



# **TAMIL NADU SINGLE WINDOW PORTAL**

## **APPLICANT MANUAL**

**Application for Surrender of Licence for Manufacture  
Drugs**

**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

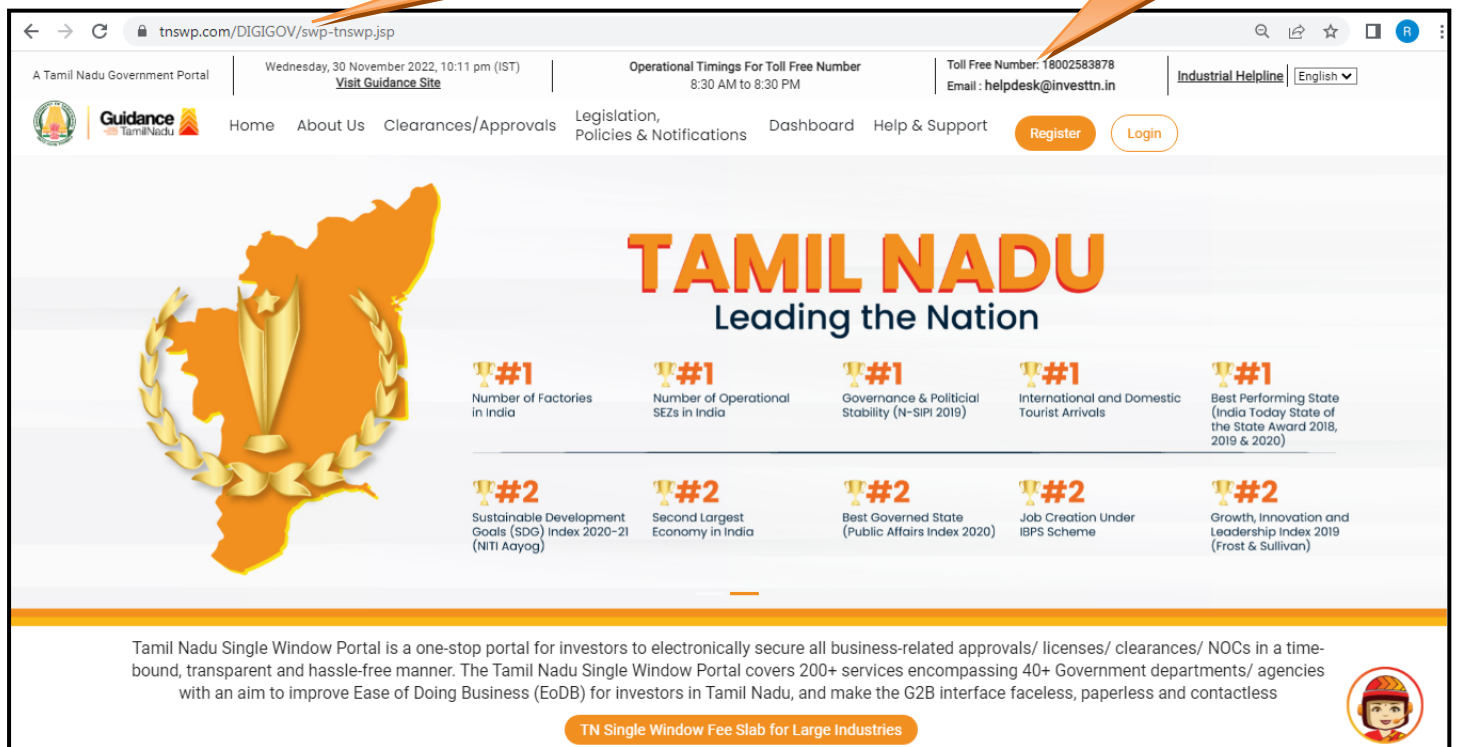


Figure 1. Single Window Portal Home Page

## 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**

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: 1800258388 | Email: helpdesk@investtamilnadu.com | Industrial Helpline | English

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

# WINDOW PORTAL

Clearances/ Approvals/ Licenses/ NoCs

Real-time Monitoring

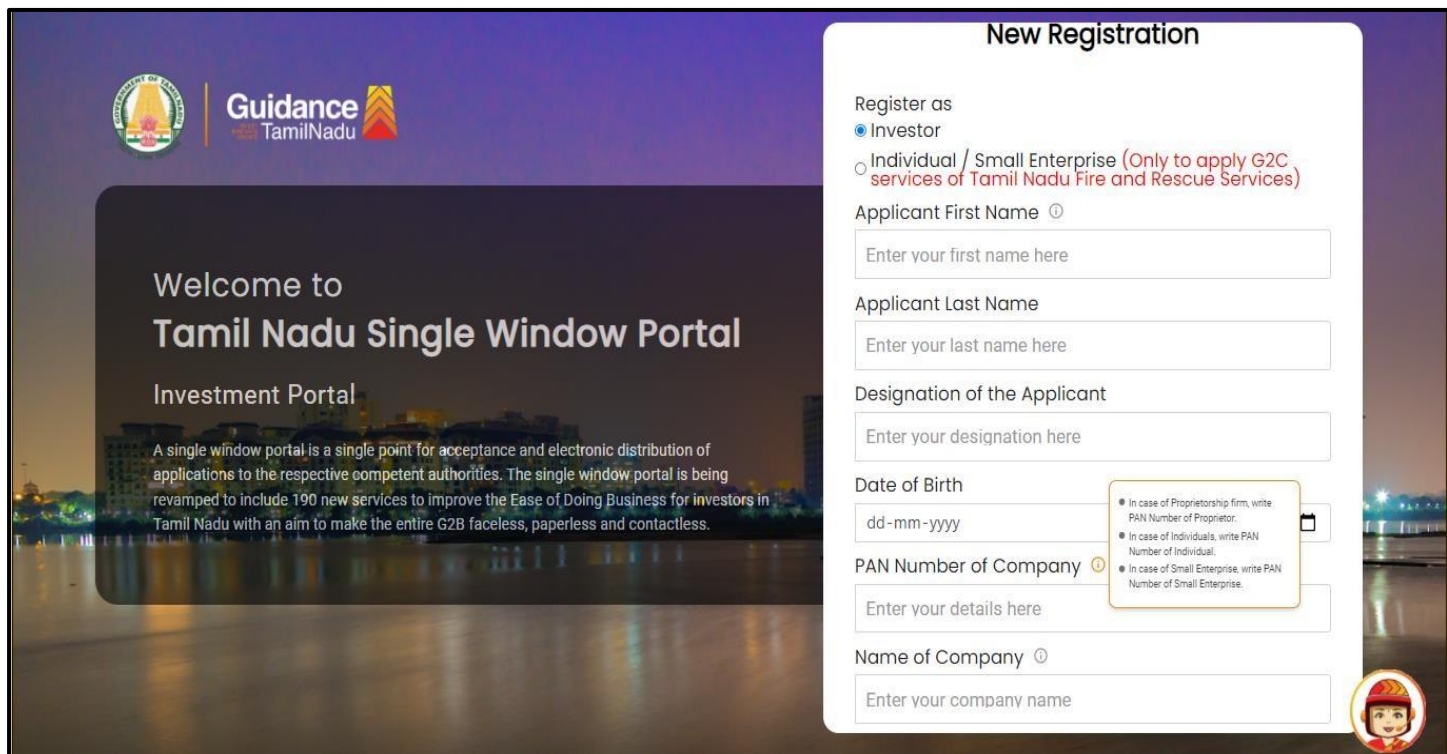
Dedicated Industrial Helpdesk

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 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

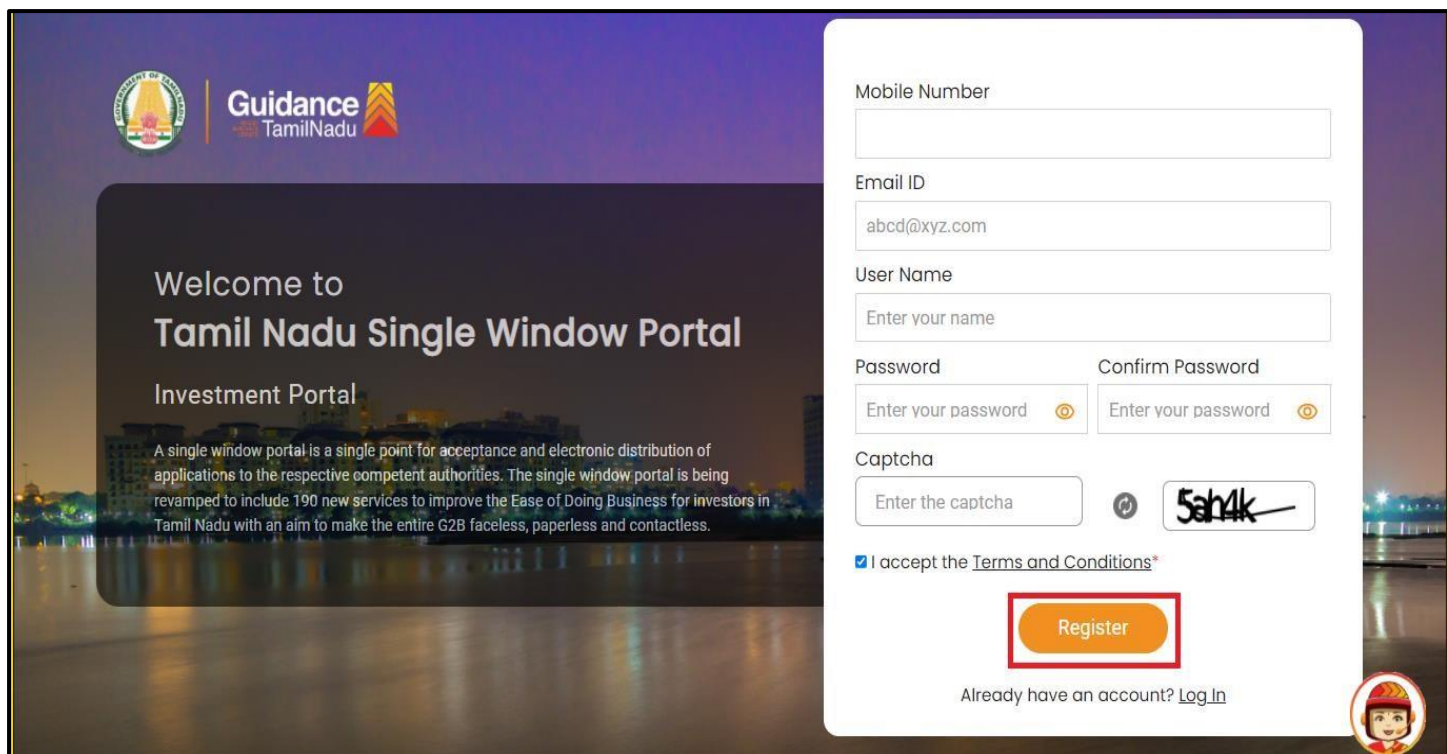
Designation of the Applicant

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 **'Verify'** button.

