



# **TAMIL NADU SINGLE WINDOW PORTAL**

## **APPLICANT MANUAL**

### **Change of Technical Staff - 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](http://www.tnswp.com))

Toll free number  
and Mail Id



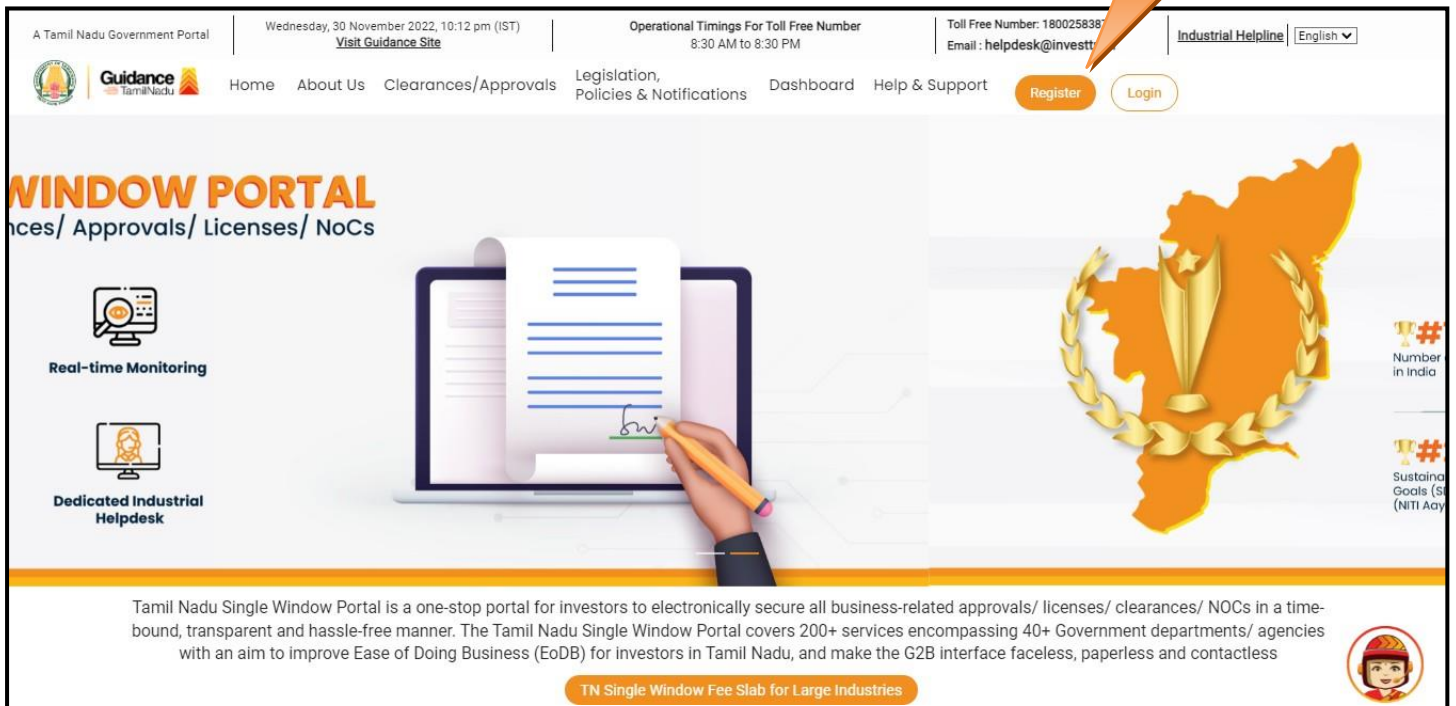
Figure 1. Single Window Portal Home Page

## 2. Registration

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

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

**Register  
on TNSWP**



A Tamil Nadu Government Portal | Wednesday, 30 November 2022, 10:12 pm (IST) | Visit Guidance Site | Operational Timings For Toll Free Number 8:30 AM to 8:30 PM | Toll Free Number: 180025838 | Email : helpdesk@investt | Industrial Helpline | English

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

**WINDOW PORTAL**  
Services/ Approvals/ Licenses/ NoCs

Real-time Monitoring  
Dedicated Industrial Helpdesk

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 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](#)

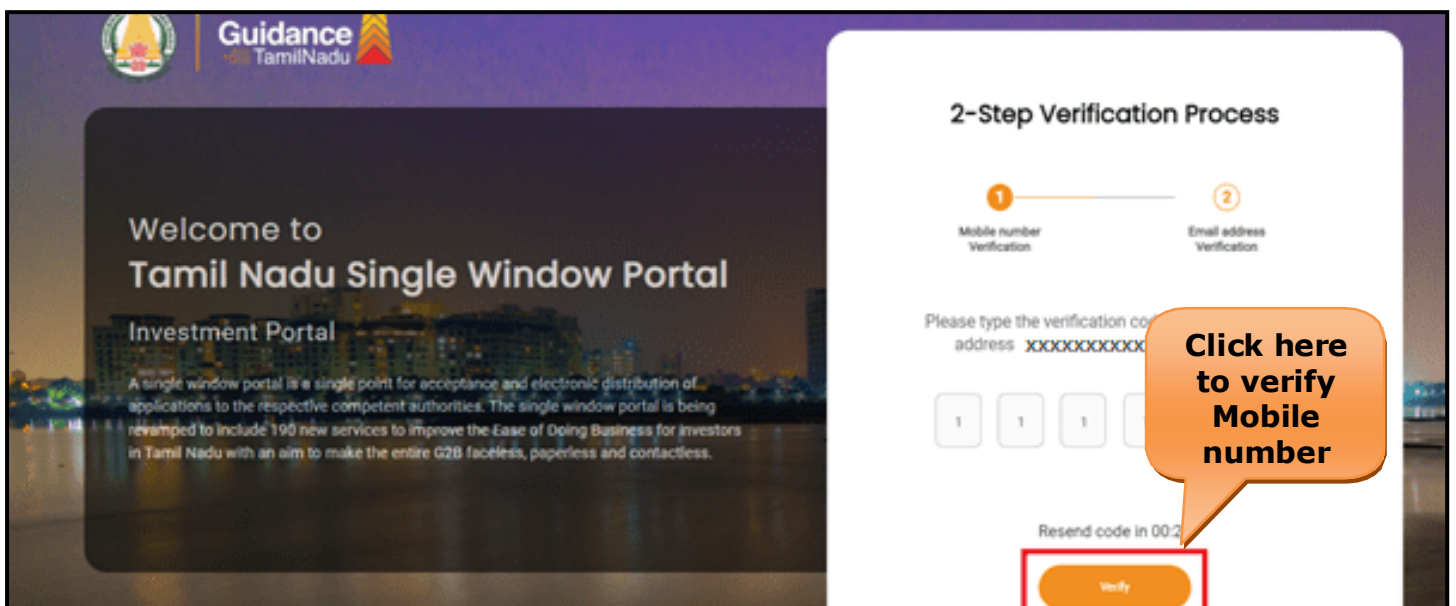
**Figure 4. Registration Form Submission**



- 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

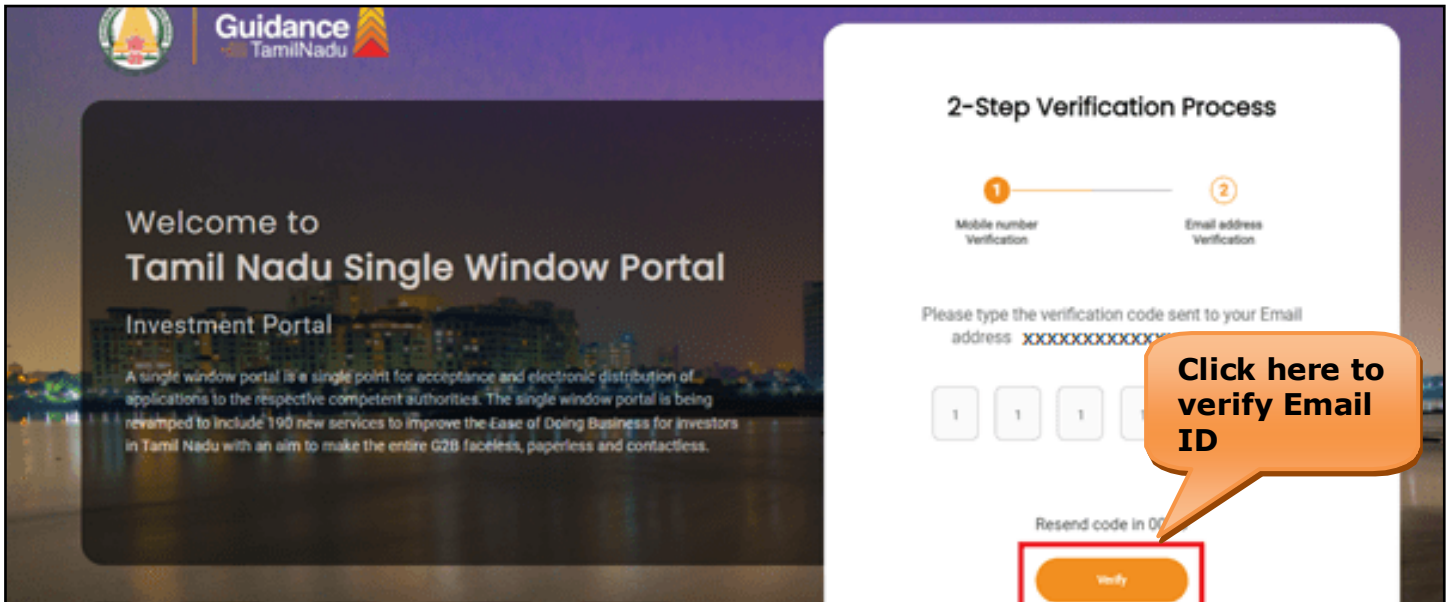
- **'2-Step Verification Process'** screen will appear when the applicant clicks on 'Register' button.
- **Mobile Number Verification**
  - 1) For verifying the mobile number, the verification code will be sent to the given mobile number.
  - 2) Enter the verification code and click on the **'Verify'** button.



