of the application form

2. After filling the requisite details, the user to upload the checklist of supporting documents. Following are the checklist of documents -

v. Checklist

1. The following supporting documents to be uploaded by the user

Note:

▪ *Maximum 10 MB Allowed (Only .DOC, .PDF, .XLS, .BMP, .GIF, .JPEG, .PNG, .PPTX, .DOCX, .XLSX, .ZIP, .KML are allowed)*

▪ *In case of multiple documents, please upload in zip format*

a) Building stability certificate and sanitation certificate obtained either from PWD / Registered Chartered Engineer+ / Registered Chartered Architect (mention the year specifically)

b) Fire safety certificate from Fire Service department

c) Medical Certificate of the manager / resident manager/ care takers or care givers / warden or Certificate of fitness of Manager / Resident Manager

d) Conduct Certificate of the manager / resident manager/ care takers or care givers / warden

e) Police verification certificate of the manager / resident manager/ care takers or care givers / warden

f) Medical Certificate of the security persons

g) Conduct Certificate of the security persons

h) Police verification certificate security persons

i) Food Menu of the institution

j) Last 3 years audit statement by the chartered accountant

k) Form D: Building License from Tahsildar

2. After Uploading all the supporting documents click on '**Submit**' and the token ID is generated. The token ID is the reference ID for the user to track their application.

