TAMIL NADU SINGLE WINDOW PORTAL

APPLICANT MANUAL

Renewal 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.

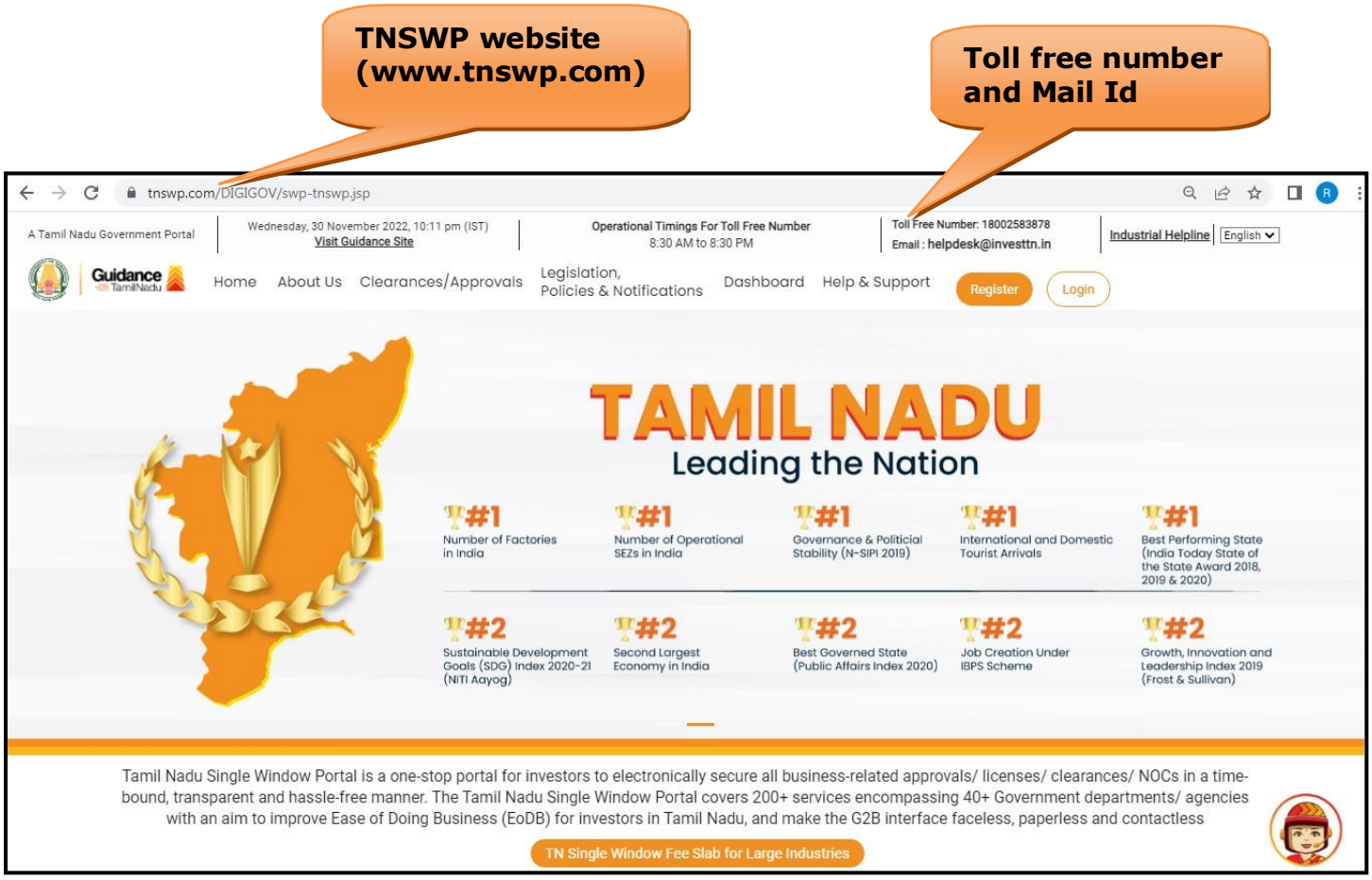


Figure 1. Single Window Portal Home Page

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.

Figure 2. Register

2) New Investor Registration page will appear (Refer Figure 3 & 4)

3) Select the 'Investor' option and continue with the Registration process.

4) Only for applying Government to Citizen (G2C) fire clearances, click on option **'G2C clearances of Tamil Nadu fire and rescue clearances under the category individual/small enterprise'**.

5) The information icon ⓘ gives brief description about the fields when the user hovers the cursor on these icons.

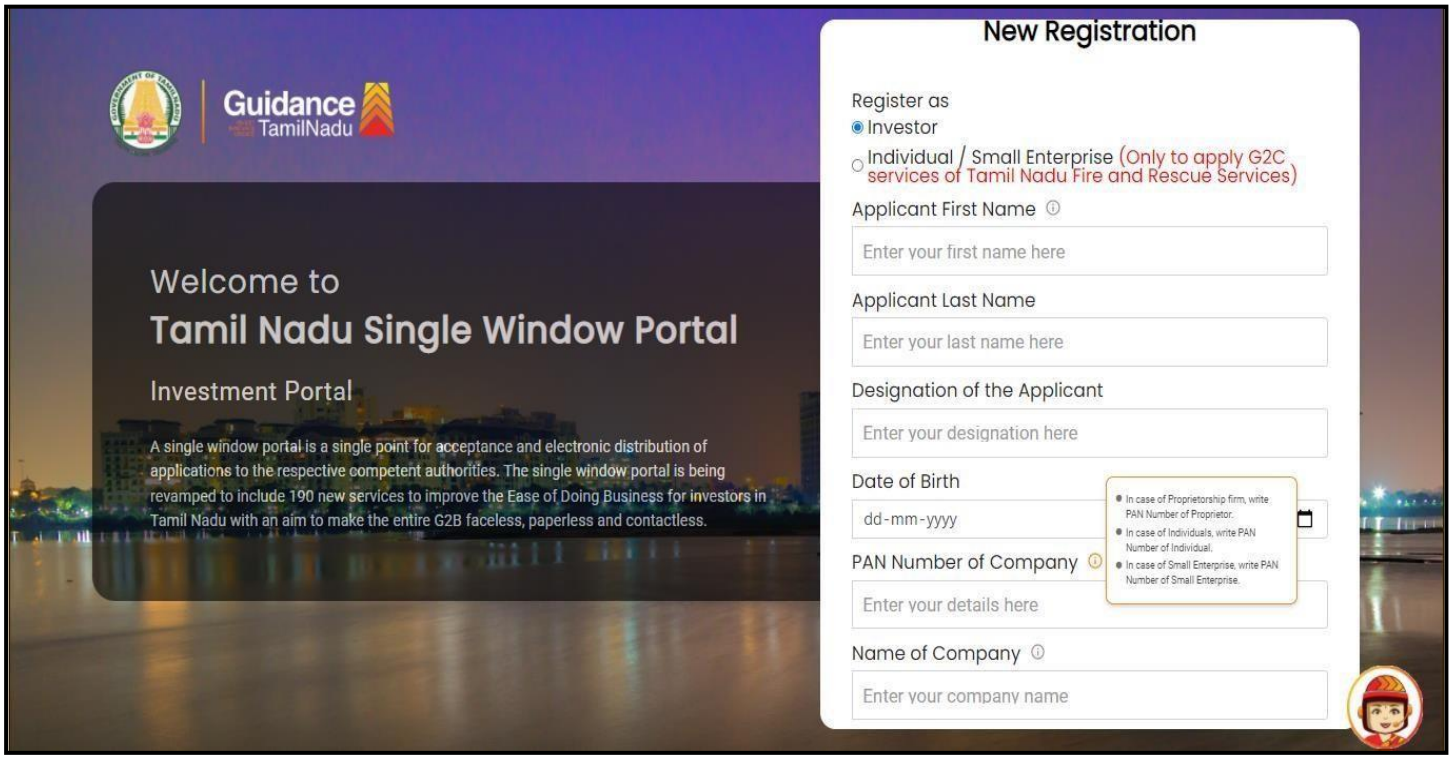


Figure 3. Registration Form

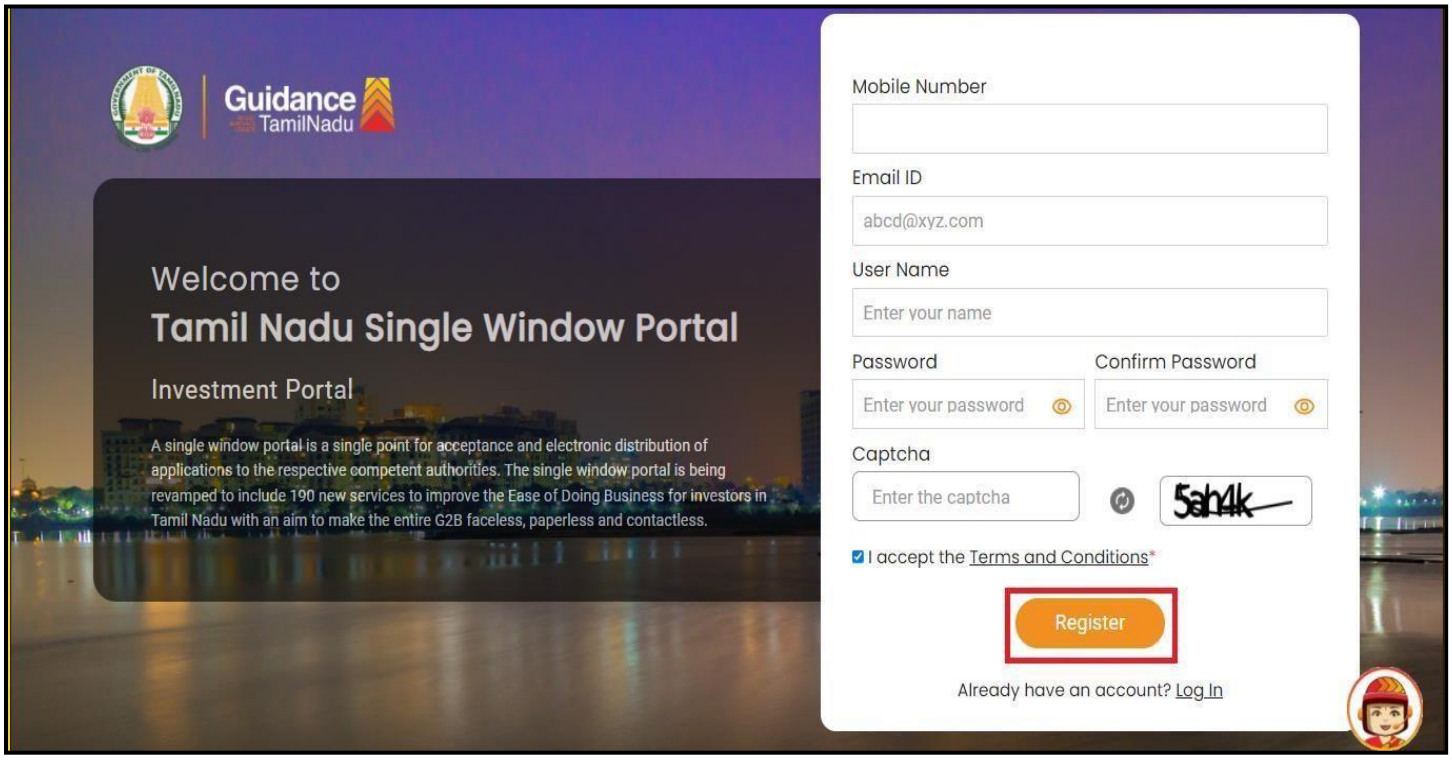


Figure 4. Registration Form Submission

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 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.

