



TAMILNADU SINGLE WINDOW PORTAL

APPLICANT MANUAL

**Application for payment of Retention Fee (Renewal)
for Schedule x Drugs 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) home page 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



The screenshot shows the TNSWP Home Page with the following details:

- Header:** Includes the Tamil Nadu Government Portal logo, date (Wednesday, 30 November 2022, 10:11 pm (IST)), operational timings (8:30 AM to 8:30 PM), toll-free number (18002583878), and helpdesk email (helpdesk@investtn.in).
- Navigation:** Home, About Us, Clearances/Approvals, Legislation, Policies & Notifications, Dashboard, Help & Support, Register, and Login buttons.
- Main Content:** A large orange map of Tamil Nadu with a trophy icon. Below it, the text "TAMIL NADU Leading the Nation" is displayed. A grid of 10 award categories is shown, including:
 - #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)
 - #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)
- Footer:** A paragraph describing the portal as a one-stop service for investors, and a button for "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 must complete the Registration process.

Steps for Registration are given below:

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

**Register on
TNSWP**

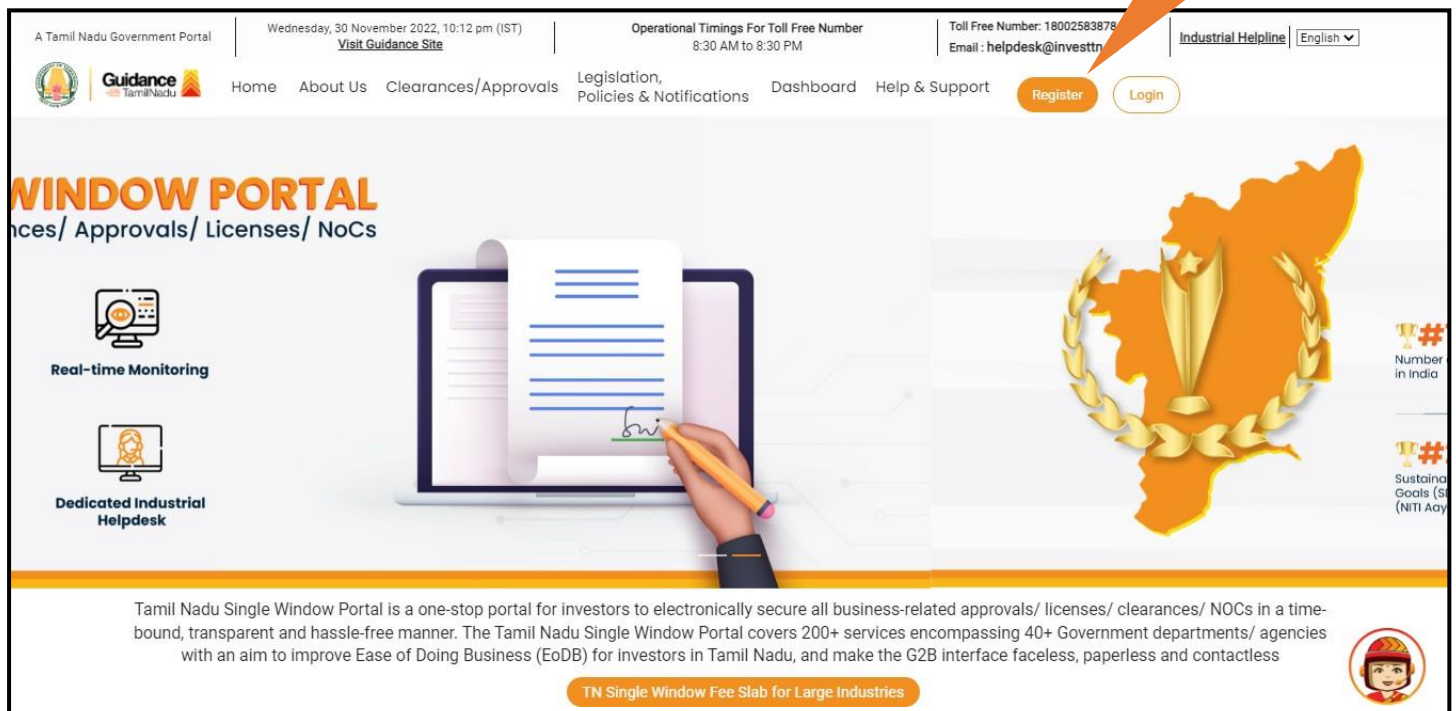
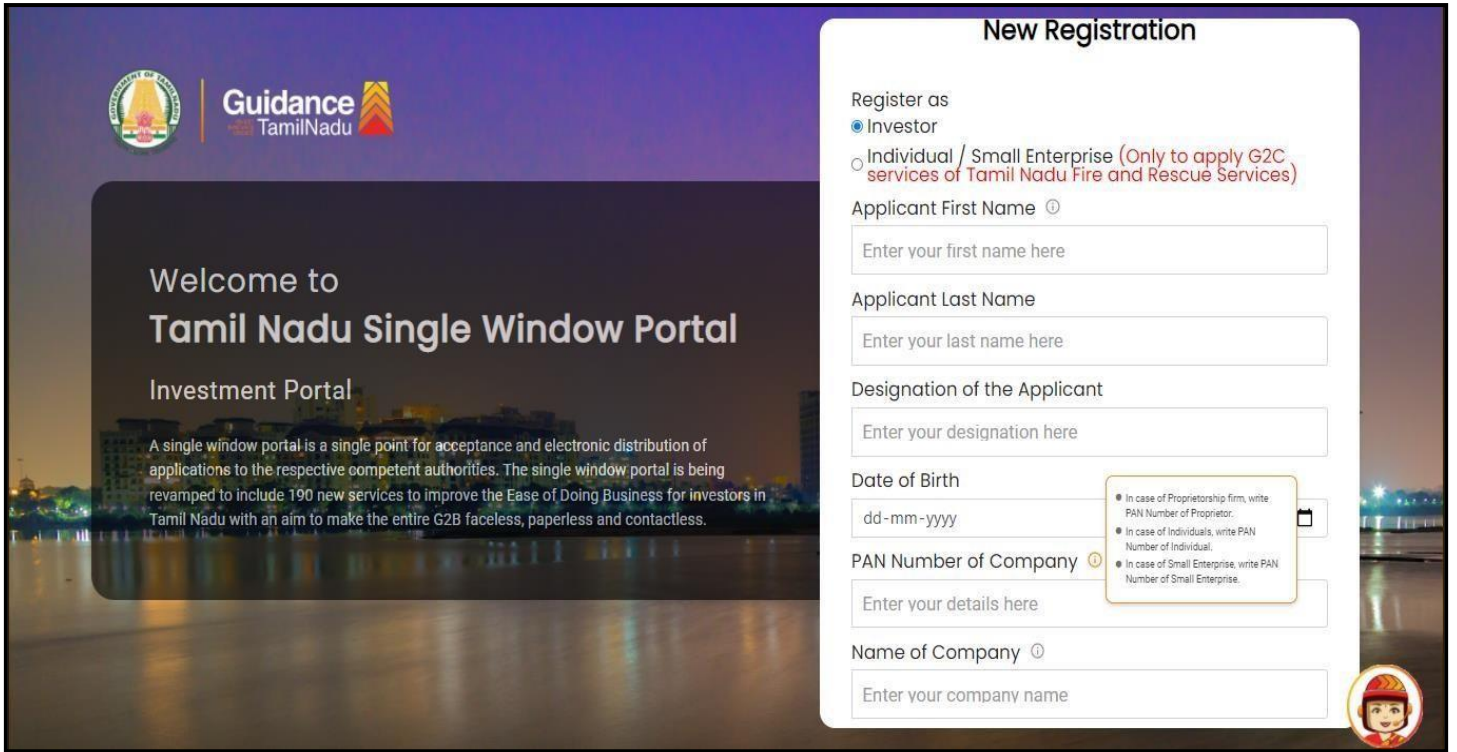



