



TAMILNADU SINGLE WINDOW PORTAL

APPLICANT MANUAL

**Renewal of Licence to establish, maintain or conduct
hostel, lodging house or home for women and children**

Social Welfare 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)

Toll free number
and Mail Id

A Tamil Nadu Government Portal | Wednesday, 30 November 2022, 10:11 pm (IST) | Visit Guidance Site | Operational Timings For Toll Free Number 8:30 AM to 8:30 PM | Toll Free Number: 18002583878 | Email : helpdesk@investtn.in | Industrial Helpline | English

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

TAMIL NADU

Leading the Nation

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

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

TN Single Window Fee Slab for Large Industries

Figure 1. Single Window Portal Home Page

2. Registration

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

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

**Register
on TNSWP**

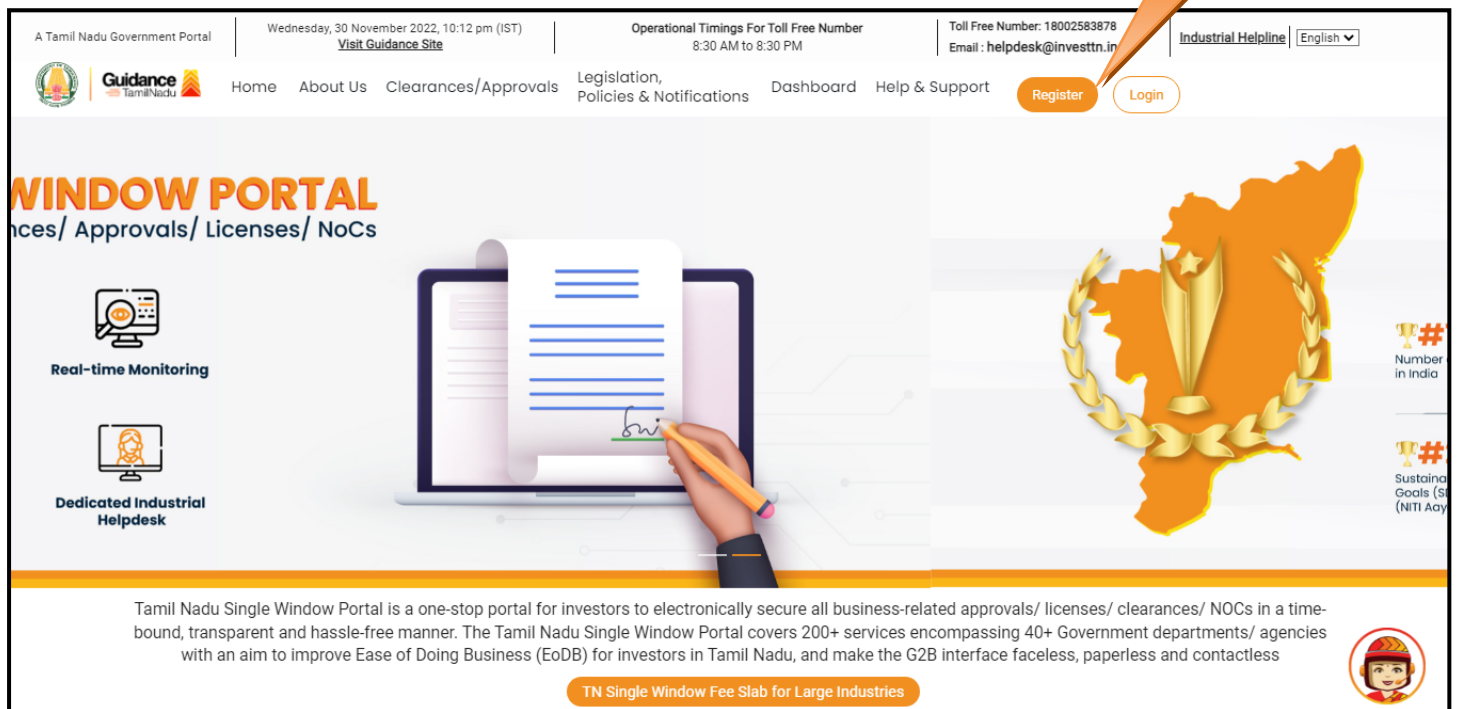
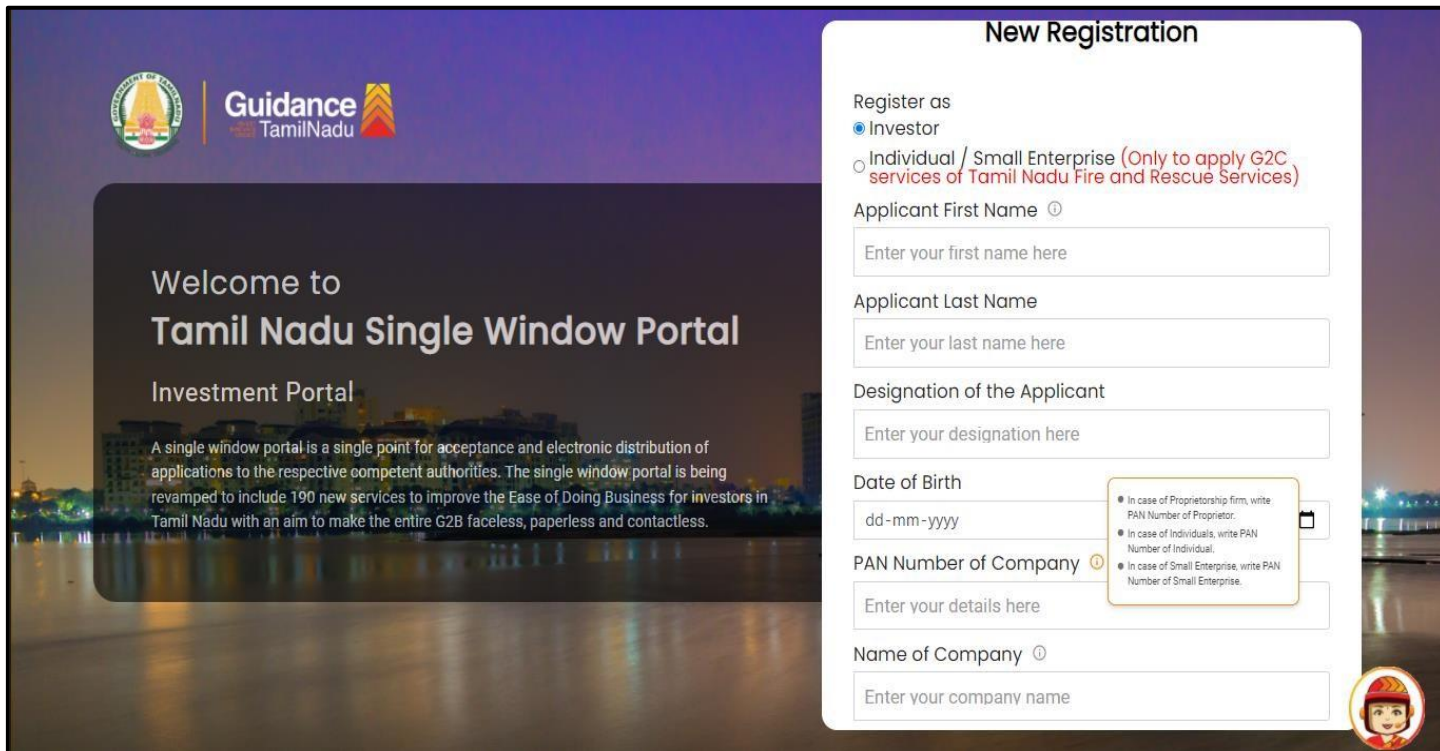


Figure 2. Register

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



Welcome to Tamil Nadu Single Window Portal Investment Portal

A single window portal is a single point for acceptance and electronic distribution of applications to the respective competent authorities. The single window portal is being revamped to include 190 new services to improve the Ease of Doing Business for investors in Tamil Nadu with an aim to make the entire G2B faceless, paperless and contactless.

