



TAMILNADU SINGLE WINDOW PORTAL

APPLICANT MANUAL

**Application for Change of Constitution-Schedule X Drugs
Sales Licence**

Food Safety and Drug Administration



Table of Contents

1. Home Page	3
2. Registration	4
3. Mobile Number / Email ID – 2-Step Verification Process	6
4. Login	9
5. Dashboard Overview	10
6. Combined Application Form (CAF)	11
7. Application for Change of Constitution-Schedule X Drug Sales Licence	
8. Filling the Application Form	16
9. Payment Process	21
10. Track Your Application	23
11. Need Clarification	25
12. Inspection Schedule	27
13. Application Processing	30

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**



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

- URL: tnswp.com/DIGIGOV/swp-tnswp.jsp
- Date and Time: 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 | English
- Navigation: Home, About Us, Clearances/Approvals, Legislation, Policies & Notifications, Dashboard, Help & Support
- Buttons: Register, Login
- Header: TAMIL NADU Leading the Nation
- Awards:
 - #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: 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.
- Footer: 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.

Steps for Registration is given below:

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

**Register on
TNSWP**

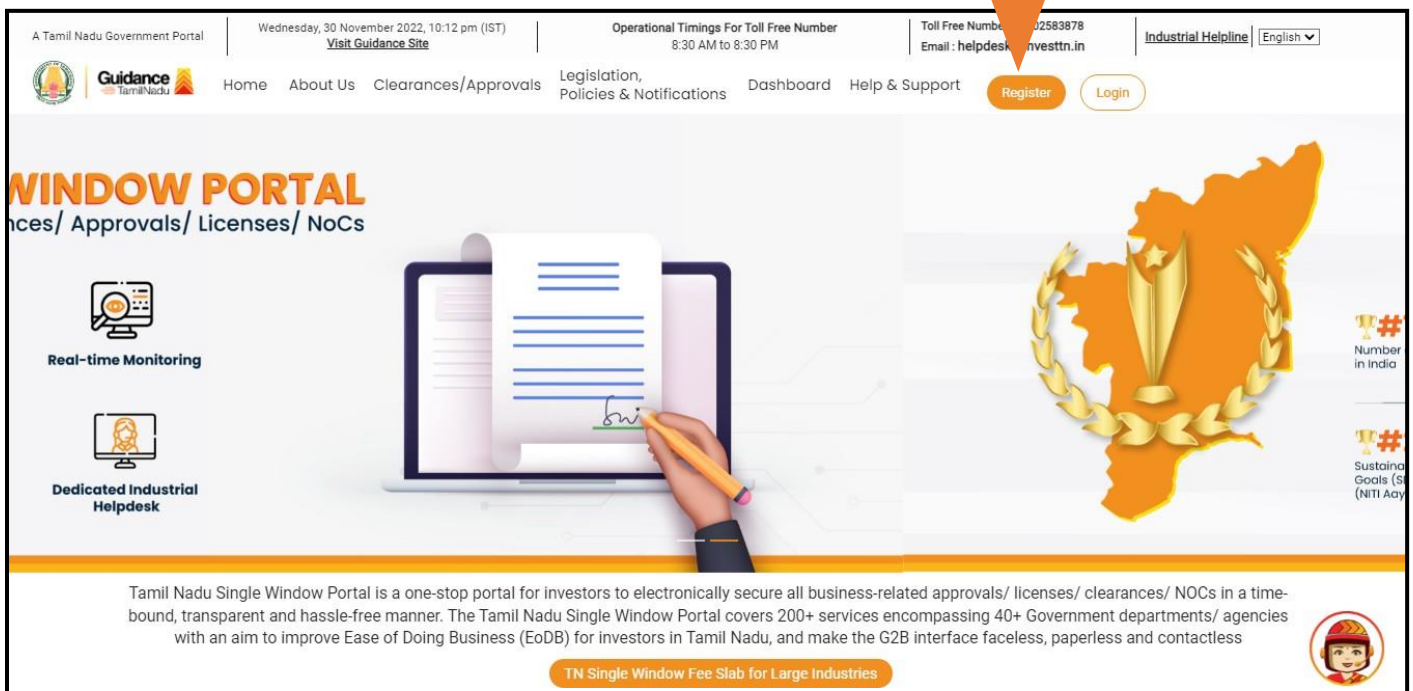
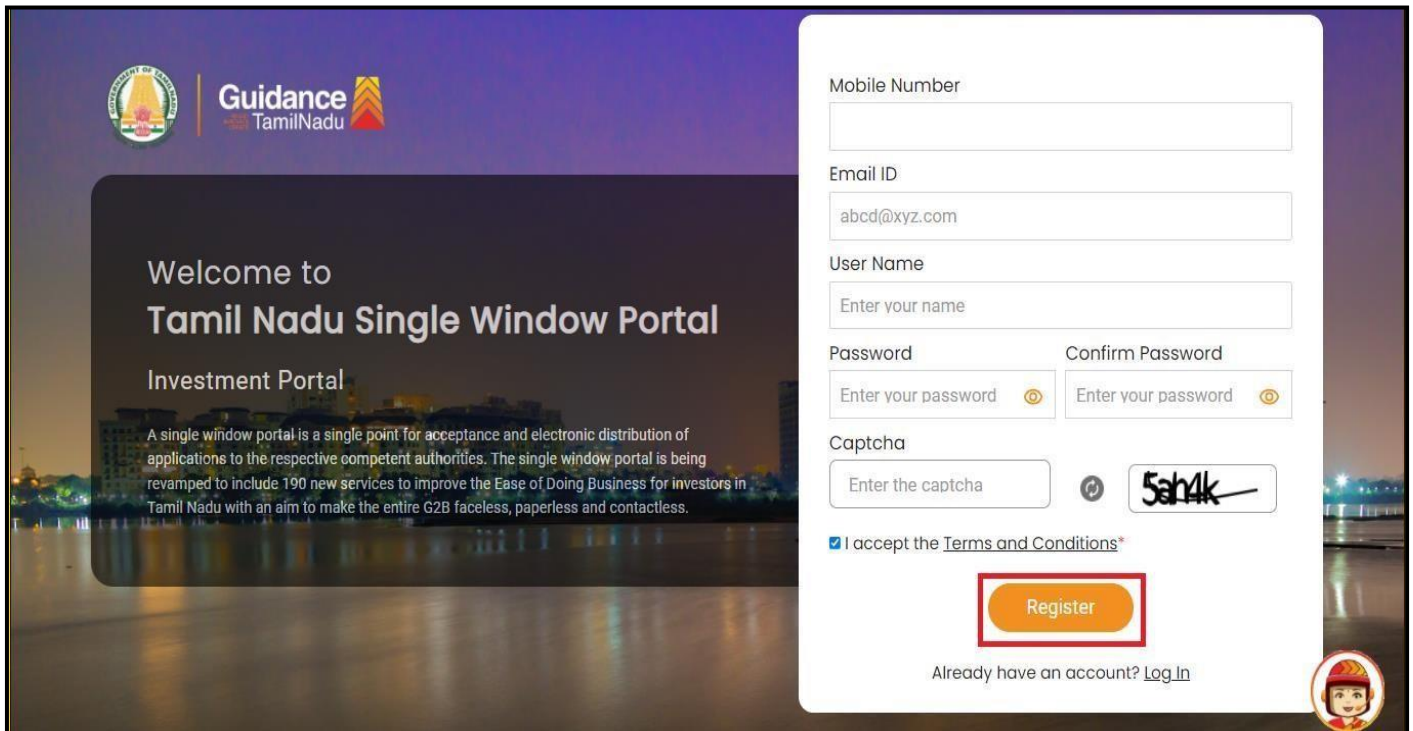


Figure 2. Register

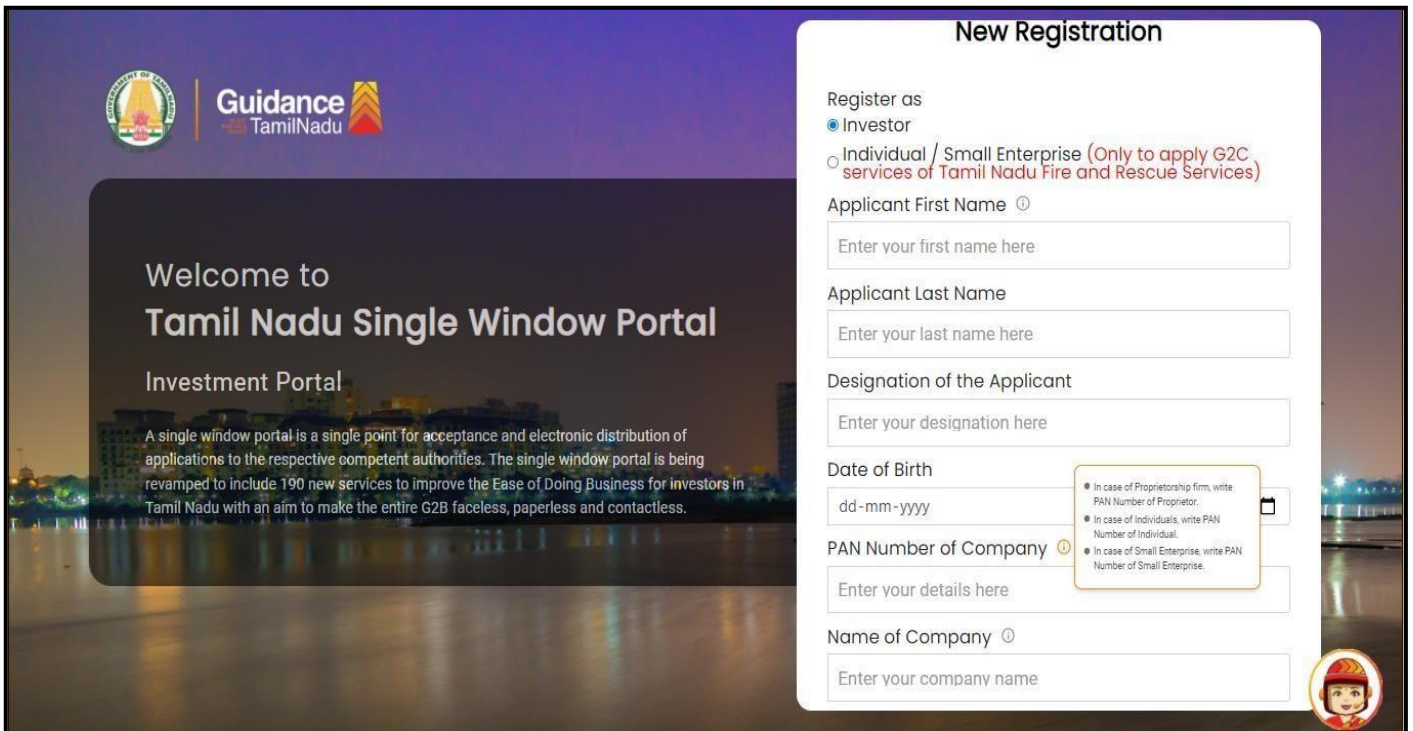
2. New Investor Registration page will appear (Refer Figure 3 & 4)
3. Select the 'Investor' option and continue with the Registration process.
4. Only for applying Government to Citizen (G2C) fire clearances, click on option '**G2C clearances of Tamil Nadu fire and rescue clearances under the category Individual/Small enterprise**'.
5. The Information icon ⓘ gives a brief description about the fields when the applicant hovers the cursor on these icons.



