



# **TAMIL NADU SINGLE WINDOW PORTAL**

## **APPLICANT MANUAL**

### **Renewal of Boiler Registration**

## **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**



**Figure 1. Single Window Portal Home Page**

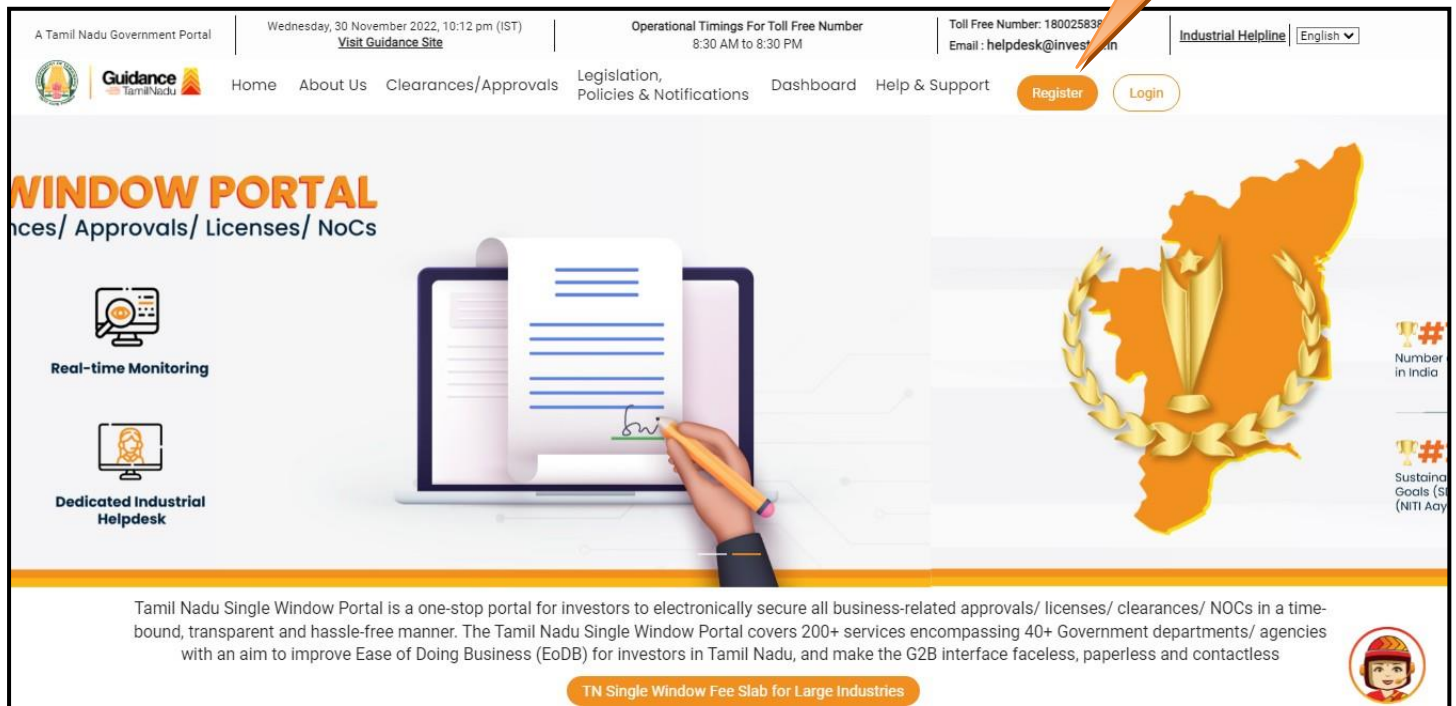
## 2. Registration

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

**Steps for Registration is given below:**


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.



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## 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**



**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**

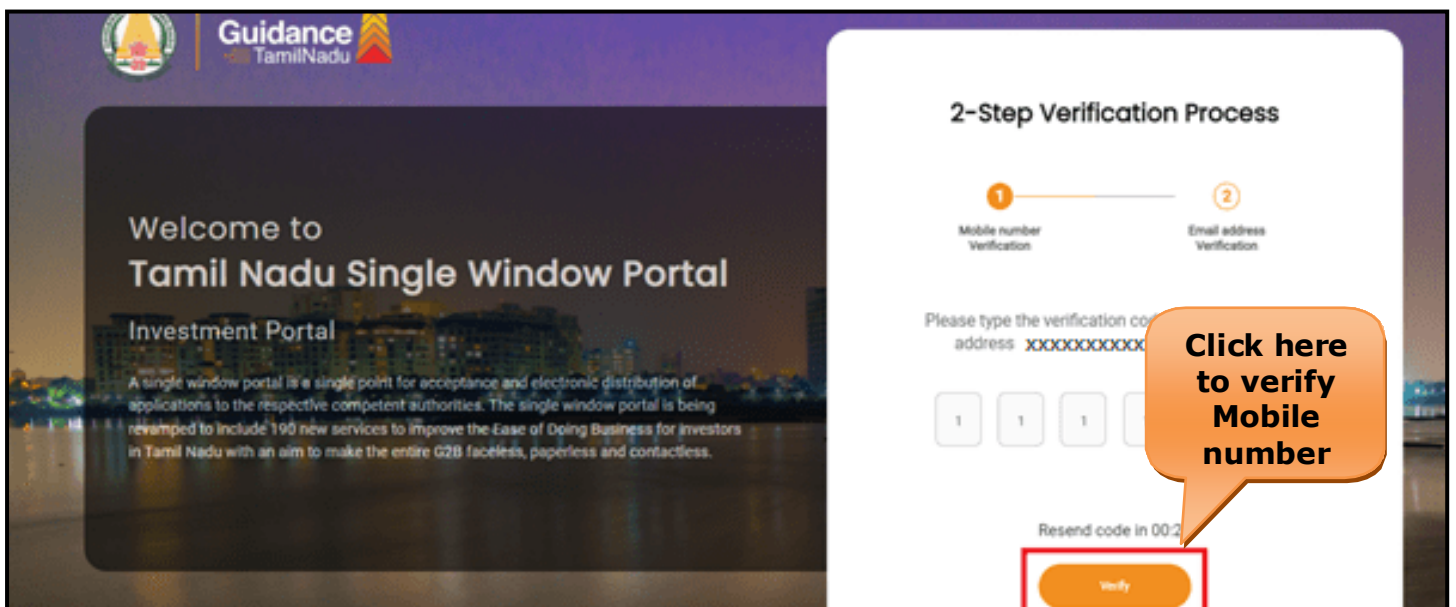
Already have an account? [Log In](#)

**Figure 4. Registration Form Submission**

6. The Email ID would be the Applicant name to login the TNSWP.
7. Future communications will 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

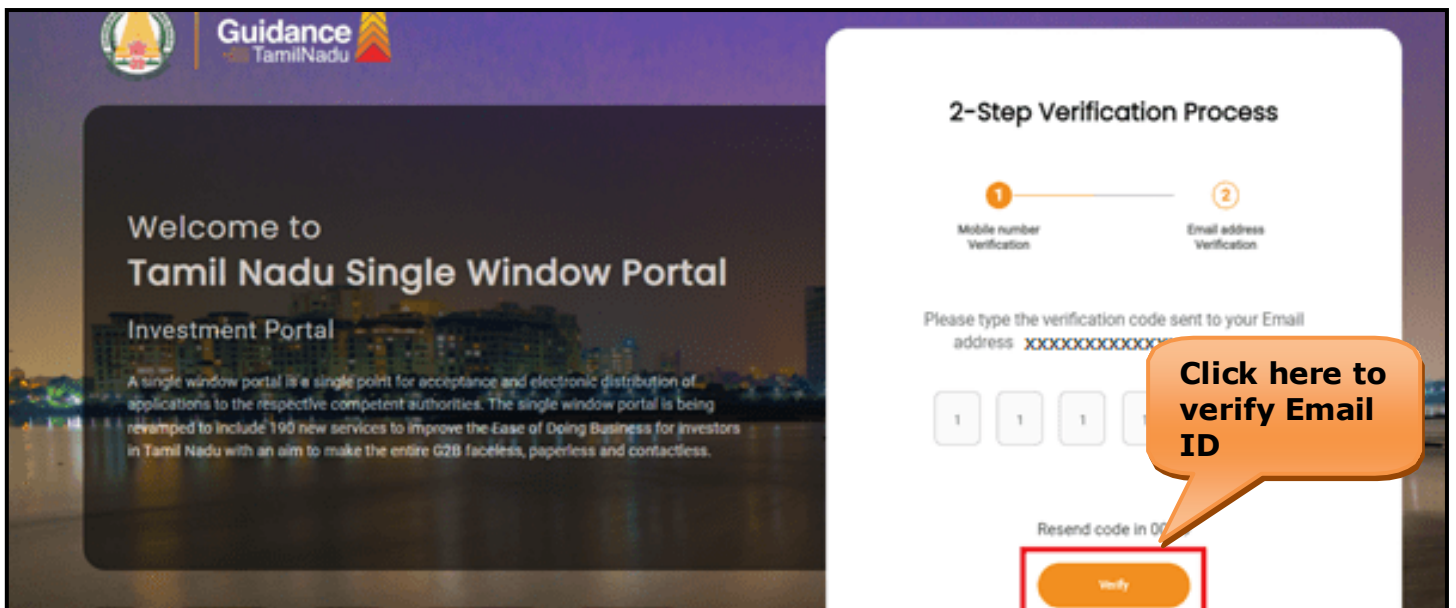
- **'2-Step Verification Process'** screen will appear when the Applicant clicks on 'Register' button.
  - **Mobile Number Verification**
    1. For verifying the mobile number, the verification code will be sent to the given mobile number.
    2. Enter the verification code and click on the **'Verify'** button.



