



سلطنة عُمان
وزارة النقل والاتصالات وتقنية المعلومات
Sultanate of Oman
Ministry of Transport, Communications and
Information Technology



Annual Report

2024



The development of the investment and business environment constitutes a fundamental pillar for driving the country's development. Accordingly, we have directed the Government to provide further facilitations, offer competitive incentives, and create a supportive climate for investment that enables the ease of doing business. This is essential to ensure the diversification of our national economy, achieve sustainable growth, and generate more employment opportunities across various economic and service sectors. To enhance the Sultanate's position as an attractive investment destination and to increase its integration into the global economic system, the Government has worked to establish an extensive network of ports, free zones, special economic zones, and integrated industrial zones. It has also extended its support to innovation programs, entrepreneurship, and national investment funds, including those established in cooperation with brotherly and friendly countries.

**His Majesty Sultan Haitham bin Tarik
May Allah protect him**

11 January 2025

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Message from His Excellency the Minister

As we advance on our path of excellence and innovation, we are pleased to present the Ministry's key achievements for the year 2024. These accomplishments were realized within the framework of a bold national vision and in alignment with the sustainable development goals, under the wise leadership of His Majesty Sultan Haitham bin Tarik, may Allah protect and preserve him, whose foresight continues to shape the future and firmly anchor the pillars of progress in our beloved homeland.

The year 2024 was marked by a remarkable series of accomplishments, with 31 projects awarded as part of the Ministry's continued efforts to develop an integrated and sustainable infrastructure. These projects align with the Ministry's strategic objectives aimed at supporting economic growth and strengthening the connectivity between economic and free zones through a modern, advanced road network. Such efforts also contribute to

enhancing mobility efficiency, providing faster and more convenient transportation for both citizens and residents. As a result of these initiatives, the Sultanate of Oman ranked 13th globally in the Road Quality Index issued by the World Economic Forum.

The Ministry is also pressing ahead with the development of port infrastructure to increase capacity and facilitate cargo movement, thereby reinforcing Oman's position as a global logistics hub. In parallel, efforts are being made to improve multimodal integration and attract further investment in the logistics sector, which surpassed OMR 2 billion in 2024. Notably, the Ministry signed a framework agreement for the management, operation, and development of Sultan Qaboos Port, and approved the activation of several integrated inspection and clearance stations.

In line with these achievements, the Ministry is actively advancing its carbon neutrality goals and working to reduce



His Excellency Eng. Said bin Hamoud Al Maawali
Minister of Transport, Communications, and
Information Technology



Message from His Excellency the Minister

emissions through a range of initiatives, including the Green Mobility Initiative. Additionally, more than 100 electric vehicle chargers have been deployed across the governorates of the Sultanate of Oman.

In the communications and information technology sector, the Ministry's efforts, particularly through the Digital Economy Program, have led to remarkable progress in advancing digital government in the Sultanate of Oman. This progress includes the launch of 267 fully automated government services without human intervention, in addition to a notable increase in the number of digitally processed government transactions, which reached a total of 27 million. As a result, the satisfaction rate with digital services rose to 77 percent. In the digital industry, the Ministry continues to record significant achievements, including the design and development of semiconductor chips "Oman-1" and "Oman-2," which represent the first integrated silicon chips to be manufactured within the region. The Ministry is also committed to building national digital capabilities through

the National Initiative for Digital Competencies (Makeen), which has successfully trained more than 8,000 individuals in advanced digital skills. In parallel, the (Numo) Program, dedicated to supporting tech startups, has benefited over 70 SMEs. These collective efforts contribute to enhancing Oman's capacity to move forward in the fields of artificial intelligence and advanced digital technologies.

In this context, a cooperation agreement was signed with the World Economic Forum to establish the Fourth Industrial Revolution Center. This center is the sixth of its kind in the Middle East and the twenty-second globally. The achievements in the communications and information technology sector would not have been possible without the availability of strong network infrastructure, which remains under the supervision of the Ministry. During the year 2024, a total of 101,595 fiber optic connections were completed, resulting in a fiber network coverage rate of 61 percent of residential units.

Within the Omani space sector, several satellites were

launched from the Sultanate, including OL-1, Aman-1, and most recently Duqm-1, which is considered the first scientific space rocket. In addition, three ground stations were established, thereby securing for Oman a prominent standing in the regional space industry.

