



# **TAMIL NADU SINGLE WINDOW PORTAL**

## **APPLICANT MANUAL**

### **Change of Technical Staff – Allopathic Drug Manufacturing 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](http://www.tnswp.com))

Toll free number  
and Mail Id

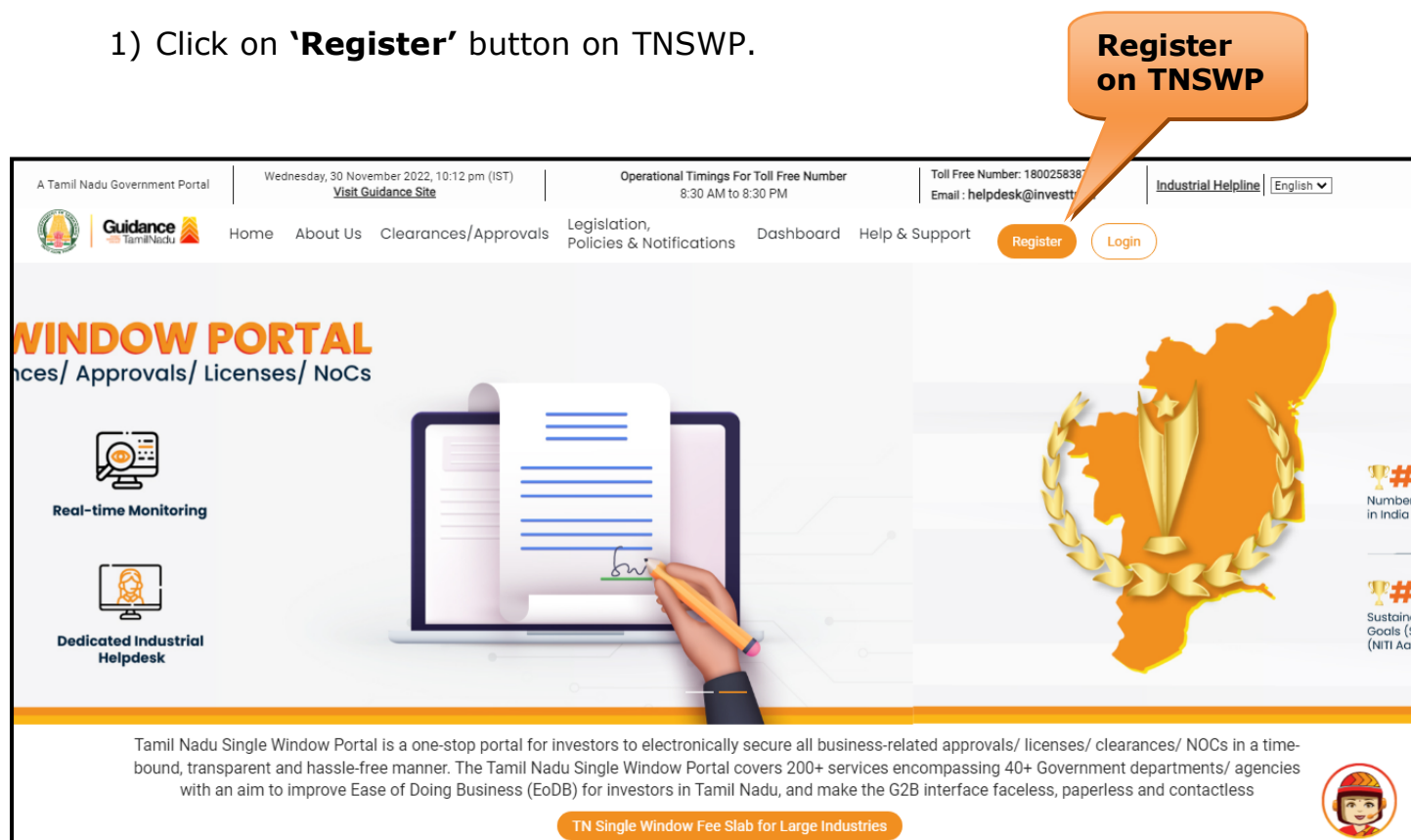


Figure 1. Single Window Portal Home Page

## 2. Registration

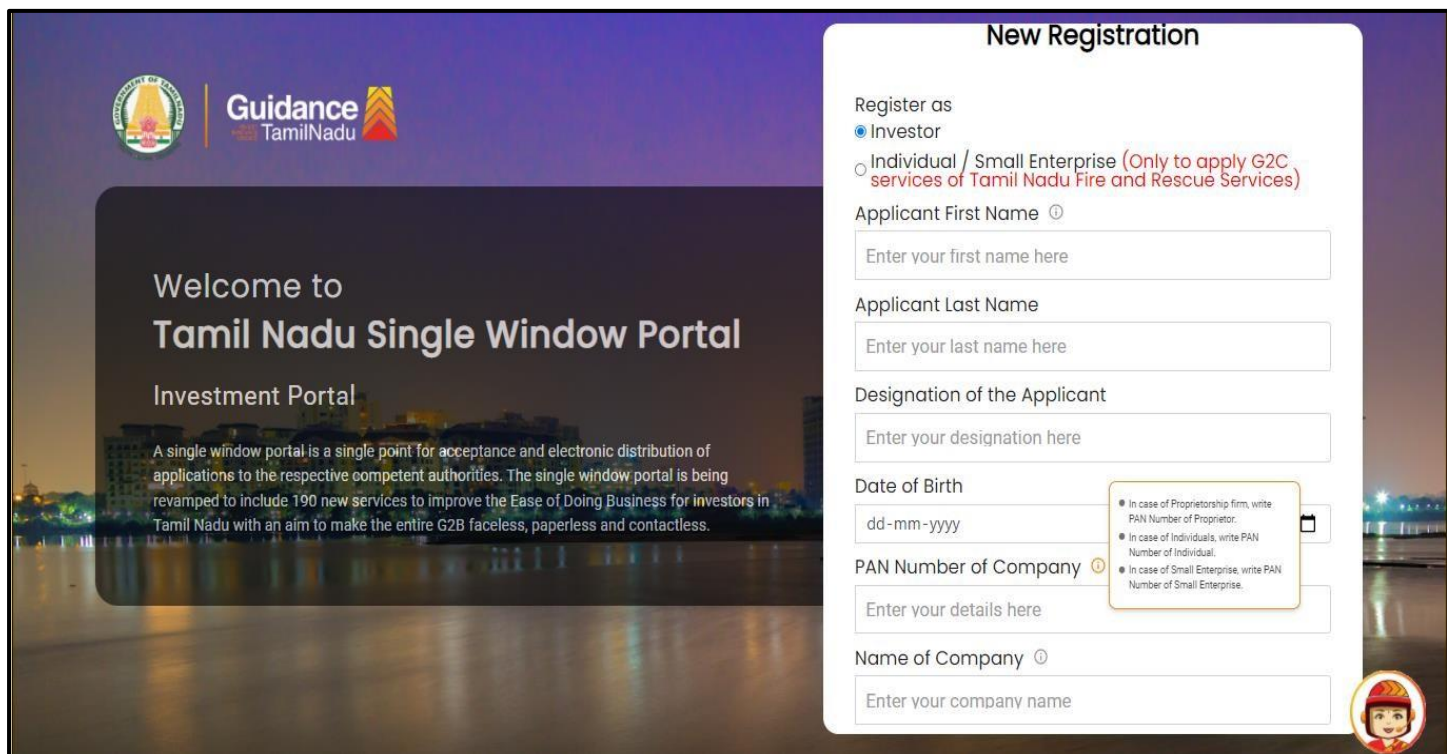
To access the TNSWP and to apply for various clearances the applicant has to complete the Registration process.

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

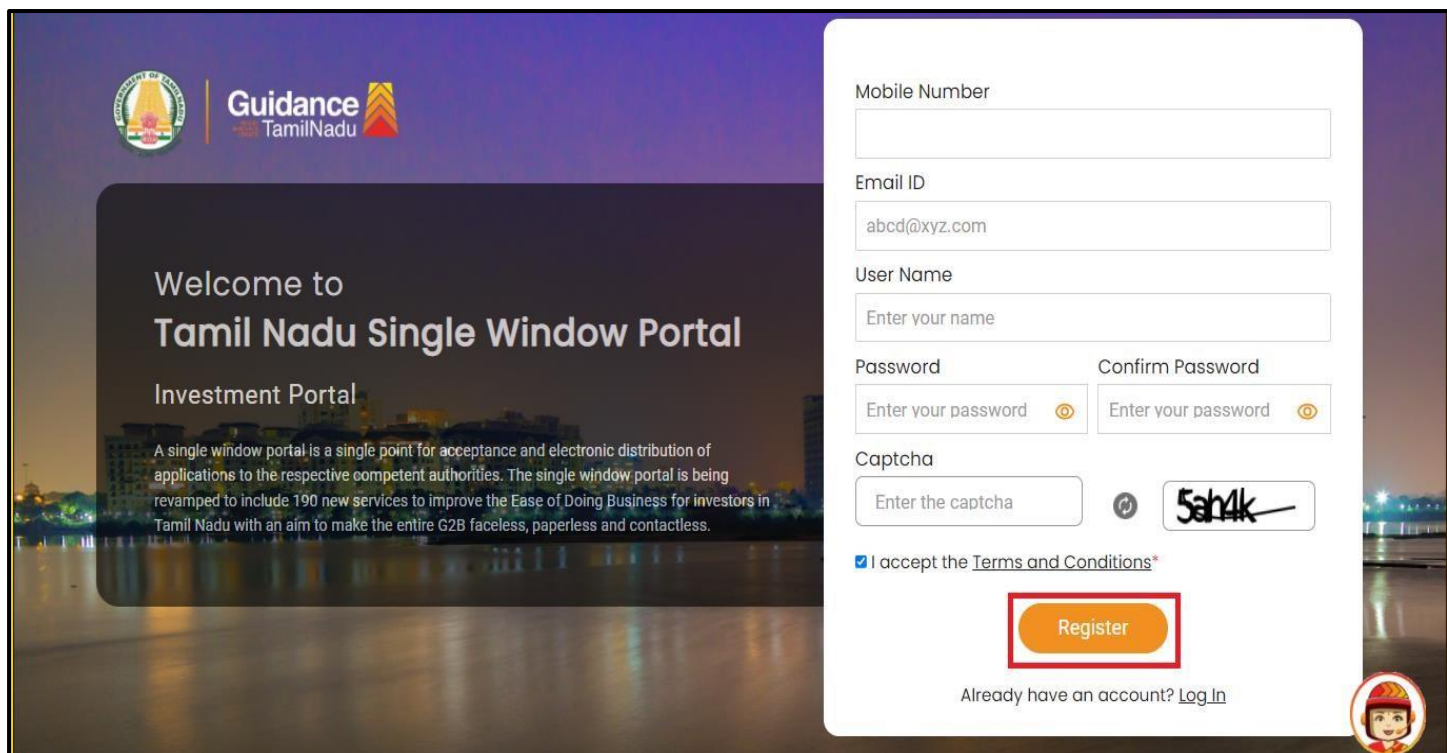
Designation of the Applicant

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 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.

