



TAMILNADU SINGLE WINDOW PORTAL

APPLICANT MANUAL

**Permission for making additions / alterations to
existing lift**

**Electrical Inspectorate - Government of Tamil
Nadu**



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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

Award Rank	Category
#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](#)

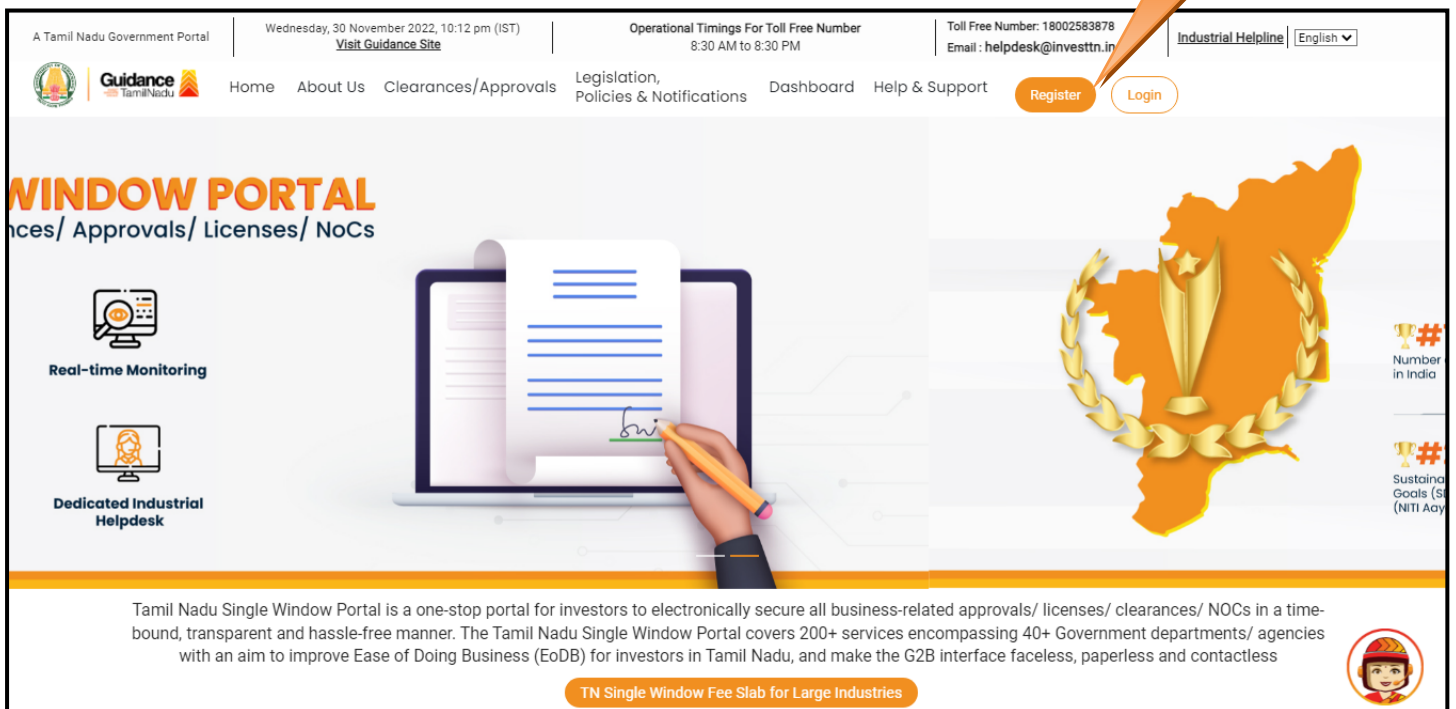
Figure 1. Single Window Portal Home Page

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**



A Tamil Nadu Government Portal | Wednesday, 30 November 2022, 10:12 pm (IST) | Visit Guidance Site | Operational Timings For Toll Free Number 8:30 AM to 8:30 PM | Toll Free Number: 18002583878 | Email : helpdesk@investtn.in | Industrial Helpline | English

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

WINDOW PORTAL
Clearances/ Approvals/ Licenses/ NoCs

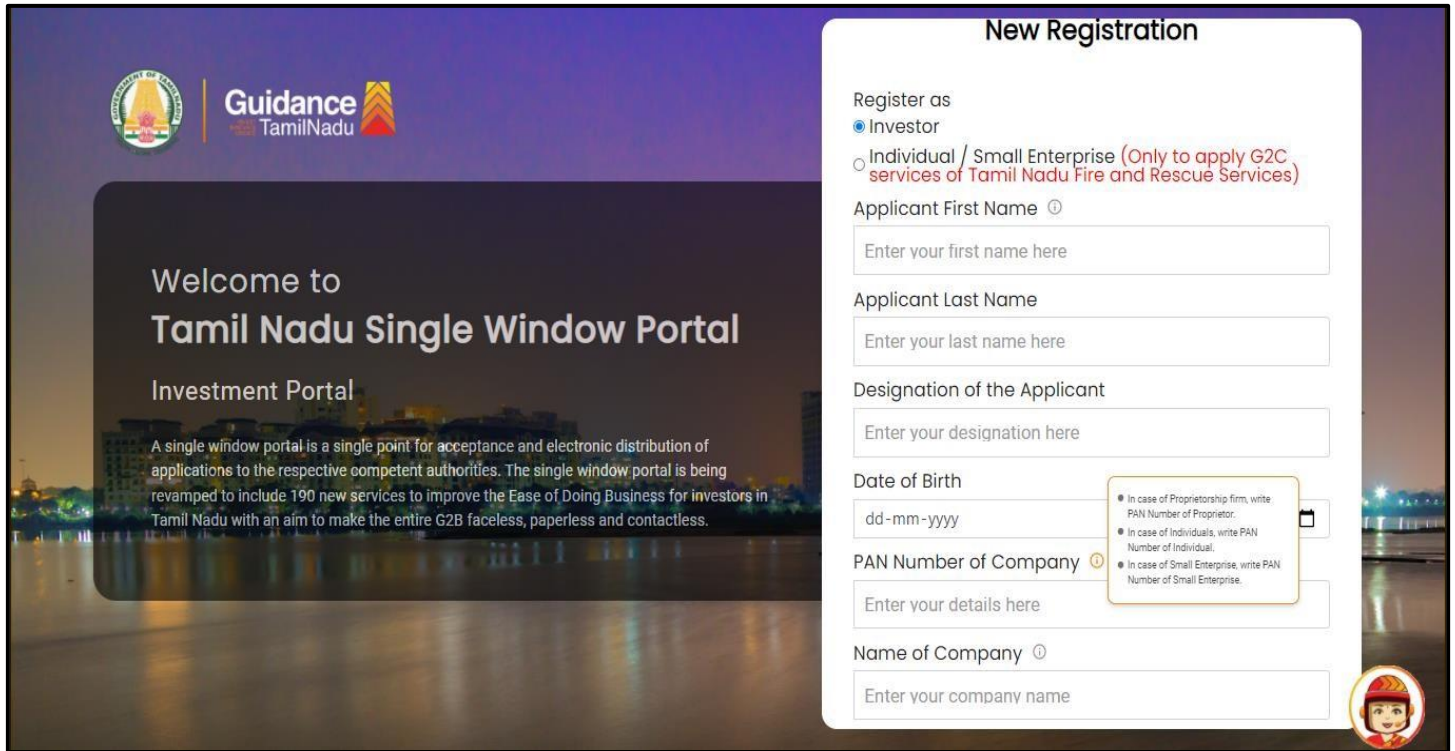
Real-time Monitoring
Dedicated Industrial Helpdesk