In conclusion, the achievements realized throughout the year stand as a testament to the spirit of collaboration and unified effort. They represent a source of national pride and serve as a strong impetus for the Ministry to continue advancing its strategic objectives and enhancing performance in alignment with Oman Vision 2040.

Our unwavering commitment remains centered on the pursuit of excellence and innovation, and on driving continuous improvement in line with national priorities. This journey is guided by the wise leadership of His Majesty Sultan Haitham bin Tarik, may Allah protect and preserve him, whose forward-looking vision continues to steer the Sultanate on a path of sustained progress and prosperity.



Vision

A seamless and integrated system for transport, communications, and information technology that empowers economic diversification, fosters innovation, and enhances societal well-being.



Mission

To deliver a secure, advanced, and fully integrated infrastructure for transport, communications, and information technology that aligns with urban and economic development, anticipates future needs, supports sustainability, and contributes to the realization of Oman Vision 2040.



Core Values

Trust

Efficiency

Innovation

Transparency



Objectives

- An enabling infrastructure that keeps pace with emerging developments and changes.
- Empowered sectors that support the economy, along with a business-friendly environment that contributes to achieving economic diversification.
- An effective system for developing national competencies in line with labor market requirements.
- A flexible regulatory environment and legislation to ensure effective sector governance.
- Positioning the logistics sector as the second-largest contributor to GDP by 2040.

Alignment with Oman Vision 2040



The Ministry's current strategy is anchored in five key priorities out of the twelve identified in Oman Vision 2040. These priorities include:



Key Achievements



2 billion OMR

in cumulative investments in the transport and logistics sector between 2021 and 2024.

45

globally in the Government Artificial Intelligence Readiness Index



Successfully launched the scientific space rocket «Duqm-1» in collaboration with ETLAAQ, a subsidiary of the National Aerospace Services Company (NASCOM).

4

worldwide in the Aviation Occurrence and Accident Investigation Index.

35

globally among countries with the largest maritime fleets in terms of tonnage and carrying capacity.

13

globally in the Road Quality Index.



Salalah Port

ranked second globally in the Container Port Performance Index (2023)



“Tier One”

global classification among the most cyber-ready countries

43

globally in the Logistics Performance Index.

First-time

implementation of micro-surfacing technology for road surface treatment

Key Achievements



50

globally in the Network Readiness Index



41

globally in the E-Government Development Index

1st

in international express mail service for the second consecutive year, and 2nd in customer experience category

Transport and Logistics Sector



Road Construction and Maintenance Projects

**48
kilometers**

Total of roads were completed and opened to traffic

**16,357
kilometers**

Total of asphalt roads were implemented under the supervision of the Ministry

Adoption of modern technologies in the construction of asphalt and unpaved roads

Pilot application of micro-surfacing technology on a section of the Bidbid-Nizwa dual carriageway, which is expected to reduce road maintenance costs by 50% compared to current expenses

Use of rubber-modified asphalt technology on the Al-Khaboura road link to enhance flexibility and resistance to cracking, wear, and heat in the asphalt layer, thereby extending road lifespan and reducing maintenance costs



Projects Opened to Traffic

The main road of the project to add the third and fourth lanes on the Rusayl-Bidbid Road, Part One (from Rusayl Bridge to Bidbid Interchange), with a length of 27 kilometers

The new section of the dualization of Al-Kamil wa Al-Wafi – Sur Road, from the Najd area in the Wilayat of Al-Kamil wa Al-Wafi to the Tahwa area in the Wilayat of Al-Kamil wa Al-Wafi, with a length of 7 kilometers, as part of the project to complete the remaining works on Sultan Turki bin Said Road (Ash Sharqiyah Expressway).

Road links of Khazaen Economic City, connecting the city to Al Batinah Road, with a length of approximately 7 kilometers

Dualization of the Shinas Road link, with a length of 7.3 kilometers

Dualization of the Al-Khaboura Road link, extending from the Al Batinah Expressway Interchange to the Al-Khaboura Roundabout on Al Batinah Highway, with a length of 15 kilometers

More than 90% completion was achieved in the projects for the design, implementation, and rehabilitation of infrastructure in areas affected by weather conditions, totaling seven projects, with the completed sections opened to traffic

Land Transport



+ 800,000

transactions completed through the "Naql" platform

213,230

new issuances and licenses, including:

1,859

permits for taxi plate registration approval

52

registrations for new women's taxis

257

permits for exceptional load transport

9

licenses for smart application services

180,719

total operational card licenses

16,758

permits for exceptional load transport from outside the Sultanate

12,791

land transport vehicle licenses

9,484

licenses for land transport activities

Ports and Maritime Affairs

Signing of the regulatory bylaw for ship and port security, issued under Ministerial Decision No. (423 / 2024).

