



دائرة الجمارك الأردنية  
Jordan Customs Department

# Annual Report

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Prepared by:  
Planning and Organization  
Directorate





**His Majesty  
King Abdullah II Bin Al Hussien**



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## In the Name of Allah, Most Gracious, Most Merciful

The year 2008 was distinguished as being a year of development and modernization. The Customs Department worked hard on upgrading its Customs Administration and adopted the best business practices of other International Customs Administrations. It applied many pioneer development projects of which some were new in the Middle East Area and most of them used advanced technology. All these developments led to speedy and accurate delivery of Customs Services, in addition to the reduction of costs and expenses.



ASYCUDA World System came as the most essential component to the modernization of customs procedures in the sense of a global model for an effective Customs System. This globally web-enabled system supports direct exchange and flow of data to different economic sectors. It was applied in 12 Customs houses during 2008 in accordance with international orientations. Many other modern systems were also applied such as *the Single Window Project, Electronic Gates Project, Main Data Center, Disaster Data Recovery System, Customs Documents, Data Archiving Project and Electronic Tracking* which, in turn, is considered as one of the most modern projects at regional level.

The Customs Department has also been analyzing its internal environment to identify weaknesses and strengths, and its external environment to identify improvement opportunities and to address the challenges in accordance with specific strategies. Customs Department has implemented quantifiable objectives, of which the last was the three year-strategic plan of 2008-2010. 82% of the identified goals have been achieved in 2008.

The global financial crisis in 2008 highlighted the social responsibility of the Customs Department in support of the National Economy. It exempted basic commodities and promoted investments in order to limit the impact of such a crisis on the country, and to revive the economy.

In line with governmental guidelines for the realization of the Royal vision to promote Jordan's presence in regional and international forums towards the implementation of the best international practices through a deliberate strategy, the Customs Department played a pioneer role in facilitating trade and implementing international trade standards of the supply and security chain.

The Customs Department follows a good listening policy towards its partners in order to meet their needs and to open channels of cooperation, in order to provide excellent customs services.

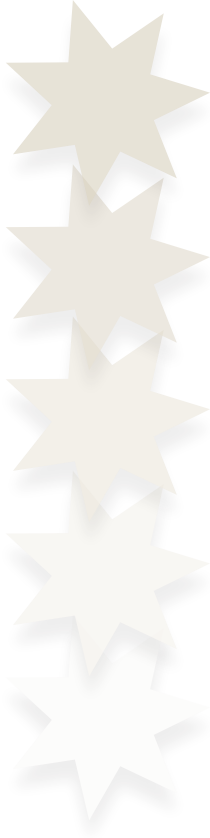
I would like to take this opportunity to thank all Customs employees officers and non commissioned officers who have devoted their skills to perform their duties with honesty and sincerity, under the patronage of his majesty King Abdullah II Bin Al Hussein, may Allah protect him.

May Allah grant us continued success.

**Customs Major General  
Director General  
Ghaleb Qasem Al-Saraireh**







## **Chapter 1**

# **The Organization of Customs Department**



## ★ The Establishment and the development of Customs Department

The early twenties of the last century witnessed the establishment of Trans- Jordan Emirate. Due to the location of this new born state at the heart of the Arab World as well as its strategic importance at both the regional and international levels, there was been a necessity for a governmental agency to control the movement of imported and transit goods. Therefore, the first Customs Administration was officially inaugurated in 1923 and was known as Directorate of General Excise and Statistics. This Directorate was administratively related to the Council of Advisors, currently "the Prime Ministry". It took up the task of statistics and inspection as well as collecting revenues on imported goods.

The Customs Department now is headed by a Director General related directly to the Finance Minister. Nineteen General Directors have alternated the post since the establishment of the Department.

As for the legislation, the first law that regulated the Customs work was issued in 1926 and was known as the Customs and Excise Law. It was amended on several occasions to cope up with Continuous development at national and international levels. In 1962, Customs and Excise Law was substituted by Law (1), which went into effect until it was replaced by the Temporary Customs Law (16) 1983. In order to cope with the developments that the Kingdom was going through, a new Customs Law was issued to replace the Temporary Law, and it was acknowledged in accordance with the constitutional principles in August 1998.

Since the establishment of Customs Department a number of Customs houses have been established. This number has increased along with the increase in trade movement and the Department's desire to deliver high quality service. Now the number of major and minor Customs houses mounts to 33. These Customs houses can be classified into three main categories (Clearance Centers, Border Centers, and Post Centers) in addition to two customs laboratories in Amman and Aqaba.

Due to its long historical legacy, with the many economic phases and developments in the Kingdom in all social, technological and economic fields, Customs Department has become an important part of an interconnected system that works in accordance with the state's public policy in order to achieve all of the Royal initiatives seeking to promote and support the homeland.

The Customs Department's functions have expanded to contribute effectively in supporting the national economy and promoting investment, facilitating trade movement, fighting smuggling, protecting environment and local society from dangerous materials and monitoring the movement of goods, passengers and means of transport passing through the kingdom while adopting the best modern techniques in the customs work.

As a result of this approach, Customs Department is now among the most world developed Customs Administrations in providing the best customs services.

## Names of the Successive Director Generals of Customs Department.

No	Name	Job title	Period
1.	Abdussalam Kamal.	Director of Excise, Production and General Statistics.	1/10/1922 until 6/1/1926.
2.	H.A. Turner.	D.G. Customs and Excise.	
3.	B.Livingstone.	D.G. Customs, Industry and Commerce.	
4.	Fawaz Al- Rossan.	D.G. Customs, Industry and Commerce.	13/9/1948 until 1/3/1951.
5.	Zahaa Al- Deen Al- Hmood.	Under Secretary of State for Commerce.	1/3/1951 until 11/7/1951.
6.	Mohammad Odeh Al- Quraan.	Under Secretary of State for Finance/Customs.	11/7/1951 until 11/6/1962.
7.	Saed Al- Dora.	Under Secretary of State for Finance/Customs.	1/7/1962 until 6/6/1965.
8.	Ali Al- Hassan.	Under Secretary of State for Commerce/Customs.	6/6/1965 until 1/2/1971.
9.	Mamdouh Al- Saraira.	Under Secretary of State for Commerce/Customs.	1/2/1971 until 1/2/1975.
10.	Yassin Alkayed.	Under Secretary of State for Commerce/Customs.	1/2/1975 until 9/5/1982.
11.	Adel Al- Qoda.	D.G. Customs.	9/5/1982 until 9/6/1990.
12.	Dr. Mahdi Al- Farhan.	D.G. Customs.	9/6/1990 until 1/11/1991.
13.	Mohammad Ahmad Al- Jamal.	D.G. Customs.	1/11/1991 until 16/5/1994.
14.	Nazmi Al- Abdullah.	D.G. Customs.	16/5/1994 until 7/11/1999
15.	Dr. Khalid Al- Wazani.	D.G. Customs.	7/11/1999 until 91/6/2001.
16.	Mahmoud Qutieshat.	D.G. Customs.	19/6/2001 until 1- 6- 2005
17.	Alaa.A.Batayneh	Director General	1- 6- 2005 until 10- 5- 2007
18.	Mut'eb Wsaiwes Fahd Al- Zaben	Director General	11- 5- 2007 untill 21/10/2008
19.	Ghalib Qasim Alsarayreh	Director General	22/10/2008- up to date

## *Our Vision*

*“To be among the pioneers of the world in providing high quality Customs services to all stakeholders.”*

## *Our Mission*

*Providing an excellent Customs service that fulfills the requirements of comprehensive development and copes with the developments at the national and international levels.*

## *Our Strategic Objectives*

*Facilitating goods and passengers movement.*

*Combating illegal commercial activities.*

*Developing infrastructure, structure and general performance of Customs Department.*

## *Our Values*

**“Customs service in Jordan is based on deep- rootedness, excellence and pride” and its values (enlisted bellow) depict the loyalty and patriotism of Customs officers:**

- Integrity: knowing what is good and what is bad, as well as what is allowed and what is forbidden, besides behaving in away that upholds the reputation of the Department.
- Professionalism: Performing the job efficiently, accurately and effectively.
- Discipline and accountability: Every employee should perform her/his duties and be responsible for them.
- Creativity and Learning: The ability to come up with new ideas for the performance of our work and familiarize all employees with them.
- Justice: Behaving in a civilized manner and treating all fairly, making balanced, reasonable and impartial decisions.
- Focusing on results and customers: Final results must be the basis of our work, we must perform our duties in a professional and high standard manner under fair competitiveness.
- Pride: We believe in our mission, we are proud of our Department's deep-rootedness, and we are willing to spare no effort so as to maintain that.
- Culture of excellence: We always endeavor to root the culture of excellence in our performance at the national, regional and international levels.
- A Learning Department: We allways endeavor to make Customs Department a permanently learning Department that applies successful knowledge management strategies.

## ★ Organizational Structure

Customs Department has been regulated according to the Administrative Regulation System No (43) for the year 2000. The Department is presided over by a Director General related to the Finance Minister. The Director General has two deputies; the first is for Customs affairs, while the second is for financial, administrative and computer affairs. He also has a counselor, in addition to the General Administrative Inspector.

The nature of the work and its requirements needed some modifications to this system in accordance with the decisions issued by the Minister and published in the Official Gazette aiming at coping with international, regional and local developments.

In its striving to develop its own work , facilitate its procedures and in line with the government's orientation in restructuring governmental institutions to serve the interests of work , Customs Department has prepared a suggested organizational chart. Also, a draft for reforming administrative customs statute No 43 for the year 2000 has been prepared because of the following reasons:

- The current nature of Customs Department and the expansion of its tasks.
- Notes mentioned in experts reports in MCC and twinning projects with the Italian Customs and the recommendations of Bearing Point Consultative Co.
- Upgrading the efficiency of direct supervision and close follow up and identifying responsibilities concerning the administrative link of the administrative units of Customs Department.
- Establishing a similar organizational charts of both the clearance Customs houses and border Customs houses.
- The best exploitation of human resources and the distribution of them in accordance with organizational charts that upgrade the level of its performance.
- Conducting several amendments on Customs Department administrative chart since the issuance of Administrative organizing statute No 43 for the year 2000 till the end of 2007.

★ The following organizational chart clarifies the administrative connection of the main Customs directorates and Customs houses as the following:

**First: The following directorates are related to the Director General;**

- Planning and Organization Directorate.
- Legal Affairs Directorate.
- Inspection and Control Directorate.
- Director General Office.
- Public Affairs and International Cooperation Directorate.
- Enforcement Directorate.
- Total Customs Quality Management Directorate.
- Intelligence.
- Customs Public Prosecution.

**Second: The following Directorates are related to the Deputy Director General for Customs Affairs:**

- Cases Directorate.
- Tariff and Conventions Directorate.
- Transit and Clearance Directorate.
- Temporary Admission Directorate.
- Exemptions Directorate
- Value Affairs Directorate .
- Customs Escort Directorate .
- Customs Laboratory / Amman.
- Customs Laboratory / Aqaba.

**Third: The following Directorates are related to the Deputy Director General for Financial, Administrative and Computer Affairs :**

- Human Resources Directorate.
- Administrative Affairs Directorate.
- Financial Affairs Directorate.



- Information Technology Directorate.
- Communications and Electronic Control Directorate.
- Customs Training Center,
- Buildings and Maintenance Directorate
- General Bureau Directorate

Customs houses are divided into two major categories: main Centers, which are directly related to the Director General, and sub- Centers related to the director of the main Center within the geographical area to which the center belongs. Those are categorized function- wise as follows:

### ★ **Clearance Customs Houses :**

Those have the task of clearing all sorts of import and export goods as well as cases of pending duties. They include the following Centers

- a. Amman Customs house.
- b. Aqaba Customs house, with the following subordinate Customs houses: Wadi Al- Yutm Customs house, Wadi Araba Customs house, Al- Quaira Free Zone Customs house, Passenger Steamers Customs house.
- c. Queen Alia International Airport/Clearance.
- d. King Abdullah the Second Industrial Estate /Sahab, with the following bonded banks are related to it: (Arab Bank, Itihad Bank, Housing Bank, Islamic Bank and Investment Bank), and Al- Raqeeem Customs house.
- e. Al- Hassan Industrial Estate Customs house /Irbid. The following Customs houses are related to this center: Irbid Post office Customs house, Jerash Post Office Customs house, and Ajloun Post Office Customs house.
- f. Al- Hussein Bin Abdullah Industrial Estate Customs house / Karak, and related to this center is Al- Karak Post Office Customs house.
- g. Ammoun Customs house.
- h. AL- Dhulail Customs house, and related to it is Qa'a Khana Customs house
- i. Al- Zarqa Free Zone Customs house and related to this center are Al- Zarqa Customs house and Al- Zarqa Post Office Customs house
- j. Syrian Jordanian Free Zone Customs house.
- k. Al- Shedeiyya Free Zone Customs house.
- l. Cement Factory Customs house/ Al- Fuhais.
- m. Al-Janoub Cement Factory Customs house/ Alrashadyeh.

