



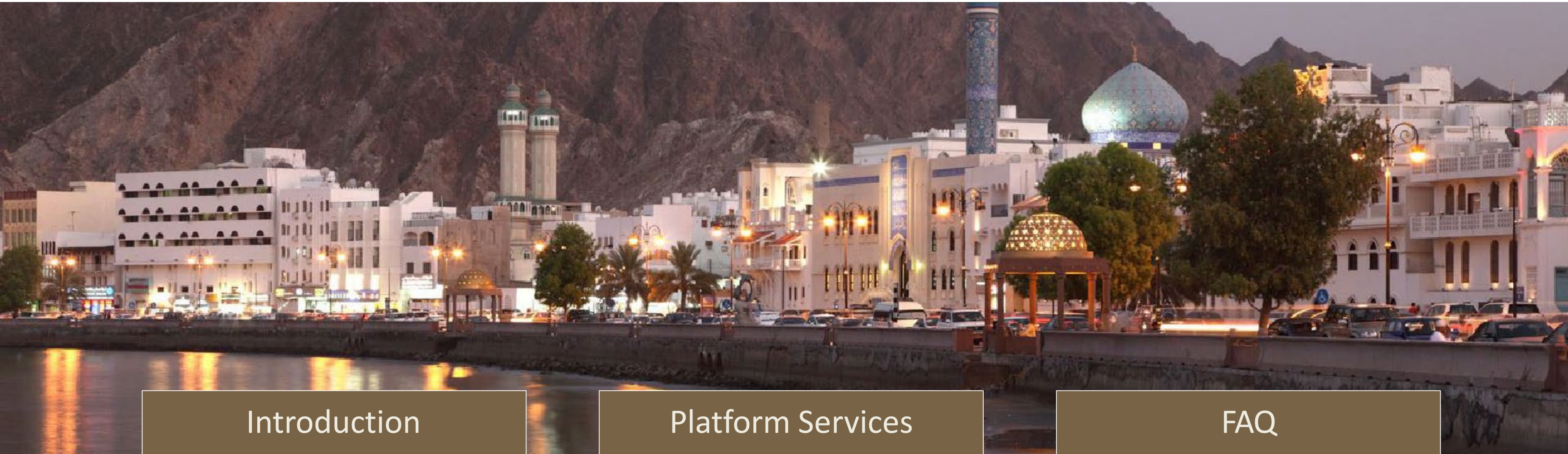
The National Digital Platform  
for Transport Services in Oman

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# 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

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

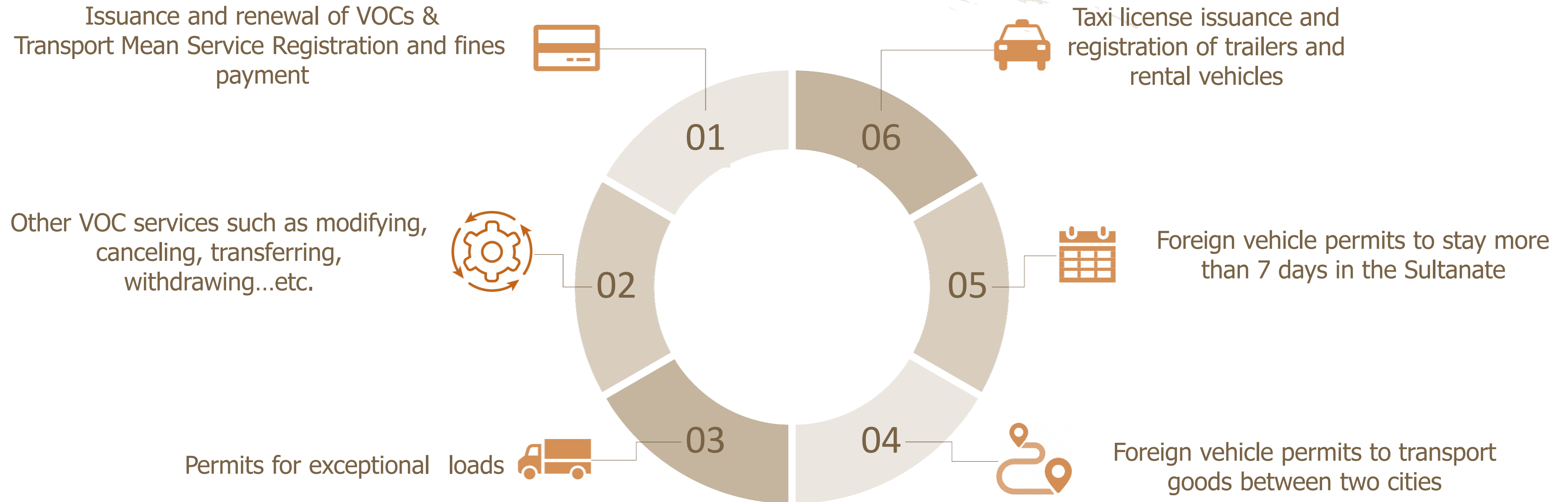


Preparing a database for institutes, trucks, buses, taxis and land transport users working in this sector

Following up on Land Transport Law compliance



# Platform Services





# Activity Permit/Vehicle Permit



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.





# Vehicle Operating Card (VOC)

Vehicle  
Details

Activity

Owner

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](http://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

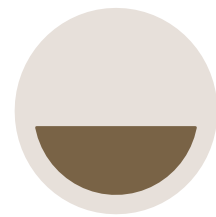
1



**Validation**

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

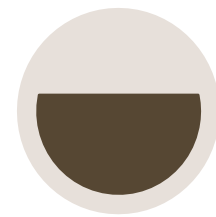
2



**Send Request**

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

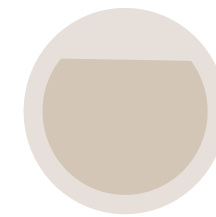
3



**Approval**

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

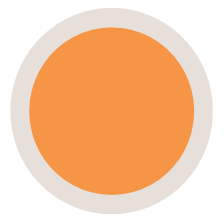
4



**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

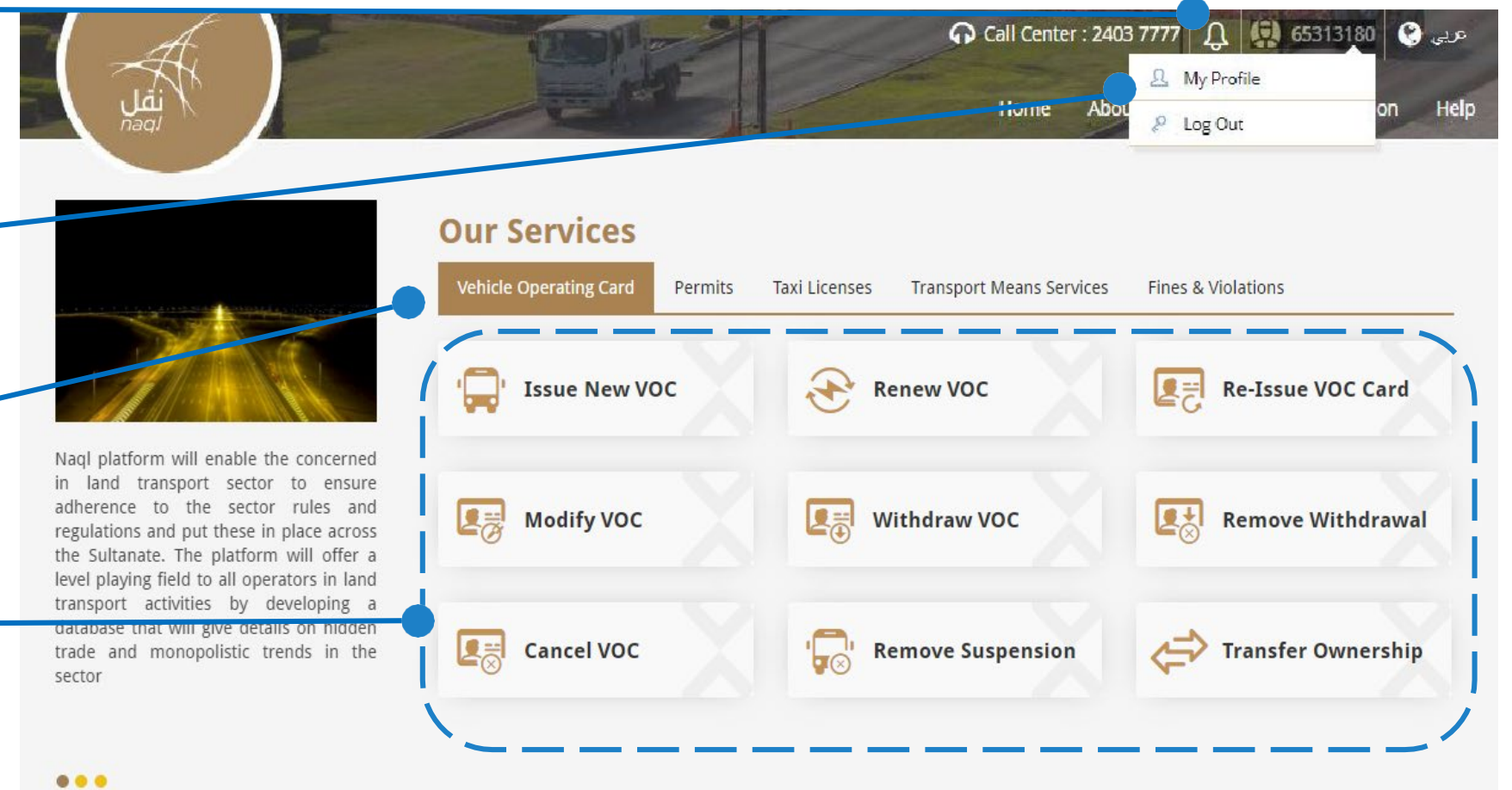
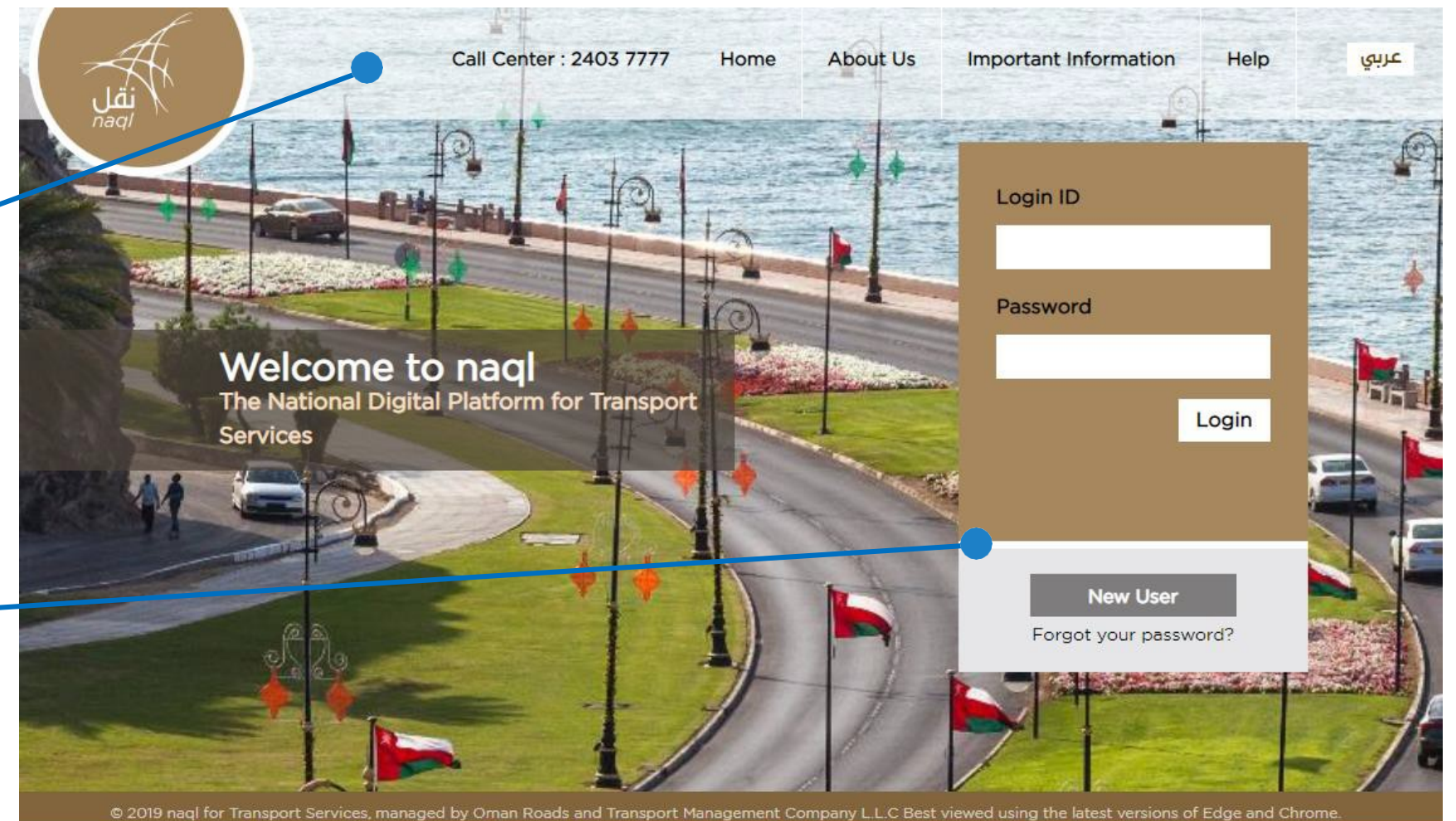
Login ID/ New User

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

Call Center : 2403 7777 Home About Us Help عربي

**Welcome to naql**  
The National Digital Platform for Transport Services

All individuals and companies operating in the road transport sector must obtain a Vehicle Operating Card in accordance with the executive regulation of the Land Transport Law issued by Ministerial Decision No. 2/2018 to avoid violations and administrative penalties.

**Dear Clients:**  
Commencing 03 January 2021, trailers and rental cars registration applications shall be submitted electronically through Naql Platform. Individuals and companies shall follow the "Transport Means Services" icon.

Civil Id or Company CR Number

Password

Login

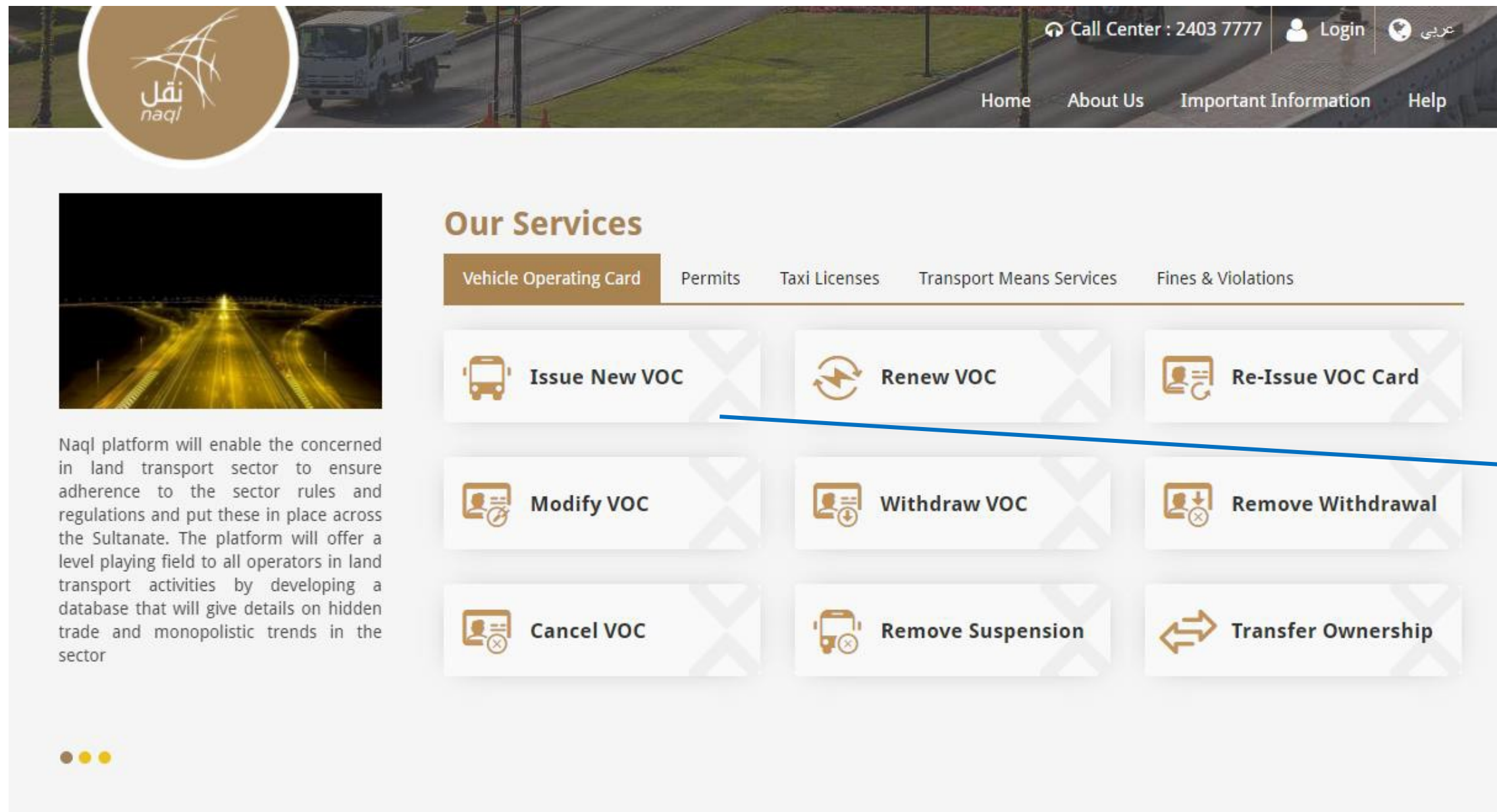
( For Issuing the first card )  
**New User**

[Forgot your password?](#)

- 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



The screenshot displays the Naql Platform website interface. At the top, there is a header with the Naql logo (a stylized 'n' with Arabic text 'نقل' and 'naql'), a call center number '2403 7777', a 'Login' button, and a language selector for Arabic. Below the header is a navigation menu with links for 'Home', 'About Us', 'Important Information', and 'Help'. The main content area features a section titled 'Our Services' with a horizontal tab bar. The 'Vehicle Operating Card' tab is selected and highlighted in orange. Below this tab, there is a grid of nine service buttons, each with an icon and text: 'Issue New VOC' (highlighted with a blue line), 'Renew VOC', 'Re-Issue VOC Card', 'Modify VOC', 'Withdraw VOC', 'Remove Withdrawal', 'Cancel VOC', 'Remove Suspension', and 'Transfer Ownership'. To the left of the service grid, there is a small image of a road at night with light trails, followed by a paragraph of text describing the platform's purpose.

نقل  
naql

Call Center : 2403 7777 Login عربي

Home About Us Important Information Help

### Our Services

Vehicle Operating Card Permits Taxi Licenses Transport Means Services Fines & Violations

**Issue New VOC** Renew VOC Re-Issue VOC Card

Modify VOC Withdraw VOC Remove Withdrawal

Cancel VOC Remove Suspension Transfer Ownership

Naql platform will enable the concerned in land transport sector to ensure adherence to the sector rules and regulations and put these in place across the Sultanate. The platform will offer a level playing field to all operators in land transport activities by developing a database that will give details on hidden trade and monopolistic trends in the sector

- 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.

**Issue New VOC**

1 Validation 2 Send Request 3 Approval 4 Payment 5 Completion

**Owner Information**

☒ Individuals ☐ Companies

Civil ID \*

**Vehicle Information**

☒ Plate No ☐ Chassis No

Please select plate ▼ Plate Number

**REGISTER NEW USER**

Phone Number \*

Email \*

Password \*

Confirm Password \*

Submit Cancel

# (4) Issue New VOC

## Issue New VOC

1Validation

2Send Request

3Approval

4Payment

5Completion

### Companies

**Owner Information**  
Name : Afaq Consultancy and Business Development  
Company Registration Number (CR) : 2215840

**Vehicle Information**  
☒ Plate No ☐ Chassis No  

Select Activity

Land transport of passengers - Irregular  
Land Transport of Passengers by Bus - Regular (Intercity)  
Trucking of goods and equipment (scheduled - unscheduled)  
Trucking of Chemical and Dangerous Products

Please select plate code

Plate Number

Add Vehicle

**Option to add a bulk of vehicles**

**VOC LIST**

<input checked="" type="checkbox"/>	VOC Number	Chassis No	Activity Name [Arabic]	Activity Name [English]
<input checked="" type="checkbox"/>	1OZYE85W2	47E62D3464000001	النقل البري بالشاحنات للبضائع و المعدات (مجدول و غير مجدول)	Trucking of goods and equipment (scheduled - unscheduled)

VOC Count : 1  
Grand Total : 0.000 OMR

- 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

## Issue New VOC

1Validation

2Send Request

3Approval

4Payment

5Completion

### Individuals

Civil ID  
15628108

Owner Name  
SANAD Bin YOUSUF Bin SULAIMAN AL HASANI

Chassis No  
4T1BK1EB7JU275843

Plate No  
K 8994

**Available Activities \***  

Trucking of goods and equipment (scheduled - unscheduled)

☐ Self Declaration



# (5) Issue New VOC

**SELECT TWO WILAYATS THAT YOU EXERCISE THIS ACTIVITY IN. \***

Select	State Name
<input type="checkbox"/>	Muscat
<input type="checkbox"/>	Muttrah
<input type="checkbox"/>	Bawshar
<input type="checkbox"/>	Seeb
<input type="checkbox"/>	Al Amarat
<input type="checkbox"/>	Qusayr

☐ Self Declaration

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

## 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



البنك الوطني العماني  
**NBO**

Institution/ Merchant التاجر/ المؤسسة	MINISTRY OF TRANSPC
Website الموقع الإلكتروني	https://naql.om
Amount - Omani Riyals المبلغ - ريال عماني	OMR 30.000
Track ID رقم التعقب	637072729037028881

Payment Card Informationبيانات بطاقة الدفع

Debit Card Number رقم البطاقة	<input type="text"/>	?
Valid Thru - Expiry Date صالحة لغاية / تاريخ انتهاء الصلاحية	MM <input type="text"/> YYYY <input type="text"/>	?
Cardholder Name اسم حامل البطاقة	<input type="text"/>	?
Card Secure Code (CVV/CVC) الرمز الأمني للبطاقة	<input type="text"/>	 ?

Proceed - تابع

Cancel - إلغاء

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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.

## Issue New VOC

1

2


3

4

5

ValidationSend RequestApprovalPaymentCompletion

VOC NumberGSJGV3750Active



Chassis No: 4T1BK1EB7JU275843

Plate No: K 8994

Civil ID: 15628108

Owner Name: SANAD Bin YOUSUF Bin SULAIMAN AL HASANI

Date of Issuance: 21/10/2019

Date of Expiry: 20/10/2020

Vehicle Type: PICKUP

TRANSACTION INFORMATION

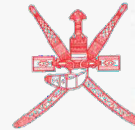
Request Type: Issue New VOCRequest Date: 21/10/2019

Request Status: Request Completed

Fees: 0.000 OMR

Grand Total: 0.000 OMR

Sultanate of Oman  
Ministry of Transport  
Vehicle Operating Card



سلطنة عمان  
وزارة النقل  
بطاقة تشغيل مركبة

Card NumberV5P9V613E

رقم البطاقة

Owner Name: Waleed Al Harthy

اسم المالك: وليد الحارثي

Civil ID: 26878223

الرقم المدني

License No: 492201


رقم الترخيص

Issue Date: 16/10/2019

تاريخ الإصدار

Expiry Date: 15/10/2020

تاريخ الانتهاء



Vehicle Information

تفاصيل المركبة

Plate No: 3335	رقم اللوحة:
Chassis No: FCC7F640E4000000	رقم القاعدة / الشاسي:
No. of Passengers: 4	عدد الركاب:

سيارات الاجرة

Taxi operation

\*يتوجب على حامل البطاقة الحصول على ترخيص للنشاط قبل تاريخ انتهاء البطاقة

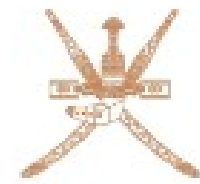
يجب إخطار التغييرات التي تطرأ على نشاط المركبة أو بيانات المالك للجهة المسؤولة.  
Changes to vehicle's activity or company information must be notified to licensing authority

Web Site: www.naql.omCall Center: 2403 7777

The user can now download his VOC



# (9) Issue New VOC



إيصال دفع

سلطنة عمان  
وزارة النقل  
دائرة النقل البري

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 التأخير 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



Call Center : 2403 7777 | Login | عربي










Home | About Us | Important Information | Help



Naql platform will enable the concerned in land transport sector to ensure adherence to the sector rules and regulations and put these in place across the Sultanate. The platform will offer a level playing field to all operators in land transport activities by developing a database that will give details on hidden trade and monopolistic trends in the sector

### Our Services

Vehicle Operating Card | Permits | Taxi Licenses | Transport Means Services | Fines & Violations

 Issue New VOC	 Renew VOC	 Re-Issue VOC Card
 Modify VOC	 Withdraw VOC	 Remove Withdrawal
 Cancel VOC	 Remove Suspension	 Transfer Ownership

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

## (2) Renew VOC

### Renew VOC

1


2

3

4

5

ValidationSend RequestApprovalPaymentCompletion



Owner Information

Civil ID  
15628108

Phone Number  
98851479

Email  
Abdul@aman.om

Vehicle Information

☒ Plate No ☐ Chassis No

Please select plate code ▼

Plate Number

Submit

Cancel

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



# (3) Renew VOC

## Renew VOC

1

2

3

4

5

Validation

Send Request

Approval


Payment

Completion

VOC Number

GSJGV3750

Active



Chassis No

: 4T1BK1EB7JU275843

Date of Issuance

: 30/11/2018

Plate No

: K 8994

Date of Expiry

: 29/10/2019

Civil ID

: 15628108

Vehicle Type

: PICKUP

Owner Name

: SANAD Bin YOUSUF Bin SULAIMAN AL HASANI

REQUEST DETAILS

Request Type : Renew VOC

Cost : 0.000 OMR

Total Cost : 0.000 OMR

☒ Self Declaration

Proceed to Pay

Cancel

- 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

## 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



Institution/ Merchant التاجر/ المؤسسة	MINISTRY OF TRANSPC
Website الموقع الالكتروني	https://naql.om
Amount - Omani Riyals المبلغ - ريال عماني	OMR 30.000
Track ID رقم التعقب	637072729037028881

Payment Card Informationبيانات بطاقة الدفع

Debit Card Number رقم البطاقة	<input type="text"/>	?
Valid Thru - Expiry Date صالحة لغاية / تاريخ انتهاء الصلاحية	MM <input type="text"/> YYYY <input type="text"/>	?
Cardholder Name اسم حامل البطاقة	<input type="text"/>	?
Card Secure Code (CVV/CVC) الرمز الأمني للبطاقة	<input type="text"/>	 ?