New Registration

Register as

Investor

Individual / Small Enterprise (Only to apply G2C services of Tamil Nadu Fire and Rescue Services)

Applicant First Name

Applicant Last Name

Designation of the Applicant

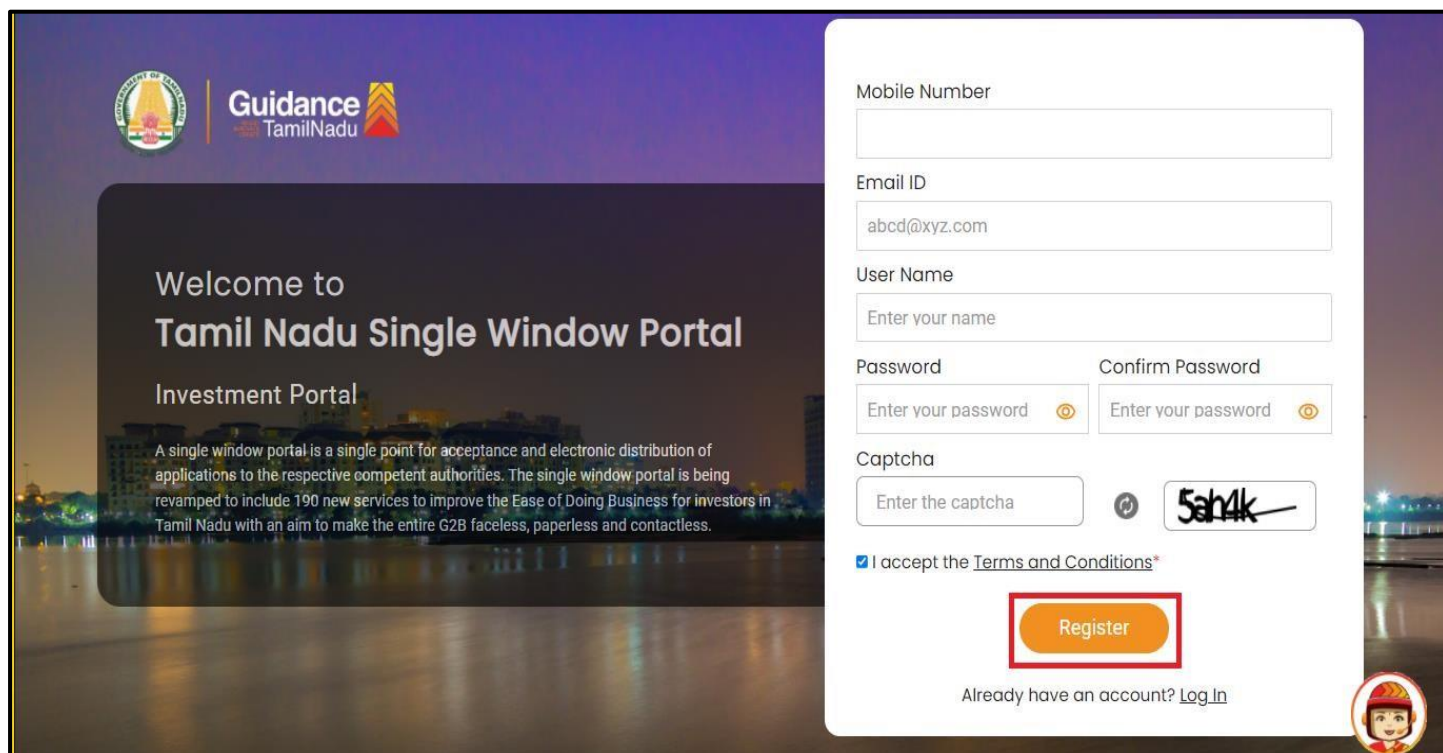
Date of Birth

- In case of Proprietorship firm, write PAN Number of Proprietor.
- In case of Individuals, write PAN Number of Individual.
- In case of Small Enterprise, write PAN Number of Small Enterprise.

PAN Number of Company

Name of Company

Figure 3. Registration Form



Welcome to Tamil Nadu Single Window Portal Investment Portal

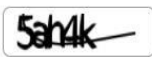
A single window portal is a single point for acceptance and electronic distribution of applications to the respective competent authorities. The single window portal is being revamped to include 190 new services to improve the Ease of Doing Business for investors in Tamil Nadu with an aim to make the entire G2B faceless, paperless and contactless.

Mobile Number

Email ID

User Name

Password Confirm Password

Captcha 

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

Register

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

Figure 4. Registration Form Submission

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

3. Mobile Number / Email ID – 2-Step Verification Process

- '2-Step Verification Process' screen will appear when the applicant clicks on 'Register' button.

- **Mobile Number Verification**

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

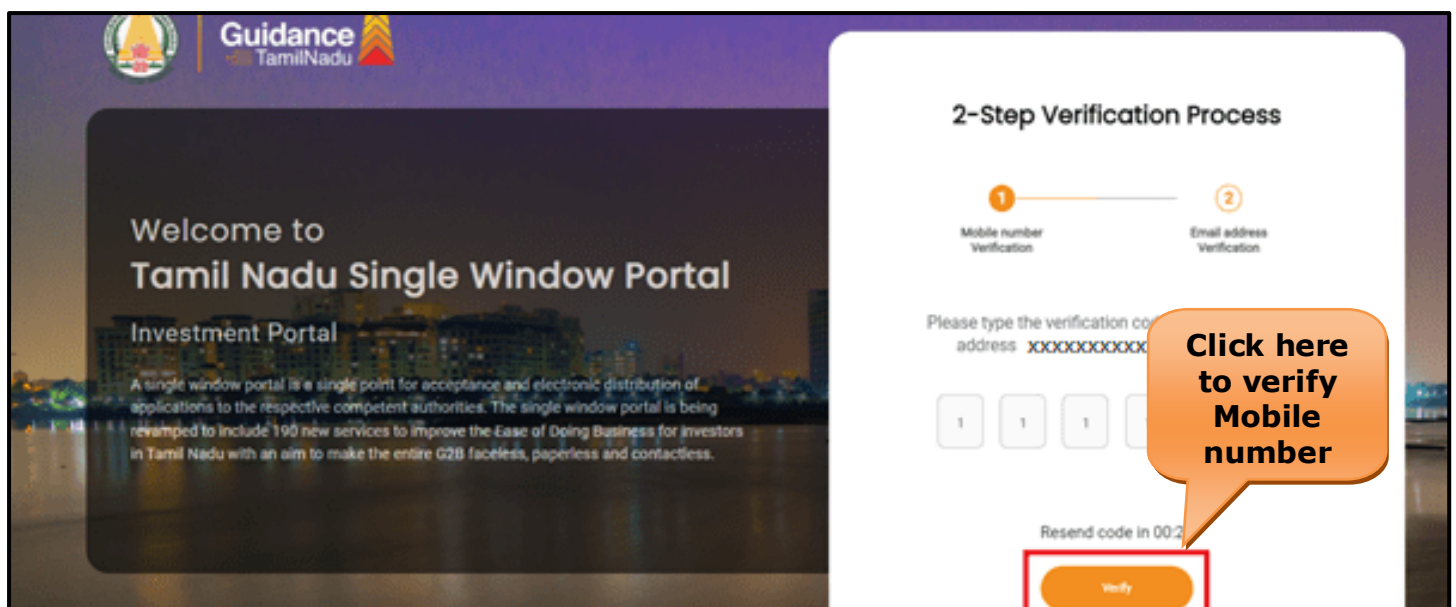


Figure 5. Mobile Number Verification

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.

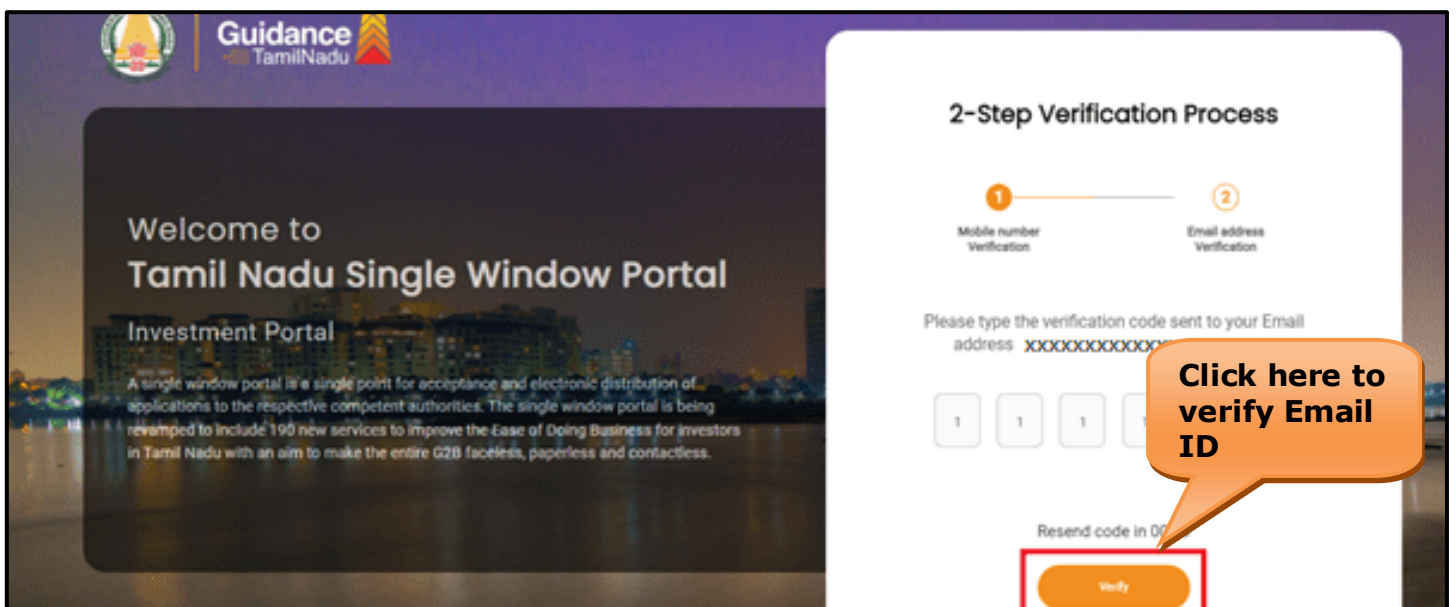


Figure 6. Email ID Verification

- 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.

