



TAMIL NADU SINGLE WINDOW PORTAL

APPLICANT MANUAL

**Application for Change of Premises – Schedule X
Drugs Sale Licence**

**Food Safety and Drugs Administration
Department**



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.	Apply for Application for Change of Premises – Schedule X Drug Sale Licence.....	14
8.	Filling the Application Form.....	16
9.	Payment process.....	21
10.	Track Your Application	23
11.	Query Clarification	25
12.	Inspection Schedule.....	27
13.	Application Processing	29

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:

- Browser address bar: tnswp.com/DIGIGOV/swp-tnswp.jsp
- Page header: 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
- Navigation menu: Home, About Us, Clearances/Approvals, Legislation, Policies & Notifications, Dashboard, Help & Support, Register, Login
- Main heading: **TAMIL NADU** Leading the Nation
- Awards and Achievements:
 - #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. 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.

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

**Register
on TNSWP**

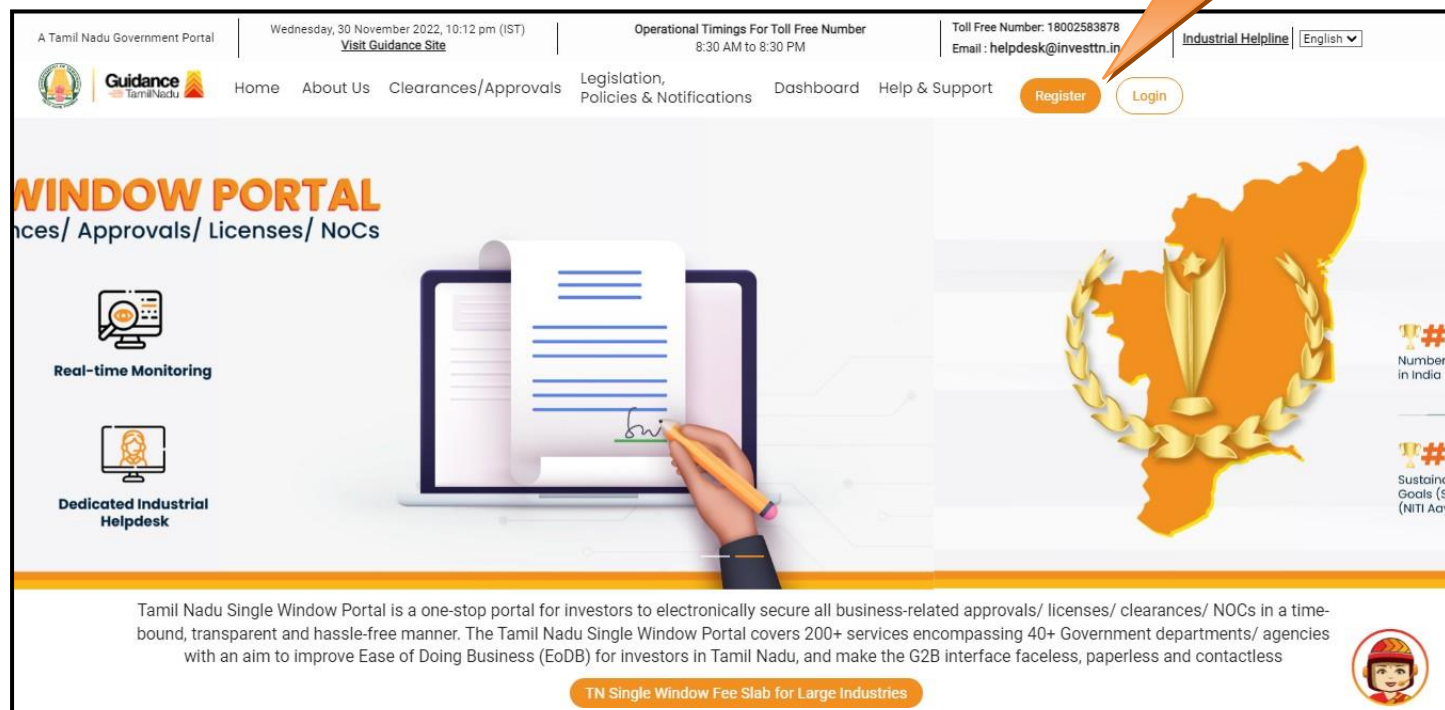


Figure 2. Register

- 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 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

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

Name of Company

Figure 3. Registration Form

**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 user 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.

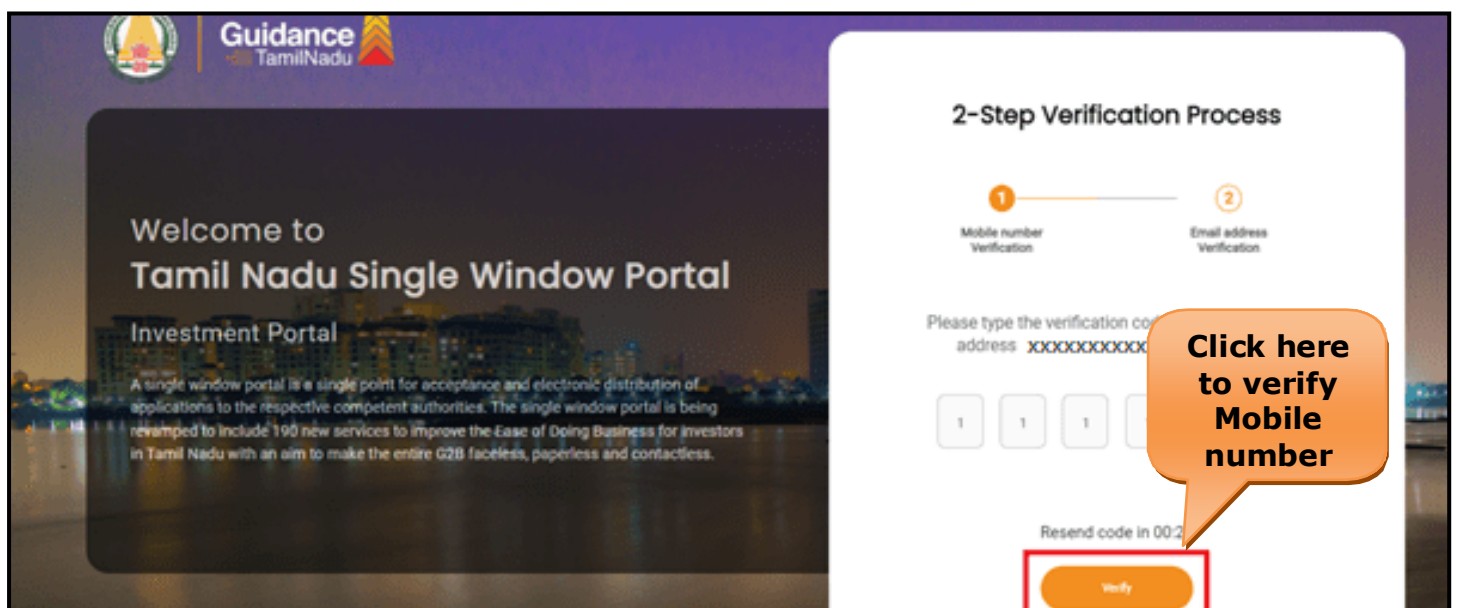


Figure 5. Mobile Number Verification

- o **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.