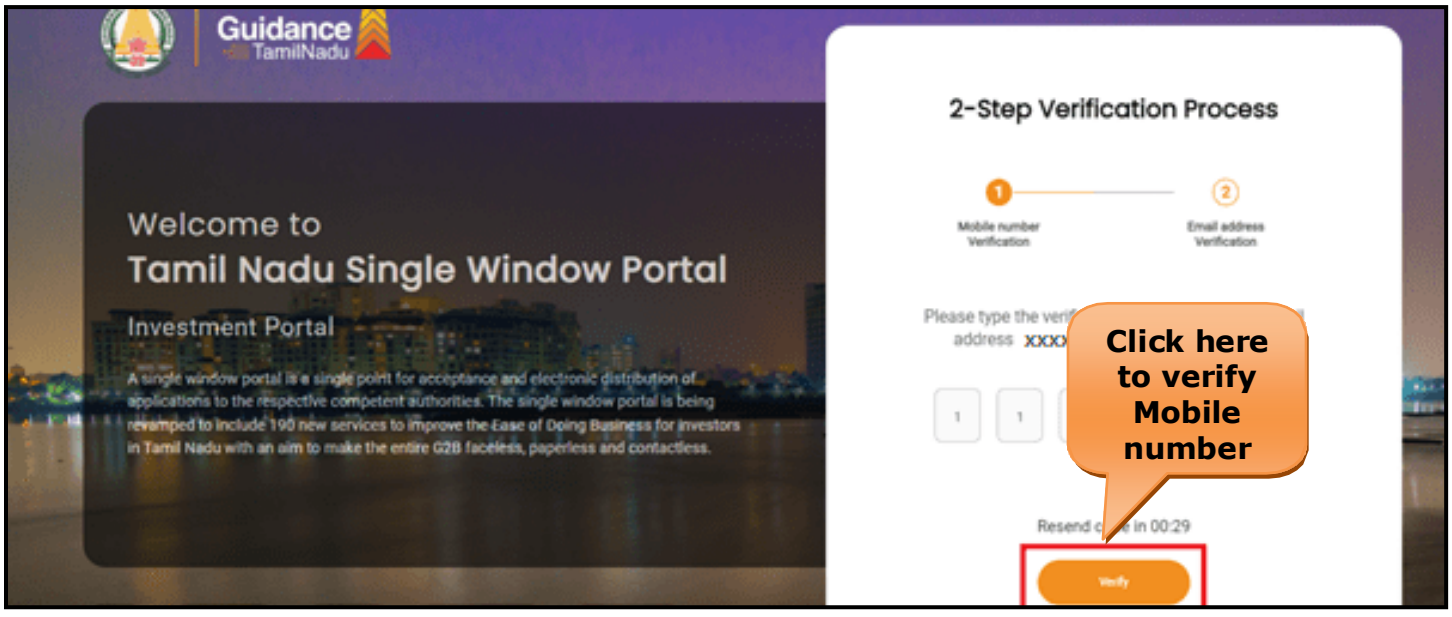


Figure 5. Mobile Number Verification

- **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.

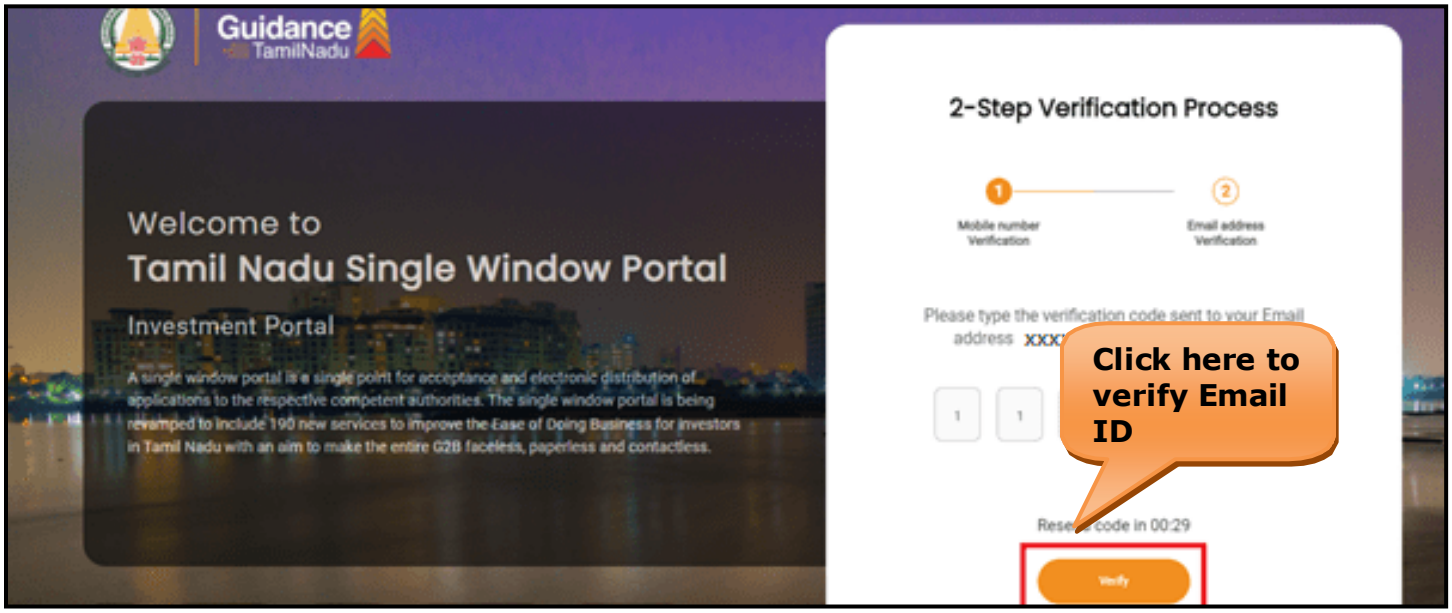


Figure 1. Email ID Verification

3) After completion of 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.

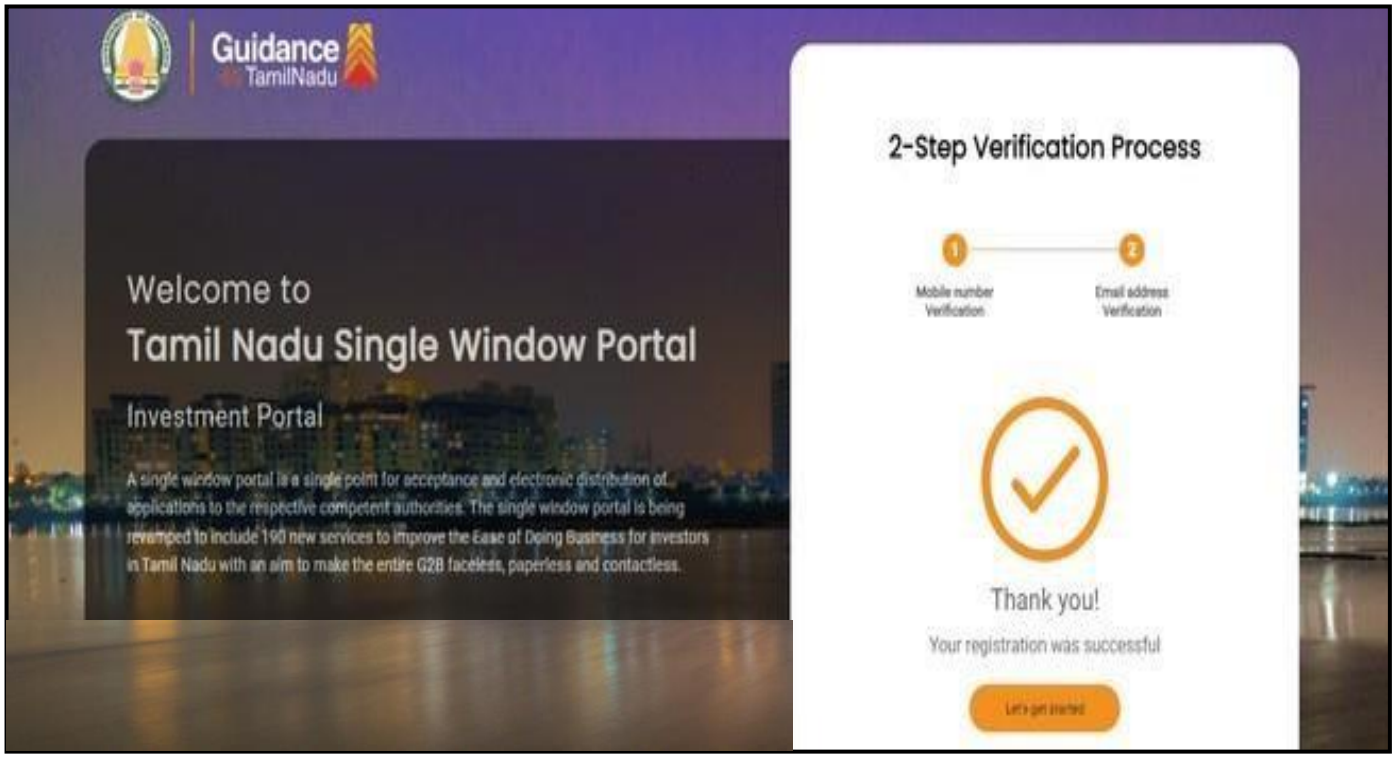


Figure 7. Registration Confirmation Pop-Up

4. Login

1) The applicant can login to TNSWP with the applicant name and password created during the registration process.

