



# **TAMIL NADU SINGLE WINDOW PORTAL**

## **APPLICANT MANUAL**

### **Grant of Licence to Sell Schedule X Drugs**

## **Food Safety and Drugs Administration Department**



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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**



A Tamil Nadu Government Portal | Wednesday, 30 November 2022, 10:11 pm (IST) | Visit Guidance Site | Operational Timings For Toll Free Number: 8:30 AM to 8:30 PM | Toll Free Number: 18002583878 | Email : helpdesk@investtn.in | Industrial Helpline | English

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

# TAMIL NADU

## Leading the Nation

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

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

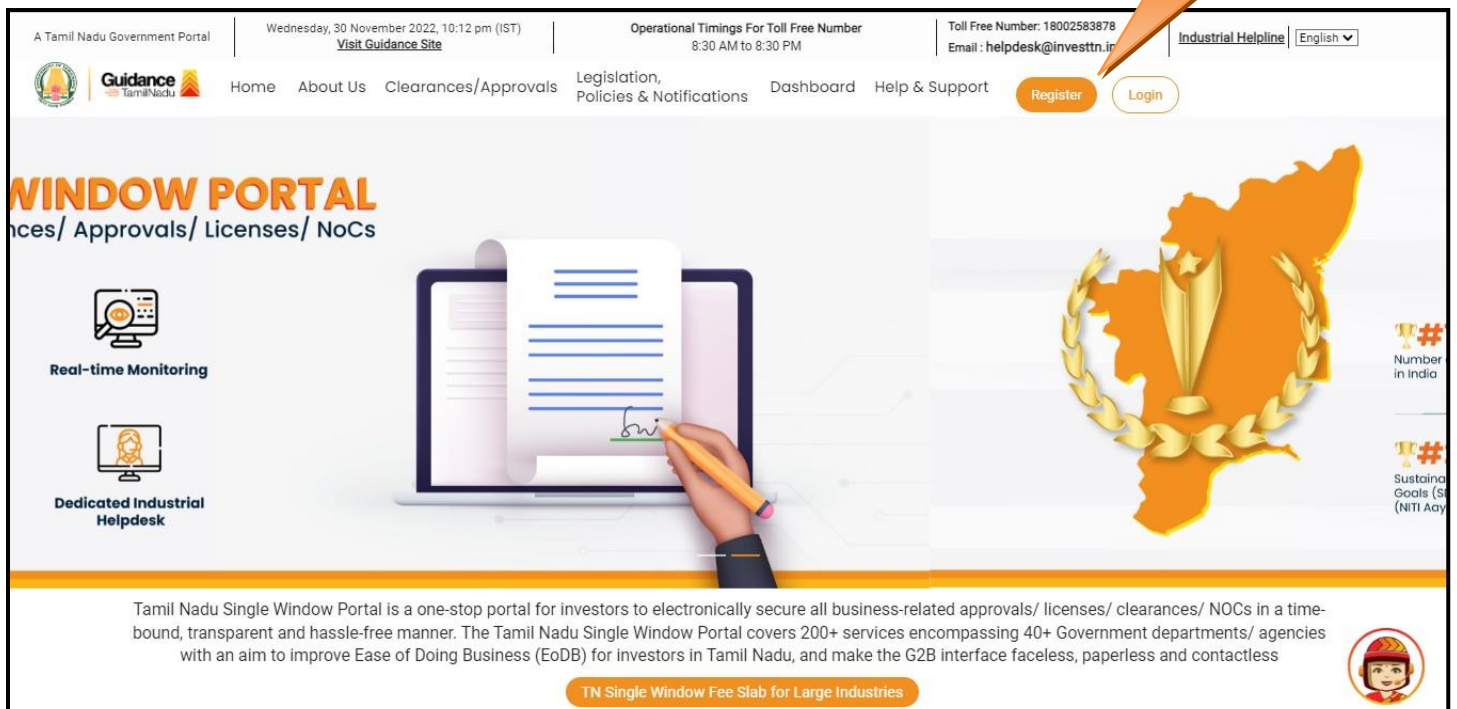
**Figure 1. Single Window Portal Home Page**

## 2. Registration

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

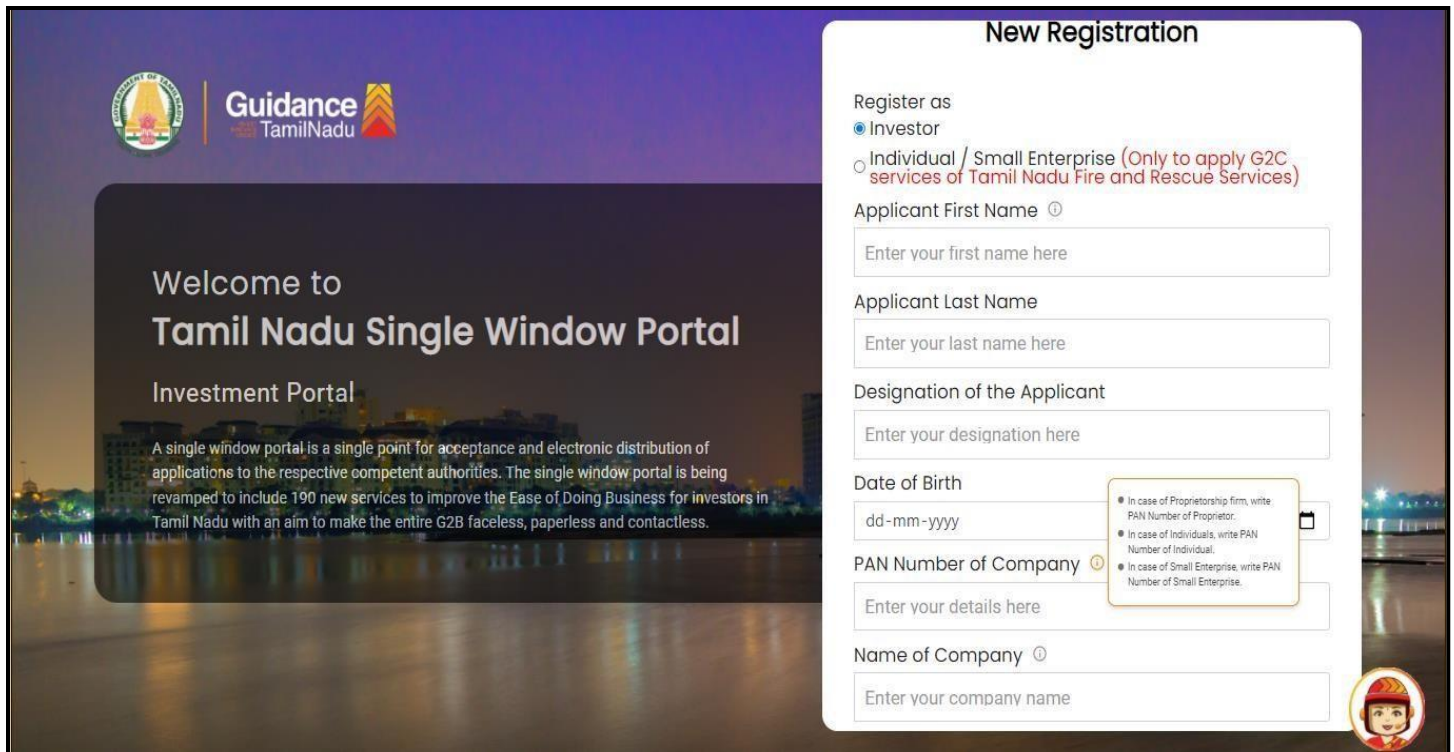
1) Click on '**Register**' button on TNSWP.

