



# **TAMIL NADU SINGLE WINDOW PORTAL**

## **APPLICANT MANUAL**

**Additional Product Endorsement - Allopathic Drug  
Manufacturing Licence**

**Food Safety and Drug Administration**



## Table of Contents

<b>1. Home Page.....</b>	<b>3</b>
<b>2. Registration .....</b>	<b>4</b>
<b>3. Mobile Number / Email ID – 2-Step Verification Process.....</b>	<b>6</b>
<b>4. Login .....</b>	<b>9</b>
<b>5. Dashboard Overview .....</b>	<b>10</b>
<b>6. Combined Application Form (CAF) .....</b>	<b>11</b>
<b>7. Apply for Additional Product Endorsement - Allopathic Drug Manufacturing Licence .....</b>	<b>13</b>
<b>8. Filling the Application Form.....</b>	<b>16</b>
<b>9. Payment Process .....</b>	<b>19</b>
<b>10. Track Your Application.....</b>	<b>21</b>
<b>11. Query Clarification.....</b>	<b>23</b>
<b>12. Inspection Schedule.....</b>	<b>25</b>
<b>13. Application Processing.....</b>	<b>27</b>

## 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](http://www.tnswp.com))

Toll free number  
and Mail Id

The screenshot shows the TNSWP homepage with the following details:

- Header:** 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, English.
- Navigation:** Home, About Us, Clearances/Approvals, Legislation, Policies & Notifications, Dashboard, Help & Support, Register, Login.
- Main Content:**
  - TAMIL NADU** Leading the Nation
  - #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](#)

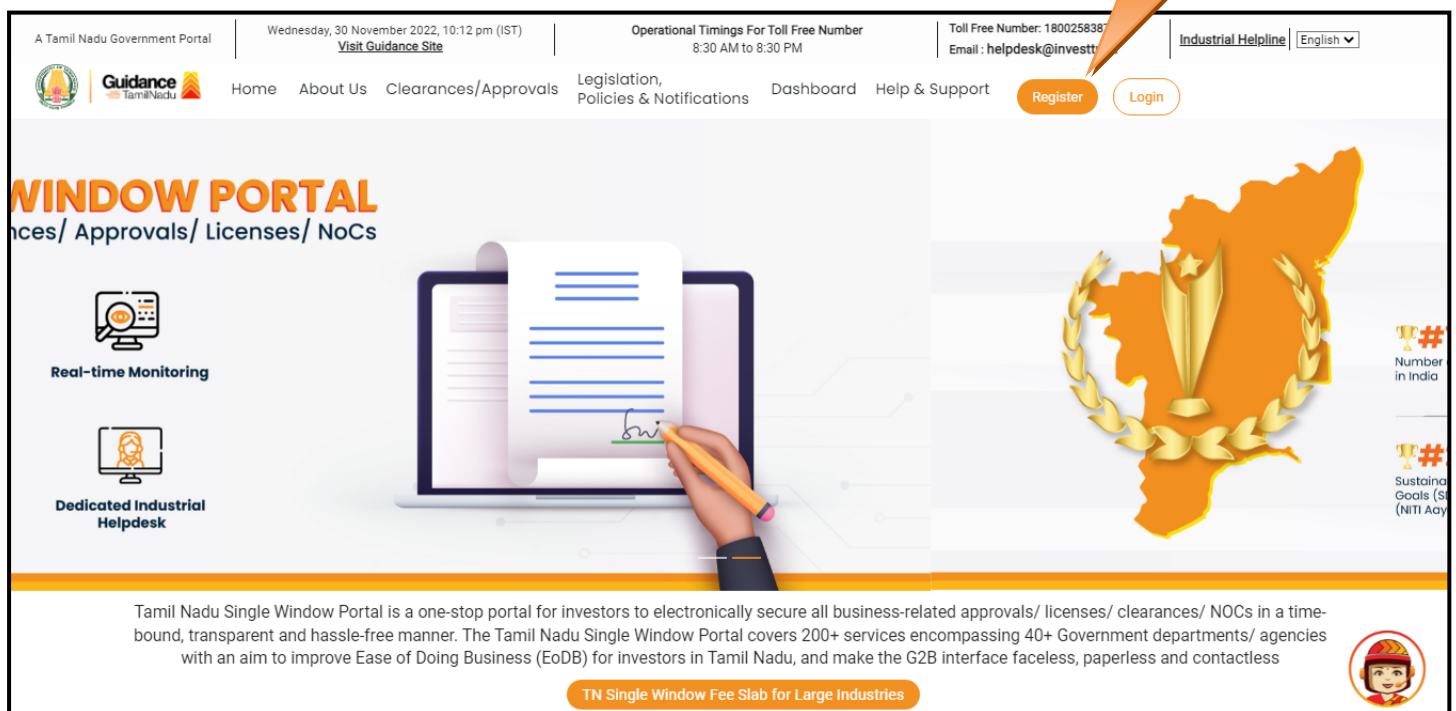
**Figure 1. Single Window Portal Home Page**

## 2. Registration

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

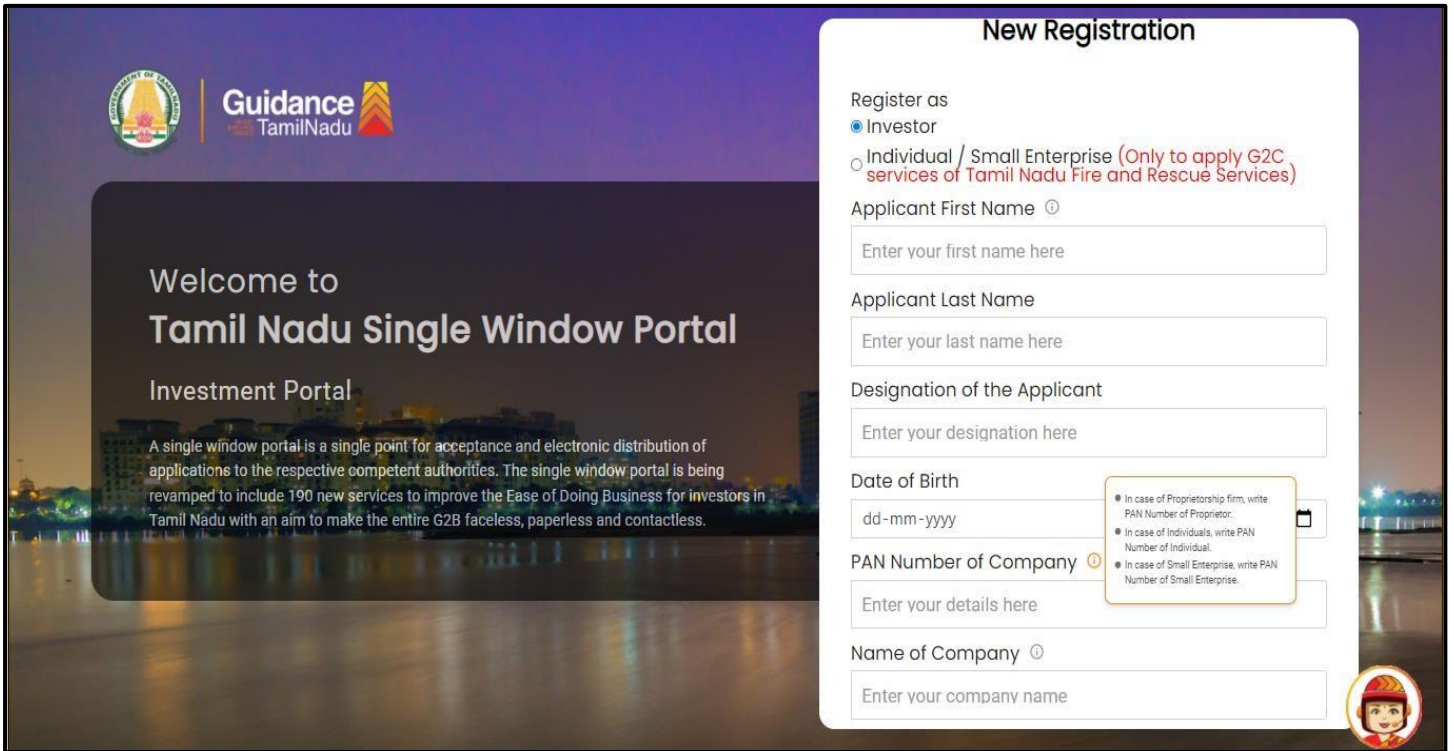
1) Click on '**Register**' button on TNSWP.

**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 applicant 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

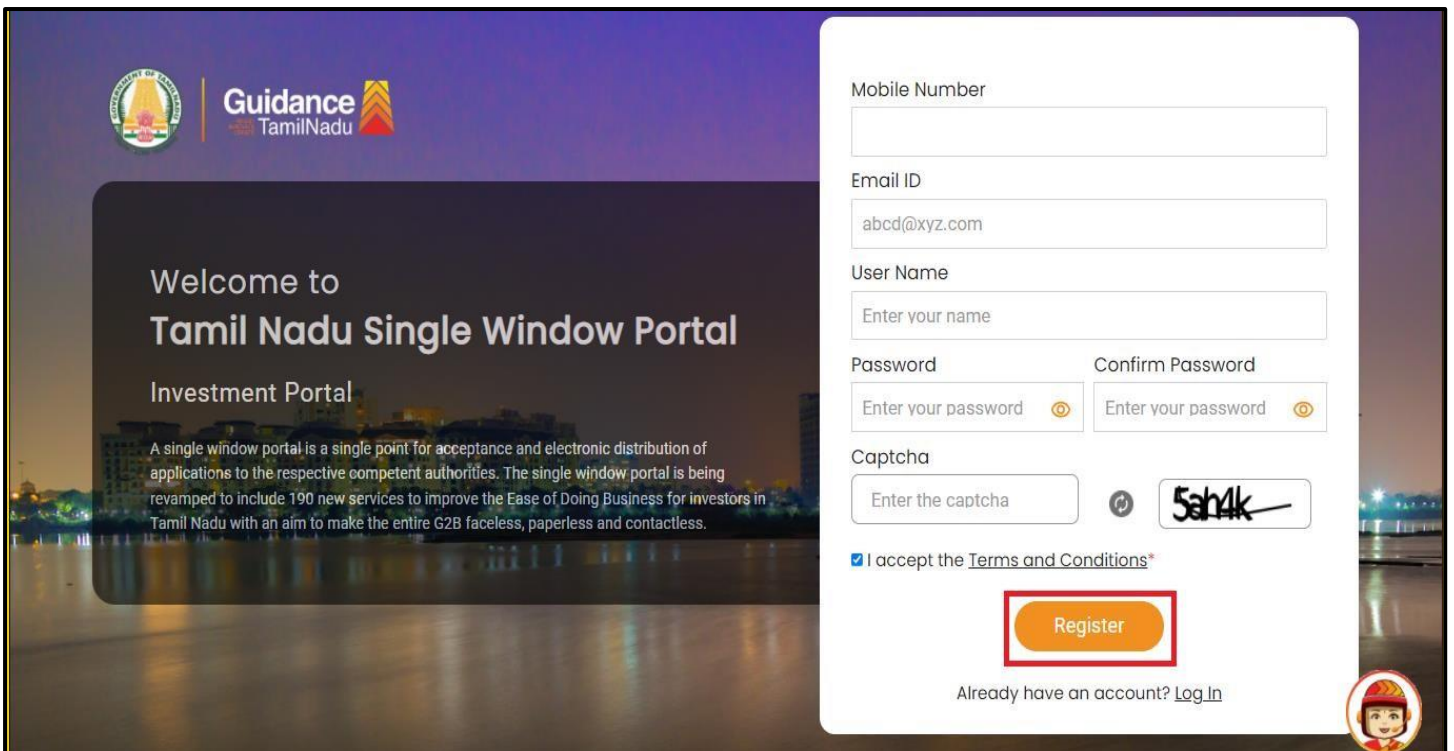
Designation of the Applicant

Date of Birth  ● 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**



**Welcome to  
Tamil Nadu Single Window Portal  
Investment Portal**


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

Mobile Number

Email ID

User Name

Password  Confirm Password

Captcha  

I accept the [Terms and Conditions](#)\*

**Register**

Already have an account? [Log In](#)