The screenshot shows the registration form on the Tamil Nadu Single Window Portal. On the left, there is a welcome message and a description of the portal. On the right, the registration form fields are filled with example data:

- Mobile Number: [Empty]
- Email ID: abcd@xyz.com
- User Name: Enter your name
- Password: Enter your password
- Confirm Password: Enter your password
- Captcha: Enter the captcha (Image: 5ah4k)
- Terms and Conditions: I accept the Terms and Conditions*
- Register button: A red-bordered orange button labeled 'Register'.
- Log In link: Already have an account? [Log In](#)

Figure 3. Registration Form



The screenshot shows the 'New Registration' form submission page. The form fields are as follows:

- Register as:
 - Investor
 - Individual / Small Enterprise (Only to apply G2C services of Tamil Nadu Fire and Rescue Services)
- Applicant First Name: Enter your first name here
- Applicant Last Name: Enter your last name here
- Designation of the Applicant: Enter your designation here
- Date of Birth: dd-mm-yyyy (with a calendar icon)
- PAN Number of Company: Enter your details here (with a dropdown arrow and a tooltip box containing instructions:
 - In case of Proprietorship firm, write PAN Number of Proprietor.
 - In case of Individuals, write PAN Number of Individual.
 - In case of Small Enterprise, write PAN Number of Small Enterprise.
- Name of Company: Enter your company name

Figure 4. Registration Form Submission (Contd.)

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

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

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

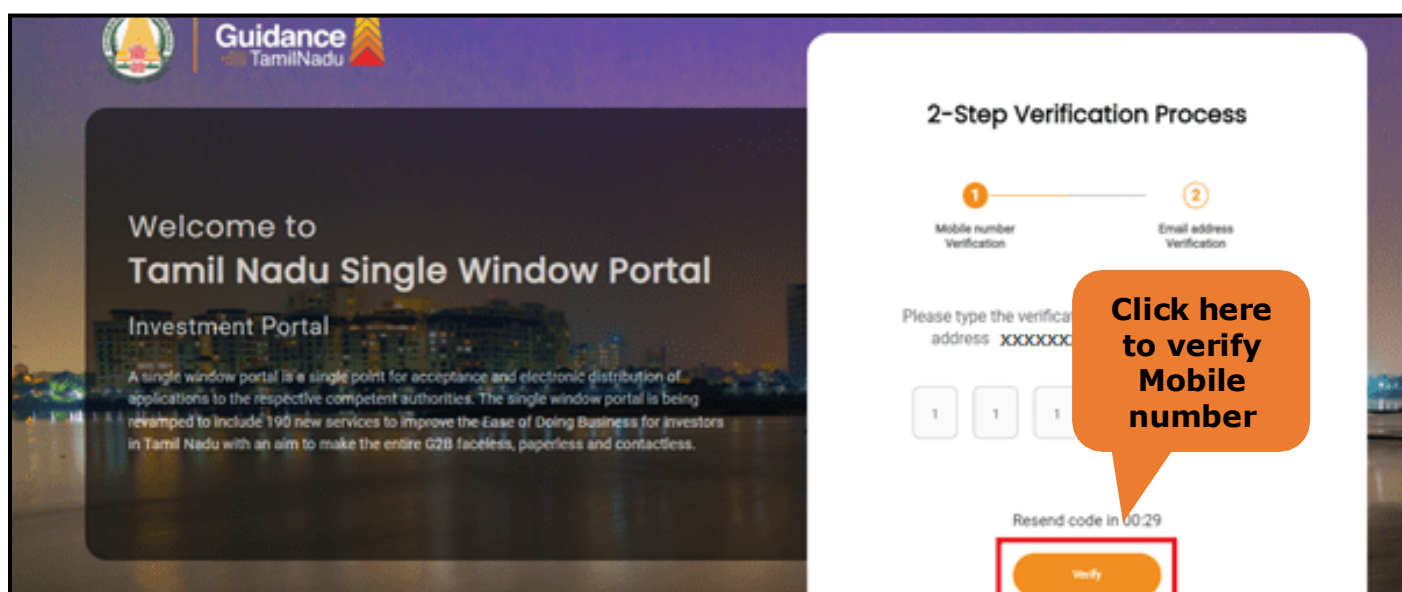


Figure 5. Mobile Number Verification

- **Email ID Verification**

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

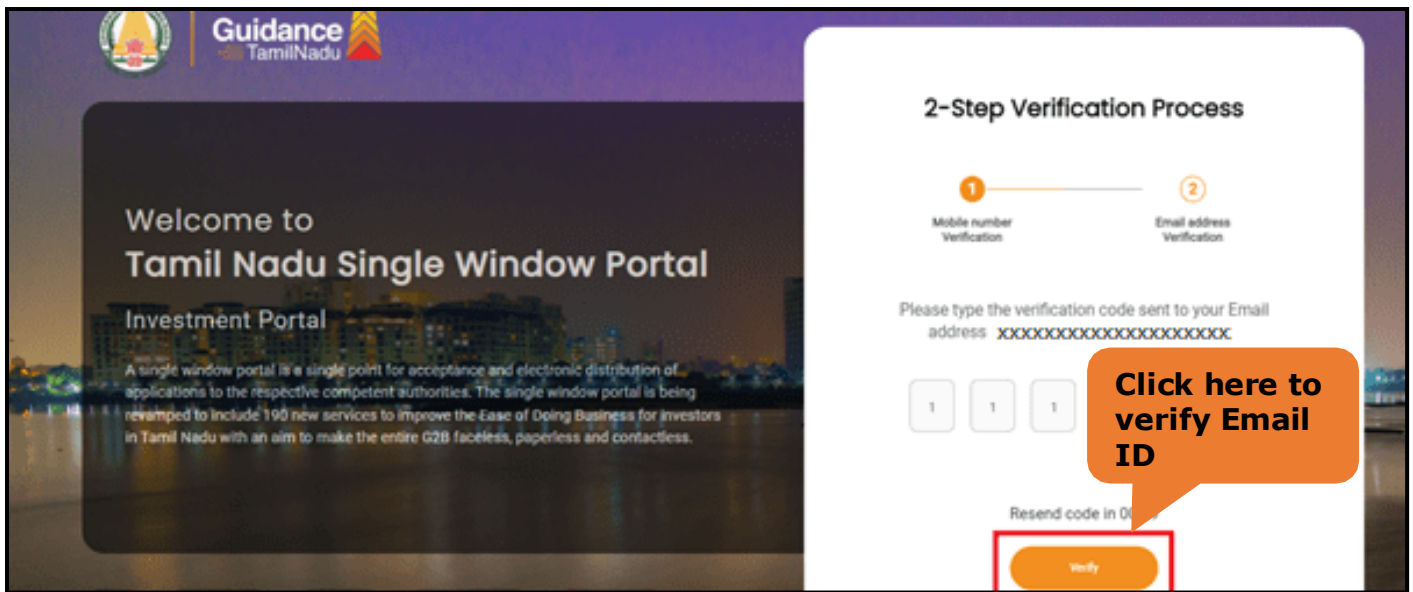


Figure 1. Email ID Verification

3. After completion of 2-Step Verification process, registration confirmation message will pop-up stating as **'Your registration was successful'** (Refer Figure 7).
4. Registration process is completed successfully.

