



*Jordan Customs*

# **Annual Report 2019**

**“E-Customs... Supporting the Economy”**

***Prepared by:  
Directorate of Strategies and Institutional Development***





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*

It is with great pleasure that I present to you Jordan Customs Department's (JCD) Annual Report for the year 2019. As this report outlines the Department's major achievements and future inspirations of 2019, it, by the same token, highlights the Department's efforts to boost the national economy and provide the highest quality services to the business community and stakeholders.

As a rule of thumb, we've always sought to realize our ambitious future vision of *"Jordan ranking globally among the best twenty countries for security and facilitation of cross-border trade"* through translating this vision into a set of solid strategic objectives. These objectives have been accordingly destined towards creating a balance between trade facilitation and control requirements in the global trade supply chain; hence, meeting the regional and global requirements in line with the international best practices.



Based on this approach, and under the directives and guidance of our wise Hashemite leadership, JCD 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. Consequently, the progress made in these areas was a direct end result of the department's relentless efforts to develop and implement lead projects and initiatives such as developing Customs intelligence, risk management system, and ICT systems, as well as strengthening customs control operations and facilitating customs clearance procedures.

Jordan Customs achievements have also contributed, in large, to elevating its position among the most advanced customs administrations worldwide. This is evident in the relevant international reports and reviews which commend the prestigious place JCD proudly occupies, and the prizes awarded thereto at all levels in recognition to its outstanding performance.

Currently, JCD is working on implementing the National Window for Trade project in close cooperation and coordination with the relevant ministries and government institutions. The project comes as a part of implementing JCD's strategy which strives to facilitate the movement of commercial exchange, stimulate the national economy and create an attractive investment environment, besides developing and implementing a wide range of initiatives that would achieve the greatest possible level of integrity, transparency, facilitation and protection.

Equally, JCD attaches great importance to the issue of partnership with public and private sectors. It is due to its inveterate belief that partnership, as a contemporary concept and practice, would effectively provide common solutions; and contribute to supporting the infrastructure under the scarce available resources and the pressing globalization parameters. From this standpoint, the "Golden List" program which was developed to promote the notion of "Facilitation for compliance", the Partnership Council between Customs and the private sector, and the Single-Window project were all put in place to entrench our vision and perseverance.

In close, as I continue to look forward to further growth and excellence under the wise Hashemite leadership, I avail myself of this opportunity to extend my sincere thanks and appreciation to all who have contributed to these achievements, especially, Jordan Customs' employees, at all respective levels and locations. I also extend my thanks and appreciation to our partners from the public and private sectors for the fruitful and constructive cooperation and contribution.

**Dr. Abdelmajid Al-Rahamneh**  
**Maj. Gen.-JC**  
**Director General**





**Inspirational quotes**  
**by His Majesty King Abdullah II Ibn Al Hussein**

**"Jordan is moving resolutely towards a culture of creating opportunities and self-reliance. With this spirit, we can deliver our mega projects in energy, infrastructure, investment promotion, and agriculture support. The most important achievement in this field would be encouraging excellence, dedication, and professionalism".**

*Speech from the Throne*  
*By His Majesty King Abdullah II*  
*Opening the Third Ordinary Session of the 18th Parliament*  
*Jordan, Amman*  
*14 October 2018*

**"For innovation to take root, it cannot be the exception, but the norm and a way of life. Students, teachers, soldiers, security officers, laborers, and every young man and woman all play their part in our journey to build on our achievements".**

*Remarks by His Majesty King Abdullah II*  
*On the Occasion of Jordan's 71st Independence Day*  
*Jordan, Amman*  
*24 May 2017*

**"It is important to reinforce state institutions against corruption by enhancing oversight bodies and ensuring accountability; completing the e-government project, which enhances transparency and addresses shortcomings in public administration; and maintaining ongoing assessment and development of administrative staff to ensure efficiency and integrity, and elevate the quality of public services".**

*Speech from the Throne*  
*By His Majesty King Abdullah II*  
*Opening the Third Ordinary Session of the 18th Parliament*  
*Jordan, Amman*  
*14 October 2018*

## ***Our Vision ...***

“Jordan ranks globally among the top twenty countries for security and facilitation of cross-border trade.”

## ***Our Mission ...***

"Create a fair competitive environment for business, contribute to promoting the national economy, homeland security, and the safety of citizens; facilitate the trade movement by providing distinguished Customs services to stakeholders in line with the international best practices and in effective cooperation and coordination with all partners.”

## ***Our Core Values...***

### ***Integrity***

Abstaining from any conduct that may violate public job ethics intended to serve personal interests.

### ***Transparency***

Straightforwardness and disclosure of decisions which concern work and stakeholders.

### ***Equity***

Equal treatment and reaching balanced, logical and unbiased resolutions.

### ***Discipline***

Obligations to abide by the duties and responsibilities required on the basis of the legislation in place.

### ***Innovation***

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

### ***Professionalism***

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

### ***Team-work spirit***

Embodying the principle of cooperation and joint efforts between staff members on one hand, and between the Department, and its partners and stakeholders on the other hand, to serve the public interest.

## ***Our Strategic Goals***

- **Strengthen financial resources and raising the efficiency of duty collection.**
- **Increase the satisfaction of the Department's stockholders and partners.**
- **Strengthen the social responsibility.**
- **Develop intelligence and risk management processes.**
- **Strengthen seizures and Customs controls.**
- **Facilitate Customs clearance procedures.**
- **Strengthen environmental sustainability.**
- **Increase performance efficiency and institutional capacity.**

*Chapter 1*

*Organization of Jordan Customs  
Department*

## Establishment and Development of JDC

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 distinctive location of the Emirate at the heart of the Arab World, and due to 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 a subdivision under 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 to the Council of Ministers. During 1953-1951, the Department was linked 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-one 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. 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.

Jordan Customs 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.**

*A Group of Customs officers in 1949*

**Director Generals who headed Jordan Customs Administration since establishment:**

No.	Name	Job Title	Period of Time
1.	<b>Abdussalam Kamal.</b>	Director of Excise, Production and General Statistics.	1/10/1922 - 6/1/1926
2.	<b>H.A. Turner.</b>	Director of Customs and Excise.	7/3/1927 – 14/5/1935
3.	<b>B.Livingstone.</b>	Director of Customs, Industry and Commerce.	15/5/1935 - 13/9/1948
4.	<b>Fawaz Al-Rossan.</b>	Director of Customs, Industry and Commerce.	14/1/1948 - 1/3/1951
5.	<b>Zahaa Al-Deen Al-Hmood.</b>	Under-Secretary of State for Commerce.	3/3/1951 - 11/7/1951
6.	<b>Mohammad Odeh Al-Quraan.</b>	Under-Secretary of State for Finance/Customs.	12/7/1951 - 1/6/1962
7.	<b>Saed Al-Dorra.</b>	Under-Secretary of State for Finance/Customs.	2/7/1962 - 6/6/1965
8.	<b>Ali Al-Hassan.</b>	Under-Secretary of State for Finance/Customs.	7/6/1965 - 1/2/1971
9.	<b>Mamdouh Al-Saraira.</b>	Under-Secretary of State for Finance/Customs.	2/2/1971 - 1/2/1975
10.	<b>Yassin Al-kayed.</b>	Under-Secretary of State for Finance/Customs.	2/2/1975 - 9/5/1982
11.	<b>Adel Al-Qoda.</b>	Customs Director General.	10/5/1982 - 9/6/1990
12.	<b>Dr. Mahdi Al-Farhan.</b>	Customs Director General.	10/6/1990 - 1/11/1991
13.	<b>Mohammad Ahmad Al-Jamal.</b>	Customs Director General.	2/11/1991 - 16/5/1994
14.	<b>Nazmi Al-Abdullah.</b>	Customs Director General.	17/5/1994 - 7/11/1999
15.	<b>Dr. Khalid Al-Wazani.</b>	Customs Director General.	8/11/1999 - 9/6/2001
16.	<b>Mahmoud Qutieshat.</b>	Customs Director General.	19/6/2001 - 1/6/2005
17.	<b>Alaa.Al Batayneh</b>	Customs Director General.	2/6/2005 - 10/5/2007
18.	<b>Mut'eb Wsaiwes Al-Zaben</b>	Customs Director General.	11/5/2007 - 21/10/2008
19.	<b>Ghaleb Qassem Al-Saraira</b>	Customs Director General.	22/10/2008-8/6/2013
20.	<b>Monther Abdelqader Al-Assaf</b>	Customs Director General	24/10/2013 – 30/10/2015
21.	<b>Dr. Waddah Mah'd Hmoud</b>	Customs Director General	15/11/2015- 13/9/2018
22.	<b>Dr.Abdelmajeed Al-Rahamneh</b>	Customs Director General	13/9/2018- to date

## **Administrative Organization and Organizational Structure**

Jordan Customs operates under *The Administrative Organization by-law No. (27) For 2011*. This By-Law was introduced to attune to the Department's mandate and the recent developments at the local and international levels. Pursuant to article (7) of the above By-Law, a planning and coordination committee shall be assembled to address and review the following matters, and submit its recommendations therefor:

1. Action plans and programs and methods of following-up with implementation thereof.
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 By-Law provides for the following:

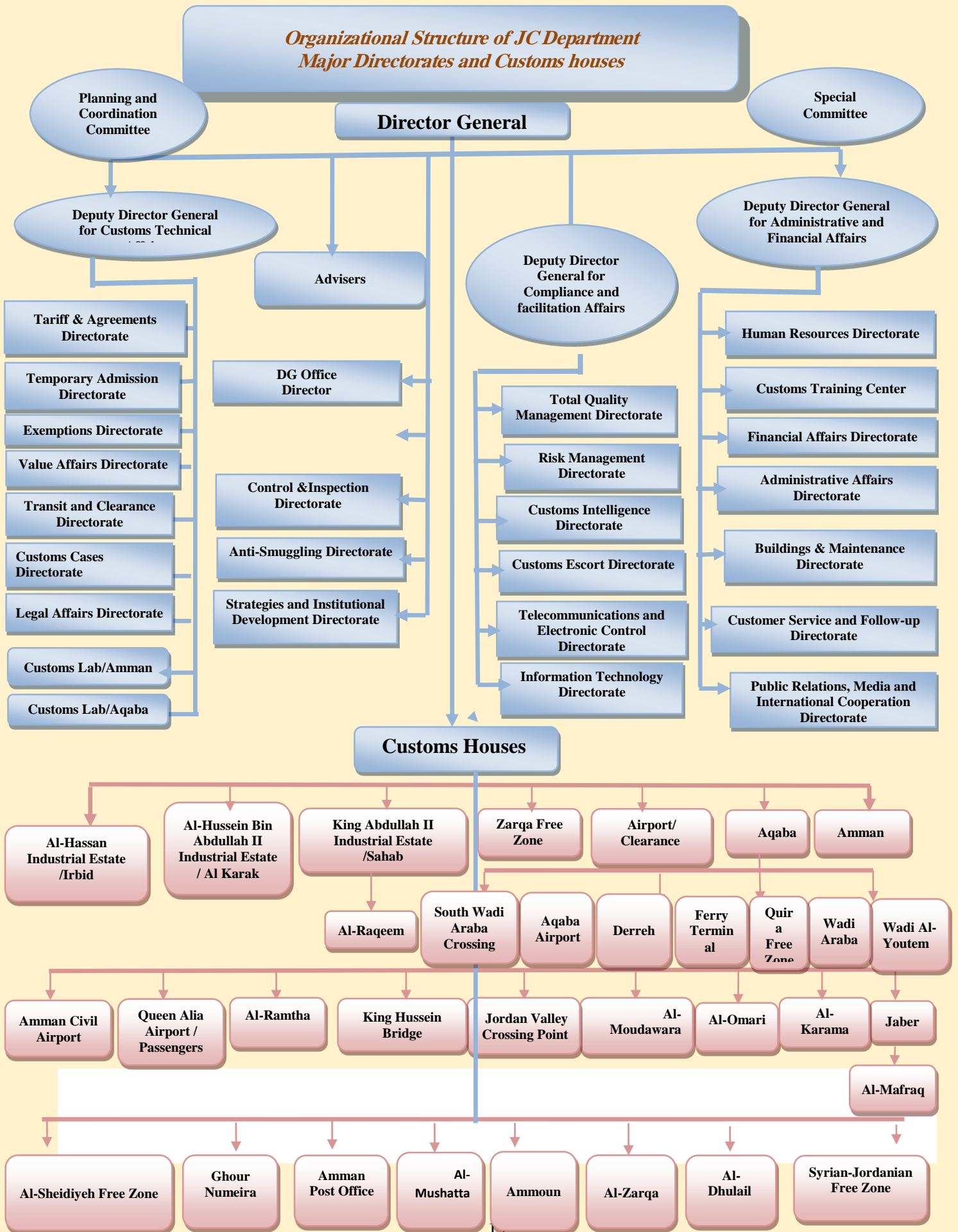
- upon a recommendation from the Minister's based upon a recommendation from the Director General, the Council of Ministers may create or cancel any directorate, or combine it with another one.
- The Director General may, upon recommendation from the committee, create, or cancel any division at any directorate or Customs house or Customs lab, or combine such with another unit.

