



New Practitioner Licensing Service

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1. Service Overview

The Health Staff Licensing Service enables medical professionals (doctors, nurses, technicians) to obtain licenses to practice their profession in Oman's private health sector after passing the required professional practice tests and meeting regulatory requirements.

Purpose of this manual

This manual explains how to sign up, log in, access the service, fill the electronic form, complete online payment when required, receive confirmation, and download the final certificate.

Who can use this service

This service can be used by a Establishment owner/Authorized Delegate applicant who has a valid MOH eServices Portal login method and whose profile information is available through the portal.

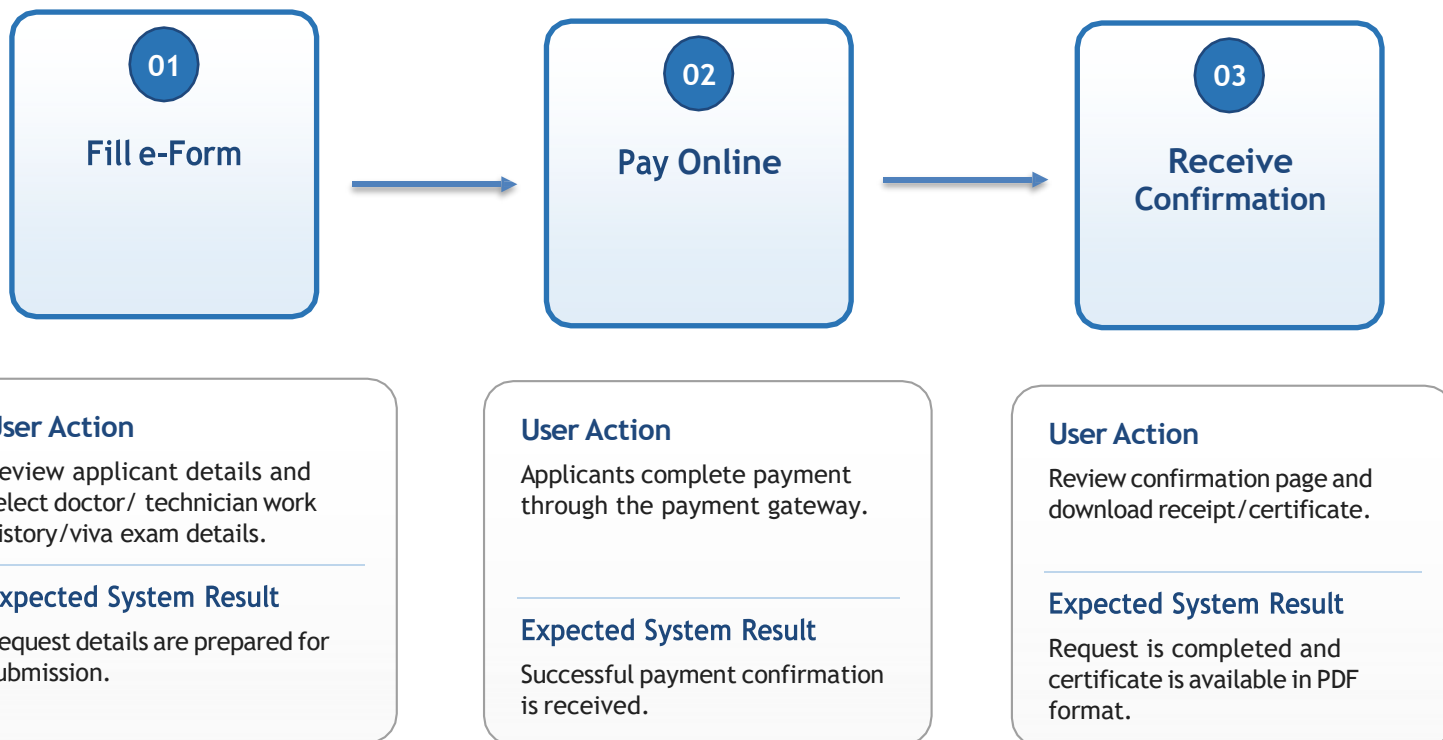
Expected result after submission

After successful completion, the system issues the Personal Health Licensing in PDF format. The applicant can download the certificate from the confirmation page or from My Applications.

