نقل
naql

The National Digital Platform for Transport Services in Oman

User Manual

Content

Introduction

In this section we define Naql platform and its objectives as well as an explanation of the different concepts and services offered by the platform.

Platform Services

Naql platform has several service categories: Vehicle Operating Card (VOC) services, Permits services, Transport Mean Services, Individual license services and fines & violations. In this section, the steps to obtain each service are explained in detail.

FAQ

This section presents a series of frequently asked questions (FAQ) and answers about Naql platform and its services.

Introduction

Naql Platform aims to facilitate the creation of Vehicle Operating Cards (VOCs), permits and licenses to all individuals and institutions operating within the Sultanate in land transport activities in accordance with the Land Transport Law of the Sultanate of Oman.

This user manual has been created to guide users through the platform on how to issue a VOC and use all the available services.

Naql Platform

Is a digital platform for the services of issuing VOCs, permits and licenses for all individuals and companies working in land transport activities, and it is one of the foundations of implementing the executive regulations of the new Land Transport Law to regulate the land transport sector in the Sultanate. To increase the efficiency of the platform, it has been linked to the systems of both Royal Oman Police and Invest Easy in the Ministry of Commerce and Industry to track and regulate the land transport details, drivers and the activities authorized for the companies.

Platform Objectives

Issuance of Vehicle Operating Cards (VOCs) for land transport means

Preparing a database for institutes, trucks, buses, taxis and land transport users working in this sector

Fast provision of services for users, and transitioning to a digital system in the issuance of permits and licenses

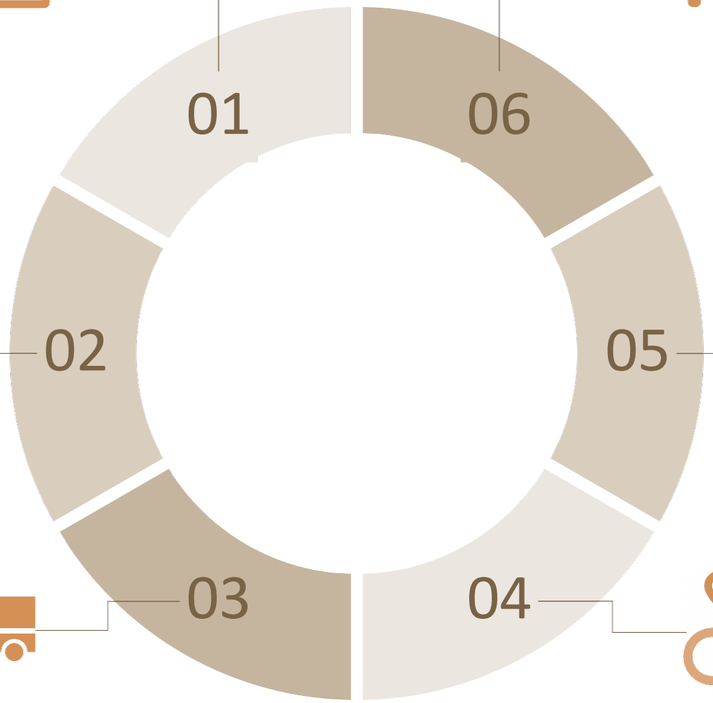
Following up on Land Transport Law compliance

Platform Services

Issuance and renewal of VOCs & Transport Mean Service Registration and fines payment

Other VOC services such as modifying, canceling, transferring, withdrawing…etc.

Permits for exceptional loads



Taxi license issuance and registration of trailers and rental vehicles

Foreign vehicle permits to stay more than 7 days in the Sultanate

Foreign vehicle permits to transport goods between two cities

Activity Permit/Vehicle Permit

Invest Easy استثمر بسهولة

One Stop Shop المحطة الواحدة

The Ministry grants permits and renewal of land transport activities through Invest Easy

Naql platform does not grant land transport activities permits or driving licenses to any means of land transports other than taxi driving licenses.

نقل naql

Vehicle Operating Card (VOC)

VOC contains all the details related to the vehicle including owner of vehicle, plate number, chassis number and the activity authorized for that specific vehicle.

December 1st, 2019, the VOC will be implemented and all commercial vehicle owners, whether individuals or companies, will be required to obtain a VOC from Naql platform.

Land Transport Vehicles

Cargo Transportation Means
Chemical and hazardous materials transport trucks
Oil and gas transportation trucks
Ambulance Transport (Commercial Ambulance)
Vehicles for transporting and selling of water resources
Trucking of waste
Trucking of goods and equipment (Scheduled - non-scheduled)
Sewage transportation tankers
Vehicles for goods transportation (Rented with or without driver)
Vehicles for towing vehicles
Vehicles for transporting and selling of drinkable and non-potable water
Vehicles for transporting and shipping of vehicles
Trucking of scrap
Trucking of cooking gas cylinders

Land Transport Vehicles

Passenger Transportation Means
Taxis
Scheduled transportation of passengers by bus (Tourism Transportation)
Scheduled transportation of passengers by bus (International)
Scheduled transportation of passengers by bus (intercity)
Scheduled transportation of passengers by bus (within cities)
Unscheduled transportation of passengers
Rental of transportation means without driver
Students' transportation (Schools – Colleges – Universities)
Transportation of pilgrims and Umra pilgrims
Guided transportation means using smart applications

Permits

Permits for Exceptional Loads

- Temporary permit to allow heavy vehicles to transport exceptional loads after confirming vehicle readiness and axial dimensions, type of goods transported, and the route used to transport the goods, the application is verified by the Ministry of Commerce and the Royal Oman Police.

Postpone of Exceptional Load Transportation Permit

- After obtaining the special cargo permit, the user can modify the date of the cargo transport by requesting the amendment of the permit date, and it is approved by the Royal Oman Police.

Foreign vehicle permits to transport goods between two cities

- Temporary permit to allow foreign vehicles to transport cargo within the Sultanate for a specified period.

Foreign vehicle permits to stay more than 7 days in the Sultanate

- Temporary permit to allow foreign vehicles to extend their stay in the Sultanate for more than seven (7) days.

Taxi License

A license issued by the Ministry of Transport to practice the taxi activity. Individuals can obtain an activity license from Naql platform and the license is issued only after verifying the application:

- Request to register a taxi plate number
- Request to transfer a taxi plate number

Taxi License

Request to register a taxi plate number

Approval for registering a taxi plate is an electronic approval granted by the Ministry of Transport through the platform to complete the procedures for registering a taxi in the vehicle registration system of the Royal Oman Police. This service allows individuals who have not previously practiced the taxi activity to obtain the taxi license by attaching the required documents and hence verifying whether they fulfill the conditions stated in the executive regulations of the Land Transport Law. The Ministry will verify as well through the records attached the vehicle fitness for practicing taxi activity, like the vehicle's model and the engine capacity.

The Vehicle Operating Card that will be issued to the applicant after the successful registration of the taxi vehicle in ROP Vehicle Registration System is considered as a license for the individual to practice the taxi activity. Individuals wishing to engage in the activity will have to attach the following documents:

- A salary certificate that does not exceed three months from the date of its issuance from the individual workplace for the workers in the government sector, or the registration statement at the General Authority for Social Insurance for the workers in the private sector, or status of a job seeker issued from the Ministry of Labour.
- Copy of Vehicle ownership or customs card, or the vehicle registration papers from a vehicle agency.
- A copy of a non-sentenced certificate from ROP.
- A copy of the contract with taxi services operator (MWASALAT or Marhaba), if the vehicle is not orange and white type of taxi.

Integrated with ROP system, Naql Platform will verify that the applicant meets the age requirements as well to grant the taxi license.

Request to transfer a taxi plate number

Request to transfer taxi plate number is an electronic approval granted by the Ministry of Transport through the platform to complete the procedures for registering a taxi in the vehicle registration system of the Royal Oman Police. This service allows individuals to transfer the benefit number or an existing taxi plate number or a taxi vehicle operating card to a new beneficiary. The Owner will be requested to attach the required documents to verify whether the new beneficiary fulfills the conditions stated in the executive regulations of the Land Transport Law. The Ministry will verify as well through the records attached the vehicle fitness for practicing taxi activity, like the vehicle's model and the engine capacity.

The Vehicle Operating Card that will be issued to the new beneficiary after the successful registration of the taxi vehicle in ROP Vehicle Registration System is considered as a license for the individual to practice the taxi activity. The following document will be requested from the applicants about the new beneficiary:

- A salary certificate that does not exceed three months from the date of its issuance from the individual workplace for the workers in the government sector, or the registration statement at the General Authority for Social Insurance for the workers in the private sector, or status of a job seeker issued from the Ministry of Labour.
- Vehicle ownership or customs card, or the vehicle registration papers from a vehicle agency.
- A copy of a non-sentenced certificate from ROP. A copy of the contract with taxi services operator (MWASALAT or Marhaba), if the vehicle is not orange and white type of taxi.

Integrated with ROP system, Naql Platform will verify that the applicant meets the age requirements as well to grant the taxi license.

Naql Services Providers

Naql Platform Website
www.naql.om

Sanad Service Centers

Oman Post Offices

Payment of service fees will be done electronically through the electronic payment gateway by entering the beneficiary's bank account details; however, the user will have to pay an additional fee for obtaining the service from Sanad Service Centers or from Oman Post offices. Service fees range from (1) one to (3.5) three and a half Rials.

Platform Services

The platform provides various services to users such as: issuing a vehicle operating card for all users, requesting the issuance of permits for owners of heavy vehicles (Institutes), requesting licenses for taxi driving for individual users, and payment services for registered violations

Platform Services

Naql Platform

Vehicle Operating Card

- Issuing New VOC
- Renew VOC
- Re-issue VOC
- Modify VOC
- Withdraw VOC
- Remove Withdrawal
- Cancel VOC
- Remove Suspension
- Transfer Ownership

Permits

- Issue Transport Permit for Exceptional Load
- Postpone Exceptional Load Transport Permit
- Issue Permit for Foreign Vehicle

Taxi Licenses

Transport Mean Services

Fines & Violations

Processes Followed on Naql Platform

1

Validation

The user enters his / her vehicle data and validates it before proceeding to the next step.

2

Send Request

After checking the data entered, the user shall submit the service request.

3

Approval

Some services require prior approval, and some are automatically approved.

4

Payment

Some services require a fee in order to complete the application and get the service.

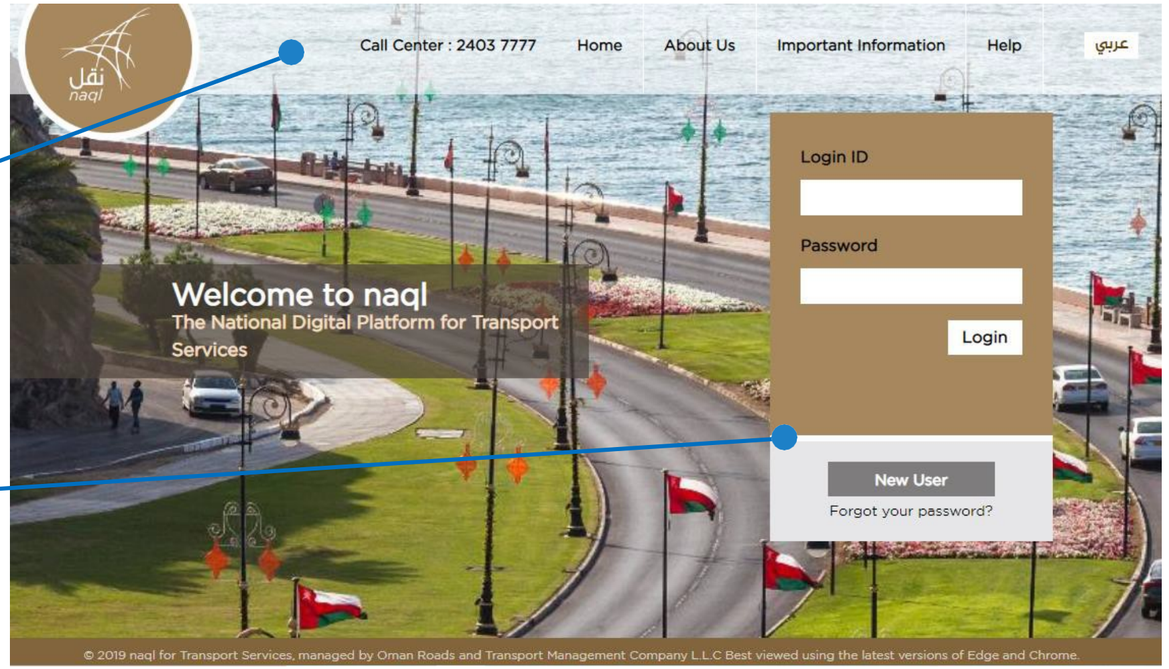
5

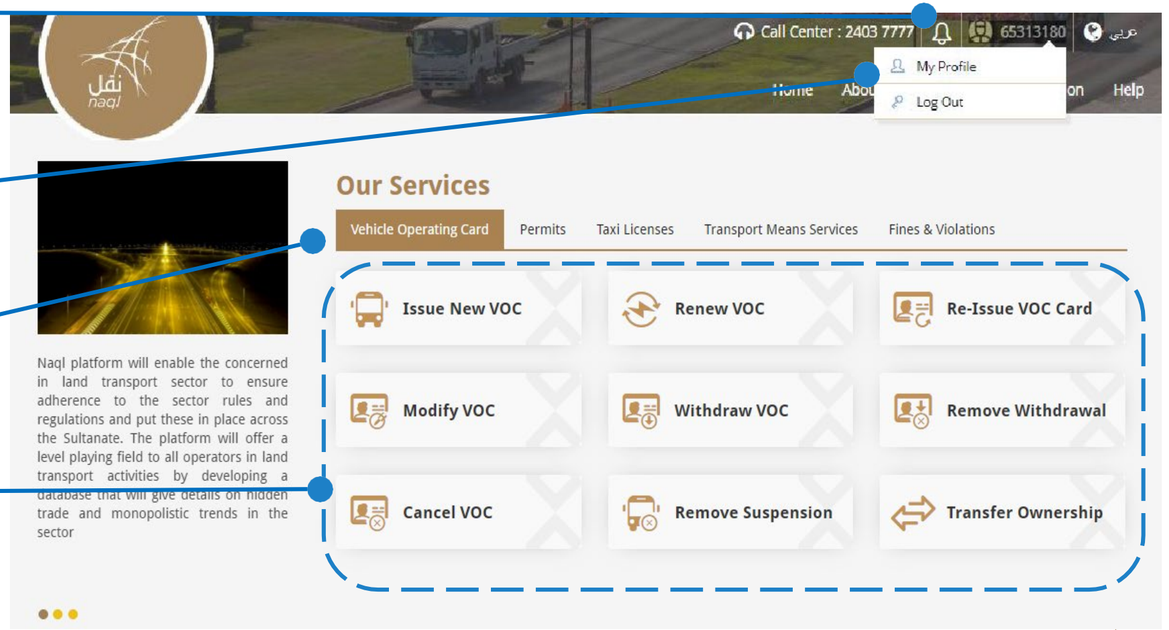
Completion

The user can upload the payment receipt and confirm the completion of the order.

Browsing

- Site Main Menu
- Login ID/ New User
- Notifications
- User Profile
- Service Tab
- Services

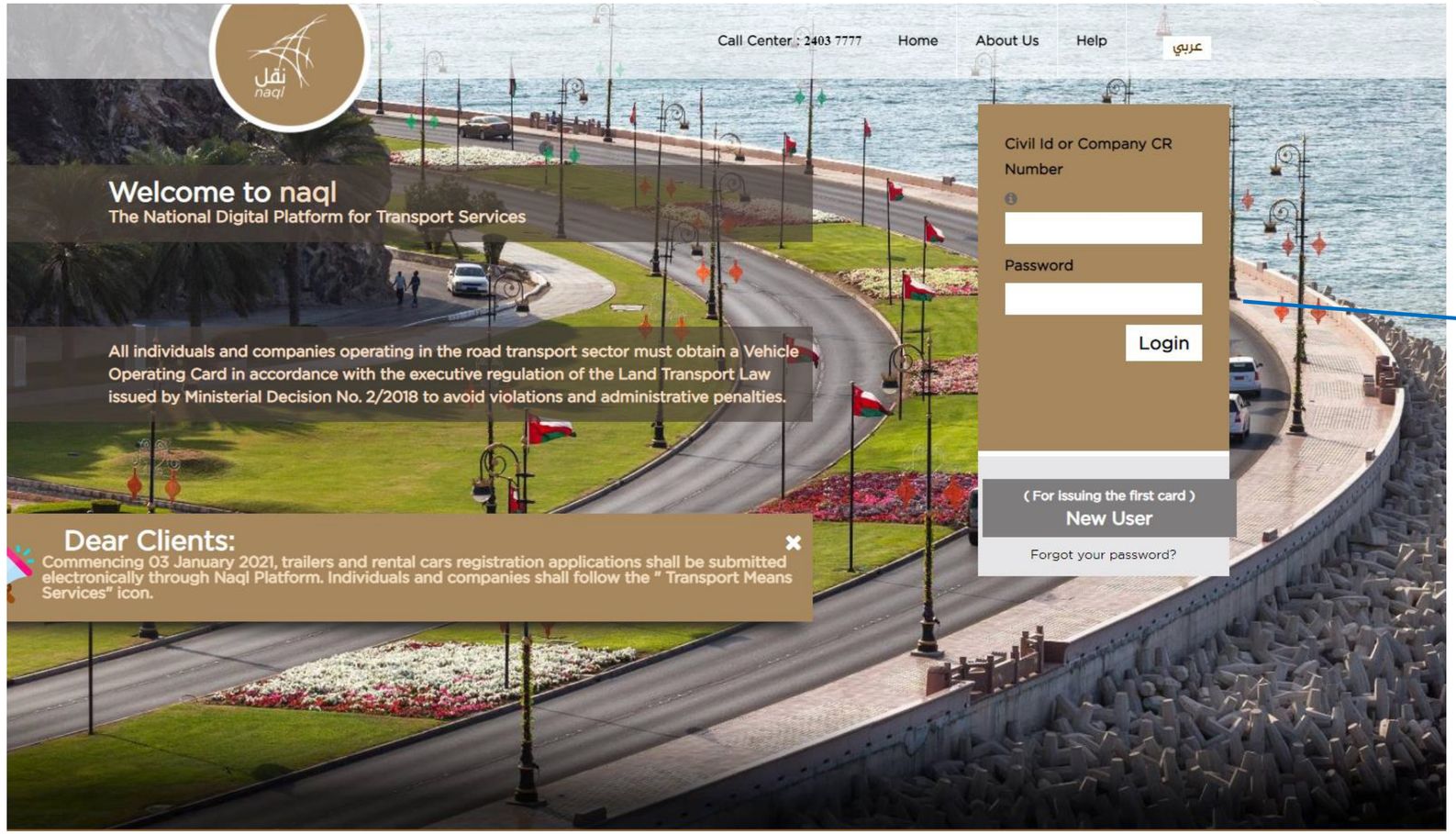




Issue New VOC

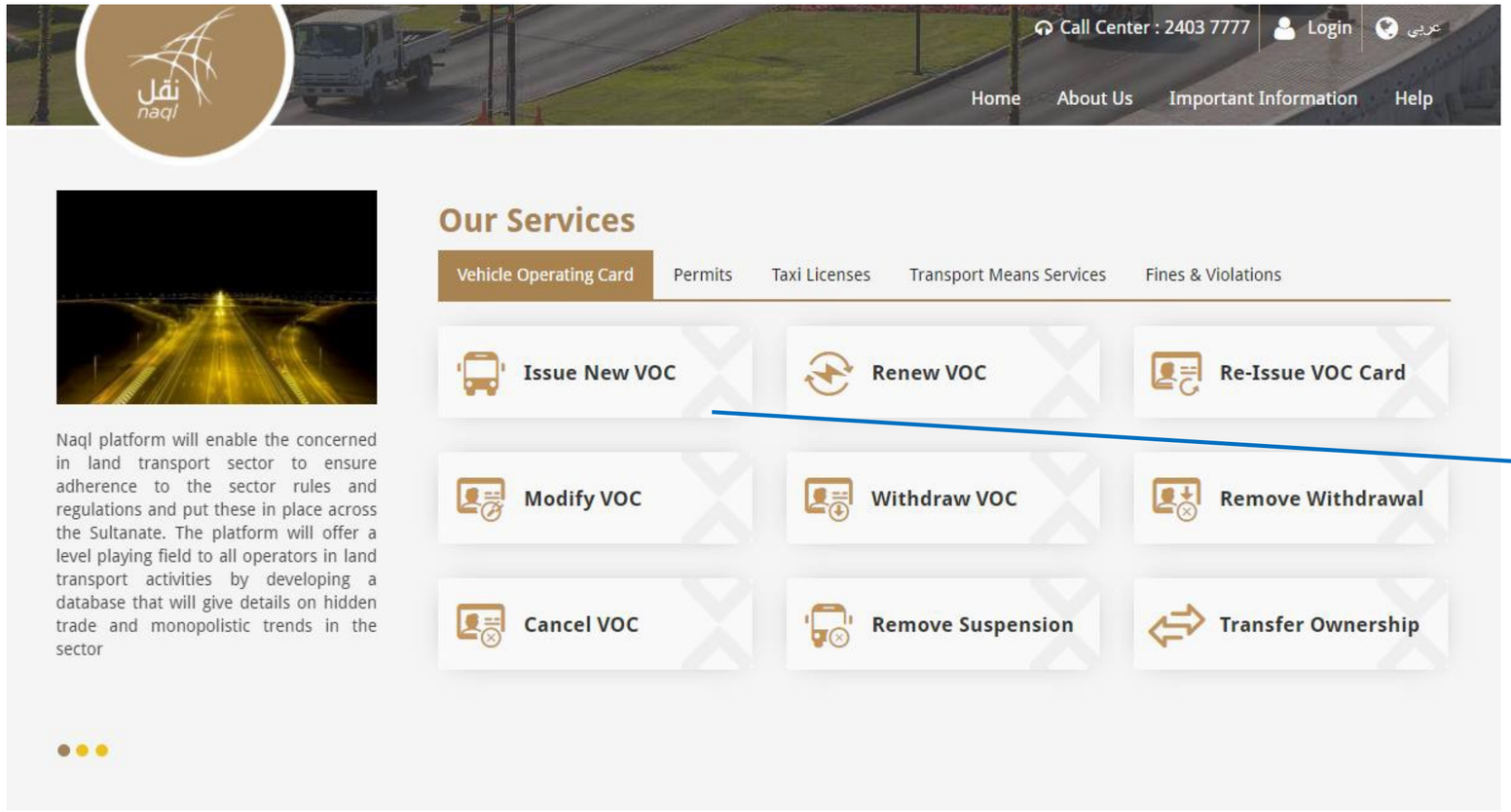
- Issue a Vehicle Operating Card (VOC) to practice commercial activity for both individuals and companies.

(1) Issue New VOC



- When issuing a VOC, you must enter the login ID (Civil / CR number) if you are already registered in the platform.
- If you are a new user, you must click on the "New User" button

(2) Issue New VOC



- Card issuance process will be through “Vehicle Operating Card” service tab.
- Click on “Issue New VOC” to start the process of creating a new account and issuing a new VOC.

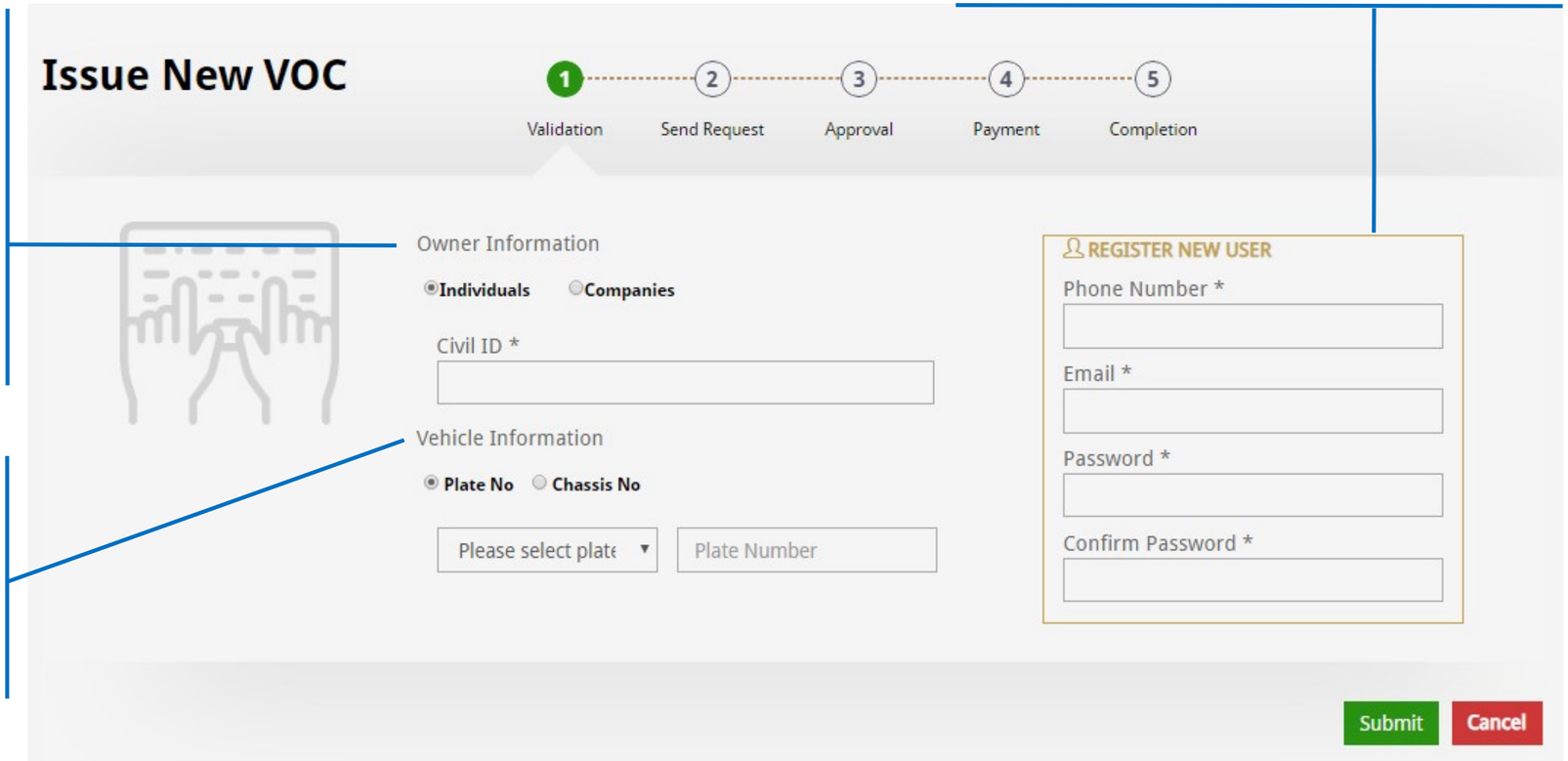
(3) Issue New VOC

Here the user's personal information is entered in order to create a new account on the platform

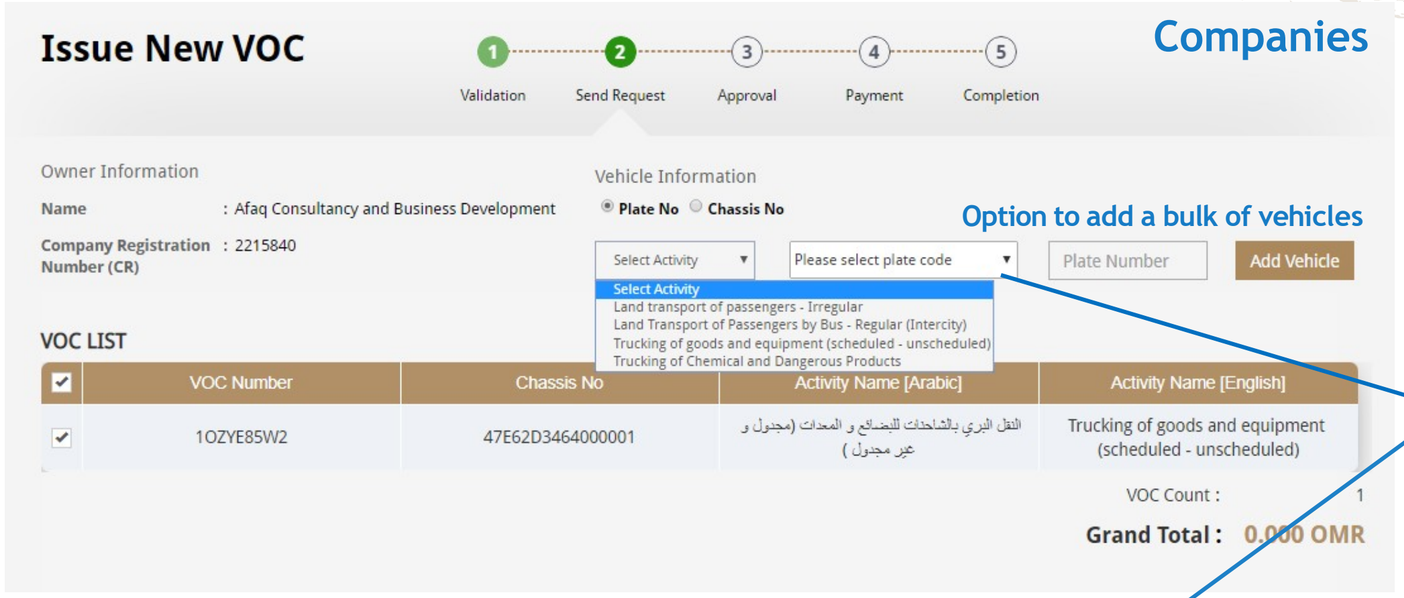
When entering owner's information:

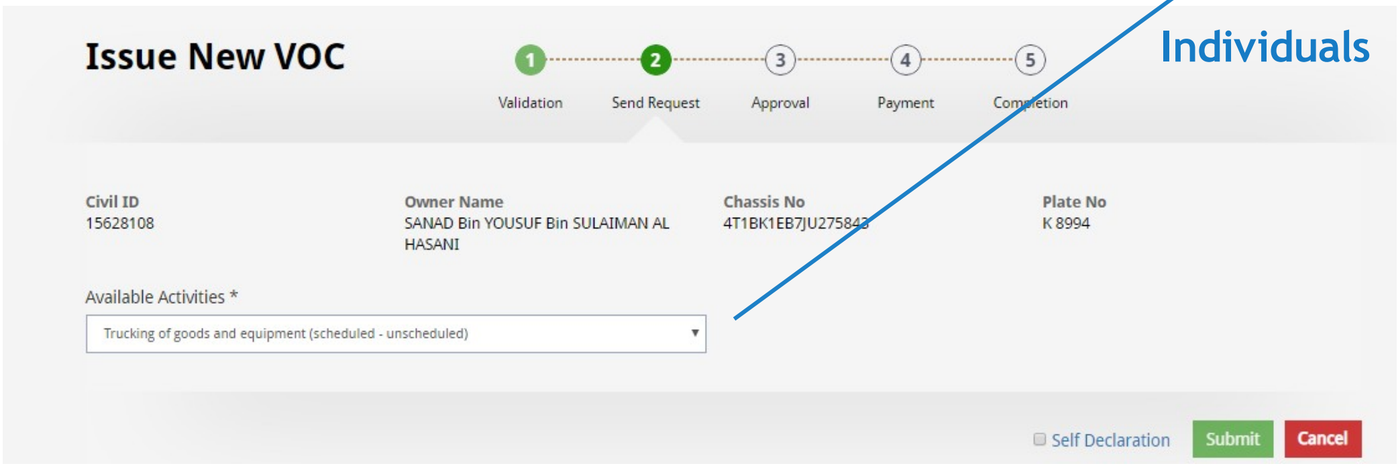
- If an individual, choose "Individuals" option and enter your civil ID
- If it is for a company/institute account, choose "Companies" option and enter the CR number

When entering vehicle information, the user is required to enter either the plate number and code or the chassis number.



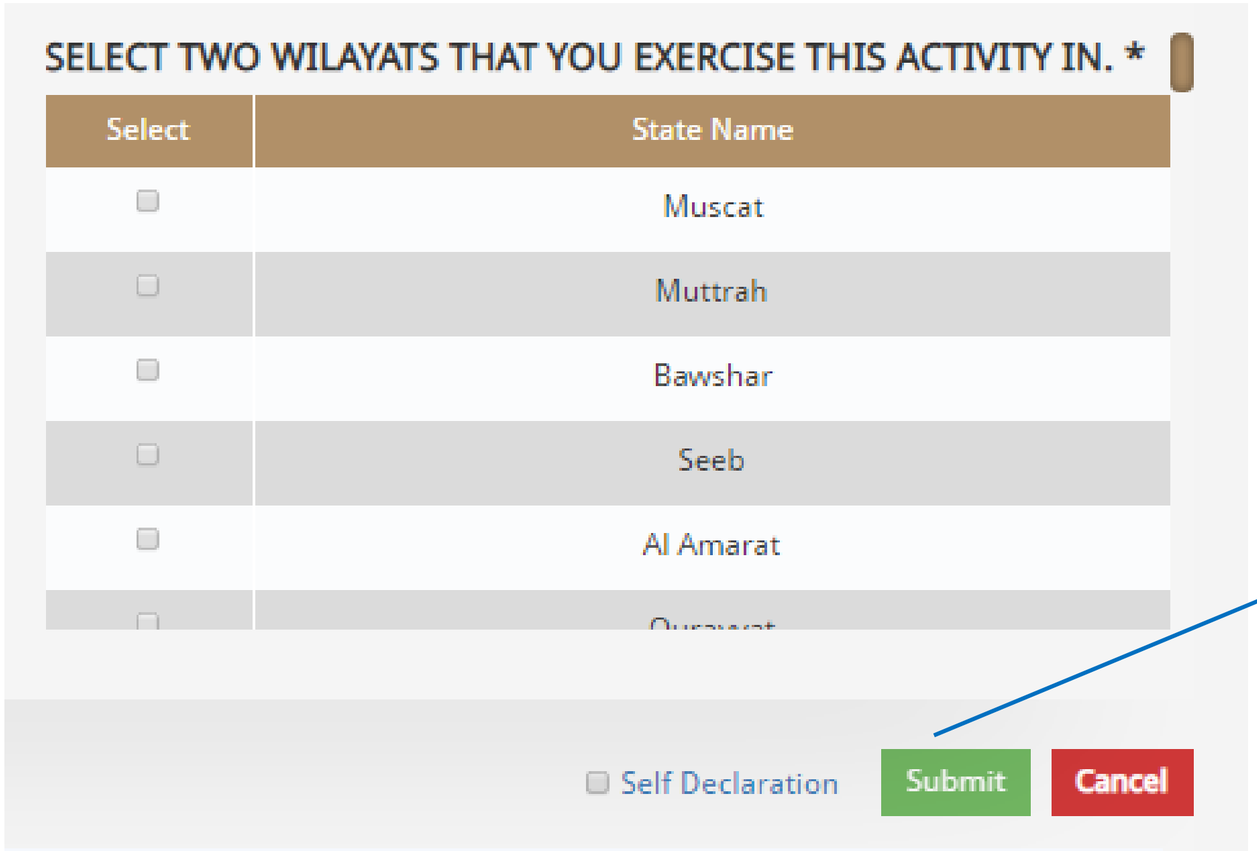
(4) Issue New VOC





- Before submitting a service application, the user must select from the activities available depending on the type of his vehicle, and the Wilayat that the user wishes to exercise his activity in.
- Available activities differ for the company owners to those of the individuals. Companies have several activities to choose from depending on the type of vehicle and the activity authorized for it, and it is checked and verified through the integration with “Invest Easy” systems

(5) Issue New VOC



Once the activity and Wilayat are selected, and the information entered is checked, the user must click on the “Submit" button after reading and agreeing to the “Self Declaration”

(6) Issue New VOC

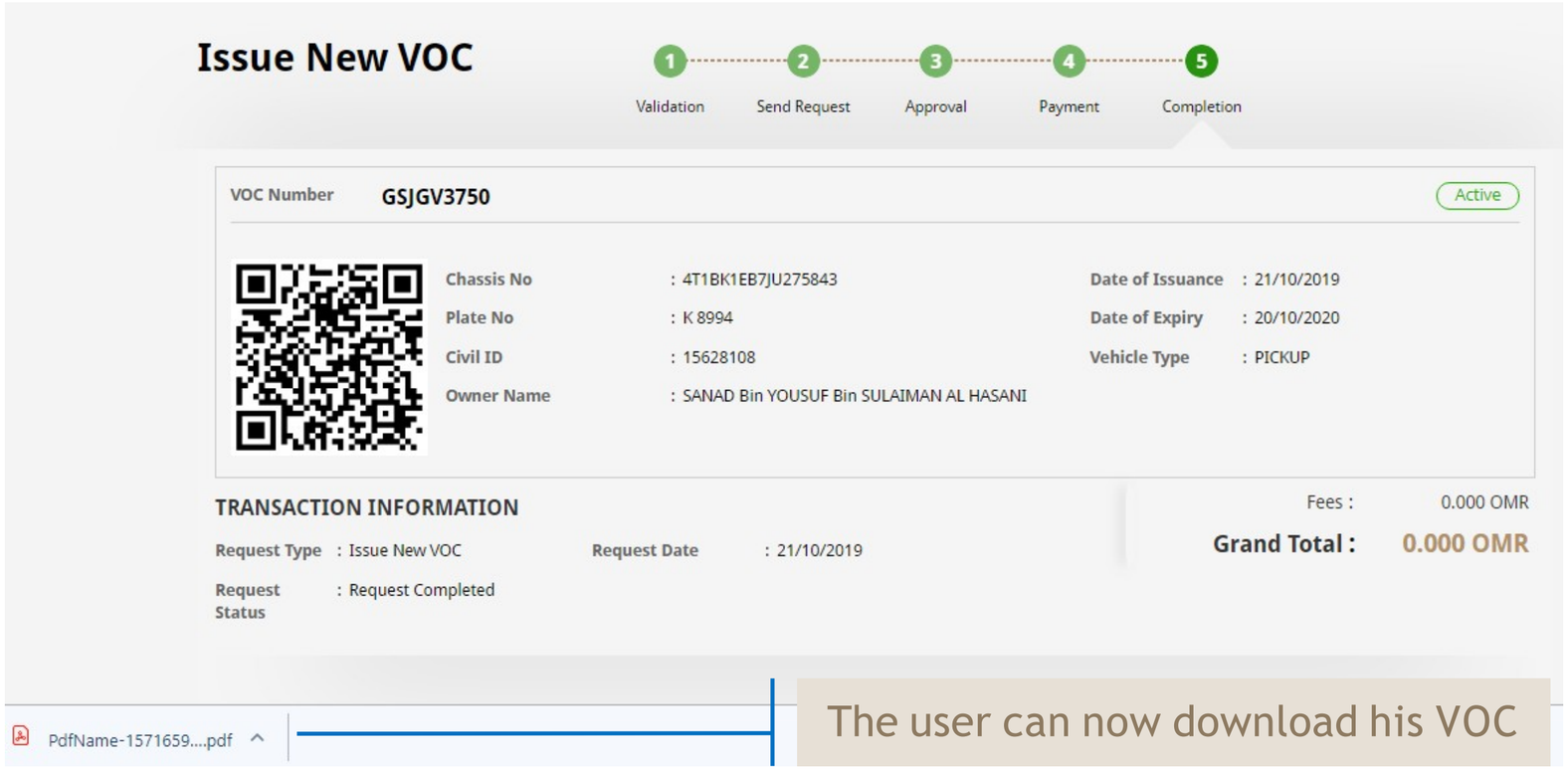
After the system automatically checks with both the Royal Oman Police and Invest Easy systems and the data entered gets validated, the application immediately gets approved, and the user will then be transferred to the “Payment” step.

(7) Issue New VOC

To pay for the card issuance, the “Payment gateway” screen will appear to the user and it is required to enter his credit card details, and an OTP number will be sent to his mobile device. The user must type the OTP code sent to him in the payment gateway screen and press the “Proceed" button

(8) Issue New VOC

After paying the fees, the process of issuing a new VOC is now completed, and this screen appears summarizing all the information associated with the user and his vehicle and the process of issuing the card.



The user can now download his VOC

(9) Issue New VOC

سلطنة عمان
وزارة النقل
دائرة النقل البري

إيصال دفع

رقم إذن الدفع	:	رقم الطلب	: FQR9R2PJ8
التاريخ	: 21/10/2019	إذن الدفع	: تم الدفع
نوع المعاملة	: إصدار بطاقة جديدة	رقم السجل	: 15628108
		اسم المنشأة	: سند بن يوسف بن سليمان الحسني
		تاريخ احتساب الرسوم	: 21/10/2019

الإجراء	رقم البطاقة	الرسوم ر.ع	غرامات التاخير ر.ع	المبلغ المستحق ر.ع
إصدار بطاقة جديدة	GSJGV3750	0.000	0.000	0.000

المبلغ الإجمالي 0.000 ر.ع

ملاحظات

في حالة العدول أو إلغاء الطلب بعد إتمام عملية دفع الرسوم، فلن يتم استرجاع مبلغ الرسوم

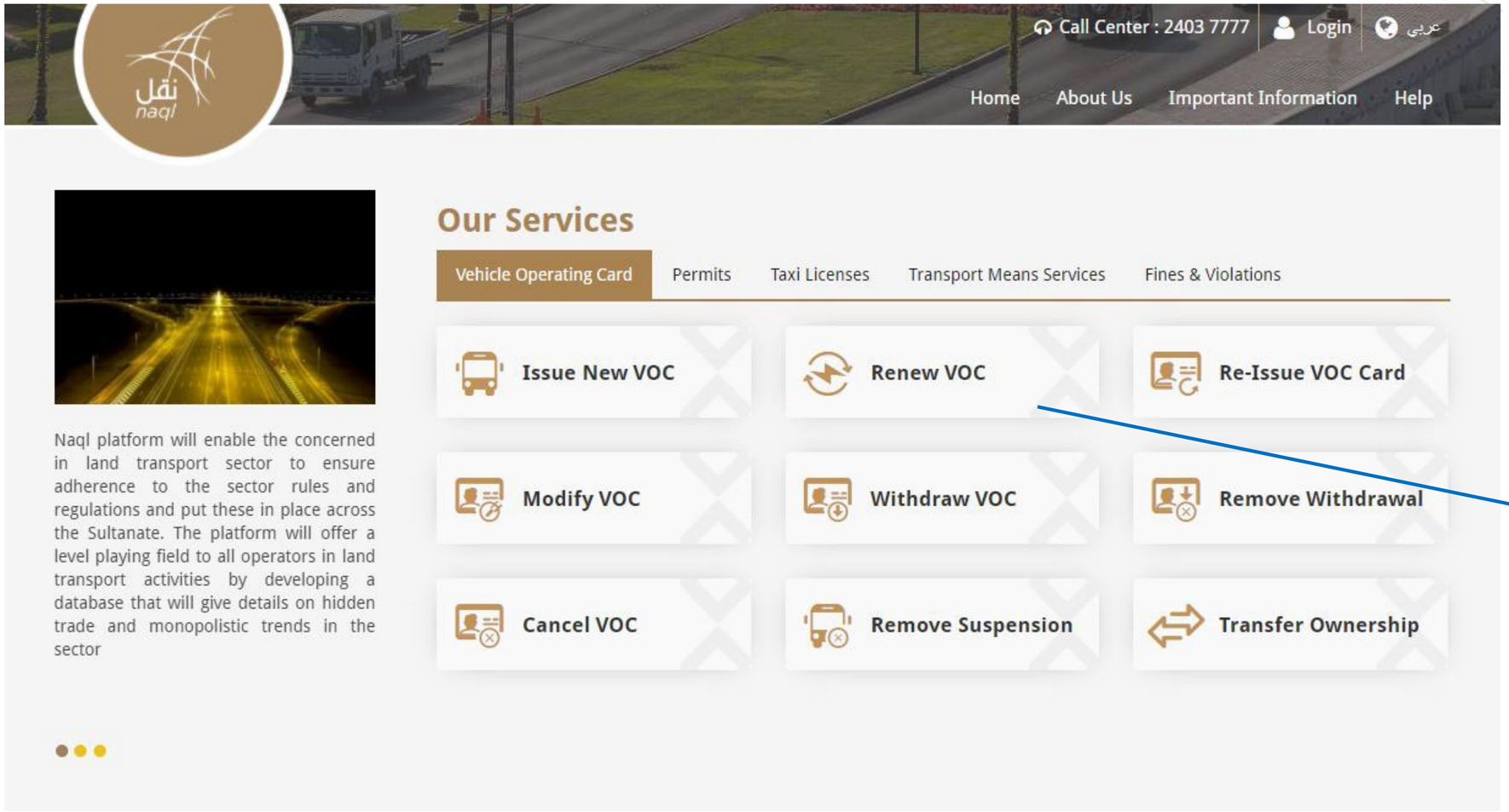
طباعة

The user can also print the payment receipt

Renew VOC

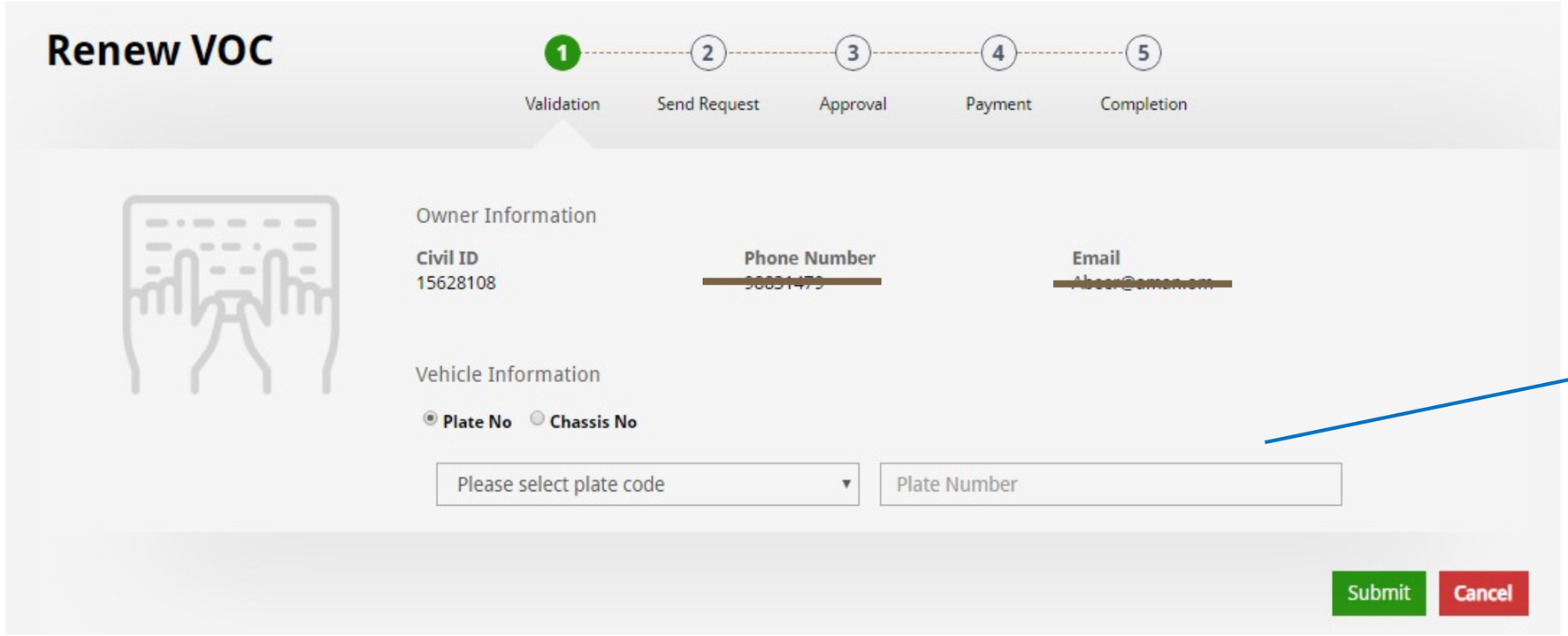
- This service allows users to renew the VOC in order to maintain their vehicle’s activity active. It is available only 30 days prior to expiry date.

(1) Renew VOC



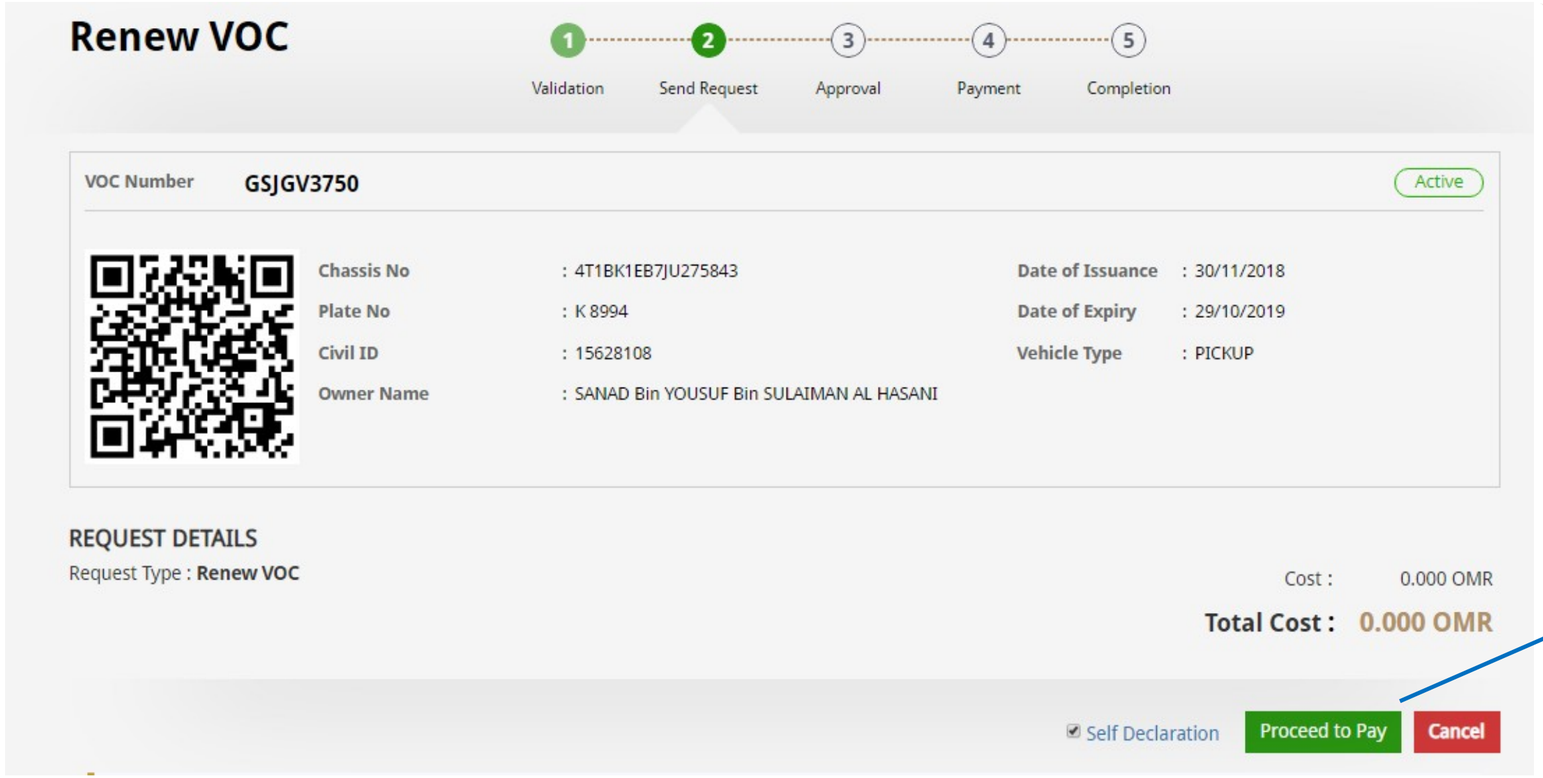
After logging in to the platform by your login ID and password, click here to renew your VOC.

(2) Renew VOC



Before proceeding with any process, the user must first enter the plate number and code/ chassis number

(3) Renew VOC



- Before moving to the payment step, the user should first check the information in the shown screen.
- To continue, click on “Proceed to Pay" button after you have read and agreed to the “Self Declaration”

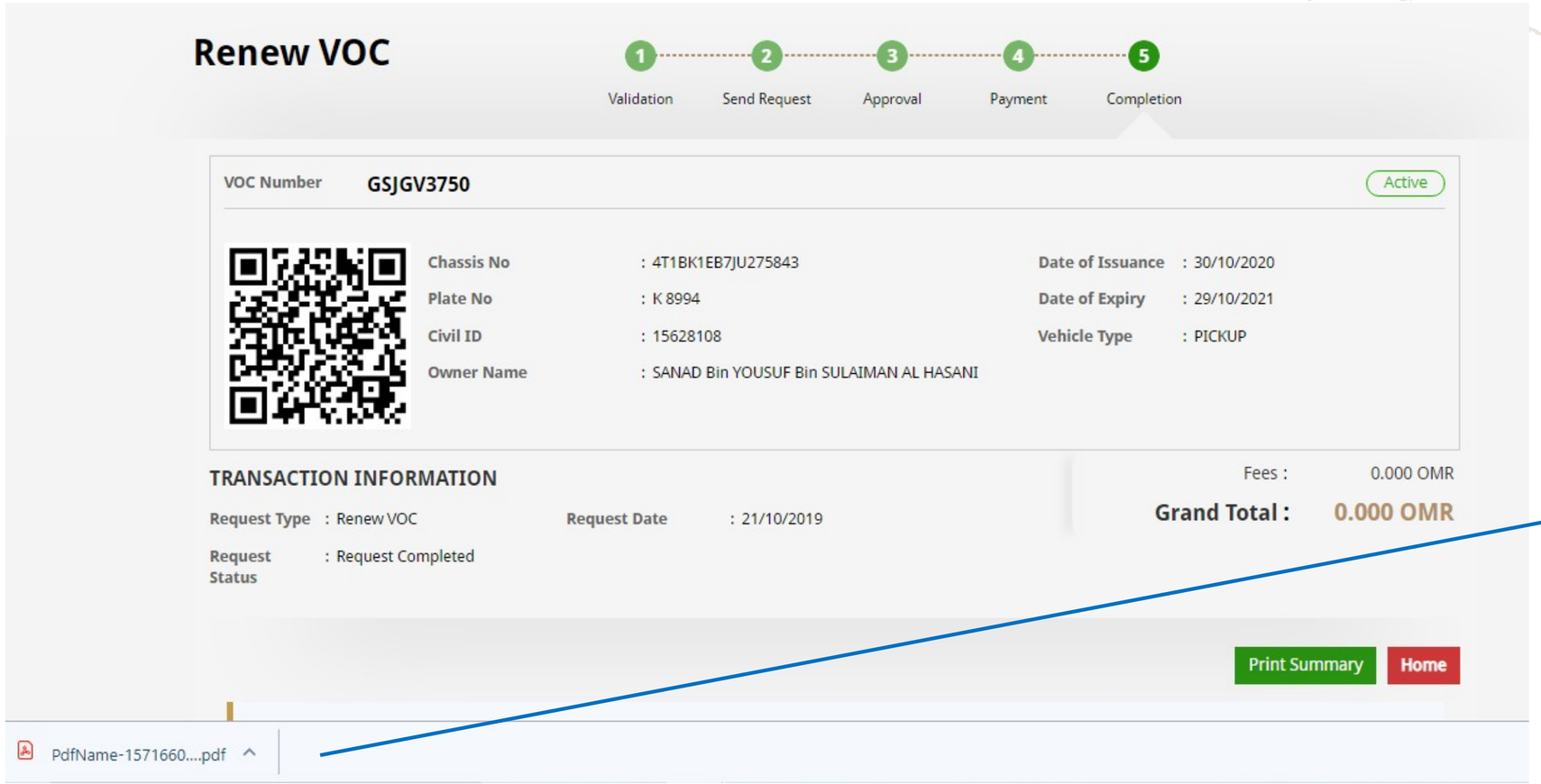
(4) Renew VOC

After the system automatically checks with both the Royal Oman Police and Invest Easy systems and the data entered gets validated, the application immediately gets approved, and the user will then be transferred to the "Payment" step.