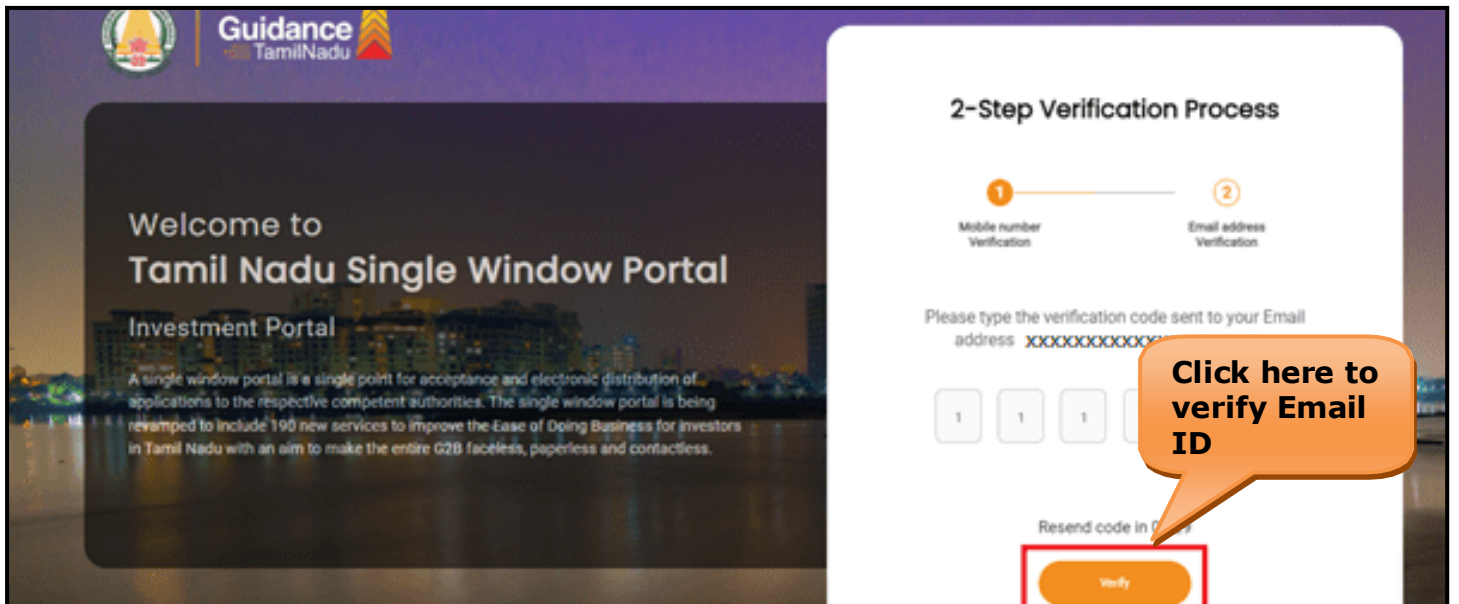


Figure 1. Email ID Verification

- 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.

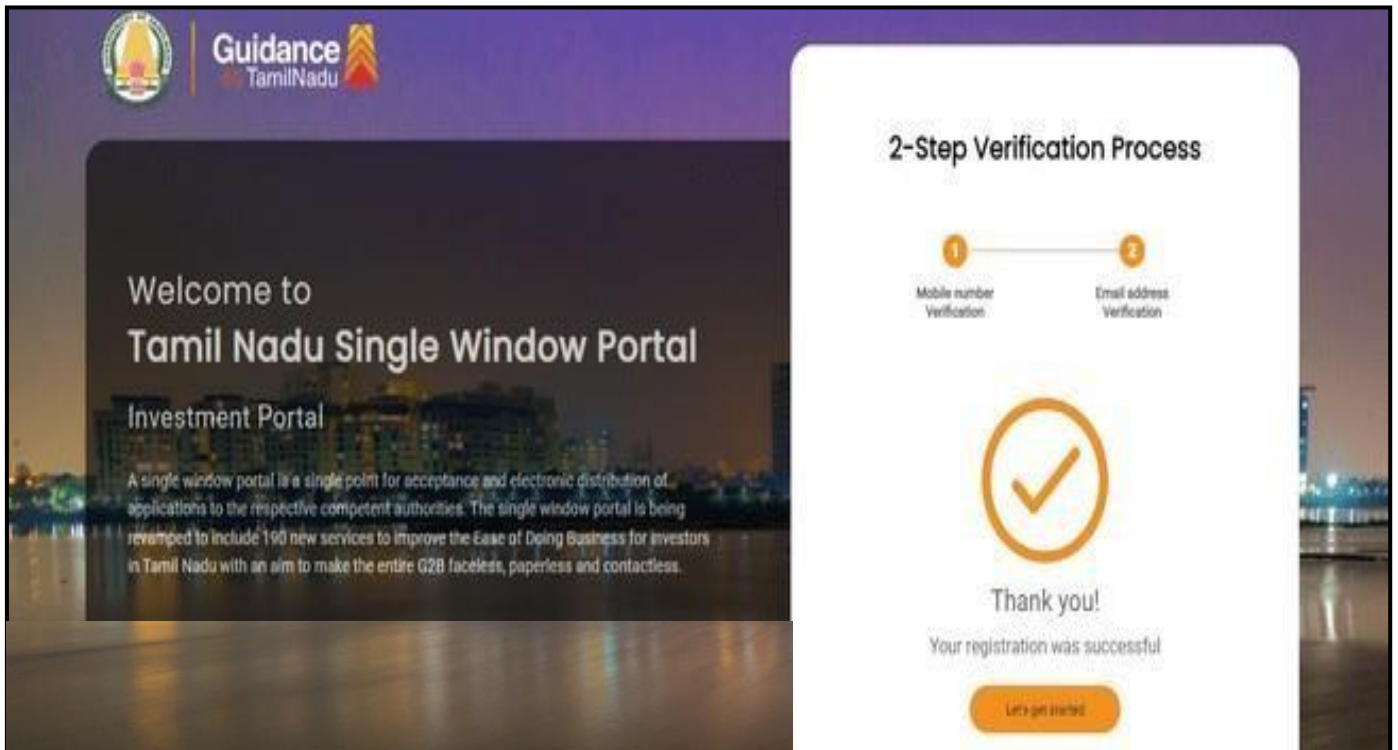


Figure 7. Registration Confirmation Pop-Up

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



Figure 8. Login

5. Dashboard Overview

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

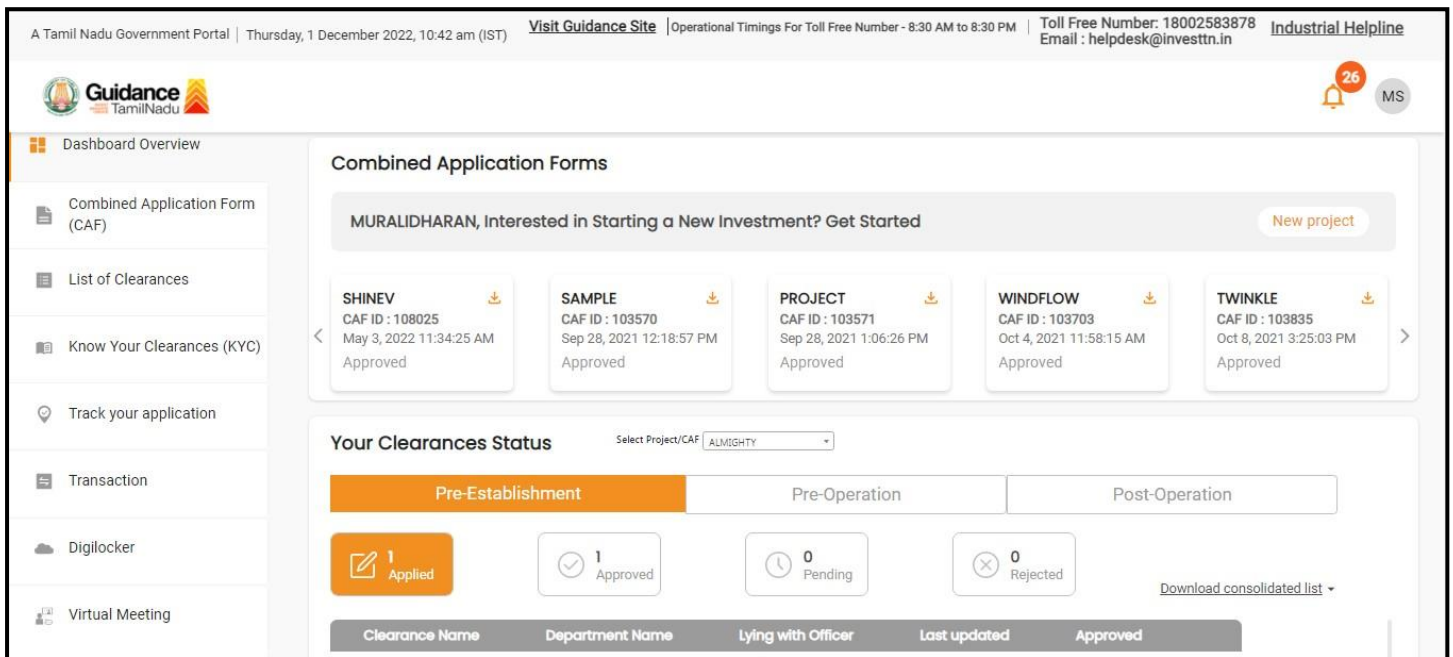
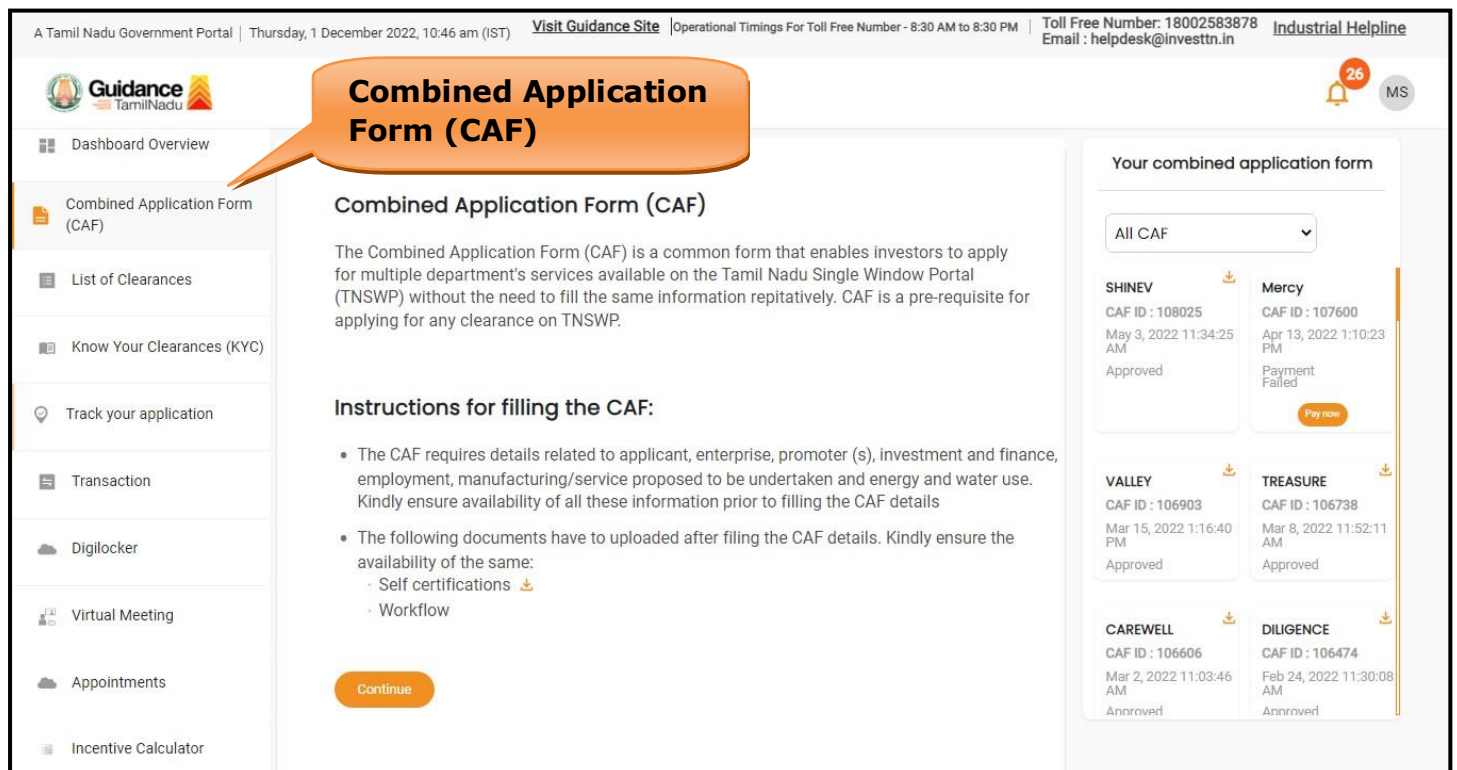


