



TAMIL NADU SINGLE WINDOW PORTAL

APPLICANT MANUAL

Application for Renewal of Boiler Raw Material Manufacturer

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) homepage 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

A Tamil Nadu Government Portal | Wednesday, 30 November 2022, 10:11 pm (IST) | Visit Guidance Site | Operational Timings For Toll Free Number 8:30 AM to 8:30 PM | Toll Free Number: 18002583878 | Email : helpdesk@investtn.in | Industrial Helpline | English

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

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)

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**

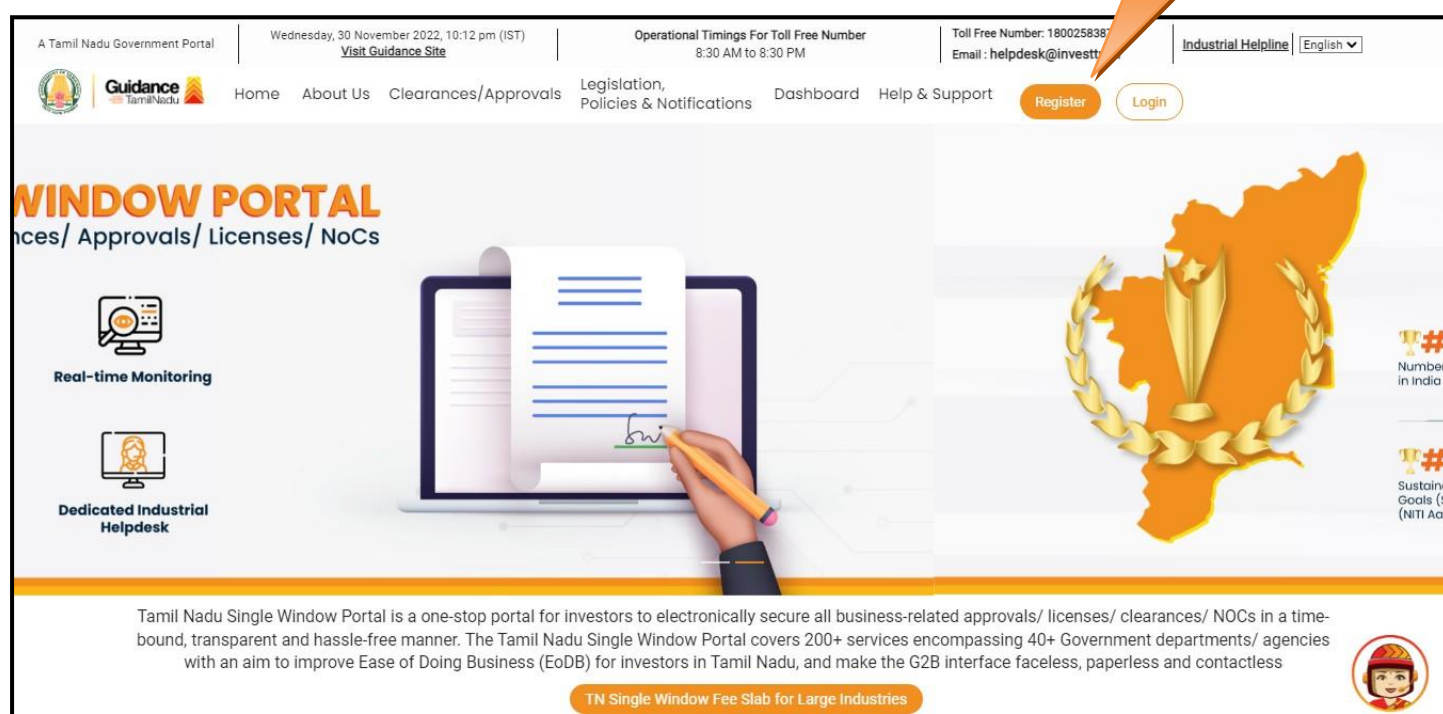



Figure 2. Register

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

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

Name 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.

Figure 3. Registration Form

Mobile Number

Email ID

User Name

Password

Confirm Password

Captcha

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

Register

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

Figure 4. Registration Form Submission

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

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

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

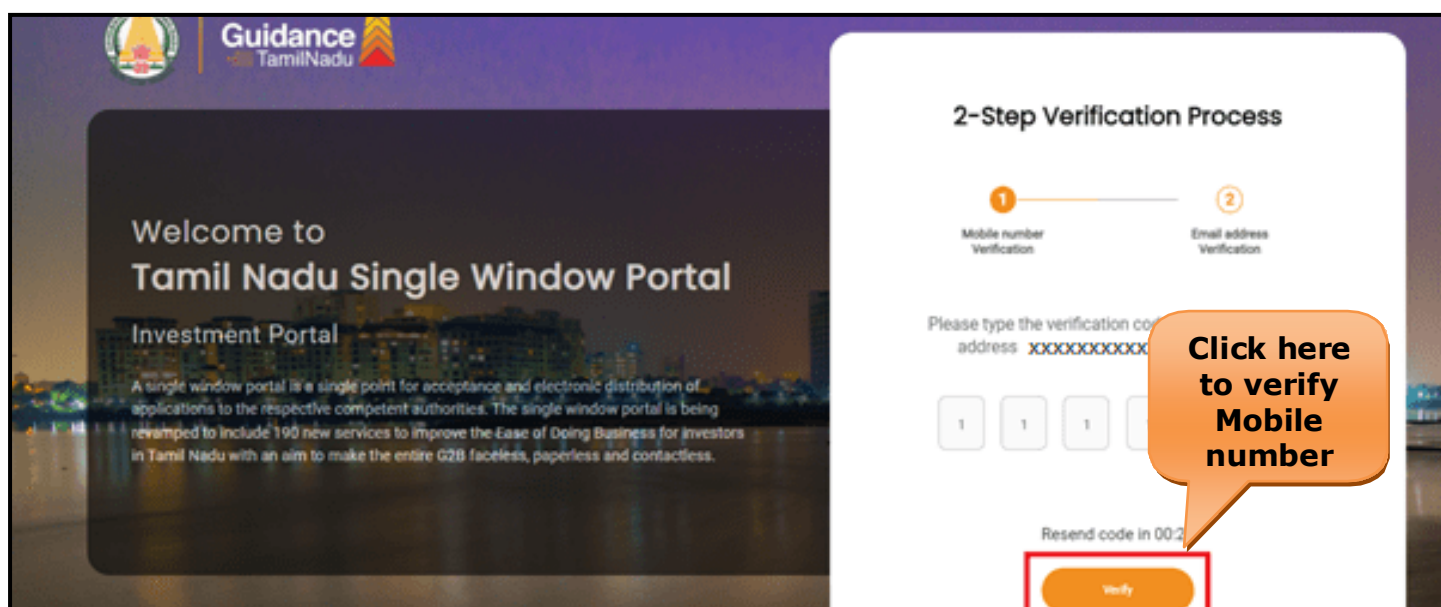


Figure 5. Mobile Number Verification

- o **Email ID Verification**

- 1) For verifying the Email ID, the verification code will be sent to the given Email ID.
- 2) Enter the verification code and click on the '**Verify**' button.

