



TAMIL NADU SINGLE WINDOW PORTAL

APPLICANT MANUAL

**Application for payment of Retention Fee (renewal)
for Allopathic Drug sales**

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.

Steps for Registration is given below:

1. Click on 'Register' button on TNSWP.

Register on
TNSWP

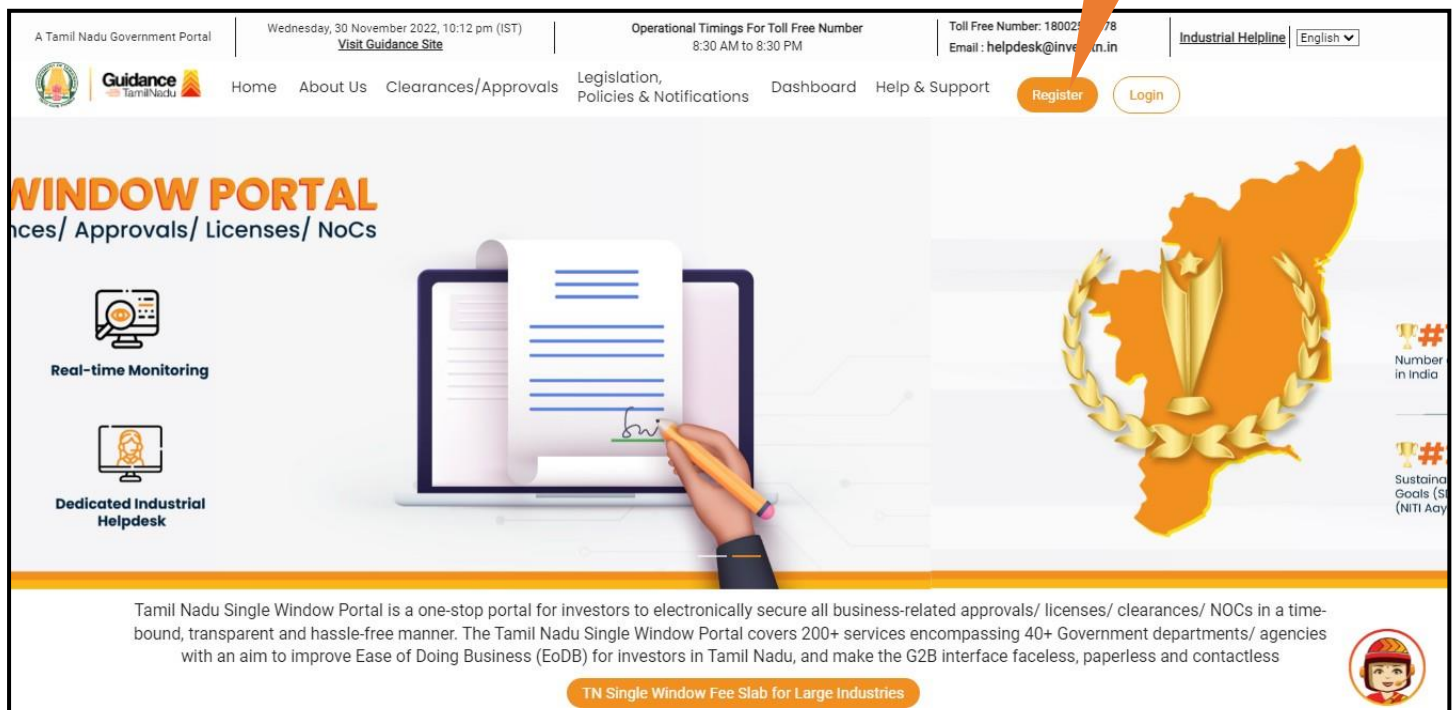




Figure 2. Register

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 brief description about the fields when the applicant hovers the cursor on these icons.



Guidance
TamilNadu

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

PAN Number 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.

Name of Company

Figure 3. Registration Form



Guidance
TamilNadu

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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 (Contd.)