Figure 2. Register

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 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

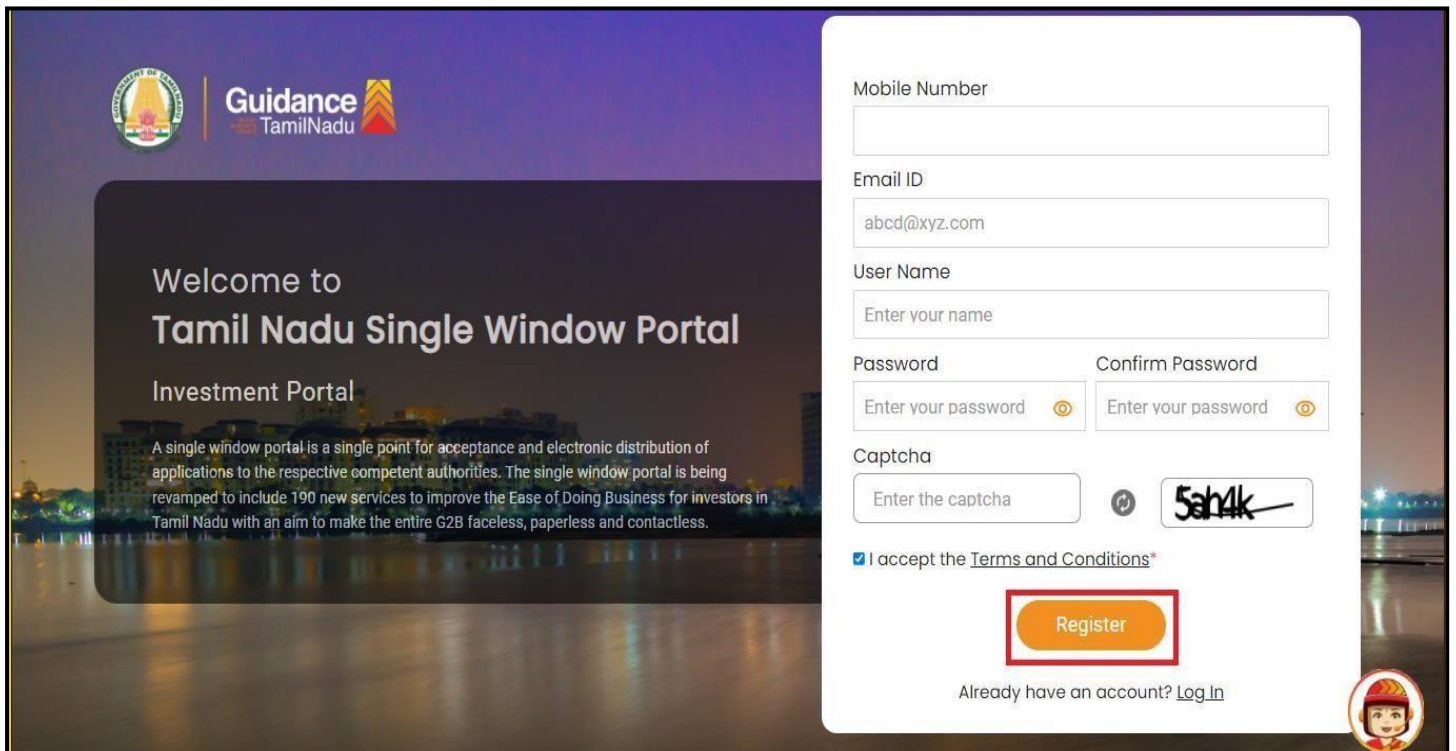
Date of Birth


- In case of Proprietorship firm, write PAN Number of Proprietor.
- In case of Individuals, write PAN Number of Individual.
- In case of Small Enterprise, write PAN Number of Small Enterprise.

PAN Number of Company

Name of Company

Figure 3. Registration Form





Guidance
TamilNadu

Welcome to Tamil Nadu Single Window Portal

Investment Portal

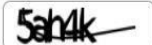
A single window portal is a single point for acceptance and electronic distribution of applications to the respective competent authorities. The single window portal is being revamped to include 190 new services to improve the Ease of Doing Business for investors in Tamil Nadu with an aim to make the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

