

# **TAMILNADU SINGLE WINDOW PORTAL**

## **APPLICANT MANUAL**

**Application for Issue of WHO – GMP 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**



The screenshot shows the TNSWP Home Page with the following details:

- Browser Address Bar:** tnswp.com/DIGIGOV/swp-tnswp.jsp
- Page Header:**
  - A Tamil Nadu Government Portal
  - Wednesday, 30 November 2022, 10:11 pm (IST)
  - Operational Timings For Toll Free Number: 8:30 AM to 8:30 PM
  - Toll Free Number: 18002583878
  - Email: helpdesk@investtn.in
  - Industrial Helpline | English
- Navigation Menu:** Home, About Us, Clearances/Approvals, Legislation, Policies & Notifications, Dashboard, Help & Support, Register, Login
- Main Content:**
  - 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)
- Footer:**
  - 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

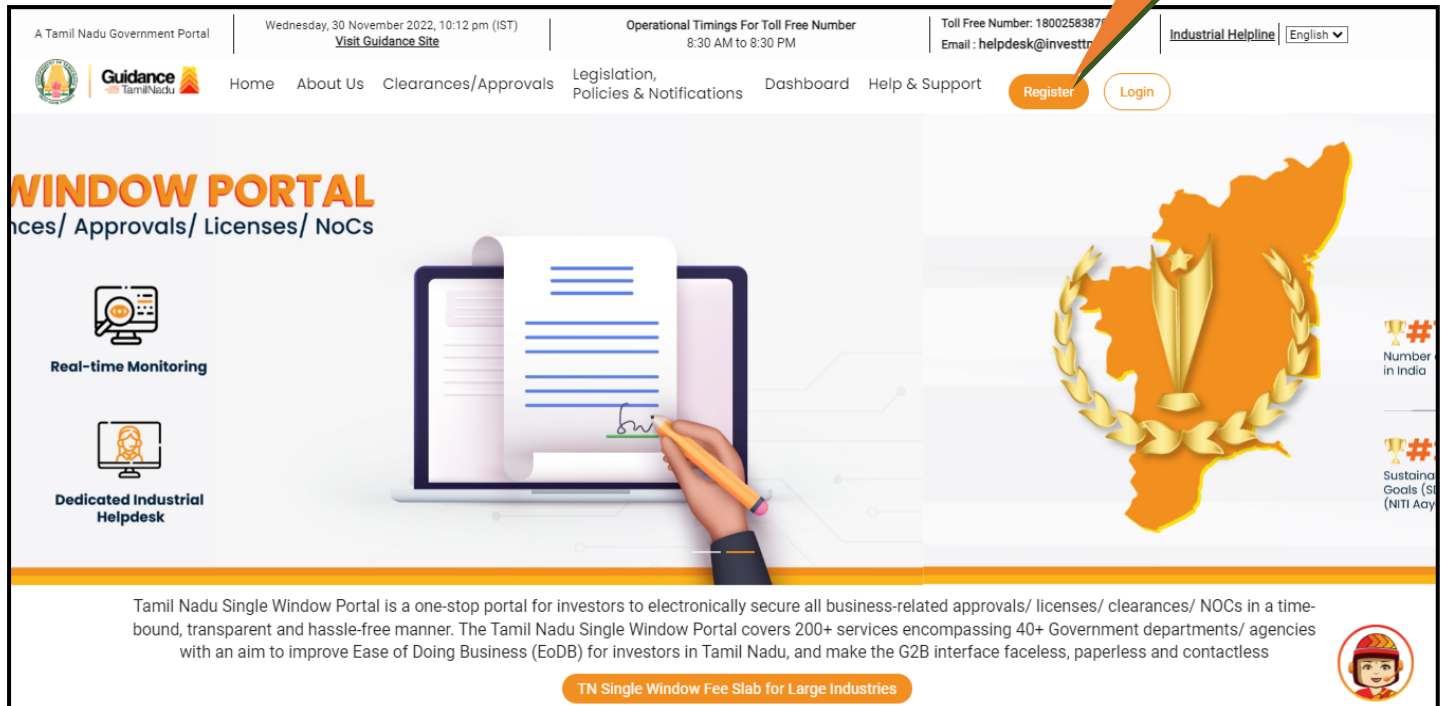
**Figure 1. Single Window Portal Home Page**

## 2. Registration

To access 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**



**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.

**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**

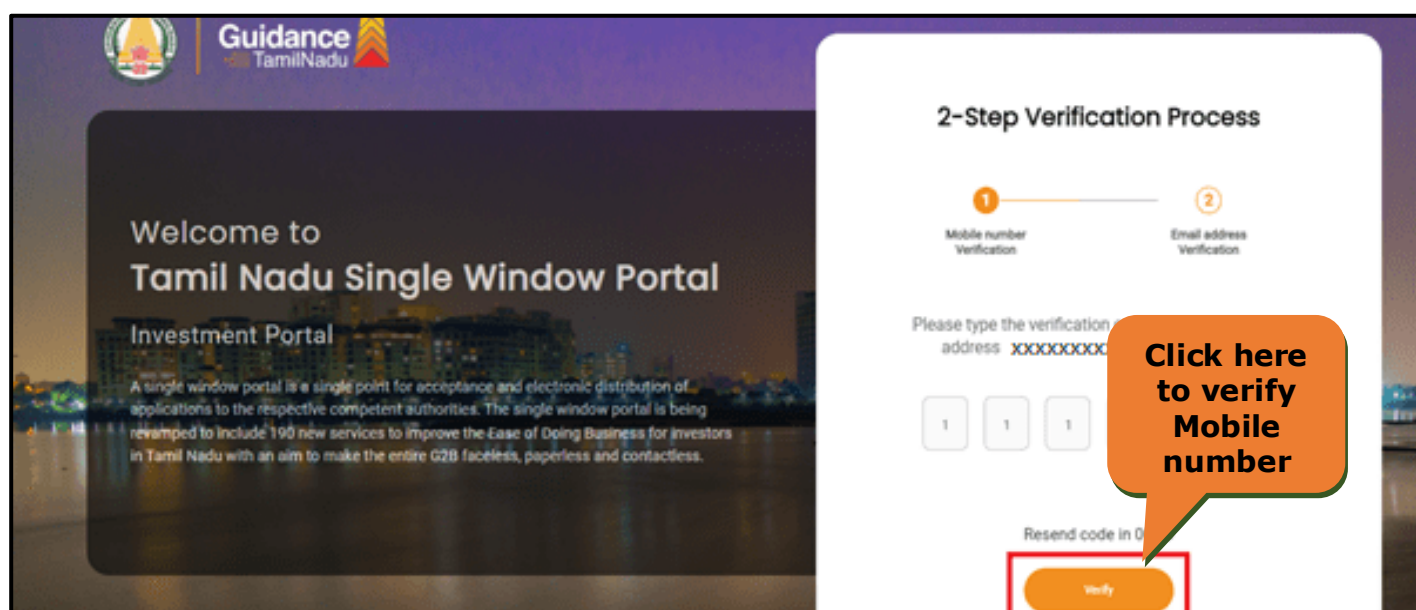
- 6) The Email ID would be the Username to login the TNSWP.
- 7) Future communications would be sent to the registered mobile number and Email ID of the applicant.
- 8) Create a strong password and enter the Captcha code as shown.
- 9) The applicant must read and accept the terms and conditions and click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