**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 user 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

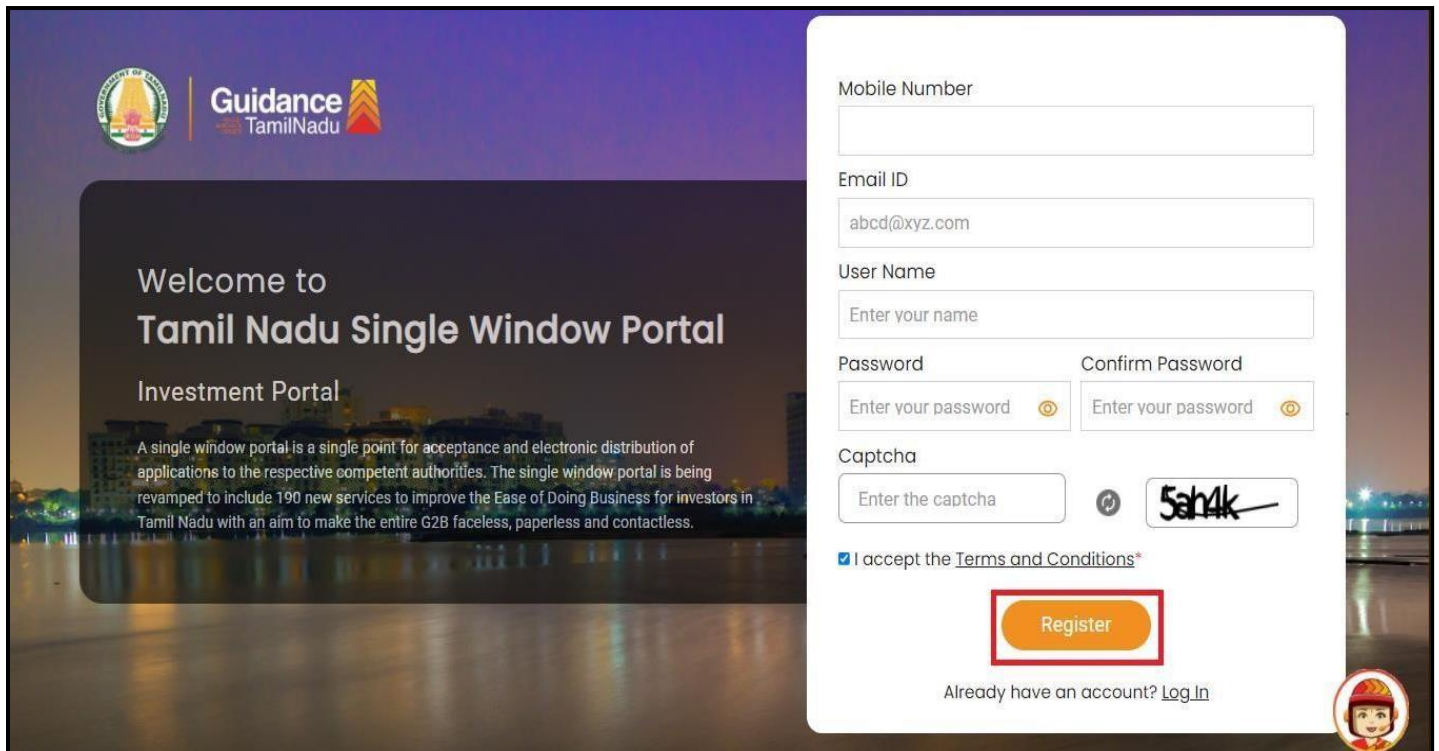
Date of Birth

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**



**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](#)

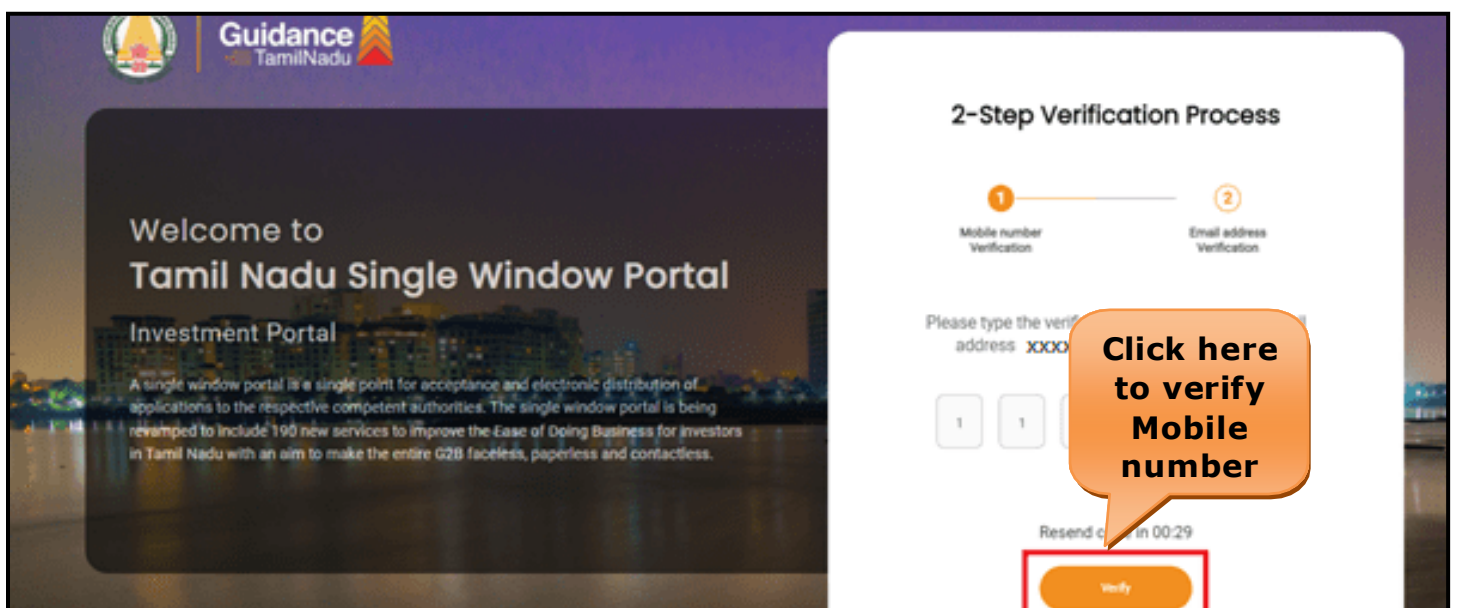
**Figure 4. Registration Form Submission**



- 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

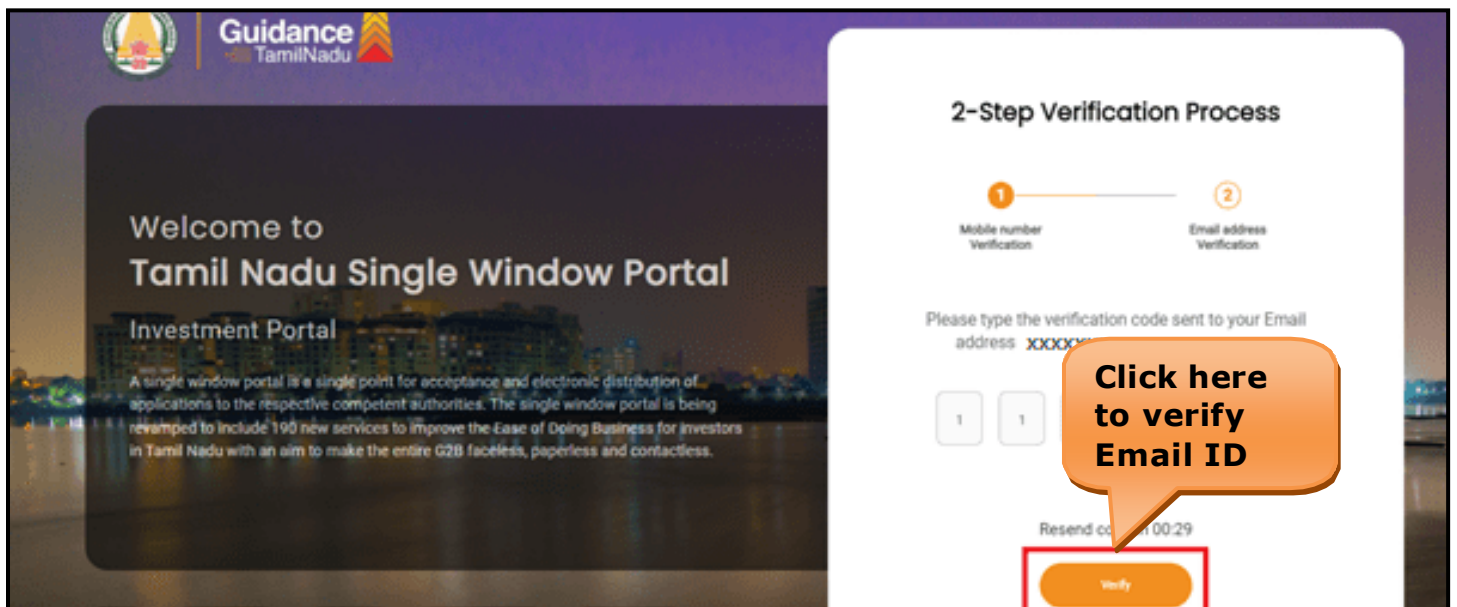
- **'2-Step Verification Process'** screen will appear when the applicant clicks on **'Register'** button.
  - **Mobile Number Verification**
    - 1) For verifying the mobile number, the verification code will be sent to the given mobile number.
    - 2) Enter the verification code and click on the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



