



*Jordan Customs*

# **Annual Report 2017**

**“Excellence in performance ... quality in service”**

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



His Majesty King Abdullah II Ibn Al Hussein



His Royal Highness Crown Prince Hussein Ibn Abdullah II

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## *Foreword by the Director General*

It is with a great pleasure that I present to you Jordan Customs Department's annual report for the year 2017; a report which will bring to light efforts exerted to strengthen our national economy and provide the highest quality services to the business community. It will also review accomplishments of the last year, and aspirations Jordan Customs endeavors to reach in sometime ahead.



Embracing the Royal visions in the area of e-government, an electronic customer service system has been implemented; so that all correspondence and communications are handled electronically, hence dispensing with paper correspondence. Besides, a new external website, as well as a set of social network sites (Facebook, Watts, Twitter, YouTube) have also been launched as part of the Department's efforts to take on best technological practices destined towards simplifying procedures, speeding up service delivery and reduce overall costs.

As for operational development, the Department has launched the Silver List program (SLP). Being regarded as one of the pioneering projects, the Department sought to launch the SLP with the view to serve a large segment of the business sector. As SLP program adopts the best international trade facilitation standards, 26 companies have been registered therein so far.

Strategically, the Department has developed and implemented its strategic plan for the years 2017-2019. All Activities and projects were laid out therein with the aim to elevate the Department's efficiency in all aspects of work in line with the best international practices. Additionally, a new electronic system to measure and evaluate strategic and action plans was employed as well.

As for excellence in performance, Jordan Customs has received the Emirates Energy Award (Silver Award) organized under the theme " Innovative Solutions for Clean Energy" in 2017. The Award was presented to Jordan Customs in recognition to its renewable Energy project which was implemented at several customs centers. The department has also ranked second in the area of government services development, based on the Annual Survey Report conducted by the Ministry of Public and Private Sectors Development. In this annual survey that measures performance of 71 governmental institutions; Jordan customs' compliance rate arrived at a whopping 94%.

The Department, furthermore, looks forward to implementing the National Window for Trade project, which will have the greatest impact on promoting investment, reducing time release of goods, and re-engineering of all procedures of the Customs Department and the 32 private and public institutions participating in the project.

Undeniably, browsing this report will yield a lot of important data and statistics that reflect the outstanding efforts of the employees to achieve the Department's vision and mission.

In conclusion, I would like to thank all those who contributed to these achievements. In this regard, I wish to recognize the Department's partners from both private and public sectors. I would also like to extend my thanks to Customs staff wherever located, while reassuring our due diligence and aspiration for further development and distinction at all levels under the leadership of His Majesty King Abdullah II Ibn Al Hussein.

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

"I have constantly asserted that Government must remain transparent, realistic and proactive, without hesitation.

With the phase of strategizing and planning complete, the Government must now focus on effective implementation, for it is up to us to take matters into our own hands. No one will solve our problems but us. We must harness our will, potential, and energy to confidently and resolutely take on the challenges before us".

*Speech from the Throne*

*By His Majesty King Abdullah II*

*Opening the Second Ordinary Session of the 18th parliament.*

*12 November 2017*

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..... wherever they are.

*Remarks by His Majesty King Abdullah II*

*On the Occasion of Jordan's 71st Independence Day*

*Amman, Jordan*

*24 May 2017*

We have stressed on many occasions that serving Jordanian citizens is our main motive for change and for improving the performance of public service institutions to be up to their expectations. We have also maintained that these institutions are accountable before citizens, their representatives and civil society organizations to elicit a qualitative performance that mirrors the deep-rooted history of state bodies and their philosophy, which is based on safeguarding human dignity and pride.

*Letter to Abdullah Ensour stressing that our national institutions work in a transparent manner*

*18 December 2013*

## *Our Vision ...*

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

## *Our Mission ...*

“To create a fair competitive environment for the business sector, to contribute to increasing the competitiveness of the national economy, and to protect and secure the community through the provision of excellent Customs services to stakeholders, in accordance with international best practices in cooperation and effective coordination with all partners.”

## *Our Values...*

### ***Integrity***

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

### ***Transparency***

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

### ***Justice***

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

### ***Discipline***

Adherence to and compliance with the duties and responsibilities required by the legislation in this regard.

### ***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.

### ***Teamwork***

To reflect the principle of cooperation and joint work between employees on the one hand and between the Department and its partners and service recipients on the other, in achieving the public interest.

## *Our Strategic Goals*

- Strengthen financial resources and raising the efficiency of collection.
- Increase the satisfaction of the Department's service recipients 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 Customs Department*

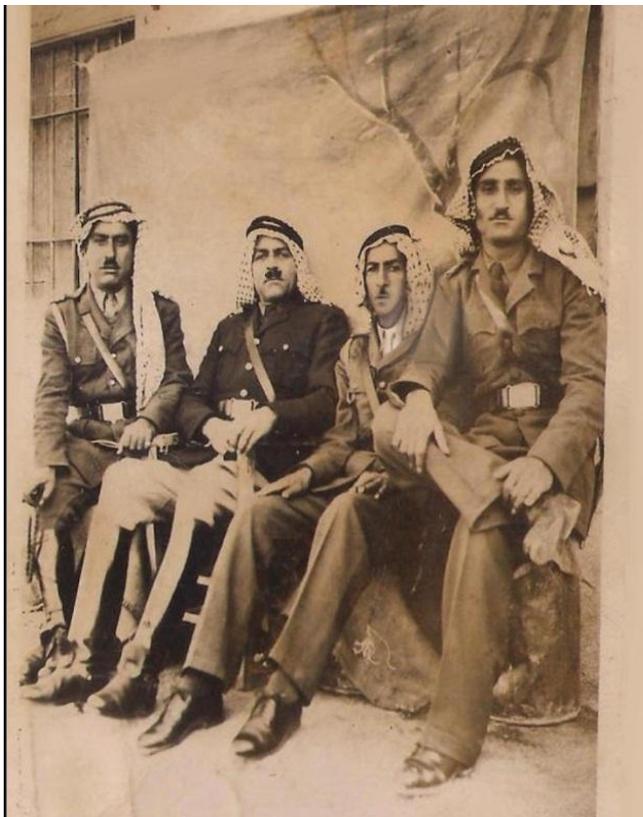
## Jordan Customs Establishment and Development

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

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

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

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



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

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

## Director Generals who headed Jordan Customs Administration since its establishment:

No.	Name	Job Title	Period of Time
1.	<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 – to date

## Administrative Organization System and Organizational Structure

The Department operates under *The Administrative Organization System No. (27) For 2011*. This System was introduced to attune to recent developments at the local and international levels. This system was re-examined and a preliminary draft was prepared in 2017. It included the restructuring of some existing directorates and the creation of new directorates and positions of leaderships. The system is pending review by the Legislative and Opinion Bureau.

