

The Council of Ministers Highlights Oman's Efforts in Digital Transformation and National Platform Development



National Programme for the Digital Economy

The Council of Ministers emphasised the importance of concerted efforts among all units of the State's Administrative Apparatus to support the objectives of the National Programme for the Digital Economy and its executive initiatives, focusing on enhancing investment, technical, human and legislative readiness

National Programme for Government Digital Transformation "Tahawul"

The Council reviewed the key achievements under "Tahawul"



Launch of the Unified National Portal for Government Services



Issuance of the Regulation for Government Digital Transformation



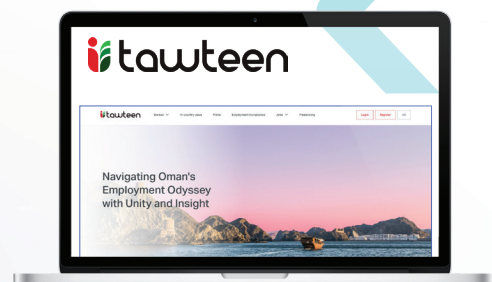
Digitalisation of approximately 74% of government services

National Platform for Proposals, Complaints and Reports "Tajawob"

The Council emphasised the continued development of the "Tajawob" platform, improving report completion within the set timeframe, engaging with beneficiary feedback and addressing recorded observations. It also praised entities with outstanding performance

"Tawteen" Platform

The Council discussed the progress of the "Tawteen" platform, which provides data on job supply and demand across public and private sectors and links it with job seeker information. It emphasised increasing company registrations and completing the integration of related databases



Newly Launched Applications

"Tajawob" App

The Tajawob allows beneficiaries of government services to directly engage with more than 55 government entities to submit proposals, complaints and inquiries easily and securely

Why "Tajawob"?

Simple and fast steps to submit requests

Ability to attach supporting documents

Accurate geolocation for any report or note

Instant notifications to track updates

Accessibility features for people with disabilities

Option to evaluate entities' response quality

"Tajawob" Services



Submit proposals to improve government services



Register and track complaints



File and monitor reports



Send inquiries and receive official responses



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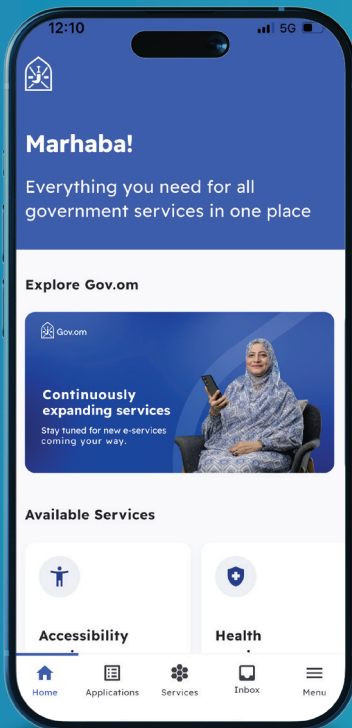
Unified Government Services App

App Objectives

- Develop government work models to enhance efficiency and service delivery
- Improve digital government services for faster completion
- Provide data to enable continuous improvement and performance enhancement
- Offer supportive solutions to accelerate service development

Key Features

- Smooth access to all government services
- Secure digital authentication with trusted support
- Interactive bilingual interface (Arabic & English)
- Real-time news and updates



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"Theqa" App

An innovative digital tool that enables users to prove their digital identity when applying for online services and digitally sign official documents securely and easily via mobile phone

App Features

- Fast registration via mobile without additional devices or SIM cards
- Digital ID verification and e-signature directly through the app (Mobile ID App)
- Use digital ID as an e-wallet
- Data sharing only with explicit user consent, ensuring complete privacy



Currently integrated with:

- Ministry of Transport, Communications and Information Technology
- Telecommunications Regulatory Authority
- Ministry of Housing and Urban Planning



