



Jordan Customs

Annual Report 2016

“Excellence in performance ... quality in service”

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



His Majesty King Abdullah II Ibn Al Hussein



His Royal Highness Crown Prince Hussein Ibn Abdullah II

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Foreword by the Director General

I am pleased to present to you this annual report which highlights Jordan Customs' major achievements in areas relating to the Department's multifaceted activities and operations during the year 2016.

Today, our world witnesses a set of drastic transformations and developments which generated social, environmental, economic and security challenges that would alter the way we think and act. To overcome such challenges and keep abreast at all levels, institutions of the civil society would need to adopt effective change management strategies, and pursue proper strategic planning and welfare-enhancing reforms; hence ensuring the safety, security and well-being of their citizens, as well as securing positions for their countries in the global community.



Based on this approach, and under the directives and guidance of the wise Hashemite leadership, Jordan Customs has been endeavoring to strengthen its capacities and role as a major player in the security and facilitation of global trade supply chain, economic growth and the protection of society and the environment. Thus, Jordan Customs has made quantum leaps in the portfolio of its functions and performance during the year 2016. The progress made was a direct end result of the department's relentless efforts to develop and implement lead projects and initiatives such as developing intelligence, risk management, IT and telecommunication systems.

At the global and regional levels, Jordan Customs achievements have contributed, in large, to elevating its position among most advanced customs administrations worldwide. This is evident in the relevant international reports and reviews which commend the prestigious place Jordan Customs respectively occupies. For example, Jordan Customs ranked first among Arab Customs administrations on cross-border trade indicators in the World Bank's "Doing Business" Report, and ranked second at the Middle East and North Africa region's level. In addition, it ranked first among Arab countries in the area of alleviation of IPR infringements, as acknowledged in the annual report of the WCO's Regional Intelligence Lasing Office (RILO).

At the local level, Jordan Customs has also made a remarkable progress. According to the 3rd Annual Survey Report prepared by the Ministry of Public and Private Sectors Development, Jordan customs came second among government departments on "measuring business performance" indicators at a compliance rate amounting to 94%. In terms of e-government, Jordan Customs was the first institution to apply this concept in Jordan. Currently, it is working on the implementation of the National Window project in collaboration and coordination with all ministries and pertinent institutions as part of implementing its strategic plan for the years (2017-2019).

The Department's strategic plan is primarily centered on facilitating and securing trade movement; promoting the national economy and creating an attractive environment for

investment. Besides, it aspires to develop and implement a wide range of projects, initiatives and automated control systems that would ensure maximum integrity, transparency, facilitation and security, e.g., amended Customs law project, which coincides with the best international customs practices.

Jordan customs, nonetheless, attaches great importance to the issue of partnership with public and private sectors. It is due to its belief that partnership, as a contemporary concept and practice, would effectively provide common solutions, and contribute to supporting the infrastructure under the scarce available recourses and the globalization parameters. Consequently, the "Golden List" program developed to promote the concept of "Facilitation for compliance", the Partnership Council between Customs and the private sector, and the single-window project were all put in place to translate our vision and perseverance.

Therefore, I avail myself of this opportunity to extend my sincere thanks and appreciation to all partners in the public and private sectors for the fruitful and constructive cooperation and contribution. I also extend my thanks and gratitude to all Jordan Customs employees for their efforts and dedication to serve our beloved country under the wise Hashemite leadership.

Dr. Waddah Mah'd Hmoud
Maj Gen-JC
Director General

Inspirational quotes by His Majesty King Abdullah II Ibn Al Hussein

The continuous improvement in services for citizens should be a government priority. Therefore, officials should focus on fieldwork that involves direct outreach to citizens and responsiveness to their issues. Ministers should act as role models for all public sector employees in terms of fieldwork, positive outreach to citizens and quick, fair and intelligent response to their issues, across all governorates.

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

3 November 2013

Our belief that the Jordanian citizen is the centre of our development process remains constant. Hence, our keenness is to invest in our citizens' education and training to create a generation of forward-looking young people, who are equipped with the skills necessary to analyze, innovate and excel. Ultimately, we seek a generation of youth aware of their rights and responsibilities as well as eager to contribute positively towards their country's economic, social and political development.

Letter to Abdullah Ensour directing the government to establish a National Committee for Human Resources Development

24 March 2015

It is important to continue bolstering rule of law and protecting the values of justice, equality, equal opportunity and fighting nepotism and favoritism. The government must continue reforming the public sector through administrative reforms that allow capable administrative leaderships to lead change.

2nd Letter of Designation to Hani Mulki

25 September 2016

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...

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.



كوكبه من أوائل رجال الجمارك باللباس
 العسكري الرسمي تضم من اليمين (دخيل
 المجالي شقيق دولة المرحوم هزاع المجالي)
 (محمد عبد المحسن الخزاعي)
 (فايز جلال) و(حمدي المجالي) أخذت هذه الصورة
 في مركز جمرك الشيخ حسين بتاريخ 1949/3/9

A group of earlier Customs officers in uniform in the late Forties of last century. From right: Dakheel Al-Majali: brother of the deceased Prime Minister Hazza' Al- Majali/ Mohammad Abdelmohsen Al-Khza'i/ Fayez Jalal/ and Hamdi Al-Majali. The picture was taken at Sheikh Hussein Customs Center on 9 March, 1949.

Director Generals who headed Jordan Customs Administration since its establishment:

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 – 30/10/2015
21.	Dr. Waddah Mah'd Hmoud	Customs Director General	15/11/2015 – to date

Administrative Organization System and Organizational Structure

The Department operates 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 World Customs Organization's (WCO) "Security and Facilitation of the International Trade Supply Chain", the post for 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 thereto:

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.

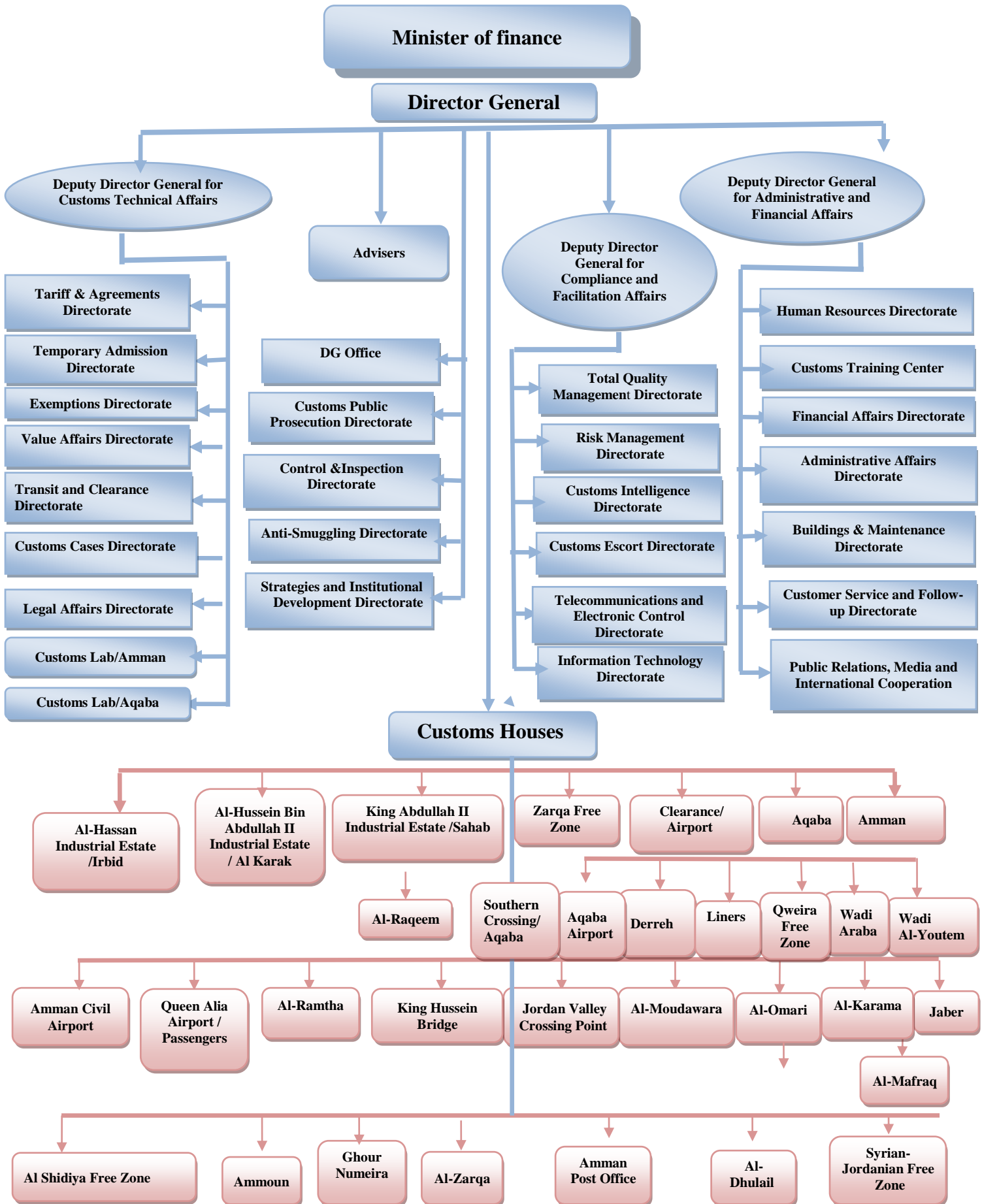
Articles (9/A) and (9/B) of the aforementioned system stated the following:

- 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 Centers):



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 facets, 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:

- Dispatch staff to specialized trainings to improve performance.
- Expand delegation of authorities which would , in turn, reflect on the quality of provided services.
- Develop infrastructure development and use of sophisticated technology.
- Implement and update automated systems to serve work and public interests.

