



TAMILNADU SINGLE WINDOW PORTAL

APPLICANT MANUAL

**Application for Change in Constitution-Allopathic Drug Sale
Licence**

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**



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.

Steps for Registration is given below:

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

**Register on
TNSWP**

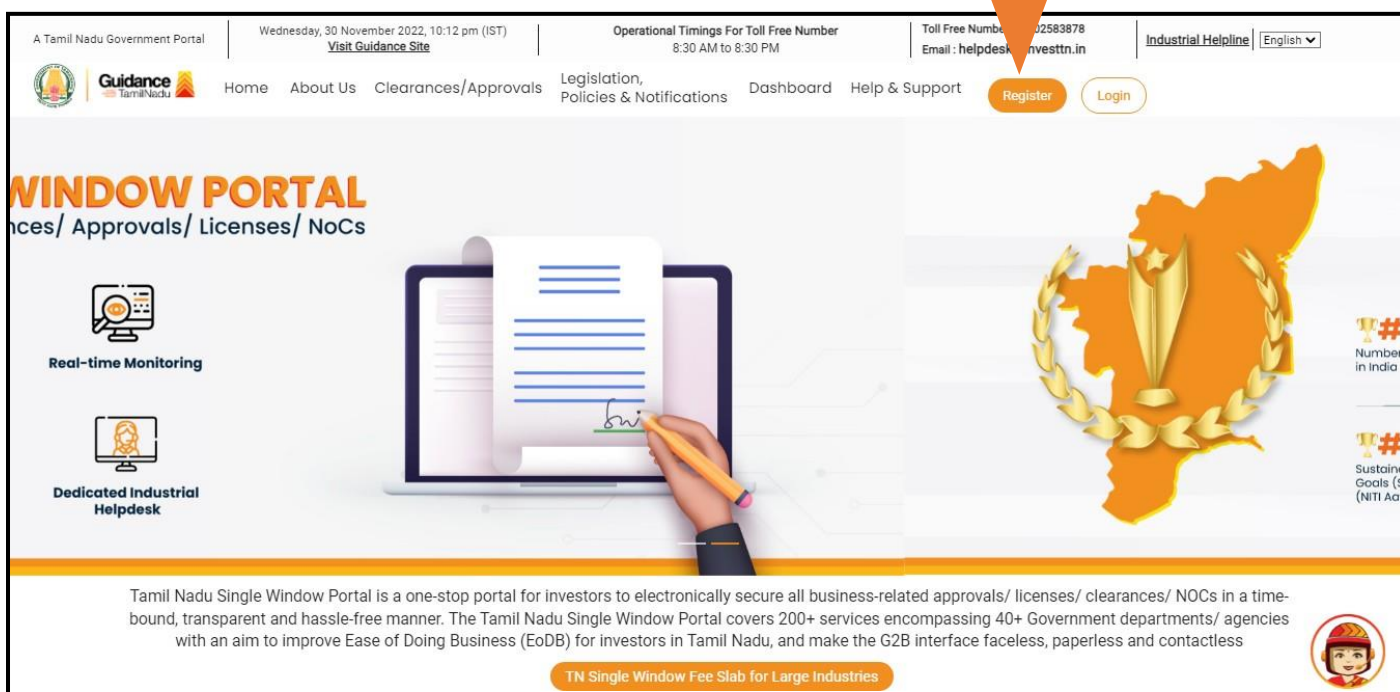

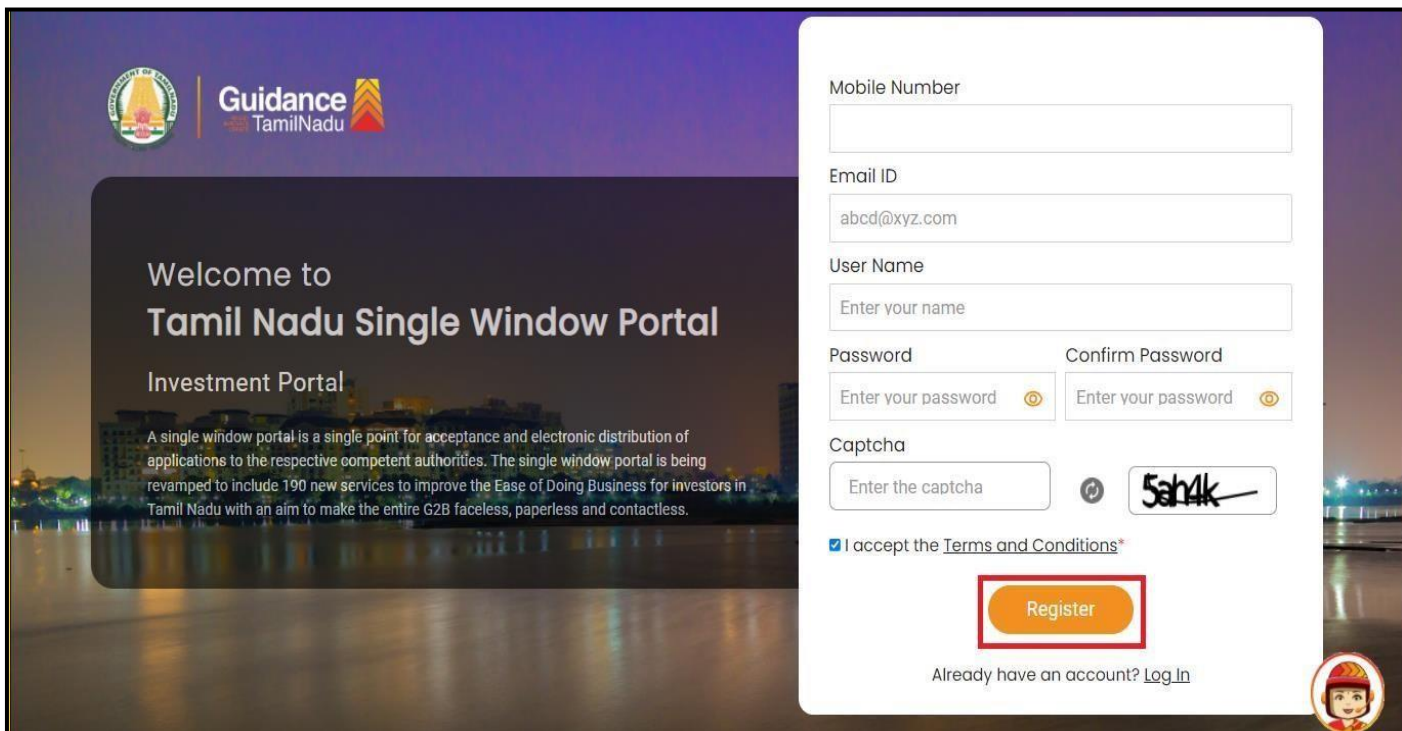


Figure 2. Register

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 brief description about the fields when the applicant hovers the cursor on these icons.

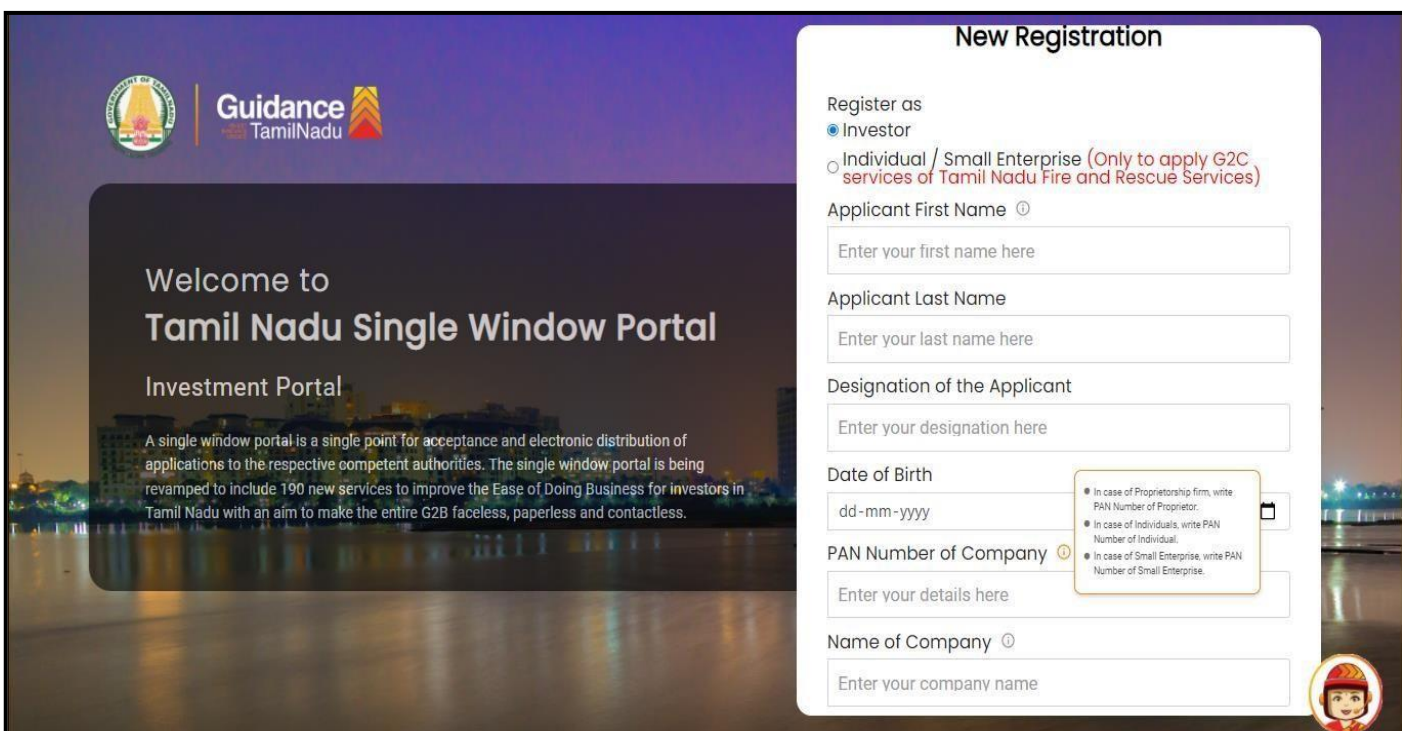


Welcome to Tamil Nadu Single Window Portal Investment Portal

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.

Mobile Number
 Email ID: abcd@xyz.com
 User Name: Enter your name
 Password: Enter your password
 Confirm Password: Enter your password
 Captcha: Enter the captcha (Image: 5ah4k)
 I accept the Terms and Conditions*
Register
 Already have an account? [Log In](#)

Figure 3. Registration Form



New Registration

Register as
 Investor
 Individual / Small Enterprise (Only to apply G2C services of Tamil Nadu Fire and Rescue Services)

Applicant First Name: Enter your first name here
 Applicant Last Name: Enter your last name here
 Designation of the Applicant: Enter your designation here
 Date of Birth: dd-mm-yyyy
 PAN Number of Company: Enter your details here
 Name of Company: Enter your company name

Instructions for PAN Number:
 • 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 4. Registration Form Submission (Contd.)