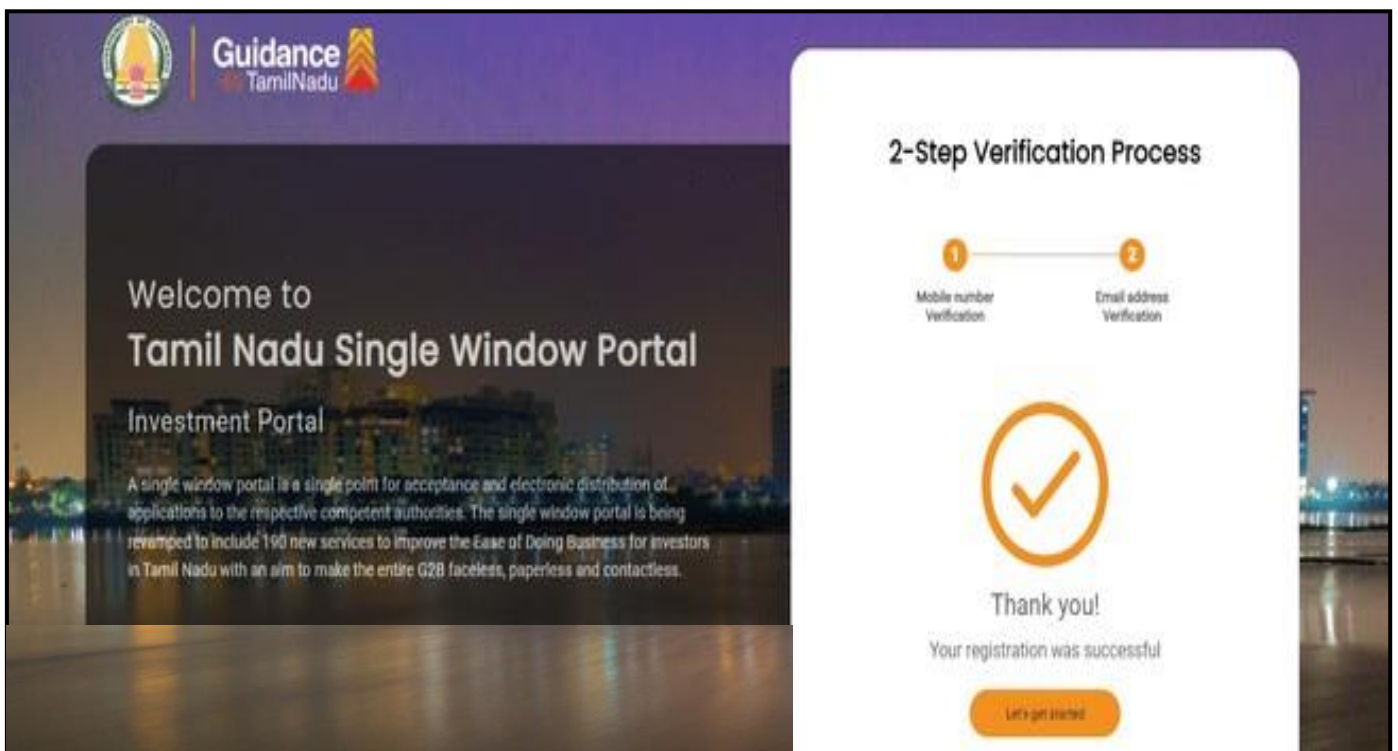


Figure 7. Registration Confirmation Pop-Up

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.

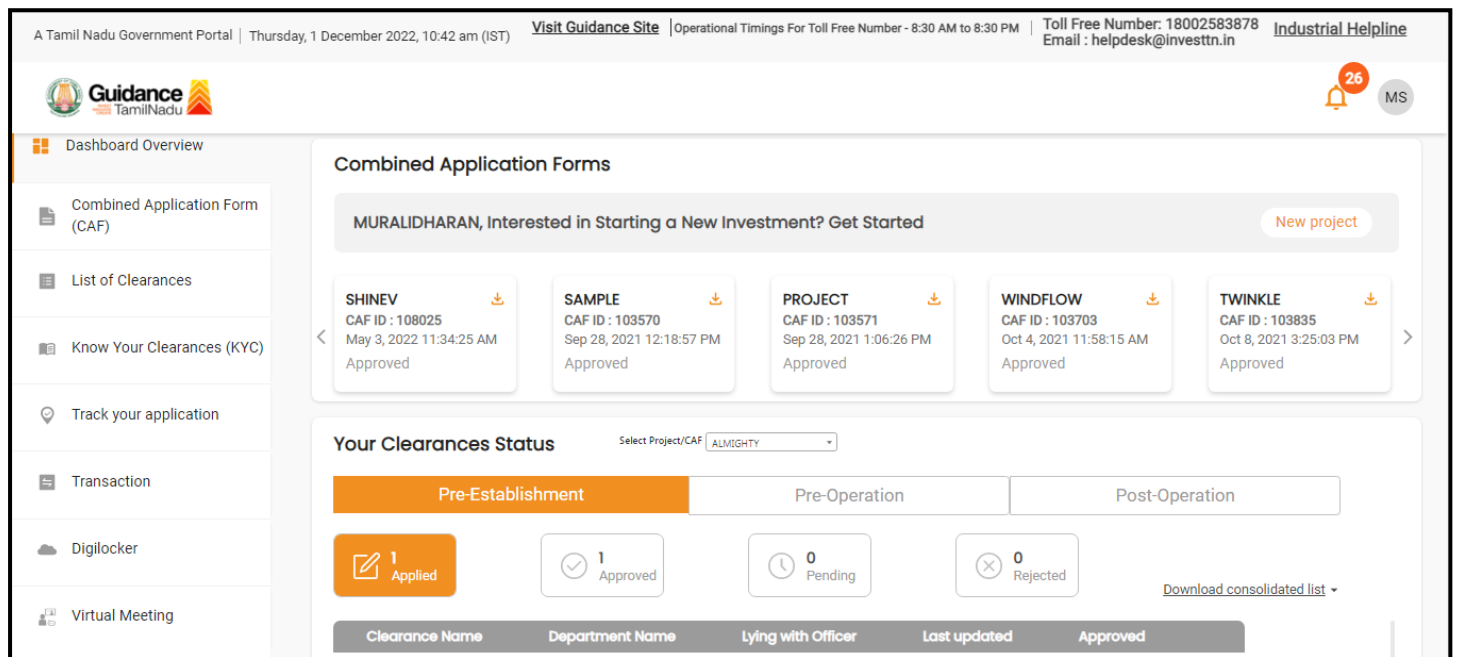
Login to TNSWP



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.



The screenshot displays the dashboard overview for the Guidance TamilNadu portal. At the top, it shows the date and time (Thursday, 1 December 2022, 10:42 am IST) and provides links for 'Visit Guidance Site', 'Operational Timings For Toll Free Number - 8:30 AM to 8:30 PM', 'Toll Free Number: 18002583878', and 'Email : helpdesk@investtn.in'. A notification bell icon shows 26 alerts, and the user profile 'MS' is visible.

The main content area is divided into two sections:

- Combined Application Forms:** A header for 'MURALIDHARAN, Interested in Starting a New Investment? Get Started' with a 'New project' button. Below this, five application cards are shown, all with a status of 'Approved':
 - SHINEV (CAF ID: 108025, May 3, 2022 11:34:25 AM)
 - SAMPLE (CAF ID: 103570, Sep 28, 2021 12:18:57 PM)
 - PROJECT (CAF ID: 103571, Sep 28, 2021 1:06:26 PM)
 - WINDFLOW (CAF ID: 103703, Oct 4, 2021 11:58:15 AM)
 - TWINKLE (CAF ID: 103835, Oct 8, 2021 3:25:03 PM)
- Your Clearances Status:** A section with a dropdown menu set to 'ALMIGHTY'. It features three tabs: 'Pre-Establishment' (selected), 'Pre-Operation', and 'Post-Operation'. Below the tabs, four status boxes are displayed:
 - Applied: 1
 - Approved: 1
 - Pending: 0
 - Rejected: 0A 'Download consolidated list' link is also present.

At the bottom, a table header is visible with columns: Clearance Name, Department Name, Lying with Officer, Last updated, and 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 'Combined Application Form (CAF)' page on the Tamil Nadu Government Portal. The page header includes the portal name, date, and contact information. The left sidebar contains navigation options like 'Dashboard Overview', 'List of Clearances', and 'Track your application'. The main content area features a title 'Combined Application Form (CAF)', a description of the form's purpose, and 'Instructions for filling the CAF'. A 'Continue' button is visible at the bottom of the instructions. On the right, a section titled 'Your combined application form' displays a grid of application cards for different departments, each showing the department name, CAF ID, date, and status.

Department	CAF ID	Date	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).