Important service rule

For Non-Omani applicants, online payment is required before certificate issuance. The current service fee is 100 OMR for doctors and 50 OMR for technicians. For Omani applicants, online payment is required before certificate issuance. The current service fee is 50 OMR for doctors and 20 OMR for technicians.

Main service stages



2. Before You Start

Before using this service, make sure you have the following:

- Valid Civil ID or SIM PKI Enabled card. If the Civil ID is expired, the applicant will not be able to complete the login process.
- Valid payment card, for applicants
- Active mobile number and email address linked to the applicant profile.
- Pharmacist license or work history information available in the system.

3. Access Links

Use the links below to access the service area.

Link Type	URL / Notes
MOH Service Directory	https://moh.gov.om/en/services/
This service link	To be updated with the production URL when published.
Sign up / Login	https://moh.gov.om/en/account/pki-login/

4. Sign Up / Registration

New applicants can create an account before using the service.

1. Enter your mobile number and click **Mobile PKI Login**, when the system recognizes that it is not registered in the system, it will navigate you to the following page.
2. Enter your resident card number and expiry date.
3. Click **Verify** and the system will retrieve your information automatically as shown below.
4. Enter the location which consists of Governorate, Wilayat, 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 and communication method if it's by SMS or Email or both.
7. Click **Save** and a message appears indicating that the account has been successfully registered.

Expected result: A success message confirms that the individual account has been registered successfully.

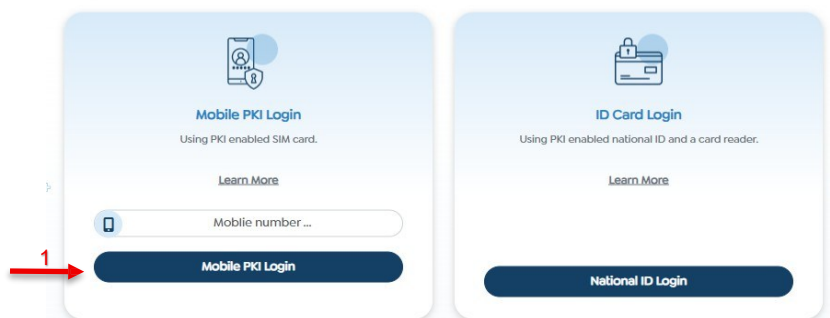


Figure 1: Login methods

2

Person Identity

ID Card Number

ID Expiry Date *

3
Verify

4

Personal Information

Full Name (En)

Full Name (Ar)

Nationality

JORDANIAN

Governorate

Muscat

Village

Select Village

Date of Birth

03-01-1986

Gender

Male

Age

37

Willayat

Select Willayat

5

Contact Details

E-mail address

Email address

Send OTP

Mobile *

Mobile Number

Send OTP

OTP

OTP *

6

Communication Preferences

Language *

English
Arabic

Method

SMS
Email

7
Save

Figure 2: Individual registration form

5. Login

The applicant can log in using either Mobile PKI or Card PKI.

5.1 Login Using Mobile PKI

1. Enter the registered mobile number.
2. Click **Mobile PKI Login** under the Mobile PKI Login option.
3. Approve the authentication request on the mobile phone.

Expected result: The system opens the applicant dashboard after successful authentication.