**Figure 5. Mobile Number Verification**

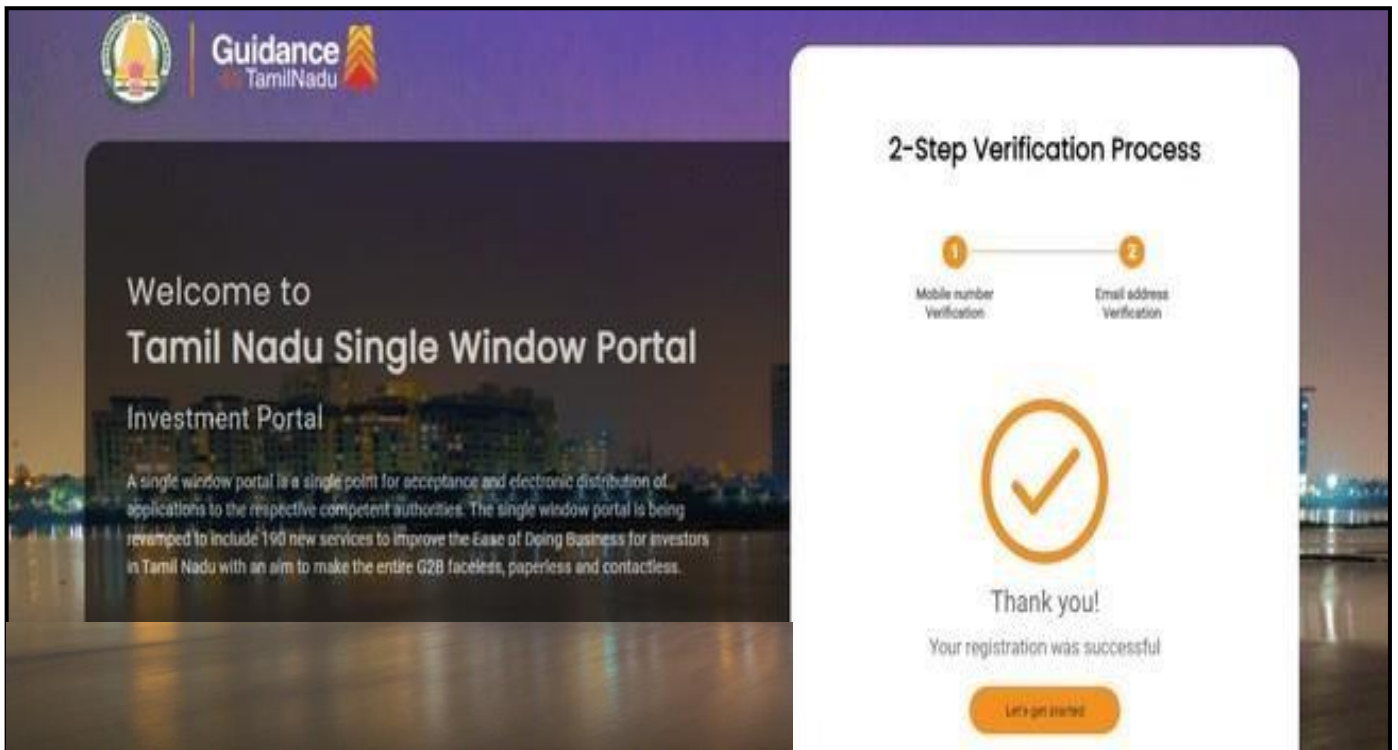
- **Email ID Verification**

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.

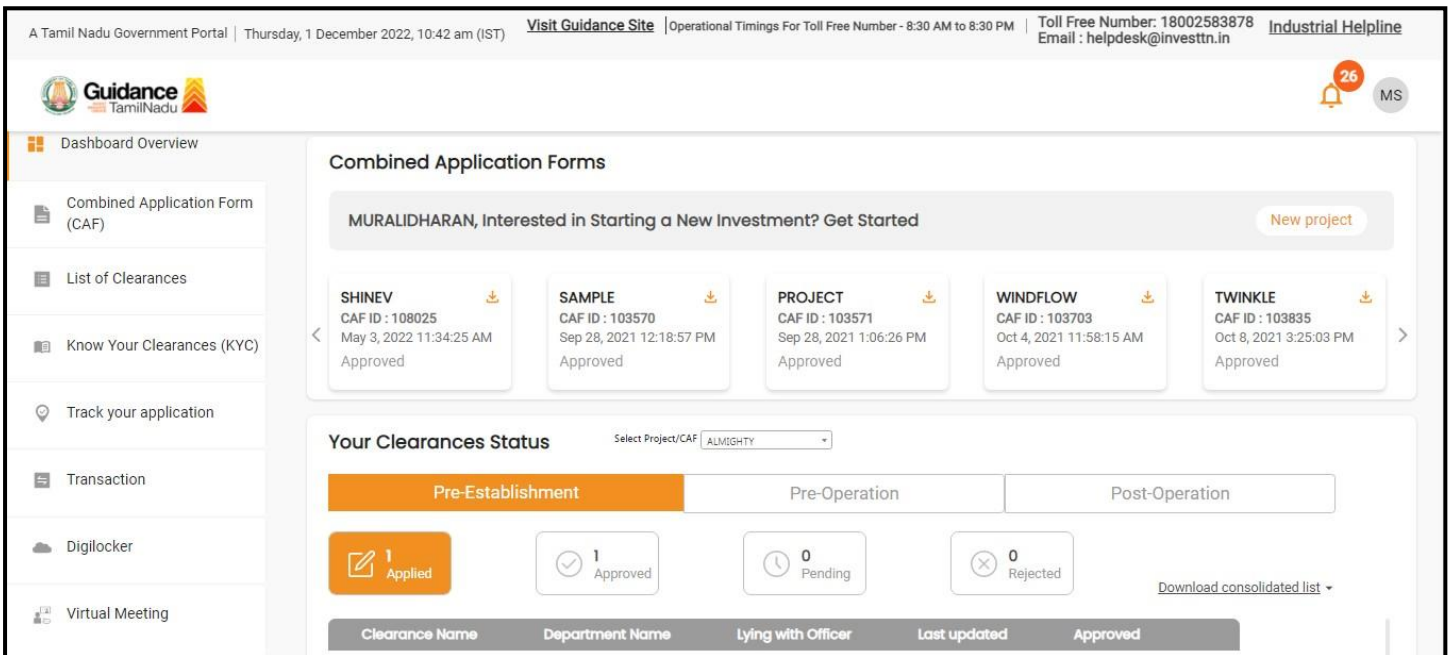
**Login to  
TNSWP**

The screenshot shows the TNSWP website interface. At the top, there is a navigation bar with the following elements: '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', and 'English'. The main navigation menu includes 'Home', 'About Us', 'Clearances/Approvals', 'Legislation, Policies & Notifications', 'Dashboard', and 'Help & Support'. There are two buttons: 'Register' and 'Login'. The 'Login' button is highlighted by an orange callout bubble with the text 'Login to TNSWP'. Below the navigation bar, there is a large orange map of Tamil Nadu with a trophy icon. To the right of the map, the text 'TAMIL NADU Leading the Nation' is displayed. Below this, there are ten award statistics arranged in two rows of five. Each statistic is represented by a trophy icon and a rank (#1 or #2) followed by the award name. The awards include: 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) (#1), 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), and Growth, Innovation and Leadership Index 2019 (Frost & Sullivan) (#2). At the bottom of the page, there is a text block describing the TNSWP as a one-stop portal for investors, and a button for 'TN Single Window Fee Slab for Large Industries'. A small cartoon character icon is visible in the bottom right corner.

