



Sultanate of Oman سلطنة عُمان
وزارة التراث والسياحة
Ministry of Heritage and Tourism



Ministry of Heritage and Tourism

Request for Initial Approval and Architectural Map Reviewing for Licenses

User Manual



Al Madina Development & Supply LLC

04/06/2026

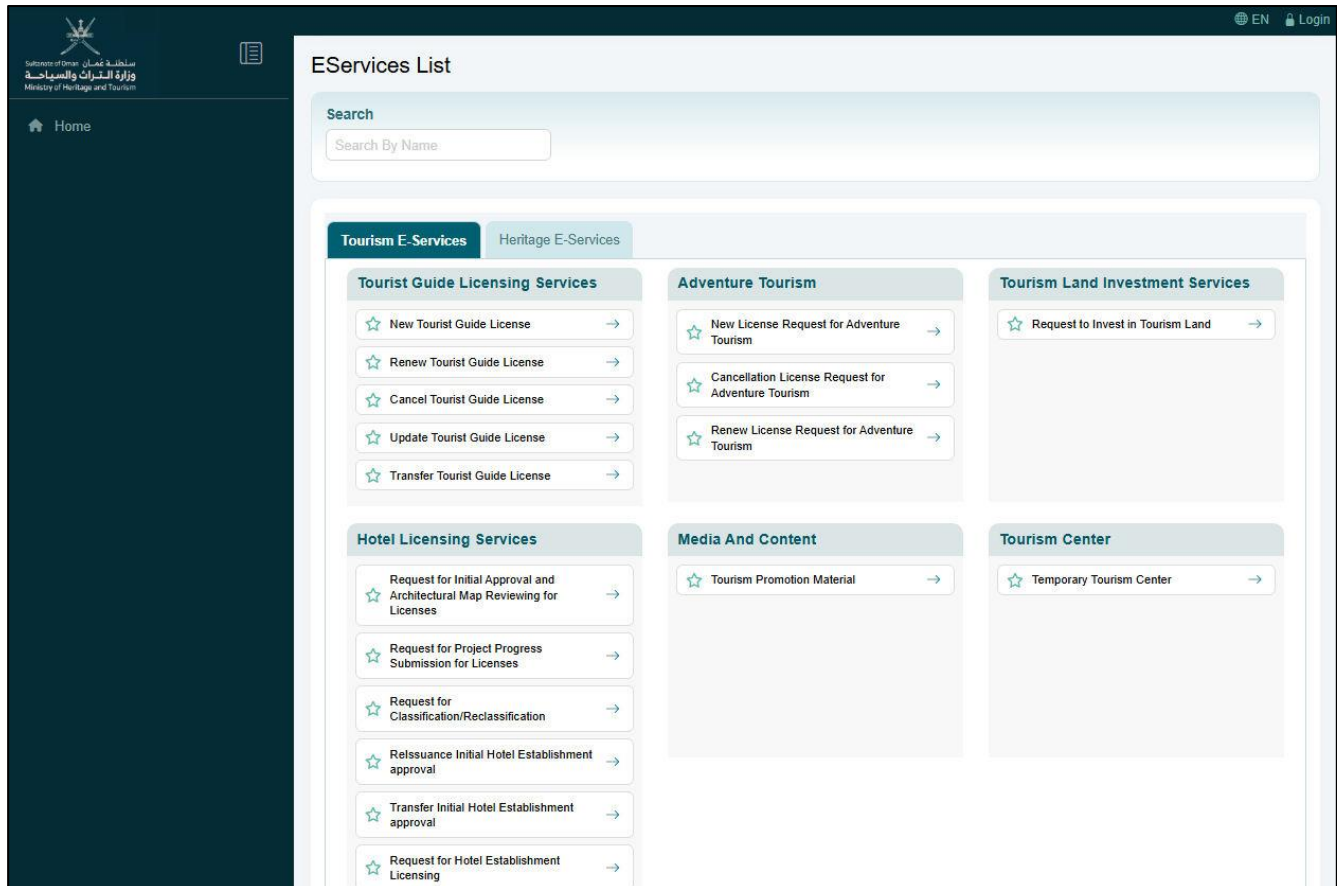
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1. Login