Proceed - تابع

Cancel - إلغاء

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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

## Renew VOC

1

2


3

4

5

ValidationSend RequestApprovalPaymentCompletion

VOC NumberGSJGV3750Active



Chassis No	: 4T1BK1EB7JU275843	Date of Issuance	: 30/10/2020
Plate No	: K 8994	Date of Expiry	: 29/10/2021
Civil ID	: 15628108	Vehicle Type	: PICKUP
Owner Name	: SANAD Bin YOUSUF Bin SULAIMAN AL HASANI		

TRANSACTION INFORMATION

Request Type : Renew VOCRequest Date : 21/10/2019Request Status : Request Completed

Fees : 0.000 OMRGrand Total : 0.000 OMR

Print SummaryHome

PdfName-1571660....pdf

After payment, the user can download his renewed VOC



# (7) Renew VOC



سلطنة عمان  
وزارة النقل  
دائرة النقل البري

إيصال دفع

رقم إذن الدفع

YGX3Q91M9 :

رقم الطلب :

التاريخ

: تم الدفع

21/10/2019 :

إذن الدفع

نوع المعاملة

15628108 :

: تجديد بطاقة تشغيل

رقم السجل

: سند بن يوسف بن سليمان الحسني

اسم المنشأة

21/10/2019 :

تاريخ احتساب الرسوم

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

المبلغ الإجمالي 0.000 ر.ع

ملاحظات

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

PRINT

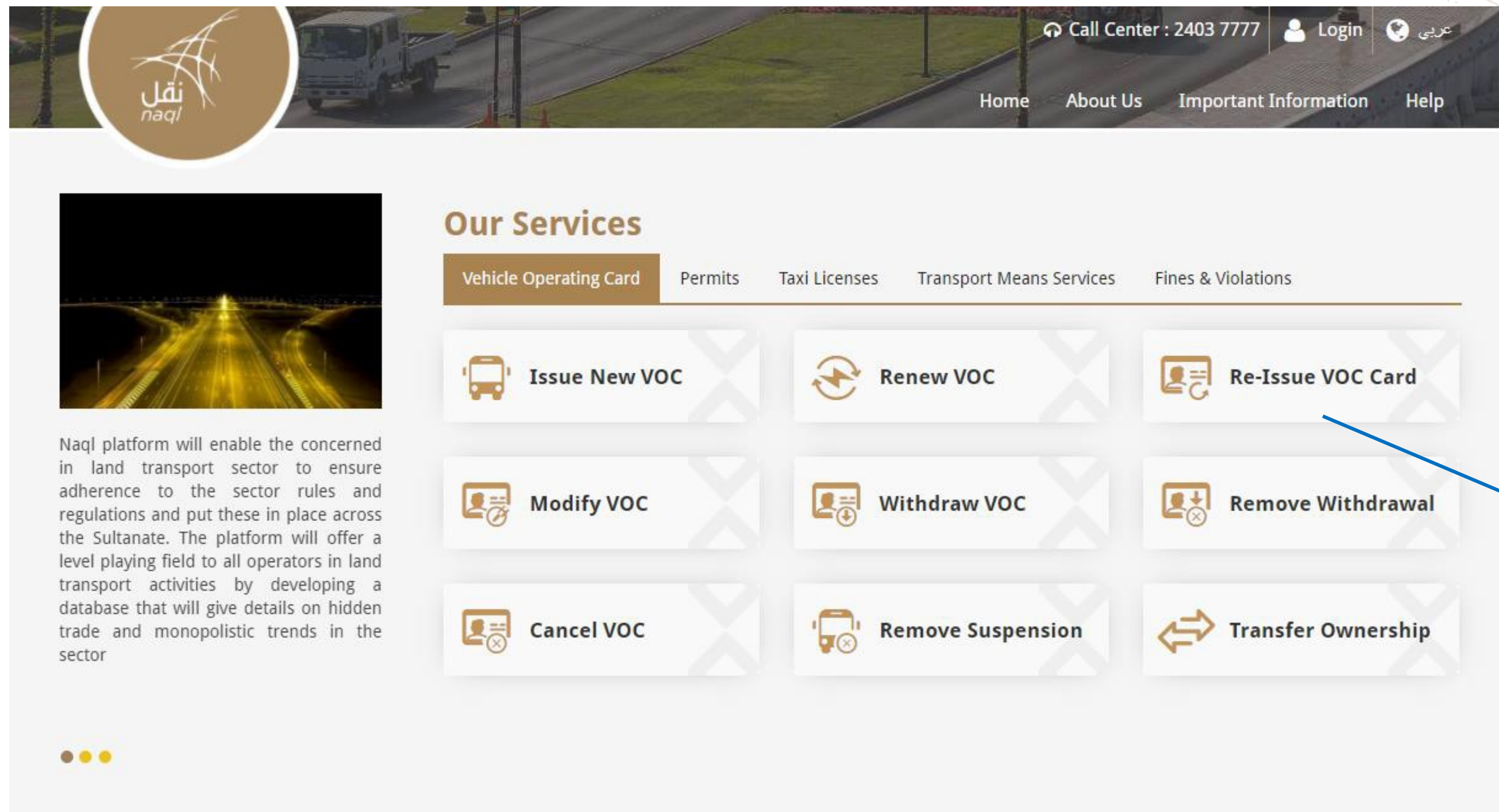
The user can also  
print the payment  
receipt

# 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



The screenshot displays the Naql Platform website interface. At the top, there is a header with the Naql logo, a call center number (2403 7777), a login button, and a language selector (Arabic). Below the header is a navigation bar with links for Home, About Us, Important Information, and Help. The main content area features a section titled 'Our Services' with a sub-tab 'Vehicle Operating Card'. Under this tab, there is a grid of nine service options, each with an icon and a label: 'Issue New VOC', 'Renew VOC', 'Re-Issue VOC Card', 'Modify VOC', 'Withdraw VOC', 'Remove Withdrawal', 'Cancel VOC', 'Remove Suspension', and 'Transfer Ownership'. A blue arrow points from the 'Re-Issue VOC Card' option to a text box on the right.

Naql platform will enable the concerned in land transport sector to ensure adherence to the sector rules and regulations and put these in place across the Sultanate. The platform will offer a level playing field to all operators in land transport activities by developing a database that will give details on hidden trade and monopolistic trends in the sector

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

## (2) Re-Issue VOC Card

### Re-Issue VOC Card

1


2

3

4

5

ValidationSend RequestApprovalPaymentCompletion



Owner Information

Civil ID  
21992056

Phone Number  
08831470

Email  
Abeer@aman.om

Vehicle Information

☒ Plate No ☐ Chassis No

Please select plate code ▼

Plate Number

Submit

Cancel

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



# (3) Re-Issue VOC Card

## Re-Issue VOC Card

1

2


3

4

5

ValidationSend RequestApprovalPaymentCompletion

VOC NumberASHLXBVU6Active



Chassis No	: 926BA8AEC4000000	Date of Issuance	: 21/10/2019
Plate No	: A 5128	Date of Expiry	: 20/10/2020
Civil ID	: 65313180	Vehicle Type	: SALOON
Owner Name	: Seif Al Hajri		

### REQUEST DETAILS

Request Type : Re-Issue VOC Card

Fees :0.000 OMR

Grand Total :0.000 OMR

☒ Self DeclarationProceed to PayCancel

- 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

## 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



Institution/ Merchant التاجر/ المؤسسة	MINISTRY OF TRANSPC
Website الموقع الالكتروني	https://naql.om
Amount - Omani Riyals المبلغ - ريال عماني	OMR 30.000
Track ID رقم التعقب	637072729037028881

Payment Card Informationبيانات بطاقة الدفع

Debit Card Number رقم البطاقة	<input type="text"/>	?
Valid Thru - Expiry Date صالحة لغاية / تاريخ انتهاء الصلاحية	MM <input type="text"/> YYYY <input type="text"/>	?
Cardholder Name اسم حامل البطاقة	<input type="text"/>	?
Card Secure Code (CVV/CVC) الرمز الأمني للبطاقة	<input type="text"/>	 ?

Proceed - تابع

Cancel - إلغاء

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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

## Re-Issue VOC Card

1

2

3

4


5

ValidationSend RequestApprovalPaymentCompletion

VOC Number

ASHLXBVU6

Active



Chassis No

: 926BA8AEC4000000

Date of Issuance

: 21/10/2019

Plate No

: A 5128

Date of Expiry

: 20/10/2020

Civil ID

: 65313180

Vehicle Type


: SALOON

Owner Name

: Seif Al Hajri

Print Summary

Home

 PdfName-1571663....pdf ^

After payment, the user can download his VOC



# (7) Re-Issue VOC Card



سلطنة عمان  
وزارة النقل  
دائرة النقل البري

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 التأخير 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

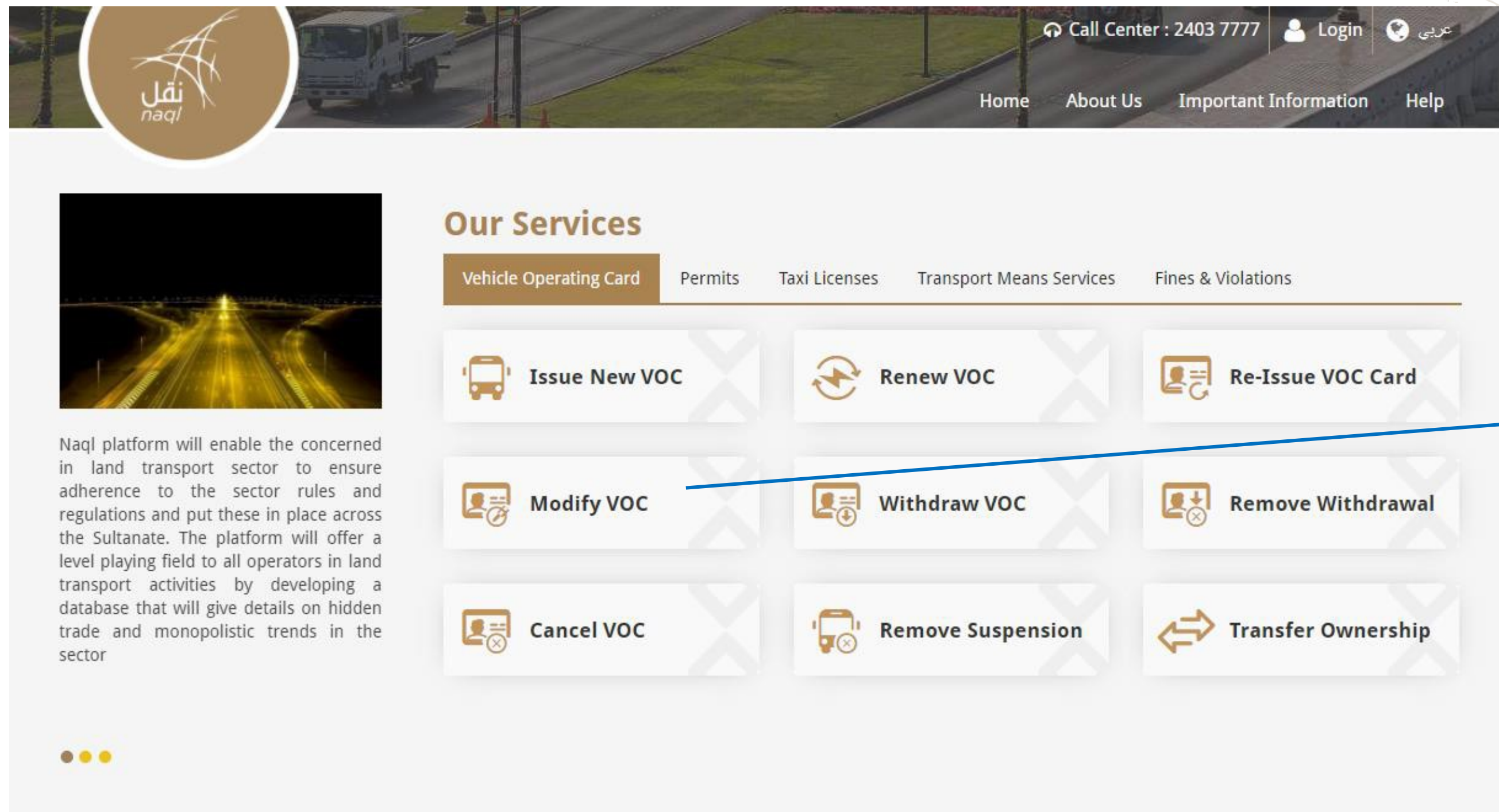
The user can also print the payment receipt

# Modify VOC

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












# (1) Modify VOC



**Our Services**

Vehicle Operating Card   Permits   Taxi Licenses   Transport Means Services   Fines & Violations

 <b>Issue New VOC</b>	 <b>Renew VOC</b>	 <b>Re-Issue VOC Card</b>
 <b>Modify VOC</b>	 <b>Withdraw VOC</b>	 <b>Remove Withdrawal</b>
 <b>Cancel VOC</b>	 <b>Remove Suspension</b>	 <b>Transfer Ownership</b>

Naql platform will enable the concerned in land transport sector to ensure adherence to the sector rules and regulations and put these in place across the Sultanate. The platform will offer a level playing field to all operators in land transport activities by developing a database that will give details on hidden trade and monopolistic trends in the sector

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

# (2) Modify VOC

## Modify VOC

1

2

3

4

5


Validation

Send Request

Approval

Payment

Completion



Owner Information

Civil ID  
15628108

Phone Number  
98831479

Email  
Aben@aman.om

Vehicle Information

☒ Plate No ☐ Chassis No

Please select plate code ▼

Plate Number

Submit

Cancel

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



# (3) Modify VOC

## Modify VOC

1

2

3

4

5

Validation

Send Request

Approval


Payment

Completion

VOC Number

GSJGV3750

Active



Chassis No

: 4T1BK1EB7JU275843

Date of Issuance

: 30/10/2020

Plate No

: K B 8994

Date of Expiry

: 29/10/2021

Civil ID

: 15628108

Vehicle Type

: PICKUP

Owner Name

: SANAD Bin YOUSUF Bin SULAIMAN AL HASANI

REQUEST DETAILS

Field	New Value	Local Vehicles Values
Plate Number	8994	1234

Fees :

0.000 OMR

Grand Total :

0.000 OMR

☐ Self Declaration

Proceed to Pay

Cancel

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"

<https://www.naql.om/> | Naql Platform

48

# (4) Modify VOC

## 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

البنك الوطني العماني

NBO

Institution/ Merchant  
التاجر/ المؤسسة

MINISTRY OF TRANSPC

Website  
الموقع الإلكتروني

https://naql.om

Amount - Omani Riyals  
المبلغ - ريال عماني

OMR 30.000

Track ID  
رقم التعقب

637072729037028881

Payment Card Informationبيانات بطاقة الدفع

Debit Card Number  
رقم البطاقة

?

Valid Thru - Expiry Date  
صالحة لغاية / تاريخ انتهاء الصلاحية

MM

▼

YYYY

▼

?

Cardholder Name  
اسم حامل البطاقة

?

Card Secure Code (CVV/CVC)  
الرمز الأمني للبطاقة



?

Proceed - تابع

Cancel - إلغاء

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مدعوم من

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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

## Modify VOC

1

2


3

4

5

ValidationSend RequestApprovalPaymentCompletion

VOC NumberGSJGV3750Active



Chassis No	: 4T1BK1EB7JU275843	Date of Issuance	: 30/10/2020
Plate No	: K 8994	Date of Expiry	: 29/10/2021
Civil ID	: 15628108	Vehicle Type	: PICKUP
Owner Name	: SANAD Bin YOUSUF Bin SULAIMAN AL HASANI		

TRANSACTION INFORMATION

Request Type : Modify VOCRequest Date : 21/10/2019Request Status : Request Completed

Fees : 0.000 OMRGrand Total : 0.000 OMR

Print SummaryHome

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



إيصال دفع

سلطنة عمان  
وزارة النقل  
دائرة النقل البري

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

الإجراء	رقم البطاقة	الرسوم ر.ع	غرامات التأخير 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

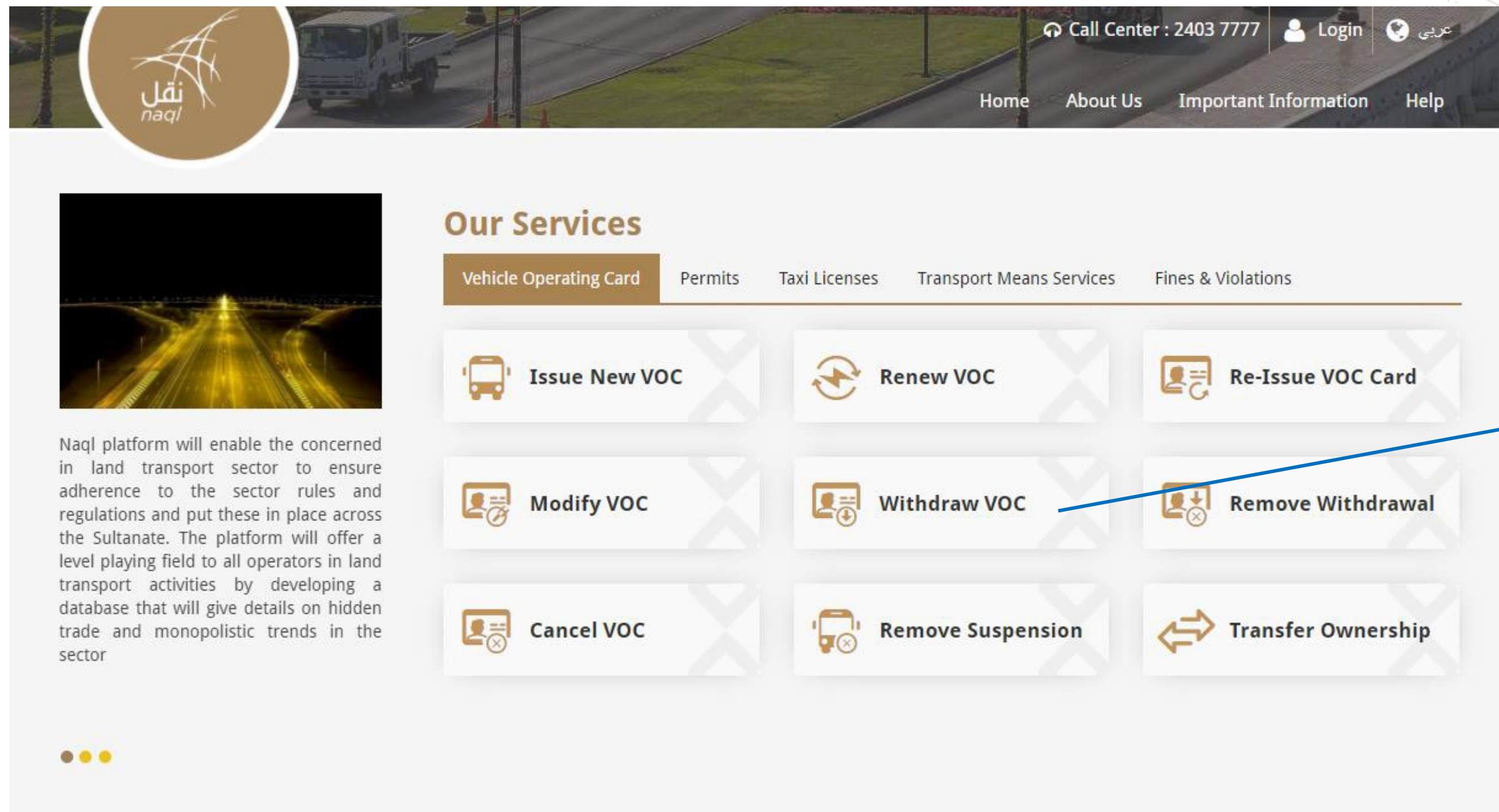
The user can also print the payment receipt

# Withdraw VOC

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












# (1) Withdraw VOC



**Our Services**

Vehicle Operating Card   Permits   Taxi Licenses   Transport Means Services   Fines & Violations

 <b>Issue New VOC</b>	 <b>Renew VOC</b>	 <b>Re-Issue VOC Card</b>
 <b>Modify VOC</b>	 <b>Withdraw VOC</b>	 <b>Remove Withdrawal</b>
 <b>Cancel VOC</b>	 <b>Remove Suspension</b>	 <b>Transfer Ownership</b>

Naql platform will enable the concerned in land transport sector to ensure adherence to the sector rules and regulations and put these in place across the Sultanate. The platform will offer a level playing field to all operators in land transport activities by developing a database that will give details on hidden trade and monopolistic trends in the sector

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

## (2) Withdraw VOC

### Withdraw VOC

1

2

3

4

5


Validation

Send Request

Approval

Payment

Completion



Owner Information

Civil ID  
65313180

Phone Number  
99924179

Email  
abdo@amman.com

Vehicle Information

☐ Plate No ☒ Chassis No

Chassis No

Submit

Cancel

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

# (3) Withdraw VOC

## Withdraw VOC

1

2

3

4

5

Validation

Send Request

Approval


Payment

Completion

VOC Number

ASHLXBVU6

Active



Chassis No

: 926BA8AEC4000000

Date of Issuance

: 21/10/2019

Plate No

: A 5128

Date of Expiry

: 20/10/2020

Civil ID

: 65313180

Vehicle Type

: SALOON

Owner Name

: Seif Al Hajri

REQUEST DETAIL

Request Type

Withdraw VOC

Start Date

21/10/2019

Choose Withdrawal Months

Choose Withdrawal Months

End Date

Fees :

0.000 OMR

Grand Total :

0.000 OMR

☒ Self Declaration

Proceed to Pay

Cancel

- 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

## 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

البنك الوطني العماني

NBO

Institution/ Merchant التاجر/ المؤسسة	MINISTRY OF TRANSPC
Website الموقع الإلكتروني	https://naql.om
Amount - Omani Riyals المبلغ - ريال عماني	OMR 30.000
Track ID رقم التعقب	637072729037028881

Payment Card Informationبيانات بطاقة الدفع

Debit Card Number رقم البطاقة	<input type="text"/>	?
Valid Thru - Expiry Date صالحة لغاية / تاريخ انتهاء الصلاحية	MM <input type="text"/> YYYY <input type="text"/>	?
Cardholder Name اسم حامل البطاقة	<input type="text"/>	?
Card Secure Code (CVV/CVC) الرمز الأمني للبطاقة	<input type="text"/>	 ?

تالي - Proceed

إلغاء - Cancel

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عمان نت

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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

## Withdraw VOC

1

2

3

4


5

ValidationSend RequestApprovalPaymentCompletion

VOC Number

ASHLXBVU6

Active



Chassis No

: 926BA8AEC4000000

Date of Issuance

: 21/10/2019

Plate No

: A 5128

Date of Expiry

: 20/10/2020

Civil ID

: 65313180

Vehicle Type

: SALOON

Owner Name

: Seif Al Hajri

TRANSACTION INFORMATION

Request Type

: Withdrawal

Request Date

: 22/10/2019

Request Status

: Request Completed

Fees

: 0.000 OMR

Grand Total

: 0.000 OMR

Print Summary

Home

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



إيصال دفع

سلطنة عمان  
وزارة النقل  
دائرة النقل البري

رقم إذن الدفع : 637073320643810446 : رقم الطلب : 20VA3DZNS :  
التاريخ : 30/10/2019 : إذن الدفع : : تم الدفع :  
نوع المعاملة : إيقاف مؤقت : رقم السجل : 65313180 :  
اسم المنشأة : سيف الهاجري :  
تاريخ احتساب الرسوم : 30/10/2019 :

الإجراء	رقم البطاقة	الرسوم ر.ع	غرامات التأخير ر.ع	المبلغ المستحق ر.ع
إيقاف مؤقت	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

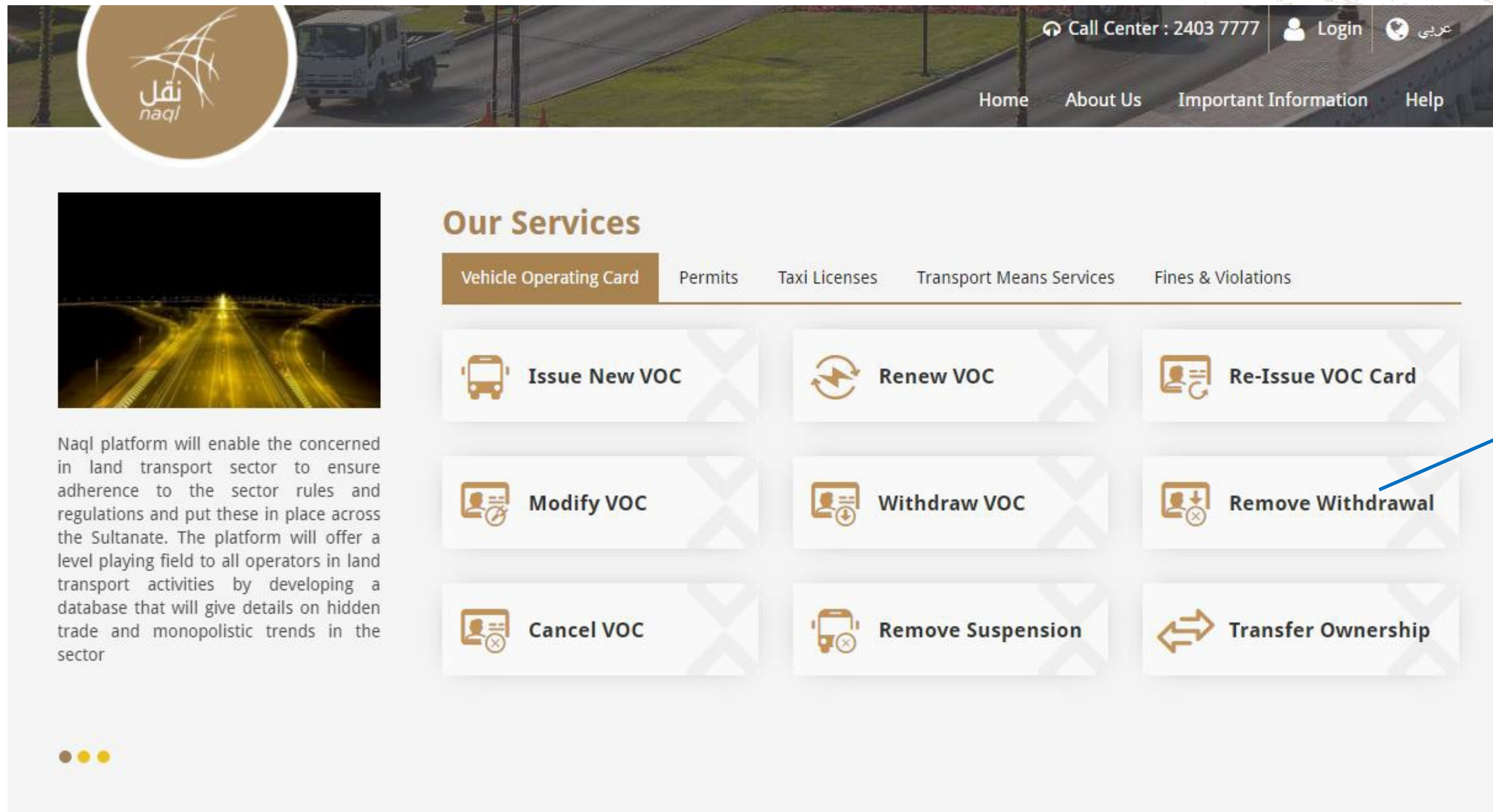
The user can also print the payment receipt

# Remove Withdrawal

---










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

# (1) Remove Withdrawal



**Our Services**

Vehicle Operating Card   Permits   Taxi Licenses   Transport Means Services   Fines & Violations

 <b>Issue New VOC</b>	 <b>Renew VOC</b>	 <b>Re-Issue VOC Card</b>
 <b>Modify VOC</b>	 <b>Withdraw VOC</b>	 <b>Remove Withdrawal</b>
 <b>Cancel VOC</b>	 <b>Remove Suspension</b>	 <b>Transfer Ownership</b>

Naql platform will enable the concerned in land transport sector to ensure adherence to the sector rules and regulations and put these in place across the Sultanate. The platform will offer a level playing field to all operators in land transport activities by developing a database that will give details on hidden trade and monopolistic trends in the sector

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



# (2) Remove Withdrawal

## Remove Withdrawal

1

2

3

4

5


Validation

Send Request

Approval

Payment

Completion



Owner Information

Civil ID  
65313180

Phone Number  
~~98831479~~

Email  
~~abeer@aman.com~~

Vehicle Information

☒ Plate No ☐ Chassis No

Please select plate code ▼

Plate Number

Submit

Cancel

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

# (3) Remove Withdrawal

## Remove Withdrawal

1

2


3

4

5

ValidationSend RequestApprovalPaymentCompletion

VOC NumberGRHR7KQLJWithdrawn



Chassis No	: 02B0215D7A000000	Date of Issuance	: 14/11/2019
Plate No	: M 5 0979	Date of Expiry	: 13/11/2020
Civil ID	: 87017302	Vehicle Type	: SALOON
Owner Name	: Yousef Al Mahrooqi	Withdrawal Start Date	: 14/11/2019
		Withdrawal End Date	: 13/02/2020

### REQUEST DETAIL

Request Type	Start Date	End Date
Remove Withdrawal	14/11/2019	13/02/2020

Cost : 0.000 OMR

Total Cost : 0.000 OMR

☒ Self DeclarationSubmitCancel

- 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

## 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



Institution/ Merchant التاجر/ المؤسسة	MINISTRY OF TRANSPC
Website الموقع الإلكتروني	https://naql.om
Amount - Omani Riyals المبلغ - ريال عماني	OMR 30.000
Track ID رقم التعقب	637072729037028881

Payment Card Informationبيانات بطاقة الدفع

Debit Card Number رقم البطاقة	<input type="text"/>	?
Valid Thru - Expiry Date صالحة لغاية / تاريخ انتهاء الصلاحية	MM <input type="text"/> YYYY <input type="text"/>	?
Cardholder Name اسم حامل البطاقة	<input type="text"/>	?
Card Secure Code (CVV/CVC) الرمز الأمني للبطاقة	<input type="text"/>	 ?

