



# **TAMIL NADU SINGLE WINDOW PORTAL**

## **APPLICANT MANUAL**

### **Application for Change of Premises–Restricted Allopathic Drugs (Sales)**

## **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 Application for Change of Premises Restricted Allopathic Drugs (Sales).....</b>	<b>14</b>
<b>8. Filling the Application Form .....</b>	<b>17</b>
<b>9. Payment Process .....</b>	<b>18</b>
<b>10. Track Your Application.....</b>	<b>20</b>
<b>11. Query Clarification.....</b>	<b>22</b>
<b>12. Inspection Schedule .....</b>	<b>24</b>
<b>13. Application Processing .....</b>	<b>26</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



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 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)

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

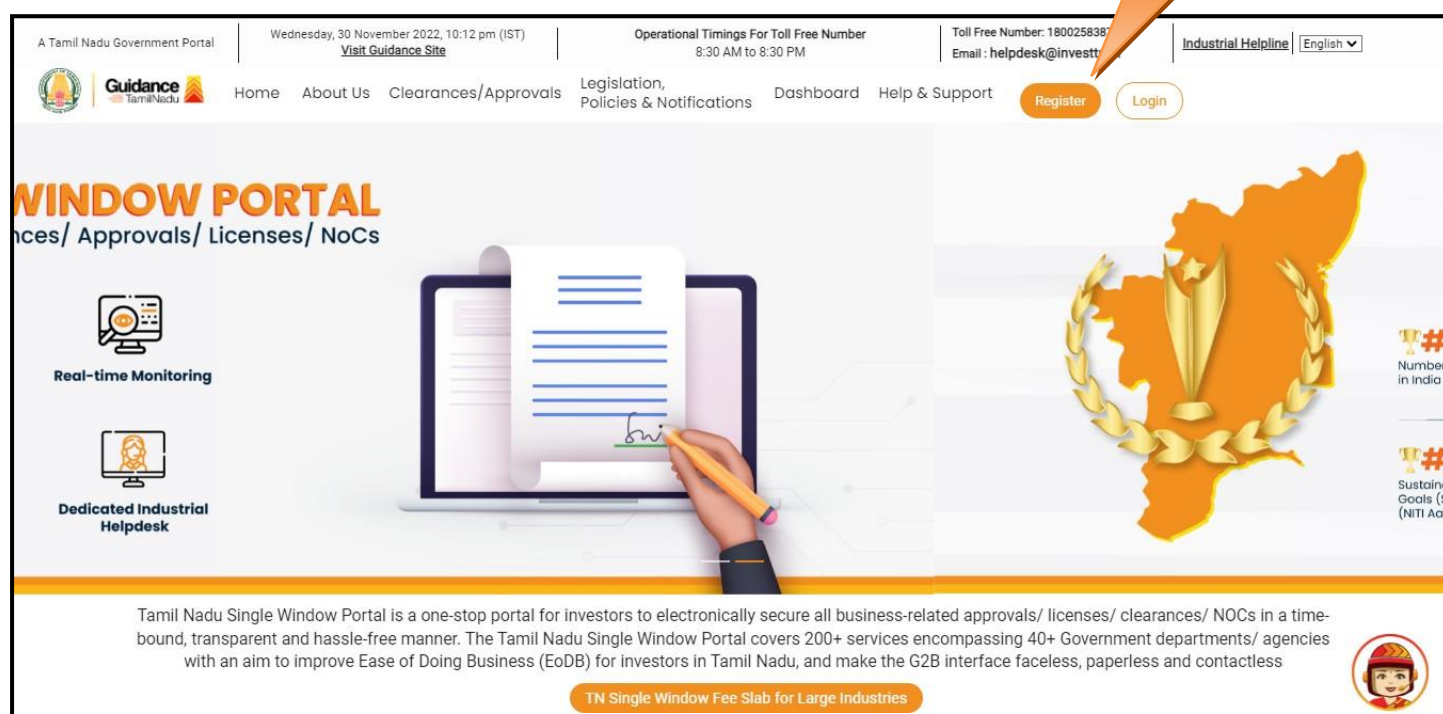
Figure 1. Single Window Portal Home Page

## 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  
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.

- **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.

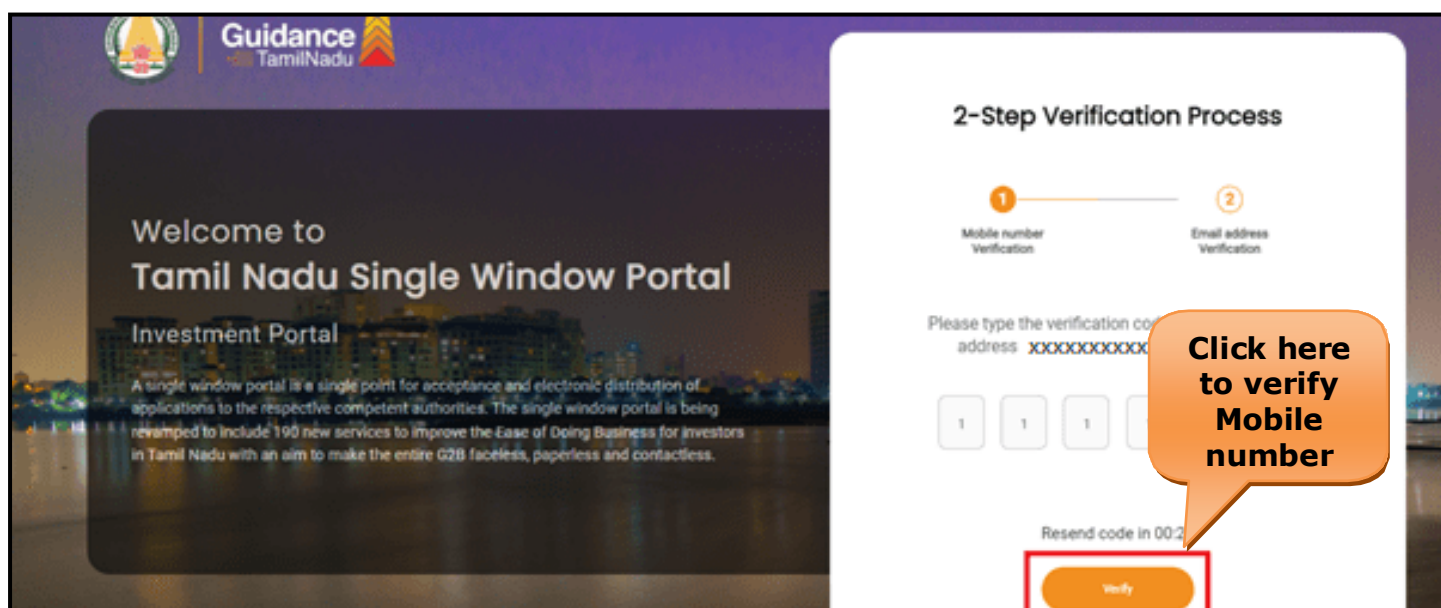
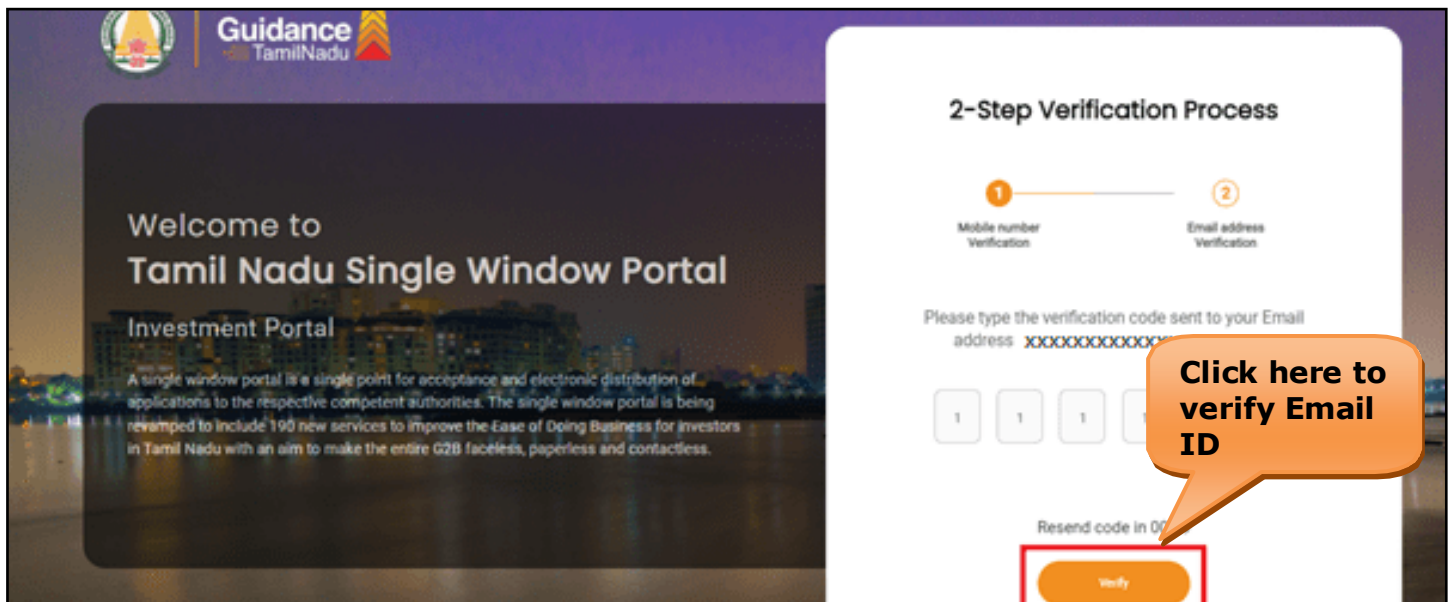