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

TN Single Window Fee Slab for Large Industries

Figure 2. Register

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





Guidance
TamilNadu

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

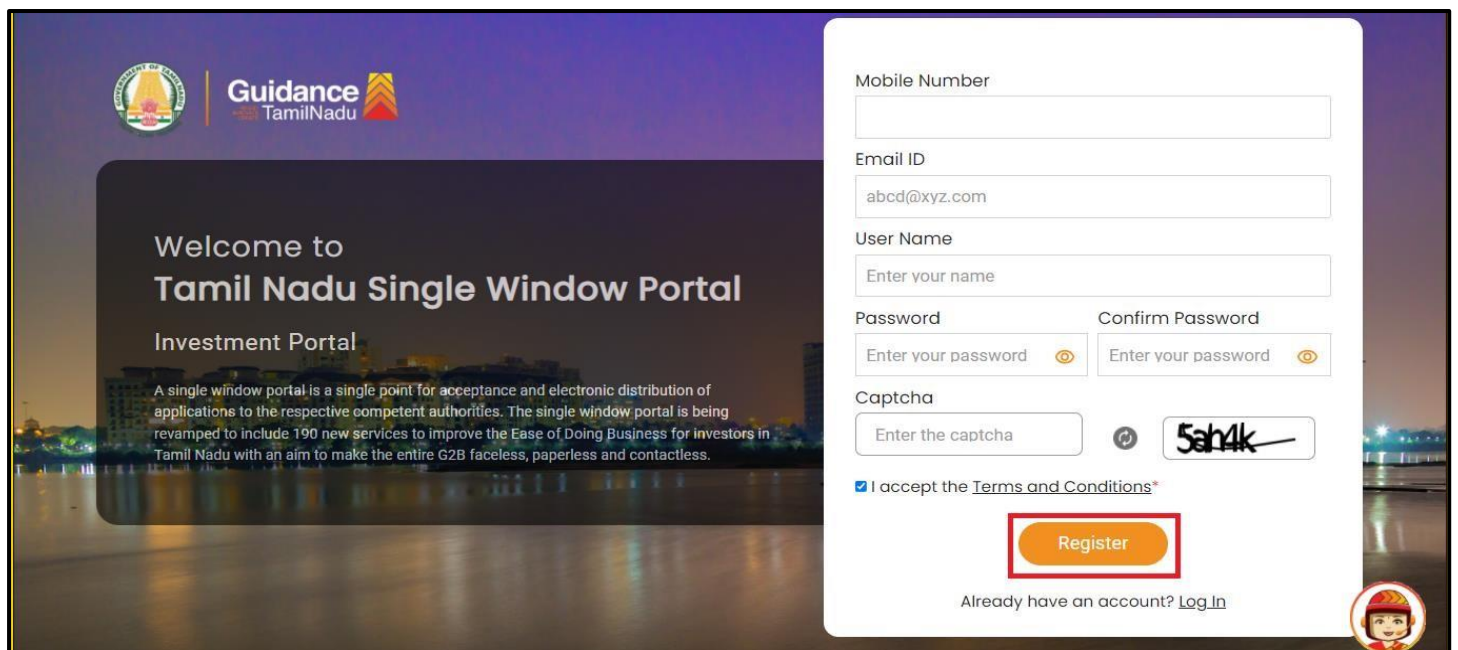
Date of Birth


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





Guidance
TamilNadu

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.

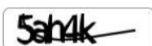
Mobile Number

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.

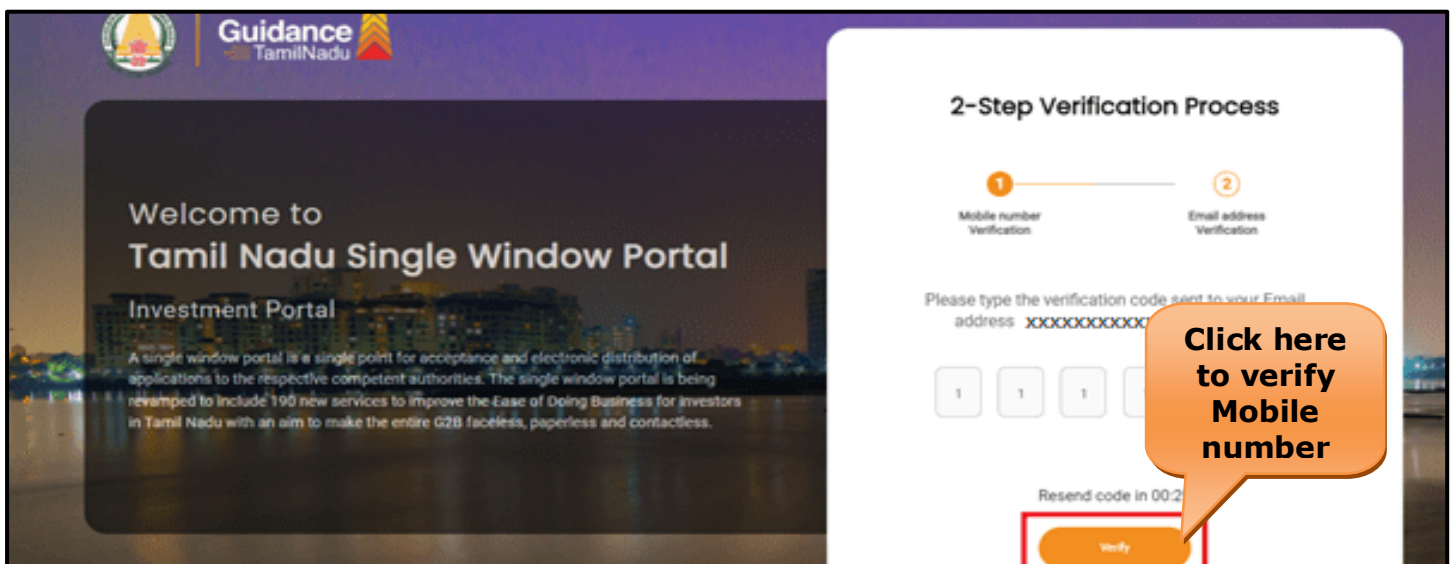


Figure 5. Mobile Number Verification

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.

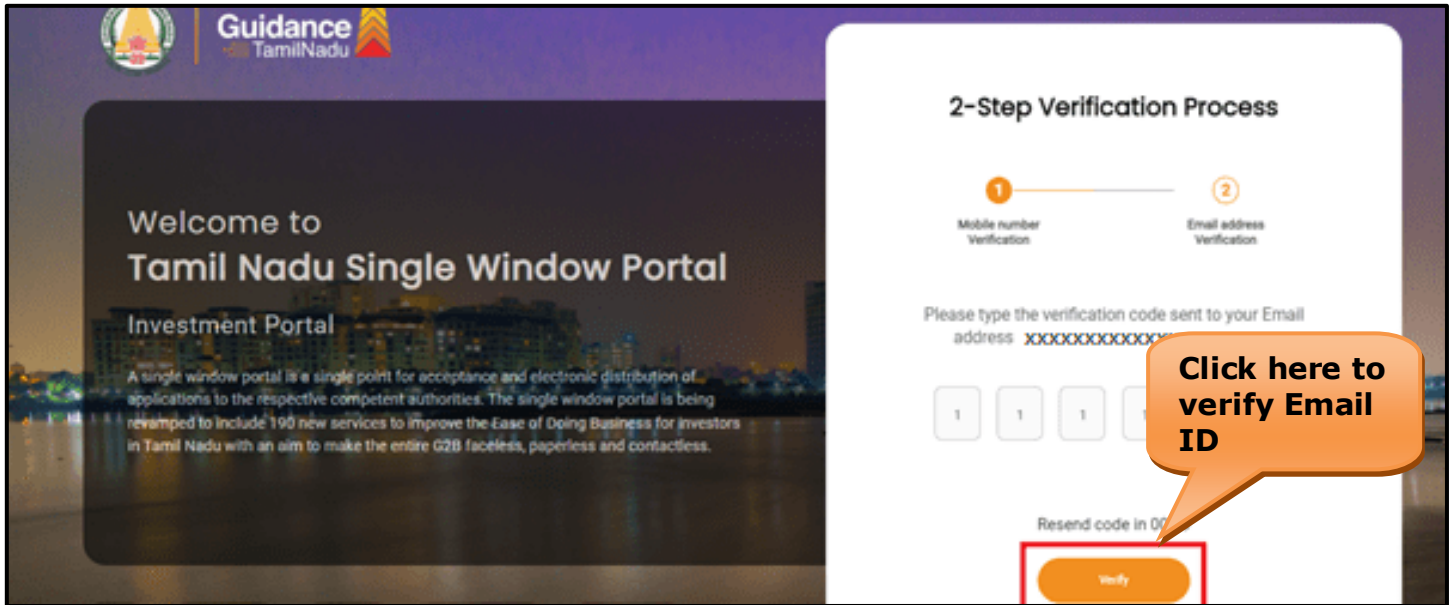


Figure 6. Email ID Verification

- 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.