In addition, Article (10) states that the Minister, upon the Director General's recommendation, shall issue the necessary instructions to implement the provisions of such by-law including:

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



The Organizational Structure of Jordan 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 possible 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 and the use of sophisticated technology.
- Implement and update automated systems to better serve work and public interests.

### • Structure of Manpower in Jordan Customs Department

#### Distribution of Staff by Gender in 2018-2019

Gender	2018	2019
Male	3272	3,406
Female	194	900
Total	3466	3,617

#### Distribution of Staff by type of appointment in 2018-2019

Type of appointment	2018	2019
Permanent and Classified Jobs and contracts	3006	3,177
Customs Security Agreement	336	911
Contracts (Public Security, Gendarmerie)	124	100
Daily Laborers	-	-
Seconded employees	-	-
Total	3466	3,617

### Distribution of staff by academic qualifications in 2018-2019

Qualification	2018	2019
PH.D	40	33
Masters	252	193
High Diploma	16	8
Bachelors	1450	1,271
Comprehensive Diploma	680	578
General Secondary Certificate and Less	1028	1,534
<b>Total</b>	<b>3466</b>	<b>3,617</b>

### Distribution of staff by age groups in 2018-2019

Age (by Years)	2018	2019
18-25	220	159
26-35	1115	1,283
36-45	1050	1,137
46-55	903	905
Older than 55	178	133
<b>Total</b>	<b>3,466</b>	<b>3,617</b>

### Employees who died while in service in 2019

Number	Name
1	Tayseer Ismail Ibrahim Khlaifat
2	Hassan Mahmoud Al-Mofleh Al-Zoubi
3	Mohamed Zayed Abd Bani Hani
4	Mohamed Abdel Galil Mohamed Ibrahim
5	Mahmoud Mohamed Attara Qarah
6	Munther Musa Abdul Rahman Ababneh

## Capacity building and Human Resources Development:

Jordan Customs focuses its attention on capacity enhancement and human resources development through providing its employees with training, and financial and moral incentives. During 2019, the Department has realized several accomplishments in this regard, the most notable of which are:

### Training

Recognizing the need to always keep up with the rapid scientific and technological advancements, the Department had therefore established the Customs Training Centre in the early 1998. In 2015, the Customs Training Centre was accredited as a regional Customs training center and attached a great importance with the view to boost the institutional capacity of its staff, the employees of clearance agencies, representatives of ministries and government agencies, and the customs officers of regional customs administration countries by developing and conducting quality programs in line with the best customs work standards. Basic military skills programs in cooperation with the Jordanian armed forces are provided therein to rehabilitate customs officers, in addition to providing capacity building programs funded by granting entities and international organizations.

#### Training Courses and Participants during 2018-2019

Subject	Number of Training courses		Number of Participants	
	2018	2019	2018	2019
Customs Clearance Training	10	11	301	415
Computer Training program	10	15	75	158
English Language training programs	2	6	28	124
Administrative Training programs	45	55	678	894
Customs Technical Training programs	71	85	1306	1588
Financial Training programs	7	7	41	7
Empowerment Training	1	0	32	0
Paramilitary order and discipline training	2	1	83	25
<b>Total</b>	<b>148</b>	<b>180</b>	<b>2,544</b>	<b>3,211</b>

## Incentives

Jordan Customs 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. This will, in turn, reflect on the stakeholders' satisfaction, performance excellence and efficiency. 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 (moral and financial) statistics for 2018-2019.

Subject of Incentive	Number of Employees	
	2018	2019
Scholarships for staff's and retirees' children	188	191
Appreciation Letters	2181	3622
Participants in internal training courses and workshops	139	1903
Participants in external training courses and workshops	53	140

*Chapter 3*

*Strategic Planning  
and Studies*

## Strategic Planning

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 therewith. It also aims to set clear goals and objectives and move forward with the achievement thereof within a specified period of time, and under the available financial and human resources to realize the Department's foreseen vision.

In the framework of issuing the strategic plan for the years (2017-2019), the Department has approved its vision of *"Jordan ranks globally among the top twenty countries for security and facilitation of cross-border trade"*, and its mission of *"Create a fair competitive environment for business, contribute to promoting the national economy, homeland security, and the safety of citizens; facilitate the trade movement by providing distinguished Customs services to stakeholders in line with the international best practices and in effective cooperation and coordination with all partners."*

**The Department has also adopted the following strategic objectives for the years 2017-2019:**

- 1- Strengthen the financial resources and raise the efficiency of collection.
2. Increase the satisfaction of stockholders and partners.
3. Enhance social responsibility.
4. Develop intelligence and risk management processes.
5. Strengthen seizures and Customs control.
6. Facilitate Customs clearance procedures.
7. Promote environmental sustainability.
8. Increase the efficiency of performance and institutional capacity.



### First: Evaluation of the Strategic Goals according to key Performance Indicators

1. Achievement percentage in all (8) evaluated strategic objectives for 2019 arrived at (95%) which is equivalent to **positive evaluation** in KPI evaluation measures of the strategic plan.

Strategic objective	Achievement percentage 2018	Achievement percentage 2019
Strengthen the financial resources and raising the efficiency of collection	98.1%	%96.1
Increase the satisfaction of stockholders and stockholders	90.8%	%88.3
Enhance social responsibility	87%	% 94.9
Develop intelligence and risk management processes	98%	%100
Strengthen seizures and Customs control	99.5%	%96
Facilitate Customs clearance procedures	99%	%91
Promote environmental sustainability	99%	%100
Increase the efficiency of performance and institutional capacity	99.8%	%93.5
<b>Average</b>	<b>97.6%</b>	<b>%95</b>

### Second: Evaluation of Programs cited in the Strategic Plan for 2019:

1. The number of programs listed in the Strategic Plan was (3) main programs.
2. Achievement percentage of programs in 2019 reached (90%), which is equivalent to **positive evaluation** agreed upon in KPI evaluation measures of the strategic plan.

Programs	Percentage Achievement 2018	Percentage Achievement 2019
Anti-Smuggling	<b>96.7%</b>	<b>94.1%</b>
Management and Supporting Services	<b>76.8%</b>	<b>77.8%</b>
Efficiency of revenue collection and community service	<b>93.3%</b>	<b>98.2%</b>
<b>Average</b>	<b>88.9%</b>	<b>90%</b>

### Third: Evaluation of Projects and activities cited in the Strategic Plan for 2019:

1. Achievement of the evaluated (126) performance indicators of projects and activities for 2019 reached (90%), which is equivalent to **the positive evaluation** agreed upon in 1. KPI evaluation measures of the strategic plan.
2. The number of performance indicators with **negative** achievements of projects and activities (13) indicators. The delay in achievement was due to internal and external risks.
3. The number of performance indicators with **average** achievement of projects and activities: (8) indicators.
4. The number of performance indicators with **positive** achievements of projects and activities: (87) indicators.
5. The number of performance indicators with unrealistic achievements of projects and activities: (18) indicators.

### Fourth: External risks which encountered projects implementations

Risk	Risk level	Number of project affected by the risk
Poor cooperation by some stakeholders in achieving works	Medium (M)	1
Delay in bids implementation by other parties	Medium (M)	6
Insufficient allocations in the general budget for capital projects	Medium (M)	7

### Studies

Government institutions usually conduct social studies in several fields areas relating to their work. The importance of these studies lies in identifying the weaknesses and strengths of these institutions, and enabling decision makers in these institutions to make wise and rational decisions that are based on accurate evidence and data to help them solve the problems that face these institutions.

Jordan Customs Department, similarly, conducts several technical (Customs) and satisfaction studies. This plays an essential role in identifying weaknesses that the department needs to tackle and the strengths the department shall maintain and enhance in order to continue with the improvement and development process which will, in turn, reflects on the performance of the Customs Department, partners' and stakeholders' satisfaction. The Department conducts the following periodic studies:

## JCD's periodic studies

Studies	2015	2016	2017	2018	2019
1) Measuring satisfaction of the Customs Department's Partners	94%	98%	93%	The partnership counsel was not held	86% Average of two meetings
2) Surveying the department's staff satisfaction	%79	79%	79%	%76	75%
3) Surveying the stockholders' satisfaction	%82	83%	85%	%83	89%
4) Surveying good governance application level in the Department from the staff's perspective	80%	79%	80%	%76	78%
5) Surveying good governance application level in the Customs Department from the stockholders' perspective.	81%	80%	82%	%79	81%

*Chapter 4*

*Customs Revenues  
and  
Foreign Trade*

## ➤ Customs Revenues

Customs revenues for the year 2019 totaled around (1.487) billion JDs, while they totaled around (1,568) billion JDs for the year 2018. This indicates a decline in the Customs revenues for 2019 by approximately (81.1) million JDs representing (5.2%) decrease. Below is Customs revenues for 2018 and 2019 categorized by type:

Customs Revenues	2018		2019		Value of Change (Million Dinars)
	Value (Million JDs)	Percentage	Value (Million JD)	Percentage	
General revenue	1,527.33	97.4%	1,451.52	97.6%	-75.82
Customs Deposits	1.13	0.1%	2.69	0.2%	1.55
Fee redemption Deposits	0.03	0.0%	0.00	0.0%	-0.02
Ministry of Finance Deposits	39.29	2.5%	32.46	2.2%	-6.83
<b>Total</b>	<b>1,567.78</b>	<b>100%</b>	<b>1,486.66</b>	<b>97.6%</b>	<b>-81.12</b>

### ✓ General revenue in details:

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

Customs Revenues	2018		2019		Value of Change (by Million dinars)
	Value (Million JDs)	Percentage	Value (Million JD)	Percentage	
Fines, customs confiscations and import fine	27.20	1.8%	24.15	1.7%	3.05-
Sales Tax	964.46	63.1%	880.38	60.7%	84.08-
Unified customs duty (tariff duty)	249.65	16.3%	246.01	16.9%	3.64-
Other miscellaneous charges	4.33	0.3%	3.22	0.2%	1.10-
E -Tracking Services charges	5.02	0.3%	6.01	0.4%	0.99
land and maritime Customs Houses service charges	12.18	0.8%	16.82	1.2%	4.64
Charges on imports subject to tariff duties	50.44	3.3%	53.12	3.7%	2.68
Charges on imports exempted from tariff duties	55.07	3.6%	51.14	3.5%	3.93-
Charges on fake seduction jewelry imports	0.20	0.0%	0.41	0.0%	0.21
Fees of other agencies- excluding sales tax	105.80	6.9%	103.30	7.1%	2.51-
Revenue generated via Revenue Supply law	52.99	3.5%	66.96	4.6%	13.96
<b>Total</b>	<b>1,527.33</b>	<b>100%</b>	<b>1,451.52</b>	<b>100%</b>	<b>75.82-</b>

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

### ✓ Customs Revenues in details:

#### - Unified Customs duties (tariff duty)

The table below illustrates distribution of values of (IM4) imports declarations- taxable and exempted, and unified Customs duty for 2019 compared with 2018.

Distribution of Imports	2018			2019		
	Collected Unified tariff duties	Value of Imports (Million JDs)	Percentage %	Collected Unified tariff duties	Value of Imports (Million JDs)	Percentage %
Exempted in Tariff Schedules	0.00	3,514.32	34.0%	0.00	3,379.98	33.2%
Exempted under Agreements	0.00	3,750.85	36.3%	0.00	3,136.59	30.9%
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	0.00	2,095.54	20.3%	0.00	2,618.66	25.8%
Subject to Customs duties according to tariff schedules or preferential fees	239.28	981.95	9.5%	239.29	1,031.14	10.1%
<b>Total</b>	<b>239.28</b>	<b>10,342.66</b>	<b>100%</b>	<b>239.29</b>	<b>10,166.37</b>	<b>100%</b>

\* Customs tariff weighted average for 2019 accounted for (2.4 %), while it reached (2.3%) in 2018.