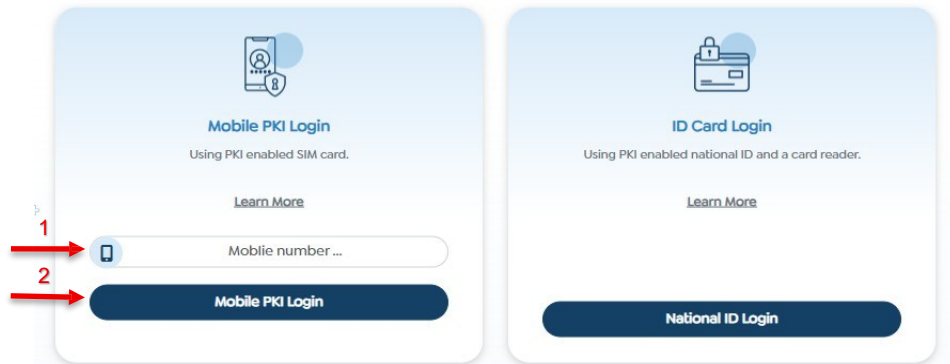


Figure 3: Login methods - Mobile PKI

5.2 Login Using Card PKI

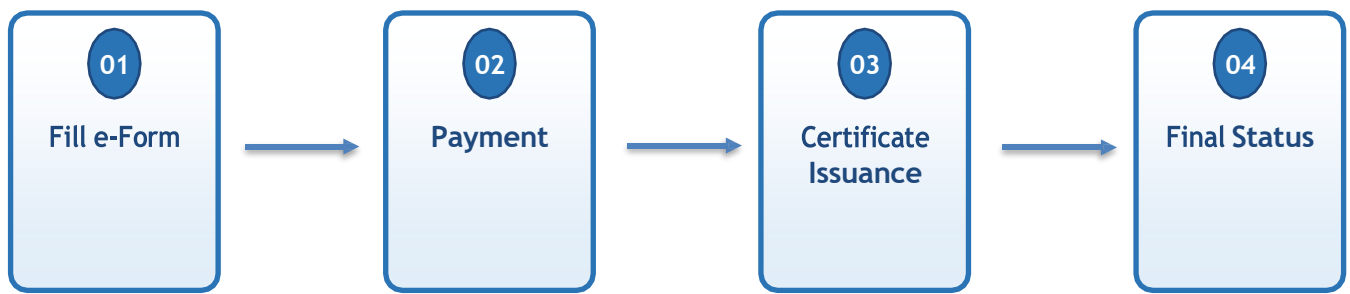
1. Click **National ID Login** under the ID Card Login option.
2. Use the ID card reader to read the card.
3. Enter the password when requested.

Expected result: The system opens the applicant dashboard after successful authentication.



Figure 4: Login methods - National ID

6. Service Process Flow



Omani Required	Omani 50 OMR for doctors/20 OMR for technicians	Omani Certificate generated in PDF format after successful payment	Omani Fully Completed
Non-Omani Required	Non-Omani 100 OMR for doctors/50 OMR for technicians	Non-Omani Certificate generated in PDF format after successful payment	Non-Omani Fully Completed

Request number

The system automatically provides a portal request number after processing. The request can be tracked later from My Applications.

7. Fill e-Form

This page displays the applicant information and pharmacist work history. Applicant information is retrieved from the user profile and displayed in read-only mode.

7.1 Review Applicant Information

Review the displayed applicant details such as Name, Civil ID, Mobile Number, Role, and Email. These fields are read-only and are retrieved from the applicant profile.

7.2 Select Establishment

1. Select Establishment and Branch for which license need to be issued.
2. Click on **Verify** icon
3. Click on **Next**

Expected result: Establishment details should be displayed.

Figure 5: Establishment info screen-Select Establishment information

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7.3 Select Professional Data(Doctor/Technician)

1. Select the ID type such as Resident card/Passport.
2. Select Nationality
3. Enter Civil ID/Passport no and enter expiry date in case id type civil id is selected

Ministry Of Health eServices Portal

Contact Center: 24441900

Home > Personnel Health Licensing

Personnel Health Licensing

Establishment Info

Professional Data

Attachments

Preview

Fill e-Form Pay online Receive Confirmation

Professional Data

Search Health Professional

ID Type * 1 Resident Card

Nationality * 2

Civil ID * 3

Expiry Date * 3

Has License * No

Viva Exam Number *

Q Verify

Back Next

Figure 6: Professional data screen-Enter applicant information (Doctor/Technician)

Ministry Of Health eServices Portal

Contact Center: 24441900

Home > Personnel Health Licensing

Personnel Health Licensing

Establishment Info

Professional Data

Attachments

Preview

Fill e-Form Pay online Receive Confirmation

Professional Data

Search Health Professional

ID Type * 1 Passport

Nationality *

Passport Number * 3

Has License * No

Viva Exam Number *

Q Verify

Back Next

Figure 7: Professional data screen-Enter applicant information (Doctor/Technician)

4. Choose has license yes/no. Enter the license no or viva exam based on your selection.
5. Click the **Verify** icon.

Home > Personnel Health Licensing

Personnel Health Licensing

Fill e-Form Pay online Receive Confirmation

Establishment Info Professional Data Attachments Preview

Professional Data

Search Health Professional

ID Type *	Resident Card	Nationality *	
Civil ID *		Expiry Date *	
Has License *	No	Viva Exam Number *	