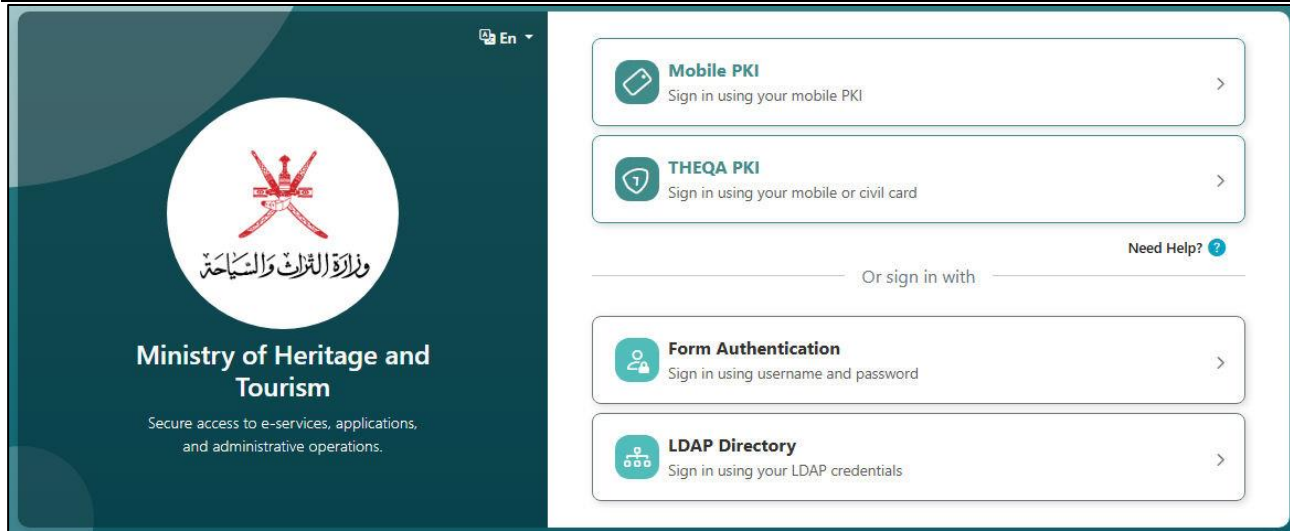
The first step of using the system is to login using three different methods: ID card Login, Mobile PKI Login, and Ldap Employee login.

The **Home** page appears as shown below:



You can click the **Login** link which appears on the top right corner of the screen.

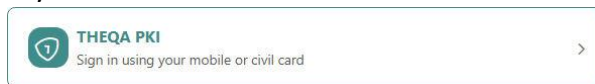
The **Login** page appears as shown below:



You can login to the system using four different methods: Mobile PKI, THEQA PKI, Form Authentication, and LDAP Directory.

- If you have a PKI enabled SIM card, click  button then enter your Mobile number.

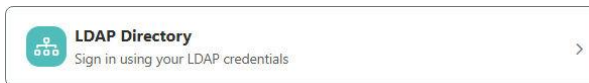
- If you have a PKI enabled National ID and a card reader, click



button then enter your National ID.

- If you're an employee, click  button then enter your username and password.

- If you have LDAP access, click



button then enter your credentials.

After logging in as an applicant, the following page appears:



سلطنة عُمان
وزارة التراث والسياحة
Ministry of Heritage and Tourism

Home

My Applications

IHEL Progress Management

My Licenses

E-Services List

Search

Search By Name

Tourism E-Services

Heritage E-Services

Tourist Guide Licensing Services

New Tourist Guide License

→

Renew Tourist Guide License

→

Cancel Tourist Guide License

→

Update Tourist Guide License

→

Transfer Tourist Guide License

→

Hotel Licensing Services

Request for Initial Approval and Architectural Map Reviewing for Licenses

→

Request for Project Progress Submission for Licenses

→

Request for Classification/Reclassification

→

Reissuance Initial Hotel Establishment approval

→

Transfer Initial Hotel Establishment approval

→

Request for Hotel Establishment Licensing

→

Adventure Tourism

New License Request for Adventure Tourism

→

Cancellation License Request for Adventure Tourism

→

Renew License Request for Adventure Tourism

→

Tourism Land Investment Services

Request to Invest in Tourism Land

→

Media And Content

Tourism Promotion Material

→

Tourism Center

Temporary Tourism Center

→

Al Madina Development and Supply L.L.C

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2. Request for Initial Approval and Architectural Map Reviewing for Licenses

As an applicant, you can apply for a request initial approval and Architectural map reviewing for licenses where you submit all the required application details. Afterwards, the application is reviewed and approved by MHT Staff/ HOD. And finally, you complete the payment process and then obtain the approval.

2.1 Apply for a Request

To apply for a request for initial approval, follow the steps below:

- Click  on the eServices menu, the following page appears:

Request for Initial Approval and Architectural Map Reviewing for Licenses
+ Start

Details

The service is provided to those wishing to establish a hotel facility, as it is important for the investor to obtain initial approval from the Ministry for the hotel's architecture and design, before applying for a license.