Figure 5. Mobile Number Verification

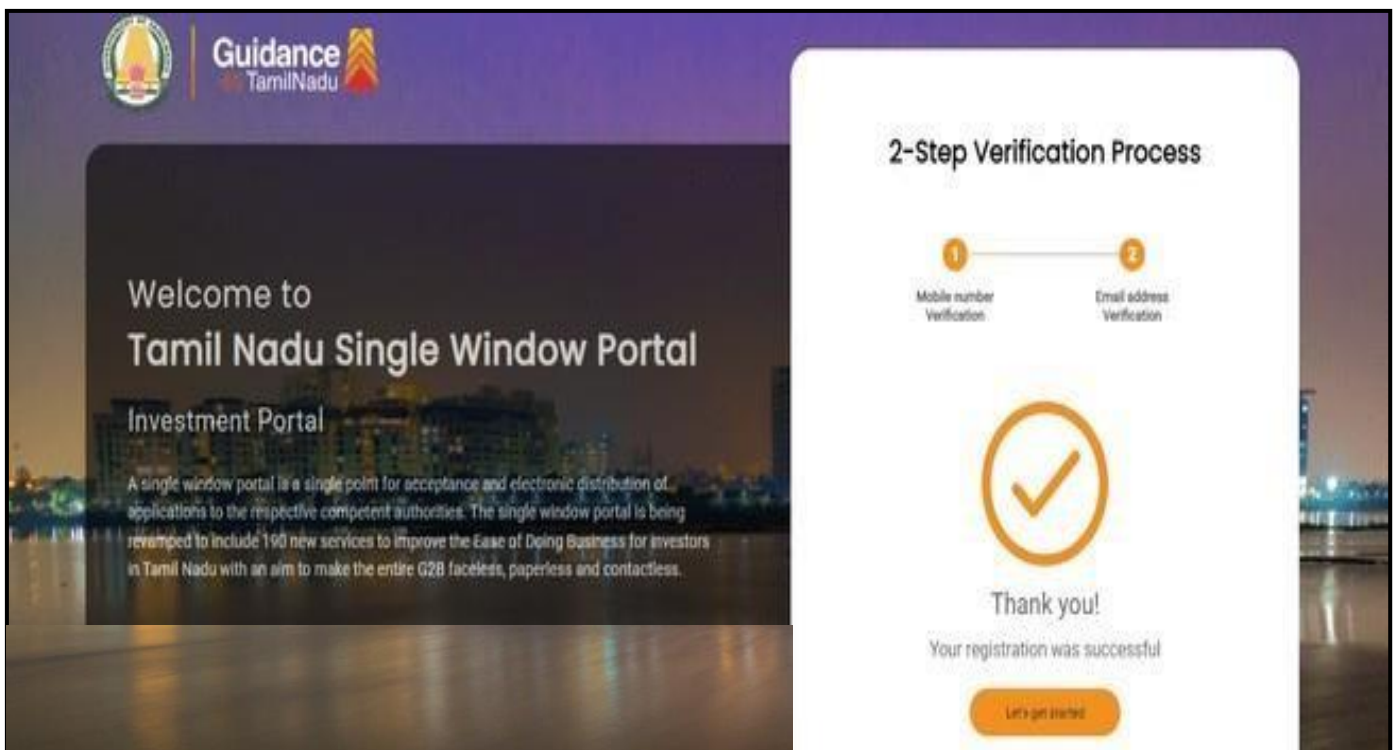
o **Email ID Verification**

- 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.

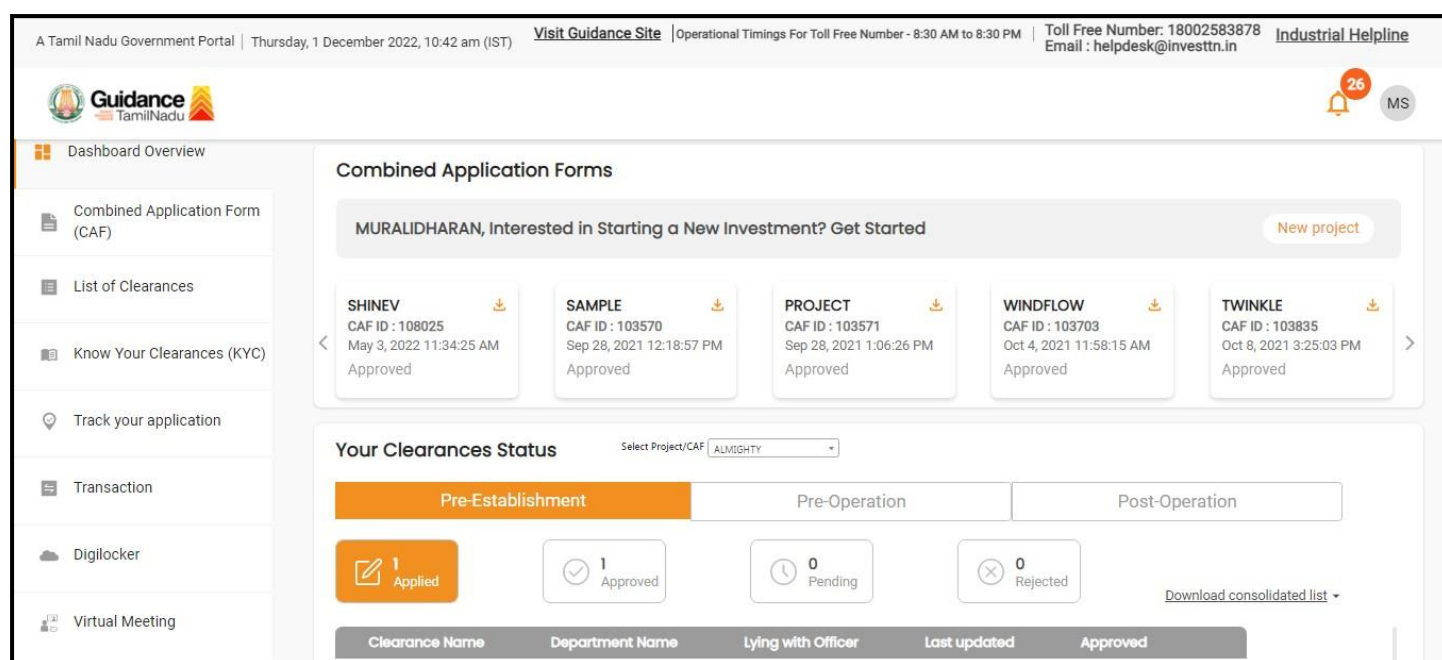
**Login to TNSWP**



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** 26 MS

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	Application 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
1 Applied	1 Approved	0 Pending, 0 Rejected

