

TAMILNADU SINGLE WINDOW PORTAL

APPLICANT MANUAL

**Application for Change in Constitution - Restricted Allopathic
Drugs (Sales)**

Food Safety and Drug Administration



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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 needs to complete the Registration process.

1) Click on '**Register**' button 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 ● 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

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.

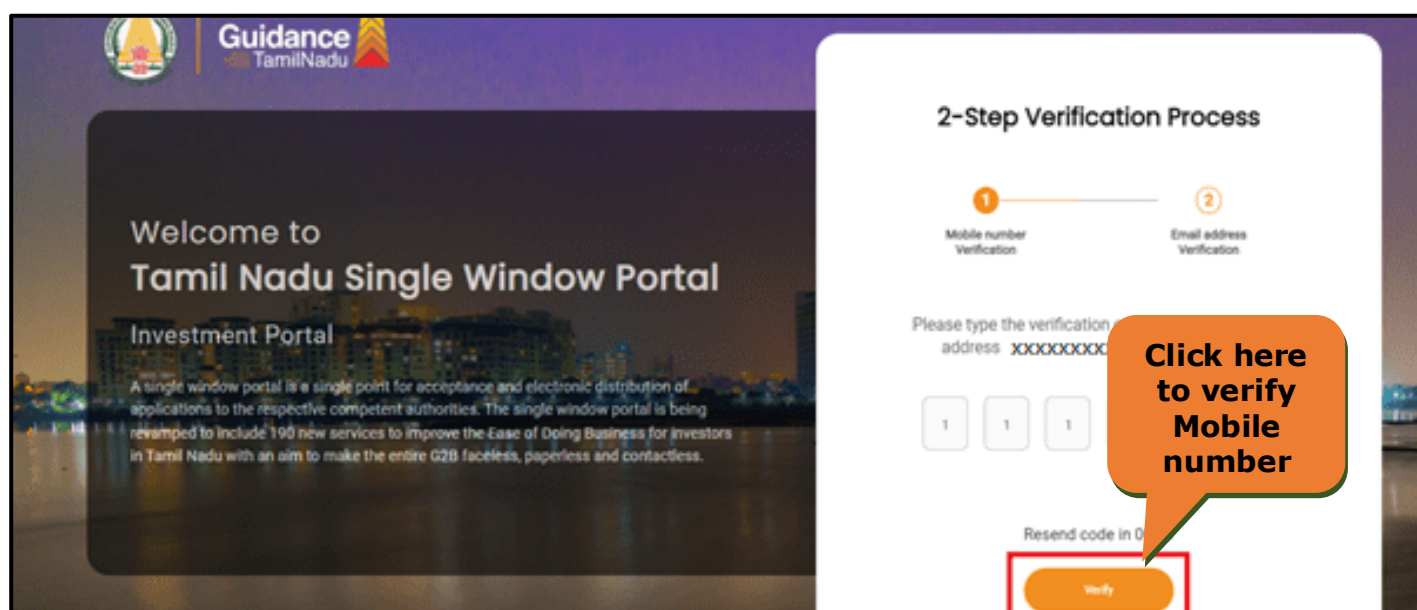


Figure 5. Mobile Number Verification

- 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.

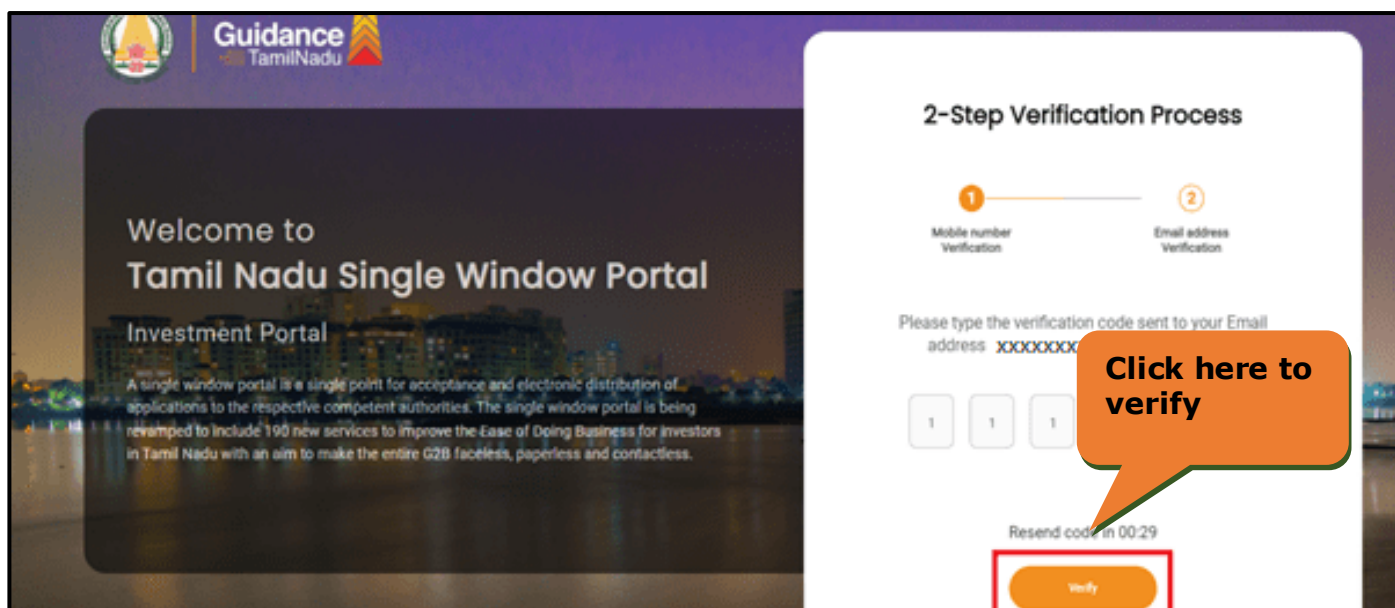


Figure 6. Email ID Verification

- 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.

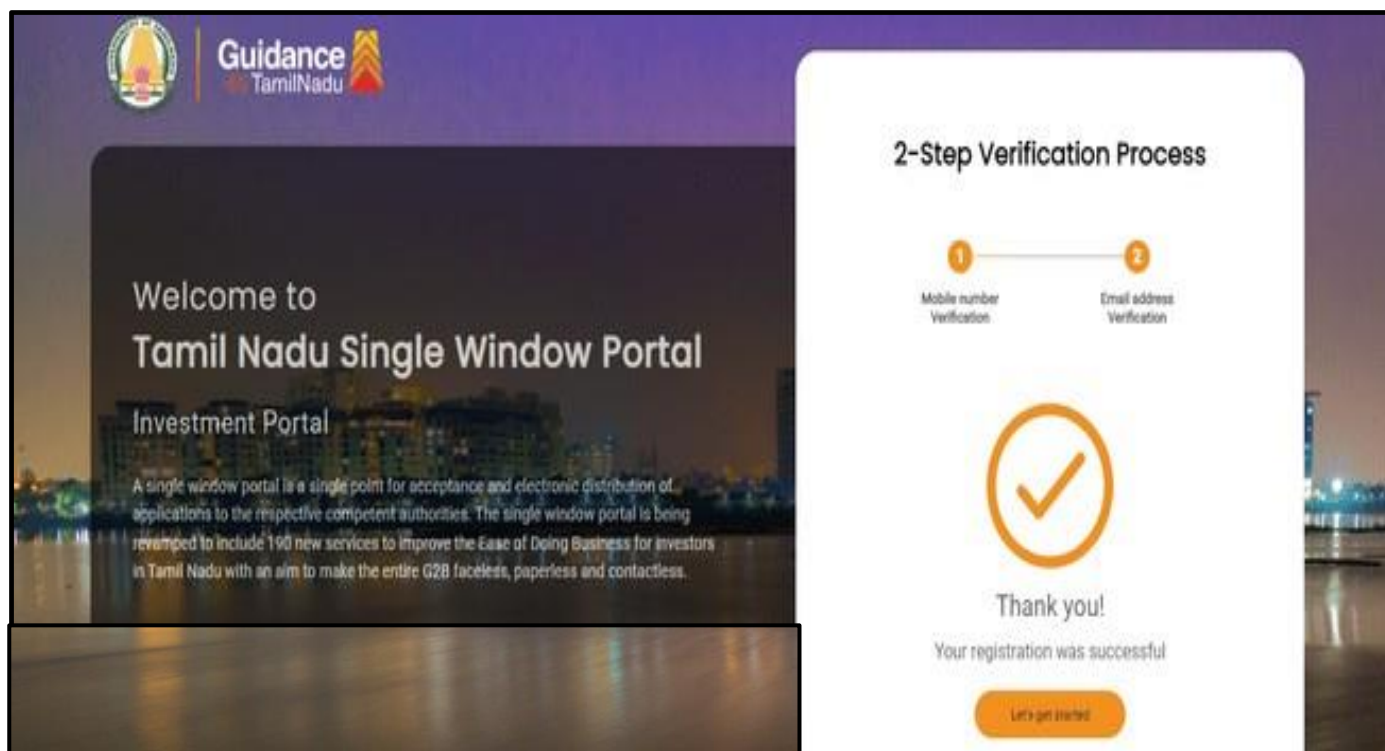


Figure 7. Registration Confirmation Pop-Up

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.

