



TAMIL NADU SINGLE WINDOW PORTAL

APPLICANT MANUAL

**Application for Post Approval Changes – Changes of
Brand Name, Composition, Specification – Manufacture
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) 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



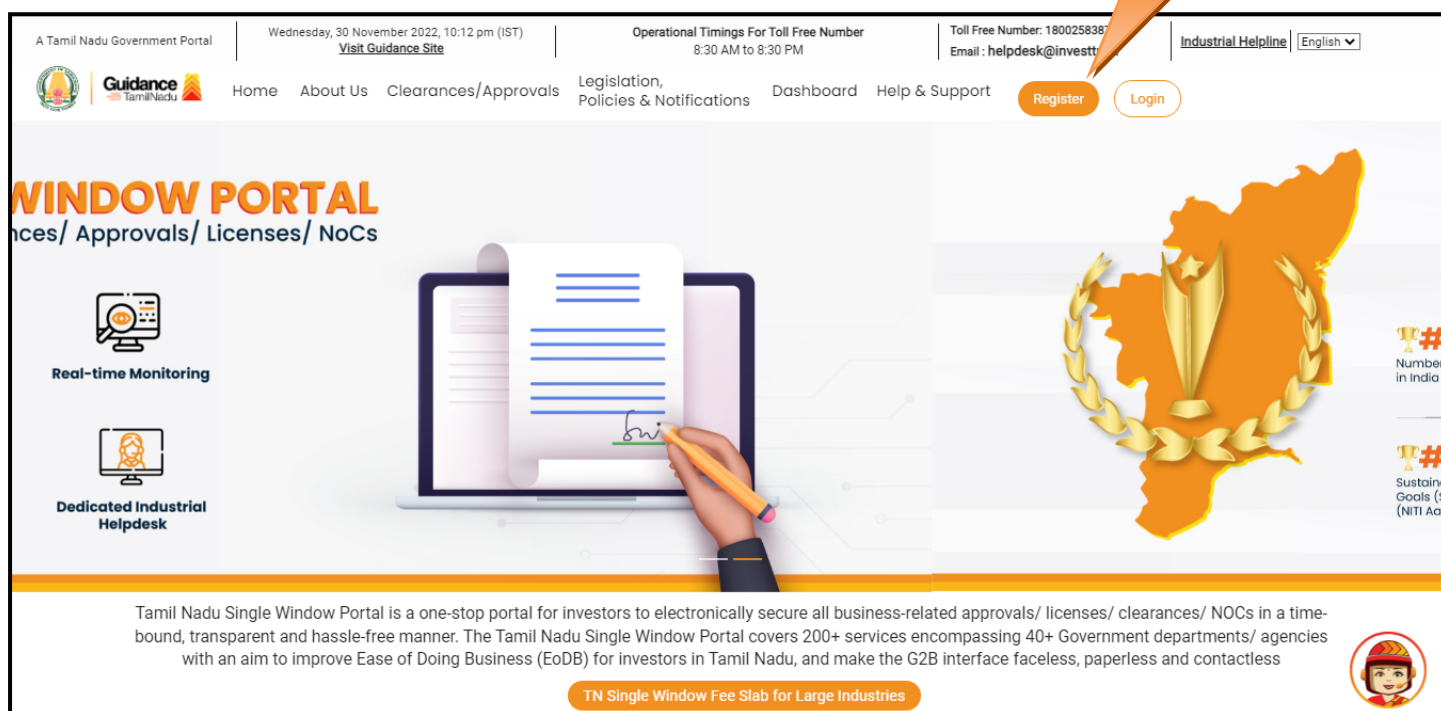
Figure 1. Single Window Portal Home Page

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**



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: 1800258388 | Email: helpdesk@investtamilnadu.com | Industrial Helpline | English

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 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.

o **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.

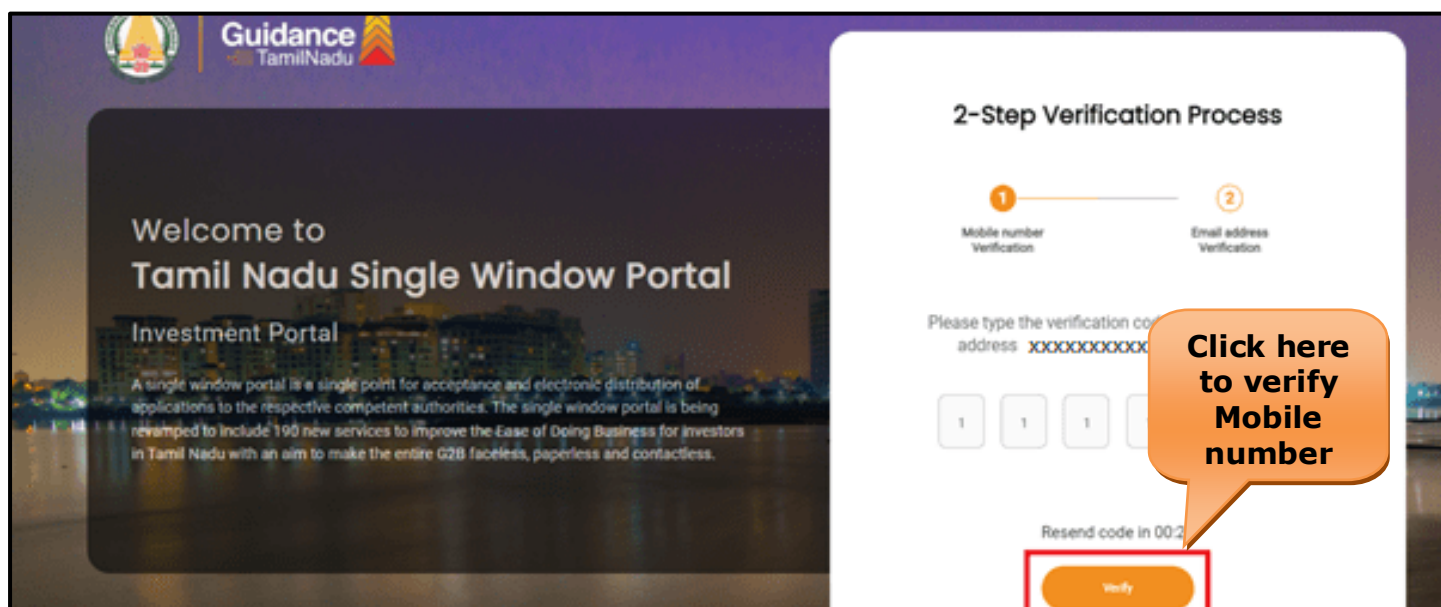


Figure 5. Mobile Number Verification

- 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.