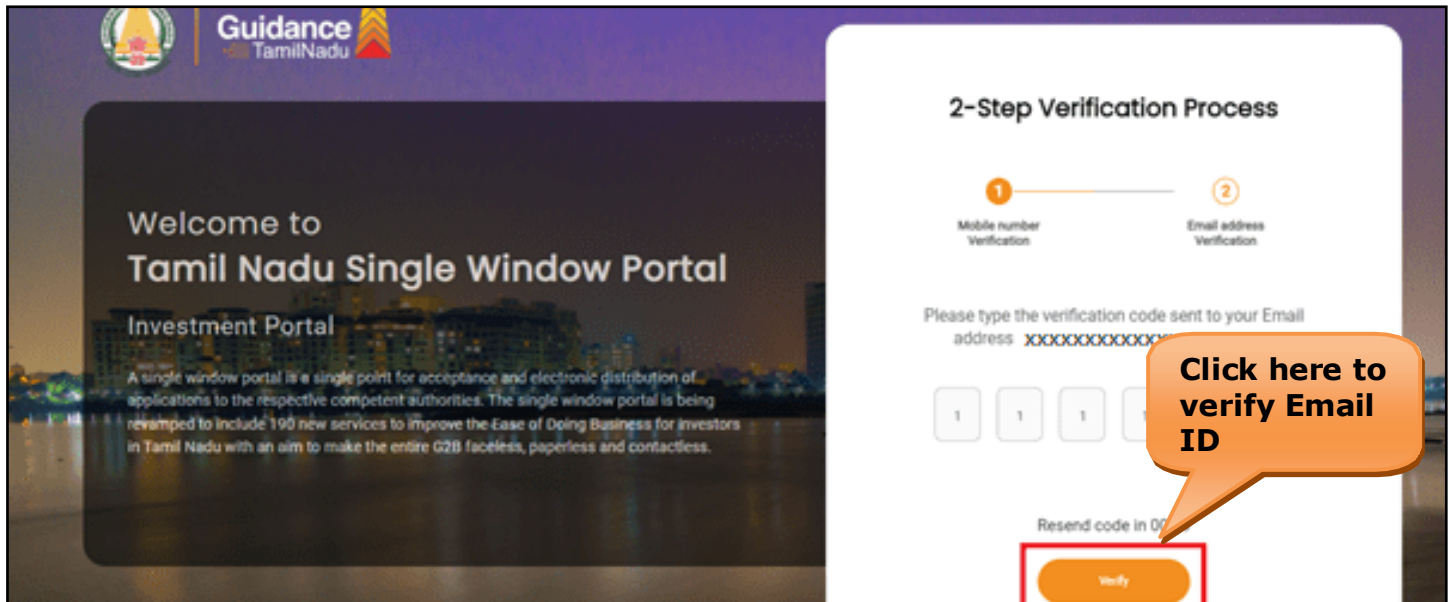


Figure 6. Email ID Verification

- 3) After completion of the 2-Step Verification process, registration confirmation message will pop-up stating as **'Your registration was successful'** (Refer Figure 7).
- 4) Registration process is completed successfully.

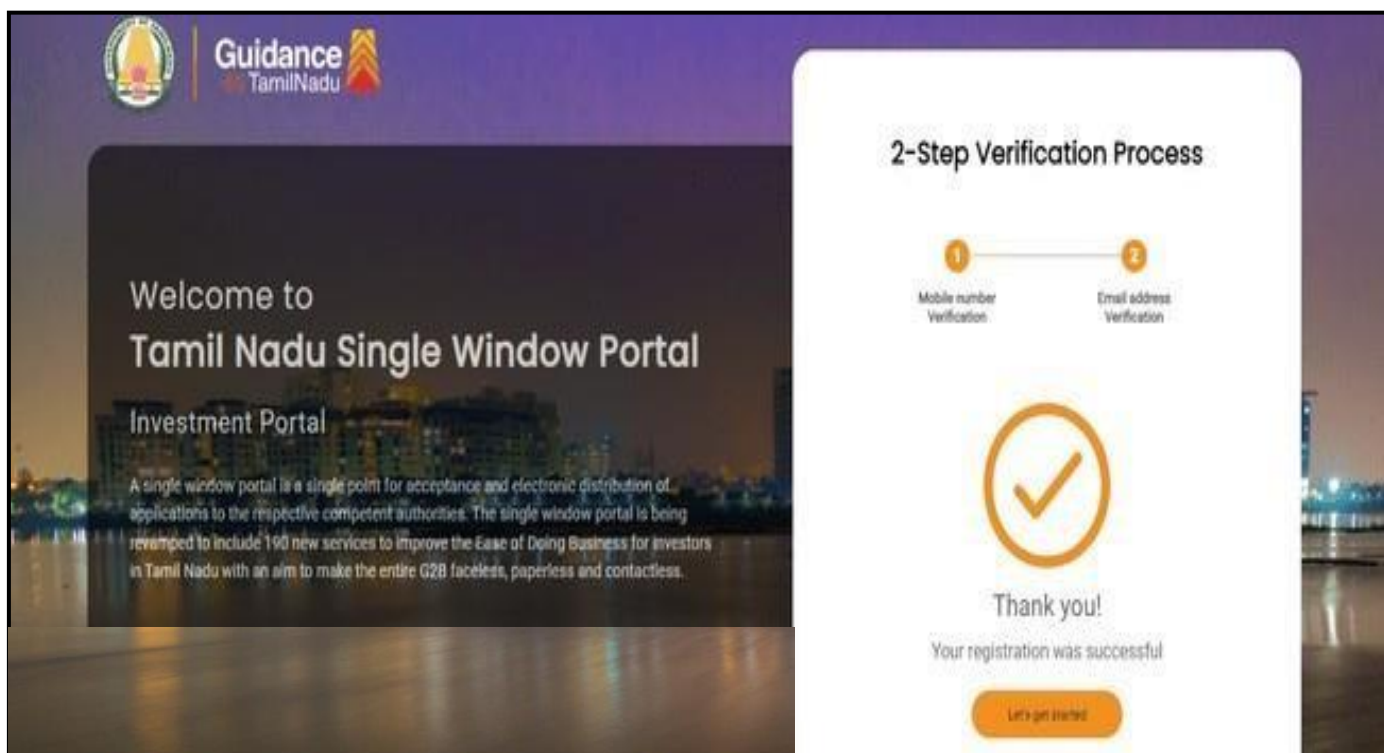


Figure 7. Registration Confirmation Pop-Up

4. Login

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

Login to TNSWP

The screenshot shows the TNSWP website interface. At the top, there is a navigation menu with links for Home, About Us, Clearances/Approvals, Legislation, Policies & Notifications, Dashboard, and Help & Support. A 'Login' button is highlighted with an orange callout bubble. Below the navigation, the page features a large orange map of Tamil Nadu with a laurel wreath, and the text 'TAMIL NADU Leading the Nation'. A grid of achievement statistics is displayed, including 'Number of Factories in India' (#1), 'Number of Operational SEZs in India' (#1), 'Governance & Political Stability (N-SIP1 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). The footer contains a paragraph about the portal's services and a button for 'TN Single Window Fee Slab for Large Industries'.

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.