Signing of the agreement for the management, operation, and development of Al Suwaiq Port.

Signing of the framework agreement for the management, operation, and development of Sultan Qaboos Port.



Operational Data of the Maritime Sector



703

seafarer certificates issued, marking a 29% increase compared to the previous year



766

ships and marine units registered under the Omani flag



384

navigation permits issued to foreign vessels operating in Omani territorial waters



18

Port Facility Security Compliance Certificates renewed



2,276

ships and marine units renewed



1,072

maritime activity licenses issued



Operational Performance of Omani Ports



12,352

Vessel



4,245,645

Twenty-foot Equivalent Unit (TEU)



137,665,893

Cargo Volume (in tons)



114

Cruise Ship



416,387

Tourist



91,374

Vehicle



4,094,126

Head of Livestock





Sultan Qaboos Port



878

Vessel



1,114,408

Cargo Volume (in tons)



335,789

Tourist



61,561

Head of Livestock



Sohar Port



3,243

Vessel



942,052

Twenty-foot Equivalent Unit (TEU)



75,338,688

Cargo Volume (in tons)



90,699

Vehicle



Salalah Port



2,593

Vessel



3,794,116

Twenty-foot Equivalent Unit
(TEU)



22,633,516

Cargo Volume (in tons)



839

Tourist



1,703,384

Head of Livestock



Shinas Port



335,789

Head of Livestock



1,114,408

Cargo Volume (in tons)



878

Vessel



Khasab Port



2,337

Vessel



122,018

Cargo Volume (in tons)



675

Vehicle



79,759

Tourist



2,232,682

Head of Livestock



Al Suwaiq Port



1,074

Vessel



749,856

Cargo Volume (in tons)



9,923

Head of Livestock



Duqm Port



1,204

Vessel



21,149,764

Cargo Volume (in tons)



Liquid bulk cargo recorded an increase of 169.2%, while dry bulk and general cargo rose by 86.2% and 81.6%, respectively



