



TAMIL NADU SINGLE WINDOW PORTAL

APPLICANT MANUAL

**Change of Technical Staff – Allopathic Drug
Manufacturing Loan Licence**

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

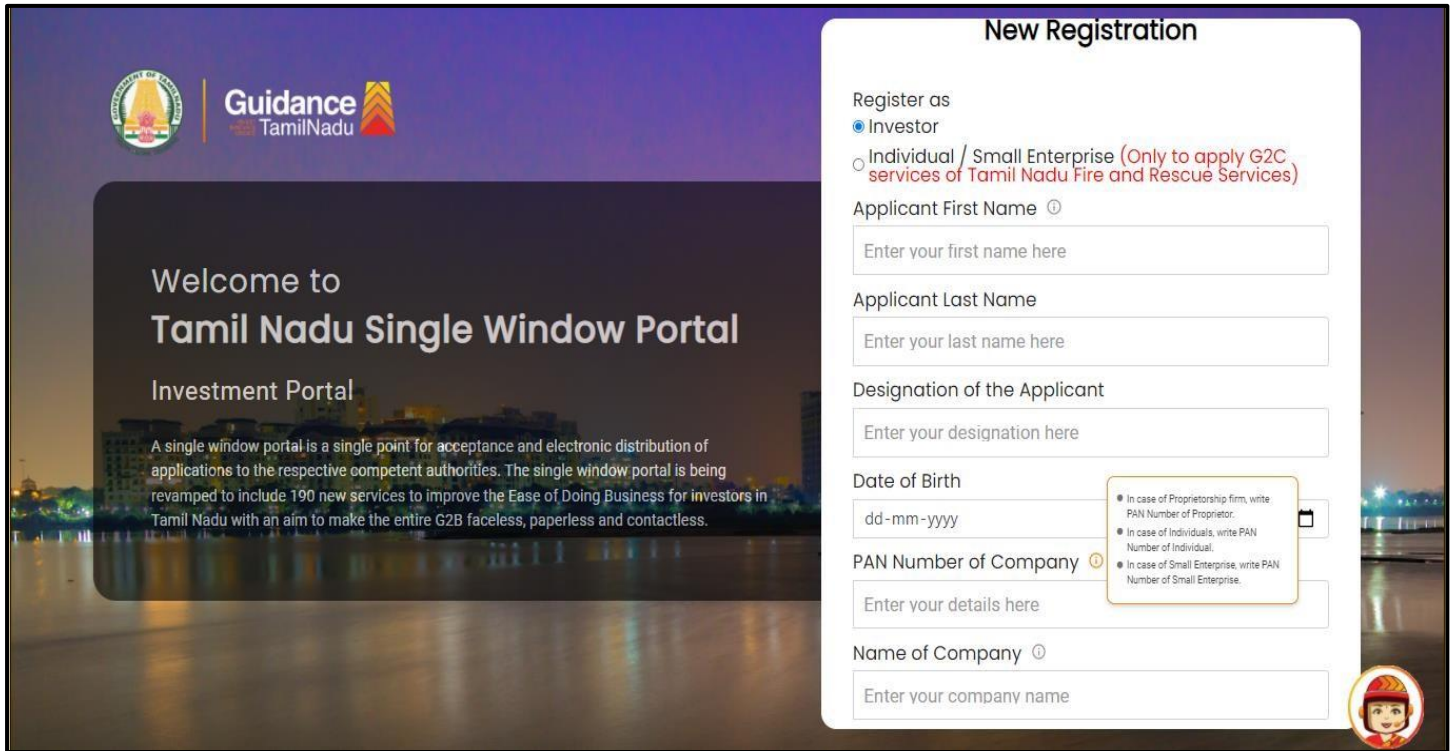
To access the TNSWP and to apply for various clearances the applicant must complete the Registration process.

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



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

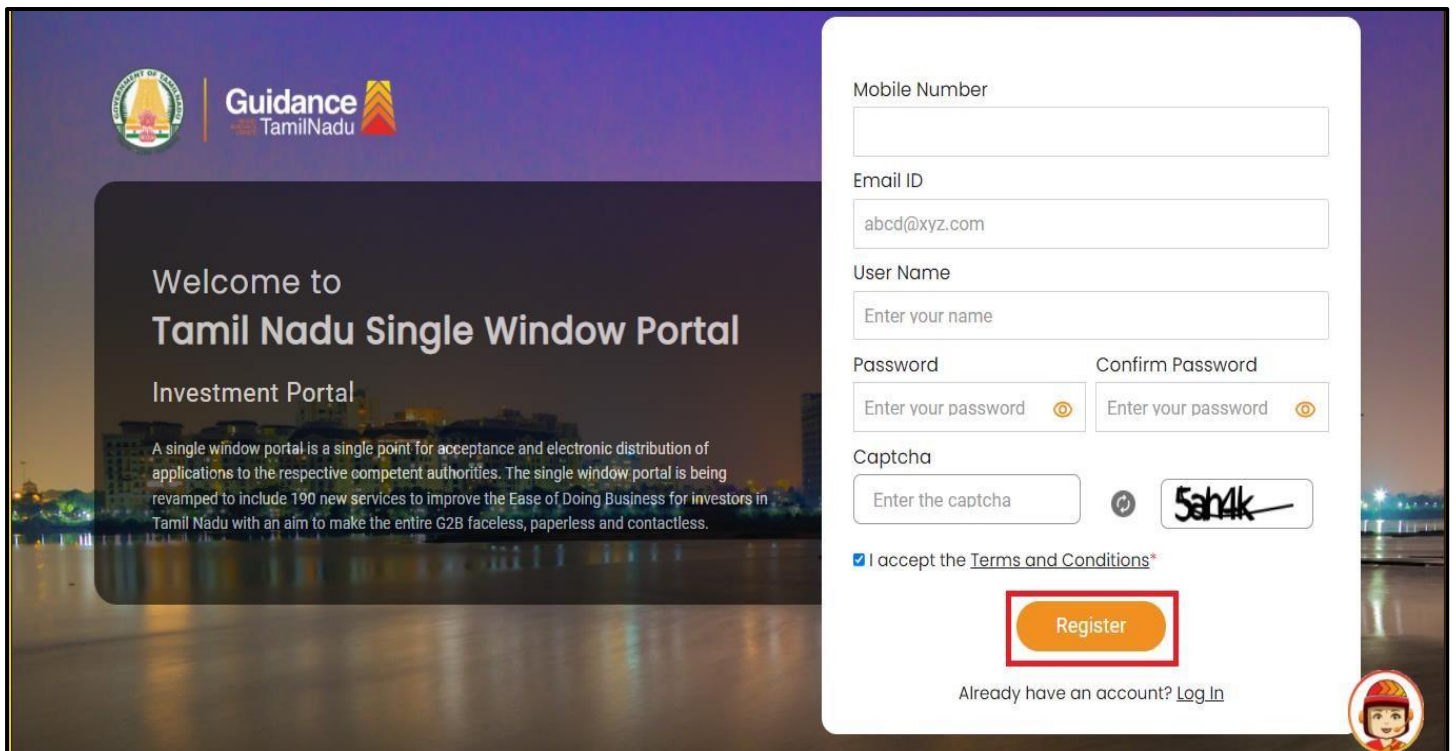
Designation of the Applicant

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



**Welcome to
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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.

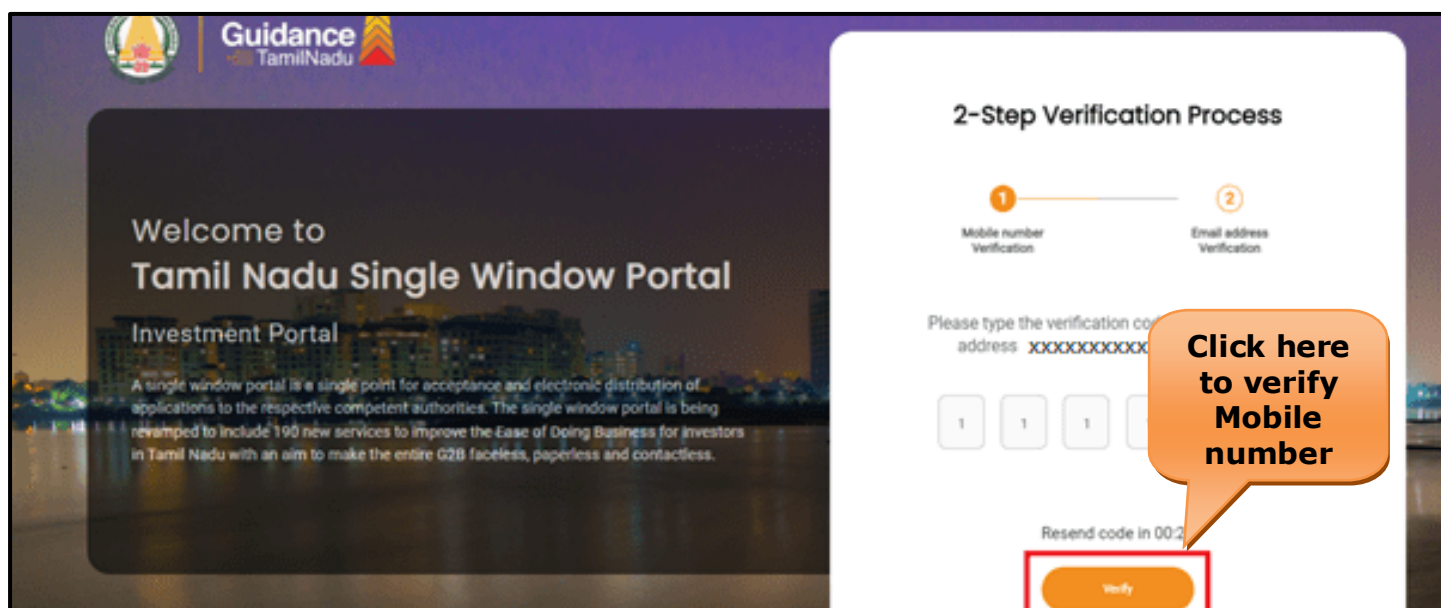


Figure 5. Mobile Number Verification

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.