(5) Renew VOC

To pay for card renewal, the “Payment gateway” screen will appear to the user and it is required to enter his credit card details, and an OTP number will be sent to his mobile device. The user must type the OTP code sent to him in the payment gateway screen and press the “Proceed" button

(6) Renew VOC



After payment, the user can download his renewed VOC

(7) Renew VOC

سلطنة عمان
وزارة النقل
دائرة النقل البري

إيصال دفع

رقم إذن الدفع	:	رقم الطلب	: YGX3Q91M9
التاريخ	: 21/10/2019	إذن الدفع	: تم الدفع
نوع المعاملة	: تجديد بطاقة تشغيل	رقم السجل	: 15628108
		اسم المنشأة	: سند بن يوسف بن سليمان الحسني
		تاريخ احتساب الرسوم	: 21/10/2019

الإجراء	رقم البطاقة	الرسوم ر.ع	غرامات التاخير ر.ع	المبلغ المستحق ر.ع
تجديد بطاقة تشغيل	GSJGV3750	0.000	0.000	0.000

المبلغ الإجمالي 0.000 ر.ع

ملاحظات

في حالة العدول أو إلغاء الطلب بعد إتمام عملية دفع الرسوم، فلن يتم استرجاع مبلغ الرسوم

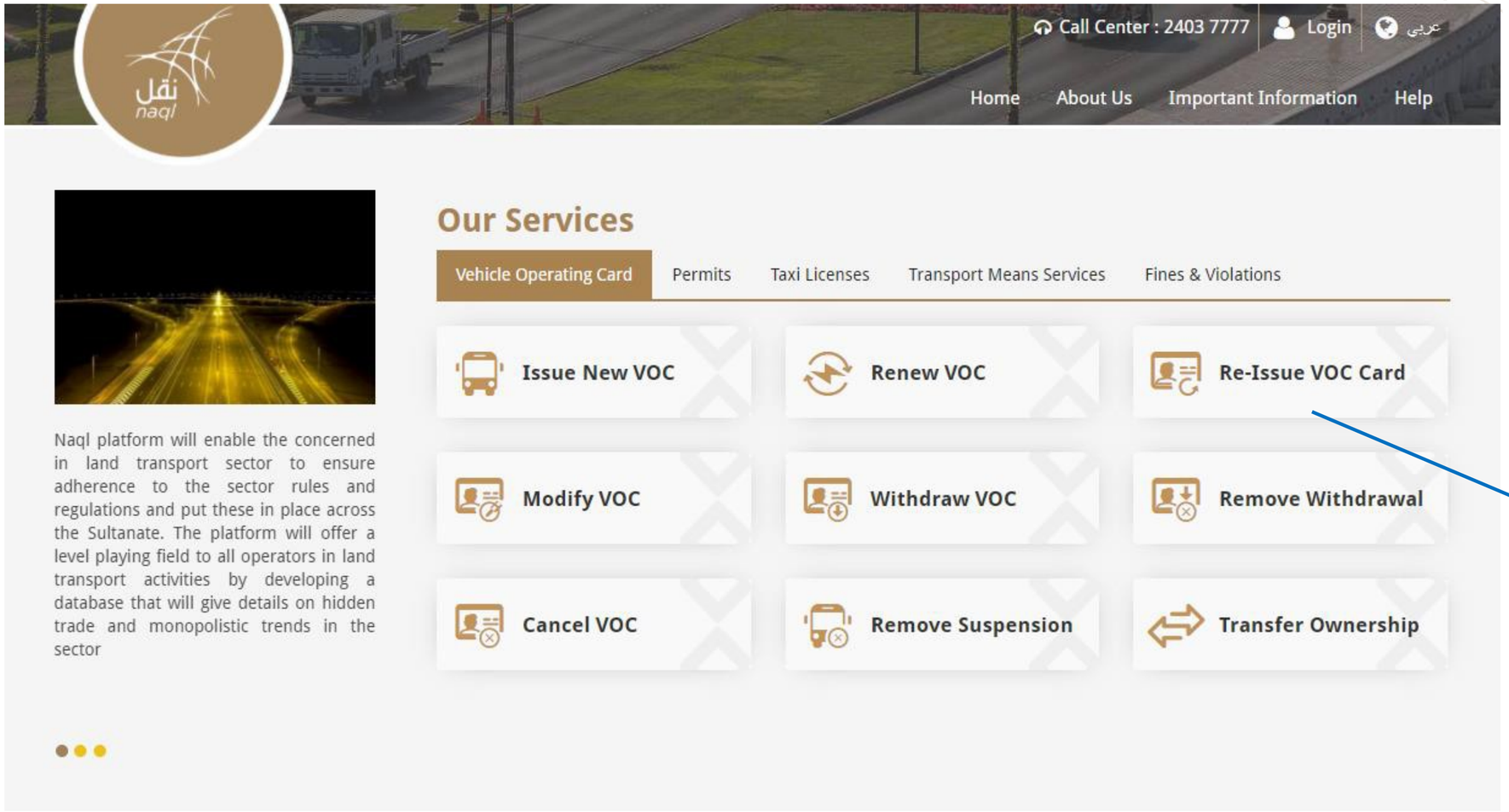
PRINT

The user can also print the payment receipt

Re-Issue VOC Card

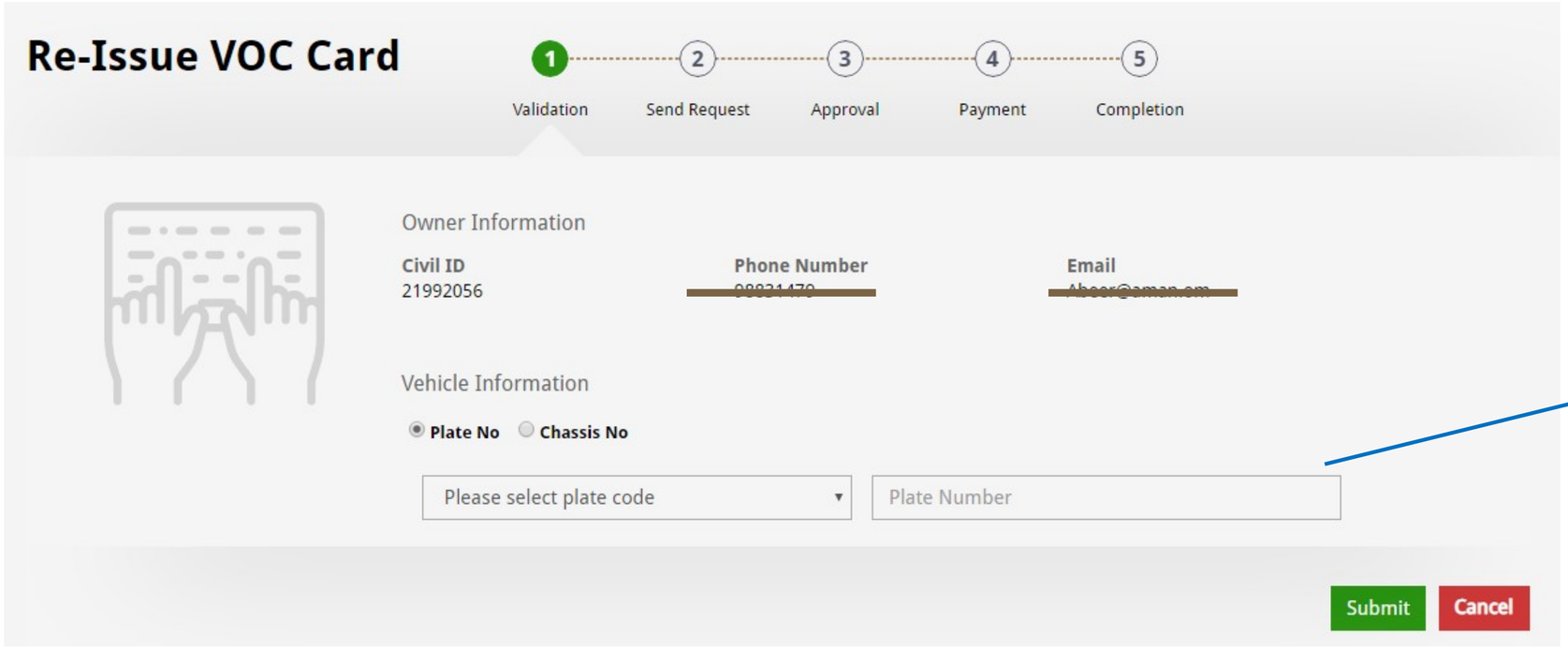
- This service allow users to issue a new copy of their VOC card incase of losing or misplacing their current VOC.

(1) Re-Issue VOC Card



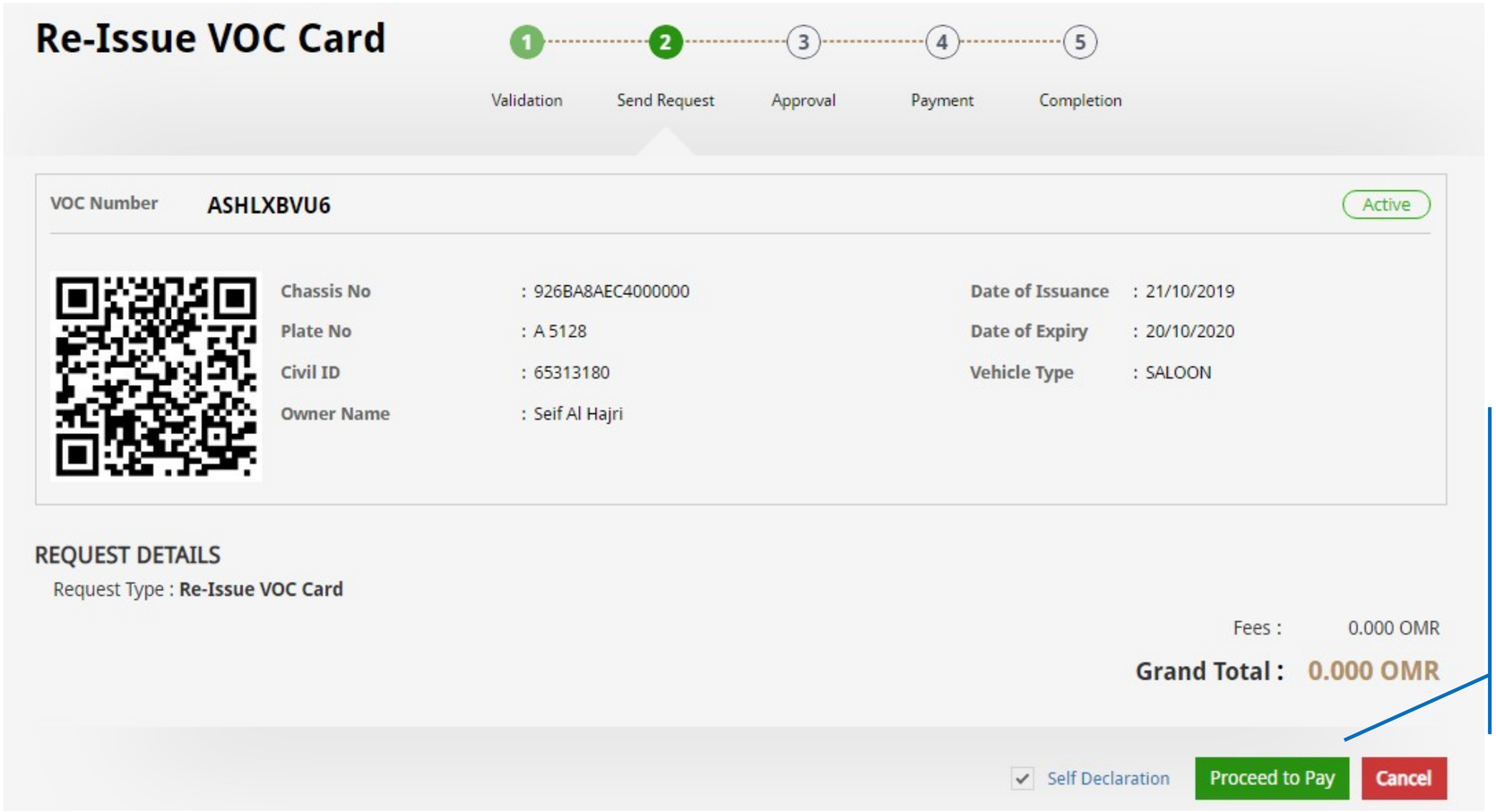
After logging in to the platform by your login ID and password, click here to Re-issue VOC card

(2) Re-Issue VOC Card



Before proceeding with any process, the user must first enter the plate number and code/ chassis number

(3) Re-Issue VOC Card



- Before moving to the payment step, the user should first check the information in the shown screen.
- To continue, click on “Proceed to Pay" button after you have read and agreed to the “Self Declaration”

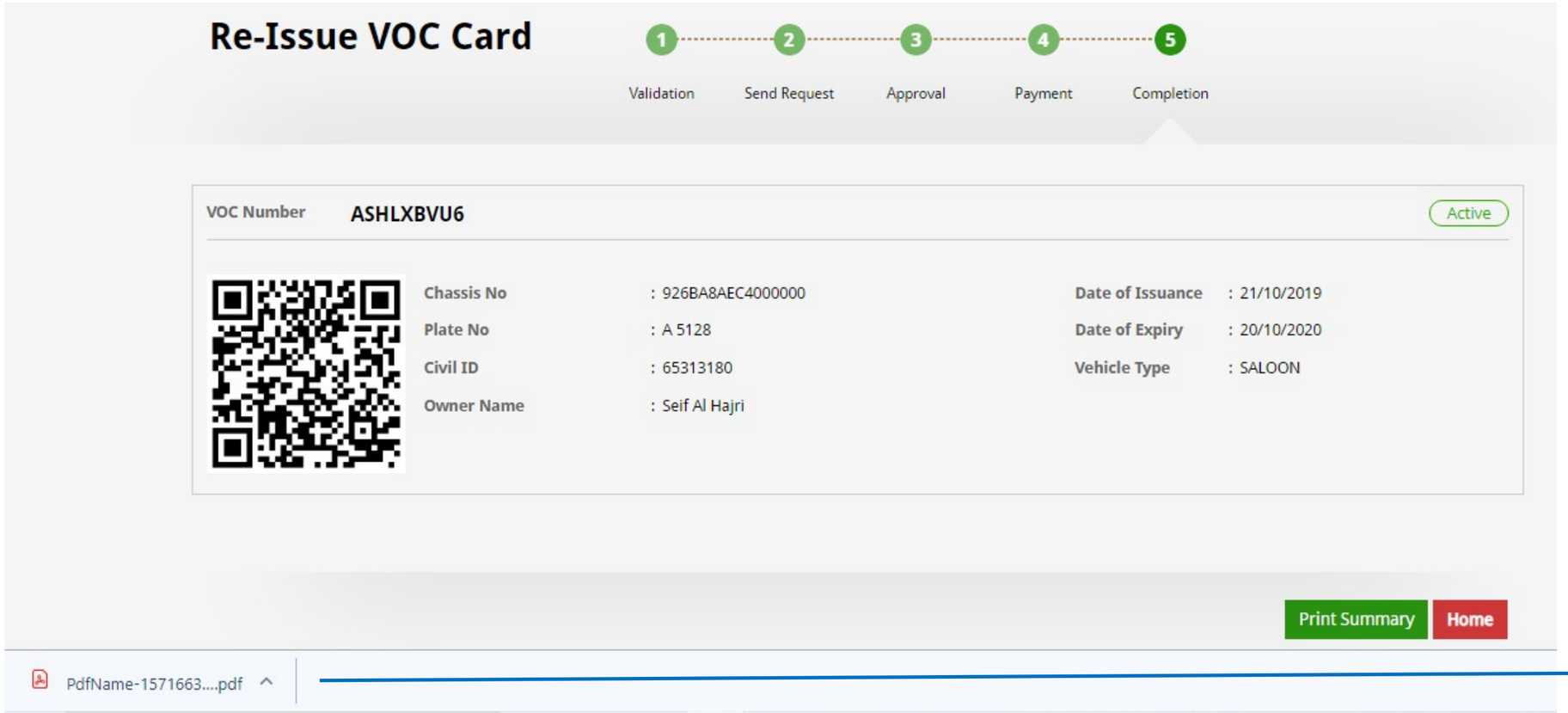
(4) Re-Issue VOC Card

After the system automatically checks with both the Royal Oman Police and Invest Easy systems and the data entered gets validated, the application immediately gets approved, and the user will then be transferred to the "Payment" step.

(5) Re-Issue VOC Card

To pay for re-issuance of VOC card, the “Payment gateway” screen will appear to the user and it is required to enter his credit card details, and an OTP number will be sent to his mobile device. The user must type the OTP code sent to him in the payment gateway screen and press the “Proceed" button

(6) Re-Issue VOC Card



After payment, the user can download his VOC

(7) Re-Issue VOC Card

سلطنة عمان
وزارة النقل
دائرة النقل البري

إيصال دفع

رقم إذن الدفع	:	رقم الطلب	: JILTSHODT
التاريخ	: 21/10/2019	إذن الدفع	: تم الدفع
نوع المعاملة	: طباعة بدل فاقد	رقم السجل	: 65313180
		اسم المنشأة	: سيف الهاجري
		تاريخ احتساب الرسوم	: 21/10/2019

الإجراء	رقم البطاقة	الرسوم ر.ع	غرامات التاخير ر.ع	المبلغ المستحق ر.ع
طباعة بدل فاقد	ASHLXBVU6	0.000	0.000	0.000

المبلغ الإجمالي 0.000 ر.ع

ملاحظات
في حالة العدول أو إلغاء الطلب بعد إتمام عملية دفع الرسوم، فلن يتم استرجاع مبلغ الرسوم

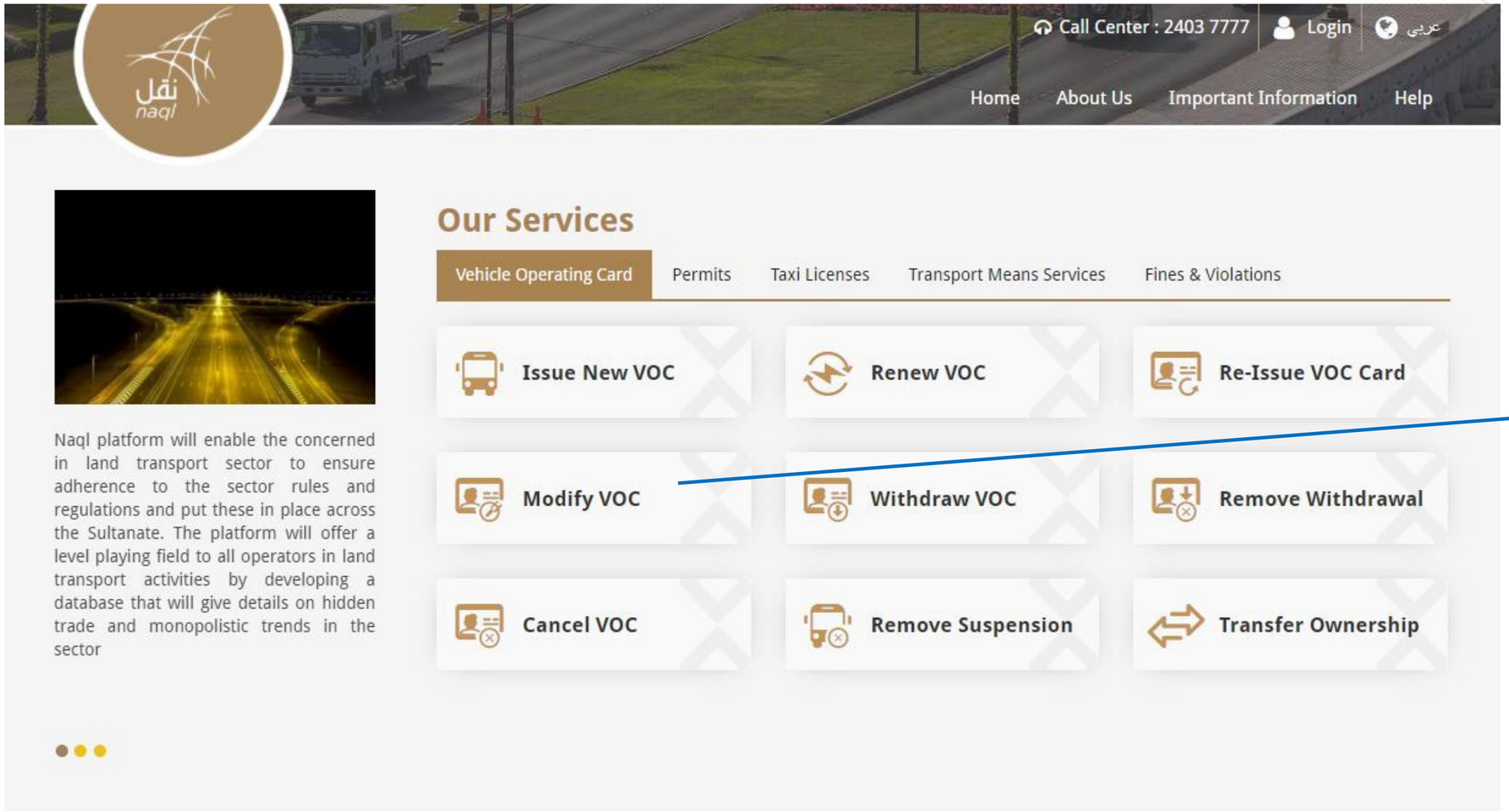
PRINT

The user can also print the payment receipt

Modify VOC

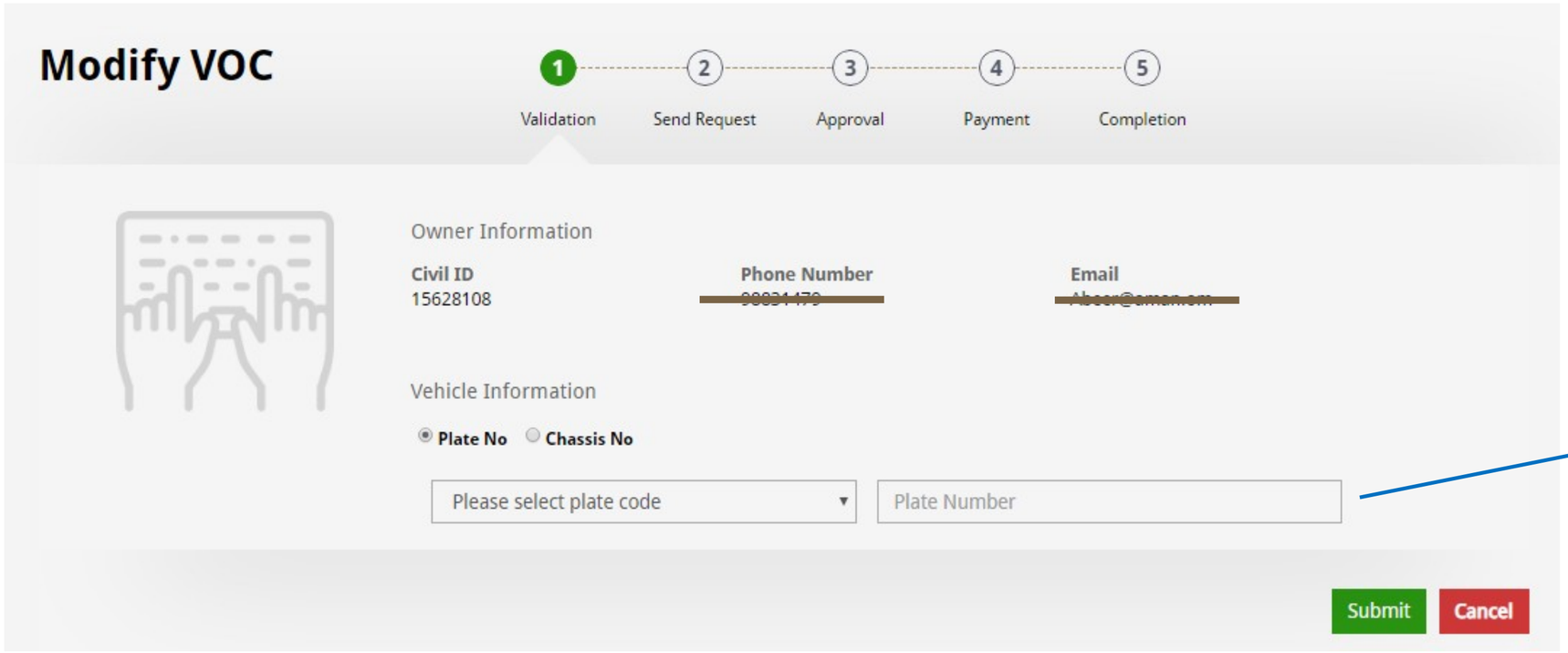
- Users can modify and update VOC details, the authorized activities and the vehicle details.

(1) Modify VOC



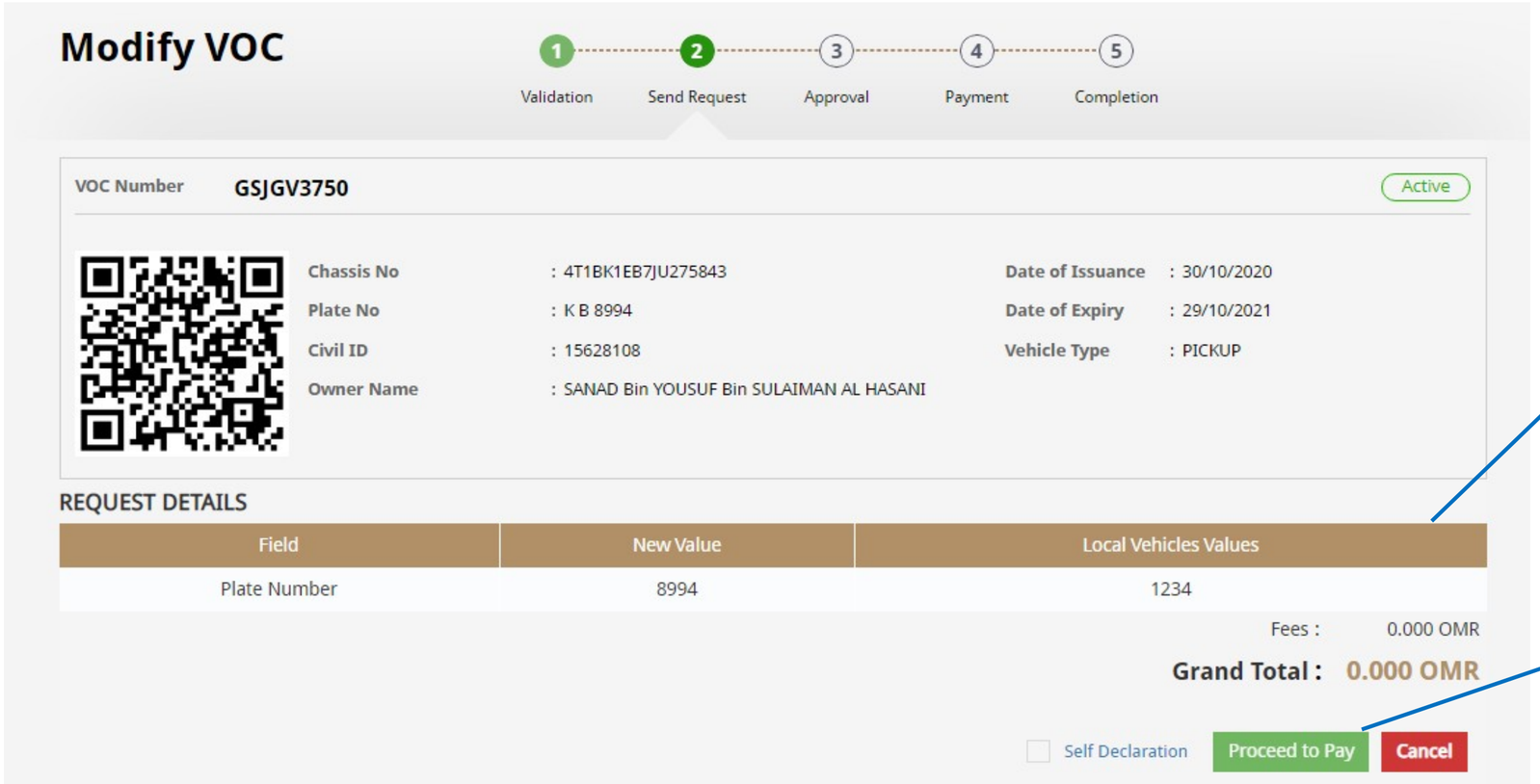
After logging in to the platform by your login ID and password, click here to modify VOC

(2) Modify VOC



Before proceeding with any process, the user must first enter the plate number and code/ chassis number

(3) Modify VOC



The user will be able to see the vehicle's old details, and the new (updated) data that was entered in the previous step.

Before moving to the payment step, the user should first check the information in the shown screen.
To continue, click on "Proceed to Pay" button after you have read and agreed to the "Self Declaration"

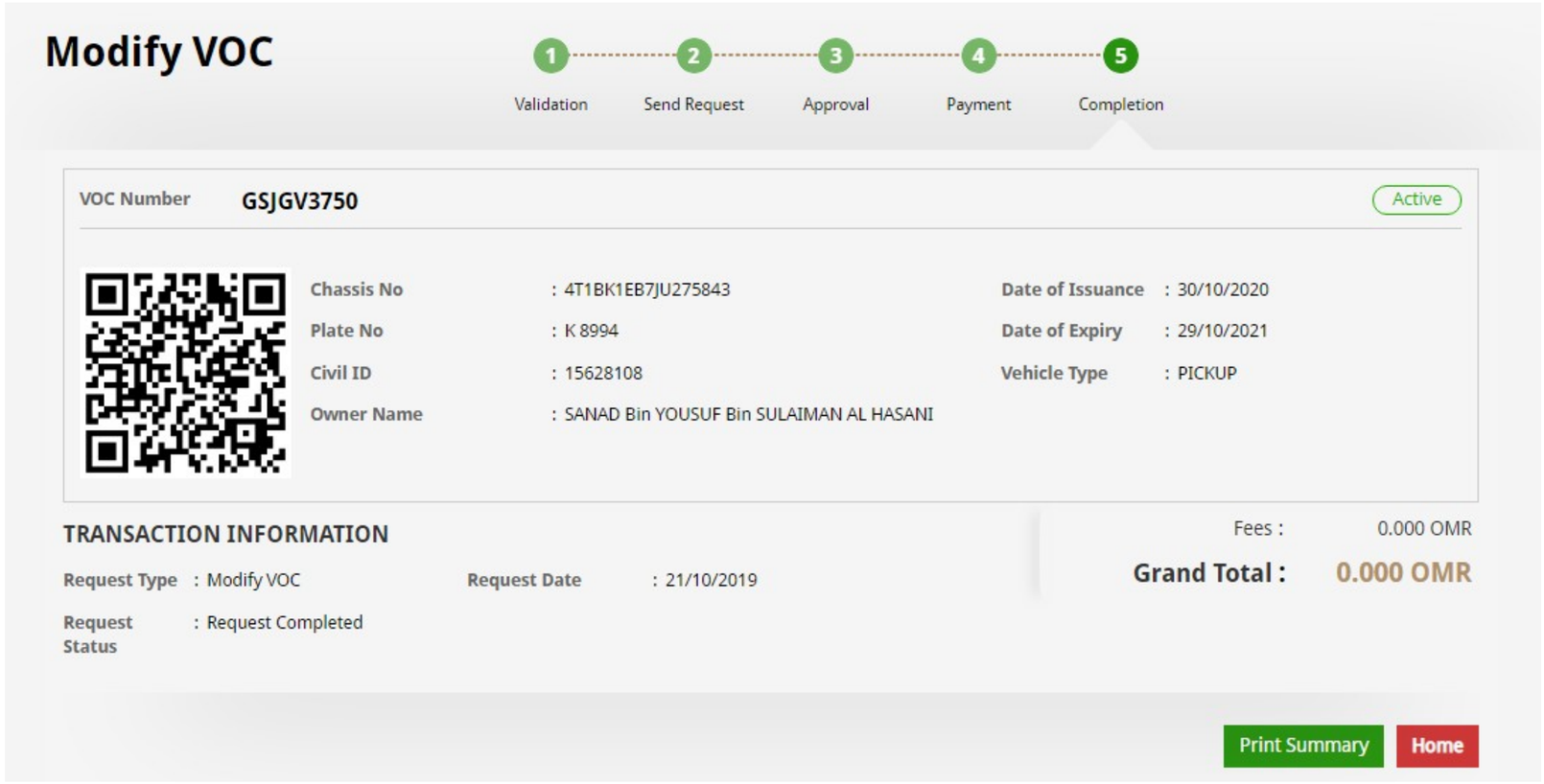
(4) Modify VOC

After the system automatically checks with both the Royal Oman Police and Invest Easy systems and the data entered gets validated, the application immediately gets approved, and the user will then be transferred to the "Payment" step.

(5) Modify VOC

To pay for modifying VOC card, the “Payment gateway” screen will appear to the user and it is required to enter his credit card details, and an OTP number will be sent to his mobile device. The user must type the OTP code sent to him in the payment gateway screen and press the “Proceed" button

(6) Modify VOC



After payment is done, modifying VOC card process is completed and the user can check his new data on the shown screen.

(7) Modify VOC

سلطنة عمان
وزارة النقل
دائرة النقل البري

إيصال دفع

رقم إذن الدفع	:	رقم الطلب	: NRFQRMT67
التاريخ	: 21/10/2019	إذن الدفع	: تم الدفع
نوع المعاملة	: تعديل بيانات بطاقة	رقم السجل	: 15628108
		اسم المنشأة	: سند بن يوسف بن سليمان الحسني
		تاريخ احتساب الرسوم	: 21/10/2019

الإجراء	رقم البطاقة	الرسوم ر.ع	غرامات التاخير ر.ع	المبلغ المستحق ر.ع
تعديل بيانات بطاقة	GSJGV3750	0.000	0.000	0.000

المبلغ الإجمالي 0.000 ر.ع

ملاحظات

في حالة العدول أو إلغاء الطلب بعد إتمام عملية دفع الرسوم، فلن يتم استرجاع مبلغ الرسوم

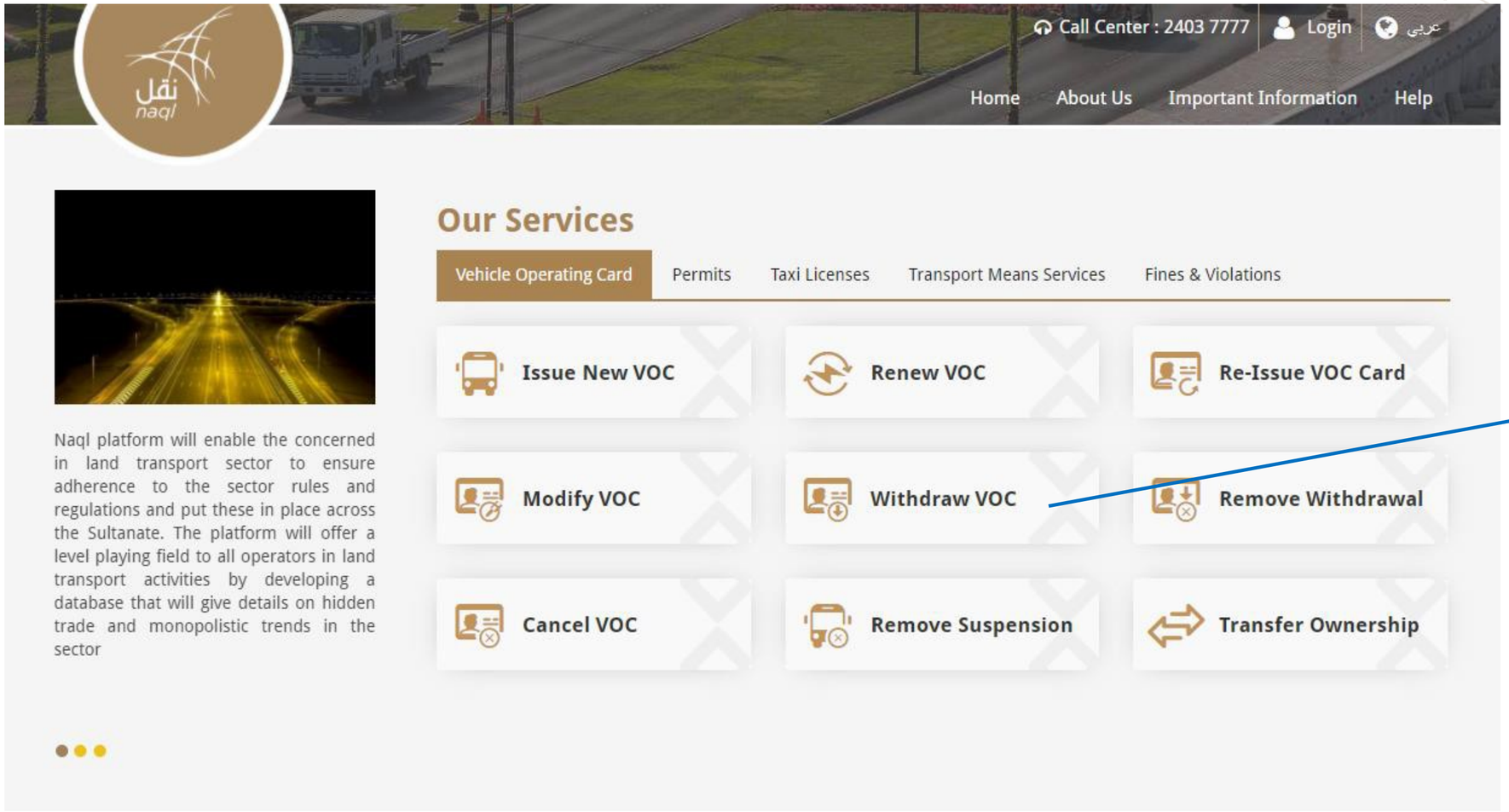
طباعة

The user can also print the payment receipt

Withdraw VOC

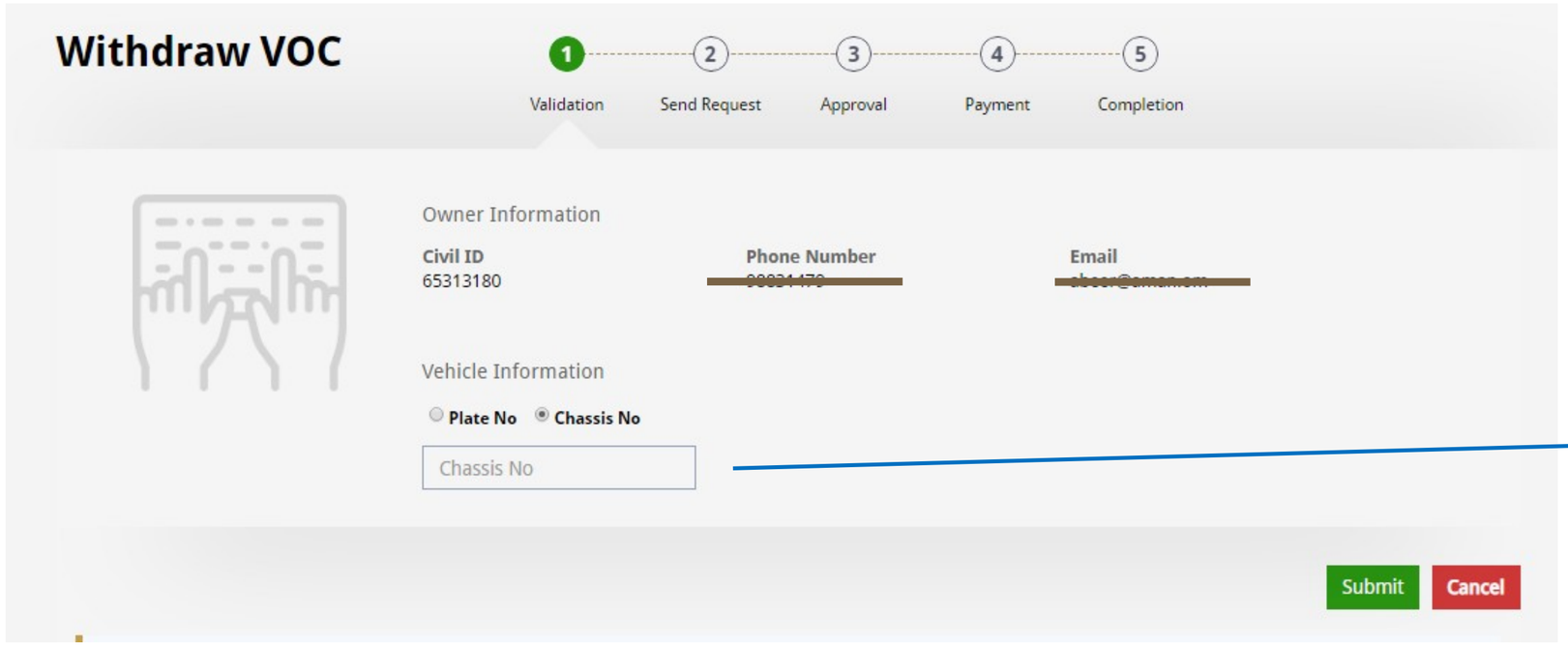
- Users can suspend a VOC activity for a designated period of time.

(1) Withdraw VOC



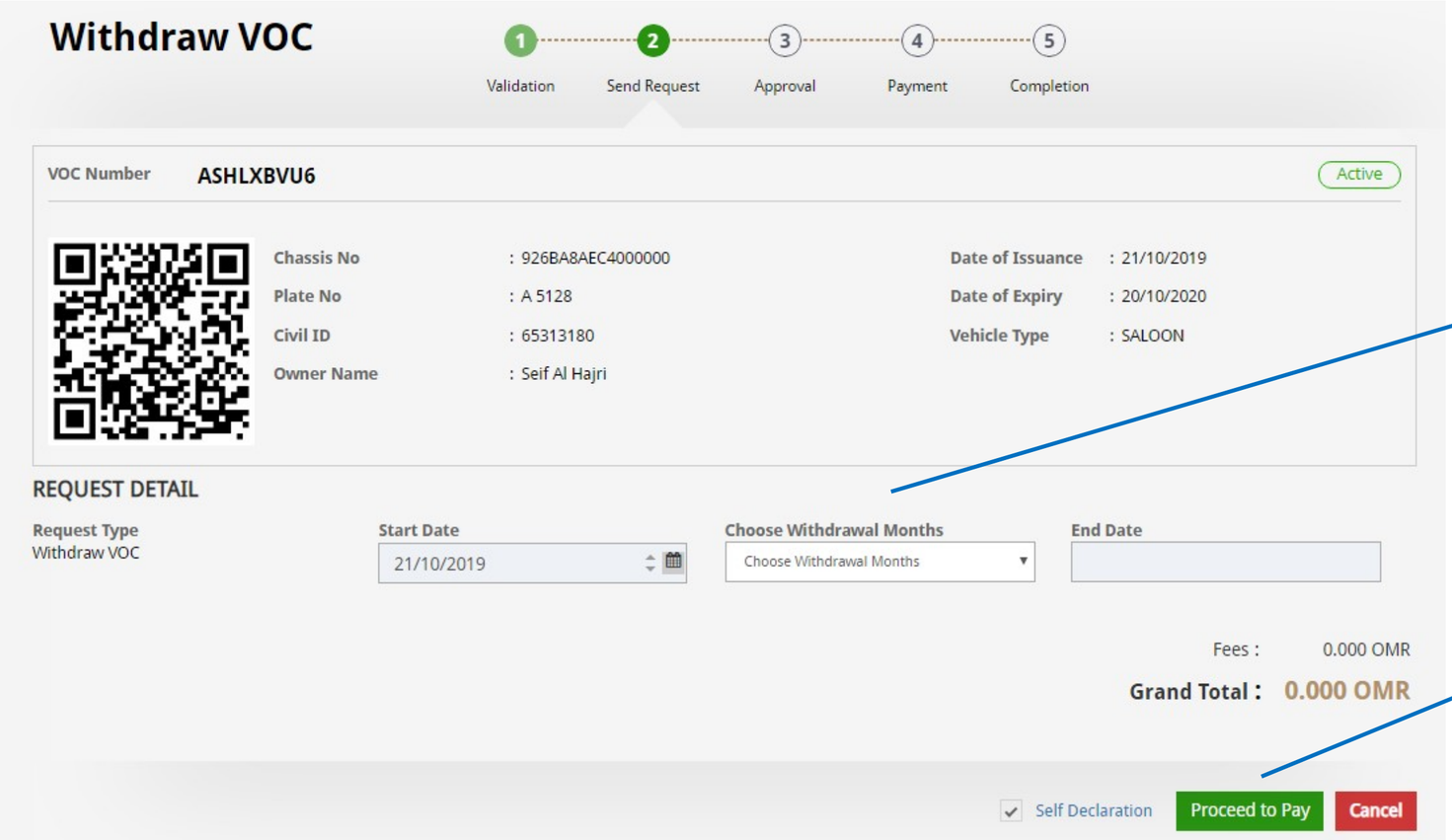
After logging in to the platform by your login ID and password, click here to withdraw VOC

(2) Withdraw VOC



Before proceeding with any process, the user must first enter the plate number and code/ chassis number

(3) Withdraw VOC



- The user must enter the start date of when the card to be suspended.
- Then user must select the months (duration) to suspend the card for.
- Automatically, the date of when the card will be activated again is shown to the user.

Before moving to the payment step, the user should first check the information in the shown screen.
To continue, click on “Proceed to Pay" button after you have read and agreed to the “Self Declaration”

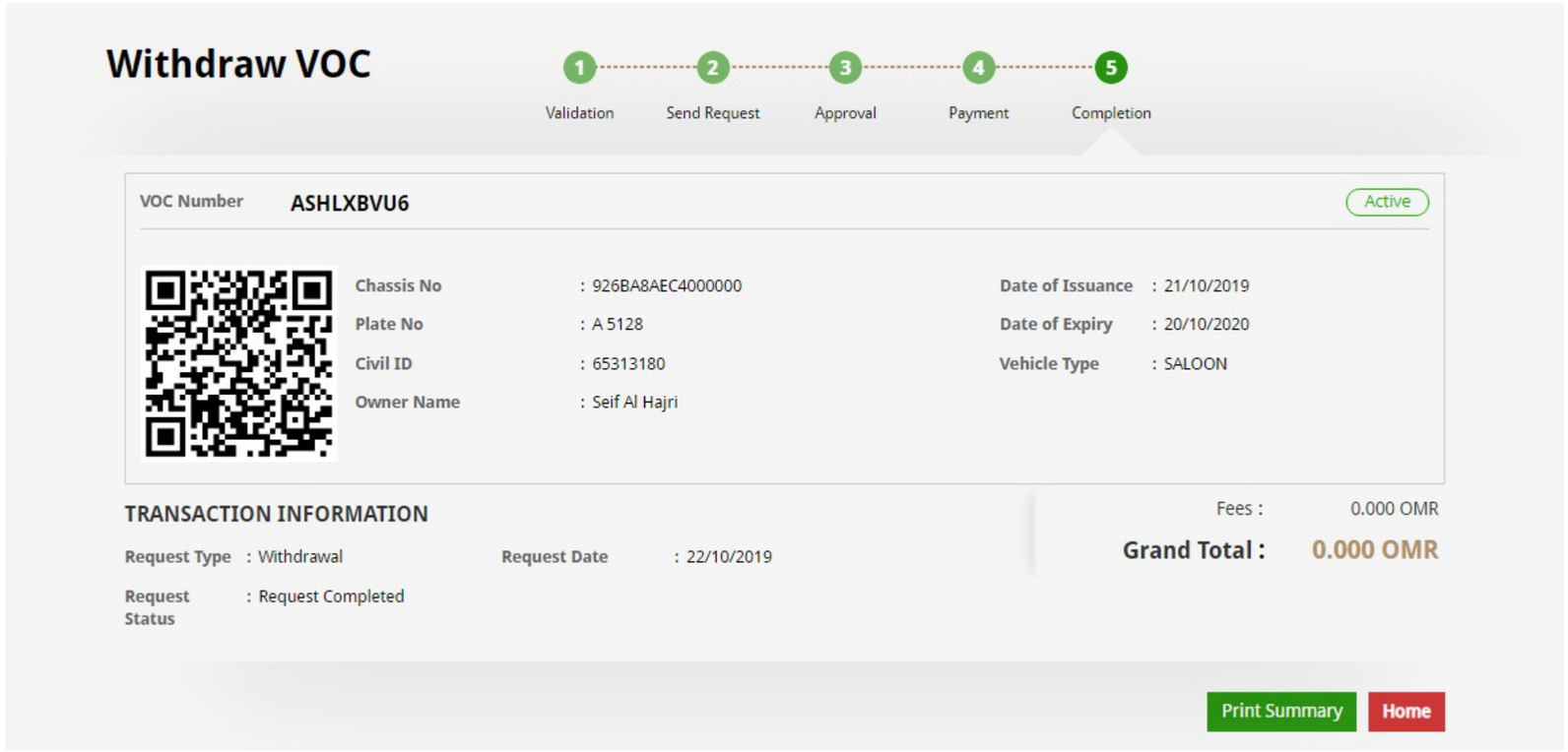
(4) Withdraw VOC

After the system automatically checks with both the Royal Oman Police and Invest Easy systems and the data entered gets validated, the application immediately gets approved, and the user will then be transferred to the "Payment" step.

(5) Withdraw VOC

To pay for VOC withdrawal, the “Payment gateway” screen will appear to the user and it is required to enter his credit card details, and an OTP number will be sent to his mobile device. The user must type the OTP code sent to him in the payment gateway screen and press the “Proceed" button

(6) Withdraw VOC



After payment is done, withdraw VOC card process is completed and the user can check the status of his card in the shown screen.