Operational Activity of the National Ferries Company



4,893

Registered Trip



317,936

Passenger



80,153

Vehicle

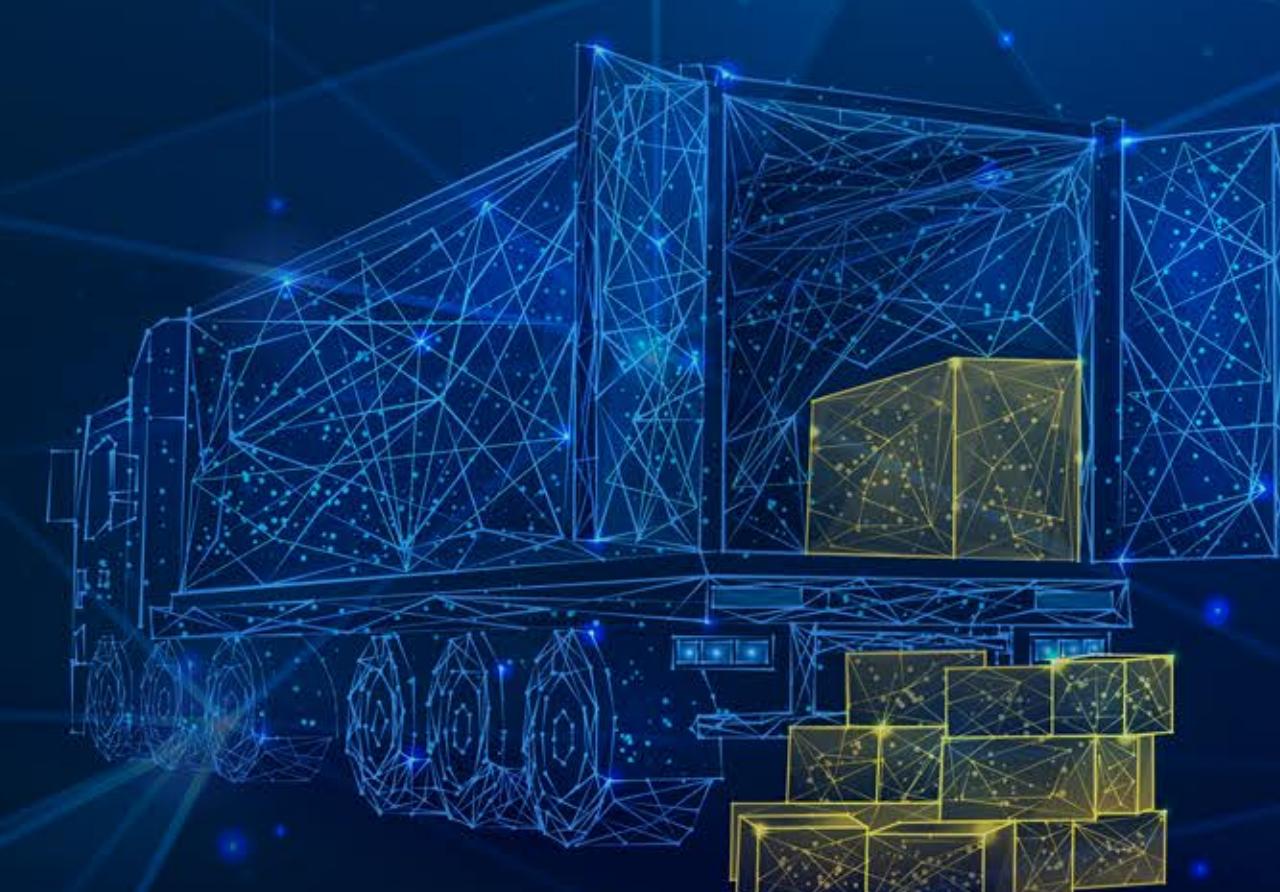
Logistics Sector



Regulation



Issuance of the Unified Guideline for Warehouse Standards and Requirements in the Sultanate of Oman



272,527

trucks entered Sohar Port using the blockchain transport document

443,045

trucks included in the pilot project

Implementation of the pilot project for the electronic transport document using blockchain technology at Sohar Industrial Port



Approval to activate a number of integrated inspection and clearance stations (Ghudfan Station and Suq Salal Central Fruit and Vegetable Market Station), in accordance with the standards for establishing and operating integrated logistics inspection and clearance stations, issued under Ministerial Decision No. (264 / 2023)

Employment in the Transport and Logistics Sector

1,176

total employment opportunities generated through various initiatives across the transport and logistics sector, including:

22

Omanis
employed in the port sector

52

registrations under the
“Women’s Taxi” initiative

124

individuals enrolled in a training
program linked to employment in the
maritime sector

333

Omanis employed in specialized
technical positions within companies
executing road projects

Carbon Neutrality (Net-Zero Emissions)



Ministry-led initiatives and projects in carbon neutrality, implemented through partnerships with the private sector



Using biofuel in public transport (buses)



Defining the operational lifespan of land transport vehicles



Reducing emissions through the implementation of smart systems

The second Green Mobility Initiative held in Salalah in September 2024



Conducting a feasibility study to establish a regional center for supplying ships with alternative fuels (clean energy)

+ 1,500

registered electric vehicles

+ 150

electric chargers installed along main roads

Transport Safety

Oman's Ranking in the International Community

6

incidents investigated

529

registered incidents

Ranked 1st in the Middle East and North Africa in the Aircraft Accident Victims and Families Assistance Index

