



TAMILNADU SINGLE WINDOW PORTAL

**USER MANUAL – NEW USER REGISTRATION,
INDUSTRIAL HELPLINE AND CHATBOT**



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1. Home Page

1. The journey of the new user 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.

**TNSWP website
(www.tnswp.com)**

A Tamil Nadu Government Portal | Wednesday, 20 April 2022, 4:38 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

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

TAMIL NADU SINGLE WINDOW PORTAL

One-stop Shop for Securing G2B Clearances/ Approvals/ Licenses/ NoCs

- 200+ Clearances across 40+ State Departments
- Information Wizard
- Real-time Monitoring
- AI Chatbot
- Automatic Renewals
- 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

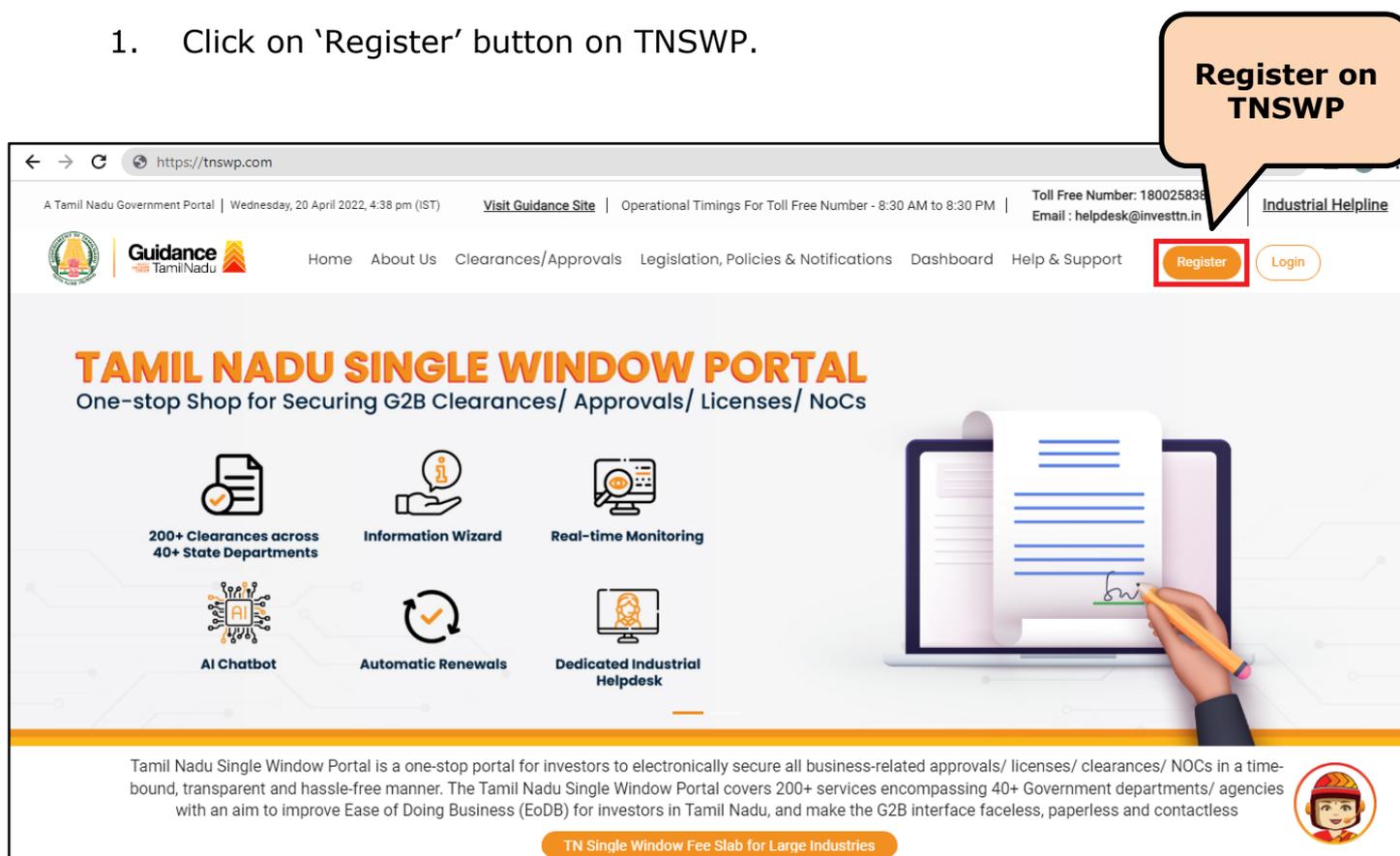
Figure 1. Single Window Portal Home Page

2. Registration

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

Steps for Registration is given below:

1. Click on 'Register' button on TNSWP.



Register on TNSWP

https://tnswp.com

A Tamil Nadu Government Portal | Wednesday, 20 April 2022, 4:38 pm (IST) | Visit Guidance Site | Operational Timings For Toll Free Number - 8:30 AM to 8:30 PM | Toll Free Number: 180025838 | Email : helpdesk@investtn.in | Industrial Helpline

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

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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) 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.

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

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

New Registration

Register as

Investor

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

Applicant First Name

Applicant Last Name

Designation of the Applicant

Date of Birth

PAN Number of Company

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

**Welcome to
Tamil Nadu Single Window Portal
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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 (Contd.)

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 user.
8. Create a strong password and enter the Captcha code as shown.
9. The user must read and accept the terms and conditions and click on 'Register' button.

Mobile Number / Email ID – 2-Step Verification Process

- '2-Step Verification Process' screen will appear when the user clicks on 'Register' button.

1. 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 'Verify' button.

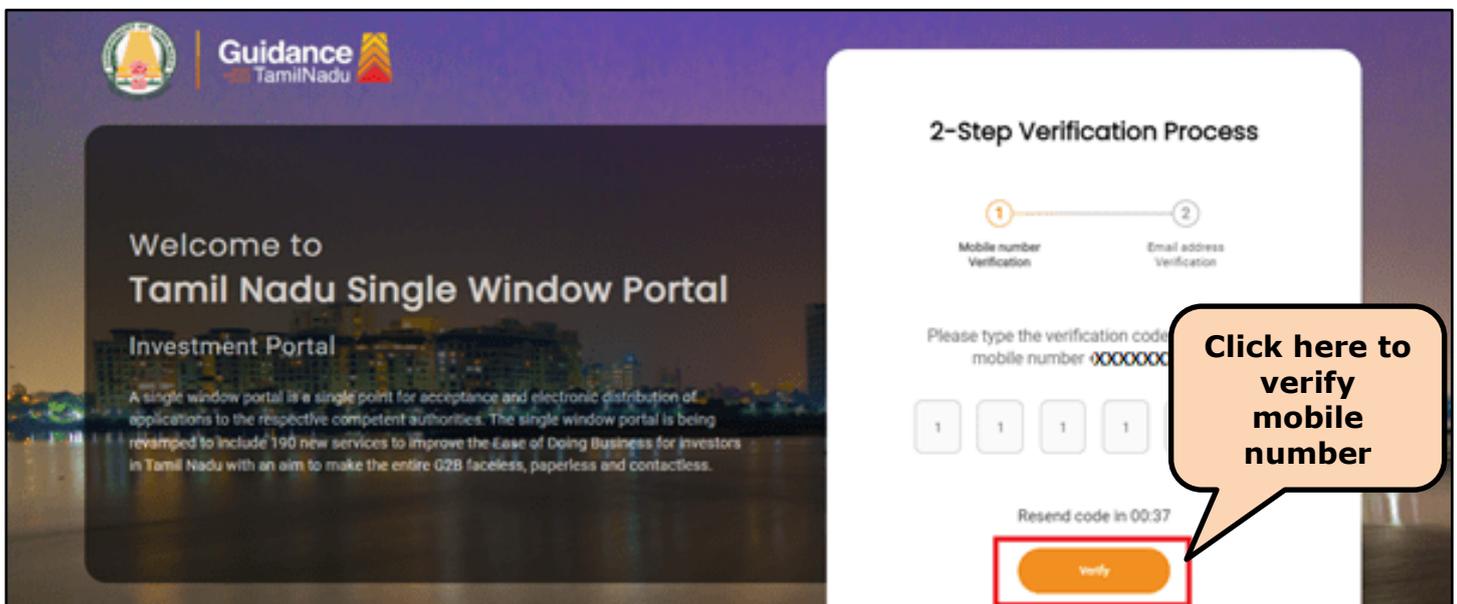


Figure 5. Mobile Number Verification

2. 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 'Verify' button.