2) Click on login button to enter TNSWP

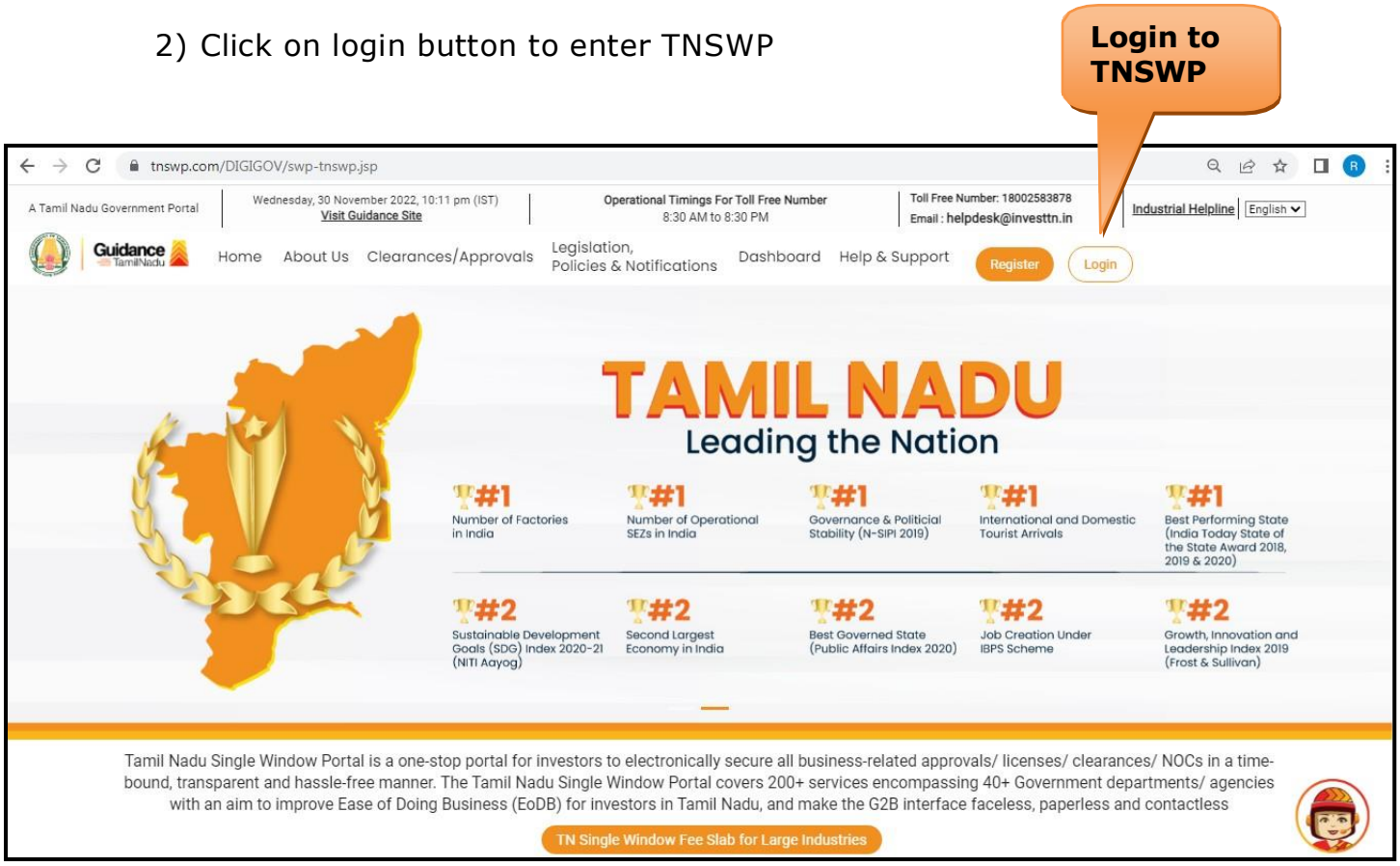


Figure 8. Login

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.

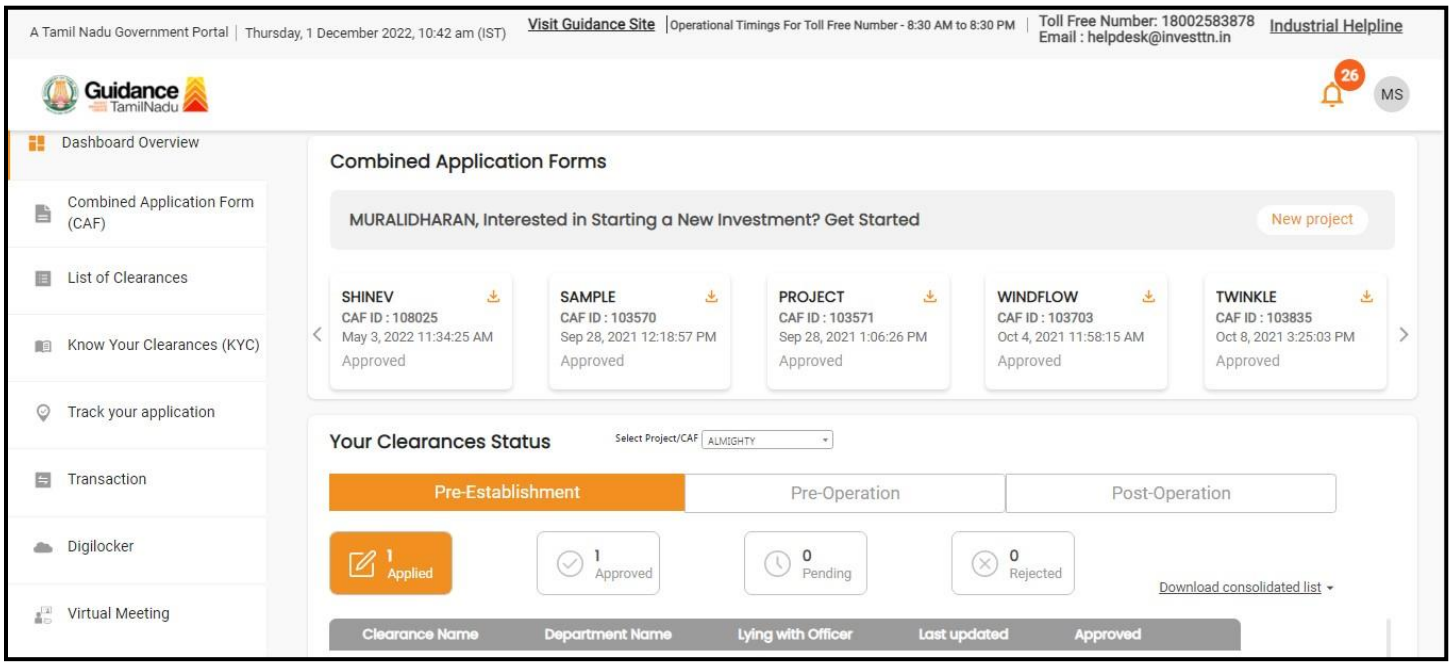


Figure 9. Dashboard Overview

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) is mentioned in the below Figure.
5) Click on 'Continue' button to fill in the Combined Application Form.

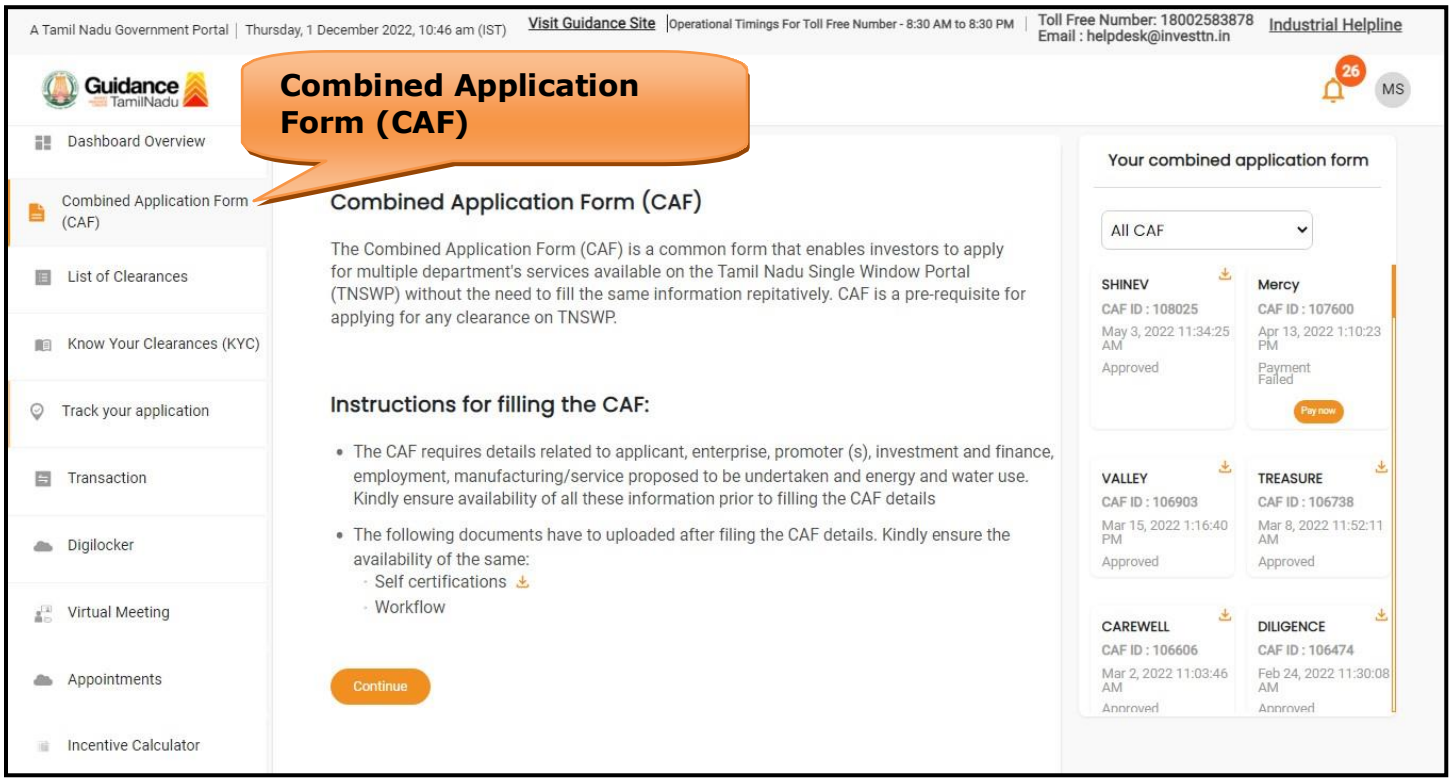


Figure 10. Combined Application Form (CAF)

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)

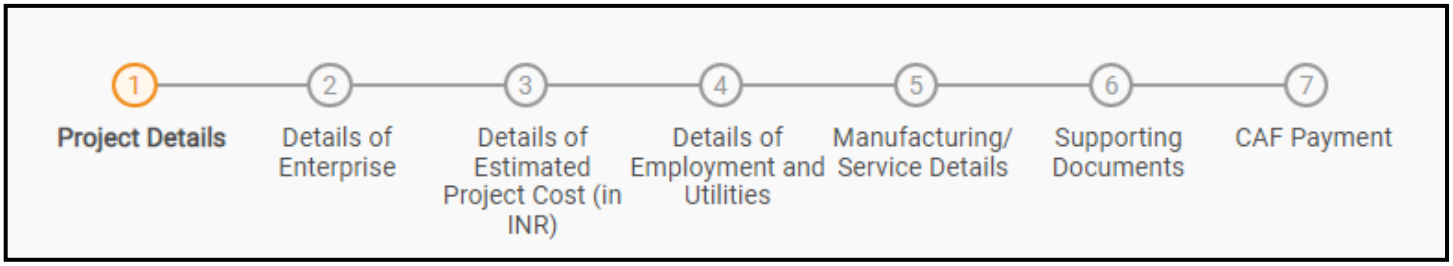


Figure 11. Section of Combined Application Form (CAF)

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).