**Figure 5. Mobile Number Verification**

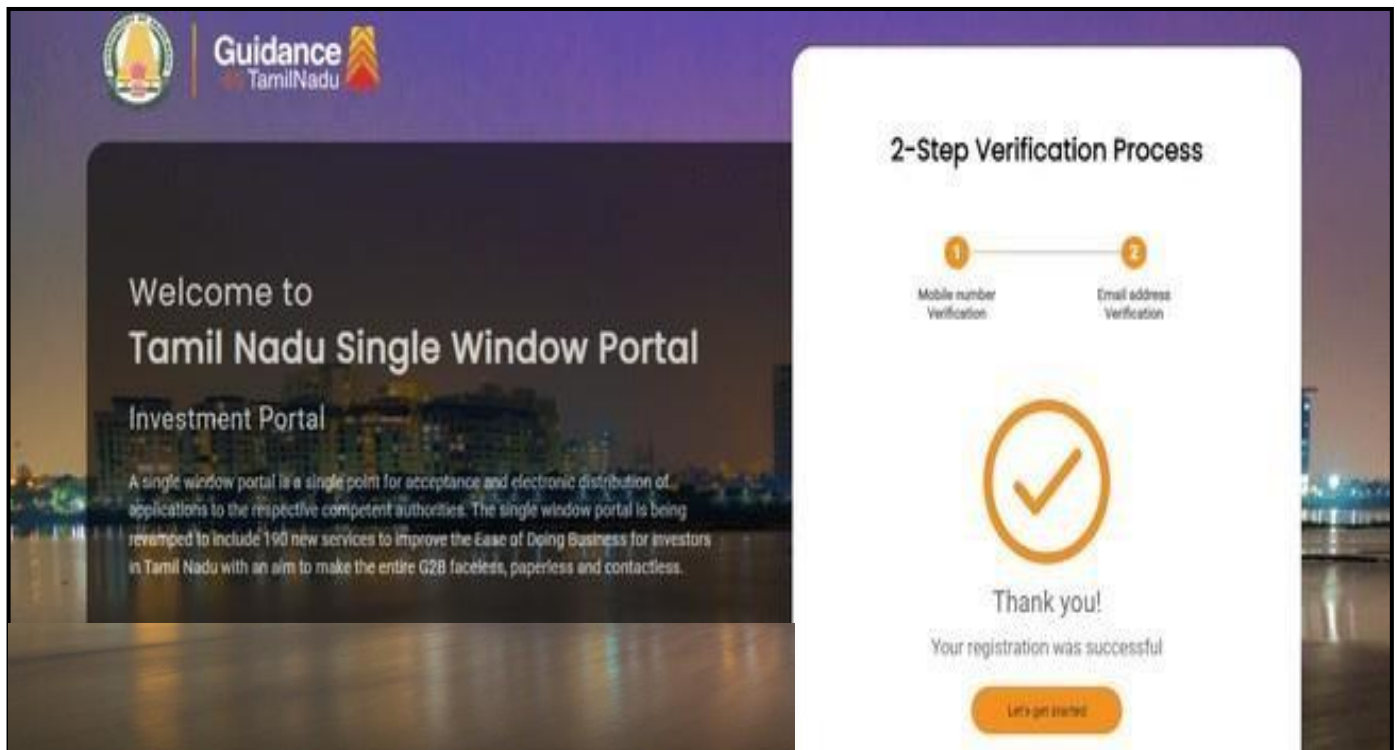
- **Email ID Verification**

- 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**

A screenshot of the TNSWP (Tamil Nadu Single Window Portal) login page. The browser address bar shows [tnswp.com/DIGIGOV/swp-tnswp.jsp](https://tnswp.com/DIGIGOV/swp-tnswp.jsp). The page header includes the Tamil Nadu Government Portal logo, the date and time (Wednesday, 30 November 2022, 10:11 pm (IST)), operational timings for the toll-free number (8:30 AM to 8:30 PM), and contact information (Toll Free Number: 18002583878, Email: [helpdesk@investtn.in](mailto:helpdesk@investtn.in)). The navigation menu includes Home, About Us, Clearances/Approvals, Legislation, Policies & Notifications, Dashboard, and Help & Support. The 'Register' and 'Login' buttons are highlighted. The main content area features a large orange map of Tamil Nadu with a laurel wreath, and the text 'TAMIL NADU Leading the Nation'. Below this, there are ten award statistics, each with a trophy icon and a ranking (#1 or #2). The footer section contains a paragraph describing the portal as a one-stop portal for investors to secure all business-related approvals/licenses/clearances/NOCs in a time-bound, transparent, and hassle-free manner. It also mentions that the 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. A button labeled 'TN Single Window Fee Slab for Large Industries' is located at the bottom center of the footer.

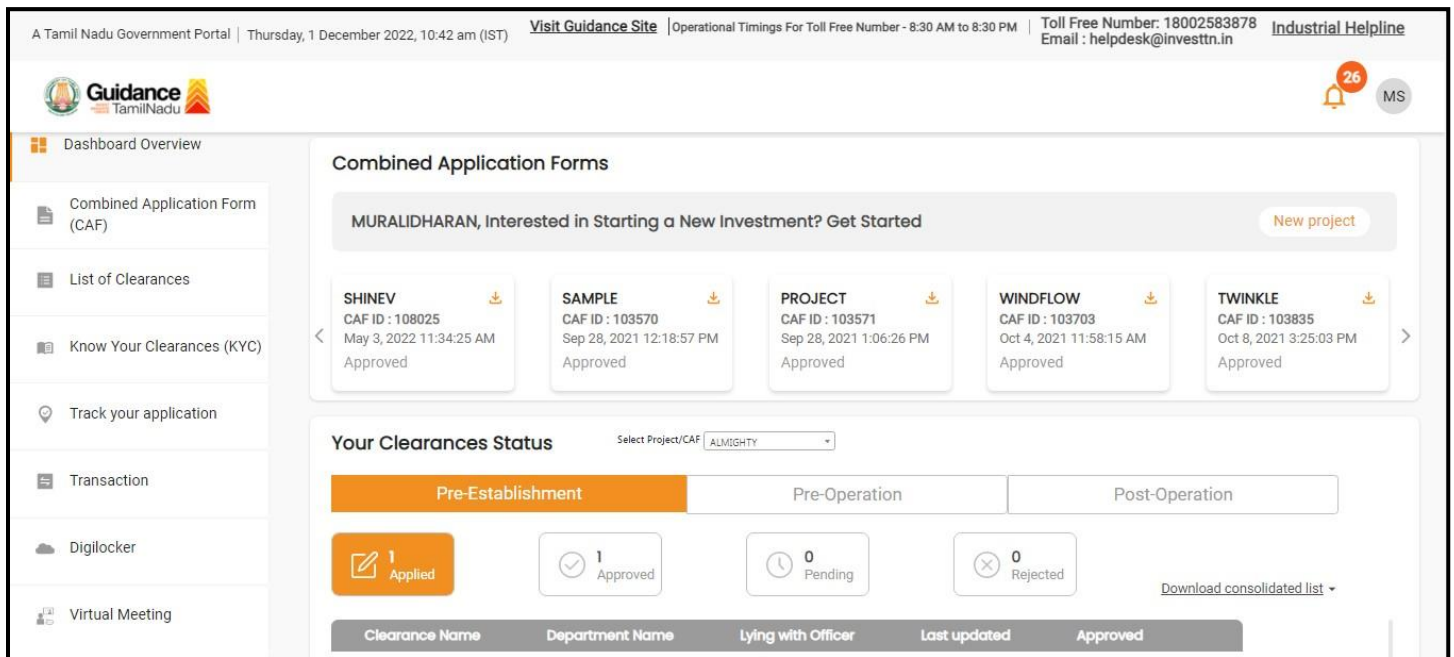
Tamil Nadu Single Window Portal is a one-stop portal for investors to electronically secure all business-related approvals/ licenses/ clearances/ NOCs in a time-bound, transparent and hassle-free manner. The Tamil Nadu Single Window Portal covers 200+ services encompassing 40+ Government departments/ 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 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.

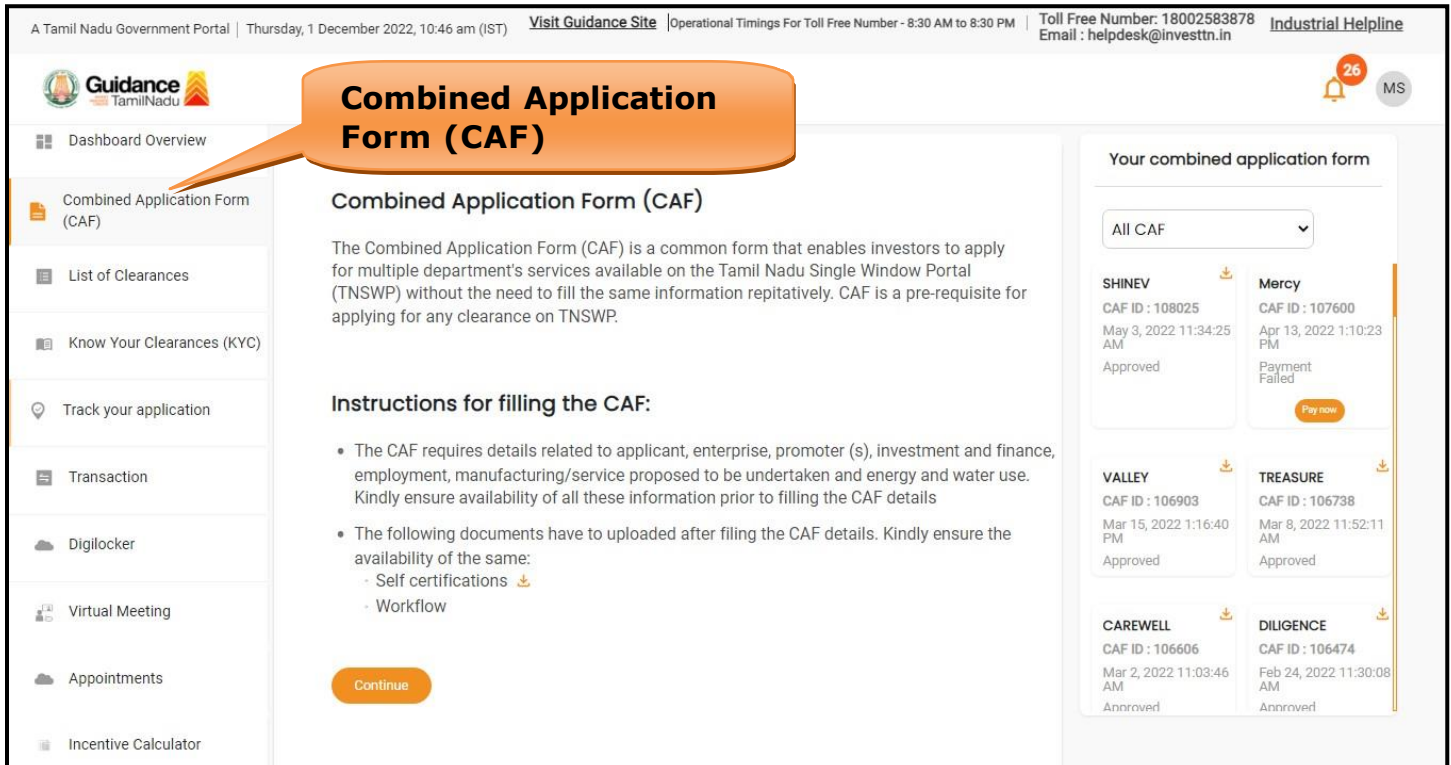


The screenshot shows the dashboard overview page for the Guidance TamilNadu portal. The page includes a navigation menu on the left with options like 'Dashboard Overview', 'Combined Application Form (CAF)', 'List of Clearances', 'Know Your Clearances (KYC)', 'Track your application', 'Transaction', 'Digilocker', and 'Virtual Meeting'. The main content area is titled 'Combined Application Forms' and features a 'New project' button and a list of application cards for 'SHINEV', 'SAMPLE', 'PROJECT', 'WINDFLOW', and 'TWINKLE'. Below this is a 'Your Clearances Status' section with a dropdown menu for 'Select Project/CAF' set to 'ALMIGHTY'. It displays a progress bar for 'Pre-Establishment', 'Pre-Operation', and 'Post-Operation' stages, with counts for 'Applied' (1), 'Approved' (1), 'Pending' (0), and 'Rejected' (0). A 'Download consolidated list' link is also present.

