

Oman Post Attestation Service | Frequently Asked Questions

1. What is Oman Post's Attestation Service?

Oman Post Attestation Service is a comprehensive solution for documents attestation for citizens, residents, companies, and visitors in Oman. The service allows customers to attest over 40 documents through 8 dedicated attestation centers at Oman Post offices, and the website.

2. What are the different types of documents that can be attested through the service?

The service covers a wide range of documents, including:

- **Commercial documents** (e.g. trade contracts, invoices, commercial registration, labor clearance)
- **Social documents** (e.g., marriage certificates, divorce certificates, declaration of divorce)
- **Civil documents** (e.g., death certificates, educational certificates)

3. What are the stages of implementing the service at Oman Post?

The service is implemented in stages to ensure smooth rollout and quality control:

- **Stage 1:** Initial launch with administrative fees applied only to agents (clearance offices and individuals). This stage focused on collecting feedback and refining the service procedures.
- **Stage 2 (Starting from 18th February):** Administrative fees to be collected for commercial and social documents for individuals.
- **Stage 3 (Will be announced later):** Administrative fees will be implemented for other civil documents for individuals.

This staged approach allowed Oman Post to gather feedback, address any concerns, and ensure a seamless experience for all users before expanding the fee structure.

4. What are the fees for the service?

The fees for the service vary depending on the type of document and the stage of the process.

- **Government fees:** These fees vary from OMR5 to OMR150 per transaction.
- **Administrative fees:** These fees are fixed at OMR15 per transaction for the first and second stages for agents and individuals. For the third stage, the administrative fees for attesting civil documents for individuals will range from OMR5 to OMR15 depending on the type of document.

5. How long does it take to get my documents attested?

The processing time for document attestation has been significantly reduced due to constant improvements. It now takes only 4-7 minutes to complete a transaction even for walk-in customers.

6. How can I apply for the service?

You can apply for the service through the following channels:

- **Oman Post website:** You can submit your application online and then deposit the document and track your application from any of Oman Post office across the Sultanate or you can choose to have your documents attested from the comfort of your home through Oman Post's value-added services.
- **Oman Post offices:** You can visit any of the 8 dedicated attestation centers at Oman Post offices and submit your application in person.

7. What are the benefits of using Oman Post Document Attestation Service?

The benefits of using Oman Post's Attestation Service include:

- **Convenience:** The service is available through multiple channels, including the website and Oman Post offices.
- **Speed:** The processing time for document attestation has been significantly reduced.
- **Accuracy:** Oman Post has implemented strict quality control measures to ensure the accuracy of the attestation process.
- **Security:** Oman Post uses state-of-the-art security measures to protect your documents.
- **Value added Services:**
 - Doorstep pickup and courier delivery of documents
 - Dropbox facility across Oman Post application centers
 - Submission and collection of authentications on behalf of applicant
 - Submission and collection of embassy and consulate legalization in Oman on behalf of applicant
 - USB self-service Kiosk at Oman Post application centers to digitization of documents
 - SMS updates sent to applicant.
 - Photocopy facilities.

For more information, please visit the Oman Post's website (www.omanpost.om) or contact us at 1001 or visit your nearest post office.