



TAMILNADU SINGLE WINDOW PORTAL

APPLICANT MANUAL

Fire License for Non-Multi Storied Building (Non-MSB)

Fire and Rescue Services Department



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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**



Figure 1. Single Window Portal Home Page

2. Registration

To access the TNSWP and to apply for various clearances the applicant needs to complete the Registration process.

Steps for Registration is given below:

1. Click on '**Register**' button on TNSWP.

**Register on
TNSWP**

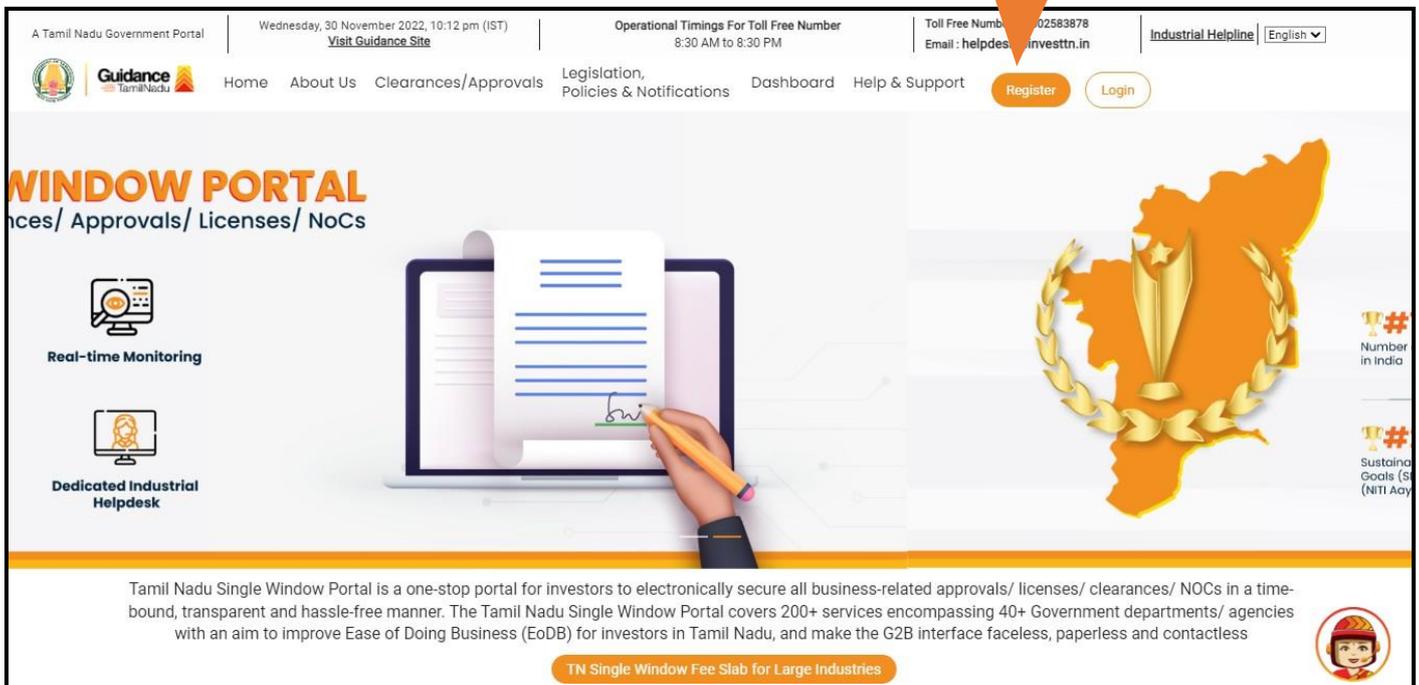


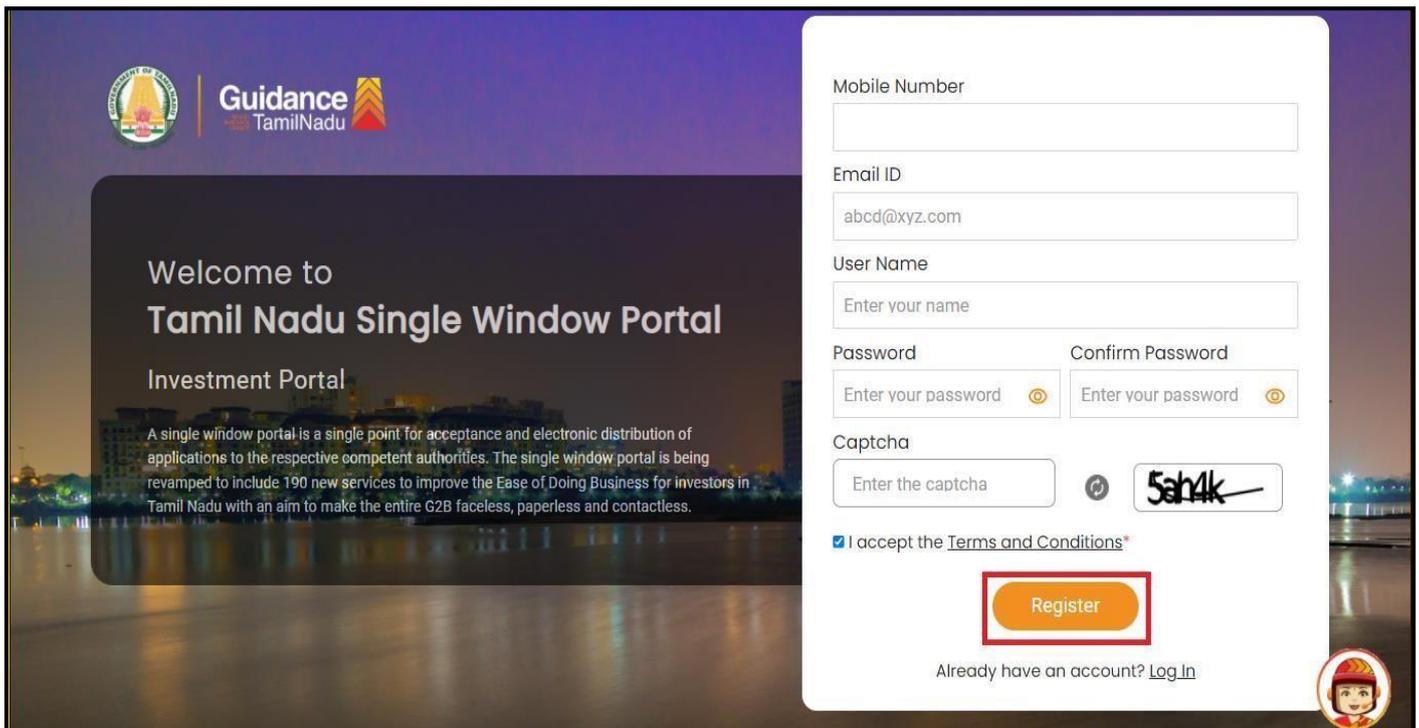
Figure 2. Register

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**'.

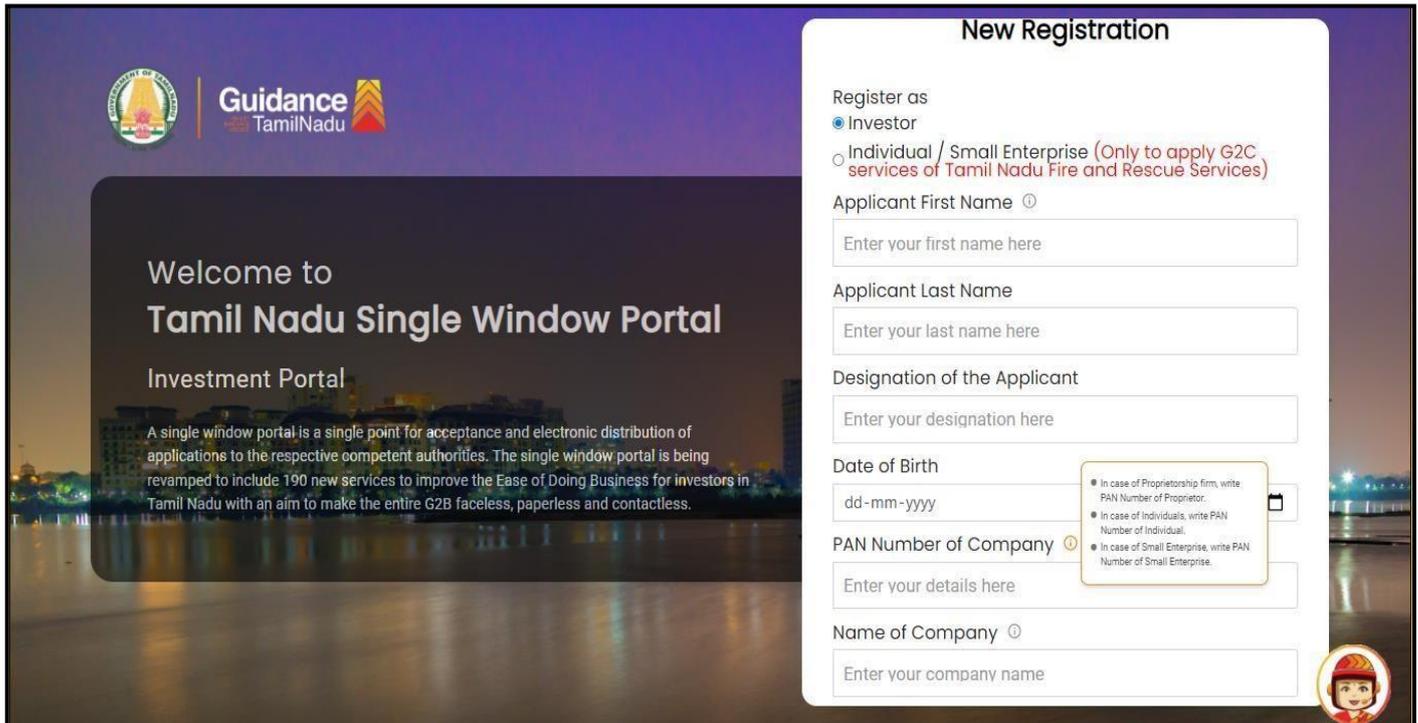
5. The Information icon  gives brief description about the fields when the applicant hovers the cursor on these icons.