Ranked 2nd globally in the Aviation Occurrence and Accident Investigation Index

Ranked 4th in the Aviation Occurrence and Accident Investigation Index

Communications and Information Technology Sector



National Digital Economy Program

Progress in Digital Economy Indicators



41

globally in the E-Government Development Index



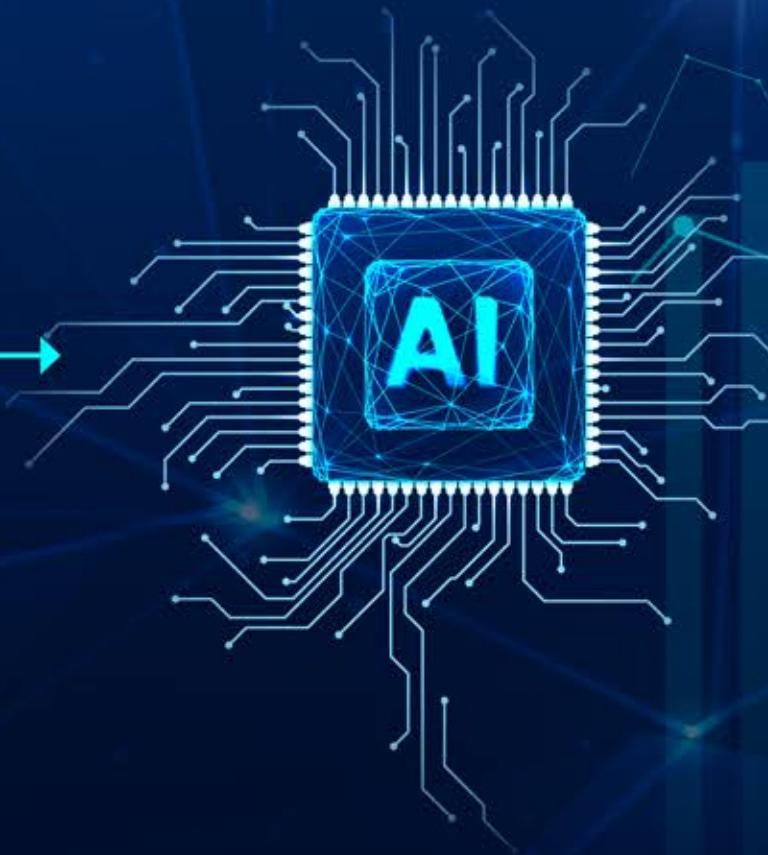
Tier One

in the Global Cybersecurity Index



45

globally in the Government AI Readiness Index



50

globally in the Network Readiness Index



Government Digital Transformation



27,000,000

government transactions completed digitally through 48 government entities

+ 26

small and medium enterprises collaborated with to implement government digital transformation projects

1.4 billion

data records exchanged via the Government Integration Platform since its launch in 2017 until 2024

77 %

average satisfaction rate among beneficiaries of digital services provided by 48 ministries and government entities



520,000,000

total data records exchanged through the Government Integration Platform

267

fully automated government services delivered without human intervention



Digitization of Government Services

1,700

services digitized between 2021 and 2024

355

services digitized

67 %

digitization rate of priority services

Simplification of Government Procedures

2,860

services with procedures simplified between 2021 and 2024

481

services streamlined

93 %

simplification rate of government service procedures

Cybersecurity Industry Program



- 37,000,000 digital transactions completed using mobile ID and the national ID card electronic authentication
- Launch of the first Hadatha Center for cybersecurity industry at the University of Technology and Applied Sciences (Muscat)
- Organization of the first Gulf Hackathon for the cybersecurity industry
- Hosting of the Regional Cybersecurity Week
- Hadatha Cybersecurity Industry Award, with categories for: private companies, non-profit organizations, startups and SMEs, and government institutions



Introduction of investment opportunities in the field of cybersecurity

Cybersecurity insurance

Cybersecurity and firewall manufacturing facility

Data recovery and electronic device lab, including safe disposal services

National Space Executive Program

Launch of the first satellite

registered under the name of the Sultanate of Oman with the International Telecommunication Union (ITU), by Oman Lens

First experimental launch of space rockets ("Duqm-1") in collaboration with the National Aerospace Services Company (NASCOM)