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.

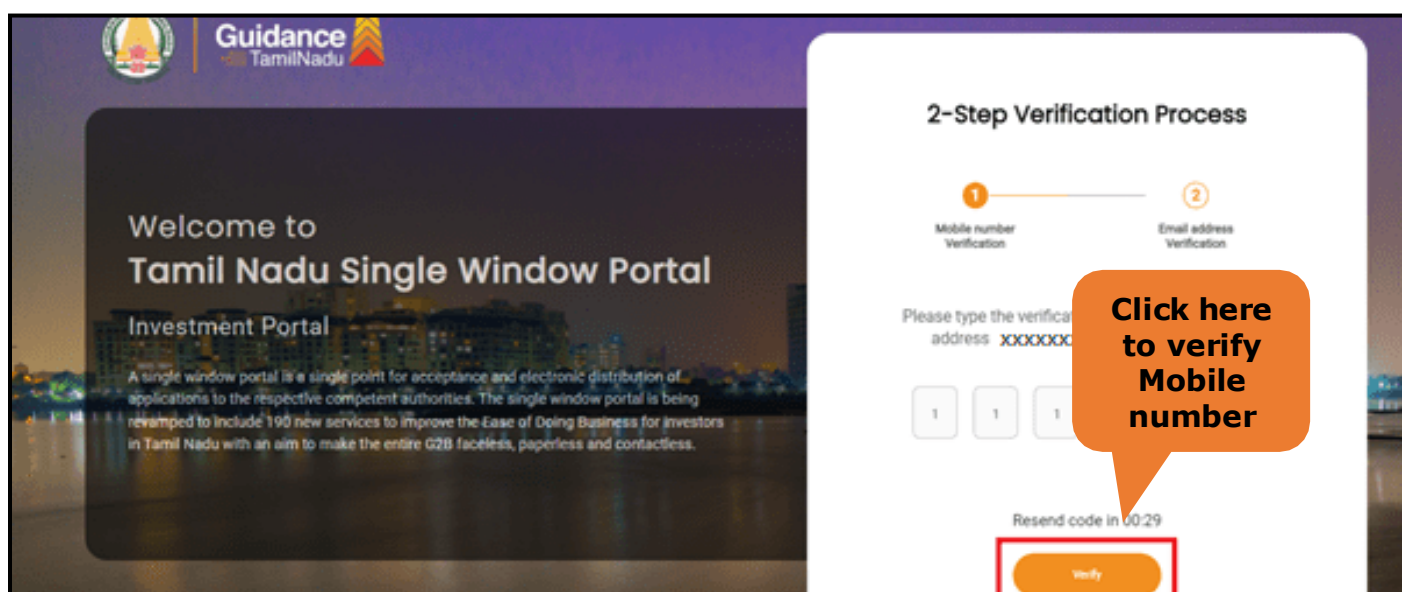


Figure 5. Mobile Number Verification

- **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.

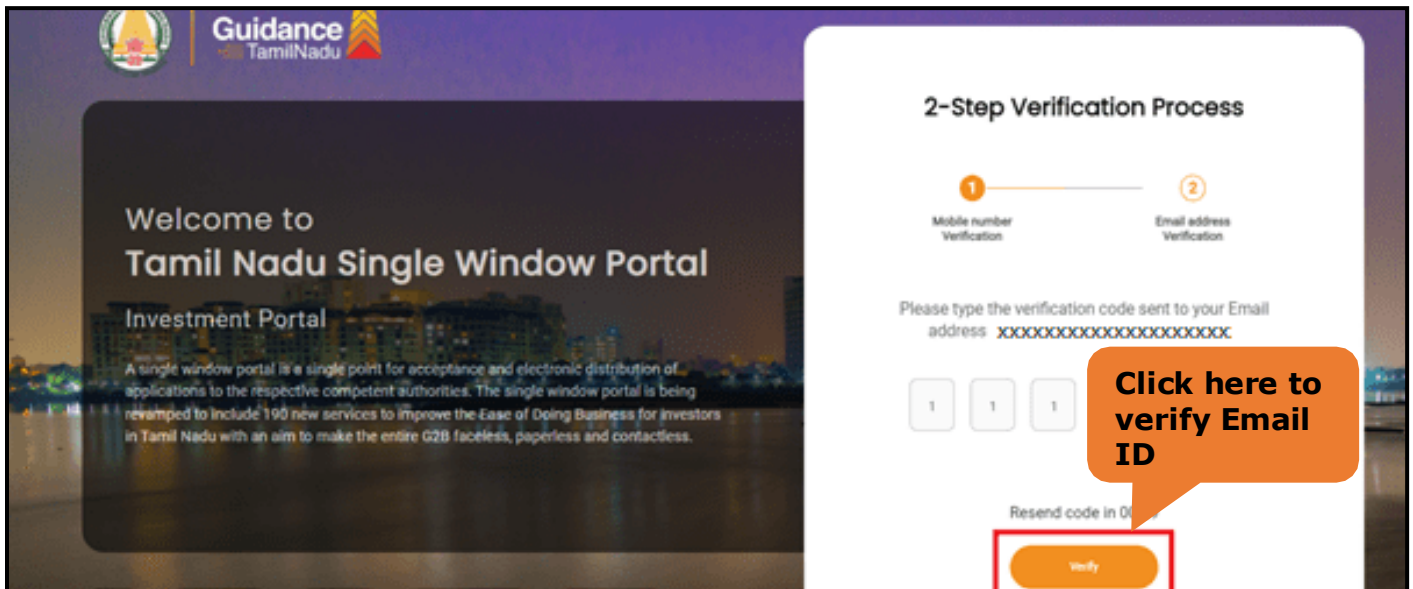


Figure 1. Email ID Verification

3. After completion of 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

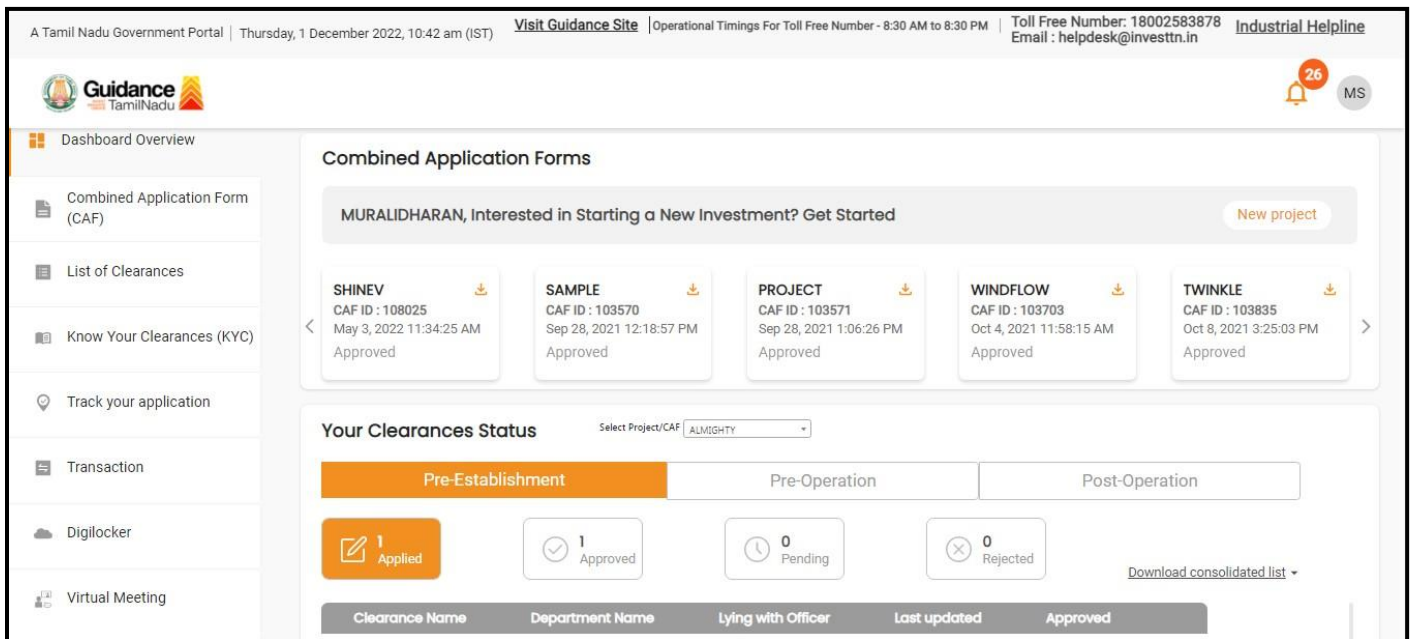
1. The applicant can login to TNSWP with the Username and Password created during the registration process.
2. Click on login button to enter TNSWP.



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	103835	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

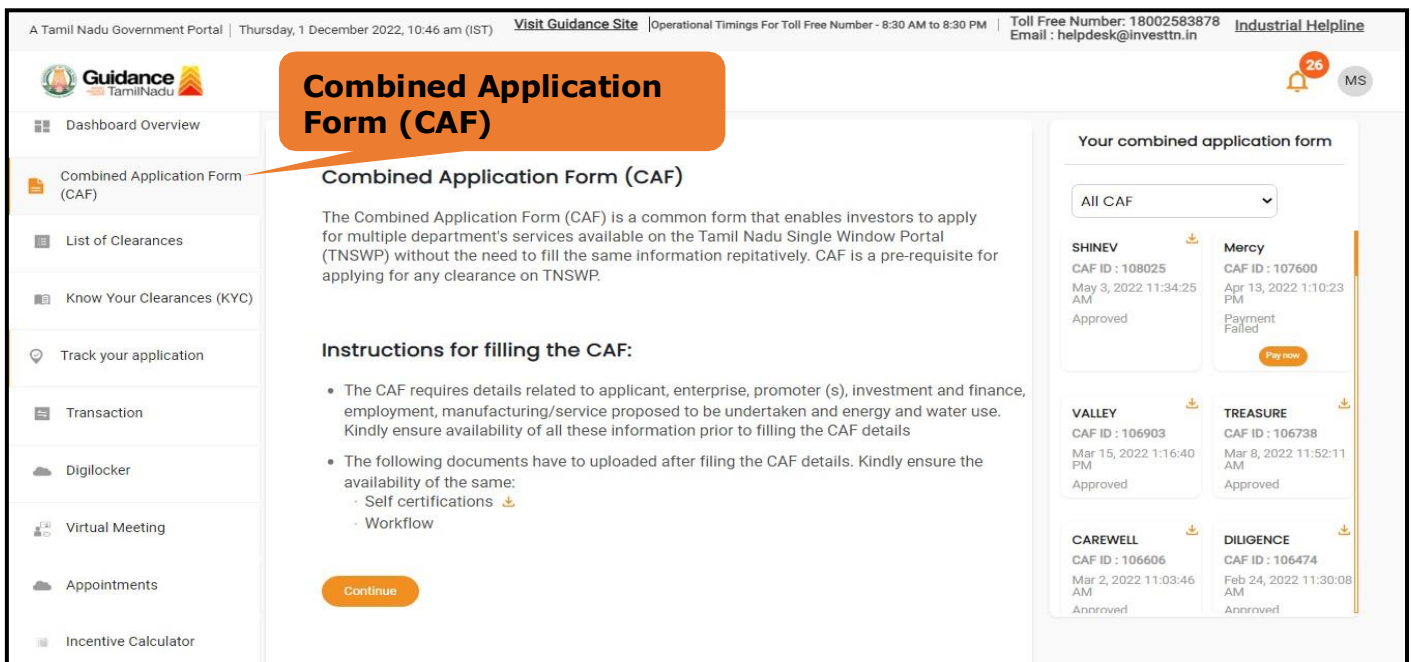
[Download consolidated list](#)