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"Tharawat" App

A set of integrated digital solutions by the Ministry of Agriculture, Fisheries and Water Resources, designed to simplify service access

"Tharawat" Services

- Licensing for auction entities or individual brokers
- Licensing for fish market vendors
- Hobby fishing permits (annual/daily)
- Renewal of fishing vessel licenses (commercial/coastal)
- Issuance of port entry permits
- Permits for shell and oyster collection

Digital Features

- User-friendly interface
- Real-time electronic submission and tracking
- Instant status updates
- Secure online payment



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Our Success Stories

“Ayn” App

Ayn is the first fully integrated interactive digital platform in Oman, designed to enrich Omani and Arab media content and enhance direct communication between the Ministry of Information and the public through an innovative digital experience

“Ayn” Services

- Wide range of video and audio digital content
- “Kids Interface” offering educational and entertainment materials
- Live streaming of TV and radio channels
- “Video on Demand” service providing archived TV and radio works
- Downloadable content for offline viewing

App Features

- Secure and user-friendly interface for all smart devices
- Builds digital bridges between the Ministry of Information and the public
- Uses AI to recommend content based on user interaction
- Provides advanced analytics to improve engagement and content



“Bayan” System

A comprehensive digital system enhancing customs efficiency through innovative solutions and services. The system offers over 496 digital services connected to more than 74 public and private entities, accelerating transactions and supporting the business environment

“Bayan” Services

- Electronic submission of customs data
- Issuance of permits and approvals
- Digital payment of taxes and duties
- Customs risk management

“Bayan” Achievements

- Simplified customs procedures
- Improved logistics services
- Accelerated trade processes
- Supported international trade flow



Digital Transformation Achievements Across Governorates

Dhofar Governorate

Key Digital Initiatives



Temporary
Licensing System



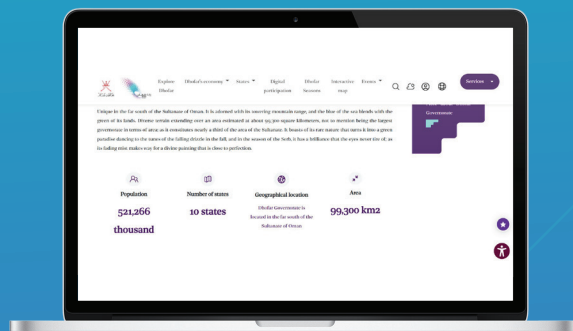
E-Ticketing
System



Sahala System (AI-powered
interactive chatbot)



Digital Archive Data Request
for Building Permits



Digital Transactions Completed (First Half of 2025)

9,841 < Lease Contracts 3,645 < Building Permits

479 < Drilling Permits 686 < Temporary Licenses



South Al Batinah Governorate

Key Digital Initiatives



Launch of
new e-portal



80% digitalisation
of interactive services



Development of smart apps for people
with disabilities and the elderly



Full integration with national platforms such as Mawrid Plus,
Tender Management System and Financial System

Digital Services Completed

< Request to
Meet an
Official

< External
Training
Request

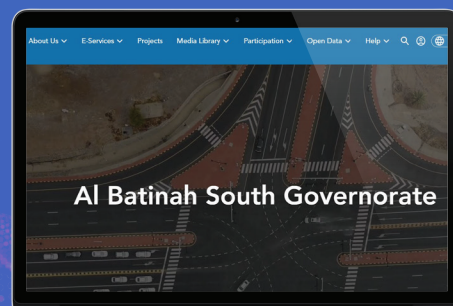
< Streetlight
Maintenance
Request

< Camping
Site
Request

< Community
Partnership
Project Request

< Request for Municipal
Equipment Support

< Marriage
Support Fund
Service



14,608 Digital transaction completed in
the first half of the year 2025



Participation in the 34th Edition of COMEX Global Technology Exhibition 2025



Launch of the National Programme for Empowering Digital Transformation Competencies "Ertiqaa"