The Planning and Coordination Committee is responsible for reviewing the following matters and making relevant recommendations thereto:

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

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

- The Cabinet may create any directorate or merge it into another or cancel it via the Minister's recommendation which is based on the DG's recommendation.
- The Director General may, by virtue of the committee's recommendation, create any division at any directorate or Customs house or Customs lab or merge it into another or cancel it.

In addition, Article (10) states that the Minister, on the DG's recommendation, shall issue the necessary regulations to implement the provisions of this system including:

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



## *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 development and use of sophisticated technology.
- Implement and update automated systems to serve work and public interests.

### – Structure of Manpower in Jordan Customs Department

**Distribution of Staff by Gender in 2016-2017**

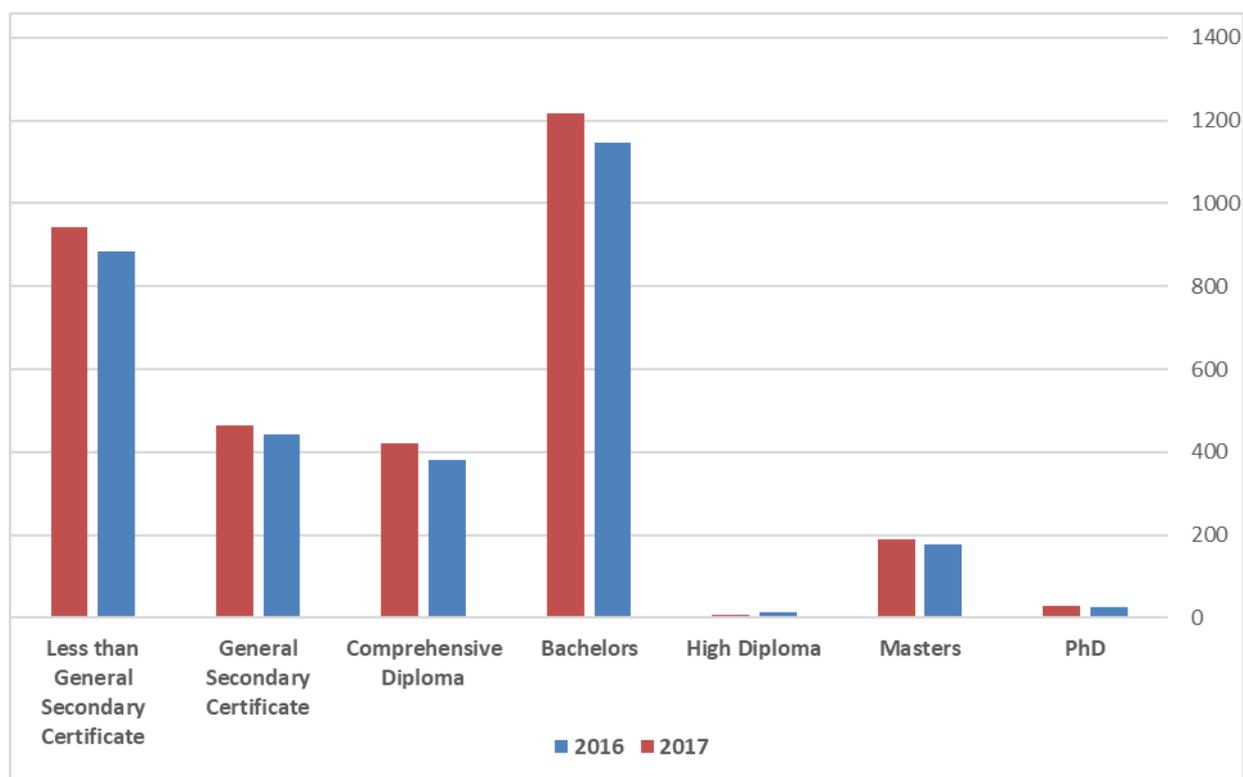
<b>Gender</b>	<b>2016</b>	<b>2017</b>
Male	2907	3076
Female	166	192
<b>Total</b>	<b>3073</b>	<b>3268</b>

**Distribution of Staff by type of appointment in 2016-2017**

<b>Type of appointment</b>	<b>2016</b>	<b>2017</b>
Permanent and Classified Jobs and contracts	2671	2736
Customs Security Agreement	310	310
Contracts (Public Security, Gendarmerie)	91	210
Daily Laborers	0	0
Seconded employees	1	12
<b>Total</b>	<b>3073</b>	<b>3268</b>

**Distribution of staff by academic qualifications in 2016-2017**

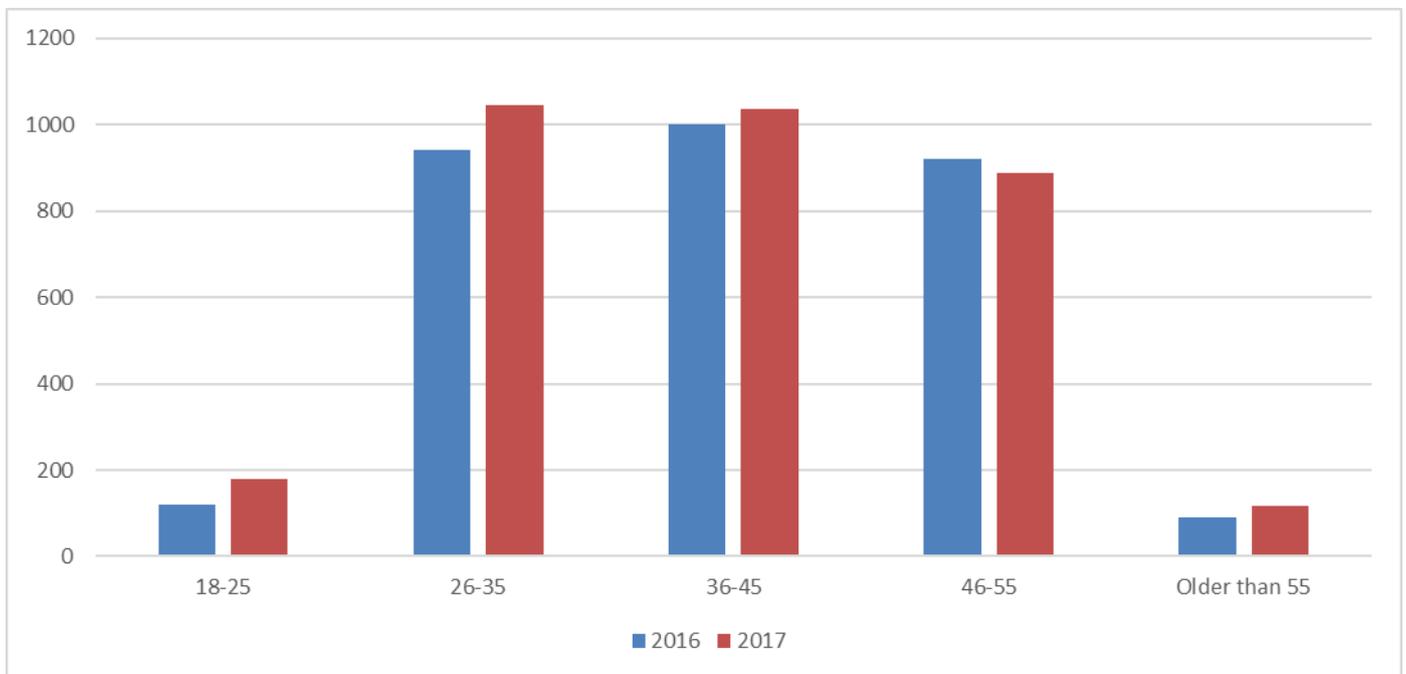
<b>Qualification</b>	<b>2016</b>	<b>2017</b>
PH.D	27	29
Masters	176	188
High Diploma	14	6
Bachelors	1145	1217
Comprehensive Diploma	382	422
General Secondary Certificate	444	463
Less than General Secondary Certificate	885	943
<b>Total</b>	<b>3073</b>	<b>3268</b>



