



# **TAMIL NADU SINGLE WINDOW PORTAL**

## **APPLICANT MANUAL**

**Application for Minor changes in Allopathic Drugs Sales  
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**

The screenshot shows the TNSWP homepage with the following details:

- Header:** "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".
- Navigation:** Home, About Us, Clearances/Approvals, Legislation, Policies & Notifications, Dashboard, Help & Support, Register, Login.
- Main Content:**
  - TAMIL NADU** Leading the Nation
  - #1** Number of Factories in India
  - #1** Number of Operational SEZs in India
  - #1** Governance & Political Stability (N-SIP1 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)
- Footer:** "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".
- Buttons:** "TN Single Window Fee Slab for Large Industries" and a small cartoon character icon.

**Figure 1. Single Window Portal Home Page**

## 2. Registration

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

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

Register  
on TNSWP

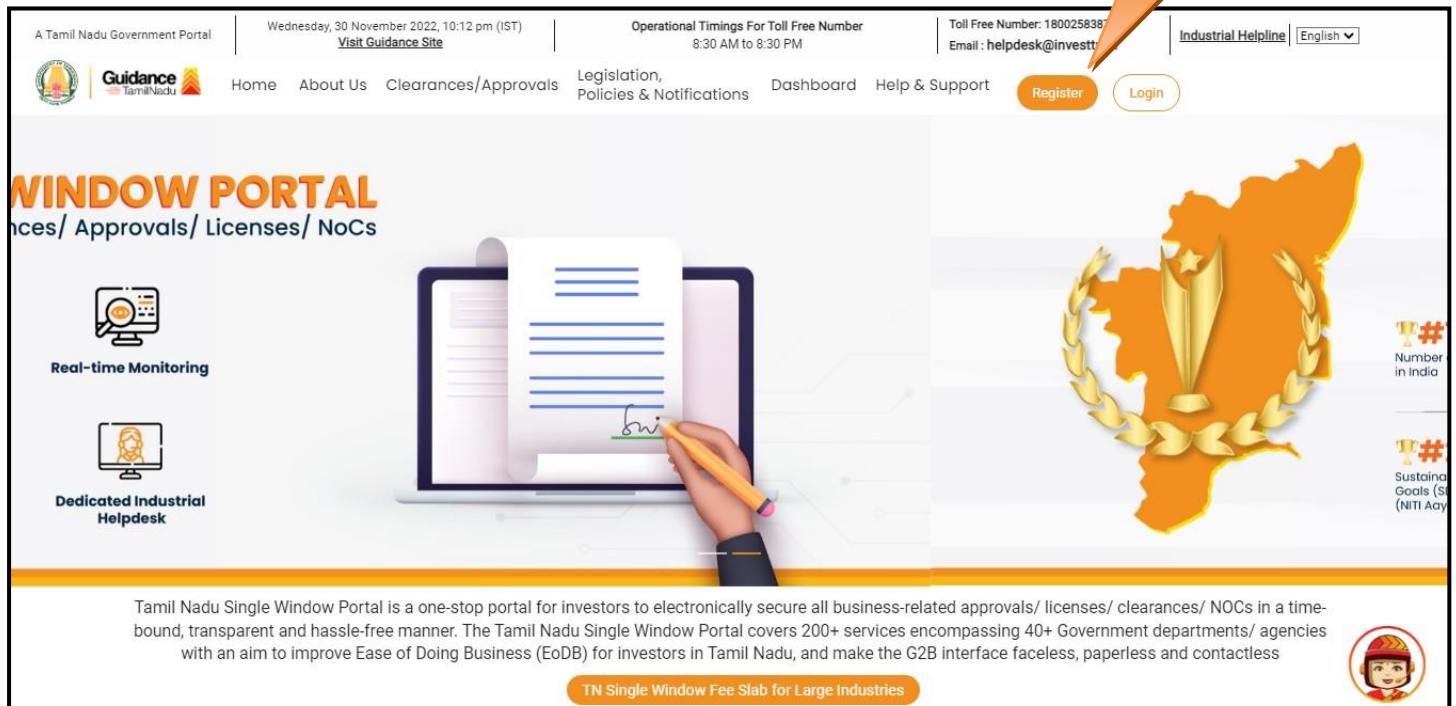
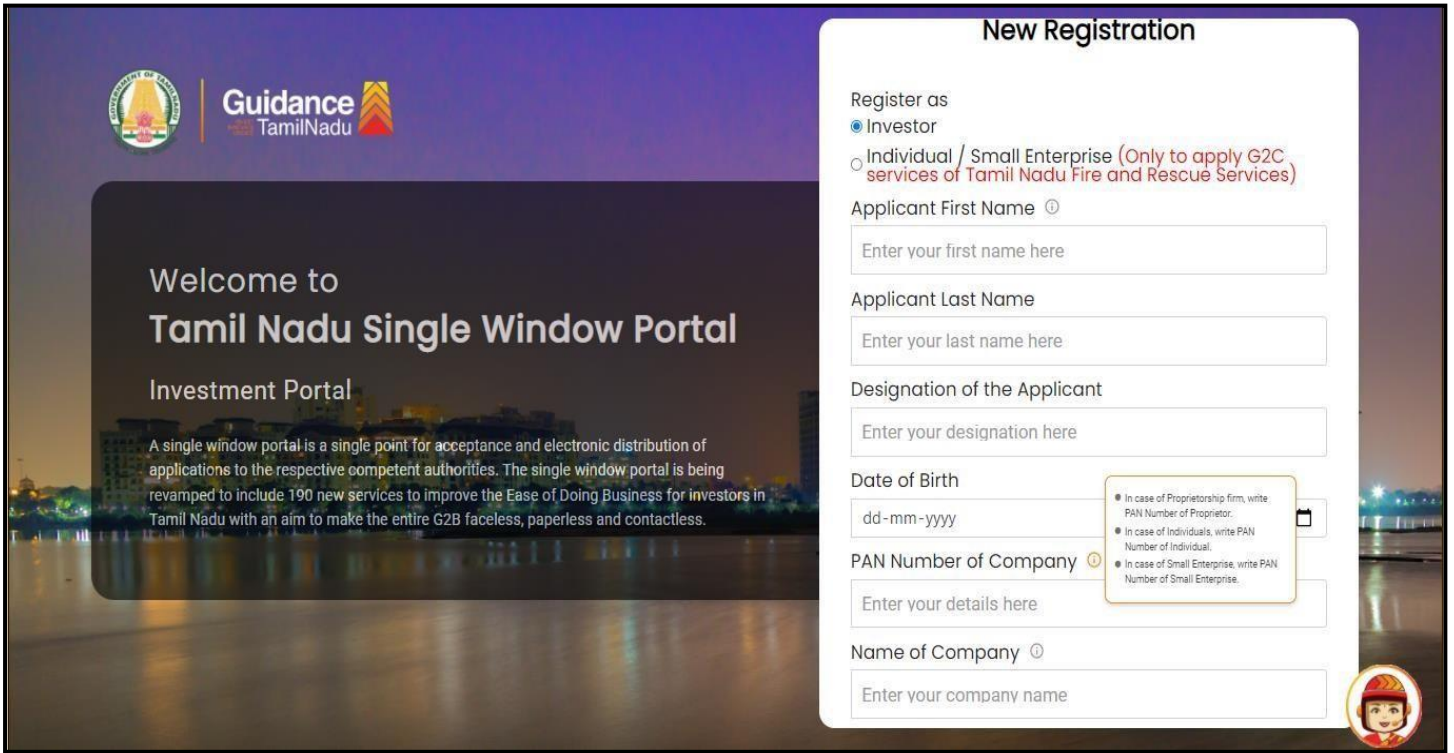


Figure 2. Register

- 2) New Investor Registration page will appear (Refer Figure 3 & 4)
- 3) Select the '**Investor**' option and continue with the Registration process.
- 4) Only for applying Government to Citizen (G2C) fire clearances, click on option '**G2C clearances of Tamil Nadu fire and rescue clearances under the category Individual/Small enterprise**'.
- 5) The information icon ⓘ gives a brief description about the fields when the applicant hovers the cursor on these icons.