### ★ **Border Customs Houses and Crossing Points :**

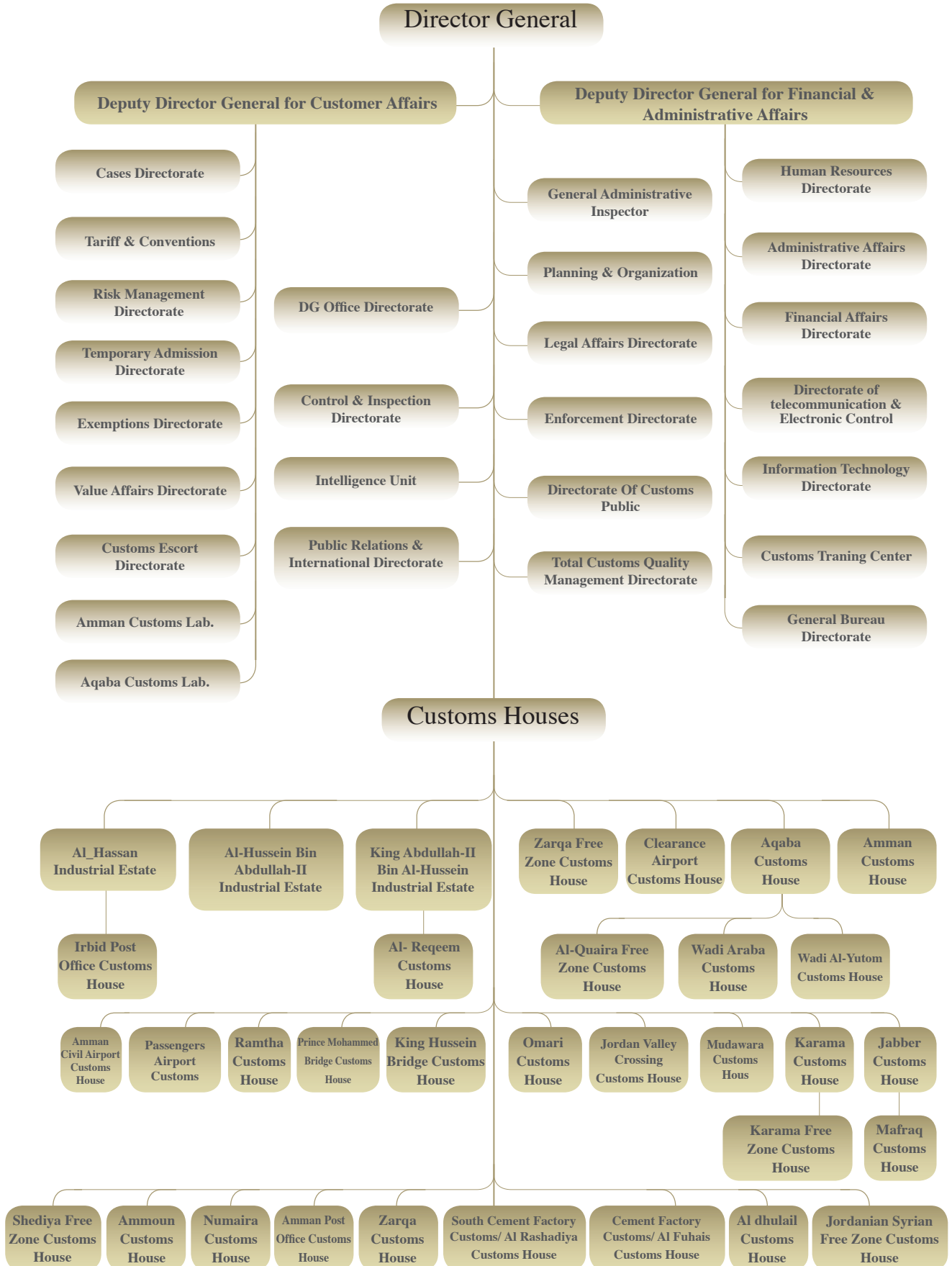
Those have the task of supervising and controlling the flow of goods and passengers in and out of the Kingdom , checking the compliance of the these goods with the country's laws and regulations , and levying duties should any be determined. These Customs houses are:

- a. Jabber Customs house (Mafraq Customs house and Mafraq post Office customhouse are related to it)
- b. Ramtha Customs house.
- c. Al- Omari Customs house.
- d. Queen Alia International Airport Customs house/Passengers.
- e. Amman Civil Airport Customs house.
- f. Al- Karama, and related to it is Free Zone Customs house/Al- Karama.
- g. Al- Modawara Customs house
- h. Jordan Valley Crossing point Customs house ( Sheikh Hussein Bridge)
- i. Prince Mohammad Bridge Customs house.
- j. King Hussein Bridge Customs house.

### ★ **Postal Customs Houses :**

Amongst them is Amman Post Office Customs house.

## ★ Organization Chart of Customs Department



### Planning and Coordination Committee

Planning and coordination committee is one of the most important committees in the Customs Department. It is a permanent committee which studies the Customs Department's performance, achievements and effective ways to promote Customs' work in order to achieve Customs' objectives. It also develops plans and programs of Customs Department and follows up the implementation of these plans and programs, besides studying and presenting recommendations on draft laws and regulations and instructions relating to the work of Customs Department.

The Planning and Coordination Committee was formed in accordance with Customs Administrative Regulation System No (43) for the year 2000,. Article 10/a of the law clarifies the powers of His Excellency on the basis of a recommendation by the director General based on a recommendation of the committee in terms of :

Establishing, merging or abolishing any directorate or unit of Customs Department.

Identifying management levels of any Customs house or unit in a manner not inconsistent with the provisions of this law.

Article 10/b of the same law also clarifies the powers of his Excellency the Director General in establishing, merging or abolishing any section in any directorate of Customs Department based on a recommendation from that committee.



## **Chapter 2**

### **Achievements in the field of institutional capacity building:**

- Human Resources**
- Training**



## ★ First: In The Area of Human Resources

### Introduction:

The area of improving and developing human resources has received a special and continuous attention from Customs Department by keeping abreast of every new development that can contribute to developing human resources in accordance with the standards of modern management in harmony with the rapid global changes that depend on continuous modernization and improvement standards. Human resources development is an essential pillar aiming at strengthening both the organizational and functional capabilities.

The layout of the human resources of Customs Department during 2007 compared to 2008 is clarified in the following( SWOT Analysis) tables.

#### According to gender

Sex	Year- 2007	Year - 2008
Males	2801	2869
Females	163	176
Total	2964	3045

#### According to Type of Recruitment

Type of recruitment	Year- 2007	Year - 2008
Permanent jobs	2257	2301
Contracts	465	477
Daily wages	3	2
Security agreement	239	256
Total	2964	3045

#### A comparative statistics of the number of employees according to their scientific degrees for the years 2006&2007

Qualifications	2007		Year 2008	2008		Year
	Female	Male	Total	Female	Male	
13	0	13	6	0	6	
Master	124	7	131	115	08	123
High Diploma	16	0	16	18	0	18
BA	854	65	919	790	52	842
Comprehensive Diploma	289	42	331	279	41	320
General Secondary Certificate	629	49	678	657	49	706
Less	944	13	957	936	13	949
Total	3045	2812	2801	163	2964	

## Age Groups 2008

Age	Total	
	Male	Female
Less than 20	32	0
21- 25	263	12
26- 30	494	50
31- 35	326	28
36- 40	472	34
41- 45	586	32
46- 50	456	16
51- 55	161	4
Older than 56	79	0
Total	2869	176
	3045	

## Second: Achievements Aimed at Developing Institutional Capacity and Human Resources:

In 2008 , Customs Department achieved several goals aimed at developing its institutional capabilities and human resources including the following aspects:

### - Studying and Evaluating Customs Department Employees Statute No(69) for the Year 2006:

This statute had been studied and evaluated after two years of application for the purposes of addressing some of the gaps that had emerged in practice and accordingly adding some new provisions which were not addressed. This study is nearing completion and will be submitted to be duly adopted by the concerned authorities.

### - Systematic Recruitment :

Customs Department has applied clear and specific procedures in the process of appointing its new employees depending on the following standards :

1. Competitive examinations.
2. Personal interviews.
3. English language examinations.
4. Computer skills examination.
5. Picking up specializations that suit the nature of customs work.
6. Fairness and transparency, where the distribution was made according to the governorate level.



The above mentioned recruitment methodology and principles were applied in appointing (100) employees for the purposes of supporting Customs Department working staff required for implementing the department's plans concerning electronic modernization projects. This step aims also at expanding the work of some Customs houses by increasing the number of clearance units and to extend working hours to reach 24 hours daily for the purposes of providing distinguished services to the customers in line with Customs Department' vision and mission.

**- End- of- Service Bonus ( to Achieve Career Satisfaction):**

End- of- service bonus was adopted to improve the employees situation after retirement and to encourage the current long service employees to request personnel retirement and to pave the way for new young cadres in line with the developed service of Customs Department and to support integrity and to achieve social security.

**- The Best Performance Award (King Abdullah II Award for Government Excellence and Transparency**

All eligible staff were granted excellence increases after Customs Department won king Abdullah II Award for Excellence and Transparency – for the third round- which was positively reflected on the staff's work and became a motivation to go towards Customs Department' approach of permanent excellence.

**- Cancellation of the Penalties After Legal Period:**

To encourage employees to rehabilitate their careers , a decision was issued to abolish all penalties against employees upon whom the provisions of Article 68/ h are applicable , provided that a period of 6 years or more has elapsed since the application of such penalties.

**- Strengthening the role of public prosecution:**

The role of public prosecution was strengthened in order to follow up with cases and collect due fines by establishing a Customs public prosecution directorate and increasing the number of public prosecutors.

**- Replacement and Succession of Supervisory Jobs:**

A number of workshops were conducted for 35 of the top job employees about establishing replacement and succession plans for the supervisory jobs. The first phase which is concerned with the main directorates of the department has been completed.

**- Role of Women at Customs Houses:**

Workshops were held in this field for directors and female staff to spread awareness about the role of women and to implement a plan of action for the Equal Opportunities Committee in Customs Department. A number of women cadres were supplemented to King Abdullah II Industrial Estate- Sahab – for the purposes of implementing the Single Window Project and to Al hassan industrial estate – Irbid- as a direct result of the efforts exerted in these workshops.

### - Rewards and Incentives

Customs Department works on motivating the employees and increasing their productivity by appreciating their efforts and supporting them financially and/or morally within certain standards and mechanisms including:

University education for children of employees.

Umrah (Minor pilgrimage) trips.

The following table shows the number of Participants at Umrah trips and the number of scholarships for the children of Customs employees in 2007 compared to 2008

Subject	2007	2008
University education for children of employees	70	110
Minor pilgrimage to female employees	21	22

3- A website was designed for initiatives and excellence to study ideas and suggestions and accordingly to motivate the employees financially and morally according to certain instructions. This website aims at :

- The exploration of potential ideas of the staff.
- Establishing the concept of circulating all types of knowledge among staff.
- Protecting the intellectual property rights of the staff.
- Creating a competitive environment for the creative ideas among the staff.
- Discovering the creative ideas owners and inform the senior management about it.
- Preparing a database of the developed ideas and suggestions to use them in need as an asset for Customs Department.

#### **Distinguished and Creative Ideas Must Aim at :**

- Improving services provided to customers.
- Institutional development.
- Supporting knowledge management and spreading it among the staff.
- Implementing Customs strategic goals.
- Procedures simplification.
- Any other creative work.