Mobile Number

Email ID

User Name

Password  Confirm Password

Captcha  

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

**Register**

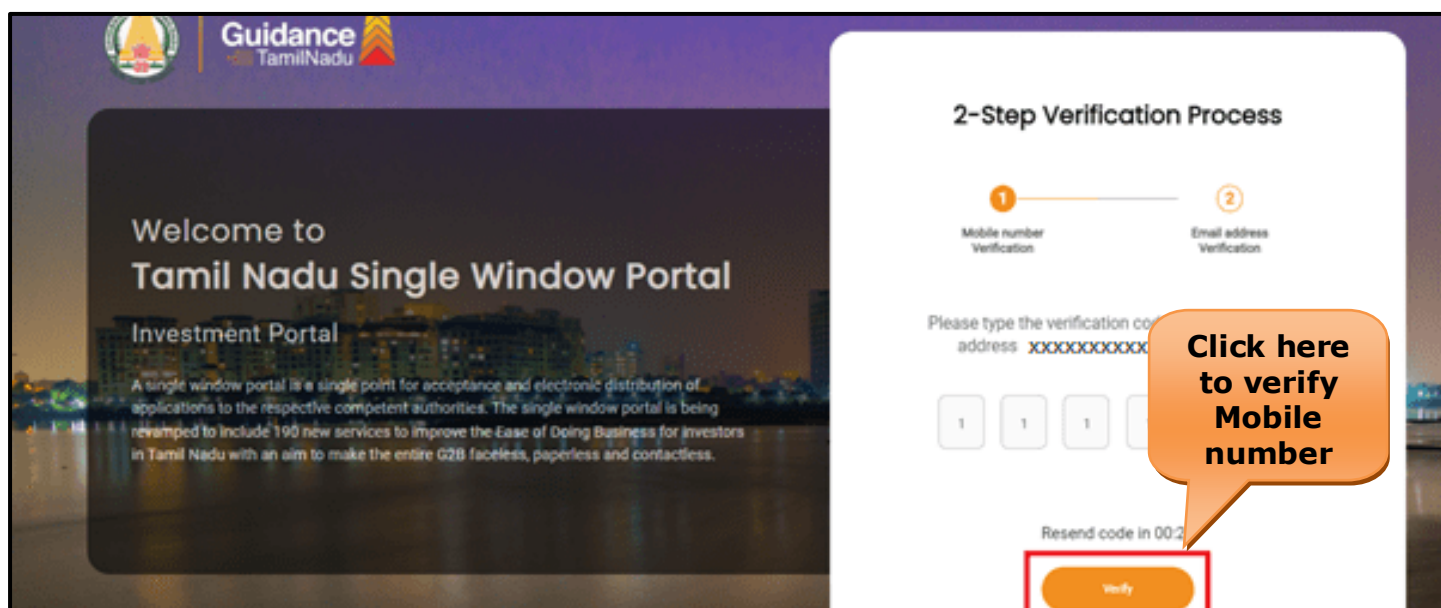
Already have an account? [Log In](#)

**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

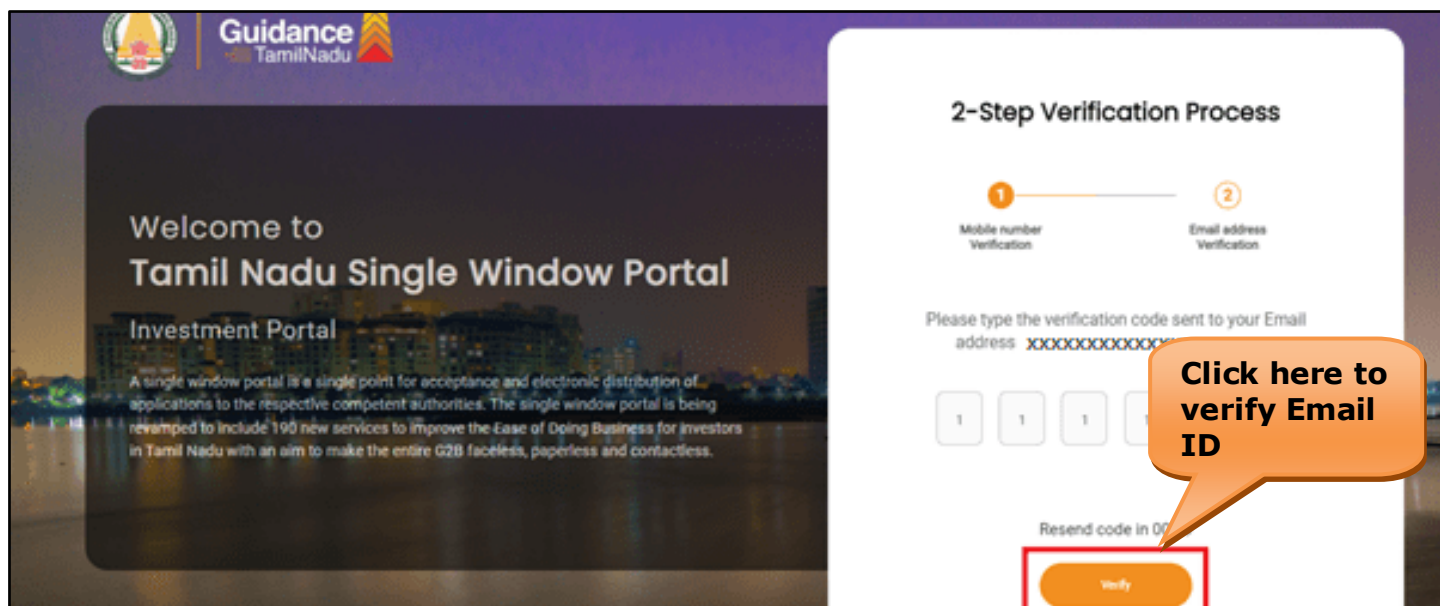
- **'2-Step Verification Process'** screen will appear when the applicant clicks on 'Register' button.
- **Mobile Number Verification**
  - 1) For verifying the mobile number, the verification code will be sent to the given mobile number.
  - 2) Enter the verification code and click on the **'Verify'** button.



**Figure 5. Mobile Number Verification**

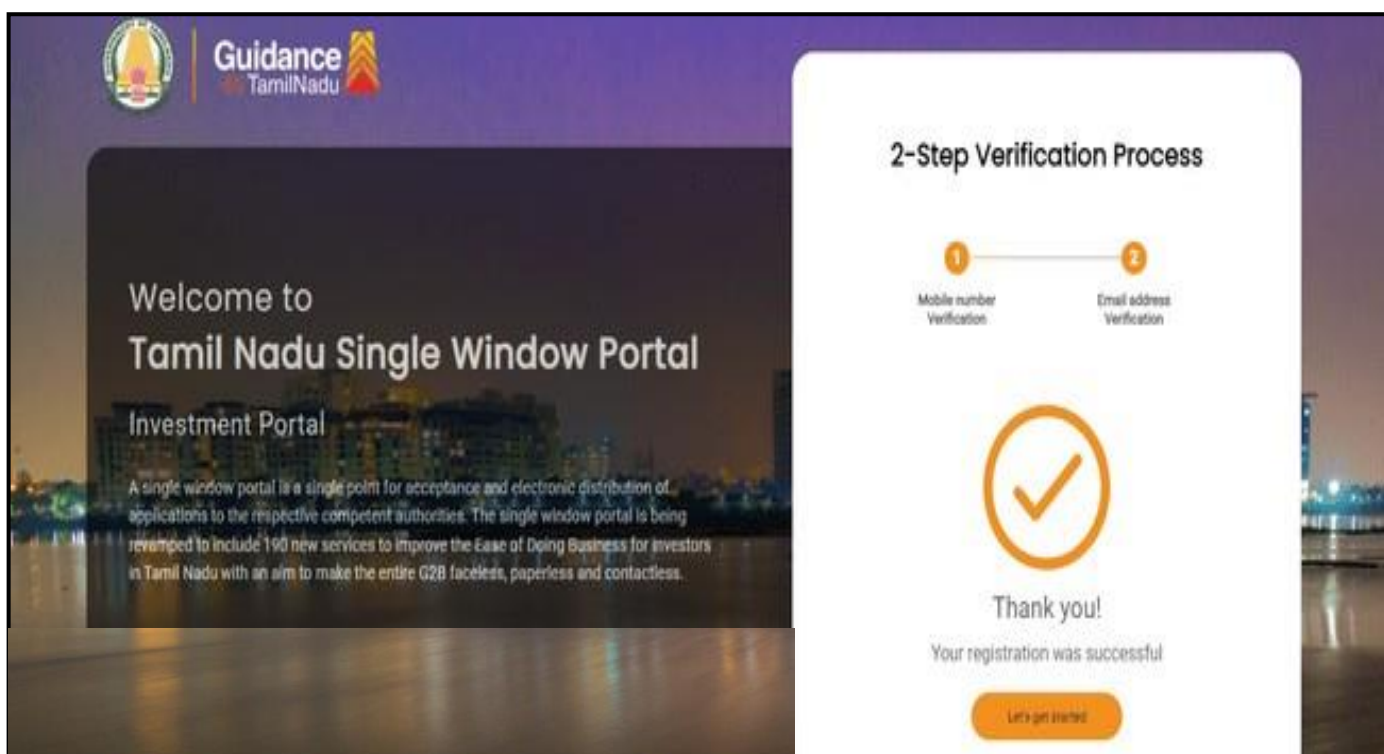
o **Email ID Verification**

- 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.

