



سُلْطَنَة عُمان  
وَزَارَة الْيَوْمِ الْعَمَلَة  
Sultanate of Oman  
Ministry of Manpower

# eSERVICES CATALOGUE



Hotline : 80077000  
Website : [www.manpower.gov.om](http://www.manpower.gov.om)

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## Table of Contents

1. Introduction.....	5
2. Ministry Of Education Web Service .....	6
3. Online Student Registration System .....	7
4. Ministry Of Foreign Affairs.....	9
5. Renewal of Labour card @ SANAD Service Centers .....	10
6. Database Link with Royal Court Affairs .....	11
7. Database Link with PASI .....	12
8. Database Link with Muscat Municipality .....	13
9. Database Link with MOCS .....	14
10. Database Link with Ministry of Finance .....	15
11. Database Link with Tender Board .....	16
12. Database Link with Taxation (Muscat) .....	17
13. Database Link with Directorate General of Passport & Residence .....	18
14. Database Link with Ministry of Social Development .....	19
15. Expatriate Employee Data Modification .....	20
16. Ministry of Defense eService .....	21
17. Sponsor Services in MOMP Portal .....	22
18. Jobseeker Services in MOMP Portal .....	23

## Introduction

Ministry of Manpower provides services in building up an integrated labor market informational system and preparing the national labor force register with the aim of developing human resources in the country and ensuring the optimum utilization of them.

A Service Catalogue as defined by the Information Technology Infrastructure Library (ITIL) Service Delivery is a list of services that an organization provides, often to its employees or customers. The Service Catalogue provides the ability to contain critical information in a central repository accessible by both the IT department and the Business. The information contained within the Service Catalogue relates to all Services provided by the IT department to the Business. The Service Catalogue is generic and can be applied across all platforms, environments or geographical locations of any organization.

Each service within the catalog includes:

- A description of the service
- Benefits of the services
- Service procedures
- Service targets
- Business user

<b>Service Code :</b>	<b>MOMP001 Ministry Of Education Web Service</b>
<b>Business Users</b>	
Ministry of Education	
<b>Service Description</b>	
Ministry of Education uses this web service for recruiting Omani staff.	
<b>Service Benefits</b>	
<ul style="list-style-type: none"> <li>○ Ease the process of recruiting staff.</li> <li>○ No red-tape in getting candidate data from MOMP.</li> <li>○ Easily access all necessary details regarding candidates.</li> <li>○ Instant access to data.</li> </ul>	
<b>Service Features</b>	
<ul style="list-style-type: none"> <li>○ Easy to use interface for end-user.</li> <li>○ Categorized report for clear &amp; easy understanding of data.</li> <li>○ Web service accessible by any programming language and operating systems.</li> </ul>	
<b>Service Level</b>	
MOMP provides the web service. MOE manages the front-end user interface and how the report is viewed.	
<b>Service Procedures</b>	
<ul style="list-style-type: none"> <li>○ Enter a valid NMR Number and Civil ID Number.</li> <li>○ Submit the form.</li> <li>○ All necessary details about the requested candidate are shown as a report.</li> </ul>	
<b>User Responsibilities</b>	
<ul style="list-style-type: none"> <li>○ All users are required to comply with the end user security and acceptable usage policies.</li> <li>○ Make sure that Civil ID and NMR Number entered are valid.</li> </ul>	
<b>Service Targets</b>	
<ul style="list-style-type: none"> <li>○ Web service is provided as part of agreement between MOMP and MOE.</li> <li>○ Web service must be available 99% during the week days from 7:30am to 2:30pm</li> </ul>	
<b>Service Status</b>	
Service is available online.	

