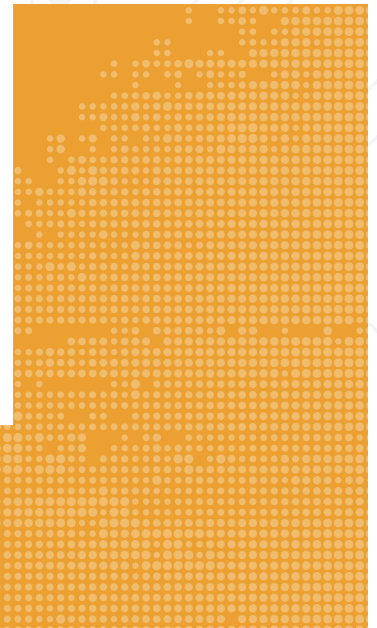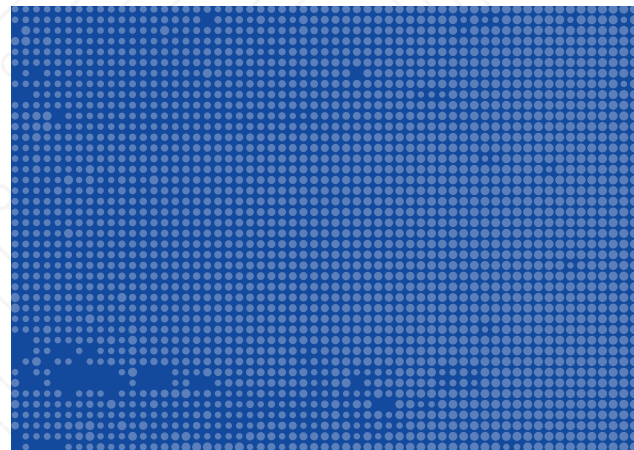Sultanate of Oman
Ministry of Manpower

Claims Submission

**Individuals Services
Citizen, Manpower and
Job Seeker Services**

Claims Submission

Enable citizens, residents and the labour force to submit claims on organization violations of the Labour law and submit claims against the offending labour force

Service operation

(I) Access the ministry website
www.manpower.gov.om
(2) Choose individual/ Manpower Services