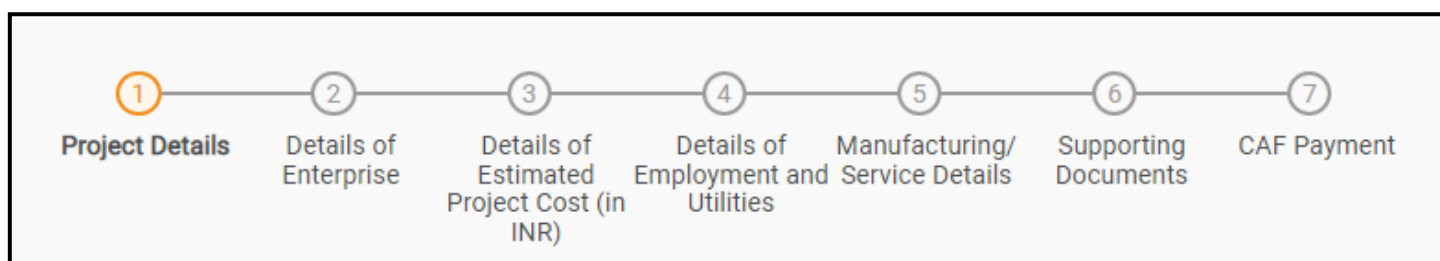


Figure 11. Section of Combined Application Form (CAF)

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).

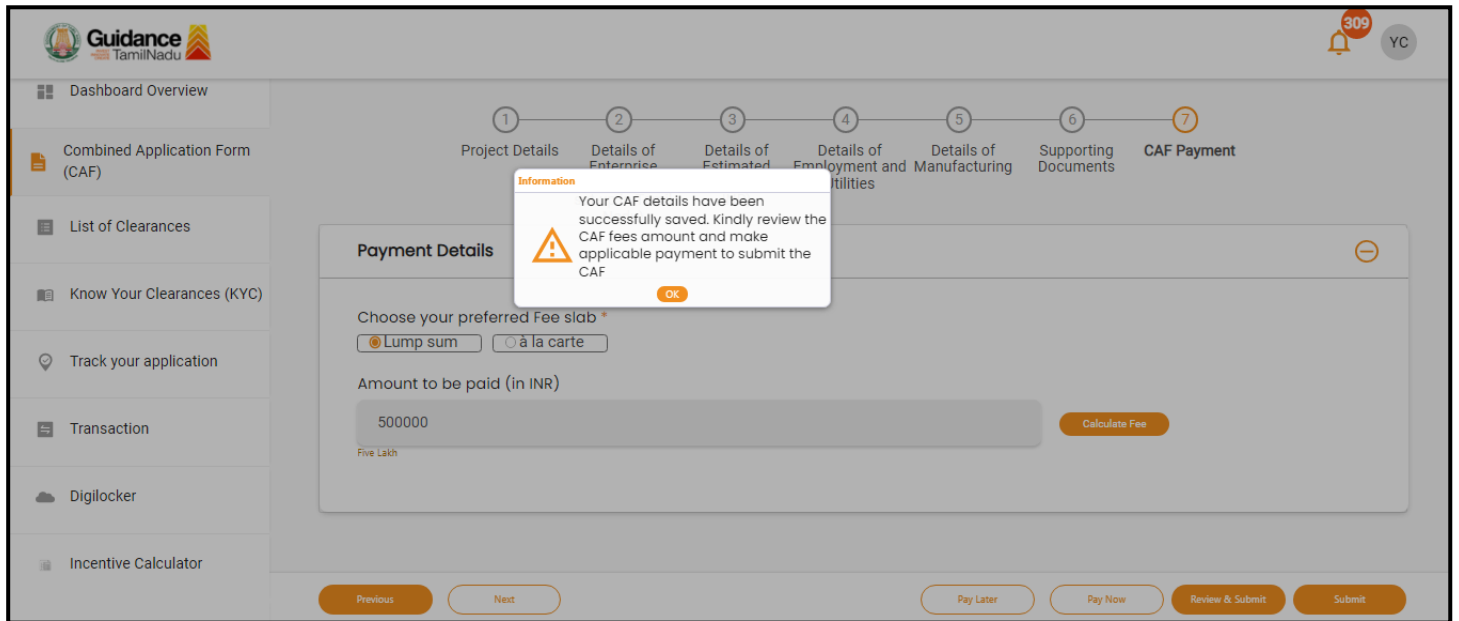


Figure 12. Combined Application Form (CAF) - Confirmation Message

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 Licence 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
2	Allotment of Land in industrial area	State Industries Promotion Corporation of Tamil Nadu Ltd	60 days	View

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 Stage Clearance’ and find the clearance ‘Renewal of Licence to establish, maintain or conduct hostel, lodging house or home for women and children’ 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
77	Renewal of Licence to establish, maintain or conduct hostel, lodging house or home for women and children	Social Welfare Department	30 days	View	-

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

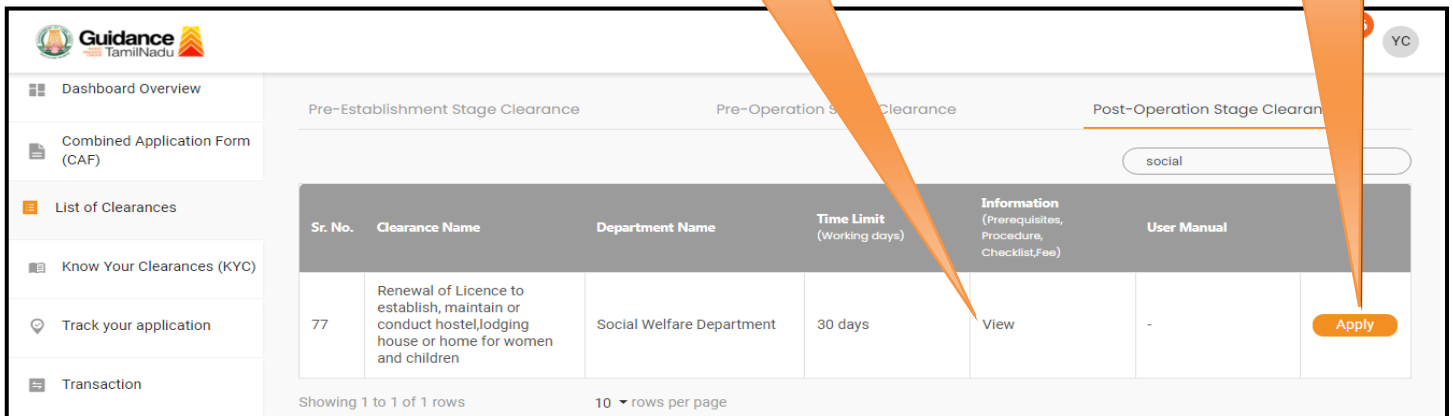
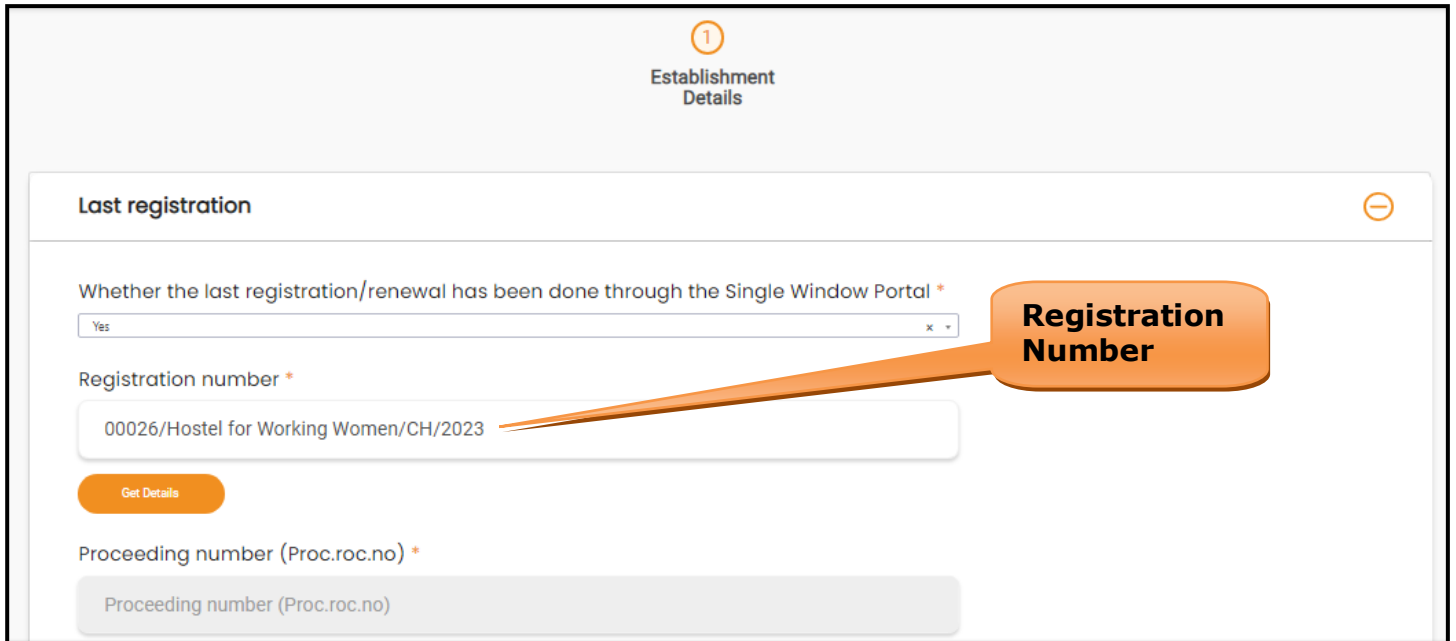


