



الجمارك الأردنية

جائزة الملك عبد الله الثاني



لتميز الأداء الحكومي والشفافية



الدورة الخامسة (٢٠١٠/٢٠١١)



المرحلة البرونزية

المركز الثاني

Jordan Customs Annual Report 2015

“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

Table of Contents

Subject	Page Number
Foreword by the Director General	5
Chapter 1: Organization System of the Customs Department	9
Chapter 2: Human Resources and Training	15
Chapter 3: Strategic Planning	21
Chapter 4: Customs Revenue and Foreign Trade	27
Chapter 5: Achievements and Activities	46
Chapter 6: Partners of the Customs Department	76
Future Aspirations	84

Director General's Foreword

It is a great pleasure for me to present to you this report which highlights Jordan Customs major achievements in areas relating to the Department's multifaceted operations during the year 2015. As such achievements hinge on deliverables drawn in the Department's 2014-2016 strategic plan, this report further furnishes statistics for foreign trade and customs revenues, in addition to efforts made by the Department to interdict prohibited goods and substances that are detrimental to the nation's security and economy. Moreover, the report sheds some light on the Department's persistent endeavors to build institutional capacity and develop workflow.



Since its establishment, the Department has played a vital and active role in advancing development and reforms in the Kingdom, so as to achieve its national objective entrusted therewith. Thus, improving Jordan's ranking in "Trade Across Borders" indicator – as it involves Customs- by 4 points during 2015 was due to further simplification of Customs procedures, especially, at Aqaba Customs Center. Consequently, such development contributed to reducing time associated with clearing process of goods. Meanwhile, the Department has played a leading role in preserving natural resources through applying its "Renewable Energy Project" - which utilizes solar panel cell technology to generate electrical power- at particular Customs centers. Jordan customs department has also undertaken numerous projects and initiatives that have also contributed to enhancing customs services for service recipients and business environment sectors, in conjunction with protecting society from risks that threaten its security, safety and health through teamwork and continuous effective coordination with all partners.

In fact, all the remarkable achievements, at all levels, would never have been possible without the relentless efforts of the department's personnel who sincerely embrace serving the country and its citizens, along with the continued support of the Hashemite leadership, and the directives of His Majesty, King Abdulla II Bin Al-Hussein.

As I close, I wish to express my genuine acknowledgement to all stakeholders from private and public sectors for the outstanding cooperation which has notably left its mark on the realization of such achievements. I also wish to extend my thanks and gratitude to Jordan Customs staff for their remarkable efforts and unyielding work devoted to serving our home and citizens. We, God willing, will always remain faithful soldiers under the leadership of our beloved king.

Dr. Waddah Mah'd Hmoud
Maj Gen-JC
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*

Our Vision ...

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

Our Mission ...

“Provide stakeholders and clients with distinguished customs services, contribute to promoting national economy, security and protection of citizens in pursuance of meeting requirements of comprehensive and sustainable development, and in attendance to rapid transformations at both local and international levels”

Our Values...

Customs service in Jordan focuses on deep-rootedness and excellence. Here are some values that mirror staff loyalty and sense of belonging:

Respect

Building institutional relationships between superiors, inferiors and customers based on appropriate conduct, and maintaining reputation and resources of the Department.

Integrity

Abstaining from any conduct that would violate public job ethics so as to serve personal interests.

Transparency

Clarity in performance and disclosure of decisions for the benefit of work and customers.

Justice

Treating people equally and making balanced, logical and unbiased decisions.

Professionalism

Carrying out duties and tasks with highest degree of efficiency and proficiency.

Innovation

providing innovative ideas that contribute to the development of work and problem solving.

Our Strategic Goals

- Increase customs revenues.
- Increase the satisfaction of the Department's partners and stakeholders .
- Increase the local community initiatives.
- Increase the effectiveness of combating smuggling and illicit trade activities.
- Increase seizures of hazardous materials and environmentally harmful goods.
- Reduce time release of goods.
- Increase the effectiveness of human resources and work procedures.

Chapter 1

Organization of Customs Department

Jordan Customs Establishment and Development

The early twenties of the last century have witnessed the establishment of Trans-Jordan Emirate. Thus, there was a need to establish a governmental agency to control the movement of goods and commodities imported into the Emirate, as well as goods transiting through its territories 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. Therefore, the first Customs administration – that was then known as Directorate of General Excise and Statistics- was officially inaugurated in parallel to the establishment of Trans-Jordan Emirate in 1921. It was administratively related to the Council of Advisors, (currently, the Prime Ministry) during the period 1921-1925. Initially, it took up the task of statistics and inspection as well as collecting revenues on imported goods. Afterwards, it was structured under Finance Principal (Minister of finance) and later called Directorate of Customs and Excise. During 1928-1935, Jordan customs was disengaged from Finance Principal and linked directly with the Council of Ministers. During 1953-1951, the Department was coupled with Ministry of Trade and Industry as it was called then Ministry of Trade/ Customs. Between 1956-1983, the Department was re-linked with Ministry of Finance and named Ministry of Finance/ Customs. As of 1983, the Department has been called General Customs Department headed by a Director General who reports directly to Minister of Finance. Since then, , twenty Director Generals have alternated this post.

Since its establishment, several Customs houses have been created. Allenby Bridge Customs Center (currently known as King Hussein Bridge) which is located on Jordan River was established in 1930 to facilitate the movement of goods to and from Palestine. Additionally, Al-Ramtha Customs center - on the Jordan-Syria borders and Amman Customs center, which was located in Ain Ghazal area, were established. During the period 1931- 1938, several Customs centers such as Sheikh Hussein Bridge (currently, Jordan Valley crossing), Al-Jfour (currently, Al-Karama) and Ma'an were also established. As well, post office Customs centers were set up in Amman, Irbid and Zarqa. Following this, was the establishment of Aqaba Customs Center in 1944. The number of Customs houses in operation currently amounts to (33) houses, major and minor, in addition to (2) existing Customs laboratories in Amman and Aqaba.

Regarding legislations, the first law was issued in 1926 to regulate Customs work. It was called Customs and excise law, which was then amended several times to line up with the local and international developments and transformations. In 1962, law No. (1) was issued and remained in force until the issuance of customs Provisional Law No (20) and its amendments for 1998. As for Customs Tariff systems, the first tariff which comprised exchanged goods lists and levied duty rates was issued in 1936, and was later amended several times during 1957, 1962. The last of which was the WCO's Harmonized System which the department commenced applying in 1994.

The Department's tasks and responsibilities have broadened to encompass active contribution to national economy support, investment promotion, trade facilitation, combating smuggling and protecting the local community and environment from hazardous materials, as well as controlling cross-border movements of passengers, goods and transportations passing through the kingdom. Therefore, the department has been adopting up-to-date technologies to further enhance and serve Customs work, and realize the concept of e-government. As a result of applying such approach, JC has now secured its position among the best worldwide Customs administrations that provide all stakeholders with high-quality services.

Names of the Director Generals who headed Jordan Customs Administration 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
21.	Dr. Waddah Mah'd Hmoud	Customs Director General	15/11/2015 -

Administrative Organization System and Organizational Structure

The Department is operated under *The Administrative Organization System No. (27) For 2011*. This System was introduced to attune to recent developments at the local and international levels, and the Kingdom's obligations under international and bilateral agreements in 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 introduced and, consequently, the directorates involved in compliance and facilitation were linked to that post.

Planning and Coordination Committee has also undergone restructuring . the committee is responsible for reviewing the following matters and making relevant recommendations:

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

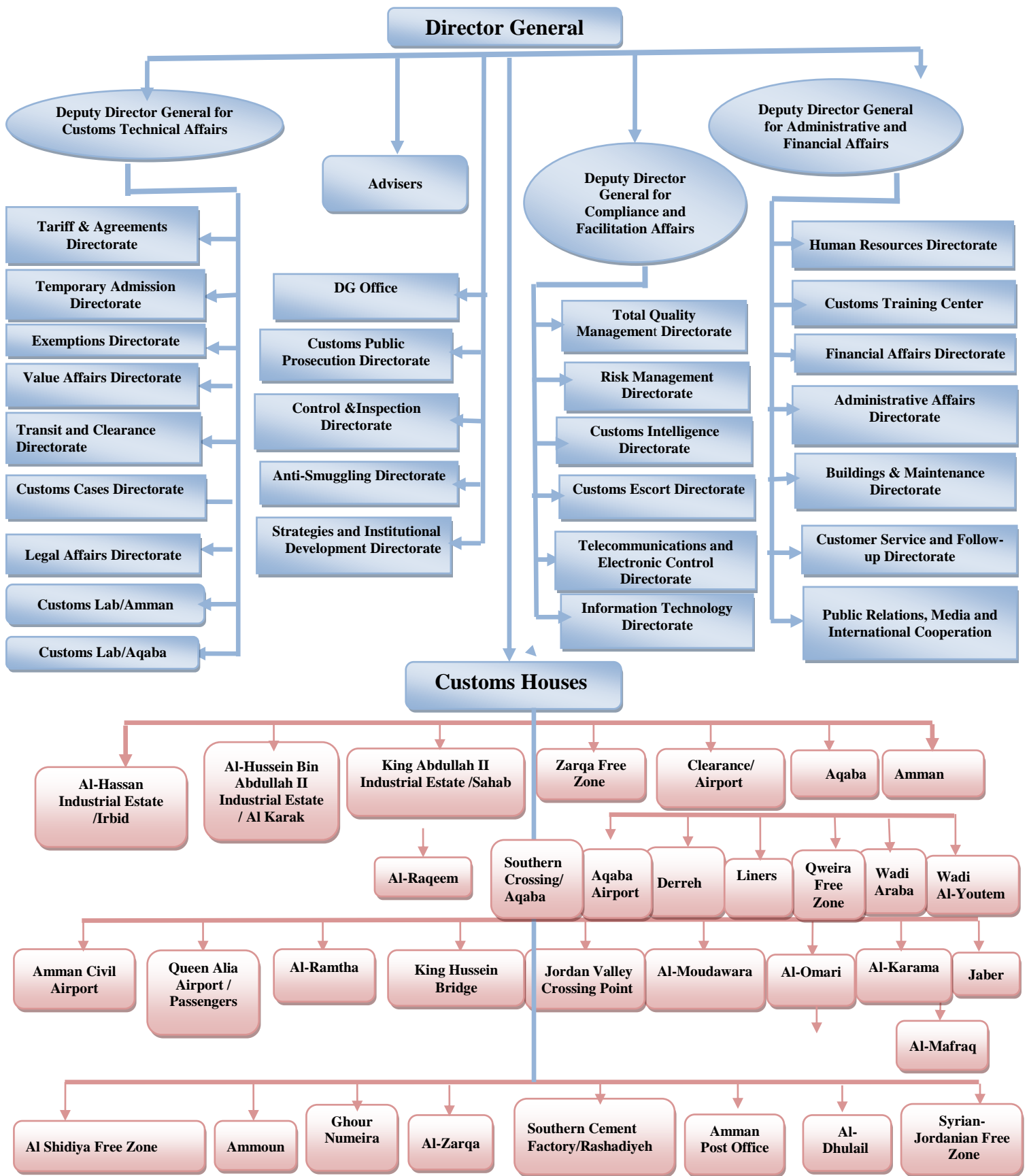
Articles (9/A) and (9/B) of the aforementioned system illuminate the following:

- The Cabinet may create any directorate or merge it into another or cancel it via the Minister's recommendation which is based on the DG's recommendation.
- The Director General may, by virtue of 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) states that the Minister, on the DG's recommendation, shall 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 categorizing.
- 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

Jordan customs Department is known for its persistent endeavor and dedication to develop its human resources and elevate their performance to the utmost levels of excellence and creativity.

The Department, thus, has made quantum leaps in this area by adopting all endorsed means to develop and modernize all work-related facet, providing an appropriate work environment for staff and enhancing its human resources capabilities in a manner that would reflect on the efficiency of service delivery. This has been realized through the following:

- Expansion of delegation of authorities which is in turn reflect on the quality of provided services.
- Infrastructure development and the use of sophisticated technology.
- Implementing and updating automated systems to serve work and public interests.