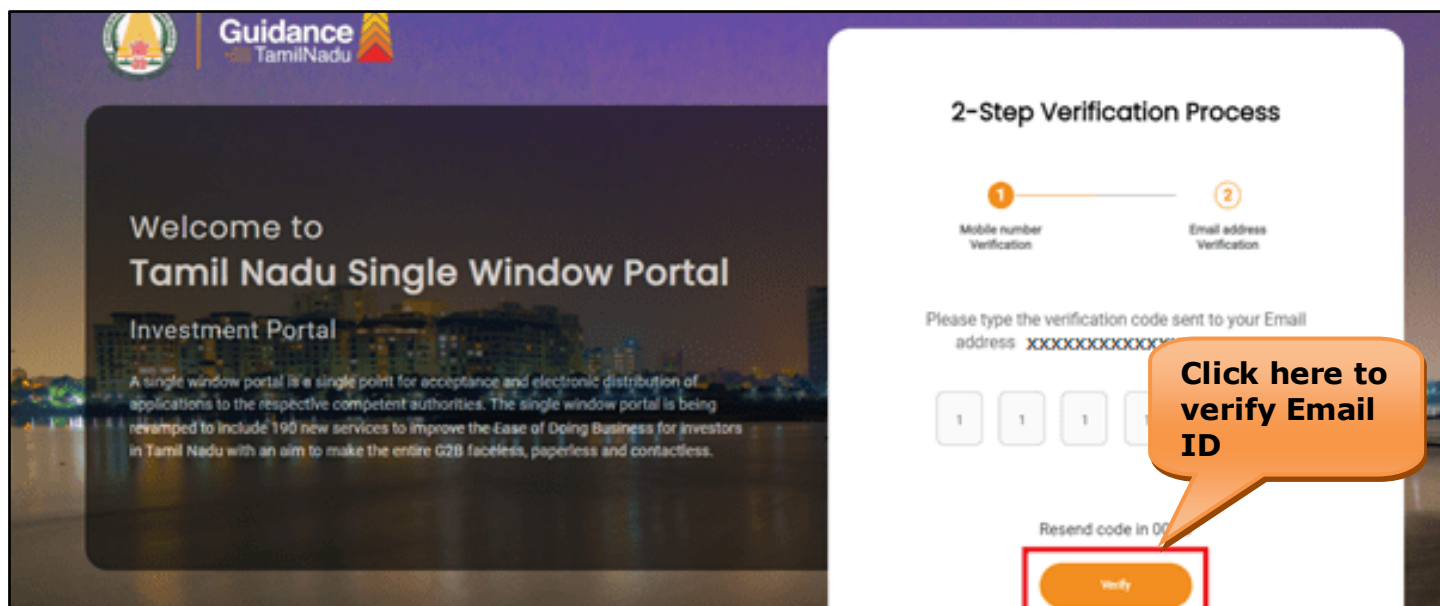


Figure 6. Email ID Verification

- 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.

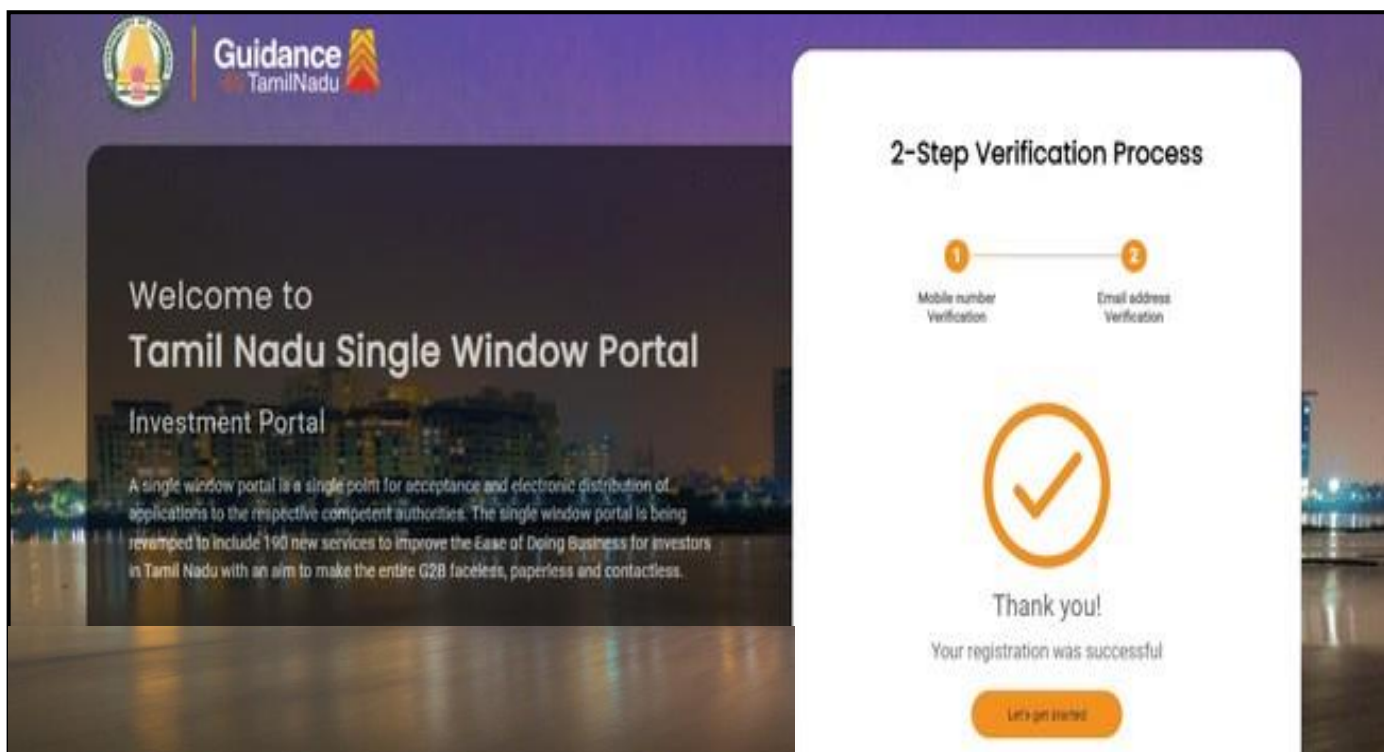


Figure 7. Registration Confirmation Pop-Up

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" and "Visit Guidance Site".
- Center: "Operational Timings For Toll Free Number 8:30 AM to 8:30 PM".
- Right side: "Toll Free Number: 18002583878" and "Email : helpdesk@investtn.in".

 Below the navigation bar is a main menu with links: Home, About Us, Clearances/Approvals, Legislation, Policies & Notifications, Dashboard, and Help & Support. There are also "Register" and "Login" buttons. The "Login" button is highlighted with an orange callout bubble that says "Login to TNSWP".

 The main content area features a large orange map of Tamil Nadu on the left. To the right, the text "TAMIL NADU Leading the Nation" is displayed. Below this, there are ten award statistics arranged in two rows of five:

- Row 1:
 - #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)
- Row 2:
 - #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 text block describing the Tamil Nadu Single Window Portal as a one-stop portal for investors, and a small cartoon character icon on the right. A button at the bottom center reads "TN Single Window Fee Slab for Large Industries".