**Figure 4. Registration Form Submission**

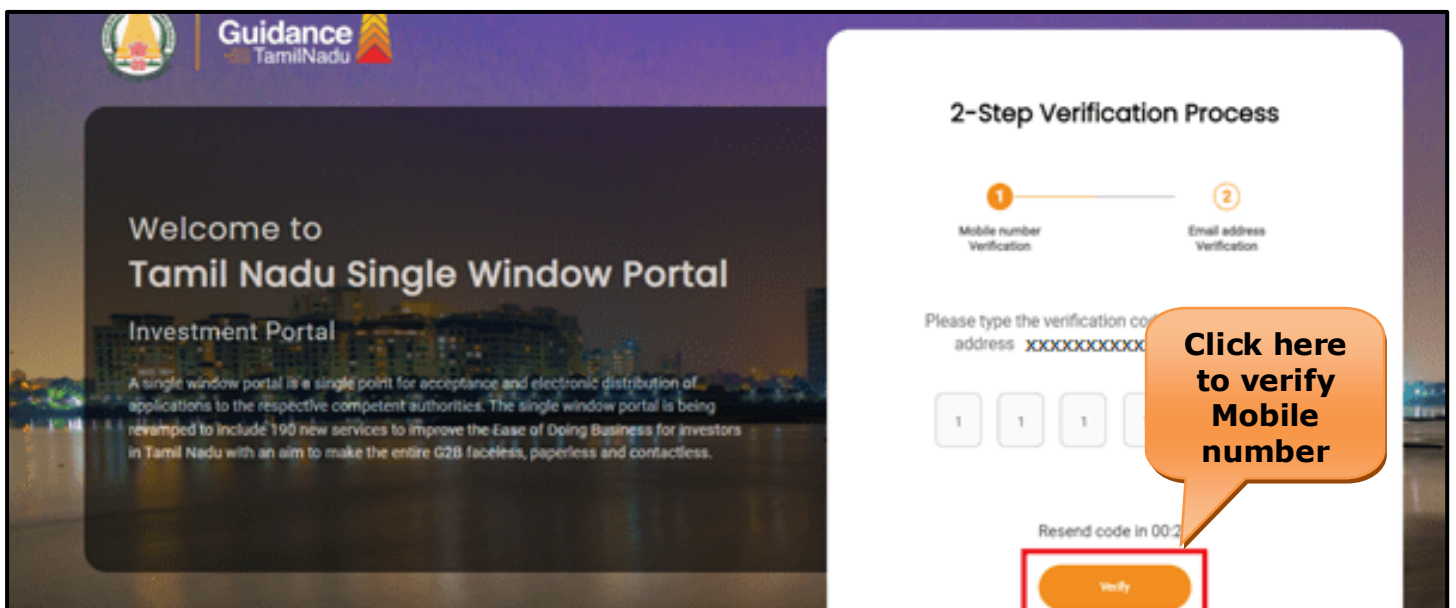
- 6) The Email ID would be the Username to login the TNSWP.
- 7) Future communications would be sent to the registered mobile number and Email ID of the applicant.
- 8) Create a strong password and enter the Captcha code as shown.
- 9) The applicant must read and accept the terms and conditions and click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

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

- **'2-Step Verification Process'** screen will appear when the applicant clicks on 'Register' button.

#### o **Mobile Number Verification**

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

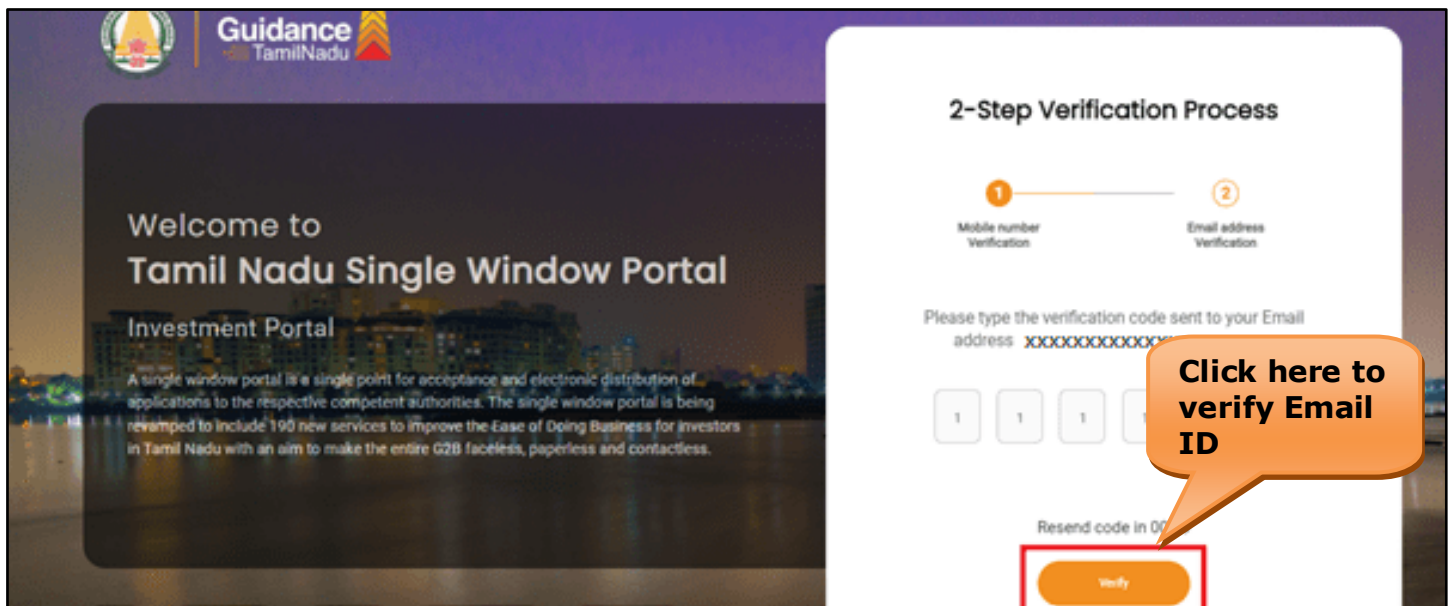


**Figure 5. Mobile Number Verification**

o **Email ID Verification**

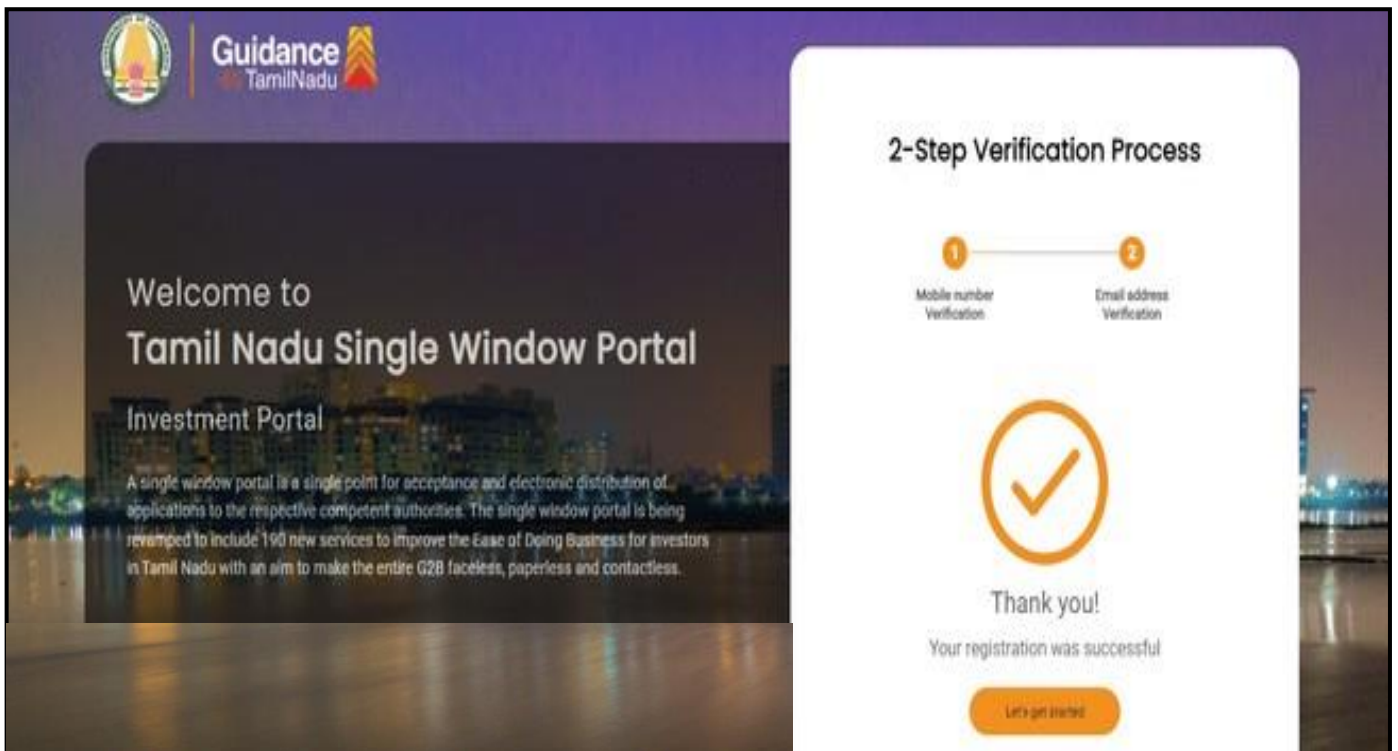
1) For verifying the Email ID, the verification code will be sent to the given Email ID.

2) Enter the verification code and click on the **'Verify'** button.



**Figure 6. Email ID Verification**

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



**Figure 7. Registration Confirmation Pop-Up**



## 4. Login

- 1) The Applicant can login to TNSWP with the Username and password created during the registration process.
- 2) Click on login button to enter TNSWP.

**Login to TNSWP**

The screenshot shows the TNSWP website interface. At the top, there is a navigation bar with the following elements:
 

- Left side: "A Tamil Nadu Government Portal" and "Visit Guidance Site".
- Center: "Operational Timings For Toll Free Number 8:30 AM to 8:30 PM".
- Right side: "Toll Free Number: 18002583878" and "Email : helpdesk@investtn.in".

 Below the navigation bar, there is a main menu with links: Home, About Us, Clearances/Approvals, Legislation, Policies & Notifications, Dashboard, and Help & Support. Two buttons, "Register" and "Login", are visible on the right side of the menu. The "Login" button is highlighted with an orange callout bubble that says "Login to TNSWP".
   