The screenshot shows the registration form on the Tamil Nadu Single Window Portal. On the left, there is a welcome message and a description of the portal. On the right, the registration form fields are as follows:

- Mobile Number:** [Empty text box]
- Email ID:** [Text box containing 'abcd@xyz.com']
- User Name:** [Text box containing 'Enter your name']
- Password:** [Text box containing 'Enter your password']
- Confirm Password:** [Text box containing 'Enter your password']
- Captcha:** [Text box containing 'Enter the captcha'] and a captcha image showing the word 'Sahak'.
- I accept the [Terms and Conditions](#)*
- Register:** [Orange button]
- [Already have an account? Log In](#)

Figure 3. Registration Form



The screenshot shows the 'New Registration' form submission page. On the left, there is a welcome message and a description of the portal. On the right, the form fields are as follows:

- Register as:**
 - Investor
 - Individual / Small Enterprise (Only to apply G2C services of Tamil Nadu Fire and Rescue Services)
- Applicant First Name:** [Text box containing 'Enter your first name here']
- Applicant Last Name:** [Text box containing 'Enter your last name here']
- Designation of the Applicant:** [Text box containing 'Enter your designation here']
- Date of Birth:** [Text box containing 'dd-mm-yyyy'] and a calendar icon.
- PAN Number of Company:** [Text box containing 'Enter your details here'] and a dropdown menu with options:
 - 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.
- Name of Company:** [Text box containing 'Enter your company name']

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 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 '**Verify**' button.

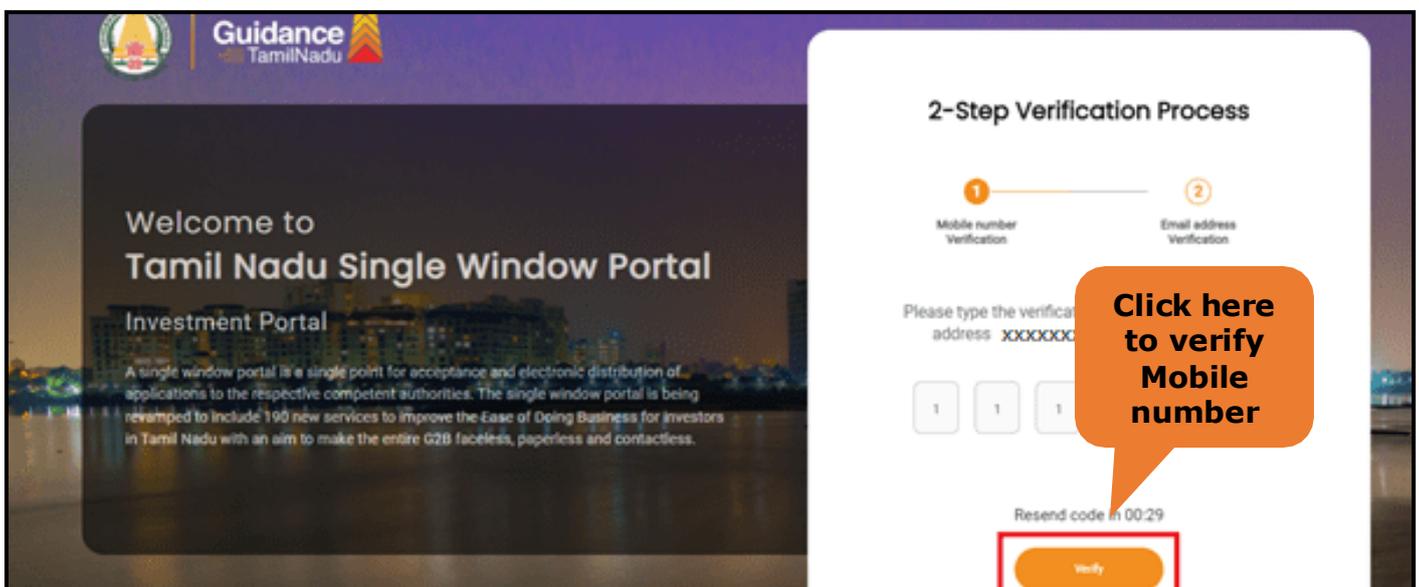


Figure 5. Mobile Number Verification

- **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 '**Verify**' button.