Proceed - تابع

Cancel - إلغاء

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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

## Remove Withdrawal

1

2


3

4

5

ValidationSend RequestApprovalPaymentCompletion

VOC NumberASHLXBVU6Active



Chassis No: 926BA8AEC4000000

Plate No: A 5128

Civil ID: 65313180

Owner Name: Seif Al Hajri

Date of Issuance: 21/10/2019

Date of Expiry: 20/10/2020

Vehicle Type: SALOON

TRANSACTION INFORMATION

Request Type: Remove Withdrawal

Request Date: 22/10/2019

Request Status: Request Completed

Fees: 0.000 OMR

Grand Total: 0.000 OMR

Print Summary

Home

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

# (7) Remove Withdrawal

  
637073320643810446

  
إيصال دفع

سلطنة عمان  
وزارة النقل  
دائرة النقل البري

رقم إذن الدفع : 637073320643810446

رقم الطلب : 20VA3DZNS

التاريخ : 30/10/2019

نوع المعاملة : 65313180

تم الدفع : 30/10/2019

إذن الدفع : 65313180

رقم السجل : سيف الحاجري

اسم المنشأة : 30/10/2019

تاريخ احتساب الرسوم : 30/10/2019

الإجراء	رقم البطاقة	الرسوم ر.ع	غرامات التأخير ر.ع	المبلغ المستحق ر.ع
تقطيل يفت دواعي	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

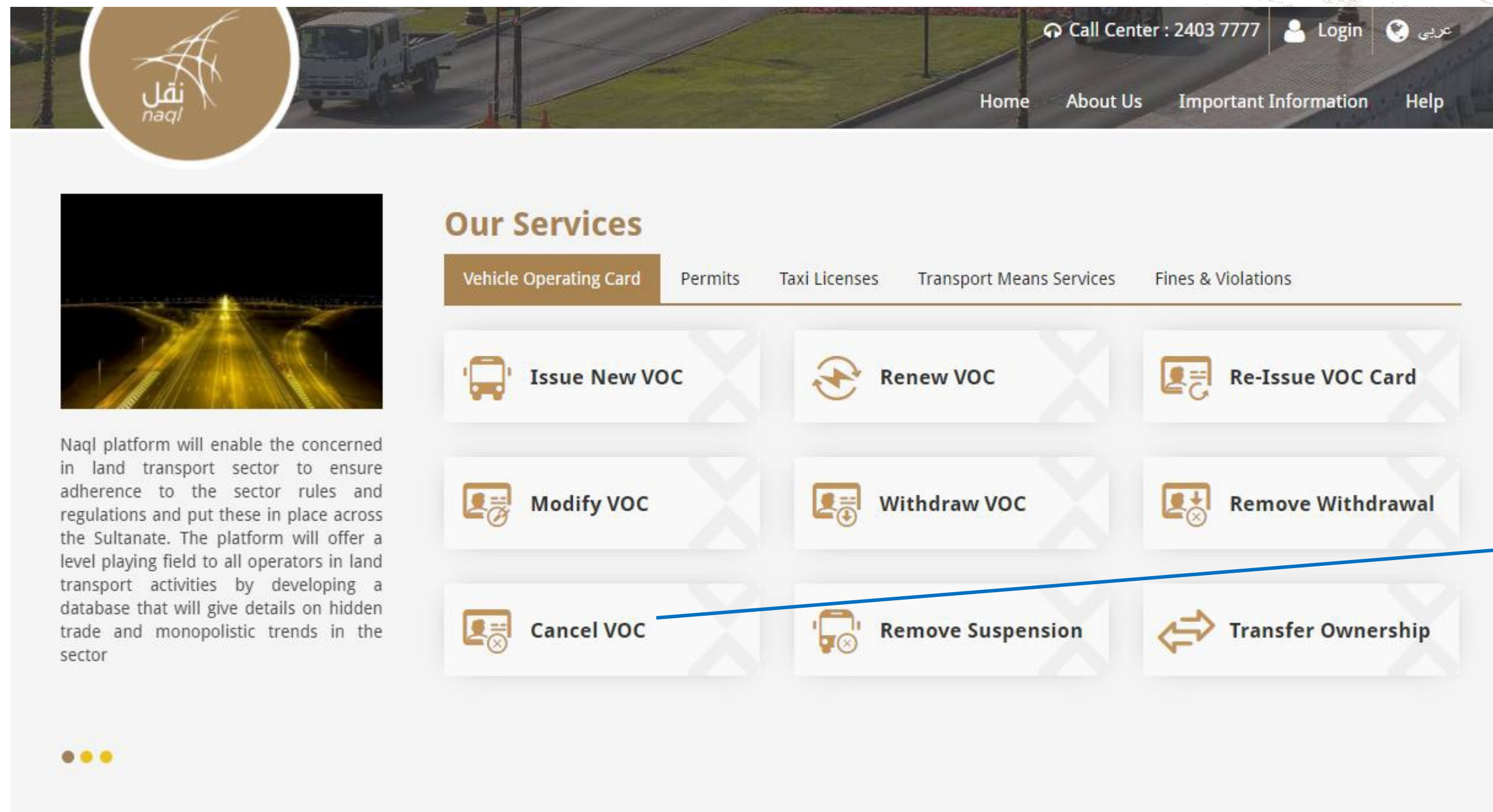
The user can also print the payment receipt



# 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












**ناقل**  
naql

Call Center : 2403 7777 | Login | عربي

Home | About Us | Important Information | Help

## Our Services

Vehicle Operating Card | Permits | Taxi Licenses | Transport Means Services | Fines & Violations

 <b>Issue New VOC</b>	 <b>Renew VOC</b>	 <b>Re-Issue VOC Card</b>
 <b>Modify VOC</b>	 <b>Withdraw VOC</b>	 <b>Remove Withdrawal</b>
 <b>Cancel VOC</b>	 <b>Remove Suspension</b>	 <b>Transfer Ownership</b>

Naql platform will enable the concerned in land transport sector to ensure adherence to the sector rules and regulations and put these in place across the Sultanate. The platform will offer a level playing field to all operators in land transport activities by developing a database that will give details on hidden trade and monopolistic trends in the sector

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

## (2) Cancel VOC

### Cancel VOC

1


2

3

4

5

ValidationSend RequestApprovalPaymentCompletion



Owner Information

Civil ID  
65313180

Phone Number  
~~98931479~~

Email  
~~abeer@aman.om~~

Vehicle Information

☒ Plate No ☐ Chassis No

Please select plate code ▼

Plate Number

Submit

Cancel

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



# (3) Cancel VOC

## Cancel VOC

1

2

3

4

5

Validation

Send Request

Approval


Payment

Completion

VOC Number

ASHLXBVU6

Active



Chassis No	: 926BA8AEC4000000	Date of Issuance	: 21/10/2019
Plate No	: A 5128	Date of Expiry	: 20/10/2020
Civil ID	: 65313180	Vehicle Type	: SALOON
Owner Name	: Seif Al Hajri		

REQUEST DETAIL

Request Type  
Cancel VOC

Cost : 0.000 OMR

Total Cost : 0.000 OMR

☒ Self Declaration

Submit

Cancel

- 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



### Cancel VOC



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

البنك الوطني العماني  
**NBO**

Institution/ Merchant  
التاجر/ المؤسسة

MINISTRY OF TRANSPC

Website  
الموقع الإلكتروني

https://naql.om

Amount - Omani Riyals  
المبلغ - ريال عماني

OMR 30.000

Track ID  
رقم التعقب

637072729037028881

Payment Card Informationبيانات بطاقة الدفع

Debit Card Number  
رقم البطاقة

?

Valid Thru - Expiry Date  
صالحة لغاية / تاريخ انتهاء الصلاحية

MM

YYYY

?

Cardholder Name  
اسم حامل البطاقة

?

Card Secure Code (CVV/CVC)  
الرمز الأمني للبطاقة



?

Proceed - تابع

Cancel - إلغاء

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مدعوم من OmanNet

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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

## Cancel VOC

1

2

3

4


5

ValidationSend RequestApprovalPaymentCompletion

VOC Number

ASHLXBVU6

Cancelled



Chassis No

: 926BA8AEC4000000

Date of Issuance

: 21/10/2019

Plate No

: A 5128

Date of Expiry

: 20/10/2020

Civil ID

: 65313180

Vehicle Type

: SALOON

Owner Name

: Seif Al Hajri

TRANSACTION INFORMATION

Request Type

: Cancel VOC

Request Date

: 22/10/2019

Request Status

: Request Completed

Fees

: 0.000 OMR

Grand Total

: 0.000 OMR

Print Summary

Home

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



إيصال دفع

سلطنة عمان  
وزارة النقل  
دائرة النقل البري

رقم إذن الدفع : 6W8H1C8E1

رقم الطلب : 65313180

رقم السجل : 65313180

اسم المنشأة : سيف الهاجري

التاريخ : 22/10/2019

نوع المعاملة : إلغاء بطاقة تشغيل

تاريخ احتساب الرسوم : 22/10/2019

الإجراء	رقم البطاقة	الرسوم ر.ع	غرامات التأخير 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

## Profile Details

Seif Al Hajri

Civil ID : 65313180


Phone Number : 98831479

Email : abeer@aman.om

Edit Profile

VOC ListFinesLicenses

VOC Number7LZYE8662Active




Chassis No	: 223C4E4FE6000000	Date of Issuance	: 21/10/2019
Plate No	: A S 4937	Date of Expiry	: 20/10/2020
Civil ID	: 65313180	Vehicle Type	: SALOON
Owner Name	: Seif Al Hajri		

Activities

- Taxi operation

VOC ProfileRe-Issue VOC CardWithdrawTransferCancel VOC

VOC NumberASHLXBVU6Cancelled



Chassis No	: 926BA8AEC4000000	Date of Issuance	: 21/10/2019
Plate No	: A 5128	Date of Expiry	: 20/10/2020
Civil ID	: 65313180	Vehicle Type	: SALOON
Owner Name	: Seif Al Hajri		

Activities

- Taxi operation

VOC Profile

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

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

<https://www.naql.om/> | Naql Platform

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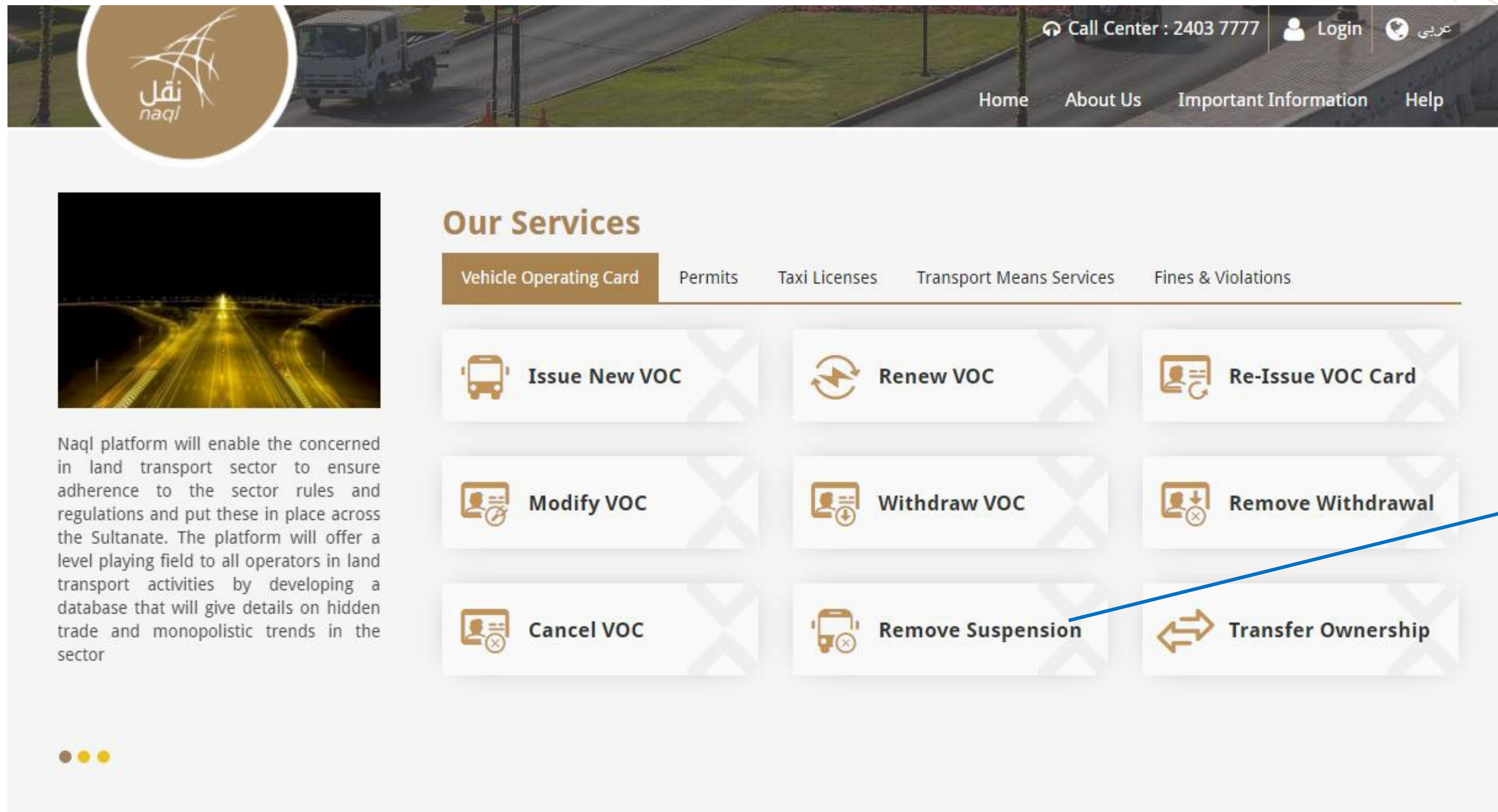


# Remove Suspension

---

- 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



The screenshot displays the Naql Platform website interface. At the top, there is a header with the Naql logo (a stylized 'نقل' and 'naql' text) on the left, and contact information (Call Center: 2403 7777) and a 'Login' button on the right. Below the header, a navigation bar includes links for 'Home', 'About Us', 'Important Information', and 'Help'. The main content area is titled 'Our Services' and features a grid of service options. The 'Vehicle Operating Card' category is selected, showing options like 'Issue New VOC', 'Renew VOC', 'Re-Issue VOC Card', 'Modify VOC', 'Withdraw VOC', 'Remove Withdrawal', 'Cancel VOC', 'Remove Suspension', and 'Transfer Ownership'. A blue arrow points from the 'Remove Suspension' button to a text box on the right. On the left side of the main content area, there is a section with a night highway image and a paragraph about the Naql platform's purpose in the land transport sector.

**Our Services**

Vehicle Operating Card | Permits | Taxi Licenses | Transport Means Services | Fines & Violations

Issue New VOC | Renew VOC | Re-Issue VOC Card

Modify VOC | Withdraw VOC | Remove Withdrawal

Cancel VOC | Remove Suspension | Transfer Ownership

Naql platform will enable the concerned in land transport sector to ensure adherence to the sector rules and regulations and put these in place across the Sultanate. The platform will offer a level playing field to all operators in land transport activities by developing a database that will give details on hidden trade and monopolistic trends in the sector

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

# (2) Remove Suspension

## Remove Suspension

1

2

3

4

5


Validation

Send Request

Approval

Payment

Completion



Owner Information

Civil ID

65313180

Phone Number

98831479

Email

ahmed@aman.om

Vehicle Information

☒ Plate No ☐ Chassis No

Please select plate code ▼

Plate Number

Submit

Cancel

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




# (3) Remove Suspension

**Remove Suspension**

1 Validation 2 Send Request 3 Approval 4 Payment 5 Completion

VOC Number **9D4BPCW95** Suspended



Chassis No	: 412B3B9879000000	Date of Issuance	: 14/11/2019
Plate No	: W K 6692	Date of Expiry	: 13/11/2020
Civil ID	: 13237195	Vehicle Type	: SALOON
Owner Name	: Aqeel Al Harthy		

**TRANSACTION INFORMATION**

**Choose File \***

Type (PNG,JPEG,JPG,PDF) Max size 2 MB

Suspension Date	: 11/14/2019
Remove Suspension Fees	: 0.000 OMR
Fines	: 0 OMR
<b>Total Cost</b>	<b>: 0.000 OMR</b>

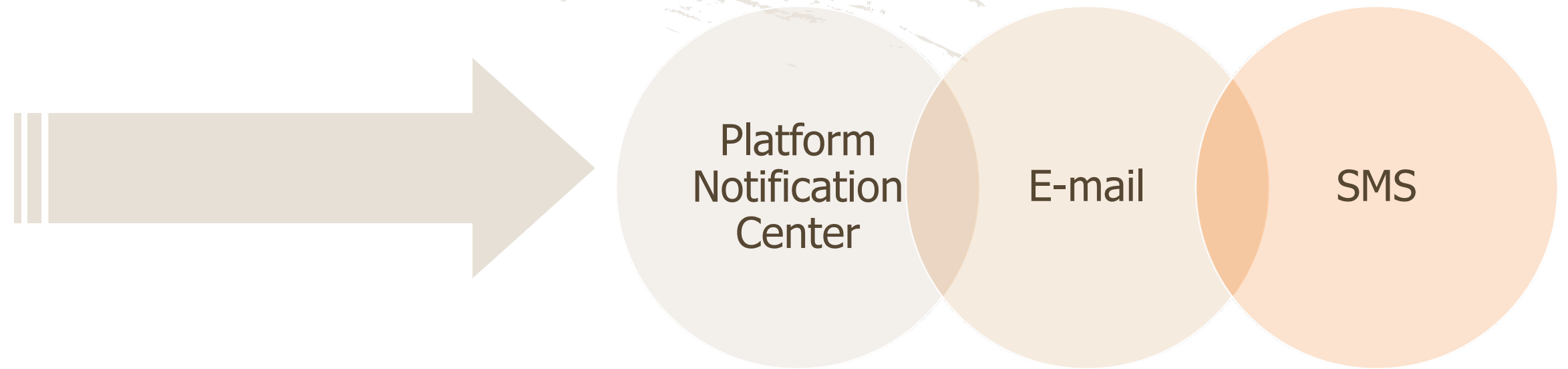
☐ Self Declaration Submit Cancel

- 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



## Remove Suspension



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

البنك الوطني العماني  
**NBO**

Institution/ Merchant التاجر/ المؤسسة	MINISTRY OF TRANSPC
Website الموقع الإلكتروني	https://naql.om
Amount - Omani Riyals المبلغ - ريال عماني	OMR 30.000
Track ID رقم التعقب	637072729037028881

Payment Card Information    بيانات بطاقة الدفع

Debit Card Number رقم البطاقة	<input type="text"/>	?
Valid Thru - Expiry Date صالحة لغاية / تاريخ انتهاء الصلاحية	MM <input type="text"/> YYYY <input type="text"/>	?
Cardholder Name اسم حامل البطاقة	<input type="text"/>	?
Card Secure Code (CVV/CVC) الرمز الأمني للبطاقة	<input type="text"/>	 ?

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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

## Remove Suspension

1

2

3

4


5

ValidationSend RequestApprovalPaymentCompletion

VOC Number

ASHLXBVU6

Active



Chassis No

: 926BA8AEC4000000

Date of Issuance

: 21/10/2019

Plate No

: A 5128

Date of Expiry

: 20/10/2020

Civil ID

: 65313180

Vehicle Type

: SALOON

Owner Name

: Seif Al Hajri

TRANSACTION INFORMATION

Request Type

: Remove Suspension

Request Date

: 22/10/2019

Request Status

: Request Completed

Fees

: 0.000 OMR

Grand Total

: 0.000 OMR

Print Summary

Home

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



## إيصال دفع

سلطنة عمان  
وزارة النقل  
دائرة النقل البري

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

الإجراء	رقم البطاقة	الرسوم ر.ع	غرامات التأخير ر.ع	المبلغ المستحق ر.ع
عقطلا رضح ءاغلا	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

# 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.

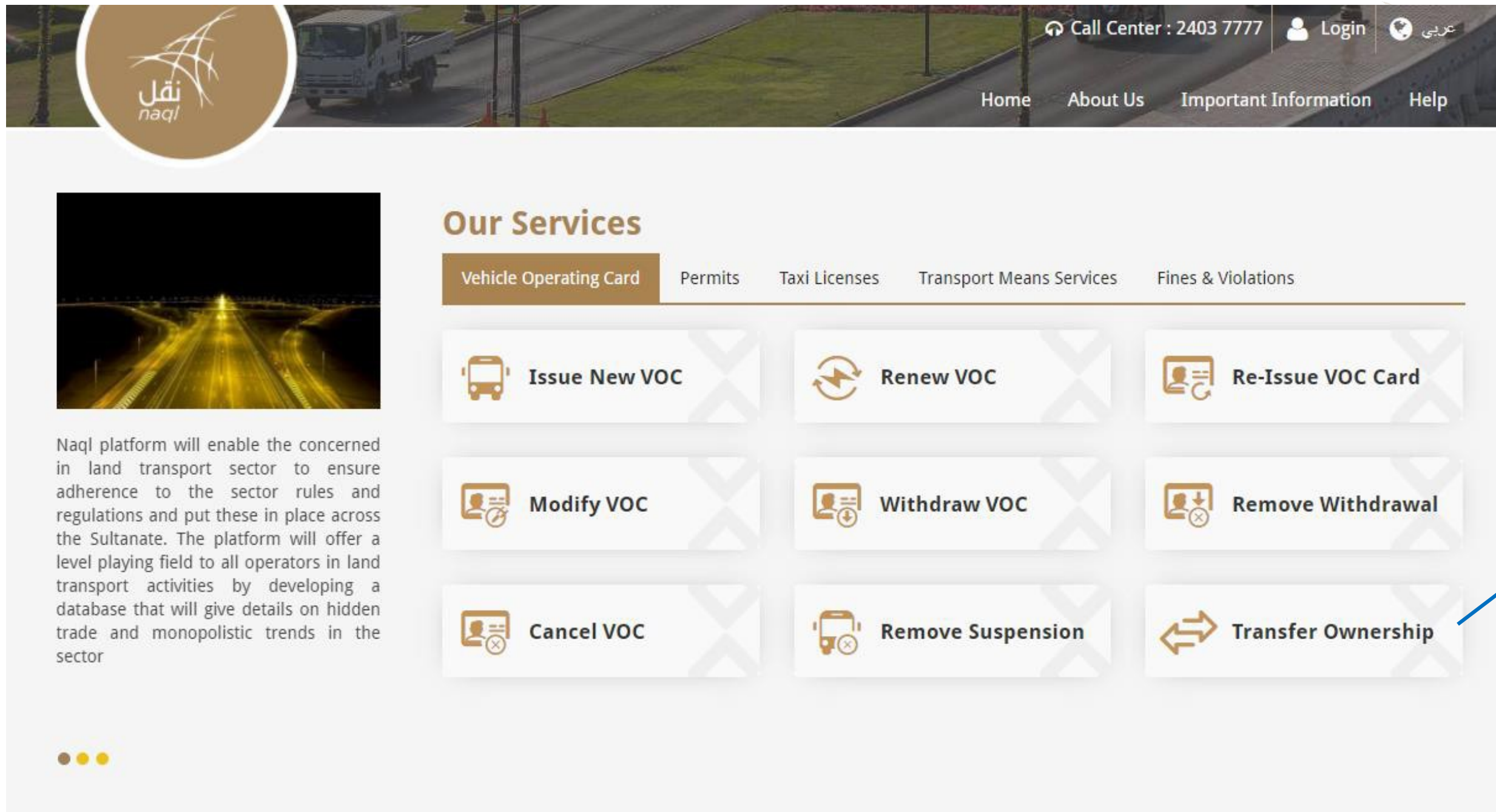


# (1) Transfer Ownership

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



The screenshot displays the Naql Platform website interface. At the top, there is a header with the Naql logo, a call center number (2403 7777), a login button, and a language selector (Arabic). Below the header, a navigation bar includes links for Home, About Us, Important Information, and Help. The main content area features a section titled 'Our Services' with a sub-menu for 'Vehicle Operating Card'. This sub-menu contains a grid of nine service options, each with an icon and a label: 'Issue New VOC', 'Renew VOC', 'Re-Issue VOC Card', 'Modify VOC', 'Withdraw VOC', 'Remove Withdrawal', 'Cancel VOC', 'Remove Suspension', and 'Transfer Ownership'. A blue arrow points from the 'Transfer Ownership' button to a text box on the right.