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

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

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

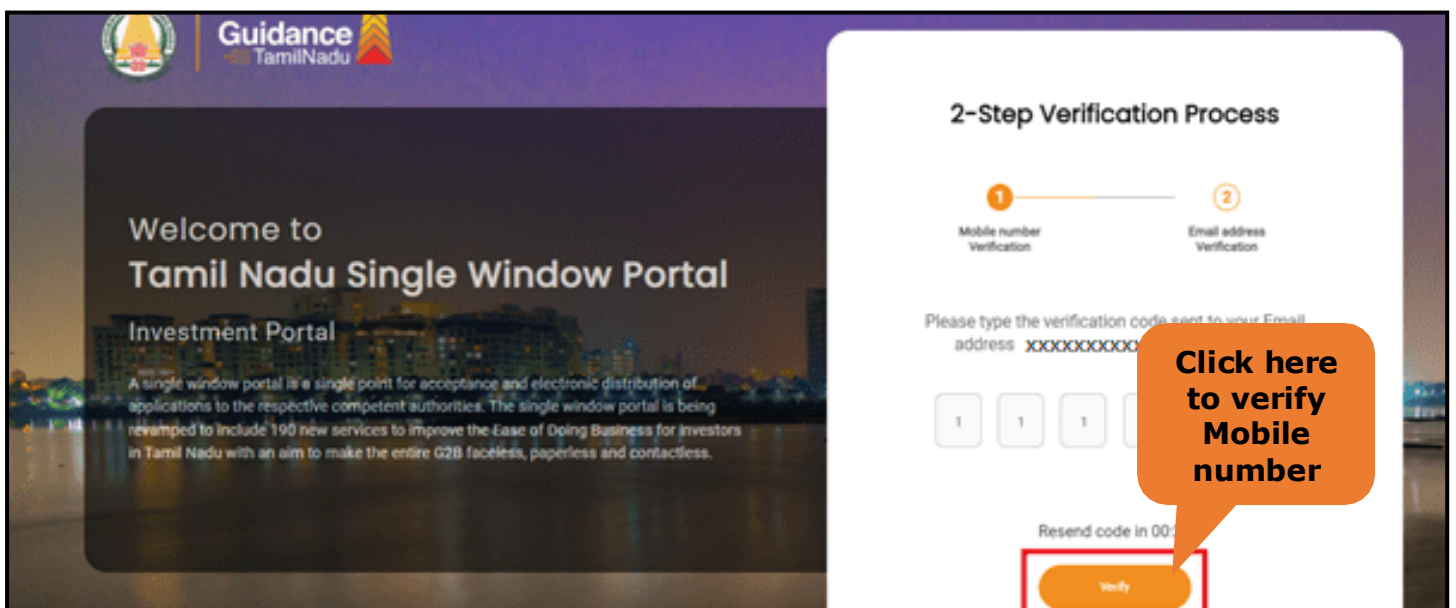


Figure 5. Mobile Number Verification

- **Email ID Verification**

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

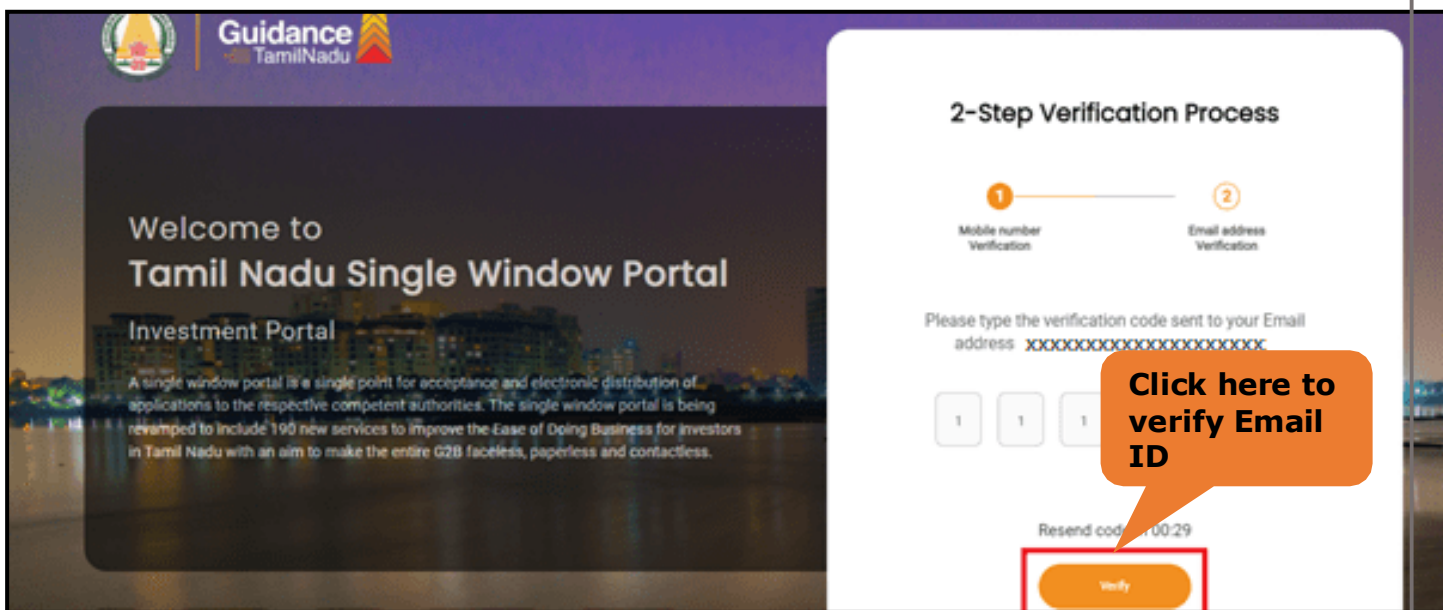


Figure 1. Email ID Verification

- 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

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 main content area features a large orange map of Tamil Nadu on the left and a central banner with the text "TAMIL NADU Leading the Nation". Below the banner are two rows of award statistics:

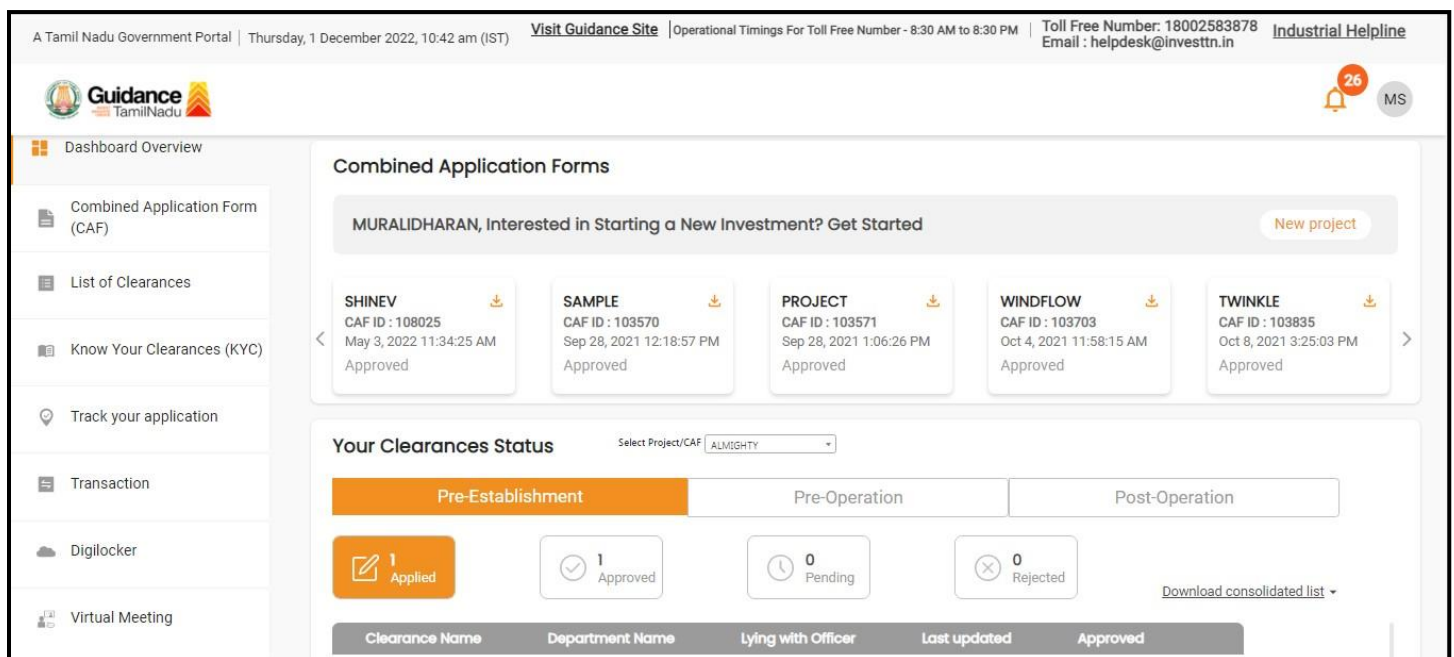
- Row 1 (All #1):
 - Number of Factories in India
 - Number of Operational SEZs in India
 - Governance & Political Stability (N-SIPI 2019)
 - International and Domestic Tourist Arrivals
 - Best Performing State (India Today State of the State Award 2018, 2019 & 2020)
- Row 2 (All #2):
 - Sustainable Development Goals (SDG) Index 2020-21 (NITI Aayog)
 - Second Largest Economy in India
 - Best Governed State (Public Affairs Index 2020)
 - Job Creation Under IBPS Scheme
 - Growth, Innovation and Leadership Index 2019 (Frost & Sullivan)

 At the bottom, 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 labeled "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.