4 **4** **5** **Q Verify**

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Figure 8: Professional data screen-Enter applicant information (Doctor/Technician)

6. Click on **Next**

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Q Verify

Personal Details

Full Name (EN)		Full Name (AR)	
Civil ID		Expiry Date	
Passport No		Nationality	
Passport Issue Date		Gender	
Date of Birth		Passport Expiry	
Mobile		Place of Birth	
Email			

Professional Details

Profession Type		Designation	
Speciality		Sub-Speciality	
Viva Exam App No		Viva Exam Date	
Previous License No		Previous Establishment	

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Figure 9: Professional data screen-Verify applicant information (Doctor/Technician) after clicking on verify button

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7.3.1 Continue Based on Nationality

After selecting the doctor/technician work history record, the next action depends on the applicant nationality determined by the system.

1. For Omani applicants, documents will be generated.
2. User need to upload the related documents.

Attached Documents

1 → Omani Applicant Document Group

Required Attachment	Description	File Name	Action
Cardiopulmonary resuscitation: (EUA) Approval Certificate or (AHA) Approval Certificate *	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB	2 →	Upload file
Copy of the Health institution's Specialties *	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB		Upload file
Copy of valid CivilID *	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB		Upload file
Good Standing Certificate or Experience *	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB		Upload file
Letter of appointment at the new institution *	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB		Upload file
Malpractice insurance of the health practitioner *	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB		Upload file
			Upload file

Figure 10: Attachments screen-Attach documents of the applicant(Omani)

3. For Non-Omani applicants, separate set of documents will be generated
4. User need to upload the related documents.

Attached Documents

3 → Non Omani Applicant Document Group

Required Attachment	Description	File Name	Action
Cardiopulmonary resuscitation: (EUA) Approval Certificate or (AHA) Approval Certificate *	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB	4 →	Upload file
Copy of the Health institution's Specialties *	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB		Upload file
Copy of the letter from the Directorate to the Ministry of Manpower *	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB		Upload file
Copy of valid labour card *	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB		Upload file
Copy of verification Data Flow from Oman Medical Specialty Board *	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB		Upload file
Malpractice insurance of the health practitioner *	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB		Upload file
Passport Copy of the Health Practitioner *	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB		Upload file
			Upload file

Figure 11: Attachments screen-Attach documents of the applicant(Non Omani)

5. Click on **Next**

Document Name	File Type & Size	Download Link	Action
Approval Certificate	Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB	DSC-II Oman Good Professional Certificate - User Manual (EN) 1.pdf	Delete
Copy of the Health Institution's Specialties *	Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB	DSC-II Oman Good Professional Certificate - User Manual (EN) 1.pdf	Delete
Copy of valid CivilID *	Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB	DSC-II Oman Good Professional Certificate - User Manual (EN) 1.pdf	Delete
Good Standing Certificate or Experience *	Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB	DSC-II Oman Good Professional Certificate - User Manual (EN) 1.pdf	Delete
Letter of appointment at the new institution *	Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB	DSC-II Oman Good Professional Certificate - User Manual (EN) 1.pdf	Delete
Malpractice Insurance of the health practitioner *	Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB	DSC-II Oman Good Professional Certificate - User Manual (EN) 1.pdf	Delete
No Objection Certificate *	Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB	DSC-II Oman Good Professional Certificate - User Manual (EN) 1.pdf	Delete
Passport Copy of the Health Practitioner *	Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB	DSC-II Oman Good Professional Certificate - User Manual (EN) 1.pdf	Delete
Police Clearance for the Health Practitioner *	Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB	DSC-II Oman Good Professional Certificate - User Manual (EN) 1.pdf	Delete
Supporting Documents	Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB	Upload file	

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Figure 12: Attachments screen-Attach documents of the applicant and click on Next

Figure 13: Check preview of applicant details before submission

exceed 5 MB

[\[EN\] Load](#)

Malpractice Insurance of the health practitioner *	Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB	DSC:II Oman Good Professional Certificate - User Manual [EN] Load
No Objection Certificate *	Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB	DSC:II Oman Good Professional Certificate - User Manual [EN] Load
Passport Copy of the Health Practitioner *	Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB	DSC:II Oman Good Professional Certificate - User Manual [EN] Load
Police Clearance for the Health Practitioner *	Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB	DSC:II Oman Good Professional Certificate - User Manual [EN] Load
Supporting Documents	Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB	

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 DG PHE will take the necessary actions.

