



# **TAMIL NADU SINGLE WINDOW PORTAL**

## **APPLICANT MANUAL**

### **Renewal of Welder Qualification Certificate**

## **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.

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: 1800... | Email: helpdesk@... | Industrial Helpline | English

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

**WINDOW PORTAL**  
Clearances/ Approvals/ Licenses/ NoCs

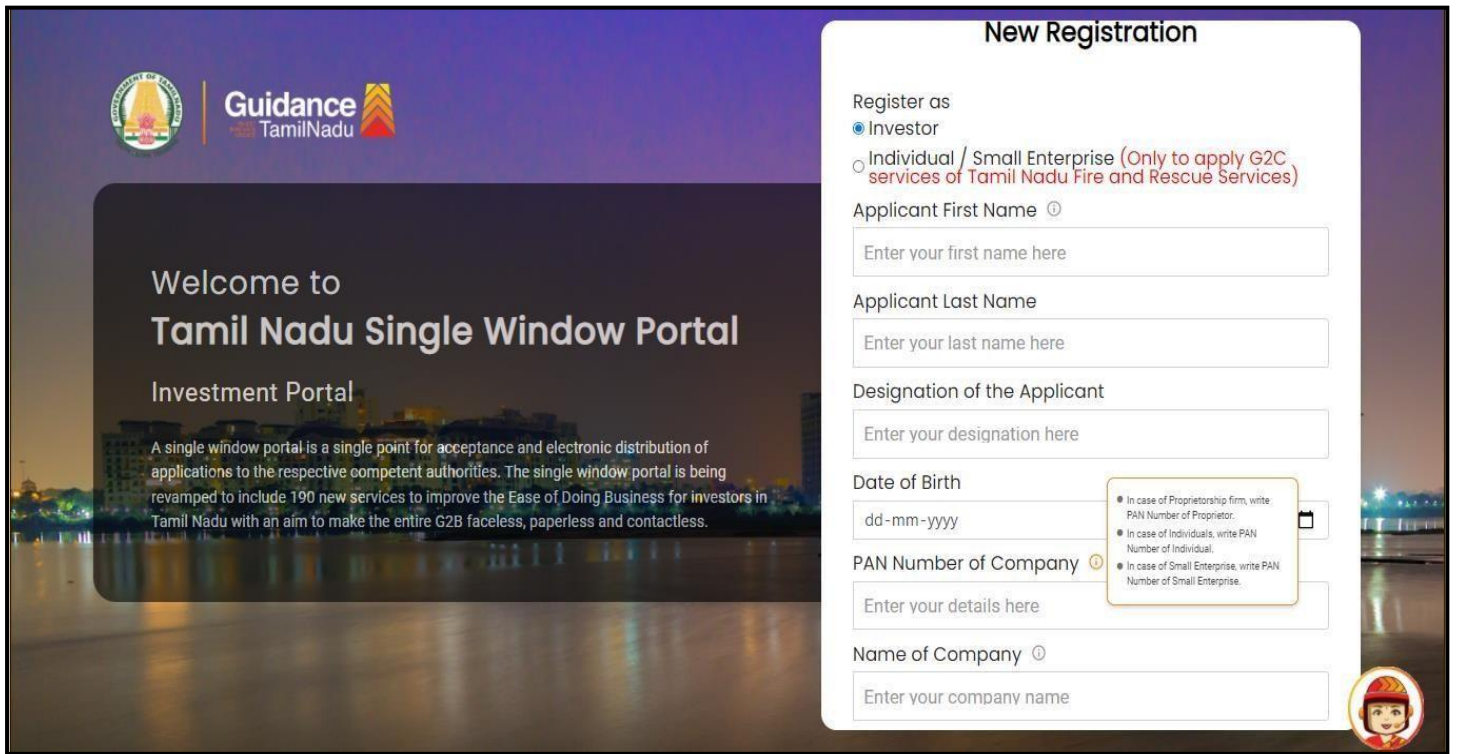
Real-time Monitoring  
Dedicated Industrial Helpdesk

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



**Welcome to  
Tamil Nadu Single Window Portal  
Investment Portal**

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

### New Registration

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

Applicant First Name

Applicant Last Name

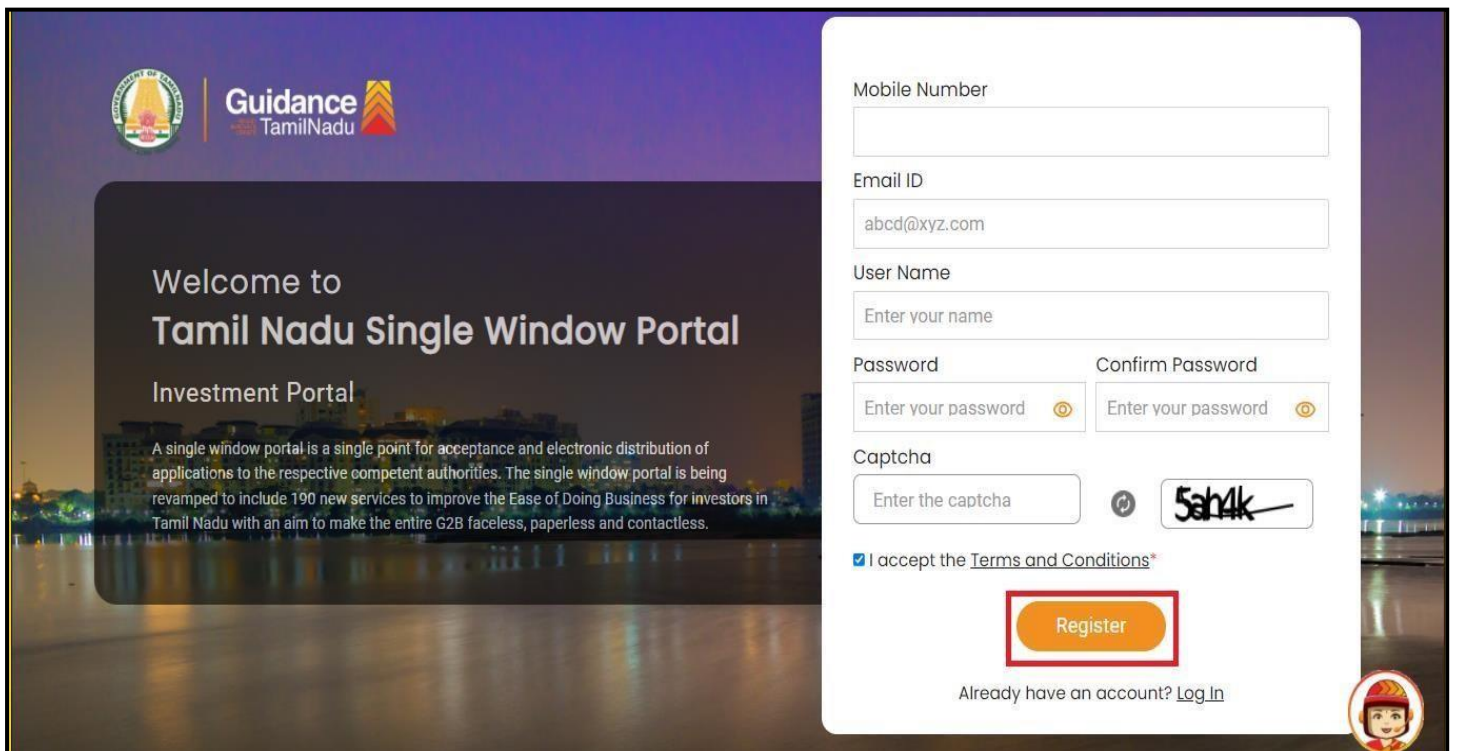
Designation of the Applicant

Date of Birth  ● In case of Proprietorship firm, write PAN Number of Proprietor.  
● In case of Individuals, write PAN Number of Individual.  
● In case of Small Enterprise, write PAN Number of Small Enterprise.

