

Administration & Financial Affairs Standard Operating Procedure

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Acronyms

DGPHE	Directorate General of Private Health Establishments
MOH	Ministry of Health, Oman
SOP	Standard Operating Procedure
IT	Information Technology Section
A&FA	Administration & Financial Affairs
Vers	Version
QPs	Quality problems
PHE	Private Health Establishments

Definitions

- **Penalty Payment:** A fine or fee imposed on a private health establishment for non-compliance with Ministry of Health regulations.
- **License Fee:** A fee charged for the issuance or renewal of a license to operate a private health establishment or to practice a healthcare profession.
- **Exam Entry Fee:** A fee paid by healthcare professionals to register for required licensure examinations.
- **Good Standing Certificate:** An official document issued by the DGPHE confirming that a healthcare professional has no pending legal or disciplinary actions and is in good professional standing.
- **Medical Report Approval:** A process by which submitted medical documents, such as sick leave or treatment reports, are verified and approved by DGPHE.
- **Maintenance Request:** A formal request submitted to the Administration & Financial Affairs Section for repair or maintenance services within DGPHE facilities.

- **Auditing Team Work Allocation:** The process of assigning logistics support such as transportation, accommodation, or administrative arrangements for internal or external audit teams.
- **Version:** Refers to the status the document currently at with regard to the number of times the document has been revised.

Administration & Financial Affairs Section, Standard Operating Procedure

Chapter 1

1. Introduction

The Directorate General of Private Health Establishments (DGPHE) has developed this Standard Operating Procedure (SOP) to provide a clear and consistent approach for managing tasks within the Administration & Financial Affairs Section. This document outlines the procedures and responsibilities to be followed by staff when handling financial transactions, penalty payments, licensing and exam fees, maintenance coordination, and support services for auditing teams. It reflects DGPHE's commitment to regulatory compliance, operational efficiency, and accountability. The SOP ensures that all activities are carried out accurately, effectively, and in accordance with approved regulations.

2. Scope

This procedure applies to all personnel involved in the activities of the Administration & Financial Affairs Section within the Directorate General of Private Health Establishments (DGPHE) .

3. Purpose

The primary purpose of this SOP is to:

- Provide clear and standardized guidelines for all tasks conducted by the Administration & Financial Affairs Section.
- Ensure consistent processes in handling financial transactions, including license and exam fees, penalty payments, licensing service fees, and good standing certificate charges.
- Support decision-making processes by ensuring data reliability and timely execution of administrative tasks.

Chapter 2

4. Policy:

The DGPHE ensures that all administrative and financial activities are carried out in a standardized, transparent, and accountable manner as per this SOP.

