

"I commend the efforts to strengthen digital infrastructure, the foundation of digital transformation, and to develop policies and frameworks that foster an environment conducive to innovation. These achievements are the result of collective effort and a shared commitment to our common goals—building an advanced digital society that meets future aspirations."

**H.E. Eng. Said bin Hamoud Al Maawali**  
Minister of Transport, Communications and Information Technology  
General Supervisor of the Government Digital Transformation Programme



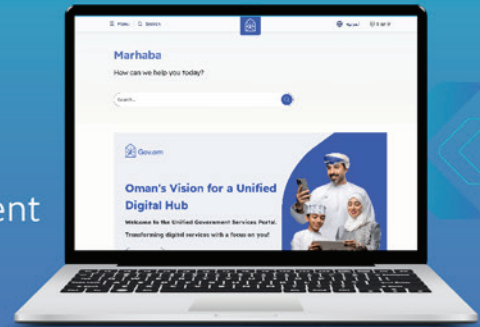
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We present the 2024 Annual Report of the Government Digital Transformation Programme and extend our gratitude for your outstanding contributions to digital transformation. The significant strides made by government entities in implementing digital transformation requirements in 2024 reflect their dedication to innovation and development. These efforts have enhanced efficiency and improved service delivery, marking a crucial step toward comprehensive digital transformation. This progress strengthens the government's work environment and contributes to delivering better, more effective services to citizens and society.

# Central Systems Launched in February 2025

## Government Unified Services Portal

A unified digital gateway for delivering government digital services in the Sultanate of Oman.



### Designed to:



Provide an exceptional digital user experience, fostering trust between the government and citizens



Accelerate the integrated development of essential services



Optimise government spending on digital service development and maintenance



Elevate Oman's ranking in regional and international index



Enhance beneficiary satisfaction with government services



Enable access to government services via smart devices

### Beneficiaries:



Individuals (citizens and residents)

Business Sector

Government Entities

### Impact of the Portal:

Achieving digital integration by connecting government services on a single platform, enhancing operational efficiency

Enhancing the user experience through integrated digital services

Optimising government spending by reducing operational costs and unifying service development

Supporting digital transformation indicators



For more information, scan the QR code

## The National Platform for Suggestions, Complaints and Reports (Tajawob)

A unified centralised system to receive all suggestions, complaints, reports and inquiries related to services



### Key Features of the Platform



Geographical location for the complaint or report



Notifications to track the status of the request



Attach supporting files and images



Follows best practices in digital accessibility and support for individuals with disabilities

### Beneficiaries



Users of government services inside and outside the Sultanate of Oman

Business Sector

Government Entities

### Tajawob Services

Propose improvements to government services

File a complaint due to challenges in completing a government service

Report any issue or malfunction related to a government service

Inquire about government services



For more information, scan the QR code



# The National System for Planning, Evaluation and Performance Monitoring – “Ada’a”

## A comprehensive digital system

Encompassing various government entities, designed to facilitate effective planning, evaluation and monitoring to achieve strategic objectives and ensure the precise and efficient implementation of strategic programmes and annual plans.



### Designed to:



Develop a comprehensive planning system that links Oman Vision 2040 with five-year and annual plans



Enhancing coordination among government entities involved in planning, evaluation and monitoring



Improve mechanisms for setting government objectives and performance indicators



Utilise digital technologies to facilitate data exchange among government entities and improve the accuracy of decision-making and planning



Develop a unified electronic system for performance tracking and real-time evaluation

### Beneficiaries:

Government Entities

### Key Benefits:

Empowering government entities to improve planning, evaluation, and institutional performance monitoring

This includes:

Easy access to data	Efficiency	Comprehensive oversight	Standardised reporting	Direct coordination	Real-time updates	Effectiveness and transparency
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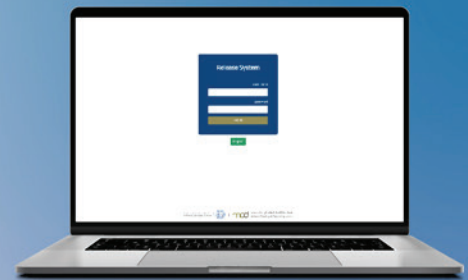
# Newly Launched Services and Systems



هيئة الخدمات المالية  
FINANCIAL SERVICES AUTHORITY

## Phase One Launch of the Electronic System for Issuing Securities – Financial Services Authority

A digital platform designed to streamline and regulate the review and approval process for securities prospectuses.



