



## Jordan Customs

A Trend toward  
Innovation and  
Excellence



Pioneering  
Customs under the  
Hashemite  
Leadership

Prepared by: Information  
Technology Directorate



# Presentation Components

**History of Customs Department**



**The Department's Achievements in 2011-2014**



**Pioneering Systems and Projects**



**International and Local Cooperation**



## The History of Customs Department

- ❑ Establishment of *Emirate of Transjordan* in 1926 was accompanied with establishment of the first Customs Administration that was known as *Directorate of General Excise and Statistics* then.
- ❑ Jordan Customs apply, in addition to the Customs Law and Administrative Organization System, more than (30) legislations for various ministries and government departments.



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## ❖ The Department's Tasks ❖

❑ The concepts of Customs work have recently changed to meet the requirements of the current stage that most countries have been going through, so that customs tasks have broadened to contribute to achievement of the following tasks:

1. Achievement of economic security through combating illegal trade activities and commercial fraud, maintaining intellectual property rights, promoting investment and combating money-laundering.
2. Achievement of social security through protecting society from entry of harmful materials, such as drugs, counterfeit goods and environmentally harmful materials.
3. Maintaining national security through anti-smuggling of weapons and dual-use materials.

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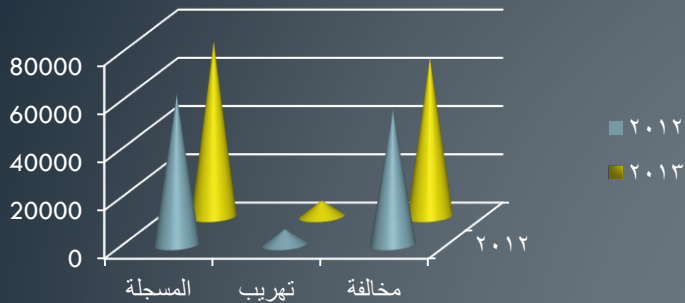
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# Customs Smuggling Cases and Offences



➤ The number of customs cases registered in the year 2013 amounted to (72732), compared with (62326) in 2012, with an increase of (10%).

➤ The aggregate of seizures of drugs in 2013 reached to about (692) kg, and the aggregate seizures over the past three years reached to (3770) kg.

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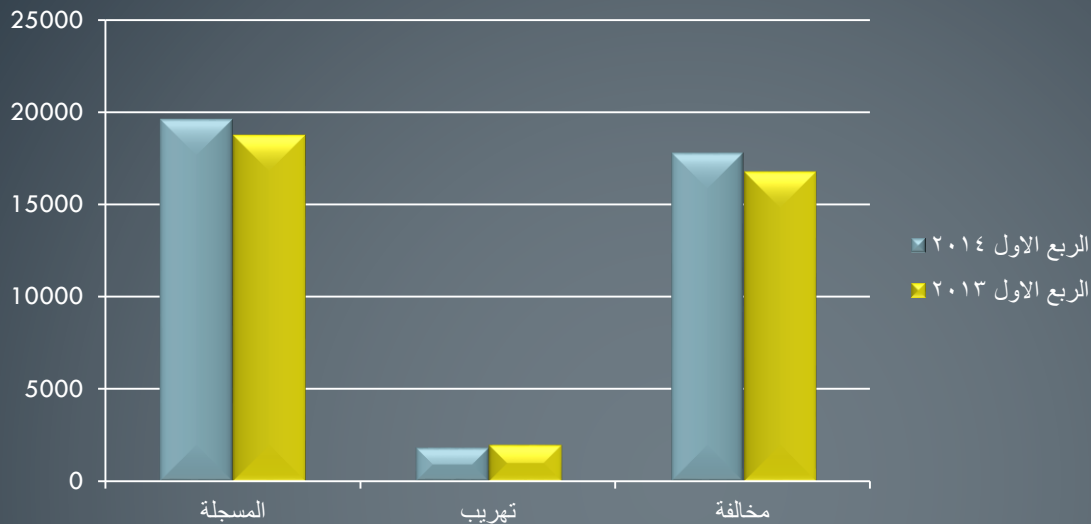
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# Smuggling cases and Offences