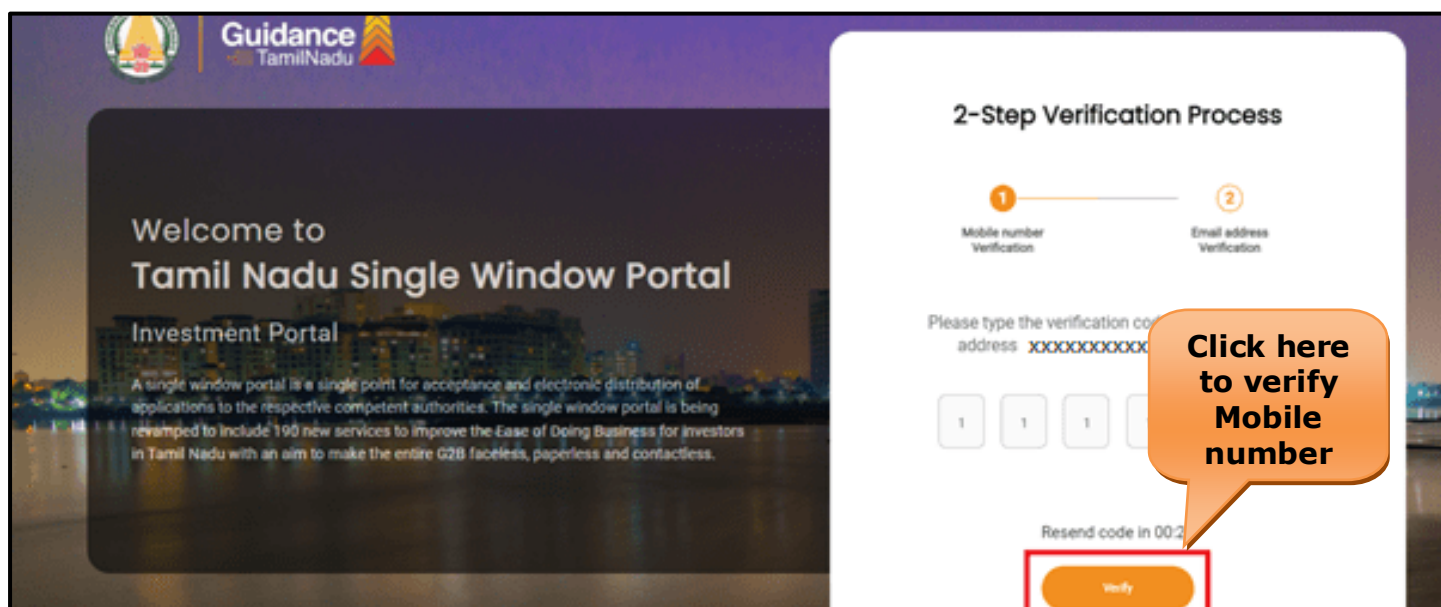
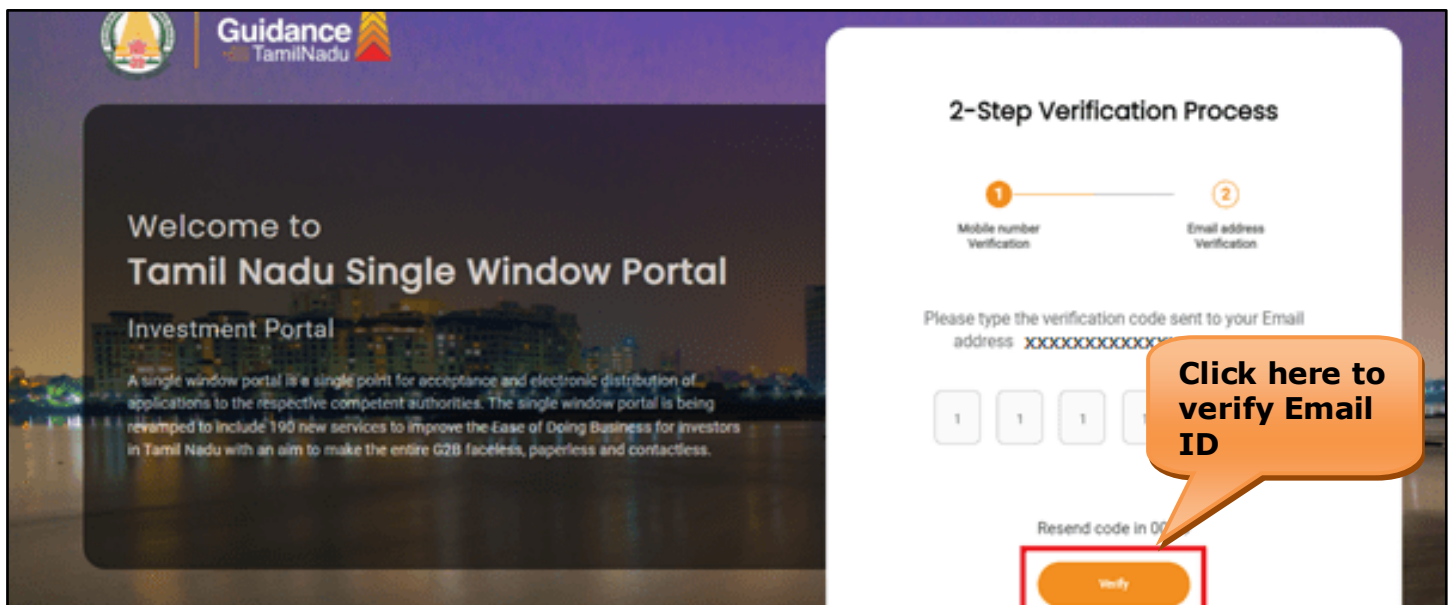


Figure 5. Mobile Number Verification



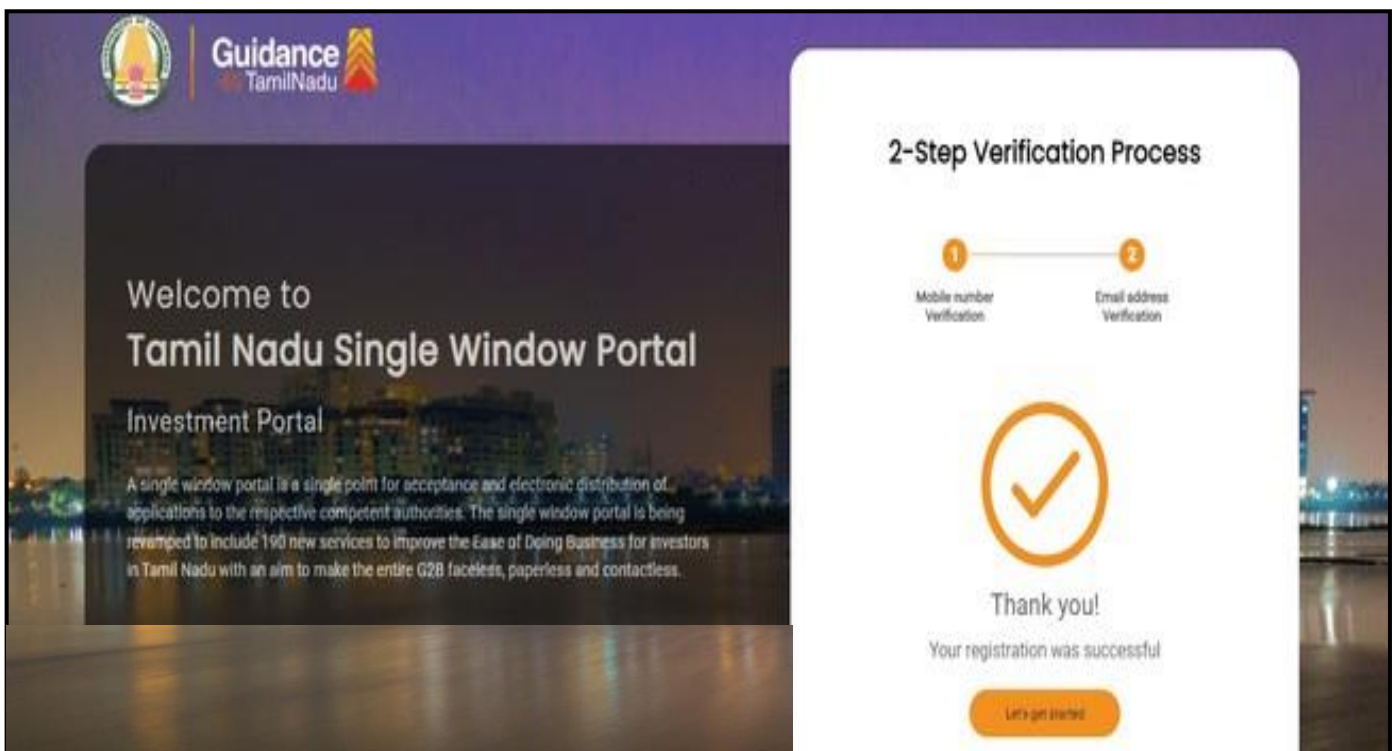
- o **Email ID Verification**

- 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 **'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.

