Periodic Newsletter

We extend our sincere congratulations to the entities and national talents honoured in the second edition of the Government Digital Excellence Award 2025, in recognition of their outstanding efforts and impactful contributions to advancing institutional digital transformation practices.

These results reflect a genuine commitment to enhancing performance, elevating service quality, and adopting innovative digital solutions that strengthen government efficiency and serve beneficiaries more effectively and sustainably. The Award also serves as a strong incentive to continue the journey towards excellence, foster a culture of innovation, and enhance integration, in alignment with the Sultanate of Oman's aspirations for a more mature, integrated digital future.

Award Statistics (Second Edition - 2025)

5
Main tracks

17
Award categories

194
Total number of submissions

51
Government and independent entities competing this year

75%
Increase compared to the first edition - 2024

28%
Increase compared to the first edition - 2024

Government Digital Excellence Award

The second edition   2025

Award Winners

Entities Track

Best Entity Distinguished in Digital User Experience

Royal Oman Police
Royal Oman Police Application

Best Entity Achieving the Highest Performance in Digital Transformation

National Centre for Statistics and Information

Oman Investment Authority

Royal Oman Police

Best Entity Achieving Government Compliance in Information Technology

Authority for Public Services Regulation

Dhofar Governorate

Telecommunications Regulatory Authority

Best Entity Achieving a Transformational Shift in Digital Excellence Assessment

Authority for Public Services Regulation

Initiatives Track

Best Initiative in Innovation and the Adoption of Advanced Technologies

Ministry of Health
Early Detection of Diabetic Retinopathy Using Artificial Intelligence Technologies

Best Integrated Digital Initiative in Digital Community Participation

Ministry of Transport, Communications and Information Technology
Digital Community Participation

Best Integrated Digital Initiative in Digital Transformation

Social Protection Fund
Digital Social Protection System

Services Track

Best Government Digital Service Provided to the Business Sector

Royal Oman Police
Security Licensing Platform

Best Government Digital Service Provided to Individuals

Supreme Judicial Council
Video Call Service in the "Tawtheeq" System

Competencies Track

Best Promising Employee in Digital Transformation

Umaima bint Salem Al Qasimi
Office of the Governor of North Al Sharqiyah

Best Leader in Managing Digital Transformation and Change within the Entity

Ahmed bin Sulaiman Al Husseini
Head of the Digital Transformation Team at the Environment Authority

Best Digital Transformation Team

Dhofar Governorate

Best Digital Transformation Ambassador
(Within the Governorates Digital Transformation Ambassadors Initiative)

Asayel bint Mohammed Al Shukaili
Al Dhahirah Governorate

Dhamma bint Mohammed Al Harsousi
Al Wusta Governorate

Mousa bin Khalifa Al-Nabhani
Al Dakhiliyah Governorate

Madiha bint Saeed Al Sulaimani
Muscat Governorate

Jenan bint Hamood Al Alawi
South Al Sharqiyah Governorate

Osama bin Bashir Bait Obeidon
Dhofar Governorate

Asma bint Ali Al Shuhi
Musandam Governorate

Saif bin Hamood Al Badi
North Al Batinah Governorate

Abdulrahim bin Abdullah Al Balushi
South Al Batinah Governorate

Sultan bin Saif Al Busaidi
North Al Sharqiyah Governorate

Independent Entities Track

Best Project in Change Management and Digital Capability Development

Oman LNG
Robotic Process Automation Project

Best Leader in Managing Digital Development and Change within the Entity

Mousa bin Masoud Al Jadeedi
Chief Executive Officer, Oman Housing Bank

Best Entity in Digital Development

Oman Housing Bank

Annual report

The report documents the journey of digital transformation in the Sultanate of Oman during 2025, highlighting key national achievements, the integration of efforts across government entities, and the qualitative initiatives accomplished to strengthen digital capabilities and consolidate the foundations of a more efficient and sustainable digital government

Explore the Annual Report

National Programme for Government Digital Transformation "Tahawul" 2025

We are moving confidently towards a promising digital government

Newly Launched Platforms and Applications

"Hayah" Platform

The first digital platform in the Sultanate of Oman to provide awareness and advisory services for addiction prevention and recovery

"Hayah" Services

Medical, psychological, social and religious consultations

Programmes for drug risk prevention and rehabilitation

Family support, educational resources and real recovery stories

Guidance and awareness services to build understanding of the dangers of addiction

