



# **TAMIL NADU SINGLE WINDOW PORTAL**

## **APPLICANT MANUAL**

**Licence to Manufacture Allopathic Drugs**

**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



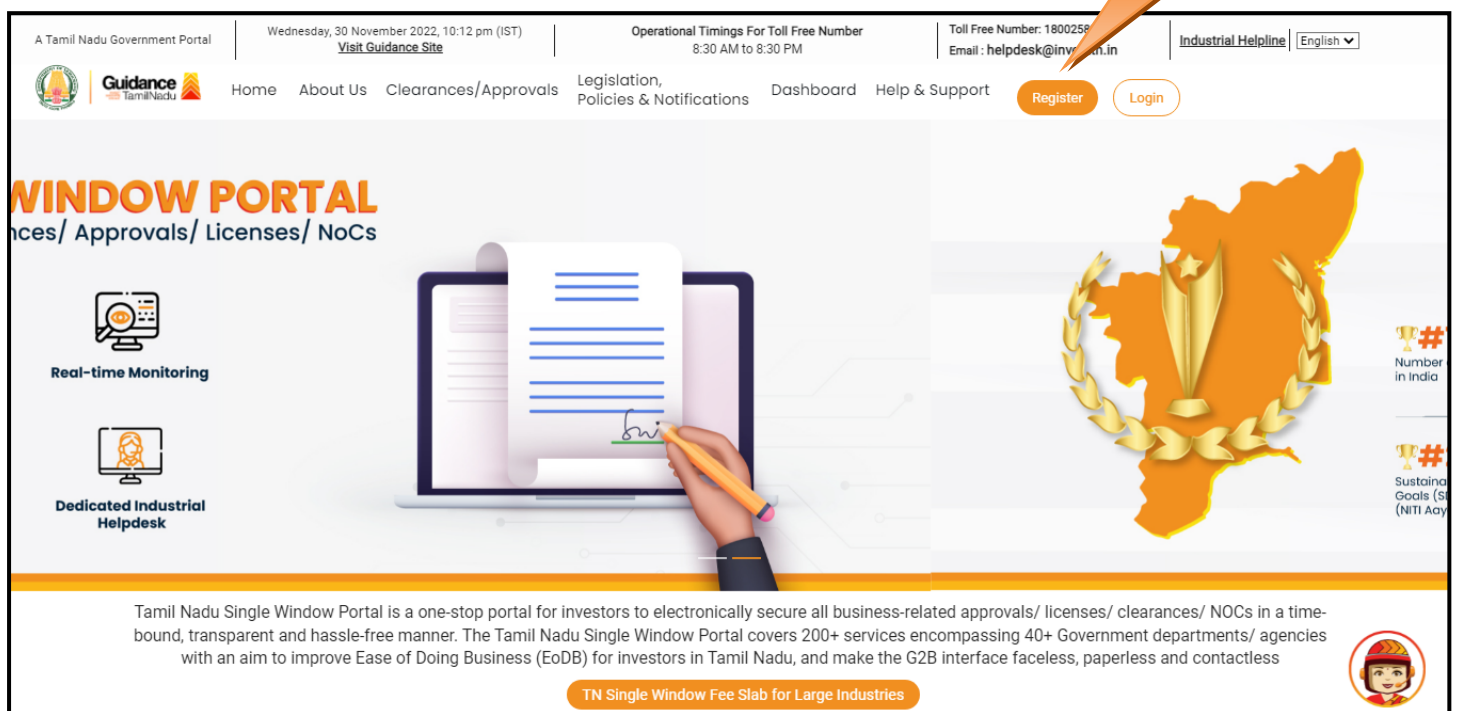
Figure 1. Single Window Portal Home Page

## 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: 1800258... | Email: helpdesk@inv... | Industrial Helpline | English

Home About Us Clearances/Approvals Legislation, Policies & Notifications Dashboard Help & Support Register Login

**WINDOW PORTAL**  
Services/ Approvals/ Licenses/ NoCs

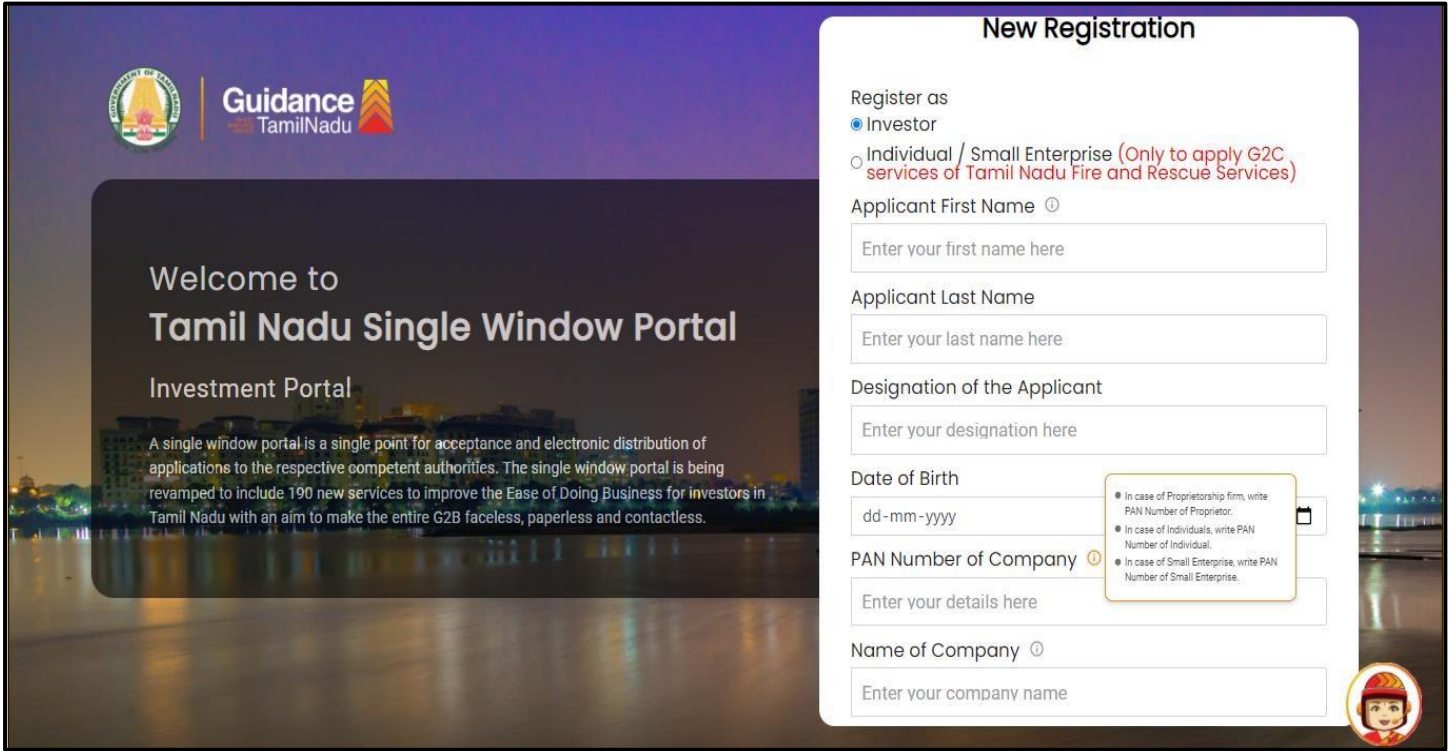
Real-time Monitoring  
Dedicated Industrial Helpdesk


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 a 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

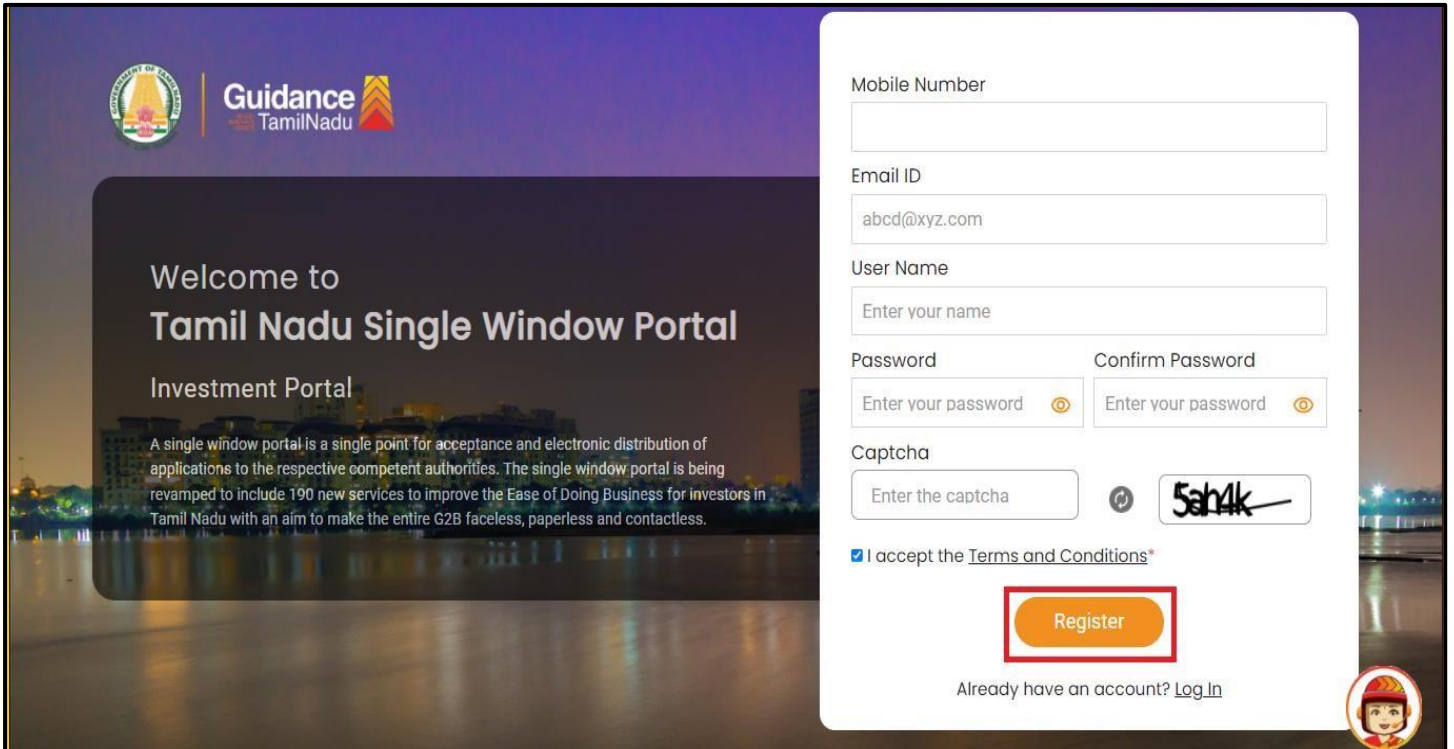
Date of Birth


PAN Number of Company

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**





**Guidance**  
TamilNadu

## Welcome to Tamil Nadu Single Window Portal

### Investment Portal

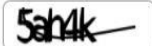
A single window portal is a single point for acceptance and electronic distribution of applications to the respective competent authorities. The single window portal is being revamped to include 190 new services to improve the Ease of Doing Business for investors in Tamil Nadu with an aim to make the entire G2B faceless, paperless and contactless.