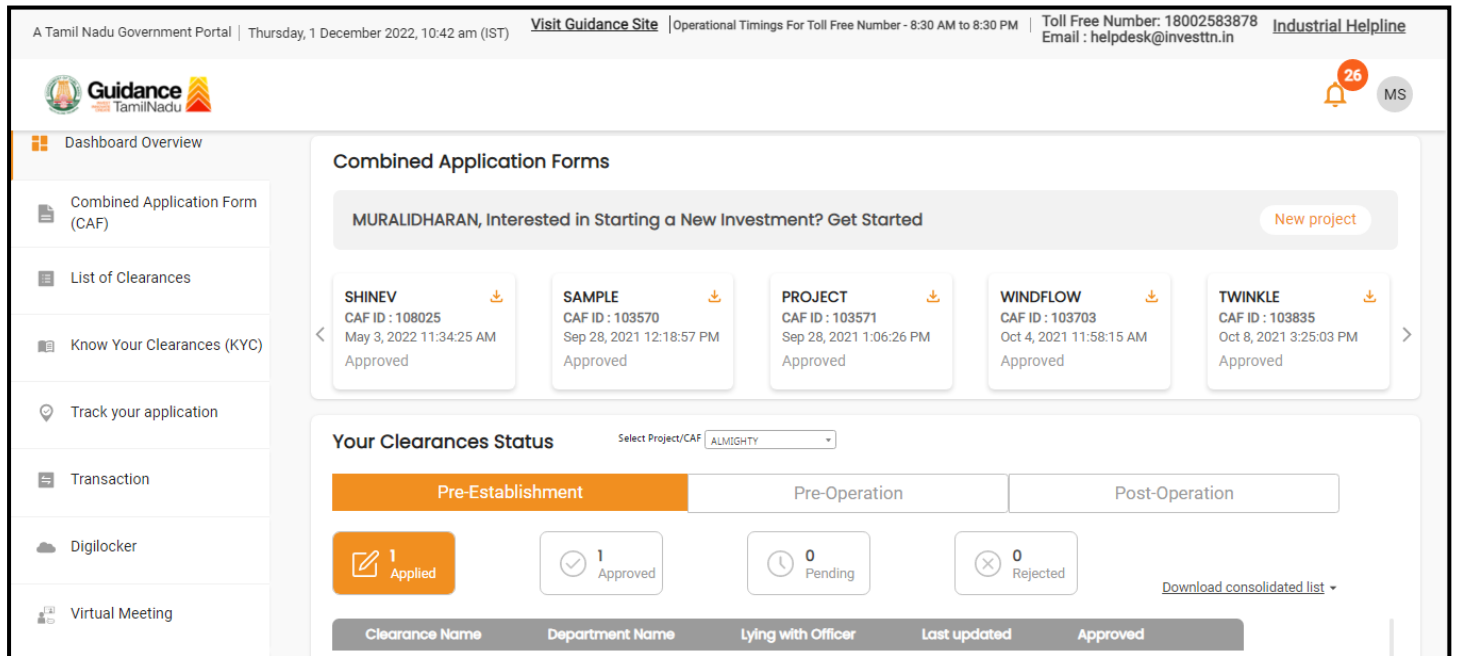
**Login to TNSWP**



Figure 8. Login

## 5. Dashboard Overview

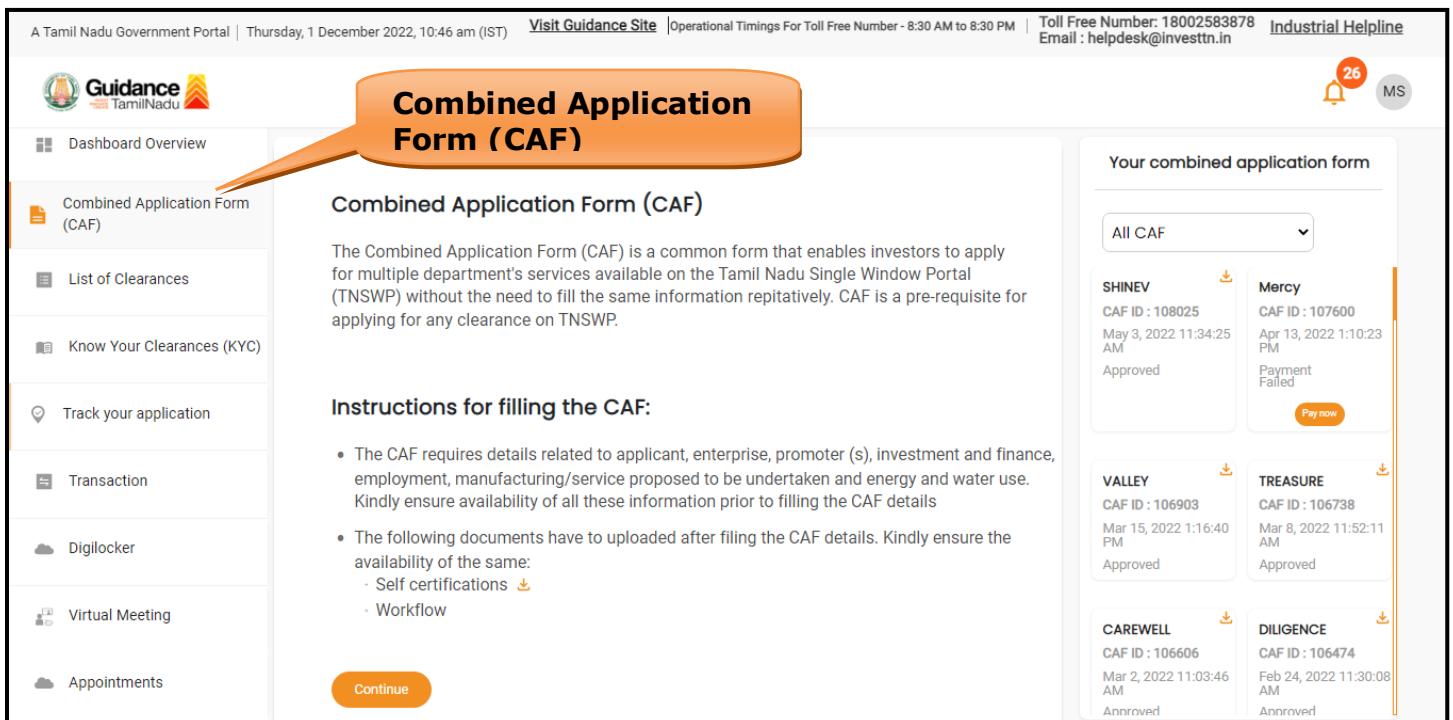
- 1) When the applicant logs into TNSWP, the dashboard overview page will appear.
- 2) Dashboard overview is applicant-friendly interface for the applicant’s easy navigation and to access various functionalities such as Menu bar, Status whether the application is Approved, Pending, Rejected and Data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



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

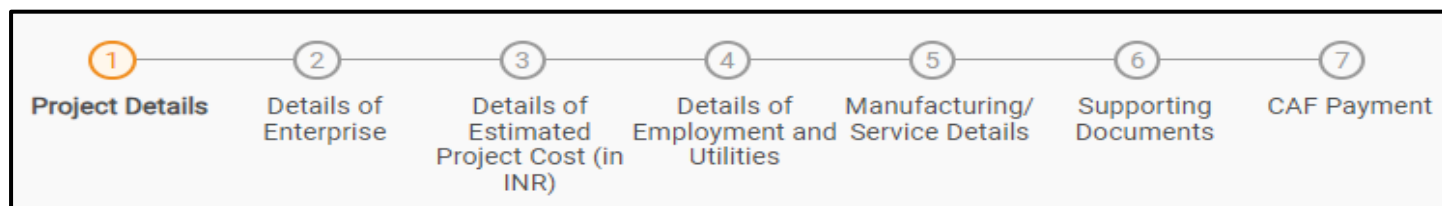
<b>SHINEV</b> CAF ID : 108025 May 3, 2022 11:34:25 AM Approved	<b>Mercy</b> CAF ID : 107600 Apr 13, 2022 1:10:23 PM Payment Failed <a href="#">Pay now</a>
<b>VALLEY</b> CAF ID : 106903 Mar 15, 2022 1:16:40 PM Approved	<b>TREASURE</b> CAF ID : 106738 Mar 8, 2022 11:52:11 AM Approved
<b>CAREWELL</b> CAF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

[Continue](#)