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 'Combined Application Form (CAF)' page on the Tamil Nadu Government Portal. The page header shows the date and time as Thursday, 1 December 2022, 10:46 am (IST). The 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, Diglocker, Virtual Meeting, Appointments, and Incentive Calculator. The main content area features a title 'Combined Application Form (CAF)' and 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 repeatedly. CAF is a pre-requisite for applying for any clearance on TNSWP.' Below this, 'Instructions for filling the CAF:' are provided, stating that 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. It also lists documents to be uploaded: 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 list of six CAFs: SHINEV (CAF ID: 108025, May 3, 2022 11:34:25 AM, Approved), Mercy (CAF ID: 107600, Apr 13, 2022 1:10:23 PM, Payment Failed), VALLEY (CAF ID: 106903, Mar 15, 2022 1:16:40 PM, Approved), TREASURE (CAF ID: 106738, Mar 8, 2022 11:52:11 AM, Approved), CAREWELL (CAF ID: 106606, Mar 2, 2022 11:03:46 AM, Approved), and DILIGENCE (CAF ID: 106474, Feb 24, 2022 11:30:08 AM, Approved).

Figure 10. Combined Application Form (CAF)

6.1 Sections of Combined Application Form

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

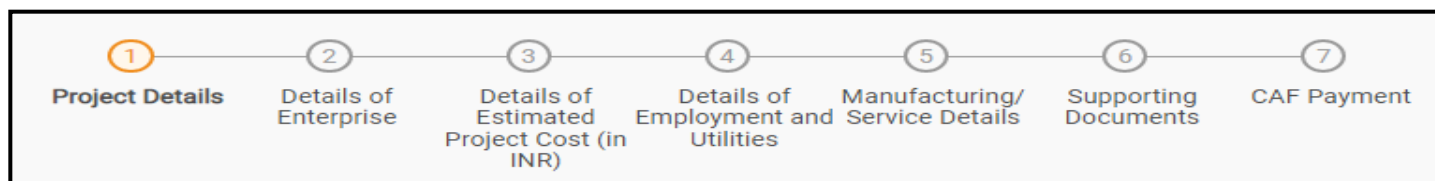


Figure 11. Section of Combined Application Form (CAF)

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).

The screenshot displays the 'Guidance TamilNadu' portal interface. A navigation bar at the top shows a progress sequence from 1 to 7, with step 7, 'CAF Payment', highlighted. The main content area is titled 'Payment Details' and includes a confirmation message: 'Information: Your CAF details have been successfully saved. Kindly review the CAF fees amount and make applicable payment to submit the CAF.' Below this, there are options to choose a fee slab: 'Lump sum' (selected) and 'à la carte'. The 'Amount to be paid (in INR)' is shown as 500000 (Five Lakh), with a 'Calculate Fee' button.

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

Note:

If the applicant belongs to large industry, single window fee would be applicable according to the investment in Plant & Machinery or Turnover amount. [Click here](#) to access the Single Window Fee Slab.

7. Apply for Application for Change in Constitution-Allopathic Drug Sales Licence

1) Click on “List of Clearances”

List of Clearances

Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	
1	Allotment of Land by SIDCO	Tamil Nadu Small Industries Development Corporation Limited (SIDCO)	60 Days	View	Apply
2	Allotment of Land in industrial area	State Industries Promotion Corporation of Tamil Nadu Ltd	60 days	View	Apply
3	Apply for certified copy of Encumbrance Certificate	Inspector General of Registration	3 days	View	Apply
4	Apply for certified copy of property document	Inspector General of Registration	3 days	View	Apply
5	Approval and Recognition for Setting of Schools	Department of School Education	30 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 in Constitution-Allopathic Drug Sale Licence**’ by using Search option as shown in the figure given below.

Post Operation Stage Clearances

Search for Clearances

Application for Change in Constitution

Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual	
6	Application for Change in Constitution - Allopathic Drugs Sale Licence	Food Safety and Drug Administration	22 days	View	-	Apply

Showing 1 to 1 of 1 rows 10 rows per page

Figure 14. Search for Clearance

- 5) 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)
- 6) To apply for the clearance, click on 'Apply' to access the department application form (Refer Figure 15).
- 7) 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**

Pre-Establishment Stage Clearance		Pre-Operation Stage Clearance		Post-Operation Stage Clearance		
Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual	
6	Application for Change in Constitution - Allopathic Drugs Sale Licence	Food Safety and Drug Administration	22 days	View	-	Apply

Showing 1 to 1 of 1 rows 10 ▾ rows per page

**Apply for
clearance**

Figure 15. Apply for Clearance

8. Filling the Application Form

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

1. Application Form

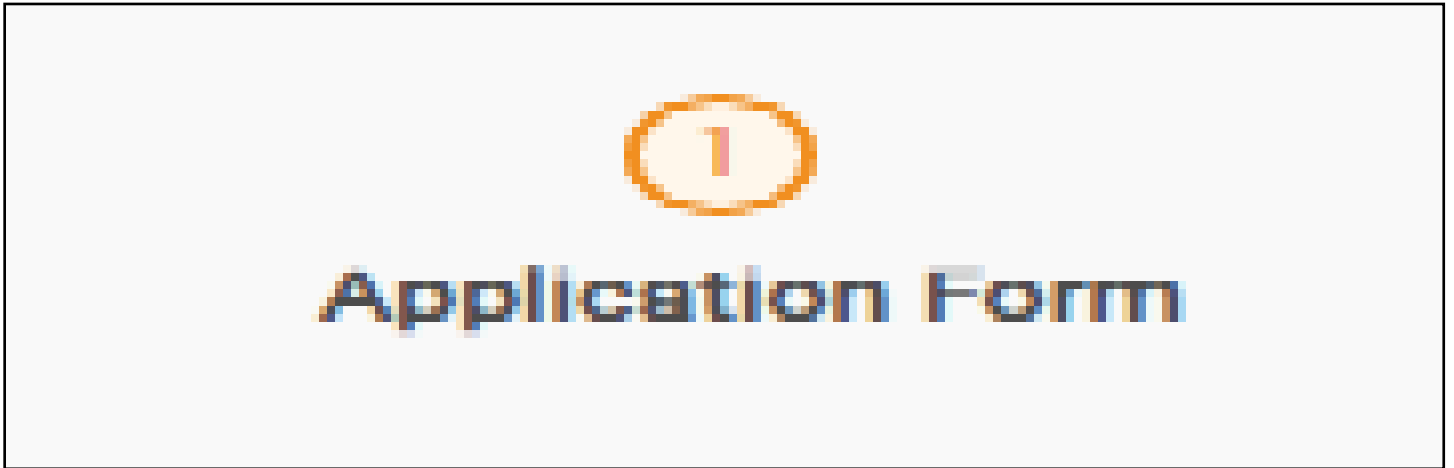


Figure 16. One Section of the application form

Contact Details

- The contact details auto populated from Combined Application form

Contact Details ⊖

Contact Person *

Phone / Landline No.

Primary Mobile Number *

Secondary Mobile Number

Email ID *

Email ID

Click on 'Submit' button

Previous Next Reset **SUBMIT** Save As Draft

Figure 2. Contact Details

Information Pop up

- Click on '**Submit**' so that the Application gets saved and the screen redirects to Checklist Tab.

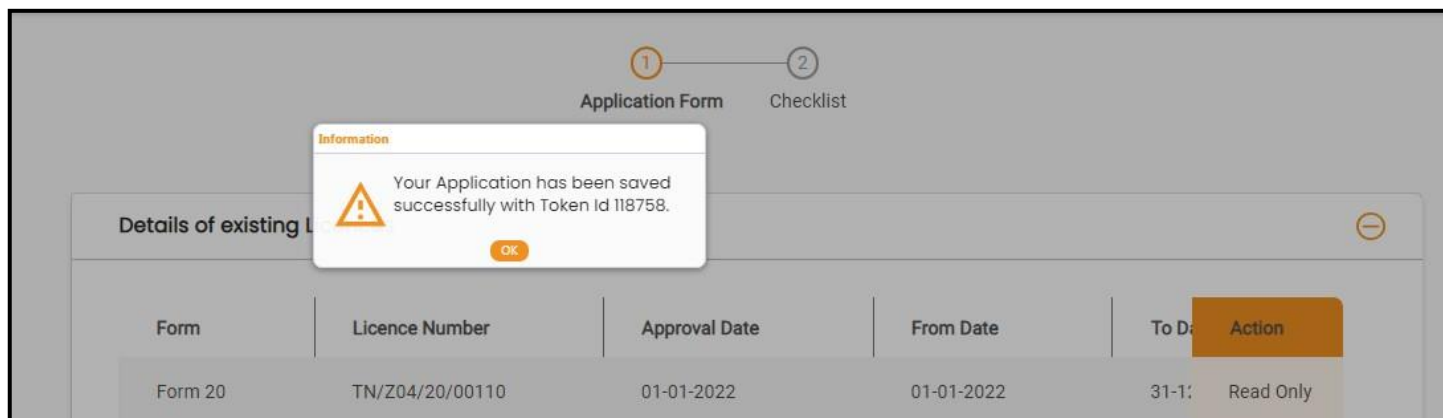


Figure 18. Token Id Generated

Checklist



















- The following supporting documents need to be uploaded by the Applicant as per the notes given
- Maximum 10 MB Allowed (Only .DOC, .PDF, .XLS, .BMP, .GIF, .JPEG, .PNG, .PPTX, .DOCX, .XLSX, .ZIP, .KML are allowed)
- In case of multiple documents, please upload in zip format
- After Uploading all the supporting document click on 'Next' to go Payment details' screen
- After uploading, click on "**Save document**" button.
- After Successful Submission, the page gets redirected to Payment gateway.