#### **The Mechanism of Presenting Suggestions Includes:**

1. Access to excellence and initiatives website.
2. Filling a form of initiatives as follows:
  - Full description of the initiative/idea.

- Clarification of work and application mechanism.
  - Identifying the party targeted by the initiative.
  - Benefit and its positive impact on Customs Department.
  - Cost implications of the implementation of the initiative as possible.
3. Sending the initiatives electronically.
  4. Preparing a power point brief about the idea to present it on demand.

#### - External and Internal Representation:

The following schedule clarifies the number of employees who represent Customs Department locally, regionally and internationally aiming at strengthening administrative cooperation ties developing joint skills expertise and knowledge and capacity building of the staff.

#### Local and External Representation:

Years	Number of participants(external representation)	Number of participants (internal Representation)
2007	159	640
2008	158	359

#### ★ Thirdly :Training

Customs Training Center is implementing the activities of the annual training program for the year 2007 which was characterized by flexibility and the ability to contain programs for the employees of both Customs Department and the private sector, the most important of which are (Customs Procedures , Administration , Computer, languages and Special Operations).

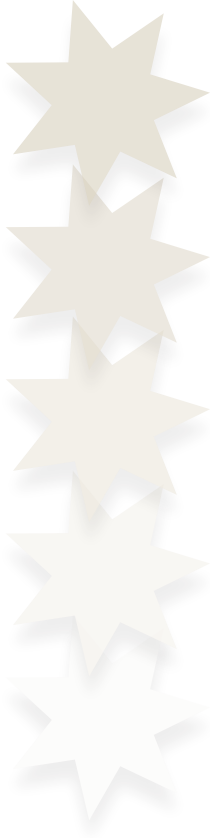
#### Training plan programs and participants in 2008 in comparison with those of 2007

Training program	2007		2008	
	Number of programs	Number of participants	Number of programs	Number of participants
Administrative and financial programs	62	1035	27	521
Customs technical programs	64	1227	92	1912
Computer programs	29	432	36	419

Special operations program	2	275	0	0
Language programs	2	51	4	72
Clearance programs	18	423	17	465
Quality management programs	24	418	0	0
The twinning project programs	23	327	0	0
Total	224	4188	176	3389

### Specialized Courses For the year 2008

Number	Course name	Authority
1	Investigation and Law Enforcement/ 2 courses	In cooperation with the American Treasury Program
2	Software Piracy(Ethical Hacking)	In cooperation with Customs Modernization Program/MCC
3	Software Specialized Courses (Java,Oracle)	In cooperation with Customs Modernization Program/MCC
4	Train The Trainer Courses on Goods Identification	In cooperation with the American Ministry of Energy
5	Trainers Preparation Course	In cooperation with the International Migration Organization
5	Trainers Preparation Course	In cooperation with Training of Trainers Institute/Al- Balqa'a Applied University



## **Chapter 3**

# **Achievements in the Area of Customs Revenues**



## First: In the Area of Customs Tevenues and Imports

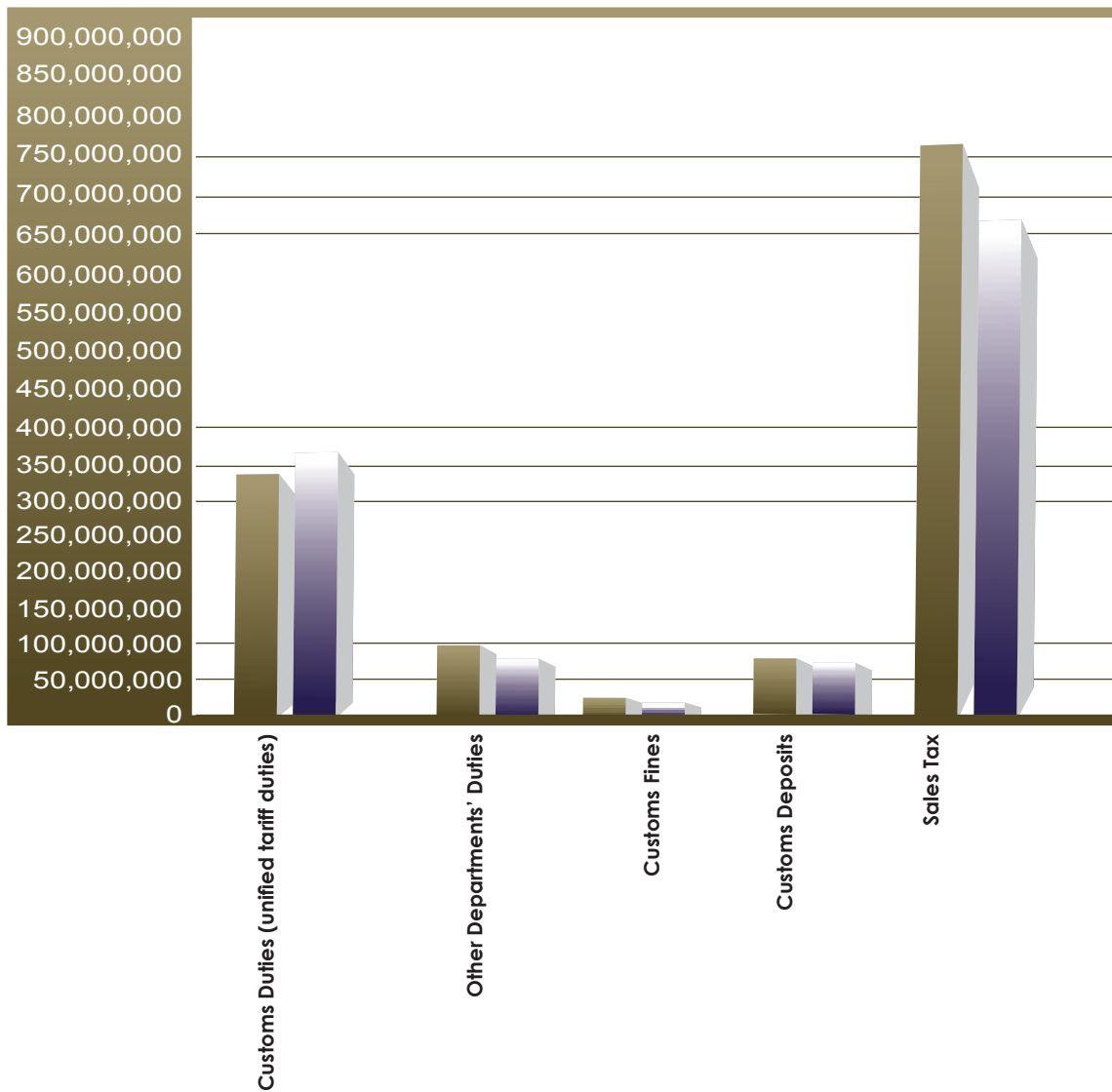
1. **Customs Collections** amounted in 2008 to 1.211 Billion JDs compared to 1.143 Billion JDs in 2007 which means an increase amounting to 68 million JD that equals approximately 6% as indicated in the table below:

Customs Collections	(2007)	(2008)	Amount of change	Rate of change
Customs Duties(Unified tariff duties)	306,884,799	279,747,818	27,136,981	- 8,84%
Duties of other departments	81,879,696	94,161,854	12,282,158	15,00%
Customs fines	10,848,012	11,787,453	939,441	8,66%
Customs Deposits	61,557,749	66,619,885	5,062,136	8,22%
Sales Tax	682,121,701	759,037,706	76,916,006	11,28%
Total Collections	1,143,291,957	1,211,354,716	68,062,760	5,95%

2. The actual collections of the unified customs tariff for the year 2008 were approximately 280 million JD, whereas in 2007 they were 307 million JD approximately.
3. As for fines, the actual collections amounted to 11,8 million JD, with an increase of 1 million JD compared to the customs fines in the year 2007, amounting to 10,8 million JDs.
4. the general sales tax collections for the year 2008 amounted to 759 million JD approximately, i.e., 63% of total collections of 2008, whereas in 2007 they amounted to 682 million JDs approximately, i.e. , 60% of total collections of 2007, which means an increase of 77 million JD, in spite of the exemption of a number of basic items and the reduction of sales tax on other items.

The reason for this increase is attributed to the increase in growth rate of imports during 2008 and the compensation for the decrease in tariff duty with respect for vehicles via sales tax, while the standard tariff duty retreated by 27 million JD due to the exemption of basic items and input and supplies for production during 2008, and because of the increase in the rate of reduction of duty percentage due to Jordan's commitments to the World Trade Organization and international agreements.

**Custmos Department's Revenues for the Period 1/1/2008 - 31/12/2008  
Compared to the Same Period During the Year 2007**



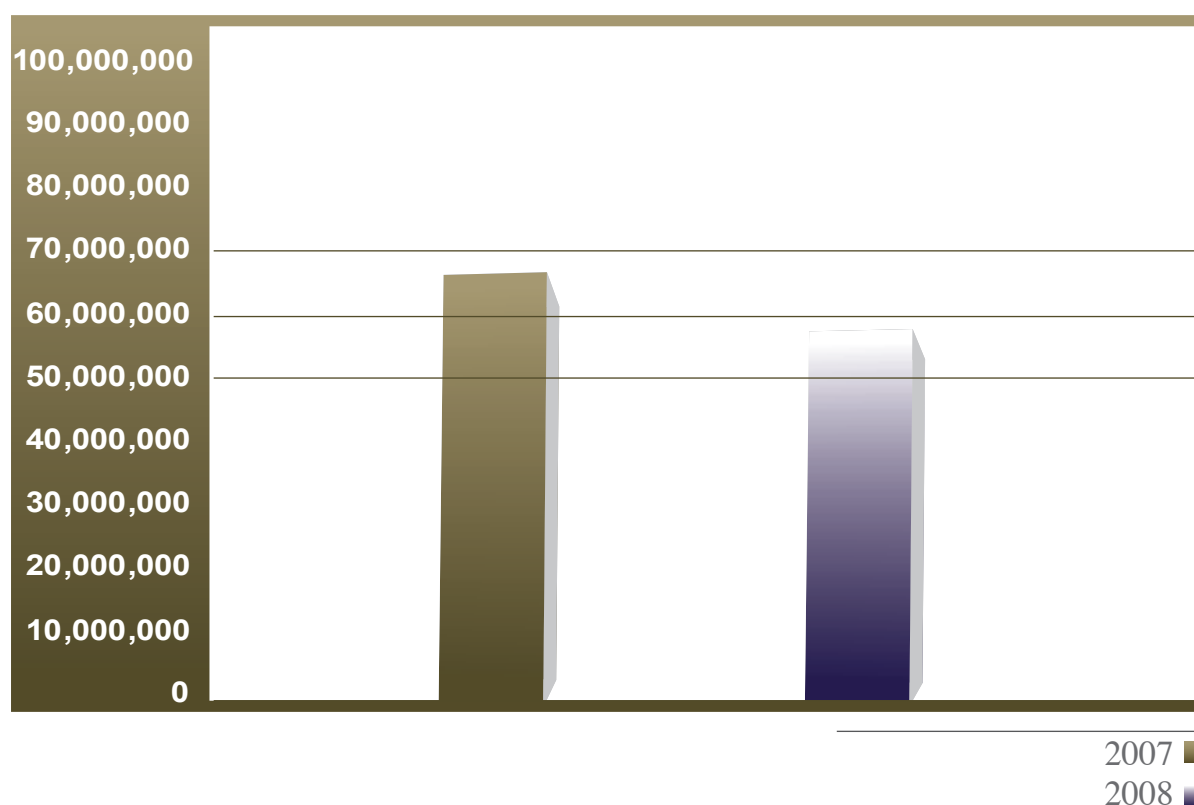
■ For the period 1/1/2008 - 31/12/2008  
■ For the period 1/1/2007 - 31/12/2007