18

local companies operating in the space sector

3

newly established ground stations owned by Omani companies

8

training courses conducted to build national capacities in the sector

National Executive Program for the Digital Industry

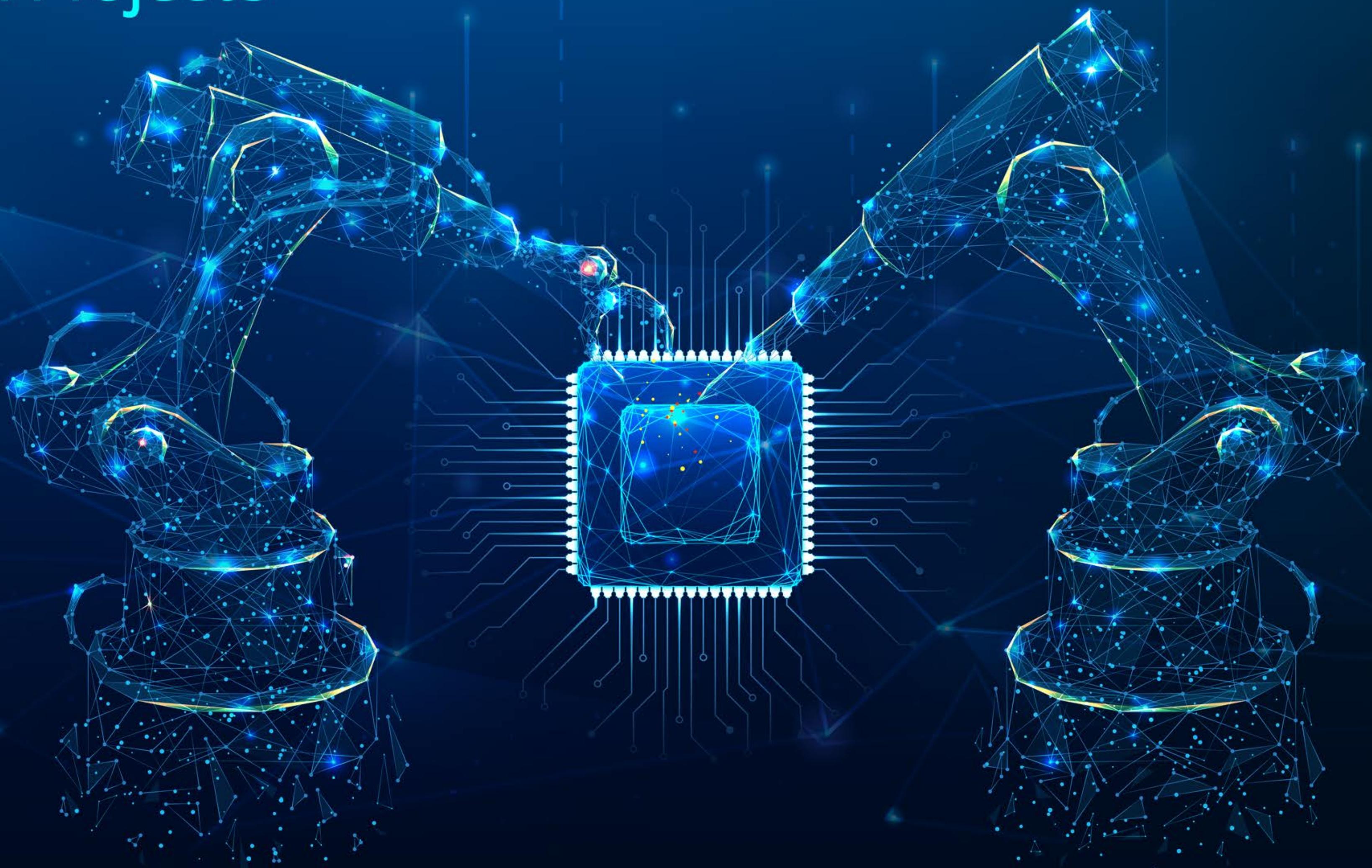
Key Initiatives and Projects

Oman-1 and Oman-2