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

Kindly download Form-XX (i.e. 24 / 27 / 24F / 27B - as applicable) from the "Document Download" section below and upload a signed copy of the document here

Sr. No.	Document Name	Attach Document
1	<input checked="" type="checkbox"/> Form 24	 SAMPLE 
2	<input checked="" type="checkbox"/> Form 27	 SAMPLE 
3	<input checked="" type="checkbox"/> Form 24F	 SAMPLE 
4	<input checked="" type="checkbox"/> Form 27B	 SAMPLE 
5	<input checked="" type="checkbox"/> Authorization of the signatory of the application form (Board Resolution / Authorisation Letter)	 SAMPLE 
6	<input checked="" type="checkbox"/> Drug manufacturing Licences Copy, if any	 SAMPLE 
7	<input type="checkbox"/> Previously issued Form 29 Copy, if any	 SAMPLE 
8	<input checked="" type="checkbox"/> Document relating to constitution of concerned firm/ Company/ LLP and others. Proprietorship: Declaration Form Partnership Firm: Partnership Deed Limited Liability Partnership: LLP deed, Registration Certificate of ROC Pvt. Ltd. / Ltd: Memorandum and articles of association, Registration Certificate of ROC, Copy of Board resolution Trust: Trust deed Society: Registration Certificate, By Laws, Copy of Resolution passed Hindu Undivided Family: HUF deed	 SAMPLE 
9	<input checked="" type="checkbox"/> Bio-data (with photograph) of the Applicant (s) <i>To be enclosed for each applicant separately, in case there are multiple applicants. (Kindly upload the Bio-data of all Applicants in a single zip file)</i>	 SAMPLE 

10	<input checked="" type="checkbox"/> Educational qualification certificate(s) of the Technical Staff (s) (Starting from Minimum Educational Qualification as specified in the Drugs Rules, 1945) <i>(Kindly upload educational qualification certificates of all Technical Staffs in a single zip file)</i>	 SAMPLE 
11	<input checked="" type="checkbox"/> Experience Certificate of the Technical Staff (s) <i>(Kindly upload experience certificates of all Technical Staffs in a single zip file)</i>	 SAMPLE 
12	<input checked="" type="checkbox"/> Digitally Signed Self-Certification by each Technical Staff stating that He / She is a full time employee of the Firm under consideration <i>(Kindly upload self-certifications of all Technical Staffs in a single zip file)</i>	 SAMPLE 
13	<input checked="" type="checkbox"/> Address / ID Proof of the Technical Staff (s) e.g. Passport, Driving License, Election Commission ID Card, Aadhaar Card/e-Aadhaar letter downloaded from UIDAI website, Income Tax PAN Card <i>(Kindly upload address / ID proof of all Technical Staffs in a single zip file)</i>	 SAMPLE 
14	<input checked="" type="checkbox"/> Ownership document of the premises <i>(Registered Sale Deed / Registered General Power of Attorney / Conveyance Deed / Latest Property Tax Receipt)</i>	 SAMPLE 
15	<input checked="" type="checkbox"/> Rental agreement of the premises, if applicable	 SAMPLE 

16	<input checked="" type="checkbox"/> Plan of the premises- with details of partitions, measurements - Section wise with location of machineries	 SAMPLE 
17	<input checked="" type="checkbox"/> List of machineries and equipment, Air Handling Units, and water system provided Section wise for the manufacturing	 SAMPLE 
18	<input checked="" type="checkbox"/> List of analytical instruments and equipment for analysis	 SAMPLE 
19	<input checked="" type="checkbox"/> Copy of purchase invoices with the details like production capacity, make etc. wherever applicable	 SAMPLE 
20	<input checked="" type="checkbox"/> Product dossier (for each product) <i>(Kindly upload the product dossier for all products in a single zip file)</i>	 SAMPLE 
21	<input checked="" type="checkbox"/> Form 51/Brand Name affidavit	 SAMPLE 
22	<input checked="" type="checkbox"/> Agreement with Marketer, if applicable	 SAMPLE 
23	<input checked="" type="checkbox"/> Any other relevant details or documents to establish the correctness of the details or documents or claims made with regard to the above items	 SAMPLE 

Document Download 

Document Download

Click on 'Save Document'

Previous

Next

Close

Save Document







Figure 18. Checklist Document

Inspection checklist-supporting documents

Inspection Checklist - Supporting Documents ⊖

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"/> Inspection Checklist - Supporting Documents - I <i>(Note - Kindly upload the supporting documents for S.No. 1 - 11 of the inspection checklist in a single zip file here. Please name the file as per the S.No. for which it is being submitted e.g. 1.2,1.3 etc.)</i>	 SAMPLE 
2	<input checked="" type="checkbox"/> Inspection Checklist - Supporting Documents - II <i>(Note - Kindly upload the supporting documents for S.No. 12 - 21 of the inspection checklist in a single zip file here. Please name the file as per the S.No. for which it is being submitted e.g. 1.2,1.3 etc.)</i>	 SAMPLE 
3	<input checked="" type="checkbox"/> Inspection Checklist - Supporting Documents - III <i>(Note - Kindly upload the supporting documents for S.No. 22 - 29 of the inspection checklist in a single zip file here. Please name the file as per the S.No. for which it is being submitted e.g. 1.2,1.3 etc.)</i>	 SAMPLE 

Document Download ⊖

Document Download

Previous
Next
Close
Save Document

Figure 19. Inspection Checklist Document

- After uploading, click on **“Save document”** button.
- After Successful Submission, the page gets redirected to Payment gateway.

9. Payment Process

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

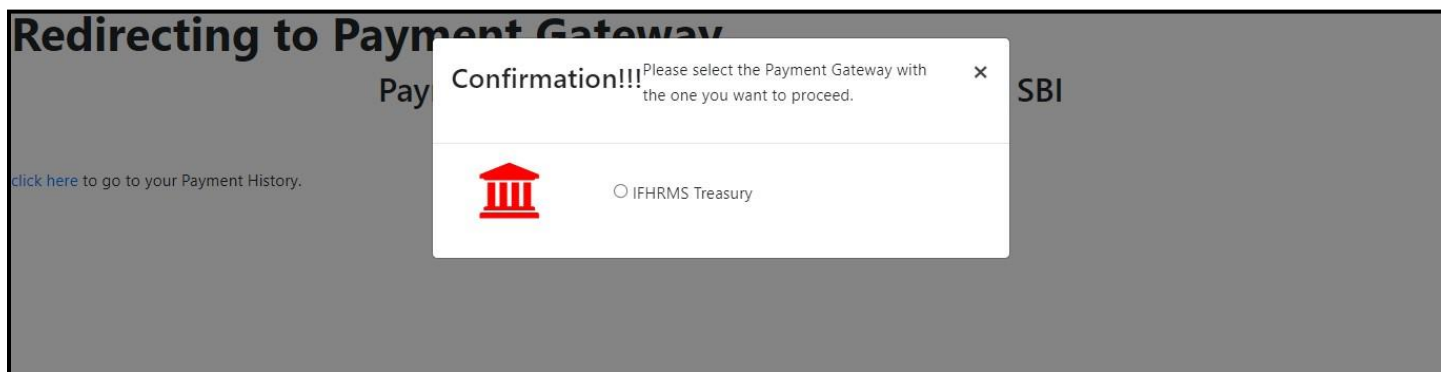


Figure 20. Payment Process

- 3) Then the payment **'Reference Number'** would be generated, refer the instruction note as shown in the Figure 20.
- 4) Click on 'Ok' button and follow the payment process and make payment.

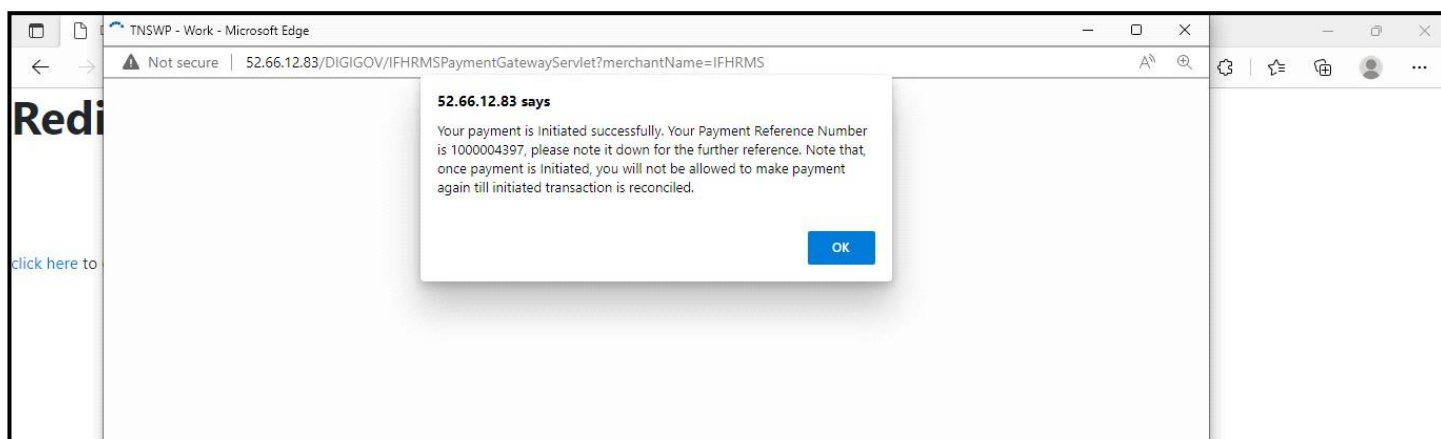
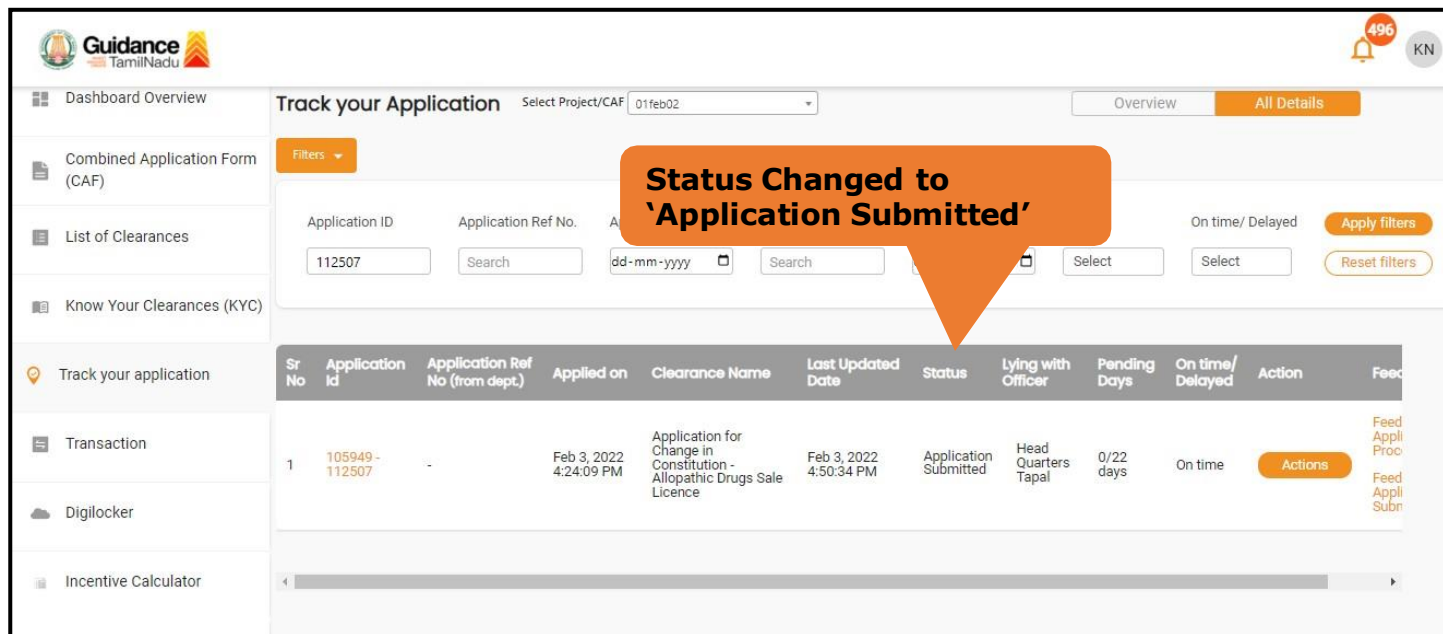