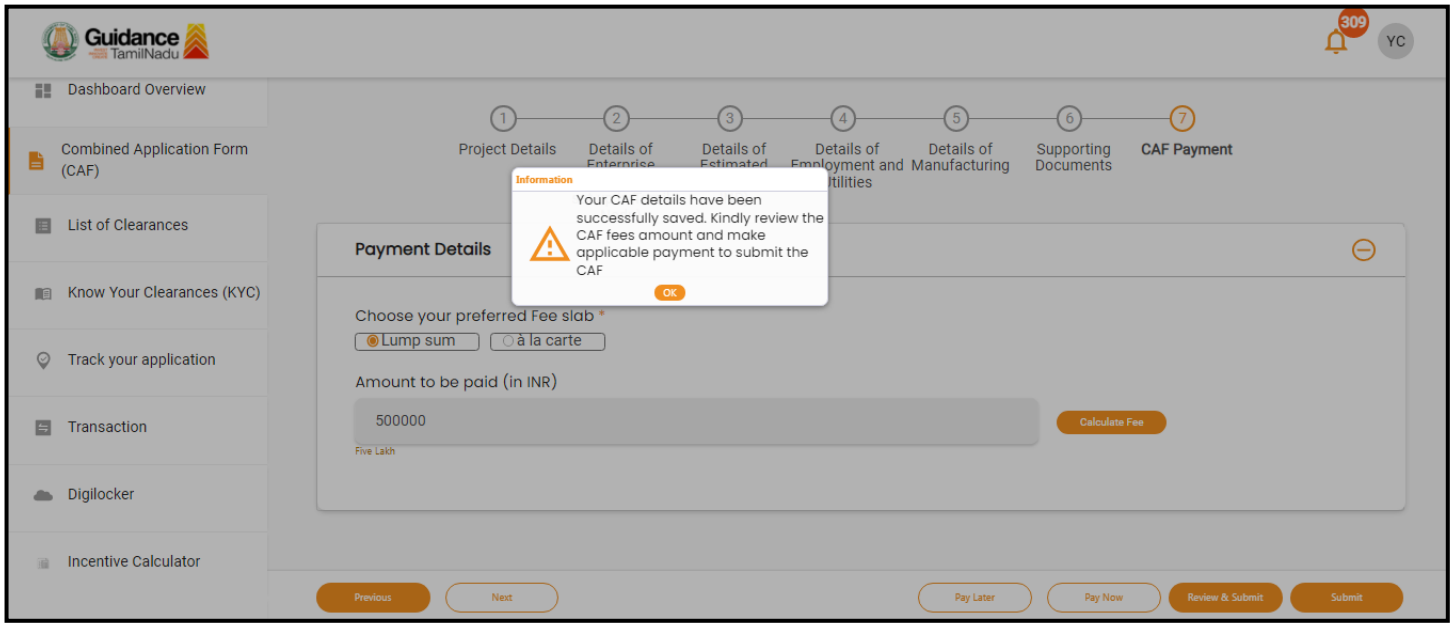


Figure 12. Combined Application Form (CAF)- Confirmation Message

Note:

If the applicant belongs to large industry, single window fee would be applicable according to the investment in Plant & Machinery or Turnover amount. Click here to access the Single Window Fee Slab.

7. Apply for Renewal of Recognition of Manufacture of Boiler

1) Click on "List of Clearances"

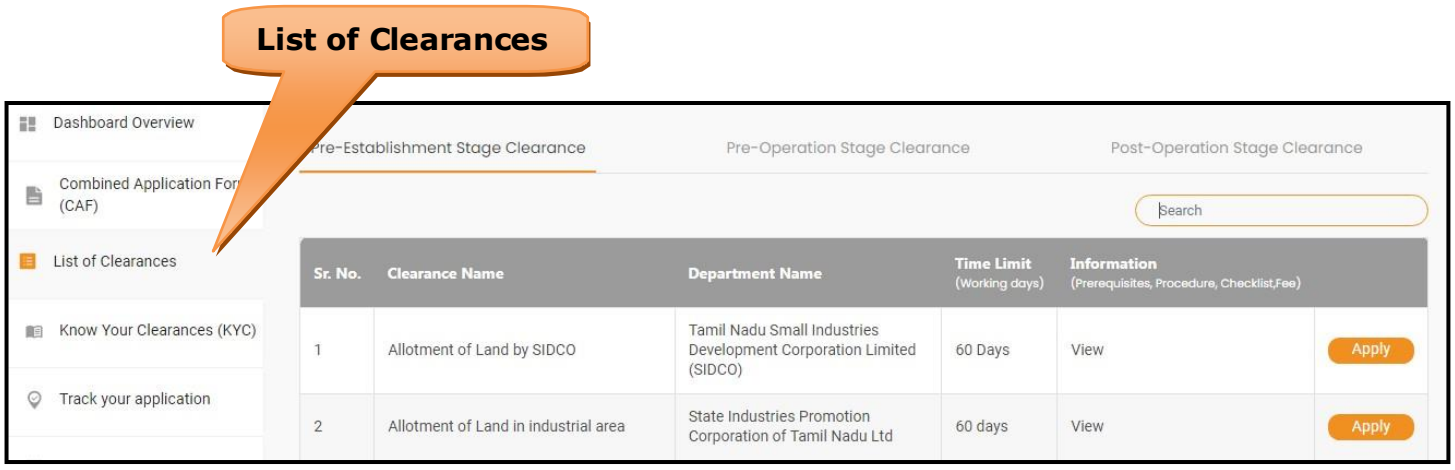


Figure 13. List of Clearances

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 Recognition of Manufacture of Boilers'** by using Search option as shown in the figure given below.

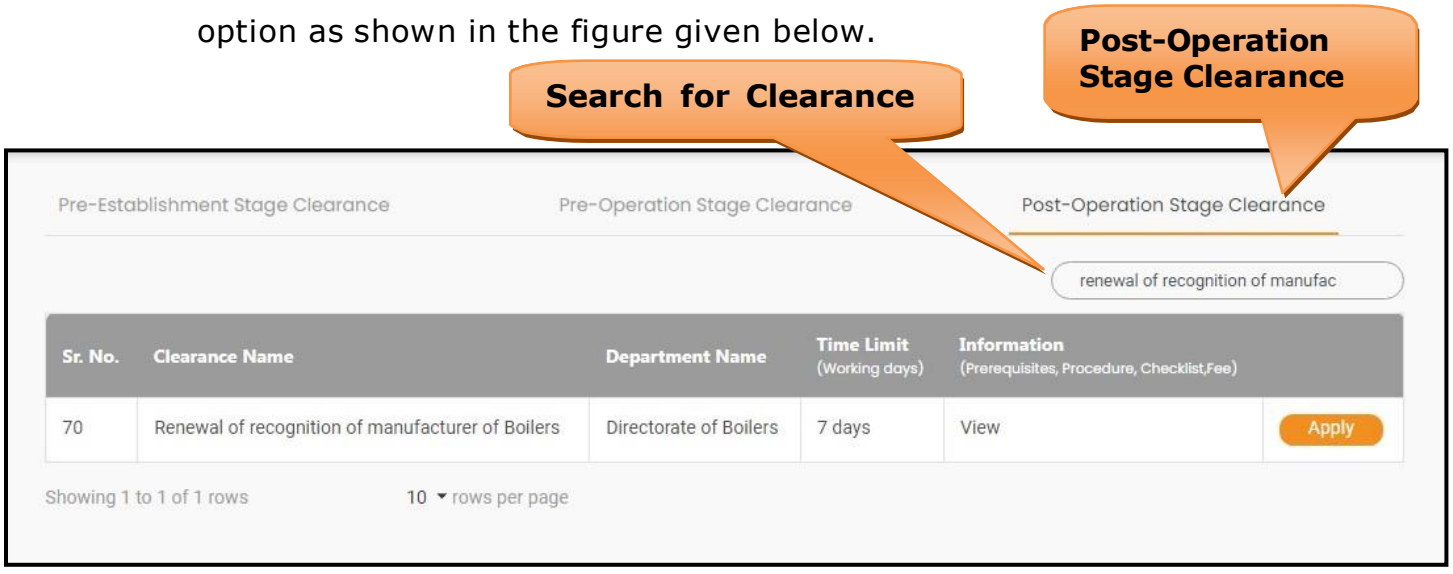


Figure 14. Search for Clearance

4) Applicants 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.

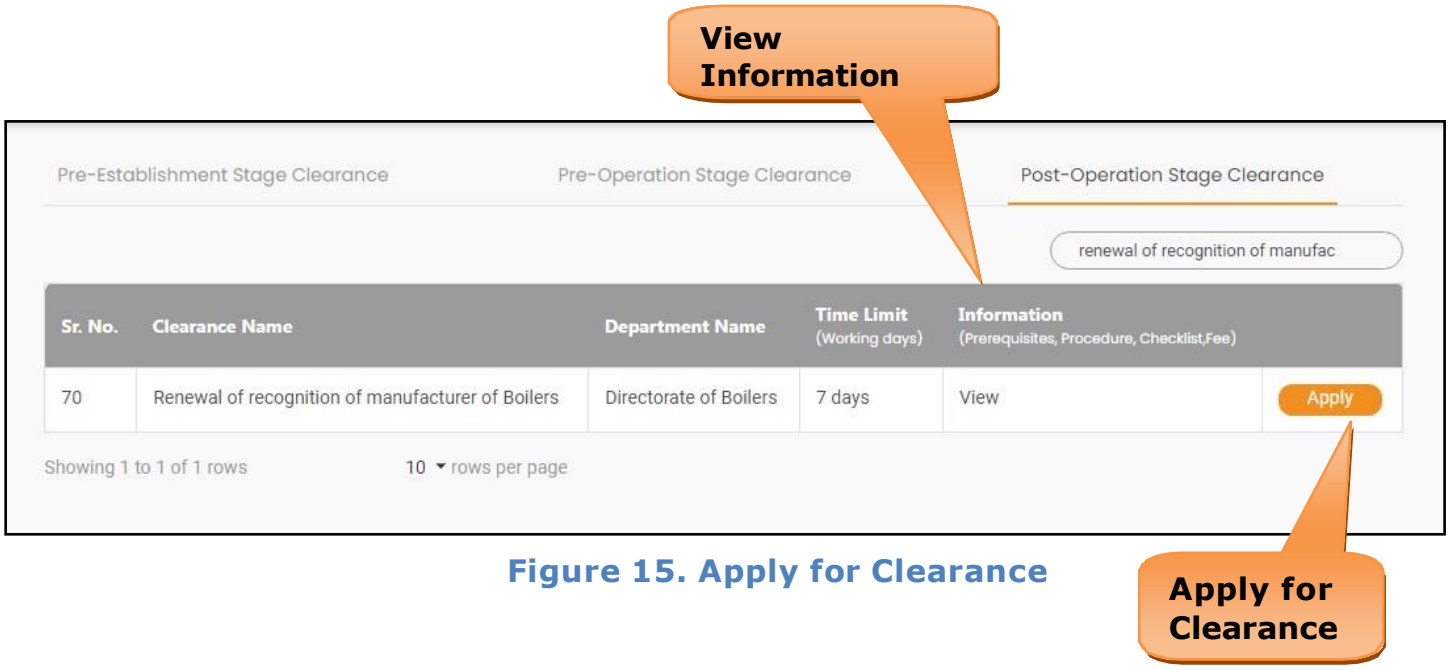


Figure 15. Apply for Clearance

8. Filling the Application Form

1) Applicants need to fill all the details under the following 3 sections to complete the application.

