



TAMIL NADU SINGLE WINDOW PORTAL

APPLICANT MANUAL

**Application for Payment of Retention Fees for Restricted
Allopathic Drugs (Sales)**

Food Safety and Drug Administration



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1. Home Page

1) The journey of the new applicant starts with Tamil Nadu Single Window Portal (TNSWP) homepage that can be accessed through <https://tnswp.com> website wherein it gives various information's, useful links, and functionalities about TNSWP.

2) Applicant can reach the helpdesk Toll free number – 1800-258-3878 and Helpdesk Email.

TNSWP website
(www.tnswp.com)

Toll free number
and Mail Id

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

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

TAMIL NADU

Leading the Nation

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

Tamil Nadu Single Window Portal is a one-stop portal for investors to electronically secure all business-related approvals/ licenses/ clearances/ NOCs in a time-bound, transparent and hassle-free manner. The Tamil Nadu Single Window Portal covers 200+ services encompassing 40+ Government departments/ agencies with an aim to improve Ease of Doing Business (EoDB) for investors in Tamil Nadu, and make the G2B interface faceless, paperless and contactless

TN Single Window Fee Slab for Large Industries

Figure 1. Single Window Portal Home Page

2. Registration

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

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

**Register
on TNSWP**

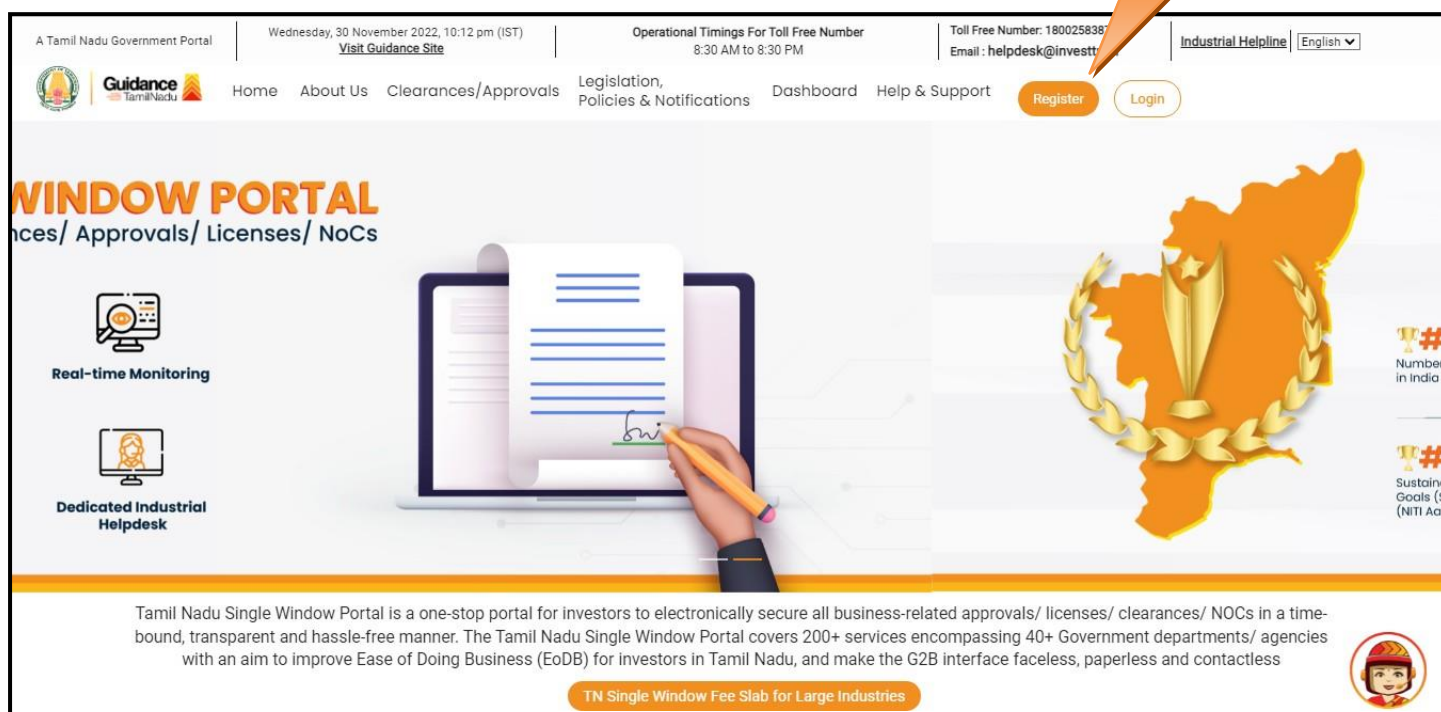


Figure 2. Register

- 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

PAN Number of Company

Name of Company

Figure 3. Registration Form

**Welcome to
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Investment Portal

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

Mobile Number

Email ID

User Name

Password Confirm Password

Captcha

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

Register

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

Figure 4. Registration Form Submission

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

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

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

- **Mobile Number Verification**

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

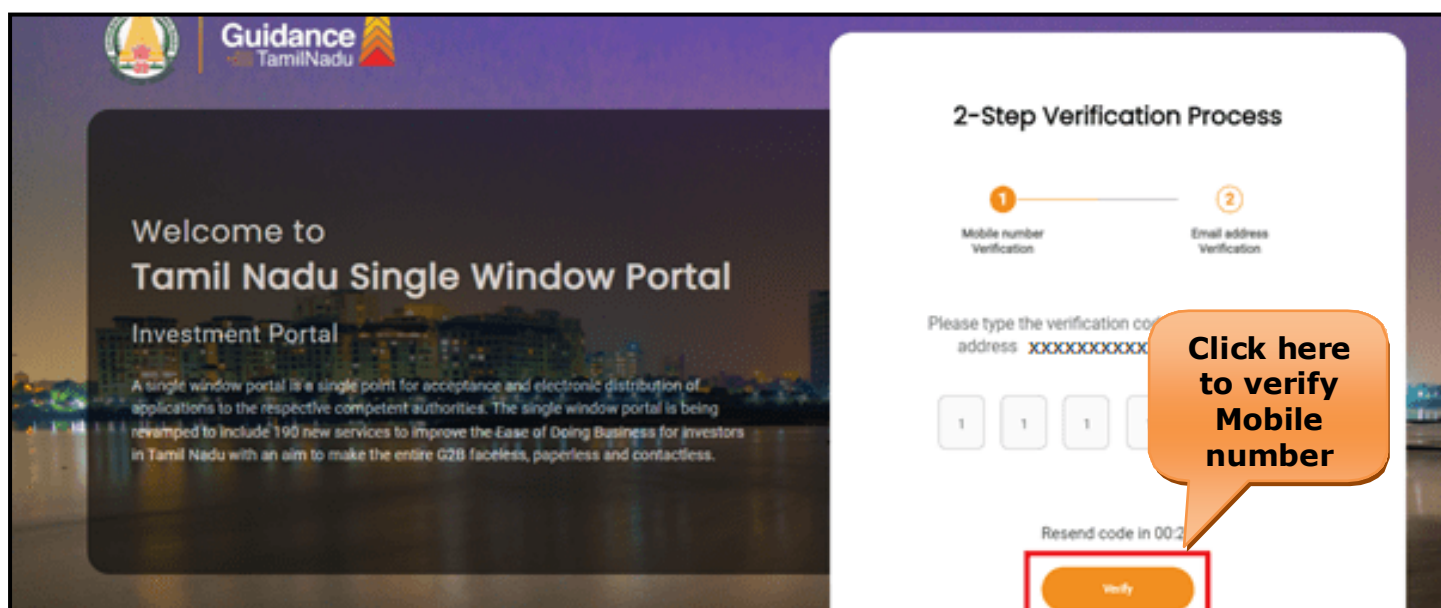


Figure 5. Mobile Number Verification

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.

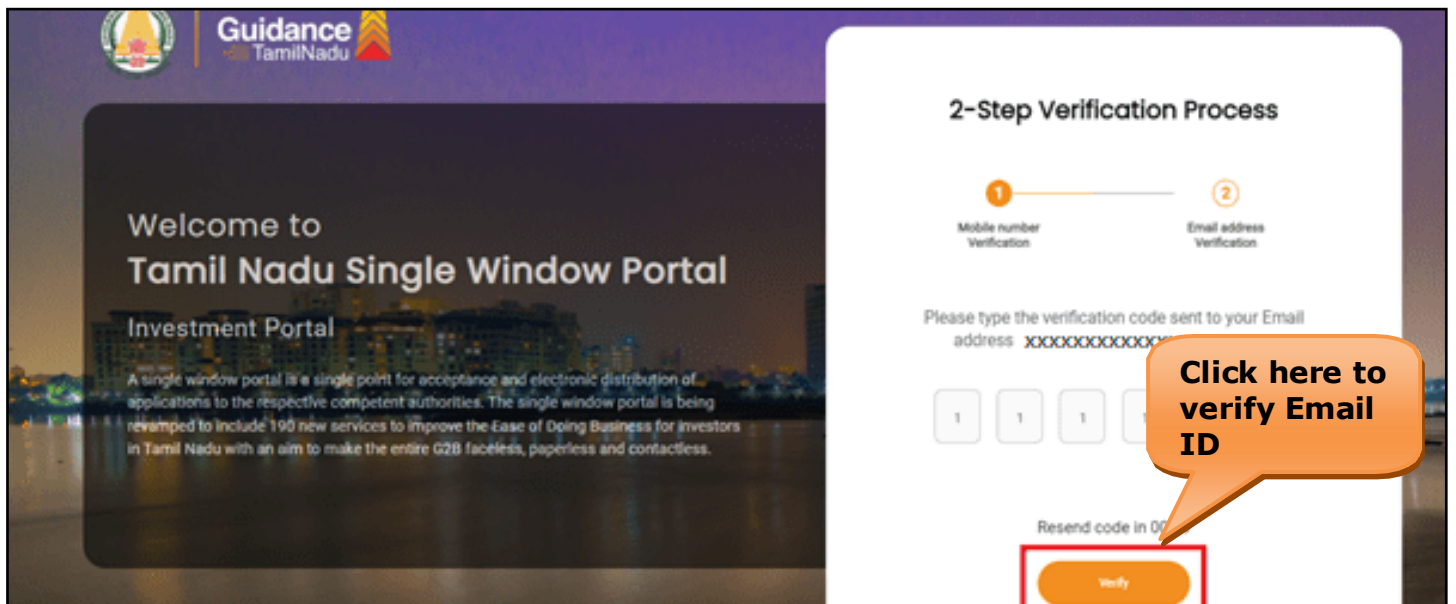


Figure 6. Email ID Verification

- 3) After completion of 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.