**Figure 10. Combined Application Form (CAF)**

## 6.1 Sections of Combined Application Form

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

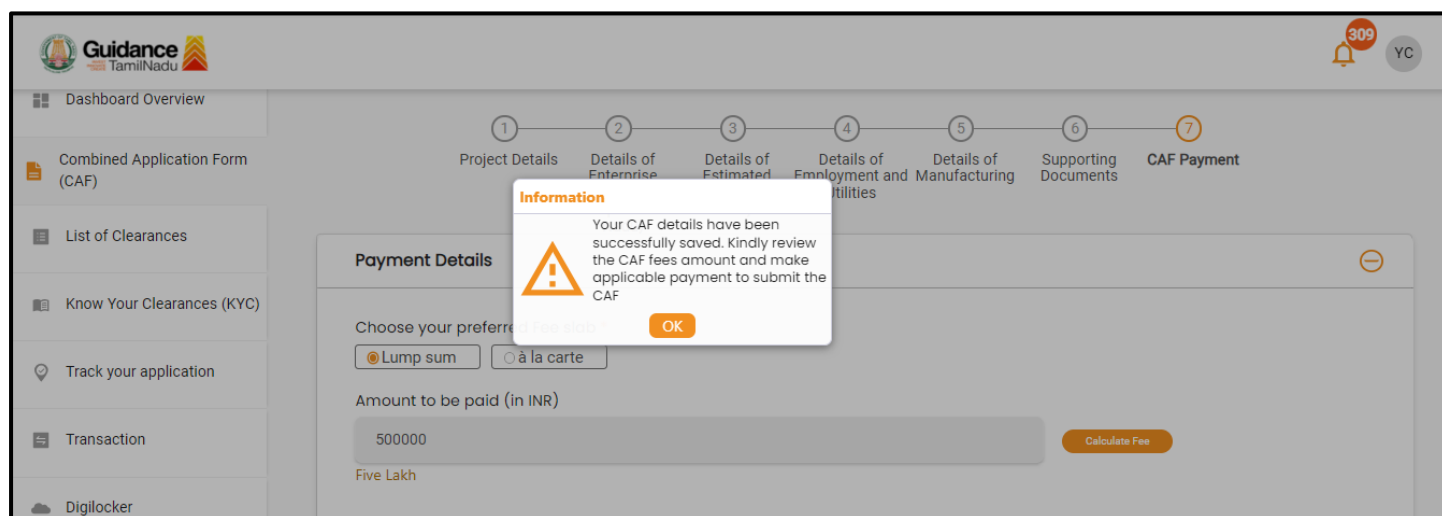
- Download the template.
- Prepare the self-certification documents as per the instructions given in the template and upload.

- **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**

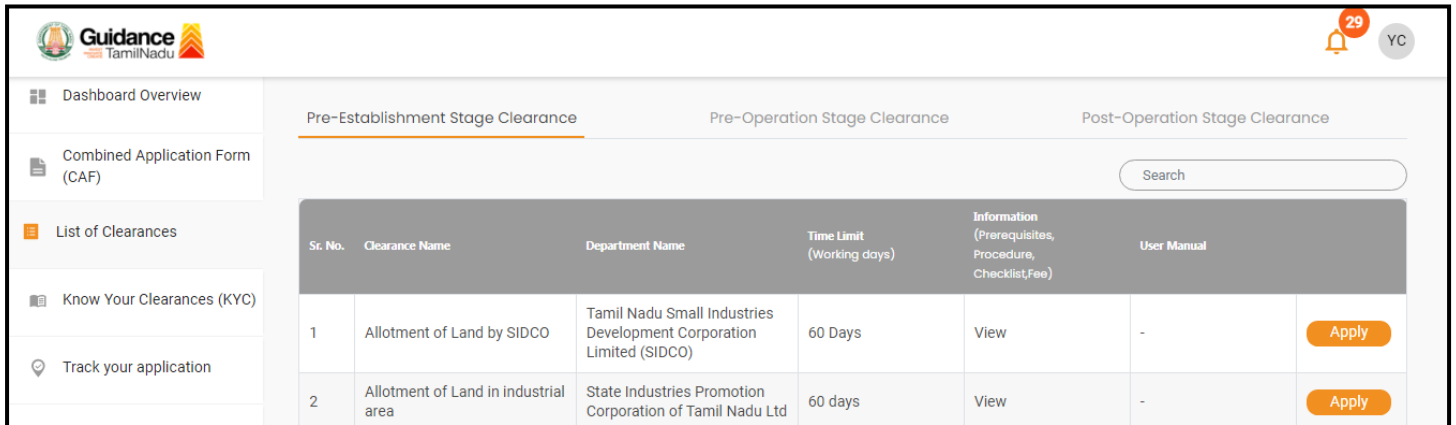
**Note:**

*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 Licence

List of Clearances

1. Click on “List of Clearances”

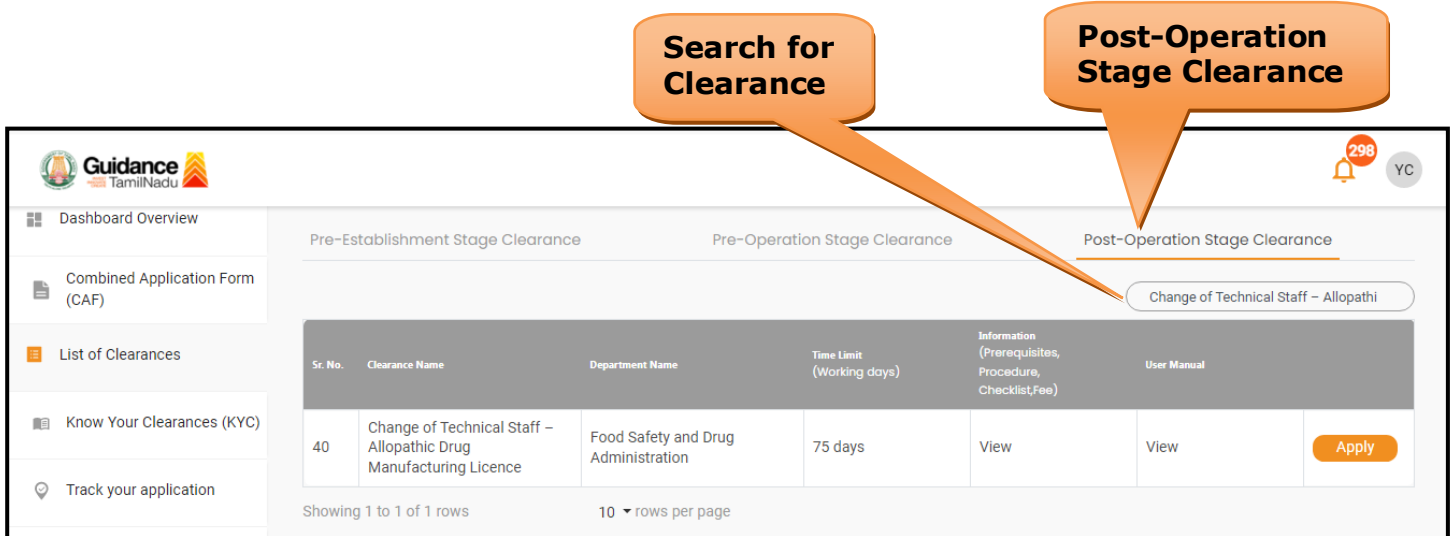


**Figure 13. List of Clearances**

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 Licence**’ by using Search option as shown in the figure given below.



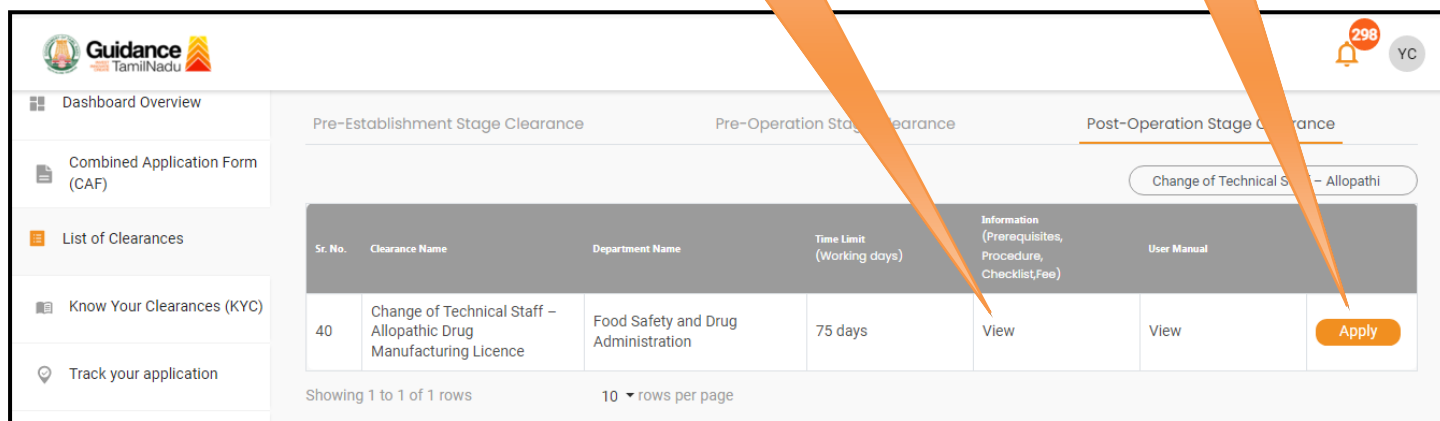
**Figure 14. Search for Clearances**

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 a dashboard with a sidebar on the left containing navigation 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 – Allopathi' and features a table with the following data:

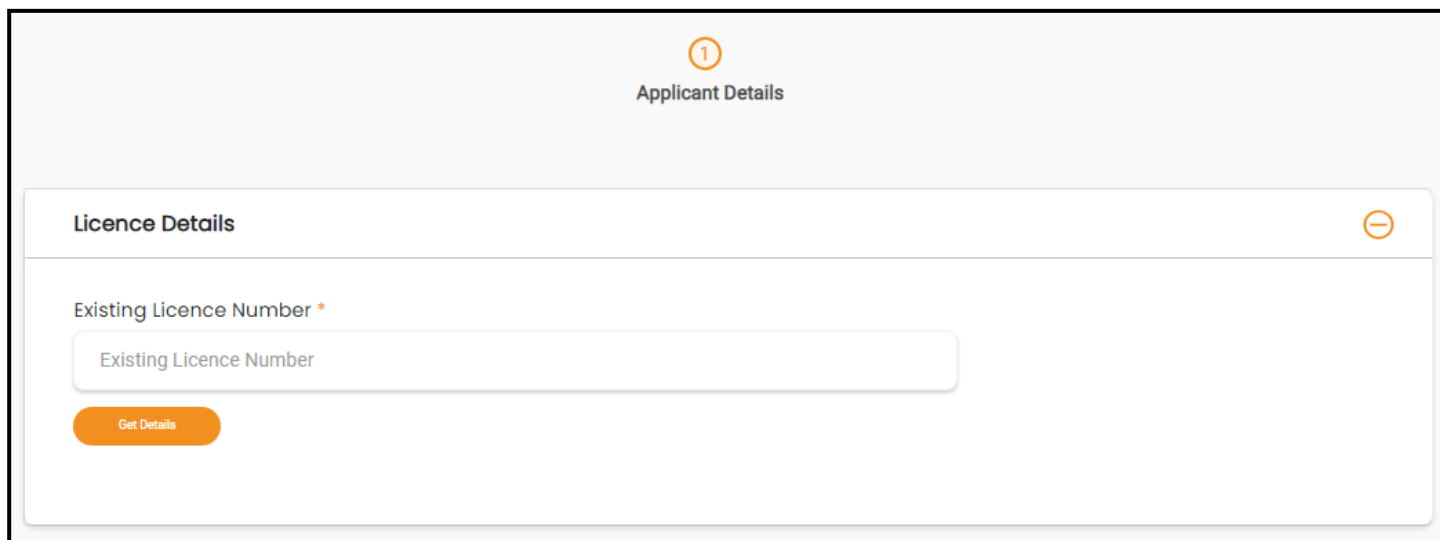
Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual	
40	Change of Technical Staff – Allopathic Drug Manufacturing Licence	Food Safety and Drug Administration	75 days	View	View	Apply

Below the table, it indicates 'Showing 1 to 1 of 1 rows' and '10 rows per page'. The 'View Information' callout points to the 'View' button in the 'Information' column, and the 'Apply for Clearance' callout points to the 'Apply' button in the final column.

**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

Total Fee

Total Amount

500

Click on 'Save'

Previous Next Save As Draft Reset Save

Figure 18. Total Fee

## Token Id Generated

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

Information

Your Application has been saved successfully with Token Id 125457.

OK

CAF Details

Project \*

24ManuBocw

Applicant Details Checklist

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 ——— ②  
Applicant Details 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.	 Registration.pdf

2	<input checked="" type="checkbox"/> Authorization of the signatory of the application form (Board Resolution / Authorization Letter)	 Reaistration.pdf
3	<input checked="" type="checkbox"/> Bio-data (with photograph) of the Technical Staff (s)	 Reaistration.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)	 Reaistration.pdf
5	<input checked="" type="checkbox"/> Experience Certificate of the Technical Staff (s)	 Reaistration.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.	 Reaistration.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	 Reaistration.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	<div style="border: 1px dashed gray; padding: 5px;">  Reaistration.pdf                 </div>

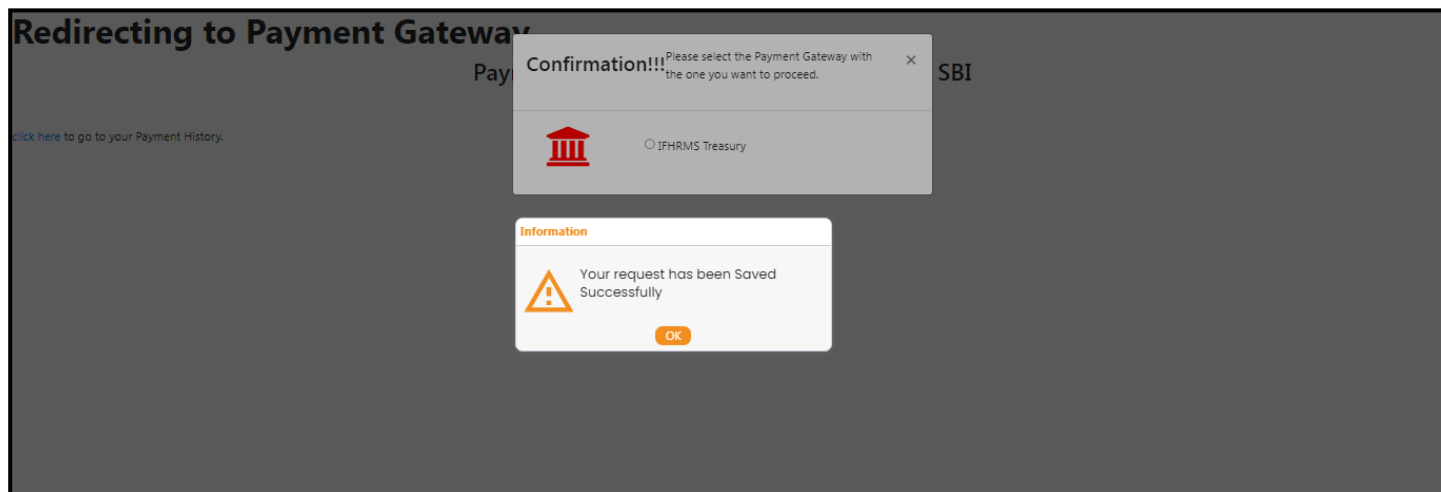
**Click on 'Save Document'**

Previous
Next
Save Document

**Figure 20. Checklist**

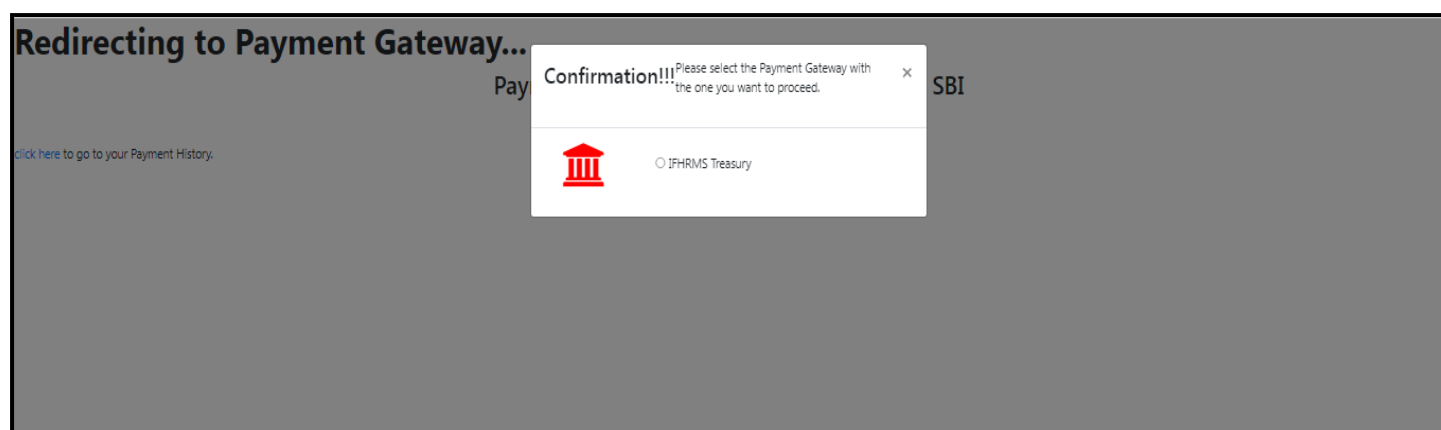
## 9. Payment Process

- 1) Click on '**Save Document**' a unique '**Request saved successfully**' would be generated with a pop-up message.



**Figure 21. Request Saved Successfully**

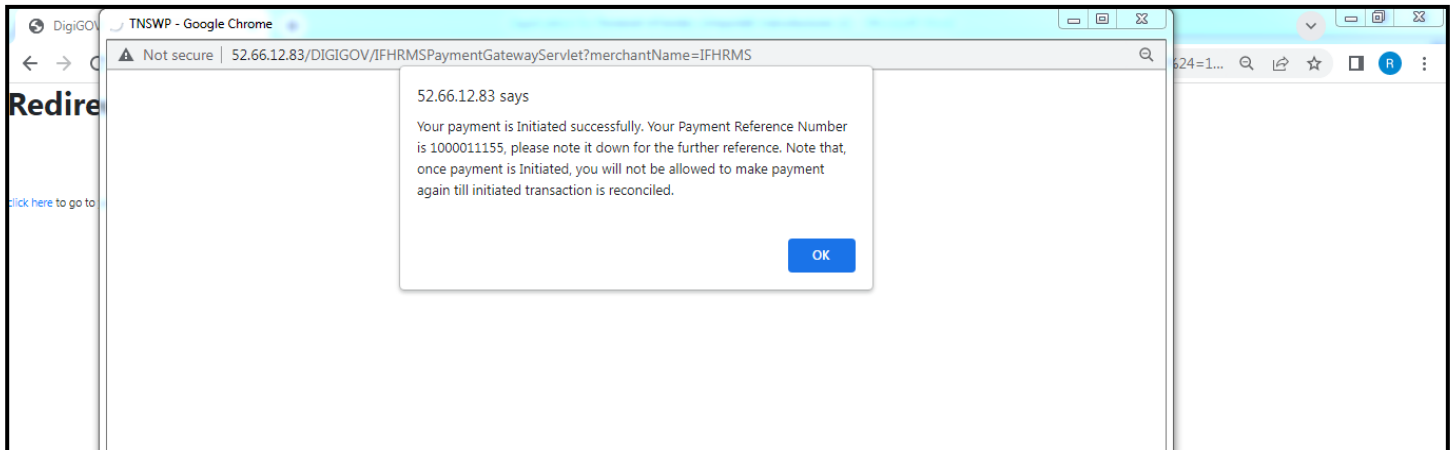
- 2) The Applicant has the provision to make the payment by using "**IFHRMS Treasury**" Payment gateway.
- 3) Click on 'Ok' button, IFHRMS Payment Gateway screen would appear, click on Radio button '**IFHRMS Treasury**'.