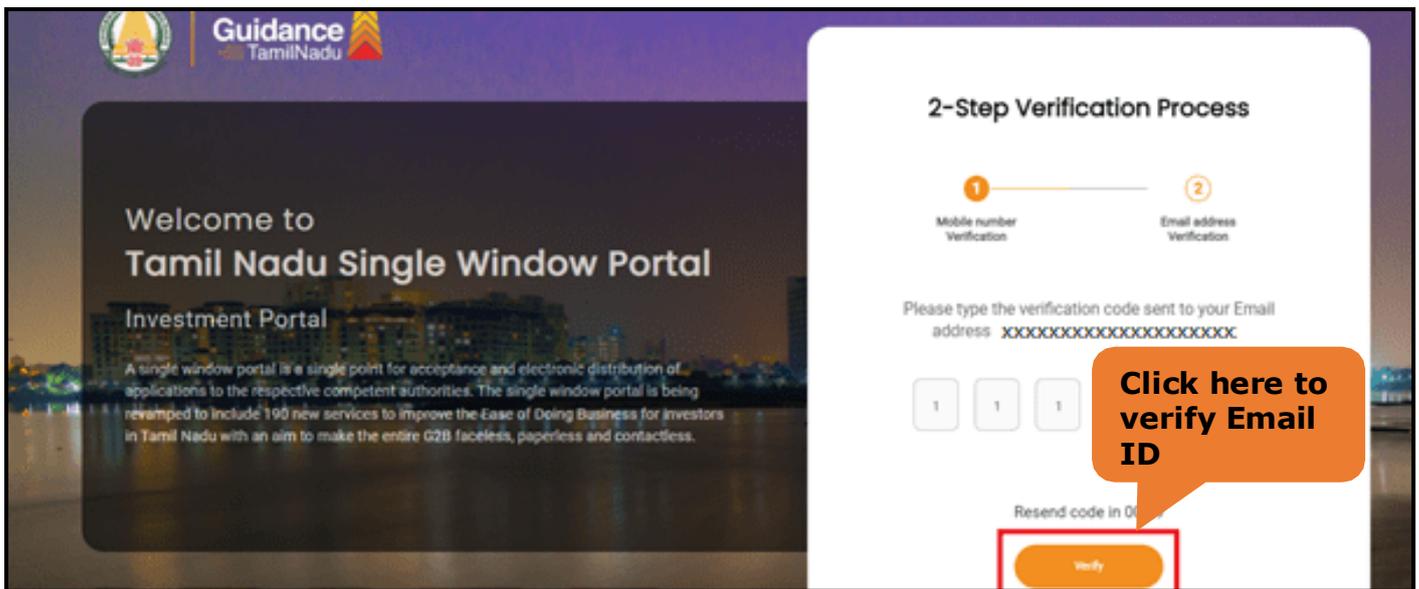


Figure 1. Email ID Verification

3. After completion of 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.

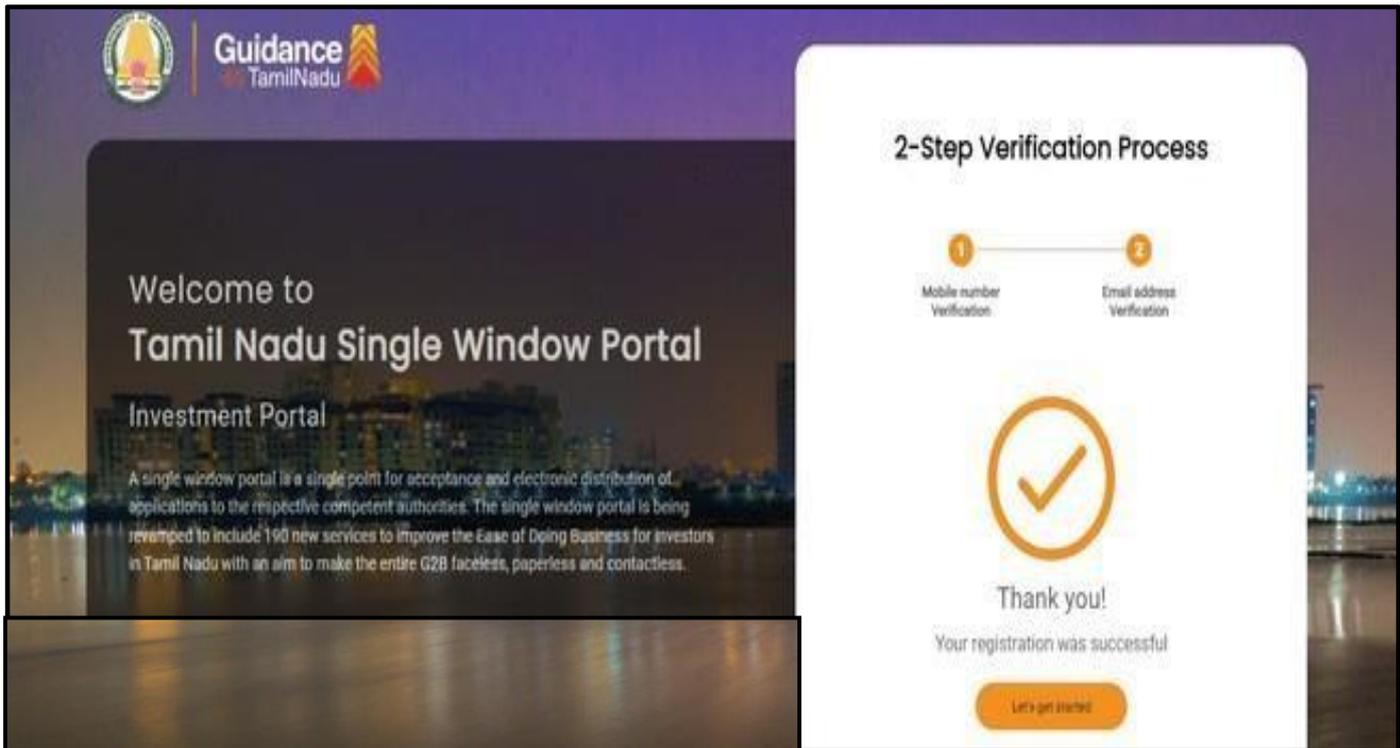


Figure 7. Registration Confirmation Pop-Up

4. Login

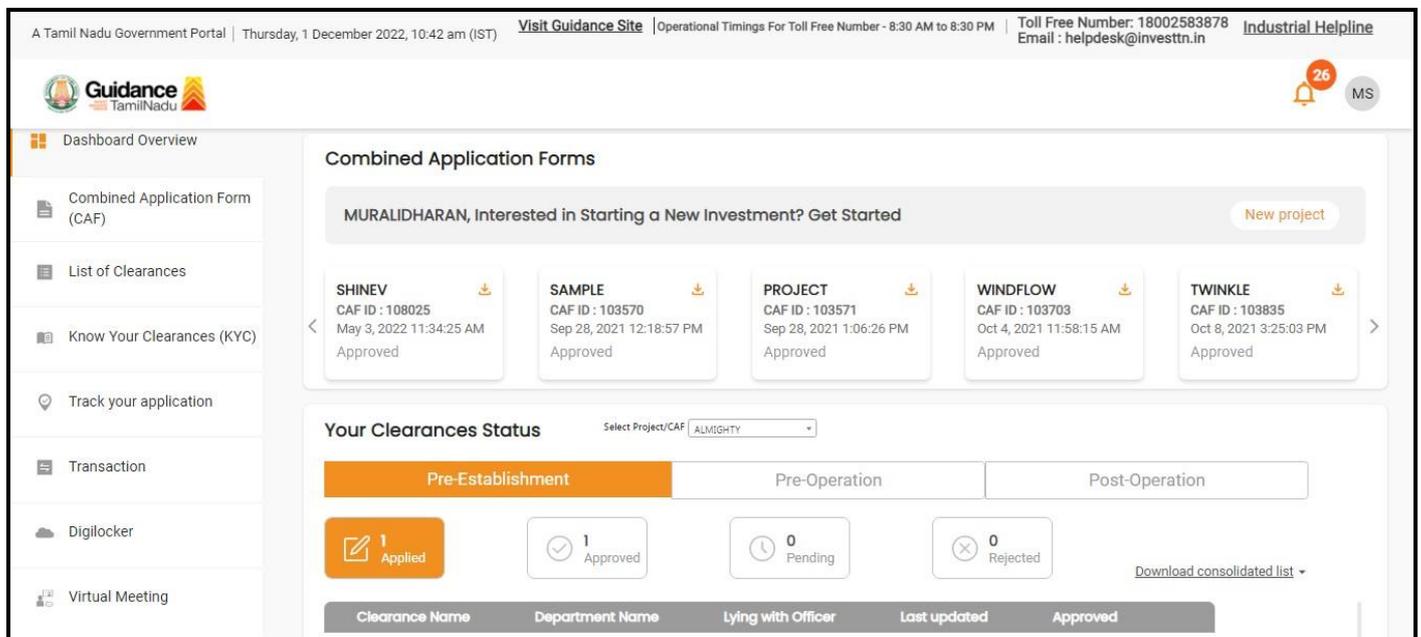
1. The applicant can login to TNSWP with the Username and Password created during the registration process.
2. Click on login button to enter TNSWP.



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.



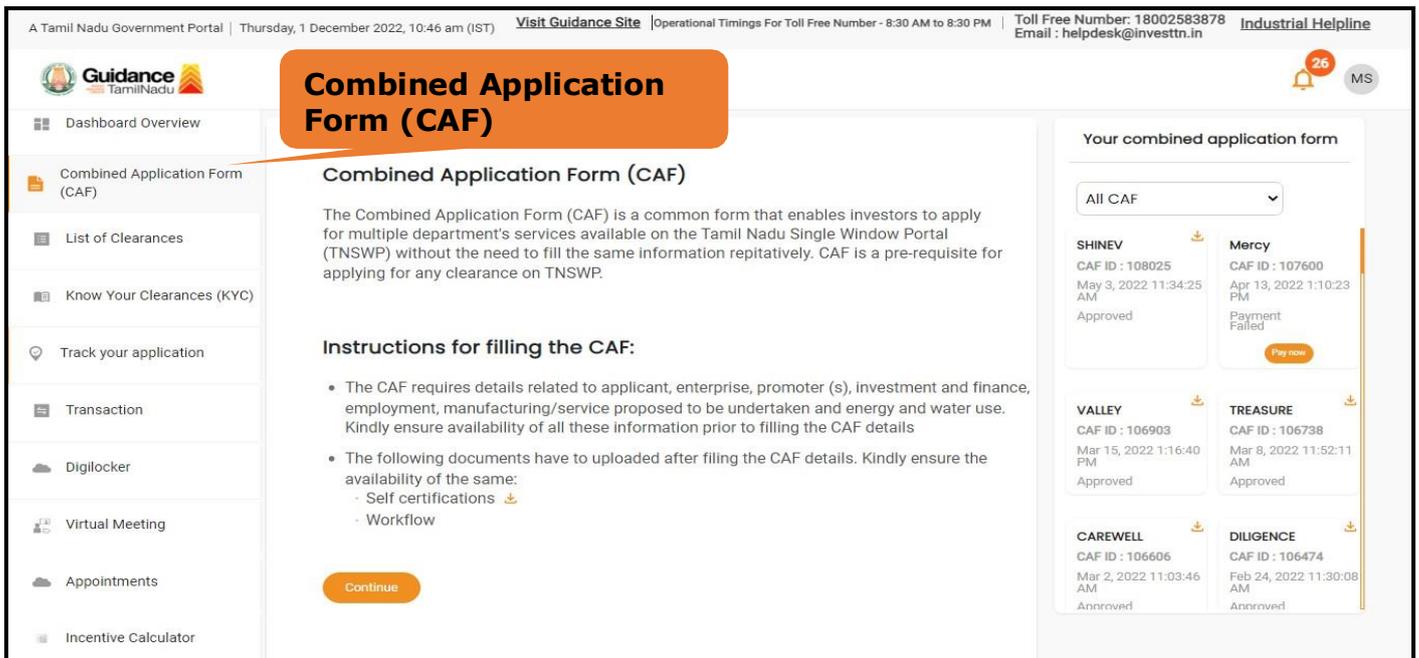
The screenshot displays the dashboard overview for an applicant. At the top, there is a header with the Tamil Nadu Government Portal information, date (Thursday, 1 December 2022, 10:42 am (IST)), and contact details for the Guidance Site and Industrial Helpline. The dashboard includes a sidebar menu with options like 'Dashboard Overview', 'Combined Application Form (CAF)', 'List of Clearances', 'Know Your Clearances (KYC)', 'Track your application', 'Transaction', 'Digilocker', and 'Virtual Meeting'. The main content area is titled 'Combined Application Forms' and features a personalized message for 'MURALIDHARAN, Interested in Starting a New Investment? Get Started' with a 'New project' button. Below this, there are five project cards, each showing the project name, CAF ID, date, and status (Approved). The 'Your Clearances Status' section allows filtering by project type (Pre-Establishment, Pre-Operation, Post-Operation) and shows a summary of 1 Applied, 1 Approved, 0 Pending, and 0 Rejected clearances. A table at the bottom lists clearance details with columns for Clearance Name, Department Name, Lying with Officer, Last updated, and Approved.

Clearance Name	Department Name	Lying with Officer	Last updated	Approved
SHINEV	CAF ID : 108025	May 3, 2022 11:34:25 AM	Approved	
SAMPLE	CAF ID : 103570	Sep 28, 2021 12:18:57 PM	Approved	
PROJECT	CAF ID : 103571	Sep 28, 2021 1:06:26 PM	Approved	
WINDFLOW	CAF ID : 103703	Oct 4, 2021 11:58:15 AM	Approved	
TWINKLE	CAF ID : 103835	Oct 8, 2021 3:25:03 PM	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 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.



The screenshot shows the Tamil Nadu Government Portal interface for the Combined Application Form (CAF). The page header includes the date and time (Thursday, 1 December 2022, 10:46 am (IST)), a link to the Guidance Site, operational timings for the toll-free number (8:30 AM to 8:30 PM), the toll-free number (18002583878), the email (helpdesk@investn.in), and an Industrial Helpline button. The left navigation menu includes: Dashboard Overview, Combined Application Form (CAF), List of Clearances, Know Your Clearances (KYC), Track your application, Transaction, Digilocker, Virtual Meeting, Appointments, and Incentive Calculator. The main content area features a large orange button labeled 'Combined Application Form (CAF)'. Below this, the text explains that the CAF is a common form for applying for multiple department services on the TNSWP. It also provides instructions for filling the CAF, including the need to provide details related to the applicant, enterprise, promoter, investment, and finance, and to upload self-certifications and workflow documents. A 'Continue' button is located at the bottom of the instructions. The right sidebar, titled 'Your combined application form', displays a list of CAFs with columns for the name, CAF ID, date, time, and status. The list includes: SHINEV (CAF ID: 108025, May 3, 2022 11:34:25 AM, Approved), Mercy (CAF ID: 107600, Apr 13, 2022 1:10:23 PM, Payment Failed), VALLEY (CAF ID: 106903, Mar 15, 2022 1:16:40 PM, Approved), TREASURE (CAF ID: 106738, Mar 8, 2022 11:52:11 AM, Approved), CAREWELL (CAF ID: 106606, Mar 2, 2022 11:03:46 AM, Approved), and DILIGENCE (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. A navigation bar at the top shows a progress indicator with 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 central modal window titled 'Information' contains a warning icon and 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, including a radio button for 'Lump sum' (selected) and 'à la carte', a text input field for 'Amount to be paid (in INR)' with the value '500000' and 'Five Lakh' below it, and a 'Calculate Fee' button.