Figure 21. Payment Reference Number

5) 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	Feed
1	105949 - 112507	-	Feb 3, 2022 4:24:09 PM	Application for Change in Constitution - Allopathic Drugs Sale Licence	Feb 3, 2022 4:50:34 PM	Application Submitted	Head Quarters Tapal	0/22 days	On time	Actions	Feed Appli Proo... Feed Appli Subn...

Figure 22. Application Submitted

10. Track Your Application

- 1) After submitting the application, unique 'token ID' is 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**

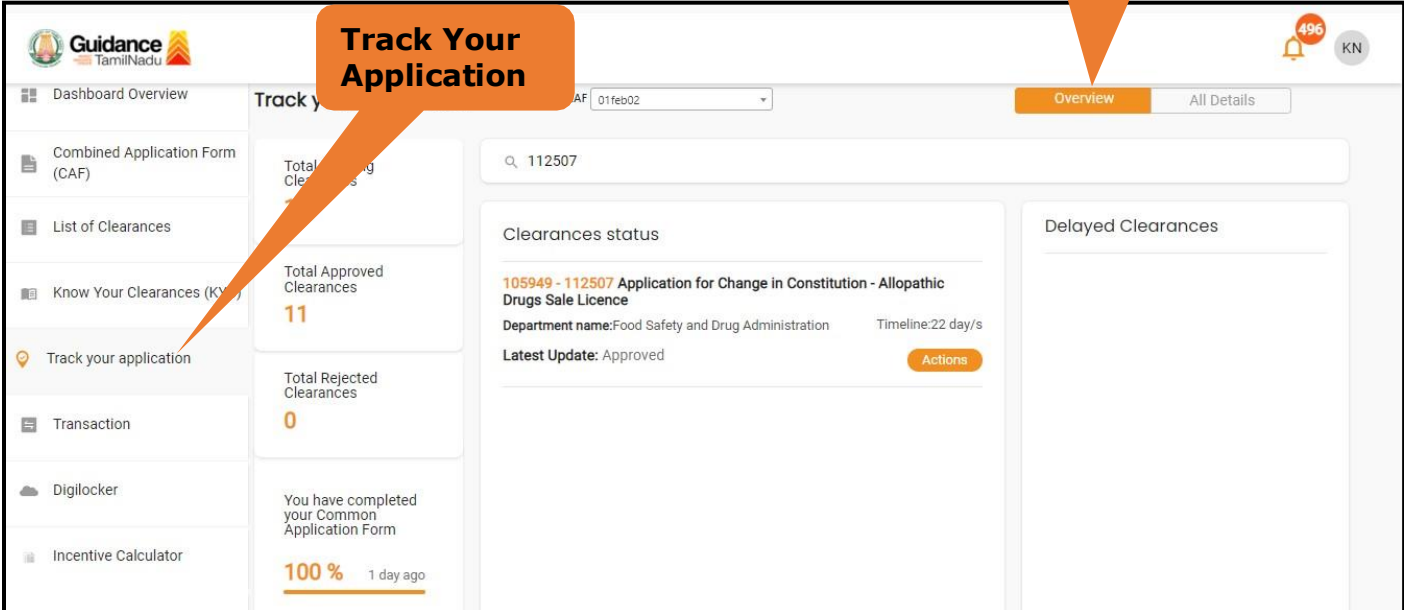
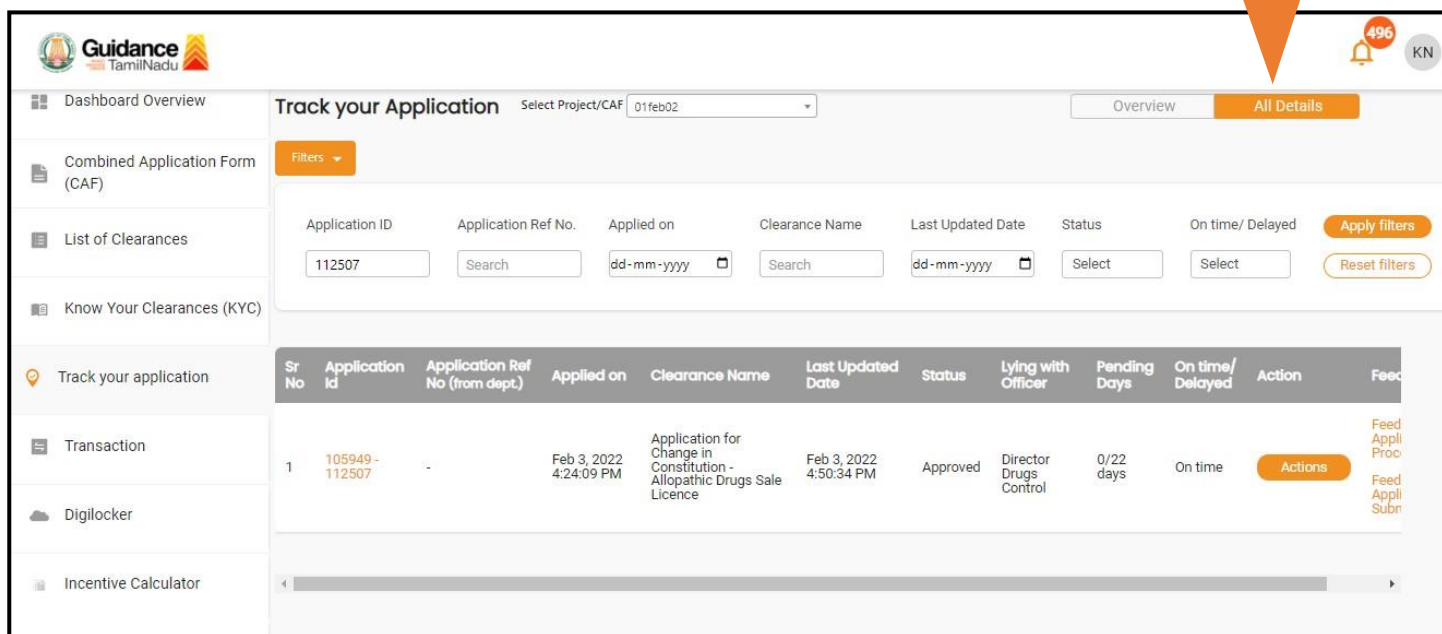


Figure 23. Track your application

• **Track your application– ‘All details’ Option**

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

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

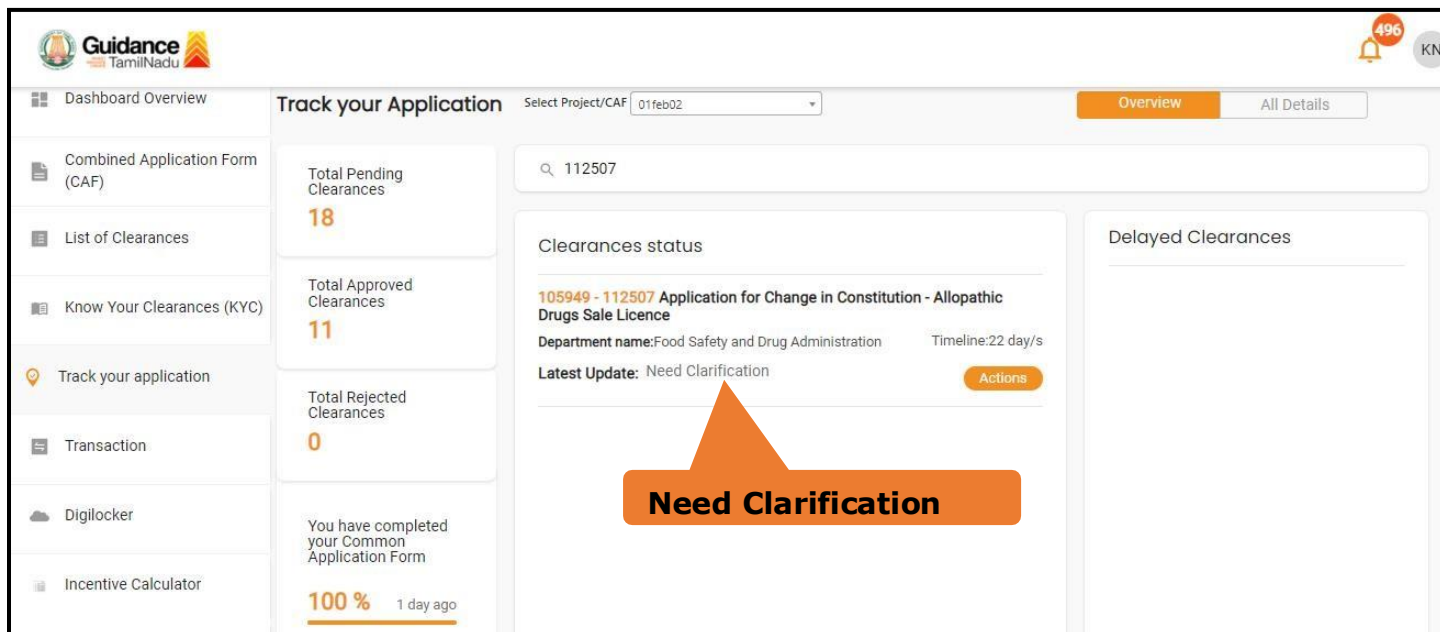



Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action	Feed
1	105949 - 112507		Feb 3, 2022 4:24:09 PM	Application for Change in Constitution - Allopathic Drugs Sale Licence	Feb 3, 2022 4:50:34 PM	Approved	Director Drugs Control	0/22 days	On time	Actions	Feed Appli Proo Feed Appli Subr

