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تتميز الأداء الحكومي والشفافية



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المرحلة البرونزية

المركز الثاني



الجمهورية الأردنية الهاشمية

Jordan Customs Annual Report 2014

“Excellence in performance ... quality in service”

***Prepared By: Strategies & Institutional
Development Directorate***



His Majesty King Abdullah II Ibn Al Hussein



His Royal Highness Crown Prince Hussein Ibn Abdullah II

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Director Generals Foreword

It is a great pleasure for me to present to you this report which highlights the accumulative product of efforts made during 2014. Despite current challenges that face the region in general and customs work in particular, such efforts have, in fact, led to major achievements we have always sought with the view to move forward with our relentless endeavors to realize our mission and vision.

The progress and advancement Jordan Customs have made in different areas was the anticipated fruitful effects of the hard work and perseverance. It is also a liable end result of the efforts made by staff in their various locations and posts, and our limitless aspiration and determination to carry on with the process of development and reforms. We shall all work together in initiative and creative spirit so excellence would mark the work of every one in his own realm.

This was Jordan Customs staff's contribution to the achievements during 2014. Such achievements were indisputably attributed for being creative, innovative and excellent in numerous fields we admire such as Strategic Planning, CIT, HR development, combating smuggling, citizens and homeland security, and facilitation and security of supply chain in global trade.

Jordan customs has taken major daring strides to further simplify Customs procedures, protect intellectual property rights and realize its vision at the local, regional and international levels. This was part of the efforts the Department has exerted to fulfill its strategic objectives which, in turn, integrates with the objectives of the other governmental institutions and bodies in collaborative platform dedicated to the realization of a wider set of national objectives.

It has become vital to re-direct focus to efforts- intensification and capacity-building to sustain achievements and move forward to realize our future aspirations. Therefore, a set of policies, strategies, and initiatives were developed and implemented to ensure realization of our Hashemite leadership's vision for a better future for our Kingdom.

Again, I extend my thanks and appreciations to Jordan Customs staff for their remarkable efforts and unyielding work devoted to serving our beloved home and citizens under the leadership of His majesty, King Abdulla II Bin Al-Hussein.

**Customs Major General
Monther A. AL-Assaf
Director General**



Letters of His Majesty King Abdullah II Ibn Al Hussein

We also direct the government to embark on sincere efforts to launch an integrated matrix of checks and balances in public service, to include specific mechanisms for appointments and promotions, especially in top posts, so as to better build capacity and retain talent, uphold the principles of transparency, justice and equal opportunity and fight wasta and favouritism.

The first letter of designation to Abdullah Ensour on 10 October 2012

The government should move quickly to develop human resources in the public sector, prepare public sector leaders who excel, ingrain a culture of excellence, complete the restructuring of public sector agencies and the e-government services network, and advance the quality of basic public services such as education, health and public transportation. Citizens should taste the fruits of the white revolution we have issued directives to launch with the aim of reviving the public sector and civil service.

*Speech from the Throne by His Majesty King Abdullah II
Opening the First Ordinary Session of the 17th Parliament
Amman, Jordan
3 November 2013*

Out of our keenness to ensure justice, integrity and the rule of law, we emphasize the need to enforce the law firmly and without discrimination. All state components should work to firmly and fully enforce the law and ensure justice for all, without complacency or favouritism.

*Speech from the Throne by His Majesty King Abdullah II
Opening the First Ordinary Session of the 17th Parliament
Amman, Jordan
3 November 2013*

Laying the foundations for the higher principles on which the homeland was built upon - such as justice, equality, transparency and the rule of law, in addition to fighting corruption and accountability, which are the cornerstones of good governance in Jordan - is the basic rule and the constant spirit of our reform process. The reform process will not reach its desired goal unless a true, actual, balanced partnership is built between all institutions within the national integrity system, to establish a framework for cooperation based on a clear vision and qualitative basis.

*Letter of Designation to Abdullah Ensour
on the formation of the National Integrity Committee/8 December 2012*

The Department's Vision Statement ...

“To be regionally more distinguished Customs Administration in support of the national economy and security”

The Department's Mission Statement

“Provide the Department’s stakeholders and customers with distinguished customs services, contribute to the promotion of the national economy, security and protection of society in accordance with achievement of comprehensive and sustainable development requirements, and to keep up with rapid developments on local and international levels”

The Department's Values...

The Customs service in Jordan focuses on deep-rootedness and a sense of excellence. Here are some values for reflecting the staff loyalty and belonging:

Respect	We have good institutional relationships between superiors and inferiors and customers based on appropriate work dealings. We maintain the reputation and resources of the Department.
Integrity	We abstain from any conduct that would violate public job ethics with a view to achieving personal interests.
Transparency	We believe in clarity in business dealings and disclosure of decisions for the benefit of work and customers.
Justice	We treat people equally and take balanced, logical and unbiased decisions.
Professionalism	We carry out work duties and tasks with highest degree of efficiency and proficiency.
Innovation	We provide innovative ideas that contribute to the development of work and resolving problems.

The Department's Strategic Goals

- Increase customs revenues with (5%) yearly.
- Increase the satisfaction of the Department's partners and stakeholders with (2%) yearly.
- Increase the local community initiatives with (10%) yearly.
- Increase the effectiveness of Anti-smuggling operations and curtail illicit trade activities with (5%) yearly.
- Increase seizures of hazardous materials and environmentally harmful goods with (5%) yearly.
- Reduce time release of goods with (3%) yearly.
- Increase the effectiveness of human resources and work procedures with (3%) yearly.

Chapter 1

Organization of Customs Department

The Department's Establishment and Development

The early twenties of the last century witnessed the establishment of Trans-Jordan Emirate. Due to the location of the Emirate at the heart of the Arab World as well as its strategic importance at both the regional and international levels, there was a necessity to establish a **government agency** to control the movement of goods and commodities imported into the Emirate and in transit through its territories. Therefore, the first Customs administration was officially inaugurated in 1921 and it was known as Directorate of General Excise and Statistics. It 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 is now headed by a Director General who is related directly to the Finance Minister. Twenty Director Generals have alternated this post since establishment of the department as well as many Customs houses have been in operation. This number has increased as a result of the significant increase of trade activities. The number of major and minor Customs houses currently amounts to (35). These Customs houses can be classified into the following categories; clearance centers, border centers, post office centers and Customs houses located within QIZ in addition to (2) existing Customs laboratories in Amman and Aqaba.

Regarding legislations, the first law regulated Customs work was issued in 1926, known as Customs and Excise Law, until the Customs Law No (20) for 1998 issued and was adapted to ongoing developments at the local and global levels.

The department's role and responsibilities have broadened to encompass national economy support, investment encouragement, trade facilitation activities, combating smuggling and protecting the local community and environment from hazardous materials as well as controlling cross-border movements of passengers, certain types of goods and means of transport passing through the kingdom. Therefore, the department has adopted new and emerging technologies to the benefit of Customs work and employment of e-government concept. As a result of applying that approach, JC has now become one of the most developed Customs administrations worldwide that focuses on providing our stakeholders with high-quality services.

Names of the Director Generals who assumed the Customs Department since its establishment:

Serial No.	Name	Job Title	Period of Time
1.	Abdussalam Kamal.	Director of Excise, Production and General Statistics.	1/10/1922 - 6/1/1926
2.	H.A. Turner.	Director of Customs and Excise.	7/3/1927 – 14/5/1935
3.	B.Livingstone.	Director of Customs, Industry and Commerce.	15/5/1935 - 13/9/1948
4.	Fawaz Al-Rossan.	Director of Customs, Industry and Commerce.	14/1/1948 - 1/3/1951
5.	Zahaa Al-Deen Al-Hmood.	Under-Secretary of State for Commerce.	3/3/1951 - 11/7/1951
6.	Mohammad Odeh Al-Quraan.	Under-Secretary of State for Finance/Customs.	12/7/1951 - 1/6/1962
7.	Saed Al-Dorra.	Under-Secretary of State for Finance/Customs.	2/7/1962 - 6/6/1965
8.	Ali Al-Hassan.	Under-Secretary of State for Finance/Customs.	7/6/1965 - 1/2/1971
9.	Mamdouh Al-Saraira.	Under-Secretary of State for Finance/Customs.	2/2/1971 - 1/2/1975
10.	Yassin Al-kayed.	Under-Secretary of State for Finance/Customs.	2/2/1975 - 9/5/1982
11.	Adel Al-Qoda.	Customs Director General.	10/5/1982 - 9/6/1990
12.	Dr. Mahdi Al-Farhan.	Customs Director General.	10/6/1990 - 1/11/1991
13.	Mohammad Ahmad Al-Jamal.	Customs Director General.	2/11/1991 - 16/5/1994
14.	Nazmi Al-Abdullah.	Customs Director General.	17/5/1994 - 7/11/1999
15.	Dr. Khalid Al-Wazani.	Customs Director General.	8/11/1999 - 9/6/2001
16.	Mahmoud Qutieshat.	Customs Director General.	19/6/2001 - 1/6/2005
17.	Alaa.Al Batayneh	Customs Director General.	2/6/2005 - 10/5/2007
18.	Mut'eb Wsaiwes Al-Zaben	Customs Director General.	11/5/2007 - 21/10/2008
19.	Ghaleb Qassem Al-Saraira	Customs Director General.	22/10/2008-8/6/2013
20.	Monther Abdelqader Al-Assaf	Customs Director General	24/10/2013 to date

Administrative Organization System and Organizational Structure

The Department is operating under *The Administrative Organization System No. (27) For 2011*. It was introduced to be compatible with recent developments at the local and international levels and the Kingdom's obligations under international and bilateral agreements at which the kingdom is a party. In the context of supporting security and facilitation of the international trade supply chain issued by World Customs Organization (WCO), the post of Assistant Director-General for compliance and facilitation affairs was then introduced and consequently the directorates involved in compliance and facilitation were linked to that post.

Planning and Coordination Committee underwent restructuring and it shall be responsible for dealing with the following subjects and making the relevant recommendations:

1. Action plans and programs and methods of following-up their implementation.
2. The department's performance and achievements and introducing effective ways to boost work and ensure achievement of objectives in a very efficient manner.
3. The annual training plan for the department's staff.
4. The Draft Annual Budget and the Classifier Table.
5. Draft laws, regulations and instructions pertaining to the Customs work.
6. Organizational structure of the department and links between directorates, Customs houses and divisions according to work requirements.
7. Any other issues referred by the Director-General to this committee.