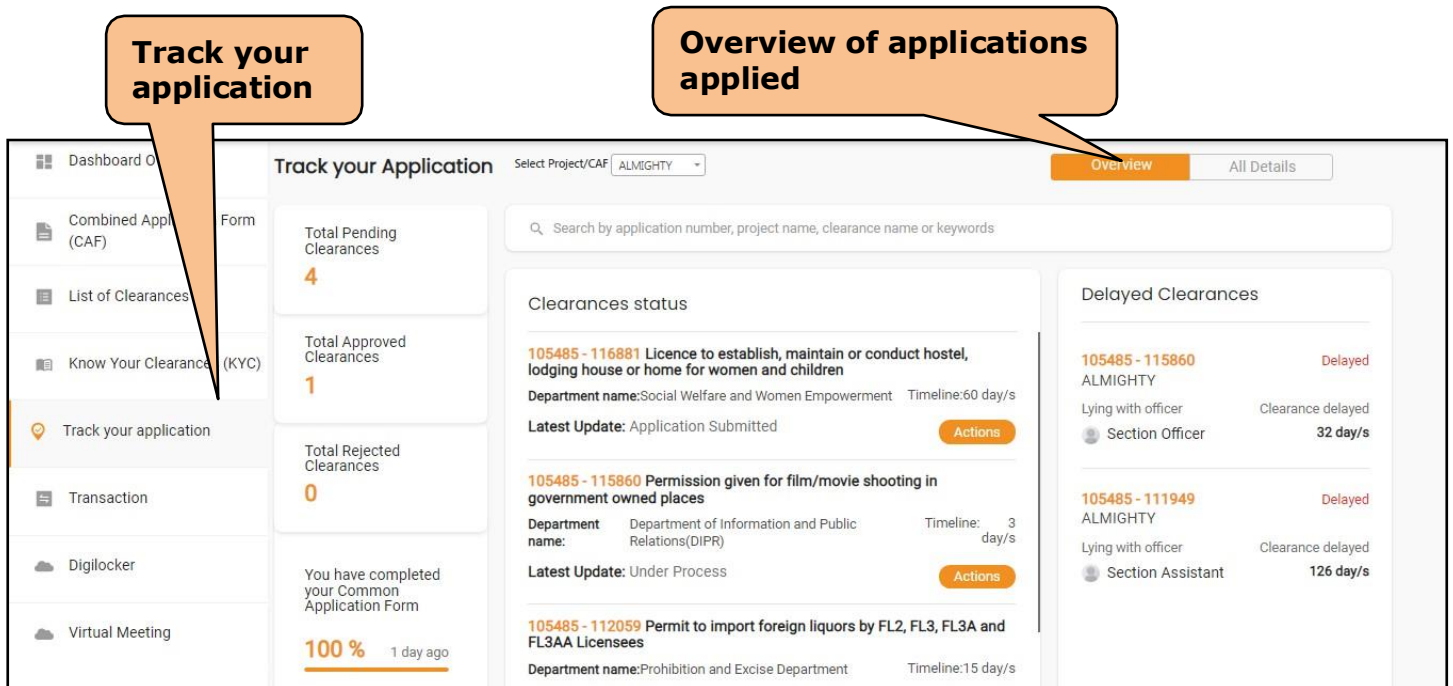
9. Track Your Application

1. After submitting the application, unique 'Token ID' would be generated. Using the 'Token ID' the user can track the status of clearances by clicking on 'Track your application' (Refer Figure 17).
2. User to choose the name of the project created during CAF from the dropdown 'Select project / CAF' displayed at the top of the page.

i. Track your application– 'Overview' option

By clicking on 'Overview' tab, user can view the count of various clearance status as follows –

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



Track your application

Overview of applications applied

Dashboard Overview

Combined Application Form (CAF)

List of Clearances

Know Your Clearance (KYC)

Track your application

Transaction

Digilocker

Virtual Meeting

Track your Application

Select Project/CAF: ALMIGHTY

Overview | All Details

Search by application number, project name, clearance name or keywords

Total Pending Clearances: 4

Total Approved Clearances: 1

Total Rejected Clearances: 0

You have completed your Common Application Form: 100% 1 day ago

Clearances status

105485 - 116881 Licence to establish, maintain or conduct hostel, lodging house or home for women and children
Department name: Social Welfare and Women Empowerment | Timeline: 60 day/s
Latest Update: Application Submitted | Actions

105485 - 115860 Permission given for film/movie shooting in government owned places
Department name: Department of Information and Public Relations(DIPR) | Timeline: 3 day/s
Latest Update: Under Process | Actions

105485 - 112059 Permit to import foreign liquors by FL2, FL3, FL3A and FL3AA Licensees
Department name: Prohibition and Excise Department | Timeline: 15 day/s

Delayed Clearances

105485 - 115860 ALMIGHTY Delayed
Lying with officer: Section Officer | Clearance delayed: 32 day/s

105485 - 111949 ALMIGHTY Delayed
Lying with officer: Section Assistant | Clearance delayed: 126 day/s

Figure 17. Track your application

ii. Track your application– ‘All Details’ option

By clicking on ‘All details’ tab, user 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

Track your Application Select Project/CAF

Overview **All Details**

Filters

Apply filters
Reset filters

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	107002 - 116291	-	Aug 5, 2022 11:33:57 AM	Licence to establish, maintain or conduct hostel, lodging house or home for women and children	Aug 5, 2022 11:39:04 AM	Need Clarification	Chengalpet District Social Welfare Officer	0/60 days	On time	Actions

1

Figure 17. ‘All details’ tab

10. Query Clarification

1. After submitting the application to the department, the concerned officer reviews the application and if there are any clarifications required, the concerned officer would raise a query to the user.
2. User would receive an alert message on Registered SMS/Email
3. User can click on 'Track your application' option and view the query under 'All Details' Tab -> Actions.
4. User can view the status as 'Need Clarification' under the 'Status' column. Click on 'Action' button to respond the query as shown in Figure 18
5. Click on 'Clarify Query' button (Refer Figure 19)

Track your Application Select Project/CAF Overview All Details

Filters

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	107002 - 116291	-	Aug 5, 2022 11:33:57 AM	Licence to establish, maintain or conduct hostel, lodging house or home for women and children	Aug 5, 2022 11:39:04 AM	Need Clarification	Chengalpet District Social Welfare Officer	0/60 days	On time	<input type="button" value="Actions"/>