A. Application form details

B. Document checklist

C. Payment Details

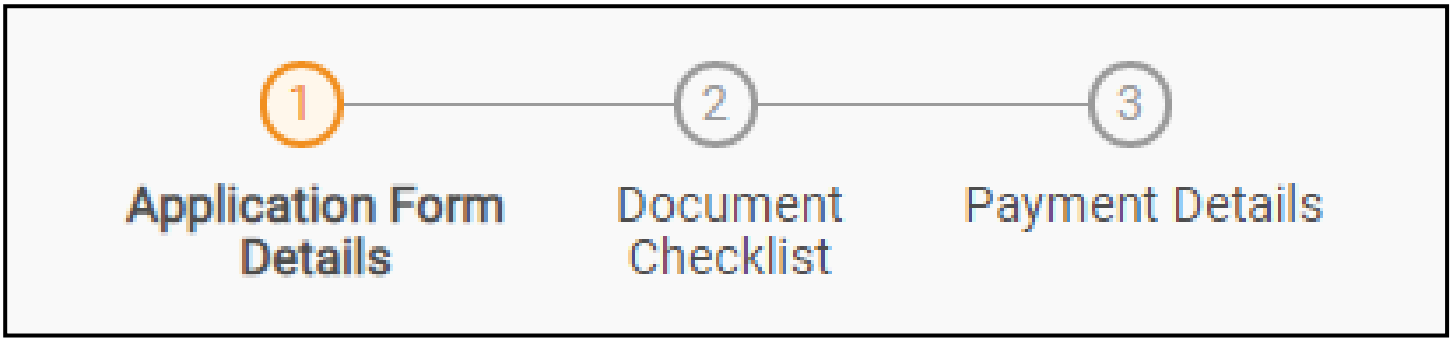
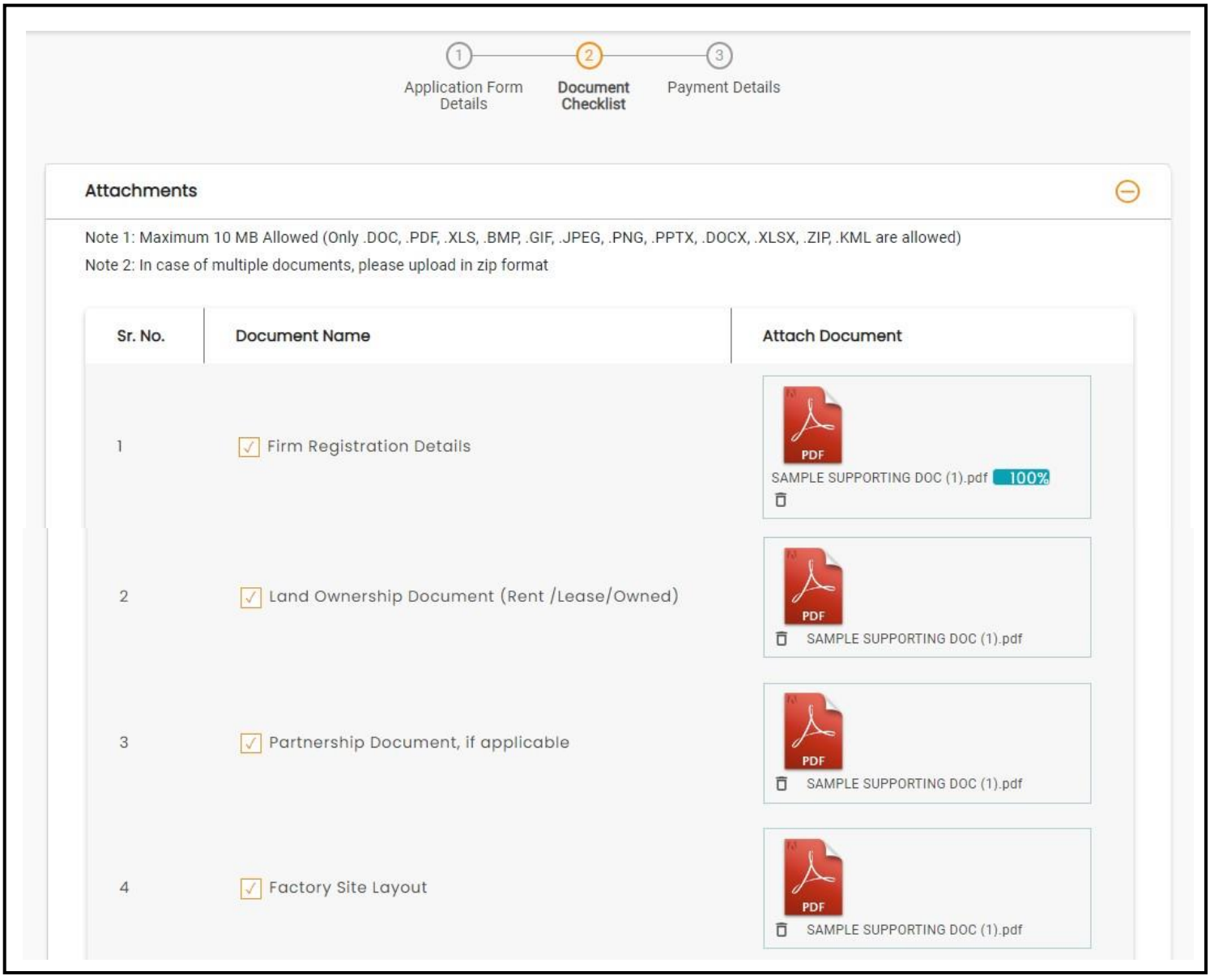


Figure 16. Three Sections of Application form

B. Document checklist

1) The following supporting documents need to be uploaded by the user 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.
    1. Firm Registration Details
    2. Land Ownership Document (Rent /Lease/Owned)
    3. Partnership Document, if applicable
    4. Factory Site Layout
    5. Tools and Machinery Details (Name and Capacity)
    6. Manpower Details
    7. Self-Declaration Letter
    8. Last issued Recognition/Renewal Letter
    9. Welder Certificate
4) After Uploading all the supporting document click on 'Next' to go 'Payment details' screen.


1
Application Form Details
2
Document Checklist
3
Payment Details
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
Firm Registration Details
PDF
SAMPLE SUPPORTING DOC (1).pdf
100%
2
Land Ownership Document (Rent /Lease/Owned)
PDF
SAMPLE SUPPORTING DOC (1).pdf
3
Partnership Document, if applicable
PDF
SAMPLE SUPPORTING DOC (1).pdf
4
Factory Site Layout
PDF
SAMPLE SUPPORTING DOC (1).pdf

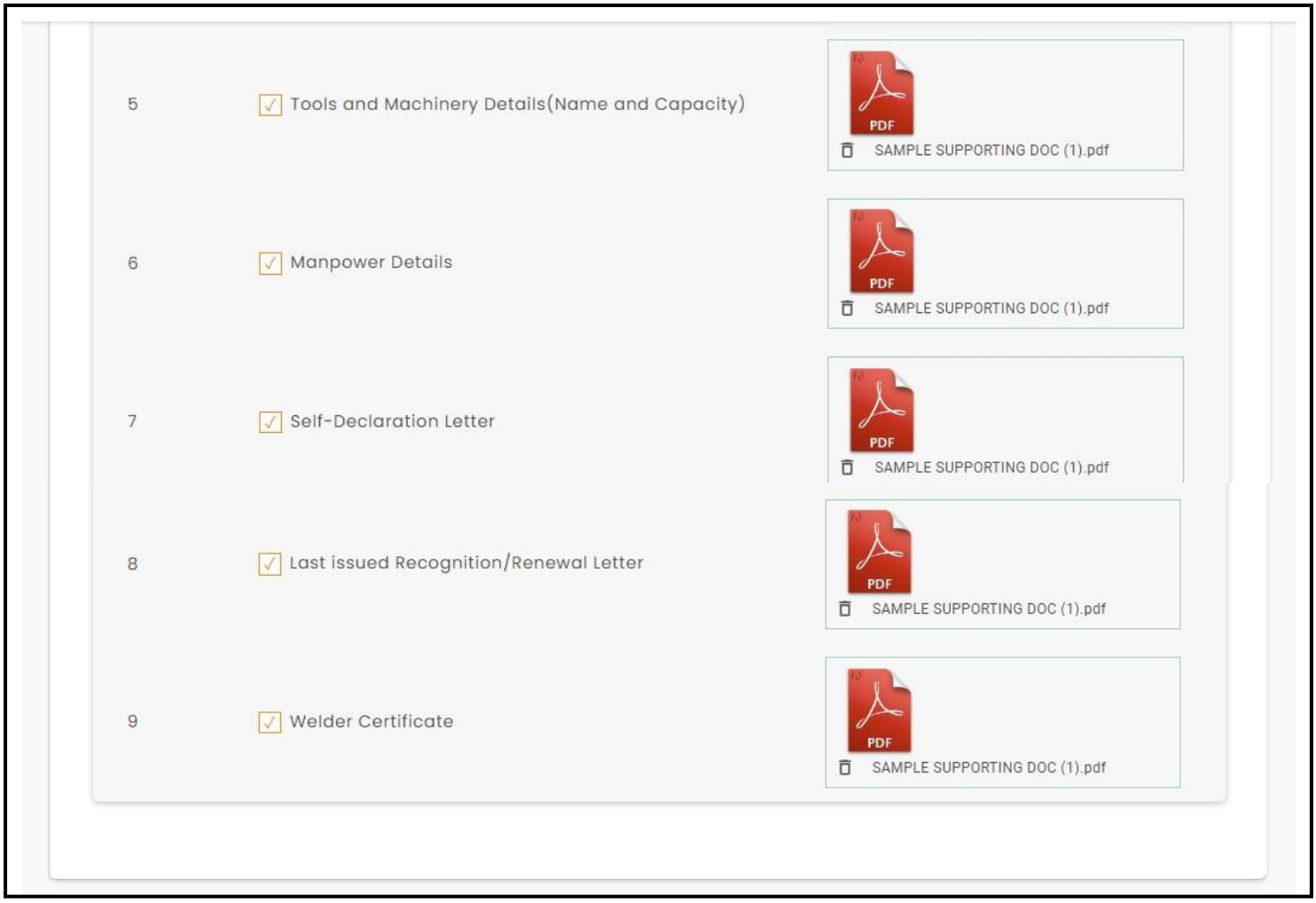


Figure 17. Document Checklist

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.

