



Request for Issuance of Commencement of Work Letter

User Manual

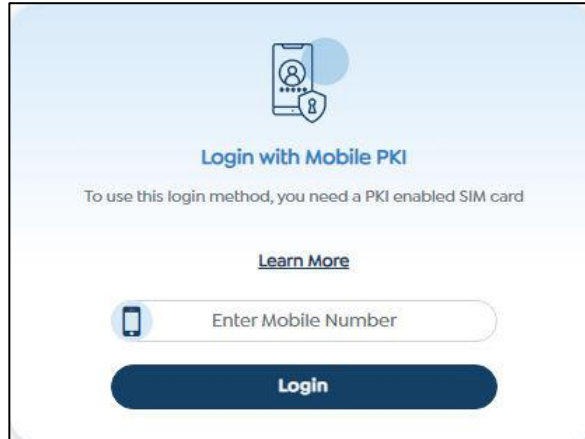


Table of Contents

1. Registration	3
1.1 Register an Individual Account	4
1.2 Register a Company Account.....	5
2. Login	7
3. Request for Issuance of Commencement of Work Letter Service	8

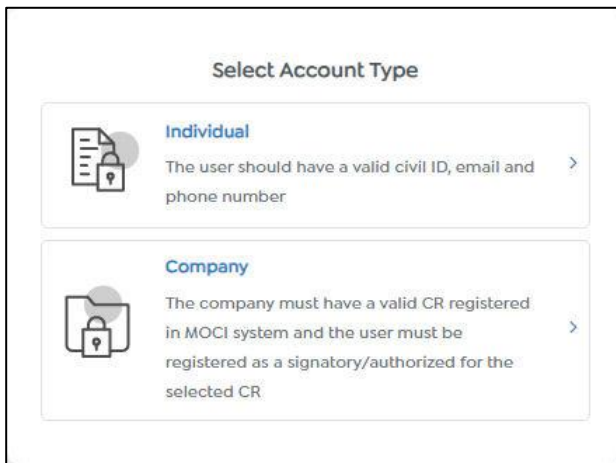
1. Registration

You can create or 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:



The screenshot shows a login interface titled "Login with Mobile PKI". It includes a sub-header "To use this login method, you need a PKI enabled SIM card" and a link "Learn More". Below this is a text input field labeled "Enter Mobile Number" with a mobile phone icon on the left. At the bottom is a dark blue "Login" button.

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:



The screenshot shows a "Select Account Type" screen with two options. The first option is "Individual", which requires a valid civil ID, email, and phone number. The second option is "Company", which requires a valid CR registered in the MOCI system and the user to be registered as a signatory/authorized for the selected CR. Both options have a right-pointing arrow.


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: 89177579 ID Expiry Date *: dd-mm-yyyy

[Verify](#)

2. Enter your resident card number and expiry date.
3. Click [Verify](#), and the system will retrieve your information automatically as shown below:

Person Identity

ID Card Number: [Redacted] ID Expiry Date *: [Redacted]

[Verify](#)

Personal Information

Full Name (En): [Redacted] Date of Birth: 03-01-1986

Full Name (Ar): [Redacted] Gender: Male

Nationality: JORDANIAN Age: 37

Governorate: Muscat Willayat: Select Willayat

Village: Select Village

Contact Details

E-mail address: [Redacted] OTP: [Redacted]

[Send OTP](#)

Mobile *: [Redacted] OTP *: [Redacted]

[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 **Company**, 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	Valid	CR Expiry Date	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 *

Verify

Personal Information

Full Name (En)

Full Name (Ar)