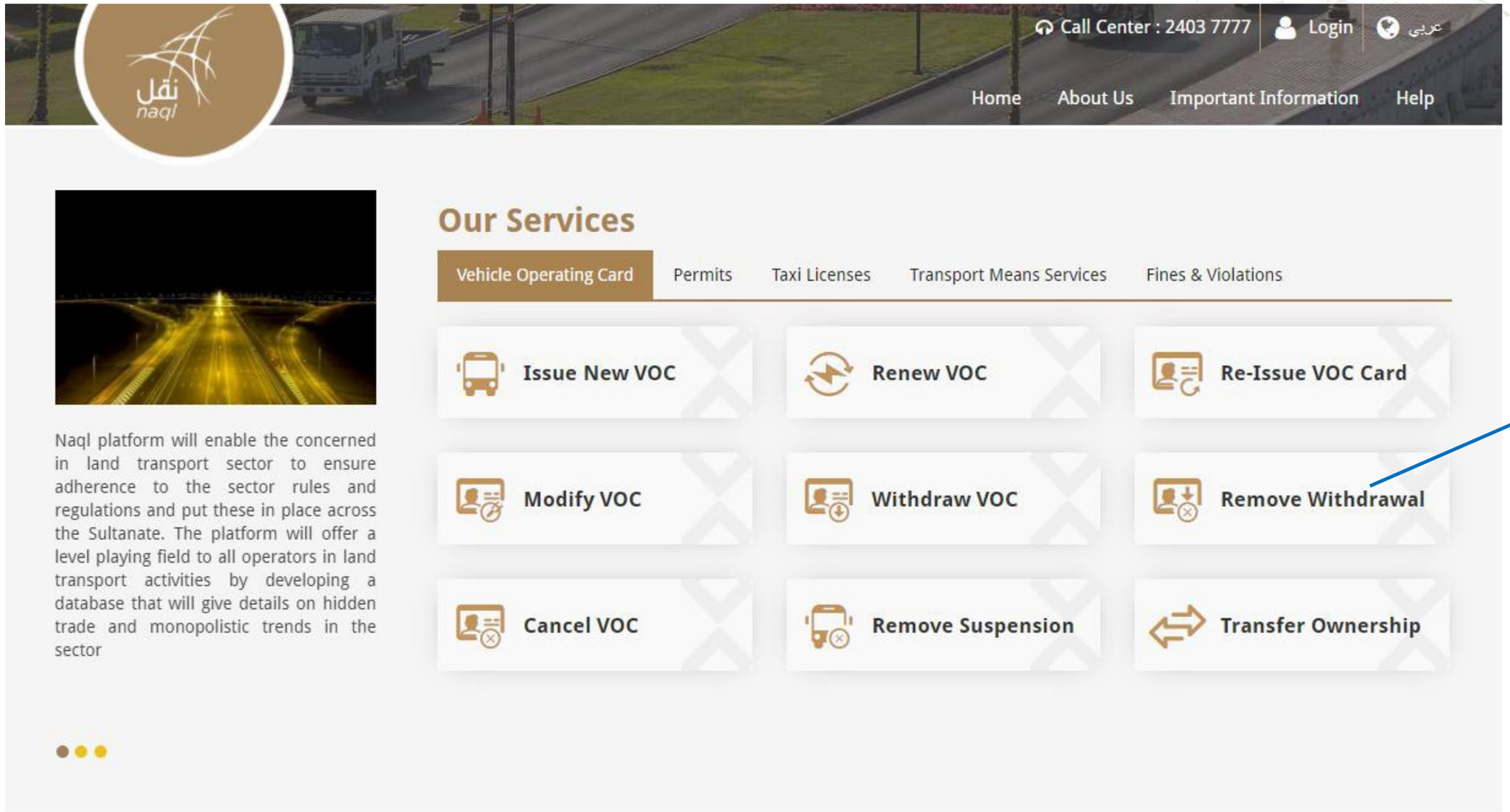
(6) Withdraw VOC

The user can also print the payment receipt

Remove Withdrawal

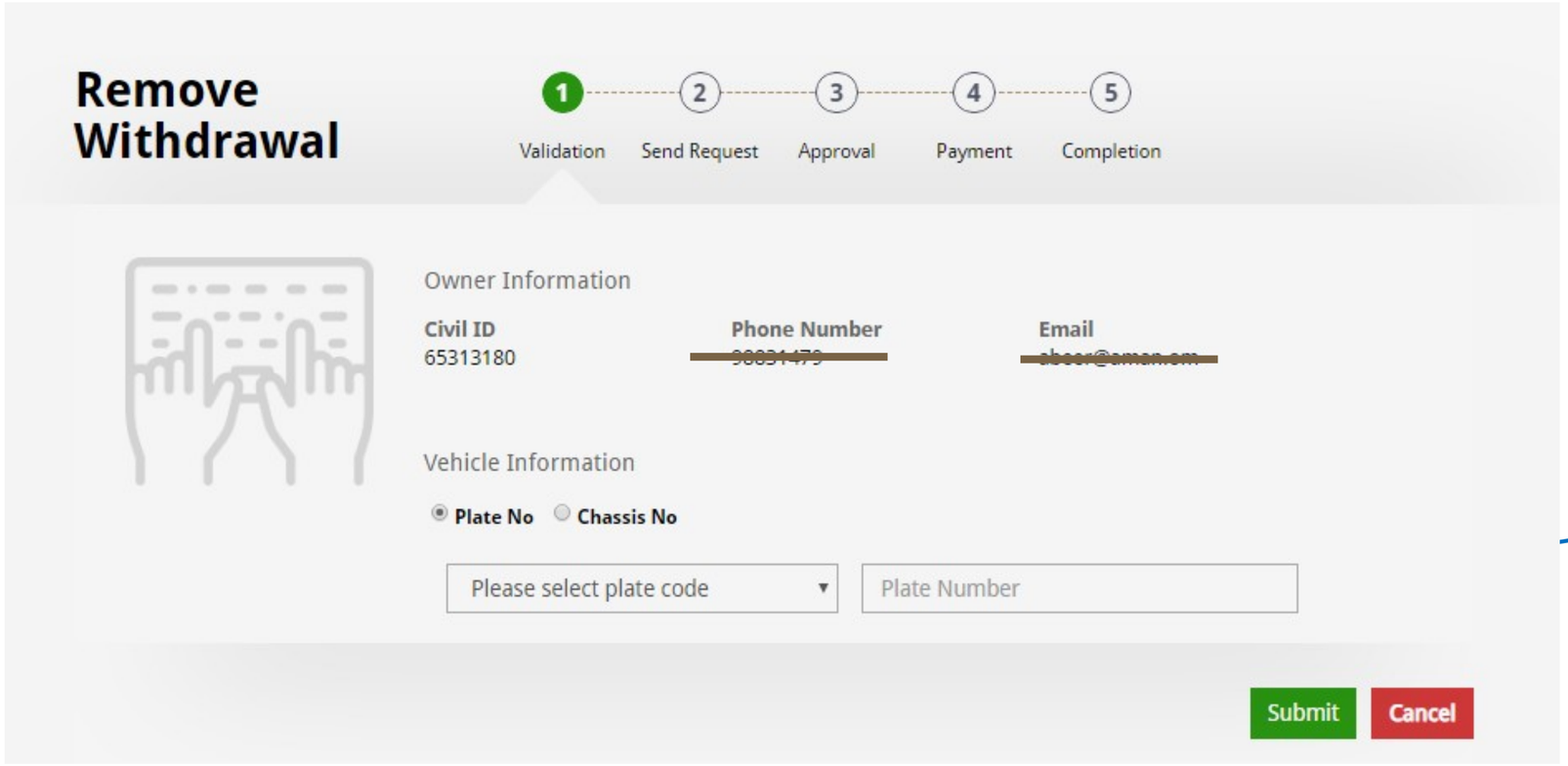
- Through this service, the user can remove the withdrawal off his VOC and reactivate it again

(1) Remove Withdrawal



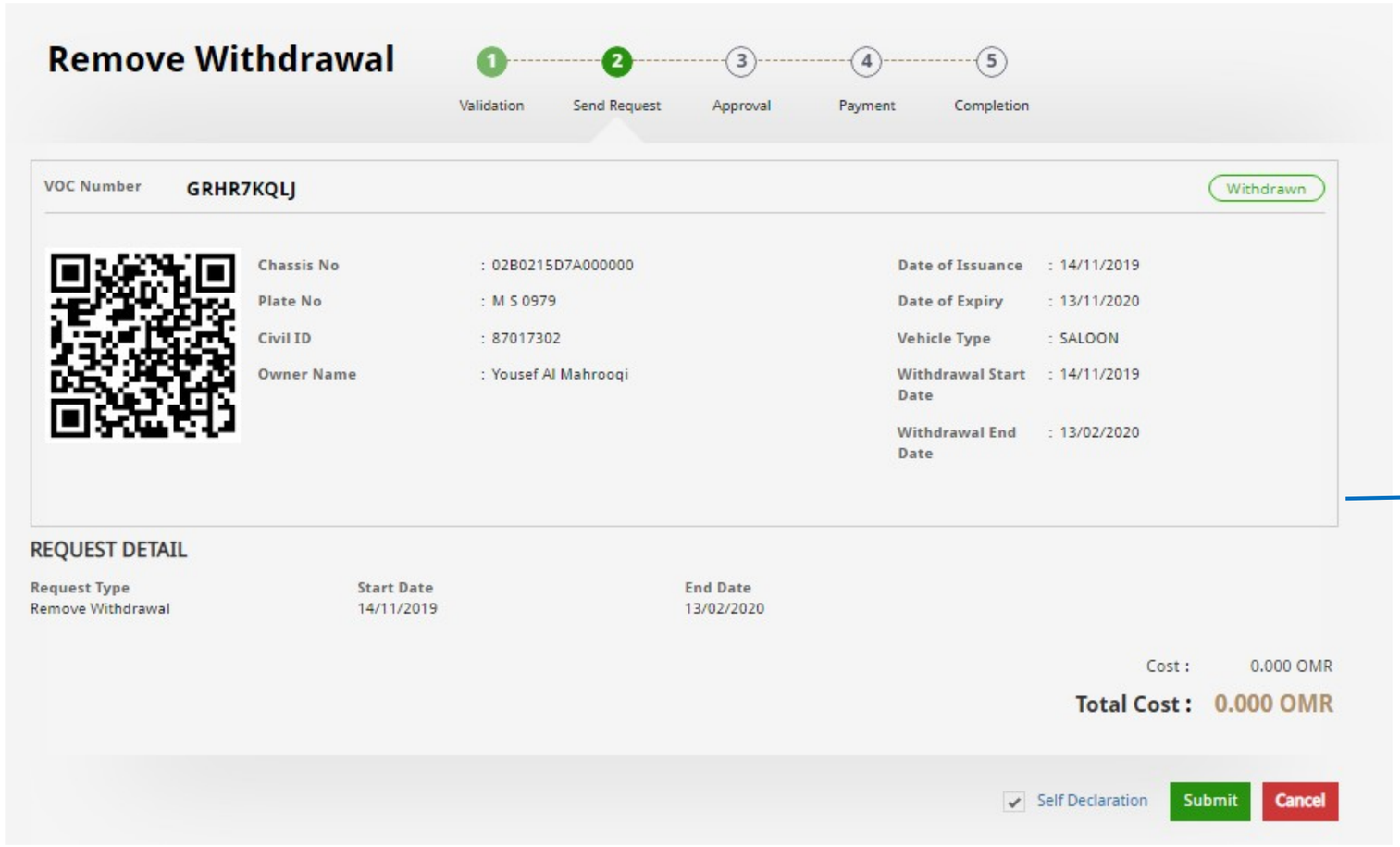
After logging in to the platform by your login ID and password, click here to remove withdrawal on VOC

(2) Remove Withdrawal



Before proceeding with any process, the user must first enter the plate number and code/ chassis number

(3) Remove Withdrawal



- Before moving to the payment step, the user should first check the information in the shown screen.
- To continue, click on “Submit" button after you have read and agreed to the “Self Declaration”

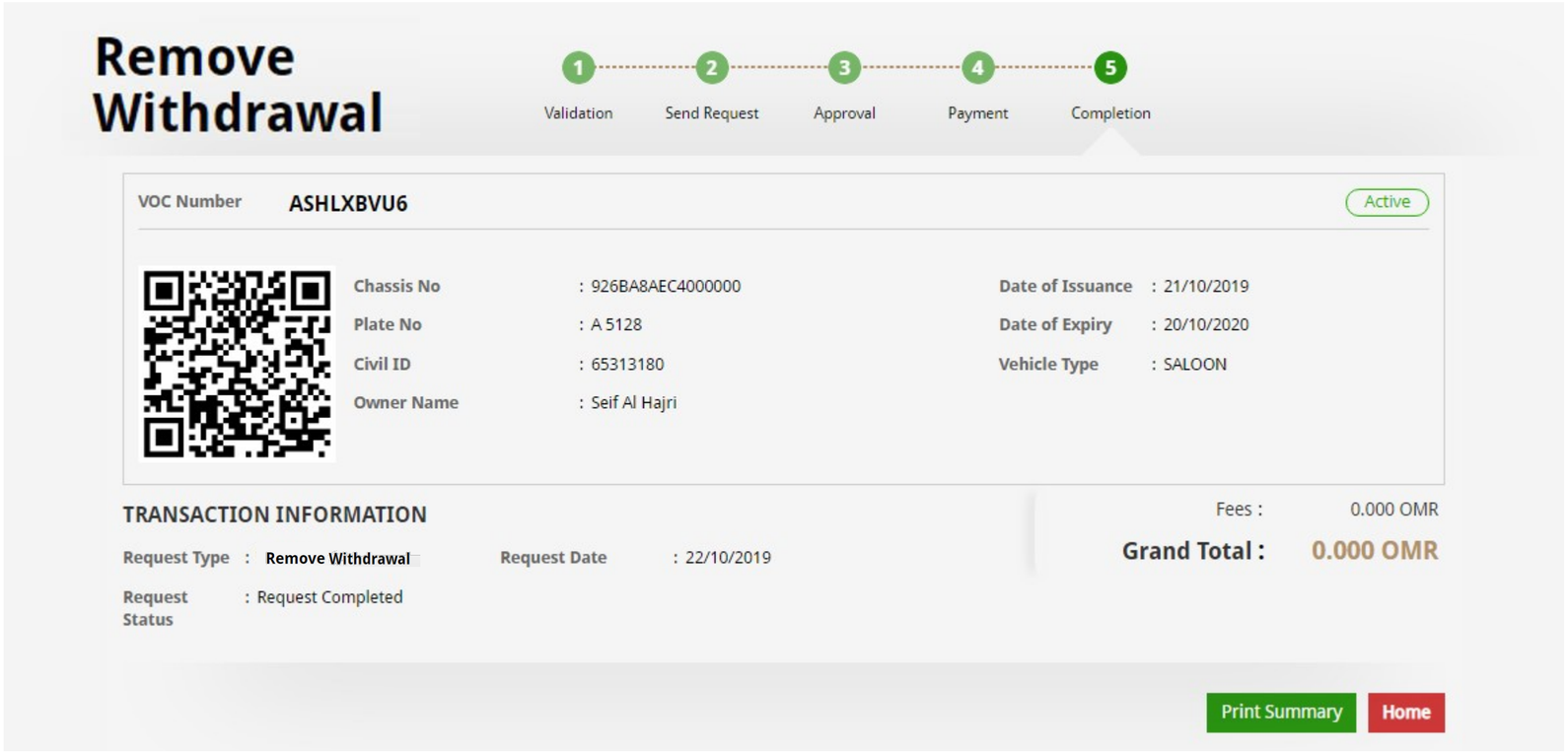
(4) Remove Withdrawal

After the system automatically checks with both the Royal Oman Police and Invest Easy systems and the data entered gets validated, the application immediately gets approved, and the user will then be transferred to the “Payment” step.

(5) Remove Withdrawal

To pay for VOC withdrawal removal, the “Payment gateway” screen will appear to the user and it is required to enter his credit card details, and an OTP number will be sent to his mobile device. The user must type the OTP code sent to him in the payment gateway screen and press the “Proceed" button

(6) Remove Withdrawal



After payment, withdrawal removal process is completed, and the user can check the status of his card in the shown screen.

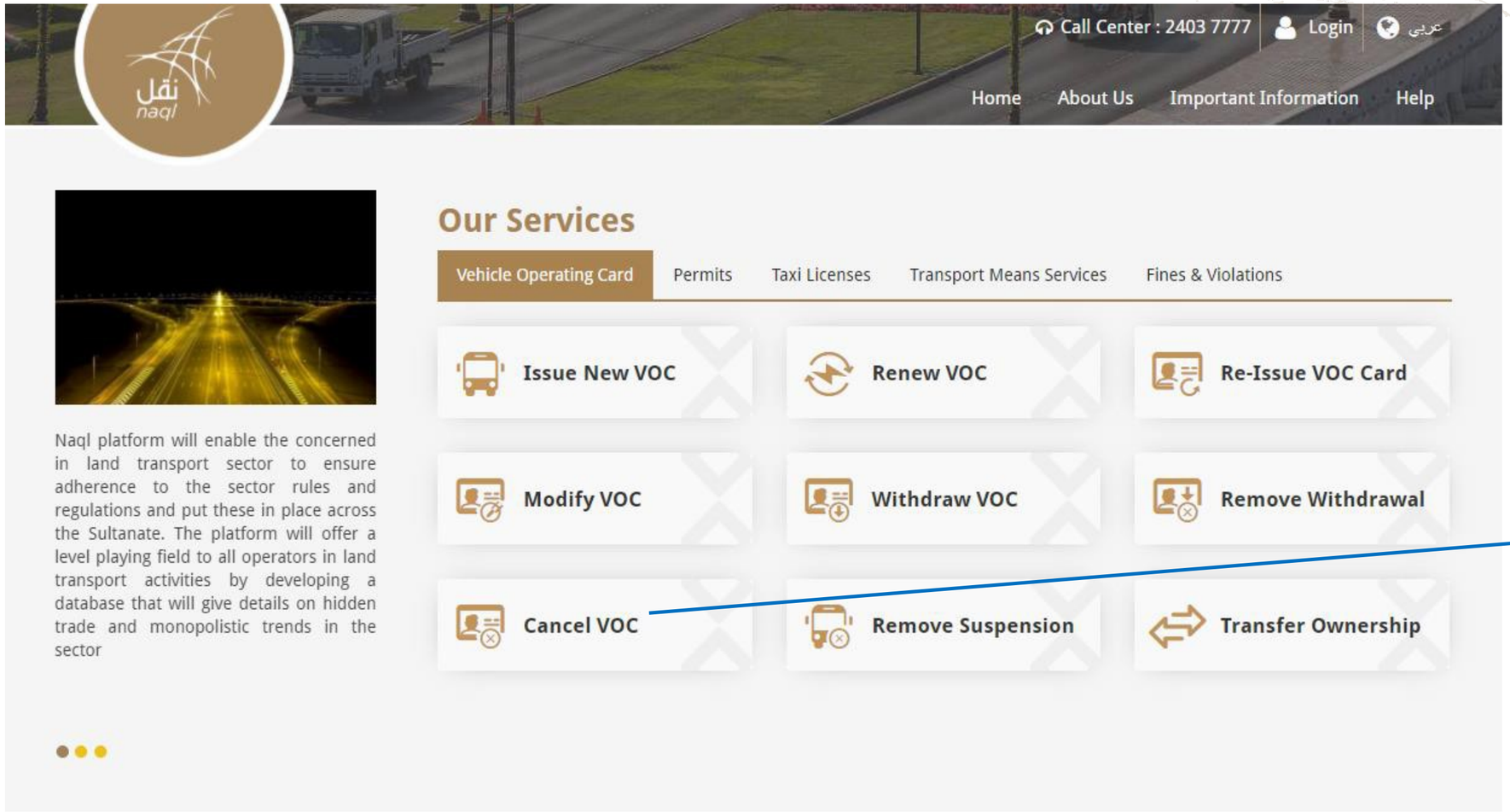
(7) Remove Withdrawal

The user can also print the payment receipt

Cancel VOC

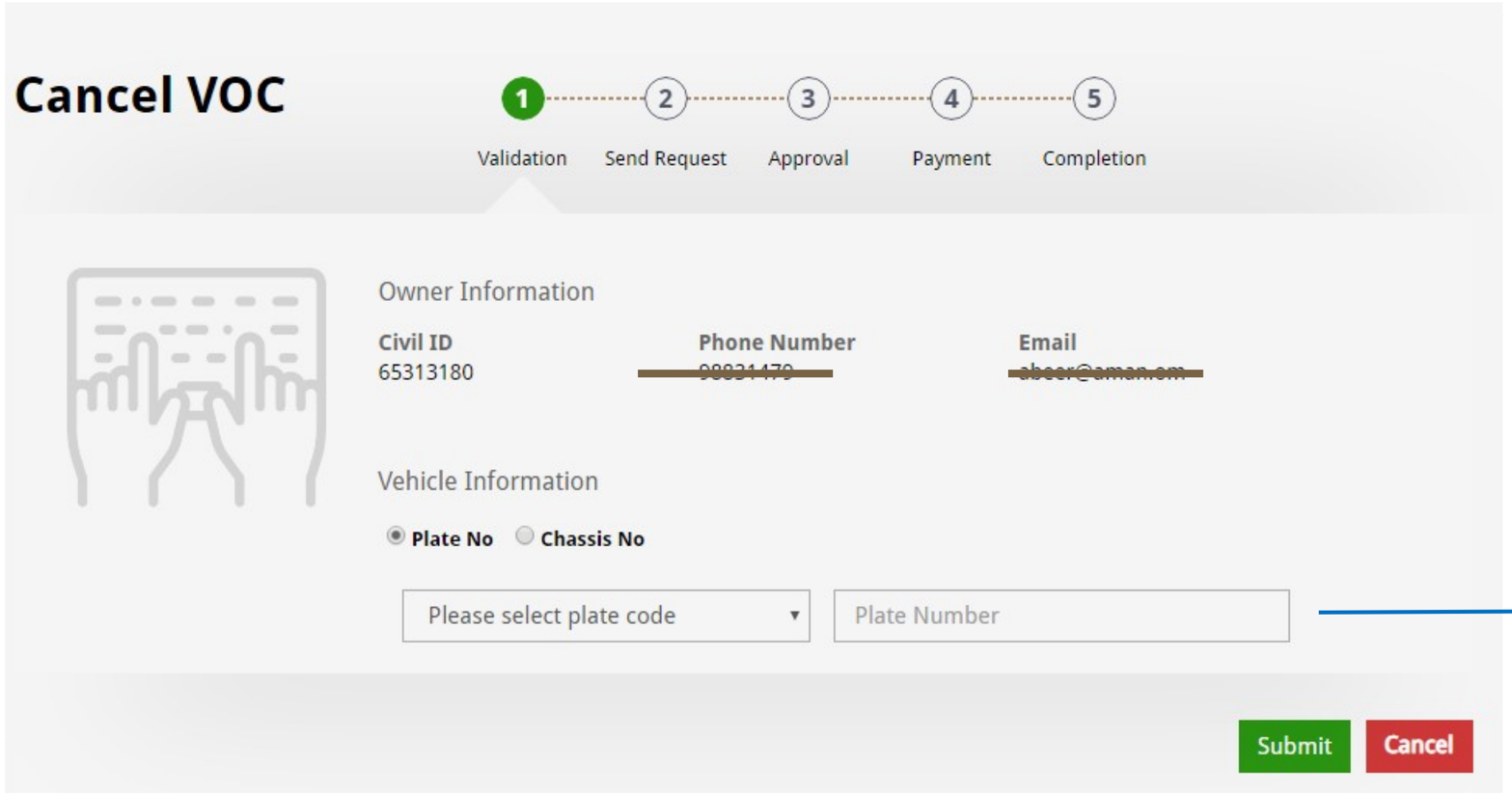
- Users can cancel their VOCs, knowing that when they cancel the card, they no longer can carry out land transportation activity and cannot issue another VOC for the same vehicle.

(1) Cancel VOC



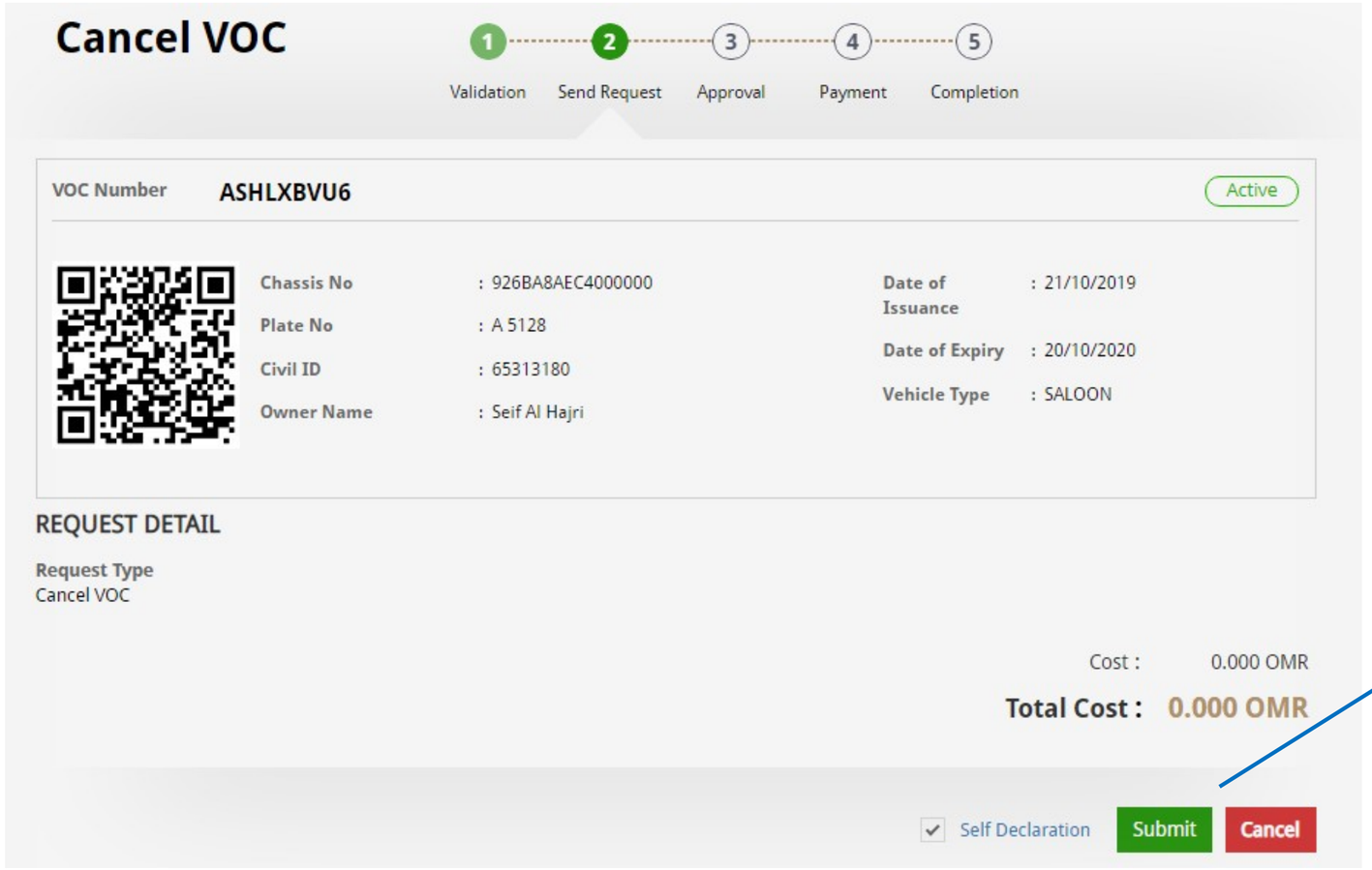
After logging in to the platform by your login ID and password, click here to cancel VOC

(2) Cancel VOC



Before proceeding with any process, the user must first enter the plate number and code/ chassis number

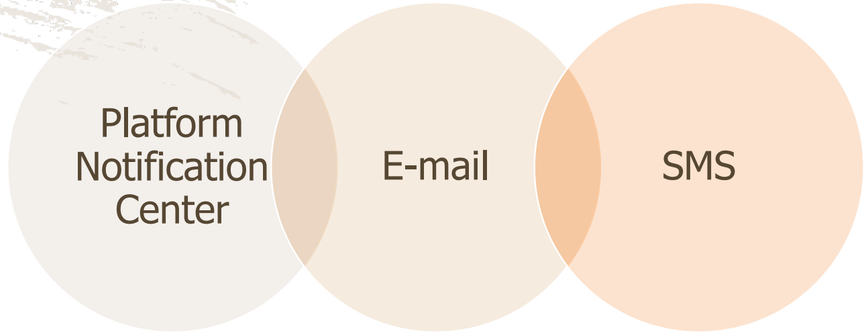
(3) Cancel VOC



- Before moving to the payment step, the user should first check the information in the shown screen.
- To continue, click on “Submit" button after you have read and agreed to the “Self Declaration”

(4) Cancel VOC

Users will receive approval notifications through

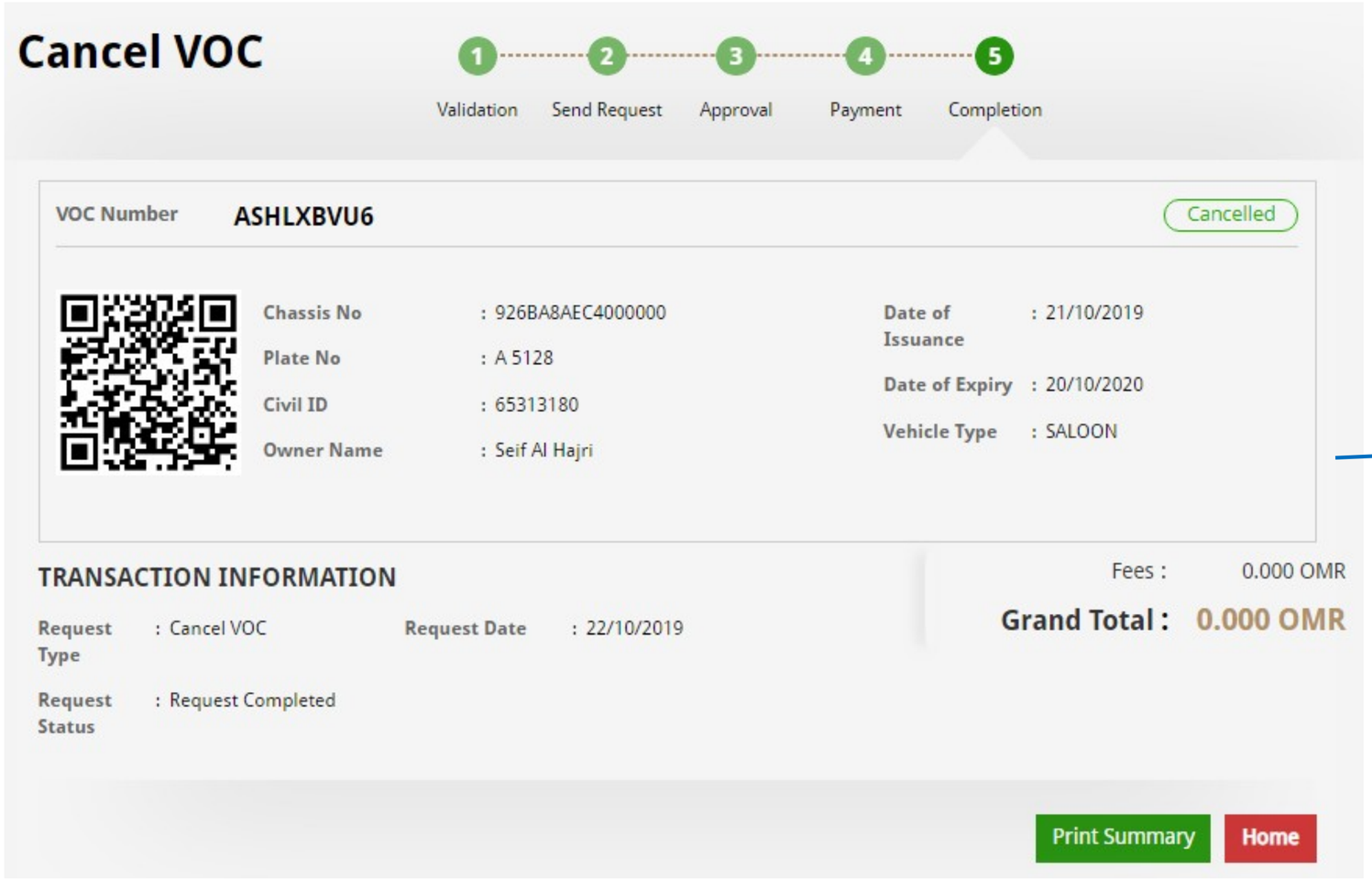


After the system automatically checks with both the Royal Oman Police and Invest Easy systems and the data entered gets validated, the ministry approves the request of the suspension on the VOC, and the user will then be transferred to the "Payment" step.

(5) Cancel VOC

To pay for VOC cancelation, the “Payment gateway” screen will appear to the user and it is required to enter his credit card details, and an OTP number will be sent to his mobile device. The user must type the OTP code sent to him in the payment gateway screen and press the “Proceed" button

(6) Cancel VOC



After payment, VOC cancelation process is completed, and the user can check the status of his card on the shown screen, or though his profile page.

(7) Cancel VOC

سلطنة عمان
وزارة النقل
دائرة النقل البري

إيصال دفع

رقم إذن الدفع	:	رقم الطلب	: 6W8H1C8E1
التاريخ	: 22/10/2019	إذن الدفع	: تم الدفع
نوع المعاملة	: إلغاء بطاقة تشغيل	رقم السجل	: 65313180
		اسم المنشأة	: سيف الهاجري
		تاريخ احتساب الرسوم	: 22/10/2019

الإجراء	رقم البطاقة	الرسوم ر.ع	غرامات التاخير ر.ع	المبلغ المستحق ر.ع
إلغاء بطاقة تشغيل	ASHLXBVU6	0.000	0.000	0.000

المبلغ الإجمالي 0.000 ر.ع

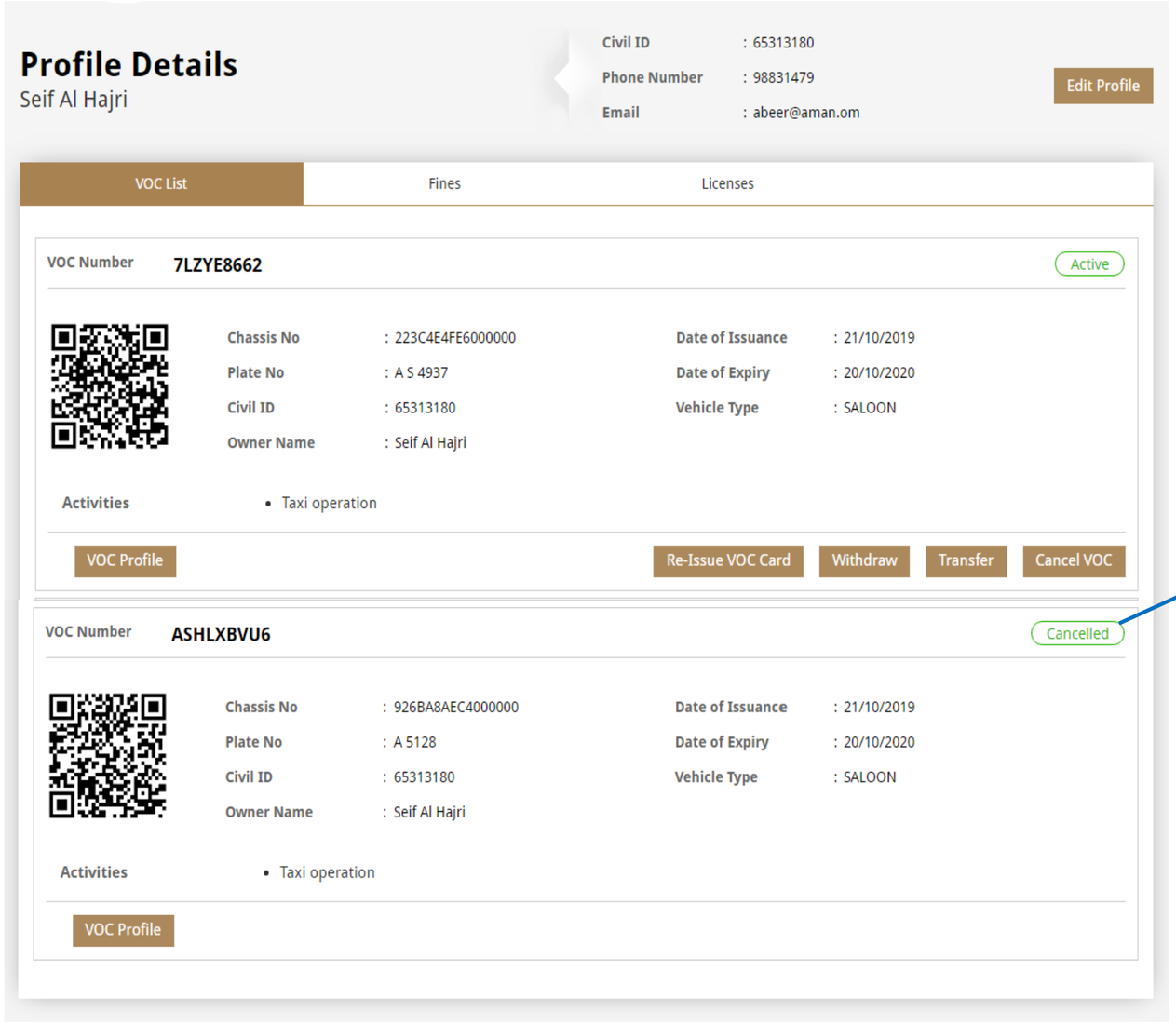
ملاحظات

في حالة العدول أو إلغاء الطلب بعد إتمام عملية دفع الرسوم، فلن يتم استرجاع مبلغ الرسوم

طباعة

The user can also print the payment receipt

(8) Cancel VOC



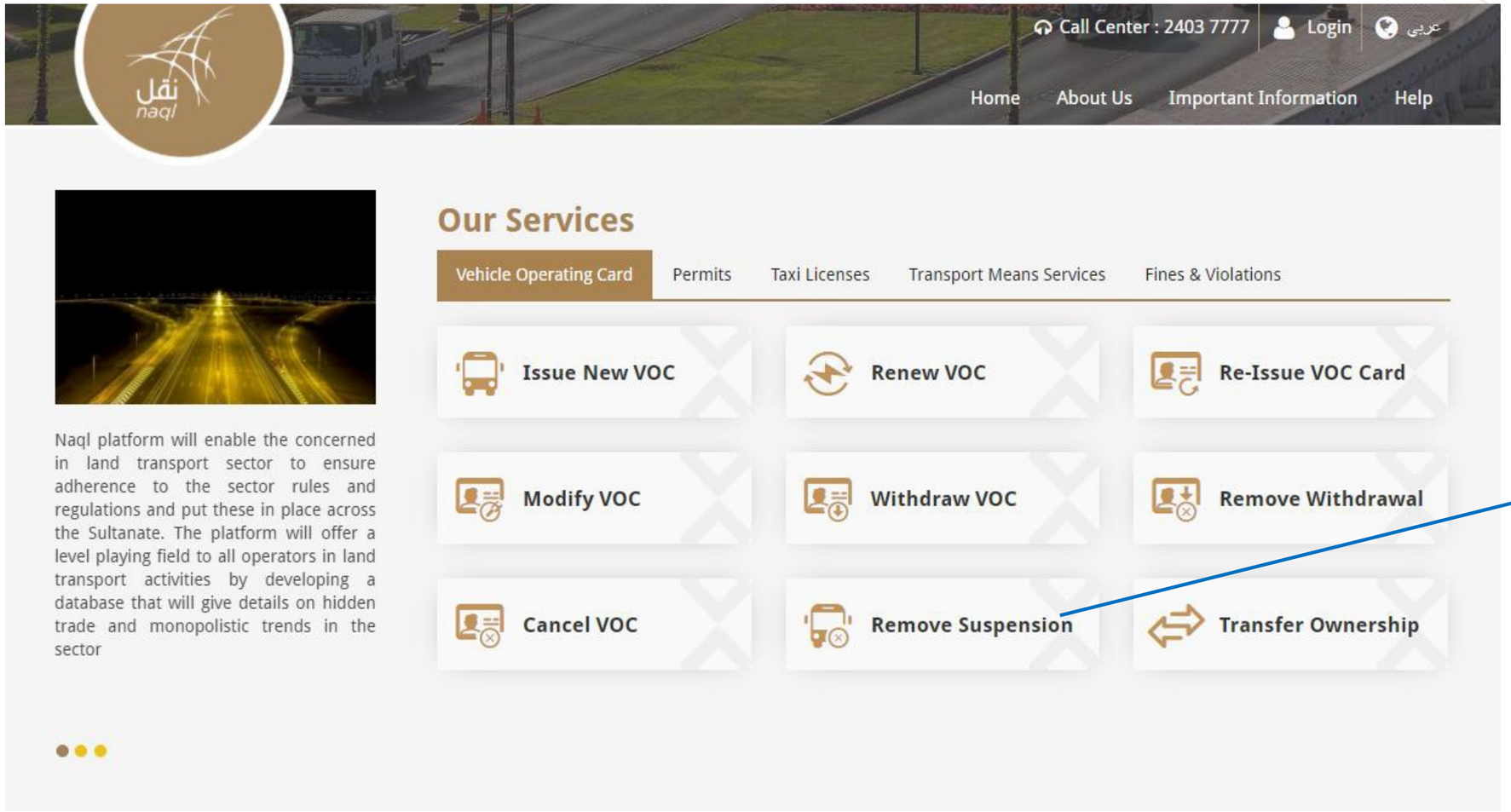
The canceled card details will appear on the User's profile page.

After cancelation, a new VOC for the same vehicle cannot be issued.

Remove Suspension

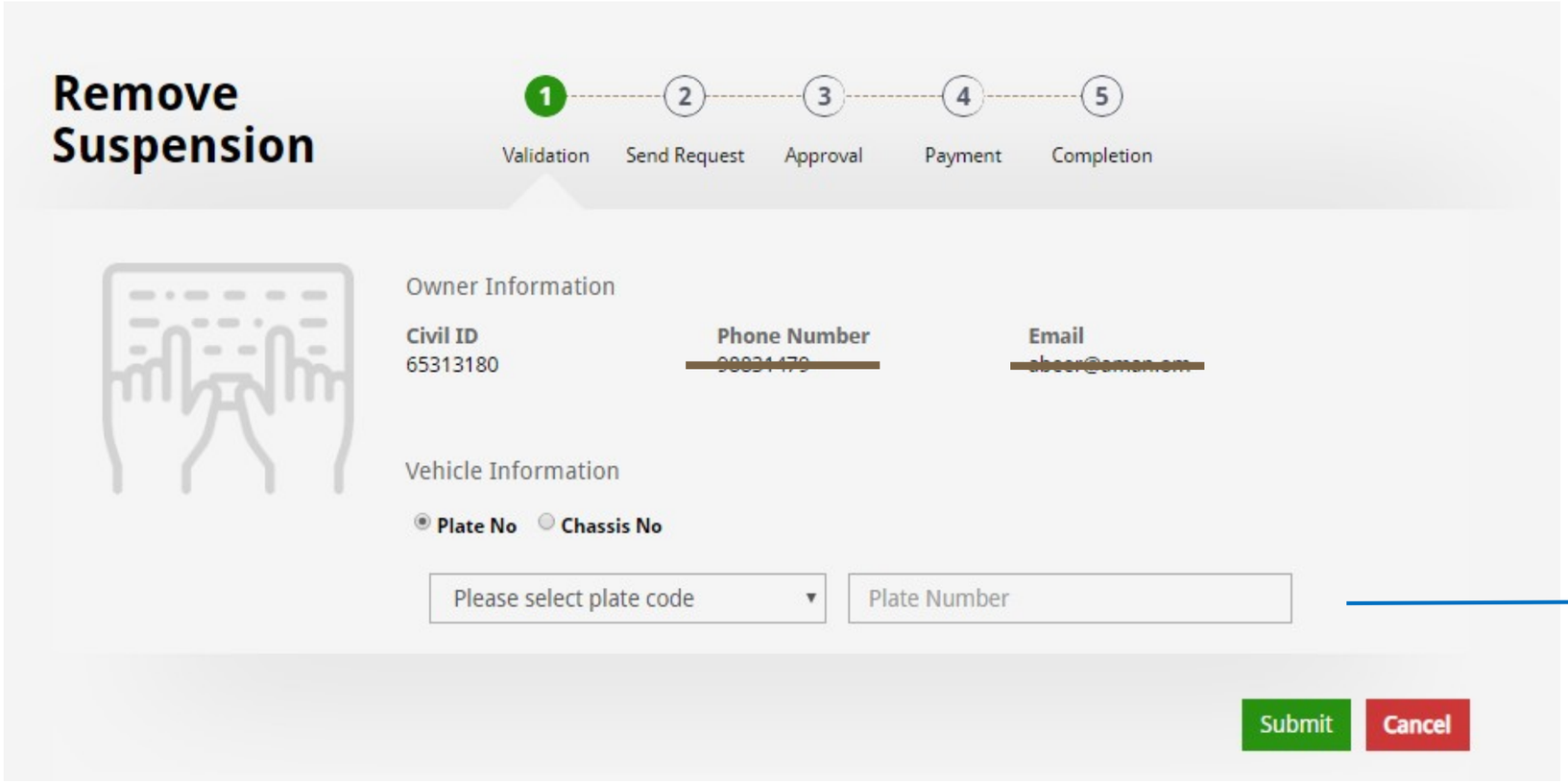
- Users can request to remove suspension on their VOCs after it has been suspended by the ministry due to fines and other legal reasons.

(1) Remove Suspension



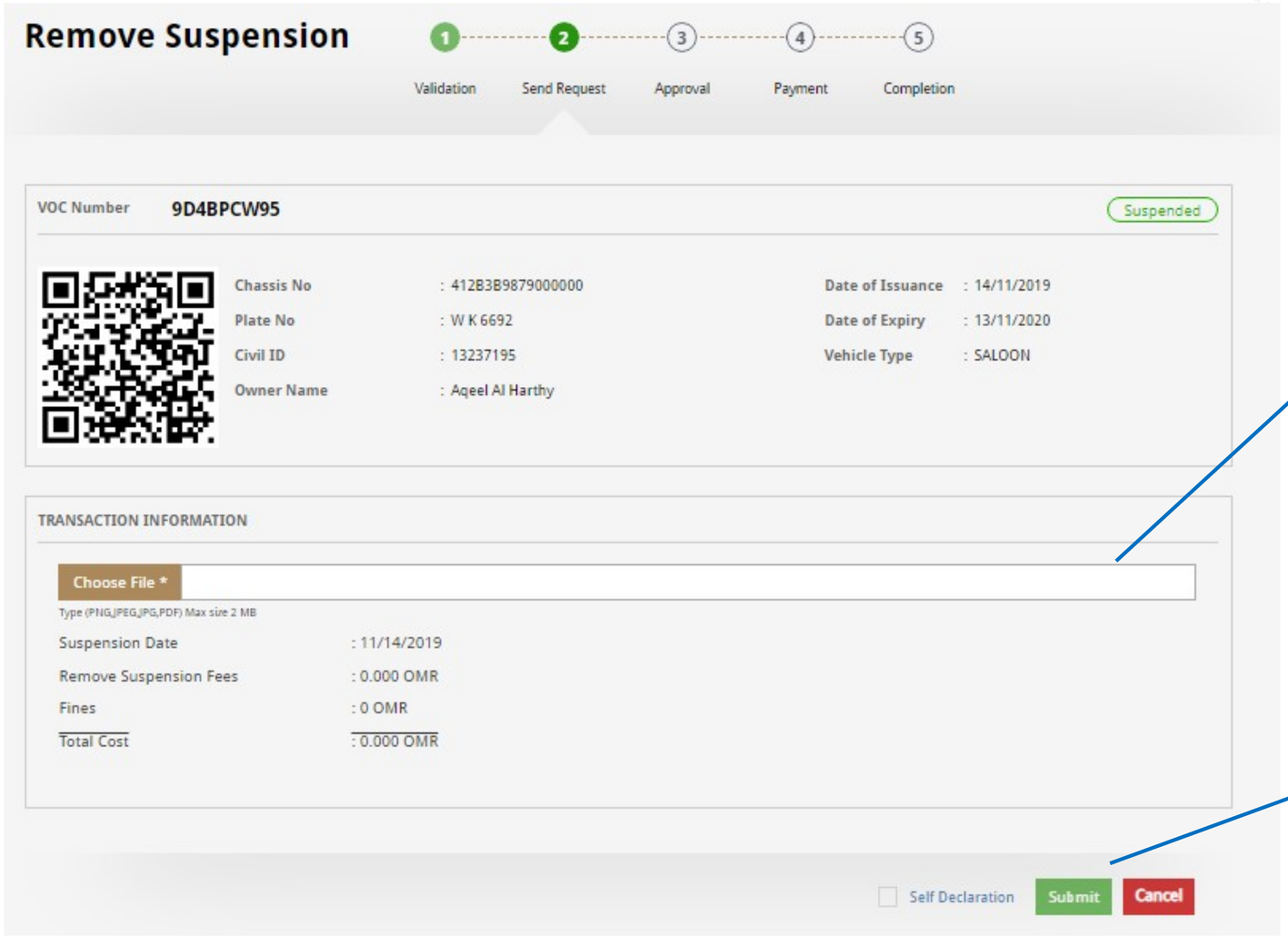
After logging in to the platform by your login ID and password, click here to request for suspension removal

(2) Remove Suspension



Before proceeding with any process, the user must first enter the plate number and code/ chassis number

(3) Remove Suspension

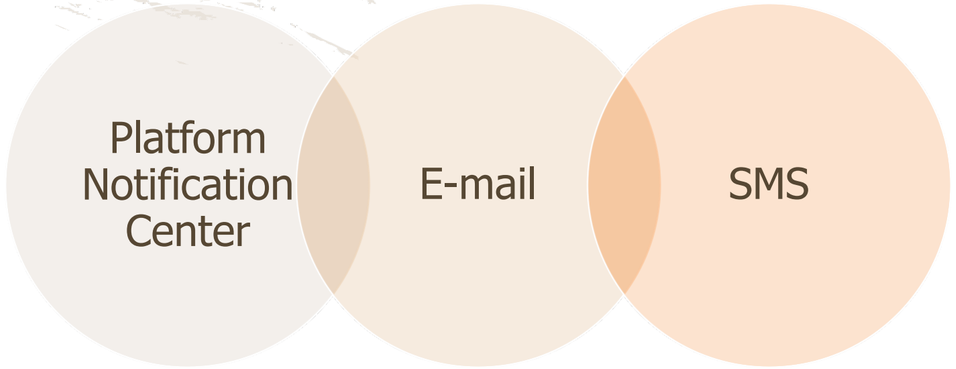


- Before moving to the payment step, the user should first check the information in the shown screen and attach the required documents.

- To continue, click on “Submit" button after you have read and agreed to the “Self Declaration”

(4) Remove Suspension

Users will receive approval notifications through

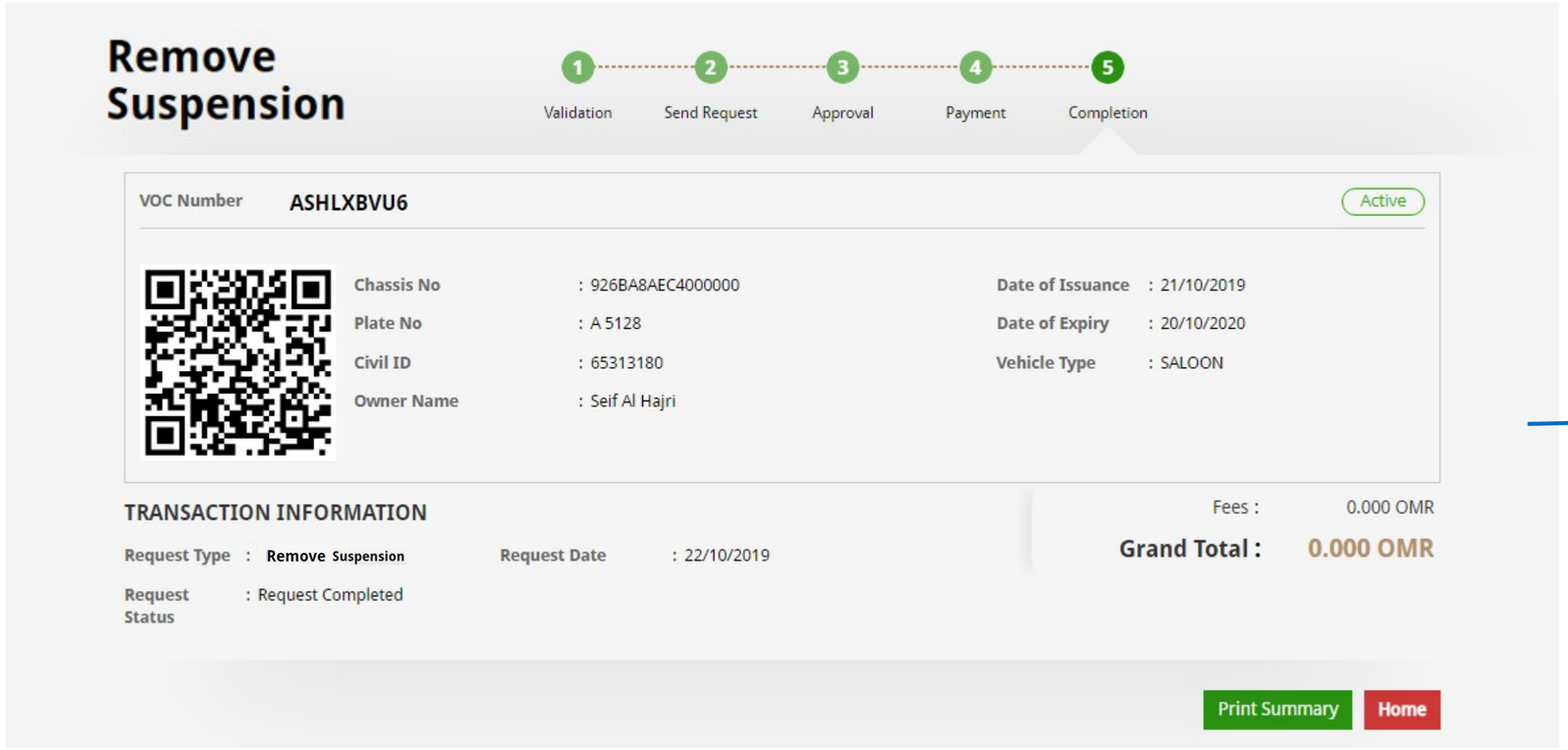


After the system automatically checks with both the Royal Oman Police and Invest Easy systems and the data entered gets validated, the ministry approves the request of removing the suspension on the VOC, and the user will then be transferred to the "Payment" step.

(5) Remove Suspension

To pay for suspension removal, the “Payment gateway” screen will appear to the user and it is required to enter his credit card details, and an OTP number will be sent to his mobile device. The user must type the OTP code sent to him in the payment gateway screen and press the “Proceed" button

(6) Remove Suspension



After payment, suspension removal process is completed, and the user can check the status of his card on the screen shown and through his profile page, and user can directly use the VOC

(7) Remove Suspension

The user can also print the payment receipt

Transfer Ownership

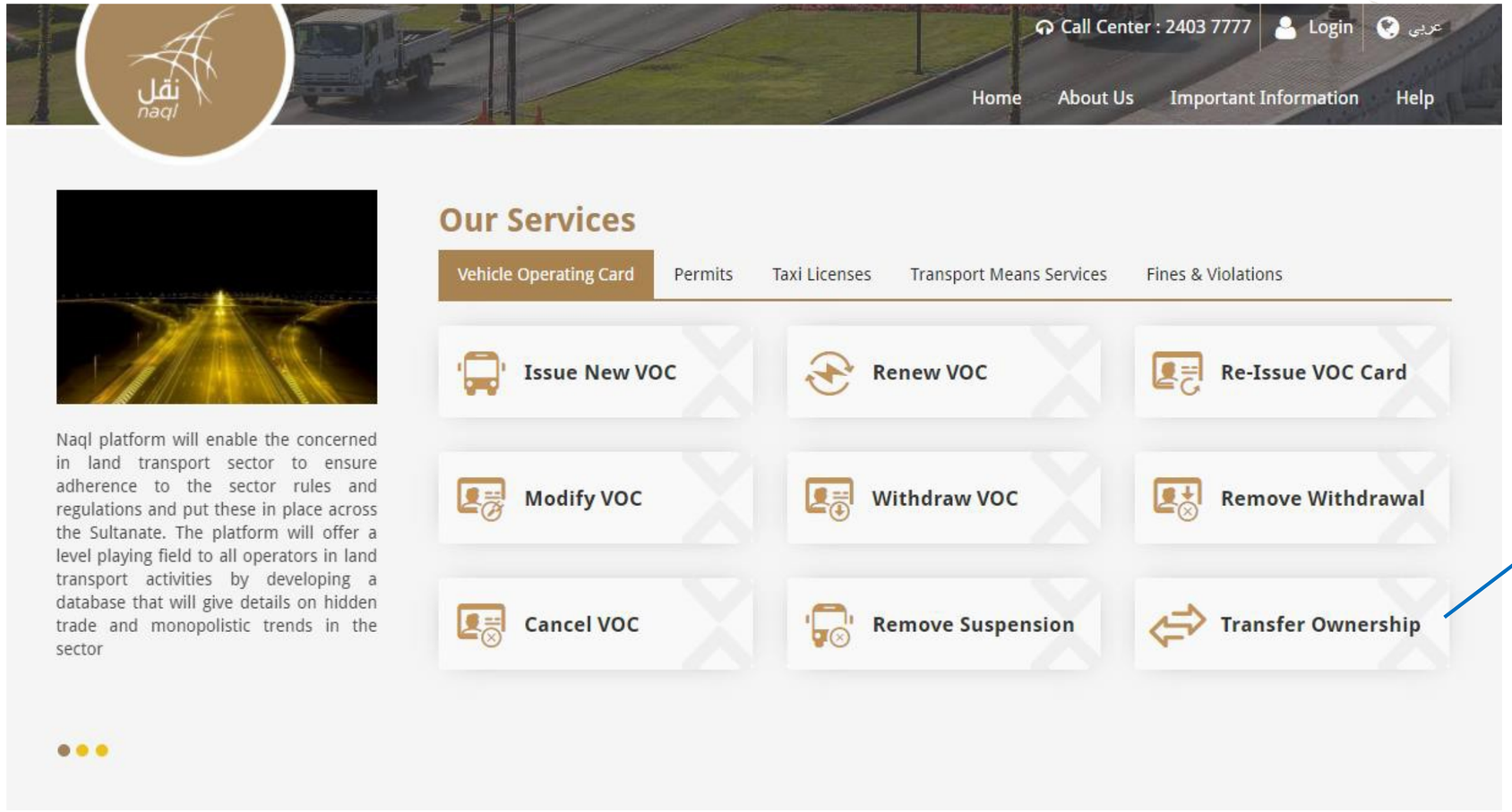
- This service allows users to transfer the VOC’s ownership to another user, provided that the vehicle’s ownership is also transferred through Royal Oman Police.

(1) Transfer Ownership

Transferring VOC ownership must go through the following steps:

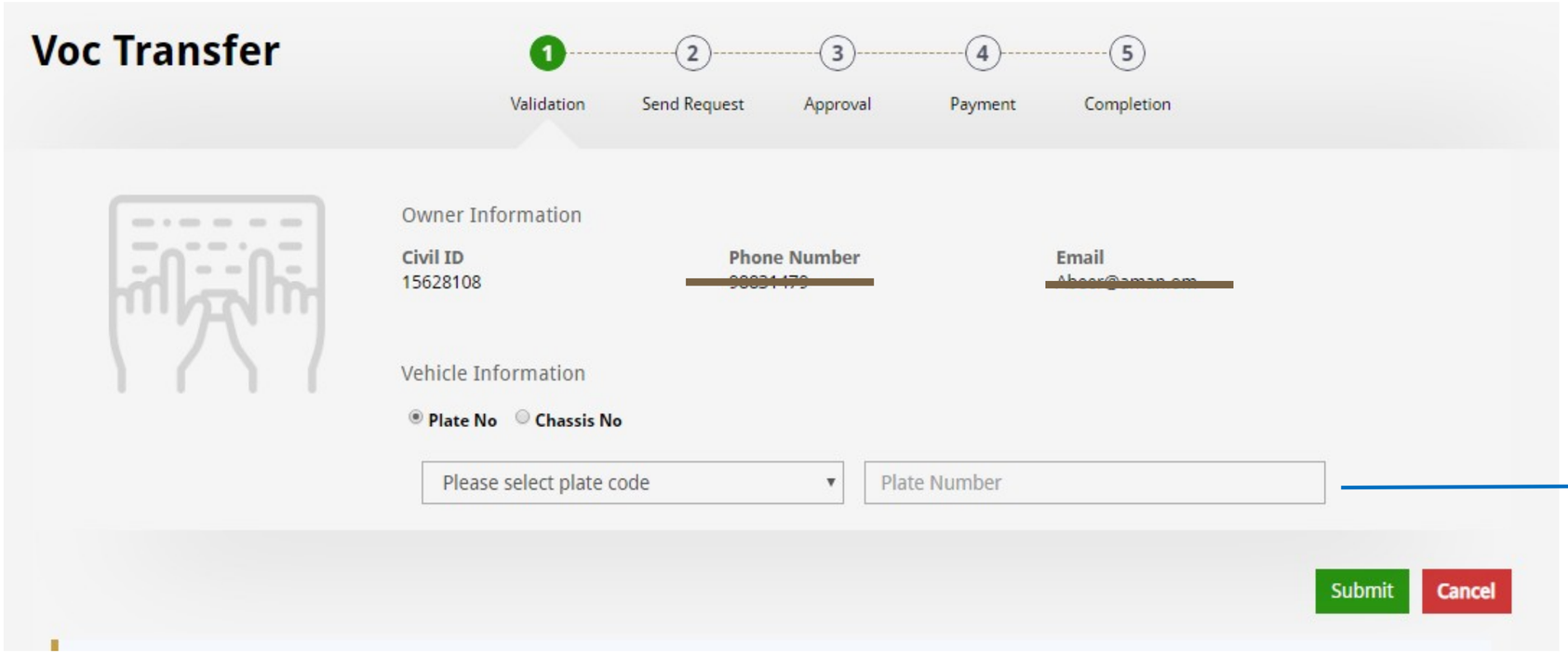
1. The current owner must access the platform and pay all violations on his VOC, After payment, the user can perform the VOC transferal through Naql platform and enter the new owner ID/CR number.
2. After transferring VOC ownership on the platform, the current owner must then finish all the procedures related to transferring his vehicle's ownership to the new owner through Royal Oman Police.
3. Once the Vehicle's ownership has been transferred, the new owner must enter the platform and click on "transfer Ownership" service and enter his personal details as well as the Chassis/plate number of the vehicle that was bought. And by that the process will be completed.