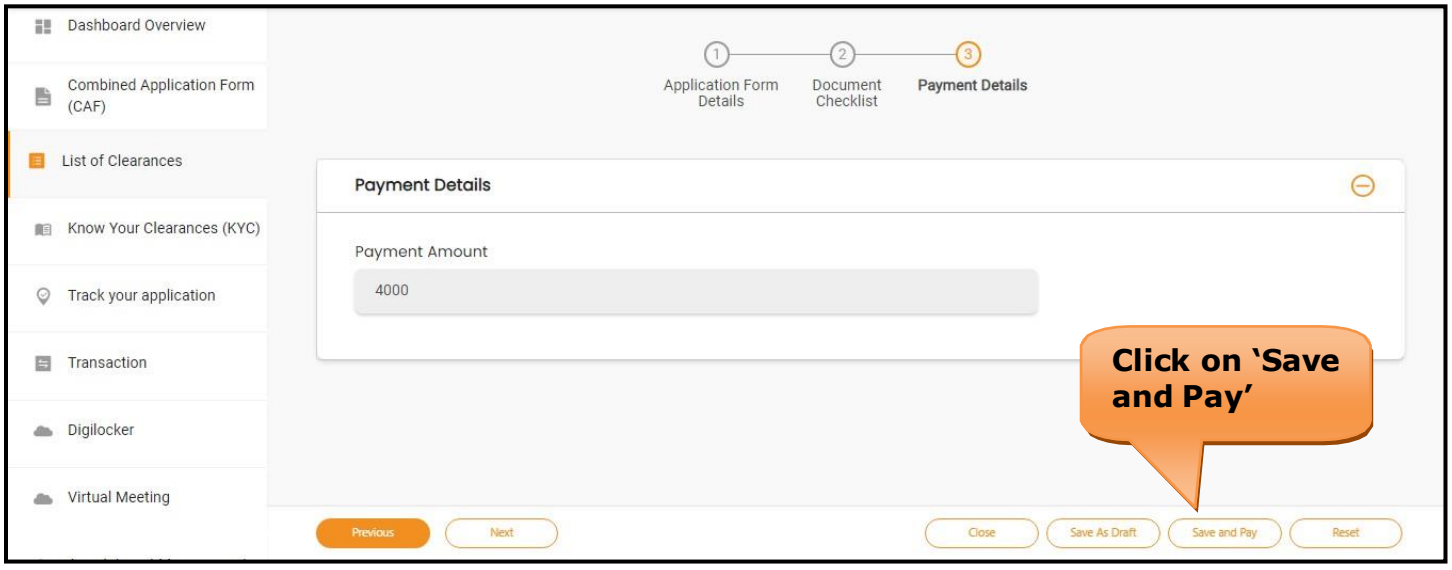


Figure 18. Payment Details

9. Payment process

1) After clicking on **'Submit'** button a unique **'Token Id'** would be generatedwith a pop-up message.

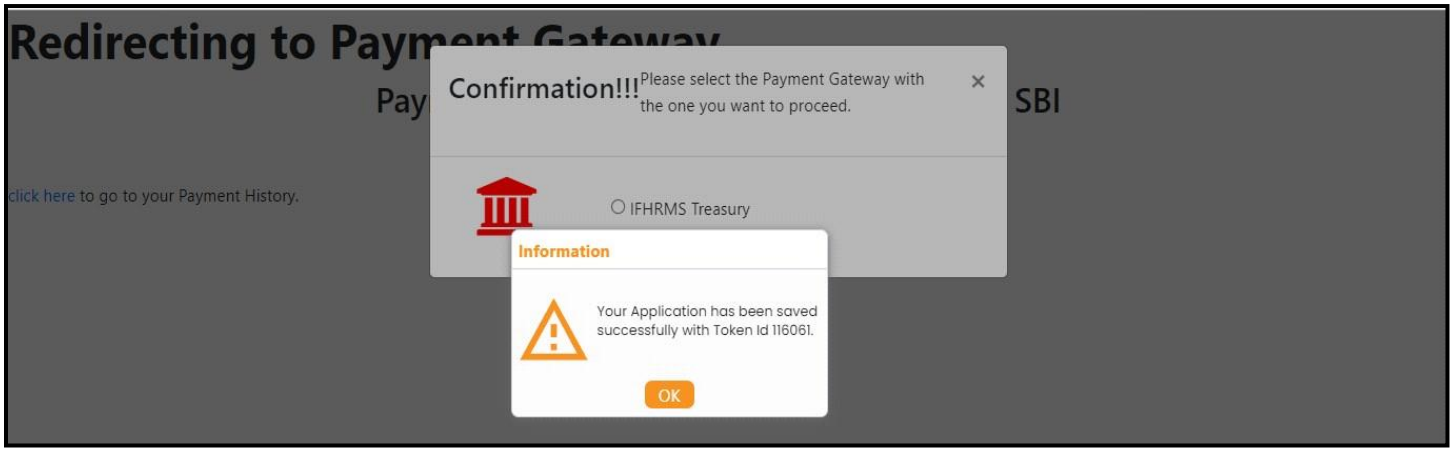


Figure 19. Token Id

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 the Radio button **'IFHRMS Treasury'**.

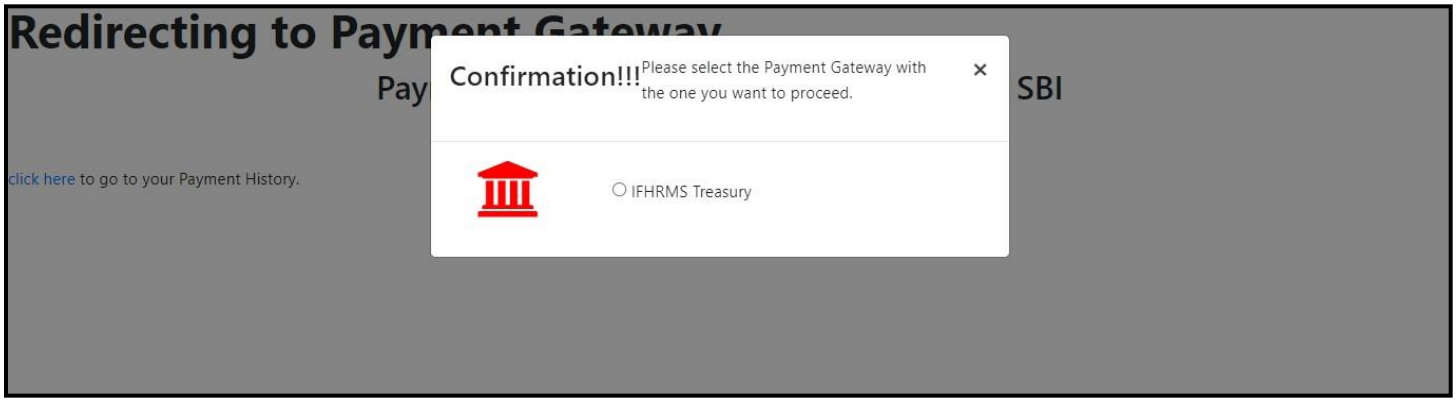


Figure 20. Payment Process (Contd.)

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

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

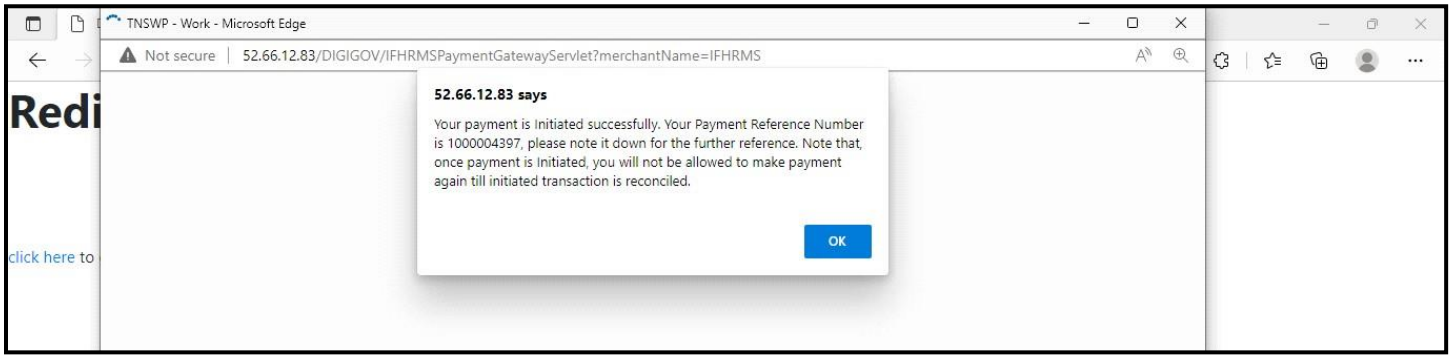


Figure 21. Payment reference number

6) After the payment is made by the applicant, the application gets submittedto the department and the status would reflect as **"Under Process"**.

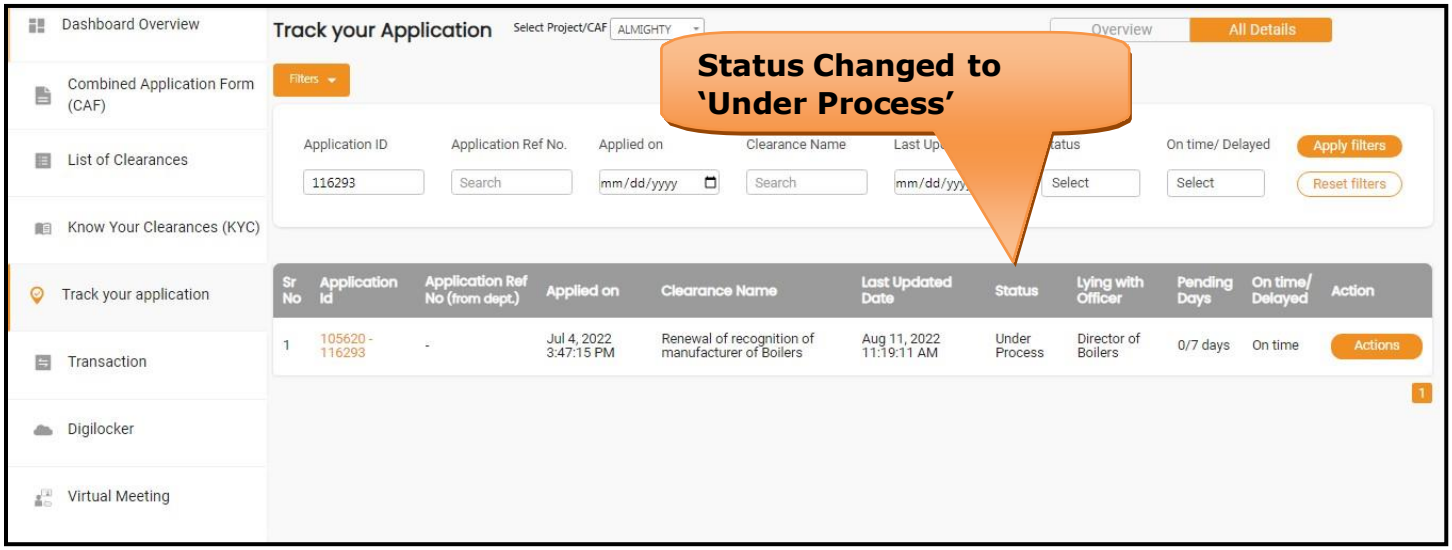


Figure 22. Application Status after Payment processing

10. 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 byclicking 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**

