



TAMIL NADU SINGLE WINDOW PORTAL

APPLICANT MANUAL

Grant of Recognition of Manufacture of Boilers

DIRECTORATE OF BOILERS



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1. Home Page

1) The journey of the new applicant starts with Tamil Nadu Single Window Portal (TNSWP) home page 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



The screenshot shows the TNSWP Home Page with the following details:

- Browser Address Bar:** tnswp.com/DIGIGOV/swp-tnswp.jsp
- Page Header:**
 - A Tamil Nadu Government Portal
 - Wednesday, 30 November 2022, 10:11 pm (IST)
 - Operational Timings For Toll Free Number: 8:30 AM to 8:30 PM
 - Toll Free Number: 18002583878
 - Email: helpdesk@investtn.in
 - Industrial Helpline | English
- Navigation Menu:** Home, About Us, Clearances/Approvals, Legislation, Policies & Notifications, Dashboard, Help & Support, Register, Login
- Main Content:**
 - TAMIL NADU** Leading the Nation
 - #1** Number of Factories in India
 - #1** Number of Operational SEZs in India
 - #1** Governance & Political Stability (N-SIPI 2019)
 - #1** International and Domestic Tourist Arrivals
 - #1** Best Performing State (India Today State of the State Award 2018, 2019 & 2020)
 - #2** Sustainable Development Goals (SDG) Index 2020-21 (NITI Aayog)
 - #2** Second Largest Economy in India
 - #2** Best Governed State (Public Affairs Index 2020)
 - #2** Job Creation Under IBPS Scheme
 - #2** Growth, Innovation and Leadership Index 2019 (Frost & Sullivan)
- Footer:**
 - Tamil Nadu Single Window Portal is a one-stop portal for investors to electronically secure all business-related approvals/ licenses/ clearances/ NOCs in a time-bound, transparent and hassle-free manner. The Tamil Nadu Single Window Portal covers 200+ services encompassing 40+ Government departments/ agencies with an aim to improve Ease of Doing Business (EoDB) for investors in Tamil Nadu, and make the G2B interface faceless, paperless and contactless
 - TN Single Window Fee Slab for Large Industries

Figure 1. Single Window Portal Home Page

2. Registration

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

1. Click on 'Register' button on TNSWP.

Register on TNSWP

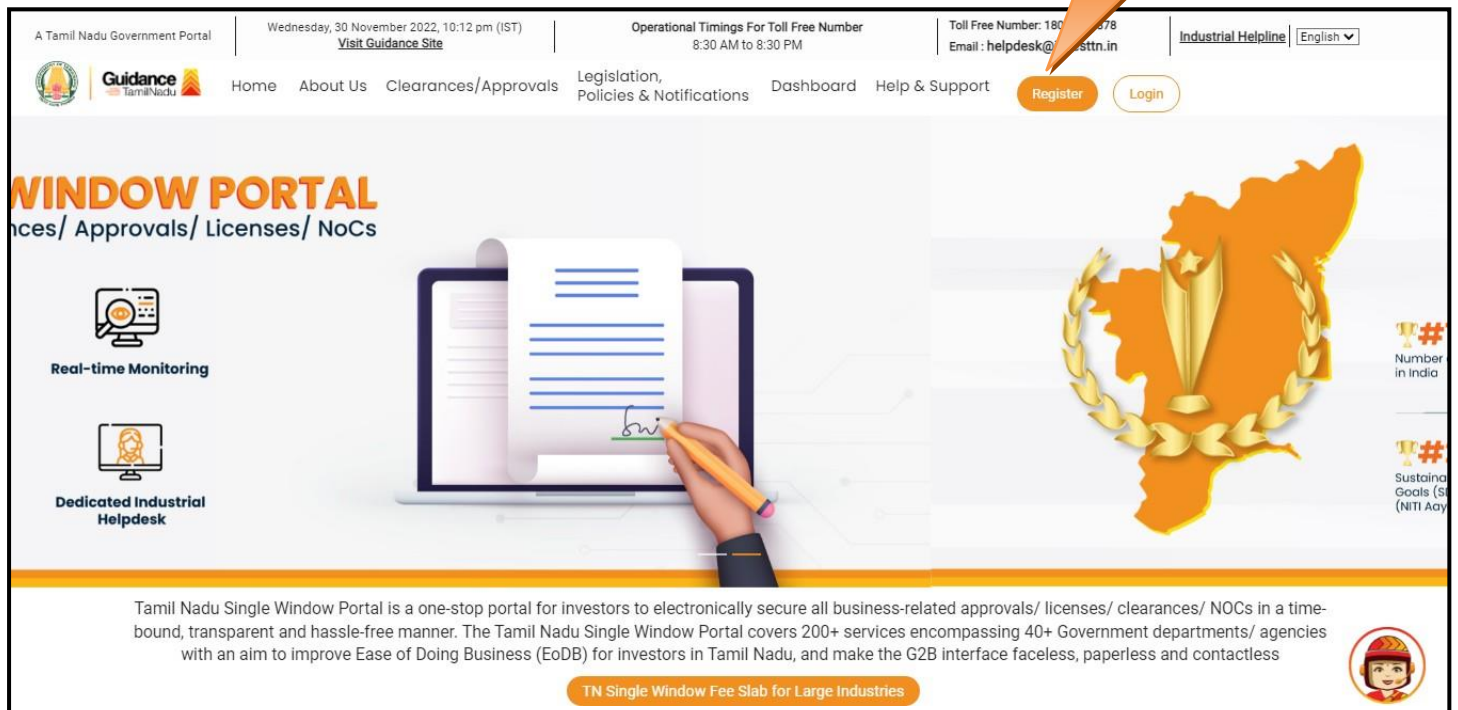




Figure 2. Register

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

Welcome to Tamil Nadu Single Window Portal

Investment Portal

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

New Registration

Register as

Investor

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

Applicant First Name

Applicant Last Name

Designation of the Applicant



Date of Birth

PAN Number of Company

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

Name of Company

Figure 3. Registration Form

Welcome to Tamil Nadu Single Window Portal

Investment Portal

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

Mobile Number

Email ID

User Name

Password Confirm Password

Captcha

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

Register

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

Figure 4. Registration Form Submission

6. The Email ID would be the Applicant name 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 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.

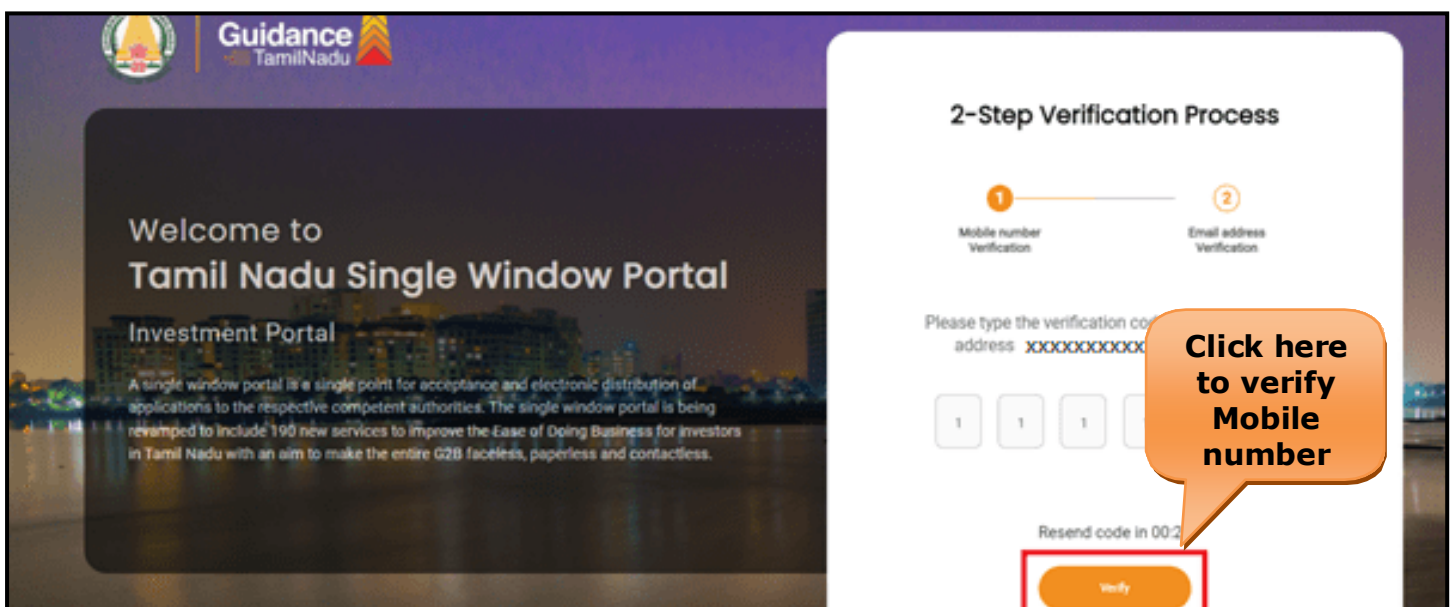


Figure 5. Mobile Number Verification

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.