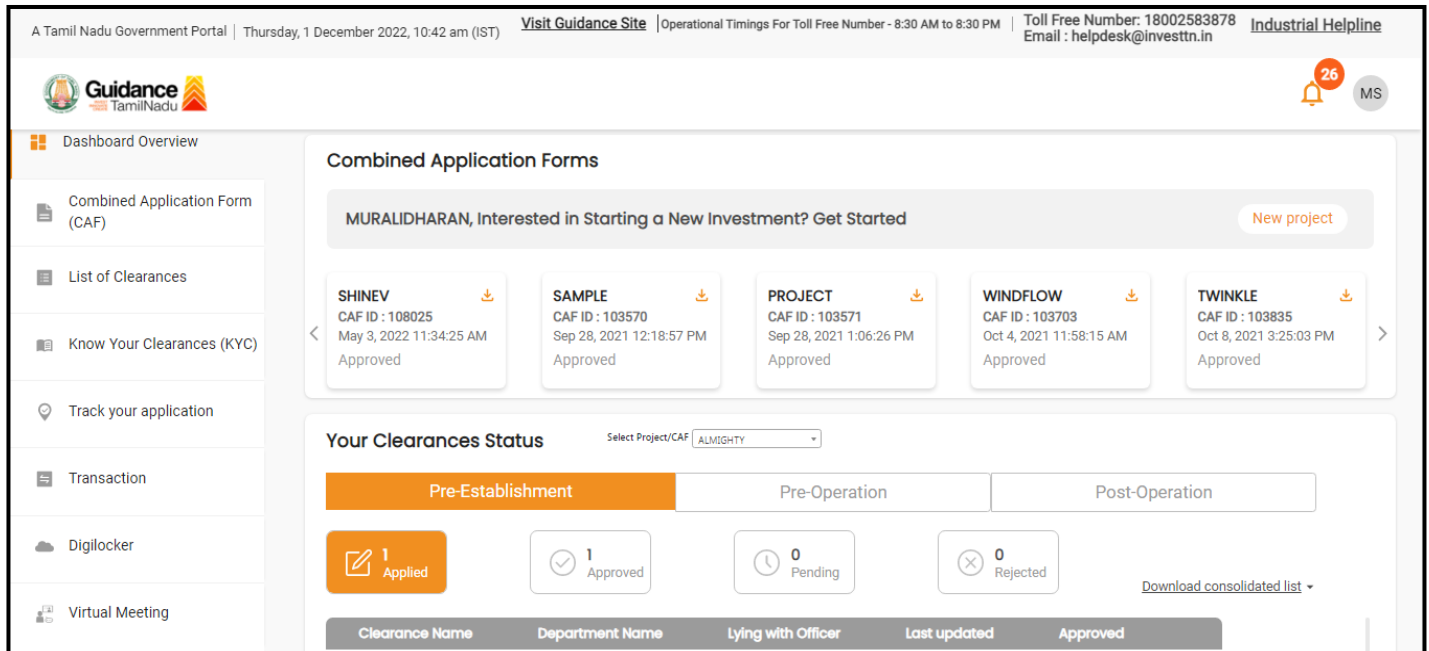
Login to TNSWP



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 shows the dashboard overview page for the TNSWP application. The page includes a header with the Tamil Nadu Government Portal information, a navigation menu on the left, and a main content area with various sections.

Header: A Tamil Nadu Government Portal | Thursday, 1 December 2022, 10:42 am (IST) | Visit Guidance Site | Operational Timings For Toll Free Number - 8:30 AM to 8:30 PM | Toll Free Number: 18002583878 | Email : helpdesk@investtn.in | Industrial Helpline

Navigation Menu: Dashboard Overview, Combined Application Form (CAF), List of Clearances, Know Your Clearances (KYC), Track your application, Transaction, Digilocker, Virtual Meeting.

Combined Application Forms: MURALIDHARAN, Interested in Starting a New Investment? Get Started. [New project](#)

Project Name	CAF ID	Date/Time	Status
SHINEV	108025	May 3, 2022 11:34:25 AM	Approved
SAMPLE	103570	Sep 28, 2021 12:18:57 PM	Approved
PROJECT	103571	Sep 28, 2021 1:06:26 PM	Approved
WINDFLOW	103703	Oct 4, 2021 11:58:15 AM	Approved
TWINKLE	103835	Oct 8, 2021 3:25:03 PM	Approved

Your Clearances Status: Select Project/CAF: ALMIGHTY

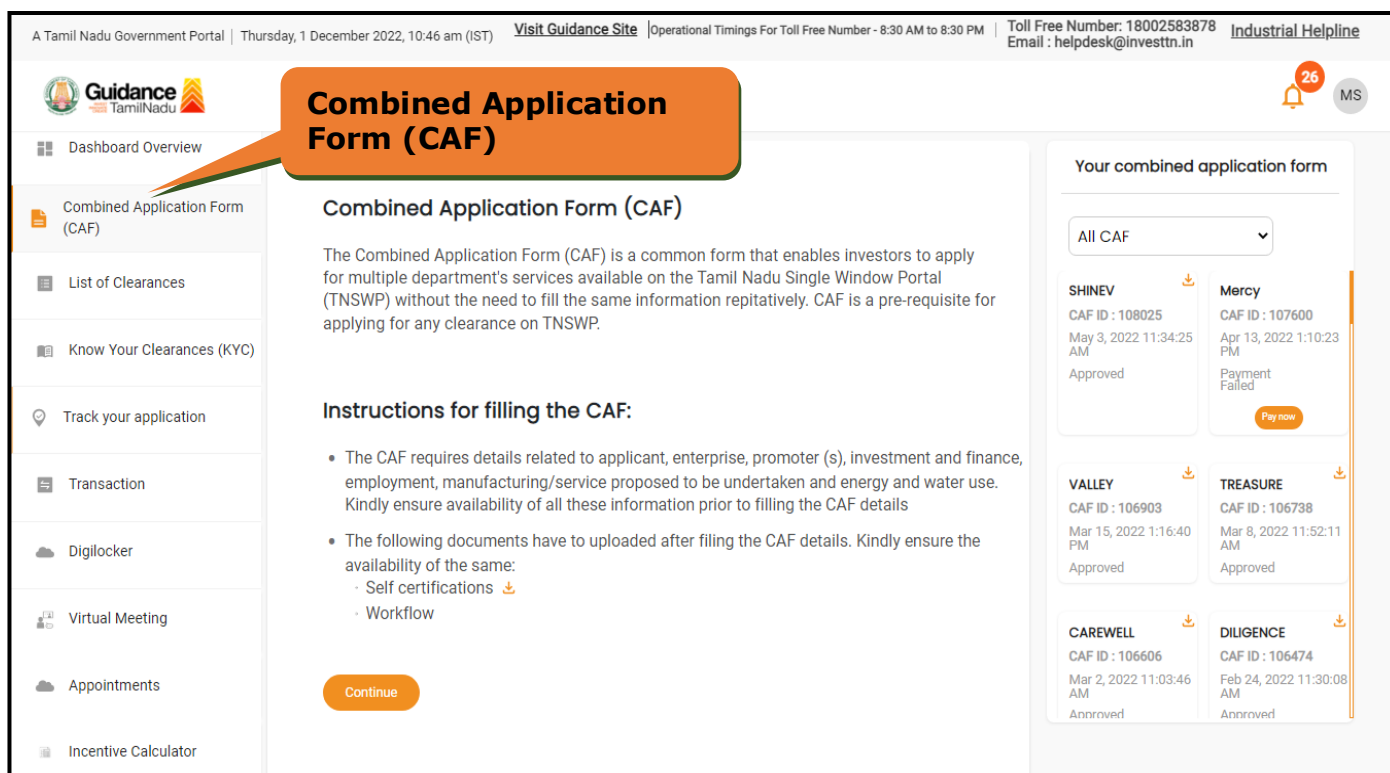
Pre-Establishment	Pre-Operation	Post-Operation
1 Applied	1 Approved	0 Pending
0 Rejected	Download consolidated list	

Clearance Name	Department Name	Lying with Officer	Last updated	Approved
----------------	-----------------	--------------------	--------------	----------

Figure 9. Dashboard Overview

6. Combined Application Form (CAF)

- 1) Prior to applying for various clearances on TNSWP, the applicant must create a project by filling in the combined application form (CAF).
- 2) Click on Combined Application Form (CAF) from the menu bar on the left.
- 3) The details which are commonly required for applying various clearances are stored in Central Repository through CAF. So, whenever the applicant applies for various clearances for a specific project, the details stored in CAF gets auto populated in the application form which minimizes the time spent on entering the same details while filling multiple applications.
- 4) The Overview of the Combined Application Form (CAF) and the instructions to fill in the Combined Application Form (CAF) are 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 | [Industrial Helpline](#)
 Email : helpdesk@investtn.in

Combined Application Form (CAF)

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 filling the CAF details. Kindly ensure the availability of the same:
 - Self certifications
 - Workflow

[Continue](#)

Your combined application form

All CAF

SHINEV CAF ID : 108025 May 3, 2022 11:34:25 AM Approved	Mercy CAF ID : 107600 Apr 13, 2022 11:10:23 PM Payment Failed Pay now
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	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).