3. Choose 'Claims Submission'
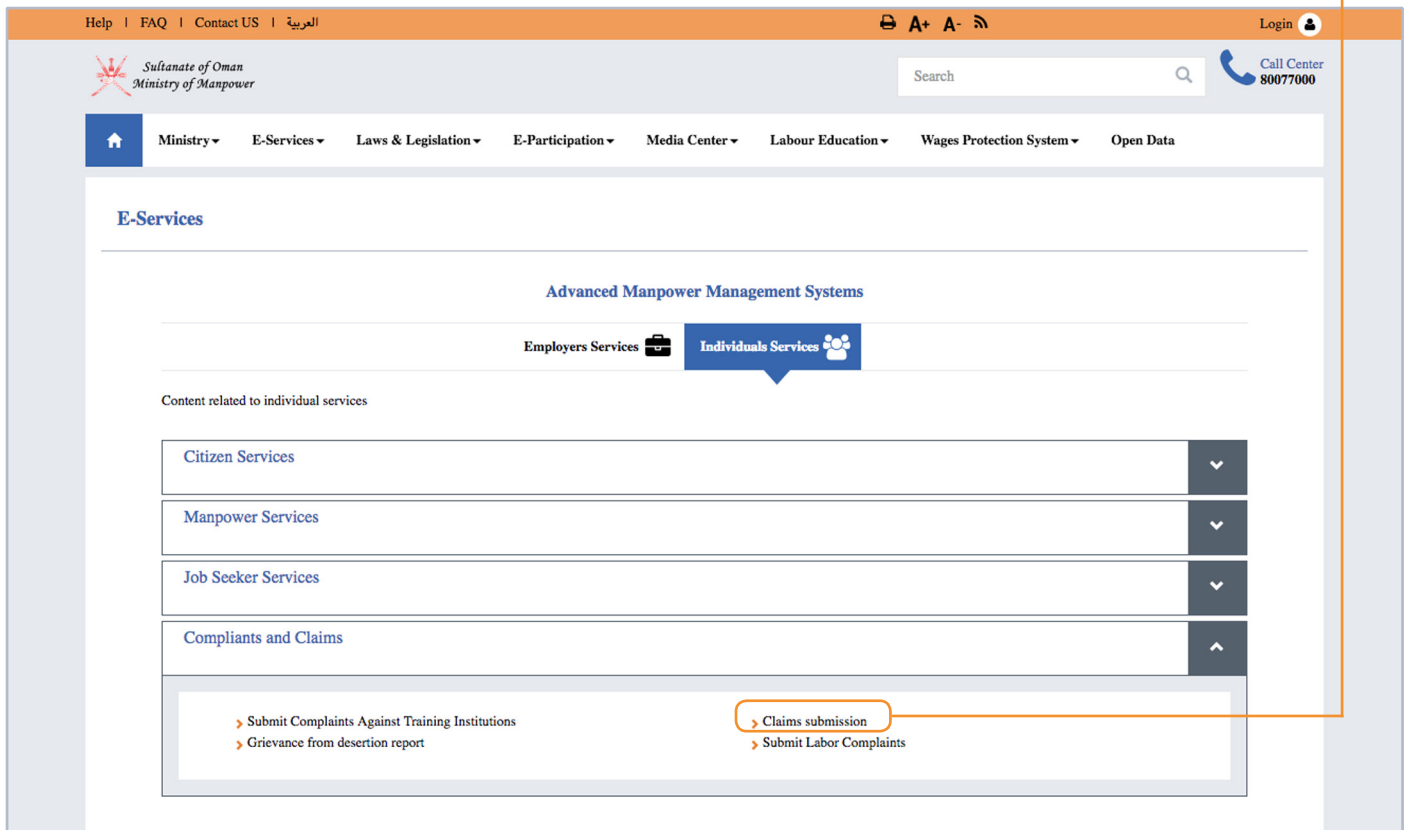
4. The Service Definition window appears
5. Choose "Start the Service"
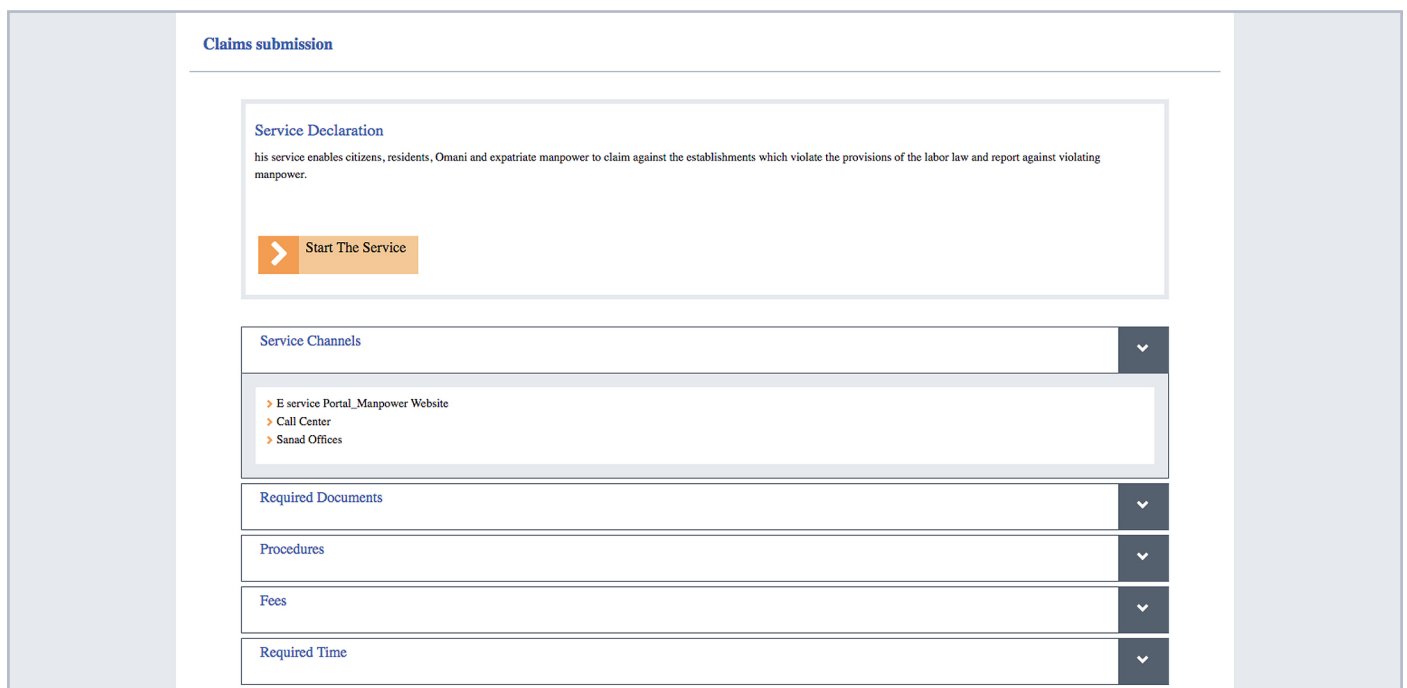
6. The system will direct you to the submission page, which consists of three stages:

* Phase 1: Input of the Claimer's details

> Note: The Ministry of Manpower shall keep the claiming details submitted confidential and shall not disclose the identity of the claimer: but in order to reduce the false and incorrect claims submitted. and to ensure the Ministry inspectors contact the applicant please add your basic data.

≣ You can verify your personal information by one of the following ways:
- Verification through the ID card data:
Enter the civil number
Enter the date of birth
- Verification through passport information:
Enter your passport number
Enter the date and issuing country
Enter the date of birth
- Verification through visa information:
Enter the visa number
Enter the date of birth

≣ After entering the Claimer's basic personal information, click the "Verify" button.

Submit claim

- The system retrieves user information: After entering the phone number please press the button "Verify"
- The system retrieves user information. After that please enter phone number and press next.

Phase II: Information of the Claim

* Classification & type of Claim * Commercial registration number
* Details of the Claim (description) * Location of the Claim (Governorate, Willayat, City)

≣ Enter any other details that help Ministry employees to follow up the Claim more easily and accurately

Phase III: Verification of data submitted and delivery of the Claim

≡ Review the existing data and the system will ask you to confirm that all data entered in the Claim are correct, after confirming your personal information and the information of the Claim, then click "Submit"

≡ The reference number will appear for the submitted Claim, save the number to track the Claim in the future