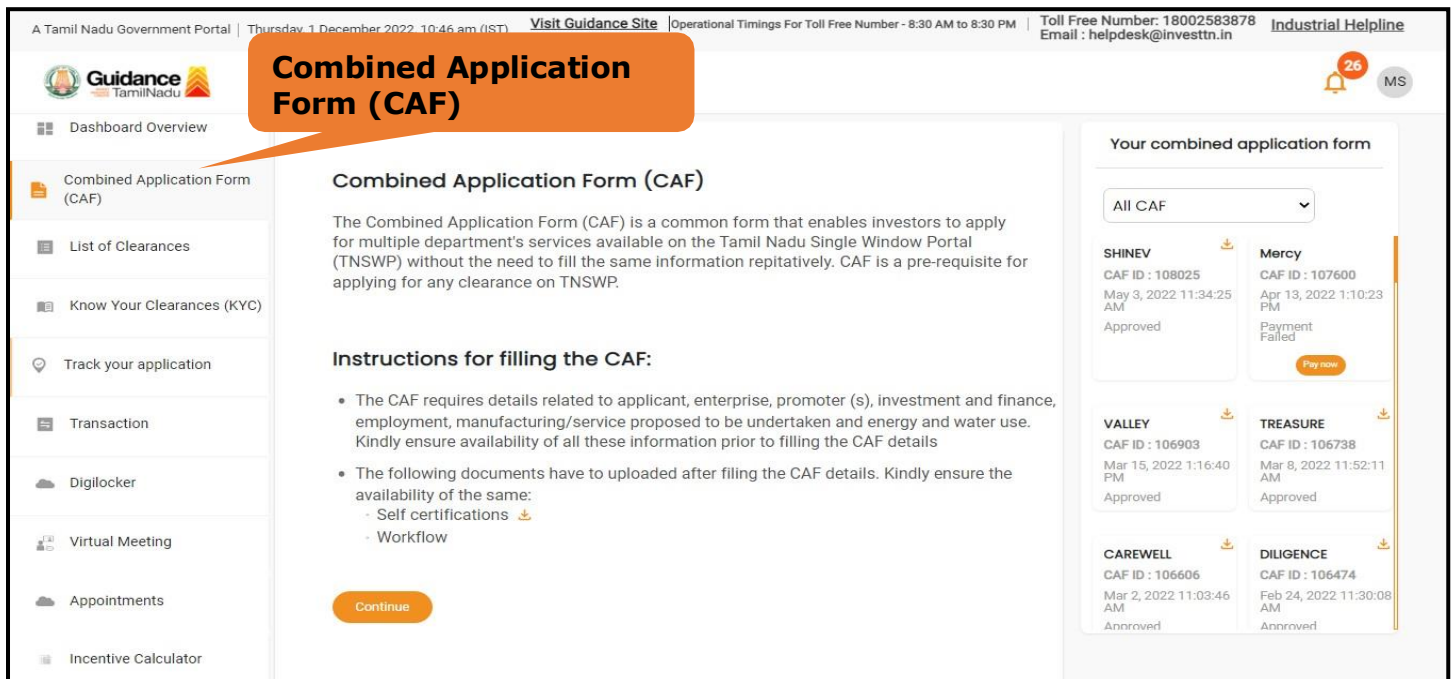
The screenshot shows the dashboard overview page for the TNSWP. The header includes the Tamil Nadu Government Portal logo, the date and time (Thursday, 1 December 2022, 10:42 am IST), and contact information for the Guidance Site, Toll Free Number (18002583878), and Industrial Helpline (Email: helpdesk@investtn.in). The dashboard is divided into several sections:

- Dashboard Overview:** A sidebar menu with options like Combined Application Form (CAF), List of Clearances, Know Your Clearances (KYC), Track your application, Transaction, Digilocker, and Virtual Meeting.
- Combined Application Forms:** A section titled "MURALIDHARAN, Interested in Starting a New Investment? Get Started" with a "New project" button. Below this, there are five application cards for SHINEV, SAMPLE, PROJECT, WINDFLOW, and TWINKLE, each showing the CAF ID, date, and status (Approved).
- Your Clearances Status:** A section with a dropdown menu for "Select Project/CAF" (currently set to ALMIGHTY). It features three tabs: Pre-Establishment (highlighted), Pre-Operation, and Post-Operation. Below the tabs, there are four status boxes: Applied (1), Approved (1), Pending (0), and Rejected (0). A "Download consolidated list" link is also present.
- Table:** A table with columns for Clearance Name, Department Name, Lying with Officer, Last updated, and Approved.

Figure 9. Dashboard Overview

6. Combined Application Form (CAF)

1. Prior to applying for various clearances on TNSWP, the applicant must create a project by filling in the combined application form (CAF).
2. Click on Combined Application Form (CAF) from the menu bar on the left.
3. The details which are commonly required for applying various clearances are stored in Central Repository through CAF. So, whenever the applicant applies for various clearances for a specific project, the details stored in CAF gets auto populated in the application form which minimizes the time spent on entering the same details while filling multiple applications.
4. The Overview of the Combined Application Form (CAF) and the instructions to fill in the Combined Application Form (CAF) 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, time, 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', 'Appointments', and 'Incentive Calculator'. The main content area is titled 'Combined Application Form (CAF)' and contains the following text:

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

A 'Continue' button is visible at the bottom of the instructions section.

The right-hand panel, titled 'Your combined application form', displays a list of existing CAFs with the following details:

Entity	CAF ID	Created Date/Time	Status
SHINEV	108025	May 3, 2022 11:34:25 AM	Approved
Mercy	107600	Apr 13, 2022 1:10:23 PM	Payment Failed
VALLEY	106903	Mar 15, 2022 1:16:40 PM	Approved
TREASURE	106738	Mar 8, 2022 11:52:11 AM	Approved
CAREWELL	106606	Mar 2, 2022 11:03:46 AM	Approved
DILIGENCE	106474	Feb 24, 2022 11:30:08 AM	Approved

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 in 7 Sections of CAF as displayed in Figure 11. (**CAF payment tab** will be displayed only for large enterprises).

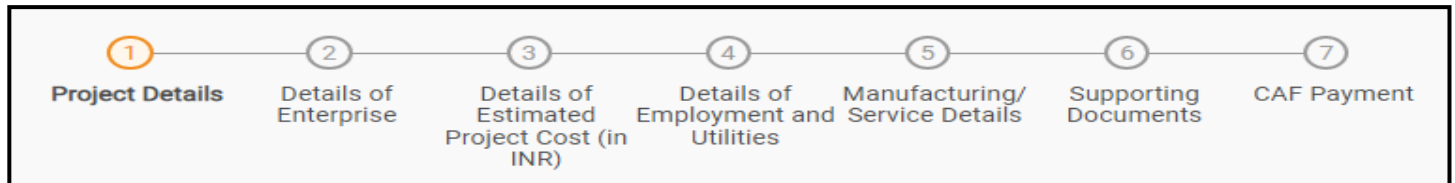


Figure 11. Section of Combined Application Form (CAF)

- 2) After filling the CAF details, the applicant has to upload the requisite supporting documents under 'Section 6: Supporting Documents'.