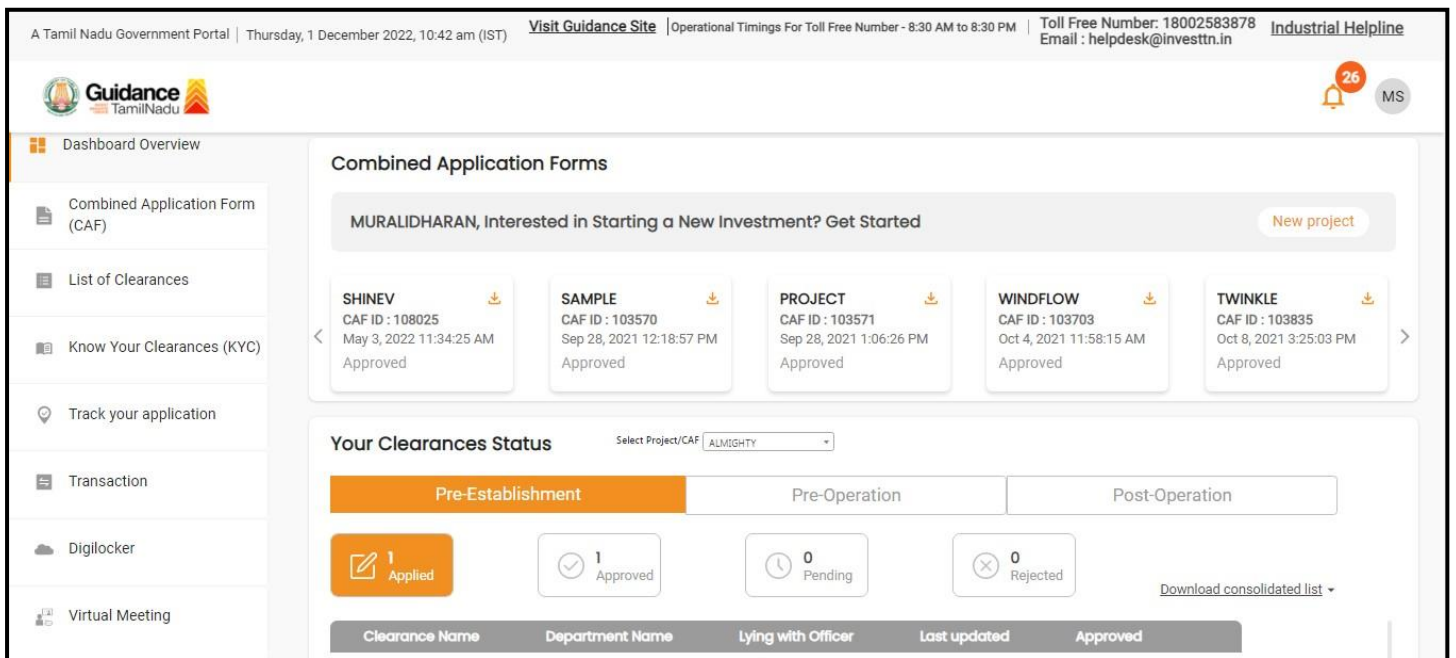
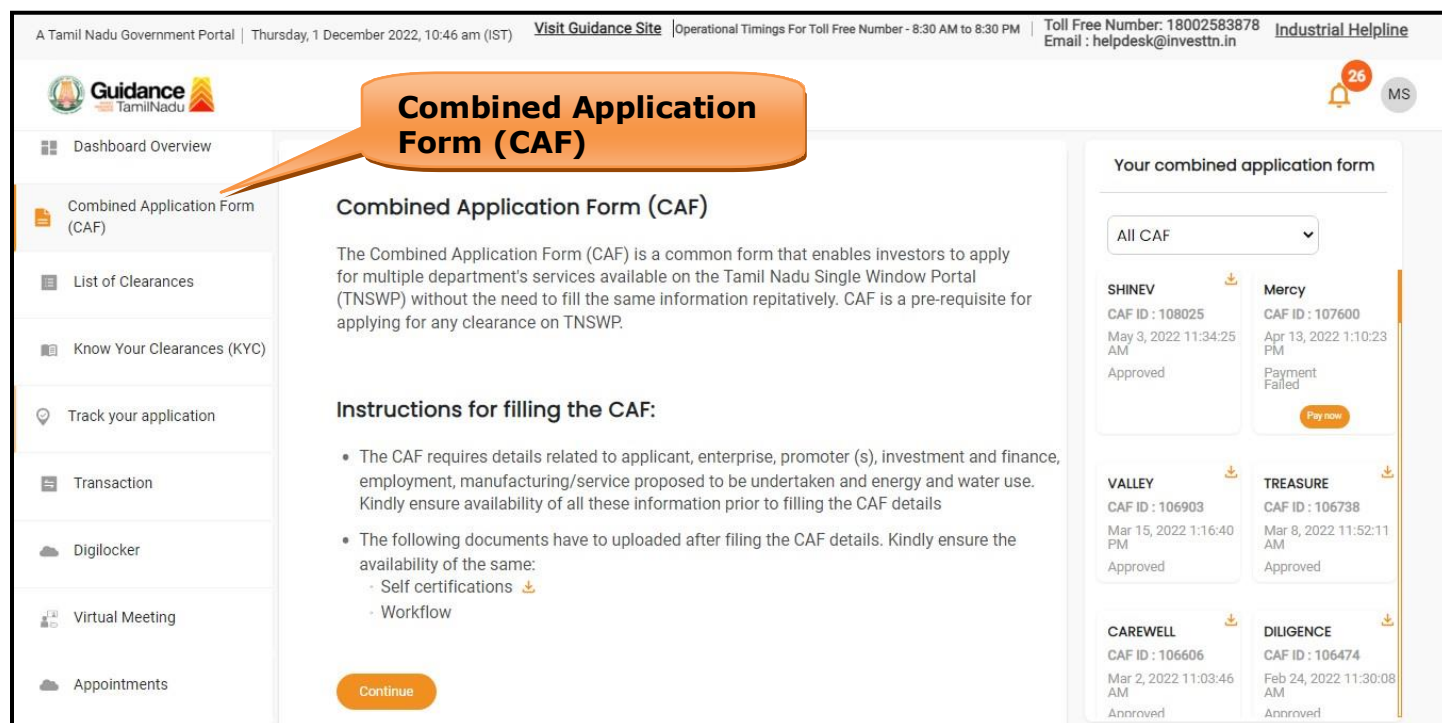


Figure 9. Dashboard Overview

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.



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)

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

Your combined application form

Project Name	CAF ID	Timestamp	Status	Action
SHINEV	108025	May 3, 2022 11:34:25 AM	Approved	
Mercy	107600	Apr 13, 2022 1:10:23 PM	Payment Failed	Pay now
VALLEY	106903	Mar 15, 2022 1:16:40 PM	Approved	
TREASURE	106738	Mar 8, 2022 11:52:11 AM	Approved	
CAREWELL	106606	Mar 2, 2022 11:03:46 AM	Approved	
DILIGENCE	106474	Feb 24, 2022 11:30:08 AM	Approved	

Figure 10. Combined Application Form (CAF)

6.1 Sections of Combined Application Form

1) To complete the combined application form (CAF) the applicant has to fill 7 Sections of CAF as displayed in Figure 11. (**CAF payment tab** will be displayed only for Large Enterprises).

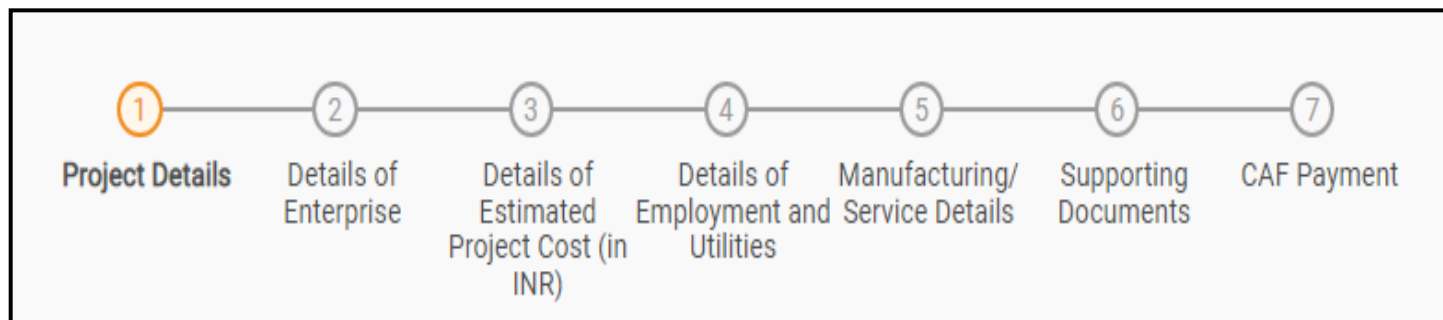


Figure 11. Section of Combined Application Form (CAF)

2) After filling the CAF details, the applicant has to upload the requisite supporting documents under '**Section 6: Supporting Documents**'

- **Self-Certification:**

- Download the template.
- Prepare the self-certification documents as per the instructions given in the template and upload.

- **Workflow:**

- Prepare and upload the business process flow chart.

3) After filling all the sections in combined application form (CAF), the applicant can submit the form.

4) When the applicant submits the combined application form (CAF), confirmation message will pop-up stating, '**Your request has been saved successfully**' (Refer Figure 12).

