

# **TAMILNADU SINGLE WINDOW PORTAL**

## **APPLICANT MANUAL**

### **Free Sale Certificate**

### **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**



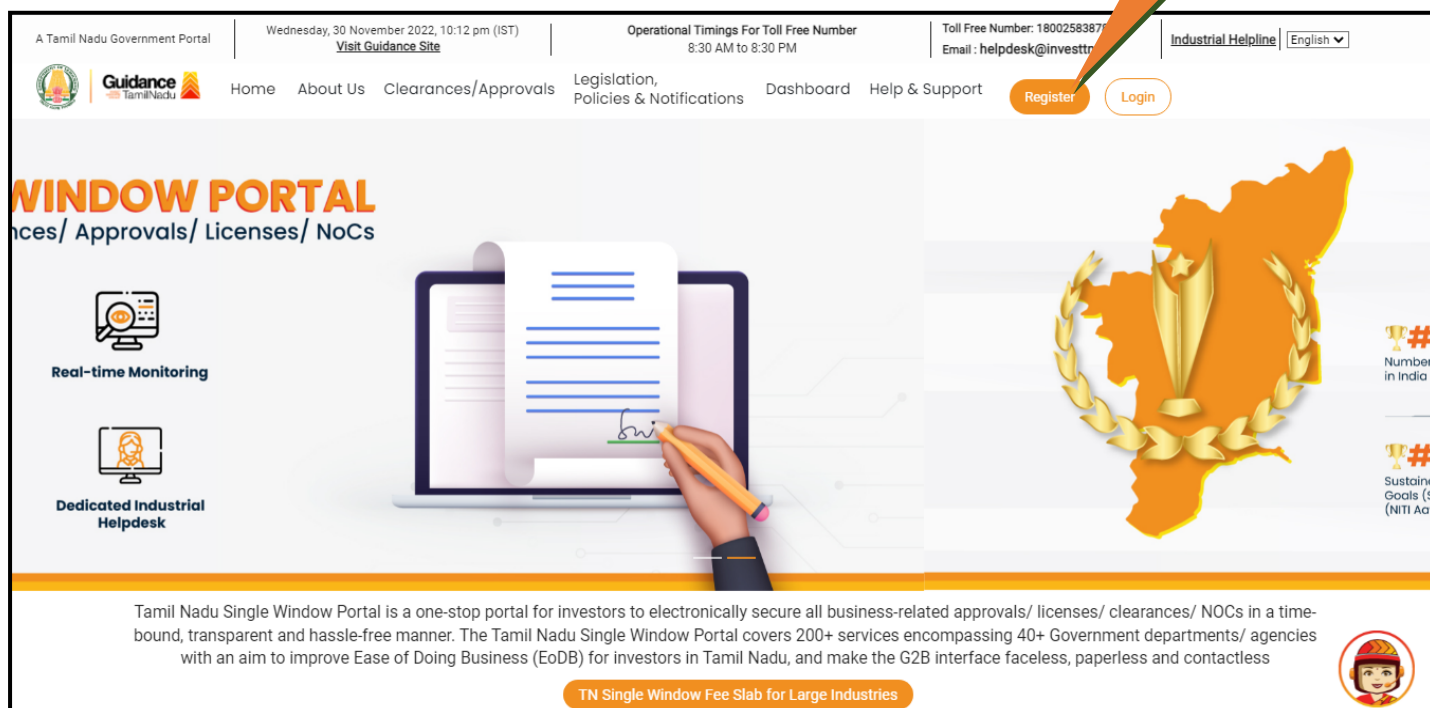
**Figure 1. Single Window Portal Home Page**

## 2. Registration

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

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

**Register  
on TNSWP**



A Tamil Nadu Government Portal | Wednesday, 30 November 2022, 10:12 pm (IST) | Visit Guidance Site | Operational Timings For Toll Free Number: 8:30 AM to 8:30 PM | Toll Free Number: 18002583877 | Email: helpdesk@investtamilnadu.com | Industrial Helpline | English

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

**WINDOW PORTAL**  
Clearances/ Approvals/ Licenses/ NoCs

Real-time Monitoring  
Dedicated Industrial Helpdesk

Tamil Nadu Single Window Portal is a one-stop portal for investors to electronically secure all business-related approvals/ licenses/ clearances/ NOCs in a time-bound, transparent and hassle-free manner. The Tamil Nadu Single Window Portal covers 200+ services encompassing 40+ Government departments/ agencies with an aim to improve Ease of Doing Business (EoDB) for investors in Tamil Nadu, and make the G2B interface faceless, paperless and contactless

TN Single Window Fee Slab for Large Industries

**Figure 2. Register**

- 2) New Investor Registration page will appear (Refer Figure 3 & 4)
- 3) Select the 'Investor' option and continue with the Registration process.
- 4) Only for applying Government to Citizen (G2C) fire clearances, click on option '**G2C clearances of Tamil Nadu fire and rescue clearances under the category individual/small enterprise**'.
- 5) The information icon ⓘ gives a brief description about the fields when the applicant hovers the cursor on these icons.

**New Registration**

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

Applicant First Name

Applicant Last Name

Designation of the Applicant

Date of Birth

PAN Number of Company

Name of Company

● In case of Proprietorship firm, write PAN Number of Proprietor.  
● In case of Individuals, write PAN Number of Individual.  
● In case of Small Enterprise, write PAN Number of Small Enterprise.

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.

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](#)

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

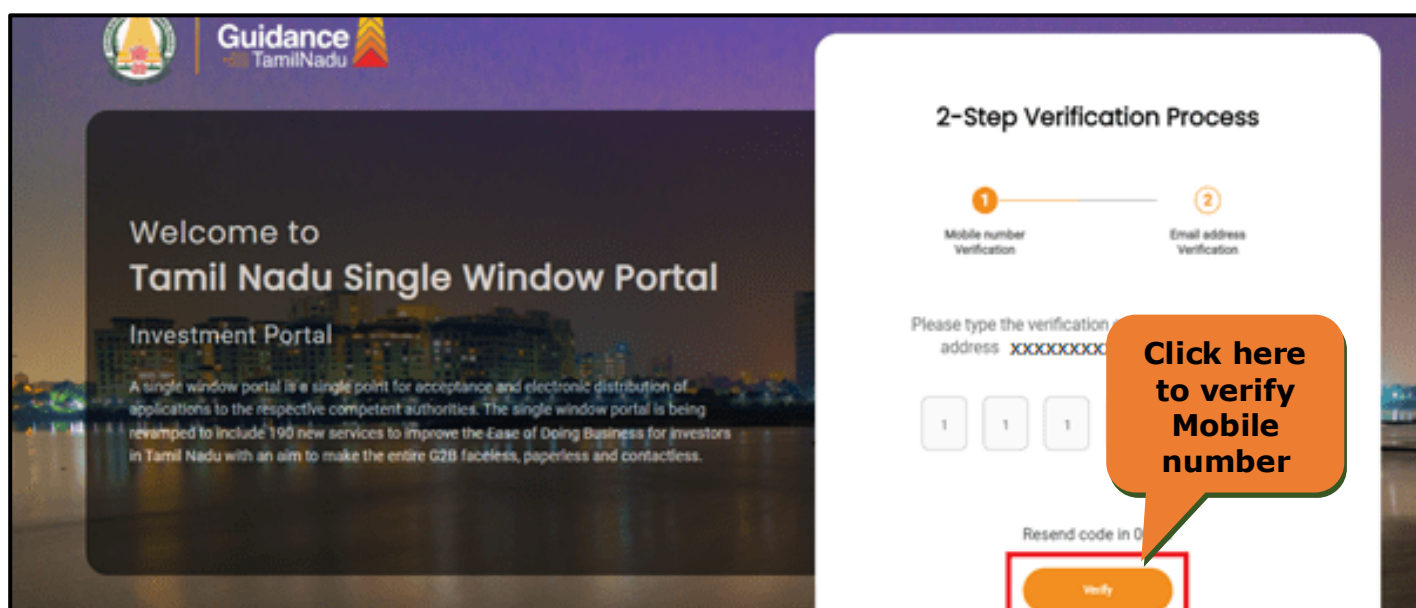
A single window portal is a single point for acceptance and electronic distribution of applications to the respective competent authorities. The single window portal is being revamped to include 190 new services to improve the Ease of Doing Business for investors in Tamil Nadu with an aim to make the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

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.