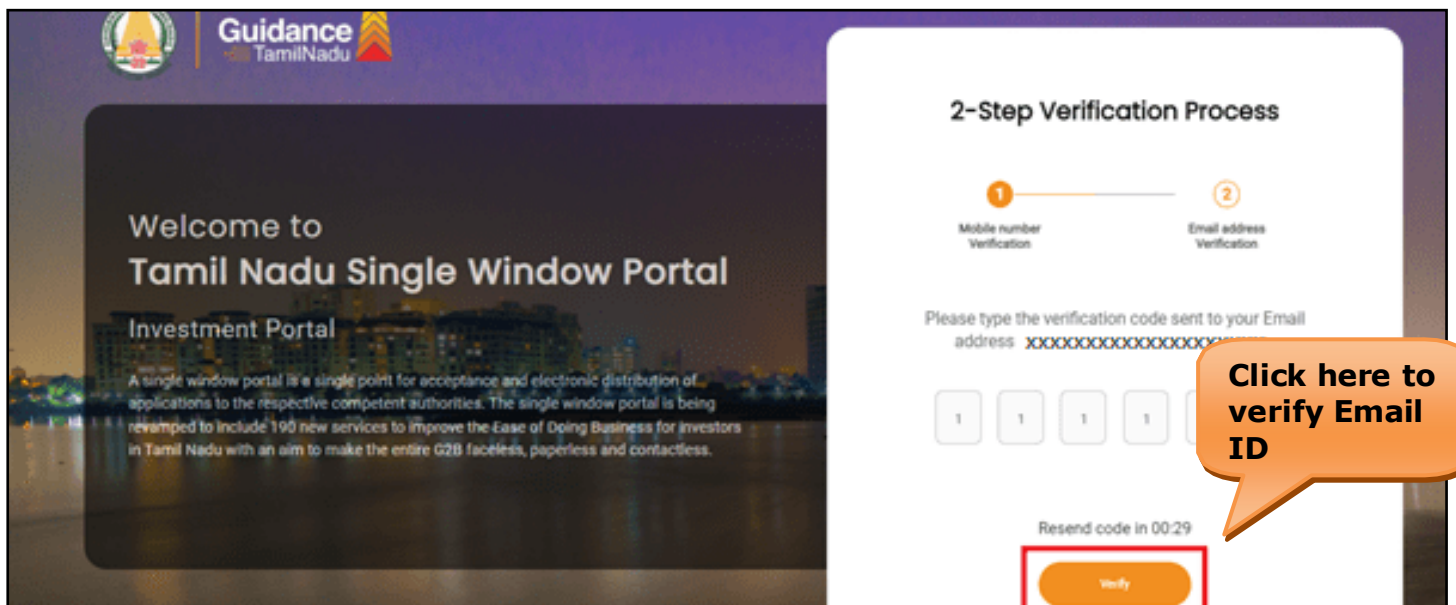


Figure 1. Email ID Verification

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 Applicant can login to TNSWP with the Username and Password created during the registration process.
2. Click on login button to enter TNSWP.

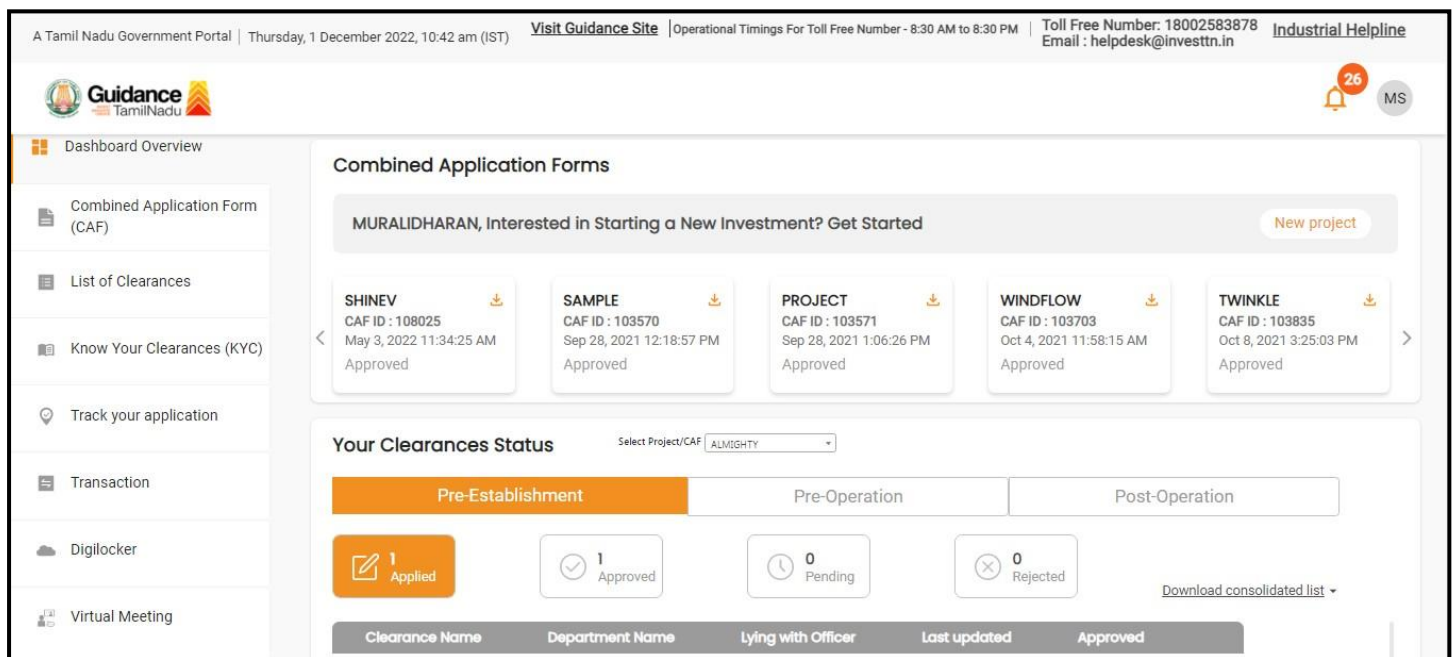
Login to TNSWP



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.

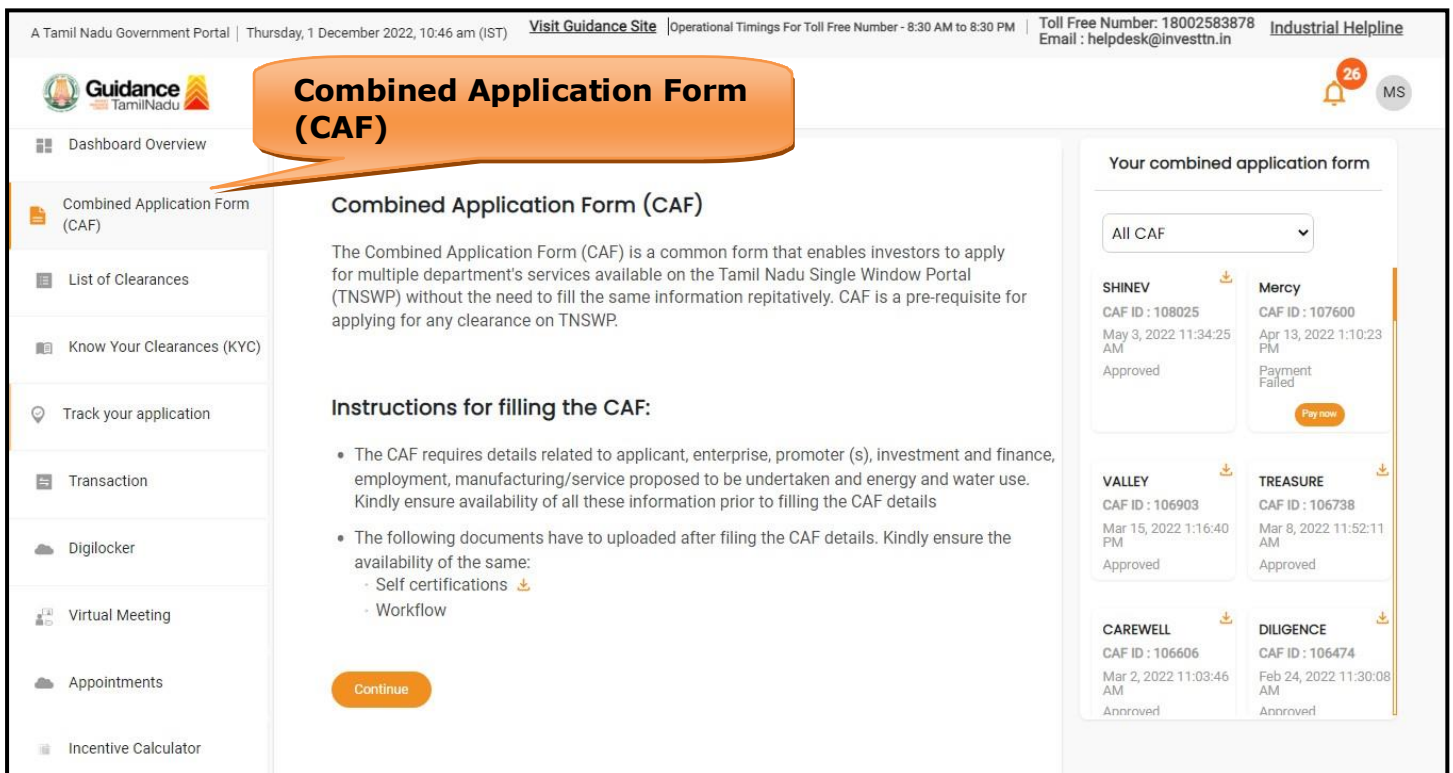


The screenshot displays the dashboard overview for the TNSWP. At the top, it shows the Tamil Nadu Government Portal information, including the date and time (Thursday, 1 December 2022, 10:42 am IST), a link to the Guidance Site, operational timings, toll-free number (18002583878), and industrial helpline details. The dashboard features a navigation menu on the left with options like Dashboard Overview, Combined Application Form (CAF), List of Clearances, Know Your Clearances (KYC), Track your application, Transaction, Digilocker, and Virtual Meeting. The main content area is titled 'Combined Application Forms' and shows a notification for MURALIDHARAN, 'Interested in Starting a New Investment? Get Started'. Below this, there are five application cards for SHINEV, SAMPLE, PROJECT, WINDFLOW, and TWINKLE, each with its CAF ID, date, and status (Approved). The 'Your Clearances Status' section allows users to filter by project type (Pre-Establishment, Pre-Operation, Post-Operation) and shows counts for Applied (1), Approved (1), Pending (0), and Rejected (0). A table at the bottom lists clearance details with columns for 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 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.



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 1:10:23 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 in 7 Sections of CAF as displayed in Figure 11. (**CAF payment tab** will be displayed only for large enterprises).