Naql platform will enable the concerned in land transport sector to ensure adherence to the sector rules and regulations and put these in place across the Sultanate. The platform will offer a level playing field to all operators in land transport activities by developing a database that will give details on hidden trade and monopolistic trends in the sector

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

# (3) Transfer Ownership

**Voc Transfer**

1 Validation 2 Send Request 3 Approval 4 Payment 5 Completion



**Owner Information**

Civil ID  
15628108

Phone Number  
98831179

Email  
Abeer@aman.om

**Vehicle Information**

☒ Plate No ☐ Chassis No

Please select plate code ▼ Plate Number

Submit Cancel

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



# (4) Transfer Ownership

## Voc Transfer

1

2

3

4

5

Validation


Send Request

Approval

Payment

Completion

VOC NumberGSJGV3750Active



Chassis No

: 4T1BK1EB7JU275843

Date of Issuance

: 30/10/2020

Plate No

: K 8994

Date of Expiry

: 29/10/2021

Civil ID

: 15628108

Vehicle Type

: PICKUP

Owner Name

: SANAD Bin YOUSUF Bin SULAIMAN AL HASANI

REQUEST DETAIL

Request Type

Transfer Ownership

New Owner ID \*

Fees :

0.000 OMR

Grand Total :

0.000 OMR

☐ Self Declaration

Submit

Cancel

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

# (5) Transfer Ownership

## Voc Transfer



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

البنك الوطني العماني

NBO

Institution/ Merchant التاجر/ المؤسسة	MINISTRY OF TRANSPC
Website الموقع الإلكتروني	https://naql.om
Amount - Omani Riyals المبلغ - ريال عماني	OMR 30.000
Track ID رقم التعقب	637072729037028881

Payment Card Informationبيانات بطاقة الدفع

Debit Card Number رقم البطاقة	<input type="text"/>	?
Valid Thru - Expiry Date صالحة لغاية / تاريخ انتهاء الصلاحية	MM <input type="text"/> YYYY <input type="text"/>	?
Cardholder Name اسم حامل البطاقة	<input type="text"/>	?
Card Secure Code (CVV/CVC) الرمز الأمني للبطاقة	<input type="text"/>	 ?

Proceed - تابعCancel - إلغاء

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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

## Voc Transfer

1

2

3

4


5

ValidationSend RequestApprovalPaymentCompletion

VOC Number

ASHLXBVU6

Transferring



Chassis No

: 926BA8AEC4000000

Date of Issuance

: 21/10/2019

Plate No

: A 5128

Date of Expiry

: 20/10/2020

Civil ID

: 21992056

Vehicle Type

: SALOON

Owner Name

: Yosef Al Mahrooqi

New Owner Name

: Seif Al Hajri

TRANSACTION INFORMATION

Request Type

: Request Transfer

Request Date

: 21/10/2019

Request Status

: Request Completed

Fees

: 0.000 OMR

Grand Total

: 0.000 OMR

Print Summary

Home

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

# (8) Transfer Ownership



إيصال دفع

سلطنة عمان  
وزارة النقل  
دائرة النقل البري

رقم إذن الدفع :  
التاريخ :  
نوع المعاملة :

NRQJYGMH7 :  
تم الدفع :  
21992056 :  
يوسف المحروقي :  
21/10/2019 :

رقم الطلب :  
إذن الدفع :  
رقم السجل :  
اسم المنشأة :  
تاريخ احتساب الرسوم :

21/10/2019 :  
تاريخ احتساب الرسوم :

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

Call Center : 2403 7777   Home   About Us   Important Information   Help   عربي

**نقل**  
naql

**Welcome to naql**  
The National Digital Platform for Transport Services

Login ID

Password

Login

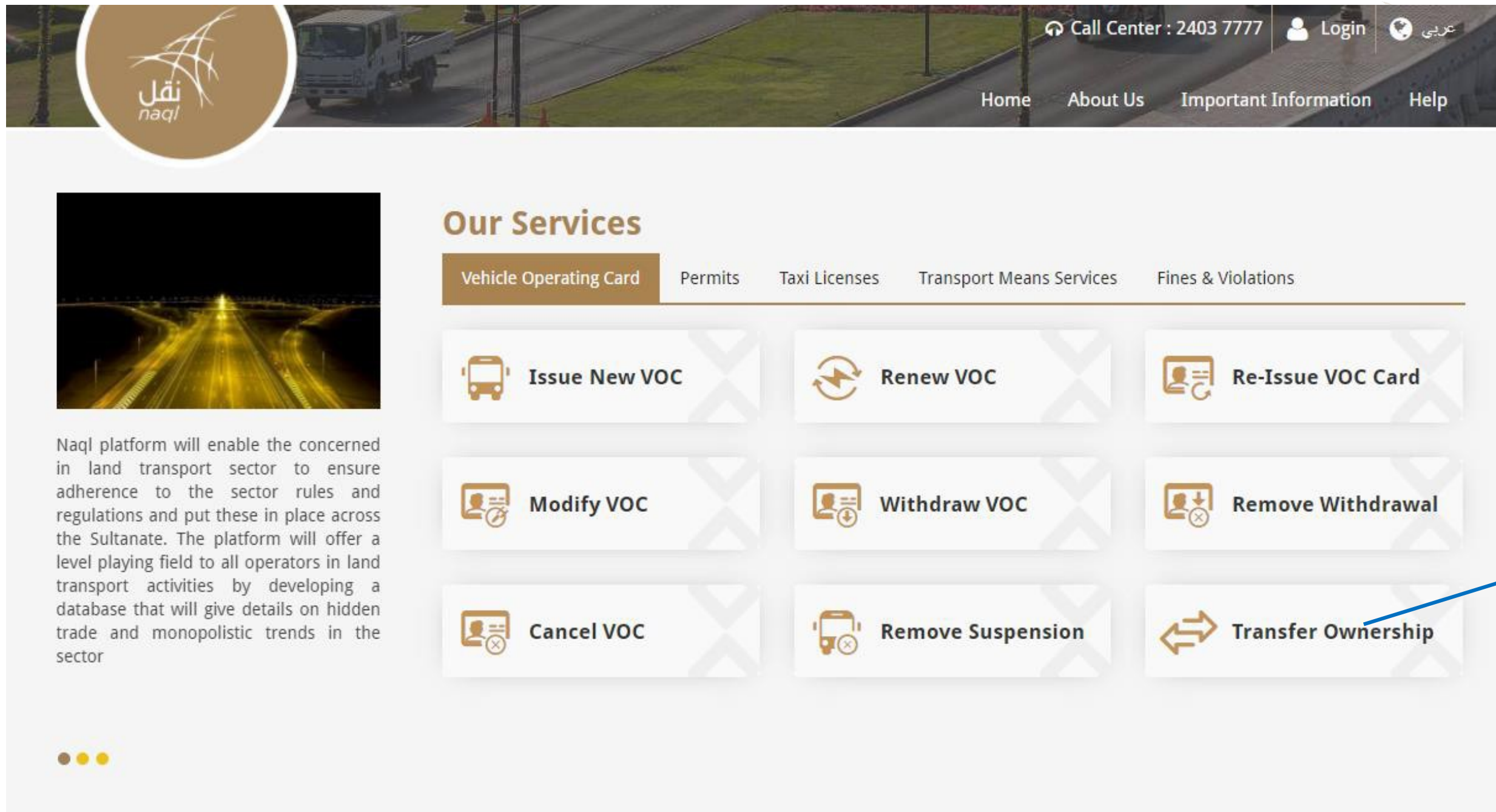
New User  
Forgot your password?

© 2019 naql for Transport Services, managed by Oman Roads and Transport Management Company L.L.C Best viewed using the latest versions of Edge and Chrome.

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 screenshot displays the Naql Platform website interface. At the top, there is a header with the Naql logo, a call center number (2403 7777), a login button, and a language selector (Arabic). Below the header, a navigation bar includes links for Home, About Us, Important Information, and Help. The main content area features a section titled "Our Services" with a sub-menu containing "Vehicle Operating Card", "Permits", "Taxi Licenses", "Transport Means Services", and "Fines & Violations". The "Vehicle Operating Card" sub-menu is active, showing a grid of nine service options: "Issue New VOC", "Renew VOC", "Re-Issue VOC Card", "Modify VOC", "Withdraw VOC", "Remove Withdrawal", "Cancel VOC", "Remove Suspension", and "Transfer Ownership". A blue arrow points from the "Transfer Ownership" button to a text box on the right.


Naql platform will enable the concerned in land transport sector to ensure adherence to the sector rules and regulations and put these in place across the Sultanate. The platform will offer a level playing field to all operators in land transport activities by developing a database that will give details on hidden trade and monopolistic trends in the sector

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

**Voc Transfer**

1 Validation 2 Send Request 3 Approval 4 Payment 5 Completion



**Owner Information**

Civil ID  
15628108

Phone Number  
98831479

Email  
Abdel@amman.com

**Vehicle Information**

☒ Plate No ☐ Chassis No

Please select plate code ▼

Plate Number

Submit Cancel

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

# (12) Transfer Ownership

## Profile Details


Seif Al Hajri

Civil ID : 70057153  
Phone Number : 98851473  
Email : Alhajri@naql.om

Edit Profile

VOC ListFinesLicenses

VOC Number8NBZ97UHLActive



Chassis No : 4B6943AD53000000  
Plate No : M L 7214  
Civil ID : 70057153  
Owner Name : Seif Al Hajri

Date of Issuance : 07/11/2019  
Date of Expiry : 06/11/2020  
Vehicle Type : SALOON

Activities

- Taxi operation

VOC ProfileRe-Issue VOC CardWithdrawTransferCancel VOC

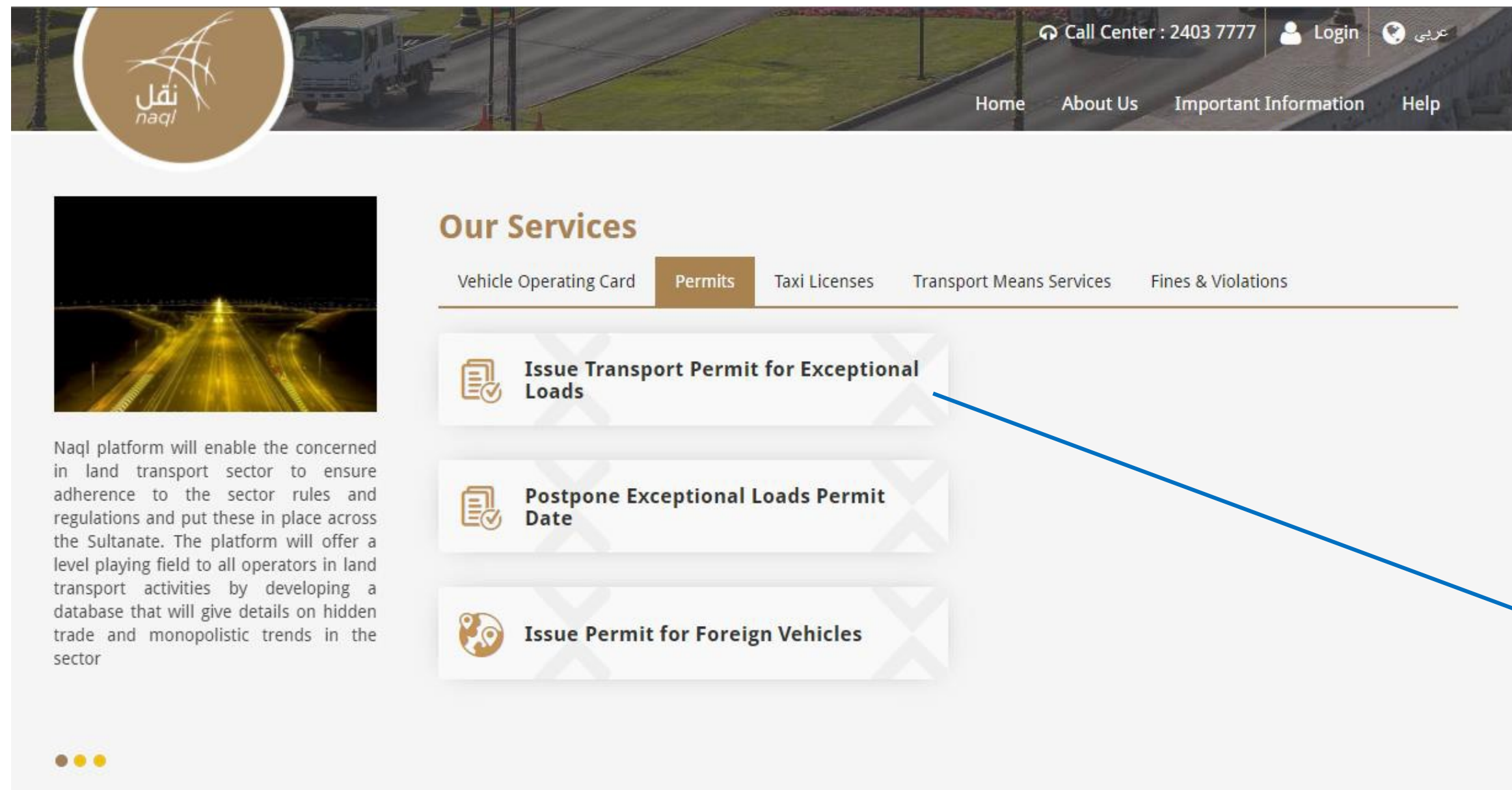
The new owner can check the details of his new VOC.



# 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



The screenshot displays the Naql Platform website interface. At the top, there is a header with the Naql logo (a stylized 'n' with Arabic text 'نقل' and 'naql' below it), a call center number '2403 7777', a 'Login' button, and a language selector for 'عربي'. Below the header is a navigation bar with links for 'Home', 'About Us', 'Important Information', and 'Help'. The main content area features a section titled 'Our Services' with a sub-menu containing 'Vehicle Operating Card', 'Permits', 'Taxi Licenses', 'Transport Means Services', and 'Fines & Violations'. The 'Permits' sub-menu is active, showing three options: 'Issue Transport Permit for Exceptional Loads', 'Postpone Exceptional Loads Permit Date', and 'Issue Permit for Foreign Vehicles'. A blue line points from the first option to a text box on the right. To the left of the 'Our Services' section, there is a paragraph of text and a small image of a road at night.

Naql platform will enable the concerned in land transport sector to ensure adherence to the sector rules and regulations and put these in place across the Sultanate. The platform will offer a level playing field to all operators in land transport activities by developing a database that will give details on hidden trade and monopolistic trends in the sector

**Issue Transport Permit for Exceptional Loads**

**Postpone Exceptional Loads Permit Date**


**Issue Permit for Foreign Vehicles**

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

## (2) Exceptional Load Permit

**Exceptional Cargo Transport Permits**

1 Validation 2 Send Request 3 Approval 4 Payment 5 Completion



**Owner Information**

**Company Registration Number (CR)**  
2215840

**Phone Number**  
98834 479

**Email**  
Abdur@aman.com

**Vehicle Information**

☒ Plate No ☐ Chassis No

Please select plate code ▼ Plate Number

**Submit** **Cancel**

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 Number : DXE1K7HP1

Company CR : 3407187

Company Name : YWNS LLA' MAL ALTJARYT

Chassis No : CBF0194BD6000001

Plate No : M Y 4319

Date of Issuance : 22/10/2019

Date of Expiry : 21/10/2020

Route Information

From \*

From City

To \*

To City

Route Information \*

Via Route

Date of Transport \*

Tractor /Truck Information

Chassis No \*

Chassis No

Check

Truck / Tractor Unloaded Weight (Ton) \*

Truck / Tractor Unloaded Weight

Length (Meter) \*

Length

Front Axle, Loaded (Ton) \*

Front Axle, Loaded

Rear Single Axle, Loaded (Ton) \*

Rear Single Axle, Loaded

No Tandom Axles (Ton) \*

No Tandom Axles

Rear Triple Axle Loaded (Ton) \*

Rear Triple Axle Loaded

Vehicle Sketch \* Upload Vehicle Sketch here

Sample Sketch

Choose File \*

Type (PNG,JPEG,JPG,PDF) Max size 2 MB

Overall Information

Overall Length (Meter)

Overall Length

Maximum Width With Load (Meter)

Maximum Width With Load

Maximum Height With Load (Meter)

Maximum Height With Load

Overall Empty Weight (Ton)

Overall Empty Weight

Total Gross Weight (Ton)

Total Gross Weight

Load Information

Load Weight (Ton) \*

Load Weight

Load Width (Meter) \*

Load Width

Load Height (Meter) \*

Load Height

Type of Cargo Loaded \*

Type of Cargo Loaded

Semi Trailer / Trailer Information

Add Trailer

Chassis No \*

CBF0194BD6000001

No. of Single Axles \*

No. of Single Axles

No. of Tandom Axles \*

No. of Tandom Axles

No. of Multi-Axles \*

No. of Multi-Axles

Tyre Pressure (kg/cm)\*

Tyre Pressure

Spacing between Axles (Meter)\*

Spacing between Axles

No. of Tyres Axles \*

No. of Tyres Axles

Maximum Axle Load, Loaded (Ton)\*

Maximum Axle Load, Loaded

Width of Tyre (cm)\*

Width of Tyre

Length (Meter) \*

Length

Width (Meter) \*

Width

Height (Meter) \*

Height

Semi Trailer / Trailer Unloaded Weight (Ton) \*

Semi Trailer / Trailer Unloaded Wt

Tyre Loaded Load (Ton) \*

Tyre Loaded Load

Add Trailer

Chassis No

Plate No

No Single Axles

No Tandom Axles

No Multi Axles

Axle Spacing

Max Axle with Load

Delete

No records found.

Grand Total

0.000 OMR

☒ Self Declaration

Submit

Cancel

VOC details of the main trailer

Exceptional Load Permit details

Details of other trailers included in the application

# (4) Exceptional Load Permit



VOC Number	: DXE1K7HP1	Chassis No	: CBF0194BD6000001	Date of Issuance	: 22/10/2019
Company CR	: 3407187	Plate No	: M Y 4319	Date of Expiry	: 21/10/2020
Company Name	: YWNS LLA' MAL ALTJARYT				

- 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

**Route Information**

From \*

From City

To \*

To City

Route Information \*

Via Route

Date of Transport \*

**Tractor /Truck Information**

Chassis No \*

Chassis No

Check

Truck / Tractor Unloaded Weight (Ton) \*

Truck / Tractor Unloaded Weight

Length (Meter) \*

Length

Vehicle Sketch \* Upload Vehicle Sketch here

Sample Sketch

Choose File \*

Type (PNG,JPG,JPG,PDF) Max size 2 MB

☐ Front Axle, Loaded (Ton) \*

Front Axle, Loaded

☐ Rear Single Axle, Loaded (Ton) \*

Rear Single Axle, Loaded

☐ No Tandem Axles (Ton) \*

No Tandem Axles

☐ Rear Triple Axle Loaded (Ton) \*

Rear Triple Axle Loaded

**Overall Information**

Overall Length (Meter)

Overall Length

Maximum Height With Load (Meter)

Maximum Height With Load

Total Gross Weight (Ton)

Total Gross Weight

Maximum Width With Load (Meter)

Maximum Width With Load

Overall Empty Weight (Ton)

Overall Empty Weight

**Load Information**

Load Weight (Ton) \*

Load Weight

Load Height (Meter) \*

Load Height

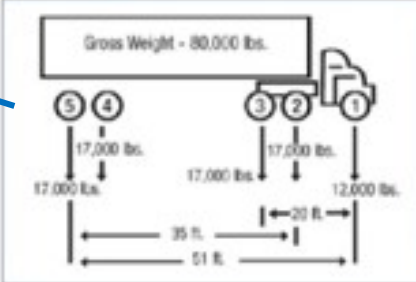
Load Width (Meter) \*

Load Width

Type of Cargo Loaded \*

Type of Cargo Loaded

**Sample Sketch**



The sample sketch shows a truck with a gross weight of 80,000 lbs. The axle weights are: 17,000 lbs. (front), 17,000 lbs. (middle), 17,000 lbs. (rear), and 12,000 lbs. (rear). The dimensions are: 35 ft. (overall length), 20 ft. (wheelbase), and 51 ft. (overall width). A red 'Close' button is at the bottom right.

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

**Semi Trailer / Trailer Information**

**Add Trailer**

Chassis No *	No. of Single Axles *	No. of Tandem Axles *	No. of Multi-Axles *
<input type="text" value="CHASSIS NO"/>	<input type="text" value="No. of Single Axles"/>	<input type="text" value="No. of Tandem Axles"/>	<input type="text" value="No. of Multi-Axles"/>
Tyre Pressure (kg/cm)*	Spacing between Axles (Meter)*	No. of Tyres Axles *	Maximum Axle Load, Loaded (Ton)*
<input type="text" value="Tyre Pressure"/>	<input type="text" value="Spacing between Axles"/>	<input type="text" value="No. of Tyres Axles"/>	<input type="text" value="Maximum Axle Load, Loaded"/>
Width of Tyre (cm)*	Length (Meter) *	Width (Meter) *	Height (Meter) *
<input type="text" value="Width of Tyre"/>	<input type="text" value="Length"/>	<input type="text" value="Width"/>	<input type="text" value="Height"/>
Semi Trailer / Trailer Unloaded Weight (Ton) *	Tyre Loaded Load (Ton) *		
<input type="text" value="2"/>	<input type="text" value="Tyre Loaded Load"/>		

**Add Trailer**

Chassis No	Plate No	No Single Axles	No Tandem Axles	No Multi Axles	Axle Spacing	Max Axle with Load	Delete
CBF0194BD60 00001	4319	2	2	2	2	2	

**Grand Total**

☒ Self Declaration

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

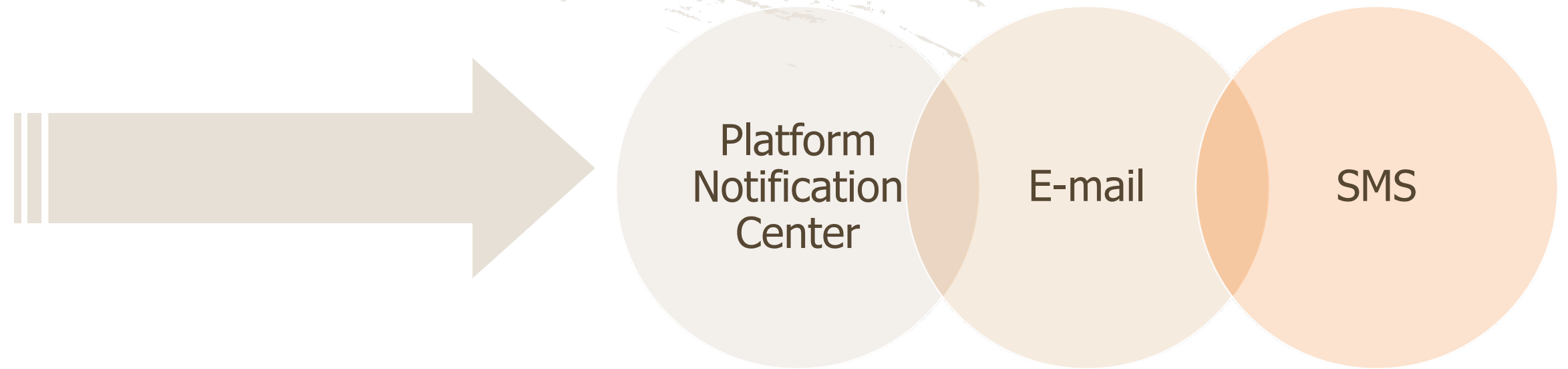
User must add all details of each trailer to be listed in the permit request, then click “Add Trailer”

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



## Exceptional Cargo Transport Permits



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

البنك الوطني العماني

NBO

Institution/ Merchant المؤسسة/التاجر	MINISTRY OF TRANSPC
Website الموقع الالكتروني	https://naql.om
Amount - Omani Riyals المبلغ - ريال عماني	OMR 30.000
Track ID رقم التعقب	637072729037028881

Payment Card Informationبيانات بطاقة الدفع

Debit Card Number رقم البطاقة	<input type="text"/>	?
Valid Thru - Expiry Date صالحة لغاية / تاريخ انتهاء الصلاحية	MM <input type="text"/> YYYY <input type="text"/>	?
Cardholder Name اسم حامل البطاقة	<input type="text"/>	?
Card Secure Code (CVV/CVC) الرمز الأمني للبطاقة	<input type="text"/>	 ?

