



TAMIL NADU SINGLE WINDOW PORTAL

APPLICANT MANUAL

**Renewal of Allopathic Drug Manufacturing Licence -
Payment of Retention Fee**

Food Safety and Drug Administration



Table of Contents

1. Home Page.....	3
2. Registration	4
3. Mobile Number / Email ID – 2-Step Verification Process.....	6
4. Login	9
5. Dashboard Overview	10
6. Combined Application Form (CAF)	11
7. Apply for Renewal of Allopathic Drug Manufacturing Licence - Payment of Retention Fee	13
8. Filling the Application Form.....	16
9. Payment Process	17
10. Track Your Application.....	19
11. Application Processing.....	21

1. Home Page

1) The journey of the new applicant starts with Tamil Nadu Single Window Portal (TNSWP) homepage that can be accessed through <https://tnswp.com> website wherein it gives various information's, useful links, and functionalities about TNSWP.

2) Applicant can reach the helpdesk Toll free number – 1800-258-3878 and Helpdesk Email.

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

**Toll free number
and Mail Id**

The screenshot shows the TNSWP Home Page. At the top, there is a navigation bar with the following items: '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', and 'Industrial Helpline | English'. Below the navigation bar, there are 'Register' and 'Login' buttons. The main content area features a large orange map of Tamil Nadu on the left and a central section titled 'TAMIL NADU Leading the Nation'. This section displays 10 award statistics in a grid format:

#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)

At the bottom of the page, there is a paragraph: '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'. Below this paragraph is a button labeled 'TN Single Window Fee Slab for Large Industries' and a small cartoon character icon.

Figure 1. Single Window Portal Home Page

2. Registration

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

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

**Register
on TNSWP**

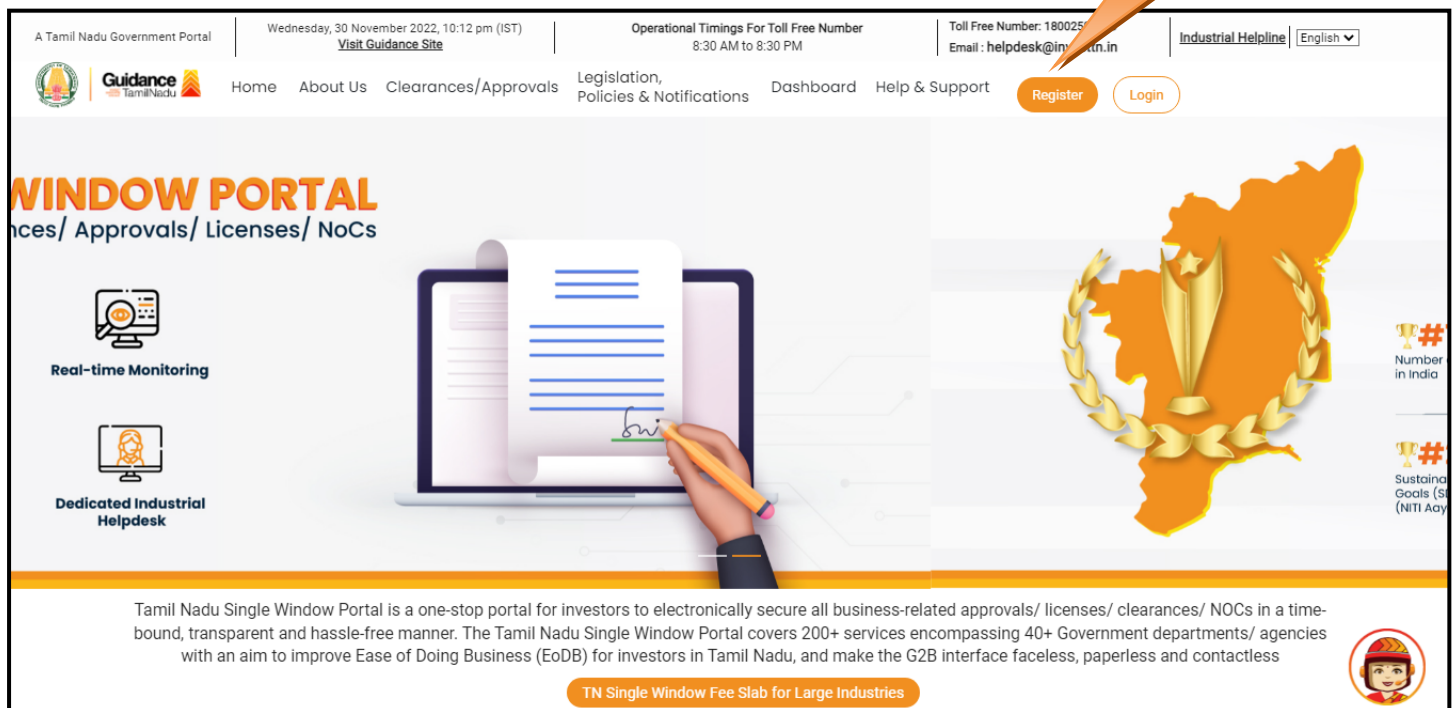
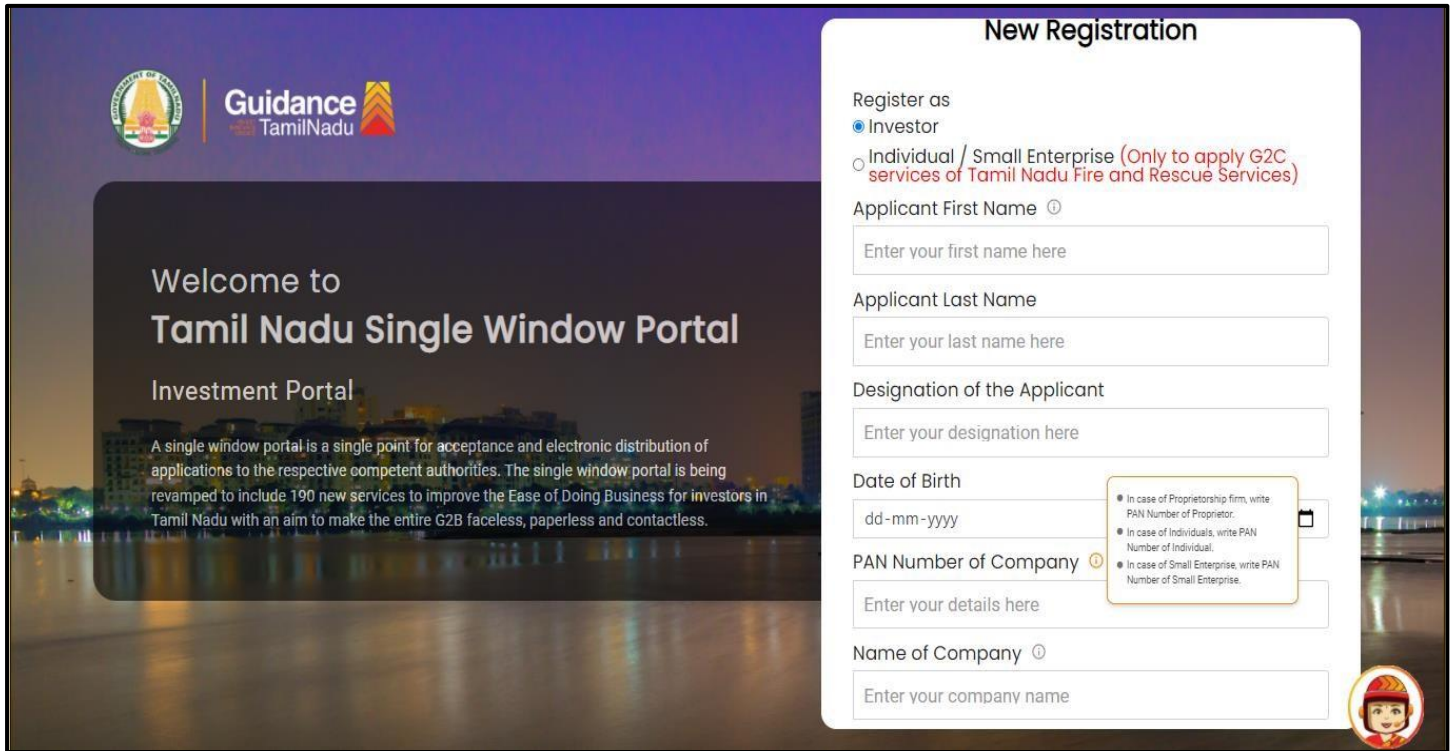


Figure 2. Register

- 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.