 The main content area features a large orange map of Tamil Nadu on the left, surrounded by a laurel wreath. To the right of the map, the text "TAMIL NADU Leading the Nation" is displayed. Below this, there are ten award statistics arranged in two rows of five:
 

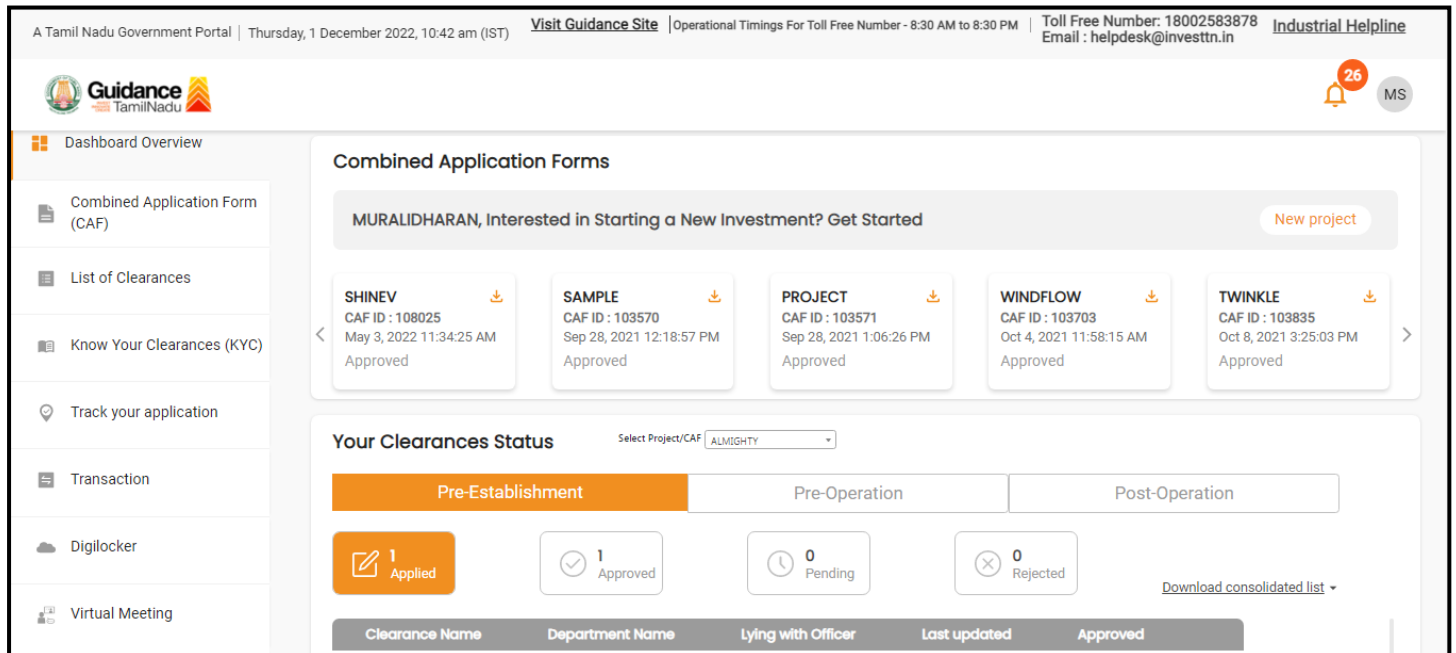
- Row 1:
  - #1 Number of Factories in India
  - #1 Number of Operational SEZs in India
  - #1 Governance & Political Stability (N-SIPI 2019)
  - #1 International and Domestic Tourist Arrivals
  - #1 Best Performing State (India Today State of the State Award 2018, 2019 & 2020)
- Row 2:
  - #2 Sustainable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

 At the bottom of the page, there is a text block describing the TNSWP as a one-stop portal for investors, and a small circular icon of a person wearing a hard hat on the right. A button labeled "TN Single Window Fee Slab for Large Industries" is located at the bottom center."/>

**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.



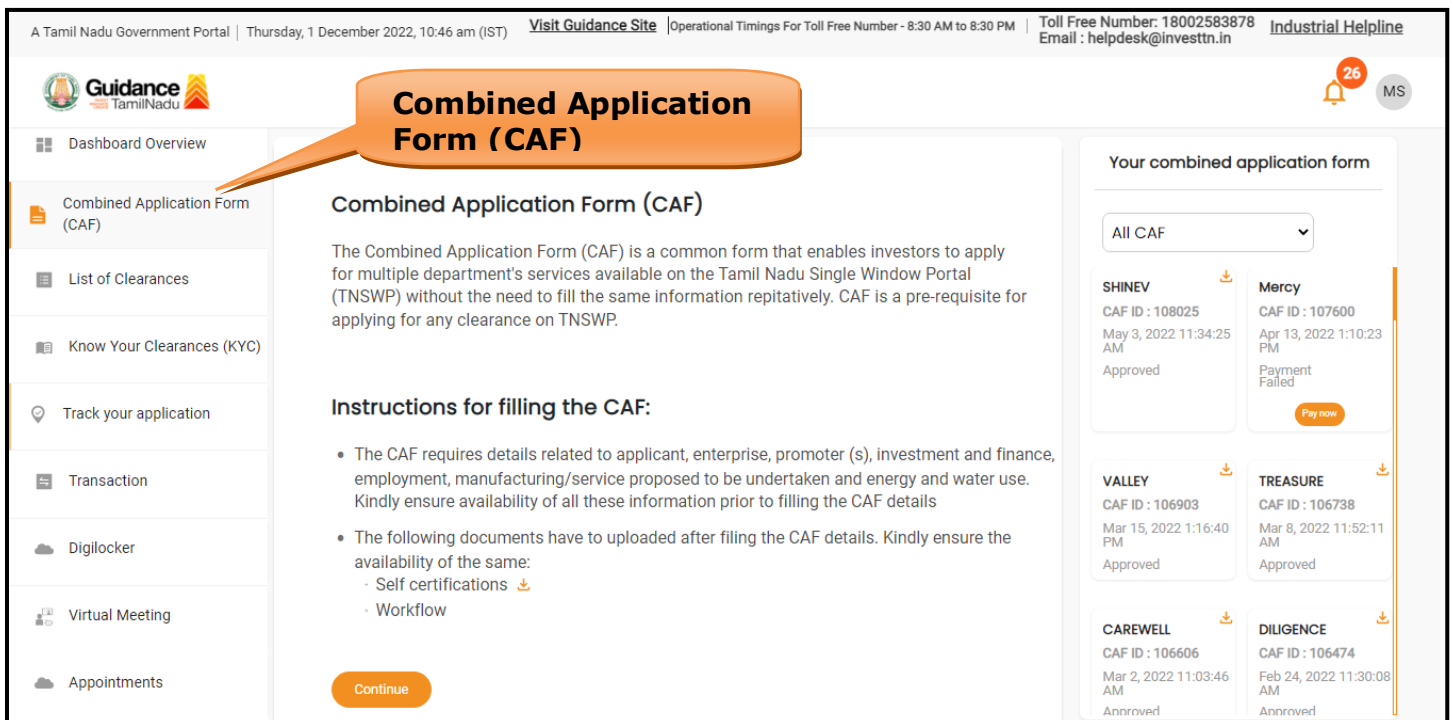
The screenshot displays the dashboard overview for a user. At the top, there is a header with the Tamil Nadu Government Portal information, date (Thursday, 1 December 2022, 10:42 am IST), and contact details for the Industrial Helpline. The dashboard is divided into several sections:

- Dashboard Overview:** A sidebar menu on the left containing links for 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, there are five cards representing different projects: SHINEV (CAF ID: 108025, May 3, 2022 11:34:25 AM, Approved), SAMPLE (CAF ID: 103570, Sep 28, 2021 12:18:57 PM, Approved), PROJECT (CAF ID: 103571, Sep 28, 2021 1:06:26 PM, Approved), WINDFLOW (CAF ID: 103703, Oct 4, 2021 11:58:15 AM, Approved), and TWINKLE (CAF ID: 103835, Oct 8, 2021 3:25:03 PM, Approved).
- Your Clearances Status:** A section with a dropdown menu for "Select Project/CAF" (currently set to "ALMIGHTY"). It features three tabs: "Pre-Establishment" (selected), "Pre-Operation", and "Post-Operation". Below the tabs, there are four status boxes: "Applied" (1), "Approved" (1), "Pending" (0), and "Rejected" (0). A "Download consolidated list" link is also present.
- Table:** A table with columns for "Clearance Name", "Department Name", "Lying with Officer", "Last updated", and "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.



A Tamil Nadu Government Portal | Thursday, 1 December 2022, 10:46 am (IST) | [Visit Guidance Site](#) | Operational Timings For Toll Free Number - 8:30 AM to 8:30 PM | Toll Free Number: 18002583878 | [Industrial Helpline](#)  
Email : helpdesk@investtn.in

**Combined Application Form (CAF)**

**Dashboard Overview**

- Combined Application Form (CAF)
- List of Clearances
- Know Your Clearances (KYC)
- Track your application
- Transaction
- Digilocker
- Virtual Meeting
- Appointments

**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

**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

[Continue](#)

**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 enterprise)



**Figure 11. Section of Combined Application Form (CAF)**

2) After filling the CAF details, the applicant has to upload the requisite supporting documents under 'Section 6: Supporting Documents'

- **Self-Certification:**

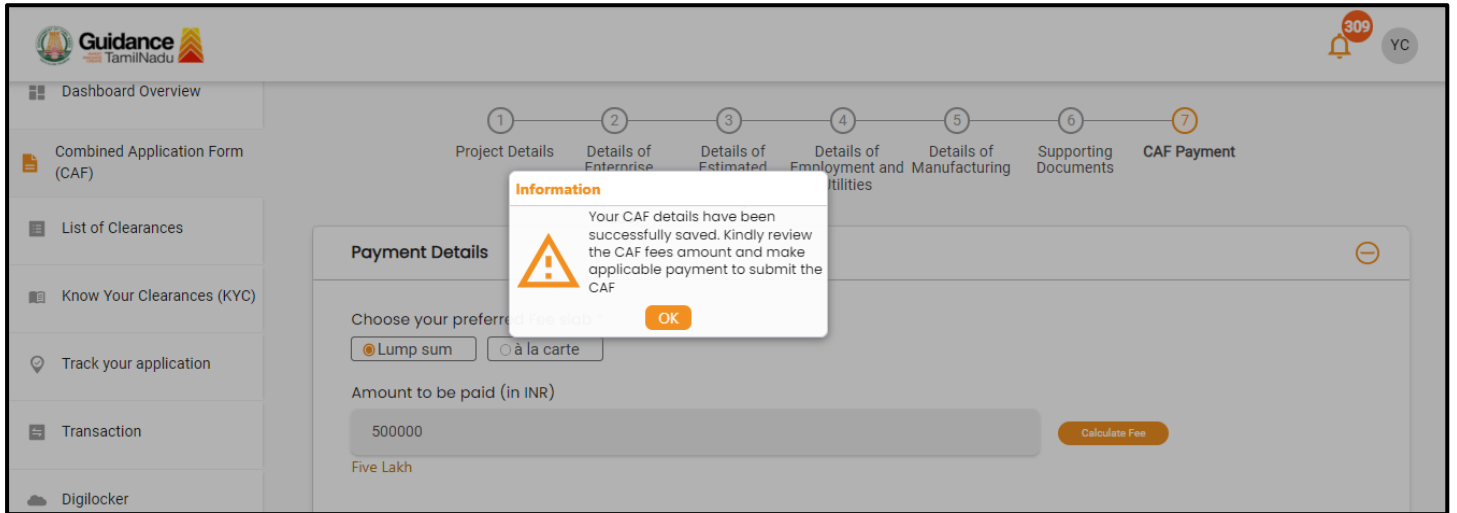
- Download the template.
- Prepare the self-certification documents as per the instructions given in the template and upload.