**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](#)

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Dashboard Overview

Combined Application Forms

MURALIDHARAN, Interested in Starting a New Investment? Get Started [New project](#)

Project Name	CAF ID	Application 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

Applied: 1 | Approved: 1 | Pending: 0 | Rejected: 0

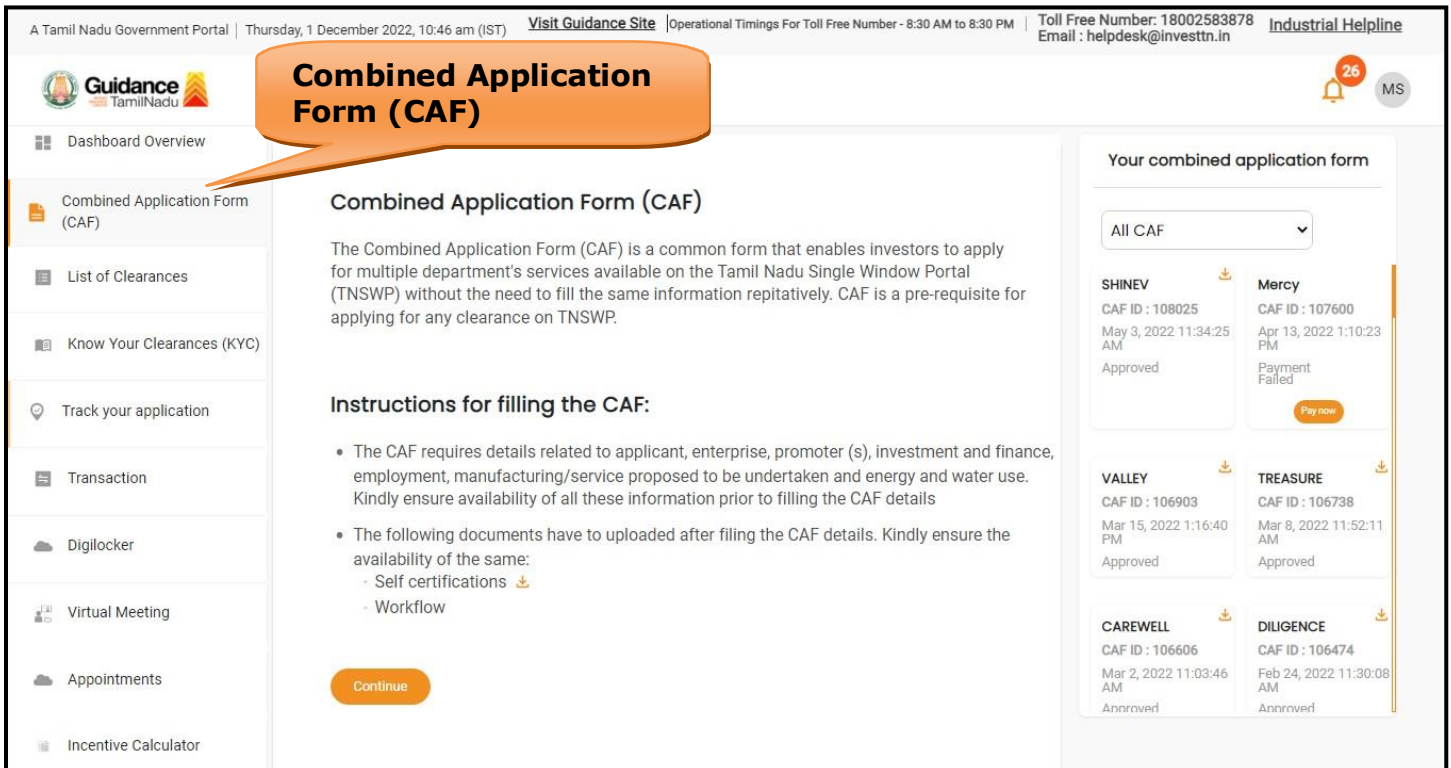
[Download consolidated list](#)

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 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.



**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**

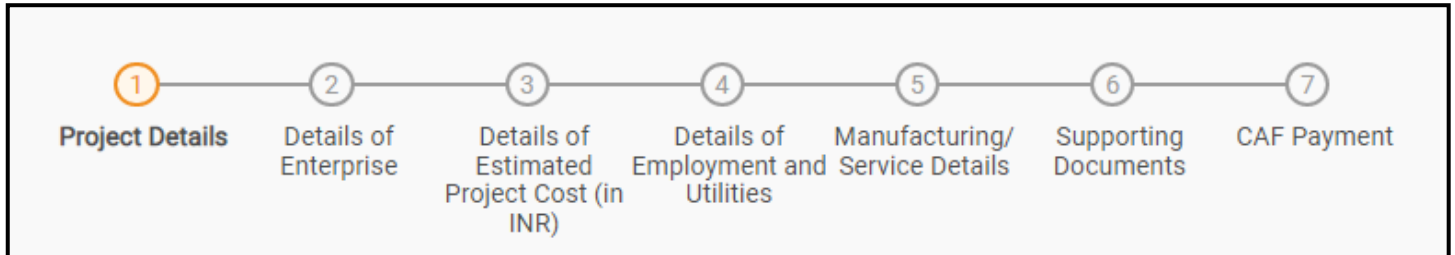
All CAF

<b>SHINEV</b> CAF ID : 108025 May 3, 2022 11:34:25 AM Approved	<b>Mercy</b> CAF ID : 107600 Apr 13, 2022 1:10:23 PM Payment Failed <a href="#">Pay now</a>
<b>VALLEY</b> CAF ID : 106903 Mar 15, 2022 1:16:40 PM Approved	<b>TREASURE</b> CAF ID : 106738 Mar 8, 2022 11:52:11 AM Approved
<b>CAREWELL</b> CAF ID : 106606 Mar 2, 2022 11:03:46 AM Approved	<b>DIJIGENCE</b> 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 must 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 'CAF Payment' step of the Combined Application Form (CAF) process. A progress bar at the top indicates 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 current step is 'CAF Payment'. A modal window titled 'Information' is overlaid on the page, containing 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 options for 'Lump sum' (selected) and 'à la carte'. The 'Amount to be paid (in INR)' is set to 500000 (Five Lakh). At the bottom, there are buttons for 'Previous', 'Next', 'Pay Later', 'Pay Now', 'Review & Submit', and 'Submit'.

**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 Boiler Registration

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
3	Apply for certified copy of Encumbrance Certificate	Inspector General of Registration	3 days	View	Apply

**Figure 13. List of Clearances**

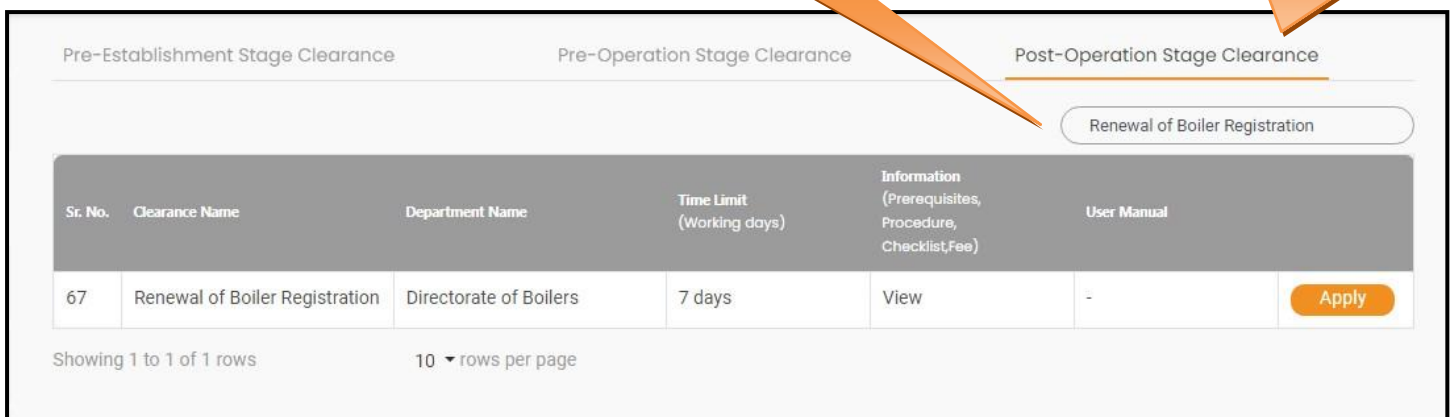
2. The list of clearances is segregated into three stages.

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

3. Select ‘**Post-Operation Stage Clearance**’ and find the clearance ‘**Renewal of Boiler Registration**’ 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	
67	Renewal of Boiler Registration	Directorate of Boilers	7 days	View	-	Apply

Showing 1 to 1 of 1 rows      10 rows per page

**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.

Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
67	Renewal of Boiler Registration	Directorate of Boilers	7 days	View	-

Showing 1 to 1 of 1 rows      10 rows per page

**Figure 15. Apply for Clearance****Apply for Clearance**

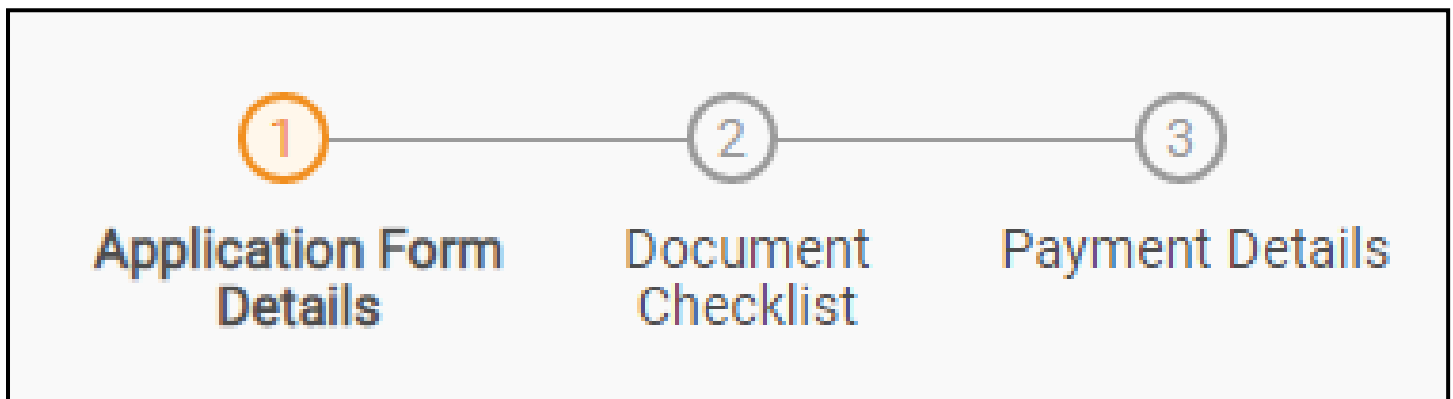
## 8. Filling the Application Form

1. Applicant 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**

2. After filling the requisite details, the Applicant to upload the checklist of supporting documents. Following are the checklist of documents.