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**

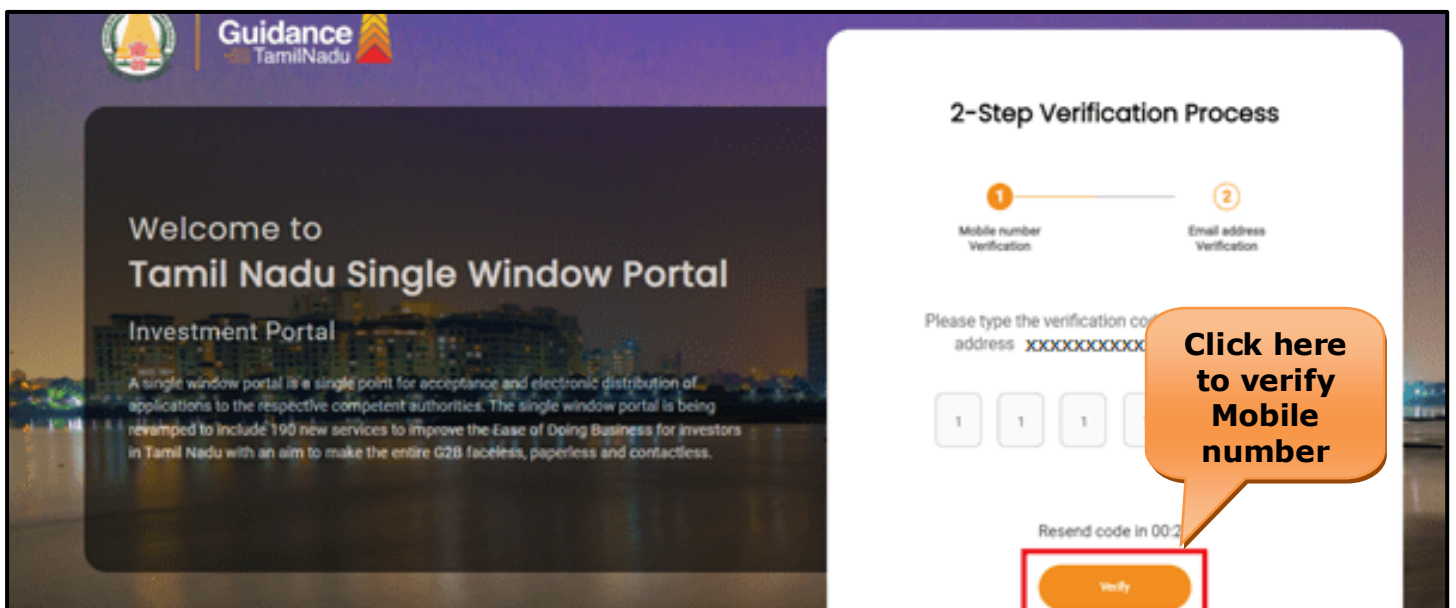
- 6) The Email ID would be the Username to login the TNSWP.
- 7) Future communications would be sent to the registered mobile number and Email ID of the applicant.
- 8) Create a strong password and enter the Captcha code as shown.
- 9) The applicant must read and accept the terms and conditions and click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

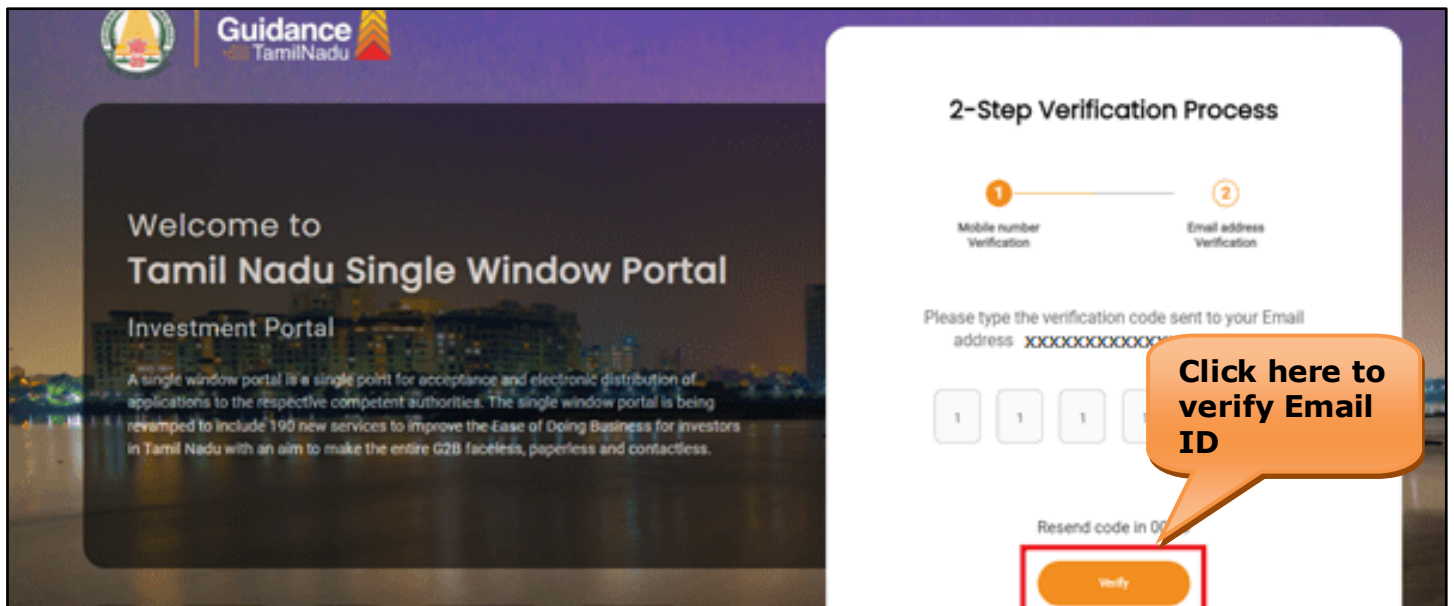
- 1) For verifying the mobile number, the verification code will be sent to the given mobile number.
- 2) Enter the verification code and click on the **'Verify'** button.



**Figure 5. Mobile Number Verification**

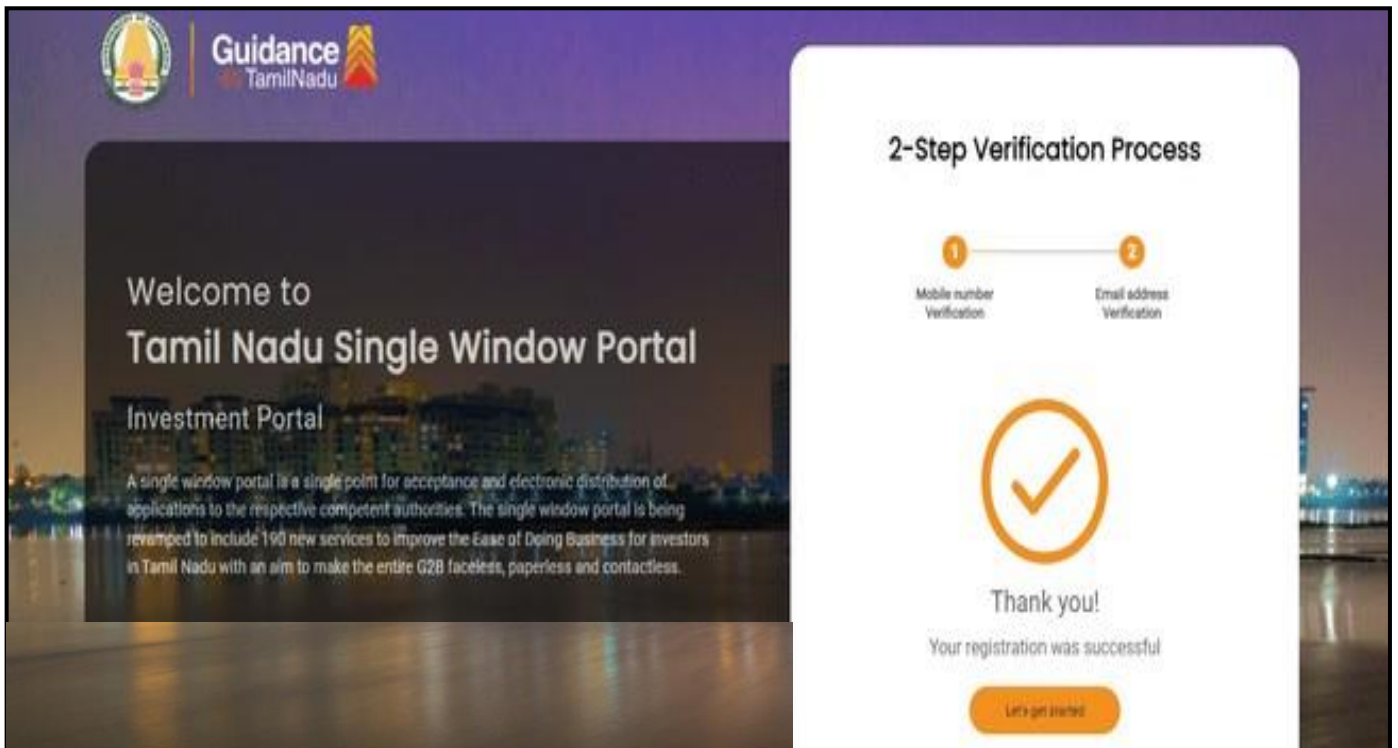
- **Email ID Verification**

- 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:
 