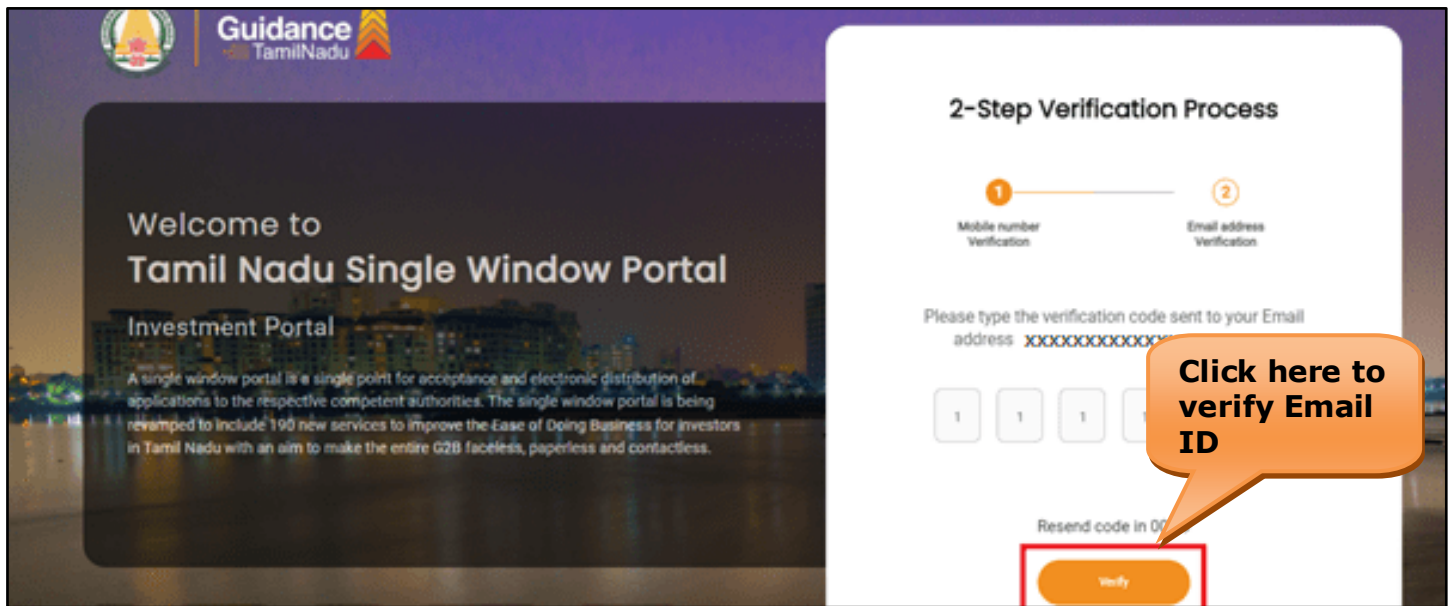


Figure 6. Email ID Verification

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

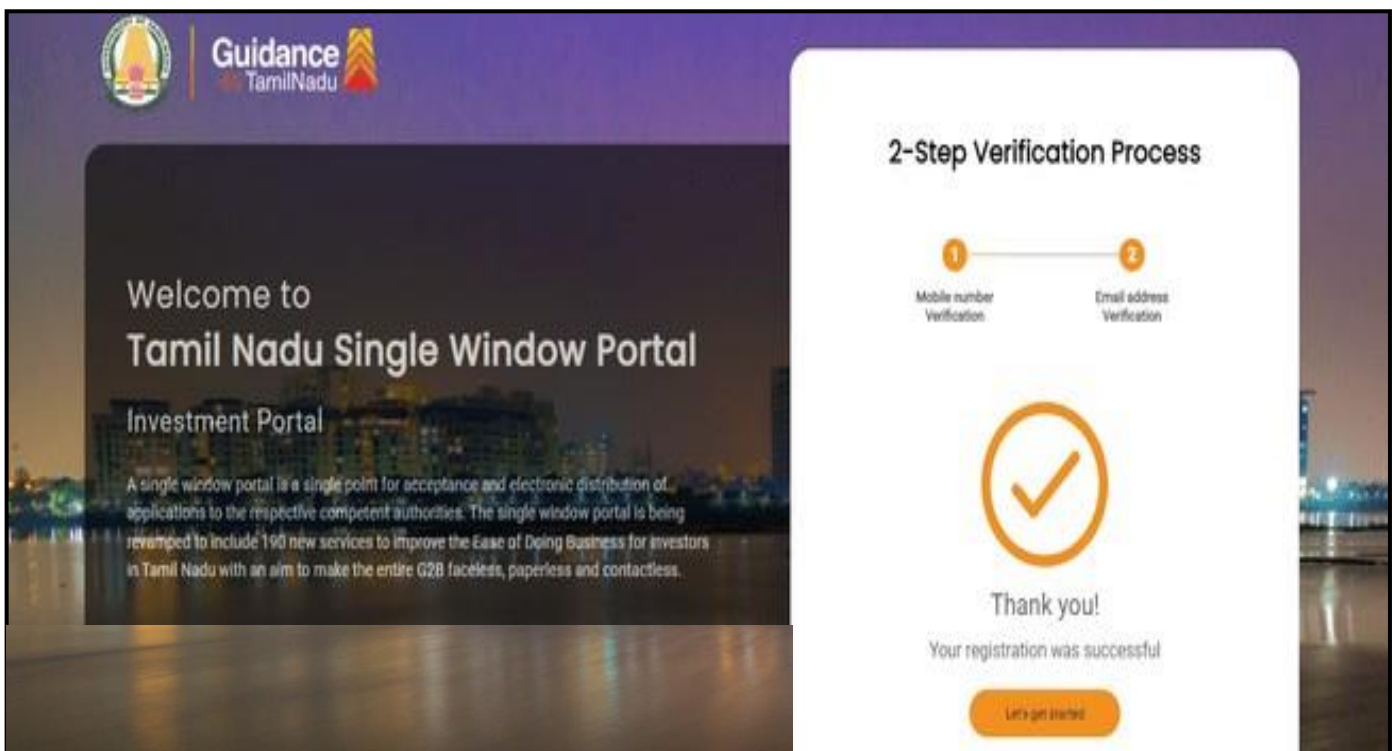


Figure 7. Registration Confirmation Pop-Up

4. Login

1) The Applicant can login to TNSWP with the Username and Password created during the registration process.

2) Click on login button to enter TNSWP.

Login to TNSWP



Figure 8. Login

5. Dashboard Overview

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

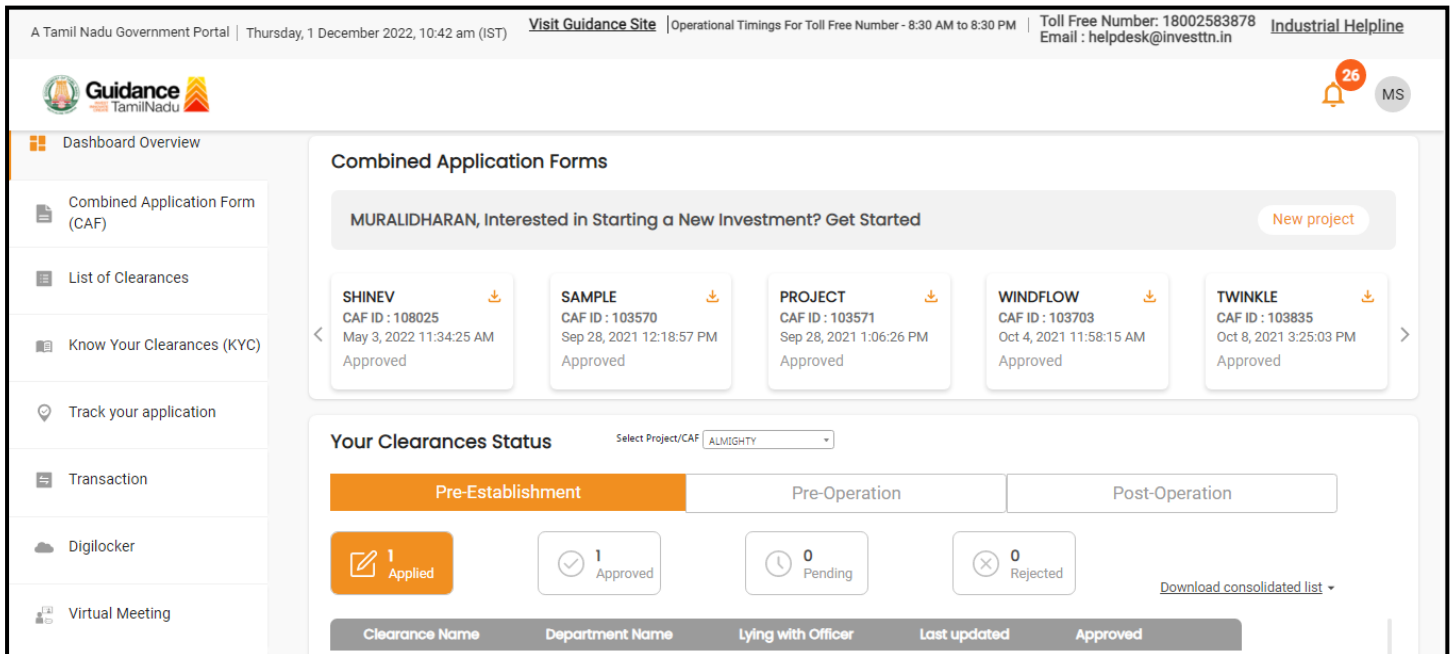
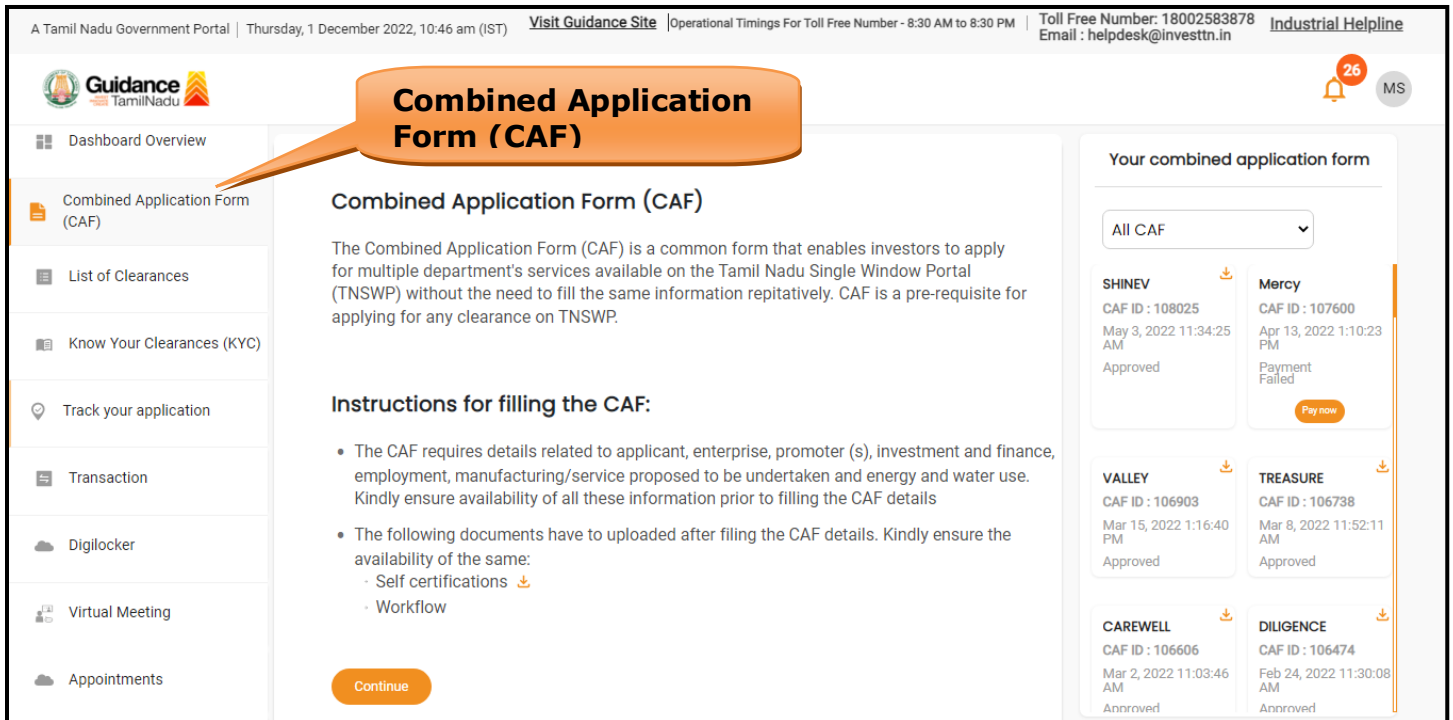