<b>Service Code :</b>	<b>MOMP002 Online Student Registration System</b>
<b>Business Users</b>	
Technical College Students	
<b>Service Description</b>	
This service helps the student to register timetable for his / her courses which was selected by the student and approved by their advisor.	
<b>Service Benefits</b>	
<ul style="list-style-type: none"> <li>○ Ease the registration process for the student.</li> <li>○ No paper work required.</li> <li>○ Multiple users can access the system at the same time, which reduces the time.</li> <li>○ Students can register at their convenience from home or any other location where internet facility is available.</li> </ul>	
<b>Service Features</b>	
<ul style="list-style-type: none"> <li>○ Easy to use interface</li> <li>○ Timetable registration Screen is enabled only during the time allocated by colleges.</li> <li>○ Easily understandable reports</li> <li>○ Providing various reports to students for:- <ul style="list-style-type: none"> <li>○ The Courses Advised to them.</li> <li>○ Their Timetable.</li> <li>○ Semester transcript.</li> <li>○ Students have the option to change their passwords</li> <li>○</li> </ul> </li> </ul>	
<b>Service Level</b>	
MOMP provides & maintains the Online Student Registration System. College advises date for online registration.	
<b>Service Procedures</b>	
<ul style="list-style-type: none"> <li>○ Online registration plan is made by the colleges and informs the MOMP IT Staff who manages the system.</li> <li>○ Online Registration page is made active for the prescribed dates.</li> <li>○ Students logs on to the system during registration time and can register their timetable.</li> <li>○ All courses available for the student will be displayed.</li> <li>○ All the subjects necessary for the particular course selected will be displayed.</li> <li>○ The students have to select the subject and time that they want.</li> <li>○ Students can check all the reports any time they wish.</li> </ul>	
<b>User Responsibilities</b>	
<ul style="list-style-type: none"> <li>○ All students are required to comply with the end user security and acceptable usage policies.</li> <li>○ Make sure that seat number and password entered are valid.</li> </ul>	

**Service Targets**

- Timetable registration is active during the registration time only while other details like timetable reports are active all time.
- Web server must be able to control the huge traffic during the registration time.

**Service Status**

Service is available online. Online Registrations were successfully carried out.

<b>Service Code :</b>	<b>MOMP003 Ministry Of Foreign Affairs</b>
<b>Business Users</b>	
Ministry of Foreign Affairs	
<b>Service Description</b>	
Ministry of Foreign Affairs uses this service for recruiting Omani staff.	
<b>Service Benefits</b>	
<ul style="list-style-type: none"> <li>○ Ease the process of recruiting staff.</li> <li>○ No red-tape in getting data from MOMP.</li> <li>○ Easily access all necessary details regarding candidates.</li> <li>○ Easy to assess candidates without any paper work.</li> <li>○ Instant access to data.</li> </ul>	
<b>Service Features</b>	
<ul style="list-style-type: none"> <li>○ Easy to use interface for end-user.</li> <li>○ Categorized report for clear &amp; easy understanding of data.</li> </ul>	
<b>Service Level</b>	
MOMP provides the service. MOFA is given password protected access to the service.	
<b>Service Procedures</b>	
<ul style="list-style-type: none"> <li>○ Enter a valid NMR Number and Civil ID Number.</li> <li>○ Submit the form.</li> <li>○ All necessary details about the requested candidate are shown as a report.</li> </ul>	
<b>User Responsibilities</b>	
<ul style="list-style-type: none"> <li>○ All users are required to comply with the end user security and acceptable usage policies.</li> <li>○ Make sure that Civil ID and NMR Number entered are valid.</li> </ul>	
<b>Service Targets</b>	
<ul style="list-style-type: none"> <li>○ This service is provided as part of agreement between MOMP and MOFA.</li> <li>○ This service must be available 99% during the week days from 7:30am to 2:30pm</li> </ul>	
<b>Service Status</b>	
Service is available online.	

