



TAMIL NADU SINGLE WINDOW PORTAL

APPLICANT MANUAL

Issuance of Certificate (with product) not covered under Drugs and Cosmetics Act 1940-With Product. Issue of Manufacturing and Market Standing Certificate, Issue of Non-Cancellation Certificate, Issue of Performance Certificate, Quality & Capacity Certificate, Others

Food Safety and Drug Administration



Table of Contents

1.	Home Page	3
2.	Registration	4
3.	Mobile Number / Email ID – 2-Step Verification Process	6
4.	Login	9
5.	Dashboard Overview.....	10
6.	Combined Application Form (CAF).....	11
7.	Apply for Issuance of Certificate (with product) not covered under Drugs and Cosmetics Act 1940-With Product. Issue of Manufacturing and Market Standing Certificate, Issue of Non-Cancellation Certificate, Issue of Performance Certificate, Quality & Capacity Certificate, Others	14
8.	Filling the Application Form	17
9.	Payment Process.....	21
10.	Track Your Application	23
11.	Need Clarification	25
12.	Application Processing	27

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 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.



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.

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 dd-mm-yyyy

PAN Number of Company

Name 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.

Figure 3. Registration Form

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.

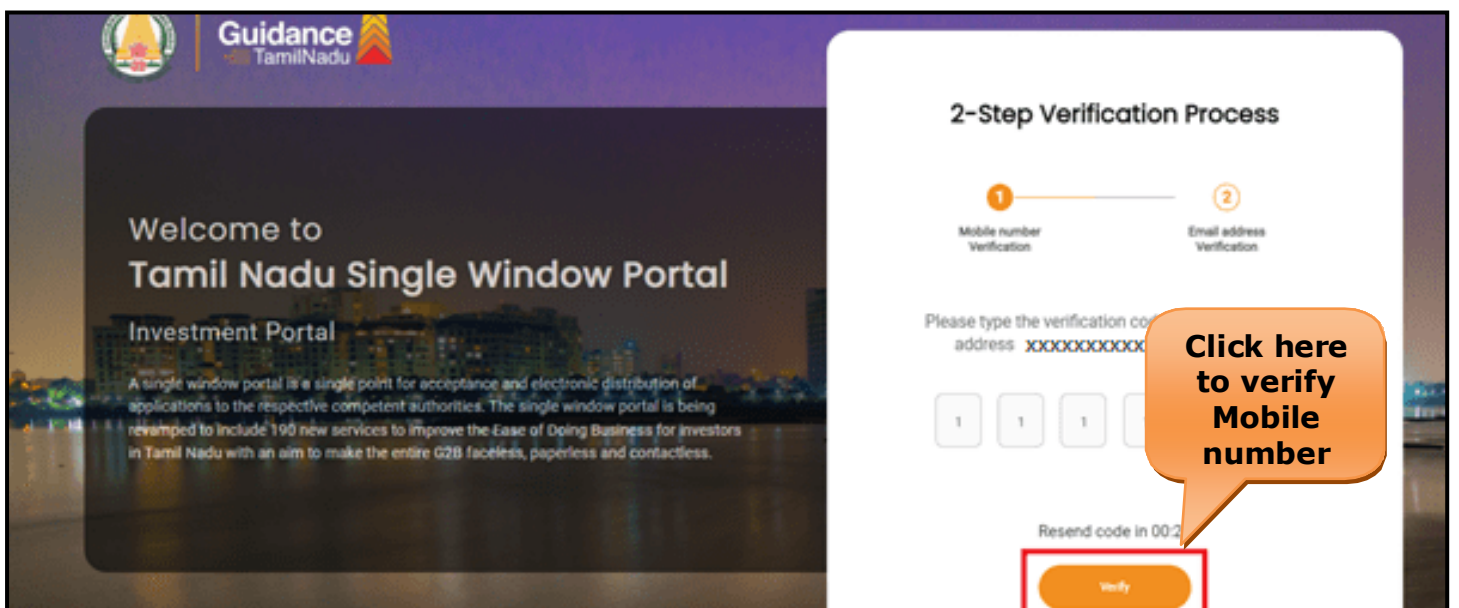


Figure 5. Mobile Number Verification

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.