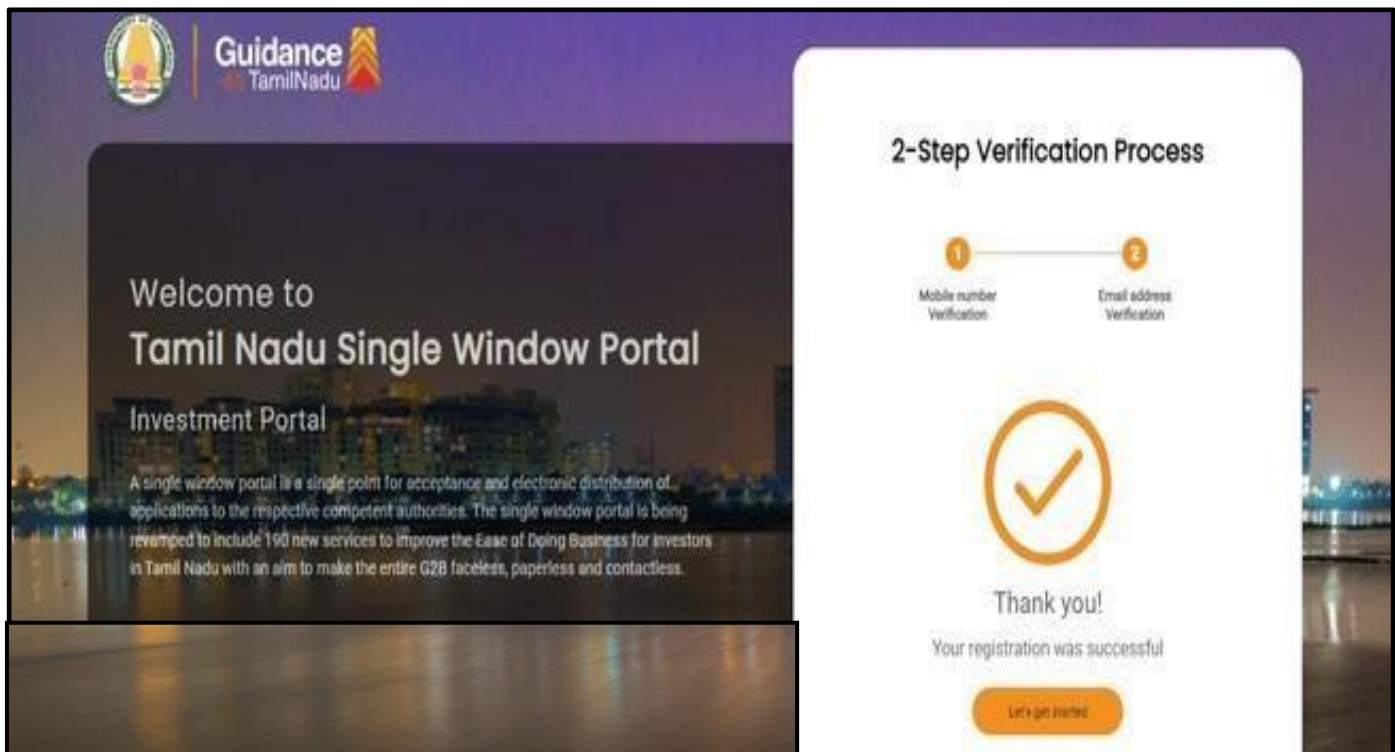


Figure 7. Registration Confirmation Pop-Up

4. Login

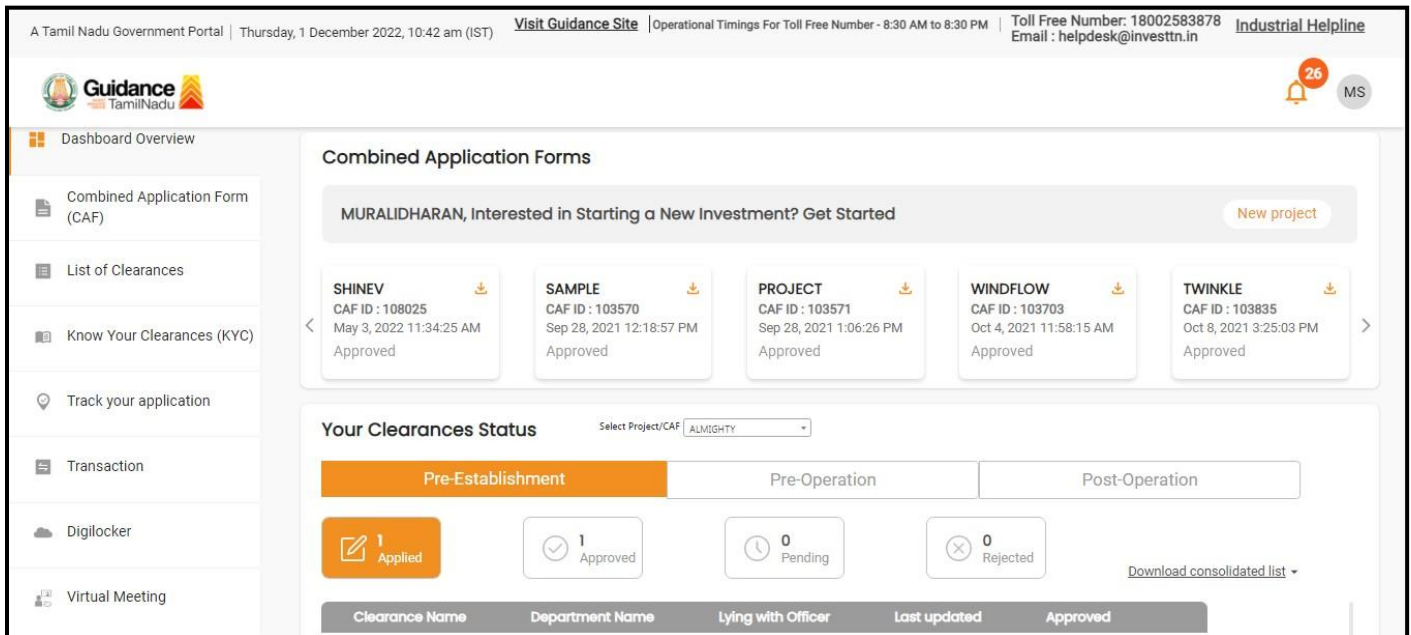
1. The applicant can login to TNSWP with the Username and Password created during the registration process.
2. Click on login button to enter TNSWP.



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.



A Tamil Nadu Government Portal | Thursday, 1 December 2022, 10:42 am (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](#)

Guidance TamilNadu

Dashboard Overview

Combined Application Form (CAF)

List of Clearances

Know Your Clearances (KYC)

Track your application

Transaction

Digilocker

Virtual Meeting

Combined Application Forms

MURALIDHARAN, Interested in Starting a New Investment? Get Started [New project](#)

Project Name	CAF ID	Date	Status
SHINEV	108025	May 3, 2022 11:34:25 AM	Approved
SAMPLE	103570	Sep 28, 2021 12:18:57 PM	Approved
PROJECT	103571	Sep 28, 2021 1:06:26 PM	Approved
WINDFLOW	103703	Oct 4, 2021 11:58:15 AM	Approved
TWINKLE	103835	Oct 8, 2021 3:25:03 PM	Approved

Your Clearances Status | Select Project/CAF: ALMIGHTY

Pre-Establishment	Pre-Operation	Post-Operation
1 Applied	1 Approved	0 Pending
		0 Rejected

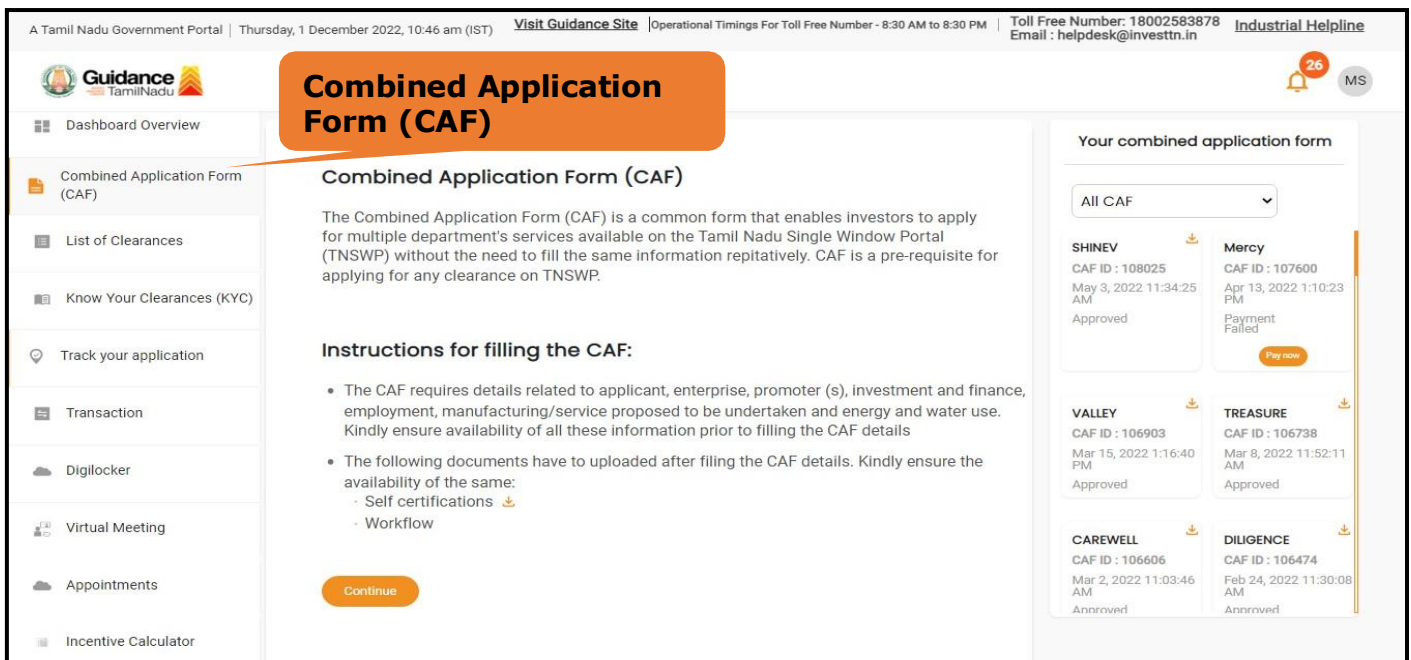
[Download consolidated list](#)

Clearance Name	Department Name	Lying with Officer	Last updated	Approved
----------------	-----------------	--------------------	--------------	----------

Figure 9. Dashboard Overview

6. Combined Application Form (CAF)

1. Prior to applying for various clearances on TNSWP, the applicant must create a project by filling in the combined application form (CAF).
2. Click on Combined Application Form (CAF) from the menu bar on the left.
3. The details which are commonly required for applying various clearances are stored in Central Repository through CAF. So, whenever the applicant applies for various clearances for a specific project, the details stored in CAF gets auto populated in the application form which minimizes the time spent on entering the same details while filling multiple applications.
4. The Overview of the Combined Application Form (CAF) and the instructions to fill in the Combined Application Form (CAF) is mentioned in the below Figure.
5. Click on '**Continue**' button to fill in the Combined Application Form.



The screenshot displays the 'Combined Application Form (CAF)' page on the Tamil Nadu Government Portal. The page includes a navigation menu on the left, a main content area with instructions, and a right-hand panel showing a list of existing CAFs.

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 filling the CAF details. Kindly ensure the availability of the same:
 - Self certifications
 - Workflow

Your combined application form

CAF ID	Application Date	Status
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
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).

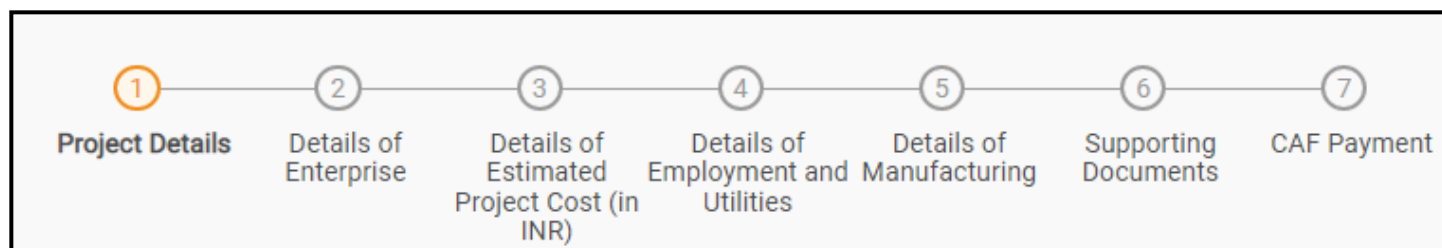


Figure 11. Section of Combined Application Form (CAF)

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).