\* The value of imports in the above table is calculated based on the calculation base of the unified Customs fee (001).

\* The schedule above does not include Petroleum and derivatives thereof.

#### Sales Tax on Imports

Collected Sales tax for 2019 totaled around (880.4) million JDs (according to the date of financial receipts) compared with sales tax collected during 2018 that amounted to around (964.5) million JDs, with an increase of (84.1) million JDs.

**- Other departments' fees**

The following table shows collection of other departments' fees (Excluding sales tax) for the year 2019 compared with 2018.

Fee Name	2018		2019	
	Amount of Money (Million JDs)	Percentage %	Amount of Money (Million JDs)	Percentage %
communication Peripheral	0.2%	0.2%	0.2	0.2%
Service and control fees - scrap import	0.3%	0.3%	0.3	0.3%
Price variation charge-Diesel	0.0%	0.0%	0.4	0.4%
Agricultural, veterinary and animal health service charges	4.4%	4.4%	4.9	4.7%
credit cards use fees	0.0%	0.0%	0.0	0.0%
Scrap iron and aluminum export fees	0.9%	0.9%	0.8	0.8%
Traffic fees	2.1%	2.1%	2.0	2.0%
scrap paper export fees	1.4%	1.4%	0.4	0.4%
traffic and Customs escort service charge	8.9%	8.9%	15.3	14.8%
X-ray scanning service charge	5.8%	5.8%	6.5	6.3%
Advance payment of 2% for income tax	63.2%	63.2%	58.0	56.2%
Stamp fees	11.7%	11.7%	12.6	12.2%
Overloading fines	0.9%	0.9	1.6	1.6%
Collection expenditures and administration follow up	0.1%	0.1	0.0	0.0%
<b>Total</b>	<b>105.8</b>	<b>100%</b>	<b>103.3</b>	<b>100%</b>

**- Ministry of Finance Deposits**

The table below shows Ministry of Finance Deposits collection in 2019 compared with 2018.

Ministry of Finance Deposits	2018		2019	
	Amount (Million JDs)	Percentage%	Amount (Million JDs)	Percentage%
Standards service charge	5.1	13.1%	4.9	15.2%
Work permits deposits	3.4	8.8%	0.9	2.7%
insurance charge	0.0	0.0%	0.0	0.0%
storage charge	0.0	0.0%	0.1	0.2%
waiver charge	0.1	0.2%	0.3	0.8%
Service charge by insurance	0.4	1.0%	0.4	1.3%
Storage directorate service charge	0.1	0.3%	0.4	1.4%
-				
Service charge of exempted imports 1% by insurance	0.1	0.2%	0.1	0.2%
Service charge of subjected imports %5 by insurance	0.3	0.6%	0.3	0.9%
Electricity connection charge	0.0	0.0%	0.0	0.0%
differences in Silage subsidies charge	1.2	3.1%	1.9	6.0%
Non-attested documents charge by insurance	13.8	35.1%	7.5	23.2%
Customs Insurances/ other deposits	3.6	9.2%	3.5	10.9%
Food consignments inspection fees	1.6	4.1%	1.7	5.1%
Radiological control fee	1.2	3.1%	1.4	4.2%
Unified fee by deposit	3.6	9.1%	4.2	12.9%
Qualitative unified fee by deposit	1.7	4.3%	0.9	2.9%
General relative sales tax by deposit	2.9	7.4%	3.8	11.6%
Income Tax by insurance	0.1	0.3%	0.2	0.5%
<b>Total</b>	<b>39.3</b>	<b>100%</b>	<b>32.5</b>	<b>100%</b>



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

Customs Houses/ Center	2018		2019	
	Amount (Million JDs)	Percentage %	Amount (Million JDs)	Percentage %
Aqaba Customs House	490.5	31.3%	465.1	31.3%
Amman Customs House	380.4	24.3%	353.5	23.8%
Airport Customs House/ Clearance- Zezia	178.2	11.4%	180.5	12.1%
Al-Zarqa Free Zone Customs House/ Vehicles	206.0	13.1%	166.5	11.2%
Public Warehouses	72.0	4.6%	71.9	4.8%
Zarqa Free Zone Customs House/ Cargo	42.5	2.7%	42.5	2.9%
King Abdullah II Bin Al-Hussein Industrial Estate Customs House- Sahab	43.1	2.7%	39.4	2.7%
Al-Omari Customs House	35.4	2.3%	38.9	2.6%
Customs Department	36.2	2.3%	23.6	1.6%
Passenger (ferry) station – Aqaba	24.3	1.6%	22.2	1.5%
Jaber Customs House	3.1	0.2%	13.5	0.9%
Airport Customs Free Zone / Mashta	5.1	0.3%	11.4	0.8%
Jordan Valley Crossing Customs	8.2	0.5%	10.0	0.7%
King Hussein Bridge Customs House	7.7	0.5%	9.0	0.6%
Anti-Smuggling Directorate	6.8	0.4%	6.8	0.5%
Directorate of financial affairs/ collector Funds	7.0	0.4%	5.2	0.4%
Al-Moudawarra Customs House	3.3	0.2%	4.6	0.3%
AL-Karama (Rweished) Customs House	2.3	0.1%	4.2	0.3%
Airport Customs House/ passangers- Zezia	2.2	0.1%	2.7	0.2%
Foreign vehicles section / Directorate of Customs cases	2.5	0.2%	2.6	0.2%

<b>Al-Hussan Industrial Estate Customs / Irbid</b>	<b>2.0</b>	<b>0.1%</b>	<b>2.5</b>	<b>0.2%</b>
<b>Mafraq Customs House</b>	<b>1.3</b>	<b>0.1%</b>	<b>2.1</b>	<b>0.1%</b>
<b>Al-Dhuleil Customs House</b>	<b>0.9</b>	<b>0.1%</b>	<b>1.0</b>	<b>0.1%</b>
<b>Wadi al-Yutom Customs Post</b>	<b>0.8</b>	<b>0.1%</b>	<b>0.9</b>	<b>0.1%</b>
<b>Al-Sheidiya Special Free Zone Customs</b>	<b>0.6</b>	<b>0.0%</b>	<b>0.9</b>	<b>0.1%</b>
<b>Wadi Araba Crossing Customs</b>	<b>0.1</b>	<b>0.0%</b>	<b>0.8</b>	<b>0.1%</b>
<b>Al-Raqeem Customs Center</b>	<b>0.8</b>	<b>0.0%</b>	<b>0.8</b>	<b>0.1%</b>
<b>Al- dorrah Customs House</b>	<b>0.8</b>	<b>0.0%</b>	<b>0.8</b>	<b>0.1%</b>
<b>Qweirah special Free Zone Customs</b>	<b>0.5</b>	<b>0.0%</b>	<b>0.6</b>	<b>0.0%</b>
<b>Amman Post Office Customs House</b>	<b>0.4</b>	<b>0.0%</b>	<b>0.6</b>	<b>0.0%</b>
<b>Al- Hussein Bin Abdulla II industrial Estate Customs House</b>	<b>0.5</b>	<b>0.0%</b>	<b>0.6</b>	<b>0.0%</b>
<b>Ghour Numaira Customs House</b>	<b>0.3</b>	<b>0.0%</b>	<b>0.4</b>	<b>0.0%</b>
<b>Wadi Araba Customs Center</b>	<b>0.8</b>	<b>0.0%</b>	<b>0.2</b>	<b>0.0%</b>
<b>Special Free Zone/Information Technology Cities Development Co</b>	<b>0.1</b>	<b>0.0%</b>	<b>0.1</b>	<b>0.0%</b>
<b>Aqaba Special Economic Zone (ASEZA) Customs House</b>	<b>0.9</b>	<b>0.1%</b>	<b>0.0</b>	<b>0.0%</b>
<b>Al-Zarqa Customs House</b>	<b>0.0</b>	<b>0.0%</b>	<b>0.0</b>	<b>0.0%</b>
<b>Aqaba Airport Customs House</b>	<b>0.0</b>	<b>0.0%</b>	<b>0.0</b>	<b>0.0%</b>
<b>Ammon Customs House</b>	<b>0.0</b>	<b>0.0%</b>	<b>0.0</b>	<b>0.0%</b>
<b>Amman civil airport Customs House – Marka</b>	<b>0.0</b>	<b>0.0%</b>	<b>0.0</b>	<b>0.0%</b>
<b>Al_Ramtha Customs House</b>	<b>0.1</b>	<b>0.0%</b>	<b>0.0</b>	<b>0.0%</b>
<b>Total</b>	<b>1,567.8</b>	<b>100%</b>	<b>1,486.7</b>	<b>100%</b>

## ➤ Customs Declarations

The following table shows numbers of Customs declarations (categorized by type) recorded in 2019 compared to the ones recorded in 2018.

Type of Customs Declaration	Customs Declaration Type/Code	Number of Registered Declarations		Change Rate %
		2018	2019	
<b>Permanent Export</b>	EX1	133,212	143,658	7.8%
<b>Temporary Export</b>	EX2	1,138	1,345	18.2%
<b>Re-Export</b>	EX3	30,060	28,639	-4.7%
<b>Import for local Consumption</b>	IM4	392,919	360,695	-8.2%
<b>Temporary Admission</b>	IM5	35,185	36,917	4.9%
<b>Re-import for local Consumption</b>	IM6	1,137	1,109	-2.5%
<b>Bonded storage</b>	IM7	11,946	13,961	16.9%
<b>Import for Consumption (Expatriates' furniture and household)</b>	RD4	5,025	3,239	-35.5%
<b>Import for Consumption (Personal Effects declaration)</b>	SD4	11,090	14,184	27.9%
<b>Transit</b>	TR8	175,235	200,138	14.2%
<b>Admission Order to the Special Economic Zone / Aqaba</b>	IM7	12,096	10,572	-12.6%
<b>Other Customs Statuses</b>	AR9	10,207	10,901	6.8%
<b>Total</b>		<b>819,250</b>	<b>825,358</b>	<b>0.7%</b>

➤ **Imports:**

Imports value in 2019 (except petroleum and derivatives thereof) totaled nearly (10.428.4) billion JDs, compared to imports value for 2018 which totaled about (10.461.5) billion JDs, with (4%) decrease in total import volume according IM4 (*imports for local consumption*) declarations processed and finalized at ASYCUDA-automated Customs houses.

- The following table illustrates values of imports during 2018 and 2019 in relation to Harmonized Tariff Schedule sections:

Section No.	Description	2018	2019
		Import value (JD)	Import value (JD)
1	Live animals; animal product	611.3	628.7
2	Vegetable product	1,104.5	1,065.7
3	Animal or vegetable fats or oils and their cleavage products; prepared edible fats; animal or vegetable waxes	125.8	118.9
4	Prepared foodstuffs; beverages, spirits and vinegar; tobacco and manufactured tobacco substitutes	937.5	880.8
5	Mineral products	130.0	107.4
6	Products of the chemicals or allied industries	1,098.9	1,119.3
7	Plastics and articles thereof; rubber and articles thereof	550.8	528.6
8	Raw hides and skins, leather, furskins and articles thereof; saddles and harness; travel goods, handbags and similar containers; articles of animal gut (other than silk-worm gut)	20.9	23.0
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	127.4	111.0
10	Pulp of wood or other fibrous cellulosic material; recovered (waste and scrap) paper or paperboard; paper and paperboard and articles thereof	256.4	228.2
11	Textile and textile articles	366.7	329.9
12	Footwear, headgear, umbrellas, sun umbrellas, walking-sticks, seat-sticks, whips, riding-crops and parts thereof; prepared feather and articles made therewith; artificial flowers; articles of human hair	44.0	43.9

13	Articles of stone, plaster, cement, asbestos, mica or similar materials; ceramic products; glass and glassware	228.7	202.2
14	Natural or cultured pearls, precious or semi-precious stones, precious metals, metals clad with precious metal and articles thereof; imitation jewellery; coin	194.7	100.0
15	Base metals and articles of base metal	879.1	792.8
16	Machinery and mechanical appliances; electrical equipment; parts thereof; sound recorders and reproducers, television image and sound recorders and reproducers, and parts and accessories of such articles	1,863.8	1,898.6
17	Transport equipment	1,186.2	886.2
18	Optical, photographic, cinematographic, measuring, checking, precision, medical or surgical instruments and apparatus; clocks and watches; musical instruments; parts and accessories thereof	225.8	216.3
19	Arms and ammunition; parts and accessories thereof	2.1	1.5
20	Miscellaneous manufactured articles	200.7	187.3
21	Works of art, collectors' pieces and antiques	306.1	958.3
<b>Total</b>		<b>10,461.5</b>	<b>10,428.4</b>

- The table below illustrates values of imports in 2018, 2019 in relation to Harmonized Tariff Schedule chapters.