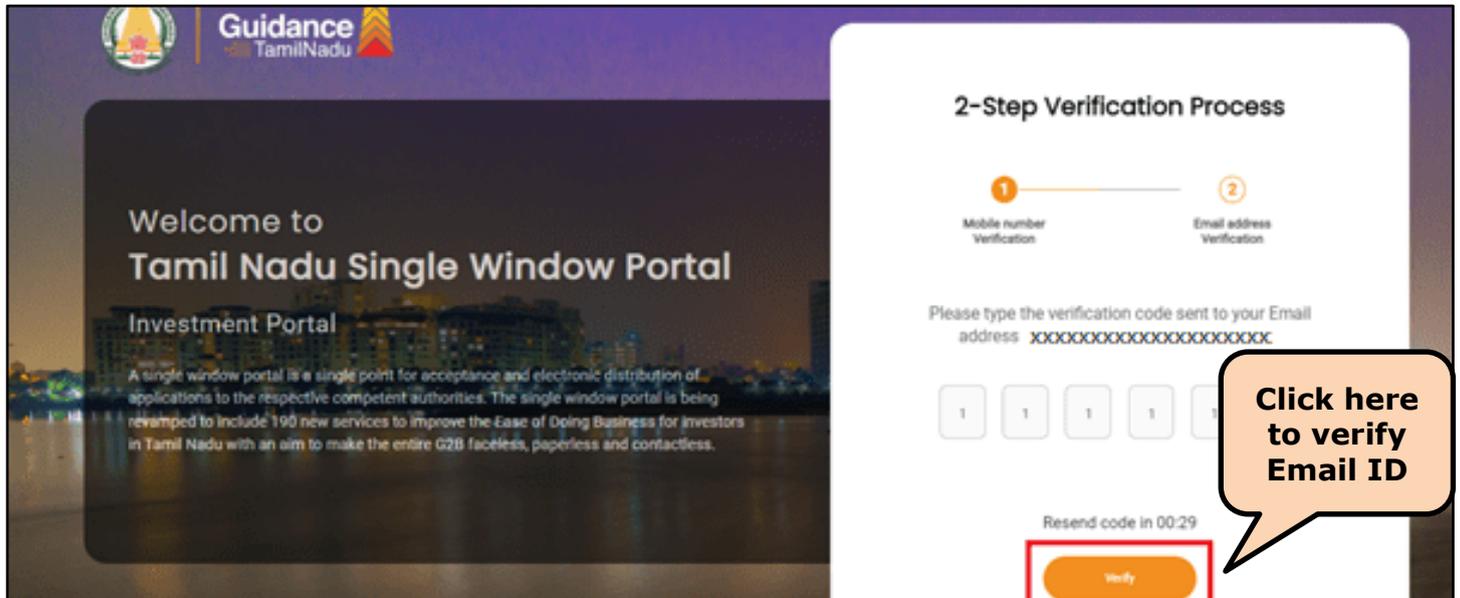


Figure 6. Email ID Verification

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

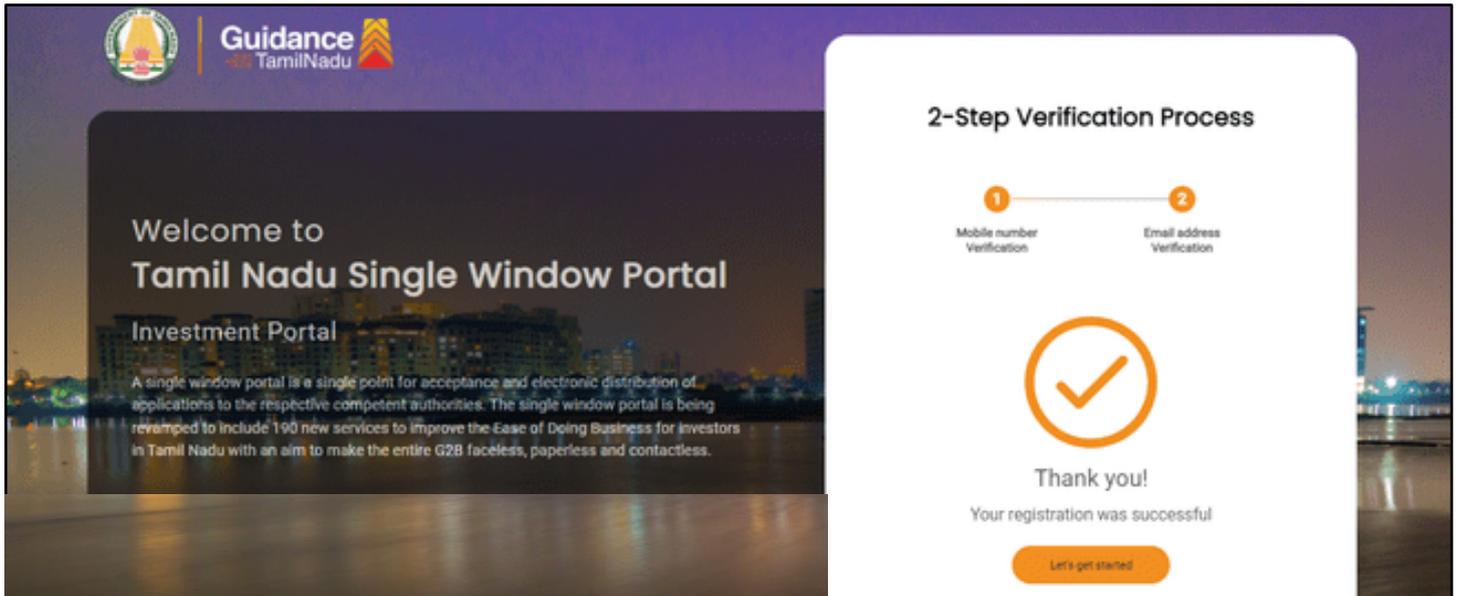


Figure 7. Registration confirmation pop-up

3. Login Process

The user can login to TNSWP with the username and password created during the registration process.