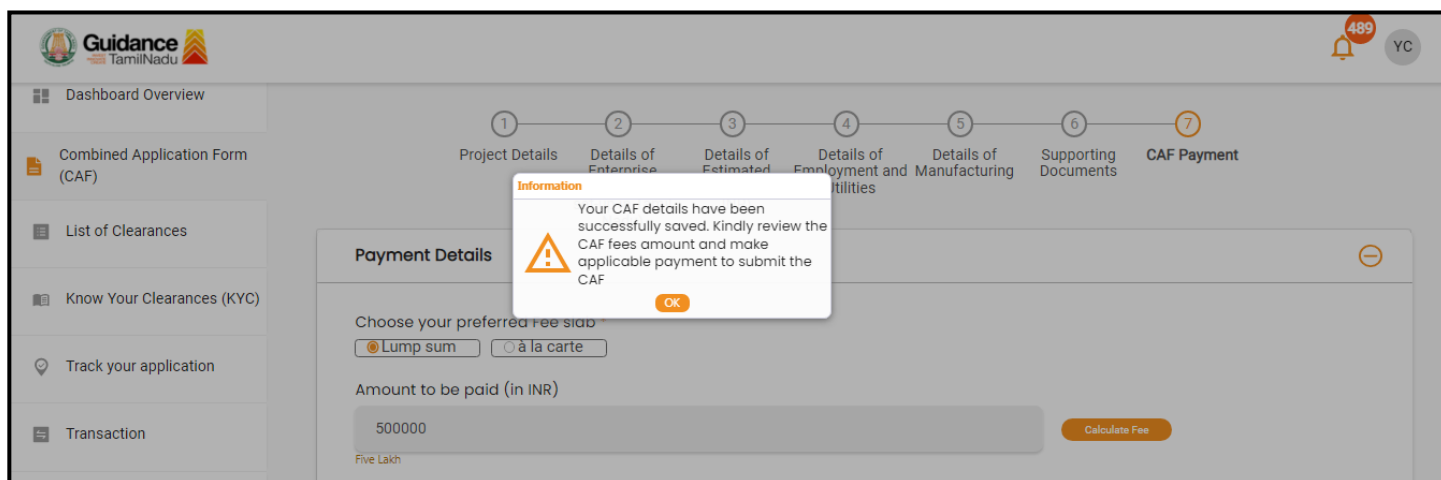


Figure 12. Combined Application Form (CAF) - Confirmation Message

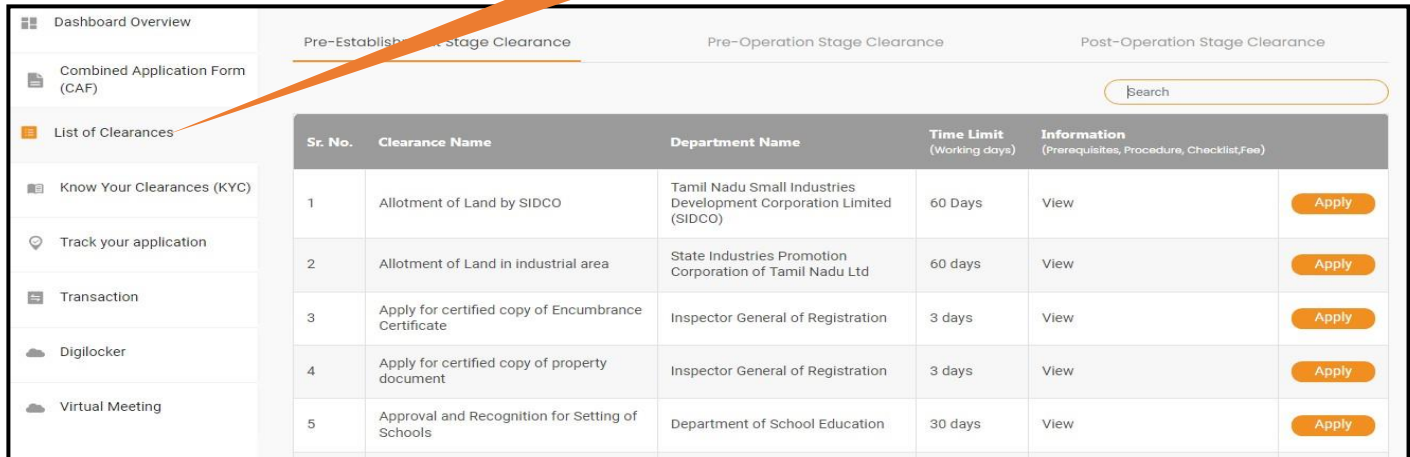
Note:

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 Change of Constitution-Schedule X Drug Sales Licence

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

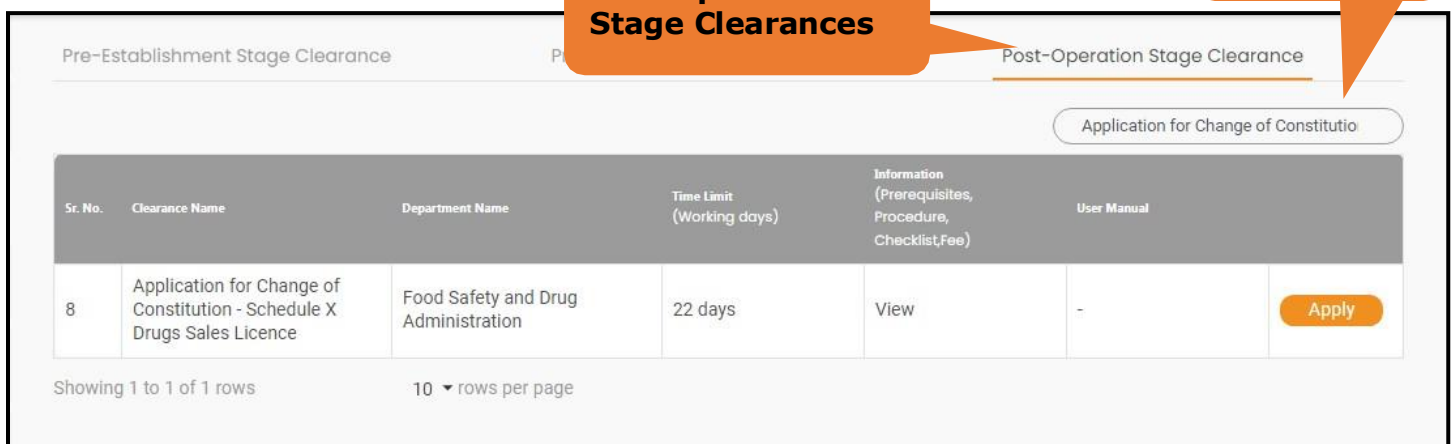
2) The list of clearances is segregated into three stages.

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

3) Select ‘**Post-Operation Stage Clearance**’ and find the clearance ‘**Application for Change of Constitution-Schedule x Drug Sales Licence**’ by using Search option as shown in the figure given below.

Post Operation Stage Clearances

Search for Clearances



Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual	
8	Application for Change of Constitution - Schedule X Drugs Sales Licence	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

- 5) 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)
- 6) To apply for the clearance, click on 'Apply' to access the department application form (Refer Figure 15).
- 7) 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)	User Manual
8	Application for Change of Constitution - Schedule X Drugs Sales Licence	Food Safety and Drug Administration	22 days	View	-

Apply for clearance

Figure 15. Apply for Clearance

8. Filling the Application Form

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

1. Application Form

2. Checklist

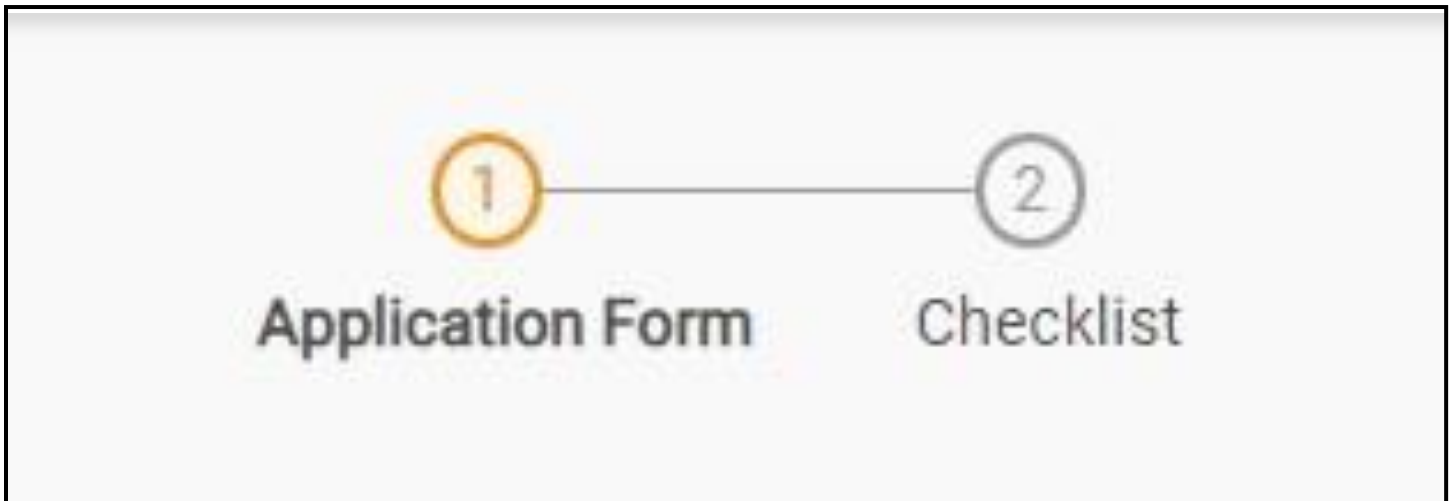
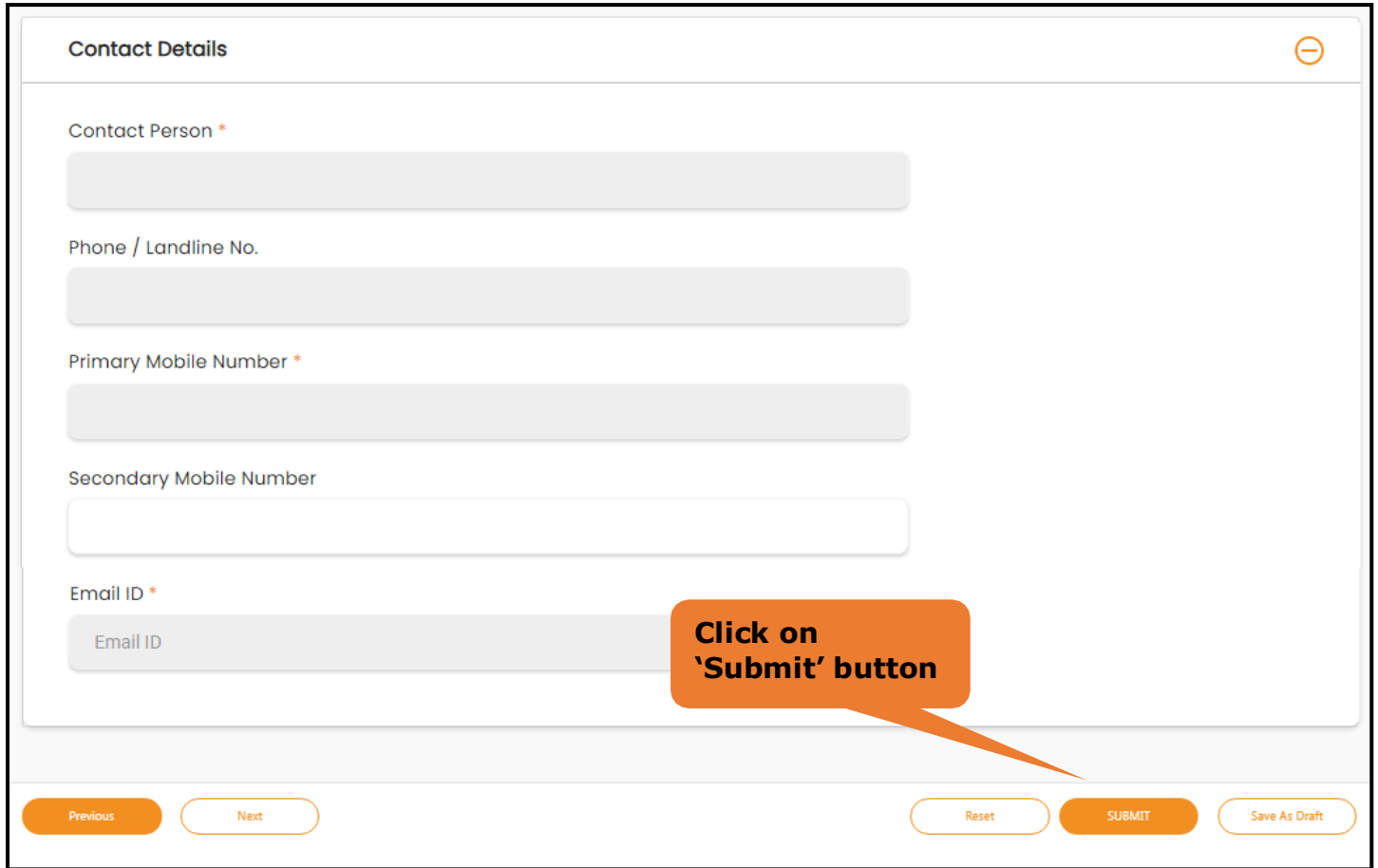


