

Business register transformation in Sultanate of Oman in cooperation with RIK



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In the beginning of 2013, Centre of Registers and Information Systems (RIK) started International cooperation project with the Ministry of Commerce and Industry (MoCI) and the Information Technology Authority (ITA) Sultanate of Oman. The main goal of the project was to draw the vision on how to transform business register management processes into electronic system using best eGov practices from Estonia. The second goal was to enable more online services and enhance the business processes related to company registration and licensing in the One Shop Stop (OSS). The OSS system is one of the first e-government initiatives that has been launched in the Sultanate of Oman.

At the starting point, Sultanate of Oman turned to Singapore and Estonia to choose the system which covers their needs the best. Estonia won the procurement.

The project started with extensive three-month process mapping and reengineering, after what experts from both country proposed a development plan for improved online OSS and e-services. At current stage, the development of new reengineered OSS service is being developed. Mr. Mehis Sihvart, Director of RIK: "This project has been an excellent example of fruitful cooperation between two countries. Our aims are similar – a better environment for SMEs via e-governance. Our experts learned a lot from the project and hopefully these kinds of knowledge transfers will continue in the future".

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