**Figure 5. Mobile Number Verification**

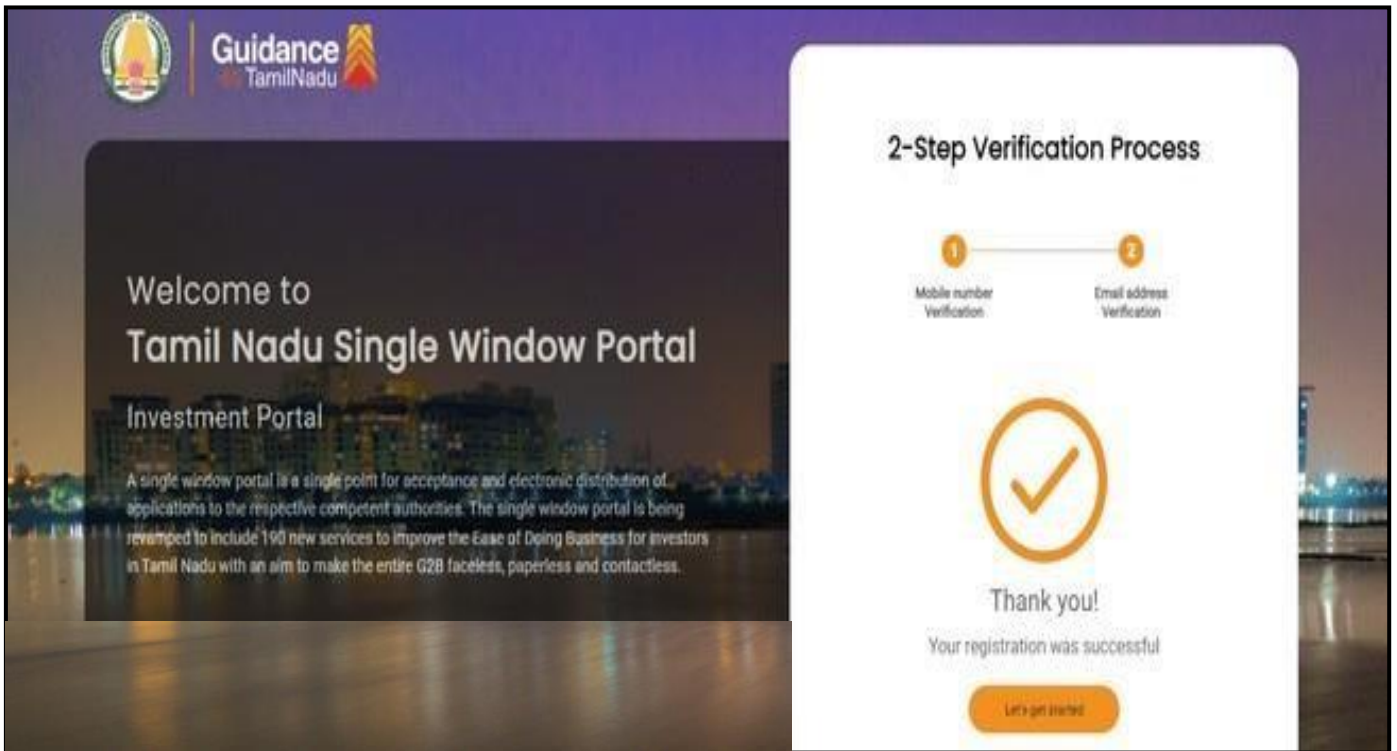
o **Email ID Verification**

- 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**

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", "Wednesday, 30 November 2022, 10:11 pm (IST)", "Operational Timings For Toll Free Number 8:30 AM to 8:30 PM", "Toll Free Number: 18002583878", "Email : helpdesk@investtn.in", "Industrial Helpline | English".
- Center: "Guidance TamilNadu" logo and navigation links: "Home", "About Us", "Clearances/Approvals", "Legislation, Policies & Notifications", "Dashboard", "Help & Support".
- Right side: "Register" and "Login" buttons.

 Below the navigation bar is a large banner for "TAMIL NADU Leading the Nation". The banner features a map of Tamil Nadu on the left and a grid of 10 award categories on the right, each with a trophy icon and a ranking:
 

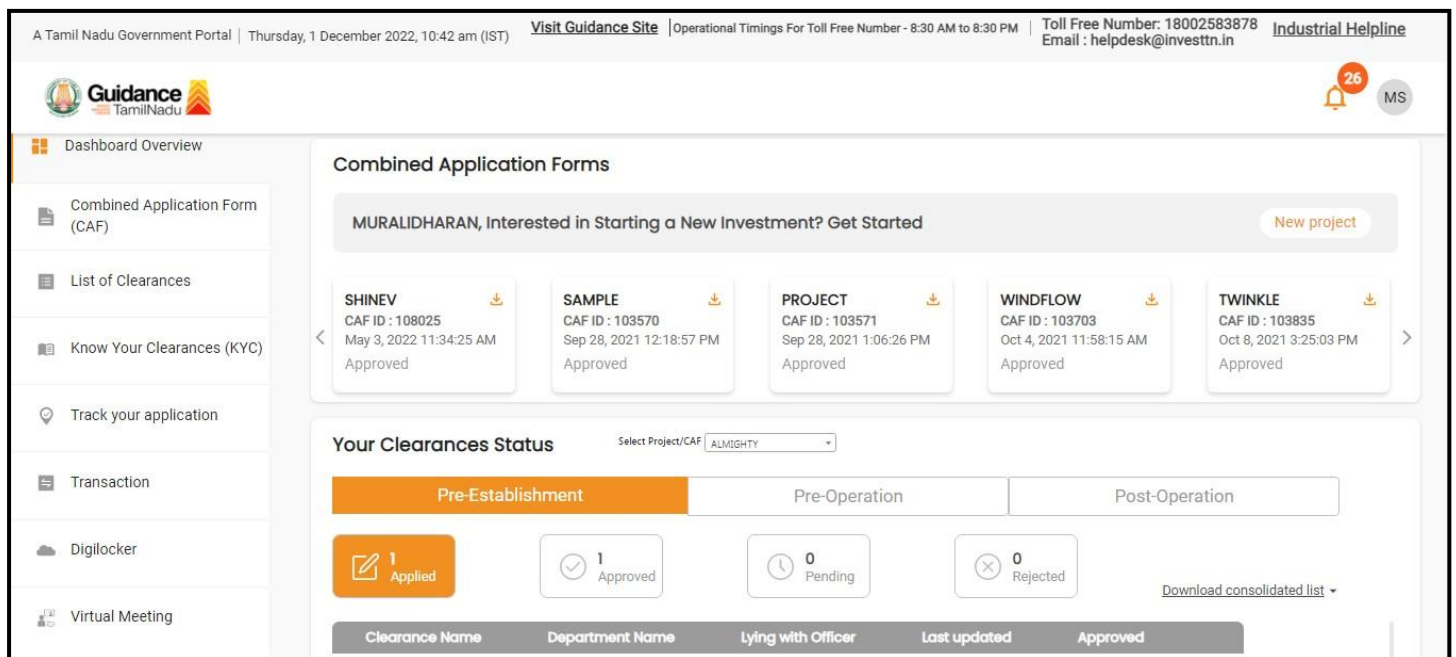
- #1 Number of Factories in India
- #1 Number of Operational SEZs in India
- #1 Governance & Political Stability (N-SIPI 2019)
- #1 International and Domestic Tourist Arrivals
- #1 Best Performing State (India Today State of the State Award 2018, 2019 & 2020)
- #2 Sustainable Development Goals (SDG) 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)

 At the bottom of the banner, there is a text block: "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 text is a button: "TN Single Window Fee Slab for Large Industries". On the far right of the banner 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** 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](#)

Application 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	103835	Oct 8, 2021 3:25:03 PM	Approved