Terms

- The beneficiary submits the application via the website.
- The employee reviews and approves the application.

Process

- The process specifies the activities required to apply for initial approval for all hotel categories. The service specifies the activities involved in reviewing and approving architectural maps for hotel facilities; and consequently, obtaining initial approval from the Ministry of Heritage and Tourism to apply for a building permit.

Fees

- 80 Omani Riyals

Validity

- 12 months

- Click , and the following page appears:

3. Select applicant type if “Individual” or “Company”:

- If you click **Individual** the details are fetched from NRS ROP API Integration as shown below:

- If you click **Company**, the following page appears:

1
Application Details
2
Land Details
3
Project Details
4
Preview

Company Information

Select Company* [+ Add New Company](#)

Company Name Ar Company Name En

Email Email is required Mobile Mobile is required

Basic Personal Information

ID Card Number ID Expiry Date

Name Profile Photo

Name Ar

Nationality

Gender

Date Of Birth

Contact Details

Phone Number Email

Region Willaya

Village Address

[Update](#)

[Next](#)

You select the company and the details appear automatically:

Company Information

Select Company* [+ Add New Company](#)

Company Name Ar Company Name En

Email Mobile

If the company you want is not appearing on the list, you can add it by clicking

[+ Add New Company](#)

and enter the required information.

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

1Application Details
2Land Details
3Project Details
4Preview

Krooki Details

Krooki Number *

Krooki Issued Date (Validity 5 Years)

The survey drawing must be issued no less than 5 years ago and must be updated by the competent authority before submitting the application.

Land Details

Plot Number		Plot Reference Number	
Area		Square Number	
Governorate	Select	Wilayat	
Village		Land Type	Select
Land Use Type	Select	Land Sub Use Type	
Building Area			
Allowed Height		Set Backs	

Mortgage Details

Mortgage Starting Date		Mortgage Ending Date	
Mortgage Detail			

Rent Details

Rent Detail	
-------------	----------------------

Land Location

5. Enter Krooki number and click , and the details appear automatically as shown below:



Krooki Details

Krooki Number*

01-03-002-02-5954

Verify

Krooki Issued Date
(Validity 5 Years) *

The survey drawing must be issued no less than 5 years ago and must be updated by the competent authority before submitting the application.

Land Details

Plot Number	5954	Plot Reference Number	5954
Area	600	Square Number*	
Governorate	Muscat	Wilayat	Amerat
Village	Madinat AlNahdah	Land Type	Land space
Land Use Type	Residential	Land Sub Use Type	Residential
Building Area *			
Allowed Height *		Set Backs *	

Mortgage Details

Mortgage Starting Date		Mortgage Ending Date	
Mortgage Detail	No		

Rent Details

Rent Detail	
-------------	--

Land Location

Krooki Locator

Krooki Image

Krooki Coordinates

Choose File

No file chosen

Or drop files here

Clear

Previous

Next

6. Enter Krooki issued date.
7. Enter building area, allowed height, and setbacks.
8. Enter mortgage details and rent details, if any.
9. Enter krooki image and coordinates.
10. Click **Next** and the following page appears:

The screenshot displays the 'Project Details' step of the application. At the top, a progress bar indicates the current step (3) among four steps: 1. Application Details, 2. Land Details, 3. Project Details, and 4. Preview. The main content area is titled 'Activity Info' and contains several input fields: 'Building Type*' (a dropdown menu), 'Activity*' (a dropdown menu), 'Building Classification*' (a dropdown menu), 'Project Name En*' (a text input field), 'Project Name Ar*' (a text input field), and 'Remarks' (a text area). Below these fields is a 'List Of Documents' section with a table that has two columns: 'Attachment Name' and 'Attachment(s)'. At the bottom of the form, there are three buttons: 'Previous', 'Next', and 'Save'.

11. Enter building/activity information which includes building type, activity, building classification, project name in English and Arabic, and remarks.
12. Upload the required documents by clicking **Choose file** or drag files to the screen.
13. Click **Next** and the following page appears:

1 Application Details
 2 Land Details
 3 Project Details
 4 Preview

Applicant Details
Land Details
Project Details

Request Type Company

Company Details

Company CR [Redacted]

Company Name Ar [Redacted]

Company Name En

Email m99333088@gmail.com

Mobile [Redacted]

Applicant Details

ID Type ID Card

ID Card Number [Redacted]

ID Expiry Date 01/12/2026

Name En [Redacted]

Name Ar [Redacted]