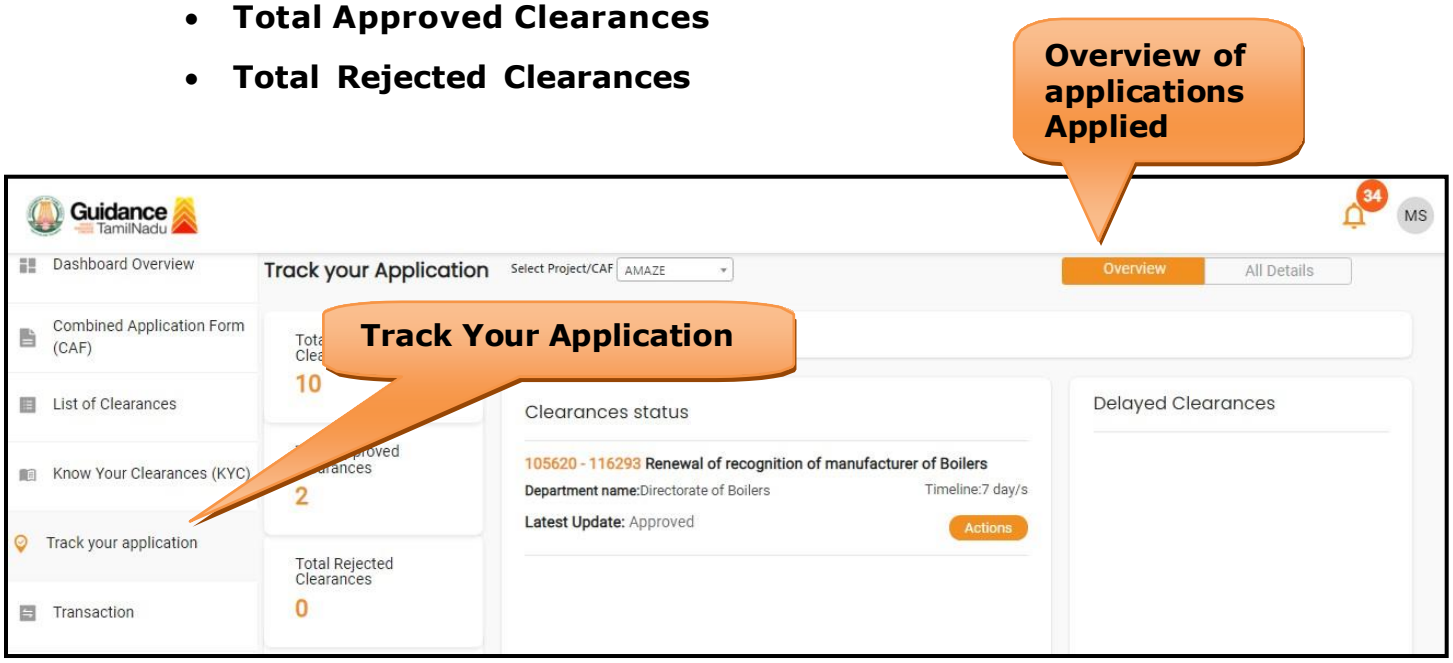


Figure 23. Track your application

- **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**

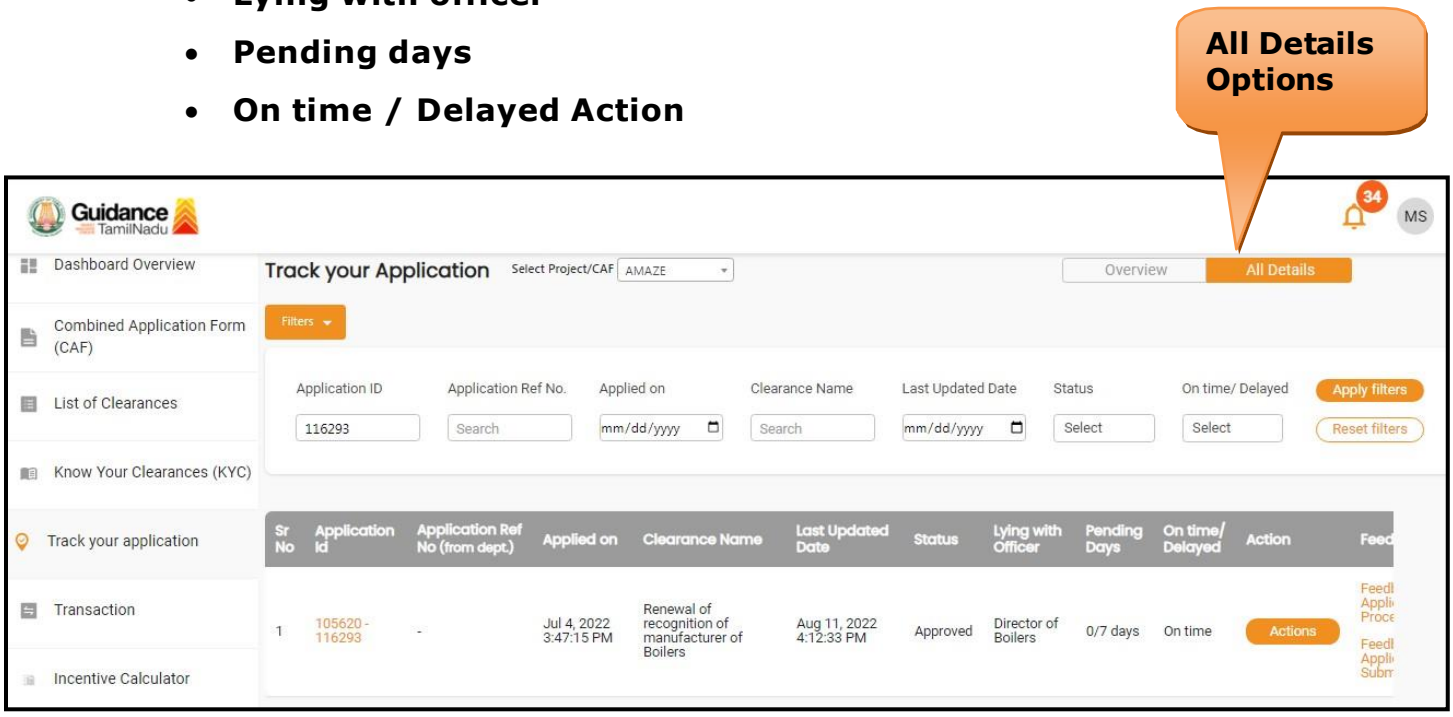


Figure 24. 'All details' tab

11. Query 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.

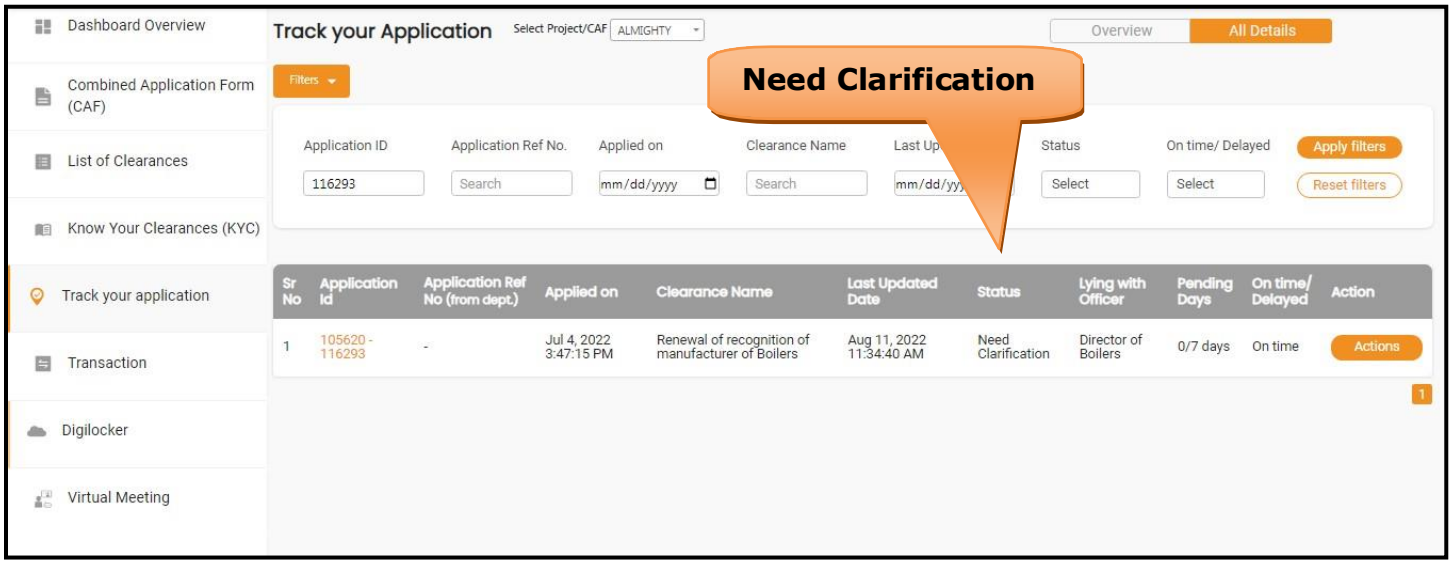


Figure 25. Need Clarification

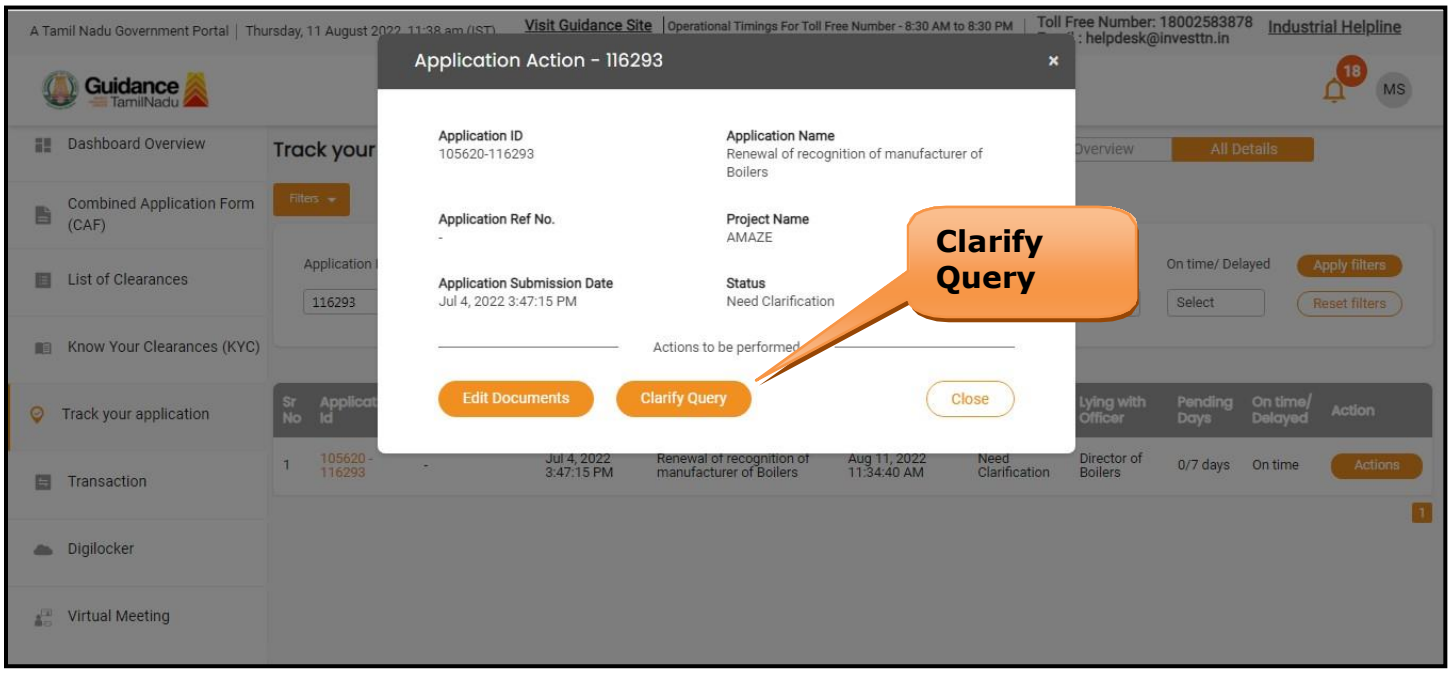


Figure 26. Need Clarification (Contd.)