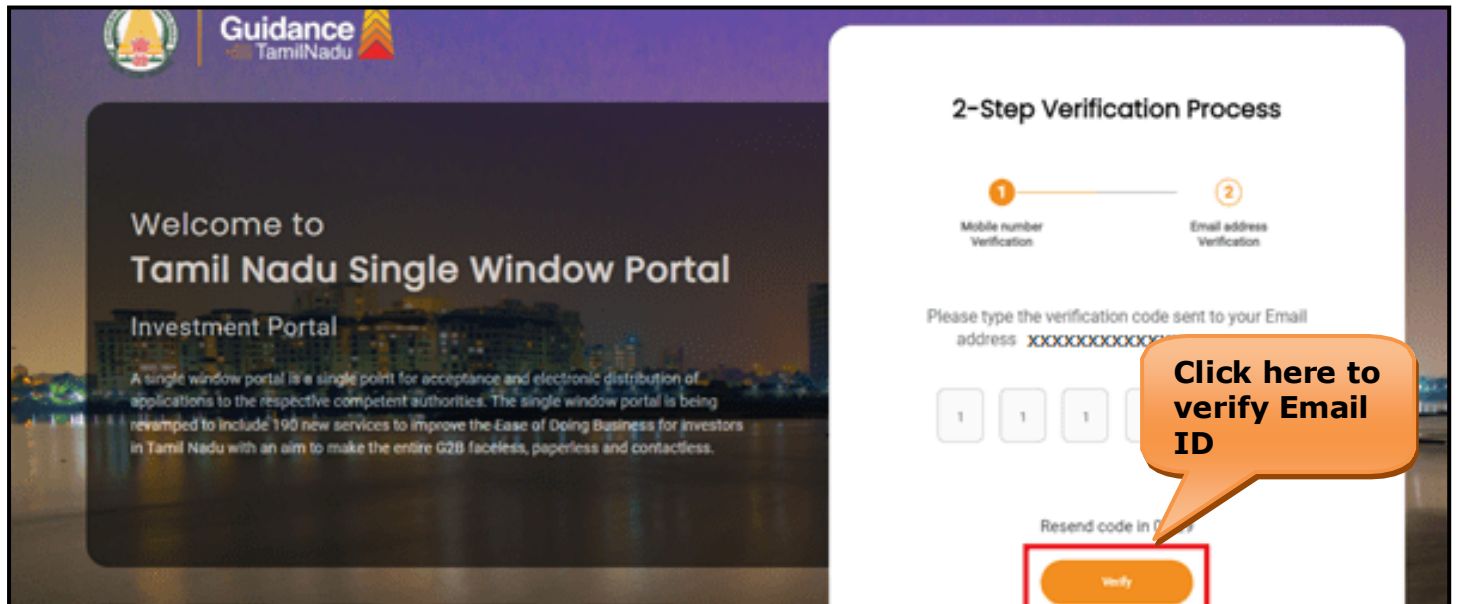


Figure 1. Email ID Verification

- 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.