Figure 8. Login

5. Dashboard Overview

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

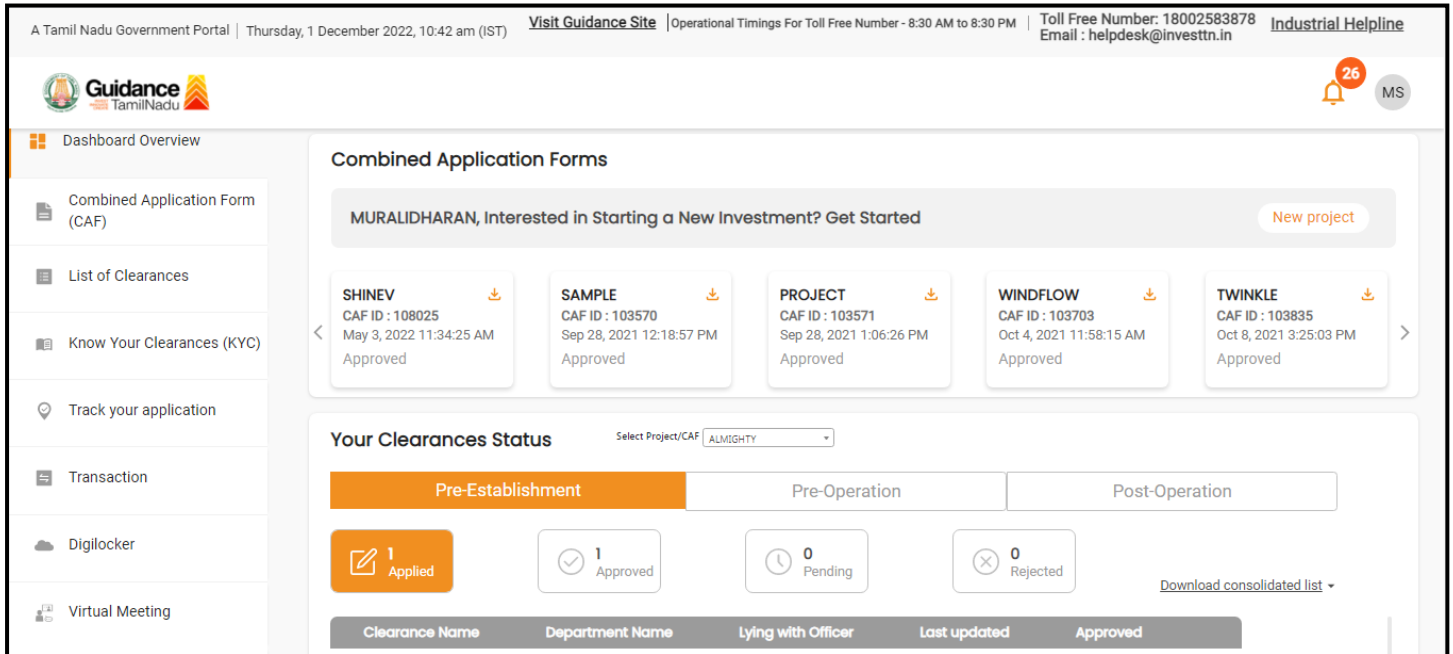
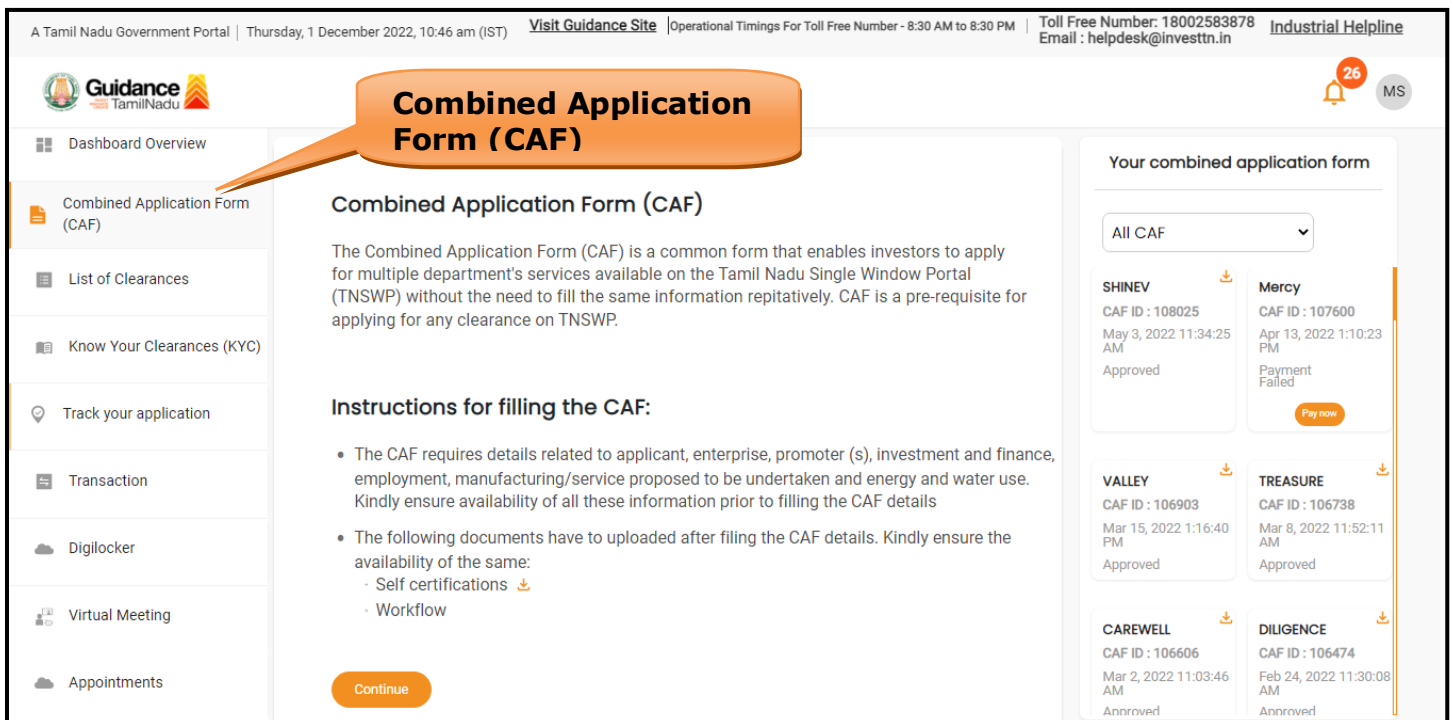


Figure 9. Dashboard Overview

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) are mentioned in the below Figure.
- 5) Click on '**Continue**' button to fill in the Combined Application Form.



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

Combined Application Form (CAF)

Dashboard Overview

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

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

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 Pay now
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 enterprise)

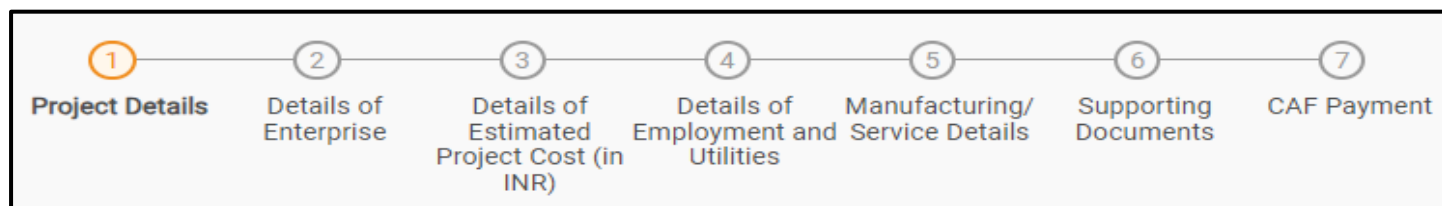


Figure 11. Section of Combined Application Form (CAF)

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).

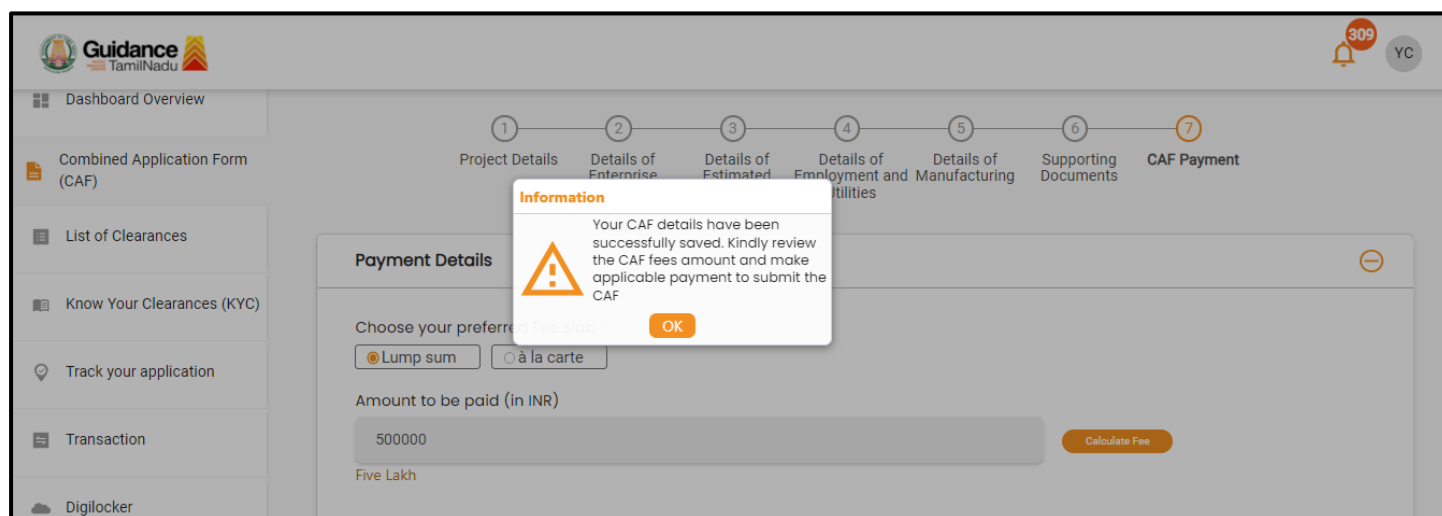


Figure 12. Combined Application Form (CAF)- Confirmation Message

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 Change of Technical Staff - Allopathic Drug Manufacturing Loan Licence

1. Click on “List of Clearances”

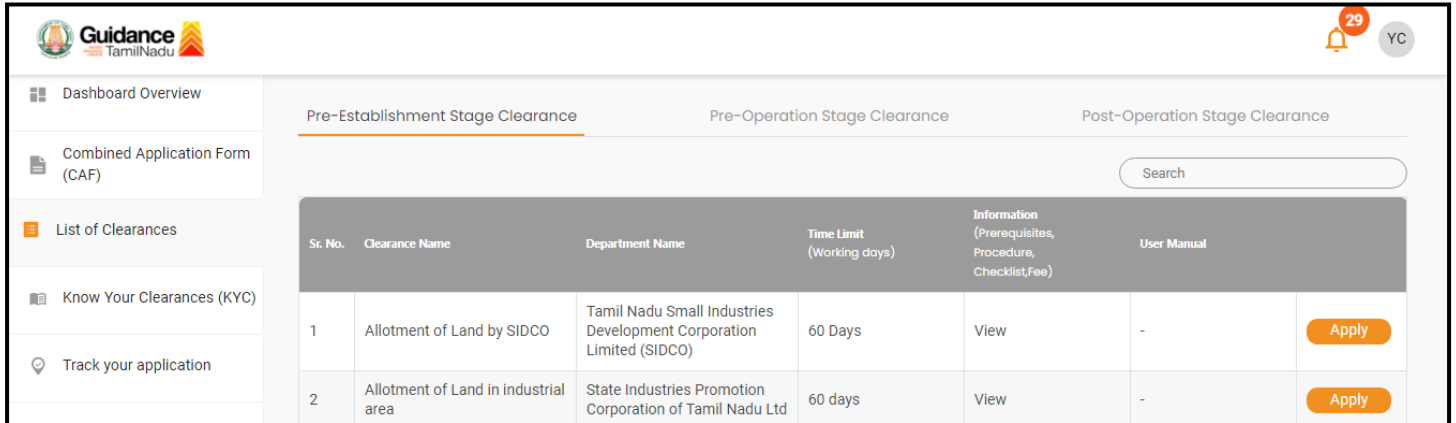


Figure 13. List of Clearances

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

‘**Change of Technical Staff - Allopathic Drug Manufacturing Loan Licence**’ by using Search option as shown in the figure given below.