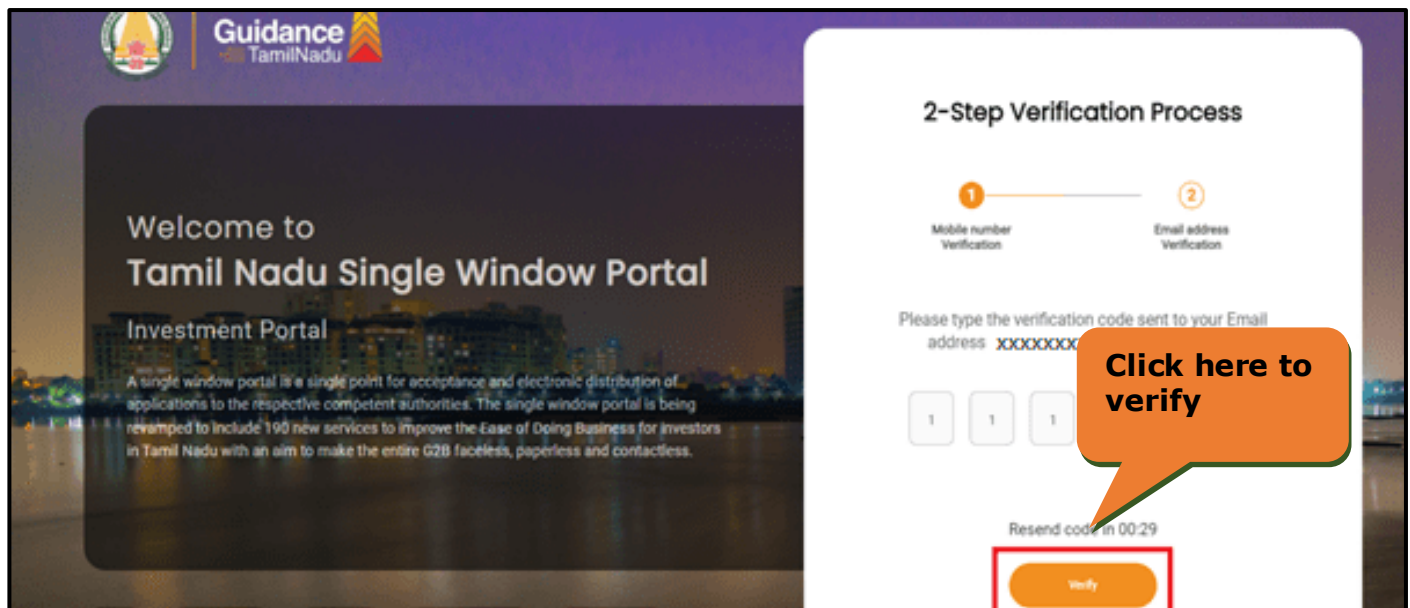


**Figure 5. Mobile Number Verification**



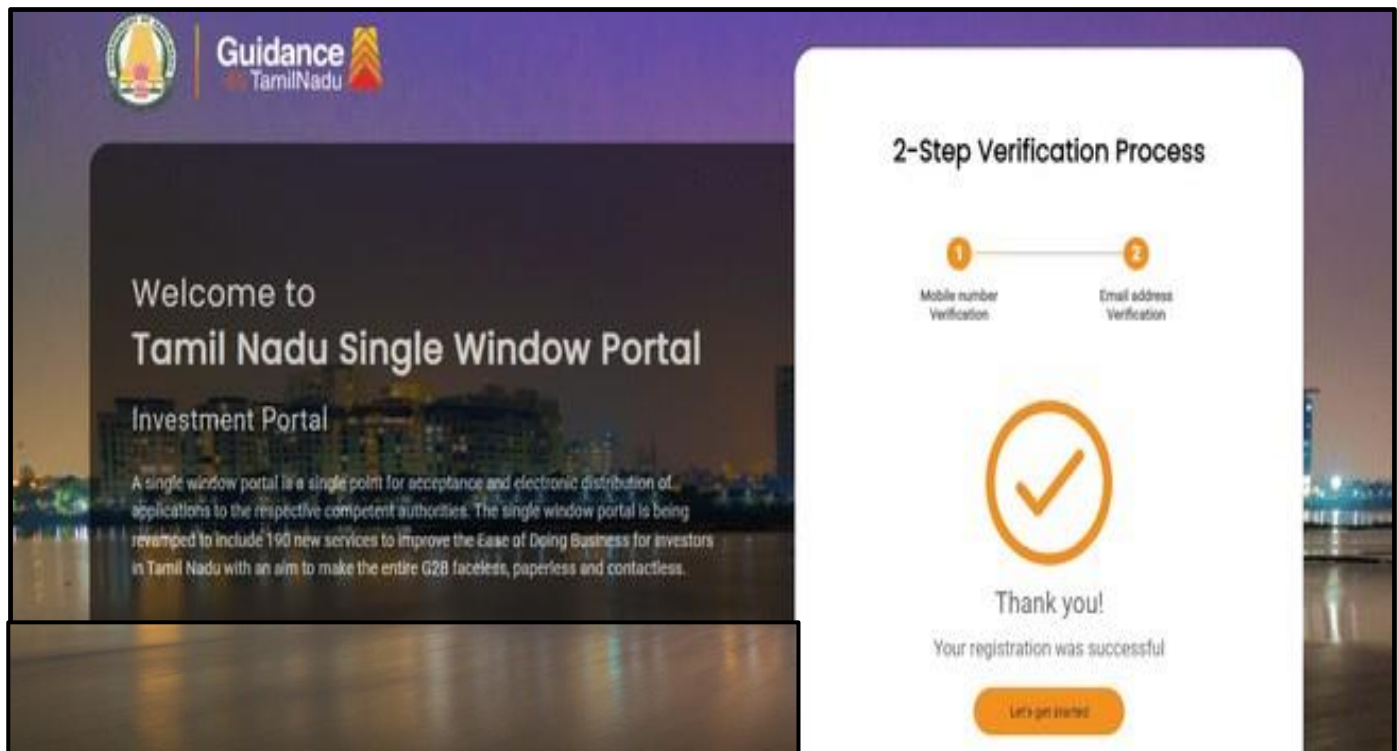
- **Email ID Verification**

- 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**

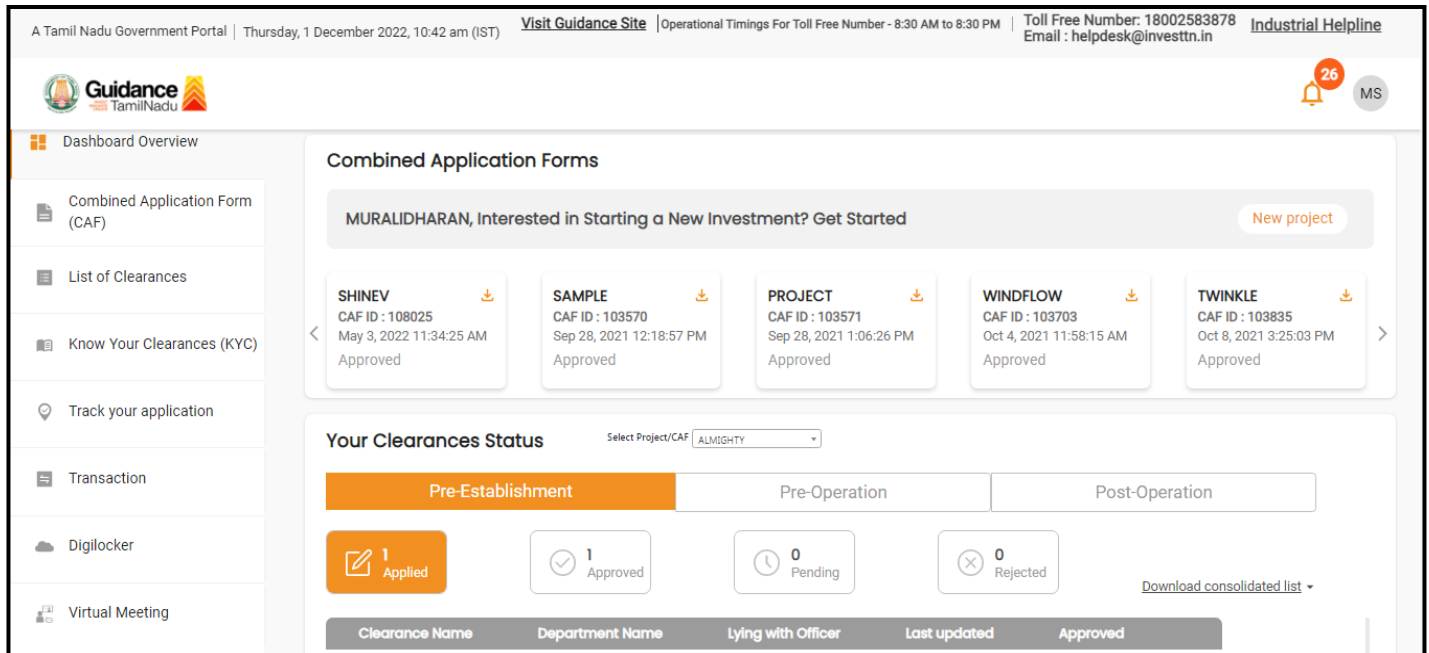


The screenshot shows the TNSWP website interface. The browser address bar displays 'tnswp.com/DIGIGOV/swp-tnswp.jsp'. The page header includes the date 'Wednesday, 30 November 2022, 10:11 pm (IST)', operational timings '8:30 AM to 8:30 PM', and contact information 'Toll Free Number: 1800258387' and 'Email: helpdesk@investtn.in'. The navigation menu contains 'Home', 'About Us', 'Clearances/Approvals', 'Legislation, Policies & Notifications', 'Dashboard', and 'Help & Support'. The 'Register' and 'Login' buttons are visible. The main content area features a large orange map of Tamil Nadu with a star and laurel wreath, and the text 'TAMIL NADU Leading the Nation'. Below this, there are two rows of award statistics, each with a trophy icon and a '#1' or '#2' ranking. The first row includes: '#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', and '#1 Best Performing State (India Today State of the State Award 2018, 2019 & 2020)'. The second row includes: '#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', and '#2 Growth, Innovation and Leadership Index 2019 (Frost & Sullivan)'. At the bottom, there is a text block describing the portal as a one-stop portal for investors, and a button labeled '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 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.



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 | [Industrial Helpline](#) | Email : helpdesk@investtn.in

**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	Application Date	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

