



# Tamil Nadu e-District Application Training Manual

Obtain Duplicate Licence(DCA-405)

Drugs Department



राष्ट्रीय इ-गवर्नेस योजना  
National e-Governance Plan

## Table of Content

### Table of Contents

|  |    |
|--|----|
| 1. Project Overview.....                         | 3  |
| 2. General Information .....                     | 3  |
| 2.1. Tools Required .....                        | 3  |
| 2.2. Starting your Computer .....                | 3  |
| 3. Purpose .....                                 | 4  |
| 4. Scope.....                                    | 4  |
| 5. Getting Started.....                          | 4  |
| 6. Services Offered under Drugs Department ..... | 4  |
| 7. Obtain Duplicate Licence .....                | 4  |
| 7.1. Downloading Certificate .....               | 12 |
| 8. Disclaimer.....                               | 16 |

## E-DISTRICTTAMIL 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<br>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 apply for Obtaining Duplicate Licence through the e-District Portal.

### 4. Scope

The scope of this document is to cover the 'Obtain Duplicate Licence' 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. Obtain Duplicate Licence

Following steps describe how to use the 'Obtain Duplicate Licence' service through the e-District Portal:

**STEP1:** Go to the e-Sevai(Government of Tamil Nadu) Web Portal.

**STEP 2:** Enter the login credentials.

Make sure 'Operator' is selected in the **Operator Type** field.

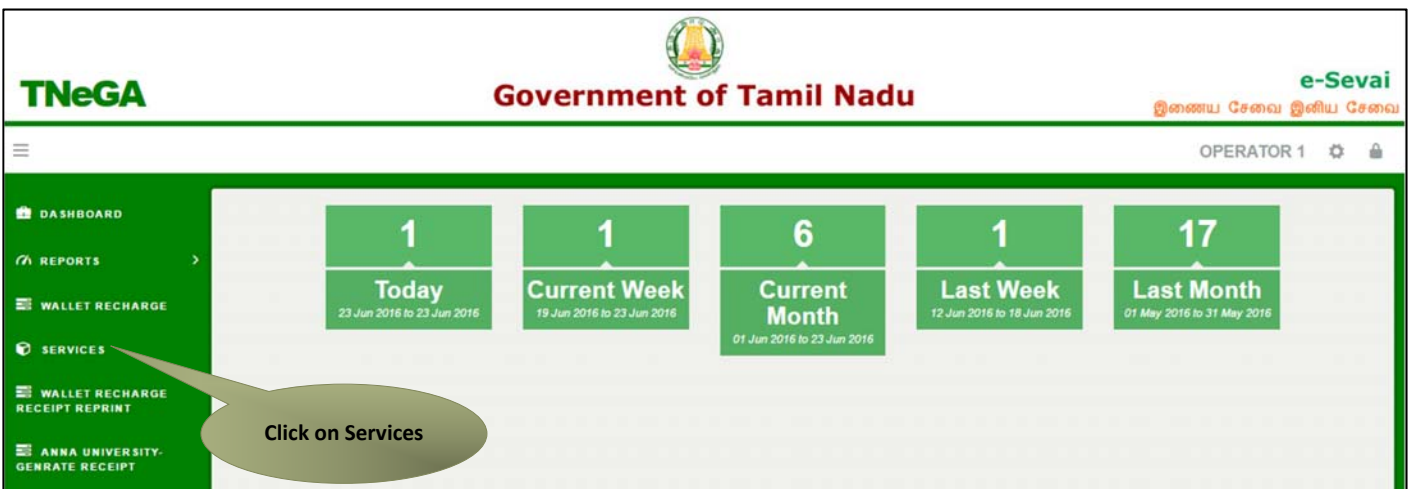
**STEP 3:** Enter Captcha code.

**STEP 4:** Click on Login.



e-Sevai Dashboard will appear.

**STEP 5:** Click on **Services** on the left panel.



Department Wise service listing will appear.