- **Workflow:**

- Prepare and upload the business process flow chart.

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

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



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

**Note:**

*If the applicant belongs to a large industry, 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 Additional Product Endorsement - Allopathic Drug Manufacturing Licence**

1. Click on "List of Clearances"

List of Clearances

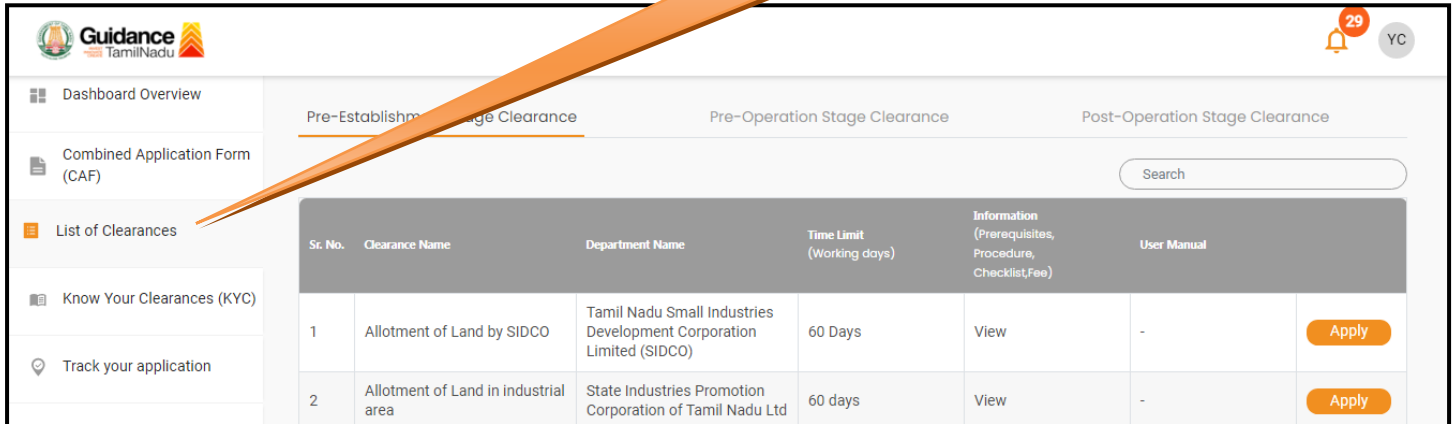


Figure 13. List of Clearances

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 'Additional Product Endorsement - Allopathic Drug Manufacturing Licence' by using Search option as shown in the figure given below.

Search for Clearance

Post-Operation Stage Clearance

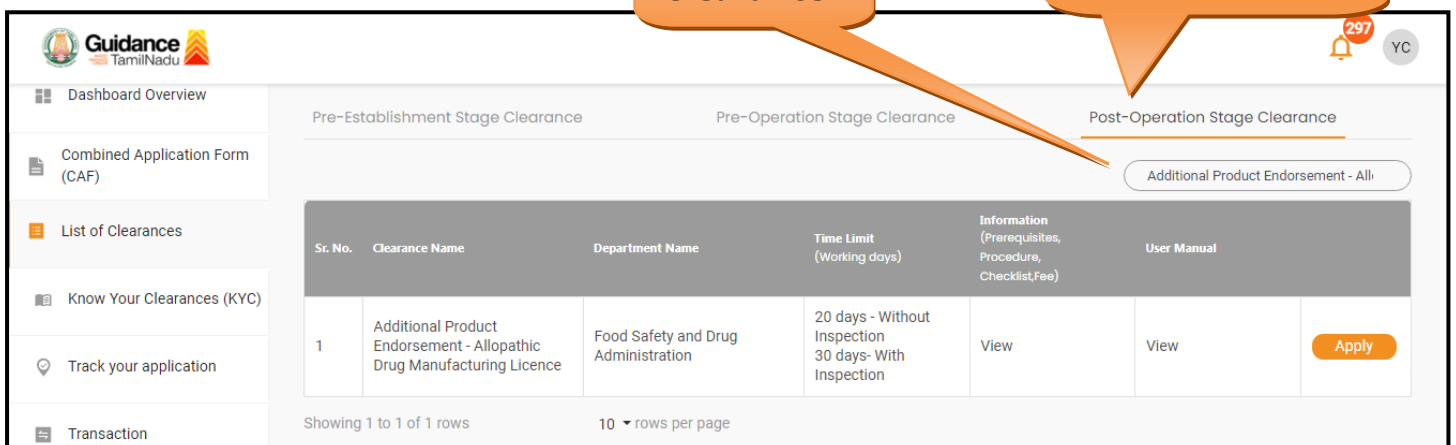
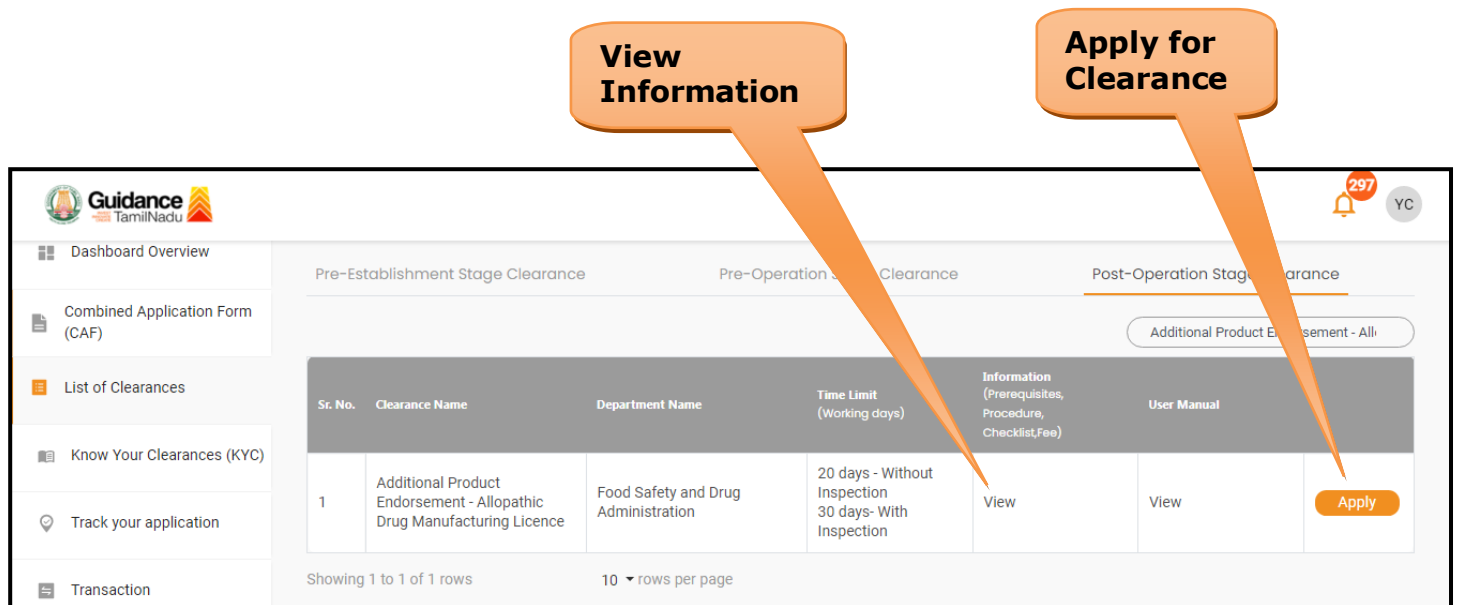


Figure 14. Search for Clearances

4. Applicant can view information on workflow, checklist of supporting documents to be uploaded by the applicant and fee details. Click on

'view' to access the information (Refer Figure 15)

- To apply for the clearance, click on 'Apply' to access the department application form (Refer Figure 15).
- 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.



The screenshot displays the 'List of Clearances' section in the Guidance TamilNadu portal. The interface includes 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 shows a table with columns for 'Sr. No.', 'Clearance Name', 'Department Name', 'Time Limit (Working days)', 'Information (Prerequisites, Procedure, Checklist, Fee)', and 'User Manual'. A single row is visible for 'Additional Product Endorsement - Allopathic Drug Manufacturing Licence' under the 'Food Safety and Drug Administration' department. The 'View' button in the 'Information' column and the 'Apply' button in the 'User Manual' column are highlighted by callout boxes labeled 'View Information' and 'Apply for Clearance' respectively. The page also shows a notification bell with '297' and a user profile 'YC'.

Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
1	Additional Product Endorsement - Allopathic Drug Manufacturing Licence	Food Safety and Drug Administration	20 days - Without Inspection 30 days - With Inspection	View	View

**Figure 15. Apply for Clearances**

## Licence Details

1) Enter the Existing Licence Number

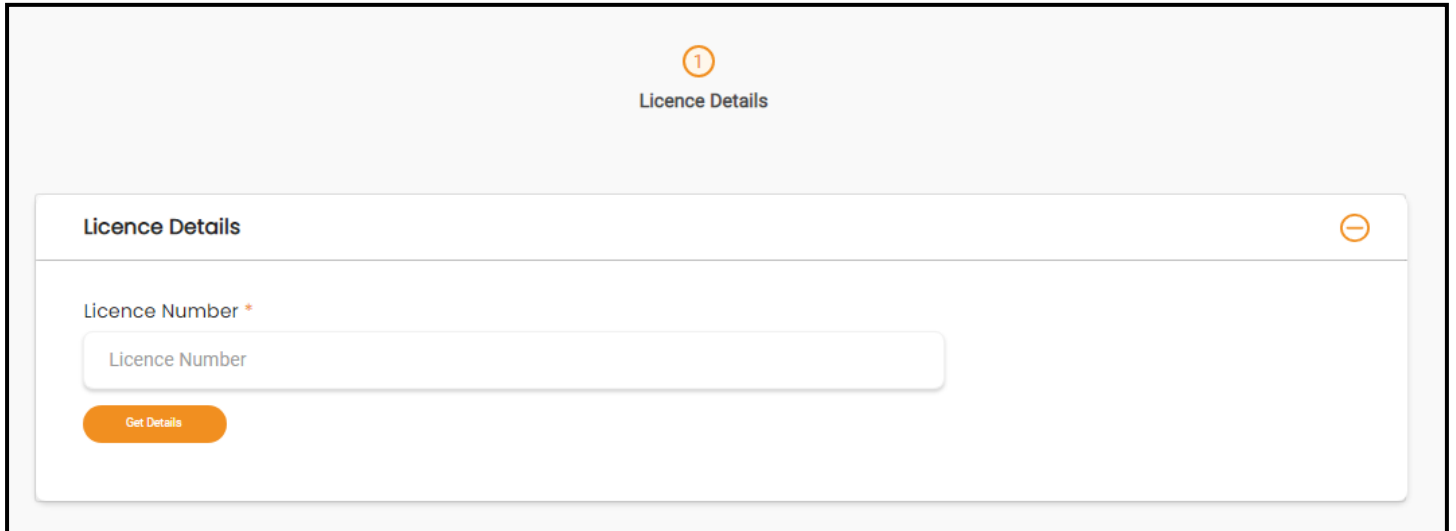


Figure 16. Licence Details

## 8. Filling the Application Form

1. Applicant needs to fill all the details under the following 5 section to complete the application.

- A. Licence Details**
- B. Product Applied**
- C. Product Details**
- D. Fees Details**
- E. Contact details**