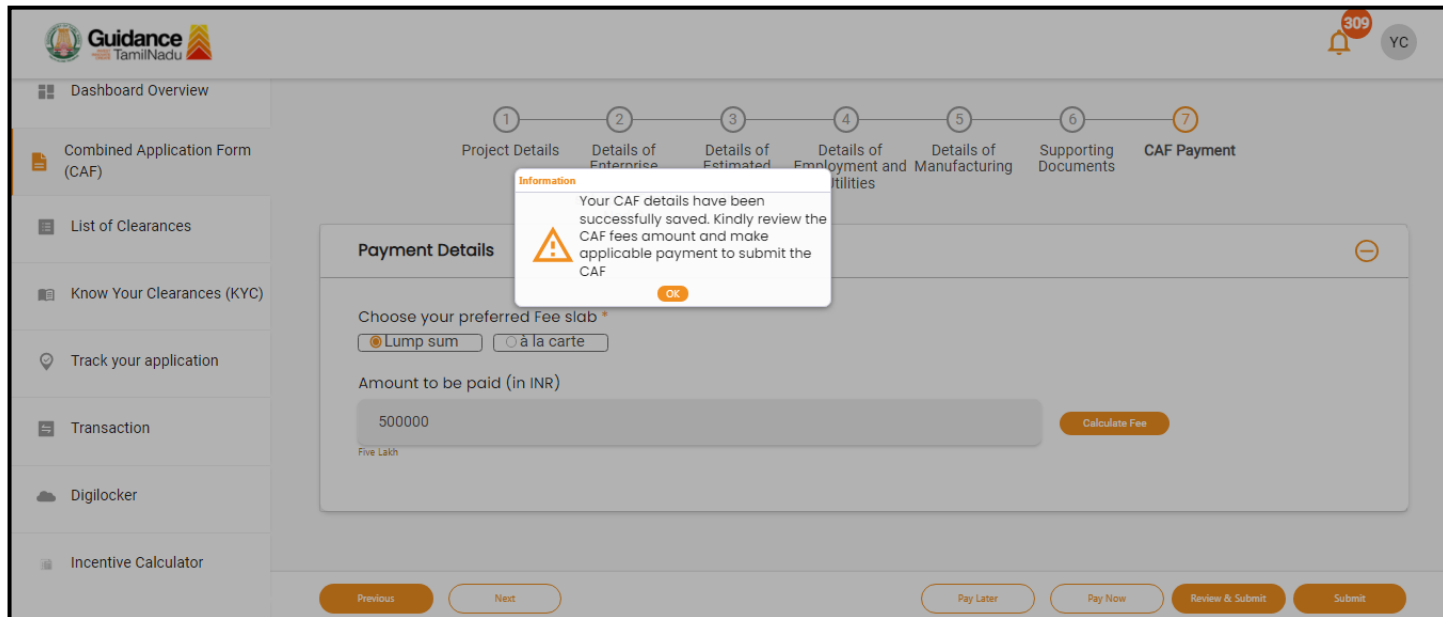


Figure 12. Combined Application Form (CAF) - Confirmation Message

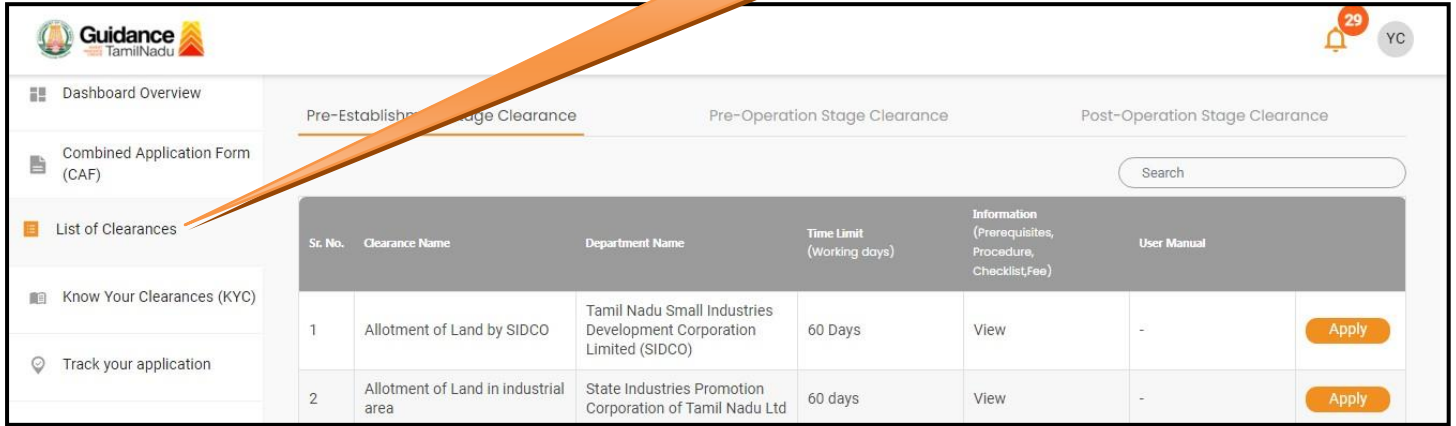
Note:

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 Raw Material Manufacturer

1. Click on "List of Clearances"

List of Clearances



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

Figure 13. List of Clearances

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

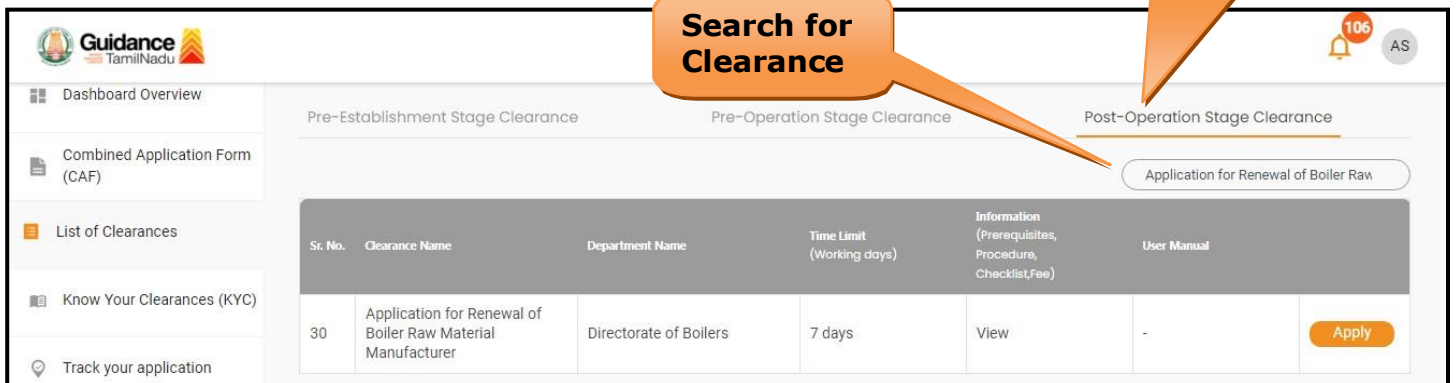
- Pre-Establishment Stage Clearance
- Pre-Operation Stage Clearance
- Post-Operation Stage Clearance

3. Select 'Post-Operation Stage Clearance' and find the clearance

'Application for Renewal of Boiler Raw Material Manufacturer' by using Search option as shown in the figure given below.

Post-Operation Stage Clearance

Search for Clearance



Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
30	Application for Renewal of Boiler Raw Material Manufacturer	Directorate of Boilers	7 days	View	-

Figure 14. Search for Clearances

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

View Information**Apply for Clearance**

Dashboard Overview

Combined Application Form (CAF)

List of Clearances

Know Your Clearances (KYC)

Track your application

Pre-Establishment Stage Clearance

Pre-Operational Stage Clearance

Post-Operational Stage Clearance

Application for Renewal of Boiler Raw

Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
30	Application for Renewal of Boiler Raw Material Manufacturer	Directorate of Boilers	7 days	View	-