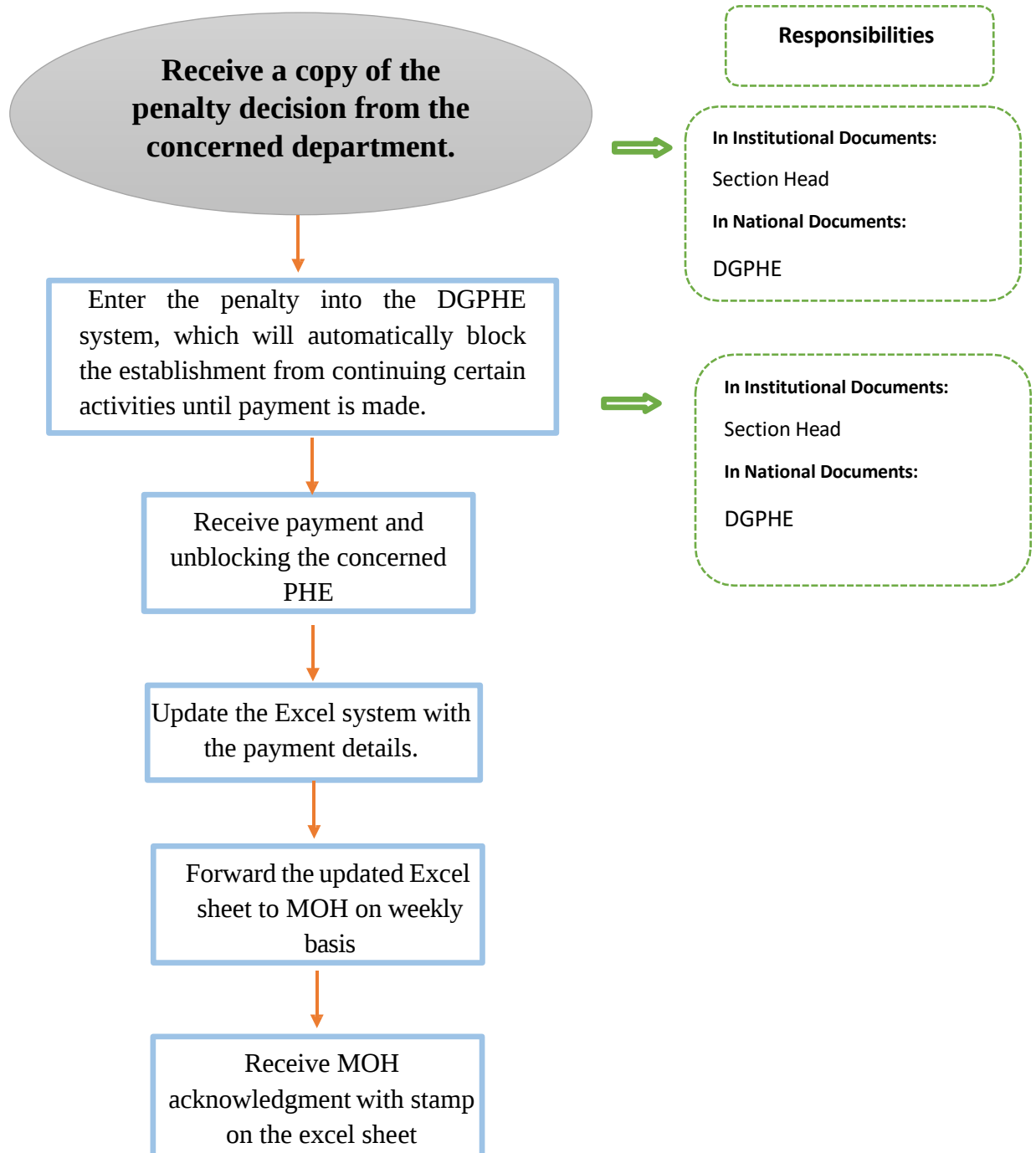
The Directorate General of Private Health Establishments (DGPHE) is committed to ensuring that all administrative and financial activities are conducted in a standardized, transparent, and accountable manner in accordance with this Standard Operating Procedure (SOP).

All personnel within the Administration & Financial Affairs Section must adhere to the policies and procedures specified in this document when:

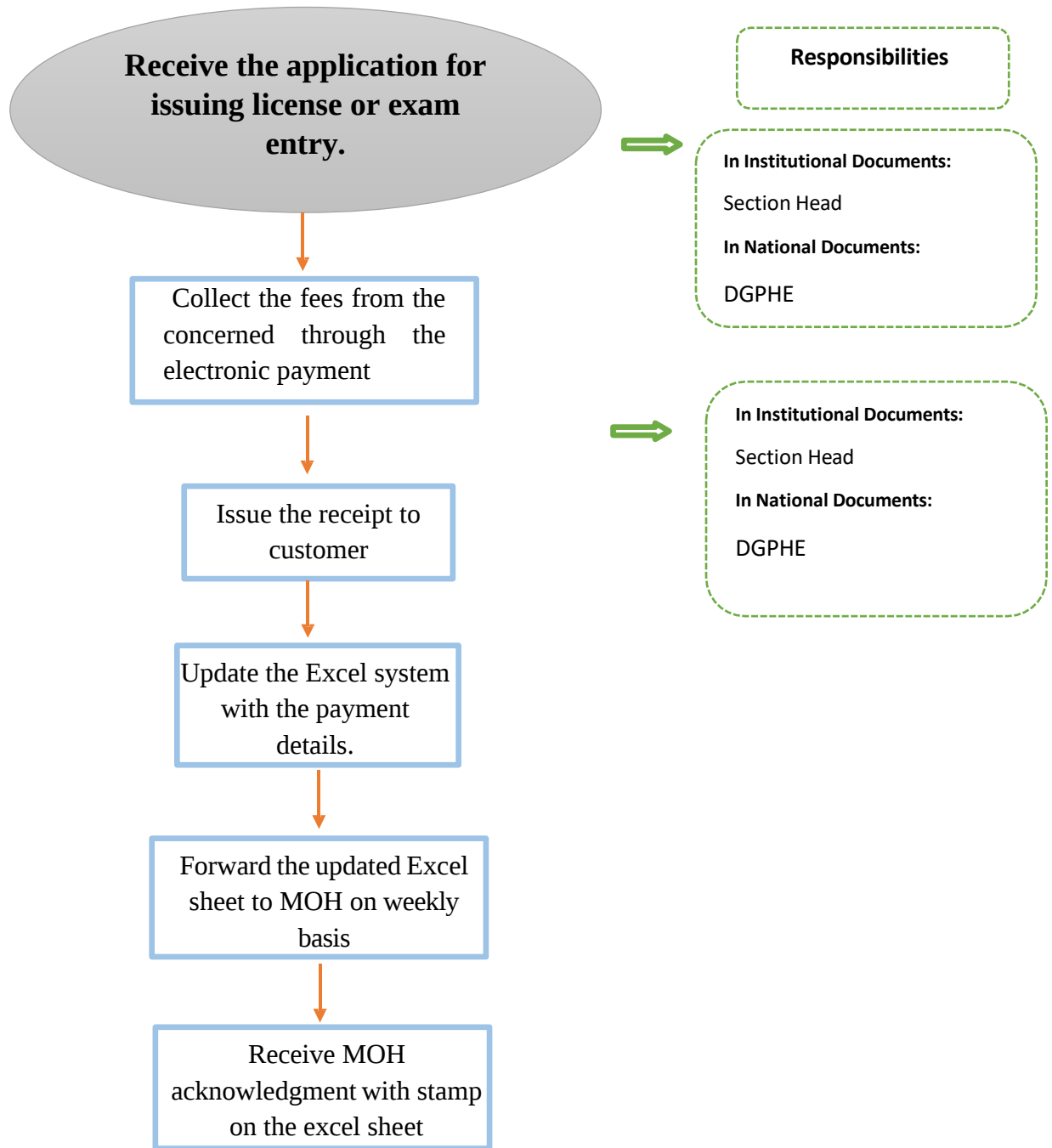
- Managing financial transactions (including licensing, penalties, and service fees)
- Coordinating human resources-related activities
- Processing service and maintenance requests
- Supporting audit teams and institutional operations

