Ministry of Regional Municipalities and Water Resources

Municipal eServices in the Rural Community (Injaz Hall One–Stop Municipal Services) :

The Ministry of Regional Municipalities and Water Resources (MRMWR) developed and implemented the concept of one-stop municipal services, so called "Injaz" hall   to house all the municipal services under one roof. "Injaz" means (Achievement in Arabic). Applications and approval processes were streamlined and standardized through all the municipalities. The Injaz hall was officially launched in 2008 in all 44 municipalities. The available services at the Injaz Hall include building permit application and municipal licenses application which are then linked to the income module for payment.

A backend integrated database system, running on Oracle and is capable of handling up to 2000 users, supports the Injaz Hall one-stop service application. Through an integrated database system, MRMWR Head Quarters which is situated in Muscat, can now access and retrieve information for planning in realtime. This is essential in providing accurate and reliable data for national development plans in the 8 governorates. With standardized information from all municipalities, data collection and knowledge sharing became much easier and can be accurately used in further planning and strategic development in MRMWR.

Since the implementation of the Injaz Hall, the average approval for each application is reduced from 30 working days to 5 working days (which is about 83% reduction in processing time). Customers were also very pleased that they now have only to make 2 trips down to the Injaz hall as follow-up can now be done via phone.

The Injaz Hall, since its implementation, has processed and issued about 142k Shop Licenses, 10k Car Licenses, 134k Rent Contract and 165k Building Permits. Previously, data was not available as manual records were not stored. The Most remarkable achievement of all, the revenue collected from municipal services also increased dramatically. With careful streamlining and standardizing of processes plus centralising of municipal services in all 44 municipalities, the revenue increased multiply-folds annually. As of end of July 2012, the collected amount was about 7 million OMR (USD 18 million) which is about 15 times. The collected amount in 2008 making it an astounding 1,429% increment!

In June 2013, Injaz Hall received the prestigious global UN Public Service Award 2013 for improving the delivery of public services.