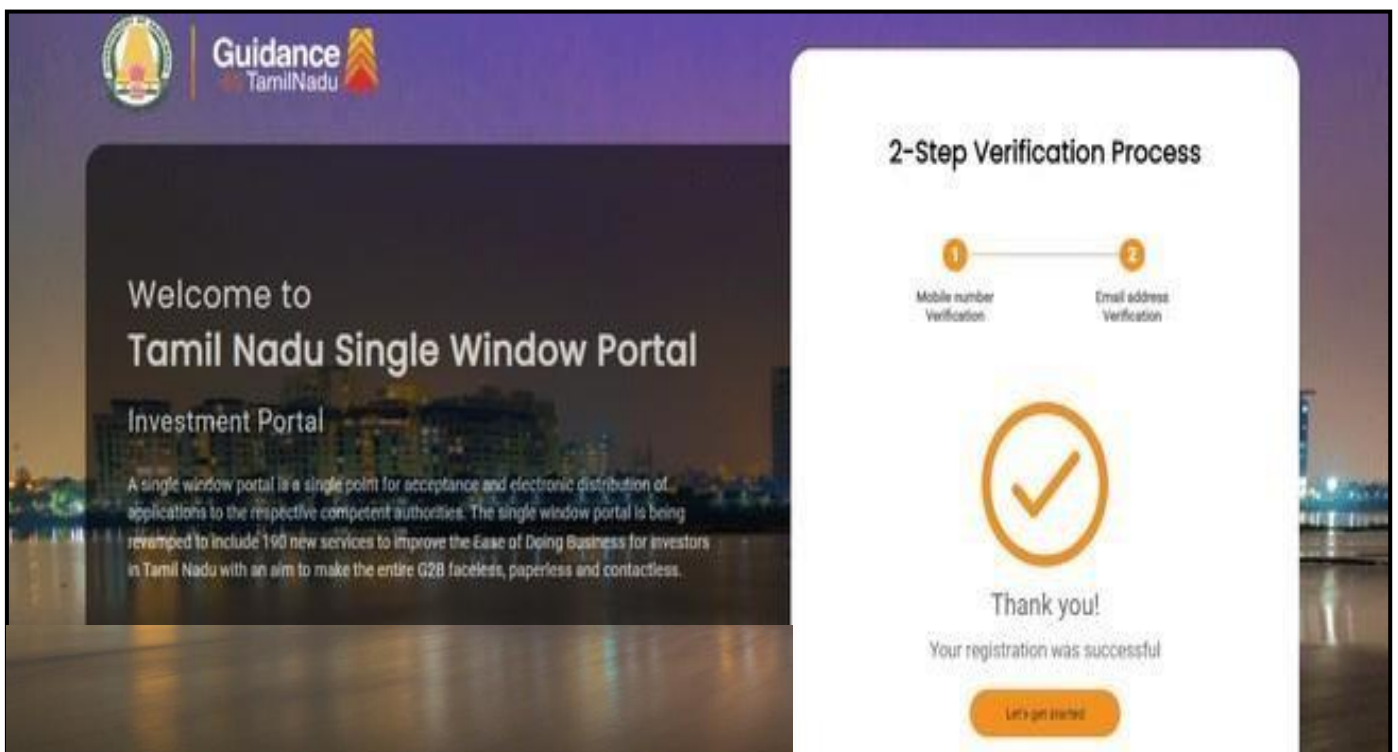


Figure 7. Registration Confirmation Pop-Up

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" link.
- 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".
- Far right: "Industrial Helpline" and a language dropdown menu set to "English".

 Below the navigation bar is a main menu with links: "Home", "About Us", "Clearances/Approvals", "Legislation, Policies & Notifications", "Dashboard", and "Help & Support". There are two buttons: "Register" (orange) and "Login" (white with orange border).

 The main content area features a large orange map of Tamil Nadu on the left. To the right, the text "TAMIL NADU Leading the Nation" is displayed. Below this, there are two rows of award statistics:

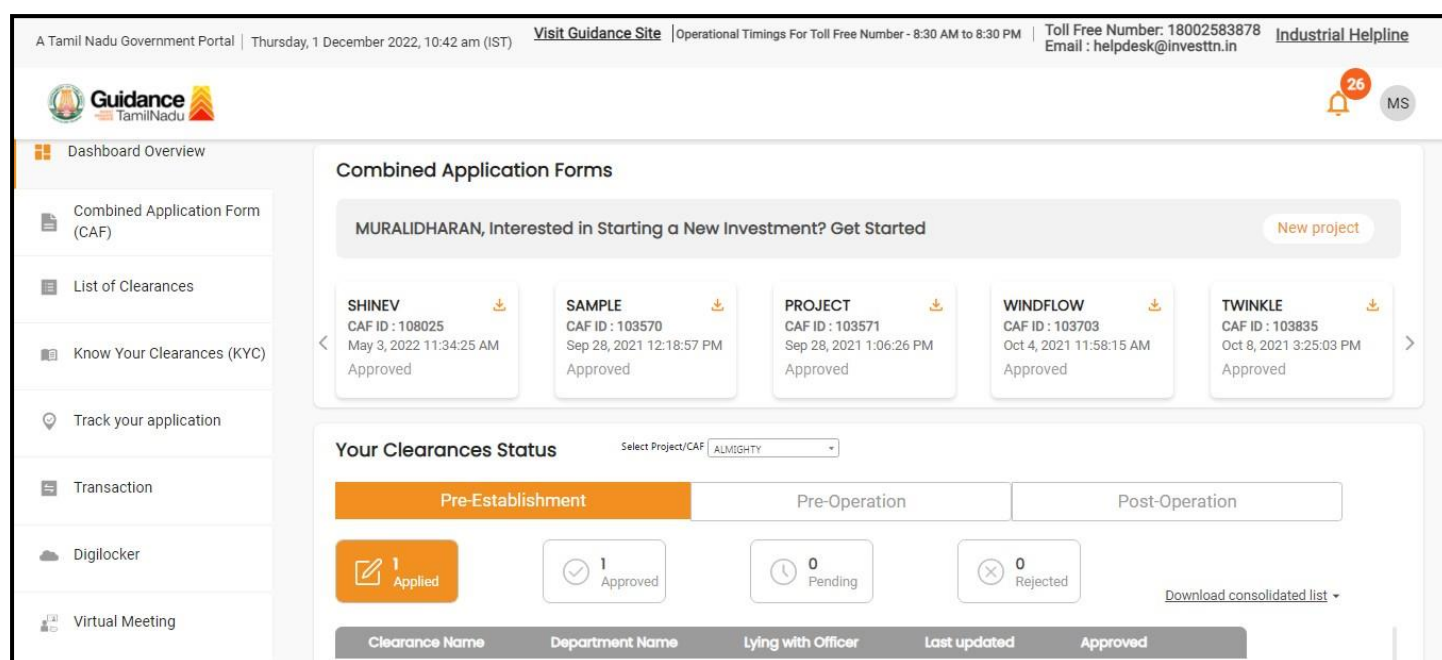
- Row 1 (All #1):
 - Number of Factories in India
 - Number of Operational SEZs in India
 - Governance & Political Stability (N-SIPI 2019)
 - International and Domestic Tourist Arrivals
 - Best Performing State (India Today State of the State Award 2018, 2019 & 2020)
- Row 2 (All #2):
 - Sustainable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

 At the bottom of the page, there is a descriptive paragraph: "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". Below this is a button: "TN Single Window Fee Slab for Large Industries". On the far right, there is a small circular icon of a person wearing a hard hat."/>

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	103885	Oct 8, 2021 3:25:03 PM	Approved

