

# **TAMILNADU SINGLE WINDOW PORTAL**

## **APPLICANT MANUAL**

**Application for Surrender of Sales License**

**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) **Applicants can reach the helpdesk Toll free number-1800-258-3878 and Helpdesk Email.**

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

**Toll free number  
and Mail Id**



tnswp.com/DIGIGOV/swp-tnswp.jsp

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

<b>#1</b> Number of Factories in India	<b>#1</b> Number of Operational SEZs in India	<b>#1</b> Governance & Political Stability (N-SIPI 2019)	<b>#1</b> International and Domestic Tourist Arrivals	<b>#1</b> Best Performing State (India Today State of the State Award 2018, 2019 & 2020)
<b>#2</b> Sustainable Development Goals (SDG) Index 2020-21 (NITI Aayog)	<b>#2</b> Second Largest Economy in India	<b>#2</b> Best Governed State (Public Affairs Index 2020)	<b>#2</b> Job Creation Under IBPS Scheme	<b>#2</b> 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

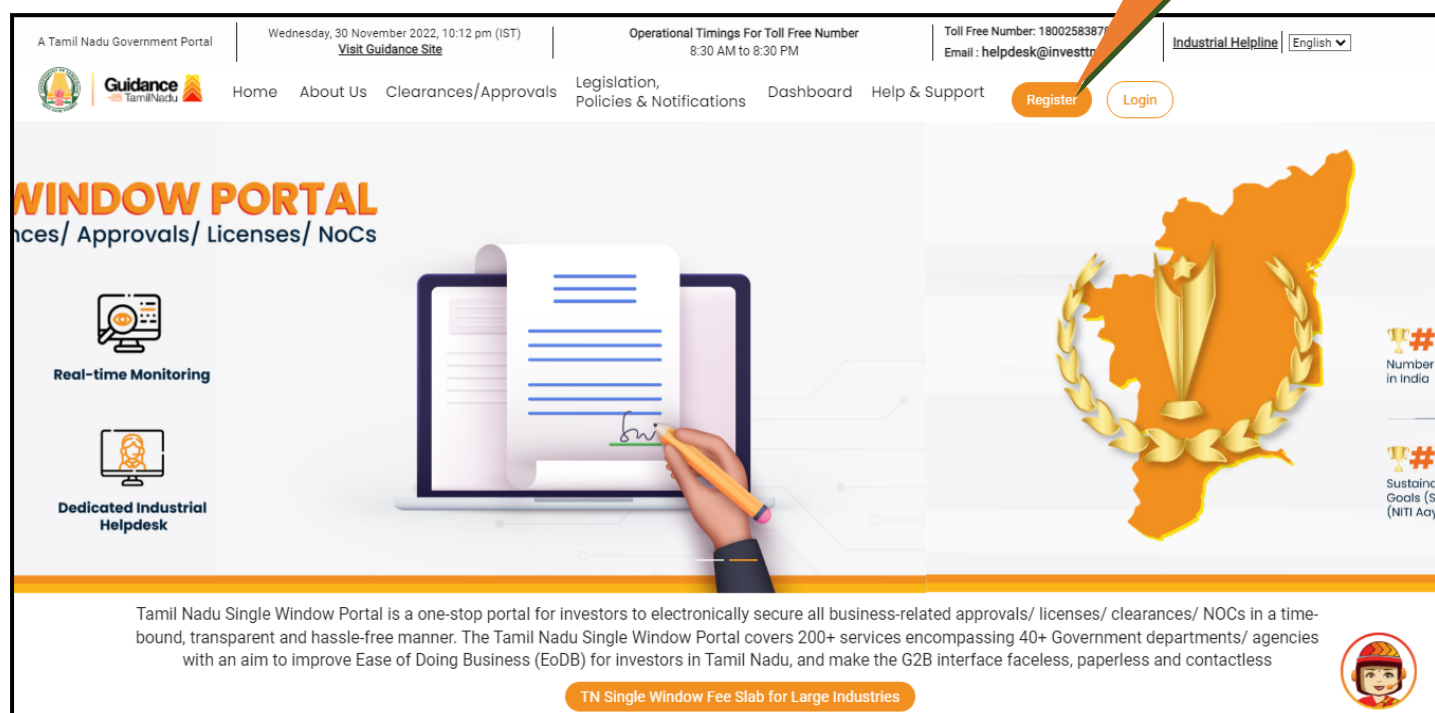
[TN Single Window Fee Slab for Large Industries](#)

**Figure 1. Single Window Portal Home Page**

## 2. Registration

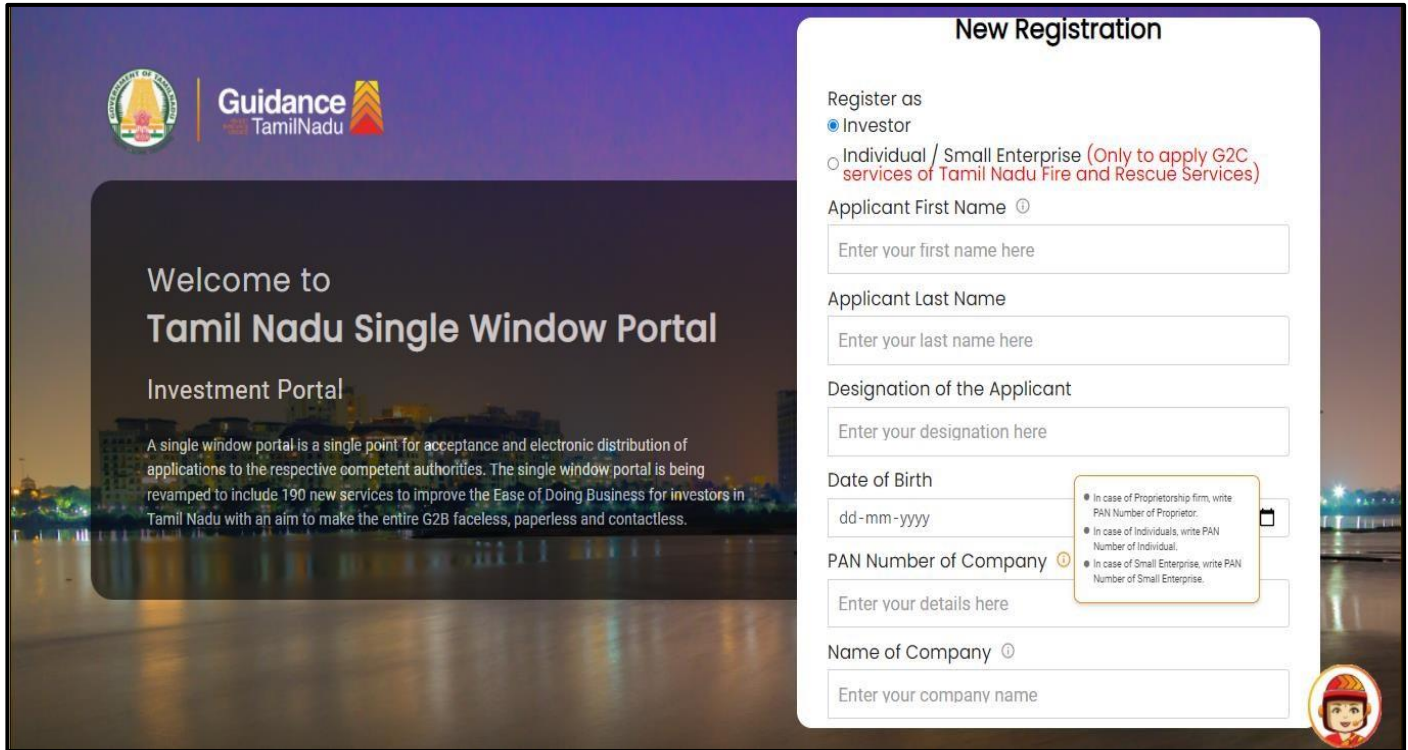
To access the TNSWP and to apply for various clearances the applicant needs to complete the Registration process.


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.





**Guidance**  
TamilNadu

## 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

 📅

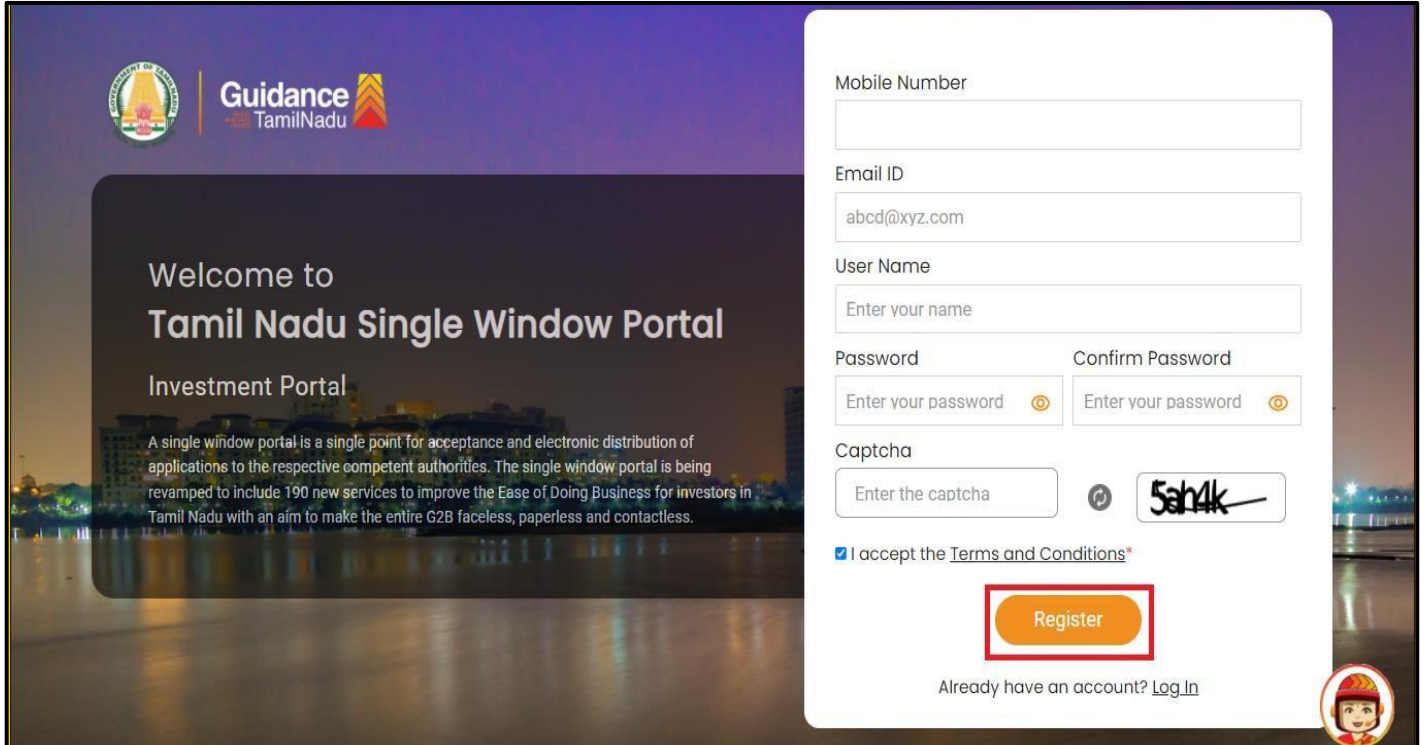
PAN Number of Company ⓘ


- 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 ⓘ



**Figure 3. Registration Form**





**Guidance**  
TamilNadu

## Welcome to Tamil Nadu Single Window Portal

### Investment Portal

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

Mobile Number


Email ID

User Name

Password 👁      Confirm Password


Captcha

 🔑 

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

Register

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



**Figure 4. Registration Form Submission**

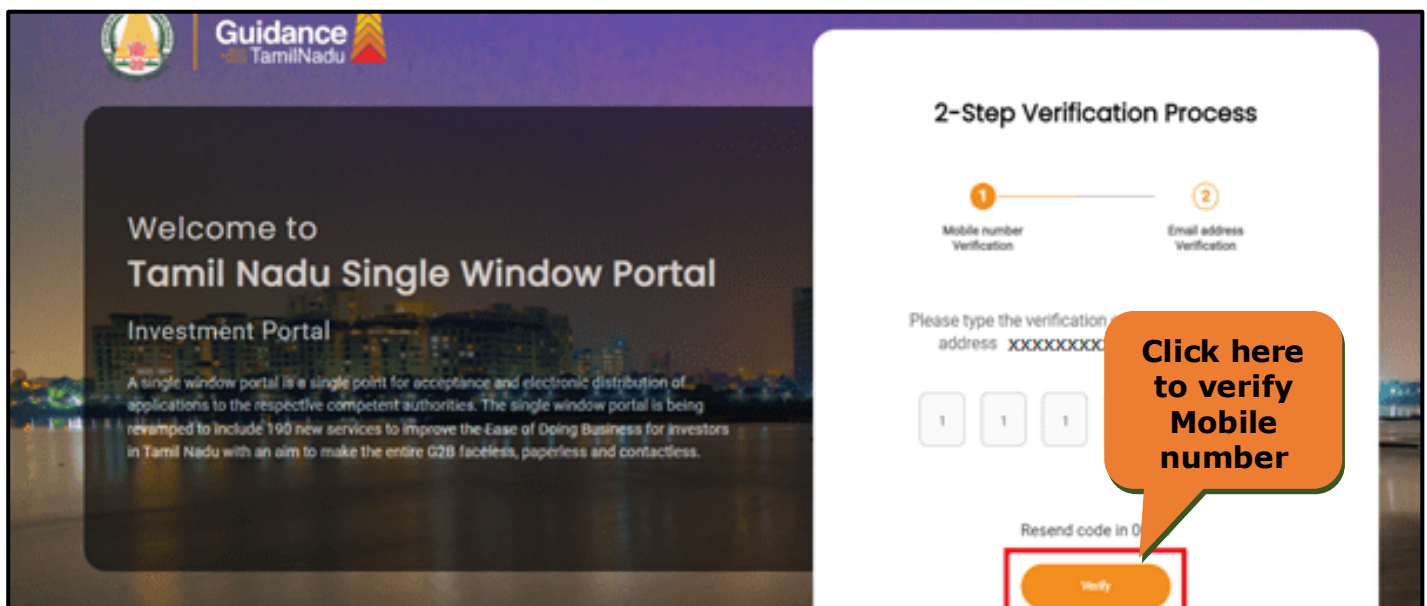
- 6) The Email ID would be the Username to login the TNSWP.
- 7) Future communications would be sent to the registered mobile number and Email ID of the applicant.
- 8) Create a strong password and enter the Captcha code as shown.
- 9) The applicant must read and accept the terms and conditions and click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