1. Click on 'Login' button on TNSWP.

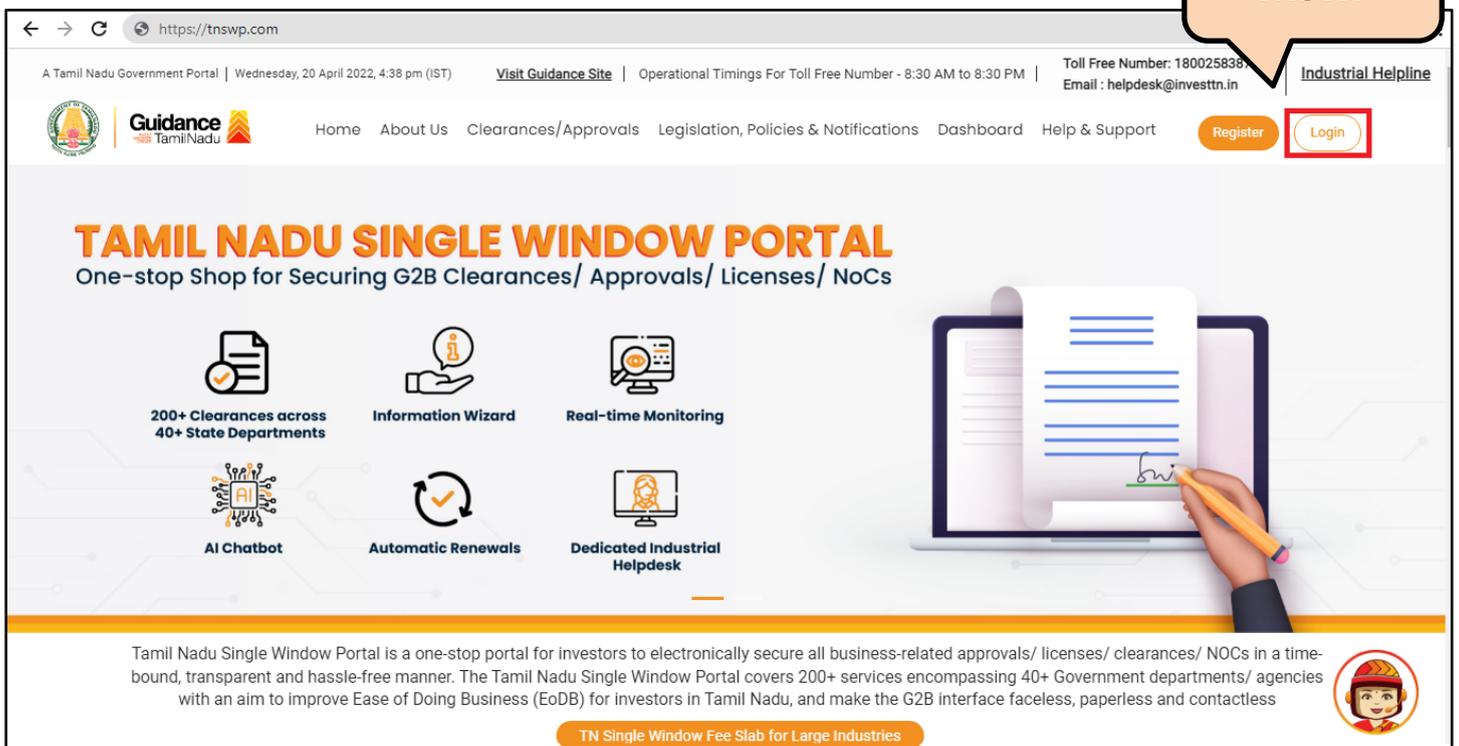


Figure 8. Login

2. Enter Username, password and Captcha code as shown below. Click on 'Log In' button.

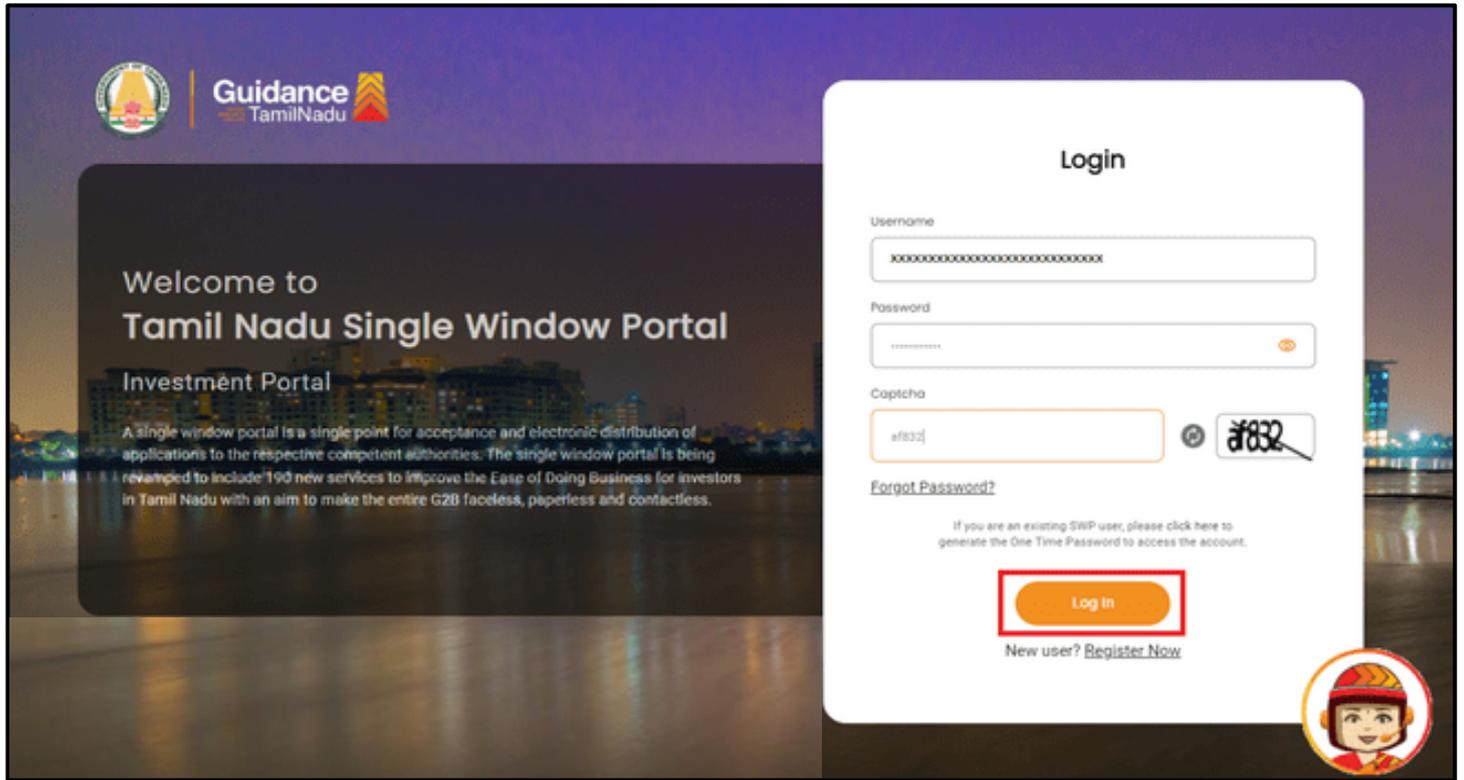


Figure 9. Login Screen

4. Forgot Password

1. In case the user forgets the password, click on '**Forgot password?**'

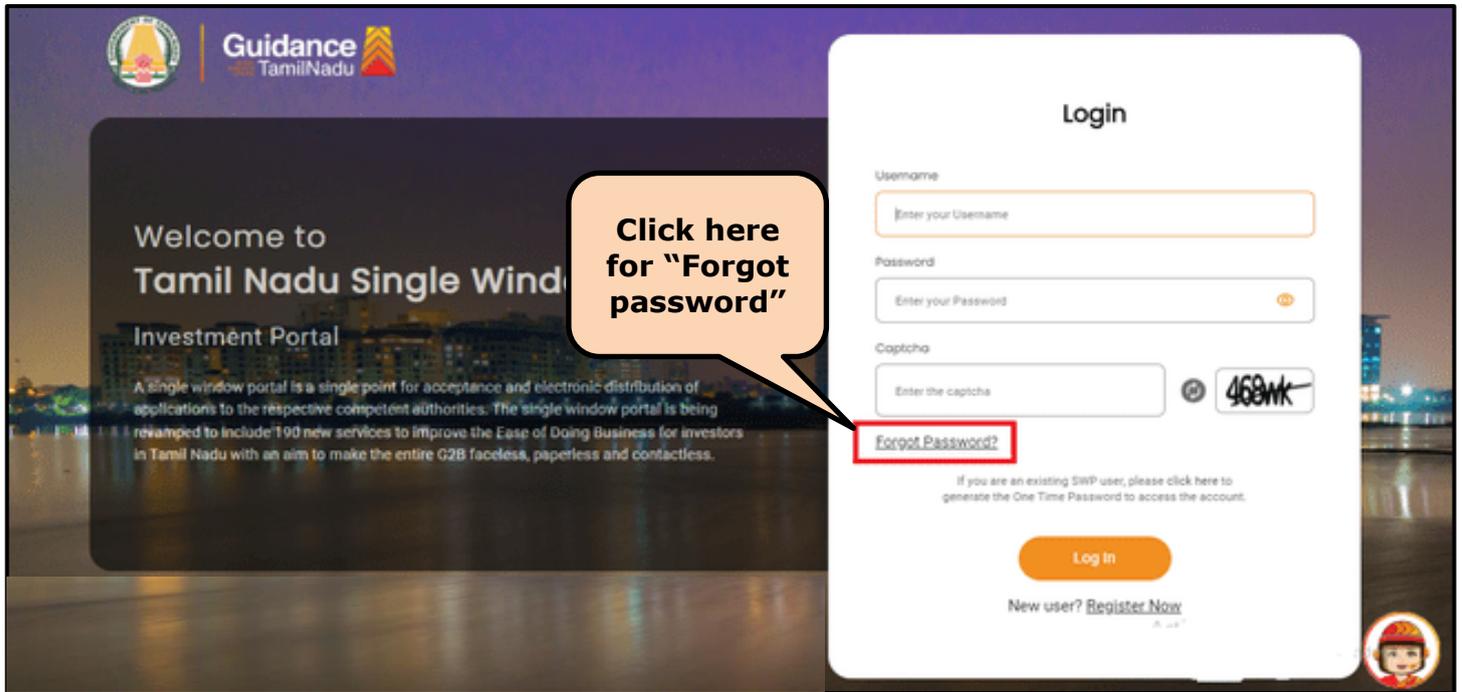