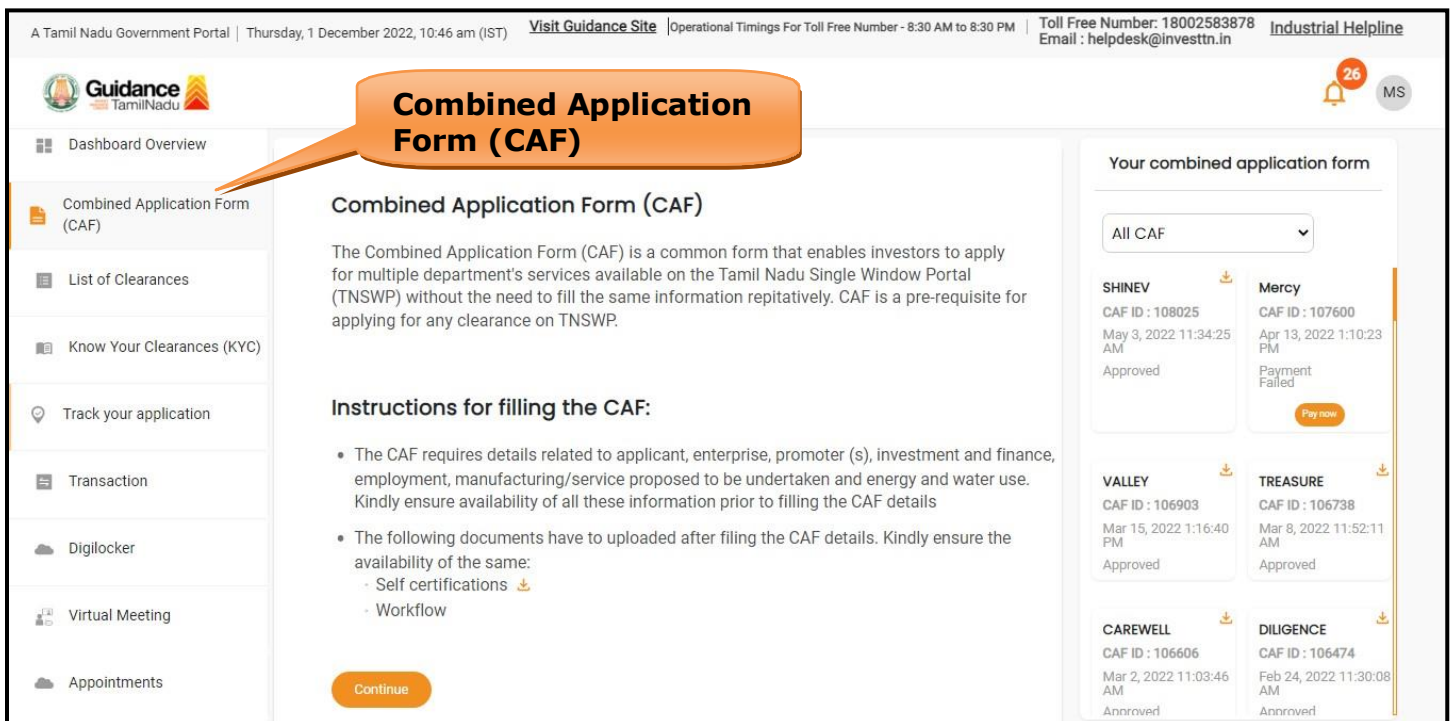
[Download consolidated list](#)

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 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.

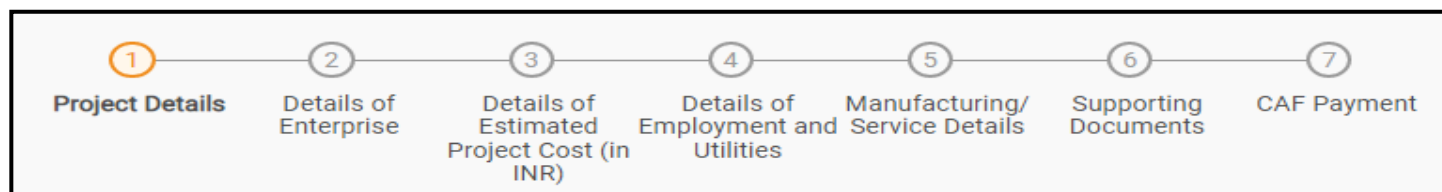


The screenshot displays the Tamil Nadu Government Portal interface for the Combined Application Form (CAF). The top navigation bar includes the portal name, date (Thursday, 1 December 2022, 10:46 am IST), and contact information (Toll Free Number: 18002583878, Email: helpdesk@investtn.in). The left sidebar contains a menu with 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 main content area is titled 'Combined Application Form (CAF)' and provides a description: '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, 'Instructions for filling the CAF:' are listed, including requirements for applicant details and document uploads (Self certifications and Workflow). A 'Continue' button is visible at the bottom of the instructions. The right-hand panel, titled 'Your combined application form', shows a dropdown menu set to 'All CAF' and a grid of CAF entries for various departments: SHINEV, Mercy, VALLEY, TREASURE, CAREWELL, and DILIGENCE. Each entry displays the CAF ID, date, time, and status (Approved or Payment Failed).

**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 in 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:**

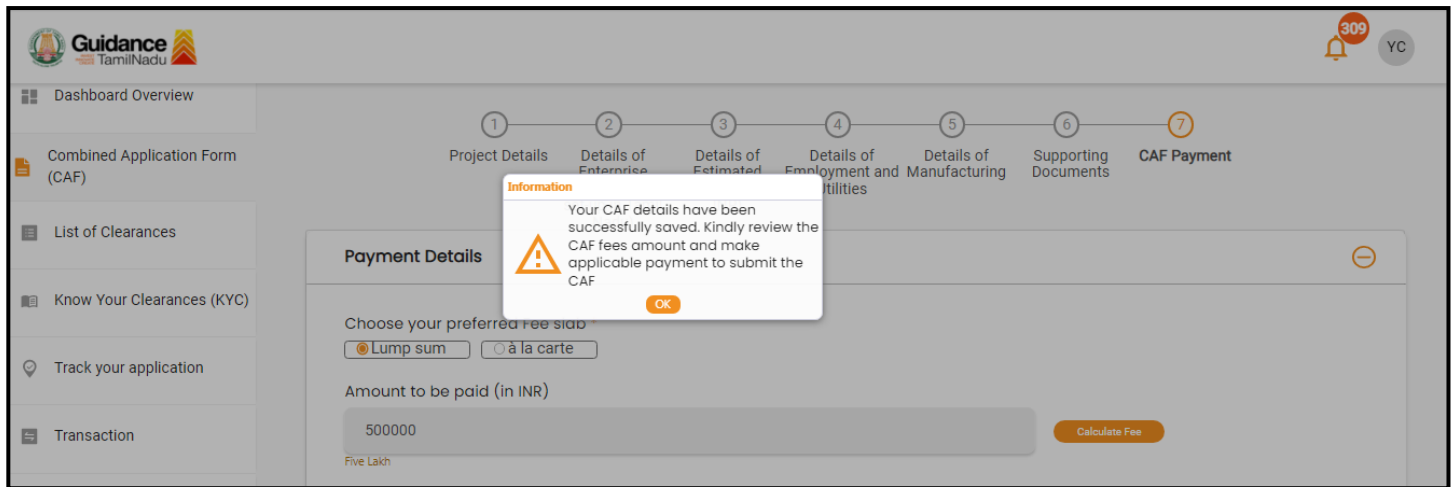
- Download the template.
- Prepare the self-certification documents as per the instructions given in the template and upload.

- **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 Change of Premises-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 Change of Premises–Restricted Allopathic Drugs (Sales)’ by using Search option as shown in the figure given below.

Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual	
14	Application for Change of Premises - Restricted Allopathic Drugs (Sales)	Food Safety and Drug Administration	22 days	View	-	Apply

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 'Guidance TamilNadu' dashboard. The main content area displays a table of clearances under the 'Post-Operation Stage Clearance' tab. The table has 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 with the following data:

Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
14	Application for Change of Premises - Restricted Allopathic Drugs (Sales)	Food Safety and Drug Administration	22 days	View	-

Below the table, it says 'Showing 1 to 1 of 1 rows' and '10 rows per page'. There are two callout boxes: one pointing to the 'View' button in the 'Information' column, labeled 'View Information', and another pointing to the 'Apply' button in the 'User Manual' column, labeled 'Apply for Clearance'.

**Figure 15. Apply for Clearances**

## License Details

### 1) Enter the License Number

The screenshot shows a web application interface. 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 'Application for Change of Premises - Restricted Allopathic Drugs (Sales)'. Underneath, there's a section for 'Applicant Details' with a step indicator '1'. A 'License Details' panel is open, containing a form with the label 'Enter Licence Number \*' and a text input field. An orange callout bubble with the text 'Enter License Number' points to the input field. Below the input field is a 'Get Details' button. The top right corner of the page shows a notification bell with '282' 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.