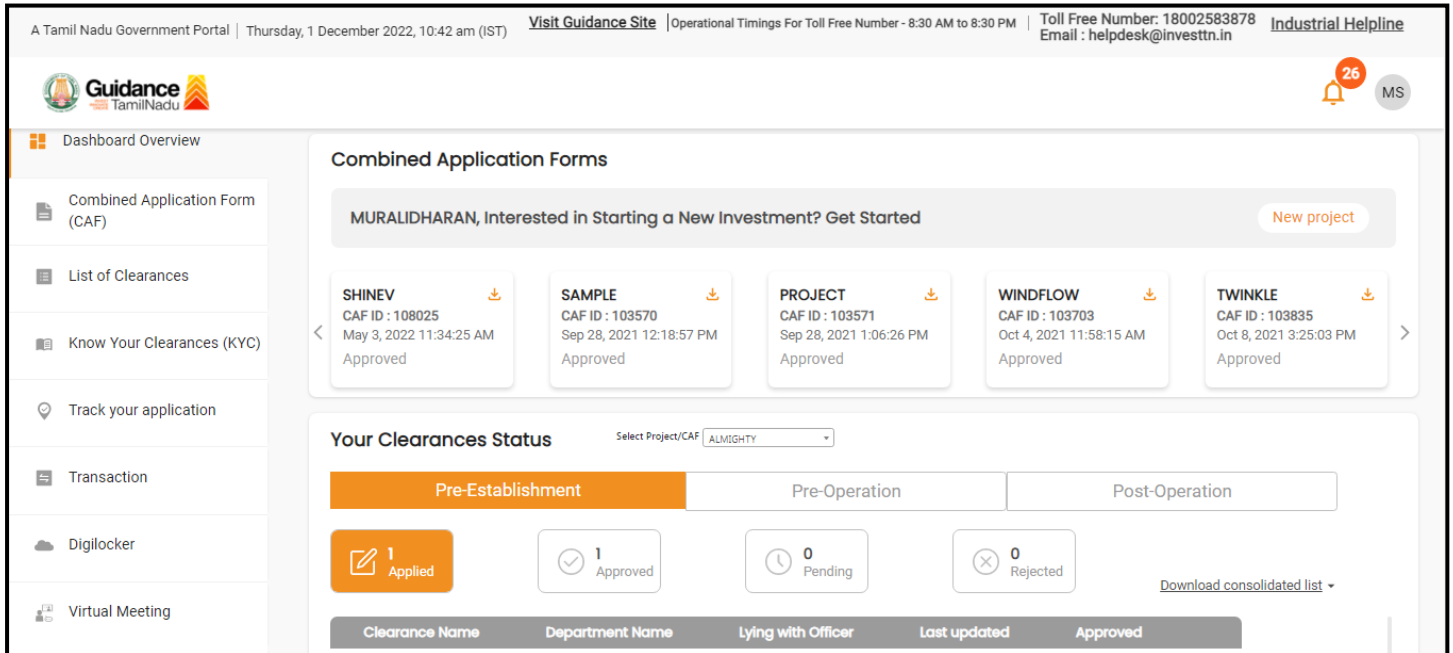
- Row 1:
  - #1 Number of Factories in India
  - #1 Number of Operational SEZs in India
  - #1 Governance & Political Stability (N-SIPI 2019)
  - #1 International and Domestic Tourist Arrivals
  - #1 Best Performing State (India Today State of the State Award 2018, 2019 & 2020)
- Row 2:
  - #2 Sustainable 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

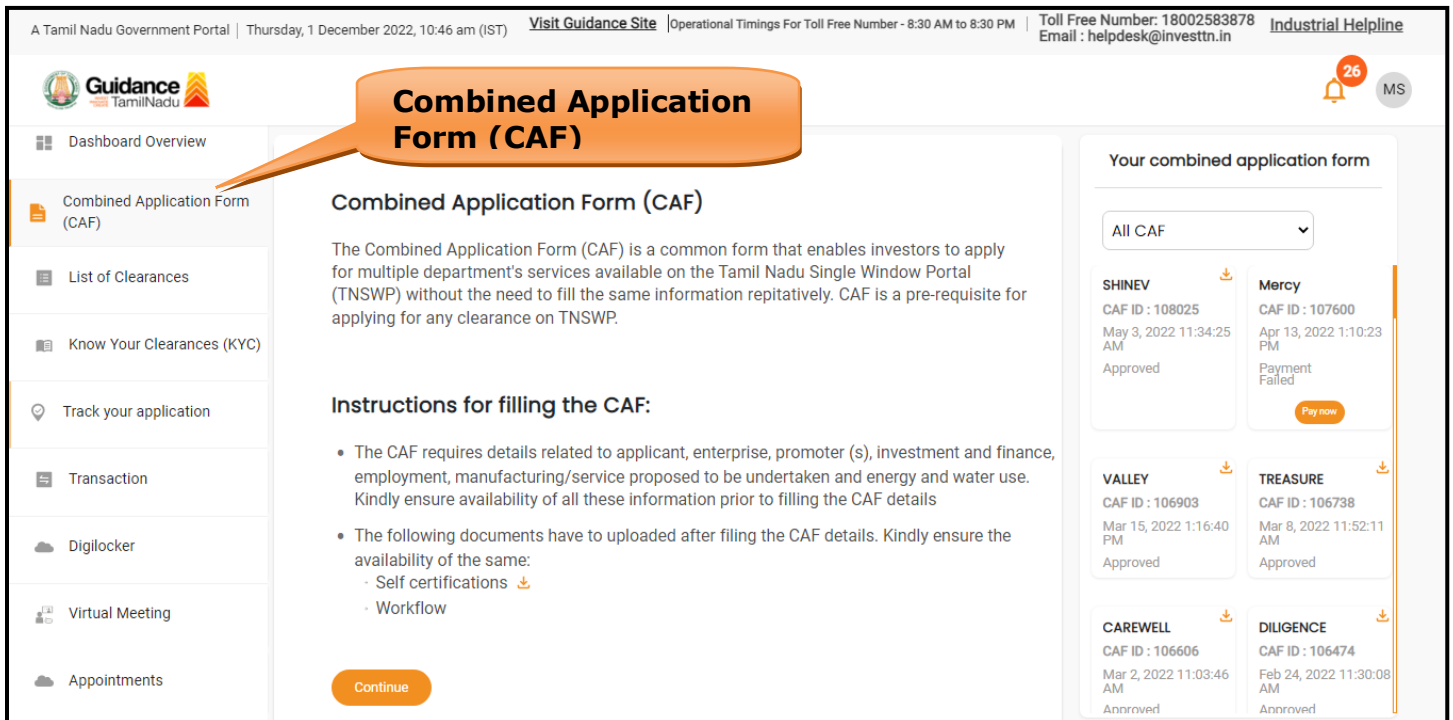
- 1) When the applicant logs into TNSWP, the dashboard overview page will appear.
- 2) Dashboard overview is applicant-friendly interface for the applicant’s easy navigation and to access various functionalities such as Menu bar, Status whether the application is Approved, Pending, Rejected and Data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

**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

[Continue](#)

**Your combined application form**

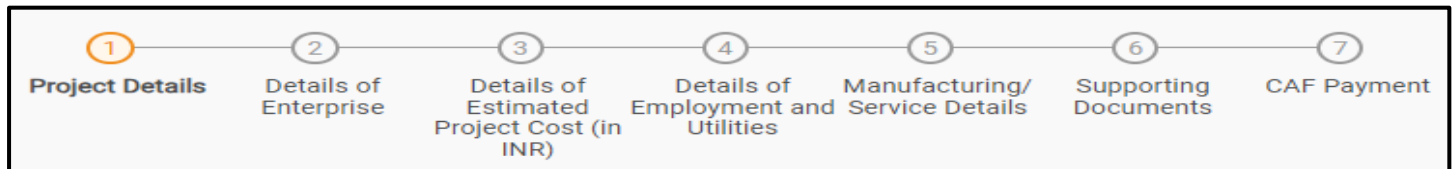
All CAF

<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

**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 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:**

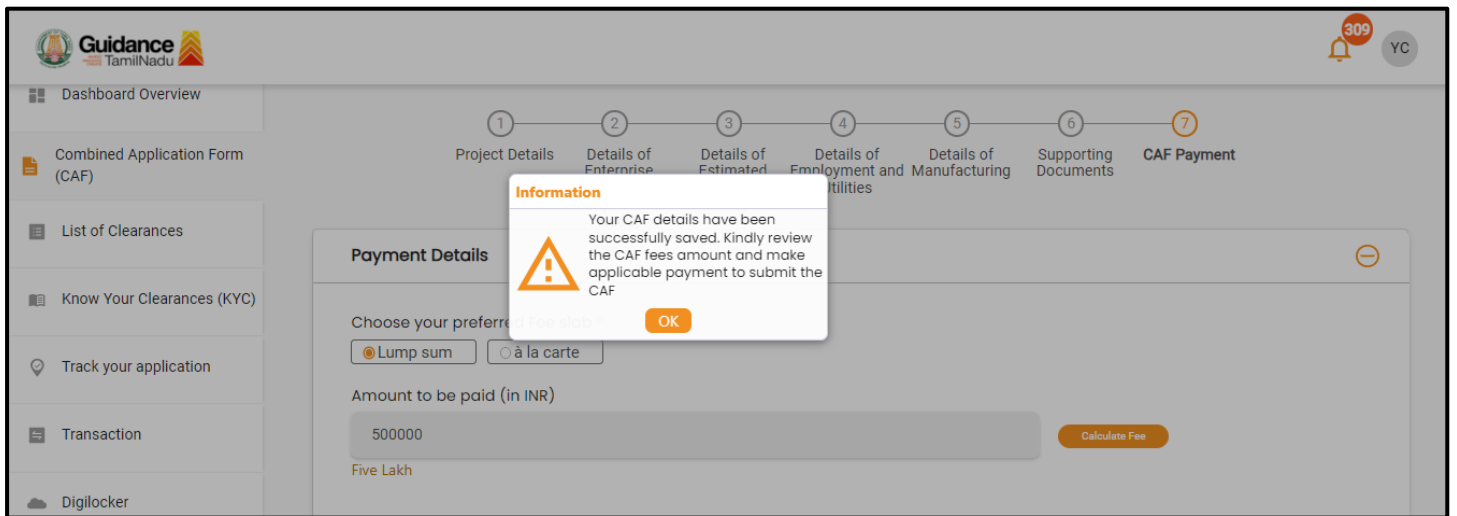
- Download the template.
- Prepare the self-certification documents as per the instructions given in the template and upload.

- **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 Licence to Manufacture Allopathic Drugs**

1. Click on "List of Clearances"

List of Clearances

Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
1	Allotment of Land by SIDCO	Tamil Nadu Small Industries Development Corporation Limited (SIDCO)	60 Days	View	-
2	Allotment of Land in industrial area	State Industries Promotion Corporation of Tamil Nadu Ltd	60 days	View	-

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 'Pre-Operation Stage Clearance' and find the clearance 'Licence to Manufacture Allopathic Drugs' by using Search option as shown in the figure given below.