– Structure of Manpower in Jordan Customs Department

Distribution of Staff by Gender in 2015-2016

Gender	2015	2016
Male	2789	2907
Female	165	166
Total	2954	3073

Distribution of Staff by type of appointment in 2015-2016

Type of appointment	2015	2016
Permanent and Classified Jobs and contracts	2560	2671
Customs Security Agreement	305	310
Contracts (Public Security, Gendarmerie)	89	91
Daily Laborers	-	0
Seconded employees	-	1
Total	2954	3073

Distribution of staff by academic qualifications in 2015-2016

Qualification	2015	2016
	Total	Total
PH.D	20	27
Masters	183	176
High Diploma	19	14
Bachelors	1273	1145
Comprehensive Diploma	491	382
General Secondary Certificate	689	444
Less than General Secondary Certificate	279	885
Total	2954	3073

Distribution of staff by age groups in 2013-2014

Age (by Years)	2015	2016
20-25	41	119
26-35	931	942
36-45	979	1002
46-55	924	920
Older than 56	79	90
Total	2954	3073

Names of staff members who passed away during service period in 2016

No.	Name
1	Hussam Mnawer Salameh Al-Zaben
2	Zeid Emran Yaseen Al-Malhkawi
3	Sameer Mohammad Abdollah Abu-Rqaya
4	Taher Jameel Abdelwali Al-Jabra
5	Abdelhakeem Bader Rakad bani-Khaled
6	Omar Mohammad Awad Alawneh
7	Kamel Mansour Raked Al-Hardan
8	Mohammad Ayyadeh Shbeikan Al-Shamlan
9	Mohammad falah yaser Al-Sarayreh
10	Mohammad mahmoul Ali Essa
11	Mahmoud Mohammad Abdeljabbar al-Jareeri

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 2016, the Department has realized several accomplishments in this regard, the most notable of which are the following:

Training

Recognizing the need to always keep up with the rapid scientific and technological advancements, JC had therefore established *Customs Training Centre* earlier in 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 training courses.

In 2015, a Regional Customs Training Center for MENA region was inaugurated. Hence, 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 Custom's efforts to develop Customs work. At such center, quality training would, as well, 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 2016

Subject	Number of Training courses		Number of Participants	
	2015	2016	2015	2016
Customs Clearance Training Courses	13	12	465	486
Computer Training Courses	8	19	105	118
Administrative Training Courses	114	75	1736	850
Customs Technical Training Courses	52	142	1069	2256
Financial Training Courses	6	9	30	16
Empowerment Training	3	4	83	88
Paramilitary order and discipline training	0	1	0	39
Total	196	262	3488	3853

Each "Empowerment" training Program incorporates (13) customs-related topics and 110 training hours

Motivation

The department regularly motivates its employees to induce 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 illustrates incentives statistics for 2015-2016.

Subject of Incentive	Number of Employees	
	2015	2016
Scholarships for staff's and retirees' children	148	135
Appreciation Letters	517	751
Participants in internal training courses and workshops	647	1342
Participants in external training courses and workshops	94	122

Delegation of power

In order to ensure proper workflow at customs centers, the Department takes on a policy to delegate needed powers to directors and heads of clearance units to carry out their duties in a way which would, consequently, benefit service recipients. During 2016, many powers were delegated, most significant of which are:

- Delegate authority to Al- Omari Customs Center to locally clear hatching eggs.
- Authorize Aqaba Customs Center to locally clear the Kingdom imports of exempted machinery and equipment.
- Modify terms of auction declaration.
- Authorize Al- Omari Customs Center to clear the 26 items listed in the notification.



Chapter 3

Strategic Planning

Jordan Customs Strategic Plan for the years 2014-2016

Strategic planning is deemed an essential administrative tool utilized by institutions to conduct business in a better fashion. Habitually, it mandates focusing efforts and making sure that all staff members are moving in the same direction, as well as evaluating and adjusting the institution's course of action in response to environmental changes.

Strategic planning refers to an organized and comprehensive activity that focuses on interpreting and understanding the internal and external environmental variables of the institution, identifying the strategic issues and concerns facing the administration and, consequently, formulating appropriate policies to deal with such. It also aims to set clear goals and objectives that can be achieved within a specified period of time, so as to realize the desired future vision.

In view of the above, 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 2016

First: Evaluation of Strategic Goals according to key Performance Indicators.

Achievement percentage in the total (7) evaluated strategic objectives for 2016 arrived at (90 %). However, the other two objectives were achieved were achieved at (50%). This was due to emergence of obstacles that deterred the process of achieving such objectives, e.g., shutting down some border posts and transit movement on account of the political and security status in neighboring countries, and lack of funds to implement projects and activities.

Second: Evaluation of Programs cited in the Strategic Plan for 2016:

1. The number of programs included in the 2016 Strategic Plan amounted to (3) main programs.
2. Achievement percentage of programs in 2016 reached (96%), which is equivalent to the positive evaluation agreed upon in the evaluation measures of the performance indicators of the strategic plan for the year 2014-2016, as illustrated in the following table:

Programs	Achievement Percentage
Anti-Smuggling and Customs Escort	100%
Management and Supporting Services	92%
Efficiency of revenue collection and community service	96%

Third: Evaluation of Projects and activities cited in the Strategic Plan for 2016:

Achievement of the evaluated (123) performance indicators of projects and activities for 2016 reached (89%), which is equivalent to the positive evaluation agreed upon in the evaluation measures of the performance indicators of the strategic plan for the year 2014-2016, as follows:

Financial perspective		
Goal	Projects and Activities	Achieved value
Increase Customs Revenues	Eligibility for exemption and exemption control review project	100%
	E-payment project	100%
	Development of methods and mechanisms to collect fines imposed by final decision.	89%
	Development and automation of financial systems project-second phase.	100%
	Improvement of intelligence and post audit operations.	93%
	Open declarations records monitoring project (Exemptions, Temporary Admissions, Cases, etc. ...)	92%
	Consolidation of assessment process, and value database update.	71%
	Solar panels project	100%
	Raising efficiency of goods classification processes.	91%
	Austerity and expenditure control	89%
	Total	%93

Stakeholders and society perspective		
Goal	Projects and Activities	Achieved value
Increase satisfaction of the Department's partners and stakeholders	Development and expansion of the Golden List	100%
	Delegation of power to Customs Centers	100%
	Establishment of Customer service units at Customs Centers project	***
	E-connectivity with the public and private sectors	100%
	Customs Department website development	100%
	CITS development project	100%
	CITS for mobile device project	90%
	Customer Service System-Phase 3	%69
	Development of Communication and Outreach with service recipients and partners	93%
	Total	94%
Increase social initiatives	Social Responsibility plan	93%
	Total	93%

*** No achievement due to external risks (external fund-external noncompliance)

Operations and Environment perspective		
Goal	Projects and Activities	Achieved value
Reduce time release of goods	Single Window Project	50%
	E-Inspection Project	75%
	Development of the infrastructure of targeted Customs centers	30%
	Organization of work and capacities of Customs clearance agencies	95%
	Application of Pre-arrival clearance criteria	50%
	Development of Selectivity system	100%
	Total	96.3%
Increase seizures of hazardous materials and environmentally	Availability of equipment to identify dangerous and radio-active materials	93%
	Export Control and Border Related Security program	100%
	Total	100%
Increase the effectiveness of combating smuggling and other illicit trade activities	Application of auto-control System(Electronic Gates)	30%
	Transit truck E-Tracking and Control System	79%
	Export Control and Border related Security program	100%
	Development of anti-smuggling methodologies	87%
	E-connectivity with neighboring countries	100%
	Electronic TV monitoring system	90%
	Combating IPR infringement and money laundering	100%
	Development of Central Control Room	80%
	Expansion of Wireless Communication Network (TETRA)	100%
	Supplying Customs centers with X-Ray equipment	***
	Total	85%

*** No achievement due to external risks (security issues at targeted border centers)

Learning and Growth perspective		
Goal	Projects and Activities	Achieved value
Increase the effectiveness of human resources and work procedures	Reengineering the procedures of Customs centers	100%
	Structuring Directorates and Customs centers	100%
	Development of Customs centers	61%
	Security and protection Agreement project	100%
	Elevation of staff's technical and administrative capacities	100%
	Update main Server's administration and Back-up systems and tools.	100%
	Application of international standards of IT service management (ITIL) project	100%
	Document Management System (DMS) project –Central Archiving.	100%
	Application of international standards of information safety and security project ISO27001	100%
	Completion of Emergency Management Center system via virtual systems.	100%
	BI system – 3 rd phase	75%
	Development of Customs Intranet (Customs Encyclopedia)	100%
	Construction of new premises in Zarka for Anti-smuggling and Customs Escort Directorates	100%
	Legislations Development and update	***
	Computers and peripherals update	93%
	Automation of new systems and programs	94%
Employee welfare improvement study	100%	
Total		95%

*** No achievement due to external risks (amendments to Customs Law have not been reviewed by competent agencies yet)

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 a decrease in the Customs revenues in 2016 by approximately **(44.403)** Million JDs compared with revenues collected in 2015, representing (2.76%), categorized by type as follows:

Customs Revenues	2015		2016		Value of Change (Million Dinars)
	Value (Million JDs)	Percentage	Value (Million JD)	Percentage	
General revenue	1514.154	94.39%	1515.323	94.81%	-35.446
Customs Deposits	41.909	2.61%	1.462	0.09%	-40.446
Fee redemption Deposits	1.030	0.06%	0.632	0.04%	-0.398
Ministry of Finance Deposits	46.998	2.93%	42.271	2.71%	-4.727
Total	1604.093	100.00%	1559.690	100.00%	-44.402

General revenue in details:

The table below portrays Customs revenue for the General Revenue Account.

Customs Revenues	2015		2016		Value of Change (by Million dinars)
	Value (Million JDs)	Percentage	Value (Million JD)	Percentage	
Sales Tax	995.954	65.78%	987.505	65.17%	-8.448
Customs duties and other Customs charges.	393.338	25.98%	368.673	24.33%	-24.664
Fees of other agencies- excluding sales tax	104.470	6.9%	106.589	7.03%	+2.119
Customs Fines and Confiscations	20.391	1.35%	15.938	1.05%	-4.452
Revenue generated via Revenue Supply law	0.000	0.00%	36.616	2.42%	36.616
Total	1514.154	100.00%	1515.323	100.00%	1.169

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

1. Customs Revenues in details:

A. Unified Customs duties (tariff duty)

The table below illustrates distribution of values of (IM4) imports declarations- taxable and exempt, and unified Customs duty for 2016 compared with 2015 except Petroleum and petroleum derivatives.