Proceed - تابع

Cancel - إلغاء

مدعوم من

عمان نت

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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

## Exceptional Cargo Transport Permits

1

2

3

4

5

Validation

Send Request

Approval


Payment

Completion

VOC Number

ASHLXBVU6

Active



Chassis No

: 926BA8AEC4000000

Date of Issuance

: 21/10/2019

Plate No

: A 5128

Date of Expiry

: 20/10/2020

Civil ID

: 65313180

Vehicle Type

: SALOON

Owner Name

: Seif Al Hajri

Exceptional Cargo Transport Permits

TRANSACTION INFORMATION

Request Type

:

Request Date

:

22/10/2019

Fees

:

0.000 OMR

Grand Total

:

0.000 OMR

Request Status

:

Request Completed

Print Summary

Home

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	
Details of the Extra heavy loads requested to be Transferred as per Our Letter	تفاصيل الحمولات الكبيرة المطلوب نقلها بموجب كتابنا
No : WAFOZR709	الرقم : WAFOZR709
Date : 22-10-2019	التاريخ : 22-10-2019
Route	المسار
From : مسقط	من : مسقط
To : عبري	الى : عبري
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	أقصى ارتفاع 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	ارتفاع 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	أقصى 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): 3	المسافة بين المحاور (متر): 3
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):

سلطنة عمان وزارة النقل والاتصالات دائرة النقل البري	
Sultanate of Oman Ministry of Transport and Communication Land Transport Department	
	
تصريح نقل حمولة استثنائية	
	
أولاً : بيانات المنشأة	
الاسم التجاري :	يونس للأعمال التجارية
رقم السجل التجاري :	3407187
رقم شهادة الإنتساب:	...
التأسيس :	تاريخ انتهاء السجل التجاري : ... تاريخ انتهاء شهادة الإنتساب : ...
النقل البري بالشاحنات للبضائع و المعدات (مجدول و غير مجدول )	
المقر الرئيسي :	ص.ب : ...
المحافظة :	الولاية : ...
الرمز البريدي :	الهاتف : 00001479
ثانياً : بيانات وسيلة النقل البري	
نوع وسيلة النقل :	نوع الحمولة : 3
المسار :	(مسقط عبري)
للإستعمال الرسمي	
رقم التصريح :	WAFOZR709
رقم الإيصال :	تاريخ الإصدار : 2019-11-13
ملاحظة :	تاريخ الإنتهاء : 2019-11-13
<p>الالتزام بالأوزان المحورية ( المحور المنفرد الموجه 8 طن و المحور المفرد غير الموجه 13 طن و المحور المزدوج 21 طن و المحور الثلاثي 32 طن</p> <p>يحظر النقل من موقع اخر غير مصرح له بموجب هذا التصريح</p> <p>تتحمل الشركة بموجب هذا التصريح مسؤولية اية اضرار تلحق بالطرق و الجسور و الخدمات الهوائية او الارضية , و اية ممتلكات حكومية او خاصة</p> <p>اخذ موافقة الجهات المختصة</p>	

User can now print the outbound permit

# (11) Exceptional Load Permit



إيصال دفع

سلطنة عمان  
وزارة النقل  
دائرة النقل البري

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

الإجراء	رقم البطاقة	الرسوم ر.ع	غرامات التأخير ر.ع	المبلغ المستحق ر.ع
تشييد قلوحم قن حيوت	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

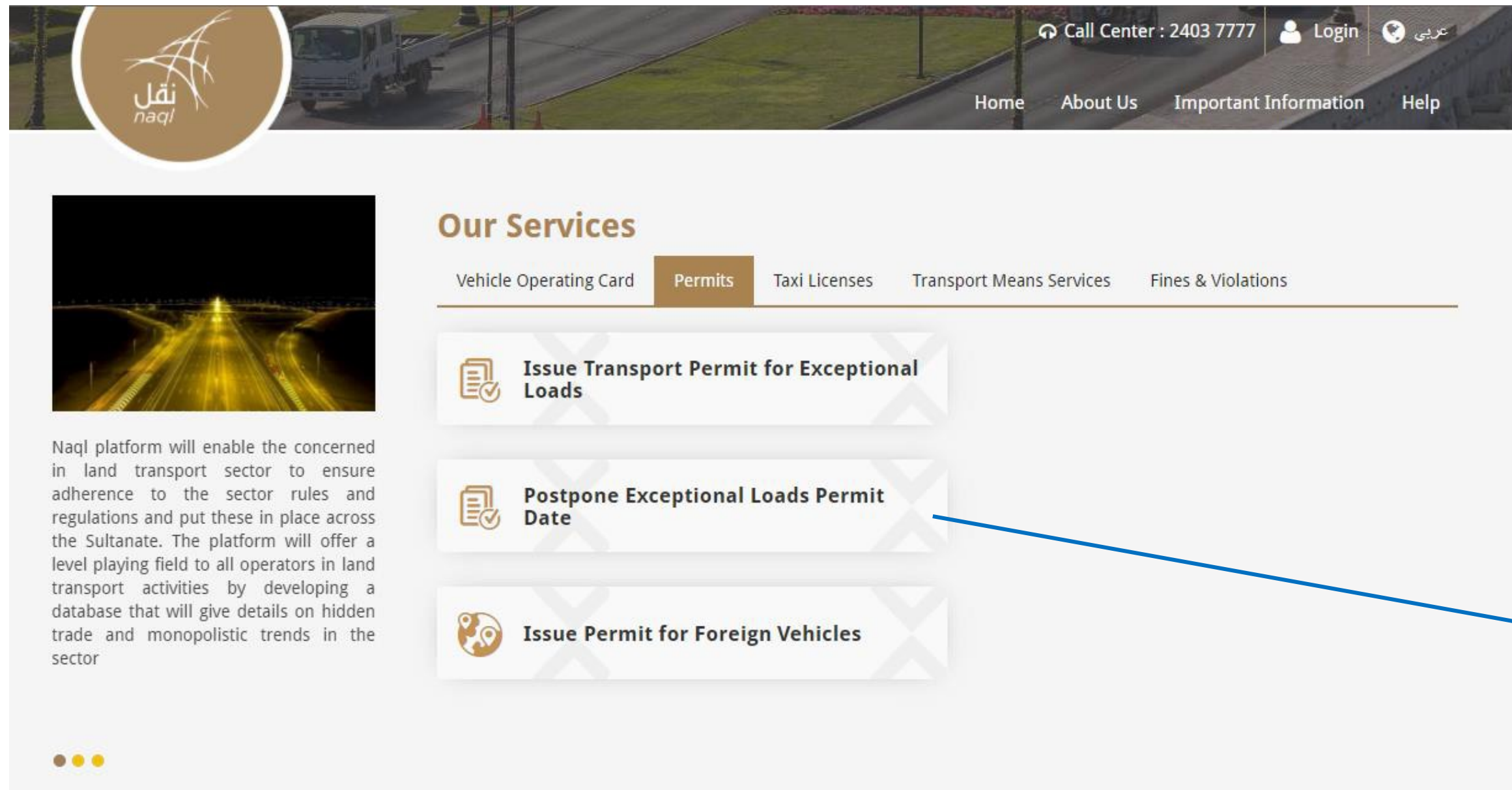
The user can also  
print the payment  
receipt



# 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



The screenshot displays the Naql Platform website interface. At the top, there is a header with the Naql logo (a stylized 'n' with Arabic text 'نقل' and 'naql'), a call center number '2403 7777', a 'Login' button, and a 'تسجيل' (Registration) button. Below the header, there is a navigation menu with links for 'Home', 'About Us', 'Important Information', and 'Help'. The main content area is titled 'Our Services' and features a horizontal menu with tabs for 'Vehicle Operating Card', 'Permits', 'Taxi Licenses', 'Transport Means Services', and 'Fines & Violations'. The 'Permits' tab is selected, and it contains three service cards: 'Issue Transport Permit for Exceptional Loads', 'Postpone Exceptional Loads Permit Date', and 'Issue Permit for Foreign Vehicles'. A blue line points from the 'Postpone Exceptional Loads Permit Date' card to a text box on the right. On the left side of the main content area, there is a section with a night-time road image and a paragraph of text about the Naql platform's mission.

نقل  
naql

Call Center : 2403 7777 Login تسجيل

Home About Us Important Information Help

## Our Services

Vehicle Operating Card **Permits** Taxi Licenses Transport Means Services Fines & Violations

- Issue Transport Permit for Exceptional Loads
- Postpone Exceptional Loads Permit Date**
- Issue Permit for Foreign Vehicles

Naql platform will enable the concerned in land transport sector to ensure adherence to the sector rules and regulations and put these in place across the Sultanate. The platform will offer a level playing field to all operators in land transport activities by developing a database that will give details on hidden trade and monopolistic trends in the sector

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

## Postpone Excess Load Transport Permit

1

2

3

4

5


Validation

Send Request

Approval

Payment

Completion



Owner Information

Company Registration Number (CR)

3407187

Phone Number

38831473

Email

Abdur@aman.com

Issuance \*

Submit

Cancel

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



# (3) Postpone Exceptional Load Permit

**Postpone Excess Load Transport Permit**

1 Validation 2 Send Request 3 Approval 4 Payment 5 Completion

VOC Number : DXE1K7HP1 Chassis No : CBF0194BD6000001 Date of Issuance : 22/10/2019  
Company CR : 3407187 Plate No : M Y 4319 Date of Expiry : 21/10/2020  
Company Name : YWNS LLA' MAL ALTJARYT

**Route Information**

From \* : مسقط To \* : عتري  
Route Information \* : مسقط السراي New Date Requested \* : 13/11/2019

**Tractor /Truck Information**

Chassis No \* : 25F44E25F7000002  
Truck / Tractor Unloaded Weight (Ton) \* : 5.00  
Length (cm) \* : 6.00  
Width (cm) \* : Width  
Height (cm) \* : Height

**Attachment**

ROP Statement of not using the previous Excess Load Permit. \*

Choose File \* : [File Selection]

Type (PNG,JPEG,JPG,PDF) Max size 2 MB

**Overall Information**

Overall Length (Meter) \* : 9.00 Maximum Width With Load (Meter) \* : 0.00  
Maximum Height With Load (Meter) \* : 6.00 Overall Empty Weight (Ton) \* : 8.00  
Total Gross Weight (Ton) \* : 11.00

**Cost**

Total Cost (OMR) \* : 0.000

**Load Information**

Load Weight (Ton) \* : 3 Load Width (Meter) \* : 3  
Load Height (Meter) \* : 3 Load Height (Meter) \* : 3

**Semi Trailer / Trailer Information**

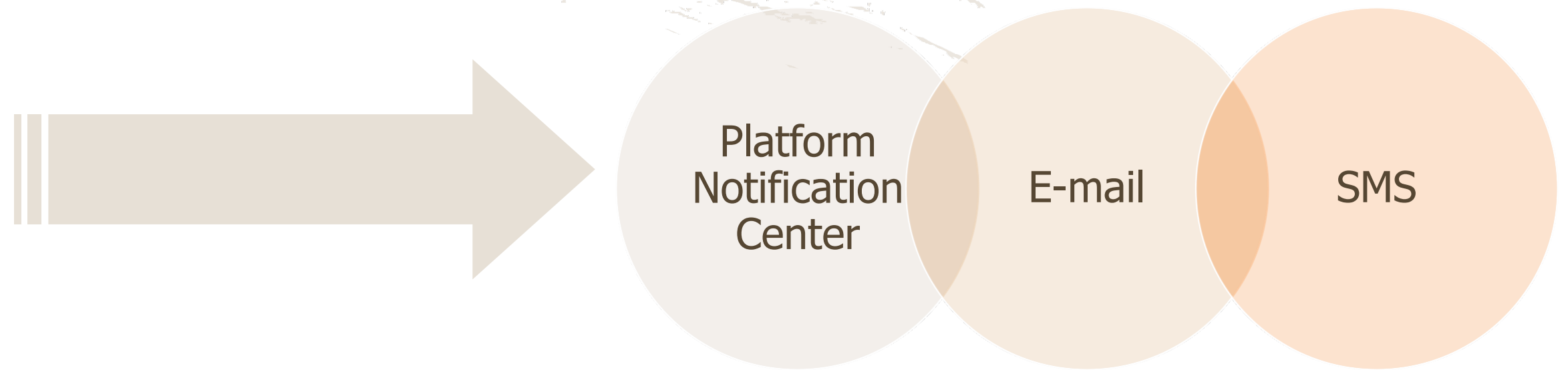
Chassis No	Plate No	No Single Axles	No Tandem Axles	No Multi Axles	Axle Spacing	Max Axle with Load
CBF0194BD6000001	4319	3	3	3	3	3

☐ Self Declaration

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



## Postpone Excess Load Transport Permit



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

## Exceptional Cargo Transport Permits

1

2


3

4

5

ValidationSend RequestApprovalPaymentCompletion

VOC NumberASHLXBVU6Active



Chassis No	: 926BA8AEC4000000	Date of Issuance	: 21/10/2019
Plate No	: A 5128	Date of Expiry	: 20/10/2020
Civil ID	: 65313180	Vehicle Type	: SALOON
Owner Name	: Seif Al Hajri		

TRANSACTION INFORMATION

Request Type : Postpone Excess Load Transport Permit

Request Date : 22/10/2019

Request Status : Request Completed

Fees : 0.000 OMR

Grand Total : 0.000 OMR

Print Summary

Home

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 الترخيص : DCRYZNT9Y	
رقم المركبة: 25F44E25F7000002	
تفاصيل الحمولات الكبيرة المطلوب نقلها بموجب كتابنا	
Details of the Extra heavy loads requested to be Transferred as per Our Letter	
No : DCRYZNT9Y	الرقم : DCRYZNT9Y
Date : 28-10-2019	التاريخ : 28-10-2019
Route	المسار
From : مسقط	من : مسقط
To : عبري	الى : عبري
Route : مسقط السريع	عبر الطريق : مسقط السريع
Date : 2019-11-13	بتاريخ : 13-11-2019
الاجمالي	
Summary	الاجمالي
Overall Length (Meter): 9	الطول الكلي : 9
Maximum Width with Load (Meter): 0	أقصى عرض (متر): 0
Maximum Height with Load (Meter): 6	أقصى ارتفاع مع الحمولة (متر): 6
Overall Empty Weight (Ton): 8	الوزن الكلي الفارغ (طن): 8
Total Gross Weight (Ton): 11	الوزن الإجمالي (طن): 11
بيانات الحمولة	
Load Information	بيانات الحمولة
Load Type: 3	نوع الحمولة: 3
Load Weight (Ton): 3	وزن الحمولة (طن): 3
load height(Meter): 3	ارتفاع الحمولة (متر): 3
load width (Meter): 3	عرض الحمولة (متر): 3
الأحمال المحورية	
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	أقصى 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):

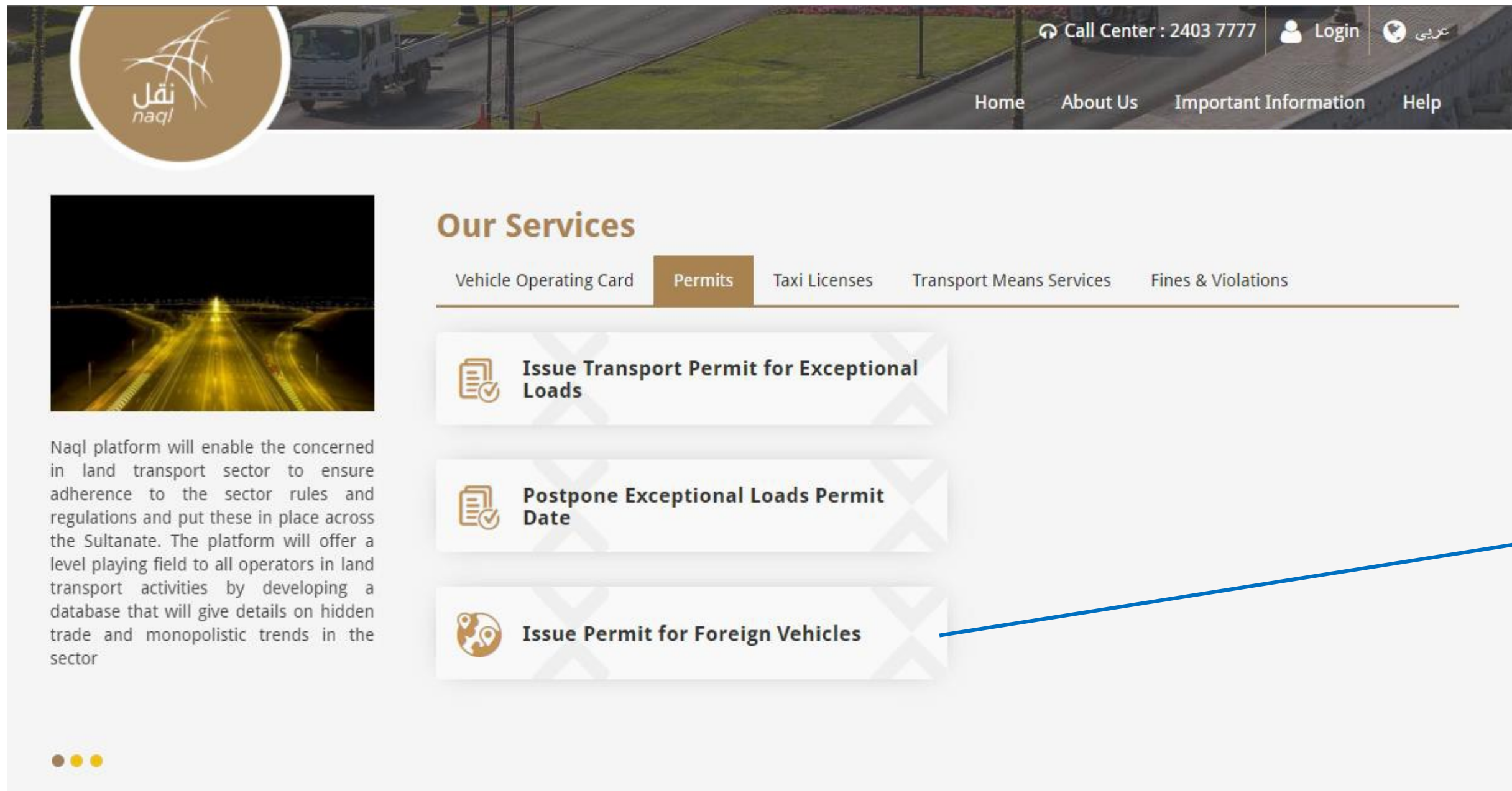
سلطنة عمان	
وزارة النقل والاتصالات	
دائرة النقل البري	
Sultanate of Oman	
Ministry of Transport and Communication	
Land Transport Department	
تصريح نقل حمولة استثنائية	
أولاً : بيانات المنشأة	
الاسم التجاري :	يونس للأعمال التجارية
رقم السجل التجاري :	3407187
رقم شهادة الإنتساب :	...
التشخيص :	النقل البري بالشاحنات للبضائع و المعدات (مجدول و غير مجدول )
المقر الرئيسي :	صرب :
المحافظة :	الولاية :
الرمز البريدي :	...
الهاتف :	99999999
ثانياً : بيانات وسيلة النقل البري	
نوع وسيلة النقل :	...
المسار :	نوع الحمولة : 3
المسار :	(مسقط-عبري)
للإستعمال الرسمي	
رقم الترخيص :	DCRYZNT9Y
رقم الإصدار :	2019-11-13
تاريخ الإنتهاء :	2019-11-13
ملاحظة :	
الالتزام بالأوزان 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 آخر غير مصرح له بموجب هذا التصريح	
تتحمل الشركة بموجب هذا التصريح مسؤولية أية أضرار تلحق بالطرق و الجسور و الخدمات الهوائية او الأرضية , و أية ممتلكات حكومية او خاصة	
أخذ 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



The screenshot displays the Naql Platform website. The header includes the Naql logo, a call center number (2403 7777), a login button, and a language selector (Arabic). The main navigation bar lists 'Home', 'About Us', 'Important Information', and 'Help'. The 'Our Services' section is active, with the 'Permits' tab highlighted. Below this, three service cards are visible: 'Issue Transport Permit for Exceptional Loads', 'Postpone Exceptional Loads Permit Date', and 'Issue Permit for Foreign Vehicles'. A blue line points from the 'Issue Permit for Foreign Vehicles' card to a text box on the right.

**Our Services**

- Vehicle Operating Card
- Permits**
- Taxi Licenses
- Transport Means Services
- Fines & Violations

**Issue Transport Permit for Exceptional Loads**

**Postpone Exceptional Loads Permit Date**

**Issue Permit for Foreign Vehicles**

Naql platform will enable the concerned in land transport sector to ensure adherence to the sector rules and regulations and put these in place across the Sultanate. The platform will offer a level playing field to all operators in land transport activities by developing a database that will give details on hidden trade and monopolistic trends in the sector

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

**Foreign Permits**

1 Validation 2 Send Request 3 Approval 4 Payment 5 Completion

Company CR : 3407187

Email : ~~Abdulla@naql.om~~

Phone Number : ~~98831479~~

☒ A permit to stay for more than 7 days

☐ A permit to transport goods between two cities

Plate No \*

Nationality \*

Entry Date\*

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

## Foreign Permits

1

2

3

4

5


Validation

Send Request

Approval

Payment

Completion



Company CR : 5776004

Entry Date : 08/11/2019

Owner Name : Nasr Al Said for Manufacture, Construction & Tradi

Planned Exit Date : 15/11/2019

Plate No : 1214

### Request Details

Request Type  
A permit to stay for more than 7 days

Custom Delcaration \*  

Choose File \*

Type (PNG,JPEG,JPG,PDF) Max size 2 MB

Reason \*

Requested Exit Date\*  

15/11/2019

Extra Dayes Cost  
0 OMR

Total Cost  
0 OMR

☐ Self Declaration 

Submit

Cancel

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

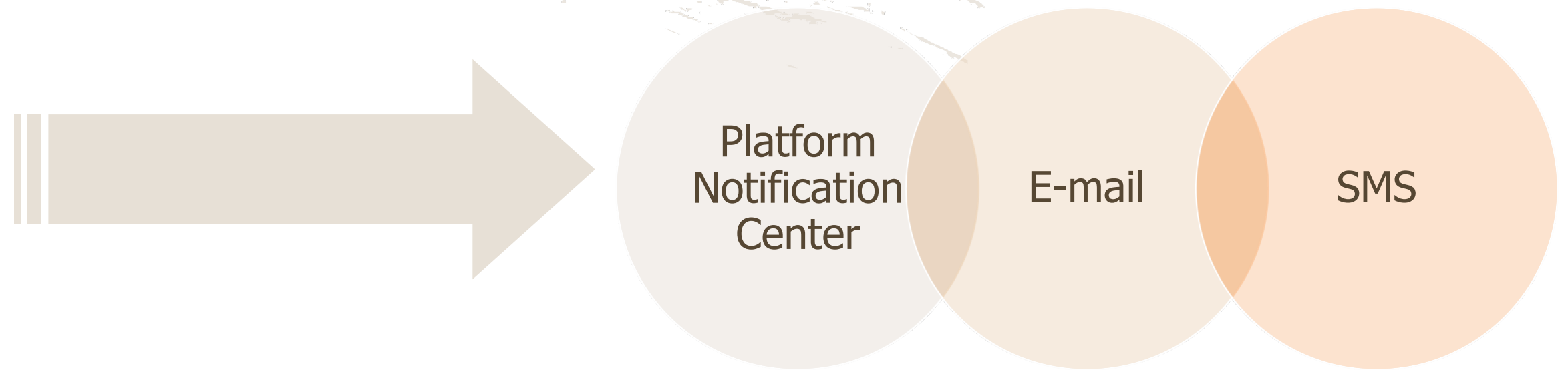
User then specifies the requested exit date

<https://www.naql.om/> | Naql Platform

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

Users will receive approval notifications through



### Foreign Permits



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



البنك الوطني العماني  
**NBO**

Institution/ Merchant التاجر/ المؤسسة	MINISTRY OF TRANSPC
Website الموقع الإلكتروني	<a href="https://naql.om">https://naql.om</a>
Amount - Omani Riyals المبلغ - ريال عماني	OMR 30.000
Track ID رقم التعقب	637072729037028881

Payment Card Informationبيانات بطاقة الدفع

Debit Card Number رقم البطاقة	<input type="text"/>	?
Valid Thru - Expiry Date صالحة لغاية / تاريخ انتهاء الصلاحية	MM <input type="text"/> YYYY <input type="text"/>	?
Cardholder Name اسم حامل البطاقة	<input type="text"/>	?
Card Secure Code (CVV/CVC) الرمز الأمني للبطاقة	<input type="text"/>	 ?

Proceed - تابعCancel - إلغاء

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©Copyright 2016 Financial Software & Systems Pvt. Ltd.

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

## Foreign Permits

1

2

3

4

5

Validation

Send Request

Approval


Payment

Completion

VOC Number

ASHLXBVU6

Active



Chassis No

: 926BA8AEC4000000

Date of Issuance

: 21/10/2019

Plate No

: A 5128

Date of Expiry

: 20/10/2020

Civil ID

: 65313180

Vehicle Type

: SALOON

Owner Name

: Seif Al Hajri

TRANSACTION INFORMATION

Request Type : Foreign Permits

Request Date : 22/10/2019

Request Status : Request Completed

Fees : 0.000 OMR

Grand Total : 0.000 OMR

Print Summary

Home

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

  
637062413097468504

  
إيصال دفع

سلطنة عمان  
وزارة النقل  
دائرة النقل البري

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 : 

تاريخ احتساب الرسوم : 25/09/2019

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

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

PRINT

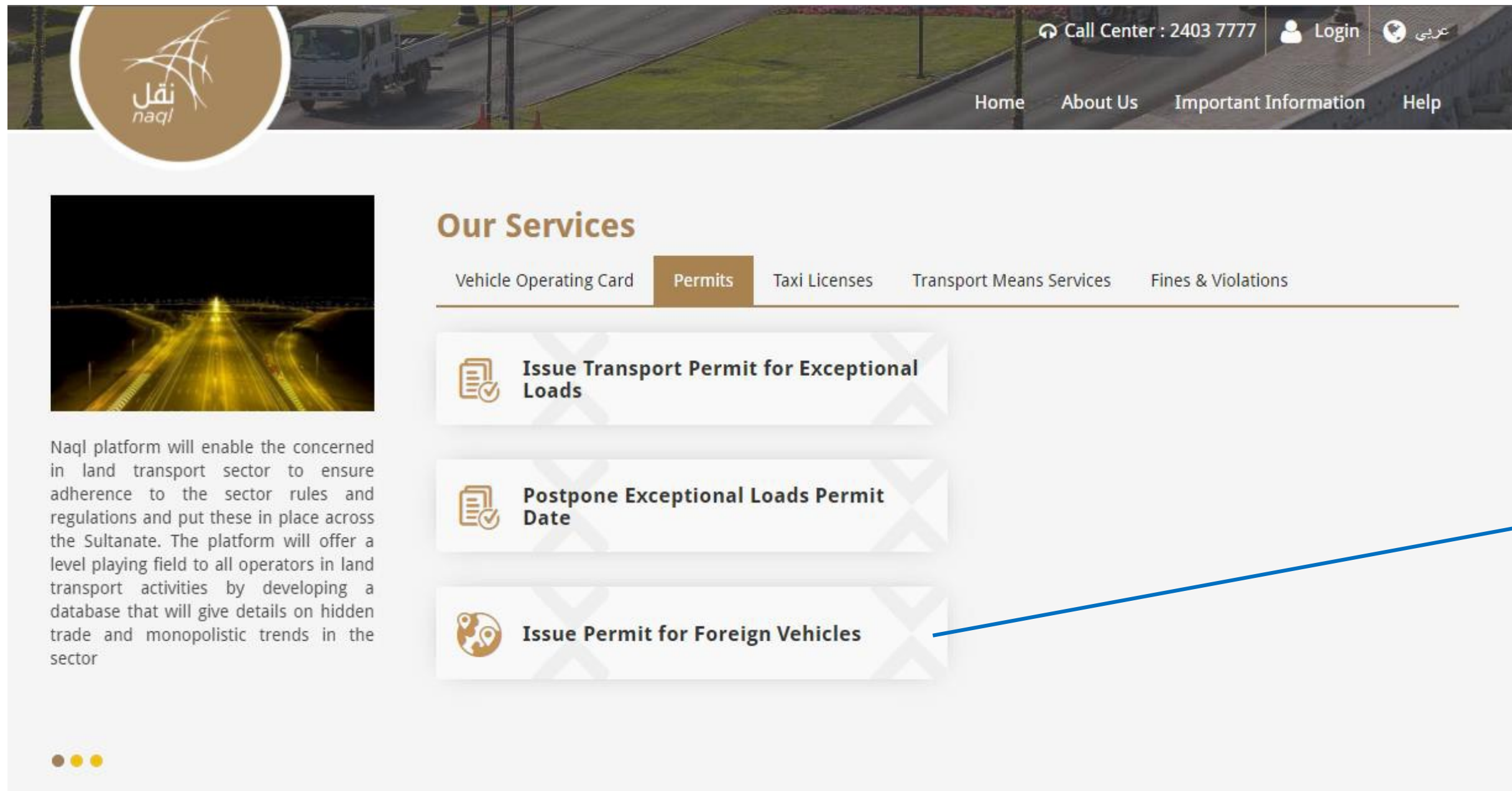
User can now print the receipt



# 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



The screenshot displays the Naql Platform website. The header includes the Naql logo, a call center number (2403 7777), a login button, and a language selector (Arabic). The main navigation bar lists: Home, About Us, Important Information, and Help. The 'Our Services' section is active, with a sub-menu containing: Vehicle Operating Card, **Permits**, Taxi Licenses, Transport Means Services, and Fines & Violations. Under the 'Permits' tab, three service cards are visible: 'Issue Transport Permit for Exceptional Loads', 'Postpone Exceptional Loads Permit Date', and 'Issue Permit for Foreign Vehicles'. A blue arrow points from the 'Issue Permit for Foreign Vehicles' card to a text box on the right. On the left side of the page, there is a section with a night highway image and a paragraph about the Naql platform's mission.