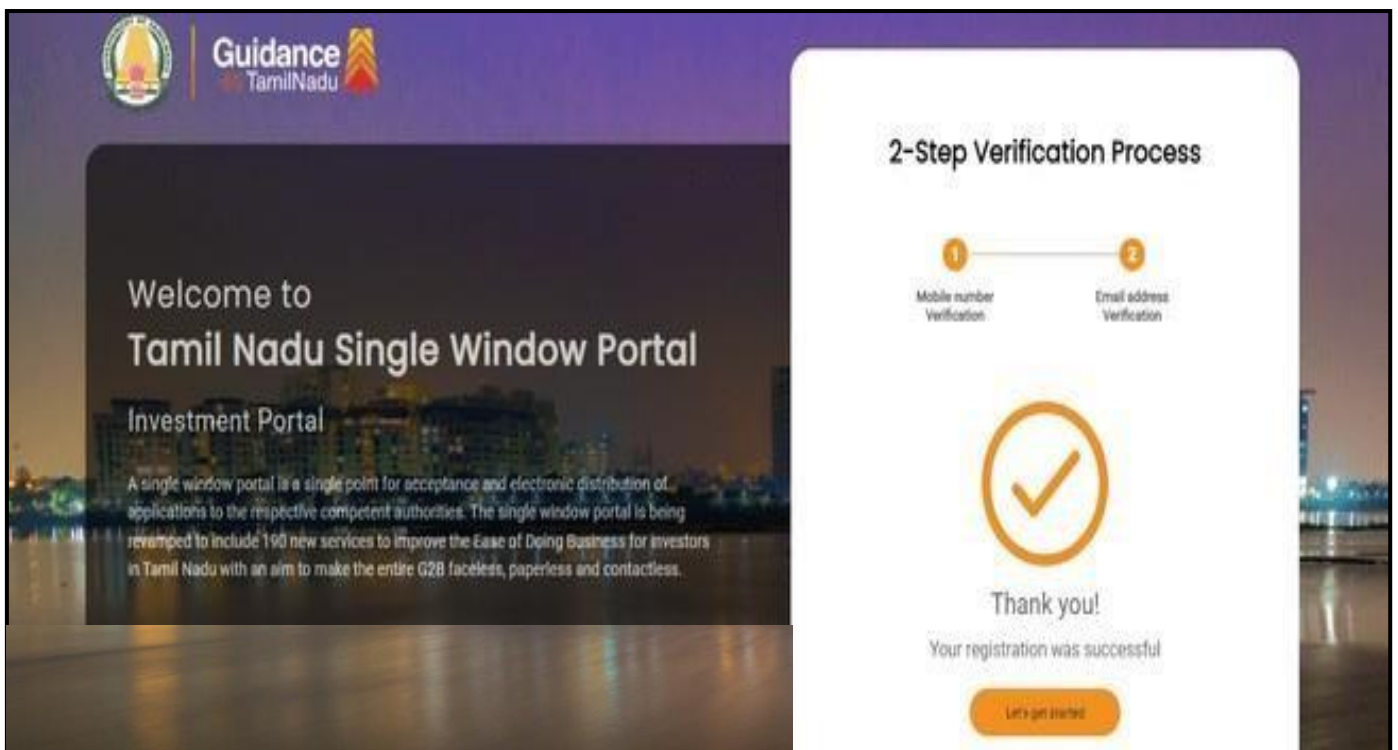


Figure 7. Registration Confirmation Pop-Up

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**



The screenshot shows the TNSWP website interface. At the top, there is a navigation bar with the Tamil Nadu Government Portal logo, the date and time (Wednesday, 30 November 2022, 10:11 pm (IST)), operational timings for the toll-free number (8:30 AM to 8:30 PM), and contact information (Toll Free Number: 18002583878, Email: helpdesk@investtn.in). The main navigation menu includes Home, About Us, Clearances/Approvals, Legislation, Policies & Notifications, Dashboard, and Help & Support. There are 'Register' and 'Login' buttons. The central banner features the Tamil Nadu state emblem and the text 'TAMIL NADU Leading the Nation'. Below this, there are several award highlights, such as '#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', and '#1 Best Performing State (India Today State of the State Award 2018, 2019 & 2020)'. At the bottom, there is a section for 'TN Single Window Fee Slab for Large Industries' and a small cartoon character icon.

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 Forms

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

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

Your Clearances Status

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
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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 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 user 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. At the top, it shows the date and time (Thursday, 1 December 2022, 10:46 am IST) and contact information for the Industrial Helpline. 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)' section is highlighted with an orange callout box. The main content area provides an overview of the CAF, explaining it as a common form for investors to apply for multiple department services without repeating information. It also lists instructions for filling the CAF, such as ensuring the availability of all required information and uploading necessary documents like self-certifications and workflows. A 'Continue' button is visible at the bottom of the instructions. On the right side, there is a 'Your combined application form' section showing a list of existing CAFs with details like SHINEV, VALLEY, CAREWELL, Mercy, TREASURE, and DILIGENCE, including their respective CAF IDs, dates, and statuses (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 7 Sections of CAF as displayed in Figure 11. (**CAF payment tab** will be displayed only for Large Enterprises).

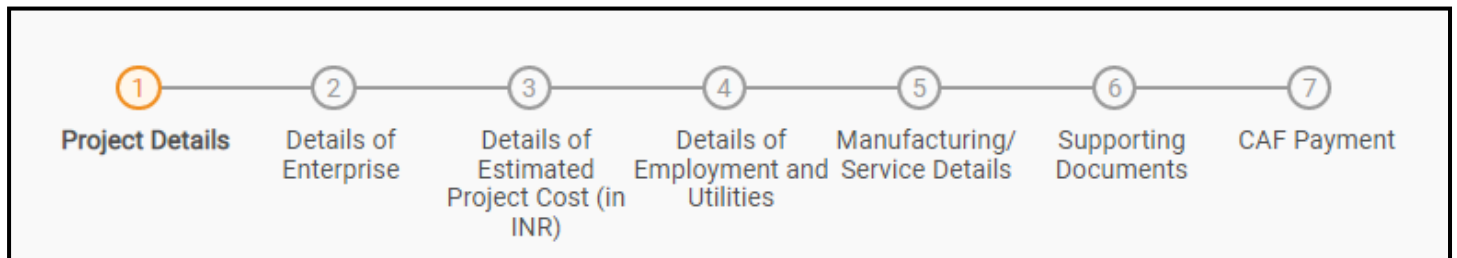


Figure 11. Section of Combined Application Form (CAF)

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).

The screenshot displays the Guidance TamilNadu web portal 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, Digilocker, and Incentive Calculator. The main content area shows a progress bar with 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. An information pop-up message is centered on the screen, stating: "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 is an "OK" button. The background shows the "Payment Details" section with a "Choose your preferred Fee slab" section containing radio buttons for "Lump sum" (selected) and "à la carte". Below this is a text input field for "Amount to be paid (in INR)" with the value "500000" and "Five Lakh" below it, and a "Calculate Fee" button. At the bottom of the page are buttons for "Previous", "Next", "Pay Later", "Pay Now", "Review & Submit", and "Submit".