### Values of Deposits Collections for 2008 Compared to 2007

Customs Deposits	2008		2007		Change volume	Change rate %
	Sum	rate	Sum	rate		
Services allowances	28,503,477	42.79%	22,908,275	37.21%	5,595,201	24.42%
Rewards Deposits	4,660,002	6.99%	4,893,372	7.95%	- 233,370	- 4.777%
Customs Insurance	16,117,668	24.19%	15,715,840	25.53%	401,828	2.56%
Passengers Deposits	16,234,358	24.37%	17,229,379	27.99%	- 995,021	- 5.578%
Drawback Deposits	799,419	1.20%	447,676	0.73%	351,743	78.57%
Deposits of fuel support	139	0.0002%	77,432	0.13%	- 77,293	- 99.82%
University Deposits	2,434	0.004%	4,436	0.01%	- 2,002	- 45.14%
Tobacco Planting Promotion Deposits	0	0.000%	1	0.00%	-1	- 100.00%
Youth Welfare Deposits	302,390	0.45%	281,339	0.46%	21,051	7.48%
<b>Total</b>	<b>66,619,886</b>	<b>100.00%</b>	<b>61,557,749</b>	<b>100.00%</b>	<b>5,062,137</b>	<b>8.22%</b>

### Values of Other Departments' Duties Collections in 2008 Compared With 2007

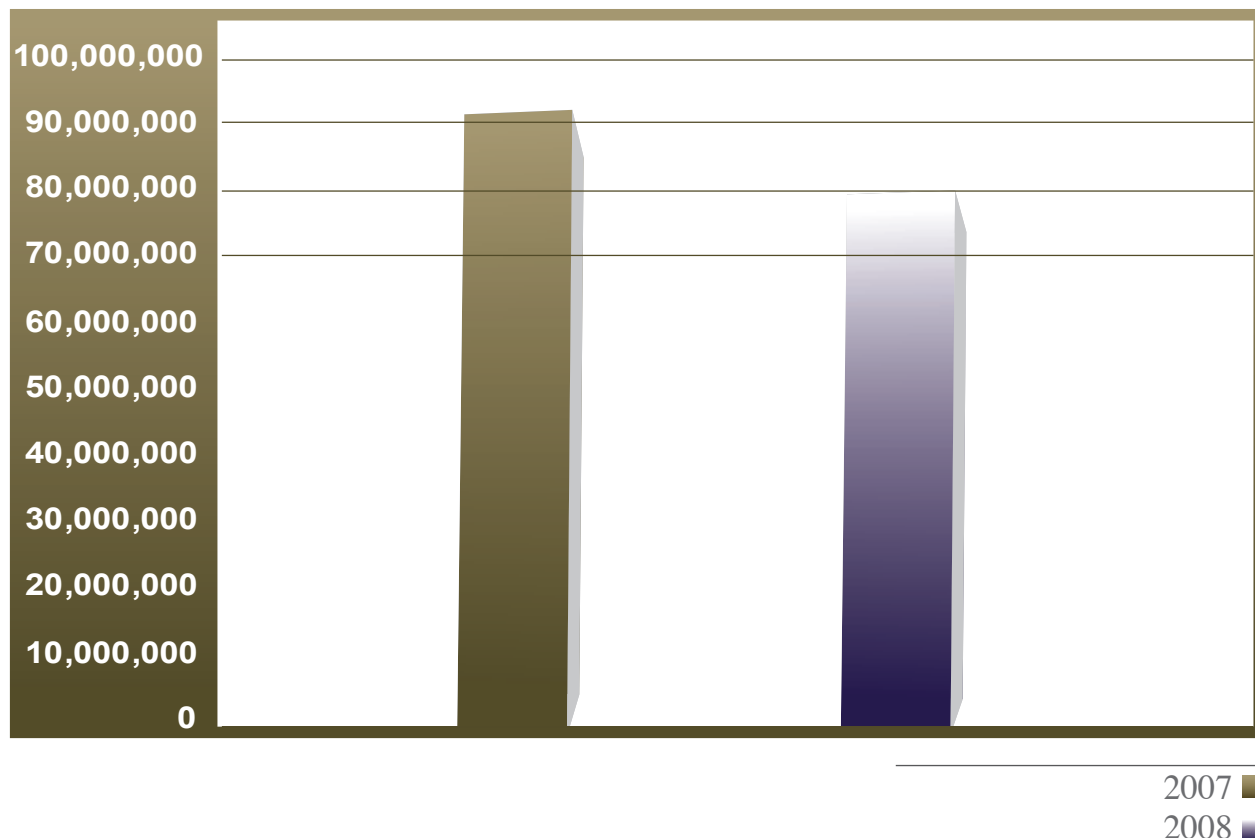


## Values of Other Departments' Duties Collections in 2008 Compared With 2007

Other Departments' Duties	2008		2007		Change volume	Change rate %
	Sum	rate	Sum	rate		
Passports Duties	0	0.00%	61,352	0.07%	- 61,352	—
Waste paper export duties	170,364	0.18%	0	0.00%	170,364	—
Veterinary Duties	286,120	0.30%	100,799	0.12%	185,321	183.85%
Livestock Count Tax	88,293	0.09%	104,385	0.13%	- 16,092	15.42%
Social Affaires Duties	2,637	0.00%	3,238	0.00%	- 602	18.58%
Agricultural Quarantine Duties	129,110	0.14%	92,457	0.11%	36,652	39.64%
Receivers Duties	190	0.00%	11,004	0.01%	- 10,814	- 98.27%
Stamps Duties	16,234,921	17.24%	14,758,635	18.02%	1,476,286	- 10.00%
Roads Services and Escorting Duties	32,475,748	34.49%	31,814,334	38.85%	661,414	2.08%
Diesel allowances for quantities in excess of a given limit	1,122,772	1.19%	1,462,920	1.79%	- 340,148	- 23.25%
Traffic Department's Duties	1,148,790	1.22%	1,236,554	1.51%	- 87,764	- 7.10%
Overloading Fines	1,677,704	1.78%	1,734,843	2.12%	- 57,138	- 3.29%
Standards and Metrology Duties	4,740,109	5.03%	3,734,231	4.56%	1,005,878	26.94%
Vehicles Plates Duties	43,535	0.05%	41,124	0.05%	2,410	5.86%
Export services duties	18,092	0.02%	16,257	0.02%	1,835	11.29%
Income Tax	32,161,975	34.16%	25,988,392	31.74%	6,173,584	23.76%
Food consignments Inspection Duties	588,019	0.62%	399,864	0.49%	188,155	47.05%
X- Ray Scanning Charges	3,273,476	3.48%	319,307	0.39%	2,954,170	925.18%
Total	94,161,854	100.00%	81,879,696	100.00%	12,282,158	15.00%

(\*\*) With the exception of Sales Tax.

### Other Departments' Duty Collections for the Year 2008 Compared to 2007



A table Showing the Distribution of Categories Of Duties on Imports for 2008

Duty category	Unified tariff duty	Duty rate	imports	Imports rate
exempted	1,762,512	0.68%	5,792,303,805	57.11%
Above zero and less or equal to 5%	17,009,444	6.52%	2,354,806,093	23.22%
Above 5% and less or equal to 10%	11,933,103	4.58%	286,738,853	2.83%
Above 10% and less or equal to 15%	11,194,602	4.29%	95,282,523	0.94%
Above 15% and less or equal to 20%	13,447,252	5.16%	94,218,072	0.93%
Above 20% and less or equal to 25%	85,891,637	32.95%	873,774,328	8.61%
Above 25% and less or equal to 30%	97,257,275	37.31%	615,684,811	6.07%
Above 30%	22,188,831	8.51%	29,966,800	0.30%
Total	260,684,666	100.00%	10,142,775,285	100.00%
Tariff weighted average= 2.57%				

5. The growth volume of the kingdom's imports was 12% in the year 2008 compared to that of 2007: the value of imports for the year 2008 was about 10,142,775,285 JD.
6. About 80% of imports are subject to 5% or less as a duty ratio.
7. Out of total imports, the kingdom's imports from Arab countries amounted to 34% and its imports from European countries to 23%.
8. The volume of imports exempted from the unified tariff duty was 8,323 million JD, i.e. 82% of imports. This indicates that the objectives of Customs Department are no longer limited to providing the treasury with revenues, but they also cover the liberalization of trade and investment promotion.

#### Values of Imports Exempted From the Unified Tariff Duty During 2008

Name of the entity exempted	Exempted imports 2008	Ratio out of total exemptions	Ratio out of total imports
The value of imports totally exempted (subject to 0%) in accordance with customs tariff tables and agreements	5,348,882,424	64.28%	52.74%
Exemption of regional offices and embassies and the members of diplomatic corps and administrative officials	339,167,613	4.08%	3.34%
Exemption of the armed forces and security bodies	167,468,527	2.01%	1.65%
The exemption of National Petroleum Corporation and concession and medicine companies	1,976,024,140	23.75%	19.48%
Exemption of an exempted entity (ministries, government departments and institutions)	48,546,480	0.58%	0.48%
Exemptions of the vehicles of judges, officers and the retired, and other vehicles pursuant to the resolutions of the Council of Ministers	15,771,182	0.19%	0.16%
Exemption of universities, schools, donations and contributions to the mosques, churches, the institutions of the disabled and calendars prepared for promotional purposes	2,674,576	0.03%	0.03%
Exemption under investment promotion act	396,422,744	5.08%	4.17%
<b>Total</b>	<b>8,321,279,338</b>	<b>100.00%</b>	<b>82.04%</b>
Imports volume	10,142,775,285		
Exemption ratio	82.04%		

9. The total collections from the following main Customs houses (Amman Customs house, Aqaba Customs house, Al- Zarqa Free Zone/Vehicles, and Airport Customs house/Clearance) compose 78% of total Customs imports from all Customs houses.

### Customs Collections From Each Customs House According to Type of Duties and Other Taxes for the Year 2008

Aqaba Customs house	unified tariff duties	finer	Sales tax	Other department duties	Deposits	Total
Amman Customs house	87,148,830.640	2,528,652.580	282,195,634.970	15,818,922.380	9,950,540.080	397,642,580.650
Aqaba Customs house	76,962,833.153	729,304.225	130,594,758.850	13,174,281.080	9,357,569.020	230,818,746.328
Al- Zarqa Free Zone Customs house/ Vehicles	13,686,914.120	432,038.570	187,862,684.890	8,093,166.510	1,904,676.600	211,979,480.690
Airport Customs house/ Clearance	29,956,006.510	770,537.230	64,148,148.310	7,712,836.970	8,716,927.990	111,304,457.010
Zarqa Free Zone Customs house/ Goods	25,975,981.080	257,817.970	27,023,741.610	2,543,204.580	1,517,619.120	57,318,364.360
Public Warehouses	20,442,651.580	46,537.500	21,799,826.000	1,494,420.270	768,547.400	44,551,982.750
King Abdullah II Bin Al-Hussein Industrial Estate Customs house/Sahab	13,492,107.020	144,246.600	23,806,202.260	2,248,396.200	1,731,775.830	41,422,727.910
Al- Omari Customs house	1,574,140.831	1,159,432.680	346,928.898	12,619,693.791	16,014,259.732	31,714,455.932
Jabbar Customs house	2,897,747.211	937,348.220	2,095,452.427	17,801,921.480	5,947,050.570	29,679,519.908
Jordanian- Syrian Free Zone Customs house	418,364.115	31,802.650	9,246,223.401	1,398,820.469	1,093,725.785	12,188,936.420
Collection Section/the Headquarters	2,484,367.805	1,954,950.378	2,192,421.699	218,736.091	2,767,525.785	9,618,001.758
Al- Karamah Customs house	760,353.880	511,138.978	11,280.790	5,621,927.480	661,593.770	7,566,294.898
Jordan Valley Crossing Point Customs house/ Sheikh Hussein	755,990.937	84,726.350	3,570,581.484	1,444,847.400	1,121,856.230	6,978,002.401
Al- Mudawarah Customs house	101,616.200	129,393.788	48,925.638	1,400,005.225	1,423,536.697	3,103,477.548
Al- Ramtha Customs house	942,770.711	131,958.240	529,277.525	265,063.500	825,454.075	2,694,524.051
King Hussein Bridge Customs house	157,843.705	35,627.491	1,896,733.651	374,930.270	229,070.530	2,694,205.647
Enforcement Directorate	314,382.151	1,432,580.438	194,741.664	45,700.597	623,619.498	2,611,024.348
Vehicles Section/ Cases Directorate	94,155.505	191,794.630	356.640	1,130,373.640	311,613.990	1,728,294.405
Al- Mafraq Customs house	889,718.850	155.250	440,868.660	41,057.140	20,394.760	1,392,194.660
Al- Hassan Industrial Estate Customs house/ Irbid	40,970.315	35,944.130	265,944.200	228,137.080	394,820.610	965,816.335
Waddi Al- Yutm Customs house	199,751.174	95,470.440	170,804.679	19,100.700	335,871.070	820,998.063
Airport Customs house/ Passengers	198,561.233	62,350.087	208,379.826	38,687.501	243,913.342	751,891.989
Amman Post Office Customs house	189,166.015	6,154.700	253,513.873	48,485.030	33,134.485	530,454.103
Al- Raqeeem Customs house	24,683.450	19,375.290	46,514.790	136,984.720	270,324.130	497,882.380
Al- Dhulail Customs house	10,209.740	51,594.770	12,169.330	99,196.240	267,847.940	441,018.020