Figure 15. Apply for Clearance

Establishment Details

- 1) Select the registration/ renewal from the drop-down menu
- 2) Enter the Registration Number



1
Establishment
Details

Last registration

Whether the last registration/renewal has been done through the Single Window Portal *

Yes

Registration number *

00026/Hostel for Working Women/CH/2023

Get Details

Proceeding number (Proc.roc.no) *

Proceeding number (Proc.roc.no)

Registration
Number

Figure 16. Establishment Details

8. Filling the Application Form

1. Applicants need to fill all the details under the following 6 sections to complete the application.

A. Establishment Details

B. Infrastructure Details

C. Personnel and Other Details

D. Operational Details

E. Other Details

F. Checklist

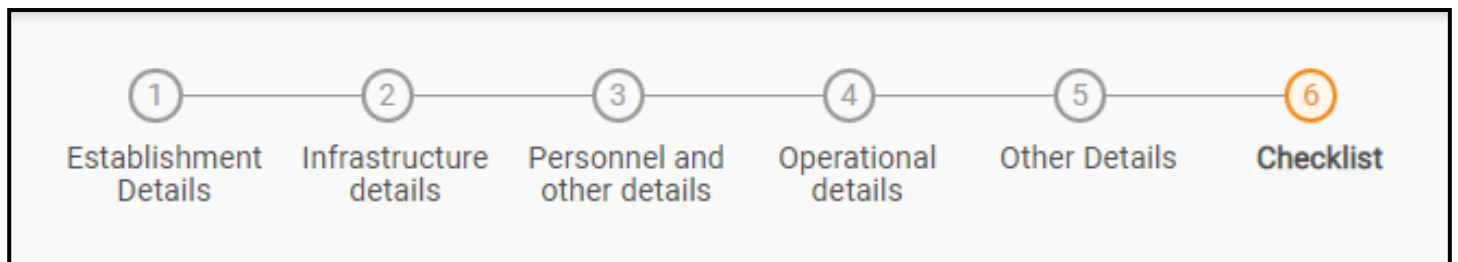






Figure 17. Six Sections of Application Form













B. Document Checklist

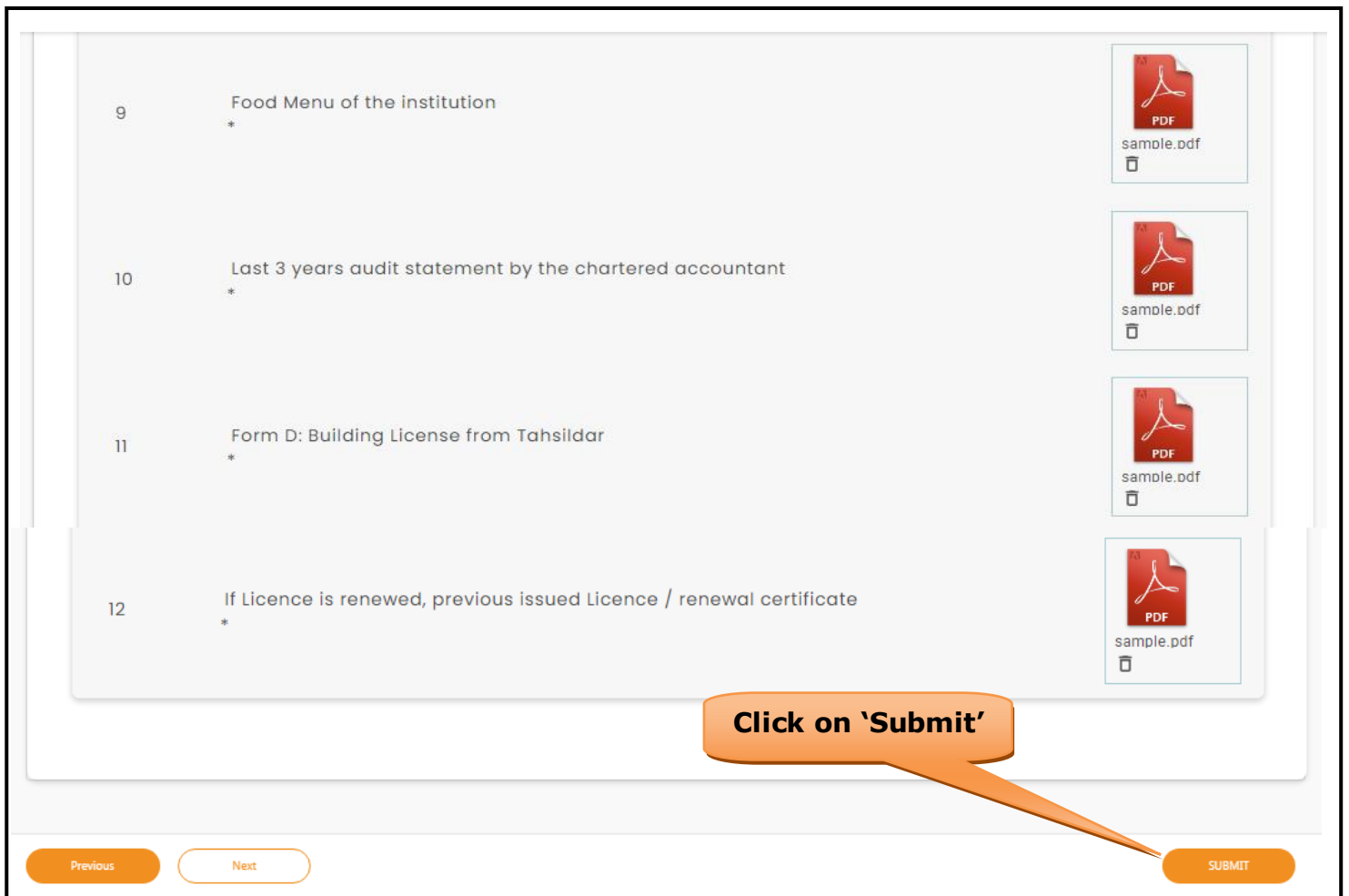
- 1) The following supporting documents need to be uploaded by the applicant as per the notes given.
- 2) Maximum 10 MB Allowed (Only .DOC, .PDF, .XLS, .BMP, .GIF, .JPEG, .PNG, .PPTX, .DOCX, .XLSX, .ZIP, .KML are allowed).
- 3) In case of multiple documents, please upload them in zip format.
- 4) After uploading all the supporting documents click on 'Submit' to get generated '**Token ID**'.





Attachments

Note 1: Maximum 10 MB Allowed (Only .DOC, .PDF, .XLS, .BMP, .GIF, .JPEG, .PNG, .PPTX, .DOCX, .XLSX, .ZIP, .KML are allowed)
Note 2: In case of multiple documents, please upload in zip format

Sr. No.	Document Name	Attach Document
1	Building stability certificate and sanitation certificate obtained either from PWD / Registered Chartered Engineer+ / Registered Chartered Architect (mention the year specifically) *	 sample.pdf 
2	Fire safety certificate from Fire Service department *	 sample.pdf 

3	Medical Certificate of the manager / resident manager/ care takers or care givers / warden or Certificate of fitness of Manager / Resident Manager *	 sample.pdf 
4	Conduct Certificate of the manager / resident manager/ care takers or care givers / warden *	 sample.pdf 
5	Police verification certificate of the manager / resident manager/ care takers or care givers / warden *	 sample.pdf 
6	Medical Certificate of the security persons *	 sample.pdf 
7	Conduct Certificate of the security persons *	 sample.pdf 
8	Police verification certificate security persons *	 sample.pdf 