**STEP 6:** Click on **Drugs Department**.

You can also switch to the **Service Wise** listing, or switch to **Search** and search a particular service using keywords.

The screenshot shows the TNeGA Services page for the Government of Tamil Nadu. The page header includes the TNeGA logo, the Government of Tamil Nadu name, and the e-Sevai logo. The user is logged in as SUGANYA TNELCCHN002-03. The left sidebar contains navigation options: Dashboard, Reports, Services, Anna University-Genrate Receipt, Reprint Receipt, and Electricity Connection Receipt. The main content area is titled 'Services' and has three tabs: DEPARTMENT WISE, SERVICE WISE, and SEARCH. The DEPARTMENT WISE tab is active, displaying a list of departments with radio buttons next to each name. A callout bubble points to this list with the text 'Click on the Department Name'. On the right side, there is a summary of user information: Name: Suganya, Center: Perambur Taluk Office - ELCOT ELCCHN002, Center Code: ELCCHN002, Counter: 3, Wallet Type: Prepaid, Wallet Amount: 10010.00, and Share: 0.00.

**STEP 7:** Click on **DCA-405 Obtain Duplicate Licence**.

The screenshot shows the TNeGA Services page with the 'Drugs Department' selected. The 'DEPARTMENT WISE' tab is active, and the 'Drugs Department' is selected. The 'SERVICE WISE' tab is also active, showing a list of services with radio buttons next to each name. A callout bubble points to this list with the text 'Click on the Service Name'. The list includes: DCA-401 Licence to Grant or Renewal Allopathic Drugs, DCA-402 Licence to Grant or Renewal Homeopathic Medicines, DCA-403 Licence to Grant or Renewal Restricted Licence (allopathic drugs), DCA-404 Licence to Grant or Renewal Specified in Schedule x Drugs, and DCA-405 Obtain Duplicate Licence. The user information on the right side remains the same as in the previous screenshot.

You will be redirected to the service page on the Tamil Nadu e-District Web Portal.

Application form will appear.

**STEP 8:** Select a License Type (Allopathic Drugs/ Homeopathic Drugs/ Restricted License/ Schedule X Drugs).

**STEP 9:**Enter License No.

**STEP 10:**Enter Applicant Details.

**STEP 11:**Enter Contact Details.

**STEP 12:**Click on **Submit**.

| Application   | Check Status                  | Collection Amount       | Reprint Receipt  | TNEB Recheck |
|---|-------------------------------|-------------------------|------------------|--------------|
| Application to obtain duplicate licence                                     |                               |                         |                  |              |
| <b>Licence Details</b>  |                               |                         |                  |              |
| Licence Type *  | Schedule X Drugs              | Enter the Licence No. * | TN-4920171009106 |              |
| <a href="#">View Your Application</a>                                       |                               |                         |                  |              |
| <b>Applicant Detail</b>   |                               |                         |                  |              |
| Appellation *   | Shri / <u>Lo</u> <sup>e</sup> | Applicant Name *        | A Maniratnam     |              |
| <b>Contact Detail</b>   |                               |                         |                  |              |
| Phone / Landline No.  |                               | Mobile Number *         | 9654940607       |              |
| Email-Id *  |                               |                         |                  |              |
| <input type="button" value="Submit"/> <input type="button" value="Cancel"/> |                               |                         |                  |              |

**Note:** You may view the original application using the **View Your Application** link.

Below figure shows a preview of the application form.

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

**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 Enrolment Number | View Bio Data |
|---------|-------------|----------------|-------------|---|---------------|
| 1       | Shri        | Radharaman K   | Director    | ABCD1234                                |               |

Appellation: --Select--

Designation: --Select--

Applicant Name:

Aadhaar Number / Aadhaar Enrolment Number / Other ID Proof:

**Firm and Address Details**

Name of the Firm:  Type of Firm:

State:  District:

Taluk:  Zone:

Door / Flat No. (Provide all the door):

Once you click on the Submit button, you will be shown a list of required documents.