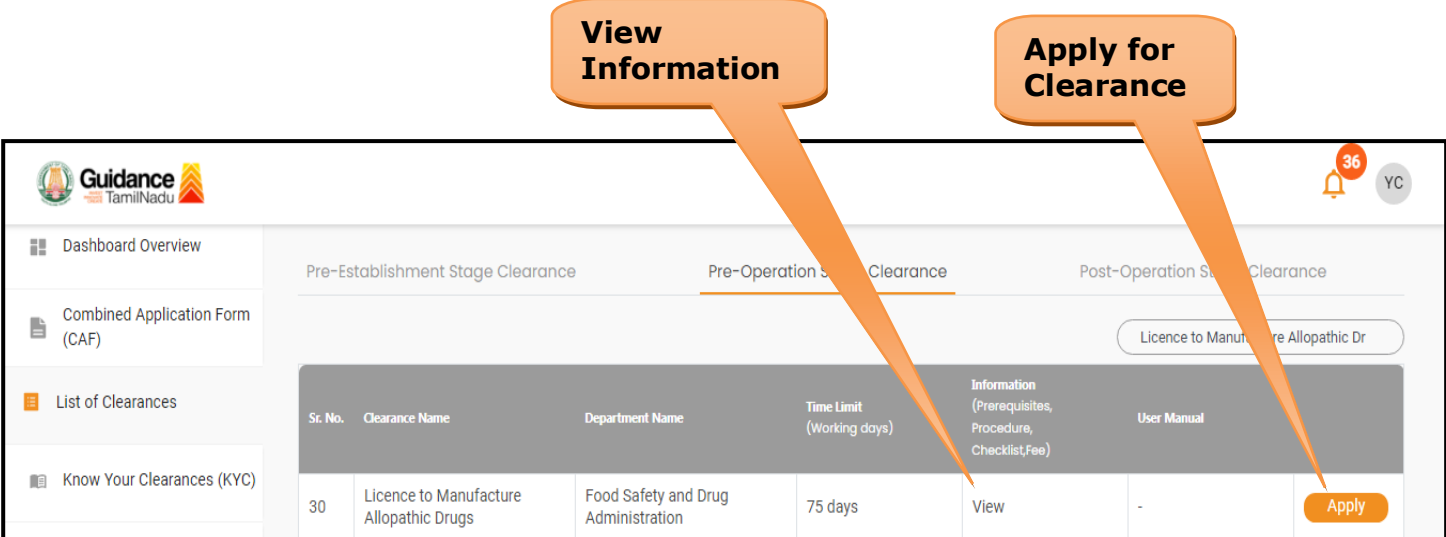
Pre-Operation Stage Clearance

Search for Clearance

Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
30	Licence to Manufacture Allopathic Drugs	Food Safety and Drug Administration	75 days	View	-

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.



Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
30	Licence to Manufacture Allopathic Drugs	Food Safety and Drug Administration	75 days	View	-

**Figure 15. Apply for Clearances**

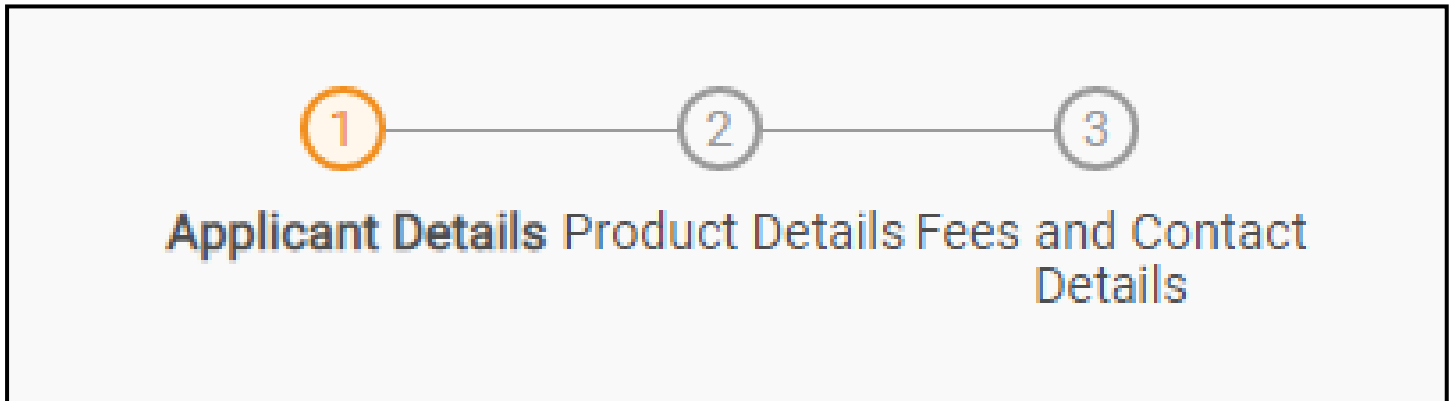
## 8. Filling the Application Form

1. Applicant needs to fill all the details under the following 3 sections to complete the application.

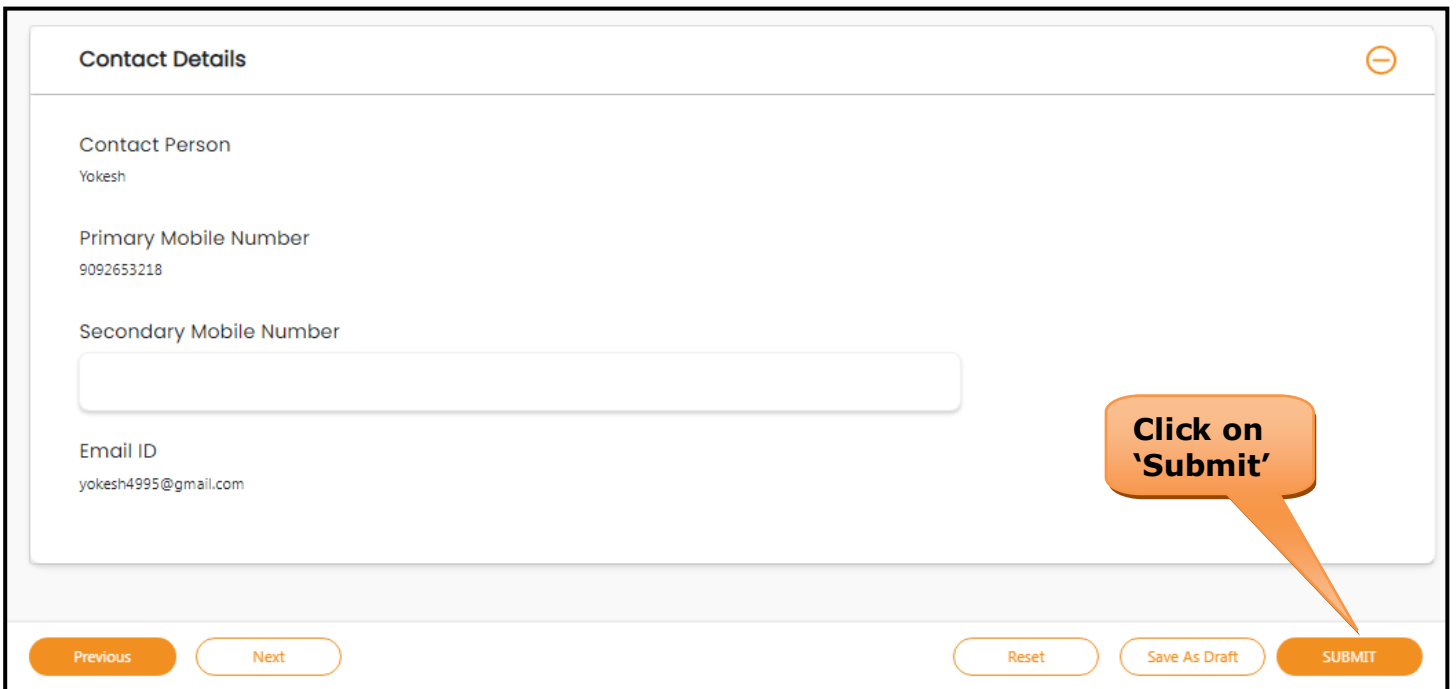
**A. Applicant Details**

**B. Product Details**

**C. Fees and contact Details**



**Figure 16. Three Sections of Application From Contact Details**



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

- Contact Person: Yokesh
- Primary Mobile Number: 9092653218
- Secondary Mobile Number: (empty text box)
- Email ID: yokesh4995@gmail.com

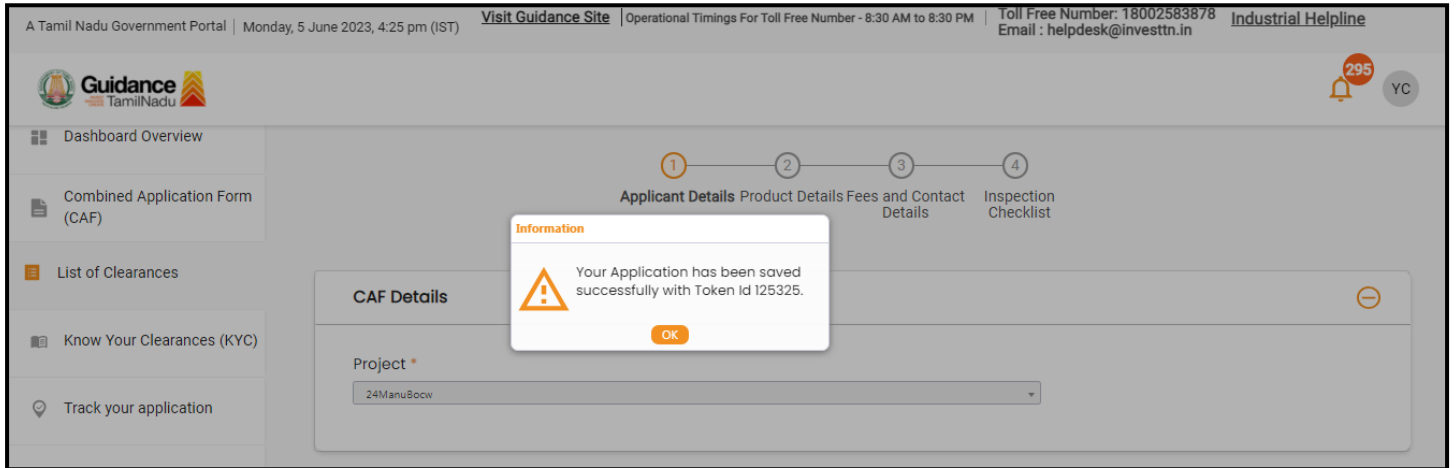
At the bottom of the form, there are five buttons: 'Previous', 'Next', 'Reset', 'Save As Draft', and 'SUBMIT'. An orange callout bubble points to the 'SUBMIT' button with the text 'Click on 'Submit''.

