



TAMIL NADU SINGLE WINDOW PORTAL

APPLICANT MANUAL

**Application for Change of Technical Staff in the Schedule X
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



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**

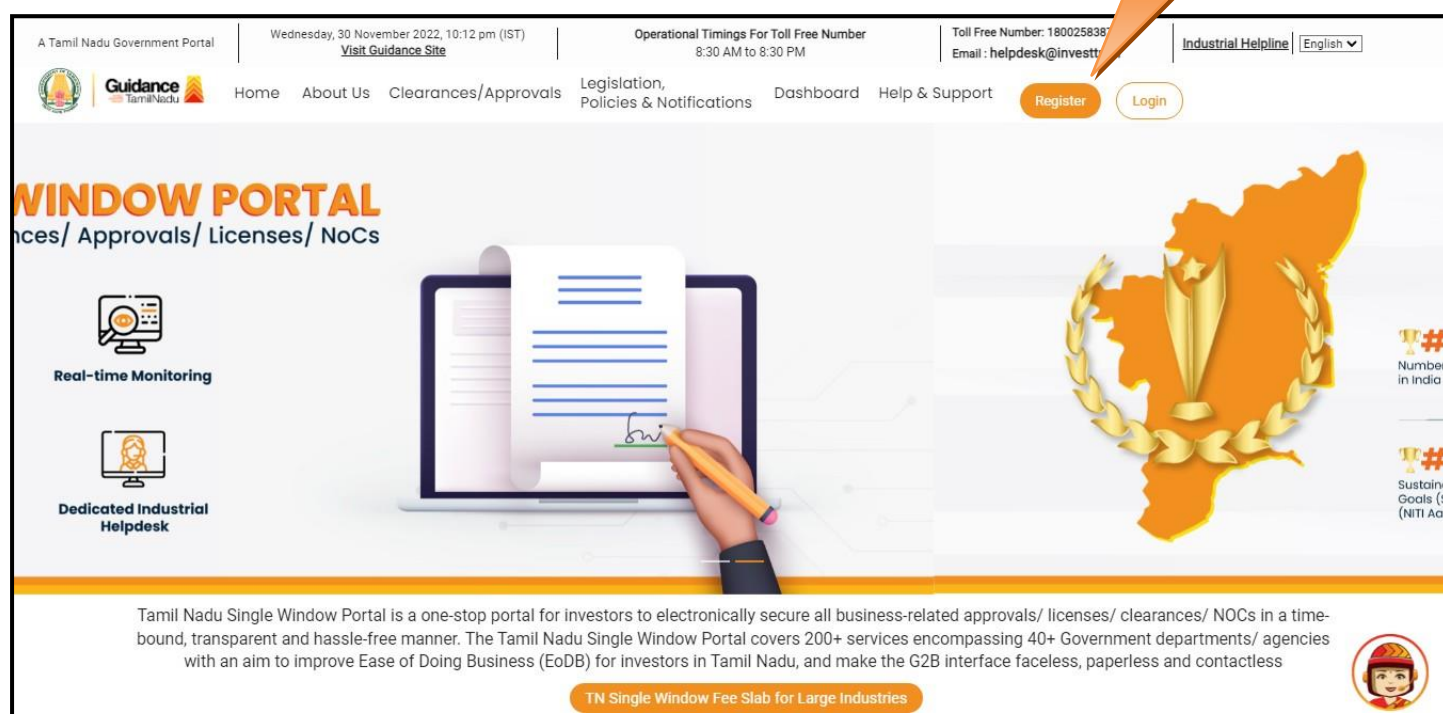



Figure 2. Register

- 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.

o **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.

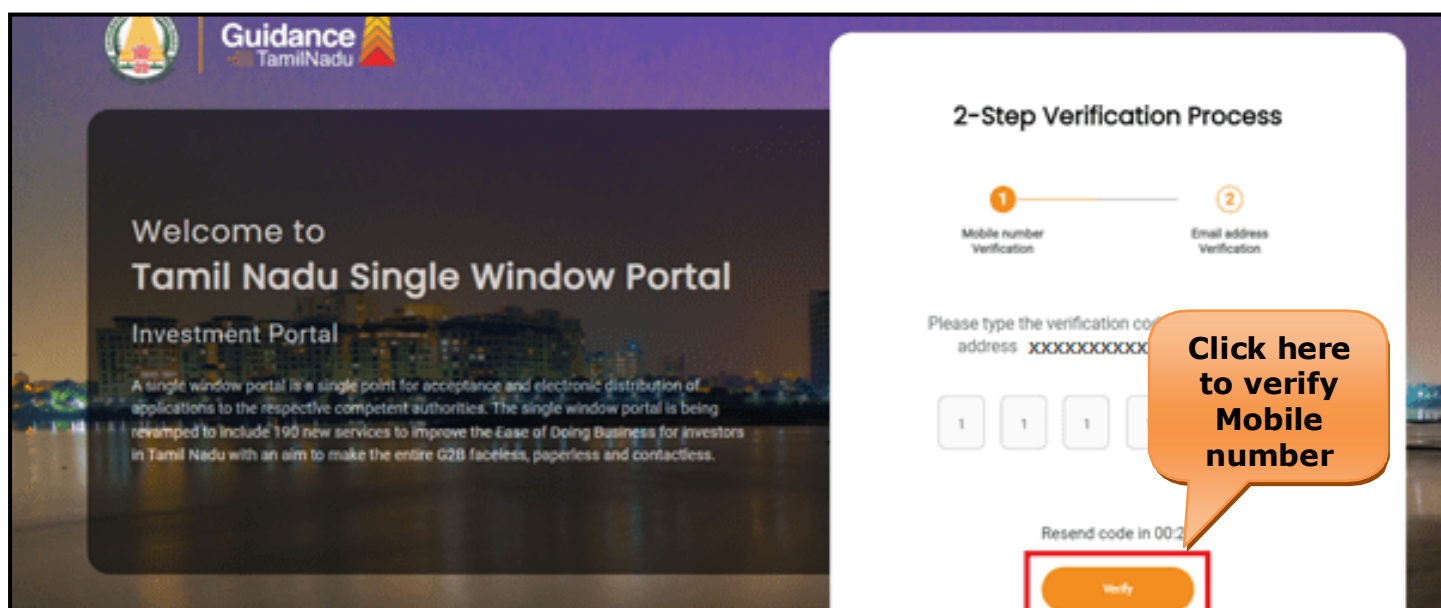


Figure 5. Mobile Number Verification

- 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.

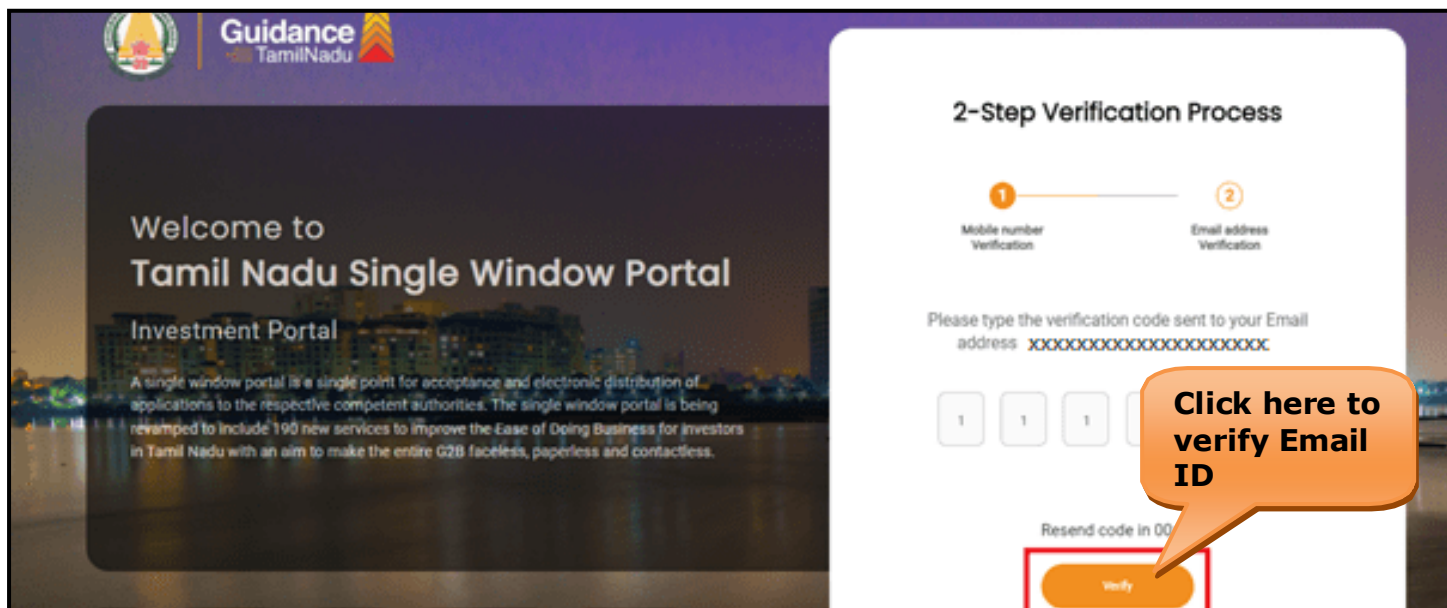


Figure 6. Email ID Verification

- 3) After completion of 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.