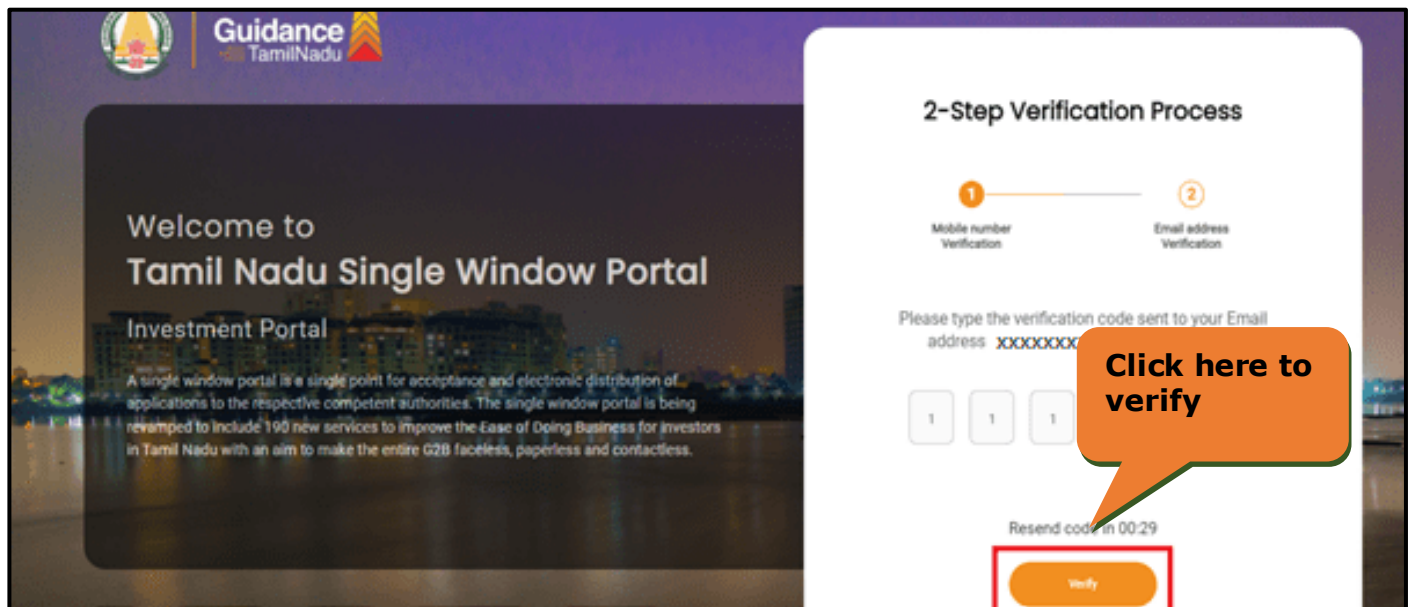


**Figure 5. Mobile Number Verification**



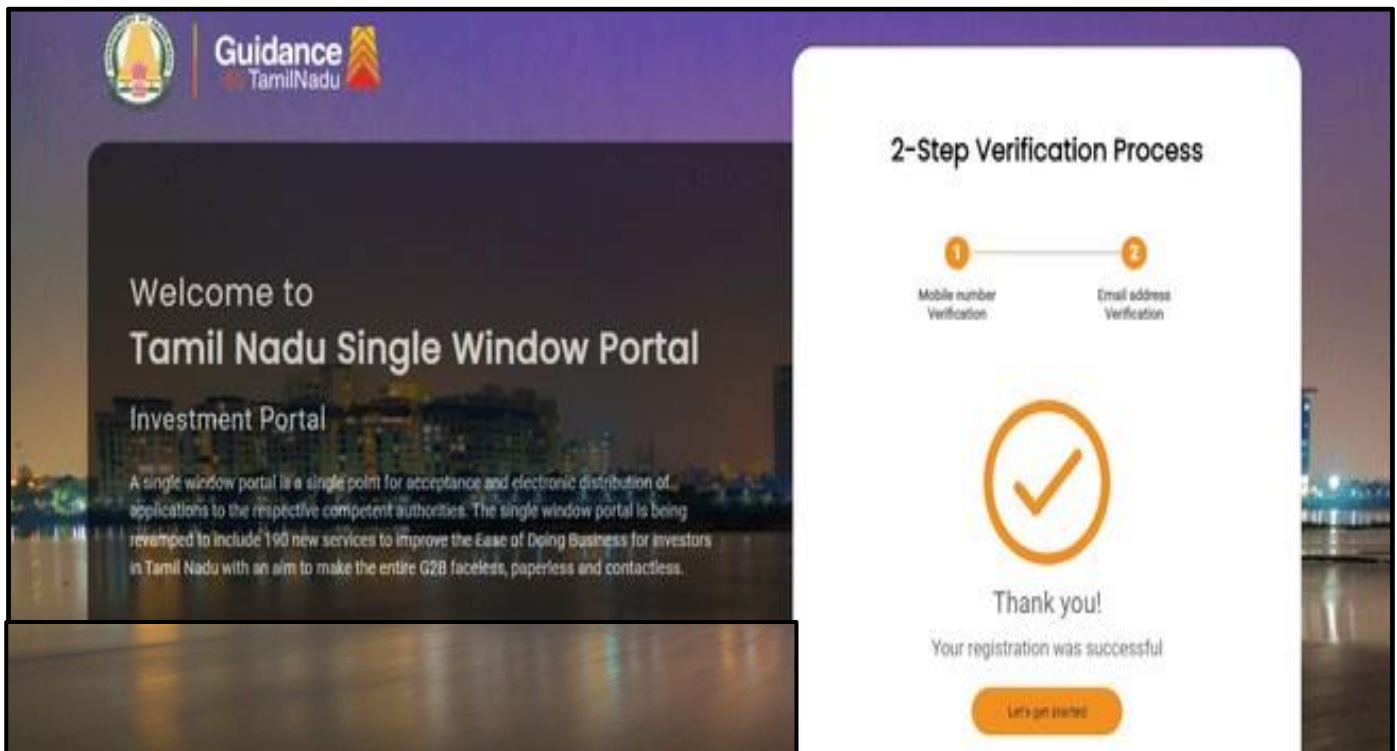
- o **Email ID Verification**

- 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.