### B. Document Checklist

- The following supporting documents need to be uploaded by the applicant as per the notes given.
- Maximum 10 MB Allowed (Only .DOC, .PDF, .XLS, .BMP, .GIF, .JPEG, .PNG, .PPTX, .DOCX, .XLSX, .ZIP, .KML are allowed).
- In case of multiple documents, please upload them in zip format.
  1. Last Issued Boiler Registration Certificate Copy
- After Uploading all the supporting documents click on 'Next' to go 'Payment details' screen. (Refer Figure 18).



**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"/> Last Issued Boiler Registration Certificate Copy	 <small>PDF</small>  SAMPLE SUPPORTING DOC (1).pdf

**Figure 17. Document Checklist**

**Payment Details**

- Payment amount would be auto populated.

**Payment Details** ⊖

Payment Amount

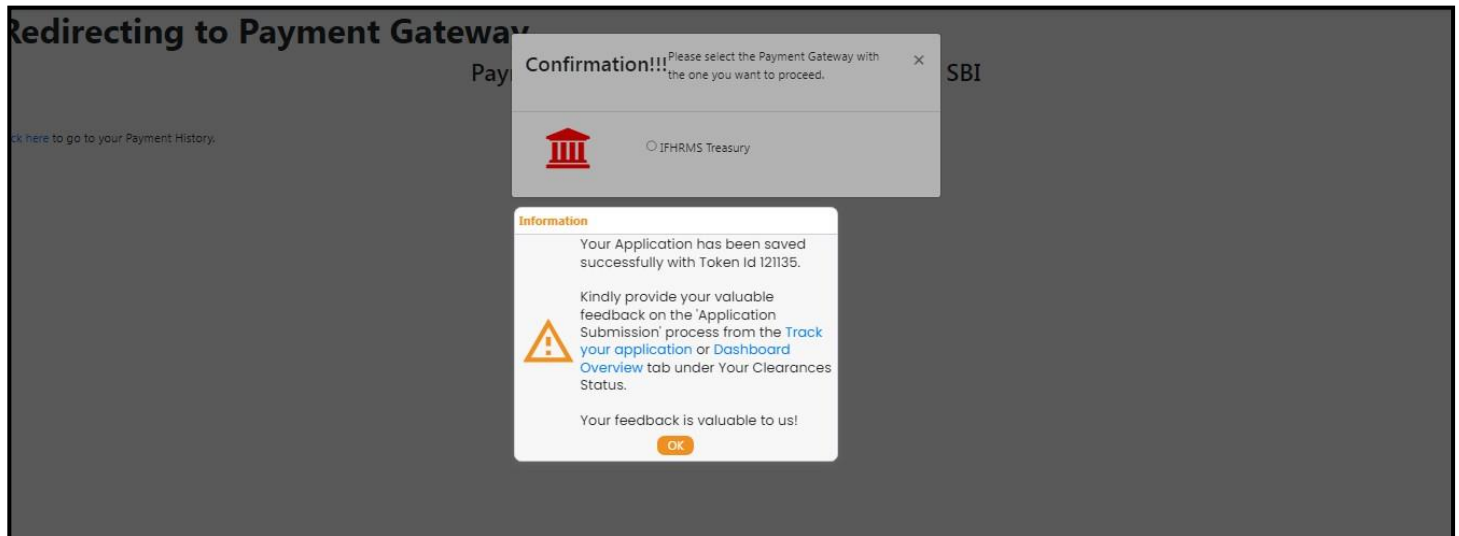
1000

Click on 'Save and Pay'

Previous
Next
Reset
Close
Save As Draft
Save And Pay

**Figure 18. Payment Details**

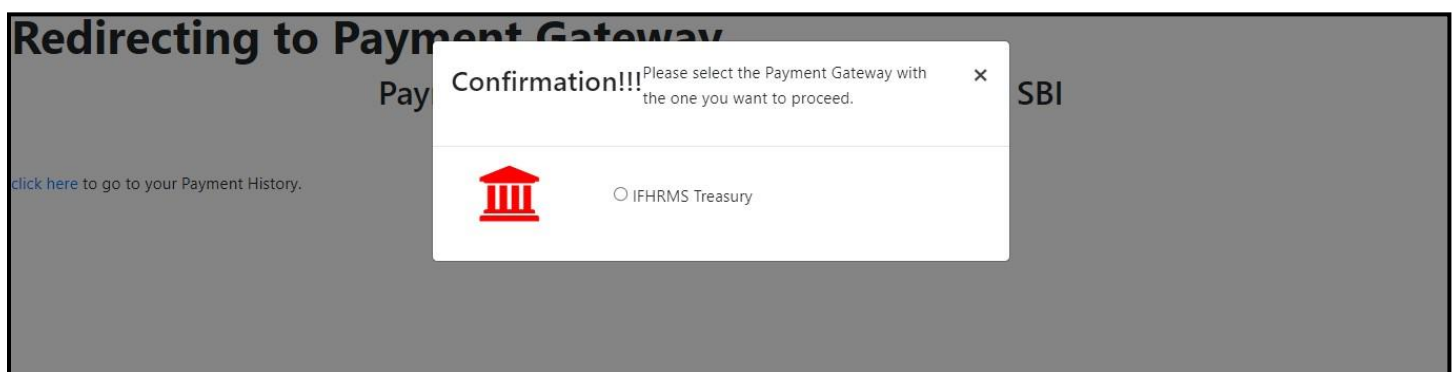
- Click on '**Save and Pay**' button and token ID will get generated.



**Figure 19. Token Id Generated**

## 9. Payment process

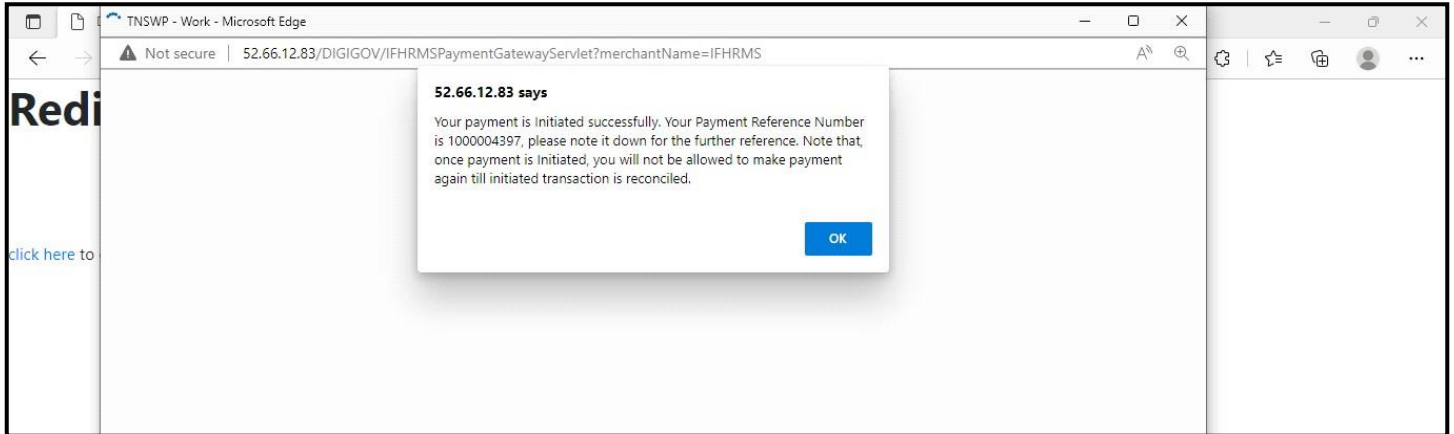
- 1) The Applicant has the provision to make the payment by using "**IFHRMS Treasury**" Payment gateway.
- 2) Click on 'Ok' button, IFHRMS Payment Gateway screen would appear, click on Radio button '**IFHRMS Treasury**'.