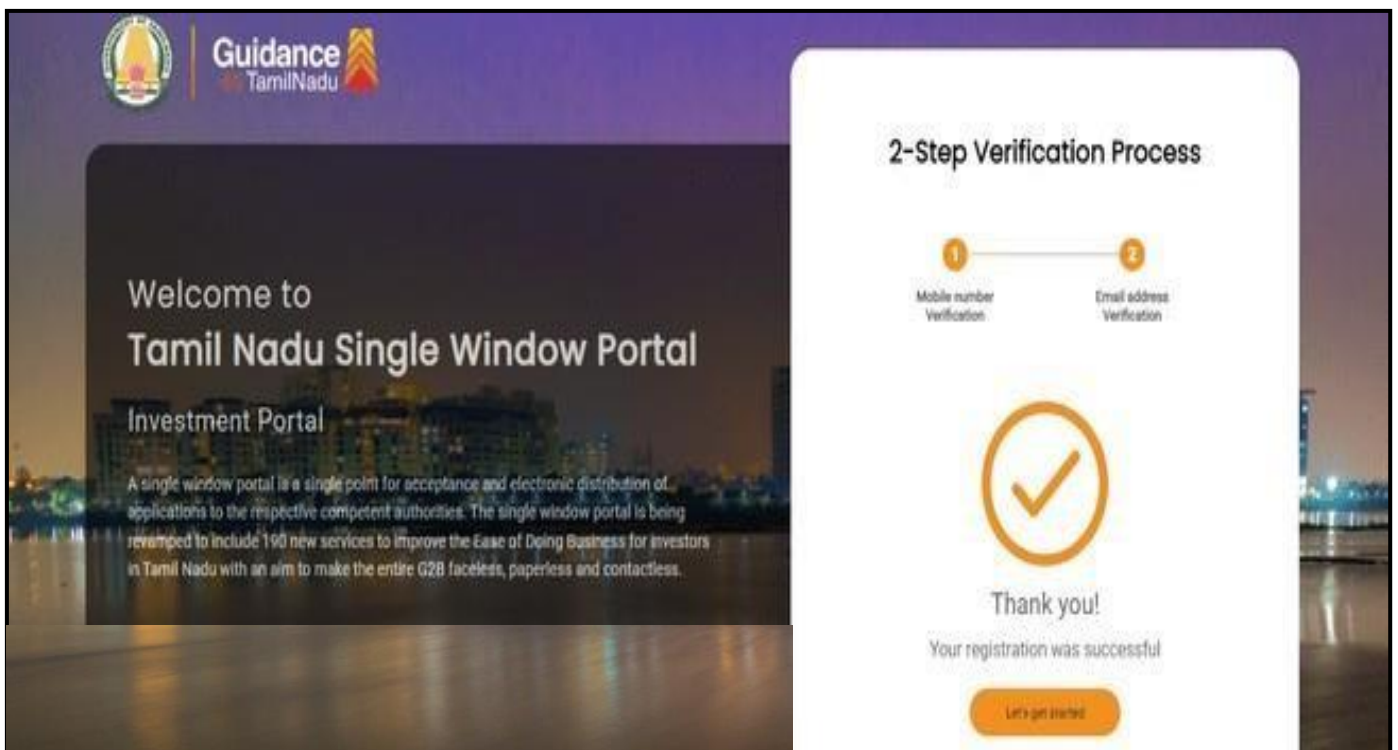


Figure 7. Registration Confirmation Pop-Up

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" and "Visit Guidance Site" link.
- Center: "Operational Timings For Toll Free Number 8:30 AM to 8:30 PM".
- Right side: "Toll Free Number: 18002583878" and "Email : helpdesk@investtn.in".
- Far right: "Industrial Helpline" and a language dropdown menu set to "English".

 Below the navigation bar is a main menu with links: "Home", "About Us", "Clearances/Approvals", "Legislation, Policies & Notifications", "Dashboard", and "Help & Support". There are two buttons: "Register" (orange) and "Login" (white with orange border).

 The main content area features a large orange map of Tamil Nadu on the left. To the right, the text "TAMIL NADU Leading the Nation" is displayed. Below this, there are two rows of award statistics:

- Row 1 (All #1):
 - Number of Factories in India
 - Number of Operational SEZs in India
 - Governance & Political Stability (N-SIPI 2019)
 - International and Domestic Tourist Arrivals
 - Best Performing State (India Today State of the State Award 2018, 2019 & 2020)
- Row 2 (All #2):
 - Sustainable Development Goals (SDG) Index 2020-21 (NITI Aayog)
 - Second Largest Economy in India
 - Best Governed State (Public Affairs Index 2020)
 - Job Creation Under IBPS Scheme
 - 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.

 An orange callout bubble with the text "Login to TNSWP" points to the "Login" button in the navigation bar.

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.