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

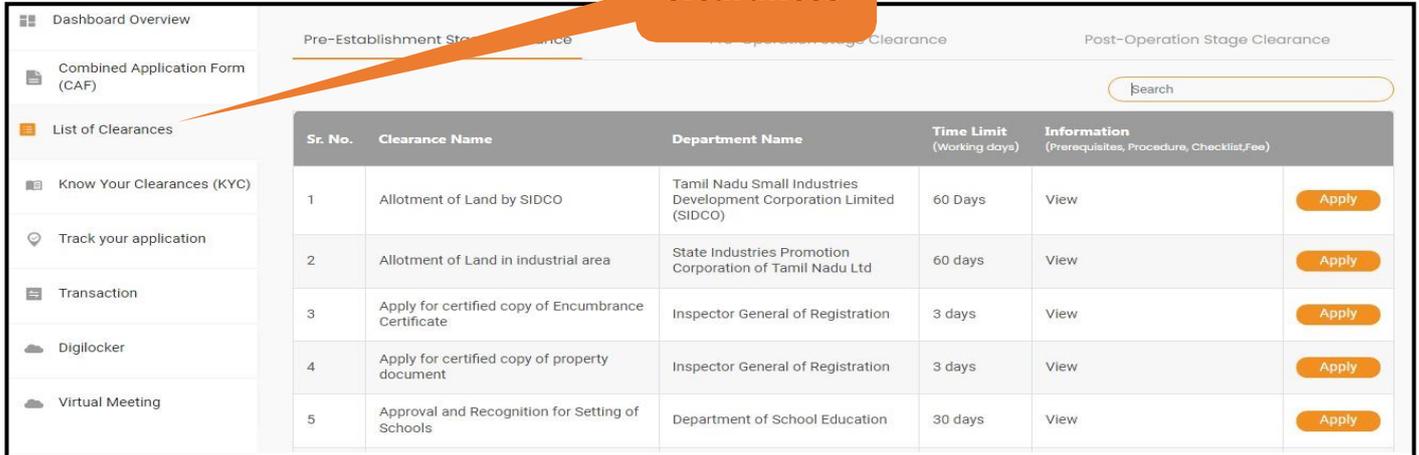
Note:

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 Fire License for Non Multi Storied Building

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
4	Apply for certified copy of property document	Inspector General of Registration	3 days	View	Apply
5	Approval and Recognition for Setting of Schools	Department of School Education	30 days	View	Apply

Figure 13. List Of Clearances

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

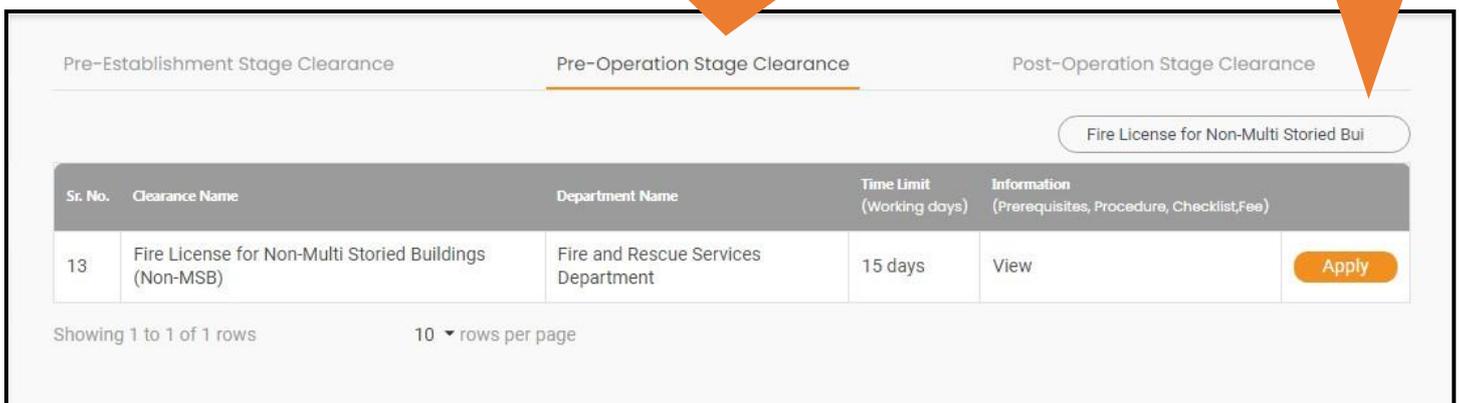
- Pre-Establishment Stage Clearance
- Pre-Operation Stage Clearance
- Post-Operation Stage Clearance

3) Select 'Pre-Operation Stage Clearance' and find the clearance

'Fire License for Non-Multi Storied Buildings (Non-MSB)' by using Search option as shown in the figure given below.

Pre -Operation Stage Clearance

Search for Clearance

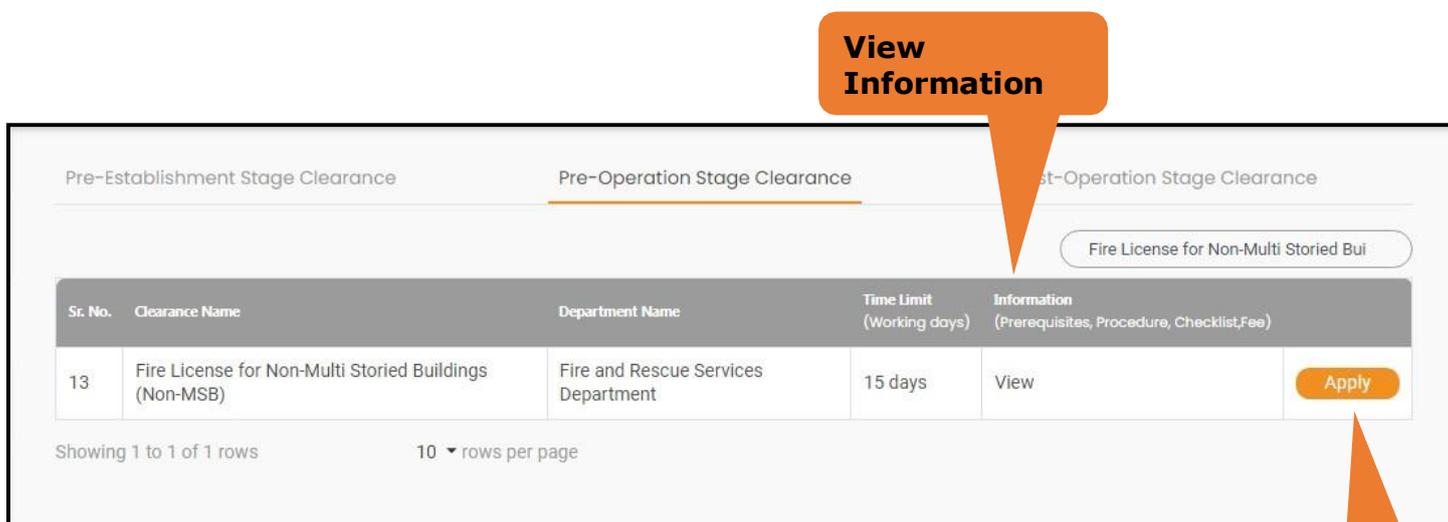


Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	
13	Fire License for Non-Multi Storied Buildings (Non-MSB)	Fire and Rescue Services Department	15 days	View	Apply

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



The screenshot shows a web interface with three tabs: 'Pre-Establishment Stage Clearance', 'Pre-Operation Stage Clearance' (which is active), and 'Post-Operation Stage Clearance'. Below the tabs is a search bar containing 'Fire License for Non-Multi Storied Bui'. A table lists the available clearances:

Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	
13	Fire License for Non-Multi Storied Buildings (Non-MSB)	Fire and Rescue Services Department	15 days	View	Apply

Below the table, it says 'Showing 1 to 1 of 1 rows' and '10 rows per page'.

Figure 15. Apply for Clearance

Apply for Clearance

8. Filling the Application form

1. Applicant to fill the details under the following 10 sections to complete the application.

1. Application details
2. Floor Details
3. Means of Escape
4. Lift Details
5. Food/Fire/Compartmentation Details
6. Fire Protection
7. Fire pumps Details
8. Water Supply
9. Additional Fire Details
10. Checklist Document

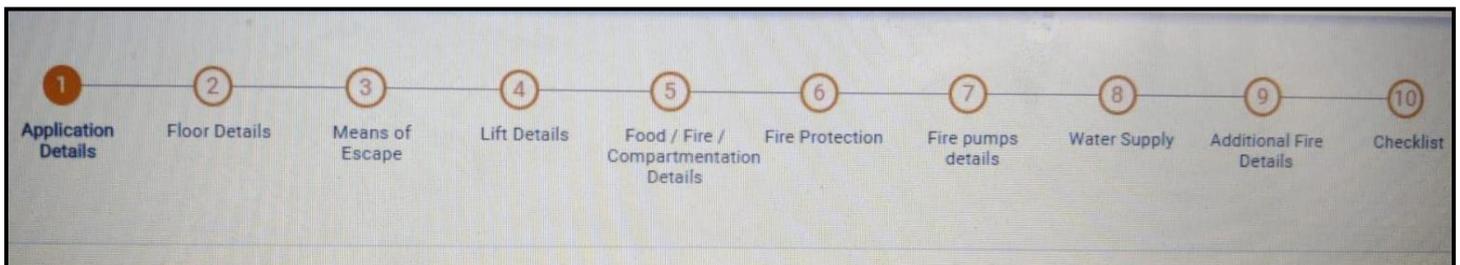


Figure 16. Ten Sections of the application form

2. Checklist Document

- 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 in zip format.
 - a) Copy of NOC received during Pre-Establishment, in case of fire License
 - b) Copy of Ownership proof or rental or lease agreement
 - c) Copy of building plan submitted to Competent Authority (Local Body/ DTCP/ CMDA), in case of NOC.
 - d) Copy of approved building plan from Competent Authority (Local Body/ DTCP/ CMDA), in case of Fire License and Renewal of Fire License.
 - e) Copy of the fighting installation plan.
 - f) Copy of Fire License, in case of renewal
- 4) After Uploading all the supporting document click on **“Submit”** Button.

Checklist Documents ⊖

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"/> Copy of NOC received during Pre-Establishment, in case of fire License.	 SAMPLE SUPPORTING 
2	<input checked="" type="checkbox"/> Copy of Ownership proof or rental or lease agreement.	 SAMPLE SUPPORTING 
3	<input checked="" type="checkbox"/> Copy of building plan submitted to Competent Authority (Local Body/ DTCP/ CMDA), in case of NOC.	 SAMPLE SUPPORTING 
4	<input checked="" type="checkbox"/> Copy of approved building plan from Competent Authority (Local Body/ DTCP/ CMDA), in case of Fire License and Renewal of Fire License.	 SAMPLE SUPPORTING 
5	<input checked="" type="checkbox"/> Copy of the fighting installation plan.	 SAMPLE SUPPORTING 
6	<input checked="" type="checkbox"/> Copy of Fire License, in case of renewal	 SAMPLE SUPPORTING 

Previous
Next
SUBMIT
Save as Draft

Click on
'Submit'

Figure 17. Checklist Document

- After Uploading all the Checklist documents '**Click on Submit**' button and token id get generated.