**Figure 22. Payment Process**

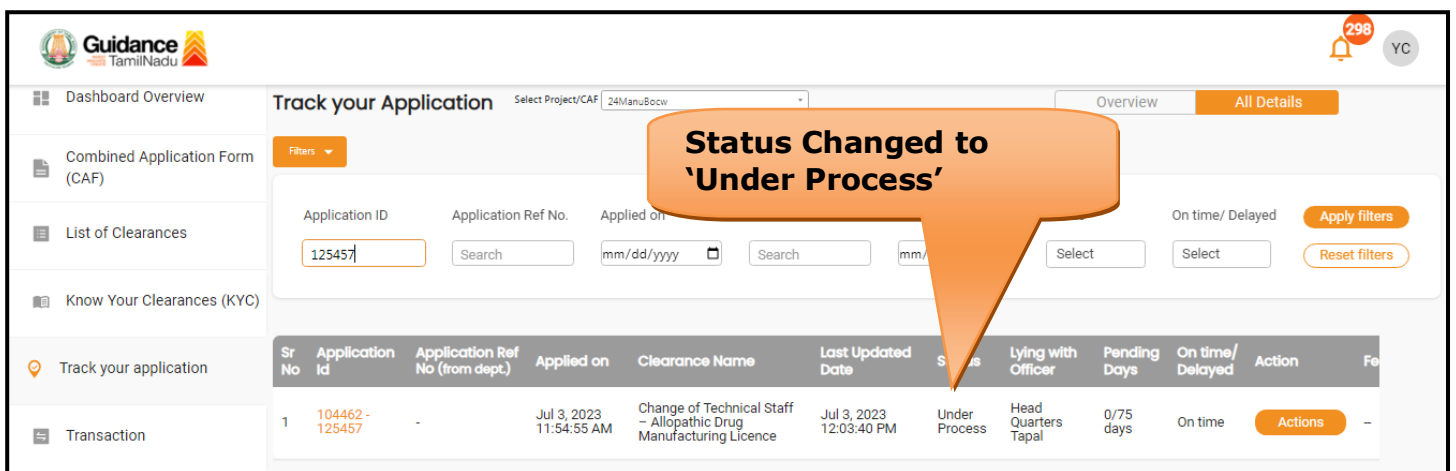
4) Then the payment '**Reference number**' would be generated, refer to the instruction note as shown in the below figure.

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



**Figure 23. Payment Reference Number**

6) 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**



**Figure 24. 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.'

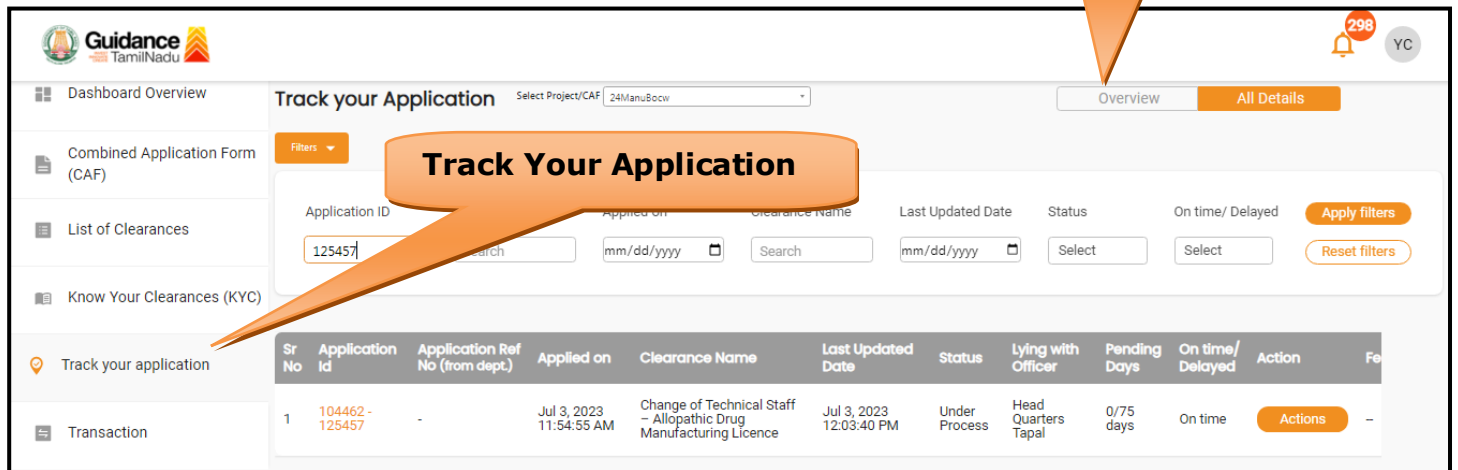
2) Applicant to choose the name of the project created during CAF from the dropdown 'Select project / CAF' displayed at the top of the page.

- **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



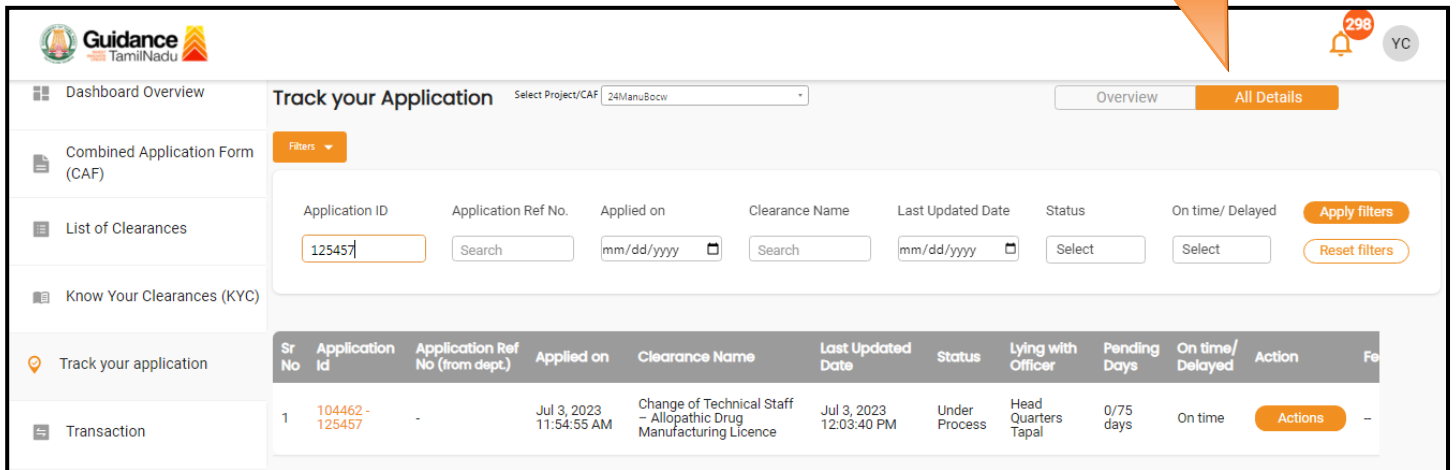
Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	104462 - 125457	-	Jul 3, 2023 11:54:55 AM	Change of Technical Staff - Allopathic Drug Manufacturing Licence	Jul 3, 2023 12:03:40 PM	Under Process	Head Quarters Tapal	0/75 days	On time	Actions

Figure 25. 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**

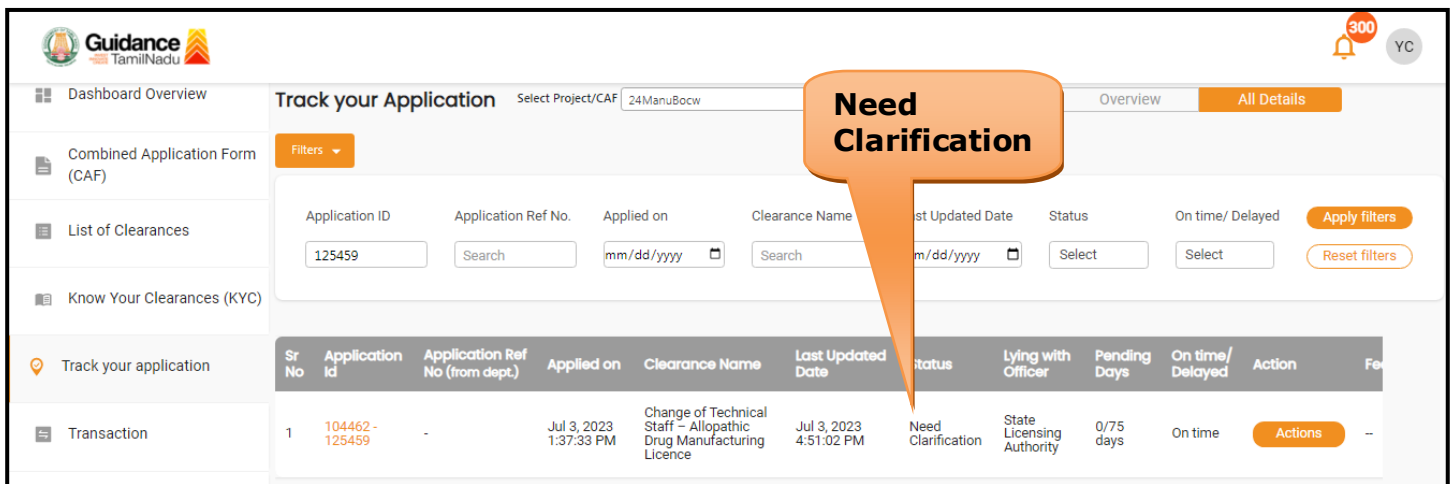



Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action	Fe
1	104462 - 125457	-	Jul 3, 2023 11:54:55 AM	Change of Technical Staff – Allopathic Drug Manufacturing Licence	Jul 3, 2023 12:03:40 PM	Under Process	Head Quarters Tapal	0/75 days	On time	Actions	-