Ghour Numaira Customs house	667.750	385.250	54,307.200	44,988.000	11,284.600	111,632.800
Prince Al- Hussein Industrial Estate Customs house/Karak	7,119.980	418.750	6,088.350	22,158.590	47,587.130	83,372.800
Special Industrial Zone Customs house/Al-Sheediyyeh	1,283.250	0.000	325.320	57,130.000	4,459.000	63,197.570
Al- Zarqa Customs house	9,879.150	33.500	9,773.010	7,645.000	6,344.500	33,675.160
Ammon Customs house	2,995.000	3,147.545	1,602.780	10,530.000	13,457.305	31,732.630
Amman Civil Airport Customs house/Marka	5,755.400	2,535.400	3,494.200	506.340	3,484.300	15,775.640
Total	279,747,818.461	11,787,453.630	759,037,706.925	94,161,854.274	66,619,885.874	1,211,354,719.164

**Customs Collections /JD of all Types of Duties and other Taxes for the Year 2008 Compared with those of 2007**

Customs house	2008	2007	Change volume	Change rate
Amman Customs house	397,642,581	388,215,653	9,426,927	2.43%
Aqaba Customs house	230,818,746	215,604,432	15,214,314	7.06%
Al- Zarqa Free Zone Customs house/ Vehicles	211,979,481	203,681,458	8,298,023	4.07%
Airport Customs house/Clearance	111,304,457	97,676,794	13,627,663	13.95%
Zarqa Free Zone Customs house/ Goods	57,318,364	49,643,751	7,674,613	15.46%
Public Warehouses	44,551,983	40,668,851	3,883,131	9.55%
King Abdullah II Bin Al- Hussein Industrial Estate Customs house/ Sahab	41,422,728	39,864,788	1,557,940	3.91%
Al- Omari Customs house	31,714,456	29,856,810	1,857,646	6.22%
Jabber Customs house	29,679,520	28,076,661	1,602,859	5.71%
Jordanian- Syrian Free Zone Customs house	12,188,936	12,511,087	- 322,151	- 2.57%
Collection Section/the Headquarters	9,618,002	8,110,030	1,507,972	18.59%
Al- Karamah Customs house	7,566,295	5,593,946	1,972,349	35.26%

Jordan Valley Crossing Point Customs house/ Sheikh Hussein	6,978,002	4,025,377	2,952,626	73.35%
Al- Mudawarah Customs house	3,103,478	3,758,900	- 655,422	- 17.44%
Al- Ramtha Customs house	2,694,524	2,934,058	- 239,534	- 8.16%
King Hussein Bridge Customs house	2,694,206	2,576,202	118,004	4.58%
Enforcement Directorate	2,611,024	2,559,300	51,724	2.02%
Vehicles Section/ Cases Directorate	1,728,294	1,498,416	229,879	15.34%
Al- Mafraq Customs house	1,392,195	1,882,885	- 490,690	- 26.06%
Al- Hassan Industrial Estate Customs house/ Irbid	965,816	937,910	27,906	2.98%
Wadi Al- Yutm Customs house	820,998	1,034,982	- 213,984	- 20.68%
Airport Customs house/Passengers	751,892	728,996	22,896	3.14%
Amman Post Office Customs house	530,454	463,980	66,474	14.33%
Al- Raqeeem Customs house	497,882	607,106	- 109,223	- 17.99%
Al- Dhulail Customs house	441,018	459,073	- 18,055	- 3.93%
Ghour Numaira Customs house	111,633	63,107	48,525	76.89%
Prince Al- Hussein Industrial Estate Customs house/Karak	83,373	124,717	- 41,344	- 33.15%
Special Industrial Zone Customs house/Al- Sheediyeh	63,198	57,883	5,315	9.18%
Al- Zarqa Customs house	33,675	30,809	2,866	9.30%
Ammon Customs house	31,733	29,377	2,356	8.02%
Amman Civil Airport Customs house/Marka	15,776	14,620	1,156	7.90%
Total	1,211,354,719	1,143,291,960	68,062,760	5.95%



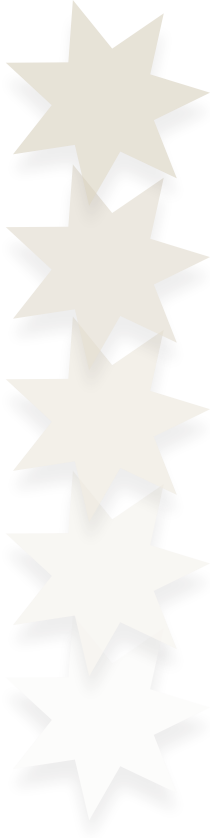
### Secondly: In the Area of Customs Cases

Through the achievement of the strategic objective of fighting illegal activities, Customs Department has detected a number of smuggling and Customs violation cases. The following table shows that the number of cases detected in the year 2008 was 63,653 cases; a decrease of 5,529 cases.

**A Table Showing the Cases Detected in 2008 Compared to 2007**

Type of case	2008		2007	
	Number	Sum of paid fines	Number	Sum of paid fines
Smuggling	9265	7,989,159	11355	9,154,844
violations	54388	4,874,562	57827	5,265,152
Total	63653	12,863,721	69182	14,419,996





## **Chapter 4**

# **Achievements in the Area of Strategic Planning, Following up and Evaluation**



Customs Department has followed the path of strategic planning in order to achieve its strategic objectives. The style and format of the plan have been developed until a flexible plan that could be measured easily and clearly has been attained. Customs Department has followed up and monitored the extent to which the strategic objectives were achieved in 2008 by means of measurement indicators that included the following strategic objectives:

1. Facilitating the movement of passengers and goods by decreasing the time period needed to complete customs procedures concerning passengers and goods, and by continuing the process of improvement through raising the level of efficiency of Customs Department and strengthening coordination with the authorities concerned with facilitating the movement of passengers and goods. In addition to the development of the infrastructure of Customs houses in order to improve their performance, and the utilization of the latest electronic systems and inspection devices in order to reinforce the simplification of procedures.
2. Combating illicit trade activities by improving the effectiveness of controls and strengthening the activities of fraud combat and fighting trademark counterfeit. Initiatives concerning improving control support systems were reinforced.
3. Developing structure, infrastructure and overall performance of Customs Department. Customs Department's endeavors to simplify, automatize and improve its procedures will inevitably lead to the development of performance and the improvement of service quality in line with international standards in the area of customs policies worldwide. Institutional capacity building of Customs Department's communication and informative publishing are the main pillars of Customs Department's strategic planning because of their positive impact on the sector of Customs Department's clients.

In continuation of the process of annual performance evaluation in accordance with its strategic plan, Customs Department has developed a mechanism for following up the implementation of the executive plan via a computerized system that evaluates achievement in the light of the accomplishment of activities related to each project or program based on quantitative performance indicators that are annually targeted and barriers that prevented the implementation of any of the remaining indicators.

### ★ Evaluating the Implementation of the Plan for the Year 2008

Customs Department has evaluated its plan on the basis of the objectives enlisted in the strategic plan of the department for the year 2008 as follows:

1. The total number of performance evaluation indicators was 89.
2. The general ratio of achievement was 82%. The following table shows the evaluation of the plan implementation:

General evaluation	82%	
	Number of indicators	Ratio
Number of indicators with a positive evaluation	73	82%
Number of indicators with a negative evaluation	16	18%
Total	89	100%

**The Following Table Shows Achievement Rate of Strategic Objectives:**

No.	Strategic objective	Number of performance indicators 2008- 2010	Number of objectives that have been achieved	Number of objectives that have not been achieved	Achievement rate
first	Passengers and goods movement facilitation	37	33	4	89%
secondly	Illicit activities combat	26	16	10	62%
thirdly	Development of the department's general performance and infrastructure	26	24	2	92%
Results		89	73	16	82%

3. The following table shows the achievement rate of performance indicators:

No.	Indicator	Targeted	What has been actually achieved
1	The value of transactions received electronically by credit card	14 million	23,263,742
2	The number of marketing campaigns for electronic payment service	2	0
3	Number of Customs houses applying the ASYCUDA World System	7	8
4	Number of commercial banks associated with the department by means of the Central Guarantee System	3	1
5	Number of Customs houses connected electronically with the neighboring countries	4	Adjournment on the part of other parties

6	Number of Customs houses connected with one another via a modern digital communication network.	4	3
7	number of government departments and institutions connected electronically with the department	4	failure on part of the other departments to implement the connection
8	Number of newly introduced computerized Customs systems	3	4
9	Number of magnetic cards designated for the exemption of diplomats and bodies	Study	Continuation of the study
10	value of laboratory devices provided for Customs laboratories	80000	6,846 in addition to a tender the value of which is 70,000 JD (the proceedings are not completed yet)
11	Number of transactions entered into Customs Value Data Base System	4800	4,030
12	Number of studies drawn upon in the area of goods value	80	74
13	Number of analytical studies in the area of goods and vehicles value	180	1,031
14	Number of Customs transactions transferred to the department concerning disagreement on value	1100	710
15	Number of trainees in the field of ASYCUDA World	400	1,001
16	Number of service recipients of Customs Department	Application stages	0.7
17	Number of services provided through Public Service Office	15	15
18	Number of services provided through the SMS	7	7
19	Number of messages sent through the SMS	40000	57,000
20	Number of messages received through the SMS	Data collection	The indicator has been reevaluated and cancelled
21	Time release of goods	Continuation of 2007's study	The study has been continued
22	Rate of the red lane declarations	30%	38%
23	Number of Customs houses applying the Single Window System	2	1
24	Number of Customs houses authorized for the clearance of goods	1	4
25	Number of Customs houses authorized for temporary admission	2	3
26	Number of Customs houses authorized for the exemption of military officers	A study	2

27	Number of directorates and Customs houses whose operations have been reengineered	4	5
28	Number of trainees in the field of inspection	100	120
29	Number of trainees in the field of Customs value	50	93
30	Number of trainees in the field of the Harmonized System	40	110
31	Number of trainees in the field of Customs procedures	100	100
32	Number of trainees in the field of computer(specialized and fundamental courses)	210	428
33	Number of trainees in the field of the art of dealing with the public	50	54
34	Number of advantages granted to the companies enlisted in the golden list	12	16
35	Number of agreements signed with mutual recognition of the golden list program	1	1
36	Number of companies applying for joining the golden list program	100	95
37	Number of companies enlisted in the golden list	25	17
38	The rate of positive control over the red lane clearance declaration	30%	34%
39	The rate of positive control over the green lane clearance declaration	97%	98.71%
40	Number of government departments agreed with on the criteria of selectivity	2	The indicator has been reevaluated and cancelled
41	The positive percentage of control processes selected from the Intelligence Unit	40%	76%
42	Number of trainees in the field of Risk Management	50	100
43	Number of trainees in the field of Intelligence Analysis	50	144
44	Number of Customs houses where the video-surveillance system will be expanded and installed	6	0
45	Number of Customs houses where the communication network has been updated into Tetra	1	0
46	Number of trucks provided with Customs escorting	100000	132,257
47	Number of X- Ray scanners used in Customs houses	2	0
48	Number of surveillance cameras provided for enforcement vehicles	10	The indicator has been reevaluated and cancelled
49	Number of night vision systems provided for the Enforcement Directorate	10	0
50	Number of Customs houses applying Gates Control System	3	3
51	Number of trainees in the field of using night vision devices	20	0