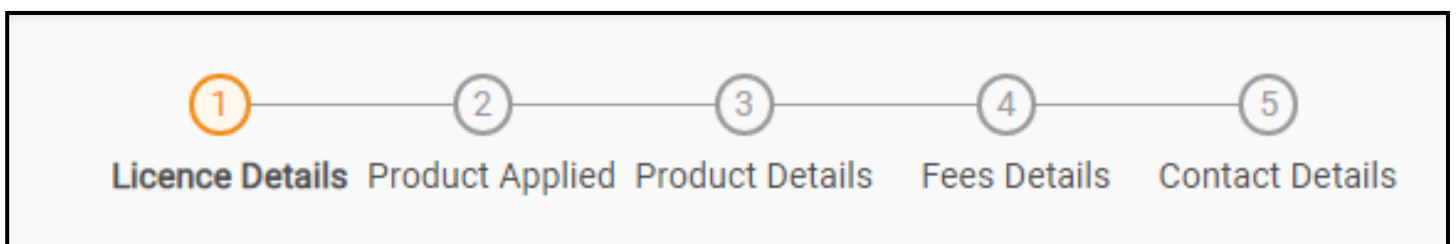
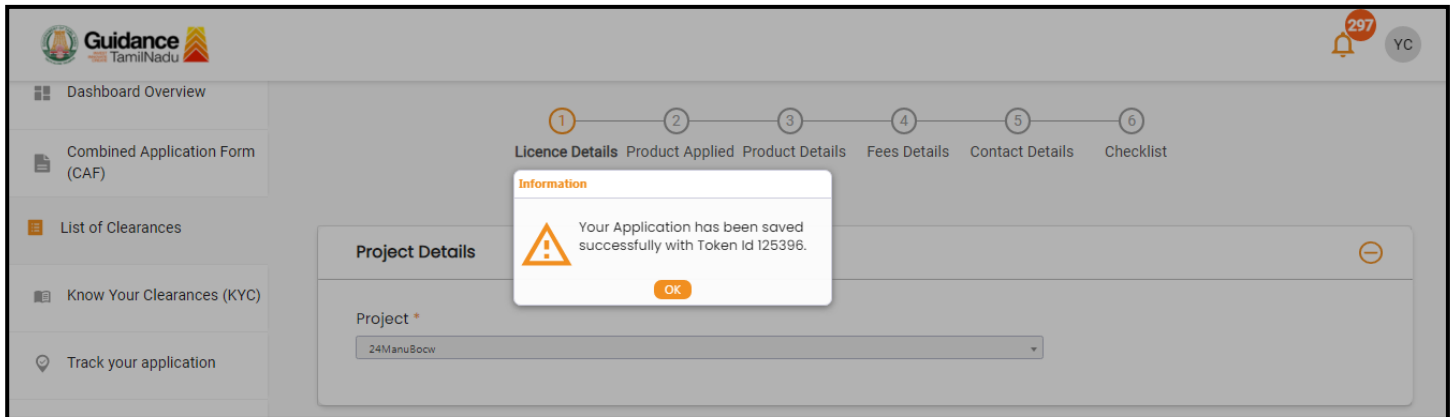


Figure 17. Five Sections of Application From



## Token Id Generated

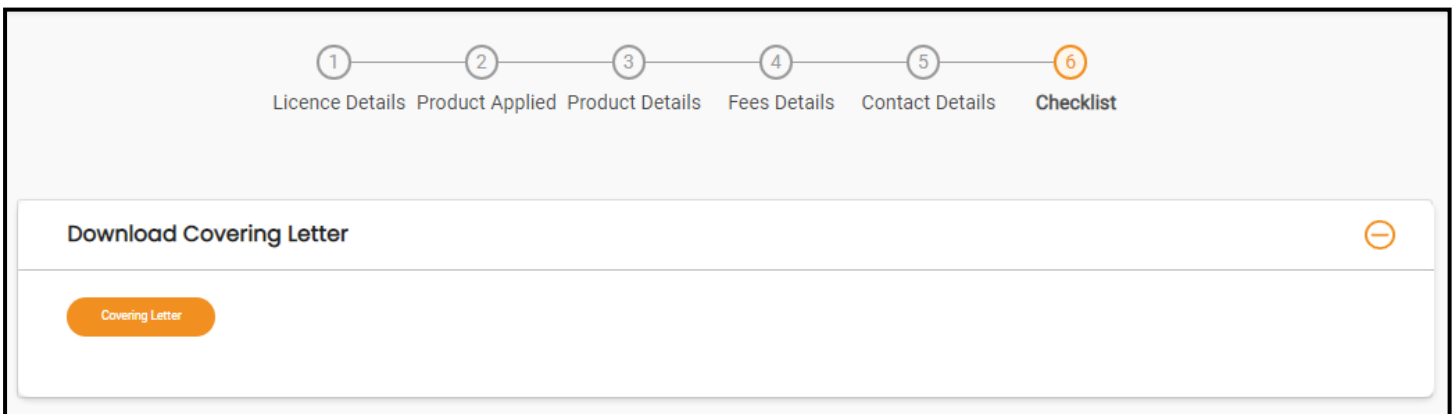
1. Click on '**Submit**' button a unique '**Token Id**' would be generated with a pop-up message.



**Figure 18. Token Id Generated**






## F. 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.



### Attachments ⊖

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"/> Covering Letter (Kindly download the covering letter from the "Download Covering Letter" section above and upload a signed copy of the document here)	 Reastration.pdf
2	<input checked="" type="checkbox"/> Authorization of the signatory of the application form (Board Resolution / Authorisation Letter)	 Reastration.pdf
3	<input checked="" type="checkbox"/> Drug manufacturing licences Copy, Latest Renewal certificate / Retention Payment receipt	 Reastration.pdf
4	<input type="checkbox"/> Previously issued Form 29 Copy, if any	Drag & Drop <span style="margin-left: 10px;">Browse Files</span> <span style="margin-left: 10px;">DigiLocker</span>
5	<input type="checkbox"/> List of machineries and equipment, Air Handling Units, and water system provided Section wise for the manufacturing	Drag & Drop <span style="margin-left: 10px;">Browse Files</span> <span style="margin-left: 10px;">DigiLocker</span>
6	<input type="checkbox"/> List of analytical instruments and equipment for analysis	Drag & Drop <span style="margin-left: 10px;">Browse Files</span> <span style="margin-left: 10px;">DigiLocker</span>
7	<input type="checkbox"/> Copy of purchase invoices with the details like production capacity, make etc. wherever applicable	Drag & Drop <span style="margin-left: 10px;">Browse Files</span> <span style="margin-left: 10px;">DigiLocker</span>
8	<input checked="" type="checkbox"/> Product dossier (for each product) - (Kindly upload the product dossier for all products in a single zip file)	 Reastration.pdf
9	<input checked="" type="checkbox"/> Form 51/Brand Name affidavit	 Reastration.pdf
10	<input type="checkbox"/> Agreement with Marketer, if applicable	Drag & Drop <span style="margin-left: 10px;">Browse Files</span> <span style="margin-left: 10px;">DigiLocker</span>
11	<input type="checkbox"/> Any other relevant details or documents to establish the correctness of the details or documents or claims made with reference to the above items	Drag & Drop <span style="margin-left: 10px;">Browse Files</span> <span style="margin-left: 10px;">DigiLocker</span>

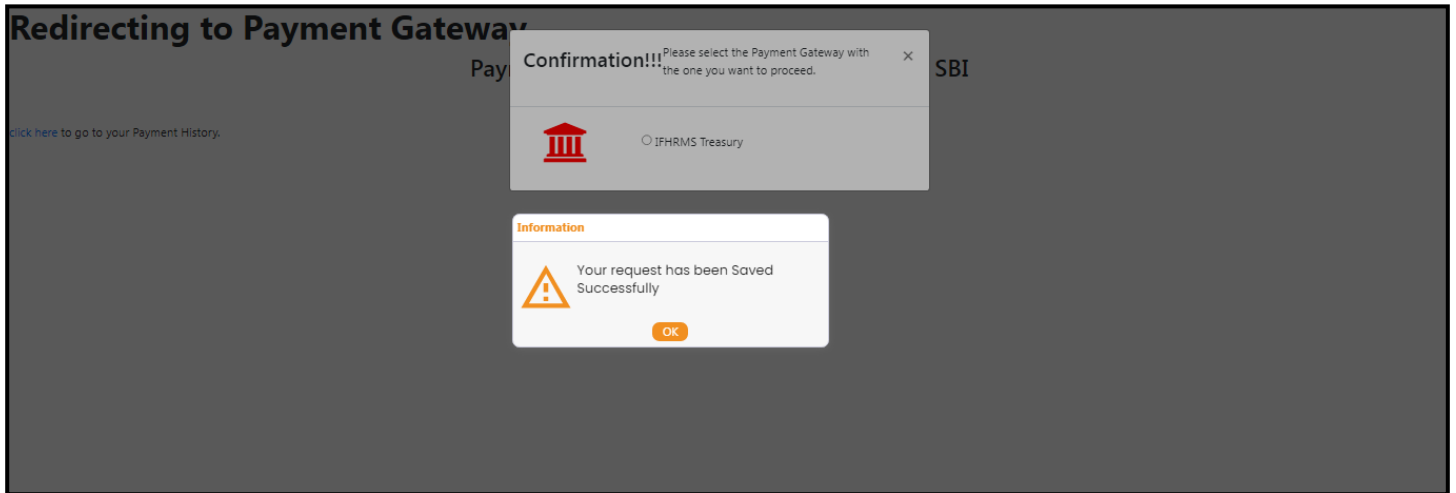
Previous Next Save Document Close

Click on 'Save Document'

**Figure 19. Checklist**

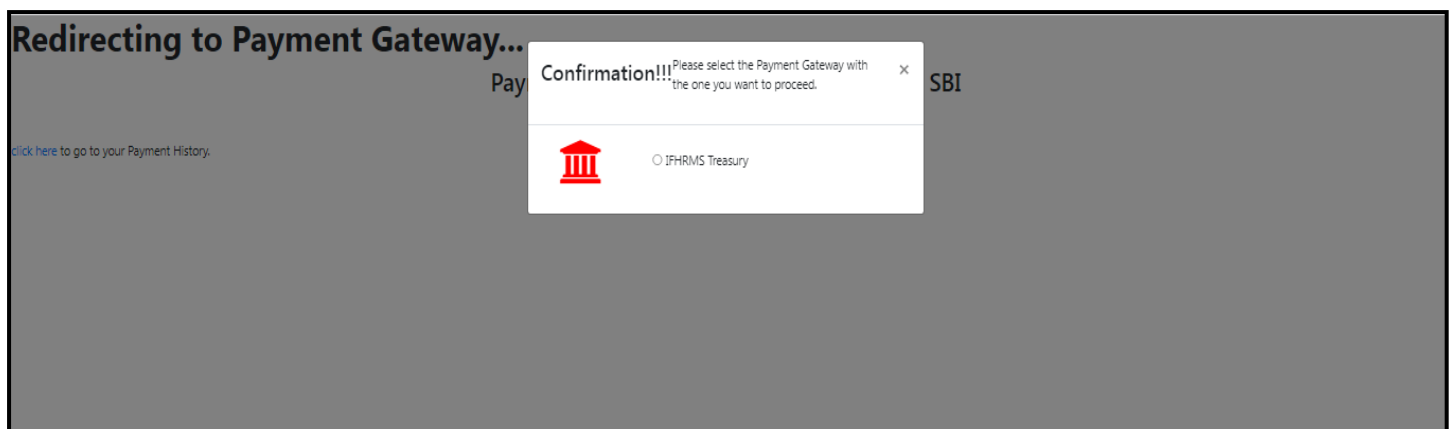
## 9. Payment Process

- 1) Click on '**Save Document**' a unique '**Request saved successfully**' would be generated with a pop-up message.