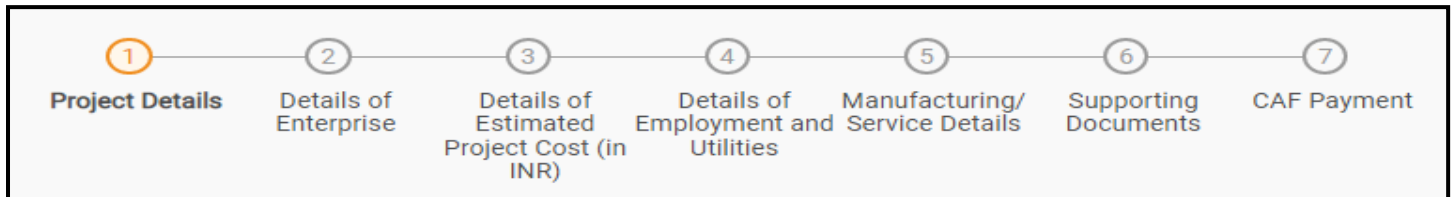


Figure 11. Section of Combined Application Form (CAF)

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 user 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 portal interface. On the left is a navigation menu with items: Dashboard Overview, Combined Application Form (CAF), List of Clearances, Know Your Clearances (KYC), Track your application, and Transaction. The main content area shows a progress bar with seven steps: 1. Project Details, 2. Details of Enterprise, 3. Details of Estimated, 4. Details of Employment and Utilities, 5. Details of Manufacturing, 6. Supporting Documents, and 7. CAF Payment (highlighted). Below the progress bar is the 'Payment Details' section. It includes a message: 'Choose your preferred fee slab' with radio buttons for 'Lump sum' (selected) and 'à la carte'. Below that is a text input field for 'Amount to be paid (in INR)' containing '500000' and a 'Calculate Fee' button. An 'Information' pop-up window is overlaid on the page, containing 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.' with an 'OK' button.

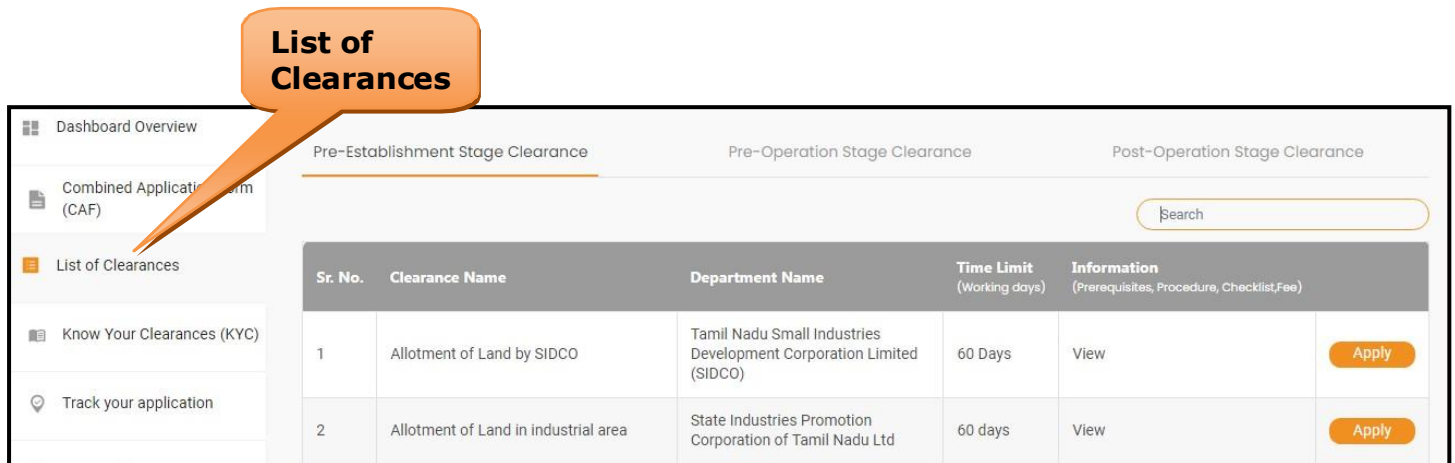
Figure 12. Combined Application Form (CAF)- Confirmation Message

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 Grant of Recognition of Manufacture of Boilers

1. Click on “List of Clearances”



List of Clearances

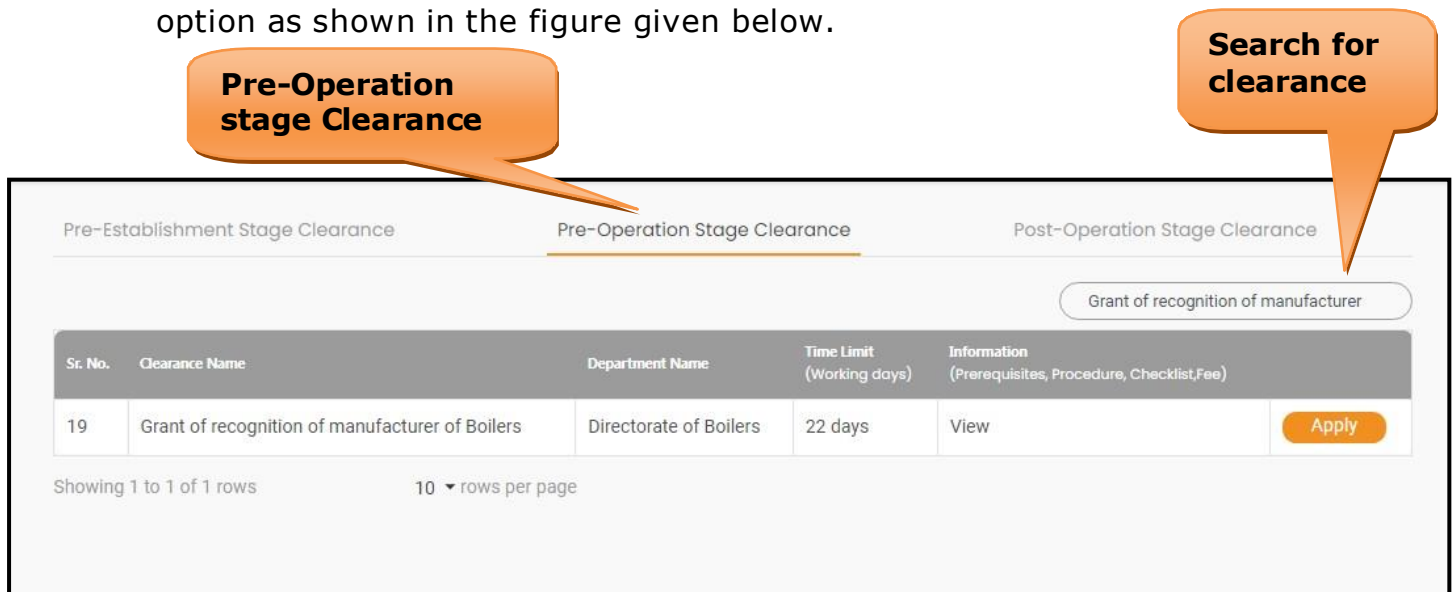
Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	
1	Allotment of Land by SIDCO	Tamil Nadu Small Industries Development Corporation Limited (SIDCO)	60 Days	View	Apply
2	Allotment of Land in industrial area	State Industries Promotion Corporation of Tamil Nadu Ltd	60 days	View	Apply

Figure13. 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 ‘**Grant of recognition of manufacture of boilers**’ by using Search option as shown in the figure given below.



Pre-Operation stage Clearance

Search for clearance

Grant of recognition of manufacturer

Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	
19	Grant of recognition of manufacturer of Boilers	Directorate of Boilers	22 days	View	Apply

Showing 1 to 1 of 1 rows 10 rows per page

Figure14. 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**

Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)
19	Grant of recognition of manufacturer of Boilers	Directorate of Boilers	22 days	View

Showing 1 to 1 of 1 rows 10 rows per page

**Apply for
clearance**

Figure15. Apply for Clearance

8. Filling the Application Form

1) Applicant needs to fill all the details under the following 3 sections to complete the application.

A. Application form details

B. Document checklist

C. Payment Details

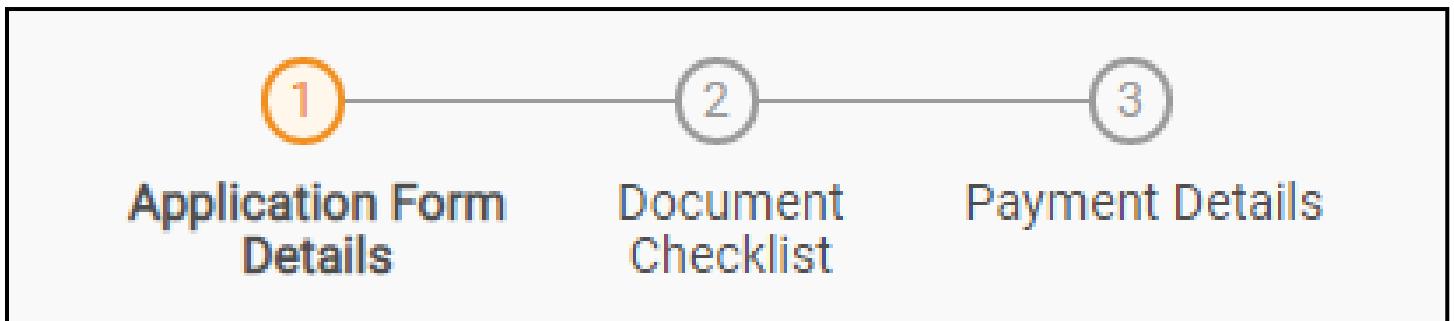


Figure16. Three Sections of Application Form

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 in zip format.

1. Firm/Company Registration Details
2. Land Ownership Document (Rent /Lease/Owned)
3. Factory Site Layout
4. Tools and Machinery Details(Name and Capacity)
5. Manpower Lists
6. Self-Declaration Document
7. Partnership Document (if firm is partnership)
8. Others with Remarks





4) After Uploading all the supporting document click on 'Next' to go 'Payment details' screen.



