



Tamil Nadu e-District Application Training Manual

Licence to Grant or Renewal
Specified in Schedule x Drugs
(DCA-404)

Drug Department



राष्ट्रीय इ-गवर्नेस योजना
National e-Governance Plan

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E-DISTRICT TAMIL NADU USER MANUAL (Government of Tamil Nadu)

1. Project Overview

Districts are the de facto front-end of government where most Government-to-Consumer or G2C interaction takes place.

The e-District project was conceptualized to improve this experience by creating an automated workflow system for the district administration and help in providing the citizen efficient department services through Common Service Centers (CSCs), the primary front-end channels envisaged under the National e-Governance Plan by Department of Information Technology (DIT), Ministry of Communication and Information Technology (MCIT), Government of India.

2. General Information

Let's Start!!

2.1.Tools Required

You will be provided with the following basic infrastructure:

- Computer (CPU, Monitor, Keyboard & Mouse)
- Network Connection (as per requirement)
- Peripherals (as per requirement)
- Browser (Google chrome, Version 37)
- Uninterrupted Power Supply (UPS)

2.2.Starting your Computer

Steps

1. Ensure all cables are connected between the computer, network connection, peripherals & UPS
2. Plug the UPS to the electrical socket
3. Switch 'ON' the electrical socket
4. Switch 'ON' the UPS
5. Press the  (power button) on the computer
6. Allow the system to boot up.



1. Switch 'ON' the UPS only after you have switched 'ON' the power socket
2. Switch 'ON' the computer only after you have switched "ON' the UPS
3. Switch 'OFF' the power socket in there is an electrical spark in the socket

	4. Do not start the computer in case the UPS is not fully charged 5. Do not start the computer in case any of the wires are in contact with water sources / moisture
	6. In case you are not sure whether the computer is connected in the right way – please contact the system engineer

3. Purpose

This document is an integral part of e-District application user manuals. The objective of this document is to provide step-by-step assistance to the user on how to process applications received for Grant or Renewal of Drugs License Specified in Schedule X through the e-District Portal.

4. Scope

The scope of this document is to cover the 'Licence to Grant or Renewal Specified in Schedule x Drugs' service offered under **Drugs Department**.

5. Getting Started

Following points and guidelines may be referred while accessing the e-Sevai/e-District application:

- User must have valid username and password
- Make relevant and correct entries only
- Recheck the entries before clicking on Submit button
- Mandatory fields cannot be left blank
- Mandatory/Optional documents should be attached as per requirement
- Do not make false entries

6. Services Offered under Drugs Department

Following services are offered under the Drugs Department:

1. DCA-401: Licence to Grant or Renewal Allopathic Drugs
2. DCA-402: Licence to Grant or Renewal Homeopathic Medicines
3. DCA-403: Licence to Grant or Renewal Restricted Licence (allopathic drugs)
4. DCA-404: Licence to Grant or Renewal Specified in Schedule x Drugs
5. DCA-405: Obtain Duplicate Licence