PAN Number of Company

Name of Company

**Figure 3. Registration Form**



**Welcome to  
Tamil Nadu Single Window Portal  
Investment Portal**


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

Mobile Number

Email ID

User Name

Password  Confirm Password

Captcha  

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

**Register**

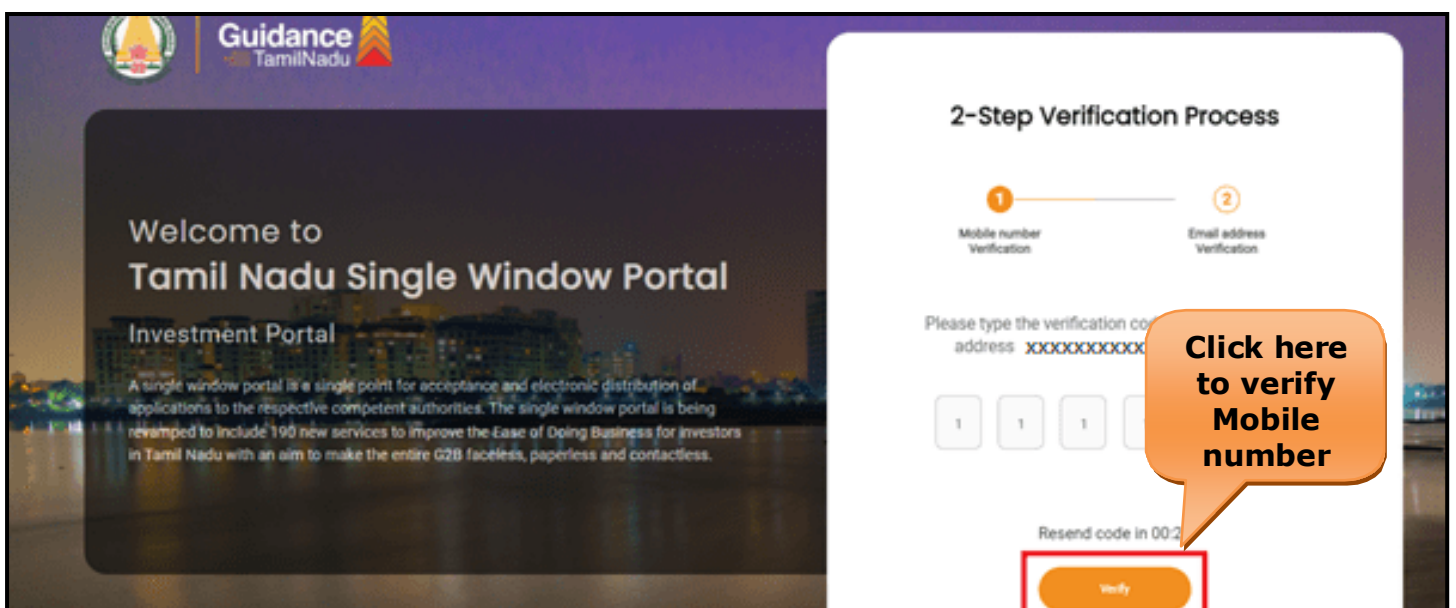
Already have an account? [Log In](#)

**Figure 4. Registration Form Submission**

- 6) The Email ID would be the Username to login the TNSWP.
- 7) Future communications would be sent to the registered mobile number and Email ID of the applicant.
- 8) Create a strong password and enter the Captcha code as shown.
- 9) The Applicant must read and accept the terms and conditions and click on '**Register**' button.

### 3. Mobile Number / Email ID – 2-Step Verification Process

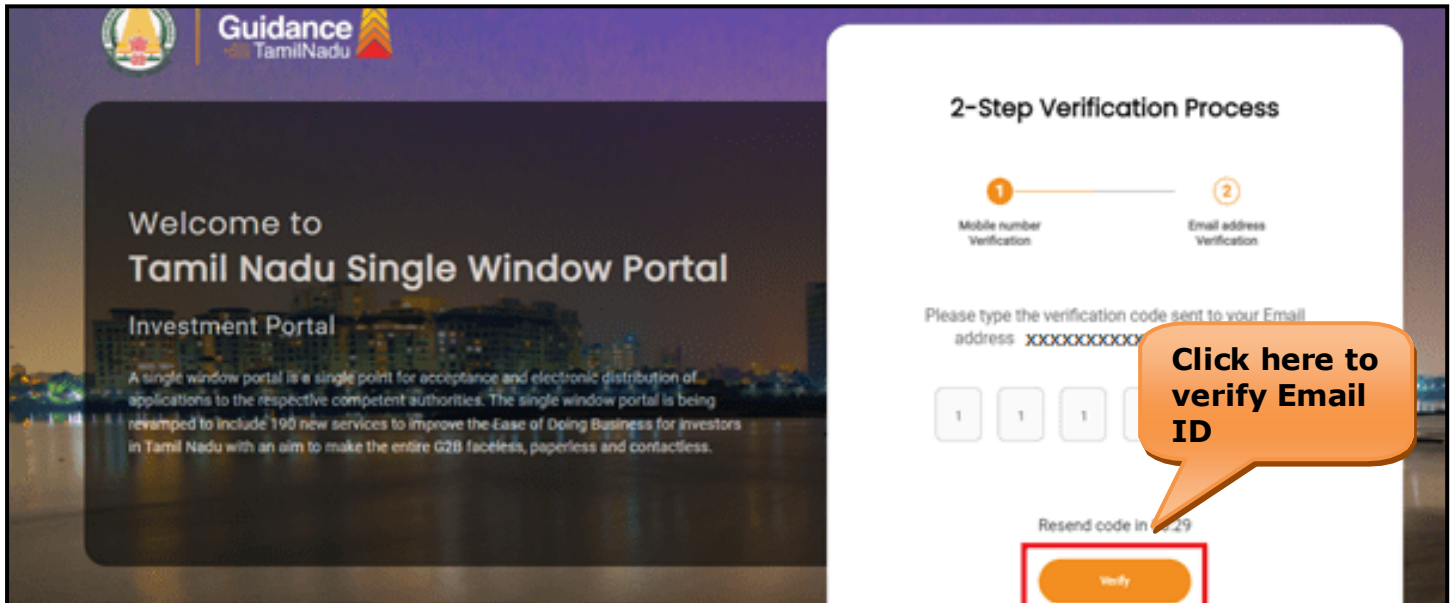
- '**2-Step Verification Process**' screen will appear when the applicant clicks on 'Register' button.
- **Mobile Number Verification**
  - 1) For verifying the mobile number, the verification code will be sent to the given mobile number.
  - 2) Enter the verification code and click on the '**Verify**'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



**Figure 5. Mobile Number Verification**

- **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 Username and Password created during the registration process.
- 2) Click on login button to enter TNSWP.

