



Al Buraimi  
Governorate

محافظه  
البريمي



# **E-services Offered by Al Buraimi Governor's Website**

## Introduction

The purpose of the Electronic Services Guide is to create a comprehensive resource for information on the various government services available to different groups in the community. It aims to ensure that users can find the information they need easily, simplify the application process, and enhance accessibility to these services. By offering detailed information about each service, the guide helps improve transparency and service quality.

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## E-services Offered by Al Buraimi Governor's Website

### 1-Appointment Scheduling

.Meeting with the Governor or the Wali

### 2-Training

### 3-Request for Municipal Equipment Support

.Request for land compaction of external areas.

.Filling of potholes and stagnant water.

.Request to repair damage caused by climatic disturbances.

.Protecting homes from floods.

### 4-General Requests

.Utilizing the front space of commercial buildings.

.Request to close the front corridor of commercial stores.

.Requests from villages for municipal services.

.Request to visit a site to open a business activity.

.Request for exemption from fines and suspension of municipal license.

.Request to designate a site for street vendors.

.Request to designate a site for a mobile café.

.Seizing of stray animals.

## 1.Appointment Scheduling:

**The service is divided into two branches:**

- Meeting with the Governor.
- Meeting with the Wali.

### **Service Description:**

A service for coordinating appointments to meet with the governor or the wali, facilitating communication to discuss inquiries that concern individuals and the community, or for dialogue regarding suggestions and submitting complaints.

### **Conditions and Guidelines:**

- **Clear Topic Specification:** The applicant must clearly specify the topic or issue they wish to discuss, such as complaints, suggestions, or inquiries related to public services or community development.
- **Adherence to General Etiquette:** The applicant must adhere to proper conduct and respect when submitting the request and during the meeting, avoiding the use of inappropriate language.
- **Complete Personal Information:** The application must include full personal details such as name, ID number, address, and phone number.
- **Necessity and Priority:** Appointments are scheduled based on the importance and urgency of the topic, with priority given to issues affecting public interest.
- **Commitment to the Scheduled Time:** After the request is approved, the applicant must adhere to the scheduled time and place for the meeting.
- **Compliance with Directions:** The applicant must comply with any additional directions or procedures outlined by the governor's or wali's office regarding the meeting.

## Required Information:

- Documenting necessary data for portal access using ID card or phone number: (Name, ID number, phone number, state).
- Selecting an appointment based on available times when submitting the request.
- Topic Description: Clearly explain the topic the applicant wishes to discuss with the governor or wali, such as a complaint, suggestion, or specific problem, providing precise and clear details.
- Supporting Documents: If the request includes a complaint or a topic requiring additional documentation, relevant documents such as contracts, bills, or correspondence should be submitted to clarify the issue.
- Authorization or Delegation Letter (if applicable): If the applicant is requesting the meeting on behalf of someone else or a group of people, an official authorization must be provided.

## Service Process:

1. The service applicant submits the request electronically, filling out all required data and sending it.
2. The request is reviewed by the relevant department.
3. The applicant is notified of the approval and the scheduled appointment.
4. The meeting is conducted.
5. The relevant department follows up on the procedures.
6. The request is closed.

Time Required to Complete the Service:

The time depends on the schedule of the governor or the wali.

## Service Fees and Collection Method:

Free.

## Service Locations:

Available through Al Buraimi Governorate Portal

## 2.Training:

### Service Description:

This service is offered by the governor's office, including its various divisions and affiliated departments, to enable students, graduates, or job seekers to obtain training opportunities aimed at improving their professional skills, preparing them for the job market, and engaging in diverse training programs that include both practical and theoretical training in different specialized fields.