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 Issuance of Certificate (with product) not covered under Drugs and Cosmetics Act 1940-With Product. Issue of Manufacturing and Market Standing Certificate, Issue of Non-Cancellation Certificate, Issue of Performance Certificate, Quality & Capacity Certificate, Others

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 '**Issuance of Certificate (with product) not covered under Drugs and Cosmetics Act 1940-With Product. Issue of Manufacturing and Market Standing Certificate, Issue of Non-Cancellation Certificate, Issue of Performance Certificate, Quality & Capacity Certificate, Others**' 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
45	Issuance of Certificate (with product) not covered under Drugs and Cosmetics Act 1940-With Product. Issue of Manufacturing and Market Standing Certificate, Issue of Non Cancellation Certificate, Issue of Performance Certificate, Quality & Capacity Certificate, Others	Food Safety and Drug Administration	20 days - Without Inspection 30 days- With Inspection	View	-

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
45	Issuance of Certificate (with product) not covered under Drugs and Cosmetics Act 1940-With Product. Issue of Manufacturing and Market Standing Certificate, Issue of Non Cancellation Certificate, Issue of Performance Certificate, Quality & Capacity Certificate, Others	Food Safety and Drug Administration	20 days - Without Inspection 30 days- With Inspection	View	-

Showing 1 to 1 of 1 rows 10 rows per page

Apply

Figure 15. Apply for Clearance

Apply for Clearance

8. Filling the Application Form

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

A. Application Details

B. Document Checklist



Figure16. Two Section of Application Form

B. Document Checklist







- 1) The following supporting documents need to be uploaded by the user 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.

Checklist



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

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

Sr. No.	Document Name	Attach Document
1	<input checked="" type="checkbox"/> Covering letter addressed to the Director of Drugs Control stating the reason for applying for the concerned application	 PDF SAMPLE SUPPORTING 
2	<input checked="" type="checkbox"/> Authorization of the signatory of the applications (Board Resolution / Authorisation Letter)	 PDF SAMPLE SUPPORTING 
3	<input checked="" type="checkbox"/> Copy of Licences/ Renewal Certificate / Challan (Kindly upload all relevant documents in a single zip file)	 PDF SAMPLE SUPPORTING 

4 Scanned copy of WHO GMP Certificate/ Renewal Certificate



SAMPLE SUPPORTING
🗑️

5 Tender Document for which certificate is requested



SAMPLE SUPPORTING
🗑️

6 Previous Certificate (if any)



SAMPLE SUPPORTING
🗑️

7 Annual Turnover Certificate (Audited Profit & Loss Statement)



SAMPLE SUPPORTING
🗑️

8 Sale invoice & Batch Manufacture Record for each products (Kindly upload the sale invoice and batch manufacture record of all the products for which the certificate is being applied for, in a single zip file)



SAMPLE SUPPORTING
🗑️

9 Any other documents in support of the application



SAMPLE SUPPORTING
🗑️

Click on
'Submit'

Previous

Next

SUBMIT

Reset

Save as Draft

Figure 17. Checklist

Token Id Generated:

- Click on '**Submit**' button token id get generated.