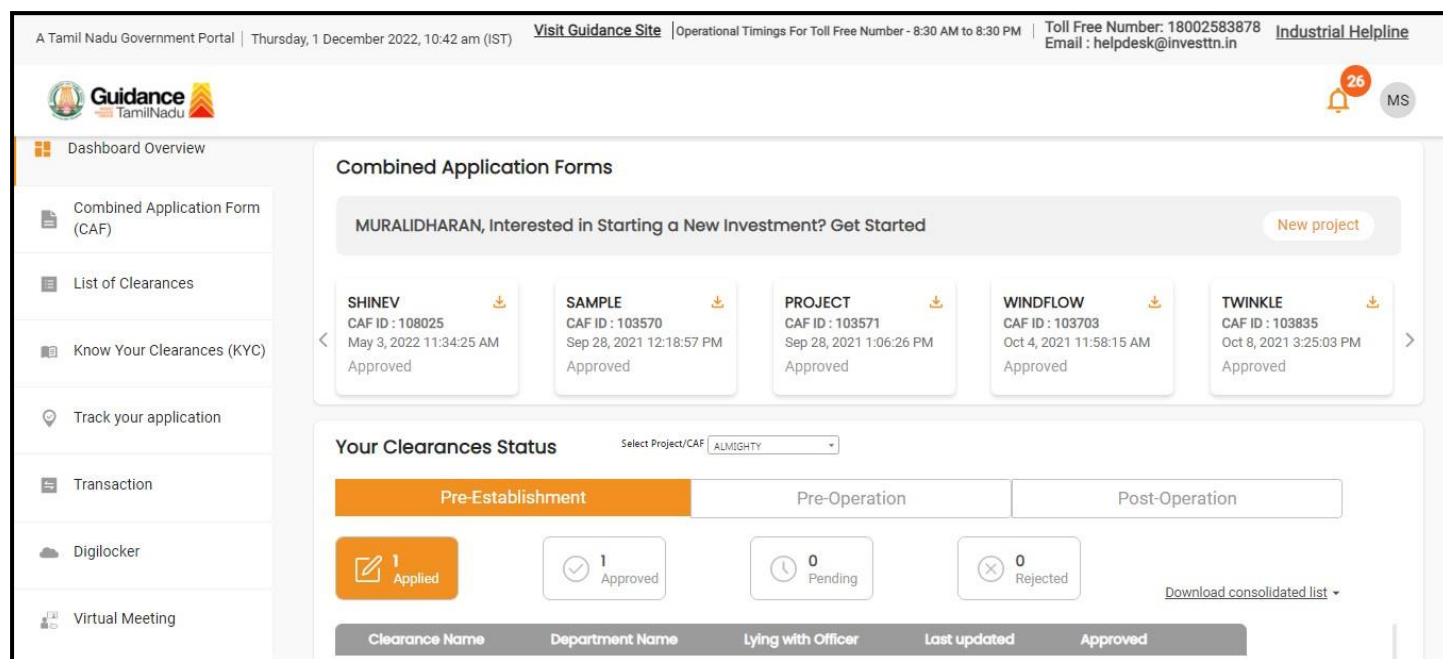
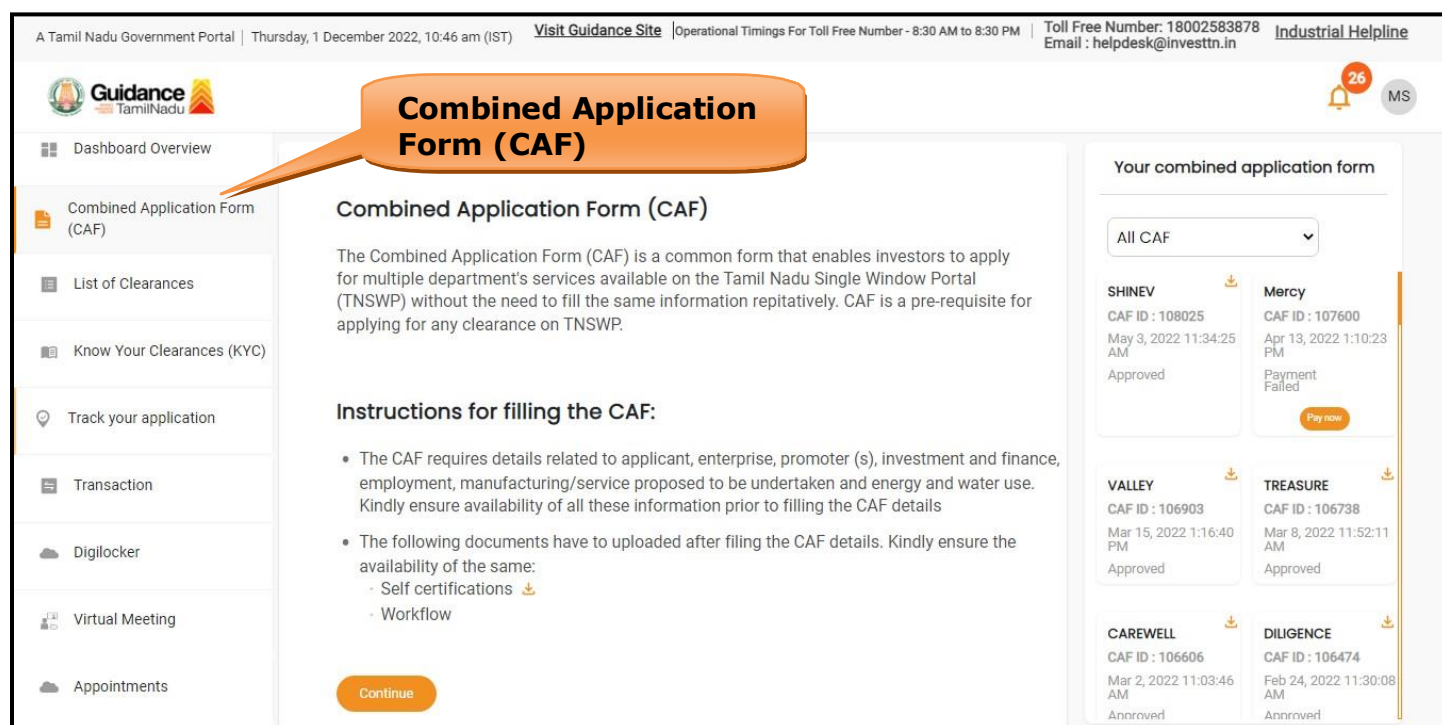


Figure 9. Dashboard Overview

6. Combined Application Form (CAF)

- 1) Prior to applying for various clearances on TNSWP, the applicant must create a project by filling 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 shows the Tamil Nadu Government Portal interface. At the top, it displays the date and time (Thursday, 1 December 2022, 10:46 am IST) and provides links to the Guidance Site, Operational Timings, Toll Free Number (18002583878), and Industrial Helpline (Email: helpdesk@investtn.in). The main navigation menu on the left includes Dashboard Overview, Combined Application Form (CAF), List of Clearances, Know Your Clearances (KYC), Track your application, Transaction, Digilocker, Virtual Meeting, and Appointments. The 'Combined Application Form (CAF)' section is highlighted with an orange callout box. The main content area provides a description of the CAF and instructions for filling it. The right-hand panel, titled 'Your combined application form', shows a grid of application cards for various 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 in 7 Sections of CAF as displayed in Figure 11. (**CAF payment tab** will be displayed only for large enterprises).

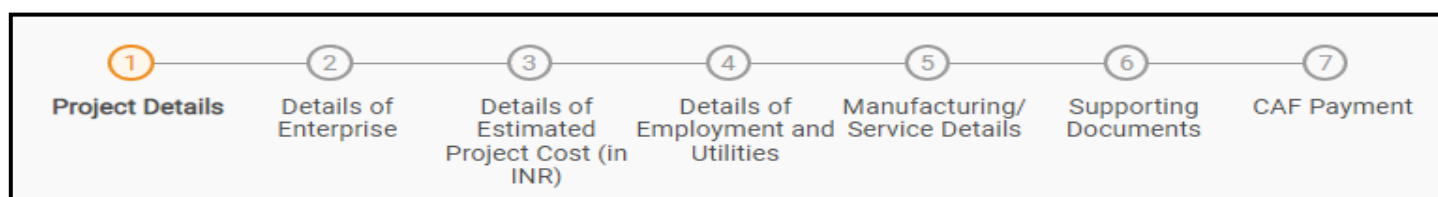


Figure 11. Section of Combined Application Form (CAF)

2) After filling the CAF details, the applicant has to upload the requisite supporting documents under '**Section 6: Supporting Documents**'

- **Self-Certification:**

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

- **Workflow:**

- Prepare and upload the business process flow chart.

3) After filling all the sections in combined application form (CAF), the applicant can submit the form.

4) When the applicant submits the combined application form (CAF), confirmation message will pop-up stating, '**Your request has been saved successfully**' (Refer Figure 12).

