



Import/Export of Controlled Drugs

User Manual



Table of Contents

1. Registration	3
1.1 Register an Individual Account.....	4
1.2 Register a Company Account.....	5
2. Login	7
3. Import/Export of Controlled Drugs Service	8



1. Registration

You can create or a register a new account to use in the system using two different types: Individual and Company. You start from the **Login** page as shown below:

Click your mobile number and click **Login**, when the system recognizes that it is not registered in the system, it will navigate you to the following page:


You can select an account type by simply clicking on any of them.



1.1 Register an Individual Account


To register an individual account, follow the steps below:





1. Click on  and following page appears:

Individual Registration


Person Identity


ID Card Number ID Expiry Date * 

[Verify](#) 


2. Enter your resident card number and expiry date.
3. Click , and the system will retrieve your information automatically as shown below:


Person Identity


ID Card Number ID Expiry Date * 



[Verify](#) 


Personal Information

Full Name (En) Date of Birth 

Full Name (Ar) Gender 

Nationality  Age

Governorate  Willayat 


Village 

Contact Details

E-mail address Send OTP

Mobile * Send OTP

Communication Preferences

Language * English Arabic 

Method SMS Email

[Save](#)

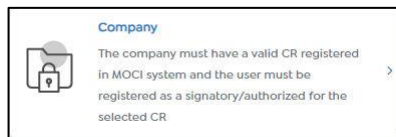
4. Enter the location which consists of Governorate, Wilaya, and village.
5. Enter email address and mobile number, then click Send OTP for both platforms, and then enter the OTP which you have received on both platforms.




6. Select the communication language if it's in Arabic or English.
7. Select the communication method if it's by SMS or Email or both.
8. Click **Save**, and a message appears indicating that the account has been successfully registered.

1.2 Register a Company Account

To register a company account, follow the steps below:



1. Click on , and the following page appears:

Company Registration

Corporate Commercial Register

CR Number *

Verify Q

2. Enter the CR number and then click the **Verify Q** button, and the system will retrieve your company's information as shown below:

Company Registration

Corporate Commercial Register

CR Number *

Verify Q

Corporate Information

Company Name (En) <input type="text" value=""/>	Company Name (Ar) <input type="text" value=""/>
CR Status <input type="text" value="Valid"/>	CR Expiry Date <input type="text" value="04/23/2024"/>

Person Identity

ID Card Number

ID Expiry Date *

Verify Q

3. Then you need to enter the person's information by entering the resident card number and expiry date, then click **Verify Q** and the system will retrieve the person's information automatically as shown below:



Person Identity

ID Card Number ID Expiry Date *

Personal Information

Full Name (En) Date of Birth

Full Name (Ar) Gender

Nationality Age

Governorate Willayat

Village

Contact Details

E-mail address

Send OTP

Mobile *

Send OTP

Communication Preferences

Language * English Arabic

Method SMS Email

4. Enter the location which consists of Governorate, Wilaya, and village.
5. Enter email address and mobile number, then click Send OTP for both platforms, and then enter the OTP which you have received on both platforms.
6. Select the communication language if it's in Arabic or English.
7. Select the communication method if it's by SMS or Email or both.
8. Click , and a message appears indicating that the account has been successfully registered.



2. Login

You can login to the system with your account using two different methods: Mobile PKI and Card PKI. The **Login** page appears as shown below:

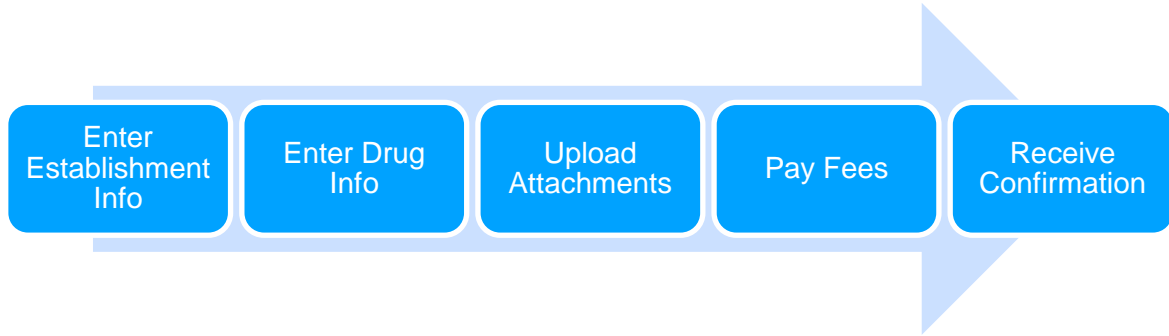
The screenshot shows two login options side-by-side. The left option is 'Login with Mobile PKI', which includes a mobile phone icon, a text box for 'Enter Mobile Number', and a 'Login' button. The right option is 'Card PKI', which includes a card reader icon and a 'Login' button. Both options have a 'Learn More' link above their respective 'Login' buttons.