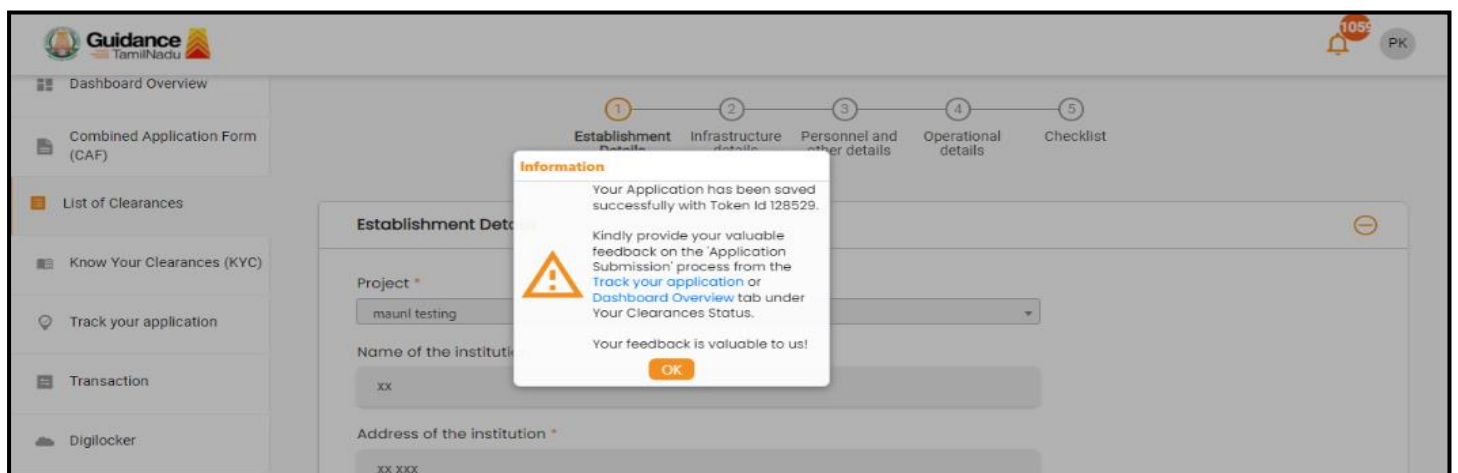
9	Food Menu of the institution *	 sample.pdf
10	Last 3 years audit statement by the chartered accountant *	 sample.pdf
11	Form D: Building License from Tahsildar *	 sample.pdf
12	If Licence is renewed, previous issued Licence / renewal certificate *	 sample.pdf

Click on 'Submit'

Previous Next **SUBMIT**

Figure 18. Checklist

Token Id Generated



Information

Your Application has been saved successfully with Token Id 128529.

Kindly provide your valuable feedback on the 'Application Submission' process from the [Track your application](#) or [Dashboard Overview](#) tab under Your Clearances Status.

Your feedback is valuable to us!

OK

105% PK

1 Establishment Infrastructure Personnel and other details Operational details Checklist

Dashboard Overview

Combined Application Form (CAF)

List of Clearances

Know Your Clearances (KYC)

Track your application

Transaction

Digilocker

Establishment Details

Project *
maunl testing

Name of the institution *
xx

Address of the institution *
xx xxx

Figure 19. Token ID

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**

The screenshot shows the 'Track your Application' page. 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', 'Transaction', and 'Digilocker'. The main content area is titled 'Track your Application' and includes a dropdown for 'Select Project/CAF' (12Jan2022New1) and buttons for 'Overview' and 'All Details'. Below this is a search section with fields for 'Application ID' (128134), 'Application Ref No.', and 'Applied on' (mm/dd/yyyy). A callout bubble with the text 'Status Changed to 'Application Submitted'' points to the 'Application Submitted' status in the table below.

Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	With Officer	Pending Days	On time/ Delayed	Action	Fee
1	105652 - 128134	-	Oct 31, 2023 11:00:58 AM	Renewal of Licence to establish, maintain or conduct hostel,lodging house or home for women and children	Oct 31, 2023 11:05:15 AM	Application Submitted	District Social Welfare Officer	0/30 days	On time	Actions	Fee on Appl Sul

Figure 20. 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**

Figure 21. 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	Fee
1	105652 - 128134	-	Oct 31, 2023 11:00:58 AM	Renewal of Licence to establish, maintain or conduct hostel,lodging house or home for women and children	Oct 31, 2023 11:05:15 AM	Application Submitted	District Social Welfare Officer	0/30 days	On time	Actions	Fee on Ap Sut

Figure 22. ‘All Details’ tab

9. Query Clarification

- 1) After submitting the application to the social welfare Department, the District Social Welfare Officer reviews the application and if there are any clarifications required, the District Social Welfare officer would raise a query to the applicant.
- 2) Applicant would receive an alert message through Registered SMS/Email.
- 3) Applicants could go to 'Track your application' option and view the query under action items under the 'All Details' Tab.
- 4) Applicants could view the status as '**Need Clarification**' under the 'Status' column. Click on the 'Action' button responds 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 'Dashboard Overview', 'Track your Application', and 'All Details'. Below this, there are search filters for Application ID (128134) and Applied on date (Oct 31, 2023). A table lists 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	105652 - 128134	-	Oct 31, 2023 11:00:58 AM	Renewal of Licence to establish, maintain or conduct hostel/lodging house or home for women and children	Oct 31, 2023 11:45:35 AM	Need Clarification	District Social Welfare Officer	0/30 days	On time	Actions

An orange callout bubble with the text 'Need Clarification' points to the 'Status' column of the application row.

Figure 23. Need Clarification

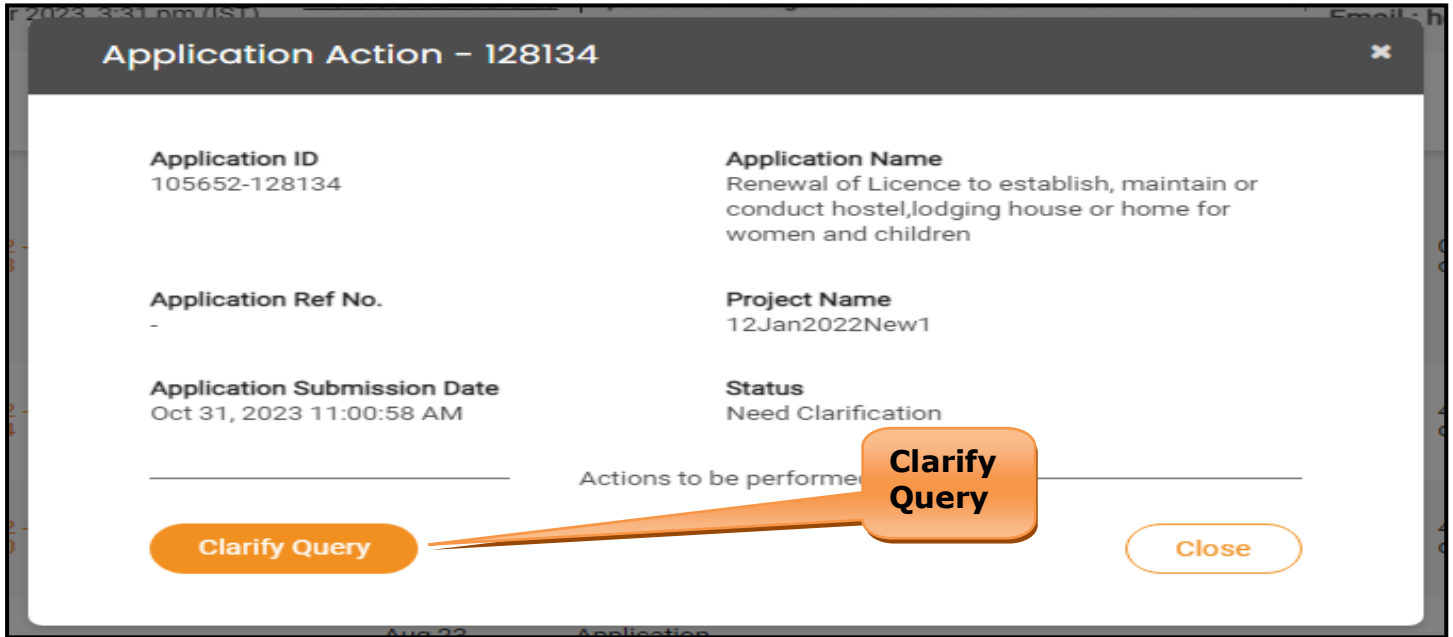


Figure 24. Provide Clarification

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

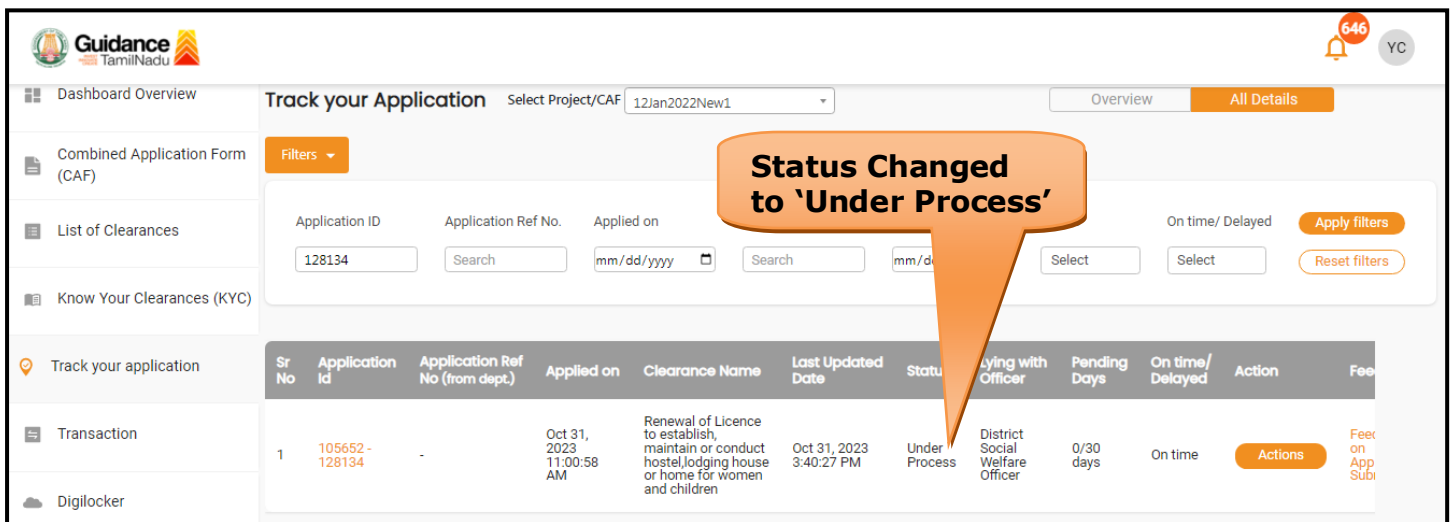


Figure 25. Under Process

10. Inspection Schedule

- 1) The District Social Welfare Officer schedules the date of appointment for inspection to be done for the specified institution.
- 2) After the Inspection is completed, the District Social Welfare Officer submits the Inspection report.
- 3) The Applicant has the provision to view the Scheduled Inspection details.