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	<input checked="" type="checkbox"/> Firm/Company Registration Details	 SAMPLE SUPPORTING DOC (1).pdf
2	<input checked="" type="checkbox"/> Land Ownership Document (Rent /Lease/Owned)	 SAMPLE SUPPORTING DOC (1).pdf
3	<input checked="" type="checkbox"/> Factory Site Layout	 SAMPLE SUPPORTING DOC (1).pdf
4	<input checked="" type="checkbox"/> Tools and Machinery Details(Name and Capacity)	 SAMPLE SUPPORTING DOC (1).pdf

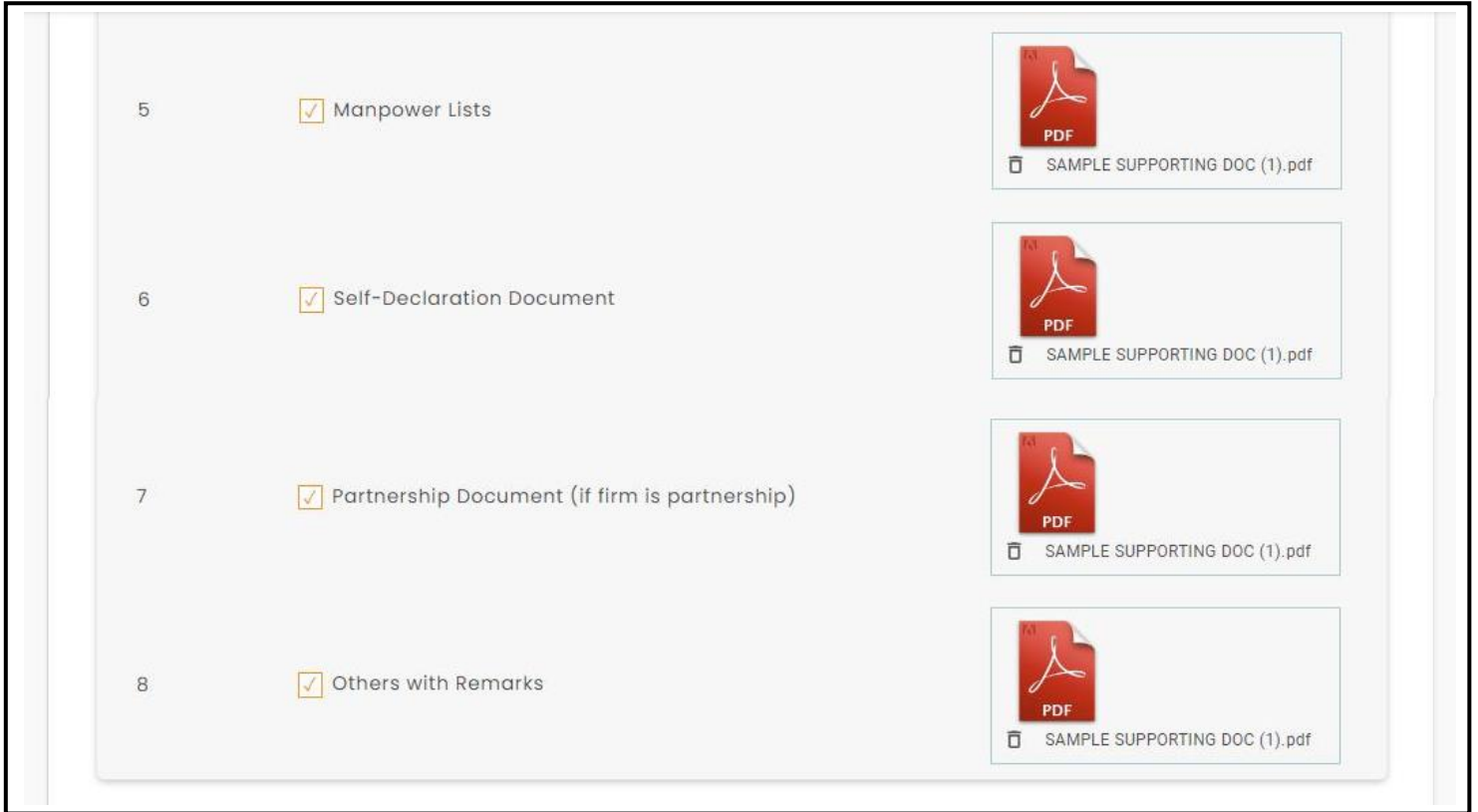


Figure 17. Document Checklist

C. Payment details

- 1) Payment amount would be auto populated.
- 2) Click on **'Save and Pay'** button to save the application and to make the payment.

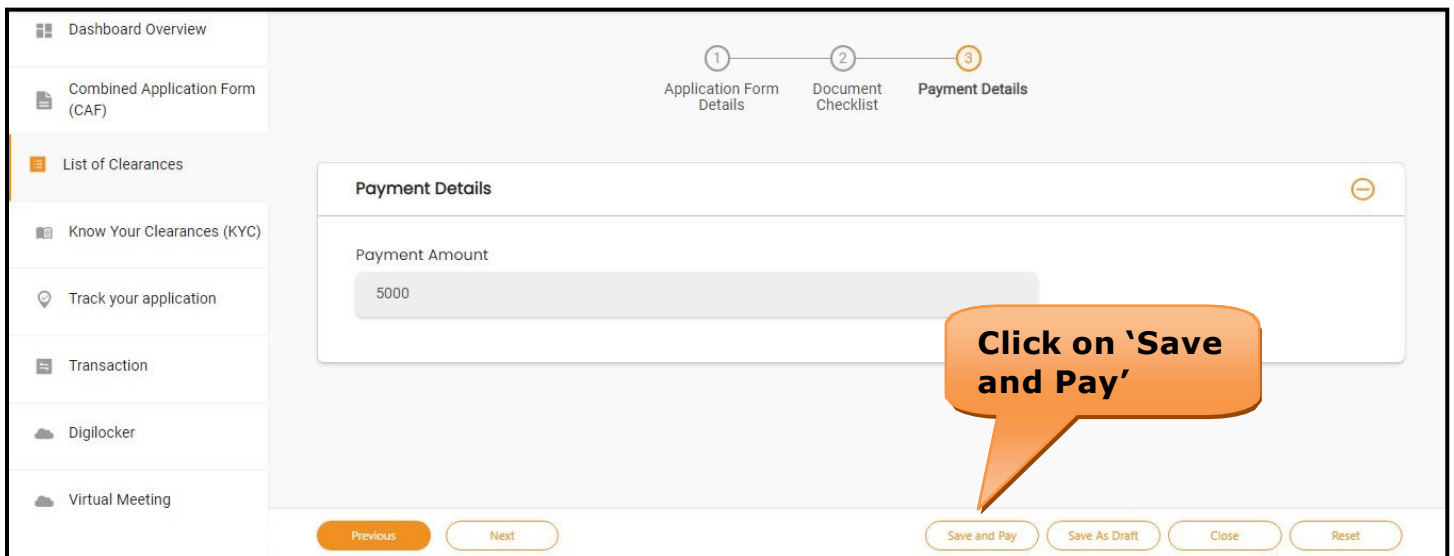


Figure 18. Payment Details

9. Payment process

- 1) After click on '**Save and pay**' a unique '**Token Id**' would be generated with a pop up message.

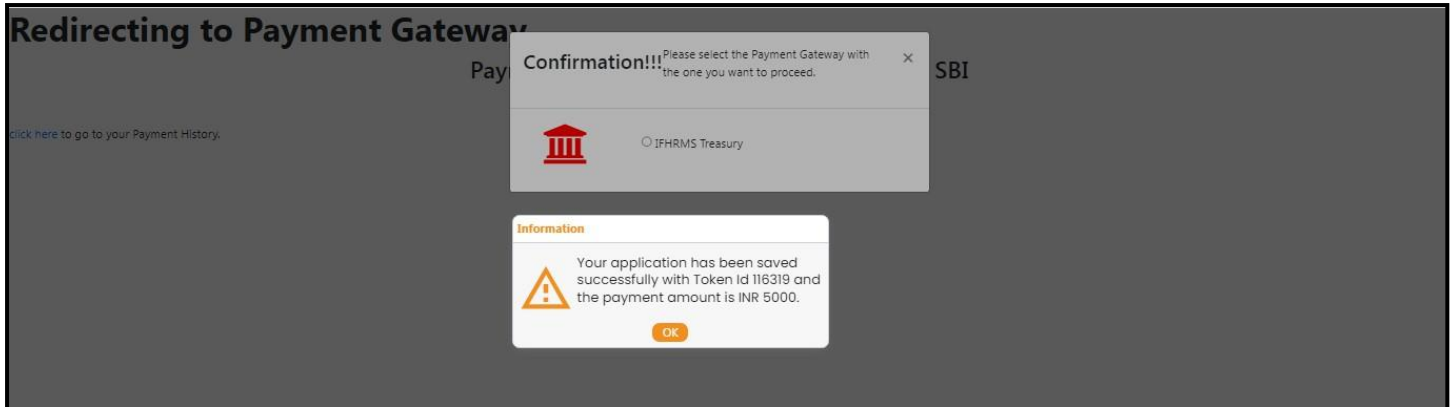


Figure 19. Token Id

- 2) The Applicant has the provision to make the payment by using "**IFHRMS Treasury**" Payment gateway.
- 3) Click on 'OK' button, IFHRMS Payment Gateway screen would appear, click on Radio button '**IFHRMS Treasury**'.