52	Number of trainees in the field of using surveillance cameras	20	0
53	Number of trainees in the field of using X- Ray scanners	20	5
54	Number of trainees in the field of using drugs and contraband detection devices	50	0
55	Number of trainees in the field of counterfeiting and forgery combat	80	310
56	Number of trainees in the field of Anti- smuggling	80	129
57	Number of trainees in the field of special operations	50	0
58	The value of financial claims concerning audited transactions	1,800,000	14,544,370
59	Number of companies subject to control and audit	90	51
60	The rate of companies against which financial claims have been made out of the total number of controlled companies	50%	44
61	The percentage of positive control	20%	34%
62	Number of errors detected during post - clearance audit which were circulated on Customs houses	105	450
63	Number of trainees in the field Of post clearance audit	50	59
64	Number of squares that will be established or expanded	7	5
65	Number of inspection platforms to be installed	5	4
66	Number of Customs houses where passengers halls will be modernized	1	2
67	Number of Customs houses that will be established	2	2
68	Number of buildings constructed for staff housing	1	2
69	Number of Customs houses where instruments of public safety are available	3	3
70	Development of computerized systems used in the Headquarters and the Customs houses	5	4
71	Number of legislations that have been issued	2	1
72	Number of legislations that have been amended or will be amended	2	8
73	Number of restructured directorates and Customs houses	Completing the study	3
74	Number of agreements signed in the area of administrative cooperation	3	5
75	Number of Customs houses which have obtained the ISO certificate	3	2
76	The rate of informative campaigns impact on the awareness and culture of the public	60%	0
77	Number of media- marketed services	4	6
78	Number of meetings with the private sectors	3	12
79	Number of service recipients satisfaction studies (stakeholders)	2	1

80	The positive rate of the stakeholders' satisfaction with services provided	65%	76%
81	Number of paper and electronic educational publications	10	6
82	Number of employees satisfaction studies	3	1
83	The positive rate of the employees' satisfaction with the actual status of their jobs	70%	75%
84	Number of missions related to the performance of Hajj and Umrah	80	70
85	Number of members of Customs Department Club	350	89
86	Number of beneficiaries of employees' offsprings' scholarships	30	30
87	Value of the work performed for the maintenance of staff housing complex	160,000	184,559
88	The number of visits to and meetings with employees in their workplaces to listen to their demands	20	10
89	The establishment of Customs Department Academy	Study	The study has been completed





## **Chapter 5**

# **Intellectual Property**



## ★ Intellectual Property

Customs Department spares no effort to protect national economy from all kinds of smuggling and forgery, especially in the area of intellectual property rights protection. The reason for that is its belief in the importance of providing citizens with protection, and the necessity for implementing the agreements that Jordan has signed with international agencies, such as the TRIPS Agreement.

Being of the opinion that coordination and joint work with Arab and international agencies concerned with Intellectual Property Rights Protection are of a great importance, Customs Department has signed with the private sector and Arab organizations a number of memoranda of understanding and cooperation in this area. Among these agreements are the following:

- 1- A memorandum of understanding with the Arab Federation of Intellectual Property/ 2008.
- 2- A memorandum of understanding with Beiersdorf AG company/ 2008.

As for the draft amendment to article 41 of Customs Law, and in view of the powers identified pursuant to this article, Customs Department has studied and prepared a draft amendment to this article in order to increase the power of Customs in the fight against this global bane.

### **The Most Important Contents Of This Draft Amendment were the Following:**

- 1- Harmony and compatibility with international agreements, which would allow the expansion of the protection of intellectual property rights.
- 2- The draft amendment gives the competent authorities the right to initiate criminal proceedings in case of evidence of abuse and the unwillingness of the right holder or his legal representative to take a legal action.

In the context of the continued qualification of the cadres in this area, a number of workshops on intellectual property have been held in collaboration with the private sector and Arab organizations concerned with intellectual property. The following table shows those workshops and the authorities responsible for implementing them during 2008:

No.	Title of the workshop	Supervisor	Venue
1.	Border Measurements and Counterfeit Goods	Nestle and Nokia	The Headquarters of the Jordanian Association for the Protection of Creativity and the Fight Against Counterfeiting and Piracy
2.	Intellectual Property Rights Enforcement at Borders	Office of the United States Trademarks	Grand Hyatt Amman Hotel
3.	The Role of Arab Customs Departments in Intellectual Property Rights Protection – Reality and Ambition	Arab Federation of Intellectual Property	Meridian Hotel - Amman

4.	Counterfeit Goods Bearing Trademarks	Beiersdorf AG company	Customs Officers Club/Aqaba Customs house
5.	Counterfeit Goods Bearing Trademarks	Beiersdorf AG Company	The Headquarters of the Jordanian Association for the Protection of Creativity and the Fight against Counterfeiting and Piracy

Customs Department has made a great progress in the prosecution of cases of intellectual property rights infringement in line with global trends in this area. The number of cases that were seized in 2008 was 101 cases.

The following table shows intellectual property rights infringement cases brought before the court concerning brands with the largest number of seizures.

Brand	Number of Cases
Adiddas	11
Mercedes	9
Nokia	7
Dove	7
Reductil	4
Vaseline	3
Nivea	3
Lawrence	4
Reebok	2
BMW	2
Bosch	2
Philips	2
Cials	2
Galaxy	2

The following brands were seized with an average of one case:

**(HP, Winston+Goldcoast, Nivea+NiveaVisag, Lancome, Opel, Jerens, Jehnosonis, Philips+Osram, Dell, Palvix, Mond, Concord, Always, Clear, Fag, Cat, Winston, Tokico, Zinnat, xxL+Loreal, Olay, Marlboro+L&M, Gauloises, Braun, Tiger, Ramco, Amoramor, CK, Benz, Wella, Lucas, Nescafe, Hitachi, Brothers, MK, Mond Lights, Casio, Crest, Toshiba, LG)**

In the area of intellectual property rights protection, Customs Department is endeavoring to sign memoranda of understanding with a number of companies, such as the following:

- 1- A memorandum of understanding with Philip Morris Company.
- 2- A memorandum of understanding with Unilever Company.
- 3- A memorandum of understanding with GT International Company.



## **Chapter 6**

### **Reforms related to the improvement of business environment in Jordan**



The World Bank Group prepares an annual report on doing business which measures the level of reforms related to the improvement of the business environment in each of the 181 participating states where Jordan ranked seventy- fourth ( 74 ) among the ( 178 ) states concerning simplifying cross- border trade. Thus, Customs Department is concerned with the implementation of the Doing Business Report recommendations of the World Bank Group. Such recommendations aim at improving the business environment in Jordan through the cross- border trade indicator in collaboration with a number of ministries, departments and official institutions to implement a number of procedures until the end of 2009. These include:

1. Applying the mechanism of electronic connection of databases and data systems of the concerned bodies and assembling selectivity criteria of goods for the concerned bodies through ASYCUDA World System on the main server of Customs Department with the possibility of access to the system by other departments to expedite the procedures. Customs Department also carried out selectivity system based on risk analysis ( ASYCUDA World ), and it is currently working to speed up time release of goods through reducing the proportion of the targeted declarations from the red and yellow lanes.
2. Linking clearance procedures and delivery of declarations electronically. Information of Customs declarations between Customs Department officers and staff of other departments at Customs houses are exchanged electronically.
3. Activating the application of pre-arrival clearance procedures with the retention of other concerned authorities for inspection in accordance with their own procedures. Customs Department has issued instructions and notifications which govern the process of pre- arrival clearance of goods.
4. Application of Customs Single Window Project at all Customs houses.

A Single Window is the place which allows all parties involved in trade and transport to submit the agreed upon information and documents to a single window to meet the requirements of import, export and transit, and they can be delivered electronically. Single- Window Project, which facilitates reception and submission of all customs documents in one place, has been applied at King Abdullah II Bin Al- Hussein Industrial Estate Customs house/ Sahab, in addition to other five Customs houses. This will help all border clearance agencies (Customs, Port authorities, Institute of Standards and Metrology, and others....) to have simultaneous access to trade documents and increase business efficiency and reduce time and costs.

5. Reducing the number of documents: The required documents for completing customs procedures have been further studied. The necessary legislation has been also considered to reduce the required number of documents for export and import processes.







## **Chapter 7**

# **Information and Communication Technology (ITC).**



Based on its continuous pursuit for modernization and keeping up with the best developments in customs work, Customs Department believes that excellence can be achieved through continued pursuit to create an integrated system of advanced methodologies which are to be applied in accordance with the best international practices.

The year 2008 is marked by the implementation of advanced pilot projects which aim to primarily proceed towards electronic customs procedures in order to reduce risks either to the local community in general or the service recipients, in particular. Among these development projects are the following:

#### ★ **ASYCUDA World System:**

It is a computerized global system which aims at facilitating and simplifying Customs procedures where the recipients of service can complete a customs declaration from anywhere in the world through the internet and the e- customs website: " www. customs.gov.jo". This system also contributes to the transfer of the department to e- customs and thus e- government.

This system was implemented for the first time in may/2007 at 3 Customs houses, and it was implemented at 9 Customs houses in the year 2008. Customs Department will implement it at all the remaining Customs houses in 2009 as follows:

2008	2009
Name of the Customs house	Name of the Customs house
King Hussein Bridge Customs house	Queen Alia International Airport Customs house- Clearance
Cyber City Customs house	Aqaba Customs Directorate
Al- Dhulail Customs house	Amman Customs house
Al- Karamah Customs house	Bonded Warehouses
Jordan Valley Crossing Point Customs house	Jabber Customs house
Zarqa Free Zone Customs house	Al- Omari Customs house
Al- Hussein Industrial Estate Customs house/Karak	Jordanian- Syrian Free Zone Customs house
Amman Post Office Customs house	Al- Modawarah Customs house

#### ★ **E- Tracking Project:**

It is a pilot project which works on electronic tracking of transit trucks passing through Jordanian territories to neighboring countries by using electronic tracking devices to identify their locations through monitoring stations distributed all over the areas of

the Kingdom. This project aims at combating smuggling and controlling smuggling operations in case of their occurrence in the shortest possible time through the use of communication technology, digital maps and information exchange to identify the location of the transit trucks included in the e- tracking project.

### ★ **Electronic Gate Control System:**

It is a system for controlling and monitoring the movement of trucks through the e- gates installed in the entry and exit doors at the Customs house. A truck must be registered upon entering the gate to the Customs zone and given a barcode affixed to its body and printed on the inspection card. The required procedures to complete the declaration related to that truck are followed- up through a portable device which reads the barcode label affixed to the body of the truck where the status of the declaration appears immediately. Upon completion of the declaration, the truck heads for the exit gate, where the gate officer, by using the device of PDA reads the barcode. The PDA device examines the status of the truck on the main device to check whether the declaration has been duly completed or not. If the declaration has been duly completed, the electronic gate will open accordingly or otherwise, the gate will remain close.

### ★ **The Objectives Of the Project:**

- Simplification of the procedures and reducing the time required for trucks to exit.
- Reducing human intervention in the entry and exit of trucks as they are allowed to go out of the gate electronically without human intervention provided that their declarations were duly completed.
- Electronic control and limiting intervention of the human element.
- Furthering Control on trucks upon entry and exit of Customs house.
- Combating smuggling.

This project has been applied in three Customs houses during 2008 and it will be applied in some other Customs houses in the next stage as indicated in the following table:

2008	2009
Name of Customs house	Name of Customs house
Amman Customs house	AlOmari Customs house
Jaber Customs house	Al- Modawarah Customs house
Zarqa Free Zone Customs house/Exit gates	Zarqa Free Zone Customs house/Entry gates
	Aqaba Customs house

## Single Window Project:

Selectivity criteria are being assembled through this project for all departments operating at Customs houses or borders by using electronic system which aims at facilitating, simplifying and expediting the completion of customs declarations by all the concerned governmental bodies and institutions including Customs Department through the application of a Single Window Scheme. This project will firstly be applied at King Abdullah II Bin Al- Hussein Industrial Estate Customs house/ Sahab and it will be also applied in many other Customs houses during the year 2009 as follows:

2008	2009
Name of Customs house/Manually	Name of Customs house/Electronically
Sahab Customs house	Sahab Customs house
Amman Customs house	Amman Customs house
Aqaba Customs house	Aqaba Customs Directorate
Jaber Customs house	
Zarqa Free Zone Customs house	

### ★ Customer Service Unit:

The Customs Department is considered to be the first Jordanian governmental institution and the first Arab Customs institution to apply the concepts of electronic institution; therefore, it began to implement a series of projects. It has been aware of the fact that the greatest challenge to its success is the change from the manual method of performing the work to the electronic one. This needs much effort and support at all administrative levels especially at the beginning of the implementation of the project that aims to provide some free services online to ensure the simplification of procedures, speed and transparency in achievement. This project will enable Customs to calculate the required time for each procedure, and it will help to transfer Customs Department to a Paperless- Department.