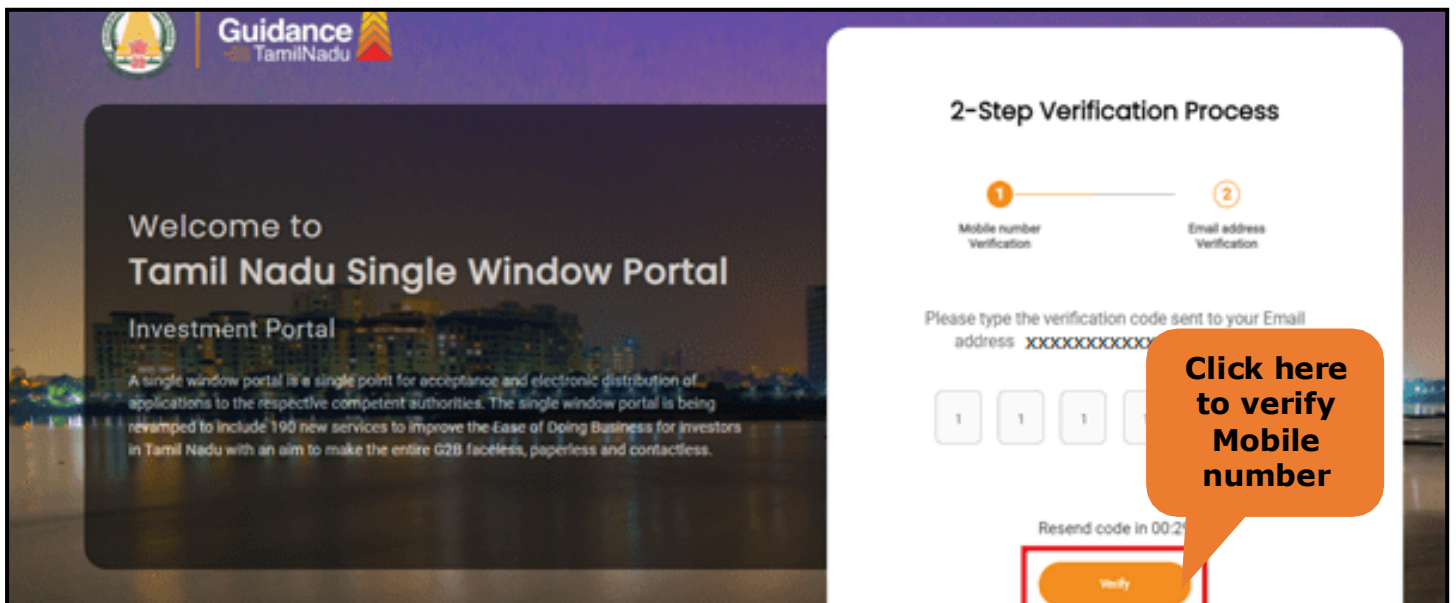


Figure 5. Mobile Number Verification

- **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.

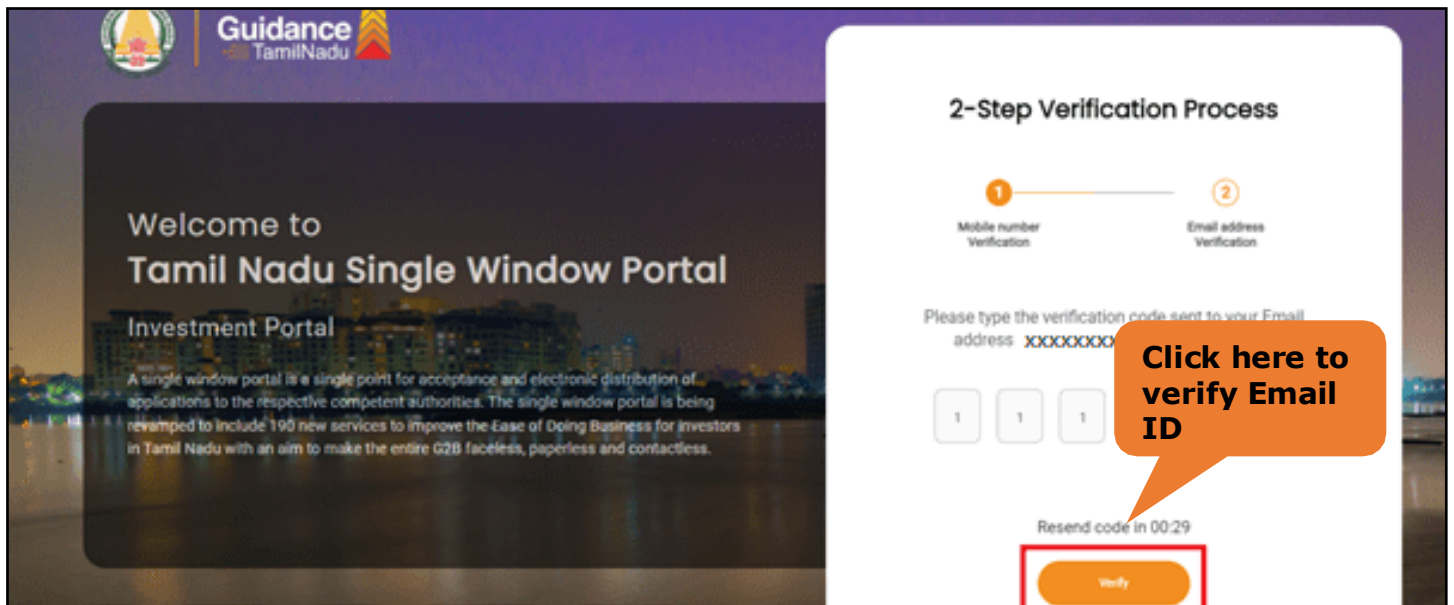


Figure 1. Email ID Verification

3. After completion of 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.

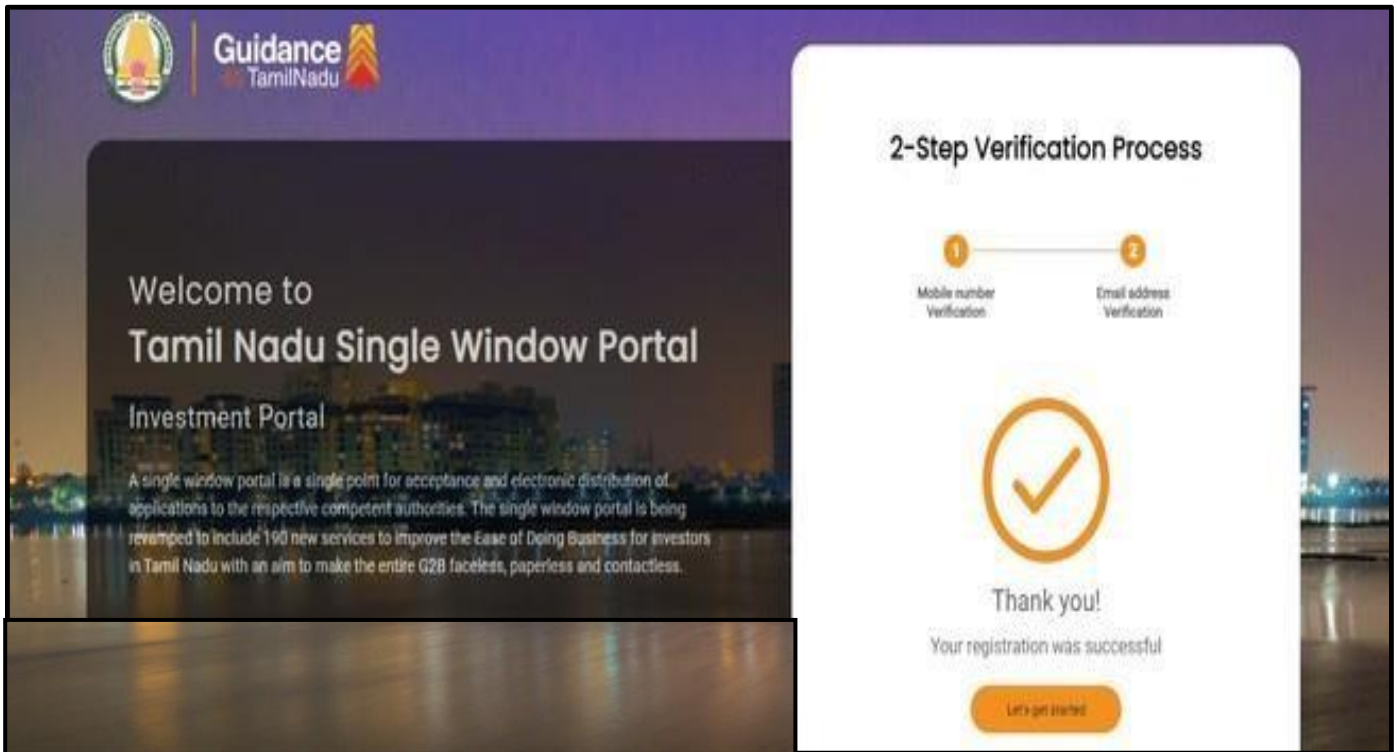


Figure 7. Registration Confirmation Pop-Up

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", "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 ten award statistics:

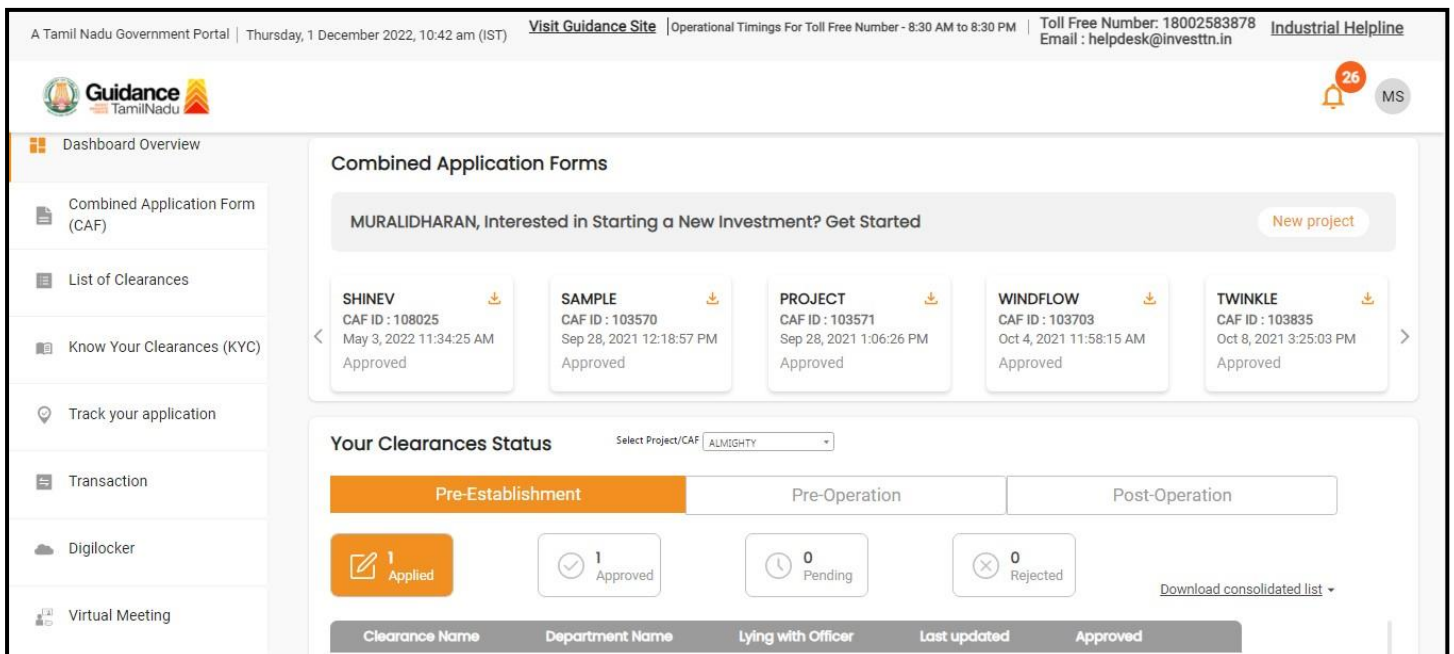
- #1 Number of Factories in India
- #1 Number of Operational SEZs in India
- #1 Governance & Political Stability (N-SIPI 2019)
- #1 International and Domestic Tourist Arrivals
- #1 Best Performing State (India Today State of the State Award 2018, 2019 & 2020)
- #2 Sustainable Development Goals (SDG) 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, 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". A small cartoon character icon is visible in the bottom right corner. A button labeled "TN Single Window Fee Slab for Large Industries" is located at the bottom center of the page content area."/>

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 Industrial Helpline. The main content area is divided into several sections:

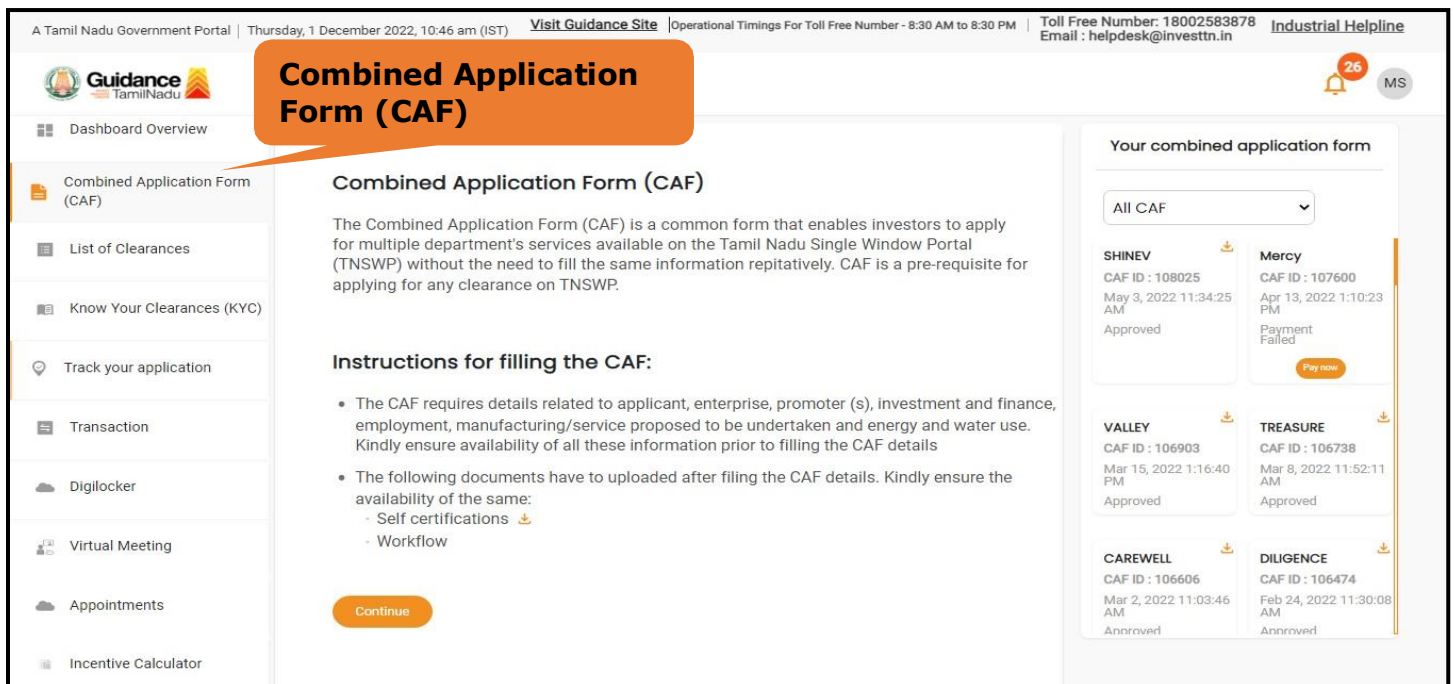
- Dashboard Overview:** A sidebar menu with options like Combined Application Form (CAF), List of Clearances, Know Your Clearances (KYC), Track your application, Transaction, Digilocker, and Virtual Meeting.
- Combined Application Forms:** A section titled "MURALIDHARAN, Interested in Starting a New Investment? Get Started" with a "New project" button. Below this are five cards for different projects: 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, Pre-Operation, and Post-Operation. Below the tabs are four status boxes: Applied (1), Approved (1), Pending (0), and Rejected (0). A "Download consolidated list" link is also present.

