



Alternative and Complementary Medicine Section

Practitioners Licensing

Standard Operation Procedures

June 2026

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Acronyms

DGPHE	Directorate General of Private Health Establishments
ACM	Alternative & Complementary Medicine
HoS	Head of section
MoH	Ministry of Health, Oman
PHE	Private Health Establishments
SOP	Standard Operation Procedure
OMSB	Oman Medical Specialty Board
NOC	No objection certificate

Definitions

- **Alternative and Complementary Medicine Practitioners Licensing Section:** The Alternative and Complementary Medicine Practitioners Licensing Section responsible for receiving, reviewing, issuing and following up licensing applications with according to the approved regulations.
- **Professional License:** An official approved document issued by the competent authority (MOH/ DGPHE) allowing healthcare practitioners to practice in the field of alternative and complementary medicine.
- **License Application:** An application submitted by alternative and complementary medicine staff or Establishment to obtain a new license or renew a license.
- **License Renewal:** An administrative process aimed at extending the validity of a professional license after verifying compliance with approved requirements and conditions.
- **Establishment:** is an organization, establishment, foundation, society devoted to the promotion of a particular cause or program e.g. universities, hospitals, directorates
- **Procedure:** is the established steps to be followed routinely in order to ensure that the outcome and values expressed in the policy are achieved

Introduction

The Alternative and Complementary Medicine Practitioners Licensing Section operates under the Department of Alternative and Complementary Medicine Regulation within the Directorate General of Private Health Establishments at the Ministry of Health. The section is responsible for regulating the licensing of practitioners in the field of complementary and alternative medicine in the Sultanate of Oman, in accordance with the applicable laws, regulations, and policies issued by the Ministry. It ensures that all practitioners meet the approved professional standards, qualifications, and competencies to deliver safe, ethical, and high-quality healthcare services, thereby contributing to the protection and promotion of public health.

Purpose

- To define and standardize the processes and requirements for licensing ACM practitioners licensing in the Sultanate of Oman.
- To ensure efficiency in the licensing procedures, with the regulatory framework and policies of the MoH.

Scope

This SOP applies to all procedures undertaken by the Licensing Section for Complementary and Alternative Medicine Practitioners within the MoH. It covers all stages of the licensing process, including application submission, document verification, professional evaluation, approval, issuance of licenses and renewal.

Procedures:

1. New license of CAM Practitioners for Physician, therapist and technician of (Traditional Indian Medicine (Ayurveda), Traditional Chinese Medicine, Chiropractic, Osteopathy, Homeopathy and Hijama) (refer to appendix 1)

1.1 Receiving application documents electronically through MOH portal. Required Documents:

- 1.1.1 An official request letter from the licensed private healthcare institution in the Sultanate of Oman

- 1.1.2 Graduation certificate (Bachelor's Degree / Diploma) issued by a recognized and accredited educational institution
- 1.1.3 Valid Dataflow verification report
- 1.1.4 A clear and valid copy of the passport
- 1.1.5 Certificates of practical experience (if applicable), duly certified by the previous employer.
- 1.2 Payment by the establishment owner or the applicant.
- 1.3 Issue the letter by the system to Immigration to grant visit visa.
- 1.4 Date for the interview (written exam and viva) is schedule according to calendar by HoS.
- 1.5 If the applicant passes the exam, Issue a letter to Ministry of Manpower through MOH Portal.
- 1.6 If the applicant failed. Then is allowed for two more attempts.
- 1.7 Complete manual license application form and submit the following required documents:
 - a. Certificate of good conduct
 - b. Copy of Data Flow verification from Oman Medical Specialty Board
 - c. Copy of a valid labor card
 - d. Copy of a valid passport
 - e. Copy of Directorate General of Private Health Establishments letter to the Ministry of Manpower
 - f. Copy of Medical Malpractice insurance policy valid for two years,
 - g. Cardiopulmonary Resuscitation (CPR) certificate accredited by AHA or EUA,
 - h. Medical staff immunization
- 1.8 Payment for the license by the establishment's owner or applicant.
It is manual in the central or the PHE sections in the region.
- 1.9 Obtain the professionals license through MOH Portal.