Figure 9. Dashboard Overview

6. Combined Application Form (CAF)

- 1) Prior to applying for various clearances on TNSWP, the applicant 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.



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@investtn.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 filling 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:**

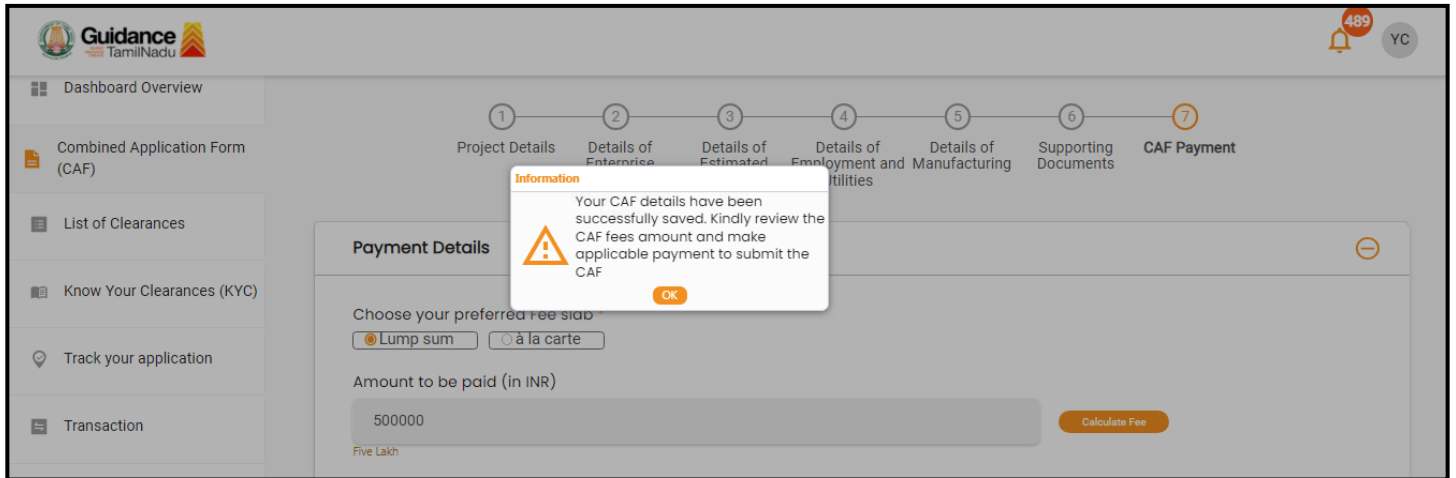
- Download the template.
- Prepare the self-certification documents as per the instructions given in the template and upload.

- **Workflow:**

- Prepare and upload the business process flow chart.

2) After filling in all the sections in combined application form (CAF), the user can submit the form.

3) When the user submits the combined application form (CAF), confirmation message will pop-up stating, '**Your request has been saved successfully**' (Refer Figure 12).



The screenshot displays the Guidance TamilNadu portal interface. The top navigation bar includes the logo and a notification bell with '489' alerts. 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 left sidebar contains menu items: Dashboard Overview, Combined Application Form (CAF), List of Clearances, Know Your Clearances (KYC), Track your application, and Transaction. The main content area is titled 'Payment Details' and features a confirmation message box with a warning icon: '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 'Amount to be paid (in INR)' with the value '500000' and a 'Calculate Fee' button. The amount is also written as 'Five Lakh' below the input field.

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 Premises – Schedule X Drug Sale 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

Figure 13. List of Clearances

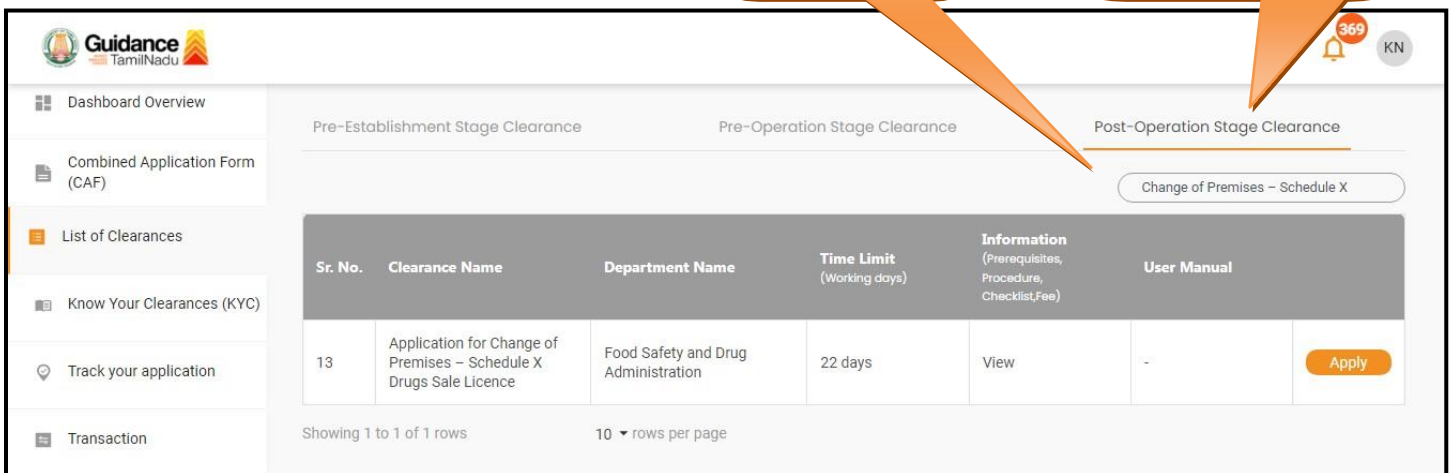
2) The list of clearances is segregated into three stages.