7. Licence to Grant or Renewal Specified in Schedule x Drugs

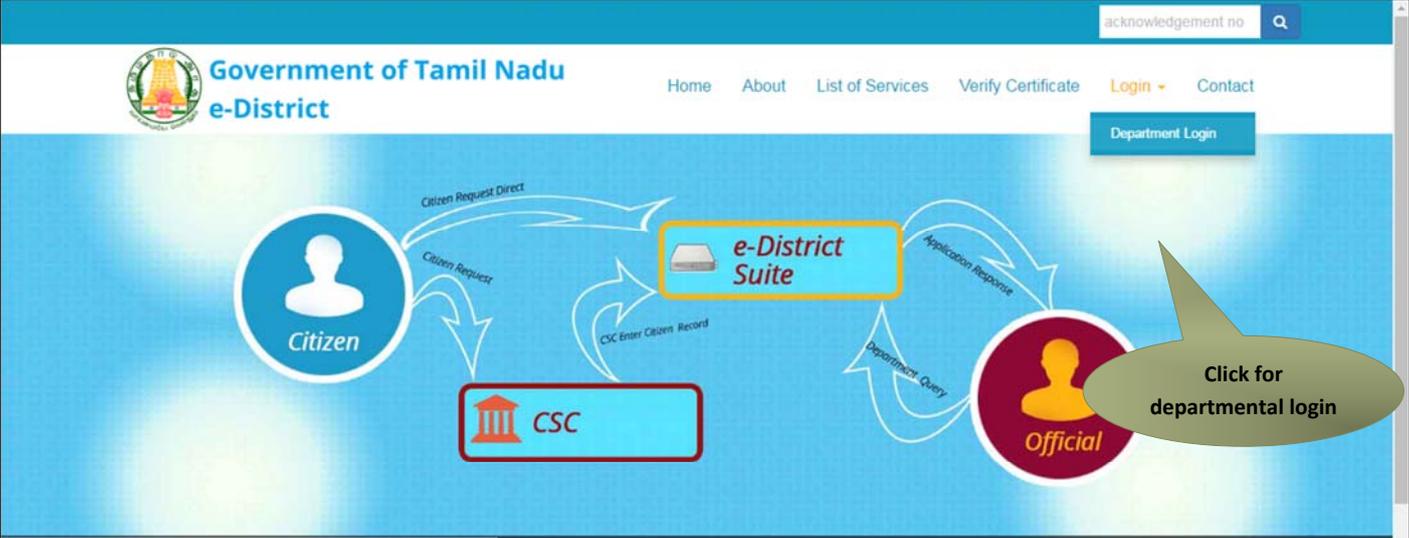
7.1.Processing Application at Assistant Director'sDesk

The Assistant Director is entitled to take following actions on the submitted applications:

- **Return to CSC:**Return the application back to the CSC Operator
- **Send Forward:** Send forward the application to the Drug Inspector
- **Approve:** Approve the application
- **Reject:** Reject the application
- **Return to DI:** Return the application to the Drug Inspector

Following steps show how to process applications received forLicence to Grant or Renewal Specified in Schedule x Drugsat Assistant Director's (AD) Desk:

STEP 1:Go to Tamil Nadu e-district Web Portal **departmental login** page.



The screenshot shows the Government of Tamil Nadu e-District portal. At the top right, there is a search bar for 'acknowledgement no'. The navigation menu includes 'Home', 'About', 'List of Services', 'Verify Certificate', 'Login', and 'Contact'. A 'Department Login' button is visible. A diagram illustrates the workflow: Citizen sends 'Citizen Request' and 'Citizen Request Direct' to the 'e-District Suite', which then sends 'Application Response' to the 'Official'. The 'Official' sends 'Department Query' back to the 'e-District Suite', which sends 'CSC Enter Citizen Record' to the 'CSC'. A callout bubble points to the 'Department Login' button with the text 'Click for departmental login'.

STEP 2:Enter login credentials and click on **Login**.



Enter username and password

Department Login

User Name
ad_Thiruchirappalli

Password
...

Login

Click on Login

STEP 3: Pending applications will show up. Click on the **Application Number** link to open an application.

Government of Tamil Nadu e-District

User Name: S Sridhar
Last Login: 09-Oct-2017 12:29:44

Assign DSC key Change Password Logout

My Task

Office: Please Select

Pending Application

No. of Rows: Please Select

Application No.	Applicant name	Date of application	Sender	Status
▲ DCA-403 Licence to Grant or Renewal Restricted Licence (allopathic Drugs, total of service: 1				
▼ DCA-404 Licence to Grant or Renewal Specified in Schedule Drugs, total of service: 2				
TN-4920171009106	Kadharman K	09-Oct-2017	Kiosk-01	Pending
▲ DCA-401 Licence to Grant or Renewal Allopathic Drugs, total of service: 1				

Click to open application

Application request details will open. You can view the application by clicking on the **View Application** button.