2. License renewal (Through MOH Portal electronically) (Refer to appendix 2)

2.1 Renewal request submitted online.

2.2 Staff check for fulfillment of requirements.

2.3 Required documents:

- Copy of verification data flow from OMSB.
- Copy of Insurance policy for Medical Malpractice for two years.
- Cardiopulmonary Resuscitation (CPR) certificate accredited by AHA or EUA
- If incomplete, inform applicant to submit the missing documents.
- If complete, proceed with online payment.

2.4 Print license after successful payment.

3. Transfer of the licensed CAM Practitioners to another establishment Under the Same Commercial Registration (refer to appendix 3)

3.1 Complete the approved application form manually.

Attach the required supporting documents as specified in the form.

3.2 Required documents:

- Transfer request letter from the private healthcare institution
- Residence card copy
- Copy of the License

Staff check for fulfillment of requirements.

- If incomplete, return to applicant for correction the attach
- If complete, proceed to system entry

3.3 Staff process the request and update the status in the electronic licensing system.

4. Application to change the license for another employer

4.1 If the applicant is no longer working with the sponsor:

- a The applicant will be following the same steps mentioned in appointing new staff if the duration of leaving the country exceeds two years
- b The applicant should submit one of the following according to the applicant documents (these are subjected to manpower Laws and regulations)
 - Expiry of the resident card, provided that there is no valid employment contract registered with the Ministry of Labor.

- The employer terminates the employment contract for reasons unrelated to disciplinary action, provided that the employee submits evidence of this.
 - Issuance of a court judgment ordering the transfer of the employee's services or awarding compensation for dismissal
 - Issuance of a court judgment declaring the establishment bankrupt or ordering its dissolution
 - Expiry of the employment contract term any legally recognized reason
- c Submit a copy of the previous license

5. Professional License Cancellation Request (refer to appendix 4)

5.1 Complete the approved License Cancellation Form.

5.2 Attach the required supporting documents specified in the form.

5.3 Required documents:

- Request letter for license cancellation from the private health institution with the reason for the cancellation.
- Copy of the health practitioner's license
- Copy of the residence cancellation letter for those who left the country

5.4 The license might be canceled by the Administrative and Technical Violation Committee decision

5.5 Staff check for fulfillment of requirements.

- If incomplete, return to applicant for correction the attach
- If complete, proceed to system entry

5.6 Staff process the request and update the status in the electronic licensing system.

6. Secondment of Staff

6.1 Secondment request is submitted online through MoH e-Portal.

6.2 Required documents:

- Beneficiary secondment confirmation letter
- Insurance by beneficiary secondment
- Secondment from confirmation letter

6.3 The concerned staff review the request to ensure all requirements are fulfilled:

- If the application is incomplete, the applicant is notified to provide the missing documents.
- If the application is complete, proceed with the required processing steps.

6.4 Upon completion of all requirements:

- Complete the necessary approvals.
- Issue the secondment decision electronically.

6.5 The applicant may print the approved document from the system.

7. Responsibilities:

7.1 Directorate General of Private Health Establishments (DGPHE) shall

- Supervising and ensuring full compliance with MOH regulations and SOPs related to licensing and assessment.
- Reviewing and approving all applications for new licenses, renewals, and modifications through the MOH portal.
- Verifying that private health establishments and their staff meet the required national standards and qualifications.

7.2 Head of Section (HoS) –Alternative and Complementary Medicine

Practitioners Licensing shall:

- Receiving and processing licensing applications in accordance with approved regulations.
- Receiving and reviewing electronic applications submitted through the MOH portal.
- Scheduling interviews, coordinating examination dates and issuing the results.
- Managing issuance, renewal, modification, and cancellation of licenses.
- Coordinating with relevant internal and external entities for verification purposes.
- Responding to inquiries and complaints related to licensing services.
- Maintaining and updating electronic practitioner records and databases.

- Contributing to the development of policies and regulatory frameworks.