Chapter NO.	Chapter Description	2018	2019	Rate of Change %
		Import Value (JD)	Import Value (JD)	
1	Live animals	101.7	111.0	9.1%
2	Meat and offal not cut in pieces , edible	261.2	265.7	1.8%
3	Fish or of crustaceans, molluscs or other aquatic invertebrates	44.5	46.3	4.2%
4	Dairy or of crustaceans, molluscs or other aquatic invertebrates	203.6	205.0	0.7%
5	Other products of animal origin, not specified or included elsewhere	0.4	0.6	36.6%
6	Live trees and other plants; bulbs, roots and the like; cut flowers and ornamental foliage	7.2	6.4	-10.5%
7	Edible vegetables and certain roots and tubers	65.2	50.7	-22.3%
8	Edible fruit and nuts; peel of citrus fruit or melons	224.5	221.1	-1.5%
9	Coffee, tea, mate and spices	137.7	124.3	-9.7%
10	Cereals	565.8	540.5	-4.5%
11	Products of the milling industry; malt; starches; inulin; wheat gluten	14.4	15.3	6.7%
12	Oil seeds and oleaginous fruits; miscellaneous grains, seeds and fruit, industrial or medicinal plants; straw and fodder	86.1	103.5	20.1%
13	Lac; gums, resins and other vegetable saps and extracts	3.0	3.2	9.7%
14	Vegetable plaiting materials; vegetable products not elsewhere specified or included	0.7	0.7	-5.4%
15	Animal or vegetable fats and oils and their cleavage products; prepared edible fats; animal or vegetable waxes	125.8	118.9	-5.5%
16	Preparations of meat, of fish or of crustaceans, mollusks or other aquatic invertebrates	50.9	47.1	-7.5%
17	Sugars and sugar confectionery	144.8	104.4	-27.9%
18	Cocoa and cocoa preparations	58.9	62.1	5.4%
19	Preparations of cereals; flour, starch or milk; pastrycooks' products	138.3	146.6	6.0%
20	Preparations of vegetables, fruit, nuts or other parts of plants	90.1	101.0	12.1%
21	Miscellaneous edible preparations	178.6	183.0	2.5%
22	Beverages, spirits and vinegar	89.0	86.7	-2.6%
23	Residues and waste from the food industries; prepared animal fodder	145.4	125.1	-14.0%

<b>24</b>	Tobacco and manufactured tobacco substitutes	<b>41.3</b>	<b>24.9</b>	<b>-39.7%</b>
<b>25</b>	Salt; sulphur; earths and stone; plastering materials, lime and cement	<b>59.9</b>	<b>47.1</b>	<b>-21.4%</b>
<b>26</b>	Ores, slag and ash	<b>0.1</b>	<b>0.7</b>	<b>676.1%</b>
<b>27</b>	Mineral fuels, mineral oils and products of their distillation; bituminous substances; mineral waxes	<b>70.0</b>	<b>59.6</b>	<b>-15.0%</b>
<b>28</b>	Inorganic chemicals; organic or inorganic compounds of precious metals, of rare-earth metals, of radioactive elements or of isotopes	<b>48.7</b>	<b>50.7</b>	<b>4.0%</b>
<b>29</b>	Organic chemicals	<b>192.2</b>	<b>194.6</b>	<b>1.3%</b>
<b>30</b>	Pharmaceutical products	<b>412.0</b>	<b>423.1</b>	<b>2.7%</b>
<b>31</b>	Fertilisers	<b>24.6</b>	<b>30.0</b>	<b>22.0%</b>
<b>32</b>	Tanning or dyeing extracts; tannins and their derivatives; dyes, pigments and other colouring matter; paints and varnishes; putty and other mastics; inks	<b>56.6</b>	<b>59.3</b>	<b>4.7%</b>
<b>33</b>	Essential oils and resinoids; perfumery, cosmetic or toilet preparations	<b>152.4</b>	<b>149.9</b>	<b>-1.7%</b>
<b>34</b>	Soap, organic surface-active agents, washing preparations, lubricating preparations, artificial waxes, prepared waxes, polishing or scouring preparations, candles and similar articles, modeling pastes, "dental waxes" and dental preparations with a basis of plaster	<b>88.6</b>	<b>86.0</b>	<b>-2.9%</b>
<b>35</b>	Albuminoidal substances; modified scratches; glues; enzymes	<b>13.0</b>	<b>14.8</b>	<b>13.3%</b>
<b>36</b>	Explosives; pyrotechnic products; matches; pyrophoric alloys; certain combustible preparations	<b>2.0</b>	<b>1.2</b>	<b>-42.3%</b>
<b>37</b>	Photographic or cinematographic goods	<b>3.9</b>	<b>4.0</b>	<b>1.7%</b>
<b>38</b>	Miscellaneous chemical products	<b>104.8</b>	<b>105.7</b>	<b>0.8%</b>
<b>39</b>	Plastics and articles thereof	<b>488.1</b>	<b>461.1</b>	<b>-5.5%</b>
<b>40</b>	Rubber and articles thereof	<b>62.7</b>	<b>67.5</b>	<b>7.7%</b>
<b>41</b>	Raw hides and skins (other than furskins) and leather	<b>0.3</b>	<b>0.8</b>	<b>146.3%</b>
<b>42</b>	Articles of leather; saddler and harness; travel goods, handbags and similar containers; articles of animal gut (other than silk-worm gut)	<b>20.5</b>	<b>22.1</b>	<b>7.9%</b>
<b>43</b>	Furskins and artificial fur; manufactures thereof	<b>0.1</b>	<b>0.0</b>	<b>-34.9%</b>
<b>44</b>	Wood and articles of wood; charcoal	<b>127.1</b>	<b>110.8</b>	<b>-12.8%</b>
<b>45</b>	Cork and articles of cork	<b>0.1</b>	<b>0.0</b>	<b>-70.4%</b>
<b>46</b>	Manufactures of straw, of esparto or of other plaiting materials; basketware and wickerwork	<b>0.1</b>	<b>0.1</b>	<b>22.0%</b>
<b>47</b>	Pulp of wood or of other fibrous cellulosic material; recovered (waste and scrap) paper or paperboard	<b>45.9</b>	<b>37.8</b>	<b>-17.7%</b>
<b>48</b>	Paper and paperboard; articles of paper pulp, of paper or of paperboard	<b>191.8</b>	<b>173.9</b>	<b>-9.3%</b>
<b>49</b>	Printed books, newspapers, pictures and other products of the printing industry; manuscripts, typescripts and plans	<b>18.7</b>	<b>16.5</b>	<b>-12.0%</b>

50	Silk	0.0	0.0	-79.3%
51	Wool, fine or coarse animal hair; horsehair yarn and woven fabric	7.2	0.9	-87.4%
52	Cotton	2.2	2.0	-9.9%
53	Other vegetable textile fibers; paper yarn and woven fabrics of paper yarn	2.6	3.6	39.4%
54	Man-made filaments	38.0	48.1	26.7%
55	Man-made staple fibers	14.9	20.9	40.9%
56	Wadding, felt and nonwovens; special yarns; twine, cordage, ropes and cables and articles thereof	16.7	14.0	-16.5%
57	Carpets and other textile floor coverings	19.9	11.5	-42.0%
58	Special woven fabrics; tufted textile fabrics; lace; tapestries; trimmings; embroidery	10.5	9.2	-11.6%
59	Impregnated, coated, covered or laminated textile fabrics; textile articles of a kind suitable for industrial use	5.5	4.1	-25.0%
60	Knitted or crocheted fabrics	15.9	19.6	23.2%
61	Articles of apparel and clothing accessories, knitted or crocheted	175.0	146.9	-16.0%
62	Articles of apparel and clothing accessories, not knitted or crocheted	31.6	22.7	-28.2%
63	Other made up textile articles; sets; worn clothing and worn textile articles	26.8	26.3	-2.1%
64	Footwear, gaiters and the like; parts of such articles	42.0	41.8	-0.4%
65	Headgear and parts thereof	0.8	0.9	8.6%
66	Umbrellas, sun umbrellas, walking-sticks, whips, riding-corps and parts thereof	0.4	0.4	-1.8%
67	Prepared feathers and down and articles made of feathers or of down; artificial flowers; articles of human hair	0.8	0.8	-6.7%
68	Articles of stone, plaster, cement, asbestos, mica or similar materials	38.2	38.9	2.1%
69	Ceramic products	142.2	111.2	-21.8%
70	Glass and glassware	48.3	52.0	7.7%
71	Natural or cultured pearls, precious or semi-precious stones, precious metals, metals clad with precious metal, and articles thereof; imitation jewellery; coin	194.7	100.0	-48.6%
72	Iron and steel	322.3	283.9	-11.9%
73	Articles of iron or steel	248.7	222.3	-10.6%
74	Copper and articles thereof	88.6	83.6	-5.6%
75	Nickel and articles thereof	0.6	0.2	-70.3%
76	Aluminium and articles thereof	137.1	127.9	-6.7%
78	Lead and articles thereof	0.1	0.2	83.5%
79	Zinc and articles thereof	3.2	2.4	-25.7%
80	Tin and articles thereof	0.1	0.1	-6.2%
81	Other base metals; cermets; articles thereof	0.4	0.2	-45.6%
82	Tools, implements, cutlery, spoons and forks, of base metal; parts thereof of base metal	17.4	15.7	-9.6%
83	Miscellaneous articles of base metal	60.6	56.3	-7.1%



<b>84</b>	Nuclear reactors, boilers, machinery and mechanical appliances; parts thereof	<b>990.8</b>	<b>987.7</b>	<b>-0.3%</b>
<b>85</b>	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	<b>873.0</b>	<b>910.9</b>	<b>4.3%</b>
<b>86</b>	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	<b>0.8</b>	<b>0.8</b>	<b>0.0%</b>
<b>87</b>	Vehicles other than railway or tramway rolling-stock, and parts and accessories thereof	<b>1,185.4</b>	<b>885.2</b>	<b>-25.3%</b>
<b>88</b>	Aircraft, spacecraft, and parts thereof	<b>0.0</b>	<b>0.1</b>	<b>250.6%</b>
<b>89</b>	Ships, boats and floating structures	<b>0.0</b>	<b>0.0</b>	<b>153.6%</b>
<b>90</b>	Optical, photographic, cinematographic, measuring, checking, precision, medical or surgical instruments and apparatus; parts and accessories thereof	<b>215.6</b>	<b>205.8</b>	<b>-4.6%</b>
<b>91</b>	Clocks and watches and parts thereof	<b>9.8</b>	<b>10.2</b>	<b>4.5%</b>
<b>92</b>	Musical instruments; parts and accessories of such articles	<b>0.4</b>	<b>0.3</b>	<b>-32.7%</b>
<b>93</b>	Arms and ammunition; parts and accessories thereof	<b>2.1</b>	<b>1.5</b>	<b>-30.0%</b>
<b>94</b>	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	<b>133.8</b>	<b>124.2</b>	<b>-7.1%</b>
<b>95</b>	Toys, games and sports requisites; parts and accessories thereof	<b>18.4</b>	<b>18.5</b>	<b>0.9%</b>
<b>96</b>	Miscellaneous manufactured articles	<b>48.6</b>	<b>44.6</b>	<b>-8.1%</b>
<b>97</b>	Works of arts, collectors' pieces and antiques	<b>0.1</b>	<b>0.2</b>	<b>35.2%</b>
<b>98</b>	Collective item for the agencies exempted from customs duties	<b>306.0</b>	<b>958.1</b>	<b>213.1%</b>
<b>Total</b>		<b>10,461.5</b>	<b>10,428.4</b>	<b>-3%</b>

The table below shows top (20) partner countries with respect to value of imports (except petroleum and derivatives thereof) in 2019. Imports from these countries accounted for (80%) of total imports. China, Saudi Arabia and the United States respectively recorded the highest values of imports.