- **Self-Certification:**

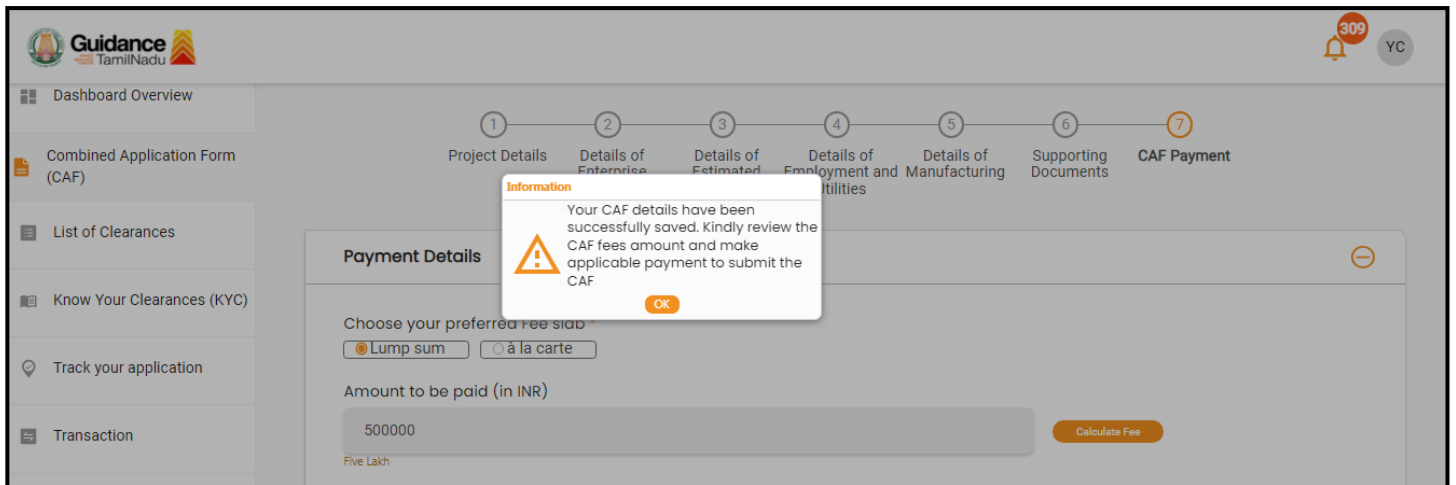
- Download the template.
- Prepare the self-certification documents as per the instructions given in the template and upload.

- **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).



The screenshot displays the Guidance TamilNadu portal interface. A navigation bar at the top shows seven steps: 1. Project Details, 2. Details of Enterprise, 3. Details of Estimated, 4. Details of Employment and Manufacturing Utilities, 5. Details of Manufacturing, 6. Supporting Documents, and 7. CAF Payment. A confirmation message box is overlaid on the 'Payment Details' section, which is currently active. The message reads: 'Information: Your CAF details have been successfully saved. Kindly review the CAF fees amount and make applicable payment to submit the CAF.' Below the message, there is an 'OK' button. The 'Payment Details' section includes a form with the following elements: 'Choose your preferred fee slab' with radio buttons for 'Lump sum' (selected) and 'à la carte'; 'Amount to be paid (in INR)' with a text input field containing '500000' and a 'Calculate Fee' button; and the text 'Five Lakh' below the input field. The left sidebar contains menu items: Dashboard Overview, Combined Application Form (CAF), List of Clearances, Know Your Clearances (KYC), Track your application, and Transaction. The top right corner shows a notification bell with '309' and a user profile icon 'YC'.

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

Note:

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

7. Apply for Payment of retention Fee (Renewal) for Allopathic Drug Sales

1) Click on “List of Clearances”

List of Clearances



Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	
1	Allotment of Land by SIDCO	Tamil Nadu Small Industries Development Corporation Limited (SIDCO)	60 Days	View	Apply
2	Allotment of Land in industrial area	State Industries Promotion Corporation of Tamil Nadu Ltd	60 days	View	Apply
3	Apply for certified copy of Encumbrance Certificate	Inspector General of Registration	3 days	View	Apply
4	Apply for certified copy of property document	Inspector General of Registration	3 days	View	Apply

Figure 13. List Of Clearances

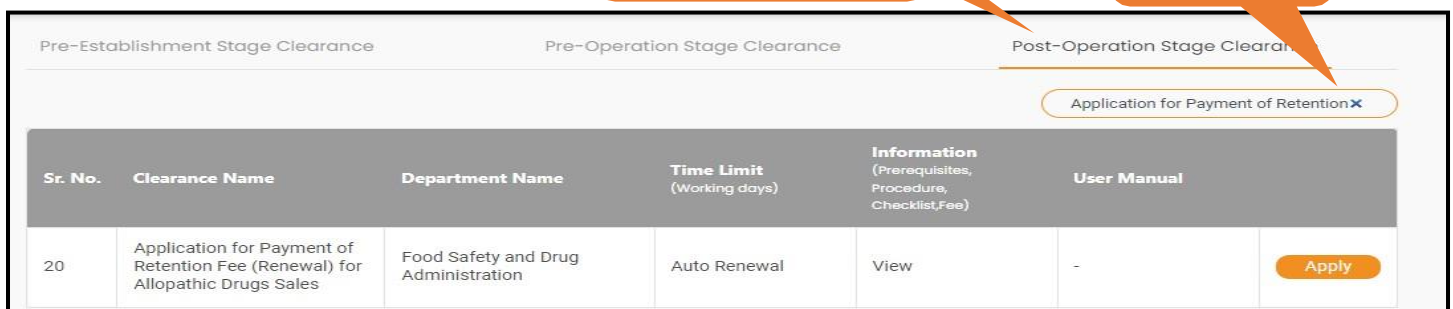
2) The list of clearances is segregated into three stages.

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

3) Select ‘**Post- Operation Stage Clearance**’ and find the clearance ‘**Approval for Application for Payment of Retention Fee (Renewal) for Allopathic Drug Sales**’ by using Search option as shown in the figure given below.