Nationality

Governorate

Village

Date of Birth

Gender

Age

Willayat

03-01-1986

Male

37

Select Willayat

Contact Details

E-mail address

Send OTP

Mobile *

Send OTP

OTP

OTP *

Communication Preferences

Language *

English

Arabic

Method

SMS

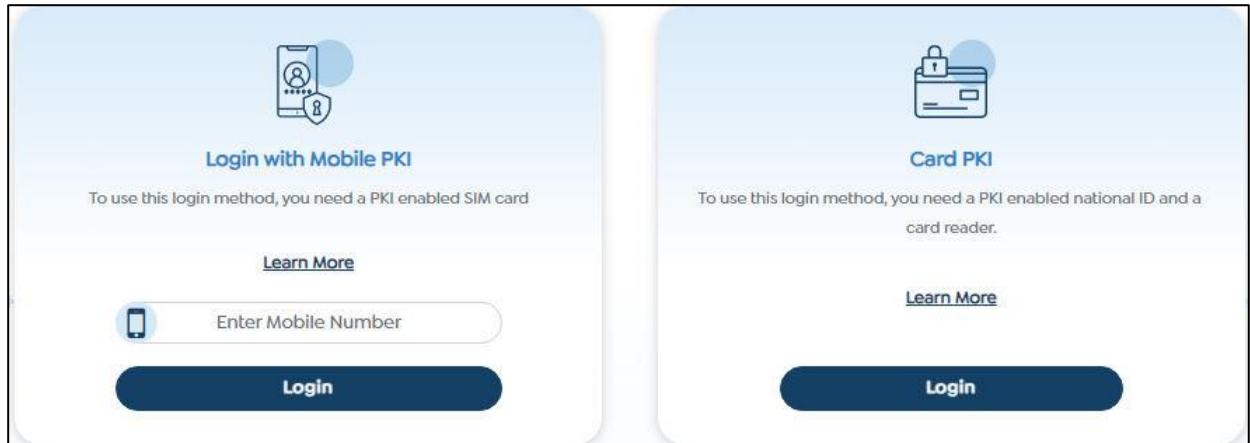
Email

Save

- Enter the location which consists of Governorate, Wilaya, and village.
- 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.
- Select the communication language if it's in Arabic or English.
- Select the communication method if it's by SMS or Email or both.
- Click **Save**, 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 displays the login interface with two main sections:

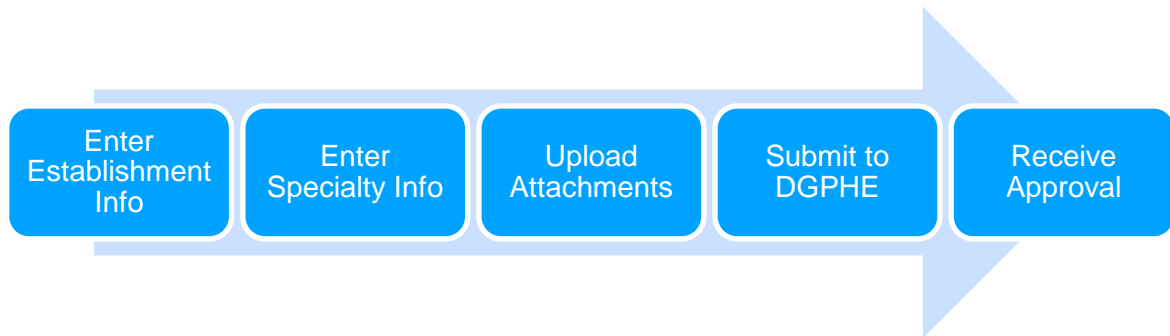
- Login with Mobile PKI:** Features an icon of a smartphone with a lock. Below it, the text states: "To use this login method, you need a PKI enabled SIM card". There is a link for "[Learn More](#)". Below the link is a text input field with a mobile phone icon and the placeholder text "Enter Mobile Number". At the bottom is a dark blue "Login" button.
- Card PKI:** Features an icon of an ID card with a lock. Below it, the text states: "To use this login method, you need a PKI enabled national ID and a card reader." There is a link for "[Learn More](#)". At the bottom is a dark blue "Login" button.

- For **Mobile PKI**, you enter your mobile number then you click  button on the left side, and if you enter your password on your phone.
- For **Card PKI**, you click  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. Request for Issuance of Commencement of Work Letter Service

Through this page you request for issuance of commencement of work letter and you submit this request to DGPHE for approval. The process is as follows:



The Request for Issuance of Commencement of Work Letter page appears as shown below:

The screenshot shows the 'Request for Issuance of Commencement of Work Letter' form. It includes a sidebar with 'Establishment Info', 'Specialties Info', 'Attachments', and 'Preview'. The main form has two tabs: 'Fill e-Form' and 'Receive Confirmation'. The 'Fill e-Form' tab is active, showing 'Establishment Information' and 'Applicant Information'. The 'Applicant Information' section includes fields for Civil ID, Applicant Name (En), Applicant Email, Delegate Type, Applicant Name (Ar), and Applicant Mobile Number. The 'Select Establishment' section has a dropdown menu for 'Establishment' and a 'Verify' button. The 'Establishment Details' section includes fields for CR Number, Phone Number, License Number, Legal Form/Category, Governorate, P.O. Box, CR Status, Email, License Status, Sub Category, Willaya, and Address. A 'Next' button is at the bottom right.