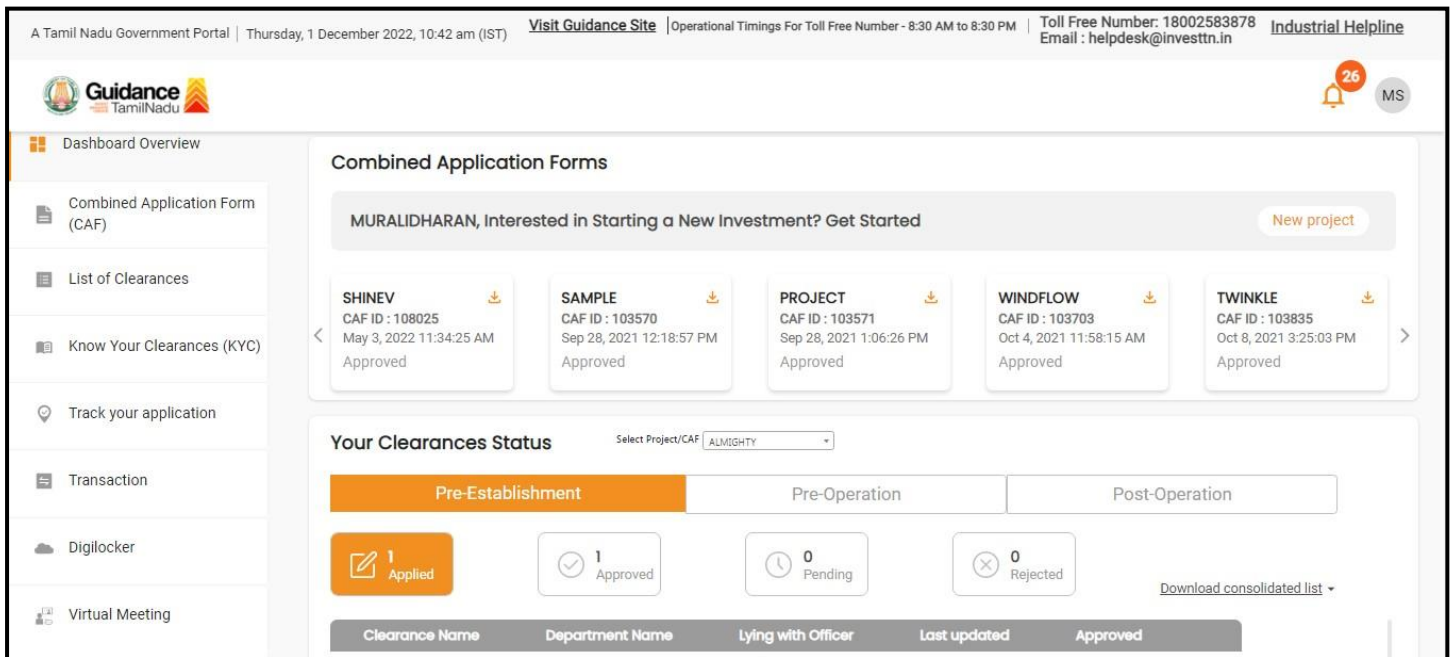
**Login to TNSWP**



**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 an applicant. At the top, there is a header with the Tamil Nadu Government Portal information, date (Thursday, 1 December 2022, 10:42 am IST), and contact details for the Industrial Helpline. The main content area is divided into several sections:

- Dashboard Overview:** A sidebar menu on the left contains links for Dashboard Overview, Combined Application Form (CAF), List of Clearances, Know Your Clearances (KYC), Track your application, Transaction, Digilocker, and Virtual Meeting.
- Combined Application Forms:** A section titled "MURALIDHARAN, Interested in Starting a New Investment? Get Started" with a "New project" button. Below this, five application cards are shown, each with a download icon and status:
 

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	103885	Oct 8, 2021 3:25:03 PM	Approved
- Your Clearances Status:** A section with a dropdown menu for "Select Project/CAF" (currently set to "ALMIGHTY"). It features three tabs: "Pre-Establishment" (highlighted), "Pre-Operation", and "Post-Operation". Below the tabs, there are four status boxes:
 

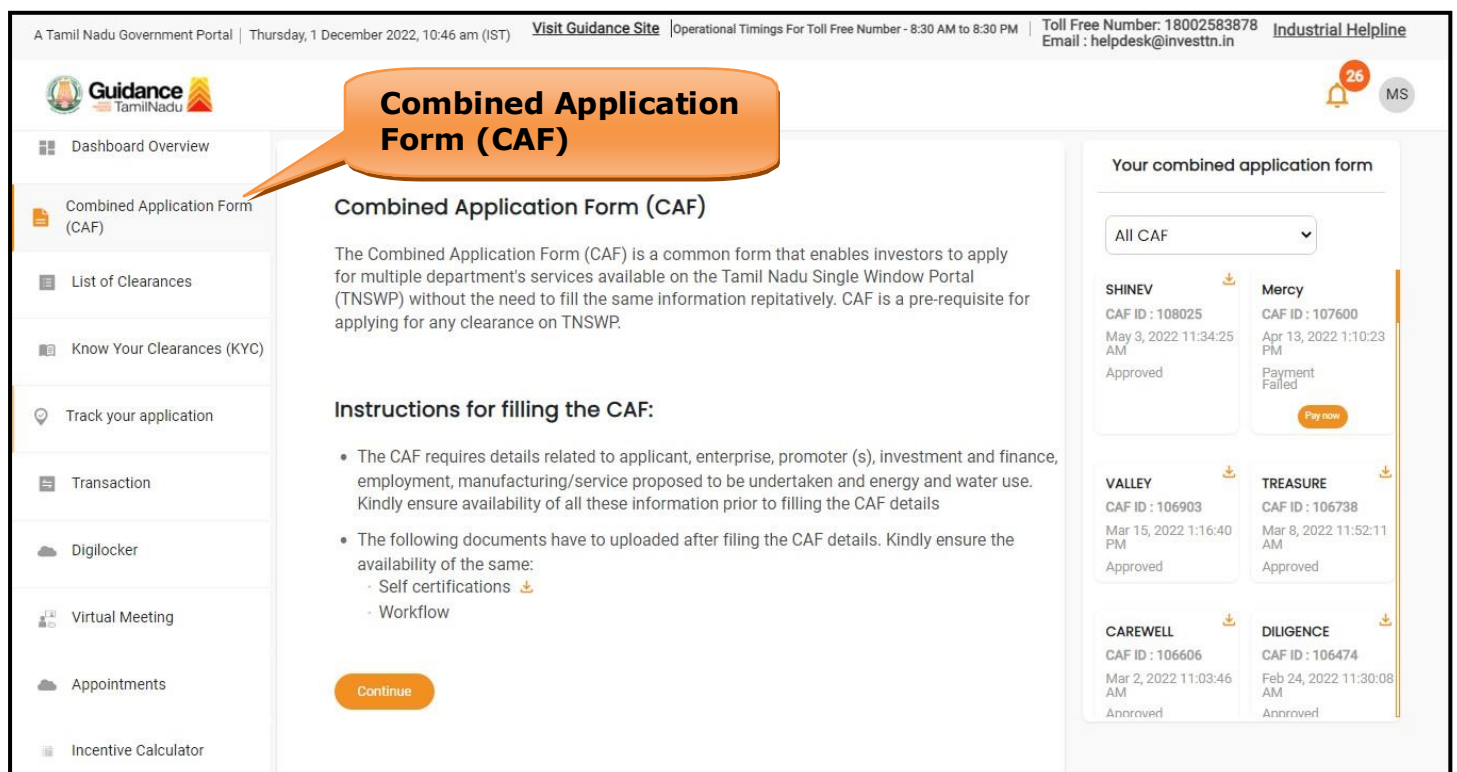
Status	Count
Applied	1
Approved	1
Pending	0
Rejected	0

 A "Download consolidated list" link is also present.
- Table Header:** A table header is visible at the bottom of the dashboard, with columns: 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 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.



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**

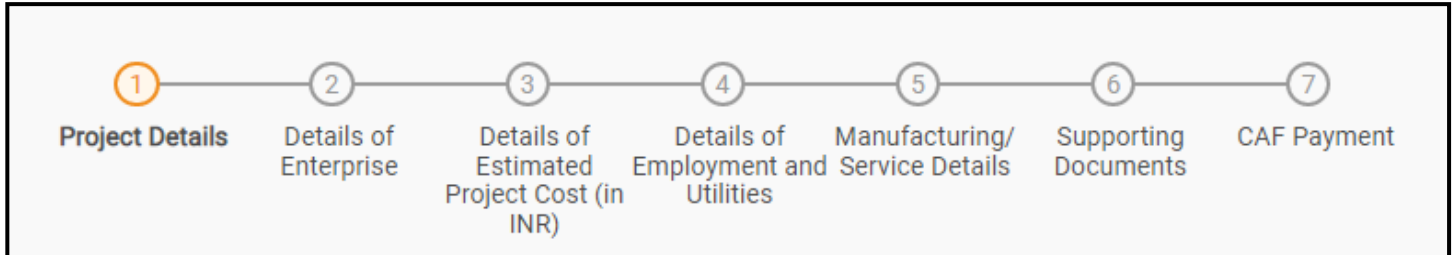
All CAF

<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>DILIGENCE</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 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 portal interface. At the top, a progress bar 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 current step is 7. A notification box with a warning icon and the text "Information: Your CAF details have been successfully saved. Kindly review the CAF fees amount and make applicable payment to submit the CAF" is overlaid on the "Payment Details" section. Below the notification, the user is prompted to "Choose your preferred Fee slab" with options for "Lump sum" (selected) and "à la carte". The "Amount to be paid (in INR)" is shown as 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 Welder Qualification Certificate