Distribution of Imports	2015			2016		
	Collected Unified tariff duties	Value of Imports (Million JDs)	Percentage%	Collected Unified tariff duties	Value of Imports (Million JDs)	Percentage%
Exempted in Tariff Schedules	0	518.4724	40.9	0	3956.089	37.0
Exempted under Agreements	0	2742.388	25.1	0	3023.740	28.3
Exempted 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	2330.628	21.3	0	2279.447	21.3
Subject to Customs duties according to tariff schedules or preferential fees	293.674	1364.306	12.5	298.871	1422.732	13.3
Total	293.674	10909.842	100.00	298.871	10682.010	100.00

Customs tariff weighted average for 2016 accounted for (2.8 %), while it reached (2.7%) in 2015.

B. Sales Tax on Import

Collected Sales tax for 2016 totaled around (987.5) million JDs (according to the date of financial receipts) compared with sales tax collected during 2015 that amounted to around (995.95) million JDs, with a decrease of (8.448) Million JDs.

C. Other departments' fees

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

Fee Name	2015		2016	
	Amount of Money (Million JDs)	Percentage %	Amount of Money (Million JDs)	Percentage %
Peripheral communication equipment order charge	0.000	0.00%	0.005	0.00%
Service and control fees - scrap import	0.144	0.14%	0.103	0.10%
Price variation charge-Diesel	0.015	0.02%	0.012	0.01%
Agricultural, veterinary and animal health service charges	3.916	3.75%	5.204	4.88%
credit cards use fees	0.254	0.24%	0.199	0.19%
Scrap iron and aluminum export fees	0.594	0.57%	0.766	0.72%
Traffic fees	2.777	2.66%	2.453	2.3%
scrap paper export fees	1.024	0.98%	1.459	1.37%
traffic and customs escort service charge	11.995	11.48%	8.823	8.28%
X-ray scanning service charge	4.386	4.20%	4.893	4.59%
Advance payment of 2% for income tax	63.359	60.65%	68.399	64.17%
Stamp fees	13.591	13.01%	13.352	12.53%
Overloading fines	2.405	2.30%	0.913	0.86%
Total	104.470	100.00%	106.581	100.00%

D. Ministry of Finance Deposits

The table below shows Ministry of Finance Deposits collection in 2016 compared with 2014.

Ministry of Finance Deposits	2015		2016	
	Amount (Million JDs)	Percentage %	Amount (Million JDs)	Percentage%
Standards service charge	5.143	10.94%	5.210	12.33%
Work permits deposits	11.199	23.83%	5.159	12.20%
Service charge by insurance	0.008	0.02%	0.019	0.05%
Customs Service charge by insurance	0.000	0.00%	0.048	0.11%
differences in Silage subsidies charge	2.545	5.42%	905.1	4.51%
non-attested documents charged by insurance	16.276	34.63%	18.059	42.72%
Customs Insurances/ other deposits	3.002	6.39%	2.819	6.67%
Food consignments inspection fees	1.522	3.24%	1.591	3.76%
Radiological surveillance fee	1.337	2.85%	1.243	2.94%
Unified fee by deposit	2.546	5.42%	2.623	6.21%
Qualitative unified fee by deposit	0.015	0.03%	0.191	0.45%
General relative sales tax by deposit	3.346	7.12%	3.328	7.87%
Income Tax by insurance	0.053	0.11%	0.069	0.17%
Total	46.998	100.00%	42.271	100.00%

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

Customs Houses/ Center	2015		2016	
	Amount (MillionJDs)	Percentage%	Amount (MillionJDs)	Percentage %
Aqaba Customs House	207.401	25.01%	434.183	27.84%
Amman Customs House	606.431	26.91%	405.244	25.98%
Al-Zarqa Free Zone Customs House/ Vehicles	306.740	19.12%	313.128	20.08%
Airport Customs House/ Clearance- Zezia	166.224	10.36%	149.893	9.61%
Public Warehouses	69.454	4.33%	73.043	4.68%
Zarqa Free Zone Customs House/ Cargo	48.152	3.00%	45.824	2.94%
King Abdullah II Bin Al-Hussein Industrial Estate Customs House	41.651	2.60%	42.588	2.73%
Passenger vessels (ferry) - Aqaba	31.215	1.95%	23.035	1.48%
Al-Omari Customs House	19.476	1.21%	18.266	1.17%
Collection section/ Customs Department-financial affairs	37.378	2.33%	8.841	0.57%
Jordan Valley Crossing Customs	7.350	0.46%	7.318	0.47%
Directorate of financial affairs/ collector Funds	0	0.00%	7.230	0.46%
Al-Moudawarra Customs House	5.326	0.33%	4.995	0.32%
King Hussein Bridge Customs House	4.477	0.28%	4.778	0.31%
Anti-smuggling Directorate	4.770	0.30%	4.080	0.26%
Foreign vehicles section / Directorate of Customs cases	2.736	0.17%	2.638	0.17%
Airport Customs House/ passangers- Zezia	2.239	0.14%	2.241	0.14%
Mafraq Customs House	2.751	0.17%	2.034	0.13%
Wadi al-Yutom Customs Post	1.385	0.09%	1.485	0.10%

Al-Hussan Industrial Estate Customs / Irbid	1.550	0.10%	1.447	0.09%
Aqaba Special Economic Zone (ASEZA) Customs House	1.701	0.11%	1.366	0.09%
Al- dorrah Customs Center	1.111	0.07%	1.114	0.07%
Al-Dhuleil Customs Center	0.792	0.05%	0.809	0.05%
Qweirah special Free Zone Customs	1.804	0.11%	0.762	0.05%
Al-Raqem Customs Center	0.477	0.03%	0.484	0.03%
Wadi Araba Crossing Customs	0.819	0.05%	0.481	0.03%
Ghour Numaira Customs House	0.185	0.01%	0.428	0.03%
Amman Post Office Customs House	0.420	0.03%	0.422	0.03%
Al- Hussein Bin Abdulla II industrial Estate Customs House	0.526	0.03%	0.392	0.03%
Al-Sheidiya Special Free Zone Customs	0.360	0.02%	0.387	0.02%
Jordanian –Syrian Free zone Customs	4.496	0.28%	0.288	0.02%
Wadi Araba Customs Center	0.463	0.03%	0.279	0.02%
Special Free Zone/Information Technology Cities Development Co	0.070	0.00%	0.064	0.00%
Al-Zarqa Customs House	0.036	0.00%	0.038	0.00%
Al_Ramtha Customs House	0.023	0.00%	0.033	0.00%
Ammoun Customs House	0.012	0.00%	0.015	0.00%
AL-Karama (Rweished) Customs House	2.509	0.16%	0.012	0.00%
Amman civil airport Customs House – Marka	0.010	0.00%	0.005	0.00%
Aqaba Airport Customs House	0.005	0.00%	0.003	0.00%
Jaber Customs House	570.2	0.16%	0.0004	0.00%
Total	1604.093	100.00%	1559.690	100.00%

E. Customs Declarations

The following table shows numbers of Customs declarations (categorized by type) recorded in 2016 compared with 2015.

Type of Customs Declaration	Customs Declaration Type/Code	Number of Registered Declarations		Change Rate %
		2014	2015	
Permanent Export	EX1	152999	141273	-8%
Temporary Export	EX2	1235	1216	-2%
Re-Export	EX3	25715	26791	4%
Import for local Consumption	IM4	422770	433395	3%
Temporary Admission	IM5	34255	35956	5%
Re-import for local Consumption	IM6	1415	1189	-16%
Bonded Deposit	IM7	11607	11787	2%
Import for Consumption (Expatriates' household)	RD4	3102	3774	22%
Import for Consumption (Personal Effects declaration)	SD4	10751	11222	4%
Transit	TR8	228856	189458	-17%
Admission Order to the Special Economic Zone / Aqaba	AA9	14976	13703	-7%
Other Customs Statuses	AR9	8803	10043	14%
Total		916484	880038	-7%

2. Imports:

Imports value for 2016 (except petroleum and derivatives) totaled nearly (10.786) billion JDs, compared with imports value for 2015 which totaled about (11.162) billion JDs, with (3%) decrease in total import volume according IM4 (*imports for local consumption*) declarations completed at ASYCUDA-automated Customs houses.

- The following table illustrates values related to imports during 2015 and 2016. Imported commodities are categorized into sections as ordered in the Harmonized Commodity Description and Coding System Nomenclature.

Section No..	Description	2015	2016
		Import value (JD)	Import value (JD)
1	Live animals; animal product	693.432	355.615
2	Vegetable product	988.971	1086.759
3	Animal or vegetable fats or oils and their cleavage products; prepared edible fats; animal or vegetable waxes	121.447	853.912
4	Prepared foodstuffs; beverages, spirits and vinegar; tobacco and manufactured tobacco substitutes	.801	926.726
5	Mineral products	614.449	031.202
6	Products of the chemicals or allied industries	1001.223	1055.296
7	Plastics and articles thereof; rubber and articles thereof	587.168	525.774
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)	22.766	23.723
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	139.988	135.897
10	Pulp of wood or other fibrous cellulosic material; recovered (waste and scrap) paper or paperboard; paper and paperboard and articles thereof	235.753	218.889
11	Textile and textile articles	373.520	407.487
12	Footware, headgear, umbrellas, sun umbrellas, walking-sticks, seat-sticks, whips, riding-crops and parts thereof; prepared feather and articles made therewith; artificial flowers; articles of human hair	49.264	64.303

13	Articles of stone, plaster, cement, asbestos, mica or similar materials; ceramic products; glass and glassware	258.062	247.907
14	Natural or cultured pearls, precious or semi-precious stones, precious metals, metals clad with precious metal and articles thereof; imitation jewellery; coin	669.993	370.031
15	Base metals and articles of base metal	887.259	819.712
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	1810.566	1784.122
17	Transport equipment	1251.138	1397.785
18	Optical, photographic, cinematographic, measuring, checking, precision, medical or surgical instruments and apparatus; clocks and watches; musical instruments; parts and accessories thereof	211.351	195.107
19	Arms and ammunition; parts and accessories thereof	1.947	1.778
20	Miscellaneous manufactured articles	221.996	245.076
21	Works of art, collectors' pieces and antiques	288.611	332.404
Total		11.162.958	10.786.025

- The table below illustrates imports according to the chapters in Tariff schedule in terms of value for the years 2015, 2016.