Private Health Establishments shall:

1. Submitting all required applications (new, renewal, or modification) electronically through the MOH portal.
2. Ensuring all attached documents are authentic, complete, and verified (e.g., Dataflow, qualifications, experience certificates).
3. Notifying the DGPHE of any staff changes (termination, resignation, or transfer).
4. Cooperating fully with the DGPHE during audits, inspections, or document verifications.

Document history and version control table

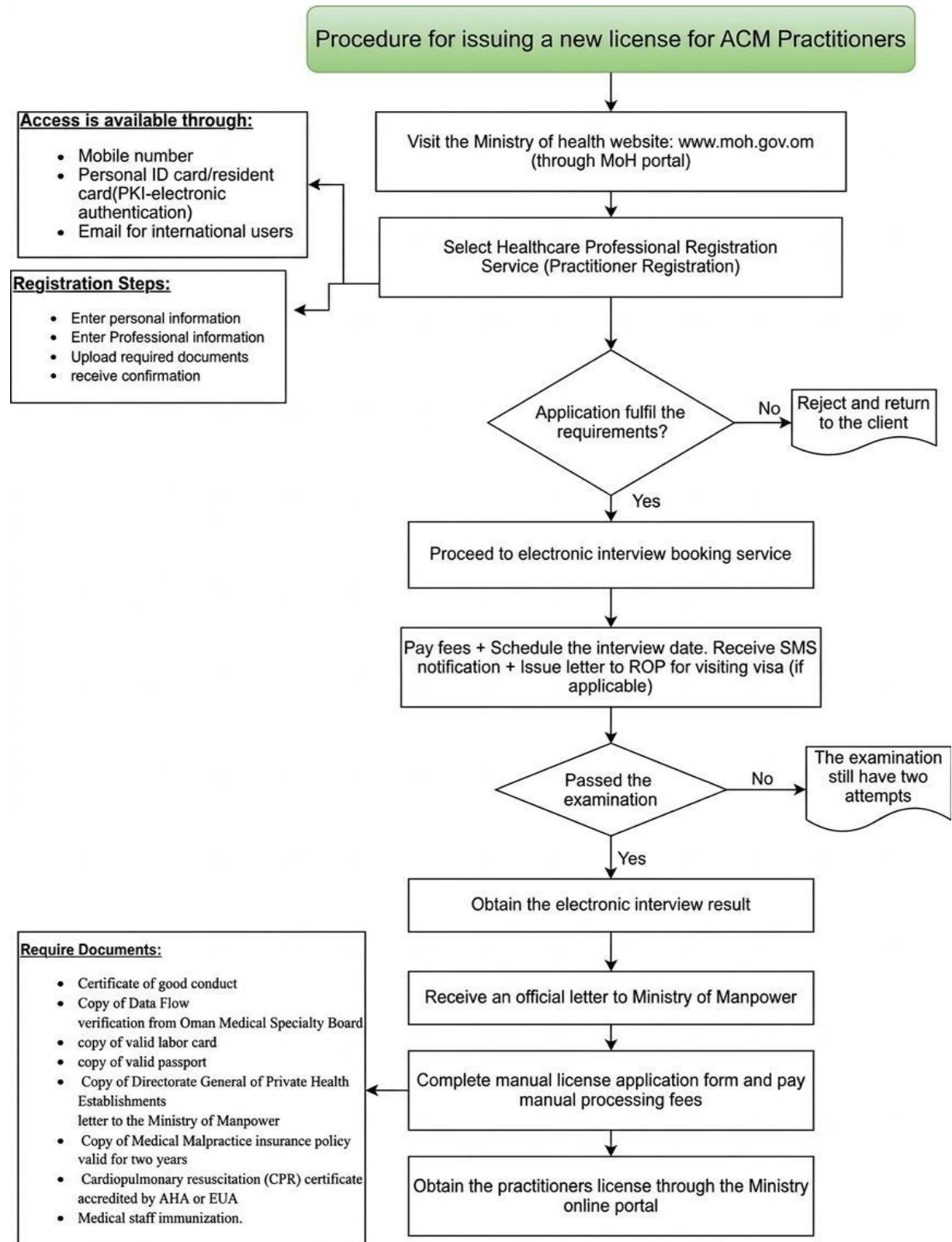
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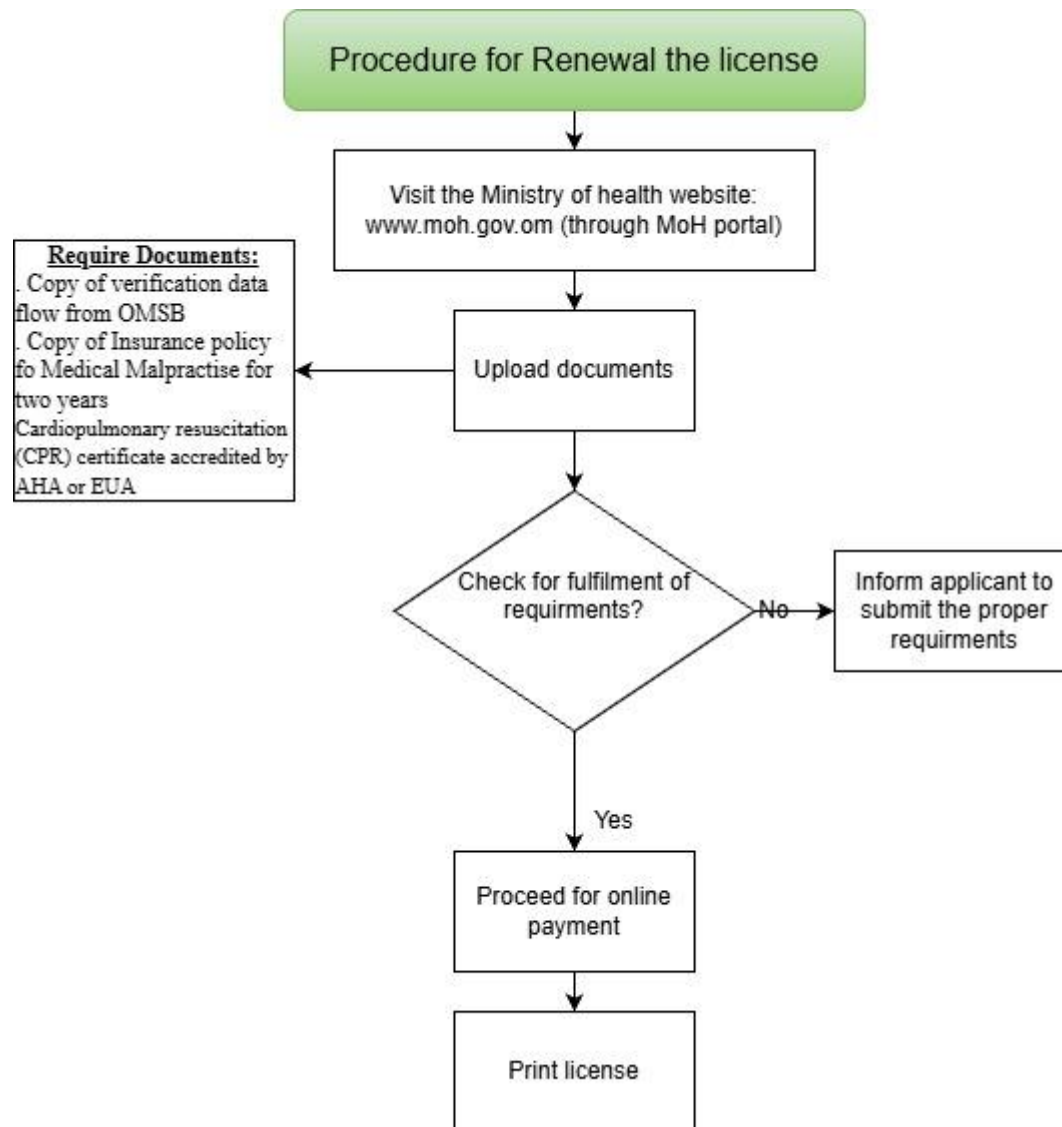
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Annexes

