



TAMILNADU SINGLE WINDOW PORTAL

APPLICANT MANUAL

Approval for factory plan

Directorate of Industrial Safety and Health



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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



Operational Timings For Toll Free Number: 8:30 AM to 8:30 PM

Toll Free Number: 18002583878
Email : helpdesk@investtn.in

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

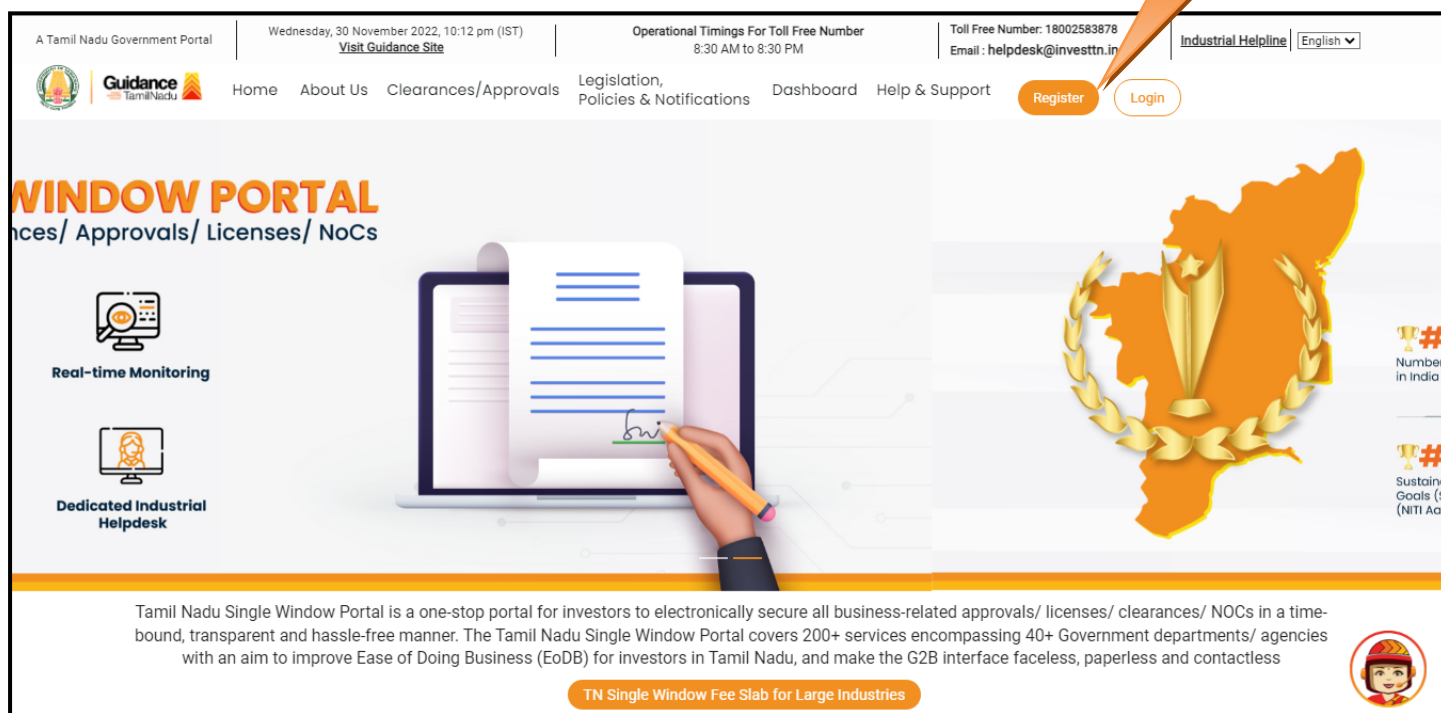
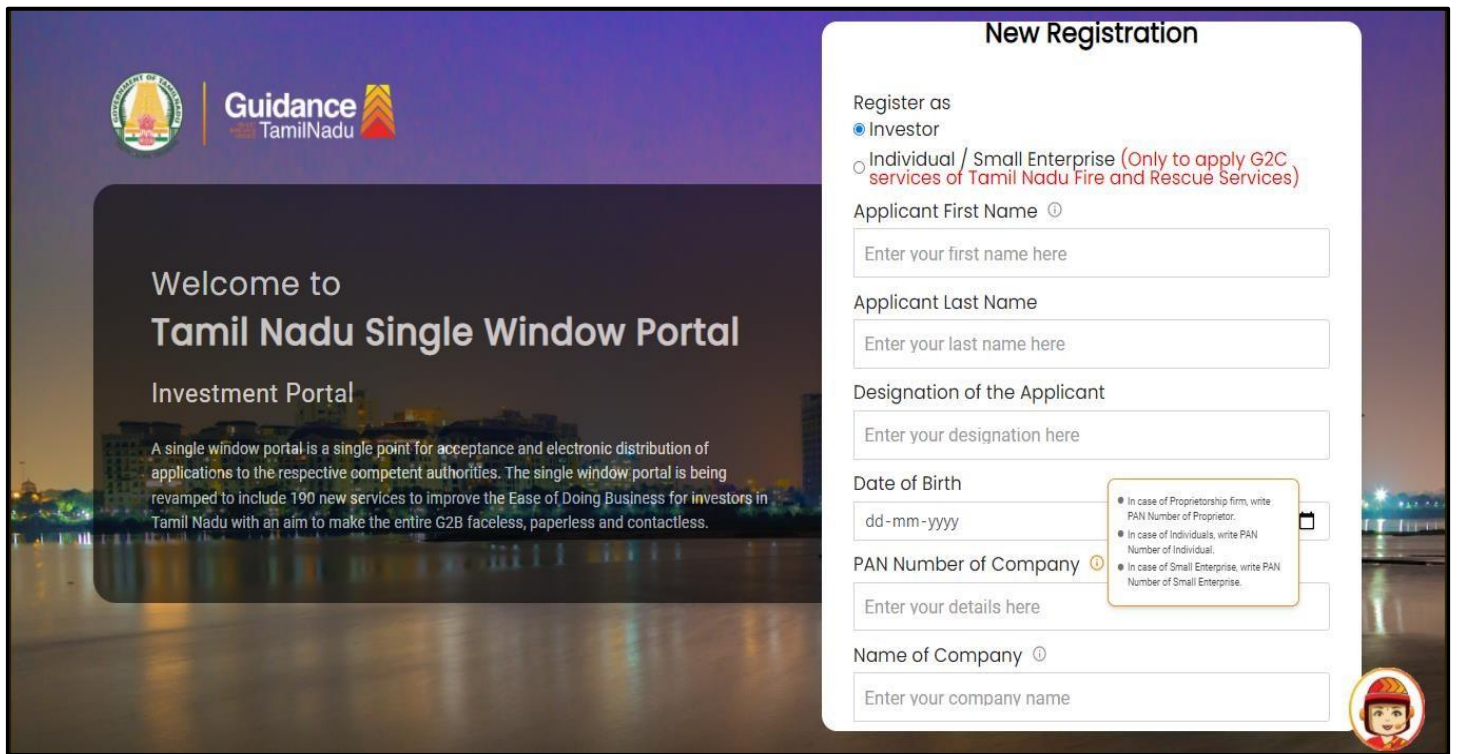