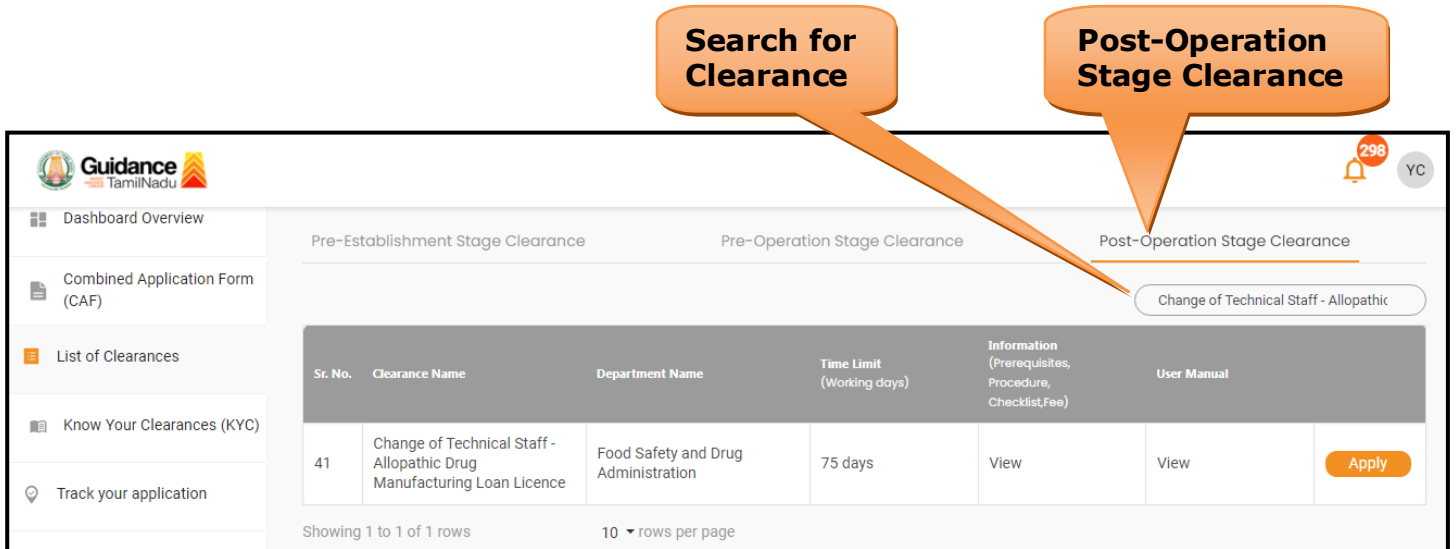


Figure 14. Search for Clearances

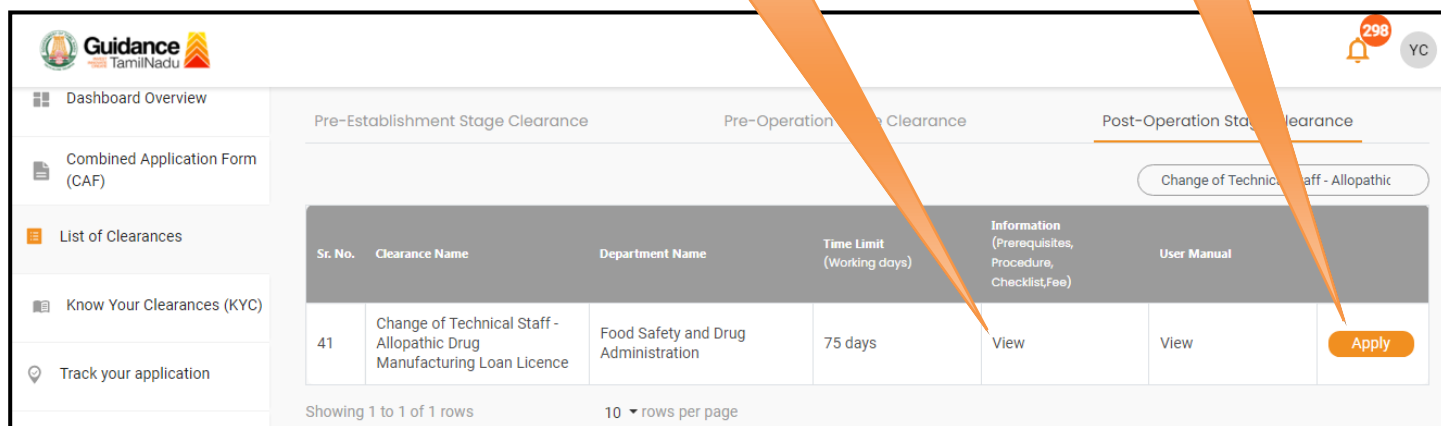
4. Applicant can view information on workflow, checklist of supporting documents to be uploaded by the applicant and fee details. Click on ‘View’ to access the information (Refer Figure 15)

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.

View Information

Apply for Clearance



The screenshot shows the 'Guidance TamilNadu' dashboard. On the left is a navigation menu with options: Dashboard Overview, Combined Application Form (CAF), List of Clearances, Know Your Clearances (KYC), and Track your application. The main content area is titled 'Change of Technical Staff - Allopathic' and contains 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:

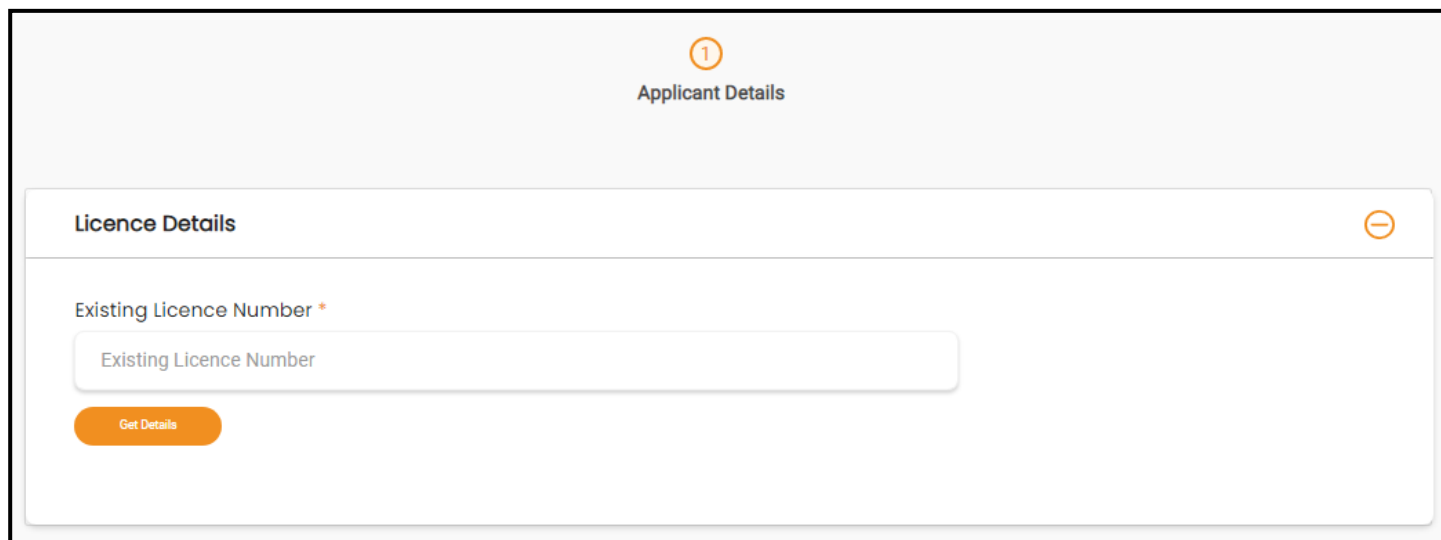
Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
41	Change of Technical Staff - Allopathic Drug Manufacturing Loan Licence	Food Safety and Drug Administration	75 days	View	View

Below the table, it says 'Showing 1 to 1 of 1 rows' and '10 rows per page'. An 'Apply' button is located at the end of the row. Two callout boxes point to the 'View' links in the 'Information' and 'User Manual' columns, and the 'Apply' button.

Figure 15. Apply for Clearances

Licence Details

1) Enter the Existing Licence Number



The screenshot shows a web interface for 'Applicant Details'. At the top, there is a header with a circled '1' and the text 'Applicant Details'. Below this is a section titled 'Licence Details' with a collapse icon on the right. Inside this section, there is a label 'Existing Licence Number *' followed by a text input field containing the placeholder text 'Existing Licence Number'. Below the input field is an orange button labeled 'Get 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 Details