Apply

Figure 15. Apply for Clearances

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

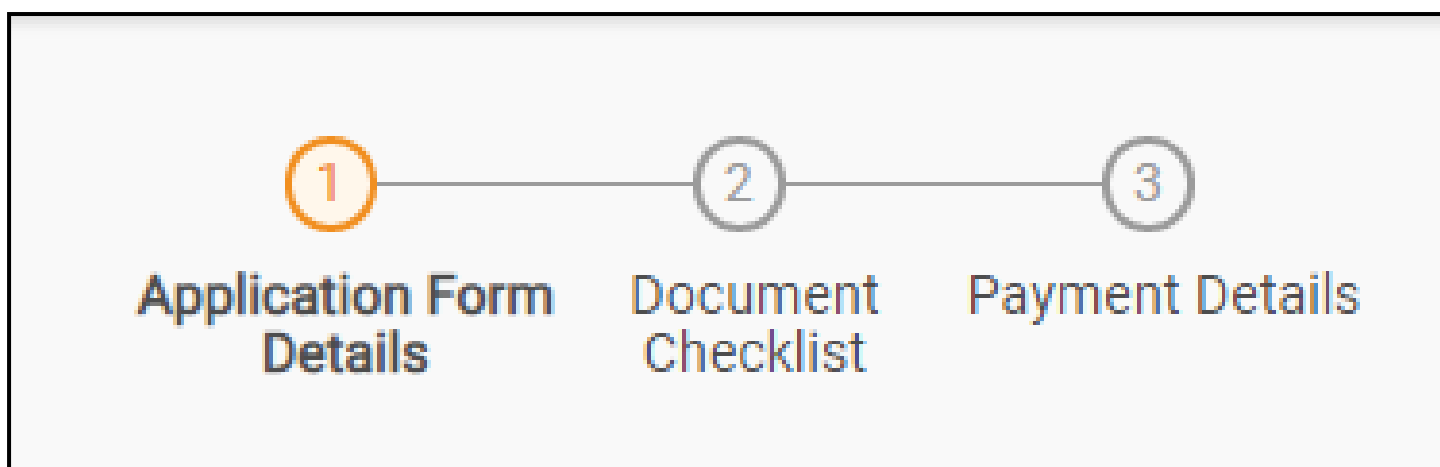


Figure 16. Three Sections of Application Form

B. Document Checklist

- 1) The following supporting documents need to be uploaded by the 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 them in zip format.
- 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"/> Firm Registration Details	  supporting document.png
2	<input checked="" type="checkbox"/> Land type document (Owned/Leased/Rented)	  supporting document.png
3	<input type="checkbox"/> Partnership Document, if applicable	Drag & Drop Browse Files DigiLocker
4	<input checked="" type="checkbox"/> Factory Site Layout	  supporting document.png
5	<input checked="" type="checkbox"/> Tools & Machinery Details	  supporting document.png

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**' button a unique '**Token Id**' would be generated with a pop-up message.

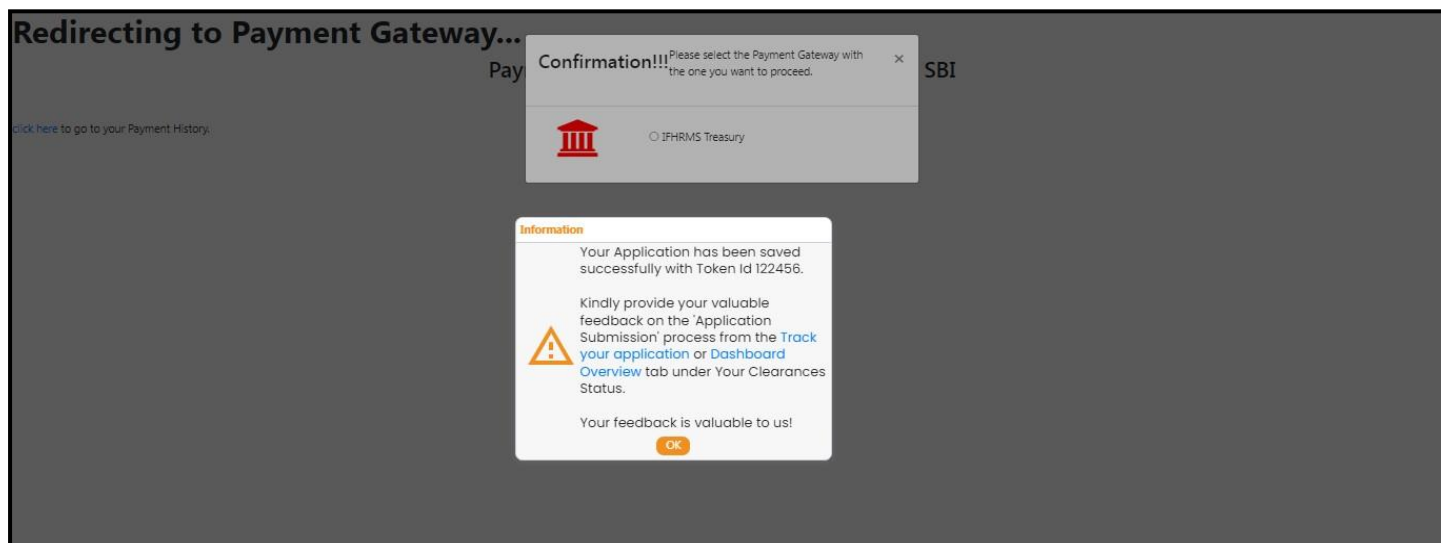


Figure 19. Token ID Generated

- 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**'.

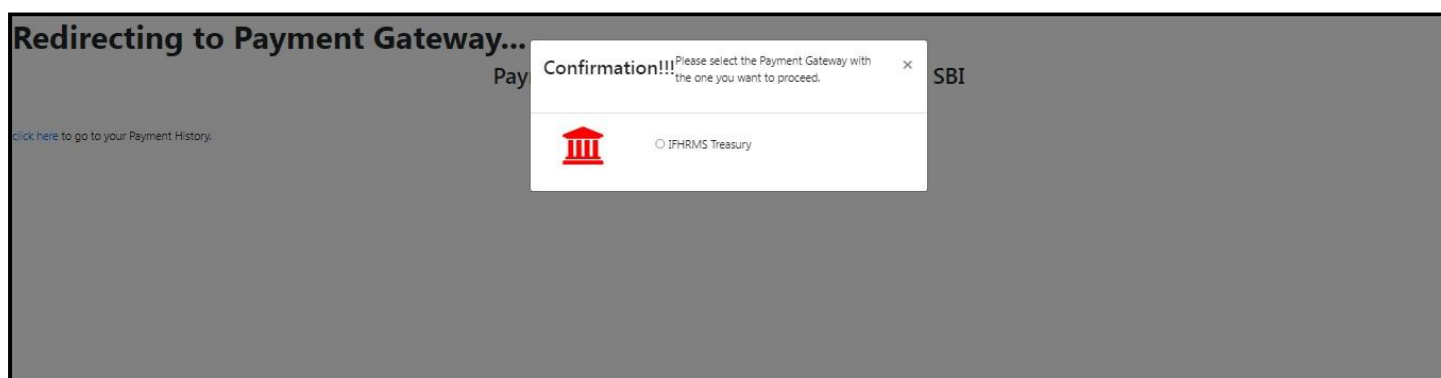


Figure 20. Payment Process

- 4) Then the payment 'Reference number' would be generated, refer to the instruction note as shown in the below figure.
- 5) Click on 'Ok' button, follow the payment process and make the payment.