Period of Time	Number of Cases			The Value of Collected Fines (Million Dinars)	Detected amounts of Drugs
	Registered	Smuggling	Offences		
The first quarter of the year 2014	19641	1836	17805	3.53	9678.757 Kg Equivalent to about 40.953 million tablets
The first quarter of the year 2013	18705	1963	16742	3.36	1.819 Kg Equivalent to about 10000 tablets

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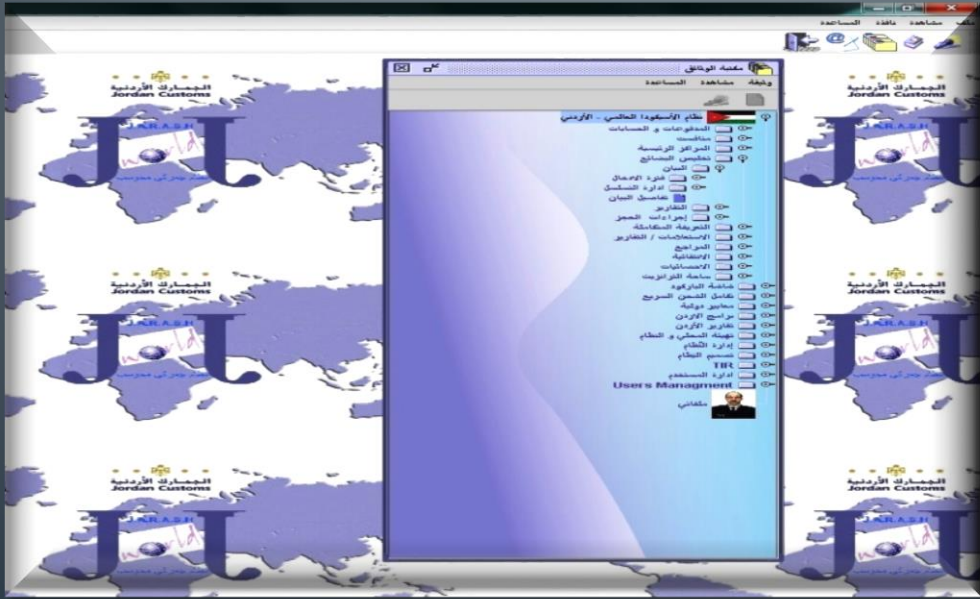
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# Projects

Asycuda World System: It is a computerized Customs Clearance System that depends on using the Internet. The most important characteristic of such system is that it has enabled clearance companies and declarants to organize their Customs declarations from anywhere in the world online for 24-Hours .It is currently implemented at (34) Customs houses.



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**Robot Software Project, through  
ASYCUDA WORLD SYSTEM, includes:**

- ✓ Central Pledges System applied at most of Customs houses
- ✓ Central Deposits System applied at most of Customs houses
- ✓ Electronic Exit Permit System
- ✓ Electronic Customs Transactions-Transfer System
- ✓ Automatic Suspension System (for Clearance companies, importers, declarations)
- ✓ Central Value System
- ✓ Electronic Import Licenses and Importer E-Card System
- ✓ Auction System
- ❑ Government Inventory Management and Control System (GIMCS)
- ❑ Implementing computerized systems at all of the Customs houses, received from Aqaba Special Economic Zone after merging.

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## ❄️ Electronic tracking System for Transit Trucks ❄️

❑ Such project aims at facilitating and expediting Transit Trade and monitoring the movement of commercial trucks that are moved across borders of the Kingdom by using the latest telecommunications technologies, satellites and digital maps to detect any violations during the trip

❑ Customs Escort Directorate and Anti-Smuggling Directorate are working as true supporters for such system. Moreover, it has been recently connected with X-ray.