**Your Clearances Status** Select Project/CAF: ALMIGHTY

Pre-Establishment | Pre-Operation | Post-Operation

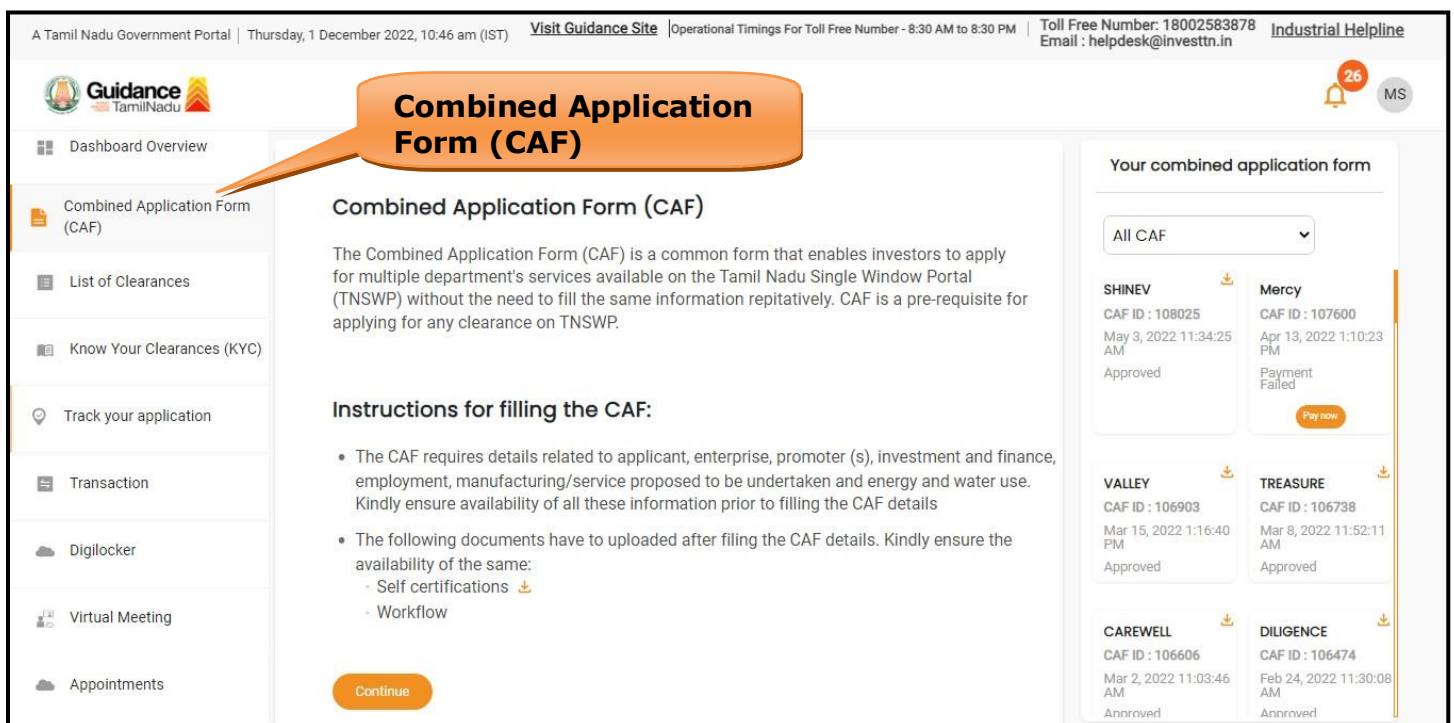
1 Applied | 1 Approved | 0 Pending | 0 Rejected [Download consolidated list](#)

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) are mentioned in the below Figure.
- 5) Click on '**Continue**' button to fill in the Combined Application Form.

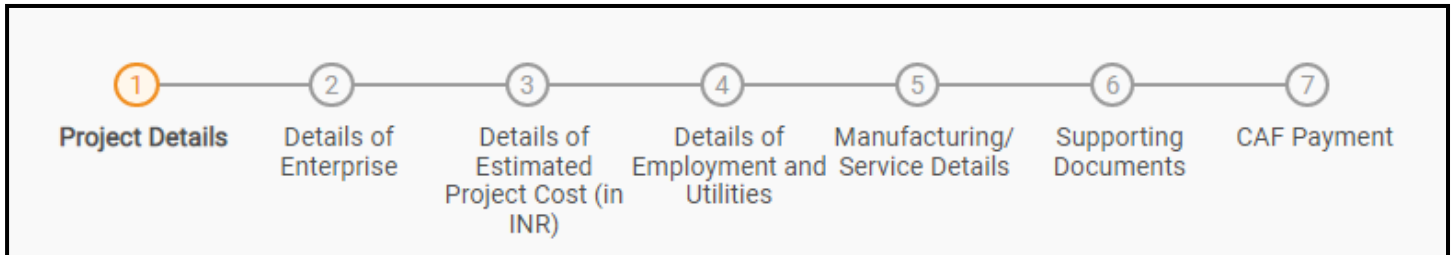


The screenshot shows the Tamil Nadu Government Portal interface. At the top, there is a header with the date and time (Thursday, 1 December 2022, 10:46 am (IST)), a link to the Guidance Site, operational timings, a toll-free number (18002583878), and an email address (helpdesk@investtn.in). The main content area is titled "Combined Application Form (CAF)" and includes a description of the CAF as a common form for investors to apply for multiple department services. It also provides 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 main content area. On the right, there is a panel titled "Your combined application form" which displays a list of CAFs for various departments, including SHINEV, Mercy, VALLEY, TREASURE, CAREWELL, and DILIGENCE, with their respective CAF IDs, dates, and statuses.

**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:**

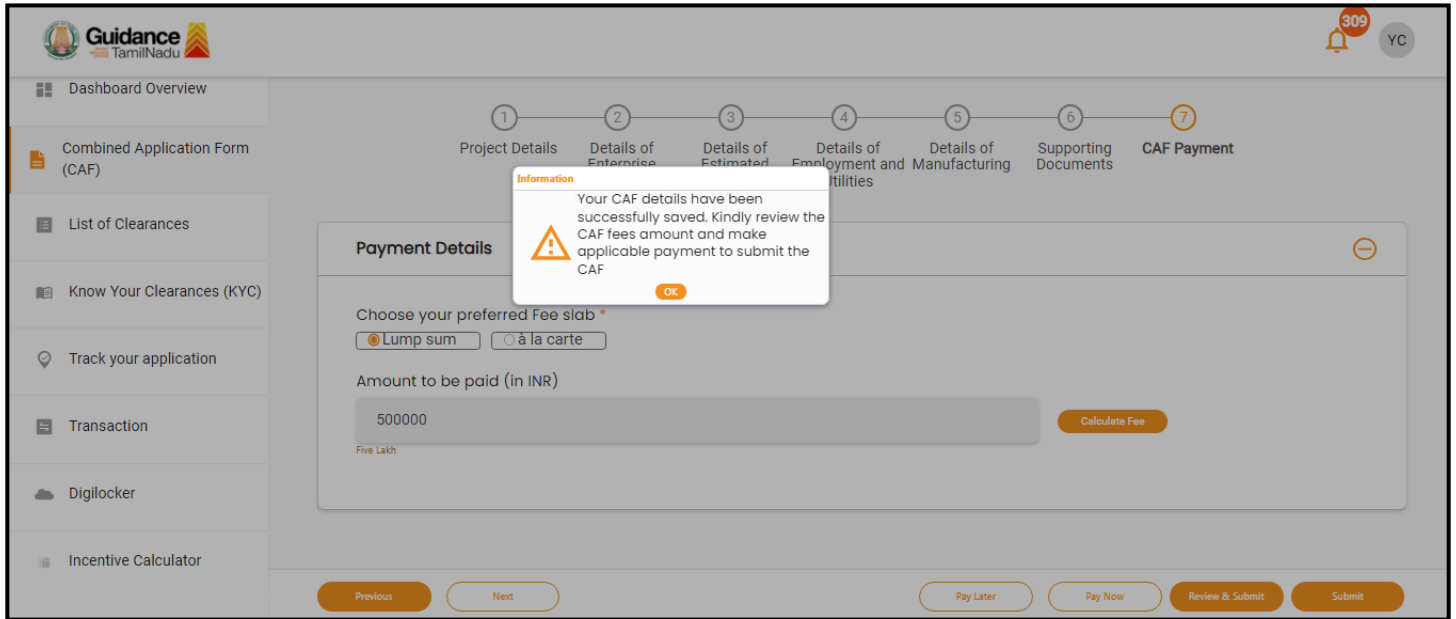
- Download the template.
- Prepare the self-certification documents as per the instructions given in the template and upload.