– Structure of Manpower in Jordan Customs Department

Distribution of Staff by Gender in 2013-2014

Gender	2014	2015
Male	2954	2789
Female	173	165
Total	3127	2954

Distribution of Staff by type of appointment in 2014-2015

Type of appointment	2014	2015
Permanent and Classified Jobs and contracts	2718	2560
Customs Security Agreement	303	305
Contracts	98	89
Daily Laborers	2	-
Employees seconded from other ministries and public departments to the Customs department	6	-
Total	3127	2954

Distribution of staff by academic qualifications in 2014-2015

Qualification	2014	2015
	Total	Total
PH.D	16	20
Masters	181	183
High Diploma	20	19
Bachelors	1307	1273
Comprehensive Diploma	495	491
General Secondary Certificate	747	689
Less than General Secondary Certificate	361	279
Total	3127	2954

Distribution of staff by age groups in 2013-2014

Age (by Years)	2014	2015
20-25	51	41
26-35	1023	931
36-45	1015	979
46-55	948	924
Older than 56	90	79
Total	3127	2954

Names of staff members who passed away during service period in 2014, 2015

No.	Name	No.	Name
1	Jehad Hussein Salman Al- Bdour	8	Majed Nahar Salameh Al-Twalbeh
2	Yaser Ahmad Ali Al-Qudah	9	Dyab Sami Dyab Khaleel
3	Ahmad Ali Ahmad Al-Shanatwah	10	Fathi Abdulraheem H. Al-Edreesi
4	Husein Abdullah M. Abu-Hayaneh	11	Nabeel Salah Moh'd Yaseen
5	Samer Yaser Mahmoud Al-Zghoul	12	Isma'eel mahmoud M. Al Bazaygheh
6	Abdulla Mefleh S. Al-Sweiter	13	Osama Abdellfattah I. Al-Shunak
7	Madallah Awad Hmoud Al-N'eimat	14	Suhail Saleh Ahmad Al-Faris

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 financial and moral incentives. During 2015, the Department has made notable progress in this regard as follows:

Training

Recognizing the need to always keep up with the rapid scientific and technological advancements, JC had therefore established *Customs Training Centre* in the early 1998. It was given great weight and importance with a view to provide sustainable Customs capabilities and deliver capacity building for the department's personnel, staff of clearance agencies, representatives from government agencies and Customs officers from regional countries. Furthermore, various special programs were held in cooperation with *Jordan Armed Forces* and a number of donors, in addition to delivering many regional trainings.

In 2015, a Regional Customs Training Center for MENA region was inaugurated. Thus, Jordan became the third country in the region after Egypt and KSA to host a WCO accredited regional training center to provide needed training for the region. This center that was funded by Fiscal Reform II project aims to support Jordan Customs efforts to develop Customs work. At such center, quality training, as well, would be planned and delivered to the regional Customs administrations, governmental agencies involved in the Single Window, and local/regional trade supply chain entities from the private sector.

Number of Training Courses and Participants during 2015

Subject	The Number of Training courses		The Number of Participants	
	2014	2015	2014	2015
Customs Clearance Training Courses	10	13	401	465
Computer Training Courses	4	8	60	105
English Language Training Courses	2	0	29	0
Administrative Training Courses	27	114	631	1736
Customs Technical Training Courses	17	52	415	1069
Financial Training Courses	1	6	16	30
Total	61	193	1552	3405

During the years 2014-2015, (13) "Empowerment" Programs were held for 344 staff as they incorporated (13) topics-110 training hours- in the different Customs fields for each program event.

Incentives

The department regularly incentivizes its employees to encourage them to work harder through providing them with several financial 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, in turn, reflect on stakeholders' satisfaction. Such incentives include; scholarships to fund education for employees' and retirees' children, and letters of appreciation as well as delegating staff to participate in internal and external training courses. The following table shows statistics of incentives for 2014-2015.

Subject of Incentive	Number of Employees	
	2014	2015
Scholarships for staff's and retirees' children	137	148
Appreciation Letters	1180	517
Participants in internal training courses and workshops	293	647
Participants in external training courses and workshops	86	94

Delegation of power

To ensure a proper workflow at Customs houses, the department has adopted *delegation of power* policy entail passing on necessary powers to Directors of Customs houses, and Heads of Clearance Units for the benefit of service recipients. During the years 2014, 2015, several authorities have been delegated to the staff and Customs houses, the most prominent of which are:

- Authorizing all customs accommodating article disposal committees to organize AR9 declarations of contents disposed via disposal report.
- Authorizing Amman Customs house to:
 - Settle records of vehicles entered under Temporary admission status (yellow license plate) on the automated system.
 - Selling off all vehicles sitting in vehicles yard except vehicles pending public judicial proceedings.
- Authorizing Aqaba Customs House to auction off goods and vehicles if sale price reach 70% of estimated value.
- Authorizing passengers ferry station center to locally clear all articles that Aqaba Customs Center is authorized to clear.

- Authorizing Al-Hussein Bin Abdullah II Industrial Estate/ Karak to locally clear goods entered to Karak free zone except vehicles and auto parts.
- Authorizing King Abdullah Bin Al-Hussein II Industrial Estate/ Sahab to locally clear vehicles and pertinent auto parts entered to Al-Moeaqar Free Zone.
- Authorizing Jordan Valley Crossing Point Customs house to clear petroleum coal if approval of Ministry of Energy and Mineral Resources is present.
- Authorizing Jaber Customs house to clear (barley, clover, hay, and straw) .

- Delegating authority to Syrian-Jordanian Free Zone Customs center to:
 - Prepare and organize export declarations of goods deposited in Syrian-Jordanian Free Zone.
 - Clear coal

- Delegating powers to head of investors committee to exempt development zones projects, and transfer tasks and authority of General Exemptions section.

Chapter 3

Strategic Planning

Jordan Customs Strategic Plan for the years 2014-2016

Strategic planning is deemed an essential element to the success of institutions willing to learn and develop to reach a higher degree of excellence, because it helps in determining the future vision and strategic objectives of an institution for the foreseeable future.

For years, JC has been keen to give the subject of strategic planning a proper weight, as it managed to conduct several courses and workshops during 2014, 2015 on strategic planning and balanced performance cards, and the know-about to prepare action plans, which contributed to raising the competence of personnel in this area.

Hence, Jordan Customs Department has set up its strategic plan for the years 2014-2016 using the Balanced Score cards (BSC). It did so relying on the participatory approach adopted by the department and with active participation of all organizational units in the department. It began reviewing the previous Strategic Plan 2011-2013 and relevant documents through the formation of a special committee comprising a group of directors who have unique technical and administrative expertise. The vision, mission and core values of the department have been formulated, as well as strategic objectives and key performance indicators. The department, thus, believes that realizing its own objectives will contribute to realizing broader national objectives. Accordingly, SWOT analysis to analyze the internal and external environment besides, BSC approach were utilized to determine the strategic goals for the coming period. Moreover, the department shared its draft plan with external partners for feedback and inputs, and examined best practices of different customs administrations in this area. consequently, some applicable elements were measured and regarded in the Department's strategic plan.

Jordan Customs Department has adopted a vision for the years 2014-2016 ***“to be regionally more distinguished Customs Administration in support of the national economy and security”***, and a mission ***“to Provide stakeholders and clients with distinguished customs services, contribute to promoting national economy, security and protection of citizens in pursuance of meeting requirements of comprehensive and sustainable development, and in attendance to rapid transformations at both local and international levels”***

The department has also 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 combating smuggling and 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 2015

First: Evaluation of Strategic Goals according to key Performance Indicators for 2015:

Achievement percentage in the total (7) evaluated strategic objectives for 2015 arrived at (98.5 %). It was due to emergence of obstacles that deterred the process of achieving some objectives, as shown in project implementation risk table.

Evaluation of key Performance Indicators in the strategic plan for 2015:

Strategic goal	Performance indicator	Targeted value 2015	Achieved value 2015	Implementation obstacles
Increase customs revenues	Percentage of increase in customs revenue	5%	-2%	1. Decrease in revenues due to closure of northern and eastern borders due to security instability. 2. Delay in paying off Jordan Petroleum Refinery dues 3. Stopping transit movement.
Increase satisfaction of the department's partners and stakeholders	Percentage of service recipients' satisfaction	81.1%	82%	
	Percentage of partners' satisfaction	91.7%	90%	
	Total number of complaints made by service recipients	200	693	
Increase the local community's initiatives	Number of new community initiatives	4	4	100%
reduce time release of goods	Time release of goods at Aqaba Customs House	7 days and 11 hours	6 days and 8 hours	Evaluated in 2015
Increase seizures of hazardous materials and environmentally harmful goods	Percentage of increase in seizures of hazardous materials and environmentally harmful goods	10%	0%	15% decrease from 2014 due to the unprecedented increase in drugs seizures during 2014 and instability in neighboring

				countries
Increase the effectiveness of combating smuggling and illicit trade activities	Percentage of increase in actual smuggling cases	6%	53%	<p>4. High customs duties and other taxes imposed on some commodities such as alcoholic beverages and cigarettes. This would increase smuggling operation of such goods.</p> <p>5. Increase in number of anti-smuggling patrols.</p> <p>6. Increase of political and security crisis in neighboring countries.</p> <p>7. Increase in staff working at border centers and anti-smuggling operations.</p>
	Percentage of violations and cases which constitute predicate offense to smuggling in total number customs declarations	7%	7%	
	Percentage of compliance of the trade community	83%	81.5%	
	Percentage of increase in seizures related to non-declared money.	25%	75%	
	Percentage of increase in IPR related infringements.	20%	19%	
Increase the effectiveness of human resources and work procedures	Rate of staff retention	98%	99.9%	
	Rate of staff performance evaluation	92.8%	91%	
	Rate of employees'	74.4%	79%	

satisfaction			
Rate of increase in staff's applicable creative proposals	15%	18%	
Rate of training needs coverage	90%	98%	
Rate of staff's participation in committees and taskforces	9%	8.9%	
Rate of staff's compliance with general job ethics	100%	99.7%	
Decrease rate in number of staff's' complaints	3%	-60%	
Increase rate of utilizing modern technology	7	7	
Number of enhanced procedures			
subsequent to automation	5	5	
Subsequent to internal and external audit	125	103	

Second: Evaluation of Programs cited in the Strategic Plan for 2015:

1. The number of programs included in the 2014 Strategic Plan amounted to (3) main programs.
2. Achievement percentage of programs in 2015 reached (86.5%) as illustrated in the following table:

Programs	Percentage of achievement of programs in 2014
Anti-Smuggling and Customs Escort	99.5%
Management and Supporting Services	75.0%
The efficiency of revenue collection and community service	85.0%

Third: Evaluation of Projects and activities cited in the Strategic Plan for 2015:

Achievement of the evaluated (123) performance indicators of projects and activities for 2015 reached (90.8%),

Fourth: Projects implementation risks

Risk	Risk level	Number of project affected by the risk
Delay in projects funding and support provided by external entities	Low (L)	1
Delay in bids implementation by other parties	Medium (M)	2
Political and security situations in the region	Medium (M)	2

Chapter 4

Customs Revenues and Foreign Trade

Customs Revenues

There has been an increase in the Customs revenues in 2015 by approximately (29.488) Million JDs compared with collection of revenues in 2014, representing a growth rate of (1.81%), distributed by type as follows:

Customs Revenues	2014		2015		Value of Change (by Million dinars)
	Value (Million JDs)	Percentage	Value (Million JD)	Percentage	
General revenue	1545.748	94.62%	1514.154	94.39%	-31.593
Customs Deposits	41.445	2.54%	41.909	2.61%	0463
Drawback Deposits	680.0	0.04%	1.030	0.06%	0.350
Ministry of Finance Deposits	45.707	2.80%	46.998	2.93%	1.291
Total	1633.581	100.00%	1604.093	100.00%	-29.488

General revenue in details:

The table below portrays Customs revenue for general revenue account.