Figure 10. Forgot Password

2. Enter the username and click on 'Get OTP'.

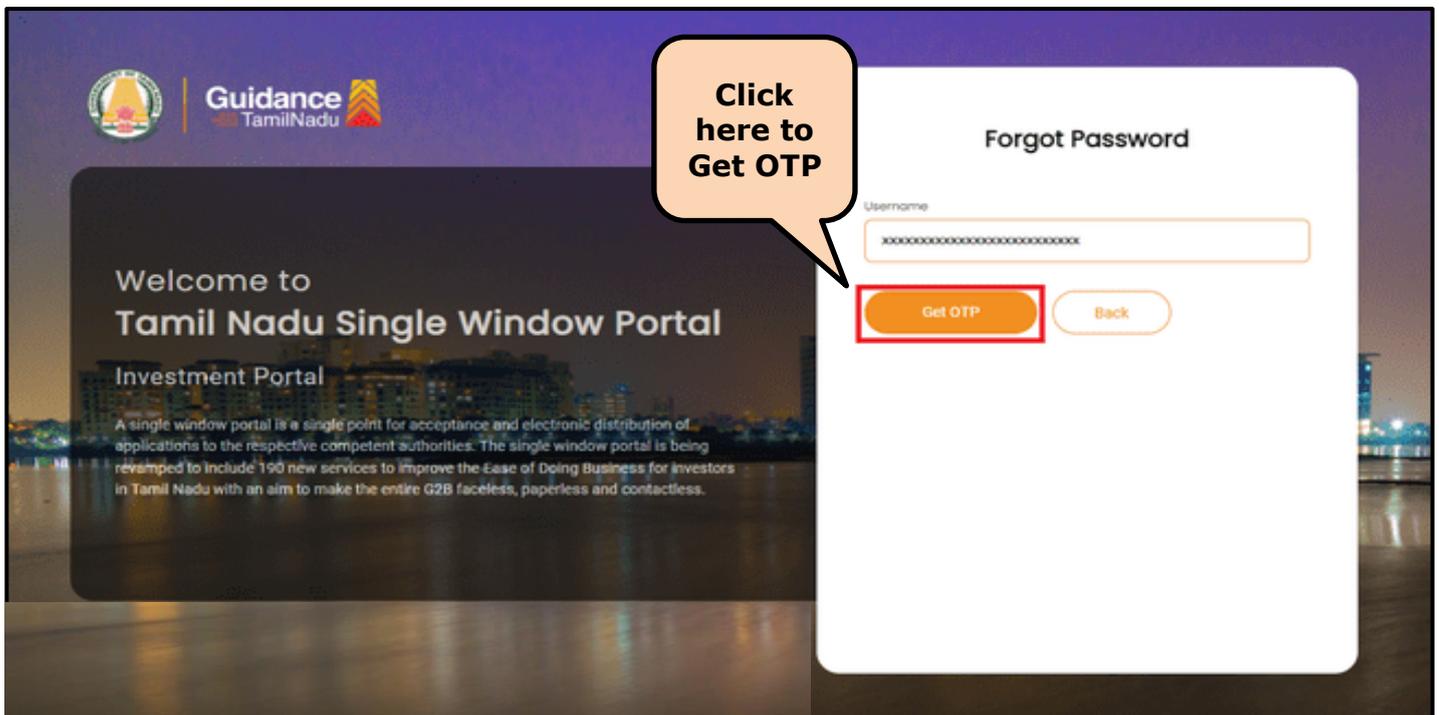


Figure 11. Get OTP

3. Type the Verification code sent to the registered mobile number.
4. Enter the Captcha code as shown.
5. The new password will be sent to the registered mobile number when the user clicks on 'Verify' button.