- **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:**

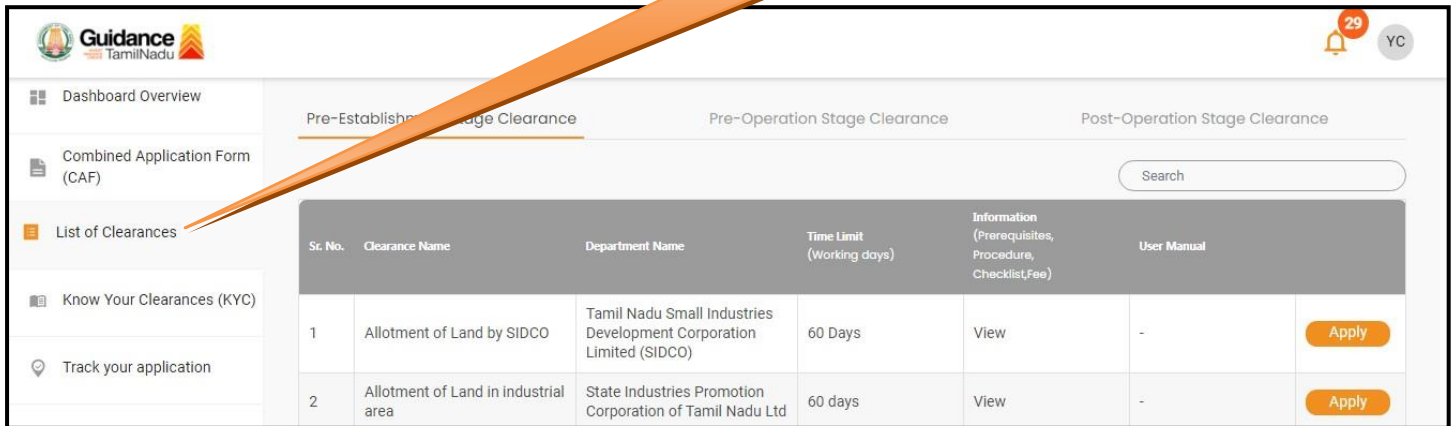
*If the applicant belongs to large industry, single window fee would be applicable according to the investment in Plant & Machinery or Turnover amount. [Click here](#) to access the Single Window Fee Slab*



## 7. Apply for Change of Technical Staff - Allopathic Drugs Sale 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)	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

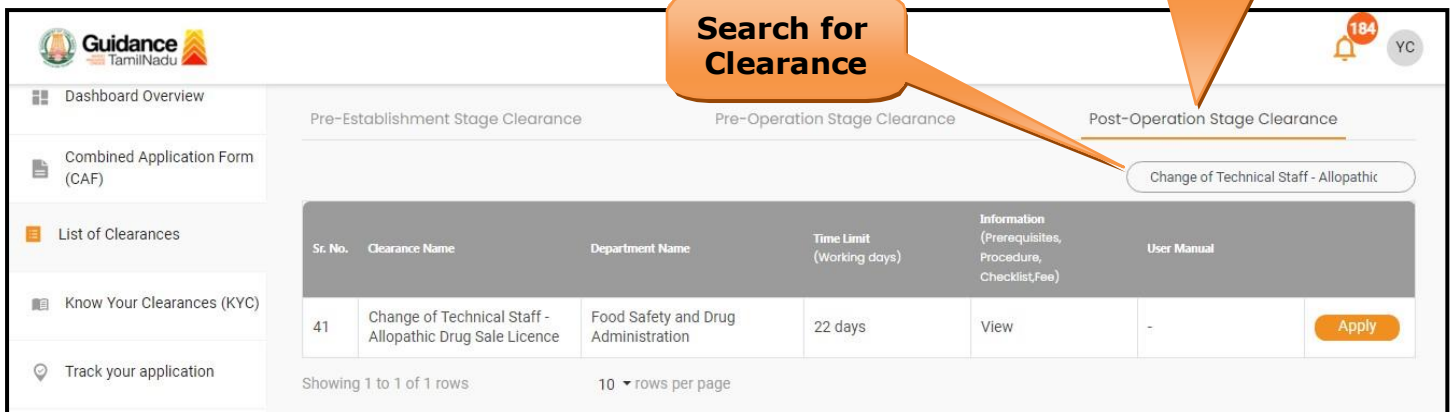
2. The list of clearances is segregated into three stages.

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

3. Select 'Post-Operation Stage Clearance' and find the clearance 'Change of Technical Staff - Allopathic Drugs Sales Licence' by using Search option as shown in the figure given below.

Post-Operation Stage Clearance

Search for Clearance

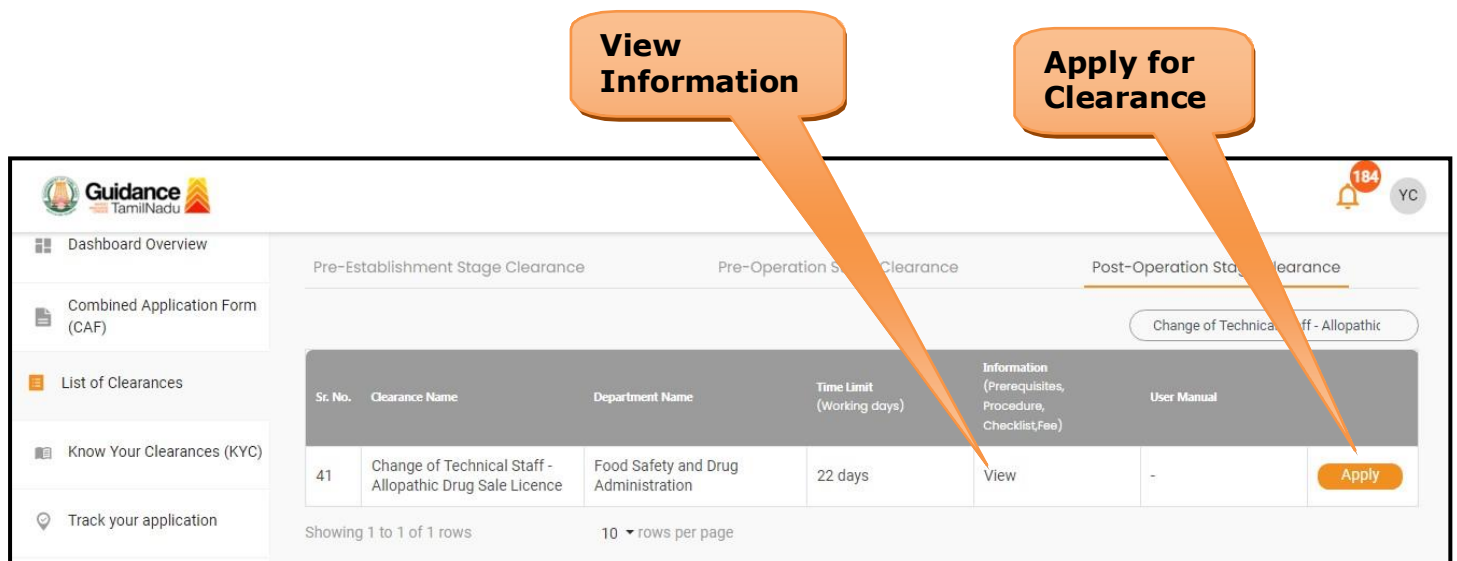


Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual	
41	Change of Technical Staff - Allopathic Drug Sale Licence	Food Safety and Drug Administration	22 days	View	-	Apply

Showing 1 to 1 of 1 rows      10 rows per page

Figure 14. Search for 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.

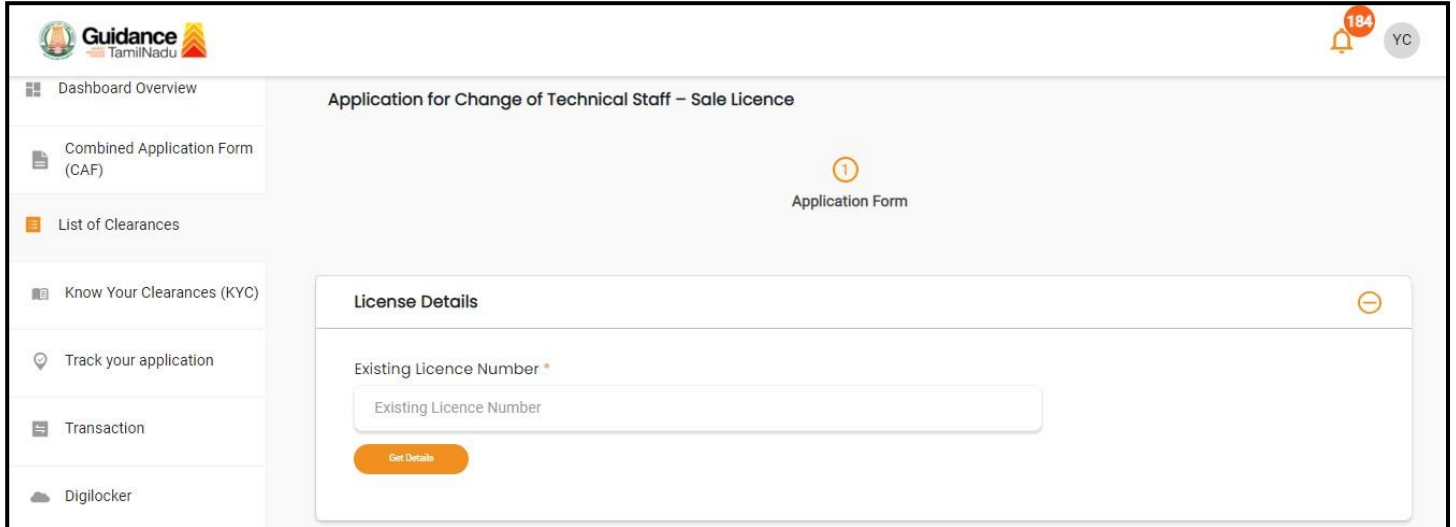


Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
41	Change of Technical Staff - Allopathic Drug Sale Licence	Food Safety and Drug Administration	22 days	<a href="#">View</a>	-

**Figure 15. Apply for Clearances**

## Application From

1) Enter the Existing Licence Number



The screenshot displays the 'Application for Change of Technical Staff - Sale Licence' page. On the left is a sidebar menu with items: Dashboard Overview, Combined Application Form (CAF), List of Clearances, Know Your Clearances (KYC), Track your application, Transaction, and Digilocker. The main area has a header 'Application Form' with a circled '1' icon. Below it is a 'License Details' section with a form field labeled 'Existing Licence Number' and a 'Get Details' button.