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

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

Search for clearance

Post-Operation Stage Clearance



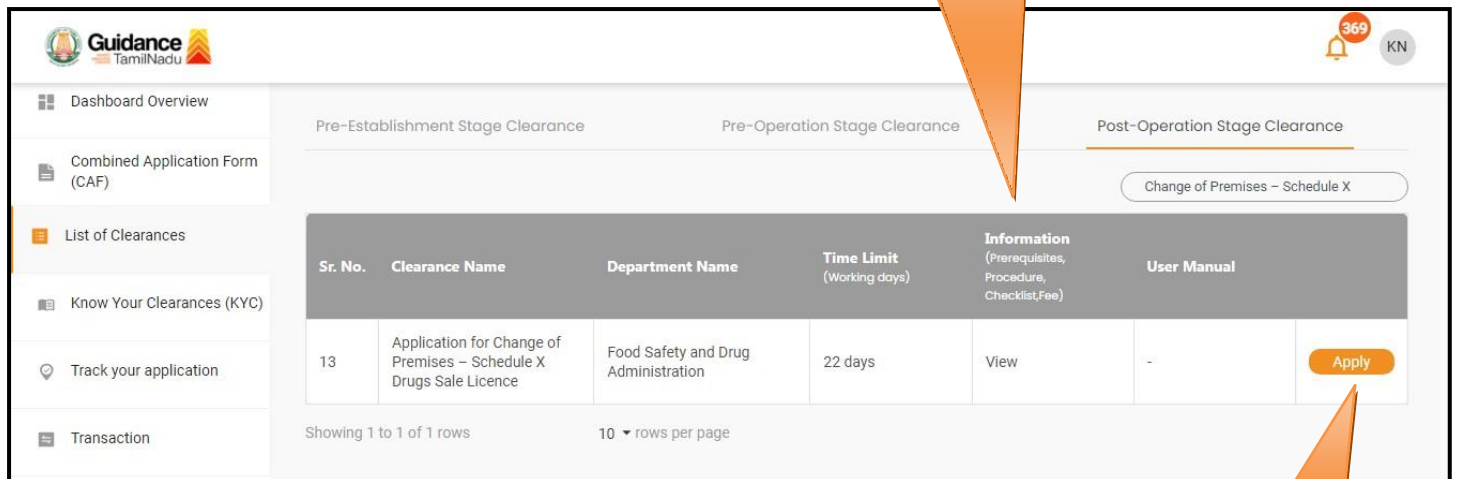
Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual	
13	Application for Change of Premises – Schedule X Drugs Sale Licence	Food Safety and Drug Administration	22 days	View	-	Apply

Showing 1 to 1 of 1 rows 10 rows per page

Figure 14. Search for Clearance

- 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)	User Manual
13	Application for Change of Premises – Schedule X Drugs Sale Licence	Food Safety and Drug Administration	22 days	View	- Apply

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. Applicant details

B. Document checklist

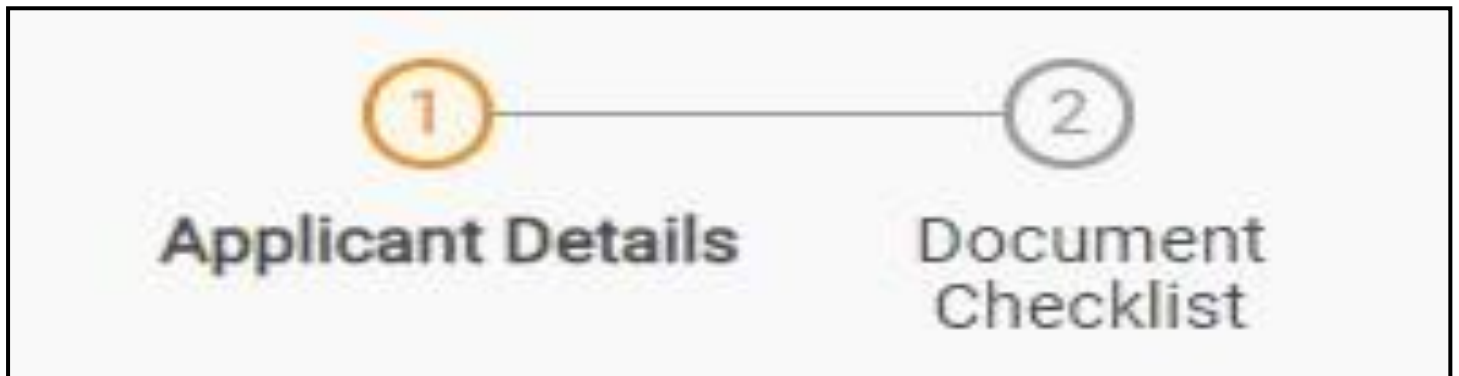


Figure 16. Two Sections of Application Form

B. Checklist

- 1) The following supporting documents need to be uploaded by the applicant as per the notes given.
- 2) Maximum 10 MB Allowed (Only .DOC, .PDF, .XLS, .BMP, .GIF, .JPEG, .PNG, .PPTX, .DOCX, .XLSX, .ZIP, .KML are allowed).
- 3) In case of multiple documents, please upload them in zip format.
- 4) After Uploading all the supporting document click 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-C – 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-C - 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"/> 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"/>
5	<input checked="" type="checkbox"/> Residence Proof (Rental Agreement or Lease Agreement, Passport, Aadhaar Card (UID)) of the Applicant	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigiLocker"/>
6	<input checked="" type="checkbox"/> Authorization of the signatory of the application form (Board Resolution / Authorisation Letter)	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigiLocker"/>
7	<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"/>
8	<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"/>
9	<input checked="" type="checkbox"/> Legal Tenancy Affidavit	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigiLocker"/>

10	<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"/>
11	<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"/>
12	<input checked="" type="checkbox"/> Existing Licence Copy	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigiLocker"/>
13	<input checked="" type="checkbox"/> Blueprint 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"/>
14	<input type="checkbox"/> Rental Agreement	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigiLocker"/>
15	<input type="checkbox"/> Other Documents	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigiLocker"/>
16	<input type="checkbox"/> Latest Renewal Certificate Copy or Retention Fees Paid Receipt / Challan Copy	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 for downloading forms. It features two main sections, each with a title and a button:

- Download Declaration Form Formats**: Includes a button labeled "Download declaration form".
- Download Form 19 (Kindly download the following forms and upload a signed copy of the same below)**: Includes a button labeled "Download form 19".

At the bottom of the interface, there are three buttons: "Previous", "Next", and "Save Document". A callout bubble with the text "Click on 'Save Document'" points to the "Save Document" button.

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.

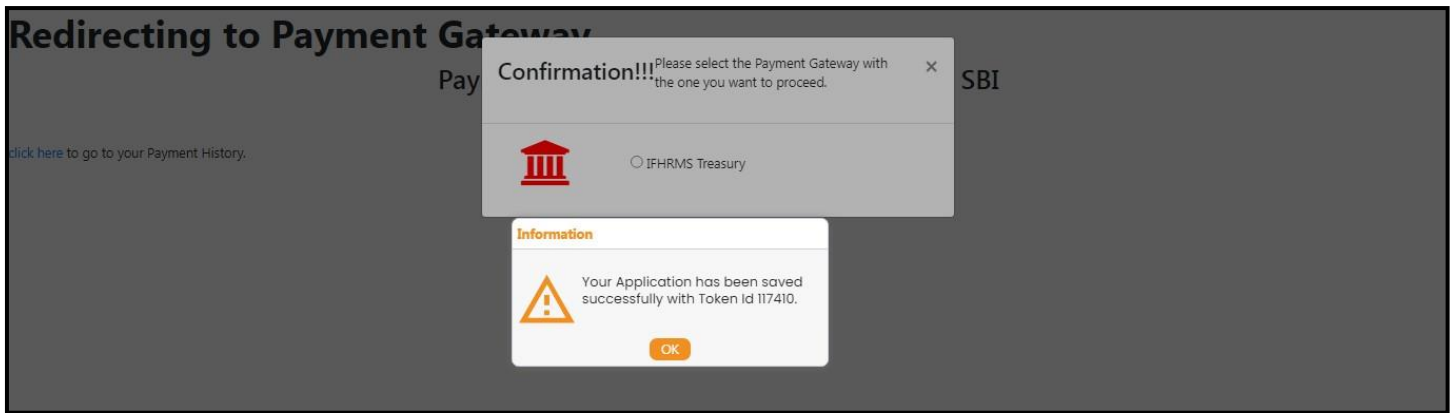


Figure 19. Token Id Generated

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**'.