**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 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 | Email : helpdesk@investn.in | Industrial Helpline

**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 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:**

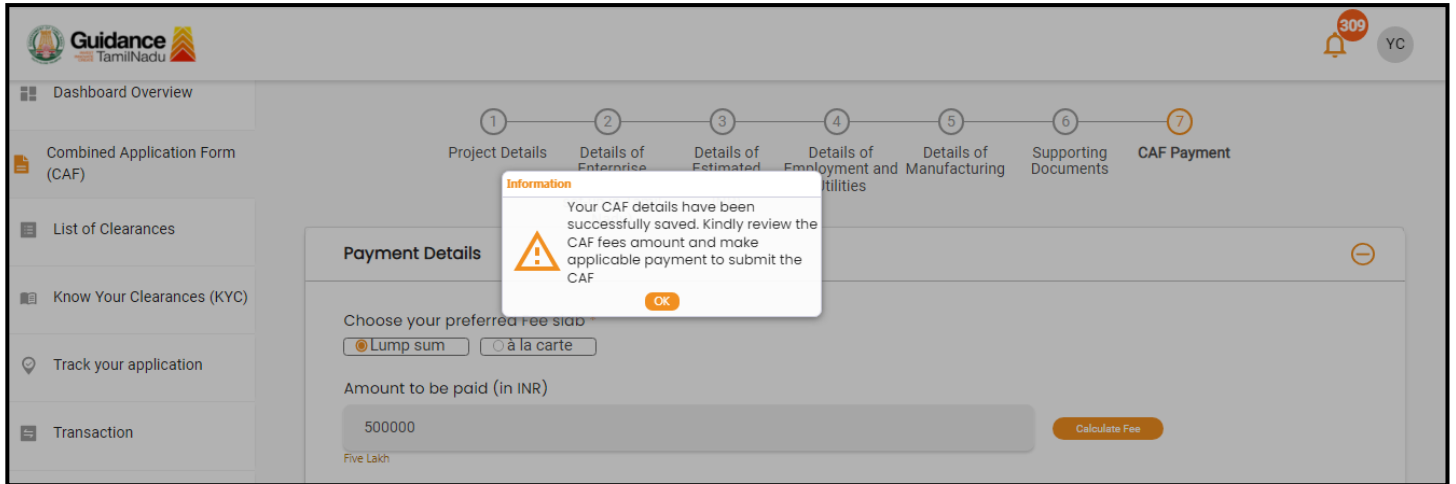
- Download the template.
- Prepare the self-certification documents as per the instructions given in the template and upload.

- **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).



**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 Grant of Licence to Sell Schedule X 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)	
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

**Figure 13. List of Clearances**

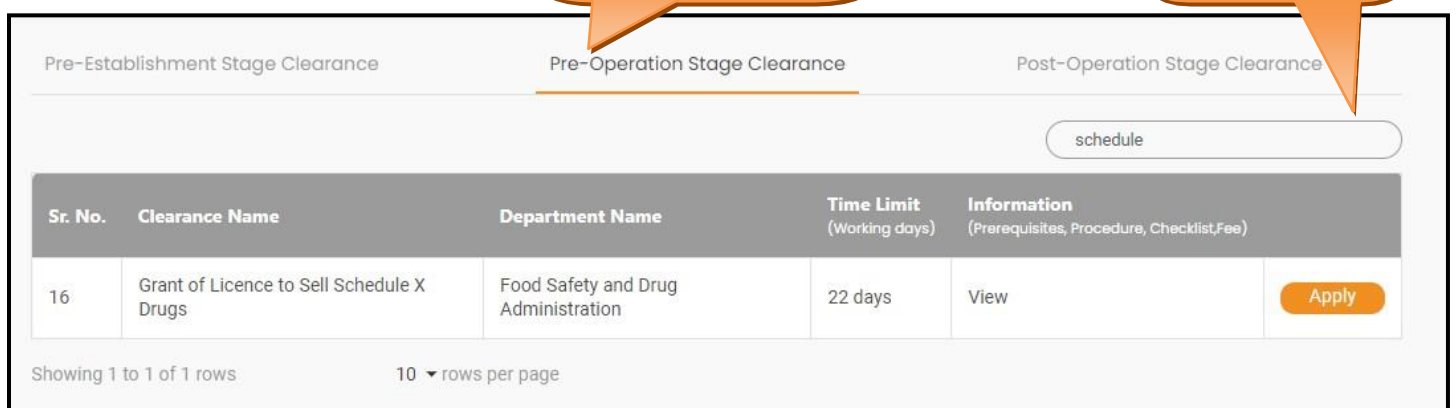
2) The list of clearances is segregated into three stages.

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

3) Select '**Pre-Operation Stage Clearance**' and find the clearance for '**Grant of Licence to Sell Schedule X Drugs**' by using Search options shown in the below figure.

**Pre-Operation Stage**

**Search for clearance**



Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	
16	Grant of Licence to Sell Schedule X Drugs	Food Safety and Drug Administration	22 days	View	Apply

Showing 1 to 1 of 1 rows      10 rows per page

**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.

**View Information**

Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)
16	Grant of Licence to Sell Schedule X Drugs	Food Safety and Drug Administration	22 days	View

Showing 1 to 1 of 1 rows      10 rows per page

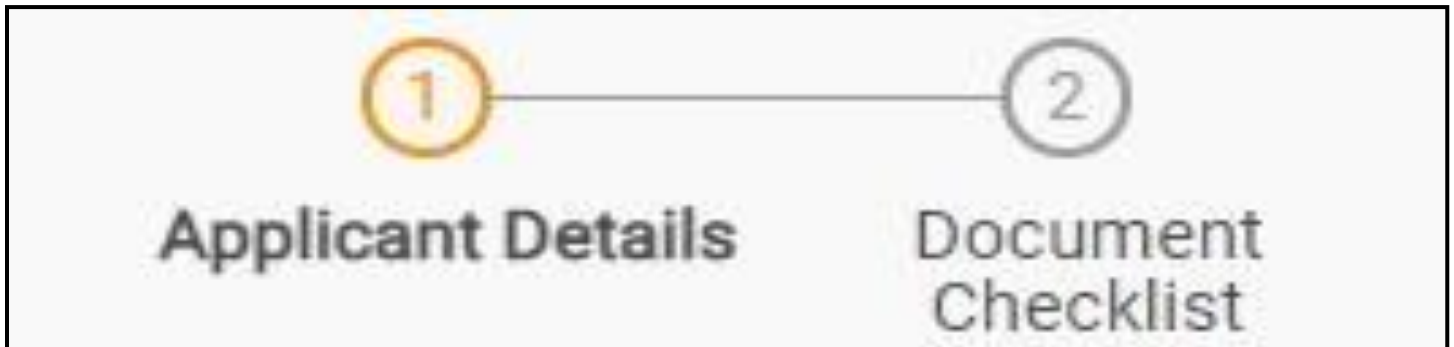
**Figure 15. Apply for Clearance****Apply for Clearance**

## 8. Filling the Application Form

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

### A. Application details

### B. Document checklist



**Figure 16. Two Sections of Application Form**

### B. Document checklist

- 1) The following supporting documents need to be uploaded by the applicant as per the notes given.
- 2) Maximum 10 MB Allowed (Only .DOC, .PDF, .XLS, .BMP, .GIF, .JPEG, .PNG, .PPTX, .DOCX, .XLSX, .ZIP, .KML are allowed).
- 3) In case of multiple documents, please upload in zip format.
  1. Photo
  2. Form 19 (Other than Schedule C & C1) – Retail\*
  3. Form 19 (Other than Schedule C & C1) – Wholesale\*
  4. Form 19 (Schedule C & C1) – Retail\*
  5. Form 19 (Schedule C & C1) – Wholesale\*

6. Encumbrance Certificate or Property Tax Receipt or Sale Deed  
Copy of Building or Equivalent Document
7. Residence Proof (Rental Agreement or Lease Agreement, Passport,  
Aadhar Card (UID))
8. Letter of Authorization or Board Resolution
9. Copy of Pharmacy Council Registration Certificate of the  
Pharmacist\*\*
10. Education Qualification and Experience Certificate of the  
Pharmacist / Competent Person
11. Legal Tenancy Affidavit
12. Declaration Form
13. Purchase Bill of Refrigerator, Air Conditioner and Generator  
and its working condition or installation certificate
14. Blue Print of the Plan of the Premises Duly Signed by Licenced  
Surveyor and the Applicant
15. Rental Agreement
16. Other Documents

4) After uploading the entire supporting document clicks on 'Next' to go '**Payment details**' screen.

Sr. No.	Document Name	Attach Document
1	<input checked="" type="checkbox"/> Photo <i>(In case of a partnership firm, kindly upload the photos of all the partners in a zip file)</i>	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigiLocker"/>
2	<input checked="" type="checkbox"/> Form 19 (Other than Schedule C & C1) - Retail <i>(Kindly download the form from the "Document Download" section below and upload a signed copy of the document here")</i>	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigiLocker"/>
3	<input checked="" type="checkbox"/> Form 19 (Other than Schedule C & C1) - Wholesale <i>(Kindly download the form from the "Document Download" section below and upload a signed copy of the document here")</i>	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigiLocker"/>
4	<input checked="" type="checkbox"/> Form 19 (Schedule C & C1) - Retail <i>(Kindly download the form from the "Document Download" section below and upload a signed copy of the document here")</i>	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigiLocker"/>
5	<input checked="" type="checkbox"/> Form 19 (Schedule C & C1) - Wholesale <i>(Kindly download the form from the "Document Download" section below and upload a signed copy of the document here")</i>	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigiLocker"/>
6	<input checked="" type="checkbox"/> Encumbrance Certificate or Property Tax Receipt or Sale Deed Copy of Building or Equivalent Document	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigiLocker"/>
7	<input checked="" type="checkbox"/> Residence Proof (Rental Agreement or Lease Agreement, Passport, Aadhaar Card (UID))	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigiLocker"/>
8	<input checked="" type="checkbox"/> Letter of Authorisation or Board Resolution	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigiLocker"/>
9	<input checked="" type="checkbox"/> Copy of Pharmacy Council Registration Certificate of the Pharmacist	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigiLocker"/>
10	<input checked="" type="checkbox"/> Education Qualification and Experience Certificate of the Pharmacist / Competent Person <i>(Kindly upload the education and experience certificate of all the Pharmacists / Competent Persons in a single zip file)</i>	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigiLocker"/>
11	<input checked="" type="checkbox"/> Legal Tenancy Affidavit	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigiLocker"/>
12	<input checked="" type="checkbox"/> Declaration Form <i>(Kindly download the form from the "Document Download" section below and upload a signed copy of the document here")</i>	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigiLocker"/>
13	<input checked="" type="checkbox"/> Purchase Bill of Refrigerator, Air Conditioner and Generator and its working condition or installation certificate <i>(Kindly upload all the documents in a single zip file)</i>	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigiLocker"/>
14	<input checked="" type="checkbox"/> Blue Print of the Plan of the Premises Duly Signed by Licenced Surveyor and the Applicant	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigiLocker"/>
15	<input type="checkbox"/> Rental Agreement	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigiLocker"/>
16	<input type="checkbox"/> Other Documents	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigiLocker"/>