**Figure 17. Contact Details**



### Token Id Generated

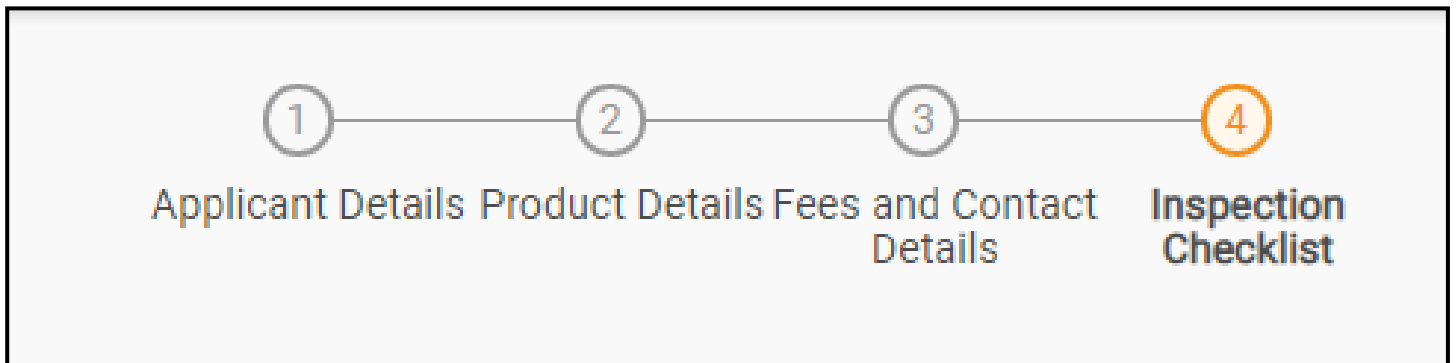
1. Click on '**Submit**' button a unique '**Token Id**' would be generated with a pop-up message.



**Figure 18. Token Id Generated**

### D. Inspection Checklist

1. Enter all Inspection Details



**Figure 19. Four Section of Application Form**

**1. Location and surroundings:**

Inspection Criteria	Self-appraisal to be filled by the manufacturer along with all details (Mandatory)	Remarks (if any)
How is the factory building situated and controlled to avoid risk of contamination from external environment including open sewage, drain, public lavatory or any other factory which produces disagreeable or obnoxious, odors, fumes, excessive soot, dust, and smoke, chemical or biological emissions? Please specify industries / establishments adjoining manufacturing site.	grg	hgtr

**1.2 Building and premises**

Inspection Criteria	Self-appraisal to be filled by the manufacturer along with all details (Mandatory)	Remarks (if any)
How the building has been designed constructed and maintained to suit the manufacturing operations so as to produce drugs under hygienic conditions? Please specify nature of construction used in the facility in respect of its maintenance and hygienic conditions.	tghd	ghgtr
Whether the building confirm to the conditions laid down in the Factories Act, 1948? Please attach valid factory certificate/ license issued by the competent authority.	Yes x ▾	thrdh
Specify how the premises used for manufacturing operations and testing purpose prevents contaminations and cross contamination is: a) Compatible with other drug manufacturing operations that may be carried out in the same or adjacent area. Please specify any special criteria for the product manufactured. e.g. temperature, humidity, air class requirements maintained for aseptic products, etc.	thfg	erqte
b) Whether adequate working space is provided to allow orderly and logical placement of equipment, materials and movement of personnel so as to avoid risk of mix-up between different categories of drugs and to avoid possibility of the contamination by suitable mechanism? Please specify space left around the machines (in Remarks) Please attach equipment layout, men and material movement, waste movement if applicable (in Supporting Documents)	Yes x ▾	ryer

<p>c) Describe the pest, insects, birds and rodents control system followed in the premises. Attach copy of pest / rodent control schedule along with contract agreement if any.</p>	<p>fdbgdf</p>	<p>trhytrh</p>
<p>d) What measures have been taken to make Interior surface of (walls, floors, and ceilings) smooth and free from cracks, and to permit easy cleaning? Specify material of construction and finish for walls, ceiling, floor, coving etc. i.e. whether Epoxy or PU coated, kota / granite stone with epoxy sealed joints, solid / GI / gypsum / cal. Silicate board ceiling with epoxy, PU or any other pre-fabricated panel (GRP, powder coated SS or Aluminum etc.) paint.</p>	<p>gsdfg</p>	<p>ghrt</p>
<p>e) What measures have been taken so that the production and dispensing areas are well lighted and effectively ventilated, with air control facilities? Please specify the lux level maintained in various parts of the premise.</p>	<p>fdgse</p>	<p>ngnf</p>
<p>Please specify the air handling system used in various areas like stores, production, packing, QC areas etc.</p>	<p>fdbvd</p>	<p>fdbg</p>
<p>f) Specify drainage system which prevents back flow and entry of insects and rodents into the premises. (Please specify number and location of drains installed)</p>	<p>fbgdfg</p>	<p>vbdgh</p>

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29  
30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46

**Click on 'Save Inspection Details'**

Previous

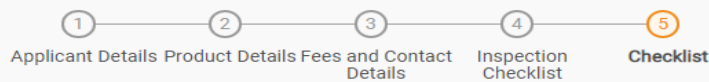
Next

Save Inspection Details

**Figure 20. Inspection Details**



## E. 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.










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"/> Form 24 <i>Kindly download Form 24 from the Document Download section below and upload a signed copy of the document here if applicable</i>	 Registration.pdf
2	<input type="checkbox"/> Form 27 <i>Kindly download Form 27 from the Document Download section below and upload a signed copy of the document here if applicable</i>	Drag & Drop <span>Browse Files</span> <span>DigiLocker</span>
3	<input type="checkbox"/> Form 24F <i>Kindly download Form 24F from the Document Download section below and upload a signed copy of the document here if applicable</i>	Drag & Drop <span>Browse Files</span> <span>DigiLocker</span>
4	<input type="checkbox"/> Form 27B <i>Kindly download Form 27B from the Document Download section below and upload a signed copy of the document here if applicable</i>	Drag & Drop <span>Browse Files</span> <span>DigiLocker</span>
5	<input checked="" type="checkbox"/> Authorization of the signatory of the application form (Board Resolution / Authorisation Letter)	 Registration.pdf
6	<input type="checkbox"/> Drug manufacturing licences Copy ,if any	Drag & Drop <span>Browse Files</span> <span>DigiLocker</span>

7	<input type="checkbox"/> Previously issued Form 29 Copy, if any	<div style="border: 1px dashed gray; padding: 5px; display: flex; justify-content: space-between;"> <span>Drag &amp; Drop</span> <span>Browse Files</span> <span>DigiLocker</span> </div>
8	<input checked="" type="checkbox"/> Document relating to constitution of concerned firm/ Company/ LLP and others. <b>Proprietorship:</b> Declaration Form <b>Partnership Firm:</b> Partnership Deed <b>Limited Liability Partnership:</b> LLP deed, Registration Certificate of ROC <b>Pvt. Ltd. / Ltd:</b> Memorandum and articles of association, Registration Certificate of ROC, Copy of Board resolution <b>Trust:</b> Trust deed <b>Society:</b> Registration Certificate, By Laws, Copy of Resolution passed <b>Hindu Undivided Family:</b> HUF deed	<div style="border: 1px solid gray; padding: 5px; text-align: center;">         PDF  <input type="checkbox"/> Registration.pdf     </div>
9	<input checked="" type="checkbox"/> Bio-data (with photograph) of the Applicant(s) <i>To be enclosed for each applicant separately, in case there are multiple applicants.</i>	<div style="border: 1px solid gray; padding: 5px; text-align: center;">         PDF  <input type="checkbox"/> Registration.pdf     </div>
10	<input checked="" type="checkbox"/> Address/ID Proof of the Applicant (s) e.g. Passport, Driving License, Election Commission ID Card, Aadhaar Card/e-Aadhaar letter download from UIDAI website, Income Tax PAN Card <i>To be enclosed for each applicants in case there are multiple applicants.</i>	<div style="border: 1px solid gray; padding: 5px; text-align: center;">         PDF  <input type="checkbox"/> Registration.pdf     </div>
11	<input checked="" type="checkbox"/> Bio-data (with photograph) of the Technical Staff (s)-(Kindly upload the Bio-data of all Technical Staffs in a single zip file)	<div style="border: 1px solid gray; padding: 5px; text-align: center;">         PDF  <input type="checkbox"/> Registration.pdf     </div>
12	<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)- (Kindly upload educational qualification certificates of all Technical Staffs in a single zip file)	<div style="border: 1px solid gray; padding: 5px; text-align: center;">         PDF  <input type="checkbox"/> Registration.pdf     </div>
13	<input checked="" type="checkbox"/> Experience Certificate of the Technical Staff(s) - (Kindly upload experience certificates of all Technical Staffs in a single zip file)	<div style="border: 1px solid gray; padding: 5px; text-align: center;">         PDF  <input type="checkbox"/> Registration.pdf     </div>
14	<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 - (Kindly upload self-certifications of all Technical Staffs in a single zip file)	<div style="border: 1px solid gray; padding: 5px; text-align: center;">         PDF  <input type="checkbox"/> Registration.pdf     </div>
15	<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 (Kindly upload address / ID proof of all Technical Staffs in a single zip file)	<div style="border: 1px solid gray; padding: 5px; text-align: center;">         PDF  <input type="checkbox"/> Registration.pdf     </div>

16	<input checked="" type="checkbox"/> Ownership document of the premises <i>(Registered Sale Deed / Registered General Power of Attorney /                  Conveyance Deed / Latest Property Tax Receipt)</i>	 Registration.pdf
17	<input type="checkbox"/> Rental agreement of the premises, if applicable	Drag & Drop <a href="#">Browse Files</a> <a href="#">DigiLocker</a>
18	<input checked="" type="checkbox"/> Plan of the premises- with details of partitions, measurements - Section wise with location of machineries	 Registration.pdf
19	<input checked="" type="checkbox"/> List of machineries and equipment, Air Handling Units, and water system provided Section wise for the manufacturing	 Registration.pdf
20	<input checked="" type="checkbox"/> List of analytical instruments and equipment for analysis	 Registration.pdf
21	<input checked="" type="checkbox"/> Copy of purchase invoices with the details like production capacity, make etc. wherever applicable	 Registration.pdf
22	<input checked="" type="checkbox"/> Product dossier (for each product)-(Kindly upload the product dossier for all products in a single zip file)	 Registration.pdf
23	<input checked="" type="checkbox"/> Form 51/ Brand Name affidavit	 Registration.pdf
24	<input type="checkbox"/> Agreement with Marketer, if applicable	Drag & Drop <a href="#">Browse Files</a> <a href="#">DigiLocker</a>
25	<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 <a href="#">Browse Files</a> <a href="#">DigiLocker</a>
26	<input type="checkbox"/> Inspection Checklist	Drag & Drop <a href="#">Browse Files</a> <a href="#">DigiLocker</a>