- My Task
- Pending Application
- Processed Application
- Escalated Application
- Pending for Signature
- Signed Certificate

Requested Details

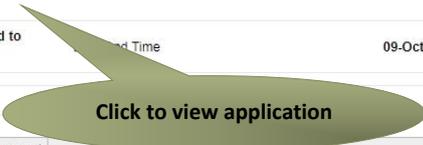
Service Name	Licence to Grant or Renewal Specified in Schedule X Drugs (DCA-404)	Applicant Name	Radharaman K
Application Number	TN-4920171009106	Date of Request	09-Oct-2017

Application Form

Licence to Grant or Renewal Specified in Schedule X Drugs (DCA-404) [View Application](#)

Status

Current Status: Application Submitted to Assistant Director Submitted Time: 09-Oct-2017 01:46:14



Uploaded Documents

Serial No.	Document Name	Document Number	File Name	View Document	Download
1	Copy of Pharmacy Council Registration Certificate of the Pharmacist or Education Qualification and Experience Certificate	1	Copy of Pharmacy Council Registration Certificate of the Pharmacist or Education Qualification and Experience Certificate_1	View Document	Download
2	Declaration Form	2	Declaration Form_2	View Document	Download
3	EC or Property Tax Receipt or Sale Deed Copy of building or Equivalent Document	3	EC or Property Tax Receipt or Sale Deed Copy of building or Equivalent Document_3	View Document	Download
4	Form 19 - C (Retail)	4	Form 19 - C (Retail)_4	View Document	Download
5	Form 19 - C (Wholesale)	5	Form 19 - C (Wholesale)_5	View Document	Download
6	Legal Tenancy Affidavit Attested by Notary Public	6	Legal Tenancy Affidavit Attested by Notary Public_6	View Document	Download
7	Memorandum of Association & Article of Association of the Firm or Partnership Deed	7	Memorandum of Association & Article of Association of the Firm or Partnership Deed_7	View Document	Download
8	Pharmacist or Competent Persons attested by Notary Public	8	Pharmacist or Competent Persons attested by Notary Public_8	View Document	Download
9	Photo	9	Photo_9	View Document	Download
10	Purchase Bill Copy of Refrigerator, Air Conditioner and Generator	10	Purchase Bill Copy of Refrigerator, Air Conditioner and Generator_10	View Document	Download
11	Rental Agreement	11	Rental Agreement_11	View Document	Download
12	Residence Proof	12	Residence Proof_12	View Document	Download
13	Blue Print of the Plan of the Premises Duly Signed by Licensed Surveyor and the Applicant	13	Blue Print of the Plan of the Premises Duly Signed by Licensed Surveyor and the Applicant_13	View Document	Download

[Download all](#)

AD check list

Whether Physical Copy has been received or not ? Yes No Date of Physical Copy Received *

Physical Copy POD Details

Process Action

Physical Copy Has Been Verified * Yes No

Remarks by Assistant Director * English Tamil

Action Taken by *

The below figure shows the application preview:

Application for licence to grant or renewal specified in Schedule X drugs (Sales)

License Type: Grant Renewal

Apply for: Fresh Licence Change of Premises Change in Constitution

Business License Type: Retail Licence (Form 19 -C) Wholesale Licence (Form 19 -C) Both Retail and Wholesale Licence (Form 19 -C)

Constitution / Ownership Type: Proprietorship Partnership Private Limited(Pvt. Ltd.) Public Ltd. LLP Trust Others HUF

Are you an authorised person: Yes No

Applicant Details

Sr. No.	Appellation	Applicant Name	Designation	Aadhaar Number/Aadhaar Enrollement Number	View Bio Data
1	Shri	Radharaman K	Director	ABCD1234	

Appellation: --Select--
Designation: --Select--

Firm and Address Details

Name of the Firm: ABC Medicos
State: TAMIL NADU
Taluk: Perambalur / பெரம்பலூர்
Street No. / Name:
Type of Firm: Own
District: Perambalur / பெரம்பலூர்
Zone: Thiruchirappalli
Door / Flat No. (Provide all the door no's separated by comma): 201

	View Document	Download
ist	View Document	Download
	View Document	Download

STEP 4: Click on the **Download** link to download and verify uploaded documents.