Naql platform will enable the concerned in land transport sector to ensure adherence to the sector rules and regulations and put these in place across the Sultanate. The platform will offer a level playing field to all operators in land transport activities by developing a database that will give details on hidden trade and monopolistic trends in the sector

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

**Foreign Permits**

1 Validation 2 Send Request 3 Approval 4 Payment 5 Completion

Company CR : 3407187

Email : ~~Abdel@unimom.com~~

Phone Number : ~~98831479~~

☒ A permit to stay for more than 7 days

☐ A permit to transport goods between two cities

Plate No \*

Nationality \*

Entry Date\*

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

## Foreign Permits

1

2

3

4

5

Validation

Send Request

Approval

Payment

Completion

Company CR : 3407187

Owner Name : YWNS LLA' MAL ALTJARYT

Plate No : 342

Entry Date : 06/02/2020

Planned Exit Date : 13/02/2020

### Request Details

Request Type

A permit to transport goods between two cities

From City / Governorate \*

To City / Governorate \*

Route Information \*

Requested Exit Date\*

13/02/2020

Entry Document \*

Choose File \*

Type (PNG,JPEG,JPG,PDF) Max size 2 MB

Type of Cargo Loaded \*

Extra Dayes Cost : 0 OMR

Fees : 22 OMR

Total Cost 22 OMR

☐ Self Declaration

Submit

Cancel

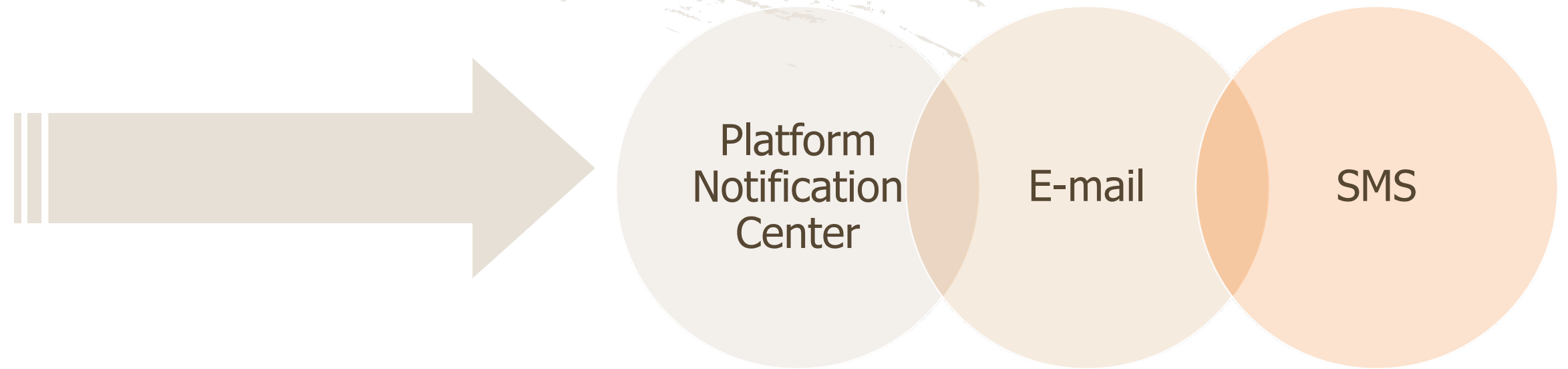
User must enter all the required data shown on the screen, and attach the entry document to proceed with the process

<https://www.naql.om/> | Naql Platform

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## (4) Foreign Permit to Transport Goods Between Two Cities

Users will receive approval notifications through



### Foreign Permits



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

البنك الوطني العماني  
**NBO**

Institution/ Merchant التاجر/ المؤسسة	MINISTRY OF TRANSPC
Website الموقع الإلكتروني	https://naql.om
Amount - Omani Riyals المبلغ - ريال عماني	OMR 30.000
Track ID رقم التعقب	637072729037028881

Payment Card Information    بيانات بطاقة الدفع

Debit Card Number رقم البطاقة	<input type="text"/>	?
Valid Thru - Expiry Date صالحة لغاية / تاريخ انتهاء الصلاحية	MM <input type="text"/> YYYY <input type="text"/>	?
Cardholder Name اسم حامل البطاقة	<input type="text"/>	?
Card Secure Code (CVV/CVC) الرمز الأمني للبطاقة	<input type="text"/>	 ?

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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

### Foreign Permits

1

2

3

4

5

Validation

Send Request

Approval


Payment

Completion

VOC Number

ASHLXBVU6

Active



Chassis No	: 926BA8AEC4000000	Date of Issuance	: 21/10/2019
Plate No	: A 5128	Date of Expiry	: 20/10/2020
Civil ID	: 65313180	Vehicle Type	: SALOON
Owner Name	: Seif Al Hajri		

TRANSACTION INFORMATION

Request Type : Foreign Permits

Request Date : 22/10/2019

Request Status : Request Completed

Fees : 0.000 OMR

Grand Total : 0.000 OMR

Print Summary

Home

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

  
637074442850313254

  
إيصال دفع

سلطنة عمان  
وزارة النقل  
دائرة النقل البري

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 : شركة النقل السريع م

تاريخ احتساب الرسوم : 23/10/2019

الإجراء	رقم البطاقة	الرسوم ر.ع	غرامات التأخير 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

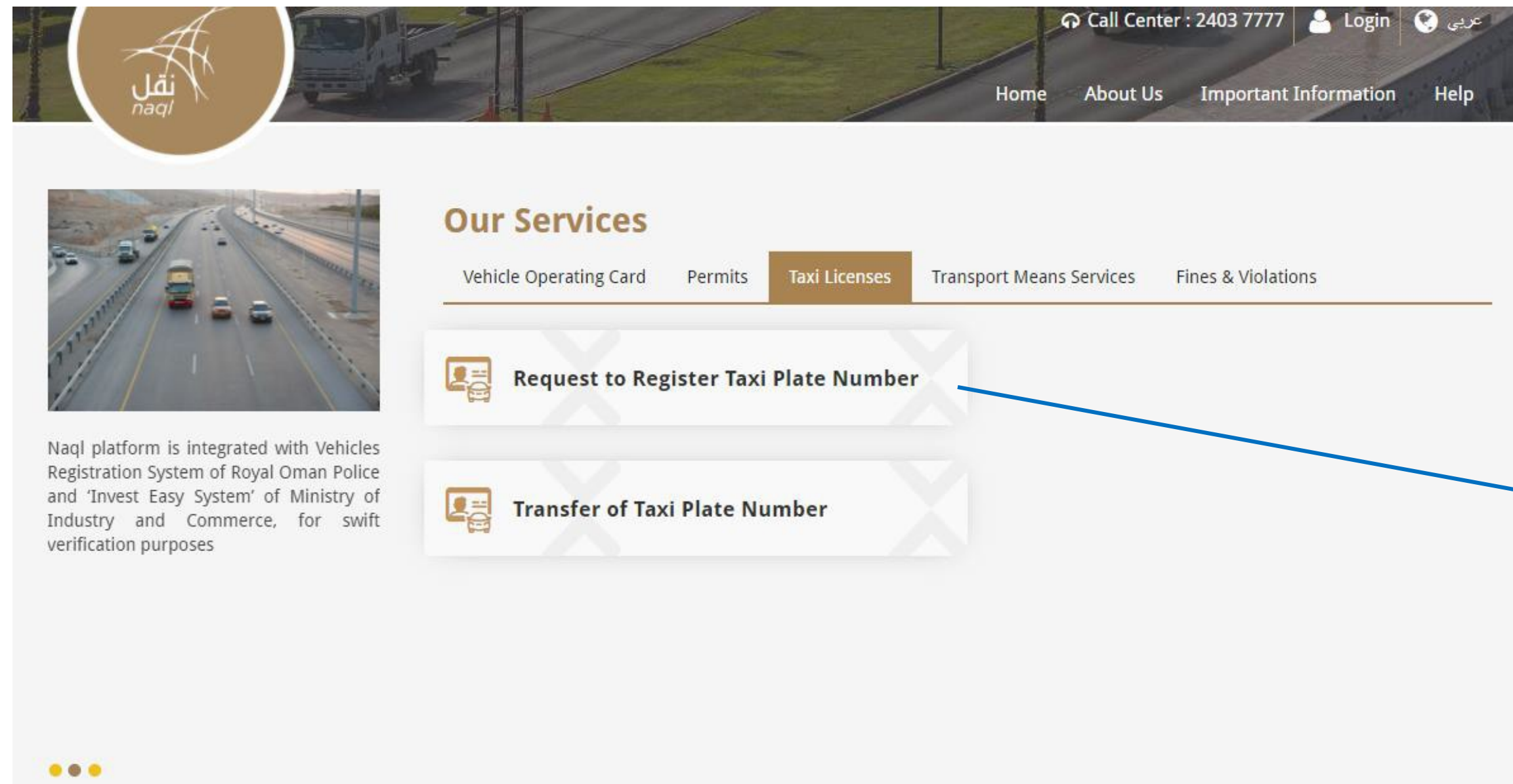
User can now print the receipt

# 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.

**Request to Register Taxi Plate Number**

1 Validation 2 Send Request 3 Approval 4 Payment 5 Completion

**REGISTER NEW USER**

Civil ID \*

License First Issue Date \*

☒ Benefit or Plate No ☐ Chassis No

Plate Code Plate Number

Phone Number \*

Email \*

Password \*

Confirm Password \*

Submit Cancel

# (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

## Request to Register Taxi Plate Number

1

2

3

4

5

Validation

Send Request

Approval

Payment

Completion

Applicant Details

Name

AHMED Bin 'ABDALLAH Bin OTHMAN AL-FAZARI

Nationality

Oman

Age

18

Driving license Expiry Date

2019/09/12

Plate & Code Number

Chassis No

Taxi Type

☒ Orange - White

☐ Blue - White

☐ Red - White

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. \*

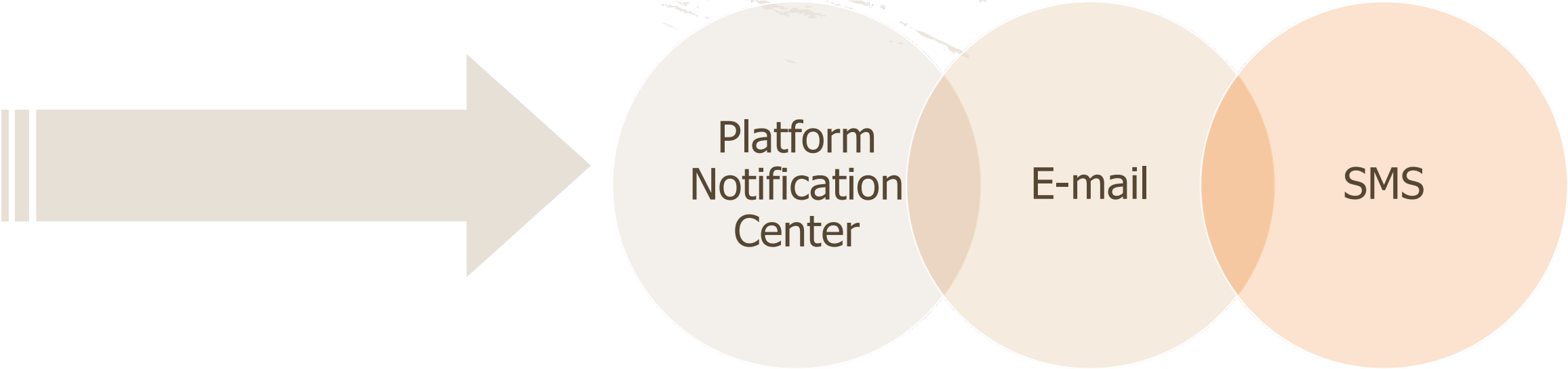
Choose File

Type (PNG,JPEG,JPG,PDF) Max size 2 MB



# (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.

Request to Register Taxi Plate Number

1

Validation

2

Send Request

3

Approval

4

Payment

5

Completion

Owner ID

7157456

Name

AHMED Bin 'ABDALLAH Bin OTHMAN AL-FAZARI

Created By

7157456

Created At

Online

REQUEST DETAILS

Plate No	Request Type	Cost OMR
	Register Taxi Plate Request	15.000

Fees : 15.000 OMR

Request submitted successfully. Pending for approval from MoT Administration

Home

# (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

## Register Taxi Plate Request

1

2

3

4

5

Validation

Send Request

Approval

Payment

Completion

Owner ID  
7157456

Name  
AHMED Bin 'ABDALLAH Bin OTHMAN AL-FAZARI

Created By  
7157456

Created At  
Online

### REQUEST DETAILS

Plate No	Request Type	Cost OMR
	Register Taxi Plate Request	15.000

Fees : 15.000 OMR

CHOOSE PAYMENT METHOD

☒ Omani Debit Card ☐ Credit Card

If you have already made a payment for this request , please wait for 24 hours, until we process your request for the VOC.

Proceed to Pay

Cancel Operation

# (6) Request to Register Taxi Plate Number

## Request to Register Taxi Plate Number

1

2

3

4

5

Validation

Send Request

Approval

Payment

Completion

ZQYDLMU7O

Downloaded

Request for Registering Taxi Plate Number (ZQYDLMU7O)

Active

OK




Plate Code & Num

Civil ID

Owner Name

Chassis No

: JAAKP34H5G7P0239

TRANSACTION INFORMATION

Request Type : Request for Registering Taxi Plate Number

Request Date : 27/05/2020

Request : Request Completed

Status

Fees : 15.000 OMR

Grand Total : 15.000 OMR

User can now print the outbound approval

Sultanate of Oman  
Ministry Of Transport  
Land Transport Department



سلطنة عمان  
وزارة النقل  
دائرة النقل البري

### الموافقة بتسجيل لوحة الأجرة



الفضل/مدير إدارة تسجيل المركبات - المحترم  
الإدارة العامة للمرور - شرطة عمان السلطانية  
يرجى التكرم بتسجيل لوحة الأجرة بحسب البيانات التالية:

بيانات المالك والمركبة:

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

للإستعمال الرسمي:

رقم الموافقة:	94813738261	تاريخ الإصدار:	09/03/2020	تاريخ الانتهاء:	09/06/2020
---------------	-------------	----------------	------------	-----------------	------------

ملاحظات:

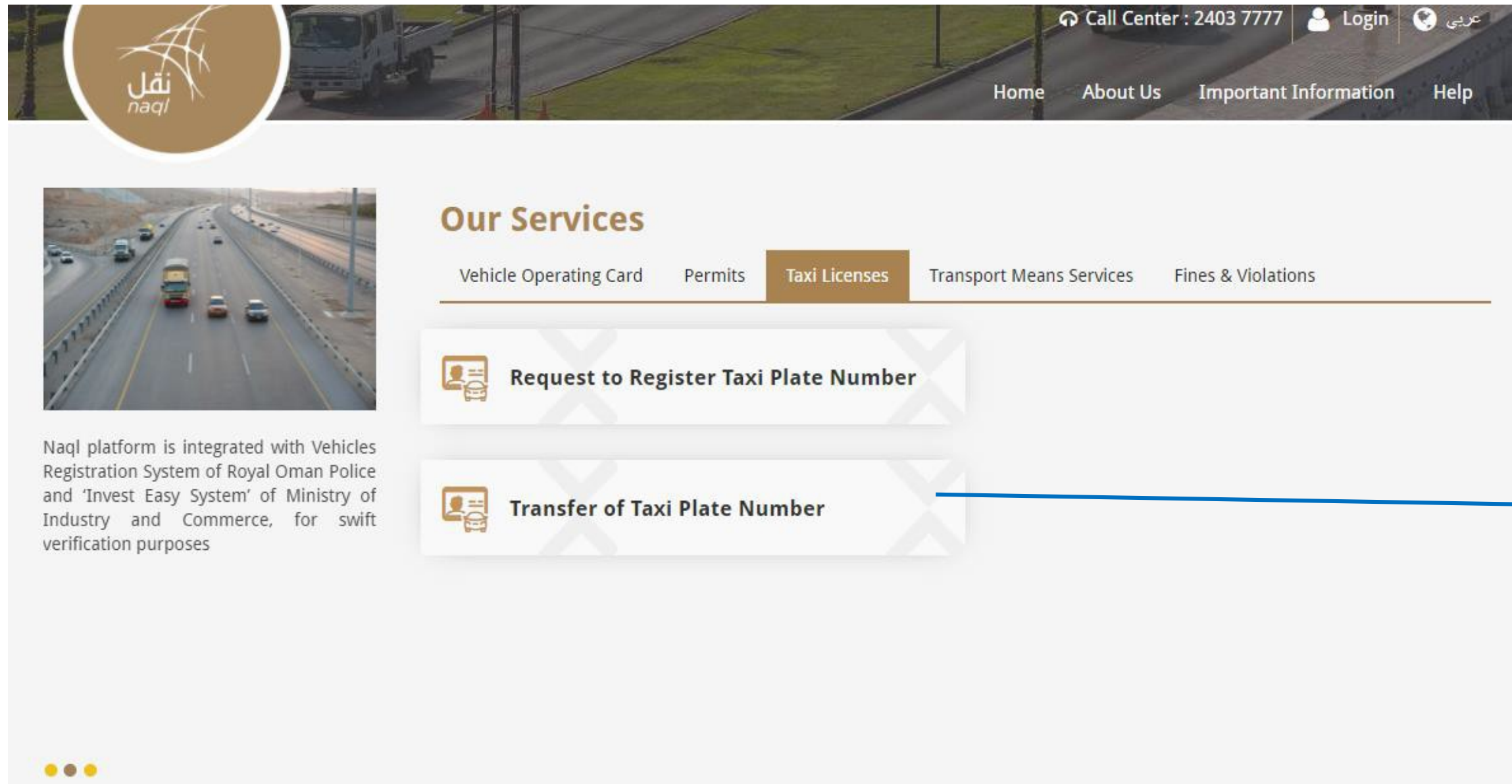
- تعتبر هذه الموافقة بحكم الملغية إذا تبين الآتي:
- \* وجود رقم منفعة آخر للمالك.
- \* وجود مخالفة قيادة مركبة تحت تأثير الخمر أو المخدر أو أي مؤثر عقلي لدى مقدم الطلب.
- لا يتم استرجاع الرسم المالي المدفوع في منصة نقل لمقدم الطلب للحصول على هذه الموافقة.
- تعتبر هذه الموافقة سارية لمدة ثلاثة أشهر من 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 كسح أو تعديل أو حذف يلغي هذه الموافقة.



# 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




The screenshot displays the Naql platform website. The header includes the Naql logo, a call center number (2403 7777), a login button, and a language selector (Arabic). The main navigation menu contains links for Home, About Us, Important Information, and Help. The 'Our Services' section is active, with tabs for Vehicle Operating Card, Permits, Taxi Licenses, Transport Means Services, and Fines & Violations. The 'Taxi Licenses' tab is selected, showing two service options: 'Request to Register Taxi Plate Number' and 'Transfer of Taxi Plate Number'. A blue line points from the 'Transfer of Taxi Plate Number' option to a text box on the right.


Call Center : 2403 7777 | Login | عربي

Home | About Us | Important Information | Help

## Our Services

Vehicle Operating Card | Permits | **Taxi Licenses** | Transport Means Services | Fines & Violations

 **Request to Register Taxi Plate Number**

 **Transfer of Taxi Plate Number**

Naql platform is integrated with Vehicles Registration System of Royal Oman Police and 'Invest Easy System' of Ministry of Industry and Commerce, for swift verification purposes

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

**Transfer of Taxi Plate Number**

1 Validation 2 Send Request 3 Approval 4 Payment 5 Completion

**Details Of the Applicant**

Civil ID \*

License First Issue Date

Taxi Plate Code and Number

Plate Code Plate Number

**REGISTER NEW USER**

Phone Number \*

Email \*

Password \*

Confirm Password \*

Submit Cancel



# (3) Request to Transfer a Taxi Plate Number

Details of the new owner and vehicle to be added here

## Transfer of Taxi Plate Number

1

2

3

4

5

ValidationSend RequestApprovalPaymentCompletion

### Applicant Details

Name	Civil ID	Phone	Email
Faisal Al Hajri	50970312	79411839	abdullah@globcom-oman.com
Plate & Code Number			
H W 2408			

### Details Of New Owner And Vehicle

Chassis Number of the vehicle to be used for the Taxi Activity

Chassis No

Civil ID \*

Civil ID

Phone Number \*

Phone

License First Issue Date \*

Email \*

Email

Submit

Cancel

# (4) Request to Transfer a Taxi Plate Number

Transfer of Taxi Plate Number

1

2

3

4

5

Validation

Send Request

Approval

Payment

Completion

Applicant Details

Name

Faisal Al Hajri

Civil ID

50970312

Phone

79411839

Email

abdullah@globcom-oman.com

Plate & Code Number

HW 2408

Details Of The Vehicle

Chassis No

JAAKP34H5G7P0239

Vehicle Type

SALOON

Vehicle Color

WHITE

Manufacturing Year

2016

Passenger Capacity

2

Empty Weight

2950.00

Engine Capacity

4590

Type of Taxi Service

☒ Orange-White

☐ Blue-White

☐ Red-White

Details of The New Owner

Name

AHMED Bin 'ABDALLAH Bin OTHMAN AL-FAZARI

Nationality

Oman

Age

18.2

Driving license Expiry Date

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.

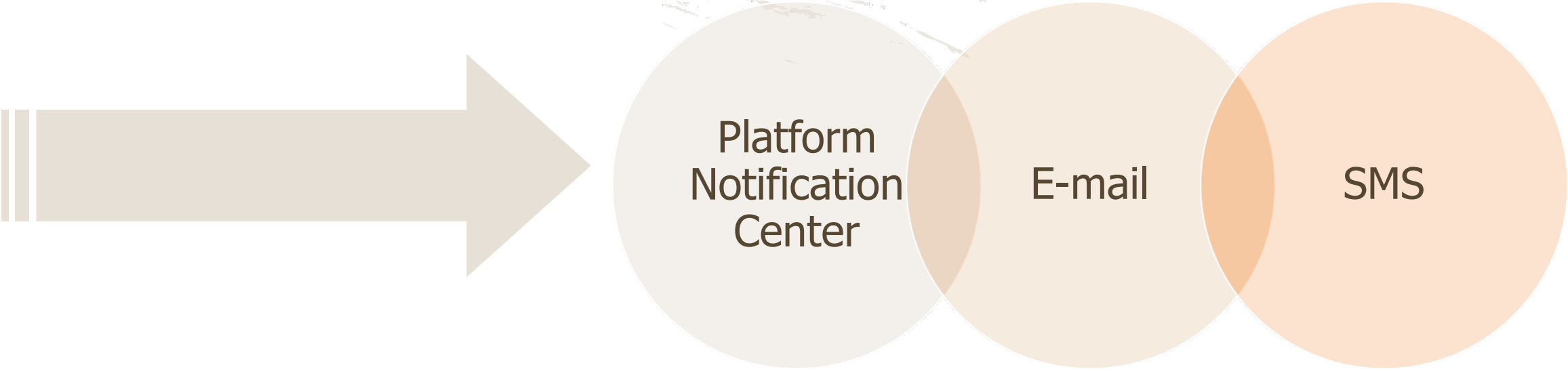
\*Any of the requirements may be added or deleted based on any updates to the Land Transport Law.

<https://www.naql.om/> | Naql Platform

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# (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

50970312

Name

Faisal Al Hajri

Phone

79411839

Email

abdullah@globcom-oman.com

Details Of The New Owner

Owner ID

7157456

Name

AHMED Bin 'ABDALLAH Bin OTHMAN AL-FAZARI

Phone

Email

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.

## Transfer of Taxi Plate Number

1

2

3

4

5

ValidationSend RequestApprovalPaymentCompletion

Applicant Details

Owner ID  
50970312

Name  
Faisal Al Hajri

Phone  
79411839

Email  
abdullah@globcom-oman.com

Details Of The New Owner

Owner ID  
7157456

Name  
AHMED Bin 'ABDALLAH Bin OTHMAN AL-FAZARI

Phone

Email  
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

CHOOSE PAYMENT METHOD

☒ Omani Debit Card

☐ Credit Card

If you have already made a payment for this request , please wait for 24 hours, until we process your request for the VOC.

Proceed to Pay

Cancel Operation

# (7) Request to Transfer a Taxi Plate Number

## Transfer of Taxi Plate Number

1

2

3

4

5

ValidationSend RequestApprovalPaymentCompletion

Active




Plate No : H W 2408

Chassis No : JAAKP34H5G7P0239

Applicant Civil ID : 50970312

Applicant Name : Faisal Al Hajri

New Owner Civil ID : 7157456

Name Of New Owner : AHMED Bin 'ABDALLAH Bin OTHMAN AL-FAZARI

TRANSACTION INFORMATION

Request Type : Request to Transfer Taxi Plate Number

Request Date : 27/05/2020

Request Status : Request Completed

End Date : 26/08/2020

Fees : 10.000 OMR

Grand Total : 10.000 OMR

Print Summary

Home

User can now print the outbound approval

Sultanate of Oman  
Ministry Of Transport  
Land Transport Department



سلطنة عمان  
وزارة النقل  
دائرة النقل البري

## الموافقة بالتنازل عن لوحة أجرة



الفاضل / مدير إدارة تسجيل المركبات - المحترم

الإدارة العامة للمرور - شرطة عمان السلطانية

نود إقادتكم بالموافقة على نقل تسجيل لوحة الأجرة وفقاً للبيانات التالية:

بيانات المتنازل	
الاسم	
الرقم المدني	
رقم لوحة الأجرة	

بيانات المتنازل له والمركبة	
الاسم	
الرقم المدني	
رقم القاعدة (الشخصي)	
نوع الأجرة	الحضر - أبيض

للإستعمال الرسمي	
رقم الموافقة	BA.MT4QBAC
تاريخ الإصدار	29/03/2020
تاريخ الانتهاء	28/06/2020

ملاحظات:

- تعتبر هذه الموافقة بعمم الصلابة إذا تبين الآتي:
- وجود رقم ملفعة آخر للملك.
- وجود ملفعة أجرة مرصبة تحت تأثير النحر أو النحر أو أي مؤثر على لوح المتنازل له.
- إلتزام استرجاع الرسم المالي المتفرج في مصلحة نقل أنظمة 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 مدة من تاريخه.
- بشرط حضور الطرفين (المتنازل والمتنازل له) أمام إدارة تسجيل المركبات بشرطة عمان السلطانية.
- ضرورة استرجاع بطاقة تسجيل المركبة من مصلحة نقل بعد استكمال إجراءات التنازل في شرطة عمان السلطانية.
- أي خطأ أو تعديل أو حذف يُلغى هذه الموافقة.