(2) Transfer Ownership



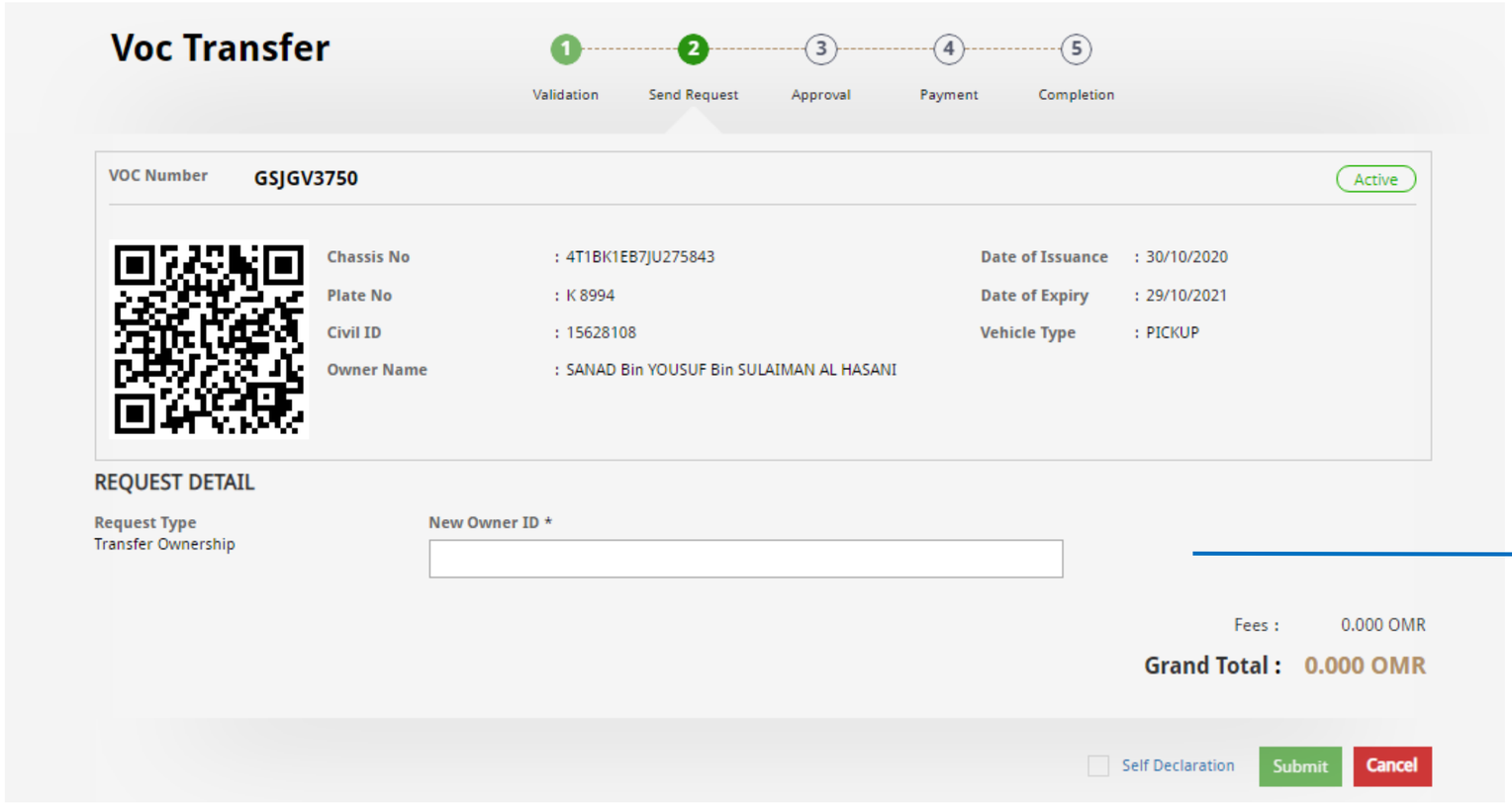
After logging in to the platform by your login ID and password, click here to transfer ownership

(3) Transfer Ownership



Before proceeding with any process, the user must first enter the plate number and code/ chassis number

(4) Transfer Ownership



The user must type in the new owner's ID, then press "submit" to proceed with the process

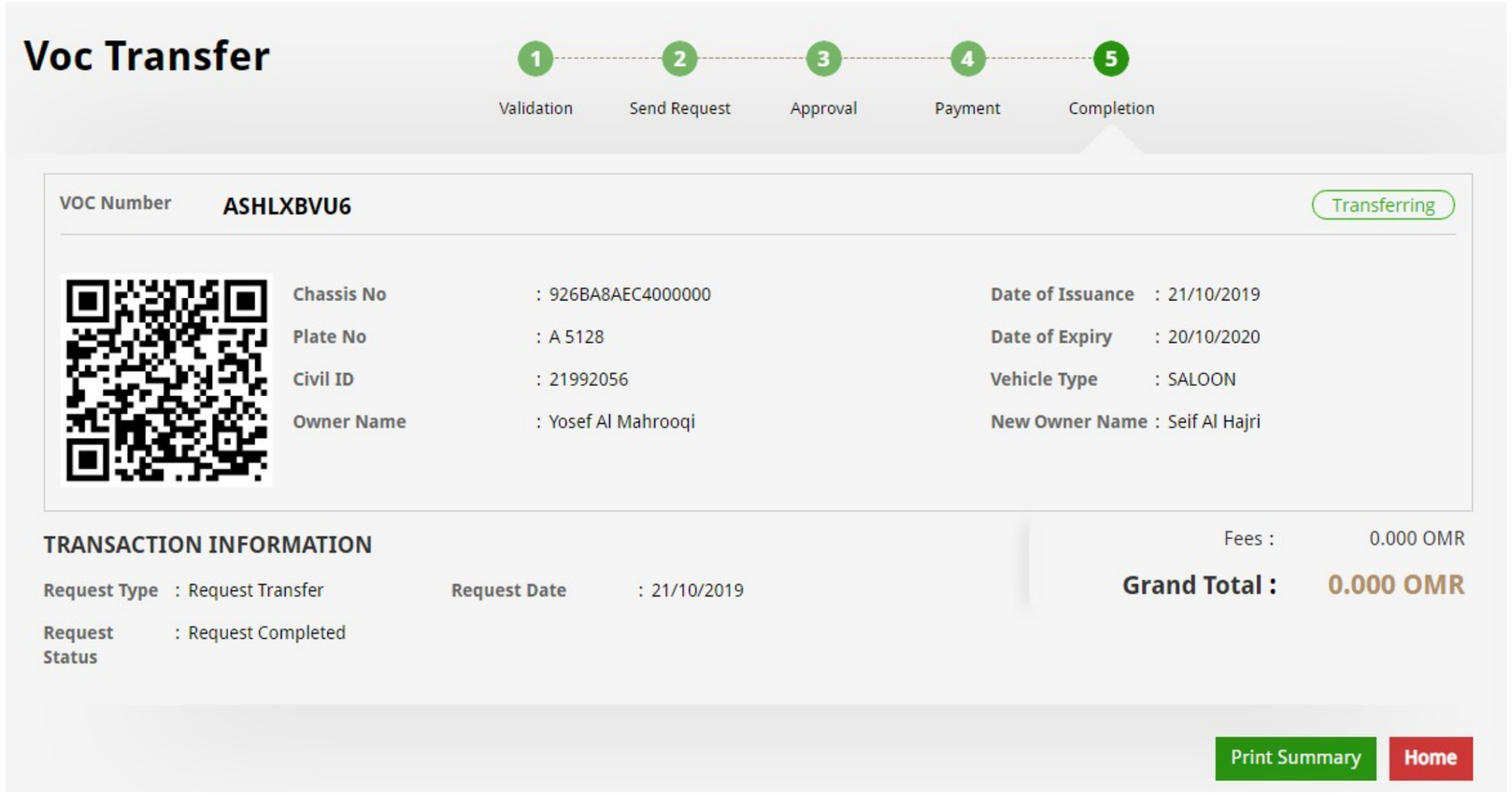
(5) Transfer Ownership

After the system automatically checks with both the Royal Oman Police and Invest Easy systems and the data entered gets validated, the application immediately gets approved, and the user will then be transferred to the "Payment" step.

(6) Transfer Ownership

To pay for VOC transferring process, the “Payment gateway” screen will appear to the user and it is required to enter his credit card details, and an OTP number will be sent to his mobile device. The user must type the OTP code sent to him in the payment gateway screen and press the “Proceed" button

(7) Transfer Ownership



After payment, VOC transfer process is completed, and the user can check the status of his card on the shown screen.

(8) Transfer Ownership

سلطنة عمان
وزارة النقل
دائرة النقل البري

إيصال دفع

رقم إذن الدفع	:	رقم الطلب	: NRQJYGMH7
التاريخ	: 21/10/2019	إذن الدفع	: تم الدفع
نوع المعاملة	: نقل ملكية البطاقة	رقم السجل	: 21992056
		اسم المنشأة	: يوسف المحروقي
		تاريخ احتساب الرسوم	: 21/10/2019

الإجراء	رقم البطاقة	الرسوم ر.ع	غرامات التاخير ر.ع	المبلغ المستحق ر.ع
نقل ملكية البطاقة	ASHLXBVU6	0.000	0.000	0.000

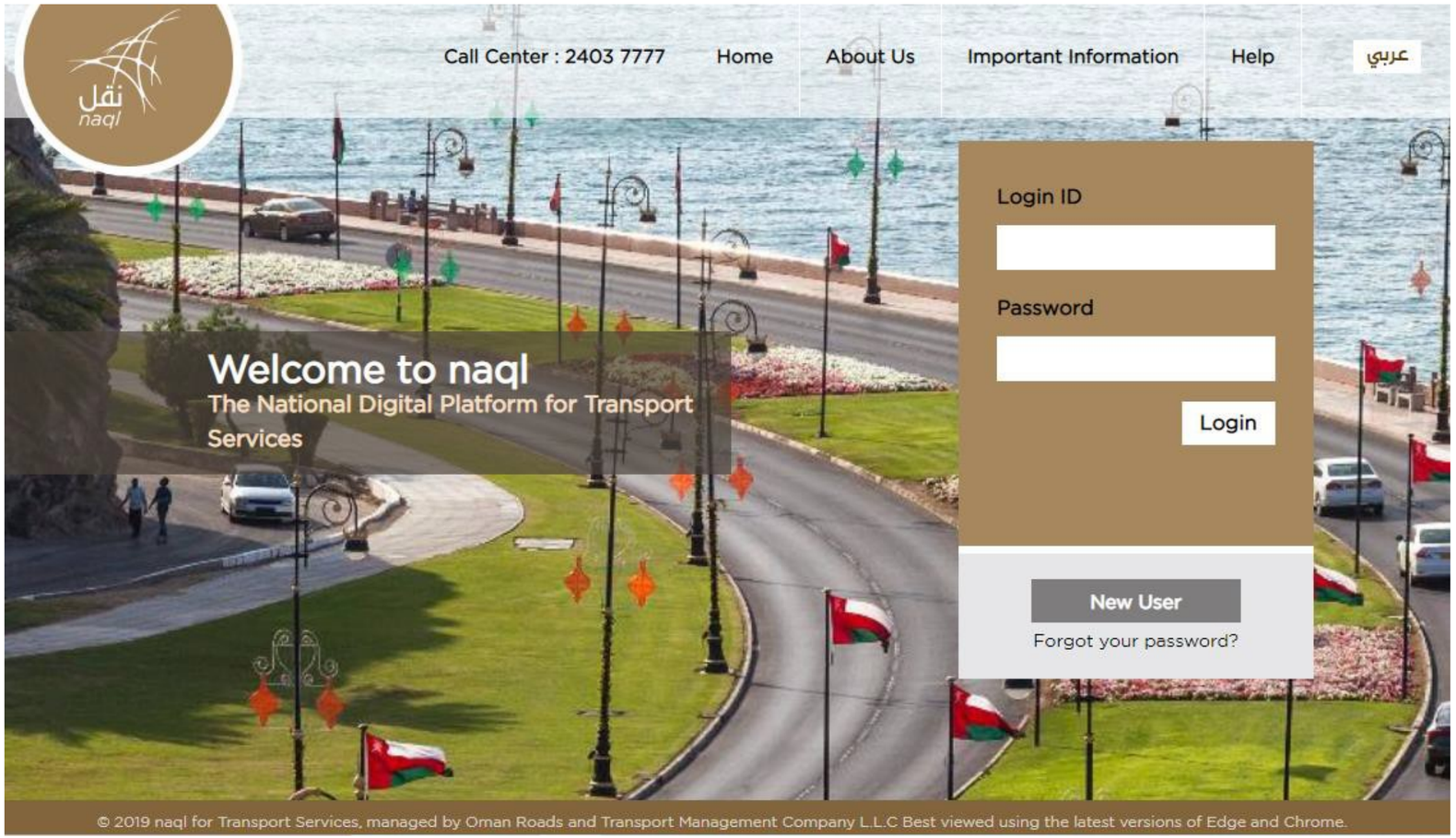
المبلغ الإجمالي 0.000 ر.ع

ملاحظات
في حالة العدول أو إلغاء الطلب بعد إتمام عملية دفع الرسوم، فلن يتم استرجاع مبلغ الرسوم

PRINT

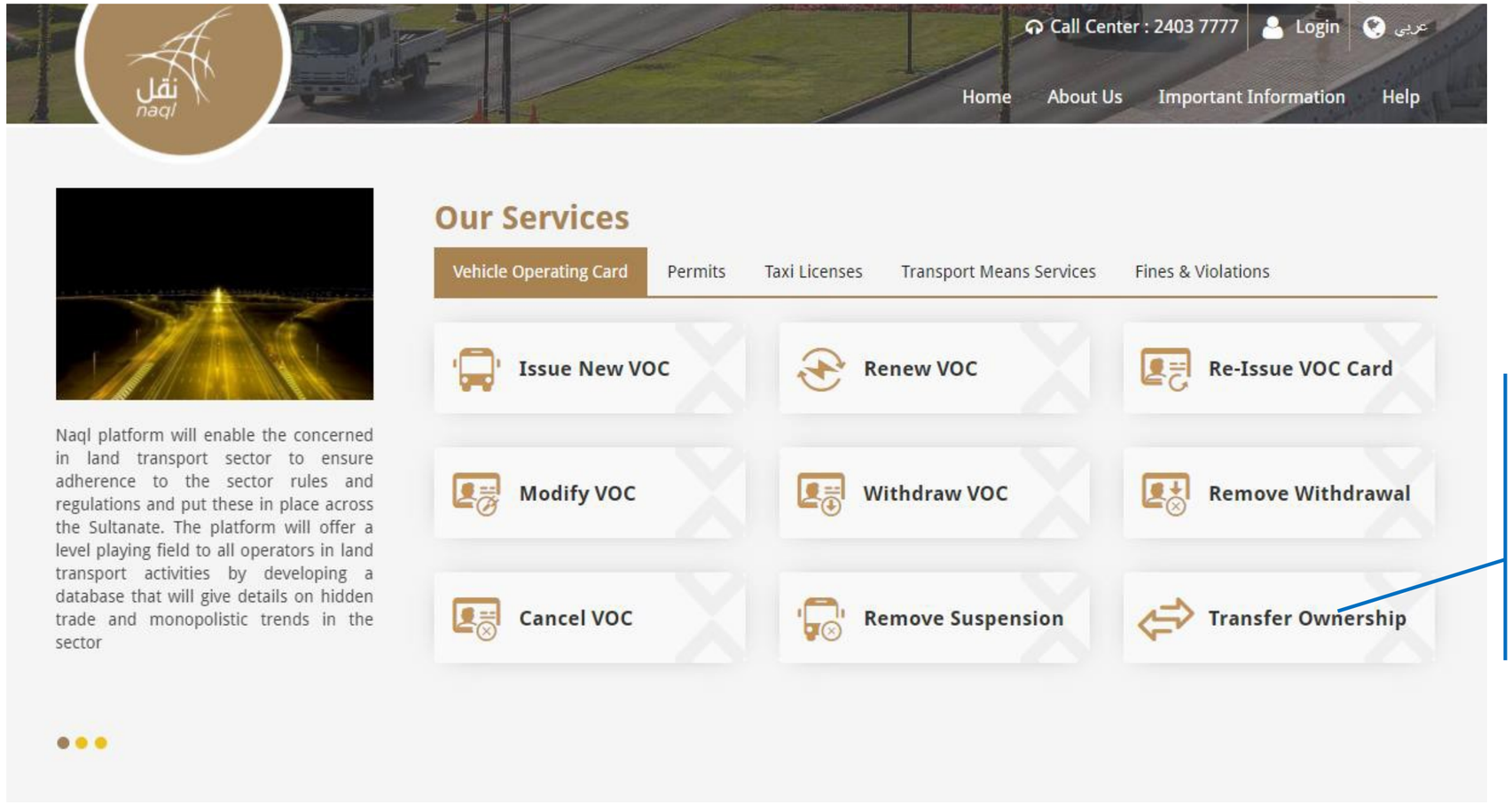
The user can also print the payment receipt

(9) Transfer Ownership



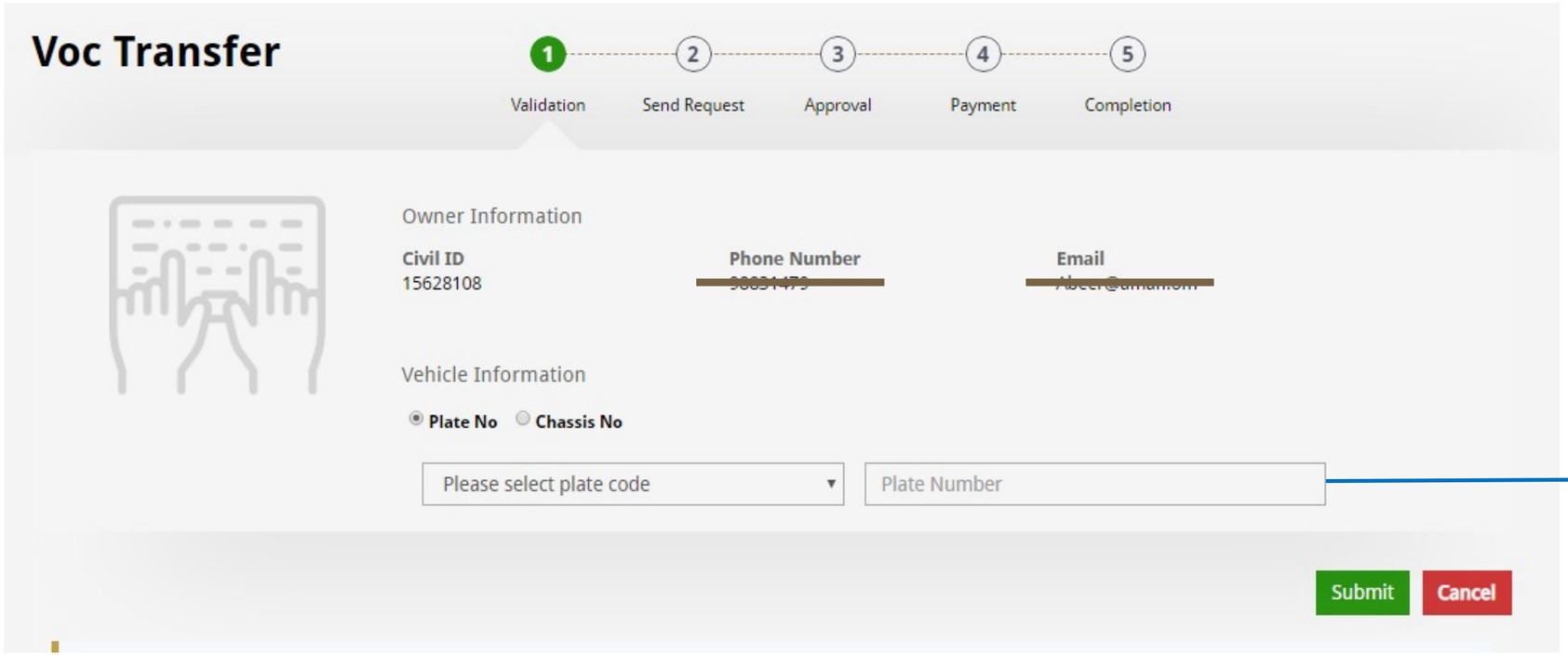
Once transferring vehicle's ownership has been done in ROP, the **New Owner** must enter the platform to finalize the transferring procedures.

(10) Transfer Ownership



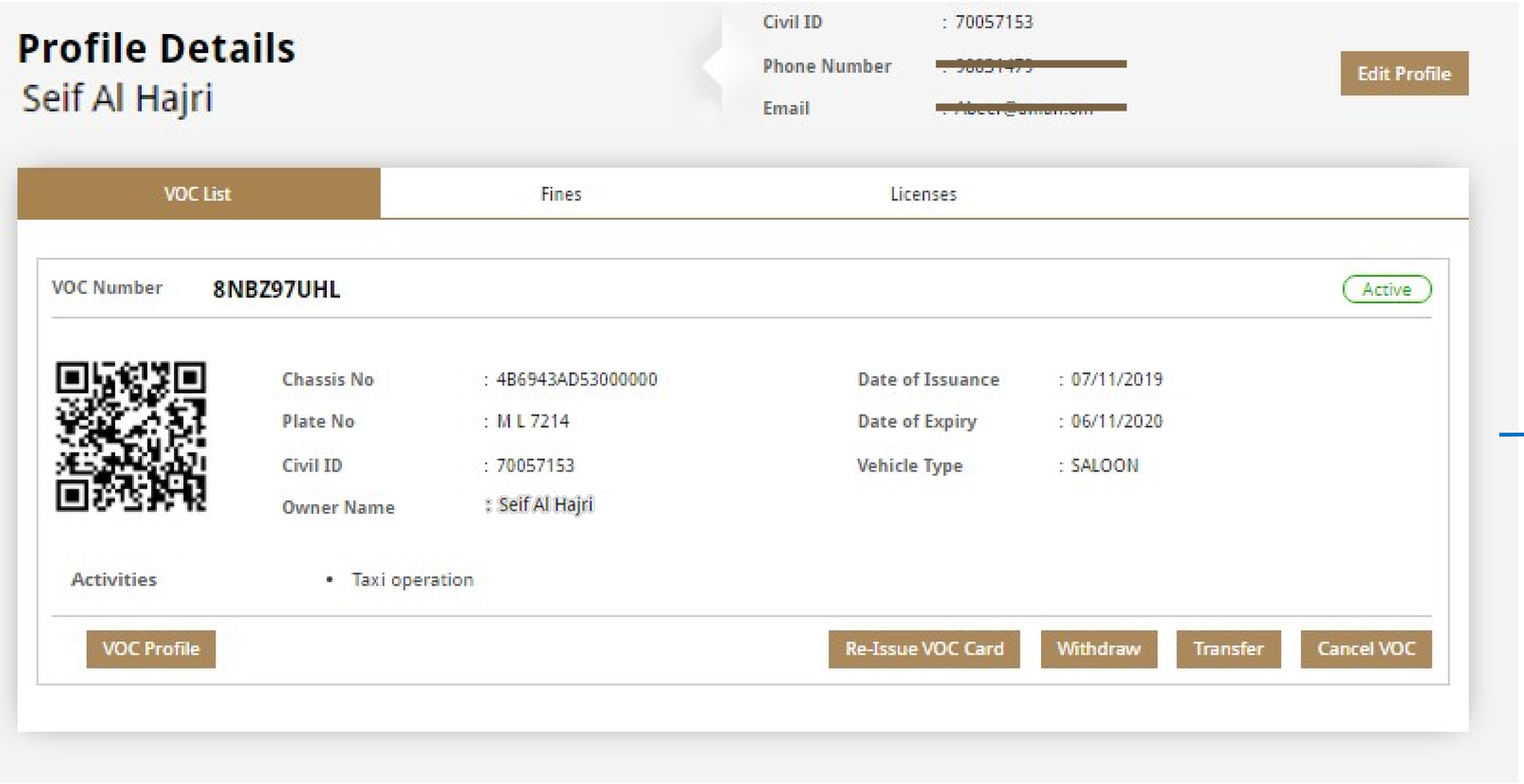
The new owner must click on “Transfer Ownership” service to enter his data and the chassis/plat number of the vehicle that was bought

(11) Transfer Ownership



The new owner must first enter the plate number and code/ chassis number

(12) Transfer Ownership

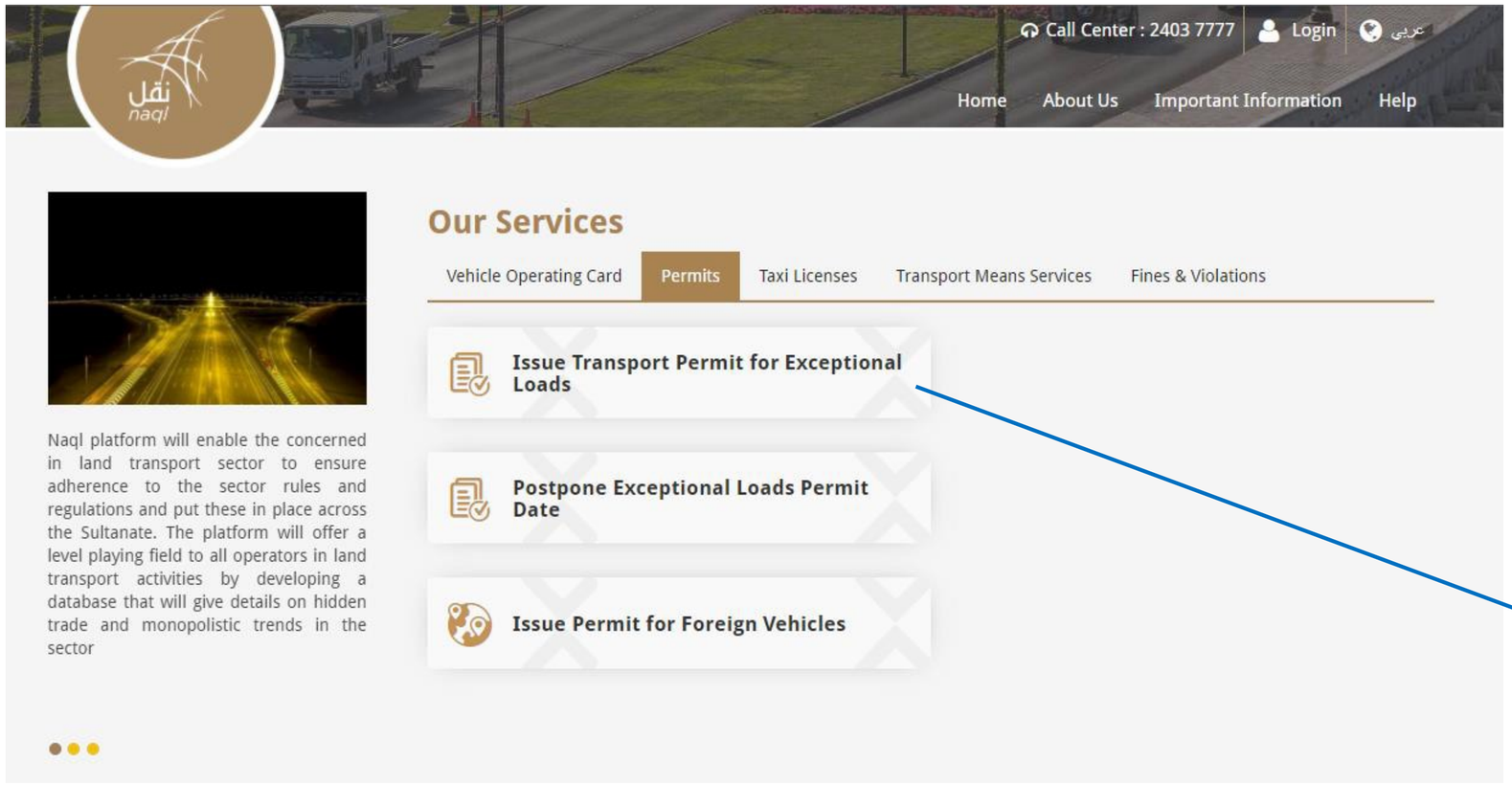


The new owner can check the details of his new VOC.

Issue Transport Permit for Exceptional Load

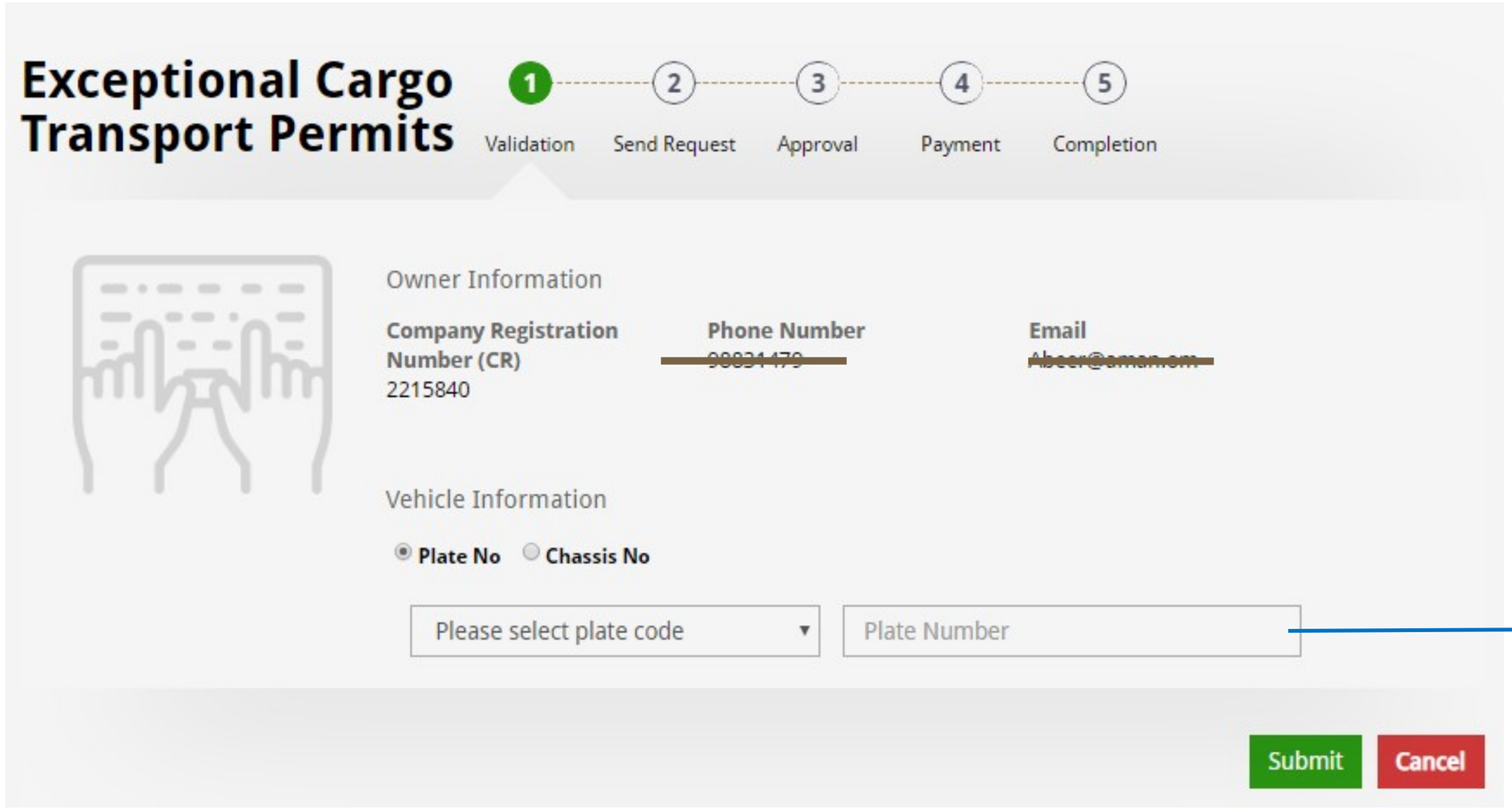
- Temporary permit to allow heavy vehicles to transport exceptional loads after confirming vehicle readiness and axial dimensions, type of goods transported, and the route used to transport the goods, the application will be verified by Ministry of Transport.

(1) Exceptional Load Permit



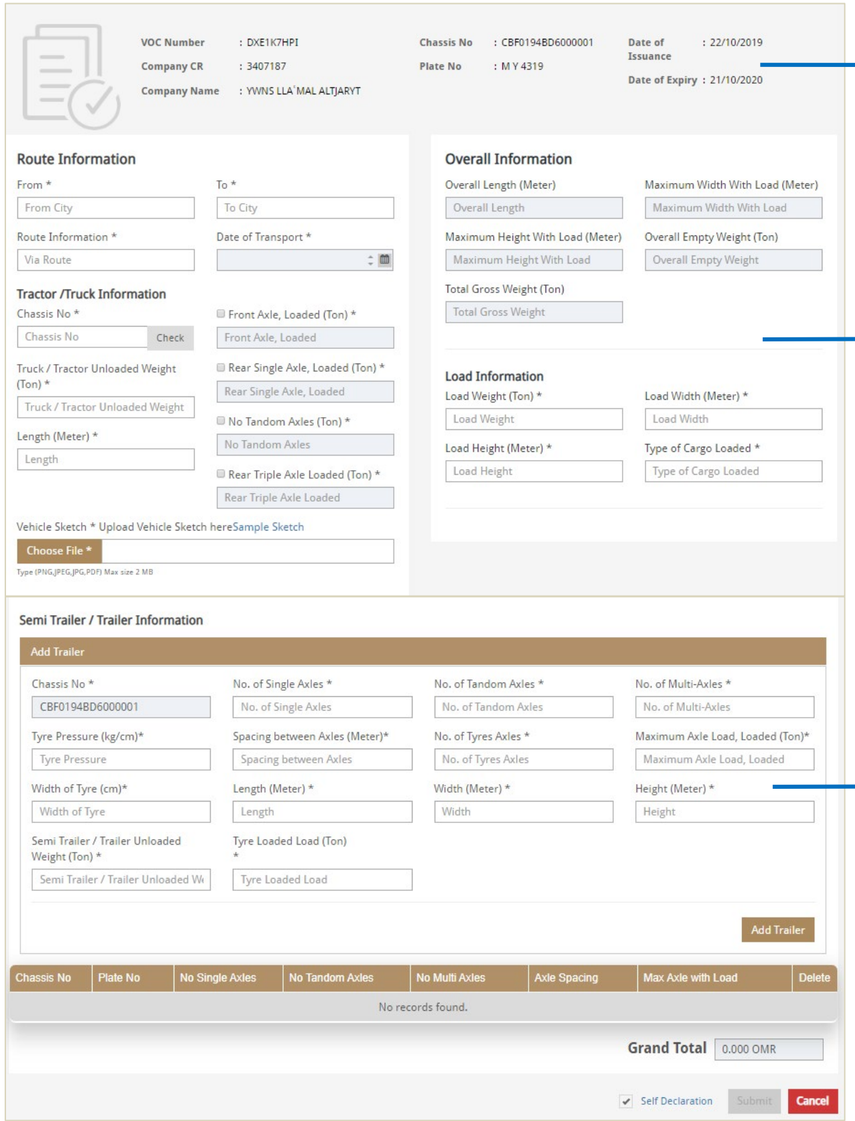
After logging in to the platform by your login ID and password, click here to request an Exceptional Load Permit

(2) Exceptional Load Permit



Before proceeding with any process, the user must first enter the plate number and code/ chassis number of the trailer (not the prime mover)

(3) Exceptional Load Permit



VOC details of the main trailer

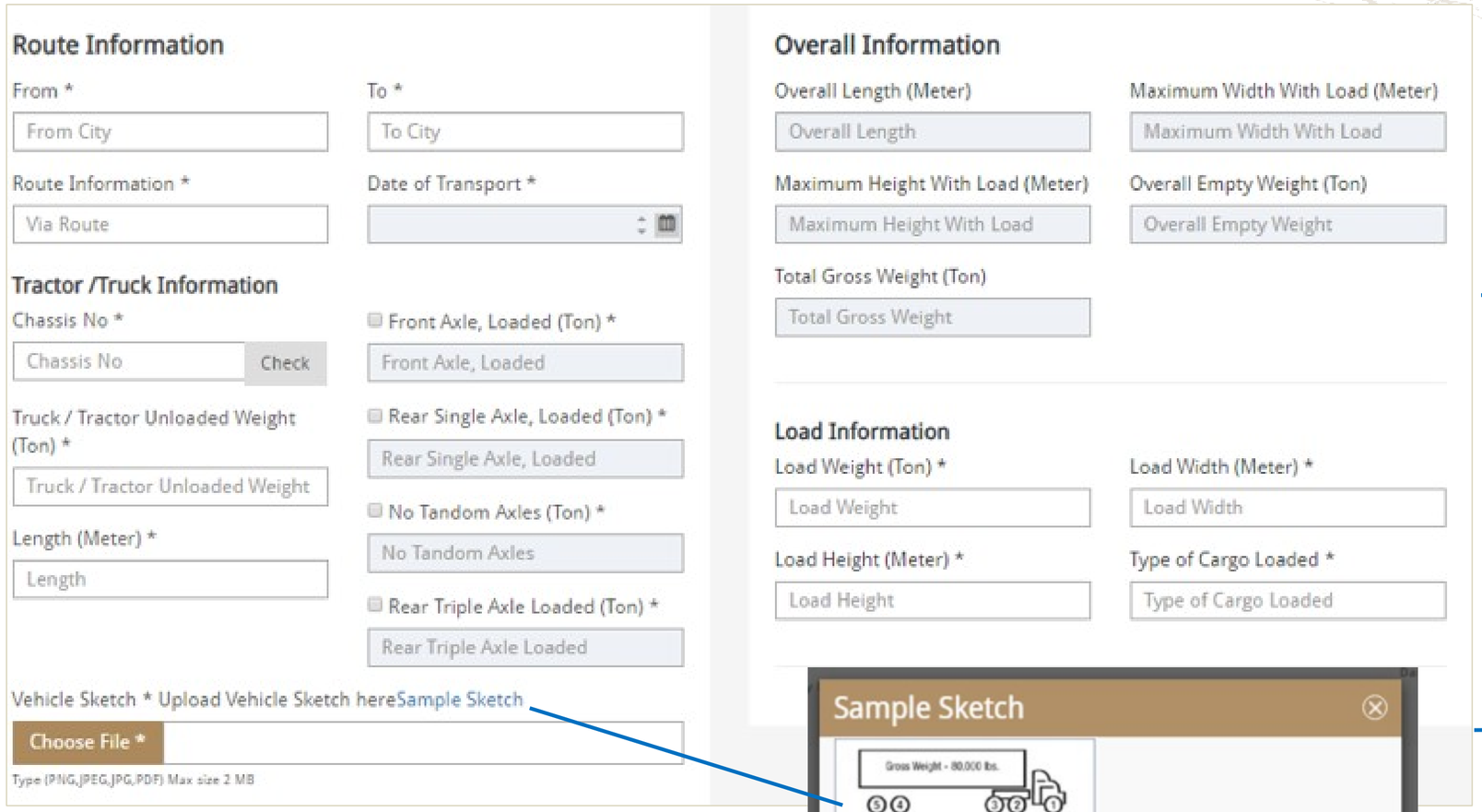
Exceptional Load Permit details

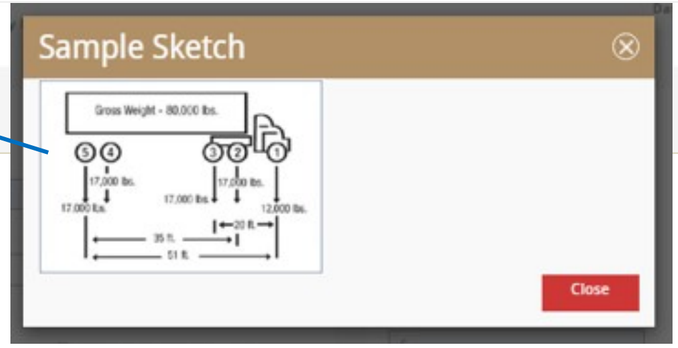
Details of other trailers included in the application

(4) Exceptional Load Permit

- The first section shows the VOC details of the main trailer, by which the request of the Exceptional Load Permit is initiated.
- The request will proceed only if all trailers required to transport the exceptional load have active and valid VOC cards.

(5) Exceptional Load Permit



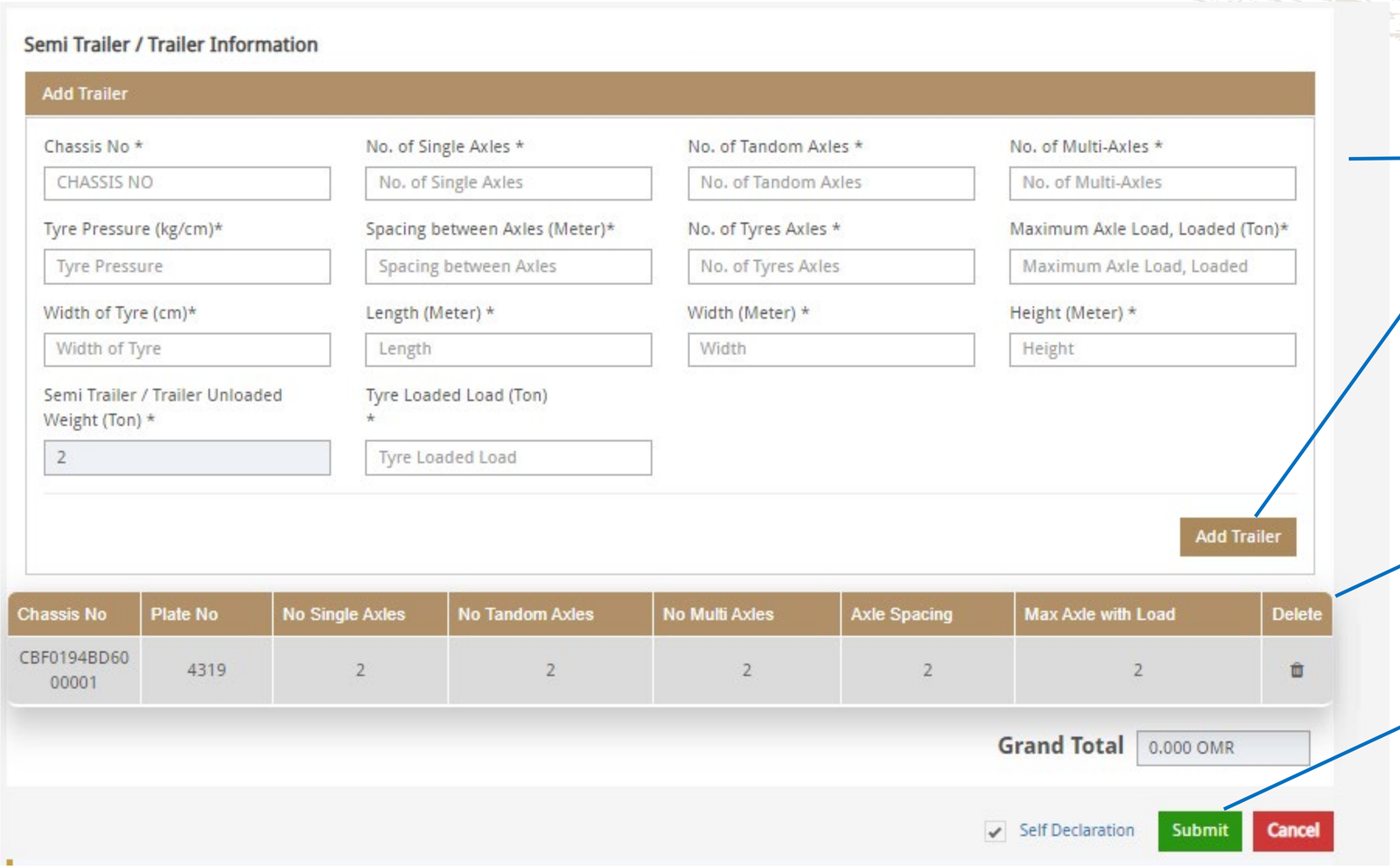


In this section, the user must enter the following:

1. Route information
2. Tractor-Trailer information and sample sketch
3. Vehicle dimensions
4. Load information

The user must upload vehicle sketch as it is shown in the figure. The Prime mover is not required to have a VOC

(6) Exceptional Load Permit



The chassis number of the main trailer appears to the user on the screen, the user must complete the trailer details to proceed with the request

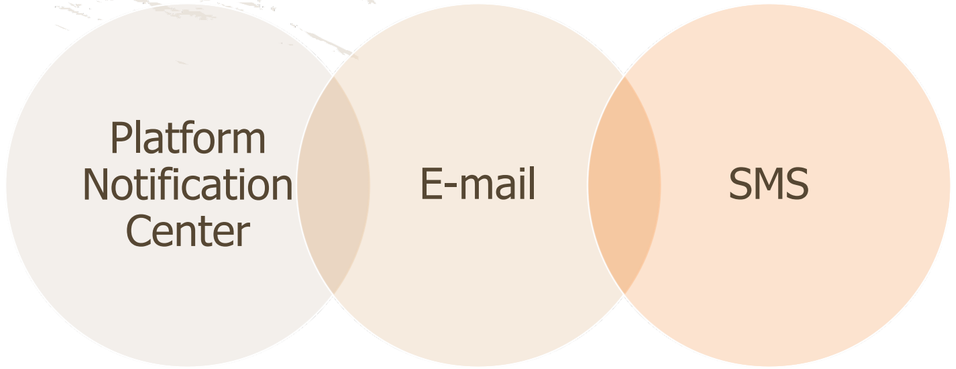
User must add all details of each trailer to be listed in the permit request, then click “Add Trailer”

All listed trailers will be shown in the table below. There must be at least one trailer in each permit request

Before moving to the payment step, the user should first check the information in the shown screen.
To continue, click on “Submit" button after you have read and agreed to the “Self Declaration”

(7) Exceptional Load Permit

Users will receive approval notifications through

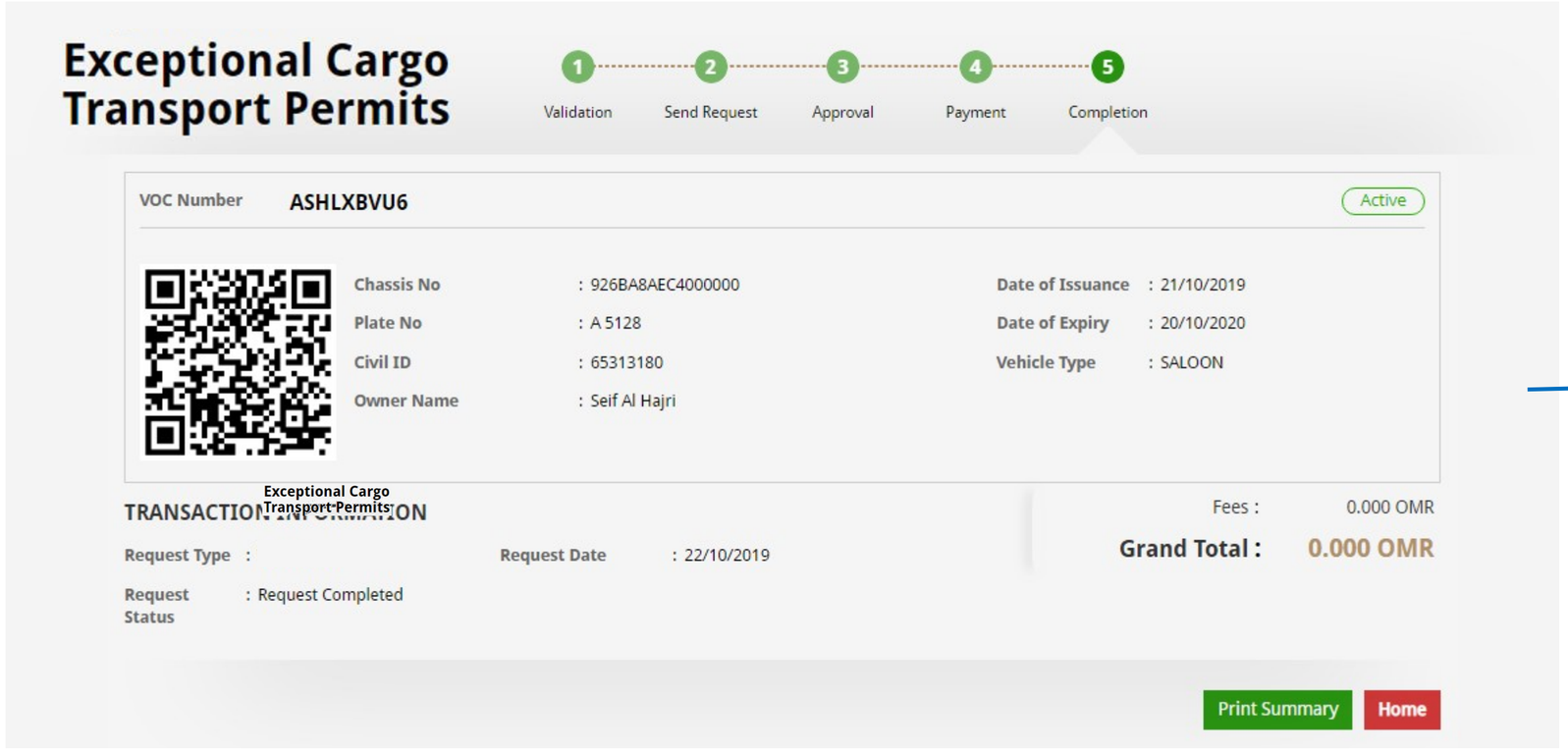


After the system automatically checks with both the Royal Oman Police and Invest Easy systems and the data entered gets validated, the ministry approves the request of exceptional cargo transport permit, and the user will then be transferred to the "Payment" step.

(8) Exceptional Load Permit

To pay for Exceptional Load Permit, the “Payment gateway” screen will appear to the user and it is required to enter his credit card details, and an OTP number will be sent to his mobile device. The user must type the OTP code sent to him in the payment gateway screen and press the “Proceed" button

(9) Exceptional Load Permit



After payment, request for Exceptional Load Permit is completed, and the user can check the process summary on the shown screen. User can start the process of transporting exceptional cargo on the specified date.

(10) Exceptional Load Permit

الاسم : يونس للأعمال التجارية

رقم التصريح : WAFOZR709	رقم المركبة: 25F44E25F7000002
تفاصيل الحمولات الكبيرة المطلوب نقلها بموجب كتابنا	Details of the Extra heavy loads requested to be Transferred as per Our Letter
الرقم : WAFOZR709	No : WAFOZR709
التاريخ : 22-10-2019	Date : 22-10-2019
المسار	Route
من : مسقط	From : مسقط
الى : عبرى	To : عبرى
عبر الطريق : مسقط السريع	Route : مسقط السريع
بتاريخ : 13-11-2019	Date : 2019-11-13
الإجمالي	Summary
الطول الكلي : 9	Overall Length (Meter): 9
أقصى عرض (متر): 0	Maximum Width with Load (Meter): 0
أقصى ارتفاع مع الحمولة (متر): 6	Maximum Height with Load (Meter): 6
الوزن الكلي الفارغ(طن): 8	Overall Empty Weight (Ton): 8
الوزن الإجمالي (طن): 11	Total Gross Weight (Ton): 11
بيانات الحمولة	Load Information
نوع الحمولة: 3	Load Type: 3
وزن الحمولة (طن): 3	Load Weight (Ton): 3
إرتفاع الحمولة (متر) : 3	load height(Meter): 3
عرض الحمولة (متر) : 3	load width (Meter): 3
الأحمال المحورية	AXLE LOADS
القاطرة	Tractor/ Truck
المحور الأمامي، مع الحمولة (طن): 3	Front Axle, Loaded (Ton): 3
المحور الخلفي المنفرد مع الحمولة (طن): 3	Rear Single Axle, loaded (Ton): 3
المحور الخلفي المزدوج، مع الحمولة (طن) : 3	Rear Tandom Axle, Loaded (Ton): 3
المحور الخلفي الثلاثي، مع الحمولة (طن) : 3	Rear Triple Axle, Loaded (Ton): 3
وزن القاطرة بدون الحمولة (متر) : 5	Truck / Tractor Unloaded Weight (Ton): 5
وزن نصف المقطورة / المقطورة بدون الحمولة (طن) : 3	Semi Trailer / Trailer Unloaded Weight (Ton): 3
نصف المقطورة / المقطورة	Semi Trailer / Trailer
رقم اللوحة : 4319	Plate No: 4319
عدد المحاور المنفردة : 3	No. of Single Axles: 3
عدد المحاور المزدوجة : 3	No. of Tandom Axles: 3
أقصى حمل محوري مع الحمولة : 3	Maximum Axle Load, Loaded (Ton): 3
عدد المحاور المتعددة : 3	No. of Multi-Axles (Ton): 3
عدد الإطارات في المحور الواحد : 3	No. of Tires Axles: 3
المسافة بين المحاور(متر) : 3	Spacing between Axles (Meter): 3
حمل الإطارات مع الحمولة (طن) :	Tyre Loaded Load :
عرض الإطارات (سم) :	Width of Tire (cm):
ضغط الإطارات (كم / سم عرض) :	Tire Pressure (kg/Cm width):

سلطنة عمان
وزارة النقل والاتصالات
دائرة النقل البري

Sultanate of Oman
Ministry of Transport and Communication
Land Transport Department

تصريح نقل حمولة استثنائية

أولا : بيانات المنشأة

الاسم التجاري : يونس للأعمال التجارية

رقم السجل التجاري : 3407187 تاريخ انتهاء السجل التجاري : ...

رقم شهادة الإنتساب: ... تاريخ انتهاء شهادة الإنتساب ....

النشـــــــــاط : النقل البري بالشاحنات للبضائع و المعدات (مجدول و غير مجدول)

المقر الرئيسي : ... ص.ب : ... الرمز البريدي : ...