1

Figure 18. 'Actions' tab

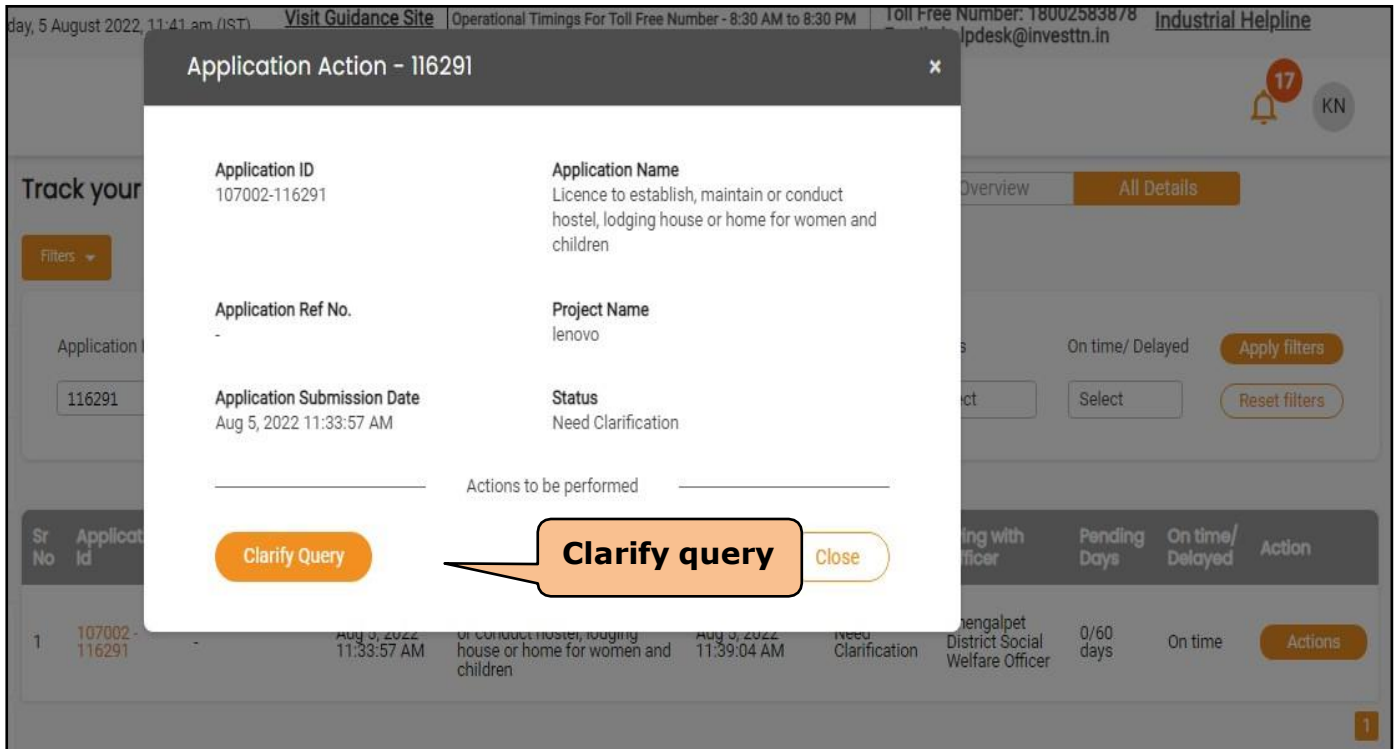


Figure 19. Clarify Query

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

Track your Application Select Project/CAF Overview All Details

Filters

Status change from 'Need clarification' to 'Under process'

Application ID	Application Ref No.	Applied on	Clearance Name	Last Updated Date	Status	On time/ Delayed
<input type="text" value="116291"/>	<input type="text" value="Search"/>	<input type="text" value="mm/dd/yyyy"/>	<input type="text" value="Search"/>	<input type="text" value="mm/dd/yyyy"/>	<input type="text" value="Select"/>	<input type="text" value="Select"/>