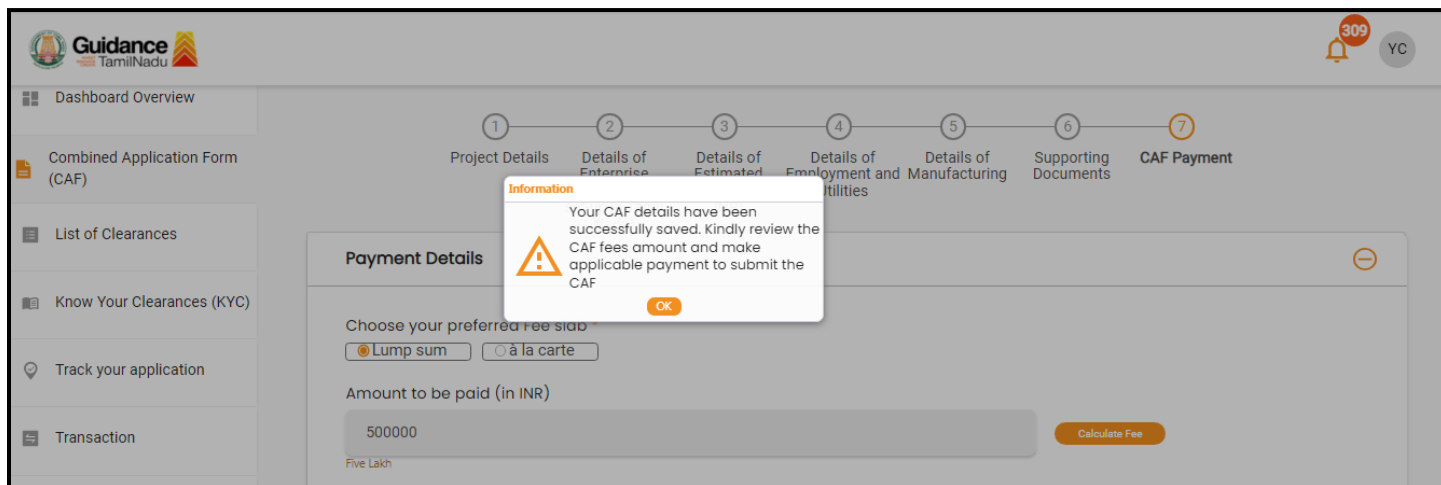


Figure 12. Combined Application Form (CAF)- Confirmation Message

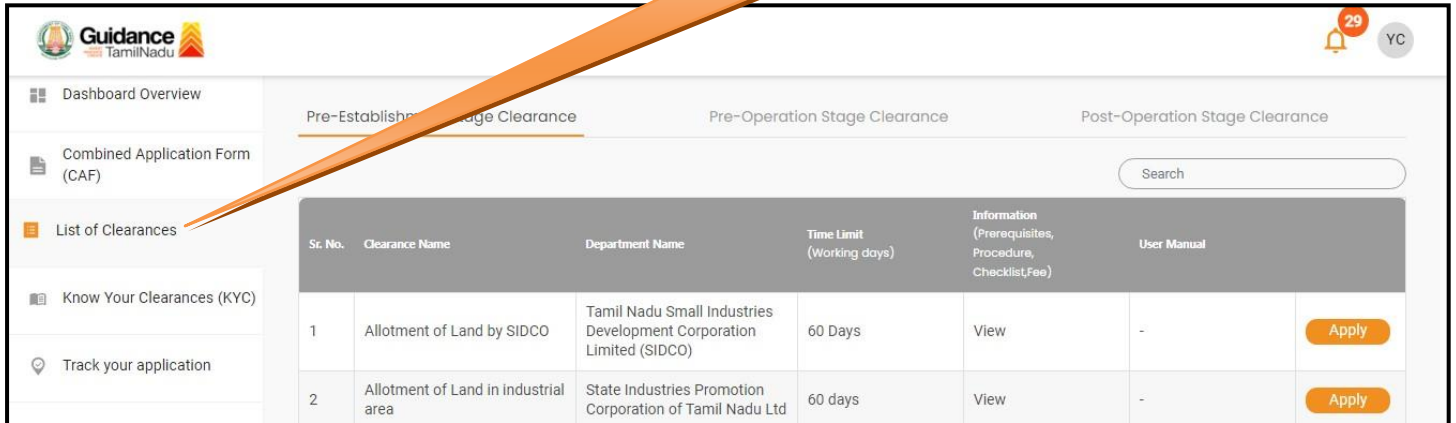
Note:

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

7. Apply for Change of Technical Staff in the Schedule X Drugs Sales License

1. Click on "List of Clearances"

List of Clearances



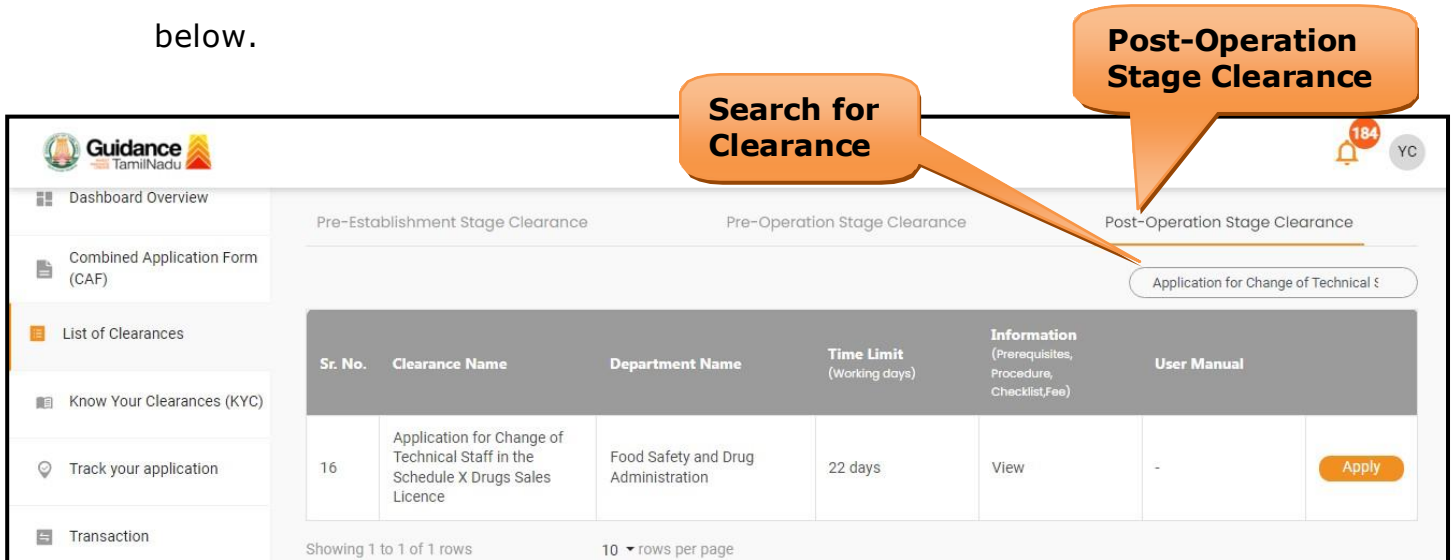
Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual	
1	Allotment of Land by SIDCO	Tamil Nadu Small Industries Development Corporation Limited (SIDCO)	60 Days	View	-	Apply
2	Allotment of Land in industrial area	State Industries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

Figure 13. List of Clearances

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

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

3. Select 'Post-Operation Stage Clearance' and find the clearance 'Application for Change of Technical Staff in the Schedule X 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	
16	Application for Change of Technical Staff in the Schedule X 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 'Guidance TamilNadu' application portal. The main content area shows a table of clearances under the 'Post-Operational Stage Clearance' tab. The table has columns for 'Sr. No.', 'Clearance Name', 'Department Name', 'Time Limit (Working days)', 'Information (Prerequisites, Procedure, Checklist, Fee)', and 'User Manual'. A single row is visible with the following data:

Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual
16	Application for Change of Technical Staff in the Schedule X Drugs Sales Licence	Food Safety and Drug Administration	22 days	View	-

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

Figure 15. Apply for Clearances

License Details

1) Enter the License number

The screenshot displays the 'License Details' page within the Guidance TamilNadu application. The interface includes a sidebar on the left with the following menu items: Dashboard Overview, Combined Application Form (CAF), List of Clearances, Know Your Clearances (KYC), Track your application, Transaction, and Digilocker. The main content area features a header with the 'Guidance TamilNadu' logo and a notification bell icon showing '184' alerts. Below the header, the page title 'Licence Details' is centered, accompanied by a circled '1' icon. The primary form, titled 'Enter License Details', contains a label 'Existing License Number *' and a corresponding text input field. A 'Get Details' button is positioned below the input field.

Figure 16. License Details

8. Filling the Application Form

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

A. License Details

B. Checklist

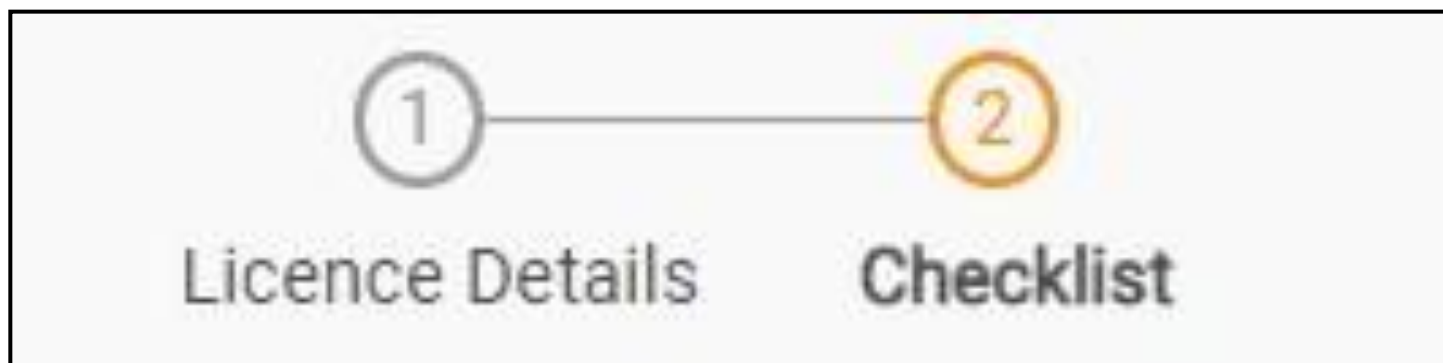








Figure 17. Two Sections of Application Form

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 in zip format.