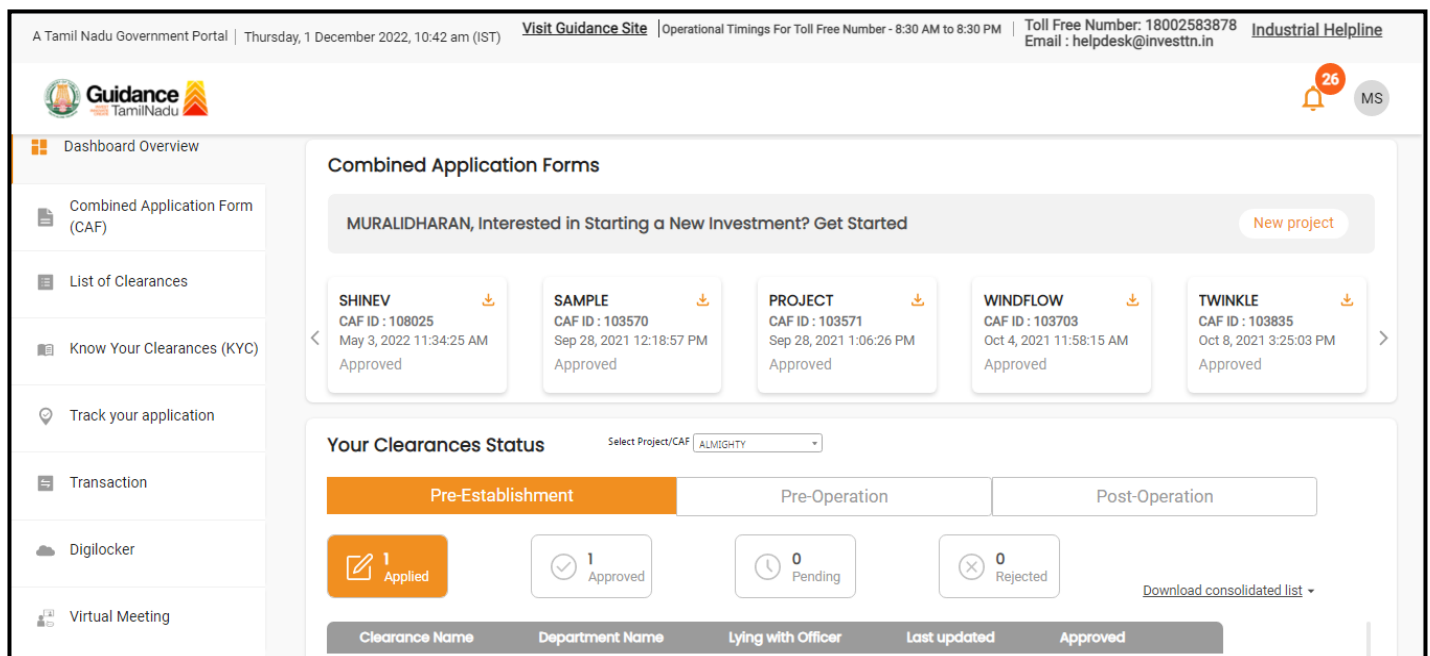
**Login to TNSWP**



**Figure 8. Login**

## 5. Dashboard Overview

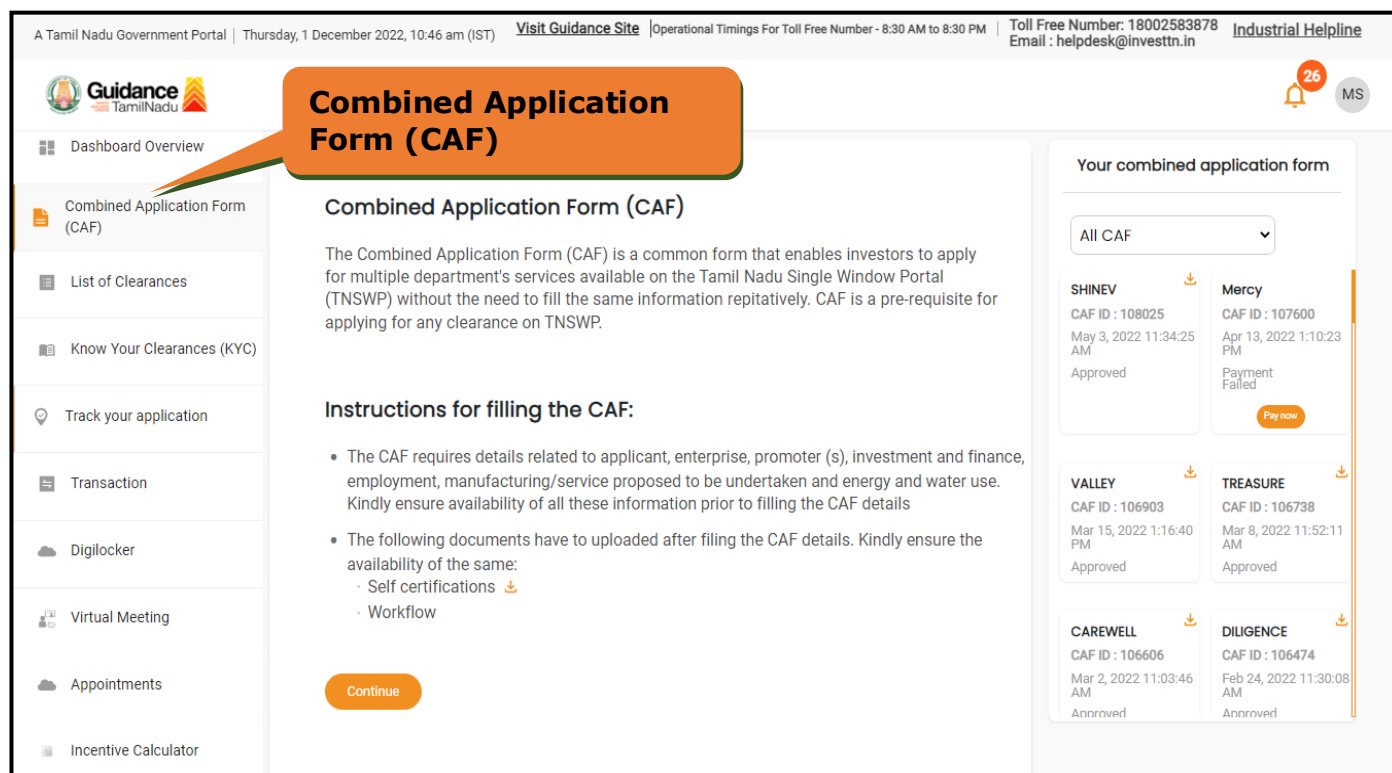
- 1) When the Applicant logs into TNSWP, the dashboard overview page will appear.
- 2) Dashboard overview is an Applicant-friendly interface for the Applicant’s easy navigation and to access various functionalities such as Menu bar, Status whether the application is Approved, Pending, Rejected and Data at-a glance on a unified point.



**Figure 9. Dashboard Overview**

## 6. Combined Application Form (CAF)

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



A Tamil Nadu Government Portal | Thursday, 1 December 2022, 10:46 am (IST) | [Visit Guidance Site](#) | Operational Timings For Toll Free Number - 8:30 AM to 8:30 PM | Toll Free Number: 18002583878 | Email : helpdesk@investtn.in | Industrial Helpline

**Combined Application Form (CAF)**

**Dashboard Overview**

- Combined Application Form (CAF)
- List of Clearances
- Know Your Clearances (KYC)
- Track your application
- Transaction
- Digilocker
- Virtual Meeting
- Appointments
- Incentive Calculator

**Combined Application Form (CAF)**

The Combined Application Form (CAF) is a common form that enables investors to apply for multiple department's services available on the Tamil Nadu Single Window Portal (TNSWP) without the need to fill the same information repetitively. CAF is a pre-requisite for applying for any clearance on TNSWP.

**Instructions for filling the CAF:**

- The CAF requires details related to applicant, enterprise, promoter (s), investment and finance, employment, manufacturing/service proposed to be undertaken and energy and water use. Kindly ensure availability of all these information prior to filling the CAF details
- The following documents have to uploaded after filing the CAF details. Kindly ensure the availability of the same:
  - Self certifications
  - Workflow

**Your combined application form**

All CAF

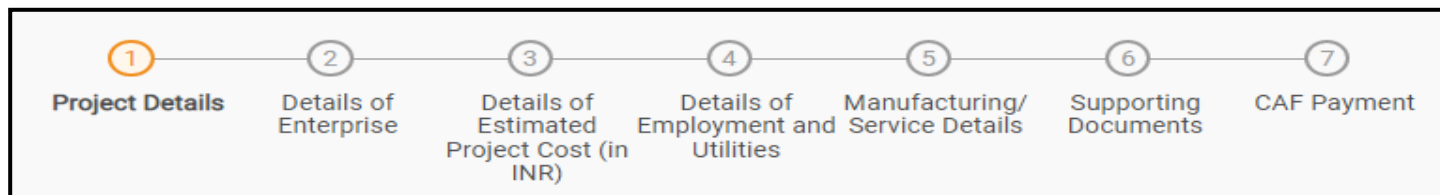
<b>SHINEV</b> CAF ID : 108025 May 3, 2022 11:34:25 AM Approved	<b>Mercy</b> CAF ID : 107600 Apr 13, 2022 1:10:23 PM Payment Failed <a href="#">Pay now</a>
<b>VALLEY</b> CAF ID : 106903 Mar 15, 2022 1:16:40 PM Approved	<b>TREASURE</b> CAF ID : 106738 Mar 8, 2022 11:52:11 AM Approved
<b>CAREWELL</b> CAF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

[Continue](#)

**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:**

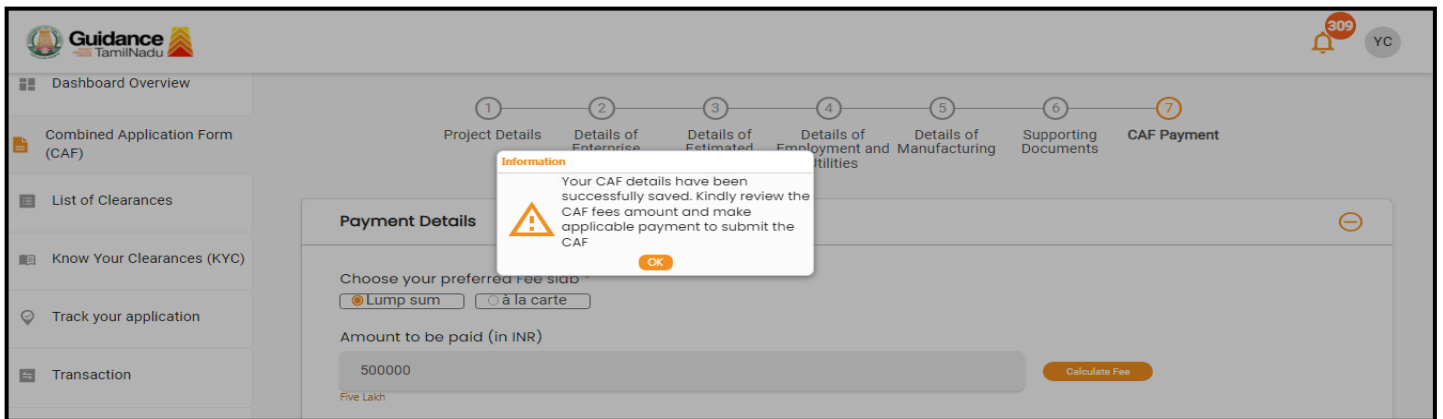
- Download the template.
- Prepare the self-certification documents as per the instructions given in the template and upload.

- **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**

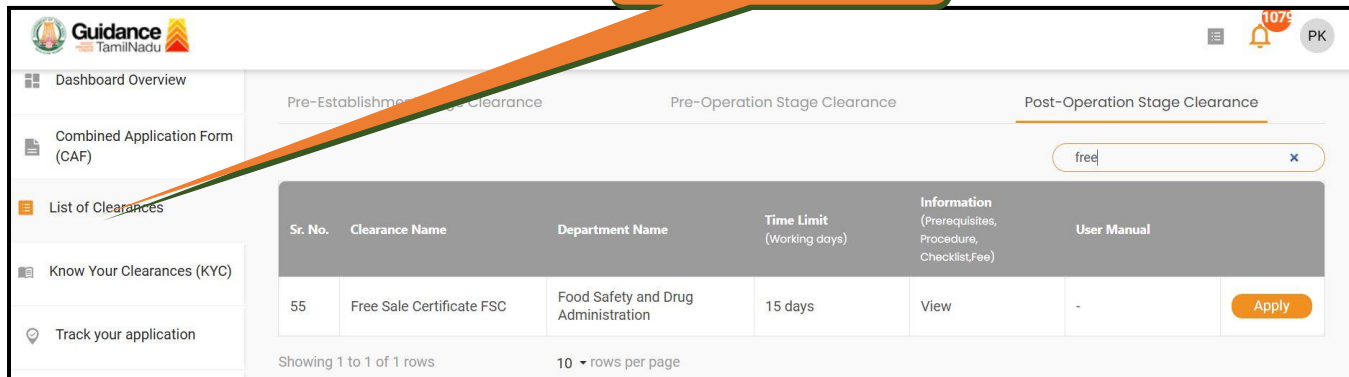
**Note:**

*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 Free Sale Certificate

1. Click on “List of Clearances”

**List of Clearances**



**Figure 13. List of Clearances**

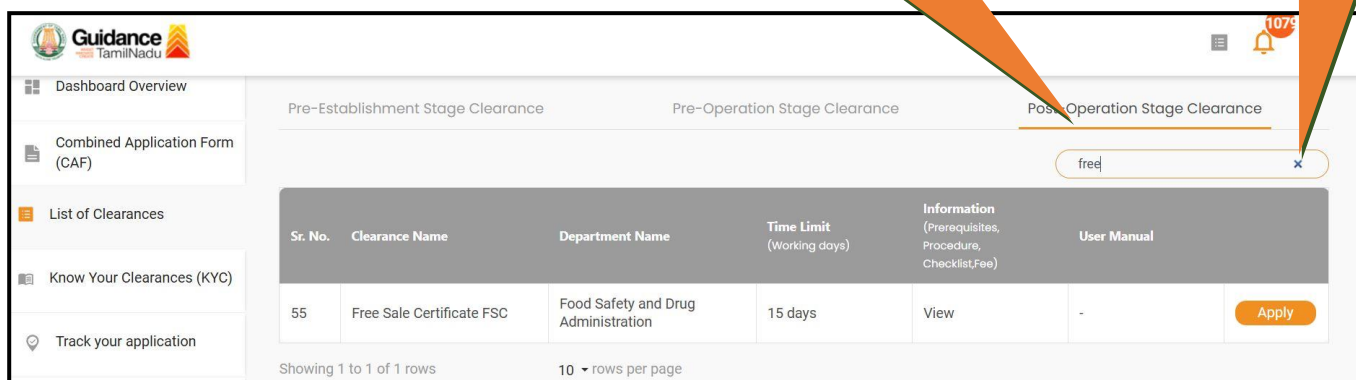
2. The list of clearances is segregated into three stages.