Clearance Name	Department Name	Lying with Officer	Last updated	Approved
SHINEV			May 3, 2022 11:34:25 AM	Approved
SAMPLE			Sep 28, 2021 12:18:57 PM	Approved
PROJECT			Sep 28, 2021 1:06:26 PM	Approved
WINDFLOW			Oct 4, 2021 11:58:15 AM	Approved
TWINKLE			Oct 8, 2021 3:25:03 PM	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 user 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.



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 be uploaded after filing the CAF details. Kindly ensure the availability of the same:
 - Self certifications 📄
 - Workflow

[Continue](#)

Your combined application form

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

Figure 10. Combined Application Form (CAF)

6.1 Sections of Combined Application Form

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

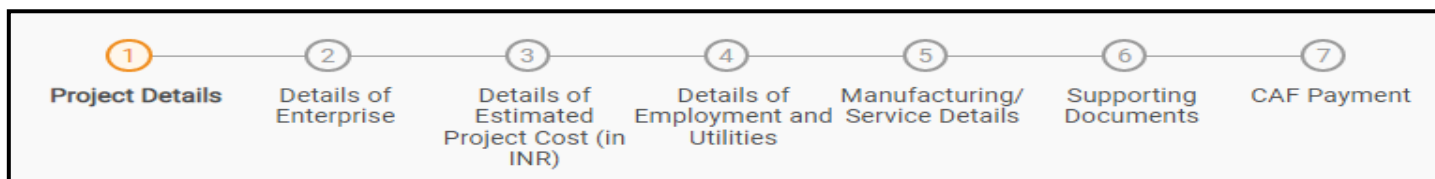


Figure 11. Section of Combined Application Form (CAF)

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 web application interface. The top navigation bar includes the Guidance TamilNadu logo and a notification bell with '309' and 'YC'. A progress bar at the top shows seven steps: 1. Project Details, 2. Details of Enterprise, 3. Details of Estimated, 4. Details of Employment and Utilities, 5. Details of Manufacturing, 6. Supporting Documents, and 7. CAF Payment (highlighted). The main content area is titled 'Payment Details' and features a confirmation message overlay: '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 are radio buttons for 'Lump sum' (selected) and 'à la carte'. A text input field shows '500000' with 'Five Lakh' below it, and a 'Calculate Fee' button is visible.

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 Application for Payment of Retention Fee Renewal for Schedule X 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
5	Approval and Recognition for Setting of Schools	Department of School Education	30 days	View	Apply

Figure 13. List Of Clearances

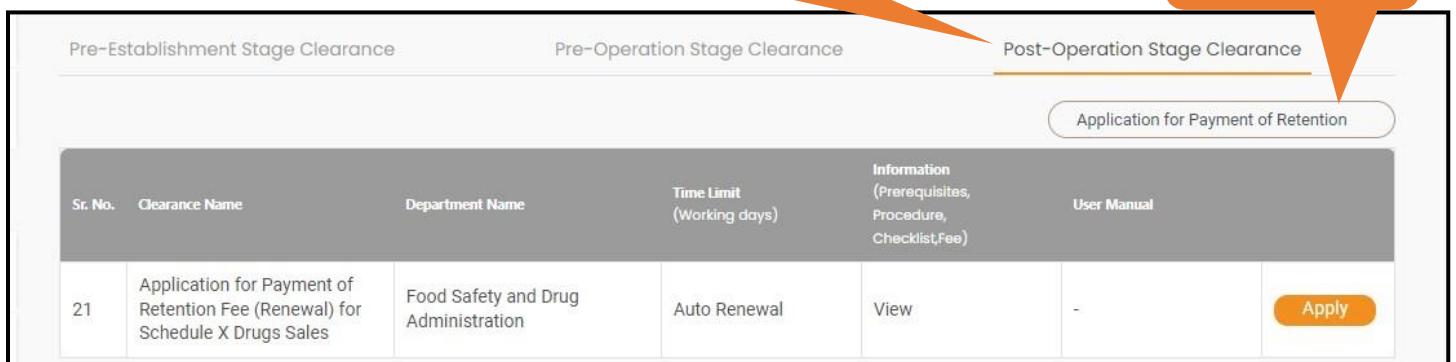
2. The list of clearances is segregated into three stages.

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

3. Select ‘**Post-Operation Stage Clearance**’ and find the clearance ‘**Application for payment of retention Fee(renewal) for Schedule xDrugs 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
21	Application for Payment of Retention Fee (Renewal) for Schedule X Drugs Sales	Food Safety and Drug Administration	Auto Renewal	View	-

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 establishments.

View Information

Pre-Establishment Stage Clearance		Pre-Operation Stage Clearance		Post-Operation Stage Clearance	
Application for Payment of Retention					
Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
21	Application for Payment of Retention Fee (Renewal) for Schedule X 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 one section to complete the application.