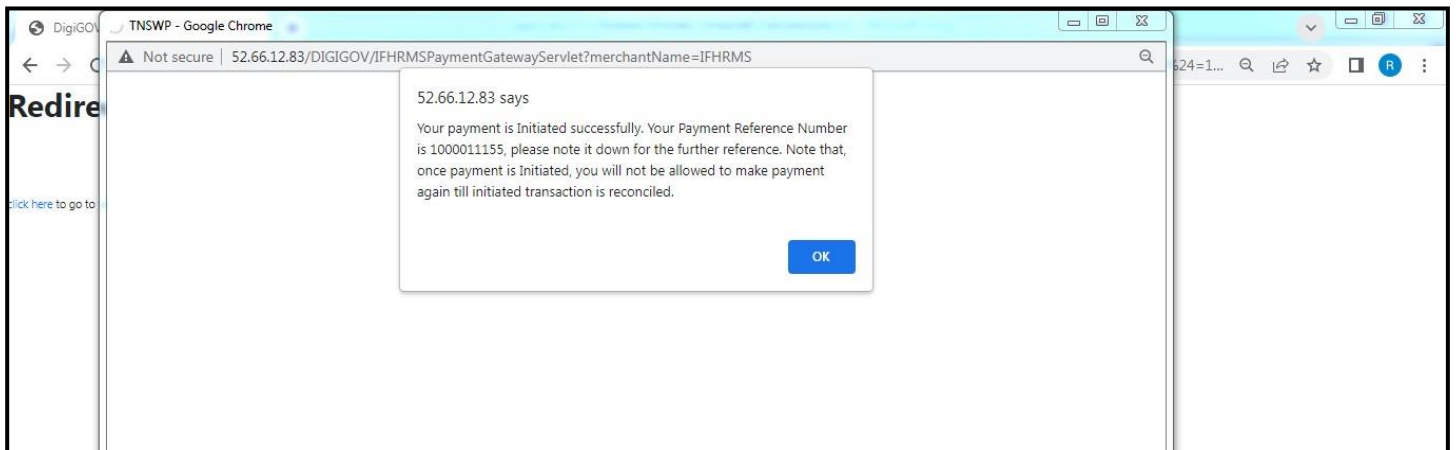


Figure 21. Payment Reference Number

- 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**

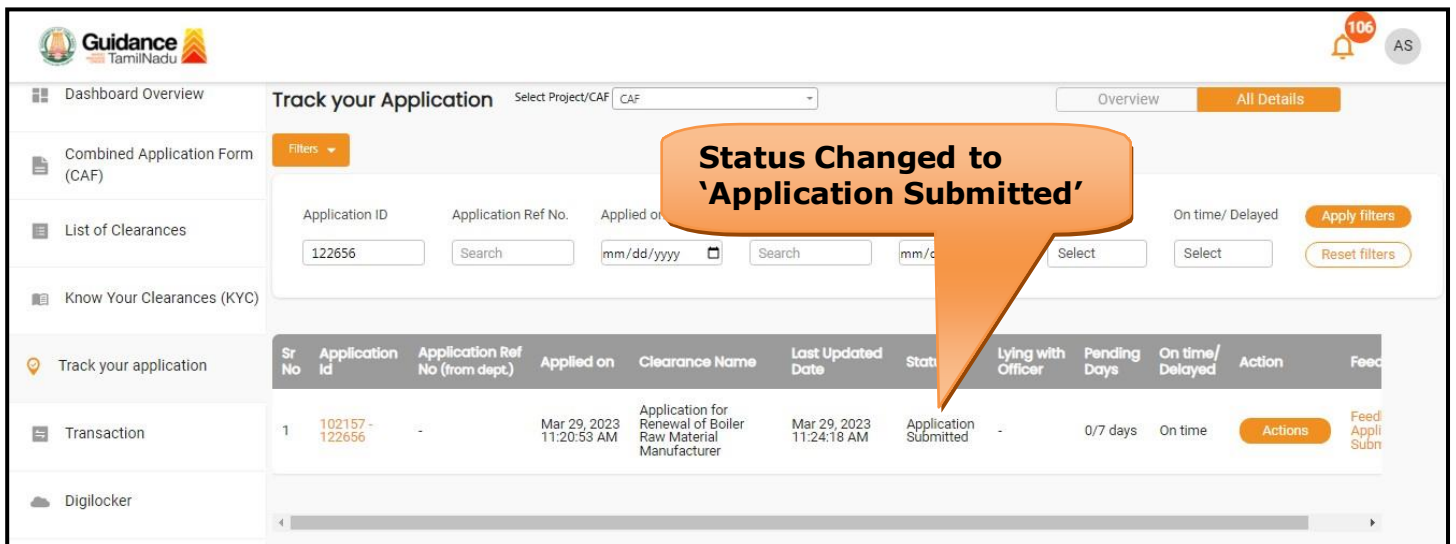


Figure 22. Application Submitted Successfully

10. Track Your Application

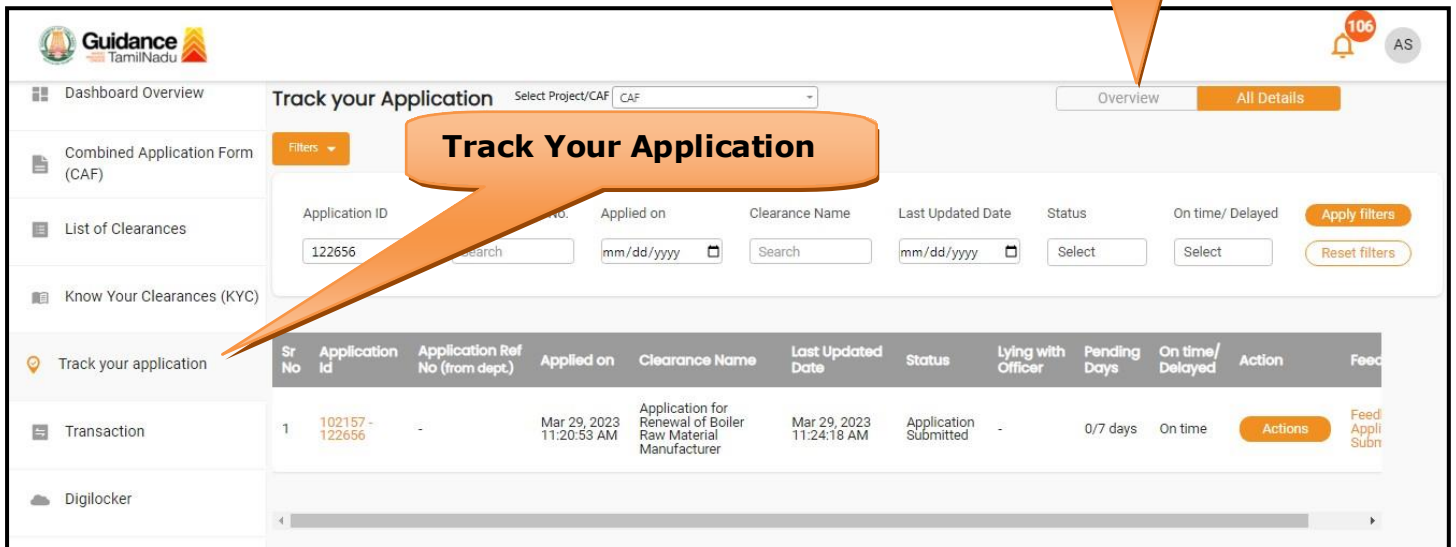
- 1) After submitting the application, a unique 'token ID' would be generated. Using the 'Token ID' the Applicant can track the status of clearances by clicking on 'Track your application' option.'
- 2) Applicant to choose the name of the project created during CAF from the dropdown 'Select project /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



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	102157-122656	-	Mar 29, 2023 11:20:53 AM	Application for Renewal of Boiler Raw Material Manufacturer	Mar 29, 2023 11:24:18 AM	Application Submitted	-	0/7 days	On time	Actions	Feed Appli Subn