مركز الإحصاءات: 240357972



بشرة النقل البري: 24321843/24321837/ 24321833

# Transport Mean Services

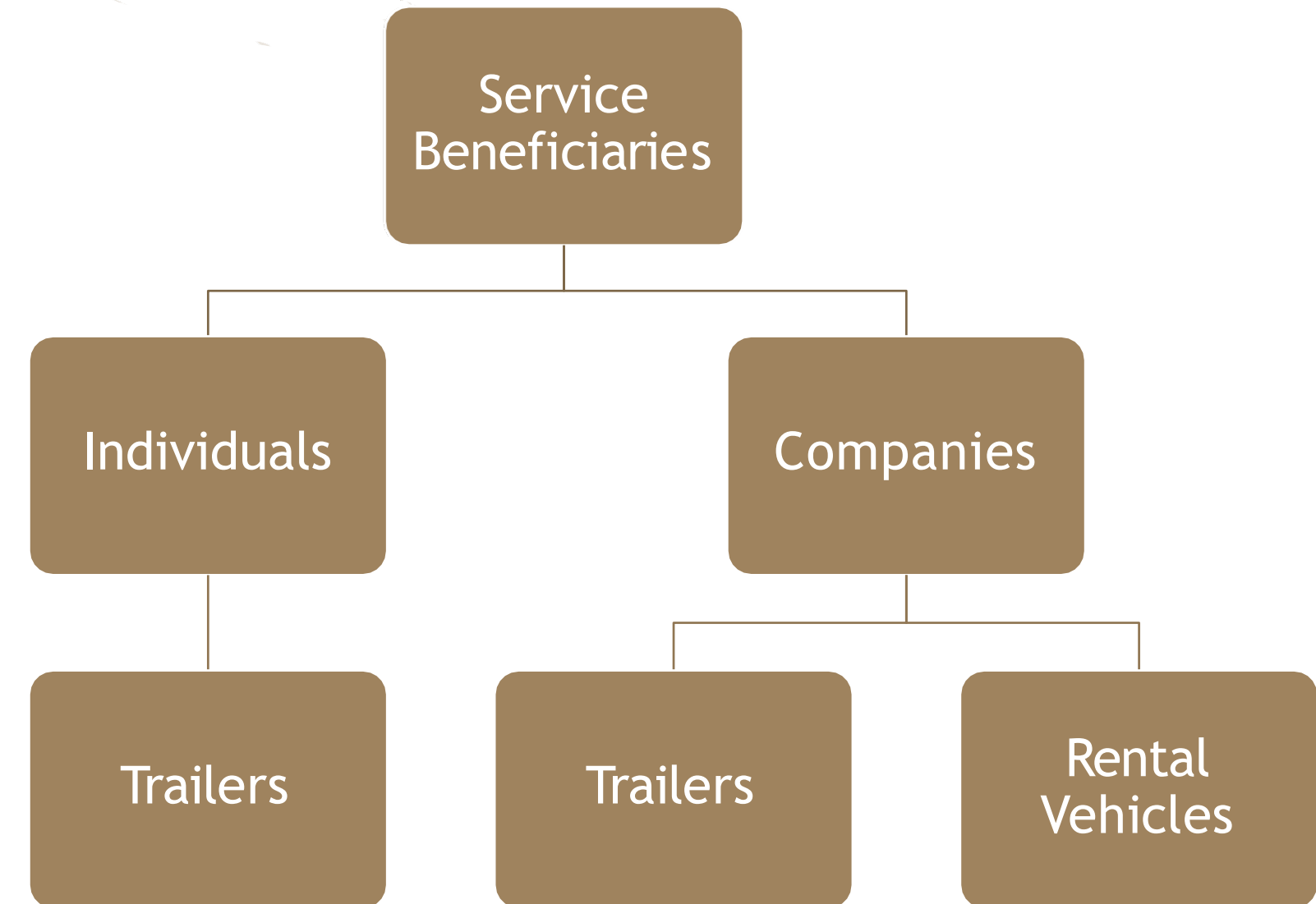
- Registration of Trailers and Rental Vehicles



# 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

The screenshot shows the Naql platform's login and registration interface. The background is a scenic view of a coastal road with a car and pedestrians. The interface includes a header with the Naql logo, a call center number (2403 7777), and navigation links (Home, About Us, Important Information, Help, and an Arabic language toggle). A central login form has fields for 'Login ID' and 'Password', a 'Login' button, and a 'New User' button. Below the 'New User' button is a link for 'Forgot your password?'. A welcome message on the left reads 'Welcome to naql The National Digital Platform for Transport Services'. The footer contains copyright information for 2019 and a note about the browser used for the screenshot.

Call Center : 2403 7777   Home   About Us   Important Information   Help   عربي

نقل  
naql

Welcome to naql  
The National Digital Platform for Transport Services

Login ID

Password

Login

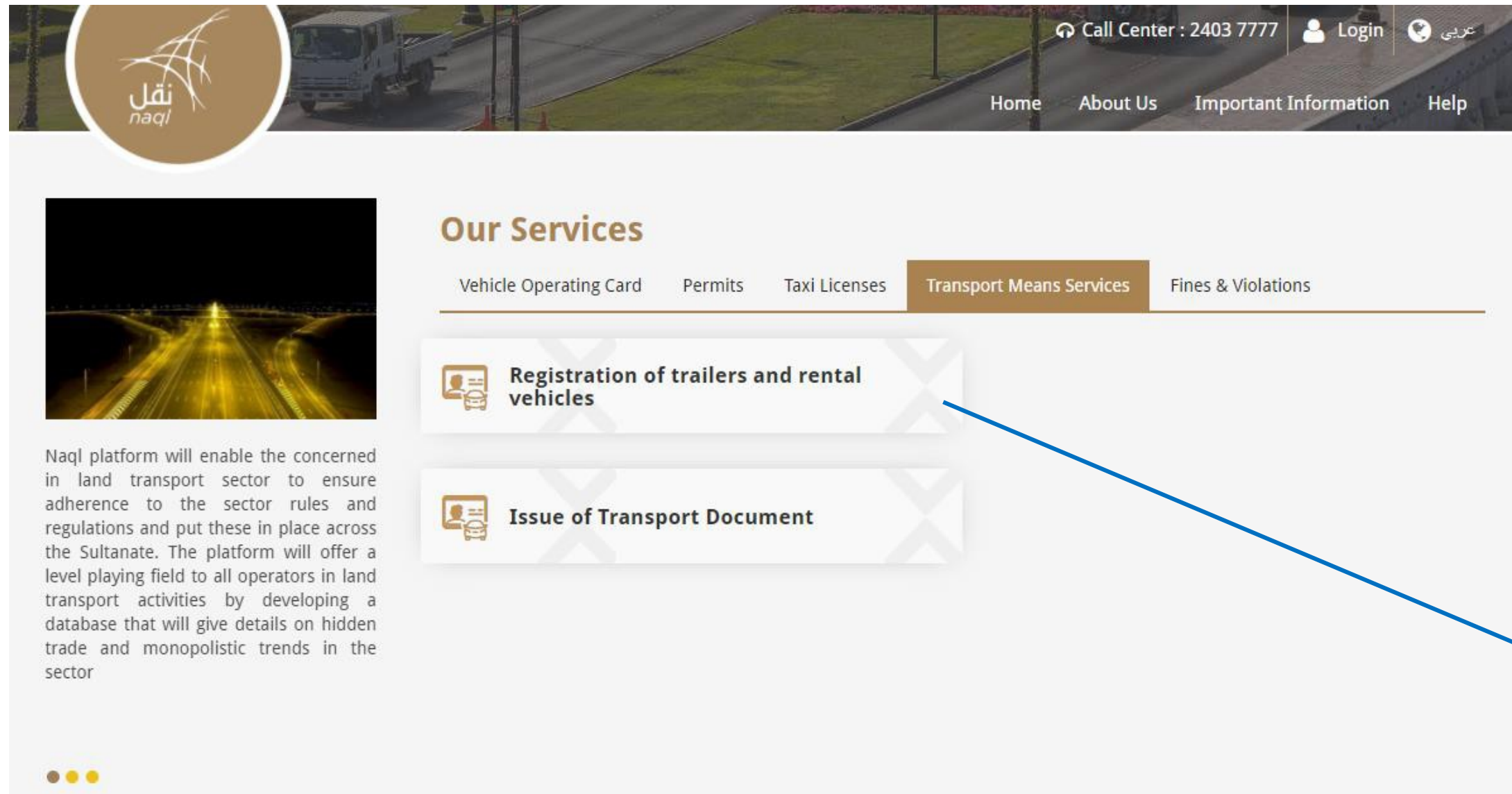
New User  
Forgot your password?

© 2019 naql for Transport Services, managed by Oman Roads and Transport Management Company L.L.C Best viewed using the latest versions of Edge and Chrome.

- 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



The screenshot displays the Naql Platform website interface. At the top, there is a header with the Naql logo (a stylized 'نقل' and 'naql' text) on the left, a background image of a truck, and navigation links on the right: 'Call Center : 2403 7777', 'Login', and 'تسجيل'. Below the header, a horizontal menu contains 'Home', 'About Us', 'Important Information', and 'Help'. The main content area features a section titled 'Our Services' with a sub-menu: 'Vehicle Operating Card', 'Permits', 'Taxi Licenses', 'Transport Means Services' (highlighted), and 'Fines & Violations'. Under 'Transport Means Services', two service cards are visible: 'Registration of trailers and rental vehicles' and 'Issue of Transport Document'. A blue arrow points from the first card to a text box on the right. To the left of the service cards, there is a paragraph about the Naql platform's mission and a small image of a highway at night.


نقل  
naql


Call Center : 2403 7777 Login عربي

Home About Us Important Information Help

## Our Services

Vehicle Operating Card Permits Taxi Licenses **Transport Means Services** Fines & Violations

 **Registration of trailers and rental vehicles**

 **Issue of Transport Document**

Naql platform will enable the concerned in land transport sector to ensure adherence to the sector rules and regulations and put these in place across the Sultanate. The platform will offer a level playing field to all operators in land transport activities by developing a database that will give details on hidden trade and monopolistic trends in the sector

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.

The screenshot shows the 'Registration of trailers and rental vehicles' page on the Naql Platform. The page has a breadcrumb trail: Home > Registration of trailers and rental vehicles. A progress bar at the top indicates five steps: 1. Validation (active), 2. Send Request, 3. Approval, 4. Payment, and 5. Completion. The main form is titled 'Registration of trailers and rental vehicles' and includes a 'REGISTER NEW USER' section on the right. The 'Owner Data' section has two tabs: 'Individuals' (selected) and 'Companies'. The 'Individuals' tab contains the following fields: 'Civil ID \*' (text input), 'Enter the vehicle owner name or the license first issued date' (text input), 'License First Issue Date' (date picker), 'Owner Name' (text input), 'Civil Id Attachement \*' (file upload button labeled 'Choose File'), and a checkbox for 'Trailer is in the manufacturing stage'. Below the checkbox is the 'Chassis No \*' (text input). The 'REGISTER NEW USER' section on the right contains: 'Phone Number \*' (text input), 'Email \*' (text input), 'Password \*' (text input), and 'Confirm Password \*' (text input). At the bottom right, there are 'Submit' and 'Cancel' buttons. A blue line from the text box on the left points to the 'Civil ID \*' field. Another blue line from the text box below it points to the 'Chassis No \*' field.

# Request for Registration of Trailers and Rental Vehicles (Companies)

Owner Data

☐ Individuals ☒ Companies

Company CR \*

The type of transportation

☒ Trailer ☐ Rental

☐ Trailer is in the manufacturing stage

Chassis No \*

Owner Data

☐ Individuals ☒ Companies

Company CR \*

The type of transportation

☐ Trailer ☒ Rental

Chassis No \*

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

### Registration of trailers and rental vehicles



Vehicle Owner Details (Company - Trailer)

Name

Address

Ground transportation activities

\* Land transport of passengers - Irregular

\* Land Transport of Passengers by Bus - Regular (Intercity)

\* Trucking of goods and equipment (scheduled - unscheduled)

\* Trucking of Chemical and Dangerous Products

Chassis No

Manufacturing Year

2018

▼

Type of use

☒ On the road

☐ Outside the road network

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

Copy of the trailer design (length x width, number of axles, axle weight)

Choose File

Type (PNG,JPEG,JPG,PDF) Max size 2 MB

Attach a vehicle license application - technical inspection (Royal Oman Police)

Choose File

Type (PNG,JPEG,JPG,PDF) Max size 2 MB

Other Attachments

Choose File

Type (PNG,JPEG,JPG,PDF) Max size 2 MB

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



## Registration of trailers and rental vehicles



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

البنك الوطني العماني

NBO

Institution/ Merchant  
التاجر / المؤسسة

MINISTRY OF TRANSPC

Website  
الموقع الإلكتروني

https://naql.om

Amount - Omani Riyals  
المبلغ - ريال عماني

OMR 30.000

Track ID  
رقم التعقب

637072729037028881

Payment Card Informationبيانات بطاقة الدفع

Debit Card Number  
رقم البطاقة

?

Valid Thru - Expiry Date  
صالحة لغاية / تاريخ انتهاء الصلاحية

MM▼

YYYY▼

?

Cardholder Name  
اسم حامل البطاقة

?

Card Secure Code (CVV/CVC)  
الرمز الأمني للبطاقة



?

Proceed - تابع

Cancel - إلغاء

Powered by عمان نتomanNetمدعوم من

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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



المحترمين

الأفاضل / شركة بولس للخدمات 7

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

مقطورة	نوع الوسيلة
11/11/20	المسجل التجاري
D08539A X49000000	رقم القاعدة (الشاسي)
مقطورة - شبكة الطرق	الاستخدام

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

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.

مركز الاتصالات : 24037777



دائرة النقل البري : 24221841 / 24221857 / 24221853

Home > Registration of trailers and rental vehicles

### Registration of trailers and rental vehicles

1 Validation 2 Send Request 3 Approval 4 Payment 5 Completion

0ZMFM4R08 Active

Chassis No : 0001  
Civil ID : 777767  
Owner Name : (Public For Services?)  
Chassis No : 0001

**TRANSACTION INFORMATION**

Request Type : Registration of trailers and rental vehicles  
Request Date : 12/11/2020  
Request Status : Request Completed  
Date of Expiry : 11/02/2021

Fees : 30.000 OMR  
**Grand Total : 30.000 OMR**

Print Summary Home

After registering the vehicle with the Royal Oman Police, please update the chassis number from your account on Naql platform

PdfName-1605520....pdf Show all

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



# Update Chassis

**Profile Details**  
Younis For Services 7

Company CR : 777767  
Phone Number : 92833643  
Email : saif@aman.om

**VOC List**      Fines      Activities      Foreign Permits

Registration of trailers and rental vehicles Request

Request Number	Chassis No	Request Date	Date of Expiry	Request Status	Print Summary
80AWMOCM7	D08539AA49000001	08/11/2020	08/02/2021	Request Issued	<a href="#">Print</a> <a href="#">Download Request</a>
R5SUPKIK1	6465741B79000000	08/11/2020	08/02/2021	Request Issued	<a href="#">Print</a> <a href="#">Download Request</a>
	0000	09/11/2020	-	Cancelled	
JPS9LBF59	0000	10/11/2020	10/02/2021	Request Issued	<a href="#">Print</a> <a href="#">Download Request</a> <a href="#">Update Chassis</a>
	0000	12/11/2020	-	Not Completed	

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”
- 2 Click on the registration of trailers and rental vehicles request tab
- 3 Click on “update chassis”

# Update Chassis

## Update Chassis

Request Number  
JPS9LBFS9

Owner ID  
777767

Name  
Younis For Services 7

Request Date  
10/11/2020

Update Chassis Number

Chassis No \*

Chassis No

Submit

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

Call Center : 2403 7777   Home   About Us   Important Information   Help   عربي

نقل  
naql

Welcome to naql  
The National Digital Platform for Transport Services

Login ID

Password

Login

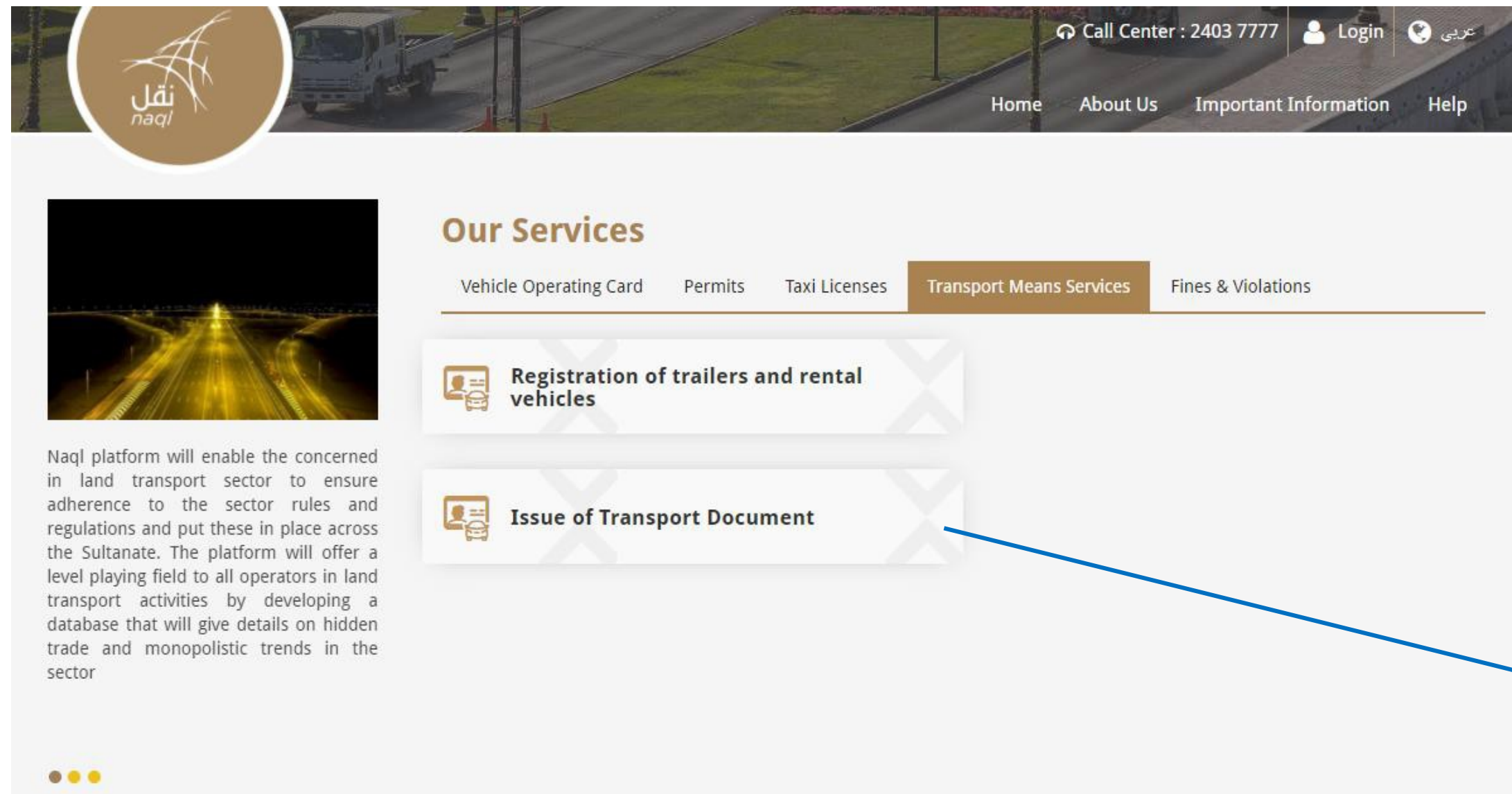
New User  
Forgot your password?

© 2019 naql for Transport Services, managed by Oman Roads and Transport Management Company L.L.C Best viewed using the latest versions of Edge and Chrome.

- 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.

The screenshot displays the 'Issue of Transport Document' form. At the top, a progress bar shows five steps: 1. Validation (highlighted in green), 2. Send Request, 3. Approval, 4. Payment, and 5. Completion. The form is divided into two main sections: 'Owner Data' and 'Vehicle Information'. The 'Owner Data' section has two radio buttons: 'Individuals' (selected) and 'Companies'. Below this is a text field for 'Civil ID of the vehicle owner \*'. The 'Vehicle Information' section has two radio buttons: 'Plate No' (selected) and 'Chassis No'. Below these are two text fields: 'Plate Code' (with a dropdown arrow) and 'Plate Number'. To the right of the main form is a separate box titled 'REGISTER NEW USER' containing four text fields: 'Phone Number \*', 'Email \*', 'Password \*', and 'Confirm Password \*'. Two blue lines with arrows point from the text boxes on the left to the form: one points to the 'Civil ID of the vehicle owner \*' field, and the other points to the 'Plate Code' and 'Plate Number' fields.



# (3) Issue of Transport Document

The screenshot shows a web form titled "Issue of Transport Document" with a progress bar at the top indicating five steps: 1. Validation, 2. Send Request, 3. Approval, 4. Payment, and 5. Completion. The form is divided into several sections, each with a blue arrow pointing to it from the right:

- Transporter data:** Includes fields for Name, Tel, CR/Civil ID, Phone, Address, Plate Code/Number, and Driver Name. It also has checkboxes for "Inside the Sultanate" and "Outside the Sultanate" with dropdown menus for "Choose Governorate" and "Choose State".
- Sender Data:** Includes fields for Name, CR/Civil ID, Phone, Email, Address, and Sender Notes. It also has checkboxes for "Inside the Sultanate" and "Outside the Sultanate" with dropdown menus for "Choose Governorate" and "Choose State".
- Receiver Data:** Includes fields for Name, CR/Civil ID, Phone, Email, Address, and Receiver Notes. It also has checkboxes for "Inside the Sultanate" and "Outside the Sultanate" with dropdown menus for "Choose Governorate" and "Choose State".
- Goods data:** Includes fields for Received Date, Delivery Date, Receiving Address, and Delivery address. It also has checkboxes for "Inside the Sultanate" and "Outside the Sultanate" with dropdown menus for "Choose Governorate" and "Choose State".
- Transport fares data:** Includes a table for goods description with columns for Description, Count, Weight, Length, Width, Height, and Dangerous Material. It also has a "paid by" section with checkboxes for "Sender", "Receiver", and "Other", and a "way to Pay Transport Fares" section with checkboxes for "Bank check", "Cash", and "Not determined".

At the bottom of the form, there is a "Self Declaration" checkbox and "Submit" and "Cancel" buttons.

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

## Issue of Transport Document

```

graph LR
    1((1)) --> 2((2))
    2 --> 3((3))
    3 --> 4((4))
    4 --> 5((5))
    
```

Validation      Send Request      Approval      Payment      Completion

Owner ID 1030010	Name Test	Created By 1030010	Created At Online	Fees 1,000 OMR
---------------------	--------------	-----------------------	----------------------	-------------------

### التزامات ومصاحبات المرسل:

- يلتزم المرسل بتسليم المصالح إلى الناقل في المكان والوقت المتفق عليهما في وثيقة النقل.
- إذا كان الناقل يقتضي من جانب الناقل استعدادات خاصة وجب على المرسل إخطار الناقل قبل التسليم بوقت كاف.
- يكون المرسل مسؤولاً عن الأضرار التي تنشأ من عدم قبضه بأعداد المصالح التي تقتضي تسليمها إعداداً خاصاً بقية البند أو البلاطون عن الإضرار التي تلحق بالأشخاص أو بالمصالح الأخرى التي تنقل معها.
- يلتزم المرسل بدفع أجرة النقل وغيرها من المصارقات ما لم يلقح الطرفان على أن يتحملها المرسل إليه.
- يجوز للمرسل في أثناء وجود المصالح في حوزة الناقل أن يأمر بإعادتها أو توجيهها إلى شخص آخر غير المرسل إليه، على أن يدفع المرسل للناقل أجرة ما تم من النقل، ويعرضه عن المصارقات والأضرار.

### التزامات ومصاحبات الناقل:

- يلتزم الناقل بإصدار وثيقة النقل تتضمن البيانات التي تبينها اللائحة ما لم تكن طبيعة النقل تقتضي عدم إصدار وثيقة نقل.
- يقول كل ما يقدم إليه من طلمات إذا كان له امتياز على نوع معين من النقل أو النقل على خطوط معينة، مالم يكن الطلب مخالفاً لشروط المقررة للنقل، أو يتعرض لتفقد الأسباب خارجة عن إرادته.
- يجد تسلم الناقل للمصاحبة قولاً منه لعرض الصادر من المرسل ما لم يشك خلاف ذلك.
- يعود للناقل فحص المصالح المطلوب تلقياً للتأكد من حالتها ومن صحة البيانات المقدمة من المرسل وإذا تبين من خلال الفحص أن حالة المصاحبة لا تسمح بنقلها جازاً للنقل الاستماع عن النقل ما لم يقر المرسل كتابة بمعه بعدة المصاحبة وورضاء الناقل ويتضمن الناقل مصروفات الفحص ما لم يتم الاتفاق على غير ذلك.
- يتحمل الناقل الأضرار التي تحدث للمصاحبة إذا قبل النقل مع علمه أو إمكان علمه بعدم قيام المرسل بالإعداد الحسن للمصاحبة أو الأضرار الشكية بسبب الإهمال.
- يلتزم الناقل بإخطار المرسل إذا أوقف النقل في أثناء تنفيذه، أو تخلف المرسل إليه عن التسليم في الموعد الذي حددته الوثيقة، أو حضر واستمع عن التسليم أو دفع أجرة النقل والمصارقات.
- يلتزم الناقل بإخطار المرسل إليه خطياً بوقت ومكان تسليم المصالح إذا كنا غير محددين في وثيقة النقل.
- يكون الناقل مسؤولاً عن شحن المصالح في وسيلة النقل وتغليفها ما لم يلقح على غير ذلك.
- لا يكون الناقل مسؤولاً عن تأخير تسليم المصالح والمصارفة للشعبه عن التأخير إذا كان المرسل لم يعلن عن رغبته في تسليم المصالح في موعد متدد ووافق عليه الناقل.
- لا يكون الناقل مسؤولاً عن فقد ما عهد إليه من قود أو أوراق مالية أو مجهولات أو غير ذلك من الأشياء الثمينة إلا بقدر ما قدمه المرسل شأنها وقت تسليمها من بيانات مكتوبة.
- يكون الناقل مسؤولاً عن الخسائر التي تظهر في المصاحبة المنقولة في حاوية أو ما شابهها والمنقولة من قبل المرسل والمنقولة بنفسه إذا سلمها الناقل إلى المرسل إليه بخطيا سليم أو إذا تم نقل المصالح في حراسة المرسل أو المرسل إليه.
- يحتمل الناقل سلامة النقل ويكون مسؤولاً عن فقد أو هلاك أو نقص أو تأخير تسليم المصالح أو أي خسارة مباشرة أو غير مباشرة ناتجة عن التأخير. وتتلقى هذه المسؤولية إذا ثبت أن ذلك يعود لأحد الأسباب الآتية:
- خطأ من المرسل أو المرسل إليه أو تحميل.
- قوة القاهرة (أي حدوث إعصار أو احتراق أو انهيار أو حادث سوي أو وسيلة النقل لا يعتبر قوة القاهرة وكذلك الحال في العوائق الناتجة عن الإجهاد البدني أو العقلي للناقل أو حالات أو لوقوع وحالات إنصراف تابعي الناقل عن العمل).
- عيب كامن أو عيب في المصاحبة.
- حدث نقص في وزن أو حجم المصاحبة في أثناء النقل لأسباب تعود إلى طبيعتها.