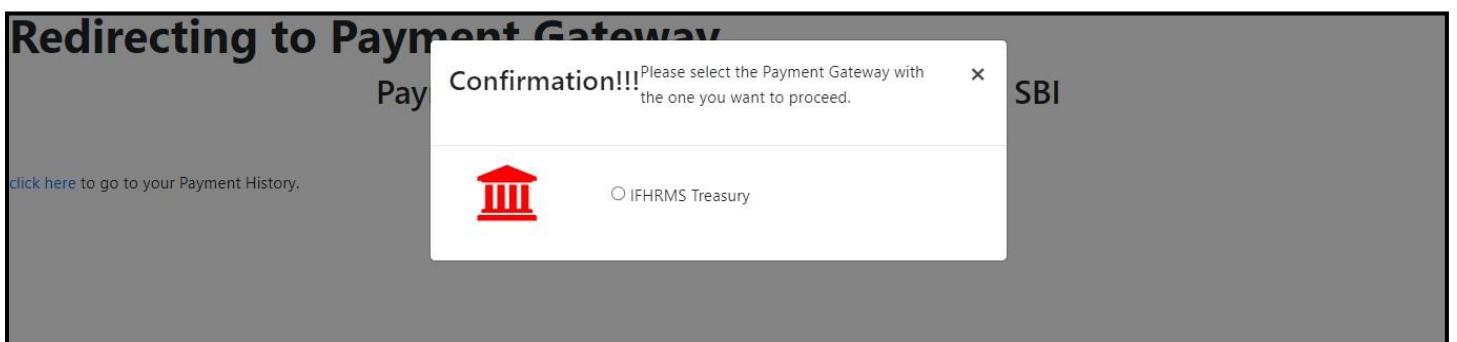


Figure 20. Payment Process

4) Then the payment '**Reference Number**' would be generated, refer the instruction note as shown in the below figure.

5) Click on 'Ok' button, follow the payment process and make the payment.

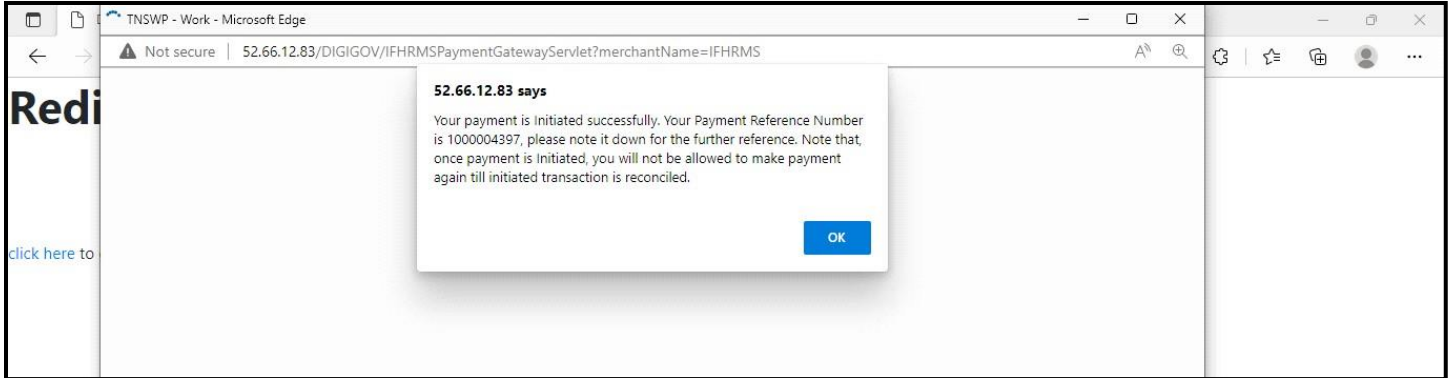


Figure 21. Payment Reference number

6) After the applicant has completed the payment process, 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**

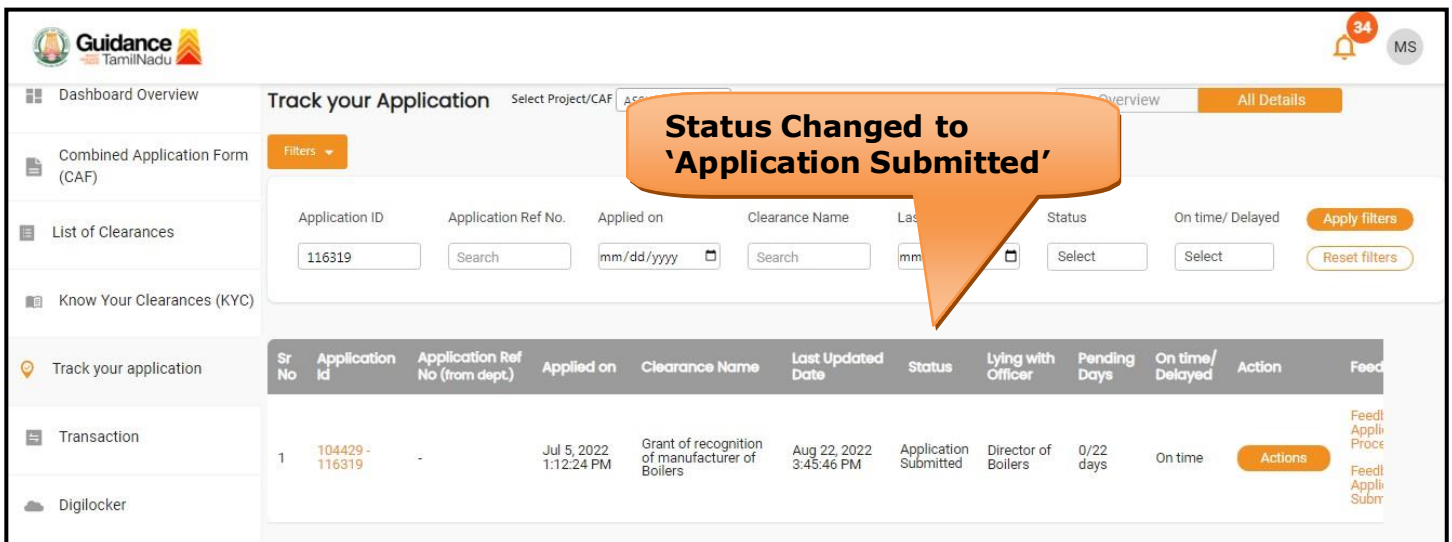


Figure 22. Application Submitted

10. Track Your Application

1) After submitting the application, 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**

Overview of applications Applied

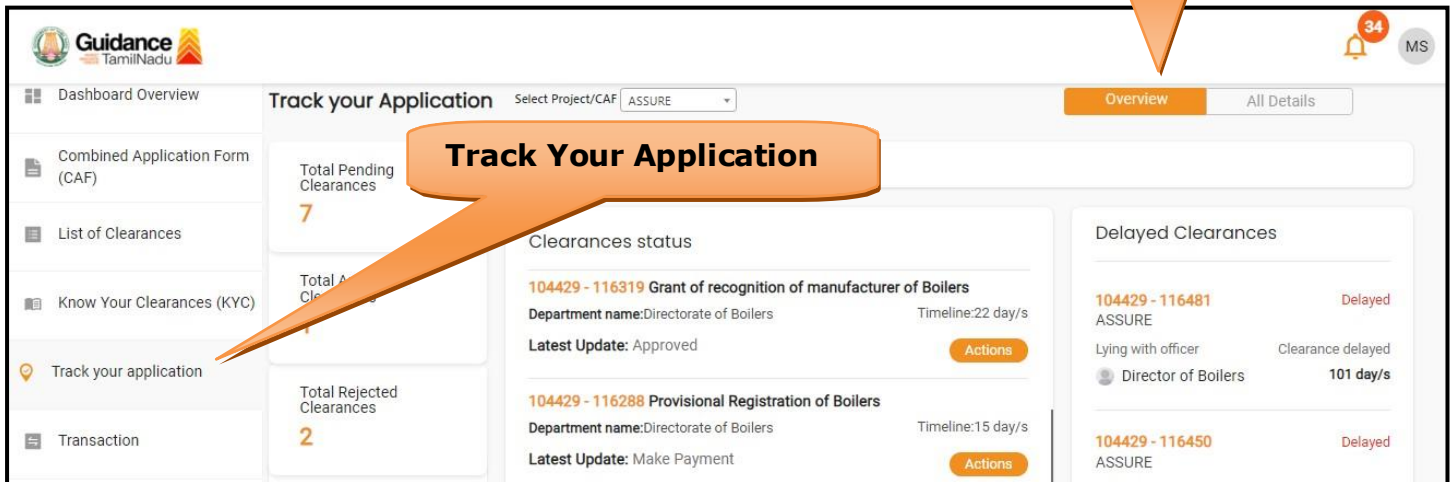
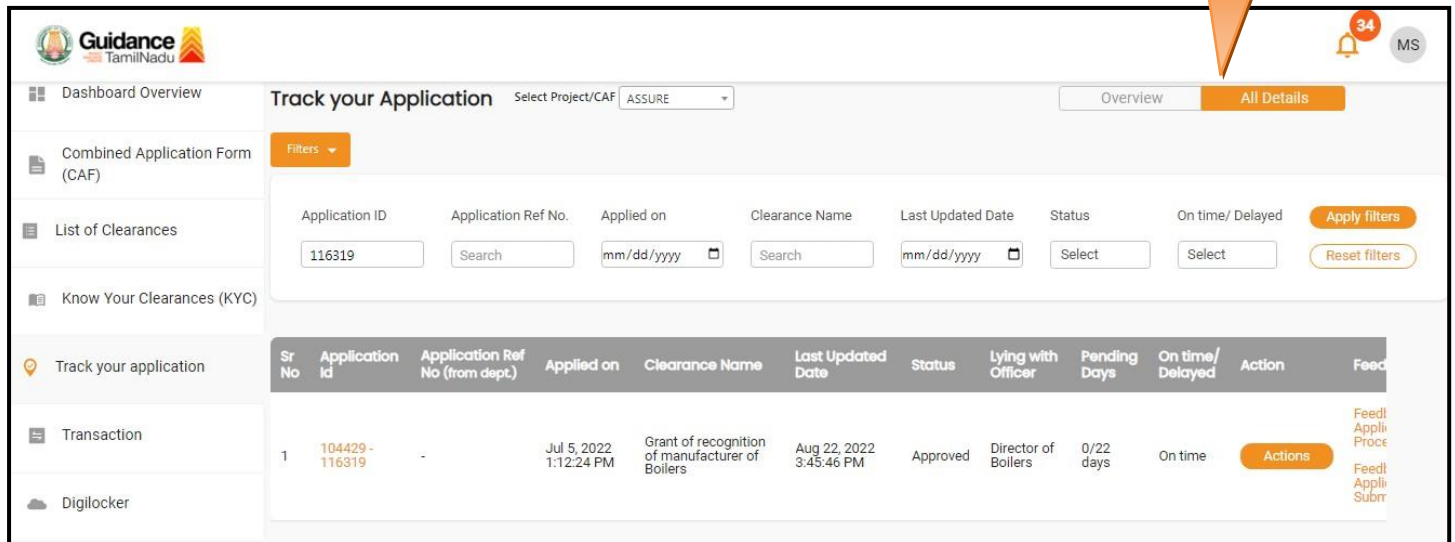