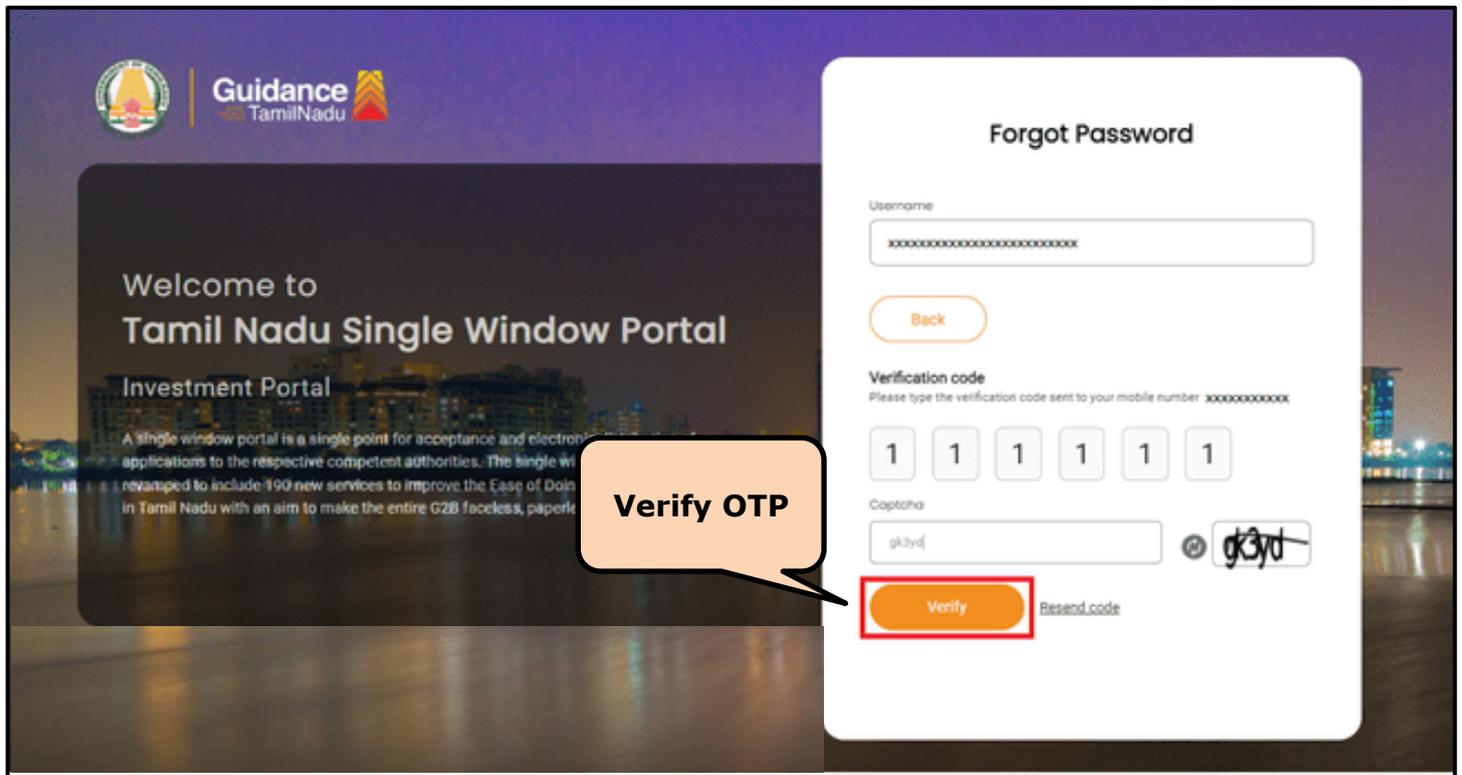


Figure 12. Verification Code

6. A confirmation pop-up message will appear stating as '**New password is sent to your registered mobile number**' (Refer Figure 13).
7. Click on 'OK' button.
8. The login page would appear (Refer Figure 14).

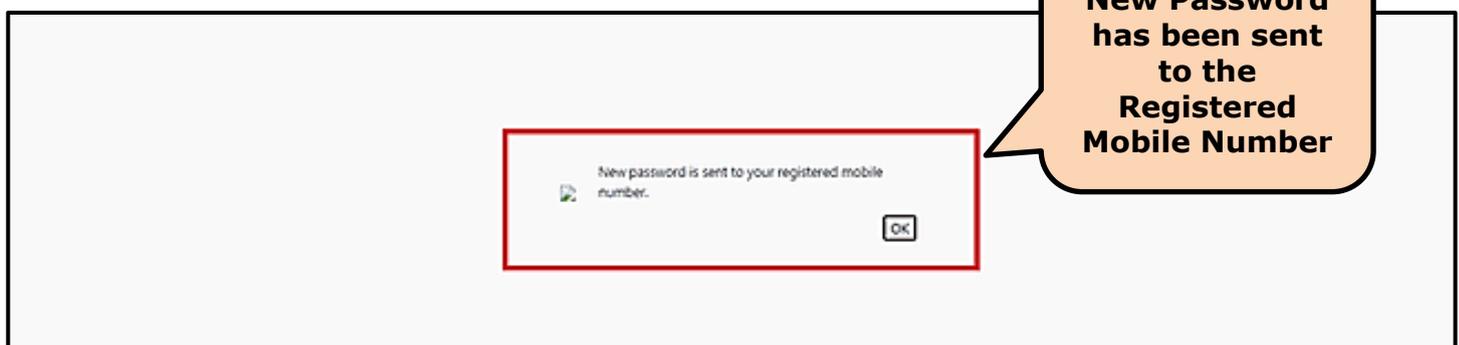


Figure 13. New Password confirmation Pop-up

9. Enter the Username.
10. Enter the new password received through SMS to the registered mobile number.
11. Enter the Captcha code as shown and Click on 'log in' button.

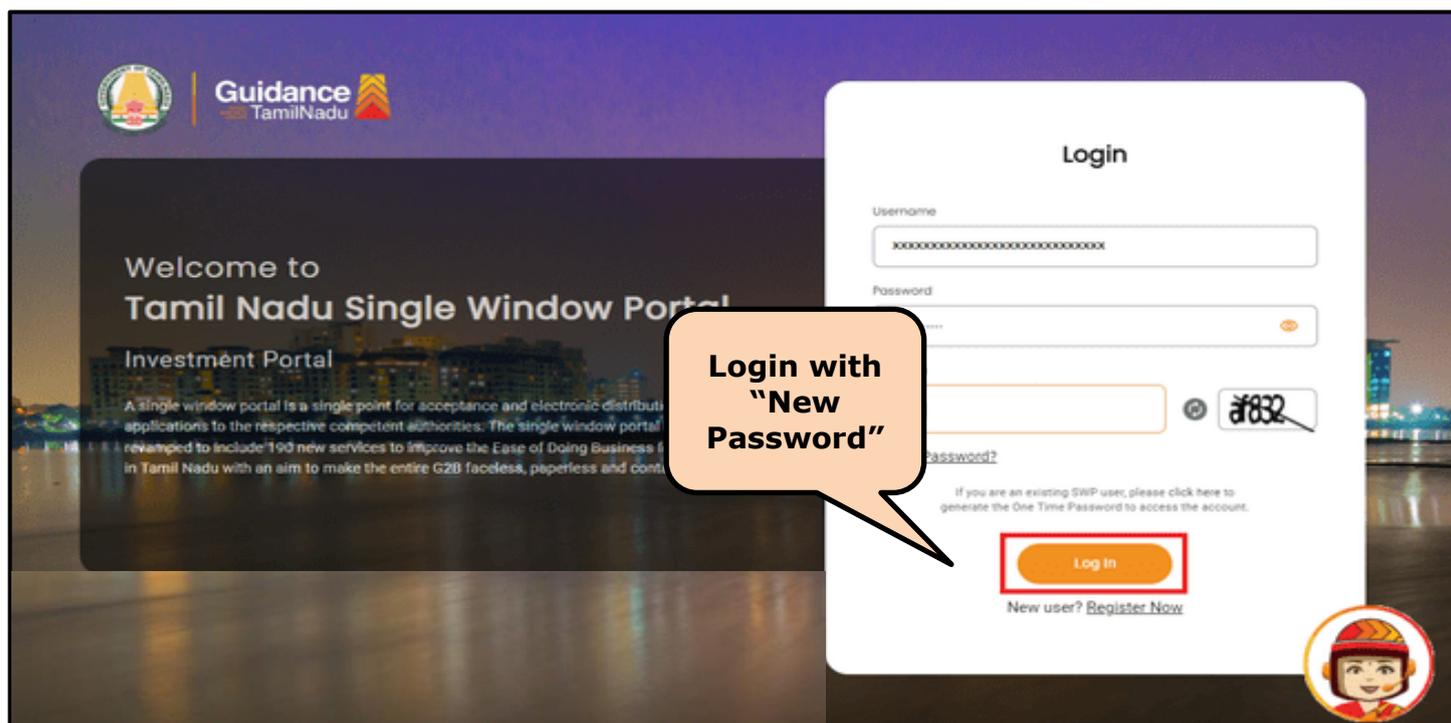
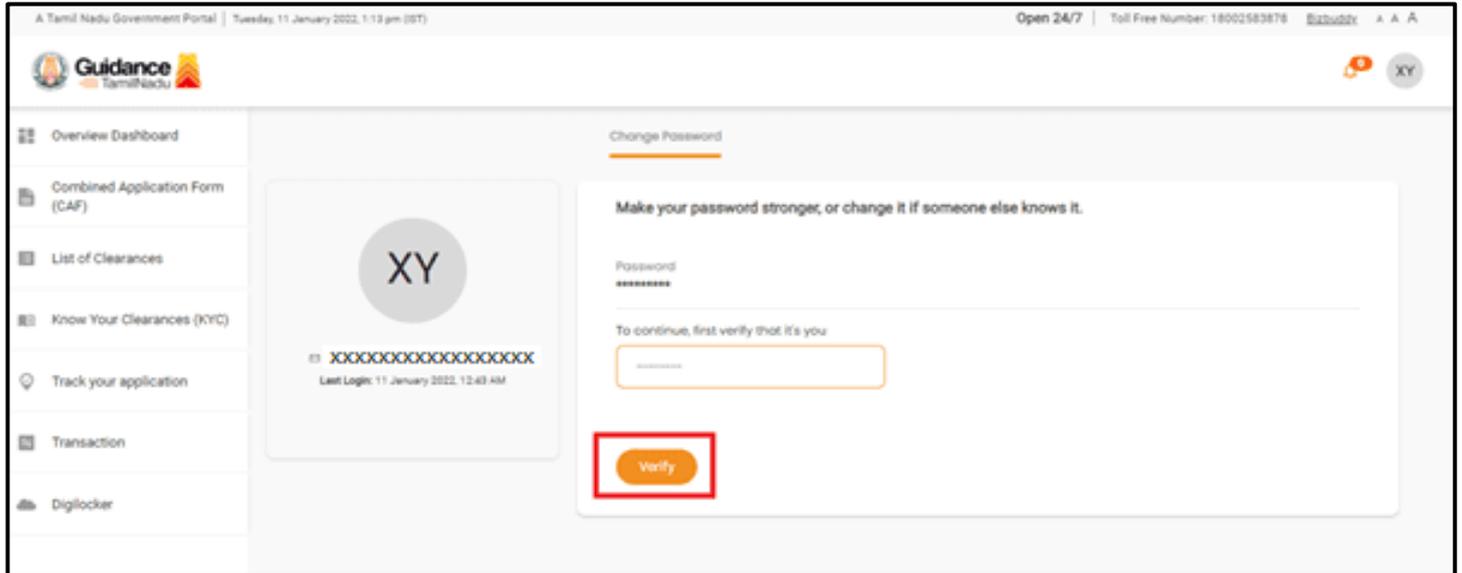