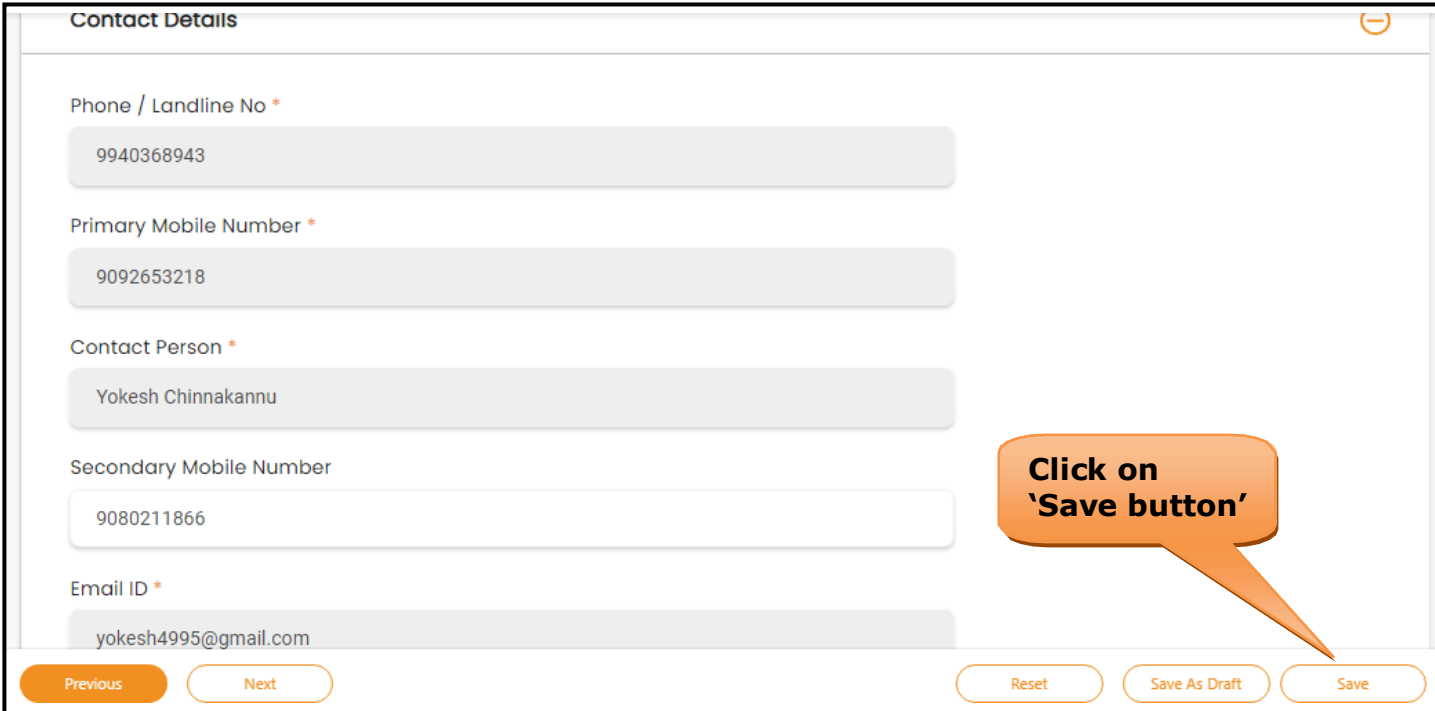
### A. Applicant Details



1  
Applicant Details

Figure 17. One Section of Applicant Details

### Contact Details



Contact Details

Phone / Landline No \*

9940368943

Primary Mobile Number \*

9092653218

Contact Person \*

Yokesh Chinnakannu

Secondary Mobile Number

9080211866

Email ID \*

yokesh4995@gmail.com

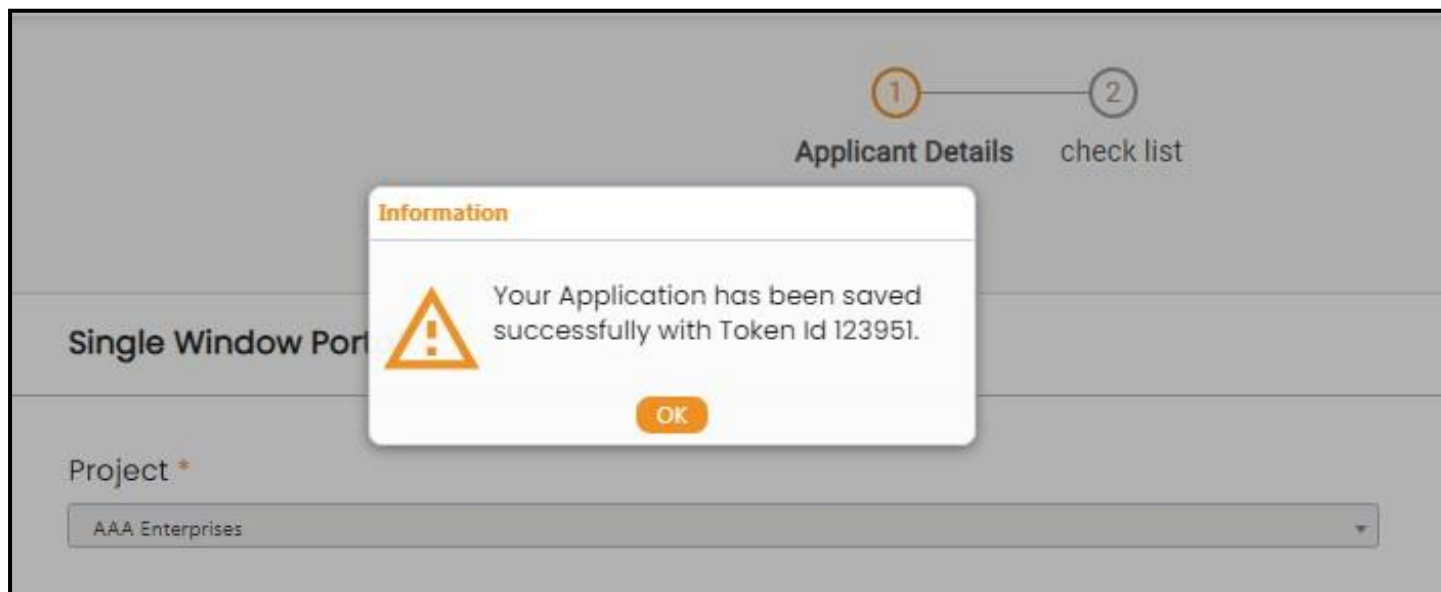
Click on 'Save button'

Previous Next Reset Save As Draft Save

Figure 18. Contact Details

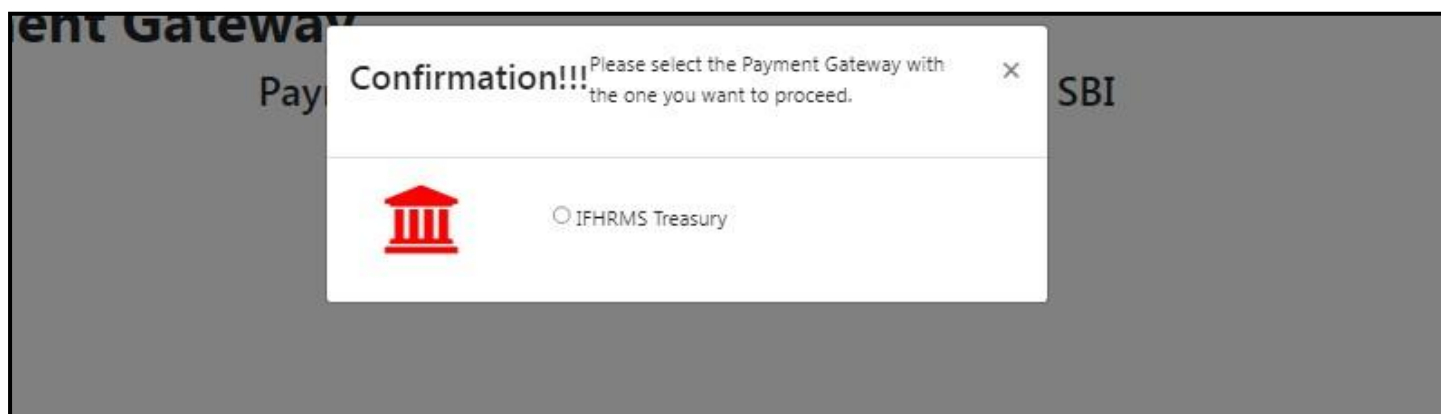
## 9. Payment Process

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



**Figure 19. Token ID Generated**

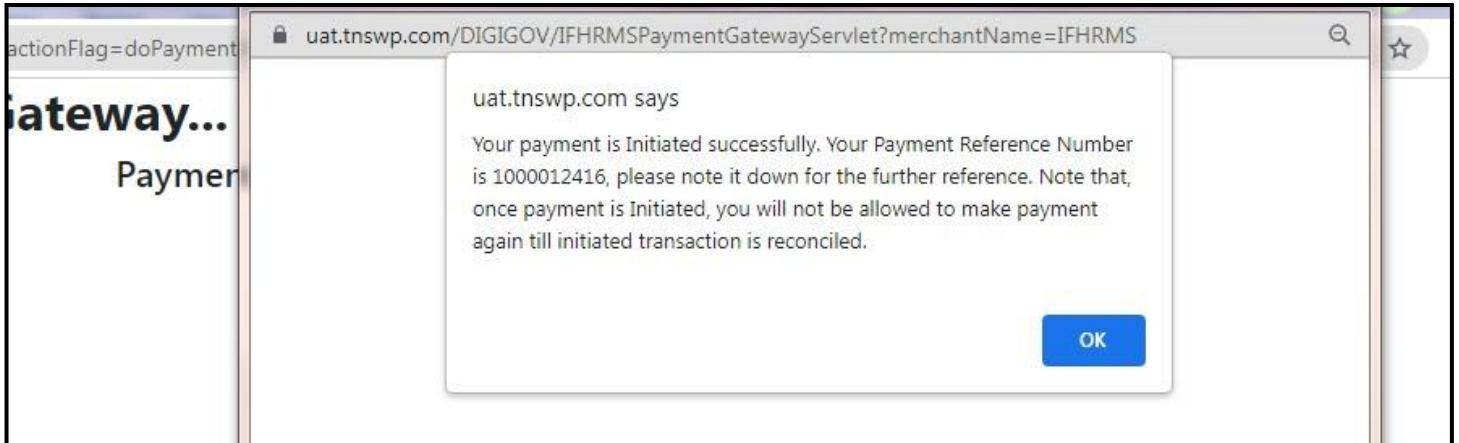
- 2) The Applicant has the provision to make the payment by using "**IFHRMS Treasury**" Payment gateway.
- 3) Click on 'Ok' button, IFHRMS Payment Gateway screen would appear, click on Radio button '**IFHRMS Treasury**'.