[Back](#)

Submit Application

[?](#)

Figure 14: Preview screen-Tick Declaration checkbox and click on Submit

8. Omani and Non Omani Applicant Path - Make Payment and Download Certificate

For Omani and Non Omani applicants, submit the application. After MOH approval, applicants need to make payment and download certificate in pdf format.

7.4 Review Payment Summary

1. Click **Continue Payment**
2. Click **Pay Now** to proceed to the payment gateway.
3. Enter the card number, expiry date, CVV, and card holder name as required by the payment gateway.
4. Read the confirmation statement displayed on the gateway page.
5. Click **PAY** to submit the payment.
6. Do not click Back, Refresh, or Close while the transaction is in progress.

Expected result: The payment gateway page is displayed.

Ministry Of Health eServices Portal

Contact Center: 24441900

Copy of the Health Institution's Specialties *	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB	DSC.II Oman Good Professional Certificate User Manual (EN) .pdf
Copy of valid CivilID *	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB	DSC.II Oman Good Professional Certificate User Manual (EN) .pdf
Good Standing Certificate or Experience *	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB	DSC.II Oman Good Professional Certificate User Manual (EN) .pdf
Letter of appointment at the new institution *	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB	DSC.II Oman Good Professional Certificate User Manual (EN) .pdf
Malpractice insurance of the health practitioner *	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB	DSC.II Oman Good Professional Certificate User Manual (EN) .pdf
No Objection Certificate *	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB	DSC.II Oman Good Professional Certificate User Manual (EN) .pdf
Passport Copy of the Health Practitioner *	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB	DSC.II Oman Good Professional Certificate User Manual (EN) .pdf
Police Clearance for the Health Practitioner *	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB	DSC.II Oman Good Professional Certificate User Manual (EN) .pdf
Supporting Documents	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB	

< Back to Index History **Continue to Payment** 

?

Figure 15: Payment screen-Click continue to payment

Home > PayNow

Personnel Health Licensing

Fill e-Form

Pay Online

Receive Confirmation

Payment Summary

Applicant Name _____

Application Reference Number _____

Payment Reference Number 4864425932263740802923

Application Fees 20.000

Total Fees : 20.000

Back

Pay Now

Figure 16: Payment Summary screen-Click Pay No

MERCHANT : MINISTRY OF HEALTH

TRACK ID : 17542

AMOUNT : OMR 20.000

ENTER CARD NUMBER **MM/YY**

CARD NUMBER MM/YY

CVV

CVV

CARD HOLDERS NAME

CARD HOLDERS NAME

By clicking the "PAY" button, I confirm that I have understood and accepted the conditions.

PAY

CANCEL

Please do not click Back button/Refresh the page / Close the window while the transaction is in process.

Figure 17: Payment Gateway screen-Enter Card details and click Pay Now

9. Receive Confirmation and Download Receipt

After successful payment, the portal displays the payment transaction information. The applicant can download the receipt and return to My Applications.

1. Review the Application Number, Application Issue Date, Payment Status Description, Transaction Date Time, and Transaction Amount.
2. Confirm that Payment Status Description is displayed as Success - CAPTURED.
3. Copy your application number
4. Click **My Applications** to return to the list of submitted applications.
5. From **Search By** field choose Application Number then enter the copied number and click **search**.
6. Click on **Actions** Button then click Download Receipt.

Expected result: The payment receipt is available for download and the request proceeds to completion.