5. Procedure:

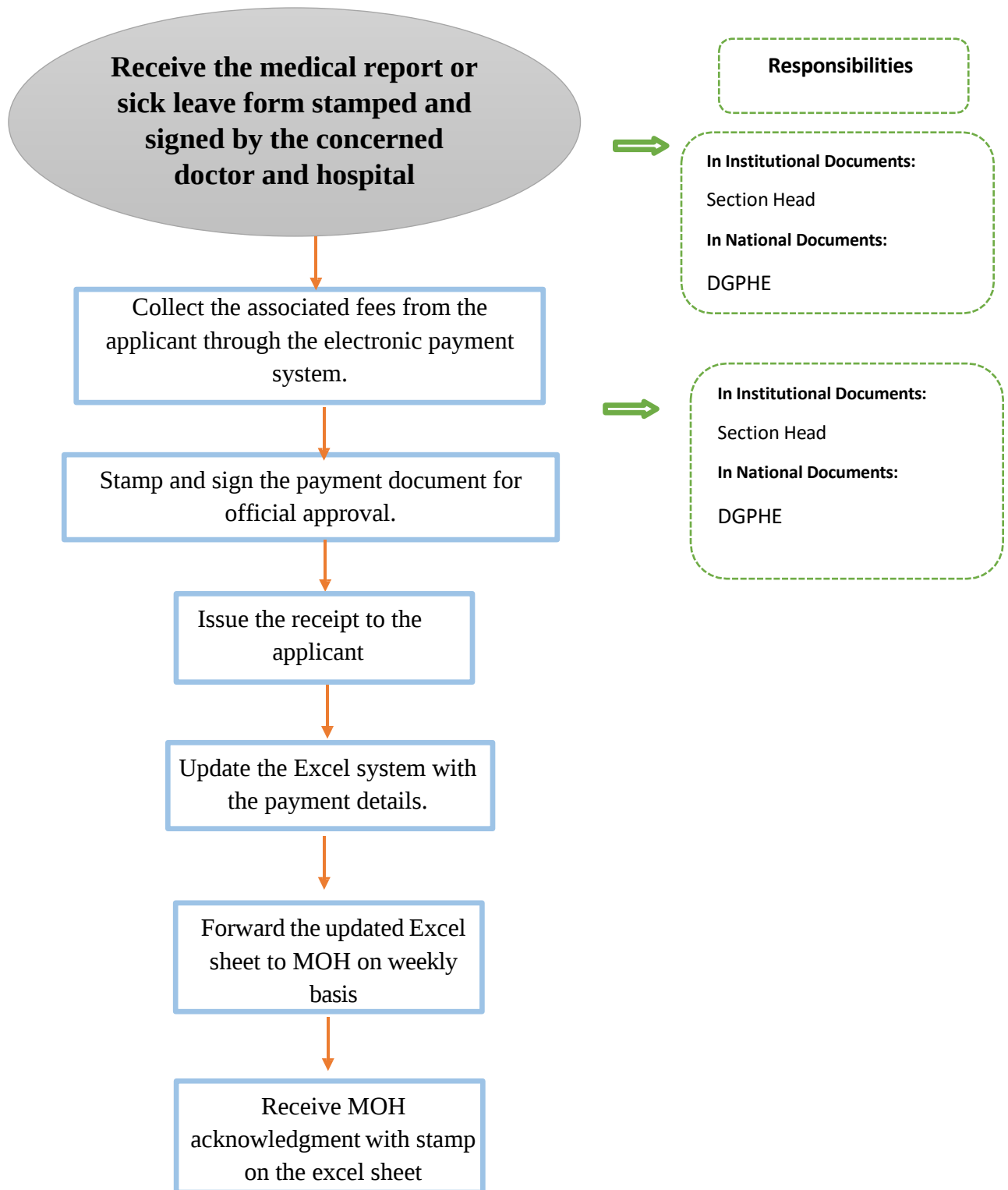
5.1. Penalty payment