Your Clearances Status Select Project/CAF: ALMIGHTY

Pre-Establishment | Pre-Operation | Post-Operation

Applied: 1 | Approved: 1 | Pending: 0 | Rejected: 0

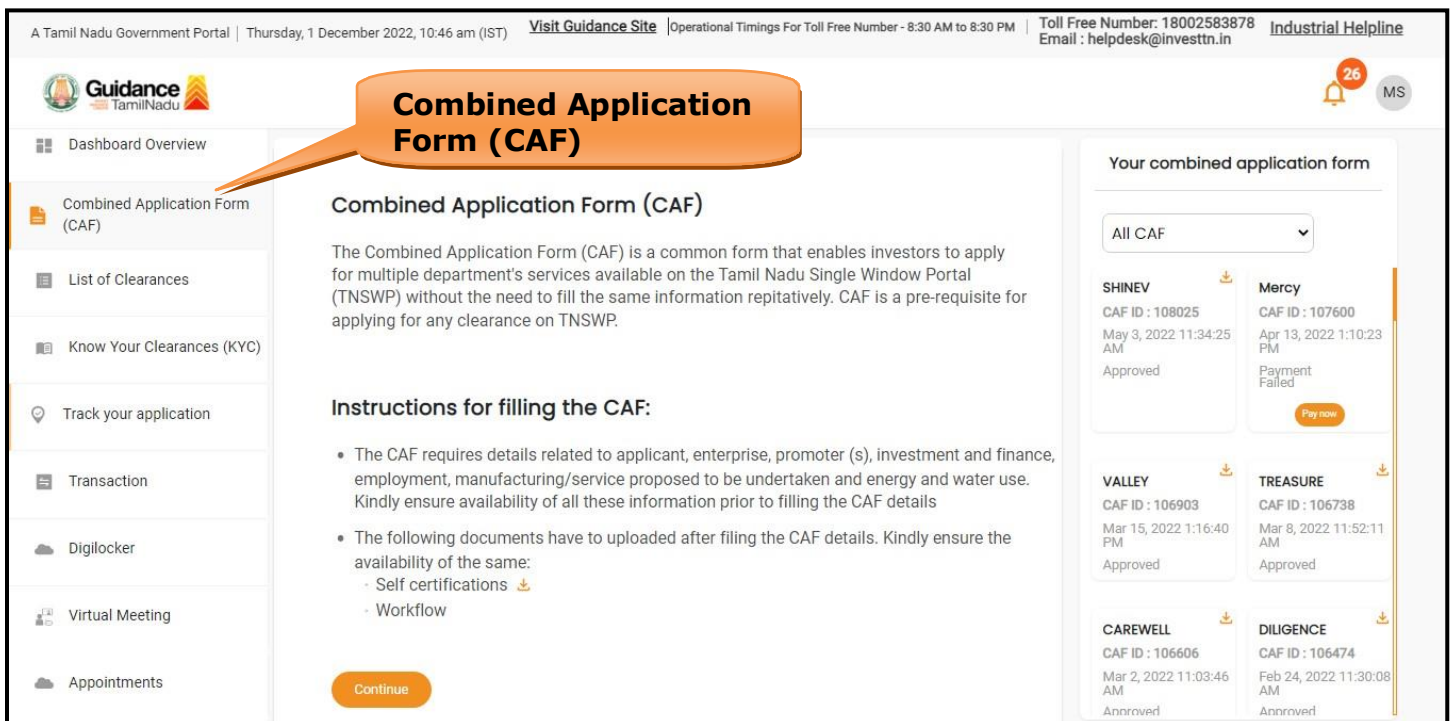
[Download consolidated list](#)

Clearance Name	Department Name	Lying with Officer	Last updated	Approved
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Figure 9. Dashboard Overview

6. Combined Application Form (CAF)

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



The screenshot displays the TNSWP portal interface. At the top, it shows the date and time (Thursday, 1 December 2022, 10:46 am (IST)) and provides contact information for the Guidance Site, including a toll-free number (18002583878) and an email address (helpdesk@investtn.in). The main navigation menu on the left includes options like Dashboard Overview, Combined Application Form (CAF), List of Clearances, Know Your Clearances (KYC), Track your application, Transaction, Digilocker, Virtual Meeting, and Appointments. The 'Combined Application Form (CAF)' option is highlighted with an orange callout box. The main content area features a heading 'Combined Application Form (CAF)' and a descriptive paragraph: '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.' Below this, there are 'Instructions for filling the CAF:' which include details about the required information and documents to be uploaded. A 'Continue' button is visible at the bottom of the instructions. On the right side, there is a section titled 'Your combined application form' which displays a list of CAFs for various projects, including SHINEV, Mercy, VALLEY, TREASURE, CAREWELL, and DILIGENCE, each with its respective CAF ID, date, time, and status.

Figure 10. Combined Application Form (CAF)

6.1 Sections of Combined Application Form

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

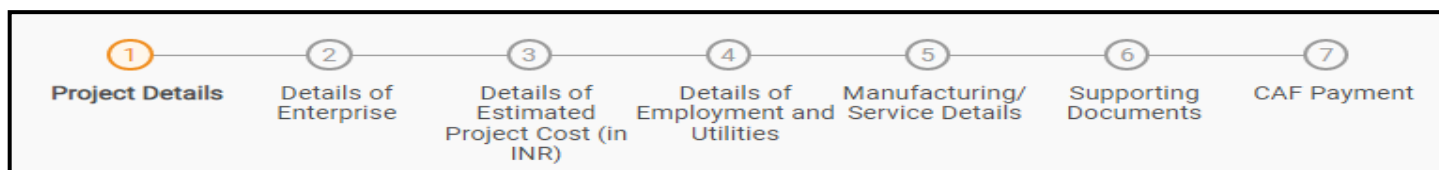


Figure 11. Section of Combined Application Form (CAF)

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).