Figure 2. Register

- 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

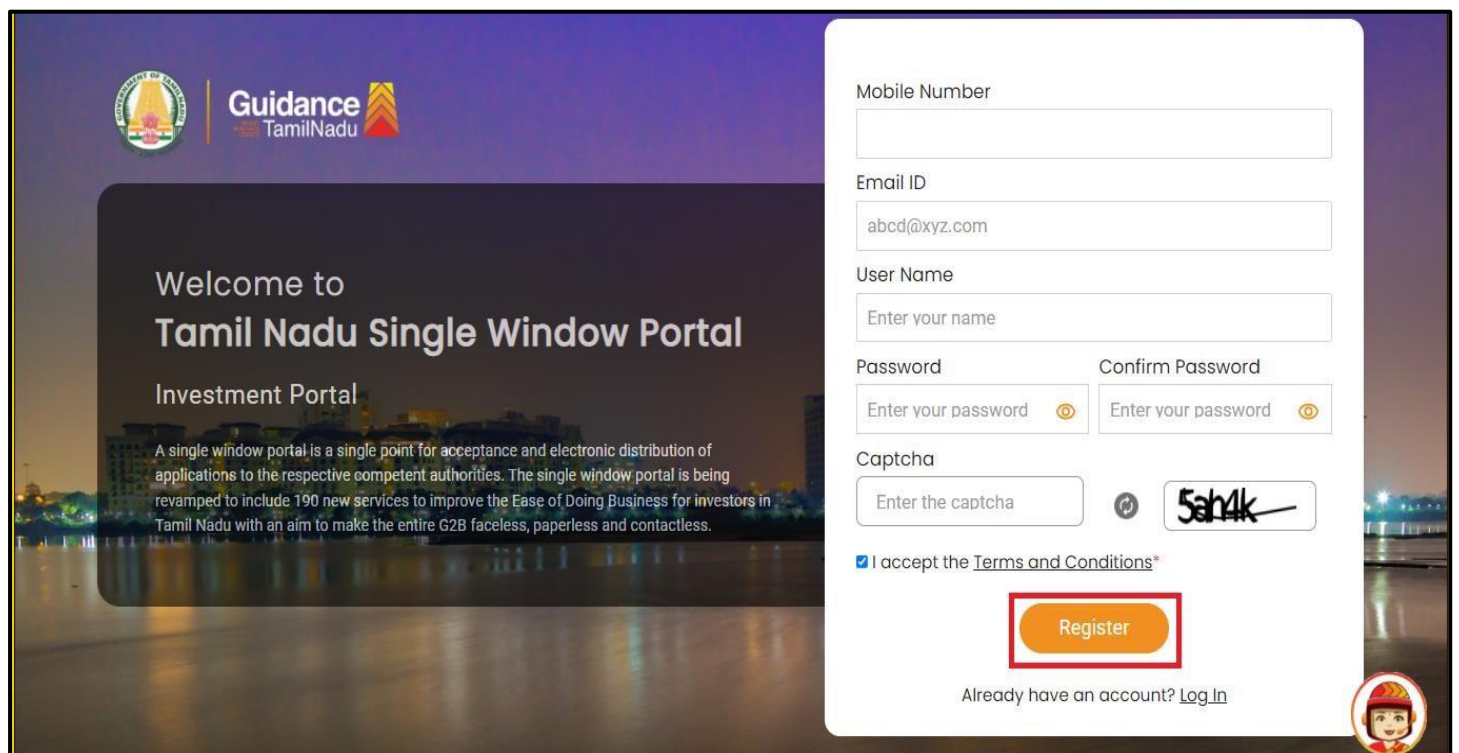
Designation of the Applicant

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.

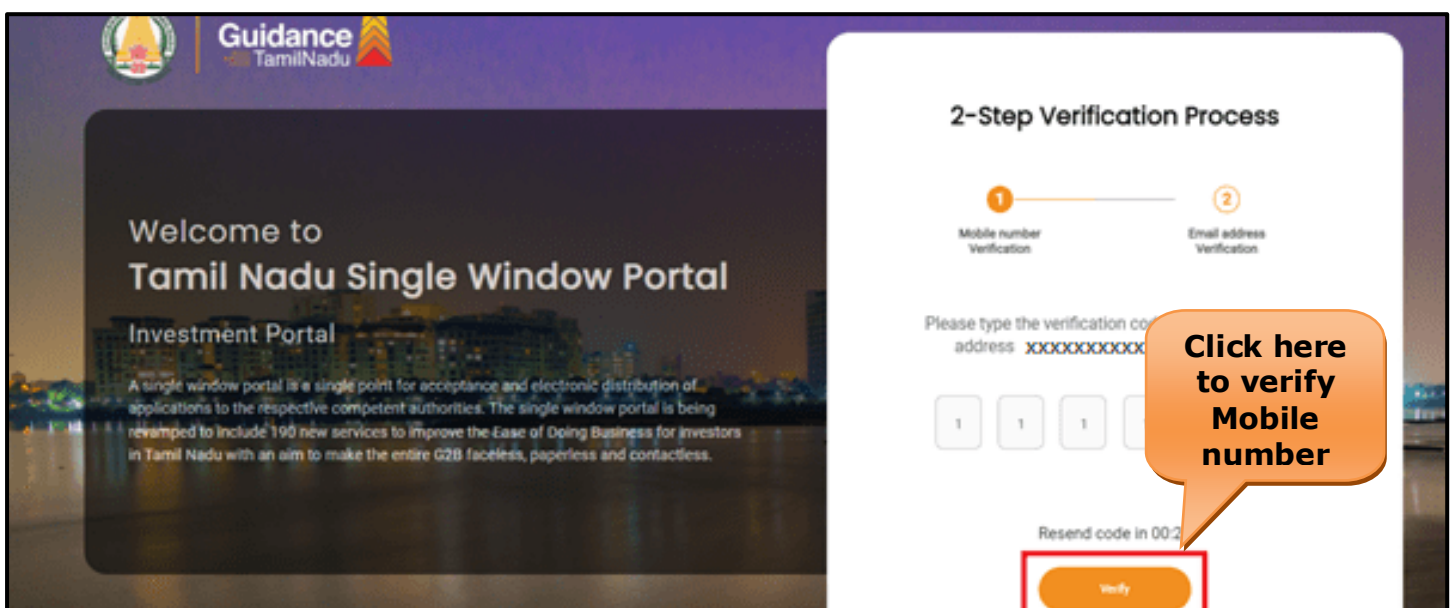


Figure 5. Mobile Number Verification

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.

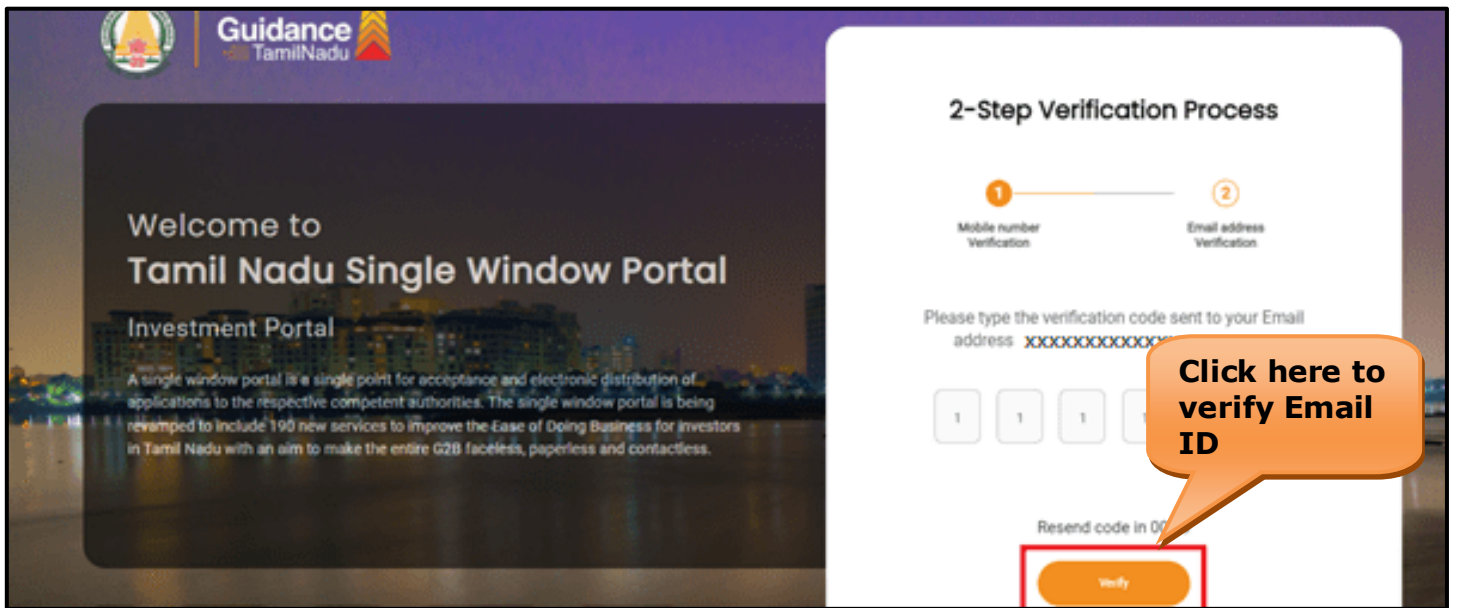


Figure 6. Email ID Verification

- 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.