Figure 9. Dashboard Overview

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 displays the Tamil Nadu Government Portal interface for the Combined Application Form (CAF). The top navigation bar includes the portal name, date, time, and contact information. The left sidebar contains a menu with 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 is titled 'Combined Application Form (CAF)' and provides a description of the form and instructions for filling it out. The right-hand panel, titled 'Your combined application form', shows a list of CAFs for different departments: SHINEV, Mercy, VALLEY, TREASURE, CAREWELL, and DILIGENCE, each with its respective CAF ID, date, time, and status.

Figure 10. Combined Application Form (CAF)

6.1 Sections of Combined Application Form

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

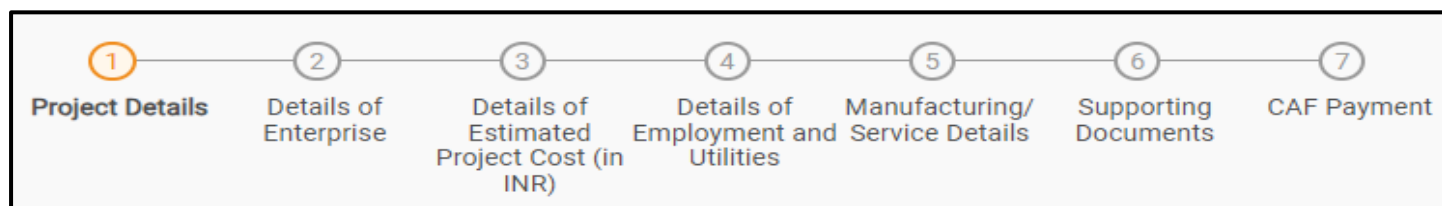


Figure 11. Section of Combined Application Form (CAF)

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).

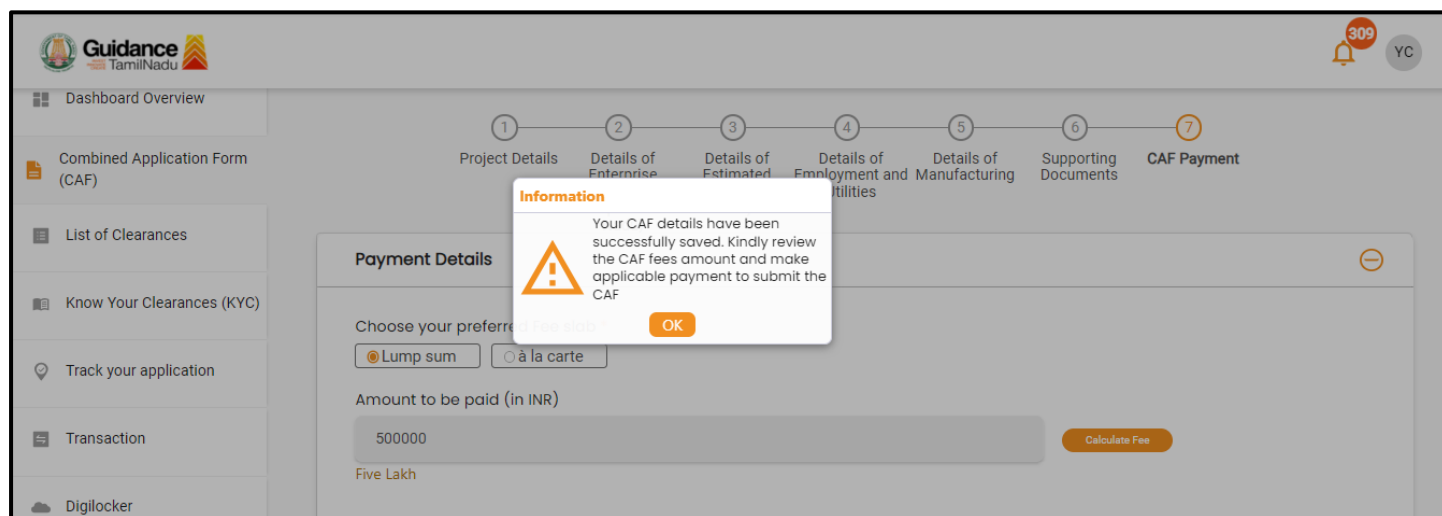


Figure 12. Combined Application Form (CAF)- Confirmation Message

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 Loan Licence to Manufacture Allopathic Drugs

1. Click on “List of Clearances”

List of Clearances

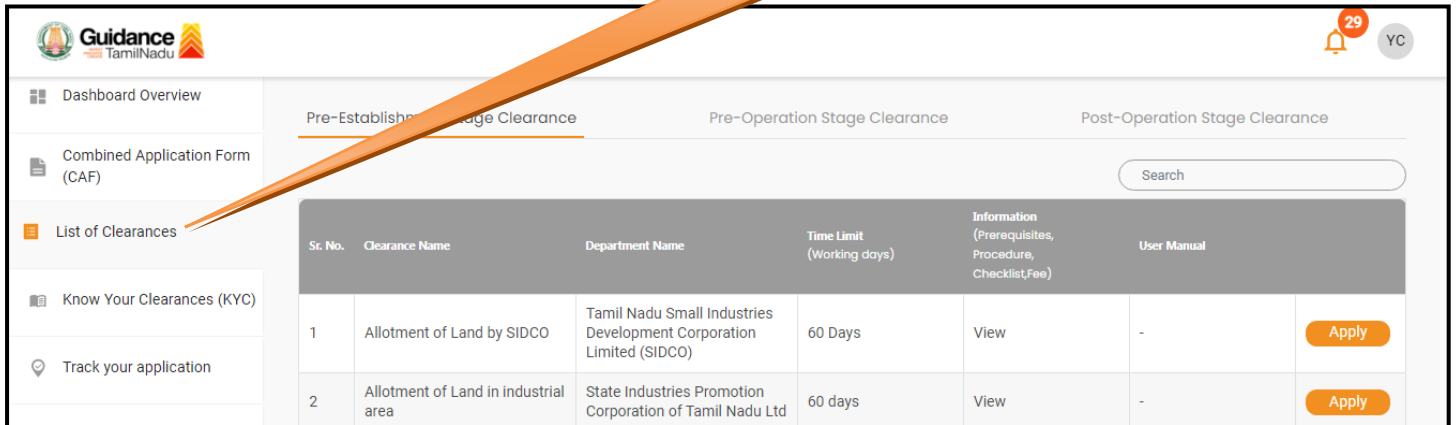


Figure 13. List of Clearances

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 ‘**Application for Post Approval Changes - Change of Brand Name, Composition, Specification - Manufacture Licence**’ by using Search option as shown in the figure given below.