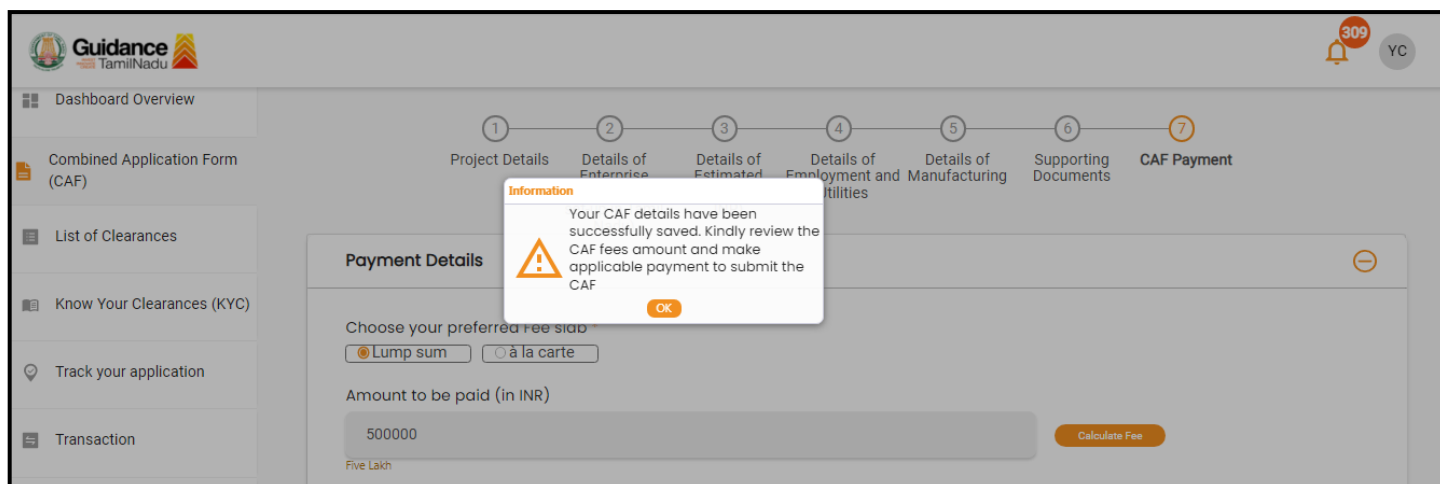


Figure 12. Combined Application Form (CAF)- Confirmation Message

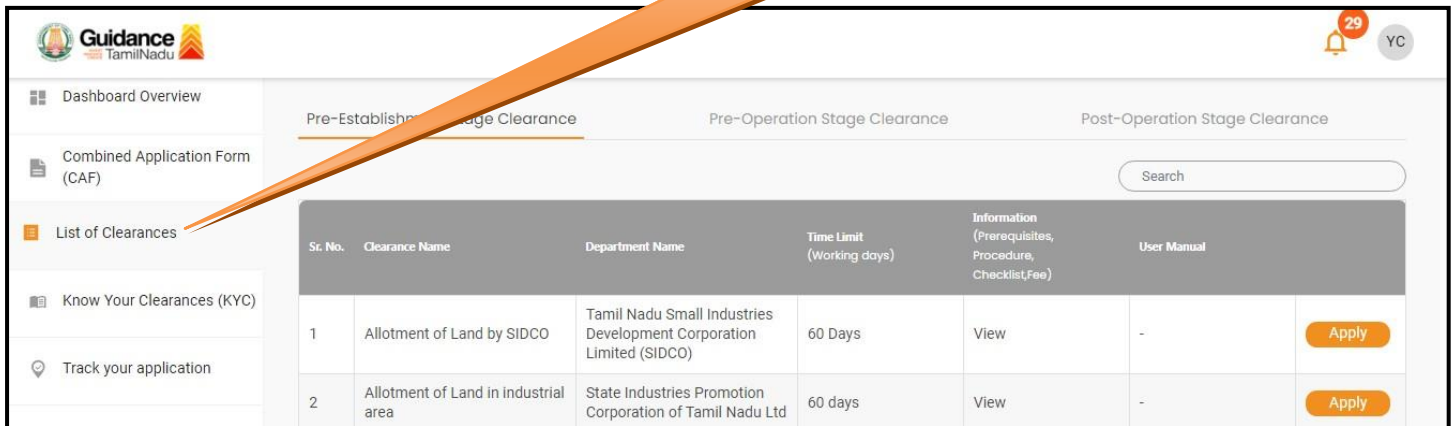
Note:

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 payment of Retention Fees for Restricted Allopathic Drugs (Sales)

1. Click on "List of Clearances"

List of Clearances



Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual	
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

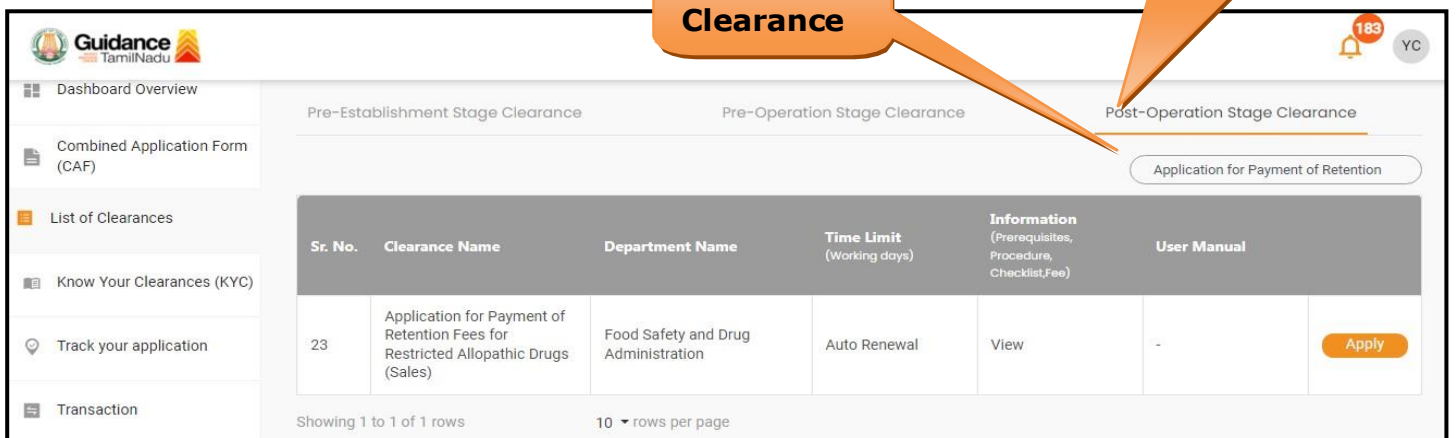
2. The list of clearances is segregated into three stages.

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

3. Select 'Post-Operation Stage Clearance' and find the clearance 'Application for Payment of Retention Fees for Restricted Allopathic Drugs (Sales)' by using Search option as shown in the figure given below.

Search for Clearance

Post-Operation Stage Clearance



Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual	
23	Application for Payment of Retention Fees for Restricted Allopathic Drugs (Sales)	Food Safety and Drug Administration	Auto Renewal	View	-	Apply

Showing 1 to 1 of 1 rows 10 rows per page

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)
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.

The screenshot shows the 'List of Clearances' section of the Guidance TamilNadu dashboard. The table displays the following data:

Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
23	Application for Payment of Retention Fees for Restricted Allopathic Drugs (Sales)	Food Safety and Drug Administration	Auto Renewal	View	-

Callout boxes indicate the 'View Information' button (pointing to the 'View' link) and the 'Apply for Clearance' button (pointing to the 'Apply' button).

Figure 15. Apply for Clearances

License Details

1) Enter the License Number

The screenshot displays the 'Application for Payment of Retention Fees for Restricted Allopathic Drugs (Sales)' page. On the left is a navigation menu with items: Dashboard Overview, Combined Application Form (CAF), List of Clearances, Know Your Clearances (KYC), Track your application, Transaction, and Digilocker. The main content area is titled 'Applicant Details' and features a 'License Details' form. The form includes a text input field labeled 'Enter Licence Number *' with a placeholder 'Enter Licence Number' and an orange 'Get Details' button below it. The top right of the page shows a notification bell with '220' and a user profile icon 'YC'.