**Distribution of staff by academic qualifications in 2016-2017**

**Distribution of staff by age groups in 2016-2017**

<b>Age (by Years)</b>	<b>2016</b>	<b>2017</b>
18-25	119	178
26-35	942	1045
36-45	1002	1038
46-55	920	889
Older than 55	90	118
<b>Total</b>	<b>3073</b>	<b>3268</b>



**Distribution of staff by age groups in 2016-2017**

**Names of staff members who passed away during service period in 2017**

No.	Name
1	Ayman Abdullah Kareem Al-Shobaky
2	Basel Shafeeq Eafan Al-Khateeb
3	Samer Jaddou'a Mousa Kan'an
4	Samer Muhammad Tawfeeq Al-Shatnawi
5	Azmi Fawzi Ahmad Alawneh
6	Feras Yaseen Taher Da'meh

**Capacity building and Human Resources Development:**

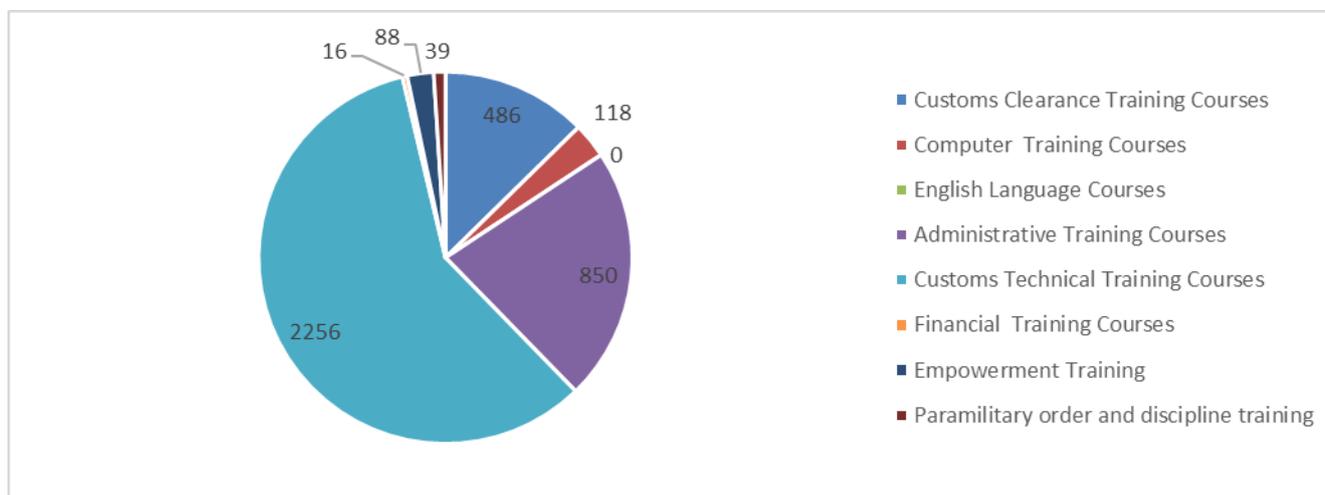
The Department focuses its attention on capacity enhancement and human resources development through providing its employees with training, and financial and moral incentives. During 2017, the Department has realized several accomplishments in this regard, the most notable of which are the following:

## Training

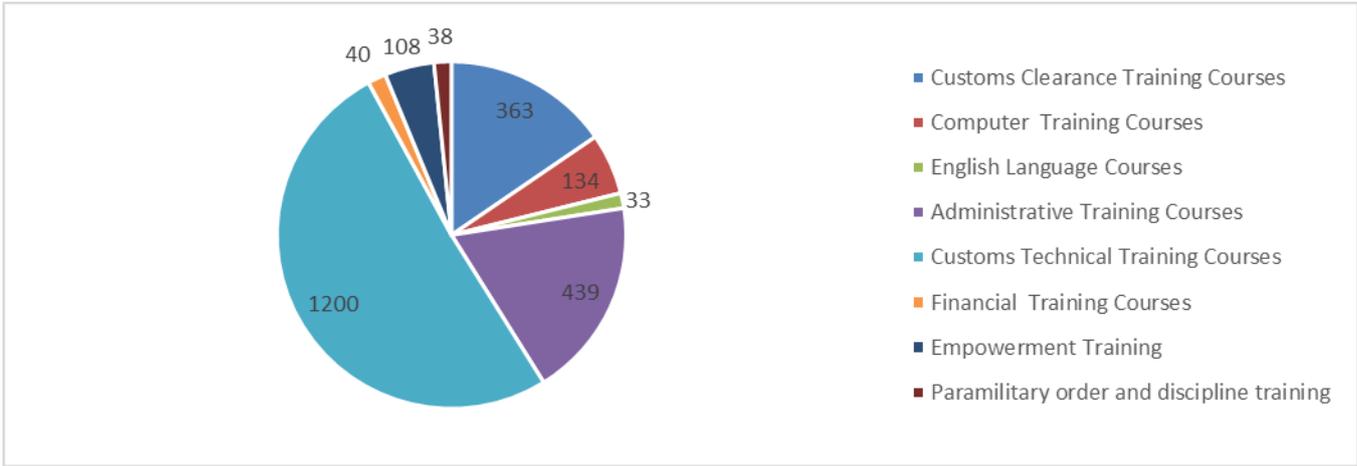
Recognizing the need to always keep up with the rapid scientific and technological advancements, JC had therefore established *Customs Training Centre* earlier in 1998. It was given great weight and importance with a view to build capacity for the department's personnel, staff of clearance agencies,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