## Inspection Checklist – Supporting Documents

**Inspection Checklist - Supporting Documents** -

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 type="checkbox"/> Inspection Checklist - Supporting Documents - I <i>(Note - Kindly upload the supporting documents for S.No. 1 - 11 of the inspection checklist in a single zip file here. Please name the file as per the S.No. for which it is being submitted e.g. 1,2,1,3 etc.)</i>	Drag & Drop <span style="margin-left: 20px;">Browse Files</span> <span style="margin-left: 20px;">DigiLocker</span>
2	<input type="checkbox"/> Inspection Checklist - Supporting Documents - II <i>(Note - Kindly upload the supporting documents for S.No. 12 - 21 of the inspection checklist in a single zip file here. Please name the file as per the S.No. for which it is being submitted e.g. 1,2,1,3 etc.)</i>	Drag & Drop <span style="margin-left: 20px;">Browse Files</span> <span style="margin-left: 20px;">DigiLocker</span>
3	<input type="checkbox"/> Inspection Checklist - Supporting Documents - III <i>(Note - Kindly upload the supporting documents for S.No. 22 - 29 of the inspection checklist in a single zip file here. Please name the file as per the S.No. for which it is being submitted e.g. 1,2,1,3 etc.)</i>	Drag & Drop <span style="margin-left: 20px;">Browse Files</span> <span style="margin-left: 20px;">DigiLocker</span>

**Document Download** -

Download Form 24

Save Document

Previous

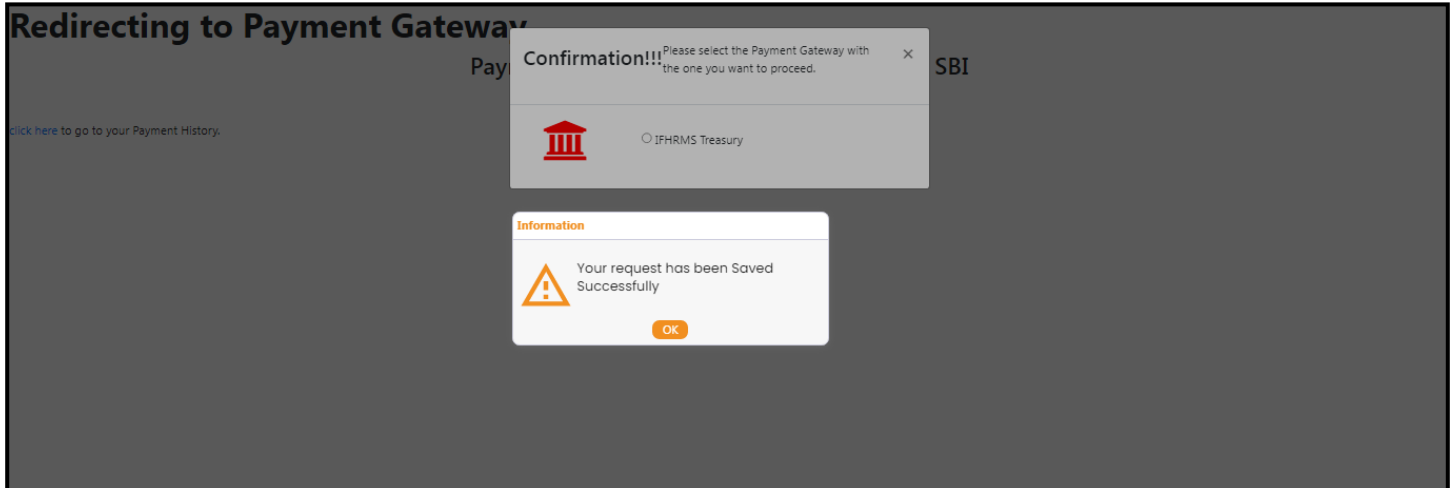
Next

Click on 'Save Document'

**Figure 21. Checklist**

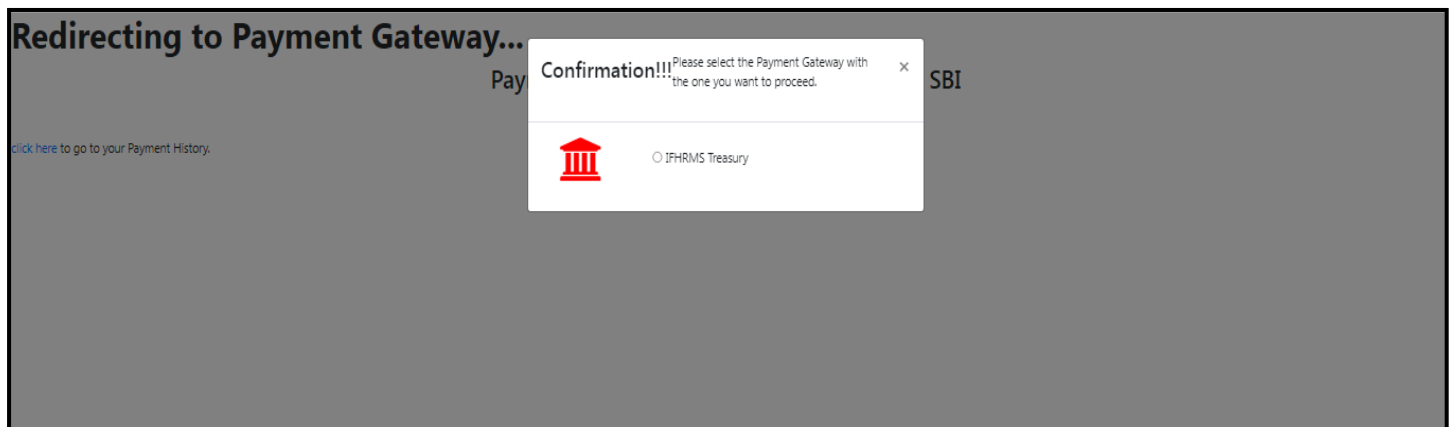
## 9. Payment Process

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



**Figure 22. 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**'.

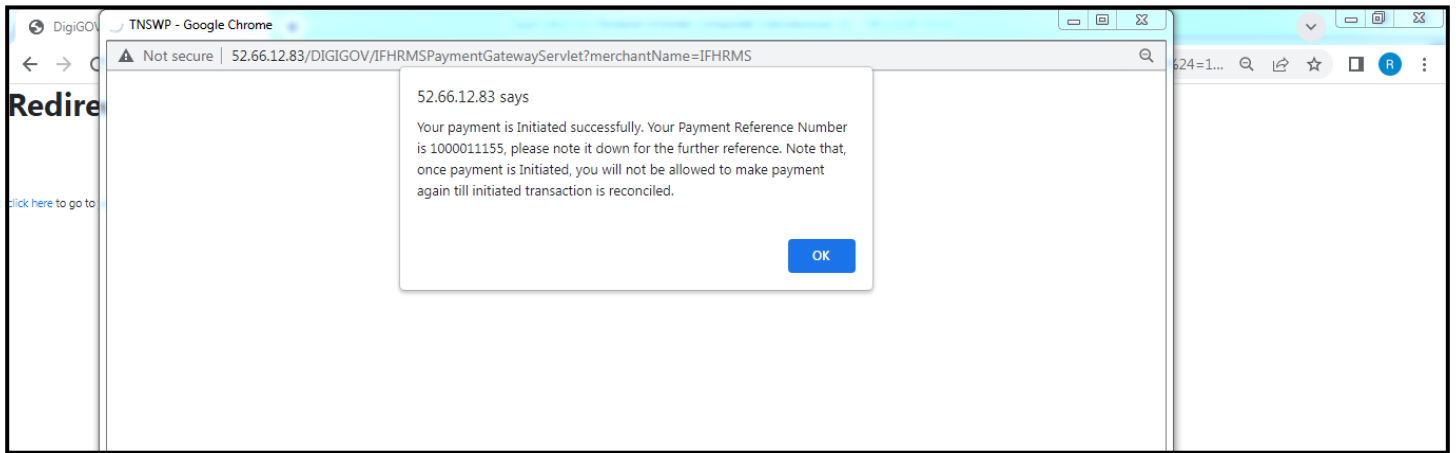


**Figure 23. Payment Process**



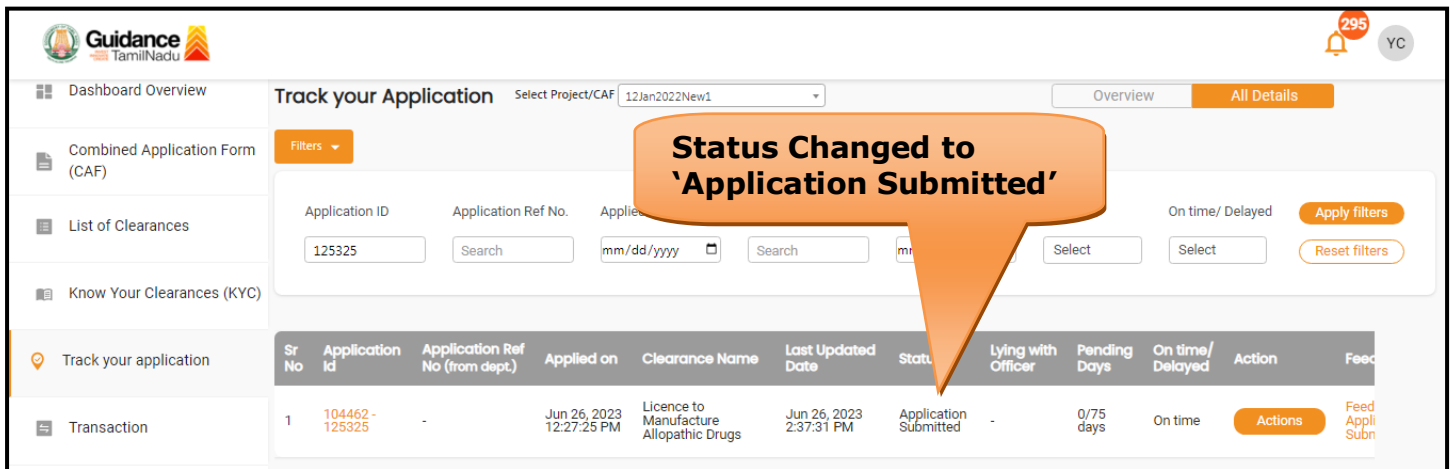
4) Then the payment '**Reference number**' would be generated, refer to the instruction note as shown in the below figure.