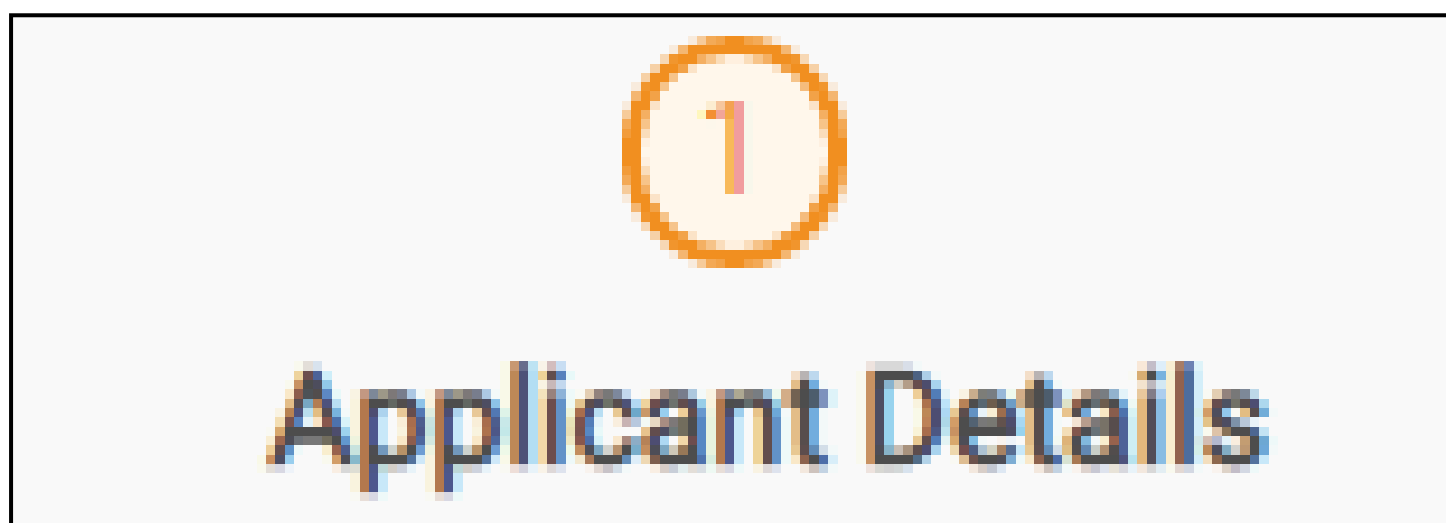


Figure 17. One Section of Application form

Total Fee

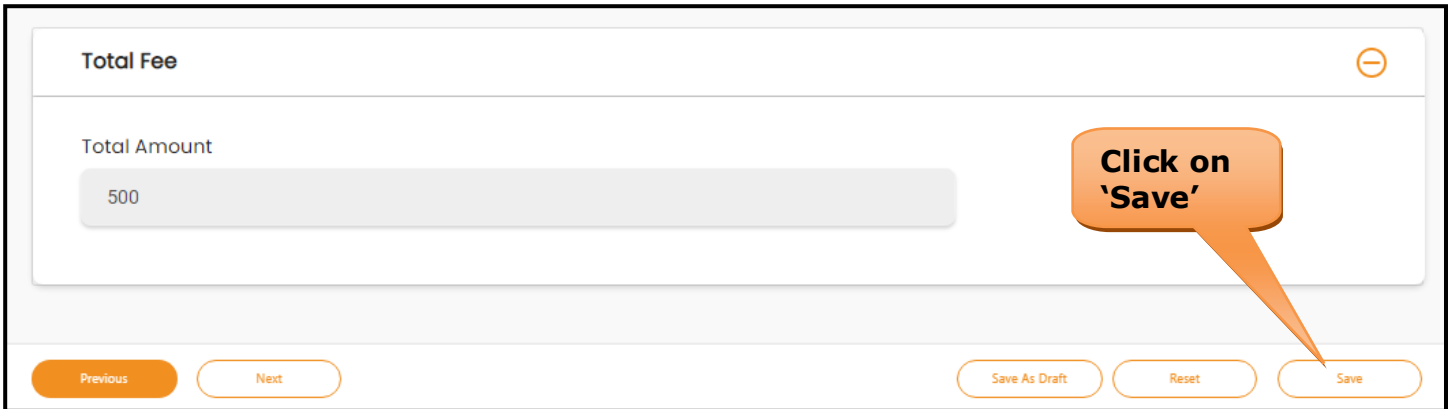


Figure 18. Contact Details

Token Id Generated

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

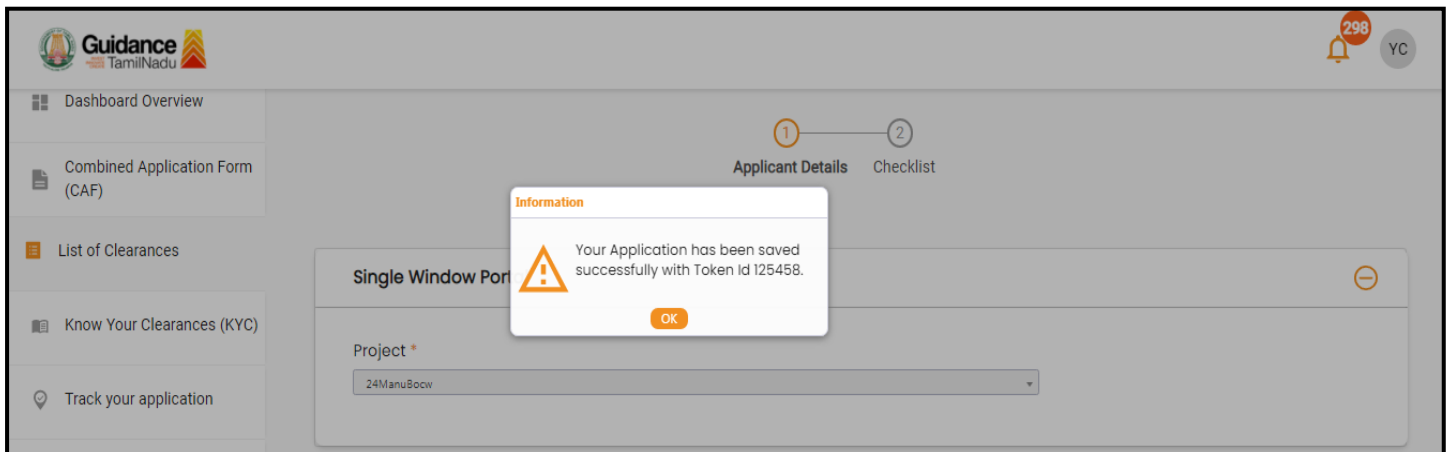
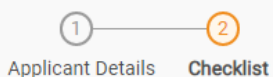


Figure 19. Token Id Generated

F. 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 them in zip format.












① Applicant Details
② 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"/> Cover Letter addressed to the Director of Drugs Control, Chennai-600006, stating the intent of the application.	 Reaistration.pdf

2	<input checked="" type="checkbox"/> Authorization of the signatory of the application form (Board Resolution / Authorization Letter)	 Reastration.pdf
3	<input checked="" type="checkbox"/> Bio-data (with photograph) of the Technical Staff (s)	 Reastration.pdf
4	<input checked="" type="checkbox"/> Educational qualification certificate(s) of the Technical Staff (s) (Starting from Minimum Educational Qualification as specified in the Drugs Rules, 1945)	 Reastration.pdf
5	<input checked="" type="checkbox"/> Experience Certificate of the Technical Staff (s)	 Reastration.pdf
6	<input checked="" type="checkbox"/> Digitally Signed Self-Certification by each Technical Staff stating that He / She is a full time employee of the Firm under consideration.	 Reastration.pdf
7	<input checked="" type="checkbox"/> 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	 Reastration.pdf
8	<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	 

**Click on
'Save
Document'**

[Previous](#)

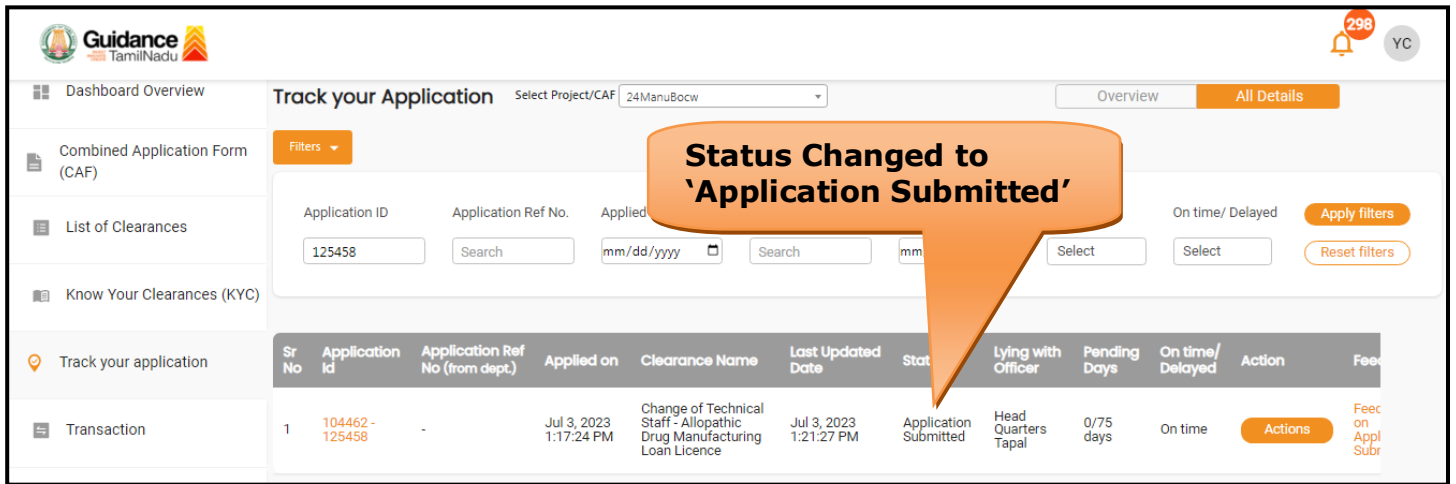
[Next](#)

[Save Document](#)

Figure 20. Checklist

Application Submitted

- 1) After the applicant has completed 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**



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	Fee
1	104462 - 125458	-	Jul 3, 2023 1:17:24 PM	Change of Technical Staff - Allopathic Drug Manufacturing Loan Licence	Jul 3, 2023 1:21:27 PM	Application Submitted	Head Quarters Tapal	0/75 days	On time	Actions	Fee on Appl Subr

Figure 21. Application under Process

9. 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.'

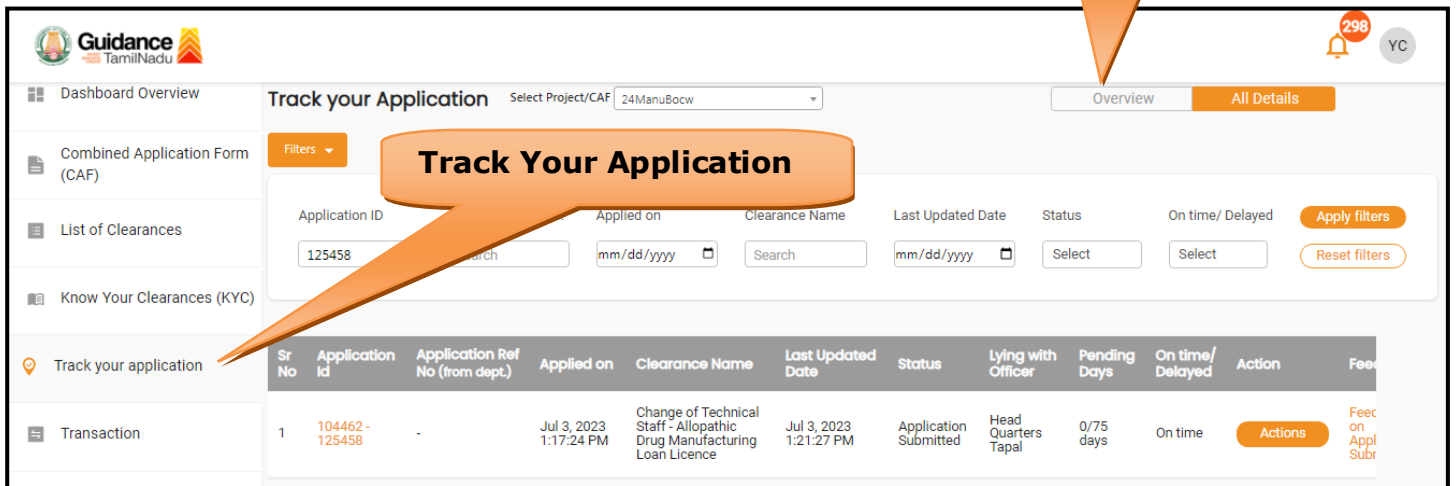
2) Applicant to choose the name of the project created during CAF from the dropdown 'Select project / CAF' displayed at the top of the page.