Attach the documents in prescribed file size and file type. Uploaded documents will be shown at the bottom. You may remove any uploaded document using the cross sign.

Application    Check Status    Collection Amount    Reprint Receipt    TNEB Recheck

Upload Docs for Application No. TN-5020171009106

**List of Documents**

|                      |           |
|----------------------|-----------|
| 1. Copy of a Licence | Mandatory |
| 2. Other Documents   | Optional  |

Select Document \*  Document No. \*

Supported files types : pdf,jpeg,jpg, png  
Supported file size of document : 200 KB  
Supported file size of photo : 50 KB

| Serial No. | Document          | Document Number | Document Name       | Delete |
|------------|-------------------|-----------------|---------------------|--------|
| 1          | Copy of a Licence | 1               | Copy of a Licence_1 |        |

After uploading the documents, click on 'Make Payment'.



Supported files types : pdf,jpeg,jpg,png  
 Supported file size of document : 200 KB  
 Supported file size of photo : 50 KB

| Serial No. | Document Name     | Document ID | Document Name       | Delete |
|------------|-------------------|-------------|---------------------|--------|
| 1          | Copy of a Licence | 1           | Copy of a Licence_1 | ✘      |
| 2          | Other Documents   | 2           | Other Documents_2   | ✘      |

Click to make payment

Make Payment

Back

Payments page will appear. Amount payable (Total Fees) will be shown on screen. Click on **Confirm Payment**.

Application    Check Status    Collection Amount    Reprint Receipt    TNEB Recheck

**Confirm**

|                     |                          |
|---------------------|--------------------------|
| Application Number  | TN-5020171009106         |
| Applicant Name      | A Maniratnam             |
| Date of Application | 09-Oct-2017              |
| Service Name        | Obtain Duplicate Licence |
| Government Fees     | 150.00                   |
| Service Charge      | 2.00                     |
| Total               | 152.00                   |

Click to confirm payment

Confirm payment

Acknowledgement receipt will be shown.

Click on **Print Receipt** to download/print the receipt.

Application Check Status Collection Amount Reprint Receipt TNEB Recheck

### Acknowledgement Receipt

|                    |                                  |
|--------------------|----------------------------------|
| Application Number | TN-5020171009106                 |
| Applicant Name     | A Maniratnam                     |
| Service Name       | DCA-405 Obtain Duplicate Licence |
| Government Fees    | 150.00                           |
| Service Charge     | 2.00                             |
| Total              | 152.00                           |

Click to print receipt


Print receipt

The below figure shows the preview of the acknowledgement receipt.