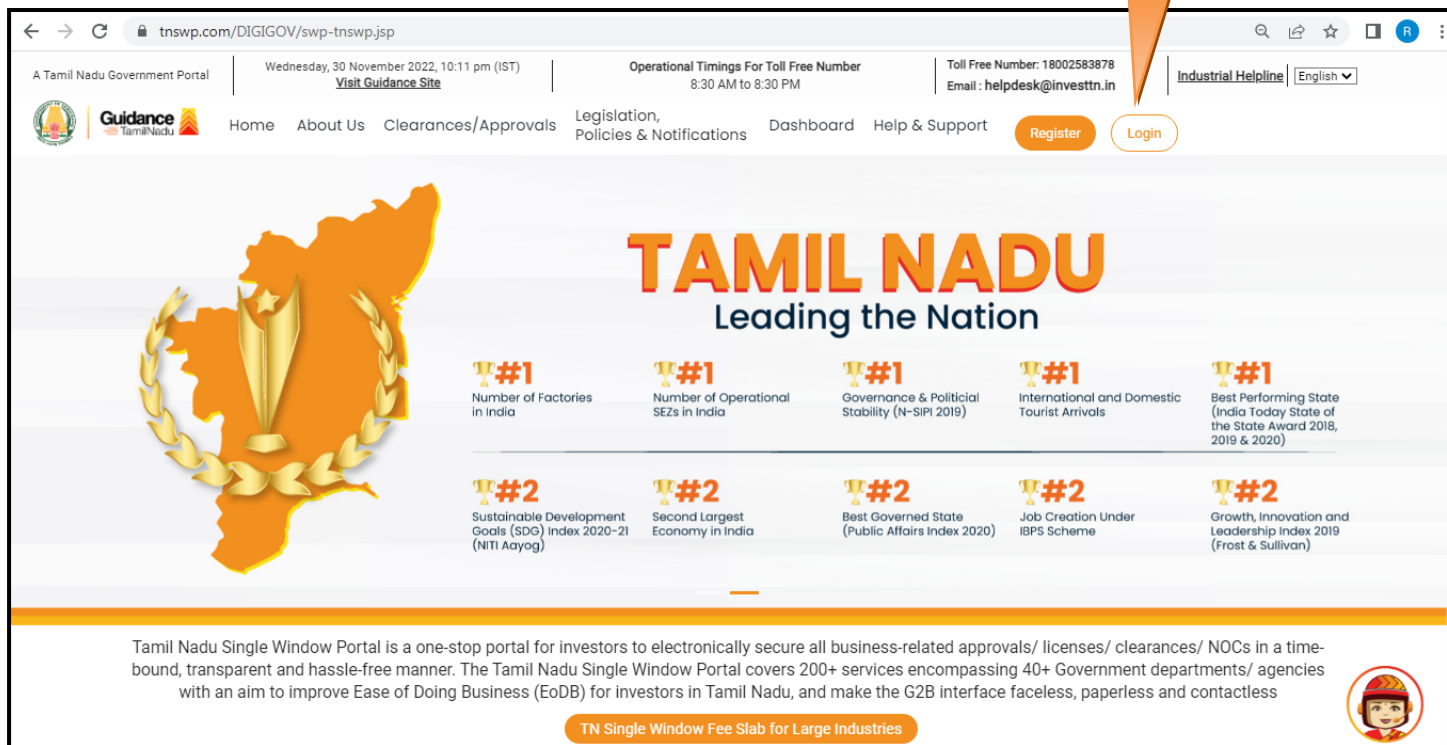
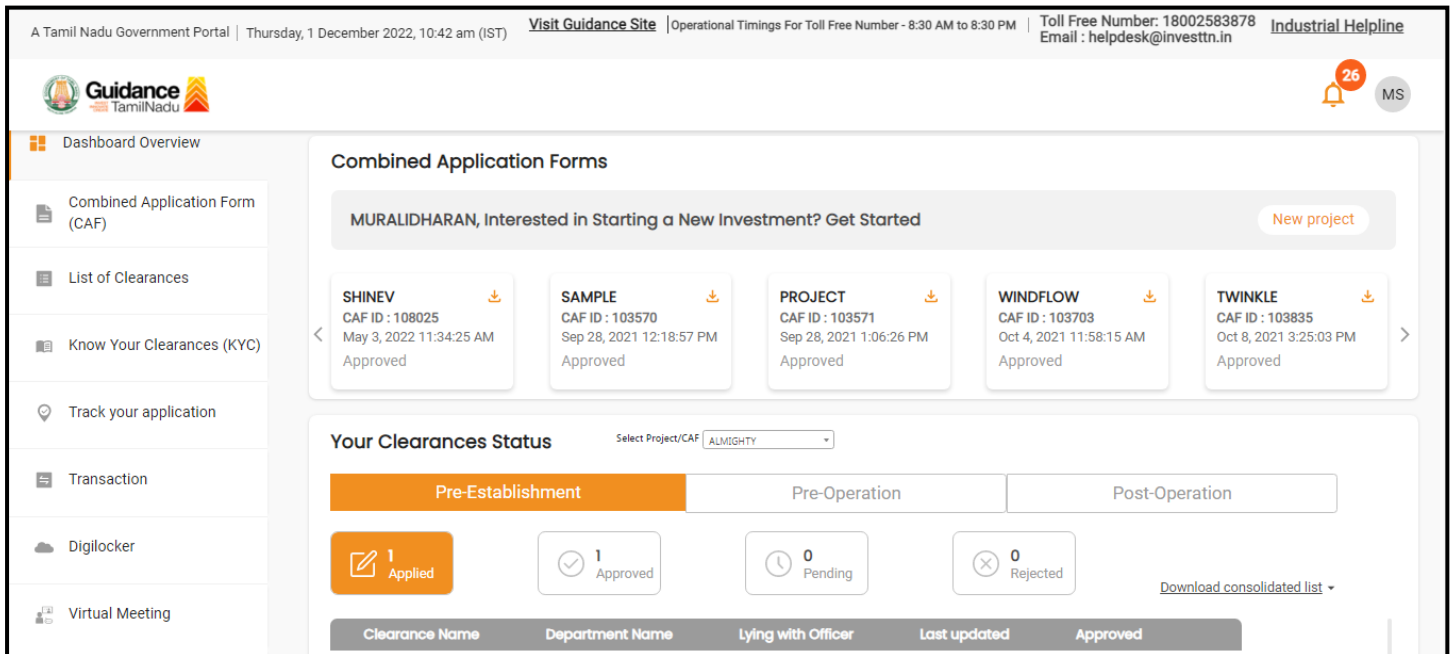


Figure 8. Login

## 5. Dashboard Overview

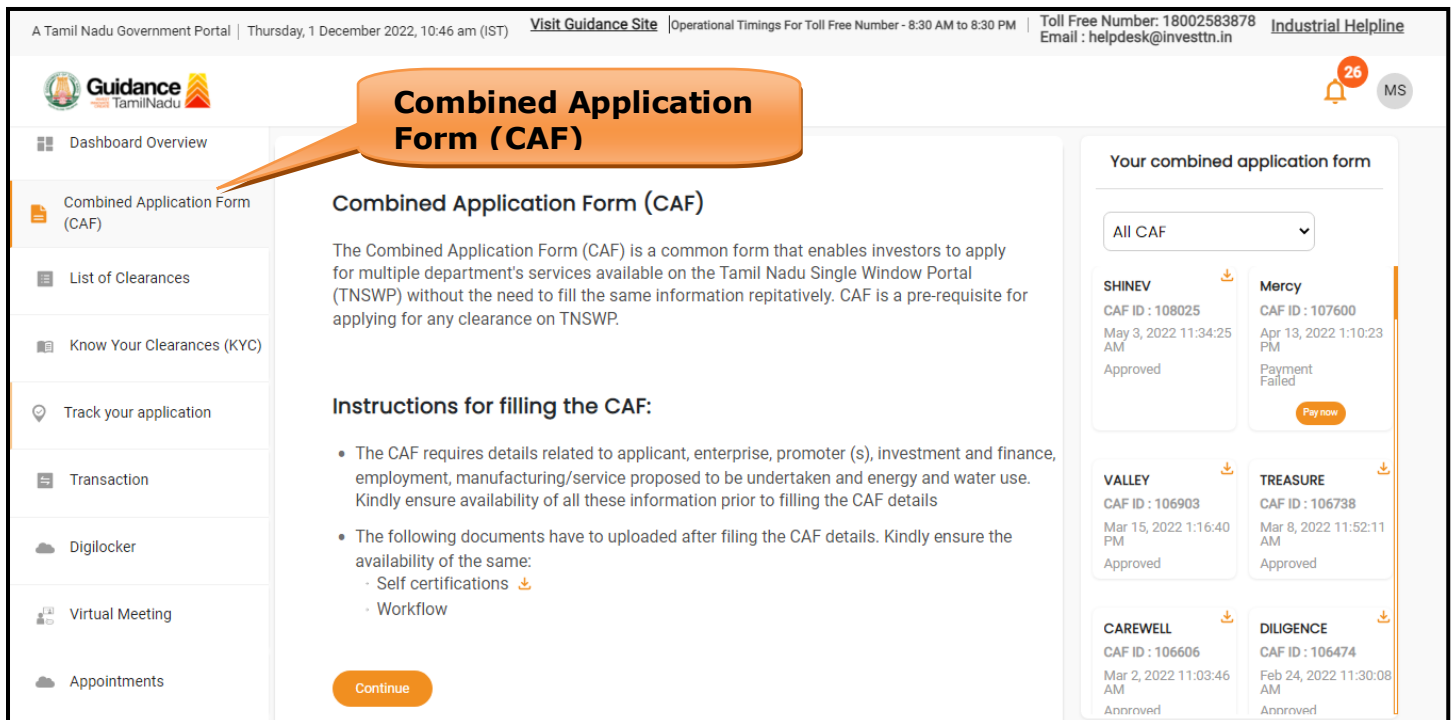
- 1) When the applicant logs into TNSWP, the dashboard overview page will appear.
- 2) Dashboard overview is applicant-friendly interface for the applicant’s easy navigation and to access various functionalities such as Menu bar, Status whether the application is Approved, Pending, Rejected and Data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



A Tamil Nadu Government Portal | Thursday, 1 December 2022, 10:46 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

**Combined Application Form (CAF)**

**Dashboard Overview**

- Combined Application Form (CAF)
- List of Clearances
- Know Your Clearances (KYC)
- Track your application
- Transaction
- Digilocker
- Virtual Meeting
- Appointments

**Combined Application Form (CAF)**

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.