**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

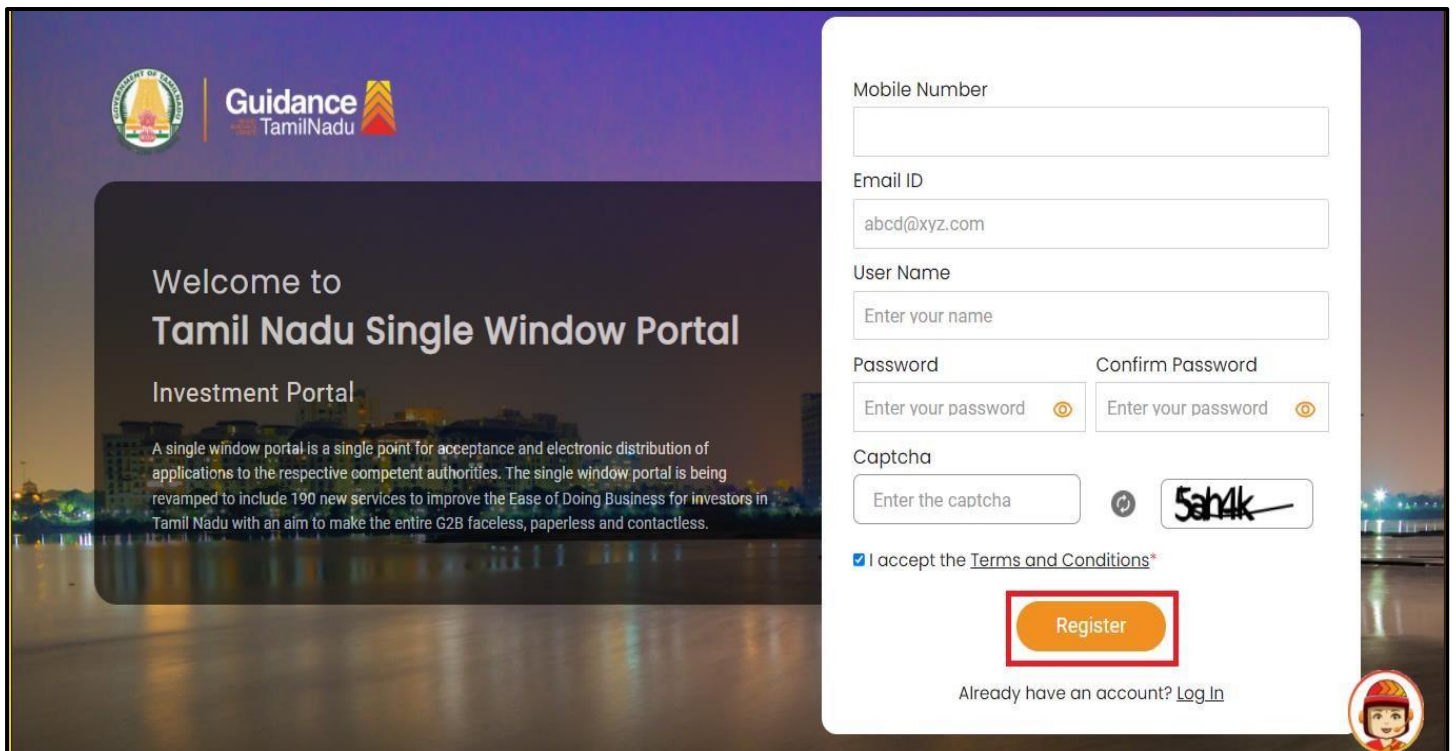
Designation of the Applicant

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

PAN Number of Company

Name of Company

Figure 3. Registration Form



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Mobile Number

Email ID

User Name

Password Confirm Password

Captcha 

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

Register

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

Figure 4. Registration Form Submission

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

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

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

- **Mobile Number Verification**

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

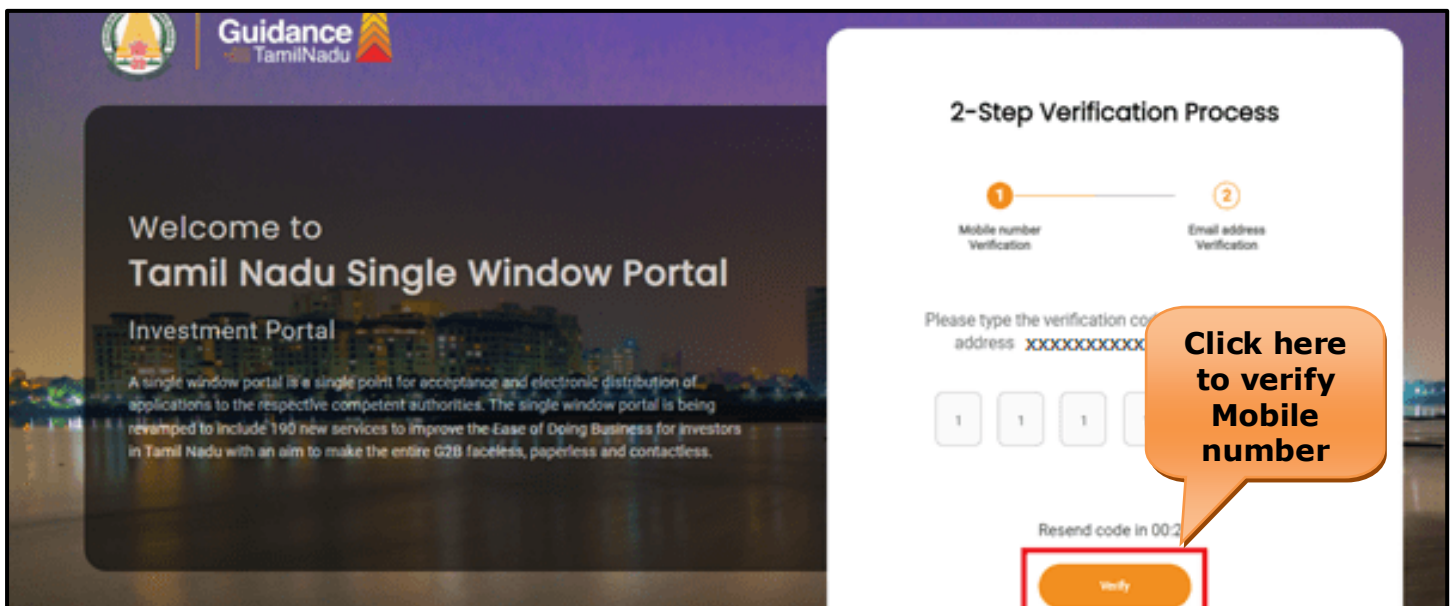


Figure 5. Mobile Number Verification

o **Email ID Verification**

1) For verifying the Email ID, the verification code will be sent to the given Email ID.