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

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

- **Mobile Number Verification**

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

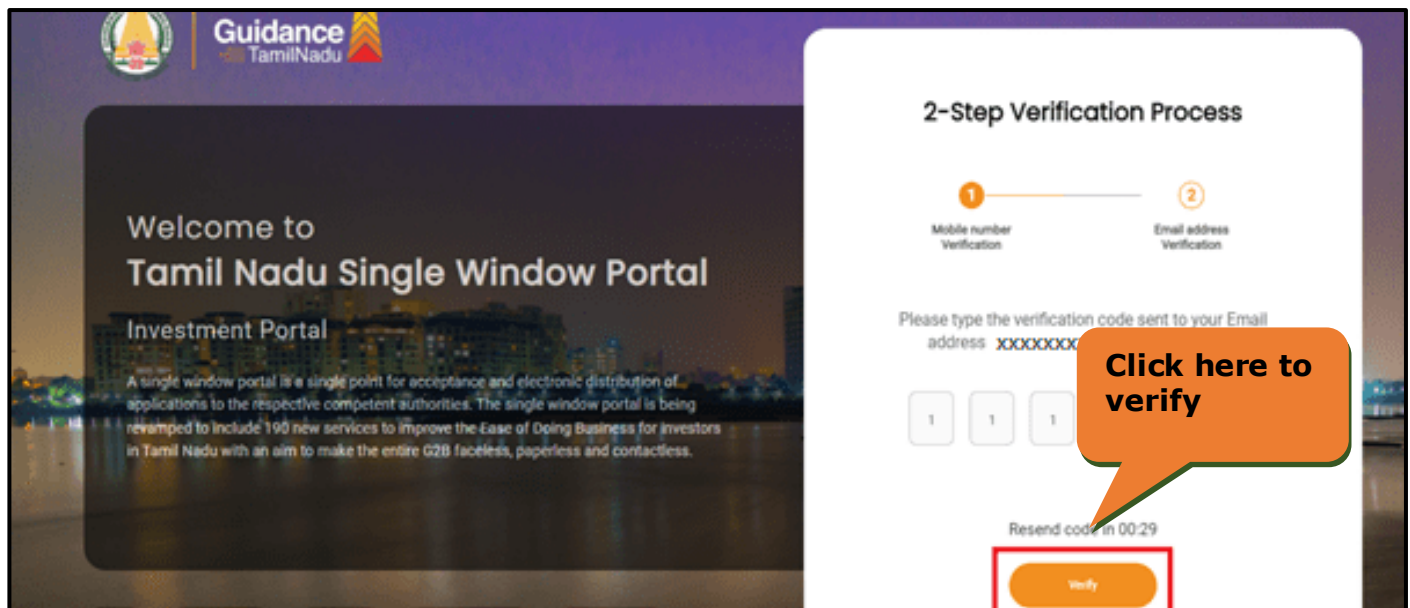


**Figure 5. Mobile Number Verification**



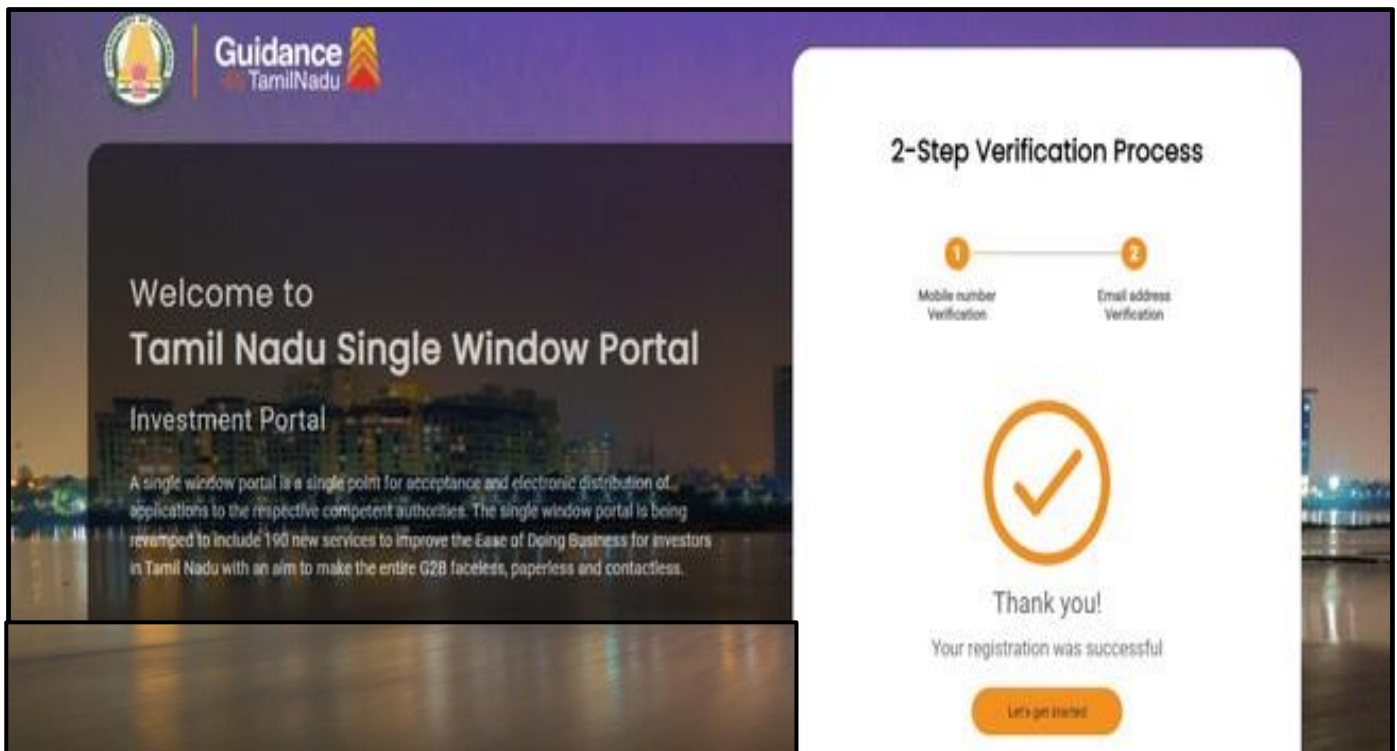
- **Email ID Verification**

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



**Figure 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 the **“Login”** button to enter TNSWP.

**Login to TNSWP**



The screenshot shows the TNSWP website interface. The browser address bar displays 'tnswp.com/DIGIGOV/swp-tnswp.jsp'. The page header includes the date 'Wednesday, 30 November 2022, 10:11 pm (IST)', operational timings '8:30 AM to 8:30 PM', and contact information 'Toll Free Number: 1800258387' and 'Email: helpdesk@investtn.in'. The navigation menu contains 'Home', 'About Us', 'Clearances/Approvals', 'Legislation, Policies & Notifications', 'Dashboard', and 'Help & Support'. Two buttons, 'Register' and 'Login', are visible in the top right. The main content area features a large orange map of Tamil Nadu on the left and a central banner with the text 'TAMIL NADU Leading the Nation'. Below the banner are two rows of award statistics, each with a trophy icon and a '#1' or '#2' ranking. The bottom section contains a descriptive paragraph about the portal and a 'TN Single Window Fee Slab for Large Industries' button.

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: 1800258387 | Email: helpdesk@investtn.in | Industrial Helpline | English

Guidance TamilNadu | 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)
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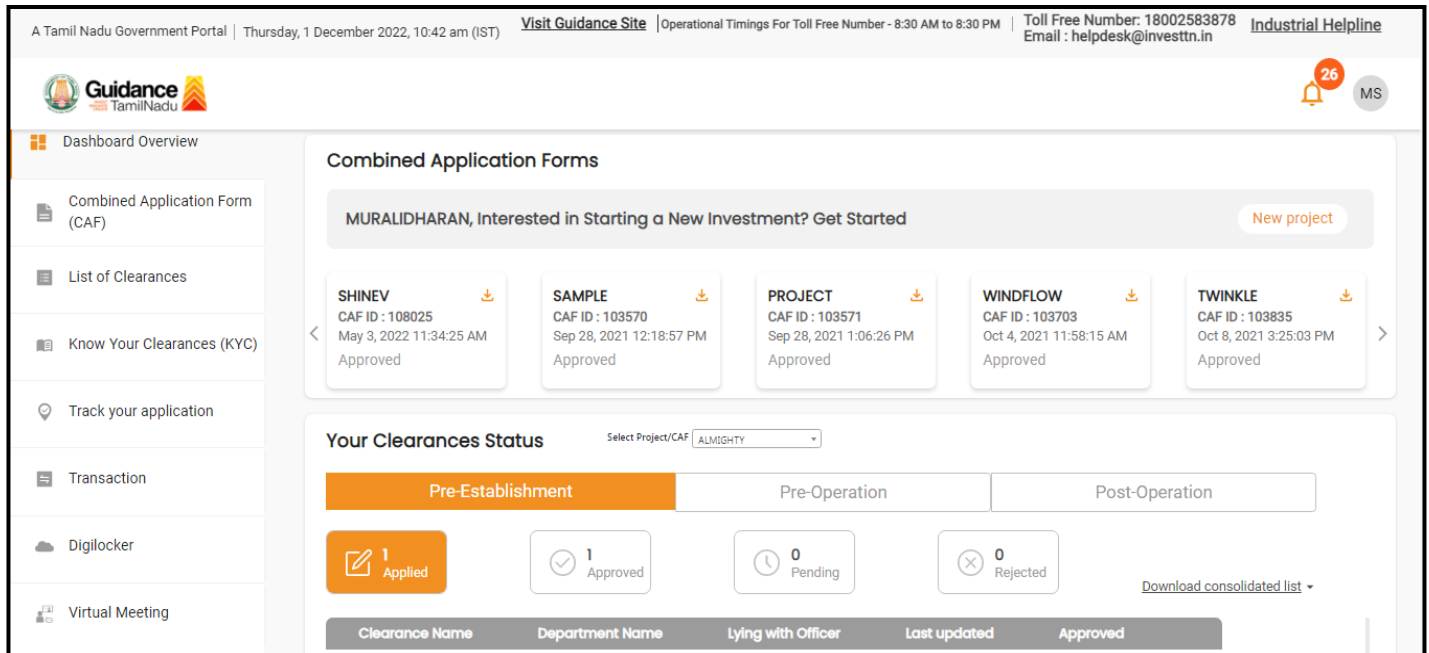
Tamil Nadu Single Window Portal is a one-stop portal for investors to electronically secure all business-related approvals/ licenses/ clearances/ NOCs in a time-bound, transparent and hassle-free manner. The Tamil Nadu Single Window Portal covers 200+ services encompassing 40+ Government departments/ 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 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.