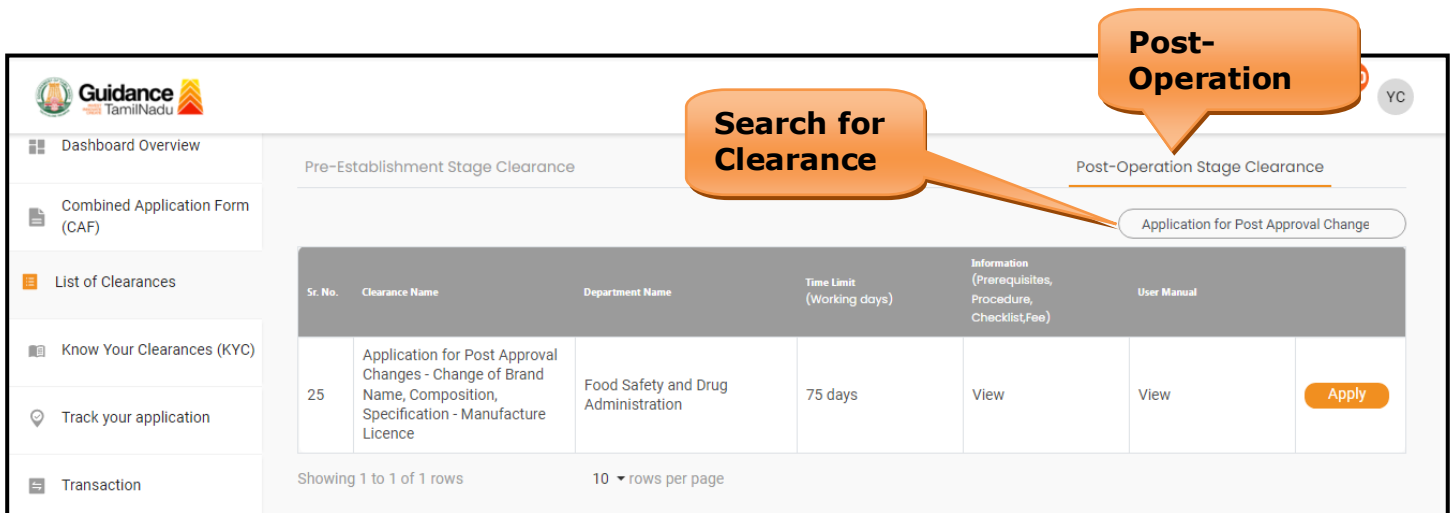


Figure 14. Search for Clearances

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)
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.

The screenshot displays the 'Guidance TamilNadu' dashboard. On the left, there is a sidebar menu with options: Dashboard Overview, Combined Application Form (CAF), List of Clearances, Know Your Clearances (KYC), Track your application, and Transaction. The main content area is titled 'Pre-Operative Clearance' and shows a table of clearances. The table has columns for 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
25	Application for Post Approval Changes - Change of Brand Name, Composition, Specification - Manufacture Licence	Food Safety and Drug Administration	75 days	View	View

Below the table, it says 'Showing 1 to 1 of 1 rows' and '10 rows per page'. Two callout boxes are overlaid on the image: 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

8. Filling the Application Form

1. Applicant needs to fill all the details under the following 2 section to complete the application.

A. Application Detail

B. Payment Detail

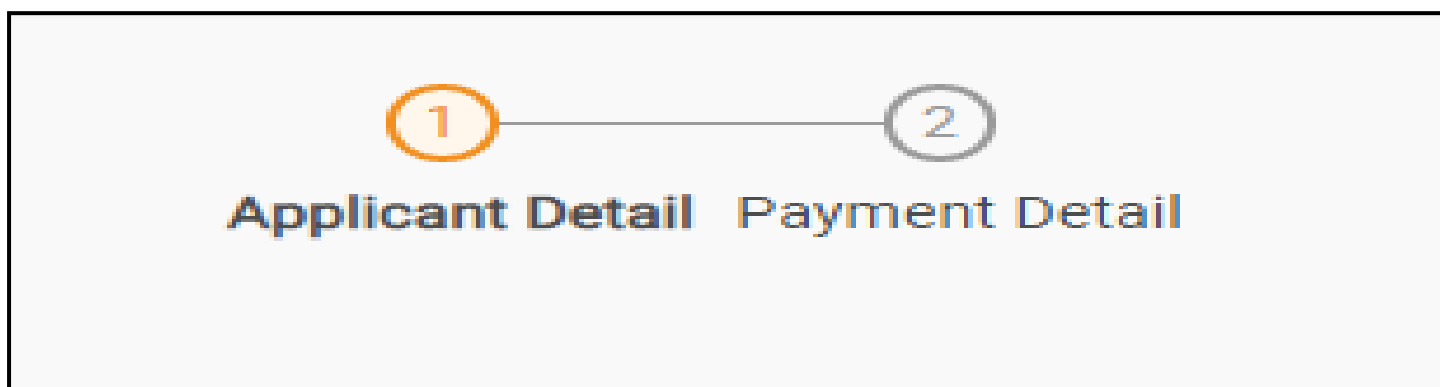


Figure 16. Two Section of Applicant Details

Contact Details

The screenshot shows a web form titled 'Contact Details'. The form contains the following fields:

- Contact Person * (Filled with: Yokesh Chinnakannu)
- Primary Mobile Number * (Filled with: 9092653218)
- Secondary Mobile Number (Empty)
- Email ID * (Filled with: yokesh4995@gmail.com)

At the bottom of the form, there are four buttons: 'Previous', 'Next', 'Save', and 'Save As Draft'. An orange callout bubble with the text 'Click on 'Save'' points to the 'Save' button. The top right corner of the page shows a notification bell icon with '295' and a user profile icon labeled 'YC'.

Figure 17. Contact Details

Token ID generated

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

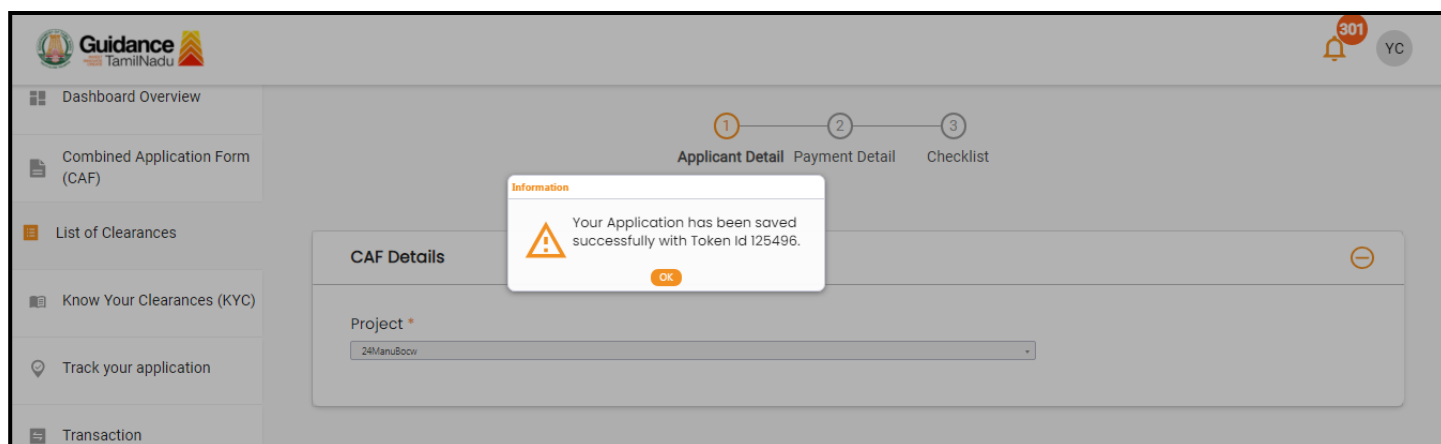
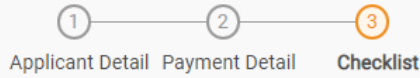


Figure 18. Token ID Generated



Checklist

- 1) The following supporting documents need to be uploaded by the applicant as per the notes given.
- 2) Maximum 10 MB Allowed (Only .DOC, .PDF, .XLS, .BMP, .GIF, .JPEG, .PNG, .PPTX, .DOCX, .XLSX, .ZIP, .KML are allowed).
- 3) In case of multiple documents, please upload in zip format.

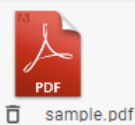


Attachments

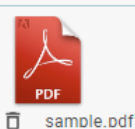
Note 1: Maximum 10 MB Allowed (Only .DOC, .PDF, .XLS, .BMP, .GIF, .JPEG, .PNG, .PPTX, .DOCX, .XLSX, .ZIP, .KML are allowed)
 Note 2: In case of multiple documents, please upload in zip format

Sr. No.	Document Name	Attach Document
1	<input checked="" type="checkbox"/> Authorization of the signatory of the application form (Board Resolution / Authorisation Letter)	 sample.pdf
2	<input type="checkbox"/> Drug manufacturing licences Copy, if any	Drag & Drop Browse Files DigiLocker
3	<input type="checkbox"/> Previously issued Form 29 Copy, if any	Drag & Drop Browse Files DigiLocker
4	<input checked="" type="checkbox"/> Document relating to constitution of concerned firm/ Company/ LLP and others Proprietorship: Declaration Form Partnership Firm: Partnership Deed Limited Liability Partnership: LLP deed, Registration Certificate of ROC Pvt. Ltd. / Ltd: Memorandum and articles of association, Registration Certificate of ROC, Copy of Board resolution Trust: Trust deed Society: Registration Certificate, By Laws, Copy of Resolution passed Hindu Undivided Family: HUF deed	 sample.pdf

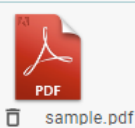
5 Bio-data (with photograph) of the Applicant(s)
To be enclosed for each applicant separately, in case there are multiple applicants.