**Welcome to Tamil Nadu Single Window Portal Investment Portal**

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

### New Registration

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

Applicant First Name

Applicant Last Name

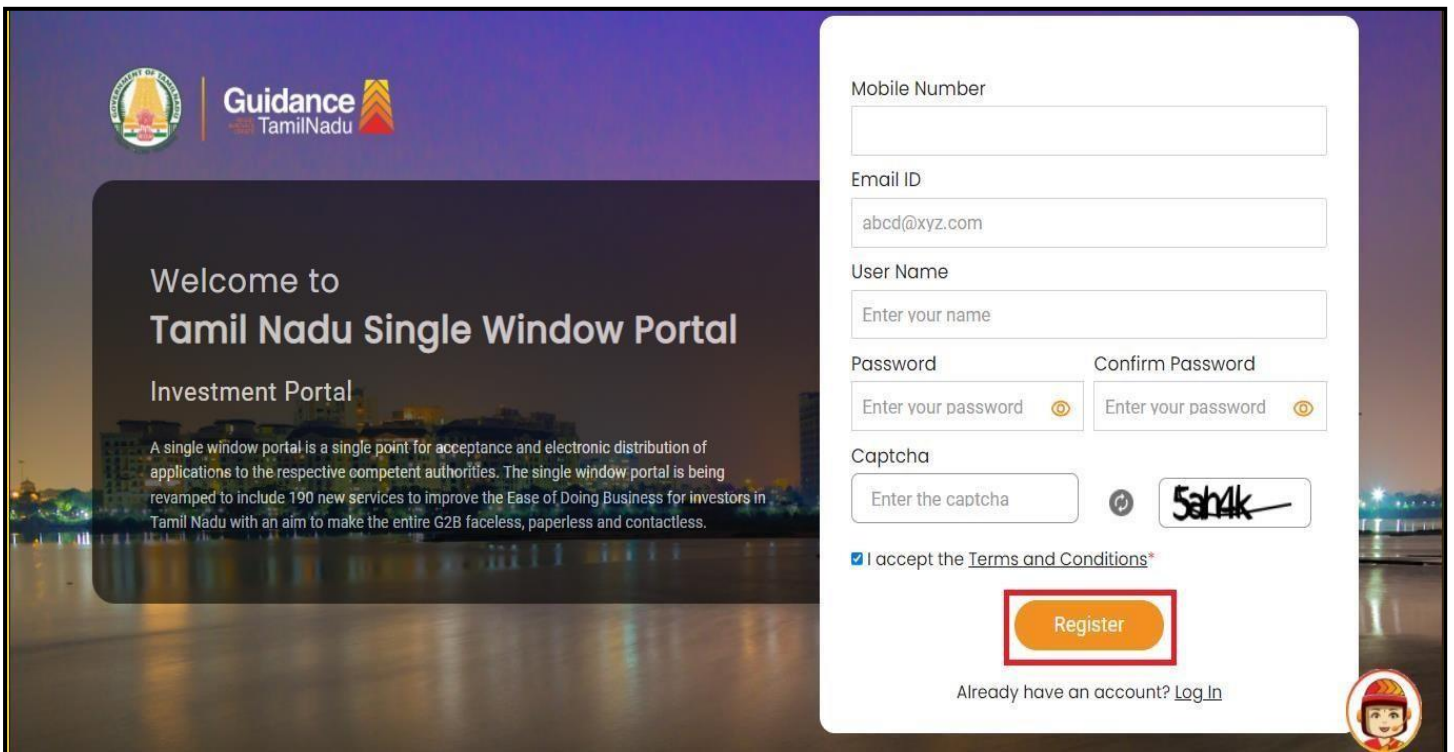
Designation of the Applicant

Date of Birth

PAN Number of Company

Name of Company

**Figure 3. Registration Form**



**Welcome to Tamil Nadu Single Window Portal Investment Portal**


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

Mobile Number

Email ID

User Name

Password  Confirm Password

Captcha  

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

**Register**

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

**Figure 4. Registration Form Submission**

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

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

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

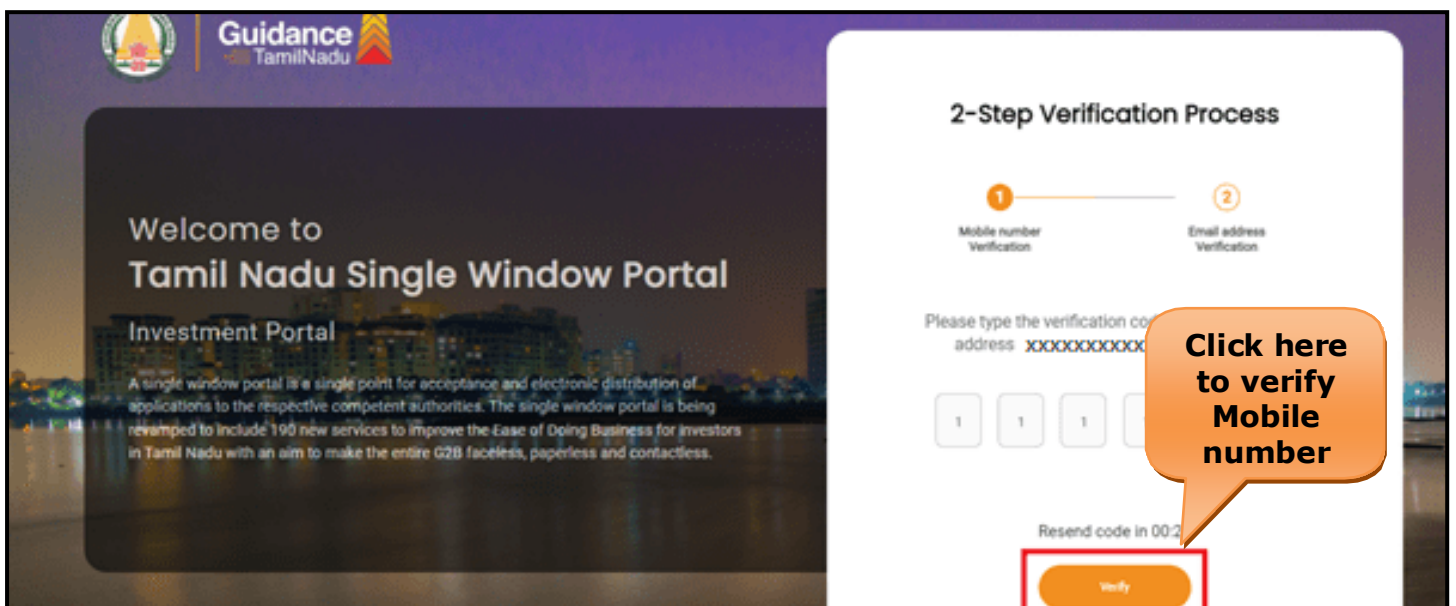
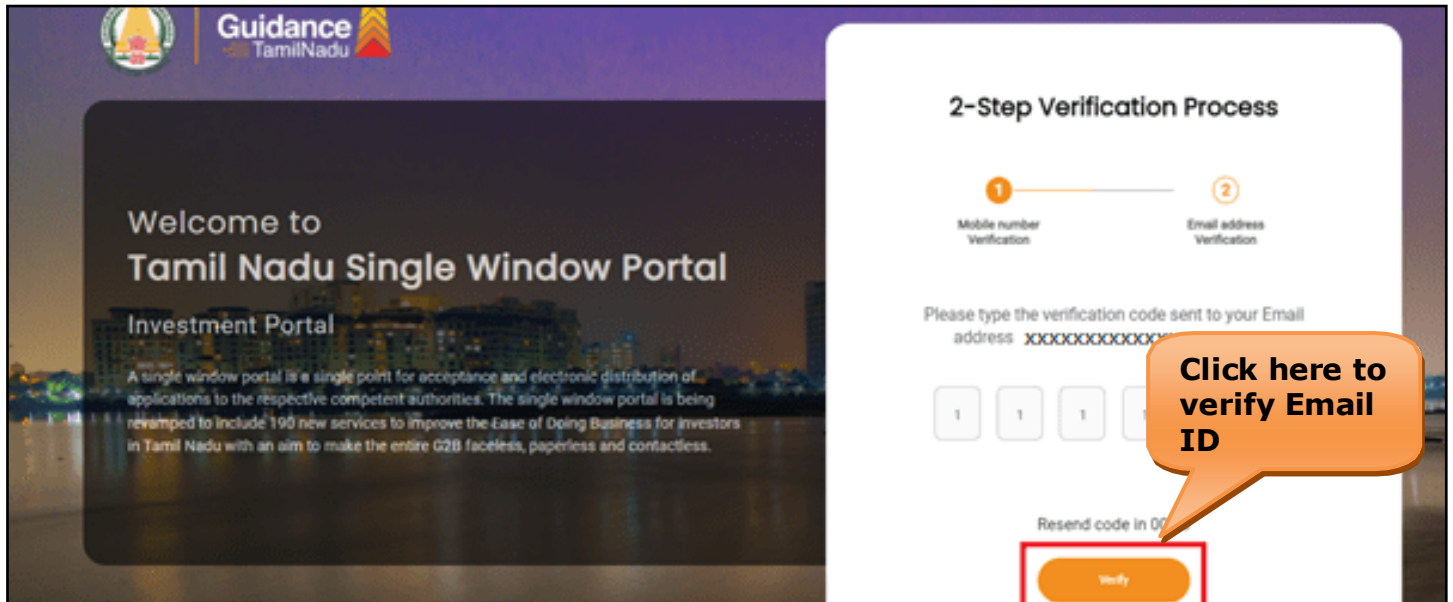