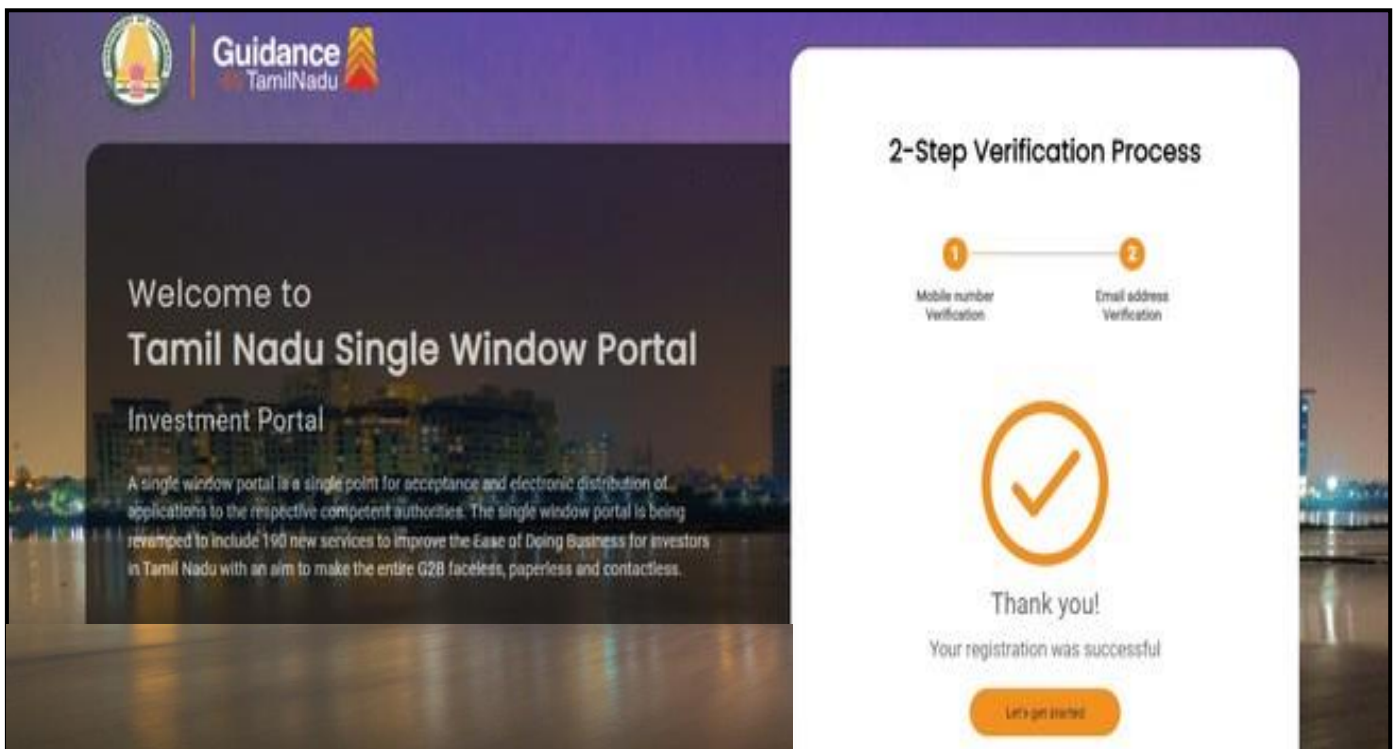


Figure 7. Registration Confirmation Pop-Up

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

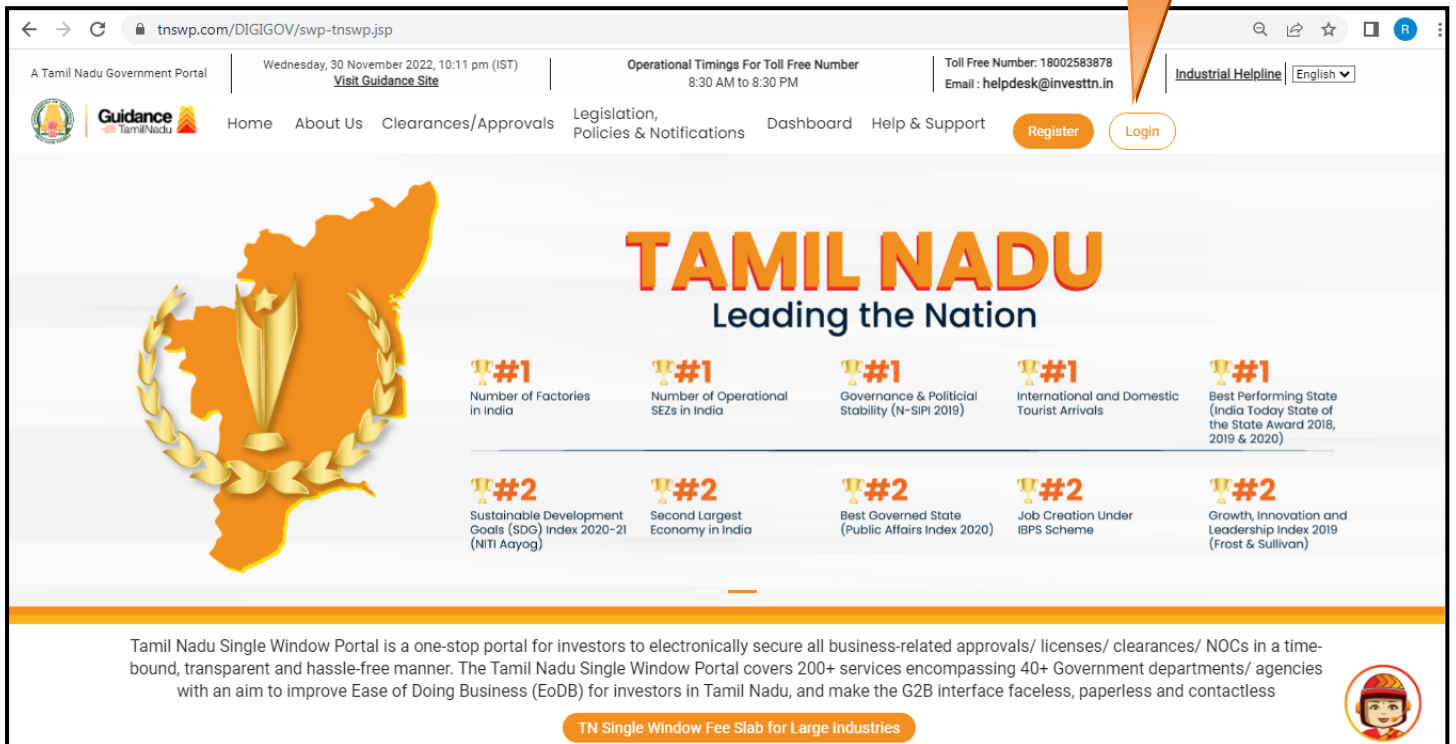
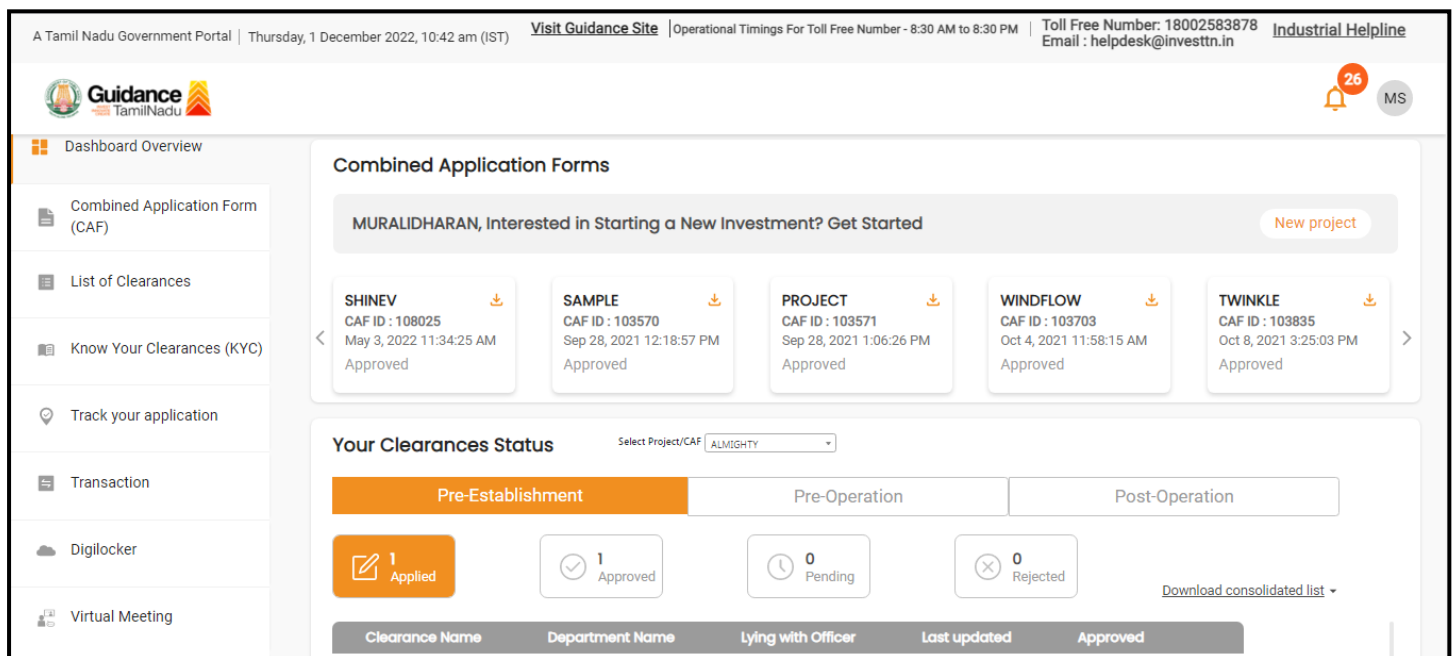