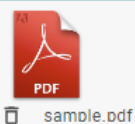
6 Address/ID Proof of the Applicant(s) e.g. Passport, Driving License, Election Commission ID Card, Aadhaar Card/e-Aadhaar letter downloaded from UIDAI website, Income Tax PAN Card
To be enclosed for each applicants in case there are multiple applicants.



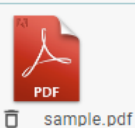
7 Bio-data (with photograph) of the Technical Staff(s)
(Kindly upload the Bio-data of all Technical Staffs in a single zip file)



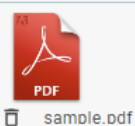
8 Educational qualification certificate(s) of the Technical Staff (s)
(Starting from Minimum Educational Qualification as specified in the Drugs Rules, 1945)
(Kindly upload educational qualification certificates of all Technical Staffs in a single zip file)



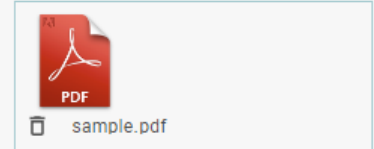
9 Experience Certificate of the Technical Staff(s)
(Kindly upload experience certificates of all Technical Staffs in a single zip file)



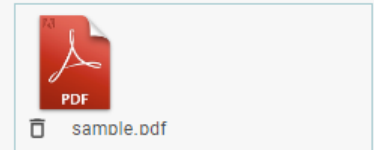
10 Digitally Signed Self-Certification by each Technical Staff stating that He / She is a fulltime employee of the Firm under consideration
(Kindly upload self-certifications of all Technical Staffs in a single zip file)



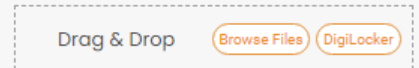
11 Address/ID Proof of the Technical Staff(s) e.g. Passport, Driving License, Election Commission ID Card, Aadhaar Card/e-Aadhaar letter downloaded from UIDAI website, Income Tax PAN Card
(Kindly upload address / ID proof of all Technical Staffs in a single zip file)



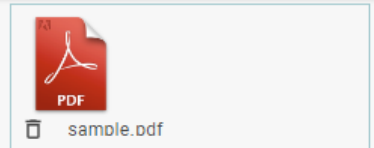
12 Ownership document of the premises
(Registered Sale Deed / Registered General Power of Attorney / Conveyance Deed / Latest Property Tax Receipt)



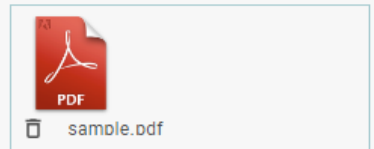
13 Rental agreement of the premises, if applicable



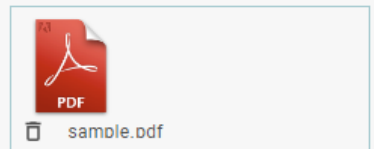
14 Plan of the premises- with details of partitions, measurements - Section wise with location of machineries






15 List of machineries and equipment, Air Handling Units, and water system provided Section wise for the manufacturing



16 List of analytical instruments and equipment for analysis



17	<input checked="" type="checkbox"/> Copy of purchase invoices with the details like production capacity, make etc. wherever applicable	 sample.pdf
18	<input checked="" type="checkbox"/> Product dossier (for each product) <i>(Kindly upload the product dossier for all products in a single zip file)</i>	 sample.pdf
19	<input checked="" type="checkbox"/> Form 51/Brand Name affidavit	 sample.pdf
20	<input type="checkbox"/> Agreement with Marketer, if applicable	Drag & Drop Browse Files DigiLocker
21	<input type="checkbox"/> Any other relevant details or documents to establish the correctness of the details or documents or claims made with regard to the above items	Drag & Drop Browse Files DigiLocker

Click on 'Save Document'

Previous Next Reset Save Document

Figure 19. Checklist

9. Payment Process

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

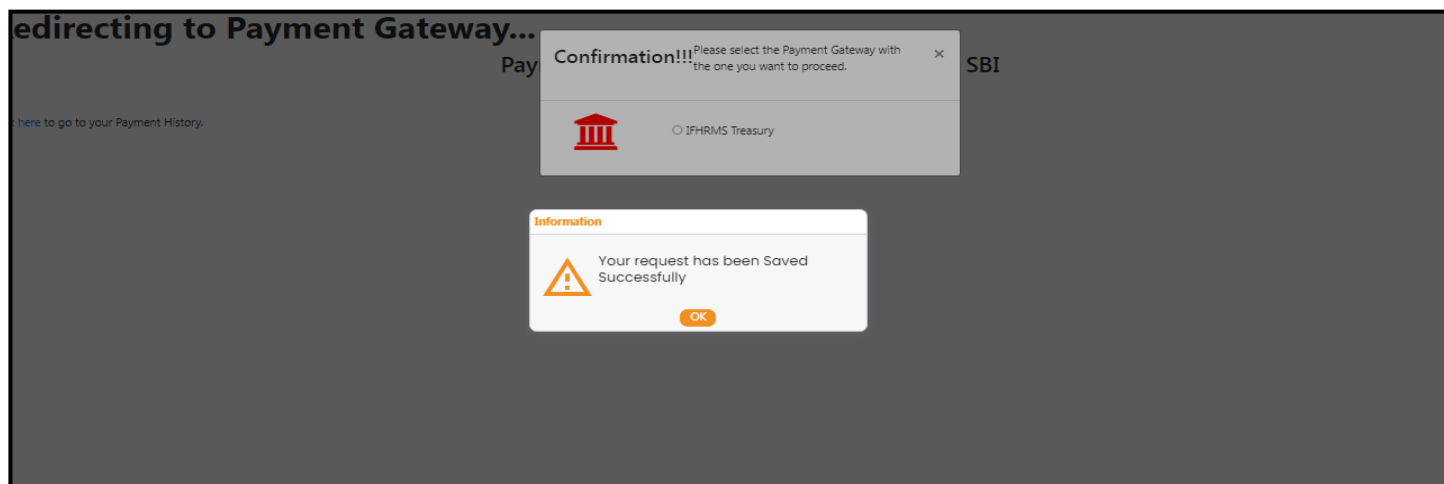


Figure 20. Request Saved Successfully

- 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**'.

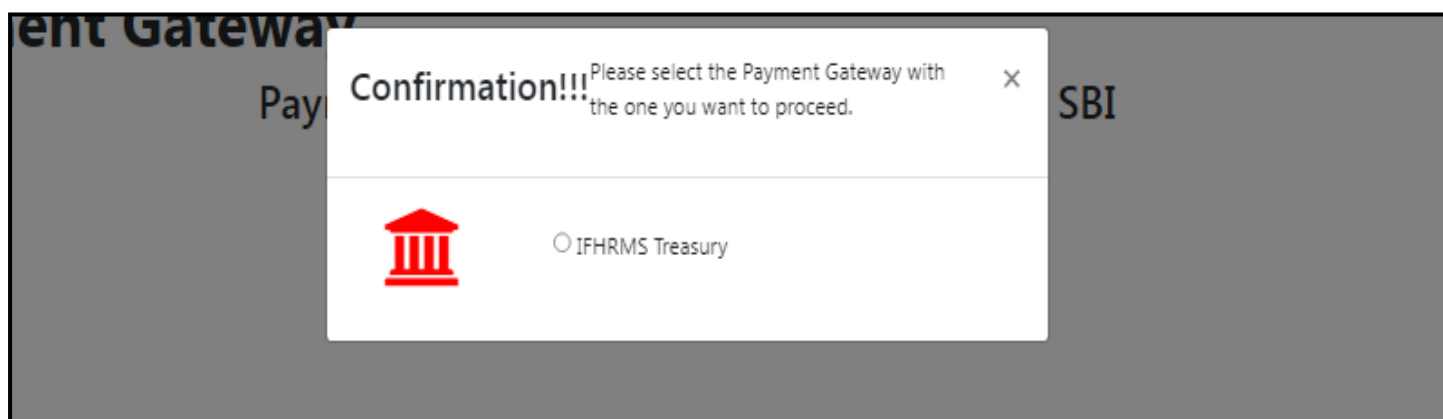


Figure 21. Payment Process

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.