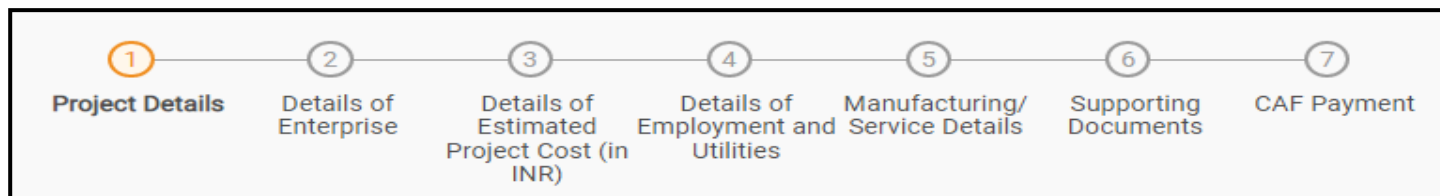


Figure 11. Section of Combined Application Form (CAF)

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).

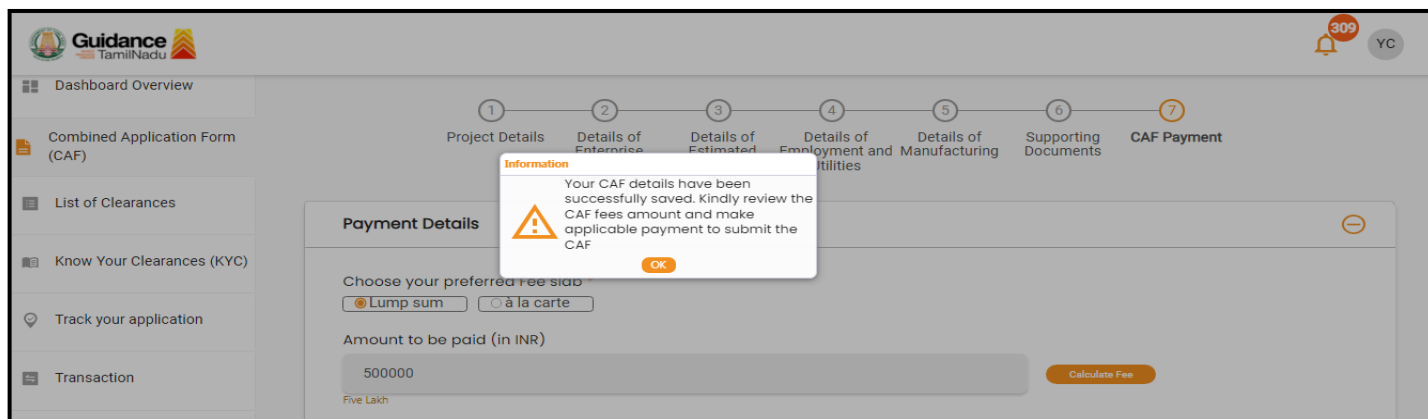


Figure 12. Combined Application Form (CAF) - Confirmation Message

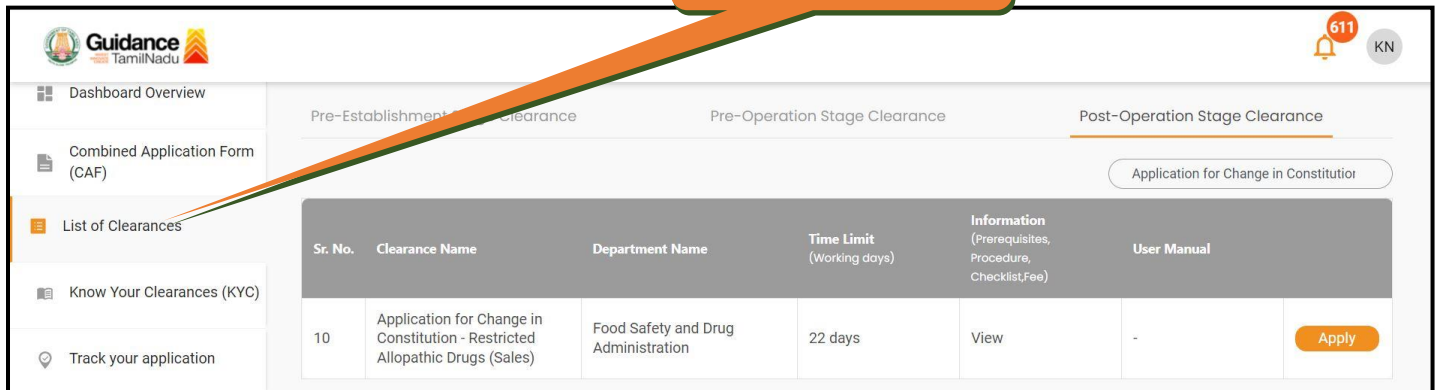
Note:

If the applicant belongs to large industry, single window fee would be applicable according to the investment in Plant & Machinery or Turnover amount. [Clickhere](#) to access the Single Window Fee Slab.

7. Apply for Application for Change in Constitution-Restricted Allopathic Drugs (Sales)

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
10	Application for Change in Constitution - Restricted Allopathic Drugs (Sales)	Food Safety and Drug Administration	22 days	View	-

Figure 13. List of Clearances

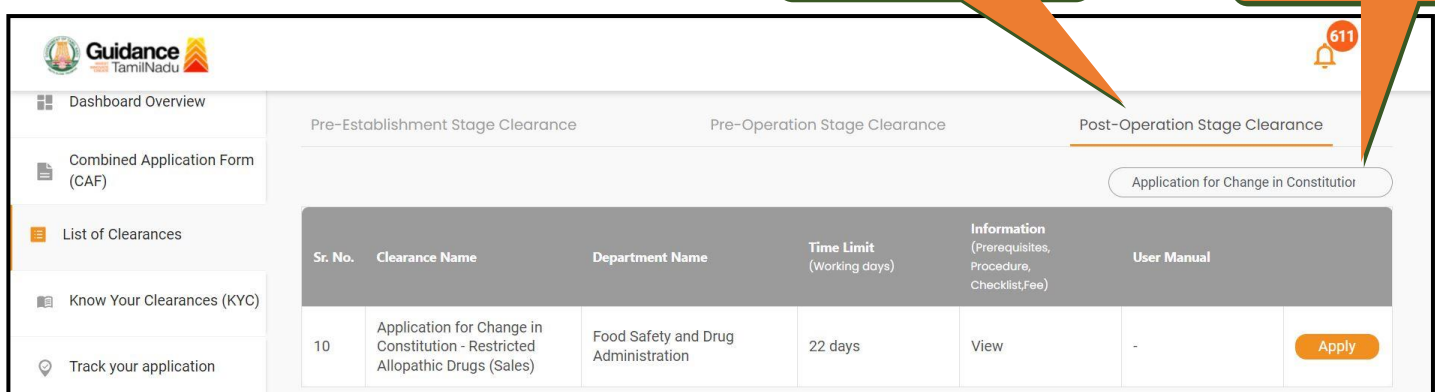
2. The list of clearances is segregated into three stages.

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

3. Select ‘**Post-Operation Stage Clearance**’ and find the clearance ‘**Application for Change in Constitution-Restricted Allopathic Drugs (Sales)**’ by using Search option as shown in the figure given below.

Post-Operation Stage Clearance

Search for Clearance



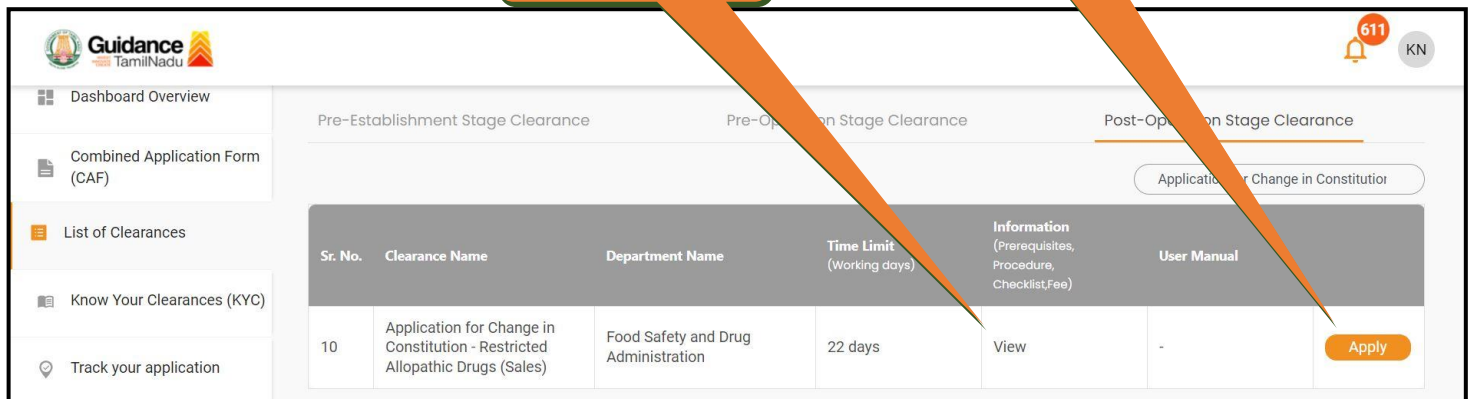
Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
10	Application for Change in Constitution - Restricted Allopathic Drugs (Sales)	Food Safety and Drug Administration	22 days	View	-

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.