**Figure 20. Payment Process**

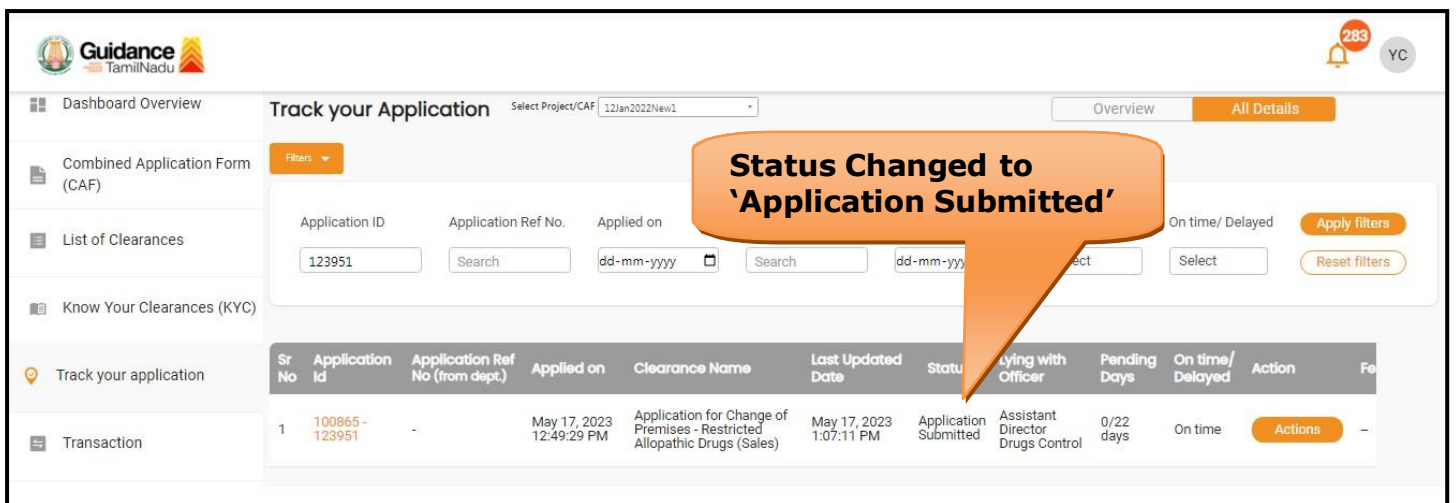
4) Then the payment '**Reference Number**' would be generated, refer to the instruction note as shown in the below figure.

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



**Figure 21. Payment Reference Number**

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 22. Application Submitted Successfully**

## 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**



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	100865-123951	-	May 17, 2023 12:49:29 PM	Application for Change of Premises - Restricted Allopathic Drugs (Sales)	May 17, 2023 1:07:11 PM	Application Submitted	Assistant Director Drugs Control	0/22 days	On time	Actions	-

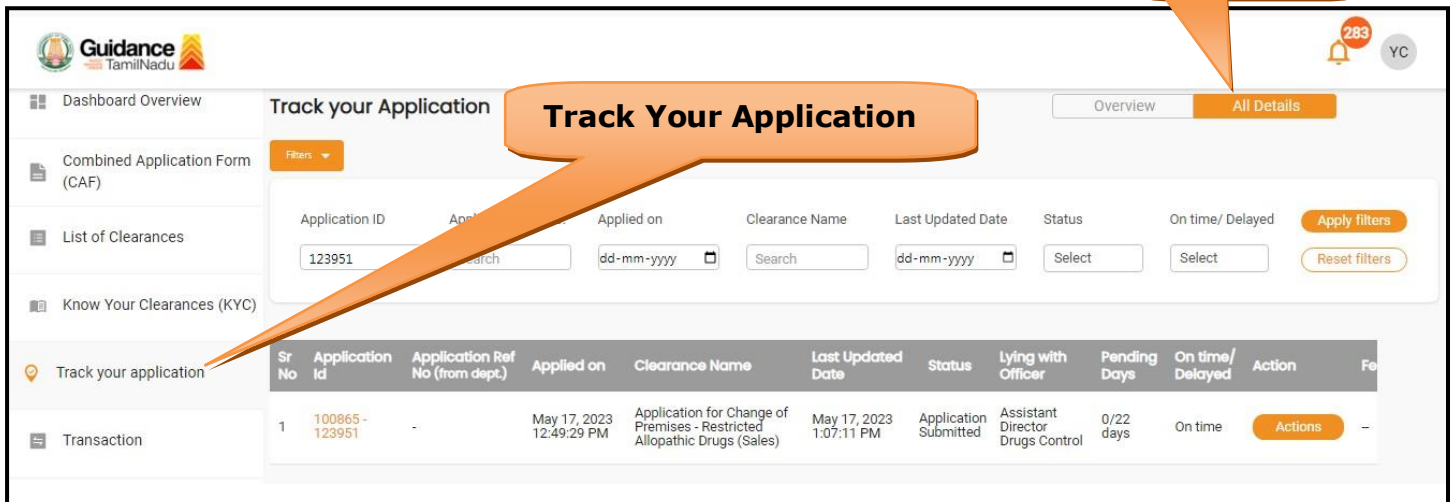
**Figure 23. Track your Application**

- **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**

**All Details Options**

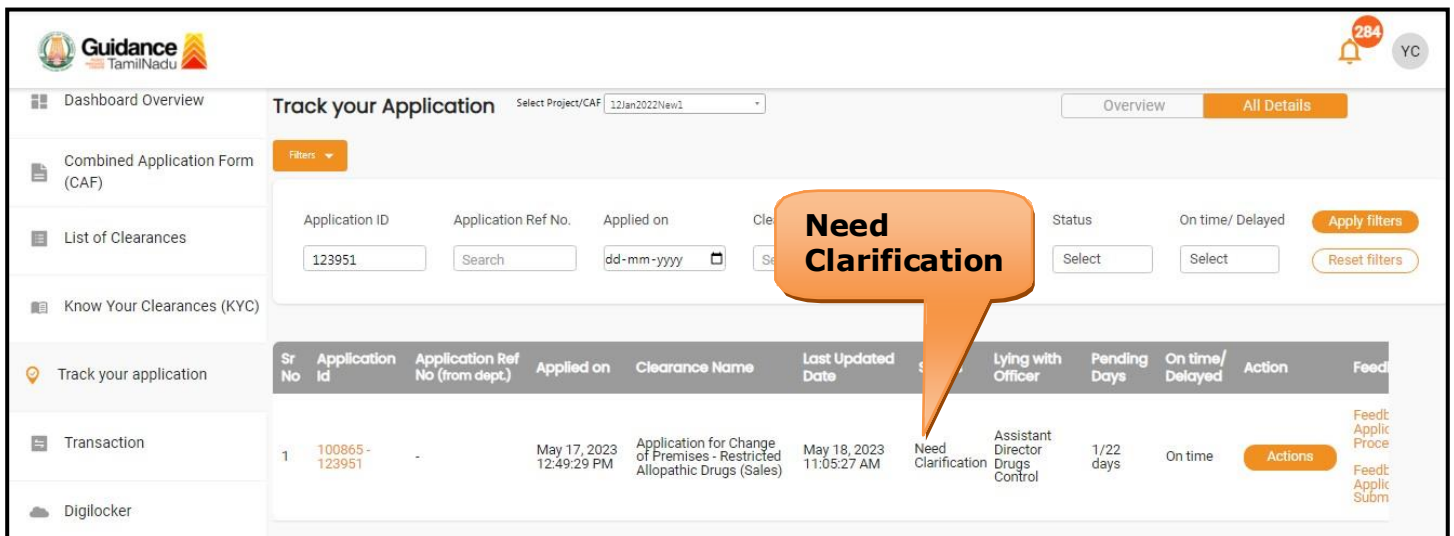


Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	100865 - 123951	-	May 17, 2023 12:49:29 PM	Application for Change of Premises - Restricted Allopathic Drugs (Sales)	May 17, 2023 1:07:11 PM	Application Submitted	Assistant Director Drugs Control	0/22 days	On time	Actions