Figure 16. Two Sections of the application form

Contact Details

- The contact details auto populated from Combined Application form.



Contact Details

Contact Person *

Phone / Landline No.

Primary Mobile Number *

Secondary Mobile Number

Email ID *

Click on 'Submit' button

Previous Next Reset SUBMIT Save As Draft

Figure 2. Contact Details

Information Pop up

- Click on '**Submit**' so that the Application gets saved and the screen redirects to Checklist Tab.

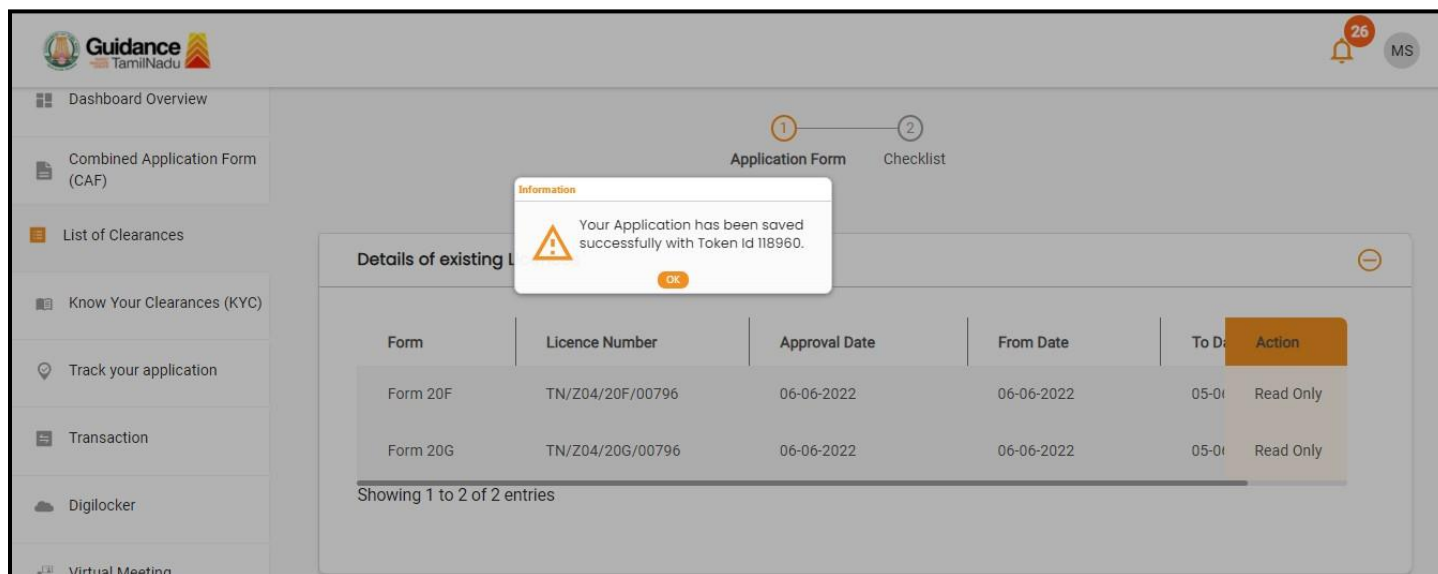


Figure 18. Token Id Generated

Checklist





















- The following supporting documents need to be uploaded by the Applicant as per the notes given
- Maximum 10 MB Allowed (Only .DOC, .PDF, .XLS, .BMP, .GIF, .JPEG, .PNG, .PPTX, .DOCX, .XLSX, .ZIP, .KML are allowed)
- In case of multiple documents, please upload in zip format
- After Uploading all the supporting document click on 'Next' to go Payment details' screen







Checklist



Note 1: Maximum 10 MB Allowed (Only .DOC, .PDF, .XLS, .BMP, .GIF, .JPEG, .PNG, .PPTX, .DOCX, .XLSX, .ZIP, .KML are allowed)

Note 2: In case of multiple documents, please upload in zip format

Sr. No.	Document Name	Attach Document
1	<input checked="" type="checkbox"/> Photo	 SAMPLE SUPPORTING 
2	<input checked="" type="checkbox"/> Form 19-C – Retail	 SAMPLE SUPPORTING 
3	<input checked="" type="checkbox"/> Form 19-C – Wholesale	 SAMPLE SUPPORTING 
4	<input checked="" type="checkbox"/> Encumbrance Certificate or Property Tax Receipt or Sale Deed Copy of Building or Equivalent Document	 SAMPLE SUPPORTING 
5	<input checked="" type="checkbox"/> Residence Proof (Rental Agreement or Lease Agreement, Passport, Aadhaar Card (UID)) of the Applicant	 SAMPLE SUPPORTING 
6	<input checked="" type="checkbox"/> Authorization of the signatory of the application form (Board Resolution / Authorisation Letter)	 SAMPLE SUPPORTING 
7	<input checked="" type="checkbox"/> Copy of Pharmacy Council Registration Certificate of the Pharmacist	 SAMPLE SUPPORTING 
8	<input checked="" type="checkbox"/> Education Qualification and Experience Certificate of the Pharmacist / Competent Person	 SAMPLE SUPPORTING 
9	<input checked="" type="checkbox"/> Legal Tenancy Affidavit	 SAMPLE SUPPORTING 
10	<input checked="" type="checkbox"/> Declaration Form	 SAMPLE SUPPORTING 

11	<input checked="" type="checkbox"/> Purchase Bill of Refrigerator, Air Conditioner and Generator and its working condition or installation certificate	 SAMPLE SUPPORTING
12	<input checked="" type="checkbox"/> Existing Licence Copy	 SAMPLE SUPPORTING
13	<input checked="" type="checkbox"/> Blueprint of the Plan of the Premises Duly Signed by Licenced Surveyor and the Applicant	 SAMPLE SUPPORTING
14	<input checked="" type="checkbox"/> Rental Agreement	 SAMPLE SUPPORTING
15	<input checked="" type="checkbox"/> Other Documents	 SAMPLE SUPPORTING
16	<input checked="" type="checkbox"/> Latest Renewal Certificate Copy or Retention Fees Paid Receipt / Challan Copy	 SAMPLE SUPPORTING

Document Download ⊖

[Download Declaration Form](#)

[Download Form 19](#)

Click on 'Save Document'

[Previous](#) [Next](#) [Save Document](#)

Figure 18. Checklist

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

9. Payment Process

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

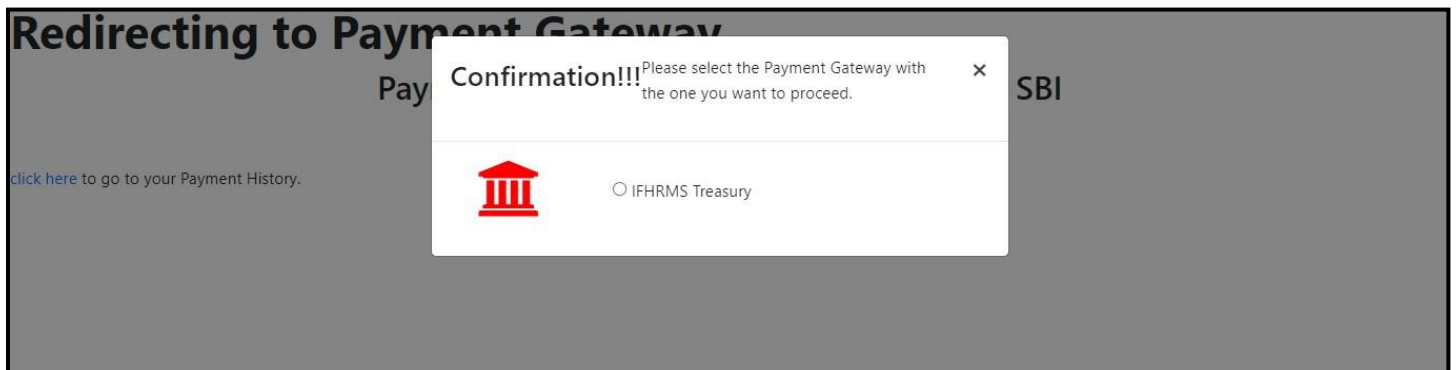


Figure 19. Payment Process

- 3) Then the payment **'Reference Number'** would be generated, refer the instruction note as shown in the Figure 20.
- 4) Click on 'Ok' button and follow the payment process and make payment.