The Customs Department has also trained its staff and provided them with training courses on typing and basic computer proficiency skills starting from managers, being the first and last ring in the chain of the declarations processing and ending with the concerned employee. It has also held a number of specialized training courses both theoretical and practical, preparing for the commencement of the application of electronic declarations.

### General Objectives of the Project:

1. Automating operations and Customs procedures
2. Simplifying and facilitating Customs procedures
3. Facilitating and expediting the completion of transactions for the service recipients.
4. Documenting of all Customs operations and procedures electronically for ease of reference.

5. Transferring to a paperless department.
6. Reducing the number of service recipients at the department.
7. Monitoring the performance of staff.
8. Specifying a fixed time for the completion of each declaration.

2008	2009
Name of the Customs house/Directorate	Name of the Customs house/ Directorate
Amman Customs house	Amman Customs house
Aqaba Customs house	Aqaba Customs house
Planning & Organization Directorate	Planning & Organization Directorate
Exemptions Directorate	Exemptions Directorate
Transit & Clearance Directorate	Transit & Clearance Directorate
Financial Affairs Directorate	Financial Affairs Directorate
Temporary Admission Directorate	Temporary Admission Directorate
Risk Management Directorate	
Tariff & Conventions Directorate	
General Bureau Directorate	
Value Affairs Directorate	
Zarqa Free Zone Customs house.	
Queen Alia International Airport Customs house/ Clearance.	

### ★ Main Data Center Project And Disaster Data Recovery Center:

It is a unique pilot project at the regional level which aims at restructuring the major computer equipments, computer networks and systems operating in the department. This project also aims to provide a safe environment for main computer equipments which contain all customs computerized systems and data. Furthermore, it makes use of the best modern techniques in the field of Information Technology in terms of providing advanced safety systems, central conditioning systems, an advanced warning and fire- fighting system, a protection system from power outages as well as monitoring and controlling system using modern and sophisticated cameras that have been installed inside and outside of Customs houses. In addition to implementing Customs confidentiality and security system upon entering the Customs House by using magnetic cards and secret numbers. The Main DATA CENTER was inaugurated on 21/8/2008

### ★ Document Management System:

This project aims to document customs declarations and documents electronically in order to provide easy and quick access to them. The customs declaration has to be archived with all its documents and recommendations. Then, it is sent to the auditor of the Customs house to ensure the compliance of the archived declaration and its documents with the original. After that, the auditor signs it electronically and it is transferred to the head of of Electronic Archiving Section to ensure that it has been duly audited and undergone all stages of archiving. Finally, It is sealed electronically as

a notice of the correctness of the archiving. As soon as the declaration is sealed, the system automatically closes this declaration and cancels any possibility for modification or addition unless a legal amendment or addition is available according to specific authorities. In such a case the declaration copy is modified with the retention of the first original copy as it was before making any modifications.

This system will enable all customs employees wherever they are to have access to any saved declaration electronically without the need for hard copy but within the authorities given to the employees who have access to these declarations.

### General Objectives Of the Project:

1. Transferring Customs Department to a paperless department.
2. Providing easy and fast access to Customs declarations.
3. Getting rid of the big quantities of Customs declarations kept at the "Declarations Filing Section"
4. Enabling the clearance company or the concerned person to keep customs declarations which gives more trust to the stakeholders while preserving the right of the department to save the declarations electronically for the purposes of compliance.

Name of the Customs house/ Directorate (Empirical Application)	Name of the Customs house/ Directorate (Actual Application)
Amman Customs house	Amman Customs house
Aqaba Customs house	Aqaba Customs house
Declaration Filing Section/The Headquarters	Declaration Filing Section/The Headquarters
Exemptions Directorate	Exemptions Directorate
Transit & Clearance Directorate	Transit & Clearance Directorate
	Human Resources Directorate
	Financial Affairs Directorate

### ★ Smart Systems Application and Decision Support Project:

This project aims at indexing databases of customs systems in order to establish the relations that link these systems together for using them in identifying the alternatives which are available to decision- makers and take the appropriate decisions based on that.

### ★ General Objectives of the Project:

1. Establishing a special "information bank" for Customs Department pertaining to trade and "Trade balance" so that Customs Department will be the most accurate and trusted source for decision- makers.
2. Indexing databases of all customs systems.
3. Saving data to make use of them in a public database.
4. Enabling decision- makers to get information accurately and at the proper time.



5. Getting reports pertaining to trade movement between Jordan and other countries.
6. Predicting future business movements that will enable decision- makers to predict future needs.
7. Predicting risks for the purposes of developing policies to address and avoid them as much as possible.

Name of the Directorate Empirical Application	Name of the Directorate Actual application
Risk Management Directorate	Risk Management Directorate
Planning & Organization Directorate	Planning & Organization Directorate
Financial Affairs Directorate	Financial Affairs Directorate
Directorate of Cases	Directorate of Cases

Other achievements include updating various e- systems and programs as a result of periodic control and regular maintenance of these systems and programs to guarantee their continuous performance in accordance with the latest developments which facilitate and expedite implementing work procedures for both officers and service recipients respectively in a shorter period of time.

#### ★ These Updated Systems are the Following:

- **Direct Electronic Link with the Private Sector:**
- **Commercial Banks**

In line with the e- government, Customs Department has established an effective partnership with the Private Sector on the basis of shared responsibility and cooperation. These mutual meetings contribute to the simplification of procedures in order to save time and efforts for the benefit of Stakeholders. Moreover, Customs Department held several meetings with a number of commercial banks in order to expand the procedure of electronic link between these banks and the "Central Guarantees System".

#### **Nafith Company**

Electronic link between Customs Department and Nafith co., which is in charge of the movement of trucks within Aqaba Special Economic Zone Authority ( ASEZA ), has been established for the purposes of information integration upon the departure of trucks through Wadi Al- Yutm Customs house.

- **Comprehensive Vehicles System:** Application of Trucks License System has been applied.
- **Temporary Admission System:** Customs Department starts to apply this system formally in Al- Hassan Industrial Estate Customs house, AL- Dhulail Customs house ( Partially), King Abdullah II Bin Al- Hussein Industrial Estate/ Sahab (some companies), Sheik Hussein crossing Customs House. System of partial Manufacturing has been established and applied in qualified industrial zones QIZ (Al- Raqeem, Al- Hassan Industrial Estate, AL- Dhulail).



- **Customs Seals System:** A Customs Seals System has been applied in the following Customs house: Jaber, Al- Karamah, Al- Omari, Al- Moudawrah, Sheik Hussein bridge, King Hussein bridge, Al- Raqeeem, Al- Hassan Industrial Estate, Cyber City, Al- Karak Industrial Estate.
- **Clearance Companies System:** Inquiry Screens have been installed inside the system in the "Various Inquiries" link in the Customs Encyclopedia to be used by all Customs houses.
- **Exit Manifest System:** It has been applied in Al- Moudawrah Customs House, Jaber Customs house, Al- Omari Customs house, and North Crossing Point Customs house.
- **Customs Guarantees System:** its application has been expanded at 3 other Customs houses.
- **Exemption System:** Senates and Members of the Parliament of the Lower House Exemption service has been added.
- **Transfer of Declaration System:** Application of this system has been expanded at: Al- Hassan Industrial Estate Customs house, Al- Karak Industrial Estate Customs house, AL- Dhulail Customs house, Temporary Admission Directorate, Al- Karamah Customs house, Passengers' Steamers Customs house, Cyber City Customs house.
- **General Bureau System:** Application of this system has been expanded at Al- Hassan Industrial Estate Customs house and Cyber City Customs house.
- **Customs Escorting System:** This system has been applied among a number of Customs houses. It has been completed at Wadi Al- Yutm Customs house, Al- Karamah Customs house, King Abdullah II Bin Al- Hussein Industrial Estate Customs house/ Sahab.
- **System of Judicial Proceedings:** This system has been designed and applied at the Public Prosecution Directorate to document all cases transferred from Directorate of Cases to the Customs Court and to follow up its procedures.
- **Central Cases System:** This system has been applied at Al- Dhulail Customs house and Al- Karak Industrial Estate Customs house.
- **Updating Customs Department website:** [www.customs.gov.jo](http://www.customs.gov.jo) and providing new services to Stakeholders: Customs Department has upgraded its website on the internet at the beginning of 2008 to keep up with new global websites. The website has been rendered more dynamic in accordance with Customs Department Identity, bearing in mind that the first version for the website was launched in 1998.

### **Customs Department New Website has Included a Number of Modifications and Services:**

1. The Whole website has been installed on a major device in the U.S.A designated only for Customs Department to ensure high speed of access, and prevention of failure.

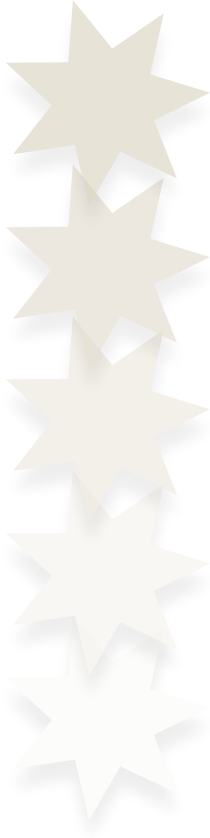
2. The new design can be easily used and viewed, and it does not take long time for downloading.
3. "PULLING" or (Quick Vote) Link has been added to the new website to consider the points of views of its visitors concerning the services which are provided by Customs Department.
4. The new website contains "PHOTO GALLERY" to view photos related to Customs Department occasions.
5. The new website allows for adding electronic questionnaires and analyzing obtained data by the concerned directorates on line.
6. Site Map for the new website has been upgraded. It clarifies the contents of the website.
7. The link of "Frequently Asked Questions" has been added for the benefit of the visitors of the site.

**The Electronic Customs Encyclopedia:** Several services have been upgraded for easy access to the required information, knowledge circulation, and internal communication among staff through the Electronic Customs Encyclopedia. These services include the following:

- Follow- up System of Incoming Post of the Office of Director General: This system is designed to enable the officers of the "Follow- up Section" to enter incoming correspondence and the concerned authority to follow them up and identify the required time for their completion.
- Overtime Hours Entry System: This system allows entry for overtime hours by directorates and Customs houses electronically, so that the time and effort required for the manual entry process is reduced.
- Studies on Customs Value: This link is designed to document studies on values of goods so that appraisers at Customs houses can benefit from them.
- Directorates Publications: Specific sites for a number of directorates have been designed to disseminate their special subjects.
- Woman Committee Site: This site is designed to disseminate all subjects related to the work of women at Customs Department.
- Excellence and Initiatives Site: This site is for receiving and following up initiatives and suggestions presented by employees through the Directorate of Planning and Organization.
- A continuous upgrading of Customs Encyclopedia contents and providing it with useful information.

**In the Field of Modernizing and Maintaining Equipments and Operating Systems, the Customs Department has Performed the Following:**

- Replacing all PCs with modern advanced ones.
- Updating computer networks operating at Customs houses.



## **Chapter 8**

# **World Customs Organization's Regional Representative's Office**



- The Regional Office for North Africa, Near and Middle East represents a focal point among the states of the Region in the field of coordination and cooperation with regard to the WCO's activities and resolutions, as it has an effective role among countries of the region in this field.
- Customs Department has represented the WCO in North Africa, Near and Middle East region for four successive stages during the period 2000-2008, 2 years for each stage. The most significant achievements of the Regional Office( Customs Department ) during its representation were as follows:

**First: In the Field of Capacity Building:**

1. Coordination and Participation in establishing the Regional Office in cooperation with WCO, and this office is hosted by Customs of UAE. Action plan for this office has been prepared and a high steering Committee has been established in order to develop a mechanism for implementing the strategic plan of the office.
2. Experts of the countries of the region have got International Certificates as Capacity Building Experts or experts in the field of customs Tariff and customs value.
3. Appointment of an Arab- speaking Customs Attaché representing the countries of the region at WCO/ Capacity Building Directorate. The Customs Attaché started his work on 2/7/2007 to serve the interests of the Customs Administrations of the countries of the region. He is appointed as the Regional Development Director.
4. Coordination and implementation of capacity building diagnostic tasks in the countries of the region and arranging more such diagnostic tasks that are presented by WCO and international donating agencies.