**Figure 17. Document Checklist**



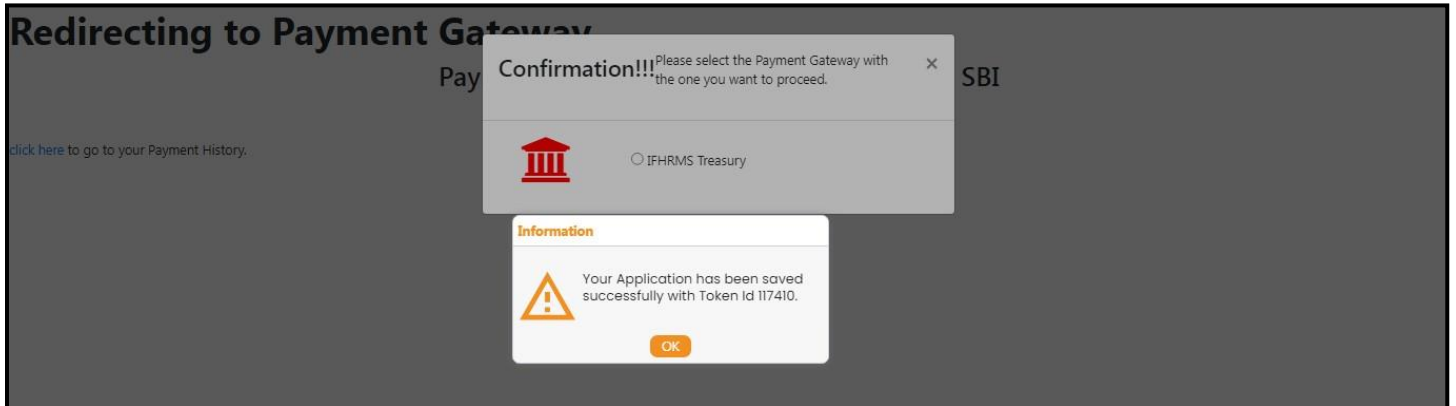
- For Checklist Form 19, Download the form and upload.

The screenshot displays a web interface with two main sections for downloading forms. The first section is titled "Download Declaration Form Formats" and contains a button labeled "Download declaration form". The second section is titled "Download Form 19 (Kindly download the following forms and upload a signed copy of the same below)" and contains a button labeled "Download form 19". At the bottom of the interface, there are three buttons: "Previous", "Next", and "Save Document". An orange callout bubble with a pointer to the "Save Document" button contains the text "Click on 'Save Document'".

**Figure 18. Checklist (Contd.)**

- 5) After uploading, click on **"Save document"** button.
- 6) After Successful Submission, the page gets redirected to Payment gateway.

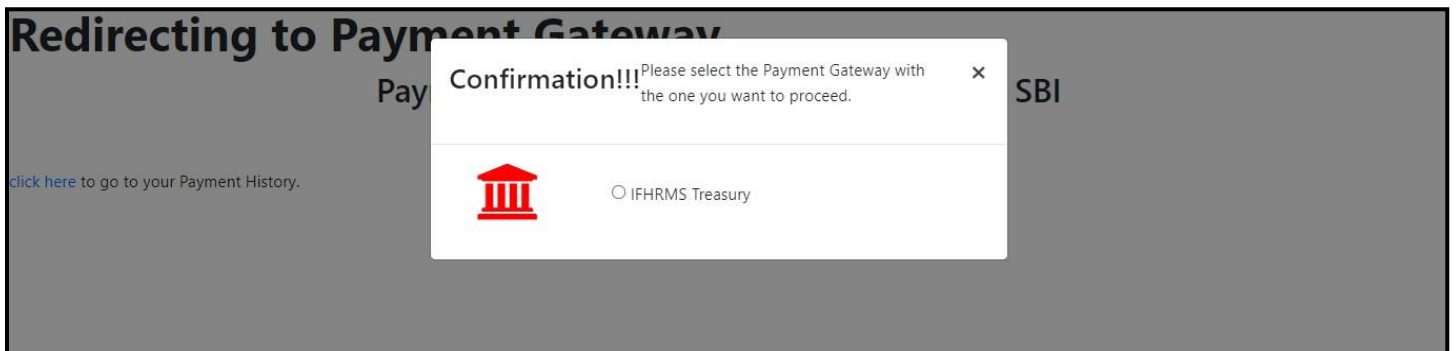
- Click on '**Save Document**' button and token ID will get generated.



**Figure 19. Token Id Generated**

## 9. Payment Process

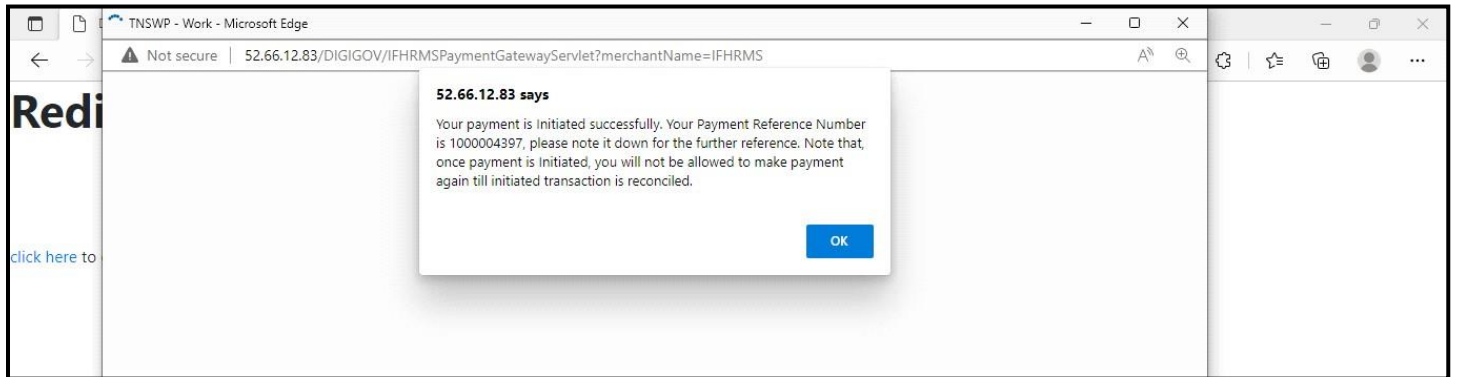
- 1) The Applicant has the provision to make the payment by using "**IFHRMS Treasury**" Payment gateway.
- 2) Click on 'Ok' button, IFHRMS Payment Gateway screen would appear, click on Radio button '**IFHRMS Treasury**'.



**Figure 20. Payment Process**

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

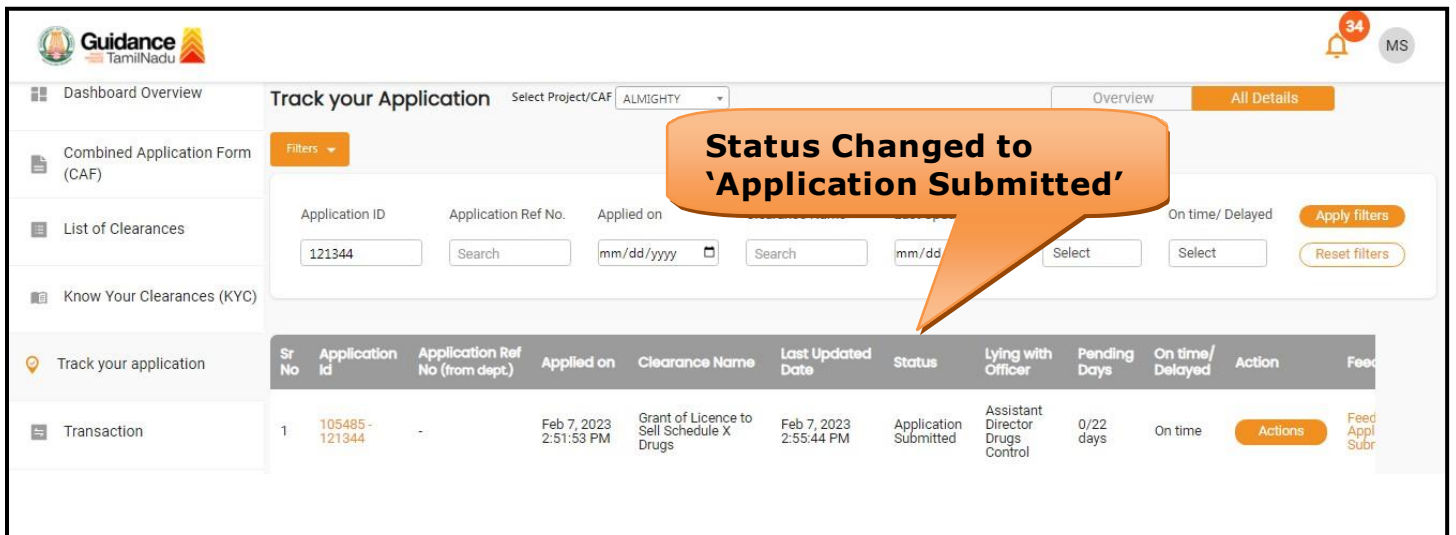
4) Click on 'Ok' button, follow the payment process and make the payment.