Post-Operation Stage Clearance

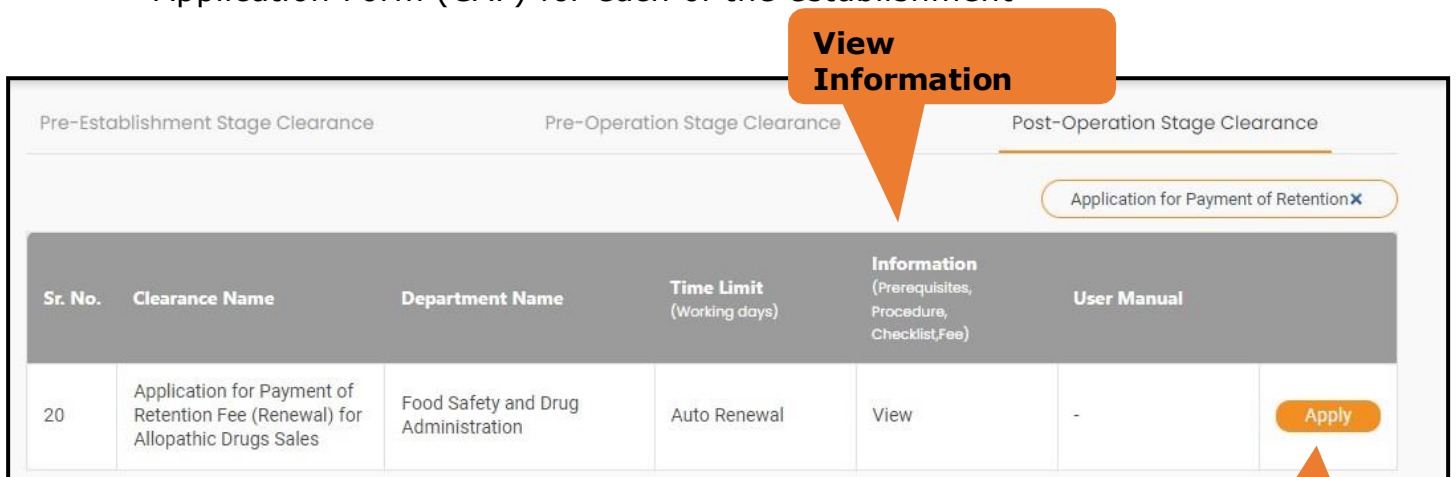
Search for Clearance



Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual	
20	Application for Payment of Retention Fee (Renewal) for Allopathic Drugs Sales	Food Safety and Drug Administration	Auto Renewal	View	-	Apply

Figure 14. Search for Clearance

- 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



Application for Payment of Retention ✕

Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
20	Application for Payment of Retention Fee (Renewal) for Allopathic Drugs Sales	Food Safety and Drug Administration	Auto Renewal	View	- Apply

Figure 15. Apply for Clearance

Apply for clearance

8. Filling the Application form

1) Applicant to fill the details under the following 1 section to complete the application.

A. Application Form

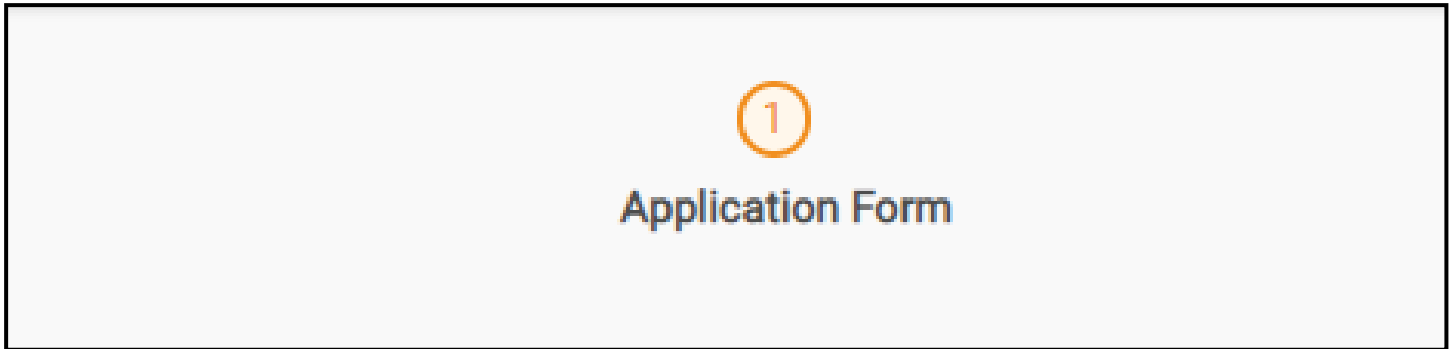


Figure 16. One Section of the application form

Contact Details

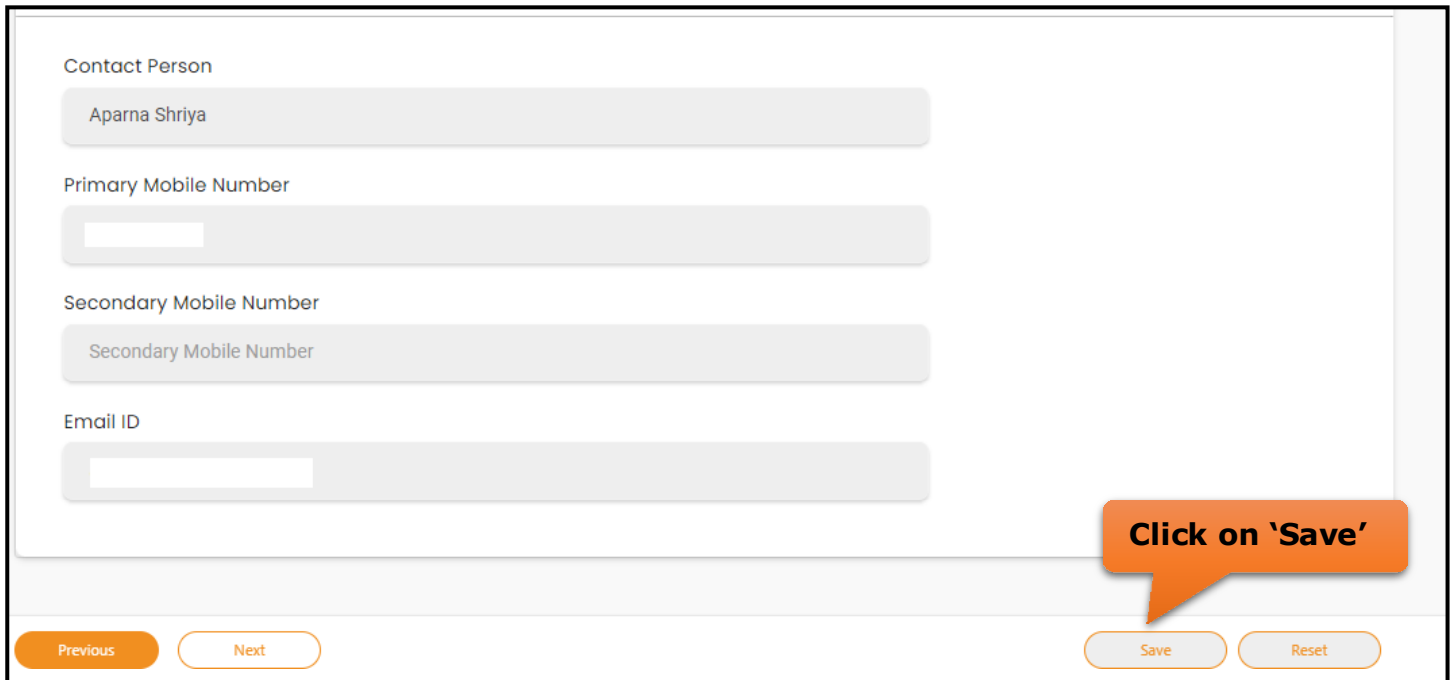
A screenshot of a web application interface for 'Contact Details'. It features four input fields: 'Contact Person' (with the text 'Aparna Shriya'), 'Primary Mobile Number', 'Secondary Mobile Number' (with the text 'Secondary Mobile Number'), and 'Email ID'. At the bottom, there are four buttons: 'Previous', 'Next', 'Save', and 'Reset'. An orange callout bubble with a white border points to the 'Save' button, containing the text 'Click on 'Save''. The form is enclosed in a black rectangular border.