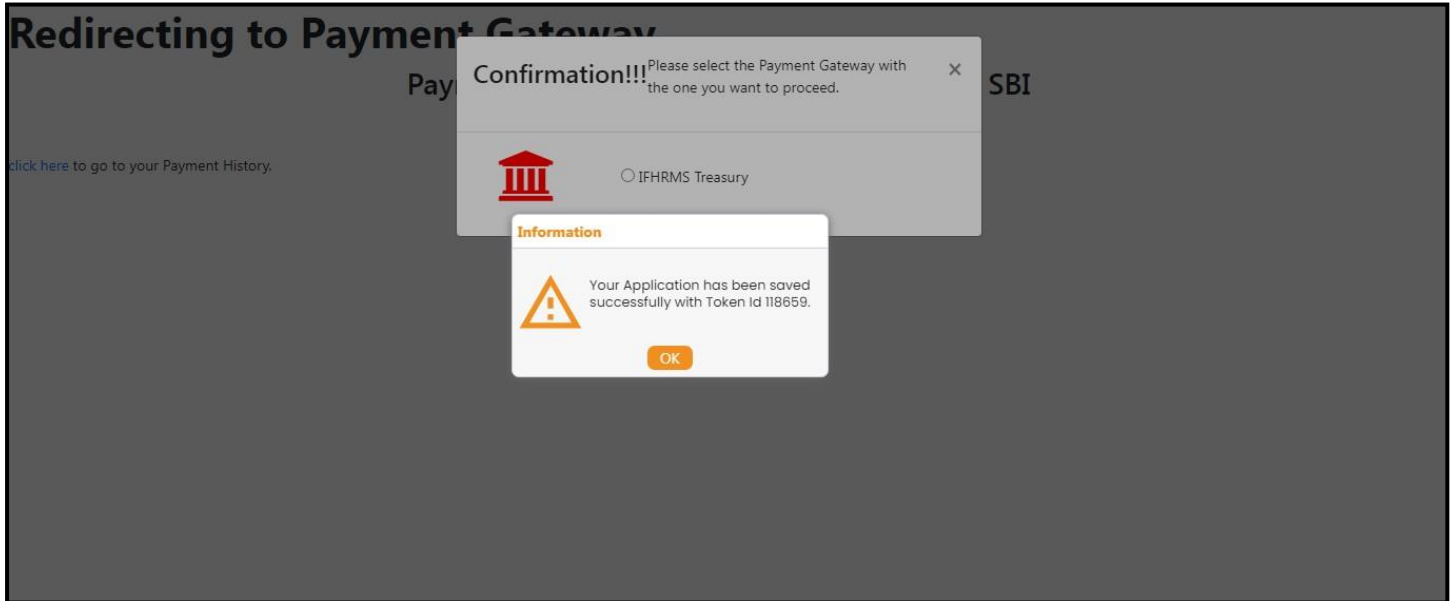


Figure 18. Token Id Generated

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'**.

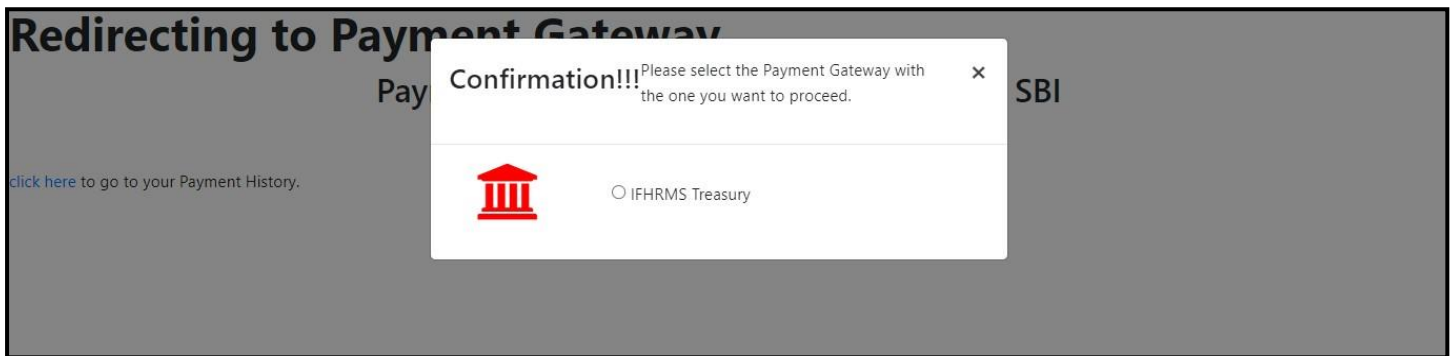


Figure 19. Payment Process

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

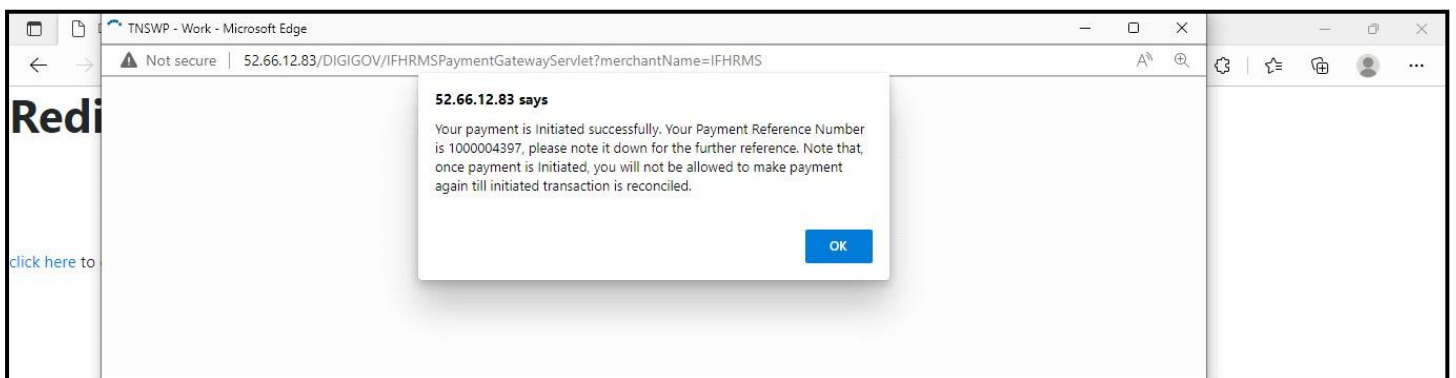
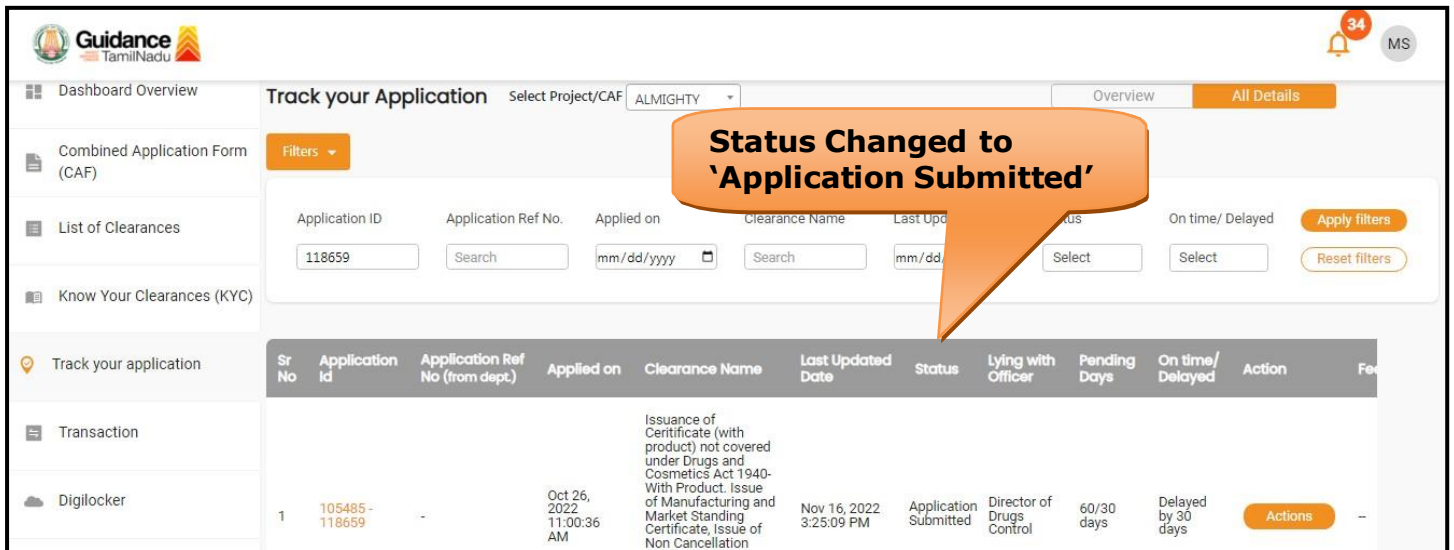