**Figure 21. Payment Reference Number**

## Application Submitted

1) 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**



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	105485-121344	-	Feb 7, 2023 2:51:53 PM	Grant of Licence to Sell Schedule X Drugs	Feb 7, 2023 2:55:44 PM	Application Submitted	Assistant Director Drugs Control	0/22 days	On time	Actions	Feed Appl Subr

**Figure 22. Status of the Application**

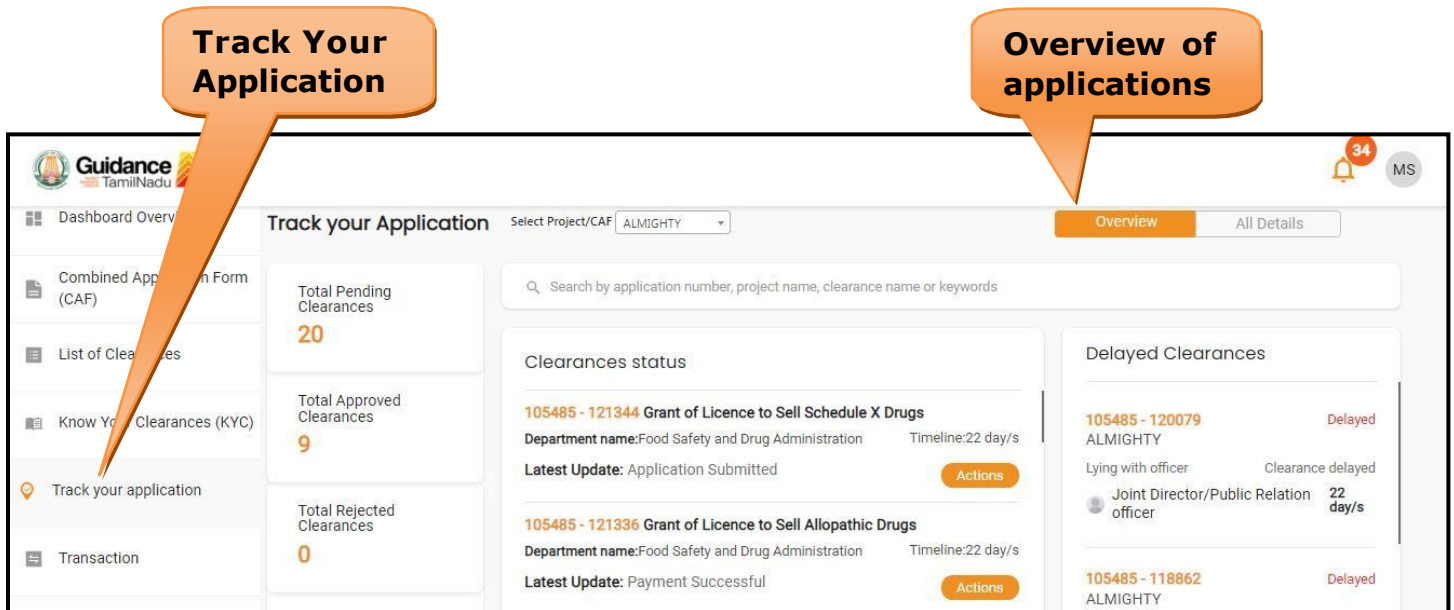
## 10. Track Your Application

- 1) After submitting the application, unique 'token ID' would be generated. Using the 'Token ID' the Applicant can track the status of clearances by clicking on 'Track your application' option.'
- 2) Applicant to choose the name of the project created during CAF from the dropdown 'Select project / CAF' displayed at the top of the page.

### • Track your application– Overview Option

By clicking on 'Overview' tab, Applicant can view the count of various clearance statuses as follows.

- **Total Pending Clearances**
- **Total Approved Clearances**
- **Total Rejected Clearances**



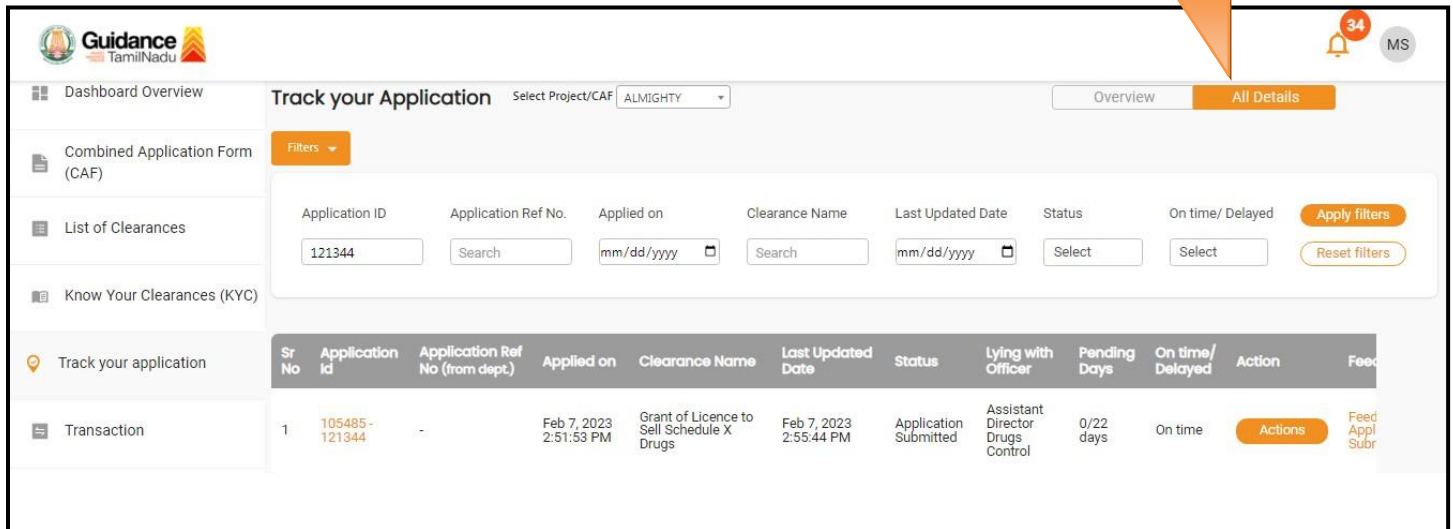
The screenshot displays the 'Track your Application' dashboard. On the left, a navigation menu includes 'Dashboard Overview', 'Combined Application Form (CAF)', 'List of Clearances', 'Know Your Clearances (KYC)', 'Track your application', and 'Transaction'. The main content area is titled 'Track your Application' and features a dropdown menu for 'Select Project/CAF' set to 'ALMIGHTY'. Below this, there are three summary cards: 'Total Pending Clearances' (20), 'Total Approved Clearances' (9), and 'Total Rejected Clearances' (0). A search bar is present with the placeholder text 'Search by application number, project name, clearance name or keywords'. The 'Overview' tab is active, showing a 'Clearances status' section with two application entries. The first entry is '105485 - 121344 Grant of Licence to Sell Schedule X Drugs' with a department of 'Food Safety and Drug Administration' and a timeline of '22 day/s'. The latest update is 'Application Submitted'. The second entry is '105485 - 121336 Grant of Licence to Sell Allopathic Drugs' with the same department and timeline, and a latest update of 'Payment Successful'. To the right, a 'Delayed Clearances' section lists three entries, all marked as 'Delayed' with a '22 day/s' delay. Two callout boxes are overlaid on the image: one pointing to the 'Track your application' menu item with the text 'Track Your Application', and another pointing to the 'Overview' tab with the text 'Overview of applications'.

**Figure 23. 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. The 'All Details' tab is selected. The page features 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 has a 'Track your Application' header with a dropdown for 'Select Project/CAF' set to 'ALMIGHTY'. Below this are search filters for 'Application ID' (121344), 'Application Ref No.', 'Applied on' (mm/dd/yyyy), 'Clearance Name', and 'Last Updated Date' (mm/dd/yyyy). There are 'Apply filters' and 'Reset filters' buttons. A table 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	105485 - 121344	-	Feb 7, 2023 2:51:53 PM	Grant of Licence to Sell Schedule X Drugs	Feb 7, 2023 2:55:44 PM	Application Submitted	Assistant Director Drugs Control	0/22 days	On time	Actions	Feed Appli Subr

**Figure 24. ‘All Details’ tab**

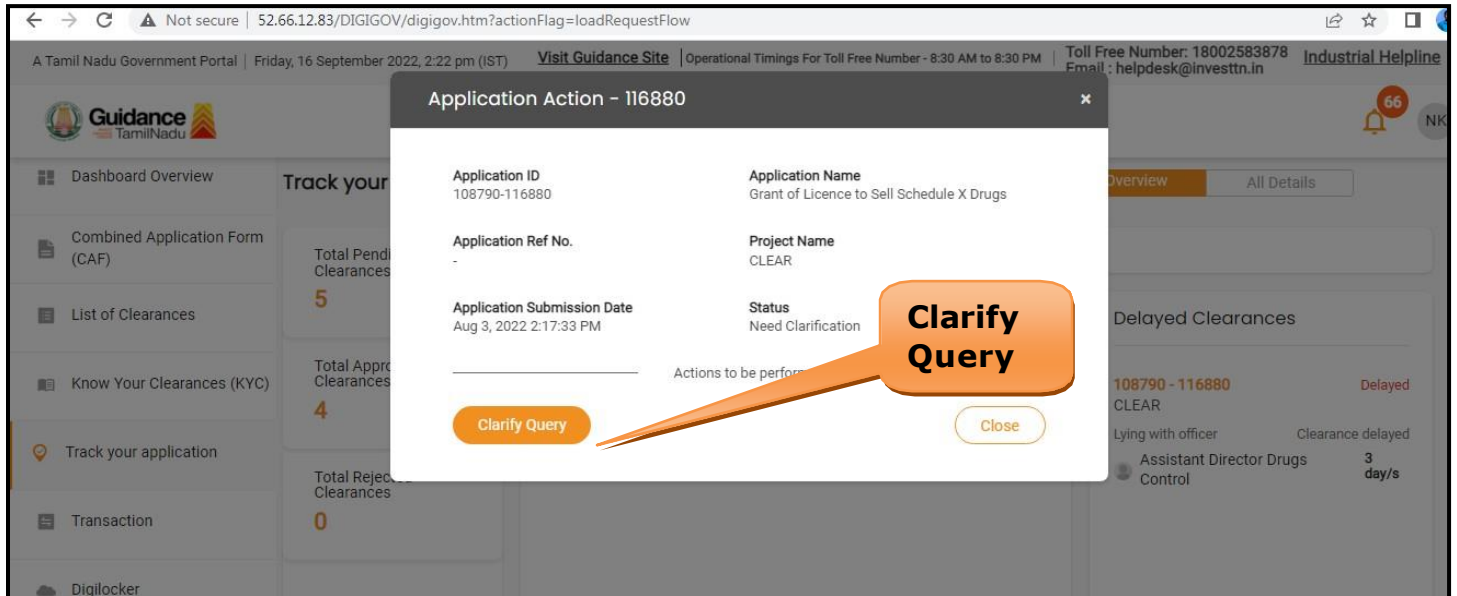


## 11. Query Clarification

- 1) After submitting the application to the Drugs department, the concerned officer – **Additional director of Drugs control** reviews the application and if there are any clarifications required, the 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 - '**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.

