



صندوق الحماية الاجتماعية
SOCIAL PROTECTION FUND



User manual for electronic services for employers

Entitlements (Compensations) of the Maternity Leave Insurance Branch

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1-Introduction

In line with the government's policies to transition to electronic government and based on the Social Protection Fund's (SPF) vision to provide distinguished services characterized by transparency, SPF has launched its electronic services to facilitate service provision to employers through SPF's electronic portal:

www.spf.gov.om.

This manual describes the electronic services provided by SPF and outlines the mechanism for employers to access these services. It details how to submit a request for compensation under the maternity leave insurance branch, which includes the following requests:



1-Introduction

1. Maternity leave (for the biological mother, foster mother, is compensated with wages and contributions.
2. Paternity leave (for the biological and foster father) is compensated with wages and contributions. The same application process used for maternity leave applies here.

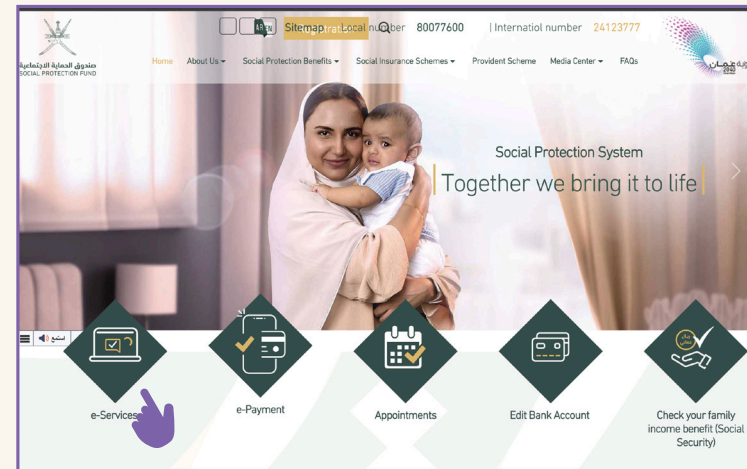
* Note In case If the mother dies during childbirth or while on maternity leave and the father is entitled to maternity leave, the application for that leave should be made through the paternity leave process.

3. Childcare leave: Compensation is provided for contributions only (this will be activated later).
4. Maternity leave for terminated worker entitled to Employment security allowance: Disbursement will be made through the Employment security system. (This will not be included in this manual).



2- Login to electronic services

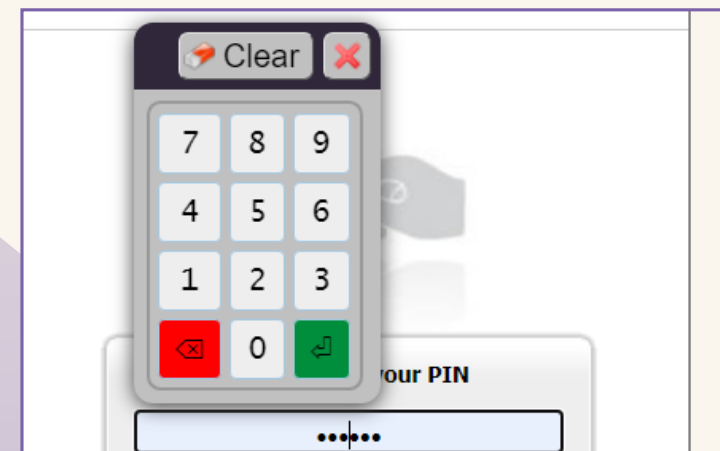
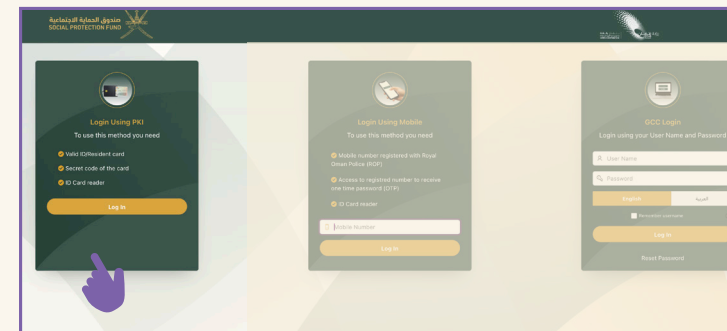
1. Log in via SPF electronic portal at www.spf.gov.om and select (Electronic Services)