### Number of Training Courses and Participants during 2016-2017

Subject	Number of Training courses		Number of Participants	
	2016	2017	2016	2017
Customs Clearance Training Courses	12	11	486	363
Computer Training Courses	19	17	118	134
English Language Courses	0	2	0	33
Administrative Training Courses	75	23	850	439
Customs Technical Training Courses	142	100	2256	1200
Financial Training Courses	9	8	16	40
Empowerment Training	4	4	88	108
Paramilitary order and discipline training	1	1	39	38
<b>Total</b>	<b>262</b>	<b>166</b>	<b>3853</b>	<b>2355</b>



### Number of Participants during 2016



**Number of Participants during 2017**

Each “Empowerment” training Program incorporates (13) Customs-related topics and 110 training hours

Customs Law	Transit
Customs declaration	Customs exemptions
Customs Tariff	Customs risk
Agreements and Rules of Origin	Customs Valuation
Intellectual Property Rights	Customs Cases
Customs procedures	Post-audit of Customs declaration
Temporary Admission	_____

Each “Paramilitary order and discipline training” training Program incorporates (9) several topics and (186) training hours

Physical fitness	Weapons use skills
Paramilitary order and discipline basics	A lecture on legislation governing carry and use of weapons
Self-defense and fight moves	Barriers points and stalking
Lectures in ranks, reference sequence and seniority	Control of vehicles and personnel and procedures for inspection
Skills in dismantling and installing weapons	_____



Paramilitary order and discipline training

### Motivation

The department regularly motivates its employees to induce them to work harder through providing them with several financial and moral incentives that contribute to empowering staff and increasing percentage of their satisfaction. Therefore, this positive impact will be reflected on enhancing work efficiency and performance and, in turn, reflect on stakeholders' satisfaction. Such incentives include; scholarships to fund education for employees' and retirees' children, and letters of appreciation as well as delegating staff to participate in internal and external training courses. The following table illustrates incentives statistics for 2016-2017.

Subject of Incentive	Number of Employees	
	2016	2017
Scholarships for staff's and retirees' children	135	185
Appreciation Letters	751	2990
Participants in external training courses and workshops	122	87

## **Delegation of power**

In order to ensure proper workflow at customs centers, the Department takes on a policy to delegate needed powers to directors and heads of clearance units to carry out their duties in a way which would, consequently, benefit service recipients. During 2017, many powers were delegated, most significant of which are:

- Authorize El- Hassan Industrial Estate Customs House the power of local clearance on postal parcels of more than 1000 dinars.
- Authorize Jordan Valley crossing point Customs House the power of local clearance on cups and cans for packing the diary.
- Authorize Al-Omari Customs House of local clearance on several items.
- Authorize the heads of the clearance units the power to complete the exempted declarations under the Investment Promotion Law.
- Authorize Sahab Customs House the power of local clearance on vehicle, new and used cars and spare parts.
- Authorize Al-Omari Customs House of local clearance on slaked lime and fresh carrots.
- Authorize Aqaba Customs House the power of local clearance on electric cars that are not on the public road and used in hotels.
  
- Organize re-export (EX3) declarations of public vehicle that are written off for benefiting from the replacement update after showing a clearance from liability of the License Department for Az-Zarqa Free Zone Customs House

## *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 with such. It also aims to set clear goals and objectives that can be achieved within a specified period of time, so as to realize the desired future vision.

In the framework of issuing the strategic plan for the years (2017-2019), the department's future vision, "Jordan ranks globally among the top twenty countries for security and facilitation of cross-border trade", was launched. Its mission is "to create a fair competitive environment for the business sector, to contribute to increasing the competitiveness of the national economy and to protect and secure the community through the provision of excellent Customs services to its customers in accordance with international best practices, and in cooperation and effective coordination with all partners."

The Department 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 service recipients and stakeholders.
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 Strategic Goals according to key Performance Indicators

1. Achievement percentage in the total (8) evaluated strategic objectives for 2017 arrived at (97.9 %) which is equivalent to positive evaluation in the evaluation measures of the performance indicators of the strategic plan.

Strategic objective	Achievement percentage
Strengthen the financial resources and raising the efficiency of collection	97.8%
Increase the satisfaction of service recipients and stakeholders	96%
Enhance social responsibility	98%
Develop intelligence and risk management processes	*99%
Strengthen seizures and Customs control	100%
Facilitate Customs clearance procedures	100%
Promote environmental sustainability	94%
Increase the efficiency of performance and institutional capacity	99%
<b>Average</b>	<b>97.9%</b>

\* Achievement percentage of strategic objective "facilitating Customs clearance procedures" was measured by evaluating one indicator, "the time of completion of the declaration at the Airport Customs clearance House". The other objective indicators were not evaluated and moved to 2018.

2. The table below shows a comparison between the achievement of the strategic objectives for 2016 and 2017 in terms of similar performance indicators due to the difference between the two strategic plans (2014-2016) and (2017-2019).

Axis according to balanced score card	Achievement percentage of strategic objectives for 2016	Achievement percentage of strategic objectives for 2017
Financial	92%	96%
Operations and Environment	80.2%	96%
Stakeholders and Society	99.5%	100%
Learning and Growth	79%	99%

## Second: Evaluation of Programs cited in the Strategic Plan for 2017:

1. The number of programs included in the 2017 Strategic Plan was (3) main programs.
2. Achievement percentage of programs in 2017 reached (94%), which is equivalent to the positive evaluation agreed upon in the evaluation measures of the performance indicators of the strategic plan.

Programs	Achievement Percentage
Anti-Smuggling	98.5%
Management and Supporting Services	85.6%
Efficiency of revenue collection and community service	97.8%
<b>Average</b>	<b>94%</b>

## Third: Evaluation of Projects and activities cited in the Strategic Plan for 2017:

Achievement of the evaluated (142) performance indicators of projects and activities for 2017 reached (89%), which is equivalent to the positive evaluation agreed upon in the evaluation measures of the performance indicators of the strategic plan:

1. The number of performance indicators with negative achievements of projects and activities (16) indicators, due to the delay in achievement to internal and external risks.
2. The number of performance indicators with average achievement of projects and activities: (3) indicators.
3. The number of performance indicators with positive achievements of projects and activities: (100) indicators.
4. The number of performance indicators with unrealistic achievements of projects and activities: (23) indicators.
5. The number of performance indicators moved to 2018: (3) performance indicators.