A. Application Form Details

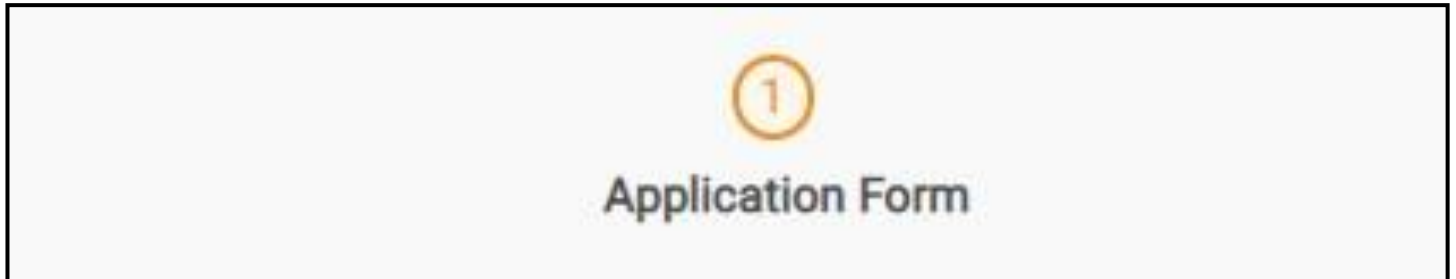


Figure16. Application Form

Contact Details

Application Form Based on the Address details get auto populated from CAF.

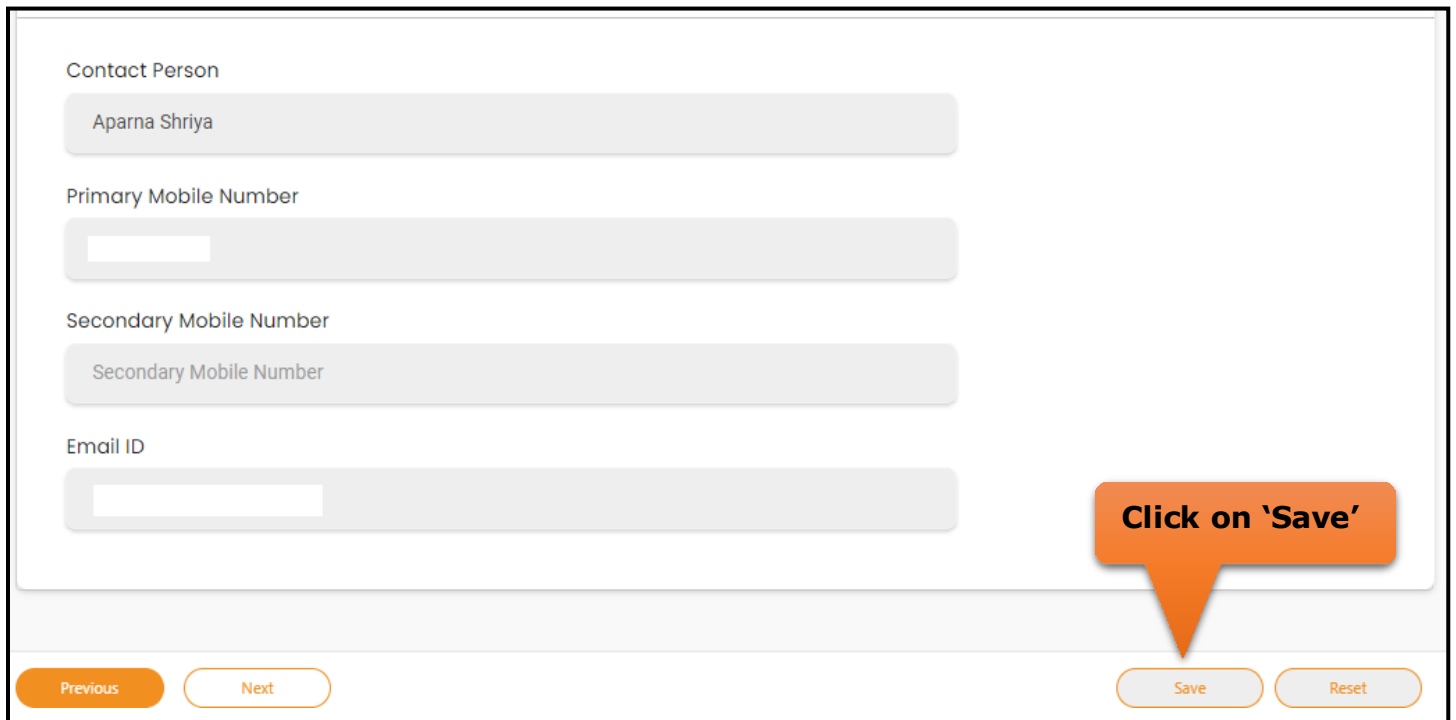


Figure 17. Contact Details

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

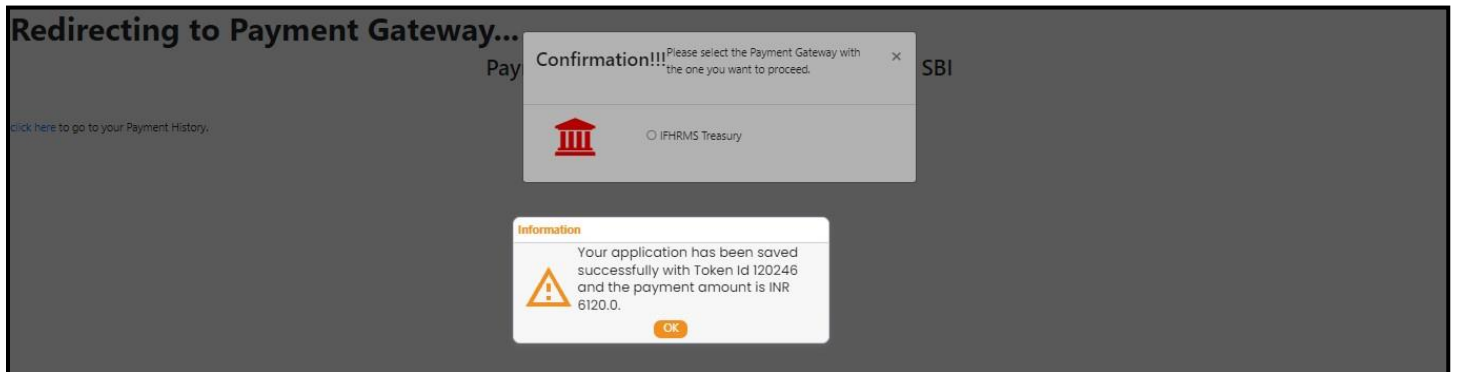


Figure 18. Token Id Generated

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.**'