Figure 20. Payment Reference Number

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**.



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	105485 - 118659	-	Oct 26, 2022 11:00:36 AM	Issuance of Certificate (with product) not covered under Drugs and Cosmetics Act 1940-With Product. Issue of Manufacturing and Market Standing Certificate, Issue of Non Cancellation	Nov 16, 2022 3:25:09 PM	Application Submitted	Director of Drugs Control	60/30 days	Delayed by 30 days	Actions

Figure 21. 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 applications

The screenshot displays the 'Track your Application' interface. On the left, a sidebar lists navigation options: Dashboard Overview, Combined Application Form (CAF), List of Clearances, Know Your Clearances (KYC), Track your application (highlighted), and Transaction. The main content area features a search bar with '118659' and a dropdown for 'Select Project/CAF' set to 'ALMIGHTY'. Below this, a summary card shows: Total Pending Clearances: 18, Total Approved Clearances: 6, and Total Rejected Clearances: 0. The 'Overview' tab is active, showing a detailed view for application '105485 - 118659'. The status is 'Under Process' with a timeline of 30 days. The department is 'Food Safety and Drug Administration'. A 'Delayed Clearances' section shows a delay of 7 days/s by the 'Director of Drugs Control'.

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
1	105485 - 118659	-	Oct 26, 2022 11:00:36 AM	Issuance of Certificate (with product) not covered under Drugs and Cosmetics Act 1940-With Product. Issue of Manufacturing and Market Standing Certificate, Issue of Non Cancellation	Nov 16, 2022 3:25:09 PM	Under Process	Director of Drugs Control	60/30 days	Delayed by 30 days	Actions

Figure 23. ‘All Details’ tab

11. Need Clarification

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

The screenshot displays the 'Track your Application' interface. On the left, a sidebar lists navigation options: Dashboard Overview, Combined Application Form (CAF), List of Clearances, Know Your Clearances (KYC), Track your application, Transaction, Digilocker, and Virtual Meeting. The main content area is titled 'Track your Application' and includes a search bar with '118659' entered. Below the search bar, there are three summary cards: 'Total Pending Clearances' (16), 'Total Approved Clearances' (4), and 'Total Rejected Clearances' (0). A progress indicator shows 'You have completed your Common Application Form' at 100% (1 day ago). The central 'Clearances status' section shows a detailed message for application 105485 - 118659: 'Issuance of Certificate (with product) not covered under Drugs and Cosmetics Act 1940-With Product. Issue of Manufacturing and Market Standing Certificate, Issue of Non Cancellation Certificate, Issue of Performance Certificate, Quality & Capacity Certificate, Others'. It also lists the department name as 'Food Safety and Drug Administration' and a 30-day timeline. The 'Latest Update' is 'Need Clarification', and an 'Actions' button is visible. An orange callout box with a speech bubble points to the 'Need Clarification' text, containing the text 'Need Clarification'. The right side of the dashboard has tabs for 'Overview' and 'All Details', and a 'Delayed Clearances' section.