- **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

Application ID: 125458 | Applied on: mm/dd/yyyy | Clearance Name: Search | Last Updated Date: mm/dd/yyyy | 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	Feed
1	104462 - 125458	-	Jul 3, 2023 1:17:24 PM	Change of Technical Staff - Allopathic Drug Manufacturing Loan Licence	Jul 3, 2023 1:21:27 PM	Application Submitted	Head Quarters Tapal	0/75 days	On time	Actions	Feed on Appl Subr

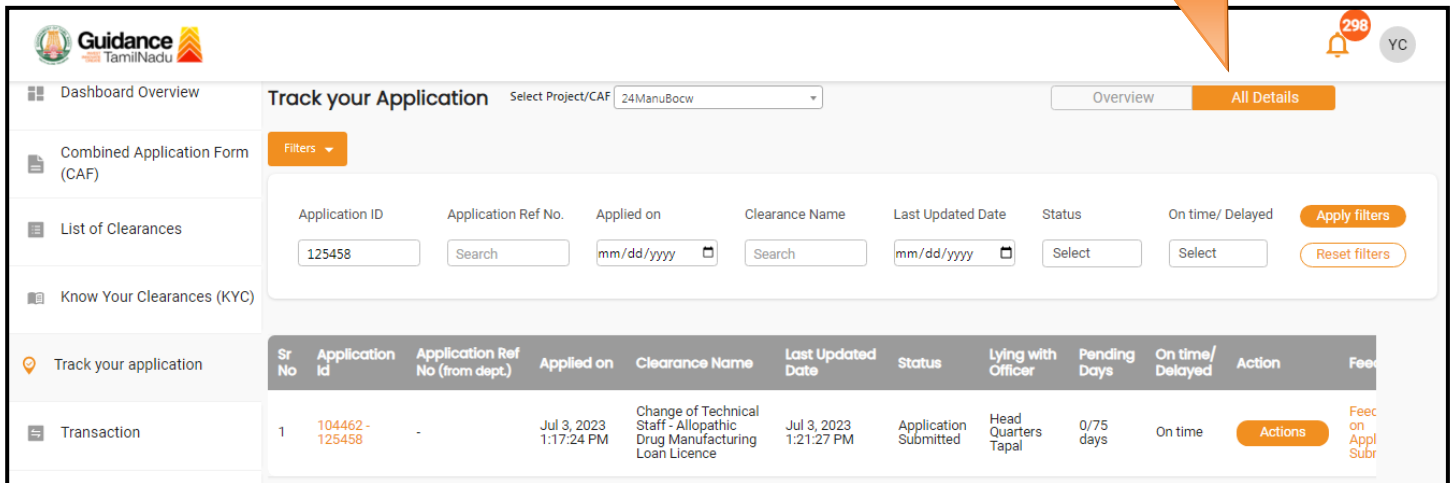
Figure 22. Track your application

- **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



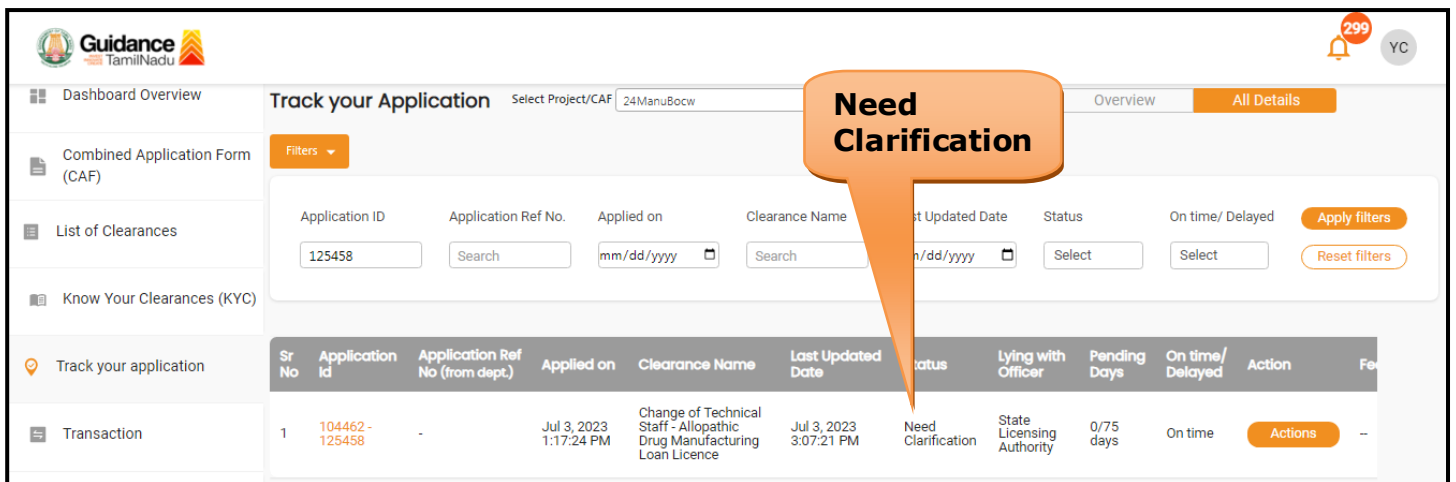
The screenshot shows the 'Track your Application' page. At the top, there's a navigation bar with 'Overview' and 'All Details' tabs. Below the tabs is a filter section with input fields for 'Application ID' (125458), 'Application Ref No.' (Search), 'Applied on' (mm/dd/yyyy), 'Clearance Name' (Search), 'Last Updated Date' (mm/dd/yyyy), 'Status' (Select), and 'On time/ Delayed' (Select). There are 'Apply filters' and 'Reset filters' buttons. Below the filters 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	Fee
1	104462 - 125458	-	Jul 3, 2023 1:17:24 PM	Change of Technical Staff - Allopathic Drug Manufacturing Loan Licence	Jul 3, 2023 1:21:27 PM	Application Submitted	Head Quarters Tapal	0/75 days	On time	Actions	Fee on Appl Subr

Figure 23. ‘All details’ tab

10. 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 table of application details. An orange callout bubble points to the 'Need Clarification' status in the table.

Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	104462-125458	-	Jul 3, 2023 1:17:24 PM	Change of Technical Staff - Allopathic Drug Manufacturing Loan Licence	Jul 3, 2023 3:07:21 PM	Need Clarification	State Licensing Authority	0/75 days	On time	Actions

Figure 24. Need Clarification

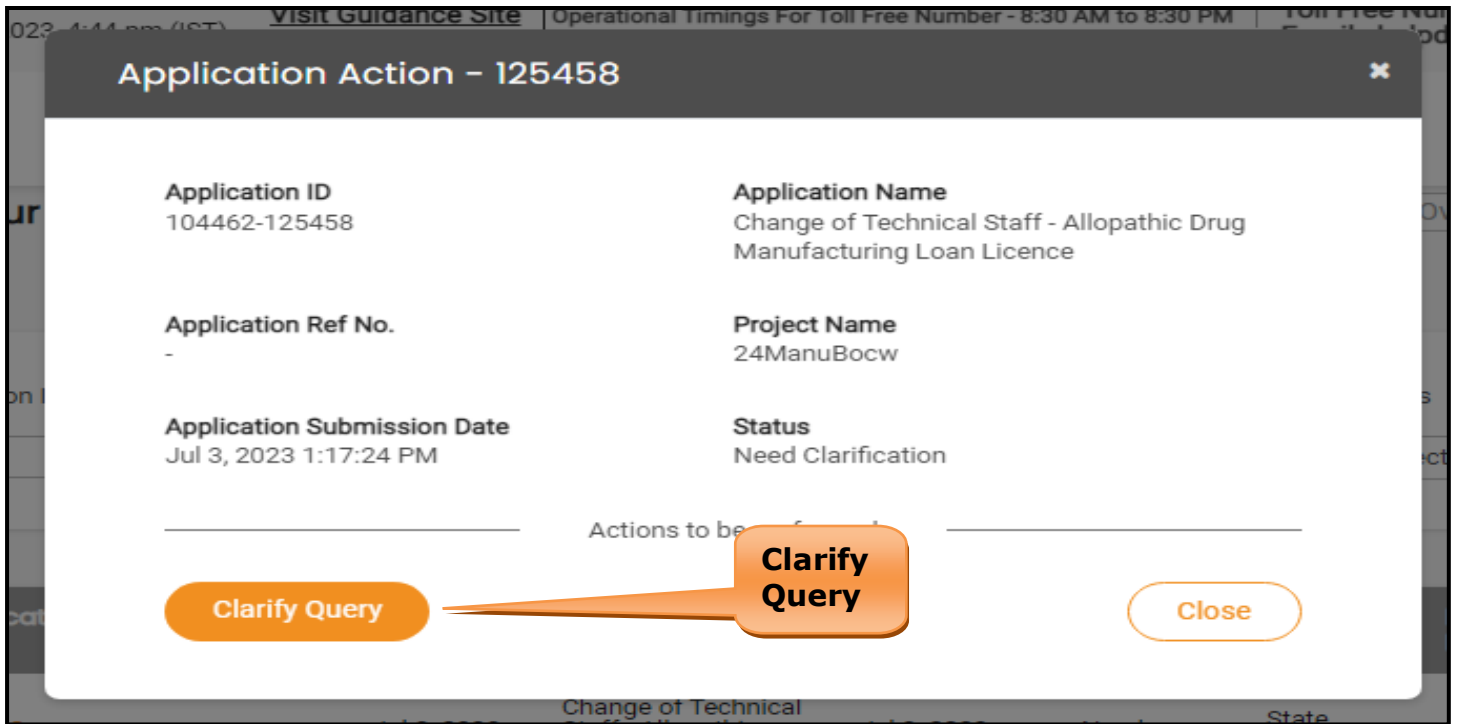


Figure 25. Clarify Query

- 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.