Customs Revenues	2014		2015		Value of Change (by Million dinars)
	Value (Million JDs)	Percentage	Value (Million JD)	Percentage	
Sales Tax	1038.561	67.19 %	995.954	65.78%	-42.607
Customs duties and other Customs charges.	377.581	24.43 %	393.338	25.98%	15.756
Fees of other agencies- excluding sales tax	112.623	7.29 %	104.470	6.90%	-8.153
Customs Fines and Confiscations	16.980	1.10 %	20.391	1.35%	3.410
Total	1545.748	100.00%	1514.154	100.00%	-31.593

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

Customs Revenues in details:

❖ Unified Customs duties (tariff duty)

The table below illustrates distribution of **values of imports**- taxable and exempt-with respect to (IM4) declarations, , and unified Customs duty in 2014 compared with 2015.

Distribution of Imports	2014			2015		
	Unified tariff duties	Value of Imports (Million JDs)	Percentage%	Unified tariff duties	Value of Imports (Million JDs)	Percentage%
Exempt in the Tariff Schedules	0	4771.251	44.4	0	0	40.9
Exempt under Agreements	0	2408.843	22.4	0	0	25.3
Exempt under resolutions of the Council of Ministers or private laws or franchise companies (excluding oil and oil derivatives) or for parties exempted from Customs duties	0	2163.339	20.1	0	0	21.3
Subject to customs duties according to tariff schedules or preferential fees	299.134	1412.251	13.1	298.871	298.871	12.5
Total	299.134	10755.684	100.00	298.871	298.871	100.00

Customs tariff weighted average for 2015 accounted for (2.75%), while it reached (2.78%) in 2014.

❖ Sales Tax on Import

Collected Sales tax for 2015 totaled around (995.95) million JDs (according to the date of financial receipts) compared with sales tax collection during 2014 that amounted to around (1038.56) million JDs, with a decrease of (42.61) Million JDs.

❖ Other departments' fees

The following table shows collection of other departments' fees (Excluding sales tax) for the year 2015 compared with 2014.

Fee Name	2014		2015	
	Amount of Money (Million JDs)	Percentage%	Amount of Money (Million JDs)	Percentage%
Services and control fees - scrap import	0.144	0.14%	0.139	0.12%
Price variation charge-Diesel	0.015	0.02%	0.024	0.02%
Agricultural, veterinary and animal health service charges	3.916	3.75%	3.644	3.24%

credit cards use fees	0.254	0.24%	0.269	0.24%
Scrap iron and aluminum export fees	0.594	0.57%	0.852	0.76%
Road traffic fees	2.777	2.66%	2.857	2.54%
scrap paper export fees	1.024	0.98%	1.089	0.97%
traffic service and customs escort charge	11.995	11.48%	19.503	17.32%
X-ray scanning service charge	4.386	4.20%	4.983	4.43%
Advance payment of 2% for income tax	63.360	60.65%	60.622	53.82%
Stamp fees	13.600	13.01%	14.802	13.14%
Overloading fines	2.405	2.30%	3.839	3.41%
Total	104.470	100.00%	112.623	100.00%

❖ Ministry of Finance Deposits

The table below shows Ministry of Finance Deposits collection in 2015 compared with 2014.

Ministry of Finance Deposits	2014		2015	
	Amount (Million JDs)	Percentage %	Amount (Million JDs)	Percentage %
Standards service charge	4.908	10.74%	5.143	10.94%
Work permits deposits	11.225	24.56%	11.199	23.83%
Service charge by insurance	0.008	0.02%	0.008	0.02%
Service and control charges- scrap import	0.015	0.03%	0.000	0.00%
differences in Silage subsidies charge	2.834	6.20%	2.546	5.42%
non-attested documents charged by insurance	13.906	30.42%	16.277	34.63%
Customs Insurances/ different deposits	4.232	9.26%	3.002	6.39%
Food consignments inspection fees	1.346	2.94%	1.523	3.24%
Radiological surveillance fee	1.361	2.98%	1.338	2.85%
Unified fee by deposit	3.081	6.74%	2.546	5.42%
Qualitative unified fee by deposit	0.000	0.00%	0.015	0.03%
General relative sales tax by deposit	2.725	5.96%	3.347	7.12%
Income Tax by insurance	0.066	0.14%	0.053	0.11%
Total	45.707	100.00%	46.998	100.00%

The table below illustrates distribution of Customs revenues as per each Customs house.

Customs houses	2014		2015	
	Amount (MillionJDs)	Percentage%	Amount (MillionJDs)	Percentage %
Amman Customs House	459,736,817	28.14%	431,606,098	26.91%
Aqaba Customs House	436,796,787	26.74%	401,207,682	25.01%
Al-Zarqa Free Zone Customs House/ Vehicles	256,950,682	15.73%	306,740,846	19.12%
Airport Customs House/ Clearance- Zezia	171,275,554	10.48%	166,224,132	10.36%
Public Warehouses	67,512,456	4.13%	69,454,888	4.33%
Zarqa Free Zone Customs House/ Goods	49,729,083	3.04%	48,152,010	3.00%
King Abdullah II Bin Al-Hussein Industrial Estate Customs House	41,571,555	2.54%	41,651,424	2.60%
Collection section/ Customs Department	25,114,214	1.54%	37,378,047	2.33%
Passenger Liners (ferry) - Aqaba	30,410,423	1.86%	31,215,760	1.95%
Al-Omari Customs House	23,237,435	1.42%	19,476,139	1.21%
Jordan Valley Crossing Point Customs House	6,087,413	0.37%	7,350,244	0.46%
Al-Moudawarra Customs House	5,160,084	0.32%	5,326,425	0.33%
Anti-Smuggling Directorate	4,852,403	0.30%	4,770,224	0.30%
Jordanian -Syrian Free Zone Customs House	10,949,024	0.67%	4,496,933	0.28%
King Hussein Bridge Customs House	4,908,982	0.30%	4,477,812	0.28%
Mafraq Customs House	4,852,009	0.30%	2,751,850	0.17%
Motor vehicles section / Directorate of Customs cases	2,913,053	0.18%	2,736,307	0.17%
Jaber Customs House	11,045,557	0.68%	2,570,190	0.16%
Al-Karama Customs House (Rwashed)	7,242,371	0.44%	2,509,499	0.16%
Airport Customs House/Passengers-Zeizia	2,369,694	0.15%	2,239,574	0.14%
Qweirah special Free Zone Customs House	2,326,341	0.14%	1,804,976	0.11%
Aqaba Special Economic Zone Customs House	128,571	0.01%	1,701,490	0.11%
Al-Hussan Industrial Estate Customs House/ Irbid	1,512,655	0.09%	1,550,359	0.10%
Wadi al-Yutom Customs Center	980,440	0.06%	1,385,396	0.09%
Al- dorrah Customs Center	1,582,177	0.10%	1,111,183	0.07%
Wadi Araba Crossing Point Customs House	1,223,308	0.07%	819,009	0.05%
Al-Dhuleil Customs Center	633,555	0.04%	792,546	0.05%
Al- Hussein Bin Abdulla II industrial Estate Customs	572,458	0.04%	526,192	0.03%
Al-Raqeem Customs Center	371,375	0.02%	477,102	0.03%
Wadi Araba Customs Center	357,193	0.02%	463,076	0.03%
Amman Post Office Customs House	566,554	0.03%	420,851	0.03%
Al-Sheidiya Special Free Zone Customs House	248,843	0.02%	360,468	0.02%
Ghour Numaira Customs House	242,314	0.01%	185,665	0.01%
Special Free Zone/Information Technology Cities Development Co.	35,746	0.00%	70,096	0.00%
Al-Zarqa Customs House	34,855	0.00%	36,866	0.00%

Al_Ramtha Customs House	11,298	0.00%	23,704	0.00%
Ammoun Customs House	14,962	0.00%	12,432	0.00%
Amman civil airport Customs House – Marka	14,871	0.00%	10,340	0.00%
Aqaba Airport Customs House	8,646	0.00%	5,485	0.00%
Total	1,633,581,761	100.00%	1,604,093,319	100.00%

❖ Customs Declarations

The following table shows numbers of Customs declarations (catagorized by type) recorded in 2015 compared with 2014.

Type of Customs Declaration	Customs Declaration Type/Code	Number of Registered Declarations		Change Rate %
		2014	2015	
Permanent Export	EX1	170762	152999	-10%
Temporary Export	EX2	1295	1235	-5%
Re-Export	EX3	28803	25715	-11%
Import for Consumption	IM4	402585	422770	5%
Temporary Admission	IM5	33261	34255	3%
Re-import for Consumption	IM6	1820	1415	-22%
Bonded Deposit	IM7	11563	11607	0%
Import for Consumption (Expatriates' household)	RD4	3084	3102	1%
Import for Consumption (Personal Effects declaration)	SD4	11265	10751	-5%
Transit	TR8	300711	228856	-24%
Admission Order to the Special Economic Zone / Aqaba	AA9	13847	14976	8%
Other Customs Statuses	AR9	9730	8803	-10%
Total		988727	916484	-7%

❖ Imports:

Imports value for 2015 totaled nearly (10.907) billion JDs compared with imports value for 2014 which totaled about (12.376) billion JDs, with (9.26%) decrease in total import volume according to IM4 (*imports for local consumption*) declarations processed at ASYCUDA-automated Customs houses.

The following table illustrates values and number of declaration related to commodities imported during 2014 and 2015. Commodities are categorized into sections as ordered in the Harmonized Commodity Description and Coding System Nomenclature.

Section No..	Description	2014	2015
		Import value (JD)	Import value (JD)
1	Live animals; animal product	679,031,242	685,217,161
2	Vegetable product	1,203,815,901	982,206,305
3	Animal or vegetable fats or oils and their cleavage products; prepared edible fats; animal or vegetable waxes	134,263,776	120,484,526
4	Prepared foodstuffs; beverages, spirits and vinegar; tobacco and manufactured tobacco substitutes	923,502,920	889,273,228
5	Mineral products	700,414,214	288,047,051
6	Products of the chemicals or allied industries	1,039,520,348	990,795,713
7	Plastics and articles thereof; rubber and articles thereof	660,766,835	583,309,584
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)	21,895,128	22,688,825
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	164,051,946	232,835,693
10	Pulp of wood or other fibrous cellulosic material; recovered (waste and scrap) paper or paperboard; paper and paperboard and articles thereof	257,831,201	232,729,450
11	Textile and textile articles	447,981,576	370,677,706
12	Footwear, 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	47,154,678	49,110,613
13	Articles of stone, plaster, cement, asbestos, mica or similar materials; ceramic products; glass and glassware	249,628,780	255,554,631

14	Natural or cultured pearls, precious or semi-precious stones, precious metals, metals clad with precious metal and articles thereof; imitation jewellery; coin	487,168,751	668,822,526
15	Base metals and articles of base metal	959,088,615	875,026,949
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	1,611,658,403	1,795,019,969
17	Transport equipment	1,071,081,112	1,238,421,799
18	Optical, photographic, cinematographic, measuring, checking, precision, medical or surgical instruments and apparatus; clocks and watches; musical instruments; parts and accessories thereof	204,067,027	209,419,910
19	Arms and ammunition; parts and accessories thereof	2,281,130	1,927,895
20	Miscellaneous manufactured articles	227,345,246	220,418,795
21	Works of art, collectors' pieces and antiques	302,329,171	288,582,397
Total		11,395,515,654	10,907,033,143

Imported commodities according to chapters in Tariff schedule (With the exception of oil and its derivatives)

The table below shows Imports according to the chapters in Tariff schedule in terms of value for the years 2014, 2015.