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**

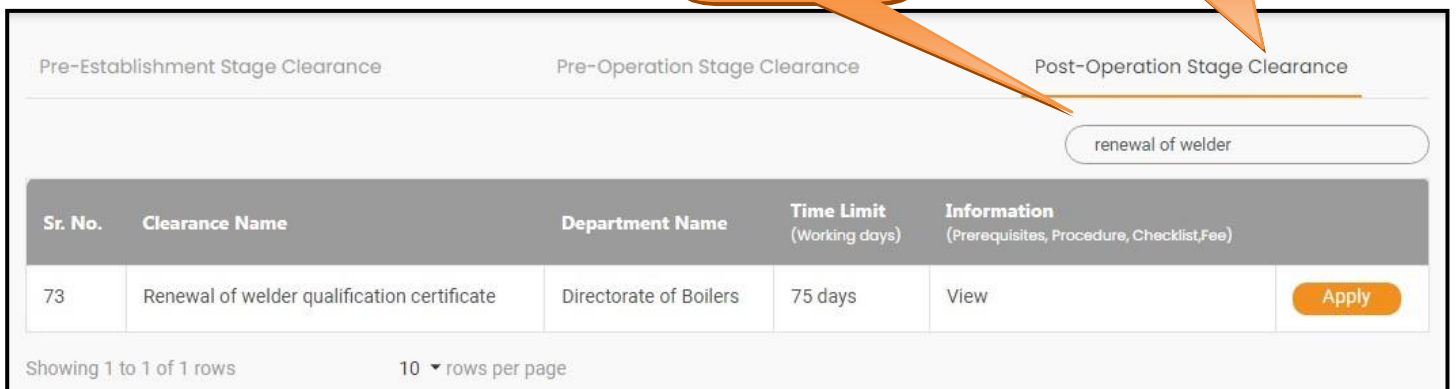
2) The list of clearances is segregated into three stages.

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

3) Select ‘**Post-Operation Stage Clearance**’ and find the clearance ‘**Renewal of welder qualification certificate**’ 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)	
73	Renewal of welder qualification certificate	Directorate of Boilers	75 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)	
73	Renewal of welder qualification certificate	Directorate of Boilers	75 days	View	Apply

Showing 1 to 1 of 1 rows      10 rows per page

**Apply for  
Clearance**

**Figure 15. Apply for Clearance**

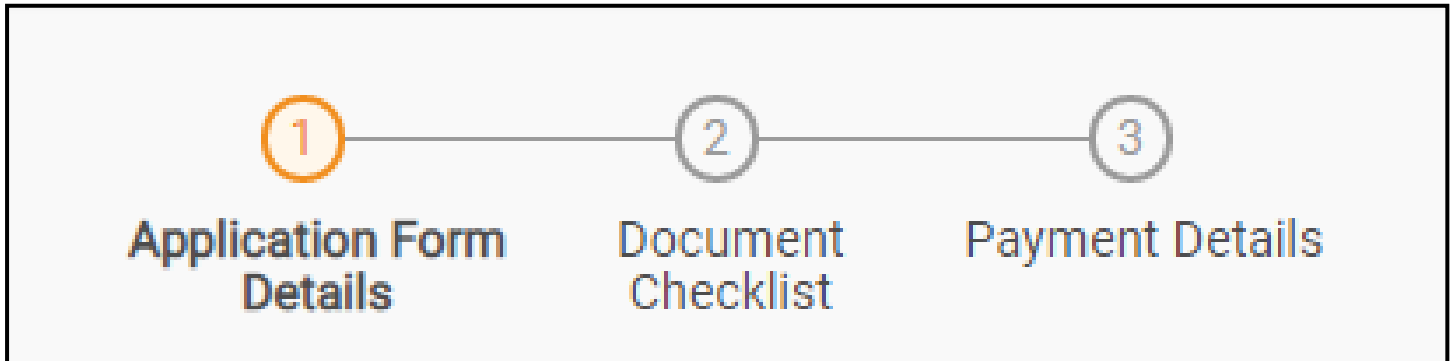
## 8. Filling the Application Form

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. Application of Welder
2. Copy of Welder Qualification Certificate (Both page)
3. Last renewal letter if any




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



### Checklist ⊖

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"/> Application of welder	 PDF renewel-converted (1).pdf
2	<input checked="" type="checkbox"/> Copy of welder qualification certificate(Both Pages)	 PDF renewel-converted.pdf
3	<input checked="" type="checkbox"/> Last renewal letter, if any	 PDF renewel-converted (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.