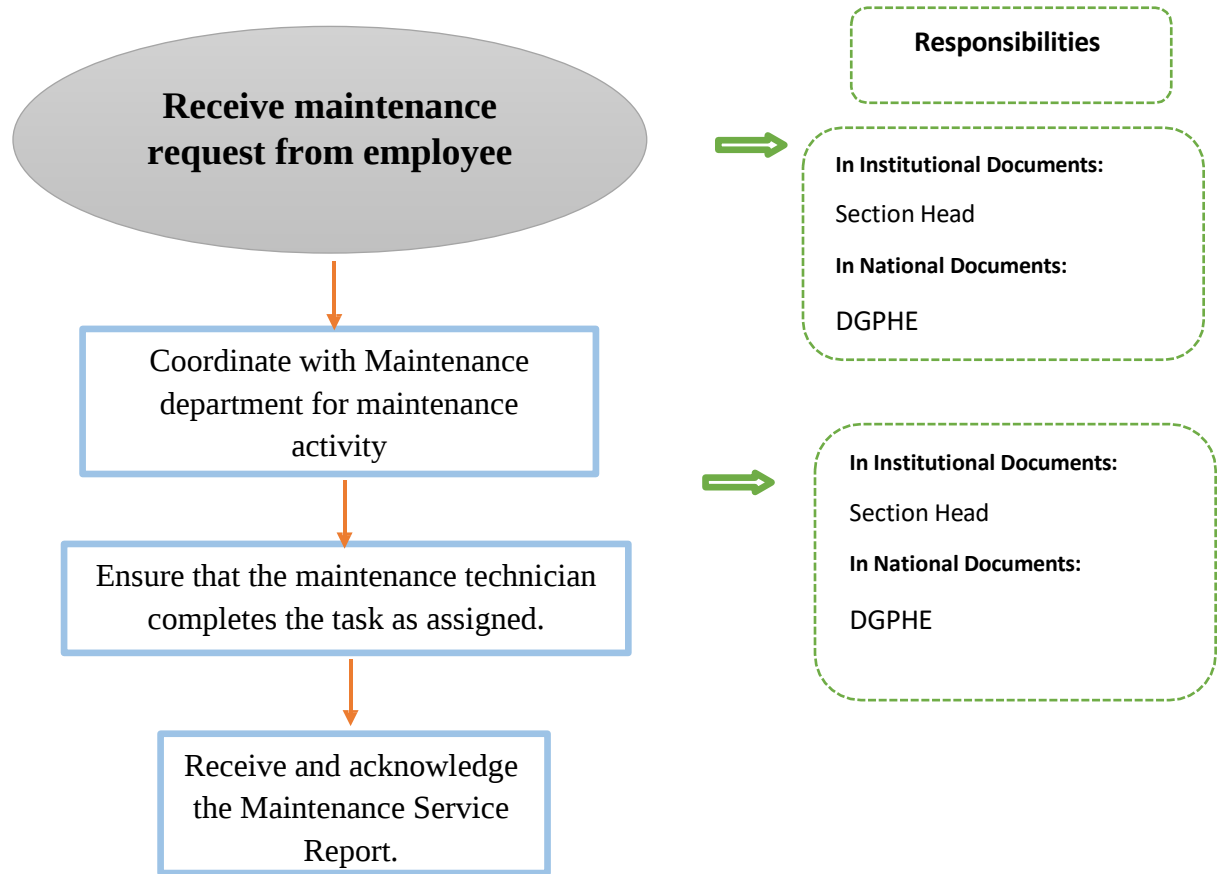
5.2. License and exam entry fee payment