Figure 5. Mobile Number Verification

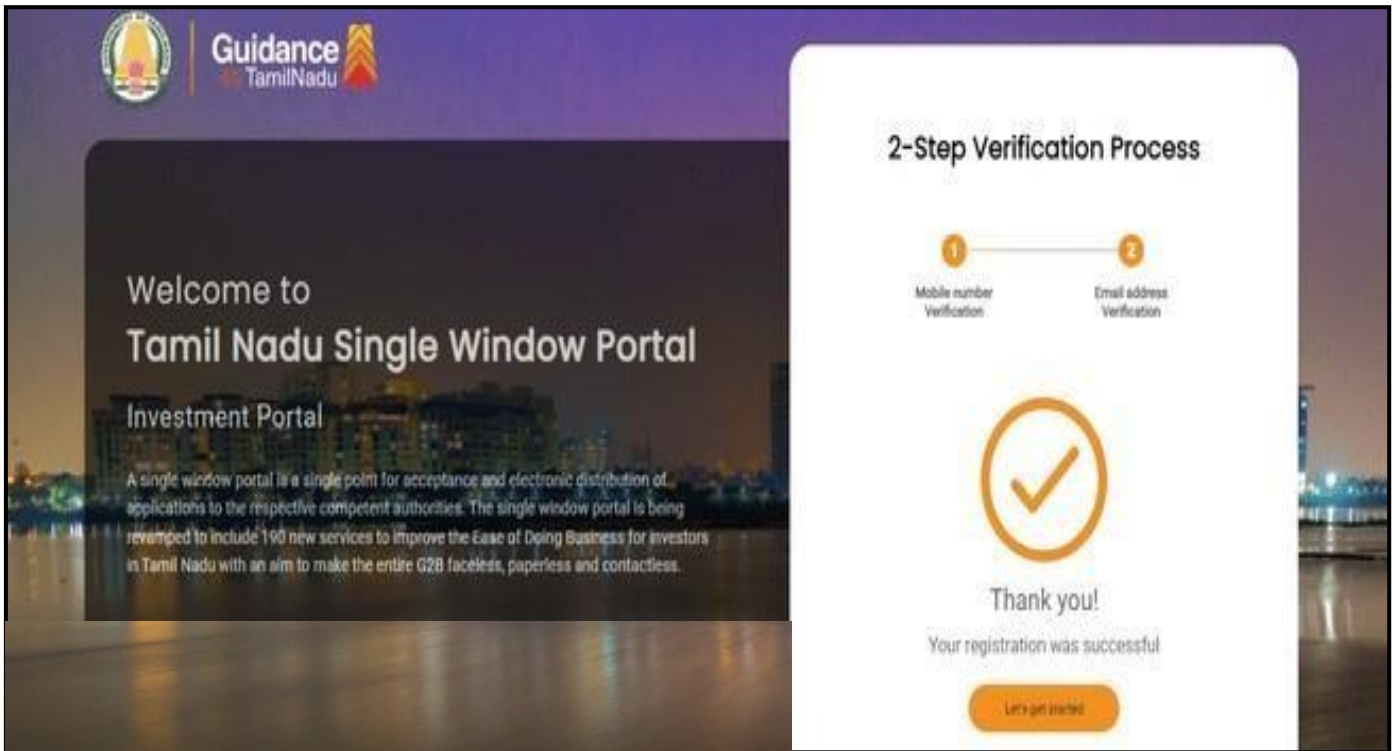
o **Email ID Verification**

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



**Figure 6. Email ID Verification**

- 3) After completion of the 2-Step Verification process, registration confirmation message will pop-up stating as '**Your registration was successful**' (Refer Figure 7).
- 4) Registration process is completed successfully.



**Figure 7. Registration Confirmation Pop-Up**



## 4. Login

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

**Login to TNSWP**

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 with the text "TAMIL NADU Leading the Nation". To the left of the banner is a map of Tamil Nadu with a laurel wreath. To the right are several award statistics:
 

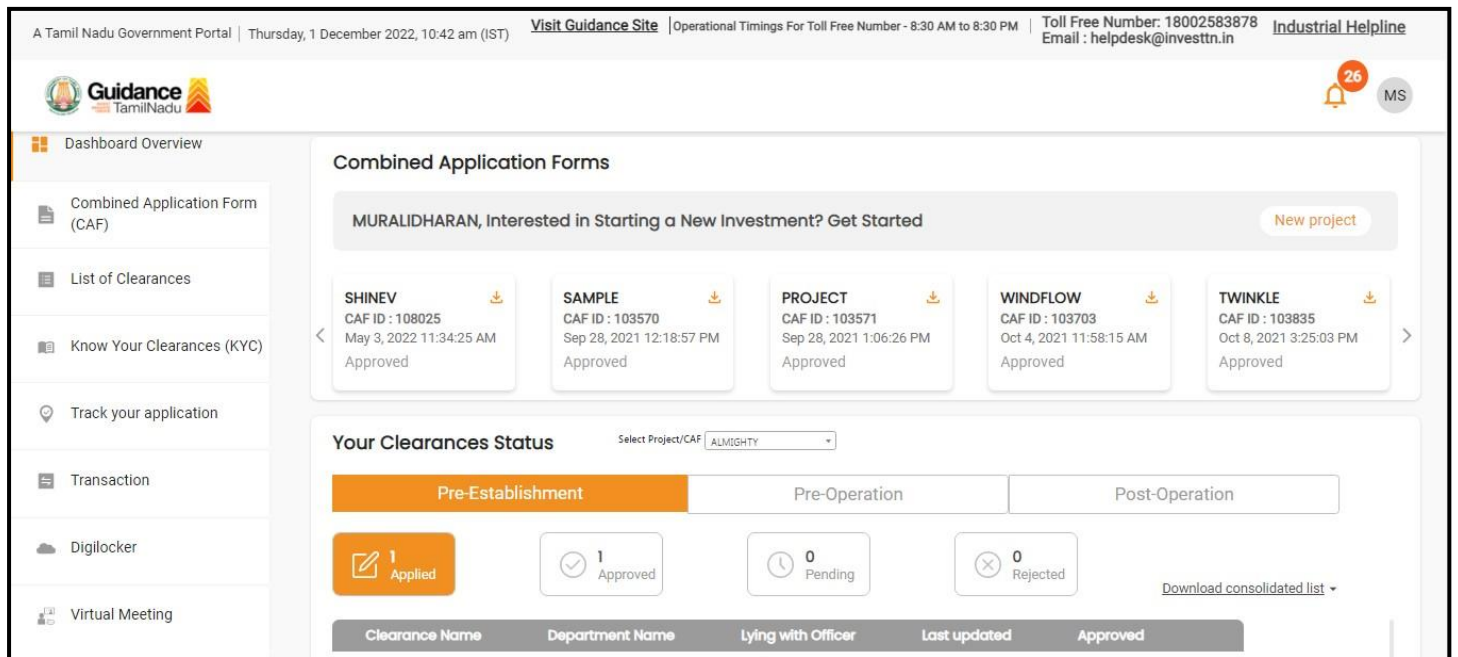
- #1 Number of Factories in India
- #1 Number of Operational SEZs in India
- #1 Governance & Political Stability (N-SIPI 2019)
- #1 International and Domestic Tourist Arrivals
- #1 Best Performing State (India Today State of the State Award 2018, 2019 & 2020)
- #2 Sustainable Development Goals (SDG) 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 page, 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, there is a small circular icon of a person wearing a hard hat.

**Figure 8. Login**

## 5. Dashboard Overview

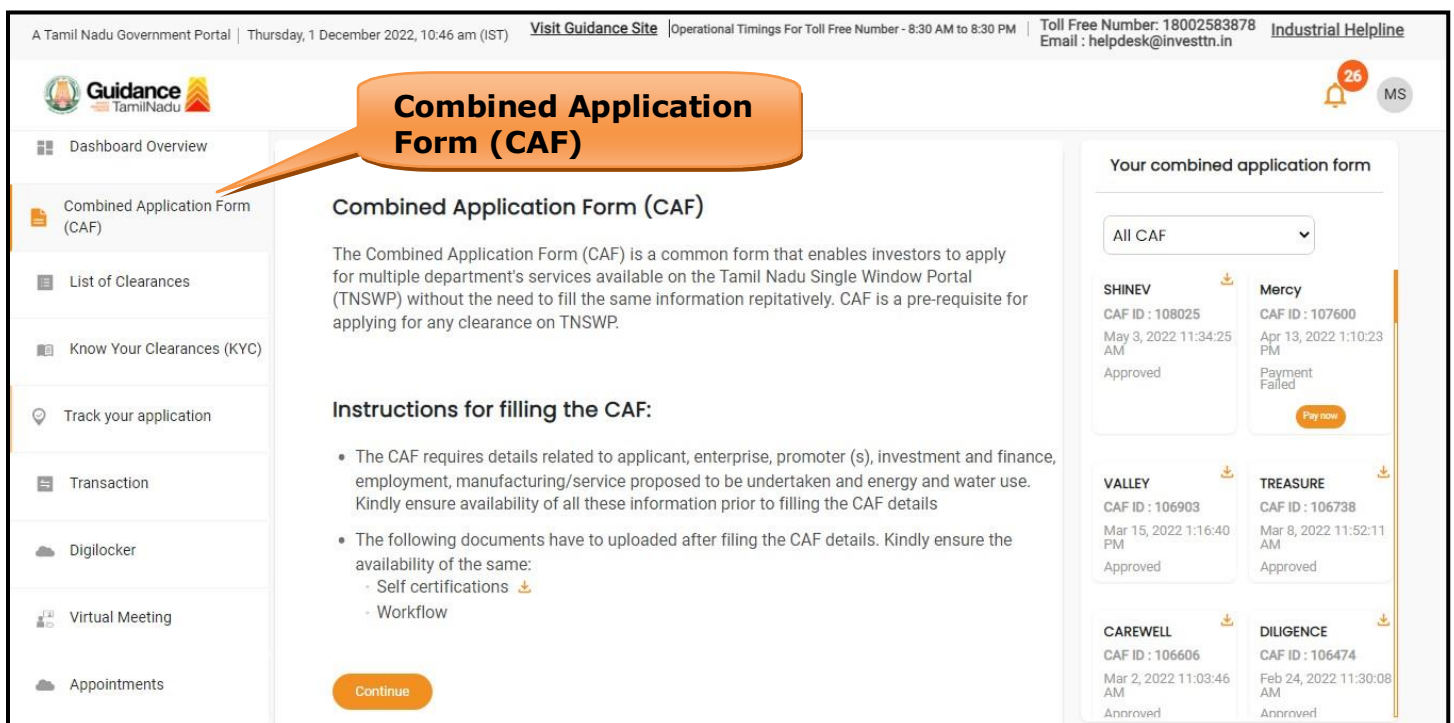
- 1) When the applicant logs into TNSWP, the dashboard overview page will appear.
- 2) Dashboard overview is applicant-friendly interface for the applicant’s easy navigation and to access various functionalities such as Menu bar, Status whether the application is Approved, Pending, Rejected and Data at-a glance on a unified point.