No.	Country of Origin	2018	2019	Rate of Change%
		Value (JD)	Value (JD)	
1	China	1,582.8	1,781.6	12.6%
2	Saudi Arabia	876.7	811.3	-7.5%
3	USA	760.0	698.6	-8.1%
4	Germany	647.8	582.3	-10.1%
5	Turkey	503.1	580.1	15.3%
6	Brazil	245.0	572.1	133.6%
7	Italy	333.0	359.8	8.0%
8	United Arab Emirates	425.1	357.0	-16.0%
9	Egypt	376.4	353.5	-6.1%
10	India	319.6	336.9	5.4%
11	Japan	295.1	274.8	-6.9%
12	South Korea	304.7	253.7	-16.7%
13	Spain	237.2	233.3	-1.7%
14	Romania	238.5	228.2	-4.3%
15	France	225.8	177.1	-21.6%
16	Argentina	185.1	173.9	-6.1%
17	Britain	169.0	157.8	-6.6%
18	Russian Federation	203.5	143.8	-29.3%
19	Vietnam	109.8	132.2	20.4%
20	Ukraine	88.1	126.1	43.1%

- The table below highlights the Kingdom's imports of small Salon cars as described below, where it is noted that an increase in number of cars cleared in 2019 compared with 2018 due to an increase in demand for clearance on cars, where the rate of increase approximately amounted to (31%).

Description	2018		2019	
	Value (Million JDs)	Number	Value (Million JDs)	Number
<b>Gasoline-powered vehicles</b>	<b>109.7</b>	13.111	<b>83.5</b>	<b>9,871</b>
<b>Vehicles powered partially by electricity (Hybrids)</b>	<b>413.7</b>	25.260	<b>257.5</b>	<b>16,295</b>
<b>Vehicles powered entirely by electricity</b>	<b>184.9</b>	9460	<b>77.5</b>	<b>4,015</b>
<b>Vehicles as ambulances and hearses, vehicles specially designed for travelling on snow; golf cars and similar vehicles</b>	<b>3.5</b>	162	<b>1.9</b>	<b>86</b>
<b>Classic vehicles</b>	<b>0.9</b>	77	<b>0.4</b>	<b>25</b>
<b>Total</b>	<b>712.7</b>	48.070	<b>420.8</b>	<b>30.292</b>

## Exports

The table below shows values of exports in 2018, 2019 in relation to Harmonized Tariff Schedule chapters.

Chapter NO.	Chapter Description	2018	2019	Rate of Change %
		Export Value (JD)	Export (JD) Value	
1	Live animals	32.0	50.5	57.8%
2	Meat and offal not cut in pieces , edible	40.1	48.4	20.7%
3	Fish or of crustaceans, molluscs or other aquatic invertebrates	0.6	0.8	41.7%
4	Dairy and dairy products, eggs, birds, natural honey and edible products of animal origin not specified or included elsewhere	39.7	41.1	3.5%
5	Other products of animal origin, not specified or included elsewhere	0.3	0.1	-60.8%
6	Live trees and other plants; bulbs, roots and the like; cut flowers and ornamental foliage	1.9	2.2	14.7%
7	Edible vegetables and certain roots and tubers	125.1	126.0	0.8%
8	Edible fruit and nuts; peel of citrus fruit or melons	37.5	42.0	11.9%
9	Coffee, tea, maté and spices	29.0	26.3	-9.5%
10	Cereals	0.8	0.9	5.7%
11	Products of the milling industry; malt; starches; inulin; wheat gluten	6.7	14.4	113.5%
12	Oil seeds and oleaginous fruits; miscellaneous grains, seeds and fruit, industrial or medicinal plants; straw and fodder	8.5	9.3	9.8%
13	Lac; gums, resins and other vegetable staps and extracts	3.1	4.4	43.5%
14	Vegetable plaiting materials; vegetable products not elsewhere specified or included	0.0	0.0	-64.6%
15	Animal or vegetable fats and oils and their cleavage products; prepared edible fats; animal or vegetable waxes	5.3	8.6	61.0%
16	Preparations of meat, of fish or of crustaceans, mollusks or other aquatic invertebrates	34.8	8.2	-76.4%
17	Sugars and sugar confectionery	16.3	16.3	0.1%
18	Cocoa and cocoa preparations	4.1	6.2	52.1%
19	Preparations of cereals; flour, starch or milk; pastrycooks' products	47.6	35.7	-25.1%
20	Preparations of vegetables, fruit, nuts or other parts of plants	37.9	46.9	23.6%
21	Miscellaneous edible preparations	613.0	64.8	-89.4%
22	Beverages, spirits and vinegar	25.4	24.1	-4.9%
23	Residues and waste from the food industries; prepared animal fodder	35.5	25.6	-27.8%
24	Tobacco and manufactured tobacco substitutes	41.5	40.4	-2.6%
25	Salt; sulphur; earths and stone; plastering materials, lime and cement	296.0	307.2	3.8%

<b>26</b>	Ores, slag and ash	<b>1.0</b>	<b>1.1</b>	<b>6.5%</b>
<b>27</b>	Mineral fuels, mineral oils and products of their distillation; bituminous substances; mineral waxes	<b>53.6</b>	<b>102.3</b>	<b>90.9%</b>
<b>28</b>	Inorganic chemicals; organic or inorganic compounds of precious metals, of rare-earth metals, of radioactive elements or of isotopes	<b>325.8</b>	<b>623.3</b>	<b>91.3%</b>
<b>29</b>	Organic chemicals products	<b>8.4</b>	<b>10.8</b>	<b>28.6%</b>
<b>30</b>	Pharmaceutical products	<b>455.7</b>	<b>450.4</b>	<b>-1.2%</b>
<b>31</b>	Fertilisers	<b>455.3</b>	<b>653.5</b>	<b>43.5%</b>
<b>32</b>	Tanning or dyeing extracts; tannins and their derivatives; dyes, pigments and other colouring matter; paints and varnishes; putty and other mastics; inks	<b>40.6</b>	<b>43.0</b>	<b>6.0%</b>
<b>33</b>	Essential oils and resinoids; perfumery, cosmetic or toilet preparations	<b>28.7</b>	<b>28.4</b>	<b>-1.1%</b>
<b>34</b>	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	<b>90.6</b>	<b>112.5</b>	<b>24.2%</b>
<b>35</b>	Albuminoidal substances; modified starches; glues; enzymes	<b>4.1</b>	<b>4.8</b>	<b>18.7%</b>
<b>36</b>	Explosives; pyrotechnic products; matches; pyrophoric alloys; certain combustible preparations	<b>0.0</b>	<b>0.0</b>	<b>-100.0%</b>
<b>37</b>	Photographic or cinematographic goods	<b>0.0</b>	<b>0.0</b>	<b>-21.8%</b>
<b>38</b>	Miscellaneous chemical products	<b>67.2</b>	<b>89.4</b>	<b>33.0%</b>
<b>39</b>	Plastics and articles thereof	<b>146.4</b>	<b>134.4</b>	<b>-8.2%</b>
<b>40</b>	Rubber and articles thereof	<b>0.6</b>	<b>0.9</b>	<b>53.4%</b>
<b>41</b>	Raw hides and skins (other than furskins) and leather	<b>2.6</b>	<b>0.7</b>	<b>-73.2%</b>
<b>42</b>	Articles of leather; saddler and harness; travel goods, handbags and similar containers; articles of animal gut (other than silk-worm gut)	<b>0.8</b>	<b>1.7</b>	<b>110.7%</b>
<b>43</b>	Furskins and artificial fur; manufactures thereof	<b>0.3</b>	<b>0.8</b>	<b>192.3%</b>
<b>44</b>	Wood and articles of wood; charcoal	<b>6.4</b>	<b>7.0</b>	<b>9.5%</b>
<b>45</b>	Cork and articles of cork	<b>0.0</b>	<b>0.0</b>	<b>-100.0%</b>
<b>46</b>	Manufactures of straw, of esparto or of other plaiting materials; basketware and wickerwork	<b>0.4</b>	<b>0.3</b>	<b>-23.9%</b>
<b>47</b>	Pulp of wood or of other fibrous cellulosic material; recovered (waste and scrap) paper or paperboard	<b>7.4</b>	<b>4.8</b>	<b>-36.1%</b>
<b>48</b>	Paper and paperboard; articles of paper pulp, of paper or of paperboard	<b>100.6</b>	<b>93.7</b>	<b>-6.9%</b>
<b>49</b>	Printed books, newspapers, pictures and other products of the printing industry; manuscripts, typescripts and plans	<b>9.2</b>	<b>5.4</b>	<b>-41.3%</b>
<b>50</b>	Silk	<b>0.0</b>	<b>0.0</b>	<b>-100.0%</b>
<b>51</b>	Wool, fine or coarse animal hair; horsehair yarn and woven fabric	<b>0.2</b>	<b>0.1</b>	<b>-56.8%</b>

52	Cotton	0.4	0.1	-78.8%
53	Other vegetable textile fibers; paper yarn and woven fabrics of paper yarn	0.0	0.0	#DIV/0!
54	Man-made filaments	1.8	2.6	43.7%
55	Man-made staple fibers	0.7	0.2	-67.6%
56	Wadding, felt and nonwovens; special yarns; twine, cordage, ropes and cables and articles thereof	2.0	0.4	-79.2%
57	Carpets and other textile floor coverings	16.7	20.2	20.7%
58	Special woven fabrics; tufted textile fabrics; lace; tapestries; trimmings; embroidery	0.5	0.6	17.2%
59	Impregnated, coated, covered or laminated textile fabrics; textile articles of a kind suitable for industrial use	2.6	2.6	-1.2%
60	Knitted or crocheted fabrics	0.4	0.1	-65.3%
61	Articles of apparel and clothing accessories, knitted or crocheted	1,170.3	1,318.9	12.7%
62	Articles of apparel and clothing accessories, not knitted or crocheted	60.0	77.0	28.3%
63	Other made up textile articles; sets; worn clothing and worn textile articles	11.3	14.6	29.3%
64	Footwear, gaiters and the like; parts of such articles	2.0	1.5	-27.0%
65	Headgear and parts thereof	0.1	0.0	-94.2%
66	Umbrellas, sun umbrellas, walking-sticks, whips, riding-corps and parts thereof	0.1	0.2	258.8%
67	Prepared feathers and down and articles made of feathers or of down; artificial flowers; articles of human hair	0.0	0.0	-25.5%
68	Articles of stone, plaster, cement, asbestos, mica or similar materials	33.9	34.4	1.7%
69	Ceramic products	2.1	2.2	4.3%
70	Glass and glassware	3.8	3.3	-12.5%
71	Natural or cultured pearls, precious or semi-precious stones, precious metals, metals clad with precious metal, and articles thereof; imitation jewelry; coin	92.0	232.7	152.9%
72	Iron and steel	98.2	29.6	-69.9%
73	Articles of iron or steel	46.5	95.9	106.1%
74	Copper and articles thereof	97.3	54.3	-44.2%
75	Nickel and articles thereof	0.2	0.0	-88.5%
76	Aluminium and articles thereof	87.4	59.1	-32.3%
78	Lead and articles thereof	9.6	7.2	-24.3%
79	Zinc and articles thereof	0.7	0.4	-39.3%
80	Tin and articles thereof	0.4	0.5	38.9%
81	Other base metals; cermets; articles thereof	0.0	0.0	24.0%
82	Tools, implements, cutlery, spoons and forks, of base metal; parts thereof of base metal	0.8	2.1	154.0%
83	Miscellaneous articles of base metal	3.0	1.9	-38.1%
84	Nuclear reactors, boilers, machinery and mechanical appliances; parts thereof	92.1	99.1	7.7%
85	Electrical machinery and equipment and parts thereof; sound recorders and reproducers,	143.0	177.7	24.3%

	television image and sound recorders and reproducers, and reproducers, parts and accessories of such articles			
<b>86</b>	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	<b>0.2</b>	<b>0.1</b>	<b>-69.1%</b>
<b>87</b>	Vehicles other than railway or tramway rolling-stock, and parts and accessories thereof	<b>6.5</b>	<b>9.7</b>	<b>48.1%</b>
<b>88</b>	Aircraft, spacecraft, and parts thereof	<b>0.0</b>	<b>0.1</b>	<b>369.4%</b>
<b>90</b>	Optical, photographic, cinematographic, measuring, checking, precision, medical or surgical instruments and apparatus; parts and accessories thereof	<b>6.4</b>	<b>7.0</b>	<b>9.1%</b>
<b>91</b>	Clocks and watches and parts thereof	<b>0.8</b>	<b>0.5</b>	<b>-34.9%</b>
<b>92</b>	Musical instruments; parts and accessories of such articles	<b>0.0</b>	<b>0.0</b>	<b>-87.4%</b>
<b>94</b>	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	<b>19.3</b>	<b>18.3</b>	<b>-5.1%</b>
<b>95</b>	Toys, games and sports requisites; parts and accessories thereof	<b>0.6</b>	<b>0.4</b>	<b>-35.6%</b>
<b>96</b>	Miscellaneous manufactured articles	<b>24.6</b>	<b>24.9</b>	<b>1.2%</b>
<b>97</b>	Works of arts, collectors' pieces and antiques	<b>0.3</b>	<b>0.7</b>	<b>164.2%</b>
<b>98</b>	Collective item for the agencies exempted from customs duties	<b>2.3</b>	<b>5.2</b>	<b>122.9%</b>
<b>Total</b>		<b>5,329.5</b>	<b>5,625.9</b>	<b>5.6%</b>

The table below shows the top (20) Partner Countries in terms of the value of Jordan Exports to such countries through the year 2018. The United States ranks first in terms of the value of its imports from Jordan, accounting for (1,224.305) JDs, and then comes Saudi Arabia and Iraq.