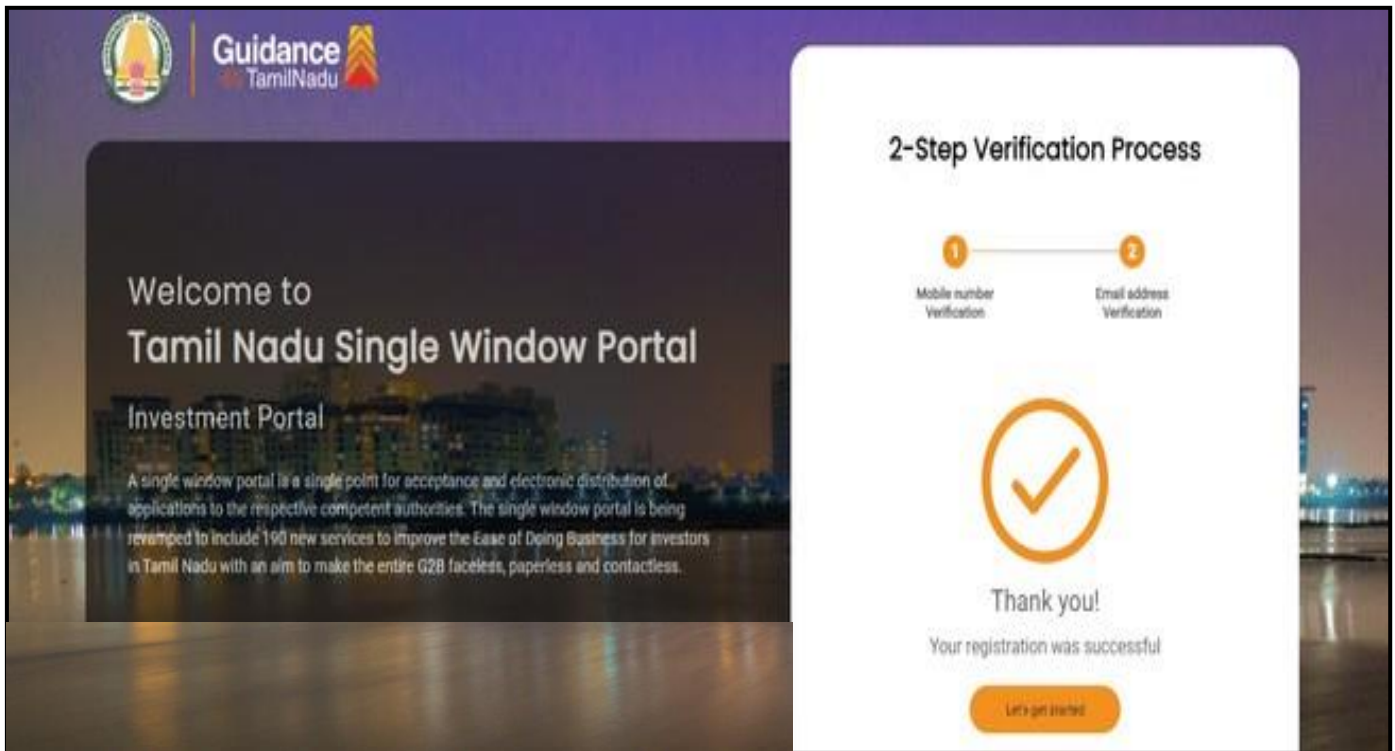


Figure 7. Registration Confirmation Pop-Up

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.

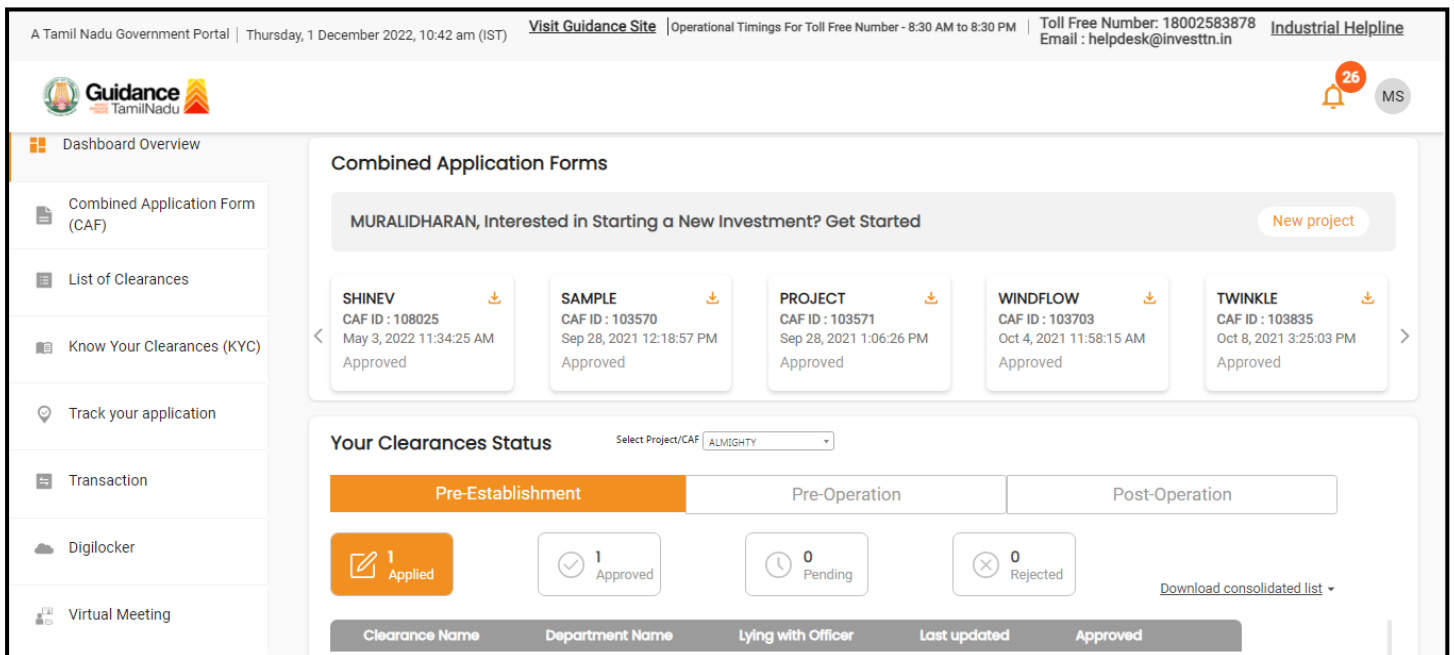
Login to TNSWP



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: ALMIGHTY

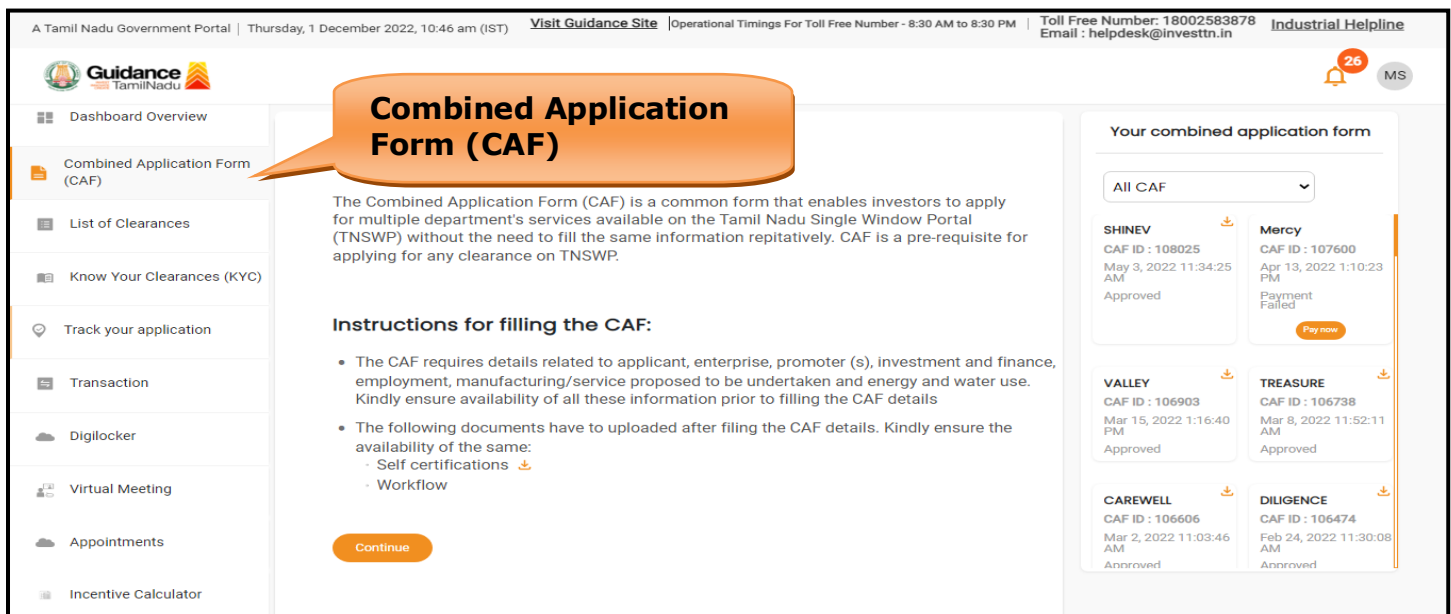
Pre-Establishment	Pre-Operation	Post-Operation
1 Applied	1 Approved	0 Pending
0 Rejected	Download consolidated list	

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 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.



The screenshot shows the Tamil Nadu Government Portal interface. The top navigation bar includes the portal name, date, and contact information. The left sidebar contains a menu with options like Dashboard Overview, Combined Application Form (CAF), List of Clearances, Know Your Clearances (KYC), Track your application, Transaction, Diglocker, Virtual Meeting, Appointments, and Incentive Calculator. The main content area features a 'Combined Application Form (CAF)' section with a description and instructions for filling it out. A 'Continue' button is visible at the bottom of this section. On the right, there is a 'Your combined application form' section displaying a table of applications with their IDs, dates, and statuses.

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).