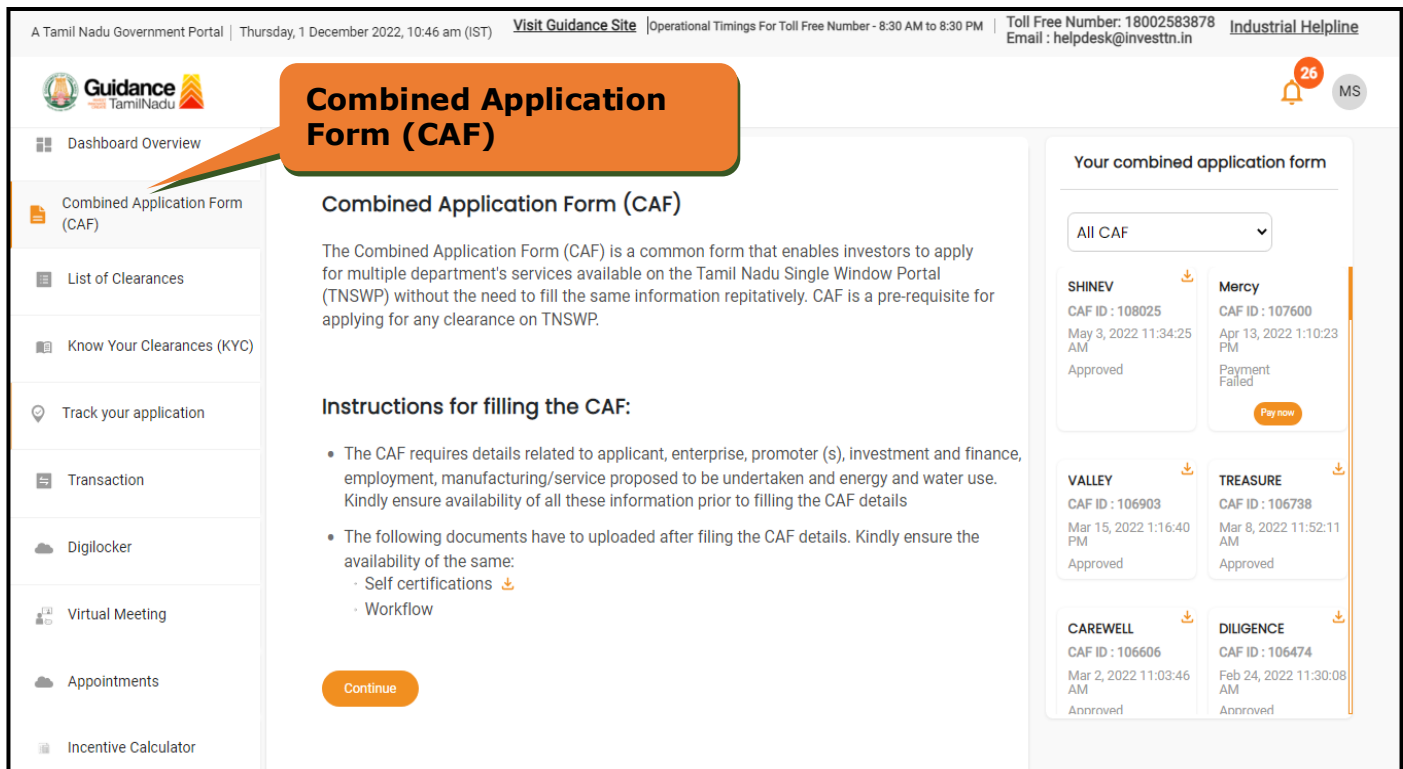
The screenshot shows the dashboard overview page for the TNSWP application. The page header includes the Tamil Nadu Government Portal information, the date and time (Thursday, 1 December 2022, 10:42 am IST), and contact details for the Guidance Site and Industrial Helpline. The main content area is divided into several sections:

- Dashboard Overview:** A sidebar menu on the left contains links for Dashboard Overview, Combined Application Form (CAF), List of Clearances, Know Your Clearances (KYC), Track your application, Transaction, Digilocker, and Virtual Meeting.
- Combined Application Forms:** A section titled "MURALIDHARAN, Interested in Starting a New Investment? Get Started" with a "New project" button. Below this, there are five cards representing different projects: SHINEV, SAMPLE, PROJECT, WINDFLOW, and TWINKLE. Each card displays the CAF ID, the date and time of the application, and the status (Approved).
- Your Clearances Status:** A section with a dropdown menu for "Select Project/CAF" set to "ALMIGHTY". It features three tabs: Pre-Establishment (selected), Pre-Operation, and Post-Operation. Below the tabs, there are four status indicators: Applied (1), Approved (1), Pending (0), and Rejected (0). A "Download consolidated list" link is also present.
- Table:** A table at the bottom of the dashboard with columns for Clearance Name, Department Name, Lying with Officer, Last updated, and Approved.

**Figure 9. Dashboard Overview**

## 6. Combined Application Form (CAF)

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

[Continue](#)

**Your combined application form**

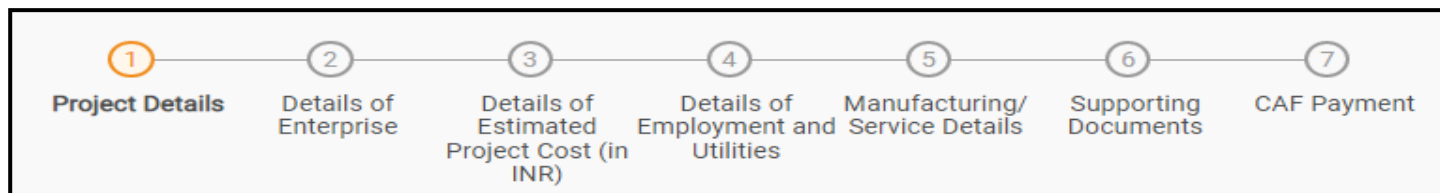
All CAF

<b>SHINEV</b> CAF ID : 108025 May 3, 2022 11:34:25 AM Approved	<b>Mercy</b> CAF ID : 107600 Apr 13, 2022 11:10:23 PM Payment Failed <a href="#">Pay now</a>
<b>VALLEY</b> CAF ID : 106903 Mar 15, 2022 1:16:40 PM Approved	<b>TREASURE</b> CAF ID : 106738 Mar 8, 2022 11:52:11 AM Approved
<b>CAREWELL</b> CAF ID : 106606 Mar 2, 2022 11:03:46 AM Approved	<b>DILIGENCE</b> CAF ID : 106474 Feb 24, 2022 11:30:08 AM Approved

**Figure 10. Combined Application Form (CAF)**

## 6.1 Sections of Combined Application Form

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



**Figure 11. Section of Combined Application Form (CAF)**

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

- **Self-Certification:**

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

- **Workflow:**

- Prepare and upload the business process flow chart.

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

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

The screenshot displays the Guidance TamilNadu web application interface. At the top, there is a navigation bar with the Guidance TamilNadu logo and a notification bell icon showing 309 alerts. Below the navigation bar is a progress indicator with seven steps: 1. Project Details, 2. Details of Enterprise, 3. Details of Estimated, 4. Details of Employment and Utilities, 5. Details of Manufacturing, 6. Supporting Documents, and 7. CAF Payment. The current step is CAF Payment. A confirmation message box is overlaid on the page, stating: "Information: Your CAF details have been successfully saved. Kindly review the CAF fees amount and make applicable payment to submit the CAF." Below the message box, the "Payment Details" section is visible, showing options for "Lump sum" (selected) and "à la carte", and a text input field for "Amount to be paid (in INR)" with the value "500000" and a "Calculate Fee" button. The amount is also displayed as "Five Lakh".

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

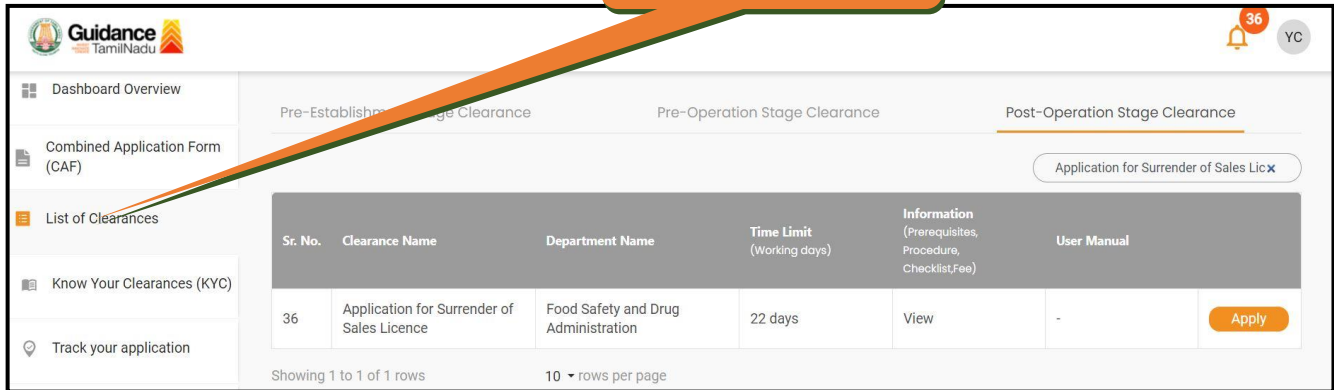
**Note:**

*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 Surrender of Sales Licence

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
36	Application for Surrender of Sales Licence	Food Safety and Drug Administration	22 days	View	-

Figure 13. List of Clearances

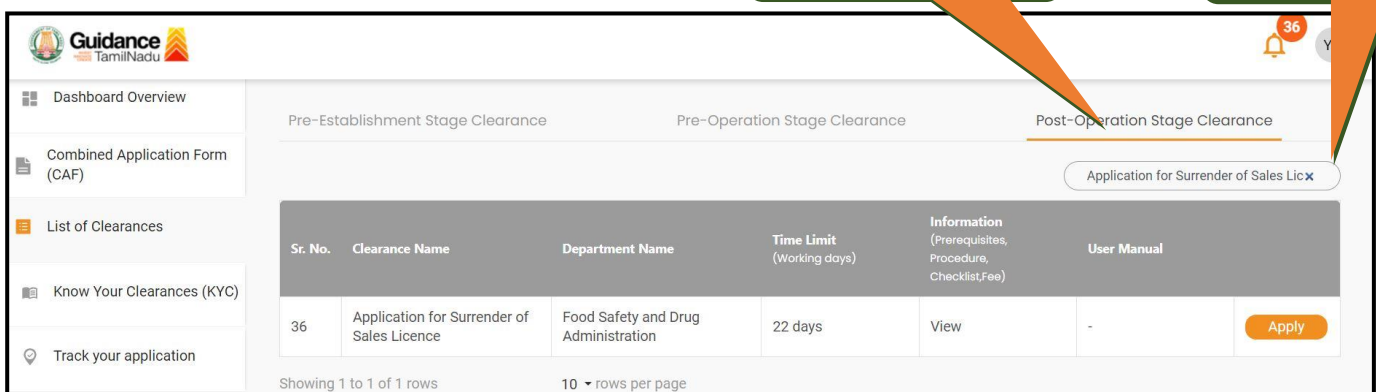
2. The list of clearances is segregated into three stages.

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

3. Select ‘**Post-Operation Stage Clearance**’ and find the clearance ‘**Application for Surrender of Sales Licence**’ 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
36	Application for Surrender of Sales Licence	Food Safety and Drug Administration	22 days	View	-

Figure 14. Search for Clearance



- 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)
- To apply for the clearance, click on 'Apply' to access the department application form (Refer Figure 15).
- 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 the 'Guidance TamilNadu' dashboard. On the left is a navigation menu with items: Dashboard Overview, Combined Application Form (CAF), List of Clearances, Know Your Clearances (KYC), and Track your application. The main content area is titled 'Pre-Operational Stage Clearance' and contains a table with the following data:

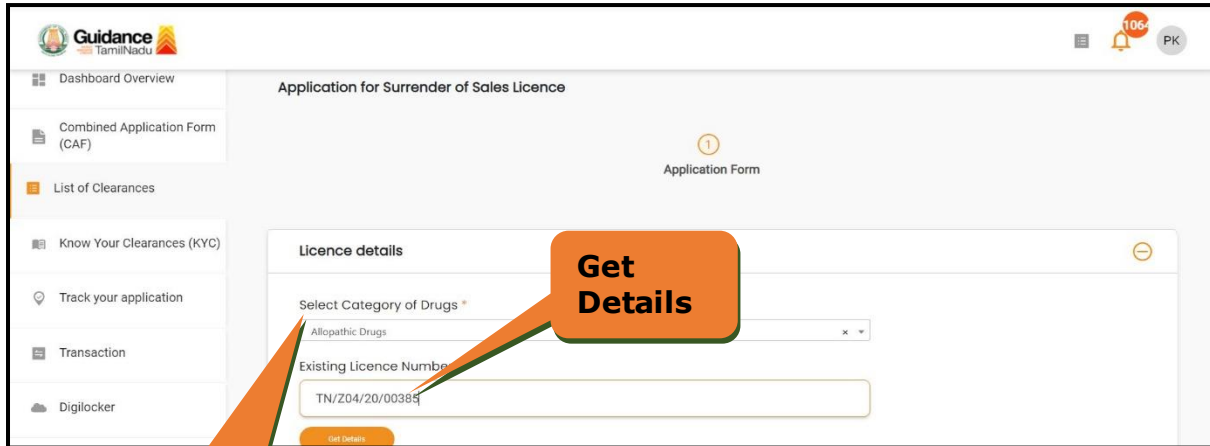
Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
36	Application for Surrender of Sales Licence	Food Safety and Drug Administration	22 days	View	-

Below the table, it says 'Showing 1 to 1 of 1 rows' and '10 rows per page'. Two orange callout boxes are overlaid on the image: 'View Information' points to the 'View' button in the 'Information' column, and 'Apply for Clearance' points to the 'Apply' button in the 'User Manual' column.