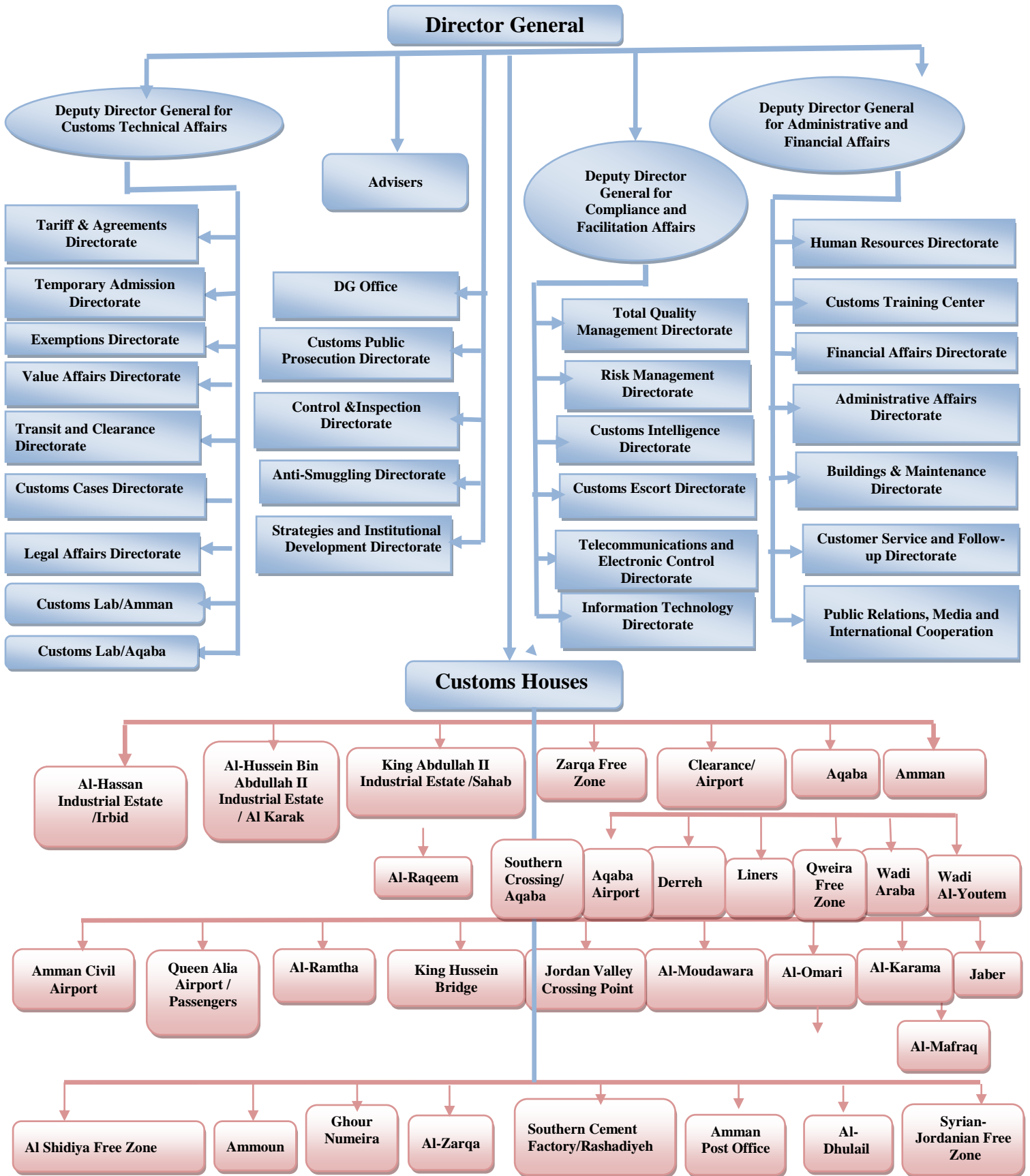
Articles (9/A) and (9/B) of the aforementioned system shall clarify the following:

- The Cabinet shall create any directorate or merge it into another or cancel it on the Minister's recommendation based on the DG's recommendation.
- The Director General shall, on the committee's recommendation, create any division at any directorate or Customs house or Customs lab or merge it into another or cancel it.

In addition, Article (10) clarifies that the Minister shall, on the DG's recommendation, issue the necessary regulations to implement the provisions of this system including:

- Identifying the tasks and responsibilities of Directorates, Customs houses or Customs labs.
- Job descriptions and specifications.
- Organizational structure of Directorates and Customs houses.
- Identifying methods of communications and coordination within the department.

The Organizational Structure of Customs Department (Major Directorates and Customs houses)



Chapter 2

Human Resources and Training

Human Resources

JC department is always keen to maintain and foster human resources development and performance improvement to the maximum degrees of excellence and innovation. The department has accomplished quantum leaps in implementing modern working methods, procedures and techniques, through providing its staff with appropriate working environment and promoting their capabilities as reflected on the efficiency of service delivery through the following:

- Sending employees to specialized capacity enhancement courses.
- Expansion of delegation of authorities which is in turn reflected on the quality of services.
- Infrastructure development and the use of sophisticated devices.
- Implementing and updating computerized systems in the interests of work and the public interest.

– Structure of Manpower in the Customs Department

Distribution of Staff by Gender in 2013-2014

Gender	2013	2014
Male	2916	2954
Female	176	173
Total	3092	3127

Distribution of Staff by the type of appointment in 2013-2014

Type of appointment	2013	2014
Permanent and Classified Jobs	2688	2718
Customs Security Agreement	298	303
Contracts	99	98
Daily Laborers	2	2
Employees seconded from other ministries and public departments to the Customs department	5	6
Total	3092	3127

Distribution of staff by qualifications in 2013-2014

Qualification	2013	2014
	Total	Total
PH.D	17	16
Masters	175	181
High Diploma	22	20
Bachelors	1251	1307
Comprehensive Diploma	441	495
General Secondary Certificate	765	747
Less than General Secondary Certificate	421	361
Total	3092	3127

Distribution of staff by age groups in 2013-2014

Age (by Years)	2013	2014
20-25	42	51
26-35	1013	1023
36-45	998	1015
46-55	947	948
Older than 56	92	90
Total	3092	3127

Capacity building and Human Resources Development:

The department focuses its attention on capacity enhancement and human resources development through providing its employees with training and material and moral incentives. In 2013, the department therefore has achieved several accomplishments in this regard which are as follows:

Training

Because JC has believed in keeping up with rapid developments in all scientific and technical fields, it had therefore established *Customs Training Centre* in the early 1998. It was given great care and interest with a view to providing sustainable Customs capabilities and delivering capacity building for the department's staff, the clearance companies' staff, and representatives from government ministries and departments and Customs officials from regional countries. Furthermore, various specialized programs were held in cooperation with *Jordan Armed Forces* and a number of donors, in addition to many regional courses.

Number of Training Courses and Participants during 2013

Subject	The Number of Training courses		The Number of Hours		The Number of Participants	
	2013	2014	2013	2014	2013	2014
Customs Clearance Training Courses	12	10	696	574	525	401
Computer Training Courses	2	4	40	170	31	60
English Language Training Courses	2	2	80	80	37	29
Administrative Training Courses	18	27	250	417	493	631
Customs Technical Training Courses	22	17	300	1075	394	415
Financial Training Courses	0	1	0	15	0	16
Total	56	61	1366	2331	1480	1552

During the years 2013-2014, (14) “Empowerment” Programs were held that included (13) topics in the different Customs fields.

Incentives

The department regularly incentivizes its employees to encourage them to work harder, through providing them with several material and moral incentives that contribute to empowering staff and increasing percentage of their satisfaction. Therefore, this positive impact will be reflected on enhancing work efficiency and performance and it is in turn reflected on the satisfaction of stakeholders. Such incentives include; scholarships for teaching sons of workers and retirees, and letters of appreciation as well as sending employees on, internal and external, training courses. The following table shows statistics of incentives for 2013-2014.

Subject of Incentive	Number of Employees	
	2013	2014
Scholarships for teaching sons of staff and retirees	170	137
Appreciation Letters	185	1180
Participants in internal training courses and workshops	277	293
Participants in external training courses and workshops	45	86



Delegation of Authority

To ensure a proper workflow at Customs houses, the department has adopted *delegation of authority* for Directors of Customs houses, the Heads of Clearance Units who are entrusted with processing of Customs transactions for the benefit of stakeholders. In the years 2012-2013, several authorities have been delegated to the staff and Customs houses, the most prominent of which are as follows:

- Directors of Customs houses have been delegated to:
 - Grant a full residence to foreign private cars.
 - Approve Customs-status modification requests.
- All customs houses where disposal committees have been delegated to make AR9 data with the contents that are disposed by a disposal report.
- Amman Customs house has been delegated to carry out the following:
 - Settle records that pertain to vehicles, exempted from Customs duties, for people with special needs/the disabled, and remove such vehicles and accept waiving such exemption for the Treasury and the transfer of ownership.
 - Payment of vehicles restrictions that entered under the status of temporary admission (yellow plate) on the computerized system.
 - Settle and deduct from temporary admission transactions for factories near Amman Customs house, amounting to (36) factories.
- Local Clearance on goods that are brought in from the free zone/Karak except for vehicles and their spare parts has been delegated to Al-Hussein Bin Abdullah II Industrial Estate/Al Karak Customs House.
- Local Clearance on vehicles and their spare parts that are brought in from the free zone/Almwaqer has been delegated to king Abdullah Bin Al-Hussein II Industrial Estate/ Sahab.

- Local Clearance on iron pallets and fish for decoration and gypsum boards has been delegated to Alomari Customs house.
- Aqaba Customs house has been delegated to:
 - Clearance on vehicles and machinery belonging to the various security services.
 - Powers of the sale of goods and vehicles at auction.
- Zarqa Free Zone Customs house has been delegated to:
 - Settle records that pertain to vehicles exempted from customs duties for people with special needs.
 - Organize re-export declarations for agricultural tractors.
- Authority to clear iron scrap has been delegated to King Hussein Bridge Customs house.
- Clearance on mineral waters has been delegated to Jordan Valley Crossing Point Customs house.
- Clearance on iron pallets (barley, trefoil, and hay, straw) has been delegated to Jaber Customs house.
- Clearance on heavy fuel has been delegated to Al Karama Customs house.
-
- Syrian –Jordanian free zone customs house has been delegated to:
 - Organizing the data of export for the goods entering the Syrian –Jordanian free zone.
 - Clearance on coal material.

Chapter 3

Strategic Planning

Jordan Customs Strategic Plan for the years 2014-2016

Strategic planning is important to the success of wishing to learning and development institutions and access to a high degree of excellence factors, because it helps in determining the future vision and strategic objectives of the institution for the foreseeable future.

JC has been keen since years ago to give the subject of strategic planning necessary importance, where it worked during 2014 to hold several courses and workshops on strategic planning and balanced performance cards and how to prepare operational plans, which contributed to raising the competence of personnel in this area.

Hence, the Customs Department has set up its strategic plan for the years 2014-2016 using the Balanced Scorecard (Balanced Score Cards (BSC)), depending on the participatory approach adopted by the department and with the participation of all organizational units in the department, where it began to review of the previous Strategic Plan 2011-2013 and relevant documents through the formation of a special committee comprising a group of managers who have a distinct technical and administrative expertise. The vision, mission and core values of the department have been formulated, as the formulation of strategic objectives and Key performance indicators which through its achievement the department is seeking to contribute to the achievement of national goals, where the four-wheel analysis (SWOT analysis) to analyze the internal and external environment were used, also using the style of Balanced Scorecard (BSC) in determining the strategic goals for the coming period, as experiments of different customs departments has been viewed in this field. Also, the draft plan was presented to the department external partners and taking the feedback and reverse what is possible on the strategic plan.

The customs department has adopted its vision for the years 2014-2016 ***“To be regionally more distinguished Customs Administration in support of the national economy and security”***, and its mission is ***“Provide the Department’s stakeholders and customers with distinguished customs services, contribute to the promotion of the national economy, security and protection of society in accordance with achievement of comprehensive and sustainable development requirements, and to keep up with rapid developments on local and international levels”***. As the customs department adopted the following strategic objectives for the years 2014-2016:

1. Increase Customs Revenue
2. Increase the percentage of satisfaction of the Department’s partners and stakeholders
3. Increase the percentage of community initiatives
4. Increase the effectiveness of anti-smuggling operations and curtail illicit trade activities
5. Increase the percentage of seizures of hazardous materials and environmentally harmful goods
6. Reduce time release of goods
7. Increase the effectiveness of human resources and work procedures

Evaluation of Strategic Plan for the 2014

First: Evaluation of Strategic Goals according to key Performance Indicators for 2014:

The total evaluated strategic objectives that have been achieved for 2014 are six strategic objectives amounted to a rate of (98.5 %), which is equivalent to agreeable positive evaluation within **performance indicators evaluation measures for the 2014-2016 Strategic Plan**, compared with achieved results (94.4%) in 2013 as indicated in the table below.

