SUGAM User Manual

Online Process for Import of drugs for Personal Use—Form12A

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This document describes the online process of obtaining the permission to Import drugs not registered in India by patients. The application can be done in Form12A & license will be obtained in Form 12B on approval by CDSCO. This service is for all citizens of India who are in need of medicines not available in India and required for their treatment as prescribed by the doctor and also does not incur any fee for obtaining license.
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1. **How to Apply for Personal License:**

1. Open link "www.cdscoonline.gov.in" and then click on "**Import Drugs for Personal Use**" (highlighted) to apply for import of non-registered drugs in India, as shown in *Figure 1*. 
2. After clicking on “Import Drugs for Personal Use” link on the portal, a new window will open, as shown in Figure 2. User can either apply for Form 12A Application or User can check his Application Status.

**Part 1: Form 12A Application**

![Form 12A Application](image)

**Note:**

1. User has to click on the “Form 12A Application” as shown in Figure 2.
2. After clicking on “Form 12A Application” link on the portal, a new window will open, as shown in Figure 3.
How to apply for non-registered medicine in India

Form 12A

[See Rule 36, second proviso]

Application for the issue of a permit to import small quantities of drugs for personal use.

⚠️ Please Do Not Refresh The Page While Filling This Form. Use The Tabs/Buttons to Move Forward And Backward.

Figure 3

Note:

1. This form contains four steps for "Application for the issue of a permit to import small quantities of drugs for personal use".

Step 1: Personal Information
How to apply for non-registered medicine in India

Central Drugs Standard Control Organisation
Director General of Health Services,
Ministry of Health & Family Welfare, Government of India
Online Application Submission System For Licensing

Form 12A
[See Rule 36, second proviso]
Application for the issue of a permit to import small quantities of drugs for personal use.

Note: Do Not Refresh The Page While Filling This Form. Use The Tabs/Buttons to Move Forward And Backward.

### Personal Information

**Patient Details**

- **Name:**
- **Gender:** Male ☐ | Female ☐ | Transgender ☐
- **Mobile Number:** +91 0
- **ID Proof Details of Patient:**
  - (Image PDF or jpg)
- **ID Proof Details of Person collecting the consignment:**
  - (Image PDF or jpg)

**Residential Address:**

- **Address Line 1:**
- **Address Line 2:**
- **Country:** India
- **State:**
- **District:**
- **City/Taluka/Mandal/Tehsil:**
- **Pincode:** 0

### Product Details

- **Occupation Details:**
  - **Occupation Type:**

![Save and Continue button highlighted](highlighted_button.png)

**Note:**

1. User must upload necessary documents like **ID Proof Details of Patient** and **ID Proof Details of Person Collecting the Consignment**.
2. After filling up the entire details user must click on **Save and Continue** on the form as Highlighted in figure 4.
3. After clicking on **Save and Continue** on the form, Step 2 of the application (Product Details) will open as shown in figure 5.

**Step 2: Product Details**
How to apply for non-registered medicine in India

Form 12A
[See Rule 36, second proviso]

Application for the issue of a permit to import small quantities of drugs for personal use.

⚠️ Please Do Not Refresh The Page While Filling This Form. Use The Tabs/Buttons to Move Forward And Backward.

**Product Details**

**Name of Drug:** Name of Drug

**Quantity:**
- 0
- Select

**Pack Size Description:**
- 10 per strip or 10 ml per bottle
- 10 per strip or 10 ml per bottle

[Add Drug Products Detail] [Save] [Reset]

**Select the Country of import**

**Doctor Name:** Name of Doctor

**Upload Prescription:**
- Choose file
- No file chosen

[Save and Continue]

**Figure 5**

**Note:**

1. User must fill all the details on Product details page as shown in Figure 5, and then click on Save and Continue (Highlighted) to move to the next step of the application/Form.
How to apply for non-registered medicine in India

Step 3: Preview

Form 12A
[See Rule 36, second proviso]

Application for the issue of a permit to import small quantities of drugs for personal use.

⚠️ Please Do Not Refresh The Page While Filling This Form. Use The Tabs/Buttons to Move Forward And Backward.

Personal Information | Product Details | Preview | Submit Form

Note:
1. User must Download Form12A (highlighted Arrow 1) and fill the form. Then user must click on Save and Continue to move to next step for Submit Form as shown in figure 6.

Figure 6

Note:

1. User must Download Form12A (highlighted Arrow 1) and fill the form. Then user must click on Save and Continue to move to next step for Submit Form as shown in figure 6.
How to apply for non-registered medicine in India

Step 4: Submit Form

**Figure 7**

Note:

1. User must upload Signed Form12A Document and all the necessary details.
2. Then user must choose the method of receiving One Time Pin (OTP) to complete the process, user can choose either Email or Mobile Number for generating OTP and then click on Generate OTP (highlighted) as shown in figure 7.
3. After entering the received OTP, user must click on Submit to CDSCO (highlighted) for submit the application to CDSCO as shown in figure 7.
After Submitting the Application to CDSCO, user will be assigned a file no. for the application as shown in figure 8.

Application has been submitted successfully.
Your Application Number is 'PL/F12A/HQ/2016/XXX'
Kindly check your Registered e-mail id for further information.

Figure 8

Note:

1. Using this File no. user can track the status of his/her application.
2. Here HQ in the Application Number reference for CDSCO HQ as shown in figure 8, like this:
   EZ (East Zone) references to AIR PORT OFFICE KOLKATA,
   SZ (South Zone) references to CUSTOM HOUSE COCHIN,
   WZ (West Zone) references to PORT OFFICE AHMEDABAD,
   NZ (North Zone) references to PORT OFFICE DELHI (IGI Airport),
   WZ (West Zone) references to PORT OFFICE GOA,
   SZ (South Zone) references to PORT OFFICE HYDERABAD,
   EZ (East Zone) references to PORT OFFICE KOLKATA,
   WZ (West Zone) references to PORT OFFICE MUMBAI,
   WZ (West Zone) references to PORT OFFICE NAVI MUMBAI,
   SZ (South Zone) references to SEA PORT OFFICE CHENNAI.
2. **Check your Application Status**

4. For tracking the status of the application, user have to click on "**Application Status**" link on the portal, as shown in *Figure 9*.

![Figure 9](image)

5. After clicking on "**Application Status**" link on the portal, a new window will open, as shown in *Figure 10*.

![Figure 10](image)

**Note:**
1. User must enter correct file no. to search the status of his application and then choose either Email or Mobile Number to generate OTP to find the status of the application.

2. After clicking on Generate OTP (highlighted) in figure 10, user must enter received OTP on his phone to view status of his application as shown in figure 11.

3. User can check the Status of application by clicking onto the Status given, as shown in figure 12, and user can also download “Id proof of Person collecting the consignment” as shown in the figure 12.
Note:

On clicking “Download Sample Template for Authorization Letter from Patient form here.” link open the Template for Authorization letter from Patient “for import of medicine on Patient behalf along with specimen signature”.

Figure 12