### Key Objectives:

- 1 < Optimising efficiency by minimising the time and effort required for issuance procedures
- 2 < Enhancing collaboration through seamless coordination among relevant entities
- 3 < Encouraging investment by strengthening the appeal of Oman's capital market
- 4 < Promoting transparency by ensuring a secure and efficient flow of information among all stakeholders



serb

## Launch of 'Serb' – Oman's First Drone Management Platform

A first-of-its-kind electronic platform in Oman dedicated to the registration and oversight of unmanned aerial vehicles (drones) for hobbyists. Developed in collaboration between the Civil Aviation Authority and Serb company.

### Key Objectives:

- < Regulating drone operations in compliance with national aviation laws
- < Simplifying registration for hobbyist drone operators and issuing licenses upon successful completion of a knowledge assessment
- < Enhancing airspace safety by defining approved flight zones in coordination with military and security authorities



### Impact and Benefits:

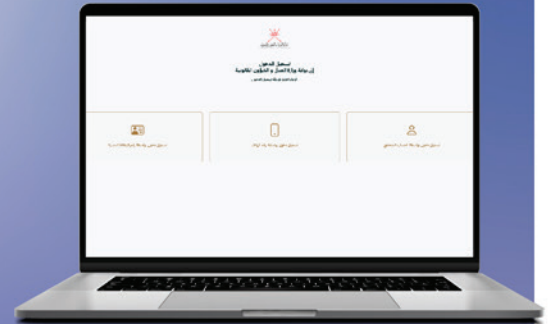
- < Seamless electronic registration and licensing for drone operators
- < Accurate mapping of designated flight zones
- < Encouraging innovation and advancing drone technology in Oman





## Pilot Launch of the Enhanced Electronic Justice System – Ministry of Justice and Legal Affairs

A digital platform designed to simplify judicial processes and enhance service efficiency for legal professionals



### Key Features:

Automated service delivery, enabling instant issuance of documents upon request submission

Reduction of procedures, minimising approvals and paperwork for faster processing

Digital Lawyers' Committee meetings, incorporating an automated voting system

The system's ease of design ensures accurate and continuous monitoring

## Launch of the Digital Services Portal and Mobile App – Ministry of Foreign Affairs

A comprehensive digital gateway and mobile application designed to facilitate quick access to consular and diplomatic services while enhancing connectivity with Omani embassies worldwide.



### Key Features:



A unified platform for government entities and diplomatic missions to conduct transactions seamlessly



Relying on the latest cybersecurity standards and integrating with other government systems



A fully integrated e-payment system, offering multiple access points for enhanced service delivery



### The mobile app enables:

Instant communication with Omani embassies

Online traveller registration for enhanced safety and support

Real-time updates on consular services and security advisories

# International Recognition for Government Projects

We extend our congratulations to the Ministry of Education, the National Centre for Statistics and Information, and the University of Technology and Applied Sciences on receiving the Microsoft Award for Excellence in Artificial Intelligence. This recognition highlights their efforts in harnessing AI and smart technologies to drive innovation. Wishing them continued success in advancing digital transformation and achieving its strategic objectives.

## Ministry of Education

Copilot Project  
AI Tutor for Biology, Grade 11



## National Centre for Statistics and Information

The first government entity to implement the AI-powered Microsoft Fabric platform for statistical data management and informed decision-making



## University of Technology and Applied Sciences

AI Azure Landing Zone  
AI programmes within Microsoft's Azure computing environment

AI Copilot powered Learning Management System  
An AI-driven system enhancing education management

Copilot Office 365  
An AI tool that operates and interacts intelligently with Microsoft applications



# Tahawul Campaign:

## "Digital Transformation: a New Reality" Campaign

 In December 2024

the Government Digital Transformation Programme, Tahawul, launched the "Digital Transformation: a New Reality" campaign

Campaign Duration:  
**A month and a half**



## Objectives:

Enhance public awareness of digital transformation

Promote government digital services and platforms

Build trust by showcasing key digital transformation achievements



## Outcomes:

**Over 1 million,**

impressions, reflecting strong engagement with digital content



Demonstrated the power of digital communication in fostering a culture of transformation

**45.86%**

increase in followers on Tahawul's official accounts



The Royal Oman Police's post was among the most interactive

**16.6%**

rise in engagement during December 2024, driven by diverse content



Strengthened Tahawul's mission to expand and promote digital transformation nationwide



# Tahawul Events

## ◀ Training Programme for Digital Transformation Ambassadors in Governorates