**Instructions for filling the CAF:**

- 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. Kindly ensure availability of all these information prior to filling the CAF details
- The following documents have to uploaded after filing the CAF details. Kindly ensure the availability of the same:
  - Self certifications
  - Workflow

**Your combined application form**

All CAF

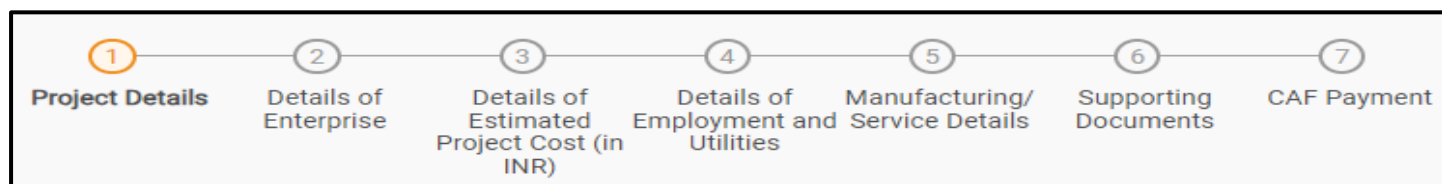
<b>SHINEV</b> CAF ID : 108025 May 3, 2022 11:34:25 AM Approved	<b>Mercy</b> CAF ID : 107600 Apr 13, 2022 1:10:23 PM Payment Failed <a href="#">Pay now</a>
<b>VALLEY</b> CAF ID : 106903 Mar 15, 2022 1:16:40 PM Approved	<b>TREASURE</b> CAF ID : 106738 Mar 8, 2022 11:52:11 AM Approved
<b>CAREWELL</b> CAF ID : 106606 Mar 2, 2022 11:03:46 AM Approved	<b>DILIGENCE</b> CAF ID : 106474 Feb 24, 2022 11:30:08 AM Approved

[Continue](#)

**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 enterprise)



**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:**

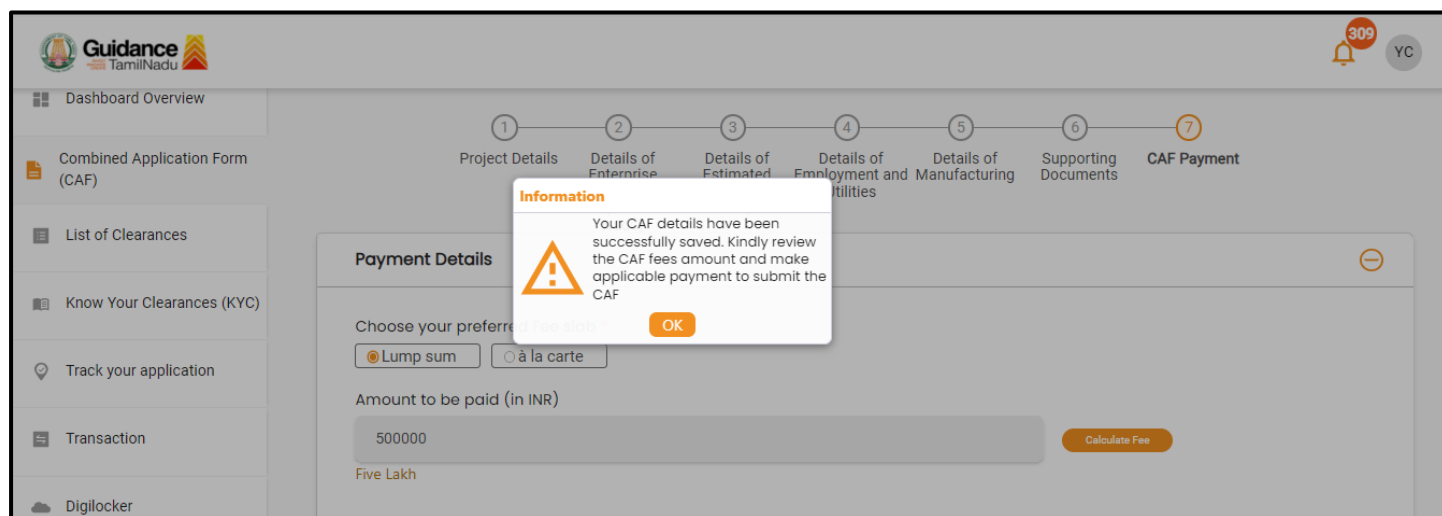
- Download the template.
- Prepare the self-certification documents as per the instructions given in the template and upload.

- **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 a 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 Surrender of Licence for Manufacture Drugs

1. Click on “List of Clearances”

List of Clearances

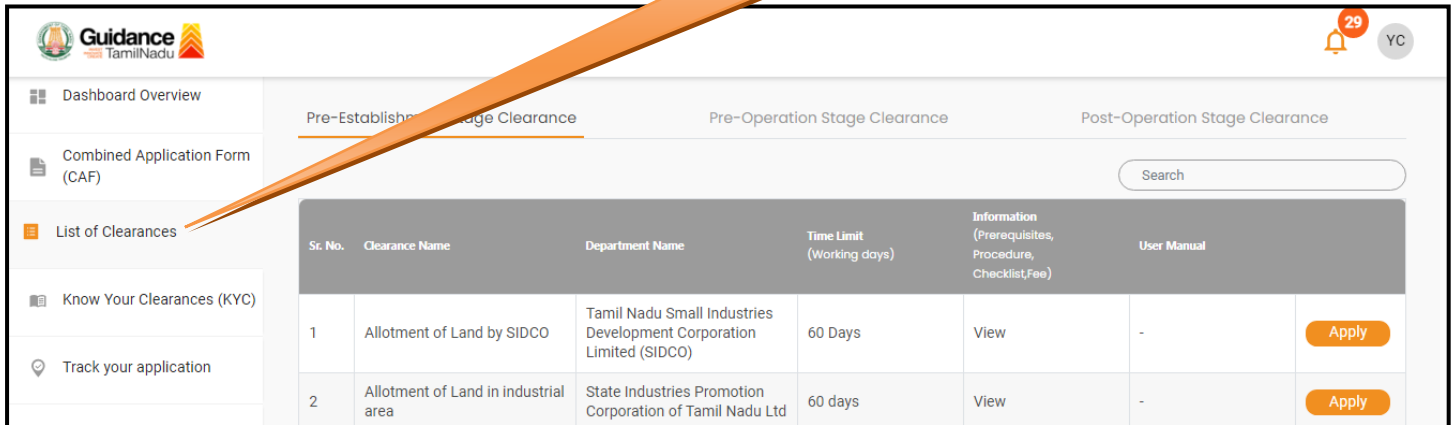


Figure 13. List of Clearances

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 Surrender of Licence for Manufacture Drugs**’ by using Search option as shown in the figure given below.

Search for Clearance

Post-Operation

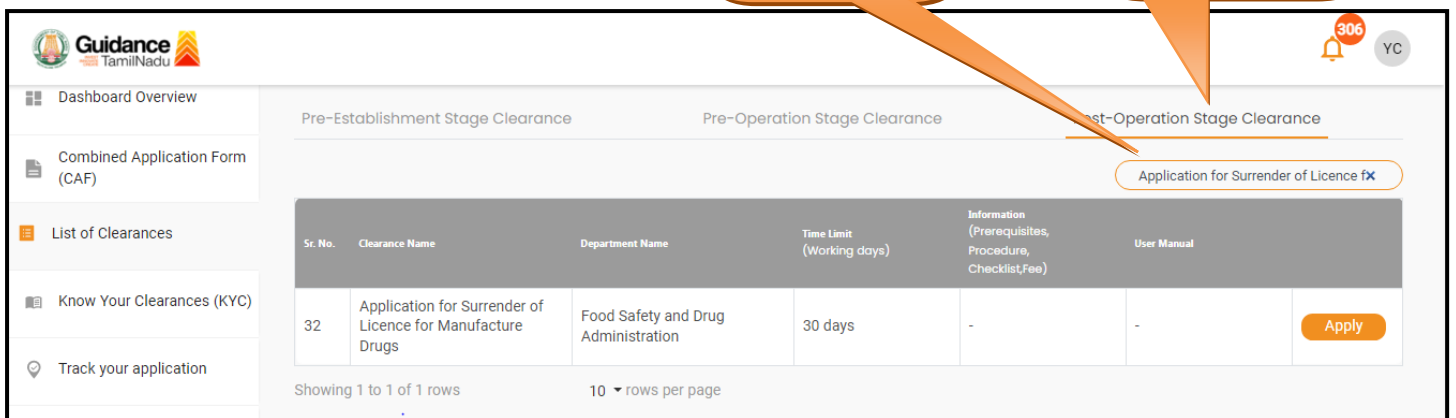


Figure 14. Search for Clearances



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.

**Apply for Clearance**

The screenshot displays the Guidance TamilNadu dashboard. On the left, there is a sidebar menu with options: Dashboard Overview, Combined Application Form (CAF), List of Clearances, Know Your Clearances (KYC), and Track your application. The main content area is titled 'Pre-Operation Stage Clearance' and features a table with the following data:

Sr. No.	Clearance Name	Department Name	Time Limit (Working days)	Information (Prerequisites, Procedure, Checklist, Fee)	User Manual	
32	Application for Surrender of Licence for Manufacture Drugs	Food Safety and Drug Administration	30 days	-	-	<a href="#">Apply</a>

Below the table, it indicates 'Showing 1 to 1 of 1 rows' and '10 rows per page'. An orange callout box labeled 'Apply for Clearance' points to the 'Apply' button in the table.

**Figure 15. Apply for Clearances**

## 8. Filling the Application Form

1. Applicant needs to fill all the details under the following 5 section to complete the application.

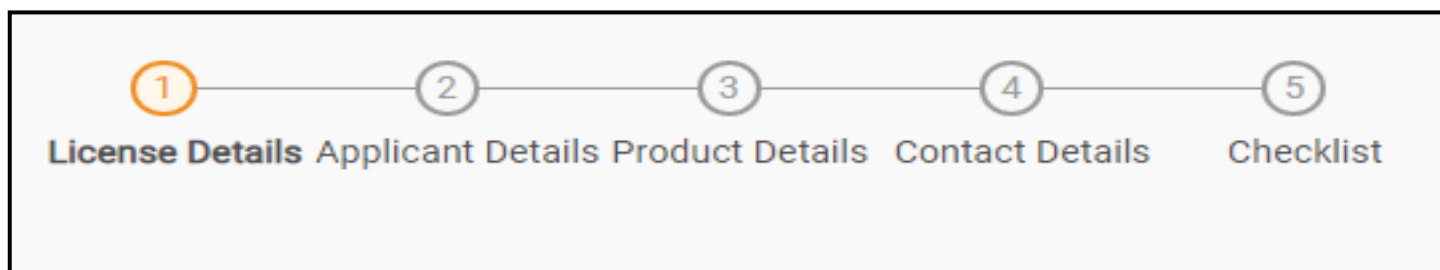
**A. License Details**

**B. Applicant Details**

**C. Product Details**

**D. Contact Details**

**E. Checklist**



**Figure 16. Five Section of Application Form**






### 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.

### 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.	 sample.pdf
2	<input checked="" type="checkbox"/> Authorization of the signatory of the application form (Board Resolution / Authorisation Letter)	 sample.pdf
3	<input checked="" type="checkbox"/> Copy of Latest Licence / Renewal Certificate / Challan copy of payment of Licence Retention Fee	 sample.pdf
4	<input type="checkbox"/> WHO GMP Certificate / Renewal Certificate / WHO GMP under process	Drag & Drop <a href="#">Browse Files</a> <a href="#">DigiLocker</a>
5	<input checked="" type="checkbox"/> Documents related to surrender E. g. Board resolution regarding the surrender incase of a private company	 sample.pdf
6	<input type="checkbox"/> Any other supporting documents / particulars to verify the correctness of the particulars submitted by applicant	Drag & Drop <a href="#">Browse Files</a> <a href="#">DigiLocker</a>
7	<input checked="" type="checkbox"/> Aadhaar Card of the person who is assigned to the applications (i.e,Proprietor/ Partner/ Managing Director/ Authorized Signatory stating the intent of the applications.	 sample.pdf