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

3. Select ‘Post-Operation Stage Clearance’ and find the clearance ‘Free Sale Certificate’ by using Search option as shown in the figure given below.

**Post-Operation Stage Clearance**

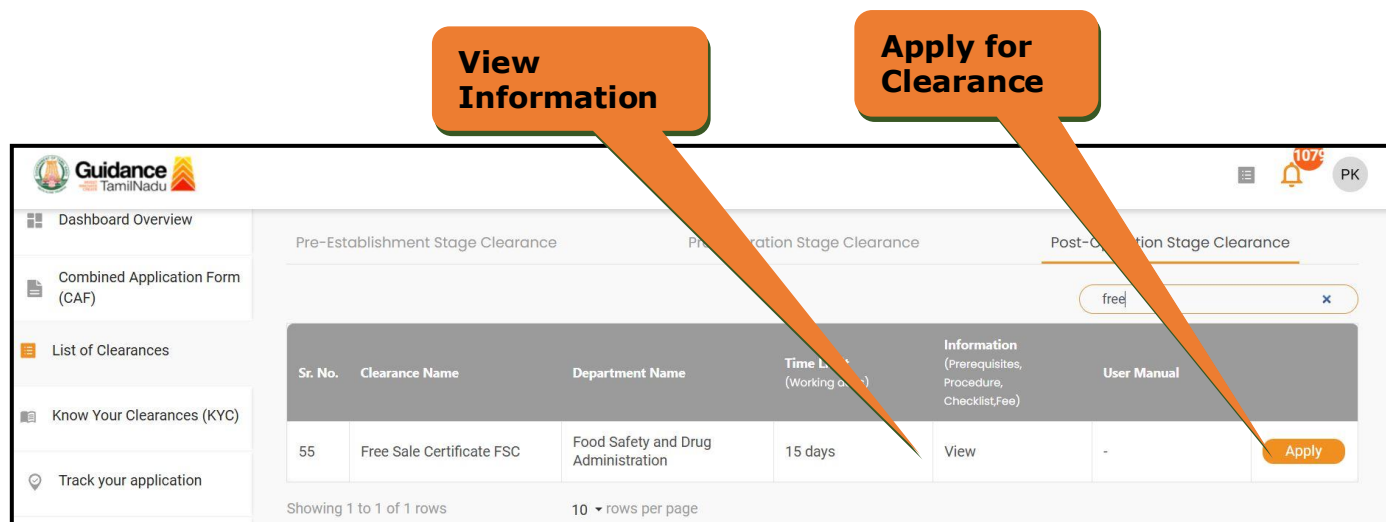
**Search for Clearance**



**Figure 14. Search for Clearance**



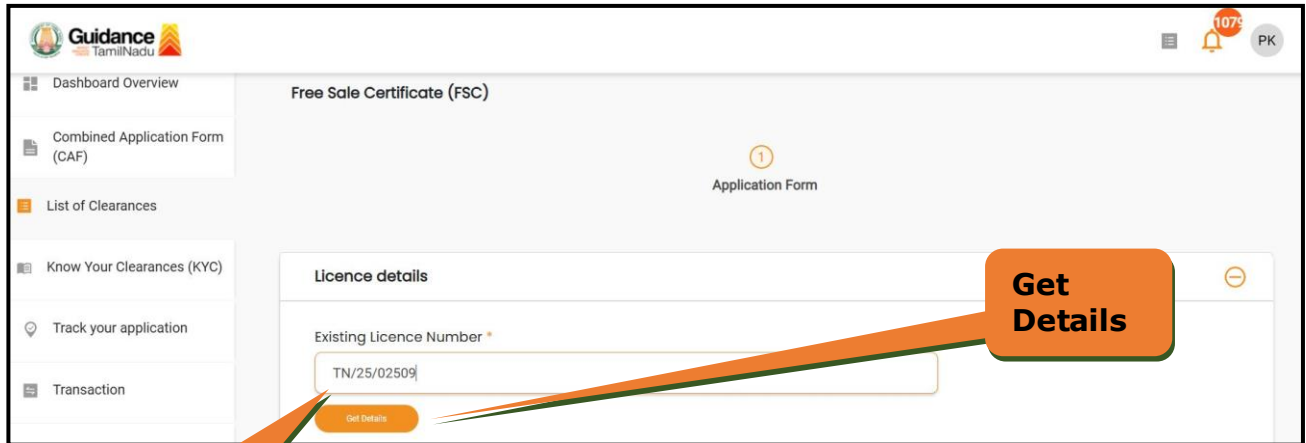
4. Applicants can view information on workflow, checklist of supporting documents to be uploaded by the applicant and fee details. Click on 'view' to access the information (Refer Figure 15)
5. To apply for the clearance, click on 'Apply' to access the department application form (Refer Figure 15).
6. 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.



**Figure 15. Apply for Clearance**

### License Details:

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

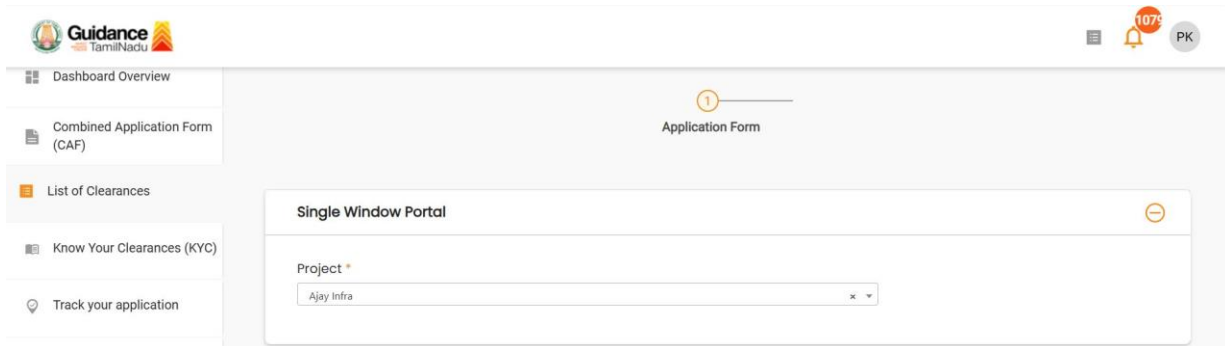


**Enter License Number**

**Get Details**

**Figure 16. License Number**

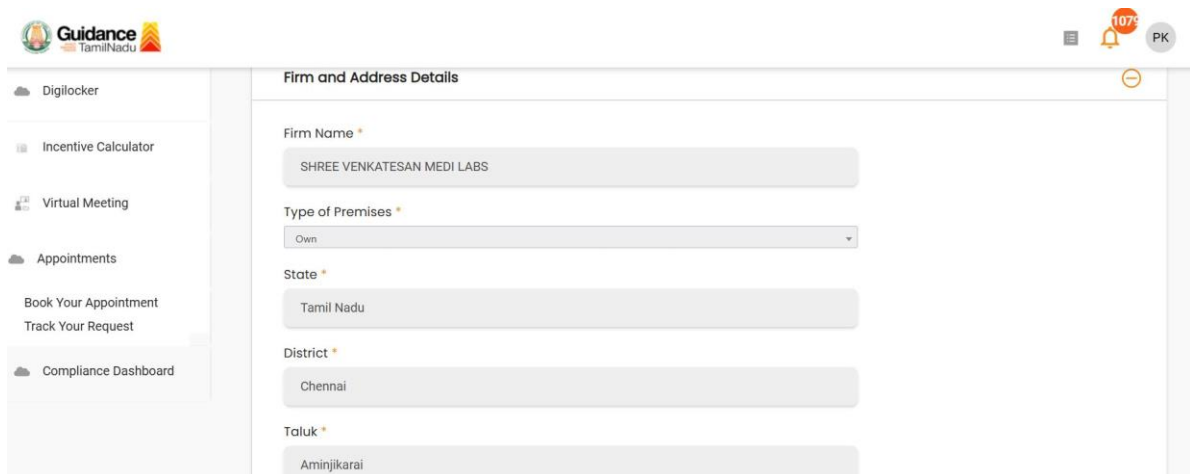
## 2) Enter all the mandatory details in the Free Sale Certificate