#### Fourth: Internal risks which faced projects implementations

Risk	Risk level	Type of risk	Number of project affected by the risk
Poor cooperation by some stakeholders in achieving works	Medium (M)	Strategic	4
Delay in bids implementation by other parties	Medium (M)	Operational	1
Insufficient allocations in the general budget for capital projects	Medium (M)	Strategic	2
Poor response from departments, organizations and service recipients in applying of computerized systems (resistance to change)	Medium (M)	Strategic	1
Government policy to control and rationalize expenditures	Very Low (VL)	Strategic	2

#### Fifth: External risks which faced projects implementations

Risk	Risk level	Type of risk	Number of project affected by the risk
Poor distribution of human resources	Medium (M)	Operational	1
Poor training and rehabilitation by human resources	Medium (M)	Strategic	1



The Customs Department meetings in the field of Strategic Planning

## **Studies in Jordan Customs Department**

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

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

- **Customs' Partner's Satisfaction Survey (Partnership Council between Jordan Customs and Private Sector)**

The Customs Department conducts this survey on an annual basis after the meeting of the Partnership Council. The aim of this survey is to explore the participants' views in the Partnership Council between the Customs Department and the private sector in order to identify their needs and develop ways of maintaining the relationship and coordination with them, as well as developing the means of communication between members of the Partnership Council and the Customs Department. The following table shows the satisfaction percentage of Customs Department partners in the Partnership Council.

<b>Year</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
<b>Percentage</b>	88%	88%	94%	89%	93%

- **Surveying of the external partners' satisfaction**

The Customs Department conducts this survey on an annual basis. The aim of this survey is to measure the satisfaction of external Customs partners, whether main or supporting partners, in order to communicate and coordinate continuously and achieve fruitful and constructive cooperation with them. As well, it aims at measuring their views on the effectiveness of such partnership in order to improve and develop it to meet the needs of all parties and ensure flexible integration of the joint operations. The following table shows the satisfaction rates of external stakeholders with the Customs Department from 2015 to 2017.

<b>Year</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
<b>Percentage</b>	90%	91%	91%

- **Surveying good governance application level in the Customs Department from the perspective of the Department's staff.**

Jordan Customs Department conducts this survey on an annual basis from the perspective of the department's staff. This survey aims to identify the measurement of the application level of the elements of good governance in Jordan Customs Department from perspective of department's staff at all administrative levels through the analysis of the seven major elements of governance, and to propose some solutions and recommendations which help to help the staff understand the idea of good governance and improve the application level of its elements to contribute to the achievement of the work efficiently and effectively. The following table shows the satisfaction job of employees on good governance in the Customs Department from 2013.

<b>Year</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
<b>Percentage</b>	75%	76%	80%	79%	80%

- **Surveying good governance application level in the Customs Department from the perspective of the service recipients.**

The Customs Department conducts this survey annually to. The purpose of this survey is to identify the application level of good governance and its seven elements in the Customs Department from the perspective of the service recipient, and to analyze the most important factors affecting the measurement of the application level in addition to providing suggestions and recommendations that help senior management improve the application level of governance in the department, this would eventually reflect on satisfaction with the level of services provided by the department. The following table shows satisfaction rates from 2013 to 2017.

<b>Year</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
<b>Percentage</b>	73%	78%	81%	80%	82%

- **Surveying the department's staff's job satisfaction**

This survey is conducted on an annual basis. The aim of this survey is to identify the level of job satisfaction for the Customs Department staff by analyzing the main and important dimensions in job satisfaction among the department's staff. It also aims to propose some solutions and recommendations that would help improve their satisfaction and strengthen organizational loyalty and sense of stability and job security, and improve performance and productivity of employees. The following table shows the satisfaction rates of employees from 2013 to 2017.

<b>Year</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
<b>Percentage</b>	72%	74%	79%	79%	79%

- **Surveying the service recipients' satisfaction**

The Customs Department conducts this survey on an annual basis. The aim of this survey is to identify the reality of service recipients' satisfaction, and to analyze the most important factors affecting the satisfaction of the service recipient. The aim of this survey is to provide suggestions and recommendations that help senior management improve the level of satisfaction for the services provided to its stakeholders. The following table shows satisfaction rates from 2013 to 2017.

<b>Year</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
<b>Percentage</b>	78%	79%	82%	83%	85%

- **Creativity level measurement survey**

The aim of this survey is to measure the level of satisfaction of the Customs Department staff with regard to the extent of application of creativity in the department, and to review the proposals submitted by colleagues to improve the level of application of creativity. The following table shows satisfaction rates from 2014 to 2017.

<b>Year</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
<b>Percentage</b>	79%	84%	79%	80%

## *Chapter 4*

# *Customs Revenues and Foreign Trade*

## Customs Revenues

Customs revenues have increased in 2017 by approximately **(40.802)** million JDs compared with revenues collected in 2016, representing (2.61%), categorized by type as follows:

Customs Revenues	2016		2017		Value of Change (Million Dinars)
	Value (Million JDs)	Percentage	Value (Million JD)	Percentage	
General revenue	1515.324	%97.16	1564.315	%97.74	48.991
Customs Deposits	1.463	0.09%	0.830	0.05%	-0.632
Fee redemption Deposits	0.633	0.04%	0.353	0.02%	-0.280
Ministry of Finance Deposits	42.271	2.71%	34.994	2.19%	-7.278
<b>Total</b>	<b>1559.690</b>	<b>100.00%</b>	<b>1600.492</b>	<b>100.00%</b>	<b>-40.802</b>

### General revenue in details:

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

Customs Revenues	2016		2017		Value of Change (by Million dinars)
	Value (Million JDs)	Percentage	Value (Million JD)	Percentage	
Sales Tax	987.505	% 65.17	998.459	%63.83	10.954
Customs duties and other Customs charges.	368.674	% 24.33	401.681	%25.68	33.007
Fees of other agencies- excluding sales tax	106.590	% 7.03	106.999	%6.84	0.409
Customs Fines and Confiscations	15.939	% 1.05	17.965	%1.15	2.026
Revenue generated via Revenue Supply law	36.616	% 2.42	39.211	%2.51	2.594
<b>Total</b>	<b>1515.324</b>	<b>%100.00</b>	<b>1564.315</b>	<b>%100.00</b>	<b>48.991</b>

