

# Tax Grievance System

User Guide

First Version  
2026

## What is the Tax Grievance System?

It is an online system that enables users to submit and track their tax grievance requests until a final decision is issued.

### In the first version, users can:



Submit tax grievance requests.



View and track their submitted requests.



View application documents online.

### System aims to:

#### Enhance

the efficiency of processing tax grievance requests.

#### Streamline

and govern tax grievance procedures.

#### Enable

tax grievance applicants to track their request electronically and with full transparency.

#### Enhance

control processes and the issuance of reports and statistics.

#### Support

accurate decision-making based on reliable data.

### System Features:

Supports both Arabic and English.

Enables users to track the status of their requests.

Sends SMS notifications after each action taken.

## Tax Grievance Submission Process:

- 01 Access the Ministry of Finance website, then click on the Ministry Services.
- 02 Submit the tax grievance request after completing the required information.
- 03 **Ministry of Finance – Tax Grievances Department** receives the request, reviews it, and verifies that all required information and supporting documents have been provided.
- 04 After the initial review, the Secretary receives the request, verifies all details, registers the grievance, and assigns it a unique reference number.
- 05 Request is then referred to **the Tax Authority** to prepare a briefing file explaining the basis for the tax assessment.
- 06 A hearing date is scheduled to consider the tax grievance.
- 07 A final decision is issued on the tax grievance, and the taxpayer is notified accordingly.



## How to Submit a Tax Grievance

If you are already registered in the Beneficiary Services System, please enter your username and password, then click “Log In”.



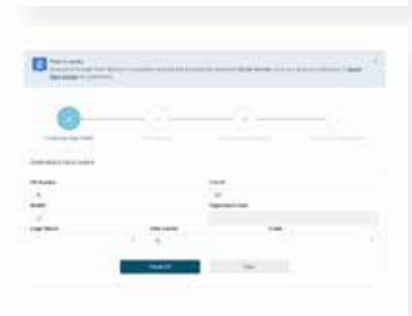
A verification code (OTP) will be sent to your registered phone number upon login.



If you are not registered in the system, please follow the steps below:

## Corporate Registration

- Click “Corporate Registration”.
- Enter the required data.
- Click “Check CR” to ensure that the entered data matches the records maintained by the Ministry of Commerce, Industry and Investment Promotion.
- Once the data is verified, you will receive a verification code (OTP) on your mobile number.
- Enter the OTP to complete the registration process.
- Review the corporate data and click “Save Corporate Data”.



You will receive another SMS containing your Username and Password.

Kindly be informed that you have just registered to access MOF Beneficiary System and your login data is User Name:  Password:DATNFAN7

## Procedure for Submitting and Tracking Tax

### 1. Submitting and Tracking Tax Grievance Requests:

- Click “New Request”.
- Enter the request details and attach the required documents.
- Click “Submit”.

#### Submitting a Tax Grievance:

Click Confirm to add the grievance periods.

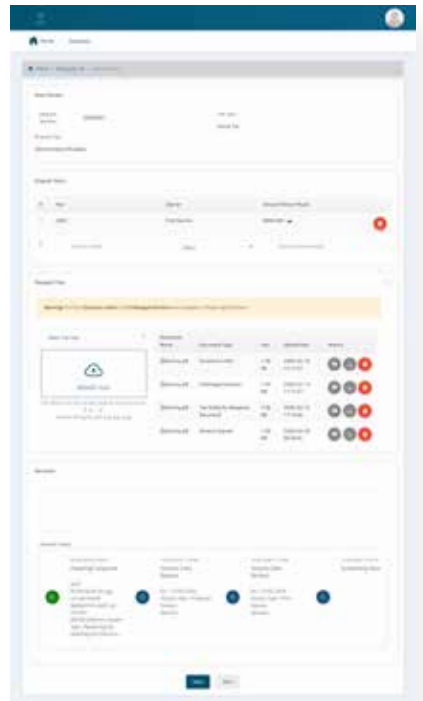
Income Tax grievances are submitted on an annual basis.

VAT and Excise Tax grievances are submitted on a quarterly basis.

Each file must not exceed 25 MB and must be in one of the following formats: JPEG, JPG, PNG, or PDF.

For Administrative Penalties, attach (mandatory) a copy of the grievance letter and a copy of the decision being appealed.

For a Tax Assessment Decision, attach (mandatory) copies of the grievance letter, the decision being appealed, and the tax assessment decision(s). You may also attach (optional) the previous grievance and a copy of the ID card.



## 2. Viewing the User's Grievance Requests:

### Click "Ongoing Requests" to

- Check the status of the submitted requests.
- Request the return of the tax grievance request for amendment.
- Upload additional supporting documents.
- Track the details of each stage.
- Edit the request once the return request has been approved.

### Returning a Tax Grievance Request:

- The user may request the return of the application if the submitted data is incomplete, provided they state the reason for the request. The request is then referred to the Tax Grievances Department at the Ministry of Finance for approval. Once approved, the "Edit" button will appear.
- A return request can only be made before the grievance request is officially registered.
- The Tax Grievances Department may return the request to the user if the submitted data is incomplete, even without a user's request. In such cases, the user must follow the same return instructions mentioned above to provide the missing documents.



### Amending a Tax Grievance Request:

Amendments are limited to the type of decision being appealed, including the addition or removal of grievance periods, or the addition or removal of documents.

### Uploading Additional Supporting Documents:

Additional supporting documents may be uploaded after the request has been officially registered and before the first hearing session has been scheduled.

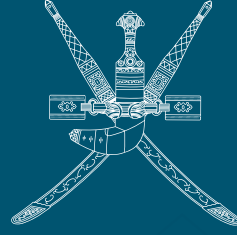
### 3. Viewing Completed Requests:

Click "Completed Requests" to:

- Download the request files submitted by the relevant Entities.
- Download the final decision file.  
(Note: Upon the **first download** of the final decision file, the user shall have **45 days within which to submit** a request for correction of the decision.)

**Note:** An SMS will be sent to you after each step of the tax grievance submission process.

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Ministry of Finance



**For more information**

**24746000**

**[www.mof.gov.om](http://www.mof.gov.om)**