Figure 17. Contact Details

- Click on '**Save**' button and token ID will get generated

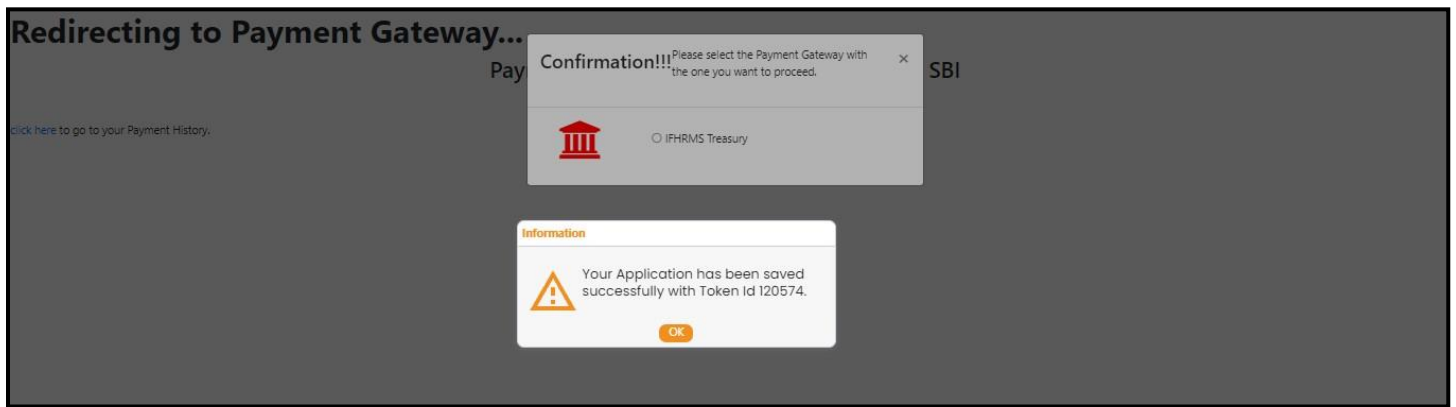


Figure 18. Token Id Generated

9. Payment Process

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

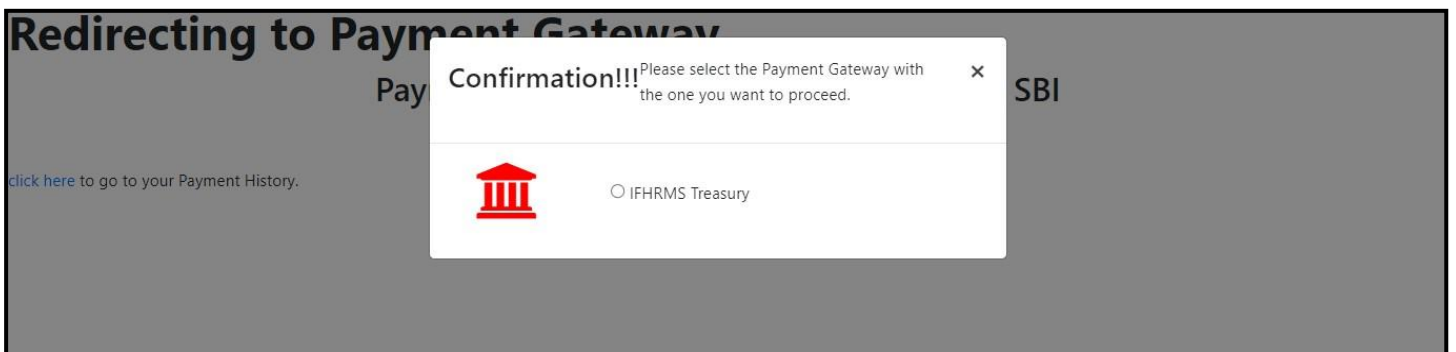


Figure 19. payment Process

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

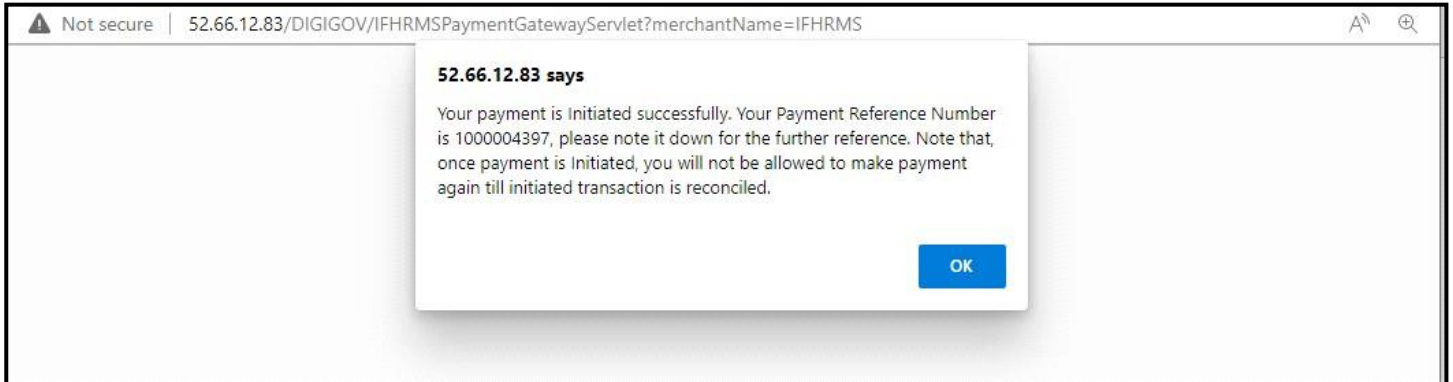


Figure 19. Payment Reference Number