**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 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 'Combined Application Form (CAF)' page on the Tamil Nadu Government Portal. The page header includes the portal name, date, and contact information. The left sidebar contains navigation options like 'Dashboard Overview', 'Combined Application Form (CAF)', 'List of Clearances', 'Know Your Clearances (KYC)', 'Track your application', 'Transaction', 'DigLocker', 'Virtual Meeting', and 'Appointments'. 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 repetitively. CAF is a pre-requisite for applying for any clearance on TNSWP.' Below this, 'Instructions for filling the CAF:' are provided, including requirements for details and document uploads. A 'Continue' button is visible at the bottom. The right-hand panel, titled 'Your combined application form', shows a dropdown menu set to 'All CAF' and a grid of application cards for departments: SHINEV, Mercy, VALLEY, TREASURE, CAREWELL, and DILIGENCE. Each card displays the CAF ID, date, time, and status (Approved or Payment Failed).

**Figure 10. Combined Application Form (CAF)**

## 6.1 Sections of Combined Application Form

1) To complete the combined application form (CAF) the applicant has to fill 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:**

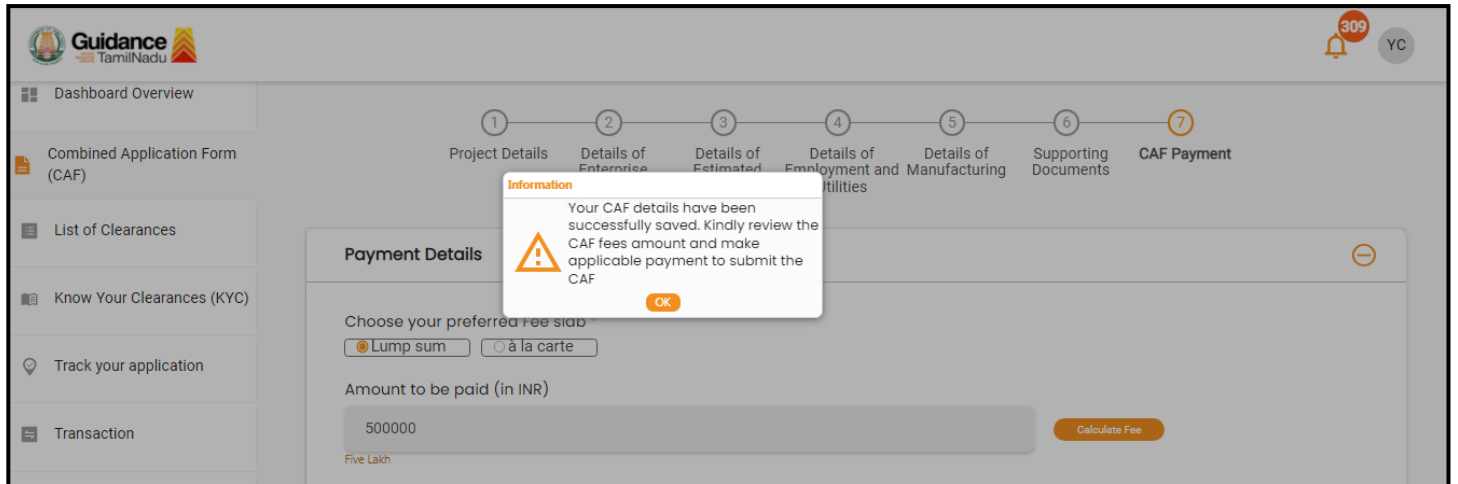
- Download the template.
- Prepare the self-certification documents as per the instructions given in the template and upload.

- **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**

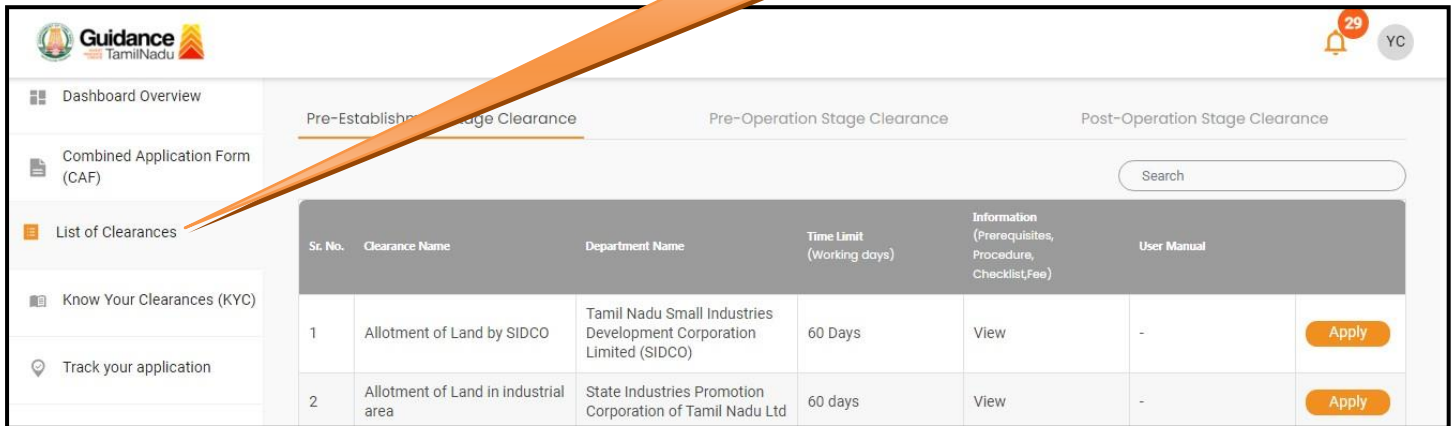
**Note:**

*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 Minor Changes in Allopathic Drugs Sales Licence

1. Click on "List of Clearances"

List of Clearances



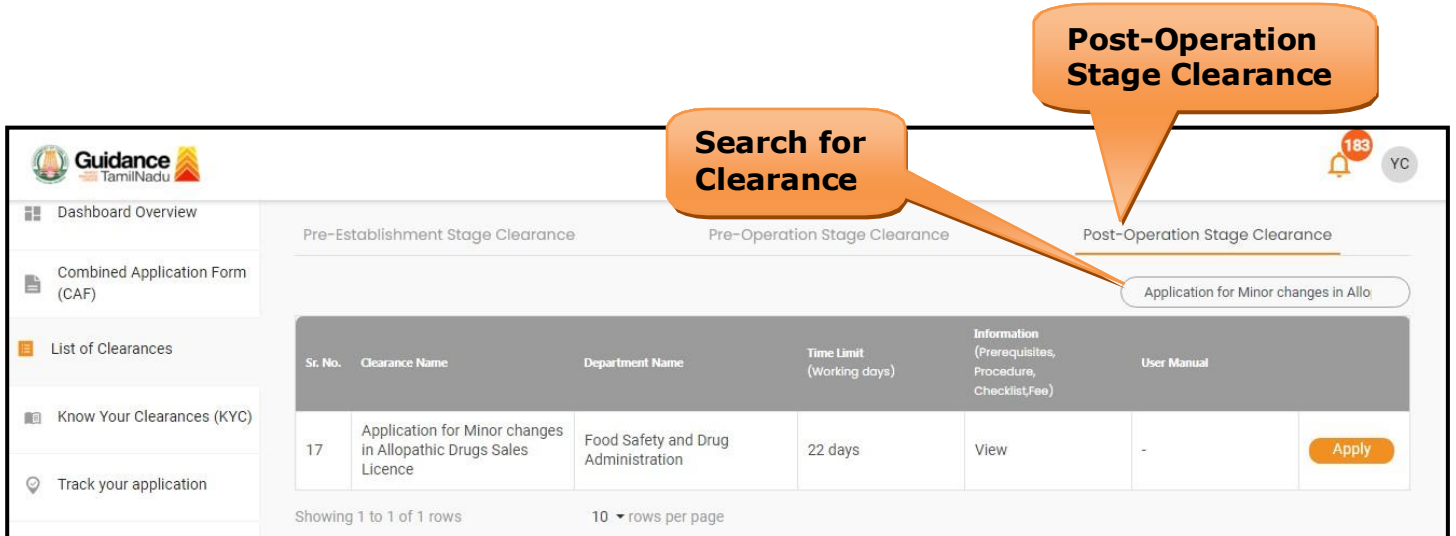
Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual	
1	Allotment of Land by SIDCO	Tamil Nadu Small Industries Development Corporation Limited (SIDCO)	60 Days	View	-	Apply
2	Allotment of Land in industrial area	State Industries Promotion Corporation of Tamil Nadu Ltd	60 days	View	-	Apply

Figure 13. List of Clearances

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

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

3. Select 'Post-Operation Stage Clearance' and find the clearance 'Application for Minor changes in Allopathic Drugs Sales Licence' by using Search option as shown in the figure given below.