Chapter NO.	Chapter Description	2014	2015	Rate of Change %
		Import Value (JD)	Import Value (JD)	
1	Live animals	127,492,672	148,657,626	17%
2	Meat and offal not cut in pieces , edible	300,721,371	306,289,936	2%
3	Fish or of crustaceans, molluscs or other aquatic invertebrates	36,943,922	39,814,910	8%
4	Dairy or of crustaceans, molluscs or other aquatic invertebrates	213,472,290	190,070,043	-11%
5	Other products of animal origin, not specified or included elsewhere	400,987	384,646	-4%
6	Live trees and other plants; bulbs, roots and the like; cut flowers and ornamental foliage	8,635,609	7,042,874	-18%
7	Edible vegetables and certain roots and tubers	92,745,387	85,026,321	-8%
8	Edible fruit and nuts; peel of citrus fruit or melons	184,718,062	192,910,405	4%
9	Coffee, tea, maté and spices	84,216,209	91,170,889	8%
10	Cereals	715,649,220	499,073,351	-30%
11	Products of the milling industry; malt; starches; inulin; wheat gluten	17,867,348	17,877,542	0%
12	Oil seeds and oleaginous fruits; miscellaneous grains, seeds and fruit, industrial or medicinal plants; straw and fodder	97,805,498	86,528,760	12%
13	Lac; gums, resins and other vegetable staps and extracts	1,968,824	2,417,022	23%
14	Vegetable plaiting materials; vegetable products not elsewhere specified or included	209,744	159,141	-24%
15	Animal or vegetable fats and oils and their cleavage products; prepared edible fats; animal or vegetable waxes	134,263,776	120,484,526	-10%
16	Preparations of meat, of fish or of crustaceans, mollusks or other aquatic invertebrates	61,656,735	52,865,612	-14%
17	Sugars and sugar confectionery	166,963,514	145,846,242	-13%
18	Cocoa and cocoa preparations	57,162,826	55,168,720	-3%
19	Preparations of cereals; flour, starch or milk; pastrycooks' products	150,345,780	150,411,366	0%
20	Preparations of vegetables, fruit, nuts or other parts of plants	64,283,904	65,732,752	2%
21	Miscellaneous edible preparations	153,360,102	160,088,592	4%
22	Beverages, spirits and vinegar	81,665,530	86,414,553	6%
23	Residues and waste from the food industries; prepared animal fodder	151,366,294	132,685,668	-12%
24	Tobacco and manufactured tobacco substitutes	36,698,235	40,059,723	9%

25	Salt; sulphur; earths and stone; plastering materials, lime and cement	26,687,749	27,819,084	4%
26	Ores, slag and ash	285,083	1,606,089	463%
27	Mineral fuels, mineral oils and products of their distillation; bituminous substances; mineral waxes	673,441,382	258,621,878	62%
28	Inorganic chemicals; organic or inorganic compounds of precious metals, of rare-earth metals, of radioactive elements or of isotopes	52,208,522	48,485,798	-7%
29	Organic chemicals	201,028,619	161,129,284	-20%
30	Pharmaceutical products	365,777,070	370,562,467	1%
31	Fertilisers	34,635,320	33,115,713	-4%
32	Tanning or dyeing extracts; tannins and their derivatives; dyes, pigments and other colouring matter; paints and varnishes; putty and other mastics; inks	54,289,429	52,546,552	-3%
33	Essential oils and resinoids; perfumery, cosmetic or toilet preparations	115,317,622	125,113,630	8%
34	Soap, organic surface-active agents, washing preparations, lubricating preparations, artificial waxes, prepared waxes, polishing or scouring preparations, candles and similar articles, modeling pastes, "dental waxes" and dental preparations with a basis of plaster	90,473,586	81,403,076	-10%
35	Albuminoidal substances; modified scratches; glues; enzymes	14,325,103	13,524,554	-6%
36	Explosives; pyrotechnic products; matches; pyrophoric alloys; certain combustible preparations	1,248,005	1,142,558	-8%
37	Photographic or cinematographic goods	6,204,521	5,347,939	-14%
38	Miscellaneous chemical products	104,012,551	98,424,142	-5%
39	Plastics and articles thereof	577,413,017	506,430,626	-12%
40	Rubber and articles thereof	83,353,818	76,878,958	-8%
41	Raw hides and skins (other than furskins) and leather	506,455	487,184	-4%
42	Articles of leather; saddler and harness; travel goods, handbags and similar containers; articles of animal gut (other than silk-worm gut)	21,216,856	22,106,092	2%
43	Furskins and artificial fur; manufactures thereof	171,817	95,549	-44%
44	Wood and articles of wood; charcoal	163,251,247	138,864,042	-15%
45	Cork and articles of cork	88,289	145,184	64%
46	Manufactures of straw, of esparto or of other plaiting materials; basketware and wickerwork	712,410	182,642	-74%
47	Pulp of wood or of other fibrous cellulosic material; recovered (waste and scrap) paper or paperboard	45,716,137	44,087,320	-4%
48	Paper and paperboard; articles of paper pulp, of paper or of paperboard	189,571,293	171,959,986	-9%
49	Printed books, newspapers, pictures and other products of the printing industry; manuscripts, typescripts and plans	23,181,425	16,788,387	-28%

50	Silk	84,728	100,700	19%
51	Wool, fine or coarse animal hair; horsehair yarn and woven fabric	4,517,173	9,343,132	107%
52	Cotton	13,209,160	2,533,140	-81%
53	Other vegetable textile fibers; paper yarn and woven fabrics of paper yarn	2,915,081	3,420,860	17%
54	Man-made filaments	44,089,016	39,836,448	-10%
55	Man-made staple fibers	24,905,964	21,866,426	-12%
56	Wadding, felt and nonwovens; special yarns; twine, cordage, ropes and cables and articles thereof	12,276,388	11,044,432	-10%
57	Carpets and other textile floor coverings	18,669,814	14,948,870	-20%
58	Special woven fabrics; tufted textile fabrics; lace; tapestries; trimmings; embroidery	12,113,000	8,174,578	-33%
59	Impregnated, coated, covered or laminated textile fabrics; textile articles of a kind suitable for industrial use	6,890,899	7,421,785	8%
60	Knitted or crocheted fabrics	53,361,065	23,868,346	55%
61	Articles of apparel and clothing accessories, knitted or crocheted	154,204,385	152,504,436	-1%
62	Articles of apparel and clothing accessories, not knitted or crocheted	57,729,287	42,124,309	-27%
63	Other made up textile articles; sets; worn clothing and worn textile articles	43,015,616	33,490,244	-22%
64	Footwear, gaiters and the like; parts of such articles	44,883,077	46,929,777	5%
65	Headgear and parts thereof	1,224,265	1,036,387	-15%
66	Umbrellas, sun umbrellas, walking-sticks, whips, riding-corps and parts thereof	408,307	509,476	25%
67	Prepared feathers and down and articles made of feathers or of down; artificial flowers; articles of human hair	639,029	634,973	-1%
68	Articles of stone, plaster, cement, asbestos, mica or similar materials	42,642,937	50,101,051	17%
69	Ceramic products	154,823,511	143,195,762	-8%
70	Glass and glassware	52,162,332	62,257,818	19%
71	Natural or cultured pearls, precious or semi-precious stones, precious metals, metals clad with precious metal, and articles thereof; imitation jewellery; coin	487,168,751	668,822,526	37%
72	Iron and steel	407,534,595	351,962,273	-14%
73	Articles of iron or steel	214,101,715	223,375,882	4%
74	Copper and articles thereof	95,900,870	73,059,344	-24%
75	Nickel and articles thereof	575,680	631,049	10%
76	Aluminium and articles thereof	148,395,042	139,830,599	-6%
78	Lead and articles thereof	664,556	568,892	-14%
79	Zinc and articles thereof	2,071,335	1,438,175	-31%

80	Tin and articles thereof	122,508	113,449	-7%
81	Other base metals; cermets; articles thereof	141,888	367,363	159%
82	Tools, implements, cutlery, spoons and forks, of base metal; parts thereof of base metal	25,052,102	24,567,621	-2%
83	Miscellaneous articles of base metal	64,528,324	59,112,302	-8%
84	Nuclear reactors, boilers, machinery and mechanical appliances; parts thereof	959,753,050	973,975,566	1%
85	Electrical machinery and equipment and parts thereof; sound recorders and reproducers, television image and sound recorders and reproducers, and reproducers, parts and accessories of such articles	651,905,353	821,044,403	26%
86	Railway or tramway locomotives, rolling-stock and parts thereof; railway or tramway track fixtures and fittings and parts thereof; mechanical (including electro-mechanical) traffic signalling equipment of all kinds	726,972	663,210	-9%
87	Vehicles other than railway or tramway rolling-stock, and parts and accessories thereof	1,070,019,183	1,237,399,224	16%
88	Aircraft, spacecraft, and parts thereof	307,573	208,191	-32%
89	Ships, boats and floating structures	27,384	151,174	452%
90	Optical, photographic, cinematographic, measuring, checking, precision, medical or surgical instruments and apparatus; parts and accessories thereof	188,888,162	196,089,242	4%
91	Clocks and watches and parts thereof	14,865,509	12,950,397	-13%
92	Musical instruments; parts and accessories of such articles	313,356	380,271	21%
93	Arms and ammunition; parts and accessories thereof	2,281,130	1,927,895	-15%
94	Furniture; bedding, mattresses, mattress supports, cushions and similar stuffed furnishings; lamps and lighting fittings, not elsewhere specified or included; illuminated signs, illuminated signs, illuminated name-plates and the like; prefabricated buildings	134,458,399	134,153,420	0%
95	Toys, games and sports requisites; parts and accessories thereof	24,183,412	20,306,949	-16%
96	Miscellaneous manufactured articles	68,703,435	65,958,426	-4%
97	Works of arts, collectors' pieces and antiques	424,386	92,777	-78%
98	Collective item for the agencies exempted from customs duties	301,904,785	288,489,620	-4%
Total		11,395,515,654	10,907,033,143	-4%

The table below shows the top (25) partner countries in value of imports terms over the year 2015. Imports from these countries accounted for (84%) of aggregate imports., China, Saudi Arabia and the United States respectively occupied the highest values of imports.

No.	Country of Origin	2014	2015	Rate of Change%
		Value (JD)	Value (JD)	
1	China	1,446,189,895	1,540,291,896	7%
2	Saudi Arabia	3,103,064,594	1,010,348,437	-67%
3	USA	851,627,582	714,174,251	-16%
4	Germany	615,464,782	603,809,306	-2%
5	United Arab Emirates	507,055,670	553,635,063	9%
6	Switzerland	387,392,652	466,234,791	20%
7	South Korea	393,990,069	424,854,509	8%
8	Japan	383,968,853	412,693,524	7%
9	Italy	367,174,841	383,118,738	4%
10	Turkey	414,745,551	367,249,514	-11%
11	Egypt	364,600,260	322,840,369	-11%
12	India	349,700,998	276,642,227	-21%
13	Romania	285,311,084	253,696,118	-11%
14	France	242,211,594	224,711,344	-7%
15	Spain	216,257,295	223,651,005	3%
16	Russian Federation	258,481,624	205,431,439	-21%
17	Qatar	32,178,203	195,995,431	509%
18	Brazil	185,374,270	193,084,174	4%
19	Argentina	217,483,105	185,368,352	-15%
20	Thailand	162,654,488	181,265,809	11%
21	Britain	179,943,474	177,201,135	-2%
22	Australia	141,695,085	136,124,274	-4%
23	Netherlands	225,659,139	134,702,302	-40%
24	Vietnam	84,150,981	121,512,987	44%
25	Belgium	207,492,746	91,827,061	-56%

The table below shows the Kingdom's imports of small Salon cars as described below, where

It is noted that an increase in number of cars cleared in 2015 compared with 2014 due to an demand for clearance on cars, where the rate of increase approximately increase in amounted to (14%).

A table includes the values and the number of cars according to descriptions and imported during 2015 compared with 2014.

Description	2014		2015	
	Value (Million JDs)	Number	Value (Million JDs)	Number
Gasoline-powered vehicles	377	43,326	410	50,674
Vehicles powered partially with electricity (Hybrids)	305	21,989	313	23,534
Vehicles powered entirely with electricity	0.9	9	9	336
Vehicles specially designed for travelling on snow; golf cars and similar vehicles	0.4	94	0.8	189
Vehicles as ambulances and hearses	5	158	8	174
Total	688.3	65,576	736.8	74,907

Exported commodities according to chapters in Tariff schedule

The table below shows Exports according to the chapters in Tariff schedule in terms of value for the years 2014, 2015.