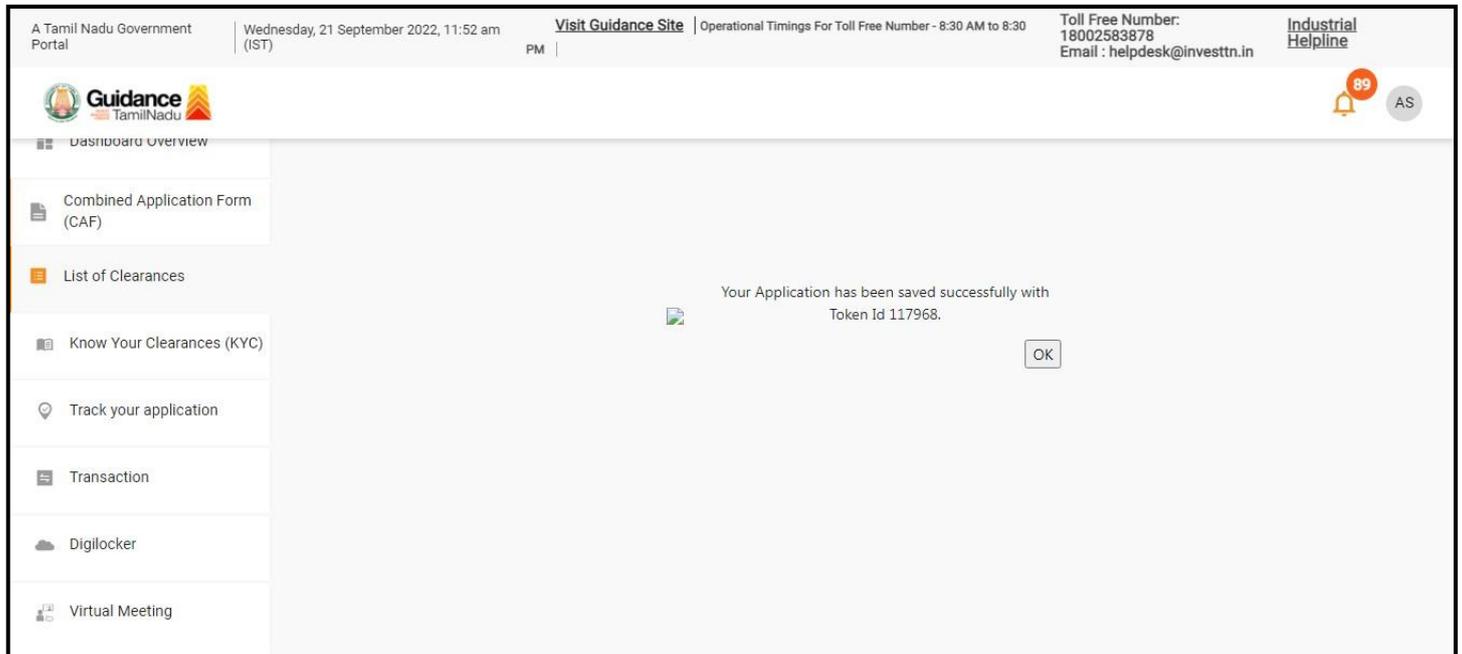
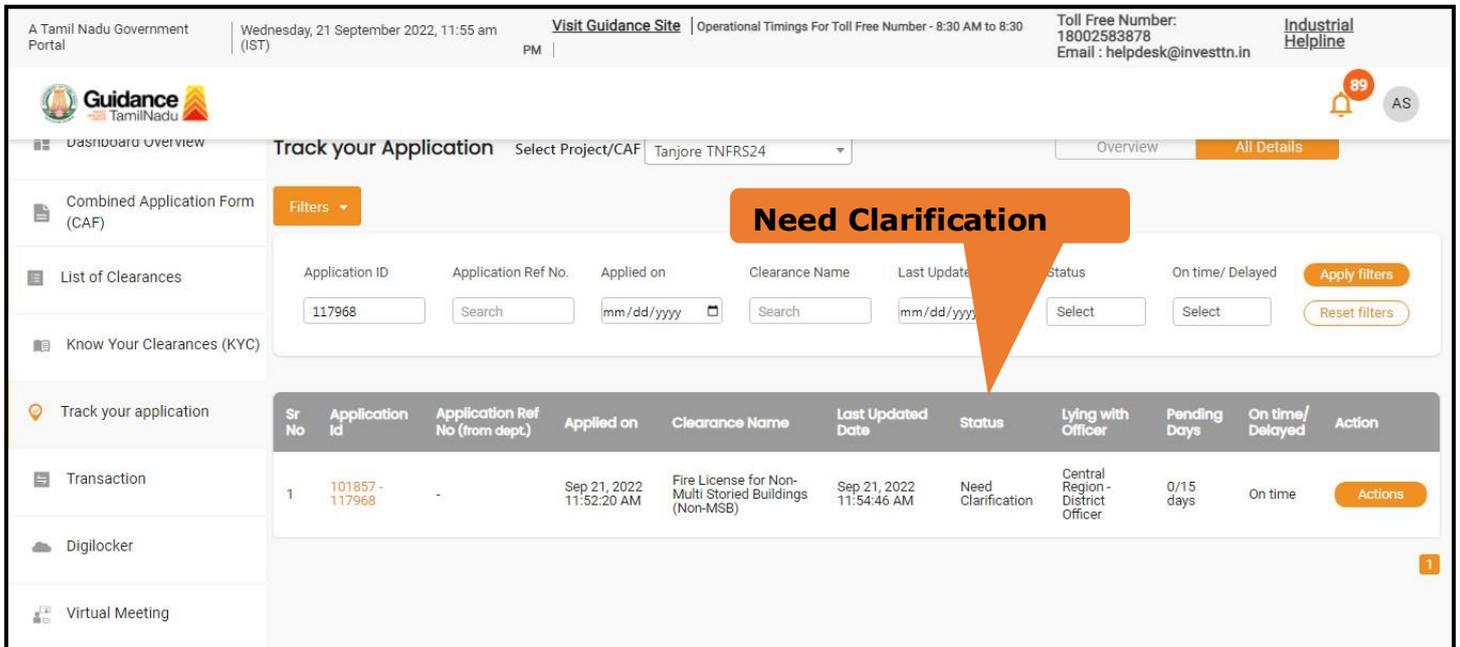


Figure 18. Token Id generated

9. Need Clarification

- 1) After submitting the application to the fire department, the concerned District 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.



A Tamil Nadu Government Portal | Wednesday, 21 September 2022, 11:55 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

Guidance TamilNadu

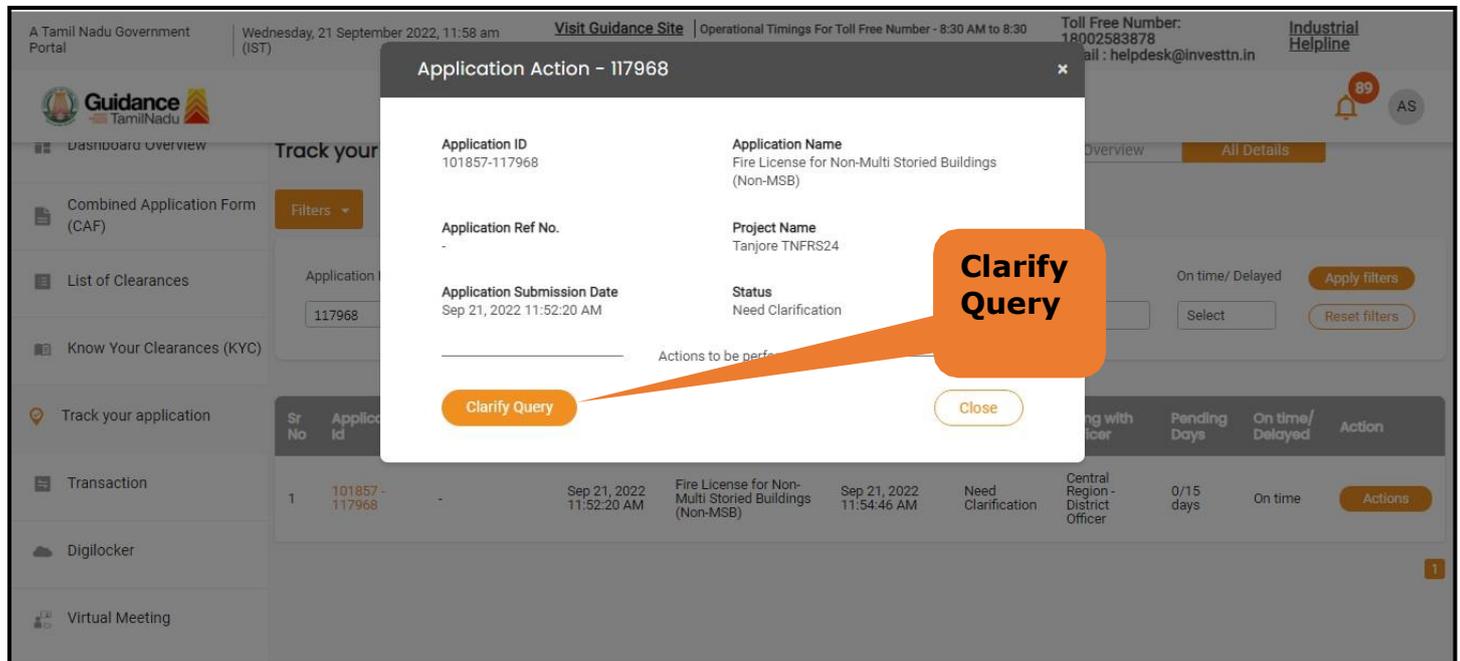
Dashboard Overview | Track your Application | Select Project/CAF: Tanjore TNFRS24 | Overview | All Details

Filters

Application ID: 117968 | Application Ref No.: Search | Applied on: mm/dd/yyyy | Clearance Name: Search | Last Updated: mm/dd/yyyy | Status: Select | On time/ Delayed: Select | Apply filters | Reset filters

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	101857 - 117968	-	Sep 21, 2022 11:52:20 AM	Fire License for Non-Multi Storied Buildings (Non-MSB)	Sep 21, 2022 11:54:46 AM	Need Clarification	Central Region - District Officer	0/15 days	On time	Actions

Figure 19. Need Clarification



A Tamil Nadu Government Portal | Wednesday, 21 September 2022, 11:58 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

Guidance TamilNadu

Dashboard Overview | Track your Application | Select Project/CAF: Tanjore TNFRS24 | Overview | All Details

Filters

Application ID: 117968 | Application Ref No.: Search | Applied on: mm/dd/yyyy | Clearance Name: Search | Last Updated: mm/dd/yyyy | Status: Select | On time/ Delayed: Select | Apply filters | Reset filters

Application Action - 117968

Application ID: 101857-117968 | Application Name: Fire License for Non-Multi Storied Buildings (Non-MSB)

Application Ref No.: - | Project Name: Tanjore TNFRS24

Application Submission Date: Sep 21, 2022 11:52:20 AM | Status: Need Clarification