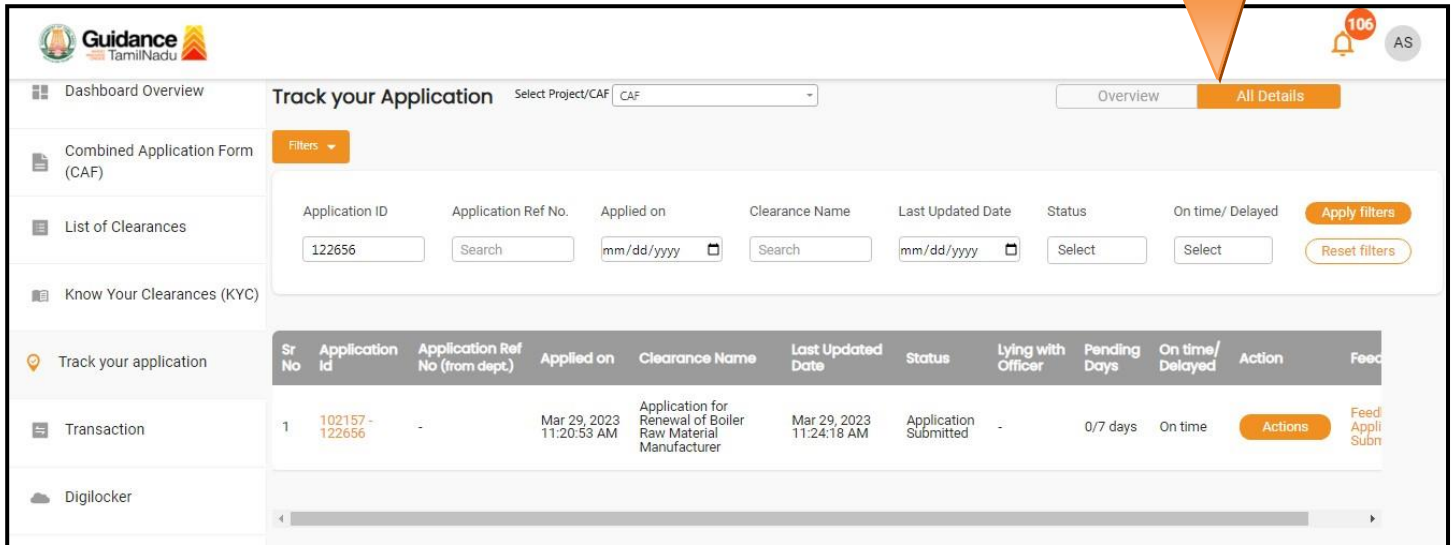
Figure 23. Track your Application

- **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**

All Details Options

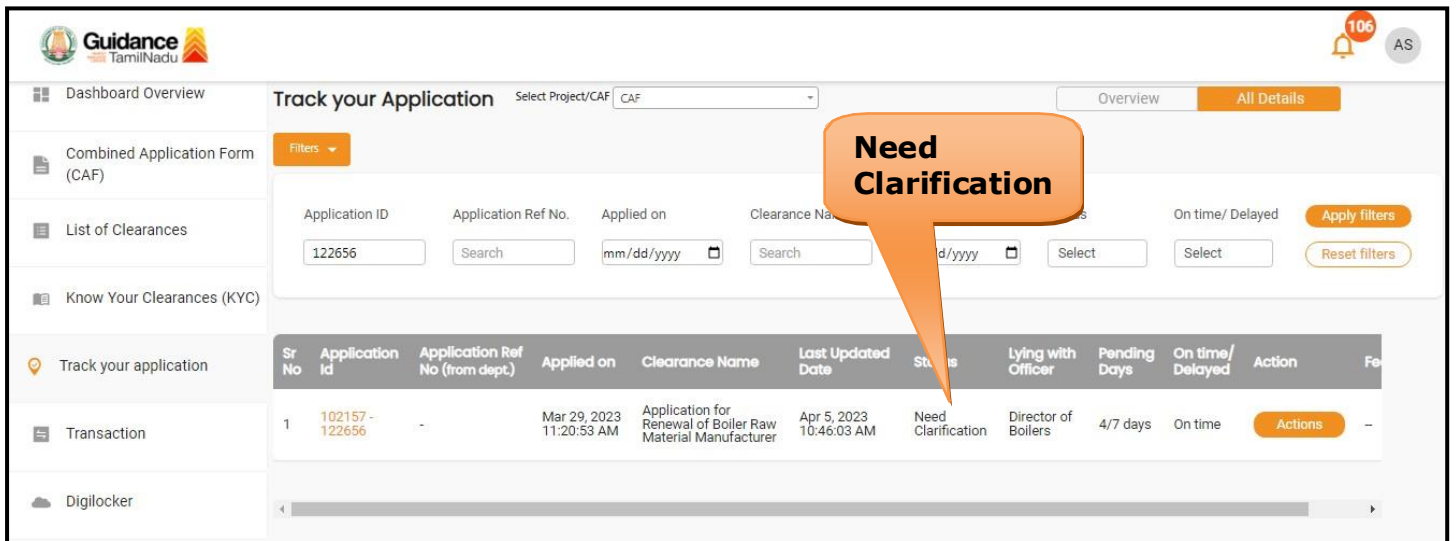


Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action	Feed
1	102157-122656	-	Mar 29, 2023 11:20:53 AM	Application for Renewal of Boiler Raw Material Manufacturer	Mar 29, 2023 11:24:18 AM	Application Submitted	-	0/7 days	On time	Actions	Feed Appli Subn

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 through 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. The main content area displays a table with application details. A callout bubble points to the 'Status' column of the first row, which contains the text 'Need Clarification'.

Sr No	Application Id	Application Ref No (from dept)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	102157 - 122656	-	Mar 29, 2023 11:20:53 AM	Application for Renewal of Boiler Raw Material Manufacturer	Apr 5, 2023 10:46:03 AM	Need Clarification	Director of Boilers	4/7 days	On time	Actions

Figure 25. Need Clarification

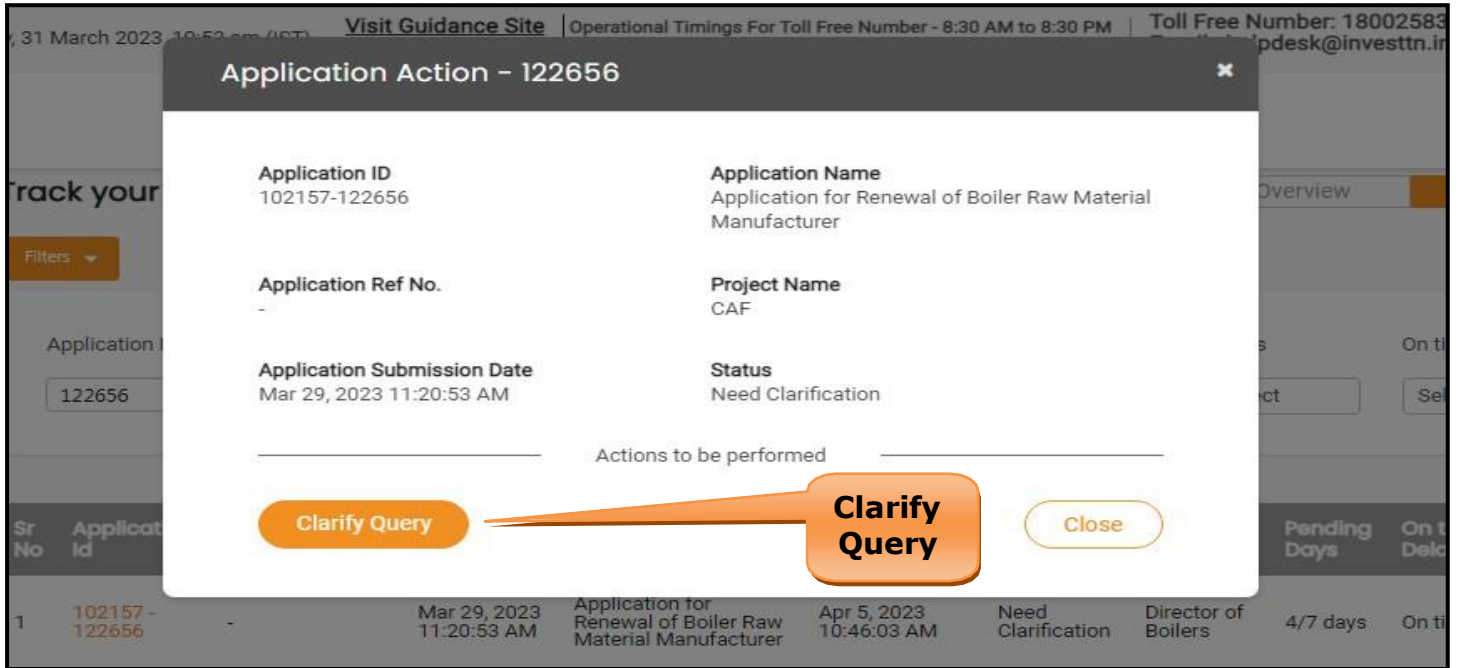


Figure 26. Clarify Query

- 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.