2. Log in using PKI electronic authentication for the authorized person

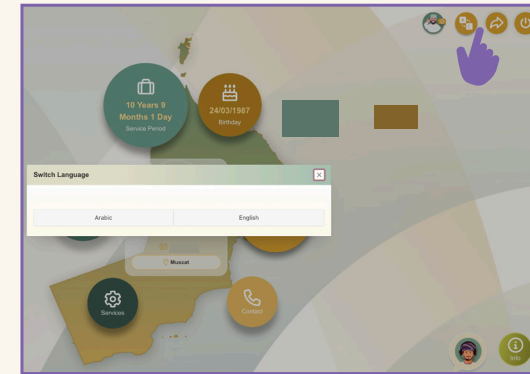
*Note: The authorized person is the individual who has the authority to access the system. This may be the employer, the authorized signatory in the commercial registry at the Ministry of Commerce, Industry, and Investment Promotion, or the designated representative of the employer in SPF's portal.

3. Enter the PIN of the authorized person's ID card



3- Electronic services home page

1. Choose the language



2. Select your profile (employer)



3. After selecting the profile, ensure that the employer's name is displayed. You will then be able to access all available electronic services



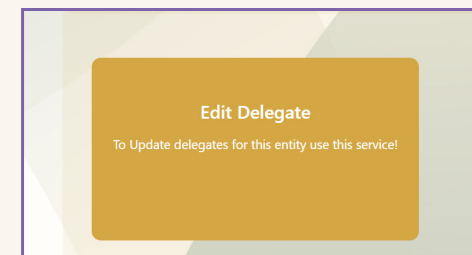
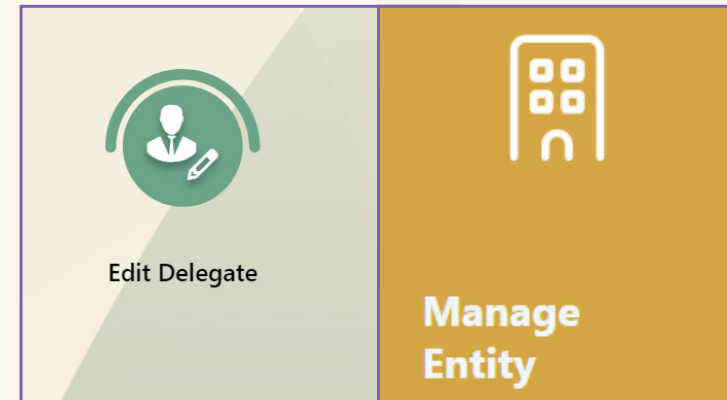
4-Adding and removing authorized persons for the employer

Service Description

Granting and revoking permissions to use electronic services on SPF's E-Portal for individuals who are not authorized by the commercial registry

Add a New Authorized Person:

1. Choose (Services) then select (View More)
2. Choose (Manage Entity) then select (Edit Delegate)
3. Click on(+Add Delegate)



4-Adding and removing authorized persons for the employer

4. Adding the Authorized Person's Data (Managing Delegates)

- A. Enter the civil ID or resident number, then the expiration date of the card, and click (Validate)
- B. Choose the type of authorization: (absolute) to grant all permissions to manage data and invoices, including submitting a request for compensation for maternity leave insurance branch entitlements.
- C. Add the authorization start date, leaving the end date blank
- D. After verifying the data, click (Save)