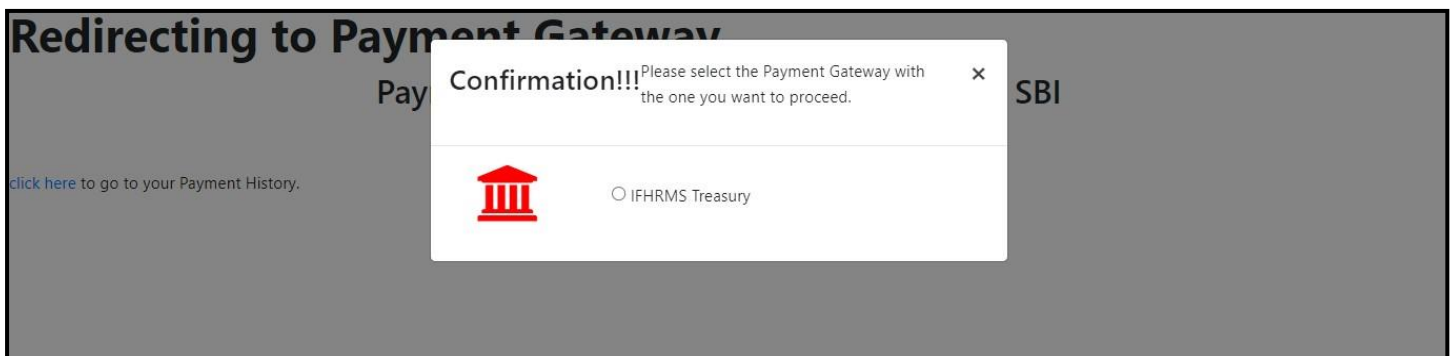


Figure 20. Payment Process

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.