Status					
Current Status	Application Submitted to	Date And Time			
	Assistant Director	09-Oct-2017 01:46:14			
Uploaded Documents					
Serial No.	Document Name	Document Number	File Name	View Document	Download
1	Copy of Pharmacy Council Registration Certificate of the Pharmacist or Education Qualification and Experience Certificate	1	Copy of Pharmacy Council Registration Certificate of the Pharmacist or Education Qualification and Experience Certificate_1	View Document	Download
2	Declaration Form	2	Declaration Form_2	View Document	Download
3	EC or Property Tax Receipt or Sale Deed Copy of building or Equivalent Document	3	EC or Property Tax Receipt or Sale Deed Copy of building or Equivalent Document_3	View Document	Download
4	Form 19 - C (Retail)	4	Form 19 - C (Retail)_4	View Document	Download
5	Form 19 - C (Wholesale)	5	Form 19 - C (Wholesale)_5	View Document	Download
6	Legal Tenancy Affidavit Attested by Notary Public	6	Legal Tenancy Affidavit Attested by Notary Public_6	View Document	Download
7	Memorandum of Association & Article of Association of the Firm or Partnership Deed	7	Memorandum of Association & Article of Association of the Firm or Partnership Deed_7	View Document	Download
8	Pharmacist or Competent Persons attested by Notary Public	8	Pharmacist or Competent Persons attested by Notary Public_8	View Document	Download
9	Photo	9	Photo_9	View Document	Download
10	Purchase Bill Copy of Refrigerator, Air Conditioner and Generator	10	Purchase Bill Copy of Refrigerator, Air Conditioner and Generator_10	View Document	Download
11	Rental Agreement	11	Rental Agreement_11	View Document	Download
12	Residence Proof	12	Residence Proof_12	View Document	Download
13	Blue Print of the Plan of the Premises Duly Signed by Licensed Surveyor and the Applicant	13	Blue Print of the Plan of the Premises Duly Signed by Licensed Surveyor and the Applicant_13	View Document	Download

[Download all](#)

Click to download document

STEP 5: Specify whether or not the physical copies of documents have been received. Enter the date on which the copies were received and Physical Copy POD Details.

AD check list

Whether Physical Copy has been received or not ? Yes No Date of Physical Copy Received *

Physical Copy POD Details

STEP 6: Specify whether or not physical copies of the documents have been verified.

STEP 7: Enter remarks.

STEP 8: Select an action.

In case of 'Send Forward', select a Drug Inspector.

STEP 9: Click on **Submit**

Process Action

Physical Copy Has Been Verified * Yes No

Remarks by Assistant Director * English Tamil

Action Taken by *

Drug Inspector *

Click to process application

A confirmation popup will appear.

STEP 10: Click on **OK** to continue.

13	Blue Print of Surveyor an	14.102.15.36 says: Do you wish to proceed for this application ?	Plan of the Premises Duly Signed by Licensed	View Document	Download
Download all		<input type="button" value="OK"/> <input type="button" value="Cancel"/>			
AD check list					
Whether Physical Copy has been received or not ?		<input checked="" type="radio"/> Yes <input type="radio"/> No	Date of Physical Copy Received *	<input type="text" value="09-Oct-2017"/>	

Post-submission, the application will be forwarded to the selected **Drug Inspector** for further processing.

Once the Drug Inspector processes the application, it appears back in the account of the Assistant Director.

You may open the application from your **Pending Applications** section and verify Inspection Report, AD Checklist and DI Checklist.