<b>Service Code :</b>	<b>MOMP04 Renewal of labour card @ SANAD Service Centers</b>
<b>Business Users</b>	
SANAD Services Centers	
<b>Service Description</b>	
Any expat employed in Oman can renew their labour permit from any of the SANAD Service Centers.	
<b>Service Benefits</b>	
<ul style="list-style-type: none"> <li>○ No need to visit Labour Office for renewal of labour permits.</li> <li>○ SANAD Service Centers are spread all over Oman, so it is easily accessible.</li> <li>○ SANAD Service Centers can easily log-on to the service using the access details provided by MOMP.</li> <li>○ Customers can pay for the service online.</li> </ul>	
<b>Service Features</b>	
<ul style="list-style-type: none"> <li>○ Easy to use interface for end-user.</li> <li>○ Easy to complete transaction including payment of fees and fines.</li> <li>○ Modified details are immediately saved to the MOMP database.</li> <li>○ SANAD offices can print filled forms confirming the completion of transaction, which are used by ROP for renewal of visas.</li> </ul>	
<b>Service Level</b>	
MOMP provides the service. SANAD Service Centers uses the service as per agreement with MOMP.	
<b>Service Procedures</b>	
<ul style="list-style-type: none"> <li>○ Login to the Service using username and password provided by MOMP.</li> <li>○ Enter a valid Civil ID Number and Passport Number.</li> <li>○ A report on all the details about the requested employee will be displayed. This report will show the labour permit expiry date, fees and fines (if any) to be collected for the renewal.</li> <li>○ On submitting the page, can go to the payment screen.</li> <li>○ After the payment is made, they can print the completed form.</li> </ul>	
<b>User Responsibilities</b>	
<ul style="list-style-type: none"> <li>○ All users are required to comply with the end user security and acceptable usage policies.</li> <li>○ Users must make sure that the access details provided by MOMP are kept secret.</li> <li>○ Make sure that Civil ID and Passport Number entered are valid.</li> </ul>	
<b>Service Targets</b>	
<ul style="list-style-type: none"> <li>○ SANAD Labour Permit Renewal Service is provided as part of agreement between MOMP and SANAD Service Centers.</li> <li>○ Service must be available 99% during all week days from 7:30am to 10:00pm</li> </ul>	
<b>Service Status</b>	
Service is available online.	

<b>Service Code :</b>	<b>MOMP005 Database Link with Royal Court Affairs</b>
<b>Business Users</b>	
Royal Court Affairs	
<b>Service Description</b>	
Database link with Royal Court Affairs is used for recruitment of Omani nationals.	
<b>Service Benefits</b>	
<ul style="list-style-type: none"> <li>○ Ease the process of recruiting staff.</li> <li>○ No red-tape in getting candidate data from MOMP.</li> <li>○ Easily access all necessary details regarding candidates.</li> <li>○ Instant access to data.</li> </ul>	
<b>Service Features</b>	
<ul style="list-style-type: none"> <li>○ Royal Court Affairs have access to view the provided data without modifying them.</li> <li>○ Categorized reports can be created for clear &amp; easy understanding of data.</li> </ul>	
<b>Service Level</b>	
<ul style="list-style-type: none"> <li>○ MOMP provides the database link to access the necessary fields from its national manpower database. Royal Court Affairs uses this database link service as per agreement with MOMP.</li> </ul>	
<b>Service Procedures</b>	
<ul style="list-style-type: none"> <li>○ MOMP creates the database link to give access to necessary fields from its national manpower database.</li> <li>○ Royal Court Affairs can have their own procedure for accessing the data.</li> </ul>	
<b>User Responsibilities</b>	
<ul style="list-style-type: none"> <li>○ All users are required to comply with the end user security and acceptable usage policies.</li> <li>○ Users must make sure that the access details provided by MOMP for the database link are kept secret.</li> </ul>	
<b>Service Targets</b>	
<ul style="list-style-type: none"> <li>○ This service is provided as part of agreement between MOMP and RCA.</li> <li>○ This service must be available 99% during the week days from 7:30am to 2:30pm</li> </ul>	
<b>Service Status</b>	
Service is available online.	

<b>Service Code :</b>	<b>MOMP006 Database Link with PASI</b>
<b>Business Users</b>	
Public Authority for Social Insurance (PASI)	
<b>Service Description</b>	
Database link with PASI is used for checking and updating the social security status.	
<b>Service Benefits</b>	
<ul style="list-style-type: none"> <li>○ Ease the process of updating the social security status.</li> <li>○ No red-tape in updating social security status in MOMP database.</li> <li>○ Instant access to data.</li> </ul>	
<b>Service Features</b>	
<ul style="list-style-type: none"> <li>○ PASI have access to view the provided data with modifying only social security status.</li> <li>○ Two way communication between MOMP and PASI.</li> </ul>	
<b>Service Level</b>	
<ul style="list-style-type: none"> <li>○ MOMP provides the database link to access the necessary fields from its national manpower database. PASI uses this database link service as per agreement with MOMP.</li> </ul>	
<b>Service Procedures</b>	
<ul style="list-style-type: none"> <li>○ MOMP creates the database link to give access to necessary fields from its national manpower database.</li> <li>○ PASI can have their own procedure for accessing the data.</li> </ul>	
<b>User Responsibilities</b>	
<ul style="list-style-type: none"> <li>○ All users are required to comply with the end user security and acceptable usage policies.</li> <li>○ Users must make sure that the access details provided by MOMP for the database link are kept secret.</li> </ul>	
<b>Service Targets</b>	
<ul style="list-style-type: none"> <li>○ This service is provided as part of agreement between MOMP and PASI.</li> <li>○ This service must be available 99% during the week days from 7:30am to 2:30pm</li> </ul>	
<b>Service Status</b>	
Service is available online.	