- For **Mobile PKI**, you enter your mobile number then you click **Login** button on the left side, and if you enter your password on your phone.
- For **Card PKI**, you click **Login** on the right side, then you use the ID card reader to read your card, and then you enter your password on the computer screen.



3. Import/Export of Controlled Drugs Service

Through this page you request for Import or export of controlled drugs. The process is as follows:



The Import/Export of Controlled Drugs page appears as shown below:

Import Export of Controlled Drugs

Fill e-Form
Pay Online
Receive Confirmation

- Establishment Info
- Drug Info
- Attachments
- Fees
- Preview

Establishment Information

Applicant Details

Name (En)	Establishment Owner	Name (Ar)	Name Arabic
Civil ID	EstablishmentOwner	Mobile Number	Mobile Number
Role	Owner		

Select Establishment

Establishment *	Providers *
Select Establishment	Select Provider

[Verify](#) Q

Establishment Details

CR Number	CR Number	CR Status	CR Status
Legal Form/Category	Category	Legal Status Code	Legal Status Code
License Number	License Number	License Status	License Status
Trading License Type	Trading License Type	Trading License Status	Trading License Status
Phone Number	Phone Number	Email	Email
Governorate	Governorate	Willaya	Willaya
P.O. Box	P.O. Box	Address	Address

[Next >](#)

To apply for the service, follow the steps below:

1. Select the establishment from the dropdown list.
2. Select the provider from the establishment you have selected.
3. Click [Verify](#) Q button, and you get a notification if the establishment is valid and you can continue with the process.



4. Click **Next** and the following page appears:

The screenshot shows a web application interface for drug registration. On the left is a sidebar with navigation options: Establishment Info, Drug Info (selected), Attachments, Fees, and Preview. The main content area is titled 'Drug Information' and contains three main sections: 'Application Details', 'Drug Details', and 'Company Info'.
Application Details: Includes dropdowns for Application Type, Port Of Import, and Port Of Export; text inputs for PO Number and PO Date; and a comments box.
Drug Details: Includes a dropdown for Drug Type.
Company Info: Includes dropdowns for Company Name and Company Country, and a text input for Company City.
Non-Registered Drug: Includes text inputs for Trade Name, Generic Name, Dosage Form, Strength / Unit, Quantity / Unit, Base Content / Unit, Pack Type, Per Pack Unit, Unit, and No. of; and text areas for Reason to Import/Export Non-Registered Drug and Remarks / Lot.
At the bottom, there is an 'Add Drug' button and a table with columns: Application Type, Institution, Registration no MOH, Registration Status, Local Agent, Company Name, Company Country, Company City, and Address.

5. Select application type, if you select “Import” this section appears:

This screenshot shows a close-up of the 'Application Details' section. The 'Application Type' dropdown is set to 'Import'. Other dropdowns include Port Of Import, Institution Type, and Port Of Export. Text inputs are provided for LPO Number and LPO Date. A comments box is also present. Below this section is the 'Institution Detail' section, which includes text inputs for Institution Name and PC / P.O. BOX, and dropdowns for Governorate / Willayat and Willayat. An 'Add Institution' button is located below the Institution Detail section. At the bottom, a table lists columns: Institution Name, Institution Name Other, Governorate, Willaya, P.C, POBox, and Action.

6. Select product type, port of import, and port of exports from the dropdown lists.
7. Select institution type, if you select “Government” you would be able to select from a list of governmental institutions, but if you select “private” you enter the institution name manually.



8. Enter LPO number and date.
9. Enter comments, if any.
10. Enter institution details which consist of name, location, postal code, and P.O. Box details. This section only appears you select “import” as application type.
11. Click [+ Add Institution](#), and the details are added as shown below:

Institution Name	Institution Name Other	Governorate	Willaya	P.C	POBox	Action
CCCRC	NA	Muscat	Boushar	112	9593	Delete Edit

You can edit or delete this record.