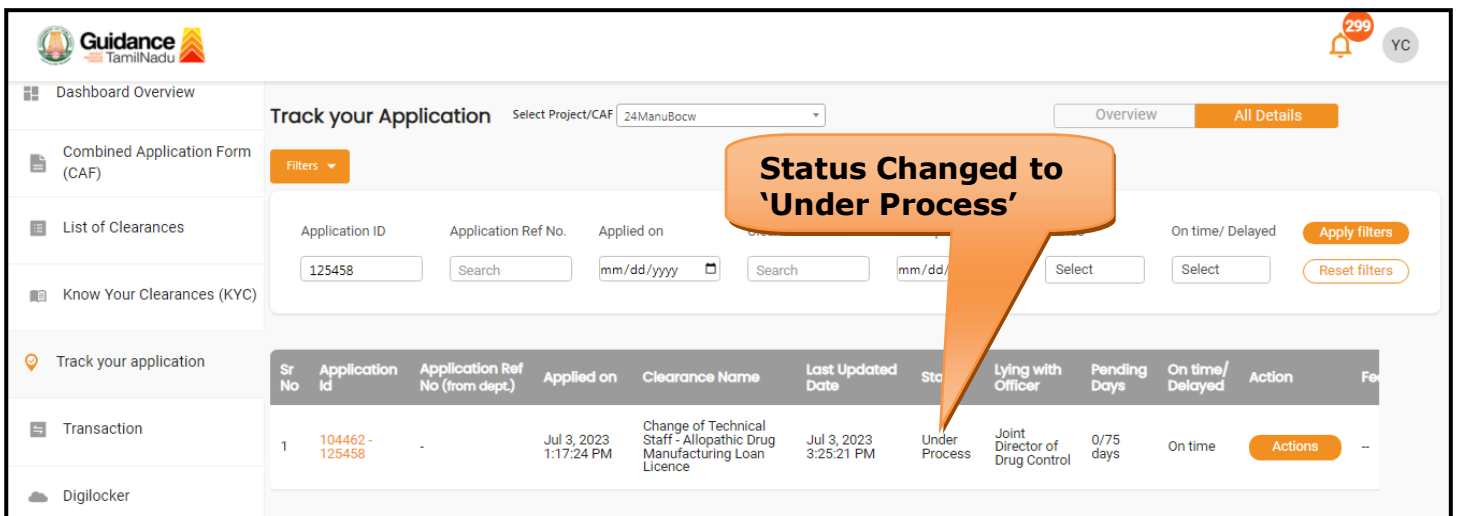
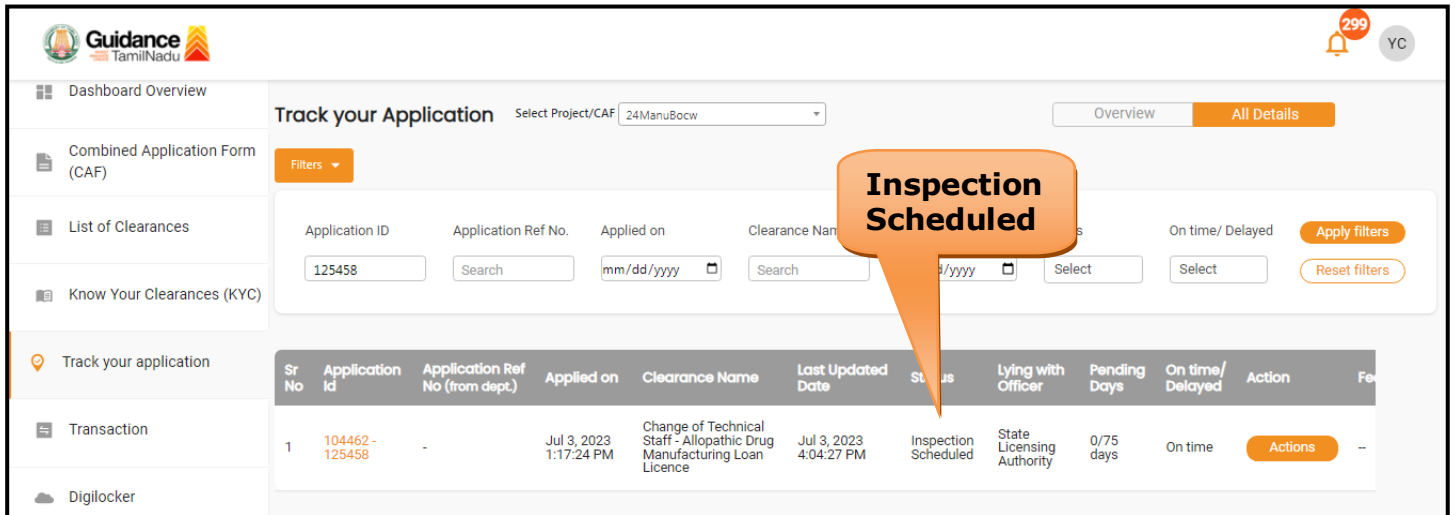


Figure 26. Application under Process

11. 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. 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	104462 - 125458	-	Jul 3, 2023 1:17:24 PM	Change of Technical Staff - Allopathic Drug Manufacturing Loan Licence	Jul 3, 2023 4:04:27 PM	Inspection Scheduled	State Licensing Authority	0/75 days	On time	Actions

Figure 27. Inspection Scheduled

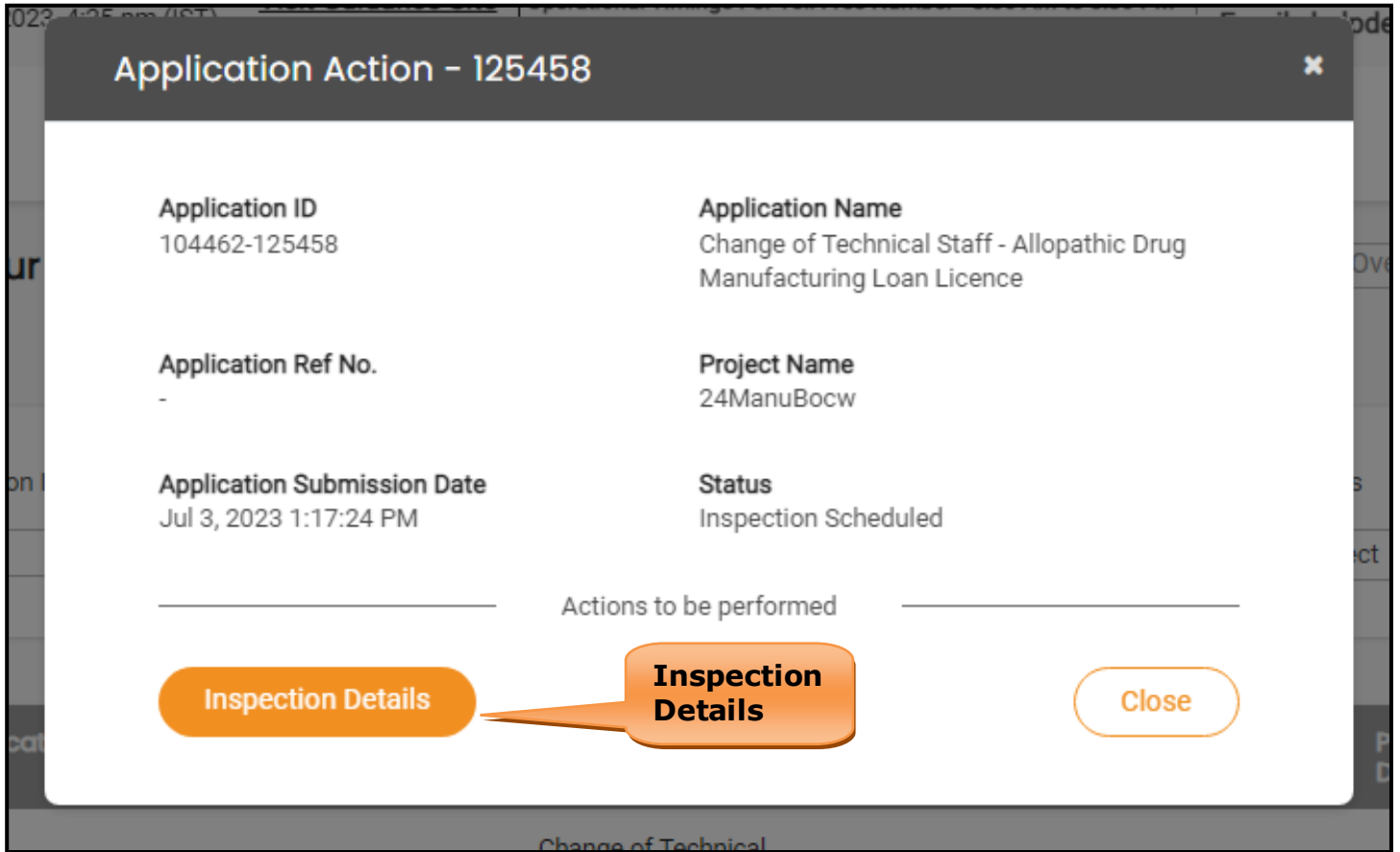


Figure 28. Scheduled Inspection Details

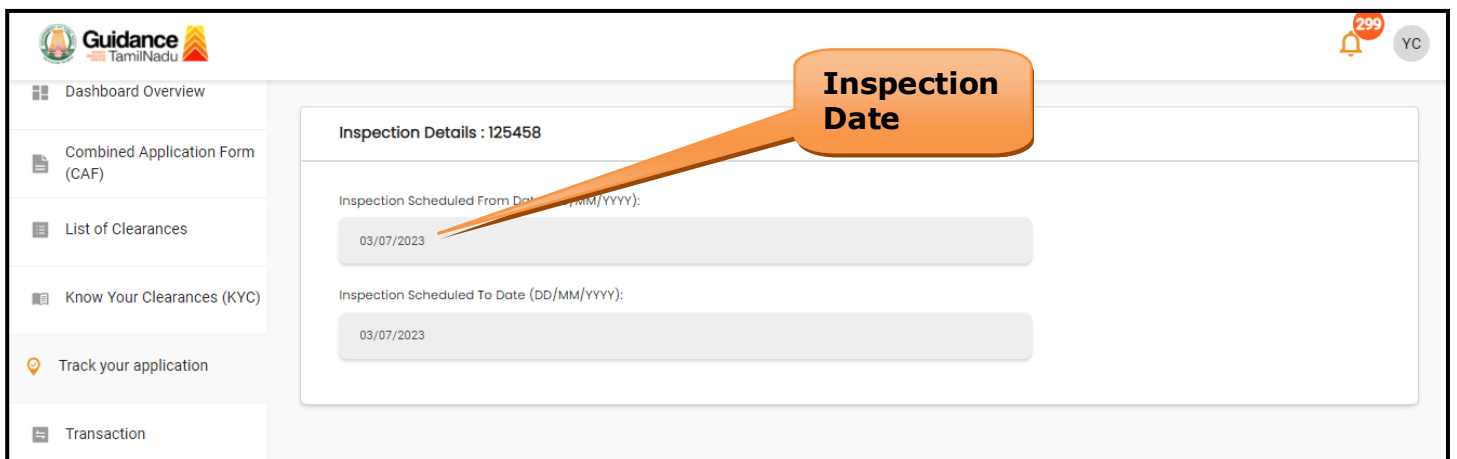


Figure 29. Scheduled Inspection Details (Contd.)