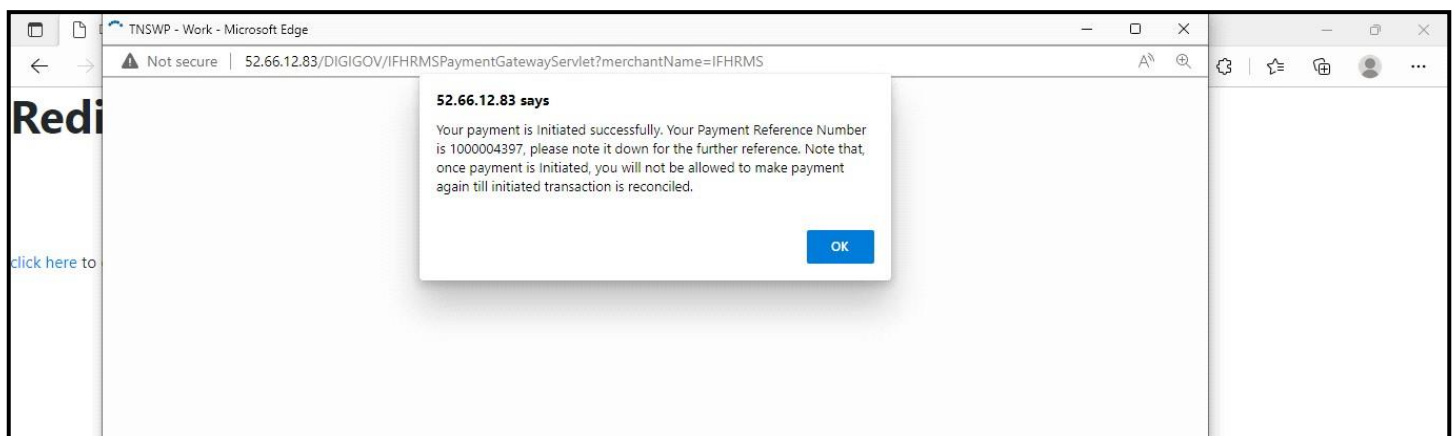
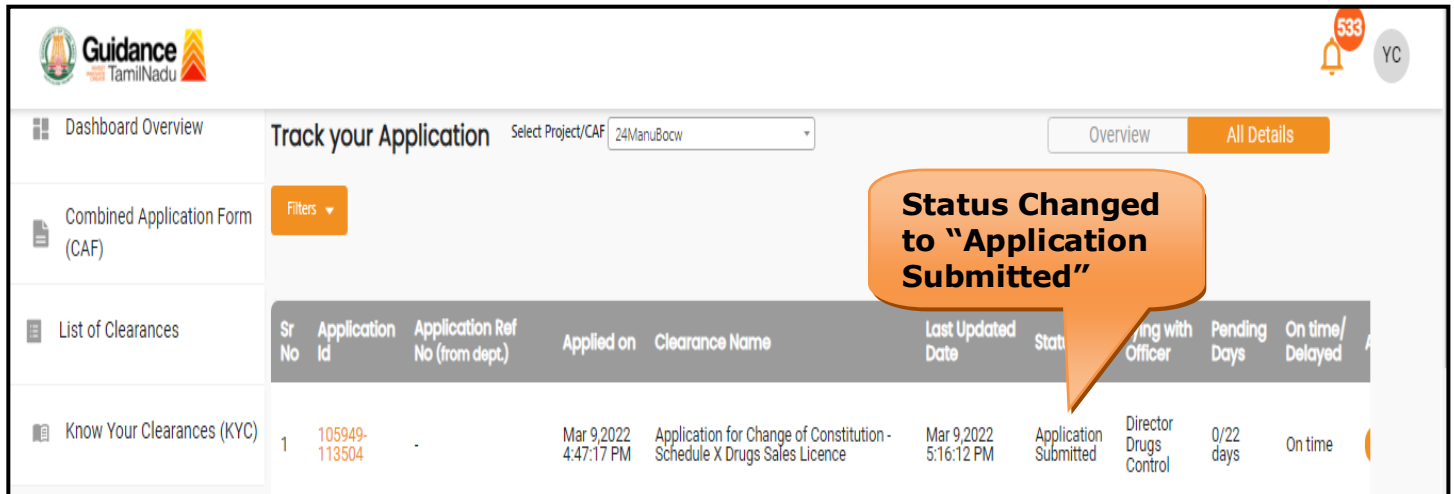


Figure 20. Payment Reference Number

5) After the applicant has completed the payment process, the application is submitted successfully to the Department for further processing. The applicant can view the status of the application under **Track your application** → **Select the CAF from the Dropdown** → **All details**.



The screenshot shows the 'Track your Application' page. At the top, there is a navigation bar with 'Dashboard Overview' and 'Track your Application' (selected). A dropdown menu for 'Select Project/CAF' is set to '24ManuBocw'. There are buttons for 'Overview' and 'All Details'. On the left, there are menu items: 'Combined Application Form (CAF)', 'List of Clearances', and 'Know Your Clearances (KYC)'. A table displays the application details:

Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Handling Officer	Pending Days	On time/Delayed
1	105949-113504	-	Mar 9,2022 4:47:17 PM	Application for Change of Constitution - Schedule X Drugs Sales Licence	Mar 9,2022 5:16:12 PM	Application Submitted	Director Drugs Control	0/22 days	On time

An orange callout bubble points to the 'Status' column, containing the text: **Status Changed to "Application Submitted"**.

Figure 21. Application Submitted

10. Track Your Application

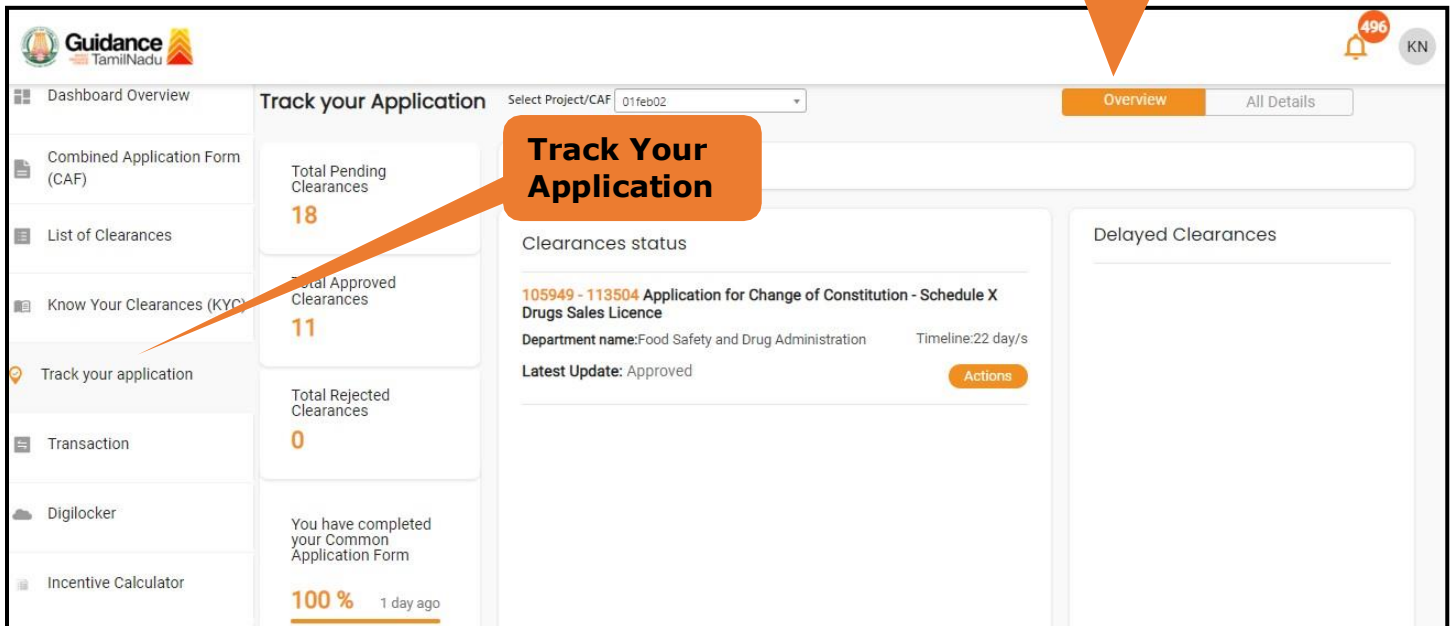
- 1) After submitting the application, unique 'token ID' is be generated. Using the 'Token ID' the applicant can track the status of clearances by clicking on 'Track your application' option.'
- 2) Applicant to choose the name of the project created during CAF from the dropdown 'Select project / CAF'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

- **Track your application– Overview option.**

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

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

Overview of Applications



The screenshot displays the 'Track your Application' interface. On the left, a sidebar lists various dashboard options, with 'Track your application' highlighted. The main area features a 'Track Your Application' callout pointing to the sidebar. The dashboard shows a 'Select Project/CAF' dropdown set to '01feb02'. Below this, there are three summary cards: 'Total Pending Clearances' (18), 'Total Approved Clearances' (11), and 'Total Rejected Clearances' (0). A message states 'You have completed your Common Application Form' with a '100%' progress indicator and '1 day ago' timestamp. The 'Clearances status' section shows details for application '105949 - 113504 Application for Change of Constitution - Schedule X Drugs Sales Licence', including the department name 'Food Safety and Drug Administration' and a timeline of '22 day/s'. The latest update is 'Approved', and there is an 'Actions' button. The 'Overview of Applications' callout points to the 'Overview' tab in the top navigation bar.