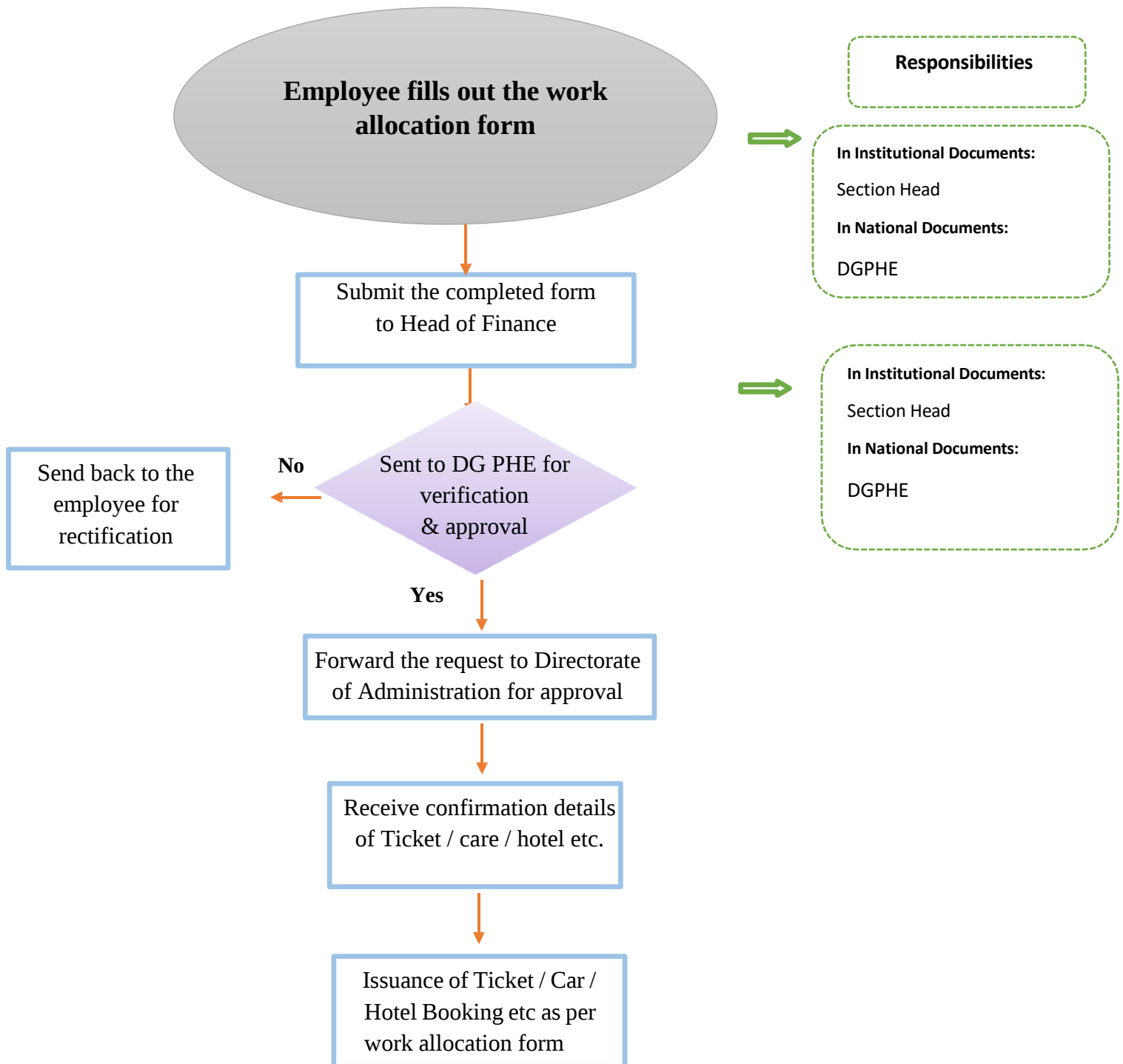
5.3. Payment for medical report approval and sick leaves