Figure 24. ‘All details’ tab

11. Need Clarification

- 1) After submitting the application to the Drugs department, the concerned officer – **Additional director of Drugs control** reviews the application and if there are any clarifications required, the officer would raise a query to the applicant.
- 2) Applicant would receive an alert message through **Registered SMS/Email**
- 3) Applicant could go to 'Track your application' option and view the query under action items - '**All Details**' Tab
- 4) 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 contains navigation options: Dashboard Overview, Combined Application Form (CAF), List of Clearances, Know Your Clearances (KYC), Track your application (highlighted), Transaction, Digilocker, and Incentive Calculator. The main content area shows a search bar with '112507' and a 'Clearances status' section. The status for application '105949 - 112507 Application for Change in Constitution - Allopathic Drugs Sale Licence' is 'Need Clarification', with a department name of 'Food Safety and Drug Administration' and a timeline of '22 day/s'. An 'Actions' button is visible next to the status. A large orange callout box with a triangle pointing to the status text says 'Need Clarification'. The dashboard also includes summary cards for 'Total Pending Clearances' (18), 'Total Approved Clearances' (11), and 'Total Rejected Clearances' (0). A notification bell in the top right corner shows '496' alerts.

Figure 25. Need Clarification

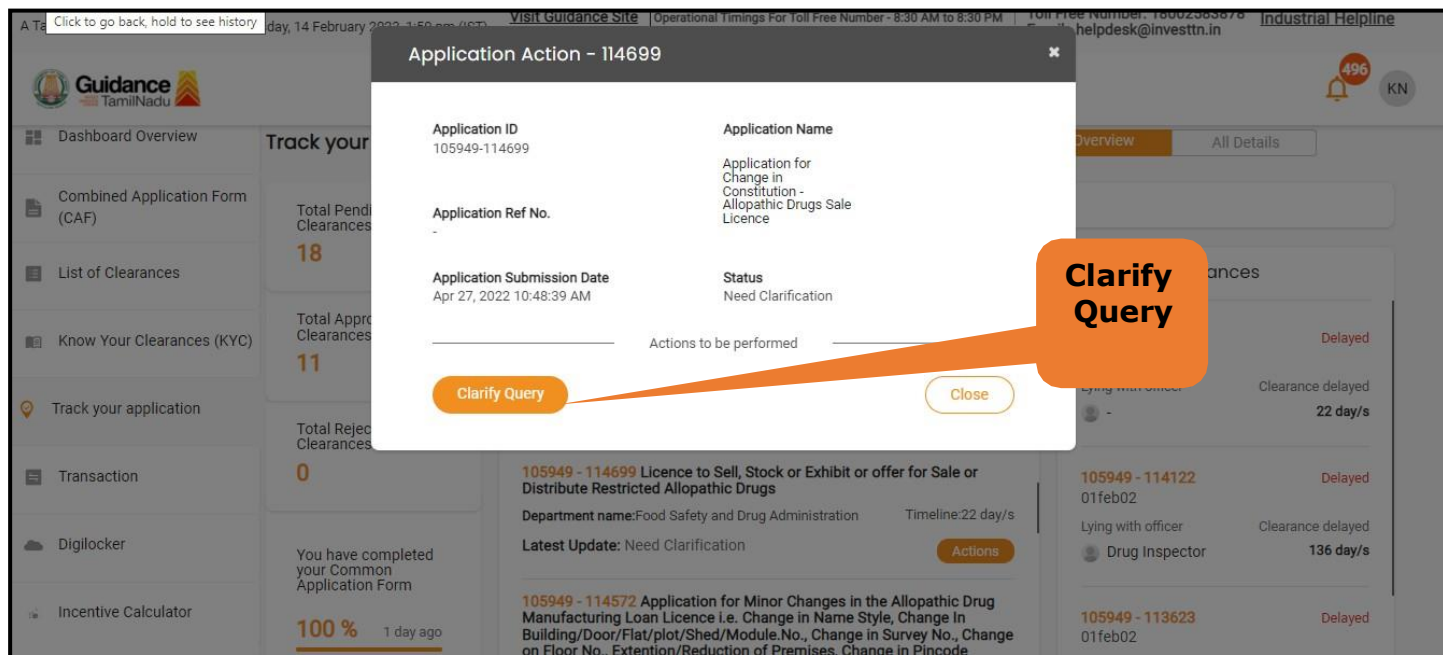


Figure 26. Need Clarification (Contd.)

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

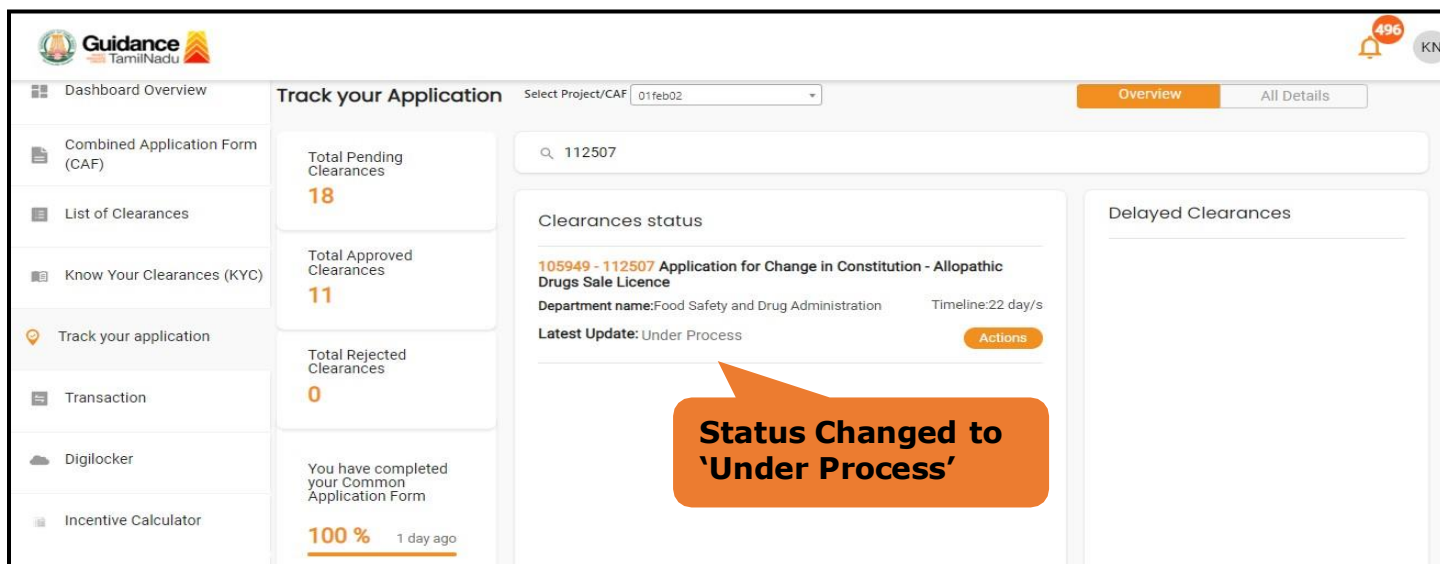
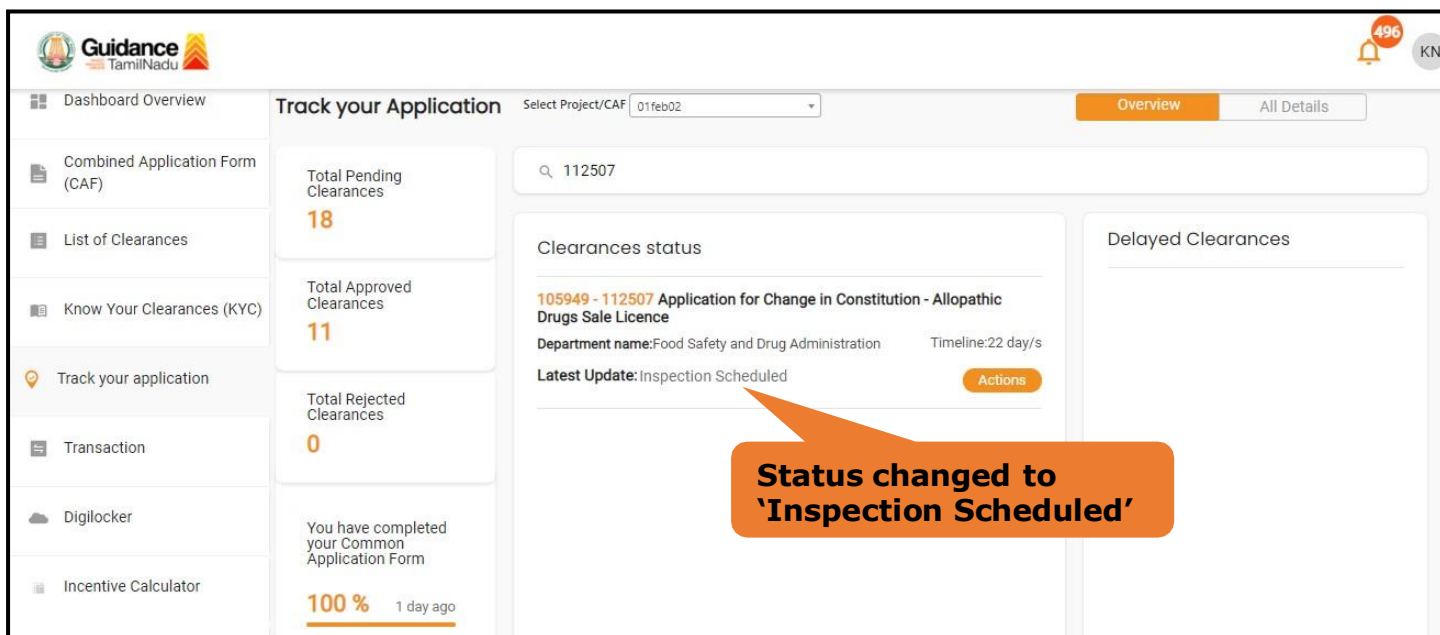


Figure 27. Status of the Application

12. Inspection Schedule

- 1) The Assistant Director of Drugs Forwards the file for Inspection to the Drug Inspector.
- 2) The Drug Inspector schedules the Inspection date.
- 3) After the Inspection gets completed, the Drug Inspector submits the Inspection report to the Assistant Director of Drugs.
- 4) The Applicant has the provision to view the Scheduled Inspection details.



