



# Pharmaceutical Establishment Licensing Request

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. Pharmaceutical Establishment Licensing Request 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:

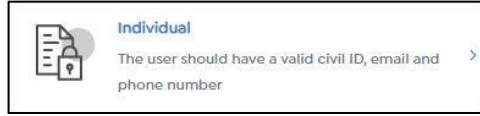
Click your mobile number and click **Login**, when the system recognizes that it is not registered in the system, it will navigate you to the following page:


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 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. Pharmaceutical Establishment Licensing Request Service

Through this page you apply for a new license for a Pharmaceutical Establishment. The process is as follows:



The Pharmaceutical Establishment Licensing Request page appears as shown below:

**Pharmaceutical Establishment Licensing Request e-Service**

Fill e-Form      Pay Online      Print Receipt

**Company Information**

Select Establishment

Establishment \*      Select Establishment

**Establishment Details**

CR Number	CR Number	CR Status	CR Status
Company Name (En)	Company Name (En)	Company Name (Ar)	Company Name (En)

**Applicant Information**

Civil ID	EstablishmentOwner	Delegate Type	CR Signatory
Applicant Name (En)	Establishment Owner	Applicant Name (Ar)	Name Ar
Applicant Email	[Redacted]	Applicant Mobile Number	Mobile Number
Occupation *	PRO	Place of Work *	ADS
PO Box	112	Postal Code	0000
Alternate PhoneNumber	968      94898410		

Next >

To apply for the service, follow the steps below:


1. Select the establishment from the dropdown list, and the details appear automatically.

And you get a notification in green on top of the page if the establishment is valid and you can continue with the process. The notification appears as shown below:






**Note:** You must select the establishment which is the parent of the pharmaceutical establish and you must be either the owner or delegate of the parent establishment in order to proceed with the application.

2. Click  and the following page appears:

3. Select establishment type from the dropdown list, the fee and validity for each type appear as follows:

Type	Fees in OMR	Validity
Public Pharmacy	300	3 years
In-House Pharmacy	Free (Zero)	
Medical Store	450	
Scientific Office	300	
Manufacturing Plant	1500	
Pharmaceutical Counselling Office	300	
Quality Control Laboratory	600	2 years
Medical Device Establishment	Free (Zero)	

4. Enter the requested establishment name in English and Arabic.
5. Enter geographic location which consists of governorate, wilaya, village, nearest landmark, branch location details in English and Arabic, and coordinates (longitude and Latitude).
6. Click  and the following page appears:



This page shows the list of Omani investors, it is mainly used to verify that there are Omani investors investing in the pharmaceutical establishment.

- Review the list of investors, if there are missing investors, click the [Reload Omani Investors List](#).
- Click [Next](#) and the following page appears:


Depending on the type of establishment you selected, the documents you need to upload are as follows:

Type	Documents
Public Pharmacy	Recent copy of the Commercial Register/CR (mandatory)
In-House Pharmacy	Recent copy of the Commercial Register/CR (mandatory)
Medical Store	Recent copy of the Commercial Register/CR (mandatory)
Scientific Office	Recent copy of the Commercial Register/CR (mandatory)
Manufacturing Plant	1. Recent copy of the Commercial Register/CR (mandatory) 2. Scan of detailed application for initial approval (mandatory)
Pharmaceutical Counselling Office	Recent copy of the Commercial Register/CR (mandatory)
Quality Control Laboratory	Recent copy of the Commercial Register/CR (mandatory)
Medical Device Establishment	1. Recent copy of the Commercial Register/CR (mandatory) 2. Copy of Rent Contract (mandatory) 3. Photo of the Establishment Board (mandatory)




	<p>4. List of Staff and their Qualifications (mandatory)</p> <p>5. Copy of the Initial Approval of Commercial Activities for Medical Devices (mandatory)</p>
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9. Upload the required attachments using the  button.

10. Click  and the following page appears:

11. Accept the terms and conditions by adding a tick to the checkboxes.

12. click  and the following page appears:



13. Review all the details. Once done, add a tick to the checkbox to declare that the entered information is true and correct.
14. Click **Continue to Payment** and the following message appears:

### Confirmation ✕

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

Confirm
Cancel

15. Click **Confirm** button, and the following page appears:

Fill e-Form
Pay Online
Receive Confirmation

#### Payment Summary

Applicant Name	Establishment Owner
Application Reference Number	PELR1102312473205A
Payment Reference Number	POPELR20000327505112402
Application Fees	300.000 OMR
<b>Total Fees :</b>	<b>300.000 OMR</b>

← Back
Pay Now →

16. Click **Pay Now**, you will be transferred to the payment page.

**Note:** if the service is free of charge, you skip the payment process.

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

Fill e-Form
Pay Online
Receive Confirmation

#### Payment Transaction Information

Application Number: PELR1102312473205A

Application Issue Date: 05-11-2024 11:45:59

Payment Id 600202431046421652	Order Reference Number POPELR20000327505112402	Transaction Date Time 05-11-2024 11:46 AM
Transaction Ref 	Payment Status Description Success - CAPTURED	Transaction Amount 300.000 OMR
Card Number 439357*****5381	Track ID 9209	

My Applications

You can view your applications using the **My Applications** button.



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