Figure 14. Login with New password

12. After the user has logged in for the first time, enter the same password received through SMS in the field of 'To continue, first verify that it's you'.

13. Click on 'Verify' button



A Tamil Nadu Government Portal | Tuesday, 11 January 2022, 1:13 pm (IST) | Open 24/7 | Toll Free Number: 18002583878

Guidance TamilNadu

Overview Dashboard

Combined Application Form (CAF)

List of Clearances

Know Your Clearances (KYC)

Track your application

Transaction

Diglocker

Change Password

Make your password stronger, or change it if someone else knows it.

Password

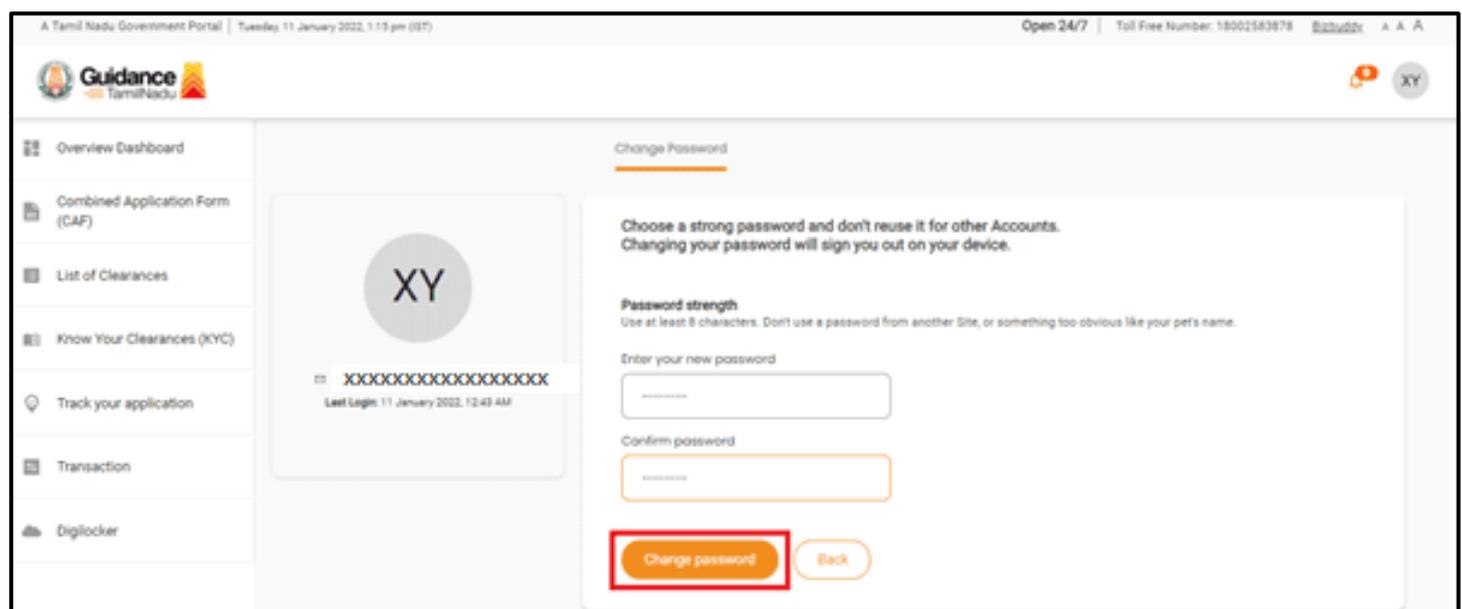
To continue, first verify that it's you

Verify

Figure 15. Verification

14. To reset the password, enter the 'New password' and 'Confirm password'.

15. Click on 'Change password' button.



A Tamil Nadu Government Portal | Tuesday, 11 January 2022, 1:15 pm (IST) | Open 24/7 | Toll Free Number: 18002583878

Guidance TamilNadu

Overview Dashboard

Combined Application Form (CAF)

List of Clearances

Know Your Clearances (KYC)

Track your application

Transaction

Diglocker

Change Password

Choose a strong password and don't reuse it for other Accounts. Changing your password will sign you out on your device.

Password strength

Use at least 8 characters. Don't use a password from another Site, or something too obvious like your pet's name.

Enter your new password

Confirm password

Change password

Back

Figure 16. Reset Password

16. A confirmation pop-up message will appear stating as 'Password has been changed successfully' (Refer Figure 17)
17. Password reset done successfully.