**Figure 15. Apply for Clearance**

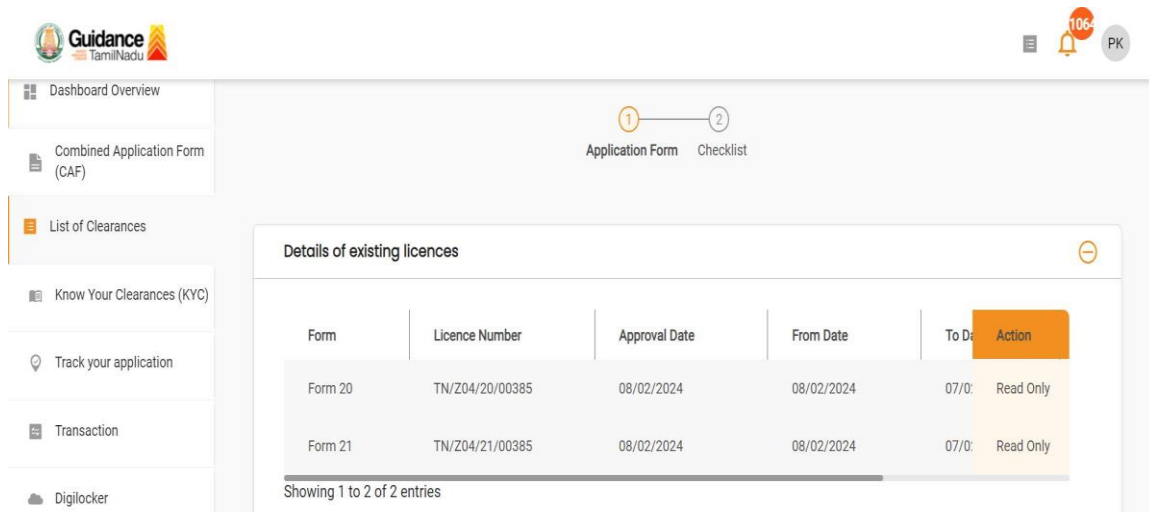
## Allopathic Drugs:

1) **Existing Licence Number / Get Details** from the drop-down menu.



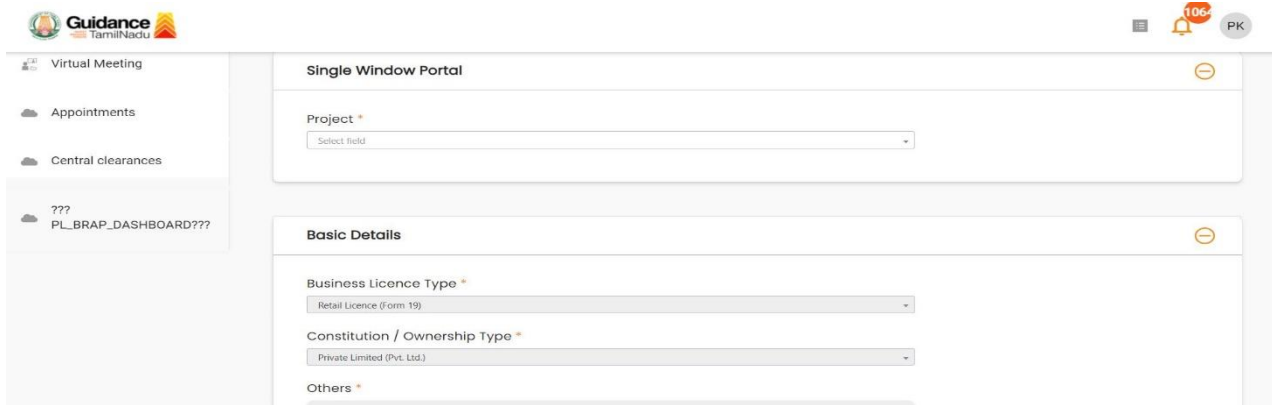
**Existing Licence Number**

**Figure 16. Existing Licence Number**



**Figure 17. Details of existing licenses**

## 2) Enter all the mandatory details in the application for Application for Surrender of Sales Licence



**Single Window Portal**

Project \*

Select field

---

**Basic Details**

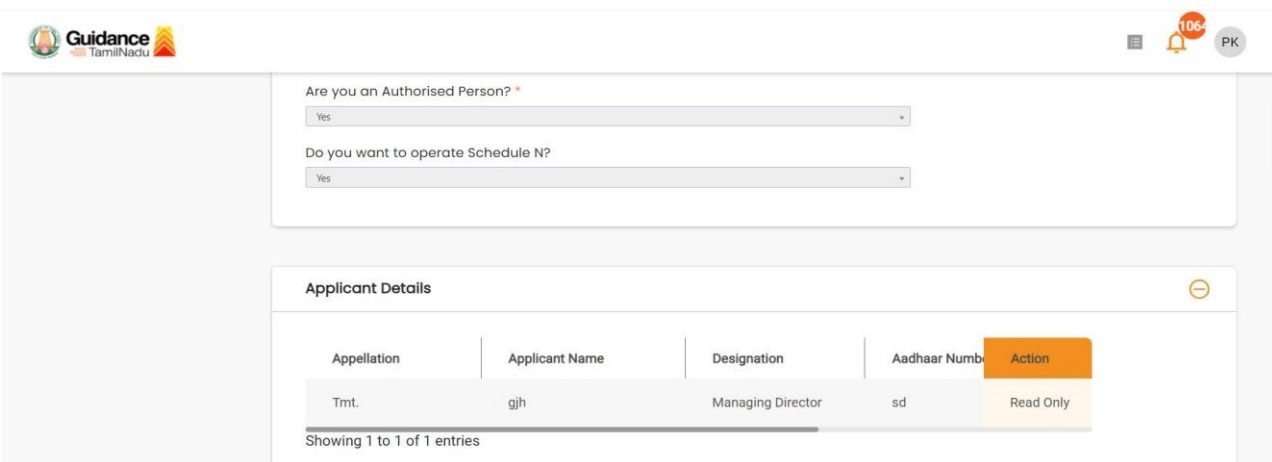
Business Licence Type \*

Retail Licence (Form 19)

Constitution / Ownership Type \*

Private Limited (Pvt. Ltd.)

Others \*



Are you an Authorised Person? \*

Yes

Do you want to operate Schedule N?

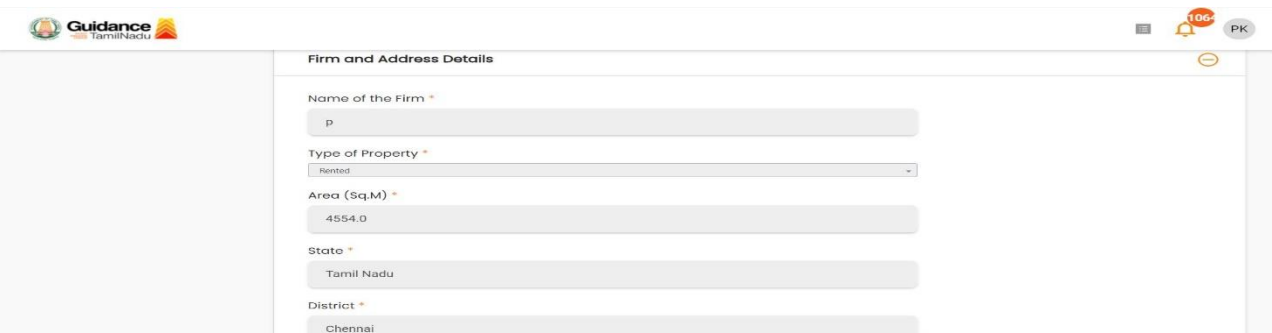
Yes

---

**Applicant Details**

Appellation	Applicant Name	Designation	Aadhaar Number	Action
Tmt.	gjh	Managing Director	sd	Read Only

Showing 1 to 1 of 1 entries



**Firm and Address Details**

Name of the Firm \*

P

Type of Property \*

Rented

Area (Sq.M) \*

4554.0

State \*

Tamil Nadu

District \*

Chennai

Guidance TamilNadu 106 PK

Alandur

Zone \*  
Select field

City / Village/ Town \*  
ALANDUR

Street No./Name \*  
1212

Door / Flat No \*  
122

Direction of the Shop  
rtert

Guidance TamilNadu 106 PK

Floor  
rt

Pin Code \*  
600042

**Vendor Details**

Are you an Itinerant Vendor? \*  
Select field

Licenced Dealer \*  
Licenced Dealer

Guidance TamilNadu 106 PK

Vendor Name \*  
Vendor Name

Vendor Licence Number \*  
Vendor Licence Number

Vendor Address \*  
Vendor Address

Vendor State \*  
Select field

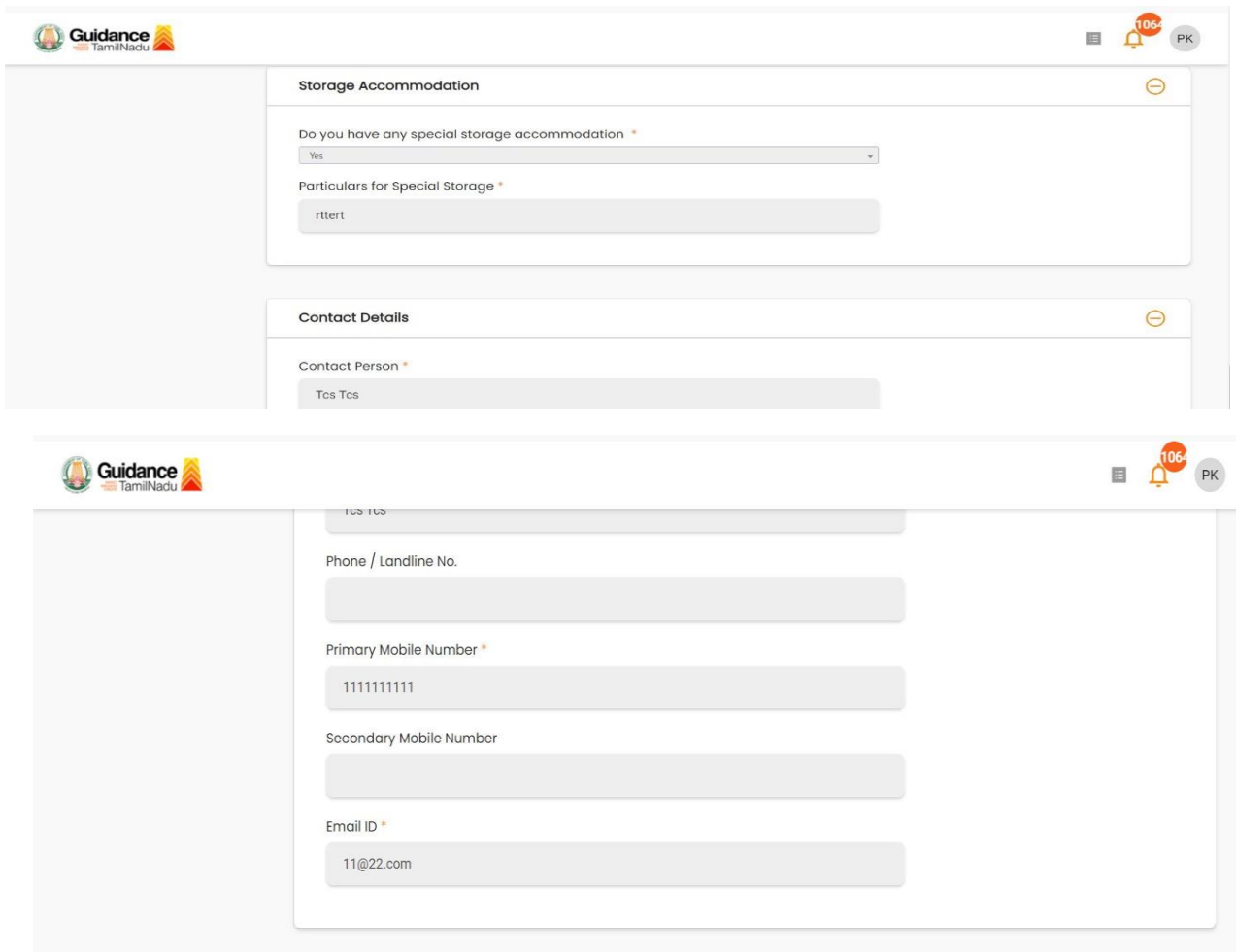
Vendor Pin code \*

Guidance TamilNadu 106 PK

**Registered Pharmacist/Competent Person Details**

Name	Qualification	Registration Number	Degree	Action
fg	SSLC	-	-	Read Only

Showing 1 to 1 of 1 entries

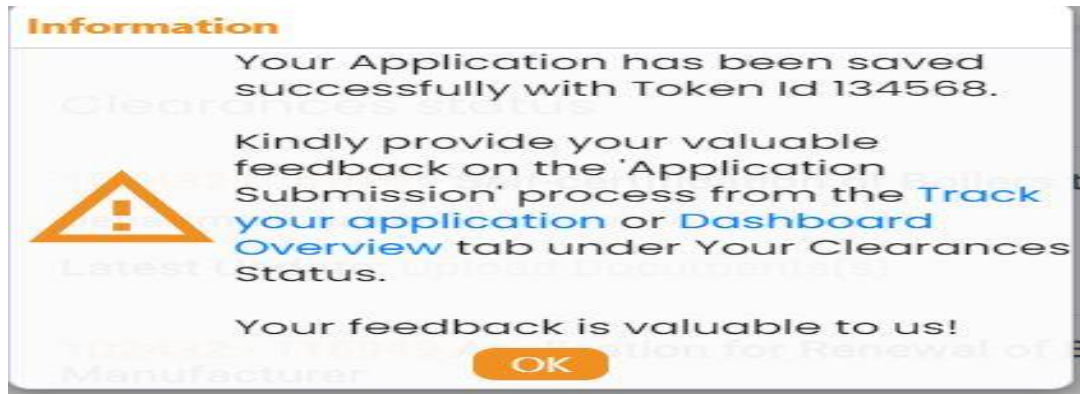


The screenshot shows two sections of a web form. The top section is titled 'Storage Accommodation' and contains a dropdown menu for 'Do you have any special storage accommodation \*' with 'Yes' selected, and a text input field for 'Particulars for Special Storage \*' containing 'rttert'. The bottom section is titled 'Contact Details' and contains a text input field for 'Contact Person \*' containing 'Tcs Tcs'. The form is part of a larger application interface with a 'Guidance TamilNadu' header and navigation icons.