### Conditions and Guidelines:

- **Academic Qualifications:** The applicant must be a student or graduate from a recognized educational institution.
- **Submit an Updated CV:** The CV should include academic and practical experiences (if any).
- **Recommendation Letter or Motivational Statement:** A letter explaining why the applicant is qualified for the training.
- **Copy of Academic Certificates:** Or any documents that prove qualifications.
- **Training Duration:** The duration must be clearly defined, and the trainee must commit to attending throughout the training period.
- **Ethics and General Etiquette:** Trainees must adhere to general etiquette and respect rules and regulations during the training period.
- **Willingness to Undergo Evaluation:** The trainee must be ready to be evaluated by training supervisors and commit to submitting progress reports or completing assigned tasks.
- **Submit Applications within Specified Timeframes:** Applications must be submitted during designated periods for trainee intake.
- **Priority for University Students:** In some cases, priority may be given to university students who need training as part of their graduation requirements.

## Required Information:

- Documenting necessary data for portal access using ID card or phone number: **(Name, ID number, phone number, state)**.
- **Choose Training Time:** Based on available times when submitting the request.
- **Topic Description:** Explain the reasons for seeking training, the duration, academic qualifications, and field of study.
- **Supporting Documents:** A recommendation letter from the educational institution or a motivational statement explaining why the applicant is qualified for the training.

## Service Process:

1. **Submission:** The applicant fills out the required form and attaches the necessary documents.
2. **Review of the Application:** The concerned authority reviews the applications.
3. **Acceptance or Rejection:** Accepted applicants are notified and given training details (duration, location, tasks), or the request is closed.
4. **Start Training:** The trainee begins the training program and undergoes continuous evaluation.
5. **Issuing a Certificate:** After successfully completing the training, the trainee receives a training completion certificate.

## Time Required to Complete the Service:

5 working days (from the time of application submission to the trainee's response).

## Service Fees and Collection Method:

Free.

## Service Locations:

Available through Al Buraimi Governorate Portal.



### 3.Request for Municipal Equipment Support

#### Service Description:

This service is provided by the municipality to support with equipment, often after climatic disturbances, to help improve living conditions and reduce environmental risks in residential and agricultural areas. The requests are classified into several categories:

- Request for land compaction of external areas.
- Filling of potholes and stagnant water.
- Request to repair damage caused by climatic disturbances.
- Protecting homes from floods.

#### Conditions and Guidelines:

This service is typically provided in the event of fluctuating climatic conditions.

#### Required Documents:

- **Service Applicant's Information:** (Name, phone number).
- **Service Location or Address:** (Area, site coordinates).
- Photo to Clarify the Damage.

#### Service Process:

- 1.The service applicant submits the request electronically, filling out all required data and sending it.
- 2.The relevant department reviews the request.
- 3.The department follows up on the procedures.
- 4.The applicant is notified of the response.
- 5.The request is closed.

#### Time Required to Complete the Service:

Depending on available resources.

#### Service Fees and Collection Method:

Free.

#### Service Locations:

- 7 Available through AL Buraimi Governorate Portal.

## 4. General Requests:

**Service Description:** General requests include several categories:

- Utilizing the front space of commercial buildings.
- Request to close the front corridor of commercial stores.
- Requests from villages for municipal services.
- Request to visit a site to open a business activity.
- Request for exemption from fines and suspension of municipal license.
- Request to designate a site for street vendors.
- Request to designate a site for a mobile café.
- Seizing of stray animals.

### Conditions and Guidelines:

Requests are submitted through the portal.

### Required Documents:

- **Service Applicant's Information:** (Name, phone number).
- **Service Location or Address:** (Area, site coordinates).
- **Illustrative Photos or Plans.**

### Service Process:

1. The service applicant submits the request electronically, filling out all required data and sending it.
2. The relevant department reviews the request.
3. The department follows up on the procedures.
4. The applicant is notified of the response.
5. The request is closed.

### Time Required to Complete the Service:

: Depending on the type of request, it ranges from 3-5 working days.

### Service Fees and Collection Method:

Free.

### Service Locations:

Available through Al Buraimi Governorate Portal.

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