Figure 23. Track your Application

- **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**

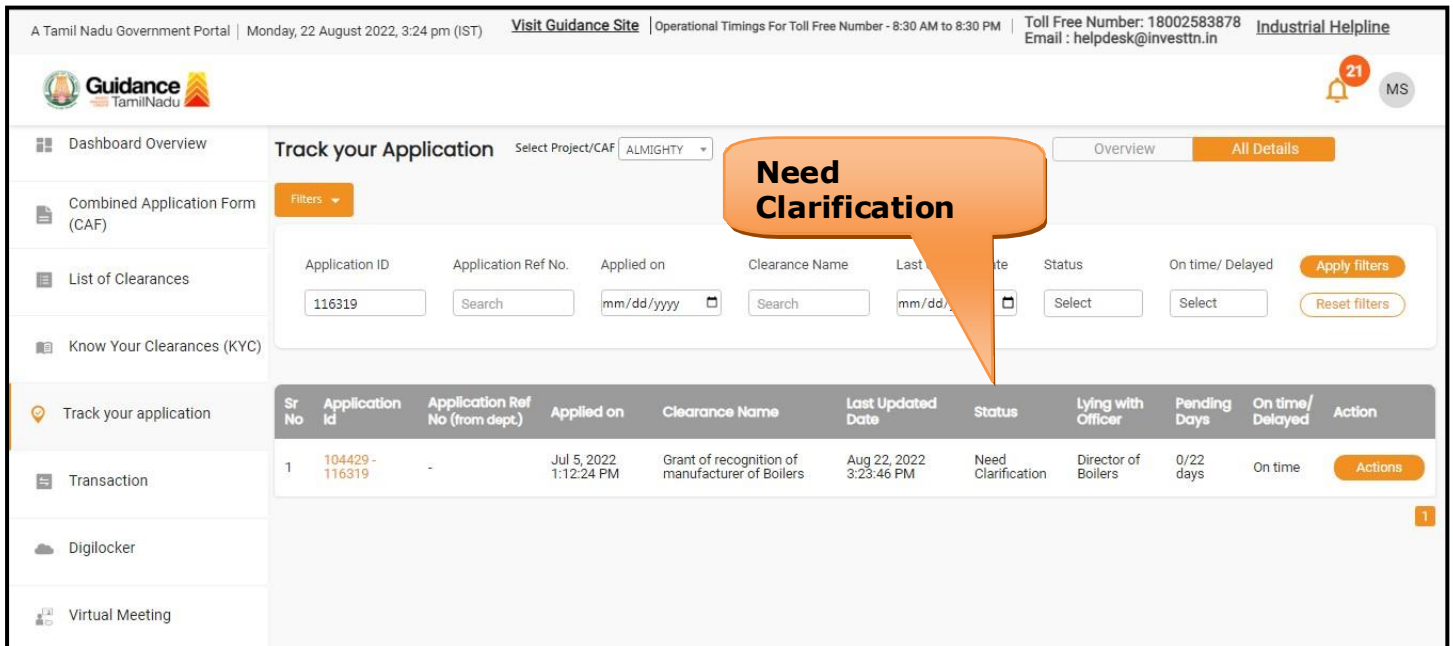



Sr No	Application Id	Application Ref No (from dept)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action	Feedl Appli Proce
1	104429 - 116319	-	Jul 5, 2022 1:12:24 PM	Grant of recognition of manufacturer of Boilers	Aug 22, 2022 3:45:46 PM	Approved	Director of Boilers	0/22 days	On time	Actions	Feedl Appli Subtr

Figure 24. ‘All details’ tab

11. Need Clarification

- 1) After submitting the application to the Boiler department, the concerned officer reviews the application and if there are any clarifications required, the concerned officer would raise a query to the applicant.
- 2) Applicant would receive an alert message on Registered SMS/Email
- 3) Applicant could go to 'Track your application' option and view the query under action items under the 'All Details' Tab
- 4) Applicant could view the status as '**Need Clarification**' under the 'Status' column. Click on 'Action' button to respond the query as shown in the below figure.



The screenshot shows the 'Track your Application' page on the Guidance TamilNadu portal. The page includes a navigation sidebar on the left with options like 'Dashboard Overview', 'Combined Application Form (CAF)', 'List of Clearances', 'Know Your Clearances (KYC)', 'Track your application', 'Transaction', 'Digilocker', and 'Virtual Meeting'. The main content area is titled 'Track your Application' and features a search filter for 'ALMIGHTY'. Below this, there are search fields for 'Application ID' (116319) and 'Application Ref No.', and a table of application records. A callout bubble points to the 'Need Clarification' 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	104429 - 116319	-	Jul 5, 2022 1:12:24 PM	Grant of recognition of manufacturer of Boilers	Aug 22, 2022 3:23:46 PM	Need Clarification	Director of Boilers	0/22 days	On time	Actions

Figure 25. Need Clarification

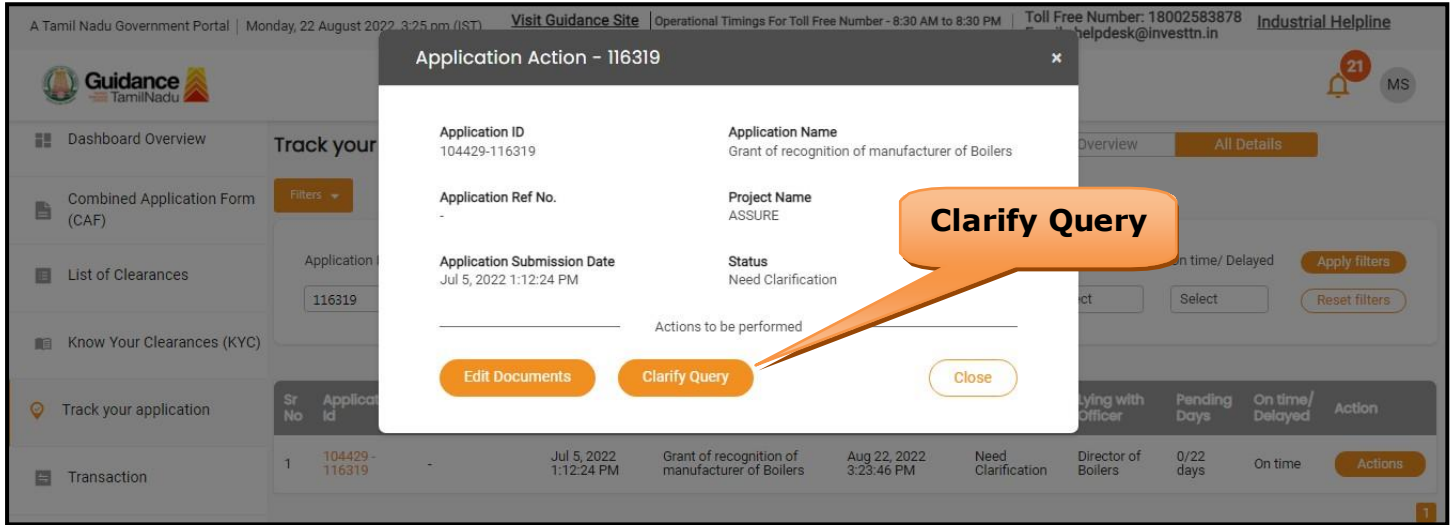


Figure 26. Query Clarify

- 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.