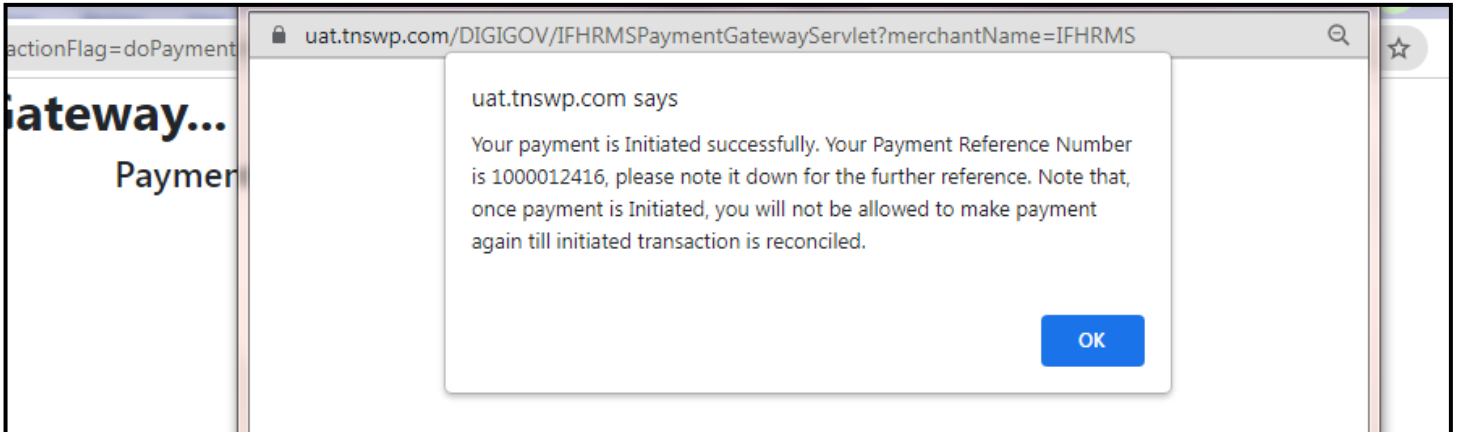


Figure 22. Payment Reference Number

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**

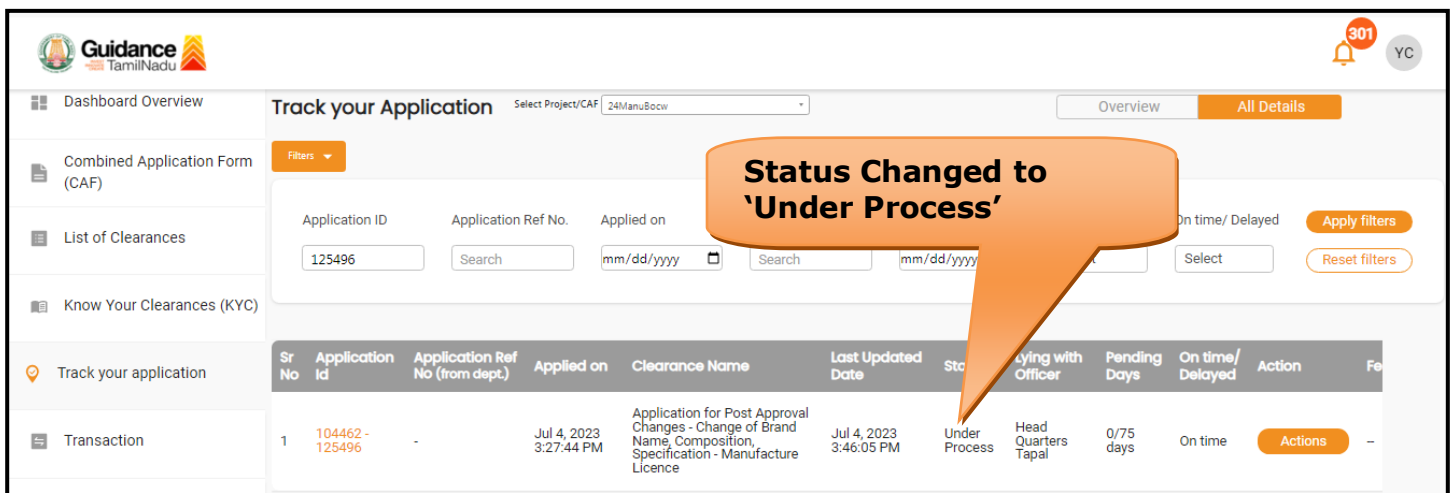


Figure 23. Under Process

10. Track Your Application

1) After submitting the application, 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