Manage Delegate

Omani / Oman Resident

Civil ID ID Expiry Date

Full Name

✓ Validate

Partner Type DELEGATE Partner Subtype

Start Date End Date

Cancel Save

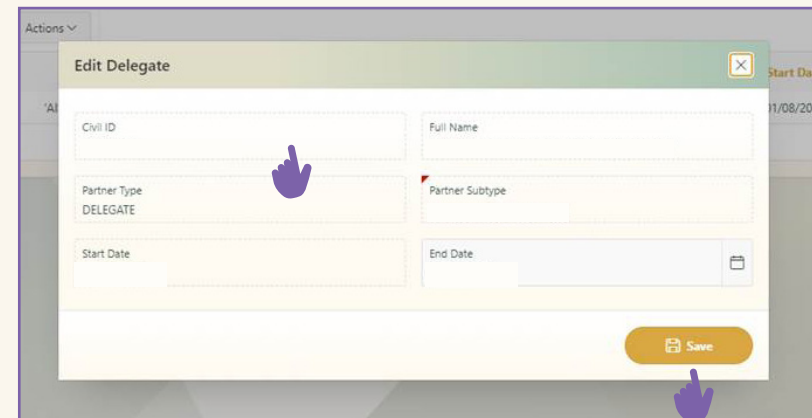
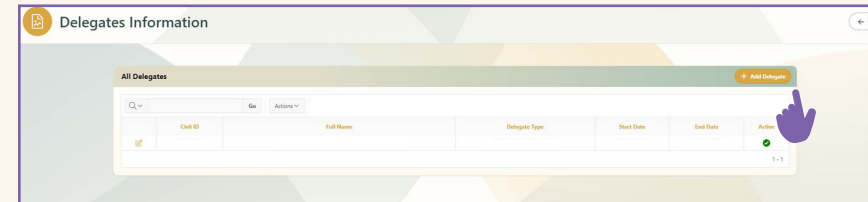
Important Links Connect W



4-Adding and removing authorized persons for the employer

To modify or remove authorization permissions, return to the same authorization modification screen

1. Press the button next to the authorization you want to modify
 - To change the authorization type, click on (Partner Sub-type)
 - To cancel the authorization, enter the expiration date
 - After completing the required procedure, click (Save)



5-Submit a request for maternity leave allowance

Service Description

Compensation to the Employer for Maternity Leave Allowance and Contributions

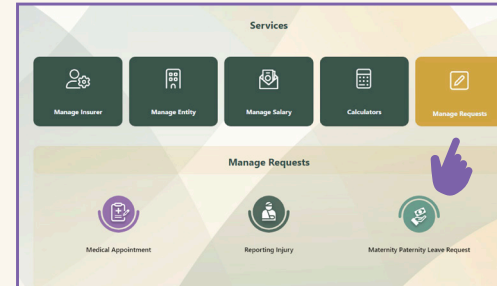
select service:

1. Choose your profile (employer)
2. Select the (Services) box, then click (View More)

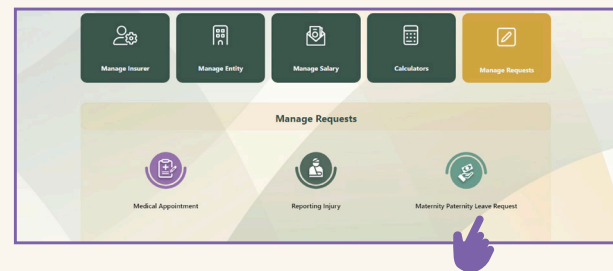


**5-Submit a request
for maternity leave
allowance**

3. Select (Manage Requests)



**4. Choose (Maternity
Paternity Leave Request)**



5-Submit a request for maternity leave allowance

5. Choose (Maternity Leave)

6. Enter the insured woman's civil ID number and the expiration date of her personal card, then click (Load Data) Note that the card must be valid (not expired)

XXXX

Maternity, Paternity and Other Claim Requests

Select Claim Type

Maternity Leave (Allowance And Contribution) Paternity Leave (Allowance And Contribution) Care Leave Benefit [Apply Later]

Civil ID must be active with the company or entity.
Civil Number will be authorized with Royal Oman Police and to be submitted with proper supporting documents. In case that the documents are from outside the Sultanate of Oman or the Ministry of Foreign Affairs, it must be submitted with supporting documents or originals.
In case of other delivery, birth certificate from the relevant authorities and medical report for delivery.

XXXX

Maternity, Paternity and Other Claim Requests

Select Claim Type

Maternity Leave (Allowance And Contribution) Paternity Leave (Allowance And Contribution) Care Leave Benefit [Apply Later]

Civil ID ID Expiry Date

* Note: If the mother dies during childbirth or while on maternity leave and the father is entitled to maternity leave, the application for that leave should be made through the paternity leave process. The death certificate and the period of leave previously taken by the mother must be attached.