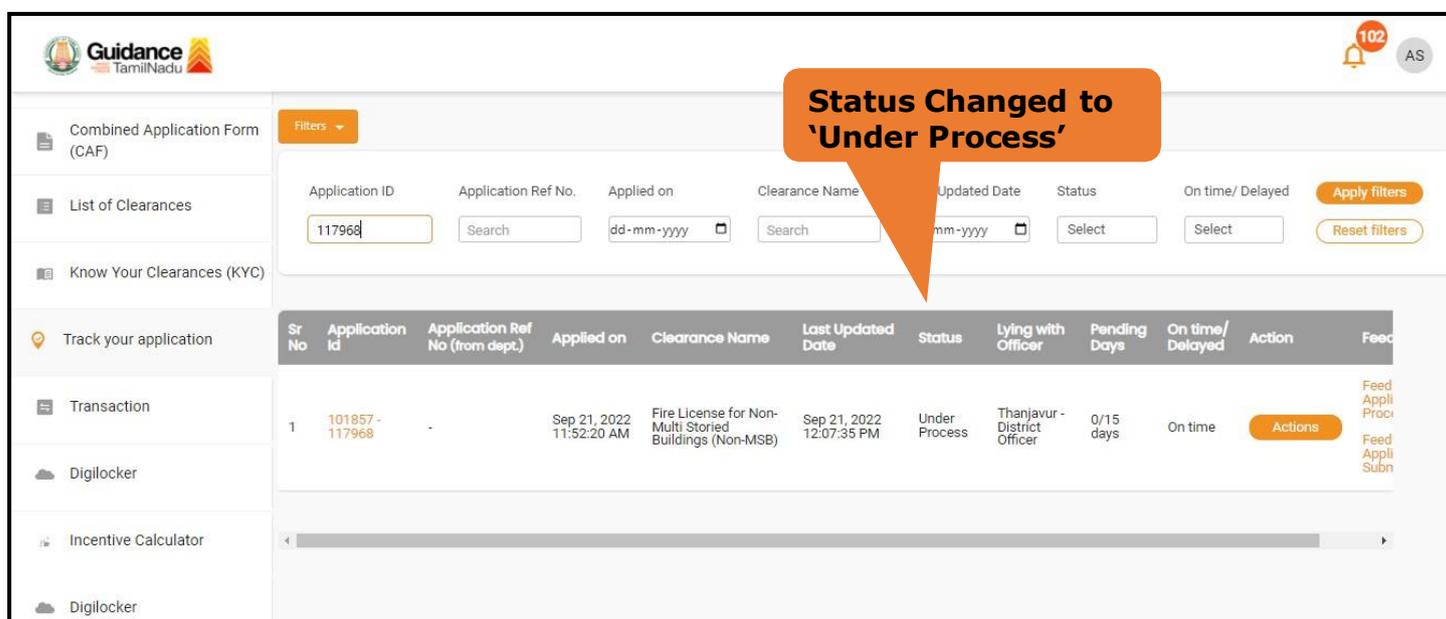
Actions to be performed

Clarify Query | Close

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	101857 - 117968	-	Sep 21, 2022 11:52:20 AM	Fire License for Non-Multi Storied Buildings (Non-MSB)	Sep 21, 2022 11:54:46 AM	Need Clarification	Central Region - District Officer	0/15 days	On time	Actions

Figure 20. Need Clarification (Contd.)

- 5) The Applicant clicks on '**Clarify Query**' button and responds to the Query.
- 6) The Application gets submitted to the department after the query has been addressed by the Applicant.
- 7) The Status of the application changes from 'Need clarification' to '**Under Process**' after the Applicant submits the query.



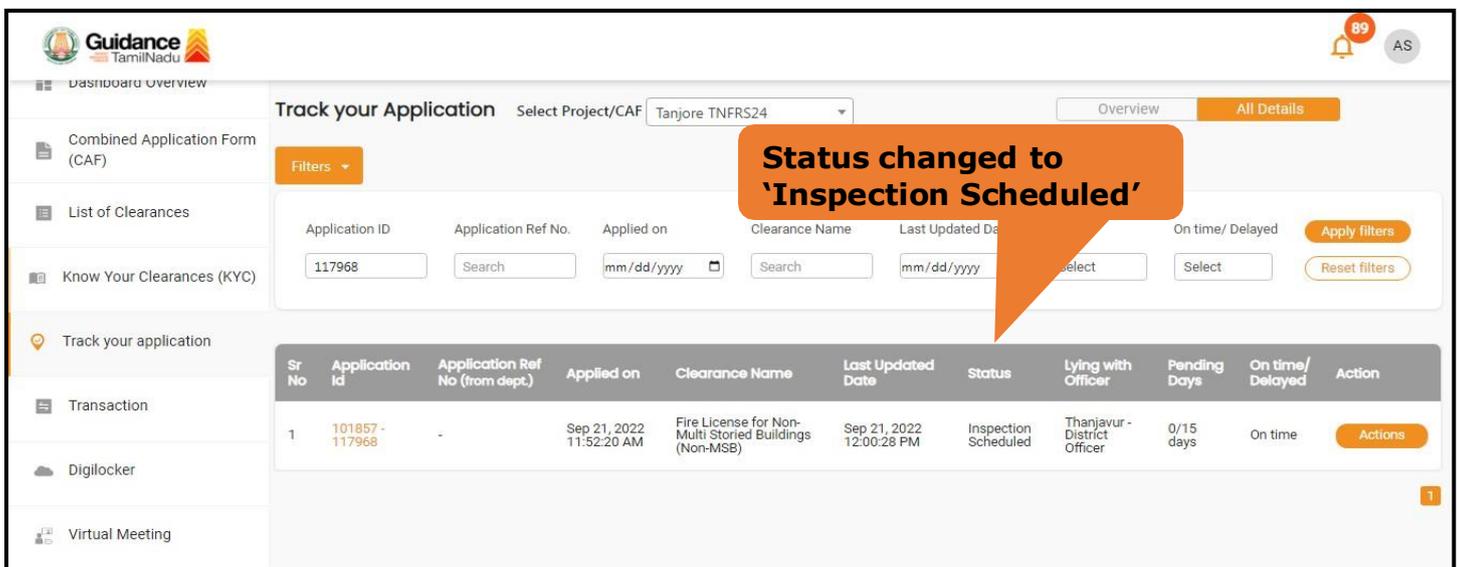
The screenshot shows the 'Track your application' section of the Guidance TamilNadu portal. A table lists application details, and an orange callout box highlights the status change to 'Under Process'.

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	101857 - 117968	-	Sep 21, 2022 11:52:20 AM	Fire License for Non-Multi Storied Buildings (Non-MSB)	Sep 21, 2022 12:07:35 PM	Under Process	Thanjavur - District Officer	0/15 days	On time	Actions	Feed Appli Proci Feed Appli Subn

Figure 21. Status of the Application

10. Inspection Schedule

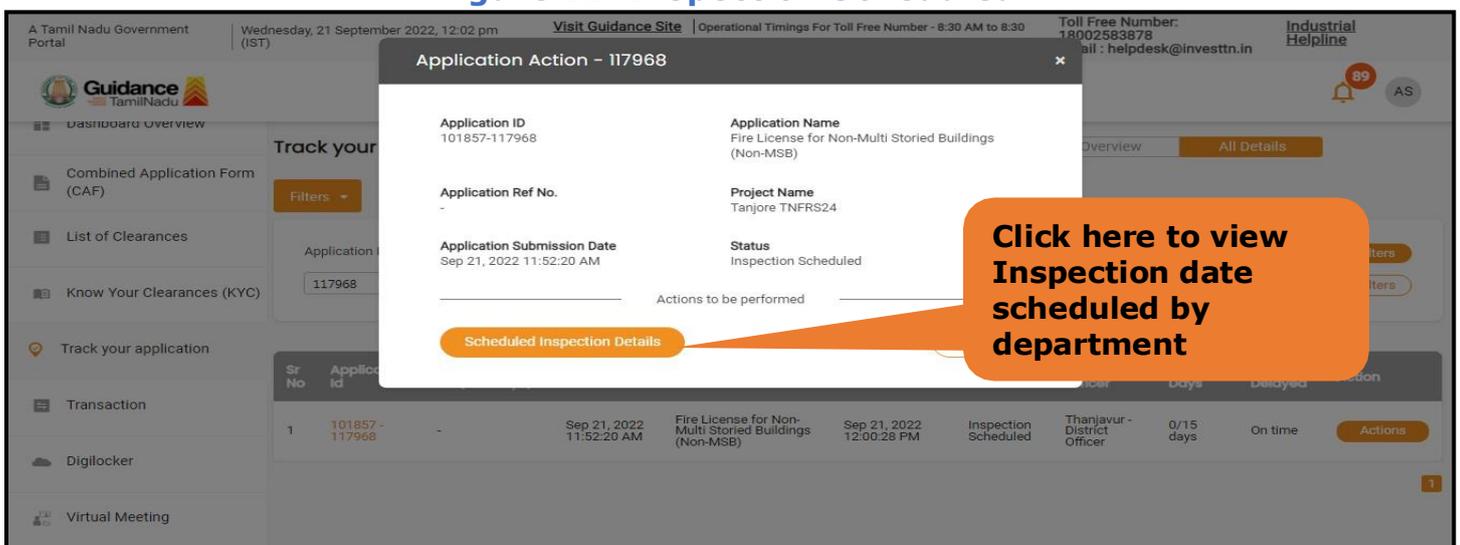
- a) The District Officer or Assistant district officer schedules the date of appointment for inspection to be done for the specified institution.
- b) After the Inspection gets completed, the district officer and Assistant submits the Inspection report.
- c) The Applicant has the provision to view the Scheduled Inspection details.