Figure 16. License Number

8. Filling the Application Form

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

A. Applicant Details

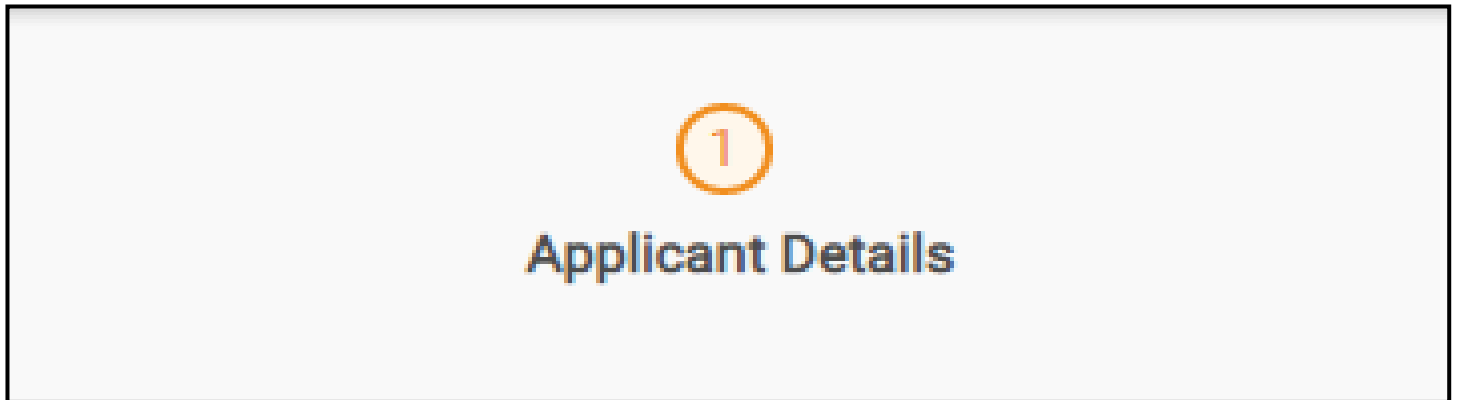


Figure 17. One Section of Applicant Details

Contact Details

Contact Details

Phone / Landline No *

9940368943

Primary Mobile Number *

9092653218

Contact Person *

Tcs Tcs

Secondary Mobile Number

6798696666

Email ID *

Previous Next Reset Save As Draft Save

Click on 'Save'

Figure 18. Contact Details

9. Payment Process

- 1) After clicking on '**Save and Pay**' button a unique '**Token Id**' would be generated with a pop-up message.

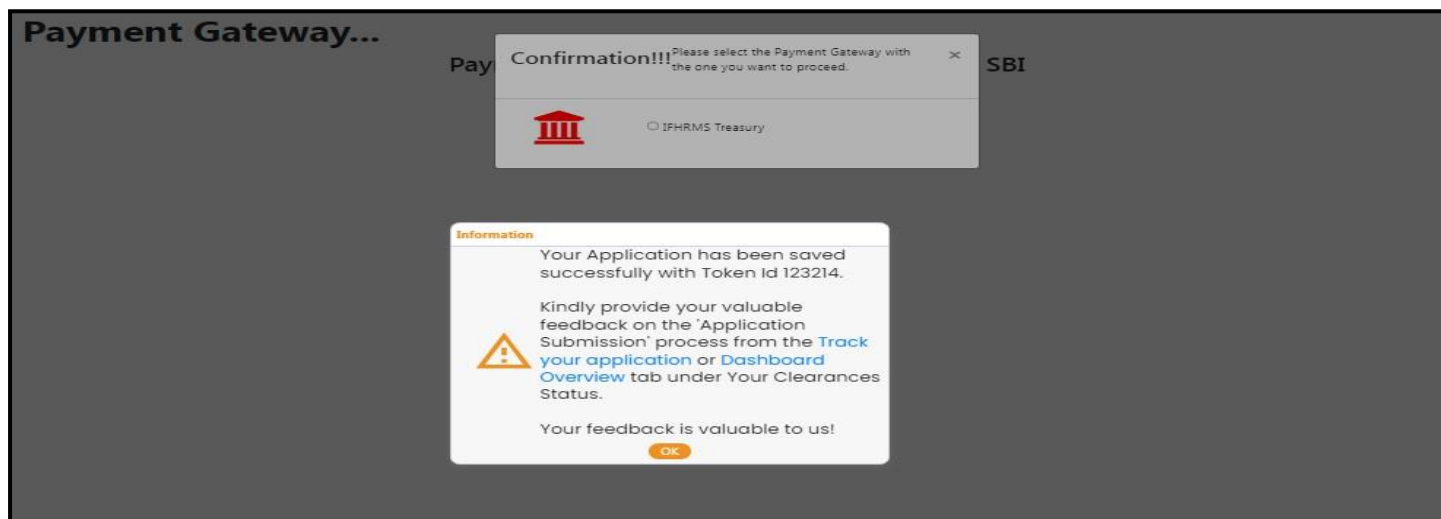


Figure 19. Token ID Generated

- 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**'.

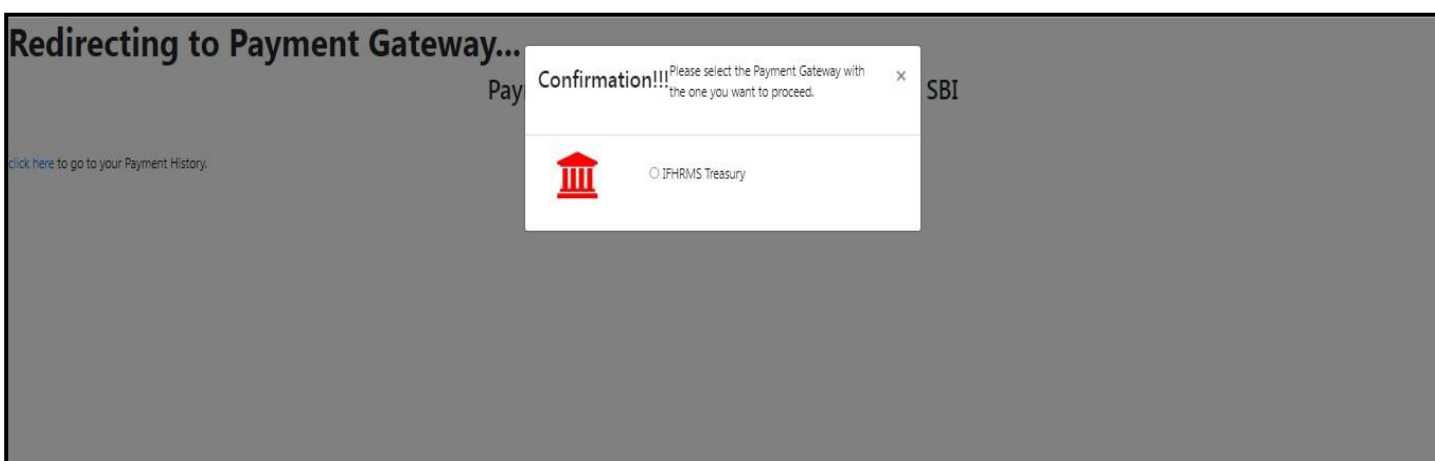


Figure 20. Payment Process

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.