The screenshot displays the 'Track your Application' dashboard. On the left, there is a sidebar with navigation options: Dashboard Overview, Combined Application Form (CAF), List of Clearances, Know Your Clearances (KYC), Track your application, Transaction, Digilocker, and Incentive Calculator. The main area shows a search bar with '112507' and a dropdown for 'Select Project/CAF' with '01feb02'. Below the search bar, there are three summary cards: 'Total Pending Clearances' (18), 'Total Approved Clearances' (11), and 'Total Rejected Clearances' (0). A progress bar indicates 'You have completed your Common Application Form' at 100% (1 day ago). The central 'Clearances status' section shows details for application '105949 - 112507 Application for Change in Constitution - Allopathic Drugs Sale Licence', including the department name 'Food Safety and Drug Administration', a timeline of '22 day/s', and the latest update 'Inspection Scheduled'. An 'Actions' button is visible next to the latest update. A callout box points to the 'Inspection Scheduled' status with the text 'Status changed to 'Inspection Scheduled''. The right side of the dashboard shows a 'Delayed Clearances' section which is currently empty.

Figure 28. Inspection Schedule

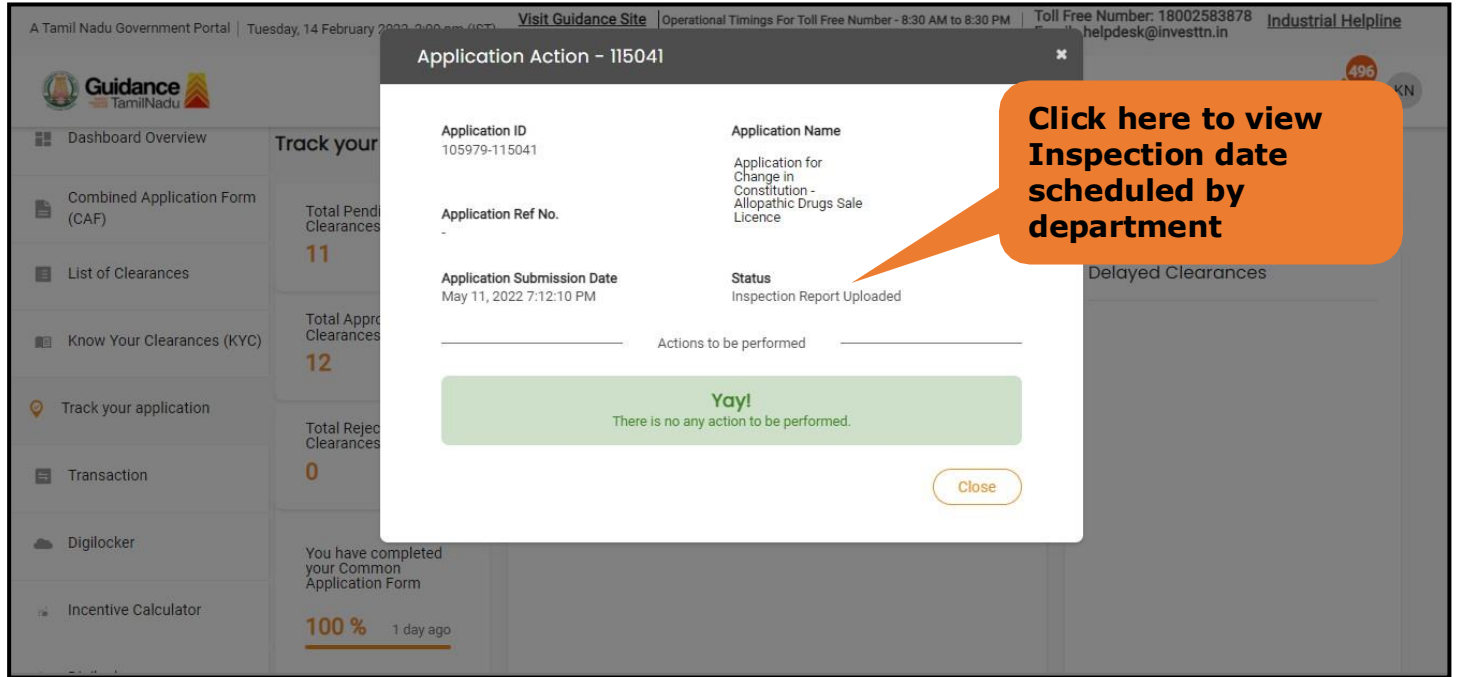


Figure 29. Scheduled Inspection Details

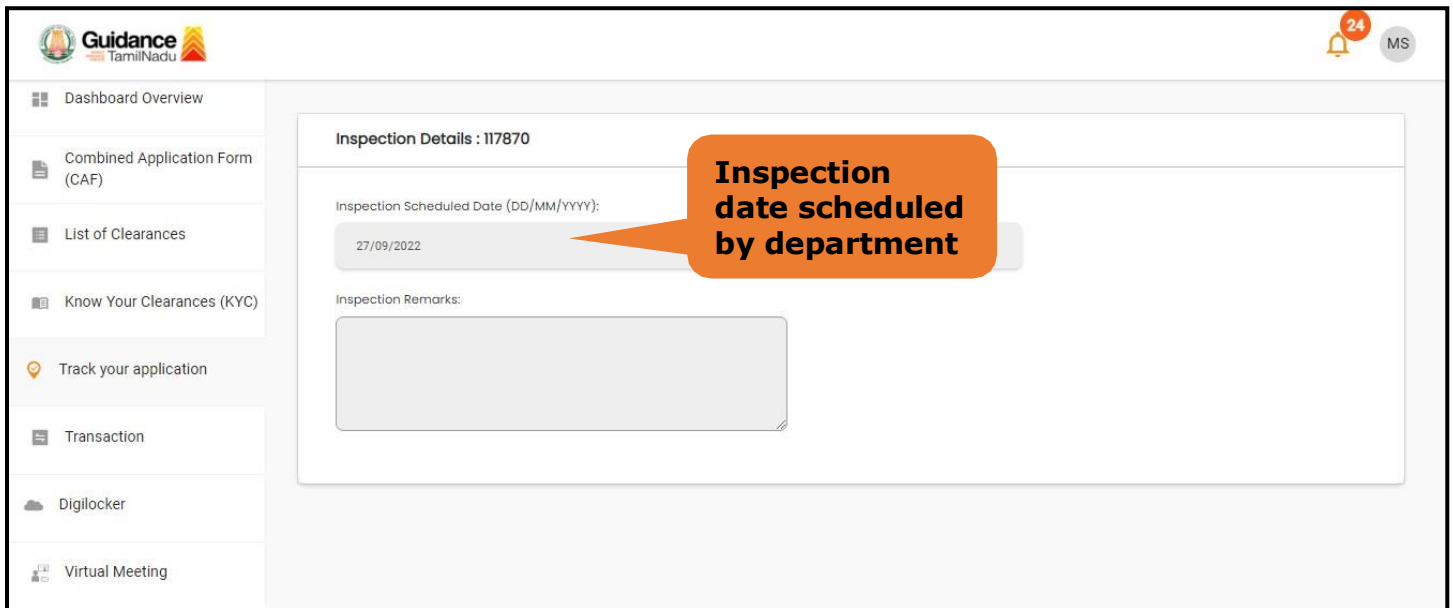
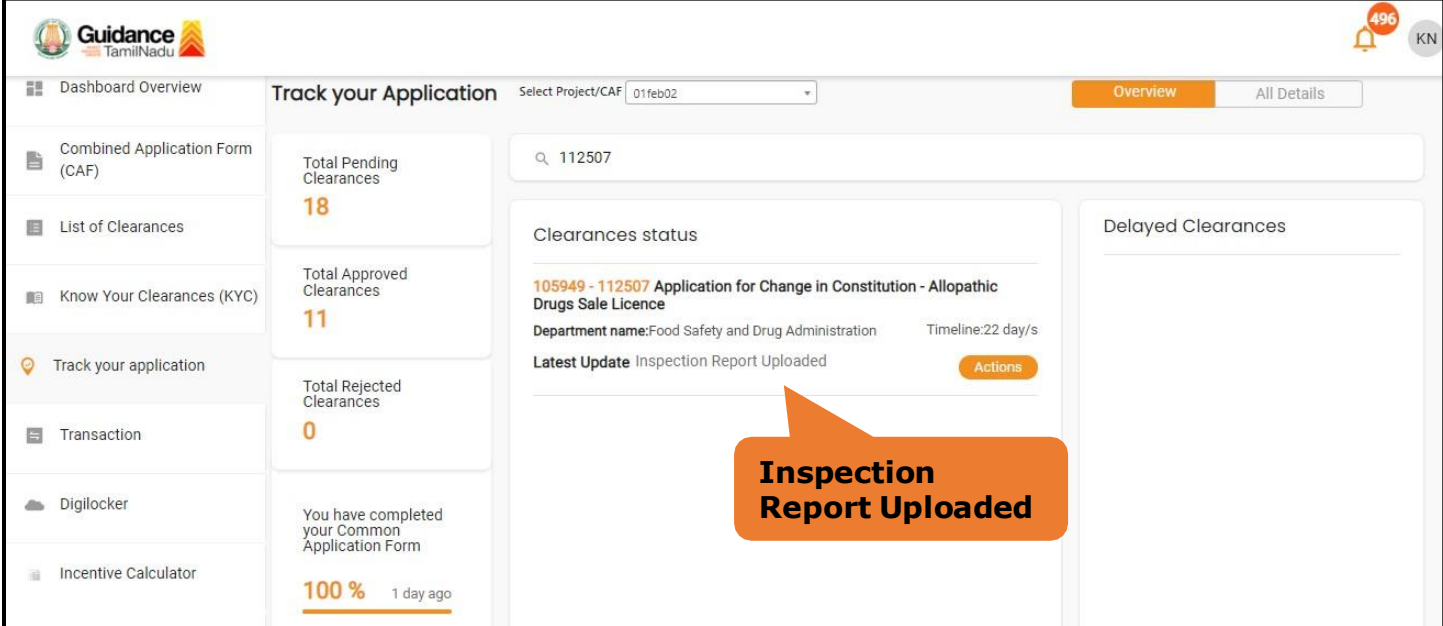


Figure 30. Scheduled Inspection Details (Contd.)