Chapter NO.	Chapter Description	2014	2015	Rate of Change %
		Export Value (JD)	Export (JD) Value	
1	Live animals	29,132,809	58,881,174	102%
2	Meat and offal not cut in pieces , edible	46,992,720	41,820,120	-11%
3	Fish or of crustaceans, molluscs or other aquatic invertebrates	6,000	143,027	2284%
4	Dairy or of crustaceans, molluscs or other aquatic invertebrates	32,129,325	26,816,151	-17%
5	Other products of animal origin, not specified or included elsewhere	830,019	180,143	-78%
6	Live trees and other plants; bulbs, roots and the like; cut flowers and ornamental foliage	1,688,099	2,867,377	70%
7	Edible vegetables and certain roots and tubers	194,650,656	192,226,252	-1%
8	Edible fruit and nuts; peel of citrus fruit or melons	34,803,657	56,556,241	63%
9	Coffee, tea, maté and spices	10,645,366	16,728,412	57%
10	Cereals	724,435	271,515	-63%
11	Products of the milling industry; malt; starches; inulin; wheat gluten	7,097,187	5,337,420	-25%
12	Oil seeds and oleaginous fruits; miscellaneous grains, seeds and fruit, industrial or medicinal plants; straw and fodder	3,005,027	2,953,321	-2%
13	Lac; gums, resins and other vegetable staps and extracts	3,902,185	4,131,793	6%
14	Vegetable plaiting materials; vegetable products not elsewhere specified or included	13,031	2,875	-78%
15	Animal or vegetable fats and oils and their cleavage products; prepared edible fats; animal or vegetable waxes	8,937,953	5,558,290	-38%
16	Preparations of meat, of fish or of crustaceans, mollusks or other aquatic invertebrates	26,871,704	23,188,970	-14%
17	Sugars and sugar confectionery	11,510,023	11,902,068	3%
18	Cocoa and cocoa preparations	101,790,201	3,682,637	-96%
19	Preparations of cereals; flour, starch or milk; pastrycooks' products	46,342,140	25,340,570	-45%
20	Preparations of vegetables, fruit, nuts or other parts of plants	40,163,626	32,757,450	-18%
21	Miscellaneous edible preparations	66,620,748	75,362,367	13%
22	Beverages, spirits and vinegar	36,093,494	36,824,594	2%
23	Residues and waste from the food industries; prepared animal fodder	13,513,797	20,047,374	48%
24	Tobacco and manufactured tobacco substitutes	68,572,643	69,558,780	1%
25	Salt; sulphur; earths and stone; plastering materials, lime and cement	290,910,605	538,815,695	85%
26	Ores, slag and ash	635,961	687,430	8%

27	Mineral fuels, mineral oils and products of their distillation; bituminous substances; mineral waxes	2,675,071	1,413,348	-47%
28	Inorganic chemicals; organic or inorganic compounds of precious metals, of rare-earth metals, of radioactive elements or of isotopes	413,194,532	279,291,043	-32%
29	Organic chemicals	19,748,070	8,911,044	-55%
30	Pharmaceutical products	422,863,071	393,939,180	-7%
31	Fertilisers	196,730,740	412,586,176	110%
32	Tanning or dyeing extracts; tannins and their derivatives; dyes, pigments and other colouring matter; paints and varnishes; putty and other mastics; inks	47,631,289	40,354,425	15%
33	Essential oils and resinoids; perfumery, cosmetic or toilet preparations	25,311,766	23,386,610	-8%
34	Soap, organic surface-active agents, washing preparations, lubricating preparations, artificial waxes, prepared waxes, polishing or sourcing preparations, candles and similar articles, modeling pastes, "dental waxes" and dental preparations with a basis of plaster	97,405,502	78,742,895	-19%
35	Albuminoidal substances; modified starches; glues; enzymes	5,775,562	5,363,505	-7%
36	Explosives; pyrotechnic products; matches; pyrophoric alloys; certain combustible preparations	26,460	96,727	266%
37	Photographic or cinematographic goods	103,941	81,957	-21%
38	Miscellaneous chemical products	50,607,489	50,126,918	-1%
39	Plastics and articles thereof	348,431,617	182,987,296	-47%
40	Rubber and articles thereof	1,078,951	934,207	-13%
41	Raw hides and skins (other than furskins) and leather	3,612,423	3,894,016	8%
42	Articles of leather; saddler and harness; travel goods, handbags and similar containers; articles of animal gut (other than silk-worm gut)	1,075,017	835,485	-22%
43	Furskins and artificial fur; manufactures thereof	687,544	830,506	21%
44	Wood and articles of wood; charcoal	49,127,144	9,696,752	-80%
45	Cork and articles of cork	120,085	34,530	-71%
46	Manufactures of straw, of esparto or of other plaiting materials; basketware and wickerwork	516,361	446,029	-14%
47	Pulp of wood or of other fibrous cellulosic material; recovered (waste and scrap) paper or paperboard	9,876,182	37,525,078	280%
48	Paper and paperboard; articles of paper pulp, of paper or of paperboard	123,119,664	125,627,843	2%
49	Printed books, newspapers, pictures and other products of the printing industry; manuscripts, typescripts and plans	31,117,004	9,363,901	-70%
50	Silk	2,650	984	-63%
51	Wool, fine or coarse animal hair; horsehair yarn and woven fabric	1,582,927	843,751	-47%

52	Cotton	326,421	135,123	-59%
53	Other vegetable textile fibers; paper yarn and woven fabrics of paper yarn	35,625	0	-100%
54	Man-made filaments	2,334,427	1,475,827	-37%
55	Man-made staple fibers	2,979,419	2,194,513	-26%
56	Wadding, felt and nonwovens; special yarns; twine, cordage, ropes and cables and articles thereof	10,273,768	6,762,921	-34%
57	Carpets and other textile floor coverings	30,105,338	14,346,513	52%
58	Special woven fabrics; tufted textile fabrics; lace; tapestries; trimmings; embroidery	738,387	431,120	-42%
59	Impregnated, coated, covered or laminated textile fabrics; textile articles of a kind suitable for industrial use	927,090	1,209,372	30%
60	Knitted or crocheted fabrics	994,093	1,516,943	53%
61	Articles of apparel and clothing accessories, knitted or crocheted	882,145,557	928,504,418	5%
62	Articles of apparel and clothing accessories, not knitted or crocheted	41,658,431	46,807,967	12%
63	Other made up textile articles; sets; worn clothing and worn textile articles	25,756,517	25,155,042	-2%
64	Footwear, gaiters and the like; parts of such articles	1,516,227	2,166,355	43%
65	Headgear and parts thereof	337,061	290,329	-14%
66	Umbrellas, sun umbrellas, walking-sticks, whips, riding-corps and parts thereof	72,650	0	-100%
67	Prepared feathers and down and articles made of feathers or of down; artificial flowers; articles of human hair	0	2,127	0%
68	Articles of stone, plaster, cement, asbestos, mica or similar materials	41,932,675	48,328,052	15%
69	Ceramic products	3,131,026	2,690,083	-14%
70	Glass and glassware	6,011,344	5,250,559	-13%
71	Natural or cultured pearls, precious or semi-precious stones, precious metals, metals clad with precious metal, and articles thereof; imitation jewellery; coin	74,000,207	47,416,186	-36%
72	Iron and steel	35,225,221	26,777,723	-24%
73	Articles of iron or steel	93,590,994	164,860,024	76%
74	Copper and articles thereof	38,525,284	27,881,731	-28%
75	Nickel and articles thereof	144,256	1,844	-99%
76	Aluminium and articles thereof	113,593,244	88,123,869	-22%
78	Lead and articles thereof	3,745,064	4,232,371	13%
79	Zinc and articles thereof	619,351	342,972	-45%
80	Tin and articles thereof	334,789	344,143	3%
81	Other base metals; cermets; articles thereof	116,519	11,816	-90%

82	Tools, implements, cutlery, spoons and forks, of base metal; parts thereof of base metal	1,575,139	1,214,924	-23%
83	Miscellaneous articles of base metal	5,678,915	3,627,290	-36%
84	Nuclear reactors, boilers, machinery and mechanical appliances; parts thereof	117,219,393	113,135,683	-3%
85	Electrical machinery and equipment and parts thereof; sound recorders and reproducers, television image and sound recorders and reproducers, and reproducers, parts and accessories of such articles	600,309,307	1,107,088,047	84%
86	Railway or tramway locomotives, rolling-stock and parts thereof; railway or tramway track fixtures and fittings and parts thereof; mechanical (including electro-mechanical) traffic signalling equipment of all kinds	268,189	13,294	-95%
87	Vehicles other than railway or tramway rolling-stock, and parts and accessories thereof	7,360,298	24,566,475	234%
88	Aircraft, spacecraft, and parts thereof	701,923	2,317,411	230%
89	Ships, boats and floating structures	0	143	0%
90	Optical, photographic, cinematographic, measuring, checking, precision, medical or surgical instruments and apparatus; parts and accessories thereof	5,323,323	5,534,375	4%
91	Clocks and watches and parts thereof	1,374,387	645,782	-53%
92	Musical instruments; parts and accessories of such articles	1,117	6,414	474%
93	Arms and ammunition; parts and accessories thereof	9,026	142	-98%
94	Furniture; bedding, mattresses, mattress supports, cushions and similar stuffed furnishings; lamps and lighting fittings, not elsewhere specified or included; illuminated signs, illuminated signs, illuminated name-plates and the like; prefabricated buildings	118,505,614	42,644,198	-64%
95	Toys, games and sports requisites; parts and accessories thereof	257,284	642,552	150%
96	Miscellaneous manufactured articles	36,790,762	41,290,494	12%
97	Works of arts, collectors' pieces and antiques	239,003	46,375	-81%
98	Collective item for the agencies exempted from customs duties	8,632,083	4,988,133	-42%
Total		5,245,421,221	5,714,977,927	9%

The table below shows the top (25) Partner Countries in terms of the value of Jordanian Exports to such countries through the year 2015. Saudi Arabia ranks first in terms of the value of its imports from Jordan, accounting for (1.435.670.039) JDs, and then comes The United States and Iraq.

Serial NO.	Country of destination	2014	2015	Rate of Change %
		Value (JD)	Value (JD)	
1	Saudi Arabia	1,066,732,769	1,435,670,039	35%
2	United States of America	916,932,030	941,355,222	3%
3	Iraq	807,556,829	477,353,465	-41%
4	India	197,115,331	446,623,839	127%
5	United Arab Emirates	189,599,400	163,070,398	-14%
6	Kuwait	72,445,810	160,606,948	122%
7	China	46,338,546	149,350,574	222%
8	Egypt	62,752,522	105,737,380	68%
9	Qatar	72,670,689	95,814,206	32%
10	Lebanon	93,402,310	92,268,293	-1%
11	Indonesia	65,824,611	89,813,157	36%
12	Dubai	17,747,110	78,544,173	343%
13	Syria	111,929,263	75,160,194	-33%
14	Israel	191,041,416	74,956,589	-61%
15	Palestinian National Authority	57,442,125	66,194,027	15%
16	Algeria	83,505,677	61,317,168	-27%
17	Sudan	49,704,495	53,835,213	8%
18	Bahrain	21,907,103	47,611,046	117%
19	Canada	33,896,275	37,581,391	11%
20	Sultanate of Oman	34,059,880	35,759,682	5%
21	Malaysia	14,204,896	33,647,089	137%
22	Taiwan	7,980,225	30,604,090	283%
23	Netherlands	12,051,434	25,716,659	113%
24	Libya	29,110,582	24,595,656	-16%
25	Yemen	40,110,001	24,310,090	-39%

Chapter 5

Achievements and Activities

Based on the royal initiatives related to the stimulation the investment environment in the Kingdom and enhance cooperation between the public and private sector and initiatives towards power austerity policy of the government and improve the level and quality of services provided to of service recipient, according to the best international practices in building a network with partners issued by the World Customs Organization in order to improve the performance of its operations and achieve cooperation and integration and sustainability of relationships with partners. The department has developed the different Customs operations, also worked on the establishment of a number of projects and activities that contribute to achieving its strategic goals, including as following:

Renewable energy

Jordan Customs is considered one of the first departments in the field of renewable energy, particularly solar energy to produce electricity through photovoltaics, Where the department has run the first solar power plant in Wadi Al-Youtom center south of the kingdom, followed by the second plant of Wadi Araba Customs center. The department completed the installation of the third plant in the accommodation facility of Aqaba Customs center during the first quarter of 2015.