**Figure 26. ‘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.

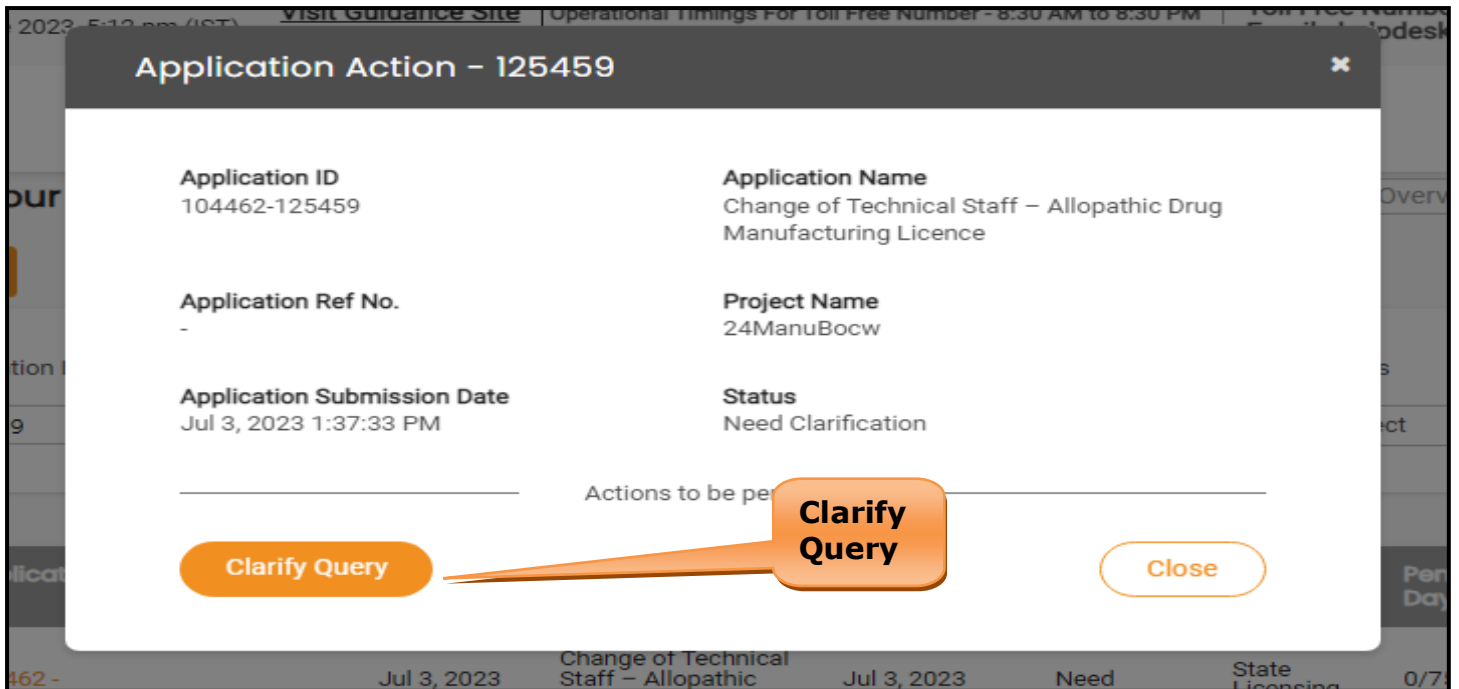


The screenshot displays the 'Track your Application' page in the Guidance TamilNadu system. The interface includes a sidebar with navigation options like 'Dashboard Overview', 'Combined Application Form (CAF)', 'List of Clearances', 'Know Your Clearances (KYC)', 'Track your application', and 'Transaction'. The main content area shows a table of applications with search filters and a table of application details. A callout box highlights the 'Need Clarification' status in the 'Status' column of the first application row.

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 - 125459	-	Jul 3, 2023 1:37:33 PM	Change of Technical Staff – Allopathic Drug Manufacturing Licence	Jul 3, 2023 4:51:02 PM	Need Clarification	State Licensing Authority	0/75 days	On time	Actions

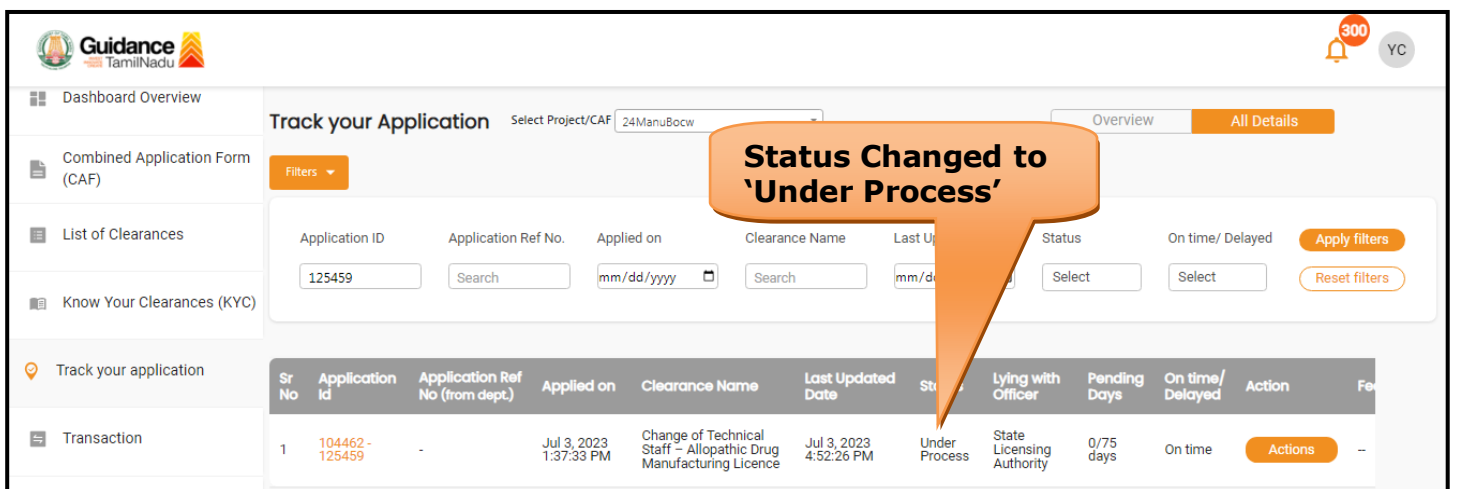
Figure 27. Need Clarification





**Figure 28. Clarify Query**

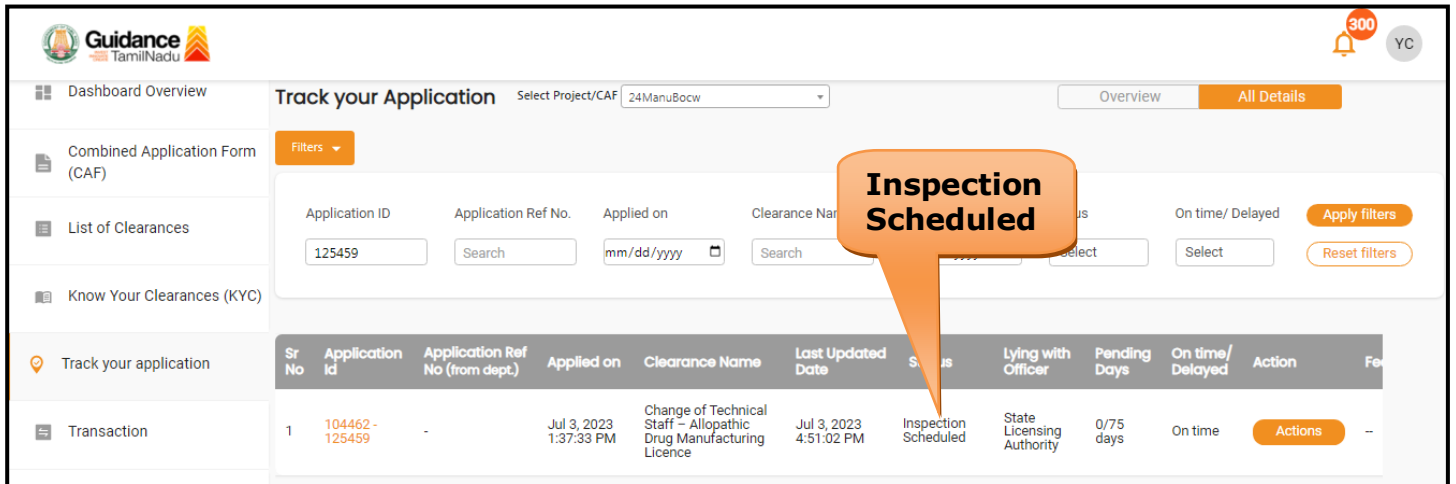
- 5) The Applicant clicks on '**Clarify Query**' button and responds to the Query.
- 6) The Application gets submitted to the department after the query has been addressed by the Applicant.
- 7) The Status of the application changes from 'Need clarification' to '**Under Process**' after the Applicant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



**Figure 29. 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. The main content area displays 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
1	104462 - 125459	-	Jul 3, 2023 1:37:33 PM	Change of Technical Staff – Allopathic Drug Manufacturing Licence	Jul 3, 2023 4:51:02 PM	Inspection Scheduled	State Licensing Authority	0/75 days	On time	Actions

An orange callout bubble with the text 'Inspection Scheduled' points to the 'Inspection Scheduled' status in the table.