Chapter NO.	Chapter Description	2014	2015	Rate of Change %
		Import Value (JD)	Import Value (JD)	
1	Live animals	150.542	159.184	6%
2	Meat and offal not cut in pieces , edible	309.246	249.454	-19%
3	Fish or of crustaceans, molluscs or other aquatic invertebrates	40.159	38.102	-5%
4	Dairy or of crustaceans, molluscs or other aquatic invertebrates	193.099	168.210	-13%
5	Other products of animal origin, not specified or included elsewhere	0.384	0.404	5%
6	Live trees and other plants; bulbs, roots and the like; cut flowers and ornamental foliage	7.074	7.856	11%
7	Edible vegetables and certain roots and tubers	86.254	95.127	10%
8	Edible fruit and nuts; peel of citrus fruit or melons	194.619	241.410	24%
9	Coffee, tea, maté and spices	92.872	89.943	-3%
10	Cereals	500.660	546.099	9%
11	Products of the milling industry; malt; starches; inulin; wheat gluten	18.014	15.435	-14%
12	Oil seeds and oleaginous fruits; miscellaneous grains, seeds and fruit, industrial or medicinal plants; straw and fodder	86.898	88.224	2%
13	Lac; gums, resins and other vegetable staps and extracts	2.417	2.558	6%
14	Vegetable plaiting materials; vegetable products not elsewhere specified or included	0.159	0.102	-35%
15	Animal or vegetable fats and oils and their cleavage products; prepared edible fats; animal or vegetable waxes	121.447	129.853	7%
16	Preparations of meat, of fish or of crustaceans, mollusks or other aquatic invertebrates	53.467	57.774	8%
17	Sugars and sugar confectionery	146.887	148.381	1%
18	Cocoa and cocoa preparations	56.589	53.265	-6%
19	Preparations of cereals; flour, starch or milk; pastrycooks' products	152.543	153.131	0%
20	Preparations of vegetables, fruit, nuts or other parts of plants	66.612	79.215	19%
21	Miscellaneous edible preparations	162.003	176.241	9%
22	Beverages, spirits and vinegar	87.262	90.396	4%
23	Residues and waste from the food industries; prepared animal fodder	132.780	134.501	1%
24	Tobacco and manufactured tobacco substitutes	40.655	33.819	-17%
25	Salt; sulphur; earths and stone; plastering materials, lime and cement	27.920	20.842	-25%
26	Ores, slag and ash	1.606	1.358	-15%
27	Mineral fuels, mineral oils and products of their distillation; bituminous substances; mineral	420.087	179.830	-57%

	waxes			
28	Inorganic chemicals; organic or inorganic compounds of precious metals, of rare-earth metals, of radioactive elements or of isotopes	48.840	64.373	32%
29	Organic chemicals	162.870	160.596	-1%
30	Pharmaceutical products	376.242	398.528	6%
31	Fertilisers	33.297	28.157	-15%
32	Tanning or dyeing extracts; tannins and their derivatives; dyes, pigments and other colouring matter; paints and varnishes; putty and other mastics; inks	52.731	52.315	-1%
33	Essential oils and resinoids; perfumery, cosmetic or toilet preparations	126.208	143.824	14%
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	81.943	88.340	8%
35	Albuminoidal substances; modified scratches; glues; enzymes	13.616	12.353	-9%
36	Explosives; pyrotechnic products; matches; pyrophoric alloys; certain combustible preparations	1.142	1.062	-7%
37	Photographic or cinematographic goods	5.352	5.975	12%
38	Miscellaneous chemical products	98.976	99.768	1%
39	Plastics and articles thereof	510.020	450.794	-12%
40	Rubber and articles thereof	77.147	74.979	-3%
41	Raw hides and skins (other than furskins) and leather	0.487	0.352	-28%
42	Articles of leather; saddler and harness; travel goods, handbags and similar containers; articles of animal gut (other than silk-worm gut)	22.183	23.268	5%
43	Furskins and artificial fur; manufactures thereof	0.095	0.102	8%
44	Wood and articles of wood; charcoal	139.661	135.635	-3%
45	Cork and articles of cork	0.145	0.106	-27%
46	Manufactures of straw, of esparto or of other plaiting materials; basketware and wickerwork	0.182	0.155	-15%
47	Pulp of wood or of other fibrous cellulosic material; recovered (waste and scrap) paper or paperboard	45.003	38.785	-14%
48	Paper and paperboard; articles of paper pulp, of paper or of paperboard	173.699	162.888	-6%
49	Printed books, newspapers, pictures and other products of the printing industry; manuscripts, typescripts and plans	17.050	17.215	1%
50	Silk	0.100	0.056	-43%
51	Wool, fine or coarse animal hair; horsehair yarn and woven fabric	9.351	5.409	-42%
52	Cotton	2.543	2.094	-18%
53	Other vegetable textile fibers; paper yarn and	3.445	3.487	1%

	woven fabrics of paper yarn			
54	Man-made filaments	40.307	38.504	-4%
55	Man-made staple fibers	22.298	20.465	-8%
56	Wadding, felt and nonwovens; special yarns; twine, cordage, ropes and cables and articles thereof	11.044	8.859	-20%
57	Carpets and other textile floor coverings	14.998	19.693	31%
58	Special woven fabrics; tufted textile fabrics; lace; tapestries; trimmings; embroidery	8.189	7.918	-3%
59	Impregnated, coated, covered or laminated textile fabrics; textile articles of a kind suitable for industrial use	7.484	6.927	-7%
60	Knitted or crocheted fabrics	24.132	25.279	5%
61	Articles of apparel and clothing accessories, knitted or crocheted	153.421	191.284	25%
62	Articles of apparel and clothing accessories, not knitted or crocheted	42.407	43.483	3%
63	Other made up textile articles; sets; worn clothing and worn textile articles	33.795	34.021	1%
64	Footwear, gaiters and the like; parts of such articles	47.077	61.640	31%
65	Headgear and parts thereof	1.036	1.394	35%
66	Umbrellas, sun umbrellas, walking-sticks, whips, riding-corps and parts thereof	0.515	0.516	0%
67	Prepared feathers and down and articles made of feathers or of down; artificial flowers; articles of human hair	0.635	0.753	19%
68	Articles of stone, plaster, cement, asbestos, mica or similar materials	50.525	54.601	8%
69	Ceramic products	144.869	145.105	0%
70	Glass and glassware	62.666	48.200	-23%
71	Natural or cultured pearls, precious or semi-precious stones, precious metals, metals clad with precious metal, and articles thereof; imitation jewellery; coin	669.993	370.031	-45%
72	Iron and steel	358.171	351.774	-2%
73	Articles of iron or steel	227.640	206.483	-9%
74	Copper and articles thereof	73.554	65.966	-10%
75	Nickel and articles thereof	631.726	331.633	-48%
76	Aluminium and articles thereof	140.839	112.911	-20%
78	Lead and articles thereof	0.578	0.453	-22%
79	Zinc and articles thereof	1.438	1.854	29%
80	Tin and articles thereof	0.113	0.138	22%
81	Other base metals; cermets; articles thereof	0.367	0.246	-33%
82	Tools, implements, cutlery, spoons and forks, of base metal; parts thereof of base metal	24.723	20.541	-17%
83	Miscellaneous articles of base metal	59.201	59.011	0%
84	Nuclear reactors, boilers, machinery and mechanical appliances; parts thereof	981.545	946.344	-4%
85	Electrical machinery and equipment and parts thereof; sound recorders and reproducers, television image and sound recorders and	829.020	837.778	1%

	reproducers, and reproducers, parts and accessories of such articles			
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	0.663	1.422	114%
87	Vehicles other than railway or tramway rolling-stock, and parts and accessories thereof	1250.115	1396.153	12%
88	Aircraft, spacecraft, and parts thereof	0.208	0.128	-39%
89	Ships, boats and floating structures	0.151	0.081	-46%
90	Optical, photographic, cinematographic, measuring, checking, precision, medical or surgical instruments and apparatus; parts and accessories thereof	197.983	183.467	-7%
91	Clocks and watches and parts thereof	12.987	11.255	-13%
92	Musical instruments; parts and accessories of such articles	0.380	0.384	1%
93	Arms and ammunition; parts and accessories thereof	1.947	1.778	-9%
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	135.175	151.839	12%
95	Toys, games and sports requisites; parts and accessories thereof	20.657	22.995	11%
96	Miscellaneous manufactured articles	66.164	70.242	6%
97	Works of arts, collectors' pieces and antiques	0.092	0.426	360%
98	Collective item for the agencies exempted from customs duties	288.518	331.977	15%
Total		11162.958	10786.025	-3%

The table below shows top (25) partner countries with respect to value of imports in 2016. Imports from these countries accounted for (84%) of total imports. China, Saudi Arabia and the United States respectively registered the highest values of imports.

No.	Country of Origin	2015	2016	Rate of Change%
		Value (JD)	Value (JD)	
1	China	1555.868	1602.508	3%
2	Saudi Arabia	925.425	795.708	-14%
3	USA	720.187	776.168	8%
4	Germany	609.950	614.946	1%
5	United Arab Emirates	572.230	516.570	-10%
6	South Korea	432.823	460.490	6%
7	Japan	415.875	452.827	9%
8	Turkey	363.281	413.445	14%
9	Italy	379.569	383.460	1%
10	Egypt	325.791	369.940	14%
11	Romania	254.318	304.139	20%
12	India	277.206	247.429	-11%
13	France	227.720	245.573	8%
14	Switzerland	467.259	209.914	-55%
15	Spain	225.359	209.025	-7%
16	Britain	185.644	202.773	9%
17	Argentina	185.574	198.291	7%
18	Brazil	194.287	169.284	-13%
19	Russian Federation	229.416	160.413	-30%
20	Thailand	183.914	144.594	-21%
21	Mexico	82.784	137.954	67%
22	Netherlands	135.479	136.005	0%
23	Ukraine	78.806	119.033	51%
24	Vietnam	122.047	113.130	-7%
25	Australia	137.414	101.561	-26%

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 2016 compared with 2015 due to an increase in demand for clearance on cars, where the rate of increase approximately amounted to (2.63%).

The table includes the values and the number of cars according to descriptions and imported during 2016 compared with 2015.

Description	2015		2016	
	Value (Million JDs)	Number	Value (Million JDs)	Number
Gasoline-powered vehicles	293	40073	247	31905
Vehicles powered partially with electricity (Hybrids)	316	23758	496	33429
Vehicles powered entirely with electricity	4	326	17	855
Vehicles specially designed for travelling on snow; golf cars and similar vehicles	0.7	186	0.3	61
Classic vehicles	0.2	11	3.8	353
Vehicles as ambulances and hearses	10	924	4.7	397
Total	623.9	65278	768.8	67000

3. Exports

The table below shows Exports according to the chapters in Tariff schedule in terms of value for the years 2015, 2016.