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



**Figure 24. 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 25. Application Submitted Successfully**

## 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.'

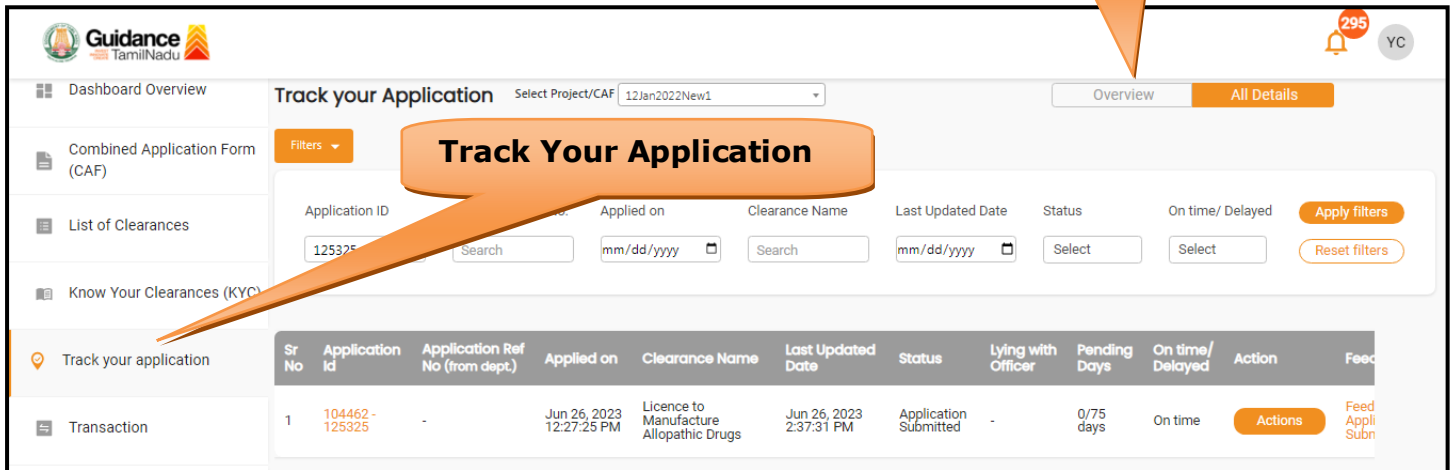
2) Applicant to choose the name of the project created during CAF from the dropdown 'Select project / CAF' displayed at the top of the page.

- **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**

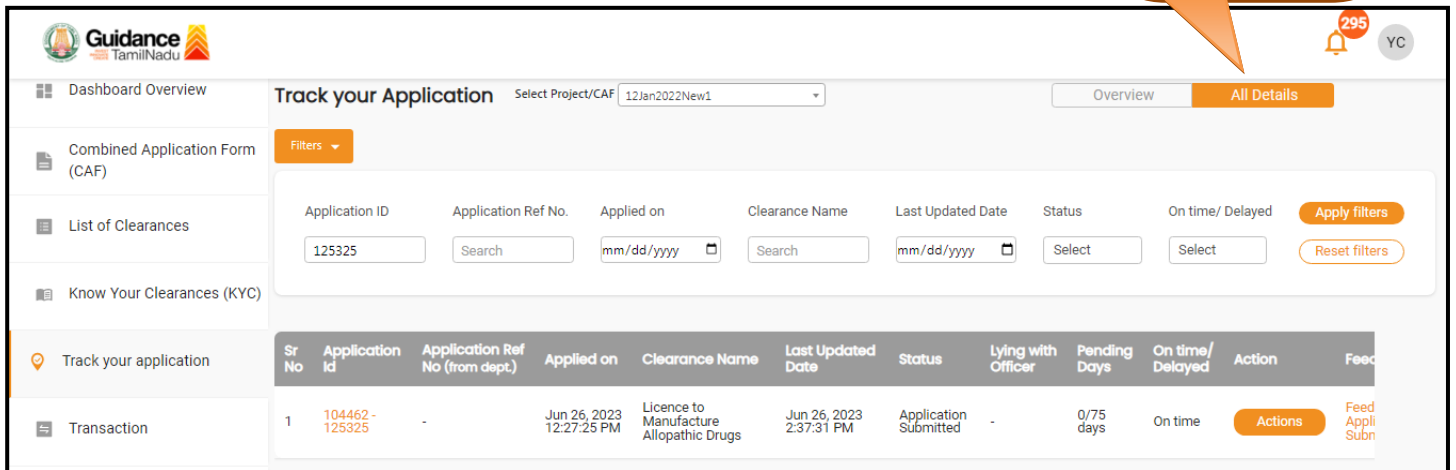


**Figure 26. Track your application**

- **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**

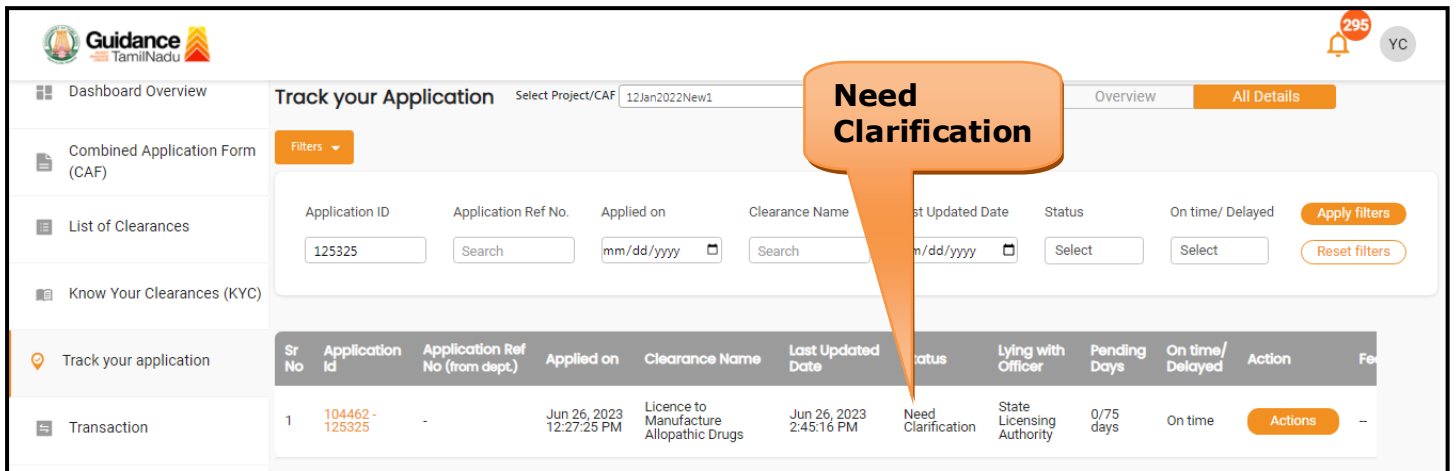
The screenshot shows the 'Track your Application' page with the 'All Details' tab selected. The table below displays the application details:

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	Feed
1	104462 - 125325	-	Jun 26, 2023 12:27:25 PM	Licence to Manufacture Allopathic Drugs	Jun 26, 2023 2:37:31 PM	Application Submitted	-	0/75 days	On time	Actions	Feed Appli Subn

**Figure 27. ‘All details’ tab**

## 11. Query Clarification

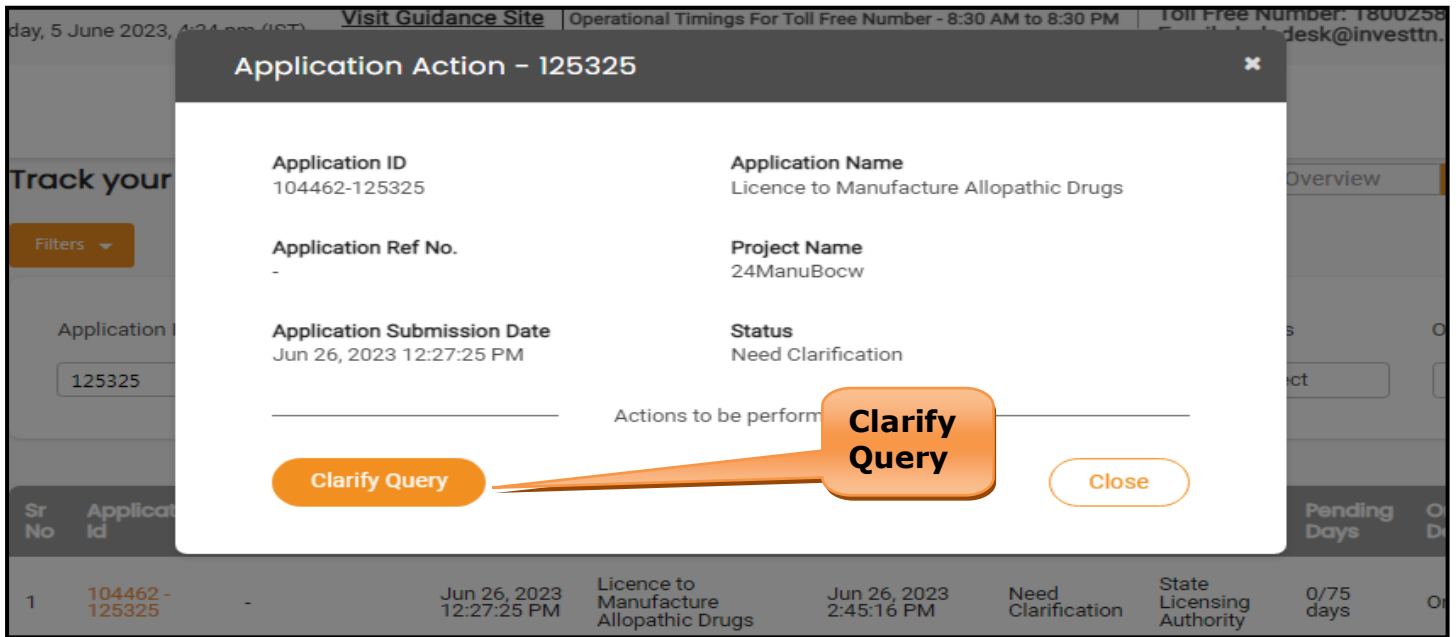
- 1) After submitting the application to the Drugs department, the State Licensing Authority officer reviews the application and if there are any clarifications required, the State Licensing Authority officer would raise a query to the applicant.
- 2) Applicant would receive an alert message through 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 sidebar on the left containing 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 has a search bar and filter options. Below that is a table with the following data:

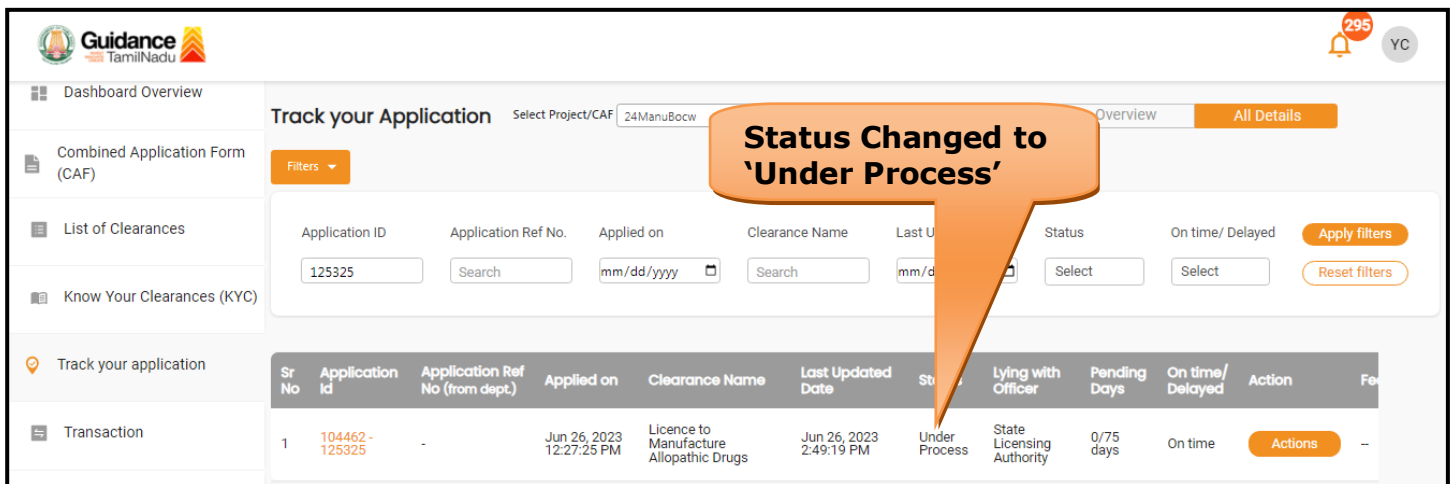
Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	104462 - 125325	-	Jun 26, 2023 12:27:25 PM	Licence to Manufacture Allopathic Drugs	Jun 26, 2023 2:45:16 PM	Need Clarification	State Licensing Authority	0/75 days	On time	Actions

Figure 28. Need Clarification



**Figure 29. Clarify Query**

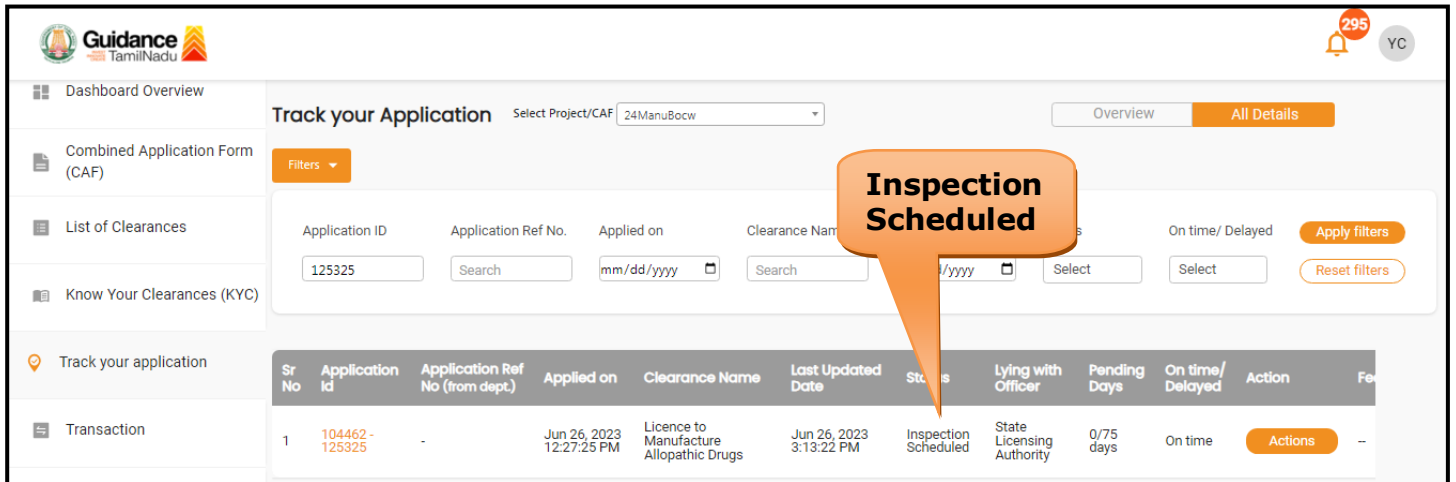
- 5) The Applicant clicks on '**Clarify Query**' button and responds to the Query.
- 6) The Application gets submitted to the department after the query has been addressed by the Applicant.
- 7) The Status of the application changes from 'Need clarification' to '**Under Process**' after the Applicant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



**Figure 30. 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 a web application interface for tracking applications. The main heading is 'Track your Application' with a dropdown menu for 'Select Project/CAF' set to '24ManuBocw'. There are tabs for 'Overview' and 'All Details'. Below this is a search and filter section with fields for 'Application ID', 'Application Ref No.', 'Applied on', and 'Clearance Name'. A callout bubble points to the 'Inspection Scheduled' 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 - 125325	-	Jun 26, 2023 12:27:25 PM	Licence to Manufacture Allopathic Drugs	Jun 26, 2023 3:13:22 PM	Inspection Scheduled	State Licensing Authority	0/75 days	On time	Actions

Figure 31. Inspection Scheduled

**Application Action - 125325**

<b>Application ID</b> 104462-125325	<b>Application Name</b> Licence to Manufacture Allopathic Drugs
<b>Application Ref No.</b> -	<b>Project Name</b> 24ManuBocw
<b>Application Submission Date</b> Jun 26, 2023 12:27:25 PM	<b>Status</b> Inspection Scheduled

Actions to be performed

**Inspection Details**      **Inspection Detail**      **Close**

**Figure 32. Scheduled Inspection Details**

**Inspection Details : 125325**

Inspection Scheduled From Date (DD/MM/YYYY):  
26/06/2023

Inspection Scheduled To Date (DD/MM/YYYY):  
26/06/2023

**Inspection Date**

**Figure 33. 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”**.

The screenshot shows the 'Track your Application' interface. At the top, there's a search bar for 'Application ID' with the value '125325'. 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	Feed
1	104462-125325	-	Jun 26, 2023 12:27:25 PM	Licence to Manufacture Allopathic Drugs	Jun 26, 2023 3:38:41 PM	Approved	State Licensing Authority	0/75 days	On time	Actions	Feed Appli Procce Feed Appli Subm

An orange callout bubble points to the 'Approved' status in the table, containing the text 'Approved Status'.

**Figure 34. 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 35)

The screenshot shows a modal window titled 'Application Action - 125325'. It displays the following details:

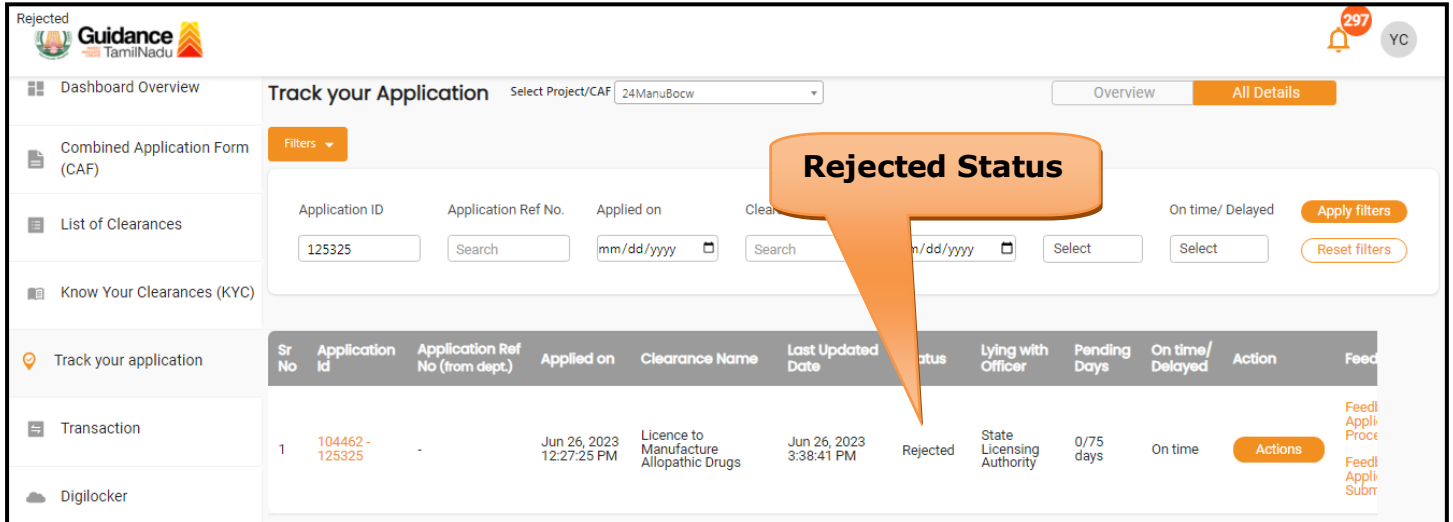
- Application ID:** 104462-125325
- Application Name:** Licence to Manufacture Allopathic Drugs
- Application Ref No.:** -
- Project Name:** 24ManuBocw
- Application Submission Date:** Jun 26, 2023 12:27:25 PM
- Status:** Approved

At the bottom, there are four buttons: 'Download Licenses', 'Feedback - Application Processing', 'Feedback - Application Submission', and 'Close'. An orange callout bubble points to the 'Download Licenses' button, containing the text 'Download Licenses'.

**Figure 35. Download the Approved Licenses**



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 36)



The screenshot shows a web interface for tracking applications. The main heading is 'Track your Application' with a dropdown menu for 'Select Project/CAF' set to '24ManuBocw'. There are tabs for 'Overview' and 'All Details'. Below this is a filter section with fields for 'Application ID' (containing '125325'), 'Application Ref No.' (with a search button), 'Applied on' (with a date picker), and 'Clearance Name'. There are also buttons for 'Apply filters' and 'Reset filters'. 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 - 125325	-	Jun 26, 2023 12:27:25 PM	Licence to Manufacture Allopathic Drugs	Jun 26, 2023 3:38:41 PM	Rejected	State Licensing Authority	0/75 days	On time	Actions	Feedl Appli Proce Feedl Appli Subm

**Figure 36. Rejected Status**