**Figure 24. ‘All details’ tab**

## 11. Query Clarification

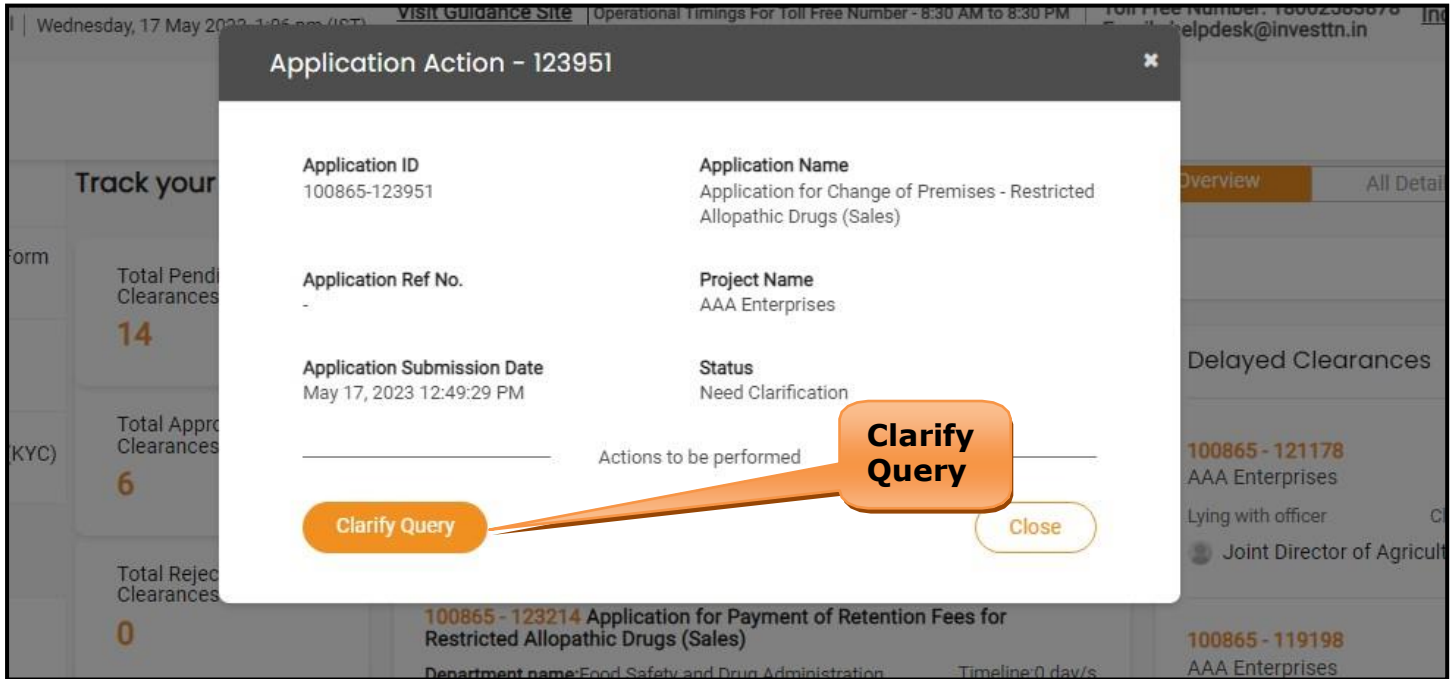
- 1) After submitting the application to the Drugs department, the concerned officer reviews the application and if there are any clarifications required, the concerned officer would raise a query to the applicant.
- 2) Applicant would receive an alert message through Registered SMS/Email.
- 3) Applicant 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 displays the 'Track your Application' page. The top navigation bar includes 'Dashboard Overview', 'Combined Application Form (CAF)', 'List of Clearances', 'Know Your Clearances (KYC)', 'Track your application', 'Transaction', and 'Digilocker'. The main content area shows a table of applications. A callout bubble points to the 'Status' column of the first application, which is 'Need Clarification'. The table columns are: Sr No, Application Id, Application Ref No (from dept), Applied on, Clearance Name, Last Updated Date, Lying with Officer, Pending Days, On time/ Delayed, Action, and Feed.

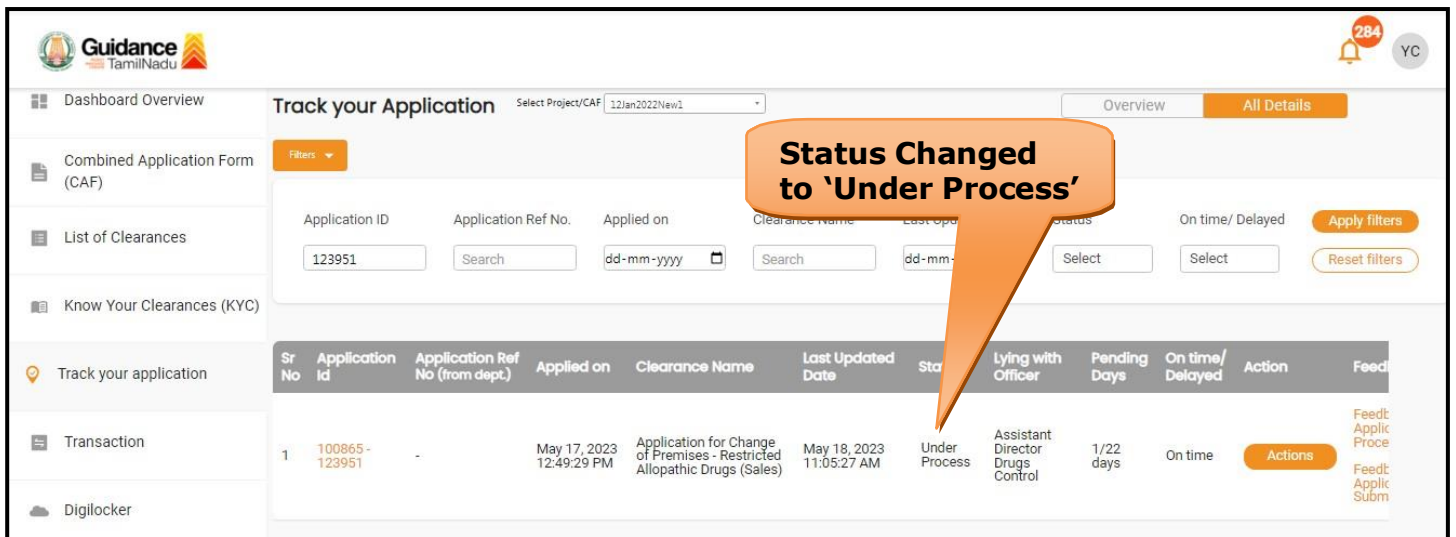
Sr No	Application Id	Application Ref No (from dept)	Applied on	Clearance Name	Last Updated Date	Lying with Officer	Pending Days	On time/ Delayed	Action	Feed
1	100865 - 123951	-	May 17, 2023 12:49:29 PM	Application for Change of Premises - Restricted Allopathic Drugs (Sales)	May 18, 2023 11:05:27 AM	Assistant Director Drugs Control	1/22 days	On time	Actions	Feed: Applic Proce Feed: Applic Subm