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

Figure 14. Search for Clearances

4. Applicant can view information on workflow, checklist of supporting documents to be uploaded by the applicant and fee details. Click on 'view' to access the information (Refer Figure 15)
5. To apply for the clearance, click on 'Apply' to access the department application form (Refer Figure 15).
6. The Applicant can apply to obtain license for more than 1 establishment using a single login, but the applicant must create multiple Combined Application Form (CAF) for each of the establishment.

The screenshot displays the 'List of Clearances' section of the Guidance TamilNadu portal. The table lists a single clearance with the following details:

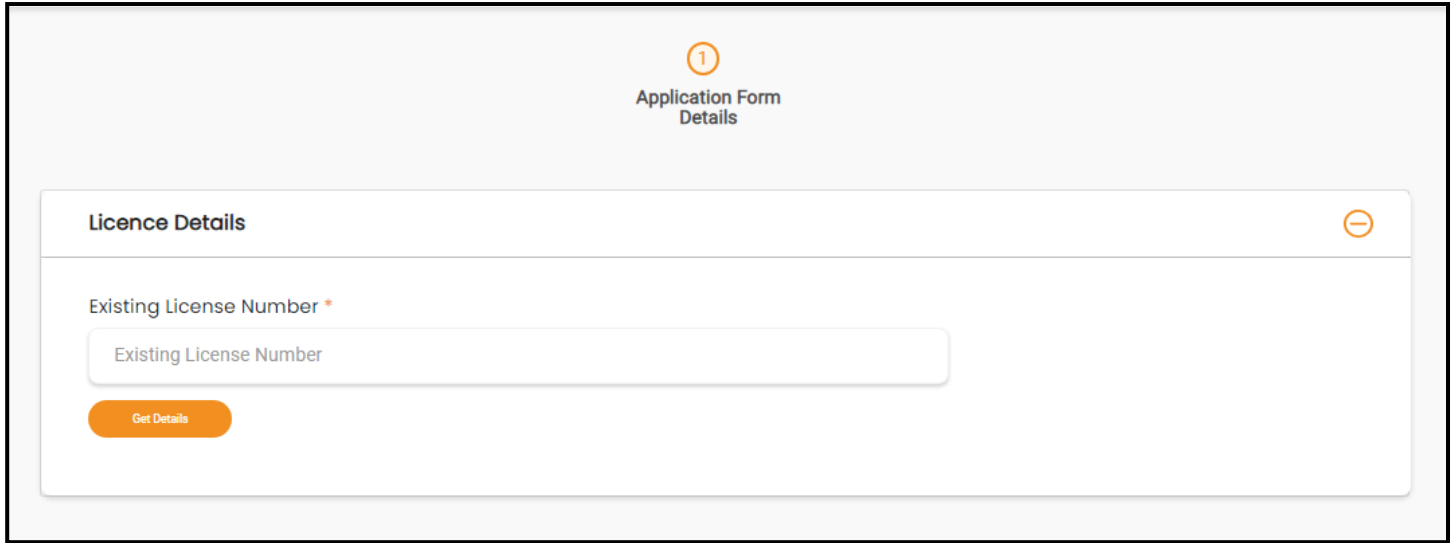
Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual	
17	Application for Minor changes in Allopathic Drugs Sales Licence	Food Safety and Drug Administration	22 days	View	-	Apply

Callout boxes highlight the 'View Information' button in the 'Information' column and the 'Apply for Clearance' button in the final column of the table row.

**Figure 15. Apply for Clearances**

## Application Form

1) Enter the Existing Licence number



The screenshot displays a web interface for an application form. At the top center, there is a circular icon with the number '1' and the text 'Application Form Details'. Below this, a panel titled 'Licence Details' is shown, which is currently collapsed. The panel contains a label 'Existing License Number \*' followed by a text input field with the placeholder text 'Existing License Number'. Below the input field is an orange button labeled 'Get Details'.

**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 Details

### B. Document Checklist



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

### B. Document 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"/> Encumbrance Certificate or Property Tax Receipt or Sale Deed Copy of Building or Equivalent Document	 Registration.pdf
2	<input checked="" type="checkbox"/> Residence Proof (Rental Agreement or Lease Agreement, Passport, Aadhaar Card (UID))	 Registration.pdf
3	<input checked="" type="checkbox"/> Letter of Authorisation or Board Resolution	 Registration.pdf
4	<input checked="" type="checkbox"/> Legal Tenancy Affidavit	 Registration.pdf

5	<input checked="" type="checkbox"/> Purchase Bill of Refrigerator, Air Conditioner and Generator and its working condition or installation certificate <i>(Kindly upload all the documents in a single zip file)</i>	 Reastration.pdf
6	<input checked="" type="checkbox"/> Existing Licence Copy	 Reastration.pdf
7	<input type="checkbox"/> Blue Print of the Plan of the Premises Duly Signed by Licenced Surveyor and the Applicant	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigiLocker"/>
9	<input type="checkbox"/> Other Documents	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigiLocker"/>
10	<input type="checkbox"/> Latest Renewal Certificate Copy or Retention Fees Paid Receipt / Challan Copy	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigiLocker"/>
11	<input type="checkbox"/> Document supporting change in Pincode <i>(Certification from the local post office regarding the change in Pincode / Order from the concerned postal Authority)</i>	Drag & Drop <input type="button" value="Browse Files"/> <input type="button" value="DigiLocker"/>