Chapter NO.	Chapter Description	2015	2016	Rate of Change %
		Value Export (JD)	Value Export (JD)	
1	Live animals	59.693	47.307	-21%
2	Meat and offal not cut in pieces , edible	42.270	32.621	-23%
3	Fish or of crustaceans, molluscs or other aquatic invertebrates	0.143	0.064	-55%
4	Dairy and dairy products, eggs, birds, natural honey and edible products of animal origin not specified or included elsewhere	27.235	29.492	8%
5	Other products of animal origin, not specified or included elsewhere	0.180	0.595	231%
6	Live trees and other plants; bulbs, roots and the like; cut flowers and ornamental foliage	3.004	2.288	-24%
7	Edible vegetables and certain roots and tubers	194.755	171.800	-12%
8	Edible fruit and nuts; peel of citrus fruit or melons	56.795	38.670	-32%
9	Coffee, tea, maté and spices	17.012	24.679	45%
10	Cereals	0.271	1.861	585%
11	Products of the milling industry; malt; starches; inulin; wheat gluten	5.360	1.333	-75%
12	Oil seeds and oleaginous fruits; miscellaneous grains, seeds and fruit, industrial or medicinal plants; straw and fodder	2.961	5.6205	90%
13	Lac; gums, resins and other vegetable staps and extracts	4.224	4.025	-5%
14	Vegetable plaiting materials; vegetable products not elsewhere specified or included	2.875	7.736	169%
15	Animal or vegetable fats and oils and their cleavage products; prepared edible fats; animal or vegetable waxes	5.626	9.784	74%
16	Preparations of meat, of fish or of crustaceans, mollusks or other aquatic invertebrates	23.220	16.028	-31%
17	Sugars and sugar confectionery	12.408	26.882	117%
18	Cocoa and cocoa preparations	3.757	3.844	2%
19	Preparations of cereals; flour, starch or milk; pastry cooks' products	25.971	17.235	-34%
20	Preparations of vegetables, fruit, nuts or other parts of plants	33.280	29.302	-12%
21	Miscellaneous edible preparations	76.874	57.854	-25%
22	Beverages, spirits and vinegar	37.951	35.592	-6%
23	Residues and waste from the food industries; prepared animal fodder	20.142	25.555	27%
24	Tobacco and manufactured tobacco substitutes	70.935	64.724	-9%
25	Salt; sulphur; earths and stone; plastering materials, lime and cement	541.175	347.479	-36%

26	Ores, slag and ash	0.690	0.697	1%
27	Mineral fuels, mineral oils and products of their distillation; bituminous substances; mineral waxes	1.413	0.844	-40%
28	Inorganic chemicals; organic or inorganic compounds of precious metals, of rare-earth metals, of radioactive elements or of isotopes	280.120	290.818	4%
29	Organic chemicals products	9.081	9.634	6%
30	Pharmaceutical products	403.365	642.788	59%
31	Fertilisers	417.466	453.353	9%
32	Tanning or dyeing extracts; tannins and their derivatives; dyes, pigments and other colouring matter; paints and varnishes; putty and other mastics; inks	41.331	37.480	-9%
33	Essential oils and resinoids; perfumery, cosmetic or toilet preparations	23.752	25.640	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	80.591	69.184	-14%
35	Albuminoidal substances; modified starches; glues; enzymes	5.3678	3.587	-33%
36	Explosives; pyrotechnic products; matches; pyrophoric alloys; certain combustible preparations	0.096	0.059	-38%
37	Photographic or cinematographic goods	0.081	0.003	-95%
38	Miscellaneous chemical products	51.951	55.105	6%
39	Plastics and articles thereof	187.535	145.170	-23%
40	Rubber and articles thereof	0.948	0.746	-21%
41	Raw hides and skins (other than furskins) and leather	3.907	2.486	-36%
42	Articles of leather; saddler and harness; travel goods, handbags and similar containers; articles of animal gut (other than silk-worm gut)	0.890	1.295	46%
43	Furskins and artificial fur; manufactures thereof	0.841	0.975	16%
44	Wood and articles of wood; charcoal	9.803	6.982	-29%
45	Cork and articles of cork	0.039	0.008	-80%
46	Manufactures of straw, of esparto or of other plaiting materials; basket ware and wickerwork	0.455	0.457	1%
47	Pulp of wood or of other fibrous cellulosic material; recovered (waste and scrap) paper or paperboard	37.574	8.722	-77%
48	Paper and paperboard; articles of paper pulp, of paper or of paperboard	127,787	103.452	-19%
49	Printed books, newspapers, pictures and other products of the printing industry; manuscripts, typescripts and plans	9.576	6.887	-28%
50	Silk	0.00	0.094	0%
51	Wool, fine or coarse animal hair; horsehair	0.862	0.700	-19%

	yarn and woven fabric			
52	Cotton	0.136	0.008	-93%
53	Other vegetable textile fibers; paper yarn and woven fabrics of paper yarn	0.00	0.001	0%
54	Man-made filaments	1.487	1.673	13%
55	Man-made staple fibers	2.212	0.284	-87%
56	Wadding, felt and nonwovens; special yarns; twine, cordage, ropes and cables and articles thereof	6.910	3.772	-45%
57	Carpets and other textile floor coverings	14.706	14.352	-2%
58	Special woven fabrics; tufted textile fabrics; lace; tapestries; trimmings; embroidery	0.443	0.359	-19%
59	Impregnated, coated, covered or laminated textile fabrics; textile articles of a kind suitable for industrial use	1.229	1.689	37%
60	Knitted or crocheted fabrics	1.516	3.312	118%
61	Articles of apparel and clothing accessories, knitted or crocheted	946.145	976.296	3%
62	Articles of apparel and clothing accessories, not knitted or crocheted	47.407	52.548	11%
63	Other made up textile articles; sets; worn clothing and worn textile articles	25.454	12.590	-51%
64	Footwear, gaiters and the like; parts of such articles	2.240	2.058	-8%
65	Headgear and parts thereof	0.291	0.181	-38%
66	Umbrellas, sun umbrellas, walking-sticks, whips, riding-corps and parts thereof	00.0	0.015	0%
67	Prepared feathers and down and articles made of feathers or of down; artificial flowers; articles of human hair	0.002	0.00	-100%
68	Articles of stone, plaster, cement, asbestos, mica or similar materials	49.507	48.870	-1%
69	Ceramic products	2.718	1.854	-32%
70	Glass and glassware	5.385	3.790	-30%
71	Natural or cultured pearls, precious or semi-precious stones, precious metals, metals clad with precious metal, and articles thereof; imitation jewellery; coin	100.966	153.547	52%
72	Iron and steel	27.152	20.107	-26%
73	Articles of iron or steel	166.315	56.412	-66%
74	Copper and articles thereof	28.039	25.046	-11%
75	Nickel and articles thereof	0.001	0.066	35%
76	Aluminium and articles thereof	89.332	90.820	2%
78	Lead and articles thereof	4.232	18.107	328%
79	Zinc and articles thereof	0.342	0.316	-8%
80	Tin and articles thereof	0.344	0.111	-67%
81	Other base metals; cermets; articles thereof	0.011	0.013	11%
82	Tools, implements, cutlery, spoons and forks, of base metal; parts thereof of base metal	1.262	1.563	24%
83	Miscellaneous articles of base metal	3.809	0.867	-77%
84	Nuclear reactors, boilers, machinery and mechanical appliances; parts thereof	115.152	97.133	-16%

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	1223.584	167.609	-86%
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	0.013	0.009	-28%
87	Vehicles other than railway or tramway rolling-stock, and parts and accessories thereof	24.639	10.728	-56%
88	Aircraft, spacecraft, and parts thereof	2.317	0.400	-83%
89	Ships, boats and floating structures	0.00	0.00	0%
90	Optical, photographic, cinematographic, measuring, checking, precision, medical or surgical instruments and apparatus; parts and accessories thereof	5.658	4.941	-13%
91	Clocks and watches and parts thereof	0.672	0.382	-43%
92	Musical instruments; parts and accessories of such articles	0.009	0.005	-39%
93	Arms and ammunition; parts and accessories thereof	0.003	00.0	-100%
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	43.517	27.826	-36%
95	Toys, games and sports requisites; parts and accessories thereof	0.669	0.721	8%
96	Miscellaneous manufactured articles	44.160	24.155	-45%
97	Works of arts, collectors' pieces and antiques	0.046	0.226	389%
98	Collective item for the agencies exempted from customs duties	5.015	1.879	-63%
Total		5955.863	4688.492	-21%

The table below shows the top (25) Partner Countries in terms of the value of Jordan Exports to such countries through the year 2016. The United States ranks first in terms of the value of its imports from Jordan, accounting for (1.045.210) JDs, and then comes Saudi Arabia and India.

Serial NO.	Country of destination	2015	2016	Rate of Change %
		Value million (JD)	Value million (JD)	
1	United States of America	1002.299	1045.210	4%
2	Saudi Arabia	1674.265	736.233	-56%
3	India	455.936	335.465	-26%
4	Iraq	486.117	329.012	-32%
5	Kuwait	164.506	179.019	9%
6	United Arab Emirates	165.409	173.077	5%
7	Lebanon	93.509	132.481	42%
8	China	149.805	103.474	-31%
9	Qatar	97.836	94.267	-4%
10	Indonesia	89.813	92.049	2%
11	Algeria	63.105	84.441	34%
12	Palestinian National Authority	68.033	81.517	20%
13	Egypt	108.330	72.328	-33%
14	Malaysia	33.745	63.779	89%
15	Israel	76.725	63.170	-18%
16	Dubai	79.225	55.267	-30%
17	Sudan	56.309	48.832	-13%
18	Syria	76.423	46.758	-39%
19	Sultanate of Oman	36.493	42.116	15%
20	Canada	38.178	42.097	10%
21	Yemen	24.770	40,632	64%
22	Italy	27.154	26.942	-1%
23	Bahrain	48.259	26.857	-44%
24	Netherlands	32.042	26.212	-18%
25	Libya	25.043	24.370	-3%

Chapter 5

Achievements and Activities

Based on the royal initiatives related to promote 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 photo voltaics, 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 WadiAraba 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).