2) Enter the verification code and click on the **'Verify'** button.

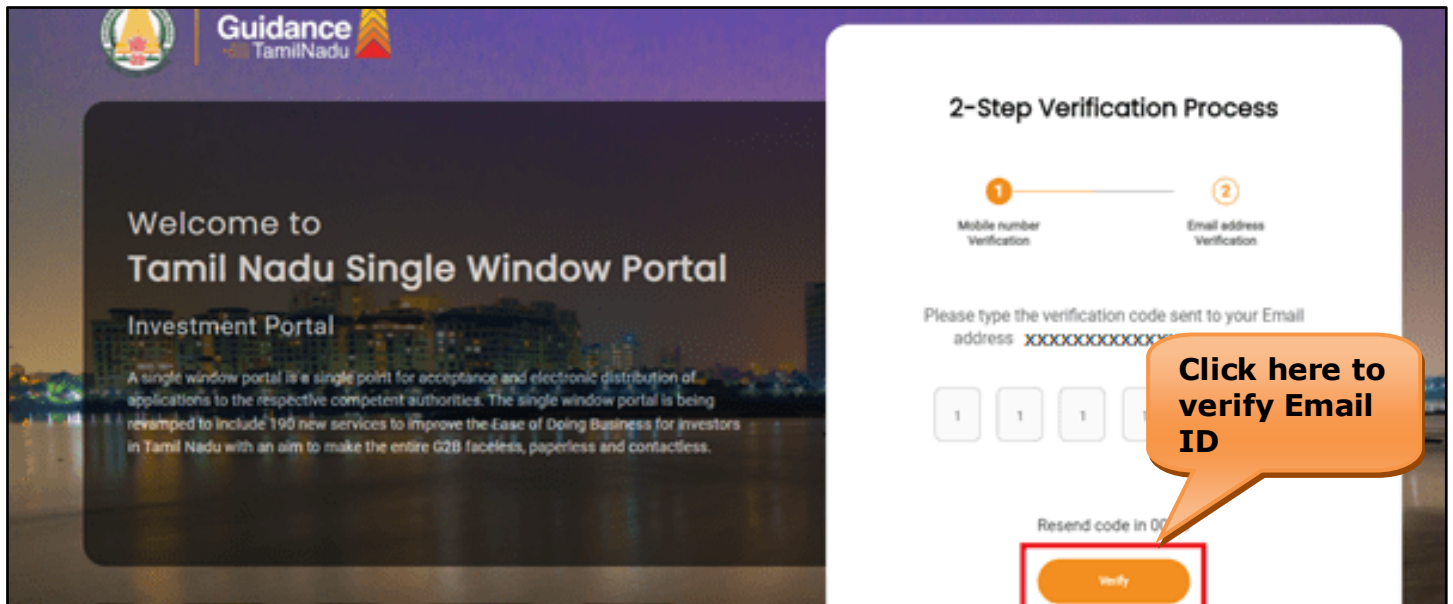


Figure 6. Email ID Verification

3) After completion of the 2-Step Verification process, registration confirmation message will pop-up stating as **'Your registration was successful'** (Refer Figure 7).

4) Registration process is completed successfully.

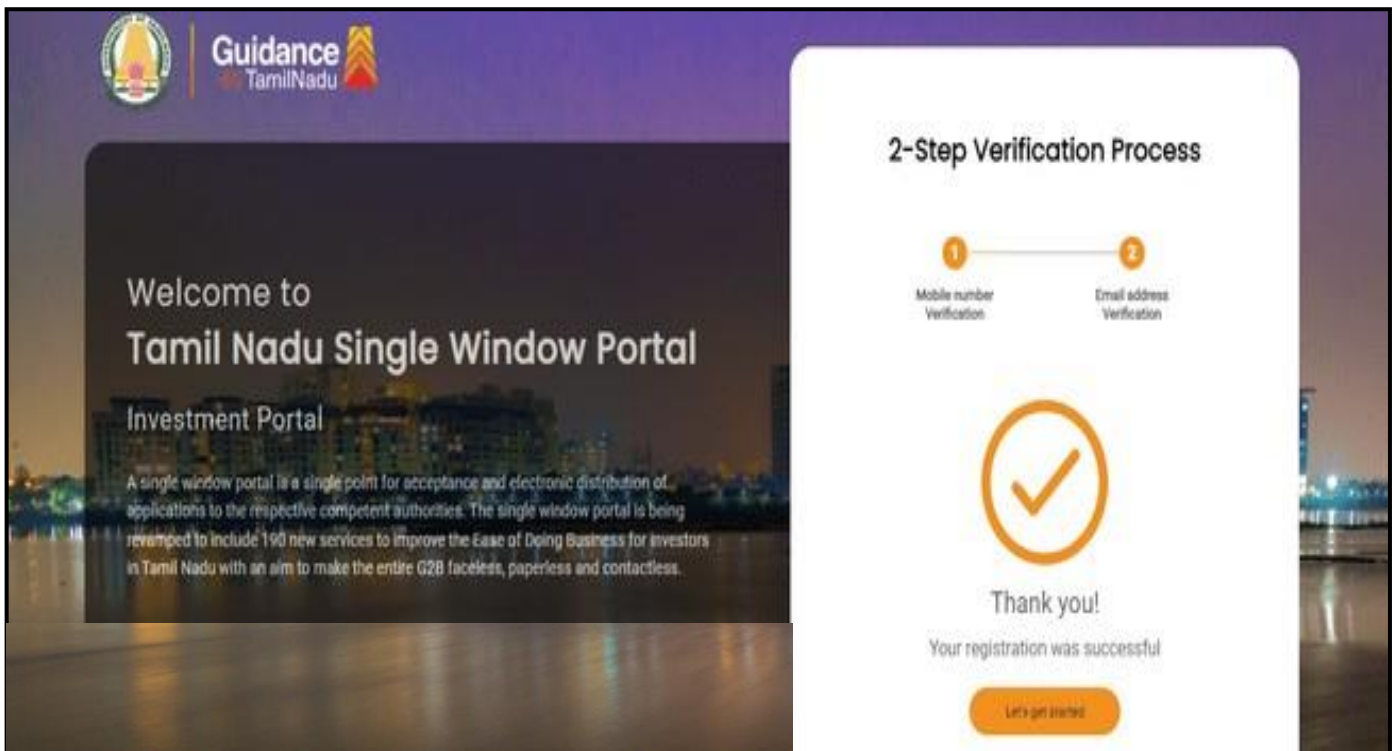


Figure 7. Registration Confirmation Pop-Up

4. Login

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

Login to TNSWP

The screenshot shows the TNSWP website interface. At the top, there is a navigation bar with the following elements:

- Left side: "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", and "English" dropdown.
- Center: "Guidance TamilNadu" logo and navigation links: "Home", "About Us", "Clearances/Approvals", "Legislation, Policies & Notifications", "Dashboard", "Help & Support".
- Right side: "Register" and "Login" buttons. The "Login" button is highlighted with an orange callout box containing the text "Login to TNSWP".