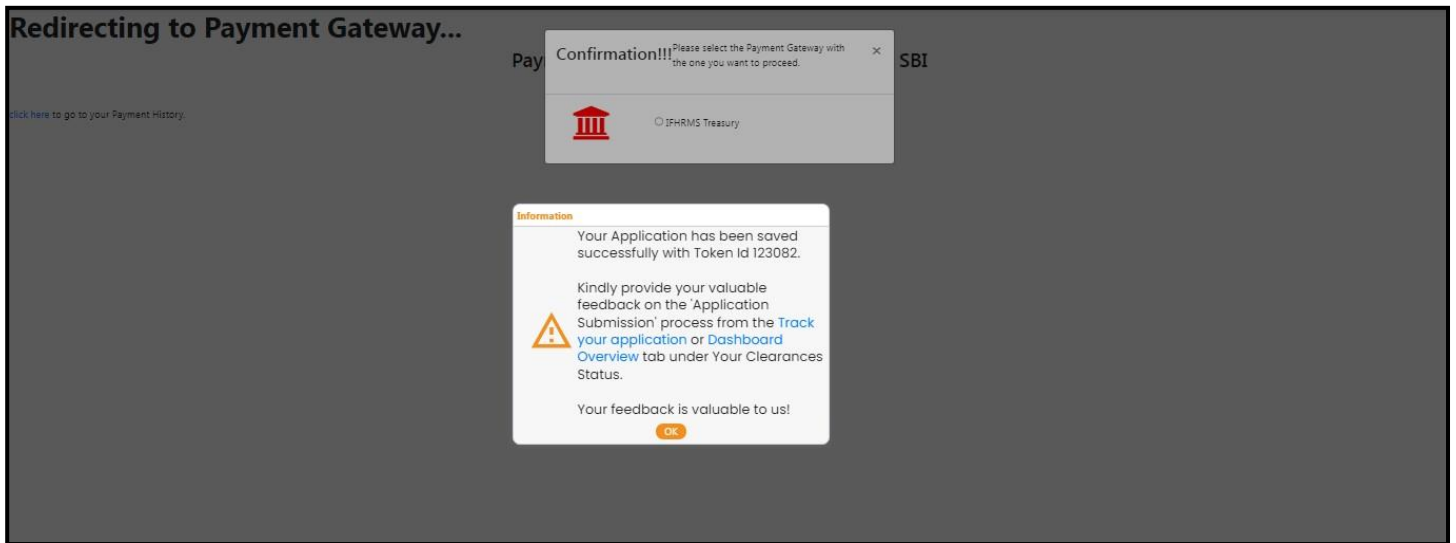
**Click on 'Save button'**

Previous Next Save As Draft Save Reset

**Figure 18. Document Checklist**

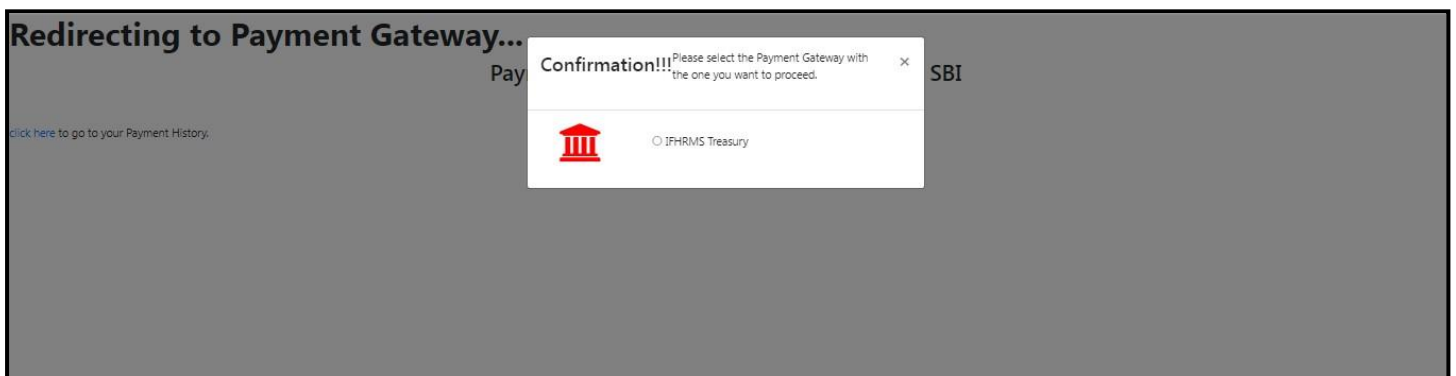
## 9. Payment Process

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



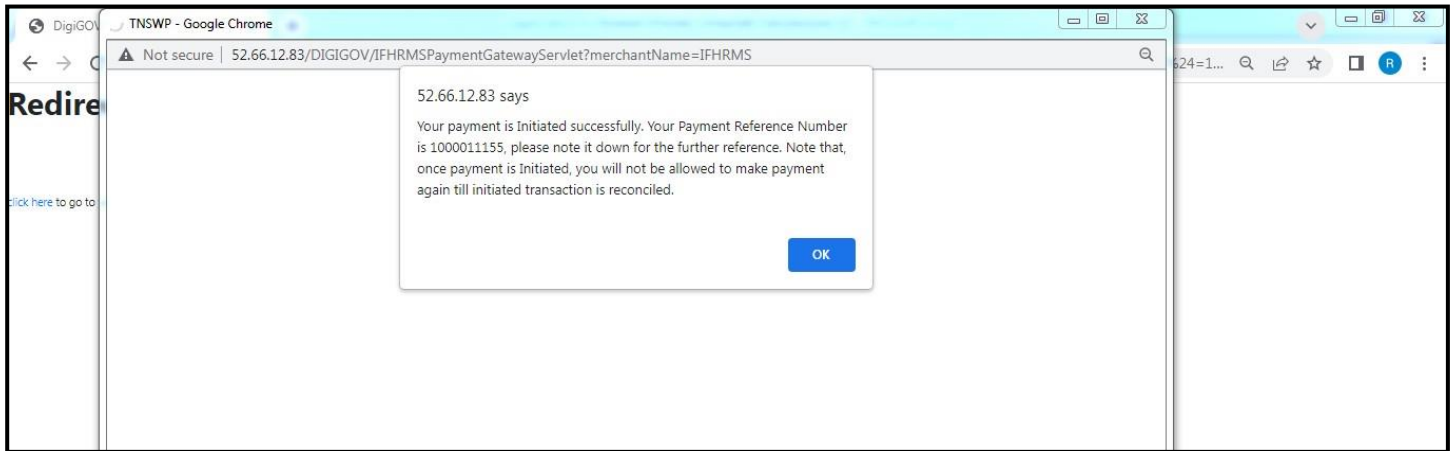
**Figure 19. Token Id Generated**

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



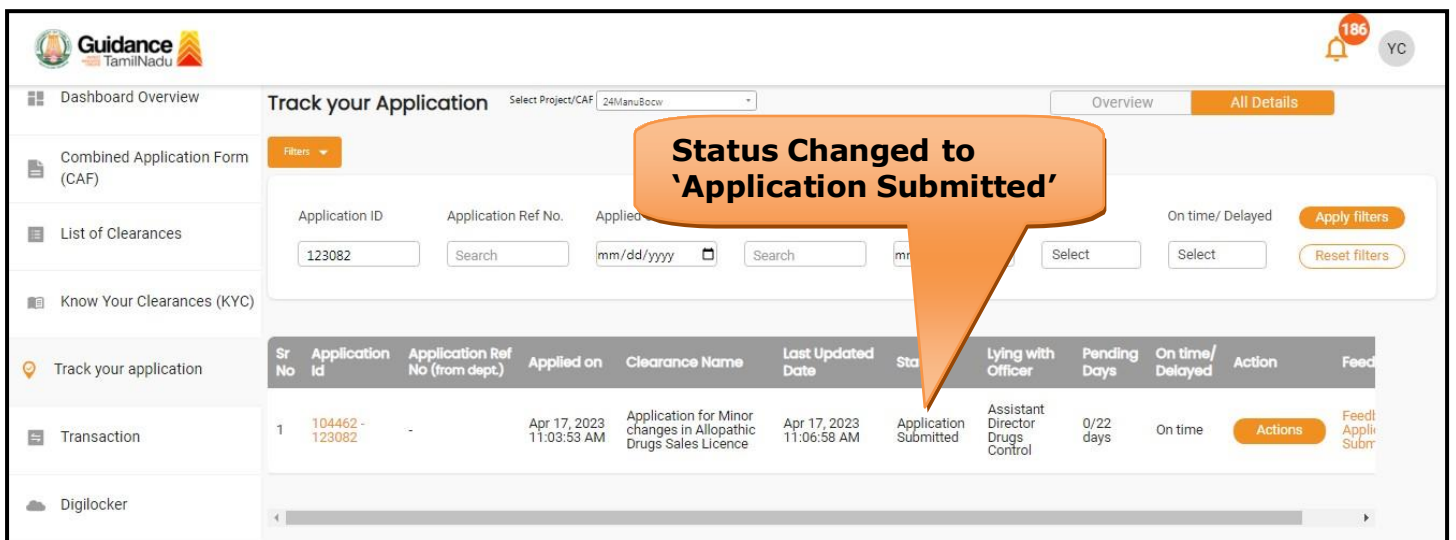
**Figure 20. Payment Process**

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



**Figure 21. Payment Reference Number**

- 6) After the applicant has completed the payment process, the application is submitted successfully to the Department for further processing. The applicant can view the status of the application under **Track your application** → **Select the CAF from the Dropdown** → **All details**



**Figure 22. Application Submitted Successfully**

## 10. Track Your Application

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

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

- **Track your application– Overview option**

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

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

**Overview of application**

**Track Your Application**

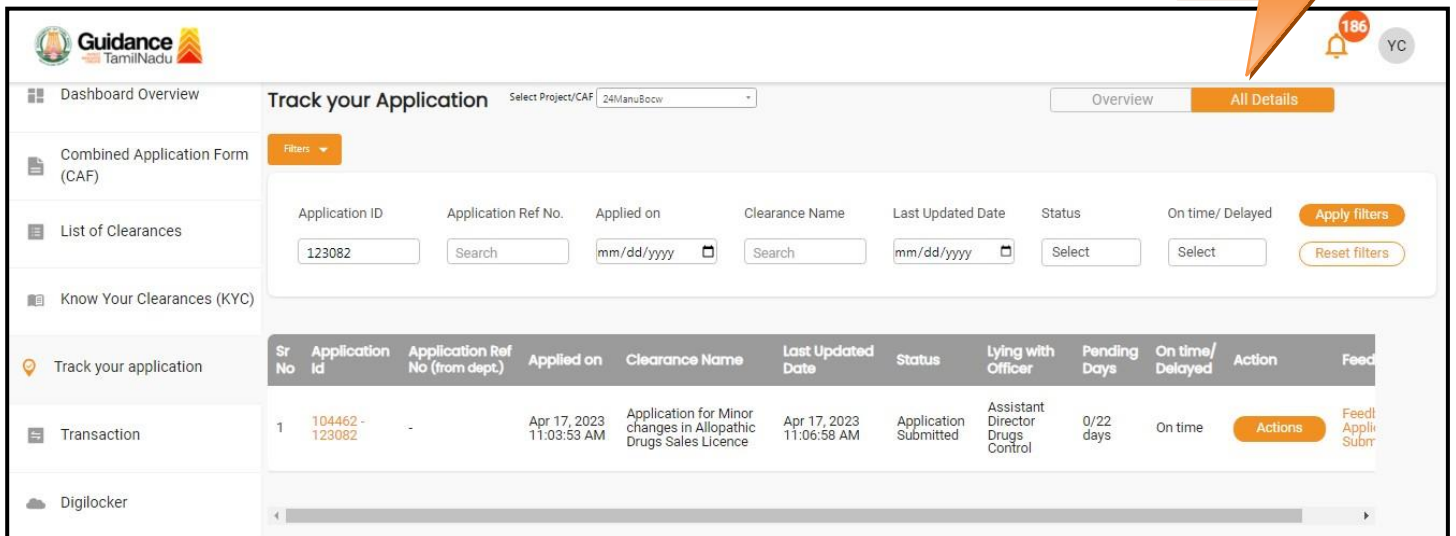
Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/Delayed	Action	Feed
1	104462 - 123082	-	Apr 17, 2023 11:03:53 AM	Application for Minor changes in Allopathic Drugs Sales Licence	Apr 17, 2023 11:06:58 AM	Application Submitted	Assistant Director Drugs Control	0/22 days	On time	Actions	Feed Applic Subm