Due to the large success achieved by the Customs in this field, the department obtained a grant from the US aid program (USAID) to build the fourth plant in Anti-smuggling Directorate building. The Customs did not stop at this point, therefore in 08/23/2015 they achieved the fifth plant in the Anti-smuggling center Al-Ruwaished area resulted in 2015 a production capacity of electricity as (1098 MWh) valued at 285,840 JD besides that reducing carbon dioxide emissions amount of (724 TON).



Name of the plants	Capacity KWp	Date of entry into service	Actual Output MWh	Output Value JD
Wadi Al-Youtom (First phase)	200	21/10/2014	406	105560
Wadi Araba (First phase)	200	11/12/2014	386	100360
Aqaba accommodation	100	17/02/2015	167	43420
Anti-smuggling Directorate	100	19/04/2015	122	31720
Al-Ruwaished Center	30	23/08/2015	17	4420
Total	630		1098	285840

Customs efforts has been culminated concerning solar energy with the Prime Ministry official appreciation letter which refers to the Customs Department successes and which instructs the rest of the departments to cooperate with Jordan Customs to be a reference for the rest of the departments in this field. During 2016 the Department will achieve two new plants in each of Wadi Al-Youtom and Wadi Araba customs centers (Second phase) with a capacity of (200KWp) each.

Information Technology

Jordan Customs exerts a lot of efforts to modernize and develop its operations & 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 2015, the department has continued to expand implementation of pioneering projects that lead to achievement of strategic goals as to facilitate, simplify and monitor Customs operations 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 World 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*.

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

❖ **The most important programs that have been applied, or expanded in application during 2015:**

• **Temporary Admission Project**

A new system has been developed that designed to save time and effort and make it easier for stakeholders, so as to contribute in serving the community and the public interest through:

- Full control of the process of organizing temporary admission declaration which avoid declaration loss and easy reference as a result of full automation.
- An integral guarantees management with respect to withdrawals and deposits.
- Reduce the time of the completion of the declaration by computing the procedures of Guarantee, balancing and automatic debit.
- Saving time and effort on stakeholders against review the department regarding the completion of the procedures of temporary admission declarations.

• **Electronic payment**

The new system was developed in collaboration with "Mdfou'atikom" and the Central Bank of Jordan. Jordan Customs was among the first governmental agencies which applied the system, which is designed to save time and effort of service recipients and expedite declaration completion process.

The system applied in (5) Customs Houses: Customs Clearance House Airport, Zarqa Customs House, Aqaba Customs House, Ferry station and General stores

• **Pre-clearance**

The project aims to furnish shipment documentation prior to arrival of goods and commence clearance procedures. In turn, this allows Customs and operators of ports and warehouses to plan and work more efficiently. Furthermore, it would facilitate unloading and transport of goods in customs premises and reduce time and cost of goods storage, where this system was applied in Aqaba Customs house.

• **E-inspection**

Adopting the application of e-government concepts with the intention to fully transform into a paper-free department, e-inspection project was developed to enable Customs inspectors to read and examine abstracts of the customs declarations. Consequently, inspectors would be able to electronically approve a declaration if conforming, or otherwise, furnish their annotations via a portable electronic device designed for this purpose. This would in turn contribute to reducing fraud, counterfeiting activities, and time release of Customs declarations. Meanwhile, it would increase the efficiency and effectiveness of work and provides a utility to electronically retain inspectors' comments. This system was applied in Customs premises in Amman Customs house.

• Exemptions system

Persons with disability exemptions

The project's goal is to computerize disabled persons exemption system to ensure access to the required information, simplify procedures and link the exemption granted with customs declaration to increase control and easy follow-up, where it is applied in the exemptions directorate / section of persons with disability exemptions, Amman Customs House and Zarqa Free Zone Customs House.

Diplomats exemptions

A system utilized to organize the process of granting exemptions to goods intended for consumption by diplomats working in Jordan. The system allows determining allocations of each diplomat on duty in accordance with time period specified in the instructions (three months). The system also permits appending recommendation letters issued by relevant embassies and duly approved by Foreign Ministry and Exemption Directorate at Jordan Customs to disseminate to all customs centers. Moreover, the system allows pertinent customs center to release diplomat's allocated quantities based on approvals recorded on the system . The system allows Exemption Directorate at Jordan Customs to monitor all allocation and release processes for each diplomat, follow up with diplomats currently on duty and suspend privileges of those whose missions have been terminated.

❖ Electronic Gates System

The number of Customs houses, where such project is being applied, amounting to (5) Customs houses, namely; Amman Customs House, Zarqa Free Zone Customs House, Aqaba Customs House, Al-Omari Customs House, and Jaber Customs House with (5) 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 or before completing all the customs procedures.
- Facilitating trucks traffic at Customs houses and reduce their stay time at Customs house.



❖ Customer Service Unit

The project applied in (4) Directorates / centers during 2015. 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 implementation of the services during the year 2015 through Department's Website, so that the service recipients can present transaction directly through the website. The number of accomplished electronic transactions is (110) thousands, as the electronic notes system applied in all directorates of the department.

❖ Information Bank and Business intelligence 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 Archiving 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 2015 in (19) Directorates of (66) sections in these directorates, The establishment of a central archive center including all customs centers declarations in Amman Customs house, the number of data was archived electronically in the houses reached (1.310) customs declarations included more than (31.697) million documents and the number of archived documents electronically in the directorates of the department (1.717) million documents.

❖ Connectivity with the Public and Private Sectors

Connectivity and exchange of information with the public and private sectors aims 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 2015, 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 (32) until the end of 2015, 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, Dubai Islamic Bank, Jordan Insurance Federation and Ministry of Higher Education).

❖ 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 exchanged mutual electronic data has reached (60000) 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 Al-mafraq Customs house and Al-Qweismeh. Thus, the number of the major Customs houses currently covered in this system reached (26), 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 (5) millions JDs in 2015, while the number of tracked Transit trucks accounted for (132.453); in addition to more than (164.942) 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.

Through a grant by the European Union the department has increased the number of the devices in Aqaba Customs house, therefore, the installation of a fixed device on the exit gate in the container port, and the installation of a fixed device in the yard No. 4, in order to enhance the role of customs in the inspection and speed up cargo movement process without the need for actual inspection only if the need arises

Wadi Al-Youtom Customs House was provided with an X-ray luggage inspection vehicle, work is still underway on the installation of a fixed device in Al-Karama customs house and supported by 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, and currently working on the development of the current system to a digital system to comply with the latest regulations and international practices in the field and it has been completed the preparatory part and the preparation of technical studies for that. In the year 2016 they will begin installing the system in King Hussein Bridge Customs house and the main department as a first stage of the project.

❖ Anti- 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 Anti-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 stop and combat smuggling crimes. During the year 2015, 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 the number of completed cases and collected in 2015 and the amount of drugs and weapons seized.

Year	Number of cases			Collected fines value by (Million JDs)	Amount of detected drug	Amount of detected weapons
	Collected	Smuggling	Customs offences			
2015	2256	2122	134	3.352	- Captagon: 21 bags.	<ul style="list-style-type: none"> - Pistols: 39 - Kalashnikovs: 8 - Pump Actions: 1 - MP7: 1 - Weapons accessories: 17 - Different ammunition: 4060 bullets

*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 2015 have been represented by the following aspects:

❖ **Reporting and Anti-smuggling**

In 2015, *Intelligence Directorate* has dealt with (84) cases including (55) cases in process, 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 completed cases amounted to (29) cases around (8.868) million JDs.

❖ **Anti-Money Laundering & Terrorist Finance**

The department has dealt with (37) 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 Customs completed cases amounted to (32) cases (57) thousand JDs. However, in 2015 the number of completed permits reached (1698) and the value of declared amounts for the same period accounted for around (8.912) billion JDs, while the value of undeclared amounts of money accounted for (9.4) millions 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 2015, 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 2015, reached a total of (96). 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 house
- In-person follow up 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.

❖ Golden List program

Based on the vision and mission of Customs that are based on providing a distinct Customs services of high quality. The Customs Department has adopted since years the Golden List program to improve Customs work, which contributes significantly to supporting and strengthening the national economy and encourage local exports and provide an attractive investment climate and instill the principle of true partnership between them and the private sector on the basis of shared responsibility and according to this program, the beneficiaries of joining the Gold List are the supply chain companies in international trade and are intended to Jordanian companies operating in the import sector, export, Customs clearance, transportation, Management companies and storage of goods (warehouses), and Qualified Industrial Zones companies (QIZ). This 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.

The number of companies joining the Golden List Program amounted to (55), following (6) new companies joined it over the past year 2015, after the “compliance audit committee” has finished its post-audits on these companies.

Names of Companies included in the Golden List Program in 2015:

1. Al Refai International Transport & Clearing
2. Advance Furniture Industry Co. /Import & Export
3. Matrix Business Technology Co. /Import
4. Provimi Jordan Co./ Import & Export
5. Arab Medical Containers Co. / Import & Export
6. Jordan Modern International Trade Co. / Import

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.
19. Improve the validity of the importing card in three years instead of one year for the Golden List companies in the field of import, this facility has been added on the initiative of the Ministry of Industry, Commerce and Supply, which expresses the true partnership and cooperation featured in promoting investment.

❖ **Pre-arrival Processing**

A program designed to initiate the organization of the Customs declarations and complete as possible of the procedures based on the information provided by the members of the supply chain in a sufficient time before the arrival of the goods that can be processed by Customs authorities and other relevant departments in order to accelerate the release of its contents.

◆ **Objectives:**

1. Reduce release time and decrease from the procedures regarding the storage of goods to reduce costs and effort on all parties of the supply chain.
2. Facilitate the movement of foreign trade and the flow of goods in line with international requirements.
3. Provide a data base for consignments before the actual arrival of goods for the purposes of use of risk analysis and selectivity.

The program was implemented in one Customs center "Aqaba Container Port" and will be applied during the year 2016 in the Customs Liners Center and Customs Queen Alia International Airport / clearance, it will also be applied in the rest of the Customs centers according to priorities taking into account the nature and volume of work.

❖ 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.

● Project Objectives:

- 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 (2) Customs Houses during 2015, applied (17) customs houses. The Customs declarations organized consist more than 87% of the total number of declarations. The number of participating departments in *single window with Customs Department project* is (5), namely:

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

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

To enhance its role in the protection of intellectual property rights, the department worked during 2015 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, where the number of the new registered trade marks are (82 marks).
 - (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.
- 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. In this context, in 2015, it has been held 17 training workshops on the subject of intellectual property in collaboration with representatives of the trade marks.
- 7) The number of memorandums of understanding signed with the legal representatives of trade marks are (3) memorandums, as the number of cases that have been registered with the competent courts into claims of intellectual property (26) cases, and was issued (78) circulars for Customs houses regarding the protection of registered trademarks. The number of completed transactions and related to intellectual property are (220) Customs transactions.



حماية الملكية الفكرية تعمل على حماية المستهلك من الغش التجاري والمحافظة على امواله من خلال الإقبال على شراء البضاعة الأصلية



هاتف قسم الملكية الفكرية: 0522937688
البريد الإلكتروني: ipr@jordan.gov.jo
صندوق بريد: 11118
البريد الإلكتروني: ipr@jordan.gov.jo
030022893

❖ **Customs Tariff**

In light of the continued pursuit of the Customs Department to work on the development and follow-up procedures relating to work, the Comprehensive Tariff Directorate conduct translating and amendments issued by the World Customs Organization in 2017 on Tariff schedules and Harmonized System, which will be completed and published in 2017.

❖ **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 conducted the following during 2015:

• **Doing business report:**

The directorate, in coordination with the financial reform project (USAID) to provide the World Bank with information regarding the report of Doing Business, which has resulted in the competitiveness progress of Jordan's rank in the field of trade facilitation and receiving a ranking of (50) among 189 countries, and the first ranking in the Arab world, and the second in the Middle East and North Africa level. The most important information concerning Customs clearance time on the specific types of goods (import and export) and the number of documents needed for import and export

• **Preparation of service guide for the Customs Department:**

Preparation of Service Guide for the Customs Department by limiting the services provided by the Customs Department and the Customs houses for the service recipients and a number of (150) services, including the requirements and procedures of providing the service. The guide was published on the website of the department. As a result, the competitive level of the Customs Department has been improved in the annual report of the Ministry of Public Sector Development to achieve the development of government services system requirements, which it says improving the ranking Customs Department and its transition to the second place, and by commitment of (94%) compared with 2014, where it was ranked (34), and by commitment of (80%), knowing that the Ministry of Public Sector Development has assessed (74) government departments.