<b>Service Code :</b>	<b>MOMP007 Database Link with Muscat Municipality</b>
<b>Business Users</b>	
Muscat Municipality	
<b>Service Description</b>	
Database link with Muscat Municipality is used for recruitment of Omani nationals.	
<b>Service Benefits</b>	
<ul style="list-style-type: none"> <li>○ Ease the process of recruiting staff.</li> <li>○ No red-tape in getting candidate data from MOMP.</li> <li>○ Easily access all necessary details regarding candidates.</li> <li>○ Instant access to data.</li> </ul>	
<b>Service Features</b>	
<ul style="list-style-type: none"> <li>○ Muscat Municipality has access to view the provided data without modifying them.</li> <li>○ Categorized reports can be created for clear &amp; easy understanding of data.</li> </ul>	
<b>Service Level</b>	
<ul style="list-style-type: none"> <li>○ MOMP provides the database link to access the necessary fields from its national manpower database. Muscat Municipality uses this database link service as per agreement with MOMP.</li> </ul>	
<b>Service Procedures</b>	
<ul style="list-style-type: none"> <li>○ MOMP creates the database link to give access to necessary fields from its national manpower database.</li> <li>○ Muscat Municipality can have their own procedure for accessing the data.</li> </ul>	
<b>User Responsibilities</b>	
<ul style="list-style-type: none"> <li>○ All users are required to comply with the end user security and acceptable usage policies.</li> <li>○ Users must make sure that the access details provided by MOMP for the database link are kept secret.</li> </ul>	
<b>Service Targets</b>	
<ul style="list-style-type: none"> <li>○ This service is provided as part of agreement between MOMP and Muscat Municipality.</li> <li>○ This service must be available 99% during the week days from 7:30am to 2:30pm</li> </ul>	
<b>Service Status</b>	
Service is available online.	

<b>Service Code :</b>	<b>MOMP008 Database Link with MOCS</b>
<b>Business Users</b>	
Ministry of Civil Service (MOCS)	
<b>Service Description</b>	
Database link with MOCS is a two way exchange of data. MOCS is using MOMP data for recruitment of Omani nationals. MOMP is using MOCS data for citizens working in public sector.	
<b>Service Benefits</b>	
<ul style="list-style-type: none"> <li>○ Ease the process of recruiting staff.</li> <li>○ No red-tape in getting candidate data from MOMP.</li> <li>○ Easily access all necessary details regarding candidates.</li> <li>○ MOMP can update their national manpower database of people working in public sector.</li> <li>○ Instant access to data.</li> </ul>	
<b>Service Features</b>	
<ul style="list-style-type: none"> <li>○ MOCS has access to view the provided data about candidates without modifying them.</li> <li>○ Categorized reports can be created for clear &amp; easy understanding of data.</li> <li>○ MOMP can access MOCS database of people working in public sector.</li> </ul>	
<b>Service Level</b>	
<ul style="list-style-type: none"> <li>○ MOMP provides the database link to access the necessary fields from its national manpower database. MOCS uses this database link service as per agreement with MOMP. MOCS sends back the details about people working in public sector.</li> </ul>	
<b>Service Procedures</b>	
<ul style="list-style-type: none"> <li>○ MOMP creates the database link to give access to necessary fields from its national manpower database.</li> <li>○ MOCS can have their own procedure for accessing the data.</li> <li>○ MOCS pushes the data regarding the public sector employees to MOMP database.</li> </ul>	
<b>User Responsibilities</b>	
<ul style="list-style-type: none"> <li>○ All users are required to comply with the end user security and acceptable usage policies.</li> <li>○ Users must make sure that the access details provided by MOMP for the database link are kept secret.</li> </ul>	
<b>Service Targets</b>	
<ul style="list-style-type: none"> <li>○ This service is provided as part of agreement between MOMP and MOCS.</li> <li>○ This service must be available 99% during the week days from 7:30am to 2:30pm</li> </ul>	
<b>Service Status</b>	
Service is available online.	