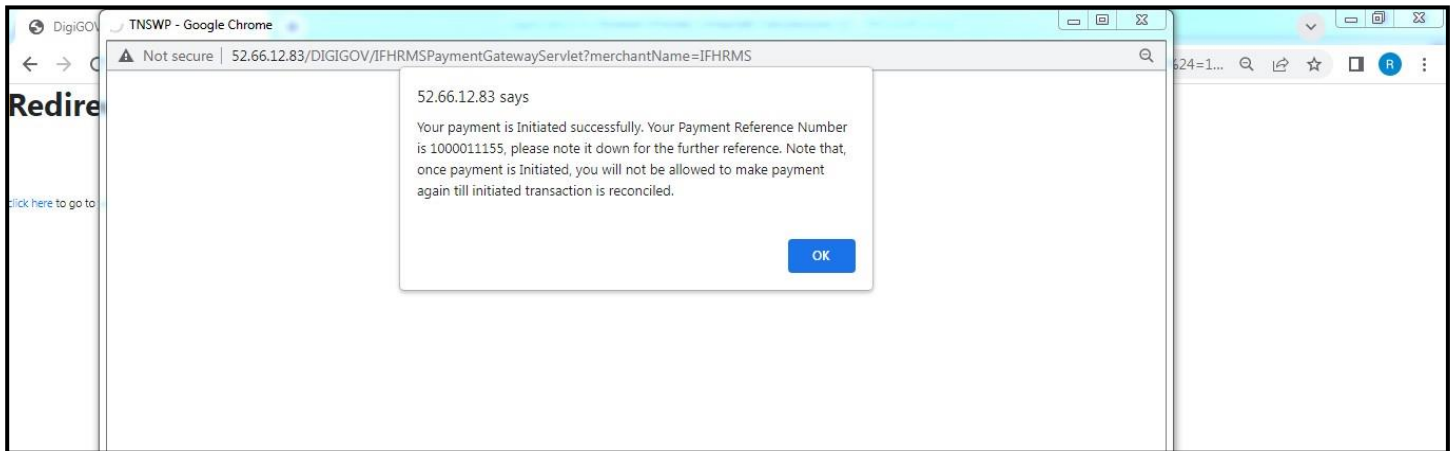


Figure 21. Payment Reference Number

10. Track Your Application

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

2) Applicant to choose the name of the project created during CAF from the dropdown 'Select project / CAF' displayed at the top of the page.

- **Track your application– Overview option**

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

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

Overview of application

Track Your 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	Feed
1	104462 - 124144	-	May 23, 2023 12:58:47 PM	Application for Payment of Retention Fees for Restricted Allopathic Drugs (Sales)	May 23, 2023 1:04:17 PM	Approved	Assistant Director Drugs Control	0/0 days	On time	Actions	Feedt: Applik Proce Feedt: Applik Subm

Figure 22. Track your Application

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

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

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



Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action	Feed
1	104462 - 124144	-	May 23, 2023 12:58:47 PM	Application for Payment of Retention Fees for Restricted Allopathic Drugs (Sales)	May 23, 2023 1:04:17 PM	Approved	Assistant Director Drugs Control	0/0 days	On time	Actions	Feed: Applik Proce Feed: Applik Subm

Figure 23. ‘All details’ tab

11. Application Processing

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

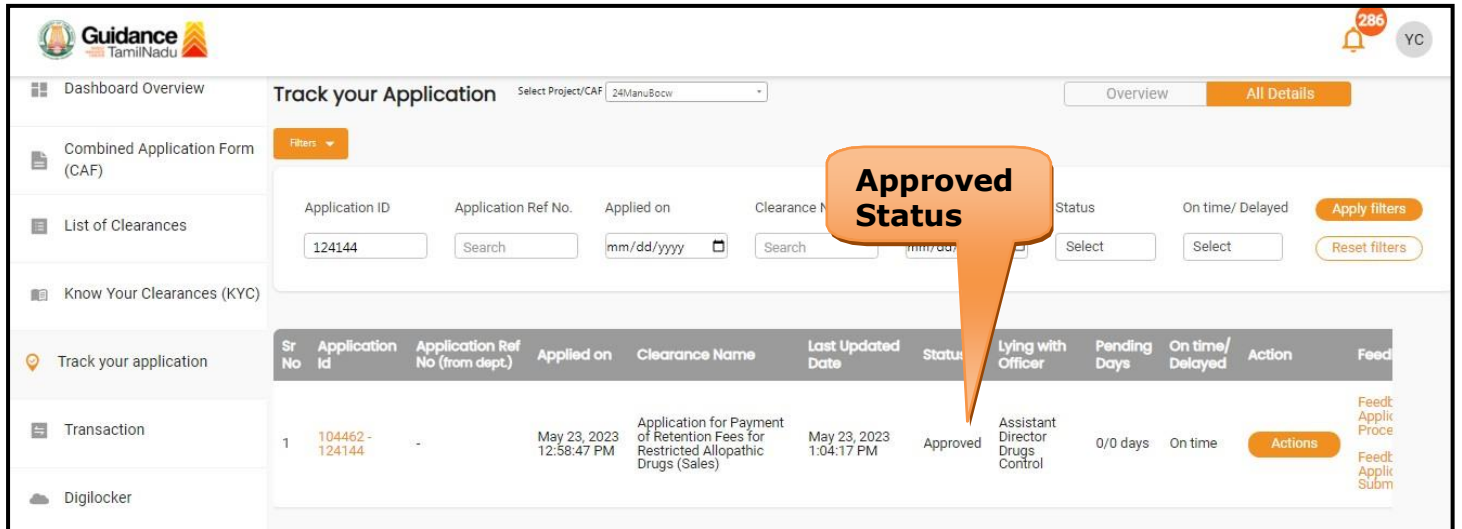


Figure 24. Application Processed

2) If the application is **‘Approved’** by the Department, the applicant can download the Approval Certificate under **‘Track your application – > ‘Action’ button -> Download Approval Letter** (Refer Figure 25)