Strategic goals	Percentage of Achievement of Strategic goal in 2014
First Strategic goal: (Increase customs revenues 5%)	100%
Second Strategic goal: (Increase satisfaction of the department's partners and stakeholders 5%)	99%
Third Strategic goal: (Increase the local community's initiatives 50%)	100%
Fourth Strategic goal: (reduce time release of goods 3%)	Evaluated in 2015
Fifth strategic goal: (Increase seizures of hazardous materials and environmentally harmful goods 10%)	100%
Sixth strategic goal: (Increase the effectiveness of anti-smuggling operations and curtailing illicit trade activities 11%)	100%
Seventh strategic goal: (Increase the effectiveness of human resources and work procedures 24%)	92%

Second: Evaluation of Programs that are defined within the Strategic Plan for 2014:

- The number of programs included in the 2014 Strategic Plan amounted to (3) main programs as indicated below.
- Achievement of programs, in 2014, accounted for (93%), which is equivalent to agreeable positive evaluation within **performance indicators evaluation measures for the 2014-2016 Strategic Plan**, compared with (91.1%) in 2013 as indicated in the table below:

Programs	Percentage of achievement of programs in 2014
Anti-Smuggling and Customs Escort	99.5%
Management and Supporting Services	90.1%
The efficiency of revenue collection and community service	89.5%

Third: Evaluation of Projects and activities that are defined within the Strategic Plan for 2014:

Achievement of evaluated projects activities' performance indicators for 2014 amounted to (110), with (90.8%) which is equivalent to agreeable positive evaluation within **performance indicators evaluation measures for the 2014-2016 Strategic Plan**, compared with (89%) in 2013.

Fourth: The risks faced by the non-implementation of some projects

Risk	Risk level	Number of project affected by the risk
Delaying the support and financial grants	Low	4
delaying of bids implementation by other parties	Medium	2
Political and security situations in the region	Medium	1

Chapter 4

Customs Revenues and Foreign Trade

Customs Revenues

There has been an increase in the Customs revenues in 2014 by **(102.3)** Million JDs compared with collection of revenues in 2012, representing a growth rate of (1.07%), distributed by type as follows:

Customs Revenues	2014		2013		Value of Change (by Million dinars)
	Value (Million JDs)	Relative Importance%	Value (Million JD)	Relative Importance %	
Customs Duties	377.582	23.11	330.160	21.56	47.422
Sales Tax	1038.562	63.58	1013.946	66.21	24.616
Fees of Other Departments	112.624	6.89	98.082	6.41	14.542
Customs Deposits	41.446	2.54	40.085	2.62	1.361
Ministry of Finance Deposits	45.707	2.80	35.821	2.34	9.886
Customs Fines and Confiscations	16.981	1.04	12.962	0.85	4.019
Drawback Deposits	0.680	0.04	0.270	0.02	0.41
Total	1633.582	100	1531.526	100	102.256

Customs duties include in addition to the **tariff rate**, Customs houses service charges and E-tracking service charge and other fees and taxes.

Customs Revenues in details:

❖ Unified Customs duties (tariff duty)

The table below indicates distribution of **values of imports** with respect to (IM4) declarations, taxable and exempt, on unified Customs duty in 2014 compared with 2013.

Distribution of Imports	2014			2013		
	Unified tariff duties	Value of Imports (Million JDs)	Percentage%	Unified tariff duties	Value of Imports (Million JDs)	Percentage%
Exempt in the Tariff Schedules	0	4525.25	36.84	0	4654.67	31.99
Exempt under Agreements	0	2396.91	19.51	0	1941.90	13.35
Exempt under resolutions of the Council of Ministers or private laws or franchise companies (excluding oil and oil derivatives) or for parties exempt from Customs duties	0	2400.92	19.55	0	2537.40	17.44
Oil and oil derivatives	0	1520.41	12.38	0	3853.61	26.48
Subject to customs duties according to tariff schedules or preferential fees	302.88	1439.00	11.72	298.77	1563.66	10.75
Total	302.88	12282.48	100.00	298.49	13921.3	100.00

Tariff weighted average for 2014 accounted for (2.47%), while it reached (2.14%) in 2013.

❖ Sales Tax on Import

Collection of Sales tax for 2014 amounted to around (1038.56) million JDs (according to the date of financial receipts) compared with sales tax collection during 2013 that amounted to around (1013.95) million JDs with a decrease of (24.61) Million JDs.

❖ Other departments' fees

The following table shows collection of other departments' fees (Excluding GST) for the year 2014 compared with 2013.

Fee Name	2014		2013	
	Amount of Money (Million JDs)	Percentage%	Amount of Money (Million JDs)	Percentage%
Services and control fees - scrap import	0.140	0.12%	0	0.00%
Allowance for differences in quantities of diesel	0.025	0.02%	0.048	0.05%
Agricultural, veterinary and animal health service charges	3.644	3.24%	3.009	3.07%
Using credit cards fees	0.270	0.24%	0.616	0.06%
Export fees on scrap iron and aluminum	0.852	0.76%	0.231	0.24%
Satellite license acquisition fees	0	0.00%	0	0.00%
Wireless devices fees	0	0.00%	0	0.00%
Movies fees	0.002	0.00%	0	0.00%
Road traffic fees	2.858	2.54%	2.578	2.63%
Agricultural quarries fees	0	0.00%	0	0.00%
Export fees on scrap paper	1.089	0.97%	1.094	1.12%
Road traffic service charges and customs escort fees	19.504	17.32%	18.489	18.85%
X-ray scanning service charge	4.984	4.43%	4.261	4.34%
Advance payment of 2% for income tax	60.619	53.82%	52.090	53.11%
Stamp fees	14.797	13.14%	14.490	14.77%
Overloading fines	3.840	3.41%	1.731	1.76%
Total	112.624	100.00%	98.083	100.00%

❖ Ministry of Finance Deposits

The table below shows collection of Ministry of Finance Deposits in 2014 compared with 2013

Ministry of Finance Deposits	2014		2013	
	Amount of Money (Million JDs)	Percentage %	Amount of Money (Million JDs)	Percentage %
Standards service charge	4.908	10.74%	4.687	13.08%
Deposits of Jordanian universities	0.000	0.00%	0.000	0.00%
Deposits of work permits	11.225	24.56%	4.651	12.98%
Service charge by insurance	0.008	0.02%	0.007	0.02%
Control service charge- imported scrap	0.015	0.03%	0.115	0.32%
Allowance for differences in Silage	2.834	6.20%	0.637	1.78%
Allowance for non-certified documents charged by insurance	13.906	30.42%	16.447	45.91%
Customs Insurances	4.232	9.26%	5.681	15.86%
Agricultural marketing	0.000	0.00%	0.000	0.00%
Inspection fee on consignments of food	1.346	2.94%	1.273	3.55%
Radiological surveillance fee	1.361	2.98%	1.215	3.39%
Unified fee by deposit	3.081	6.74%	0.506	1.41%
Qualitative unified fee by deposit	0.000	0.00%	0.000	0.00%
Income Tax by deposit	2.725	5.96%	0.528	1.47%
Income Tax by insurance	0.066	0.14%	0.073	0.20%
Total	45.707	100.00%	35.821	100.00%

The following table shows distribution of Customs revenues according to Customs houses

Customs houses	2014		2013	
	Amount (MillionJDs)	Percentage%	Amount (MillionJDs)	Percentage%
Amman Customs House	459,736,817	28.14%	427,593,790	27.92%
Aqaba Customs House	436,796,787	26.74%	447,265,137	29.21%
Al-Zarqa Free Zone Customs House/ Vehicles	256,950,682	15.73%	203,526,372	13.29%
Airport Customs House/ Clearance- Zezia	171,275,554	10.48%	151,439,731	9.89%
Public Warehouses	67,512,456	4.13%	71,709,426	4.68%
Zarqa Free Zone Customs House/ Goods	49,729,083	3.04%	50,836,983	3.32%
King Abdullah II Bin Al-Hussein Industrial Estate Customs House	41,571,555	2.54%	47,191,475	3.08%
Liners - Aqaba	30,410,423	1.86%	19,280,004	1.26%
Customs department /Financial Affairs Directorate	25,114,214	1.54%	32,663,464	2.13%
Omari Customs House	23,237,435	1.42%	20,103,786	1.31%
Jaber Customs House	11,045,557	0.68%	10,548,630	0.69%
Jordanian -Syrian Free Zone Customs House	10,949,024	0.67%	6,382,835	0.42%
Al-Karama Customs House	7,242,371	0.44%	9,572,748	0.63%
Jordan Valley Crossing Point Customs House	6,087,413	0.37%	5,756,786	0.38%
Al-Moudawarra Customs House	5,160,084	0.32%	4,883,670	0.32%
King Hussein Bridge Customs House/Southern Shuneh	4,908,982	0.30%	4,435,300	0.29%
Anti-Smuggling Directorate	4,852,403	0.30%	2,713,095	0.18%
Mafraq Customs House	4,852,009	0.30%	1,611,832	0.11%
Customs Cases Directorate	2,913,053	0.18%	3,241,404	0.21%
Airport Customs House/Passengers	2,369,694	0.15%	1,508,330	0.10%
Qweirah Free Zone Customs House	2,326,341	0.14%	1,907,881	0.12%
Derreh Customs House	1,582,177	0.10%	737,606	0.05%
Al-Hassan Industrial Estate/Irbid Customs House	1,512,655	0.09%	1,504,697	0.10%
Wadi Araba Crossing Point Customs House	1,223,308	0.07%	768,671	0.05%
Wadi Al-Youtem Customs House	980,440	0.06%	1,237,504	0.08%
Dhulail Customs House	633,555	0.04%	551,630	0.04%
Al-Hussein Bin Abdullah II Industrial Estate/Al Karak Customs House	572,458	0.04%	299,385	0.02%
Amman Post Office Customs House	566,554	0.03%	546,736	0.04%
Al-Raqeem Customs House	371,375	0.02%	387,810	0.03%
Wadi Araba Customs house	357,193	0.02%	390,999	0.03%
Al-Sheidiya Free Zone Customs House	248,843	0.02%	129,515	0.01%
Ghour Numaira Customs House	242,314	0.01%	381,111	0.02%
Aqaba Special Economic Zone Customs House	128,571	0.01%	0	0.00%
Free Zone/information technology cities development company	35,746	0.00%	7,490	0.00%
Al-Zarqa Customs House	34,855	0.00%	31,324	0.00%
Ammon Customs House	14,962	0.00%	18,447	0.00%
Amman civil airport – Marka	14,871	0.00%	49,215	0.00%
Aramtha Customs House	11,298	0.00%	103,527	0.01%
Aqaba Airport Customs House	8,646	0.00%	7,911	0.00%
Total	1,633,581,761	100.00%	1,531,326,460	100.00%

❖ Customs Declarations

The following table shows numbers of Customs declarations (by type) recorded in 2014 compared with 2013

Type of Customs Declaration	Customs Declaration Code	Number of Recorded Declarations		Change Rate %
		2013	2014	
Permanent Export	EX1	166167	170762	3%
Temporary Export	EX2	1235	1295	5%
Re-Export	EX3	29494	28803	-2%
Import for Consumption	IM4	373219	402586	8%
Temporary Admission	IM5	32465	33261	2%
Re-import for Consumption	IM6	1515	1820	20%
Bonded Deposit	IM7	11868	11563	-3%
Import for Consumption (Household effects for Expatriates)	RD4	3062	3084	1%
Import for Consumption (Personal Effects)	SD4	12228	11265	-8%
Transit	TR8	325438	300711	-8%
Imports for Consumption-Pre Clearance	PS4	2	1	-50%
Admission Order to the Special Economic Zone / Aqaba	AA9	12516	13847	11%
Other Customs Statuses	AR9	8435	9730	15%
Total		977644	988728	1%

❖ Imports:

Imports value for 2014 totaled nearly (12.321) billion JDs compared with imports value for 2013 which totaled about (14.031) billion JDs, with (12.2%) decrease in total import volume according to IM4 (*imports for local consumption*) declarations completed at ASYCUDA-automated Customs houses.

The following table illustrates values and number of declaration related to commodities imported during 2013 and 2014. Commodities are categorized into sections as ordered in the Harmonized Commodity Description and Coding System Nomenclature.