Figure 30. Inspection Scheduled

**Application Action - 125459**

<b>Application ID</b> 104462-125459	<b>Application Name</b> Change of Technical Staff – Allopathic Drug Manufacturing Licence
<b>Application Ref No.</b> -	<b>Project Name</b> 24ManuBocw
<b>Application Submission Date</b> Jul 3, 2023 1:37:33 PM	<b>Status</b> Inspection Scheduled

Actions to be performed

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

Figure 31. Scheduled Inspection Details

**Inspection Details : 125396**

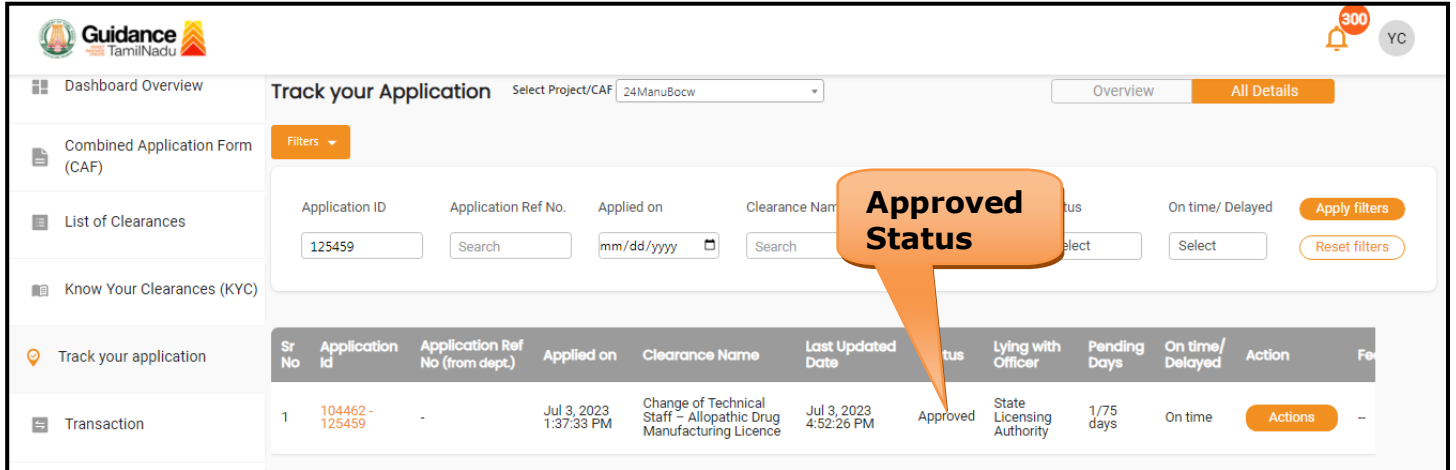
Inspection Scheduled From Date (DD/MM/YYYY):  
28/06/2023

Inspection Scheduled To Date (DD/MM/YYYY):  
28/06/2023

Figure 32. Scheduled Inspection Details (Contd.)

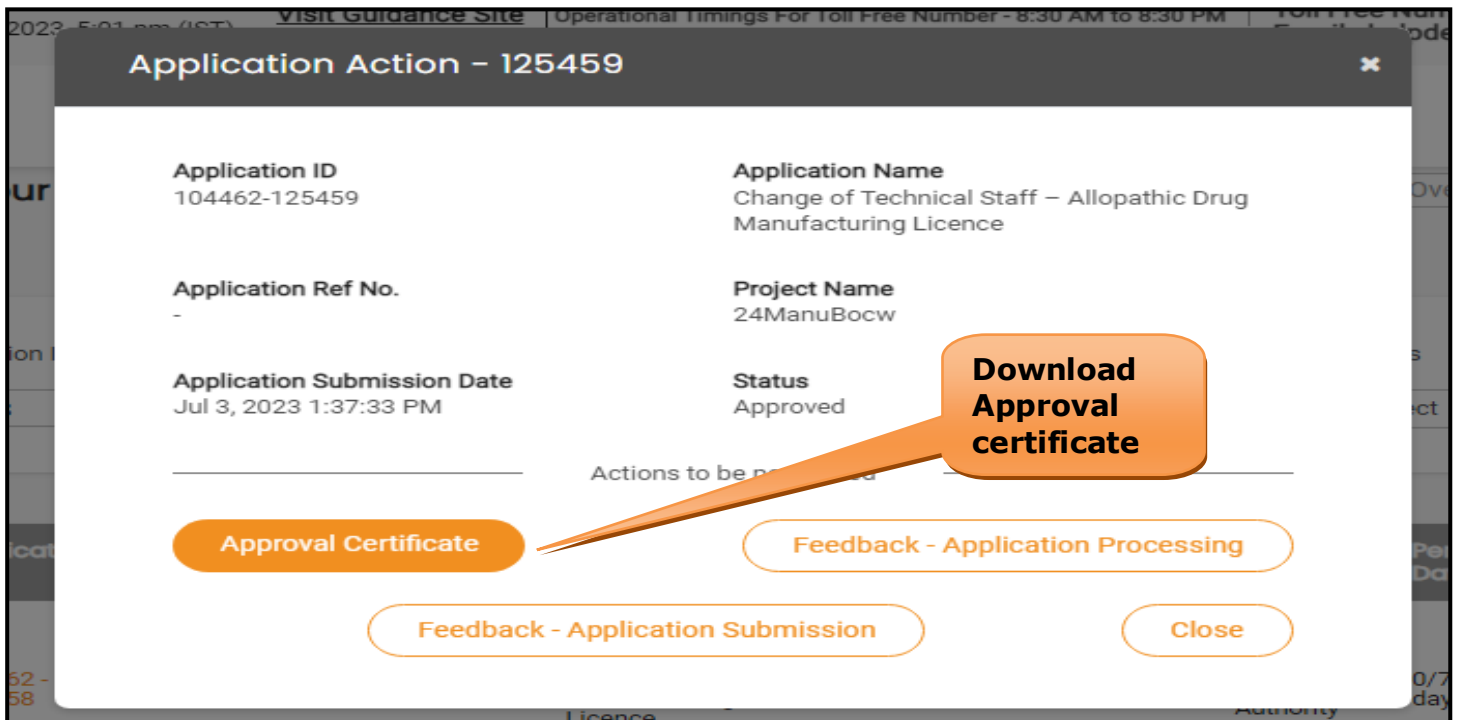
### 13. Application Processing

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



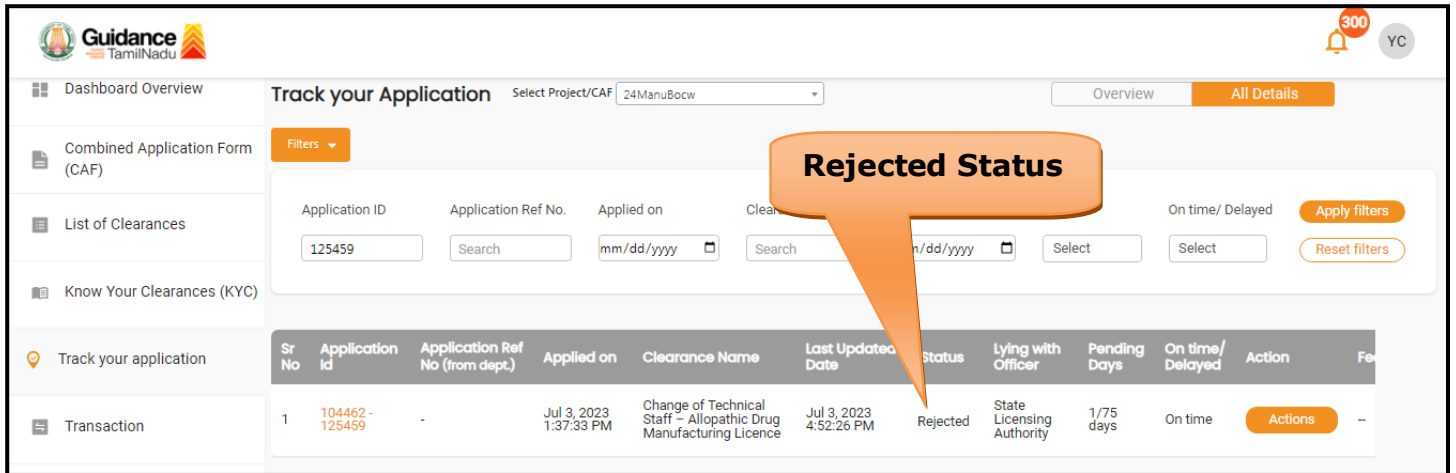
**Figure 33. Application Processed**

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 34)



**Figure 34. 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 35)



The screenshot shows the 'Track your Application' page. The application ID is 125459. The status is 'Rejected'. An orange callout bubble with the text 'Rejected Status' points to the 'Rejected' status in the table below.

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	104462-125459	-	Jul 3, 2023 1:37:33 PM	Change of Technical Staff – Allopathic Drug Manufacturing Licence	Jul 3, 2023 4:52:26 PM	Rejected	State Licensing Authority	1/75 days	On time	Actions

**Figure 35. Rejected Status**