**Figure 18. Application for Surrender of Sales Licence**

**Token ID:**

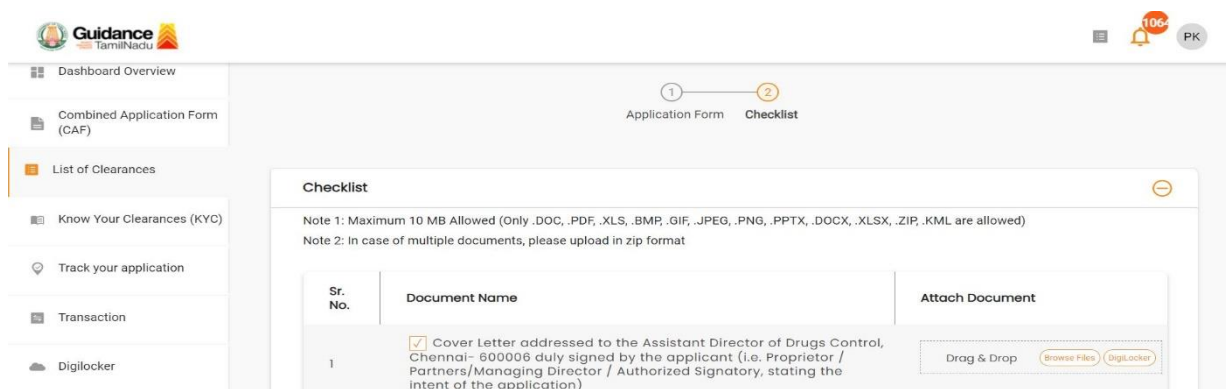
1. After clicking on the **'Save'** button a unique **'Token Id'** would be generated with a pop-up message.



**Figure 19. 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.



Sr. No.	Document Name	Attach Document
1	<input checked="" type="checkbox"/> Cover Letter addressed to the Assistant Director of Drugs Control, Chennai- 600006 duly signed by the applicant (i.e. Proprietor / Partners/Managing Director / Authorized Signatory, stating the intent of the application)	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigLocker"/>



2	<input checked="" type="checkbox"/> Authorization of the signatory of the application form (Board Resolution / Authorisation Letter)	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigLocker"/>
3	<input checked="" type="checkbox"/> Copy of Latest Licence / Renewal Certificate / Challan copy of payment of Licence Retention Fee	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigLocker"/>
4	<input checked="" type="checkbox"/> Documents related to surrender E.g. Board resolution / Minutes of meeting / any other relevant document regarding the surrender	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigLocker"/>
5	<input type="checkbox"/> Any other supporting documents / particulars to verify the correctness of the particulars submitted by applicant (Kindly upload all the documents in a single zip file)	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigLocker"/>
6	<input checked="" type="checkbox"/> Aadhaar card of the person who is signed the application (I.e. Proprietor / Partners/Managing Director / Authorized Signatory, stating the intent of the application).	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigLocker"/>

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

Figure 20. Checklist Document

Click on 'Save Document'

**Schedule X Drugs:**

3) **Existing Licence Number / Get Details** from the drop-down menu.

Application Form Checklist

Form	Licence Number	Approval Date	From Date	To Date	Action
Form 20F	TN/Z04/20F/00924	23/01/2024	23/01/2024	22/01/2024	Read Only
Form 20G	TN/Z04/20G/00924	23/01/2024	23/01/2024	22/01/2024	Read Only

Showing 1 to 2 of 2 entries


Single Window Portal




Project \*  
ALPHA

Basic Details

Business Licence Type \*  
Both Retail and Wholesale Licence (Form 19-C)

Constitution / Ownership Type \*  
Private Limited (Pvt. Ltd.)



Others \*


Others




Are you an Authorised Person? \*

Select field

Do you want to operate Schedule N? \*

Yes



**Applicant Details**


Appellation	Applicant Name	Designation	Aadhaar Number / Aadhaar En	Action
Thiru	prakash	Director	1233231	Read Only




Showing 1 to 1 of 1 entries

**Firm and Address Details**

Name of the Firm \*

KAMALA PHARMACY



Type of Property \*

Own

Area (Sq.M) \*

500.0

State \*


Tamil Nadu




District \*

Chennai

Taluk \*

Aminjikarai



Zone \*

Select field

City / Village / Town \*

CHENNAI

Street No./Name \*

RITCHE STREET

Door / Flat No \*

22/2

Direction of the Shop

south east








Floor




Pin Code \*

**Vendor Details** ⊖

Are you an Itinerant Vendor? \*

Licenced Dealer \*




Vendor Name \*




Vendor Licence Number \*

Vendor Address \*

Vendor State \*

Vendor Pin code \*



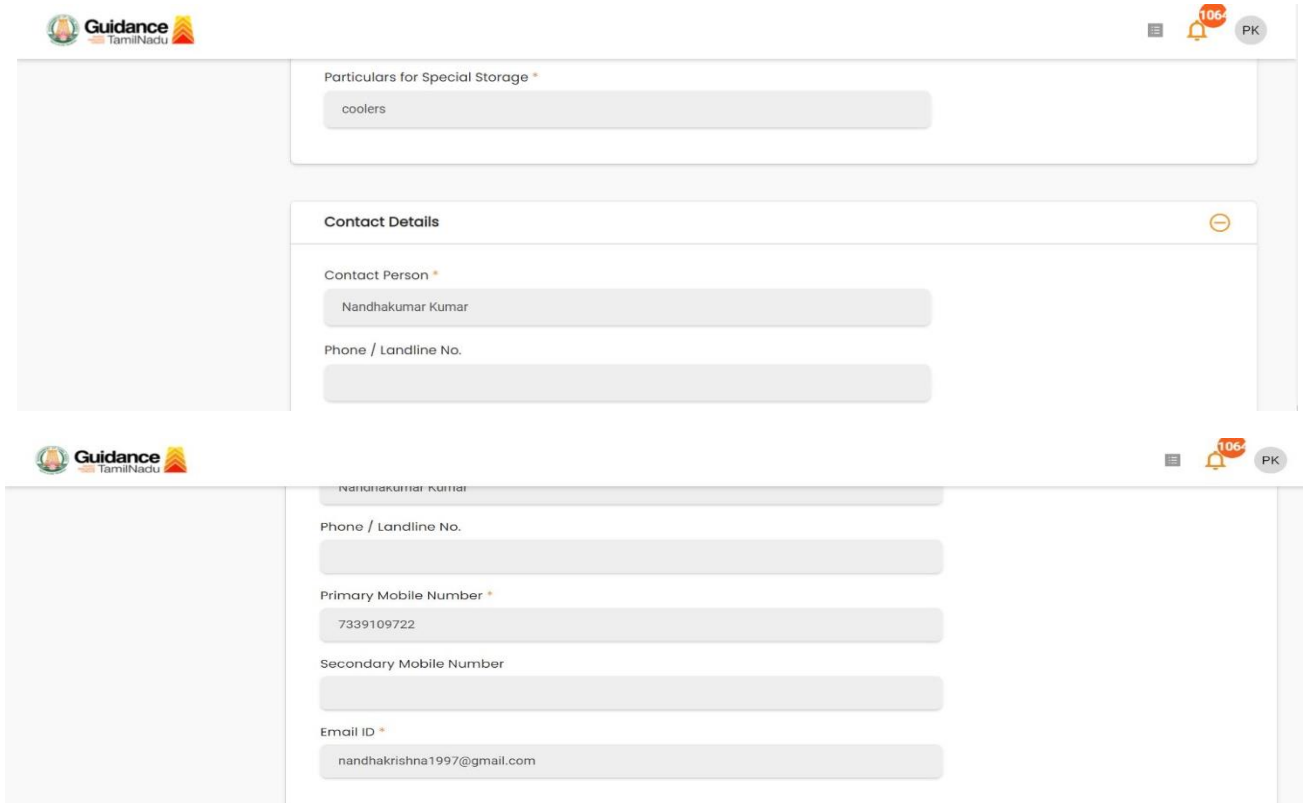
**Registered Pharmacist/Competent Person Details** ⊖

Name	Qualification	Registration Number	Degree	Desig	Action
balaji	Other Degree	-	MBA	Com	Read Only

Showing 1 to 1 of 1 entries

**Storage Accommodation** ⊖

Do you have any special storage accommodation \*



### 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.

**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"/> Cover Letter addressed to the Assistant Director of Drugs Control, Chennai- 600006 duly signed by the applicant (i.e. Proprietor / Partners/Managing Director / Authorized Signatory, stating the intent of the application)	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigLocker"/>
2	<input checked="" type="checkbox"/> Authorization of the signatory of the application form (Board Resolution / Authorisation Letter)	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigLocker"/>
3	<input checked="" type="checkbox"/> Copy of Latest Licence / Renewal Certificate / Challan copy of payment of Licence Retention Fee	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigLocker"/>
4	<input checked="" type="checkbox"/> Documents related to surrender E.g. Board resolution / Minutes of meeting / any other relevant document regarding the surrender	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigLocker"/>
5	<input type="checkbox"/> Any other supporting documents / particulars to verify the correctness of the particulars submitted by applicant (kindly upload all the documents in a single zip file)	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigLocker"/>
6	<input checked="" type="checkbox"/> Aadhaar card of the person who is signed the application (i.e. Proprietor / Partners/Managing Director / Authorized Signatory, stating the intent of the application).	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigLocker"/>

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

**Figure 21. Schedule X Drugs**

**Restricted License:**

**Click on 'Save Document'**

**Existing License Number / Get Details** from the drop-down menu

**Details of existing licences**

Form	Licence Number	Approval Date	From Date	To Date	Action
Form 20A	TN/Z04/20A/00227	22/02/2024	22/02/2024	21/0/	Read Only
Form 20A	TN/Z04/20A/00227	22/02/2024	22/02/2024	21/0/	Read Only
Form 21A	TN/Z04/21A/00227	22/02/2024	22/02/2024	21/0/	Read Only
Form 21A	TN/Z04/21A/00227	22/02/2024	22/02/2024	21/0/	Read Only

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Central clearances

???  
PL\_BRAP\_DASHBOARD???

### Single Window Portal

Project \*  
Select field

### Basic Details

Business Licence Type \*  
Select field

Constitution / Ownership Type \*  
Proprietorship

Guidance TamilNadu 106 PK

### Others \*

Others

Are you an Authorised Person? \*  
Yes

Do you want to operate Schedule N?  
Select field

Guidance TamilNadu 106 PK

### Applicant Details

Appellation	Applicant Name	Designation	Aadhaar Number / Aadhaar En	Action
Thiru	R KURINCHIVALAVAN	Proprietor	537920509622	Read Only

Showing 1 to 1 of 1 entries

Guidance TamilNadu 106 PK

### Firm and Address Details

Name of the Firm \*  
SRI RANGANATHAR AGENCIES

Type of Property \*  
Own

Area (Sq.M) \*  
[Empty field]

State \*  
Tamil Nadu

District \*  
Arivalur



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Taluk \*  
Andimadam

Zone \*  
Zone - V

City / Village/ Town \*  
ANDIMADAM

Street No./Name \*  
as

Door / Flat No \*  
as

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Direction of the Shop  
as

Floor  
2

Pin Code \*  
600042

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**Vendor Details**

Are you an Itinerant Vendor? \*  
Yes

Licensed Dealer \*  
Licensed Dealer

Vendor Name \*  
SARASWATHI PHARMA AGENCIES

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

Vendor Address \*  
18A, Ground & 1St Floor V.O.C StreetVillupuram

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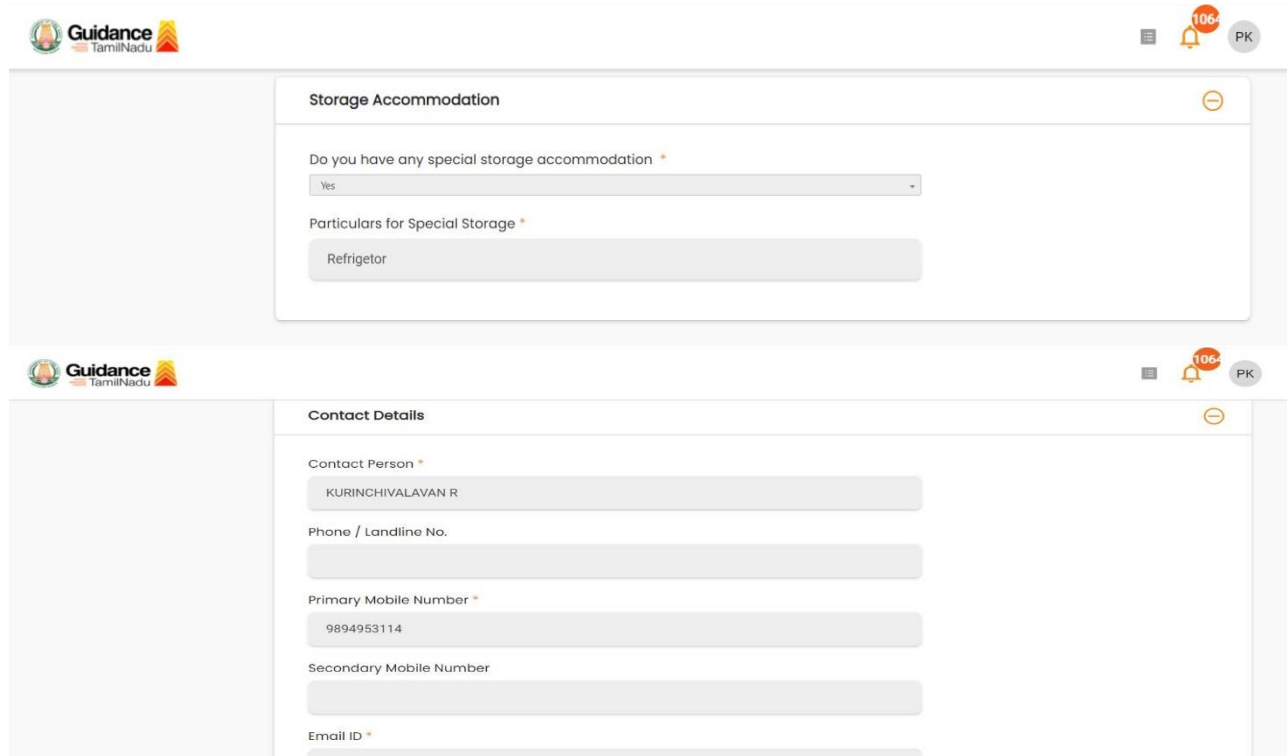
Vendor State \*  
Tamil Nadu