Instant chat via the website and a free helpline (1110)

Digital Values and Advantages

A qualitative shift in preventive and awareness efforts

Direct support channels ensuring rapid response

Accessible services with safe and interactive communication

High confidentiality and specialised expertise that provide comprehensive benefit

An educational space offering reliable information

"Hayah"

Welcome just as you are

Scan the QR code to access the platform's services

State Financial and Administrative Audit Authority App

An innovative digital tool that facilitates access to the entity's services and enhances community participation by supporting oversight activities, improving service quality and protecting public funds in the Sultanate of Oman

App Services

- Submitting complaints related to users' rights
- Submitting reports related to violations concerning the public interest
- Submitting requests to deliver lectures and workshops for entities subject to the entity's oversight as well as for higher education students, schools and civil society organisations
- Daily updates on the entity's news, events and activities
- Access to introductory information and the geographical locations of the entity's branches

Digital Values and Benefits

- Supports both Arabic and English
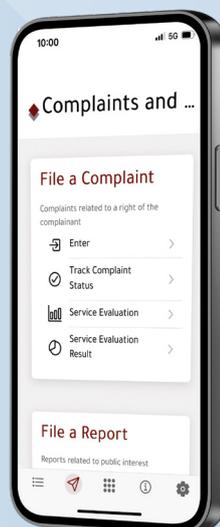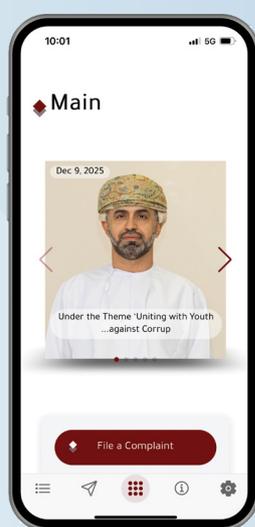- A seamless and secure user experience with direct services
- Ensuring data confidentiality and protection of information
- A trusted digital platform for reporting, follow-up and evaluation
- Digital empowerment that reinforces the values of oversight integrity and transparency

Scan the QR code

to download the app and access the services

Download on the App Store

GET IT ON Google Play

Frameworks in Digital Transformation

Launch of the Change Management Framework and Tools for Government Digital Transformation in the Sultanate of Oman

An integrated organisational framework for managing change initiatives in government digital transformation

What are the objectives of the framework?

- To provide a unified reference for managing change in government digital transformation
- To govern performance and support impact-based decision-making
- To enhance institutional readiness to respond to change
- To strengthen integration and joint working among institutions

Who are the target groups for the framework?

Digital transformation teams in government entities targeted under the Tahawul Programme, including:

- Decision-makers involved in digital transformation initiatives and projects
- Change managers in digital projects
- Digital project managers

What does the framework offer to beneficiaries?

- A unified methodology for managing change in government digital transformation
- An integrated framework for leading and managing change
- Guidance manuals and methodologies to support decision-makers
- Practical models and tools to support implementation
- Standards and indicators to measure impact and monitor performance

What is the expected impact of the framework?

- Enhancing the reliability and success of digital transformation projects
- Accelerating the achievement of Tahawul objectives in line with Oman Vision 2040
- Strengthening trust in government digital services
- Building national capability and future readiness
- Improving spending efficiency and safeguarding digital investments

The Digital Portal for Maritime Affairs Services

An integrated platform for managing and regulating the maritime affairs sector in the Sultanate of Oman

Launched by the Ministry of Transport, Communications and Information Technology to improve the management of the maritime transport sector

(2019 - October 2025)

17,776
Digital transactions completed

5,979
Marine navigation licences issued

24
Digital services offered through the portal

7,718
Omani maritime graduates registered

Objectives

| Ensure the safety of maritime navigation in Omani waters | Digitally organise and facilitate the management of maritime operations | Support compliance with international maritime conventions | Protect the marine environment through regulations and licensing | Enable individuals and businesses to access maritime services seamlessly |

Services

| Registration and renewal of marine units (ships and boats) | Issuance of marine navigation licences | Seafarer services | Marine passage permits | Issuance of safety and environmental compliance certificates |

Benefits and Returns

Simplified procedures for beneficiaries

Enhanced transparency and oversight to improve efficiency

Increased government revenues from maritime fees

Empowering citizens to work within the maritime sector

To access the portal's services, scan the QR code

"Riyada" App

Empowering Entrepreneurs Across the Sultanate of Oman

A smart application launched by the Authority for Small and Medium Enterprise Development to provide integrated digital services for entrepreneurs in one place