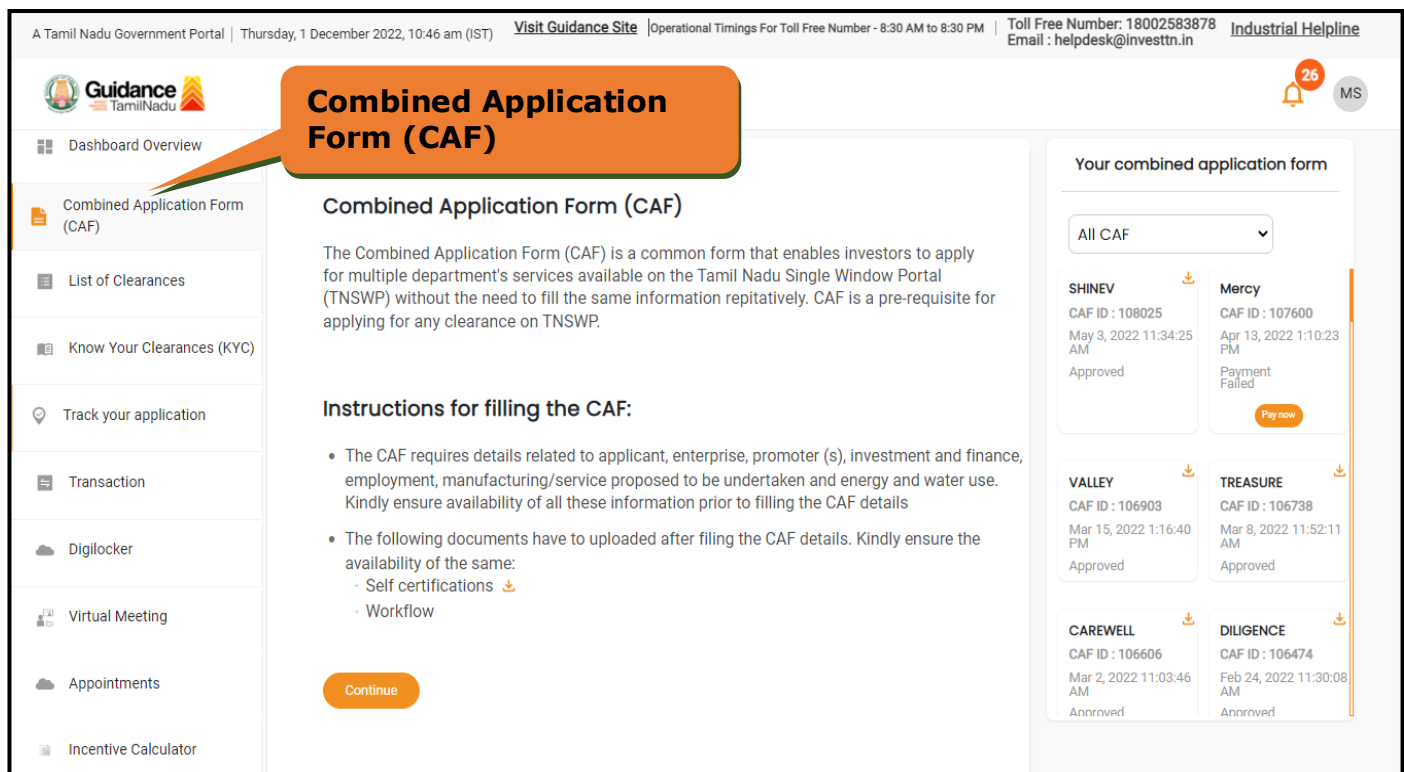
Pre-Establishment	Pre-Operation	Post-Operation
1 Applied	1 Approved	0 Pending
0 Rejected	<a href="#">Download consolidated list</a>	

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 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)**

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 repeatedly. 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**

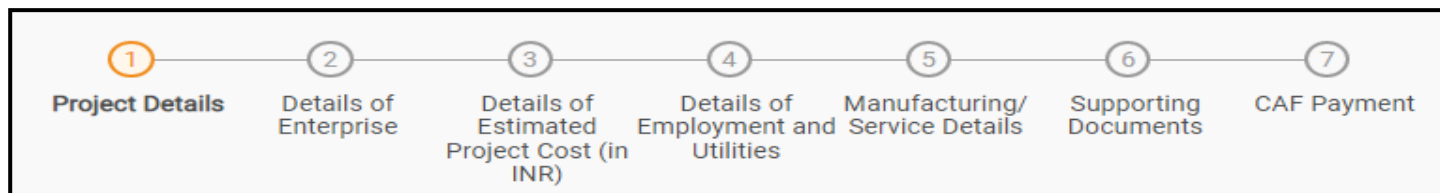
CAF ID	Created At	Status
SHINEV CAF ID : 108025	May 3, 2022 11:34:25 AM	Approved
Mercy CAF ID : 107600	Apr 13, 2022 1:10:23 PM	Payment Failed
VALLEY CAF ID : 106903	Mar 15, 2022 1:16:40 PM	Approved
TREASURE CAF ID : 106738	Mar 8, 2022 11:52:11 AM	Approved
CAREWELL CAF ID : 106606	Mar 2, 2022 11:03:46 AM	Approved
DILIGENCE 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 them.

- **Workflow:**

- Prepare and upload the business process flow chart.

3) After filling in 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 'CAF Payment' step of the application process. A progress bar at the top shows 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 highlighted. A confirmation message box is overlaid on the 'Payment Details' section, 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, there are radio buttons for 'Lump sum' (selected) and 'à la carte'. The 'Amount to be paid (in INR)' is shown as 500000, with 'Five Lakh' written below it. A 'Calculate Fee' button is visible on the right.

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

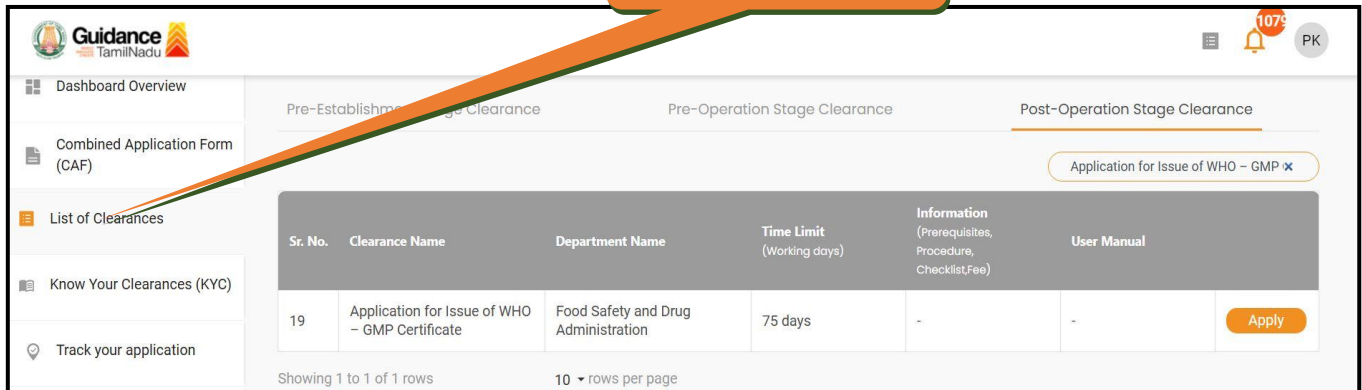
**Note:**

*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 Issue of WHO – GMP Certificate

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	
19	Application for Issue of WHO – GMP Certificate	Food Safety and Drug Administration	75 days	-	-	Apply

Figure 13. List of Clearances

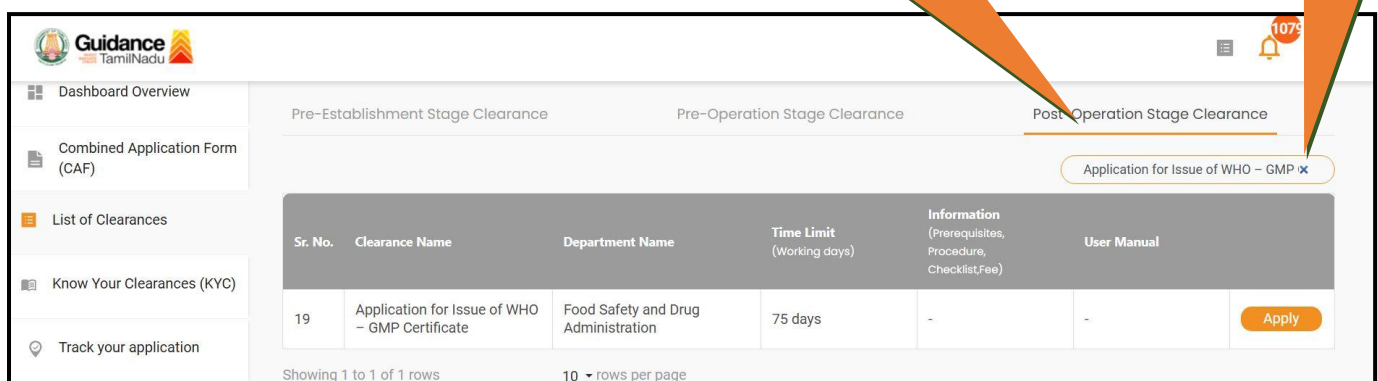
2. The list of clearances is segregated into three stages.

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

3. Select ‘Post-Operation Stage Clearance’ and find the clearance ‘Application for Issue of WHO – GMP Certificate’ 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	
19	Application for Issue of WHO – GMP Certificate	Food Safety and Drug Administration	75 days	-	-	Apply

Figure 14. Search for Clearance



- 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)
- 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 displays the 'List of Clearances' section of the Guidance TamilNadu portal. The table lists one clearance with the following details:

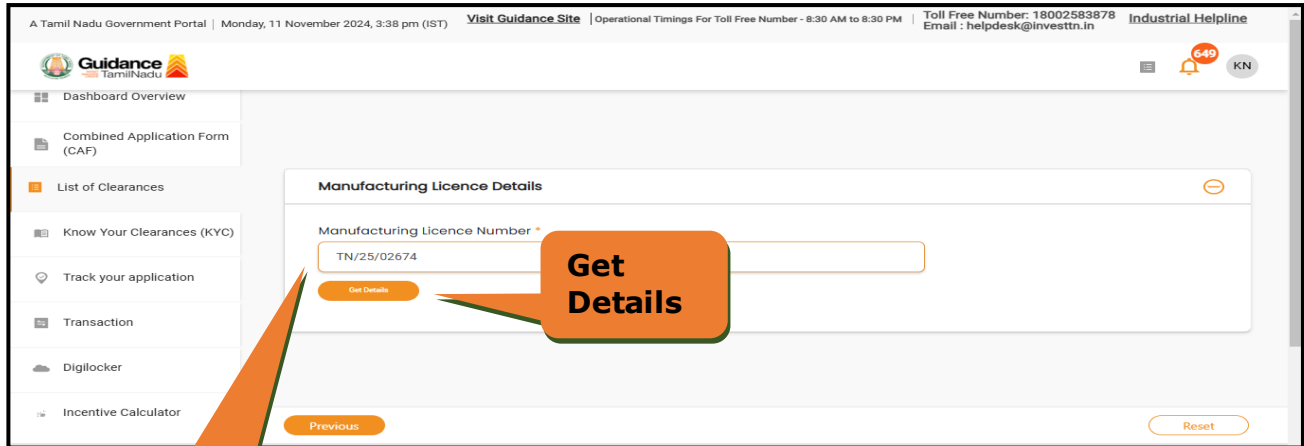
Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
19	Application for Issue of WHO – GMP Certificate	Food Safety and Drug Administration	75 days	-	-

Callout boxes highlight the 'View Information' button (pointing to the 'Information' column) and the 'Apply' button (pointing to the 'Apply' button in the row).