**Figure 20. Payment Process**

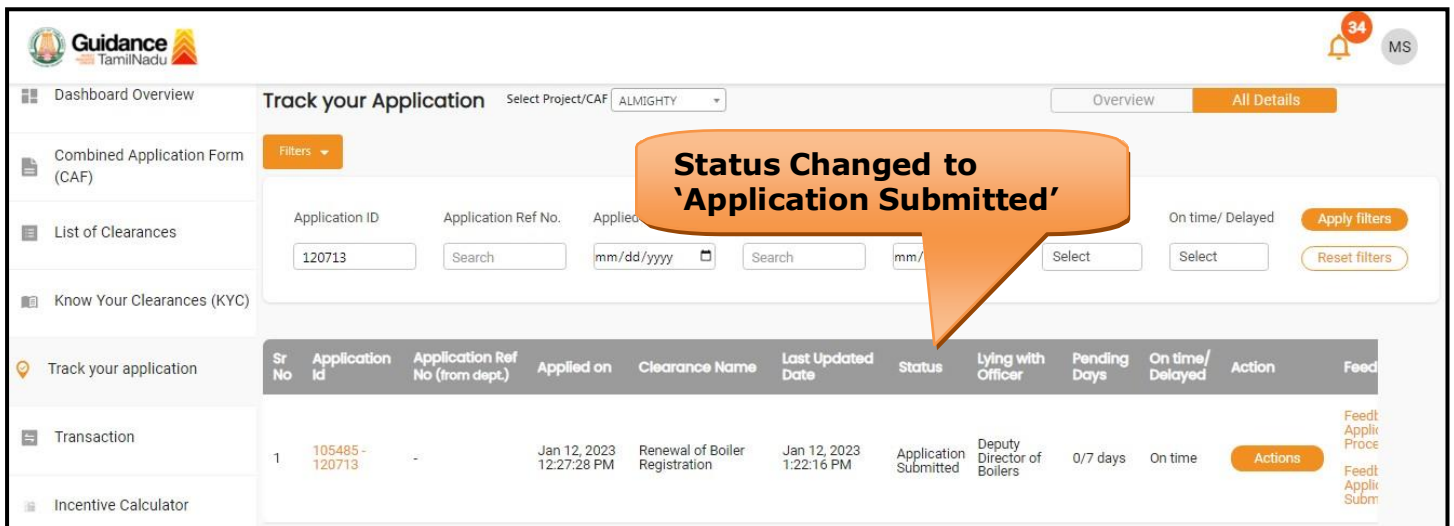
3) Then the payment '**Reference number**' would be generated, refer to the instruction note as shown in the Figure.

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



**Figure 21. Payment reference number**

5) 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 21. Application Submitted**

## 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 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.

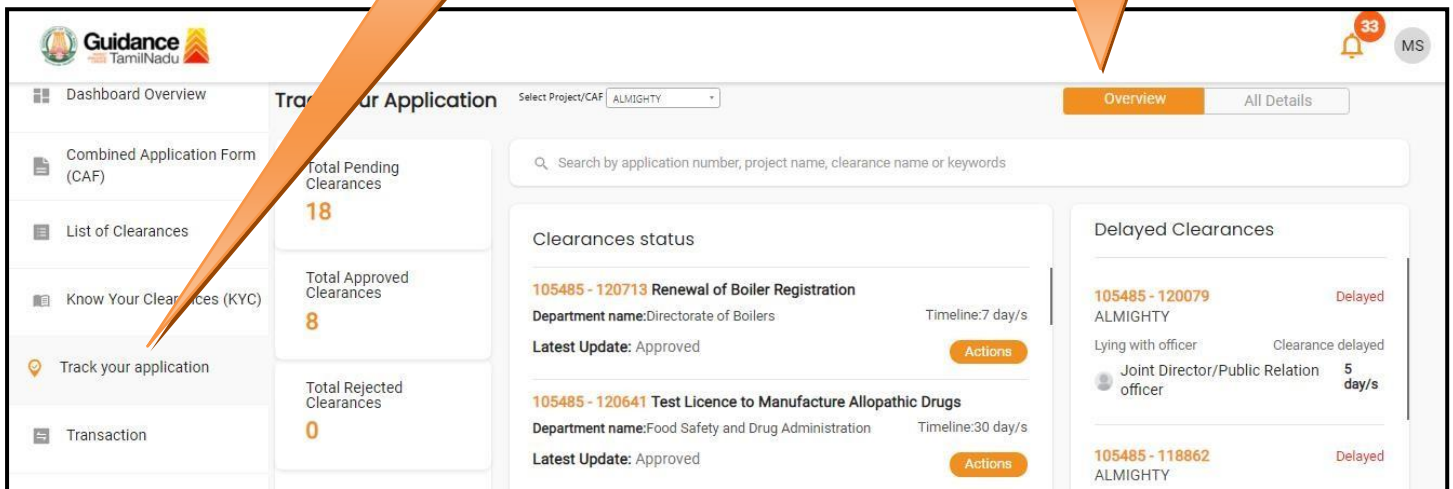
- **Track your application– Overview option**

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 Applied**

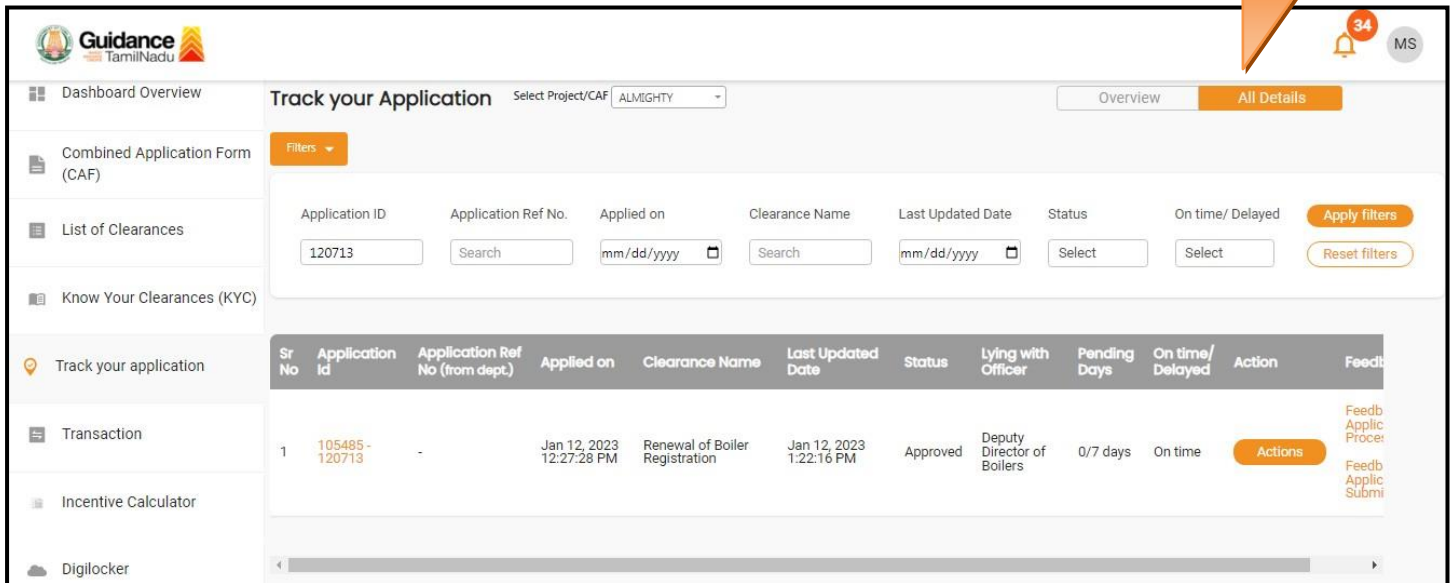


**Figure17. Track your application**

- **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**

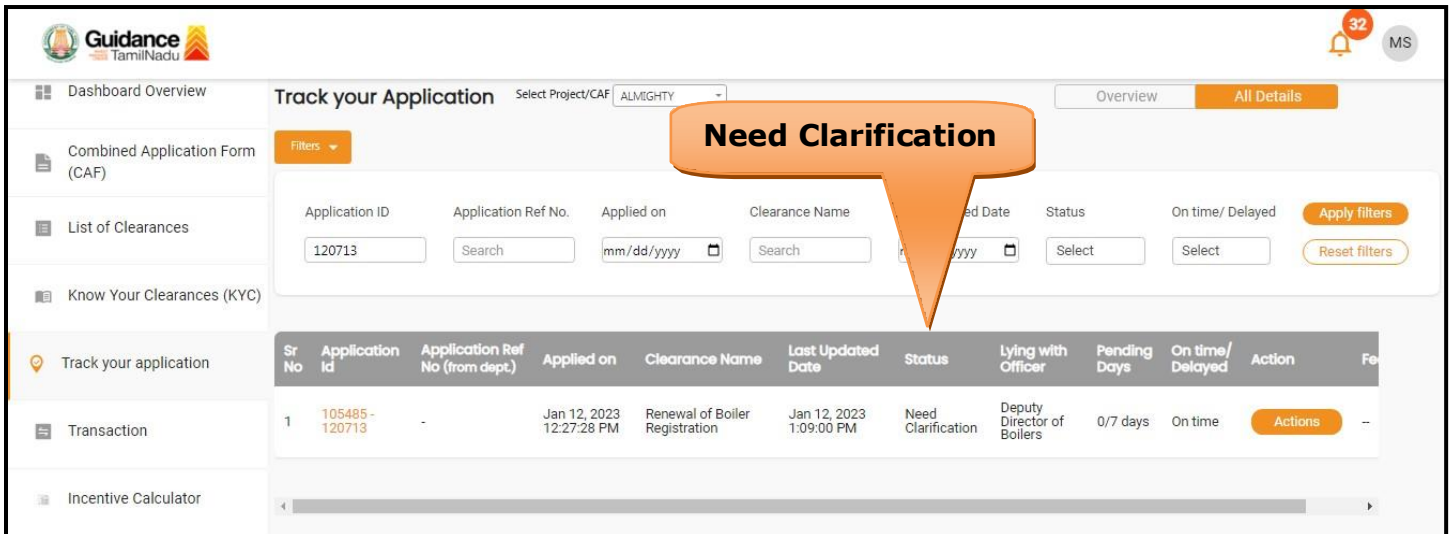
The screenshot shows the 'Track your Application' page with the 'All Details' tab selected. It includes a sidebar with navigation options like 'Dashboard Overview', 'Combined Application Form (CAF)', 'List of Clearances', 'Know Your Clearances (KYC)', 'Track your application', 'Transaction', 'Incentive Calculator', and 'Digilocker'. The main content area has a 'Select Project/CAF' dropdown set to 'ALMIGHTY' and a 'Filters' section with input fields for Application ID (120713), Application Ref No., Applied on (mm/dd/yyyy), Clearance Name, Last Updated Date (mm/dd/yyyy), Status, and On time/ Delayed. Below the filters is a table with the following data:

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	Feedb
1	105485-120713	-	Jan 12, 2023 12:27:28 PM	Renewal of Boiler Registration	Jan 12, 2023 1:22:16 PM	Approved	Deputy Director of Boilers	0/7 days	On time	Actions	Feedb Applic Proce Feedb Applic Submi

**Figure 18. ‘All details’ tab**

## 11. Query Clarification

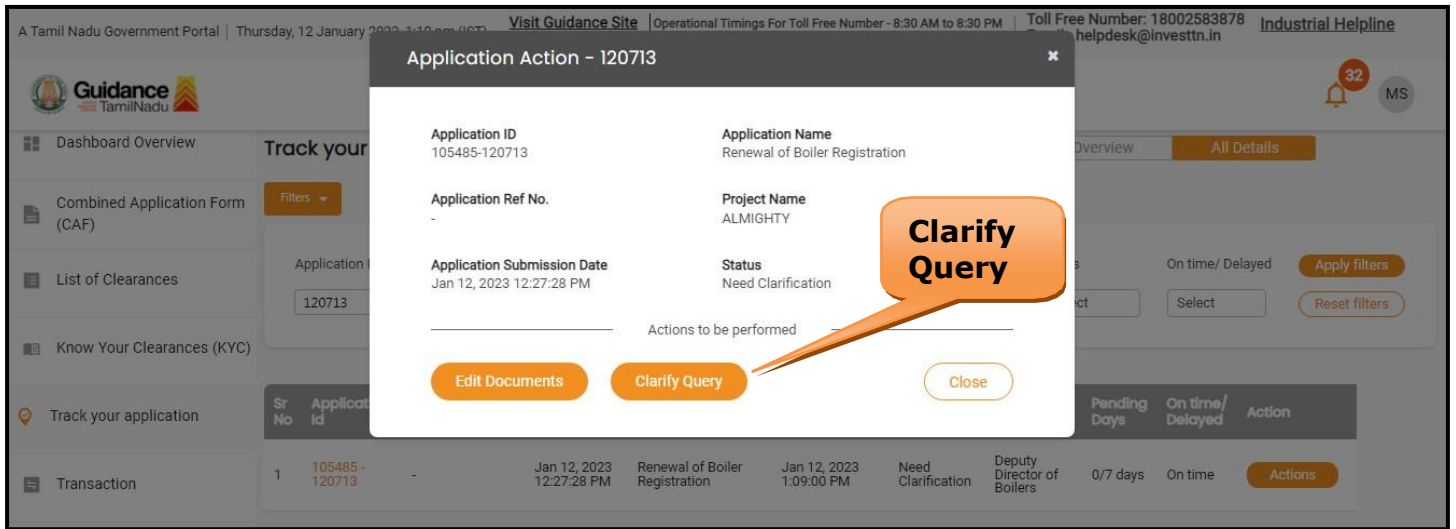
- 1) After submitting the application to the Boiler department, the concerned officer reviews the application and if there are any clarifications required, the concerned officer would raise a query to the applicant.
- 2) Applicant would receive an alert message through Registered SMS/Email
- 3) Applicants can click on 'Track your application' option and view the query under 'All Details' Tab -> Actions.
- 4) Applicant can 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 displays the 'Track your Application' interface. A callout box highlights the 'Need Clarification' status in the 'Status' column of the application table. The table contains the following data:

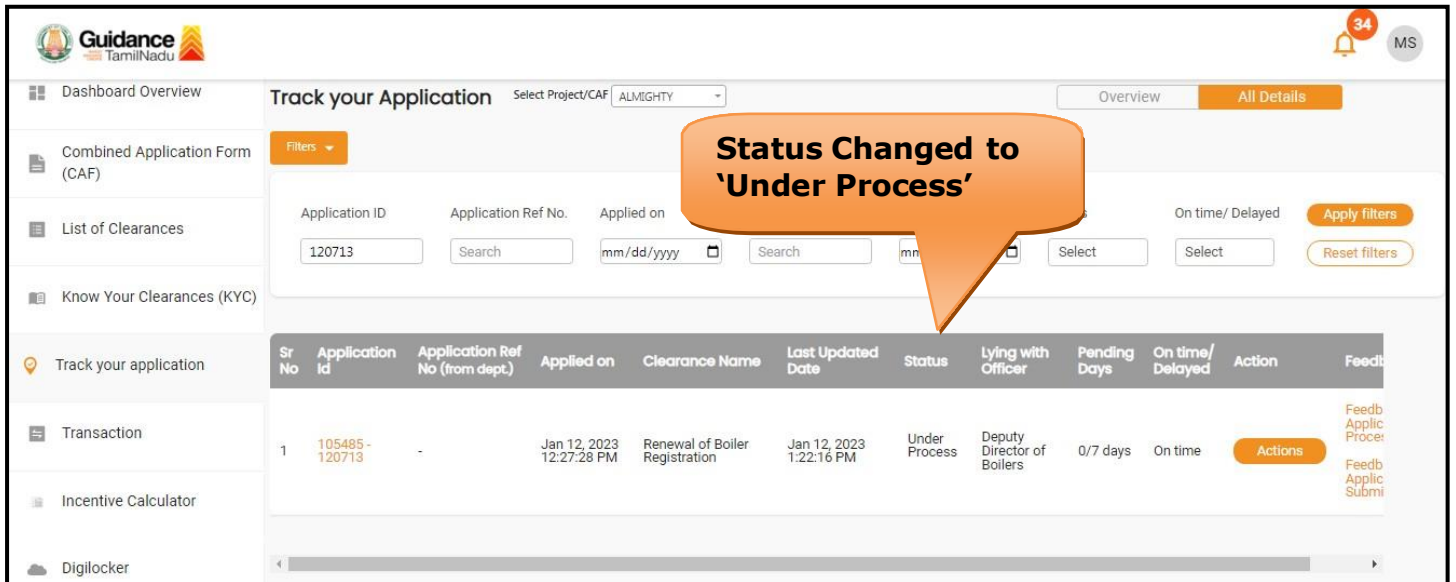
Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	105485-120713	-	Jan 12, 2023 12:27:28 PM	Renewal of Boiler Registration	Jan 12, 2023 1:09:00 PM	Need Clarification	Deputy Director of Boilers	0/7 days	On time	Actions

**Figure21. Need Clarification**



**Figure 22. 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.

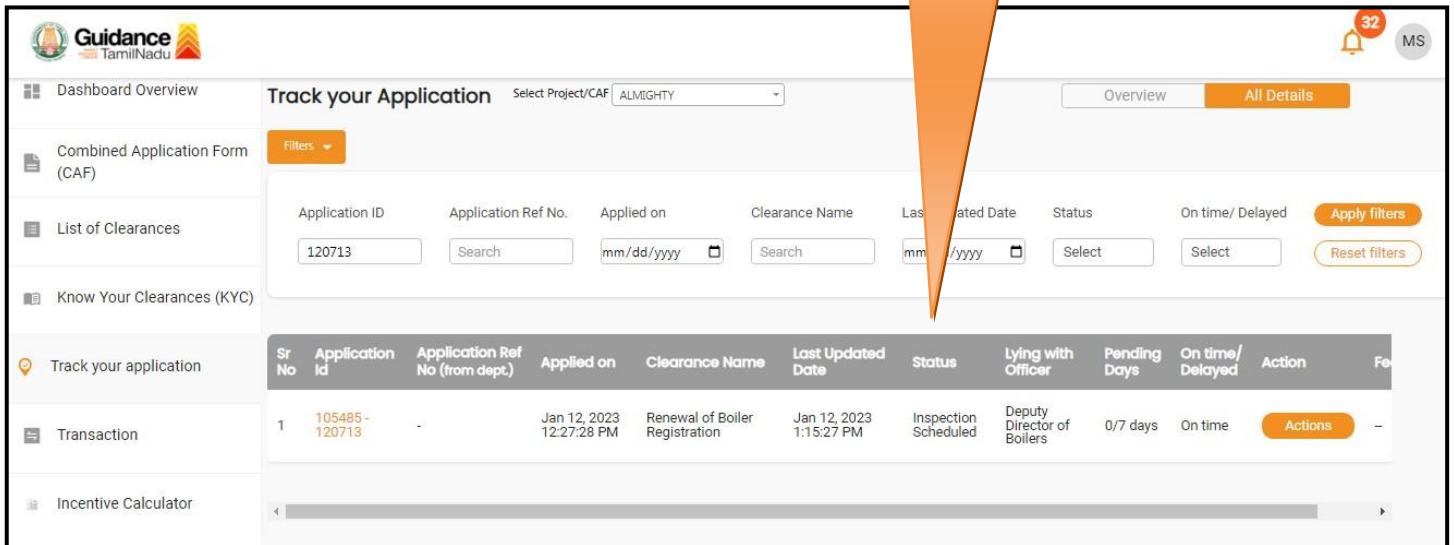


**Figure 23. Status changed to 'Under Process'**

## 12. Inspection Schedule

- 1) The Deputy Director of boiler 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.