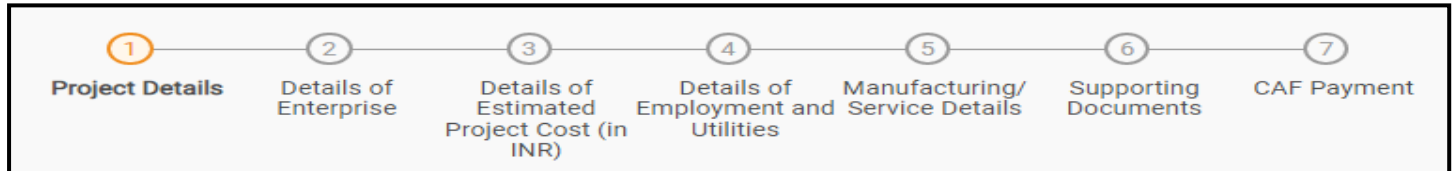


Figure 11. Section of Combined Application Form (CAF)

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. The top navigation bar includes the logo and a notification bell with '309' and 'YC'. A progress bar at the top shows seven steps: 1. Project Details, 2. Details of Enterprise, 3. Details of Estimated, 4. Details of Employment and Manufacturing Utilities, 5. Details of Manufacturing, 6. Supporting Documents, and 7. CAF Payment. The 'CAF Payment' step is highlighted. A modal window titled 'Information' is open, displaying a warning icon and the text: 'Your CAF details have been successfully saved. Kindly review the CAF fees amount and make applicable payment to submit the CAF.' Below the modal, 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' (Five Lakh), and a 'Calculate Fee' button is present.

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

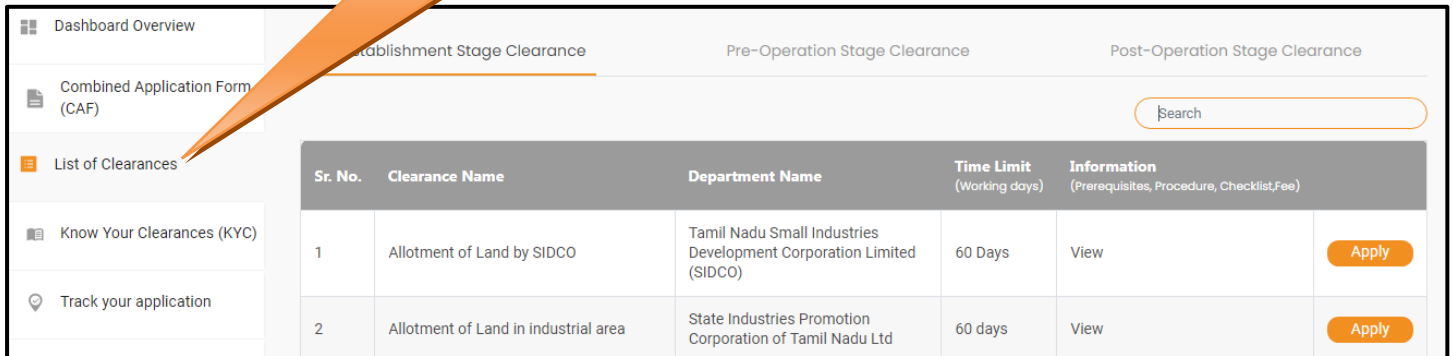
Note:

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 Permission for making additions / alterations to existing lift

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

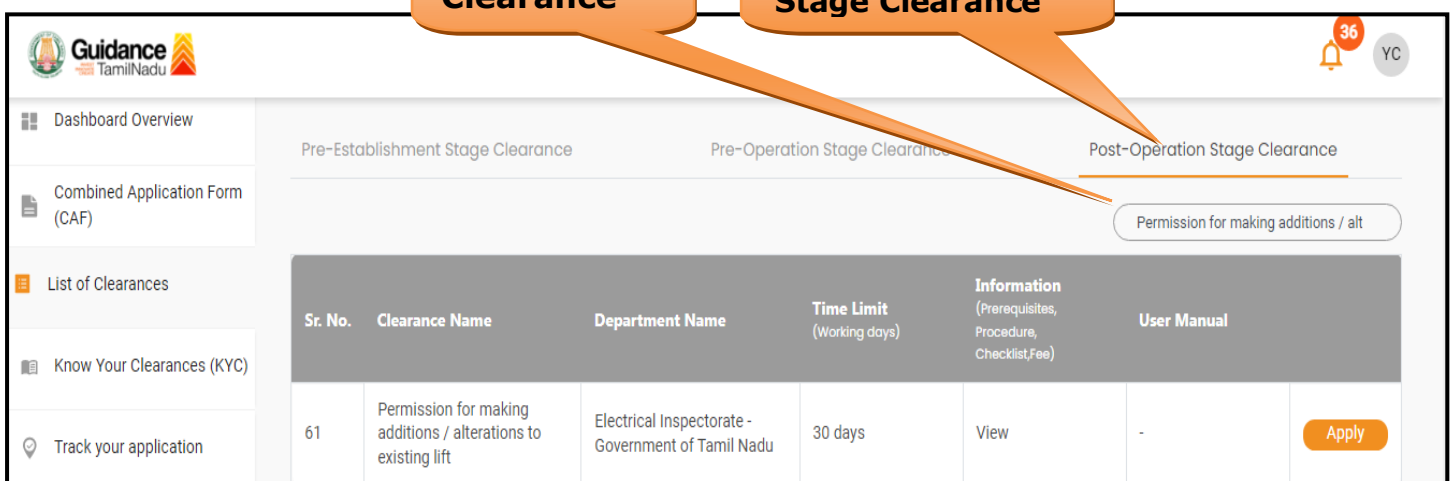
2. The list of clearances is segregated into three stages.

- **Pre-Establishment Stage Clearances**
- **Pre-Operation Stage Clearance**
- **Post-Operation Stage Clearance**

3. Select 'Post-Operation Stage Clearance' and find the clearance 'Permission for making additions / alterations to existing lift' by using Search option as shown in the figure given below.

Search for Clearance

Post-Operation Stage Clearance



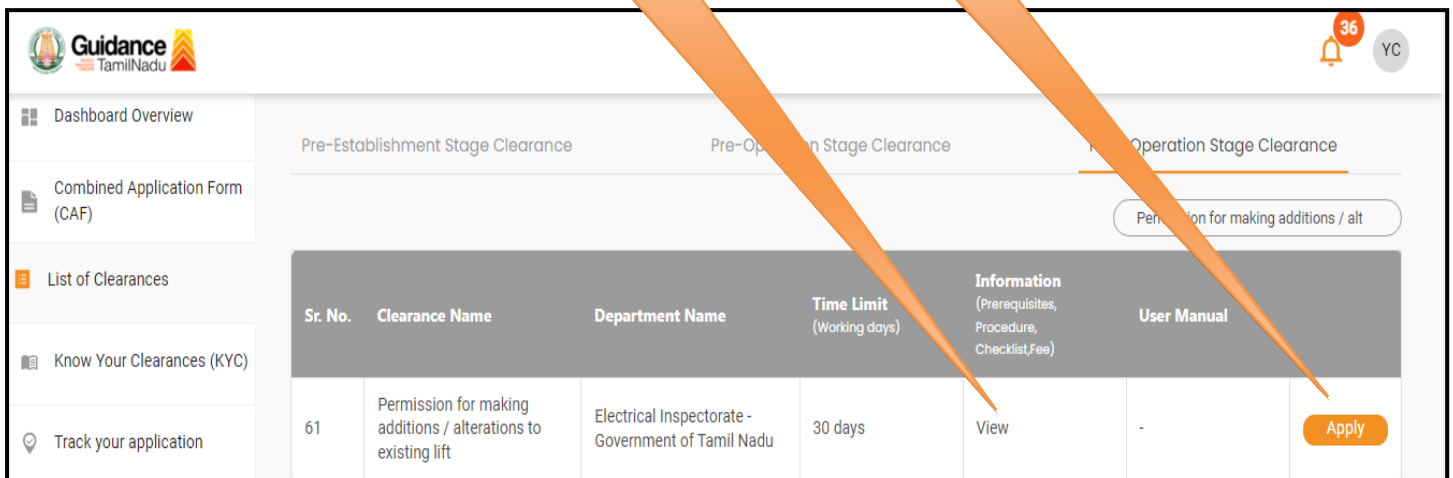
Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual	
61	Permission for making additions / alterations to existing lift	Electrical Inspectorate - Government of Tamil Nadu	30 days	View	-	Apply

Figure 14. Search for Clearance

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

**View
Information**

**Apply for
Clearance**



The screenshot shows the 'Guidance TamilNadu' dashboard. The main content area displays a table of clearances under the 'Pre-Operation Stage Clearance' tab. The table has columns for 'Sr. No.', 'Clearance Name', 'Department Name', 'Time Limit (Working days)', 'Information (Prerequisites, Procedure, Checklist, Fee)', and 'User Manual'. A row is visible with '61' as the serial number and 'Permission for making additions / alterations to existing lift' as the clearance name. The 'Department Name' is 'Electrical Inspectorate - Government of Tamil Nadu' and the 'Time Limit' is '30 days'. In the 'Information' column, there is a 'View' link, and in the 'User Manual' column, there is an 'Apply' button. Two callout boxes are present: one labeled 'View Information' pointing to the 'View' link, and another labeled 'Apply for Clearance' pointing to the 'Apply' button.

Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
61	Permission for making additions / alterations to existing lift	Electrical Inspectorate - Government of Tamil Nadu	30 days	View	Apply

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 Electrical Inspectorate - Government of Tamil Nadu	Name of the Clearance Permission for making additions / alterations to existing lift
--	--

Select Project/CAF *

caf fix test1

Select CAF

Close

Click on Apply

Apply

Figure 16. Project/CAF

2) Click on the Apply button and the Page would get redirected to Permission for making additions / alterations to existing lift Portal.

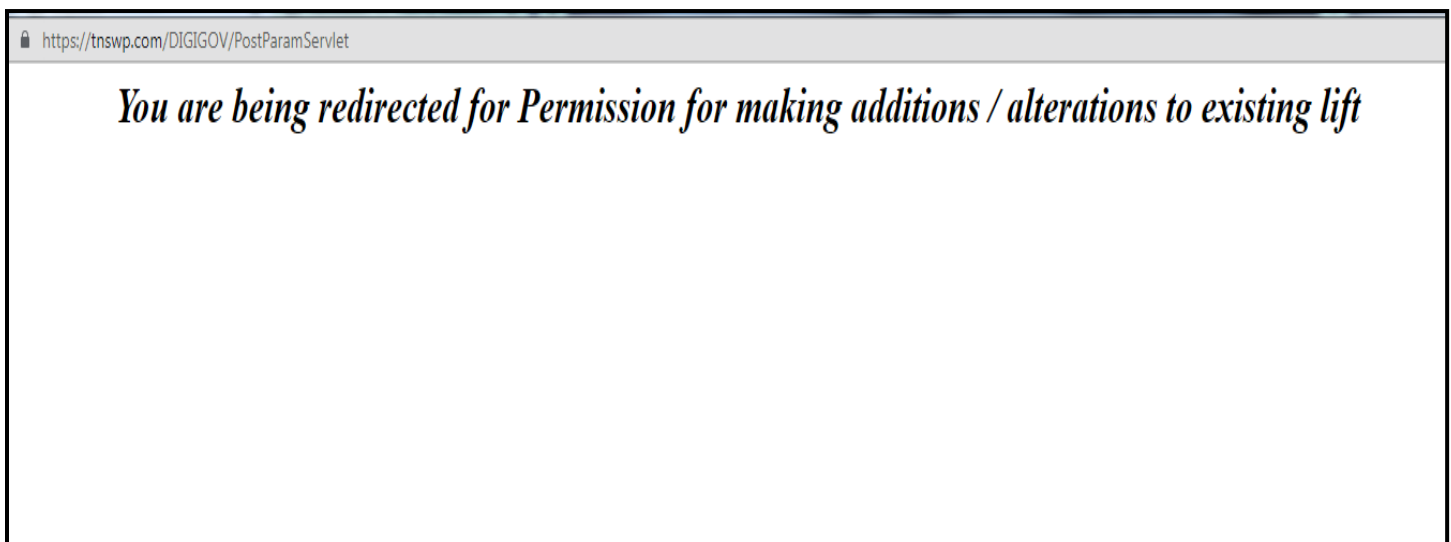


Figure 17. Redirecting to Permission for making additions / alterations to existing lift Portal

- 3) Enter all the mandatory details in the application for Permission for making additions / alterations to existing lift.

https://www.tnei.tn.gov.in/liftapps/formA

12 December, 2023, Tuesday

Skip to Navigation | Text Size - A +

Government of Tamil Nadu
Electrical Inspectorate

தமிழ்நாடு அரசு
மின் ஆய்வுத்துறை

Lift & Escalator Licence

Welcome Yokesh4995@gmail.com!

> Home

> Settings

> Apply Lift Erection Permission (Form A)

> Apply Form A

> View Form A list

> Submit Existing Licence

> View Lift Erection Permission Status (Form B)

> Lift Erection Completion Report (Form C, D & E)

> Lift Licence Status (Form F)

> Lift Licence Renewal (Form G)

Application for Permission with an option to choose (i) To install a lift or (ii) To make additions or alterations to a lift. (FORM A)

Type: Consumer

Name of the Applicant: Sai prasath R

Contact Number: 9080211866

E-mail Id: saiprasath057@gmail.com

Address of the Applicant: no.45,jain street , chrompet

District: Chennai

Pincode: 600044

> Challan

> Name Change of Lift Licence

> Escalators Managements

Address of the premises where the Lift is to be installed/made additions or alterations: no.34, john saint street , chrompet

District: Chennai

Taluk: Mambalam

Pincode: 600033


Divisional Office: Electrical Inspector / Chennai - South, Thiru.vi.ka. Industrial Estate,Guindy, Chennai - 600032.

Click on 'Next'


Next Clear All

https://www.tnei.tn.gov.in/lift/liftapps/formA

12 December, 2023, Tuesday

Skip to Navigation | Text Size - A + | 

Government of Tamil Nadu
Electrical Inspectorate



தமிழ்நாடு அரசு
மின் ஆய்வுத்துறை

Lift & Escalator Licence

Welcome Yokesh4995@gmail.com!

> Home

> Settings

Apply Lift Erection Permission (Form A)

> Apply Form A

> View Form A list

> Submit Existing Licence

> View Lift Erection Permission Status (Form B)

> Lift Erection Completion Report (Form C, D & E)

> Lift Licence Status (Form F)

> Lift Licence Renewal (Form G)

> Challan

Application for Permission with a option to choose (i) To install a lift or (ii) To make additions or alterations to a lift. (FORM A)

Application Type: Making Addition or Alteration

Building Plan Approval Number Issued by the Local Body: 345

Name of the Local Body: Vel

Date of Approval: 06-12-2023

Attach document for copy of Approval: Building plan: Copy of the drawings approved by the local body should be submitted along with hard copies of this application

Whether a Licence has been previously granted: Yes No

> Name Change of Lift Licence

> Escalators Managements

Select Inspecting Authority: Lift Inspector

The Inspector of Lifts,
Thiru.vi.ka. Industrial Estate,
Guindy, Chennai - 600032.

Electrical Contractor Name: Paul

Grade: 2

Licence No.: 12

Valid upto: 20-12-2023

Click on 'Next'


Previous Next

https://www.tnei.tn.gov.in/lift/liftapps/formA

12 December, 2023, Tuesday

Skip to Navigation | Text Size - A +

Government of Tamil Nadu
Electrical Inspectorate



தமிழ்நாடு அரசு
மின் ஆய்வுத்துறை

Lift & Escalator Licence

Welcome Yokesh4995@gmail.com!

- > Home
- > Settings
- Apply Lift Erection Permission (Form A)
- > Apply Form A
- > View Form A list
- > Submit Existing Licence
- > View Lift Erection Permission Status (Form B)
- > Lift Erection Completion Report (Form C, D & E)
- > Lift Licence Status (Form F)
- > Lift Licence Renewal (Form G)
- > Challan

Application for Permission with a option to choose (i)To install a lift or (ii) To make additions or alterations to a lift. (FORM A)

(If your lift details is not available in the list, Please select Others and enter the details)

Details of the Lift

Type of Lift: Goods

Make of Lift: Mitsubishi Elevator India Private Ltd

Model of Lift: Others

iyiy

Maximum Speed: Others

10

The Maximum number of passengers in addition to the Lift which the Lift can carry: Others

- > Name Change of Lift Licence
- > Escalators Managements

10

1000

The total weight of the Lift car carrying the maximum load (weight of car plus maximum allowable load) (Kgs): Others

1000

The weight of the counter weight (Kgs): Others

1000

Supporting Cables

Number: Others

6

Description: Others

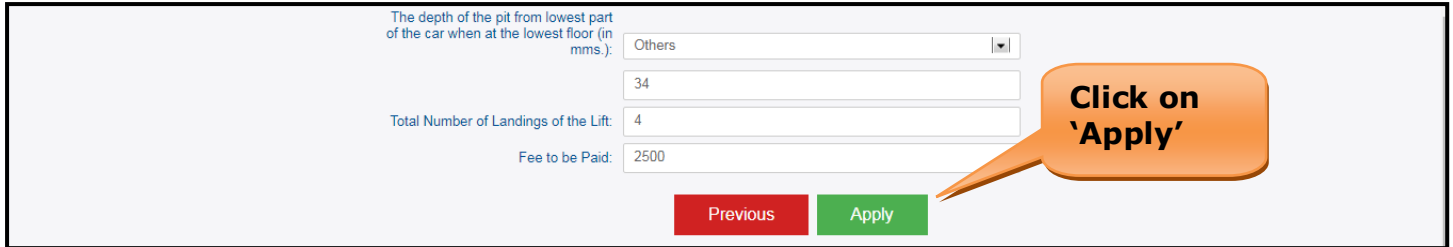
cjgfv

Weight (Kgs): Others

900

Size (in sq. mm.): Others

189



The depth of the pit from lowest part of the car when at the lowest floor (in mms.):