**Figure 15. Apply for Clearance**

## License Details:

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



**Enter License Number**

**Figure 16. License Number**

## 2) Enter all the mandatory details in the Application for Issue of WHO – GMP Certificate

A Tamil Nadu Government Portal | Monday, 11 November 2024, 3:38 pm (IST) | Visit Guidance Site | Operational Timings For Toll Free Number - 8:30 AM to 8:30 PM | Toll Free Number: 18002583878 | Email: helpdesk@investtn.in | Industrial Helpline 6-49 KN

**Manufacturing Licence Details**

Project \*

- 2022FEB08
- 01feb02
- 15FEB2022
- 19TestJAN
- 2022FEB08
- 20JanTest
- 21FEB02

Select All Action

Read Only

Previous Next Save Save As Draft Reset

A Tamil Nadu Government Portal | Monday, 11 November 2024, 3:39 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 6-49 KN

**Details of License**

Form No	Licence No	Issue Date	To Date	Select All	Action
Form 24	TN/25/02674	08/07/2024	07/07/2029	<input checked="" type="checkbox"/>	Read Only
Form 24F	TN/25F/02674	08/07/2024	07/07/2029	<input checked="" type="checkbox"/>	Read Only
Form 27	TN/28/02674	08/07/2024	07/07/2029	<input type="checkbox"/>	Read Only
Form 27B	TN/28B/02674	08/07/2024	07/07/2029	<input type="checkbox"/>	Read Only

Showing 1 to 4 of 4 entries

Previous Next Save Save As Draft Reset

A Tamil Nadu Government Portal | Monday, 11 November 2024, 3:39 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 6-49 KN

License Details Applicant Details Product Details Contact Details Checklist

**Date of Inspection**

When will the Premises / Plant be Ready for inspection? \*

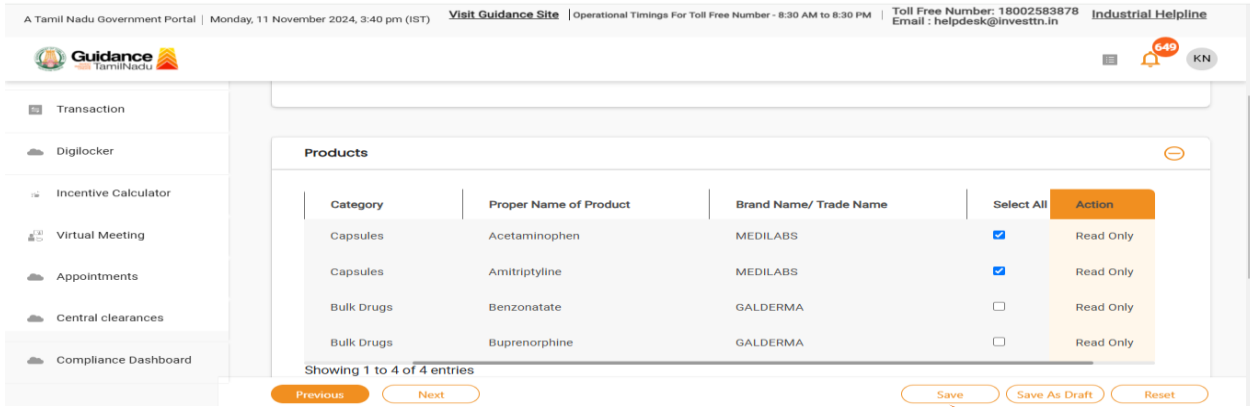
When will the Premises / Plant be Ready for inspection?

**Products**

Form	Category	Proper Name of Product	Brand Name/ Trade Name	Action

Previous Next Save Save As Draft Reset

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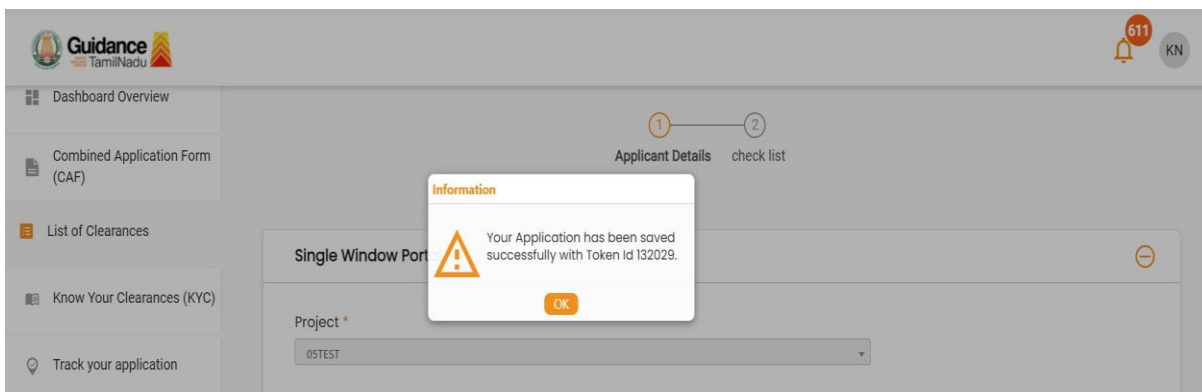


Click on 'Save'

**Figure 17. Application for Issue of WHO – GMP Certificate**

**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.

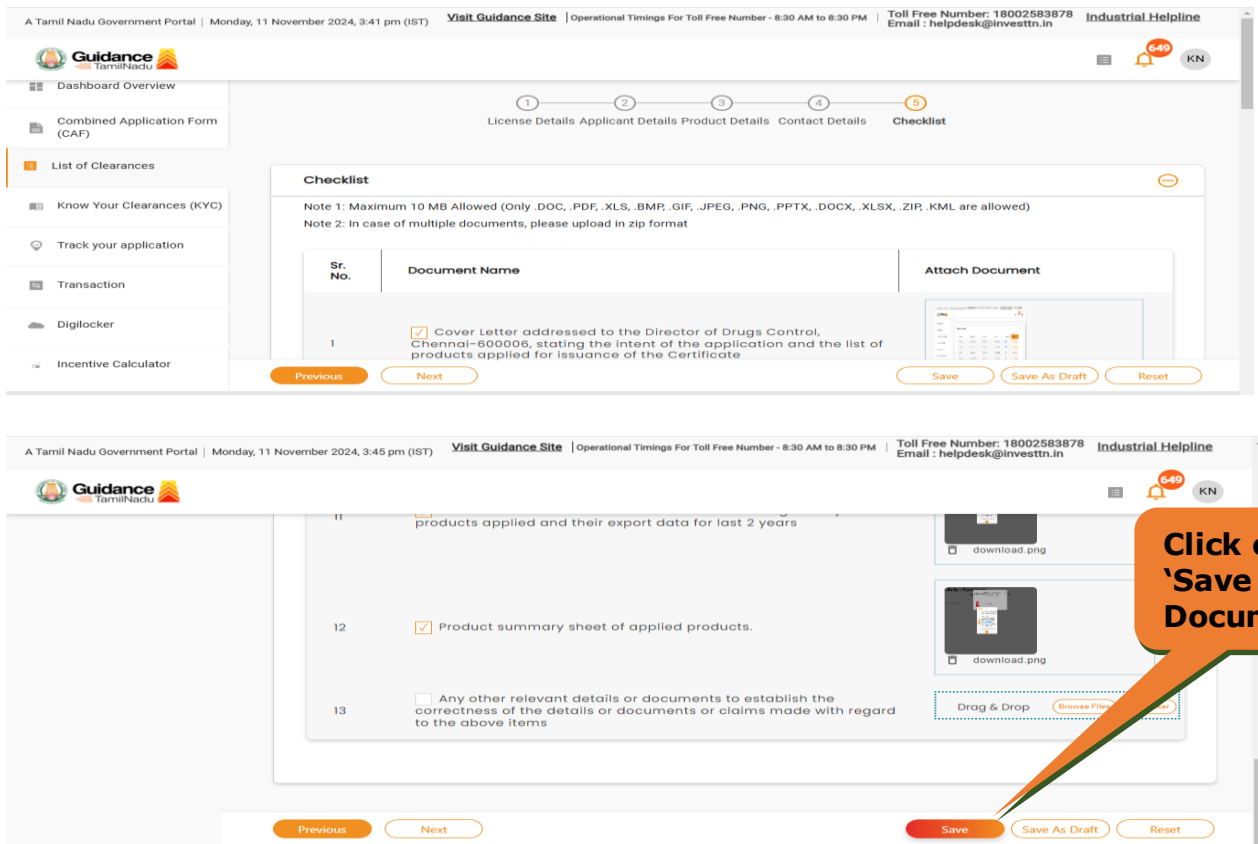
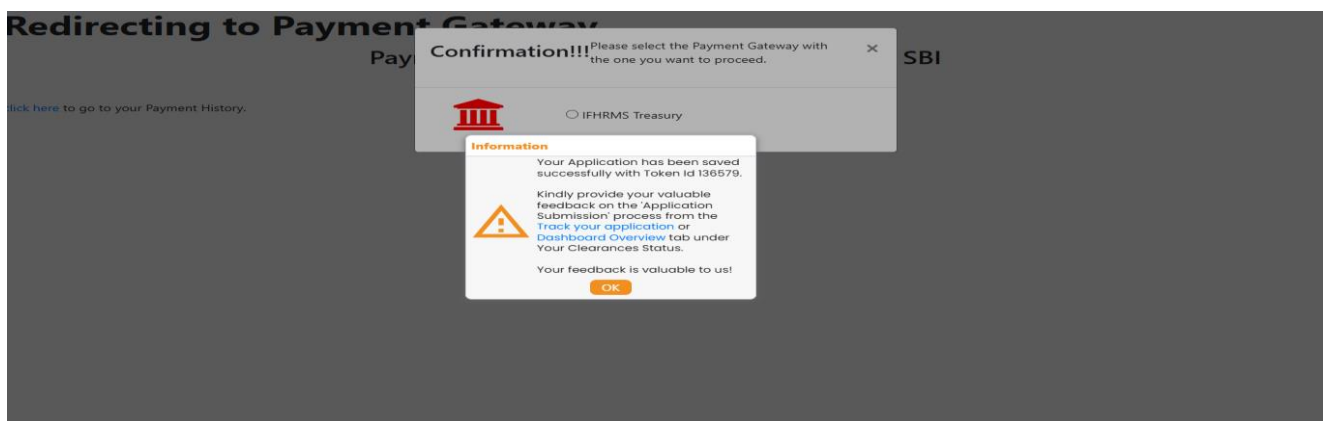


