



Digital Participation Policy for the Administrative Units of the State Apparatus

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Ministry of Transport, Communications and Information Technology	Digital Participation Policy	Version 1	Issuance Date February 2024	Page 1
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Ministry of Transport, Communications and Information Technology	Digital Participation Policy	Version 1	Issuance Date February 2024	Page 2
--	------------------------------	--------------	--------------------------------	-----------



Table of Contents

1. Introduction	4
2. Definitions and Terms:	4
3. Objectives	5
4. Purpose.....	5
5. Scope of Implementation	5
6. Policy Statements	5
7. Policy Management.....	7
8. Policy Compliance	7
9. Relevant Publications:	7

Ministry of Transport, Communications and Information Technology	Digital Participation Policy	Version 1	Issuance Date February 2024	Page 3
--	------------------------------	--------------	--------------------------------	-----------



1. Introduction

This policy aims to establish a culture and practices of digital participation within the administrative units of the state apparatus, enabling beneficiaries to participate in decision-making, express opinions on policy development, legislative projects, regulations, and improve government services through digital channels affiliated with these units.

2. Definitions and Terms:

Ministry: Ministry of Transport, Communications and Information Technology.

Units of the State's Administrative Apparatus: Defined according to Royal Decree No. 75/2020 regarding the State's Administrative Apparatus.

Beneficiary : All segments of society who contribute to public participation, including citizens, residents, and visitors to the Sultanate, as well as non-governmental organizations, civil society organizations, and governmental and private entities operating in the Sultanate.

Digital Channels: Any digital communication medium for displaying information or providing digital products and services to beneficiaries, such as websites, digital portals, smart device applications, email, self-service kiosks, call center services, social media platforms, or chatbots. Services may be provided across all channels or selectively on some of these channels.

Open Data: It refers to a collection of data provided to beneficiaries through the government unit's website in a manner that allows for its use and reuse for any commercial or non-commercial purpose.

Digital Participation: It's an approach to enhance community engagement and transparent collaboration between the administrative units of the state apparatus and beneficiaries in decision-making by leveraging information and communication technologies.

Ministry of Transport, Communications and Information Technology	Digital Participation Policy	Version 1	Issuance Date February 2024	Page 4
--	------------------------------	--------------	--------------------------------	-----------



3. Objectives

- Enhancing the role of beneficiaries for more interaction and participation in the governmental decision-making process by considering their opinions and ideas to improve the quality of services, systems projects, regulations, and the like.
- Promoting the principle of transparency by presenting and sharing outcomes and clarifying the extent to which the aspirations and needs of beneficiaries influence decisions made regarding public services and policies.
- Providing a variety of digital participation channels and facilitating their utilization by offering direct links to them and providing comprehensive descriptions for each.
- Empowering units to interact effectively with beneficiaries and increasing the utilization of digital government services.

4. Purpose

This policy aims to establish governance controls for digital participation within the administrative units of the state apparatus.

5. Scope of Implementation

Administrative units of the state apparatus, excluding military and security agencies.

6. Policy Statements

In order to achieve the objectives of this policy, the administrative units of the state apparatus commit to the following:

- Adopting digital participation as a strategic tool to enhance communication and promote involvement in governmental decision-making processes.
- Making government open data available through its website or digital channels in accordance with the Open Data Policy issued by the Ministry.

Ministry of Transport, Communications and Information Technology	Digital Participation Policy	Version 1	Issuance Date February 2024	Page 5
--	------------------------------	--------------	--------------------------------	-----------



- Providing opportunities for effective and equitable participation for beneficiaries, especially in matters related to public services.
- Providing digital channels for communication and interaction with the unit, including, but not limited to, email, websites, digital portals, and social media platforms.
- Protecting the privacy of the beneficiary and personal data, and preserving them in accordance with the legislation, policies, and standards issued by the Ministry.
- Assigning the responsibility for managing digital participation and interaction to one of the administrative divisions within the unit.
- Utilizing all available means to enable people with disabilities and the elderly to participate, based on the National Digital Accessibility Policy issued by the Ministry.
- Monitoring and evaluating digital participation, analyzing the results achieved, and publishing them on the unit's digital channels.
- Establishing a digital participation page on the homepage of the unit's website in both Arabic and English within (12) months of adopting this policy, including at least:
 - A brief description of the unit's objectives for digital participation.
 - The scope and areas of digital participation, providing accurate definitions for each type of participation.
 - Clarifying the target audience and stakeholders of digital participation.
 - Identifying the tools and digital channels used for participation, ensuring their availability and accessibility.
 - Explaining how to submit participation and the procedures followed.
 - Defining and activating the mechanism for interacting with and handling submissions transparently, effectively, and within the framework of applicable laws and regulations.
 - Clarifying the acceptable behavior rules when participating, such as not inciting violence, discrimination, or insulting others, and specifying the consequences of violating these rules.

Ministry of Transport, Communications and Information Technology	Digital Participation Policy	Version 1	Issuance Date February 2024	Page 6
--	------------------------------	--------------	--------------------------------	-----------



- Clarifying the privacy and digital security policies, which outline what to do in case of privacy or digital security breaches, as well as the permissible usage requirements for data and information shared online.

7. Policy Management

1. This policy is owned by the Ministry of Transport, Communications and Information Technology and will be subject to revision whenever necessary.
2. This policy shall be adopted as the date of its approval and circulation by the Ministry of Transport, Communications and Information Technology.

8. Policy Compliance

1. The Ministry of Transport, Communications and Information Technology is responsible of monitoring the compliance of the State's Administrative Apparatus units to the policy, and presenting the results of compliance and commitment to the Council of Ministers.

9. Relevant Publications:

- Open Government Data Policy – Ministry of Transport, Communications and Information Technology (2020).
- National Digital Accessibility Policy - Ministry of Transport, Communications and Information Technology (2022).

Ministry of Transport, Communications and Information Technology	Digital Participation Policy	Version 1	Issuance Date February 2024	Page 7
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