Section No..	Description	2013	2014
		Import value (JD)	Import value (JD)
1	Live animals; animal product	658,432,802	679,447,116
2	Vegetable product	1,102,123,699	1,205,897,594
3	Animal or vegetable fats or oils and their cleavage products; prepared edible fats; animal or vegetable waxes	145,659,676	134,829,563
4	Prepared foodstuffs; beverages, spirits and vinegar; tobacco and manufactured tobacco substitutes	841,226,669	924,189,793
5	Mineral products	3,193,614,260	1,629,654,170
6	Products of the chemicals or allied industries	982,962,562	1,039,715,443
7	Plastics and articles thereof; rubber and articles thereof	638,832,002	660,694,510
8	Raw hides and skins, leather, furskins and articles thereof; saddler and harness; travel goods, handbags and similar containers; articles of animal gut (other than silk-worm gut)	19,125,218	21,759,263
9	Wood and articles of wood; wood charcoal; cork and articles of cork; manufactures of straw, of esparto or of other plating materials; basketware and wickerwork	163,976,785	164,383,679
10	Pulp of wood or other fibrous cellulosic material; recovered (waste and scrap) paper or paperboard; paper and paperboard and articles thereof	246,484,680	257,831,201
11	Textile and textile articles	456,854,124	450,442,328
12	Footware, headgear, umbrellas, sun umbrellas, walking-sticks, seat-sticks, whips, riding-crops and parts thereof; prepared feather and articles made therewith; artificial flowers; articles of human hair	53,571,751	47,971,037
13	Articles of stone, plaster, cement, asbestos, mica or similar materials; ceramic products; glass and glassware	224,479,748	248,819,348

14	Natural or cultured pearls, precious or semi-precious stones, precious metals, metals clad with precious metal and articles thereof; imitation jewellery; coin	476,333,112	485,821,394
15	Base metals and articles of base metal	1,368,318,339	949,175,376
16	Machinery and mechanical appliances; electrical equipment; parts thereof; sound recorders and reproducers, television image and sound recorders and reproducers, and parts and accessories of such articles	1,791,650,906	1,610,184,909
17	Transport equipment	860,981,264	1,070,937,744
18	Optical, photographic, cinematographic, measuring, checking, precision, medical or surgical instruments and apparatus; clocks and watches; musical instruments; parts and accessories thereof	180,093,855	205,341,526
19	Arms and ammunition; parts and accessories thereof	1,962,079	2,263,176
20	Miscellaneous manufactured articles	206,971,975	225,509,708
21	Works of art, collectors' pieces and antiques	105,482	587,161
22	Other imports	417,595,488	305,143,062
Total		14,031,356,476	12,320,559,101

The table below shows the top (25) partner countries in value of imports terms over the year 2014. Imports from these countries accounted for (85%) of aggregate imports., China, Saudi Arabia and the United States respectively occupied the highest values of imports.

No.	Country of Origin	2013	2014	Rate of Change%
		Value (JD)	Value (JD)	
1	China	1,482,850,666	1,446,965,734	-2%
2	Saudi Arabia	821,707,099	896,340,476	9%
3	USA	882,745,172	852,012,794	-3%
4	Germany	741,030,374	614,078,977	-17%
5	United Arab Emirates	460,436,065	495,842,338	8%
6	Switzerland	364,638,795	387,077,220	6%
7	South Korea	373,725,164	385,858,936	3%
8	Japan	327,933,653	384,107,937	17%
9	Egypt	355,606,217	364,786,434	3%
10	Italy	483,649,439	364,591,606	-25%
11	Turkey	314,626,833	336,964,621	7%
12	India	288,285,474	324,597,894	13%
13	Romania	216,882,576	284,450,116	31%
14	Russian Federation	145,656,133	243,925,468	67%
15	France	225,651,506	240,847,196	7%
16	Argentina	225,560,568	217,581,285	-4%
17	Ukraine	229,099,319	200,054,429	-13%
18	Spain	151,043,703	189,685,011	26%
19	Brazil	233,620,921	186,340,152	-20%
20	Britain	183,689,206	178,239,963	-3%
21	Thailand	153,003,435	164,414,957	7%
22	Belgium	85,568,498	164,155,812	92%
23	Australia	169,511,505	141,515,144	-17%
24	Netherlands	102,033,699	136,254,693	34%
25	Syria	177,676,170	105,013,336	-41%

Imported commodities

The table below shows the top (25) imported commodities in 2014 compared with top (25) imported commodities in 2013 according to the harmonized commodity description and coding system. Hybrid cars larger with engine capacity than 1500 CC of less than or equal to 2000 CC ranked first in terms of imports.

Serial NO.	Commodity according to Harmonized System Nomenclature	2013	2014	Rate of Change %
		Value (million JDs)	Value (million JDs)	
1	Motor vehicles except HS Code 8702 capacity > 1500 CC and <= 2000 CC Hybrid cars model of year clearance or followed	385.565.658	524.926.435	36%
2	Gold in unwrought forms and Non-monetary	358.752.604	357.086.993	0%
3	Durum wheat	203.703.173	264.585.516	30%
4	Medicaments	251.599.750	264.156.414	5%
5	Heavy fuel oil	197.171.663	203.136.161	3%
6	Cellular phones/mobile phone	192.543.716	191.220.793	-1%
7	Barley	201.876.728	189.495.646	-6%
8	Semi-milled or wholly milled rice	88.840.896	134.323.297	51%
9	Cane or beet sugar and chemically pure sucrose, in solid form.	132.116.354	128.202.542	3%
10	Maize (corn)-Seed	139.880.510	127.361.820	-9%
11	Oil-cake and other solid residues resulting from the extraction of soyabean oil.	93.350.375	122.550.553	31%
12	Articles of jewellery and parts thereof, made up of gold	98.339.962	107.983.336	10%
13	Alcoholic preparations combined of types used in manufacturing of beverages	94.823.669	99.319.797	5%
14	Semi-finished products of iron	89.460.114	98.517.386	10%
15	Double-Cab Pick-up diesel or semi-diesel engines total gross weight <= 5 ton	63.407.225	90.943.698	43%
16	Motor vehicles for the transport of persons except HS Code 8702 capacity > 3000 CC Hybrid engines model of year clearance or that follows	74.681.495	89.207.017	19%
17	Squared ceramic tile, painted and fully glazed with low absorption of water (0.5% or less)	76.426.741	84.263.419	10%
18	Garments, made up of Knitted or crocheted fabrics	96.305.453	82.659.914	-14%
19	Milk powder sweetened or unsweetened, with fat percentage <= 1.5% by weight and sealed containers with a capacity of <= 3 kg	60.007.534	78.327.072	31%
20	Organic compounds	56.478.558	72.406.767	28%
21	Polymers of ethylene, in primary forms	95.734.720	70.748.496	-26%
22	Live animals/Sheep	71.505.496	62.710.938	-12%
23	Polyethylene qualitative weight <94%, in primary form	57.761.464	61.342.230	6%
24	Beer from active barley of alcohol by no more than 0.5%	54.418.492	61.128.913	12%
25	Motor vehicles for the transport of persons except HS Code 8702 capacity > 1000 CC and <= 1500 CC Hybrid engines model of year clearance or that follows	60.348.492	59.998.600	-1%

The table below shows the Kingdom's imports of *Saloon Vehicles* subject to Customs duties and Sales tax, including hybrid vehicles. The number of vehicles underwent Customs clearance in 2014 decreased compared with 2013. Due to the increased demand on partially electric-powered cars, after such a decision for changing old cars and replacing them with modern (hybrid) ones and private sales tax was levied on importers of such cars with discounted rate of (12.5%) instead of (55%).

This table includes all values and numbers of new and used cars, subject to Customs duties and taxes, imported during 2014 compared to 2013.

Description	2014		2013	
	Value (Million JDs)	Number	Value (Million JDs)	Number
Hybrid cars	302.953	21992	200.237	14021
Vehicles subject to Customs duties and sales tax	228.609	32532	232.481	30159
Total	531.562	54524	432.718	44180

❖ Exports

The table below shows the top (25) Partner Countries in terms of the value of Jordanian Exports to such countries through the year 2014. Saudi Arabia ranks first in terms of the value of its imports from Jordan, accounting for (1.068.863.609) JDs, and then comes The United States and Iraq, while in 2013 United States ranked first in terms of the value of its imports from Jordan, accounting for (1.019.432.433) JDs.

Serial NO.	Country of destination	2013	2014	Rate of Change %
		Value (JD)	Value (JD)	
1	Saudi Arabia	794,489,301	1,068,863,609	35%
2	United States of America	1,019,432,433	912,706,665	-10%
3	Iraq	835,631,801	806,009,420	-4%
4	India	228,569,132	208,198,572	-9%
5	Israel	69,106,775	192,627,534	179%
6	United Arab Emirates	148,199,954	187,265,828	26%
7	Syria	79,977,844	111,721,173	40%
8	Aqaba Special Economic Zone	60,453,056	108,965,915	80%
9	Cyprus	1,456,927	108,921,083	7376%
10	Lebanon	93,152,510	93,129,260	0%
11	Algeria	93,579,211	80,229,137	-14%
12	Kuwait	46,067,032	72,990,284	58%
13	Qatar	60,470,881	72,809,572	20%
14	Country code export to Jordan in Jordan	87,107,035	71,069,758	-18%
15	Indonesia	136,050,999	69,473,611	-49%
16	Zarqa Free Zone	39,247,517	68,770,599	75%
17	Turkey	27,042,509	68,517,692	153%
18	Egypt	64,700,738	62,911,203	-3%
19	Sheidiya Free Zone	39,544,412	61,880,640	56%
20	Palestinian National Authority	53,912,411	56,773,485	5%
21	Sudan	53,407,347	51,095,108	-4%
22	South Korea	12,447,526	47,521,404	282%
23	China	17,806,550	45,481,497	155%
24	Yemen	37,623,613	39,675,685	5%
25	Sultanate of Oman	24,168,638	34,271,275	42%

- Exported commodities

The following table includes the top (25) exported commodities through 2014 according to the harmonized commodity description and coding system. Garments, Cables, and Phosphates are respectively considered the top three in terms of Jordanian Exports to such partner countries.

Serial NO.	Commodity according to Harmonized System Nomenclature	2013	2014	Rate of Change %
		Value (JD)	Value (JD)	
1.	Garments, knitted or crocheted, made up of cotton	423.714.940	489.322.563	15%
2.	Coaxial Cables	27.372.262	412.815.299	1408%
3.	Natural phosphates of calcium, natural aluminum phosphate of calcium, phosphatic chalk	297.914.717	265.306.272	-11%
4.	Garments, knitted or crocheted, made up of other textile materials	196.829.544	230.179.142	17%
5.	Medicaments	567.697.048	393.542.455	32%
6.	Tomatoes, fresh or chilled (1/6) till (30/9)	99.194.879	132.880.732	34%
7.	Polyethylene qualitative weight <94%, in	9.348.821	112.494.239	1103%
8.	T-shirts, singlets and other vests, knitted or crocheted, made up of cotton	82.424.651	100.931.946	22%
9.	Chocolate and other preparations food contains on cocoa	2.713.086	100.804.822	3616%
10	Chloride potassium fertilizers	29.263.861	93.004.300	218%
11	Copper wire /in coils	79.043.010	85.801.205	9%
12	Other articles of iron or steel, forged or stamped, but not further worked. Bromides and bromide oxides	70.351.508	81.517.889	16%
13	Nitrates of potassium	62.014.221	78.508.012	27%
14	Phosphoric acid and polyphosphoric acids	98.641.690	76.508.913	-22%
15	Mineral or chemical fertilizers, phosphatic.	41.708.407	69.342.993	66%
16	Articles of jewelry and parts thereof of gold encrusted with diamonds	58.451.621	65.812.146	13%
17	Collapsible tubular containers of aluminum 300 liter max.	51.367.570	64.667.570	26%
18	Phosphate (other)	37.338.271	61.741.180	65%
19	HS Code 9403 Other furniture and parts thereof	1.829.414	61.374.307	3255%
20	Chloride potassium	88.665.377	51.934.576	-41%
21	Aluminum waste and scrap	18.349.420	51.000.665	178%
22	Surface-active preparations, washing preparations and cleaning preparations	42.078.418	48.880.092	16%

23	Food preparations as nutriments only for special disease cases	40.648.535	47.037.283	16%
24	Cellulose wadding, rolls or sheets	40.437.013	44.764.028	11%
25	Other women's or girls' garments, made up of man-made fibers, not-knitted or crocheted.	29.445.340	34.207.957	16%

Chapter 5

Achievements and Activities

Based on the Department's strategic goals and a belief in change and modernization philosophy, Jordan Customs embodies the principles of the WCO to build bridges with countries in the region and the entire world. Jordan Customs contributes to enhance the security and resilience of the supply chain and also plays a major role in monitoring compliance and meeting its requirements. This role has proved effective through implementing many activities that contribute to bringing about that vital purpose, including, but not limited to:

Information Technology

Jordan Customs exerts a lot of efforts to modernize and develop its processes & procedures at all of Directorates and Customs houses in accordance with annual action plans stemming from the department's strategic plan. All that significantly contributed towards rendering excellent services for stakeholders which reflect the department's vision and mission. In 2014, the department has continued to expand implementation of pioneering projects that lead to achievement of strategic goals as to facilitate, simplify and monitor Customs processes with all its dimensions. Such development projects are as follows:

❖ ASYCUDA WORLD SYSTEM

It is a global system for computerized Customs procedures that aims at facilitating the flow of legitimate trade by enhancing the operational capacity of Customs administrations so as to carry out their financial and control tasks through using modern computerized systems in line with global rapid developments for the benefit of our customers and stakeholders. One of the advantages of this system is being a centralized Internet-based system and is linked up with other systems developed by IT Directorate. ASYCUDA also characterized by using Integrated Tariff System through which SAD (SINGLE ADMINISTRATIVE DOCUMENT) is being used and it is also compatible with Revised Kyoto Convention and utilizes the global coding system. Furthermore, there is a data-base on the Internet designed for ASYCUDA that allows other Customs administrations and traders to manage most of their businesses - starting from declaration about



goods to registration of Customs declarations and transit documents via the Internet. It also effectively contributes to realization of *E-government Concept*.