During the year 2016, the Department completed the second phase of Wadi Al-Yutum and Wadi Araba Customs Houses to complete in 2016 a production capacity of 2492.2 MWh at a value of (648,885) JD, in addition to reducing carbon dioxide emissions by 1694 tons, as shown in the table below.

Name of the plants	Capacity KWp	Date of entry into service	Actual Output KWh	Output Value JD
Wadi Al-Yutum (First phase)	200	21/10/2014	743,501	193,583
WadiAl-Yutum (Second phase)	200	13/07/2016	147,449	38,391
WadiAraba (First phase)	200	11/12/2014	736,192	191,680
WadiAraba (Second phase)	200	12/07/2016	149,658	38,966
Aqaba accommodation	100	17/02/2015	356,010	92,693
Anti-smuggling Directorate	100	19/04/2015	287,593	74,880
Al-Ruwaished Center	30	23/08/2015	71,790	18,692
Total	1030		2,492,193	648,885

The 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 2017 the Department will achieve two new plants in each of Wadi Al-Yutum and Ma'an escort Customs houses with a capacity of (150KWp).



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 2016, 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.

❖ **The Development of computer equipment and accessories in the Department and Customs houses**

Around 250 new computers have been updated and distributed in the Customs Department and the Customs houses, As part of the Directorate's plan to modernize the devices that no longer meet the needs of the Department and to meet the needs of the new technical projects of the Directorate 2016, the maintenance work has been done on printers and consumables of laser printers, electronic gates and UPS.

❖ **The most important programs that have been applied, or expanded in its application during 2016:**

• **Development of the Customs Department's data base and Customs houses**

The Department databases were developed using the fastest and latest Oracle database processing system in the world (EXADATA X5-2), the first of its kind in the Kingdom in public and private sectors, in addition to the application of ZFS technology, which is the latest technology for the backup and maintenance of databases.

The Department and Customs houses systems have been developed and switched from centralism to decentralism using WEB technology, and access to computerized systems through the Cluster networking, and application of (high availability) and (high redundancy) to ensure that these systems are not disrupted.

• **Inquiry service project (integrated Tariff) on Customs external website**

This service was redesigned during the development of the e-Customs website (www.customs.gov.jo) to adapt the needs of e-government services and the development of e-Customs services provided to the Department's customers. The information was linked to the ASYCUDA World (Module Tariff) to offer up dated comprehensive inquiry services for Customs tariff containing information regarding the rates of Customs duties and taxes, the agreements applicable to the tariff H.S code in addition to the exact Customs description used in Customs declarations.

• **Second phase of 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.

• **E-Customer service project** The customers service project (CSU) is one of the most important projects developed for the service of the service recipient so that the customer who needs the electronic services applied in the directorates can come to the reception section in the Department and submit the application, to archive it and scan all the required documents and send them to the concerned directorate electronically and follow up



procedures from the customer service office on the display or select the response method via(E-mail, SMS or Department's website) without waiting in the hall. The number of electronic services included in the system was 68 electronic services. The implementation of services during the year 2015 through the website of the Department so that the service recipients can submit the application directly through the website. In 2016, the customer service system for correspondences was adopted by the Prime Minister as a centralized system for the government agencies and implement

it in stages, with the obligation of government institutions not to buy an internal correspondence system (bureau).

- **Electronic archiving**

The system has been implemented since its launch until the end of 2016 in 25 directorates with 74 sections in these directorates. A central archiving center has been established that includes all the declarations of the Customs houses in Amman Customs house. The number of archived declarations electronically in the Customs houses was (1,479) million Customs declarations included (35) million documents and the number of documents archived electronically in the directorates of the Department was (1,795) million documents.

- **Electronic connectivity with the public and private sectors**

In 2016, Jordan Customs expanded the electronic connectivity and exchange of information with other agencies to include Aqaba Development Company. Many ministries and institutions have been addressed for electronic connectivity and exchange of information. The number of agencies connected electronically by the end of 2016 was (33) governmental and private agencies.



- ❖ **Electronic connectivity with neighboring countries**

The process of electronic connectivity and exchange of information with the Arab countries aims to simplify the procedures of international trade exchange, thus it enhances trade relations between the Kingdom and the Arab countries. The number of countries that have been connected electronically (7) countries until the end of 2016 are: Saudi Arabia, Syria, Abu Dhabi, Palestine and Agadir Agreement countries (Egypt, Tunisia, and Morocco).

During the year 2016, many pioneer projects have been implemented or expanded to facilitate and streamline procedures and thus improve Customs processes. These include: electronic payment, pre-clearance, electronic inspection, export and import license project, exemption pledges system, temporary admission, exemptions for special needs, exemptions of diplomats, investment promotion, BI system, and development of the Department's website. In 2016 several supporting systems have been computerized such as: RFID system the first phase, collection campaigns, exemptions for the areas surrounding Aqaba, movable funds, court testimonies, and customs certificates and engines.



❖ Telecommunications and Electronic Control

❖ (X-Ray) Inspection Equipment

In 2016, the Customs Department installed (4) x-ray machines at both the King Hussein Bridge Customs house and Al-Durra Customs house as well as a small X-Ray (Van Bus) at Al-Omari Customs house, in order to enhance the Customs role in the inspection process, checking the cargo vehicles and accelerating their movement without the need for actual inspection unless necessary.

❖ TV Monitoring System

This system provides, through more than (350) 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.



❖ Anti- Smuggling

Through its qualified cadres in 2016, the Customs Department managed to seize a number of smuggling cases and Customs violations.

The table below shows the number of cases collected in 2016 and the quantity of drugs seized.

Year	Number of cases			Collected fines value by (Million JDs)	Amount of detected drug
	Collected	Smuggling	Customs violations		
2016	46547	6906	39641	13.7	6059 kg
2015	56765	8216	48549	20.9	1869 kg

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

❖ **Electronic tracking and Transit trucks management system**

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, and this system has been connected with X-ray, in addition to Customs Escort Directorate that works as a true supporter for such system. E-tracking service-charges accounted for (4.7) millions JDs during 2016, while the number of tracked Transit trucks accounted for (117.289) thousand escorted trucks during 2016.



❖ **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 2016 have been represented by the following aspects:

❖ **Reporting and Anti-smuggling**

In 2016, Intelligence Directorate has dealt with (64) cases including (41) cases in process, following the receipt of information on smuggling crimes, value manipulations or forgery crimes. The value of Customs duties and fines amounted to around (4.2) million JDs.



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

The Department has dealt with (26) 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 (63) thousand JDs. However, in 2016 the number of completed permits reached (1076) and the value of declared amounts for the same period accounted for around (466.5) billion JDs, while the value of undeclared amounts of money accounted for (4.9) million JDs.

❖ **Customs Enforcement Network (CEN)**

Customs Intelligence Directorate has access to the Customs Enforcement Network (CEN) through feeding the said network with information about all distinctive customs cases related to drug seizures; Intellectual Property (IPR) crimes, commercial fraud and Cigarettes smuggling. Therefore, the WCO makes use of this information for issuing reports and statistics pertaining to all countries. In the year 2016, the number of cases fed over that network amounted to (150) 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 2016, reached a total of (160). They were all published on the Customs Intranet. In addition, Customs Intelligence Directorate assumes local office that is attached to the Regional Office for exchange of information in the Middle East. As such, it received a lot of notifications and significant seizures (success stories) which were utilized and disseminated at all Customs houses to take advantage of them especially drugs related seizures.

❖ **Complaints Management**

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

- E-mail: compsug@customs.gov.jo
- Toll-free number 080022999
- Complaint form available at the information desk or near complaints boxes in the Department and Customs houses.
- "WhatsApp" service on 0780349516 to receive complaints and inquiries.
- Link (contact us) located on the website of the Customs Department.

- **To communicate personally with:**
 - Director of the relevant Customs House.
 - Director of Customs Intelligence – Headquarters.
 - The staff of Complaints section - 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

The number of companies joining the Golden List Program amounted to (60), following (6) new companies joined it over the past year 2016, after the “compliance audit committee” has finished its post-audits on these companies, which included verifying the compliance of these companies with the applicable Customs laws and regulations and the adequacy of their internal control systems, as well as verifying the availability of security systems and procedures in accordance with international standards.



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

1. Home Pillars Trading Co. /Import
2. Hikma Pharmaceutical Co. /Import & Export
3. Al-Ghanem Trading and Contracting Co. /Import
4. Arab Aluminum Industry Co. “Aral”/Import
5. Ibrahim & Khalid Abu Shaqra& Partners Co. /Import
6. Medmac For Manufacturing Agricultural Chemicals & Veterinary Co. / Qualified Industrial Zones (QIZ)

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

1. Expansion of granting green lane transactions.
2. Taking advantage of pre-clearance service for all materials.
3. Rapid release of goods by virtue of appropriate financial guarantees before completing or organizing Customs declarations.
4. Any other Customs advantages that may be provided by any Directorate or Customs house.

5. Granting moral incentives such as issuing letters of appreciation and honoring the three best companies in celebration of World Customs Day.
6. Allowing Clearance Companies to open new branches.
7. Doubling general guarantees for trading companies.
8. Doubling merged guarantees pertaining to clearance companies.
9. Conducting direct clearance on the back of vehicles for import, export and QIZ companies.
10. Giving priority to complete Customs declarations for import, export and QIZ companies.
11. Allow to bring the goods outside official working hours under the undertakings in customs clearance companies Centers.
12. Trucks, loaded with imports and exports, are excluded from Customs Escort except trucks loaded with cigarettes and alcohol.
13. Incoming goods for import companies are excluded from the necessary condition of inspection mentioned in item (1) of the first paragraph about deposit procedures provided for in notification no. (56) for the year 2002, so that such goods shall be subject to selectivity system procedures.
14. Companies shall be excluded from the provisions of Paragraph (A) of Article (11) provided for in notification no. (49) for the year 2006, regarding provision of a recommendation letter by the official party responsible for the project that includes allowing such companies to enter devices, equipments and supplies so as to be used in installation and maintenance purposes.
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 house "Aqaba Container Port". During the year 2016 the program has been launched experimentally in Customs Queen Alia International Airport / clearance, and in 2017 it will be implemented officially in this Customs house in addition to commencement of procedures to implement the program in Passenger ferry Customs house, and the rest of the Customs houses according to priorities taking into account the nature and volume of work.