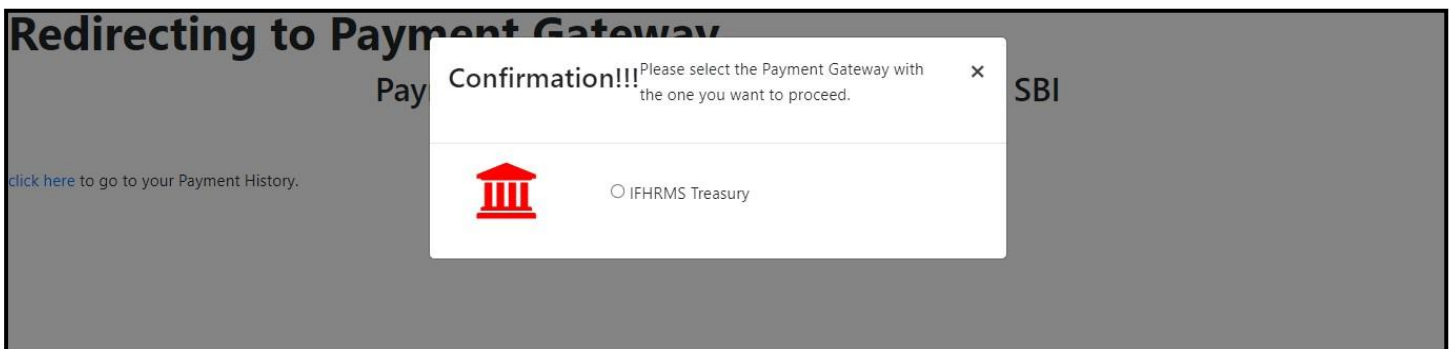


Figure 19. Payment Process

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

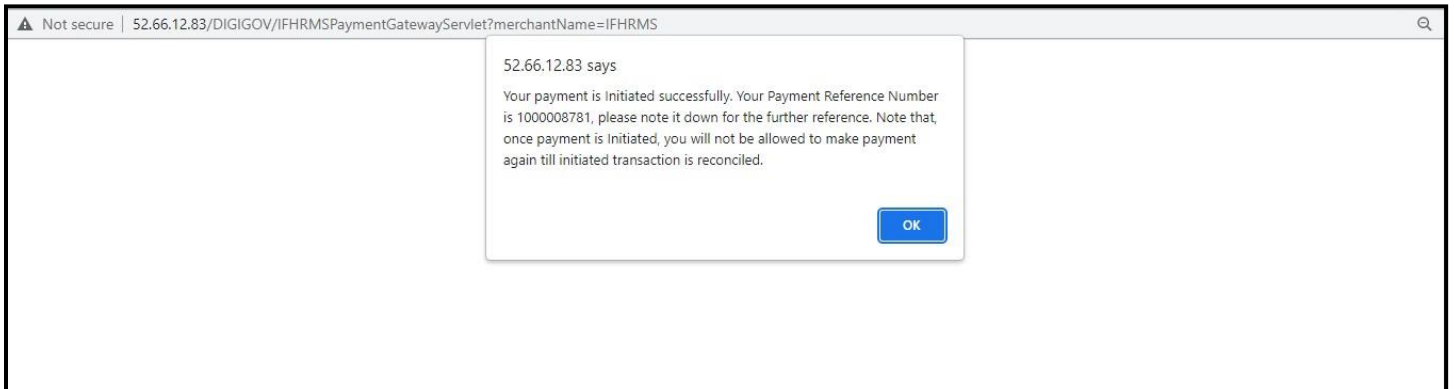


Figure 20. Payment Reference Number

Application Approved

- 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**.