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

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.	 sample.pdf
2	<input checked="" type="checkbox"/> Authorisation of the signatory of the application form <i>(Board Resolution / Authorisation Letter)</i>	 sample.pdf
3	<input checked="" type="checkbox"/> Pharmacy Council Registration Certificate of the Pharmacists whose details are added <i>(Kindly upload pharmacy council registration certificates of all Technical Staffs in a single zip file)</i>	 sample.pdf
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) <i>(Kindly upload educational qualification certificates of all Technical Staffs in a single zip file)</i>	 sample.pdf
5	<input checked="" type="checkbox"/> Experience Certificate of the Pharmacist / Competent Person (s) <i>(Kindly upload experience certificates of all Technical Staffs in a single zip file)</i>	 sample.pdf
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	Drag & Drop Browse Files <input type="button" value="DigLocker"/>
7	<input checked="" type="checkbox"/> Existing Licence Copy	 sample.pdf

Click on 'Submit'

Previous
Next
SUBMIT
Save As Draft
Close
Reset

Figure 18. Document Checklist

9. Payment Process

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

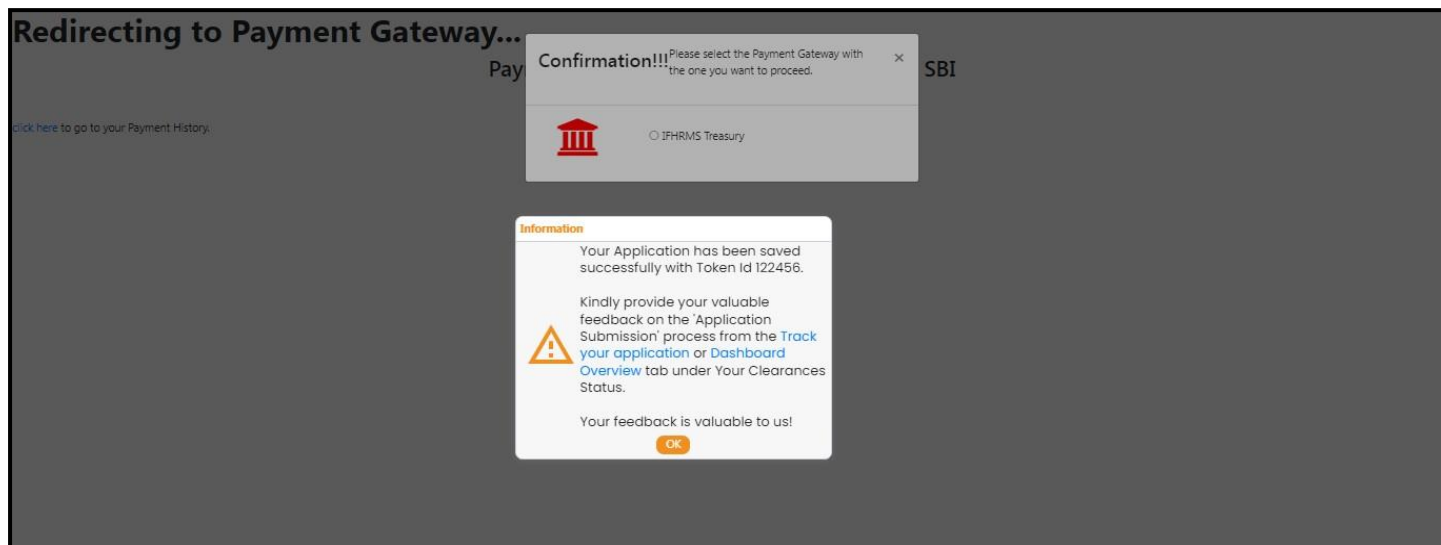


Figure 19. Token ID Generated

- 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**'.