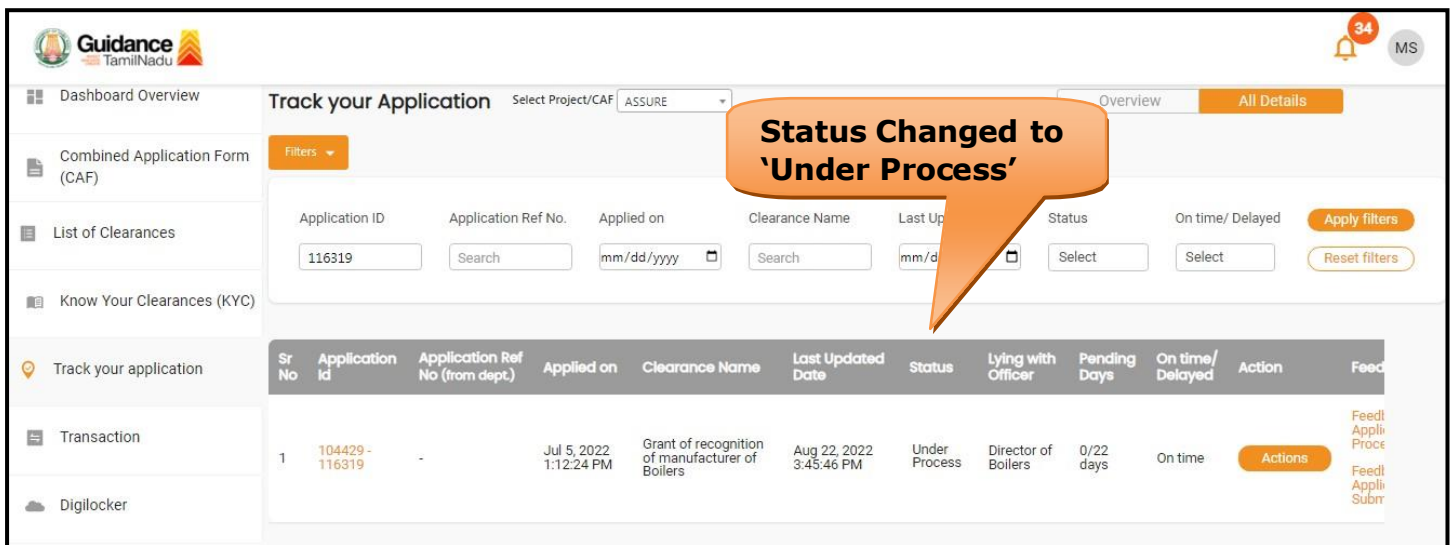
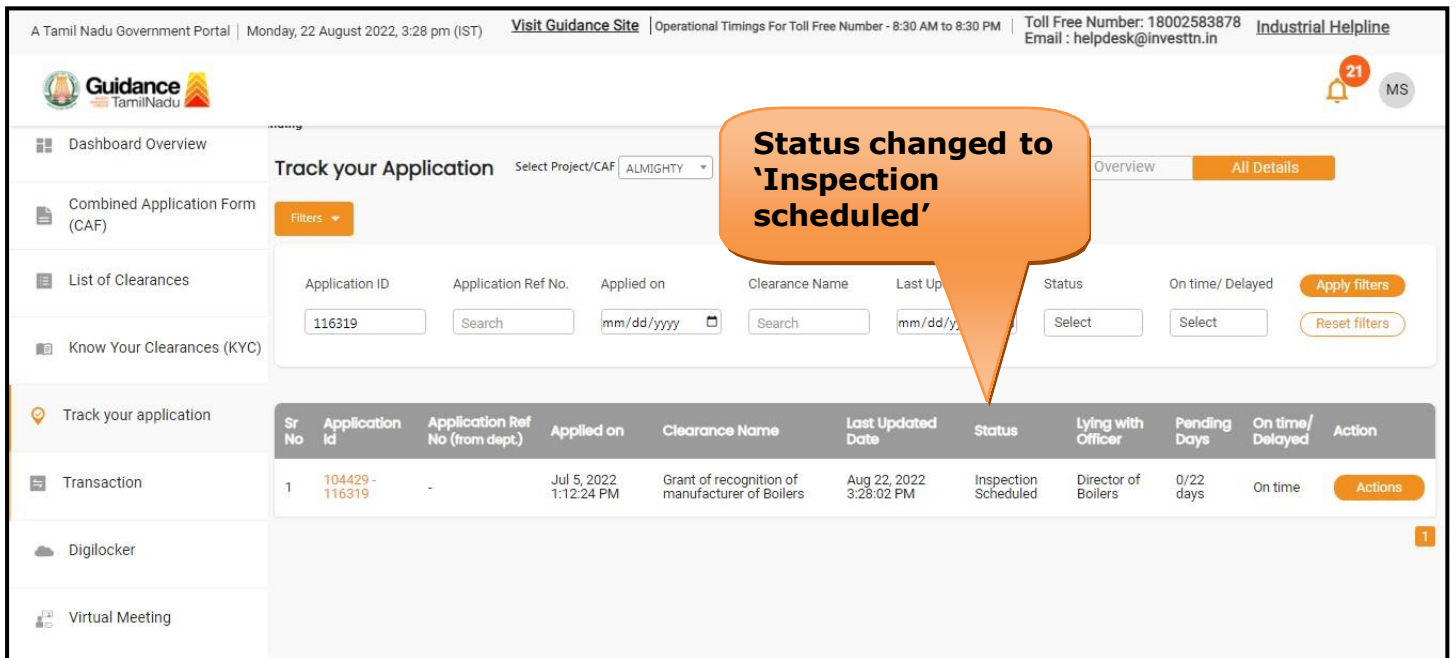


Figure 27. Under Process

12. Inspection Schedule

- 1) The Director or the Deputy Director of boilers schedules the date of appointment for inspection to be done for the specified institution.
- 2) After the Inspection gets completed, the Deputy Director of boiler submits the Inspection report.
- 3) The Applicant has the provision to view the Scheduled Inspection details.



The screenshot shows the 'Track your Application' interface. At the top, there is a navigation bar with the date 'Monday, 22 August 2022, 3:28 pm (IST)', a 'Visit Guidance Site' link, operational timings, and contact information. The main content area includes a sidebar with navigation options like 'Dashboard Overview', 'Combined Application Form (CAF)', and 'List of Clearances'. The central panel features a 'Track your Application' section with a dropdown for 'Select Project/CAF' set to 'ALMIGHTY'. Below this are search filters for 'Application ID' (116319), 'Application Ref No.', 'Applied on' (mm/dd/yyyy), 'Clearance Name', and 'Last Updated Date'. A table below the filters displays 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	104429 - 116319	-	Jul 5, 2022, 1:12:24 PM	Grant of recognition of manufacturer of Boilers	Aug 22, 2022, 3:28:02 PM	Inspection Scheduled	Director of Boilers	0/22 days	On time	Actions

An orange callout bubble with the text 'Status changed to 'Inspection scheduled'' points to the 'Inspection Scheduled' status in the table. The interface also includes buttons for 'Apply filters' and 'Reset filters'.

Figure 28. Inspection Scheduled

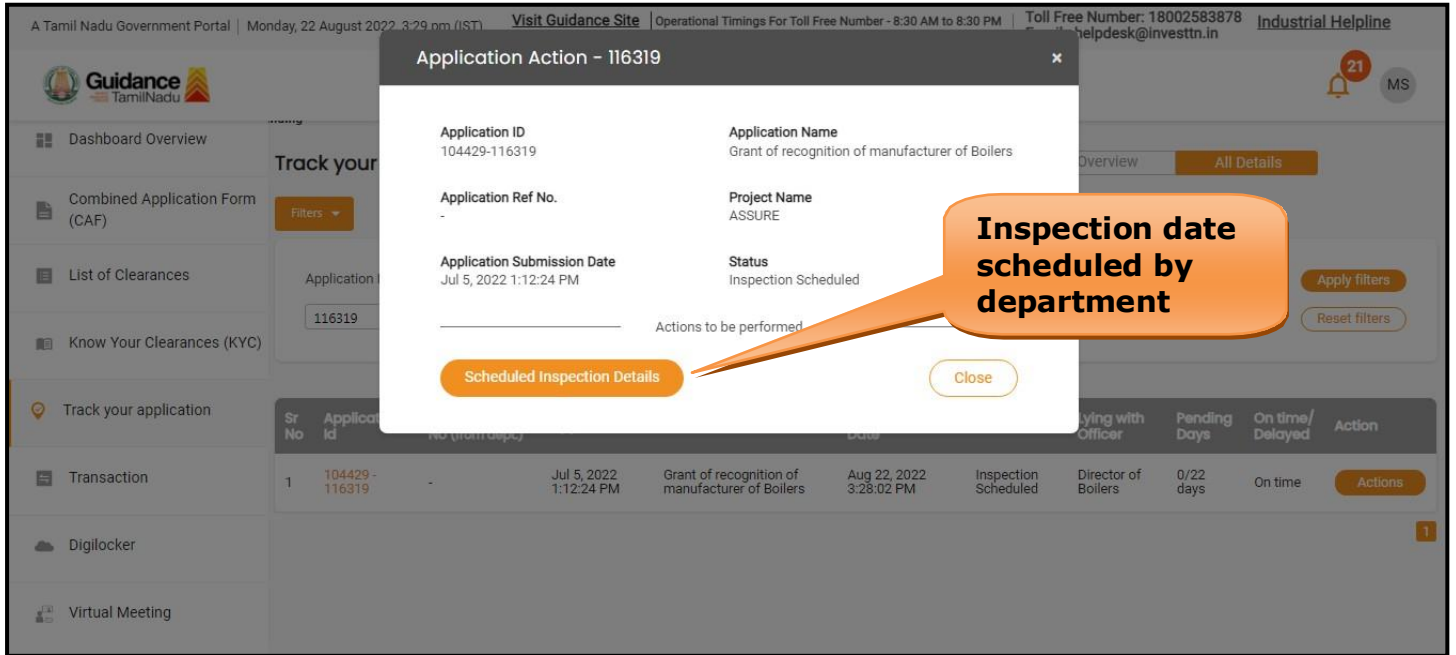


Figure 29. Scheduled Inspection Details

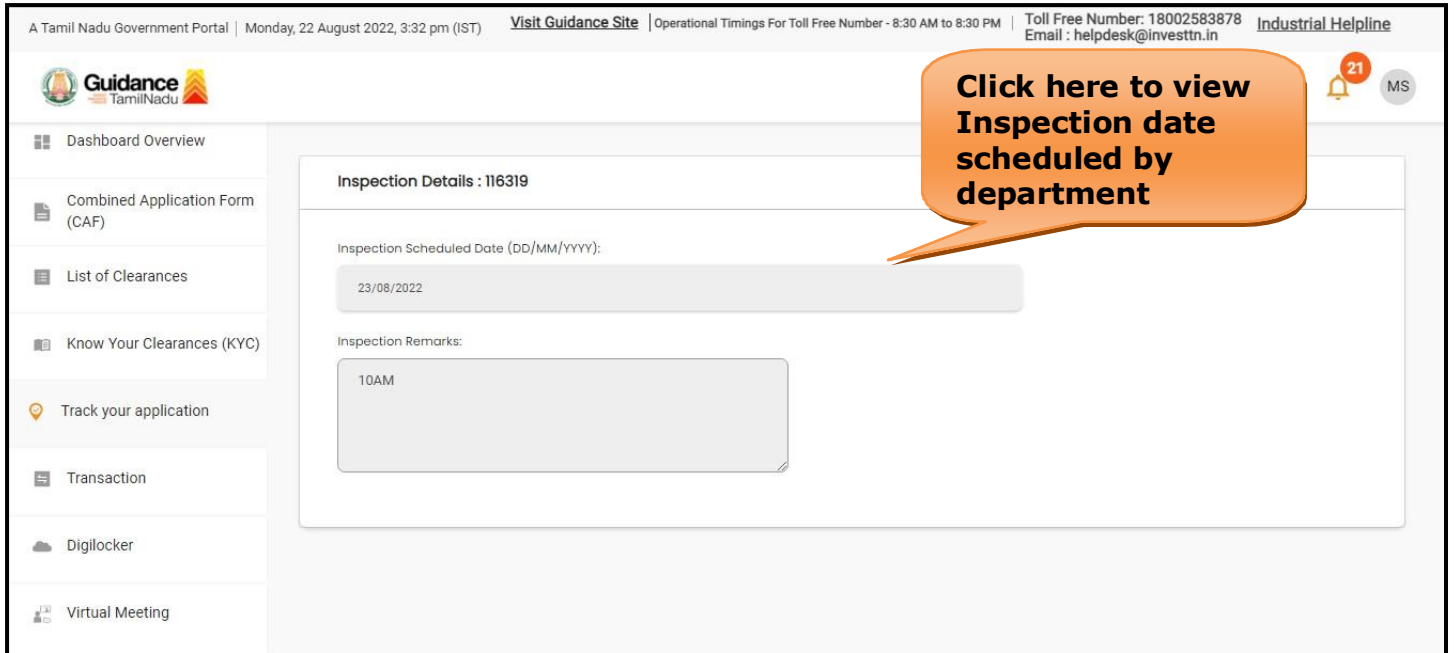


Figure 30. Scheduled Inspection Details (Contd.)