Application Approved

5. 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**

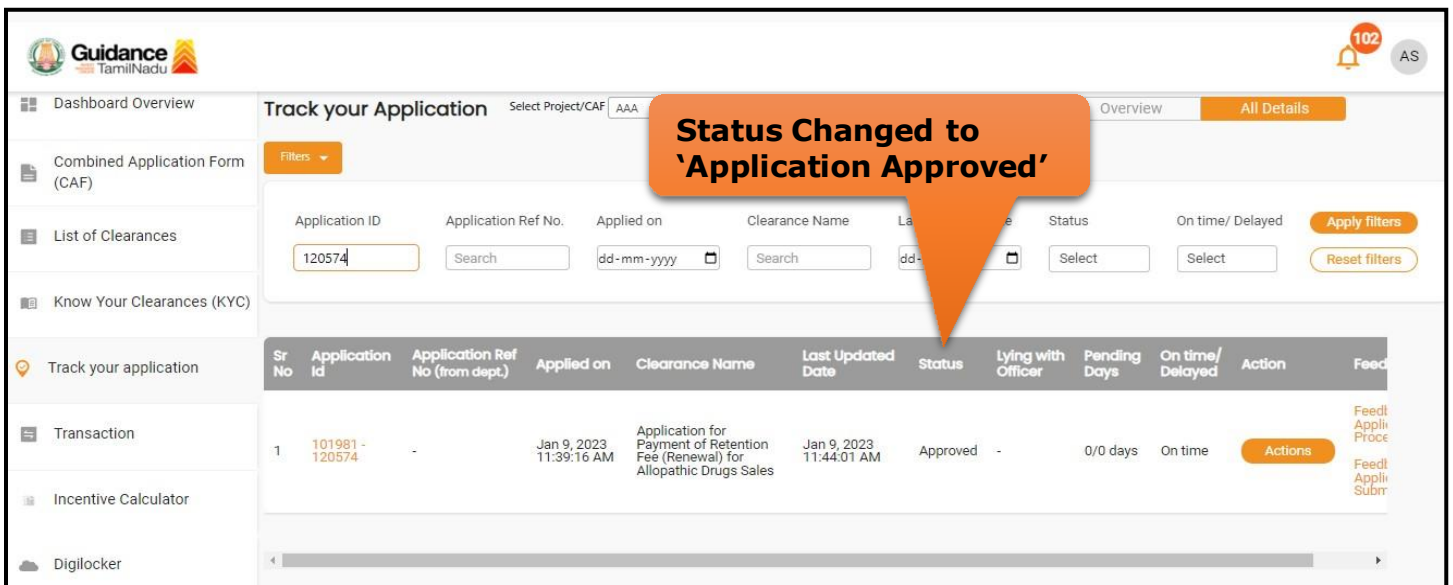


Figure 20. Application Approved

10. Track Your Application

1) After submitting the application, unique 'token ID' is 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**

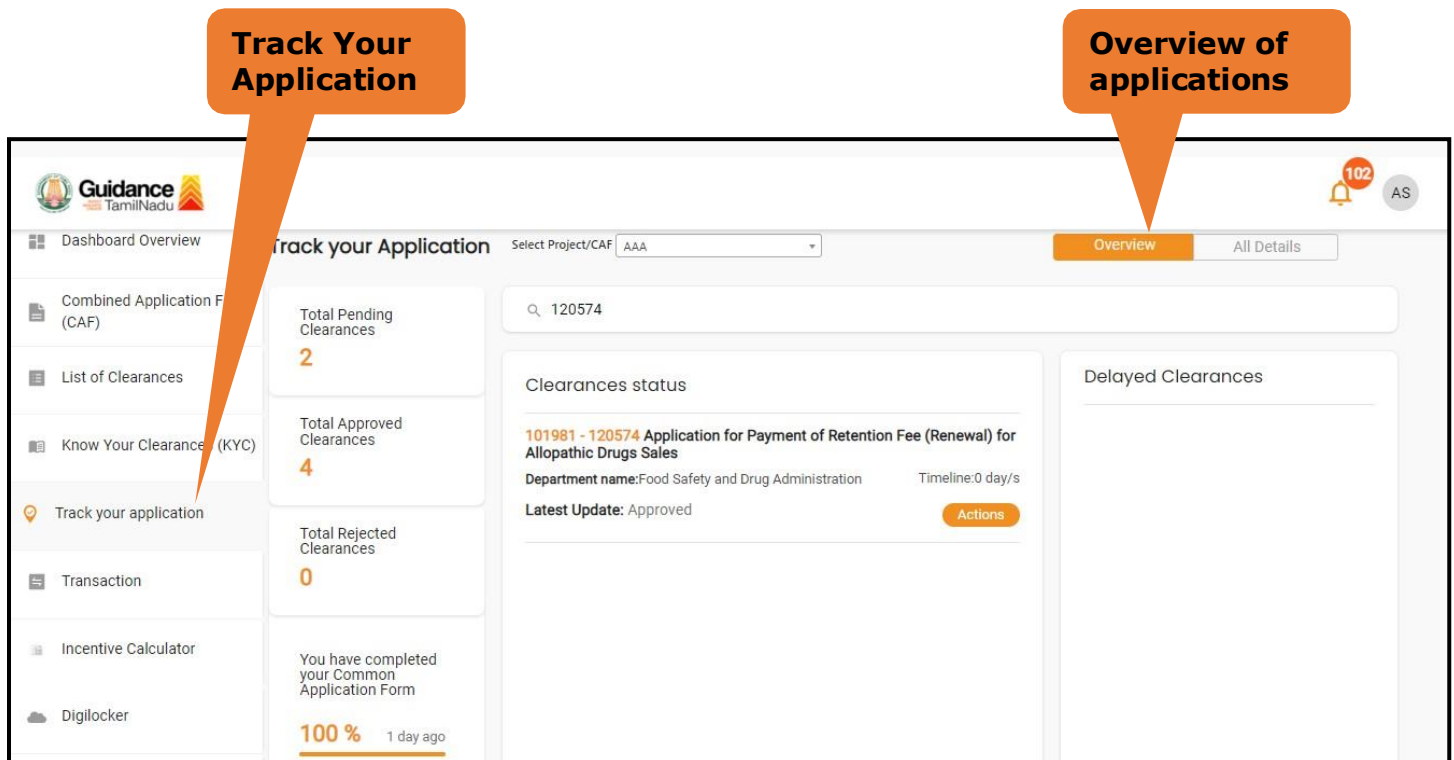
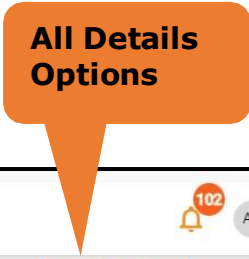
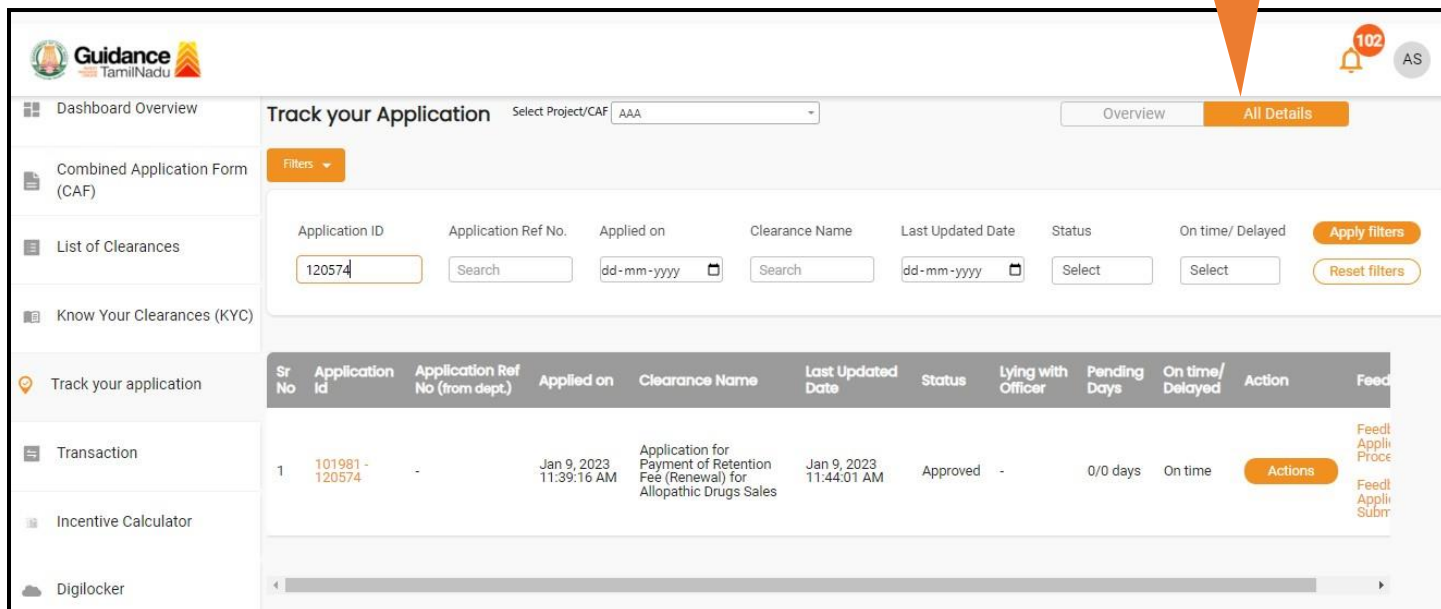