Serial NO.	Country of destination	2017	2018	Rate of Change %
		Value million (JD)	Value million (JD)	
1	United States of America	1,111.173	1,224.305	%10
2	Saudi Arabia	541.138	548.061	%1
3	Iraq	357.679	527.986	%48
4	India	301.576	302.461	%0
5	United Arab Emirates	159.292	186.002	%17
6	Qatar	96.185	161.771	%68
7	Indonesia	108.227	109.986	%2
8	Lebanon	104.242	106.847	%2
9	Kuwait	149.573	99.529	%33-
10	Palestinian National Authority	142.321	96.625	%32-
11	Egypt	74.197	92.437	%25
12	China	112.575	66.926	%41-
13	Algeria	84.498	66.263	%22-
14	Israel	63.692	64.633	%1
15	Canada	42.696	53.110	%24
16	Singapore	35.723	51.582	%44
17	Sudan	62.513	43.327	%31-
18	Sultanate of Oman	43.271	42.422	%2-
19	Netherlands	41.957	41.489	%1-
20	Syria	44.759	40.951	%9-
21	Yemen	36.913	36.237	%2-
22	Bahrain	27.677	30.650	%11
23	Turkey	42.281	30.256	%28-
24	Malaysia	33.808	28.908	%14-
25	Dubai	43.622	27.222	%38-



*Chapter 5*

*Achievements and  
Activities*

Based on the royal initiatives to promote investment in the Kingdom and enhance public-private sectors cooperation, and pursuant to the Government's approach to conserve energy and improve the level and the quality of services provided to stockholders, JCD has developed various Customs systems and initiated a number of projects and activities geared towards achieving its strategic objectives, improving its operations, and promoting cooperation and integration with partners. It has done so in line with the best global practices, especially those established by the WCO.

### ➤ **The New Amman Customs House Project**

This project aims to establish, construct, and maintain the new Amman Customs House Project - Al-Madouna area on an approximate 1350 Acres. 70% of the project has been completed and it is expected that the entire work will be completed in 2020.



## ➤ Renewable energy

- The solar power station in Al-Azraq Customs Escort with the capacity of (73.7KW). This station was completed on 19/09/2019 with a capacity of (45KW).
- The solar power station at Aqaba Customs club and accommodation with a capacity of (230KWp). Work is currently in the final phase of the project. The station is expected to enter into service at the end of this year.
- The total production of the stations since their operation until the end of the third quarter (01/11/2019) amounted to (8.041.525MWh), with a financial saving of (2,130,209JD) and a (5300 ton) reduction in carbon dioxide.
- Total stations production since the beginning of the current year until the end of the third quarter (01/10/2019) amounted to (1714.77MWh) with a financial savings of (454.414JD). It is expected that the financial savings for this year will exceed half million JD, and (1132 Ton) reduction in carbon dioxide emission.

## ➤ Communications and Electronic Control

### ✓ (X-Ray) examination

JCD has undertaken several initiatives to develop and supply border centers with modern systems to inspect luggage, parcels, trucks and passenger cars. This has been done with the view to enhance performance and improve the technologies used by the Customs Department to reduce smuggling activities through the following:

- Complete of the installation of sophisticated (10) CT-inspection devices to facilitate inspection of luggage and parcels at the Customs Houses through a grant from the Chinese Government. The grant is provided to help combat smuggling at airports and border crossings such as (Jaber Customs House, Omari Customs House and Jordan Post). Such devices will help facilitate the inspection of passengers, combating smuggling of prohibited goods and interdict the smuggled items such as drugs and tobacco, in addition to the fight against terrorism.



- Complete of the requirements of providing, through a grant from the Japanese government , an integrated system and 5 High-Tec ex-ray equipment to inspect all trucks entering Aqaba Container Terminal and the main port, as well as trucks that leave Aqaba Special Economic Zone. The equipment are distributed as follows:
  - Two at the exit gates at the containers port
  - .- One mobile device at the Main cargo port.
  - 2 devices at the newly created 4 Km yard before Wadi Al-Yutum Customs House.
- Provide Jordan Customs with 5 hand-held X-ray devices through a grant from friendly countries to facilitate the inspection of cars, reduce the stay time of passengers at border crossings, and to prevent smuggling. Such devices were tested at Jaber Customs House, and numerous smuggled items were seized as a result thereof.

### ✓ Voice over IP

- Updating the communication network in Jordan Customs by using VOIP technology to facilitate communication between employees. The system was installed this year in two new locations: (automatic switch board operator/headquarter of Customs Department and Aqaba Customs Directorate operator). In addition, the Directorate of Communications and Electronic Control has finalized the preparation of relevant studies to implement the system in both (Jaber Customs House and the National Window building operators).

- **Central TV surveillance system**

It is an integrated television monitoring system installed in the Headquarter and in 19 major and minor Customs Houses with a total of 763 cameras. The surveillance is carried out through a central control room.

During 2018/2019, four Customs Houses namely; Amman Customs House, King Hussein Bridge Customs House Customs, Jaber Customs House and Al-Ramtha Customs House have been equipped with the TV surveillance systems. In addition, 25 special monitoring systems have been installed at minor Customs Houses and subdivisions.

The surveillance systems are being developed at Customs Houses, Al-Karama Customs House and Al-Omri Customs House, as well as anti-smuggling posts have been targeted to receive those systems in 2018/2019.

This system provides live surveillance of Customs operations, passenger, cargo and transport traffic, it also facilitate passing notes and information to border personnel to assist them in performing their duties, and assist supervisors or the Director General himself direct work at site.

The system has been developed with the aim to help reduce smuggling and record all events taking place at the Customs House on 24-hour basis.



## ➤ Information Technology

JCD continually works to modernize and develop its operations and procedures at all Directorates and Customs Houses in accordance with annual action plans based on the Department's Strategic Plan. This would significantly contribute to rendering excellent services for stockholders in a manner reflecting the department's vision and mission. In 2019, the Department has continued to expand the implementation of pioneering projects and automated systems to help achieve the strategic objectives to facilitate, simplify and monitor customs operations at all dimensions. Some of these development projects are highlighted below:

### ✓ National Window for Trade

The National Window for Trade (NWT) project is considered one of the most vital projects at the regional level. NWT function as a platform for operation, interconnection. It is also a medium to facilitate legitimate local, regional and international, trade, as well as logistic services and investment in order to provide excellent services to the trade sector and the local community in the Kingdom. This project will also contribute to connecting the Kingdom with the world and the Arab region, hence reducing the cargo release time and costs of commercial goods, as well as providing opportunities for businesses in the field of goods and services of high added value. Moreover, it paves the way to a new methodology for governmental work, and reduces the governmental procedures to the minimum after the arrival of goods while enhancing effective control. Furthermore, this project will contribute to the facilitation of trade, especially in Aqaba port, where the process involves the participation of all institutions concerned with processing and completing Customs transactions.



### ● Achievements of Jordan Customs at the National Window level:

- Make fundamental amendments to the transport Documents systems, release order and Customs seals in Aqaba Special Economic Zone according to new requirements and procedures of the implementation of the National Window for Trade. Expand the application of the systems in new locations within Aqaba to operate within the procedures of the National Window for Trade.

- Implement the system of transport documents, release order and Customs seals in Passenger (ferry) station – Aqaba, according to the requirements and procedures of implementing the National Window for Trade.
- Apply the amendments for National Window Project in the Aqaba Customs House, such as:
  1. Program and implement the verification of the delivery order issuance.
  2. Program and implement the declarations lane assignment electronically in Aqaba Customs House for the National Window declarations.
  3. Add automated examination of the containers designated for inspection.
  4. Program the conformity between the tax number and the clearance company on both the Customs declaration and the bill of lading.
  5. Program amendments related to (bill of lading, delivery permits, endorsement, identification and confirmation of Customs broker).
  6. Program manual fees calculation mechanism on Customs declaration form (cell 24).

✓ **Electronic connectivity with ministries and bodies, including:**

- Local electronic connectivity with the Container port in Aqaba Customs House to exchange data of containers, exit permits, and Customs declarations.
- Electronic connectivity with Jordan Post Company to exchange information of electronic bill of lading.
- Electronic connectivity with Champ Company.
- Electronic connectivity with the Ministry of Agriculture.
- Electronic connectivity with the Ministry of Finance.
- Electronic connectivity with the Royal Jordanian.
- Electronic connectivity with the Income and Sales Tax Department with regard to money transfer permits.

✓ **Customs Cases System:**

- Add a new service for electronic circulars (Customs notification for appearance) through an electronic connectivity with the Public Security Directorate for Customs cases, according to parameters set by the Minister of Finance.
- Modify the system of investigative cases for Attorney Generals so that electronic correspondences and circulars can be conducted by the Cases Directorate after incorporating Customs Attorney Generals in the Ministry of Justice.
- Modify the system according to the parameters of Council of Ministries to exempt 50% of fines and undertaking decisions.
- Make necessary amendments to the system of cases so that any report requested can be printed in Excel format.

✓ **JCD has also made many other achievements in the area of IT, including:**

- Develop a system for issuing Duty-Free purchase permit (Abdali Boulevard Market), then connect with the Electronic Archiving system at Amman Civil Airport.
- Carry out analytical studies and automate the TIR system to work according to manual entries, without electronic connectivity with the International TIR organization and pilot implementation.
- Electronic connectivity with the global TIR system.
- Electronic connectivity with the Brazilian Chamber of Commerce regarding Brazilian certificates of origin.

- Implement the Purple lane system in Amman Customs House.
- Electronic connectivity of diplomats' exemption system with the Ministry of Foreign Affairs.
- Implement the electronic inspection system in Al-Zarqa Free Zone Customs House.

### ➤ Customer Service

Pursuing the royal high visions to realize the digital e-government 2020 concept, as part of the central electronic transformation plans, JCD has made significant progress in the field of customer service, such as:

- Activate the Electronic Messaging System successfully in the Department the Government tendency towards electronic transformation and paper use reduction. JCD, has, thus, stopped receiving paper transactions from most government departments and started receiving them electronically on the electronic messaging system, with the aim of completing the transactions of stakeholders with ministries and government departments in a timely manner as to save time, effort and money for citizens. Accordingly an increase in the number of electronic transactions issued and received by the Customs Department has been observed, as the number of transactions received and sent electronically according to the electronic messaging system for the year 2019 reached (33,786) compared to the number of transactions received and sent electronically for the year 2018, which amounted to (9,403).
- Expanding the application of the public service system in a number of Customs Houses, in cooperation with the follow-up committee for the implementation of the public service system, where most of the Customs Houses were covered.
- Require all companies to send their transactions electronically. Most companies dealing with JCD are sending their transactions electronically now (by obtaining a user name and password).

### ➤ Anti-smuggling

Smuggling is a serious economic and social threat. Therefore, the provisions of the Customs Law specify the acts of smuggling and the like acts that constitute Customs offences, and the penalties that apply thereto as results. The law also authorized Customs officers to combat smuggling since the issuance of the first legislation to regulate the Department's work in 1926.

#### ● Major achievements of Anti-smuggling Directorate:

1. (2,182) cases and (502) Customs offences were seized in 2019.
2. Total revenues from these seizures for the year 2019 recorded (6,836,261) million JDs.
3. Many distinctive cases were seized in 2019 such as (weapons, tobacco and cigarettes, drugs, foods, alcoholic drinks, fake brands, etc.)