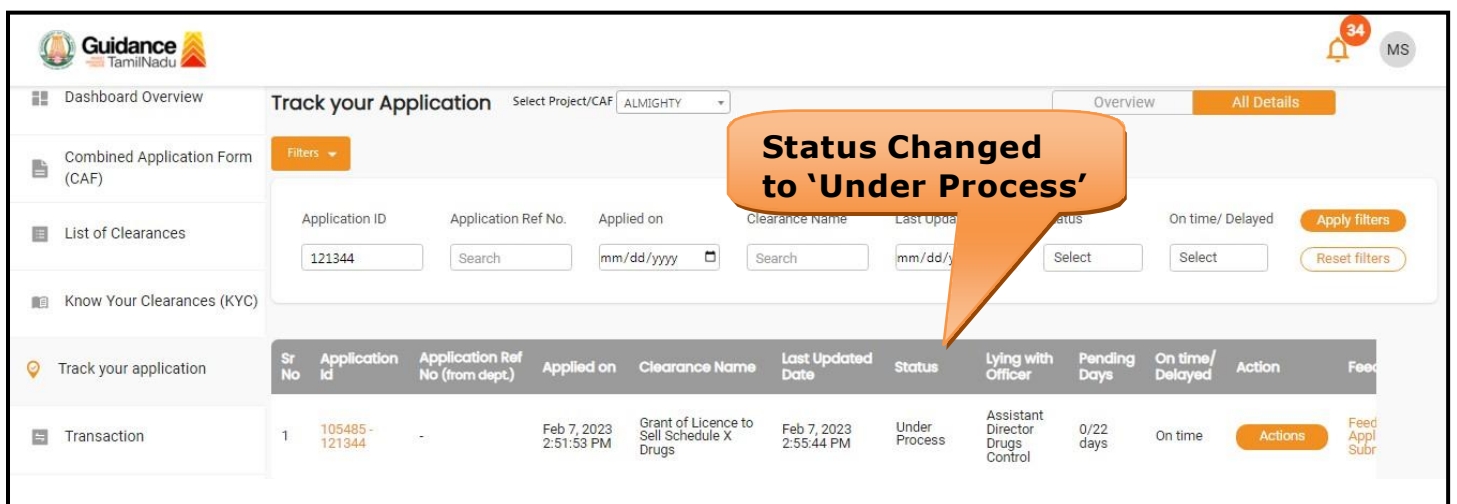
The screenshot displays the 'Track your Application' interface. On the left, a sidebar contains navigation options: Dashboard Overview, Combined Application Form (CAF), List of Clearances, Know Your Clearances (KYC), Track your application, and Transaction. The main content area is titled 'Track your Application' and includes a search bar with '116880' entered. A summary panel on the left shows: Total Pending Clearances (5), Total Approved Clearances (4), and Total Rejected Clearances (0). The central 'Clearances status' section highlights a specific application: '108790 - 116880 Grant of Licence to Sell Schedule X Drugs' from the 'Food Safety and Drug Administration' department, with a 'Timeline: 22 day/s' and a 'Latest Update: Need Clarification'. An orange callout bubble with the text 'Need Clarification' points to this status. An 'Actions' button is visible next to the application details. On the right, the 'Delayed Clearances' section shows a record for '108790 - 116880' with a 'CLEAR' status, 'Lying with officer: Assistant Director Drugs Control', and a 'Clearance de' of '3 de'.

Figure 25. Need Clarification



**Figure 26. 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 27. Status changed to 'Under Process'**

## 12. Inspection Schedule

- 1) The Assistant Director of Drugs forwards the file for inspection to Drug Inspector.
- 2) The Drug Inspector schedules the date for inspection.
- 3) After the Inspection gets completed, the Drug Inspector submits the Inspection report.
- 4) The applicant has the provision to view the Scheduled Inspection details.

**Status changed to  
'Inspection  
scheduled'**

The screenshot displays the 'Track your Application' dashboard. On the left, a sidebar lists navigation options: Dashboard Overview, Combined Application Form (CAF), List of Clearances, Know Your Clearances (KYC), Track your application (highlighted), Transaction, Digilocker, and Virtual Meeting. The main content area shows a 'Track your Application' section with a dropdown menu set to 'ALPHA'. Below this, there are three summary cards: 'Total Pending Clearances' (5), 'Total Approved Clearances' (7), and 'Total Rejected Clearances' (1). A message states 'You have completed your Common Application Form' with a '100%' progress indicator and '1 day ago' timestamp. The 'Clearances status' section features a search bar and a card for application '108817 - 117835 Grant of Licence to Sell Schedule X Drugs'. This card shows the department name 'Food Safety and Drug Administration', a timeline of '22 day/s', and a 'Latest Update' of 'Inspection Scheduled' with an 'Actions' button. To the right, the 'Delayed Clearances' section shows application '108817 - 116264 ALPHA' as 'Delayed' with a '34 day/s' delay, listing the 'Lying with officer' as 'Assistant Director Drugs Control'.