 Below the navigation bar is a large banner with the text "TAMIL NADU Leading the Nation". To the left of the banner is a map of Tamil Nadu with a star and laurel wreath. To the right are several award statistics:

- #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
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- #2 Job Creation Under IBPS Scheme
- #2 Growth, Innovation and Leadership Index 2019 (Frost & Sullivan)

 At the bottom of the page, there is a text block: "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". Below this text is a button: "TN Single Window Fee Slab for Large Industries" and a small cartoon character icon on the right.

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.

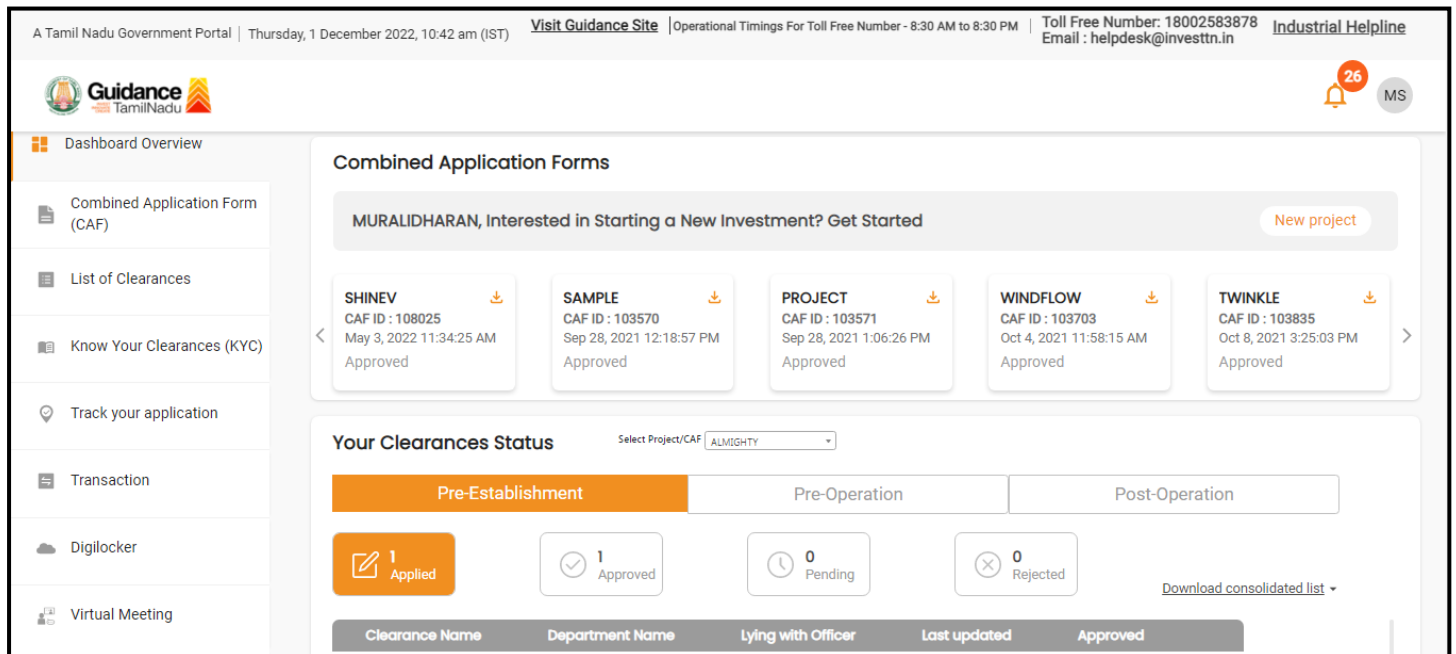
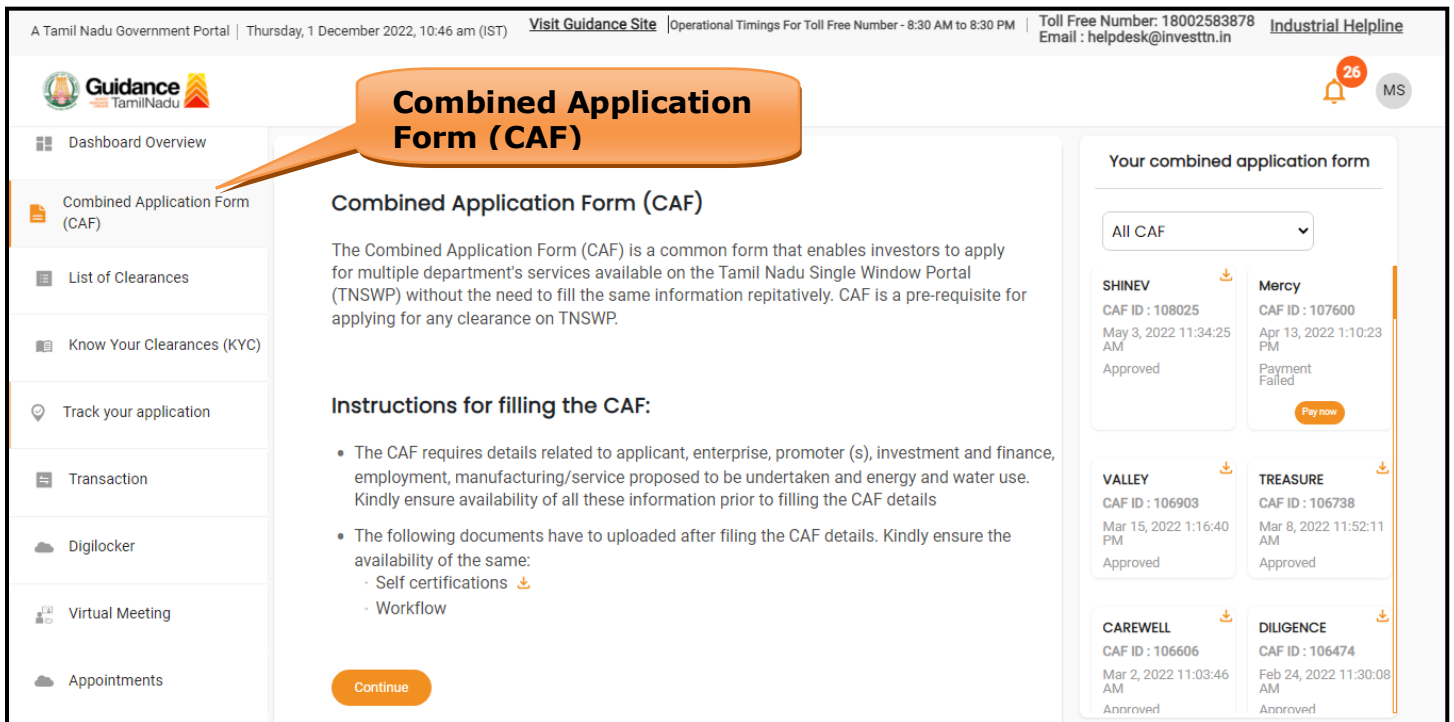


Figure 9. Dashboard Overview

6. Combined Application Form (CAF)

- 1) Prior to applying for various clearances on TNSWP, the applicant has to 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) is mentioned in the below Figure.
- 5) Click on '**Continue**' button to fill in the Combined Application Form.



