



Muscat Municipality  
Muscat, Oman  
www.mctmnet.gov.om

### Industry:

Public Sector

### Employees:

4,500

### Oracle Products & Services:

Oracle Fusion Middleware  
Oracle Application Server  
Oracle Database Lite

**“Mobile parking management system eliminated the need for parking violations data to be manually re-entered into the database as our field inspectors can directly synchronize the violation data directly from the field using GPRS connection.”**

– Yaqoob Al-Bulushi, Director General and Supervisor of Information System Directorate, Muscat Municipality

## Municipality of Muscat Gains Control of Parking Violations with Mobile Parking Management System

Muscat Municipality (MM) provides local services to the 2 million residents of the city of Muscat in Oman. MM employs 4,500 staff in 39 departments spread among a head office and seven regional offices. Its responsibilities range from road and city maintenance to managing rented property, overseeing building works, parking administration, and public healthcare. It is currently deploying e-government technologies and services to improve citizen relationships, provide 24/7 services, improve efficiency, and reduce lines in its offices

### Challenges

- Improve the efficiency of administering and managing parking fines by automating error-prone manual processes
- Eliminate need for parking fine data to be manually re-entered into the database after a paper fine has been issued
- Prevent drivers being fined twice for the same offense
- Improve collection of unpaid parking fines
- Boost employee productivity

### Solution

- Implemented a mobile parking violation system based on Oracle technology that integrates with the city’s back-end parking permit database in a three-tier architecture
- Issued parking officers with Pocket PC mobile devices running Windows Mobile 2003 and an Oracle Database Lite, allowing for faster reporting and greater accuracy
- Integrated the front-end Oracle client with the back-end parking permit administration system using Oracle Application Server 10g accessed via a GPRS connection and a Bluetooth printer to print parking tickets
- Greatly improved the efficiency and accuracy of the parking violations administration system by allowing parking officers to check the validity of each vehicle’s parking permit and any fines already in place before issuing a fine