The survey conducted by the Ministry of Public Sector Development has included a variety of elements represented by the following:

- Limiting the services provided by the department and update the information that related to.
- Preparation of services guide that includes the requirements and procedures for providing the service, publish it and make it available to the service recipients through appropriate means.
- Adopt a mechanism to involve the service recipients to identify their needs and expectations for services.
- Applying the methodology for the management of complaints and suggestions efficiently and effectively.
- The development of the public service offices in line with the requirements of service.
- The actual performance measurement of the services provided periodically within the service standards.

❖ 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 (87.5%) 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 (25.3%).
- ✓ 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 (21.3%).
- ✓ The value of exemptions granted in order to encourage investment through 2015 nearly 356 million dinars. As a result of the situation and the turmoil in neighboring countries there is a decline in the value of the exemptions granted under the Investment Promotion Law a rate of (8.5%).

The following table shows volume of exemptions under the Investment Promotion Act for the year 2015 compared with 2014.

Exemption Sector	Value 2014 (Million JDs)	Value 2015 (Million JDs)	Amount of Change (Million JDs)	Percentage of Change
Industrial	286	258	-28	-10%
Agricultural	14	9	-5	-36%
Hotels	13	19	6	46%
Hospitals	25	18	-7	-28%
Maritime Transport and Railways	2	0.03	-2	-99%
Any Sector that the Cabinet decides to exempt from duties and taxes	44	46	2	5%
Pending the issuance of Investment Encouragement decision and ensure that Customs duties and sales tax are paid by a guarantee	5	6	1	20%
Total	389	356	-33	-8.5%

- **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 2015, the most important of which are the following:

- 1) Apply the latest e-government services for customs exemptions for vehicles of people with special needs to make it easier for this category of citizens, save time and effort for them, so the Customs transactions can be sent through the internet to be completed electronically without the need for a review of any of the ministries and departments that launched a complete electronic services, accordingly the eligible person is checked by the Medical Diagnostic Committee and the committee of customs exemptions in a single day.
- 2) 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.
- 3) Apply the principle of decentralization in completing the purchase transactions of vehicles exempted for people with special needs and complete the entries, by authorizing Amman Customs house and Zarqa Free Zone Customs house to complete these procedures and coordination with the Licensing Department and the Greater Amman Municipality to grant a clearance.
- 4) 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.
- 5) Computerizing all exemptions measures of people with special needs and link them to ASYCUDA system, where they can issue the decisions of the customs exemptions committee electronically.
- 6) Archiving electronically all attachments of exempt transactions for the special needs in order to facilitate electronic audit of files.
- 7) The number of exemptions granted to the disabilities amounted to (5643) over the past year 2015, distributed as follows:
 - Partial disability amounted to (379) exemptions
 - Complete disability amounted to (5264) 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. Signing of an agreement on mutual administrative and technical cooperation in Customs affairs with the Federal Republic of Russia on 21.01.2015.

2. Mutual administrative cooperation agreement between the Customs authorities of the countries of the Agadir on 02/18/2015.
3. Submitting a proposal for the signing of cooperation agreements with the UAE, Yemen, Iraq, Oman, India, Indonesia, Japan, Belarus, and Taipei.
4. Receiving and preparing official correspondence related to the ministries and government departments and follow them up which amounted up to 160 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 2462 messages for the year 2015.
6. Follow-up works with Customs-related works initiated by international bodies and organizations.
7. Completion of of all works and follow-up financial reform program.
8. Manage and follow-up of all special arrangements by adopting the Regional Training Centre in Amman.
9. Arrange and make correspondences to implement aid programs from the International Monetary Fund.
10. Manage and follow-up all the arrangements for the meetings of the Joint Customs Committee in Agadir agreement.
11. Response to all official letters received for the Customs Department from the World Customs Organization and Customs administrations in the world.
12. Implementation and submit requests for mutual administrative assistance in the Customs affairs with the global Customs administrations (Turkey, Hungary, Argentina, Colombia, Ukraine), which has been translated, addressed, and covered 11 requests for mutual cooperation and administrative assistance with the global and regional Customs administrations.
13. The processing of applications submitted by the World Customs Organization in terms of invitations to attend meetings, conferences, workshops and training programs, job vacancies, fill in questionnaires and reports of committees and participate in competitions conducted by the organization and processes in the field of intelligence and other of (235) applications.
14. Make arrangements and correspondences to join Jordan Customs to Electronic Temporary Admission project E-ATA.

15. Coordination and follow-up to the participation of Jordan Customs officers at the meetings of the Higher Joint Commercial Committees held at the Ministry of Industry and Trade.
16. Coordination and follow-up to the participation of Jordan Customs officers in the two workshops within the Mediterranean initiative during periods:
- ❖ 24-26 / 2/2015 in Genoa, Italy, a training workshop titled anti-fraud using X-ray scanning equipments.
 - ❖ 27-28 / 5/2015 in Istanbul / Turkey, Training of Trainers.
17. Work with the missions, internal and external representation committee to facilitate the delegates tasks through:
- ✓ Make arrangements, correspondences and memos to hold training programs provided by other international bodies in coordination with the Directorate of Human Resources.
18. Implementing all components of technical assistance and exchange of information, funded by the European Commission TAIEX, where coordination and follow-up for the participation of officers from Jordan Customs in a study visit to see the Larnaca International Airport experience in March 2015.
19. Implementation of all export control program components and the security of the US State Department's borders (EXBS) were the following:
- Make arrangements, correspondences and memos to hold five training programs specialized in the field of export control and border security provided by the US Embassy
 - Make arrangements and correspondences for the participation of 53 officers from the Jordan Customs in the training programs in the field of export control and border security provided by the US Embassy.
 - 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	Date
1.	We had a visit from Customs Director General of the State of Sri Lanka at the head of a delegation of (4) people to view the Jordan Customs experience in ASYCUDA.	19 - 22/01/2015
2.	We had a visit from Customs Director General of Federal Customs Service for Jordan Customs at the head of a high-level delegation of (4) people to sign an agreement on cooperation and mutual assistance in customs affairs between the Government of the Hashemite Kingdom of Jordan and the Government of the Russian Federation.	20 – 21/01/2015
3.	We had a visit from a delegation from Kingdom of Saudi Arabia / headed by Major General Jamaan bin Al-Ghamdi / Assistant Director of Public Security for Security Affairs and includes (8) of the senior staff of the security authorities in Saudi Arabia, in order to discuss the mechanism of transportation and transit of explosives and fireworks through border ports.	22 - 26/03/2015
4.	We had a visit from Director General of Agadir Agreement countries (Morocco, Tunisia, Egypt, Jordan) and Secretary General of the World Customs Organization in order to sign an agreement of understanding between the technical unit of the Agadir countries and the World Customs Organization..	18 - 19/02/2015
5.	A national workshop for (25) employees from the department on "IPR protection" in cooperation with the World Customs Organization.	22 – 26/02/2015
6.	A national workshop for (33) employees from the department on "Strategic planning and balanced performance cards" in cooperation with the World Customs Organization.	15 - 18/03/2015
7.	We had a visit from a delegation of the Council of Local Revenues in the Republic of Bangladesh of (8) people to view the Jordan Customs experience in ASYCUDA.	22 – 26/03/2015
8.	We had a visit from a specialized team of customs value and the post audit a number of (5) employees of Yemen Customs Authority in order to to view the Jordan Customs experience in in the field of customs value in accordance with the procedures of the World Customs Organization.	05 – 09/4/2015
9.	A national workshop for (25) employees from the department on "Post Audit" in cooperation with the World Customs Organization.	10 – 14/5/2015
10	We had a visit from an expert of the UNDP project of the United Nations Development Programme and a representative of the General Secretariat of the League of Arab States, Dr. Al- Nsour.	11 – 12/5/2015
11	Secretary General of the WCO and the Director General of Bahrain Customs (regional representative) during the opening of the Regional Customs Training Center.	01/11/2015

❖ 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 environment. In the year 2015, JC carried out various activities related to community development according to the social responsibility plan including, but not limited to:



- Participation in national celebrations and religious events, exhibitions and carnivals where the number of these celebrations through 2015 were (6) celebrations including Al-Mahabba Carnival for the leader and Anti-Drugs World Day.
- Received many students from various public and private Jordanian universities, amounted to (58) students, for the purposes of training through the year 2015.
- Signing for paper recycling agreement with the Jordan Environment Society.
- Organized (3) blood donation campaigns.
- Organized a voluntary campaign to collect donations for Jordanian Charity Clothing Bank.
- Organized Anti-Smoking campaign and awareness campaign on diabetes and drugs.
- Rationalization and control of expenditure in water consumption, and thus there were savings by (28.2%) over the past year 2015.
- Rationalization and control of expenditure in electricity consumption, and thus there were savings by (12.25%) over the past year 2015.

❖ Jordan Customs Current Status

Through the last decade, after a legacy of hard work Jordan Customs was awarded many awards and positions, most notably:

Awards issued by King Abdullah II Center for Excellence			
First place	Bronze award	Sixth round	King Abdullah II award for excellence in government performance and transparency
Second place	Bronze award	Fifth round	
Customs Pt. Wasfi Alawaqleh	Supporting employee award	Fifth round	
Best achievement		2007	
First place	Third level	First round	Government Innovation Award
Two excellence stars for four Customs Houses		Third round	Distinguished Government Service Award
Two excellence stars (Customs Clearance House Airport)		Third round	Distinguished Government Service Award
One excellence stars for three Customs Houses		First round	Distinguished Government Service Award

Awards issued by the Civil Service Bureau				
Customs Col. Eng. Ahmad Al- Alem	Directorate of Information Technology	Model leader employee	Category one	2012
Customs Pt. Firas Bashabsheh	Omari customs center	Model supporting employee	Category two	2012
Customs Capt. Abdullah Al- Blowi	Airport Customs/ Passengers	Model employee	Category three	2013
Customs Lt. Hassan Sa'dedieh	Risk management	Model employee	Category two	2014
Customs Lt. Esam Hmeidi	Exemptions	Model employee	Category two	2014
Customs warrant mjr. Khaled Al- Hmoud	General manager's office	Model supporting employee	Category three	2014

Awards issued by King Abdullah II award for excellence in government performance and transparency		
Marwan Muhammad Gharaibeh	Leading employee/excellence supervisory	First round (2003/2004)
Zakariya Abdullah Nseirat	Leading employee/excellence supervisory	Third round (2006/2007)
Wasfi Al-Awaqleh	Excellence supporting employee	Fifth round (2010/2011)
Wael Mahmoud Aleteiwi	Administrative officer / Excellence Technical	Seventh round (2014/2015)

Jordan Customs was awarded many awards at regional and international level, such as:

- Arab e-Government Award – the creativity of design / category of security and military institutions sites for 2012.
- Arab e-Government Award – technical creativity / category of security and military institutions sites for 2010.
- Certificate of Appreciation of the high-level by World Customs Organization for excellence in regional representation in the territory of North Africa and the Middle and Near East.
- Customs Department obtained a certificate of International Standard (ISO) version 2008/9001 for three times consecutively since 2004, as well as 13 customs centers obtained this certificate, the last one was the unification of the scope of work in four border customs centers (Jaber, Al- Omari, Al-Karamah, Al-Mudawarah).

Jordan Customs also secured many regional and international positions, most notably:

- Membership in The Audit Committee and Good Governance in World Customs Organization .
- Selecting Jordan Customs by the World Customs Organization Secretary General to provide training and technical assistance for Yemeni Customs Authority to strengthen the institutional capacity of customs.
- Selecting Jordan Customs by the World Customs Organization Secretary General to provide training and technical assistance for Yemeni Customs Authority to strengthen the institutional capacity of customs.
- Selecting Jordan Customs by UNCTAD to train Iraqi Customs on ASYCUDA World System.
- Accrediting Jordan Customs as a member in applying the criteria of e-tracking system and electronic locks in the World Customs Organization

Customs in pictures



H.E. Minister of Finance and H.E. The Director General of Jordan Customs during an inspection visit to Queen Alia International Airport Customs Center.