**Figure 16. Existing Licence Number**

## 8. Filling the Application Form

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

### A. Application Form

### B. Checklist



**Figure 17. Two Sections of Application Form**






### B. Checklist

- 1) The following supporting documents need to be uploaded by the applicant as per the notes given.
- 2) Maximum 10 MB Allowed (Only .DOC, .PDF, .XLS, .BMP, .GIF, .JPEG, .PNG, .PPTX, .DOCX, .XLSX, .ZIP, .KML are allowed).
- 3) In case of multiple documents, please upload them in zip format.

### 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"/> Cover Letter addressed to the Director of Drugs Control, Chennai-600006, stating the intent of the application.	 <span>RL_84.pdf</span>
2	<input checked="" type="checkbox"/> Authorization of the signatory of the application form (Board Resolution / Authorisation Letter)	 <span>RL_84.pdf</span>
3	<input checked="" type="checkbox"/> Pharmacy Council Registration Certificate of the Pharmacists whose details are added	 <span>RL_85.pdf</span>
4	<input checked="" type="checkbox"/> Educational qualification certificate (s) of the Pharmacist or Competent Person (Starting from Minimum Educational Qualification as specified in the Drugs Rules, 1945)	 <span>RL_85.pdf</span>
5	<input checked="" type="checkbox"/> Experience Certificate of the Pharmacist / Competent Person (s)	 <span>RL_84.pdf</span>
6	<input 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	<div style="border: 1px dashed #ccc; padding: 5px; display: flex; justify-content: space-between;"> <span>Drag &amp; Drop</span> <span>Use Files</span> <span>DigiLocker</span> </div>

Previous
Next
Save as Draft
SUBMIT
Reset

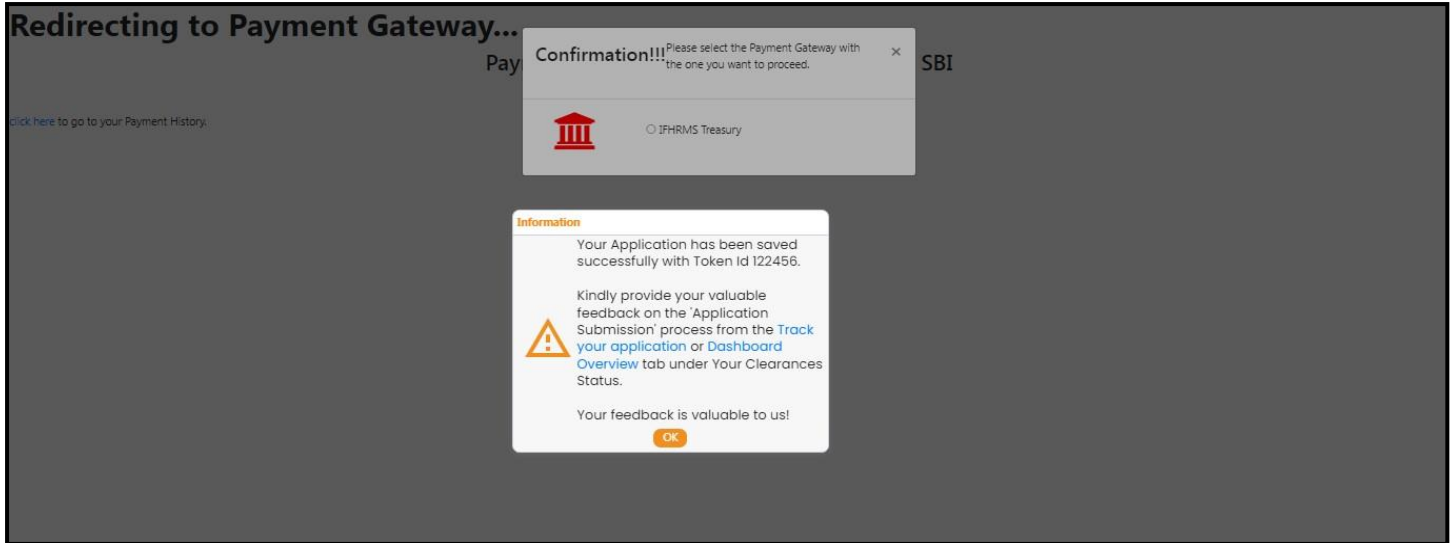
Click on 'Submit button'

**Figure 18. Document Checklist**



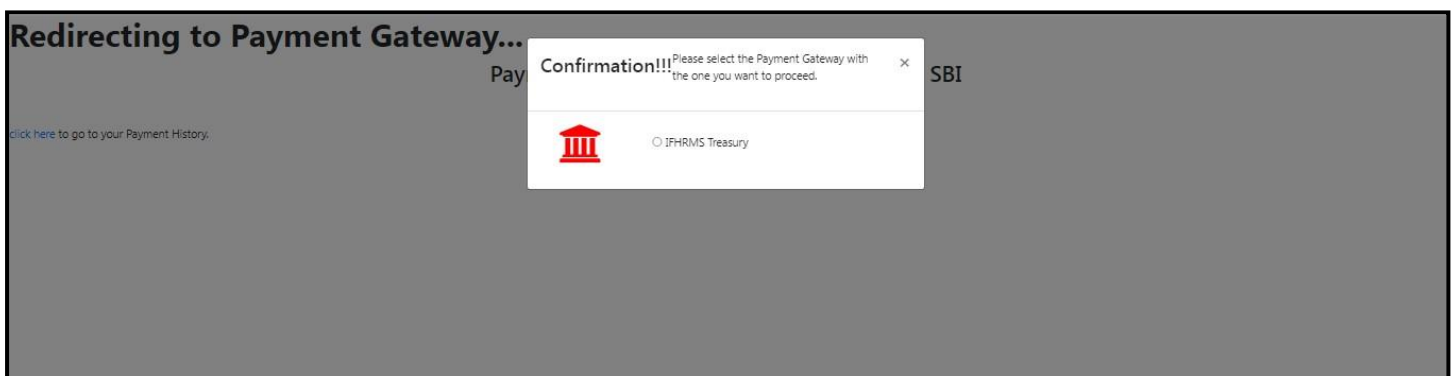
## 9. Payment Process

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



**Figure 19. Token ID Generated**

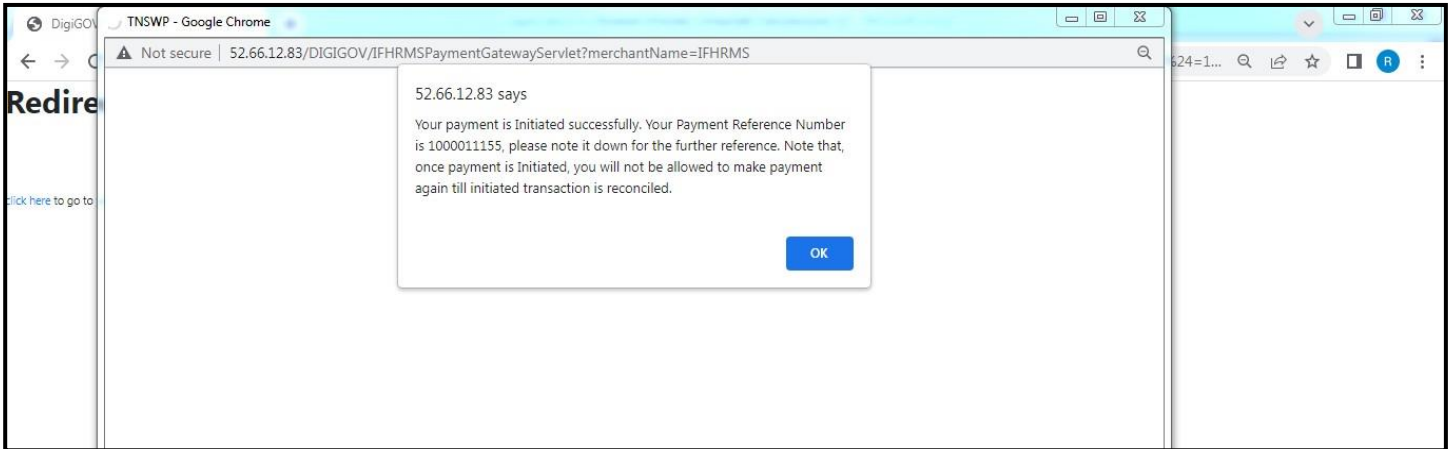
- 2) The Applicant has the provision to make the payment by using "**IFHRMS Treasury**" Payment gateway.
- 3) Click on 'Ok' button, IFHRMS Payment Gateway screen would appear, click on Radio button '**IFHRMS Treasury**'.