المحافظة : ... الولاية : ... الهاتف : [redacted]

ثانيا : بيانات وسيلة النقل البري

نوع وسيلة النقل : ... نوع الحمولة : 3

المسار : (مسقط-عبري)

للإستعمال الرسمي

رقم التصريح : WAFOZR709 تاريخ الإصدار : 2019-11-13 تاريخ الإنتهاء : 2019-11-13

رقم الإيصال :

ملاحظة :

الالتزام بالاوزان المحورية (المحور المنفرد الموجه 8 طن و المحور المفرد غير الموجه 13 طن و المحور المزدوج 21 طن و المحور الثلاثي 32 طن

يحظر النقل من موقع اخر غير مصرح له بموجب هذا التصريح

تتحمل الشركه بموجب هذا التصريح مسؤولية اية اضرار تلحق بالطرق و الجسور و الخدمات الهوائية او الارضية , و اية ممتلكات حكومية او خاصة

اخذ موافقة الجهات المختصة

User can now print the outbound permit

(11) Exceptional Load Permit

سلطنة عمان
وزارة النقل
دائرة النقل البري

إيصال دفع

رقم إذن الدفع	:		رقم الطلب	:	6W8H1C8E1
التاريخ	:	22/10/2019	إذن الدفع	:	تم الدفع
نوع المعاملة	:	تقشيا تاوحم لقن حيصت	رقم السجل	:	65313180
			اسم المنشأة	:	سيف الهاجري
			تاريخ احتساب الرسوم	:	22/10/2019

الإجراء	رقم البطاقة	الرسوم ر.ع	غرامات التاخير ر.ع	المبلغ المستحق ر.ع
تقشيا تاوحم لقن حيصت	ASHLXBVU6	0.000	0.000	0.000

المبلغ الإجمالي 0.000 ر.ع

ملاحظات

في حالة العدول أو إلغاء الطلب بعد إتمام عملية دفع الرسوم، فلن يتم استرجاع مبلغ الرسوم

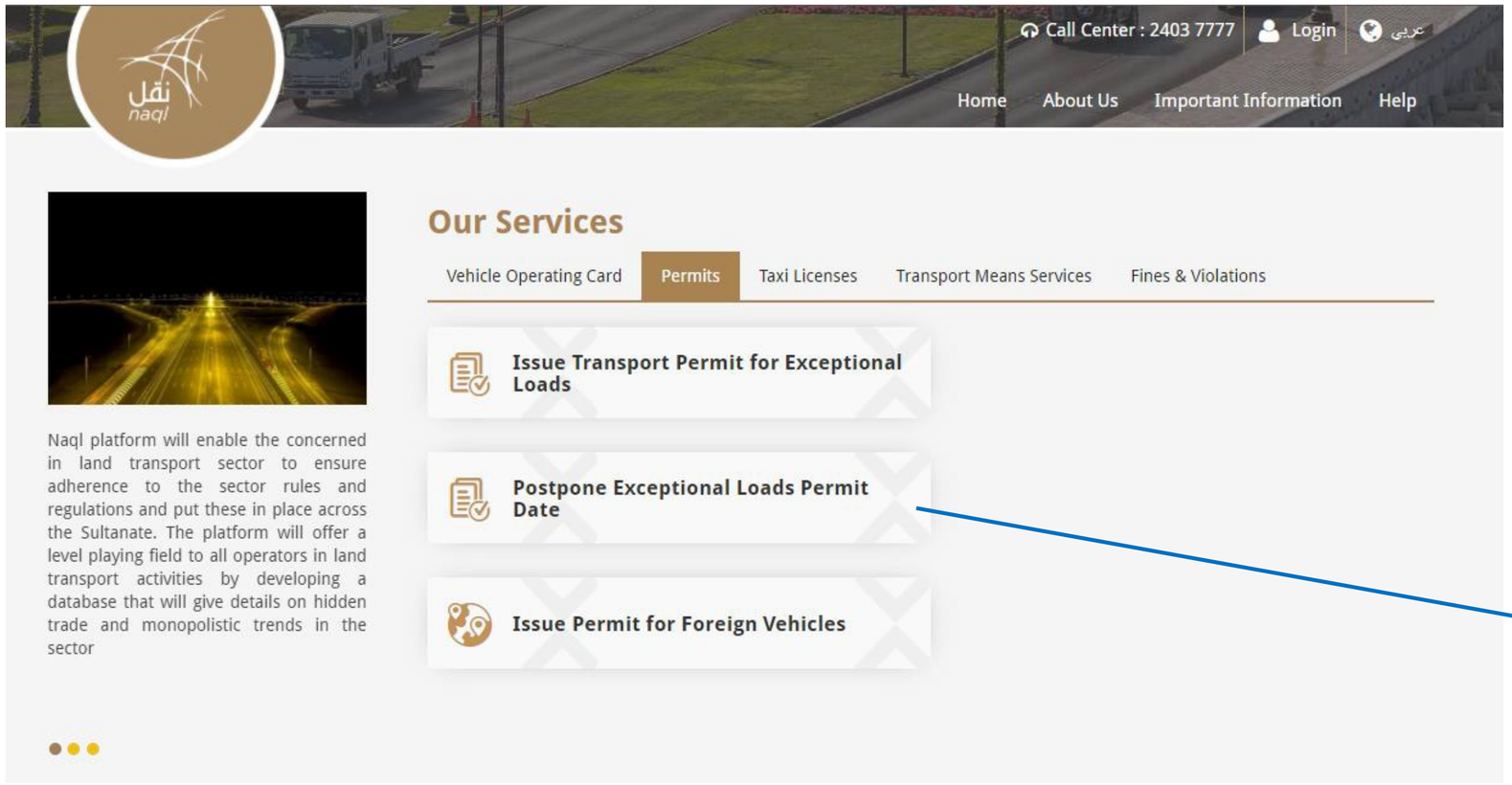
طباعة

The user can also print the payment receipt

Postpone Exceptional Load Transport Permit

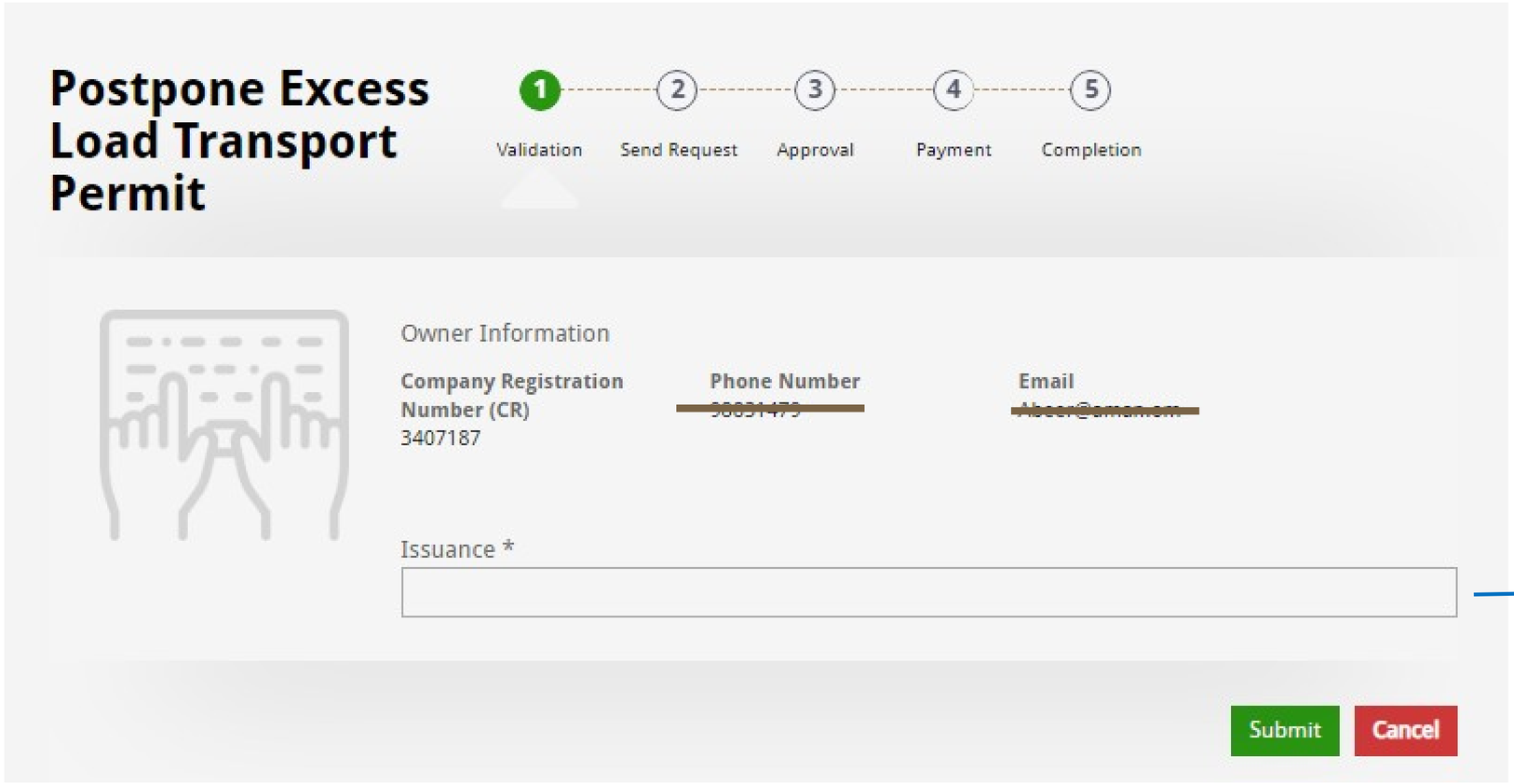
- Users can modify the date of transporting the exceptional load cargo through this service after obtaining an approval from Royal Oman Police on the updated dates of transportation.

(1) Postpone Exceptional Load Permit



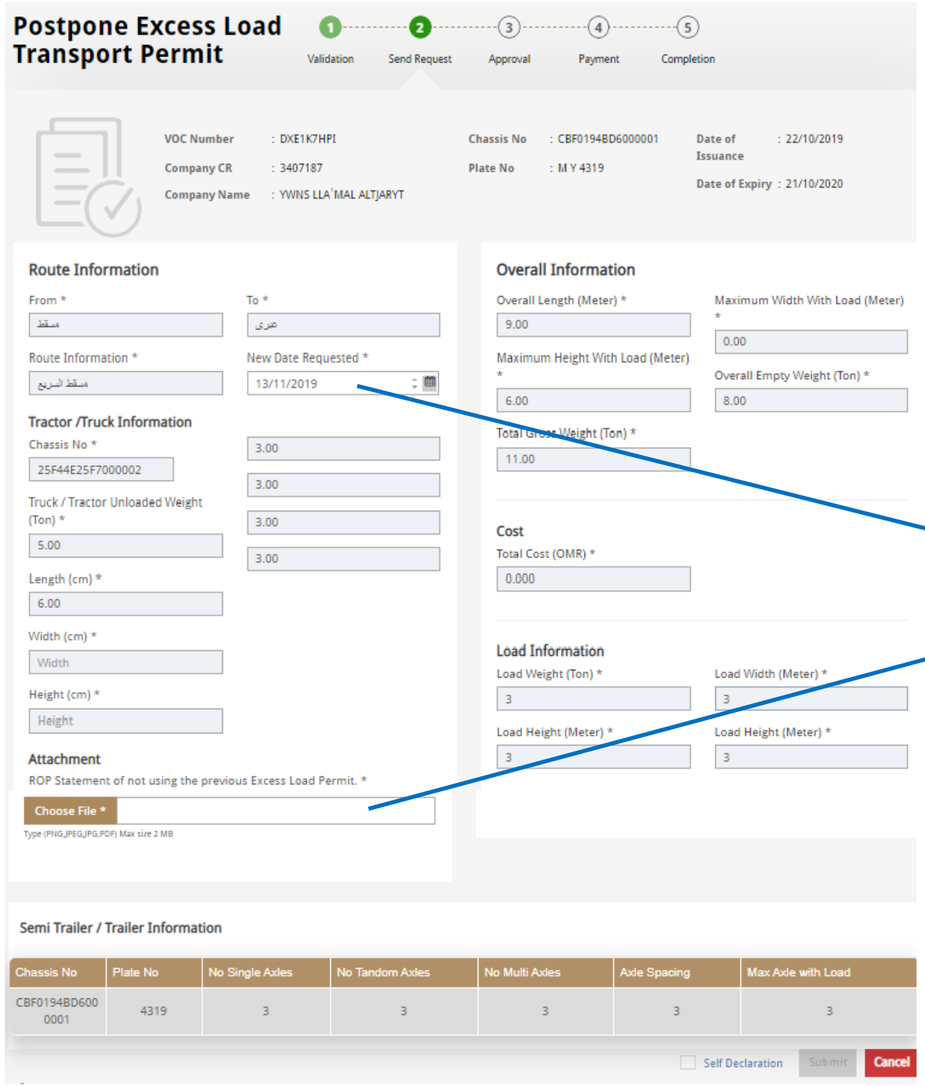
After logging in to the platform by your login ID and password, click here to request to postpone Exceptional Load Permit

(2) Postpone Exceptional Load Permit



The user must enter the issuance number of the Exceptional Load Transport Permit

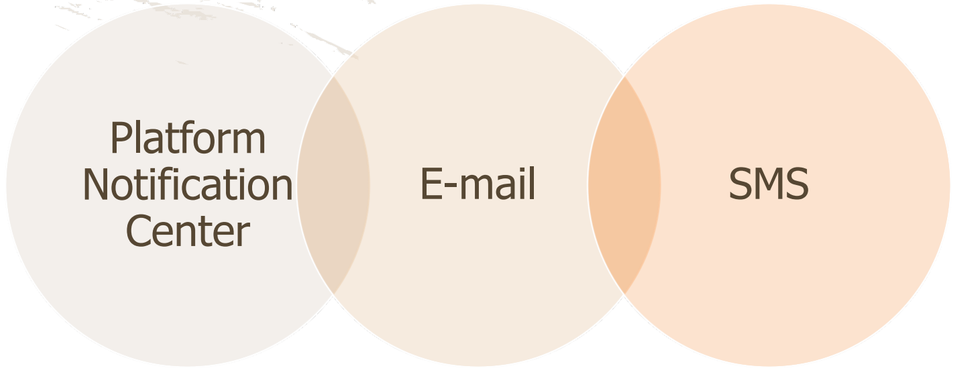
(3) Postpone Exceptional Load Permit



User must first verify the shown data and change the date to the new desirable one and also attach the ROP statement document.

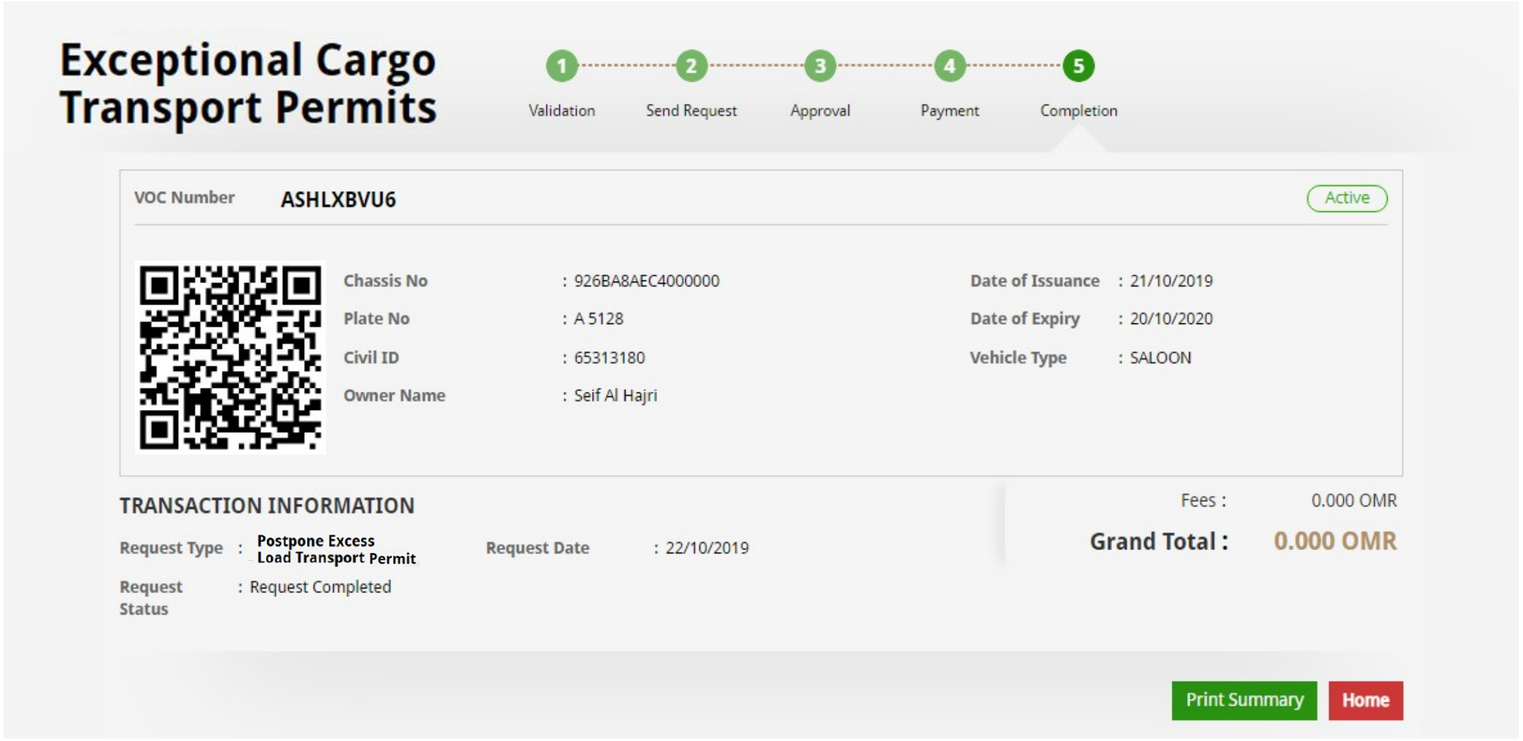
(4) Postpone Exceptional Load Permit

Users will receive approval notifications through



After the system automatically checks with both the Royal Oman Police and Invest Easy systems and the data entered gets validated, the ministry approves the request of postponing Exceptional Load Permit, and the user will then be transferred to the “Payment” step.

(5) Postpone Exceptional Load Permit



After payment, request for Postpone Exceptional Load Permit is completed, and the user can check the process summary on the shown screen. User can start the process of transporting exceptional cargo on the specified date.

(6) Postpone Exceptional Load Permit

الاسم : يونس للأعمال التجارية

رقم التصريح : DCRYZNT9Y

رقم المركبة: 25F44E25F7000002

Details of the Extra heavy loads requested to be Transferred as per Our Letter	تفاصيل الحمولات الكبيرة المطلوب نقلها بموجب كتابنا
No : DCRYZNT9Y	الرقم : DCRYZNT9Y
Date : 28-10-2019	التاريخ : 28-10-2019
Route	**المسار**
From : مسقط	من : مسقط
To : عبري	الى : عبرى
Route : مسقط السريع	عبر الطريق : مسقط السريع
Date : 2019-11-13	بتاريخ : 13-11-2019
Summary	**الإجمالي**
Overall Length (Meter): 9	الطول الكلي : 9
Maximum Width with Load (Meter): 0	أقصى عرض (متر): 0
Maximum Height with Load (Meter): 6	اقصى إرتفاع مع الحمولة (متر): 6
Overall Empty Weight (Ton): 8	الوزن الكلي الفارغ(طن): 8
Total Gross Weight (Ton): 11	الوزن الإجمالي (طن): 11
Load Information	**بيانات الحمولة**
Load Type: 3	نوع الحمولة: 3
Load Weight (Ton): 3	وزن الحمولة (طن): 3
load height(Meter): 3	إرتفاع الحمولة (متر) : 3
load width (Meter): 3	عرض الحمولة (متر) : 3
AXLE LOADS	**الأحمال المحورية**
Tractor/ Truck	**القاطرة**
Front Axle, Loaded (Ton): 3	المحور الأمامي، مع الحمولة (طن): 3
Rear Single Axle, loaded (Ton): 3	المحور الخلفي المنفرد مع الحمولة (طن): 3
Rear Tandom Axle, Loaded (Ton): 3	المحور الخلفي المزدوج، مع الحمولة (طن) : 3
Rear Triple Axle, Loaded (Ton): 3	المحور الخلفي الثلاثي، مع الحمولة (طن) : 3
Truck / Tractor Unloaded Weight (Ton): 5	وزن القاطرة بدون الحمولة (متر) : 5
Semi Trailer / Trailer Unloaded Weight (Ton): 3	وزن نصف المقطورة / المقطورة بدون الحمولة (طن) : 3
Semi Trailer / Trailer	**نصف المقطورة / المقطورة**
Plate No: 4319	رقم اللوحة : 4319
No. of Single Axles: 3	عدد المحاور المنفردة : 3
No. of Tandom Axles: 3	عدد المحاور المزدوجة : 3
Maximum Axle Load, Loaded (Ton): 3	اقصى حمل محوري مع الحمولة : 3
No. of Multi-Axles (Ton): 3	عدد المحاور المتعددة : 3
No. of Tires Axles: 3	عدد الإطارات في المحور الواحد : 3
:(Spacing between Axles (Meter	المسافة بين المحاور(متر) :
: Tyre Loaded Load	حمل الإطارات مع الحمولة (طن) :
:(Width of Tire (cm	عرض الإطارات (سم) :
:(Tire Pressure (kg/Cm width	ضغط الإطارات (كم / سم عرض) :

Sultanate of Oman
Ministry of Transport and Communication
Land Transport Department

سلطنة عمان
وزارة النقل والاتصالات
دائرة النقل البري

تصريح نقل حمولة استثنائية

أولا : بيانات المنشأة

الاسم التجاري : يونس للأعمال التجارية

رقم السجل التجاري : 3407187 تاريخ انتهاء السجل التجاري : ...

رقم شهادة الإنتساب: ... تاريخ انتهاء شهادة الإنتساب ....

النشـــــــــــاط : النقل البري بالشاحنات للبضائع و المعدات (مجدول و غير مجدول)

المقر الرئيسي : ... ص.ب : ... الرمز البريدي : ...

المحافظة : ... الولاية : ... الهاتف : [redacted]

ثانيا : بيانات وسيلة النقل البري

نوع وسيلة النقل : ... نوع الحمولة : 3

المسار : (مسقط-عبري)

للإستعمال الرسمي

رقم التصريح : DCRYZNT9Y تاريخ الإصدار : 2019-11-13 تاريخ الإنتهاء : 2019-11-13

رقم الإيصال :

ملاحظة :

الالتزام بالاوزان المحورية (المحور المنفرد الموجه 8 طن و المحور المفرد غير الموجه 13 طن و المحور المزدوج 21 طن و المحور الثلاثي 32 طن

يحظر النقل من موقع اخر غير مصرح له بموجب هذا التصريح

تتحمل الشركه بموجب هذا التصريح مسؤولية اية اضرار تلحق بالطرق و الجسور و الخدمات الهوائية او الارضية , و اية ممتلكات حكومية او خاصة

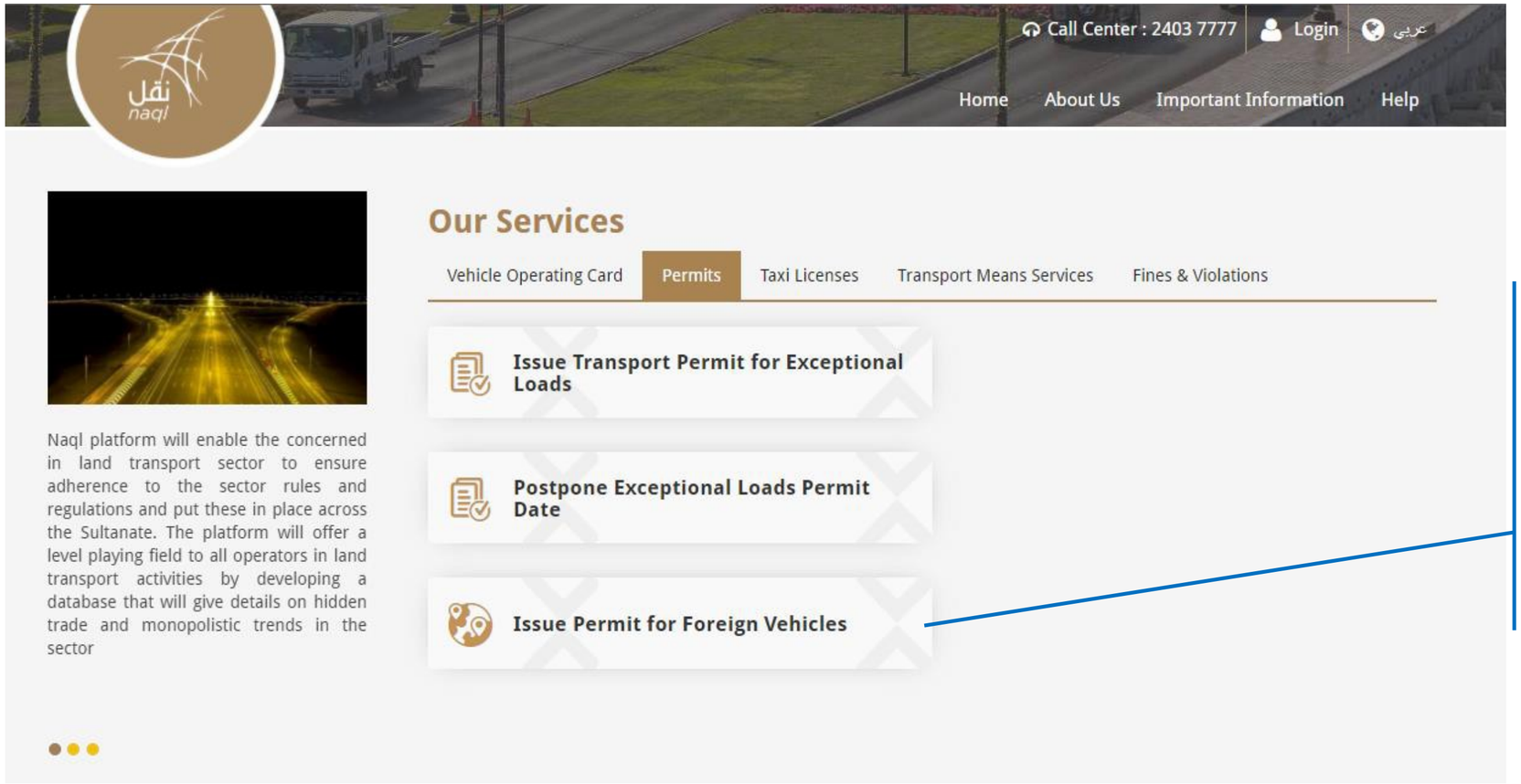
اخذ موافقة الجهات المختصة

User can now print the outbound permit

Foreign Permits to Stay for More than 7 Days

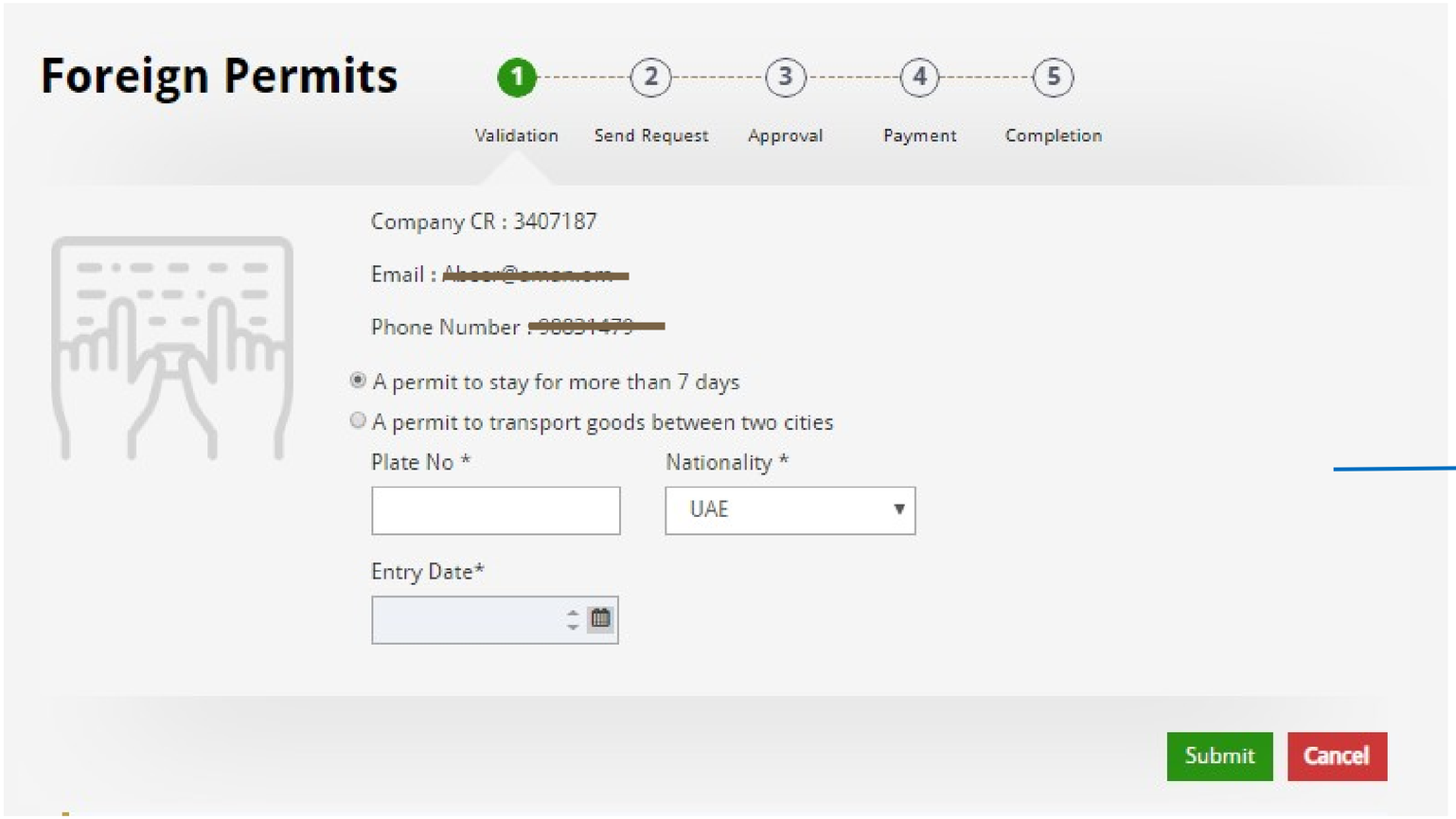
- Permits issued for foreign vehicles wishing to transport cargo within the Sultanate and need an authorization to stay in the Sultanate for more than seven (7) days.

(1) Foreign Permits to Stay for More than 7 days



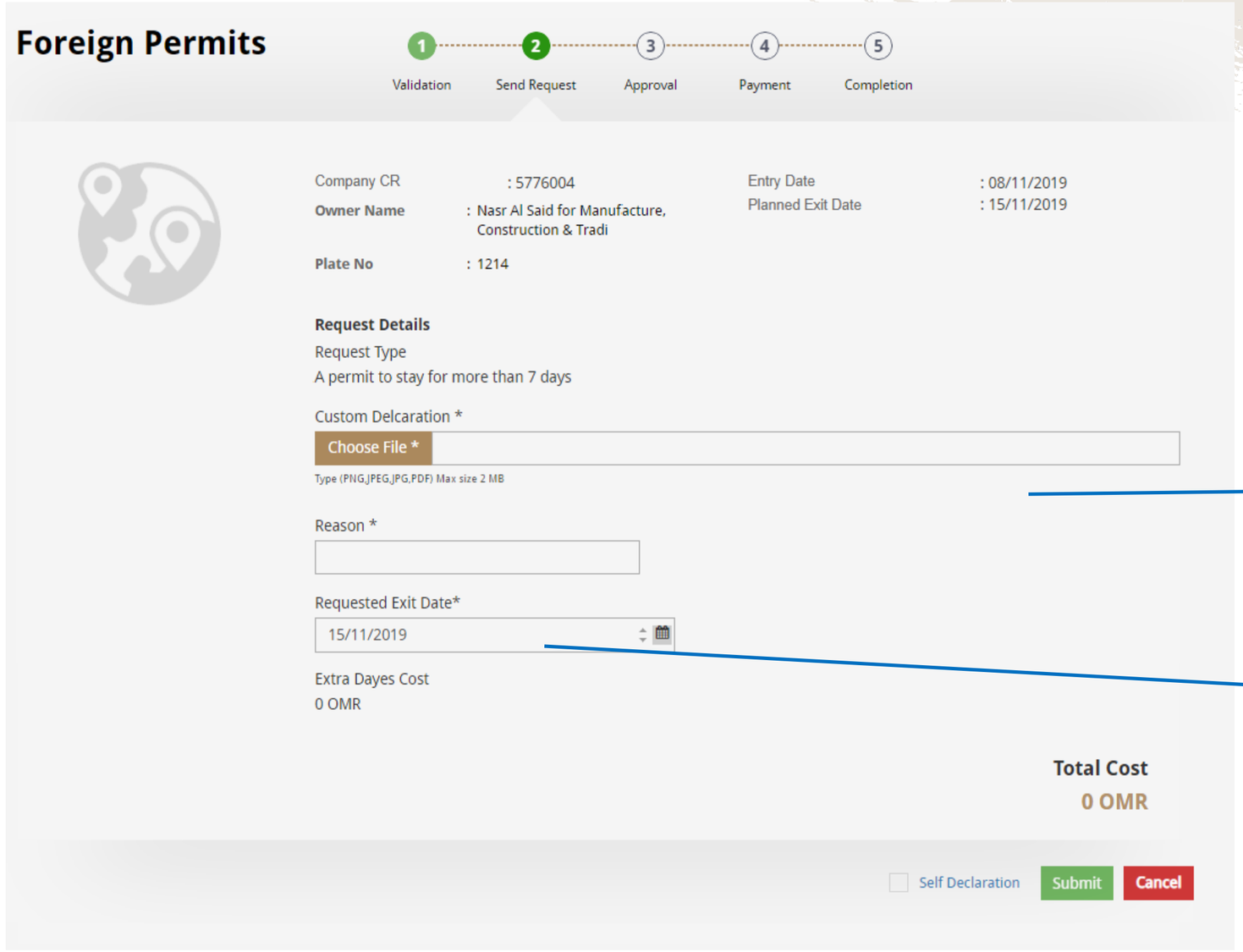
After logging in to the platform by your login ID and password, click here to request for a foreign permit to stay in the Sultanate for more than (7) seven days

(2) Foreign Permits to Stay for More than 7 days



User must enter plate number, nationality and the date of when the foreign vehicle entered the Sultanate

(3) Foreign Permits to Stay for More than 7 days

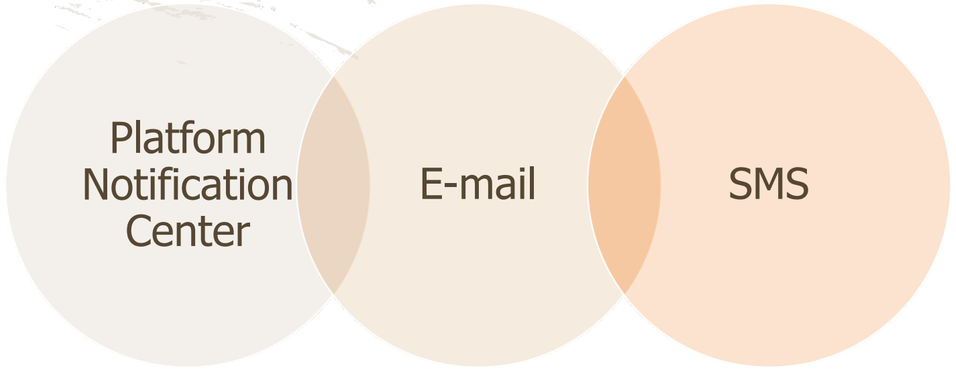


User must enter the entrance permit and mention the reason behind wishing to stay in the Sultanate for more than 7 days.

User then specifies the requested exit date

(4) Foreign Permits to Stay for More than 7 days

Users will receive approval notifications through

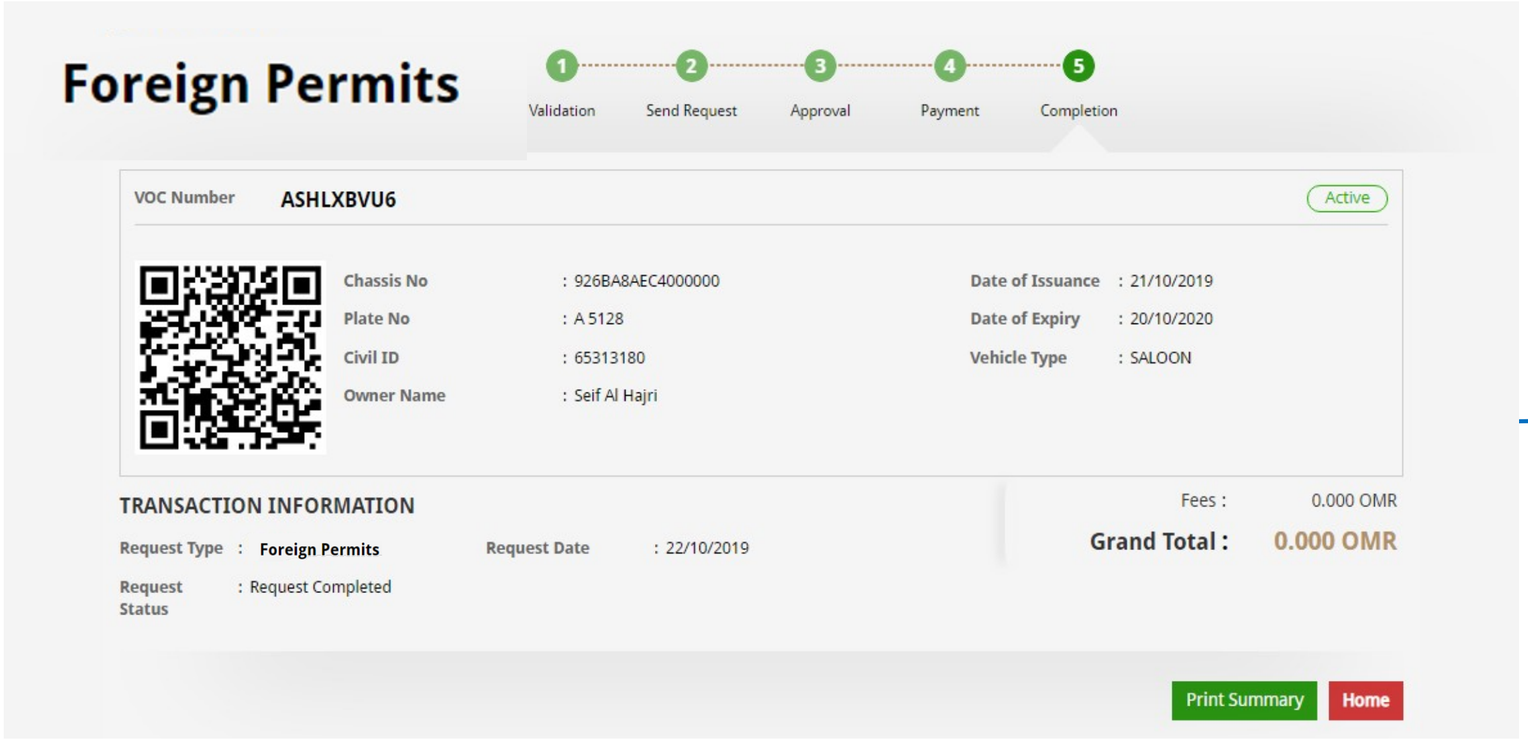


The application will be reviewed by the Ministry and approval or the requirement for any additional documentation will be conveyed to the applicant, and the user will then be transferred to the "Payment" step after approval.

(5) Foreign Permits to Stay for More than 7 days

To pay for the foreign permit, the “Payment gateway” screen will appear to the user and it is required to enter his credit card details, and an OTP number will be sent to his mobile device. The user must type the OTP code sent to him in the payment gateway screen and press the “Proceed" button

(6) Foreign Permits to Stay for More than 7 days



After payment, request for foreign permit is completed, and the user can check the process summary on the shown screen. User can stay in the Sultanate till the specified date

(7) Foreign Permits to Stay for More than 7 days

سلطنة عمان
وزارة النقل
دائرة النقل البري

637062413097468504

إيصال دفع

رقم إذن الدفع	: 637062413097468504
التاريخ	: 25/09/2019
نوع المعاملة	: تصريح بقاء المركبة الأجنبية لأكثر من 7 أيام
رقم الطلب	
إذن الدفع	: تم الدفع
رقم السجل	: 1000002
اسم المنشأة	: [redacted]
تاريخ احتساب الرسوم	: 25/09/2019

الإجراء	رقم البطاقة	الرسوم ر.ع	غرامات التاخير ر.ع	المبلغ المستحق ر.ع
تصريح بقاء المركبة الأجنبية لأكثر من 7 أيام	1000002	370.000	0.000	370.000

المبلغ الإجمالي 370.000 ر.ع

ملاحظات
في حالة العدول أو إلغاء الطلب بعد إتمام عملية دفع الرسوم، فلن يتم استرجاع مبلغ الرسوم

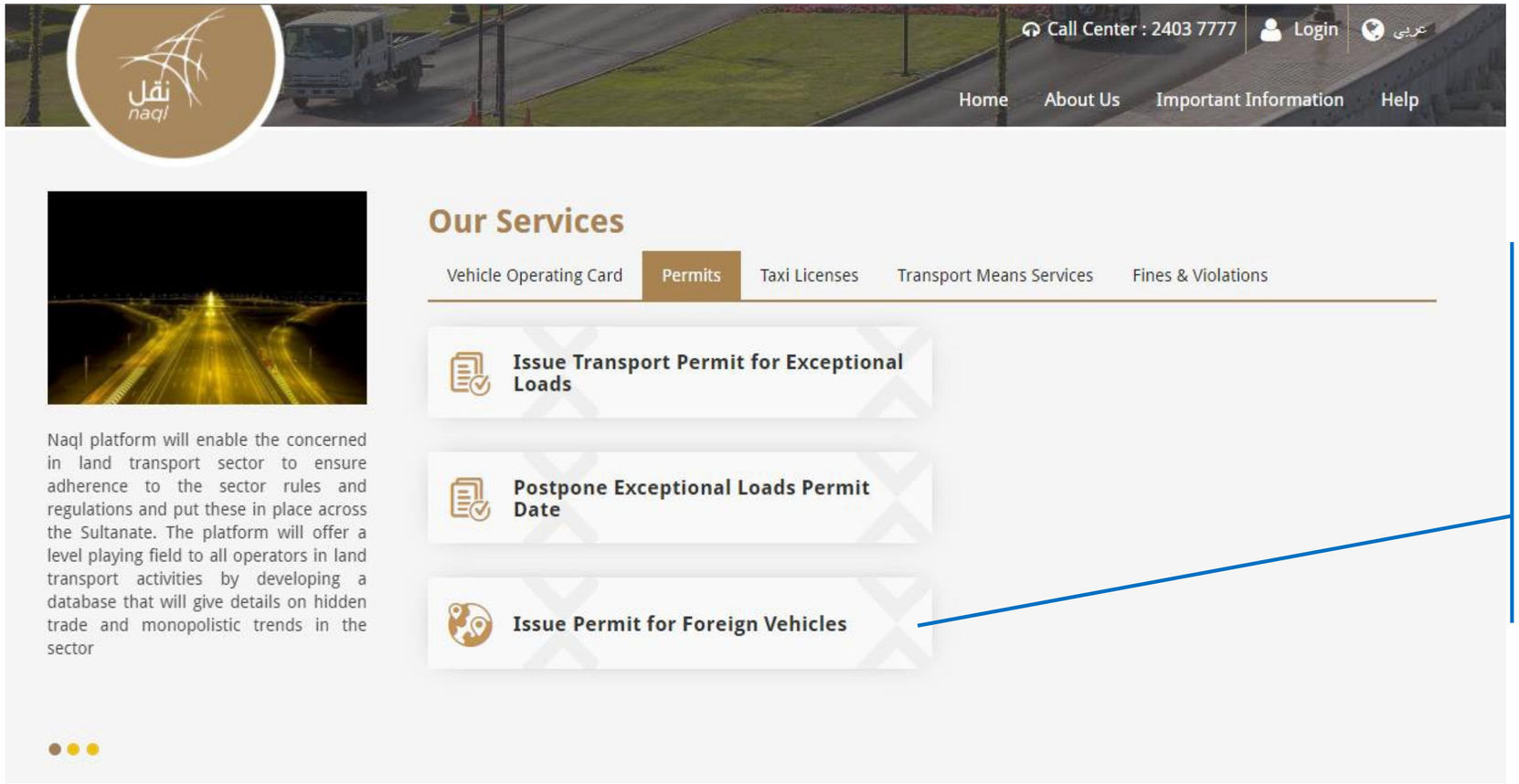
PRINT

User can now print the receipt

Foreign Permit To Transport Goods Between Two Cities

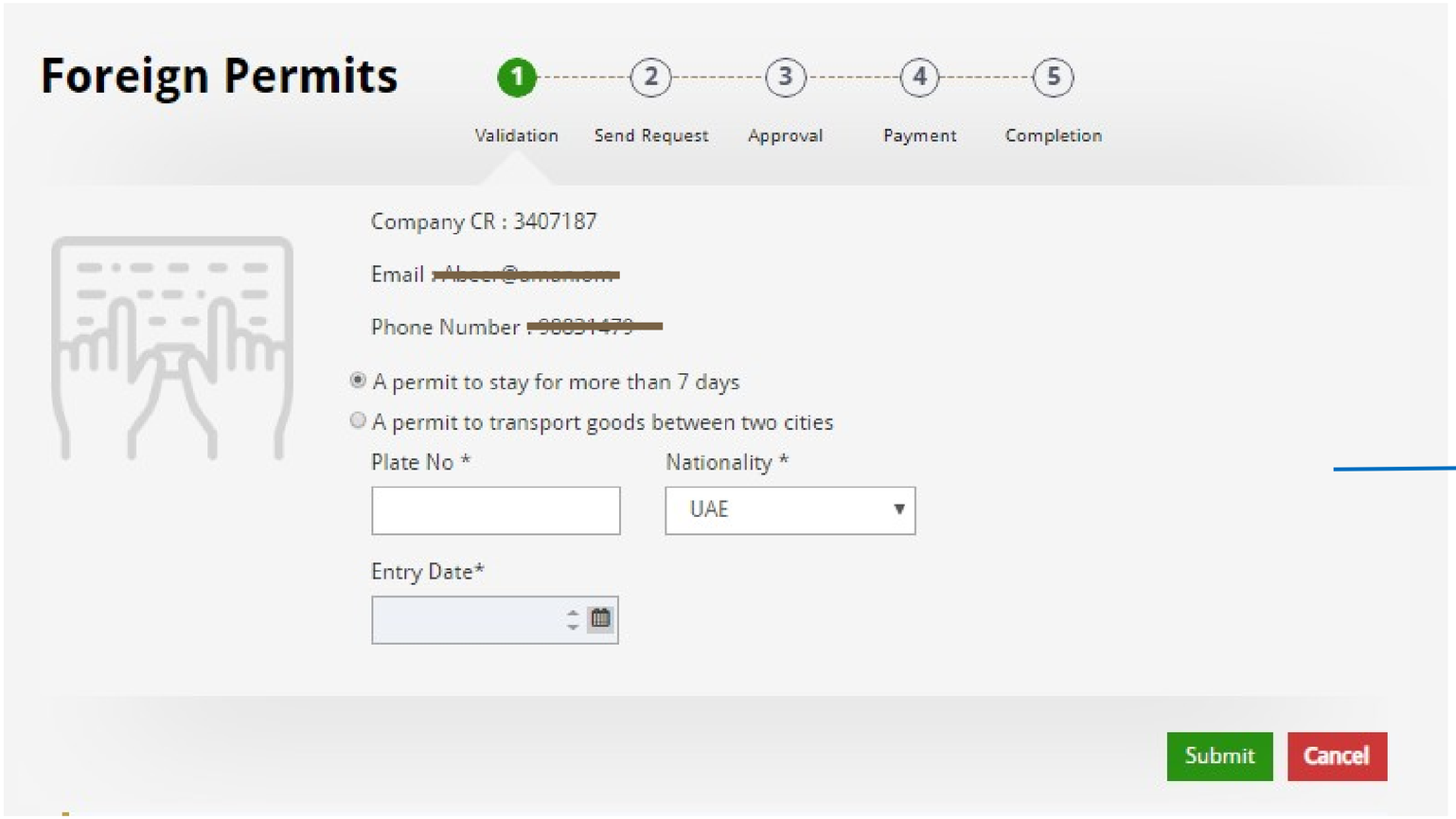
- Issues permit for foreign vehicles wishing to transport good between two cities within the Sultanate

(1) Foreign Permit to Transport Goods Between Two Cities



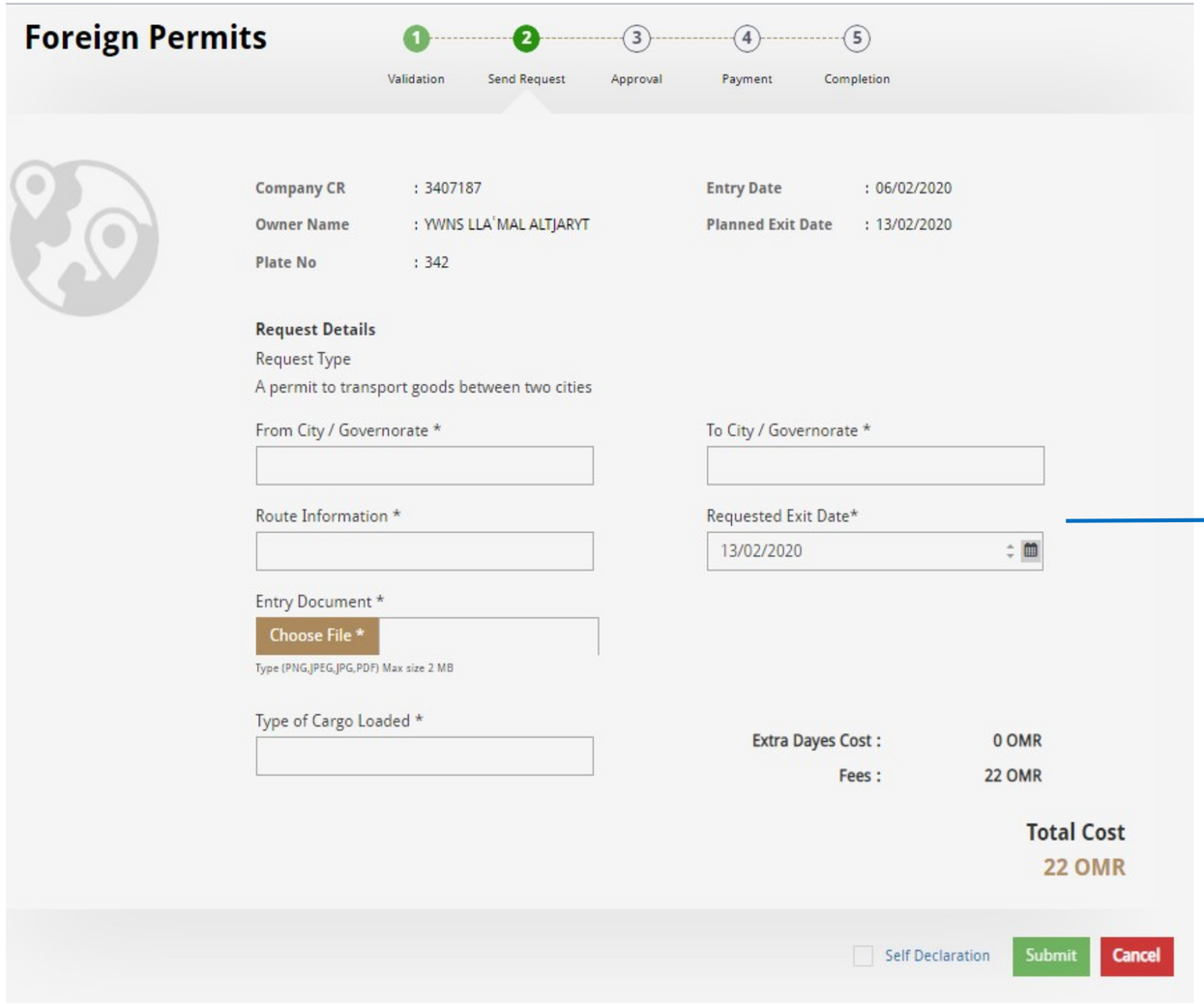
After logging in to the platform by your login ID and password, click here to request for a foreign permit to transport goods between two cities within the Sultanate

(2) Foreign Permit to Transport Goods Between Two Cities



User must enter plate number, nationality and the date of when the foreign vehicle entered the Sultanate

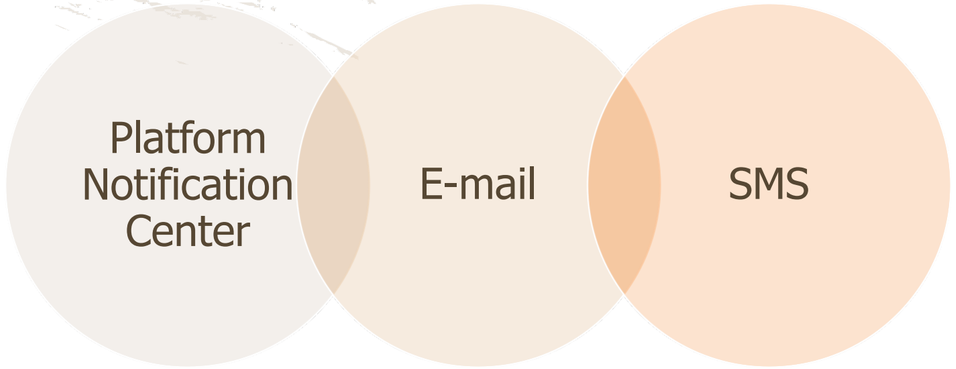
(3) Foreign Permit to Transport Goods Between Two Cities



User must enter all the required data shown on the screen, and attach the entry document to proceed with the process

(4) Foreign Permit to Transport Goods Between Two Cities

Users will receive approval notifications through

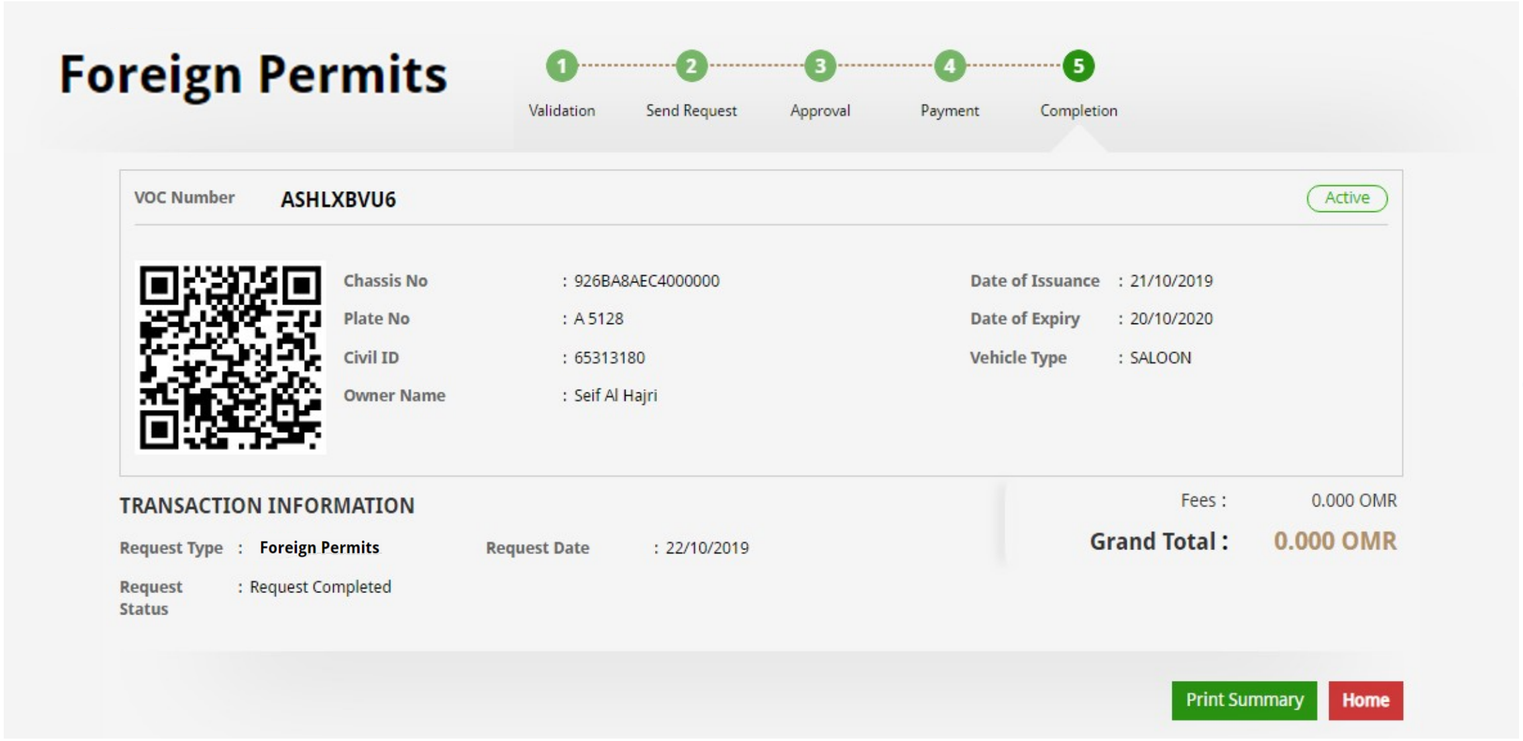


The application will be reviewed by the Ministry and approval or the requirement for any additional documentation will be conveyed to the applicant, and the user will then be transferred to the "Payment" step after approval.