Status changed to 'Inspection Scheduled'

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	101857 - 117968	-	Sep 21, 2022 11:52:20 AM	Fire License for Non-Multi Storied Buildings (Non-MSB)	Sep 21, 2022 12:00:28 PM	Inspection Scheduled	Thanjavur - District Officer	0/15 days	On time	Actions

Figure 22. Inspection Scheduled



Click here to view Inspection date scheduled by department

Application ID	101857-117968	Application Name	Fire License for Non-Multi Storied Buildings (Non-MSB)
Application Ref No.	-	Project Name	Tanjore TNFRS24
Application Submission Date	Sep 21, 2022 11:52:20 AM	Status	Inspection Scheduled

Scheduled Inspection Details

Figure 23. Scheduled Inspection Details

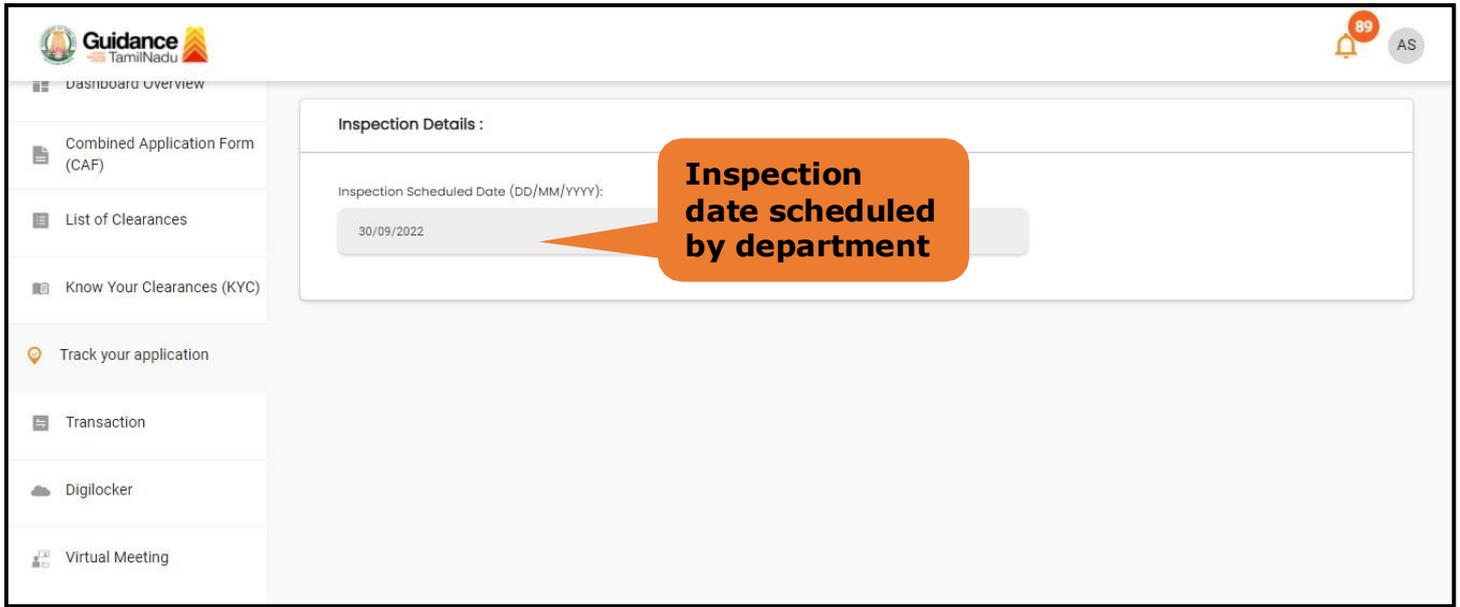


Figure 24. Scheduled Inspection Details (Contd.)

d. After the Inspection schedule is done, the District officer or Assistant District officer uploads the inspection report and submits to the department. The status would reflect as **“Inspection Report uploaded”**.

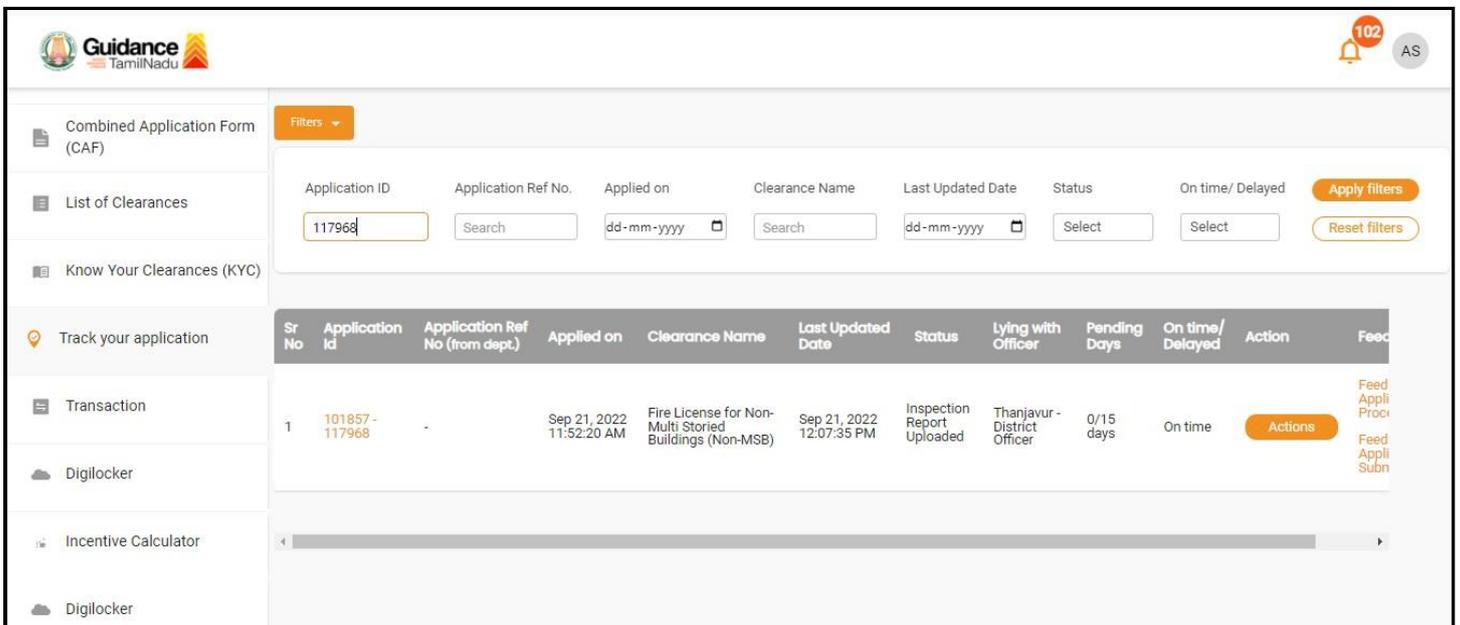


Figure 25. Inspection Report Uploaded

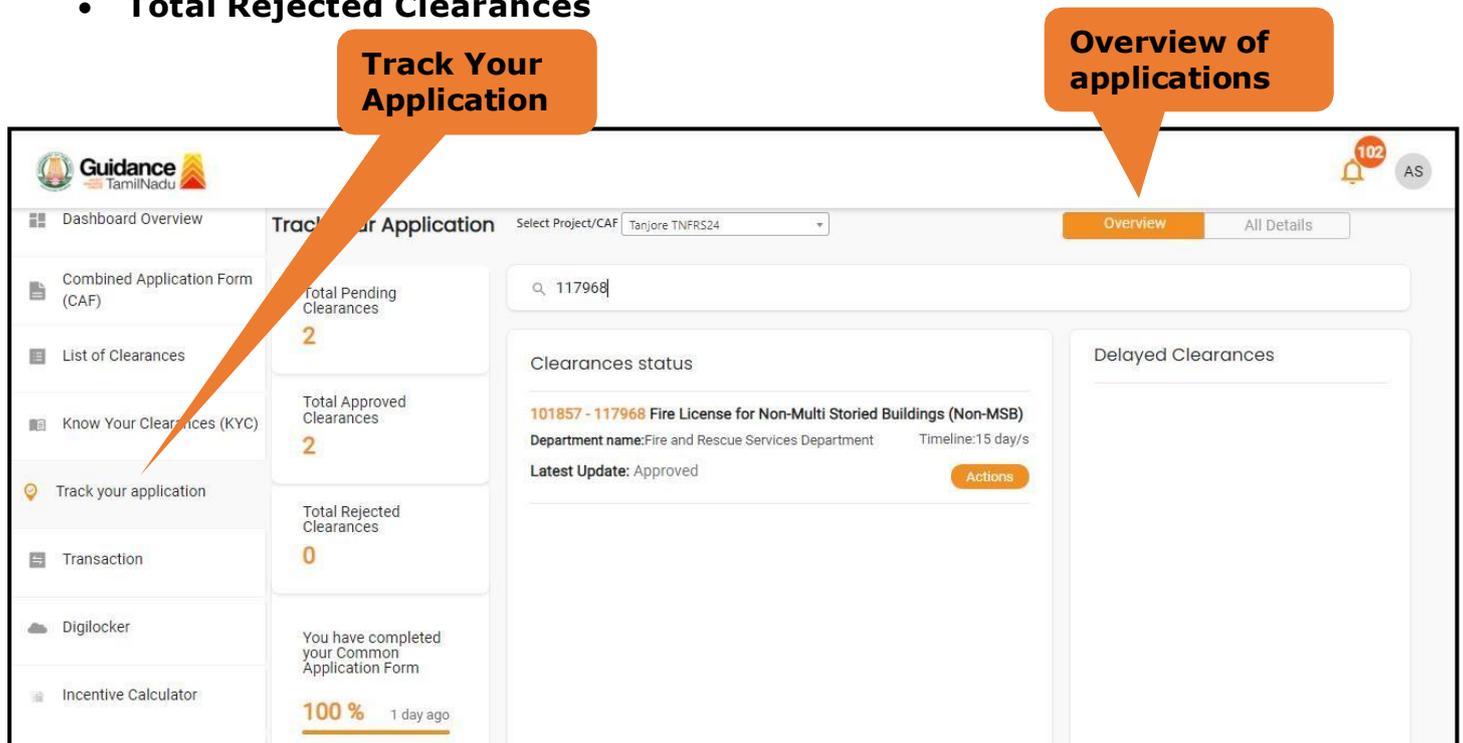
11. Track Your Application

- 1) After submitting the application, unique 'token ID' is 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