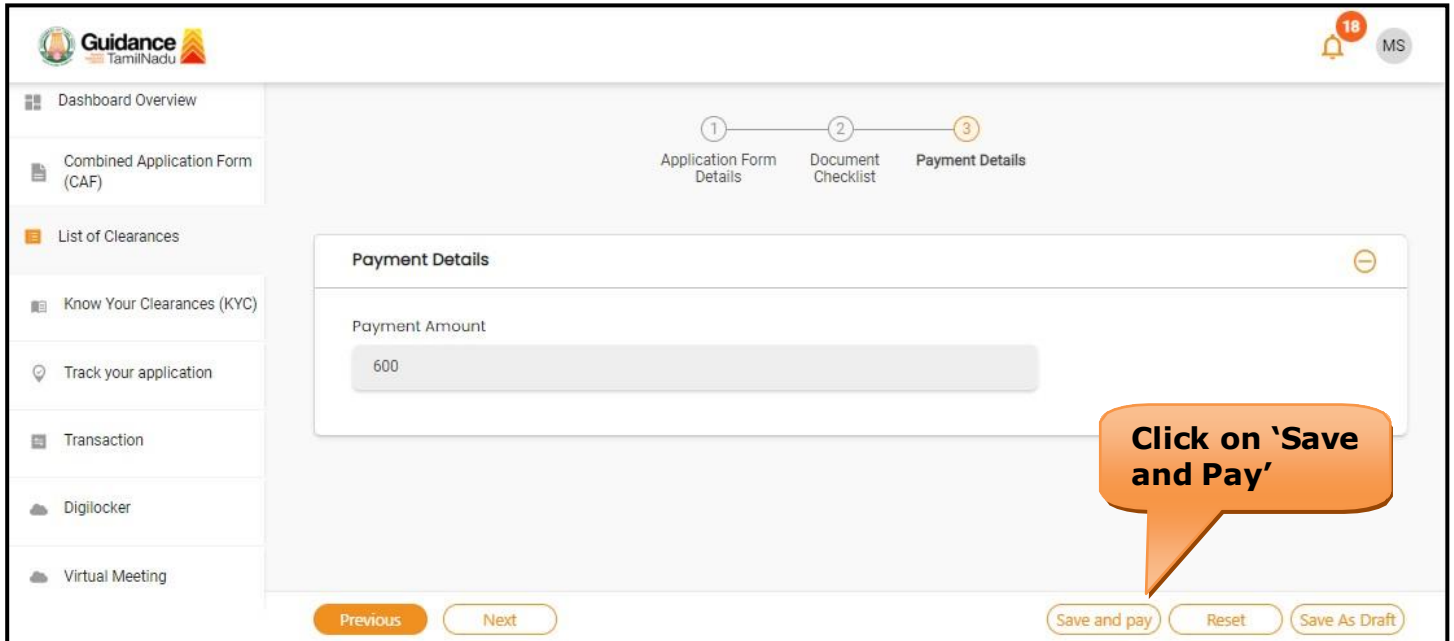


Figure 18. Payment Details

## 9. Payment Process

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

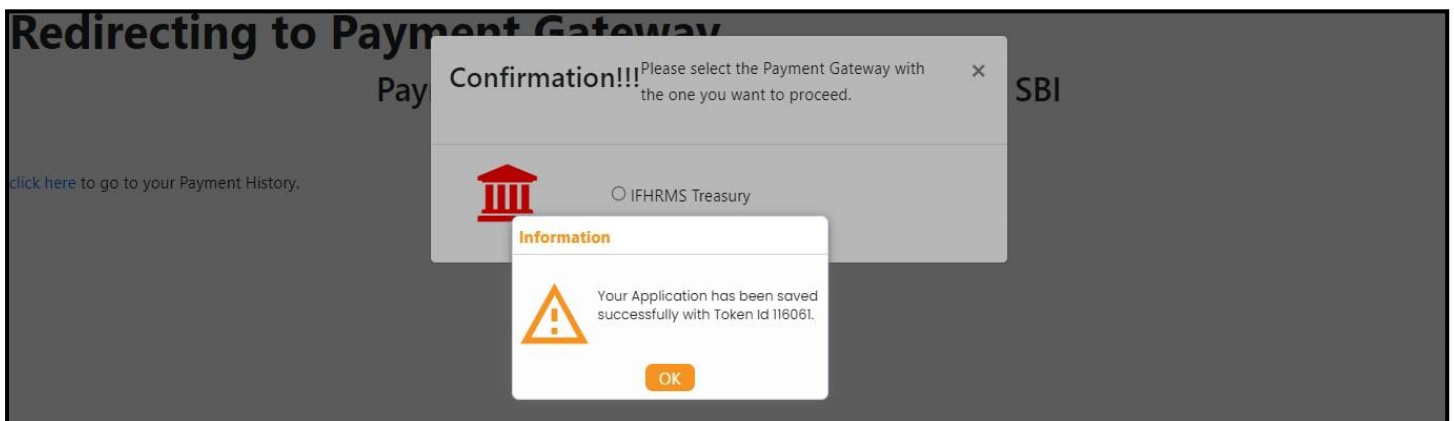
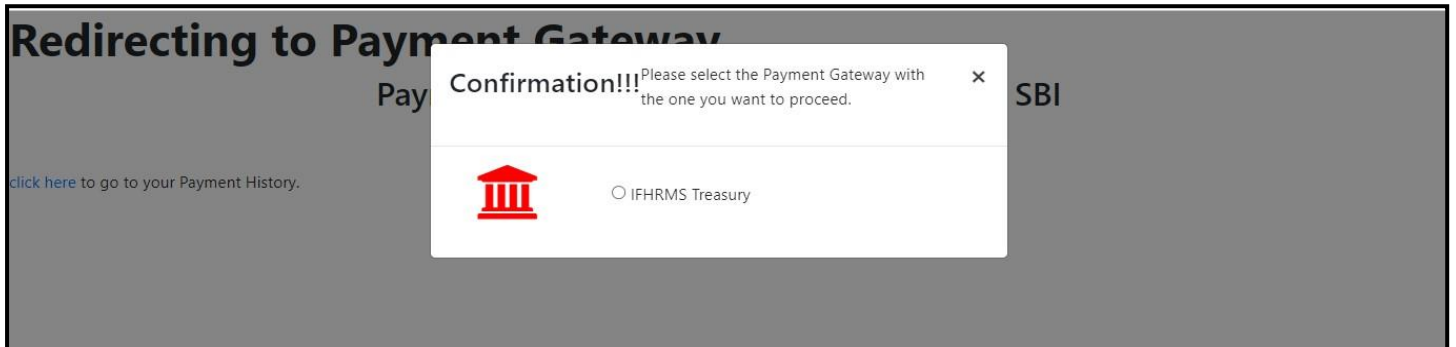


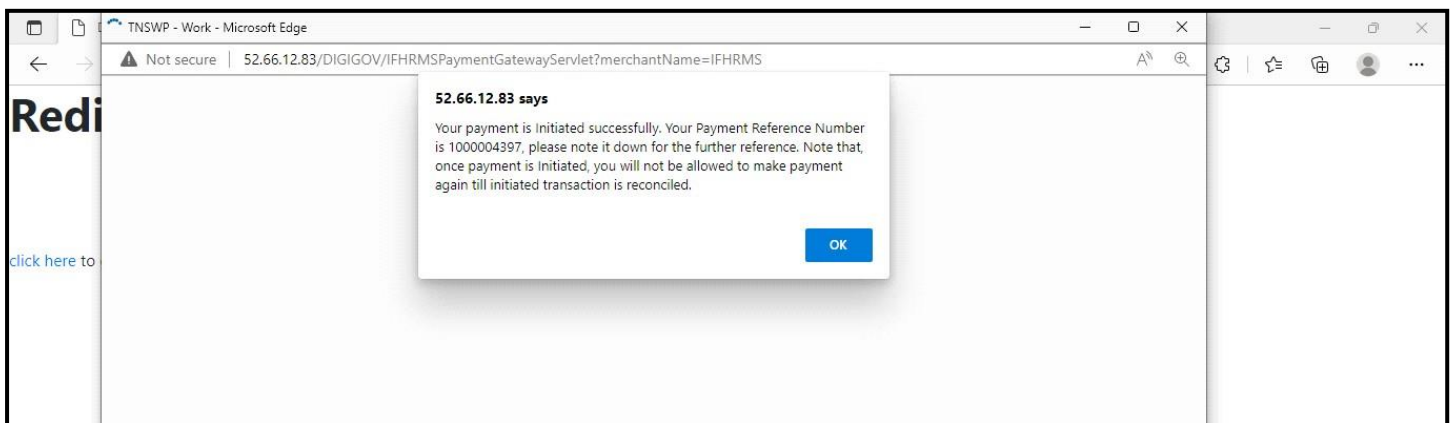
Figure 19. Token Id

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



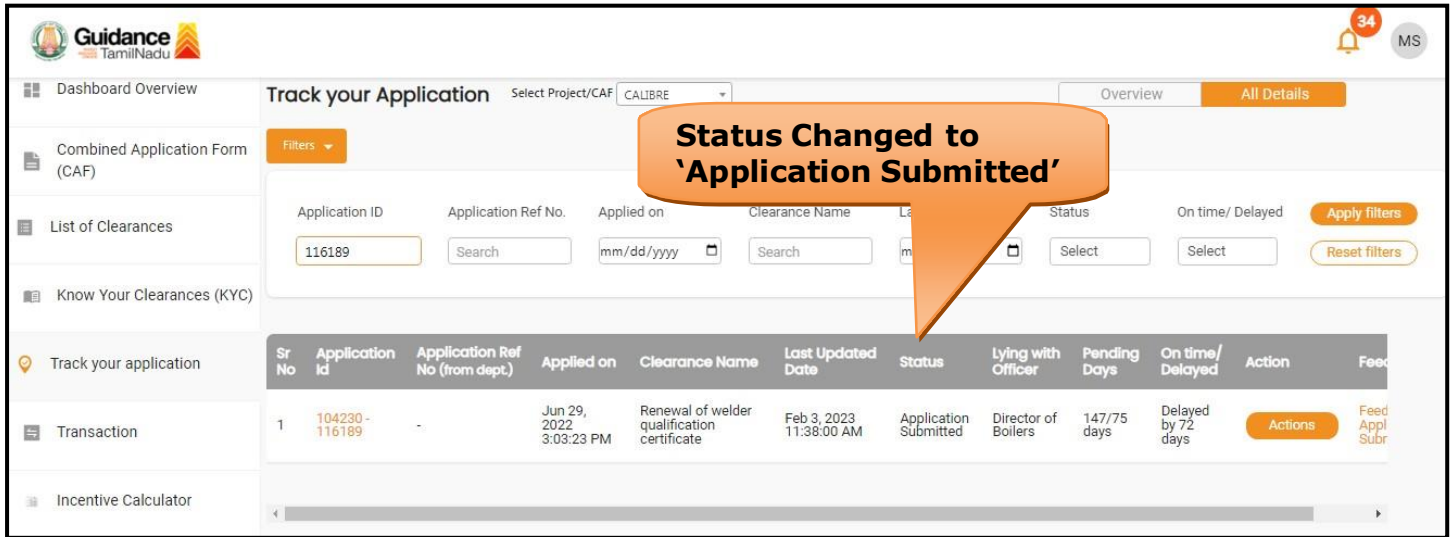
**Figure 20. Payment Process (Contd.)**

- Then the payment **'Reference number'** would be generated, refer the instruction note as shown in the bellow figure.
- Click on 'Ok' button follow the payment process and make 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**



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	104230 - 116189	-	Jun 29, 2022 3:03:23 PM	Renewal of welder qualification certificate	Feb 3, 2023 11:38:00 AM	Application Submitted	Director of Boilers	147/75 days	Delayed by 72 days	Actions	Feed Appl Subr