**Click on 'Submit' button**

Previous

Next

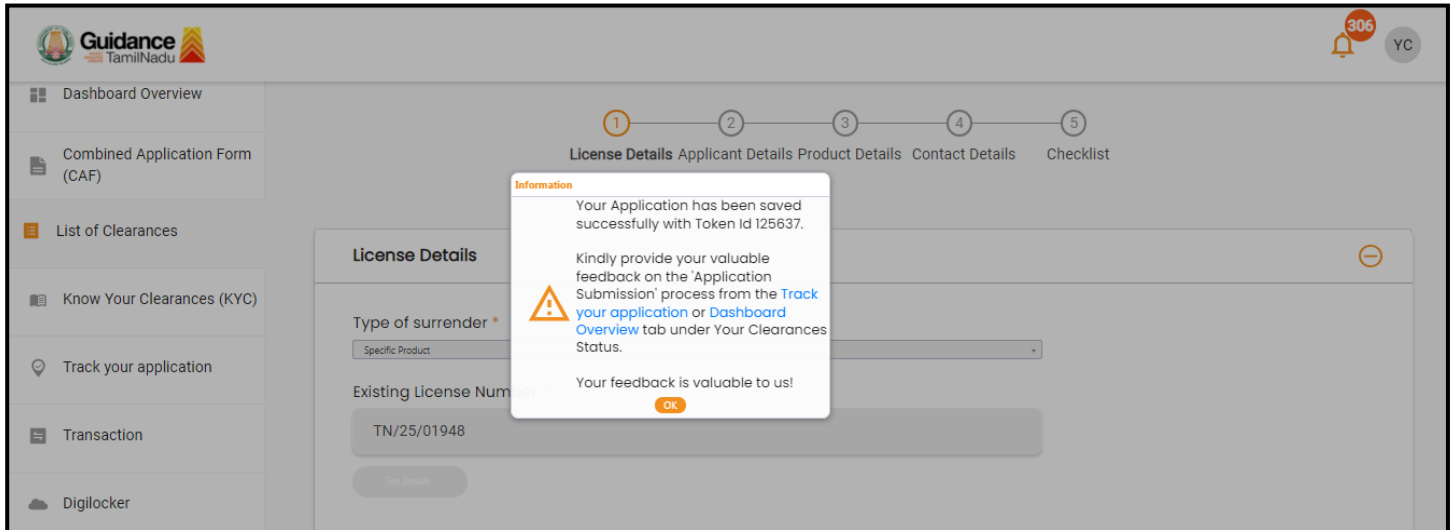
Save As Draft

SUBMIT

**Figure 17. Checklist**

## Token ID Generated

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



**Figure 18. Token ID Generated**

## 9. Payment Process

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

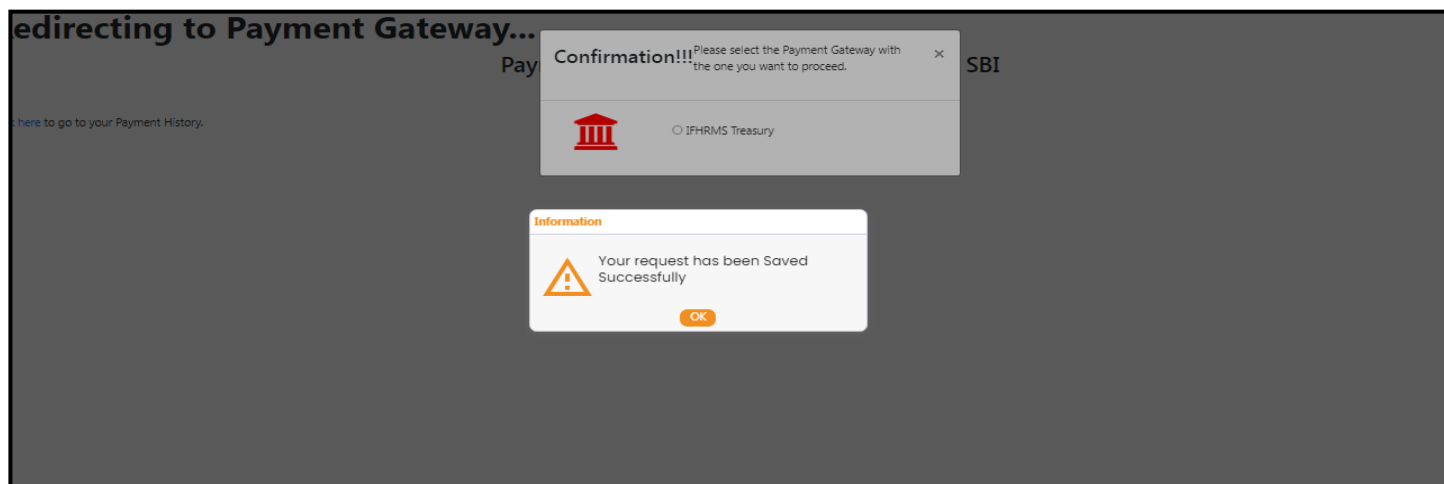


Figure 19. Request Saved Successfully

- 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**'.

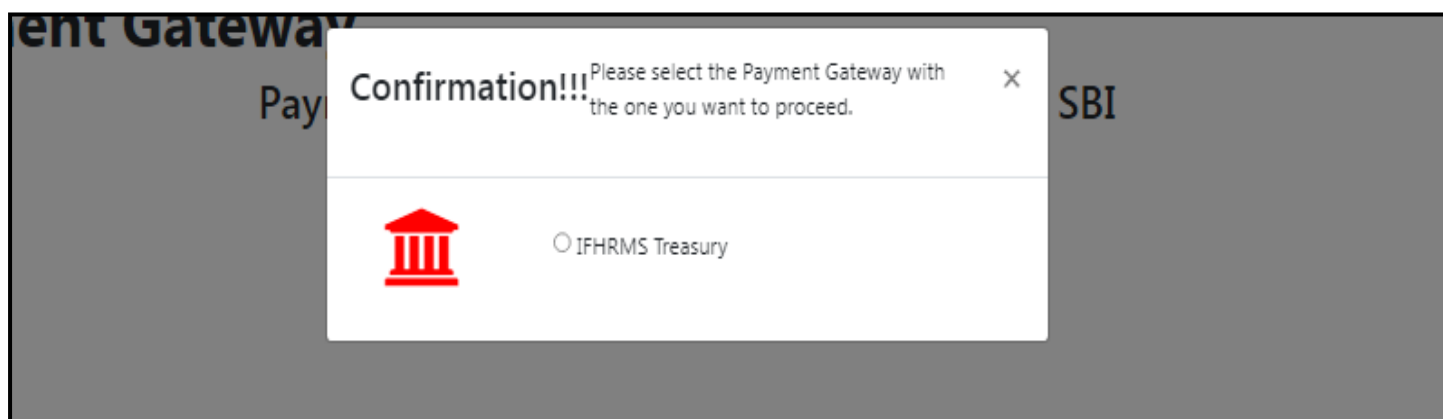
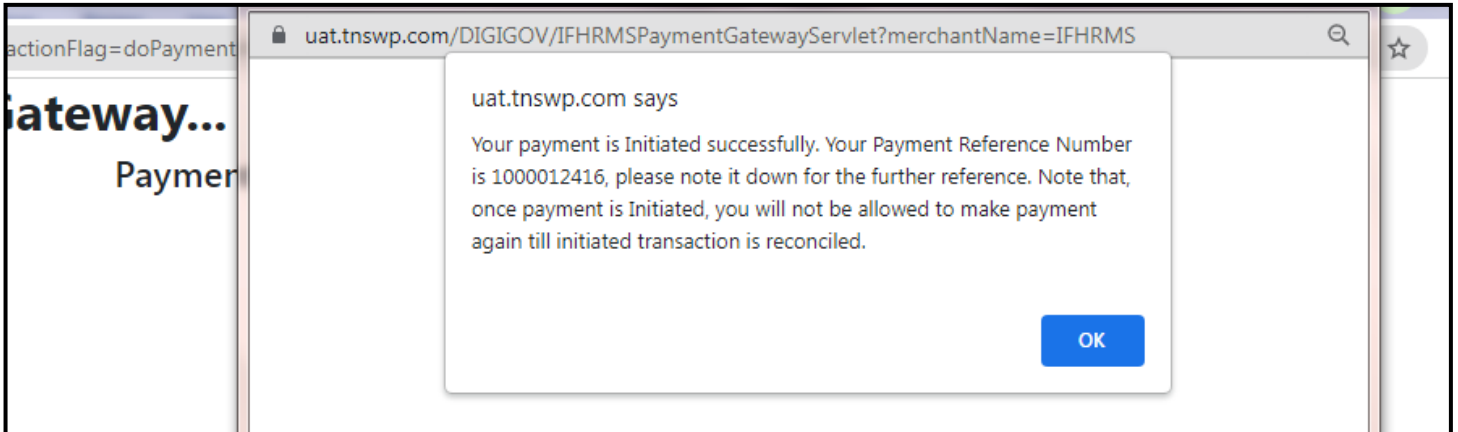


Figure 20. Payment Process

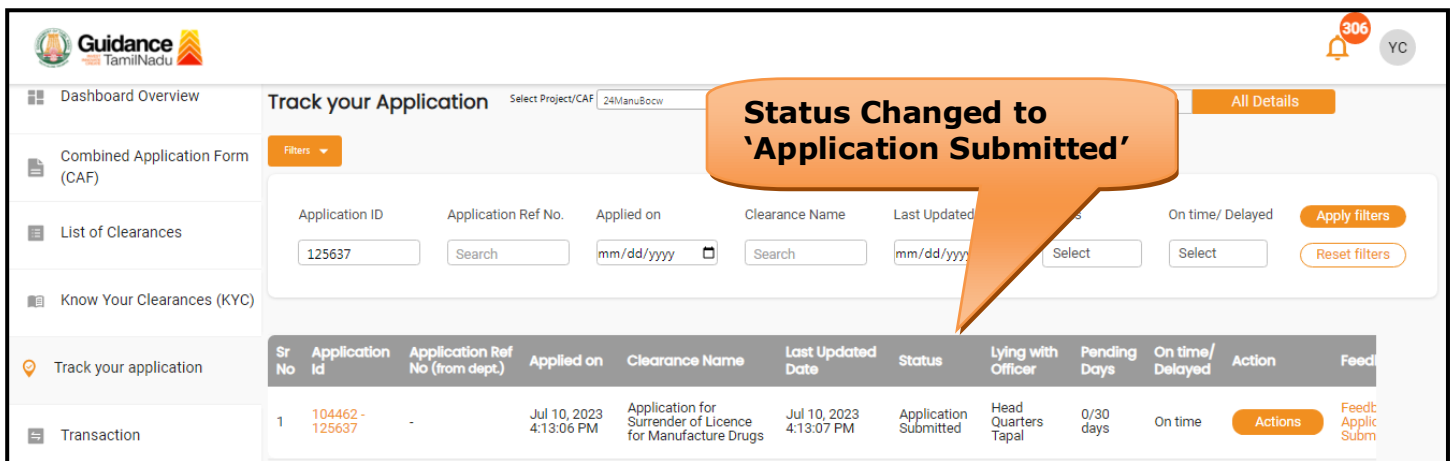
4) Then the payment '**Reference number**' would be generated, refer to the instruction note as shown in the below figure.

