

# Citizen Charter

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Information Technology Authority - ITA  
June 2014



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## 1. Definitions

Except as otherwise specifically provided or indicated by the context of this charter:

- a. "Charter" means this charter, as amended from time to time;
- b. "ITA" means the Information Technology Authority;
- c. "Printed" and "printing" include reproductions by printing, engraving, stencil duplication, lithographing, or any similar method;

## 2. About the Organization

Information Technology Authority (ITA) is set up by the Royal Decree 52/2006 promulgated on the 31st May 2006. This autonomous legal body affiliated to the Minister of National Economy.

ITA is responsible for implementing national IT infrastructure projects and supervising all projects related to implementation of the Digital Oman Strategy while providing professional leadership to various other e-Governance initiatives of the Sultanate.

ITA serves as a competency center on best practices in e-Governance and in harnessing Information and Communication Technologies (ICT), thereby offering efficient and timely services, integrating processes and improving efficiency in service delivery.

ITA undertakes several projects to increase technology penetration and empower its people with required digital literacy and higher levels of competence through training and innovation centers.

## 3. Vision

ITA works with a vision to transform the Sultanate of Oman into a sustainable Knowledge Society by leveraging Information and Communication Technologies to enhance government services, enrich businesses and empower individuals.

## 4. Mission

Information Technology Authority (ITA) is pioneering the implementation of eOman. eOman comprises of a wide range of initiatives and services that are designed and created to improve the efficiency of government services, enhance the activities of businesses and empower individuals with skills and knowledge, to meet society's needs and expectations and to direct Oman towards becoming a sustainable Knowledge-based Economy.

## 5. We believe in

The information Society is characterized by the profound impact of information and communication technologies (ICTs) across the socio economic, political and culture areas of society. Limitless amount of information are disseminated through ICTs worldwide and those who have no access to these technologies are left at a disadvantage, being unable to participate and share fully in the benefits of the information society. Access to ICTs is seen as an essential factor for the development and the improvement of the well-being of society.

A vital component of the vision for Oman's Economy - 'Oman 2020', is to the creation of a knowledge-based economy with a focus on developing Oman's ICT sector with an aim to activate the economic diversification plan.

As a major step forward in the country's ambitious plans to introduce E-government and create a 'digital society' the national IT strategy was devised and ITA is the apex body vested with this responsibility to implement this strategy.

ITA was formed as a legal autonomous body affiliated to the Minister of National Economy for this purpose through the Royal Decree 52/2006. As set in the Royal Decree, the Information Technology Authority aims at consolidation and activation of government policies to transform the Sultanate into a knowledge-based economy for achievement of social and economical benefits to the Omani society by using this technology "within" the policies of economic diversification and sustained development.

With this ambitious vision we set forward with our mission, and take the opportunity to connect and communicate with you online through this website. We encourage your interactions with us on matters of mutual interest and together let us nourish the Sultanate in harnessing Information and Communication Technologies (ICT) for overall progress of the nation.

**Dr. Salim Sultan Al Ruzaiqi**

**Chief Executive Officer, ITA**

## 6. Roles & responsibilities

Roles and responsibilities of the various stakeholders. (department officials, users, third party vendors, other stakeholders)

<b>Role</b>	<b>Responsibility</b>
ITA IT Team	Maintain the portal and provide technical support
ITA Information and Awareness Media staff	Respond to customers feedback, complains and inquiries through the web and email
Call Centre	Provide customer support through phone calls

## 7. Service Standards

<b>S.No.</b>	<b>Name of Service</b>	<b>Service Level</b>	<b>Responsibility</b>
1.	Online Donation	24/7/7	ITA IT Team

## 8. Processes

### ***Process Description:***

This online portal is a one-stop-shop assisting the collecting charity funds for the less privileged people and the people with special needs. The portal makes it easy for Omani citizens and residents to donate with a single click from anywhere and at their suitable time without a need to travel to any of the charity organizations.

The portal can be effectively used by Omani Citizens / Residents who have account in Omani banks will be able to make Donation online.

This online Donations Portal is attempting to gain access to the largest groups of communities possible via the Internet, in an effort to promote a culture of volunteerism; a message that humanity must believe is important.

The current target group includes any person holds a bank account issued from Sultanate of Oman.

No staff is required to be involved, as it's fully transactional electronic service provided to the public.

### ***Process Steps:***

- 1) Go to: [www.Donate.om](http://www.Donate.om)
- 2) Select the charity that you would like to donate for and its related program such as Sadaqa, family care or student care, etc...
- 3) Click "Donate Now" button
- 4) Fill the donation form including the amount of donation "1-999 OMR", Credit Card details, and your personal information including your name, email, and contact number. *Noting that payments are only acceptable from local Omani accounts - donors must have a card issued from a local Omani bank.*
- 5) Review your payment details, then confirm your donation by clicking on "Donation Now"
- 6) Upon successful donation, a confirmation message will appear and e-mail notification will be sent to your e-mail confirming your donation.
- 7) Check your email for the donation payment confirmation message.

## 9. For better services, we expect our users to

The portal visitor is expected to understand the terms of use of the service, and follow the how-to use the service guide step by step as described previously in this document.

## 10. Rights of the users

Our privacy policy explains How we collect information about you, How we use cookies, How we protect and store personal information, How we use the personal information we collect, and How we share personal information with other parties. Please refer to our privacy policy published in our portal [www.Donate.om](http://www.Donate.om)

## **11. Complaints & Grievances**

Users can submit complains through our portal using the feedback and complains form. <http://www.donate.om/DonationsPortal/your/Form.aspx>