### التزامات المرسل إليه:

- يكون المرسل إليه مسؤولاً عن تسليم المصالح في المكان والوقت المحددين في وثيقة النقل، وإذا كان المكان والوقت محددين وجب على الناقل إخطار المرسل إليه قبل التسليم بوقت كاف.

☐ Self Declaration

Submit

Cancel Operation

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



البنك الوطني العماني

Institution/ Merchant التاجر/ المؤسسة	MINISTRY OF TRANSPC
Website الموقع الإلكتروني	https://naql.om
Amount - Omani Riyals المبلغ - ريال عماني	OMR 30.000
Track ID رقم التعقب	637072729037028881

Payment Card Informationبيانات بطاقة الدفع

Debit Card Number رقم البطاقة	<input type="text"/>	?
Valid Thru - Expiry Date صالحة لغاية / تاريخ انتهاء الصلاحية	MM <input type="text"/> YYYY <input type="text"/>	?
Cardholder Name اسم حامل البطاقة	<input type="text"/>	?
Card Secure Code (CVV/CVC) الرمز الأمني للبطاقة	<input type="text"/>	 ?

Proceed - تابع

Cancel - إلغاء

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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 عُمان**  
وزارة النقل والاتصالات وتقنية المعلومات  
مسقط

**وثيقة نقل**

رقم الوثيقة / 35A1YS0G0  
تاريخ ووقت الإصدار / PM 4:42 15/11/2021

رؤية عمان 2040

بيانات المرسل إليه		بيانات المرسل	
الاسم : saif	الاسم : saif	الرقم المدني/ السجل التجاري : 111	الرقم المدني/ السجل التجاري : 11111
رقم الهاتف : 11	رقم الهاتف : 11111	البريد الإلكتروني :	البريد الإلكتروني :
العنوان : Al-Dakhliya - Manah	العنوان : South Al-Sharqiya - Sur	ملاحظات المرسل إليه :	ملاحظات المرسل :
بيانات النقل		بيانات البضاعة	
الرقم المدني/ السجل التجاري : 1030010	الاسم : Test	رقم الهاتف : 92883643	رقم الهاتف : 92883643
العنوان : Al-Dakhliya - Bidbid	اسم سائق المركبة : saif	اسم سائق المركبة : saif	اسم سائق المركبة : saif
اسم السائق الإضافي :	رقم ورمز المركبة : B H 2755	رقم ورمز المركبة : B H 2755	رقم ورمز المركبة : B H 2755
بيانات البضاعة		بيانات البضاعة	
تاريخ التسليم : 15/11/2021	تاريخ الإستلام : 15/11/2021	عنوان التسليم : Al-Preemy - Al Buraimi	عنوان الإستلام : Muscat - Bawshar
خط سير الرحلة :		خط سير الرحلة :	
رقم البضاعة	وصف البضاعة	العدد	الوزن
1	المواد الخطرة <td>1</td> <td>1</td>	1	1
بيانات لاجور النقل		بيانات لاجور النقل	
تدفع من قبل : saif		طريقة دفع الأجور :	
		شيك بنكي ● نقدا ● لم يحدد	

## Issue of Transport Document

1 Validation 2 Send Request 3 Approval 4 Payment 5 Completion

35A1YS0G0 Active

Plate Code&Number : B H 2 55  
Civil ID : 1030 10  
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

  
637725913084449773

  
إيصال دفع

سلطنة عمان  
وزارة النقل والاتصالات وتقنية المعلومات  
دائرة النقل البري

رقم إذن الدفع : 637725913084449773

رقم الطلب : 35A1YS0G0

التاريخ : 15/11/2021

تم الدفع : 1030010

رقم السجل : 15/11/2021

نوع المعاملة : 15/11/2021

تسجيل وثيقة النقل : 15/11/2021

اسم المنشأة : 15/11/2021

تاريخ احتساب الرسوم : 15/11/2021

الإجراء	رقم الحساب	الرسوم ر.ع	غرامات التأخير 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

Call Center : 2403 7777   Home   About Us   Important Information   Help   عربي

**Welcome to naql**  
The National Digital Platform for Transport Services

Login ID

Password

Login

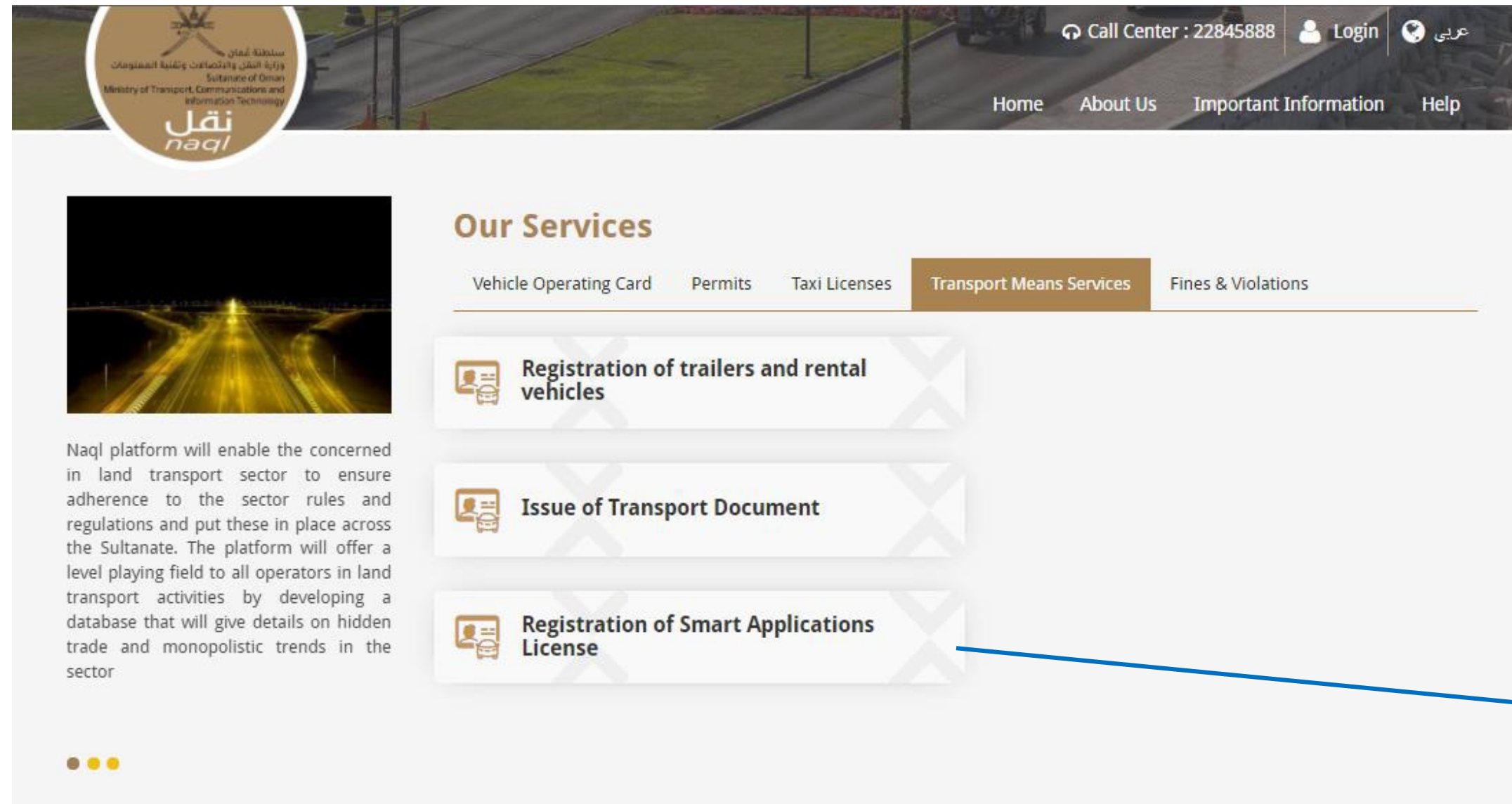
New User  
Forgot your password?

© 2019 naql for Transport Services, managed by Oman Roads and Transport Management Company L.L.C Best viewed using the latest versions of Edge and Chrome.

- 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



The screenshot displays the Naql Platform website. The header includes the Naql logo, contact information (Call Center: 22845888), a Login button, and a language selector (Arabic). The main navigation menu contains links for Home, About Us, Important Information, and Help. The 'Our Services' section is active, with tabs for Vehicle Operating Card, Permits, Taxi Licenses, Transport Means Services, and Fines & Violations. Under 'Transport Means Services', three services are listed: 'Registration of trailers and rental vehicles', 'Issue of Transport Document', and 'Registration of Smart Applications License'. A blue line points from the 'Registration of Smart Applications License' service to a text box on the right.

Naql platform will enable the concerned in land transport sector to ensure adherence to the sector rules and regulations and put these in place across the Sultanate. The platform will offer a level playing field to all operators in land transport activities by developing a database that will give details on hidden trade and monopolistic trends in the sector

**Our Services**

- Vehicle Operating Card
- Permits
- Taxi Licenses
- Transport Means Services**
- Fines & Violations

- Registration of trailers and rental vehicles
- Issue of Transport Document
- Registration of Smart Applications License**

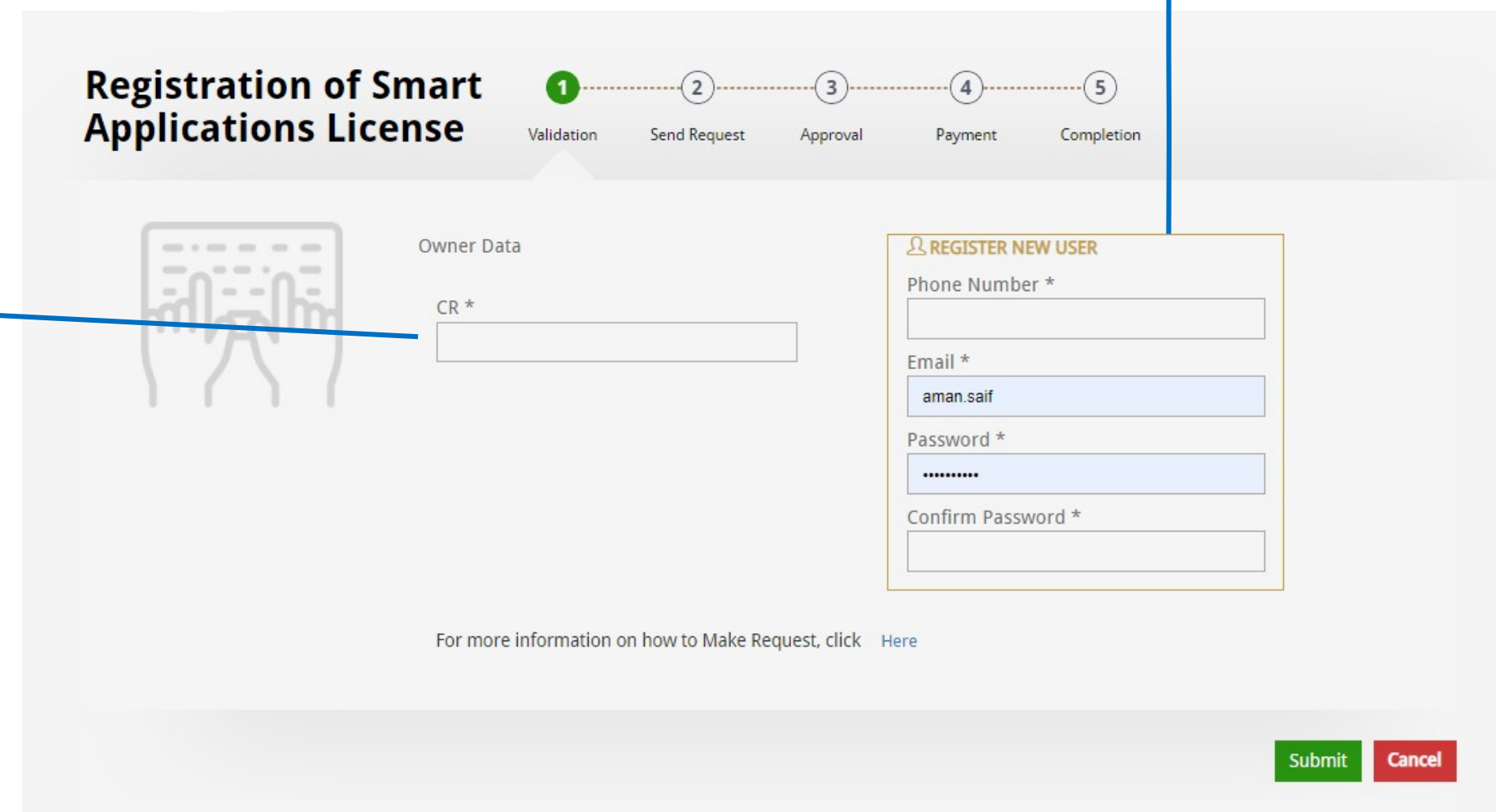
After logging into the system with your username and password, click here for a new request to register for a Smart application License.

## (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



The image shows a web form titled "Registration of Smart Applications License". At the top, there is a progress bar with five steps: 1. Validation (highlighted in green), 2. Send Request, 3. Approval, 4. Payment, and 5. Completion. Below the progress bar, there is a large, faint background image of a hand holding a smartphone. The form is divided into two main sections. The left section is titled "Owner Data" and contains a single input field labeled "CR \*". The right section is titled "REGISTER NEW USER" and contains four input fields: "Phone Number \*", "Email \*" (with the text "aman.saif" entered), "Password \*" (with masked characters "\*\*\*\*\*"), and "Confirm Password \*". At the bottom of the form, there is a link that says "For more information on how to Make Request, click [Here](#)". At the very bottom right, there are two buttons: a green "Submit" button and a red "Cancel" button.



# (3) Registration of Smart Application License

**Registration of Smart Applications License**

1 Validation 2 Send Request 3 Approval 4 Payment 5 Completion

**Company Details**

Name  
SDVWD AL FYT AL SRYT LLTJART

Address  
محافظة حبر الشرفية

Recorded activities

License Expiry Date  
8/8/2022 12:00:00 AM

License Active?  
Yes

Type of vehicles that will work in the application

☒ Taxi ☐ Buses ☐ Trucks

**Attachments**

Technical Description of Application Components with Illustrations \*  
Choose File  
Type (PNG, JPEG, JPG, PDF) Max size 2 MB

Operating Procedures \*  
Choose File  
Type (PNG, JPEG, JPG, PDF) Max size 2 MB

Financial Study on the Transportation Mechanism and Fare \*  
Choose File  
Type (PNG, JPEG, JPG, PDF) Max size 2 MB

Telecommunications Regulatory Authority Certificate  
Choose File  
Type (PNG, JPEG, JPG, PDF) Max size 2 MB

Other Attachments  
Choose File  
Type (PNG, JPEG, JPG, PDF) Max size 2 MB

**Application Information**

App Name \*

App Description \*

Driver App URL

Client App URL

Website URL

System Administrator URL

Username Assigned to the Ministry of Transport

Password

☐ Self Declaration

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.

### Registration of Smart Applications License

1

Validation

2

Send Request

3

Approval

4

Payment

5

Completion

Company CR  
1300001

Name  
SDWD AL' FYT AL' SRYT LLTJART

Created By  
1300001

Created At  
Online

#### REQUEST DETAILS

App Name	Request Type	Type of vehicles that will work in the application	Cost OMR
GGG	Registration of Smart Applications License	Taxi	300

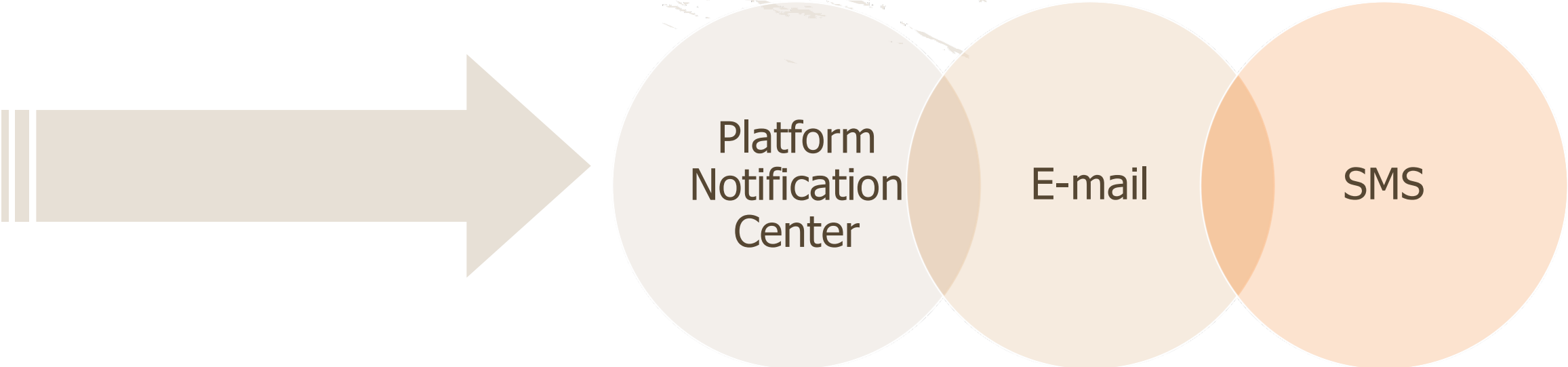
Fees : 300 OMR

Request submitted successfully. Pending for approval from MoT Administration

Home

# (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.

Home > Registration of Smart Applications License

### Registration of Smart Applications License

1

2

3

4

5

ValidationSend RequestApprovalPaymentCompletion

Company CR  
1300001

Name  
SDWD AL' FYT AL' SRYT LLTJART

Created By  
1300001

Created At  
Online

App Name	Request Type	Type of vehicles that will work in the application	Cost OMR
GGG	Registration of Smart Applications License	Taxi	300

Fees : 300 OMR

CHOOSE PAYMENT METHOD

☒Omani Debit Card☐Credit Card

If you have already made a payment for this request , please wait for 24 hours, until we process your request for the VOC.

Proceed to Pay

Cancel Operation



# (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.

## Registration of Smart Applications License

1

2

3

4

5

ValidationSend RequestApprovalPaymentCompletion

Company CR  
1300001

Name  
SDWD AL'FYT AL'SRYT LLTJART

Created By  
1300001

Created At  
Online

REQUEST DETAILS

App Name	Request Type	Type of vehicles that will work in the application	Cost OMR
GGG	Registration of Smart Applications License	Taxi	300

Fees : 300 OMR

CHOOSE PAYMENT METHOD

☒ Omani Debit Card☐ Credit Card

If you have already made a payment for this request , please wait for 24 hours, until we process your request for the VOC.

Proceed to Pay

Cancel Operation

## (6) Registration of Smart Application License



Institution/ Merchant التاجر/ المؤسسة	MINISTRY OF TRANSPC
Website الموقع الالكتروني	https://naql.om
Amount - Omani Riyals المبلغ - ريال عماني	OMR 30.000
Track ID رقم التعقب	637072729037028881

Payment Card Informationبيانات بطاقة الدفع

Debit Card Number رقم البطاقة	<input type="text"/>	?
Valid Thru - Expiry Date صالحة لغاية / تاريخ انتهاء الصلاحية	MM <input type="text"/> YYYY <input type="text"/>	?
Cardholder Name اسم حامل البطاقة	<input type="text"/>	?
Card Secure Code (CVV/CVC) الرمز الأمني للبطاقة	<input type="text"/>	 ?

Proceed - تابع

Cancel - إلغاء

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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



سُلْطَانَة عُومَان  
وَزَارَة النّقل والاتّصالات وتقنيّة المعلومات  
مسقط

الموافقة بتشغيل تطبيق ذكي لإدارة وسائل النقل البري



الأفضل / سدود العفية للصّجارة  
المحترمين  
نود إفدتكم بالموافقة على تشغيل التطبيق الذكي وفقا للبيانات التالية :

بيانات مقدم الطلب والتطبيق	
اسم التطبيق	سدود العفية للصّجارة
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 الالتزام 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 اتصال على مدار الساعة.
- لا تعتبر الموافقة حصرية.
- الالتزام بقانون النقل البري واللائحة التنفيذية وبالمقرار الوزاري رقم 114/2021.
- تجدد الموافقة سنويا من تاريخه.

مركز الاتصالات : 24037777



دائرة النقل البري : 24221841 / 24221857 / 24221853

Call Center : 2403 7777 1300001

Home About Us Important Information Help

Registration of Smart Applications License

1 Validation


2 Send Request

3 Approval

4 Payment

5 Completion

P8OD5VAR5 Active



Company Name : SUDUD AL EFTIAH LTD LTD  
CR : 1300001  
App Name : GGG

TRANSACTION INFORMATION

Request Type : Registration of Smart Applications License

Request Date : 16/01/2022

Request Status : Request Completed

Fees : 300 OMR

Grand Total : 300 OMR

Print Summary

Home

Naql Platform

Privacy Policy

Contacts

Call Center : 2403 7777

Email: info@naql.om

PdName-1642338...pdf Show all

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



## (8) Registration of Smart Application License

  
637779493557789651

  
إيصال دفع

سلطنة عمان  
وزارة النقل والاتصالات وتقنية المعلومات  
دائرة النقل البري

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

الإجراء	رقم الحساب	الرسوم ر.ع	غرامات التأخير 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

The screenshot displays the Naql Platform website interface. At the top, there is a header with the Naql logo (a stylized 'n' with Arabic text 'نقل' and 'naql' below it), a call center number '2403 7777', a 'Login' button, and a language selector for Arabic. Below the header is a navigation bar with links for 'Home', 'About Us', 'Important Information', and 'Help'. The main content area features a section titled 'Our Services' with a horizontal menu containing 'Vehicle Operating Card', 'Permits', 'Taxi Licenses', 'Transport Means Services', and 'Fines & Violations'. The 'Fines & Violations' menu item is highlighted. Below this menu, there is a button labeled 'Pay Fines' with an icon of a person at a counter. To the left of the 'Pay Fines' button, there is a text block with an image of a highway at night and a paragraph of text. At the bottom left, there are three small colored circles (brown, yellow, yellow).


نقل  
naql

Call Center : 2403 7777 Login عربي

Home About Us Important Information Help

## Our Services

Vehicle Operating Card Permits Taxi Licenses Transport Means Services **Fines & Violations**

 **Pay Fines**

Naql platform will enable the concerned in land transport sector to ensure adherence to the sector rules and regulations and put these in place across the Sultanate. The platform will offer a level playing field to all operators in land transport activities by developing a database that will give details on hidden trade and monopolistic trends in the sector


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



## (2) Fines & Violations

**Pay Fines**

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



Civil ID or Company CR \*

15628108

The user should enter his civil /CR number

## (3) Fines & Violations

### Pay Fines

1

2

3

4

5


Validation

Send Request

Approval

Payment

Completion



Owner Information

**Owner Name :** SANAD Bin YOUSUF Bin SULAIMAN AL HASANI

**Civil ID :** 15628108

VOC FINES LIST

<input checked="" type="checkbox"/>	Violation En.	Violation Ar.	Created On	VOC Number	Chassis No	Cost
<input checked="" type="checkbox"/>	Opening the exestablishment to carry out any land transport activities without obtaining a license from the Ministry [For Taxi].	فتح فرع لمنشأة مرخصة دون الحصول على ترخيص للفرع من الوزارة	10/21/2019	GSJGV3750	4T1BK1EB7JU27 5843	0

VOC Count : 1

**Grand Total : 0.000 OMR**

☒ Self Declaration

Proceed to Pay

Cancel

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



البنك الوطني العماني

Institution/ Merchant التاجر/ المؤسسة	MINISTRY OF TRANSPC
Website الموقع الإلكتروني	https://naql.om
Amount - Omani Riyals المبلغ - ريال عماني	OMR 30.000
Track ID رقم التعقب	637072729037028881

Payment Card Informationبيانات بطاقة الدفع

Debit Card Number رقم البطاقة	<input type="text"/>	?
Valid Thru - Expiry Date صالحة لغاية / تاريخ انتهاء الصلاحية	MM <input type="text"/> YYYY <input type="text"/>	?
Cardholder Name اسم حامل البطاقة	<input type="text"/>	?
Card Secure Code (CVV/CVC) الرمز الأمني للبطاقة	<input type="text"/>	 ?

Proceed - تابع

Cancel - إلغاء

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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

## Pay Fines

1

2

3

4

5

Validation

Send Request

Approval


Payment

Completion

VOC Number

ASHLXBVU6

Active



Chassis No

: 926BA8AEC4000000

Date of Issuance

: 21/10/2019

Plate No

: A 5128

Date of Expiry

: 20/10/2020

Civil ID

: 65313180

Vehicle Type

: SALOON

Owner Name

: Seif Al Hajri

TRANSACTION INFORMATION

Request Type

: Pay Fines

Request Date

: 22/10/2019

Request Status

: Request Completed

Fees

: 0.000 OMR

Grand Total

: 0.000 OMR

Print Summary

Home

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



### إيصال دفع

سلطنة عمان  
وزارة النقل  
دائرة النقل البري

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

الإجراء	رقم البطاقة	الرسوم ر.ع	غرامات التأخير ر.ع	المبلغ المستحق ر.ع
تافلاخلماغد	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

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# 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](http://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 from 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