5) After the Inspection schedule is done, the Drugs inspector uploads the inspection report and submits to the department. The status would reflect as **“Inspection Report uploaded”**.



The screenshot displays the 'Track your Application' dashboard for project '01feb02'. The dashboard includes a sidebar with navigation options like '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 application statistics: Total Pending Clearances (18), Total Approved Clearances (11), and Total Rejected Clearances (0). A search bar contains '112507'. The 'Clearances status' section highlights the application '105949 - 112507 Application for Change in Constitution - Allopathic Drugs Sale Licence' with a 'Latest Update' of 'Inspection Report Uploaded' and an 'Actions' button. A callout box points to this update with the text 'Inspection Report Uploaded'. The 'Delayed Clearances' section is currently empty. A progress indicator at the bottom shows '100%' completion '1 day ago'.

Figure 31. Inspection Report Uploaded

13. Application Processing

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

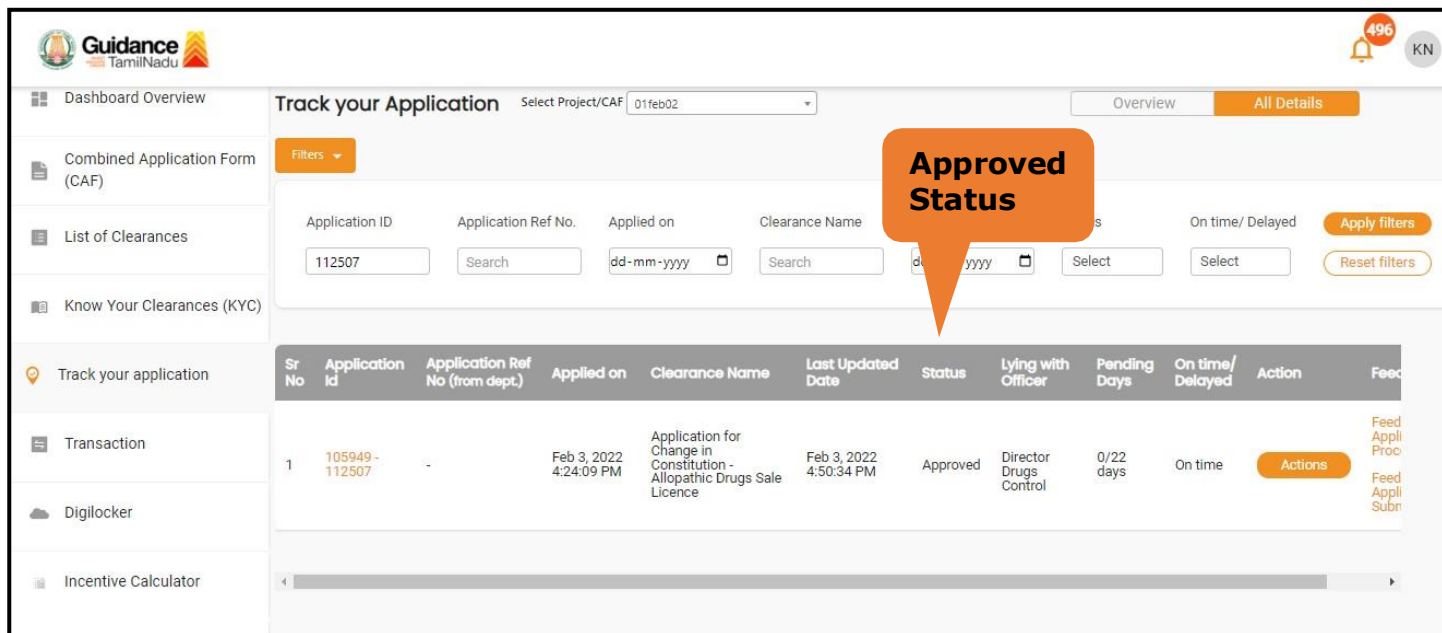


Figure 32. Application Processed

b) 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)

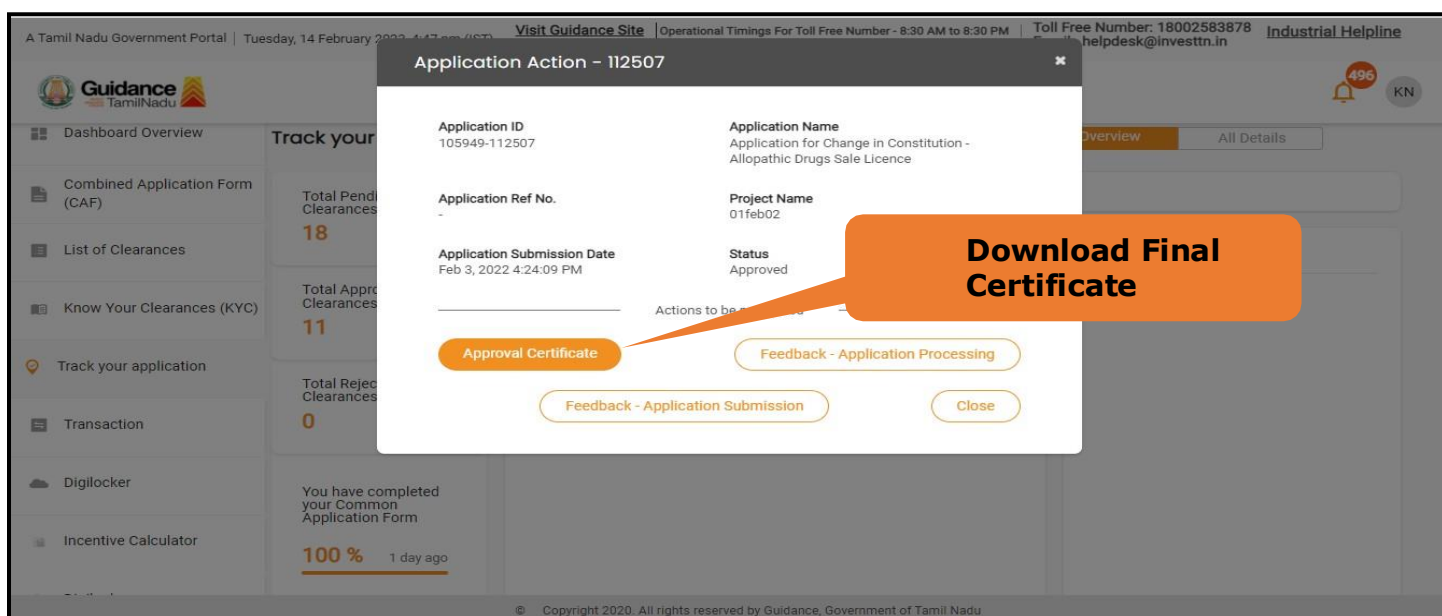
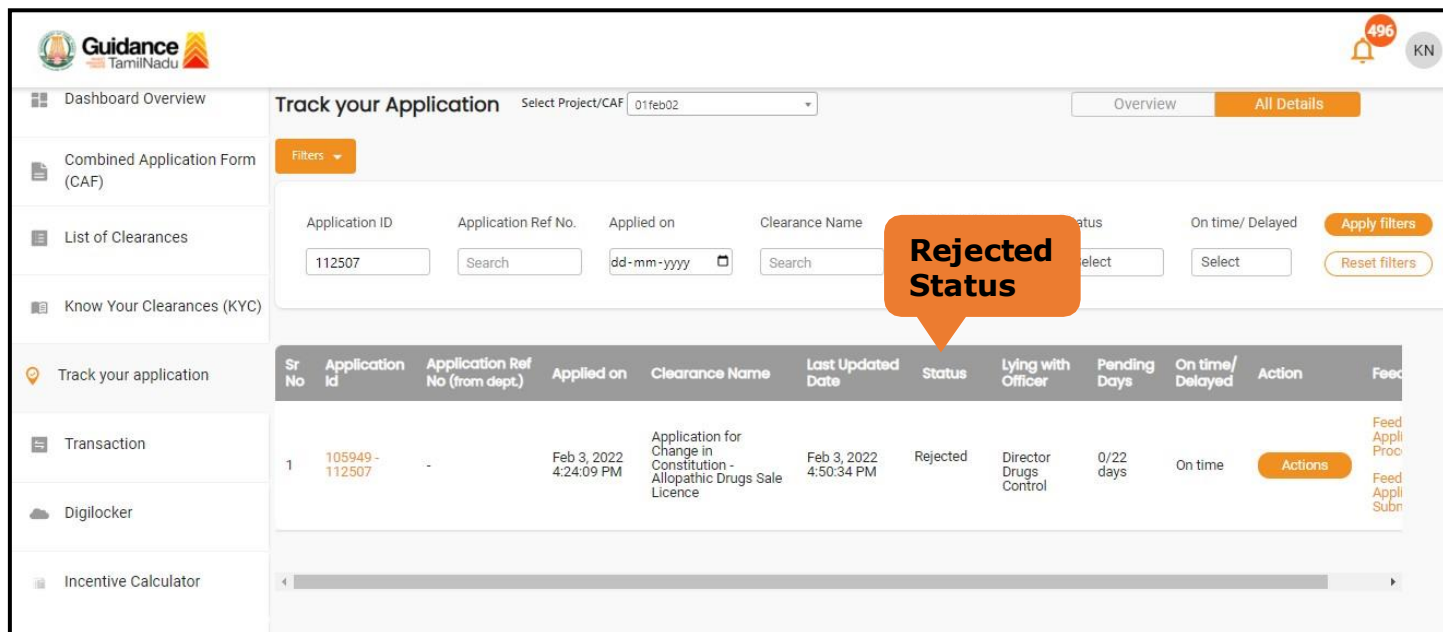


Figure 33. Download the Approved Certificate

c) 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. On the left is a navigation menu with options like 'Dashboard Overview', 'Combined Application Form (CAF)', 'List of Clearances', 'Know Your Clearances (KYC)', 'Track your application', 'Transaction', 'Digilocker', and 'Incentive Calculator'. The main area is titled 'Track your Application' and includes a filter dropdown for 'Project/CAF' set to '01feb02'. Below this are search filters for 'Application ID' (112507), 'Application Ref No.', 'Applied on' (dd-mm-yyyy), and 'Clearance Name'. A table lists application details, with the first row showing a 'Rejected' status. An orange callout bubble with the text 'Rejected Status' points to the 'Rejected' cell in the table.

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	105949 - 112507		Feb 3, 2022 4:24:09 PM	Application for Change in Constitution - Allopathic Drugs Sale Licence	Feb 3, 2022 4:50:34 PM	Rejected	Director Drugs Control	0/22 days	On time	Actions	Feed Appli Proo Feed Appli Subn

Figure 34. Rejected Status