Vendor Pin code \*  
605602

**Registered Pharmacist/Competent Person Details**

Name	Qualification	Registration Number	Degree	Desig	Action
No data available in table					

No Records found



The screenshot displays two sections of a web application form. The top section is titled 'Storage Accommodation' and contains a dropdown menu for 'Do you have any special storage accommodation' with 'Yes' selected, and a text input field for 'Particulars for Special Storage' containing 'Refrigerator'. The bottom section is titled 'Contact Details' and contains input fields for 'Contact Person' (KURINCHIVALAVAN R), 'Phone / Landline No.', 'Primary Mobile Number' (9894953114), 'Secondary Mobile Number', and 'Email ID'.

### 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.

**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"/> Cover Letter addressed to the Assistant Director of Drugs Control, Chennai- 600006 duly signed by the applicant (i.e. Proprietor / Partners/Managing Director / Authorized Signatory, stating the intent of the application)	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="Digilocker"/>
2	<input checked="" type="checkbox"/> Authorization of the signatory of the application form (Board Resolution / Authorisation Letter)	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="Digilocker"/>
3	<input checked="" type="checkbox"/> Copy of Latest Licence / Renewal Certificate / Challan copy of payment of Licence Retention Fee	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="Digilocker"/>
4	<input checked="" type="checkbox"/> Documents related to surrender E.g. Board resolution / Minutes of meeting / any other relevant document regarding the surrender	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="Digilocker"/>
5	<input type="checkbox"/> Any other supporting documents / particulars to verify the correctness of the particulars submitted by applicant (Kindly upload all the documents in a single zip file)	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="Digilocker"/>
6	<input checked="" type="checkbox"/> Aadhaar card of the person who is signed the application (i.e. Proprietor / Partners/Managing Director / Authorized Signatory, stating the intent of the application).	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="Digilocker"/>

**Save**

**Figure 22. Restricted License**

**Click on 'Save Document'**

**Application Submitted**

- 1) After 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**

**Track your Application** Select Project/CAF

Application ID: Search Application Ref No.: Search Applied on: dd-mm-yyyy Clearance Name: Search Last Updated: dd-mm-yyyy On time/ Delayed: Select

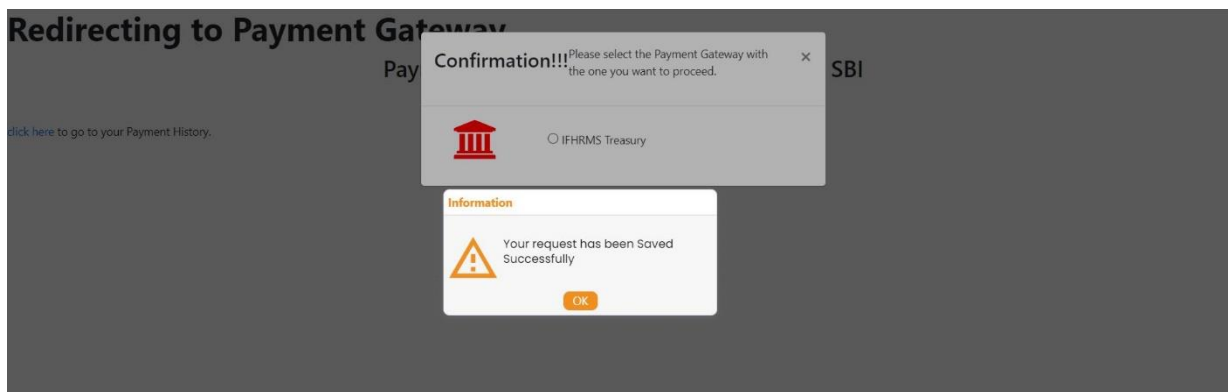
Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	109708-133938	-	Jul 11, 2024 3:58:46 PM	Application for Surrender of Sales Licence	Jul 11, 2024 12:00:31 PM	Under Process	-	0/22 days	On time	<input type="button" value="Actions"/>

**Figure 23. Under Process**

## 8.Payment Process

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

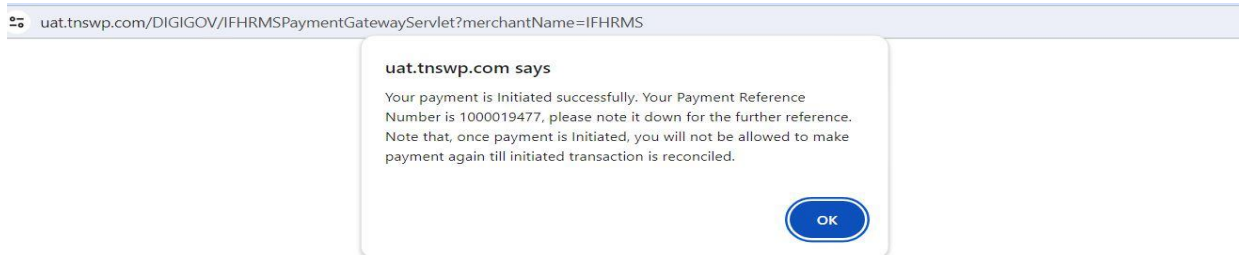
2)Click on ‘Ok’ button, IFHRMS Payment Gateway screen would appear, click on Radio button ‘**IFHRMS Treasury**’.



**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 24. Payment Reference Number**

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Dashboard Overview | **Track your Application** | Select Project/CAF: Ajay Infra | Overview | **All Details**

Filters

Application ID:  Application Ref No.:  Status:  On time/ Delayed:  **Apply filters** **Reset filters**

Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Up Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	109708 - 133938	-	Jul 11, 2024 3:58:46 PM	Application for Surrender of Sales Licence	Jul 11, 2024 12:00:31 PM	Make payment	-	0/22 days	On time	<b>Actions</b>

**Figure 25. Status Change "Make Payment"**

**Application Action - 133938** [Close]

**Application ID**  
109708-133938

**Application Name**  
Application for Surrender of Sales Licence

**Application Ref No.**  
-

**Project Name**  
-

**Application Submission Date**  
Jul 11, 2024 12:00:31 PM

**Status**  
Make payment

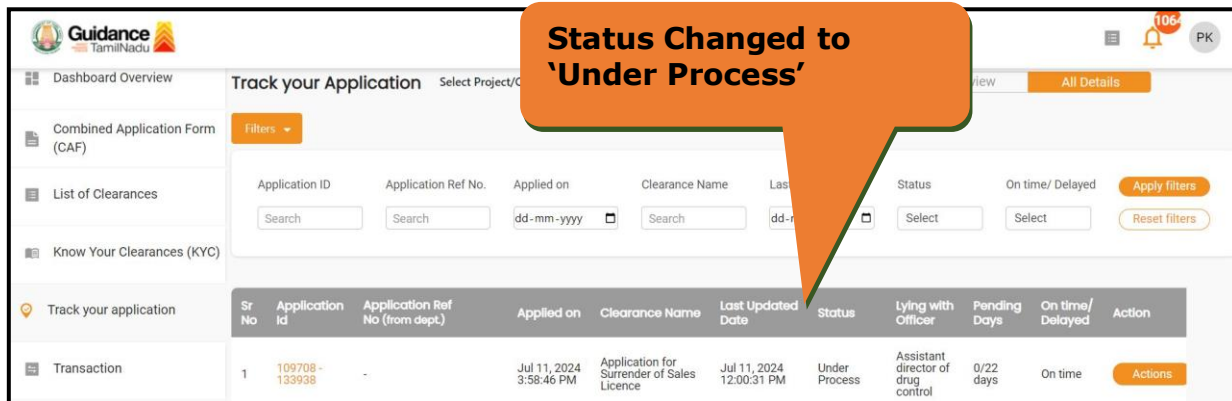
Actions to be performed

**Payment** **Proceed** **Close**

**Figure 26. Click on 'Proceed'**

**Application Submitted**

- Once the payment is done, the application is submitted successfully to the Assistant director of drug control for further processing. The applicant can view the status of the application under **Track your application** → **Select the CAF from the Dropdown** → **All details**

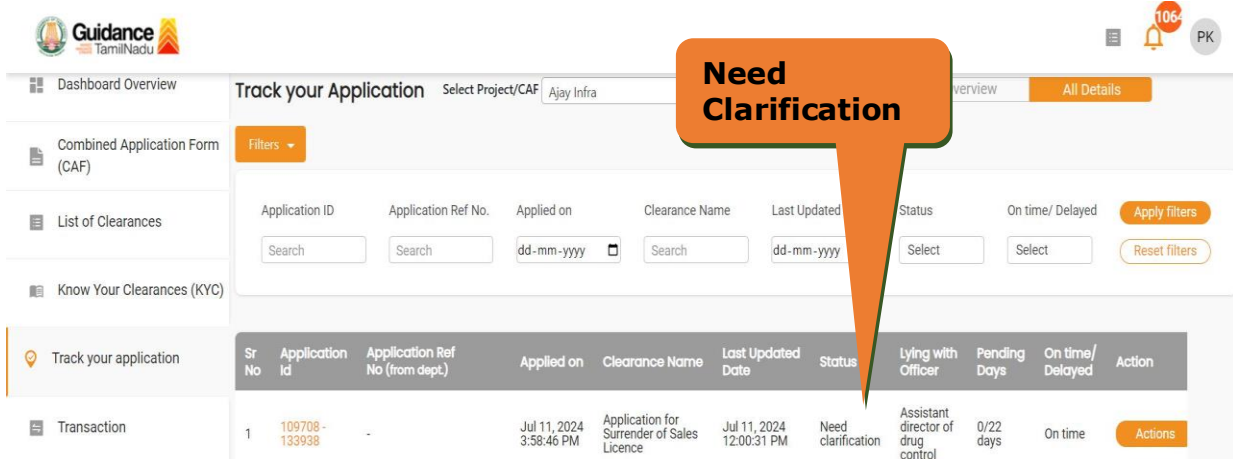


Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/Delayed	Action
1	109708-133938	-	Jul 11, 2024 3:58:46 PM	Application for Surrender of Sales Licence	Jul 11, 2024 12:00:31 PM	Under Process	Assistant director of drug control	0/22 days	On time	Actions

**Figure 27. Under Process**

## 9. Query Clarification

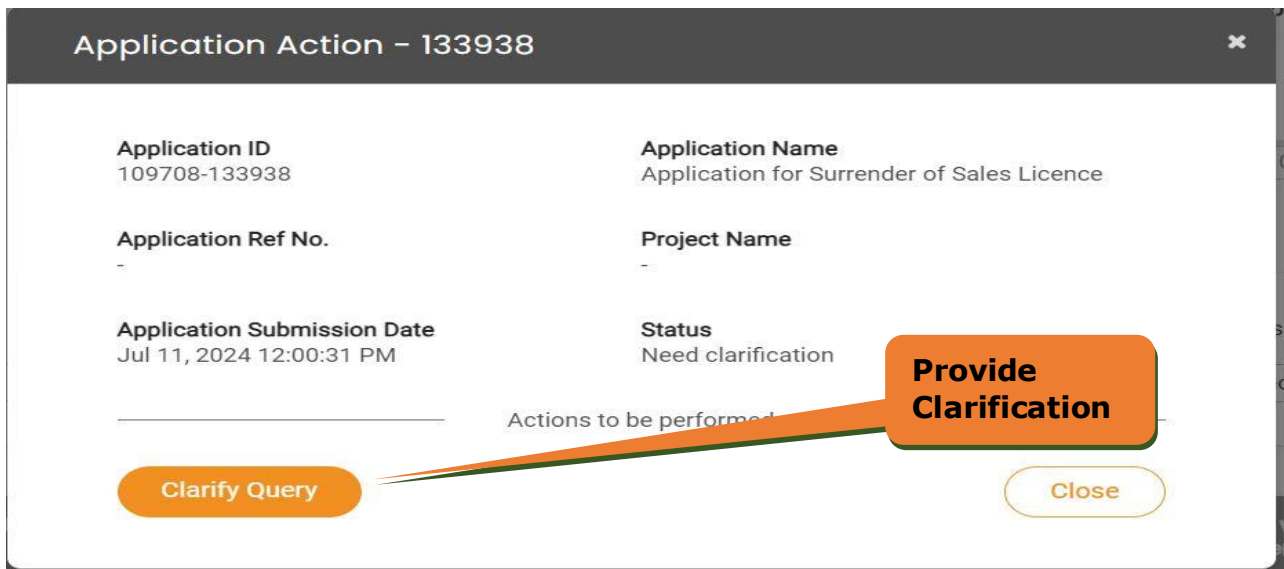
- 1) After submitting the application to the Drugs department, the concerned officer – Assistant director of drug control reviews the application and if there are any clarifications required, the officer would raise a query to the applicant.
- 2) Applicant would receive an alert message through Registered 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 responds to the query as shown in the below figure.