<b>Service Code :</b>	<b>MOMP009 Database Link with MOF</b>
<b>Business Users</b>	
Ministry of Finance (MOF)	
<b>Service Description</b>	
Database link with MOF is used for paying salary for MOMP employees.	
<b>Service Benefits</b>	
<ul style="list-style-type: none"> <li>○ Ease the process of transferring data relating to employees with MOF.</li> <li>○ No red-tape in sending data from MOMP.</li> <li>○ Easily access all necessary details regarding employees for salary processing.</li> <li>○ Instant access to data.</li> </ul>	
<b>Service Features</b>	
<ul style="list-style-type: none"> <li>○ MOF has access to view the necessary data about MOMP employees without modifying them.</li> </ul>	
<b>Service Level</b>	
<ul style="list-style-type: none"> <li>○ MOMP provides the database link to access the necessary fields from its employees database. MOF uses this database link service as per agreement with MOMP.</li> </ul>	
<b>Service Procedures</b>	
<ul style="list-style-type: none"> <li>○ MOMP creates the database link to give access to necessary fields from its employee database.</li> <li>○ MOF can have their own procedure for accessing the data.</li> </ul>	
<b>User Responsibilities</b>	
<ul style="list-style-type: none"> <li>○ All users are required to comply with the end user security and acceptable usage policies.</li> <li>○ Users must make sure that the access details provided by MOMP for the database link are kept secret.</li> </ul>	
<b>Service Targets</b>	
<ul style="list-style-type: none"> <li>○ This service is provided as part of agreement between MOMP and MOF.</li> <li>○ This service must be available 99% during the week days from 7:30am to 2:30pm</li> </ul>	
<b>Service Status</b>	
Service is available online.	

<b>Service Code :</b>	<b>MOMP010 Database Link with Tender Board</b>
<b>Business Users</b>	
Tender Board	
<b>Service Description</b>	
Database link with Tender Board is used for checking Omanisation percentage to process tender documents submitted by companies.	
<b>Service Benefits</b>	
<ul style="list-style-type: none"> <li>○ Ease the process of getting Omanisation percentage.</li> <li>○ No red-tape in getting data from MOMP.</li> <li>○ Instant access to data.</li> </ul>	
<b>Service Features</b>	
<ul style="list-style-type: none"> <li>○ Tender Board has access to view the necessary data from MOMP without modifying them.</li> </ul>	
<b>Service Level</b>	
<ul style="list-style-type: none"> <li>○ MOMP provides the database link to give the Omanisation percentage for any company. Tender Board uses this database link service as per agreement with MOMP.</li> </ul>	
<b>Service Procedures</b>	
<ul style="list-style-type: none"> <li>○ MOMP creates the database link to give access to necessary fields from its database.</li> <li>○ Tender Board can have their own procedure for accessing the data.</li> </ul>	
<b>User Responsibilities</b>	
<ul style="list-style-type: none"> <li>○ All users are required to comply with the end user security and acceptable usage policies.</li> <li>○ Users must make sure that the access details provided by MOMP for the database link are kept secret.</li> </ul>	
<b>Service Targets</b>	
<ul style="list-style-type: none"> <li>○ This service is provided as part of agreement between MOMP and Tender Board.</li> <li>○ This service must be available 99% during the week days from 7:30am to 2:30pm</li> </ul>	
<b>Service Status</b>	
Service is available online.	