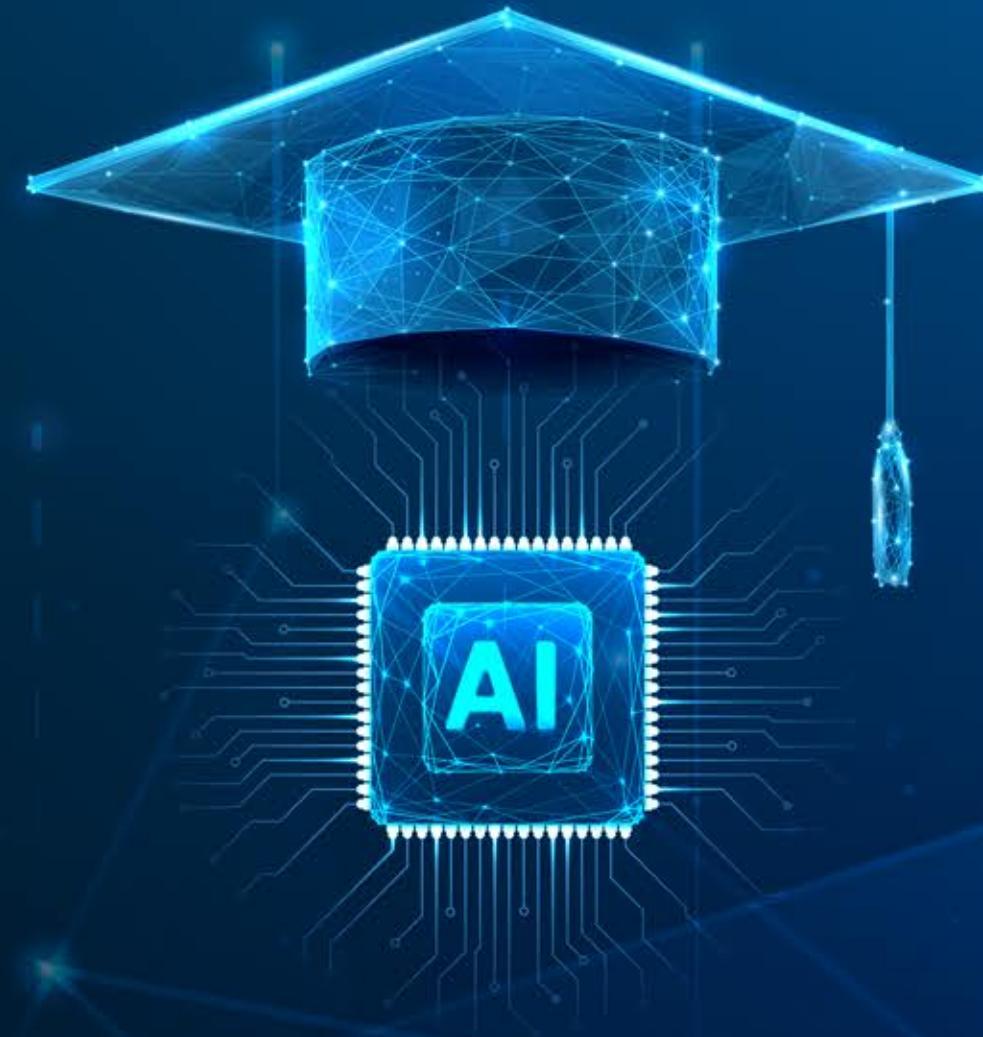
the first locally designed integrated silicon chips



Signing of a Memorandum of Understanding to develop advanced Artificial Intelligence semiconductor chips in Salalah Free Zone, in partnership and collaboration with a group of regional and international investment funds