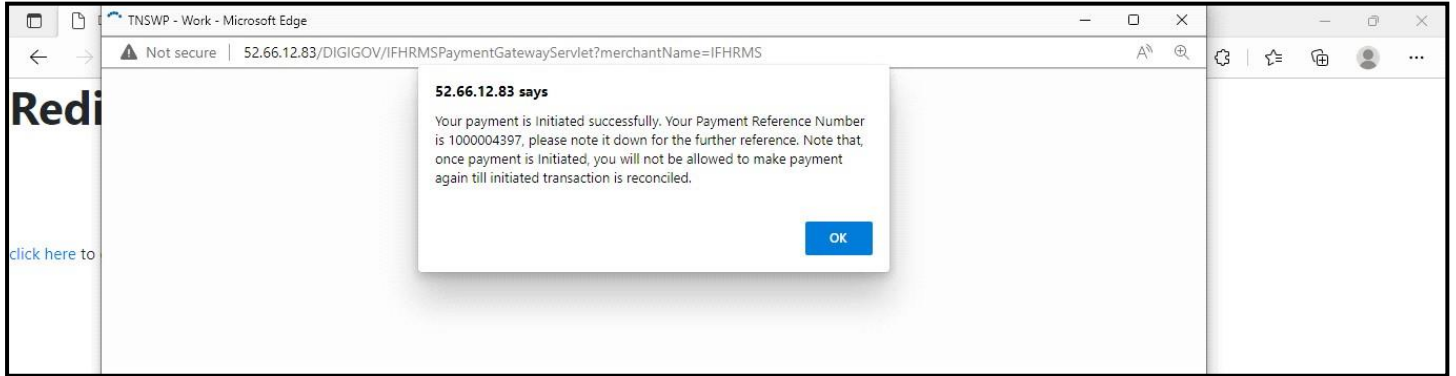


Figure 21. Payment Reference Number

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**

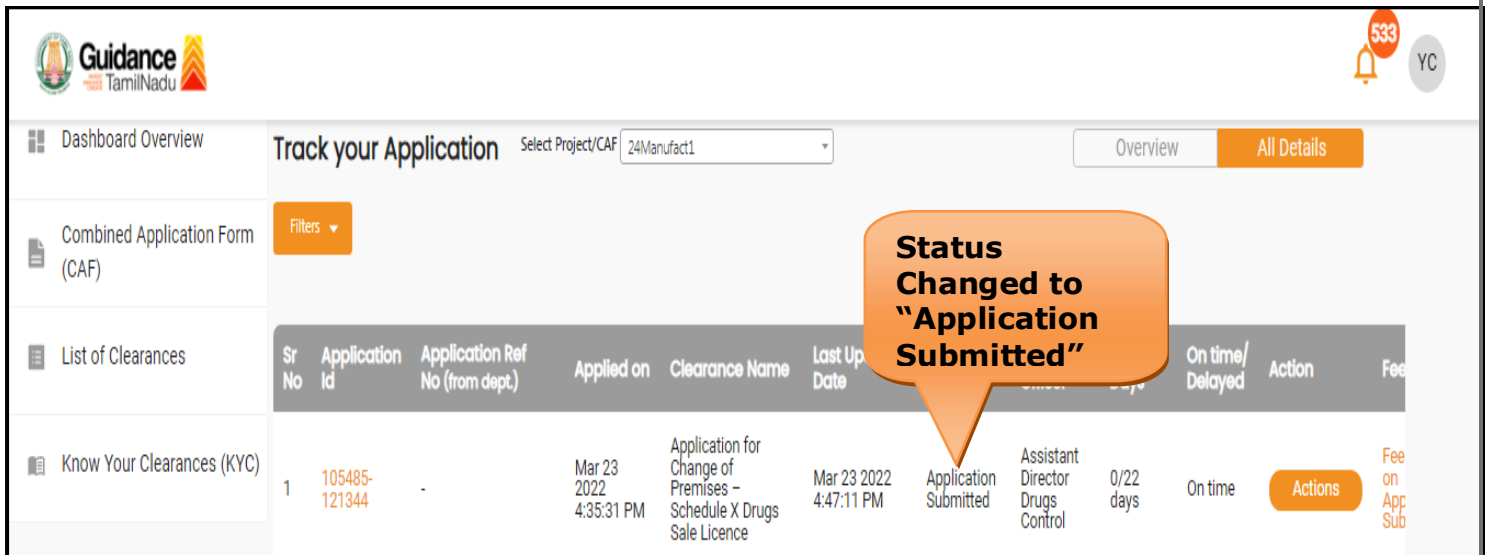


Figure 22. Status of the Application

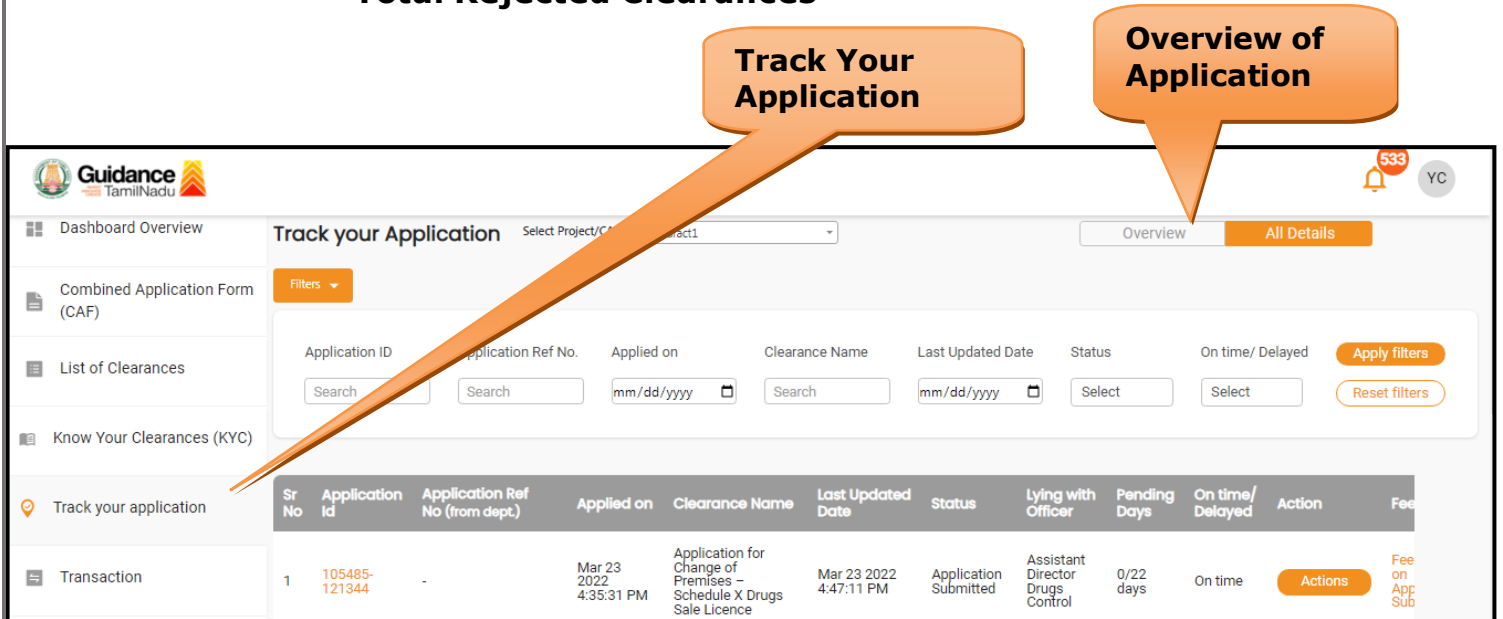
10. Track Your Application

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

- **Track your application– Overview Option**

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

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



Track Your Application

Overview of Application

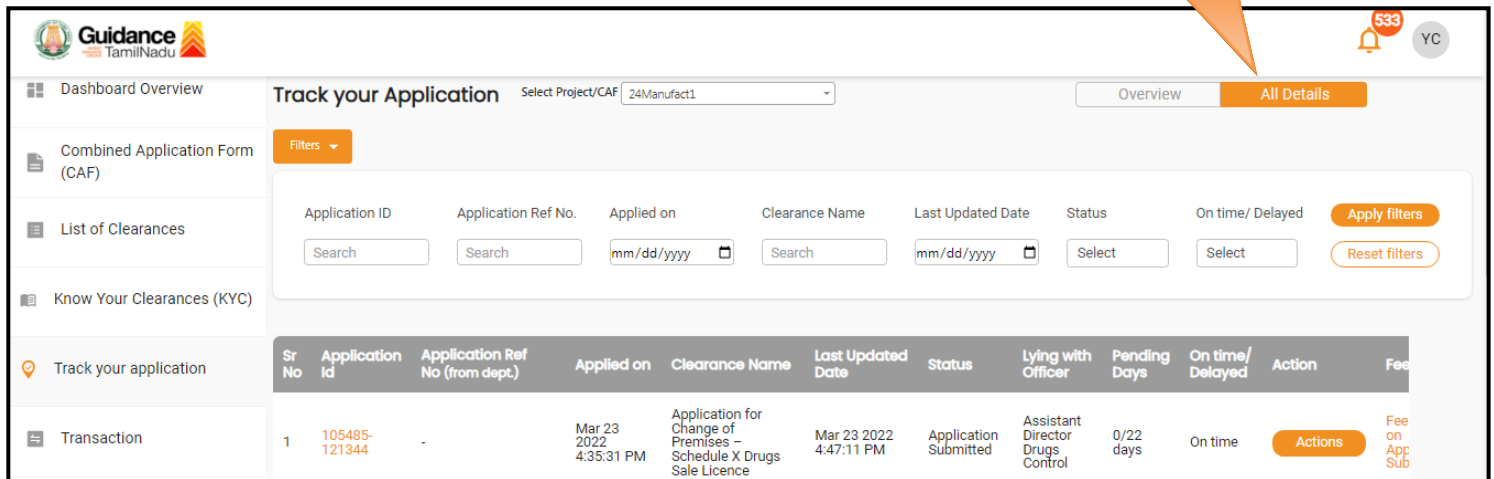
Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action	Fee
1	105485-121344	-	Mar 23 2022 4:35:31 PM	Application for Change of Premises – Schedule X Drugs Sale Licence	Mar 23 2022 4:47:11 PM	Application Submitted	Assistant Director Drugs Control	0/22 days	On time	Actions	Fee on App Sub

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**

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	Fee
1	105485-121344	-	Mar 23 2022 4:35:31 PM	Application for Change of Premises – Schedule X Drugs Sale Licence	Mar 23 2022 4:47:11 PM	Application Submitted	Assistant Director Drugs Control	0/22 days	On time	Actions	Fee on App Sub

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) Applicants 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' 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 Virtual Meeting. The main content area shows a search bar and a 'Clearances status' section. A specific application is highlighted with the ID '105948 - 113681' and the title 'Application for Change of Premises – Schedule X Drugs Sale Licence'. The department is 'Food Safety and Drug Administration' with a '22 day/s' timeline. The 'Latest Update' is 'Need Clarification', and an 'Actions' button is visible. A large orange callout box with the text 'Need Clarification' is overlaid on the application details. On the right, there is a 'Delayed Clearances' section. The top navigation bar includes 'Overview' and 'All Details' tabs. The footer contains the copyright notice: '© Copyright 2020. All rights reserved by Guidance, Government of Tamil Nadu'.

Figure 25. Need Clarification

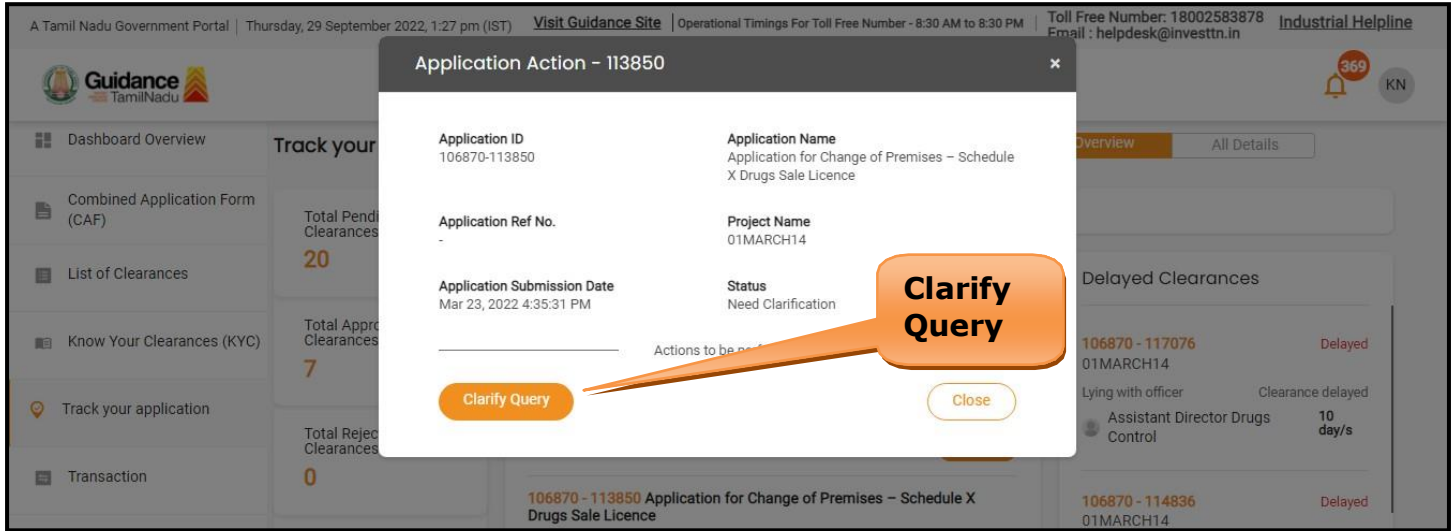


Figure 26. Need Clarification (Contd.)

- 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.