<b>Service Code :</b>	<b>MOMP011 Database Link with Taxation (Muscat)</b>
<b>Business Users</b>	
Taxation (Muscat)	
<b>Service Description</b>	
Database link with Taxation (Muscat) is used for checking Omanisation percentage.	
<b>Service Benefits</b>	
<ul style="list-style-type: none"> <li>○ Ease the process of getting Omanisation percentage.</li> <li>○ No red-tape in getting data from MOMP.</li> <li>○ Instant access to data.</li> </ul>	
<b>Service Features</b>	
<ul style="list-style-type: none"> <li>○ Taxation (Muscat) has access to view the necessary data from MOMP without modifying them.</li> </ul>	
<b>Service Level</b>	
<ul style="list-style-type: none"> <li>○ MOMP provides the database link to give the Omanisation percentage for any company. Taxation (Muscat) uses this database link service as per agreement with MOMP.</li> </ul>	
<b>Service Procedures</b>	
<ul style="list-style-type: none"> <li>○ MOMP creates the database link to give access to necessary fields from its database.</li> <li>○ Taxation (Muscat) can have their own procedure for accessing the data.</li> </ul>	
<b>User Responsibilities</b>	
<ul style="list-style-type: none"> <li>○ All users are required to comply with the end user security and acceptable usage policies.</li> <li>○ Users must make sure that the access details provided by MOMP for the database link are kept secret.</li> </ul>	
<b>Service Targets</b>	
<ul style="list-style-type: none"> <li>○ This service is provided as part of agreement between MOMP and Taxation (Muscat).</li> <li>○ This service must be available 99% during the week days from 7:30am to 2:30pm</li> </ul>	
<b>Service Status</b>	
Service is available online.	

<b>Service Code :</b>	<b>MOMP012 Database Link with Directorate General of Passport &amp; Residence</b>
<b>Business Users</b>	
Directorate General of Passport & Residence	
<b>Service Description</b>	
Database link with Directorate General of Passport & Residence is used for checking information relating to labour contracts and labour status.	
<b>Service Benefits</b>	
<ul style="list-style-type: none"> <li>○ Ease the process of getting labour status from MOMP.</li> <li>○ No red-tape in getting data from MOMP.</li> <li>○ Instant access to data.</li> </ul>	
<b>Service Features</b>	
<ul style="list-style-type: none"> <li>○ Directorate General of Passport &amp; Residence has access to view the necessary data from MOMP without modifying them.</li> </ul>	
<b>Service Level</b>	
<ul style="list-style-type: none"> <li>○ MOMP provides the database link to give the necessary information about residents. Directorate General of Passport &amp; Residence uses this database link service as per agreement with MOMP.</li> </ul>	
<b>Service Procedures</b>	
<ul style="list-style-type: none"> <li>○ MOMP creates the database link to give access to necessary fields from its database.</li> <li>○ Directorate General of Passport &amp; Residence can have their own procedure for accessing the data.</li> </ul>	
<b>User Responsibilities</b>	
<ul style="list-style-type: none"> <li>○ All users are required to comply with the end user security and acceptable usage policies.</li> <li>○ Users must make sure that the access details provided by MOMP for the database link are kept secret.</li> </ul>	
<b>Service Targets</b>	
<ul style="list-style-type: none"> <li>○ This service is provided as part of agreement between MOMP and Directorate General of Passport &amp; Residence.</li> <li>○ This service must be available 99% during the week days from 7:30am to 2:30pm</li> </ul>	
<b>Service Status</b>	
Service is available online.	

<b>Service Code :</b>	<b>MOMP013 Database Link with MOSD</b>
<b>Business Users</b>	
Ministry of Social Development (MOSD)	
<b>Service Description</b>	
Database link with MOSD is used for checking the social security status.	
<b>Service Benefits</b>	
<ul style="list-style-type: none"> <li>○ Ease the process of checking the social security status.</li> <li>○ No red-tape in checking social security status in MOMP database.</li> <li>○ Instant access to data.</li> </ul>	
<b>Service Features</b>	
<ul style="list-style-type: none"> <li>○ MOSD have access to view the provided data without modifying any data.</li> </ul>	
<b>Service Level</b>	
<ul style="list-style-type: none"> <li>○ MOMP provides the database link to access the necessary fields from its national manpower database. MOSD uses this database link service as per agreement with MOMP.</li> </ul>	
<b>Service Procedures</b>	
<ul style="list-style-type: none"> <li>○ MOMP creates the database link to give access to necessary fields from its national manpower database.</li> <li>○ MOSD can have their own procedure for accessing the data.</li> </ul>	
<b>User Responsibilities</b>	
<ul style="list-style-type: none"> <li>○ All users are required to comply with the end user security and acceptable usage policies.</li> <li>○ Users must make sure that the access details provided by MOMP for the database link are kept secret.</li> </ul>	
<b>Service Targets</b>	
<ul style="list-style-type: none"> <li>○ This service is provided as part of agreement between MOMP and MOSD.</li> <li>○ This service must be available 99% during the week days from 7:30am to 2:30pm</li> </ul>	
<b>Service Status</b>	
Service is available online.	