**Figure 20. Request Saved Successfully**

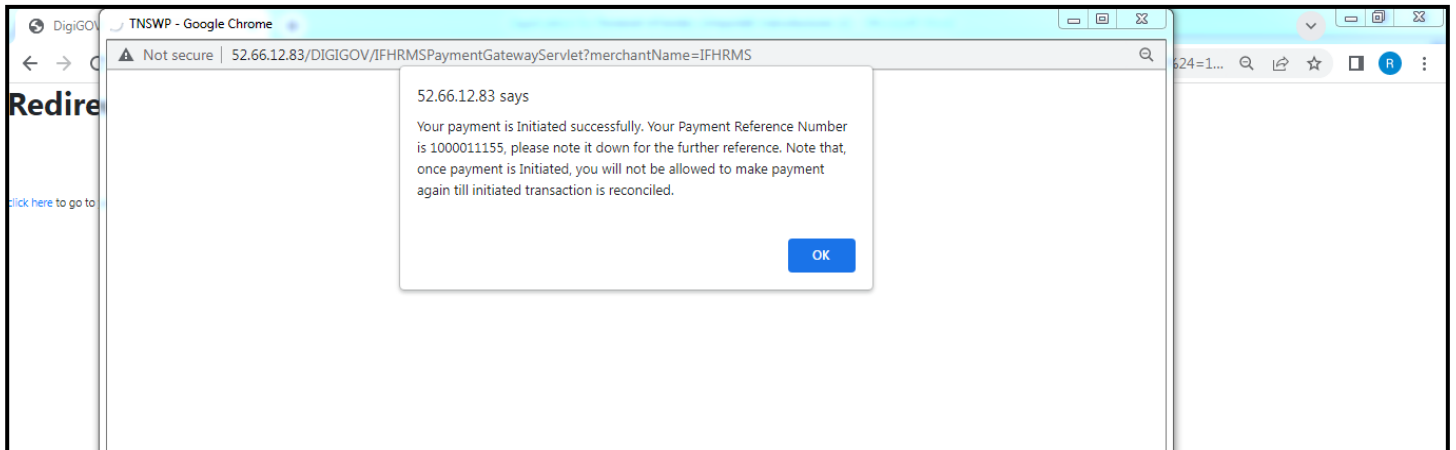
- 2) The Applicant has the provision to make the payment by using "**IFHRMS Treasury**" Payment gateway.
- 3) Click on 'Ok' button, IFHRMS Payment Gateway screen would appear, click on Radio button '**IFHRMS Treasury**'.



**Figure 21. Payment Process**

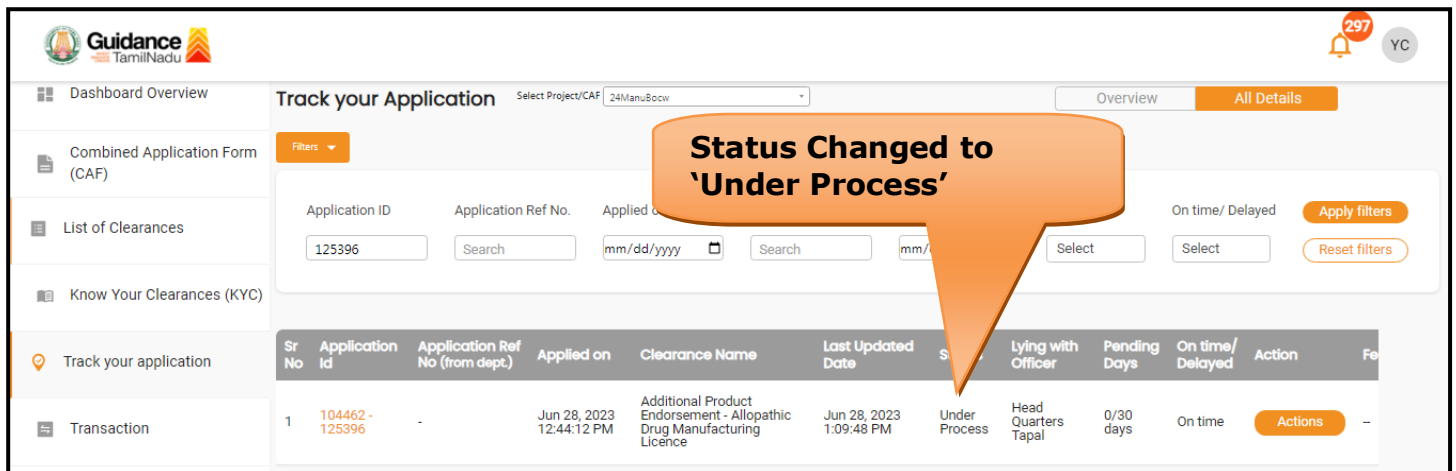
4) Then the payment '**Reference number**' would be generated, refer to the instruction note as shown in the below figure.

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



**Figure 22. Payment Reference Number**

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



**Figure 23. Application Under Process**

## 10. Track Your Application

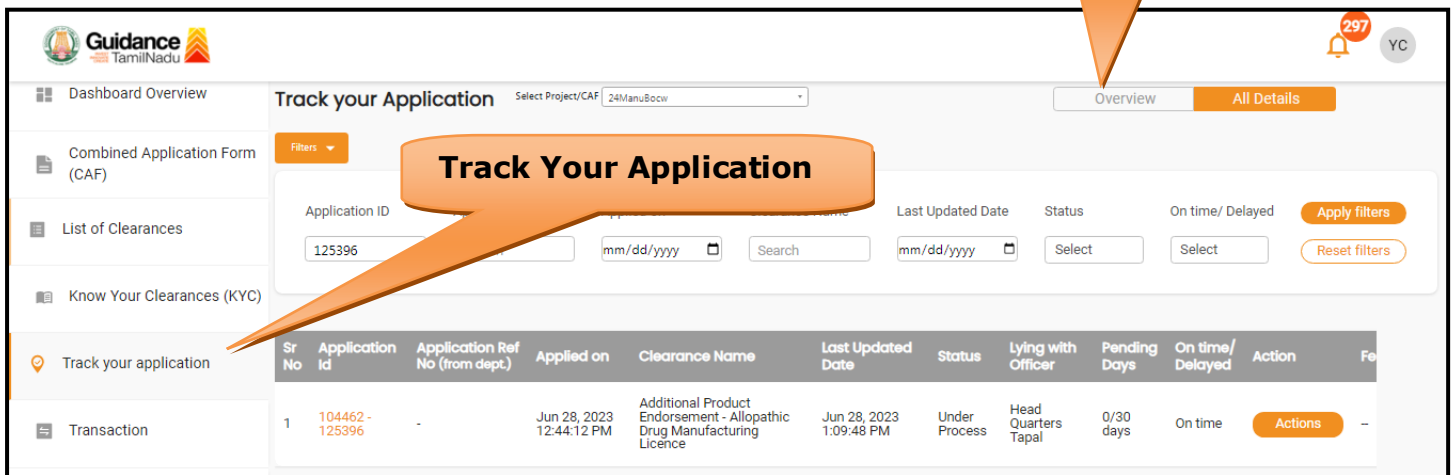
- 1) After submitting the application, a unique **'token ID'** would be generated. Using the 'Token ID' the Applicant can track the status of clearances by clicking on 'Track your application' option.'
- 2) Applicant to choose the name of the project created during CAF from the dropdown 'Select project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

- **Track your application– Overview option**

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

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

**Overview of application**



Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/Delayed	Action
1	104462 - 125396	-	Jun 28, 2023 12:44:12 PM	Additional Product Endorsement - Allopathic Drug Manufacturing Licence	Jun 28, 2023 1:09:48 PM	Under Process	Head Quarters Tapal	0/30 days	On time	Actions

**Figure 24. 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**



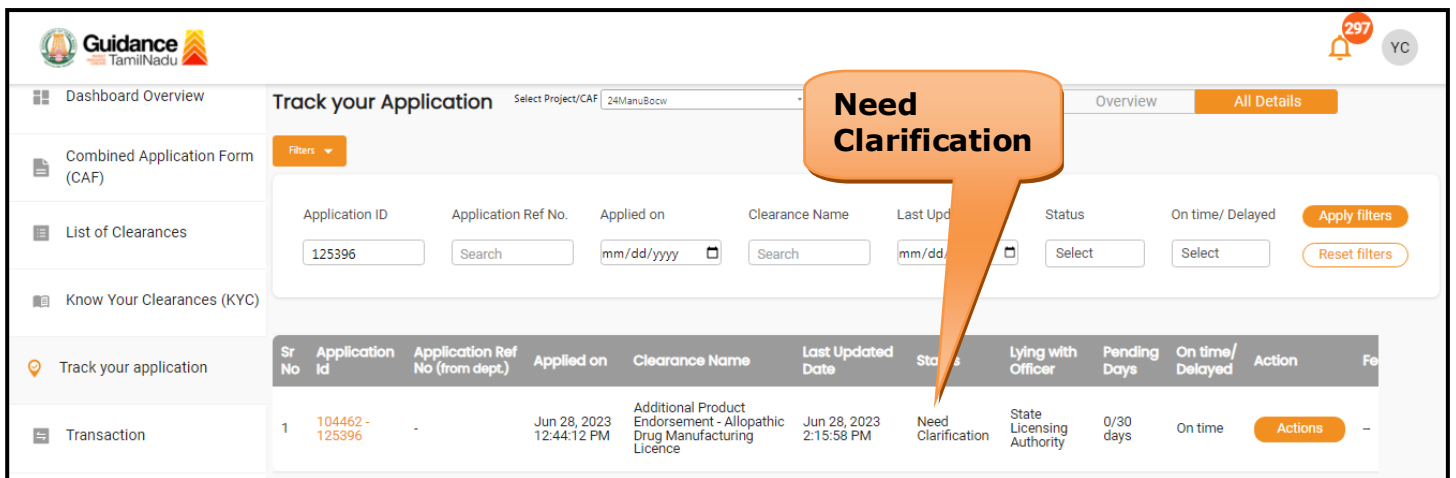
The screenshot shows the 'Track your Application' page. At the top, there's a navigation bar with 'Overview' and 'All Details' tabs. Below the tabs, there are filter fields for 'Application ID' (125396) and 'Application Ref No.' (Search), and 'Applied on' (mm/dd/yyyy) and 'Last Updated Date' (mm/dd/yyyy). There are 'Apply filters' and 'Reset filters' buttons. Below the filters is a table with the following data:

Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action	Fe
1	104462 - 125396	-	Jun 28, 2023 12:44:12 PM	Additional Product Endorsement - Allopathic Drug Manufacturing Licence	Jun 28, 2023 1:09:48 PM	Under Process	Head Quarters Tapal	0/30 days	On time	Actions	-