|  |  |   |   |
|--|--|---|---|
| <br><b>தமிழ்நாடு அரசு / Government of Tamil Nadu</b><br><b>இ-சேவை மையம் / e-Sevai Centre</b>   |  |   |   |
| <b>ஒப்புக்கை / ACKNOWLEDGEMENT</b>   |  |   |   |
| ரசீது எண் / Receipt No.  | : TN-5020171025102   | விண்ணப்ப எண் / Application No.                    | : TN-5020171025102  |
| விண்ணப்பதாரர் / Applicant Name   | : radha  | விண்ணப்பித்த தேதி / Application date              | : 25/10/2017  |
| ஹைதரின் பெயர் / Department Name  | : டிரக் கட்டுப்பாடு இயக்குகை / Drug Control Administration | விண்ணப்பித்த சேவை / Applied for Service           | : DCA-405 Obtain Duplicate Licence  |
| <b>பணம் செலுத்திய விவரம் / Payment Details</b>   |  |   |   |
| <b>விவரங்கள் / Particulars</b>   | <b>செலுத்தும் முறை / Payment Mode</b>                      | <b>செலுத்தப்பட்ட தொகை (ரூ) / Amount Paid (Rs)</b> |   |
| விண்ணப்ப கட்டணம் / Application Fees  | <b>Cash</b>  | <b>300.00</b>                                     |   |
| இ-சேவை மையக் கட்டணம் / e-Sevai Centre Charges  |  | <b>2.00</b>                                       |   |
| ரூபாய் எழுத்துக்களில் / Amount in words (Rs): Three Hundred and Two Rupees Only  |  |   | மொத்தம் / Total : 302.00  |
| மையப் பெயர் & குறியீட்டு எண் / Centre Code & Type : TACCHN008 - TACTV  |  | கையொப்பம் / Signature of the Centre Operator      |   |
| <p>மேலே குறிப்பிட்டுள்ள அனைத்து விவரங்களையும் சரிபார்த்து கொள்ளவும். உங்கள் விண்ணப்ப நிலையை தெரிந்து கொள்ள பின்வரும் இணையதளத்தில் பார்க்கவும் 110.172.171.189/tneda/VerifyCerti.shtml. உங்கள் விண்ணப்பத்தை உயர் அதிகாரி ஒப்புதல் அளித்த பிறகு டிஜிட்டல் கையொப்பமிட்ட சான்றிதழை பெற்றுக்கொள்ளலாம் / Kindly check correctness of all the details furnished above. To Check the Application Status see the URL 110.172.171.189/tneda/VerifyCerti.shtml. After your application is approved by the approving authority, you can obtain the digitally signed certificate.</p> |  |   |  |

**Please Note:**

After submission (clicking on the Submit button), the application will be saved as draft. You can find draft applications under the **Saved Application** section and upload documents or make payment as required.

| Application   | Check Status     | Collection Amount                | Reprint Receipt | TNEB Recheck                     |                                  |         |
|---|------------------|----------------------------------|-----------------|----------------------------------|----------------------------------|---------|
|  <b>Saved Application</b>  |                  |                                  |                 |                                  |                                  |         |
| Application Number  | Service Name     | Applicant Name                   | Date of Request | Status                           | Document Status                  |         |
| TN-5020171009106  |                  |                                  |                 |                                  |                                  |         |
| <input type="radio"/>   | TN-5020171009106 | DCA-405 Obtain Duplicate Licence | A Maniratnam    | 09-Oct-2017                      | Saved                            | Pending |
| <input type="button" value="&lt;&lt;&lt;&lt;"/> <input type="button" value="&lt;"/> <input type="button" value="&gt;"/> <input type="button" value="&gt;&gt;&gt;&gt;"/> |                  |                                  |                 |                                  |                                  |         |
| Application No. TN-5020171009106  |                  |                                  |                 |                                  |                                  |         |
| All Mandatory Document not uploaded   |                  |                                  |                 |                                  |                                  |         |
|   |                  |                                  |                 | <a href="#">View Application</a> | <a href="#">Upload Documents</a> |         |

Submitted applications can be viewed under the **Submitted Application** section.



| Application   | Check Status       | Collection Amount                | Reprint Receipt | TNEB Recheck    |              |             |
|---|--------------------|----------------------------------|-----------------|-----------------|--------------|-------------|
|  <b>Submitted Application</b>  |                    |                                  |                 |                 |              |             |
| Sr. No.   | Application Number | Service Name                     | Applicant Name  | Date of Request | Status       | Certificate |
|   | TN-5020171009106   |                                  |                 |                 |              |             |
| 1   | TN-5020171009106   | DCA-405 Obtain Duplicate Licence | A Maniratnam    | 09-Oct-2017     | Check Status | NA          |
| <input type="button" value="&lt;&lt;&lt;&lt;"/> <input type="button" value="&lt;"/> <input type="button" value="&gt;"/> <input type="button" value="&gt;&gt;&gt;&gt;"/> |                    |                                  |                 |                 |              |             |

The current status of an application can be checked from the **Check Status** section.