**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**

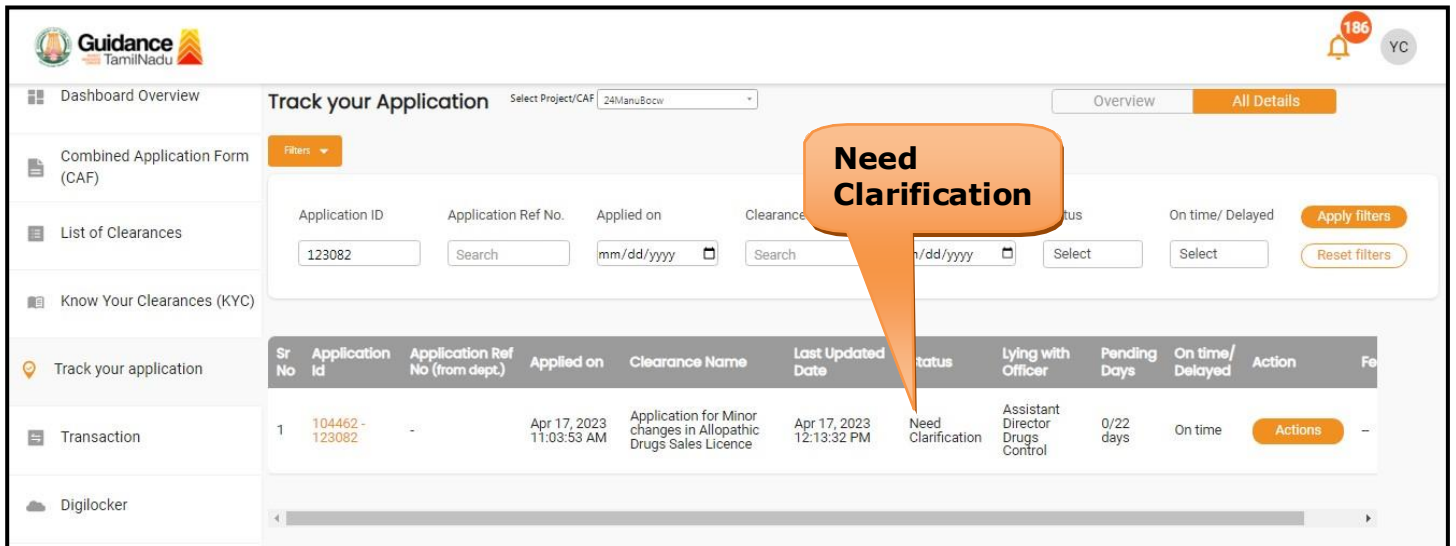
The screenshot displays the 'Track your Application' page with the 'All Details' tab selected. The table below shows the application details:

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	Feed
1	104462 - 123082	-	Apr 17, 2023 11:03:53 AM	Application for Minor changes in Allopathic Drugs Sales Licence	Apr 17, 2023 11:06:58 AM	Application Submitted	Assistant Director Drugs Control	0/22 days	On time	Actions	Feed Appli Subm

**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.

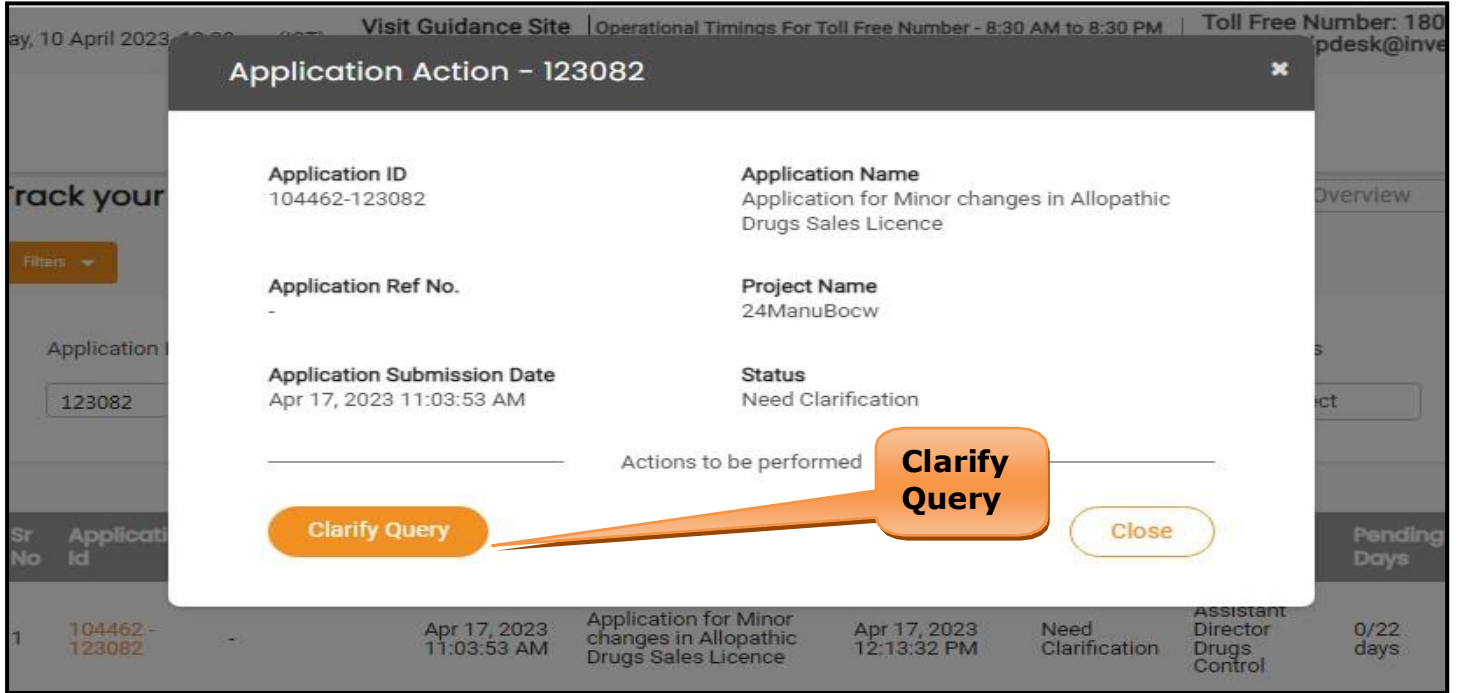


The screenshot shows the 'Track your Application' page with a table of application details. An orange callout bubble labeled 'Need Clarification' points to the 'Status' column of the first row in the table.

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
1	104462 - 123082	-	Apr 17, 2023 11:03:53 AM	Application for Minor changes in Allopathic Drugs Sales Licence	Apr 17, 2023 12:13:32 PM	Need Clarification	Assistant Director Drugs Control	0/22 days	On time	Actions