**Figure 22. Application Submitted**

## 10. Track Your Application

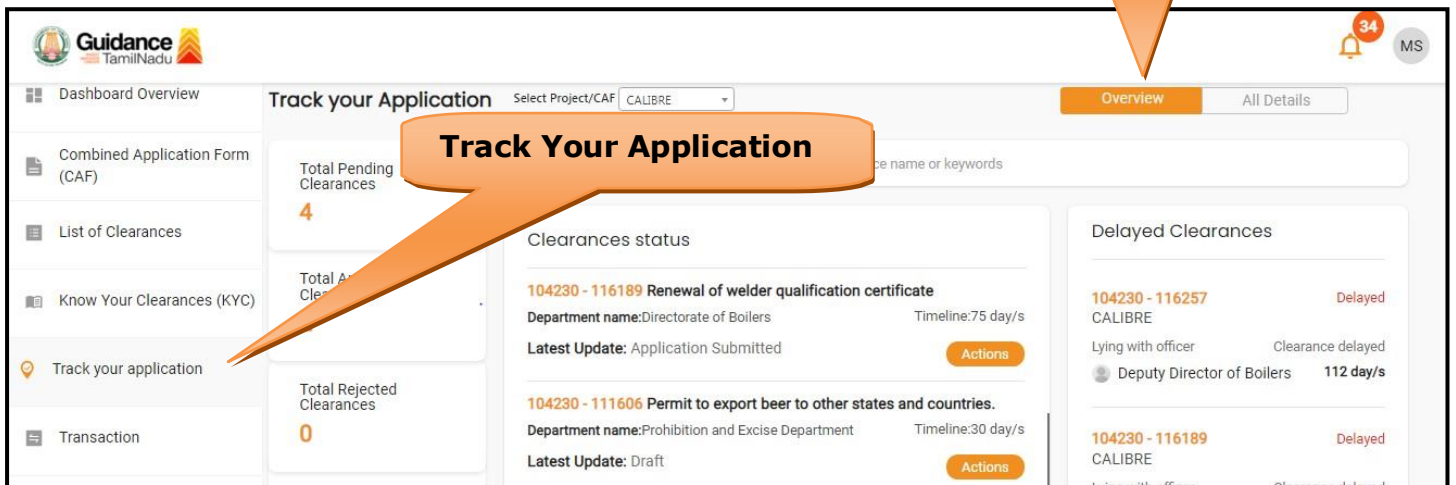
- 1) After submitting the application, a unique 'token ID' would be generated. Using the 'Token ID' the Applicant can track the status of clearances by clicking on 'Track your application' option.'
- 2) Applicant to choose the name of the project created during CAF from the dropdown 'Select project / 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**

**Overview of applications Applied**

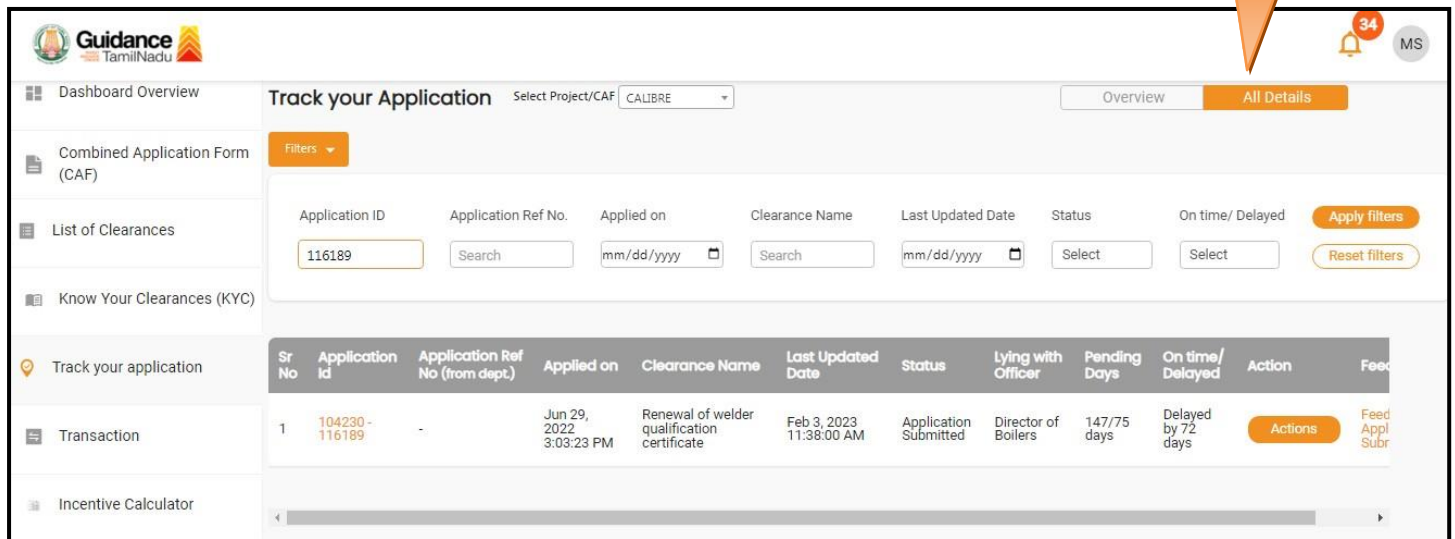


**Figure 23. Track your Application**

- **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**

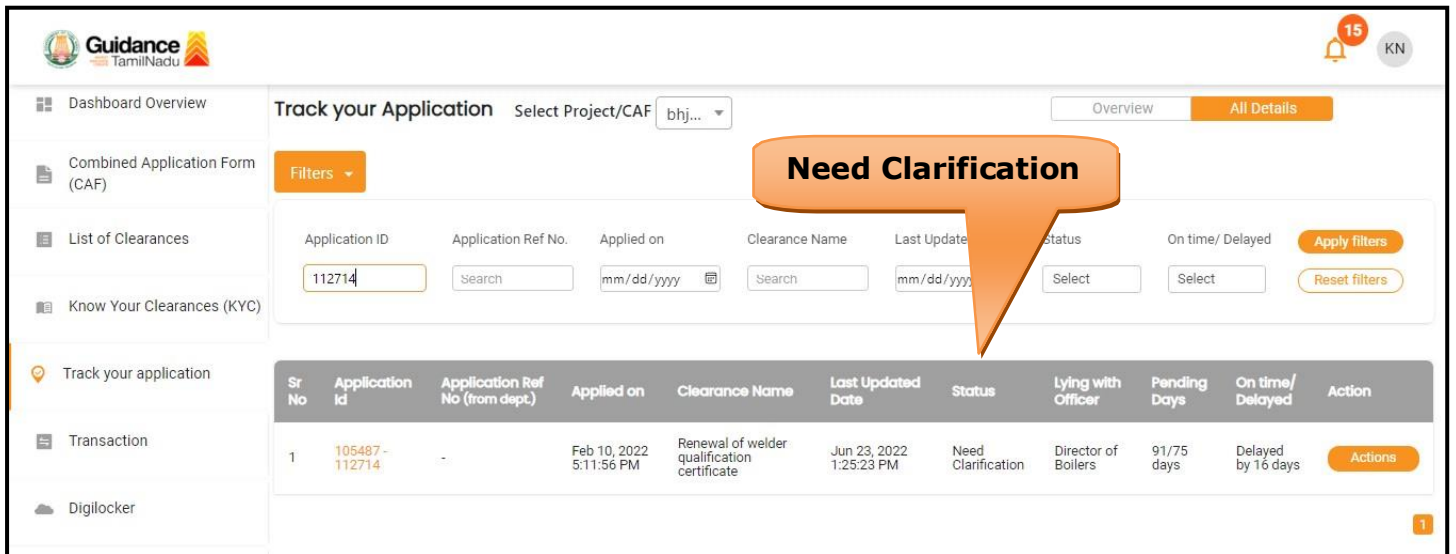
The screenshot displays the 'Track your Application' page with the 'All Details' tab selected. The page title is 'Track your Application' and the project is set to 'CALIBRE'. There are tabs for 'Overview' and 'All Details'. Below the tabs are filter fields for Application ID (116189), Application Ref No., Applied on date, Clearance Name, Last Updated Date, Status, and On time/Delayed. 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	Feed
1	104230 - 116189	-	Jun 29, 2022 3:03:23 PM	Renewal of welder qualification certificate	Feb 3, 2023 11:38:00 AM	Application Submitted	Director of Boilers	147/75 days	Delayed by 72 days	Actions	Feed Appl Subr