Figure 19. Checklist Document

## 8. Payment Process

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

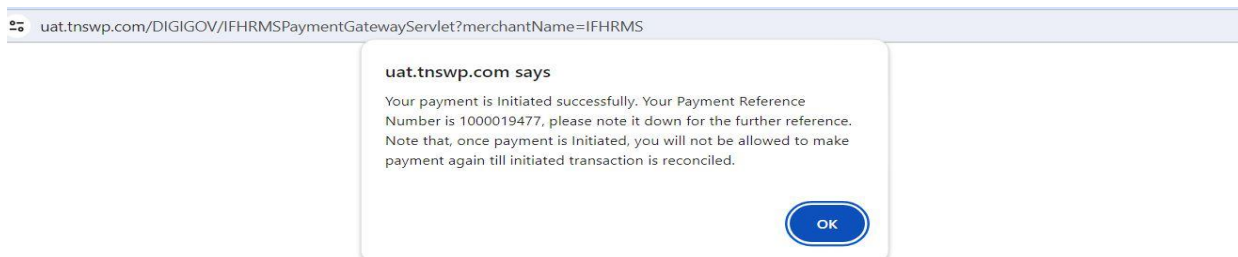
2)Click on ‘Ok’ button, IFHRMS Payment Gateway screen would appear, click on Radio button ‘**IFHRMS Treasury**’.



**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 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	021004104AC22708	5	136579	
			Challan Amount: (Rs.)	5	

**Payment Details**  
 Select Bank for Payment: Select      Payment Method: Online

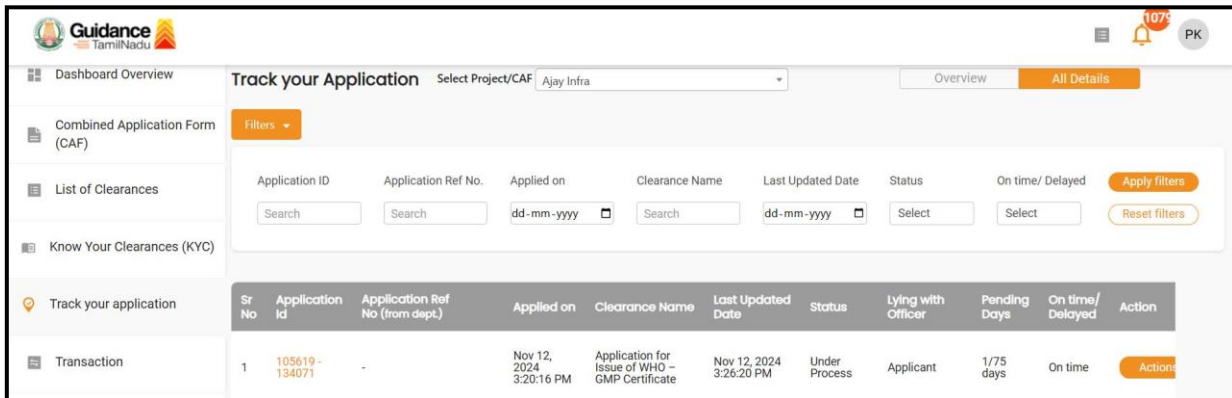
Confirm

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

**Figure 21. Status Change "Make Payment"**

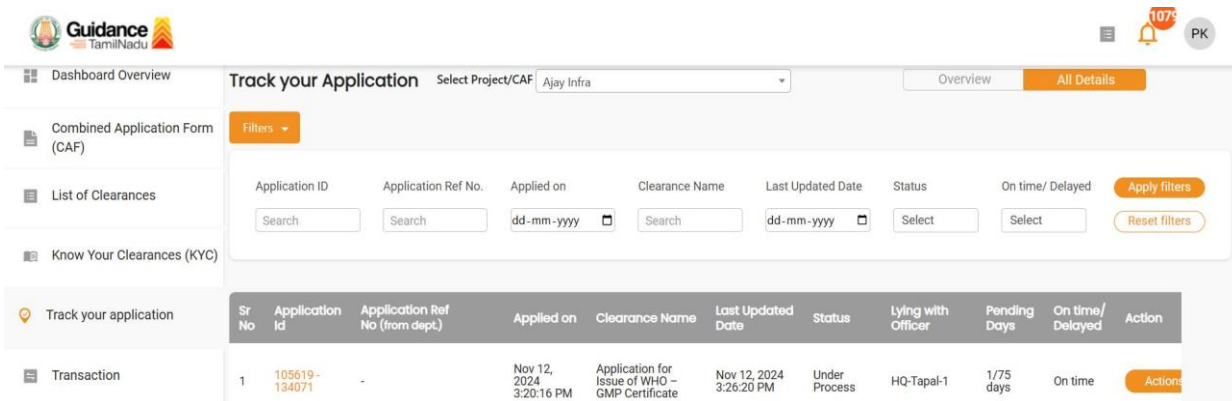
### Application Submitted

- 1) The Applicant should fill the Application form and upload the Supporting documents and 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**



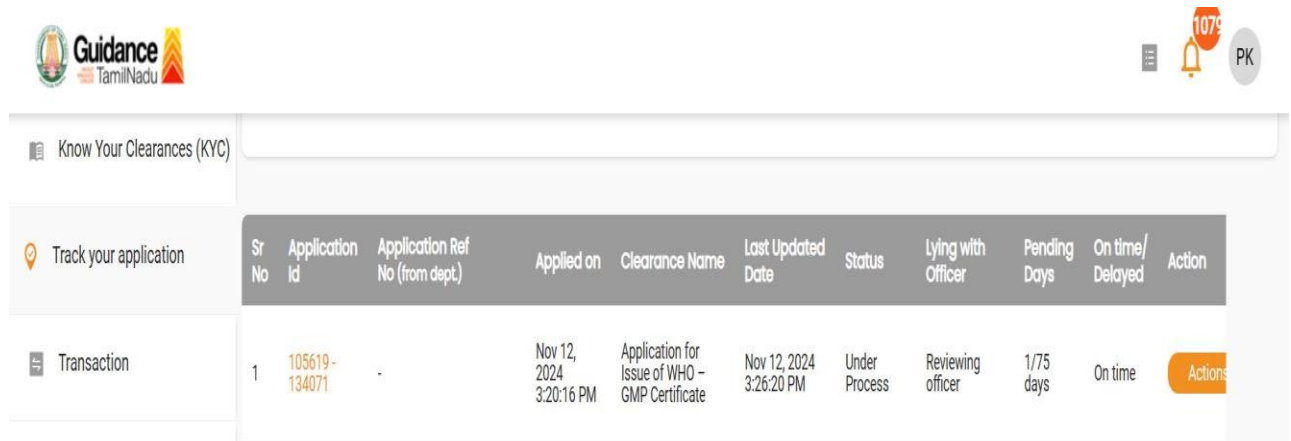
**Figure 22. Under Process**

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 Director.



**Figure 23. Under Process**

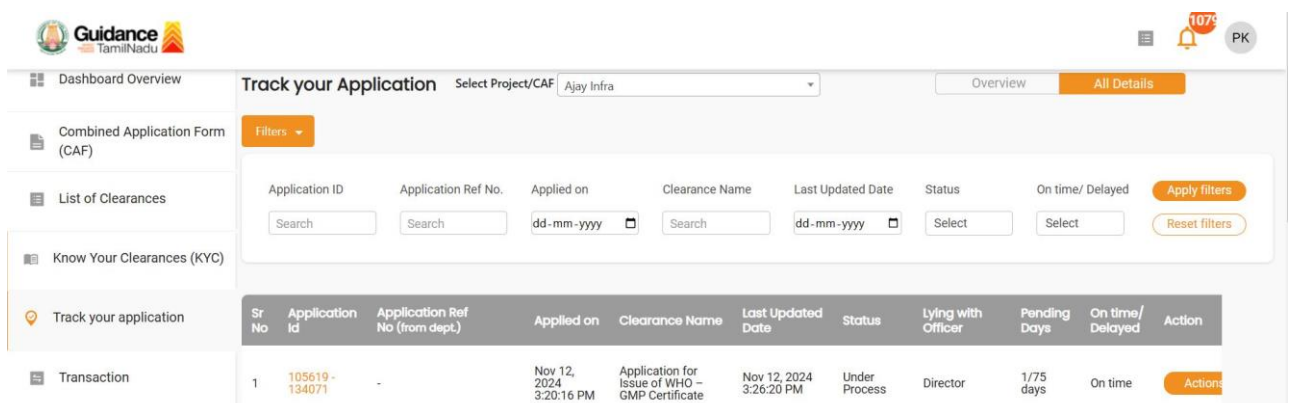
3) The RO will receive the application from the Director. And He can Scrutinize Application and Supporting Documents, Payment receipt After the He will Forward Application to the Director.