View Information

Apply for Clearance



Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
10	Application for Change in Constitution - Restricted Allopathic Drugs (Sales)	Food Safety and Drug Administration	22 days	View	-

Figure 15. Apply for Clearance

License Details:

1) **Enter License Number / Get Details** from the drop-down menu.

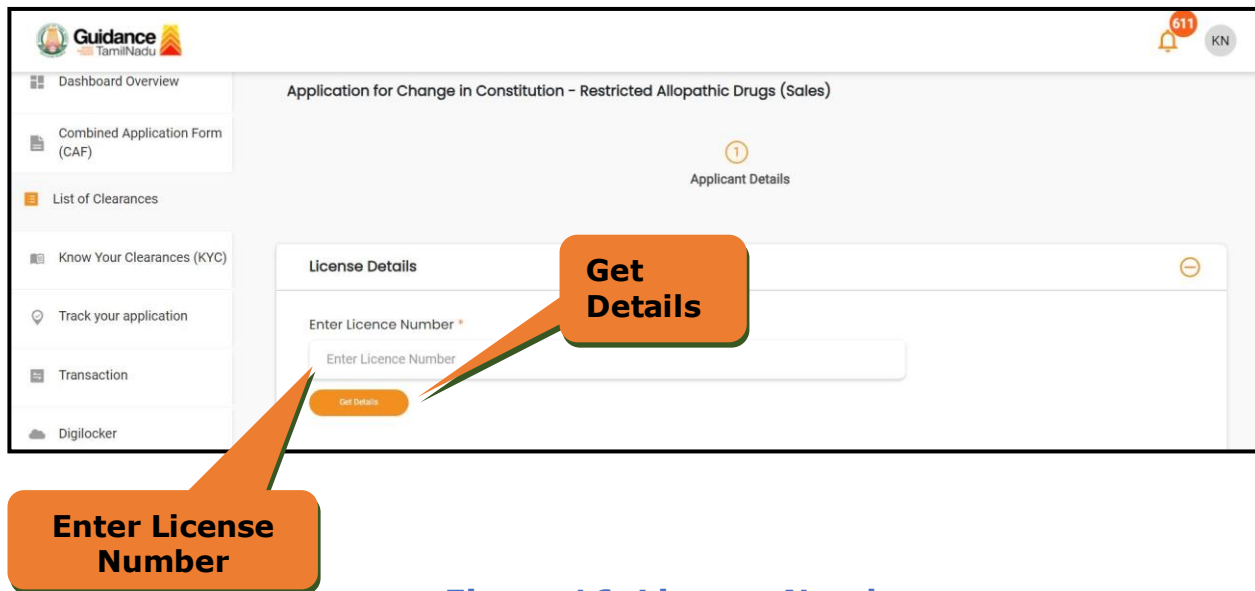
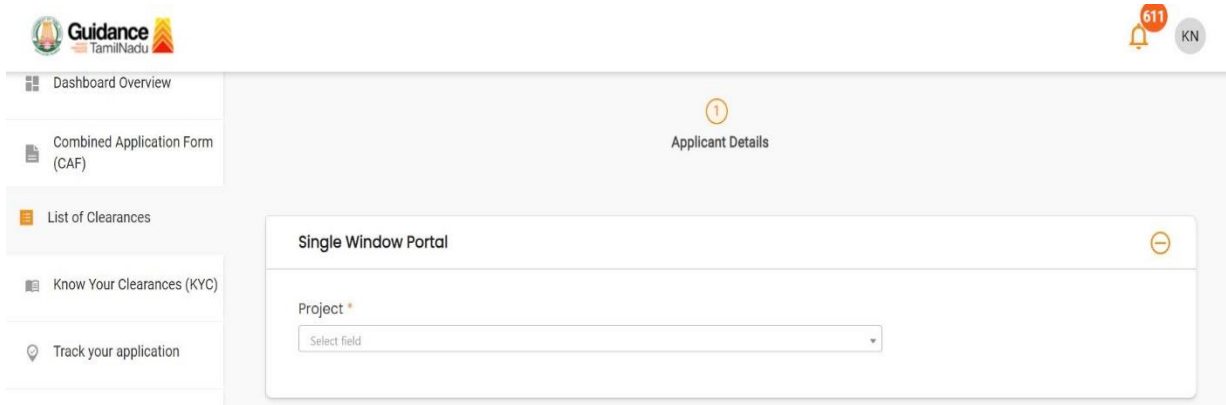


Figure 16. License Number

2) Enter all the mandatory details in the application for Application for Change in Constitution-Restricted Allopathic Drugs (Sales)

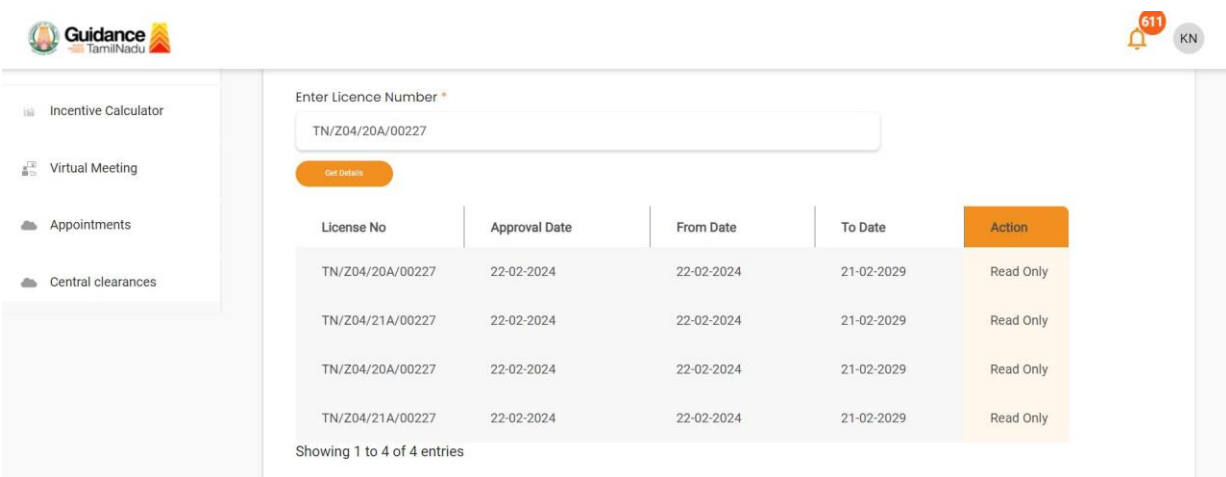


Applicant Details

Single Window Portal

Project *

Select field



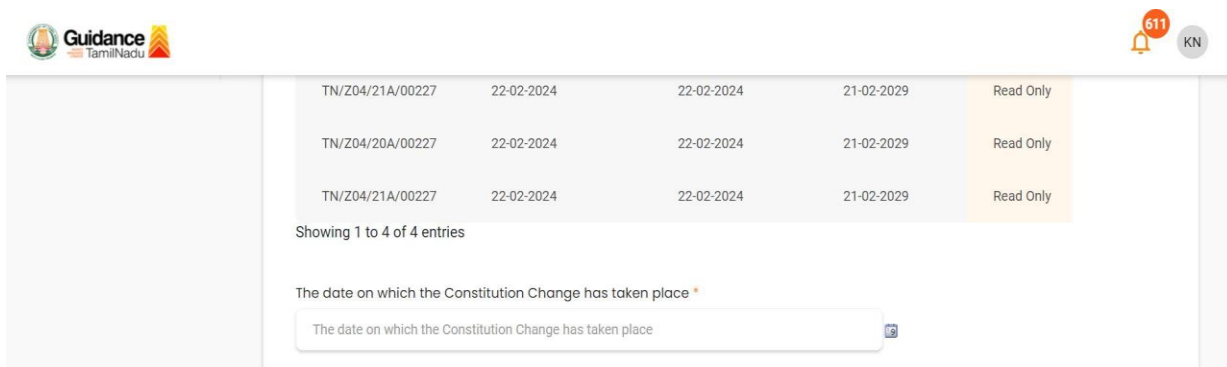
Enter Licence Number *

TN/Z04/20A/00227

Get Details

License No	Approval Date	From Date	To Date	Action
TN/Z04/20A/00227	22-02-2024	22-02-2024	21-02-2029	Read Only
TN/Z04/21A/00227	22-02-2024	22-02-2024	21-02-2029	Read Only
TN/Z04/20A/00227	22-02-2024	22-02-2024	21-02-2029	Read Only
TN/Z04/21A/00227	22-02-2024	22-02-2024	21-02-2029	Read Only

Showing 1 to 4 of 4 entries






TN/Z04/21A/00227	22-02-2024	22-02-2024	21-02-2029	Read Only
TN/Z04/20A/00227	22-02-2024	22-02-2024	21-02-2029	Read Only
TN/Z04/21A/00227	22-02-2024	22-02-2024	21-02-2029	Read Only