(5) Foreign Permit to Transport Goods Between Two Cities

To pay for the foreign permit, the “Payment gateway” screen will appear to the user and it is required to enter his credit card details, and an OTP number will be sent to his mobile device. The user must type the OTP code sent to him in the payment gateway screen and press the “Proceed" button

(6) Foreign Permit to Transport Goods Between Two Cities



After payment, request for foreign permit is completed, and the user can check the process summary on the shown screen. User can transport goods between two cities in the Sultanate in the specified date

(7) Foreign Permit to Transport Goods Between Two Cities

سلطنة عمان
وزارة النقل
دائرة النقل البري

637074442850313254

إيصال دفع

رقم إذن الدفع	: 637074442850313254
التاريخ	: 23/10/2019
نوع المعاملة	: تصريح النقل بين نقطتين لمركبة أجنبية
رقم الطلب	
إذن الدفع	: تم الدفع
رقم السجل	: 1204246
اسم المنشأة	: [redacted]
تاريخ احتساب الرسوم	: 23/10/2019

الإجراء	رقم البطاقة	الرسوم ر.ع	غرامات التاخير ر.ع	المبلغ المستحق ر.ع
تصريح النقل بين نقطتين لمركبة أجنبية	1204246	10.000	0.000	10.000

المبلغ الإجمالي 10.000 ر.ع

ملاحظات
في حالة العدول أو إلغاء الطلب بعد إتمام عملية دفع الرسوم، فلن يتم استرجاع مبلغ الرسوم

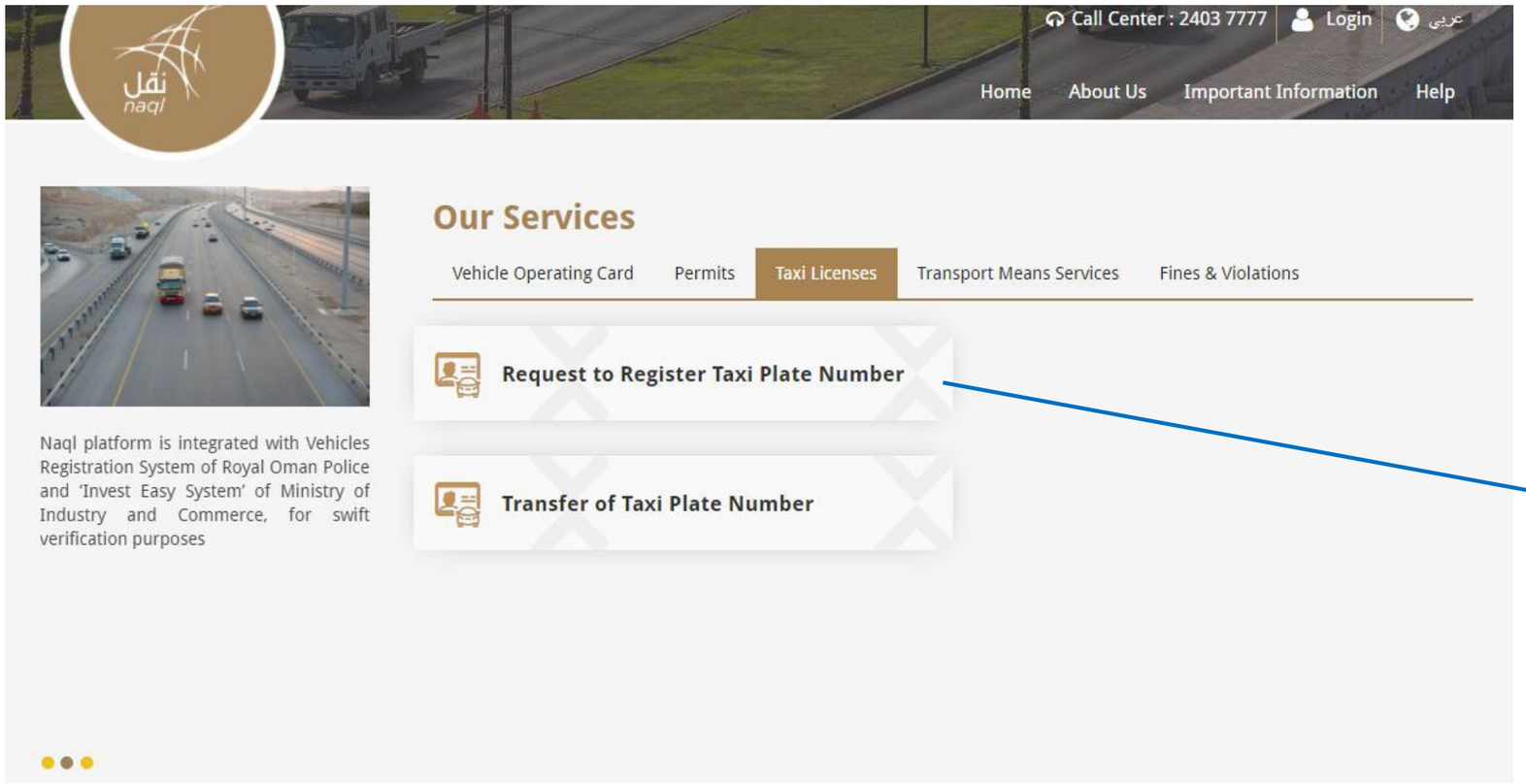
PRINT

User can now print the receipt

Request to Register Taxi Plate Number

It is an electronic approval granted by the Ministry of Transport through the platform to complete the procedures for registering a taxi in the vehicle registration system of the Royal Oman Police. This service allows individuals who have not previously practiced the taxi activity to obtain the taxi license by attaching the required documents and hence verifying whether they fulfill the conditions stated in the executive regulations of the Land Transport Law. The Ministry will verify as well through the records attached the vehicle's suitability for practicing taxi activity

(1) Request to Register Taxi Plate Number



After logging in to the platform by your login ID and password, click here for requesting to register a taxi plate number

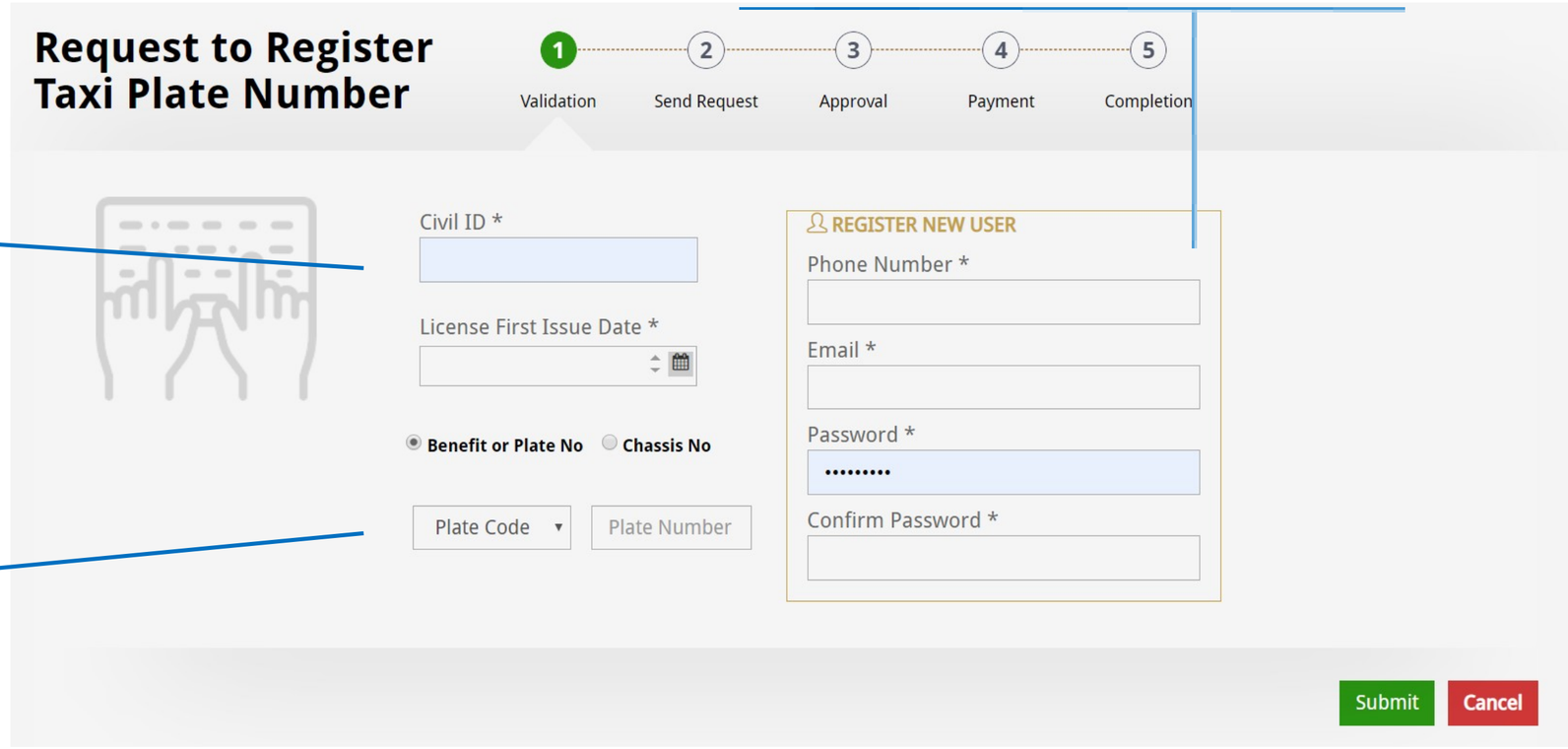
(2) Request to Register Taxi Plate Number

Here the user's personal information is entered in order to create a new account on the platform

The Owner must enter both:

- ID card number
- License first issue date

When entering vehicle information, the user is required to enter either the plate number and code or the chassis number.

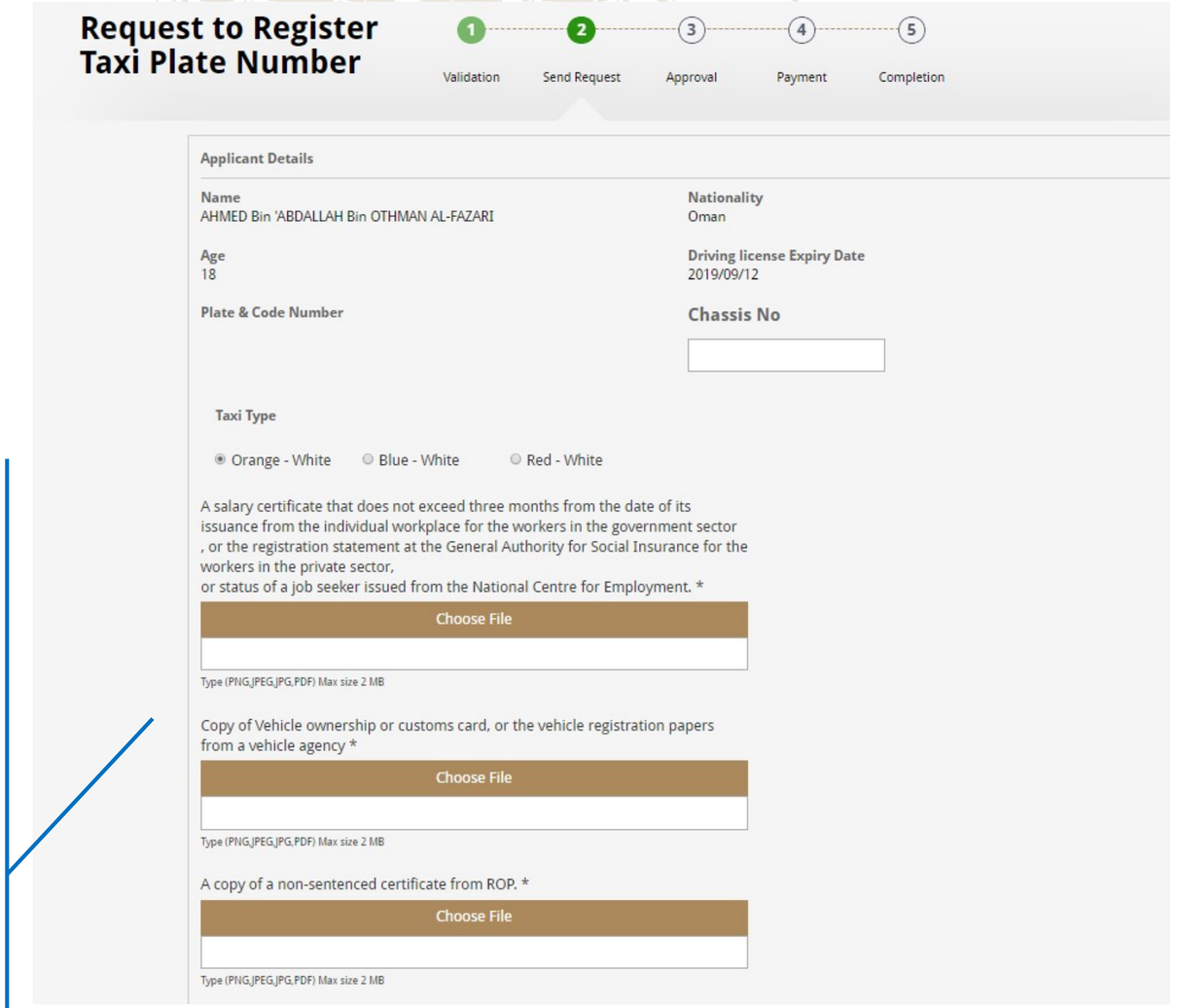


(3) Request to Register Taxi Plate Number

To request for registration, Owner must:

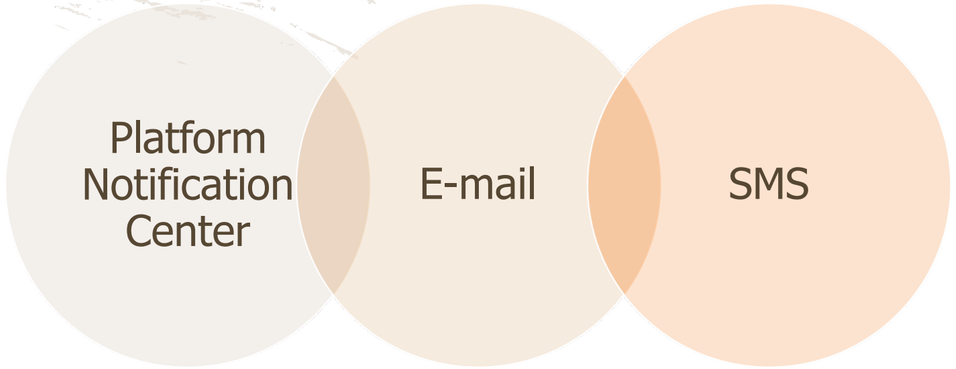
1. Attach a recent copy of his salary (or proof of income)
2. A copy of the vehicle's ownership or registration request
3. A copy of a non-sentenced certificate from ROP
4. A copy of the contract with taxi services operator

*Any of the requirements may be added or deleted based on any updates to the Land Transport Law

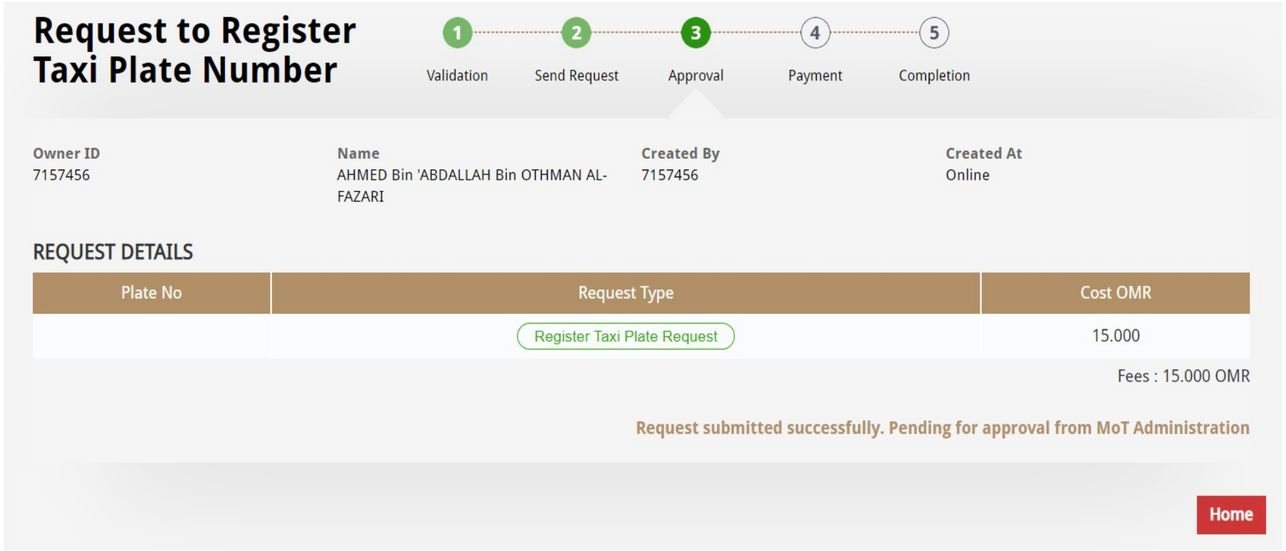


(4) Request to Register Taxi Plate Number

Users will receive approval notifications through

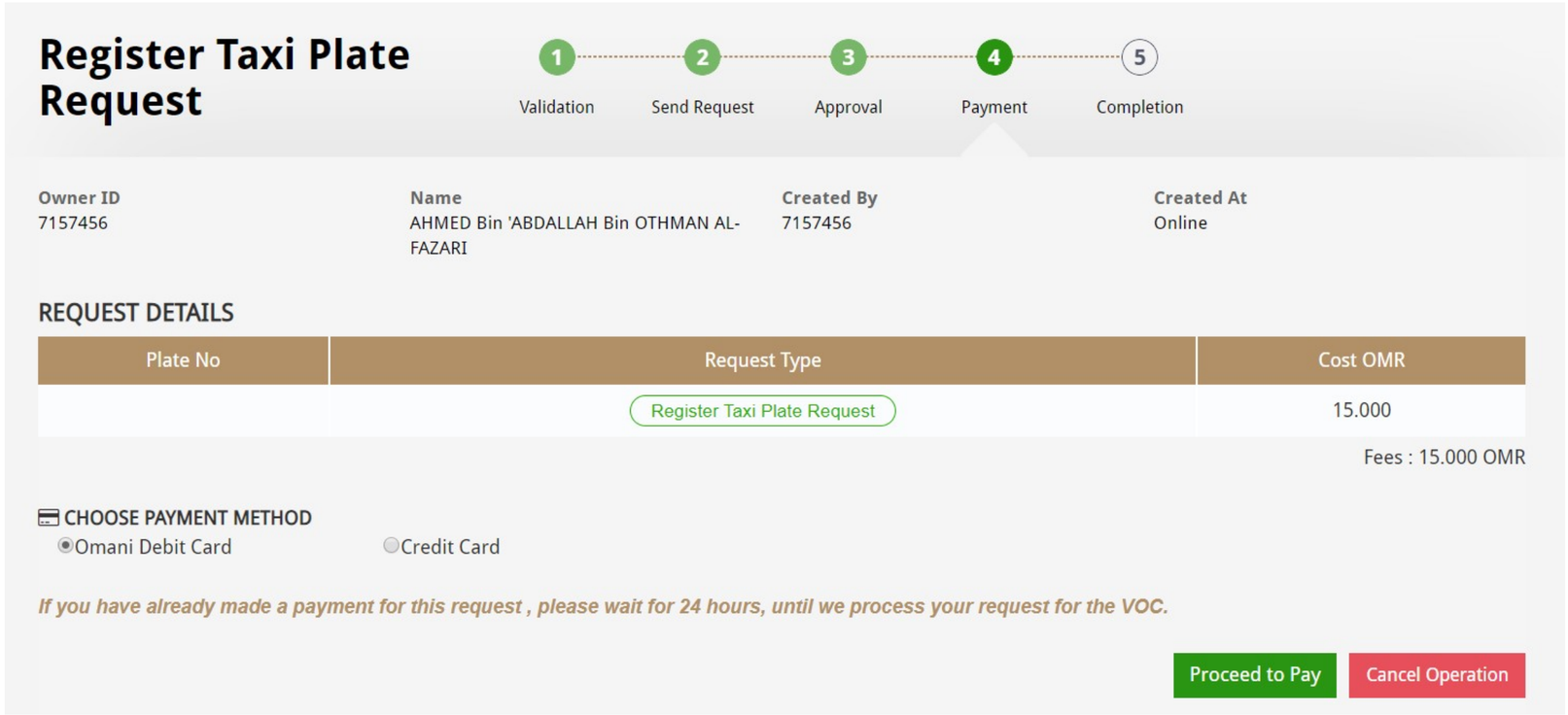


After the system automatically checks with Royal Oman Police system and the data entered gets validated, the ministry approves the request for registering taxi plate number, and the user will then be transferred to the "Payment" step.

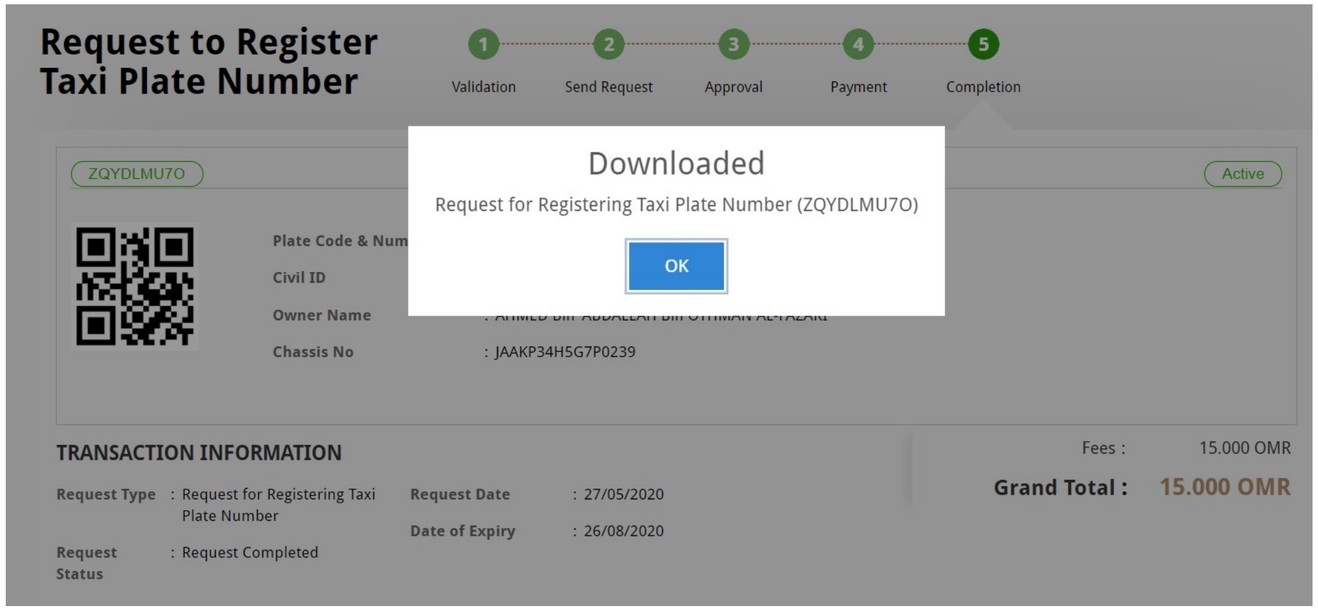


(5) Request to Register Taxi Plate Number

A fee for registering a taxi plate number must be paid for a vehicle's' operating card to be issued later



(6) Request to Register Taxi Plate Number



Sultanate of Oman — سلطنة عمان
Ministry Of Transport — وزارة النقل
Land Transport Department — دائرة النقل البري

وزارة النقل Ministry of Transport

الموافقة بتسجيل لوحة الأجرة

الفاضل/مدير إدارة تسجيل المركبات - المحترم
الإدارة العامة للمرور - شرطة عمان السلطانية

يرجى التكرم بتسجيل لوحة الأجرة بحسب البيانات التاليه:

بيانات المالك و المركبه:	
اسم المالك :	
الرقم المدني:	
رقم ورمز لوحة الأجرة:	
رقم القاعدة (الشاصي):	

للإستعمال الرسمي:					
رقم الموافقة:		تاريخ الإصدار:	09/03/2020	تاريخ الانتهاء:	09/06/2020

ملاحظات:

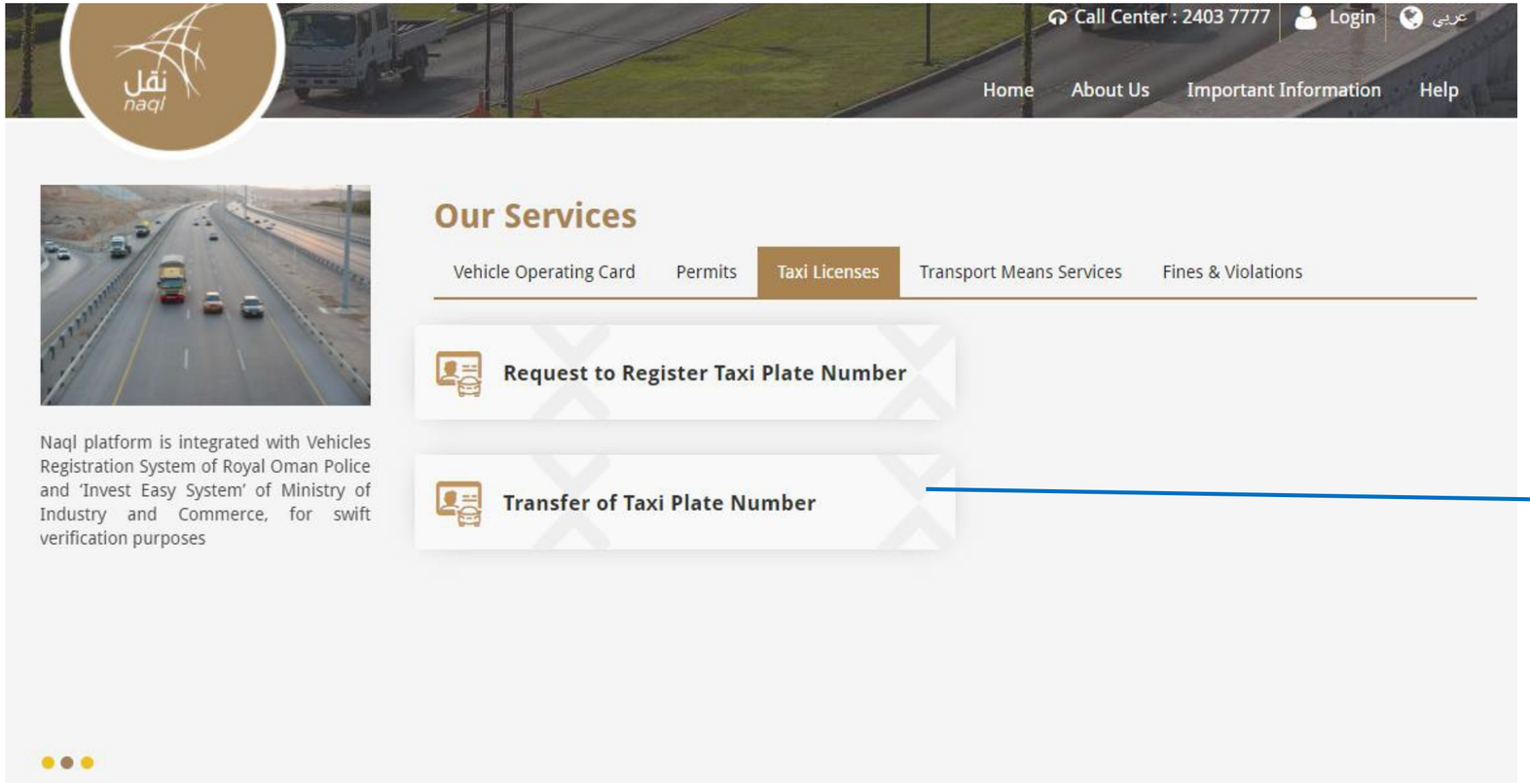
- تعتبر هذه الموافقة بحكم الملغية إذا تبين الآتي:
  * وجود رقم منفعة آخر للمالك.
  * وجود مخالفة قيادة مركبه تحت تأثير الخمر أو المخدر أو أي مؤثر عقلي لدى مقدم الطلب.
- لايتم استرجاع الرسم المالي المدفوع في منصة نقل لمقدم الطلب للحصول على هذه الموافقة.
- تعتبر هذه الموافقة سارية لمدة ثلاثة أشهر من تاريخه.
- في حال تجاوز عمر المركبة عشر سنوات يلتزم مقدم الطلب باستبدالها خلال سنة من تاريخه.
- يشترط حضور الطرفين (البائع والمشتري) أمام إدارة تسجيل المركبات بشرطة عمان السلطانية.
- ضرورة استخراج بطاقة تشغيل للمركبة من منصة نقل بعد استكمال إجراءات التنازل في شرطة عمان السلطانية.
- أي كشط أو تعديل أو حذف يلغي هذه الموافقة.

User can now print the outbound approval

Request to Transfer a Taxi Plate Number

It is an electronic approval granted by the Ministry of Transport through the platform to complete the procedures for registering a taxi in the vehicle registration system of the Royal Oman Police. This service allows individuals to transfer the benefit number or an existing taxi plate number or a taxi vehicle operating card to a new beneficiary. The Owner will be requested to attach the required documents to verify whether the new beneficiary fulfills the conditions stated in the executive regulations of the Land Transport Law. The Ministry will verify as well through the records attached the vehicle’s suitability for practicing taxi activity, like the vehicle's model and the engine capacity. The Vehicle Operating Card that will be issued to the new beneficiary after the successful registration of the taxi vehicle in ROP Vehicle Registration System is considered as a license for the individual to practice the taxi activity.

(1) Request to Transfer a Taxi Plate Number



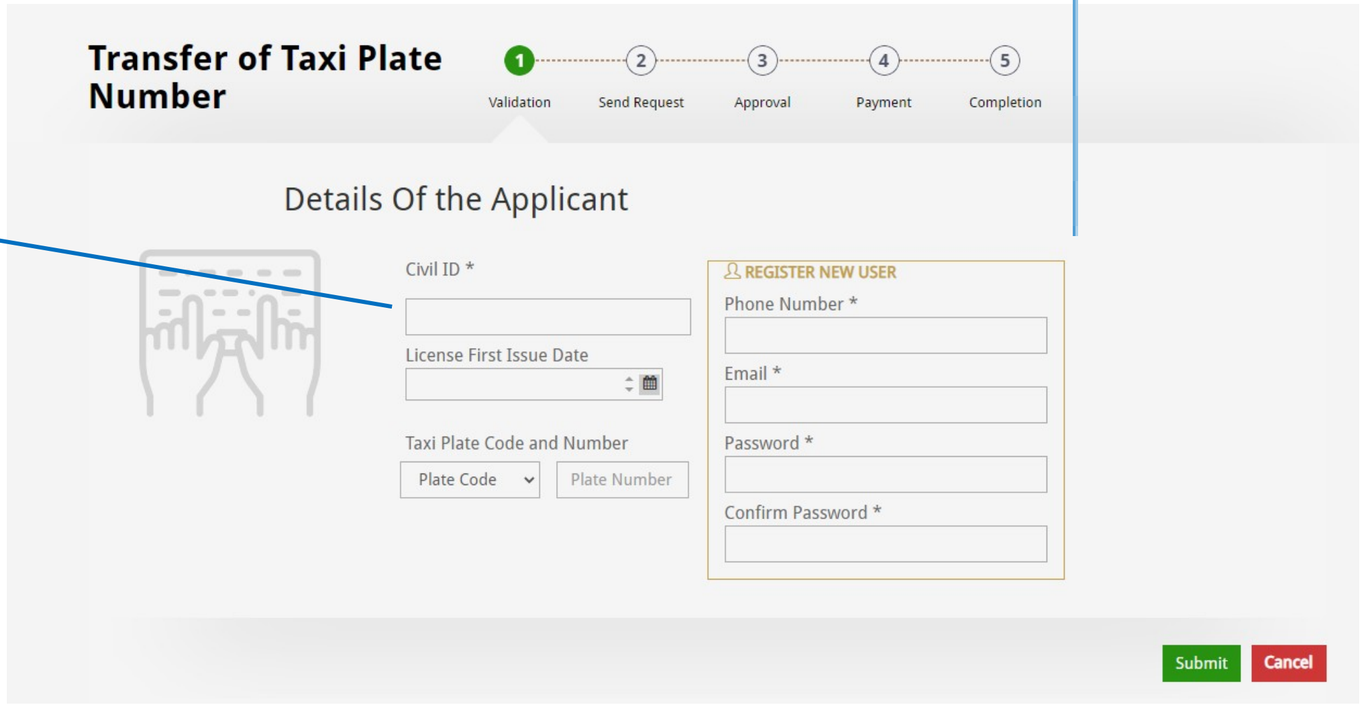
After logging in to the platform by your login ID and password, click here for requesting to transfer a taxi plate number

(2) Request to Transfer a Taxi Plate Number

Here the user's personal information is entered in order to create a new account on the platform

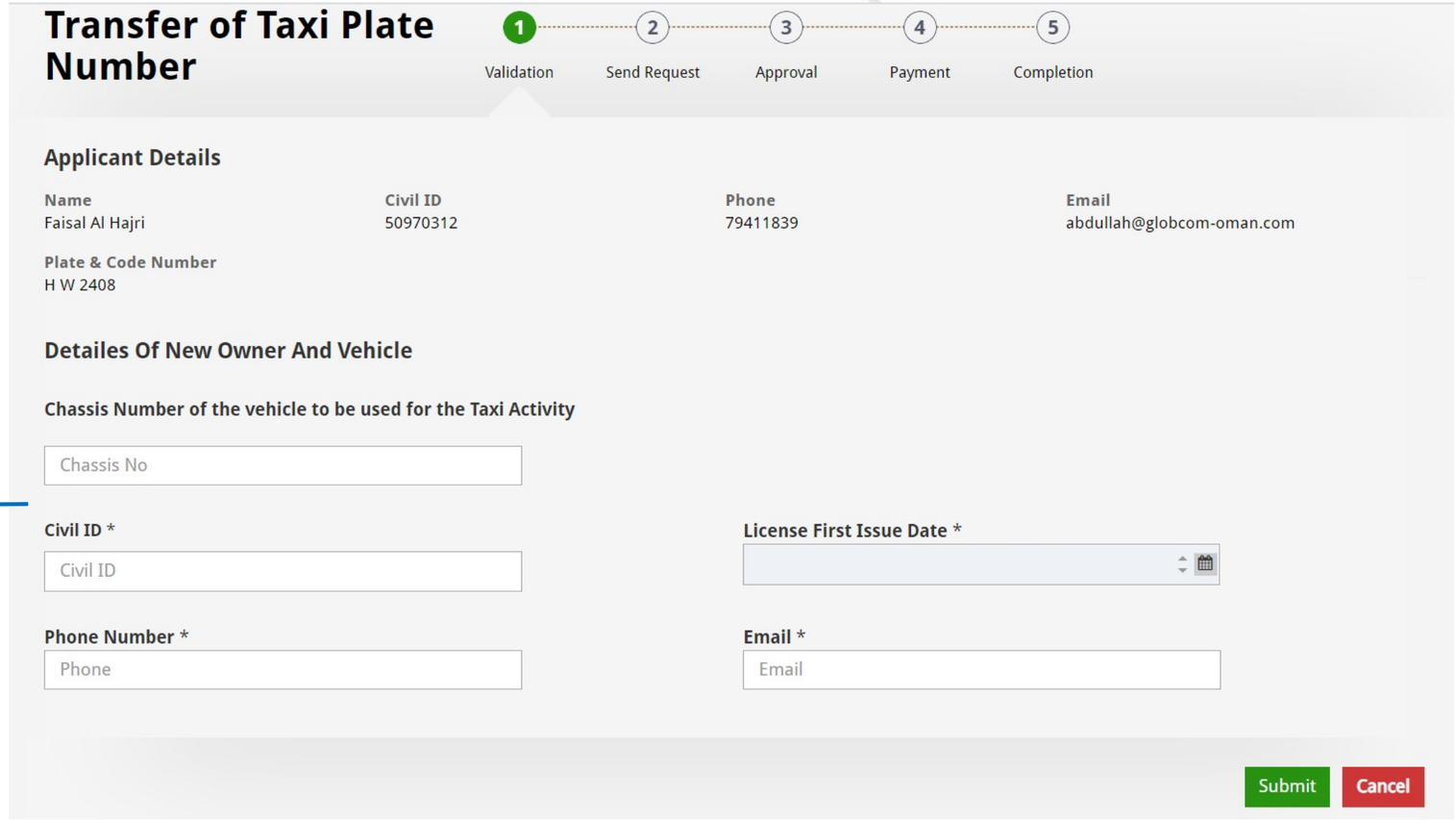
The Owner must enter both:

- Civil ID card number
- License First Issue Date
- Taxi Plate Code and Number

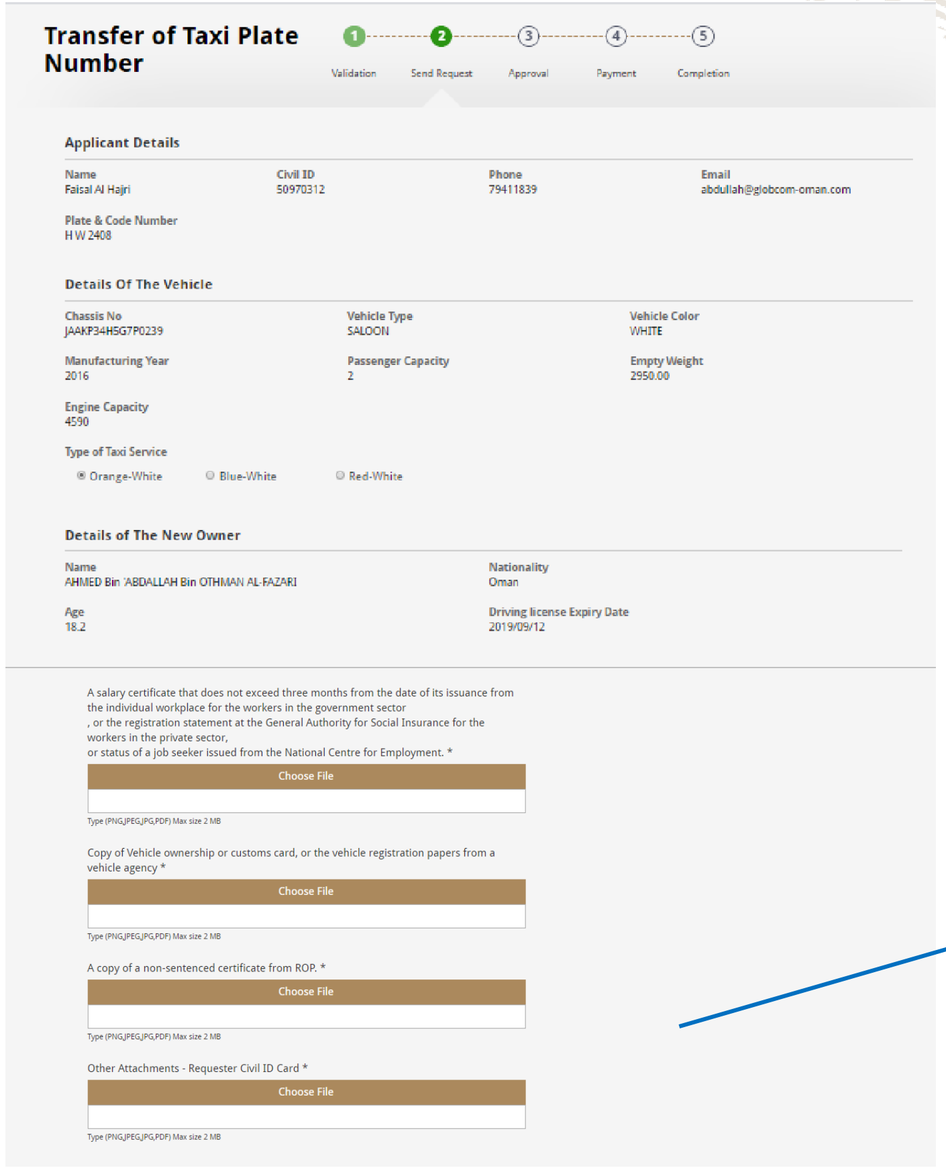


(3) Request to Transfer a Taxi Plate Number

Details of the new owner and vehicle to be added here



(4) Request to Transfer a Taxi Plate Number



Transfer of Taxi Plate Number

1 Validation — 2 Send Request — 3 Approval — 4 Payment — 5 Completion

Applicant Details

Name	Civil ID	Phone	Email
Faisal Al Hajri	50970312	79411839	abdullah@globcom-oman.com

Plate & Code Number
H W 2408

Details Of The Vehicle

Chassis No	Vehicle Type	Vehicle Color
JAAKP34HSG7P0239	SALOON	WHITE
Manufacturing Year	**Passenger Capacity**	**Empty Weight**
2016	2	2950.00

Engine Capacity
4590

Type of Taxi Service
◉ Orange-White ○ Blue-White ○ Red-White

Details of The New Owner

Name	Nationality
AHMED Bin 'ABDALLAH Bin OTHMAN AL-FAZARI	Oman
Age	**Driving license Expiry Date**
18.2	2019/09/12

A salary certificate that does not exceed three months from the date of its issuance from the individual workplace for the workers in the government sector , or the registration statement at the General Authority for Social Insurance for the workers in the private sector, or status of a job seeker issued from the National Centre for Employment. *
Choose File
Type (PNG,JPEG,JPG,PDF) Max size 2 MB

Copy of Vehicle ownership or customs card, or the vehicle registration papers from a vehicle agency *
Choose File
Type (PNG,JPEG,JPG,PDF) Max size 2 MB

A copy of a non-sentenced certificate from ROP. *
Choose File
Type (PNG,JPEG,JPG,PDF) Max size 2 MB

Other Attachments - Requester Civil ID Card *
Choose File
Type (PNG,JPEG,JPG,PDF) Max size 2 MB

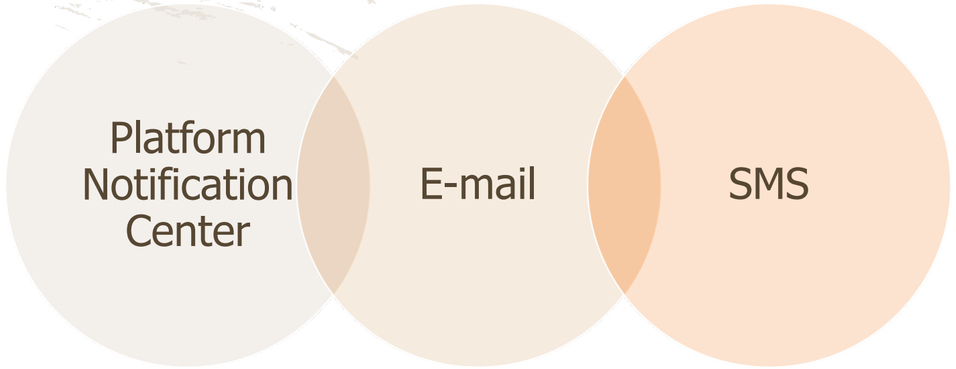
Requested documents for the new owner:

1. A status of a job seeker issued from the Ministry of Labour.
2. Or a salary certificate that does not exceed three months (proof of income)
3. A copy of Vehicle ownership or custom card, or the vehicle registration papers.
4. A copy of the contract with taxi services operator
5. And the requestor's Civil ID Card.

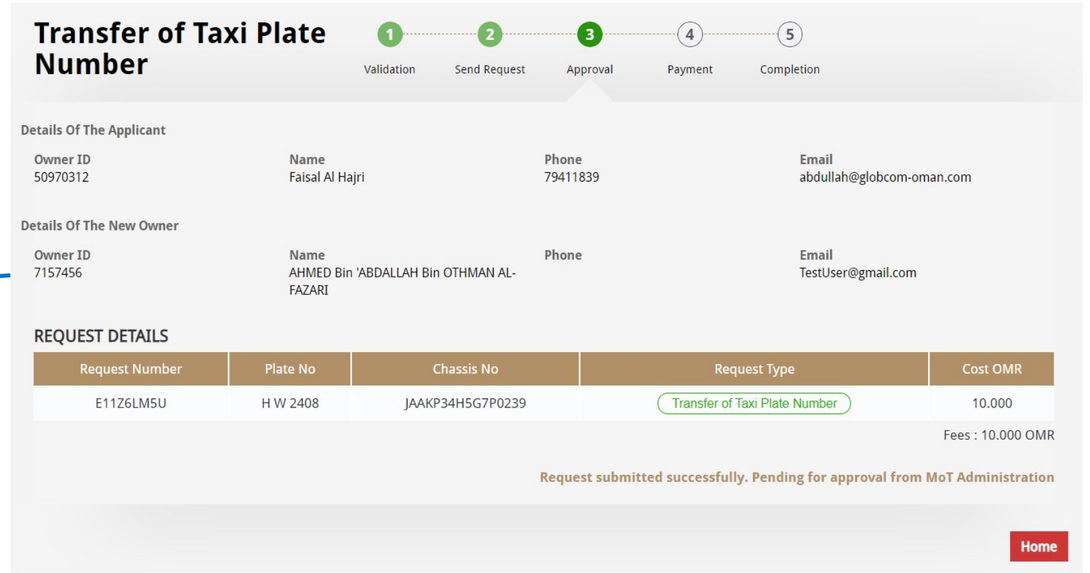
*Any of the requirements may be added or deleted based on any updates to the Land Transport Law.

(5) Request to Transfer a Taxi Plate Number

Users will receive approval notifications through



After the system automatically checks with Royal Oman Police system and the data entered gets validated, the ministry approves the request for transferring taxi plate number, and the user will then be transferred to the "Payment" step.



Transfer of Taxi Plate Number

1 Validation — 2 Send Request — 3 Approval — 4 Payment — 5 Completion

Details Of The Applicant

Owner ID	Name	Phone	Email
50970312	Faisal Al Hajri	79411839	abdullah@globcom-oman.com

Details Of The New Owner

Owner ID	Name	Phone	Email
7157456	AHMED Bin 'ABDALLAH Bin OTHMAN AL-FAZARI		TestUser@gmail.com

REQUEST DETAILS

Request Number	Plate No	Chassis No	Request Type	Cost OMR
E11Z6LM5U	H W 2408	JAAKP34H5G7P0239	Transfer of Taxi Plate Number	10.000

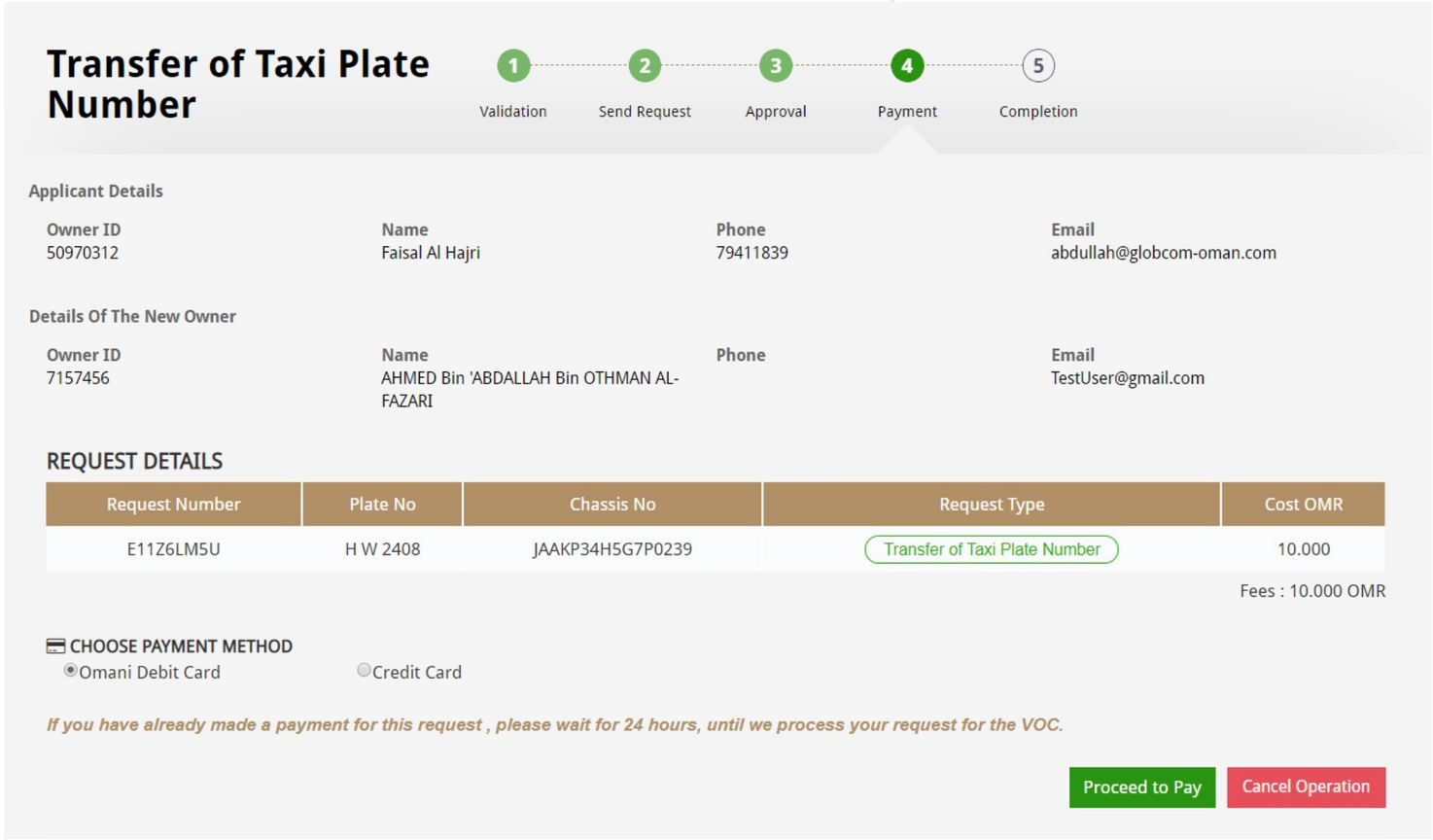
Fees : 10.000 OMR

Request submitted successfully. Pending for approval from MoT Administration

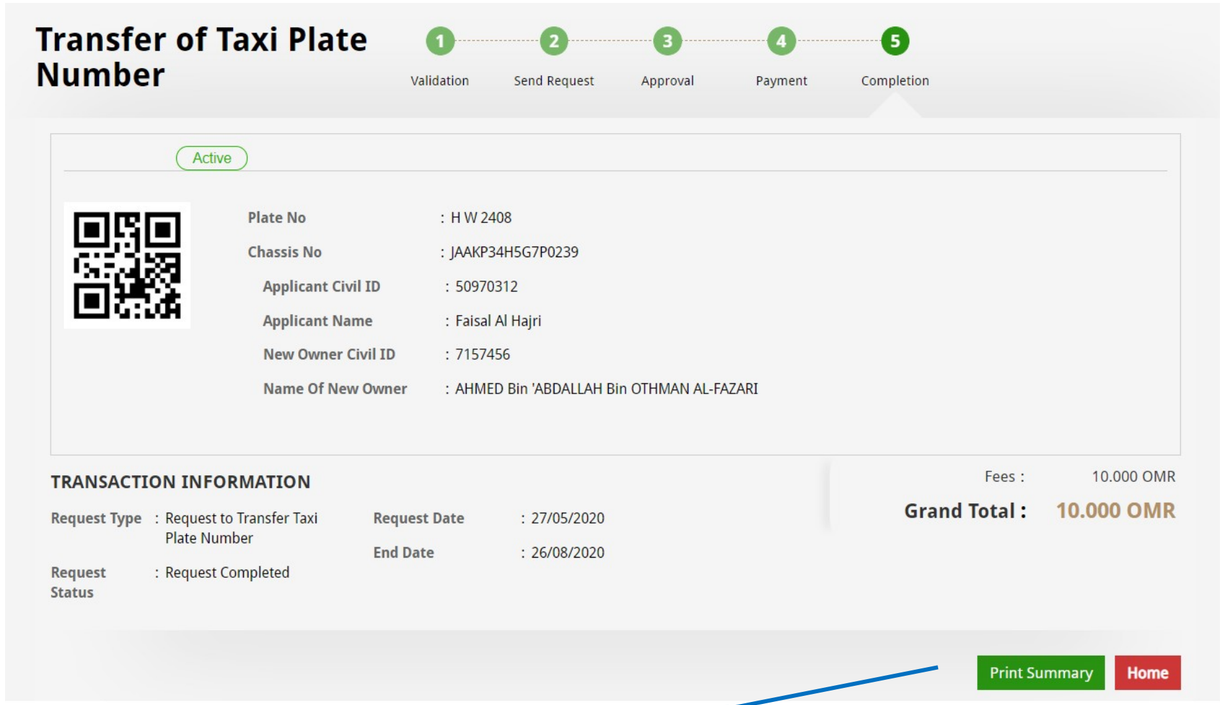
Home

(6) Request to Transfer a Taxi Plate Number

A fee for transferring the taxi plate number must be paid.