Figure 21. Track your application

- **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	Feed
1	101981 - 120574		Jan 9, 2023 11:39:16 AM	Application for Payment of Retention Fee (Renewal) for Allopathic Drugs Sales	Jan 9, 2023 11:44:01 AM	Approved	-	0/0 days	On time	Actions	Feedl Appli Proce Feedl Appli Subm

Figure 22. ‘All details’ tab

11. Application Processing

1) The Department scrutinizes and reviews the application and updates the status as **'Approved'**.

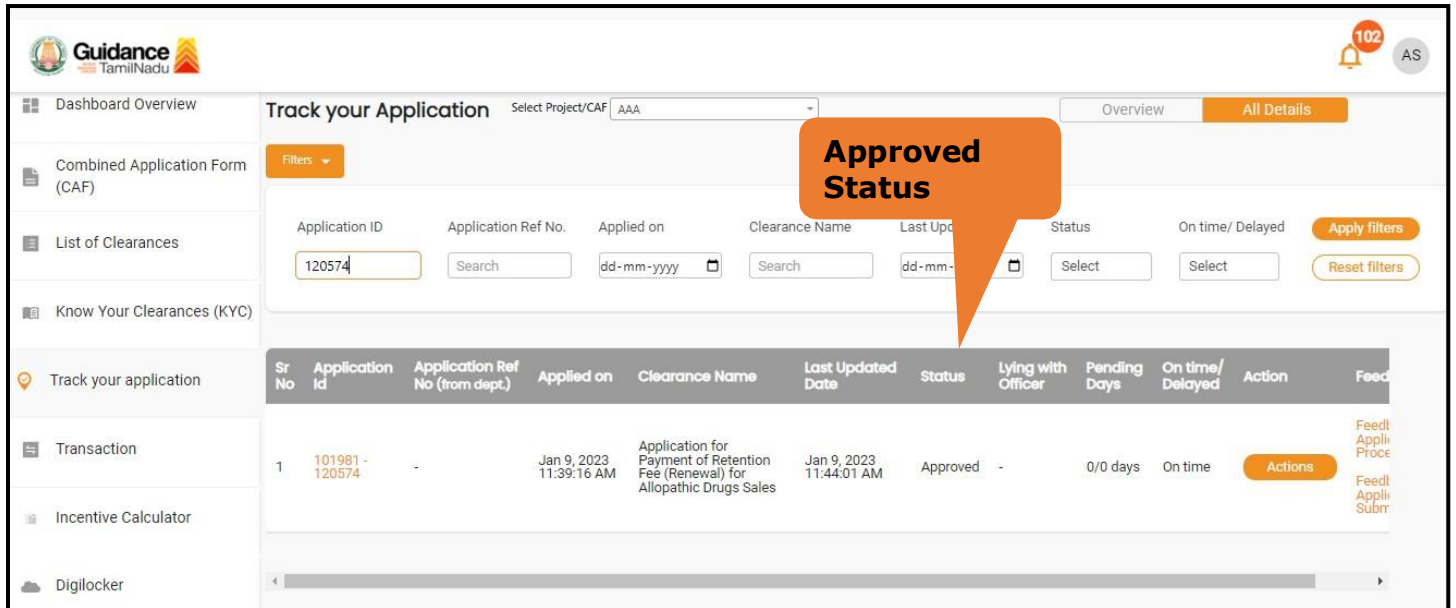


Figure 23. Approved Status

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 24).

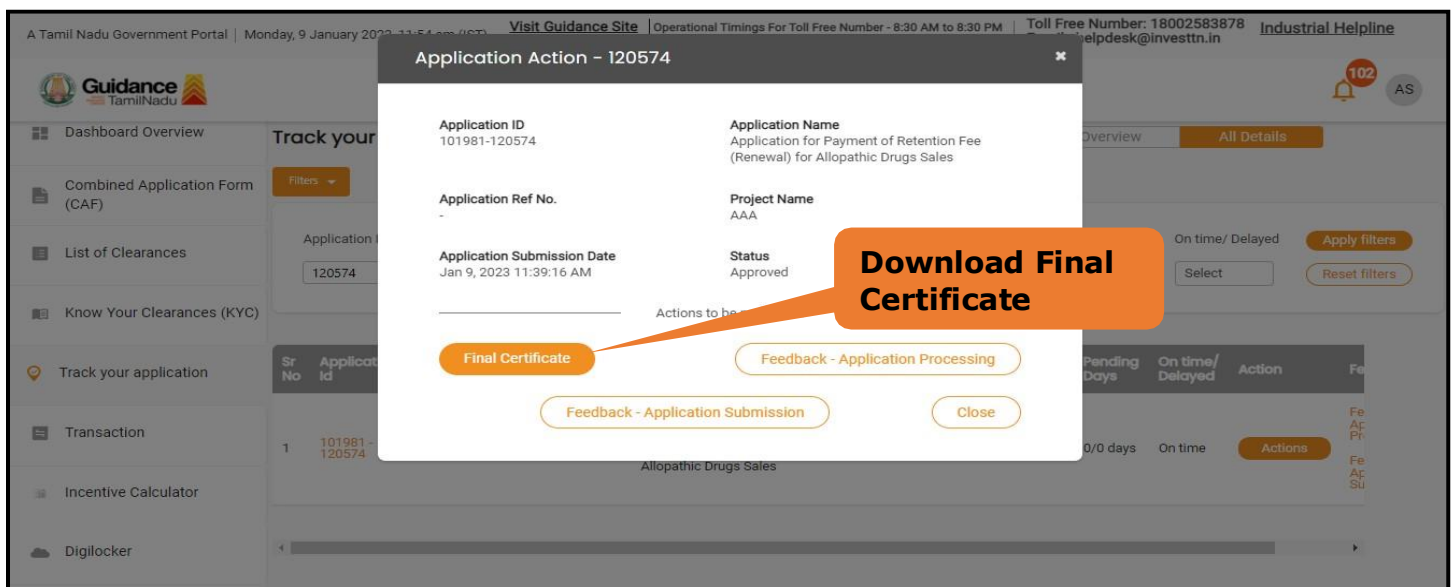


Figure 24. Download Approved Certificate