Figure 25. Need Clarification



**Figure 26. Clarify Query**

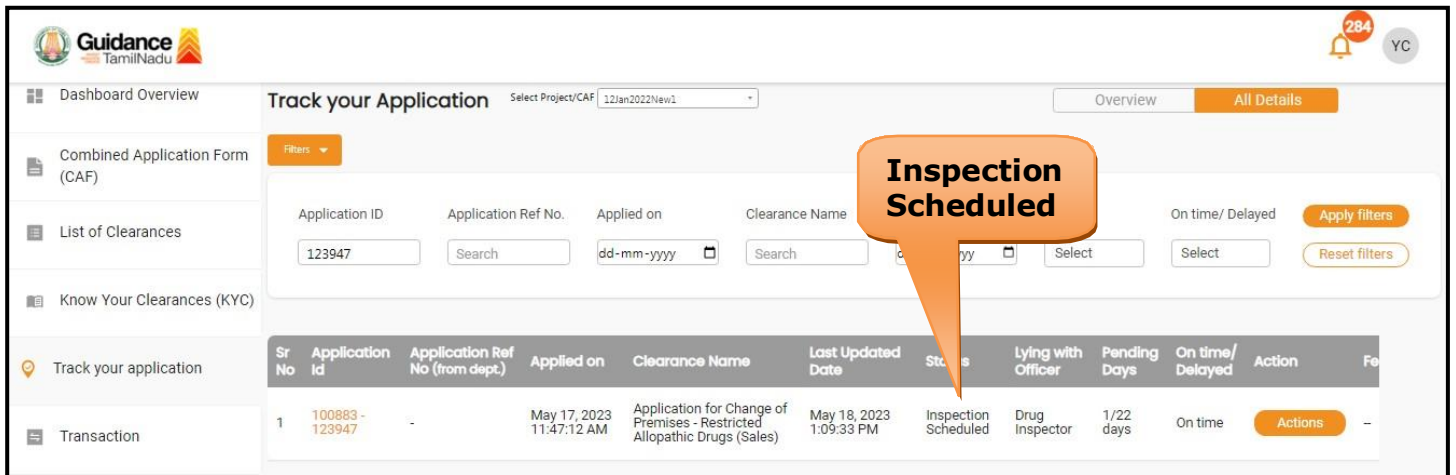
- 5) The Applicant clicks on '**Clarify Query**' button and responds to the Query.
- 6) The Application gets submitted to the department after the query has been addressed by the Applicant.
- 7) The Status of the application changes from 'Need clarification' to '**Under Process**' after the Applicant submits the query.



**Figure 27. 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

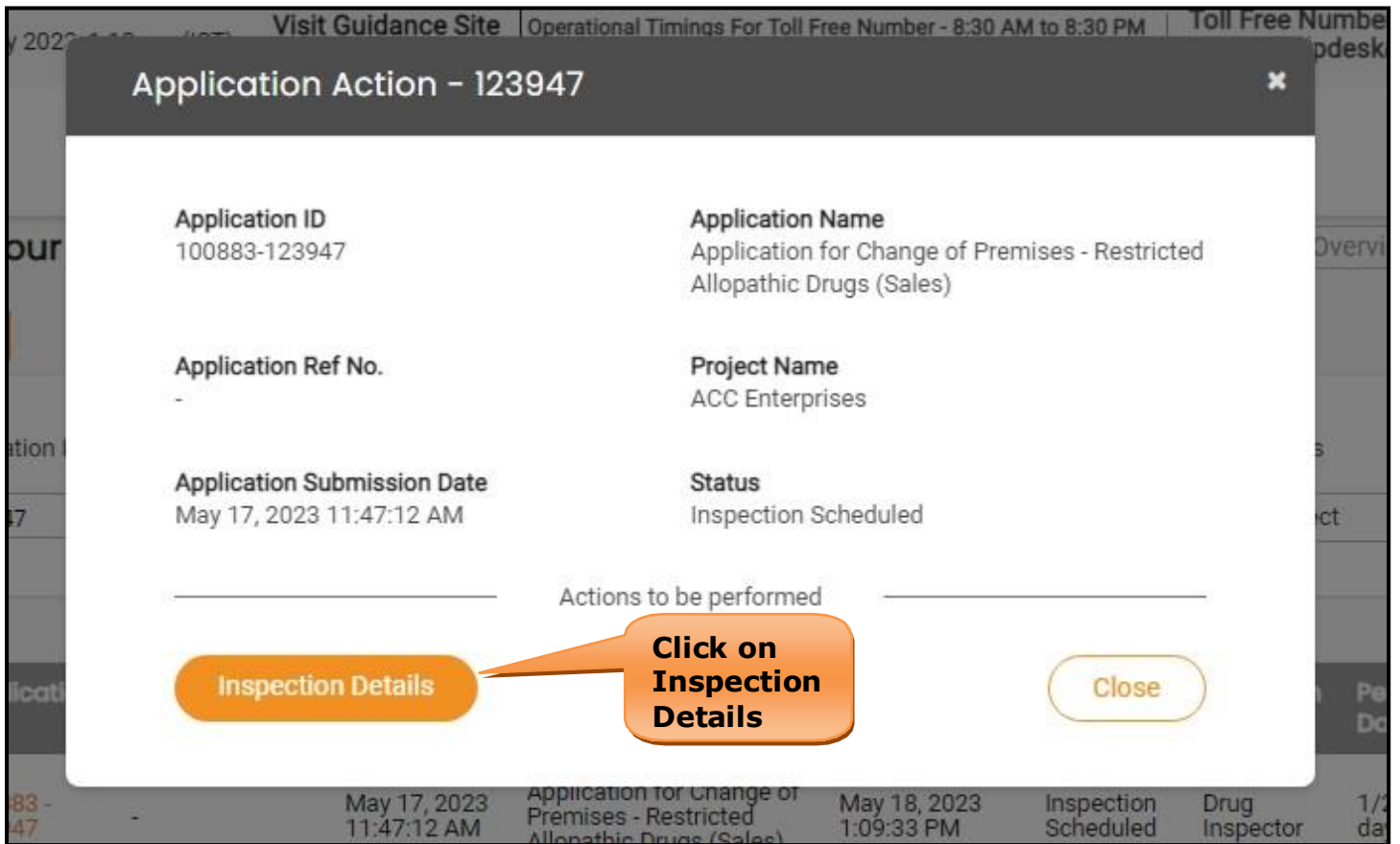


The screenshot shows the 'Track your Application' dashboard. It includes a search filter for 'Inspection Scheduled' and a table with the following data:

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
1	100883 - 123947	-	May 17, 2023 11:47:12 AM	Application for Change of Premises - Restricted Allopathic Drugs (Sales)	May 18, 2023 1:09:33 PM	Inspection Scheduled	Drug Inspector	1/22 days	On time	Actions

**Figure 18. Inspection Scheduled**





Application Action - 123947

<b>Application ID</b> 100883-123947	<b>Application Name</b> Application for Change of Premises - Restricted Allopathic Drugs (Sales)
<b>Application Ref No.</b> -	<b>Project Name</b> ACC Enterprises
<b>Application Submission Date</b> May 17, 2023 11:47:12 AM	<b>Status</b> Inspection Scheduled

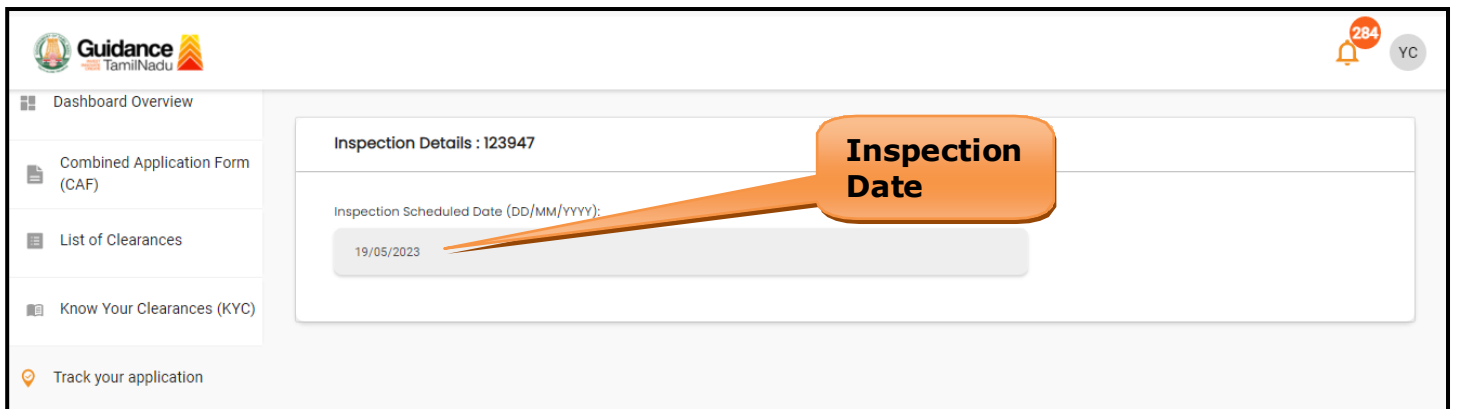
Actions to be performed

[Inspection Details](#) [Close](#)

**Click on Inspection Details**

May 17, 2023 11:47:12 AM	Application for Change of Premises - Restricted Allopathic Drugs (Sales)	May 18, 2023 1:09:33 PM	Inspection Scheduled	Drug Inspector	1/4 da
--------------------------	--	-------------------------	----------------------	----------------	--------

Figure 29. Scheduled Inspection Details



Inspection Details : 123947

Inspection Scheduled Date (DD/MM/YYYY):

19/05/2023

**Inspection Date**

- Dashboard Overview
- Combined Application Form (CAF)
- List of Clearances
- Know Your Clearances (KYC)
- Track your application

284 YC

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”**.