The screenshot shows the 'Combined Application Form (CAF)' page on the Tamil Nadu Government Portal. The page header includes the portal name, date, and contact information. The left sidebar contains navigation options like 'Dashboard Overview', 'Combined Application Form (CAF)', 'List of Clearances', 'Know Your Clearances (KYC)', 'Track your application', 'Transaction', 'Digilocker', 'Virtual Meeting', and 'Appointments'. The main content area features a title 'Combined Application Form (CAF)', a descriptive paragraph, and 'Instructions for filling the CAF:' which lists requirements for details and document uploads. A 'Continue' button is located at the bottom of the instructions. The right-hand panel, 'Your combined application form', displays a grid of application cards with details such as department name, CAF ID, date, time, and status (Approved or Payment Failed).

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 enterprise)



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).

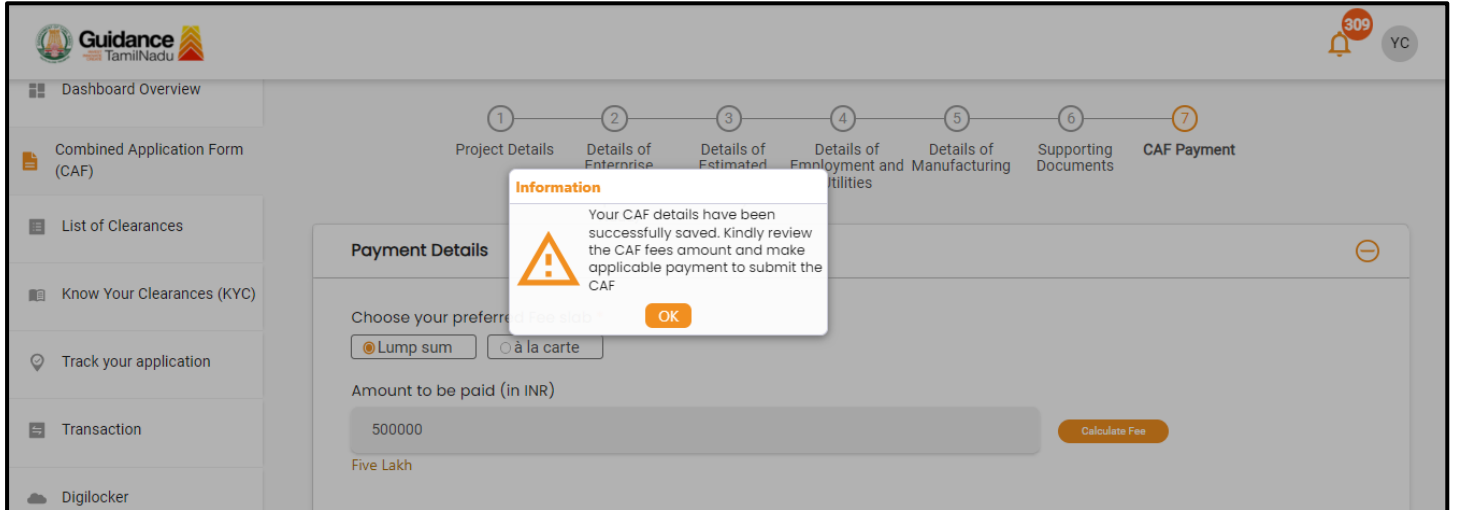


Figure 12. Combined Application Form (CAF)- Confirmation Message

Note:

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

7. Apply for Renewal of Allopathic Drug Manufacturing Licence - Payment of Retention Fee

1. Click on “List of Clearances”

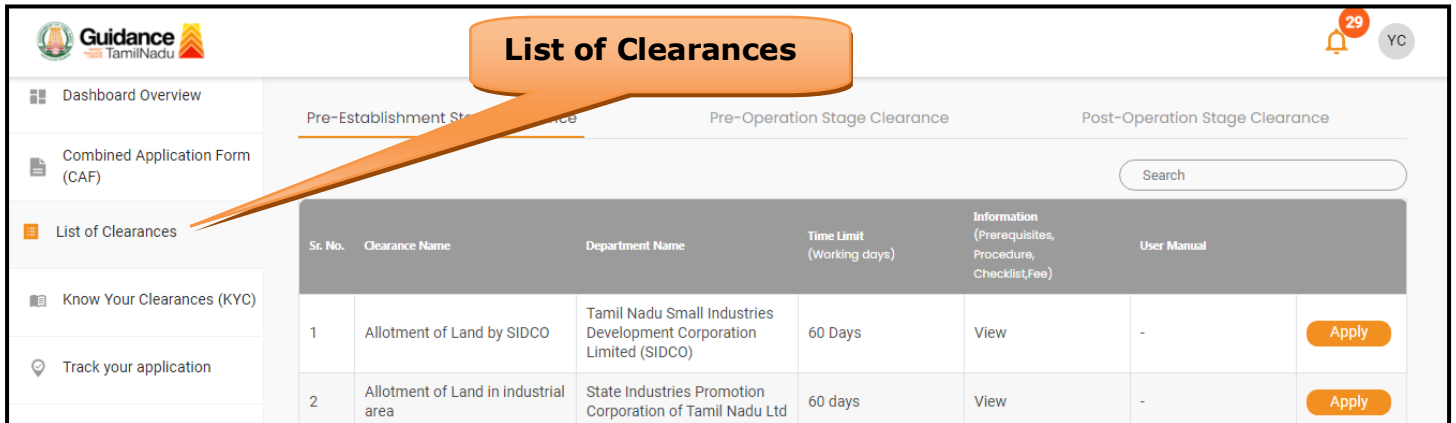


Figure 13. List of Clearances

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 ‘Renewal of Allopathic Drug Manufacturing Licence - Payment of Retention Fee’ by using Search option as shown in the figure given below.