Figure 24. Need Clarification

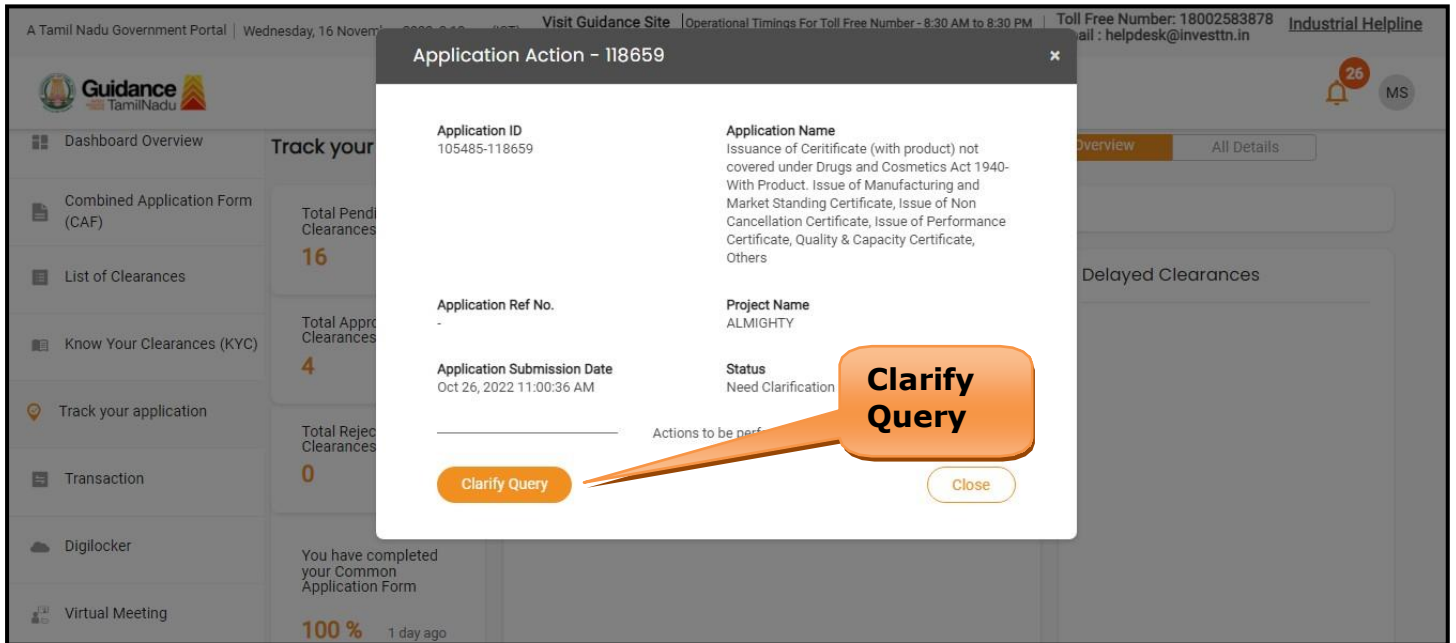


Figure 25. Clarify Query

- 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.