**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	109708-133938	-	Jul 11, 2024 3:58:46 PM	Application for Surrender of Sales Licence	Jul 11, 2024 12:00:31 PM	Need clarification	Assistant director of drug control	0/22 days	On time	Actions

**Figure 28. Need Clarification**



**Application Action – 133938**

**Application ID**  
109708-133938

**Application Name**  
Application for Surrender of Sales Licence

**Application Ref No.**  
-

**Project Name**  
-

**Application Submission Date**  
Jul 11, 2024 12:00:31 PM

**Status**  
Need clarification

Actions to be performed

**Provide Clarification**

Clarify Query Close

**Figure 29. 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.

## Provisional Approval

Assistant director of drug control scrutinizes the application and clarify the query to provide the provisional approval letter and the application forward to drug inspector.

The screenshot shows the 'Track your Application' page with the following details:

- Project/CAF: Ajay Infra
- Filters: Application ID, Application Ref No., Applied on, Clearance Name, Last Updated Date, Status, On time/ Delayed
- Table 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
1	109708-133938	-	Jul 11, 2024 3:58:46 PM	Application for Surrender of Sales Licence	Jul 11, 2024 12:00:31 PM	Provisional Approval	Assistant director of drug control	0/22 days	On time	Actions

Figure 30. Provisional Approval

## Application Submitted

3) Based on the Scheduled Inspection, the Drug Inspector/Senior Drug Inspector will conduct the inspection. 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' page with the following details:

- Project/CAF: Ajay Infra
- Filters: Application ID, Application Ref No., Applied on, Clearance Name, Last Updated Date, Status, On time/ Delayed
- Table Data:

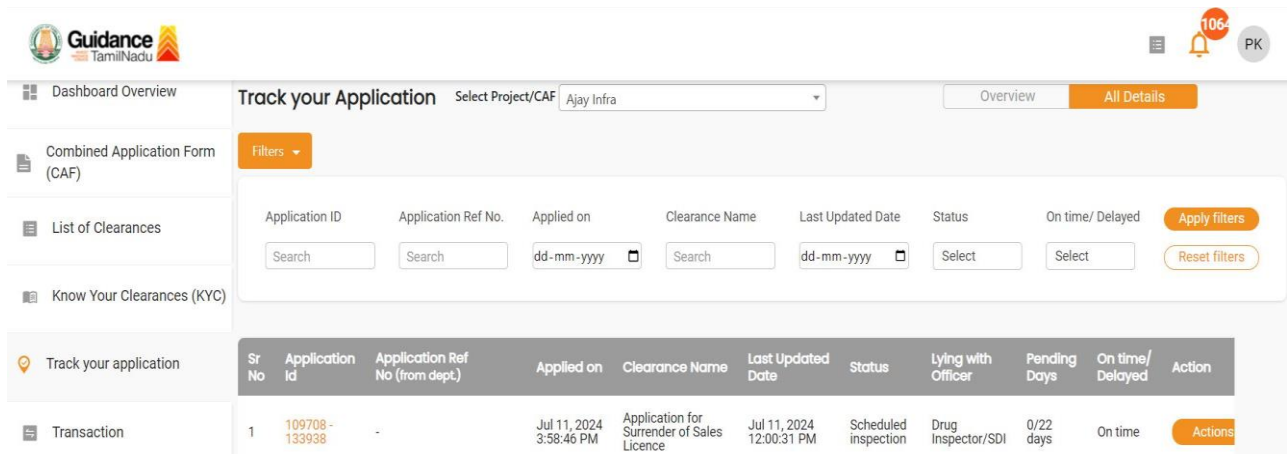
Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	109708-133938	-	Jul 11, 2024 3:58:46 PM	Application for Surrender of Sales Licence	Jul 11, 2024 12:00:31 PM	Under Process	Drug Inspector/SDI	0/22 days	On time	Actions

Figure 31. Under Process



## 10. Inspection Schedule

- a. The department schedules the date of appointment for inspection to be done for the specified institution (Refer Figure 32).
- b. The inspection date scheduled by the department is informed to the user (Refer Figure 33).
- c. After the Inspection is completed, the Drug Inspector/ Senior Drug Inspector Conduct site inspection and Drug Inspector/ Senior Drug Inspector will prepare the Inspection report.



The screenshot shows a dashboard titled 'Track your Application' for project 'Ajay Infra'. It includes a sidebar with navigation options like 'Dashboard Overview', 'Combined Application Form (CAF)', 'List of Clearances', 'Know Your Clearances (KYC)', 'Track your application', and 'Transaction'. The main area features a table with columns: 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, and Action. A single row is visible with application ID 109708-133938, applied on Jul 11, 2024, and status 'Scheduled inspection'. Above the table are search filters for Application ID, Application Ref No, Applied on, Clearance Name, Last Updated Date, Status, and On time/ Delayed.

**Figure 32. Status changed to 'Inspection scheduled'**



The screenshot shows a modal window titled 'Application Action - 133938'. It displays the following details:

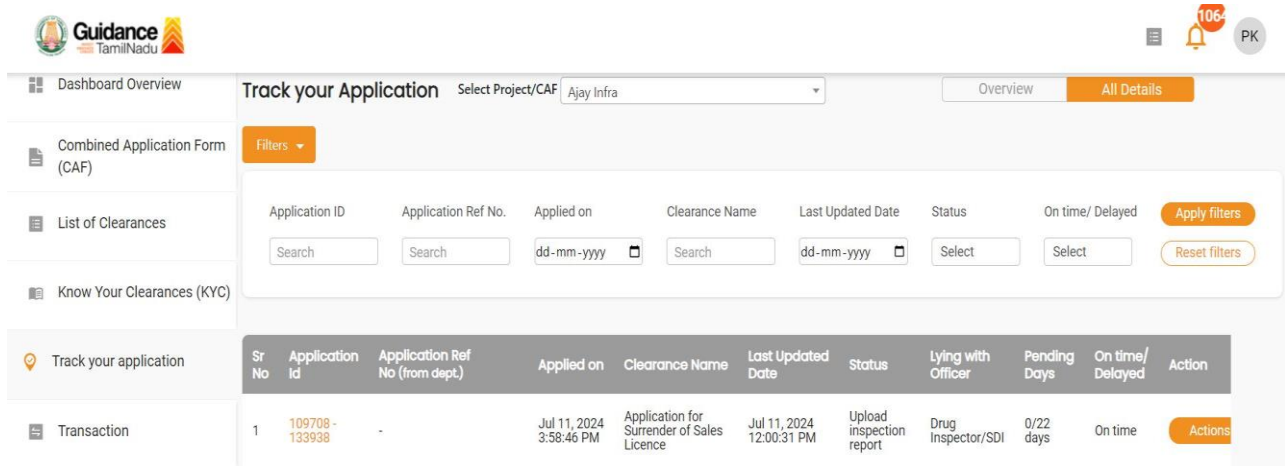
- Application ID:** 109708-133938
- Application Name:** Application for Surrender of Sales Licence
- Application Ref No.:** -
- Project Name:** -
- Application Submission Date:** Jul 11, 2024 12:00:31 PM
- Status:** Scheduled inspection

Below the details, there is a section for 'Actions to be performed' with a prominent orange button labeled 'Inspection Details' and a 'Close' button.

**Figure 33. Details of Scheduled Inspection**

## Upload Inspection Report

After completion of inspection. The Drug Inspector/Senior Drug Inspector will provide the inspection report/remarks and recommendation and return the file to Assistant director of drug control.



The screenshot shows a dashboard for tracking applications. It includes a sidebar with navigation options like 'Dashboard Overview', 'Combined Application Form (CAF)', 'List of Clearances', 'Know Your Clearances (KYC)', 'Track your application', and 'Transaction'. The main area is titled 'Track your Application' and features a dropdown for 'Select Project/CAF' (currently set to 'Ajay Infra'). Below this are filter fields for 'Application ID', 'Application Ref No.', 'Applied on', 'Clearance Name', 'Last Updated Date', 'Status', and 'On time/ Delayed'. A table below the filters displays application records with 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	109708 - 133938	-	Jul 11, 2024 3:58:46 PM	Application for Surrender of Sales Licence	Jul 11, 2024 12:00:31 PM	Upload inspection report	Drug Inspector/SDI	0/22 days	On time	Actions

**Figure 34. Upload inspection report**

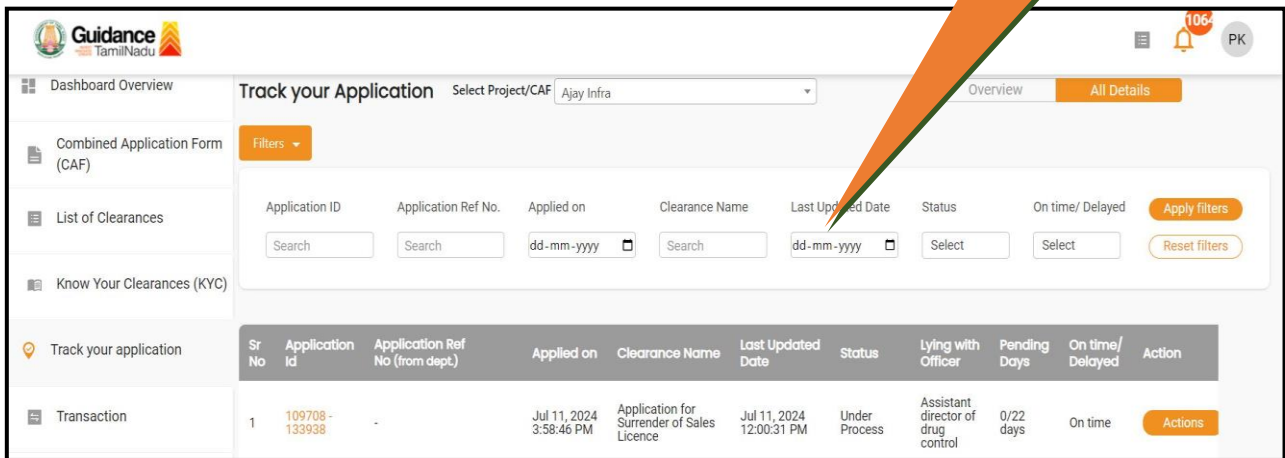
## 11. Track Your Application

- 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**


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	109708-133938	-	Jul 11, 2024 3:58:46 PM	Application for Surrender of Sales Licence	Jul 11, 2024 12:00:31 PM	Under Process	Assistant director of drug control	0/22 days	On time	Actions


**Figure 35. 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



- Dashboard Overview
- Combined Application Form (CAF)
- List of Clearances
- Know Your Clearances (KYC)
- Track your application
- Transaction

**Track your Application**

Select Project/CAF: Ajay Infra

Overview All Details

Filters

Application ID	Application Ref No.	Applied on	Clearance Name	Last Updated Date	Status	On time/ Delayed	
<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="dd-mm-yyyy"/>	<input type="text" value="Search"/>	<input type="text" value="dd-mm-yyyy"/>	<input type="text" value="Select"/>	<input type="text" value="Select"/>	<span style="background-color: orange; color: white; padding: 2px 5px; border-radius: 5px;">Apply filters</span> <span style="border: 1px solid gray; padding: 2px 5px; border-radius: 5px;">Reset filters</span>

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	109708 - 133938	-	Jul 11, 2024 3:58:46 PM	Application for Surrender of Sales Licence	Jul 11, 2024 12:00:31 PM	Under Process	Assistant director of drug control	0/22 days	On time	<span style="background-color: orange; color: white; padding: 2px 5px; border-radius: 5px;">Actions</span>