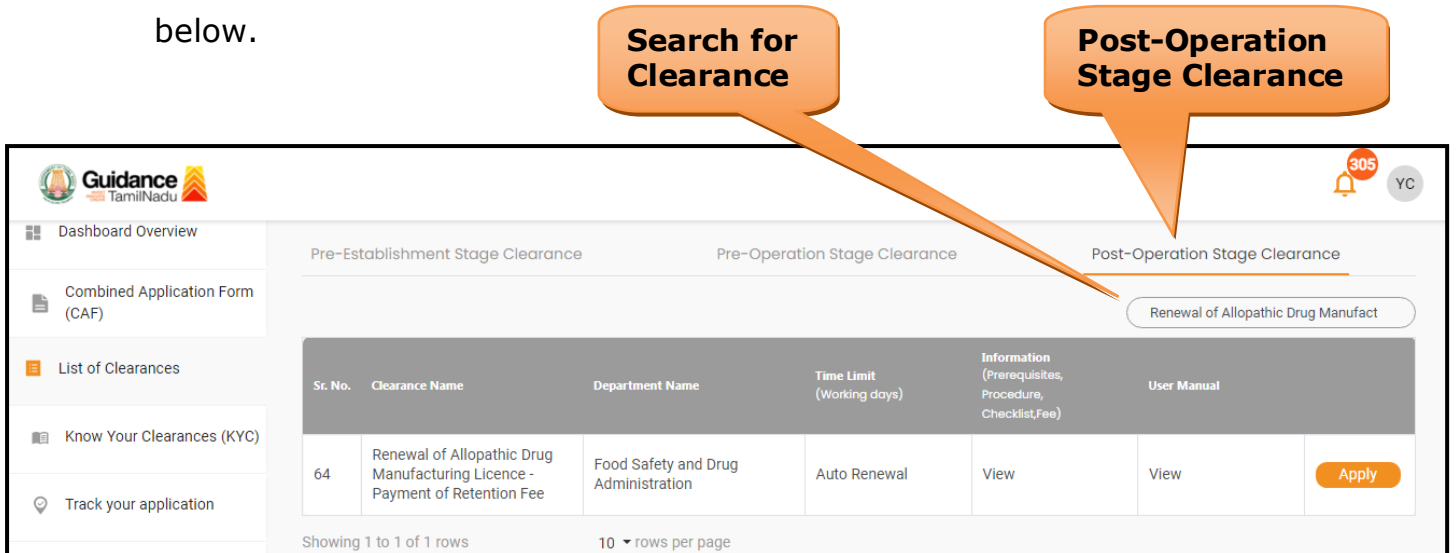
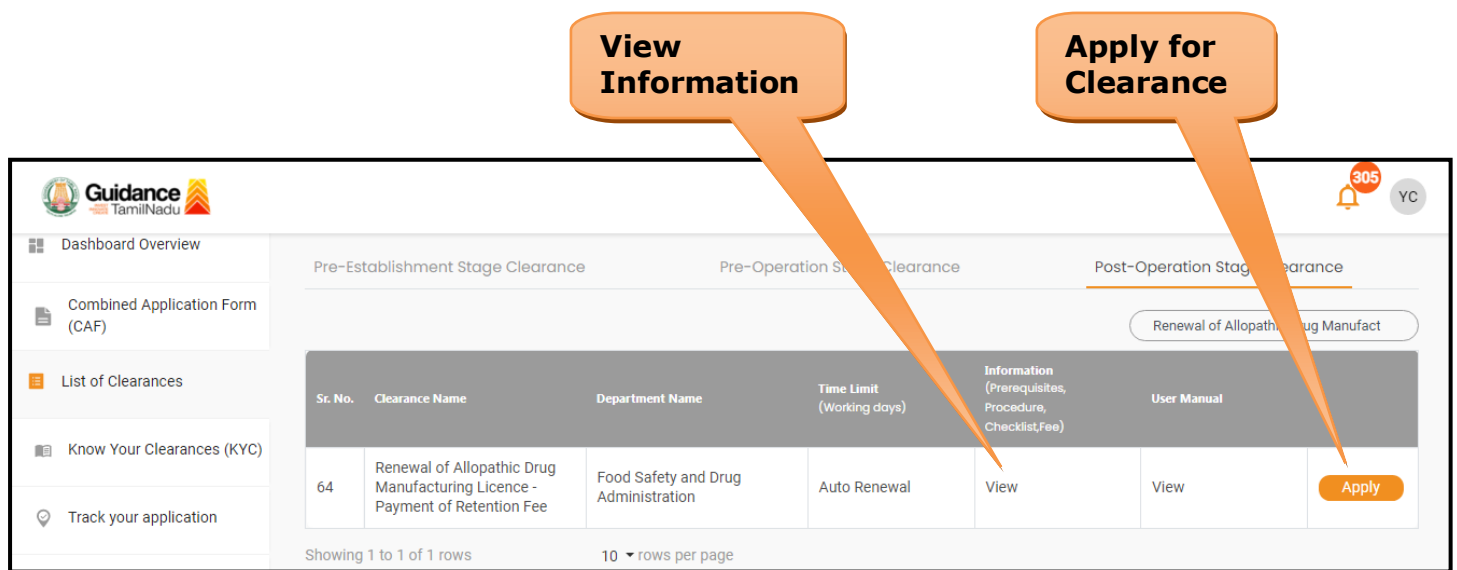


Figure 14. Search for Clearances

4. Applicant can view information on workflow, checklist of supporting documents to be uploaded by the applicant and fee details. Click on

'view' to access the information (Refer Figure 15)

- 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. The main content area displays a table of clearances under the 'Post-Operation Stage Clearance' tab. The table has the following columns: Sr. No., Clearance Name, Department Name, Time Limit (Working days), Information (Prerequisites, Procedure, Checklist, Fee), and User Manual. A single row is visible with the following data:

Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
64	Renewal of Allopathic Drug Manufacturing Licence - Payment of Retention Fee	Food Safety and Drug Administration	Auto Renewal	View	View

Below the table, it says 'Showing 1 to 1 of 1 rows' and '10 rows per page'. There are two callout boxes: one pointing to the 'View' button in the 'Information' column, labeled 'View Information', and another pointing to the 'Apply' button in the 'User Manual' column, labeled 'Apply for Clearance'.

Figure 15. Apply for Clearances

Licence Number

- Enter the Licence Number

①
Application Form

License Number ⊖

Enter License No *

Enter License No

Get License Details

Figure 16. Licence Details

8. Filling the Application Form

1. Applicant needs to fill all the details under the following one section to complete the application.

A. Applicant Form

①

Application Form

Figure 17. One Section of Application Form

Payment Amount

- 1) The payment amount is auto populated.

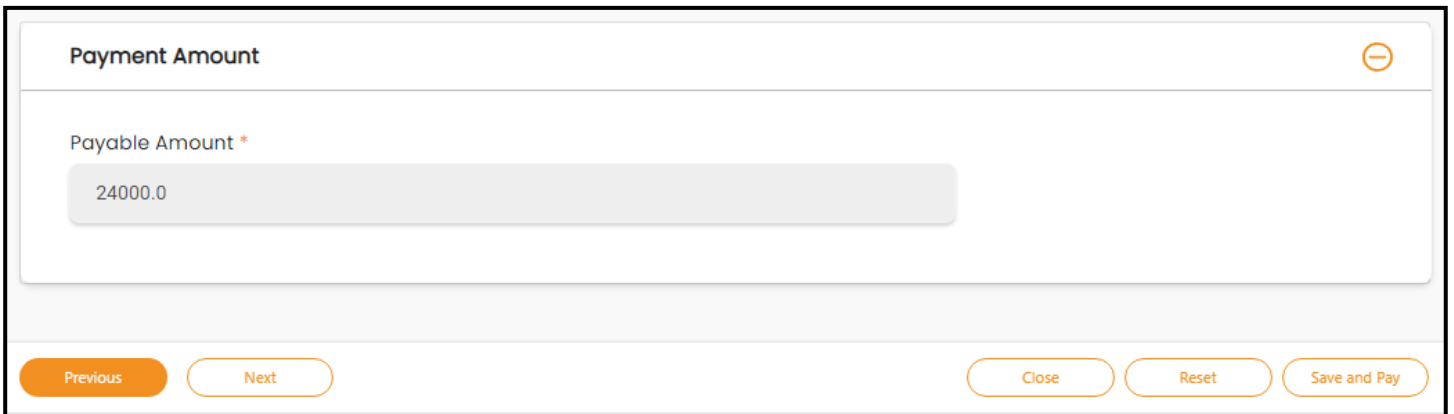


Figure 18. Payment Amount

9. Payment Process

- 1) Click on **'Save and Pay'** a unique **'Token Id'** would be generated with a pop-up message.