The screenshot shows the 'Track your Application' page. The table below contains 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	Fee
1	105652 - 128134	-	Oct 31, 2023 11:00:58 AM	Renewal of Licence to establish, maintain or conduct hostel, lodging house or home for women and children	Nov 1, 2023 2:40:27 PM	Inspection scheduled	District Social Welfare Officer	1/30 days	On time	Actions	Fee on App Sub

Figure 16. Inspection Scheduled

Application Action - 128134

Application ID 105652-128134	Application Name Renewal of Licence to establish, maintain or conduct hostel, lodging house or home for women and children
Application Ref No. -	Project Name 12Jan2022New1
Application Submission Date Oct 31, 2023 11:00:58 AM	Status Inspection Scheduled

Actions to be performed

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

Figure 27. Scheduled Inspection Details

Guidance TamilNadu

- Dashboard Overview
- Combined Application Form (CAF)
- List of Clearances
- Know Your Clearances (KYC)

Inspection Details : 128134

Inspection Scheduled Date (DD/MM/YYYY):

01/11/2023

[View Inspection Date](#)

Figure 28. View Inspection Date

11. Application Processing

- 1) The District Collector scrutinizes and reviews the application and updates the status as **"Approved"**.

The screenshot shows the 'Track your Application' page. The application ID is 128134. The status is 'Approved'. 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	Fee
1	105652 - 128134	-	Oct 31, 2023 11:00:58 AM	Renewal of Licence to establish, maintain or conduct hostel, lodging house or home for women and children	Nov 2, 2023 2:40:27 PM	Approved	District Collector	2/30 days	On time	Actions	Fee on App Sub

Figure 29. Application Processed

Make Payment

- 1) Click on Payment through online.

The screenshot shows the 'Track your Application' page. The application ID is 128134. The status is 'Make Payment'. 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	Fee
1	105652 - 128134	-	Oct 31, 2023 11:00:58 AM	Renewal of Licence to establish, maintain or conduct hostel, lodging house or home for women and children	Nov 2, 2023 2:40:27 PM	Make Payment	Applicant	2/30 days	On time	Actions	Fee on App Sub

Figure 30. Make Payment

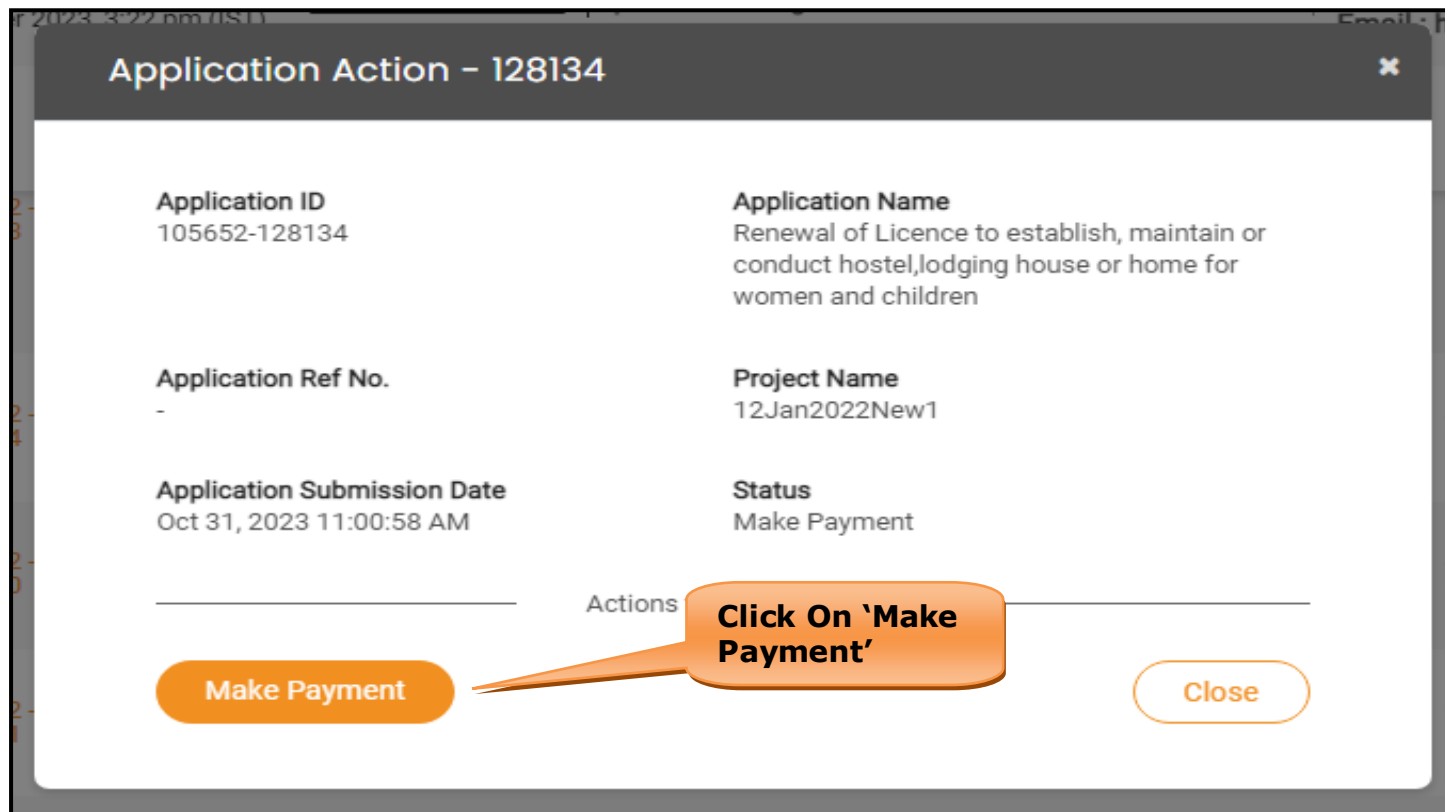


Figure 31. Make Payment (cond.)

12. Payment Process

- 1) After clicking on '**Make Payment**' button either '**SBI**' or '**PAYGOV**' payment gateway.

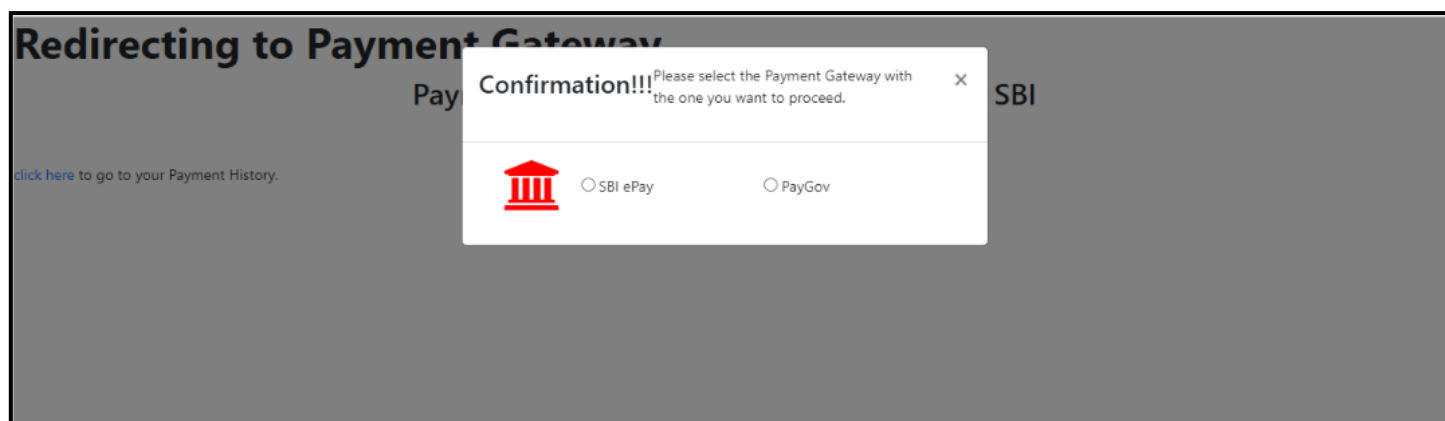


Figure 32. Token ID Generated

- 2) The Applicant has the provision to make the payment by using either **“SBI or PAYGOV”** Payment gateway.
- 3) Click on ‘Ok’ button, SBI or PAYGOV Payment Gateway screen would appear, click on Radio button **‘SBI or PAYGOV’**.