Makeen - The National Initiative for Digital Skills Development



+ 20,000

registered participants in
Makeen programs

+860

micro-technical
certificates obtained

60

professional certifications
awarded

+ 12,500

participants in technical
tracks

+ 4,500

scientific projects
completed by trainees

8,240

beneficiaries of Makeen
programs

116

programs implemented

62%

employment rate
among bootcamp track
graduates



Numo Program for Tech Startups

Companies

75

tech startups benefited from the program

31

tech startups classified as leading companies

21

companies in the early growth stage

10

companies in the accelerated growth stage

Services and Support

97

companies benefited from business development services

98

specialized advisory sessions and technical workshops

Promotional Support

10

companies promoted through Mubasher's digital display screens

9

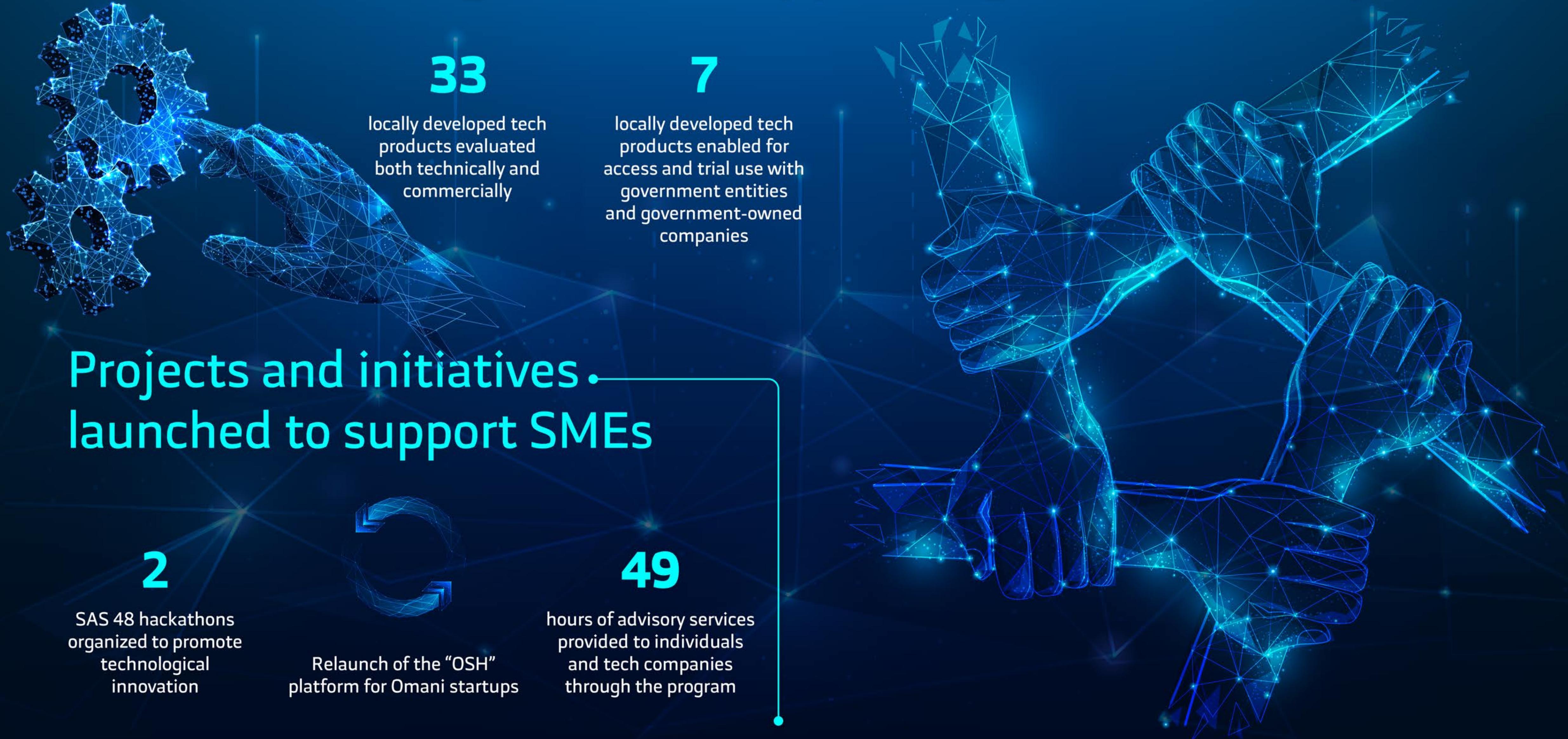
companies promoted via Mwasalat buses

37

companies promoted through social media platforms

Mubasher is a specialized company providing technology solutions across various sectors, including digital marketing, digital display advertising, and more.

Jadara Program for Supporting Tech Startups



Executive Program for Artificial Intelligence and Advanced Digital Technologies

- Launch of the National Program for Artificial Intelligence and Advanced Digital Technologies
- Signing of a cooperation agreement with the World Economic Forum to establish a Center for the Fourth Industrial Revolution – the sixth of its kind in the Middle East and the twenty-second globally.
- Defining the scope of work for the development of Oman GPT, a national AI-powered language model
- Launching a public tender for an AI Studio to develop and enhance local applications and innovations
- Development of the National Open Government Data Portal
- Launch of the ICSO Research Chair in collaboration with the Islamic World Educational, Scientific and Cultural Organization and the University of Technology and Applied Sciences.
- Launch of the “Engineer It with AI” competition to encourage innovation and entrepreneurship, which resulted in eight applications being published on app stores.



Policies and Governance

- Issuance of the Personal Data Protection Policy
- Issuance of regulatory frameworks and guiding manuals for the telecommunications and information technology sector

- National Data Governance and Management Framework
- Security Guidelines for the Use of Social Media Platforms
- Guideline for Digital Participation in the Government Sector
- Guideline for Designing Digital User Experience in the Government Sector
- Cybersecurity Industry Guideline





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