



Tamil Nadu e-District Application Training Manual

Obtain Duplicate Licence(DCA-405)

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 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

7.1.Processing Application at Assistant Director’sDesk

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

- **Approve:** Approve the application
- **Reject:** Reject the application
- **Return:**Return the application back to the CSC Operator

Following steps show how to process applications received forObtaining Duplicate Licenceat Assistant Director’s (AD) Desk:

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

The screenshot displays the Government of Tamil Nadu e-District portal. At the top, there is a search bar for 'acknowledgement no' and navigation links for Home, About, List of Services, Verify Certificate, Login, and Contact. A 'Department Login' button is visible. The main content area features a diagram illustrating the interaction between a Citizen, CSC, e-District Suite, and an Official. Arrows indicate the flow of 'Citizen Request Direct', 'Citizen Request', 'CSC Enter Citizen Record', 'Application Response', and 'Department Query'. A callout bubble points to the 'Department Login' button with the text 'Click for departmental login'. Below the diagram, there are sections for 'For Citizen' (with a 'Log In or Register to Continue' link) and 'Announcements'.

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 16:24:47

Assign DSC key Change Password Logout

My Task

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

Office: Please Select

Pending Application

No. of Rows: Please Select

Application No.	Applica	Sender	Status
DCA-403 Licence to Grant or Renewal Restricted Licence (allopathic drugs)			
DCA-404 Licence to Grant or Renewal Specified in Schedule X D			
DCA-405 Obtain Duplicate Licence, total of service: 1			
TN-5020171009106	A Maniratnam	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	Obtain Duplicate Licence (DCA-405)	Applicant Name	A Maniratnam
Application Number	TN-5020171009106	Date of Request	09-Oct-2017

Application Form

Obtain Duplicate Licence (DCA-405) [View Application](#)

Status

Current Status	Application Submitted to Assistant Director	Date And Time	09-Oct-2017 04:34:31
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Uploaded Documents

Serial No.	Document Name	Document Number	File Name	View Document	Download
1	Copy of a Licence	1	Copy of a Licence_1	View Document	Download
2	Other Documents	2	Other Documents_2	View Document	Download

[Download all](#)

AD check list

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

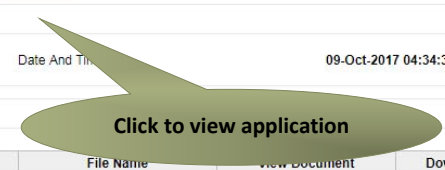
Physical Copy POD Details

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:

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

Status						
Current Status	Application Submitted to Assistant Director	Date And Time	09-Oct-2017 04:34:31			
Uploaded Documents						
Serial No.	Document Name	Document Number	File Name	View Document	Download	
1	Copy of a Licence	1	Copy of a Licence_1	View Document	Download	
2	Other Documents	2	Other Documents_2	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.

STEP 9: Click on **Submit**.

Process Action

Physical Copy Has Been Verified * Yes No

Remarks by Assistant Director * English Tamil

Approved.

Action Taken by * Approve

Click to process application

A confirmation popup will appear.

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

Serial No.	View Document	Download
1	View Document	Download
2	View Document	Download


14.102.15.36 says:
Do you wish to proceed for this application ?

Click on 'OK'

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 17:02:24

[Assign DSC key](#) [Change Password](#) [Logout](#)

My Task

- Pending Application
- Processed Application
- Escalated Application
- Pending for Signature

Pending for Signature

No. of Rows Please Select

Application No.	Applicant name	Initiator	Date of application	Sender	Status
DCA-405 Obtain Duplicate Licence, total of service: 1					
<input checked="" type="checkbox"/> TN-5020171009106	A Maniratnam		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

If the action taken was 'Return', the application will be sent 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.

8. Disclaimer

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