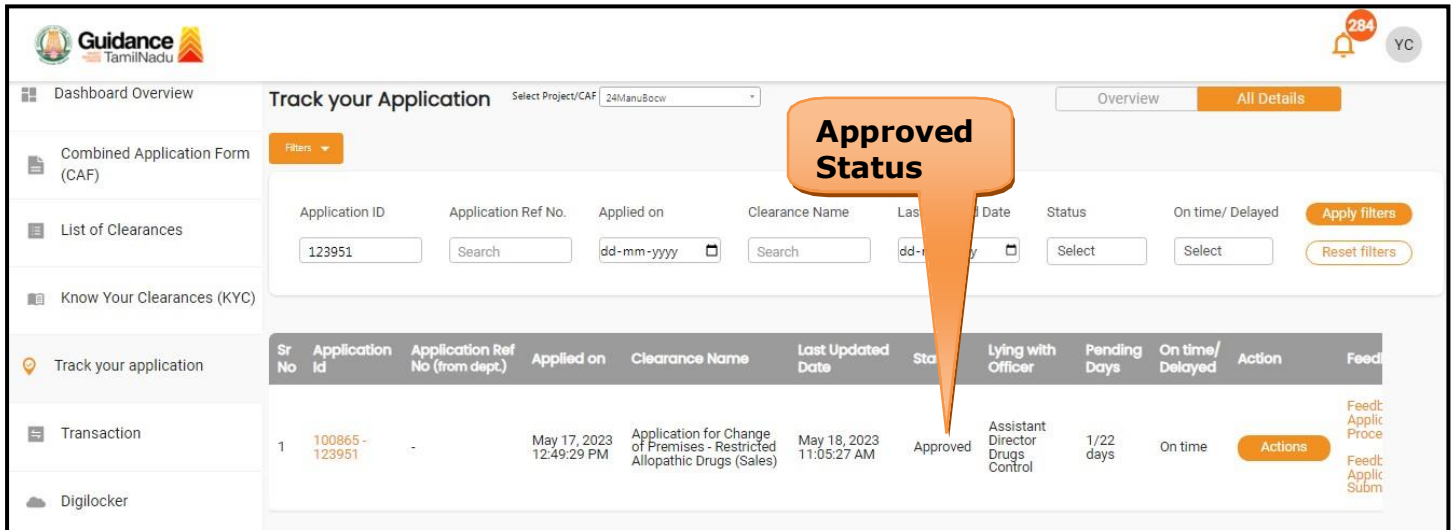


Figure 31. Application Processed

2) If the application is **‘Approved’** by the Department, the applicant can download the Approval Certificate under **‘Track your application – > ‘Action’ button -> Download certificate** (Refer Figure 32)

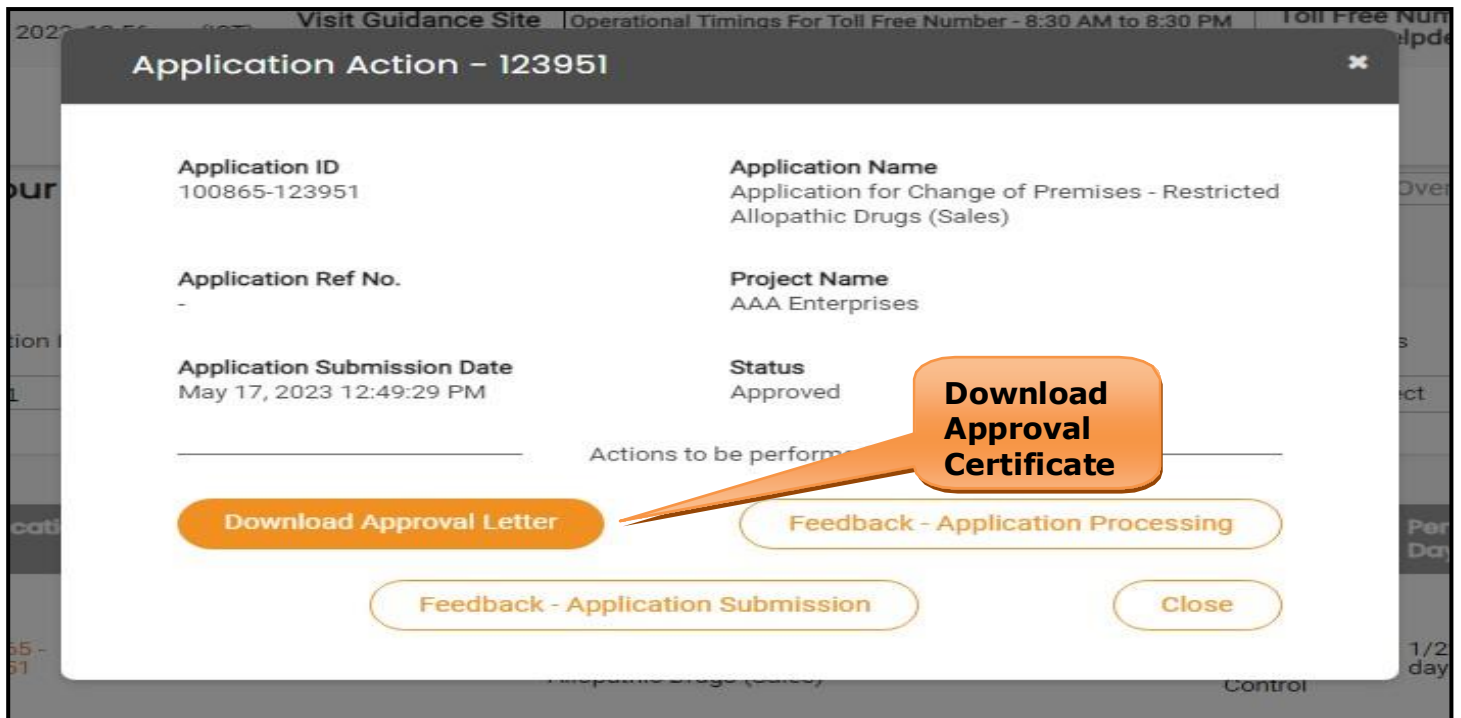
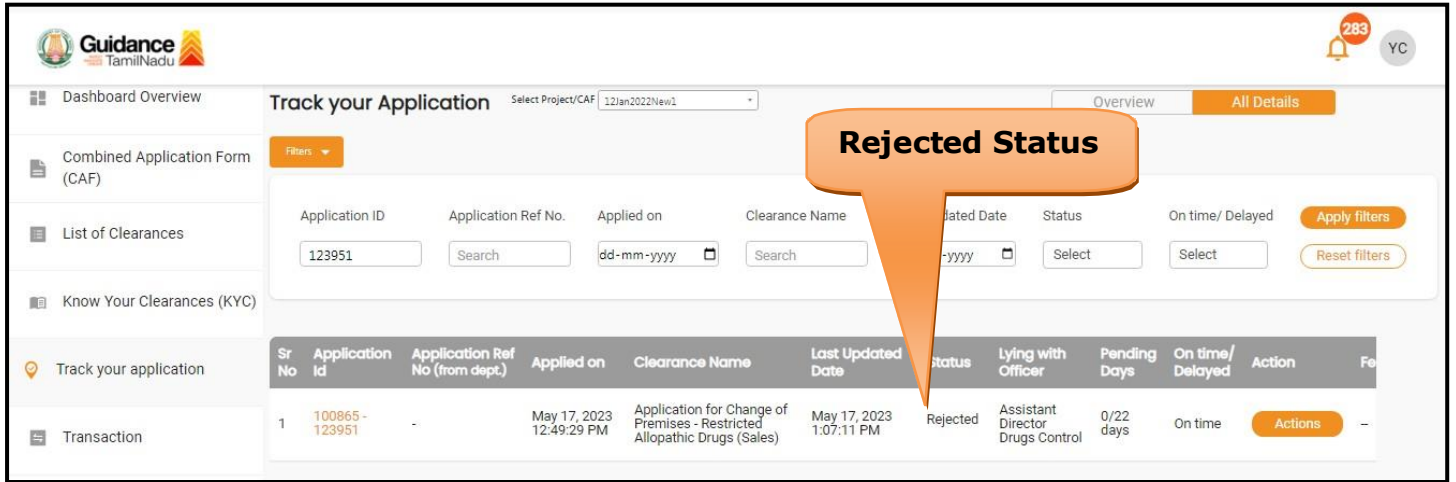


Figure 32. Download the Approved Certificate

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 33)



The screenshot shows the 'Track your Application' dashboard. At the top, there are search filters for Application ID (123951) and Application Ref No. 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
1	100865 - 123951	-	May 17, 2023 12:49:29 PM	Application for Change of Premises - Restricted Allopathic Drugs (Sales)	May 17, 2023 1:07:11 PM	Rejected	Assistant Director Drugs Control	0/22 days	On time	Actions

**Figure 33. Rejected Status**