**Figure 25. ‘All details’ tab**

## 11. Query Clarification

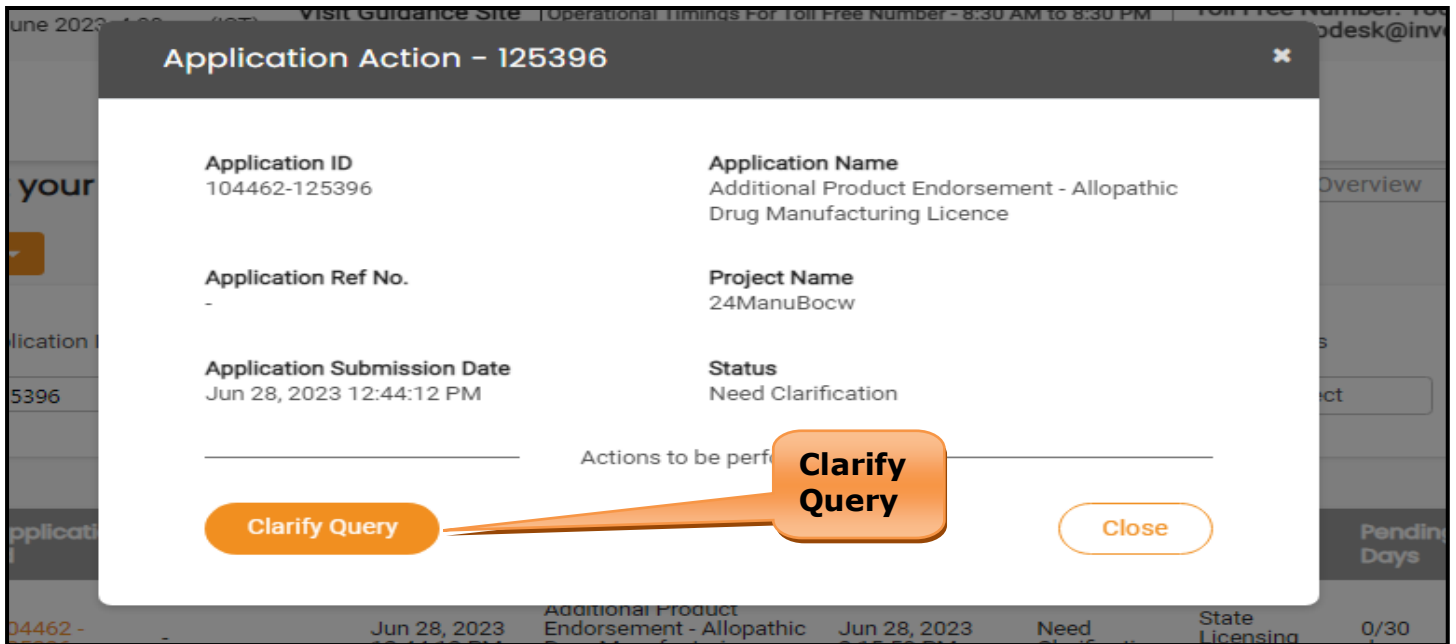
- 1) After submitting the application to the Drugs department, the State Licensing Authority reviews the application and if there are any clarifications required, the State Licensing Authority officer would raise a query to the applicant.
- 2) Applicant would receive an alert message through Registered SMS/Email.
- 3) Applicant could go to 'Track your application' option and view the query under action items under the 'All Details' Tab.
- 4) Applicant could view the status as '**Need Clarification**' under the 'Status' column. Click on 'Action' button to respond the query as shown in the below figure.



The screenshot shows the 'Track your Application' page with a sidebar on the left containing navigation options like 'Dashboard Overview', 'Combined Application Form (CAF)', 'List of Clearances', 'Know Your Clearances (KYC)', 'Track your application', and 'Transaction'. The main content area has a search bar and filters, followed by a table of applications. The table has columns for 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 Feedback. One application is listed with Application ID 104462-125396, applied on Jun 28, 2023, for 'Additional Product Endorsement - Allopathic Drug Manufacturing Licence'. Its status is 'Need Clarification' and it is lying with the 'State Licensing Authority'. An orange callout bubble with the text 'Need Clarification' points to the 'Status' column of this row.

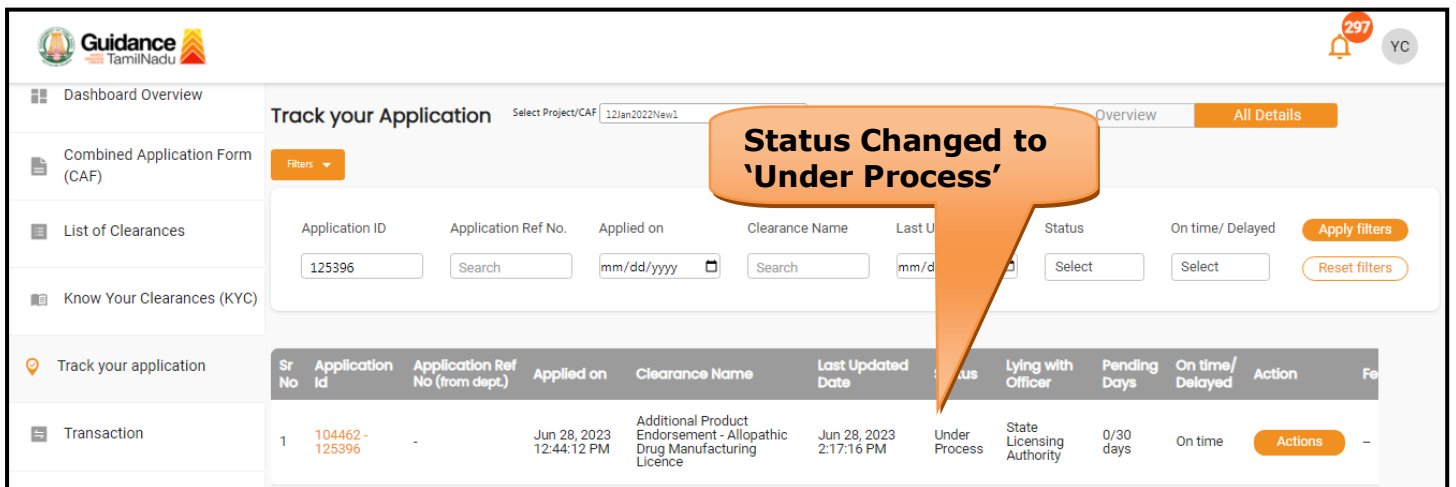
Sr No	Application id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action	Feedback
1	104462 - 125396	-	Jun 28, 2023 12:44:12 PM	Additional Product Endorsement - Allopathic Drug Manufacturing Licence	Jun 28, 2023 2:15:58 PM	Need Clarification	State Licensing Authority	0/30 days	On time	Actions	-

Figure 26. Need Clarification



**Figure 27. 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.

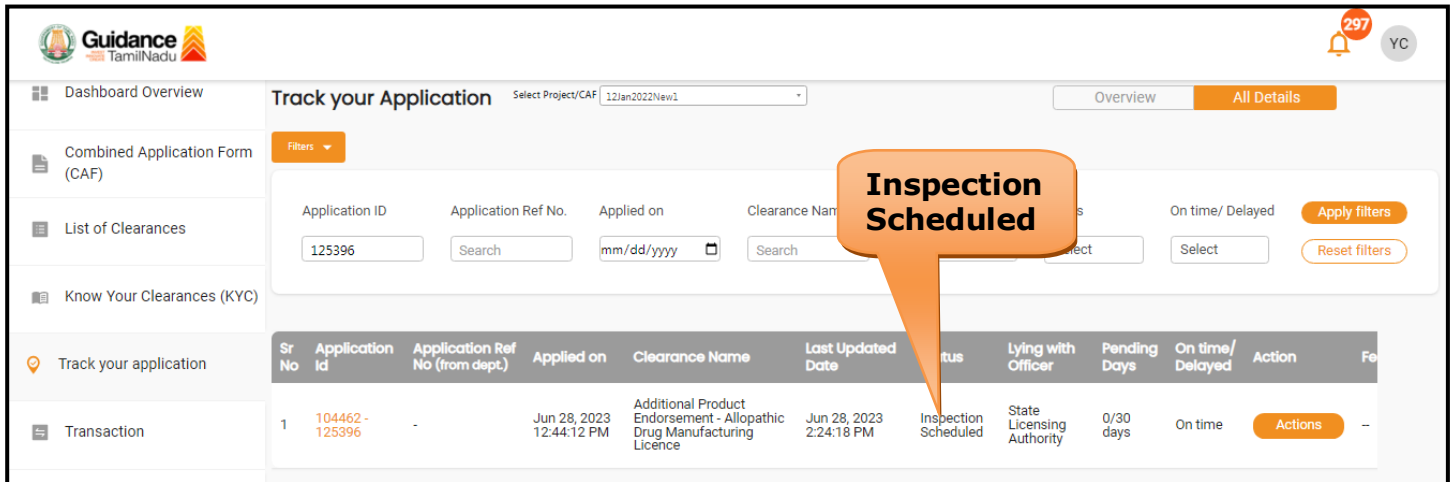


**Figure 28. Application under Process**



## 12. Inspection Schedule

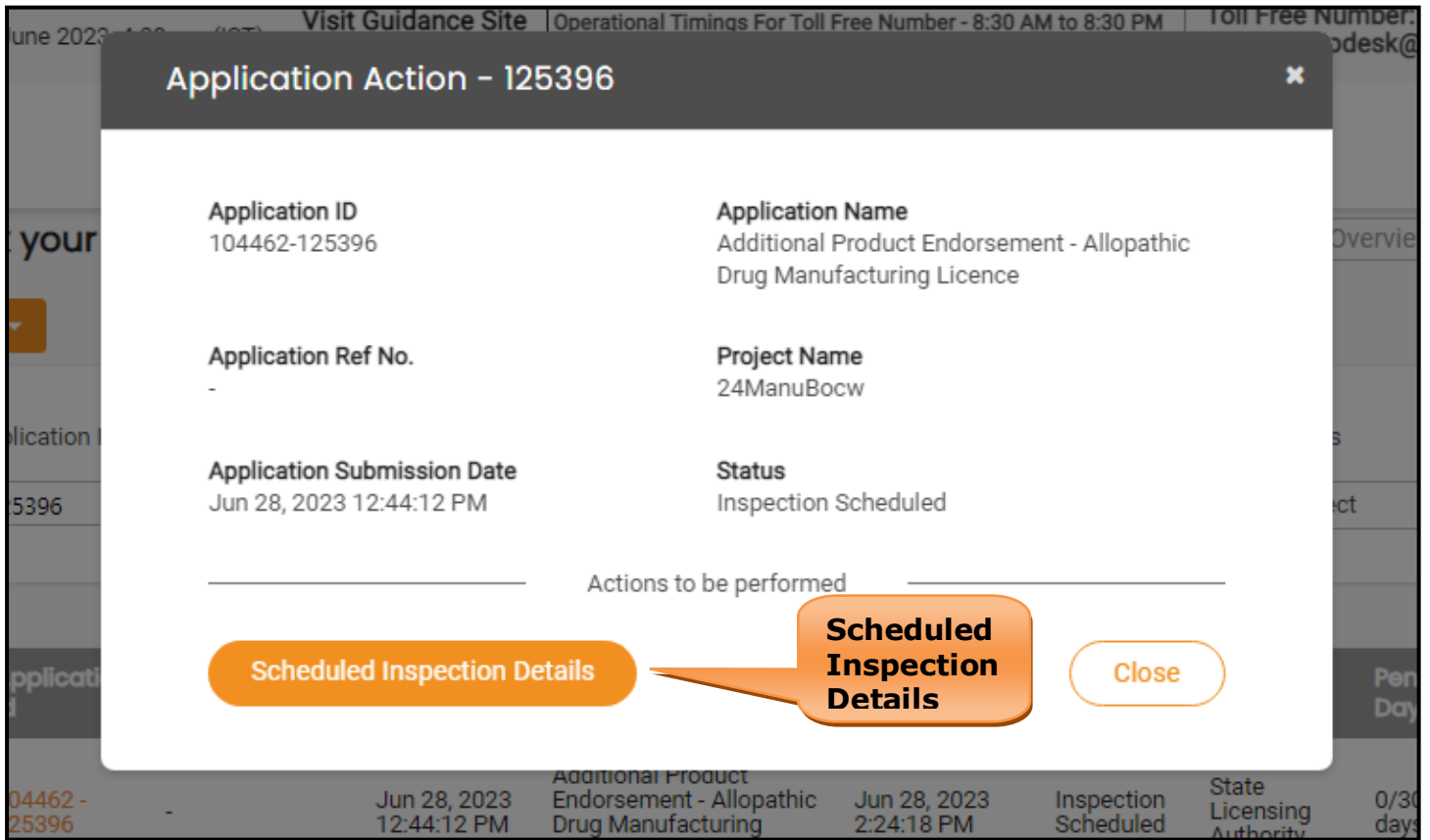
- 1) The Drug Inspector of Drugs schedules the date of appointment for inspection to be done for the specified institution.
- 2) After the Inspection is completed, the Drug Inspector submits the Inspection report.
- 3) The Applicant has the provision to view the Scheduled Inspection details