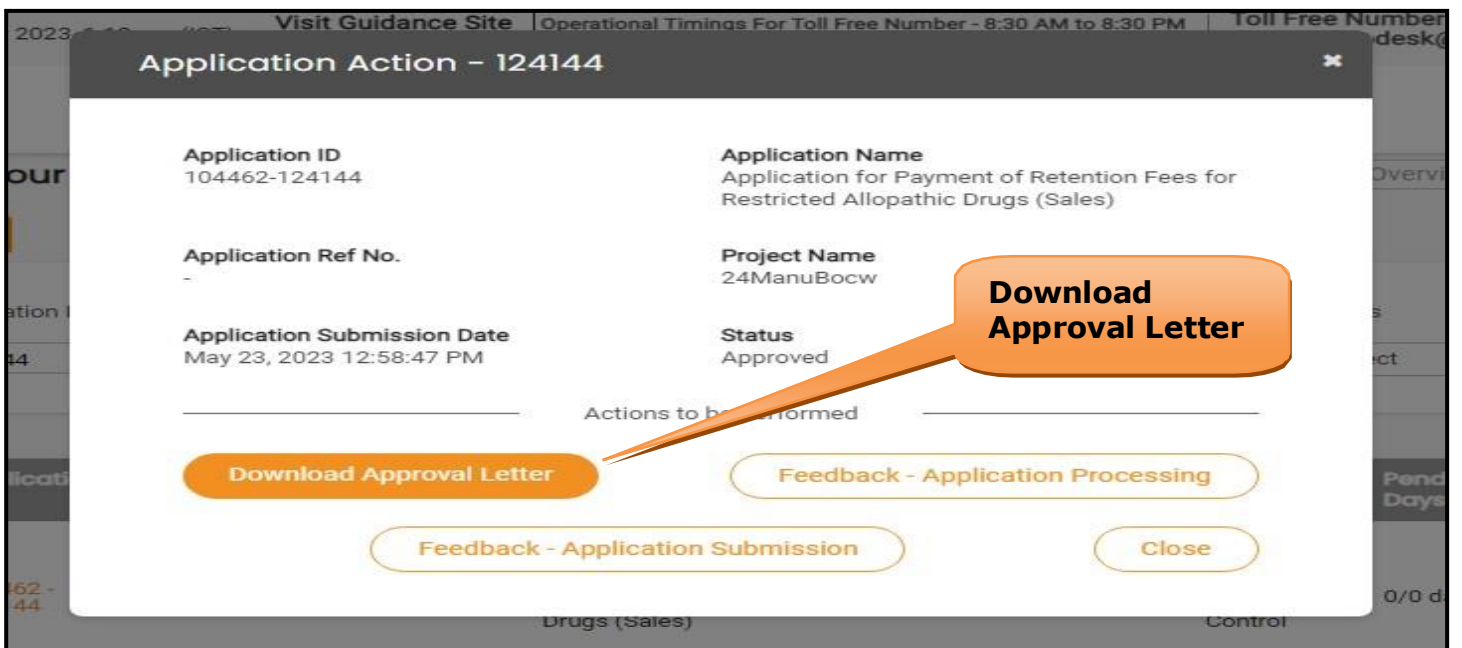
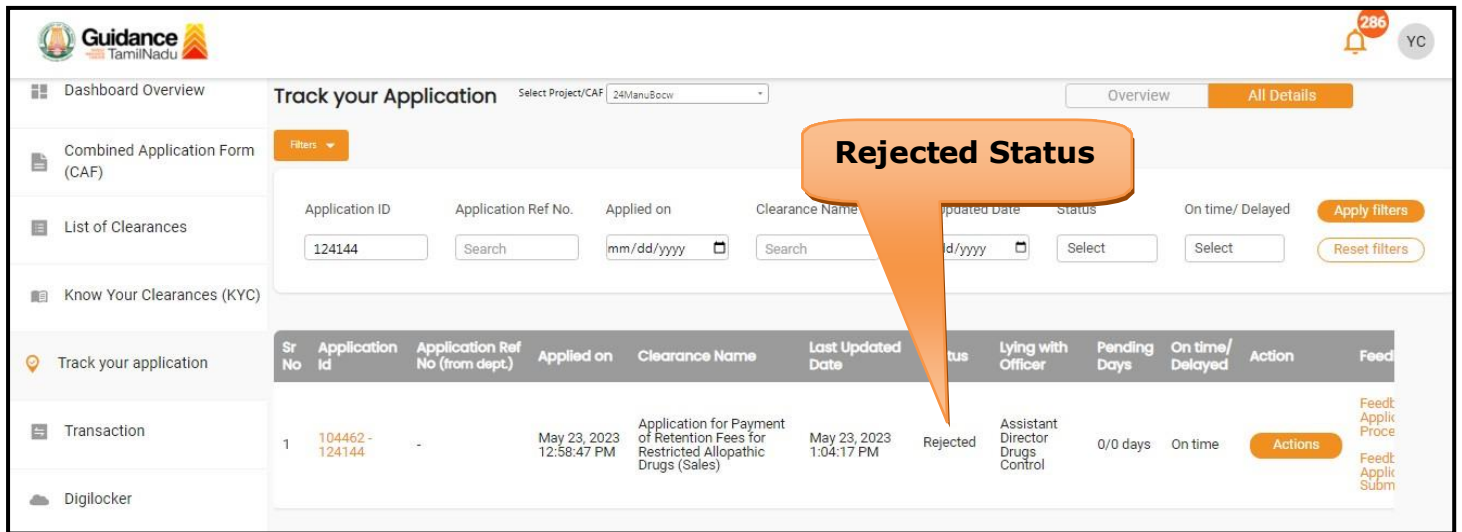


Figure 25. Download the Approval Letter

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 26)



The screenshot shows the 'Track your Application' dashboard. The main content area displays a table of applications. One application is highlighted with a status of 'Rejected'. An orange callout bubble with the text 'Rejected Status' points to this entry.

Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action	Feed
1	104462 - 124144	-	May 23, 2023 12:58:47 PM	Application for Payment of Retention Fees for Restricted Allopathic Drugs (Sales)	May 23, 2023 1:04:17 PM	Rejected	Assistant Director Drugs Control	0/0 days	On time	Actions	Feedt: Applic Proce Feedt: Applic Subm

Figure 26. Rejected Status