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

## 1. Customs Revenues in details:

### A. Unified Customs duties (tariff duty)

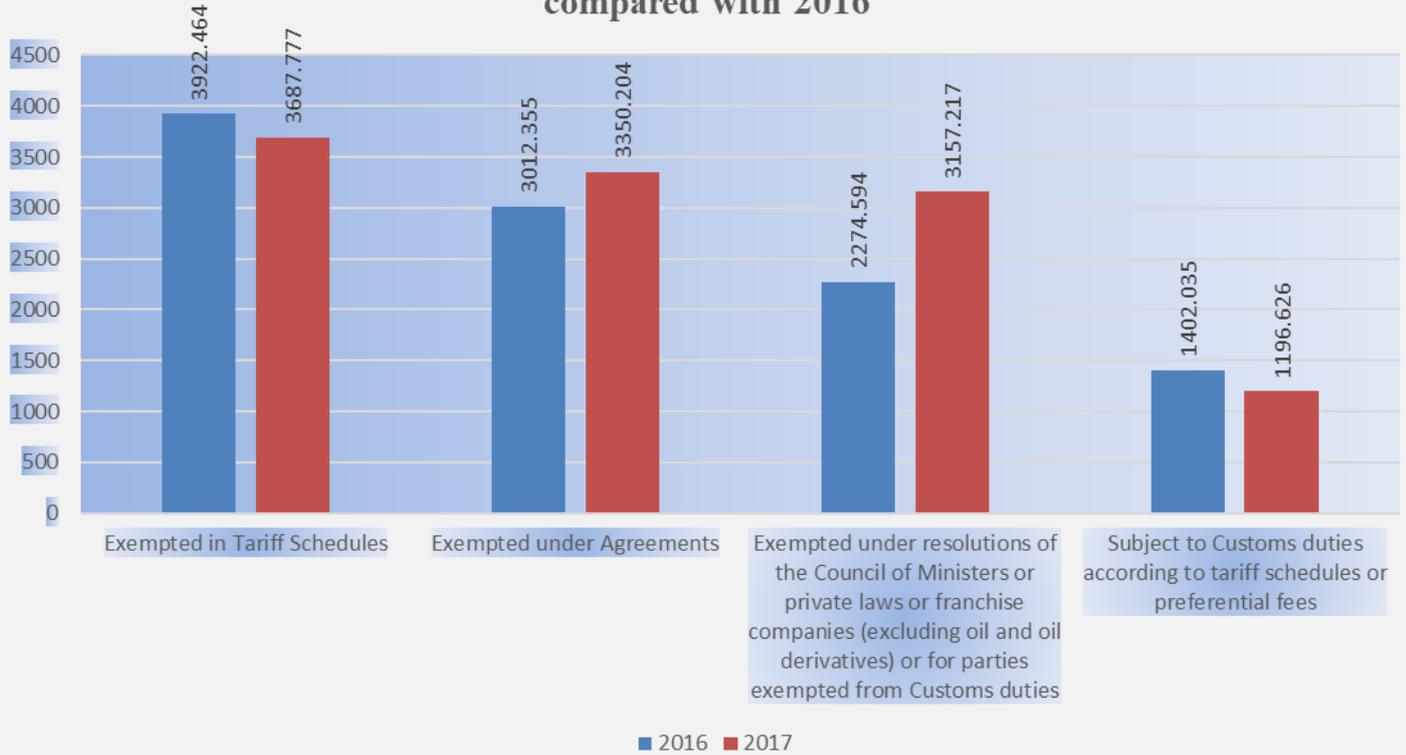
The table below illustrates distribution of values of (IM4) imports declarations- taxable and exempt, and unified Customs duty for 2017 compared with 2016 except Petroleum and petroleum derivatives.

Distribution of Imports	2016			2017		
	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	3922.464	37.43%	0	3687.777	32.37%
Exempted under Agreements	0	3012.355	31.49%	0	3350.204	29.41%
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	2274.594	16.96%	0	3157.217	27.72%
Subject to Customs duties according to tariff schedules or preferential fees	289,537,390	1402.035	12.02%	267,062,254	1196.626	10.51%
<b>Total</b>	<b>289,537,390</b>	<b>10611.448</b>	<b>%100</b>	<b>267,062,254</b>	<b>11390.824</b>	<b>%100</b>

\* Customs tariff weighted average for 2017 accounted for (2.3 %), while it reached (2.7%) in 2016.

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

**A diagram illustrates distribution of values of (IM4) imports declarations- taxable and exempt, and unified Customs duty for 2017 compared with 2016**



## **B. Sales Tax on Import**

Collected Sales tax for 2017 totaled around (992. 616) million JDs (according to the date of financial receipts) compared with sales tax collected during 2016 that amounted to around (982.293) million JDs, with an increase of (10.323) million JDs.

### C. Other departments' fees

The following table shows collection of other departments' fees (Excluding sales tax) for the year 2017 compared with 2016.

Fee Name	2016		2017	
	Amount of Money (Million JDs)	Percentage %	Amount of Money (Million JDs)	Percentage %
Peripheral communication equipment order charge	0.005	0.01%	0.188	0.18%
Service and control fees - scrap import	0.103	0.10%	0.291	0.27%
Price variation charge-Diesel	0.013	0.01%	0.007	0.01%
Agricultural, veterinary and animal health service charges	5.204	4.88%	5.000	4.67%
credit cards use fees	0.200	0.19%	0.011	0.01%
Scrap iron and aluminum export fees	0.767	0.72%	0.913	0.85%
Traffic fees	2.453	2.30%	2.506	2.34%
scrap paper export fees	1.460	1.37%	1.928	1.80%
traffic and customs escort service charge	8.825	8.28%	8.096	7.57%
X-ray scanning service charge	4.893	4.59%	5.440	5.08%
Advance payment of 2% for income tax	68.400	64.17%	69.490	64.94%
Stamp fees	13.353	12.53%	12.733	11.90%
Overloading fines	0.913	0.86%	0.395	0.37%
<b>Total</b>	<b>106.590</b>	<b>100.00%</b>	<b>106.999</b>	<b>100.00%</b>

## D. Ministry of Finance Deposits

The table below shows Ministry of Finance Deposits collection in 2017 compared with 2016.

Ministry of Finance Deposits	2016		2017	
	Amount (Million JDs)	Percentage %	Amount (Million JDs)	Percentage%
Standards service charge	5.211	12.33%	4.989	14.26%
Work permits deposits	5.159	12.20%	0.175	0.50%
Service charge by insurance	0.020	0.05%	0.110	0.32%
Customs Service charge %1 by insurance	0.049	0.11%	0.086	0.25%
Customs Service charge %5 by insurance	0.000	0.00%	0.115	0.33%
differences in Silage subsidies charge	1.905	4.51%	2.076	5.93%
non-attested documents charged by insurance	18.060	42.72%	17.200	49.15%
Customs Insurances/ other deposits	2.819	6.67%	1.699	4.85%
Food consignments inspection fees	1.591	3.76%	1.572	4.49%
Radiological surveillance fee	1.244	2.94%	1.175	3.36%
Unified fee by deposit	2.624	6.21%	1.976	5.65%
Qualitative unified fee by deposit	0.192	0.45%	0.901	2.58%
General relative sales tax by deposit	3.329	7.87%	2.876	8.22%
Income Tax by insurance	0.070	0.17%	0.043	0.12%
<b>Total</b>	<b>42.271</b>	<b>100.00</b>	<b>34.994</b>	<b>100.00%</b>