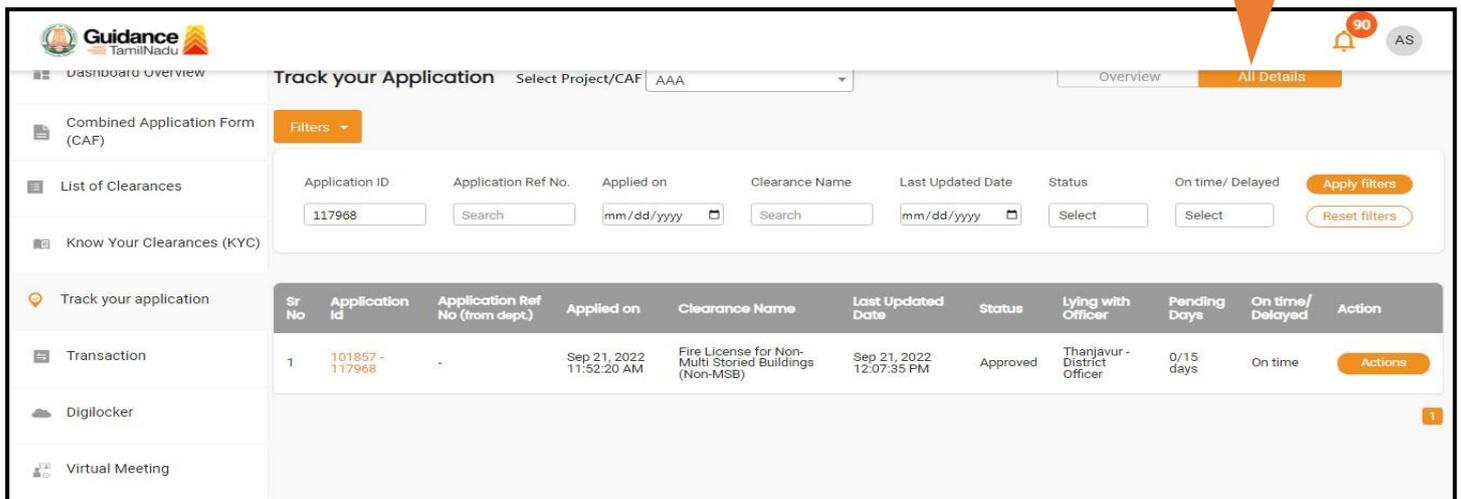
Overview of applications

Figure 26. 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. The 'All Details' tab is selected. The 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	101857 - 117968	-	Sep 21, 2022 11:52:20 AM	Fire License for Non-Multi Storied Buildings (Non-MSB)	Sep 21, 2022 12:07:35 PM	Approved	Thanjavur - District Officer	0/15 days	On time	Actions

Figure 27. ‘All details’ tab

12. Application Processing

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

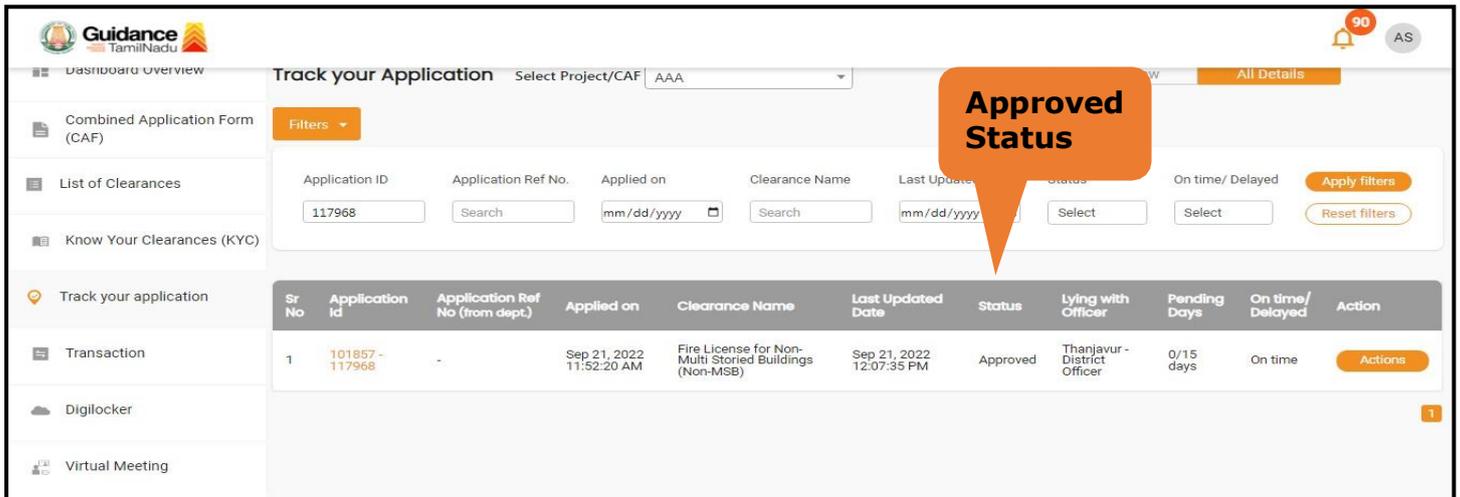


Figure 28. Application Processed

b) 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)

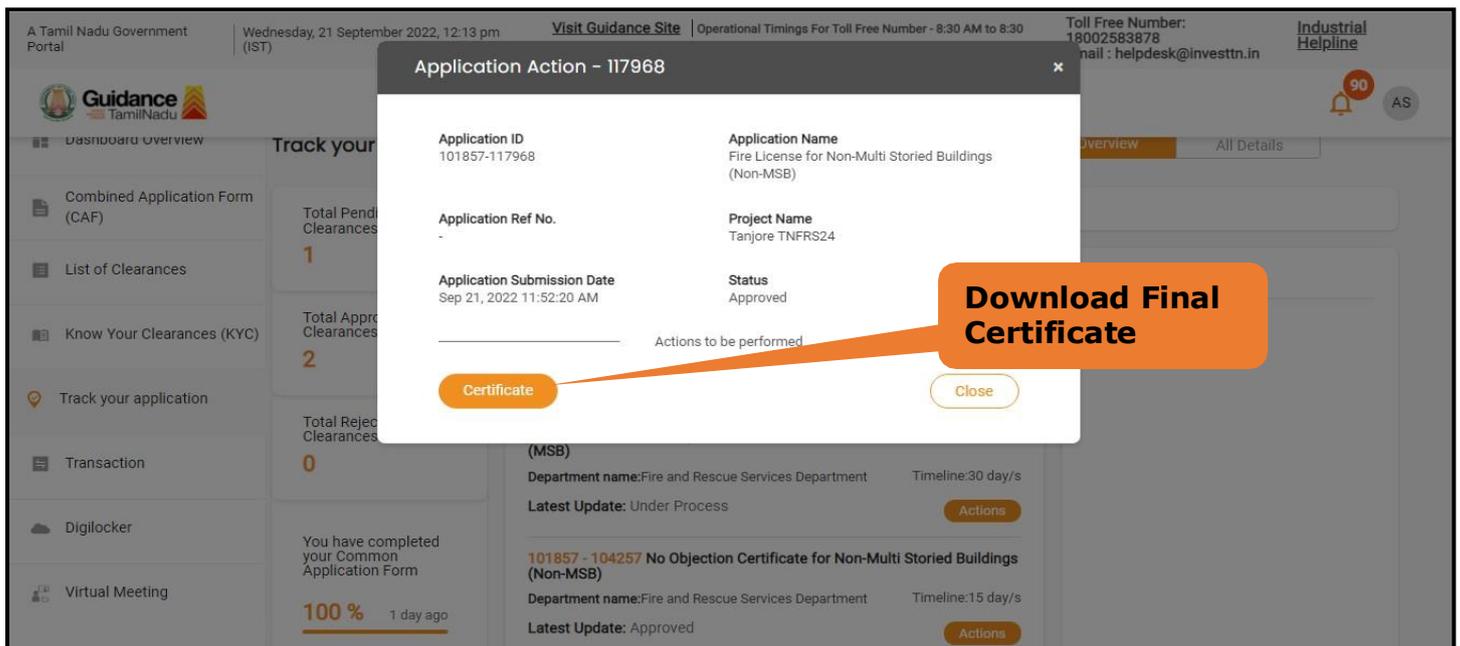
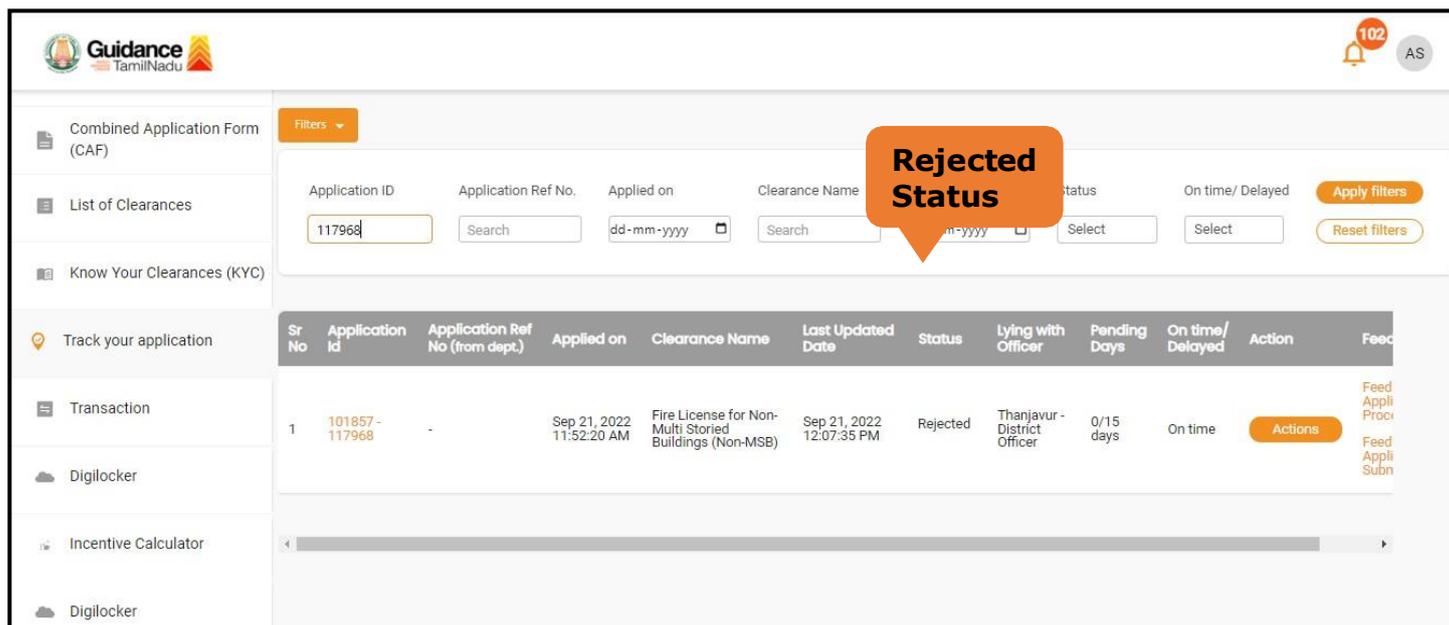


Figure 29. Download the Approved Certificate

c) 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' section of the Guidance TamilNadu portal. A table lists application details, with one entry highlighted in orange and labeled 'Rejected Status' in a callout box. The table columns include 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, and Feedback.

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	Feedback
1	101857 - 117968	-	Sep 21, 2022 11:52:20 AM	Fire License for Non-Multi Storied Buildings (Non-MSB)	Sep 21, 2022 12:07:35 PM	Rejected	Thanjavur - District Officer	0/15 days	On time	Actions	Feed Appli Proce Feed Appli Subn

Figure 30. Rejected Status