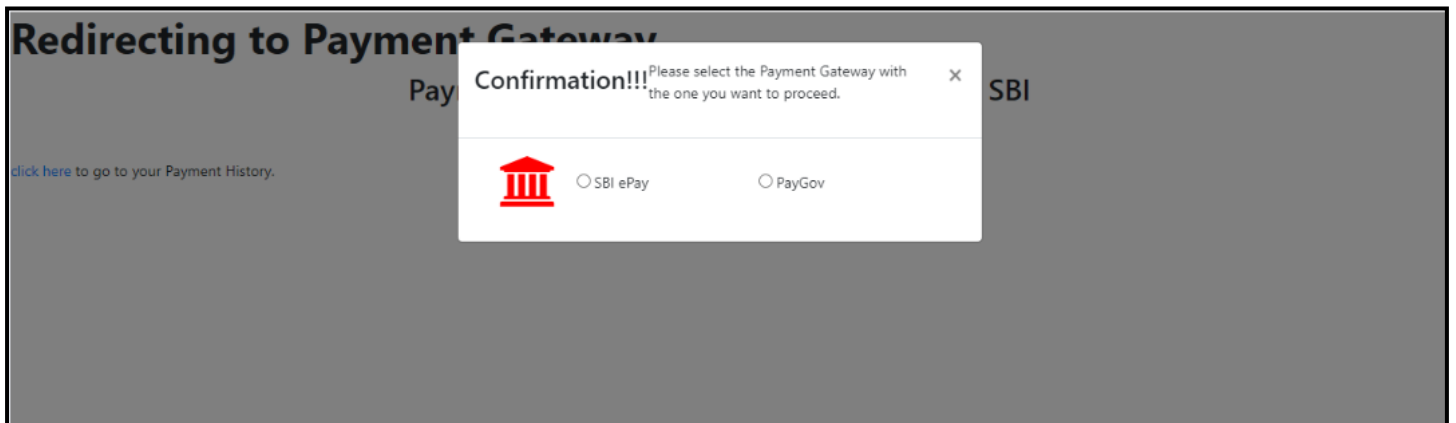


Figure 33. Payment Process

- 4) Then the payment **‘Reference number’** would be generated, refer to the instruction note as shown in the below figure.
- 5) Click on ‘Ok’ button, follow the payment process and make the payment.

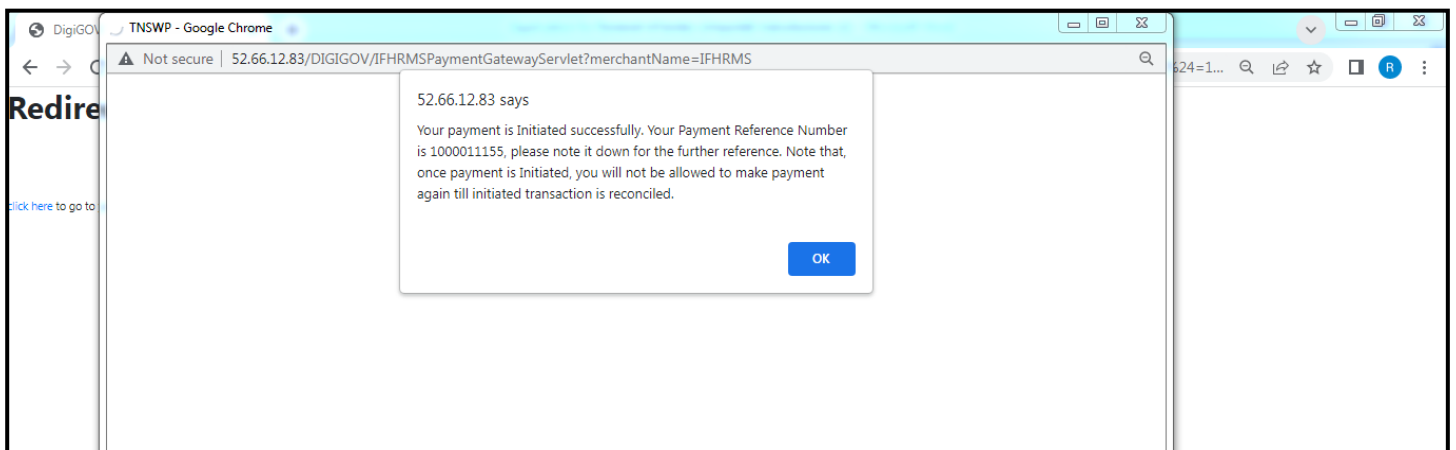


Figure 34. Payment Reference Number

2) If the application is '**Approved**' by District Collector, the applicant can download the Approval Certificate under **Track your application - > Action button -> Download Approval Certificate** (Refer Figure 35)

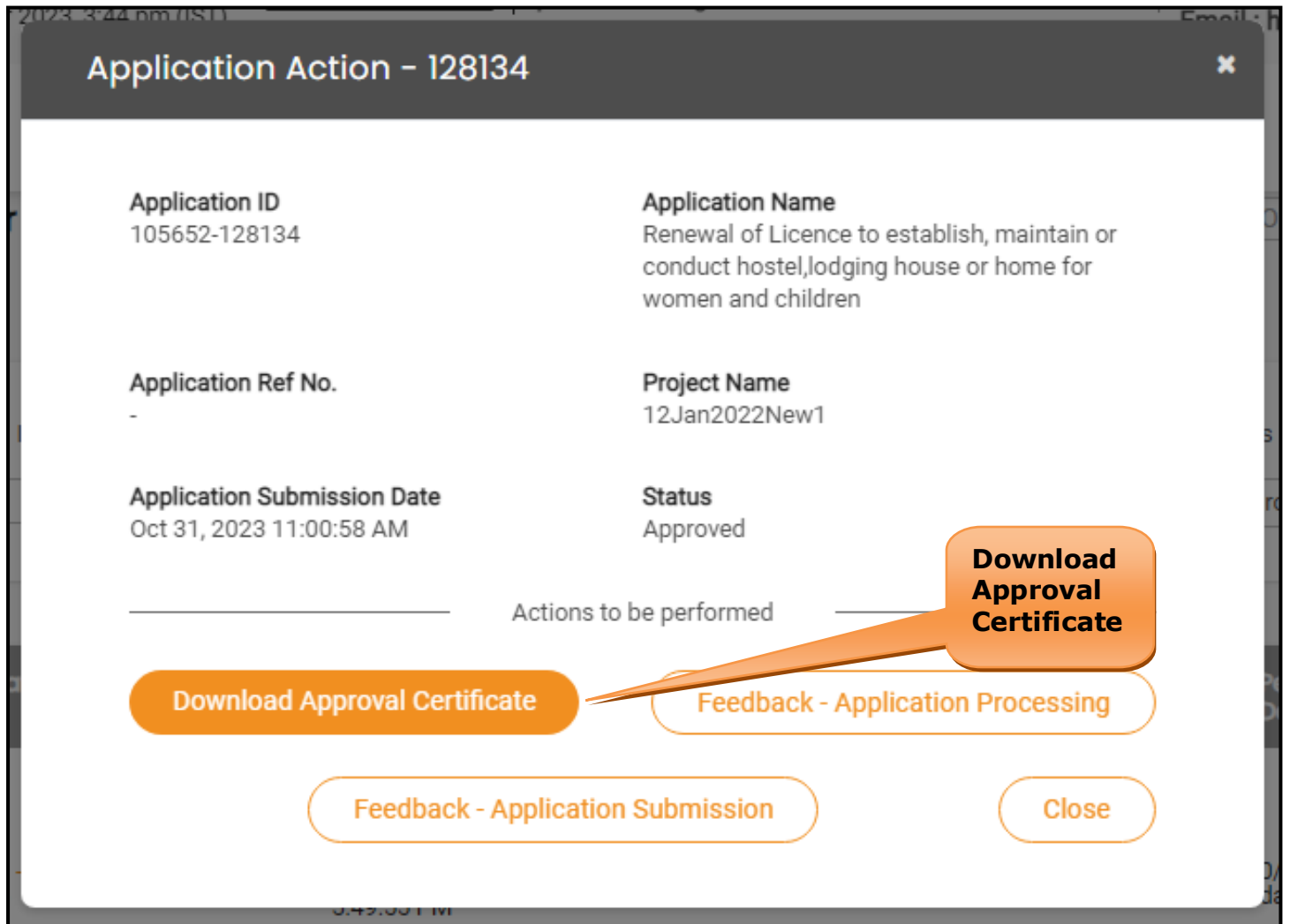


Figure 35. Download Approval Certificate