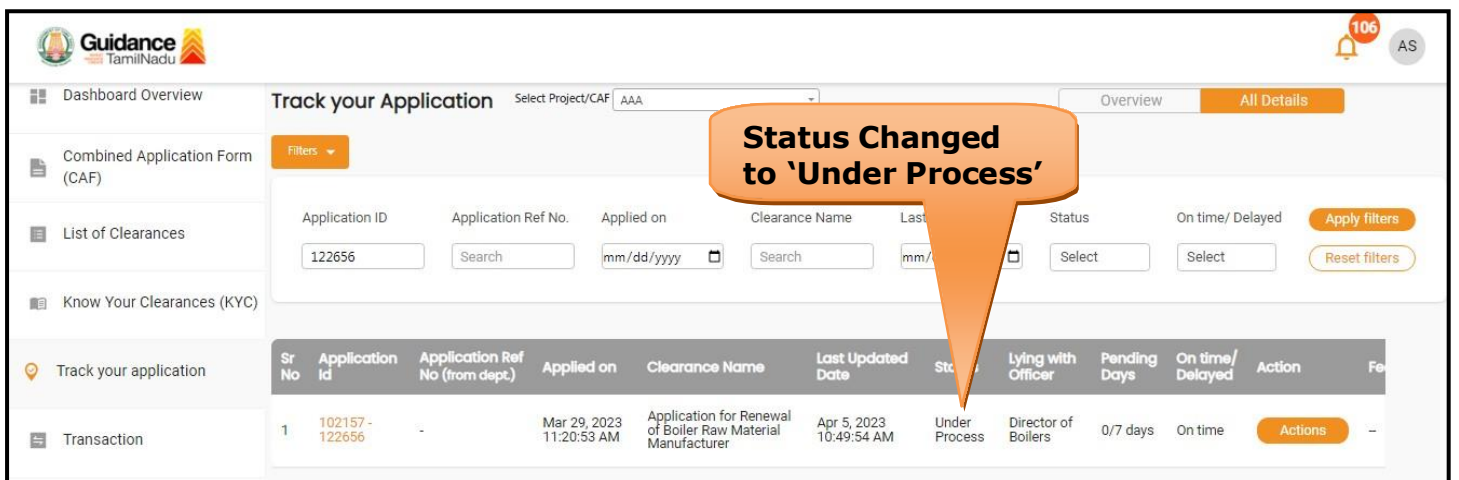


Figure 27. Application under Process

12. Application Processing

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

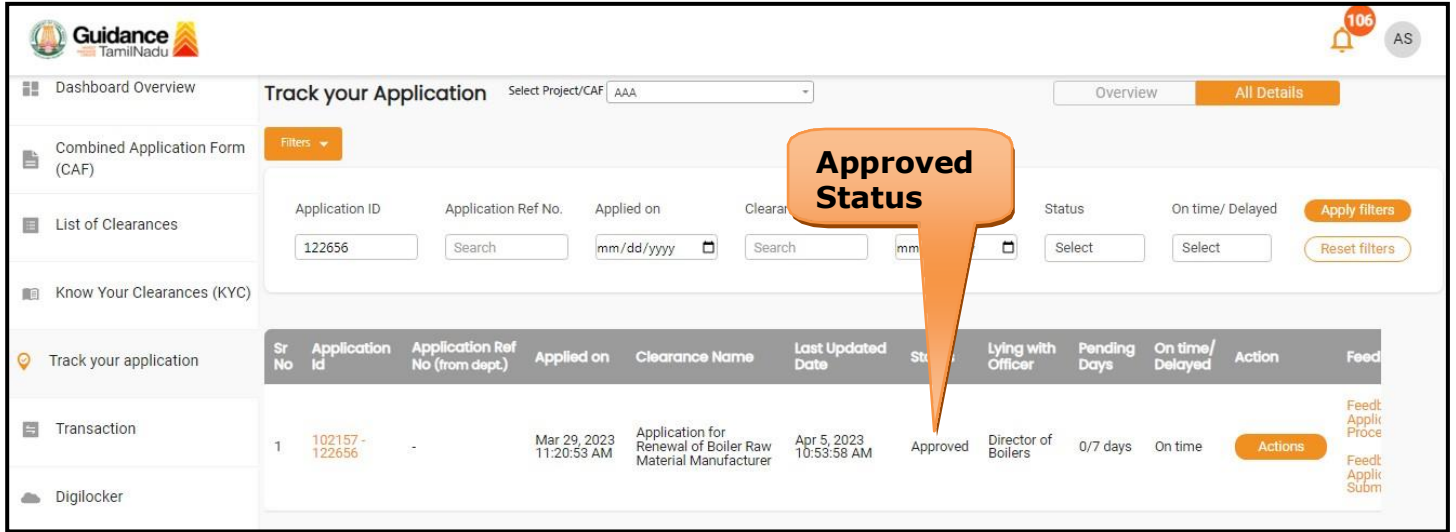


Figure 28. Application Processed

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

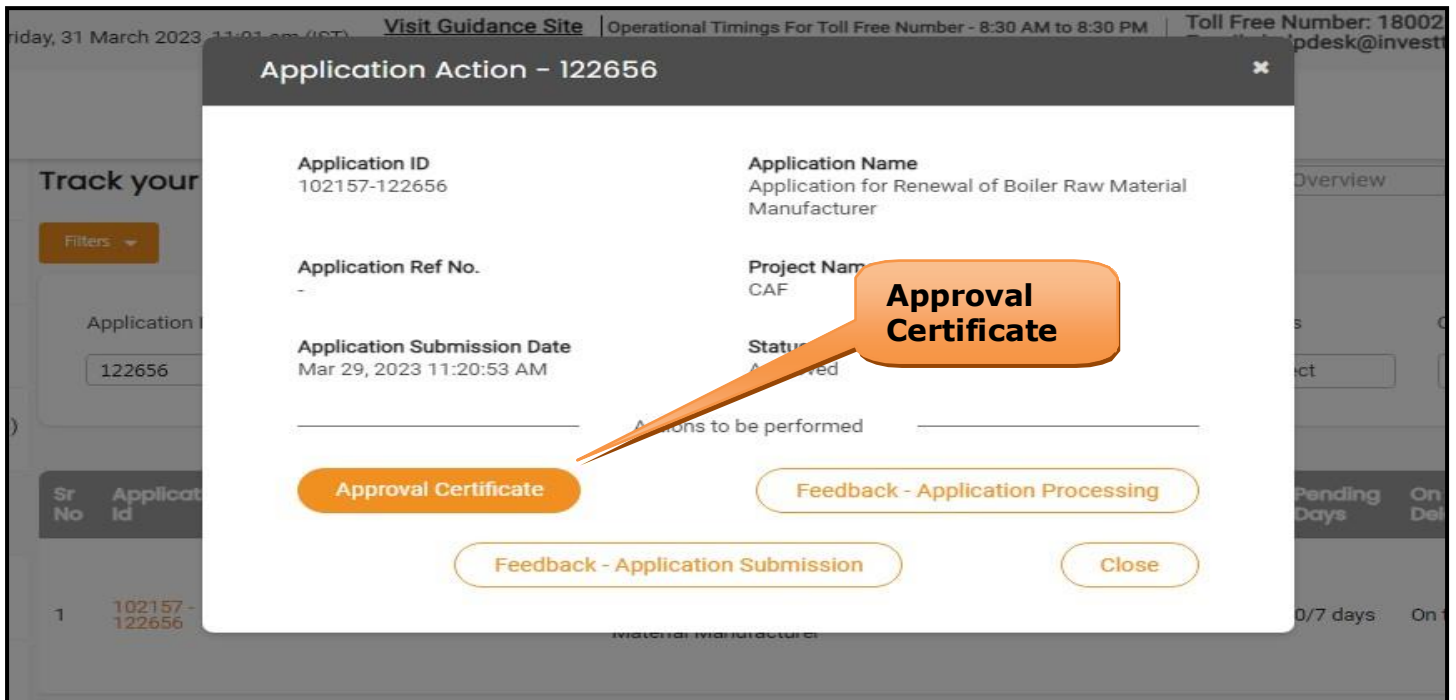


Figure 29. Download the Approved Certificate

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 the 'Track your Application' page. At the top, there are tabs for 'Overview' and 'All Details'. Below this is a search area with fields for 'Application ID' (containing '122656'), 'Application Ref No.', 'Applied on' (with a date picker), 'Clearance Name', and 'Updated Date'. There are 'Apply filters' and 'Reset filters' buttons. Below the search area 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	Feed
1	102157 - 122656	-	Mar 29, 2023 11:20:53 AM	Application for Renewal of Boiler Raw Material Manufacturer	Apr 5, 2023 10:53:58 AM	Rejected	Director of Boilers	0/7 days	On time	Actions	Feed: Applic Proce Feed: Applic Subm

An orange callout bubble with the text 'Rejected Status' points to the 'Rejected' status in the table.

Figure 30. Rejected Status

