

Ease of Doing Business SRAP 2021

Reforms of Drug Control Administration

EODB Reforms in Drug Control Administrator

A. About the Reform Area

Name of the area	Sector Specific – Healthcare
Service	1. Grant of Drug Manufacturing License & Retention thereof
About the Reforms	<p>The manufacture/sales/stock/distribution of Drugs is governed in the state by Central Acts. The states have constituted an administration wing to ensure effective implementation of Drug Acts in the state. The EoDB recommends to</p> <ul style="list-style-type: none"> • Develop Online system for Registrations/Renewals under the Act • Eliminate requirement of Renewals or introduce auto-renewals
Name of the services implemented under Ease of Doing Business SRAP	<p><u>Specific Service Reform</u></p> <p>1) Design and implement an online system and mandate the following features for Grant of Drug Manufacturing License</p> <ul style="list-style-type: none"> • Online submission of information for property registration, Online application submission, Online payment of application fee, Track application status, Download final signed certificate <p><u>General Reforms to be known by specific users (The below 4 general reforms are mapped to the above specific reform)</u></p> <p>1) Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site</p> <p>2) Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application</p> <p>3) Eliminate the requirement of renewal</p> <p>4) Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for application submission & approvals for profession tax. The dashboard should clearly highlight the number of registrations done.</p>
Website for online application	www.apindustries.gov.in
Marks Contributed by the service users	10

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Reforms of Drug Control Administration

B. Online Application

Q1	Can the application be submitted online for the above services?
A1	Yes, the application can be submitted online at the Single Window Portal of Andhra Pradesh www.apindustries.gov.in and www.apdca.ap.gov.in .
Q2	How can know the procedure for application, fee required, and the list of documents required?
A2	All information about approval process is available at the 'Information Wizard' on the Single Window Portal. The feature can be accessed at: https://www.apindustries.gov.in/APIndus/UserInterface/SingleWindowServicesApplication/Public/InformationWizard.aspx
Q3	Can I use the departmental portal to submit the application?
A3	No, AP G.O.Ms. No. 4 dated 29-01-2021 mandates that all industry related licenses/clearances /approvals shall be filed online through Single Window Portal only.
Q4	Can I submit a physical application for the above services at the department?
A4	No, it is not allowed to submit physical application.
Q5	Do I need to visit departmental office or District Industries Center for submitting supporting documents?
A5	No, all the supporting documents are required to uploaded online. Supporting documents submitted physically or through courier are not valid.
Q6	Can the associated payment be made online?
A6	Yes, Single Window Portal is integrated with State Treasury System and other departmental accounts so that all payments (of any amount) can be made online through Credit card/Debit card/ NEFT/RTGS modes
Q7	Can I download legally valid approval certificate from the portal?
A7	Yes. Digitally signed approval copy can be downloaded from the Single Window Portal
Q8	Is there any physical touchpoint for obtaining the approval?
A8	No. There is no requirement of visiting department physically at any stage from application submission, payment, processing to even obtaining final signed approval certificate. Competent Authorities are not allowed to ask for presence of applicant for processing applications. All queries/clarifications are to be sent via online only

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C. Auto Renewal of License

Q10	Is there a provision for retention of license under The Drugs and Cosmetics Rules?
A10	Yes, the Government of India vide The Drugs and Cosmetics Rules, (Tenth Amendment) 2017 has eliminated the requirement of Renewal of license and introduced Retention of License
Q11	What is Retention of License?
A11	Retention of License is substitution of Renewal of License whereby the licensee shall deposit a retention fee prior to expiry of his current license and his license would be retained for further period as prescribed under The Drugs & Cosmetics Rules.
Q12	Do I need to submit hardcopy of documents to department?
A12	No, the department vide the letter mentioned above has eliminated the requirement for submission of any hardcopy for availing renewal certificate
Q13	Can I immediately download the renewal certificate online post application submission?
A13	Yes, the renewal certificate can be downloaded immediately on payment of fees.
Q14	Do I need to visit department for any purpose during Renewal?
A14	No, G.O. M.S. No. 4 dated 21-01-2021 has mandated that no applicant shall be required to visit the department for availing renewal certificate.

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A. About the Reform Area

Name of the area	Sector Specific – Healthcare
Service	1. License for Retail Sales of Drug & Retention thereof
About the Reforms	<p>The manufacture/sales/stock/distribution of Drugs is governed in the state by Central Acts. The states have constituted an administration wing to ensure effective implementation of Drug Acts in the state. The EoDB recommends to</p> <ul style="list-style-type: none"> • Develop Online system for Registrations/Renewals under the Act • Eliminate requirement of Renewals or introduce auto-renewals
Name of the services implemented under Ease of Doing Business SRAP	<p><u>Specific Service Reform</u></p> <p>1) Design and implement an online system and mandate the following features for Retail Drug Sales License</p> <ul style="list-style-type: none"> • Online submission of information for property registration, Online application submission, Online payment of application fee, Track application status, Download final signed certificate <p><u>General Reforms to be known by specific users (The below 4 general reforms are mapped to the above specific reform)</u></p> <p>1) Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site</p> <p>2) Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application</p> <p>3) Eliminate the requirement of renewal</p> <p>4) Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for application submission & approvals for profession tax. The dashboard should clearly highlight the number of registrations done.</p>
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Name of the area	Sector Specific – Healthcare
Service	1. License for Wholesale of Drug & Retention thereof
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Name of the services implemented under Ease of Doing Business SRAP	<p><u>Specific Service Reform</u></p> <p>1) Design and implement an online system and mandate the following features for Wholesale Drug License</p> <ul style="list-style-type: none"> • Online submission of information for property registration, Online application submission, Online payment of application fee, Track application status, Download final signed certificate <p><u>General Reforms to be known by specific users (The below 4 general reforms are mapped to the above specific reform)</u></p> <p>1) Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site</p> <p>2) Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application</p> <p>3) Eliminate the requirement of renewal</p> <p>4) Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for application submission & approvals for profession tax. The dashboard should clearly highlight the number of registrations done.</p>
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DEPARTMENT OF INDUSTRIES
GOVERNMENT OF ANDHRA PRADESH

Ease of Doing Business - 2021

INDUSTRIES - SPANDANA

One-Stop grievance redressal / query resolution platform for industries under Ease of Doing Business



Dear Investor,

We are delighted to present you "Industries – Spandana" – A support platform providing time bound grievance and query resolution with business advisory and hand holding support to investors

<https://www.apindustries.gov.in/IndustriesSpandana/>

KEY FEATURES

- Lodge and track real-time status of industry related queries and grievances
- Time bound resolution to queries and grievances
- Extended support for query and grievance resolution through IPO, EA & WAS
- Complete Handhold support to entrepreneurs for entire business life cycle

GRIEVANCE DASHBOARD

To bring transparency in the system and to help businesses to know the minimum time in which their query will be resolved by the Department.

- ✓ Time Limit prescribed as per the Public Service Guarantee Act
- ✓ Total Number of Queries Received
- ✓ Total Number of Queries responded

- ✓ Average time taken to respond to queries
- ✓ Median time taken to respond to queries
- ✓ Minimum time taken to respond to Query
- ✓ Maximum time taken to respond to Query



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