**Application Form**

**Single Window Portal**

Project \*  
Ajay Infra



**Firm and Address Details**

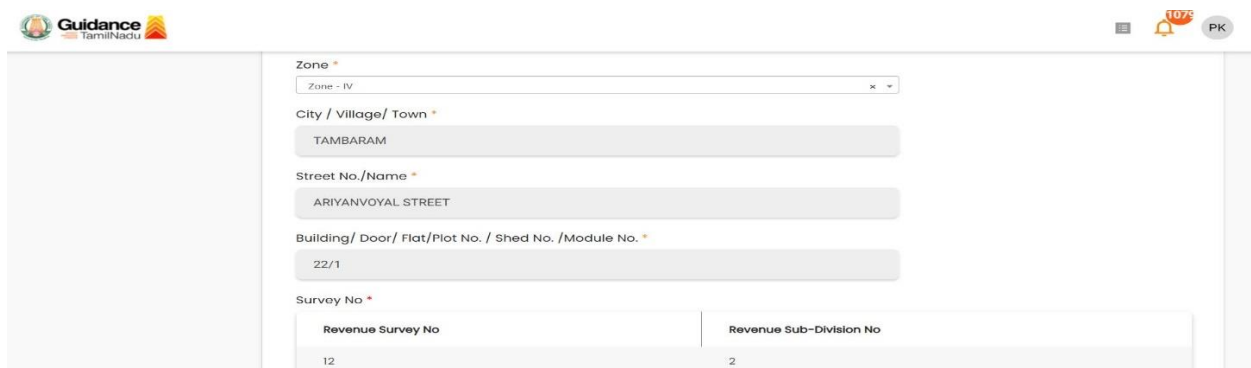
Firm Name \*  
SHREE VENKATESAN MEDI LABS

Type of Premises \*  
Own

State \*  
Tamil Nadu

District \*  
Chennai

Taluk \*  
Aminjikarai



**Zone \***  
Zone - IV

**City / Village / Town \***  
TAMBARAM

**Street No./Name \***  
ARIYANVOYAL STREET

**Building / Door / Flat / Plot No. / Shed No. / Module No. \***  
22/1

**Survey No \***

Revenue Survey No	Revenue Sub-Division No
12	2

Survey No \*

Revenue Survey No	Revenue Sub-Division No
12	2

Floor \*

3TH

Pin Code \*

600042

Select the products that require a free sale certificate

SNo	Form	Category	Proper Name of Product	Compos	Action
1	Form 24	Capsules	Acerola	Brilinta	Read Only
2	Form 24	Capsules	Acety-L-Carnitine	Benzone	Read Only

Showing 1 to 2 of 2 entries

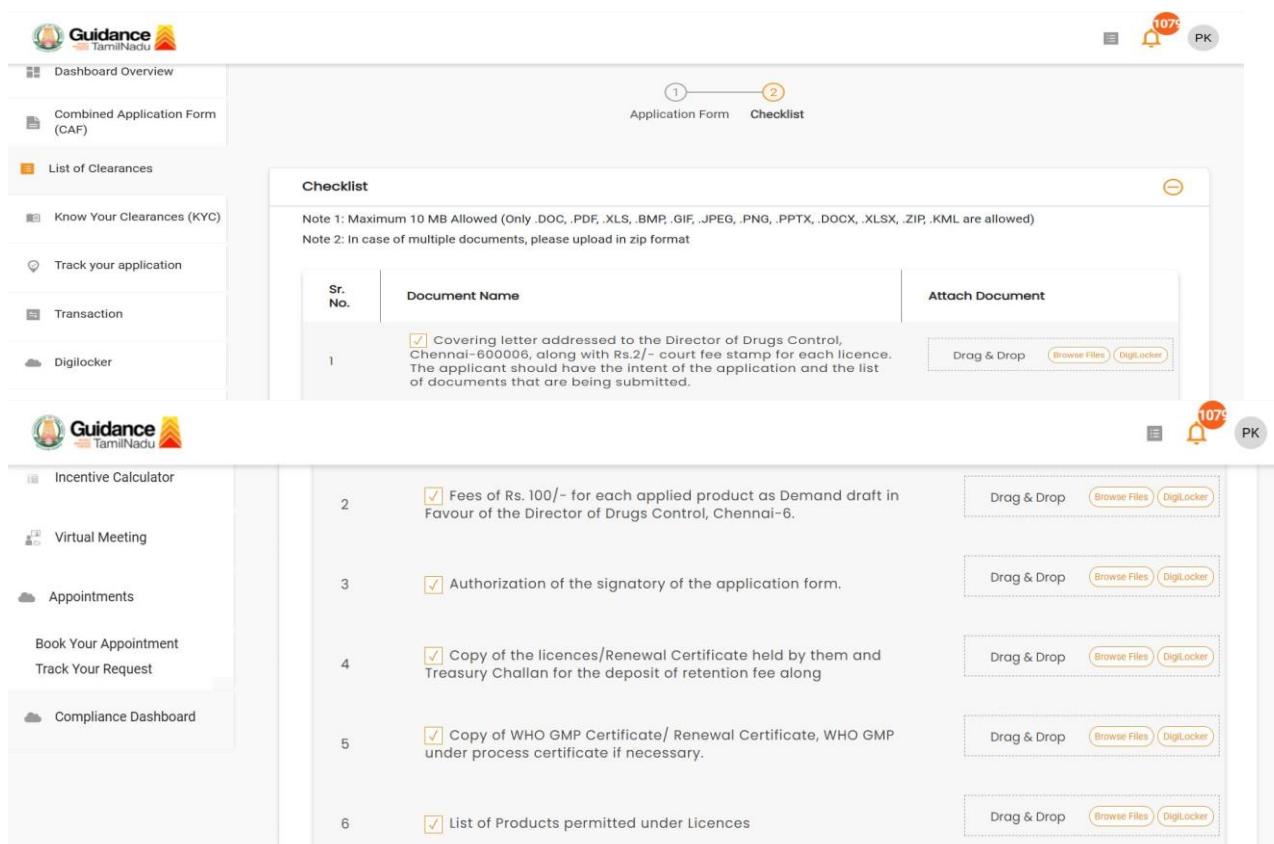
Confirm

Click on 'Save'

Figure 17. Free Sale Certificate

## 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.



Guidance TamilNadu

Dashboard Overview

Combined Application Form (CAF)

List of Clearances

Know Your Clearances (KYC)

Track your application

Transaction

Digilocker

Application Form Checklist

**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"/> Covering letter addressed to the Director of Drugs Control, Chennai-600006, along with Rs.2/- court fee stamp for each licence. The applicant should have the intent of the application and the list of documents that are being submitted.	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigLocker"/>
2	<input checked="" type="checkbox"/> Fees of Rs. 100/- for each applied product as Demand draft in Favour of the Director of Drugs Control, Chennai-6.	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigLocker"/>
3	<input checked="" type="checkbox"/> Authorization of the signatory of the application form.	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigLocker"/>
4	<input checked="" type="checkbox"/> Copy of the licences/Renewal Certificate held by them and Treasury Challan for the deposit of retention fee along	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigLocker"/>
5	<input checked="" type="checkbox"/> Copy of WHO GMP Certificate/ Renewal Certificate, WHO GMP under process certificate if necessary.	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigLocker"/>
6	<input checked="" type="checkbox"/> List of Products permitted under Licences	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigLocker"/>

Guidance TamilNadu

Incentive Calculator

Virtual Meeting

Appointments

Book Your Appointment

Track Your Request

Compliance Dashboard

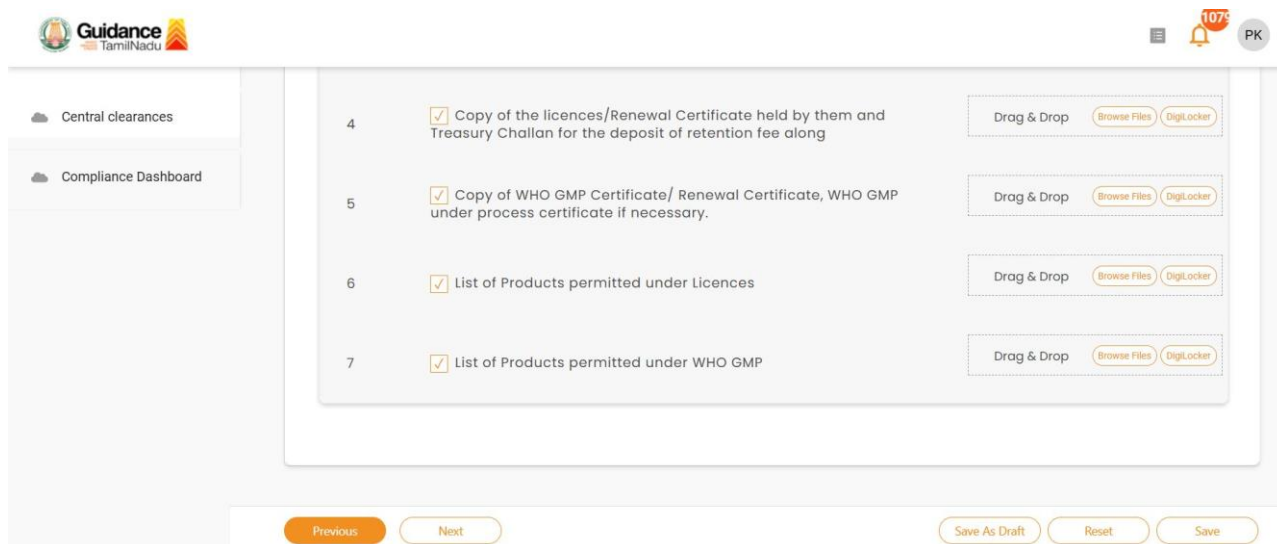


Figure 18. Checklist Document

Click on 'Save 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**'.