**Figure 20. Payment Process**

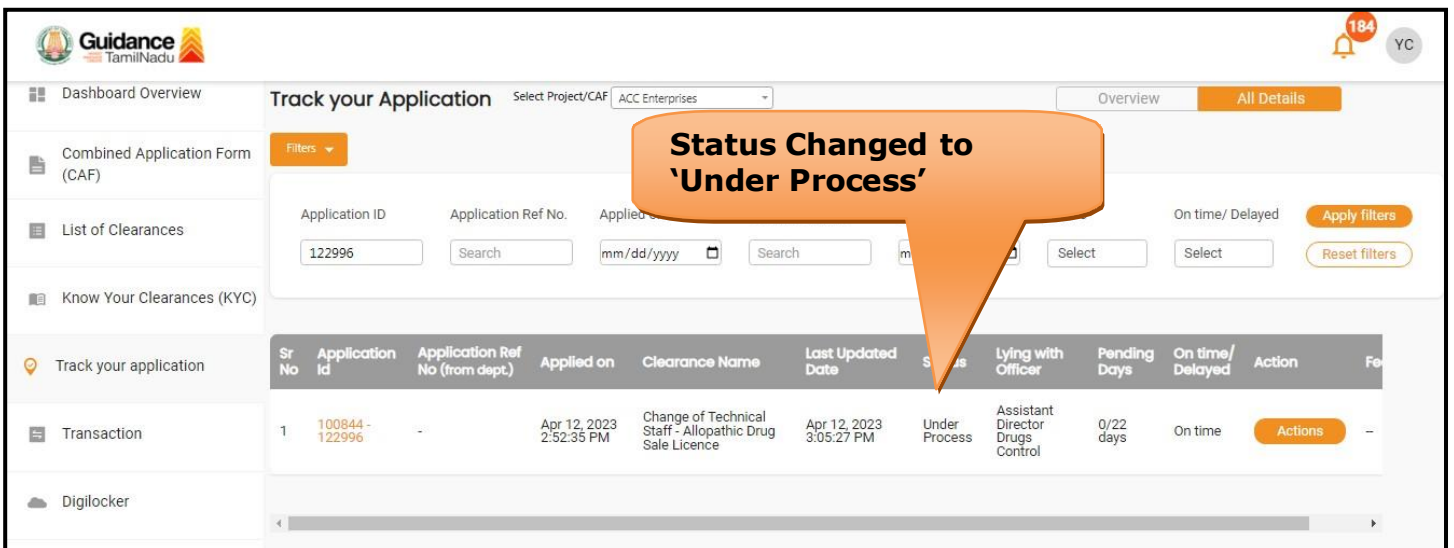
4) Then the payment '**Reference number**' would be generated, refer to the instruction note as shown in the below figure.

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**

**Overview of application**

**Track Your Application**

Overview | All Details

Filters

Application ID: 122996 | Applied on: mm/dd/yyyy | Clearance Name: Search | Last Updated Date: mm/dd/yyyy | Status: Select | On time/ Delayed: Select | Apply filters | Reset filters

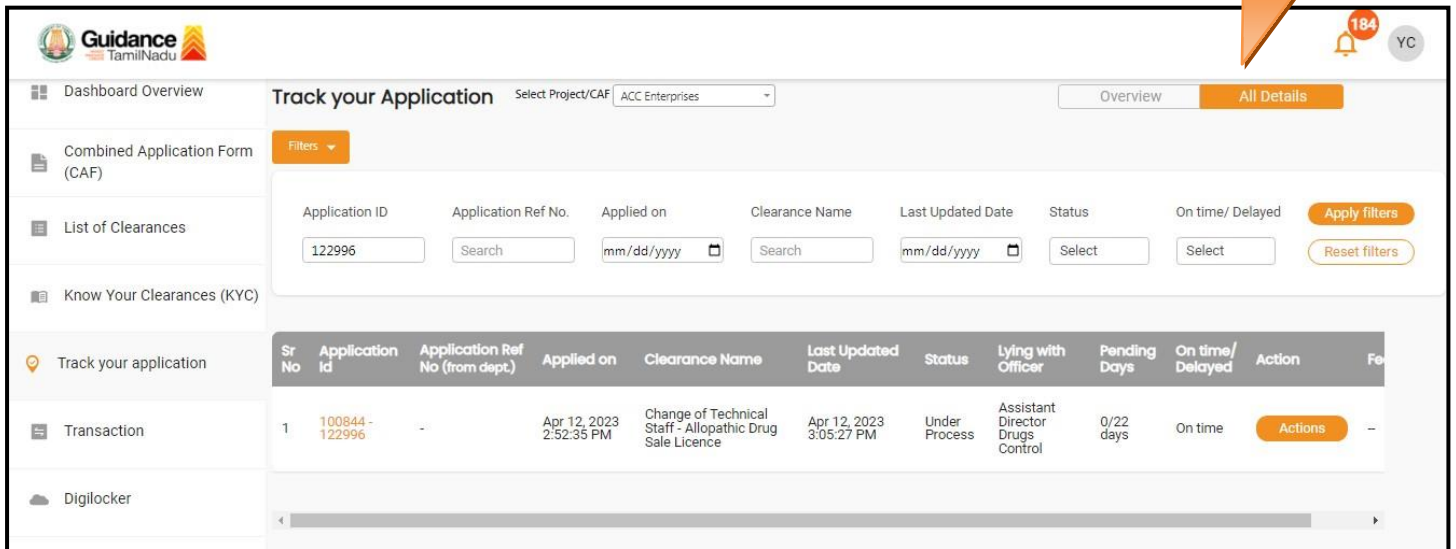
Sr No	Application Id	Application Ref No (from dept)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action	Fe
1	100844 - 122996	-	Apr 12, 2023 2:52:35 PM	Change of Technical Staff - Allopathic Drug Sale Licence	Apr 12, 2023 3:05:27 PM	Under Process	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**

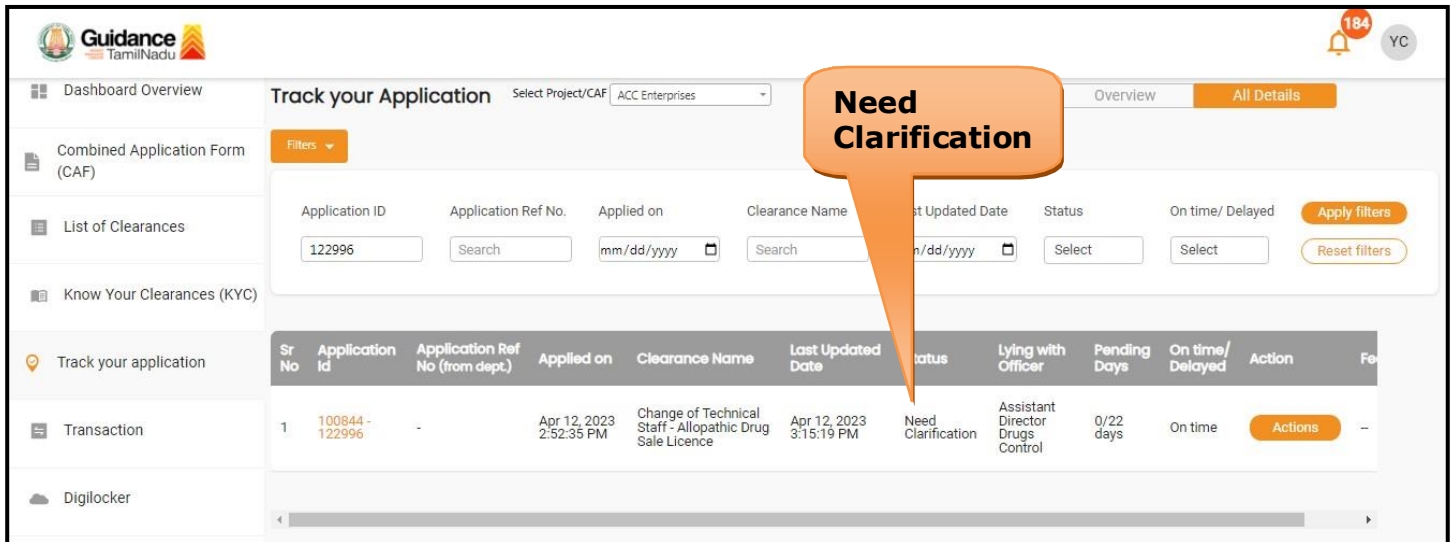
The screenshot shows the 'Track your Application' page with the 'All Details' tab selected. The table below displays the application details:

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	100844 - 122996	-	Apr 12, 2023 2:52:35 PM	Change of Technical Staff - Allopathic Drug Sale Licence	Apr 12, 2023 3:05:27 PM	Under Process	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' interface. A callout box highlights the 'Need Clarification' status in the table. The table has 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	100844 - 122996	-	Apr 12, 2023 2:52:35 PM	Change of Technical Staff - Allopathic Drug Sale Licence	Apr 12, 2023 3:15:19 PM	Need Clarification	Assistant Director Drugs Control	0/22 days	On time	Actions