14
Digital Services for Sustainable Entrepreneurial Growth

Issue/Renew/Cancel Riyada Business Card

Apply to join Entrepreneurship Centres

Enrol in the Entrepreneur Readiness Programme and Mentorship Programme

Register for Training Programmes

Franchise Support Services

Request General and Specialised Advisory Services

Submit Handicraft Support Applications

Marketing and Product Promotion Services

رياضة
riyada
هيئة تنمية المؤسسات الصغيرة والمتوسطة
SMEs Development Authority

رقم الهاتف

رمز التحقق : 4610

تسجيل الدخول

To download the application, scan the QR code

GET IT ON
Google Play

Download on the
App Store

"Ma`ak" Application

The unified digital gateway for Ministry of Labour services in the Sultanate of Oman

Launched by the Ministry of Labour to simplify and streamline procedures and services for individuals and employers, ensuring seamless access to services.

App Objectives

Support a promising segment of jobseekers by offering employment opportunities

Enhance the efficiency of services provided to individuals and employers

Enable smooth interaction and information exchange between employers and jobseekers

Key Services Offered by the "Ma`ak" Application

Individual Services

Employer (Individual) Category

- Register employment contract for expatriate workers
- Transfer services of an expatriate worker
- Cancel work permit
- Register an absconding report
- File a labour lawsuit

Jobseeker Category

- View available job opportunities
- Share personal profile
- Accept new employment contract
- Accept training contract
- Update personal contact information

Complaints and Reports Category

- Submit a labour complaint
- File a new labour report
- Submit an objection to an absconding report

Omani Workforce Category

- Review requests to update worker information
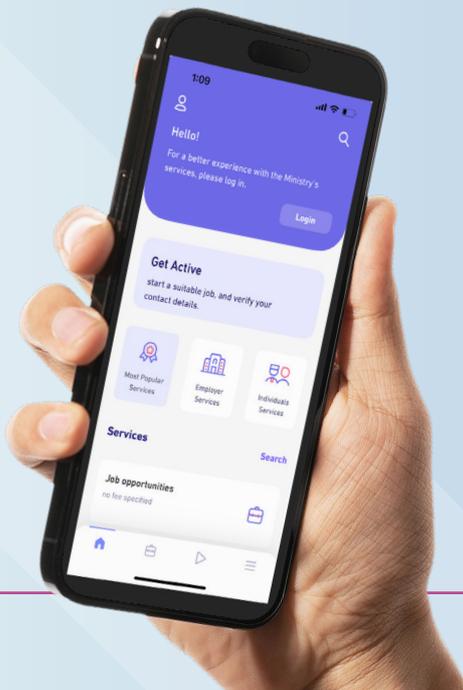- Submit electronic resignation requests
- Pay fines for labour violations

Employer Services

Omani Workforce Category

- Manage job application requests
- View financial obligations of the entity
- Search jobseeker records
- View reports and statistics

Non-Omani Workforce Category

- Entity dashboard

To download the application, scan the QR code

Download on the **App Store**

GET IT ON **Google Play**

Governorates' Achievements in Digital Transformation

A Digital Leap Enhancing Government Service Efficiency in North Al Sharqiyah Governorate

21,555
government transactions completed digitally

25
new services digitalised

(January-November 2025)

Key Digital Transformation Projects and Initiatives in North Al Sharqiyah Governorate

Development of the Governorate's Digital Strategy and the Enterprise Digital Infrastructure Document

Implementation of virtual reality projects for investment promotion and awareness guidance

Use of drones to support data analysis and project planning

Website development with added digital accessibility tools for people with disabilities

Launch of digital surveys to measure beneficiary satisfaction and enhance digital participation

Digital Achievements

Launch of the Management, Documentation and Digital Transformation Award to promote the use of digital systems

Completion of network infrastructure upgrades to meet the highest standards and specifications