❖ Single Window

Single Window has been currently applied at (2) Customs Houses during 2016, applied (19) Customs houses. The Customs declarations organized consist more than 99% of the total number of declarations. The number of participating departments in *single window* with Customs Department project is (6), namely:

- Ministry of Environment
- 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 include all the relevant agencies involved in clearance and flow of goods on the long-term.

❖ Risk management and selectivity system

A system for selecting and determining the Customs procedures at Customs houses on shipments based on the grades and risk indicators in the light of studies and scientific foundations in order to optimize the available resources and facilitate and rapid release of low-risk shipments as well as concentrating resources and efforts on high-risk shipments and encouraging the commercial community to commit with.

The Customs Department is pioneer in the implementation of the concept of risk management and selectivity at the local level between government departments and authorities concerned with the movement and flow of goods and also at the regional level between the Customs Departments. It was represented by its cadres has a prominent role in the establishment and development of risk management systems and selectivity at the local level and regional levels.

The modernization and development of the Customs Department's Risk Management and Selectivity System has had a clear impact on encouraging the business community commitments. The commercial community's commitment in 2016 is 89.5%, an increase of 8% over 2015.

❖ Intellectual Property Rights Protection

To enhance its role in the protection of intellectual property rights, the department worked during 2016 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) Adopting the monthly campaign mechanism by targeting certain categories through publishing circulars on the electronic encyclopedia, in addition to increasing communication and coordination between the Customs Department and



the liaison officers at the Customs houses and trademark owners and their legal agents in terms of cases of commercial fraud and infringement of the intellectual property rights they face.

- 5) Expanding cooperation with the Ministry of Industry and Trade to:
 - (A) Coordinate a list of projects and agreements and provide them with a set of proposals to develop cooperation frameworks with Morocco in combating fraud and commercial counterfeiting in all its fields.
 - (B) Provide the Customs Department with updated electronic copies relating to the new trademarks and their legal agents through the Trademark Register Section.
 - (C) Consolidate the procedure for the protection of intellectual property in cases of failure to file a claim with the competent courts and forming joint destruction committees for this purpose.

- 6) Increase the number of qualified liaison officers in the Customs houses from 13 liaison officers to 21 liaison officers and subject them to training courses and specialized workshops in this field. In this context, in 2006, 13 training workshops were held on the subject of intellectual property in cooperation with Trademarks representatives.

- 7) The number of memorandums of understanding signed with the legal representatives of trademarks are (3) memorandums, as the number of cases that have been filed with the competent courts into claims of intellectual property (33) cases, and was issued (120) circulars for Customs houses regarding the protection of registered trademarks. The number of suspended transactions related to intellectual property are (217) Customs transactions.

❖ **Customs Total Quality Management**

• **Doing business report**

The directorate, in coordination with the financial reform project 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 (190) countries, and the first ranking in the Arab world, and the second in the Middle East and North Africa level.

❖ Legal affairs

• Customs Law

In the year 2016, the Directorate of Legal Affairs finalized the draft law amended to the Customs Law No. (20) of 1998 to the cabinet to complete the constitutional procedures for issuing it, including several provisions for simplifying and facilitating procedures and implementing the Kingdom's commitments under international conventions.

❖ 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%) of the total value of imports during 2016, “including, but not limited to”:

- ✓ Imports exempted from Customs duties under free trade agreements, and thus imports that have been exempted in this regard accounted for (27.7%).
- ✓ Imports exempted from Customs duties under the resolutions of the cabinet or private laws or franchise companies (except petrol and its derivatives) or for parties exempted from Customs duties, and thus imports that have been exempted accounted for (20.9%).

• Investors' exemptions

The value of exemptions granted in order to encourage investment through 2016 nearly 274 million dinars. As a result of the turbulent situation in neighboring countries there is a decline in the value of the exemptions granted under the Investment Promotion Law rated (23%).

The following table shows volume of exemptions under the Investment Promotion Act for the year 2016 compared with 2015.

Exemption Sector	Value 2015 (Million JDs)	Value 2016 (Million JDs)	Amount of Change (Million JDs)	Percentage of Change
Industrial	262	174	89-	-34%
Agricultural	9	8	-1	-11%
Hotels	19	29	10	53%
Hospitals	18	20	2	13%
Maritime Transport and Railways	0.03	3	3	10663%
Any Sector that the Cabinet decides to exempt from duties and taxes	46	36	-9	-21%
Pending the issuance of Investment Encouragement decision and ensure that Customs duties and sales tax are paid by a guarantee	3	4	1	48%
Total	357	274	-83	-23%

• **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 2016, the most important of which are the following:

- 1) Apply the service of Customs exemptions for vehicles with special needs cases electronically. This service is one of the latest services provided by state institutions for people with special needs through cooperation and partnership with various parties to facilitate this category of citizens and save time and effort. The application is submitted to the Directorate of Social Development according to the area of residence. The applications are sent electronically with various concerned bodies, to assess them and obtain the required approvals then submitting them to the Supreme Council for the Affairs of Persons with Disabilities to check by the Medical and Technical Committee and Customs exemptions Committee on the same day, completing the procedures and sending the decision to the Directorate of Social Development to inform the concerned party of the decision.
- 2) The number of exemptions granted to the disabilities amounted to (4278) over the past year 2016, distributed as follows:
 - Partial disability amounted to (152) exemptions
 - Complete disability amounted to (4126) exemptions

- 3) The number of vehicles cleared to the disabilities amounted to (4304) over the past year 2016, distributed as follows:
- Partial disability amounted to (211) exemptions
 - Complete disability amounted to (4093) 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 during 2016 achieved the following:



1. Submitting a proposal for the signing of cooperation agreements with Kazakhstan, Oman, India, Belarus and Malaysia.
2. Negotiations with Russian Customs to sign cooperation protocols in the customs field.
3. Finalizing the signing of the Arab Customs Cooperation Agreement.
4. Receiving and preparing official correspondence related to the ministries and government departments and follow them up which amounted up to 180 this regard.
5. Accommodating all correspondences received by the Jordan Customs through the official e-mail and respond to them in coordination with the directorates of the department, where they responded to 2460 messages for the year 2016.
6. 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.
7. Follow-up works with Customs-related works initiated by international bodies and organizations:
 - To manage and follow up all arrangements for meetings of the Joint Customs Committee in Agadir Agreement.
 - Responding to all inquiries and letters received by the Customs department of the World Customs Organization and Customs departments around the world on various practices, policies and legislation.
 - Working as liaison officer with the International Monetary Fund and coordinate meetings between delegates from the Fund and the Director General.

- Manage and follow up all arrangements for meetings of the US Embassy and USAID project with officials from the Customs Department.
 - Coordination of meetings of the Director General, such as meeting with Korean Customs in Korea.
 - Translation of many international correspondences, letters and documents related to Customs support projects.
 - Preparation of meetings to follow up the work of the World Customs Organization and the World Trade Organization and to provide the staff members with the required documentation.
8. Implementation of all the components of the Export and Border Security Program of the US Department of State (EXBS). Arrangements, correspondences and memoranda were made for the holding of five training programs in the field of export control and border security provided by the US Embassy.
9. Working with the missions, internal and external representation committee to facilitate the delegates tasks through making arrangements, correspondences and memos to hold training programs provided by other international bodies in coordination with the Directorate of Human Resources.
10. Implementing and submitting 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 7 requests for mutual cooperation and administrative assistance with the global and regional Customs administrations.
11. 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 (265) applications.



❖ Public Relations and Media

The Customs Department attaches great importance to Public Relations and Media as they highlight the bright image of the Department and its role towards the local and international community. It is the ideal tool for creating positive relationships that have the greatest impact on internal and external communication.



The achievements of the Customs Department in Public Relations and Media are as follows:

- Preparation of the internal and external communication plan for the year 2016 in implementation of the policy of the Department in the field of communication with all stakeholders in cooperation and coordination with all directorates of the Department and Customs houses.
- Press releases
 - The total number of press releases published in 2016 by the media, which represent the events and activities of the Department of (141) news.
- Electronic publications
 - The number of e-mails that were sent during 2016 to the various stakeholders with the Department (86890) bulletin, with average (7241) monthly bulletin.
- Meetings
 - The number of meetings that were held in the Department and coordinated and followed up by the public relations (350) meetings.
- Receiving many delegations, Arab and international Customs officials with a view to exchanging Customs experiences. Several training courses were also held with the Customs administrations of the member countries of the Region. The table below shows the following:

No.	Delegation's Name	Date
1.	Training and preparation of trainers workshop (for the staff of the Palestinian Customs)	18/01/2016
2.	Human Resource Management and training workshop	21/01/2016
3.	A visit from the expert Darren Jenkins of the International Monetary Fund to develop intelligence work at the Customs Department.	21 - 25/02/2016

4.	Training workshop on rules of origin and conventions	01/03/2016
5.	Workshop on Trade Facilitation Agreement and Security and Trade Facilitation framework	04/04/2016
6.	Training Workshop on Air Cargo Control	24/05/2016
7.	Workshop on risk-based passenger selectivity	05/06/2016
8.	Participation of Customs Technical Affairs Assistant in a working seminar on the project to strengthen the capacities of developing countries and countries with economies in transition to facilitate cross-border trade, cooperation and regional cooperation through electronic connectivity between national Customs at the UN Palace in Geneva, Switzerland.	20 – 21/06/2016
9.	Seminar on Intellectual Property to combat the tradition of trademarks in Jordan	28/07/2016
10.	The meeting of the Directors of the Jordan Customs and the Saudi Customs Authority was held in Riyadh	17/08/2016
11.	A visit from the Director-General of Korean Customs at their invitation to participate in a seminar on Trade Facilitation for Europe and Asia	29/8-9/01/2016
12.	A visit from Mr. Paul Martins from the International Monetary Fund - Revenue Department to discuss possible technical assistance that the can be provided by the Fund to the Jordan Customs	07/09/2016
13.	Regional workshop on Container Prior Control	12/10/2016
14.	Workshop on Strategic Planning for the Palestinian Customs Authority	20/11/2016
15.	A visit from the Director General of the Palestinian Customs	21/11/2016

❖ 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 2016, JC carried out various activities related to community development according to the social responsibility plan including, but not limited to:



- Organizing (3) blood donation campaigns
- Giving awareness lectures to a number of Jordanian schools and university students on the role of Jordan Customs in protecting the local community and the national economy. Two lectures were presented during 2016.
- Rationalization and control of expenditure in fuel consumption, and thus there were savings by (7.5%) during 2016.
- Rationalization and control of expenditure in water consumption, and thus there were savings by (3%) during 2016.
- Rationalization and control of expenditure in electricity consumption, and thus there were savings by (20%) during 2016.