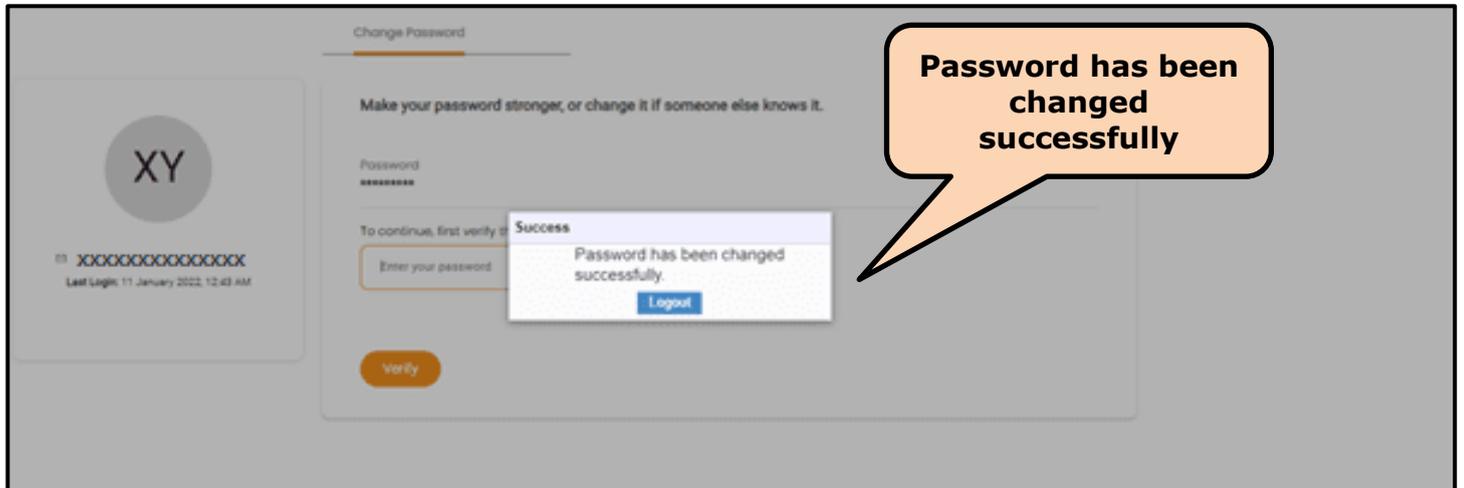


Figure 17. Confirmation Message

5. Toll Free Number

1. User can contact **Toll-free number 1800 258 3878** for technical assistance which is shown below (Refer Figure 18)
2. The Toll free customer service is made available for the users from Monday to Friday (08:30 AM – 08:30 PM) excluding Public holidays.

**Toll Free
Number**

The screenshot displays the homepage of the Tamil Nadu Single Window Portal. The browser address bar shows 'https://tnswp.com'. The page header includes the Tamil Nadu Government Portal logo, the date 'Wednesday, 20 April 2022, 4:38 pm (IST)', and navigation links for 'Visit Guidance Site', 'Operational Timings For Toll Free Number - 8:30 AM to 8:30 PM', 'Toll Free Number: 18002583878', 'Email : helpdesk@investtn.in', and 'Industrial Helpline'. The main navigation menu includes 'Home', 'About Us', 'Clearances/Approvals', 'Legislation, Policies & Notifications', 'Dashboard', 'Help & Support', 'Register', and 'Login'. The main content area features the title 'TAMIL NADU SINGLE WINDOW PORTAL' and the tagline 'One-stop Shop for Securing G2B Clearances/ Approvals/ Licenses/ NoCs'. Below this, there are six service icons: '200+ Clearances across 40+ State Departments', 'Information Wizard', 'Real-time Monitoring', 'AI Chatbot', 'Automatic Renewals', and 'Dedicated Industrial Helpdesk'. A large illustration of a hand signing a document on a tablet is positioned on the right. At the bottom, a text block describes the portal as a one-stop service for investors to secure business-related approvals, licenses, clearances, and NOCs in a time-bound, transparent, and hassle-free manner. A small circular icon of a person wearing a hard hat is located in the bottom right corner. A footer banner reads 'TN Single Window Fee Slab for Large Industries'.

Figure 18. Toll Free Number

6. Industrial Helpline (Biz Buddy)

Tamil Nadu Biz Buddy (www.bizbuddy.tn.gov.in) is an Industry Help Desk to facilitate monitoring & time bound resolution of grievances. An authorized representative of the Enterprise will be able to submit a request through this portal. Help Calls shall be monitored and acted upon by the concerned Tamil Nadu government department(s).

Click on 'Industrial Helpline' link to access biz Buddy portal as shown in the figure.

The screenshot shows the Tamil Nadu Single Window Portal website. The browser address bar displays <https://tnswp.com>. The page header includes the Tamil Nadu Government Portal logo, the Guidance TamilNadu logo, and navigation links: Home, About Us, Clearances/Approvals, Legislation, Policies & Notifications, Dashboard, and Help & Support. There are 'Register' and 'Login' buttons. The main heading is 'TAMIL NADU SINGLE WINDOW PORTAL' with the subtitle 'One-stop Shop for Securing G2B Clearances/ Approvals/ Licenses/ NoCs'. Below this, there are six service icons: '200+ Clearances across 40+ State Departments', 'Information Wizard', 'Real-time Monitoring', 'AI Chatbot', 'Automatic Renewals', and 'Dedicated Industrial Helpdesk'. A callout bubble points to the 'Industrial Helpline' link in the top right corner. At the bottom, there is a paragraph describing the portal and a 'TN Single Window Fee Slab for Large Industries' button.

Figure 19. Biz Buddy

6.1 Biz Buddy Home page

The Home Page of Biz Buddy is shown in the below figure:

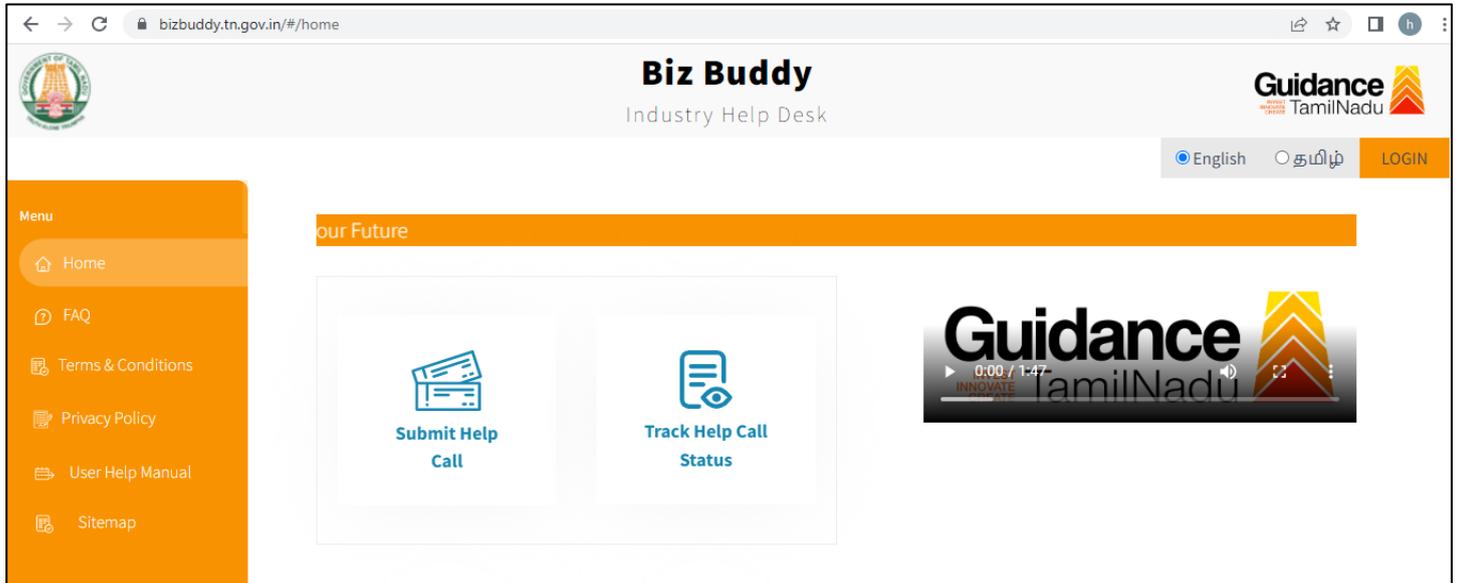


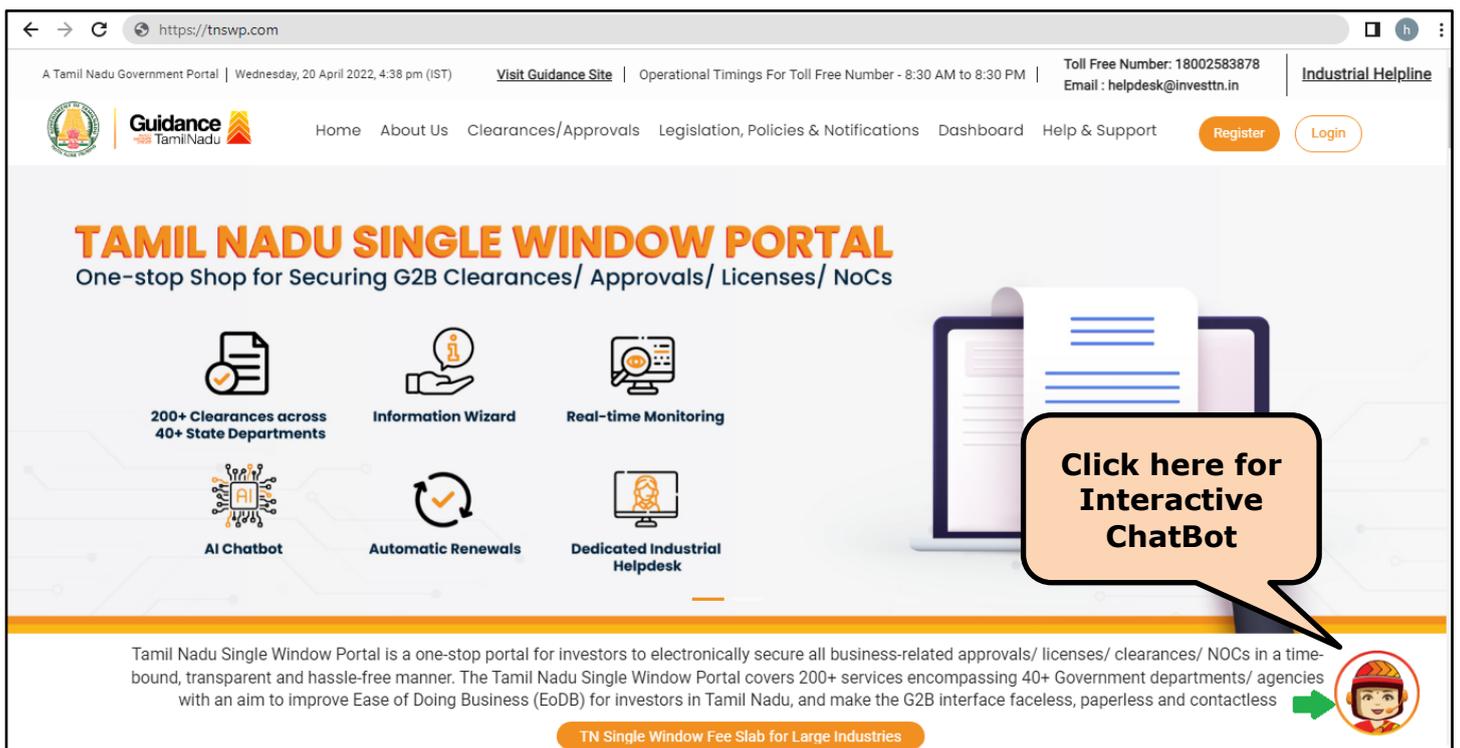
Figure 20. Biz Buddy Home Page

7. Chatbot

1. Chatbot is a computer program works to a set of predefined rules with Artificial Intelligence (AI) technology which helps the interacting user to find the appropriate answers instantly.
2. In TNSWP Portal, Chatbot functionality is available for the users which serves as an Interactive Assistant by clarifying their queries.
3. Chatbot is named as 'INIIA' which is an Intelligent Interactive Assistant.

Steps to use Chatbot INIIA

1. Click on Chatbot icon 



The screenshot shows the homepage of the Tamil Nadu Single Window Portal. The header includes the Tamil Nadu Government Portal logo, the Guidance TamilNadu logo, and navigation links for Home, About Us, Clearances/Approvals, Legislation, Policies & Notifications, Dashboard, and Help & Support. There are also buttons for Register and Login. The main content area features the title "TAMIL NADU SINGLE WINDOW PORTAL" and the subtitle "One-stop Shop for Securing G2B Clearances/ Approvals/ Licenses/ NoCs". Below this, there are six service icons: 200+ Clearances across 40+ State Departments, Information Wizard, Real-time Monitoring, AI Chatbot, Automatic Renewals, and Dedicated Industrial Helpdesk. A callout box with a speech bubble points to the AI Chatbot icon, containing the text "Click here for Interactive ChatBot". At the bottom, there is a paragraph describing the portal as 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 text also mentions that the 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. A small chatbot icon is visible at the bottom right of the page.

Figure 21. Chatbot icon

2. Select the preferred language to start the conversation
3. Click on 'Start Conversation' button to proceed.
4. User can type the keywords according to the requirement in the conversation tab, therefore chatbot acts as direct contact with an interactive agent and provides relevant information and useful links to the user.

The screenshot displays the Tamil Nadu Single Window Portal website. The main header includes the Tamil Nadu Government Portal logo, the date and time (Thursday, 21 April 2022, 3:28 pm (IST)), and navigation links for 'Visit Guidance Site', 'Operational Timings For Toll Free Number - 8:30 AM to 8:30 PM', 'Toll Free Number: 18002583878', 'Email : helpdesk@investtn.in', and 'Industrial Helpline'. The main navigation bar contains 'Home', 'About Us', 'Clearances/Approvals', 'Legislation, Policies & Notifications', 'Dashboard', and 'Help & Support', along with 'Register' and 'Login' buttons.

The main content area features the title 'TAMIL NADU SINGLE WINDOW PORTAL' and the subtitle 'One-stop Shop for Securing G2B Clearances/ Approvals/ Licenses/ NoCs'. Below this, there are six service icons: '200+ Clearances across 40+ State Departments', 'Information Wizard', 'Real-time Monitoring', 'AI Chatbot', 'Automatic Renewals', and 'Dedicated Industrial Helpdesk'. A chatbot window is overlaid on the right side, titled 'Hi I'm INIIA Your Industry Intelligent Interactive Assistant'. The chatbot window prompts the user to 'Please select the language to start the conversation' with a dropdown menu set to 'English' and a 'Start Conversation' button.

At the bottom of the page, there is a footer with the text 'Tamil Nadu Single Window Portal is a one-stop portal for investors to electronically secure all business-related approvals in a transparent and hassle-free manner. The Tamil Nadu Single Window Portal covers 200+ services encompassing various business processes with an aim to improve Ease of Doing Business (EoDB) for investors in Tamil Nadu, and make the G2B interface more user-friendly.' Below this, there is a button for 'TN Single Window Fee Slab for Large Industries' and the copyright notice '©UNFYD® COMPASS'.

Figure 22. Chatbot window