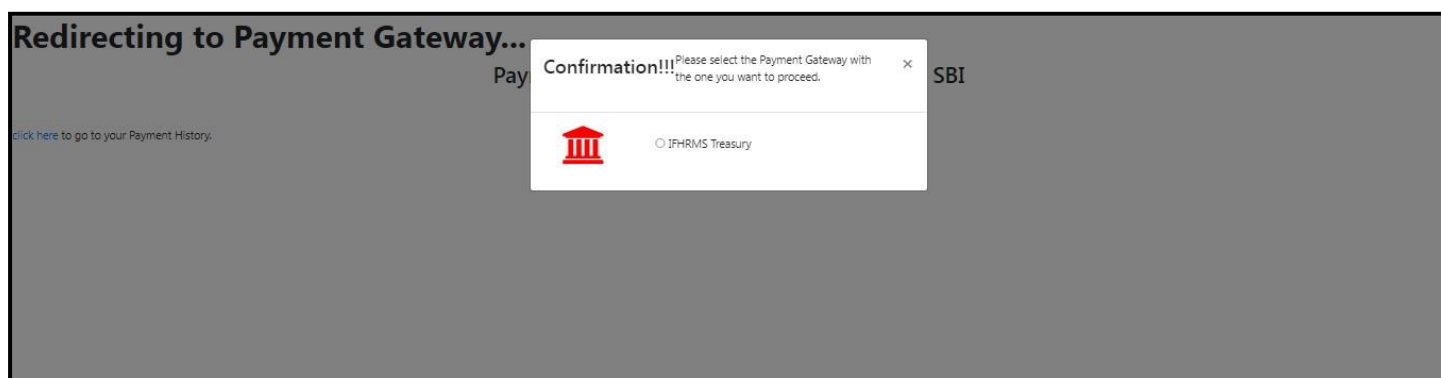


Figure 20. Payment Process

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

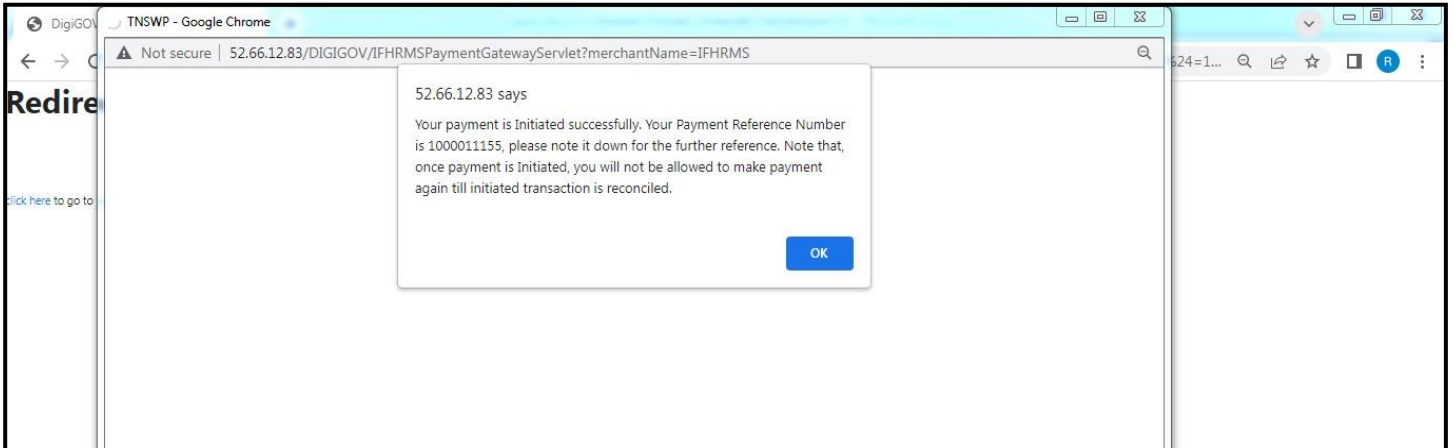


Figure 21. Payment Reference Number

- 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**

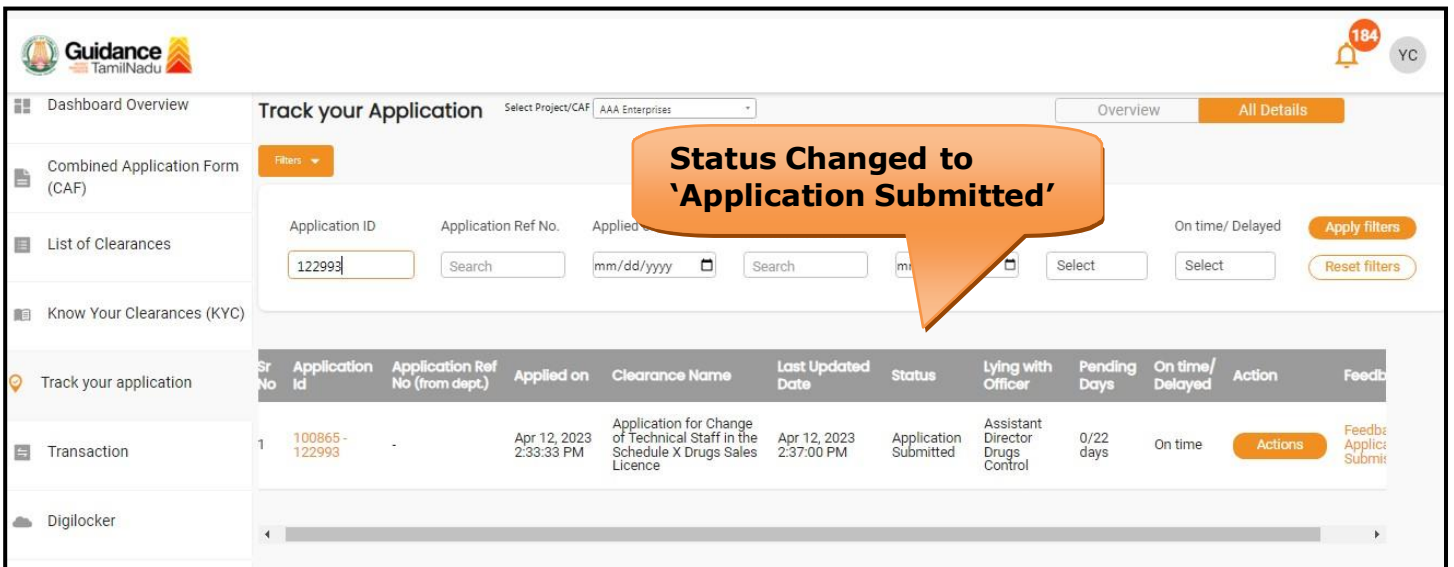


Figure 22. Application Submitted Successfully

10. Track Your Application

1) After submitting the application, 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.'

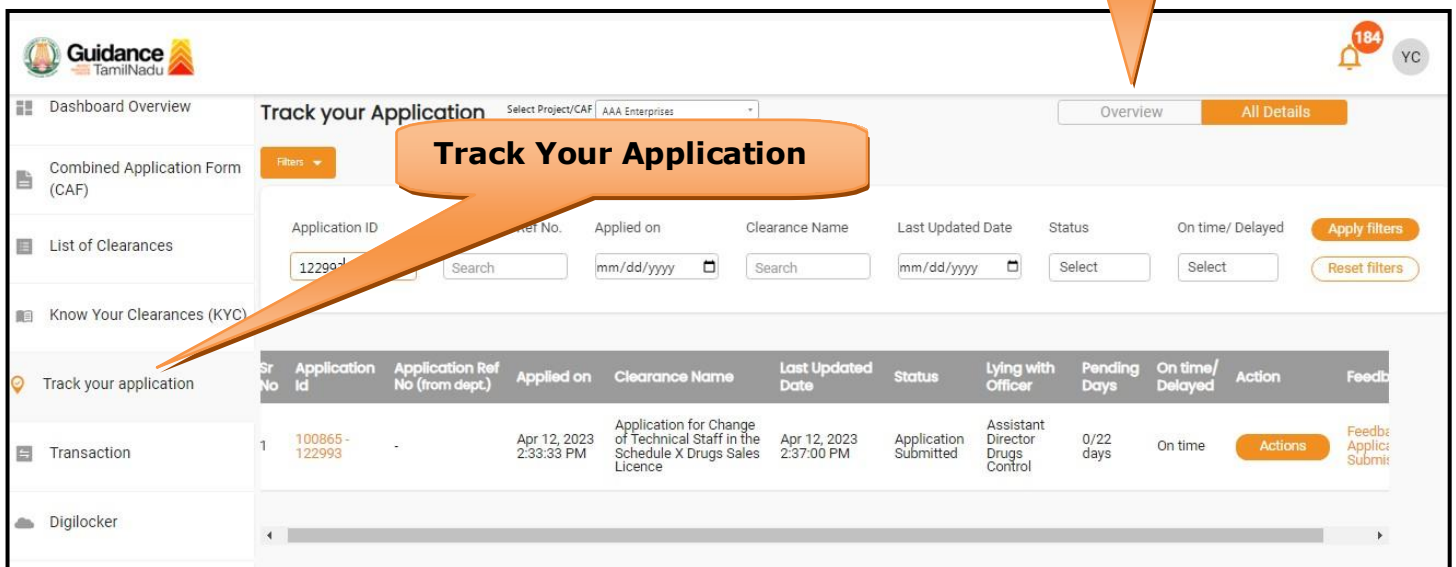
2) Applicant to choose the name of the project created during CAF from the dropdown 'Select project / CAF' displayed at the top of the page.

- **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

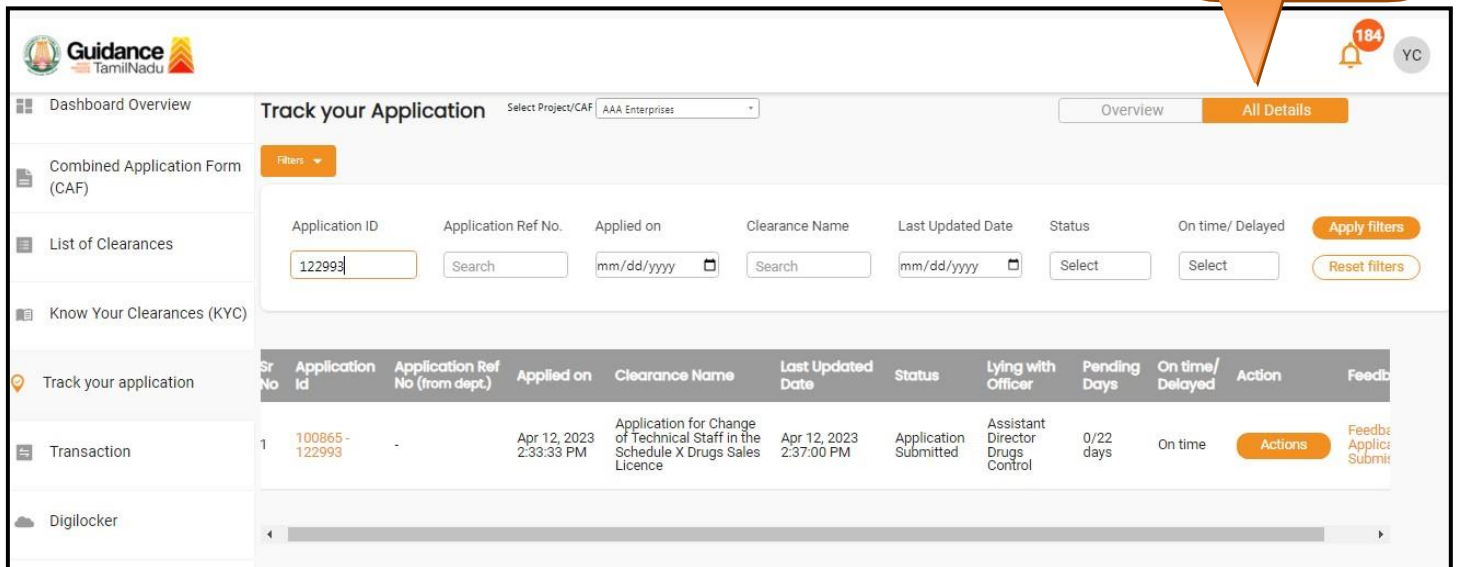
Sr No	Application Id	Application Ref No (from dept)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action	Feedb
1	100865 - 122993		Apr 12, 2023 2:33:33 PM	Application for Change of Technical Staff in the Schedule X Drugs Sales Licence	Apr 12, 2023 2:37:00 PM	Application Submitted	Assistant Director Drugs Control	0/22 days	On time	Actions	Feedb Applics 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**