Figure 25. Need Clarification



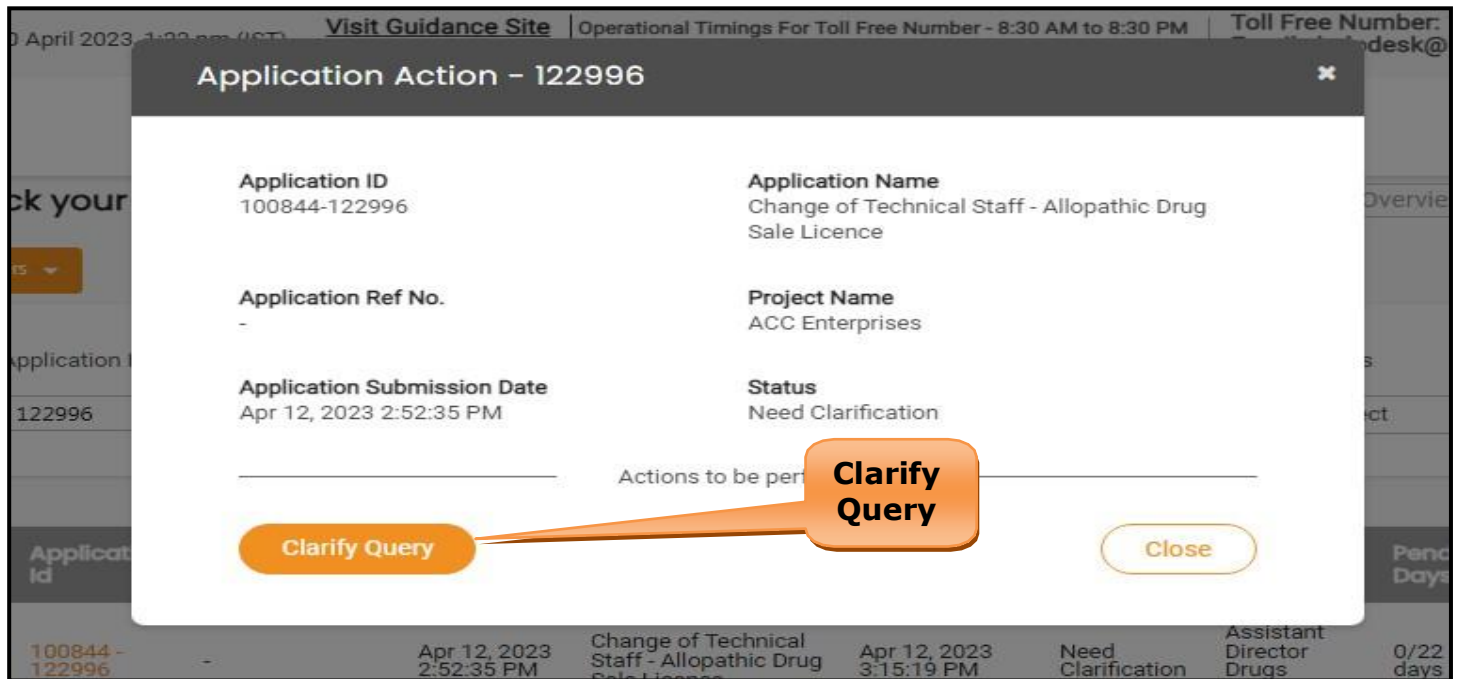


Figure 26. Clarify Query

- 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.

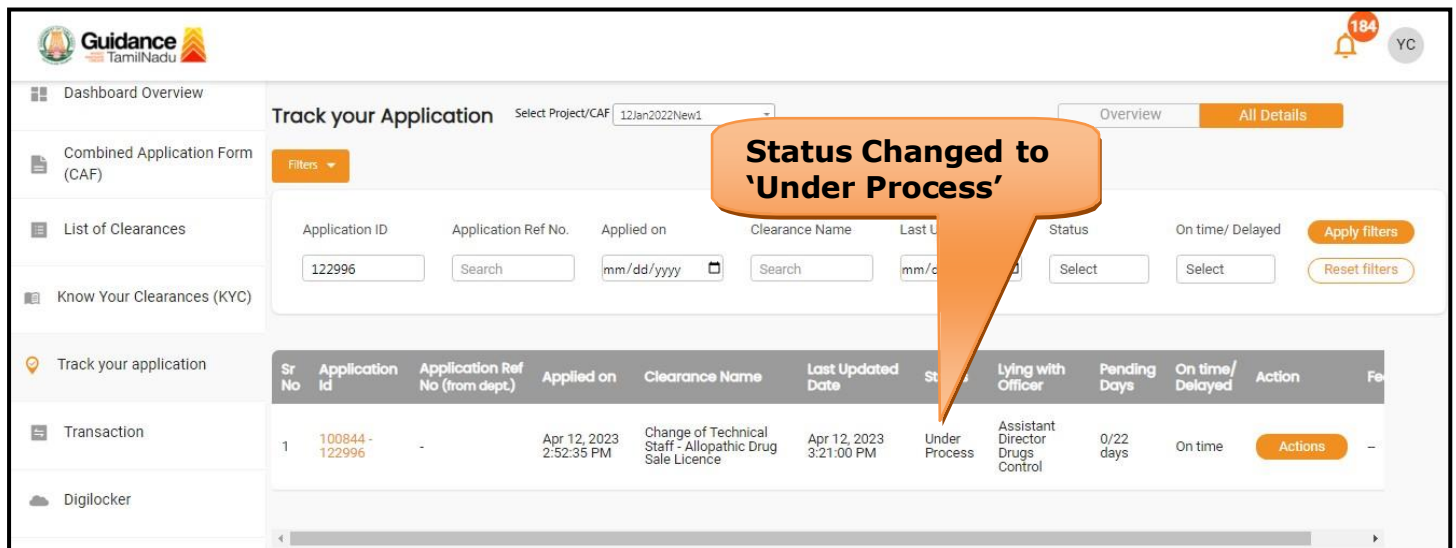
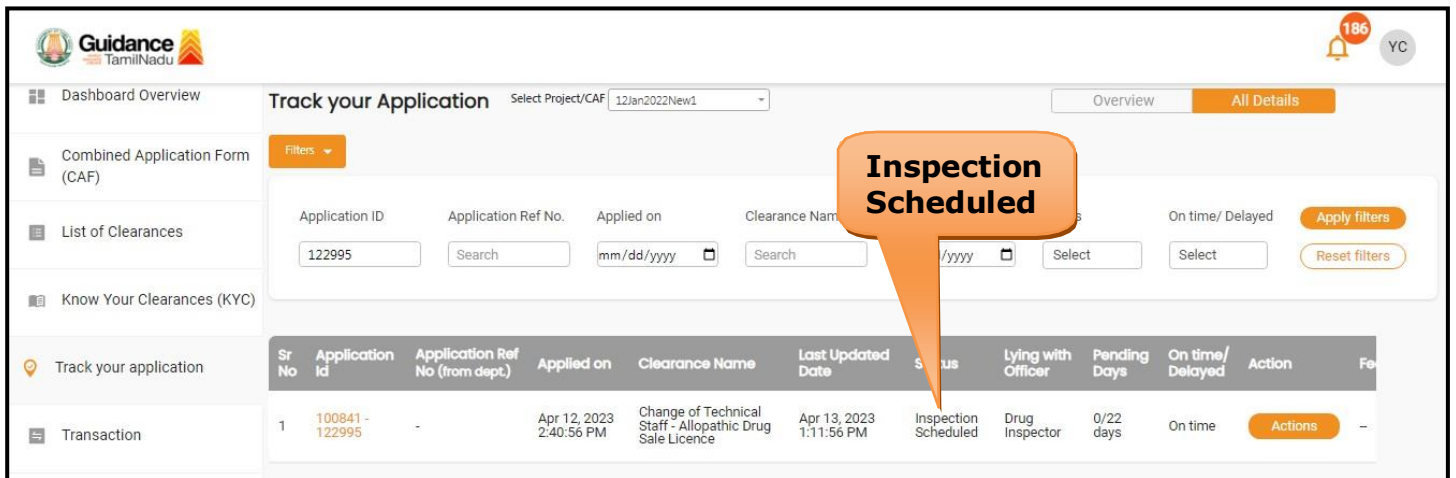


Figure 27. Application under Process

## 12. Inspection Schedule

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



The screenshot shows the 'Track your Application' page. At the top, there are filters for Application ID (122995), Application Ref No. (Search), Applied on (mm/dd/yyyy), Clearance Name (Search), and On time/Delayed (Select). 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	100841 - 122995	-	Apr 12, 2023 2:40:56 PM	Change of Technical Staff - Allopathic Drug Sale Licence	Apr 13, 2023 1:11:56 PM	Inspection Scheduled	Drug Inspector	0/22 days	On time	Actions

An orange callout bubble with the text 'Inspection Scheduled' points to the 'Inspection Scheduled' status in the table.

Figure 18. Inspection Scheduled

The screenshot shows a modal window titled "Application Action - 122995" with a close button (X) in the top right corner. The window contains the following information:

<b>Application ID</b> 100841-122995	<b>Application Name</b> Change of Technical Staff - Allopathic Drug Sale Licence
<b>Application Ref No.</b> -	<b>Project Name</b> ABC enterprises
<b>Application Submission Date</b> Apr 12, 2023 2:40:56 PM	<b>Status</b> Inspection Scheduled

Below the information, there is a section titled "Actions to be performed" with three buttons: "Inspection Detail", "Inspection Detail" (with a callout bubble), and "Close".

At the bottom of the dialog, a summary table is visible:

00841 - 22995	Apr 12, 2023 2:40:56 PM	Change of Technical Staff - Allopathic Drug Sale Licence	Apr 13, 2023 1:11:56 PM	Inspection Scheduled	Drug Inspector	0/22 days
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Figure 29. Scheduled Inspection Details

The screenshot shows the "Inspection Details : 122995" page in the Guidance TamilNadu system. The page includes a sidebar with navigation options: Dashboard Overview, Combined Application Form (CAF), List of Clearances, Know Your Clearances (KYC), Track your application, Transaction, and Digilocker. The main content area displays:

**Inspection Details : 122995**

Inspection Scheduled Date (DD/MM/YYYY): 14/04/2023

Inspection Remarks:

An orange callout bubble labeled "Inspection Date" points to the date field.