Nationality Oman

Gender Male

Date Of Birth 01/05/1977

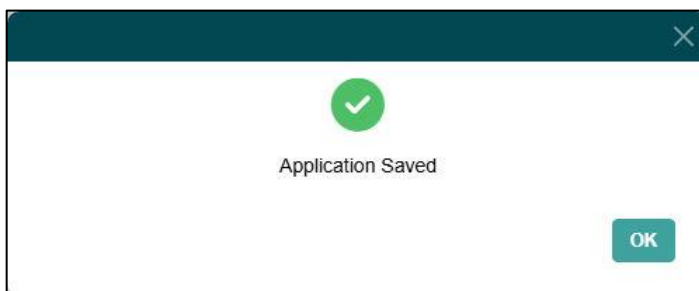
Profile Photo

I hereby declare that all information and documents submitted in this application are true and correct. I further acknowledge that I have reviewed and agree to comply with the standards and regulations approved by the Ministry of Heritage and Tourism, and I undertake to adhere thereto, including refraining from causing harm to the environment or disturbance to the surrounding area of the establishment. I also agree that the Ministry has the right to cancel the tourism license in the event of non-compliance with the contents of this declaration or if any information is proven to be inaccurate, and I shall bear full responsibility and all consequences arising therefrom.

☐

Previous
Submit Application

14. Review the application then Click Submit Application and the following message appears:



15. Click OK, and the status becomes “submitted” as shown below:



Ministry of Heritage and Tourism eServices User Manual

My Applications

Search

Application Number

Applicant Name

Applicant Type

Select

From

Status

Select

Applicant Id Number

Service Name

Select

To

Search

Clear

Applications

Application Number	Applicant Name	Application Type	Service Name	Status	Submit On	Actions
2026/IHEL/9545		Omani	Initial Hotel Establishments License	Submitted	01/04/2026	Actions

The application goes to MHT staff for review.

2.2 Complete Payment

Once the application's status becomes "Pending Payment" you can complete the payment process, the page appears as shown below:

My Applications

Search

Application Number Status

Applicant Name Applicant ID Number

Applicant Type Service Name

From To

Applications

Application Number	Applicant Name	Application Type	Service Name	Status	Submitted On	Actions
2026/HEL/9927		Omani	Initial Hotel Establishments License	Pending Payment	04/06/2026	Actions

Use the button and select "Pay" from the following menu:

- View Application
- Pay
- Cancel Initial Approval
- Show History

The payment page appears as shown below:

Payment Checkout

Review your payment details, then select a payment method to continue.

PAYMENT SUMMARY

Order Id: dd635820-8f60-3847-3ecb-3a21a4a02cd7

Total Amount: 90.00 OMR

First Name:

Last Name:

Phone Number:

Email: YASSER@test.com

BILLING ADDRESS

Address:

City: Muscat

State / Region: Oman

Country:

PAYMENT METHOD

Select a payment gateway to proceed.

2.3 Submit Architectural Requirements

After you complete the payment and the status changes to “Pending Architectural Requirements”, you are required to submit the architectural requirements, as shown below:

My Applications

Search

Application Number Status

Applicant Name Applicant Id Number

Applicant Type Service Name

From To

Search **Clear**

Applications

Application Number	Applicant Name	Application Type	Service Name	Status	Submit On	Actions
2026/IHEL/9545		Omani	Initial Hotel Establishments License	Pending Architectural Requirements	01/04/2026	Actions

To do so, follow the steps below:

1. Click **Actions** next to the application and the following menu appears:

Actions

- View Application
- Submit Architectural Requirement
- Download Approval Letter
- Show History
- View Payment Receipt

2. Click “Submit Architectural Requirements” and the following window appears:

Architectural Consultant Information

Consultant Information

Consultant CR* **Verify Consultant**

3. Enter CR number then click **Verify Consultant** and the follow data appears:

Architectural Consultant Information

Consultant Information

Consultant CR* 546852 **Verify Consultant**

Company Name Ar Company Name En

Consultant Status

Project Estimation* Funding Method*

Remarks

List Of Documents

Attachment Name	Attachment(s)
Map Attachment *	No file chosen No file chosen Or drop files here Map Description Supported file formats are: .pdf

Isic Code	Name English	Name Arabic
No Data Grid		

Submit Application

- Enter project estimation.
- Select the funding method from the dropdown list.
- Enter any remarks.
- Upload the required documents by clicking or drag files to the screen.
- Click **Submit Application** and the following message appears:

Are you certain you want to complete?

- Click **Confirm** and the status changes to "Submitted Architectural Requirements". The application goes back to MHT to add map notes and complete the application.