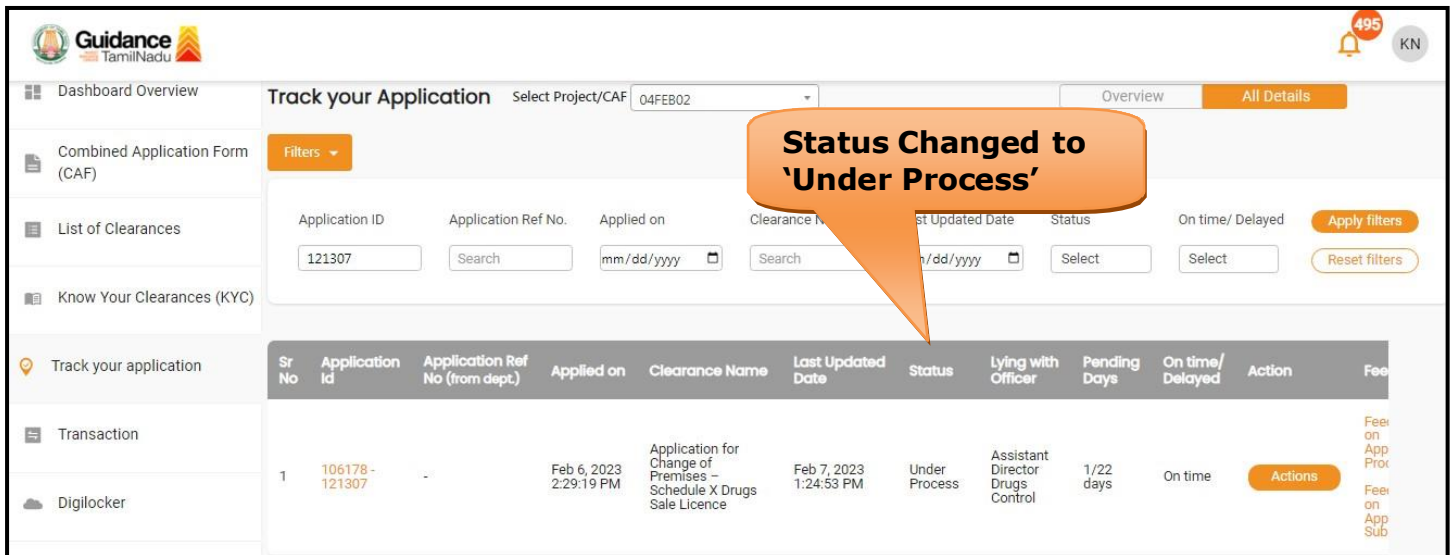


Figure 27. Status changed to 'Under Process'

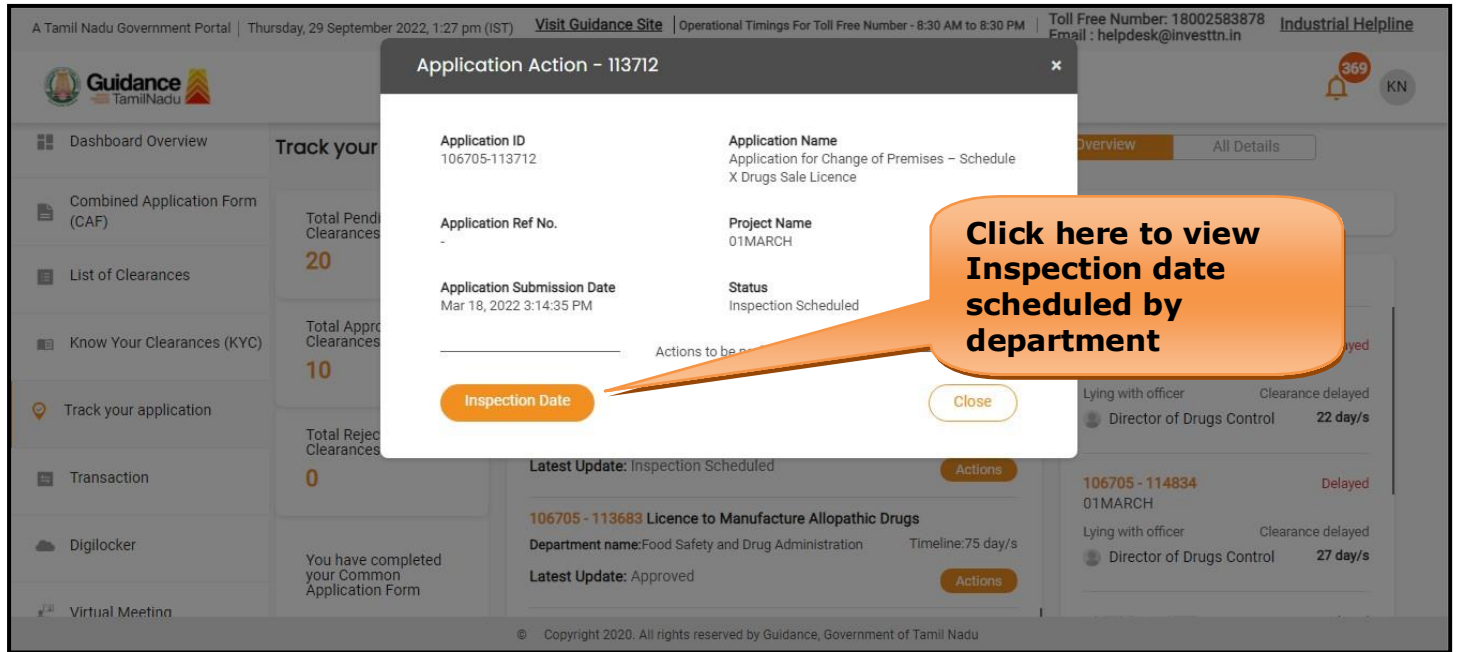
12. Inspection Schedule

- 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.

**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, Transaction, Digilocker, and Virtual Meeting. The main content area shows application statistics: Total Pending Clearances (17), Total Approved Clearances (7), and Total Rejected Clearances (1). A message states 'You have completed your Common Application Form'. The 'Clearances status' section highlights application 105948 - 113681, 'Application for Change of Premises – Schedule X Drugs Sale Licence', with department 'Food Safety and Drug Administration' and a 22-day timeline. The latest update is 'Inspection Scheduled', and an 'Actions' button is visible. A search bar and 'Overview'/'All Details' tabs are also present. A notification bell icon shows 369 alerts. The footer contains the copyright notice: '© Copyright 2020. All rights reserved by Guidance, Government of Tamil Nadu'.

Figure 28. Inspection Schedule



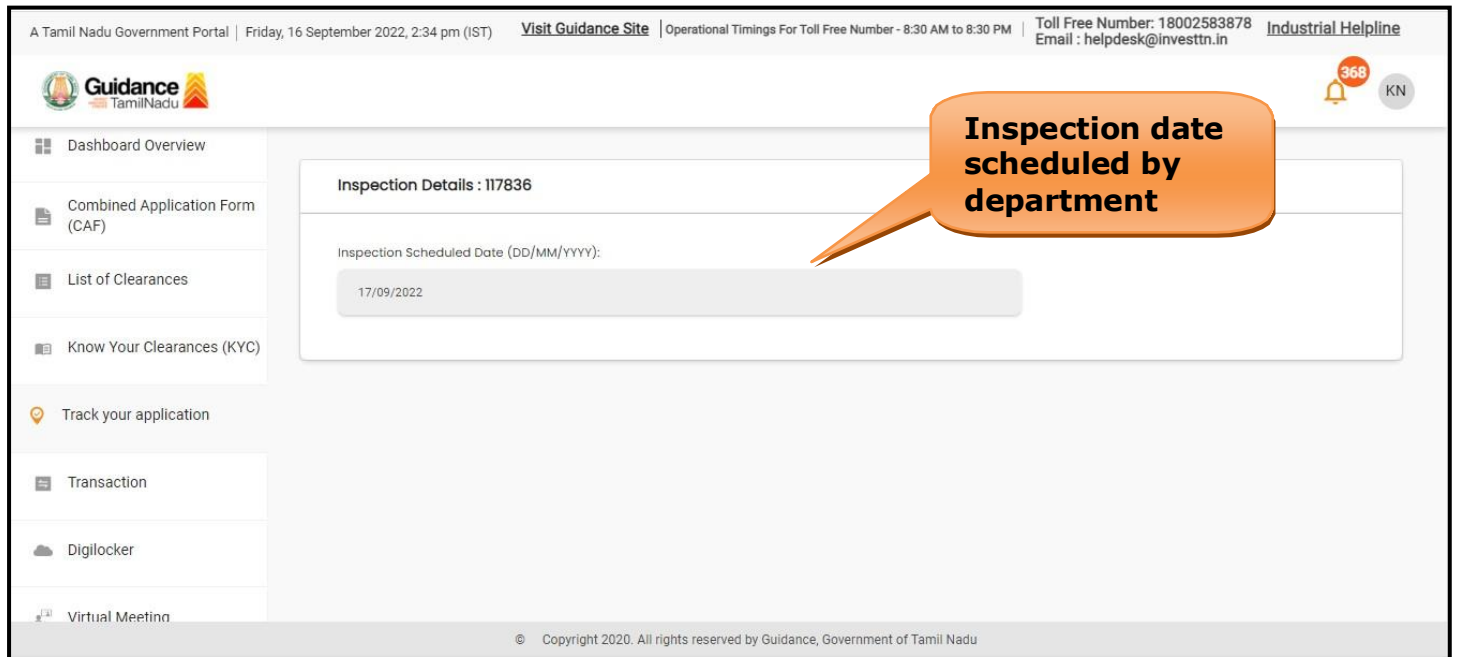
Application Action - 113712

Application ID 106705-113712	Application Name Application for Change of Premises – Schedule X Drugs Sale Licence
Application Ref No. -	Project Name 01MARCH
Application Submission Date Mar 18, 2022 3:14:35 PM	Status Inspection Scheduled

Inspection Date Close

Click here to view Inspection date scheduled by department

Figure 29. Scheduled Inspection Details



Inspection Details : 117836

Inspection Scheduled Date (DD/MM/YYYY):

17/09/2022

Inspection date scheduled by department

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”**.