To apply for the service, follow the steps below:

1. Select the establishment from the dropdown list, and the details appear automatically also the following field appears:

The screenshot shows the 'Establishment' and 'Providers' selection fields. The 'Establishment' dropdown is set to 'Al Madina Development and Supply'. The 'Providers' dropdown is set to 'Select Provider'. A 'Verify' button is at the bottom right.



2. Select Provider then click **Verify** button, and you get a notification in green on top of the page if the establishment and provider are valid and you can continue with the process. The notification appears as shown below:



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

Establishment Info
Specialties Info
Attachments
Preview

Specialties Information

Application Verification

Application Number *

Medical Establishment and Specialities Details

Medical Establishment Name (EN)	Medical Establishment Name En	Medical Establishment Name (AR)	Medical Establishment Name Ar
Governorate	Governorate	Willaya	Willaya
Category	Category	Sub Category	Sub Category
License Status	License Status	Application Status	Application Status

Please select the specialities for which you intend to request for a 'Commencement of Work' Letter

Specialty	Status	Letter Already Applied	Request for 'Commencement of work' letter

Remarks

4. Enter the application number of adding specialty service where it's status should be "Pending Staff Readiness", then click **Verify**, and the following details appear:



Specialties Information

Application Verification

Application Number * PHES0604412555101i [Verify](#)

Medical Establishment and Specialties Details

Medical Establishment Name (EN)		Medical Establishment Name (AR)	
Governorate	Muscat	Willaya	Al-Seeb
Category	Polyclinic	Sub Category	Polyclinic (PC-I)
License Status	Opened	Application Status	Pending Staff Readiness

Please select the specialties for which you intend to request for a 'Commencement of Work' Letter

Specialty	Status	Letter Already Applied	Request for 'Commencement of work' letter
Behavioral Pediatrics	Pending Approval	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Remarks

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

5. Add a tick to the checkbox under “Request for Commencement if work letter” and enter remarks.

6. Click [Next](#) and the following page appears:

Attachments

Required Documents

Required Attachment	Description	File Name	Action
Supporting Documents	• Allowed FileTypes (doc,docx,jpg,pdf,png,xls,xlsx) & size must not exceed 5 MB		Upload file

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

7. Upload the required attachments using the [Upload file](#) button.

8. Click [Next](#) and the following page appears:



Establishment Info
Specialties Info
Attachments
Preview

Establishment Details

Applicant Information

Civil ID	EstablishmentOwner		
Applicant Name (En)	Establishment Owner	Applicant Name (Ar)	ضضضضض
Applicant Email	shabnam@almadinagroup.net	Applicant Mobile Number	94898410

Establishment Details

Establishment		Provider	
CR Number		CR Status	Active
Phone Number		Email	
License Number	96	License Status	Opened
Legal Form/Category	Polyclinic	Sub Category	Polyclinic (PC-1)
Governorate	Muscat	Willaya	Al-Seeb
P.O. Box	24423342	Address	A'SEEB

Specialties Information

Application Verification

Application Number	PHES06044125551011
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Attachments

Required Documents

Requried Attachment	Description	File Name
Supporting Documents	• Allowed FileTypes (doc,docx,jpg,png,xls,xlsx) & 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 DGPHE will take the necessary actions.

Back
Submit

9. Review all the details. Once done, add a tick to the checkbox to declare that the entered information is true and correct.

10. click **Submit** , and the following message appears:

Confirmation


Do you want to proceed with application submission?

Confirm
Cancel

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



Your request is sent to DGPHE for approval.

You can view your applications using the  button.

After approval, you can **Download the Certificate**. Also, you should know that the application will expire after **6 months** and you must submit an **Extension Request** which will be reviewed by MOH and can either approve or reject it.



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