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.

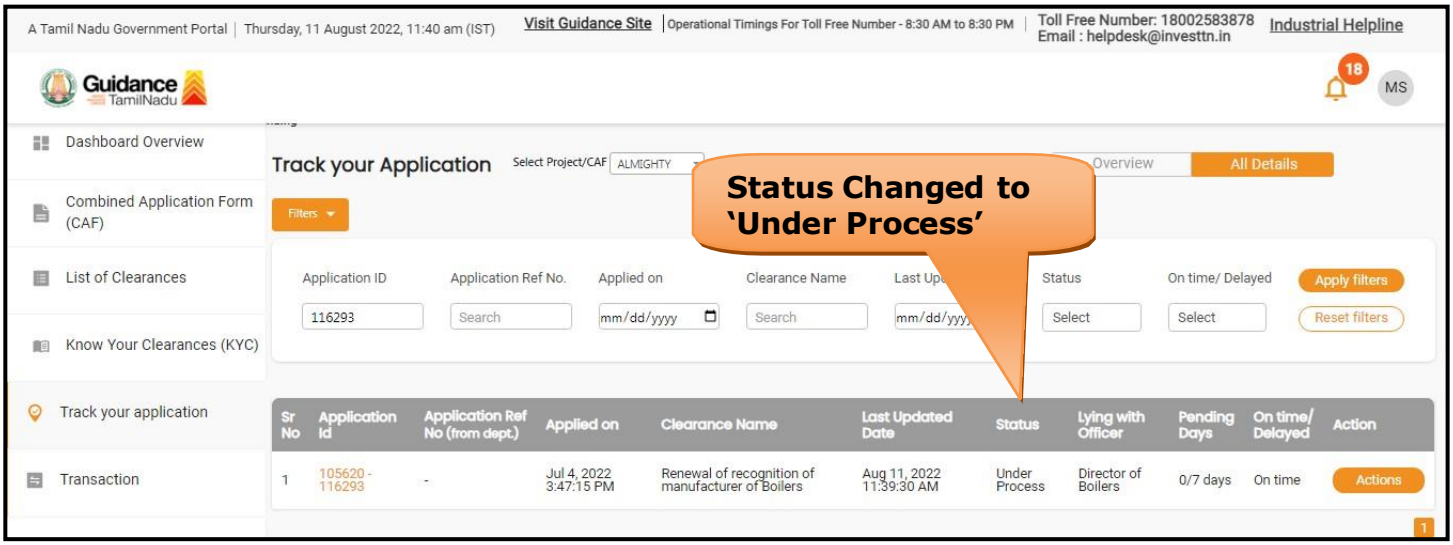


Figure 27. Application Under Process

12. Application Processing

1) The Department Scrutinizes and reviews the application and updates the status as **"Approved" or "Rejected".**

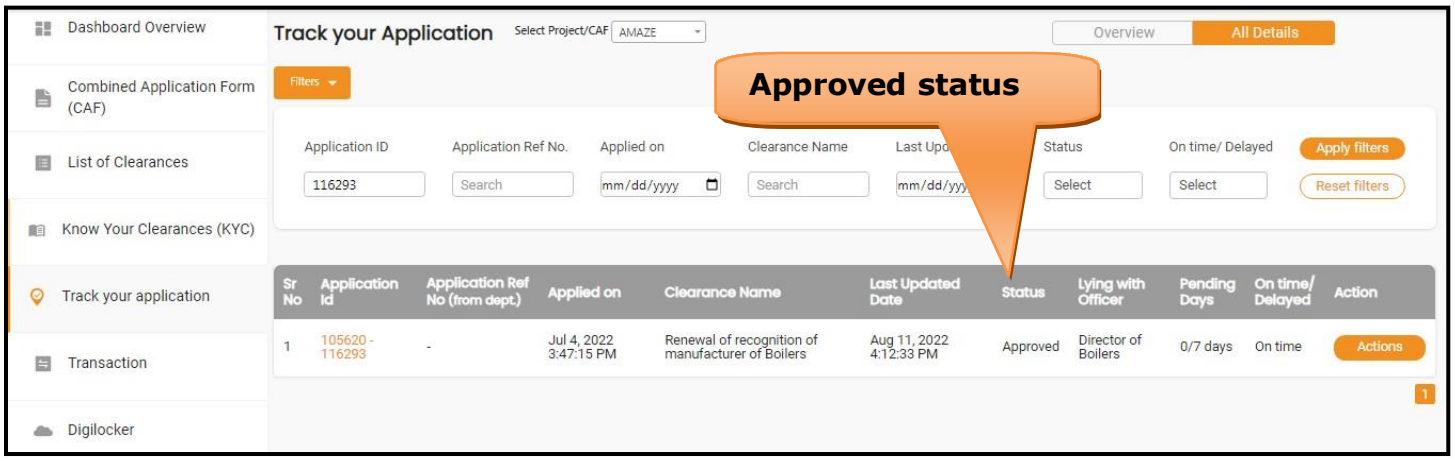


Figure 28. Application Processing

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 29)

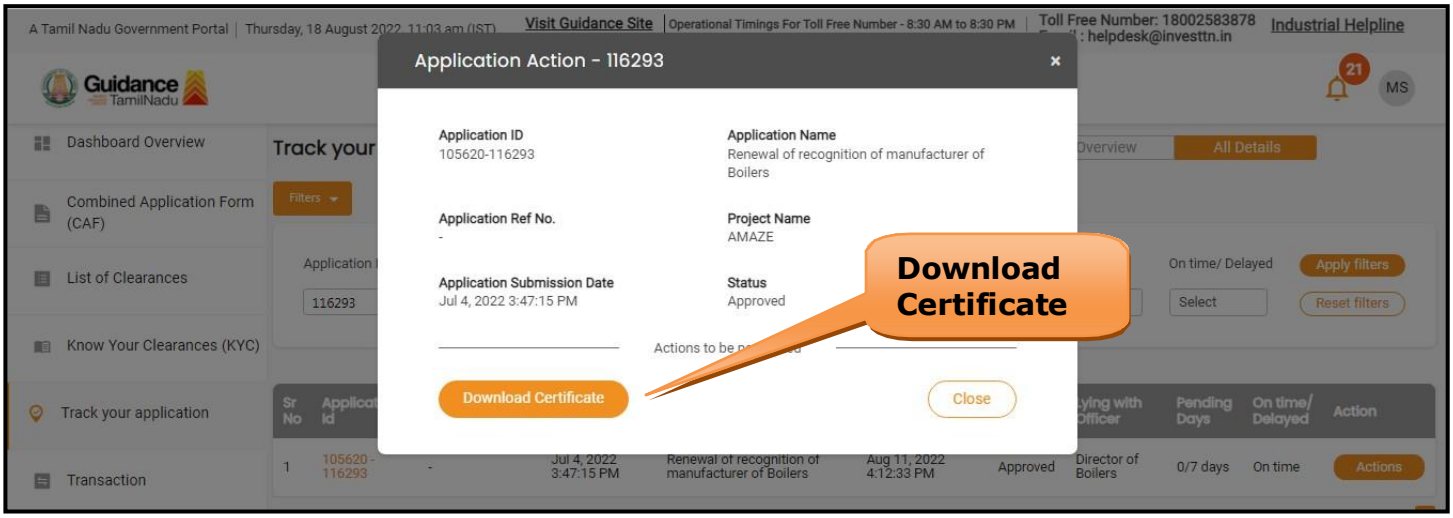


Figure 29. Download Certificate

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 30)

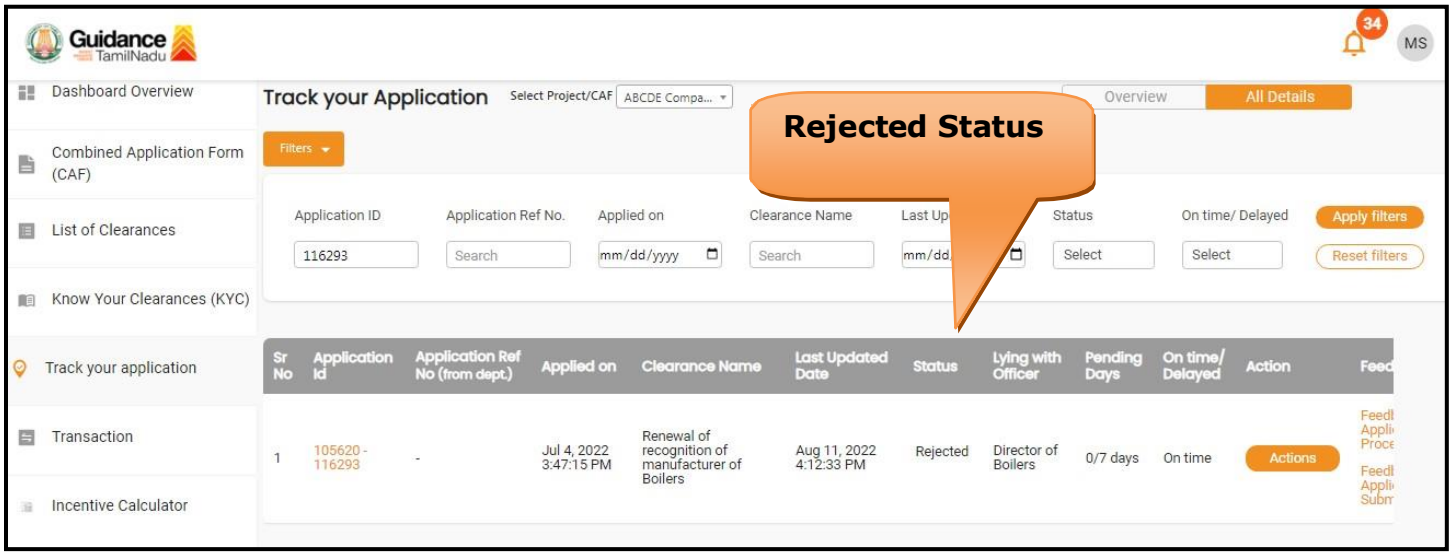


Figure 30. Rejected Status