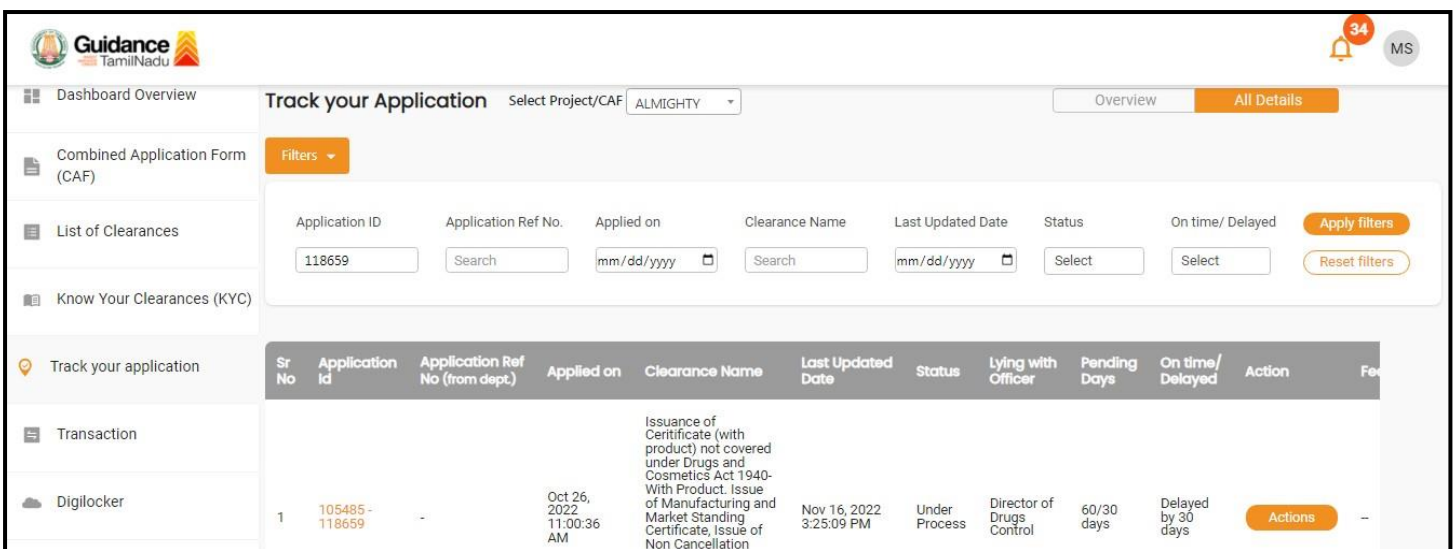


Figure 26. Status changed to 'Under Process'

12. Application Processing

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

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	105948-118109	-	Sep 27, 2022 4:50:47 PM	Issuance of Certificate (with product) not covered under Drugs and Cosmetics Act 1940-With Product. Issue of Manufacturing and Market Standing Certificate, Issue of Non Cancellation Certificate, Issue of Performance Certificate, Quality & Capacity Certificate, Others	Sep 27, 2022 4:57:57 PM	Approved	Director of Drugs Control	0/30 days	On time	Actions

Figure 27. 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 28)

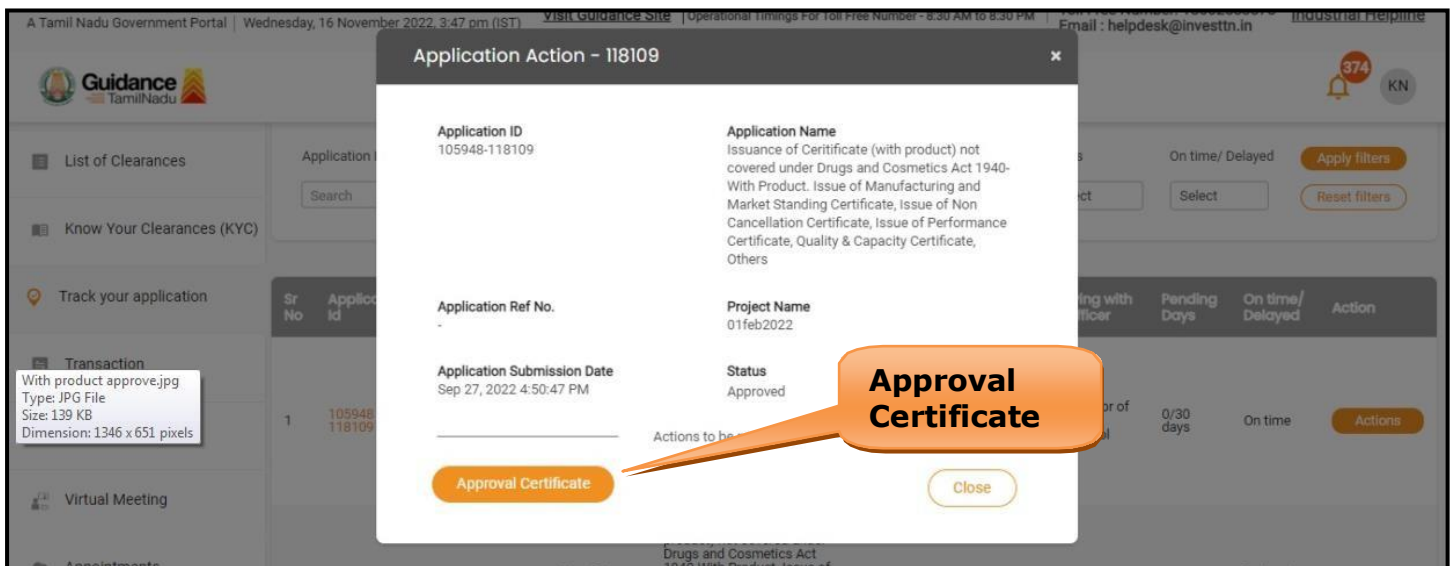


Figure 28. Download the Approved Certificate

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 29)

The screenshot shows the 'Track your Application' interface. A callout bubble labeled 'Rejected Status' points to a table entry. 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, and 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
1	105485 - 118659	-	Oct 26, 2022 11:00:36 AM	Issuance of Certificate (with product) not covered under Drugs and Cosmetics Act 1940-With Product. Issue of Manufacturing and Market Standing Certificate, Issue of Non Cancellation	Nov 16, 2022 3:25:09 PM	Rejected	Director of Drugs Control	60/30 days	Delayed by 30 days	Actions

Figure 29. Rejected Status