Inspection Report

Officer Name:	S Sridhar	Designation:	Assistant Director
Date And Time:	09-Oct-2017 03:20:03	Is Verified:	Yes
Enquiry Date:	09-Oct-2017	Remarks:	Please process.

Officer Name:	Sridevi N	Designation:	Drugs Inspector
Date And Time:	09-Oct-2017 03:50:32	Recommendation:	Yes
Is Verified:	Yes	Enquiry Date:	09-Oct-2017
Remarks:	Recommended.		

AD check list

Whether Physical Copy has been received or not ? **Yes** **No** Date of Physical Copy Received * 

Physical Copy POD Details

DI check list

Name of the Firm * Address *

Name(s) of the proprietor / partners/ directors * Phone No/ Fax No/email Id

Date of Inspection *  Licences held /applied for *

Whether the application is for grant / renewal * **Grant** **Renewal** If grant, Grant is due to * **Change in constitution** **Change of premises** **Entirely fresh license**

Whether adequate fees is paid * **Yes** **No** Whether adequate court fee stamps provided * **Yes** **No**

Whether the premises is adequate and equipped with proper storage accommodation * **Yes** **No** Whether a cold storage is provide and whether it is adequate and in working condition * **Yes** **No** **NA**

Whether full time qualified person/competent person has been appointed * **Yes** **No** Whether a permission to operate a pharmacy requested * **Yes** **No**

if Yes, whether it complies with Schedule N * **Yes** **No** Whether the applicant been convicted of an offence under the Act of rules previous * **Yes** **No**

Whether their licences have been cancelled or suspended previously * **Yes** **No** Whether the inspecting officer recommends for grant/ renewal of licences * **Yes** **No**

Date of Physical Copy Received *  Physical Copy POD Details

Remarks

[Download Verification Report](#)

[Drugs Inspector_1 Verification Report](#)

STEP 11: Specify whether or not physical copies of the documents have been verified.

STEP 12: Enter remarks.

STEP 13: Select an action.

STEP 14: Click on **Submit**.

Process Action

Physical Copy Has Been Verified * Yes No

Remarks by Assistant Director * English Tamil

Approved.

Action Taken by * Approve

A confirmation popup will appear. Click on **OK** to continue.

The application will be processed as per the action taken.

Case 1: Approve

If the action taken was 'Approve', the application will appear under the **Pending for Signature** section.



Government of Tamil Nadu
e-District

User Name: S Sridhar
Last Login| 09-Oct-2017 14:43:17

My Task

- Pending Application
- Processed Application
- Escalated Application
- Pending for Signature
- Signed Certificate

Pending for Signature

No. of Rows Please Select

	Application No.	Applicant name	Initiator	Date of application	Sender	Status
	DCA-403 Licence to Grant or Renewal Restricted Licence (allopathic drugs), total of service: 1					
	DCA-404 Licence to Grant or Renewal Specified in Schedule X Drugs, total of service: 1					
<input checked="" type="radio"/>	TN-4920171009106	Radharaman K		09-Oct-2017	S Sridhar	Application Approved

From there, you can digitally sign the application after which it appears in the **Signed Certificate** section.

Once the application is digitally signed (post-approval), it appears in the Operator's account from where it can be downloaded and handed over to the applicant.

Case 2: Reject

If the action taken was 'Reject', the application will be marked as rejected. The operator will then see 'Application Rejected' under **Current Status** when he/she will check the application status.

Case 3:Return to CSC

If the action taken was 'Return to CSC', the application will be send back to the operator. The operator can then view shortfalls (in comments) and provide additional information/missing documents in support of the application. After this, he re-submits the application, which appears back in the account of the Assistant Director for further processing.

Case 4:Return to DI

If the action taken was 'Return to DI', the application will be send back to the Drug Inspector. The inspector can then view AD's remarks and provide required information. After this, he re-submits the application, which appears back in the account of the Assistant Director for further processing.

8. Disclaimer

This User manual is prepared as per the existing application; however actual screen shots may vary for few cases.