Figure 8. Login

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 shows the dashboard overview page for the TNSWP. The page header includes the Tamil Nadu Government Portal information, the date and time (Thursday, 1 December 2022, 10:42 am IST), and contact details for the Industrial Helpline. The main content area is divided into several sections:

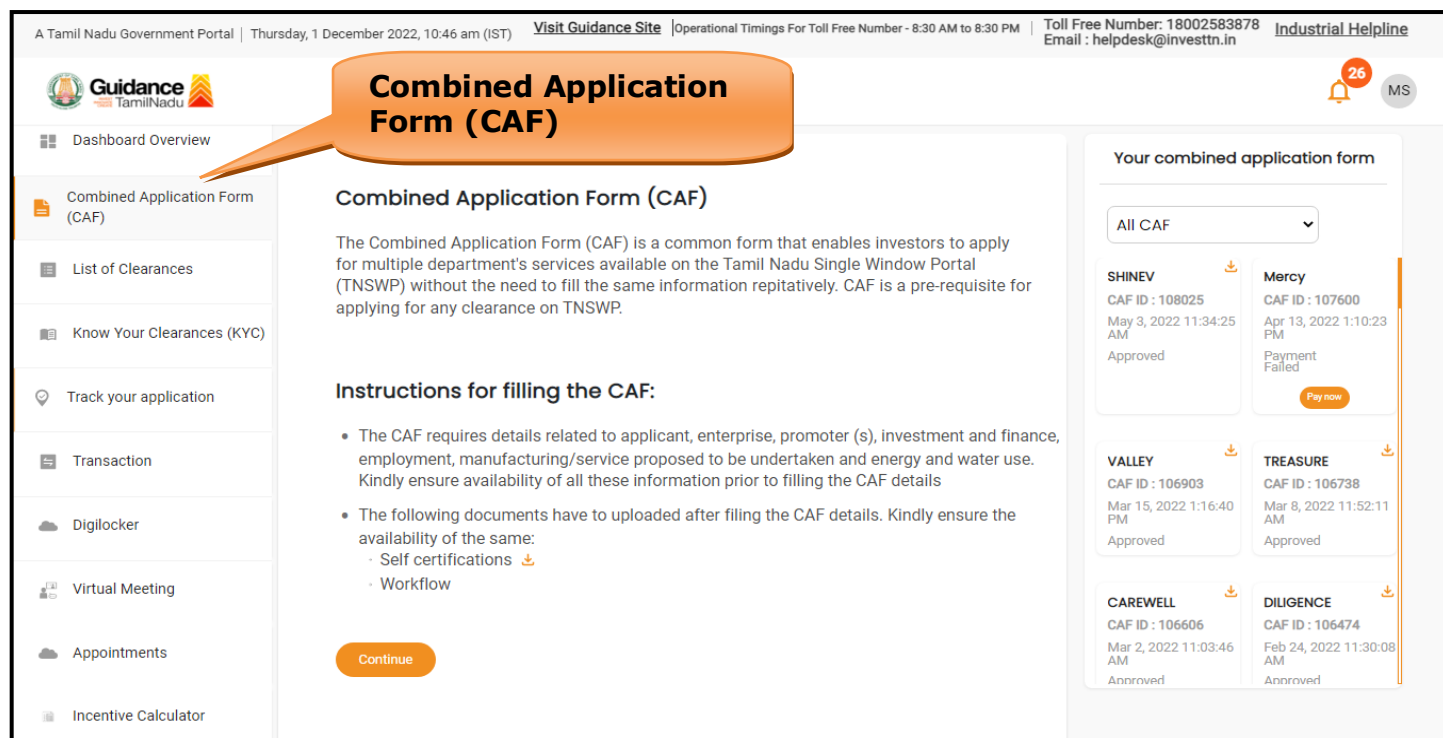
- Dashboard Overview:** A sidebar menu with options like Combined Application Form (CAF), List of Clearances, Know Your Clearances (KYC), Track your application, Transaction, Digilocker, and Virtual Meeting.
- Combined Application Forms:** A section titled "MURALIDHARAN, Interested in Starting a New Investment? Get Started" with a "New project" button. Below this, there are five cards representing different projects: SHINEV, SAMPLE, PROJECT, WINDFLOW, and TWINKLE. Each card shows the CAF ID, the date and time of approval, and the status (Approved).
- Your Clearances Status:** A section with a dropdown menu for "Select Project/CAF" (currently set to "ALMIGHTY"). It features three tabs: Pre-Establishment (selected), Pre-Operation, and Post-Operation. Below the tabs, there are four status boxes: Applied (1), Approved (1), Pending (0), and Rejected (0). A "Download consolidated list" link is also present.

Clearance Name	Department Name	Lying with Officer	Last updated	Approved
SHINEV			May 3, 2022 11:34:25 AM	Approved
SAMPLE			Sep 28, 2021 12:18:57 PM	Approved
PROJECT			Sep 28, 2021 1:06:26 PM	Approved
WINDFLOW			Oct 4, 2021 11:58:15 AM	Approved
TWINKLE			Oct 8, 2021 3:25:03 PM	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 get auto populated in the application form which minimizes the time spent on entering the same details while filling multiple applications.
- 4) The Overview of the Combined Application Form (CAF) and the instructions to fill in the Combined Application Form (CAF) are mentioned in the below Figure.
- 5) Click on '**Continue**' button to fill in the Combined Application Form.



A Tamil Nadu Government Portal | Thursday, 1 December 2022, 10:46 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

Combined Application Form (CAF)

Dashboard Overview

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

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

[Continue](#)

Your combined application form

All CAF

SHINEV CAF ID : 108025 May 3, 2022 11:34:25 AM Approved	Mercy CAF ID : 107600 Apr 13, 2022 11:10:23 PM Payment Failed Pay now
VALLEY CAF ID : 106903 Mar 15, 2022 1:16:40 PM Approved	TREASURE CAF ID : 106738 Mar 8, 2022 11:52:11 AM Approved
CAREWELL CAF ID : 106606 Mar 2, 2022 11:03:46 AM Approved	DILIGENCE CAF ID : 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).

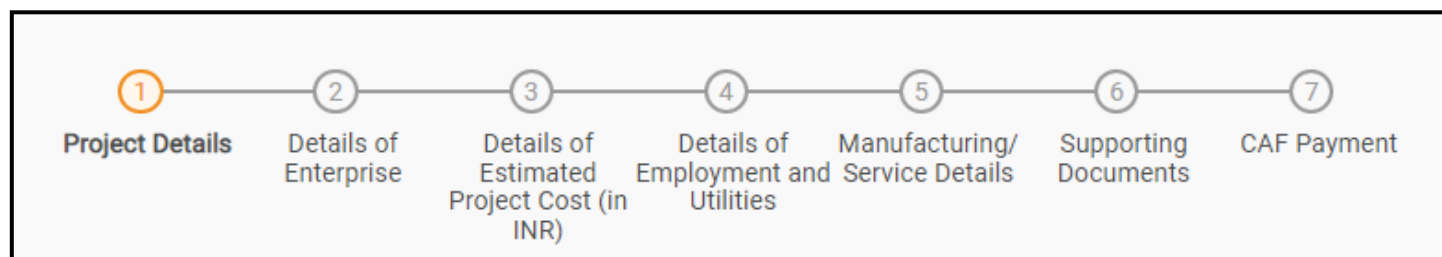


Figure 11. Section of Combined Application Form (CAF)

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).