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

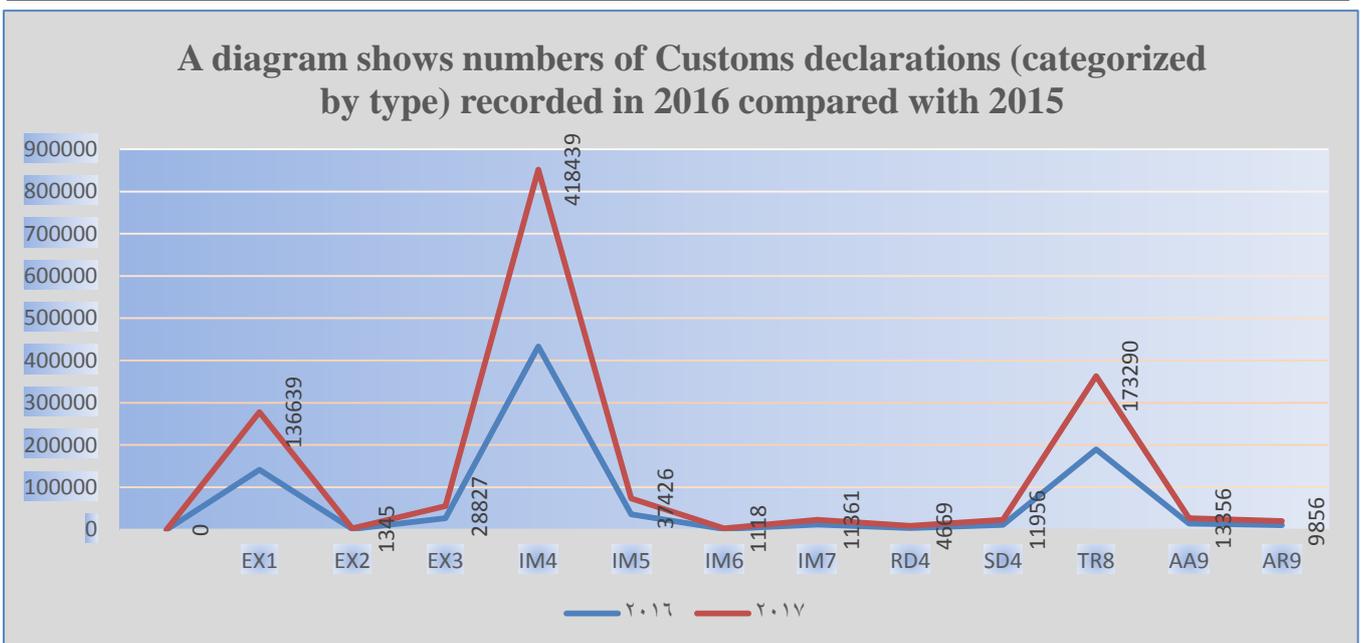
Customs Houses/ Center	2016		2017	
	Amount (MillionJDs)	Percentage%	Amount (MillionJDs)	Percentage %
Aqaba Customs House	434.184	27.84%	471.301	29.45%
Amman Customs House	405.244	25.98%	407.575	25.47%
Al-Zarqa Free Zone Customs House/ Vehicles	313.128	20.08%	285.298	17.83%
Airport Customs House/ Clearance- Zezia	149.893	9.61%	171.424	10.71%
Public Warehouses	73.044	4.68%	74.315	4.64%
Zarqa Free Zone Customs House/ Cargo	45.824	2.94%	47.131	2.94%
King Abdullah II Bin Al-Hussein Industrial Estate Customs House	42.588	2.73%	40.821	2.55%
Al-Omari Customs House	18.267	1.17%	21.241	1.33%
Passenger vessels (ferry) – Aqaba	23.035	1.48%	19.711	1.23%
Collection section/ Customs Department-financial affairs	8.842	0.57%	13.145	0.82%
Directorate of financial affairs/ collector Funds	7.231	0.46%	7.766	0.49%
Jordan Valley Crossing Customs	7.318	0.47%	6.727	0.42%
King Hussein Bridge Customs House	4.778	0.31%	6.334	0.40%
Anti-Smuggling Directorate	4.081	0.26%	5.708	0.36%
Al-Moudawarra Customs House	4.995	0.32%	4.826	0.30%
Foreign vehicles section / Directorate of Customs cases	2.638	0.17%	2.642	0.17%
Airport Customs House/ passangers- Zezia	2.241	0.14%	2.419	0.15%
Mafraq Customs House	2.035	0.13%	2.189	0.14%
Al-Hussan Industrial Estate Customs / Irbid	1.447	0.09%	1.646	0.10%
Aqaba Special Economic Zone (ASEZA) Customs House	1.367	0.09%	1.274	0.08%
Wadi al-Yutom Customs Post	1.486	0.10%	0.905	0.06%
Al- dorrah Customs Center	1.115	0.07%	0.874	0.05%

Al-Dhuleil Customs Center	0.810	0.05%	0.858	0.05%
AL-Karama (Rweished) Customs House	0.013	0.00%	0.615	0.04%
Al-Raqeem Customs Center	0.484	0.03%	0.607	0.04%
Wadi Araba Crossing Customs	0.481	0.03%	0.594	0.04%
Qweirah special Free Zone Customs	0.762	0.05%	0.582	0.04%
Amman Post Office Customs House	0.422	0.03%	0.555	0.03%
Al-Sheidiya Special Free Zone Customs	0.387	0.02%	0.460	0.03%
Ghour Numaira Customs House	0.428	0.03%	0.334	0.02%
Al- Hussein Bin Abdulla II industrial Estate Customs House	0.392	0.03%	0.254	0.02%
Wadi Araba Customs Center	0.280	0.02%	0.147	0.01%
Al_Ramtha Customs House	0.033	0.00%	0.086	0.01%
Special Free Zone/Information Technology Cities Development Co	0.065	0.00%	0.068	0.00%
Al-Zarqa Customs House	0.038	0.00%	0.035	0.00%
Ammoun Customs House	0.015	0.00%	0.013	0.00%
Amman civil airport Customs House – Marka	0.005	0.00%	0.008	0.00%
Aqaba Airport Customs House	0.004	0.00%	0.003	0.00%
Jaber Customs House	0.000	0.00%	0.001	0.00%
Jordanian –Syrian Free zone Customs	0.289	0.02%	0.000	0.00%
<b>Total</b>	<b>1559.690</b>	<b>100%</b>	<b>1600.492</b>	<b>100%</b>

## E. Customs Declarations

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

Type of Customs Declaration	Customs Declaration Type/Code	Number of Registered Declarations		Change Rate %
		2016	2017	
Permanent Export	EX1	141273	136639	-3
Temporary Export	EX2	1216	1345	11
Re-Export	EX3	26791	28827	8
Import for local Consumption	IM4	433395	418439	-3
Temporary Admission	IM5	35956	37426	4
Re-import for local Consumption	IM6	1189	1118	-6
Bonded Deposit	IM7	11787	11361	-4
Import for Consumption (Expatriates' household)	RD4	3774	4669	24
Import for Consumption (Personal Effects declaration)	SD4	11222	11956	7
Transit	TR8	189458	173290	-9
Admission Order to the Special Economic Zone / Aqaba	AA9	13703	13356	-3
Other Customs Statuses	AR9	10043	9856	-2
<b>Total</b>		<b>879807</b>	<b>848282</b>	<b>-4</b>



## 2. Imports:

Imports value for 2017 (except petroleum and derivatives) totaled nearly (10,955.612) billion JDs, compared to imports value for 2016 which totaled about (10,676.780) billion JDs, with (3%) decrease in total import volume according IM4 (*imports for local consumption*) declarations completed at ASYCUDA-automated Customs houses.