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	105619-134071	-	Nov 12, 2024 3:20:16 PM	Application for Issue of WHO – GMP Certificate	Nov 12, 2024 3:26:20 PM	Under Process	Reviewing officer	1/75 days	On time	Actions

**Figure 24. Under Process**

4) The Director 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. The Director will Forward Application to ADDC or SDI HQ / DI HQ, Receive Application after inspection from ADDC or SDI HQ / DI HQ and he can approve before Inspection / Forward to Inspection / Without Inspection (or) Reject / Cancel the Application.



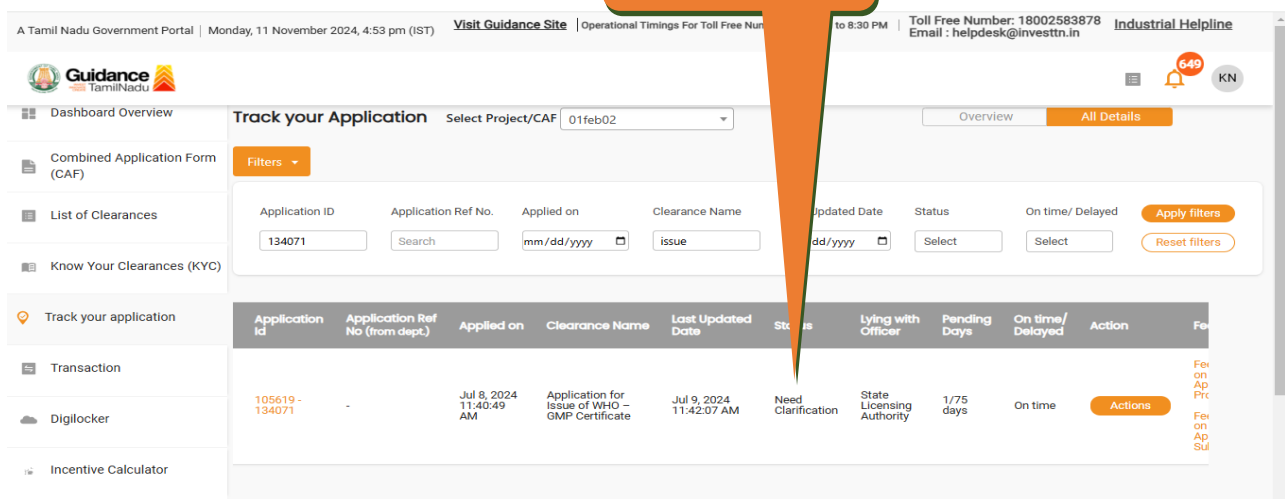
Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	105619-134071	-	Nov 12, 2024 3:20:16 PM	Application for Issue of WHO – GMP Certificate	Nov 12, 2024 3:26:20 PM	Under Process	Director	1/75 days	On time	Actions

**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.

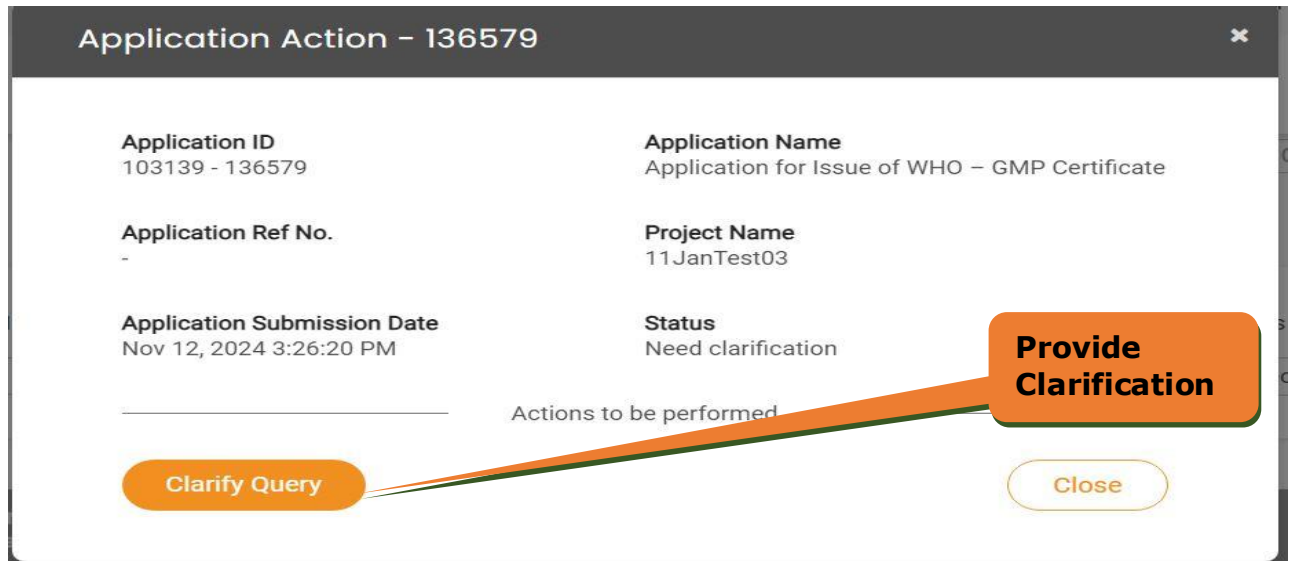
**Need Clarification**



The screenshot shows the 'Track your Application' page with a table of application records. An orange callout box points to the 'Need Clarification' status in the 'Status' column of the first row.

Application ID	Application Ref No.	Applied on	Clearance Name	Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
105619 - 134071	-	Jul 8, 2024 11:40:49 AM	Application for Issue of WHO – GMP Certificate	Jul 9, 2024 11:42:07 AM	Need Clarification	State Licensing Authority	1/75 days	On time	Actions

**Figure 26. Need Clarification**



The screenshot shows a window titled "Application Action - 136579" with a close button (X) in the top right corner. The window contains the following information:

<b>Application ID</b> 103139 - 136579	<b>Application Name</b> Application for Issue of WHO – GMP Certificate
<b>Application Ref No.</b> -	<b>Project Name</b> 11JanTest03
<b>Application Submission Date</b> Nov 12, 2024 3:26:20 PM	<b>Status</b> Need clarification

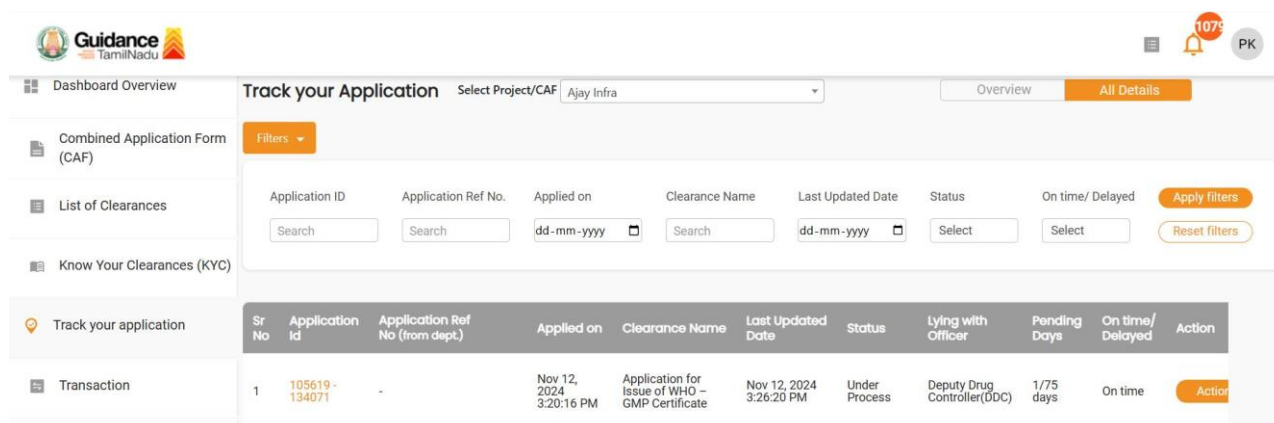
Below the table, there is a section titled "Actions to be performed" with a horizontal line. There are three buttons: "Clarify Query" (orange), "Provide Clarification" (orange, highlighted with a callout arrow), and "Close" (white with orange border).

**Figure 27. 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.

## Application Submitted

DI HQ / SDI HQ and DI / SDI will receive the application from Director or ADDC and the Inspector can Schedule Inspection and Conduct Inspection, Upload Inspection Report, Finally Forward Application to the Director or ADDC.