**Figure 24. ‘All details’ tab**

## 11. Need Clarification

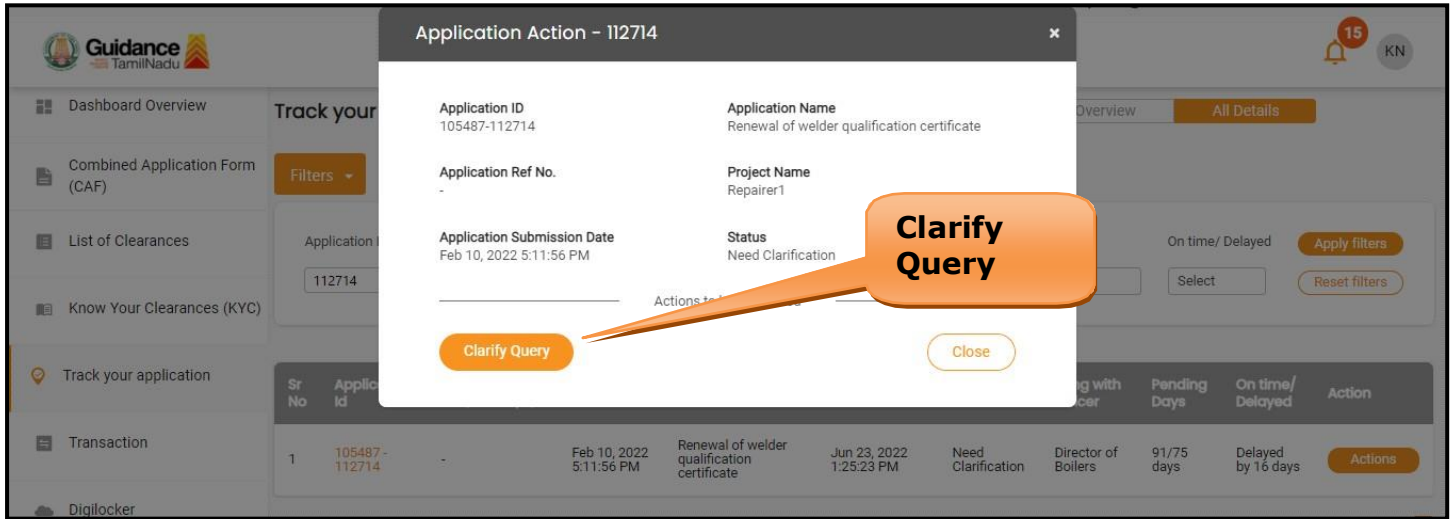
- 1) After submitting the application to the Boiler department, the concerned officer reviews the application and if there are any clarifications required, the concerned officer would raise a query to the applicant.
- 2) Applicant would receive an alert message on Registered SMS/Email.
- 3) Applicant 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. A callout box labeled 'Need Clarification' points to the 'Status' column in the application table. The table contains one entry with the following details:

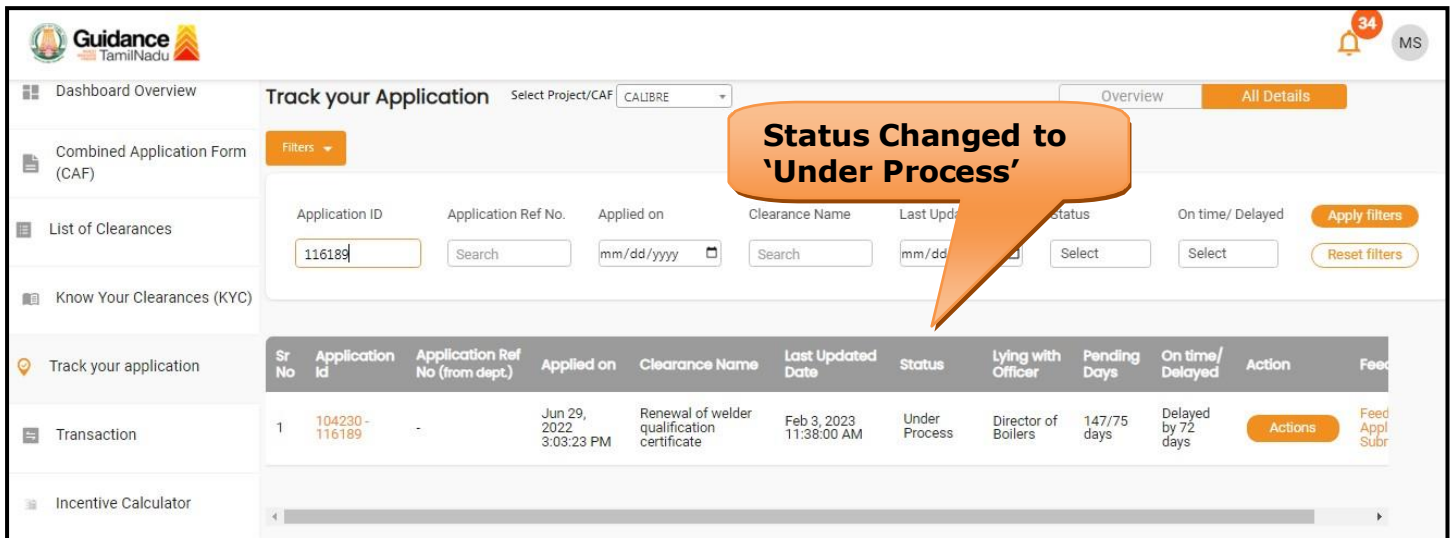
Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	105487 - 112714	-	Feb 10, 2022 5:11:56 PM	Renewal of welder qualification certificate	Jun 23, 2022 1:25:23 PM	Need Clarification	Director of Boilers	91/75 days	Delayed by 16 days	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.