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 Project / CAF from the Dropdown** → **All details**



**Figure 22. Application Submitted**



## 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.'

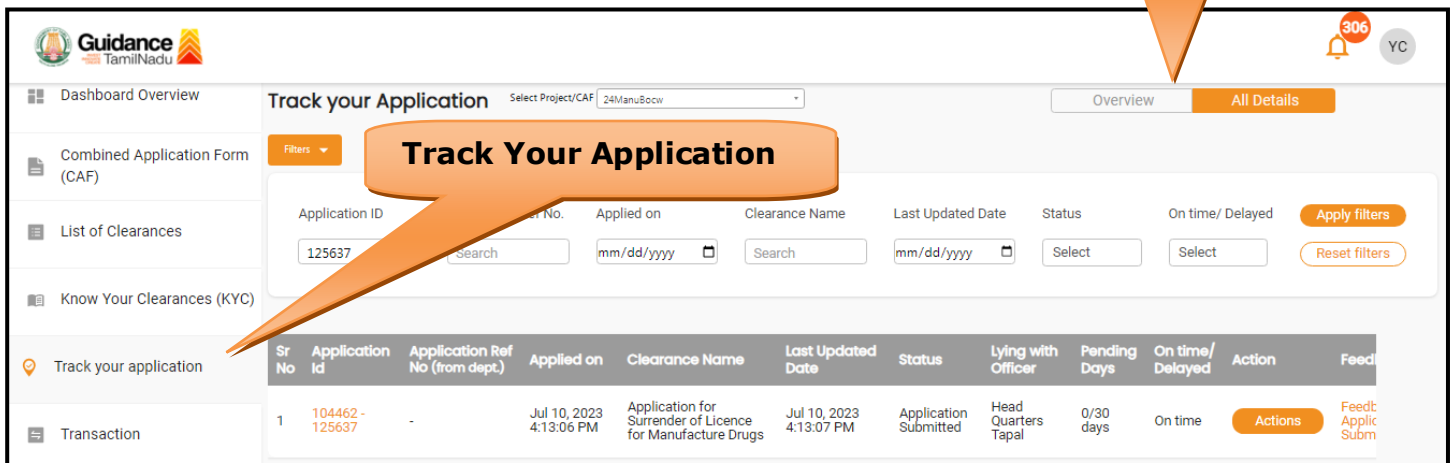
2) Applicant to choose the name of the project created during CAF from the dropdown 'Select project / CAF' displayed at the top of the page.

- **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**

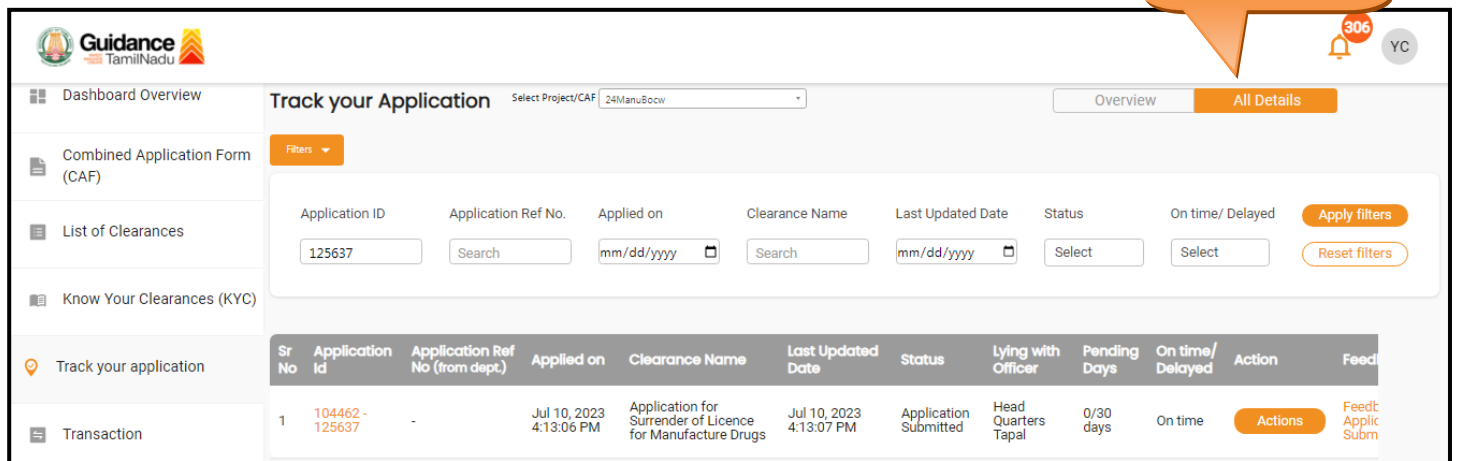


**Figure 23. Track your Application**

- **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**

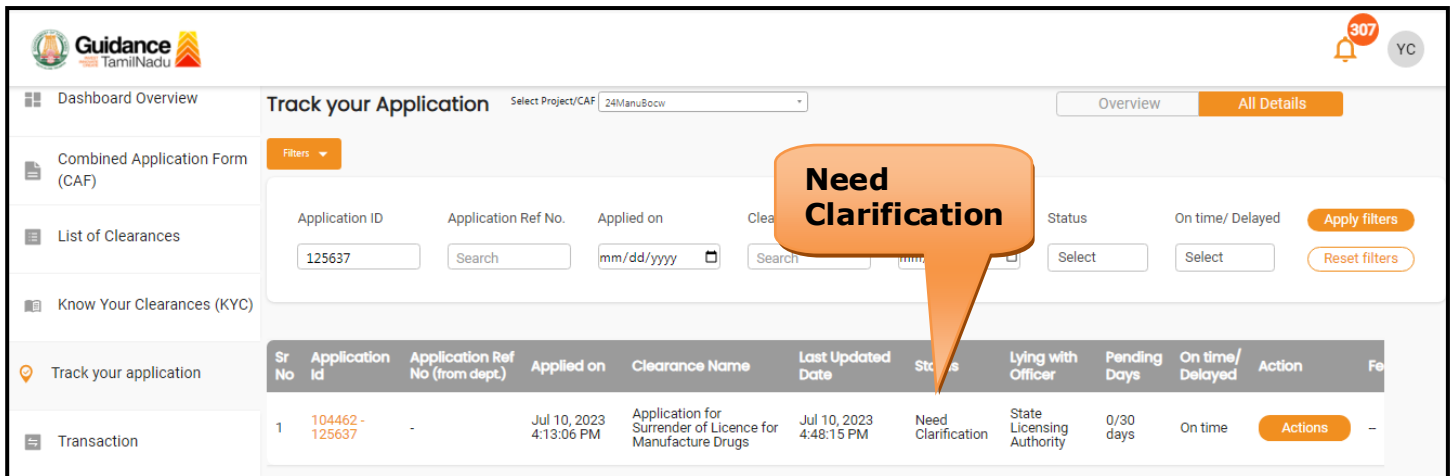



Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action	Feed
1	104462 - 125637	-	Jul 10, 2023 4:13:06 PM	Application for Surrender of Licence for Manufacture Drugs	Jul 10, 2023 4:13:07 PM	Application Submitted	Head Quarters Tapal	0/30 days	On time	Actions	Feed: Applic Subm

**Figure 24. ‘All details’ tab**

## 11. Query Clarification

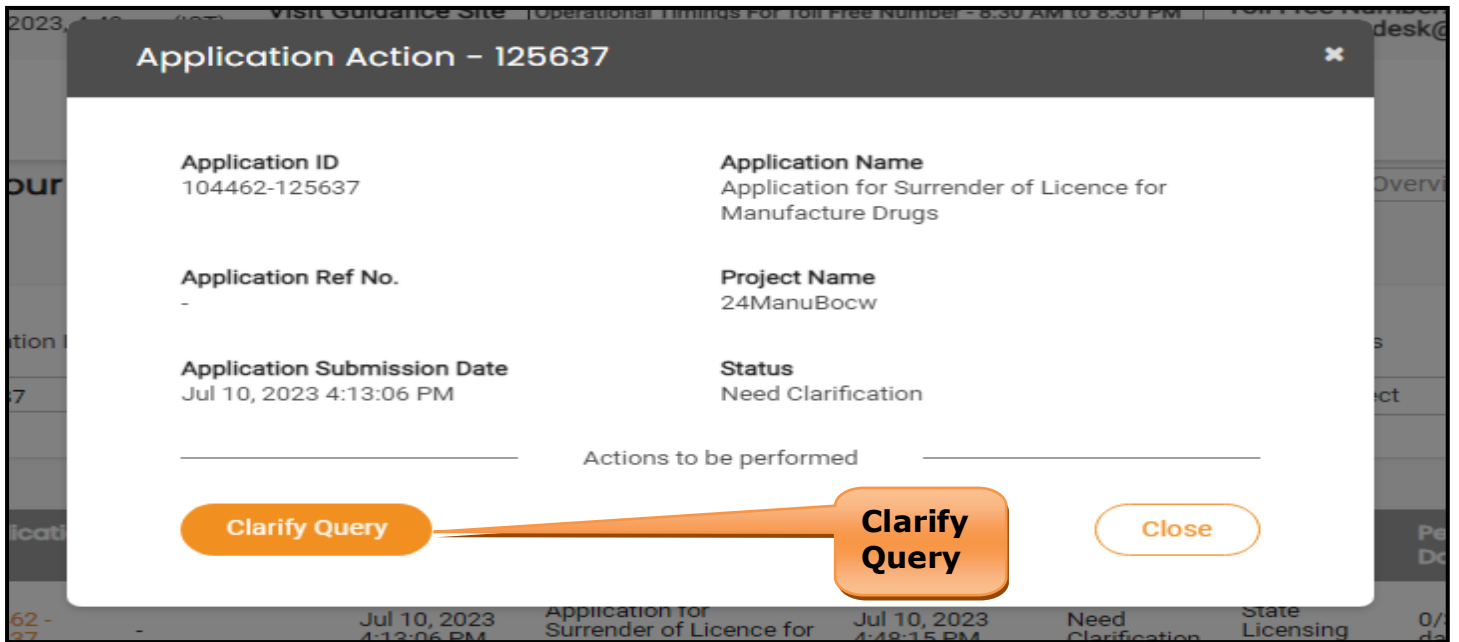
- 1) After submitting the application to the Drugs department, the State Licensing Authority reviews the application and if there are any clarifications required, the State Licensing Authority would raise a query to the applicant.
- 2) Applicant would receive an alert message through Registered SMS/Email.
- 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 search filter for '125637'. A table lists application details, with a callout bubble pointing to the 'Need Clarification' status in the 'Status' column.