The screenshot shows the 'Track your Application' page. The table below contains the following data:

Sr No	Application id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	104462 - 125396	-	Jun 28, 2023 12:44:12 PM	Additional Product Endorsement - Allopathic Drug Manufacturing Licence	Jun 28, 2023 2:24:18 PM	Inspection Scheduled	State Licensing Authority	0/30 days	On time	Actions

**Figure 29. Inspection Scheduled**



**Application Action - 125396**

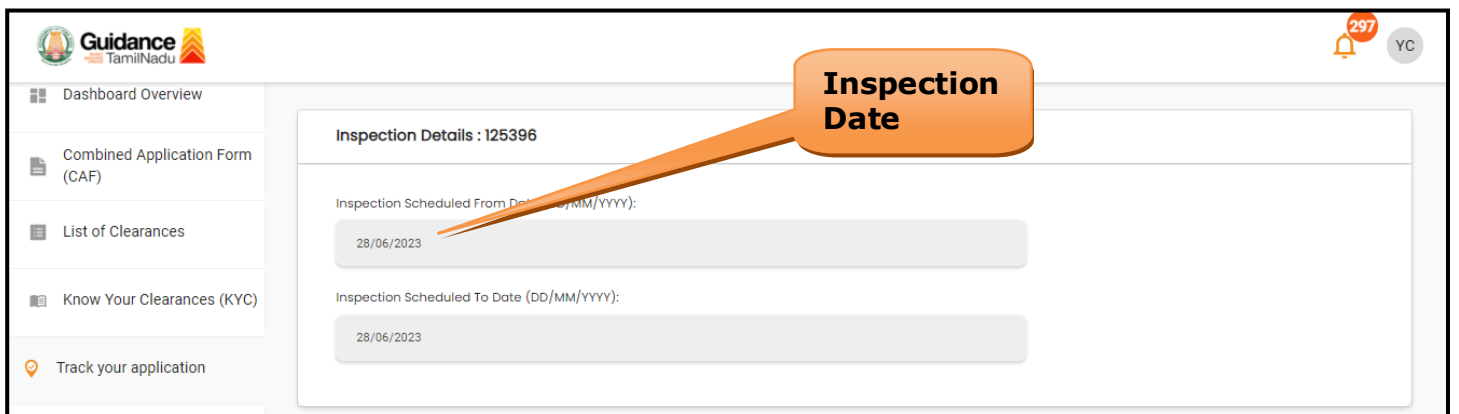
<b>Application ID</b> 104462-125396	<b>Application Name</b> Additional Product Endorsement - Allopathic Drug Manufacturing Licence
<b>Application Ref No.</b> -	<b>Project Name</b> 24ManuBocw
<b>Application Submission Date</b> Jun 28, 2023 12:44:12 PM	<b>Status</b> Inspection Scheduled

Actions to be performed

**Scheduled Inspection Details** | Close

104462 - 25396	-	Jun 28, 2023 12:44:12 PM	Additional Product Endorsement - Allopathic Drug Manufacturing	Jun 28, 2023 2:24:18 PM	Inspection Scheduled	State Licensing Authority	0/30 days
----------------	---	--------------------------	--	-------------------------	----------------------	---------------------------	-----------

**Figure 30. Scheduled Inspection Details**



**Inspection Date**

**Inspection Details : 125396**

Inspection Scheduled From Date (DD/MM/YYYY):  
28/06/2023

Inspection Scheduled To Date (DD/MM/YYYY):  
28/06/2023

**Figure 31. Scheduled Inspection Details (Contd.)**

### 13. Application Processing

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

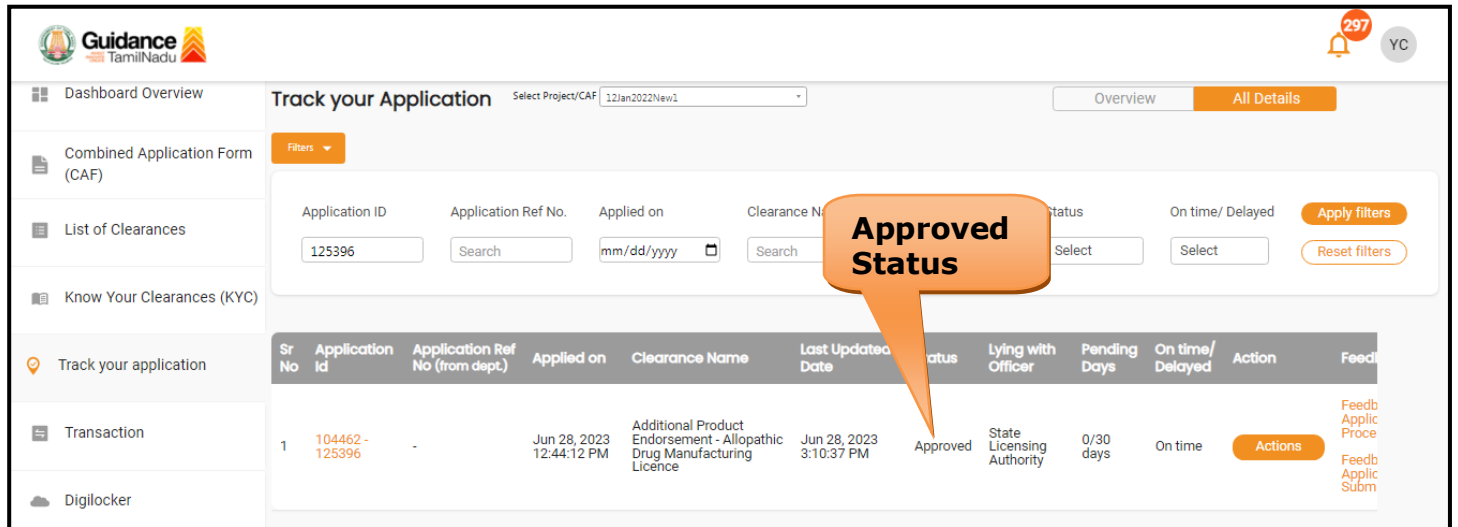


Figure 32. Application Processed

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 33)

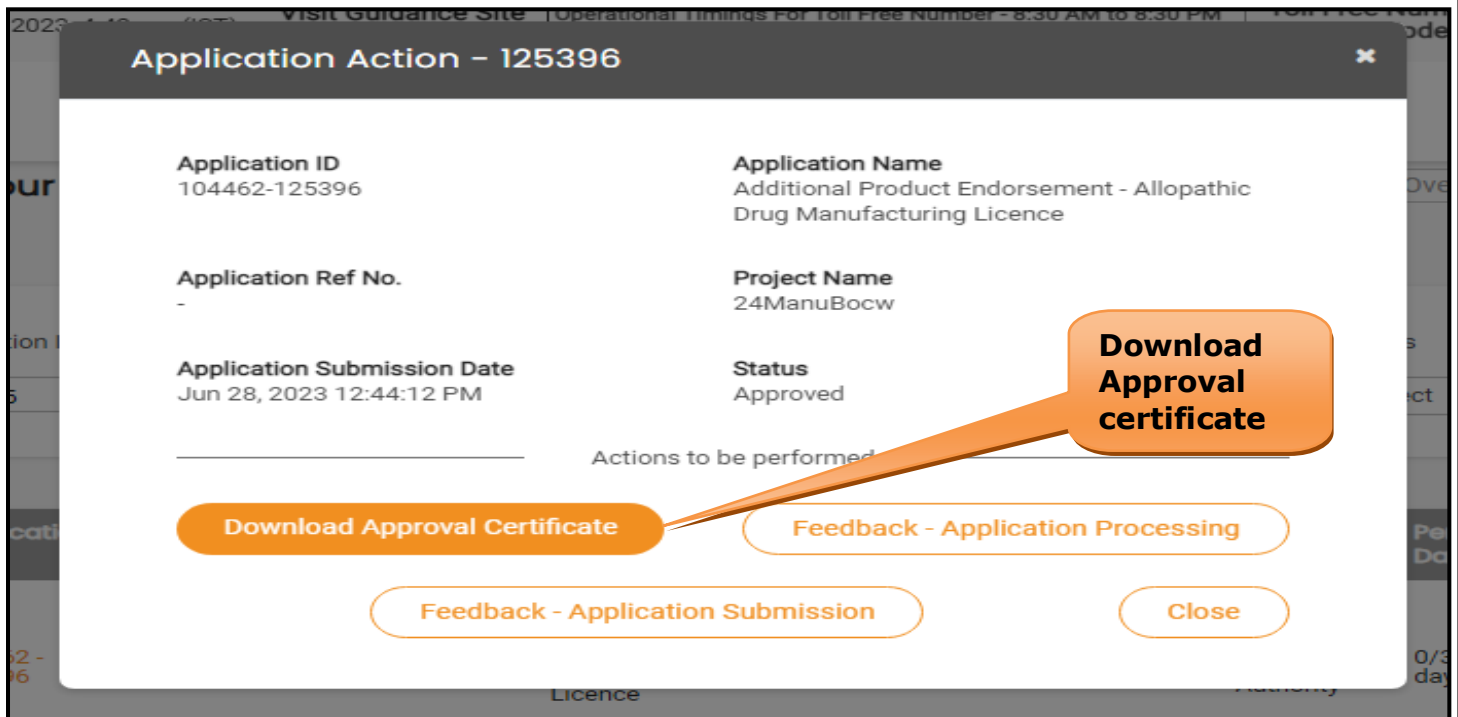


Figure 33. Download the Approval Certificate

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' interface. A callout box labeled 'Rejected Status' points to a table entry 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	Feedb
1	104462 - 125396	-	Jun 28, 2023 12:44:12 PM	Additional Product Endorsement - Allopathic Drug Manufacturing Licence	Jun 28, 2023 3:10:37 PM	Rejected	State Licensing Authority	0/30 days	On time	Actions	Feedb Applic Proce Feedb Applic Subm

**Figure 34. Rejected Status**