12. Application Processing

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

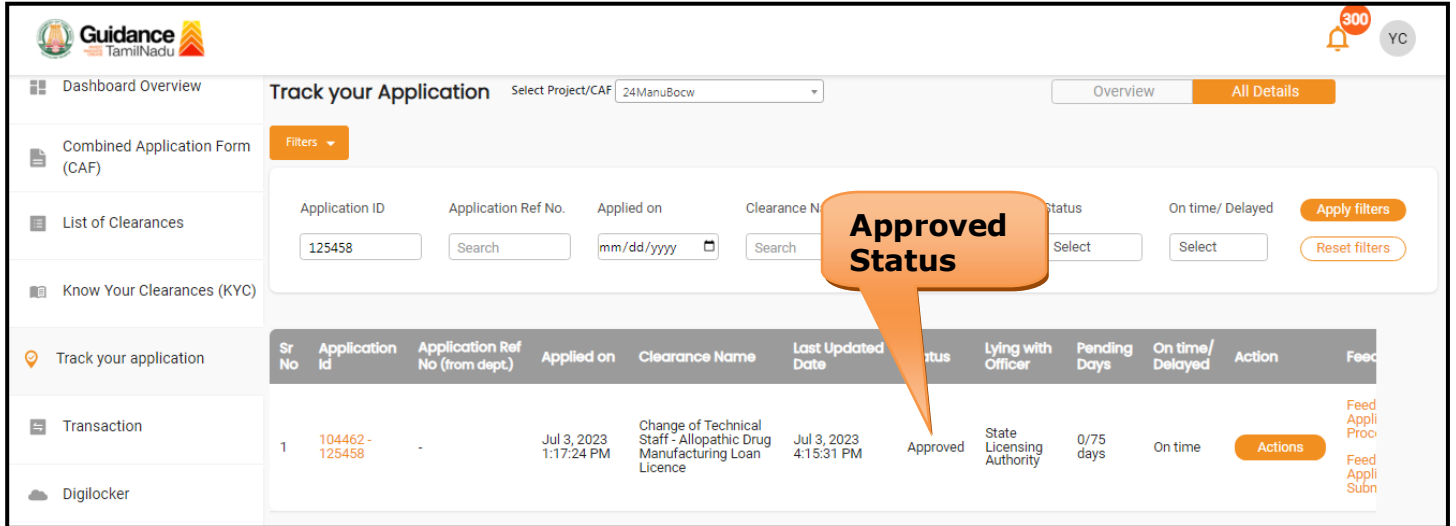


Figure 30. Application Processed

2) If the application is **‘Approved’** by the Department, the applicant can download the Approval Certificate under **‘Track your application – > ‘Action’ button -> Approval Certificate** (Refer Figure 31)

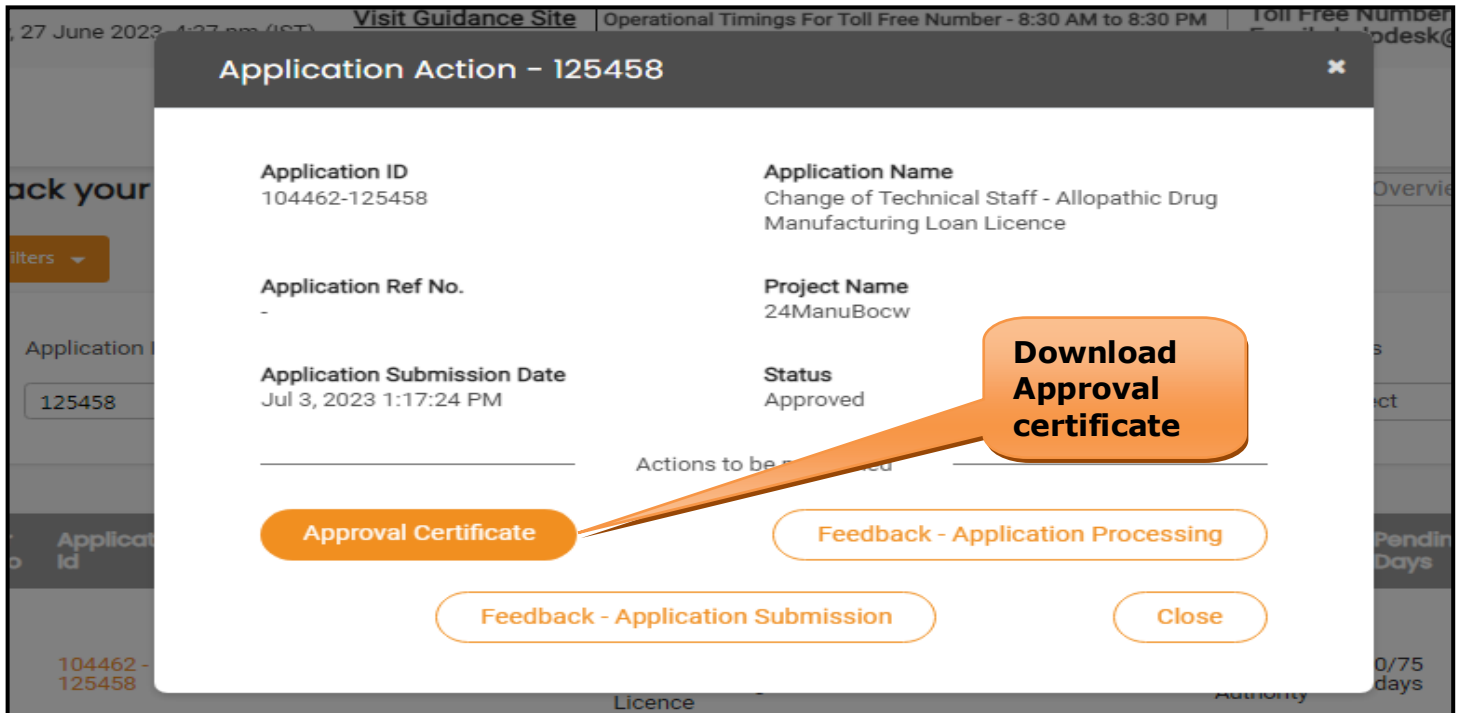
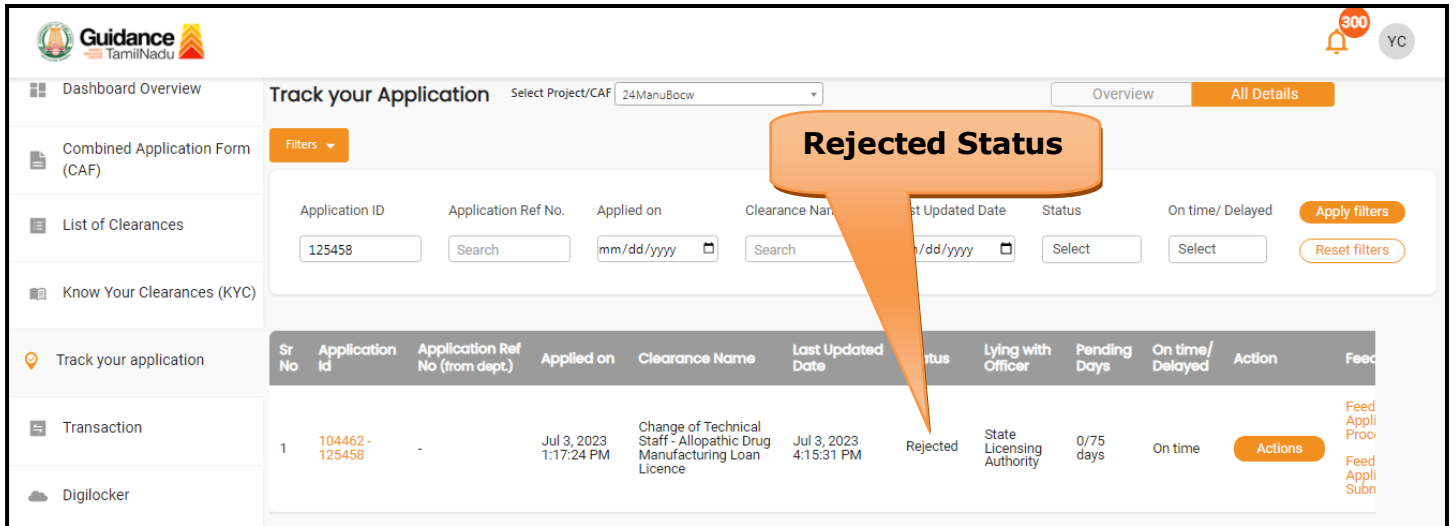


Figure 31. Download the Approval Certificate

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 32)



The screenshot shows the 'Track your Application' interface. At the top, there are filters for 'Application ID' (125458) and 'Applied on' (Jul 3, 2023). Below the filters 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 - 125458	-	Jul 3, 2023 1:17:24 PM	Change of Technical Staff - Allopathic Drug Manufacturing Loan Licence	Jul 3, 2023 4:15:31 PM	Rejected	State Licensing Authority	0/75 days	On time	Actions	Feed Appli Proc Feed Appli Subn

Figure 32. Rejected Status