❑ it is applied at (33) customs houses.

➤ The number of tracked trucks amounted to (160638) through the year 2013, (3,2) million Dinars were levied as e-tracking service charges.



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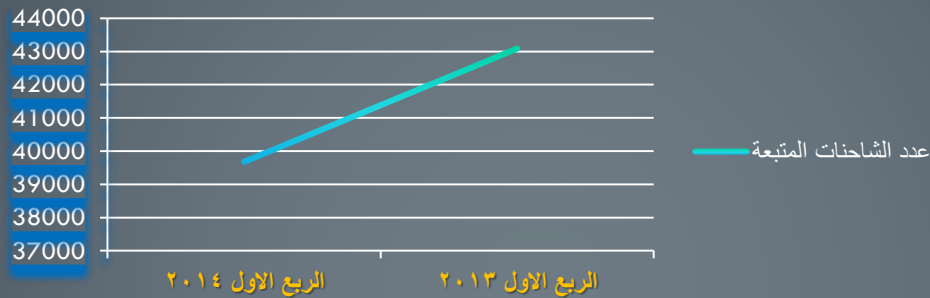
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## Electronic Tracking System for Transit Trucks

### The number of trucks that have been tracked



Period of Time	The number of trucks that have been tracked	Value of collected fees (service-charges) Dinars	Deficiency
The first quarter of the year 2014	39675	793500	8 %
The first quarter of the year 2013	43091	861820	

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## Single Window Project



This entails facilitation for stakeholders through gathering representatives of the concerned departments and institutions which are involved in the clearance process at one place, through computerization and development of their procedures and connectivity.

- ✓ The number of departments currently acceding to this projects amounting to (6).
- ✓ It has been applied at (11) Customs houses , and thus application of this project will be expanded to include other departments.



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## E-Gate Control System



It aims at increasing the efficiency of controlling the movement of goods and tracking Transit Trucks at Customs houses so as to reduce as much as possible smuggling operations and preventing the human intervention.

- ✓ The number of e-gates installed at different Customs houses to date amounted to (14) gates.
- ✓ Such project has been implemented at (6) Customs houses.



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## ❄ Television Monitoring System ❄

Such system provides, through more than (300) TV cameras, a live monitoring for customs operations and the movement of passengers, goods and conveyances. This also entails that observations and information are passed to customs officers at borders in order to assist them with undertaking their official duties and supervising them up by their direct officer in charge or by the Director General at their workplaces. Such system also aims at curtailing smuggling incidents and recording all events taking place at Customs houses on a daily basis.

Moreover, an integrated monitoring system has been installed at Queen Alia International Airport Customs house.



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## ✧ X-Ray Inspection Equipment ✧

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

-(3) Modern X-ray detection devices have been recently installed in each of:

-Jaber Customs house.

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

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



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## **Globally networked Customs**

This project aims at reaching to a department free from papers and customers as much as possible, and it includes (3) projects

1. Customer Service Unit
2. Information Bank and Decision Support Systems BI

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## Customer Service Unit



This project aims at transferring customs transactions to the concerned departments and agencies, following them up and completing them electronically, thus contributing to reduce the time and efforts and costs for customers .

The number of completed Electronic transactions, since application of such system, amounted to around (50) thousand, and therefore (2706) customs transactions have been achieved over the first quarter of 2014.



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2. It aims at extracting all the necessary reports and statistics for predicting the potential risks about importers and clearance companies and any other information that would help decision-makers in the department. Such project has been applied at (4) Directorates, and two more Directorates shall be added to this system over this year.

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## Golden List Program



- ✓ Initiative by Jordan Customs to build and entrench partnership and cooperation with the private sector
- ✓ This program consists of an integrated system of specific steps and procedures and works that are carried out by competent and qualified committees to assess the voluntary compliance of the supply chain companies operating in Jordan, with customs requirements and international safety requirements, through which companies within the golden list shall be granted approved advantages and benefits.
- ✓ The number of companies joining the Golden List Program amounted to (45) until the end of the first quarter of the year 2014, after the “compliance audit committee” has finished its post-audits on these companies.