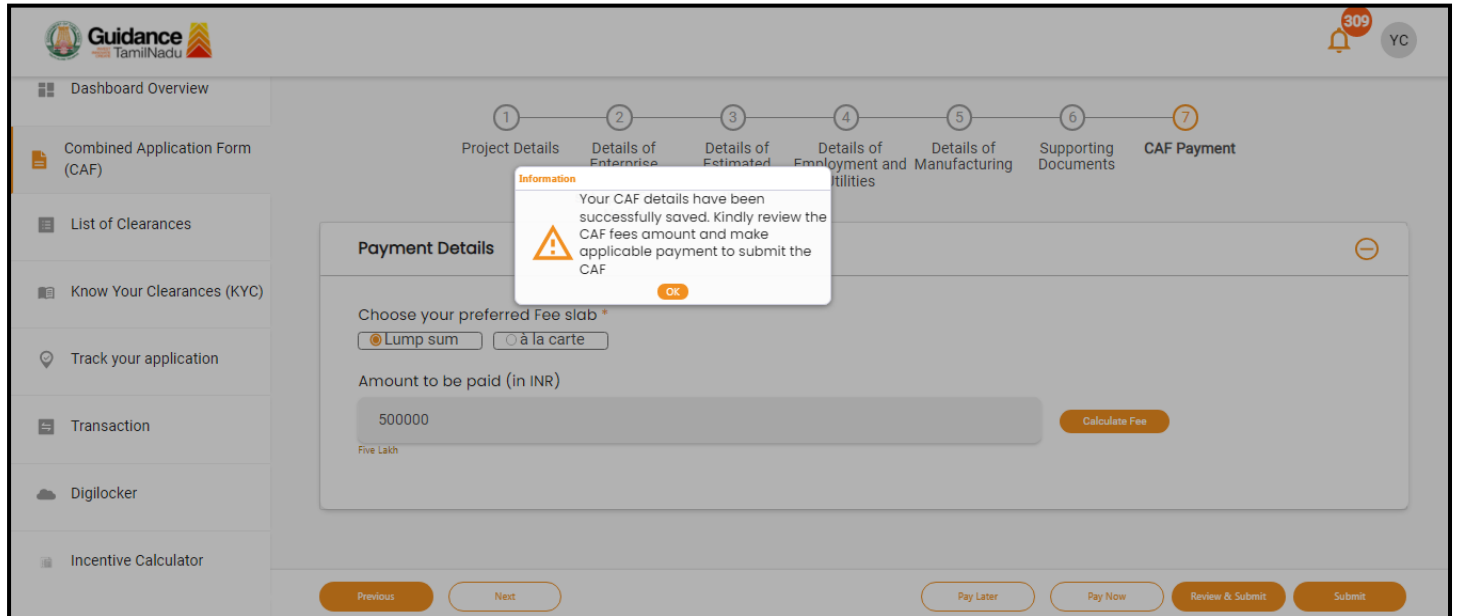


Figure 12. Combined Application Form (CAF) - Confirmation Message

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 Approval for Factory Plan

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 ‘Pre-Establishment Stage Clearance’ and find the clearance ‘Approval for Factory Plan’ by using Search option as shown in the figure given below.

Pre-Establishment Stage Clearance

Search for Clearance

Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
7	Approval for factory plan	Directorate of Industrial Safety and Health	14 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

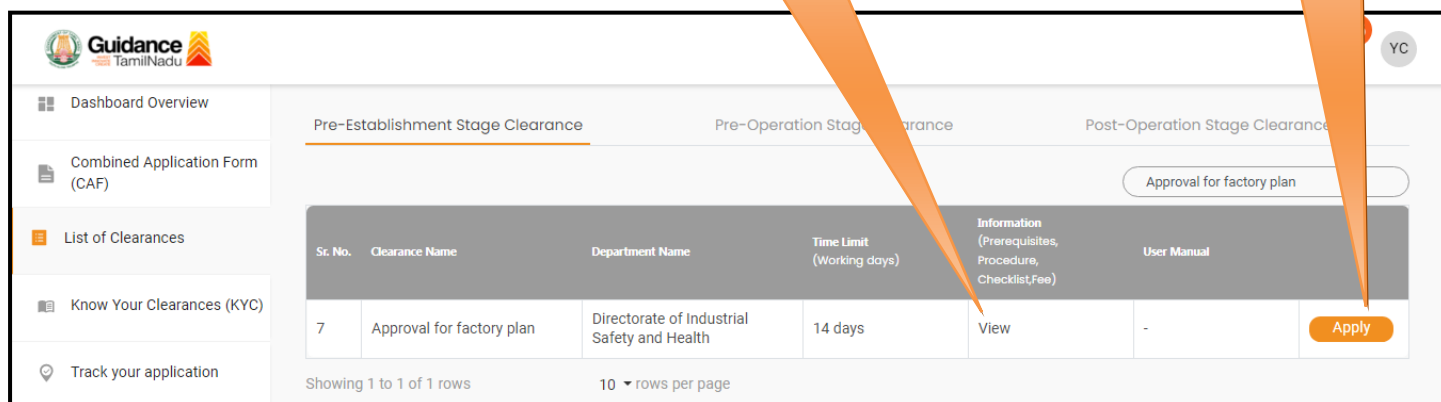


Figure 15. Apply for Clearance

1) Select **PROJECT / CAF** from the drop-down menu.

Confirmation!!!

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

Department Name
Directorate of Industrial Safety and Health

Name of the Clearance
Approval for factory plan

Select Project/CAF *

Dish75

Close

Select CAF

Click on Apply

Apply

Figure 16. Project/CAF

2) Click on the Apply button and the Page will get redirected to Factory Plan Approval.

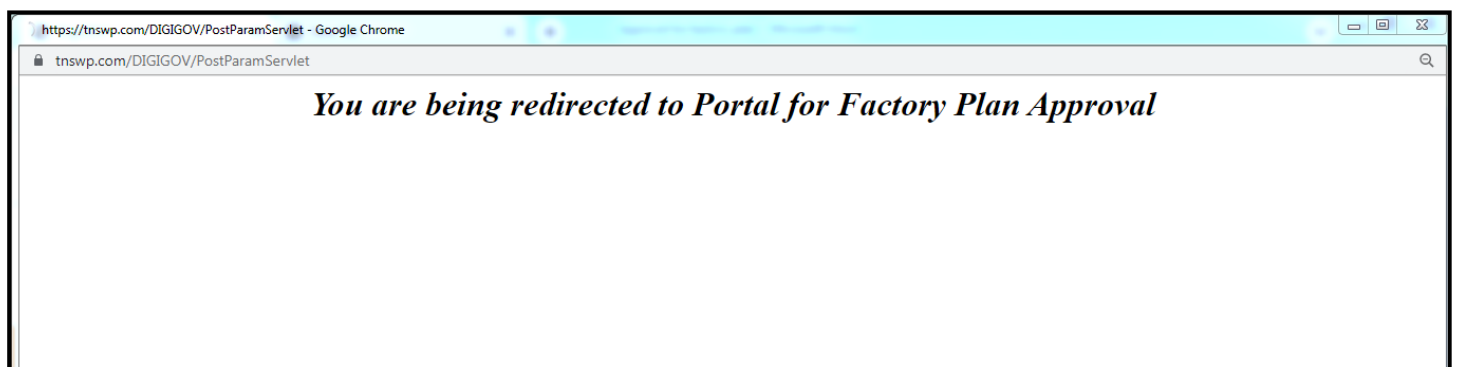
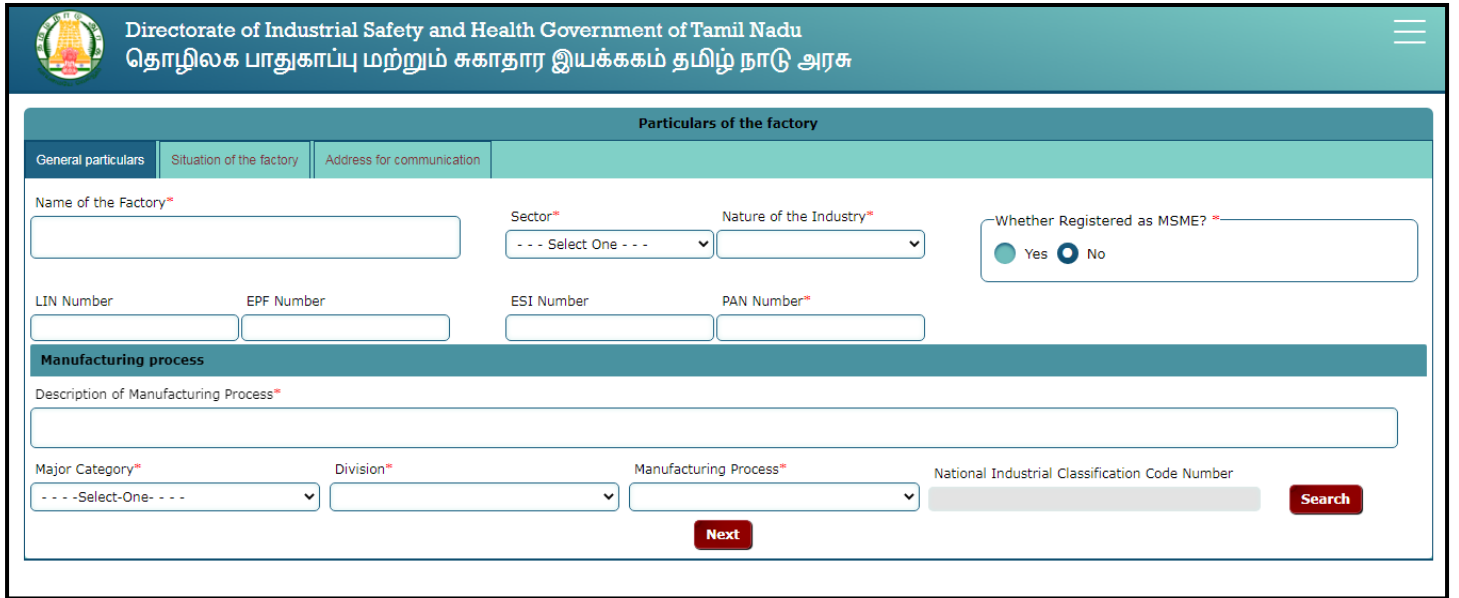