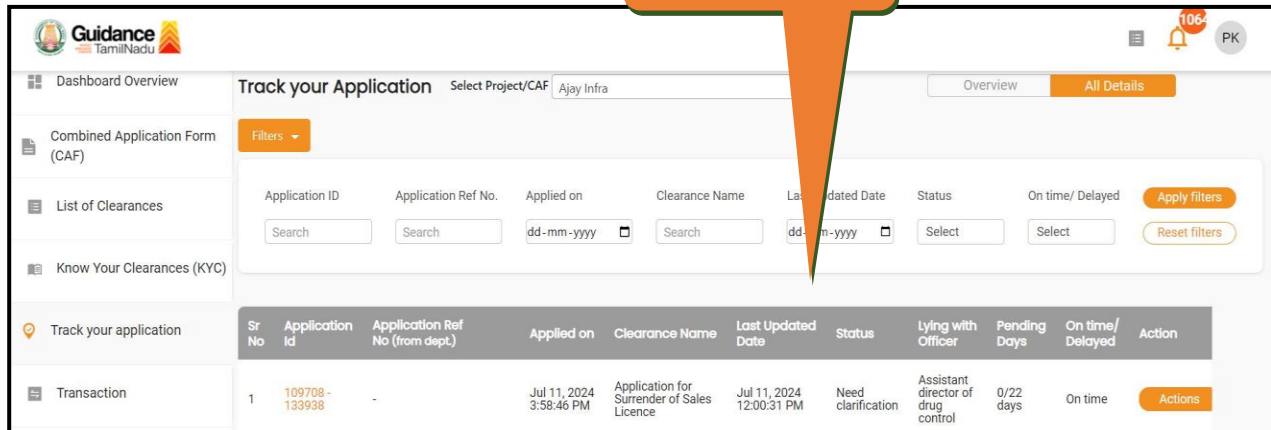
**Figure 36. 'All Details' tab**

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## 12. Query Clarification

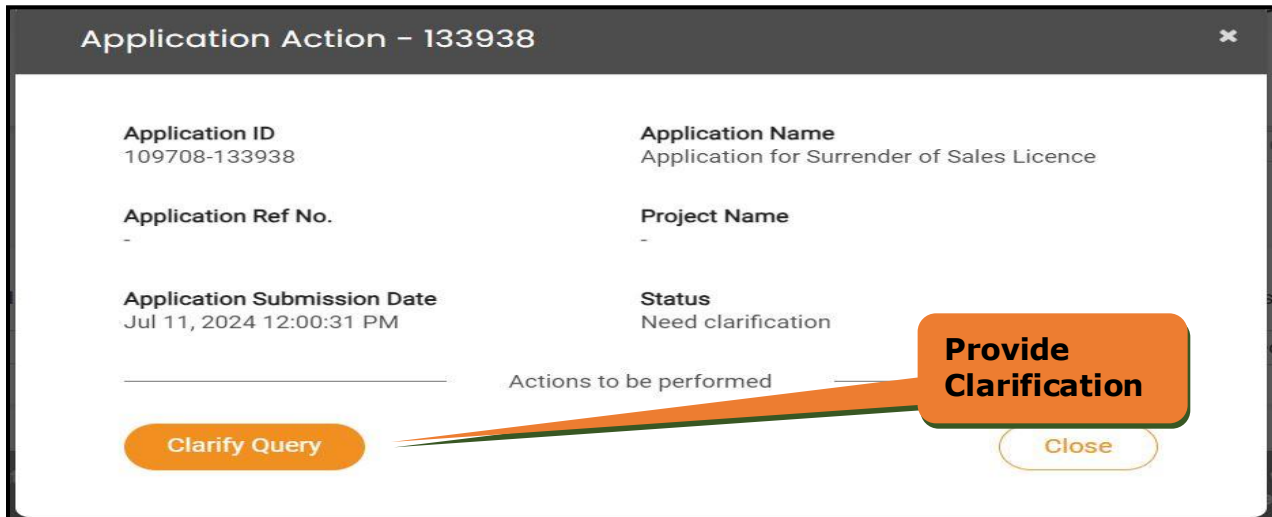
- 8) After submitting the application to the Drugs department, the concerned officer – Additional director of Drugs control reviews the application and if there are any clarifications required, the officer would raise a query to the applicant.
- 9) Applicant would receive an alert message through Registered SMS/Email.
- 10) Applicant could go to 'Track your application' option and view the query under action items under the 'All Details' Tab.
- 11) Applicant could view the status as '**Need Clarification**' under the 'Status' column. Click on 'Action' button responds to the query as shown in the below figure.

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	109708-133938	-	Jul 11, 2024 3:58:46 PM	Application for Surrender of Sales Licence	Jul 11, 2024 12:00:31 PM	Need clarification	Assistant director of drug control	0/22 days	On time	Actions

**Figure 37. Need Clarification**



**Figure 38. Provide Clarification**

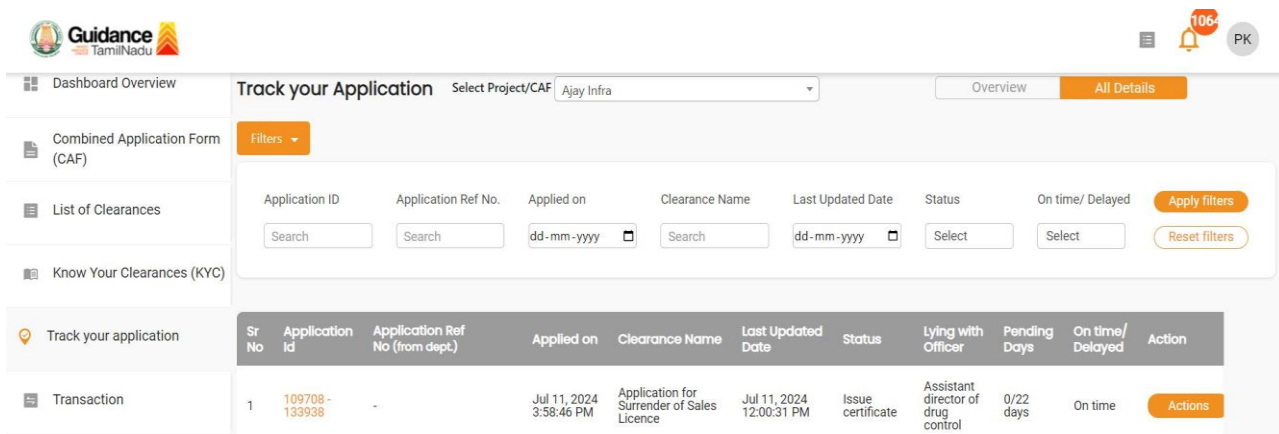
12) The Applicant clicks on **'Provide Clarification'** button and responds to the Query.

13) The Application gets submitted to the department after the query has been addressed by the Applicant.

14) The Status of the application changes from 'Need clarification' to **'Under Process'** after the Applicant submits the query.

### Issuance Of Certificate

Once the query and uploaded document is satisfied means send recommendation to Assistant director of drug control to Issue final certificate.



**Figure 39. Issue certificate**

### 13. Application Processing

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

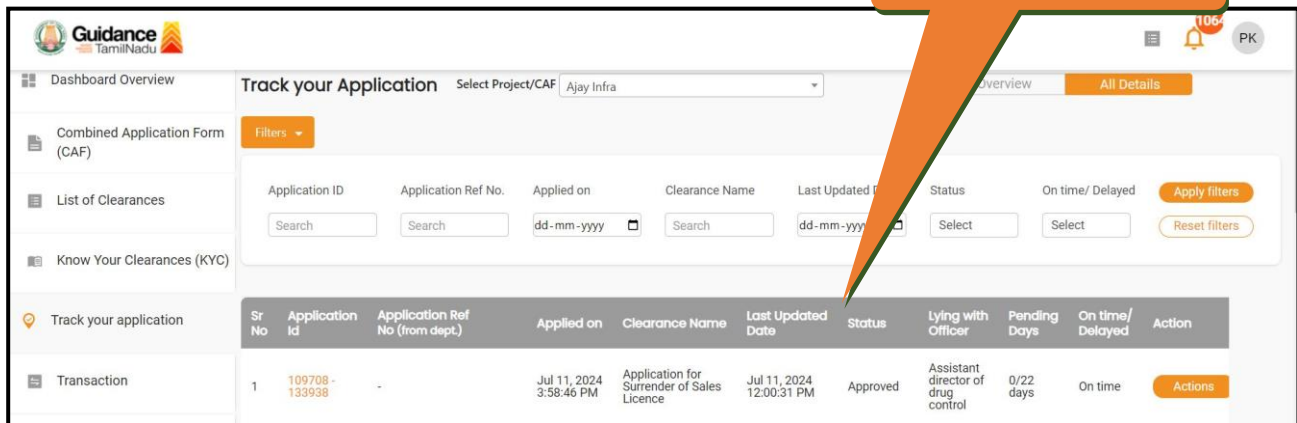


Figure 40. Application Processed

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 41)

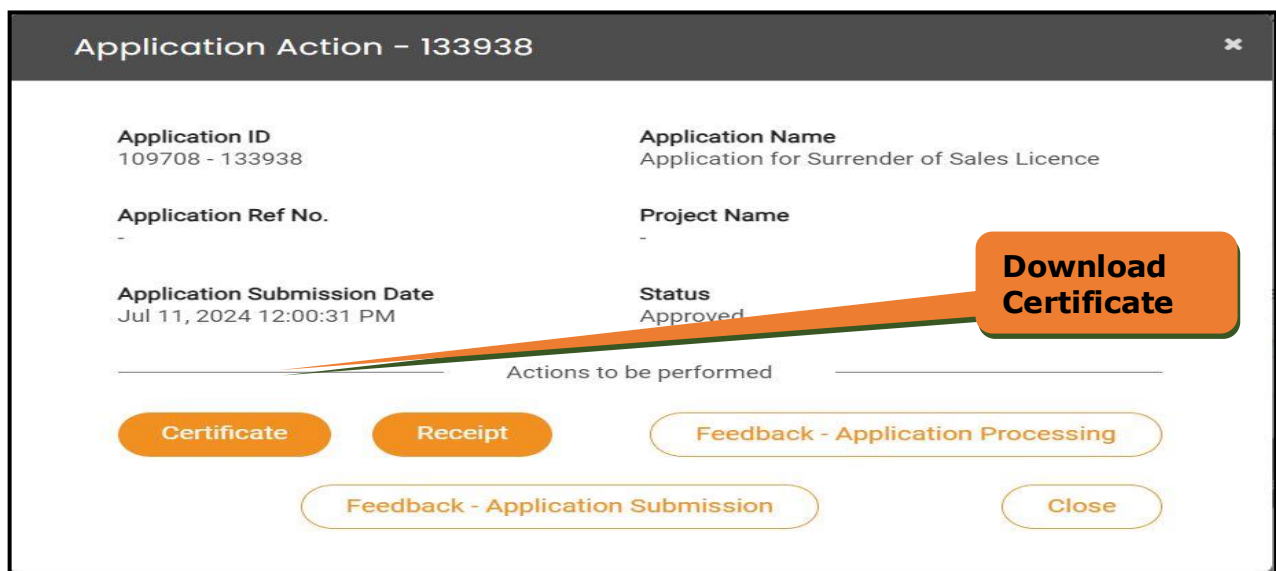
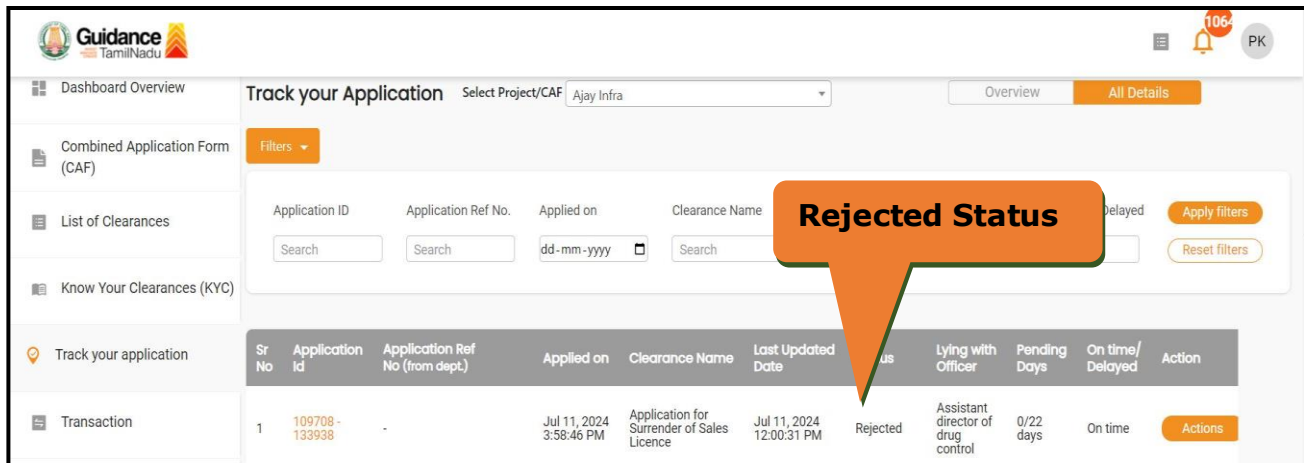


Figure 41. Download Certificate

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 42)



The screenshot shows a web application interface for tracking applications. The main section is titled 'Track your Application' and includes a dropdown menu for 'Select Project/CAF' set to 'Ajay Infra'. Below this are search filters for Application ID, Application Ref No., Applied on, and Clearance Name. A table below lists application details, with one entry highlighted as 'Rejected'. An orange callout bubble with the text 'Rejected Status' points to the 'Rejected' status in the table.

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	109708 - 133938	-	Jul 11, 2024 3:58:46 PM	Application for Surrender of Sales Licence	Jul 11, 2024 12:00:31 PM	Rejected	Assistant director of drug control	0/22 days	On time	Actions

**Figure 42. Rejected Status**