<b>Service Code :</b>	<b>MOMP014 Expatriate Employee Data Modification</b>
<b>Business Users</b>	
All Companies and sponsors.	
<b>Service Description</b>	
This service is used to modify the expatriate employee data.	
<b>Service Benefits</b>	
<ul style="list-style-type: none"> <li>○ Reduction in number of outdated data in the database.</li> <li>○ Provide accurate statistics and periodic statements.</li> <li>○ Avoid any problem while dealing any case with data related to expatriate workforce.</li> </ul>	
<b>Service Features</b>	
<ul style="list-style-type: none"> <li>○ This service enables to modify the expatriate data in case of any error in the process of data entry or incase of any change in the data submitted with the Ministry.</li> </ul>	
<b>Service Level</b>	
<ul style="list-style-type: none"> <li>○ MOMP provides this service which helps employers to modify the expatriate employee data in case of any discrepancies in the data available with Ministry with the actual data.</li> </ul>	
<b>Service Procedures</b>	
<ul style="list-style-type: none"> <li>○ The applicant fills out the necessary form to modify the data. Submit the form to the Ministry.</li> <li>○ Data Modification Staff will verify the documents and checks the data in MOMP and ROP Systems</li> <li>○ On verifying all the necessary documents, required data is modified</li> </ul>	
<b>User Responsibilities</b>	
<ul style="list-style-type: none"> <li>○ All users are required to provide precise and accurate data.</li> <li>○ All users are required to avoid making mistakes while providing data.</li> </ul>	
<b>Service Targets</b>	
<ul style="list-style-type: none"> <li>○ This service must be available 99% during the week days from 7:30am to 2:30pm</li> </ul>	
<b>Service Status</b>	
Service is available.	

<b>Service Code :</b>	<b>MOMP015 Ministry of Defense eService</b>
<b>Business Users</b>	
Ministry of Defense (MOD)	
<b>Service Description</b>	
This eService is used for checking Omanisation percentage.	
<b>Service Benefits</b>	
<ul style="list-style-type: none"> <li>○ Ease the process of getting Omanisation percentage.</li> <li>○ No red-tape in getting data from MOMP.</li> <li>○ Instant access to data.</li> </ul>	
<b>Service Features</b>	
<ul style="list-style-type: none"> <li>○ Ministry of Defense can easily access the Omanisation percentage from MOMP through the website.</li> </ul>	
<b>Service Level</b>	
<ul style="list-style-type: none"> <li>○ MOMP provides the eService link and necessary access details to help MOD find the Omanisation percentage for any company. Ministry of Defense uses this eService as per agreement with MOMP.</li> </ul>	
<b>Service Procedures</b>	
<ul style="list-style-type: none"> <li>○ MOMP developed the eService to give necessary report, and the link is provided to MOD.</li> <li>○ Ministry of Defense logs in from the provided secure link.</li> <li>○ MOD then enters any Company Registration Number (CR No.) and submits the form.</li> <li>○ Omanisation Percentage and other necessary details regarding the specified company are displayed.</li> <li>○ MOD can continue using the eService for any other company or can logout from the system when finished.</li> </ul>	
<b>User Responsibilities</b>	
<ul style="list-style-type: none"> <li>○ All users are required to comply with the end user security and acceptable usage policies.</li> <li>○ Users must make sure that the access details provided by MOMP for the eService are kept secret.</li> </ul>	
<b>Service Targets</b>	
<ul style="list-style-type: none"> <li>○ This service is provided as part of agreement between MOMP and MOD.</li> <li>○ This service must be available 99% during the week days from 7:30am to 2:30pm</li> </ul>	
<b>Service Status</b>	
Service is available online.	