In 2013, ASYCUDA was fully implemented at all Customs houses and thus the number of Customs houses implementing this system reached (34).

❖ **Computerizing new systems and programs, including:**

- Intellectual property system
- Buildings and maintenance system
- Exemption system that applied in (5) houses: Customs Amman House, Customs Amman House / general store, Aqaba Customs House, Customs Passenger Airport House, Customs House of King Abdullah II Industrial City / Sahab, in addition to the exemptions Directorate.
- Temporary admission system applied in (4) houses: Amman Customs House, Customs Clearance House Airport, Customs House Zarqa Free Zone, Customs House King Abdullah II Industrial City / Sahab, in addition to temporary entry Directorate.
- Electronic payment system applied in two centers: Amman Customs House, Aqaba Customs House.
- Pre-clearance system applied in one center, center of Aqaba .(Golden list companies)
- Importer card system applied in all centers.

❖ **Electronic Gates System**

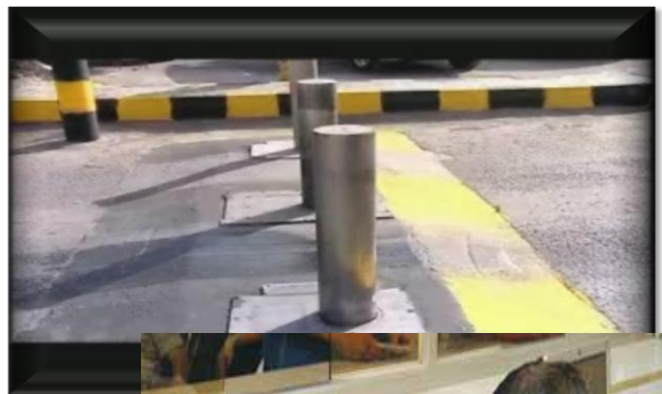
The number of Customs houses, where such project is being applied, amounting to (6) with (14) electronic gates.

Working principle of this project:

- Imposing strict controls on entry and exit of trucks from and to the Customs houses to reduce as much as possible illegal exit of trucks.
- Facilitating trucks traffic at Customs houses and reduce their stay time at Customs house.
- Exit of trucks from Customs house shall not be allowed unless they complete all their Customs procedures.

❖ **Customer Service Unit**

The project applied in (3) Directorates / centers during 2014.



CSU is one of the most prominent projects in that it has been introduced in the interests of our stakeholders so as to enable a customer, who needs electronic services applied at Directorates, to come to the Reception Section and submit his/her transaction. Such a transaction shall be then archived and scanned with all of the required documents and sent to the concerned Directorate electronically. Eventually, the customer will be able to follow-up his transaction, on the display screen, in the Customer Service Office or he/she would choose one of the following response methods (via e-mail, SMS or the

Department's Website), without waiting in the hall designated for that, to save customer's time. There are (68) E-services have been incorporated into this system and applied at most of the Directorates, and the implementation of the third phase of the project was finished during the year 2014 as well as included (15) new procedure in addition to (11) major Customs houses. The number of accomplished electronic transactions is (68) thousand, as the electronic notes system applied in all directorates of the department.

❖ **Information Bank and Decision Support Systems BI**

This project entails establishing a repository of electronic data that contains all the major Customs databases and creating decision support systems based on such information in order to enable the concerned parties to prepare and provide the necessary predictive reports and statistics which will help decision-makers to take appropriate decisions. The project has been applied in the Directorate of Intelligence during the year 2014, to The total number of directorates applying this raised to (5) main directorates in addition to Passenger airport Customs.

❖ **Electronic Archives Project**

This project aims at archiving Customs declarations and documents that attached electronically in order to realize the department's policy as to ensure paperless flow of information, if possible, and increasing the efficiency of storing documents electronically for easy access and information retrieval as well as mitigating the problem of accumulated vast amounts of paper Customs declarations.

The System was applied since its launch until the end of 2014 in (5) customs houses and (15) Directorates of (51) sections in these directorates, the number of data was archived electronically in the houses reached (5.89) millions and the number of archived documents electronically in the directorates of the department (4.46) million documents.

❖ **Connectivity with the Public and Private Sectors**

Connectivity and exchange of information with the public and private sectors aim at establishing E-government environment that facilitates exchange of data and information between such institutions, via *E-government Portal*, and completion of transactions shared by different official parties through *a single window* that contributes to expediting works, simplifying procedures, raising the efficiency and integration of all the relevant institutions and quick access to accurate information so as to make appropriate decisions in due time.

In 2014, the department expanded *connectivity and exchange of information* with more parties including (5) more parties. A number of ministries and public institutions were contacted to link up with the

Department. The number of the various stakeholders of the public and private sectors engaged in *electronic connectivity* reached (31) until the end of 2014, namely: (Income and Sales Tax Department, Public Security Directorate (Criminal Investigation Department + License Department), Companies Control Department, Free Zones Corporation, Ministry of Industry and Trade, Civil Status and Passports Department, Ministry of Transport, Ministry of Justice, NAFEZ Company, Aqaba Container Terminal Company (ACT), Cadbi, Royal Jordanian, Arab Bank, Bank of Jordan, Islamic Arab Bank, Amman Cairo Bank, Capital Bank, Jordan Kuwait Bank, Investment Bank, BLOM BANK, Islamic Bank, National Kuwait Bank, Jordan Commercial Bank, Jordan Post, Airport International Group, Higher Council for Affairs of Persons with Disabilities and Jordan Insurance Federation).

❖ **Electronic connectivity with neighboring countries**

Connectivity with Customs administrations of neighboring countries and other countries that have Customs relations with Jordan, aims at sharing information about Customs declarations and the movement of Transit with a view to streamlining, facilitating and expediting procedures related to the movement of goods across borders as well as providing all the necessary information and documentation for the purpose of risk management before goods reach Jordanian borders.

Connectivity and exchange of information with Arab countries entails streamlining procedures of trade activities and thus strengthening trade relations between the Kingdom and Arab countries. The number of countries engaged in E-connections with the department reached (3) until the end of 2014. The number of mutual electronic data has reached as a result of binding (60000) data during the year 2014

❖ **Upgrading Customs Department's website**

This project aims at upgrading the department's website on the Internet (www.customs.gov.jo) to adapt to the requirements of E-government services. It also aims at improving Customs electronic services provided to the various stakeholders in terms of efficiency, speed and accuracy of information with an attractive design which makes it easy to interact with available services by users of the website.

Furthermore, special services have been added in public



service system to the website in addition to the previous services such as (the disabled exemption system, car prices entry system by brand agents, inspection forms system and financial claims inquiry system), in addition to upgrading contents of the website.

❖ **Telecommunications and Electronic Control**

❖ **Electronic Tracking System for Transit Trucks**

This aims at facilitating and expediting Transit trade and controlling the movement of Transit trucks passing through the Kingdom by using the latest telecommunications technologies, satellites and digital maps to detect any violations during the trip. The expansion in implementing this system in Ammon customs house as a new house. Thus, the number of the major Customs houses currently covered in this system reached (31), in addition to Customs Escort



Directorate that works as a true supporter for such system. Moreover, this system has been recently connected with X-ray. E-tracking service-charges accounted for (3) millions JDs in 2014, while the number of tracked Transit trucks accounted for (232.380); in addition to more than (155.595) thousand escorted trucks.

❖ **(X-Ray) Inspection Equipment**

There are X-ray inspection devices installed in border Customs houses with a view to imposing strict controls and facilitating Customs inspection procedures and expediting the movement of passengers and trucks across borders.

-(3) Modern X-ray inspection devices were recently installed in each of:

-Jaber Customs house.

-Aqaba Customs house (Container Port) -Mobile X-ray device and another one intended for Safe Freight Initiative for Container exported to the U.S. market.

Two devices shall be installed in Aqaba customs house from the European Union and more two devices installed in Al-Karama customs house from Japan International Cooperation Agency (JICA).

❖ TV Monitoring System

This system provides, through more than (300) TV cameras, a live monitoring for Customs operations and the movement of passengers, goods and modes of transport. This also entails observations and information passed to Customs officers at borders to assist them with undertaking their official duties and supervising them up by direct officer in charge or by the Director General at their work places. Such system also aims at curtailing smuggling incidents and recording all events taking place at Customs houses on a daily basis. Moreover, an integrated monitoring system has been installed in the new Queen Alia International Airport customs house.



❖ FIGHT AGAINST SMUGGLING

The smuggling crimes pose serious economic and social risks on the Kingdom. Therefore, the provisions of the Customs Law came to define acts that constitute smuggling crimes and the like, in addition to acts that constitute offences and penalties that should be imposed on such acts. The said law also gave authorization to the Customs officers to combat smuggling since the first legislation regulating Customs work issued in 1926. In order to fully undertake tasks and responsibilities of Anti-Smuggling Directorate, the department has adopted many advance techniques and methodologies to encounter and combat smuggling crimes. During the year 2014, the department was able, through its qualified staff, to seize and intercept a number of smuggling activities and other customs violations.

The table below shows finalized Customs cases and value of Customs fines in 2014 compared with 2013, where the increase percentage in the value of the collected fines amounted to 22%.

Year	Number of cases			Collected fines value by (Million JDs)	Amount of detected drug
	*Collected Value by (Million JDs)	Smuggling	Customs offences		

2014	80635	7376	73259	16.43	<ul style="list-style-type: none"> - Narcotic drugs: 43.026 million tablets. - Captagon: 4 million tablets. - Cocaine: 309 kg. - Joker: 70 kg. - Marijuana: 57 kg. - Heroin: 14 kg. - powder + narcotic paste: 1 kg
2013	73441	6724	68072	13.45	692 kg , of which: <ul style="list-style-type: none"> - Heroin: 479.8 kg. - Captagon: 28 kg.

*The above Customs fines are the gross amounts which are actually paid over this year under financial receipts.

❖ Customs Intelligence

The importance of Customs intelligence stems from the fact that it provides intelligence information that contributes to providing solutions to the challenges faced by governments and Customs administrations. It also creates a balance between secure Customs controls and International Trade Supply Chain Facilitation. Furthermore, it assists Customs officers with making quick decisions, reporting and forecasting based on accuracy and objectivity.



Achievements of Customs intelligence works for the year 2014 have been represented by the following aspects:

❖ Reporting and Anti-smuggling

In 2014, *Intelligence Directorate* has dealt with (52) intelligence reports, following the receipt of information on smuggling crimes, value manipulations or crimes of forgery. The value of Customs duties and fines imposed on such Customs cases amounted to around (3.533) million JDs.