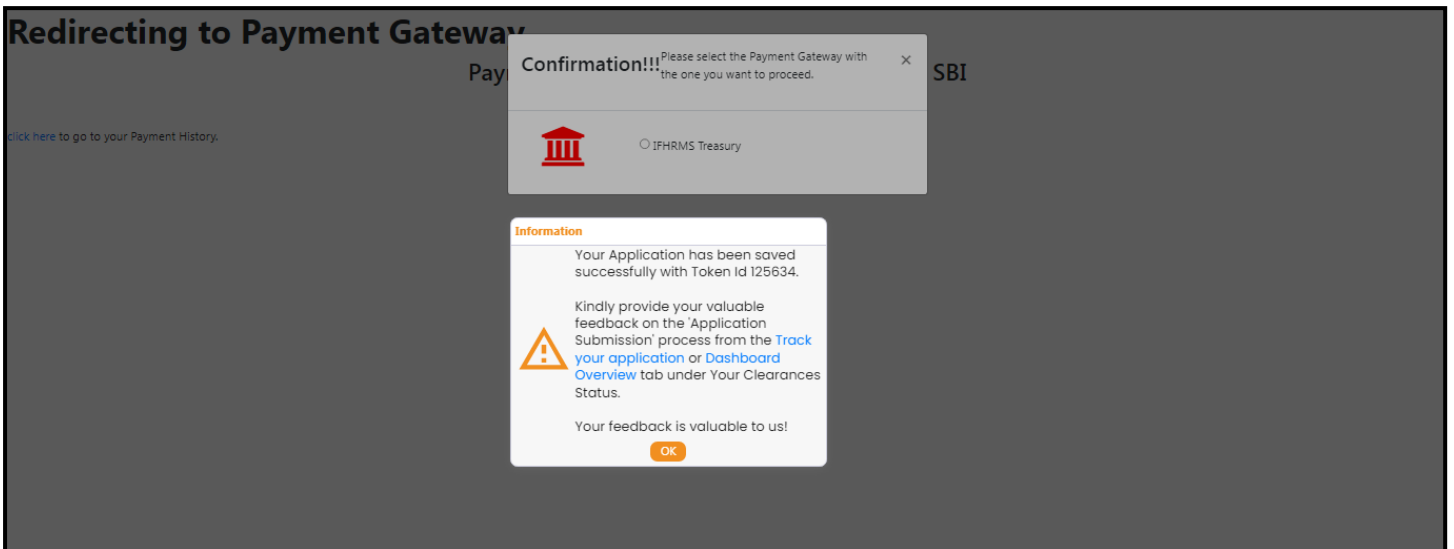


Figure 19. Token Id Generated

- 2) The Applicant has the provision to make the payment by using **"IFHRMS Treasury"** Payment gateway.

- 3) Click on 'Ok' button, IFHRMS Payment Gateway screen would appear, click on Radio button '**IFHRMS Treasury**'.

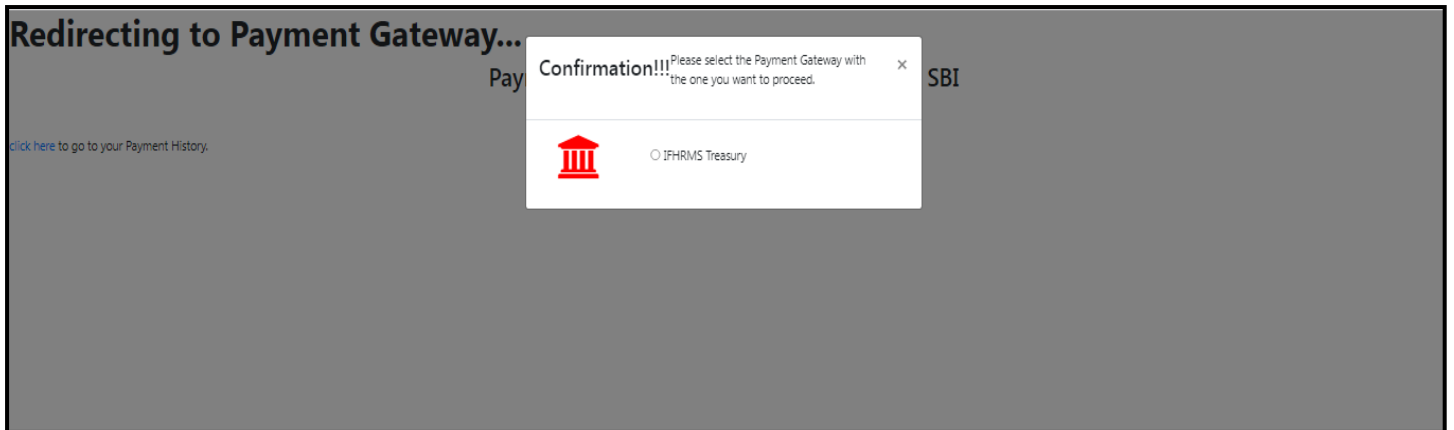


Figure 20. Payment Process

- 4) Then the payment '**Reference number**' would be generated, refer to the instruction note as shown in the below figure.
- 5) Click on 'Ok' button, follow the payment process and make the payment.

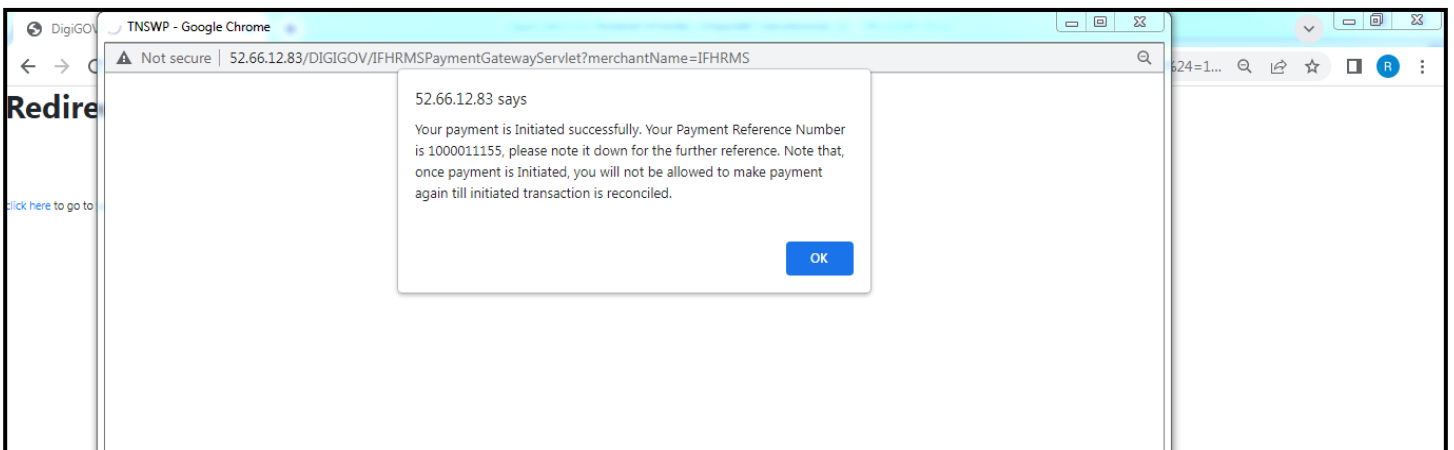
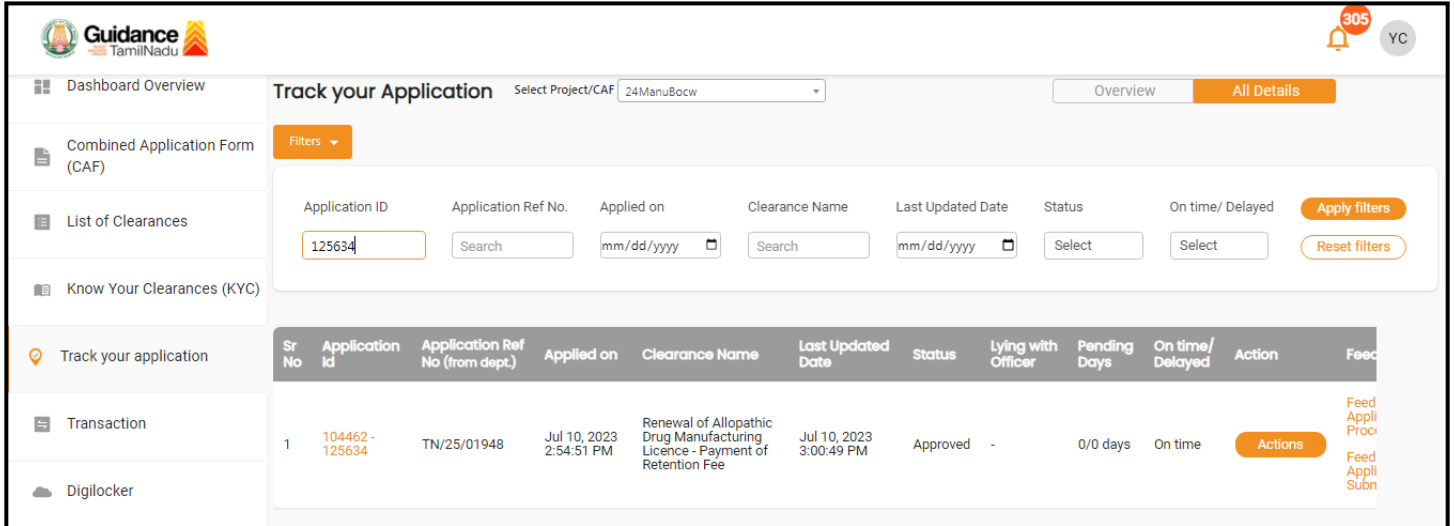