Application    Check Status    Collection Amount    Reprint Receipt    TNEB Recheck

### Check Status

Application Number:

From date \*   To date \*  

Applicant Name:  District:

|                    |   |
|--------------------|---|
| Application Number | TN-5020171009106                            |
| Applicant Name     | A Maniratnam                                |
| Service Name       | DCA-405 Obtain Duplicate Licence            |
| View Application   | <a href="#">View Application</a>            |
| Current Status     | Application Submitted to Assistant Director |
| Comment            | Submitted                                   |

Uploaded Documents

| Serial No. | Document Name     | Document Number | File Name           | View Document                 |
|------------|-------------------|-----------------|---------------------|-------------------------------|
| 1          | Copy of a Licence | 1               | Copy of a Licence_1 | <a href="#">View Document</a> |
| 2          | Other Documents   | 2               | Other Documents_2   | <a href="#">View Document</a> |

Acknowledgement receipts can be re-printed from the **Reprint Receipt** section.

Application    Check Status    Collection Amount    Reprint Receipt    TNEB Recheck

### Reprint Receipt

| Sr. No. | Application Number                            | Service Name         | Applicant Name       | Date of Request | Print Receipt                 |
|---------|---|----------------------|----------------------|-----------------|-------------------------------|
| 1       | <input type="text" value="TN-5020171009106"/> | <input type="text"/> | <input type="text"/> | 09-Oct-2017     | <a href="#">Print Receipt</a> |

## 7.1. Downloading Certificate

Once the application is approved and digitally signed, Duplicate License can be downloaded from the **Operator's desk** and handed over to the applicant.

**STEP 1:** Click on **Check Status**.

**STEP 2:** Enter **Application Number**.

**STEP 3:** Click on **Search**.

Application    Check Status    Collection Amount    Reprint Receipt    TNEB Recheck

**Check Status**

Application Number:

From date \*  To date \*

Applicant Name:  District:

**Click on Check Status**

**Enter Application No.**

**Click on Search**

The application will show up.

**STEP 4:** Click on **Download certificate** link.

|                    |                                      |
|--------------------|--------------------------------------|
| Application Number | TN-5020171009106                     |
| Applicant Name     | A Maniratnam                         |
| Service Name       | DCA-405 Obtain Duplicate Licence     |
| View Application   | <a href="#">View Application</a>     |
| Current Status     | Application Approved                 |
| Comment            | Approved.                            |
| Certificate        | <a href="#">Download certificate</a> |

**Click to download certificate**

| Uploaded Documents |                   |                 |                     |                               |
|--------------------|-------------------|-----------------|---------------------|-------------------------------|
| Serial No.         | Document Name     | Document Number | File Name           | View Document                 |
| 1                  | Copy of a Licence | 1               | Copy of a Licence_1 | <a href="#">View Document</a> |
| 2                  | Other Documents   | 2               | Other Documents_2   | <a href="#">View Document</a> |

The certificate will be downloaded.

Depending upon the license requirement, the downloaded file may contain one or more of forms. Here's a preview of the forms:

**Duplicate**

**FORM 20F**  
[See rule 61(3)]



**Licence No. :** TN-0920F00001

**Date:** 09/10/2017

*Licence to sell, stock or exhibit for sale or distribute by retail drugs specified in Schedule X*

1. **M/S ABC Medicos** is hereby licensed to sell, stock or exhibit for sale or distribute by retail drugs specified in Schedule X to the Drugs and Cosmetics rules, 1945 on the premises situated at **201, Perambalur, Perambalur, 600001**.
2. Names of drugs. Drugs Specified in Schedule X to the drugs and cosmetics rules, 1945
3. The licence shall be in force from 09/10/2017 to 08/10/2022.
4. Name(s) of qualified person in-charge.  
  
**Rajamani M : ABCD1234**
5. The licence is subject to the conditions stated below and the provisions of the Drugs and Cosmetics Act, 1940 and the Rules made thereunder.