❖ Anti-Money Laundering & Terrorist Finance

The department has dealt with (20) customs offences pertaining to applying Anti-Money Laundering and Counter-Terrorist Financing Law No.(46) for the year 2007 and its amendments for the year 2012, and thus the value of Customs duties and fines levied on such offences amounted to (39) thousand JDs. However, in 2014 the number of completed permits reached (1612) and the

value of declared amounts for the same period accounted for around (1.777) billion JDs, while the value of undeclared amounts of money accounted for (4.4) million JDs.

❖ **Customs Enforcement Network (CEN)**

Customs Intelligence Directorate has access to the Customs Enforcement Network (CEN) through feeding the said network with information about all distinctive customs cases related to drug seizures; Intellectual Property (IPR) crimes, commercial fraud and Cigarettes smuggling. Therefore, the WCO makes use of this information for issuing reports and statistics pertaining to all countries. In the year 2014, the number of cases fed over that network amounted to (130) cases.

❖ **Coordination and Exchange of Information at Regional and International Levels**

The number of notifications and reports, received from other countries and the regional office for exchange of information in the Middle East, over the past year 2014, reached a total of (22). They were all published on the Customs Intranet. In addition, Customs Intelligence Directorate assumes local office that is attached to the Regional Office for exchange of information in the Middle East. As such, it received a lot of notifications and significant seizures (success stories) which were utilized and disseminated at all Customs houses to take advantage of them especially drugs related seizures.

❖ **Complaints Management**

Customs Intelligence Directorate is also responsible for managing complaints' boxes. It deals with these complaints on a daily basis in coordination with the relevant committee that has been set up for that purpose. In addition, such Directorate is considered a communication link between the public and organizational units through dealing with complaints and suggestions and referring them back to the competent officials in order to resolve various problems faced by our customers. Complaints and suggestions are received through the following communication channels;

- E-mail: compsug@customs.gov.jo
- Toll-free number 080022999
- Complaint form available at the information desk or near complaints boxes in the department and Customs houses.

- **To communicate with:**
 - Director of the relevant Customs house.
 - Director of Customs Intelligence – Headquarters.
 - The staff of Complaints Division - Headquarters.
 - Suggestions and Complaints Follow-up Committee.

In addition to the fact that a customer can make an official complaint through the Ministry of Public Sector Development website at which a number of intelligence staff have access, in order to follow up on complaints pertaining to the customs department. They shall then refer such complaints to the competent directorates to find appropriate solutions to them. After that, these complaints shall be settled on the Ministry of Public Sector Development website. In the year 2014,

the number of complaints dealt with successfully reached total of (79) complaints. Such complaints were limited to work procedure and official service providers.

❖ **Golden List program**

With renewed enthusiasm and a firm determination, the Customs Department continues its typical approach of facilitating, streamlining and creating opportunities for the business partners. Another aspect of this approach is “the Golden List program” which is a valuable advantage package through which member companies are granted Customs facilitations package as well as preferential advantages which these companies shall obtain from foreign countries interested in this program. This will entail a significant impact on promoting competitiveness of Jordanian companies enlisted in the program in the global markets. The said program is based on the principle of voluntary compliance to regulations and legislations by those companies and its acceptance of post-audit procedures by specialized customs committees. Such committees shall verify that these companies comply with regulations and

legislations and shall also verify the adequacy of their internal control systems. Furthermore, they shall verify availability of security systems and procedures in line with international standards. In case the company has got a proven work record, it shall be approved within golden list companies. The number of companies joining the Golden List Program amounted to (50), following (7) new companies joined it over the past year 2014, after the “compliance audit committee” has finished its post-audits on these companies.

Names of Companies included in the Golden List Program in 2014:

1. Tahboub Brothers For International Supplies Co. /Import
2. Injaz For Catering and Distribution Co. Ltd. /Import
3. The Commercial and Industrial Company /Import
4. Jordanian Electro-Techniques Co. Ltd. /Import
5. Jamil Bustami & Sons Co./Import
6. Housing Bank For Trade & Finance – Bonded/ The first company to be included in the warehouses since 2005
7. Murad & Mahani Investment Group / Import

The advantages granted by Customs to "Golden List program" Companies:

1. Expansion of granting green lane transactions.
2. Taking advantage of pre-clearance service for all materials.



3. Rapid release of goods by virtue of appropriate financial guarantees before completing or organizing Customs declarations.
4. Any other Customs advantages that may be provided by any Directorate or Customs house.
5. Granting moral incentives such as issuing letters of appreciation and honoring the three best companies in celebration of World Customs Day.
6. Allowing Clearance Companies to open new branches.
7. Doubling general guarantees for trading companies.
8. Doubling merged guarantees pertaining to clearance companies.
9. Conducting direct clearance on the back of vehicles for import, export and QIZ companies.
10. Giving priority to complete Customs declarations for import, export and QIZ companies.
11. Allow to bring the goods outside official working hours under the undertakings in customs clearance companies Centers.
12. Trucks, loaded with imports and exports, are excluded from Customs Escort except trucks loaded with cigarettes and alcohol.
13. Incoming goods for import companies are excluded from the necessary condition of inspection mentioned in item (1) of the first paragraph about deposit procedures provided for in notification no. (56) for the year 2002, so that such goods shall be subject to selectivity system procedures.
14. Companies shall be excluded from the provisions of Paragraph (A) of Article (11) provided for in notification no. (49) for the year 2006, regarding provision of a recommendation letter by the official party responsible for the project that includes allowing such companies to enter devices, equipments and supplies so as to be used in installation and maintenance purposes... etc.
15. Contacting various ministries and public institutions about granting possible advantages for Golden List companies, and receiving a number of positive responses in this regard.
16. Contacting significant trading partners of Jordan, from Arab and foreign countries, for mutual recognition of the program and granting the necessary advantages for Jordanian exports.
17. Introducing special covers of Customs declarations for Golden List companies.
18. Clearing the contents of Customs declarations for Golden List companies under a financial guarantee, in case of a decision pertaining to Investment Promotion.

❖ **Single Window**

This entails harmonization and compilation of procedures pertaining to all the relevant authorities and agencies involved in clearance and release of goods at customs houses within the framework of facilitating procedures and unifying references (providing information and standard documents in a single point to meet all the needs of the relevant authorities) so as to complete Customs declarations in a fully automated manner.

Implementation of *Single Window Concept* is considered a national project and international requirement so as to promote business environment, through simplifying and harmonizing procedures pertaining to the movement of goods across borders and better facilitating trade and travel for stakeholders. According to recommendations and decisions issued by the prime ministry, this project shall include all the relevant agencies involved in trade and movement of goods across borders. The Department has taken the initiative in applying this concept, and it is committed to provide all kinds of support and technical assistance to the participating agencies and improve working environment at Customs houses. The department has made great progress to succeed in this project in coordination and cooperation with donors for the sake of the public interest of the state and higher interest of the homeland.

- **Project goals:**

- Facilitate and simplify trade activities and transport of goods
- Provide a national database that would adapt to international requirements
- Reduce Customs clearance times.
- Coordinate efforts between government departments involved in trade and completion of Customs declarations.
- Promote investment.

Single Window has been currently applied at (4) Customs houses during 2014, applied (15) customs houses, including clearance centers, border crossing points and Qualified Industrial Zones (QIZ), and thus customs declarations registered on such Customs houses constitute more than 80% of the total number of declarations at all Customs houses.

- **Participating parties:**

The number of participating departments in *single window with Customs Department project* is (4), namely:

- Ministry of Agriculture
- Jordan Food and Drug Administration
- Jordan Institution for Standards and Metrology (JISM)
- Jordan Nuclear Regulatory Commission

Customs Department is looking forward to applying such project at all Customs houses in addition to including all the relevant agencies involved in clearance and flow of goods on the long-term.

❖ **Intellectual Property Rights Protection**

In view of the continued pursuit of the Customs Department to work on the development of procedures relating to the protection of intellectual property rights the department worked during 2014 as follows:

- 1) Continuing coordination with the Ministry of Justice - the competent courts - by providing them with samples of goods to file cases in the competent court, in addition to the implementation of judicial decisions of the courts, whether to destroy or re-export outside the country.
- 2) Strengthen cooperation with other government agencies in order to limit the entry of any goods containing infringement of intellectual property rights such as the national library department and the Food and Drug Administration and for Standards and Metrology Organization.
- 3) A comprehensive computerized electronic system has been applied that contains all the information regarding trademarks and legal agents, so as to allow its use by the section and liaison officers in all customs houses.
- 4) Expanding cooperation with the Ministry of Industry and Trade in order to:
 - (A) Provide the Department with the updated electronic versions related to the new trademark and legal agents through the trademark registration section.
 - (B) Unify the action on the protection of intellectual property infringement in cases not referred to the competent courts and forming a joint disposal committees for this purpose.
- 5) Continuity of coordination between the department and liaison officers at the customs houses of cases they face through service centers system, in addition to holding on sessions and lectures at the customs houses each center alone.

- 6) They work Currently to increase the number of qualified liaison officers in customs houses and subjected to training courses and workshops specialized in this field.
- 7) Continuity of work on the mechanism of issuing special circulars for new trademarks through customs encyclopedia screen.
- 8) Work is underway on the application of the golden list system in the Directorate of risks to stimulate companies not to import any goods bearing infringement of intellectual property rights.
- 9) The number of cases that have been registered with the competent courts into claims of intellectual property (28) issues, and (33) circulations of customs and border centers for registered trademarks were issued. The number of customs transactions completed concerning intellectual property rights (228) customs transactions.

❖ **Customs Total Quality Management**

Based on our plans on meeting the requirements of excellence, perfection and quality through optimum investment in human resources and available opportunities, The Customs Directorate of the total quality of the following during 2014:

- **Review and develop the approaches:**

The directorate in partnership with the directorates concerned to review and develop many of the approaches that will contribute to achieving the standards of excellence in the department, such as: Approaches for management of proposals, complaints and written praise, meetings, follow-up of recommendations and the foundations of selecting the employee of the month, and these methodologies, will work on, which is supposed to start at the beginning of 2015 to improve work through new methods in dealing with creative ideas and complaints, meetings method will also work to achieve administration continues with service recipients, partners and employees.

It will also contribute to a follow-up of resolutions systematic and recommendations in the development of the decisions and recommendations that come out of meetings and studies in the subject of implementation, and this leading step followed by the customs directorate of the total quality in monitoring the implementation of many decisions and recommendations that were resulted from studies and meetings in the past. This will contribute to the application of the method of computerized system for the follow-up system has been prepared by the directorate of information and technology in the department.

- **A Committee for monitoring the website content of the department and customs encyclopedia:**

In 2014 marked with the formation of a committee in monitoring the material content published on the website of the department of customs and encyclopedia, where this committee will work to identify materials that are posted on the mentioned signatories in addition to updating this material and published in Arabic and English in order to ensure the achievement of the purpose of dissemination, and instill confidence in the hearts of dealing with these sites.

- **Archiving documents in the Directorate:**

One of the important works carried out by the customs directorate of the total quality during the year 2014 is archiving hundreds of documents which were filled with the cupboards in the

directorate, which date back many years ago, where this process has contributed to keeping the historical legacy of the directorate in a way is easier for everyone reference.

- **Time Release Study:**

Time release study achievement in Aqaba Port in 2014 that shows improvement in the time release compared to the study in 2013.

- **Assurance, Monitor, and Control the Quality Procedures in the Customs Houses:**

In this regard, the Directorate, did the following:

- Standardize procedures and organizational structures, working mechanisms and description of procedures at Customs houses operating within (QIZ) and granting these Customs houses the certificate of International Standards (ISO 9001: 2008) in the interests of the department's approach as to harmonize and standardize its processes in accordance with the best international practices.
- Unify the land border centers procedures of the same scope of work as: Al-Karama Customs House, Omari Customs House, Jaber Customs House, and granting these Customs Houses ISO 9001 certification by SGS company Jordan.
- The number of procedures that have been improved as a result of internal audit at customs centers amounted to thirty-eight procedures.