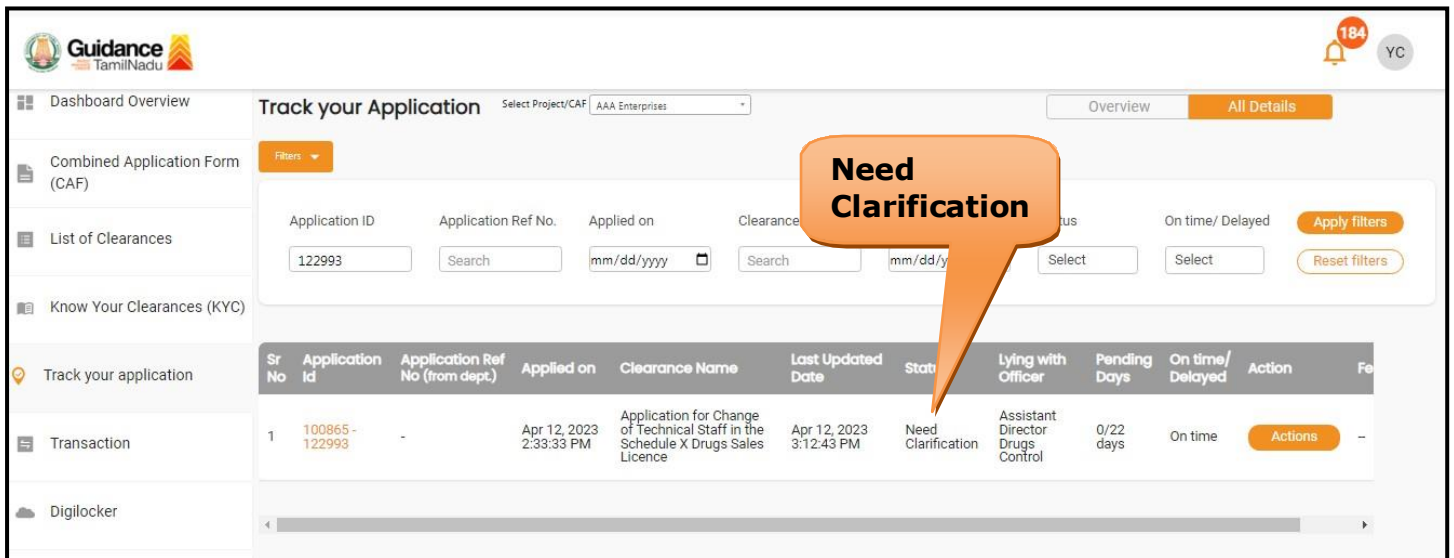



Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/Delayed	Action	Feedb
1	100865-122993	-	Apr 12, 2023 2:33:33 PM	Application for Change of Technical Staff in the Schedule X Drugs Sales Licence	Apr 12, 2023 2:37:00 PM	Application Submitted	Assistant Director Drugs Control	0/22 days	On time	Actions	Feedb: Applic: Submit

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' dashboard. The main content area shows a table with application details. A callout bubble points to the 'Status' column of the first row, which is labeled 'Need Clarification'.

Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	100865 - 122993	-	Apr 12, 2023 2:33:33 PM	Application for Change of Technical Staff in the Schedule X Drugs Sales Licence	Apr 12, 2023 3:12:43 PM	Need Clarification	Assistant Director Drugs Control	0/22 days	On time	Actions

Figure 25. Need Clarification

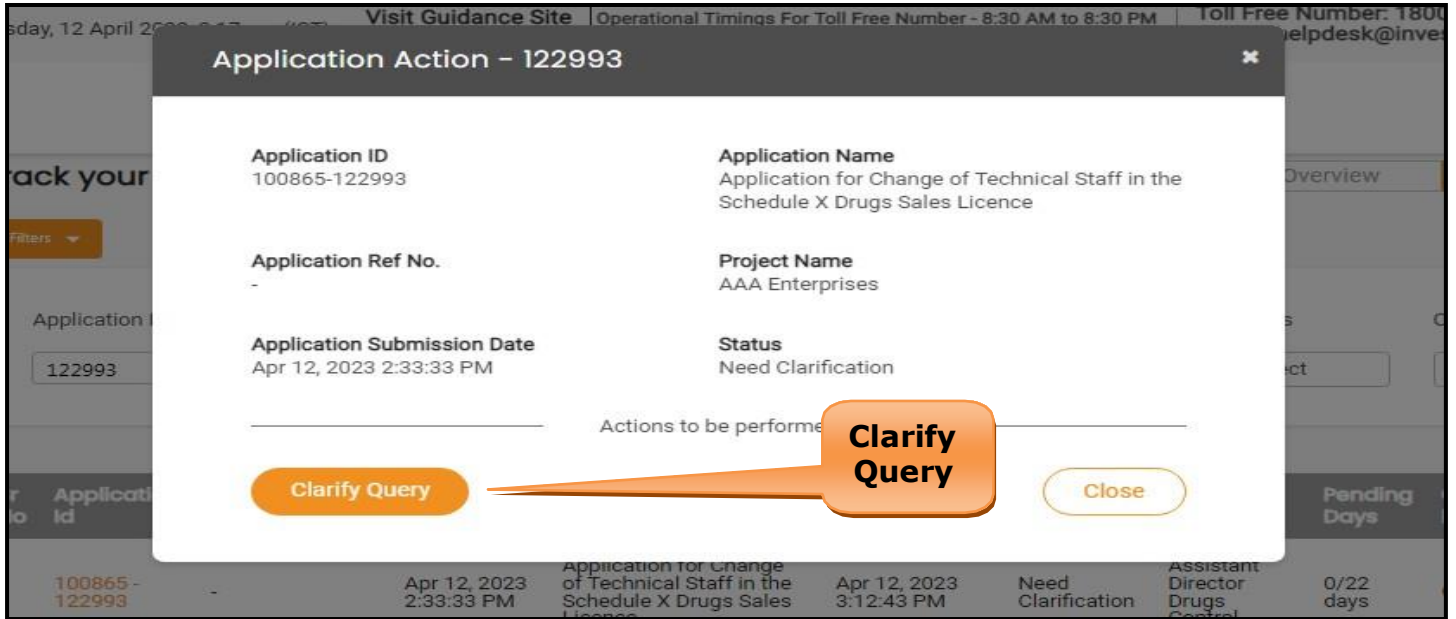


Figure 26. Clarify Query

- 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.

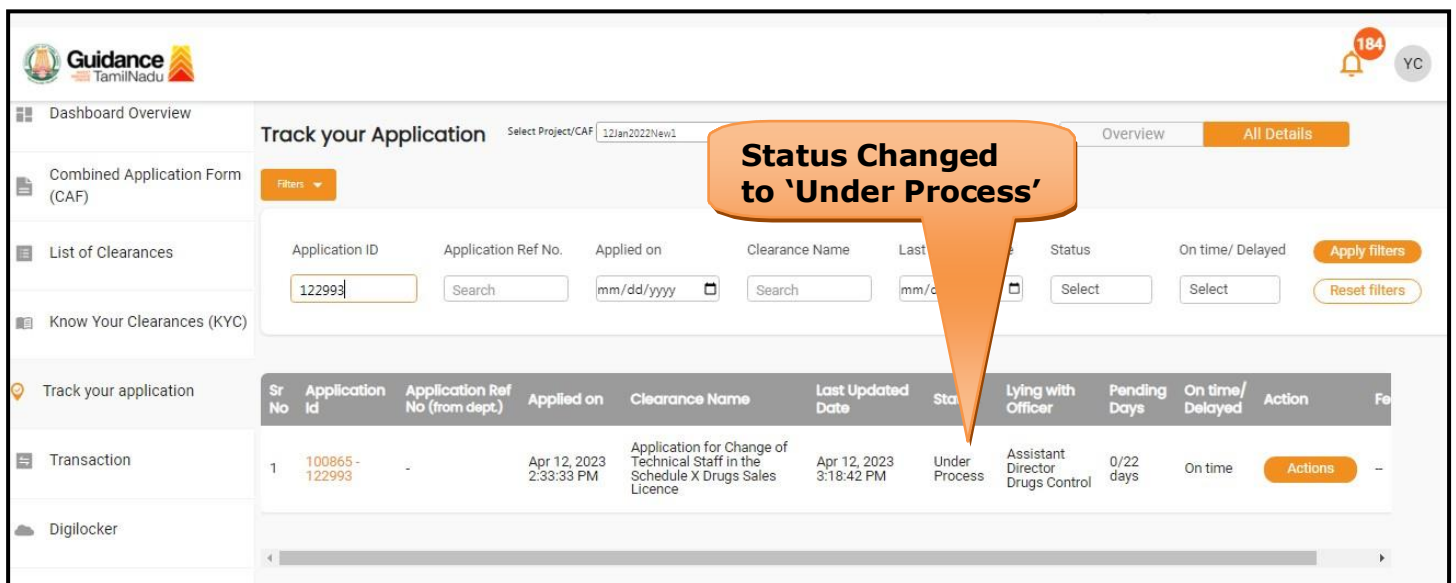


Figure 27. Application under Process

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 schedule Inspection Details