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## ❑ Aqaba Special Economic Zone

✓ (ASEZA) customs authorities and all customs houses affiliated with it and Customs Department have merged into one pursuant to the Cabinet's decision for the year 2011 to unify reference customs in the area and remove any inconsistencies or duplications in serving the national interest.

✓ Aqaba Port is Jordan's only port located at the Red Sea so that Customs has sought over the recent years to increase the competitiveness of Aqaba port through application of various projects to reduce Customs declaration's processing time and mitigating customs hindrances without prejudice to effective customs controls, including:

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## ✧ Pre-Arrival Processing and Connectivity with the Port ✧

✓ Electronic exchange of data between Customs Department and ACT and shipping agents has come into operation, so that customs manifest has been sent to Customs electronically, in addition to inspection of containers electronically.

✓ Starting the pilot application of **pre-arrival processing**, which will enable Customs to complete customs declaration prior to arrival of the vessel to the port, and once it reaches the port the Customs authorities shall notify ACT about the containers that shall be inspected, so that ACT shall send such containers to the Inspection yard immediately. However, containers with green and yellow lanes shall be released , that have completed all its customs procedures, with 60% of the total number of containers.

✓ Thus, processing time for such goods shall be reduced to not exceeding one hour. Customs also aspires to reduce total processing time from 13 days to no more than 6 days, by adopting intelligence operations and analysis of information through decision support systems based on a large information database.

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## ★ Partnership and Cooperation with the Public and Private Sectors ★

The Customs Department has established the partnership council with the public and private sectors ever since 2000 and that includes traders, importers, transport companies, shipping companies and manufacturers and all relevant government departments. It convenes periodically to discuss all hindrances that face clearance on goods .

✓ Exchange of data with government departments and ministries and private sector's institutions has also come into operation, through which exchange of the necessary information between such parties is made in serving facilitation of the movement of trade.

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## ❑ International and regional Cooperation:

- ❑ Connectivity with three customs administrations from countries in the region, the first of these agreements was electronic connections with Syrian customs (which is currently stopped due to war conditions), followed by Abu Dhabi Customs, and Saudi Customs. There are negotiations to link up with all of Tunisia, Egypt, Morocco, Qatar, Kuwait, and Lebanon. Jordan Customs also aspires to establish a regional center for the exchange of customs information between countries in the region
- ❑ Take advantage of “Safe Freight Initiative” of the United States through installation of the required equipment at Aqaba port and to provide the necessary training to enhance the capacity of customs in the field of containers’ security and improving the process of detecting illicit trafficking of restricted and prohibited materials.

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## ✦ Excellence of Jordan Customs ✦

**Jordan Customs has won, over the past decade, many awards and the most prominent Awards include :**

✓ King Abdullah II Award for Excellence in Government Performance and Transparency- first Rank/ bronze at the sixth cycle.

Government Innovation Award - first Rank/third level at the sixth cycle.

Three Customs houses have recently won a Star of Excellence in the “Distinguished Government Service Award” at the sixth cycle.

✓ King Abdullah II Award for Excellence in Government Performance and Transparency-Second Rank /bronze at the fifth cycle In 2011 .

✓ King Abdullah II Award for Excellence in Government Performance and Transparency-best achievement in 2007

✓ Arab E-Government Shield Award / innovative Design/within the category of websites of security and military institutions in 2012.

✓ Arab E-Government Shield Award /Technical innovation /within the category of websites of security and military institutions in 2010.

✓ Sheikh Mohammed Bin Rashid Al Maktoum Award for Arab Management as the best Arab government institution for the year 2001.

Jordan Customs has been adopted as a member in the application of electronic tracking and electronic locks criteria at the World Customs Organization.



Jordan Customs...a Trend Toward Innovation and Excellence

Thank You for Listening

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