- ❖ **Exemptions**

The department is continuously in pursuit of simplifying and facilitating its procedures, promoting investments, enhancing national economy development and providing for easy and simplified services so as to meet the needs of all the relevant stakeholders. *Imports* exempt from customs duty accounted for (88.3%) of the total value of imports, “including, but not limited to”:

- ✓ Imports exempt from Customs duties under free trade agreements, and thus imports that have been exempted in this regard accounted for (19.51%).
- ✓ Imports exempt from Customs duties under the resolutions of the cabinet or private laws or franchise companies (except oil and its derivatives) or for parties exempted from Customs duties, and thus imports that have been exempted in this regard accounted for (19.55%).
- ✓ Investors’ exemptions: The value of exemptions granted for investment promotion during 2014 amounted to (390.956.537) million JDs. The number of finalized Customs declarations for this purpose reached (14.427).

The following table shows volume of exemptions under the Investment Encouragement Act for the year 2014 compared with 2013.

Exemption Sector	No. of Customs Declarations in 2013	Value 2013	No. of Customs Declarations in	Value 2014	Amount of Change	Percentage of Change
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			2014			
Industrial	10.449	646.615.881	9.666	287.045.727	-359.570.154	125%
Agricultural	201	5.848.122	743	13.574.996	7.726.874	-57%
Hotels	785	7.986.772	1.388	13.196.150	5.209.378	-39%
Hospitals	1.229	220.268.651	1.014	25.273.537	-194.995.114	772%
Maritime Transport and Railways	8	101.283	45	1.865.744	1.764.461	-95%
Any Sector that the Cabinet decides to exempt from duties and taxes	1.137	74.518.423	1.192	44.065.681	-30.452.742	69%
Pending the issuance of Investment Encouragement decision and ensure that Customs duties and sales tax are paid by a guarantee	778	17.478.270	379	5.934.702	-11.543.568	195%
Total	14.587	972.817.402	14.427	390.956.537	581.860.865	149%

- **Exemptions for people with special needs:**

Due to humanitarian reasons, Jordan Customs is placing great emphasis on this segment of society and has made many accomplishments in this regard, in 2014, the most important of which are the following:

- 1) Archiving electronically all attachments of exempt transactions for the special needs in order to:
 - a) Facilitate electronic audit of files and to avoid loss.
 - b) To be as reference in the future to specify old and new exemptions status.
- 2) Continuing cooperation with the Department of Drivers and Vehicles Licensing to review exempted records of vehicles easily and without referring to the licensing department to bring records for their own vehicles.
- 3) Continued operation of the Customs Department representatives with the relevant departments in the committee of customs exemptions for one year where the commission met persons with disabilities on a daily basis to avoid the accumulation of transactions at the Customs Department so that the completion of the transactions provided first hand without delays.
- 4) The number of exemptions granted to the disabilities amounted to (10.043) over the past year 2014, distributed as follows:
 - Partial disability amounted to (495) exemptions



- Complete disability amounted to (9477) exemptions
- Injured military persons amounted to (71) exemptions

❖ **International and Regional Cooperation**

Customs Department signed many mutual administrative cooperation agreements in the customs matters over the previous years with various Arab and foreign Customs administrations. Such agreements had a direct impact on enhancement of cooperation and exchange of information and expertise with such Customs administrations. Therefore, the department continues to adopt such approach and thus achieved the following:

1. Concluding and signing of an agreement on mutual administrative and technical cooperation in customs matters with the State of Palestine on 14.05.2014.
2. Signing of the executive program between the Customs Department and the management of Customs in the Republic of the Sudan, dated 20.04.2014.
3. Submitting a proposal for the signing of cooperation agreements with the UAE, Yemen, Iraq, Oman, Kazakhstan, India, Indonesia and Japan.
4. Receiving and preparing official correspondence related to the ministries and governmental departments and follow them up which amounted up to 120 this regard.
5. Accommodating all correspondences received by the Jordanian customs through the official e-mail and respond to them in coordination with the directorates of the department, where they responded to 2420 messages for the year 2014.
6. Implementing all components of technical assistance and exchange of information, funded by the European Commission TAIEX, where It was held multi-country workshops in the framework of the revision of the Euro-Mediterranean Regional Convention on the

preferential rules of origin in Turkey during the period 6-8 / 5/2014 with funding from European Commission.

7. Coordination and follow-up to facilitate participation of Jordan Customs concerned officers in:
 - a. Jordan Customs work in teams within the Mediterranean initiative in the meetings held in Italy during 2014.

- b. Coordination and follow-up to the participation of concerned Jordan Customs at the seminar on the Euro-Mediterranean convention on preferential rules of origin, which was held in Catania / Italy during the period of 16-17/ 9/2014 where they received the invitation from the Italian customs in the framework of the Mediterranean initiative.
 - c. Coordination and follow-up to the participation of the Jordanian Customs candidate in the round table of non-tariff obstacles that hinder the movement of intra-regional trade among Arab countries, which was held in Tunisia.
 - d. Coordination and follow-up to the participation of the Jordanian Customs candidate in a workshop held in Qatar on customs valuation during the period 13-17 / 4/2014.
 - e. Coordination and follow-up to the participation of the Jordanian Customs candidate in a workshop on the interaction and coordination between the tax and customs departments, which was held in Lebanon during the period 26-28 / 8/2014 where they received the invitation from the Regional Technical Assistance Center for the Middle East METAC of the International Monetary Fund Date 19.06.2014.
8. Follow-up works with Customs-related works initiated by international bodies and organizations.
- a. Manage and follow-up project of the mutual recognition convention of Economic Operator programs with Turkey.
 - b. Manage and follow-up all the arrangements for the meetings of the Joint Customs Committee in Agadir agreement.
 - c. Arrange and make correspondences to implement aid programs from the International Monetary Fund.
 - d. To do simultaneous interpretation and participation in 6 meetings of visiting delegations and follow-up the recommendations.
9. Work with the missions, internal and external representation committee to facilitate the delegates tasks and follow-up business outputs.
10. Make arrangements, correspondences and memos to hold training programs provided by other international bodies in coordination with the Directorate of Human Resources.
11. To act as a major liaison with the ministries, diplomatic missions, regional bodies and international organizations, World Customs Organization, the ministries, the European Union, embassies, and donors.
12. Implementation of all export control program components and the security of the US State Department's borders (EXBS) were the following:

- a) Manage and follow-up in-kind grants provided within the program efforts.
 1. A grant of Bus for scanning luggages by X-ray
 2. Container Security Initiative
- b) Manage, follow-up and prepare all correspondences relating to property transfer agreements for the equipments that have been donated to the Jordan Customs.
- c) Conduct arrangements, correspondences and memorandums to hold 8 training programs specialized in the field of export control and border security provided by the US Embassy.

13. Implemented all components of programs pertaining to the U.S. Immigration and Customs Enforcement attached to the American Embassy under United States Department of Homeland Security as follows:

- Implementation of internal and external capacity-building programs on investigations and prosecutions about Customs offenses that particularly pertain to financial crimes.
- Exchange of information and administrative assistance with U.S. Immigration and Customs Enforcement under formal requests.

14. Safe Freight Initiative – Containers' Security

- Follow-up project implementation phases in coordination with the concerned government agencies, Directorates and Customs Houses.
- Participating in the Preparatory Committee for the ceremony of launching the initiative in Aqaba.
- Receiving delegations and officials from Arab and international Customs administrations intended for sharing Customs experiences with them. Besides, various training workshops were held with Customs administrations of member states in the region; the following table shows that:

No.	Delegation's Name	Number of Delegation's members	Date
1.	A number of employees from Iraqi Customs had a training course on Customs procedures.	24	09-13/02/2014
2.	A number of employees from Sudan Customs had a training course on risk management.	6	16-27/03/2014
3.	A number of employees from Sudan Customs had a training course on Customs laboratories.	5	13-22/05/2014
4.	A number of employees from Sudan Customs had a training course on linking ASYCUDA with the risk management.	2	19-23/10/2014
5.	We had a visit from Customs Director General of Sao Tome at the head of a delegation of the Customs State of Sao Tome and Principe to visit Jordan Customs to view the Jordan Customs	8	06-12/07/2014

	experience in single-window in ASYCUDA.		
6.	We had a visit from a delegation of (4) people from the Arab League and the UNDP project of the United Nations Development Programme visited the customs ports associated with the Kingdom of Saudi Arabia (Al-Omari port) from the Jordanian side and (Aqaba port) with the Arab Republic of Egypt.	4	17-21/08/2014
7.	We had a visit from the same experts from the Arab League and the UNDP project of the United Nations Development Programme regarding the development of the border center, Al-Omari, and Aqaba / passengers.	4	16-18/09/2014
8.	We had a visit from a delegation of 7 people "team members of the electronic link" of the General Administration of Customs and Excise and VAT to the State of Palestine to meet with team members of the electronic link / Jordan Customs.	7	10-13/11/2014
9.	Employees from Palestine Customs and Customs officers in collaboration with Philip Morris International/Jordan Company had a training on "control on tobacco products".	14	16-19/11/2014
10.	We had a visit from the same experts from the Arab League and the UNDP project of the United Nations Development Programme regarding the development of the border center, Al-Omari, and Aqaba / passengers.	4	14-15/12/2014

❖ Contributions to the social responsibility

The department is well aware of its important role in bearing the responsibilities towards the local community. Therefore it played an effective role in serving the local community through participating in various events which directly benefit the local community and the environment. In the year 2014, JC carried out various activities related to community development according to the social responsibility plan including, but not limited to:



- Organized (4) blood donation campaigns that accounted for 100% of target activity for 2014.
- Organized Anti-Smoking and Anti-Breast Cancer Campaigns, and awareness campaign on diabetes that accounted for 100% of target activity for 2014.
- Participated in the national holidays, religious events and exhibitions and carnivals since (3 participations) were targeted in 2013. However, (3 participations) were performed by 100% of target activity. An awareness campaign for diabetes, awareness lecture about the role of Customs in maintaining the social and economic security of the kingdom at the Hashemite University, and an awareness campaign with the King Hussein Cancer Center.
- Received many students from various public and private Jordanian universities, amounted to (64) students, for the purposes of training through the year 2014.
- Rationalization and control of expenditure in fuel consumption, and thus there were savings by (4%) over the past year 2014.
- Rationalization and control of expenditure in water consumption, and thus there were savings by (3%) over the past year 2014.
- Rationalization and control of expenditure in electricity consumption, and thus there were savings by (13%) over the past year 2014.

Chapter 6

The Partners of the Customs Department

❖ The Partnership Council with the Private Sector

The partnership council between the department and the private sector was established in 2000 for the purposes of having discussions about all matters that would provide a proper environment for investment. It convenes four times a year or whenever necessary. This Council includes representatives from each of the following:

1. Jordan Customs Department
2. Jordanian Businessmen Association
3. Jordanian Exporters Association
4. Jordan Chamber of Commerce
5. Jordan Chamber of Industry
6. Free Zones Investors Commission
7. Syndicate of Clearance Companies and Transport of Goods
8. Association of Car Agents and Car Spare Parts and accessories Dealers
9. Amman Chamber of Industry
10. Irbid Chamber of Industry
11. Zarqa Chamber of Industry
12. Jordanian Society for Computers
13. Jordanian Logistics Association



The meeting is chaired by HE Director General of Jordan Customs. Also, senior officials of the department and managers of Directorates and Customs houses, who are engaged in the relevant issues on the Agenda.

The most prominent issues of mutual interest to both sectors are presented to the Council, and therefore the following matters are being discussed:

1. Possible amendments in the Customs Law have been offered for adoption by the Council before issuance.
2. The department's notifications and circulars that would have impacts on all the different sectors, and thus the competent authority shall be invited so that such notifications and circulars shall be discussed prior to adoption.
3. Problems and issues faced by a particular sector with Customs department so as to find the best solutions.
4. Presenting examples of different resolutions issued by the department, in order to verify they are compatible with the public interest.
5. Any other issues of interest to council members.