Showing 1 to 4 of 4 entries

The date on which the Constitution Change has taken place *

The date on which the Constitution Change has taken place




Basic Details
⊖



Constitution / Ownership Type *

Select field

Are you an Authorised Person *

Yes



Applicant Details
⊖

Appellation	Applicant Name	Designation	Aadhaar Number / Aadhaar Er	Action
No data available in table				
No Records found				


Appellation *



Select field

Applicant Name *

Designation *

Select field



Firm and Address Details
⊖

Name of the Firm *

Name of the Firm

Type of Property *

Own

State *

Tamil Nadu

City / Village/ Town *

ANDIMADAM

District *

Arnyalur

Vendor Details

Vendor Name *
SARASWATHI PHARMA AGENCIES

Licence Number *
TN-09-20-01733,TN-09-20B-00770,TN-09-21-01733

Address *
18A, Ground & 1st Floor
V.O.C Street
Vilupuram

State *
Tamil Nadu

Storage Accommodation

Do you have any special storage accommodation *
Yes

Particulars for Special Storage *
Refrigerator

Contact Details

Phone / Landline No *
9894953114

Primary Mobile Number *
[Empty field]

Contact Person *
Contact Person

Secondary Mobile Number
[Empty field]

Email ID *
[Empty field]

Buttons: Previous, Next, Reset, Save As Draft, Save

Click on 'Save'

Figure 17. Application for Change in Constitution-Restricted Allopathic Drugs (Sales)

Token ID:

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

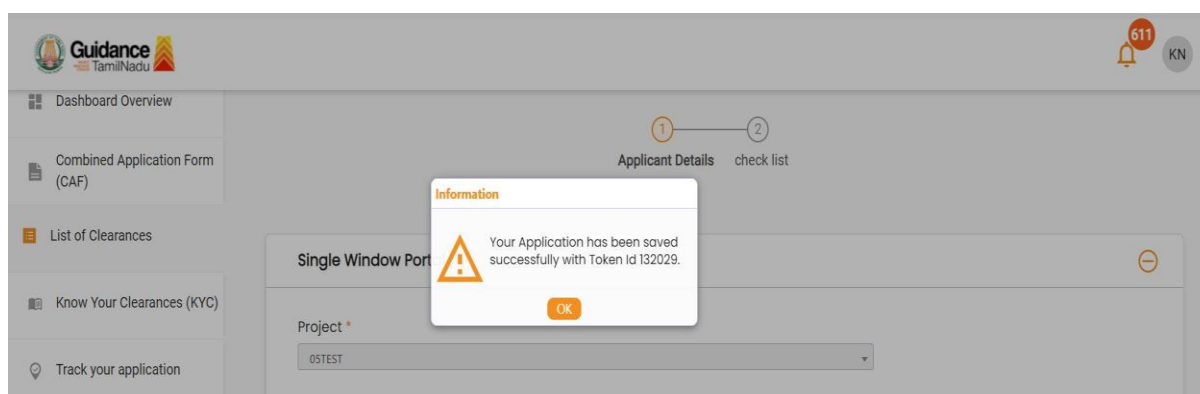


Figure 18. Token Id Generated

Checklist:

- The following supporting documents need to be uploaded by the Applicant as per the notes given
- Maximum 10 MB Allowed (Only .DOC, .PDF, .XLS, .BMP, .GIF, .JPEG, .PNG, .PPTX, .DOCX, .XLSX, .ZIP, .KML are allowed)
- In case of multiple documents, please upload in zip format
- After Uploading all the supporting document click on 'Next' to go Payment details' screen
- After uploading, click on "**Save document**" button.
- After Successful Submission, the page gets redirected to Payment gateway.

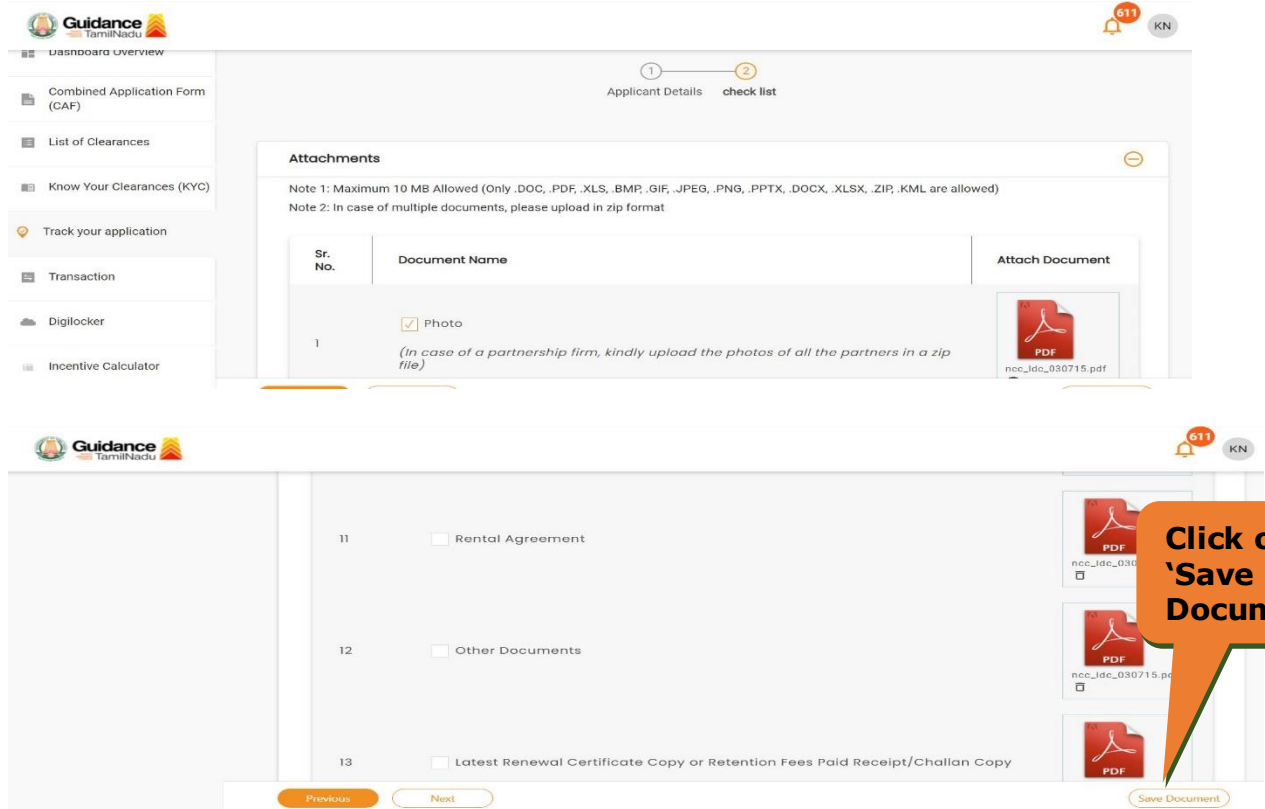


Figure 19. Checklist Document

8. Payment Process

1)The Applicant has the provision to make the payment by using “**IFHRMS Treasury**” Payment gateway.

2)Click on ‘Ok’ button, IFHRMS Payment Gateway screen would appear, click on Radio button ‘**IFHRMS Treasury**’.

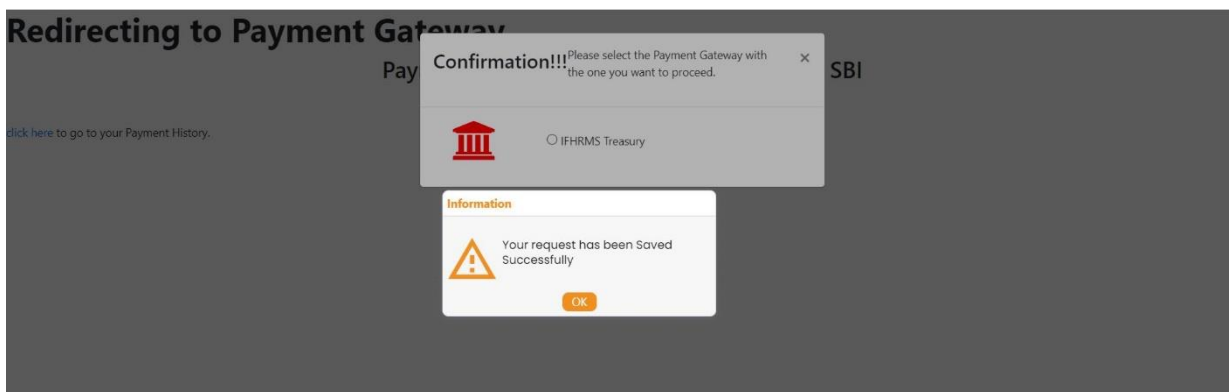


Figure 20. Payment Process

3)Then the payment '**Reference Number**' would be generated, refer the instruction note as shown in the Figure 20.