5-Submit a request for maternity leave allowance

After uploading the data:

- Details of the insured (worker) will be displayed
- Information about the newborn will appear if the birth has occurred and is registered with civil status.

7. Click on the (Add Leave Details) icon

Change L

← Back

Maternity, Paternity and Other Claim Requests

Select Claim Type

Maternity Leave (Allowance And Contribution) Paternity Leave (Allowance And Contribution) Care Leave Benefit [Apply Later]

Civil ID ID Expiry Date

Employee Details

Full Name	Civil ID	Expiry Date
Birth Date	Gender	Marital Status
Nationality	Mobile	Employment Type
Contract Start Date	Last Paid Salary In CMR	Balance Leave

New Born Child Information

Civil No	Name	Birth Date	Gender	Age

Leave Details

Please add your leave details



5-Submit a request for maternity leave allowance

8. Choose request Type: Before Delivery or After Delivery

A. Before Delivery:

- Determine the week of pregnancy and upload the necessary documentation to prove that the pregnancy has exceeded the 25th week
- Enter the start and end dates of the leave, ensuring that the total period does not exceed 14 days. The period can be continuous or split into separate intervals before delivery

Note: Separate periods can be entered multiple times, provided the total does not exceed 14 days, by repeating step 7 and clicking on the (Add Leave Details) icon.

- Inclusion of Attachments: Upload the necessary documentation to prove that the pregnancy has exceeded the 25th week. In exceptional cases (e.g., the death of the newborn after the 25th week), additional proof must be attached.

Note: If the documentation is from outside Oman, it must be authenticated by the Embassy of the Sultanate of Oman in the country where the document was issued or by the Ministry of Foreign Affairs

- Click on the (Save) icon



5-Submit a request for maternity leave allowance

B. After Delivery:

* Note: Entitlement applies if the birth occurs after the 25th week of pregnancy, regardless of whether the child was born alive or dead. The leave period must be continuous.

- Enter the start date and end date of the leave. The leave must not exceed 98 days, including any period of leave taken before delivery
- Choose (Attachments)

Contract Start Date: 22/11/2011
Last Paid Salary In OMR: 1,030,000
Balance Leave: 98

Add Leave Details

After Delivery Before Delivery

Leave Start Date: 12/01/2024
Leave End Date: 03/08/2024
No. of Days Selected (Max 98 Days): 23

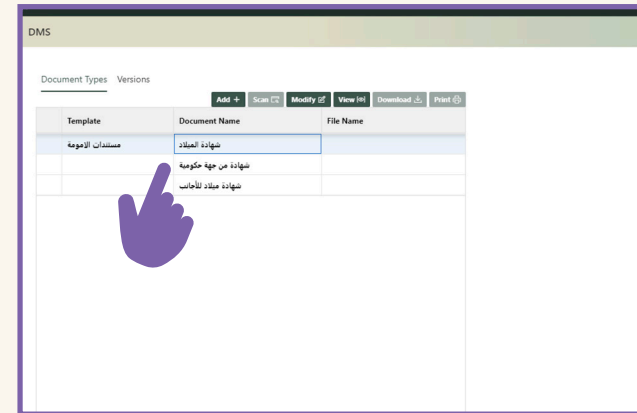
Remarks

X Cancel Attachments Save

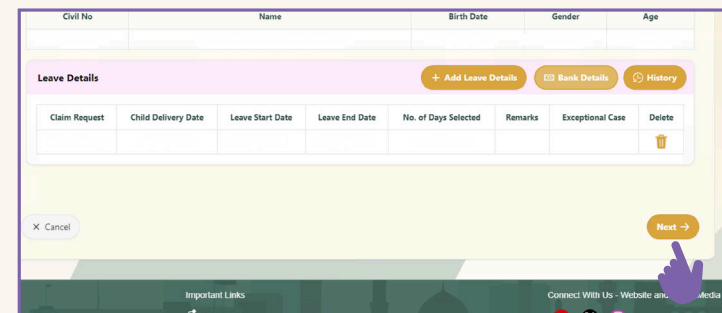


5-Submit a request for maternity leave allowance

After choosing (Attachments), a screen will appear for attaching documents



9. Add the desired attachment
10. Close the window to return to the previous screen
11. Choose (Save) on the previous screen to proceed. The corresponding screen will appear.
12. Click (Next)