❖ Empowering women in the Customs Department

- Supporting and enhancing the position of women in the department through the following activities:
 - Honoring the retired female employees and the female employees of the Department who are on duty and the women of the local community from different bodies and honoring mothers on Mother's Day.
 - Preparation of a film about the reality of the work of the employees of the Department within the activities of the celebration of International Women's Day.
 - Documentation and presentation of the success stories of the Department's employees.
- Raising women's awareness of issues related to work and health through:
 - Organizing seminars and workshops on a number of topics such as social security, income tax, cancer and healthy balanced food. In coordination with

the King Hussein Cancer Center, the Customs Department conducted tests for (25) female employees of the department, free of charge and completing follow-up procedures for each of them.

- Enhancing the participation of the Department's employees in the activities of the social responsibility organized by the Department within the concept of volunteering:
 - Ramadan breakfast initiative for orphaned children, Eid clothing, school bags and stationery.
 - The initiative to visit children with cancer, to provide games room and provide television screens for patients' rooms.
 - Visiting women's Reform and Rehabilitation Centers.
 - Financial support for Bazaar products of Reform and Rehabilitation Centers.
 - Participation in fundraising for the less fortunate humanitarian cases through providing and equipping one of the poor houses with basic requirements (electrical materials and furniture).
- The Department also promoted a number of female employees to hold leadership and supervisory posts in 2016 of (3) female employees in leadership posts at the rank of (Director of Directorate) and two supervisory posts at the rank of (Assistant Director of Directorate / Customs house) and (13) supervisory posts at the rank of (Head of section).
- The Department has appointed a number of female employees in the vacant positions of (6) female employees, and the number of female employees in the Department of humanitarian cases (10) female employees.



Chapter 6

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 for all obstacles that may impede economic and investment activities. The Board meets four times a year at the end of March, June, September and December.

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 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 2016, which was held on 02/03/2016 under the patronage of Amman Chamber of Commerce. The most important issues raised during this meeting:

1. Studying the request regarding the issue of containers that have been in the port for more than three months of 200 containers.
2. Consideration of the request to introduce the subject of exemption of turmeric from Customs duties to the competent protection committee as being considered production inputs.
3. To issue contents bulletin for chicken fat so that the Customs Department can determine the tariff H.S code for this item and submit it to the Protection Committee as appropriate.
4. Studying the subject of Customs service charge system on exempted imported goods No. (47) for the year 2014 published in the Official Gazette no. (5282) on 22/4/2014 and raising the results of the study duly within one week of its date.
5. Appointing a second delegate in the committee formed to study the guide lists for the car parts and its accessories. The meetings of the committee shall be periodically from time to time, as there are new parts, and the results of the study shall be raised within two weeks.
6. Review Customs Department to study the possibility of solving the problem of obtaining the approval of the Investment Authority for inputs and inputs of production and fixed assets included in the investment incentives system in order to complete the Customs procedures in addition to some demands required by Customs such as the manufacturing equation and consider the possibility of exemption automatically and without review Investment Authority with cancellation of manufacturing formula requirement.
7. Formation of a committee to consider the application submitted by the Jordan Chamber of Industry to solve the problems resulting from the lack of coordination between the Jordan Customs and the Income and Sales Tax Department in relation to the reduction of the general tax on sales of perfume and cosmetics (item 3304) and the presence of the representative of the Jordan Chamber of Industry. The results of the meetings of the Committee shall be submitted within two weeks.
8. Studying the application submitted by the Jordan Chamber of Commerce regarding the installment of Customs duties on goods, vehicles, machinery and equipment stored in public and private warehouses and private and public free zones based on the Council of Ministers' resolution No. 616 dated 13/4/2011.

❖ **Customs Department Partners with Customs work**

What an institution can accomplish on its own is very limited if it is not accompanied by partnerships with third parties capable of providing the support, expertise and advice of the first party. Therefore, the Jordan Customs Department has given great importance to the issue of partnership and the signing of agreements and memorandums of understanding which will contribute to facilitate the work of Customs and enable them to achieve their mission.

Over the past years, Jordan Customs has been able to build excellent partnership relations at all levels locally, regionally and internationally. It has identified its partners and then classified them according to a specific mechanism. The department adopted a sophisticated methodology in identifying and classifying the partners in accordance with the nature of the relationship with them and their role in achieving the strategic objectives of the department, national goals and joint ownership initiatives. The matrix below, which shows the main partners of the department, and the relationship and nature of the relationship according to a mechanism adopted in 2010, is based on the use of a scale that determines the degree of importance and impact on achieving the institutional objectives, in order to ensure the priority of coordination and degree with these partners.

Jordanian Customs Partners Matrix for 2016

No.	Partner's/ Party's Name	Type and Nature of Relationship	Type of Partnership			Description of the Partner				
			Major partner	Regular partner	Potential partner	Partnership Framework			Sector	
						Local	Regional	International	Public	Private
1.	Prime Ministry	Cooperative	/			/			/	
2.	Ministry of Finance	Structural	/			/			/	
3.	Armed Forces General Command	Cooperative		/		/			/	
4.	Ministry of Interior	Cooperative		/		/			/	
5.	Ministry of Planning and International Cooperation	Cooperative		/		/			/	
6.	Ministry of Industry and Trade	Cooperative	/			/			/	
7.	Ministry of Public Work and Housing	Cooperative		/		/			/	
8.	Ministry of Health	Integrative, Cooperative	/			/			/	
9.	Ministry of Communications and Information technology	Integrative, Cooperative		/		/			/	
10.	Ministry of Agriculture	Integrative, Cooperative	/			/			/	
11.	Ministry of Environment	Integrative, Cooperative	/			/			/	
12.	Ministry of Public Sector Development	Cooperative		/		/			/	
13.	Ministry of Social Development	Cooperative	/			/			/	
14.	General Budget Department	Cooperative, Structural	/			/			/	
15.	General Supplies Department	Cooperative, Structural	/			/			/	
16.	Income and Sales Tax Department	Integrative, Cooperative, Structural		/		/			/	
17.	Department of Press and Publications	Cooperative		/		/			/	

18.	Department of Public Statistics	Cooperative		/		/			/	
19.	Government Tenders Department	Cooperative		/		/			/	
20.	Civil Status and Passports Department	Cooperative		/		/			/	
21.	Department of Land and Survey	Cooperative, Structural	/			/			/	
22.	Food and Drug Administration	Integrative, Cooperative	/			/			/	
23.	Jordan Institution for Standards and Metrology	Integrative, Cooperative	/			/			/	
24.	<i>Free Zones Corporation</i>	Integrative, Cooperative	/			/			/	
25.	Aqaba Ports Corporation	Integrative, Cooperative	/			/			/	
26.	Jordan Investment Board	Integrative, Cooperative	/			/			/	
27.	Education Institutions (public universities)	Cooperative		/		/			/	
28.	Legislation and Opinion Bureau	Cooperative	/			/			/	
29.	Audit Bureau	Integrative, Cooperative		/		/			/	
30.	Civil Service Bureau	Cooperative	/			/			/	
31.	Judicial Council	Cooperative		/		/			/	
32.	Central bank of Jordan	Cooperative		/		/				/
33.	Commercial Banks	Cooperative		/		/			/	
34.	Telecommunications Regulatory Commission	Integrative, Cooperative	/			/			/	
35.	Jordanian Nuclear Energy	Integrative, Cooperative	/			/			/	

	Commission								
36.	Development Zones Commission	Cooperative		/		/			/
37.	Aqaba Economic Zone Authority	Cooperative, Integrative,	/			/			/
38.	Royal Jordanian	Cooperative	/			/			/
39.	Public Security/ Residence and Border Department	Cooperative, Integrative	/			/			/
40.	Public Security/ Department of Drivers and Vehicles Licensing	Cooperative, Integrative	/			/			/
41.	Public Security/ Military Security	Cooperative, Integrative	/			/			/
42.	Public Security / General Intelligence Department	Cooperative, Integrative	/			/			/
43.	Public Security/ Drug Enforcement Administration	Cooperative, Integrative	/			/			/
44.	Directorate General of the Gendarmerie	Cooperative		/		/			/
45.	Civil Defense Directorate	Cooperative	/			/			/
46.	Greater Amman Municipality	Cooperative, Integrative	/			/			/
47.	Syndicate of Clearance Companies	Cooperative, Integrative	/			/			/
48.	Jordan Federation for Insurance Companies	Cooperative, Integrative	/			/			/
49.	Royal Scientific Society	Cooperative, Integrative	/			/			/
50.	Shipping Agents Association	Cooperative, Integrative	/			/			/
51.	Customs Courts (Court of First Instance and Court of appeal)	Cooperative, Integrative	/			/			/

52.	Jordan Post	Cooperative		/			/			/
53.	Suppliers	Cooperative		/			/			/
54.	Regional Office for Information Exchange in the Middle East	Cooperative		/				/		/
55.	WCO Regional Office	Cooperative	/				/			/
56.	World Customs Organization	Cooperative		/				/		/
57.	Customs Administrations of Neighboring Countries	Cooperative, Integrative		/			/	/		/
58.	World Trade Organization	Cooperative	/			/				/
59.	Embassies of Foreign Countries	Cooperative	/			/				/
60.	Members of the Partnership Council	Cooperative, Integrative								
61.	Donors	Cooperative								
62.	Bodies and civil organizations and charities	Cooperative								

***FUTURE
ASPIRATION***

❖ *FUTURE ASPIRATION*

The Customs Department looks forward to achieving the following aspirations in 2017:

- Having the honor for winning King Abdullah II Award for Excellence in Government Performance and Transparency for the next cycle (Eighth Cycle).
- Follow up 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 developing of inspection procedures so that Customs inspectors can record their observations on ASYCUDA World System through using PDA devices.
- Expansion of electronic 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.
- Encourage 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 to be in line with the next stage to keep up with the rapid developments.