



Jordan Customs

A Trend toward
Innovation and
Excellence



Pioneering
Customs under the
Hashemite
Leadership



Presentation Components

History of Customs Department



The Department's Vision and Mission



The Department's Achievements (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 then as *Directorate of General Excise and Statistics*.
- ❑ In addition to the Customs Law and Administrative Organization System Jordan Customs applies more than (30) legislations connected with other ministries and governmental agencies.



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The Department's Vision and Mission:

- Jordan Customs Department's vision has always had the ambition to provide distinguished customs services ever since 2001. It has also exerted lots of efforts to realize its strategic goals that included a number of pioneering projects which single out Jordan Customs Department in this regard. Jordan customs is the first Customs administration to apply the electronic-tracking system, Golden List Program Single-Window Project and other pioneering projects into its operations.
- Jordan Customs Department has already re-formulated its vision, mission and values in order to fulfill the requirements of the next stage.
- ***The Department's Vision Statement ...***
- "To be regionally more distinguished Customs Administration in support of the national economy and security"
- ***The Department's Mission Statement ...***
- "Provide the Department's stakeholders and customers with distinguished customs services, contribute to the promotion of the national economy, security and protection of society in accordance with achievement of comprehensive and sustainable development requirements, and to cope up with rapid developments at local and international levels"

❄ 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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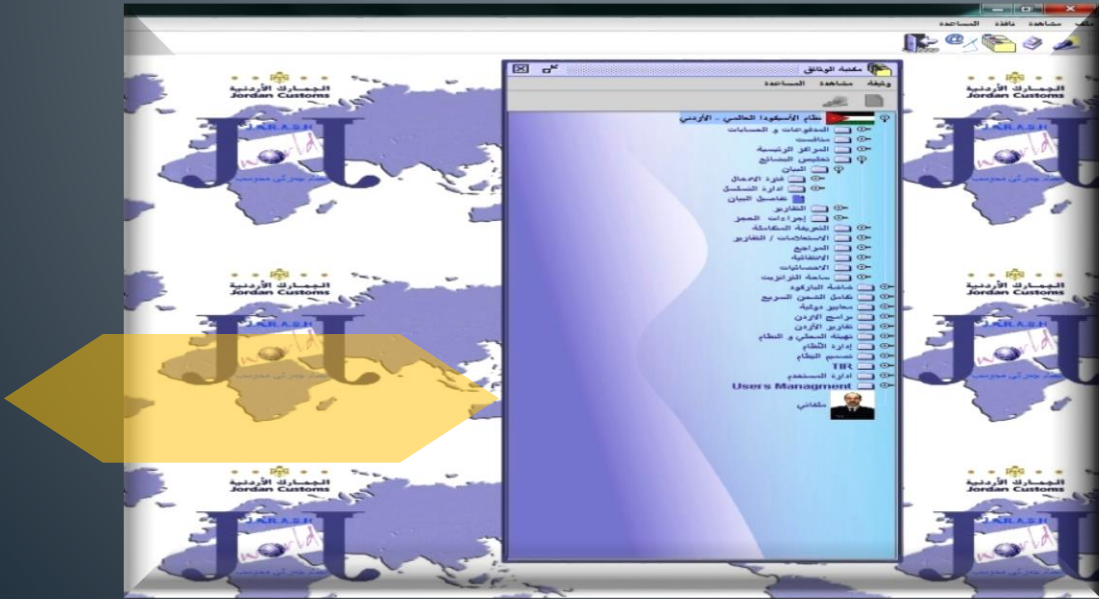
Smuggling cases and Offences

Period of Time	Number of Cases			The Value of Collected Fines (Million Dinars)	Detected amounts of Drugs
	Registered	Smuggling	Offences		
2014	80635	7376	73259	16.3	14 Kg (heroin) 309 kg (cocaine) 70 kg (Joker) 57 g (marijuana) 4 million tablets (Captagon) 43.026 million pills (medicine drugs) 1 kg (drugs paste)
2013	7373441	6724	68072	13.45	692 Kg (drugs) 479.8 Kg (heroin) 28 kg (Captagon)

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 totalled (160638) during the year 2013.

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The number of tracked trucks totaled(153500) during the year 2014.



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Single Window Project



This project was developed with the view to provide further facilitations to stakeholders. This is done through assembling representatives of the concerned departments and institutions which are involved in the clearance process in one location, so that importers and exporters can submit information once to a single focal point, or “window”. Behind that window, the information is then routed to all concerned agencies, which simultaneously carry out the required agency-specific checks.

the Single Window’s increasing technological efficiency will save traders money and time, enhancing their competitiveness in the region and contributing to economic growth in Jordan.

- ✓ Customs began implementation of the Single Window in 2008.
- ✓ 6 departments participating in this project.
- ✓ It has been applied at (14) 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.

- ✓ (14) e-gates installed at different Customs Houses.
- ✓ 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.



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✧ X-Ray Inspection Equipment ✧

There are X-Ray detection devices installed at 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.

-(5) 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 will be installed in Aqaba Customs house from the European Union and 1 device will be expected to be used soon in Al-Karama Customs house from Japan International Cooperation Agency (JICA).

Scan Van stationed at Wadi AL yutom for passengers luggage inspection donated by US Government.



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Electronic Customs

This project aims at embodying the concept "Paperless Department " as much as possible, and it includes (3) projects

1. Customer Service Unit
2. Information Bank and Business Intelligence System
3. Electronic Archiving

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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 (58) thousand, (11 thousand) customs transactions have been achieved during 2014.



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❄ BI System ❄

It aims at extracting all necessary reports and statistics so as to assist decision makers predict potential risks, and, accordingly, pass on appropriate decisions.

Electronic archiving

The system is intended to archive and administer Customs declaration and relevant documents electronically to fulfill the Department's aspiration to embody the concept "Paperless Department", and further facilitate recalling and sharing documents as the situation necessitate.

- Implemented in 2009. Applied at 15 Directorates and 6 main Customs Houses .

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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 (50) until the end of the year 2014, after the “compliance audit committee” has finished its post-audits on these companies.

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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 times 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 connection 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

❑ Benefiting from “Container Security 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.

❑ Taiex program (**Technical Assistance and Information Exchange**)

❑ US Department of State EXBS program.

❑ Mediterranean Initiative.

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Agreements On Mutual Assistance in Customs Matters

- Jordan Customs concluded a number of agreements on Mutual Assistance in Customs matters with Arab and foreign customs administrations such as QATAR, Saudi Arabia ,Kuwait, Palestine, Tunisia, Morocco, Federal Russia,Italia,Ukrania for the exchange of information, intelligence, and documents that will ultimately assist countries in the prevention and investigation of customs offenses
- Ongoing negotiations to conclude agreements with UAE ,Iraq, Oman, Yemen, Indonesia, India and Japan.

Initiatives adopted by Jordan Customs to promote partnership with the private sector

Coping with the recent developments and requirements of the WCO SAFE Framework of Standards realize the importance of Customs – Business Partnership to facilitate and secure international trade at all levels and tackle rising issues in the trade environment, to enhance the national economic growth, to create an attractive investment environment. In light of this, Jordan Customs has initiated and developed the following initiatives:

- ✓ A customs-business Partnership council
- ✓ Golden List program
- ✓ Single Window
- ✓ E-Connectivity with Public and Private Sectors
- ✓ Intellectual Property Rights

✦ 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.

✓ ISO 2008/9001 for 3 consecutive years since 2004.



Jordan Customs...a Trend Toward Innovation and Excellence

Thank You for Listening