12. Select drug type from the dropdown list, if you select “non-registered drug” you enter the company info which consists of name, country and city. But if you select “registered medicine” you enter the registration number with MOH and you click [Verify](#) and the details appear automatically.
13. If you select “non-registered drug”, enter the drug details which consist of trade name, generic name, dosage form, strength, quantity, quantity in Arabic, institution, base content, pack details, unit, reason to import/export, and remarks.
14. Click [+ Add Drug](#), and the details are added as shown below:

Application Type	Institution	Registration no MOH	Registration Status	Local Agent	Company Name	Company Country	Company City	Address
Non-Registered Drug	CCCRC	NA	NA	NA	test	BANGLADESH	Dhaka	NA

Exporter Details

Is the Exporter same MAH ? * Yes No

Exporter Name * Country *

City * PC/P.O.BOX *

[Back](#)
[Next](#)

You can add more records, edit them and delete them.

15. Select if the Exporter is the same in MAH, If “No”, you enter exporter name, country, city, postal code, and P.O. Box.
16. Click [Next](#) and the following page appears:



Attachments

Required Attachment	Description	File Name	Action
LPO *	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB		<input type="button" value="Upload file"/>

Controlled Drug Document

Required Attachment	Description	File Name	Action
Trading with Psychotropic Substances License *	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB		<input type="button" value="Upload file"/>

17. Upload the required attachments using the button.

18. Click and the following page appears:

Fees

Validity *	Select Validity	Months	Import/Export Permit Fees	0	RO
Transport	0	RO	Service Fees	0	RO

19. Select the validity period and the fees appear automatically.

20. Click and the following page appears:

Applicant Details

Name (En)	Establishment Owner	Name (Ar)	Name
Civil ID	EstablishmentOwner	Mobile Number	Mobile Number
Role	Owner		

Establishment Details

Establishment	[Redacted]	Provider	[Redacted]
CR Number	[Redacted]	CR Status	Active
Phone Number	[Redacted]	Email	[Redacted]
Legal Form/Category	Polyclinic	Sub Category	Polyclinic (PC-1)
Governorate	Muscat	Willaya	Mutrah
P.O. Box	24451347	Address	Address
License Number	32	License Status	Opened
License Type	License Type	Legal Status Code	LLC
Trading License Type	Dealing Psychotropic Substance	Trading License Status	Active



Service Fee

Validity	12	Months	Import/Export Permit Fees	15	RO
Transport	5	RO	Service Fee	20	RO

Declaration

I hereby declare that all the information provided in this application form is true and accurate. I understand that providing incorrect or misleading information will result in the rejection of my application, and the Drug Safety Center will take the necessary actions.

← Back
Continue to Payment >

21. Review all the details. Once done, add a tick to the checkbox to declare that all the information provided is true and accurate.

22. Click Continue to Payment > and the following message appears:

Confirmation

✕

Are you sure you want to Confirm and Proceed for Payment?

Confirm
Cancel

23. Click Confirm button, and the following page appears:

📄 Fill e-Form
 💳 Pay Online
 ✓ Receive Confirmation

Payment Summary

Applicant Name	Establishment Owner
Application Reference Number	IECD1109482454107W
Payment Reference Number	POIECD60000329307112401
Application Fees	20.000 OMR
Total Fees :	20.000 OMR

← Back
Pay Now >

24. Click Pay Now >, you will be transferred to the payment page.

Once done, you will receive the receipt as shown below:



Import Export Controlled Drugs

Fill e-Form Pay Online Receive Confirmation

Payment Transaction Information

Application Number:	IECDI109482454107W
Application Issue Date:	07-11-2024 08:09:04

Payment Id 600202431271810850	Order Reference Number POIECD6000032930712401	Transaction Date Time 07-11-2024 09:12 AM
Transaction Ref 	Payment Status Description Success - CAPTURED	Transaction Amount 20,000 OMR
Card Number 439357*****5381	Track ID 9217	

[My Applications](#)

You can view your applications using the [My Applications](#) button.



Sultanate of Oman سلطنة عُمان
وزارة الصحة
Ministry of Health

رقمنة الصحة والإبتكار لعناية راقية وصحة مستدامة
Digitalized Health and Innovation Quality Care and sustainable

www.moh.gov.om

   OmaniMOH  OmanHealth