H.E. Director General of Jordan Customs receives H.E. Director General of Civil Defense

H.E. Director General of Jordan Customs with Director General of Saudi Customs



H.E. Director General of Jordan Customs in a field tour to the main units of the Department



Asst. Director General of Customs for Technical Affairs inaugurates a workshop on Intellectual Property



H.E. Director General of Jordan Customs in an tour to Amman Customs House



The second meeting for Agadir agreement countries to ensure the importance of Customs cooperation and its efficient role in advancing implementation.



Partnership Council meeting between the Customs Department and the private sector at the Irbid Chamber of Commerce etrenching the principle of partnership and cooperation between public and private sectors of holding the



Reviewing women status in the Customs Department, the Director General meets the Secretary-General of the National Commission for Women's Affairs.



Customs Department launches a project of installing solar cells for generating electric power in Anti-smuggling Directorate building. The project is funded by The US Agency for International Development (USAID)



Recognition of the sincere efforts and bearing the responsibility of Customs work with honesty and dedication
Director General honors a number of retired employees in a ceremony.



In order to support the efforts of Jordan Customs and develop its work to provide a high quality training to its employees and the relevant authorities, the Regional Customs Training Center for North Africa and the Near and Middle East was inaugurated in Amman.



Customs Department officers depicting national heroic models during the rain storm that hit the kingdom in 2015.



In order to entrench the principle of community partnership and to preserve the environment, Customs Department and Jordan Environment society has signed an agreement on paper recycling.

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 and Discussing of all matters relating to the joint work of Customs and finding appropriate solutions to them. 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, with the participation of the managers of Customs Directorates and Customs houses, who are engaged in the relevant issues on the Agenda.

The most prominent issues of mutual interest to both sectors (public and private) 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 2015, which was held on 14.11.2015 under the patronage of Irbid Chamber of Commerce. The most important issues raised during this meeting:

- Not to inspect the containers coming from overseas to Aqaba and destined to the other Customs houses in the port of Aqaba, and to be inspected in the other Customs houses that transferred to it.
- Coordinating lane system between the Customs Department and other departments (Food and Drug, and Standards organization).
- Cancellation of Customs service charge of (1%) on goods imported under the Arab Agreement similar to the exemptions of EU- US Agreement.
- Authorization of ratifications (Invoice - Certificate of Origin) once every year or six months for goods that are imported continuously and permanently from the same supplier and the same origin.
- Finding a solution to the issue of squares about waiting the containers for a long time.
- Reconsider to price used parts so that can be treated used part not as a new or old model.
- Extensions of the cars admission period for Syrian investors for more than 3 months.
- Full exemption for spare parts for hybrid cars (Hybrid) from customs duties.

❖ 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.

No.	Partner's/ Party's Name	Objective of Partnership/ Type of Relationship	Methods of Coordination	Level of Partnership		Description of the Partner				
				Major partner	Regular partner	Partnership Framework			Sector	
						Local	Regional	International	Public	Private
1.	Prime Ministry	Cooperative	Meetings, Seminars, Visits	/		/			/	
2.	Ministry of Finance	Structural	Meetings, Seminars, Visits, Committees	/		/			/	
3.	Armed Forces General Command	Cooperative	Meetings, Seminars, Lectures		/	/			/	
4.	Ministry of Interior	Cooperative	Meetings, Seminars, Visits		/	/			/	
5.	Ministry of Planning and International Cooperation	Cooperative	Meetings, Seminars, Visits		/	/			/	
6.	Ministry of Industry and	Cooperative	Meetings, visits,	/		/			/	

No.	Partner's/ Party's Name	Objective of Partnership/ Type of Relationship	Methods of Coordination	Level of Partnership		Description of the Partner				
				Major partner	Regular partner	Partnership Framework			Sector	
						Local	Regional	International	Public	Private
	Trade		committees							
7.	Ministry of Public Work and Housing	Cooperative	Meetings, Visits, Committees		/	/			/	
8.	Ministry of Health	Integrative Cooperative	Meetings, Committees, Memoranda of understanding	/		/			/	
9.	Ministry of Communications and Information technology	Integrative, Cooperative	Meetings, Seminars, Visits		/	/			/	
10.	Ministry of Agriculture	Integrative Cooperative	Meetings, Committees Memoranda of Understanding	/		/			/	
11.	Ministry of Environment	Integrative Cooperative	Meetings, Lectures	/		/			/	
12.	Ministry of Public Sector Development	Cooperative	Meetings, Seminars, Visits, Committees		/	/			/	
13.	General Budget Department	Cooperative, Structural	Meetings, Seminars, Visits, Committees	/		/			/	
14.	General Supplies Department	Cooperative, Structural	Meetings, Visits, Committees	/		/			/	
15.	Income and Sales Tax Department	Integrative, Cooperative, Structural	Meetings, Committees, Electronic connection	/		/			/	
16.	Department of Press and Publications	Cooperative	Lectures, Visits, Reports		/	/			/	
17.	Department of Public Statistics	Cooperative	Reports, Lectures		/	/			/	
18.	Government Tenders Department	Cooperative	Meetings, Visits		/	/			/	
19.	Civil Status and Passports Department	Cooperative	Electronic connection, Meetings		/	/			/	
20.	Department of Land and	Cooperative, Structural	Meetings, Visits		/	/			/	

No.	Partner's/ Party's Name	Objective of Partnership/ Type of Relationship	Methods of Coordination	Level of Partnership		Description of the Partner				
				Major partner	Regular partner	Partnership Framework			Sector	
						Local	Regional	International	Public	Private
	Survey									
21.	Jordan Food and Drug Administration	Integrative, Cooperative	Meetings, Committees, Memoranda of Understanding	/		/			/	
22.	Jordan Institution for Standards and Metrology	Integrative, Cooperative	Meetings, Committees, Memoranda of Understanding	/		/			/	
23.	Jordan Industrial Estates Corporation* (JIEC)	Cooperative	Meetings, Seminars, Visits, Committees	/		/			/	
24.	Free Zones Corporation	Integrative, Cooperative	Meetings, Seminars, Visits, Committees	/		/			/	
25.	Aqaba Ports Corporation	Integrative, Cooperative	Meetings, Seminars, Visits, Committees	/		/			/	
26.	Jordan Investment Board	Integrative, Cooperative	Meetings, Seminars, Visits, Committees	/		/			/	
27.	Legislation and Opinion Bureau	Cooperative	Meetings, Visits, Lectures		/	/			/	
28.	Audit Bureau	Integrative, Cooperative	Meetings, Seminars, Visits, Committees	/		/			/	
29.	Civil Service Bureau	Cooperative	Meetings, Visits		/	/			/	
30.	Judicial Council	Cooperative	Meetings, Visits, Committees	/		/			/	
31.	Central bank of Jordan	Cooperative	Meetings, Visits		/	/			/	
32.	Commercial Banks	Cooperative	Electronic Connection, Electronic Correspondence		/	/				/
33.	Telecommunications Regulatory Commission	Cooperative	Meetings, Visits		/	/			/	

No.	Partner's/ Party's Name	Objective of Partnership/ Type of Relationship	Methods of Coordination	Level of Partnership		Description of the Partner				
				Major partner	Regular partner	Partnership Framework			Sector	
						Local	Regional	International	Public	Private
34.	Jordanian Nuclear Energy Commission	Cooperative	Meetings, Seminars, Visits, Committees	/		/			/	
35.	Investment bodies at Industrial Estates*	Cooperative	Meetings, Seminars, Visits, Committees	/		/			/	
36.	Development and Free Zones Commission	Cooperative	Meetings, Visits, Lectures		/	/			/	
37.	Aqaba Special Economic Zone Authority (ASEZA)	Cooperative, Integrative,	Meetings, Committees, Electronic Correspondence	/		/			/	
38.	Royal Jordanian	Cooperative	Meetings, Seminars, Visits, Committees	/		/			/	
39.	Public Security/ Residence and Border Department	Cooperative, Integrative	Meetings, Seminars, Visits, Committees	/		/			/	
40.	Public Security/ Department of Drivers and Vehicles Licensing	Cooperative, Integrative	Meetings, Committees, Electronic Connections	/		/			/	
41.	Public Security/ Military Security	Cooperative, Integrative	Meetings, Committees, Electronic Correspondence	/		/			/	
42.	Public Security / General Intelligence Department	Cooperative, Integrative	Meetings, Seminars, Committees	/		/			/	
43.	Public Security/ Drug Enforcement Administration	Cooperative, Integrative	Meetings, Committees, Electronic Correspondence	/		/			/	
44.	Civil Defense Directorate	Cooperative	Meetings, Seminars, Visits		/	/			/	
45.	Greater Amman Municipality	Cooperative, Integrative	Committees, Meetings, Electronic Correspondence	/		/			/	
46.	Syndicate of Clearance	Cooperative, Integrative	Meetings, Committees,	/		/				/

No.	Partner's/ Party's Name	Objective of Partnership/ Type of Relationship	Methods of Coordination	Level of Partnership		Description of the Partner				
				Major partner	Regular partner	Partnership Framework			Sector	
						Local	Regional	International	Public	Private
	Companies		Electronic Correspondence							
47.	Jordan Federation for Insurance Companies	Cooperative, Integrative	Meetings, Committees, Electronic Correspondence	/		/				/
48.	Royal Scientific Society	Cooperative	Meetings, Seminars, Visits	/		/			/	
49.	<i>Shipping Agents Association</i>	Cooperative	Meetings, Seminars, Visits,	/		/				/
50.	Customs Courts (Court of First Instance and Court of appeal)	Cooperative, Integrative	Meetings, Committees, Electronic Correspondence	/		/			/	
51.	Jordan Post	Cooperative	Meetings, Electronic Correspondence	/		/			/	
52.	Suppliers	Cooperative	Meetings, Conventions, Committees		/		/			/
53.	Regional Office for Information Exchange in the Middle East	Cooperative	Meetings, Reports, Electronic Correspondence, Visits		/		/			/
54.	WCO Regional Office	Cooperative	Meetings, Reports, Electronic Correspondence, Visits		/			/		/
55.	World Customs Organization	Cooperative	Meetings, Reports, Electronic Correspondence, Visits	/			/			/
56.	Customs Administrations of Neighboring Countries	Cooperative, Integrative	Meetings, Electronic Correspondence, Visits, Committees, Memoranda of Understanding Visits		/			/		/
57.	World Trade Organization	Cooperative	Meetings, Reports, Electronic Correspondence,		/		/	/		/

No.	Partner's/ Party's Name	Objective of Partnership/ Type of Relationship	Methods of Coordination	Level of Partnership		Description of the Partner				
				Major partner	Regular partner	Partnership Framework			Sector	
						Local	Regional	International	Public	Private
			Visits							
58.	Embassies of Foreign Countries	Cooperative	Meetings, Reports, Electronic Correspondence, Visits	/		/				/
59.	Members of the Partnership Council	Cooperative, Integrative	Meetings, Committees, Electronic Correspondence	/		/				/
60.	Donors	Cooperative	Meetings, Committees, Electronic Correspondence							

Future Aspiration

❖ ***FUTURE ASPIRATION***

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

- Having the honor for winning King Abdullah II Award for Excellence in Government Performance and Transparency for the next cycle (Eighth Cycle).
- Follow up with the implementation of a project to identify trucks automatically (RFID Technology) on the entry and exit gates, to reduce human intervention as possible.
- Follow up with developing of inspection procedures so that Customs inspectors can record their observations on ASYCUDA World System through using PDA devices.
- Expansion of connectivity with the public and private sectors institutions and the Customs Administrations of all neighboring countries.
- 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.
- Continuous providing of Customs houses with X-ray inspection systems for containers, trucks and vehicles for customs purposes.
- Stimulating importers to use pre-clearance service on their goods in order to reduce time release of Customs transactions.
- Expanding application of single window project and consolidating other government departments into this project.
- Continuous review of legislations in force in line with the next phase to tackle the rapid developments.