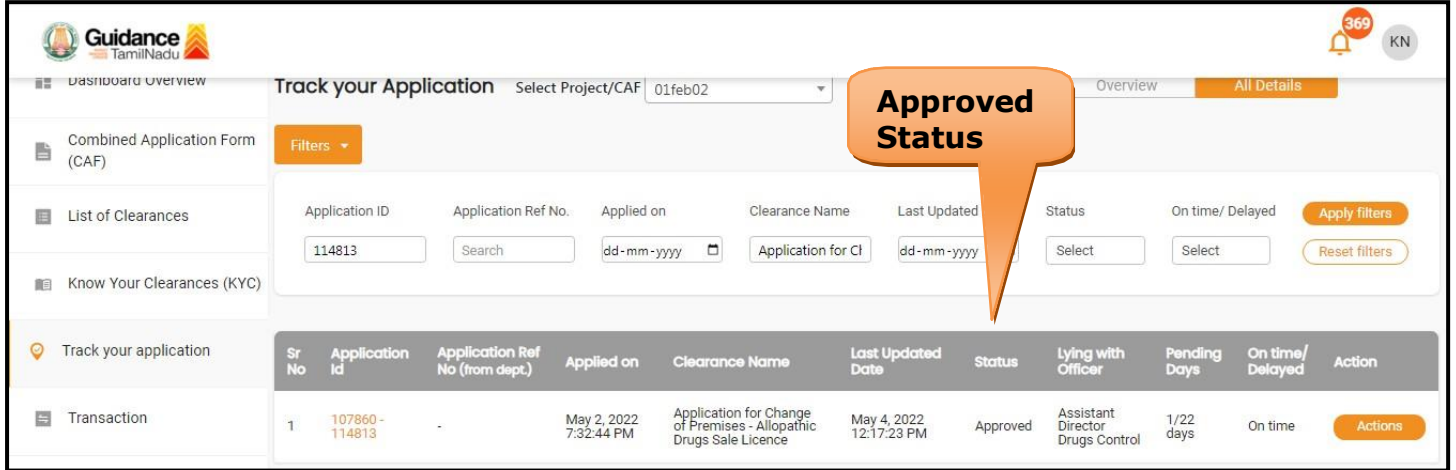


Figure 31. Application Processed

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)

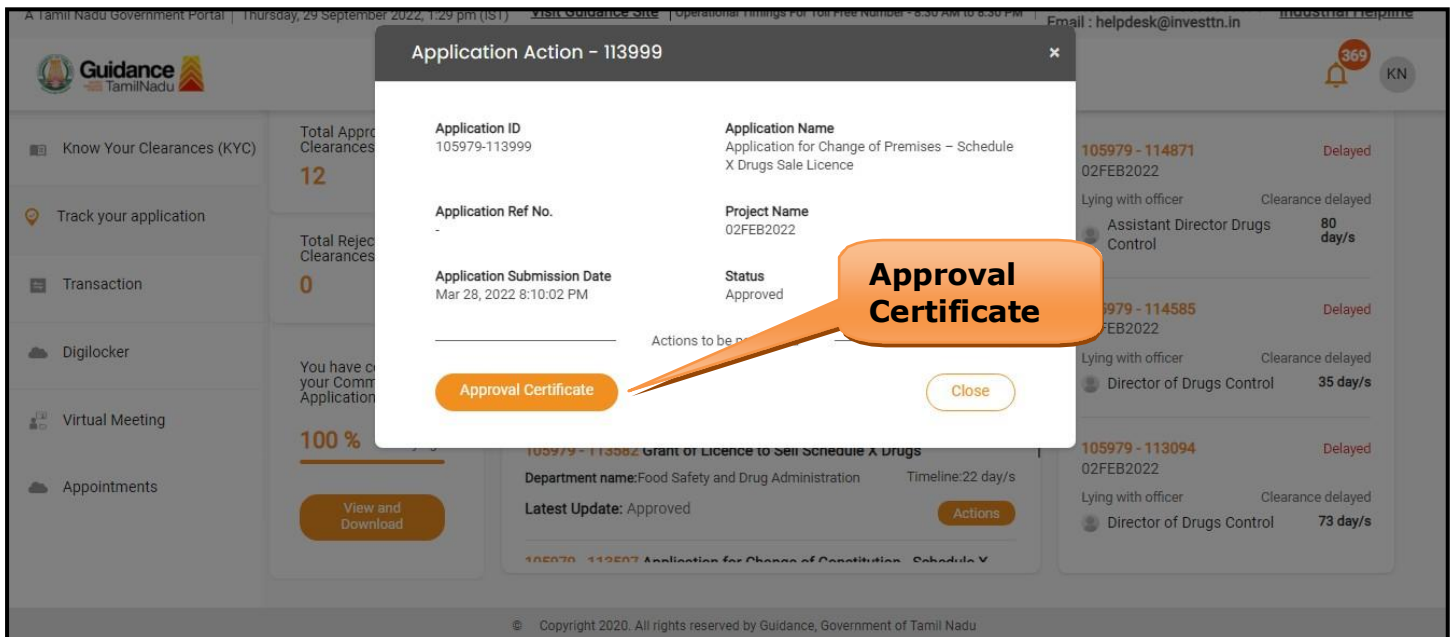
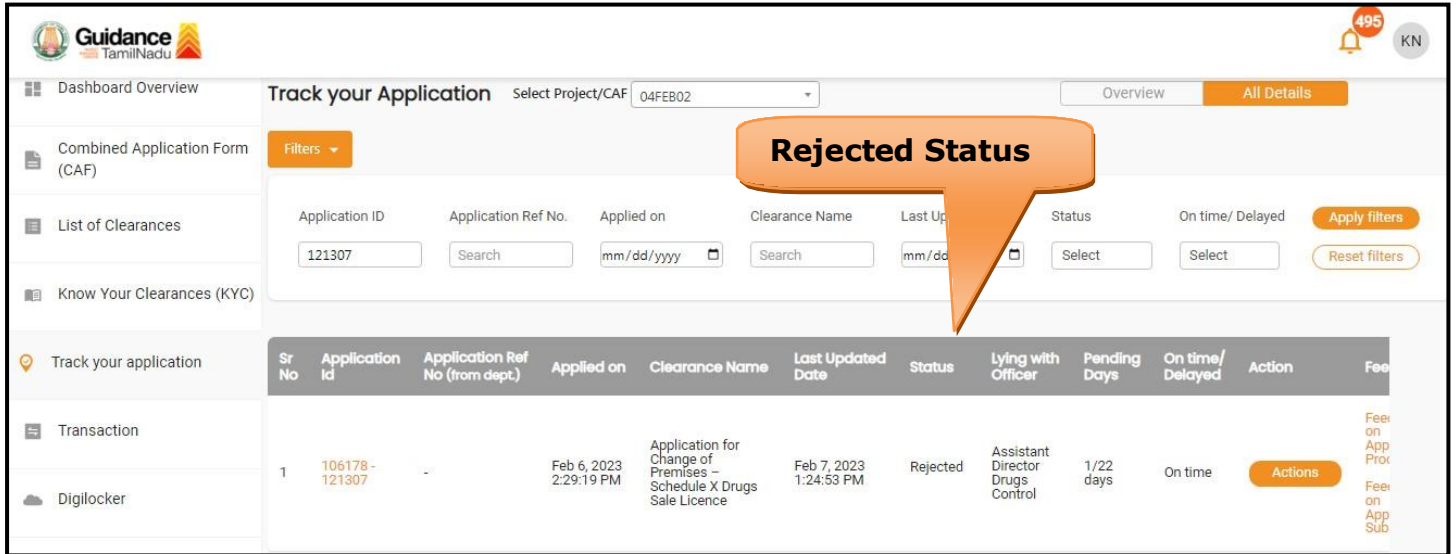


Figure 32. Approved Certificate

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 callout box labeled 'Rejected Status' points to a row in the application table. The table has the following columns: 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, and Fee.

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	Fee
1	106178 - 121307	-	Feb 6, 2023 2:29:19 PM	Application for Change of Premises – Schedule X Drugs Sale Licence	Feb 7, 2023 1:24:53 PM	Rejected	Assistant Director Drugs Control	1/22 days	On time	Actions	Fee on App Prox Fee on App Sub

Figure 33. Rejected Status