Figure 21. Payment Reference Number

- 6) After the applicant has completed the payment process, the application is submitted successfully to the Department for further processing. The

applicant can view the status of the application under **Track your application** → **Select the CAF from the Dropdown** → **All details**



The screenshot shows the 'Track your Application' page. At the top, there's a navigation bar with 'Overview' and 'All Details' tabs. Below this is a filter section with 'Filters' and 'Apply filters' buttons. The main content is a table with 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	Feed
1	104462 - 125634	TN/25/01948	Jul 10, 2023 2:54:51 PM	Renewal of Allopathic Drug Manufacturing Licence - Payment of Retention Fee	Jul 10, 2023 3:00:49 PM	Approved	-	0/0 days	On time	Actions	Feed Appli Procn Feed Appli Subn

Figure 22. Application 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**

Overview of application

Track Your Application

Overview | 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	Feed
1	104462 - 125634	TN/25/01948	Jul 10, 2023 2:54:51 PM	Renewal of Allopathic Drug Manufacturing Licence - Payment of Retention Fee	Jul 10, 2023 3:00:49 PM	Approved	-	0/0 days	On time	Actions	Feed Appli Proc Feed Appli Subn

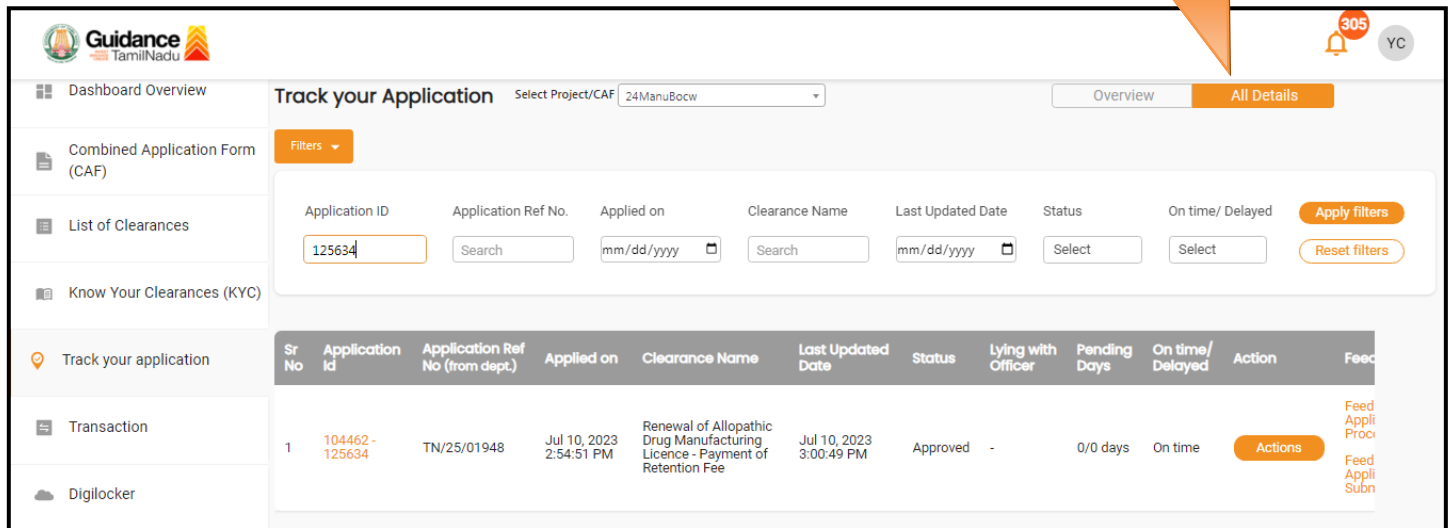
Figure 23. Track your application

• **Track your application– 'All details' option**

By clicking on **'All details'** tab, Applicant can view the following statuses of the list of clearances applied for the specified project.

- **Applied on**
- **Last updated date**
- **Status of the application**
- **Lying with officer**
- **Pending days**
- **On time / Delayed Action**

All Details Options



Sr No	Application Id	Application Ref No (from dept)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	104462 - 125634	TN/25/01948	Jul 10, 2023 2:54:51 PM	Renewal of Allopathic Drug Manufacturing Licence - Payment of Retention Fee	Jul 10, 2023 3:00:49 PM	Approved	-	0/0 days	On time	Actions

Figure 24. 'All details' tab

11. Application Processing

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

The screenshot shows the 'Track your Application' interface. At the top, there's a search bar for 'Application ID' with the value '125634'. Below it, a table lists application details. A callout bubble points to the 'Status' column, which contains the text 'Approved Status'.

Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Working with Officer	Pending Days	On time/ Delayed	Action	Feed
1	104462-125634	TN/25/01948	Jul 10, 2023 2:54:51 PM	Renewal of Allopathic Drug Manufacturing Licence - Payment of Retention Fee	Jul 10, 2023 3:00:49 PM	Approved	-	0/0 days	On time	Actions	Feed Appli Proc Feed Appli Subn

Figure 25. Application Processed

2) If the application is **‘Approved’** by the Department, the applicant can download the Approval Certificate under **‘Track your application – > ‘Action’ button -> Download Final Certificate** (Refer Figure 26)

The screenshot shows a modal window titled 'Application Action - 125634'. It displays application details and a section for 'Actions to be performed'. A callout bubble points to the 'Download Final Certificate' button.

Application ID: 104462-125634
Application Name: Renewal of Allopathic Drug Manufacturing Licence - Payment of Retention Fee
Application Ref No.: TN/25/01948
Project Name: 24ManuBocw
Application Submission Date: Jul 10, 2023 2:54:51 PM
Status: Approved

Actions to be performed:

- Download Final Certificate
- Feedback - Application Processing
- Feedback - Application Submission
- Close

Figure 26. Download the Approval Certificate