

Service Level Statement

Royal Oman Police Portal

This portal is managed by the ROYAL OMAN POLICE (ROP), which can be found online at www.rop.gov.om.

Our aim is to empower the people and business in Oman by delivering information and services through a common gateway. We will do this by:

- Offering multiple channels, which are convenient and comfortable to use, and at affordable cost
- Structuring access to our services and information based on 'life events', 'personas' and topics
- Integrating all electronic services offered by the government
- Constantly upgrading the ease of access to services and information, so adoption within the community is ensured.

We are committed to:

- providing the latest information on this portal to the visitors and announcing on the updates according to its content plans
- responding to the visitors inquires and taking useful and feasible suggestions into account
- addressing problems related to access to the portal's sections and pages
- reviewing content regularly and provide an updated content to visitors in both Arabic and English if possible.

GENERAL PROVISIONS

The following General Provisions apply to all services to any and all customers. These General Provisions shall usually take precedence over specific metrics outlined in the Service Levels section.

Hours of Operation

We operate on a standard seven hours, 5 days a week basis. Standard Business Hours of operation are 7:30 am to 2:30 pm Sunday through Thursday and closed on announced holidays. We do not operate on a 24 by 7 basis and do not provide support outside of the standard working times, on weekends, or on holidays. Issues, data corrections, and updates shall be handled during the normal working hours unless provisions are made to handle these changes outside of normal working hours.

We endeavor to maintain our services through this portal in a manner that it is available at all times except when maintenance or repair activities are required. We will maintain uptime outside of standard business hours on a best effort and basis.

Priority of Response

In general, priority is given to correcting reported problems with production systems first. When simultaneous problems are reported with the production systems, the Public Relation department shall determine which problem has priority.

Data corrections and updates shall generally be handled on a first in/first out basis except when a bona fide public safety issue is raised. Public safety related updates shall be given priority provided the agency submitting the correction requests that the update be given priority.

Data corrections and updates shall be suspended if necessary to apply resources to correct production issues. The Public Relation department shall determine if and when the data updates and corrections must be suspended to handle production related problems.

Reporting Procedures

Suggestions/problems related to accessibility or usability of the portal services should be reported via:

- filling the online form on Contact us page,
- phone call to the toll free number (9999),
- message sent to the webmaster (info@rop.gov.om).

For other aspects of service provisioning, please see our [Terms & Conditions](#) page for more information.