The box below shows the most important seizures by Anti-smuggling Directorate in 2019:

<b>Type</b>	<b>Number/ quantity</b>
<b>Rifles and guns</b>	15
<b>Cigar</b>	17,619 cigars
<b>Captagon</b>	1,554,227 pills
<b>Heroin</b>	20 g
<b>Cannabis(Hashish)</b>	107 packs
<b>Cigarettes</b>	3,309 cartoons
<b>e-Cigarettes</b>	6,168 cigarettes
<b>Crystal Meth</b>	10 g
<b>Tobacco (molasses)</b>	64,488 kg
<b>Alcoholic beverages</b>	17,743 liters
<b>Petroleum derivatives</b>	39,490 liters
<b>Mobile phones</b>	7,610
<b>Diamonds</b>	195 carat
<b>Various fireworks</b>	15 ton
<b>Clothes</b>	222,817 piece
<b>Shoes</b>	98,000 pairs
<b>Food</b>	105,756 kg

4. A special telephone and wireless communications network has been developed to cover many areas of anti-smuggling patrols.
5. Providing the patrols with cameras installed on the patrol car, so that the patrols' operations in the field are televised to the Operations division of the Anti-Smuggling Directorate.
6. Restructuring and developing the Anti-smuggling operations room in the Department through developing devices and equipment and activating the processes of follow-up, monitoring, control, coordination and cooperation.

## ➤ Customs Intelligence

The importance of Customs Intelligence work lies in the fact that it provides intelligence that contribute to providing solutions for the challenges facing the governments and Customs administrations. It also creates a balance between precise Customs control and facilitation of global trade supply chain. It is, nonetheless, deemed of great benefit when it comes to making quick decisions, reporting and making accurate and objective predictions.

- The achievements of the intelligence work for the year 2019 were represented in the following aspects:
  - Entering 189 distinctive seizures with pictures into the CEN system.
  - Participating in 5 joint operations with Interpol and cooperation in exchanging information by publishing 5 Interpol Purple Notices and issuing 4 circulations of cross-border thefts.
- JCD has also made progress in the area of declaration or non-declaration of money transferred across the borders, and as follows:
  - During the year (2019), 60 cases of non-declared money were transferred to the Anti-Money Laundering and Terrorist Financing Unit with a total amount of (9,537,966) JDs and fines totaling (36,962) JDs.
  - The total amount of declared money reached (7,560,194,287) JDs, of a total (1,654) declarations.

## ➤ Golden List (GL) program

(11) new companies were added to the Golden List program during 2019, after the Compliance Assessment Committee has completed field post-audits, which include verifying the compliance of those companies with the applicable legislation and Customs regulations and the adequacy of the internal control systems available to them as well as verifying the availability of safety systems and procedures that are compatible with international standards.



- **Advantages provided by Customs to "Golden List program" Companies:**

1. Expansion in assigning green lane to transactions of GL companies.
2. Taking advantage of pre-arrival processing service for all goods.
3. Quick release of goods by virtue of appropriate financial guarantees prior to the preparation or completion of 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 as part of celebrating World Customs Day activities.
6. Allowing Clearance Companies to open new branches.
7. Doubling general guarantees for trading companies.
8. Doubling integrated guarantees pertaining to clearance companies.
9. Direct clearance on board vehicles for import, export and QIZ companies.
10. Giving priority to complete Customs declarations for import, export and QIZ companies.
11. Permitting release of goods outside official working hours via undertakings by Customs clearance companies at clearance Customs Houses.
12. Excluding Trucks loaded with imports and exports from Customs Escort except trucks loaded with cigarettes and alcohol.
13. Excluding imports of golden list companies from the condition of inspection mentioned in item (1) of the first paragraph concerning deposit procedures provided for in notification no. (56) for the year 2002, and subject such goods to selectivity procedures.
14. Excluding companies from the provisions of Paragraph (A) of Article (11) provided for in notification no. (49) for the year 2006, regarding the provision of a recommendation letter by the official party responsible for the project, such recommendation letter normally recommend permitting a company to enter devices, equipment and supplies so as to be used in installation and maintenance purposes.
15. Contacting various ministries and public institutions on granting all facilitation to GL companies. Positive responses have been received in this regard.
16. Contacting significant trading partners of Jordan from Arab and foreign countries to solicit mutual recognition of the program and granting the necessary advantages for Jordanian exports.
17. Introducing special covers for Customs declarations of GL companies.
18. Clearing the contents of Customs declarations of Golden List companies under a financial guarantee where Investment Promotion status is decided.
19. Expanding the validity of the importer's card to three years instead of one year for the Golden List companies in the field of import. This facilitation was added following the initiative by Ministry of Industry and trade, which expresses the real partnership and distinguished cooperation to promote investment.

### ➤ **Silver List (SL) Program**

JCD continues to move forward with its renowned approach to further facilitate, simplify and create opportunities for its clients who comply with the laws and regulations. The SL program constitutes one example of such approach. The program is based on informed compliance with customs requirements and legislations. In this program, a company will be relieved of the need to apply to join the SL, as this would be taken care of through analytical studies conducted by Risk Management Directorate to assess companies' compliance with export-import rules. This program provides a range of facilities for listed companies, most notably, the expansion in assigning and yellow and green lanes to SL companies' transaction, and taking advantage of pre-arrival processing service where applicable, and prioritizing the completion of import and export customs declarations of the silver list companies.

The SL program also includes a set of conditions aimed at improving the private sector's awareness of the requirements for Customs compliance, and allowing small and medium-sized companies to benefit from the facilities and privileges provided by Jordan Customs Department. The program also aims at motivating committed companies with larger commercial activity to apply for Golden List Program. In 2019, (83) companies have been listed, bringing the total number of companies in this list to (169) companies in this program.

### ➤ **Customs valuation**

Customs value is the price of imported goods, which lay down the reference to calculate customs duties and other taxes due on imports. Customs Houses accommodate dedicated units entrusted with valuating goods at clearance centers. In cases a dispute on the process of valuation arises, the transaction will be transferred to the Directorate of Value Affairs at the headquarters for ruling.

JCD has carried out many achievements related to Customs value, as follows:

- Update and prepare the list of new clothes imported from China, which was in effect from the year 2009, and issuing a new list that included removing distortions that were in the old list in terms of prices and grades. New types were also created, while reducing the number of grades to two grades (first, second), as well as defining the basis for classification of grades.
- Submitting a proposal for a vehicle inspection form (modern, coordinated, prepared with the purpose of turning regular inspection into electronic inspection).
- Study the Mercedes trucks records and fix the values for some types of Mercedes trucks that do not have records by referring to similar records available to the agent. As well as conduct a comparison between the trucks imported from the European market directly and the trucks imported from the agent.

## ➤ **Customs Total Quality Management**

- ✓ JCD attaches great importance to quality management and institutional excellence. The Department continuously seeks to simplify work procedures, contribute to improving Jordan's ranking in the international reports and local excellence awards and improving the services provided to the stockholders. The Total Quality Management Directorate has been re-structured by the establishment of three sections instead of two (Services and Operations Section, Complaints and Proposals Section and the Institutional Excellence Section). A number of quality-related achievements have been accomplished as follows:
  - The Jordan Valley Crossing Point obtained a two-star evaluation in the Government Service Award. It ranked second in the Kingdom among all participating institutions.
  - Dealing with requests that were received on the "serving you" platform with (583) requests, as it includes complaints, suggestions, inquiries and commendations, and the number of complaints received through the platform reached (250) complaints during the year 2019.
  - Supervising the implementation of the requirements of the ISO 9001: 2015 certification at the following Customs Houses: Queen Alia International Airport Customs House/ Passengers, Amman Post Office Customs House, and the Jordan Valley Crossing Point. These Customs Houses obtained ISO 9001: 2015 certificates in 2019, the supervision on the renewal of the successful grant of the ISO certificate to the Amman Customs House and the supervision of the second phase of the external audit of ISO 2015: 9001. Amman Customs House was granted the certificate in the last quarter of 2018.

## ➤ **Exemptions**

The Department consistently strives to simplify and facilitate its procedures, promote investments, stimulate national economy development and provide quality and streamlined services to the stakeholders. To this, the duty-exempt imports accounted to (90%) of the total value of imports during 2019, including, but not limited to:

- ✓ Duty-exempt imports under the agreements reached (3.178 billion JD), representing (35%) of the value of exempted imports.
- ✓ Duty-exempt imports via decision by the Council of Ministers or private laws or franchise companies (except petrol and derivatives thereof) or entities exempted from Customs duties reached (2.618 billion JD), representing (29%) of exempted imports value.

## ✓ **Investors Exemptions**

Jordan Customs Department exempts the customs declarations of projects which benefit from investment promotion law no. (68) for 2003 and the law no. (30) for 2014 and its amendments. Below is the Customs value of exemptions classified according to the exemption codes:

## Volume of exemptions under investment promotion laws for 2019

Additional code	Code Description	Declarations value (Million JD)
540	Industrial sector exemptions under the Investment Promotion Law	320.0
541	Agricultural sector exemptions under the Investment Promotion Law	2.6
542	Hotels sector exemptions under the Investment Promotion Law	7.0
543	Hospitals sector exemptions under the Investment Promotion Law	21.8
545	Cabinet's Exemptions decisions to exempt any given sector under the Investment Promotion Law	2.6
546	Exemptions until a decision is issued on investment promotion. Duties and sales tax are secured by guarantee.	0.398
580	Investment incentives - table1/A unified exemption	2.3
581	Investment incentives - table1/B unified exemption, General	19.6
582	Investment incentives - table1/C unified exemption, General	68.9
583	Investment incentives - Industrial and crafting sector table 1 /D	23.6
584	Investment incentives - Agriculture and livestock, table 3	1.9
585	Investment incentives - Hotels and Tourism, table 3	5.1
586	Investment incentives - Hospitals and medical centers, table 3	12.1
588	Investment incentives - amusement parks and tourist attraction, table 3	1.9
589	Investment incentives - Call centers table 3	0.069

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590	Investment incentives - scientific research centers and laboratories, table 3	0.687
591	Investment incentives - production and media, table 3	0.908
594	Investment incentives - information technology sector	0.293
595	Investment incentives – Public transport and shuttles	1.2
596	Investment incentives - Tourism restaurants sector	1.7
597	Exemptions of new projects and production branches excluding stamps and service charge (0.00% sales tax)	2.3
<b>Total</b>		497.1

#### ✓ Development Zones and Free Zones Exemptions

JCD has established a unit for Development and Free zones exemptions to facilitate and simplify procedures for Development and Free zones exempted goods. This will allow focusing comprehensive audit operations on high-risk sectors in Development zones, especially tobacco, molasses tobacco, coffee, spices and nuts products. JCD has also implemented the Development and Free zones Electronic Exemptions system on the ASYCUDA system in Petra region in coordination with the Petra Development & Tourism Region Authority. Customs value of development zones and free zones exemptions amounted to (466.208 billion JD).

#### ✓ E-exemption System

Embracing the directives of His Majesty King Abdullah II of realizing e-government in 2020, JCD has automated all sections concerned with the exemption procedures from 2017 until 2019 as follows:

- Automate Investor Exemptions section
- Automate Development Zone Exemptions section
- Automate General Exemptions section
- The honored Council of Ministers has issued a decision binding all agencies exempted from taxes to direct electronic communication to the Department via the e-exemption system "Just" (Faqad) for various exemptions.
- JCD conducted all the necessary preparatory meetings, official communications, training, and issuance of the necessary circulars to initiate the implementing the system.
- The number of e-exemption recommendations via the ASYCUDA system in 2019 totaled (6,484), of which (5,214) were completed. This represents (80.5%) of the total recommendations on the system.

## ➤ **Public relations, Media and International Cooperation:**

JCD attaches great importance to Public Relations and Media as they highlight the Department's image and its role in the local and international community. It is deemed an essential tool to create positive relationships which would have the greatest impact on internal and external communication.

### **Achievements of JCD in Public Relations and Media:**

- **Press releases:**
  - 180 published press releases representing the events and activities of the Department in 2019.
- **The external website of the Customs Department:**
  - (148) circulars and (27) notifications were published on the external website during 2019.
- 
- **Publish and follow-up news related to retired Customs officers:**
- **Electronic publications:**
  - 86,400 e-bulletin were e-mailed to various stakeholders during 2019.
- **Meetings:**
  - Coordinate and follow up with (245) meetings held in the Department.



- **Holding celebrations and conferences to launch vital projects related to work development, such as:**
  - Regional Forum "Automation to facilitate trade and promote Arab economic integration."
  - The sixth meeting of the joint Customs committee for the member states of Agadir Agreement.
  - Signing a memorandum of understanding with the Housing Bank.
  - Signing a memorandum of understanding with Maersk GTD Company.
  - Signing an agreement with the Middle East University.
  - Signing an agreement with the Brazilian Chamber of Commerce.



