WSIS Stocktaking:
Success Stories 2012

Government Business Services
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Sultanate of Oman*

- AREA: 309,500 sq. km.
- POPULATION: 2.7 million.
- CAPITAL: Muscat
- LIFE EXPECTANCY: 76.1 years
- POPULATION DENSITY: 9.0
- The SULTANATE IS DIVIDED INTO:
  11 Main Administrative Governorates
- GDP Per capita: $ 21,421 (IMF 2011)
- GNI per capita: $ 20,194
- CURRENCY: 1 (OMR) = US$2.58
- TIME DIFFERENCE: GMT + 4 hours

*Ministry of National Economy
One Stop Shop Project (OSS)

- Developed as a part of Ministry of Commerce & Industry - MoCI e.oman initiative.
- OSS service was launched in May 2006 as the main portal for commercial, industrial, and mineral applications in the Sultanate.
- It contains more than 60 fully automated e-Services for doing business in Oman
Objectives of OSS

• A single entry point of interaction by multiple government agencies to provide statutory approvals for business procedures
• Serve by providing multi channel access irrespective of place and time.
• A trustworthy safe environment where businesses can conduct secure transactions
• Effective and efficient delivery of services in a 24x7x365
• Providing transparency, connected services between the government authorities and businessmen.
OSS System Process

Submit Application Form

Receive Payment Voucher and Pay online

Process Application by Back Office

Collect / Receive Certificates by Mail

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## OSS Usage To Date

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total e-applications (000)</td>
<td>223</td>
</tr>
<tr>
<td>Applications cleared on same day (%)</td>
<td>72%</td>
</tr>
<tr>
<td>Applications cleared within next 2 days (%)</td>
<td>10%</td>
</tr>
<tr>
<td>Applications cleared within more than 2 days (%)</td>
<td>18%</td>
</tr>
</tbody>
</table>

Starting a business (rank)

- 120 (2008)
- 68 (2012)
- 34

- 9 procedures
- 5 days (2008)
- 8 days (2012)

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Challenges

– Capacity building and knowledge transfer
– Adapt to increasing business requirement
– Infrastructure enhancement to improve performance
– Investor ICT readiness levels
The Way Forward

- Embark on a comprehensive infrastructure enhancement project with the objective for improving reliability and availability of the system
- Provide OSS services through multi-channels including mobiles, kiosks & self services
- Implementing a local cloud to ensure extendibility of the system along with growing number of users and type of technologies.
Thank you