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

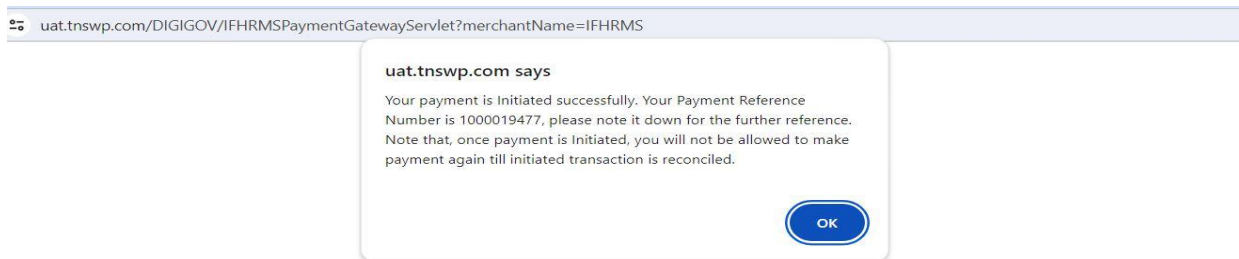


Figure 21. Payment Reference Number

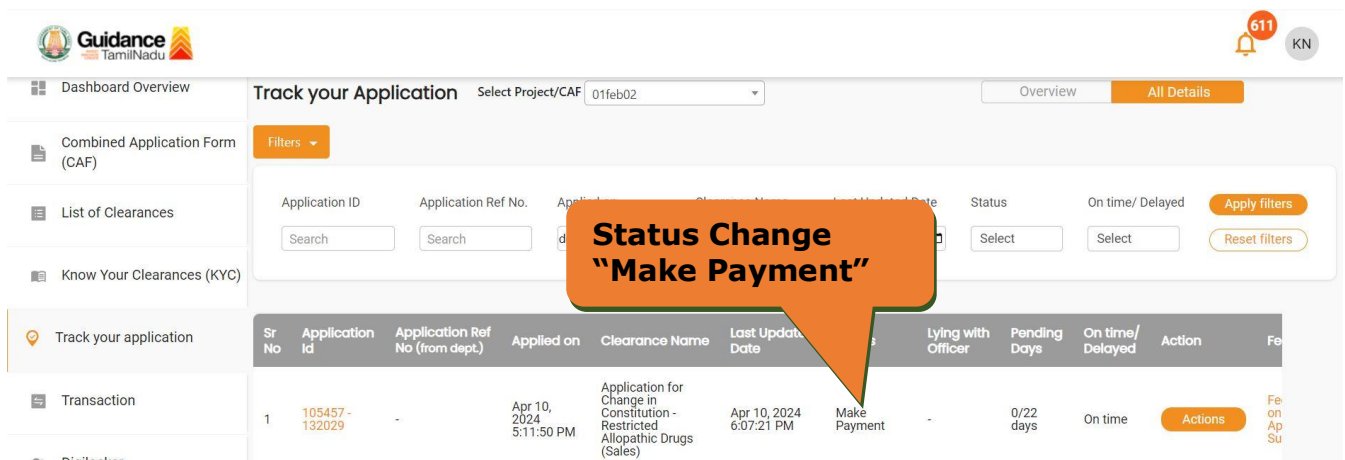
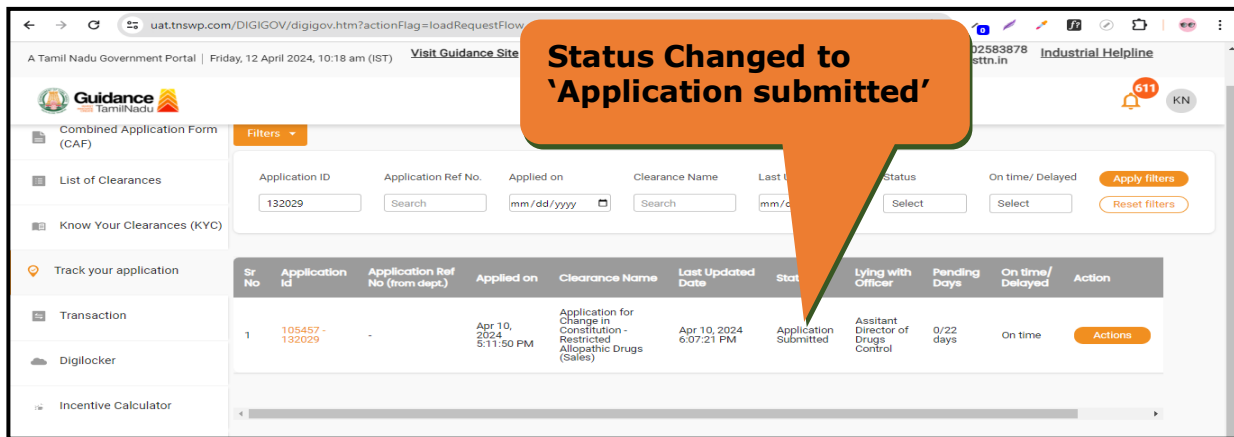


Figure 19. Status Change "Make Payment"

Application Submitted

- 1) After the applicant has completed the application form, 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**



The screenshot shows the 'Track your application' section of the Guidance TamilNadu portal. A callout box highlights the status 'Application Submitted' in the table. The table contains the following data:

Sr No	Application Id	Application Ref No (from depts)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	105457 - 132029	-	Apr 10, 2024 5:11:50 PM	Application for Change in Constitution - Restricted Allopathic Drugs (Sales)	Apr 10, 2024 6:07:21 PM	Application Submitted	Assttand Director of Drugs Control	0/22 days	On time	Actions

Figure 20. Status of the Application

9. Track Your Application

1) After submitting the application, a unique 'token ID' would be generated. Using the '**Token ID**' the Applicant can track the status of clearances by clicking on 'Track your application' option.'

2) Applicant to choose the name of the project created during CAF from the dropdown '**Select Project / CAF**' displayed at the top of the page.

- **Track your application– Overview Option**

By clicking on 'Overview' tab, Applicant can view the count of various clearance statuses as follows.

- **Total Pending Clearances**
- **Total Approved Clearances**
- **Total Rejected Clearances**