Figure 17. Redirecting to Factory plan Approval

3) Enter all the mandatory details in the application for Particulars of the factory.



Directorate of Industrial Safety and Health Government of Tamil Nadu
தொழிலக பாதுகாப்பு மற்றும் சுகாதார இயக்ககம் தமிழ் நாடு அரசு

Particulars of the factory

General particulars | Situation of the factory | Address for communication

Name of the Factory* Sector* Nature of the Industry*

Whether Registered as MSME? * Yes No

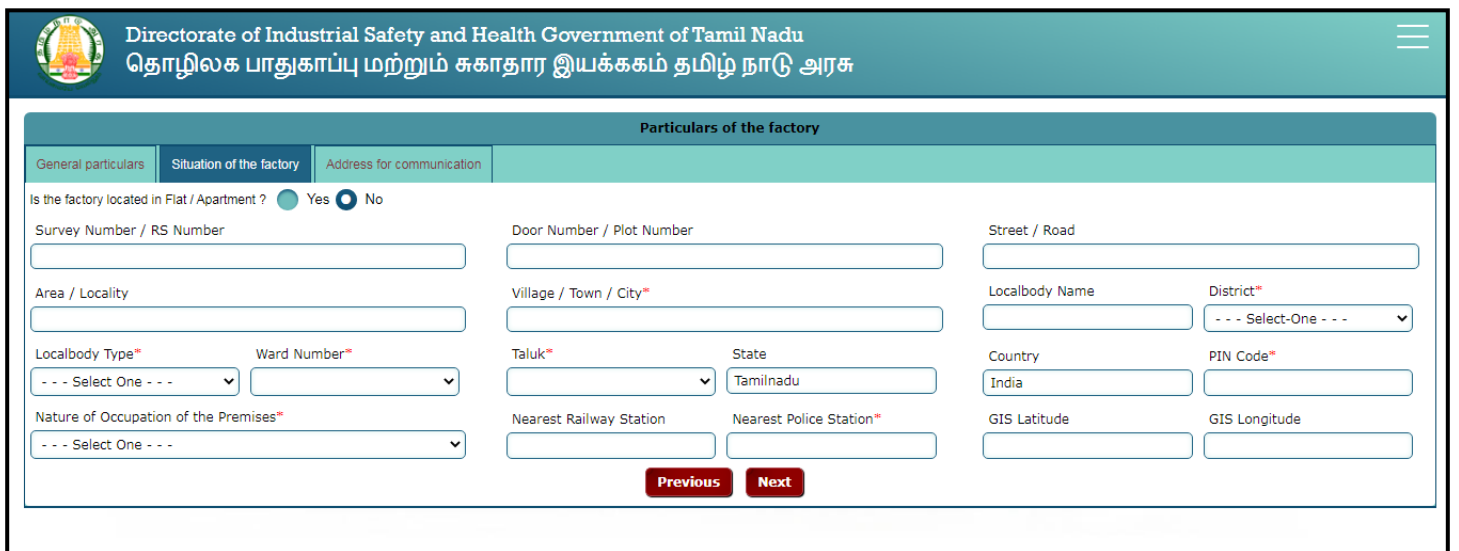
LIN Number EPF Number ESI Number PAN Number*

Manufacturing process

Description of Manufacturing Process*

Major Category* Division* Manufacturing Process* National Industrial Classification Code Number

Figure 18. General Particulars



Directorate of Industrial Safety and Health Government of Tamil Nadu
தொழிலக பாதுகாப்பு மற்றும் சுகாதார இயக்ககம் தமிழ் நாடு அரசு

Particulars of the factory

General particulars | Situation of the factory | Address for communication

Is the factory located in Flat / Apartment ? Yes No

Survey Number / RS Number Door Number / Plot Number Street / Road

Area / Locality Village / Town / City* Localbody Name District*

Localbody Type* Ward Number* Taluk* State Country PIN Code*

Nature of Occupation of the Premises* Nearest Railway Station Nearest Police Station* GIS Latitude GIS Longitude

Figure 19. Situation of the Factory

Directorate of Industrial Safety and Health Government of Tamil Nadu
தொழிலக பாதுகாப்பு மற்றும் சுகாதார இயக்ககம் தமிழ் நாடு அரசு

Particulars of the factory

General particulars | Situation of the factory | Address for communication

Is the address related to a flat / apartment ? Yes No

Door Number / Plot Number:

Street / Road:

Area / Locality:

Village / Town / City*:

District:

State*:

Country*:

PIN Code*:

Landline Phone Number:

Mobile Number*:

Fax Number:

Email Id*:

Website Address:

Click on 'Submit'

Figure 20. Address for Communication

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**

Guidance TamilNadu

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Dashboard Overview | Track your Application | Select Project/CAF: 01Feb2022new1 | Overview | All Details

Filters

Application ID: Application Ref No.: Applied on:

Sr No	Application Id	Application Ref No (from dept)	Applied on	Clearance Name	Last Update Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action	Fe
1	104395-110650	FA00009986_3000003	July 25, 2023 10:55:34 AM	Approval for factory plan	July 26, 2023 12:17:21 PM	Application Submitted	Joint Director of Industrial Safety and Health - I, Chennai	1/14 days	On time	<input type="button" value="Actions"/>	Fe on Ap Su

Status Changed to 'Application Submitted'