Apply filters Reset filters

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	107002 - 116291	-	Aug 5, 2022 11:33:57 AM	Licence to establish, maintain or conduct hostel, lodging house or home for women and children	Aug 5, 2022 11:42:57 AM	Under Process	Chengalpet District Social Welfare Officer	0/60 days	On time	Actions

1

Figure 20. Status changed to 'Under process'

11. Inspection Schedule

1. The department schedules the date of appointment for inspection to be done for the specified institution (Refer Figure 21).
2. The Inspection date scheduled by the department is intimated to the user (Refer Figure 23)
3. After the Inspection is completed, the District Social welfare officer submits the Inspection report to the District Collector for Review.

The screenshot shows a web application interface for tracking applications. At the top, there's a header 'Track your Application' with a dropdown for 'Select Project/CAF' set to 'bhjknk'. There are buttons for 'Overview' and 'All Details'. Below this is a 'Filters' section. The main area contains 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 of data shows an application with ID '107002 - 116291', applied on 'Aug 5, 2022 11:33:57 AM', clearance name 'Licence to establish, maintain or conduct hostel, lodging house or home for women and children', last updated on 'Aug 5, 2022 11:45:37 AM', and status 'Inspection Scheduled'. The officer is 'Chengalpattu District Social Welfare Officer', pending days are '0/60 days', and it is 'On time'. An 'Actions' button is present for this row. A callout box with the text 'Status changed to `inspection scheduled`' points to the 'Inspection Scheduled' 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	107002 - 116291	-	Aug 5, 2022 11:33:57 AM	Licence to establish, maintain or conduct hostel, lodging house or home for women and children	Aug 5, 2022 11:45:37 AM	Inspection Scheduled	Chengalpattu District Social Welfare Officer	0/60 days	On time	Actions

Figure 21. Status changed to `inspection scheduled`

Application Action - 116291

Application ID 107002-116291	Application Name Licence to establish, maintain or conduct hostel, lodging house or home for women and children
Application Ref No. -	Project Name lenovo
Application Submission Date Aug 5, 2022 11:33:57 AM	Status Inspection Scheduled

Actions to be performed

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

Sr No	Application Id	Application Name	Application Submission Date	Application Status	Officer	Pending Days	On time/Delayed	Action
1	107002-116291	Licence to establish, maintain or conduct hostel, lodging house or home for women and children	Aug 5, 2022 11:33:57 AM	Inspection Scheduled	Chengalpattu District Social Welfare Officer	0/60 days	On time	Actions