**Figure 28. Inspection Schedule**

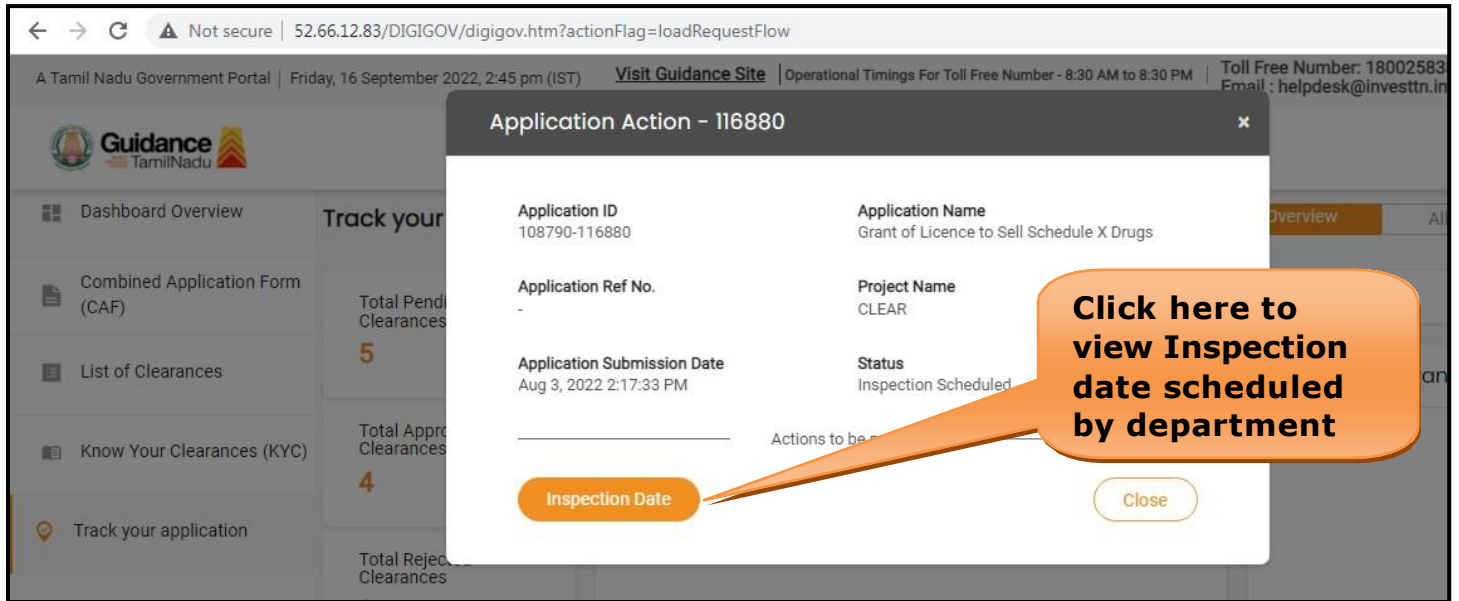


Figure 29. Scheduled Inspection Details

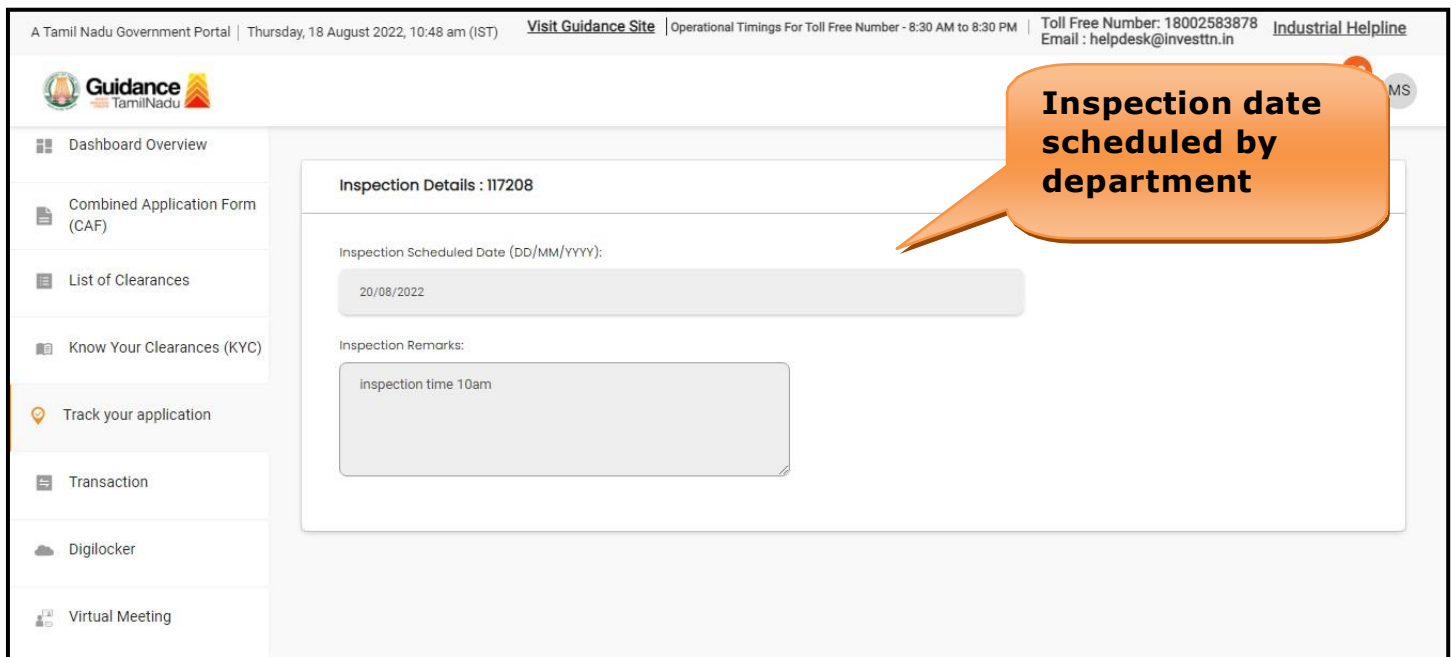


Figure 30. Scheduled Inspection Details (Contd.)

### 13. Application Processing

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

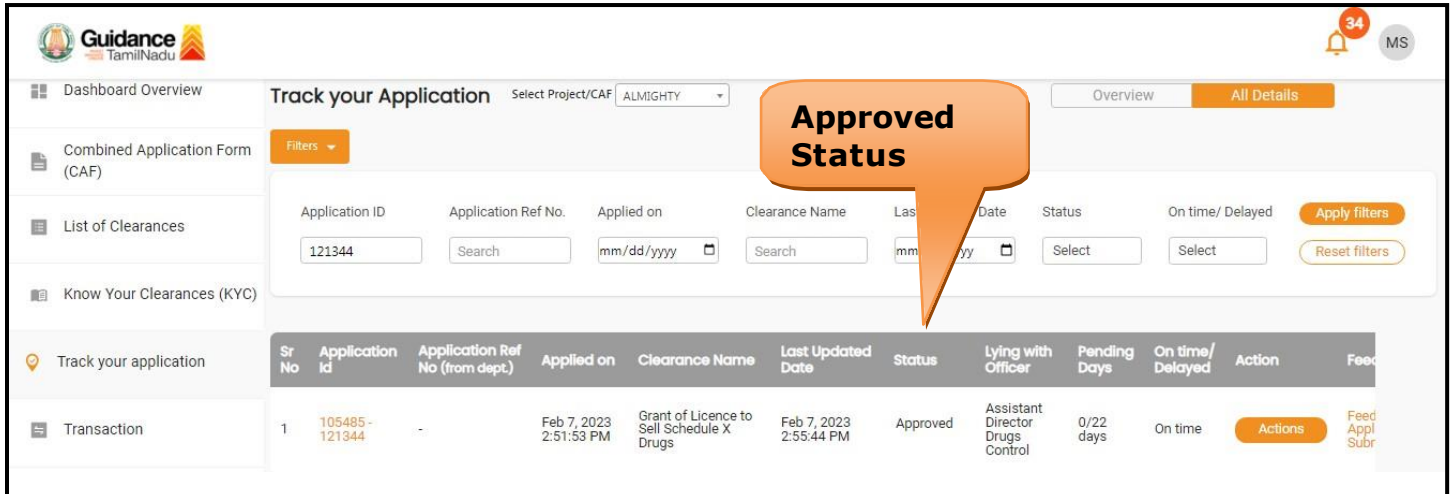


Figure 31. Application Processed

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 32)

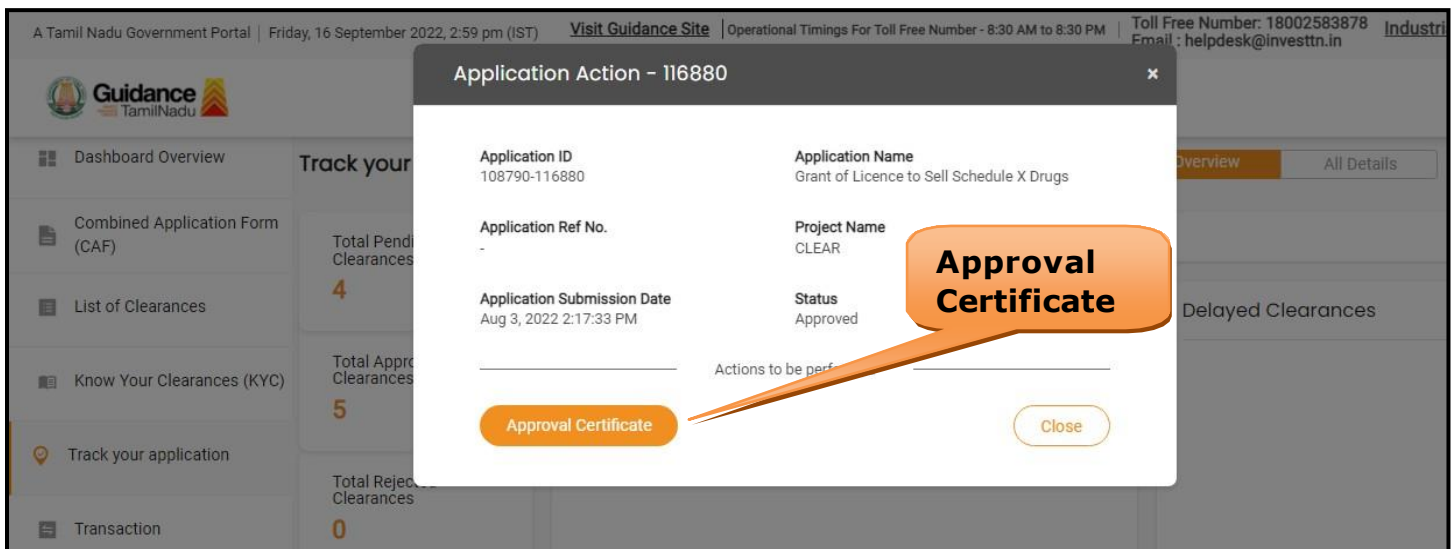
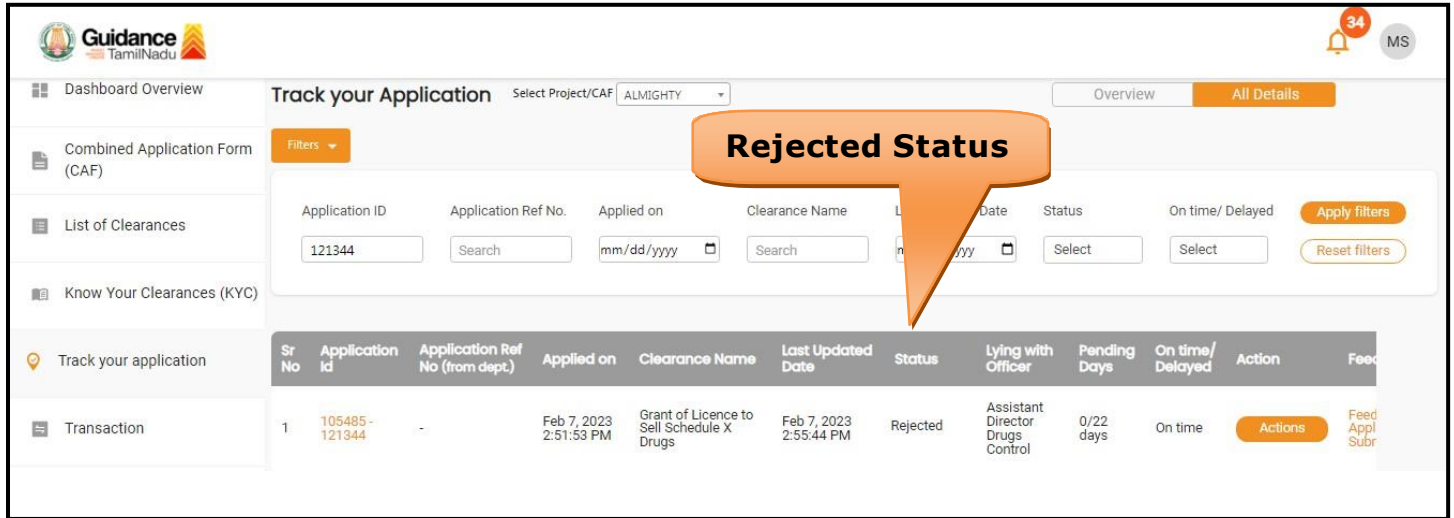


Figure 32. Approved Certificate

3) If the application is '**Rejected**' by the Department, the applicant can view the rejection remarks under the Actions Tab by the department. Applicant has to create a fresh application if the application has been rejected. (Refer Figure 33)



The screenshot shows the 'Track your Application' dashboard. A table lists application details, with one entry highlighted as 'Rejected'. An orange callout bubble labeled 'Rejected Status' points to the status column of this entry.

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	105485-121344	-	Feb 7, 2023 2:51:53 PM	Grant of Licence to Sell Schedule X Drugs	Feb 7, 2023 2:55:44 PM	Rejected	Assistant Director Drugs Control	0/22 days	On time	Actions	Feed Appl Subr

**Figure 33. Rejected Status**