Track Your Application

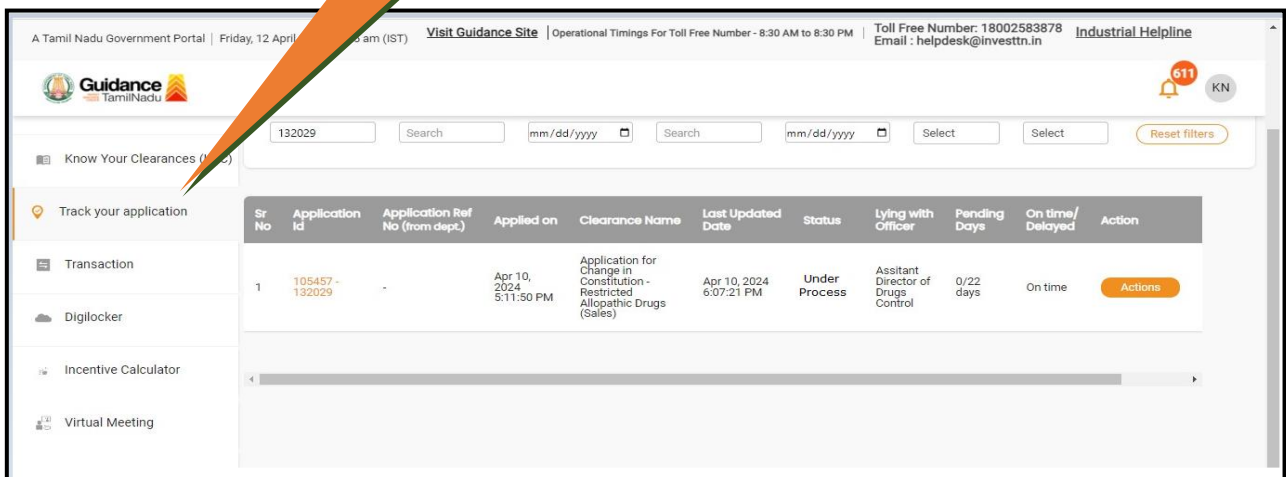


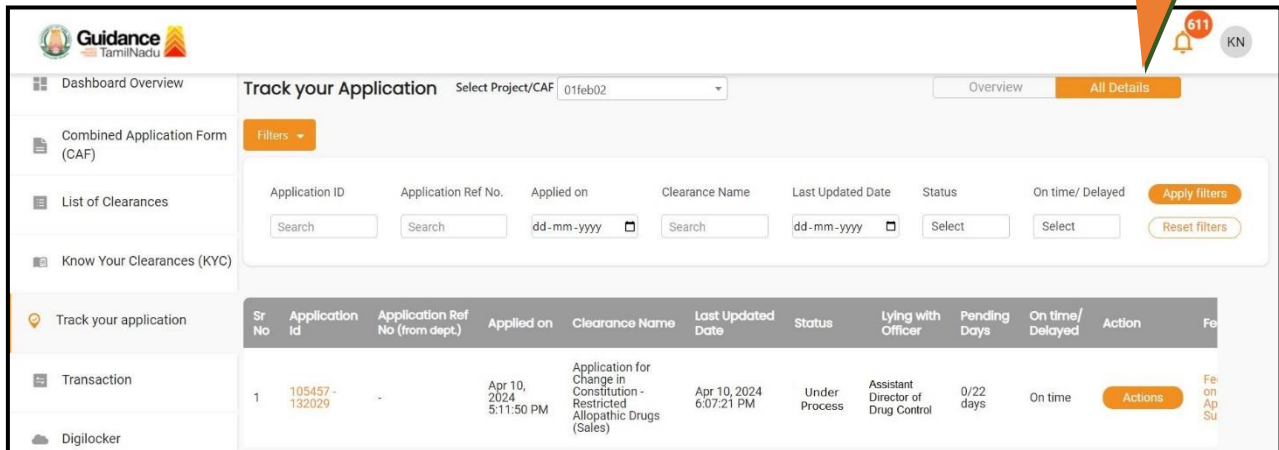
Figure 21. Track Your Application

- **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

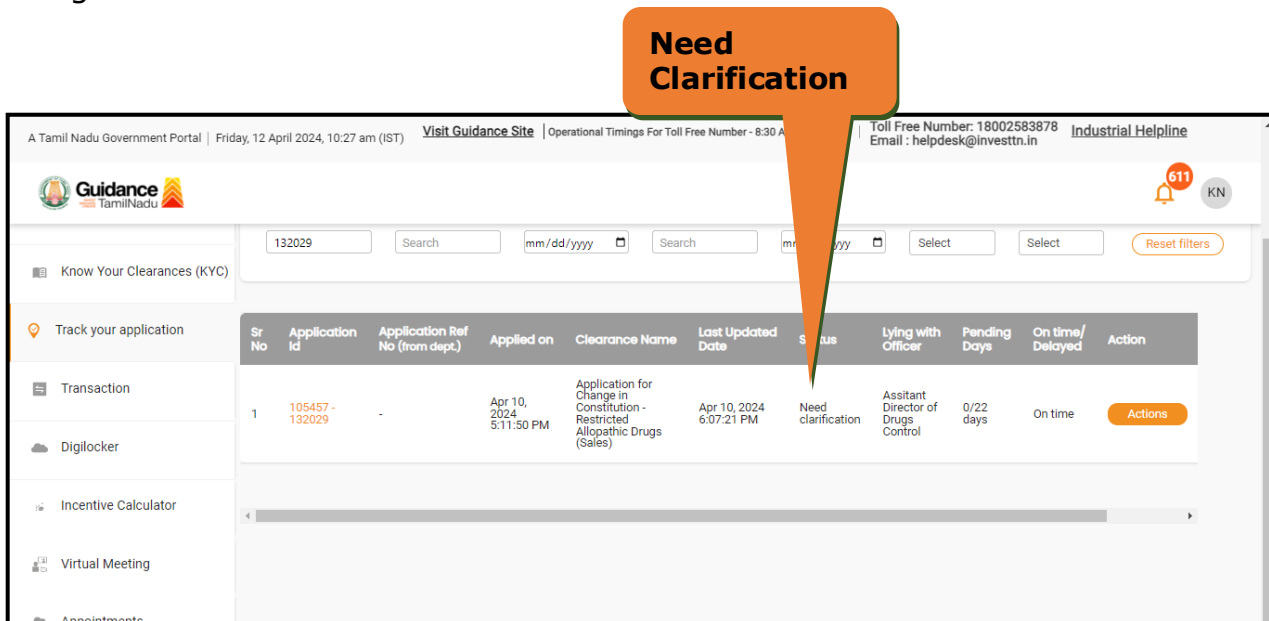


Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/Delayed	Action
1	105457 - 132029	-	Apr 10, 2024 5:11:50 PM	Application for Change in Constitution - Restricted Allopathic Drugs (Sales)	Apr 10, 2024 6:07:21 PM	Under Process	Assistant Director of Drug Control	0/22 days	On time	Actions

Figure 22. ‘All Details’ tab

10. Query Clarification

- 1) 1) After submitting the application to the Drugs department, the concerned officer – Additional director of Drugs control reviews the application and if there are any clarifications required, the 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 respond to the query as shown in the below figure.



The screenshot shows the 'Track your application' section of the Guidance TamilNadu portal. A table displays application details, with the status 'Need clarification' highlighted by an orange callout bubble. The table includes columns for Sr No, Application Id, Application Ref No, Applied on, Clearance Name, Last Updated Date, Status, Lying with Officer, Pending Days, On time/Delayed, and Action.

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	105457 - 132029	-	Apr 10, 2024 5:11:50 PM	Application for Change in Constitution - Restricted Allopathic Drugs (Sales)	Apr 10, 2024 6:07:21 PM	Need clarification	Assitant Director of Drugs Control	0/22 days	On time	Actions

Figure 22. Need Clarification

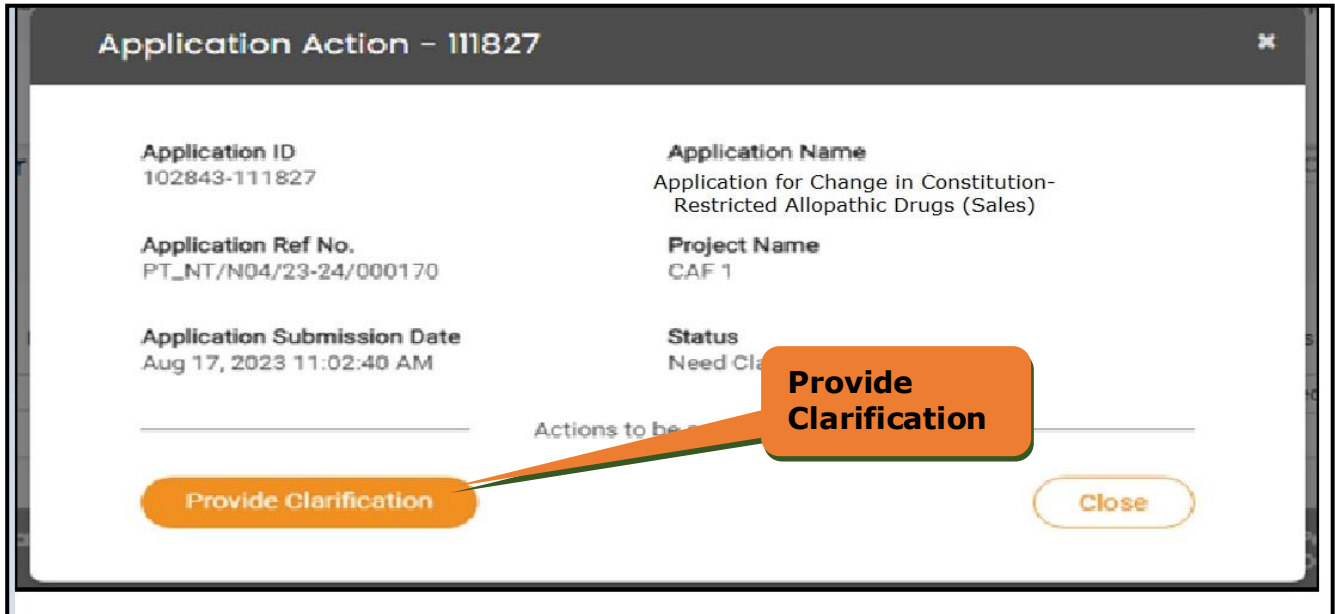


Figure 23. Provide Clarification

- 5) The Applicant clicks on **'Provide Clarification'** 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.

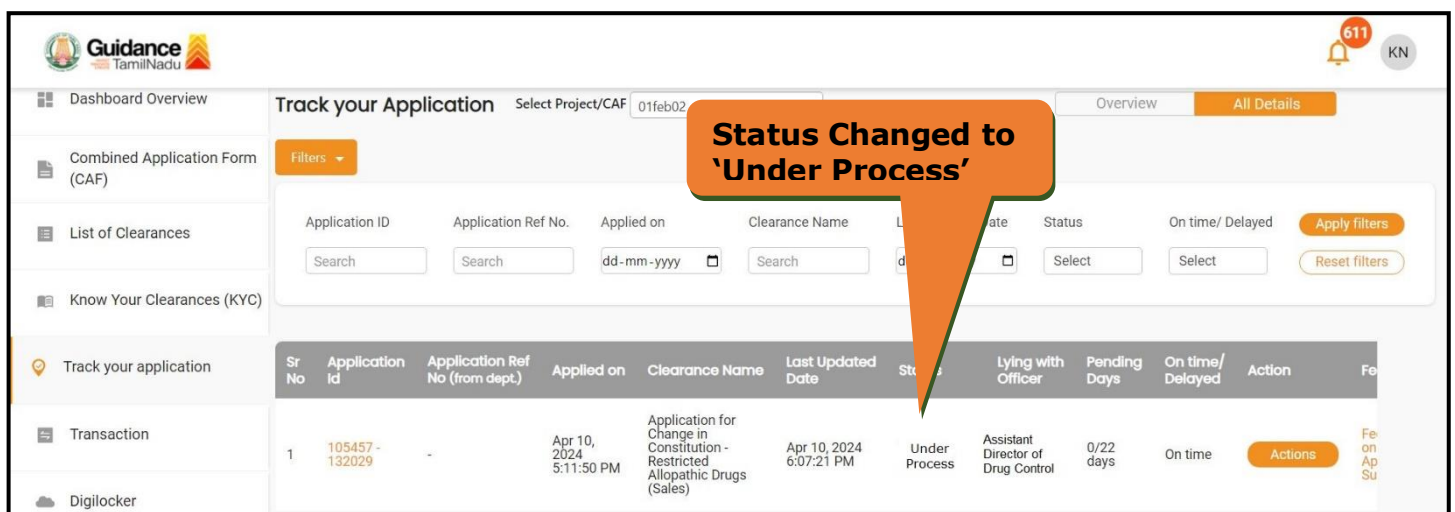


Figure 24. Under Process

11. Application Processing

1) The Assistant Director of Drug Control reviews the application and updates the status as **“Approved or Rejected”**