**Second: In the Field of Security and Facilitation of the International Trade Supply Chain:**

1. Adopting the implementation of security and facilitation of the international trade supply chain frameworks by all countries of the region.
2. Participating with Customs International Community in drafting Customs Document for the 21<sup>st</sup> century.
3. Endeavouring to launch a unified initiative of the countries of the region that meets customs requirements and International Trade Supply Chain Security criteria ( the Golden List Program in Customs Department, Customer Service Program at the Egyptian Customs, and Trade Net Program at the Tunisian Customs ).
4. Obtaining a certificate from WCO stating that North Africa, Near and Middle

East Region was one of the best regions in adopting frameworks of Security and Facilitation of the International Trade Supply Chain.

**Third: In the field of Exchange of information and Experiences:**

1. Participating in the meetings, committees, and activities of WCO and disseminating this knowledge to the countries of the region.
2. Promoting the role of the Regional Office in cooperation with the Arab League and its competent committees on Customs work.
3. Mutual training visits among Customs Administrations of the countries of the region concerning various significant subjects such as integrity, Intellectual Property rights, Customs Tariff, Customs Value, Customs Inspection, Harmonized System and E- learning.
4. Inaugurating Egyptian Customs Training Centre as a Regional Training Centre for Customs Administrations of the countries of the region where training courses, educational and awareness workshops in different fields of Customs work are to be held.

**Fourth: In the field of WCO Membership:**

1. Following up the issue of the accession of Palestinian National Authority to the WCO with all parties concerned inside and outside the region.
2. Bringing Iraq back to the membership of the WCO.

**Fifth: Training Courses:**

1. The Regional Representative's Office has continued its strive to enable Customs Administrations of the member countries to communicate, exchange expertise, disseminate knowledge among them through holding regional workshops in Kuwait, Egypt, Bahrain, Tunisian Republic, Kingdom of Saudi Arabia, Kingdom of Morocco, Lebanese Customs Training Centre, Arab Syrian Republic, and the Hashemite kingdom of Jordan.
2. Training Plan for the year 2008 for the countries of the region has been prepared by experts from Customs Administrations in the region based on the recommendation of the 27<sup>th</sup> meeting which was held in Morocco. This plan is considered urgent as the first quarter of the year has passed without preparing it, and because no training courses have been held in the Lebanese Customs Training Centre because of the circumstances which Lebanon has witnessed. The Regional Representative's Office has followed up preparing a comprehensive training plan for the remaining of 2008 which meets Customs Administrations' requirements and needs.

**Sixth: Strategic Plan:**

1. The First meeting of the working team for preparing the strategic plan for the years 2009- 2011 for the countries of the region was held during the period

- 3- 5/3/2008 at Jordanian Customs Department headquarters and with the participation of delegates of the Customs Administrations in each of Saudi Arabia, Egypt, Morocco, Yemen, Jordan, Director of the Regional Office for Capacity Building in UAE, and Regional Development Director in the WCO.
2. The Second meeting of the same team was held during the period 28-30/4/2008 in the Arab Republic of Egypt /Alexandria and with the participation of delegates of the Customs Administrations in each of Saudi Arabia, Egypt, Morocco, Yemen, Jordan, Director of the Regional office of Capacity Building in UAE, and Regional Development Director in the WCO.
3. The Strategic Plan included major various aspects that include :
  - 1. Capacity Building**
  - 2. Security and Facilitation of the International Trade Supply Chain:**
  - 3. Research and information exchange**
  - 4. Research and experience exchange**
  - 5. Communication and Partnership**

**Seventh: Committees of WCO:** During its representation of the region for the previous years, the Regional Representative's Office has followed up the meetings of the Committees of WCO which were held during the previous periods of time. All the reports issued by these committees were sent to all Customs Administrations of the countries of the region to benefit from them properly in light of the developments and changes that happened through the previous years.

**Eighth: Regional Meetings for Customs Director Generals of the countries of North Africa, Near and Middle East Region.**

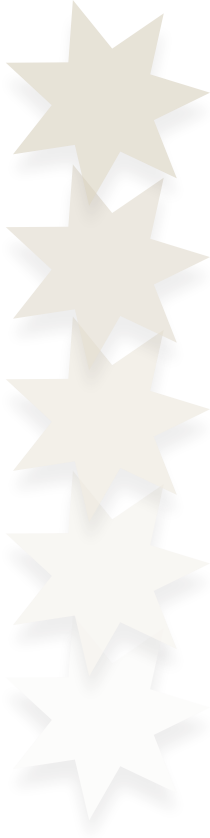
The Regional Representative's Office has coordinated and prepared for all regional meetings of Customs Director Generals of the countries of the region which are held twice a year, and it has followed up all their recommendations.

Customs Department is coordinating now with the Regional Office in Morocco that has been elected recently to represent the countries of the region through:

- A. Replying to all correspondence received based on the coordination with concerned directorates in the Department.
- B. Making maximum use of and participating in training and technical activities which are held in the Lebanese regional Customs Training Centre and some of the Customs Administrations.
- C. Exchanging experiences to adopt the best practices at the regional level, and to promote and activate Commercial Mutual Agreements in Customs Matters.







## **Chapter 9**

# **Achievements and Various Activities**



**Goods and Vehicles:** Customs Department facilitates the movement of goods and vehicles through facilitation of procedures associated with these fields which is clarified by the following tables:

#### Comparison of the numbers of Customs Declarations by type through 2008

Dec.No.	Type of Customs Declaration	Number of declaration	
4	IM	Importation for consumption	332241
8	TR	Transit	368556
3	EX	Re- export	43685
1	EX	Permanent Exportation	125746
5	IM	( Temporary Admission ) Importation	28925
7	IM	Bonded Deposits	13888
0	SD	Declaration for local Consumption (Brief Declaration)	11267
9	AR	Other Customs Statuses	7187
4	RD	Importation for consumption (for clearance of expatriates' furniture)	2957
2	EX	Temporary Exportation	998
6	IM	Re- import	894
DO4	DO4	Transferring to Customs houses (Vehicles)	20
Total			936364 Declarations

#### Movement of Vehicles in 2008

Vehicles	Entering to the Kingdom	Exiting from the Kingdom
Trucks	374368	359996
Buses	65648	67745
Cars	957058	909367
Total	1397074	1337108

#### Statistics of Lane-channeling of Customs Declarations at all Customs houses During 2008

Type of Lane	Number of declarations	Percentage of declarations by Lane	Difference in Customs Value	Difference in Customs Duties
Green	105032	11.5%	5,723,137	649,815
Yellow	380033	41.7%	112,511,003	8,919,201
Red	426771	46.8%	624,344,870	167,994,564
Total	911836	100.0%	742,579,010	177,563,580

#### ★ International and Regional Cooperation:

1. Signing Mutual Administrative Cooperation Agreements in Customs Matters with various Customs Administrations.
2. Signing MOU with the Customs Services of the U.S.A in the field of Security and Facilitation of the International Trade Supply Chain and anti- terrorism. This MOU aims at developing and updating the efficiency and effectiveness of

Customs Department and Customs Services of the U.S.A. relating to Security and Facilitation of the International Trade Supply Chain and establishing common responsibility for both the public and the private sectors in this regard through the Golden List program and Customs Commercial Partnership Program on combating terrorism C- TPAT. In addition, this MOU aims at exchanging information on Security and Facilitation of the International Trade Supply Chain. Also, it ensures available effective communication relating to Risk Management between the two sides.

### ★ **Cooperation with the Private Sector:**

#### **The Partnership Council with the Private Sector:**

Customs Department holds regular meetings with the private sector in order to bridge gaps in differing views, solve problems and examine ideas through which procedures can be improved and facilitated. Also, these meetings aim at making it possible for the private sector to participate in decision-making, building mutual trust and cooperation in a manner that guarantees smooth movement of goods in the supply and security chain and applying frameworks and international standards of WCO in the adoption of the best international practices.

Many meetings have been arranged with the heads of Jordan Chambers of Industry and Commerce and several representatives of the Private Sector in order to discuss various issues of mutual interest. Such meetings are so important to create interactive atmosphere and exchange points of views with them in a way that guarantees settling all obstacles that face traders and industrialists, and are reflected in a positive way on promotion of investment to realize the Royal visions of his majesty king Abdullah II bin Al-Hussein to create an attractive environment for investment.

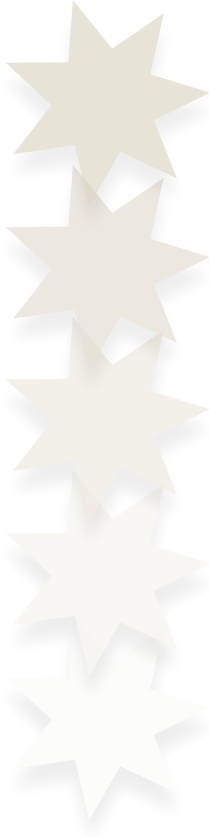
For the same goals, his Excellency the Director General met representatives of JES and QIZ and moa'sil (a tobacco product) factories to address their needs and solve their problems.

#### **Golden List Program:**

According to this program a number of certified customs facilitations are granted to member companies in addition to many incentives, advantages and preferential treatment that such companies will enjoy through its transactions with foreign countries interested in this program. The competitive status of the companies listed in the golden program will be accordingly reinforced in the global markets. This program is based on voluntary commitment to laws and legislations by these companies which shall accept post-auditing procedures that are conducted by competitive customs committees. The number of the listed companies currently stands at 18 working in various fields of business.

To promote the golden list program, a meeting attended by all the listed companies and the concerned Customs Directorates was held at Intercontinental Hotel /Amman in cooperation with Millennium challenge corporation (MCC) in order to meet all requirements of these companies and to present the relevant recommendations.

**ISO 9001/2001:** Several Customs houses have got the certificate of ISO 9001/2001, the last of which were Zarqa Free Zone Customs house and Al- Hassan Customs house/ Irbid. This has been achieved by Customs Department in light of applying the best methods and advanced practices to proceed in offering its distinguished Customs services.



## **Chapter 10**

### **Future Aspirations of Customs Department:**



1. Continuation of the application of Customers Service System to include automation of the rest of the procedures of the targeted eight Directorates in the first stage. All procedures of these Directorates shall become automated without using papers in offices, besides providing "Automatic Answering Service" for the service recipients through answering methods available in the system; such as: Official E- mail, Customs website on the Internet, short messages SMS, Electronic Voice Inquiry System, in addition to the old method that requires waiting in Customers Service hall until the declaration is completed.
2. Automation of all procedures of other Directorates that are not targeted in the first stage.
3. Automation of the internal procedures which include transferring internal memoranda and the daily work matters electronically between the Directorates of the department so as to reach a stage where all transactions become automated. Customs Department aims to become a department with paperless- procedure.
4. Continuation of the application of ASYCUDA World at all the remaining targeted Customs houses.
5. Continuation of the application of Single- window System at all the remaining targeted Customs houses.
6. Continuation of the application of E- Gate System at all the remaining targeted Customs houses.
7. Continuation of the Re- engineering of operations at all Customs houses for the purposes of getting the ISO certificate.
8. Continuation of the qualification of human cadres to meet Customs work requirements.
9. Completion of the adoption of electronic Customs declarations as substitute for paper- declarations at Customs houses in successive stages.
10. Continuation of the development of Infrastructure of Customs houses to ensure effective work flow.
11. Development of intelligence work to combat illegal commercial activities.
12. Increasing the number of members listed in the Golden List Program.
13. Completion of the electronic- link with governmental institutions and the private sector (Banks).
14. Development of the work of Intellectual Property Rights Section to combat fraud and counterfeiting in the kingdom, and signing MOUs with concerned and specialized Arab organizations in this regard.

15. Upgrading the electronic website of Customs Department to include new e- services and adding other links to the website.
16. Improvement of the quality of Customs services in accordance with International Criteria.
17. Continuation of the development projects and capacity building of Customs Department in various fields.
18. Updating Internet devices and increasing the speed of connection to serve both the staff and the service recipients.