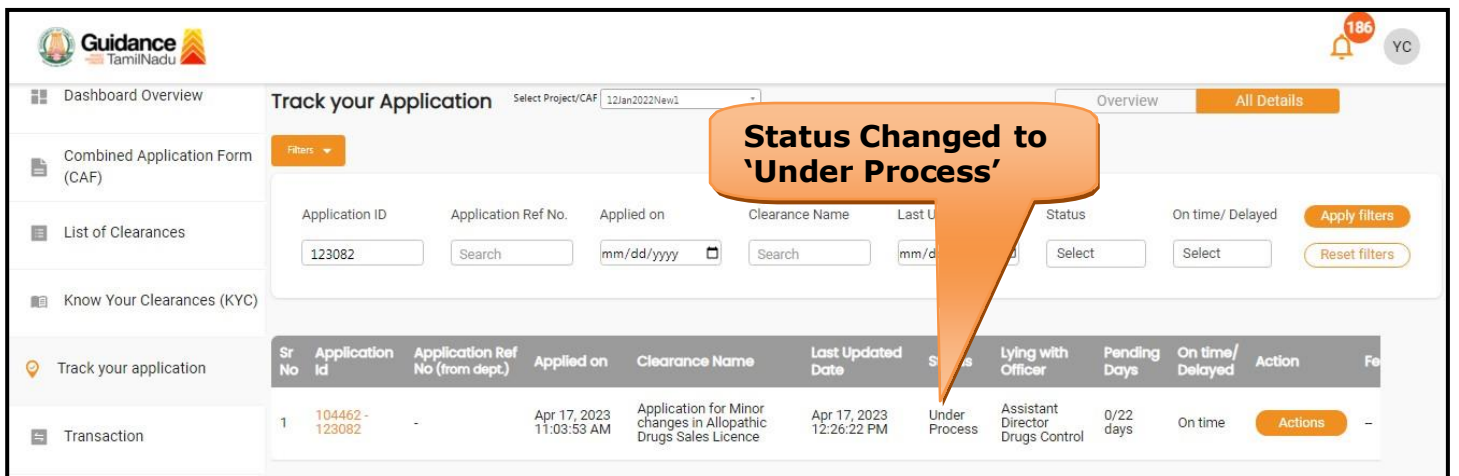
Figure 25. Need Clarification





**Figure 26. Clarify Query**

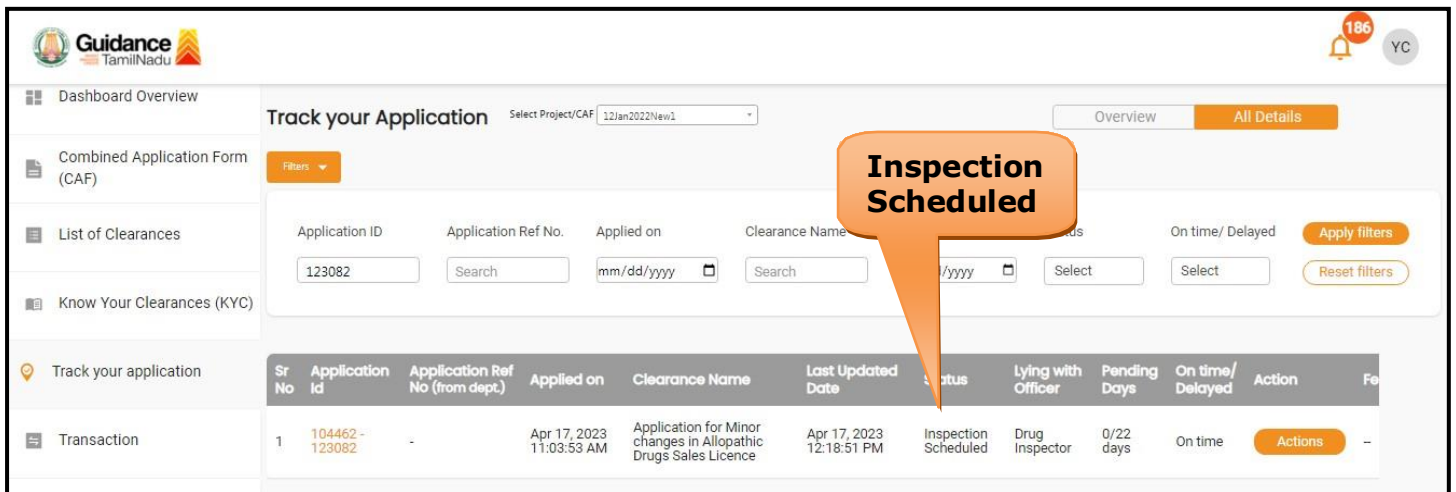
- 5) The Applicant clicks on '**Clarify Query**' button and responds to the Query.
- 6) The Application gets submitted to the department after the query has been addressed by the Applicant.
- 7) The Status of the application changes from 'Need clarification' to '**Under Process**' after the Applicant 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' dashboard. The main content area displays a table of application details. 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. The first row shows an application with ID 104462-123082, applied on Apr 17, 2023 at 11:03:53 AM, for the clearance 'Application for Minor changes in Allopathic Drugs Sales Licence'. The status is 'Inspection Scheduled', the officer is 'Drug Inspector', and it is 'On time' with 0/22 pending days. An orange callout bubble with the text 'Inspection Scheduled' points to the 'Inspection Scheduled' status cell.

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	104462-123082	-	Apr 17, 2023 11:03:53 AM	Application for Minor changes in Allopathic Drugs Sales Licence	Apr 17, 2023 12:18:51 PM	Inspection Scheduled	Drug Inspector	0/22 days	On time	Actions

Figure 18. Inspection Scheduled

**Application Action - 123082**

<b>Application ID</b> 104462-123082	<b>Application Name</b> Application for Minor changes in Allopathic Drugs Sales Licence
<b>Application Ref No.</b> -	<b>Project Name</b> 24ManuBocw
<b>Application Submission Date</b> Apr 17, 2023 11:03:53 AM	<b>Status</b> Inspection Scheduled

Actions to be performed

Inspection Date	Inspection Detail	Close
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104462 - 123082	-	Apr 17, 2023 11:03:53 AM	Application for Minor changes in Allopathic Drugs Sales Licence	Apr 17, 2023 12:18:51 PM	Inspection Scheduled	Drug Inspector	0/22 days
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Figure 29. Scheduled Inspection Details

**Inspection Details : 123082**

Inspection Scheduled Date (DD/MM/YYYY):  
18/04/2023

**Inspection Date**

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”**.

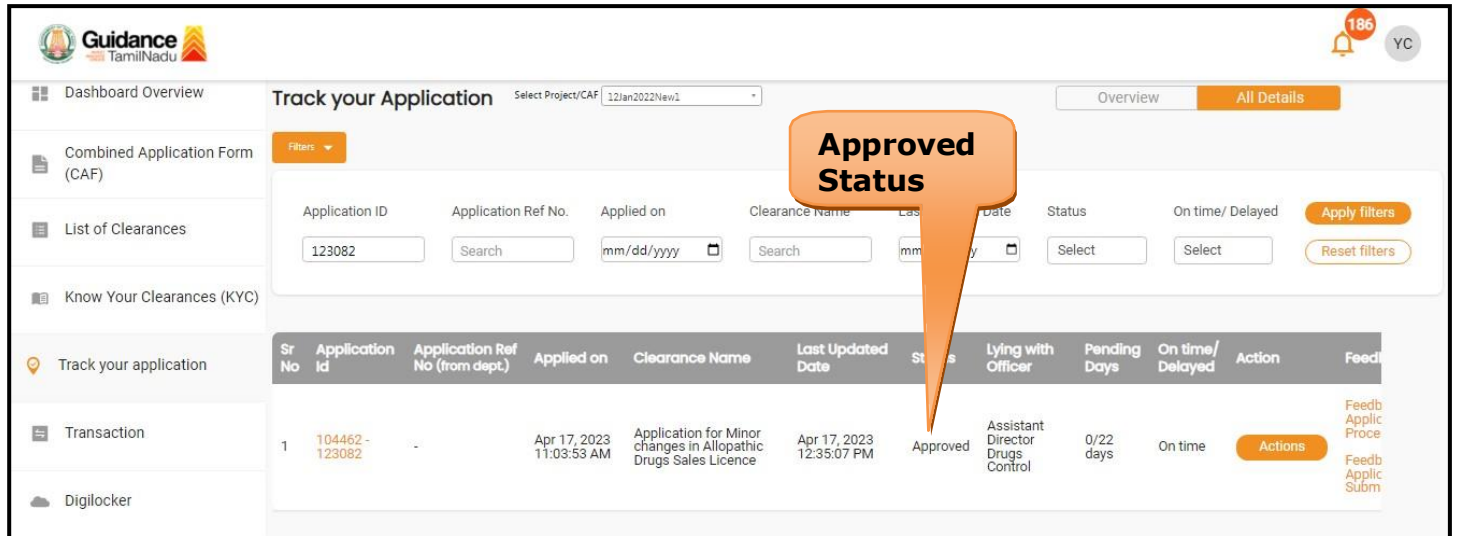


Figure 31. Application Processed

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

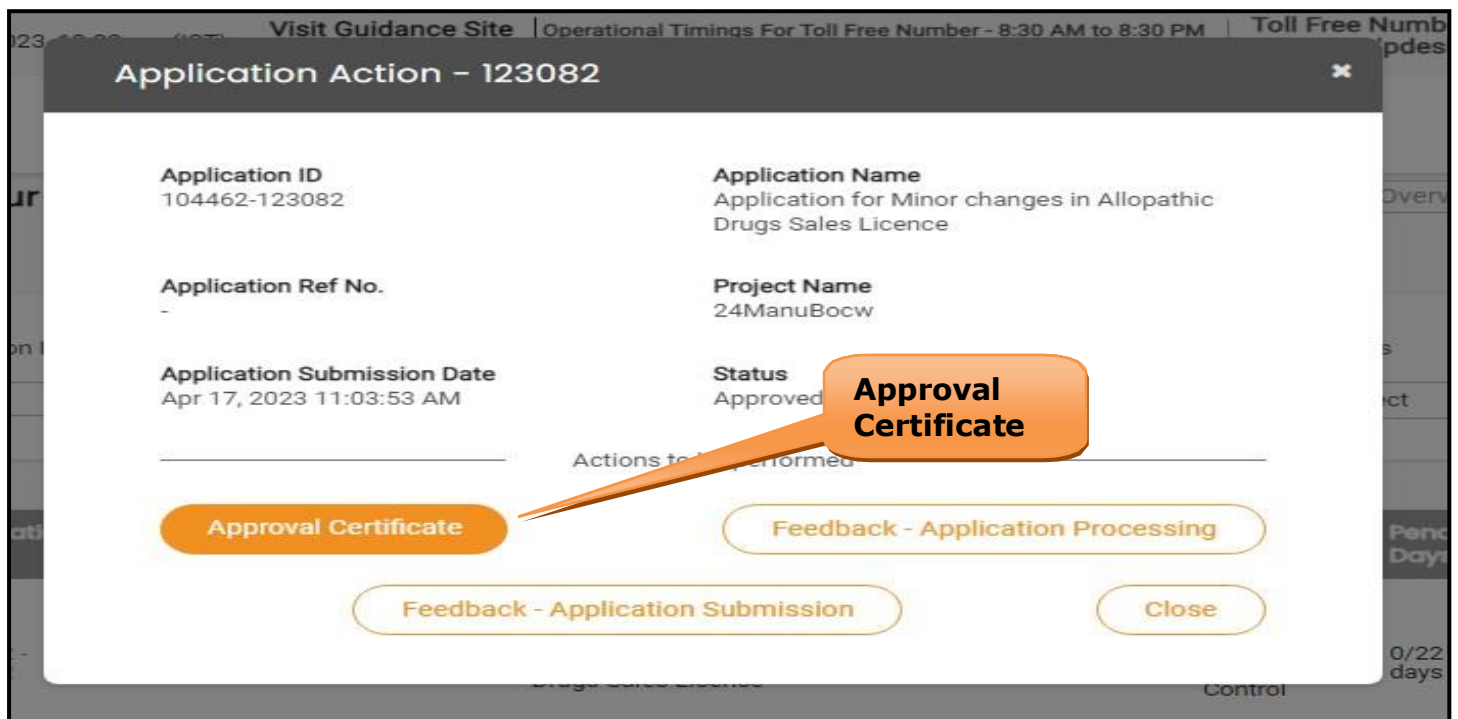


Figure 32. Download the Approved Certificate

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' interface. A callout box labeled 'Rejected Status' points to the 'Status' column of a table entry. The table entry details are as follows:

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	Feedb
1	104462 - 123082	-	Apr 17, 2023 11:03:53 AM	Application for Minor changes in Allopathic Drugs Sales Licence	Apr 17, 2023 12:35:07 PM	Rejected	Assistant Director Drugs Control	0/22 days	On time	Actions	Feedb Applic Proce Feedb Applic Subm

**Figure 33. Rejected Status**