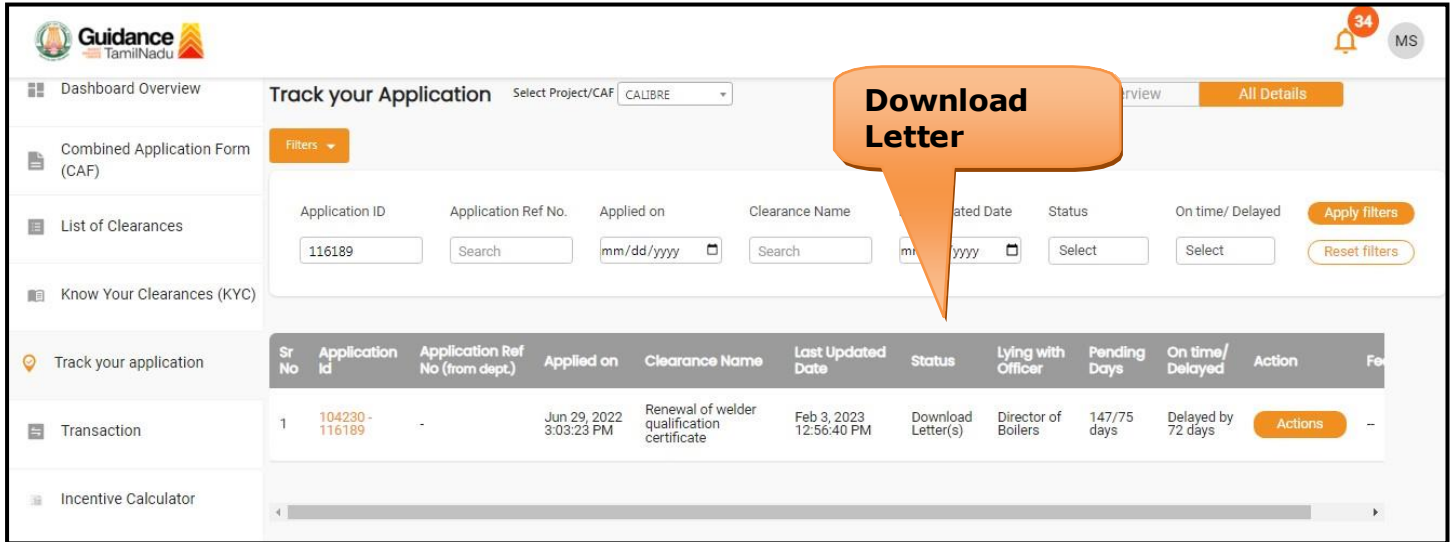


**Figure 27. Under Process**



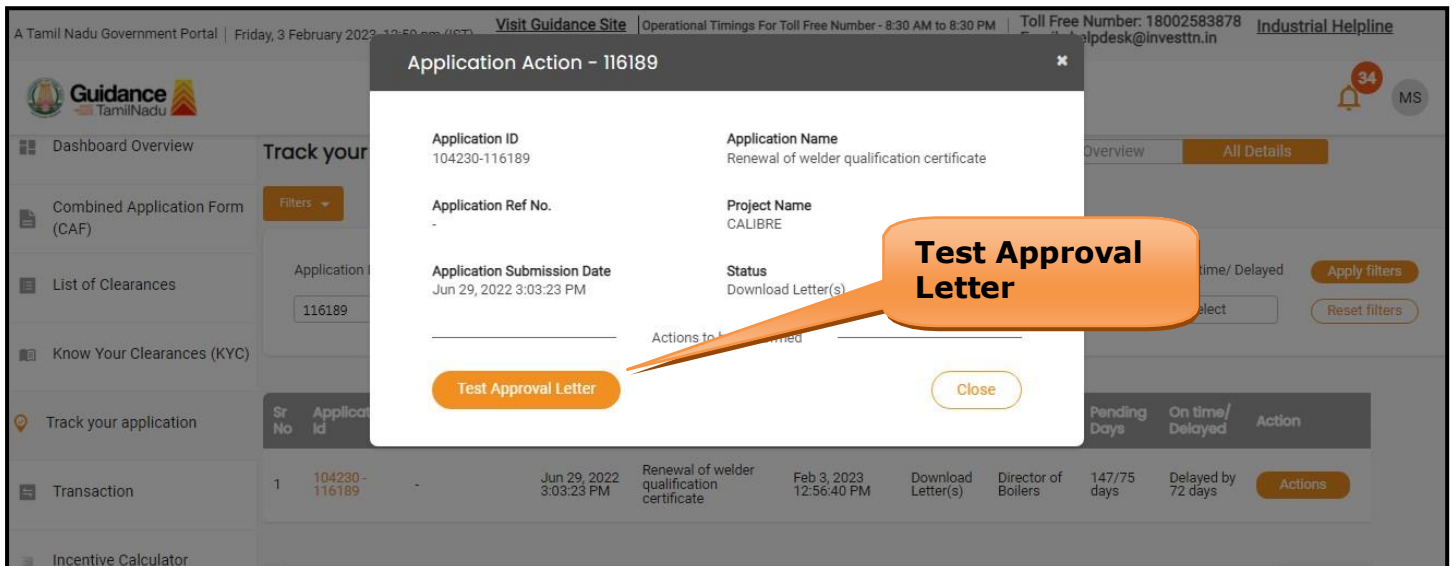
## Welder Test Report

1) Applicant could view the status as **'Download Letter'** under the 'Status' column. Click on 'Action' button to respond the query as shown in the below figure.



**Figure 28. Download Letter**

2) If the application is **'Test Approved Letter'** by the Department, the applicant can download the Test Approval Certificate under **'Track your application – > 'Action' button -> Test Approved Letter** (Refer Figure 29)



**Figure 29. Test Approval Letter**

## 12. Application Processing

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

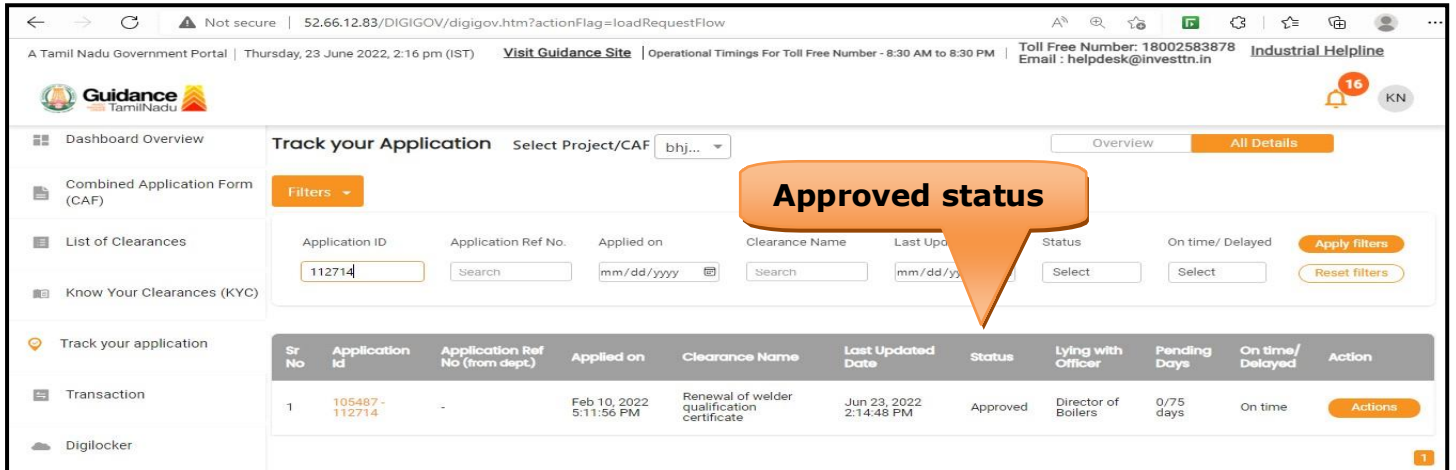


Figure 30. Application Status

- 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 31)

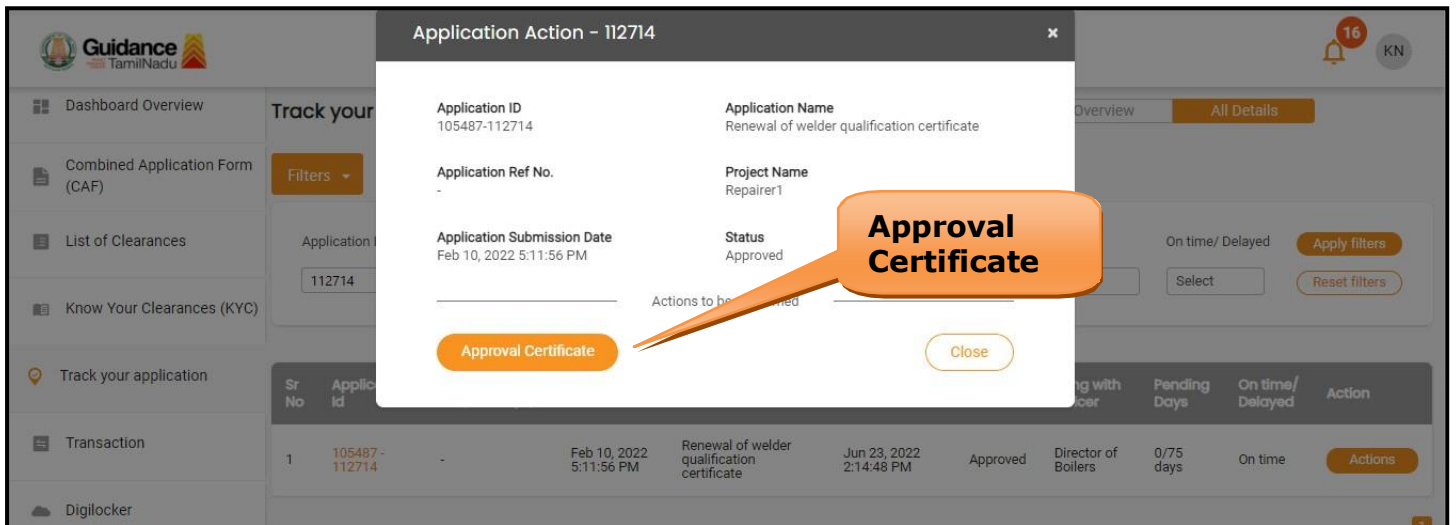


Figure 31. Download Approval Certificate (Contd.)

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 32)

The screenshot shows the 'Track your Application' page. The application ID 116189 is entered in the search field. The table below shows 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	Feed
1	104230 - 116189	-	Jun 29, 2022 3:03:23 PM	Renewal of welder qualification certificate	Feb 3, 2023 11:38:00 AM	Rejected	Director of Boilers	147/75 days	Delayed by 72 days	Actions	Feed Appl Subr

Figure 32. Rejected Status