The screenshot shows the 'Track your Application' dashboard. At the top, there are filters for Application ID (122993) and Applied on (mm/dd/yyyy). Below the filters is a table with the following data:

Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	100865-122993	-	Apr 12, 2023 2:33:33 PM	Application for Change of Technical Staff in the Schedule X Drugs Sales Licence	Apr 12, 2023 3:28:32 PM	Inspection Scheduled	Drug Inspector	0/22 days	On time	Actions

Figure 28. Inspection Scheduled

The screenshot shows the 'Application Action - 122993' modal window. It displays the following details:

- Application ID:** 100865-122993
- Application Name:** Application for Change of Technical Staff in the Schedule X Drugs Sales Licence
- Application Ref No.:** -
- Project Name:** AAA Enterprises
- Application Submission Date:** Apr 12, 2023 2:33:33 PM
- Status:** Inspection Scheduled

Below the details, there is a section for 'Actions to be performed' which contains a green confirmation message: 'Yay! There is no any action to be performed.' and a 'Close' button.

Figure 29. Inspection Scheduled (contd.)

13. Application Processing

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

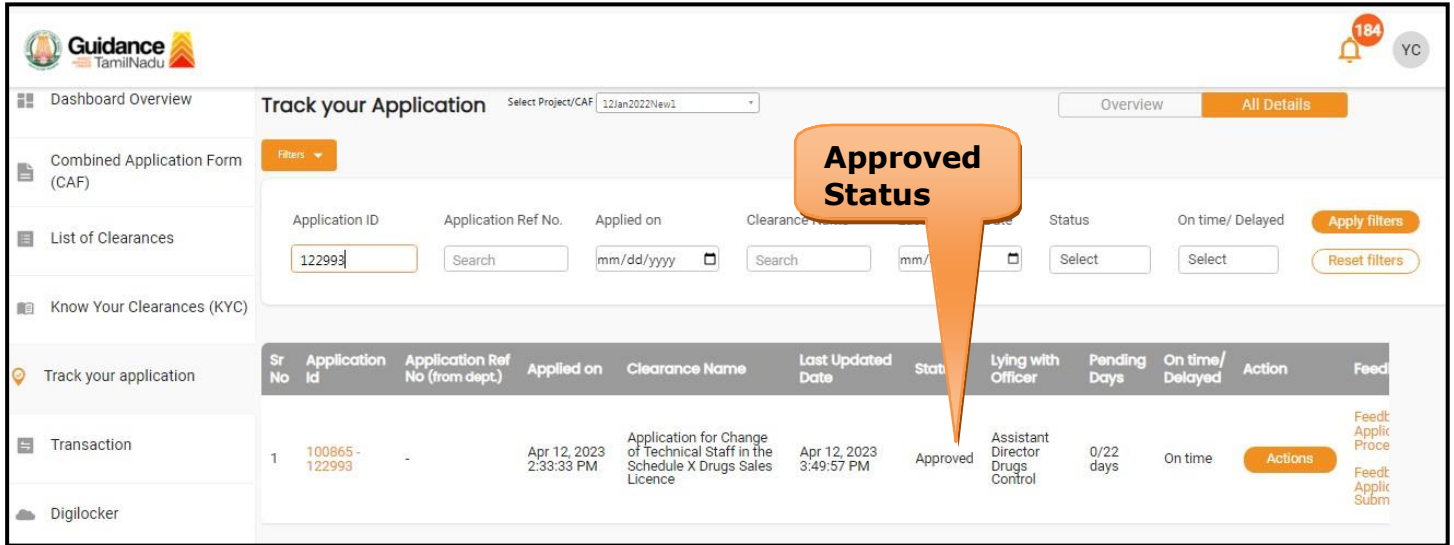


Figure 30. Application Processed

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 31)

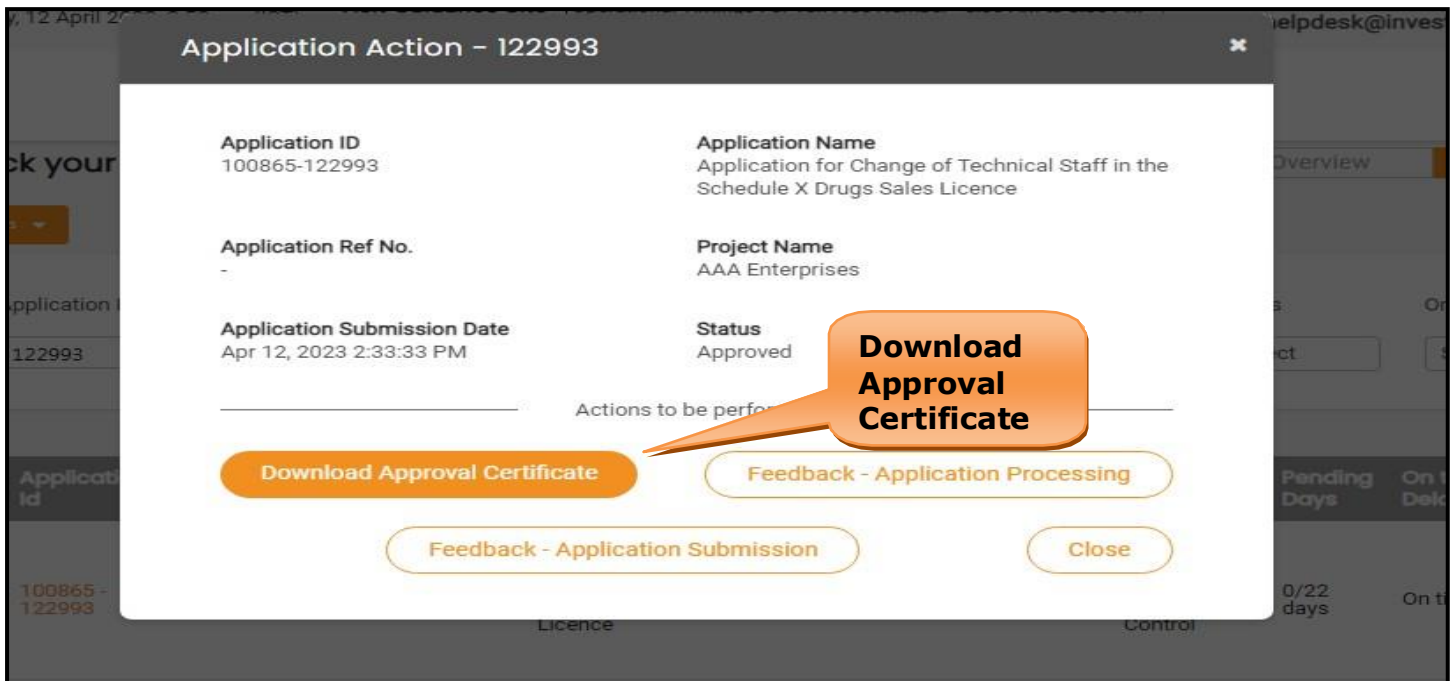


Figure 31. Download the Approved Certificate

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 32)

The screenshot shows a web dashboard for tracking applications. The main section is titled 'Track your Application' and includes a table of application records. A callout bubble labeled 'Rejected Status' points to the 'Rejected' status 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	100865 - 122993	-	Apr 12, 2023 2:33:33 PM	Application for Change of Technical Staff in the Schedule X Drugs Sales Licence	Apr 12, 2023 3:49:57 PM	Rejected	Assistant Director Drugs Control	0/22 days	On time	Actions	Feed: Applik Proce Feed: Applik Subm

Figure 32. Rejected Status