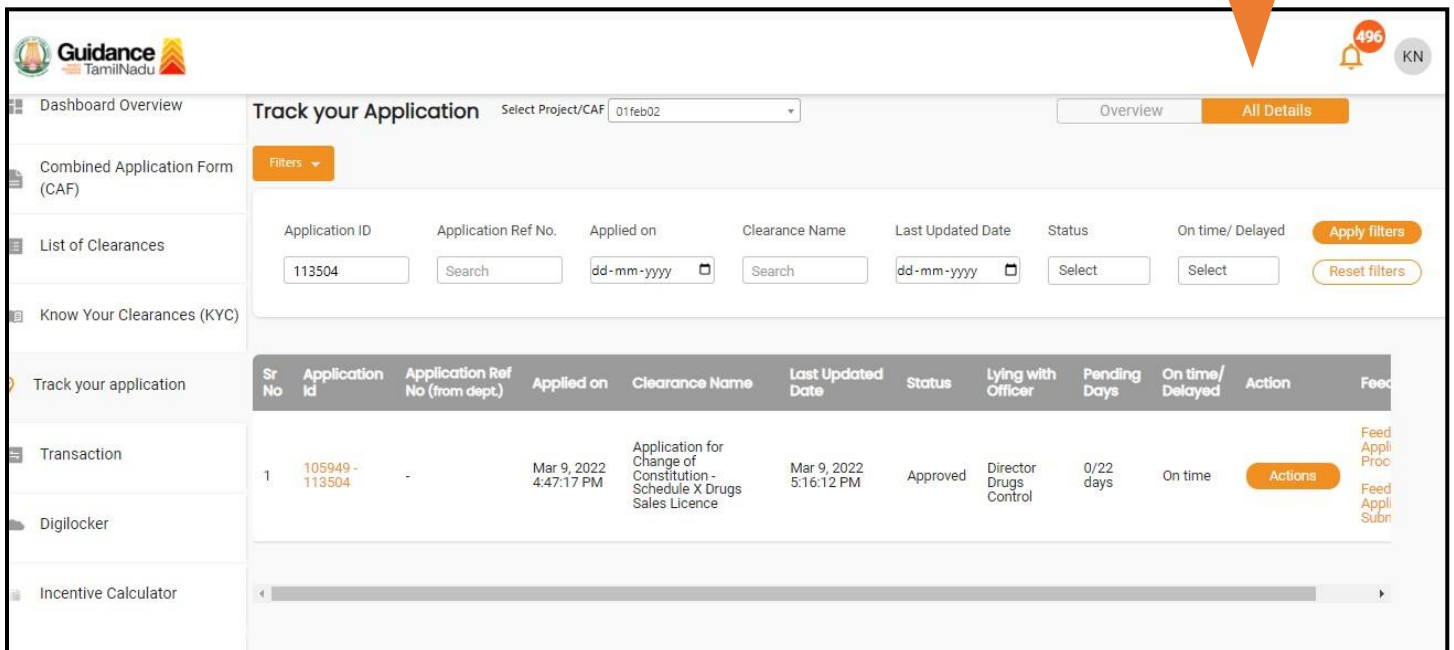
Figure 22. Track your application

- **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**

All Details Options



Track your Application Select Project/CAF: 01feb02

Overview | **All Details**

Filters

Application ID: 113504 | Application Ref No.: Search | Applied on: dd-mm-yyyy | Clearance Name: Search | Last Updated Date: dd-mm-yyyy | Status: Select | On time/ Delayed: Select

Apply filters | Reset filters

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	105949 - 113504	-	Mar 9, 2022 4:47:17 PM	Application for Change of Constitution - Schedule X Drugs Sales Licence	Mar 9, 2022 5:16:12 PM	Approved	Director Drugs Control	0/22 days	On time	Actions	Feed Appli Proc Feed Appli Subn

Figure 23. ‘All details’ tab

11. Need 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 lists navigation options: Dashboard Overview, Combined Application Form (CAF), List of Clearances, Know Your Clearances (KYC), Track your application (highlighted), Transaction, Digilocker, and Incentive Calculator. The main content area shows a search bar with '113504' and a dropdown for 'Select Project/CAF' set to '01feb02'. Below the search bar, a 'Clearances status' card displays: '105949 - 113504 Application for Change of Constitution - Schedule X Drugs Sales Licence', 'Department name: Food Safety and Drug Administration', 'Timeline: 22 day/s', and 'Latest Update: Need Clarification'. An orange 'Actions' button is visible next to the update. A large orange callout box with a pointer highlights the 'Need Clarification' status. To the right, a 'Delayed Clearances' section is empty. A top navigation bar includes 'Overview' and 'All Details' tabs. The top right corner shows a notification bell with '496' and a user profile icon 'KN'. A summary panel on the left shows: 'Total Pending Clearances: 18', 'Total Approved Clearances: 11', 'Total Rejected Clearances: 0', and 'You have completed your Common Application Form: 100% 1 day ago'.

Figure 24. Need Clarification

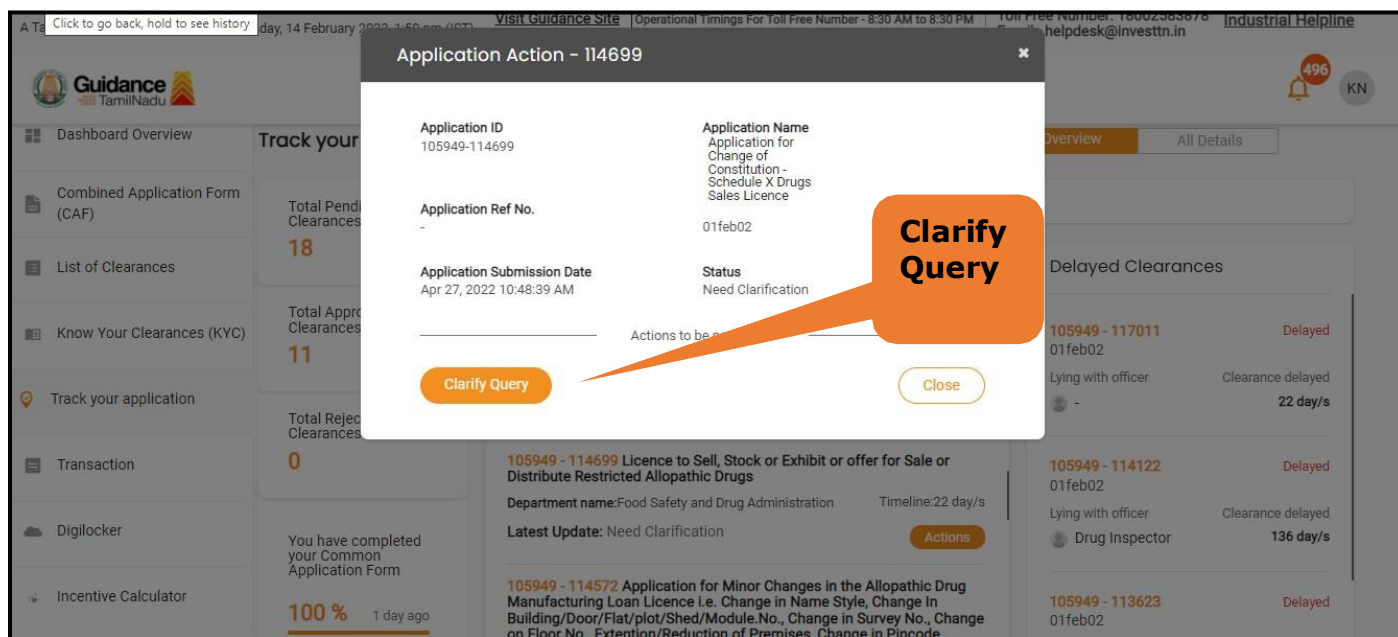


Figure 25. Need Clarification (Contd.)

- 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.

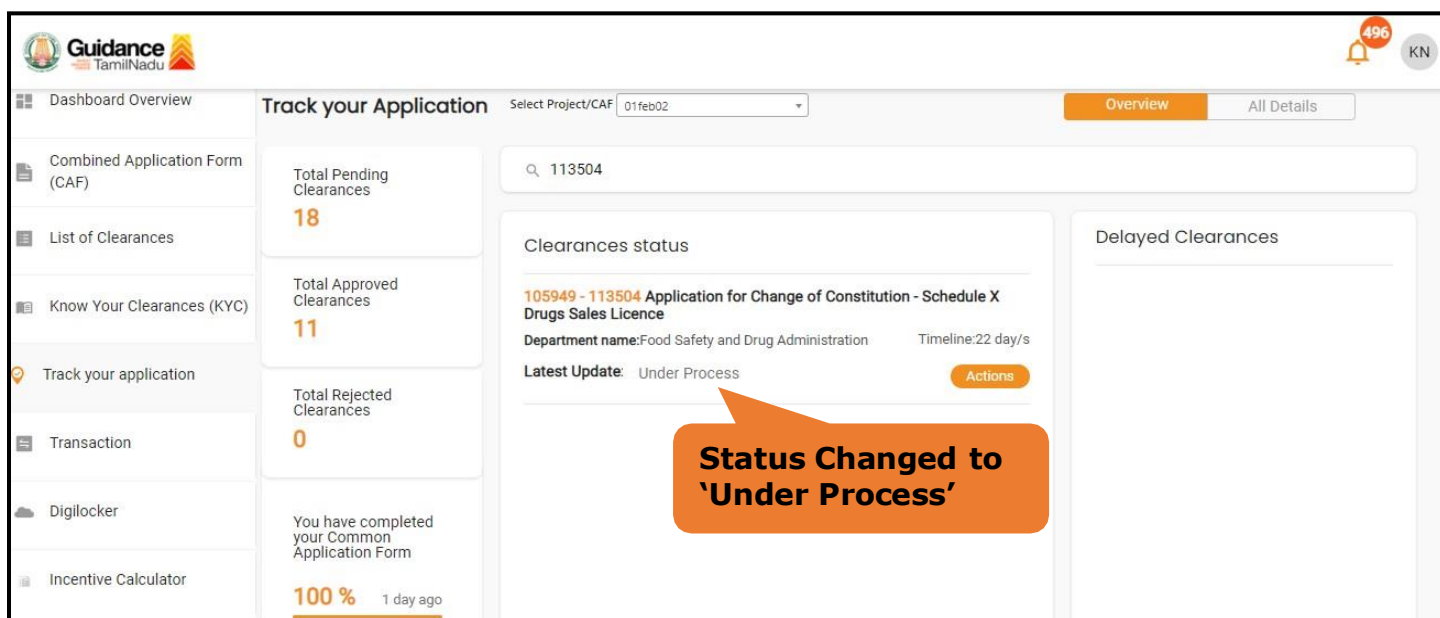


Figure 26. Status of the Application

12. Inspection Schedule

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

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, Transaction, Digilocker, and Incentive Calculator. The main content area shows a search bar with '113504' and a 'Track your Application' section with three metrics: Total Pending Clearances (18), Total Approved Clearances (11), and Total Rejected Clearances (0). Below these is a message: 'You have completed your Common Application Form' with a '100%' progress indicator and '1 day ago'. The central 'Clearances status' section displays details for application '105949 - 113504 Application for Change of Constitution - Schedule X Drugs Sales Licence', including the department name 'Food Safety and Drug Administration', a timeline of '22 day/s', and a 'Latest Update' of 'Inspection Scheduled'. An orange callout box points to this update with the text 'Status changed to 'Inspection Scheduled''. A right-hand panel shows 'Delayed Clearances'.

Figure 27. Inspection Schedule

Application Action - 115041

Application ID 105979-115041	Application Name Application for Change of Constitution - Schedule X Drugs Sales Licence
Application Ref No. -	Project Name 02FEB2022
Application Submission Date May 11, 2022 7:12:10 PM	Status Inspection Report Uploaded

Actions to be performed

Yay!
There is no any action to be performed.