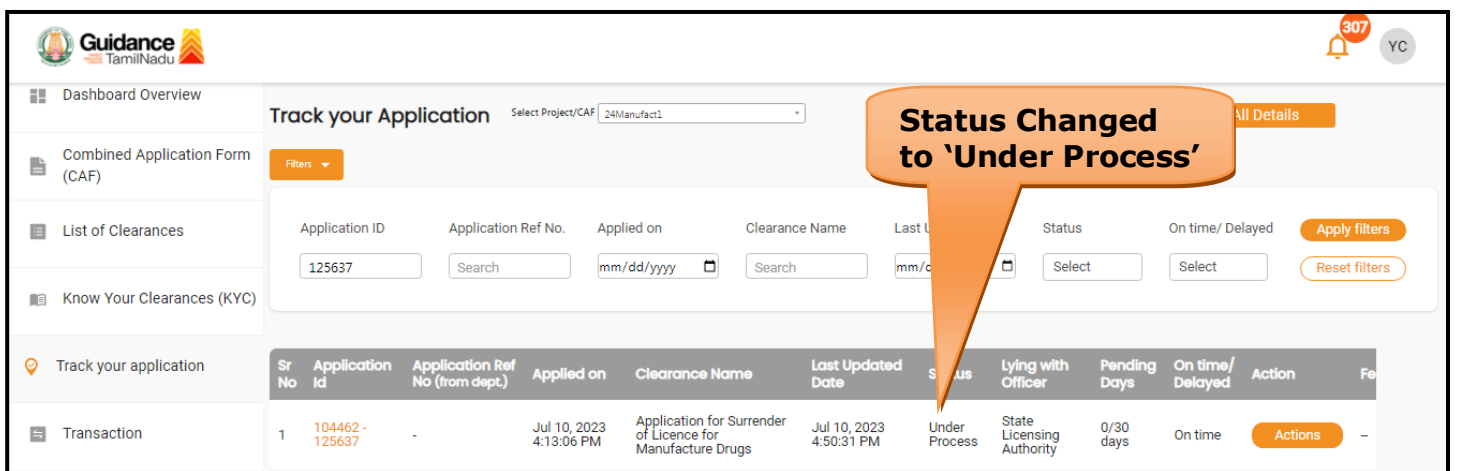
Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
1	104462 - 125637	-	Jul 10, 2023 4:13:06 PM	Application for Surrender of Licence for Manufacture Drugs	Jul 10, 2023 4:48:15 PM	Need Clarification	State Licensing Authority	0/30 days	On time	Actions

Figure 25. Need Clarification



**Figure 26. Clarify Query**

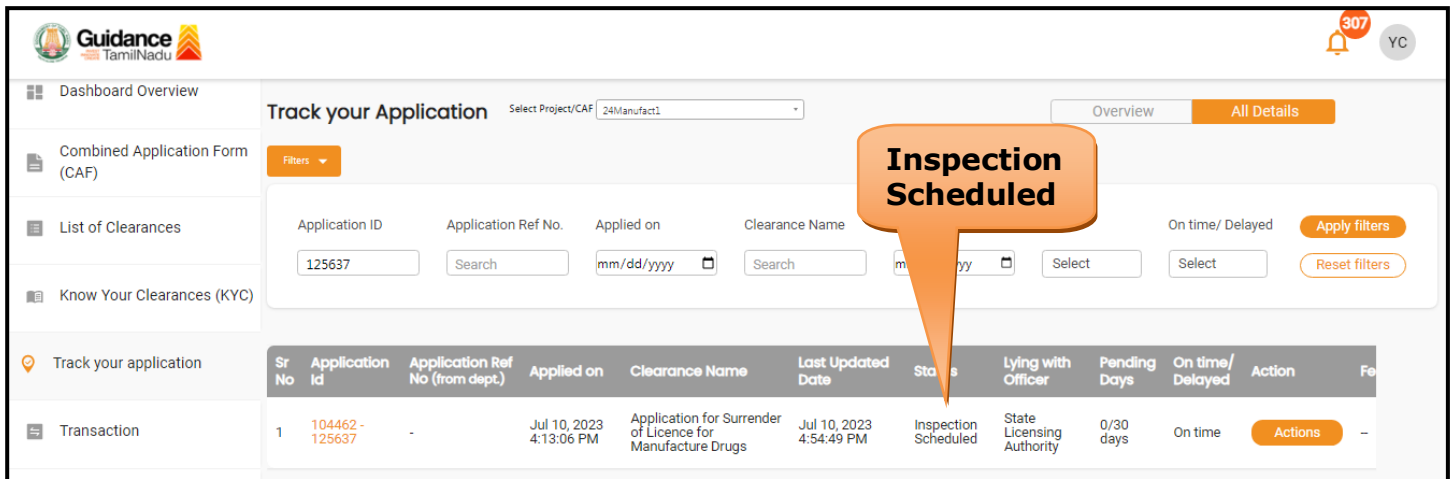
- 5) The Applicant clicks on '**Clarify Query**' button and responds to the Query.
- 6) The Application gets submitted to the department after the query has been addressed by the Applicant.
- 7) The Status of the application changes from 'Need clarification' to '**Under Process**' after the Applicant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



**Figure 27. Application "Under Process"**

## 12. Inspection Schedule

- 1) The Drug Inspector of Drugs 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 a web dashboard for tracking applications. The main section is titled 'Track your Application' and includes a search bar for 'Application ID' with the value '125637'. Below this 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	104462 - 125637	-	Jul 10, 2023 4:13:06 PM	Application for Surrender of Licence for Manufacture Drugs	Jul 10, 2023 4:54:49 PM	Inspection Scheduled	State Licensing Authority	0/30 days	On time	Actions