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”**.

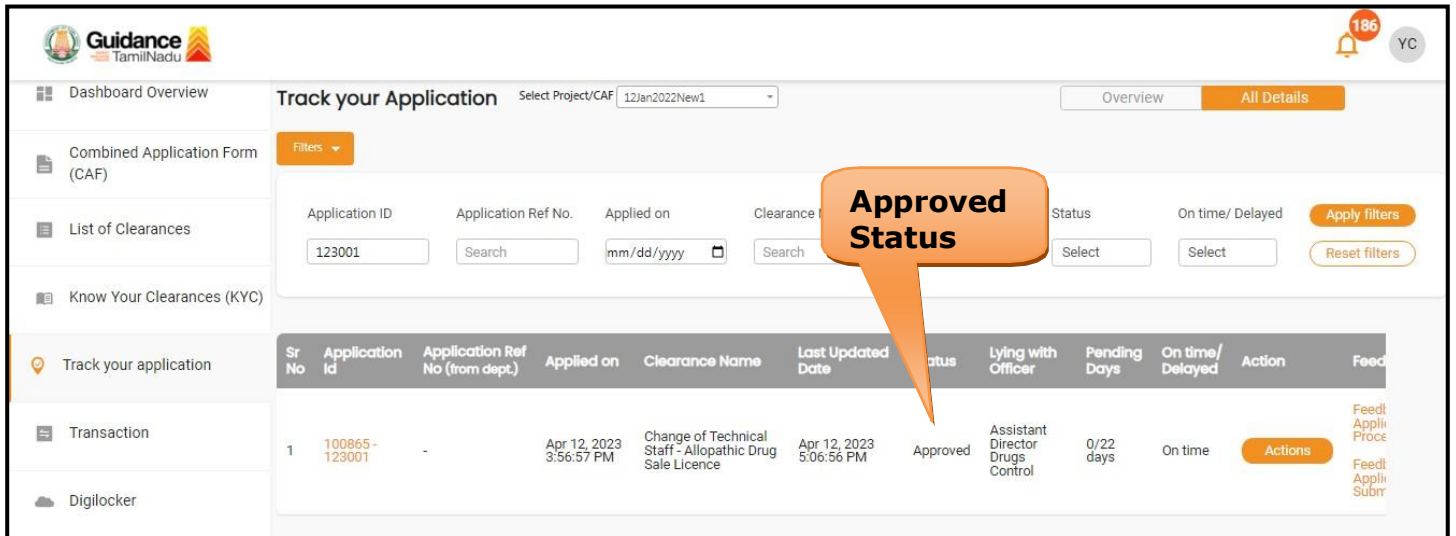


Figure 31. Application Processed

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)

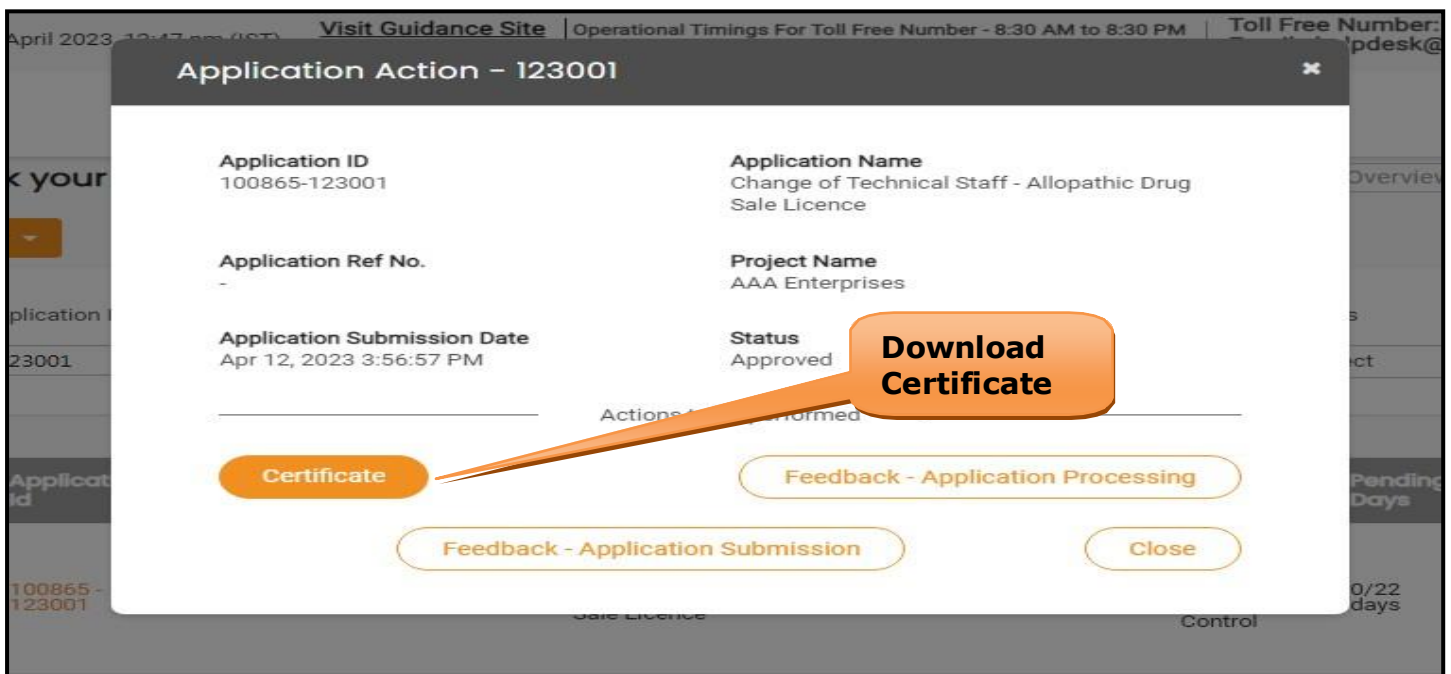
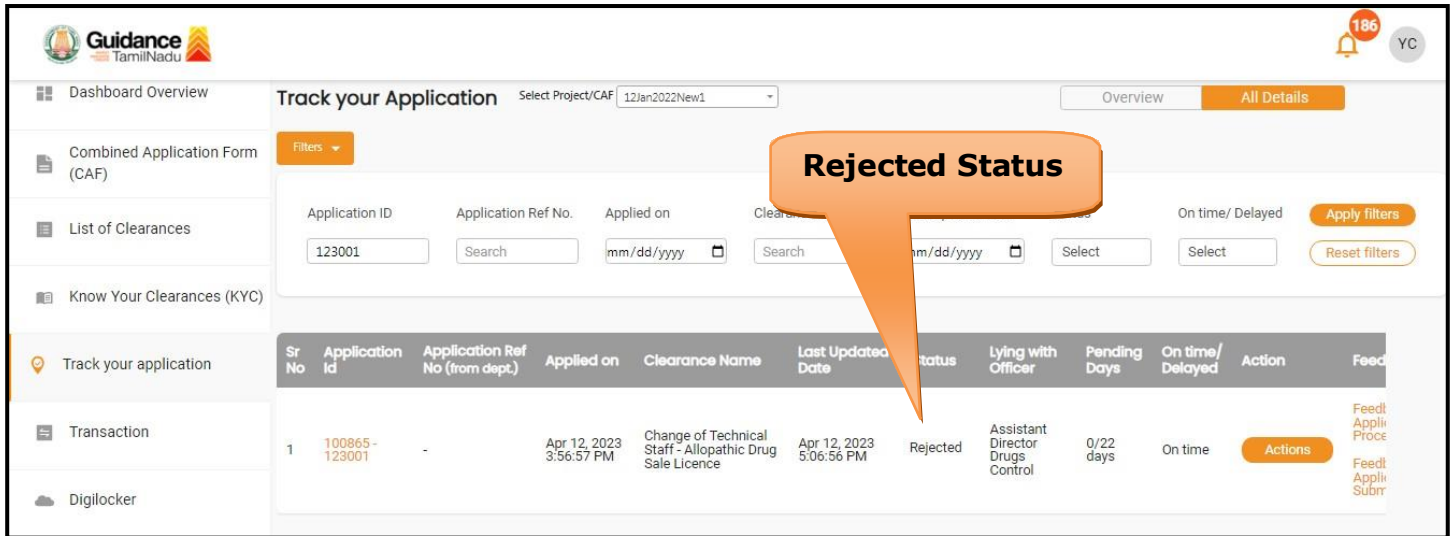


Figure 32. Download the Approved Certificate

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' page. A callout box labeled 'Rejected Status' points to a table entry with the following details:

Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action	Feed
1	100865-123001	-	Apr 12, 2023 3:56:57 PM	Change of Technical Staff - Allopathic Drug Sale Licence	Apr 12, 2023 5:06:56 PM	Rejected	Assistant Director Drugs Control	0/22 days	On time	Actions	Feedt Appli Proce Feedt Appliv Subtr

**Figure 33. Rejected Status**