Figure 22. Details of Scheduled Inspection

Inspection Details : 116291

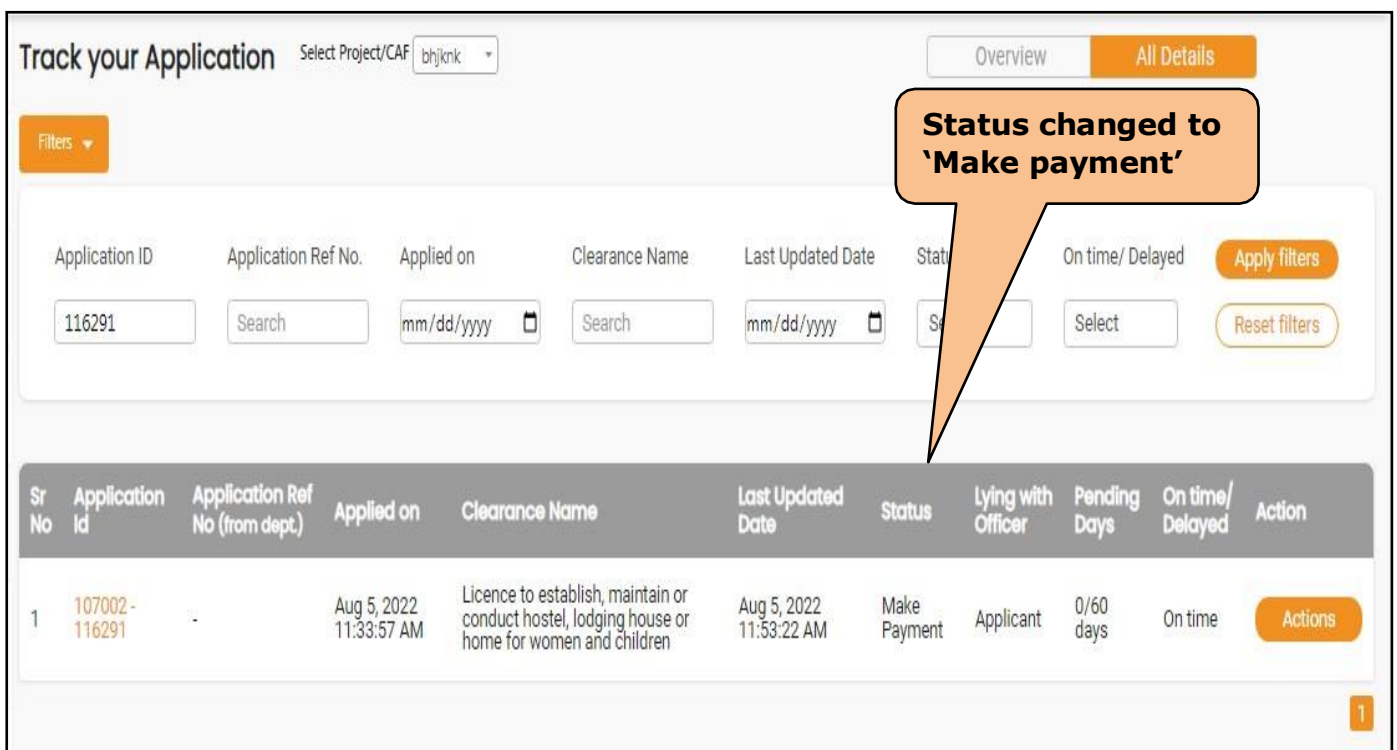
Inspection Scheduled Date (DD/MM/YYYY):

05/08/2022

Figure 23. Inspection date scheduled by the department

12. Payment Process

1. Once the status has changed to **'Make payment'**, the user clicks on **'Action Button'** under **'Track your application'** and makes the payment by clicking on 'Payment' option (Refer Figure 24, 25).
2. The User has the provision to make the payment by using either **'SBI'** or **'PAYGOV'** payment gateway.
3. After the payment is completed by the user, the status is reflected as **'Under Process'**



The screenshot shows the 'Track your Application' interface. At the top, there's a header with 'Track your Application' and a dropdown for 'Select Project/CAF' set to 'bhjknk'. There are tabs for 'Overview' and 'All Details'. Below this is a filters section with a 'Filters' dropdown and search fields for 'Application ID' (116291), 'Application Ref No.', 'Applied on' (mm/dd/yyyy), 'Clearance Name', and 'Last Updated Date' (mm/dd/yyyy). There are 'Apply filters' and 'Reset filters' buttons. The main table has the following data:

Sr No	Application Id	Application Ref No (from dept)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	107002 - 116291	-	Aug 5, 2022 11:33:57 AM	Licence to establish, maintain or conduct hostel, lodging house or home for women and children	Aug 5, 2022 11:53:22 AM	Make Payment	Applicant	0/60 days	On time	Actions

A callout bubble points to the 'Status' column, stating: **Status changed to 'Make payment'**.