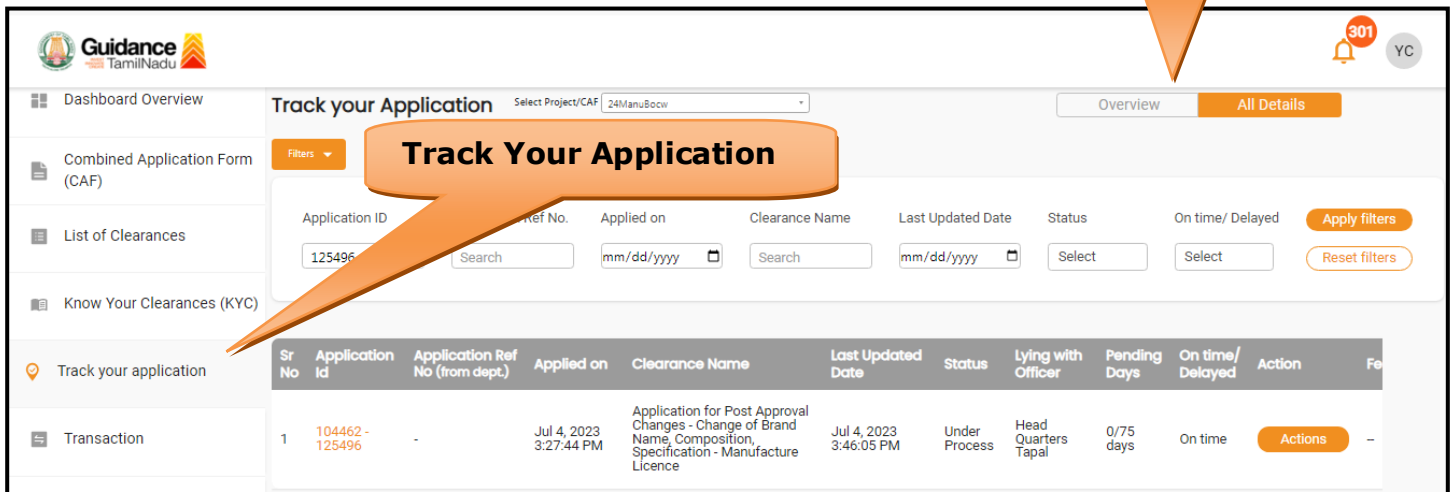


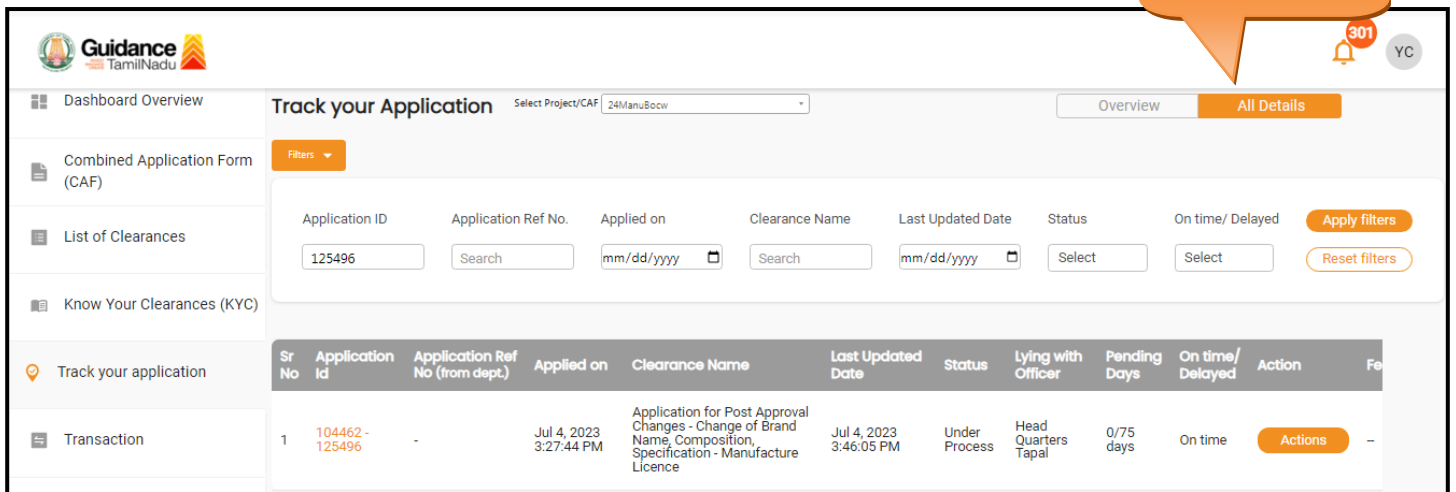
Figure 24. Track your Application

- **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



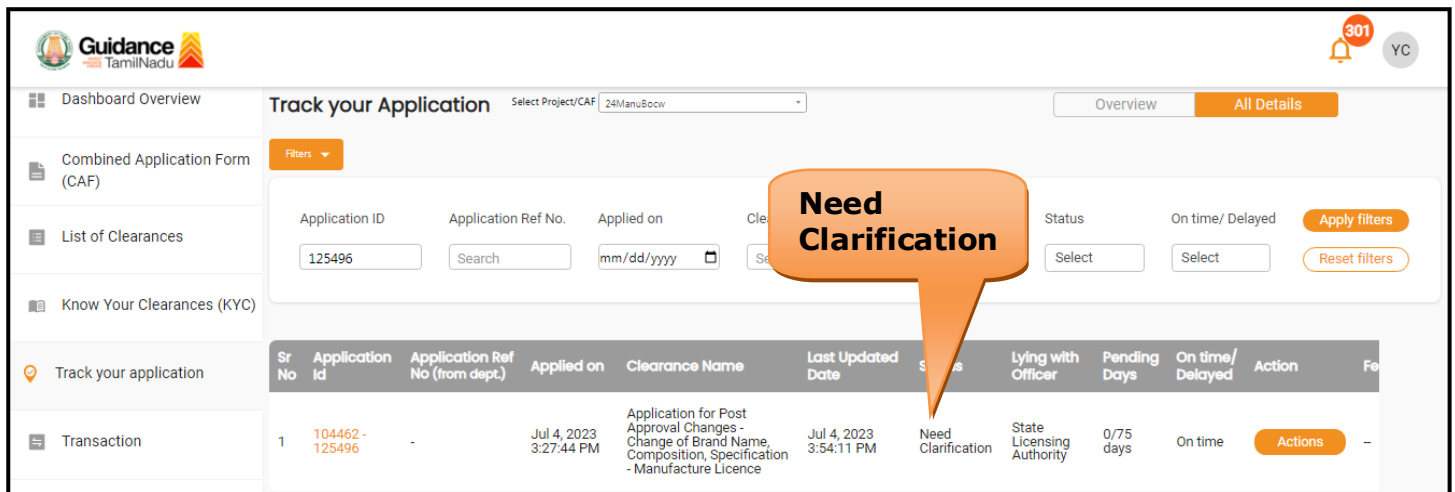
The screenshot shows the 'Track your Application' page with a sidebar on the left containing navigation options: Dashboard Overview, Combined Application Form (CAF), List of Clearances, Know Your Clearances (KYC), Track your application, and Transaction. The main content area has a 'Track your Application' header with a dropdown for 'Select Project/CAF' set to '24ManuBocw'. Below this are filter fields for Application ID (125496), Application Ref No. (Search), Applied on (mm/dd/yyyy), Clearance Name (Search), Last Updated Date (mm/dd/yyyy), Status (Select), and On time/ Delayed (Select). There are 'Apply filters' and 'Reset filters' buttons. A table below displays 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	104462 - 125496	-	Jul 4, 2023 3:27:44 PM	Application for Post Approval Changes - Change of Brand Name, Composition, Specification - Manufacture Licence	Jul 4, 2023 3:46:05 PM	Under Process	Head Quarters Tapal	0/75 days	On time	Actions

Figure 25. ‘All details’ tab

11. Query Clarification

- 1) After submitting the application to the Drugs department, the State Licensing Authority officer reviews the application and if there are any clarifications required, the State Licensing Authority 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 to respond the query as shown in the below figure.



The screenshot shows the 'Track your Application' page with a search filter for '24Manu8ocw'. The table below lists 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	104462-125496	-	Jul 4, 2023 3:27:44 PM	Application for Post Approval Changes - Change of Brand Name, Composition, Specification - Manufacture Licence	Jul 4, 2023 3:54:11 PM	Need Clarification	State Licensing Authority	0/75 days	On time	Actions

Figure 26. Need Clarification

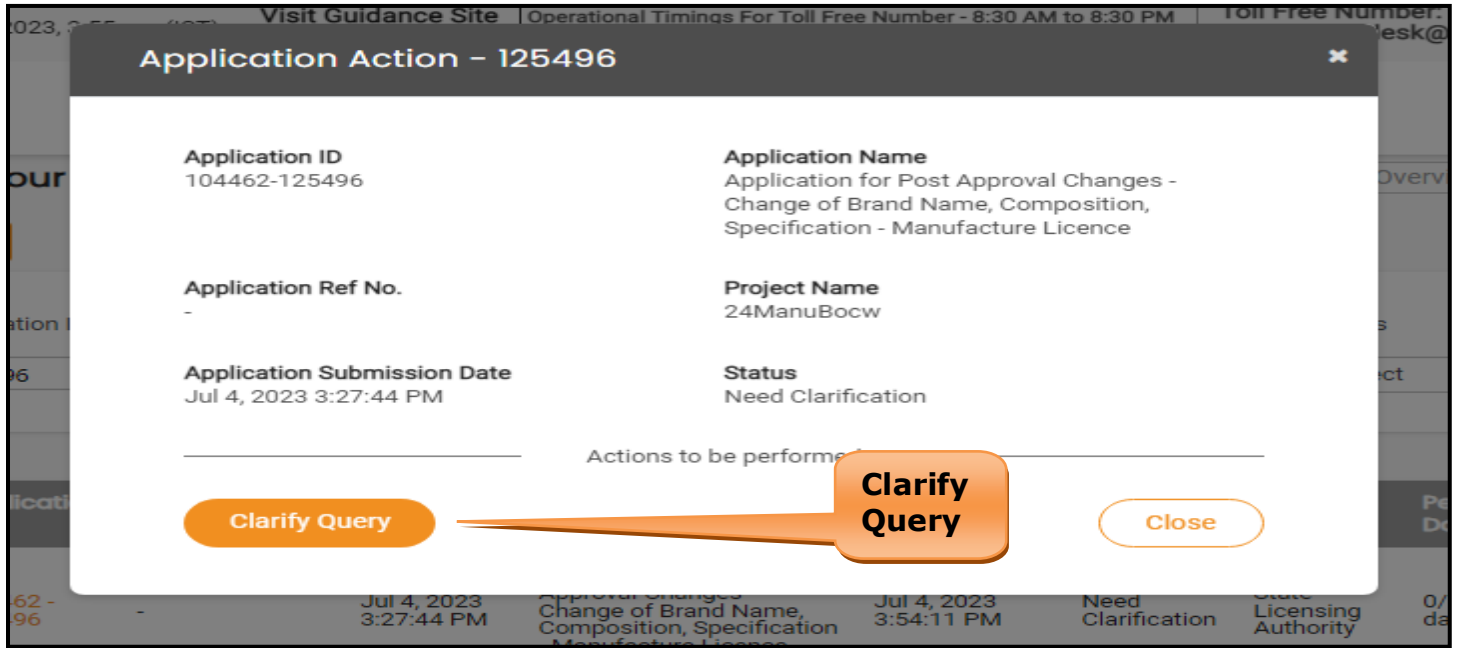


Figure 27. Clarify Query

- 5) The Applicant clicks on '**Clarify Query**' button and responds to the Query.
- 6) The Application gets submitted to the department after the query has been addressed by the Applicant.
- 7) The Status of the application changes from 'Need clarification' to '**Under Process**' after the Applicant submits the query.