(7) Request to Transfer a Taxi Plate Number



User can now print the outbound approval

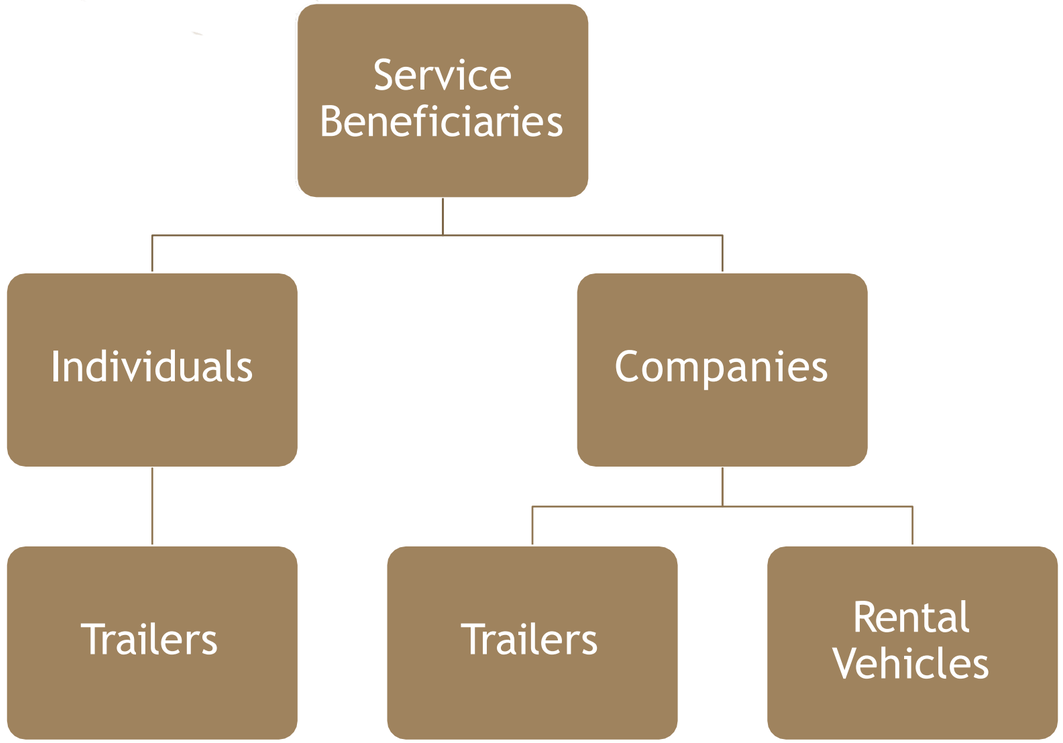
Transport Mean Services

- Registration of Trailers and Rental Vehicles

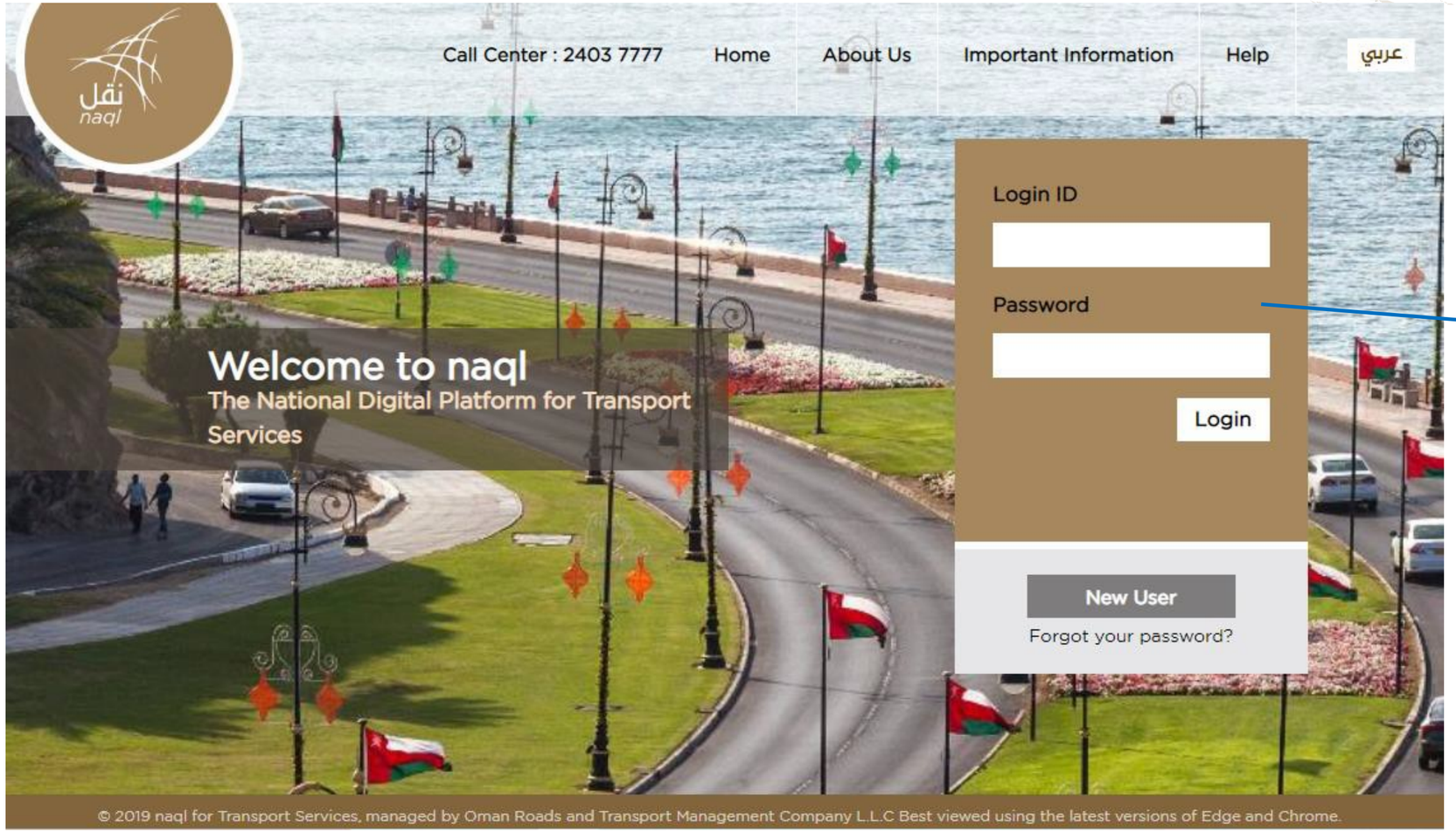
Registration of Trailers & Rental Vehicles

Service Explanation

- It is an approval issued by The Ministry of Transport to register trailers and rental vehicles for the purpose of registering the means of transport with the Royal Oman Police
- The Application is submitted through the Naql platform by the owner of the means of transportation and is reviewed and approved by the ministry
- After the vehicle owner receives the approval, he goes to the Royal Oman police to register the vehicle

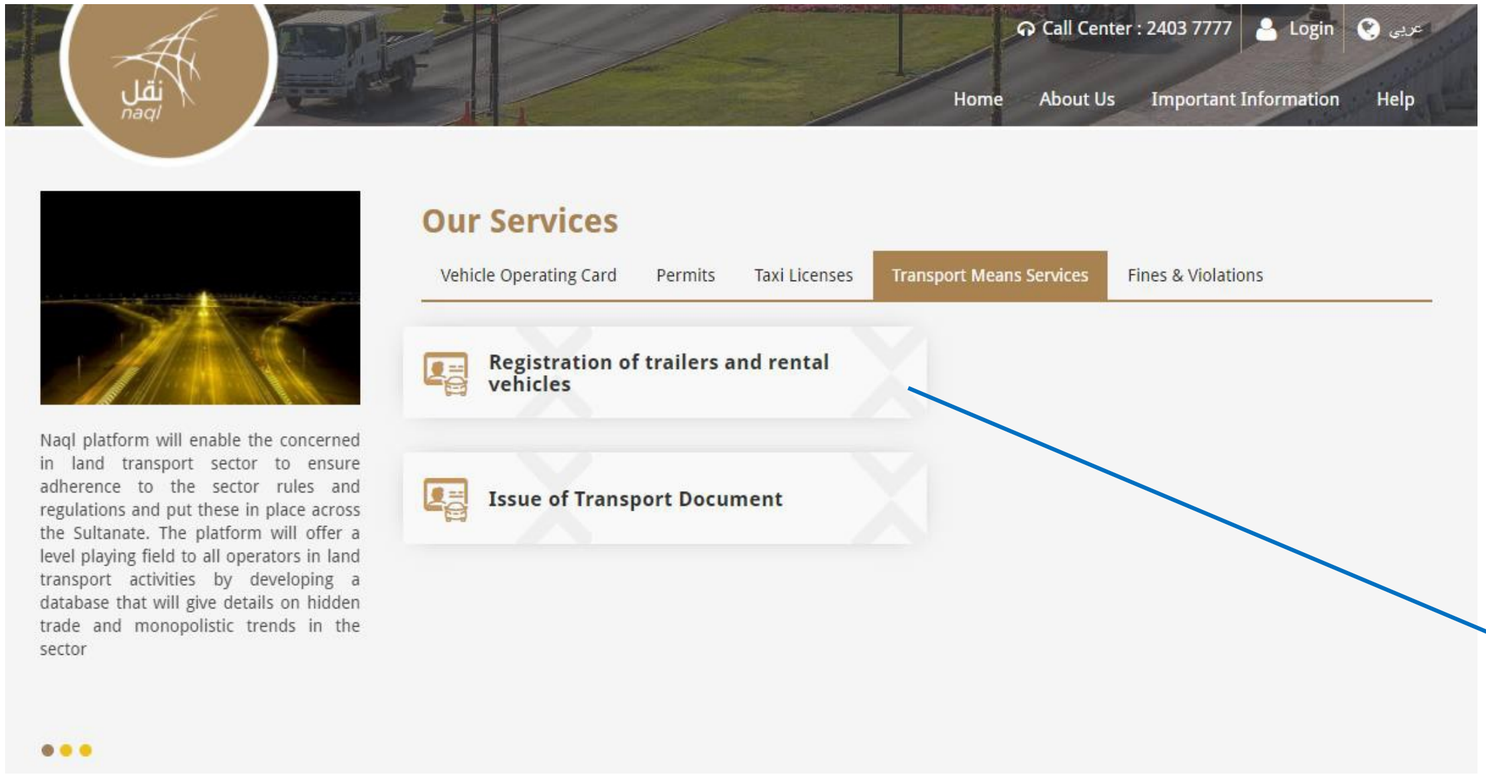


Registration of Trailers & Rental Vehicles



- When registering trailers and rental vehicles, you must enter the login ID (Civil / CR number) if you are already registered in the platform.
- If you are a new user, you must click on the "New User" button

(1) Request for Registration of Trailers and Rental Vehicles



After logging into the system with your username and password, click here for a new request to register trailers and rental vehicles

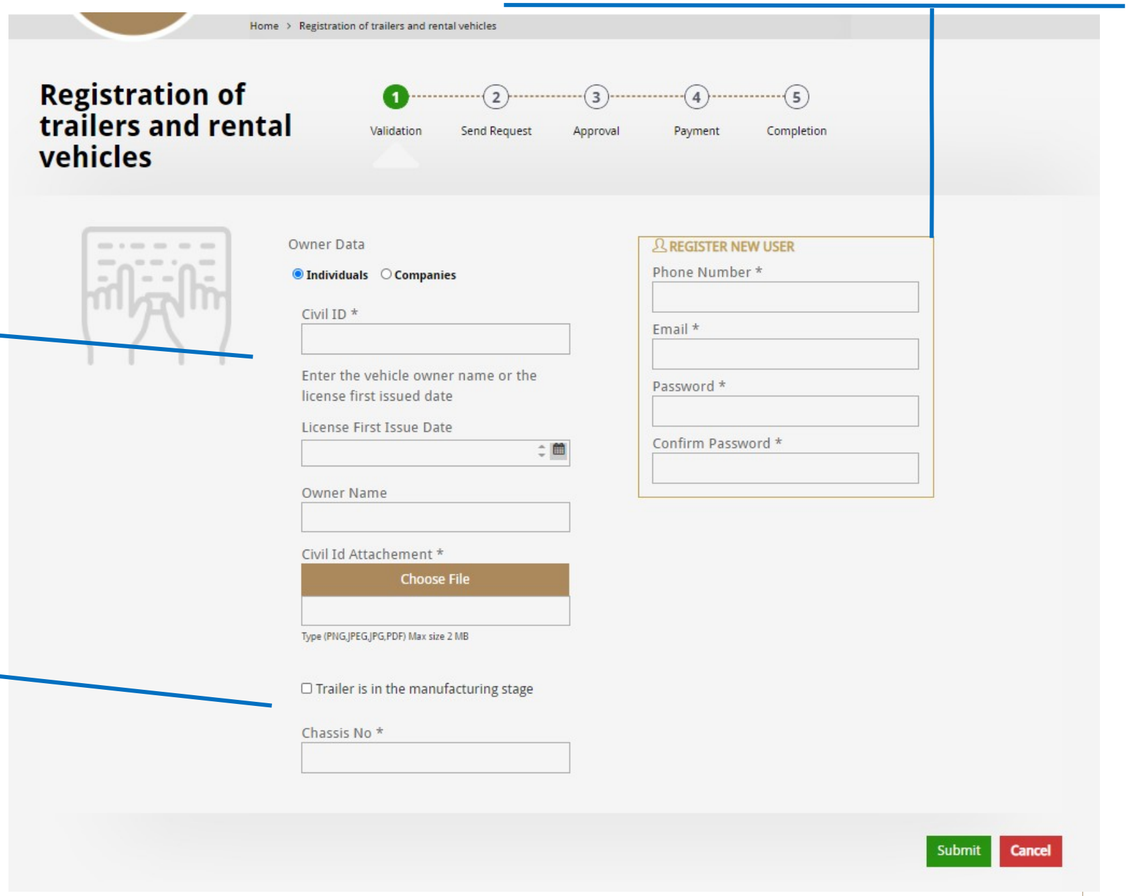
(2) Request for Registration of Trailers and Rental Vehicles (Individuals)

Here, the user's personal information is entered in order to create a new account on the platform

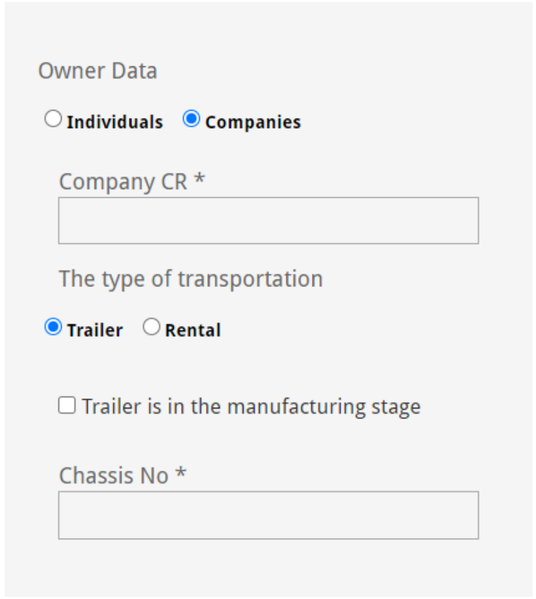
When entering owner's information, you must:

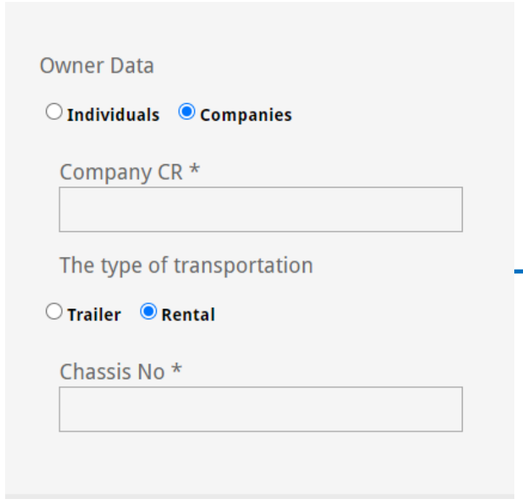
- Enter the civil ID number
- Enter the vehicle owner's name or the license first issued date
- Attach a copy of the civil ID

When entering the vehicle information, the user must enter the chassis number, unless the trailer is in the manufacturing stage.



Request for Registration of Trailers and Rental Vehicles (Companies)

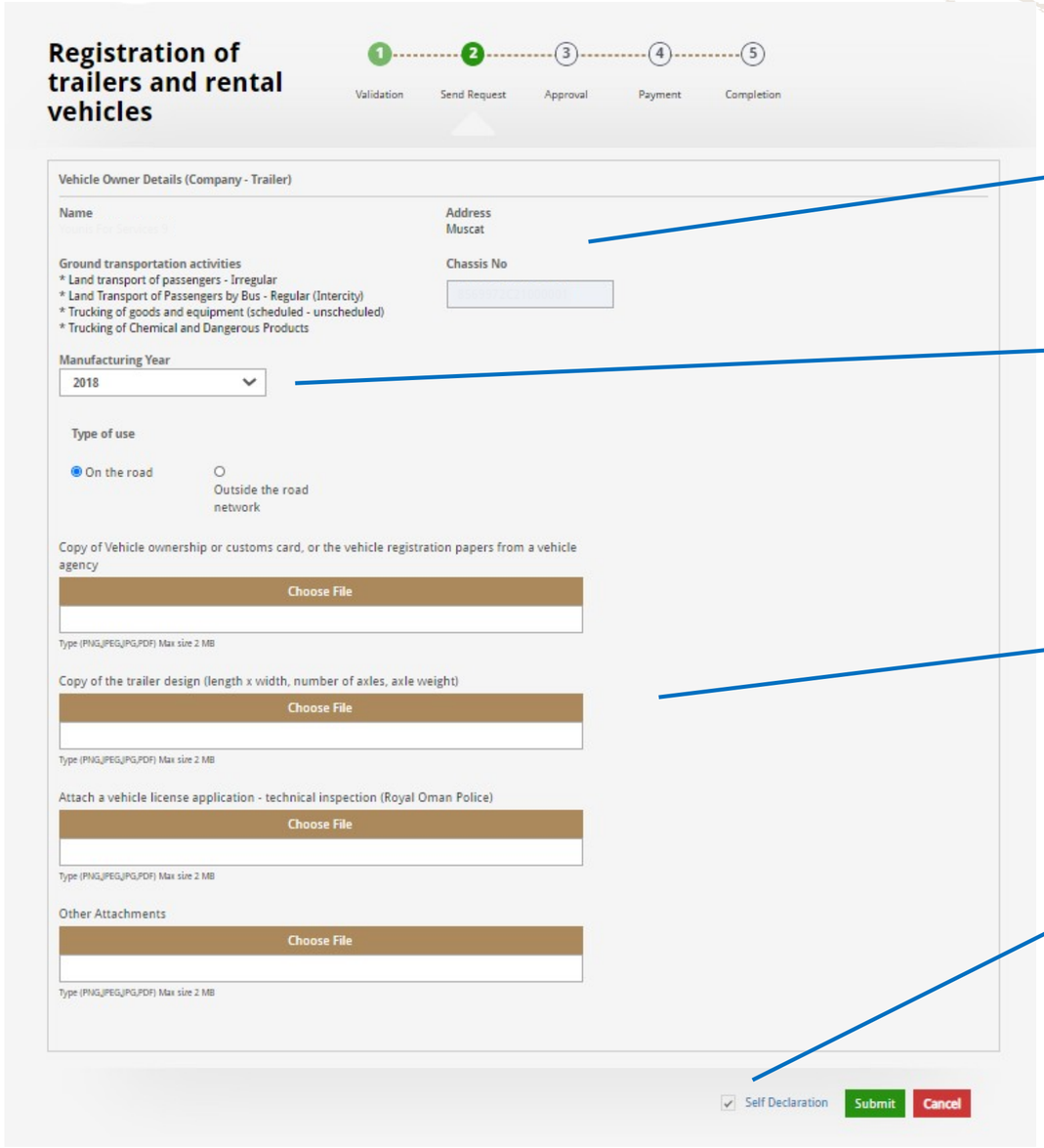




When entering the owner's information for companies, you must:

- Enter the company's CR number
- Choose the type of transportation
- enter the chassis number, unless the trailer is in the manufacturing stage.

(3) Request for Registration of Trailers and Rental Vehicles



After verification by the Ministry of Commerce and Industry and the Royal Oman Police, the data of the means of transport and the owner (individual or company) will appear

Choose the year of manufacture (This option does not appear if the vehicle is in the manufacturing stage)

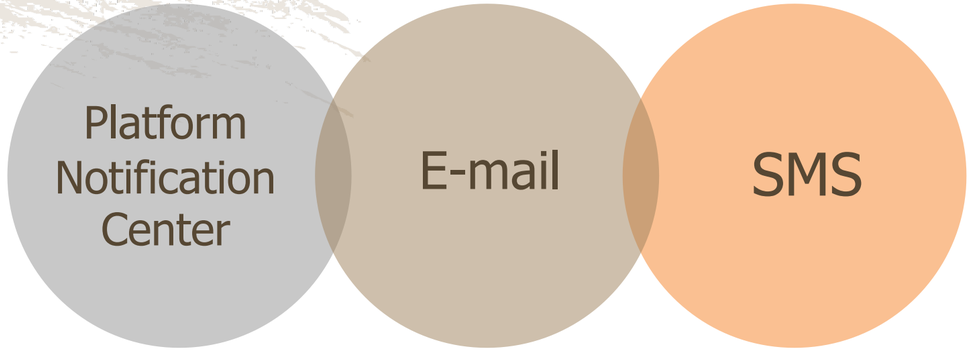
The required attachments depend on:

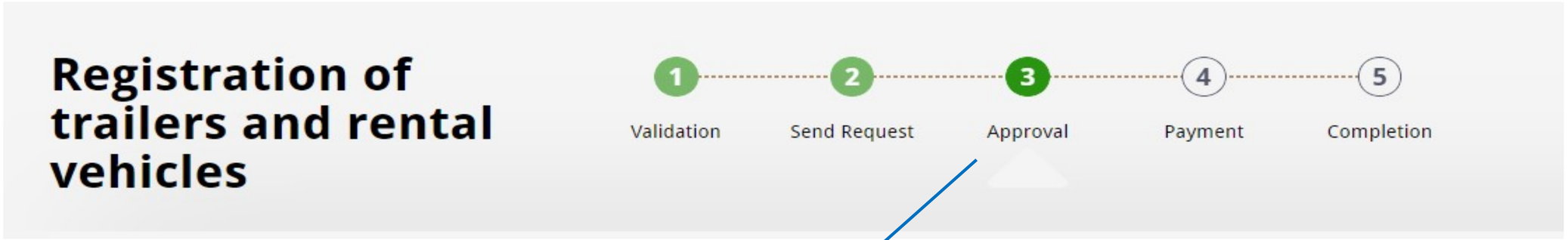
- Type of use:
  - On the road
  - Outside the road network
- Transportation type:
  - Rental vehicles
  - Trailers

Before moving to the payment step, the user should first check the information in the shown screen.
To continue, click on “Submit" button after you have read and agreed to the “Self Declaration”

(4) Request for Registration of Trailers and Rental Vehicles

Users will receive approval notifications through





After the system automatically checks with both the Royal Oman Police and Invest Easy systems and the data entered gets validated, the ministry approves the request for registering a trailer or rental vehicle, and the user will then be transferred to the “Payment” step.

(5) Request for Registration of Trailers and Rental Vehicles

To pay for the registration of trailer or rental vehicle, the “Payment gateway” screen will appear to the user and it is required to enter his credit card details, and an OTP number will be sent to his mobile device. The user must type the OTP code sent to him in the payment gateway screen and press the “Proceed" button

(6) Request for Registration of Trailers and Rental Vehicles

Sultanate of Oman

Ministry of Transport, Communications & Information Technology

Land Transport Department

سلطنة عمان

وزارة النقل والاتصالات وتقنية المعلومات

دائرة النقل البري

طلب تسجيل وسيلة نقل

الأفاضل / شركة يونس للخدمات 7 المحترمين

نود إفادتكم بأنه لا مانع من تسجيل وسيلة النقل حسب التفاصيل التالية:

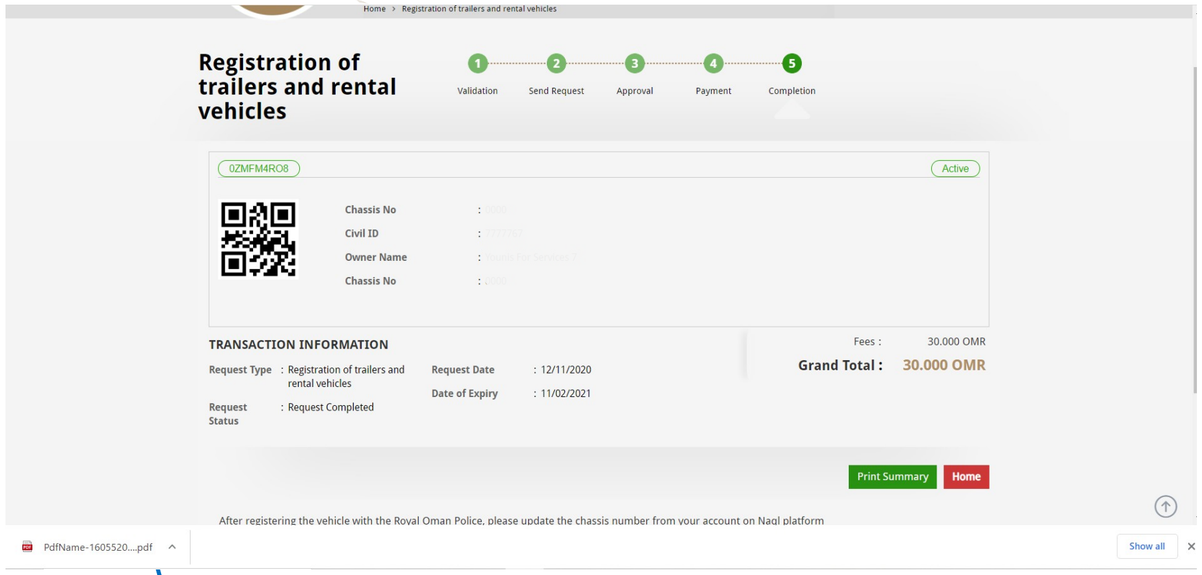
نوع الوسيلة	مقطورة
السجل التجاري	7777767
رقم القاعدة (الشاصي)	D08539AA4900000
الاستخدام	مقطورة - شبكة الطرق

للإستعمال الرسمي	
رقم الموافقة	80AWMOCM7
تاريخ الإصدار	08/11/2020

ملاحظات:

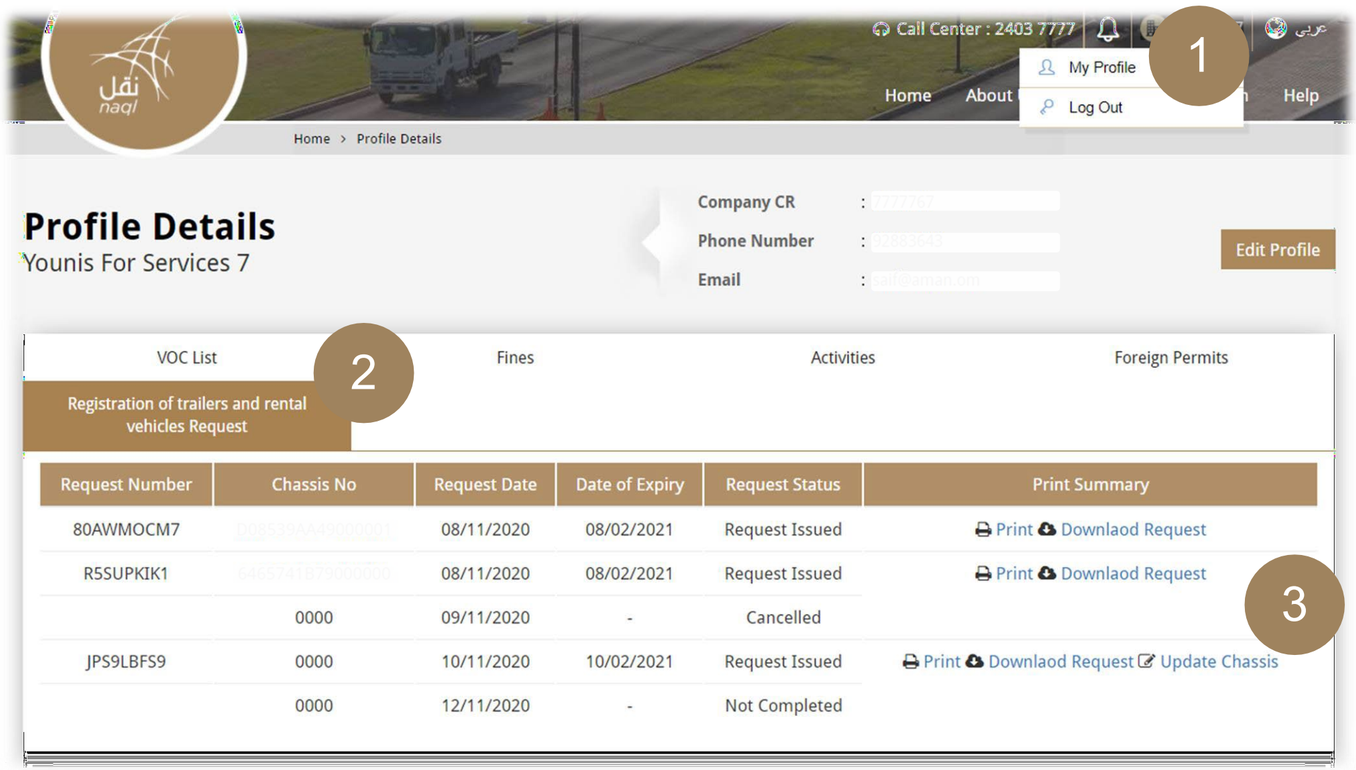
- ضرورة استخراج بطاقة تشغيل للمركبة من منصة نقل بعد استكمال إجراءات التسجيل في شرطة عمان السلطانية.
- في حال أن هذه الموافقة ممنوحة لوسيلة نقل خارج شبكة الطرق يجب عدم تسييرها محملة في الطرق الاسفلتية.
- أي كشط أو تعديل أو حذف يلغي هذه الموافقة.

دائرة النقل البري : 24221841 / 24221857 / 24221853 مركز الاتصالات : 24037777



The user can download/print the approved request when the process is complete

Update Chassis



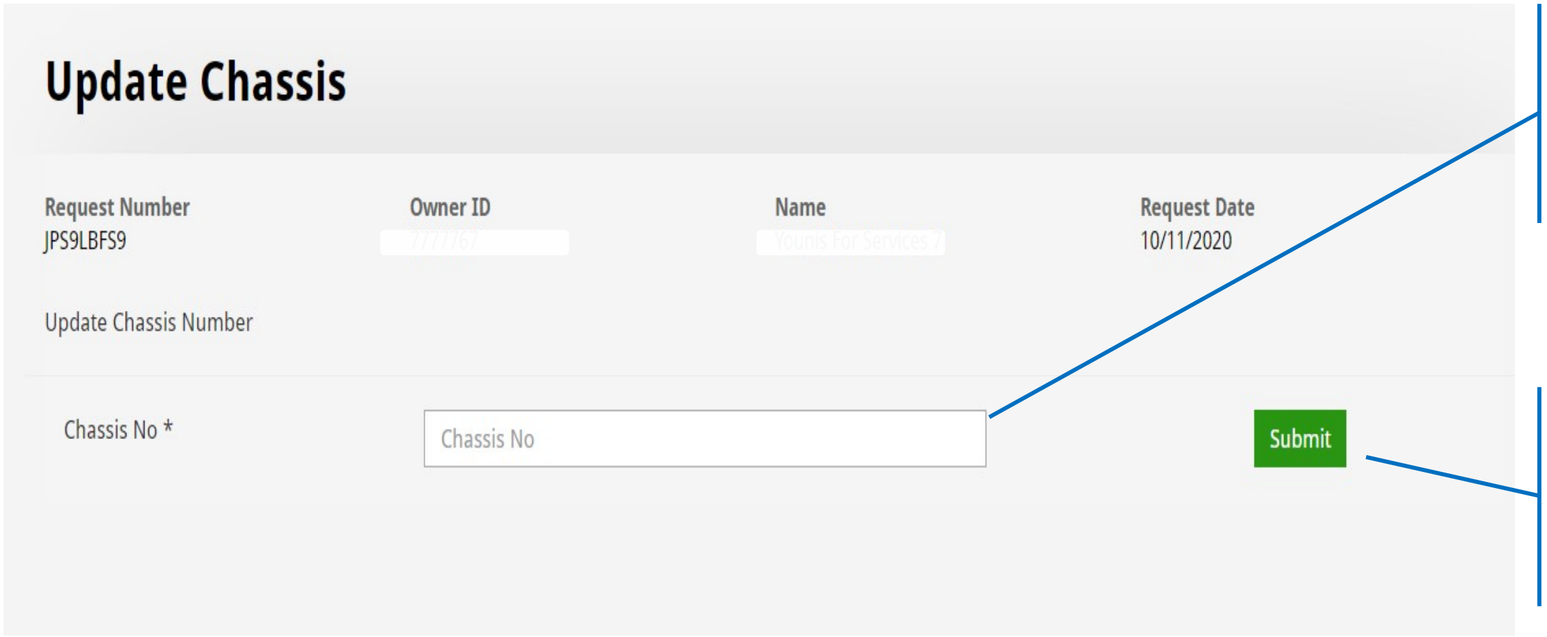
To enter the chassis number after obtaining the approval for the trailer that was under manufacturing, and without paying any additional fees, the vehicle owner must:

1 Login and click on “My Profile”

2Click on the registration of trailers and rental vehicles request tab

3 Click on “update chassis”

Update Chassis



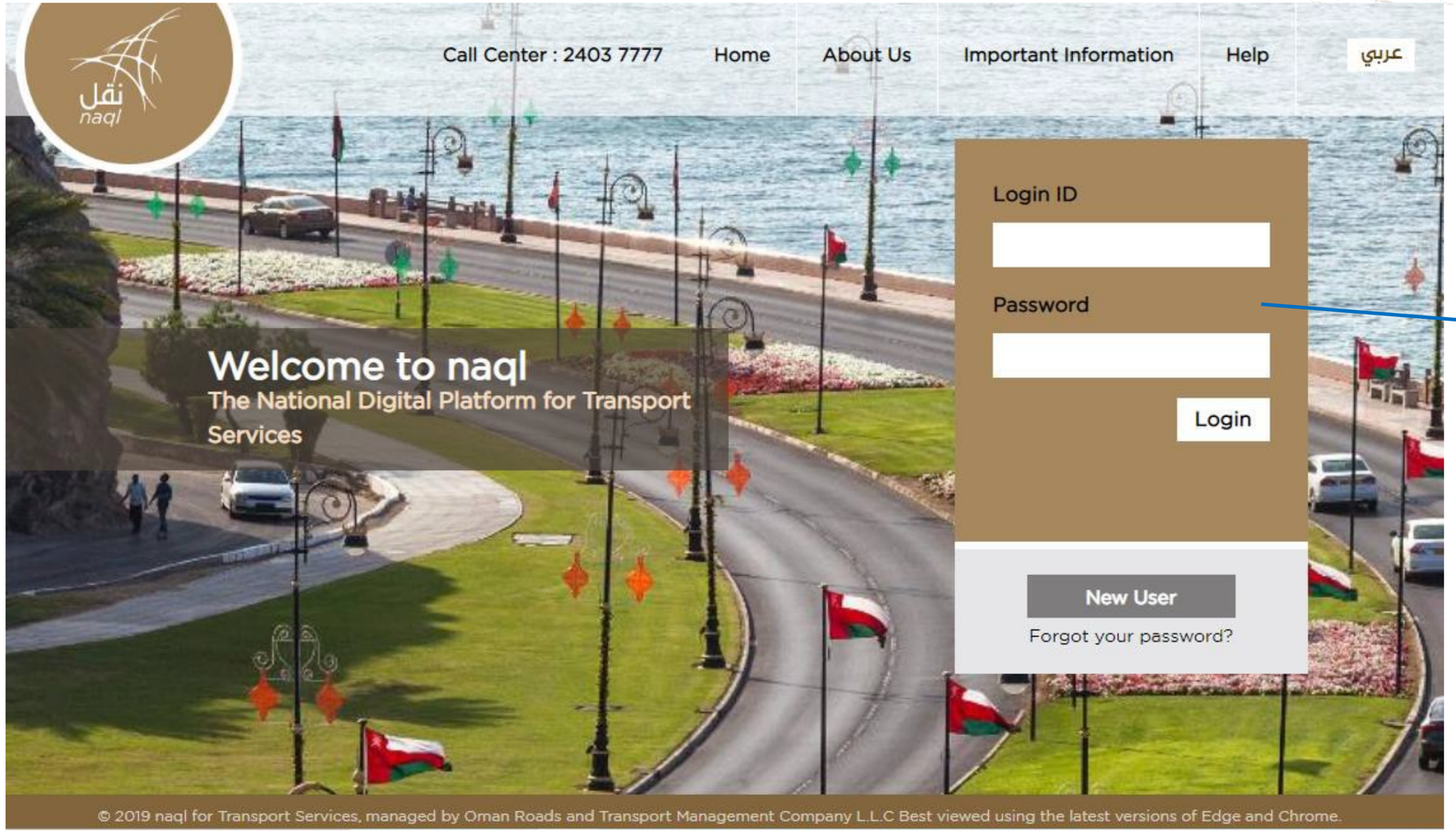
The trailer owner or the company must enter the chassis number

Submit the updated data in order to update the application

Transport Mean Services

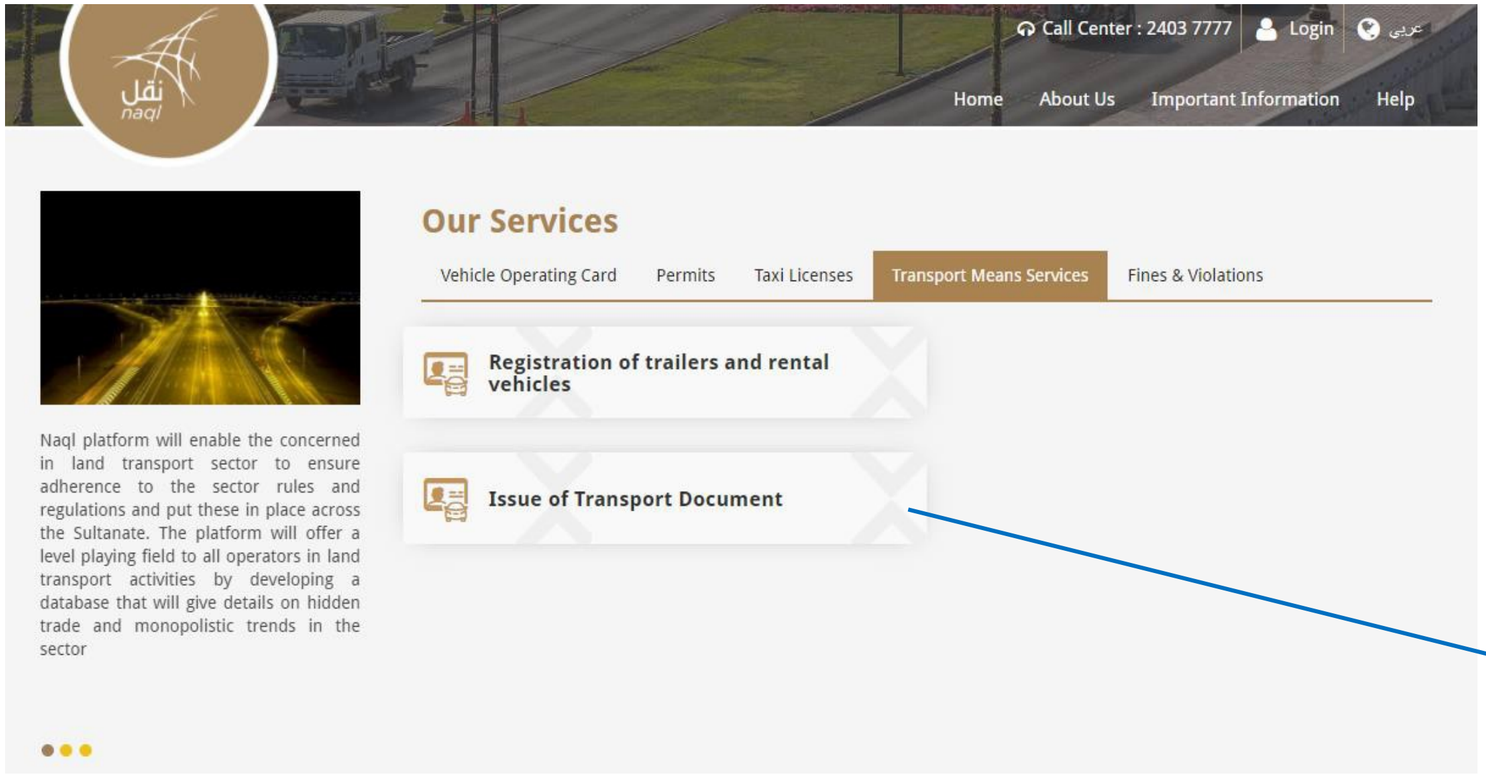
- Issue of Transport Document

Issue of Transport Document



- When issuing a transport document, you must enter the login ID (Civil / CR number) if you are already registered in the platform.
- If you are a new user, you must click on the "New User" button

(1) Issue of Transport Document



After logging into the system with your username and password, click here for a new request to issue a Transport Document.

(2) Issue of Transport Document

Here, the user's personal information is entered in order to create a new account on the platform

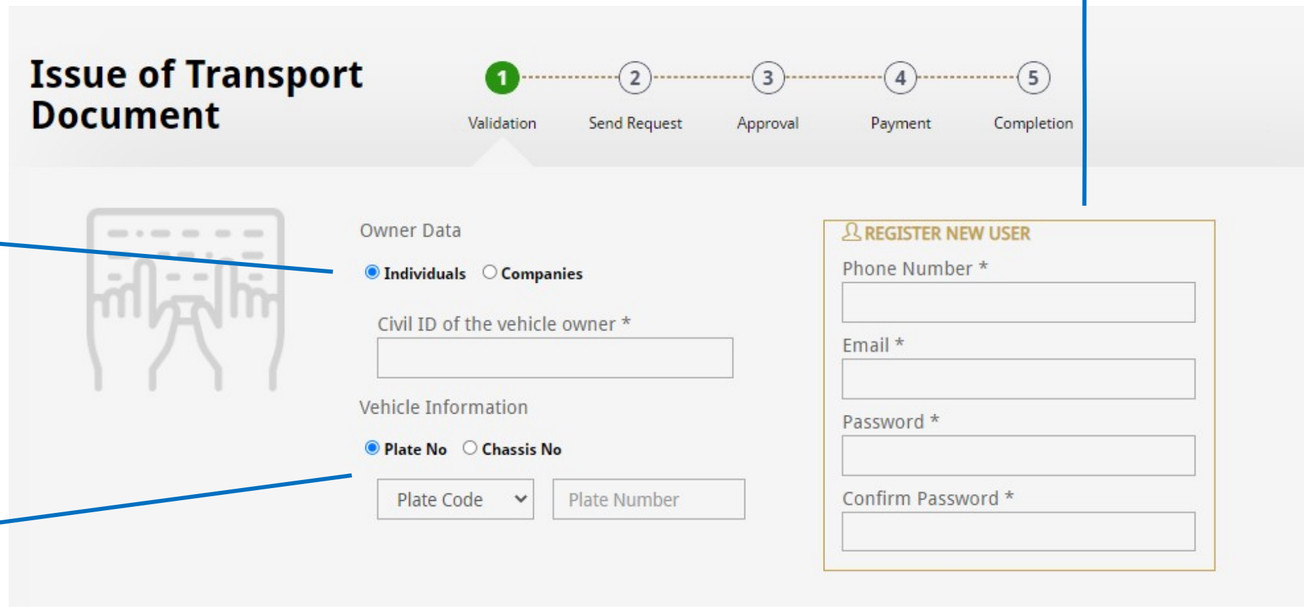
When entering owner's information, you must:

- Enter the civil ID number

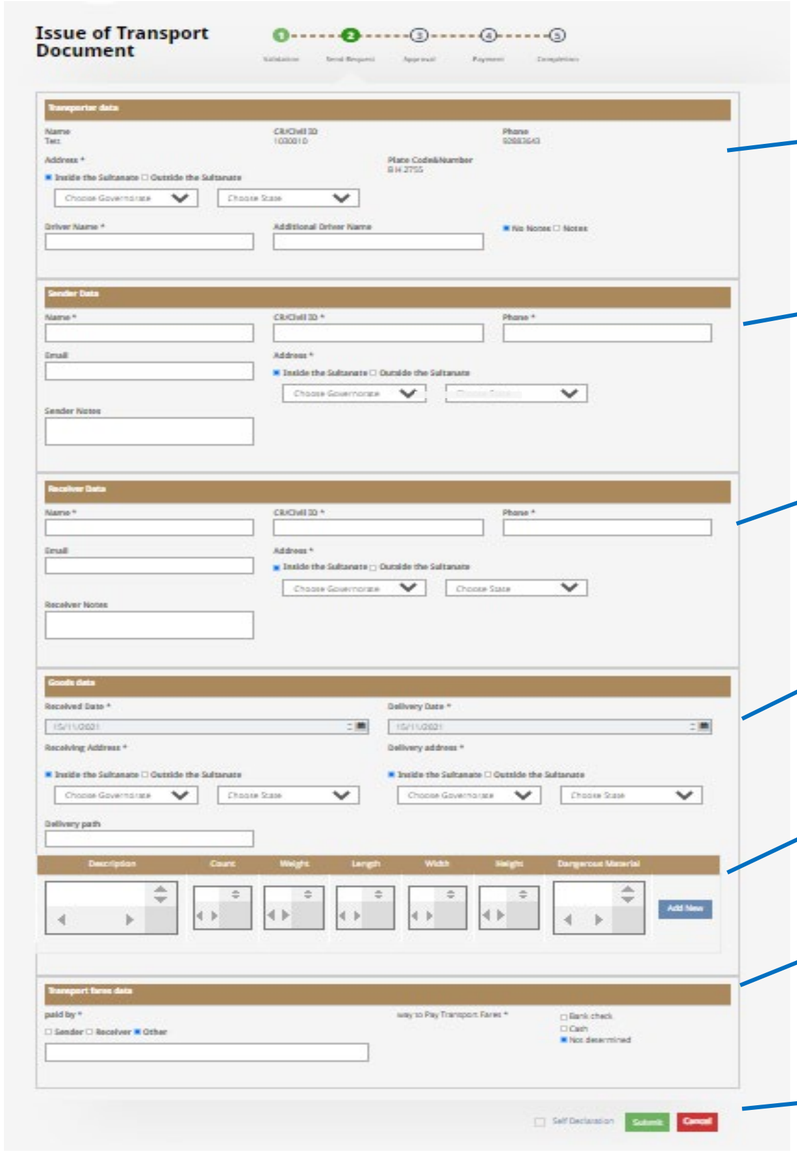
When entering company's information, you must:

- Enter the company CR

When entering the vehicle information, the user must enter the chassis number or the plate and code number.



(3) Issue of Transport Document



The requester must enter the transporter data which includes name, CR/civil ID#, phone, address, plate and code number, and the driver's name.

Entering the sender's data: name, CR/civil ID#, phone, email, and address.

Entering the receiver's data: name, CR/civil ID#, phone, email, and address.

Entering the goods data: received date, delivery date, receiving address, and delivery address.

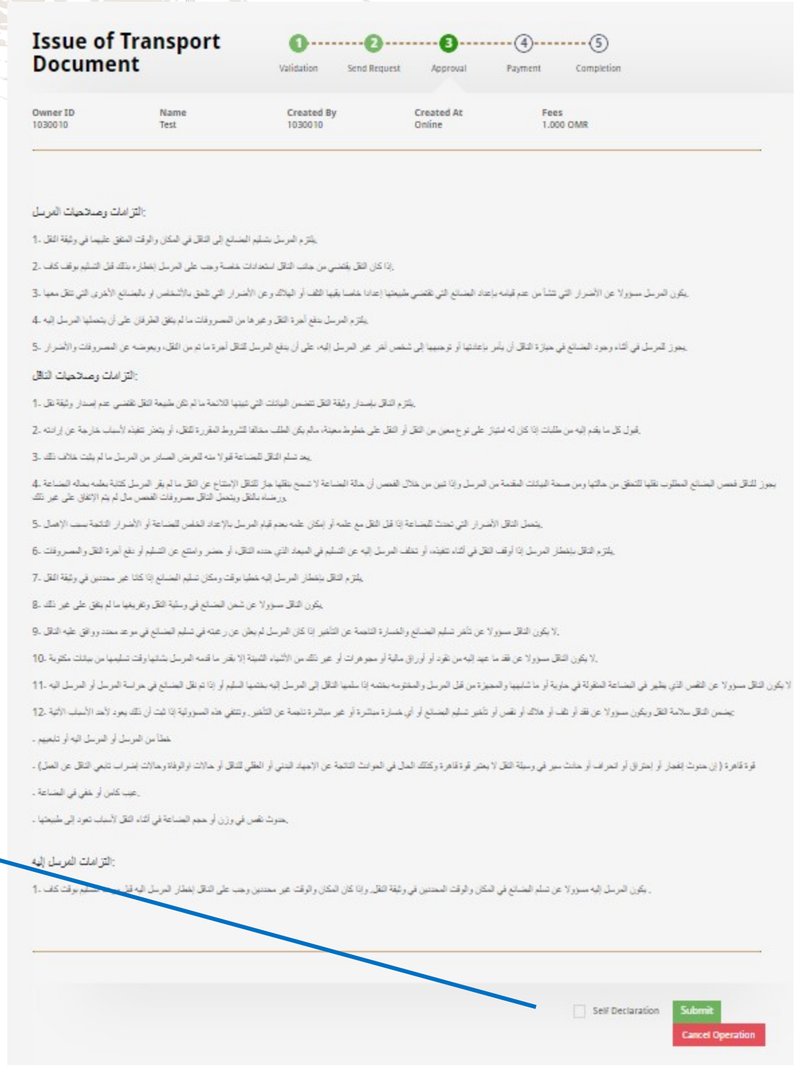
Entering the goods description: count, weight, length, width, height, and whether its dangerous material or not.

Entering transports fares data: paid by and method of payment

Before moving to the payment step, the user should first check the information in the shown screen.
To continue, click on "Submit" button after you have read and agreed to the "Self Declaration"

(4) Issue of Transport Document

After the system automatically checks with both the Royal Oman Police and Invest Easy systems and the data entered gets validated, the application immediately gets approved, and the user will then be transferred to the “Payment” step.