Figure 28. Inspection Scheduled

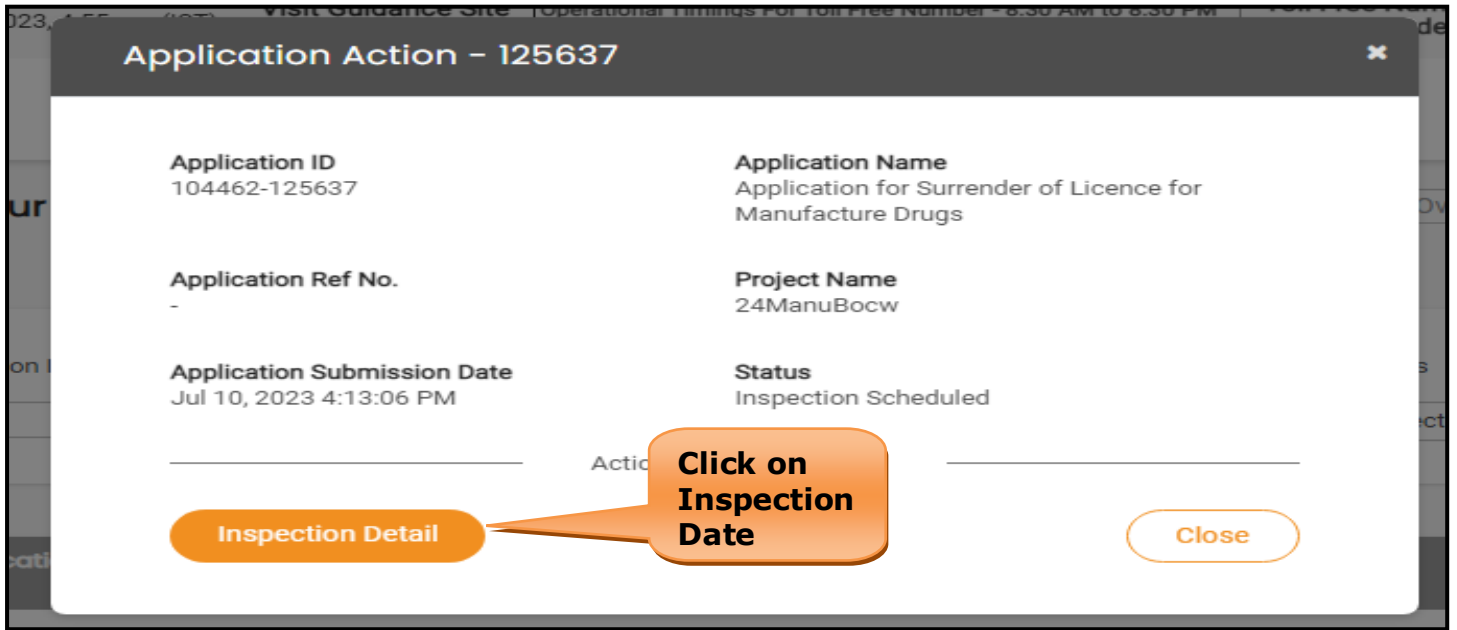


Figure 29. Inspection Date

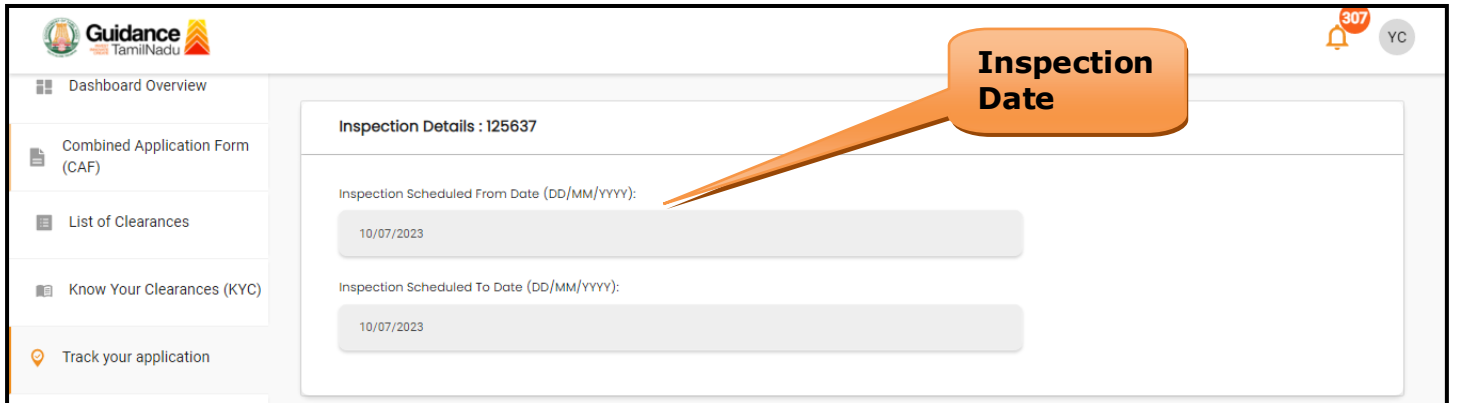
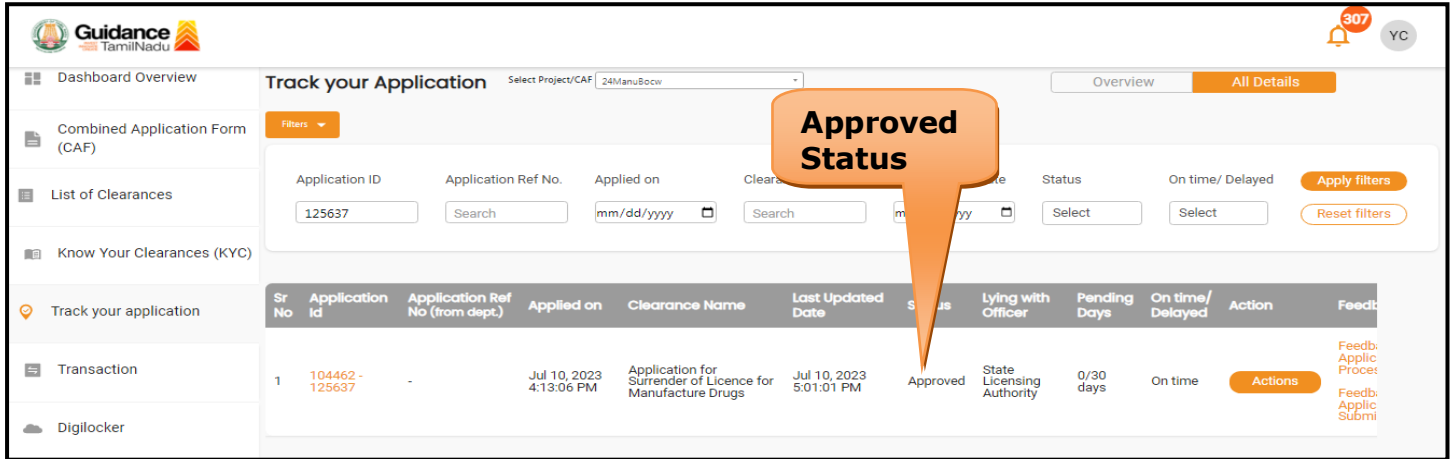


Figure 30. Inspection Details



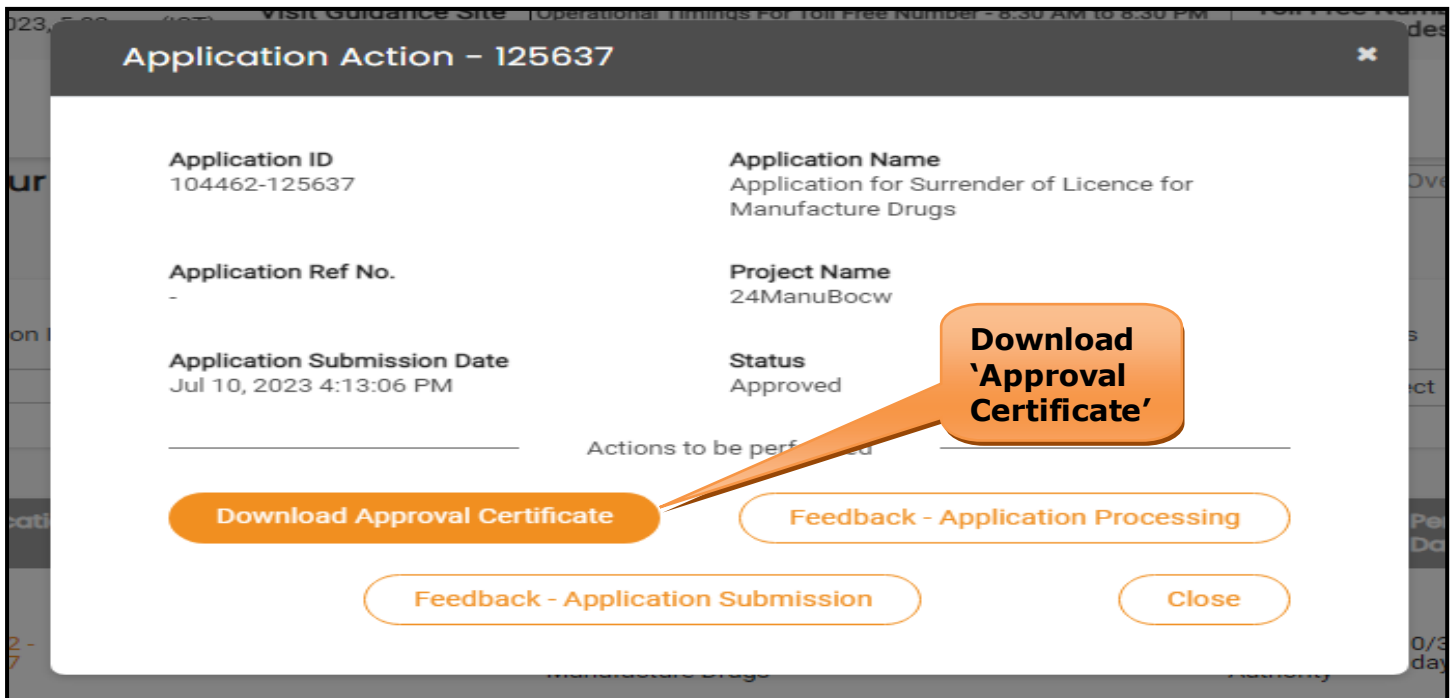
### 13. Application Processing

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



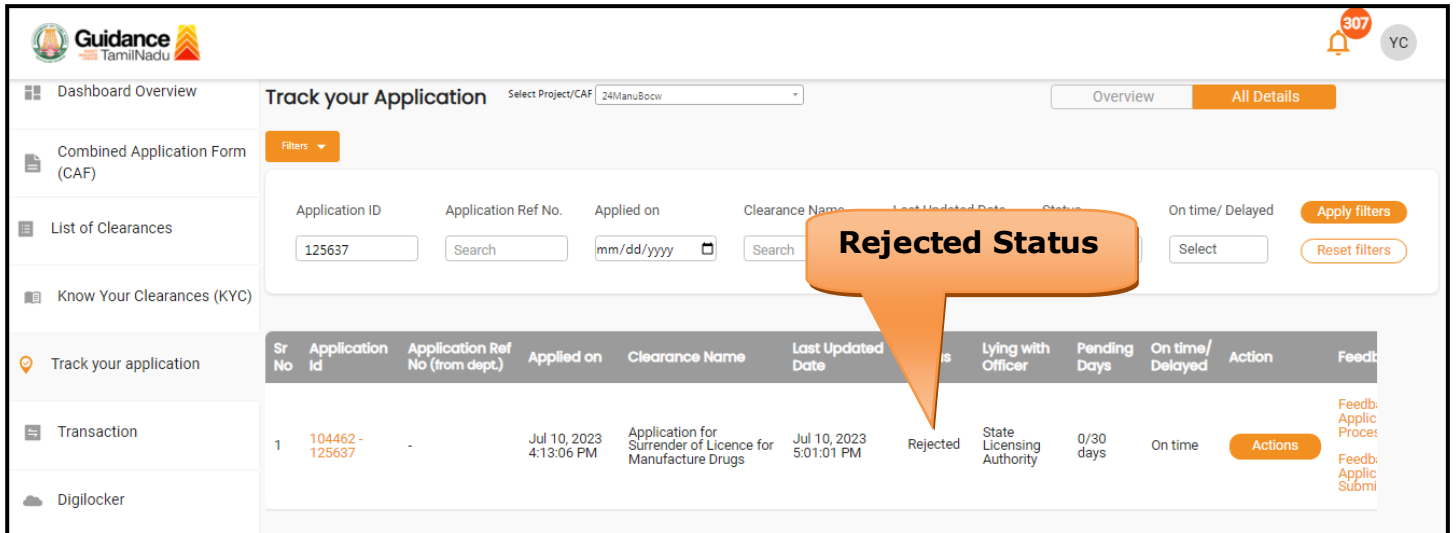
**Figure 31. Application Processed**

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 33)



**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 34)



The screenshot shows the 'Track your Application' page with a sidebar on the left containing navigation options like 'Dashboard Overview', 'Combined Application Form (CAF)', 'List of Clearances', 'Know Your Clearances (KYC)', 'Track your application', 'Transaction', and 'Digilocker'. The main content area has a search filter for '24ManuBocw' and a table of applications. A callout bubble labeled 'Rejected Status' points to the 'Rejected' status in the table row.

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 - 125637	-	Jul 10, 2023 4:13:06 PM	Application for Surrender of Licence for Manufacture Drugs	Jul 10, 2023 5:01:01 PM	Rejected	State Licensing Authority	0/30 days	On time	Actions	Feedb: Applic Process Feedb: Applic Submi

**Figure 33. Rejected Status**