**Status changed to 'Inspection scheduled'**



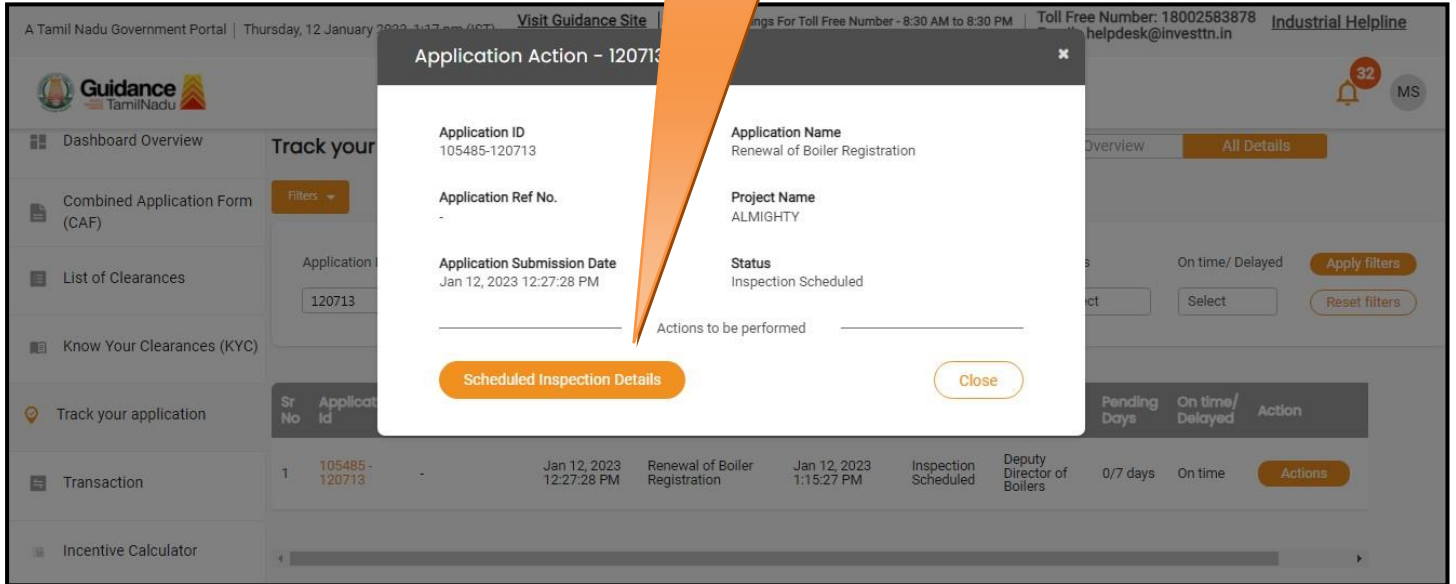
The screenshot shows the 'Track your Application' page. At the top, there's a navigation bar with 'Overview' and 'All Details' tabs. Below that, there are search filters for Application ID, Application Ref No., Applied on, Clearance Name, and Last Updated Date. A table below displays the application 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	105485 - 120713	-	Jan 12, 2023 12:27:28 PM	Renewal of Boiler Registration	Jan 12, 2023 1:15:27 PM	Inspection Scheduled	Deputy Director of Boilers	0/7 days	On time	Actions

**Figure24. Inspection Scheduled**



Click here to view  
Inspection date  
scheduled by  
department



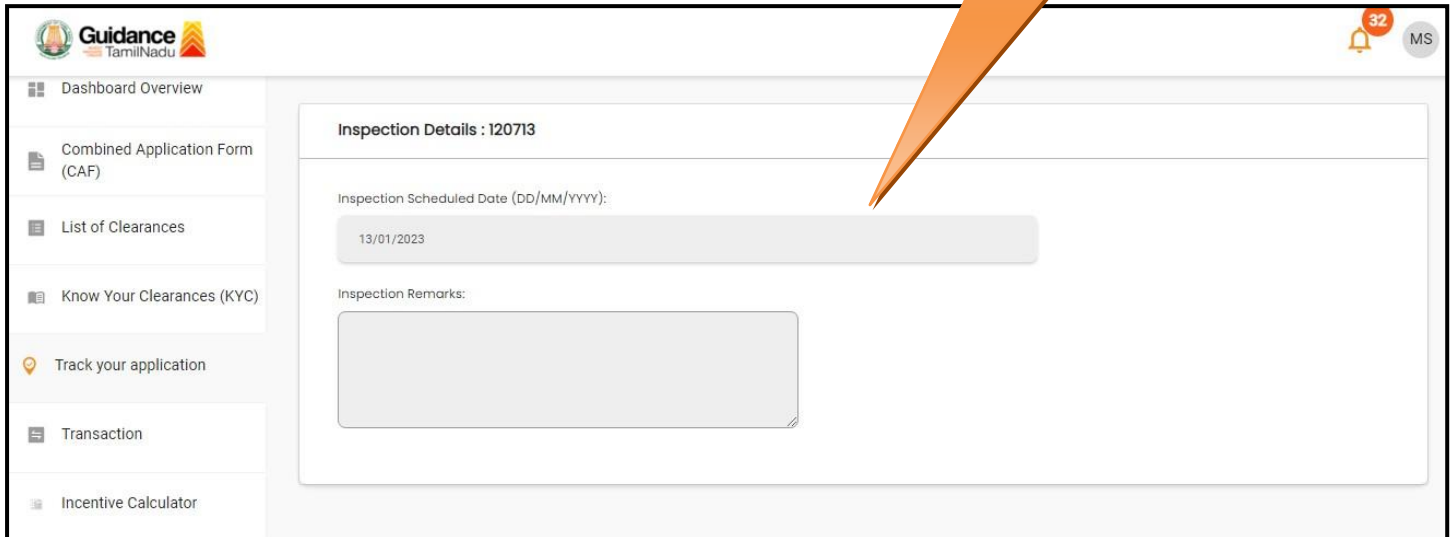
The screenshot shows a modal window titled "Application Action - 120713" overlaid on a dashboard. The modal contains the following information:

<b>Application ID</b> 105485-120713	<b>Application Name</b> Renewal of Boiler Registration
<b>Application Ref No.</b> -	<b>Project Name</b> ALMIGHTY
<b>Application Submission Date</b> Jan 12, 2023 12:27:28 PM	<b>Status</b> Inspection Scheduled

Below the details, there is a section for "Actions to be performed" with a button labeled "Scheduled Inspection Details" and a "Close" button.

Figure25. Scheduled Inspection Details

Inspection date  
scheduled by  
department



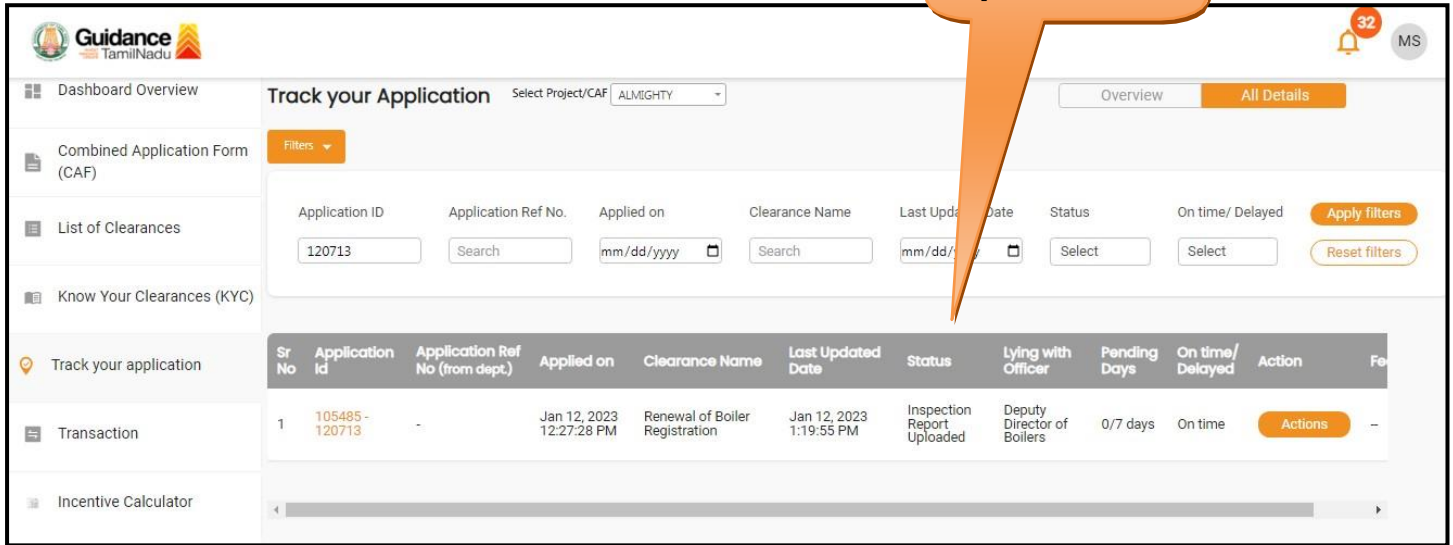
The screenshot shows the "Inspection Details : 120713" page. It features a form with the following fields:

- Inspection Scheduled Date (DD/MM/YYYY):** 13/01/2023
- Inspection Remarks:** (Empty text area)

Figure26. Scheduled Inspection Details (Contd.)