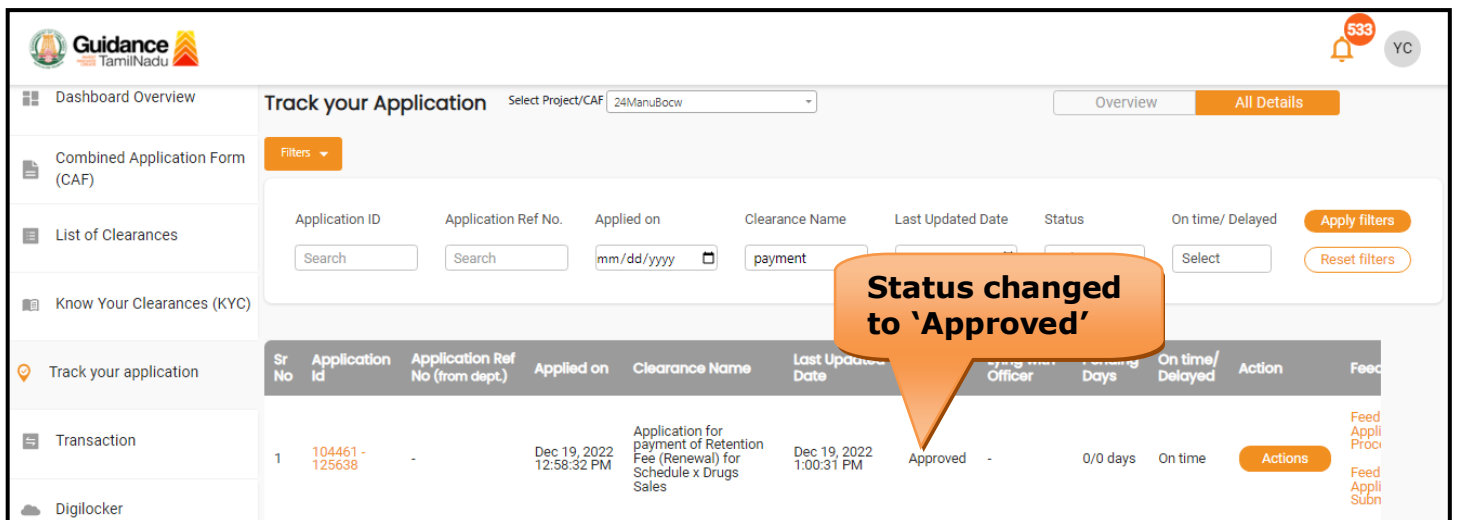


Figure 21. Application Approved

10. Track Your Application

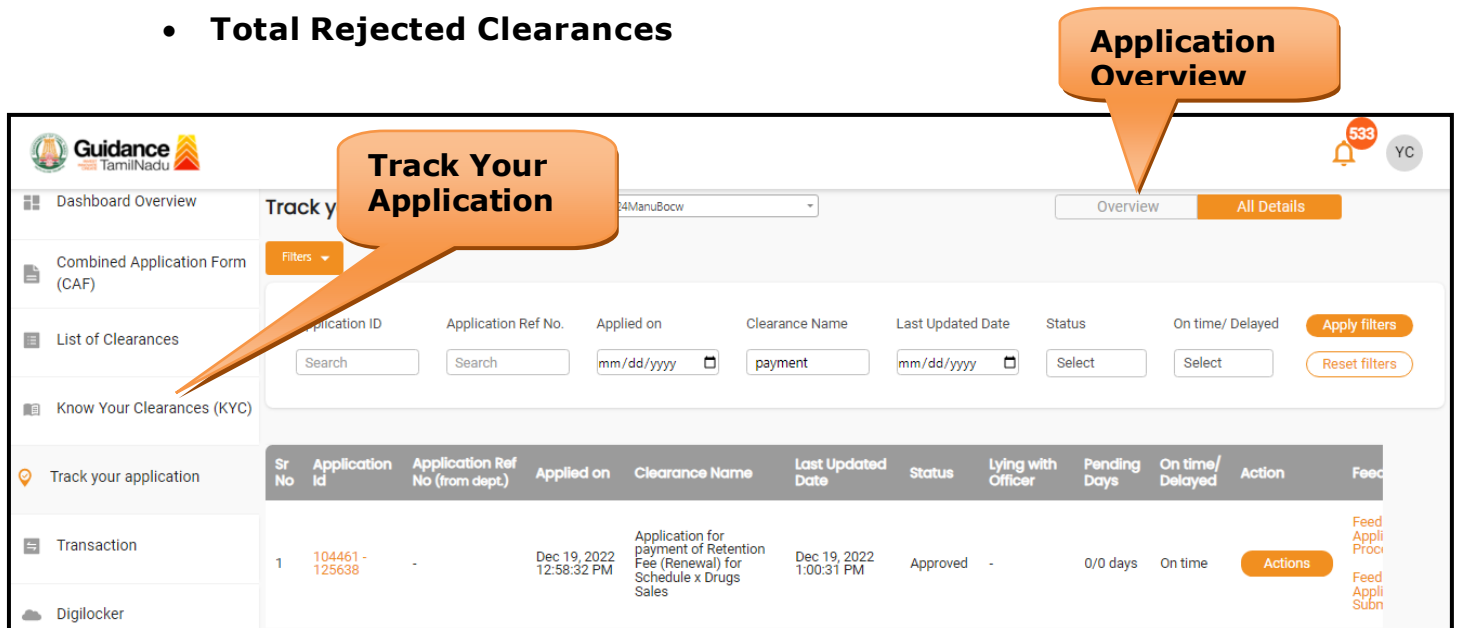
1) After submitting the application, a unique 'token ID' is generated. Using the 'Token ID' the applicant can track the status of clearances by clicking on 'Track your application' option.'

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' page. At the top, there's a navigation bar with 'Overview' and 'All Details' tabs. Below this is a search and filter section with fields for Application ID, Application Ref No., Applied on, Clearance Name, Last Updated Date, Status, and On time/Delayed. A table below shows a single application record with the following details:

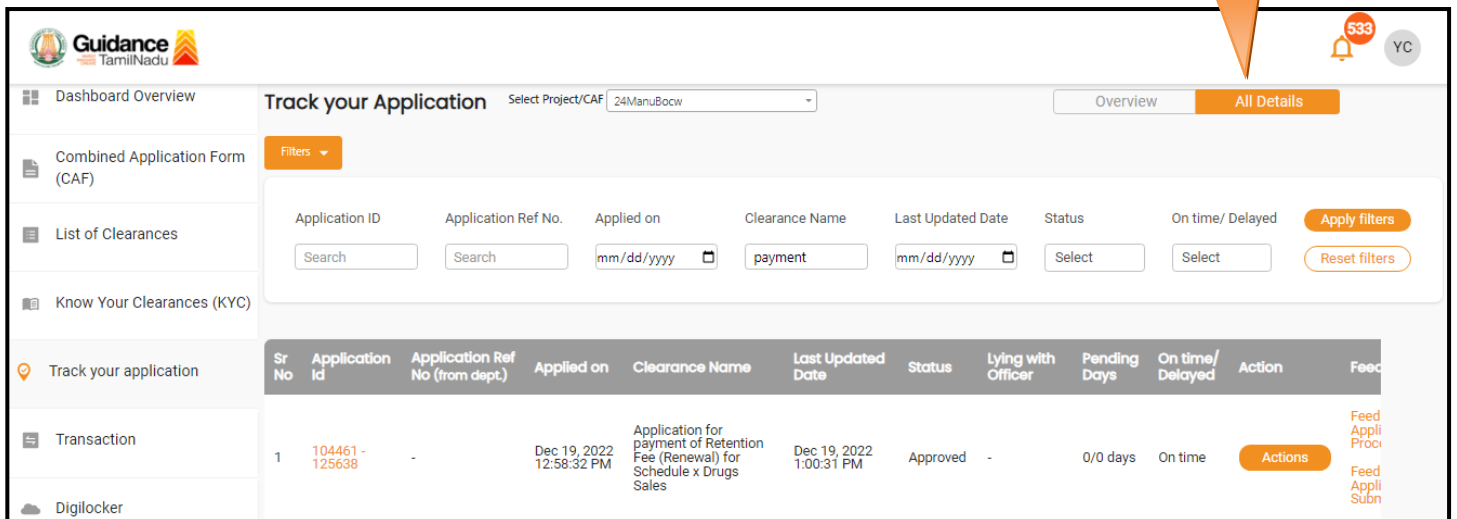
Sr No	Application Id	Application Ref No (from dept)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action	Feed
1	104461 - 125638	-	Dec 19, 2022 12:58:32 PM	Application for payment of Retention Fee (Renewal) for Schedule x Drugs Sales	Dec 19, 2022 1:00:31 PM	Approved	-	0/0 days	On time	Actions	Feed Appli Proc Feed Appli Subn

Figure 22. Track your application

- **Track your application – ‘All details’ Option**

By clicking on ‘All details’ tab, applicant can view the following statuses of the list of clearances applied for the specified project.

- **Applied on**
- **Last updated date**
- **Status of the application**
- **Lying with officer**
- **Pending days**
- **On time / Delayed Action**

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	104461 - 125638	-	Dec 19, 2022 12:58:32 PM	Application for payment of Retention Fee (Renewal) for Schedule x Drugs Sales	Dec 19, 2022 1:00:31 PM	Approved	-	0/0 days	On time	Actions	Feed Appli Proci Feed Appli Subn

Figure 23. ‘All details’ tab

11. Application Processing

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

The screenshot shows the 'Track your Application' interface. At the top, there are filters for Application ID, Application Ref No., Applied on, Clearance Name, Status, and On time/ Delayed. Below the filters is a table with the following data:

Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Update Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action	Feed Appli Proci	Feed Appli Subn
1	104461 - 125638	-	Dec 19, 2022 12:58:32 PM	Application for payment of Retention Fee (Renewal) for Schedule x Drugs Sales	Dec 19, 2022 1:00:31 PM	Approved	-	0/0 days	On time	Actions		

Figure 24. 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 final Certificate** (Refer Figure 25).

The screenshot shows the 'Application Action - 119914' dialog box with the following details:

- Application ID:** 109744-119914
- Application Name:** Application for payment of Retention Fee (Renewal) for Schedule x Drugs Sales
- Application Ref No.:** -
- Project Name:** 24Manufact1
- Application Submission Date:** Dec 19, 2022 12:58:32 PM
- Status:** Approved

At the bottom, there are four buttons: **Final Certificate** (highlighted with an orange callout bubble), **Feedback - Application Processing**, **Feedback - Application Submission**, and **Close**.

Figure 25. Download Final Certificate