Total Number of Landings of the Lift:

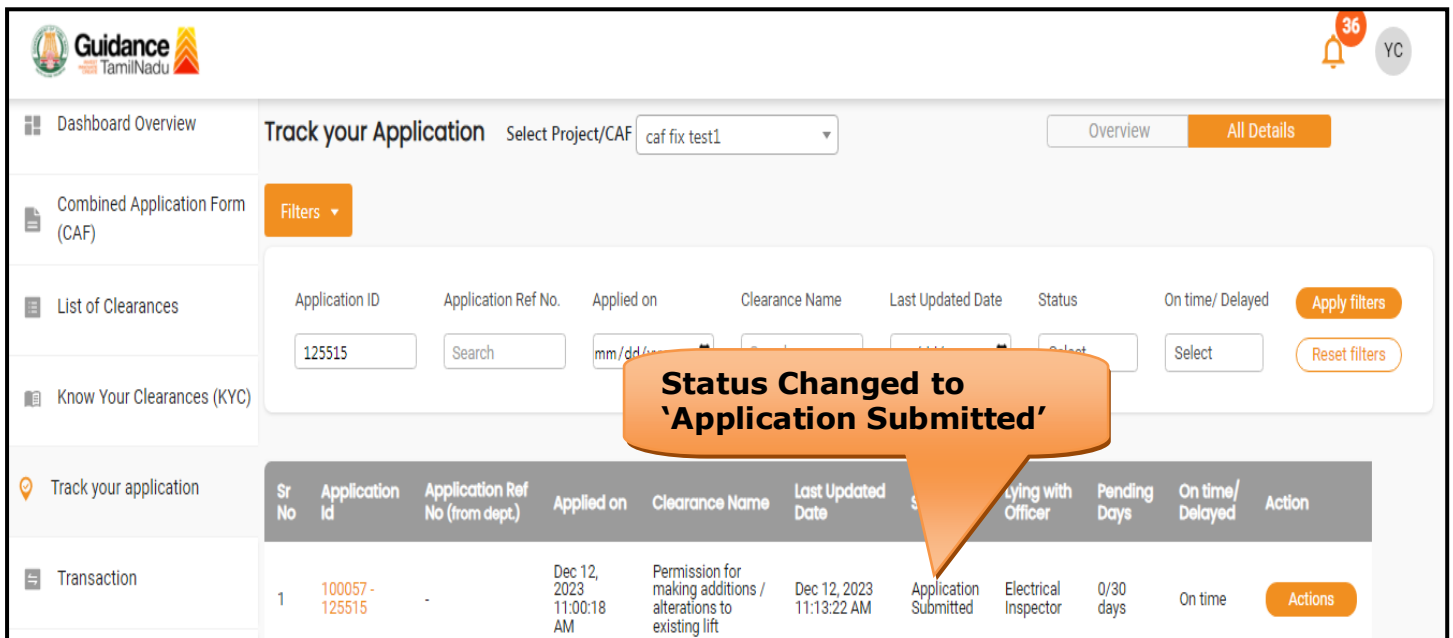
Fee to be Paid:

Click on 'Apply'

Figure 18. Permission for making additions / alterations to existing lift Portal

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 36 YC

Dashboard Overview | **Track your Application** | Select Project/CAF: |

Combined Application Form (CAF) |

Application ID	Application Ref No.	Applied on	Clearance Name	Last Updated Date	Status	On time/ Delayed
<input type="text" value="125515"/>	<input type="text" value="Search"/>	<input type="text" value="mm/dd/yyyy"/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value="Select"/>	<input type="text" value="Select"/>

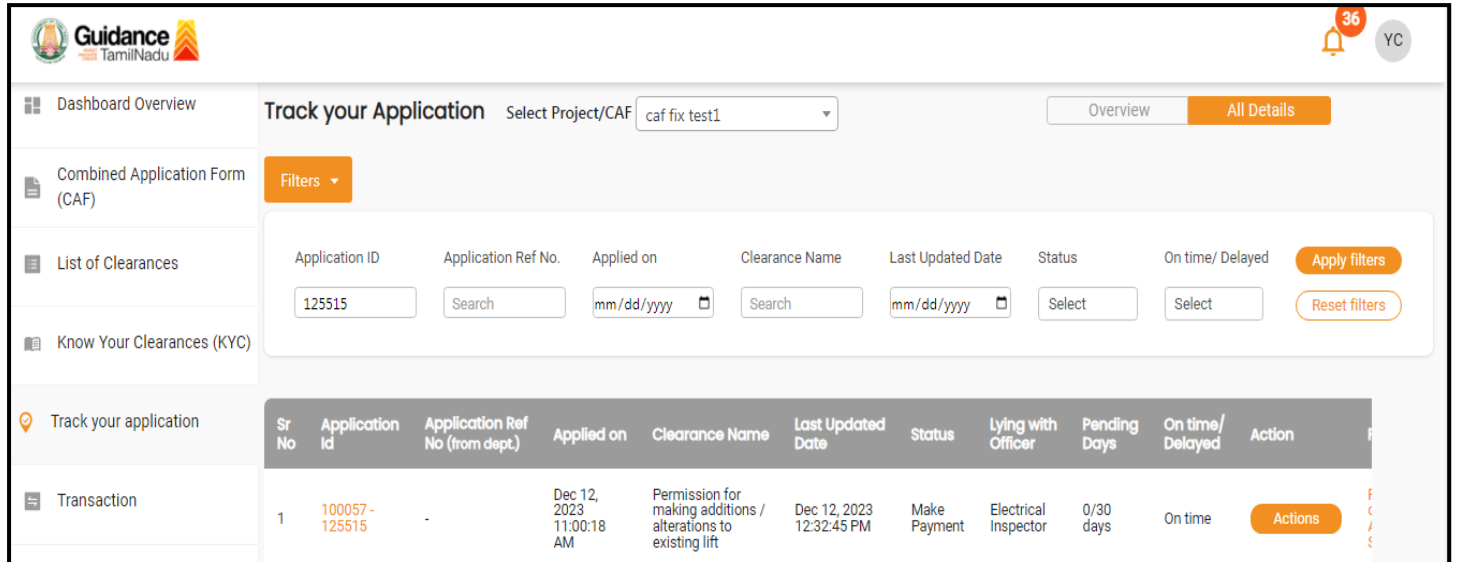
Status Changed to 'Application Submitted'

Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Applying with Officer	Pending Days	On time/ Delayed	Action
1	100057 - 125515	-	Dec 12, 2023 11:00:18 AM	Permission for making additions / alterations to existing lift	Dec 12, 2023 11:13:22 AM	Application Submitted Electrical Inspector	0/30 days	On time	<input type="button" value="Actions"/>

Figure 19. Status of the Application

8. Payment Process

1. Complete payment online.



Track your Application Select Project/CAF: caf fix test1

Overview | All Details

Filters

Application ID	Application Ref No.	Applied on	Clearance Name	Last Updated Date	Status	On time/ Delayed
125515	Search	mm/dd/yyyy	Search	mm/dd/yyyy	Select	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	100057-125515	-	Dec 12, 2023 11:00:18 AM	Permission for making additions / alterations to existing lift	Dec 12, 2023 12:32:45 PM	Make Payment	Electrical Inspector	0/30 days	On time	Actions

Figure 20. Payment Process

9. Track Your Application

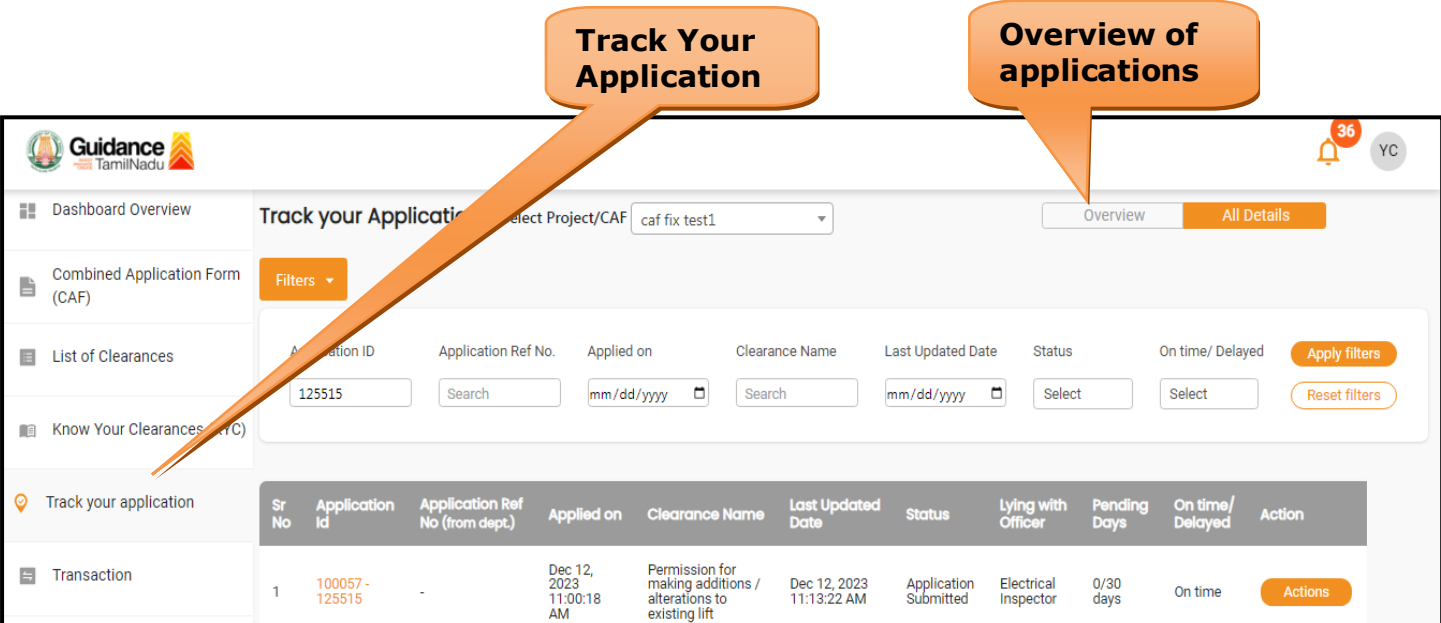
1) After submitting the application, a unique 'token ID' would be generated. Using the '**Token ID**' the Applicant can track the status of clearances by clicking on 'Track your application' option.'