Partners Council continued its meetings in 2014, which was held on 08.23.2014 under the patronage of Jordan Chamber of Industry. The most important decisions taken during this meeting:

- Providing the Chambers of Industry and Commerce with a copy of the communication No. (31) for the year 2014 for circulation to traders and industrialists.
- Providing the Customs Department with cases which include entry of a final-made materials as production inputs under temporary entry status by sending a sample to be studied to enable the Customs Department from making the right decision for each case separately.
- Issuing circulation to deal with procedures returned goods to Jordan of Jordanian origin in terms of the required inspection and testing procedures.
- Submit a request that shows the factories that need to complete the partial manufacturing processes for goods of outstanding fees to enable Customs Department to conduct a comprehensive study.
- Providing the council members with a copy of the instructions about the fee raises of storage for some goods.
- Prepare a feasibility study for the possibility of donating the rehabilitation and expansion of the customs area in Amman Customs for car parts.
- Membership acceptance for Jordan Shipping Association in Partnership Council officially.
- Circulating to all centers to issue an official letter implies that the local committee in the center to meet daily and inform the clearing agent.

❖ **Partners of Customs Department**

The Customs Department has adopted a practical methodology for identification and classification of its partners, in line with the nature of the relationship and the role played by our partners in achieving the strategic goals, national goals and royal initiatives.

The matrix below shows major partners of the department, through which such relationship was identified according to a certain mechanism adopted in 2010, and based on the use of a certain measure identifying the degree of importance and its impact on achievement of institutional goals, so as to ensure that priorities of coordination and their degrees have been also identified.



● **Strategic Goals Arrangement**

1. Increase in the Customs Revenue
2. Increasing the Satisfaction Partners and Service recipients

3. Increase the community-based initiatives
4. Increase the effectiveness of anti-smuggling operations and business activities illegal
5. Increase in controlling dangerous and environmentally harmful goods
6. Reduce the release time on goods
7. Increase the effectiveness of human resources and work procedures

No.	Partner's/ Party's Name	Objective of Partnership/ Type of Relationship	Methods of Coordination	Level of Partnership		Description of the Partner					Strategic Objective
				Major partner	Regular partner	Partnership Framework			Sector		
						Local	Regional	International	Public	Private	
1.	Prime Ministry	Cooperative	Meetings, Seminars, Visits	/		/			/		1,3,4,7
2.	Ministry of Finance	Structural	Meetings, Seminars, Visits, Committees	/		/			/		7,4,1
3.	Armed Forces General Command	Cooperative	Meetings, Seminars, Lectures		/	/			/		7
4.	Ministry of Interior	Cooperative	Meetings, Seminars, Visits		/	/			/		7
5.	Ministry of Planning and International Cooperation	Cooperative	Meetings, Seminars, Visits		/	/			/		4
6.	Ministry of Industry and Trade	Cooperative	Meetings, visits, committees	/		/			/		1,5,7
7.	Ministry of Public Work and Housing	Cooperative	Meetings, Visits, Committees		/	/			/		6,7
8.	Ministry of Health	Integrative Cooperative	Meetings, Committees, Memoranda of understanding	/		/			/		1,2,3,4,5,6,7
9.	Ministry of Communications and Information technology	Integrative, Cooperative	Meetings, Seminars, Visits		/	/			/		2,7
10.	Ministry of Agriculture	Integrative Cooperative	Meetings, Committees Memoranda of Understanding	/		/			/		1,2,4,5,6,7
11.	Ministry of Environment	Integrative Cooperative	Meetings, Lectures	/		/			/		1,2,4,5,6,7
12.	Ministry of Public Sector Development	Cooperative	Meetings, Seminars, Visits,		/	/			/		7

No.	Partner's/ Party's Name	Objective of Partnership/ Type of Relationship	Methods of Coordination	Level of Partnership		Description of the Partner					Strategic Objective
				Major partner	Regular partner	Partnership Framework			Sector		
						Local	Regional	International	Public	Private	
			Committees								
13.	General Budget Department	Cooperative, Structural	Meetings, Seminars, Visits, Committees	/		/			/		1,6,7
14.	General Supplies Department	Cooperative, Structural	Meetings, Visits, Committees	/		/			/		1,6,7
15.	Income and Sales Tax Department	Integrative, Cooperative, Structural	Meetings, Committees, Electronic connection	/		/			/		2,7
16.	Department of Press and Publications	Cooperative	Lectures, Visits, Reports		/	/			/		1,2,4,5,6,7
17.	Department of Public Statistics	Cooperative	Reports, Lectures		/	/			/		2,7
18.	Government Tenders Department	Cooperative	Meetings, Visits		/	/			/		4,5,6,7
19.	Civil Status and Passports Department	Cooperative	Electronic connection, Meetings		/	/			/		2
20.	Department of Land and Survey	Cooperative, Structural	Meetings, Visits		/	/			/		1,2,7
21.	Jordan Food and Drug Administration	Integrative, Cooperative	Meetings, Committees, Memoranda of Understanding	/		/			/		1,2,4,5,6,7
22.	Jordan Institution for Standards and Metrology	Integrative, Cooperative	Meetings, Committees, Memoranda of Understanding	/		/			/		1,2,4,5,6,7
23.	Jordan Industrial Estates Corporation* (JIEC)	Cooperative	Meetings, Seminars, Visits, Committees	/		/			/		2
24.	Free Zones Corporation	Integrative, Cooperative	Meetings, Seminars, Visits, Committees	/		/			/		2
25.	Aqaba Ports Corporation	Integrative, Cooperative	Meetings, Seminars, Visits, Committees	/		/			/		2,6
26.	Jordan	Integrative,	Meetings,	/		/			/		1,2,5,7

No.	Partner's/ Party's Name	Objective of Partnership/ Type of Relationship	Methods of Coordination	Level of Partnership		Description of the Partner					Strategic Objective
				Major partner	Regular partner	Partnership Framework			Sector		
						Local	Regional	International	Public	Private	
	Investment Board	Cooperative	Seminars, Visits, Committees								
27.	Legislation and Opinion Bureau	Cooperative	Meetings, Visits, Lectures		/	/			/		2,7
28.	Audit Bureau	Integrative, Cooperative	Meetings, Seminars, Visits, Committees	/		/			/		1,2,4,5,6,7
29.	Civil Service Bureau	Cooperative	Meetings, Visits		/	/			/		2,7
30.	Judicial Council	Cooperative	Meetings, Visits, Committees	/		/			/		2,7
31.	Central bank of Jordan	Cooperative	Meetings, Visits		/	/			/		1,2,4,5,7
32.	Commercial Banks	Cooperative	Electronic Connection, Electronic Correspondence		/	/				/	1,2,3,7
33.	Telecommunications Regulatory Commission	Cooperative	Meetings, Visits		/	/			/		2,4,7
34.	Jordanian Nuclear Energy Commission	Cooperative	Meetings, Seminars, Visits, Committees	/		/			/		2,4,7
35.	Investment bodies at Industrial Estates*	Cooperative	Meetings, Seminars, Visits, Committees	/		/			/		2
36.	Development and Free Zones Commission	Cooperative	Meetings, Visits, Lectures		/	/			/		2
37.	Aqaba Special Economic Zone Authority (ASEZA)	Cooperative, Integrative,	Meetings, Committees, Electronic Correspondence	/		/			/		2,6,7
38.	Royal Jordanian	Cooperative	Meetings, Seminars, Visits, Committees	/		/			/		2
39.	Public Security/ Residence and Border Department	Cooperative, Integrative	Meetings, Seminars, Visits, Committees	/		/			/		2,4,7

No.	Partner's/ Party's Name	Objective of Partnership/ Type of Relationship	Methods of Coordination	Level of Partnership		Description of the Partner					Strategic Objective	
				Major partner	Regular partner	Partnership Framework			Sector			
						Local	Regional	International	Public	Private		
40.	Public Security/ Department of Drivers and Vehicles Licensing	Cooperative, Integrative	Meetings, Committees, Electronic Connections	/		/				/		2
41.	Public Security/ Military Security	Cooperative, Integrative	Meetings, Committees Electronic Correspondence	/		/				/		1,2
42.	Public Security / General Intelligence Department	Cooperative, Integrative	Meetings, Seminars, Committees	/		/				/		1,2
43.	Public Security/ Drug Enforcement Administration	Cooperative, Integrative	Meetings, Committees, Electronic Correspondence	/		/				/		2,4,5
44.	Civil Defense Directorate	Cooperative	Meetings, Seminars, Visits		/	/				/		2
45.	Greater Amman Municipality	Cooperative, Integrative	Committees, Meetings, Electronic Correspondence	/		/				/		2
46.	Syndicate of Clearance Companies	Cooperative, Integrative	Meetings, Committees, Electronic Correspondence	/		/					/	2,7,6
47.	Jordan Federation for Insurance Companies	Cooperative, Integrative	Meetings, Committees, Electronic Correspondence	/		/					/	2,7
48.	Royal Scientific Society	Cooperative	Meetings, Seminars, Visits	/		/				/		1,2,4,5,7
49.	Shipping Agents Association	Cooperative	Meetings, Seminars, Visits,	/		/					/	2
50.	Customs Courts (Court of First Instance and Court of appeal)	Cooperative, Integrative	Meetings, Committees, Electronic Correspondence	/		/				/		1,2,6,7
51.	Jordan Post	Cooperative	Meetings, Electronic Correspondence	/		/				/		2,7
52.	Suppliers	Cooperative	Meetings, Conventions, Committees		/		/				/	2,7

No.	Partner's/ Party's Name	Objective of Partnership/ Type of Relationship	Methods of Coordination	Level of Partnership		Description of the Partner					Strategic Objective
				Major partner	Regular partner	Partnership Framework			Sector		
						Local	Regional	International	Public	Private	
53.	Regional Office for Information Exchange in the Middle East	Cooperative	Meetings, Reports, Electronic Correspondence, Visits		/		/			/	1,2,4,7
54.	WCO Regional Office	Cooperative	Meetings, Reports, Electronic Correspondence, Visits		/			/		/	2,7
55.	World Customs Organization	Cooperative	Meetings, Reports, Electronic Correspondence, Visits	/			/			/	2,7
56.	Customs Administrations of Neighboring Countries	Cooperative, Integrative	Meetings, Electronic Correspondence, Visits, Committees, Memoranda of Understanding Visits		/			/		/	2,4
57.	World Trade Organization	Cooperative	Meetings, Reports, Electronic Correspondence, Visits		/		/	/		/	2,7
58.	Embassies of Foreign Countries	Cooperative	Meetings, Reports, Electronic Correspondence, Visits	/		/				/	2
59.	Members of the Partnership Council	Cooperative, Integrative	Meetings, Committees, Electronic Correspondence	/		/				/	2,6
60.	Donors	Cooperative	Meetings, Committees, Electronic Correspondence								2,7

❖ **FUTURE ASPIRATIONS**

The Customs Department looks forward to achieving the following aspirations in 2015:

1. Having the honor for winning King Abdullah II Award for Excellence in Government Performance and Transparency for the next cycle (Seventh Cycle).
 2. Award for Governmental Creativity.
 3. Award for Excellent Governmental service for the Customs Houses participating in the Award.
- Continuous review of legislations in force to be in line with the next stage.
 - Completing implementation of electronic projects at the rest of Customs houses.
 - Expansion of connectivity with the public and private sectors institutions and the Customs Administrations of all neighboring countries.
 - Using new and emerging technologies such as RFID Technology in order to reduce human intervention as much as possible in the movement of trucks at Customs houses.
 - Developing inspection procedures so that Customs inspectors can record their observations on ASYCUDA World System through using PDA devices.
 - Accrediting Customs Training Centre as the Regional Training Centre for North Africa, Near and Middle East countries by the WCO.
 - Developing the fleet of Anti-smuggling patrols and providing them with the necessary devices so that they can do their work properly and at the same time ensuring their safety.
 - Providing Customs houses with X-ray inspection systems for containers, trucks and vehicles for customs purposes.
 - Encouraging importers to use pre-clearance service in order to reduce time release of Customs transactions.
 - Expanding application of single window project and consolidating (3) other government departments into this project.