Launch of the Digital Transformation Ambassadors channel on WhatsApp to raise community awareness
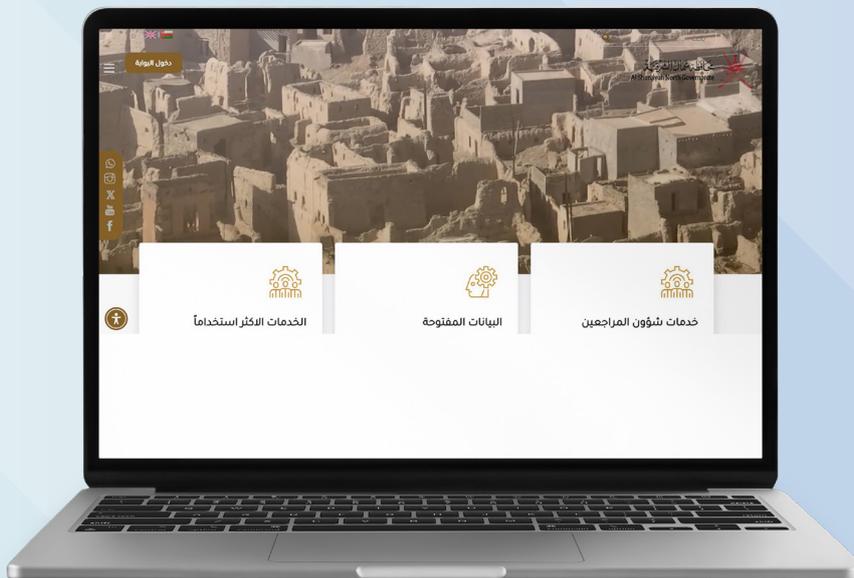
To explore the available services

scan the QR code

Digital Transformation Pathway in South Al Sharqiyah Governorate

(January-November 2025)

5,694
Government transactions completed digitally

14
Government services digitalised

12
Completed digital projects

4
Digital projects currently under implementation

Completed Digital Projects and Initiatives in South Al Sharqiyah Governorate

- Implementation of the South Al Sharqiyah Hackathon in collaboration with the Oman Investment Authority
- Launch of the Smart Helmet Project to enhance field operations using augmented reality
- Launch of the Smart Lighting Project as a Smart Cities Initiative
- Completion of the Digital Transformation Plan (2026-2030)

Projects Under Implementation

Anaam Smart Slaughterhouses Project

Aimed at improving service quality and operational efficiency
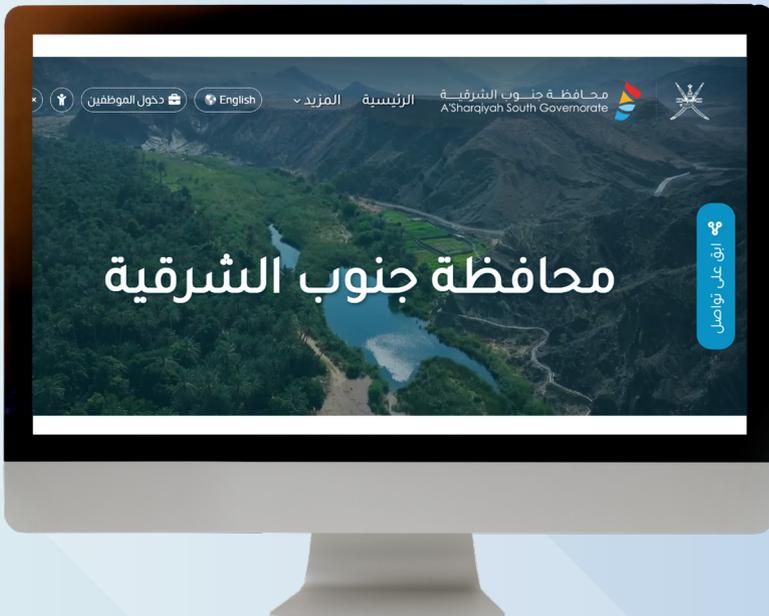
Smart Governorates Conference

To develop a roadmap for building smart cities across various governorates

Smart Irrigation Project

Enabling artificial intelligence to manage irrigation schedules and monitor soil moisture levels

Virtual Exhibition Project

An interactive digital experience to explore the heritage components of the governorate

محافظة جنوب الشرقية

محافظـة جنـوب الشرقيـة
A'Sharqiyah South Governorate

English | المزيد | الرئيسية | دخول الموظفين

ابق على تواصل

To discover the available services

scan the QR code

Tahawul Events

Fourth Meeting of the Government Digital Transformation Technical Committee for 2025

Fourth Regular Meeting of Digital Transformation Team Leaders for 2025

"Ertiqa" to Empower National Competencies in Government Digital Transformation

Specialised session on "Digital Innovation: From Applied Research to Impact Maximisation."

@tahawuloman