Digilocker

Figure 22. Status of the Application

8. Track Your Application

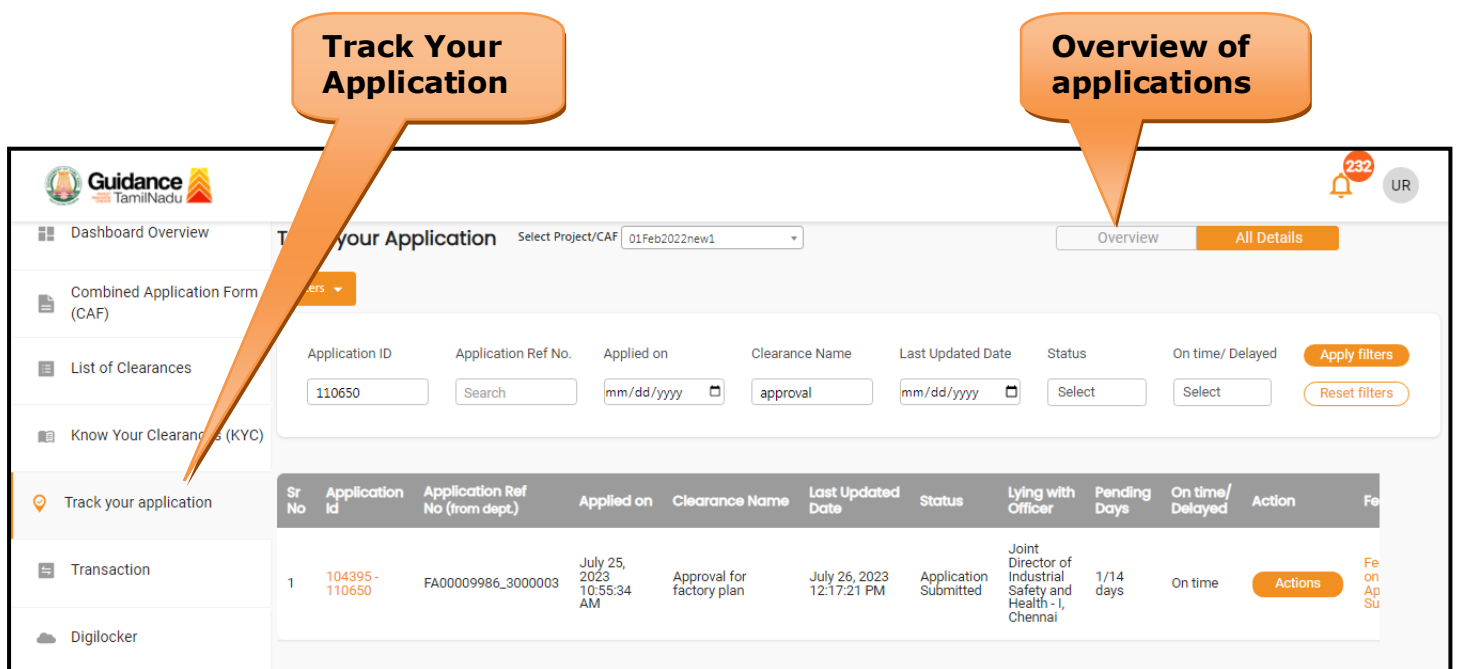
1) After submitting the application, a unique 'token ID' would be generated. Using the '**Token ID**' the Applicant can track the status of clearances by clicking on 'Track your application' option.'

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**



The screenshot displays the 'Track Your Application' page. At the top, there is a 'Select Project/CAF' dropdown menu. Below it, there are search filters for Application ID, Application Ref No., Applied on, Clearance Name, Last Updated Date, Status, and On time/Delayed. A table lists application records with 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. A callout box labeled 'Track Your Application' points to the 'Track your application' option in the sidebar. Another callout box labeled 'Overview of applications' points to the 'Overview' tab in the top right corner.

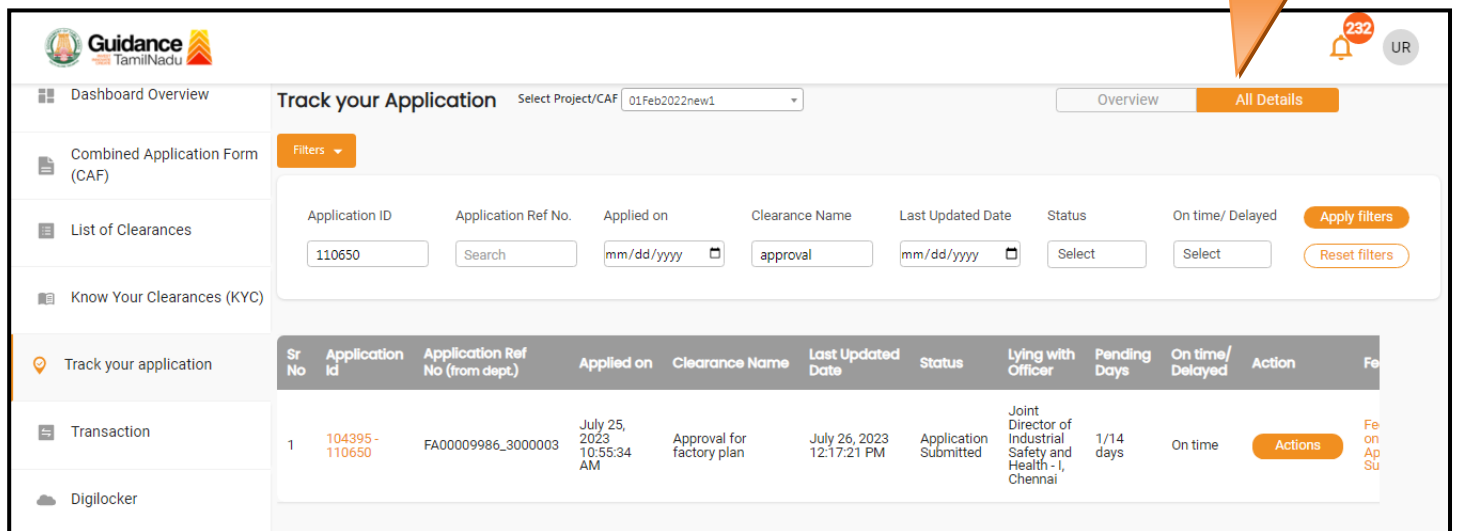
Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/Delayed	Action
1	104395-110650	FA00009986_3000003	July 25, 2023 10:55:34 AM	Approval for factory plan	July 26, 2023 12:17:21 PM	Application Submitted	Joint Director of Industrial Safety and Health - I, Chennai	1/14 days	On time	Actions

Figure 23. Track Your Application

- **Track your application– ‘All Details’ Option**

By clicking on ‘All details’ tab, Applicant can view the following statuses of the list of clearances applied for the specified project.

- **Applied on**
- **Last updated date**
- **Status of the application**
- **Lying with officer**
- **Pending days**
- **On time / Delayed Action**

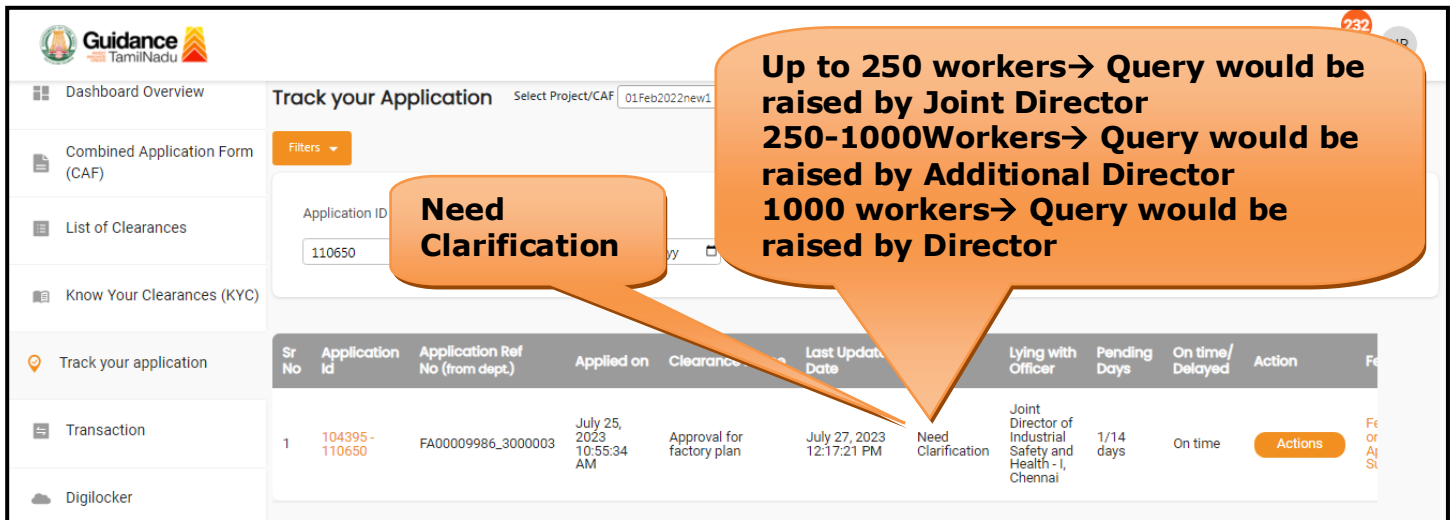
The screenshot displays the 'Track your Application' page with the 'All Details' tab selected. A table lists application details:

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	Fe
1	104395 - 110650	FA00009986_3000003	July 25, 2023 10:55:34 AM	Approval for factory plan	July 26, 2023 12:17:21 PM	Application Submitted	Joint Director of Industrial Safety and Health - I, Chennai	1/14 days	On time	Actions	Fe on Ap Su

Figure 24. ‘All Details’ tab

9. Query Clarification

- 1) After submitting the application to the Director of Industrial Safety and Health-I, the Joint Director will review the application and if there are any clarifications required, the Joint Director will 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. Clicking on 'Action' button responds to the query as shown in the below figure.