4) After the Inspection schedule is done, the Deputy Director of Boilers uploads the inspection report and submits it to the department. The status would reflect as **“Inspection Report uploaded”**.

**Inspection Report Uploaded**



The screenshot shows the 'Track your Application' interface. At the top, there's a navigation bar with 'Dashboard Overview', 'Track your Application', and 'All Details'. Below this, there are filter options for 'Application ID' (120713) and 'Application Ref No.' (Search). 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
1	105485 - 120713	-	Jan 12, 2023 12:27:28 PM	Renewal of Boiler Registration	Jan 12, 2023 1:19:55 PM	Inspection Report Uploaded	Deputy Director of Boilers	0/7 days	On time	Actions

**Figure27. Inspection Report Uploaded**

### 13. Application Processing

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

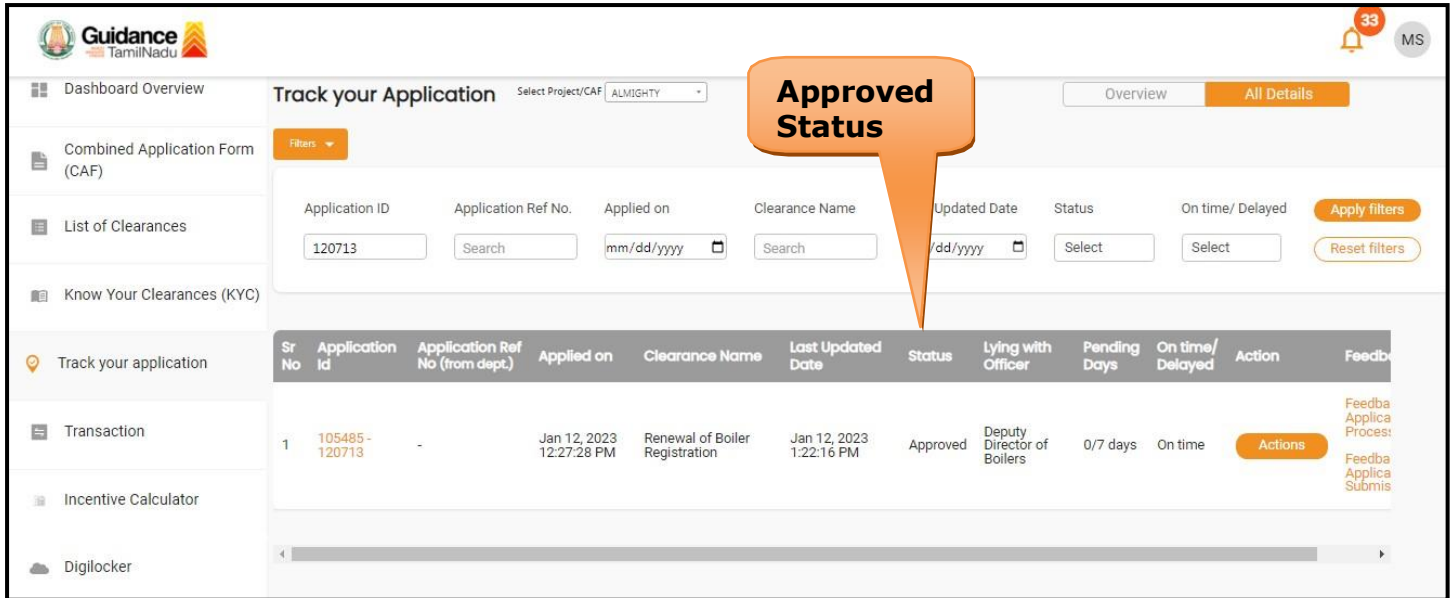


Figure 28. Application Processed

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 29)

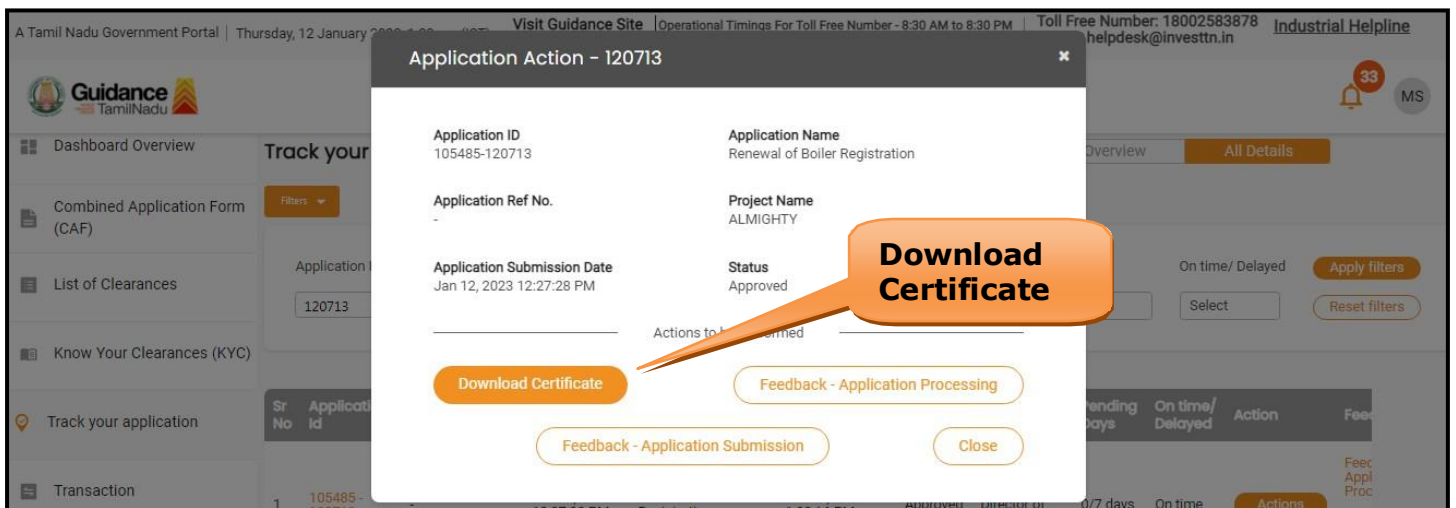
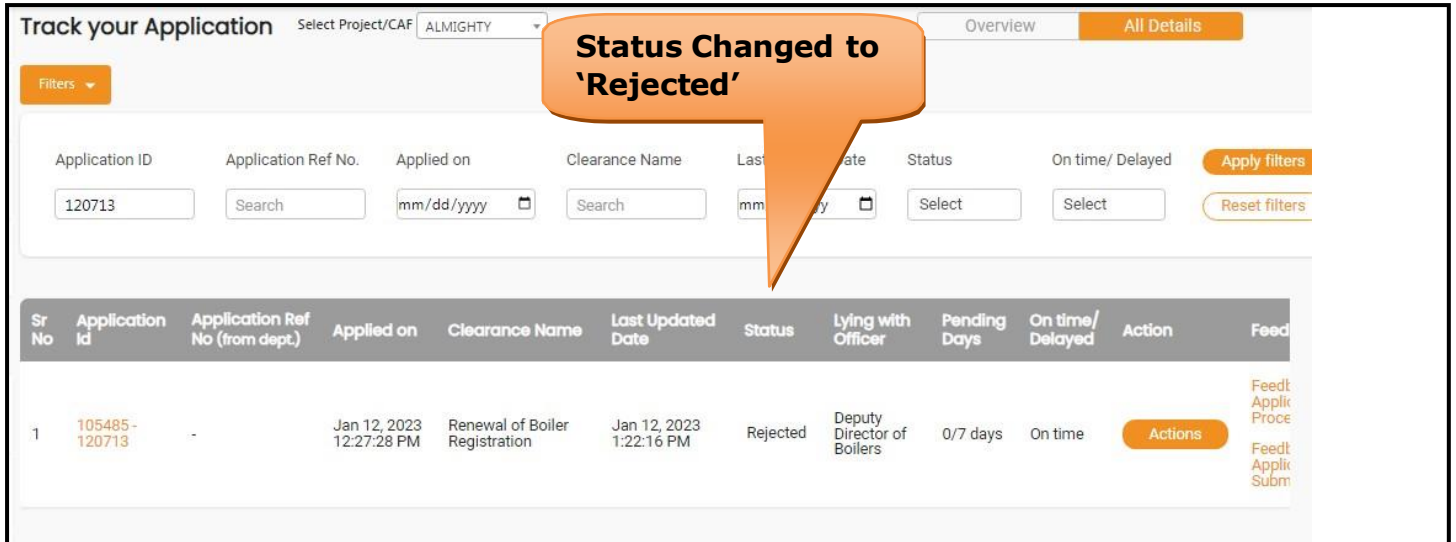


Figure 29. Download the Approved Certificate

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)



The screenshot shows a web application interface for tracking applications. At the top, there's a header 'Track your Application' with a dropdown menu for 'Select Project/CAF' set to 'ALMIGHTY'. Below this are filter options and a table of applications. A callout bubble highlights the 'Rejected' 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	Feed
1	105485-120713	-	Jan 12, 2023 12:27:28 PM	Renewal of Boiler Registration	Jan 12, 2023 1:22:16 PM	Rejected	Deputy Director of Boilers	0/7 days	On time	Actions	Feedt Applic Proce Feedt Applic Subm

**Figure 30. Rejected Status**