5-Submit a request for maternity leave allowance

13. Choose (Bank Details) and fill out the required fields:

- Select the bank to which you want to transfer the compensation amount.
- Enter the account number twice, ensuring it is correct and identical.
- Enter the name of the bank account holder.
- Choose (Attachments) to upload proof of the bank account number.
- After completing the entries, choose (Save)

Civil No	Name	Birth Date	Gender	Age
			Female	

Leave Details

+ Add Leave Details Bank Details History

Please add your leave details

New Born Child information

Add Entry Bank Details

Select Bank

Account No

Enter Account No

Enter Account No

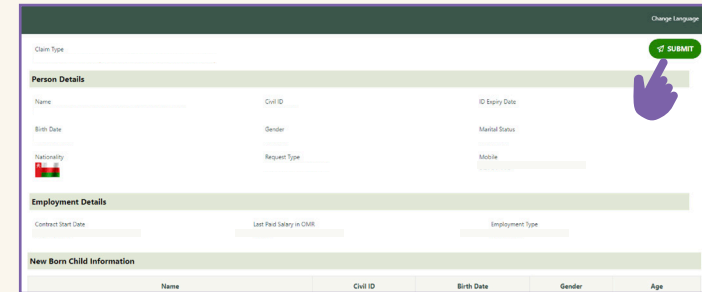
Account Holder Name In English

Attachments Save



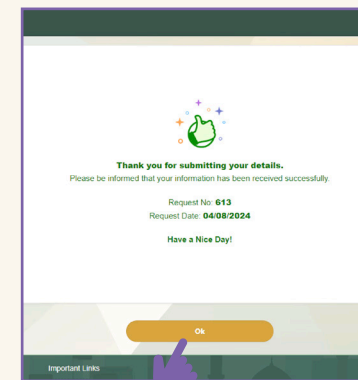
5-Submit a request for maternity leave allowance

14. Click (Submit)



The screenshot shows a web form for submitting a maternity leave allowance request. The form is divided into several sections: 'Person Details', 'Employment Details', and 'New Born Child Information'. A hand cursor is pointing to a green 'SUBMIT' button in the top right corner. The form fields include Name, Civil ID, ID Expiry Date, Birth Date, Gender, Marital Status, Nationality, Request Type, Mobile, Contract Start Date, Last Paid Salary in OMR, and Employment Type. The 'New Born Child Information' section has a table with columns for Name, Civil ID, Birth Date, Gender, and Age.

15. A notification of successful registration will appear. Choose (OK) to finish



6- Submit a request for paternity leave allowance

Service Description

Compensation to the Employer for Paternity Leave Allowance and Contributions

1. Choose (Paternity Leave)

*Note

- The service follows the same mechanism described for submitting a request for maternity leave allowance.
- Enter the insured person's civil number and the expiration date of the ID card, then click (Upload Data) ensuring that the ID card is valid.
- Follow the same previous steps

Maternity, Paternity and Other Claim Requests

Select Claim Type

Maternity Leave (Allowance And Contribution) Paternity Leave (Allowance And Contribution) Care Leave Benefit [Apply Later]

Employee must be active with the company or entity.
 Employee Civil Number will be authenticated with Royal
 The request is to be submitted with proper supporting documents in case that the documents are from outside the Sultanate of Oman, they must be certified by the Embassy of the Sultanate of Oman or the Ministry of Foreign Affairs.
 In case of before delivery, supporting documents of pregnancy and medical report for delivery.
 In case of after delivery, birth certificate from the relevant authorities and medical report for delivery.

Ministry Of Health
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Maternity, Paternity and Other Claim Requests

Select Claim Type

Maternity Leave (Allowance And Contribution) Paternity Leave (Allowance And Contribution) Care Leave Benefit [Apply Later]

Civil ID Date



7-General Notes



Maternity
leave insur-
ance branch
guide

1. For more information about the entitlements and conditions of the Maternity Leave Insurance Branch, you can consult the Maternity Leave Insurance Branch guideline at the following QR code
2. The system will be available starting from August 1, with the first compensation being disbursed at the end of August 2024 for the months of August and July 2024.
3. The employer will be compensated at the end of each month, except for compensation requests related to previous months, which will be processed before that.





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FOR YOU AND ALL

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