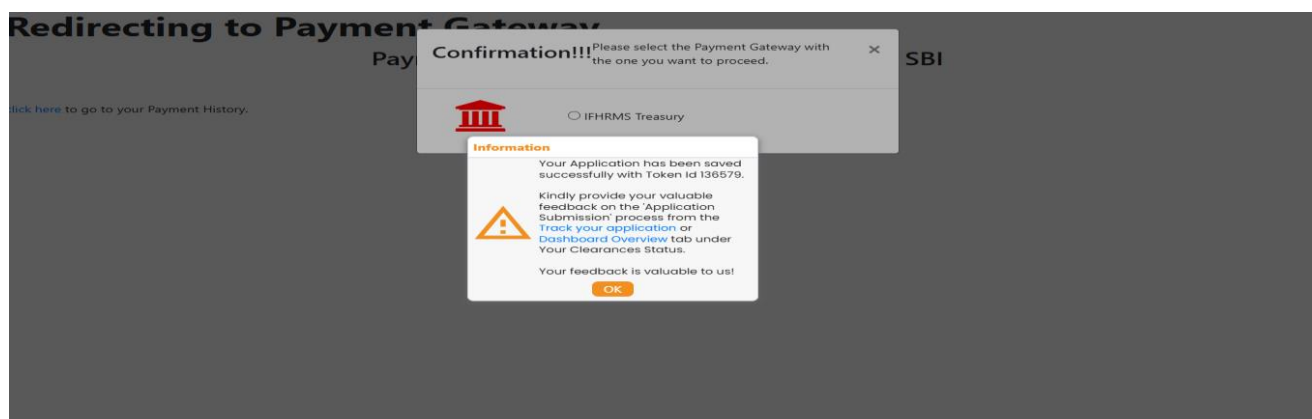
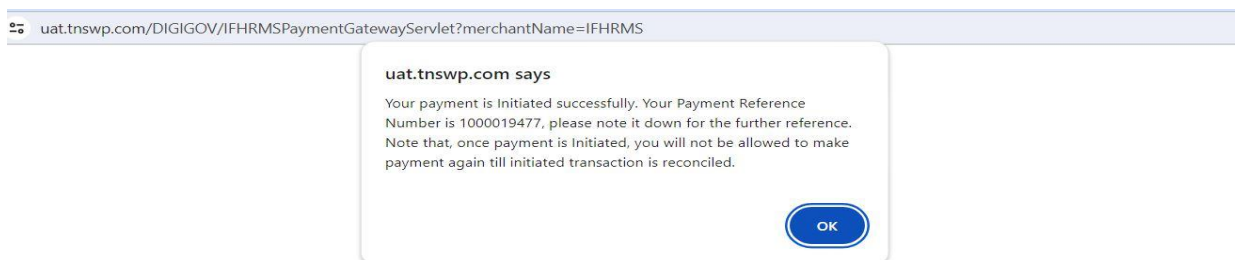


Figure 19. Payment Process

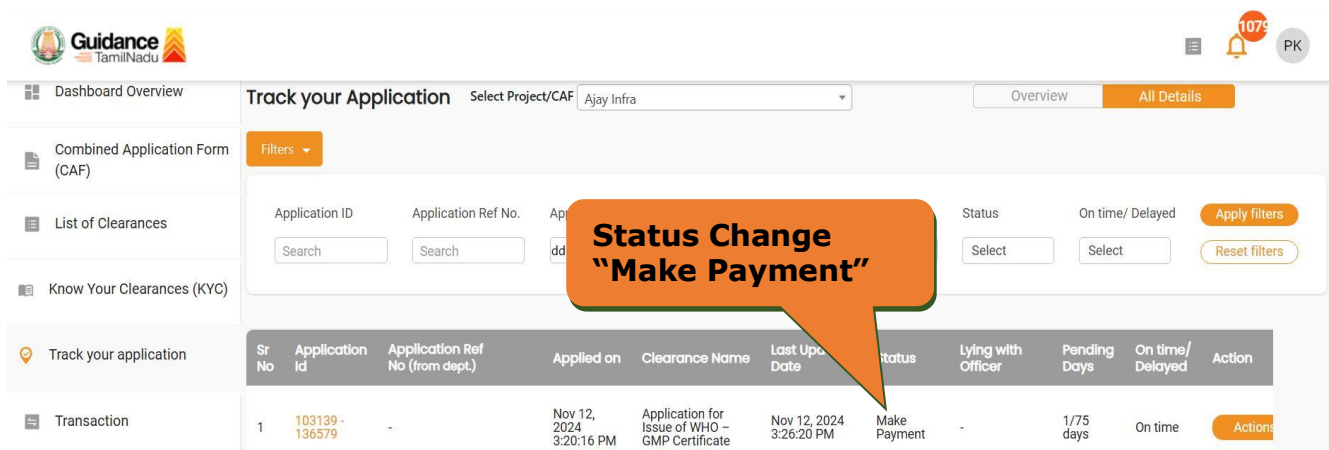
3)Then the payment 'Reference Number' would be generated, refer the instruction note as shown in the Figure 19.



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



**Figure 20. Payment Reference Number**



Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Update Date	Status	Lying with Officer	Pending Days	On time/Delayed	Action
1	103139 - 136579	-	Nov 12, 2024 3:20:16 PM	Application for Issue of WHO – GMP Certificate	Nov 12, 2024 3:26:20 PM	Make Payment	-	1/75 days	On time	Actions

Department TXN No.: 1000023366

---

**Department Details**

Department : 01906      District : PAO (Chennai South)      DDO Office Name : ADDC (ADMIN), CHENNAI-06  
 DDO Code: 41010098

---

**Remitter Details**

Remitter Name : KARTHI KARTHI      Contact No: 8680870081      Block/Street : PEELAMEDU  
 City : Chennai      State : Tamil Nadu      Pincode : 641004  
 PAN:      Aadhar No:      Email ID:

Service Rendering Department: 01906

---

**Service Details**

Receipt Type	Sub Type	Acct Code	Amount	Department Ref.No.	Remarks
11	Select Any Bank-NEFT/RTGS(RBI) State Bank of India Bank of Baroda Indian Overseas Bank Indian Bank Canara Bank	021004104AC22708	5	136579	
Challan Amount: (Rs.)			5		

---

**Payment Details**

Select Bank for Payment:       Payment Method\*:  Online

This site is being maintained by Department of Treasuries and Accounts © 2023 Department of Finance. All Rights Reserved.

**Figure 21. Status Change “Make Payment”**

**Application Submitted**

- 1) The Applicant should fill in the application form and upload the Supporting documents. Make payment fee and submit the Application in SWP. The applicant can view the status of the application under **Track your application** → **Select the CAF from the Dropdown** → **All details.**

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

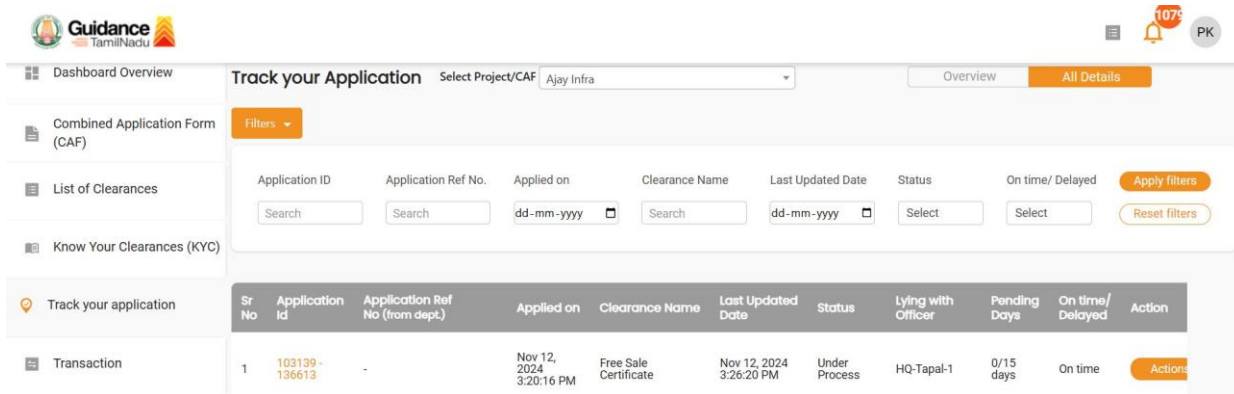
Filters

Application ID: [Search]    Application Ref No.: [Search]    Applied on: dd-mm-yyyy [Calendar]    Clearance Name: [Search]    Last Updated Date: dd-mm-yyyy [Calendar]    Status: [Select]    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	103139-136613	-	Nov 12, 2024 3:20:16 PM	Free Sale Certificate	Nov 12, 2024 3:26:20 PM	Under Process	Applicant	0/15 days	On time	<input type="button" value="Action"/>

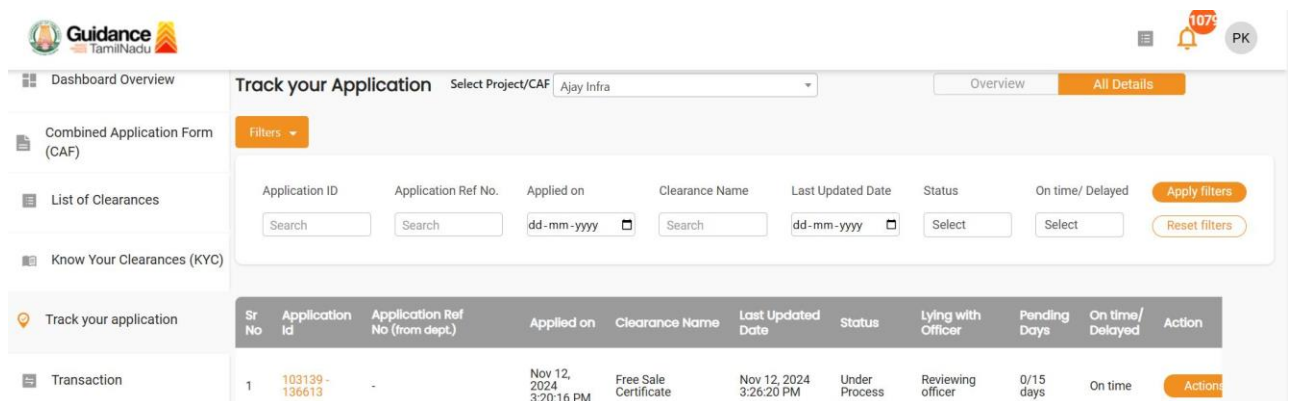
**Figure 22. Under Process**

2) The HQ Tapal should receive the Application from the Applicant, and he will be reviewing the Application. After that HQ Tapal will forward the Application to the State Licensing Authority (SLA).