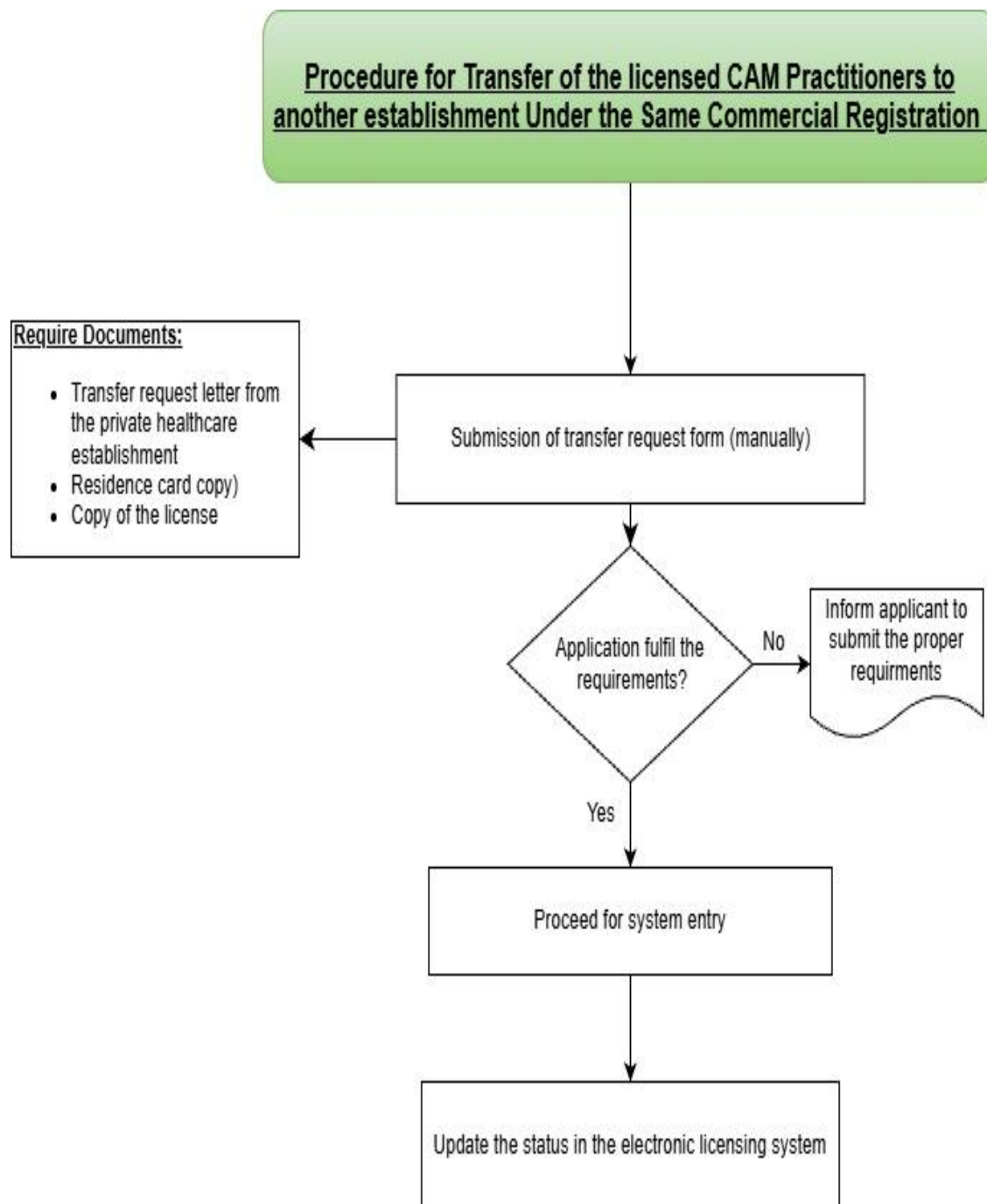
Appendix 1 Issuing anew license for ACM Practitioners



Appendix 2: License renewal



Appendix 3: Transfer of the licensed ACM Practitioners to another establishment Under the Same Commercial Registration



Appendix 4: Cancellation of the licensed CAM Practitioners