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:

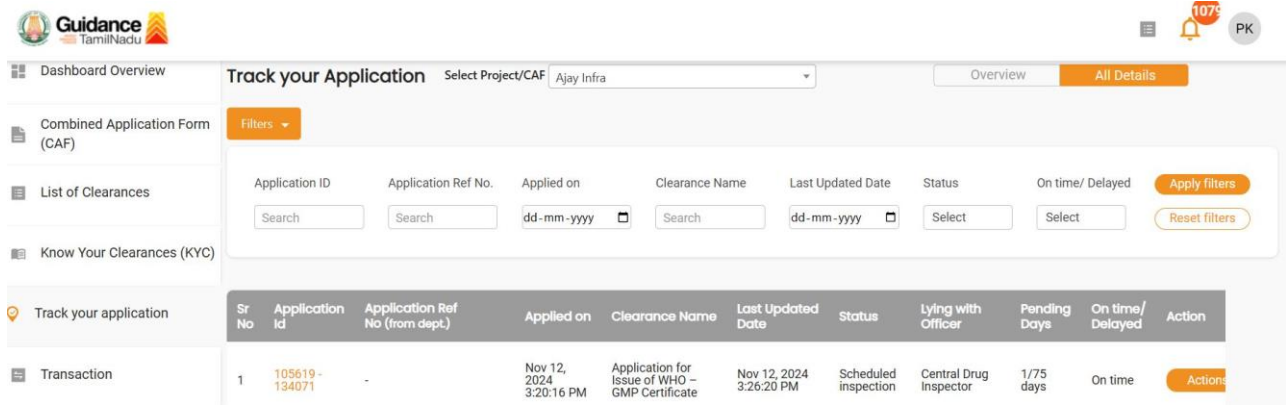
Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	105619-134071	-	Nov 12, 2024 3:20:16 PM	Application for Issue of WHO – GMP Certificate	Nov 12, 2024 3:26:20 PM	Under Process	Deputy Drug Controller(DDC)	1/75 days	On time	Action

**Figure 28. Under Process**

## 10. Inspection Schedule

- The department schedules the date of appointment for inspection to be done for the specified institution (Refer Figure 29).
- The inspection date scheduled by the department is intimated to the user (Refer Figure 30).
- After the Inspection is completed, the Central Drug Inspector submits the Inspection will request the applicant to make the rectifications.

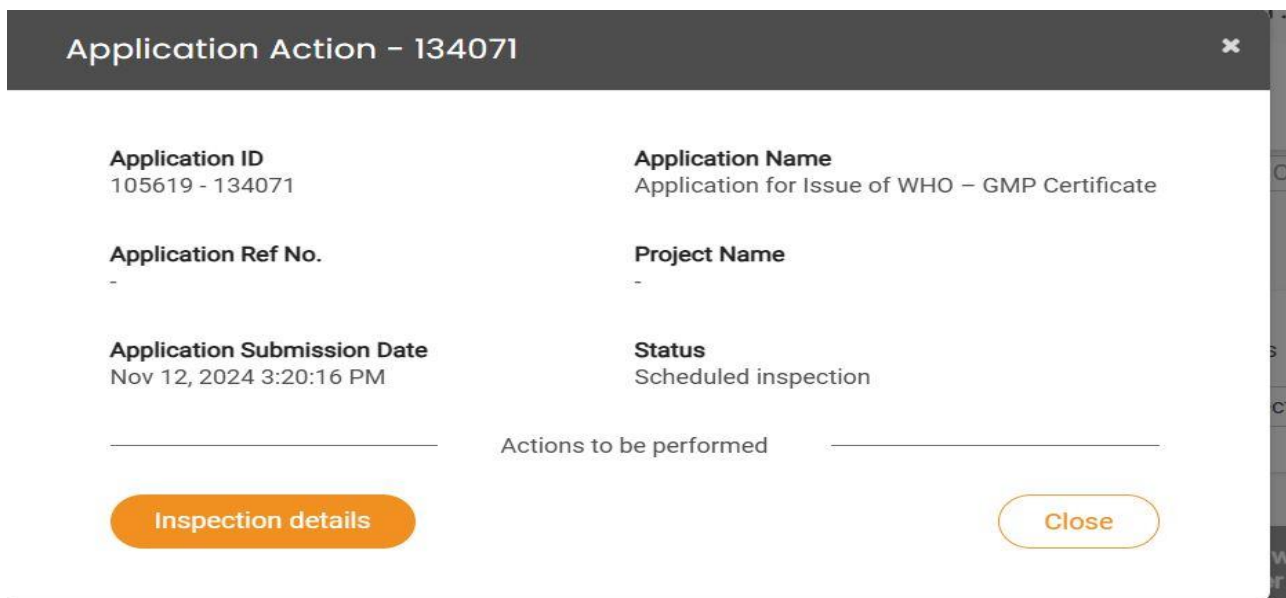




The screenshot shows the 'Track your Application' interface. At the top, there's a navigation bar with 'Dashboard Overview', 'Combined Application Form (CAF)', 'List of Clearances', 'Know Your Clearances (KYC)', 'Track your application', and 'Transaction'. The main area is titled 'Track your Application' and includes a dropdown for 'Select Project/CAF' (Ajay Infra) and buttons for 'Overview' and 'All Details'. Below this is a filter section with search boxes for 'Application ID', 'Application Ref No.', 'Applied on', and 'Clearance Name', along with 'Status' and 'On time/ Delayed' dropdowns. An 'Apply filters' button is present. The main table displays the following 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	105619 - 134071	-	Nov 12, 2024 3:20:16 PM	Application for issue of WHO – GMP Certificate	Nov 12, 2024 3:26:20 PM	Scheduled inspection	Central Drug Inspector	1/75 days	On time	Actions

Figure 29. Status changed to 'inspection scheduled'



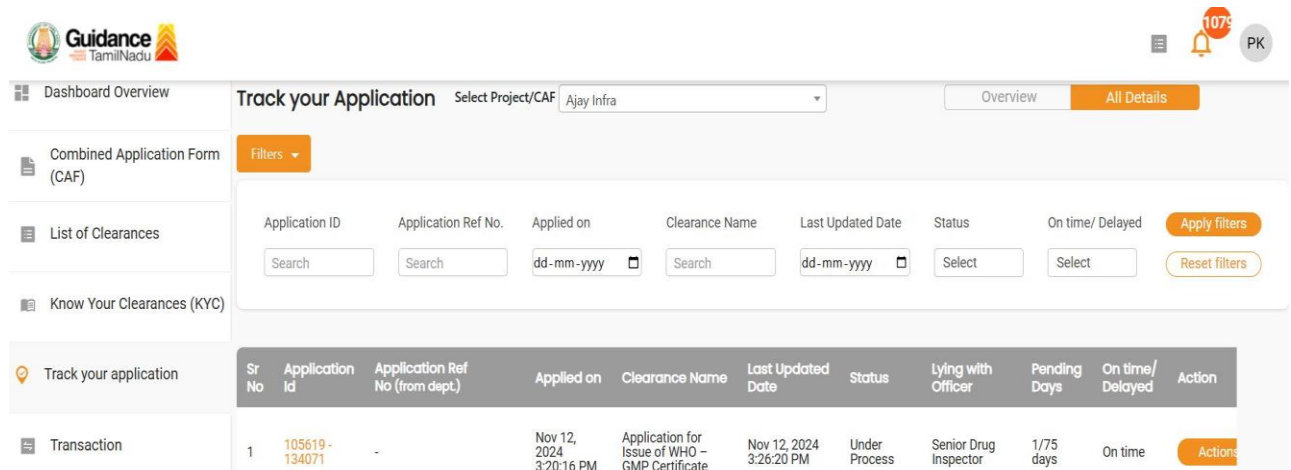
The screenshot shows a modal window titled 'Application Action - 134071'. It displays the following details:

- Application ID:** 105619 - 134071
- Application Name:** Application for Issue of WHO – GMP Certificate
- Application Ref No.:** -
- Project Name:** -
- Application Submission Date:** Nov 12, 2024 3:20:16 PM
- Status:** Scheduled inspection

Below the details, there is a section titled 'Actions to be performed' with two buttons: 'Inspection details' and 'Close'.

Figure 30. Details of Scheduled Inspection

- 5) The ADDC or DDC-INDIA will receive the Application from Director and Forward the Application to corresponding DI / SDI and he can Upload Remarks / Recommendation Letter and Forward to the Director.



The screenshot shows a web dashboard for tracking applications. The main heading is "Track your Application" with a dropdown menu set to "Ajay Infra". There are tabs for "Overview" and "All Details". 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 application 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	105619 - 134071	-	Nov 12, 2024 3:20:16 PM	Application for Issue of WHO – GMP Certificate	Nov 12, 2024 3:26:20 PM	Under Process	Senior Drug Inspector	1/75 days	On time	Actions

**Figure 31. Under Process**


## 11. Track Your Application

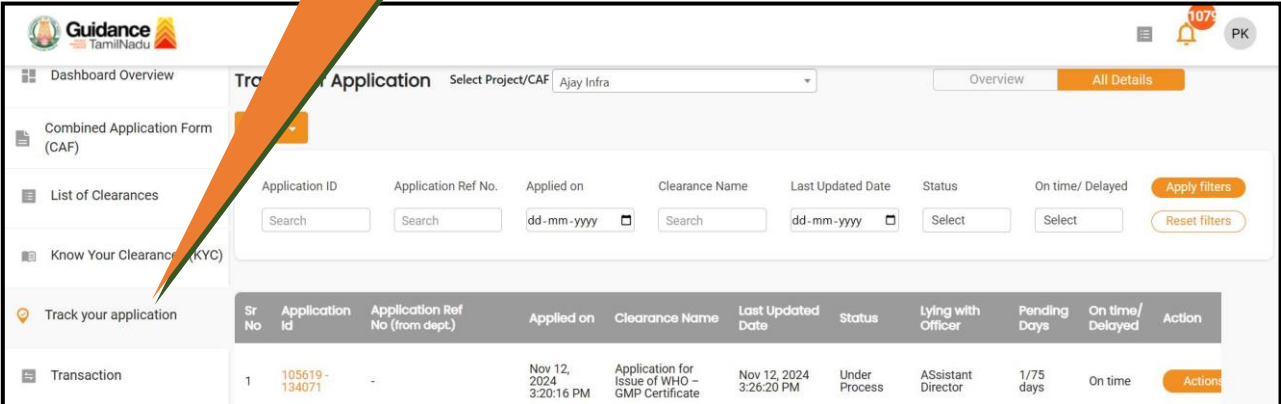
- 1) After submitting the application, a unique 'token ID' would be generated. Using the '**Token ID**' the Applicant can track the status of clearances by clicking on 'Track your application' option.'
- 2) Applicant to choose the name of the project created during CAF from the dropdown '**Select Project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