<b>Service Code :</b>	<b>MOMP016 Sponsor Services in MOMP Portal</b>
<b>Business Users</b>	
Companies and Sponsors	
<b>Service Description</b>	
MOMP Portal provides many services for sponsors. Most of these services are available in Arabic and English.	
<b>Service Benefits</b>	
<ul style="list-style-type: none"> <li>○ Access to services 24/7.</li> <li>○ No need to visit MOMP offices to check the status applications.</li> <li>○ All necessary reports are available online.</li> <li>○ Instant access to data.</li> </ul>	
<b>Service Features</b>	
<ul style="list-style-type: none"> <li>○ Secure HTTPS pages for all the eServices.</li> <li>○ All necessary reports are available online.</li> <li>○ Can check the status of all Applications with MOMP online.</li> <li>○ Can register any vacancy online.</li> <li>○ Can search for jobseekers matching the required educational qualifications, region, wilayat etc.</li> <li>○ Can check the Omanisation % in the organization.</li> </ul>	
<b>Service Level</b>	
MOMP provides the access details for availing these services.	
<b>Service Procedures</b>	
<ul style="list-style-type: none"> <li>○ Sponsors logs in to the portal to avail services.</li> <li>○ List of service available to them are listed.</li> <li>○ Select the necessary service from the list, to use the particular service.</li> <li>○ User goes back to main page to use other services or logs out when finished using the services.</li> <li>○ <i>(Annex A shows the list of services available for sponsors and a short description on how to use them).</i></li> </ul>	
<b>User Responsibilities</b>	
<ul style="list-style-type: none"> <li>○ All users are required to comply with the end user security and acceptable usage policies.</li> <li>○ Users must make sure that the access details provided by MOMP are kept secret.</li> </ul>	
<b>Service Targets</b>	
<ul style="list-style-type: none"> <li>○ This service must be available 99% whole year 24/7</li> </ul>	
<b>Service Status</b>	
Service is available online. (www.manpower.gov.om)	

<b>Service Code :</b>	<b>MOMP017 Jobseeker Services in MOMP Portal</b>
<b>Business Users</b>	
Jobseekers and manpower.	
<b>Service Description</b>	
MOMP Portal provides many services for Jobseekers. Most of these services are available in Arabic and English.	
<b>Service Benefits</b>	
<ul style="list-style-type: none"> <li>○ Access to services 24/7.</li> <li>○ Registration is online.</li> <li>○ No need to visit MOMP offices to check the National Manpower Register Data.</li> <li>○ Instant access to data.</li> </ul>	
<b>Service Features</b>	
<ul style="list-style-type: none"> <li>○ Secure HTTPS pages for all the eServices.</li> <li>○ Can check and change the status of a jobseeker on MOMP portal online.</li> <li>○ Can have a neatly formatted CV online from the NMR database automatically.</li> <li>○ Can search for a vacancy matching their educational qualification, region, wilayat etc.</li> </ul>	
<b>Service Level</b>	
<ul style="list-style-type: none"> <li>○ MOMP provides the access details for availing these services.</li> </ul>	
<b>Service Procedures</b>	
<ul style="list-style-type: none"> <li>○ Jobseeker logs in to the portal to avail services.</li> <li>○ List of service available to them are listed.</li> <li>○ Select the necessary service from the list, to use the particular service.</li> <li>○ User goes back to main page to use other services or logs out when finished using the services.</li> <li>○ <i>(Annex B shows the list of services available for jobseekers and a short description on how to use them).</i></li> </ul>	
<b>User Responsibilities</b>	
<ul style="list-style-type: none"> <li>○ All users are required to comply with the end user security and acceptable usage policies.</li> <li>○ Users must make sure that the access details provided by MOMP are kept secret.</li> </ul>	
<b>Service Targets</b>	
<ul style="list-style-type: none"> <li>○ This service must be available 99% whole year 24/7</li> </ul>	
<b>Service Status</b>	
Service is available online. ( <a href="http://www.manpower.gov.om">www.manpower.gov.om</a> )	