(5) Issue of Transport Document

To pay for the issuance of the transport document, the “Payment gateway” screen will appear to the user and it is required to enter his credit card details, and an OTP number will be sent to his mobile device. The user must type the OTP code sent to him in the payment gateway screen and press the “Proceed" button

(6) Issue of Transport Document

Sultanate of Oman
Ministry of Transport, Communications & Information Technology
Muscat

سلطنة عمان
وزارة النقل والاتصالات وتقنية المعلومات
مسقط

وثيقة نقل

رقم الوثيقة / 35A1YS0G0

تاريخ ووقت الإصدار / PM 4:42 15/11/2021

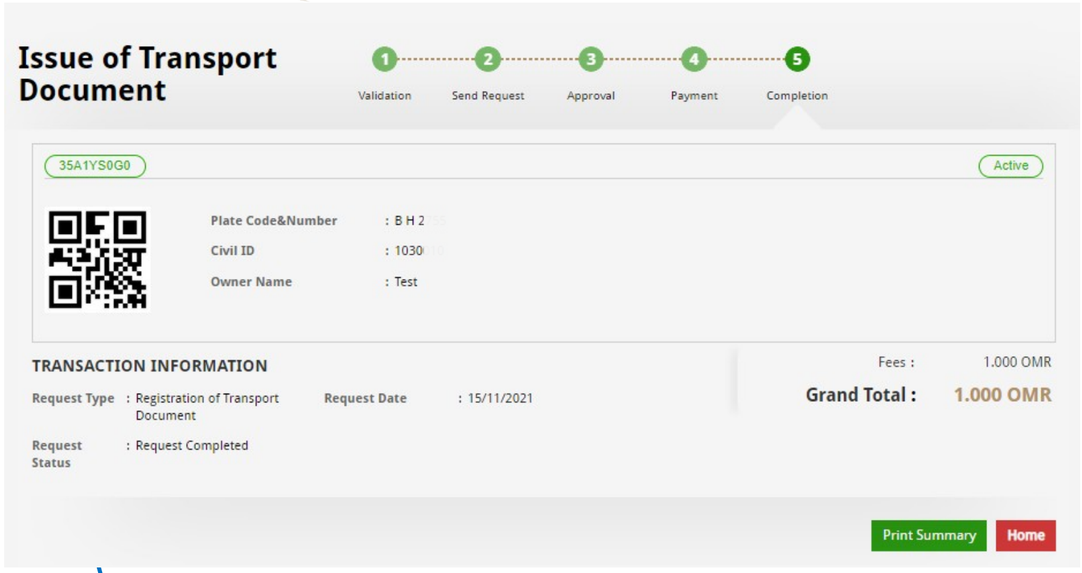
بيانات المرسل	بيانات المرسل إليه
الاسم : saif	الاسم : saif
الرقم المدني/ السجل التجاري : 11111	الرقم المدني/ السجل التجاري : 111
رقم الهاتف : 11111	رقم الهاتف : 11
البريد الإلكتروني :	البريد الإلكتروني :
العنوان : South Al-Sharqiya - Sur	العنوان : Al-Dakhliya - Manah
ملاحظات المرسل :	ملاحظات المرسل إليه :
بيانات الناقل	
الاسم : Test	الرقم المدني/السجل التجاري : 1030010
رقم الهاتف : 92883643	العنوان : Al-Dakhliya - Bidbid
اسم سائق المركبة : saif	اسم السائق الإضافي :
رقم ورمز المركبة : B H 2755	
بيانات البضاعة	
تاريخ الإستلام : 15/11/2021	تاريخ التسليم : 15/11/2021
عنوان الإستلام : Muscat - Bawshar	عنوان التسليم : Al-Preemy - Al Buraimi
خط سير الرحلة :	

رقم البضاعة	وصف البضاعة	العدد	الوزن	الطول	العرض	الإرتفاع	المواد الخطرة
1	1	1	1	1	1	1	1

بيانات أجور النقل	
تدفع من قبل : saif	طريقة دفع الأجور : ○ شيك بنكي ● نقدا ○ لم يحدد

مركز الاتصالات : 24037777

دائرة النقل البري : 24221841 / 24221857 / 24221853



Issue of Transport Document

1 Validation — 2 Send Request — 3 Approval — 4 Payment — 5 Completion

35A1YS0G0 — Active

Plate Code&Number : B H 2
Civil ID : 1030
Owner Name : Test

TRANSACTION INFORMATION

Request Type : Registration of Transport Document
Request Date : 15/11/2021
Request Status : Request Completed

Fees : 1.000 OMR
Grand Total : 1.000 OMR

Print Summary | Home

The user can download/print the approved request when the process is complete

(7) Issue of Transport Document

سلطنة عمان
وزارة النقل والاتصالات وتقنية المعلومات
دائرة النقل البري

إيصال دفع

637725913084449773

رقم إذن الدفع	: 637725913084449773	رقم الطلب	: 35A1YS0G0
التاريخ	: 15/11/2021	إذن الدفع	: تم الدفع
نوع المعاملة	: تسجيل وثيقة النقل	رقم السجل	: 1030010
		اسم المنشأة	: Test
		تاريخ احتساب الرسوم	: 15/11/2021

الإجراء	رقم الحساب	الرسوم ر.ع	غرامات التاخير ر.ع	المبلغ المستحق ر.ع
Issue of Transport Document	35A1YS0G0	1.000	0	1.000

المبلغ الإجمالي 1.000 ر.ع

ملاحظات
في حالة العدول أو إلغاء الطلب بعد إتمام عملية دفع الرسوم، فلن يتم استرجاع مبلغ الرسوم

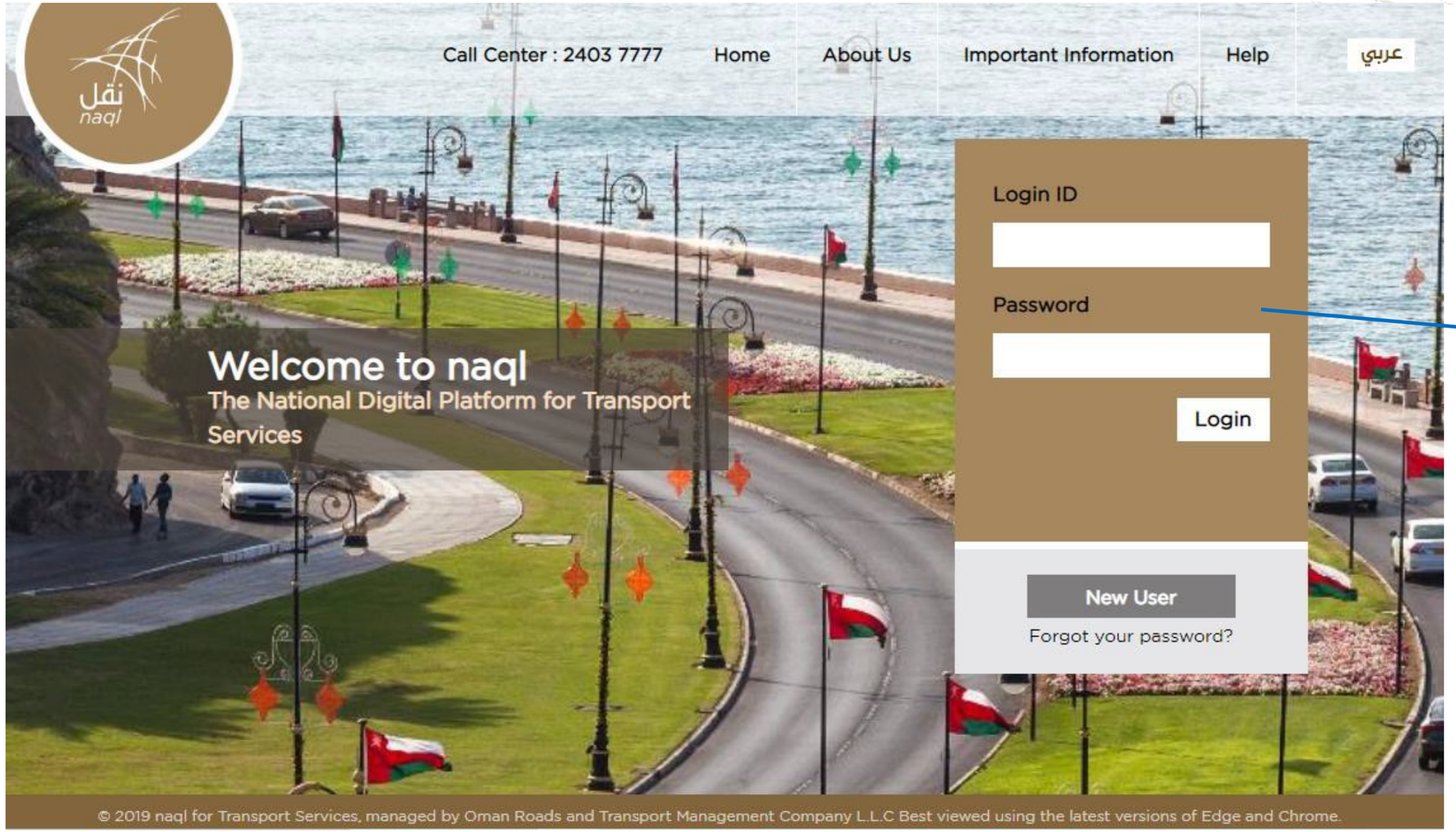
PRINT

User can now print the receipt

Registration of Smart Application License

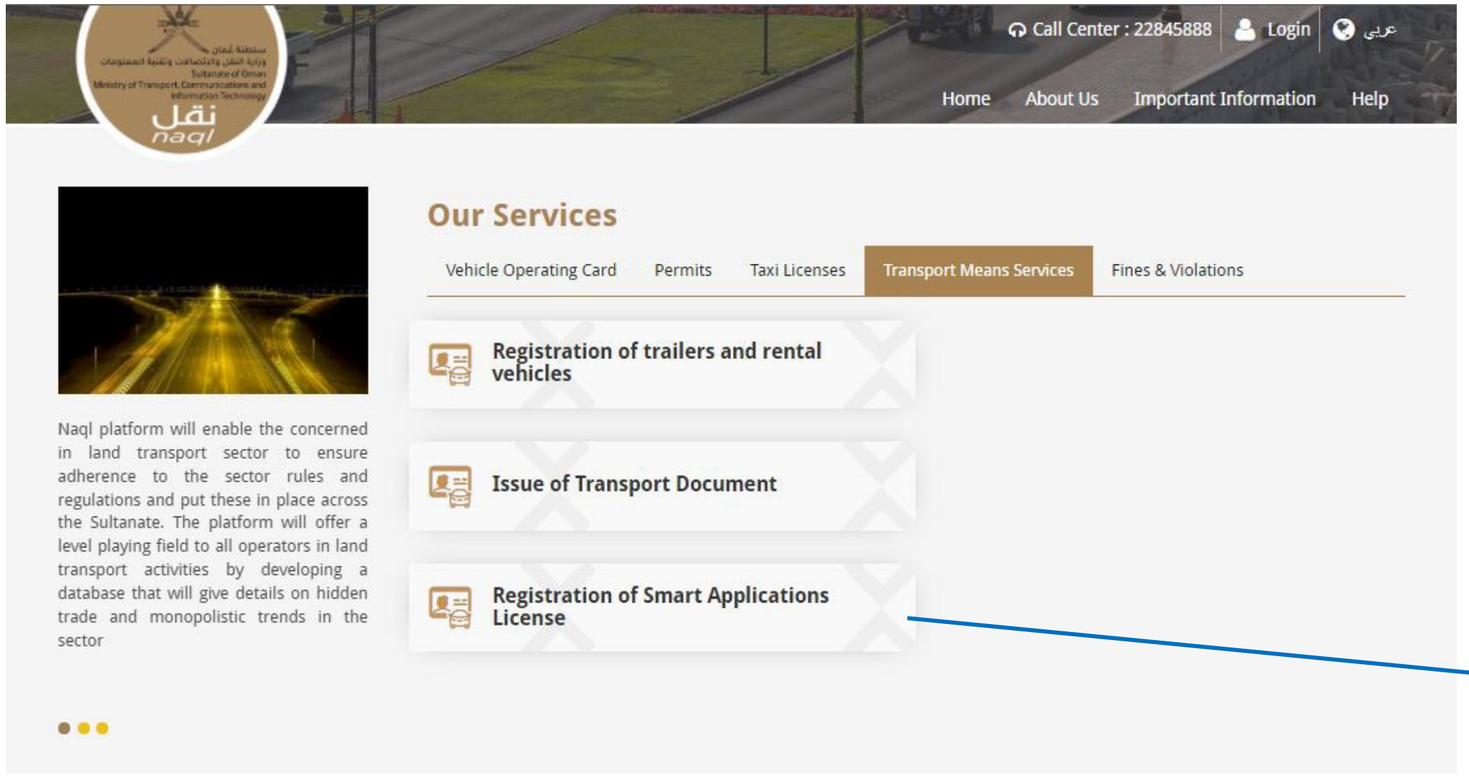
- Transport Mean Services

Registration of Smart Application License



- When registering for the Smart Application License, you must enter the login ID (CR number) if you are already registered in the platform.
- If you are a new user, you must click on the "New User" button

(1) Registration of Smart Application License



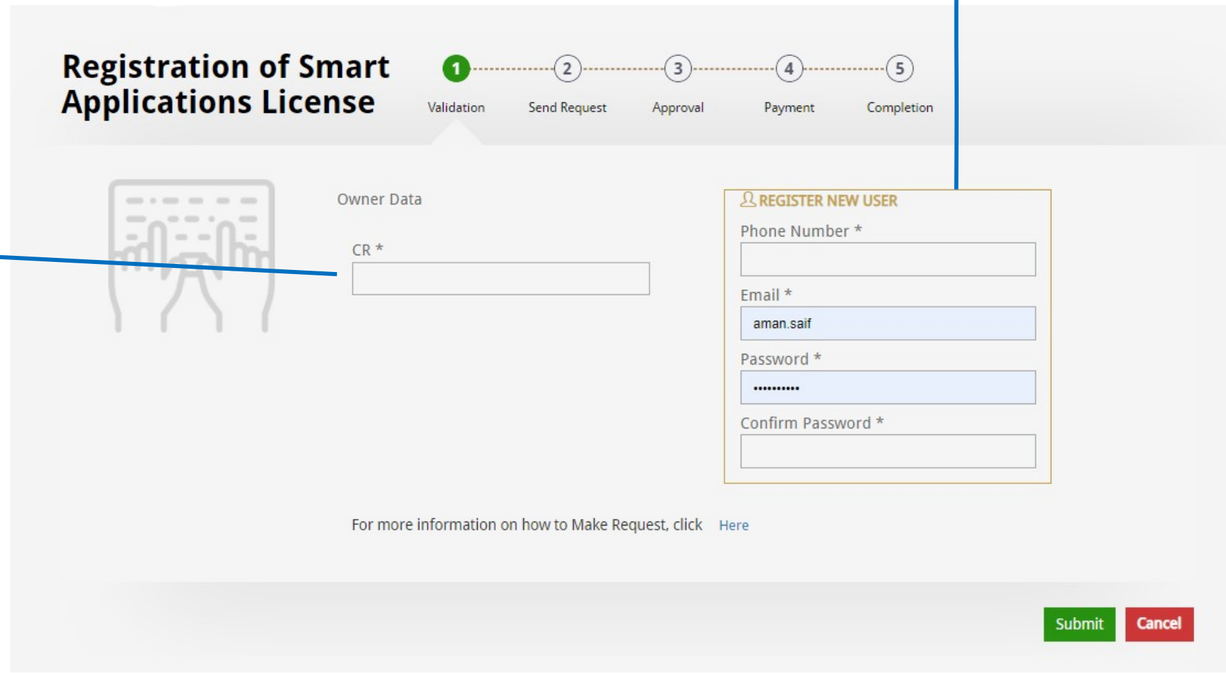
After logging into the system with your username and password, click here for a new request to register for a Smart application License.

(2) Registration of Smart Application License

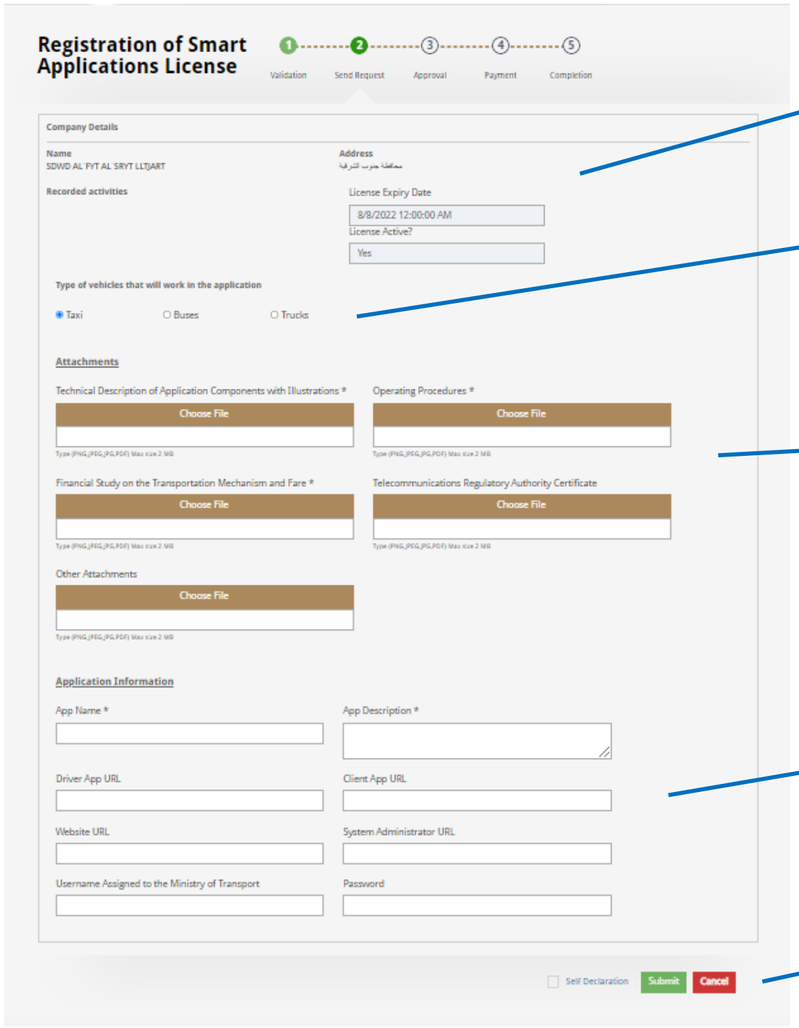
Here, the user's personal information is entered in order to create a new account on the platform

When entering the company's information, you must:

- Enter the company CR



(3) Registration of Smart Application License



The requester's Company details will be shown on top which includes name, address, recorded activities, license expiry date, and license status (active or not).

The user must enter the type of vehicles that will work in the application (Taxi, Buses, or Trucks).

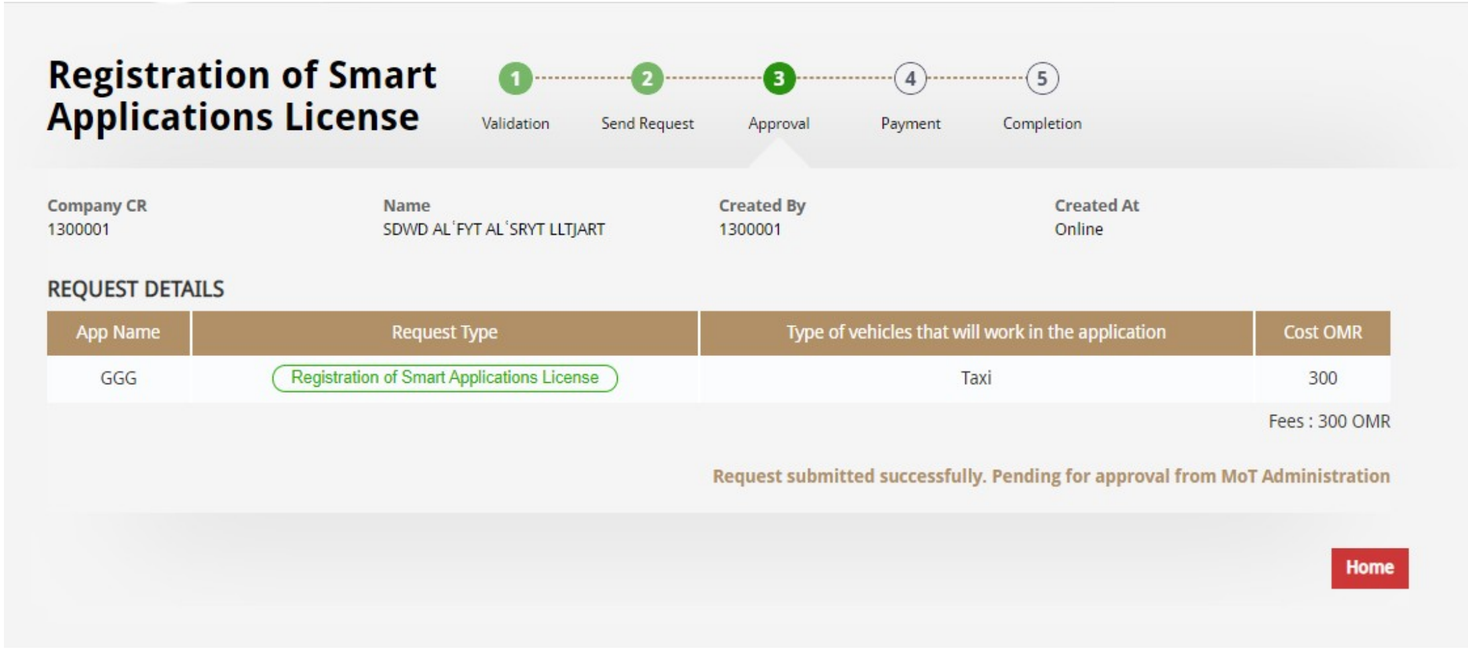
The user must attach some required documents such as the technical description of application components with illustrations, operating procedures, and the financial study on the transportation mechanism and fare. User can attach other optional documents such as the TRA certificate and other attachments.

The user must enter the application information: app name, app description, driver app URL, client app URL, website URL, system administrator URL, username assigned to MTCIT and password.

To continue, click on "Submit" button after you have read and agreed to the "Self Declaration"

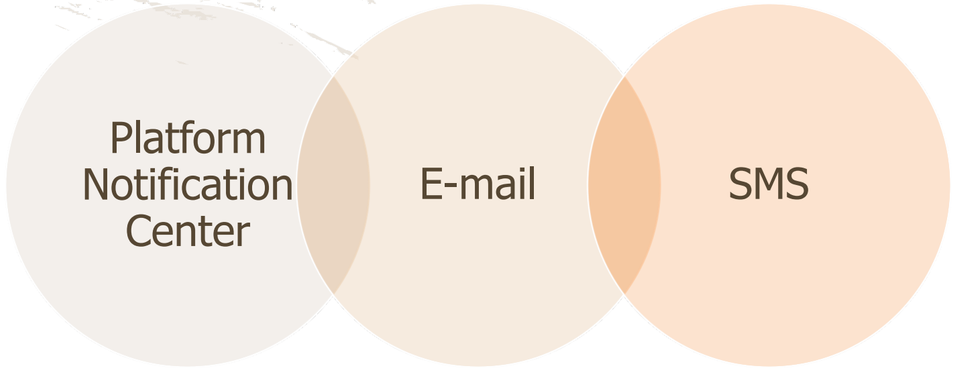
(4) Registration of Smart Application License

After the system automatically checks with both the Royal Oman Police and Invest Easy systems and the data entered gets validated, the ministry approves the request for registering of a Smart Application License, and the user will then be transferred to the “Payment”step.

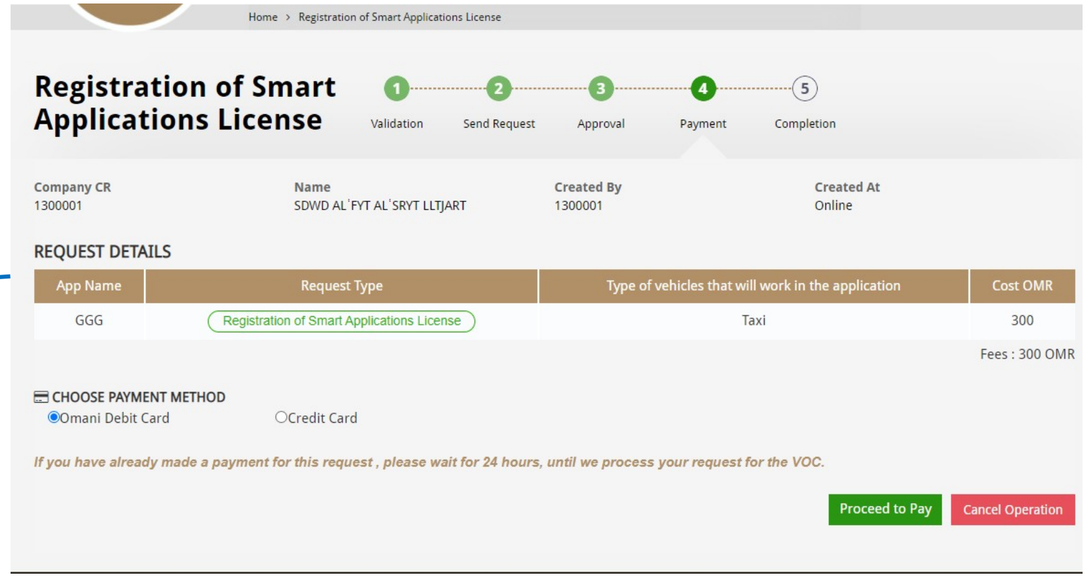


(5) Registration of Smart Application License

Users will receive approval notifications through

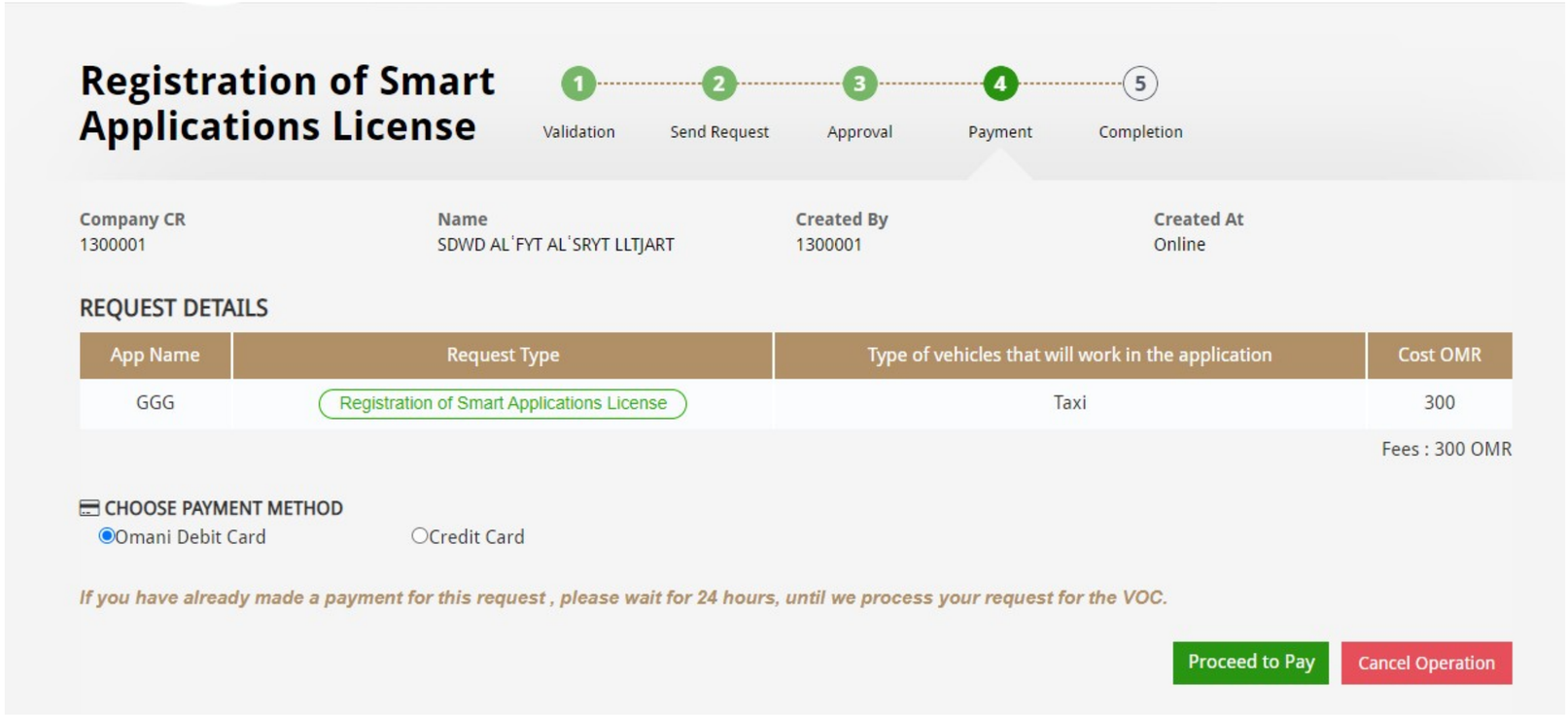


After the system automatically checks with Royal Oman Police system and the data entered gets validated, the ministry approves the request for Registration of Smart Application License and the user will then be transferred to the “Payment” step.



(5) Registration of Smart Application License

A fee for registration of Smart Application License must be paid for a license to be issued for the company.



(6) Registration of Smart Application License

To pay for the registration of Smart Application License, the “Payment gateway” screen will appear to the user and it is required to enter his credit card details, and an OTP number will be sent to his mobile device. The user must type the OTP code sent to him in the payment gateway screen and press the “Proceed" button

(7) Registration of Smart Application License

Sultanate of Oman
Ministry of Transport, Communications & Information Technology
Muscat

سلطنة عمان
وزارة النقل والاتصالات وتقنية المعلومات
مسقط

الموافقة بتشغيل تطبيق ذكي لإدارة وسائل النقل البري

الأفاضل / سدود العفية العصرية للتجارة المحترمين

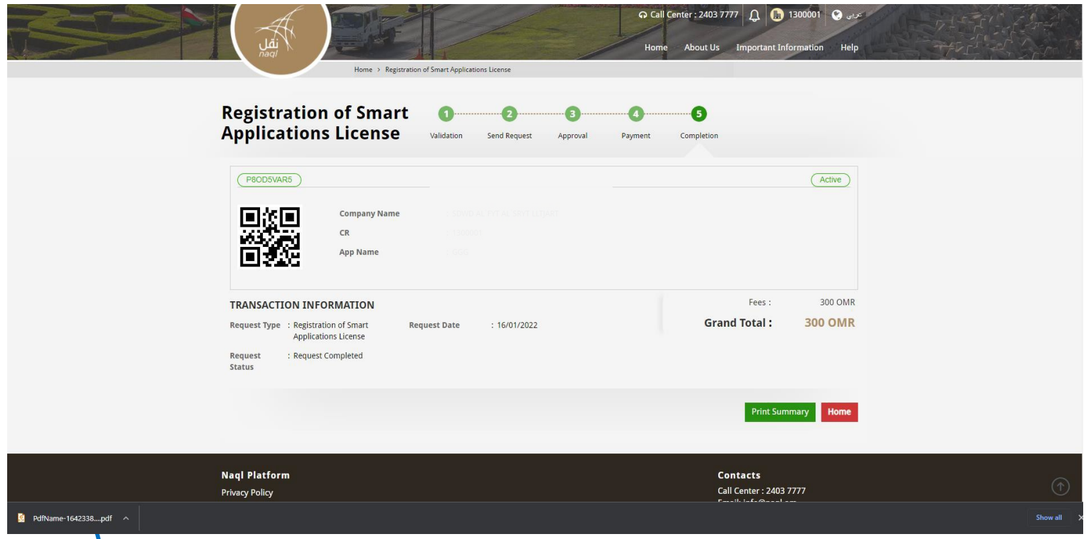
نود إفادتكم بالموافقة على تشغيل التطبيق الذكي وفقا للبيانات التالية :

بيانات مقدم الطلب والتطبيق	
اسم التطبيق	سدود العفية العصرية للتجارة
رقم السجل التجاري	1300001
اسم الشركة	GGG
نوع التطبيق	الأجرة
رقم الموافقة	P8OD5VAR5
تاريخ الإصدار	16/01/2022
تاريخ الإنتهاء	15/01/2023

ملاحظات:

- على الشركة الإلتزام بالآتي:
- تزويد الوزارة بحساب يسمح للمختصين بالدخول والإطلاع على كافة البيانات المتعلقة بنشاط الشركة.
- ربط التطبيق بمنصة الوزارة (نقل).
- الحفاظ على سرية بيانات إدارة وحركة المركبات والاحتفاظ بهذه البيانات مع إتاحة الاطلاع عليها للجهات المختصة عند الطلب.
- عدم تغيير الأنظمة المستخدمة في تقديم الخدمة أو مواقع حفظ بيانات إدارة وحركة المركبات إلا بعد الحصول على موافقة هذه الوزارة.
- تشغيل مركز إتصال على مدار الساعة.
- لا تعتبر الموافقة حصرية.
- الالتزام بقانون النقل البري واللائحة التنفيذية وبالقرار الوزاري رقم 114/2021.
- تجدد الموافقة سنويا من تاريخه.

دائرة النقل البري : 24221841 / 24221857 / 24221853 مركز الاتصالات : 24037777



The user can download/print the approved request when the process is complete.

(8) Registration of Smart Application License

سـلـطـنـة عـمـان
وزارة النقل والاتصالات وتقنية المعلومات
دائـرة النـقـل الـبـري

637779493557789651

إيصال دفع

رقم إذن الدفع	: 637779493557789651	رقم الطلب	: P8OD5VAR5
التاريخ	: 16/01/2022	إذن الدفع	: تم الدفع
نوع المعاملة	: تسجيل ترخيص شركات التطبيقات الذكية	رقم السجل	: 1300001
		اسم المنشأة	: سدود العفية العصرية للتجارة
		تاريخ احتساب الرسوم	: 16/01/2022

الإجراء	رقم الحساب	الرسوم ر.ع	غرامات التاخير ر.ع	المبلغ المستحق ر.ع
تسجيل ترخيص شركات التطبيقات الذكية	P8OD5VAR5	300	0	300

المبلغ الإجمالي 300 ر.ع

ملاحظات
في حالة العدول أو إلغاء الطلب بعد إتمام عملية دفع الرسوم، فلن يتم استرجاع مبلغ الرسوم

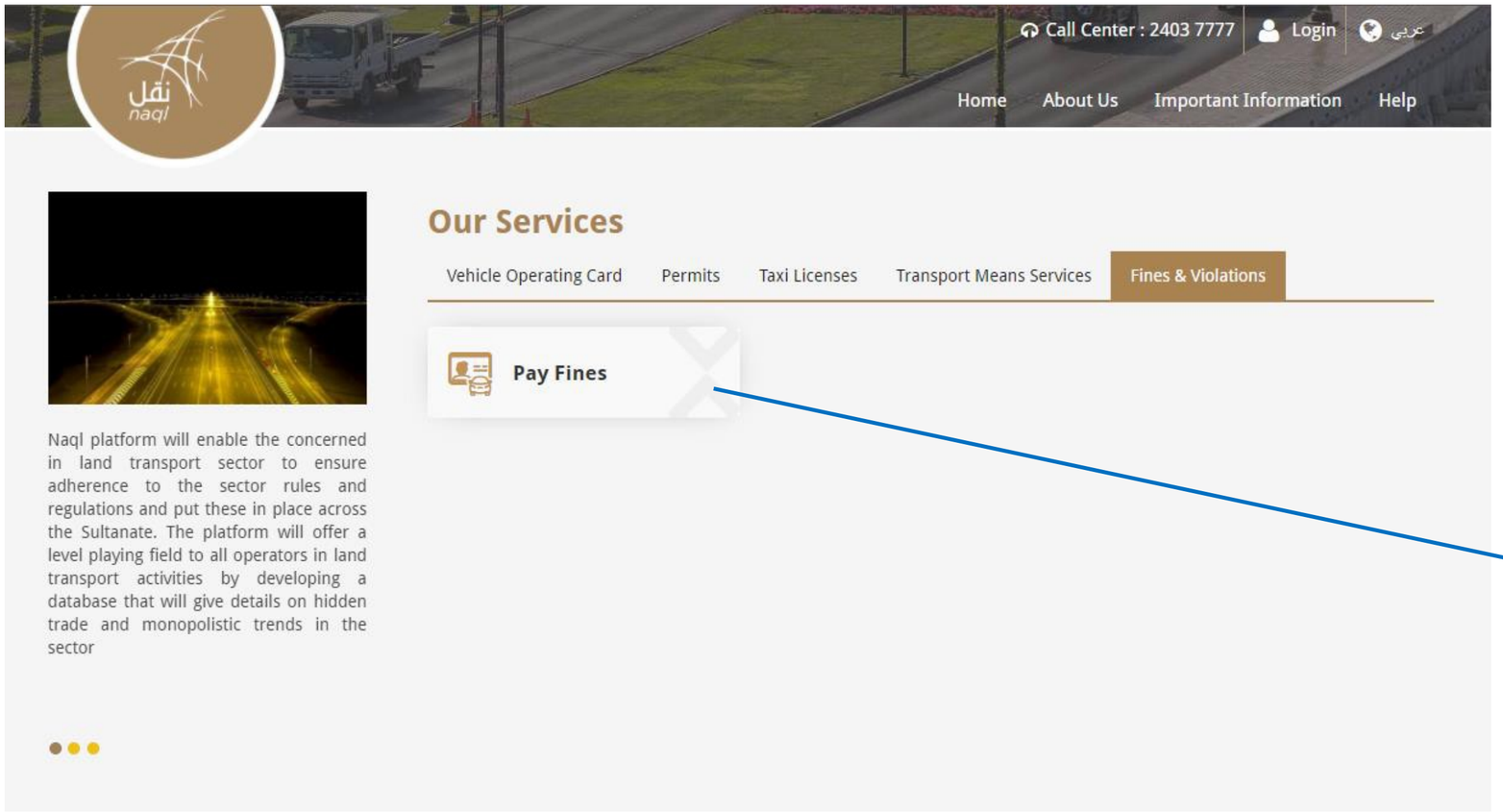
PRINT

User can now print the receipt

Fines & Violations

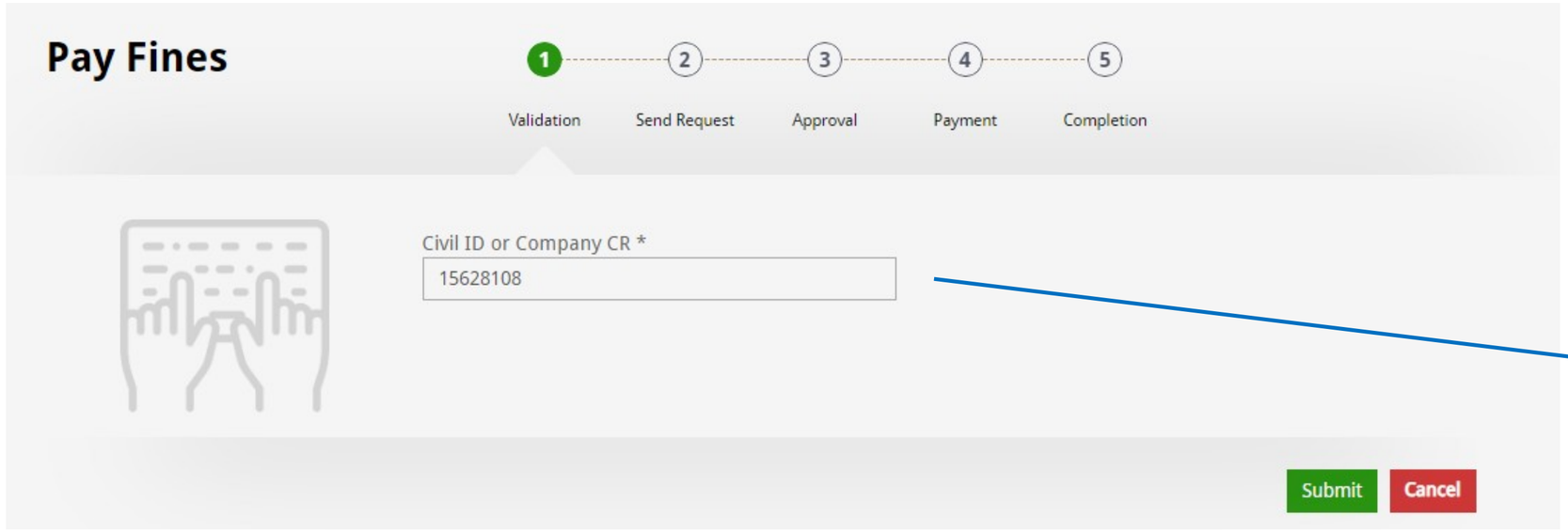
- User can pay all fines and violations through the platform.

(1) Fines & Violations



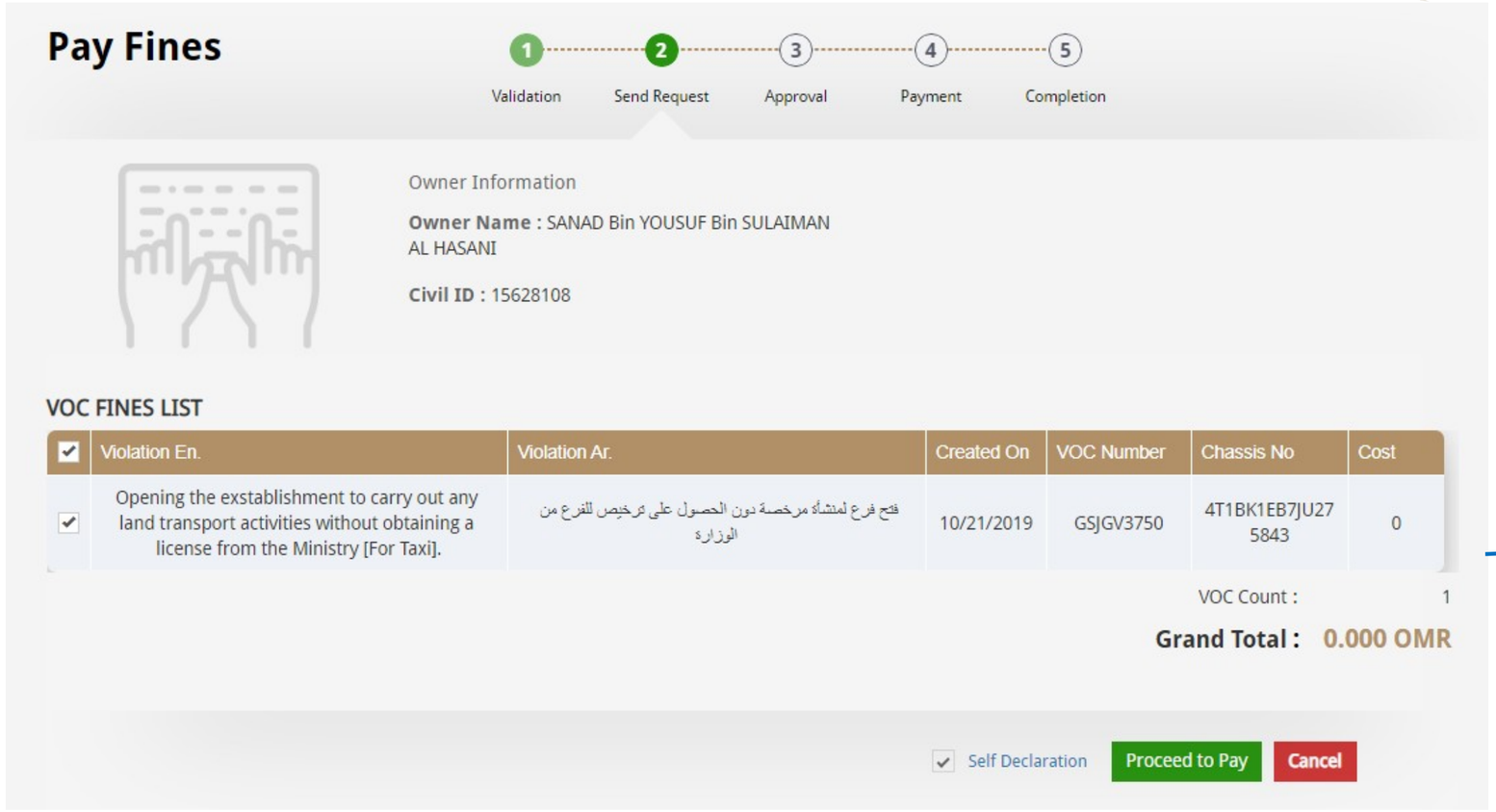
After logging in to the platform by your login ID and password, click here for Fines & Violations service

(2) Fines & Violations



The user should enter his civil /CR number

(3) Fines & Violations

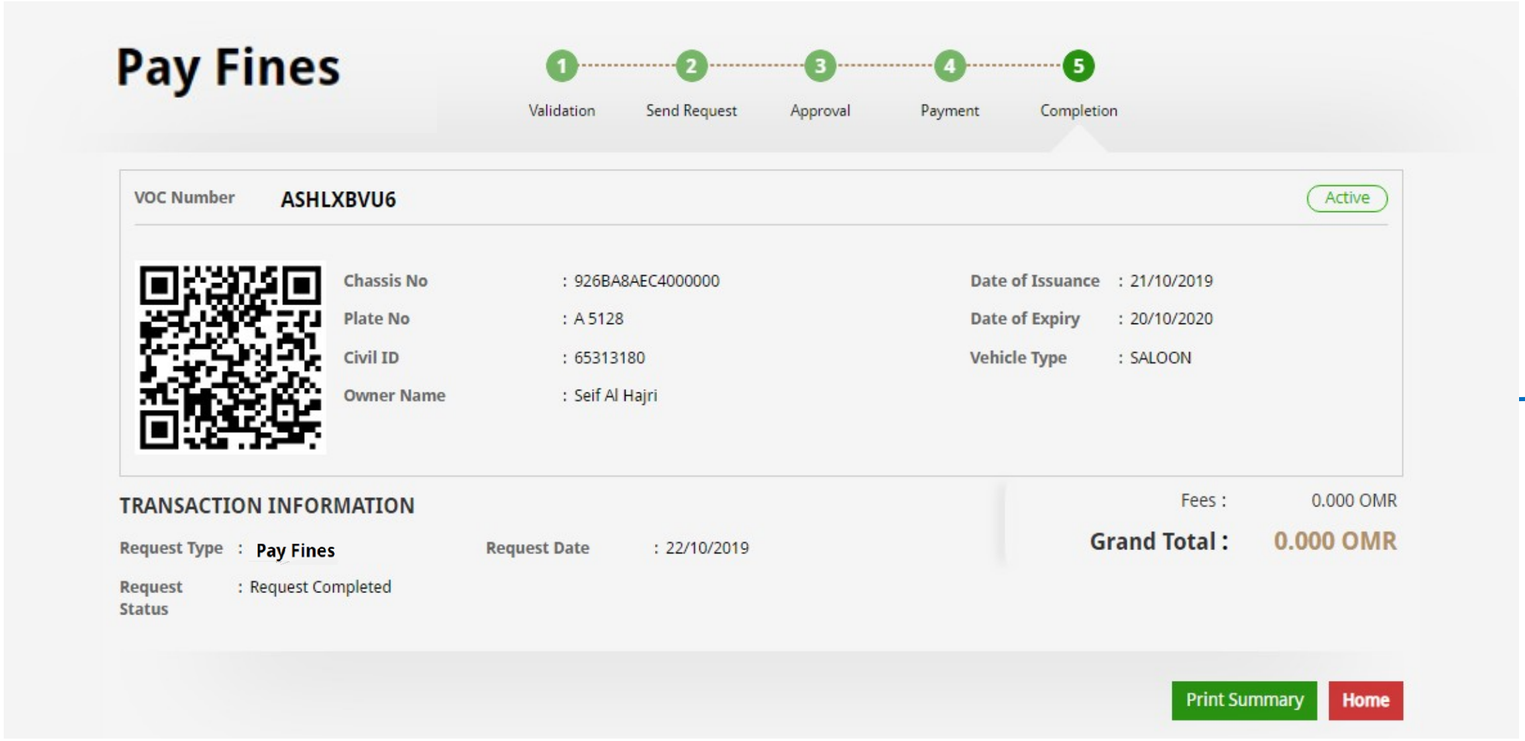


All fines and violations will appear to the user as it is shown. The type and amount of each violation and the grand total at the bottom of the screen

(4) Fines & Violations

To pay the fines and violations, the “Payment gateway” screen will appear to the user and it is required to enter his credit card details, and an OTP number will be sent to his mobile device. The user must type the OTP code sent to him in the payment gateway screen and press the “Proceed" button

(5) Fines & Violations



After payment, the process of paying the fines and violations is now completed, and the user can check the process summary on the shown screen.

(6) Fines & Violations

سلطنة عمان
وزارة النقل
دائرة النقل البري

إيصال دفع

رقم إذن الدفع	:		رقم الطلب	:	6W8H1C8E1
التاريخ	:	22/10/2019	إذن الدفع	:	تم الدفع
نوع المعاملة	:	تافلاخلماغذ	رقم السجل	:	65313180
			اسم المنشأة	:	سيف الهاجري
			تاريخ احتساب الرسوم	:	22/10/2019

الإجراء	رقم البطاقة	الرسوم ر.ع	غرامات التاخير ر.ع	المبلغ المستحق ر.ع
تافلاخلماغذ	ASHLXBVU6	0.000	0.000	0.000

المبلغ الإجمالي 0.000 ر.ع

ملاحظات

في حالة العدول أو إلغاء الطلب بعد إتمام عملية دفع الرسوم، فلن يتم استرجاع مبلغ الرسوم

طباعة

The user can also print the payment receipt

Frequently Asked Questions

FAQ

1. What is Naql Platform?

It is a digital platform for the services of issuing VOCs, permits and licenses for all individuals and companies working in land transport activities, and it is one of the foundations of implementing the executive regulations of the new Land Transport Law to regulate the land transport sector in the Sultanate. To increase the efficiency of the platform, it has been linked to the systems of both Royal Oman Police and Invest Easy in the Ministry of Commerce and Industry to track and regulate the land transport details, drivers and the activities authorized for the companies

2. What are the objectives of Naql Platform?

- Issuance of Vehicle Operating Cards (VOCs) for land transport means
- Preparing a database for institutes, trucks, buses, taxis and land transport users working in this sector
- Fast provision of services for users, and transitioning to a digital system in the issuance of permits and licenses
- Following up on Land Transport Law compliance

3. What are the services of Naql Platform?

- Issuance, renewal, re-issuance, modifying, withdrawing, removing withdrawal, cancelling, removing suspension, and transferring of VOCs.
- Issuance of taxi license and registration of transport mean services.
- Issuance permits for foreign vehicles to transport cargo between two points in the Sultanate or to extend their stay for more than seven days.
- Issuance of exceptional cargo transport permits.
- Fines payment.

FAQ

4. Does Naql Platform issue licenses for land transport activities?

No, Naql Platform is not responsible for this kind of licenses, they are issued through the Ministry.

5. Who are the users and beneficiaries of Naql Platform?

Individuals and companies who own land transport vehicles.

6. What is a Vehicle Operating Card (VOC)?

A card that contains all the details related to the vehicle including owner of vehicle, plate number, chassis number and the activity authorized for that specific vehicle. From December 1st, 2019, the VOC will be implemented and all commercial vehicle owners, whether individuals or companies, will be required to obtain a VOC from Naql platform.

7. Whom are the providers for Naql Platform services?

Users can complete the procedures for obtaining Naql Platform services through three different channels:

- Naql Platform Website (www.naql.om)
- Sanad Offices
- Oman Post Offices

The beneficiary will have to pay an additional fee for obtaining the service from Sanad offices or from Oman Post offices. Service fees range from (1) one to (3.5) three and a half Rials.

FAQ

8. What are the means of land transport for which a Vehicle Operating Card (VOC) should be issued?

Cargo Activities
Chemical and hazardous materials transport trucks
Oil and gas transportation trucks
Ambulance Transport (Commercial Ambulance)
Vehicles for transporting and selling of water resources
Trucking of waste
Trucking of goods and equipment (Scheduled - non-scheduled)
Sewage transportation tankers
Vehicles for goods transportation (Rented with or without driver)
Vehicles for towing vehicles
Vehicles for transporting and selling of drinkable and non-drinkable water
Vehicles for transporting and shipping of vehicles
Trucking of scrap
Trucking of cooking gas cylinders

Passenger Transport Activities
Taxis
Scheduled transportation of passengers by bus (Tourism Transportation)
Scheduled transportation of passengers by bus (International)
Scheduled transportation of passengers by bus (intercity)
Scheduled transportation of passengers by bus (within cities)
Unscheduled transportation of passengers
Rental of transportation means without driver
Students' transportation (Schools – Colleges – Universities)
Transportation of pilgrims and Umra pilgrims
Guided transportation means using smart applications

FAQ

9. Which search engine should I use to login to Naql Platform?

Users should use “Chrome”.

10. How service fees are paid?

Payment is made electronically through the electronic payment gateway by entering the user’s credit card details.

11. Why the payment transaction may be declined?

Online payment may be declined for three reasons:

- Credit card information was entered incorrectly
- Rejected by the customer’s bank for security reasons
- Due to lack of funds

12. What are the services that need the Ministry’s approval?

The beneficiary will have to wait for the approval of the Ministry through a text message to his mobile phone notifying him of the approval or rejection with the reasons of rejection, or the need to amend the data included in the application. The beneficiary will then have to login again to Naql Platform to pay the service fees after approval, and obtain the permit, license or the VOC after suspension removal:

- Request to register and transfer of taxi plate number
- Issuance of exceptional cargo transport permits
- Foreign vehicle permits
- VOC suspension removal and other VOC services
- Registration of trailers and rental vehicles.

FAQ

13. How many days would the Ministry require to review or approve a service application?

The Ministry would need from one to two working days to review or approve a service application.

14. Where can I find my VOC?

After logging in to the platform, the summary of the registered VOCs can be found on the user's profile.

15. What are the services that does not need the Ministry's approval?

The platform's system will verify the user's entered information automatically and proceed with the requested services:

- Issue new VOC
- Renew VOC
- Re-issue VOC card
- Modify VOC
- Withdraw VOC
- Remove withdrawal
- Cancel VOC
- Transfer Ownership
- Issue of Transport Document
- Fines payment

- **16. What is Exceptional Cargo Transport Permit?**

A temporary permit to allow heavy vehicles to transport exceptional loads after confirming vehicle readiness and axial dimensions, type of goods transported, and the route used to transport the goods, the application is verified by the Ministry of Commerce and the Royal Oman Police.

FAQ

17. What are Taxi License issuance?

A license issued by the Ministry of Transport through the request to register taxi plate number to practice the taxi activity. Individuals can obtain an activity license from Naql platform, and the license is issued only after verifying the application.

18. What can I access through my profile?

Users can access the following:

- All personal and contact information
- Summary of all registered VOCs
- Reset password

19. Why cannot I access my profile?

Reasons users cannot access their profiles:

- Incorrect login ID or password
- Forgetting password
- Internet connection issues

20. Why do I need a VOC?

According to provision (8) of the Executive Regulation of Land Transport Law, the licensee may not operate any means of land transport unless he has VOC card from the Ministry.

FAQ

21. Why cannot I issue a new VOC?

- If the user has previously issued a VOC for another vehicle for the same activity and does not have a CR.
- If the user did not cancel a VOC for an old vehicle for the same activity.

22. When can I re-issue a VOC card?

Re-issuance of VOC can be done incase of losing or misplacing the current VOC.

23. Why cannot I re-issue a VOC card?

Re-issuance of VOC cannot be done incase the card is invalid, canceled or inactive.

24. Why do I have to renew my VOC?

- A VOC must be renewed yearly
- Using the vehicle for commercial purposes without having a valid and active VOC will result in potential fines for the owner and / or operator of the vehicle.

25. Why cannot I renew my VOC?

- Any suspension or violation recorded on the vehicle will prevent the VOC card from being renewed.
- Requesting the renewal service before one-month prior to the expiration date.
- If the card is invalid or inactive, renewal cannot be done unless changing the card’s status (if it is withdrawn, the withdrawal should be removed, and if it is suspended by the Ministry, the suspension should also be removed)

FAQ

26. When do I modify my VOC?

This service can be used when the individual/institute wishes to change the type of activity, or plate number if the new plate number is registered with Royal Oman Police.

27. Why cannot I modify my VOC?

- Any suspension or violation recorded on the vehicle will prevent the VOC card from being modified.
- If the card is invalid or inactive, modification cannot be done unless changing the card's status (if it is withdrawn, the withdrawal should be removed, and if it is suspended by the Ministry, the suspension should also be removed)

28. When can I withdraw the VOC?

A temporary suspension in order to prevent the vehicle form any illegal use.

29. Why cannot I withdraw the VOC?

- Any suspension or violation recorded on the vehicle will prevent the VOC card from being withdrawn.
- If the card is invalid or inactive, withdrawal cannot be done unless changing the card's status (if it is suspended by the Ministry, the suspension should be removed)
-

30. When can I remove the withdrawal off my VOC?

Removing withdrawal is used when the individual/institute wishes to resume the vehicle's commercial operation.

FAQ

31. Why cannot I remove withdrawal off my VOC?

- Any suspension or violation recorded on the vehicle will prevent the user to remove the withdrawal off the VOC.
- If the card is on any other status other than (withdraw), removing the withdrawal off the VOC cannot be done.

32. When can I cancel my VOC?

Canceling the VOC is used when the vehicle is permanently converted from commercial to non-commercial use or the vehicle is unusable.

33. Why cannot I cancel my VOC?

- Any suspension or violation recorded on the vehicle will prevent the user from canceling the VOC.
- If the card status is not (active), canceling the VOC cannot be done.

34. Why do I have to remove the suspension off my VOC?

To resume the vehicle’s commercial operation, the user must remove suspension after getting the Ministry’s approval.

35. Can I remove the suspension off my VOC?

Yes, after checking with the Ministry and taking the required actions and amendments.

36. When can I transfer the VOC’s ownership?

It is done when the user wishes to sell the vehicle. The ownership is then transferred to the new owner.

FAQ

37. Why cannot I transfer the VOC's ownership?

If the process of selling the vehicle to the new owner is stopped or is not completed.

38. When it is required to use the exceptional cargo transport permit?

It is required to have the permit when the user wishes to transport an exceptional /exceptional load cargo from one place to another.

39. Why the exceptional cargo transport permit is not issued?

- The user will be informed with the reasons through SMS or the notification center on the platform.
- Any suspension or violation recorded on the vehicle will prevent the user from issuing the permit.
- Incase there is no VOC issued for the trailer/s

40. When is the foreign permit used?

Foreign vehicle permits are used to transport cargo between two points in the Sultanate or to extend their stay for more than seven days.

41.What are the documents that the applicant must attach in order to be granted a license to practice the taxi activity through a compound employment card?

- A salary certificate that does not exceed three months from the date of its issuance from the individual workplace for the workers in the government sector, or the registration statement from the Ministry of Social Development for the workers in the private sector, or status of a job seeker issued from the Ministry of Labour.
- A copy of a non-sentenced certificate from ROP.
- A copy of the contract with taxi services operator (MWASALAT or Marhaba), if the vehicle is not orange and white type of taxi.

FAQ

42. How can I complete vehicle registration in the Royal Oman Police system?

After obtaining the Ministry's approval of the submitted application by receiving the approval notice via e-mail or text message, the applicant should proceed to Naql Platform and completes the payment process and hence obtain the electronic approval, after which the applicant can print the electronic approval and proceed to ROP to complete the vehicle registration procedures.

43. Can I re-submit the application after obtaining approval from the Ministry in the event of changing the vehicle that the applicant wants to use in the taxi activity?

Yes, you can, but within the validity period of the electronic approval granted to the applicant, which is three months.

44. What is the permitted age for practicing the taxi activity, which will be subject to the approval of the Ministry?

21 years old and not exceeding 60 years, and there may be exceptions according to the approval of the Ministry and after studying the reasons for the exception

45. What is the validity period of the electronic approval obtained from the Ministry of Transport?

Three months.

FAQ

46. What are the fees of the platform services?

Vehicle Operating Card Services	Fees (Omani Rial)
Issue New VOC	For Companies (30) – For Individuals (15)
Renew VOC	For Companies (30) – For Individuals (15)
Re-issue VOC	For Companies/Individuals (10)
Modify VOC	For Companies/Individuals (10)
Withdraw VOC	For Companies/Individuals (10)
Remove Withdrawal	For Companies/Individuals (10)
Cancel VOC	For Companies/Individuals (10)
Remove Suspension	For Companies/Individuals (10)
Transfer VOC Ownership	For Companies/Individuals (10)

Permits	Fees (Omani Rial)
Exceptional Cargo Transport Permit	Per axial load (10)
Foreign Permits to Stay for More than 7 Days	For each additional day after seven days (10)
Foreign Permit To Transport Goods Between Two Cities	(10) As a minimum

License	Fees (Omani Rial)
Taxi License	Per person (25)

Transport Mean Services	Fees (Omani Rial)
Registration of Trailers	For Companies (30) – For Individuals (15)
Registration of rental vehicles	For Companies (30)
Issue of Transport Document	For companies and individuals (1)
Smart Application License	For Companies (300)

FAQ

47. What are the violations and administrative penalties for not having a valid Vehicle Operating Card?

- If there is a delay in the renewal of the Vehicle Operating Card after (30) days from the date of expiration, a fine of (5 OMR) is issued on each land transport mean for every month or part thereof.
- To operate a transport mean vehicle without having a Vehicle Operating Card issued by the Ministry, a fine of (30 OMR) is issued on each land transport mean and the penalty is doubled in case the violation is repeated.

The National Digital Platform for Transport Services in Oman