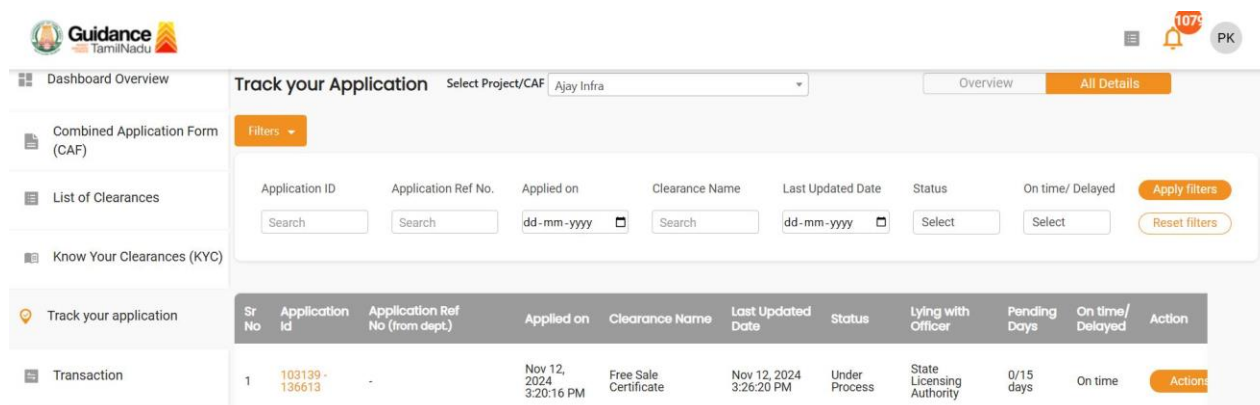
**Figure 23. Under Process**

3) The Reviewing Officer will receive the application from the State Licensing Authority. And he can Scrutinize Application and Supporting Documents, After the He will Forward Application to the State Licensing Authority.



**Figure 24. Under Process**

- 4) The State Licensing Authority will receive the Application from HQ Tapal, Forward the Application to the Reviewing officer and receive the Application from Reviewing Officer and He can Raise Query to the Applicant if required.

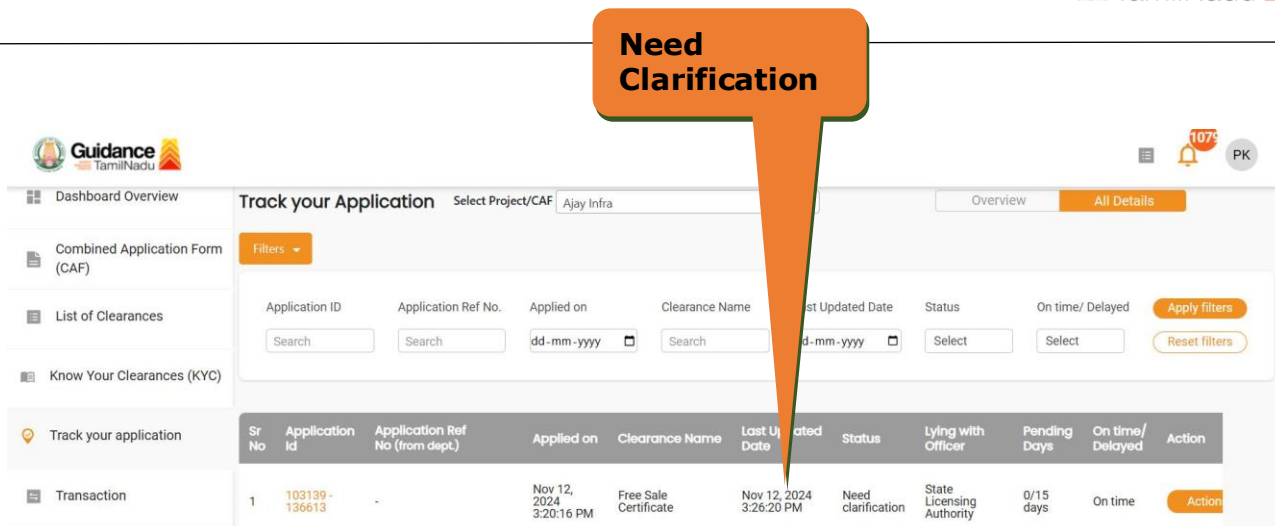


Sr No	Application Id	Application Ref No (from dept)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	103139 - 136613	-	Nov 12, 2024 3:20:16 PM	Free Sale Certificate	Nov 12, 2024 3:26:20 PM	Under Process	State Licensing Authority	0/15 days	On time	Action

**Figure 25. Under Process**

## 9. Query Clarification

- 1) After submitting the application to the Drugs department, the concerned officer – State Licensing Authority reviews the application and if there are any clarifications required, the officer would raise a query to the applicant.
- 2) Applicants would receive an alert message through Registered SMS/Email.
- 3) Applicants could go to 'Track your application' option and view the query under action items under the 'All Details' Tab.
- 4) Applicants 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.



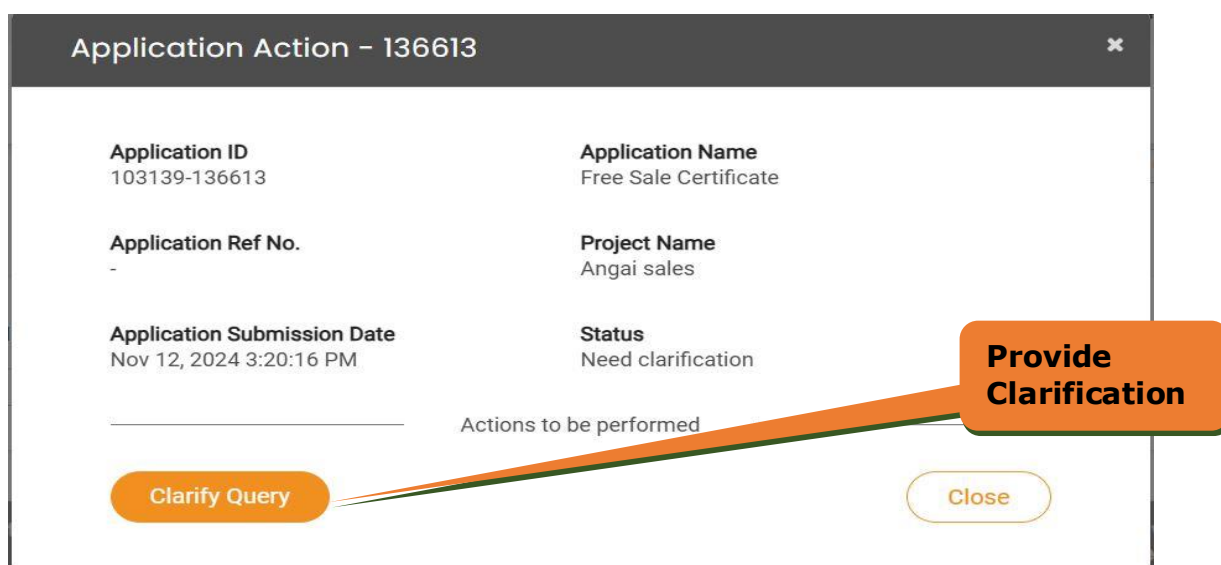
**Need Clarification**

Dashboard Overview | 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

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	103139-136613	-	Nov 12, 2024 3:20:16 PM	Free Sale Certificate	Nov 12, 2024 3:26:20 PM	Need clarification	State Licensing Authority	0/15 days	On time	Action

**Figure 26. Need Clarification**



**Application Action - 136613**

<b>Application ID</b> 103139-136613	<b>Application Name</b> Free Sale Certificate
<b>Application Ref No.</b> -	<b>Project Name</b> Angai sales
<b>Application Submission Date</b> Nov 12, 2024 3:20:16 PM	<b>Status</b> Need clarification

Actions to be performed

**Provide Clarification**

Clarify Query | Close

**Figure 27. Provide Clarification**

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

### Application Submitted

The Recommendation committee will receive the Application from State Licensing Authority, prepare the Recommendation Letter and forward the Application to the State Licensing Authority.