TN-5020171009106 **Dated :** 09/10/2017

**Date :** 09/10/2017

**Place :** Thiruchirappalli

TN-4920171009106 **Dated :** 09/10/2017

**Licensing Authority - Assistant Director**

Conditions of Licence

1. This licence shall be displayed in a prominent place in a part of the premises open to the public.
2. The licensee shall report to the licensing authority any change in the qualified staff in charge within one month of such change.
3. No drug shall be stocked or sold unless such drug has been purchased under cash/credit memo from a duly licensed dealer or a duly licensed manufacturer.
4. The licensee shall inform the licensing authority in writing in the event of any change in the constitution of the firm operating under the licence. Where any change in the constitution of the firm takes place, the current licence shall be deemed to be valid for a maximum period of three months from the date on which the change takes place unless in the meantime, a fresh licence has been taken from the licensing authority in the name of the firm with the changed constitution.



Genuineness of the certificate can be verified by.

(a) Keying in the unique certificate number TN-0920F00001 in the URL  
110.172.171.189/tneda/VerifyCerti.xhtml.

(or)

(b) Reading the QR Code with mobile barcode reader and verify through online.

**Certificate validity period : 09/10/2017 to 08/10/2022**

**FORM 20G**  
[See rule 61(3)]

**Duplicate**



**Licence No.:** TN-0920G00001

**Date:** 09/10/2017

*Licence to sell, stock or exhibit or offer for sale, or distribute by wholesale drugs specified in Schedule X*

1. **M/S ABC Medicos** is hereby licensed to sell, stock or exhibit or offer for sale, or distribute by wholesale drugs specified in Schedule X to the ~~Drugs and Cosmetics rules~~, Drugs and Cosmetics rules, 1945 on the premises situated at **201, ZDT2-Shoolagiri-Uddanapalli, Perambalur, Perambalur, 600001**.
2. Names of drugs: Drugs specified in Schedule X to the drugs and cosmetics Rule, 1945
3. The licence shall be in force from 09/10/2017 to 08/10/2022.
4. The licence is subject to the conditions stated below and the provisions of the Drugs and Cosmetics Act, 1940 and the Rules made thereunder.

TN-5020171009106 **Dated :** 09/10/2017

**Date :** 09/10/2017

**Place :** Thiruchirappalli

TN-4920171009106 **Dated :** 09/10/2017

**Licensing Authority - Assistant Director**

Conditions of Licence

1. This licence shall be displayed in a prominent place in a part of the premises open to the public.
2. The licensee shall comply with the provisions of the Drugs and Cosmetics Act, 1940 and the rules made thereunder.
3. No drug shall be stocked or sold unless such drug has been purchased under a cash or credit memo from a duly licensed dealer or a duly licensed manufacturer.
4. The licensee shall forward to the licensing authority copies of the invoices of sales made to the retail dealers.
5. No sale of any drug by wholesale shall be made to a person not possessing the requisite licence to sell, stock or exhibit for sale, or distribute drugs specified in Schedule X

Provided that this condition shall not apply to the sale of any drug to:-

- (a) An officer or authority purchasing on behalf of Government
- (b) A hospital, medical, educational or research institution, nursing home, Registered Medical Practitioner for the purpose of supply to its/his patients or manufacturer holding a licence in Form 25-E or 28-B to manufacture the drugs containing drugs included in Schedule X.

The licensee shall inform the licensing authority in writing in the event of any change in the constitution of the firm operating under the licence, where any change in the constitution of the firm takes place, the current licence shall be deemed to be valid for a maximum period of three months from the date on which the change takes place unless in the meantime, a fresh licence has been taken from the licensing authority in the name of the firm with the changed constitution.



Genuineness of the certificate can be verified by.

(a) Keying in the unique certificate number TN-0920G00001 in the URL  
110.172.171.189/tneda/VerifyCerti.xhtml.

(or)

(b) Reading the QR Code with mobile barcode reader and verify through online.

**Certificate validity period : 09/10/2017 to 08/10/2022**

## 8. Disclaimer

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