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	100057 - 125515	-	Dec 12, 2023 11:00:18 AM	Permission for making additions / alterations to existing lift	Dec 12, 2023 11:13:22 AM	Application Submitted	Electrical Inspector	0/30 days	On time	Actions

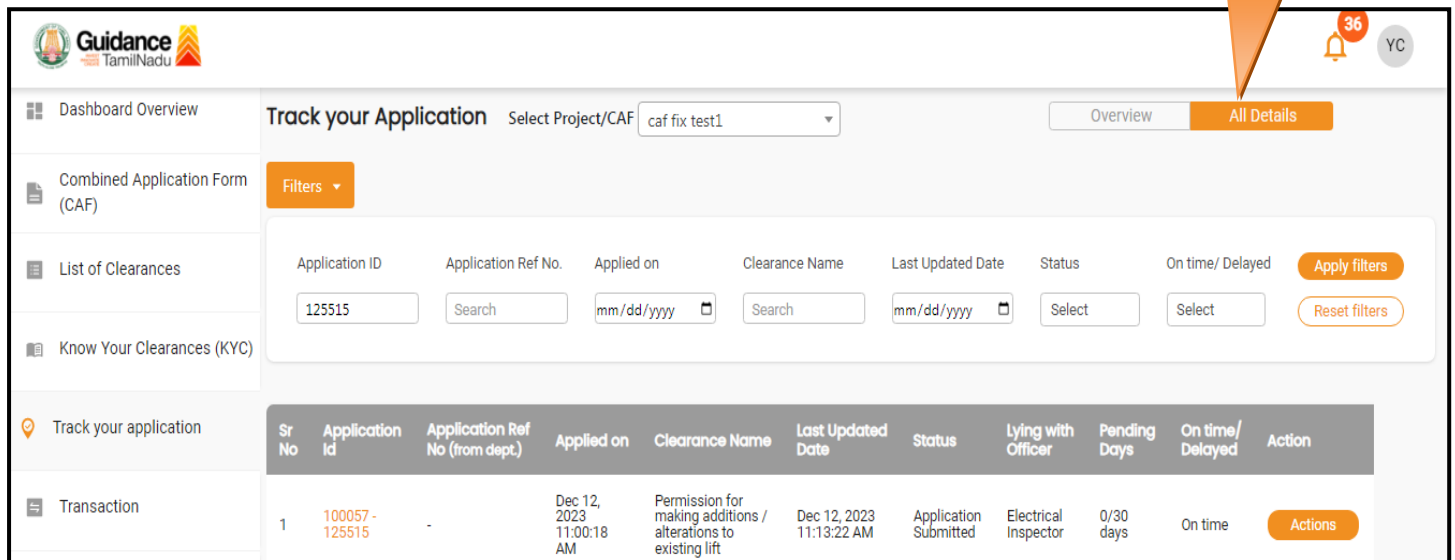
Figure 21. Track Your Application

- **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



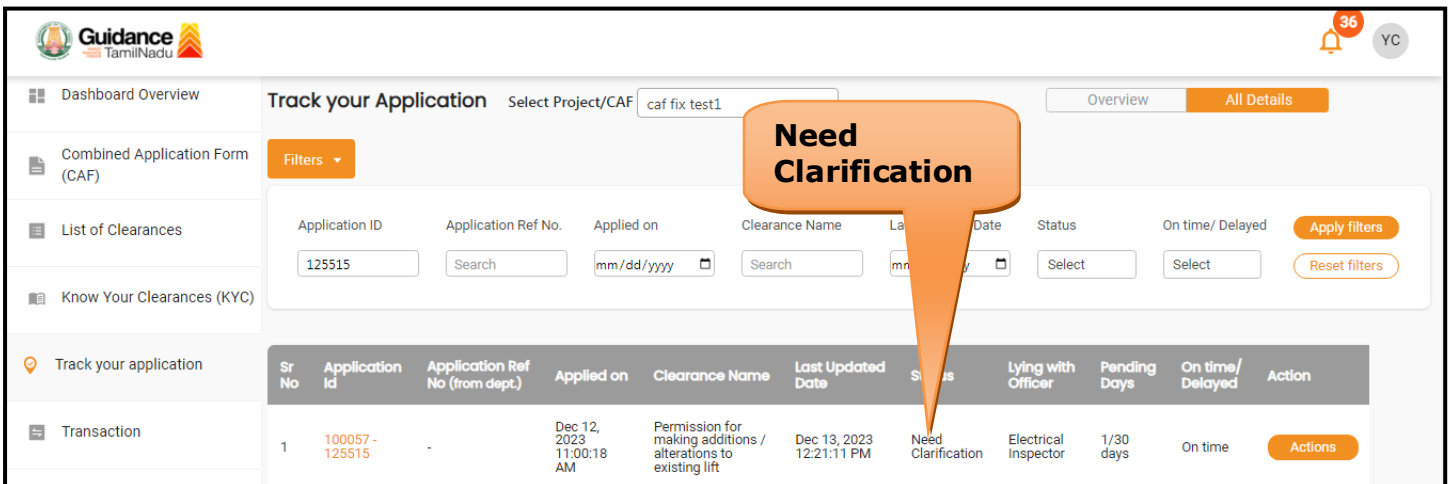
The screenshot shows the 'Track your Application' interface. The 'All Details' tab is selected. The interface includes a sidebar with navigation options like 'Dashboard Overview', 'Combined Application Form (CAF)', 'List of Clearances', 'Know Your Clearances (KYC)', 'Track your application', and 'Transaction'. The main content area shows a search filter for 'caf fix test1' and a table of 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	100057 - 125515	-	Dec 12, 2023 11:00:18 AM	Permission for making additions / alterations to existing lift	Dec 12, 2023 11:13:22 AM	Application Submitted	Electrical Inspector	0/30 days	On time	Actions

Figure 22. ‘All Details’ tab

9. Query Clarification

- 1) After submitting the application to the Electrical Inspector of Electrical Inspectorate - Government of Tamil Nadu, the Electrical Inspectorate - Government of Tamil Nadu reviews the application and if there are any clarifications required, the Electrical Inspector of Electrical Inspectorate would raise a query to the applicant.
- 2) Applicants 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 'Action' button responds to the query as shown in the below figure.



The screenshot displays the 'Track your Application' interface. A search bar at the top contains 'caf fix test1'. Below it, a table lists application details. An orange callout bubble points to the 'Status' column of the first row, which is labeled 'Need Clarification'.

Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	100057 - 125515	-	Dec 12, 2023 11:00:18 AM	Permission for making additions / alterations to existing lift	Dec 13, 2023 12:21:11 PM	Need Clarification	Electrical Inspector	1/30 days	On time	Actions

Figure 23. Need Clarification

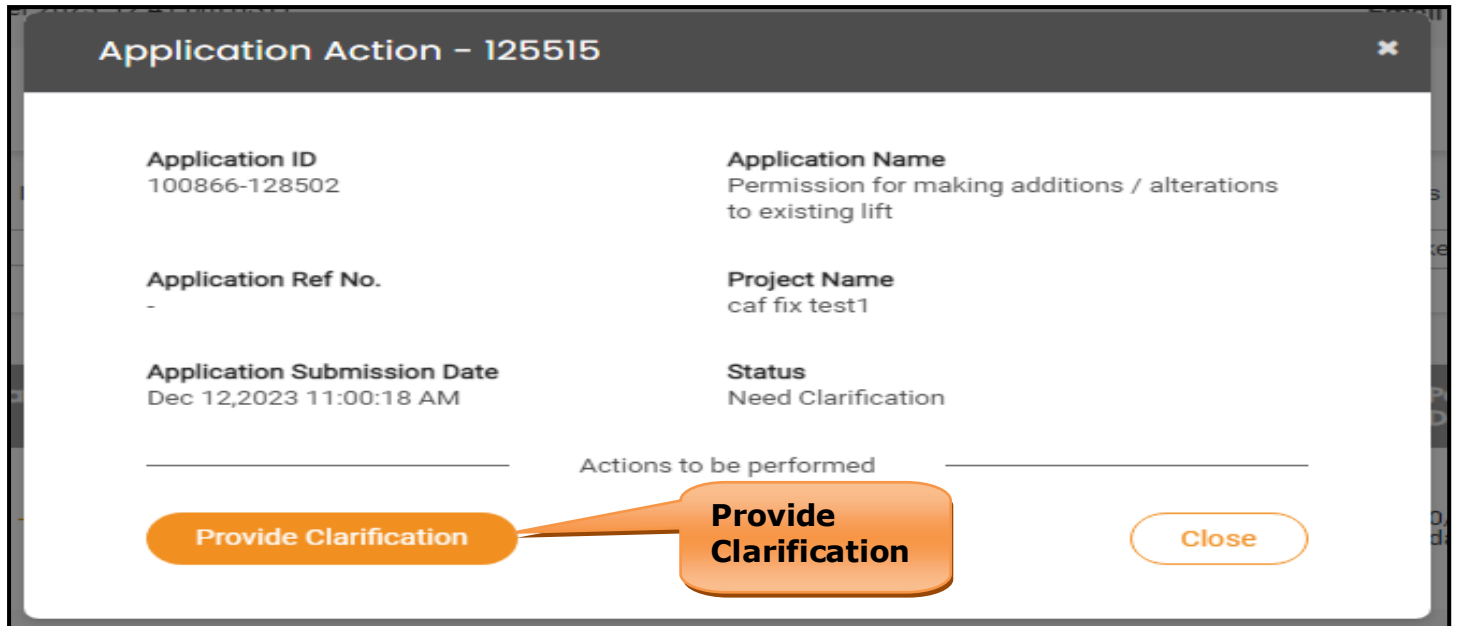


Figure 24. Provide Clarification

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

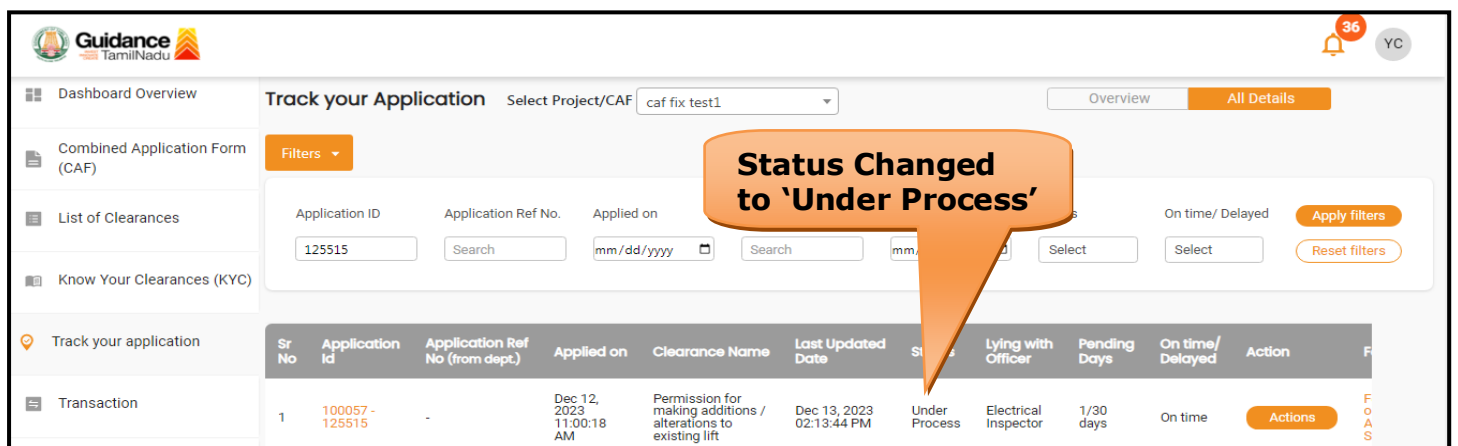


Figure 25. Under Process

10. Application Processing

1) After Submitting the application, The Electrical Inspector officer scrutinizes and reviews the application and updates the status as **“Approved or Rejected”**

The screenshot shows the 'Track your Application' interface. At the top, there's a search bar for 'Project/CAF' with the value 'caf fix test1'. Below this are filter options for 'Application ID' (125515) and 'Applied on' (Dec 12, 2023 11:00:18 AM). 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	100057 - 125515	-	Dec 12, 2023 11:00:18 AM	Permission for making additions / alterations to existing lift	Dec 14, 2023 12:31:19 PM	Approved	Electrical Inspector	2/30 days	On time	Actions

An orange callout bubble labeled 'Approved Status' points to the 'Approved' status in the table.

Figure 26. Application Processed

2) If the application is **'Approved'** by the Electrical Inspector, the applicant can download the Certificate Order under **Track your application – > Action button -> Download Certificate** (Refer Figure 27).

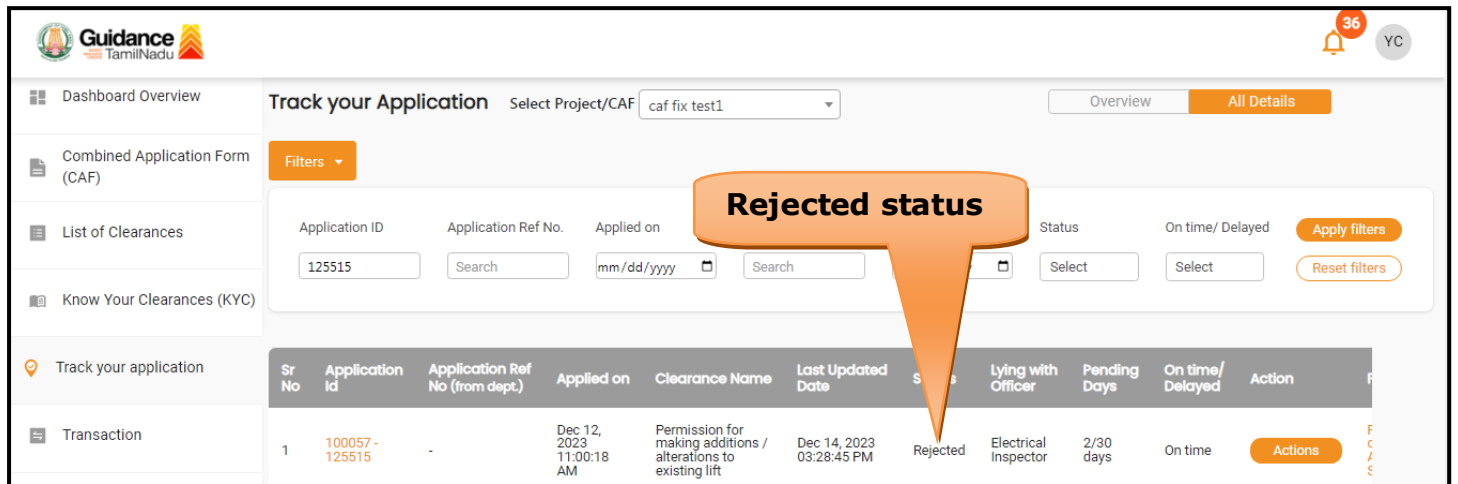
The screenshot shows the 'Application Action - 125515' modal window. It displays the following details:

- Application ID:** 100057-125515
- Application Name:** Permission for making additions / alterations to existing lift
- Application Ref No.:** -
- Project Name:** caf fix test1
- Application Submission Date:** Dec 12, 2023 11:00:18 AM
- Status:** Approved

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

Figure 27. Download Certificate

3) If the application is '**Rejected**' by Electrical Inspector, the applicant can view the rejection remarks under the Actions Tab by the Electrical Inspector. Applicant has to create a fresh application if the application has been rejected. (Refer Figure 28)



The screenshot shows the 'Track your Application' page with a sidebar on the left containing navigation options like 'Dashboard Overview', 'Combined Application Form (CAF)', 'List of Clearances', 'Know Your Clearances (KYC)', 'Track your application', and 'Transaction'. The main content area has a search bar for 'Project/CAF' set to 'caf fix test1' and tabs for 'Overview' and 'All Details'. Below this is a filter section with fields for 'Application ID' (125515), 'Application Ref No.', and 'Applied on' (mm/dd/yyyy). A table below 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
1	100057 - 125515	-	Dec 12, 2023 11:00:18 AM	Permission for making additions / alterations to existing lift	Dec 14, 2023 03:28:45 PM	Rejected	Electrical Inspector	2/30 days	On time	Actions

Figure 28. Rejected Status