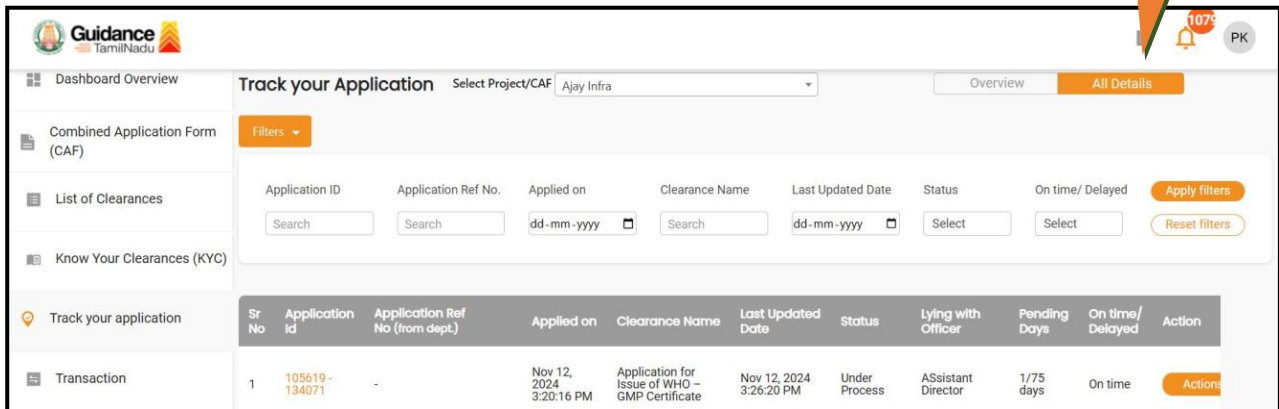
Sr No	Application Id	Application Ref No (from dept)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	105619-134071	-	Nov 12, 2024 3:20:16 PM	Application for Issue of WHO – GMP Certificate	Nov 12, 2024 3:26:20 PM	Under Process	ASsistant Director	1/75 days	On time	Actions

**Figure 32. 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**

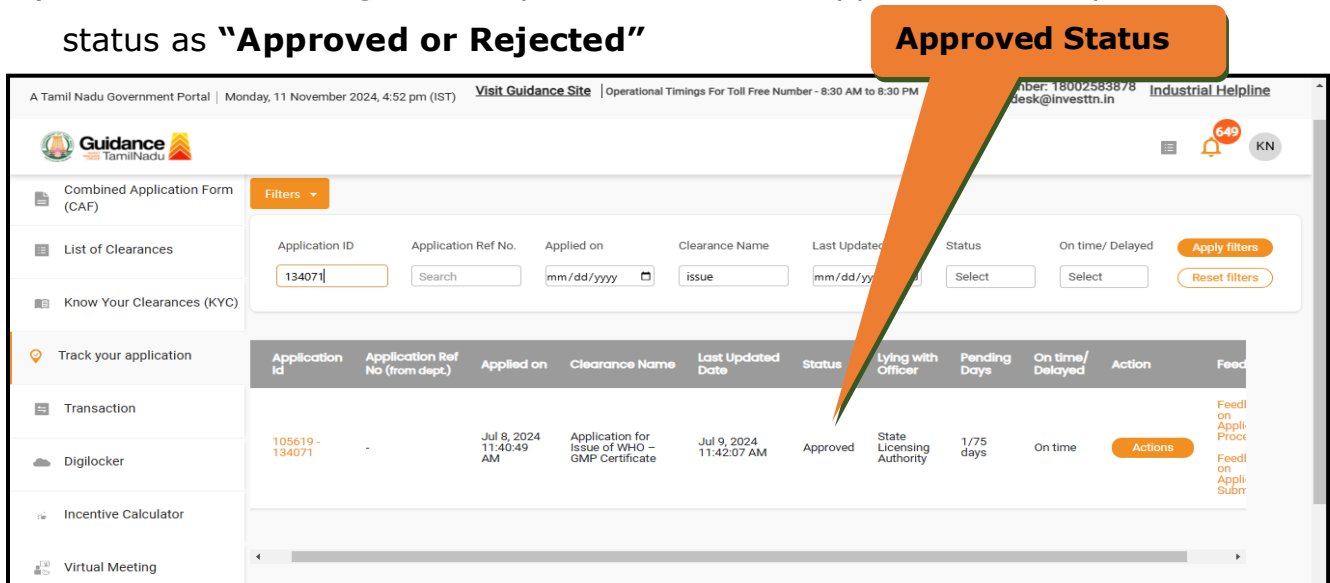



Sr No	Application id	Application Ref No (from dept)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	105619 - 134071	-	Nov 12, 2024 3:20:16 PM	Application for Issue of WHO – GMP Certificate	Nov 12, 2024 3:26:20 PM	Under Process	ASsistant Director	1/75 days	On time	Actions

**Figure 33. ‘All Details’ tab**

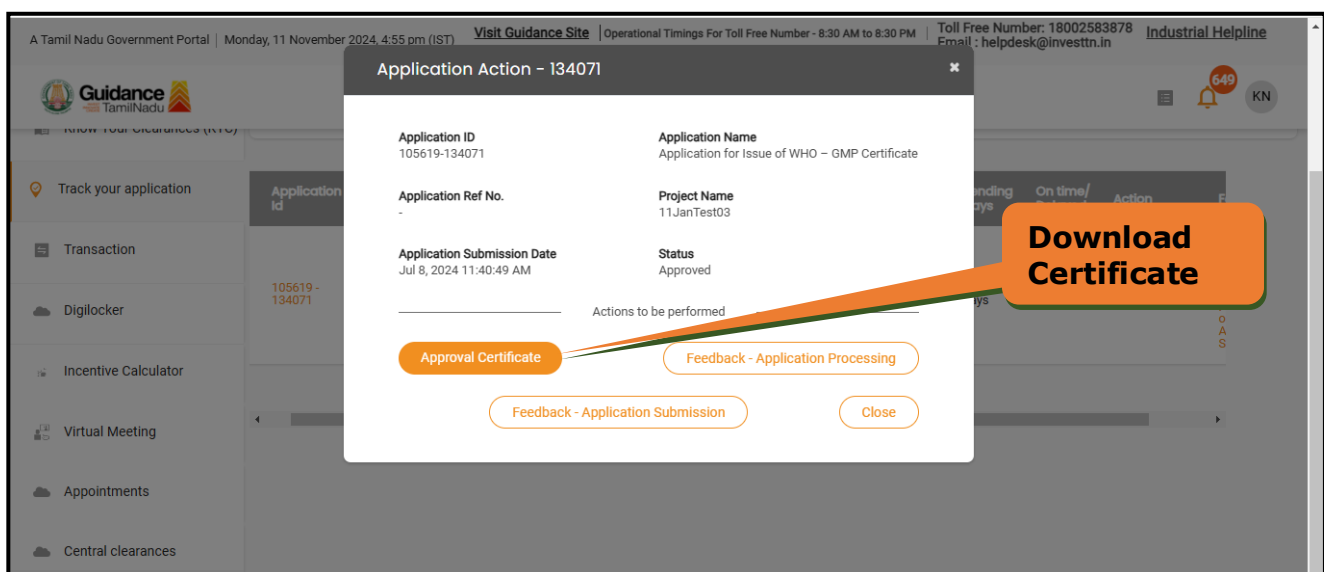
## 12. Application Processing

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



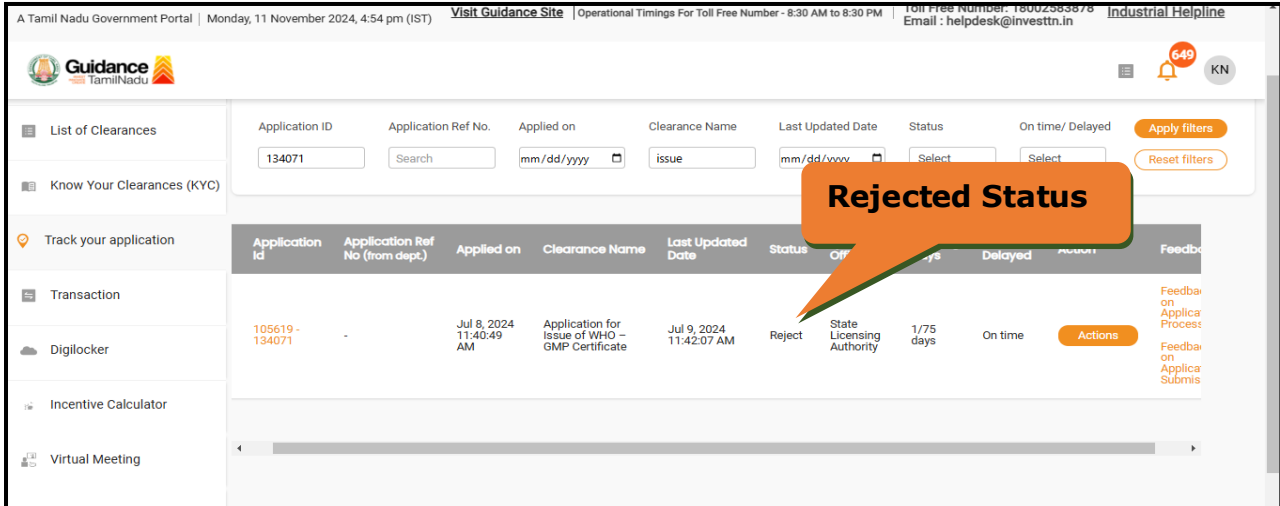
**Figure 34. Application Processed**

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 35)



**Figure 35. 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 36)



**Figure 36. Rejected Status**