Close

Click here to view Inspection date scheduled by department

Figure 28. Scheduled Inspection Details

Inspection Details : 117870

Inspection Scheduled Date (DD/MM/YYYY):
27/09/2022

Inspection Remarks:

Inspection date scheduled by department

Figure 29. Scheduled Inspection Details (Contd.)

5) After the Inspection schedule is done, the Drugs inspector uploads the inspection report and submits to the department. The status would reflect as **“Inspection Report uploaded”**.

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 (selected), Transaction, Diglocker, and Incentive Calculator. The main area shows a search bar with '113504' and a 'Clearances status' section. The status for application '105949 - 113504' is 'Inspection Report Uploaded', with a 'Latest Update' timestamp of '1 day ago'. An orange callout box points to this update with the text 'Inspection Report Uploaded'. Summary statistics on the left include: Total Pending Clearances (18), Total Approved Clearances (11), and Total Rejected Clearances (0). A progress indicator shows '100%' completion for the Common Application Form.

Figure 30. Inspection Report Uploaded

13. Application Processing

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

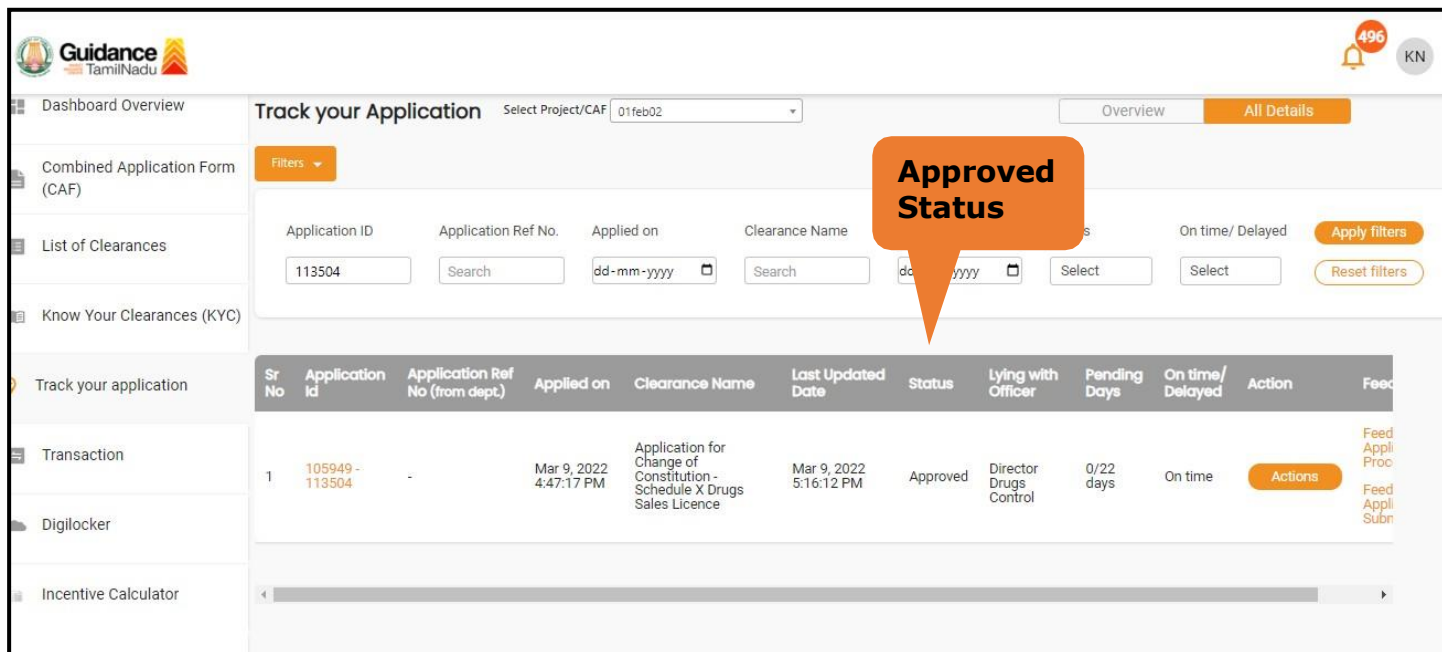


Figure 31. Application Processed

2) If the application is **‘Approved’** by the Department, the applicant can download the Approval Certificate under **‘Track your application – > ‘Action’ button -> Download Certificate** (Refer Figure 31)

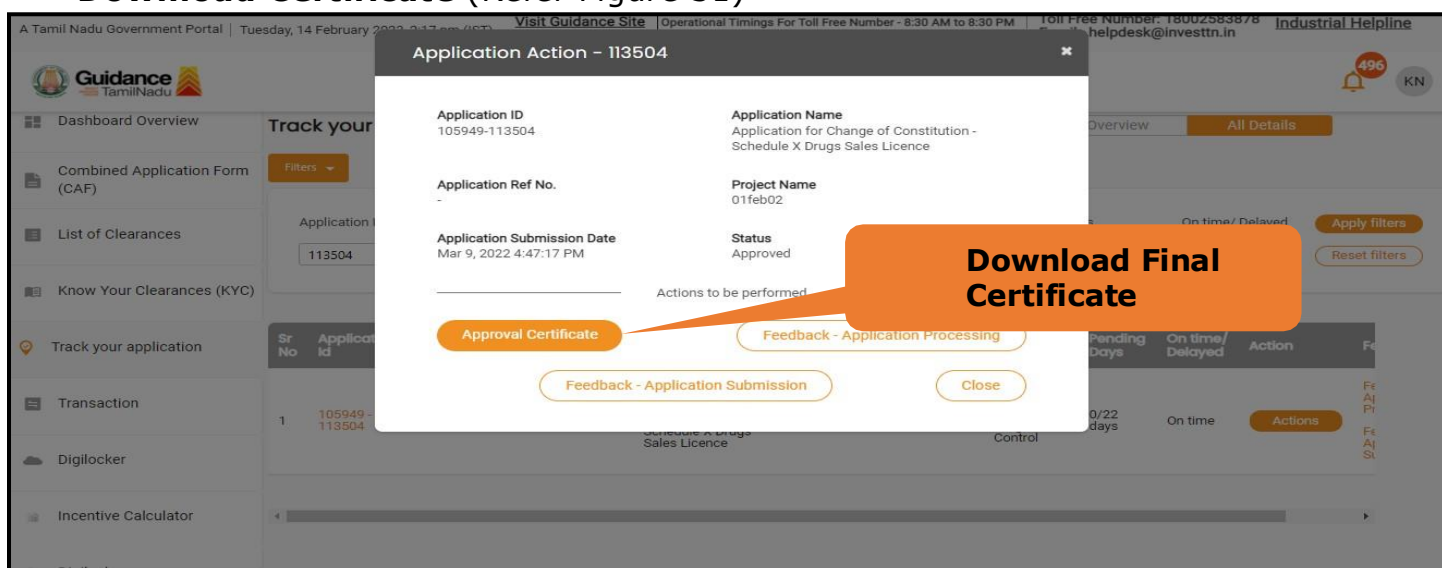
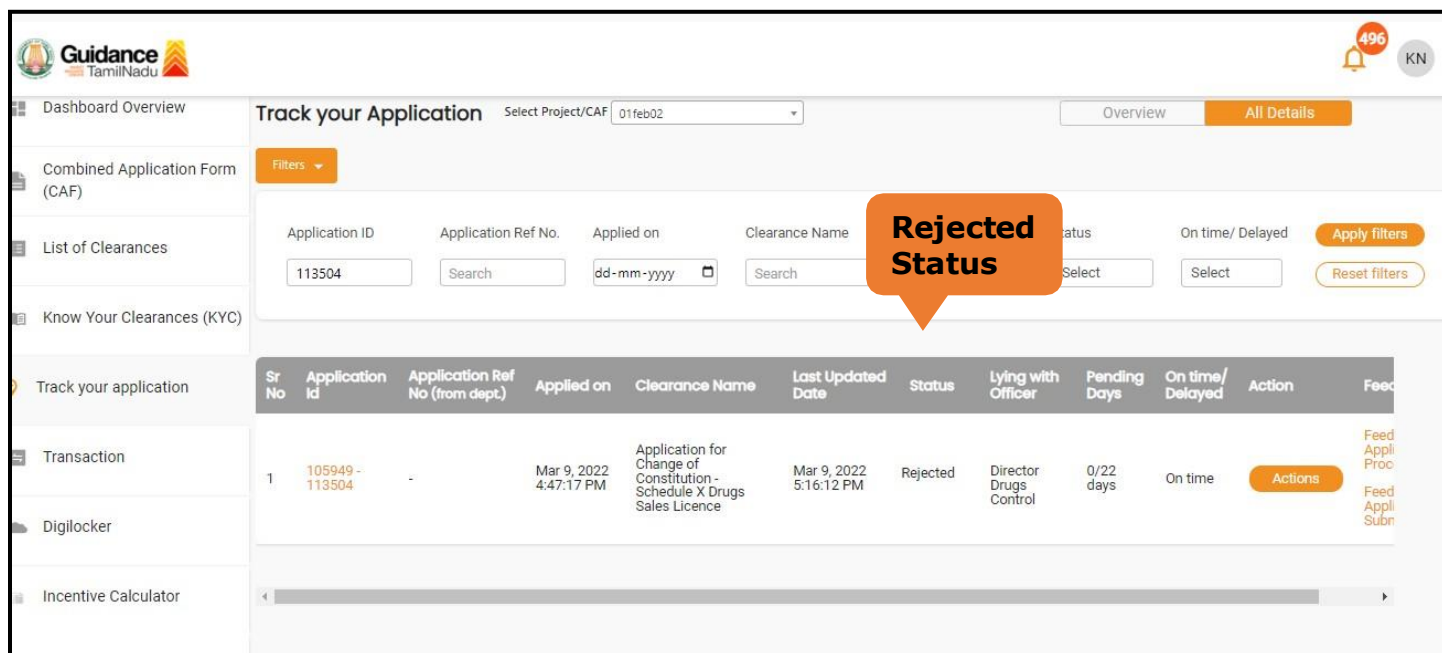


Figure 31. Download the Approved Certificate

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 34)



The screenshot shows the 'Track your Application' page with a table of application records. An orange callout bubble labeled 'Rejected Status' points to the 'Rejected' status in the table row.

Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action	Feed
1	105949 - 113504	-	Mar 9, 2022 4:47:17 PM	Application for Change of Constitution - Schedule X Drugs Sales Licence	Mar 9, 2022 5:16:12 PM	Rejected	Director Drugs Control	0/22 days	On time	Actions	Feed Appli Proc Feed Appli Subn

Figure 32. Rejected Status