The screenshot shows the 'Track your Application' page with a table of application records. A callout box points to the 'Need Clarification' status in the table, and another callout box explains the worker count thresholds for different levels of clarification.

Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance	Last Update Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	104395-110650	FA00009986_3000003	July 25, 2023 10:55:34 AM	Approval for factory plan	July 27, 2023 12:17:21 PM	Need Clarification	Joint Director of Industrial Safety and Health - I, Chennai	1/14 days	On time	Actions

Need Clarification

Up to 250 workers → Query would be raised by Joint Director
 250-1000 Workers → Query would be raised by Additional Director
 1000 workers → Query would be raised by Director

Figure 25. Need Clarification

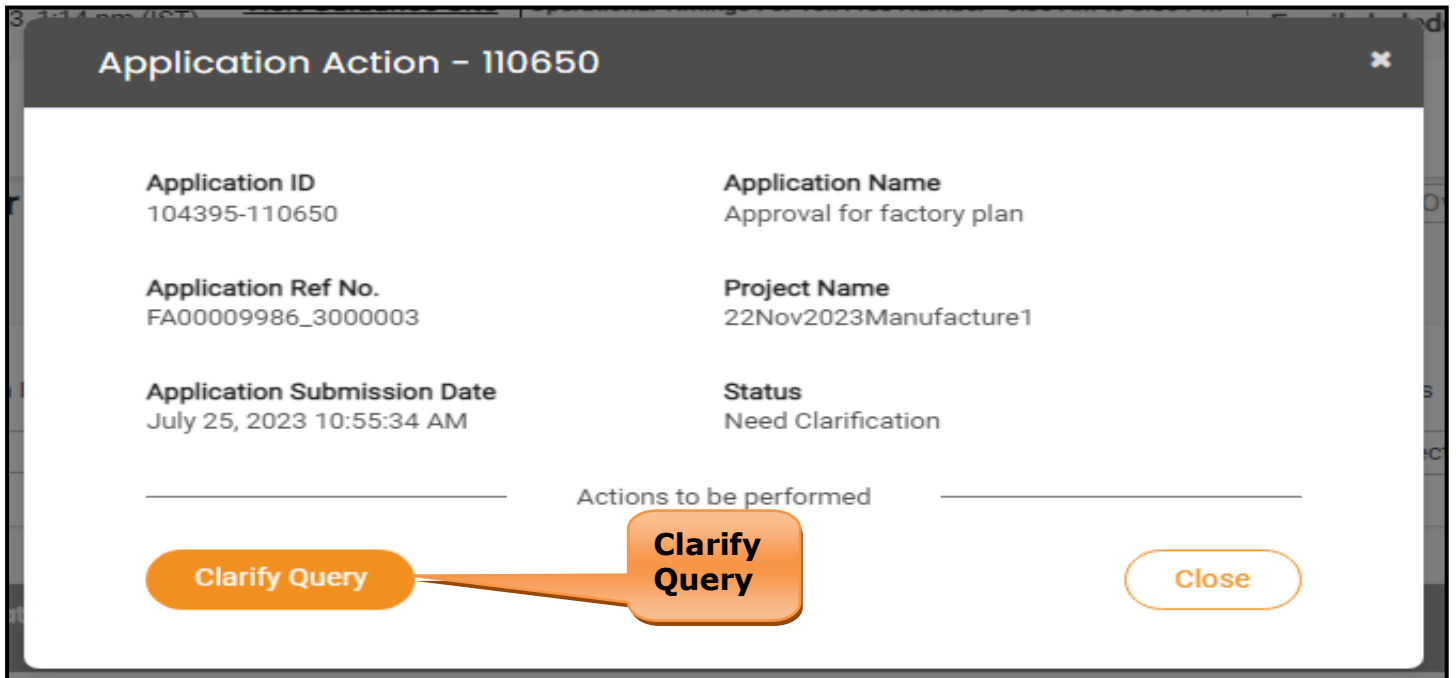


Figure 26. Clarify Query

- 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.

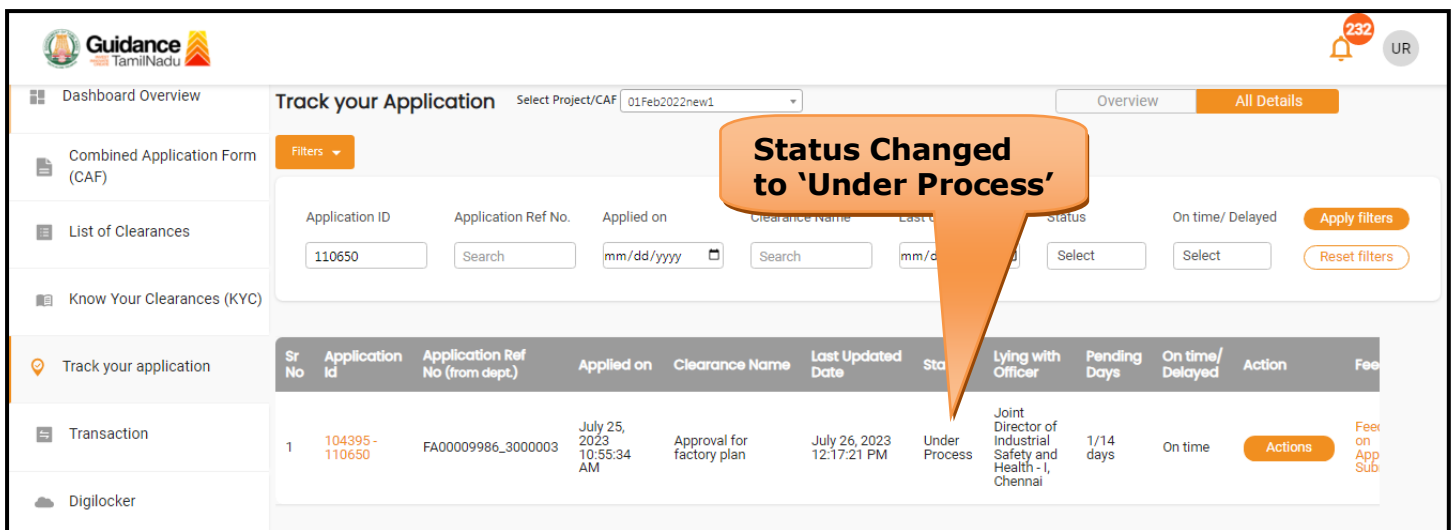


Figure 27. Under Process

10. Application Processing

1) The Director scrutinizes and reviews the application and updates the status as **“Approved”** or **“Rejected”**.

Up to 250 workers→Approved by Joint Director
250-1000Workers→Approved by Additional Director
1000 workers→Approved by Director

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	Fee
1	104395-110650	FA00009986_3000003	July 25, 2023 10:55:34 AM	Approval for factory plan	July 28, 2023 12:17:21 PM	Approved	Director of Industrial Safety and Health - I, Chennai	3/14 days	On time	Actions

Figure 28. Application Processed

2) If the application is **‘Approved’** by the Director, the applicant can download the Certificate under **Track your application – > Action button -> Download Certificate** (Refer Figure 29)

Application Action - 110650

Application ID 104395-110650	Application Name Approval for Factory Plan
Application Ref No. FA00009986_3000003	Project Name 22Nov2023Manufacture1
Application Submission Date July 25, 2023 12:55:33 PM	Status Approved

Download

Feedback - Application Processing

Feedback - Application Submission

Close

Figure 29. Download Certificate

3) If the application is '**Rejected**' by the Director, the applicant can view the rejection remarks under the Actions Tab by the department. Applicant has to create a fresh application if the application has been rejected. (Refer Figure 30)

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	Fee
1	104395-110650	FA00009986_3000003	July 25, 2023 10:55:34 AM	Approval for factory plan	July 28, 2021 02:17:21 PM	Rejected	3/14 days	On time	Actions	Fee on App Sub

Up to 250 workers→Rejected by Joint Director
250-1000Workers→Rejected by Additional Director
1000 workers→Rejected by Director

Figure 30. Rejected Status