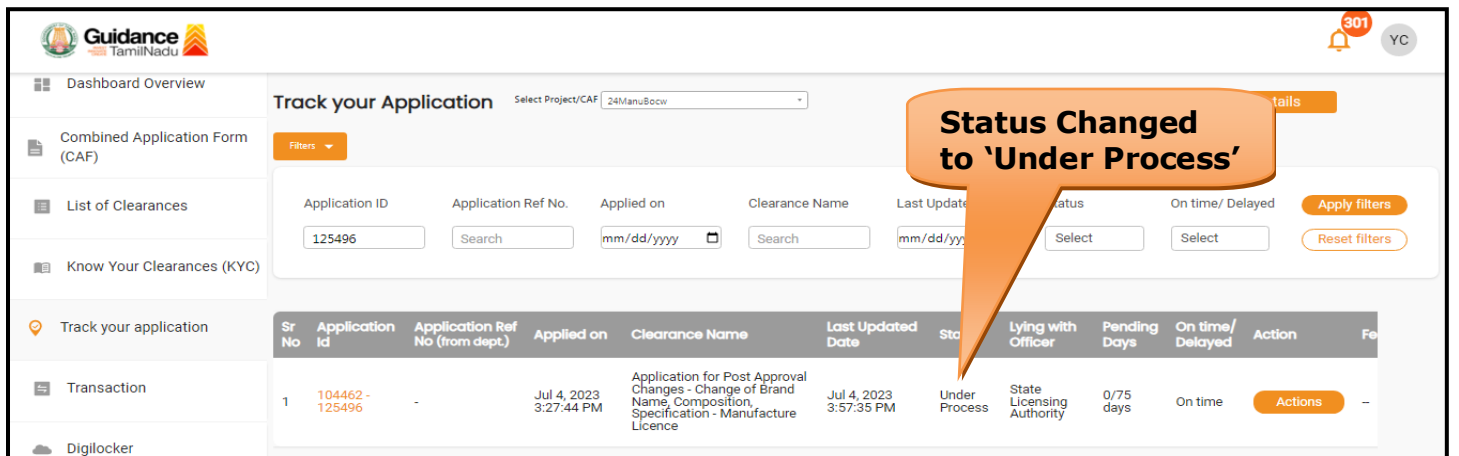
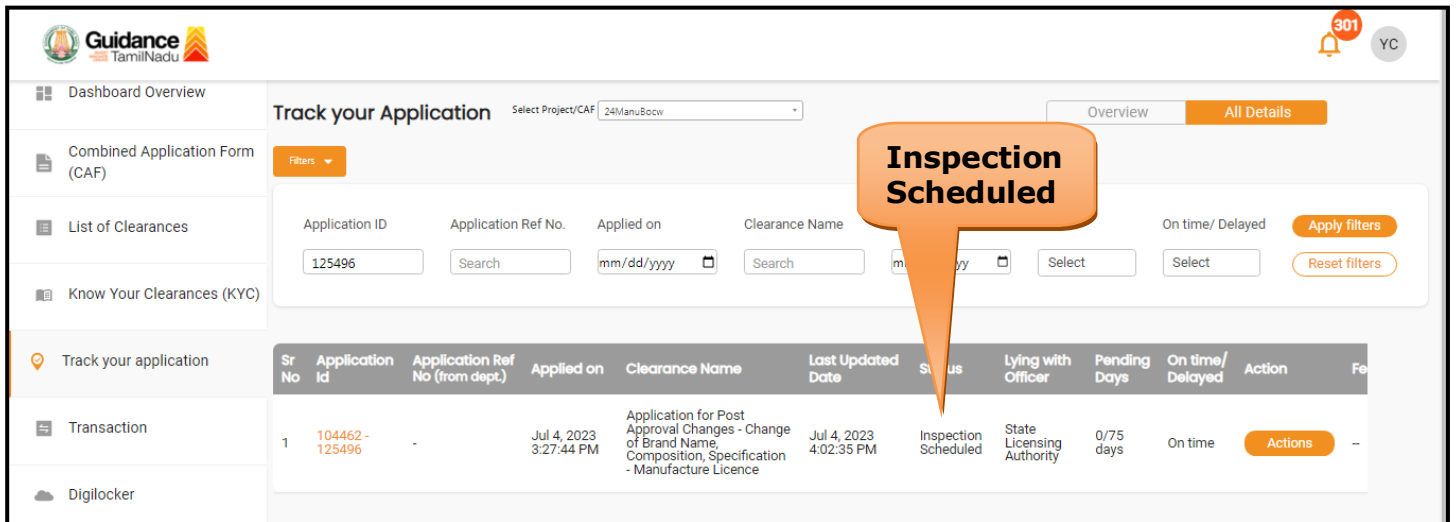


Figure 28. Application under Process

12. Inspection Schedule

- 1) The Drug Inspector of Drugs schedules the date of appointment for inspection to be done for the specified institution.
- 2) After the Inspection gets completed, the Drug Inspector submits the Inspection report.
- 3) The Applicant has the provision to view the Scheduled Inspection details



The screenshot shows the 'Track your Application' page. At the top, there's a search bar for 'Application ID' with the value '125496'. Below it 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	Fe
1	104462 - 125496	-	Jul 4, 2023 3:27:44 PM	Application for Post Approval Changes - Change of Brand Name, Composition, Specification - Manufacture Licence	Jul 4, 2023 4:02:35 PM	Inspection Scheduled	State Licensing Authority	0/75 days	On time	Actions	-

Figure 29. Inspection Scheduled

Application Action - 125496

Application ID 104462-125496	Application Name Application for Post Approval Changes - Change of Brand Name, Composition, Specification - Manufacture Licence
Application Ref No. -	Project Name 24ManuBocw
Application Submission Date Jul 4, 2023 3:27:44 PM	Status Inspection Scheduled

Actions to be performed

[Inspection Details](#) [Close](#)

Click on Inspection Date

104462 - 125496	-	Jul 4, 2023 3:27:44 PM	Application for Post Approval Changes - Change of Brand Name, Composition, Specification	Jul 4, 2023 4:02:35 PM	Inspection Scheduled	State Licensing Authority	0/75 days
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Figure 30. Inspection Date

Inspection Details : 125496

Inspection Scheduled From Date (DD/MM/YYYY): 04/07/2023

Inspection Scheduled To Date (DD/MM/YYYY): 04/07/2023

Inspection Date

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

301 YC

Figure 31. Inspection Details

13. Application Processing

1) The State Licensing Authority 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 'Select Project/CAF' with '24ManuBocw' entered. Below it, a table lists application details. An orange callout bubble points to the 'Approved' 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	Feed
1	104462 - 125496	-	Jul 4, 2023 3:27:44 PM	Application for Post Approval Changes - Change of Brand Name, Composition, Specification - Manufacture Licence	Jul 4, 2023 4:09:45 PM	Approved	State Licensing Authority	0/75 days	On time	Actions	Feed Appli Proce Feed Appli Subr

Figure 32. 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 certificate** (Refer Figure 33)

The screenshot shows a modal window titled 'Application Action - 125496'. It displays application details and a list of actions. An orange callout bubble points to the 'Approval Certificate' button.

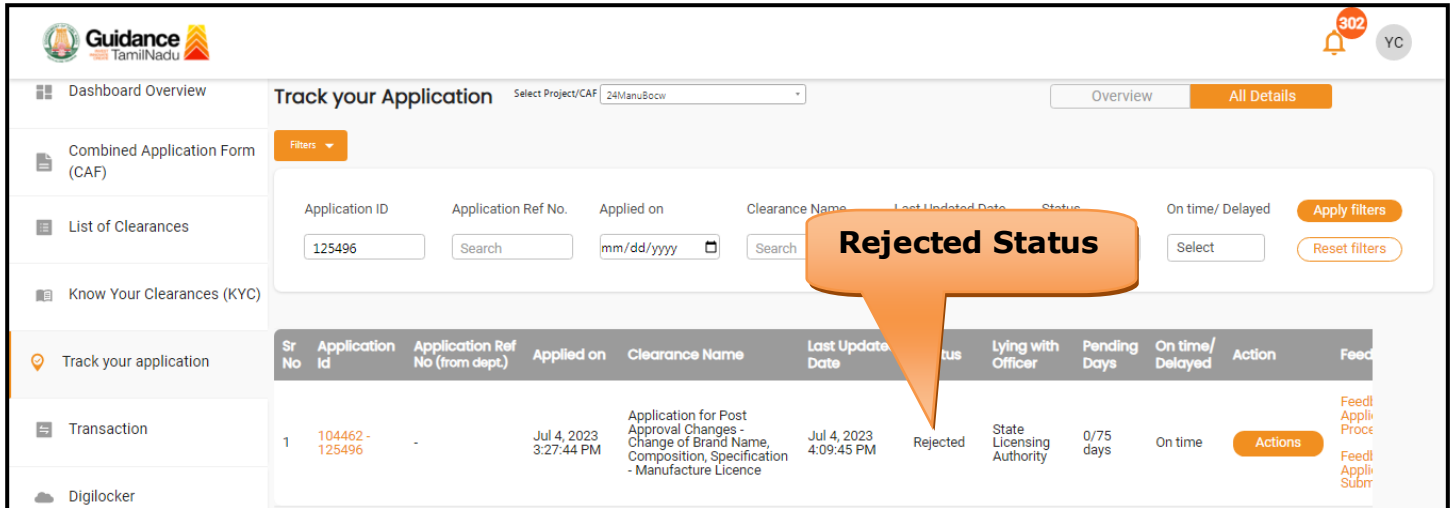
Application ID 104462-125496	Application Name Application for Post Approval Changes - Change of Brand Name, Composition, Specification - Manufacture Licence
Application Ref No. -	Project Name 24ManuBocw
Application Submission Date Jul 4, 2023 3:27:44 PM	Status Approved

Actions to be performed:

- Approval Certificate
- Feedback - Application Processing
- Feedback - Application Submission
- Close

Figure 33. Download the Approved Certificate

3) If the application is '**Rejected**' by the Department, the applicant can view the rejection remarks under the Actions Tab by the department. Applicant has to create a fresh application if the application has been rejected. (Refer Figure 34)



The screenshot shows the 'Track your Application' page. At the top, there are filters for 'Application ID' (125496) and 'Applied on' (mm/dd/yyyy). A callout bubble labeled 'Rejected Status' points to a row in the application table. The table has columns for Sr No, Application Id, Application Ref No, Applied on, Clearance Name, Last Update Date, Status, Lying with Officer, Pending Days, On time/Delayed, Action, and Feedback. The row for Application ID 104462-125496 shows a status of 'Rejected'.

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	Feedback
1	104462-125496	-	Jul 4, 2023 3:27:44 PM	Application for Post Approval Changes - Change of Brand Name, Composition, Specification - Manufacture Licence	Jul 4, 2023 4:09:45 PM	Rejected	State Licensing Authority	0/75 days	On time	Actions	Feedb Appli Proce Feedb Appli Subm

Figure 34. Rejected Status