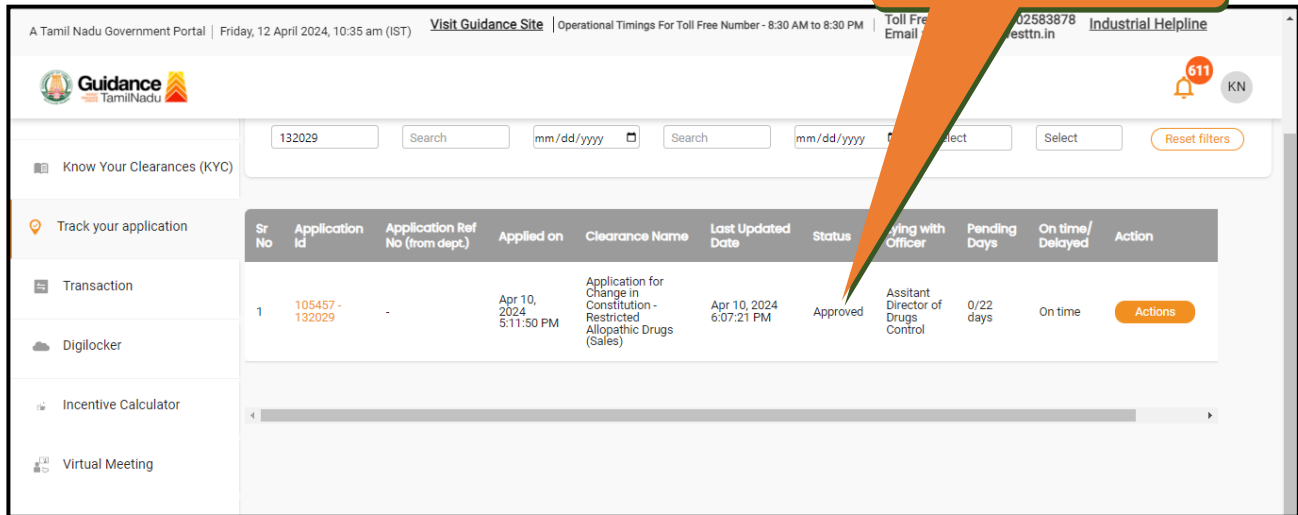


Figure 25. Application Processed

2) If the application is **‘Approved’** by the Assistant Director of Drug Control, the applicant can download the Approval Certificate under **Track your application – > Action button -> Download Certificate** (Refer Figure

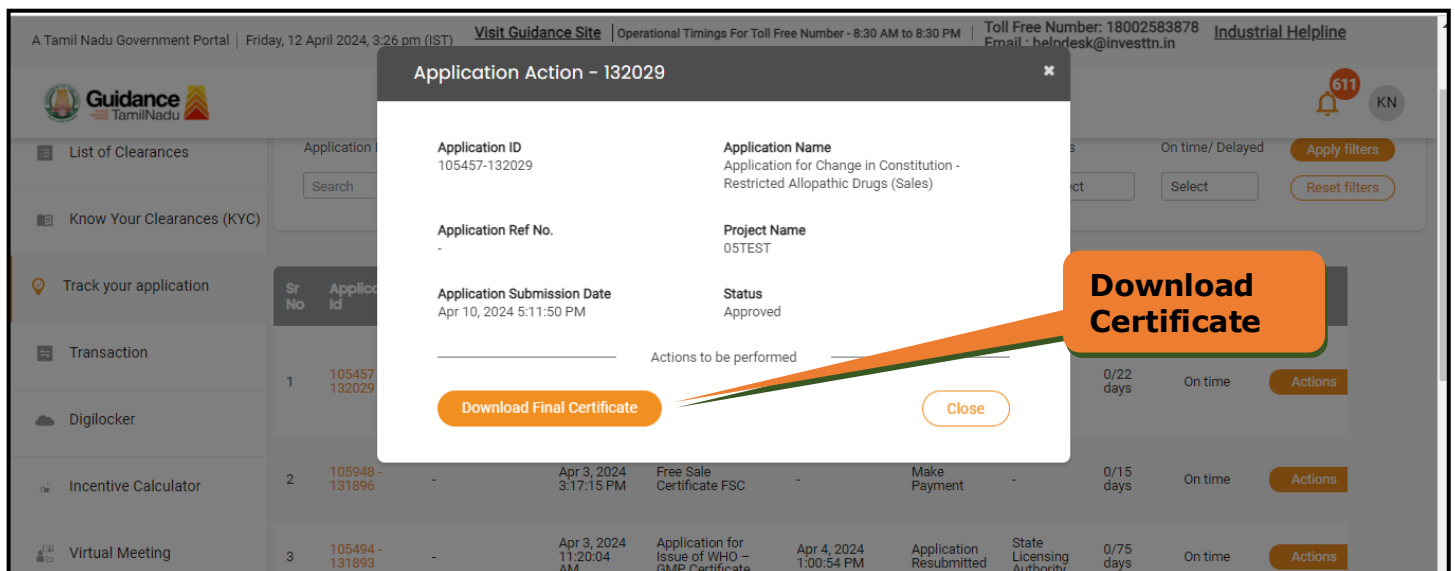
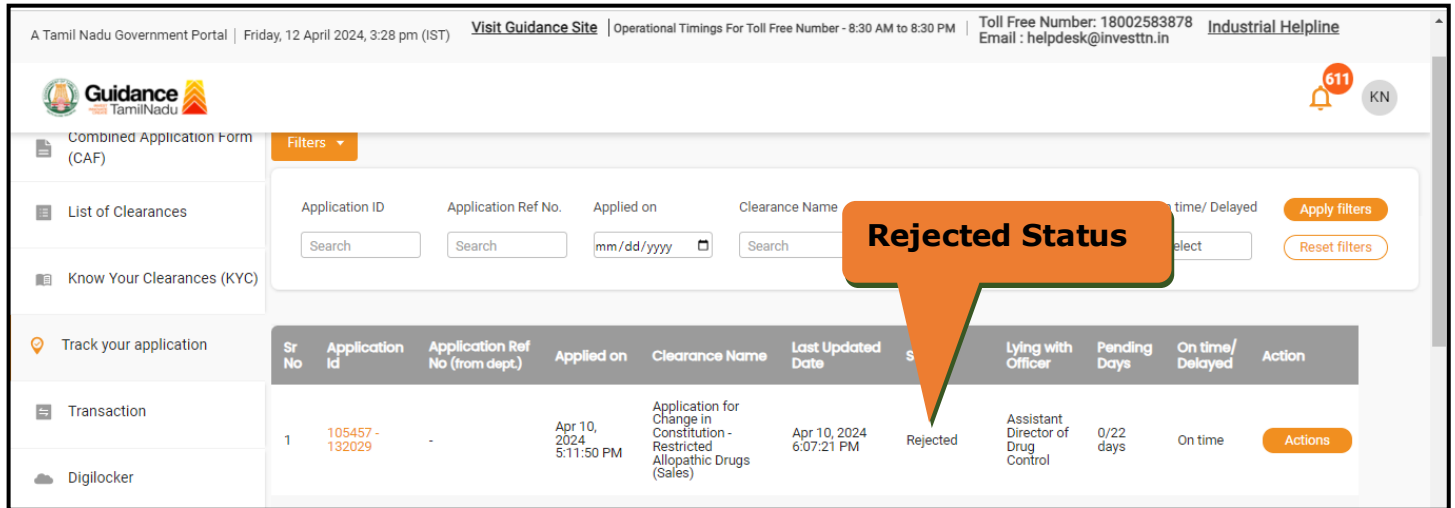


Figure 26. Download Certificate

3) If the application is '**Rejected**' by the Assistant Director of Drug Control, the applicant can view the rejection remarks under the Actions Tab by the Revenue Officer. Applicant has to create a fresh application if the application has been rejected. (Refer Figure 27).



The screenshot shows the Guidance TamilNadu portal interface. At the top, there is a navigation bar with the logo and contact information. Below this is a sidebar with menu items like 'Combined Application Form (CAF)', 'List of Clearances', and 'Track your application'. The main content area features a search filter section with fields for Application ID, Application Ref No., Applied on, and Clearance Name. Below the filters is a table listing applications. One application is highlighted with an orange callout bubble labeled 'Rejected Status'.

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	105457 - 132029	-	Apr 10, 2024 5:11:50 PM	Application for Change in Constitution - Restricted Allopathic Drugs (Sales)	Apr 10, 2024 6:07:21 PM	Rejected	Assistant Director of Drug Control	0/22 days	On time	Actions

Figure 27. Rejected Status