The screenshot shows a web dashboard for tracking applications. The main heading is 'Track your Application' with a dropdown menu set to 'Ajay Infra'. Below this is a filter section with 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 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	103139 - 136613	-	Nov 12, 2024 3:20:16 PM	Free Sale Certificate	Nov 12, 2024 3:26:20 PM	Under Process	Recommendation committee Login	0/15 days	On time	Acti

Figure 28. Under Process



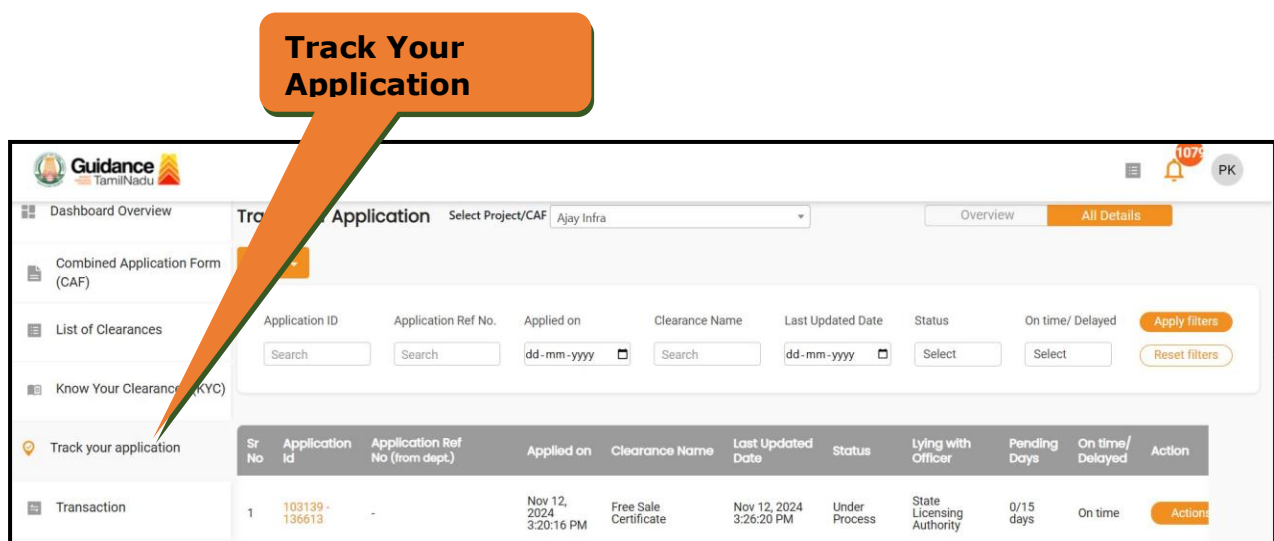
## 10. Track Your Application

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

- **Track your application– Overview Option**

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

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



**Figure 29. 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**

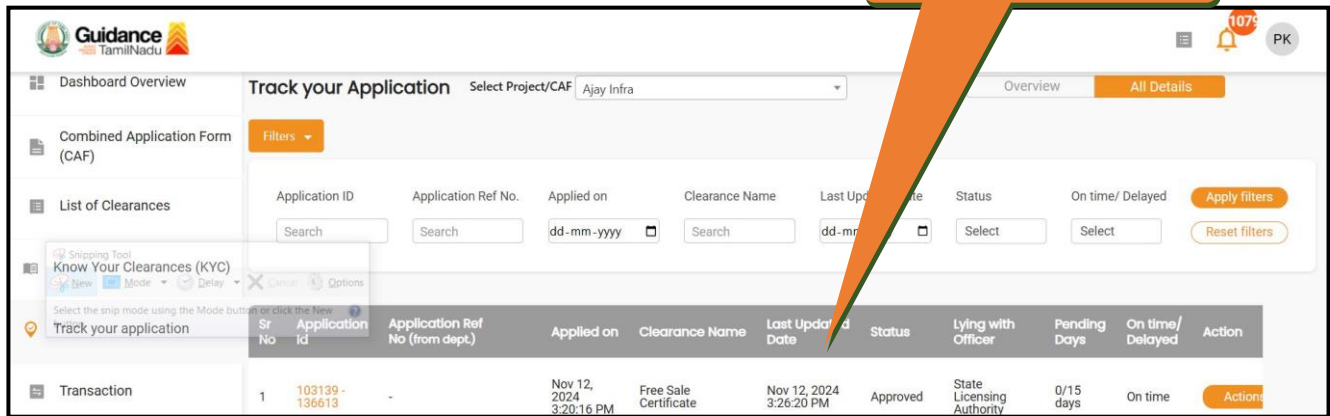


Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/Delayed	Action
1	103139 - 136613	-	Nov 12, 2024 3:20:16 PM	Free Sale Certificate	Nov 12, 2024 3:26:20 PM	Under Process	State Licensing Authority	0/15 days	On time	Actions

**Figure 30. ‘All Details’ tab**

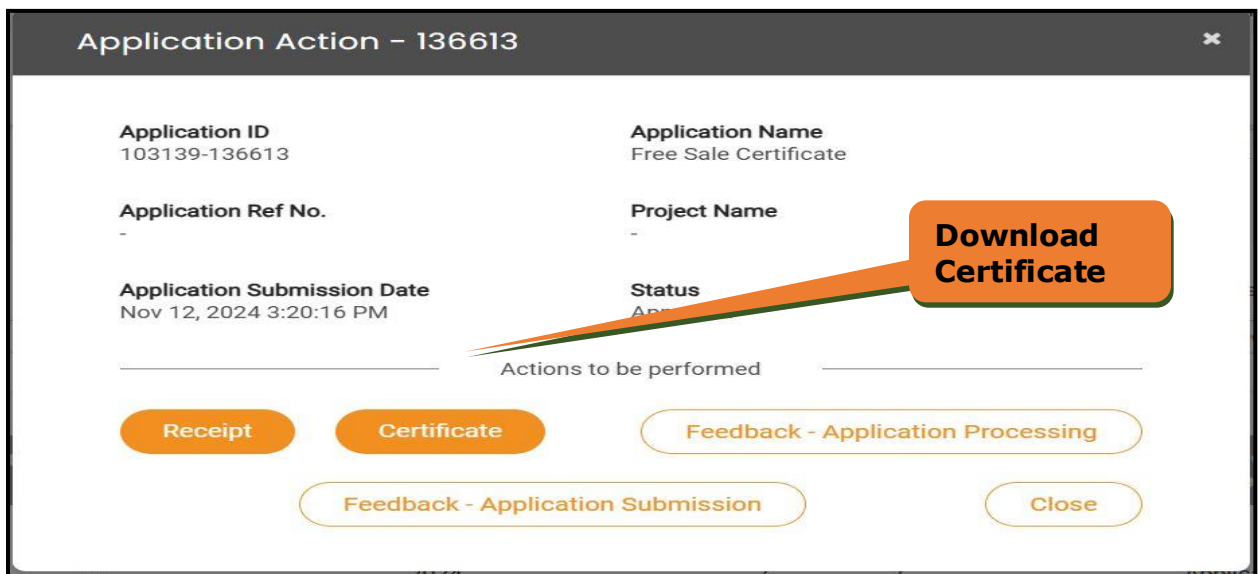
## 11. Application Processing

1) The State Licensing Authority reviews the application and updates the status as **“Approved or Rejected”**



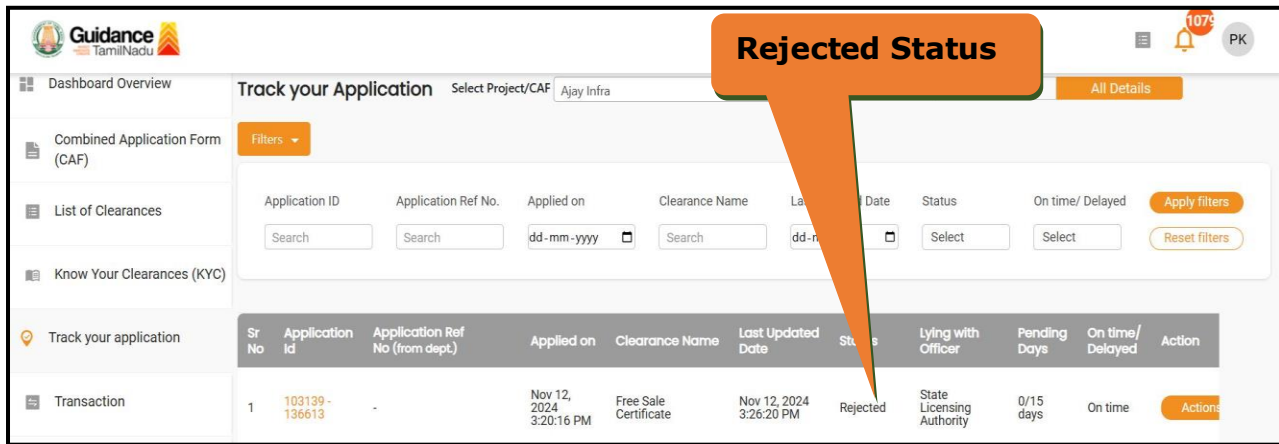
**Figure 31. Application Processed**

2) If the application is **‘Approved’** by State Licensing Authority, the applicant can download the Approval Certificate under **Track your application – > Action button -> Download Certificate** (Refer Figure 32)



**Figure 32. Download Certificate**

3) If the application is '**Rejected**' by the State Licensing Authority, the applicant can view the rejection remarks under the Actions Tab by the State Licensing Authority. Applicant has to create a fresh application if the application has been rejected. (Refer Figure 33)



The screenshot shows the 'Track your Application' section of the Guidance TamilNadu portal. A callout box labeled 'Rejected Status' points to a row in the application tracking table. The table has the following 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.

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	103139-136613	-	Nov 12, 2024 3:20:16 PM	Free Sale Certificate	Nov 12, 2024 3:26:20 PM	Rejected	State Licensing Authority	0/15 days	On time	Actions

**Figure 33. Rejected Status**

