



Request NOC to Deal with Controlled Medicine

User Manual

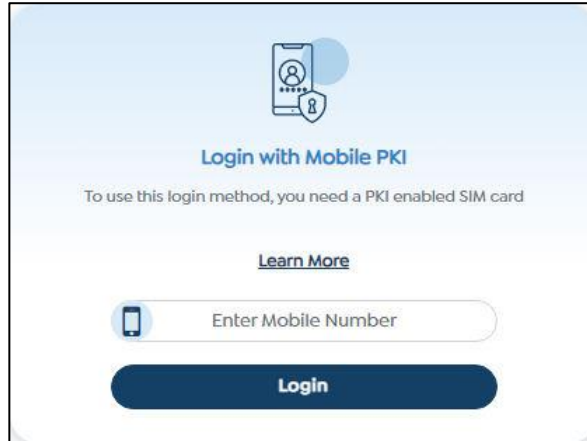


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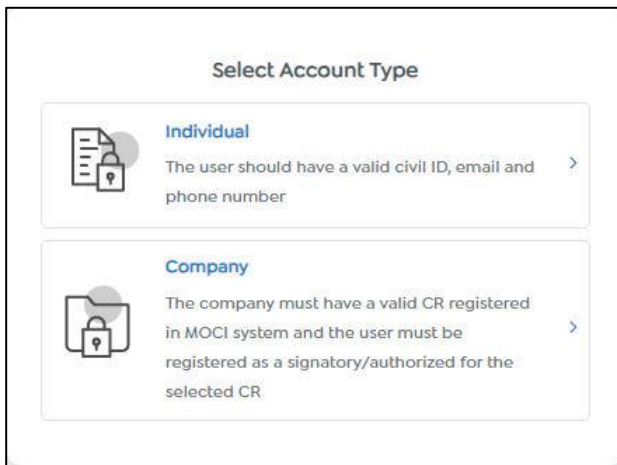
1. Registration

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:



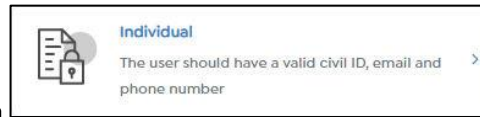
The screenshot shows a "Select Account Type" screen with two options. The "Individual" option is highlighted and includes the text "The user should have a valid civil ID, email and phone number". The "Company" option includes the text "The company must have a valid CR registered in MOCI system and the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

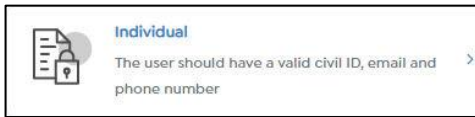
You can select an account type by simply clicking on any of them.



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 ID Expiry Date *

[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 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 OTP

☒ Send OTP

Mobile * OTP *

☒ Send OTP

Communication Preferences

Language * ☒ English ☐ Arabic

Method ☒ SMS ☐ Email

[Save](#)

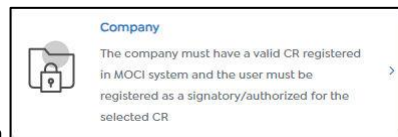
4. Enter the location which consists of Governorate, Wilaya, and village.
5. Enter email address and mobile number, then click ☒ Send OTP for both platforms, and then enter the OTP which you have received on both platforms.



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)		Company Name (Ar)	
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

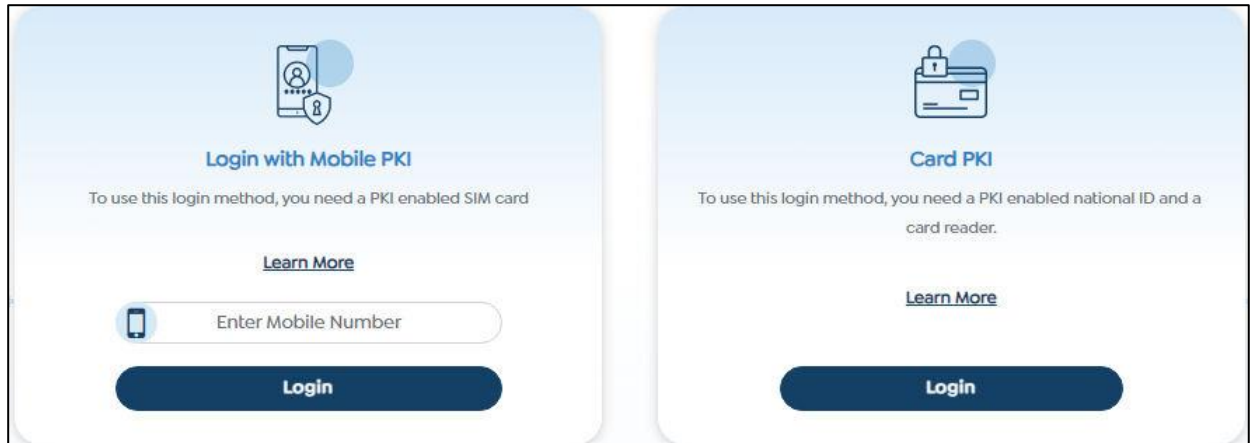
Email

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 , 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:



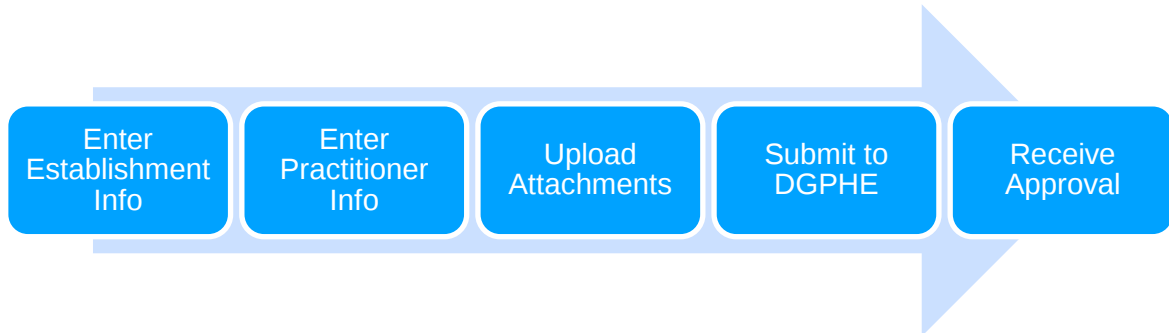
The screenshot displays two login options side-by-side. The left panel, titled 'Login with Mobile PKI', features an icon of a smartphone with a user profile and a lock, followed by the text 'To use this login method, you need a PKI enabled SIM card'. Below this is a 'Learn More' link, a text input field with a mobile phone icon and the placeholder 'Enter Mobile Number', and a dark blue 'Login' button. The right panel, titled 'Card PKI', features an icon of an ID card with a lock, followed by the text 'To use this login method, you need a PKI enabled national ID and a card reader.' Below this is another 'Learn More' link and a dark blue 'Login' button.

- 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. Request NOC to Deal with Controlled Medicine Service

Through this page you request NOC to deal with controlled medicine whether narcotic or psychotropic and you submit this request to DGPHE for approval. The process is as follows:



The Request NOC to Deal with Controlled Medicine page appears as shown below:

Request NOC to Deal With Controlled Medicine

Fill e-Form Receive Confirmation

Establishment Info

Establishment Information

Applicant Details

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

Select Establishment

Establishment * Verify Q

Establishment Details

CR Number	CR Number	CR Status	CR Status
Phone Number	Phone Number	Email	Email
License Number	License Number	License Status	License Status
Legal Form/Category	Category	Sub Category	Sub Category
Governorate	Governorate	Willaya	Willaya
P.O. Box	P.O. Box	Address	Address

Next >

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:

Establishment * Providers * Verify Q



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:

The screenshot shows the 'Practitioner Information' form. On the left is a sidebar with 'Establishment Info', 'Practitioner Info' (selected), 'Attachments', and 'Preview'. The main form has three sections: 'Select Practitioner' with a dropdown and 'Civilid Expiry Date' field; 'Practitioner Details' with fields for Name (EN/AR), Civil ID, License Number, License Expiry Date, Practitioner Number, Speciality, and Controlled Medicine Type; and 'Staff Details' with 'No.Of Doctors in Establishment' (2) and 'Total Number Of Staff' (3). A 'Verify' button is in the top right, and 'Back'/'Next' buttons are at the bottom.

4. Select practitioner from the dropdown list and enter Civil ID expiry date, then click [Verify](#), and the following details appear:

This screenshot shows the same form with data entered. In 'Select Practitioner', a practitioner is selected (redacted). 'Civilid Expiry Date' is set to 'dd-mm-yyyy'. In 'Practitioner Details', Name (EN) and (AR) are redacted, Civil ID is redacted, License Number is redacted, License Expiry Date is '08-08-2025', Practitioner Number is redacted, Speciality is 'pediatrics specialist', and Controlled Medicine Type is 'Select Medicine Type'. 'Staff Details' remain the same. The 'Verify' button is now active.

5. Select controlled medicine type if it's narcotic or psychotropic.
6. Click [Next](#) and the following page appears:



Attachments

Establishment Info
Practitioner Info
Attachments
Preview

Required Documents

Required Attachment	Description	File Name	Action
ROP Clearance Certificate *	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 2 MB		Upload file

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

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

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

Applicant Details

Establishment Info
Practitioner Info
Attachments
Preview

Applicant Details

Name (En)	Establishment Owner	Name (Ar)	شباب محمد
Civil ID	EstablishmentOwner	Mobile Number	94898410
Role	Owner	Email	shabnam@almadinagroup.net

Establishment Details

Establishment	Al Madina Development and Supply	Provider	Al Farooq Clinic
CR Number	1197509	CR Status	Active
Phone Number	94898410	Email	Shabnam@almadinagroup.net
License Number	33	License Status	Opened
Legal Form/Category	Polyclinic	Sub Category	Polyclinic (PC-I)
Governorate	Muscat	Willaya	Al-Seeb
P.O. Box	0	Address	

Practitioner Details

Attachments Details

Required Documents

Required Attachment	Description	File Name
ROP Clearance Certificate *	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 2 MB	download.pdf

Declaration

☐ I hereby declare that all the information provided in the application form is true and correct. 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 ✕

Are you sure you want to proceed?

Confirm Cancel

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

 Fill e-Form

 Receive Confirmation

Application Information

Application Number: RCMN0608752520302L

Application Issue Date: 02-06-2025 10:36:10

 My Applications

Your request is sent to DGPHE for approval.

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



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