Home > Payment Receipt

Personnel Health License

Fill e-Form

Pay Online

Receive Confirmation

Payment Transaction Information

1

Application Number:

Application Issue Date:

10-06-2026 10:59:49

Payment Id

600202616139722614

Transaction Ref

Card Number

Order Reference Number

4864425932263740802923

2

Payment Status Description

Success - CAPTURED

1

Transaction Date Time

10-06-2026 12:17 PM

Transaction Amount

20

4

My Applications

Download Receipt

Figure 18: Payment transaction information screen-Click My Applications

Ministry Of Health eServices Portal

Contact Center: 24441900

Applications

5

Application Number

PHLS06113426100108

Select Eservice

Select Application Status

Reset

10

Application Number	Application Type	Provider Name	Applicant Name	Created On	Application Status	Modified On	Modified By	Action
	Personnel Health Licensing eService			10-06-2026 10:59:49	Completed	10-06-2026 12:23:49		6 Details Download Certificate Download Receipt View History

1 to 1 of 1 items

Figure 19: My Applications screen-Click Download Receipt



وزارة الصحة Ministry of Health
مركز سلامة الدواء Drug Safety Center

إيصال الدفع Payment Receipt

Application Information		معلومات الطلب
Application Number	PHLS0411426100108	رقم الطلب
Application Type	Personnel Health Licensing eService ترخيص الكوادر الصحية	نوع الطلب
Beneficiary Name	MAHESH MANCHALA مهايش مانشار	اسم المستفيد

e-Payment Transaction Information		معلومات معاملة الدفع الالكتروني
Transaction Amount	20	مبلغ المعاملة
Transaction Date	10-06-2026 12:23:48	تاريخ المعاملة
Transaction Number		رقم مرجع استرجاع البنك
Card Number		رقم البطاقة
Authorization Code		رمز التصريح

www.moh.gov.om

Figure 20: Payment Receipt

Ministry of Health eServices Portal

10. Download Certificate

The certificate is generated in PDF format and becomes available after the request is completed. The same certificate format is used for Omani and Non-Omani applicants.

1. Click **My Applications** to return to the list of submitted applications.
2. From **Search By** field choose Application Number then enter the copied number and click **search**.
3. Click on **Actions** Button then click Download Certificate.

Expected result: Personal Licensing certificate is downloaded successfully.

Home > Payment Receipt

Personnel Health License

Fill e-Form

Pay Online

Receive Confirmation

Payment Transaction Information

Application Number:
Application Issue Date:

10-06-2026 10:59:49

Payment Id
600202616139722614

Order Reference Number
4864425932263740802923

Transaction Date Time
10-06-2026 12:17 PM

Transaction Ref

Payment Status Description
Success - CAPTURED

Transaction Amount
 20

Card Number

1

My Applications

Download Receipt

Figure 21: Payment transaction information screen-Click My Applications

Ministry Of Health eServices Portal

Contact Center: 24441900

Applications

2

Application Number

PHLS06113426100108

Select Eservice

Select Application Status

Reset

10

Application Number	Application Type	Provider Name	Applicant Name	Created On	Application Status	Modified On	Modified By	Action
	Personnel Health Licensing eService			10-06-2026 10:59:49	Completed	10-06-2026 12:23:49		3 Details Download Certificate Download Receipt View History

1 to 1 of 1 items

Figure 22: My Applications screen-Search by Application No and click Download certificate



وزارة الصحة
Ministry of Health
المديرية العامة للمؤسسات الصحية الخاصة
Directorate General of Private Health Establishments

ترخيص ممارس طبي

Medical Practitioner License

License Information

License Number: 123456789

Validity Period in Months: 12

Issuance Date: 2023-01-01

Expiry Date: 2024-01-01

Establishment Information

Establishment Name: Tawakeen Hospital

Governorate: Moudria

Willaya: Moudria

License No.: 123456789

Practitioner Information

Practitioner Name: Mohamed Elmaghrabi

Professional Role: Consultant

Civil ID: 123456789

بيانات الترخيص

رقم الترخيص: 123456789

فترة الصلاحية بالشهور: 12

تاريخ الإصدار: 2023-01-01

تاريخ الإنتهاء: 2024-01-01

بيانات المؤسسة الصحية

اسم المؤسسة الصحية: توكين مستشفى

المحافظة: مودريا

الولاية: مودريا

رقم ترخيص المؤسسة: 123456789

بيانات الممارس الطبي

اسم الممارس: محمد المصطفى

نوع التخصص: استشاري

الرقم المدني: 123456789

Terms and Condition

- The license is valid for the above-mentioned Medical Practitioner.
- The license should be displayed prominently while practicing the profession.
- This license must be renewed before the above-mentioned period expires without delay.



د.مهنا بن ناصر المصلي

مدير عام المؤسسات الصحية الخاصة





www.moh.gov.om

Figure 23: Certificate (Pdf format)