Figure 24. Status changed to 'Make Payment'

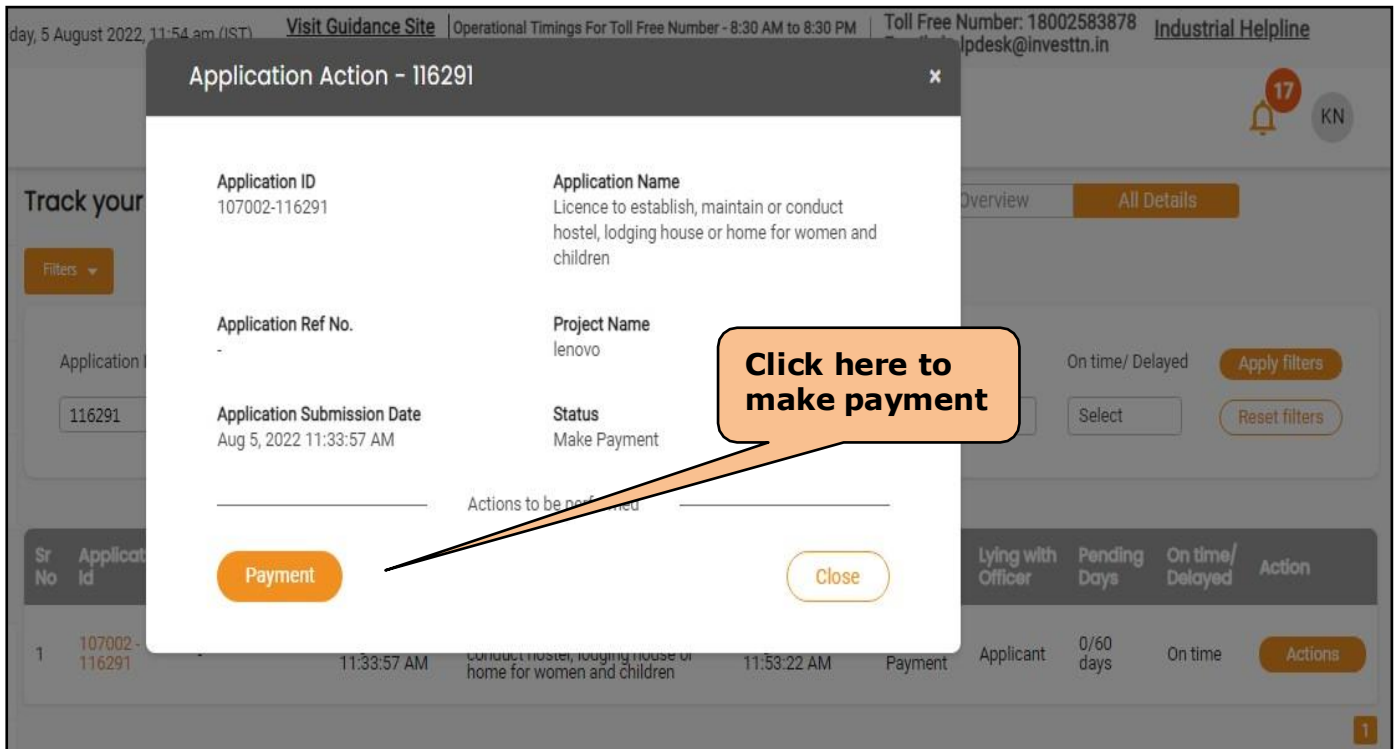


Figure 25. Make payment

13. Download Approved Certificate

1. The District Collector reviews the application and updates the status as **'Approved'** or **'Rejected'**
2. If the application is **'Rejected'**, then the applicant may create a new application.
3. If the application is **'Approved'** by the District Collector, the user can download the License Certificate under **'Track your application- > 'Action' button -> Download Approved Certificate** (Refer Figure 26)

The screenshot shows a web application interface with a modal window titled "Application Action - 116582". The modal contains the following information:

Application ID 103572-116582	Application Name Licence to establish, maintain or conduct hostel, lodging house or home for women and children
Application Ref No. -	Project Name FOREST
Application Submission Date Aug 5, 2022 12:06:09 PM	Status Approved

At the bottom of the modal, there is a section labeled "Actions to be performed" with a prominent orange button that says "Download Approval Certificate" and a "Close" button.

Figure 26. Download Approved Certificate