- **Receiving delegations from Arab and International Customs officials to exchange expertise and best practices.**

The following delegations visited the Department in 2019:

- The Egyptian delegation
- A delegation from the International Road Transport Union (IRU)
- A delegation from Amman Group for Future Dialogues
- A delegation from students of Al-Huson University College
- A delegation for training on Shipping, Insurance and Customs clearance for Customs officers No. 6
- A delegation for training on technical supply for Customs officers No. 39
- The International Narcotics Control Board (INCB)
- A delegation from Saudi Customs
- The Director General of Qatari Customs
- The Palestinian ministerial delegation
- The Assistant Director General of Palestinian Customs Affairs
- The Director of the Customs Office of the Palestinian international mail exchange and the accompanying delegation



- **Several courses were conducted with the participation of member Customs administrations of the region as shown in the box below:**

No.	Delegation/ Regional workshops and training courses	Date
1.	Regional Workshop on " pre-arrival processing and expedited shipments system "	24-28/02/2019
2.	Regional Workshop on "Transit"	23-25/04/2019
3.	Workshop on "Training of trainers"	July
4.	Regional Workshop on "Customs intelligence for the benefit of Palestinian and Sudanese Customs"	02-05/12/2019

## ➤ **Translation and Interpretation:**

Theoretically, translation is a time-consuming and labor-intensive process. It often requires conducting quantitative or qualitative research and examination of sources. Besides, revisiting the whole process may also beget a need to engage measurements, audit, and endorsement to ensure that the end product is accurate and conceptually equivalent under the given diversity of social and cultural dimensions of source texts.

Nonetheless, the scope of tasks and responsibilities of the Translation Office has been considerably broadened to implicate a series of other actions and initiatives. For example, in the context of knowledge transfer and sharing, the office was also tasked with monitoring and proposing global works and publications related to Customs community. Consequently, it takes upon itself the task of providing visibility to selected appropriate publications, instruments, tools, resolutions, news and international practices by reintroducing such in a convenient and understandable format to all at the local and regional levels.

The following demonstrates some of the achievements in the area of translation in 2019:

- Translate, edit and process (92) main documents. This includes agreements, MOUs, reports, studies, plans, presentations and international works logged at the office.
- Propose and process main renowned instruments and projects published in foreign languages as they fall within the overall objectives and policies of the Department. This activity covered (11) works from international organizations such as; the World Customs Organization (WCO), World Trade Organization (WTO), Financial Action Task Force (FATF), the World Bank and the United Nations.
- Provide guidance and information on Customs-related activities and publications in the context of knowledge dissemination and sharing, cooperation and exchange of expertise and best practices. Hence, the office has duly translated and published numerous important works from the World Customs Organization and members experiences in this regard. Furthermore, the Office periodically conducted conducts translation to selected important articles from WSO's news and publishing them on Customs' Intranet for everyone's perusal.
- As part of the contribution to translating and updating the content of the English version of Jordan Customs' website content, the office has also conducted legal English translation of the amended Customs law that can now be viewed on the internal and external Customs websites.
- Provide consultation and assistance to the Department's organizational units with regard to international affairs, preparation of correspondence and forewords, and authentication of documents translated by accredited translation institutions.
- Translate the new Strategic and Implementation plans of the World Customs Organization in addition to both versions of the "WCO's SAFE Framework of Standards for the Security and Facilitation of Supply Chain in Global Trade". The translation of the above instrument was presented to the WCO for dissemination at MENA region. This achievement has, in turn, highlighted the role of JCD in supporting the WCO's efforts and tools. Consequently, JCD has received a letter of appreciation from the Secretary General of the World Customs Organization commending the efforts made in translating the above and making them available to member administrations of the region to maximize benefits.
- Provide interpretation services in (7) meetings with visiting delegations and participate in following up on outcomes and recommendations thereof.

## ➤ Contributions to the social responsibility

The department is well aware of its responsibilities towards the local community. It engages in serving the local community through active participation in various events which directly benefit the local community and environment. During 2019, JCD has carried out various activities related to community development in line with its social responsibility plan including, but not limited to:

- Participation in the national and religious celebrations, in addition to participation in carnival exhibitions (3 participations).
- Participation of the Customs Department's officers in the burial ceremony for (115) employees (employees of the Department or their relatives)
- visiting injured or sick officers: (45) officers
- Organize (3) blood donation campaigns.
- Implement a number of initiatives to serve the local community, such as: (Used Tires Recycling, Free Medical Day at the Department, visiting the elderly nursing home, visiting the Martyr's Memorial Park on the anniversary of Al-Karamah Battle, a voluntary day in cooperation with Um-Ali Almshouse (Tkiyet Um-Ali), visiting Um-Al-Hussien Orphanage Charity Institution, painting the sidewalks in front of the Department's building and conducting awareness lectures on various themes such as: prevention of road accidents, smoking, use of fire extinguishers ... etc.

## ➤ Empowering women at JCD

Woman status at JCD has been supported and promoted through the following activities:

- Inauguration of rest area for mentally-disabled people at the Army Hospital of Marka.
- Granting the female employees a two-day administrative leave in Ramadan.
- Conducting a hands-on workshop on gender intelligence with significant participation by female employees.
- Initiative of Ramadan Iftar for orphans benefiting 30 children.
- Providing assistance for the Friends of Cancer Patients Society through tire recycling and re-use for park decoration.
- Honoring a number of female employees (six female employees) on the occasion of Women's International Day and organizing a recreational trip for all female employees from the Headquarter and Customhouses.
- Organizing field tour for the Department's female employees at the Customs Training Center, Public Prosecution Department and the Airport Customs Center - Passenger on the occasion of Eid Al-Adha.



# *Chapter 6*

## *Jordan Customs Partners*

## ➤ JCD Partners

Any unilateral accomplishment of any institution will remain inadequate if it is not attended by partnership with external parties who are capable of providing support, expertise and guidance to the first party. Therefore, JCD has always valued the notion of partnership and engagements in mutual agreements and memoranda of understanding that contributes to facilitating the work of customs, in addition to enabling the Department to achieve its mission.

Partnership management is the process of entrenching and ensuring the continuation of constructive, productive and harmonious relationships with partners. It allocates time and resources to maintain the existing partnership, communicate regularly with partners, and enable all parties to follow the path of partnership progress.

Over the past years, JCD has been able to build excellent partnership relations at all local, regional, and international levels. It identifies its partners and then classifies them via a specific mechanism that takes into consideration the standards of the WCO which are based on three pillars of strategic partnership:

- Customs-to-Customs relations
- Customs-to-governmental agencies relations
- Customs-to- private sector relations

### **The internal criteria that have been taken into account for the classification of partners:**

- The extent of the partner's association with achieving the strategic objectives of the department.
- The extent of the partner's association with achieving Customs operations.
- The extent of the partner's association with the achievement of Customs policies destined towards achieving the Department's strategic plans.

### **• objectives to identify and classify Customs partners:**

- Ensuring continuous cooperation and coordination and maintaining relationship with partners in a manner that enhances the achievement of the strategic objectives of the Department.
- Identifying mechanisms and means of coordination with partners to ensure the effectiveness and sustainability of the relationship to conduct the joint projects.

## • The Partnership with the Private Sector Council

A partnership council between the department and the private sector was initiated in 2000 to discuss all matters that would provide an appropriate environment for investment, and matters relating to joint Customs work, hence providing solutions to obstacles that may impede economic and investment activities. The Council convenes four times a year at the end of March, June, September and December, and whenever needed.

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 Council meetings are chaired by H.E the Director General of Jordan Customs, with the participation of Directorates and Customs houses, who are engaged in 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 often discussed:

1. Possible amendments to the Customs Law and approval thereof by the Council before issuance.
2. The department's notifications and circulars that would impact different sectors. Thus, competent authority are invited to discuss such notifications and circulars prior to adoption.
3. Problems and issues that face a particular sector associated with Customs department so proper solutions are therefore suggested.
4. Presenting examples of different resolutions issued by the Department, in order to verify compatibility with the public interest.
5. Any other issues of interest to the Council members.

• JCD's Partners Matrix for 2018-2019

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



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

	<b>Exchange in the Middle East</b>									
54.	<b>WCO Regional Office</b>	Cooperative	/				/			/
55.	<b>World Customs Organization</b>	Cooperative		/				/		/
56.	<b>Customs Administrations of Neighboring Countries</b>	Cooperative, Integrative		/			/	/		/
57.	<b>World Trade Organization</b>	Cooperative	/			/				/
58.	<b>Embassies of Foreign Countries</b>	Cooperative	/			/				/
59.	<b>Members of the Partnership Council</b>	Cooperative, Integrative								
60.	<b>Donors</b>	Cooperative								
61.	<b>Civil bodies, organizations and charities</b>	Cooperative								

*Future Aspiration,  
Obstacles and  
Challenges*

## ➤ **Future Aspiration**

JCD looks forward to achieving the following in 2020:

- Increase the level of transparency and predictability in international trade procedures.
- Continue to build the capacities of the Customs Department's employees according to the best -
- Customs practices and policies.
- Expand the electronic connectivity and develop Customs relations with Customs administrations regionally and internationally.
- Continue supplying Customs Houses with modern equipment for x-ray examination of containers, trucks and vehicles.
- Implement and apply of Customs projects related to the development of Customs operations and keep up with the best standards at the global level.
- Continuously review the legislation and procedures in place, in line with the upcoming phase, to keep up with the rapid developments in trade management.
- Combat smuggling and illegal commercial activities by developing Customs Intelligence, Risk Management and Anti-smuggling Directorates.
- Automate Customs operations and services to reduce trade costs and facilitate their procedures to contribute to the Kingdom's economic growth.
- Strengthen the relationship and communication with the business community and continuously define new Customs services related to reducing the time for releasing goods.

## ➤ **Obstacles and challenges**

Obstacles and challenges that faced JCD during 2019 lie in the following:

- The increasing risk of field Customs work.
- Inadequate infrastructure in some Customs Houses.
- Non-activation of the electronic transaction system at the governmental level.
- The Customs work is linked to the work of many other government Departments.
- The development and growth of means of smuggling and cross-border crimes worldwide.
- Lack of readiness of some Customs administrations in neighboring countries for electronic connectivity with Jordan Customs.
- The main headquarter building does not meet all work requirements, service providing standards, and facilitation to stockholders.
- The policy of controlling expenditure and lack of necessary funding to expand existing development projects and start new projects.
- The shifting of Customs work from border gates guards to Intelligence Risk management-based administration.
- Increasing Customs work challenges in the 21st century, including smart Customs applications, and block-chain applications.

***ABBREVIATIONS  
AND  
ACRONYMES***

## International Trade Agreements

#	Abbreviation	Meaning
1	FTA	Free Trade Agreement
2	TIR	The Customs Convention on the International Transport of Goods under Cover of TIR Carnets
3	GATT	General Agreements on Tariffs and Trade
4	EFTA	European Free Trade Agreement
5	Agadir	Agreement of Establishing a Free Trade Area Between the Arab Mediterranean countries( the Kingdom of Morocco, the government of the Kingdom of Jordan, the government of the Republic of Tunisia and the government of the Arab Republic of Egypt)
6	KYOTO	The International Convention On The Simplification and Harmonization of Customs Procedures

## Common

#	Abbreviation	Meaning
1	EXW	<i>Ex-Works</i> or EX-Factory
2	CIF	<i>Cost, Insurance and Freight</i>
3	C&F	Cost and Freight
4	B/L	Bill of Lading
5	FAS	Free Alongside Ship
6	FOB	Free On Board
7	FOC	Free of Charge
8	IV	Invoice Value
9	IM4	Import for local Consumption
10	TR8	Transit customs declaration
11	EX1	Permanent Export
12	EX2	Temporary Export
13	EX3	Re-Export

14	IM5	Temporary Admission
15	IM6	Re-import for local Consumption
16	IM7	Bonded Deposit
17	RD4	Import for Consumption (Expatriates' household)
18	SD4	Import for Consumption (Personal Effects declaration)
19	TR8	Transit
20	AA9	Admission Order to the Special Economic Zone / Aqaba
21	AR9	Other Customs Statuses
22	nCEN	NATIONAL CUSTOMS ENFORCEMENT NETWORK
23	AEO	Authorized Economic Operator
24	NCSS	National Cyber Security Strategy
25	JCD	Jordan Customs Department
26	GL	Golden List Program
27	SL	Silver List Program
28	WCO	World Customs Organization
29	NWT	National Window for Trade Project
30	QIZ	Qualified Industrial Zone
31	FZ	Free Zone
32	DZ	Development Zone
33	ASEZA	Aqaba Special Economic Zone Authority

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