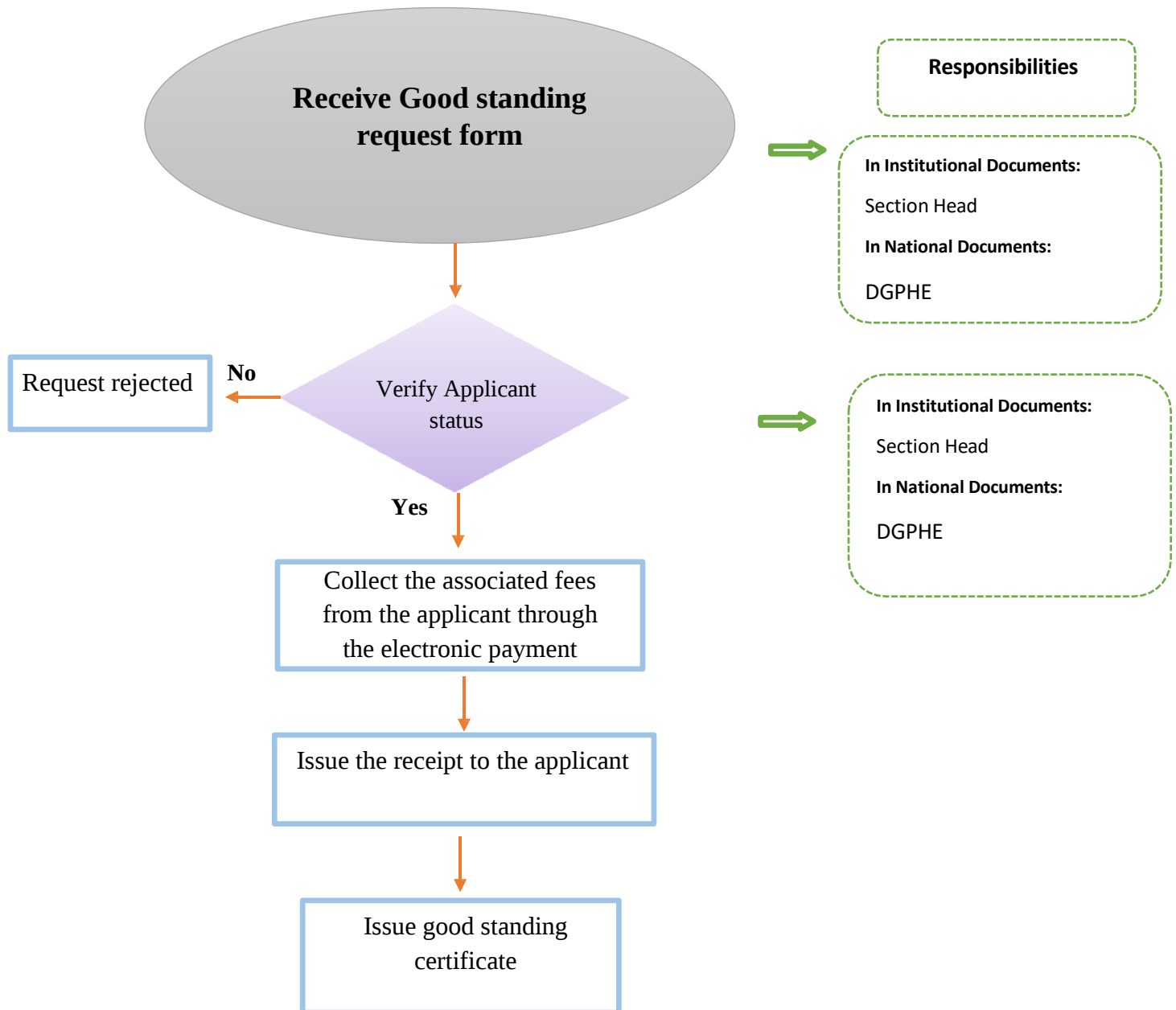
5.4. Maintenance Coordination



5.5. Auditing team work allocation



5.6. Good standing certificate



Chapter 3 :

Responsibilities:

- **Administration & Financial Affairs shall**
 - Supervise the execution of all activities in compliance with this SOP.
 - Execute daily transactions and system updates.
 - Maintain accurate financial records and documentation.
 - Process receipts, acknowledgments, and follow-up communications.
- **Director General – DGPHE**
 - Approve processes requiring higher-level validation.
 - Oversee implementation at the directorate level and ensure alignment with Ministry of Health policies.

Chapter 4 :

Document history and version control table

Version	Description	Author	Review date
1	Initial Release	Ms. Huda Salim Al Salti	
2	2 nd version	Mr. Talal Nabhan Al Nabhani	January 2025
3	3 rd version	Mr. Talal Nabhan Al Nabhani	August 2028