13. Application Processing

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

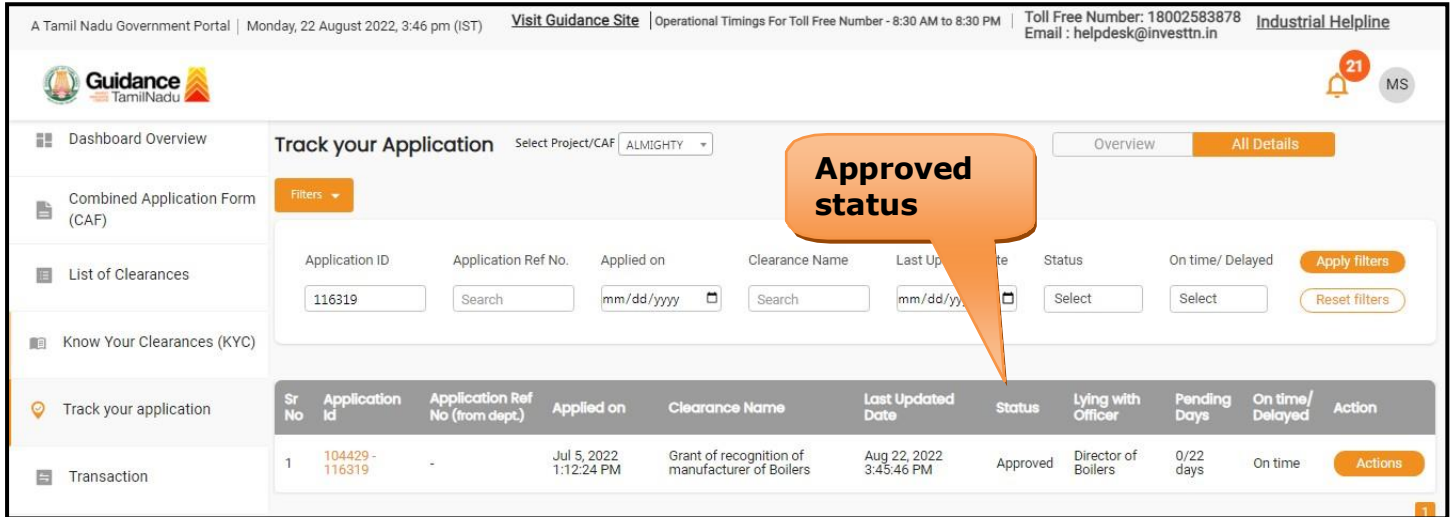


Figure 31. Application Processed

2) If the application is **‘Approved’** by the Department, the applicant can download the Approval Certificate under **‘Track your application – > ‘Action’ button -> Download Certificate** (Refer Figure 32)

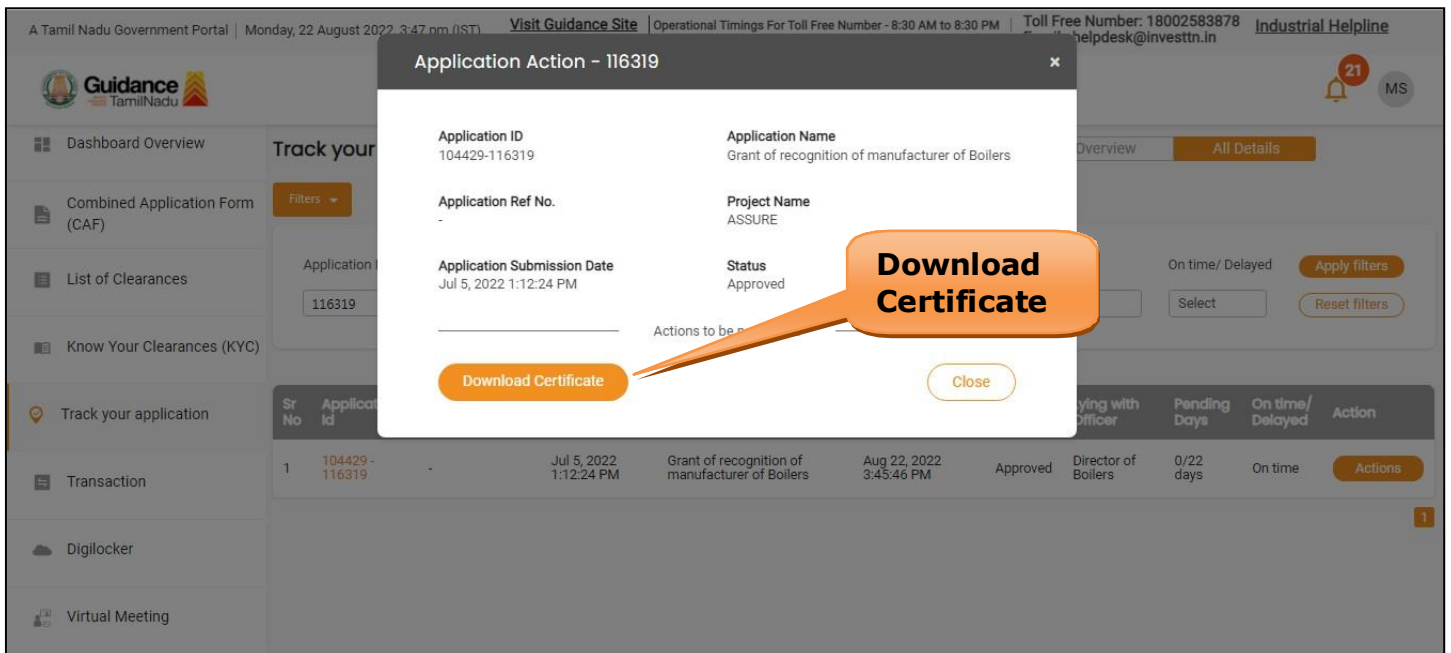
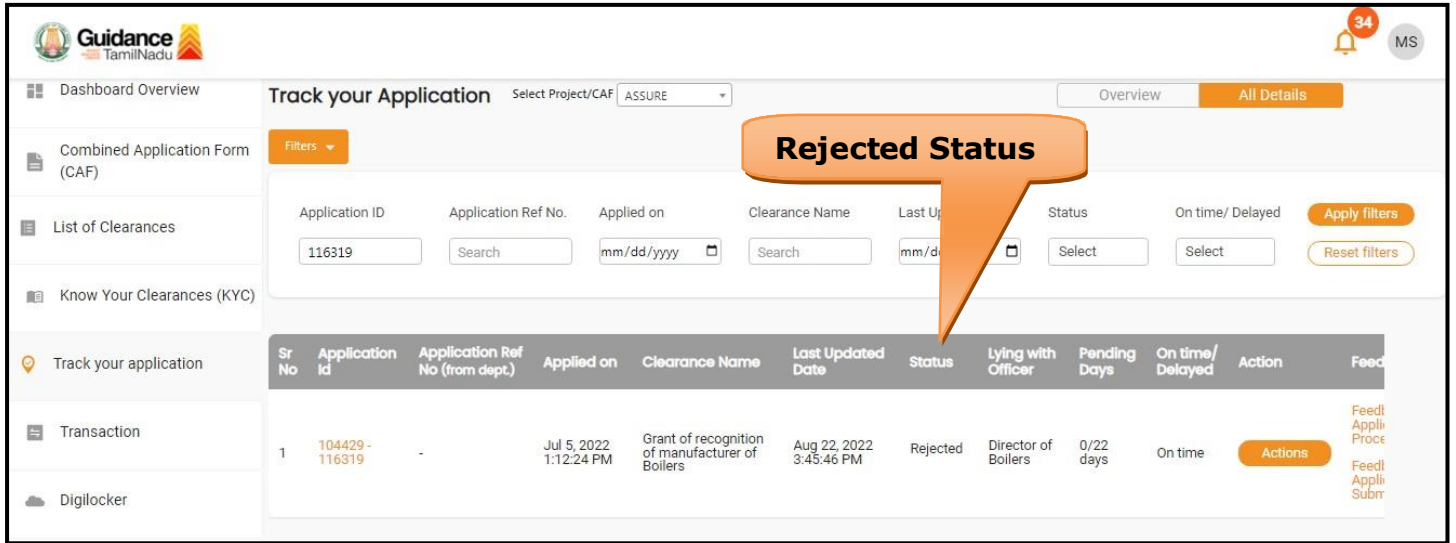


Figure 32. Download Certificate

3) If the application is '**Rejected**' by the Department, 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 33)



The screenshot shows the 'Track your Application' page. The application ID is 116319, and the status is 'Rejected'. An orange callout bubble labeled 'Rejected Status' points to the status column in the table below.

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	Feed
1	104429 - 116319	-	Jul 5, 2022 1:12:24 PM	Grant of recognition of manufacturer of Boilers	Aug 22, 2022 3:45:46 PM	Rejected	Director of Boilers	0/22 days	On time	Actions	Feedl Appli Proce Feedl Appli Subnr

Figure 33. Rejected Status