- The following table illustrates values related to imports during 2016-2017 and 2016. Imported commodities are categorized into sections as ordered in the Harmonized Commodity Description and Coding System Nomenclature.

Section No.	Description	2016	2017
		Import value (JD)	Import value (JD)
1	Live animals; animal product	615.398	624.733
2	Vegetable product	1.086.669	1.057.855
3	Animal or vegetable fats or oils and their cleavage products; prepared edible fats; animal or vegetable waxes	129.853	123.974
4	Prepared foodstuffs; beverages, spirits and vinegar; tobacco and manufactured tobacco substitutes	926.689	943.717
5	Mineral products	93.184	92.035
6	Products of the chemicals or allied industries	1.055.204	1.025.091
7	Plastics and articles thereof; rubber and articles thereof	525.766	522.545
8	Raw hides and skins, leather, furskins and articles thereof; saddler and harness; travel goods, handbags and similar containers; articles of animal gut (other than silk-worm gut)	23.724	20.975
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	135.898	126.015
10	Pulp of wood or other fibrous cellulosic material; recovered (waste and scrap) paper or paperboard; paper and paperboard and articles thereof	218.617	235.789
11	Textile and textile articles	407.518	391.643
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	64.304	53.070

13	Articles of stone, plaster, cement, asbestos, mica or similar materials; ceramic products; glass and glassware	247.896	230.553
14	Natural or cultured pearls, precious or semi-precious stones, precious metals, metals clad with precious metal and articles thereof; imitation jewellery; coin	370.031	406.102
15	Base metals and articles of base metal	821.110	797.962
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	1.783.909	1.888.406
17	Transport equipment	1.396.911	1.467.668
18	Optical, photographic, cinematographic, measuring, checking, precision, medical or surgical instruments and apparatus; clocks and watches; musical instruments; parts and accessories thereof	195.103	206.170
19	Arms and ammunition; parts and accessories thereof	1.779	2.389
20	Miscellaneous manufactured articles	244.832	228.135
21	Works of art, collectors' pieces and antiques	332.385	510.783
<b>Total</b>		<b>10.676.780</b>	<b>10.955.612</b>

- The table below illustrates imports according to the chapters in Tariff schedule in terms of value for the years 2016, 2017.

Chapter NO.	Chapter Description	2016	2017	Rate of Change %
		Import Value (JD)	Import Value (JD)	
1	Live animals	159.203	125.121	-21%
2	Meat and offal not cut in pieces , edible	249.455	258.623	4%
3	Fish or of crustaceans, molluscs or other aquatic invertebrates	38.125	38.356	1%
4	Dairy or of crustaceans, molluscs or other aquatic invertebrates	168.210	202.257	20%
5	Other products of animal origin, not specified or included elsewhere	0.404	0.376	-7%

6	Live trees and other plants; bulbs, roots and the like; cut flowers and ornamental foliage	7.857	9.172	17%
7	Edible vegetables and certain roots and tubers	95.119	84.285	-11%
8	Edible fruit and nuts; peel of citrus fruit or melons	241.329	240.234	0%
9	Coffee, tea, maté and spices	89.944	116.513	30%
10	Cereals	546.099	510.877	-6%
11	Products of the milling industry; malt; starches; inulin; wheat gluten	15.436	15.707	2%
12	Oil seeds and oleaginous fruits; miscellaneous grains, seeds and fruit, industrial or medicinal plants; straw and fodder	88.225	77.973	-12%
13	Lac; gums, resins and other vegetable saps and extracts	2.558	2.915	14%
14	Vegetable plaiting materials; vegetable products not elsewhere specified or included	0.103	0.179	74%
15	Animal or vegetable fats and oils and their cleavage products; prepared edible fats; animal or vegetable waxes	129.853	123.974	-5%
16	Preparations of meat, of fish or of crustaceans, mollusks or other aquatic invertebrates	57.774	60.895	5%
17	Sugars and sugar confectionery	148.382	159.748	8%
18	Cocoa and cocoa preparations	53.250	60.824	14%
19	Preparations of cereals; flour, starch or milk; pastrycooks' products	153.129	136.984	-11%
20	Preparations of vegetables, fruit, nuts or other parts of plants	79.215	88.850	12%
21	Miscellaneous edible preparations	176.227	165.011	-6%
22	Beverages, spirits and vinegar	90.390	90.144	0%
23	Residues and waste from the food industries; prepared animal fodder	134.501	142.388	6%
24	Tobacco and manufactured tobacco substitutes	33.820	38.873	15%
25	Salt; sulphur; earths and stone; plastering materials, lime and cement	20.843	21.856	5%
26	Ores, slag and ash	1.359	0.775	-43%
27	Mineral fuels, mineral oils and products of their distillation; bituminous substances; mineral waxes	70.982	69.405	-2%
28	Inorganic chemicals; organic or inorganic compounds of precious metals, of rare-earth metals, of radioactive elements or of isotopes	64.372	42.233	-34%
29	Organic chemicals	160.597	165.609	3%
30	Pharmaceutical products	398.531	393.946	-1%
31	Fertilisers	28.161	24.001	-15%
32	Tanning or dyeing extracts; tannins and their derivatives; dyes, pigments and other colouring matter; paints and varnishes; putty and other mastics; inks	52.259	56.958	9%

33	Essential oils and resinoids; perfumery, cosmetic or toilet preparations	143.823	141.517	-2%
34	Soap, organic surface-active agents, washing preparations, lubricating preparations, artificial waxes, prepared waxes, polishing or sourcing preparations, candles and similar articles, modeling pastes, "dental waxes" and dental preparations with a basis of plaster	88.294	79.145	-10%
35	Albuminoidal substances; modified scratches; glues; enzymes	12.353	13.547	10%
36	Explosives; pyrotechnic products; matches; pyrophoric alloys; certain combustible preparations	1.063	1.184	11%
37	Photographic or cinematographic goods	5.976	4.429	-26%
38	Miscellaneous chemical products	99.776	102.521	3%
39	Plastics and articles thereof	450.789	455.304	1%
40	Rubber and articles thereof	74.977	67.241	-10%
41	Raw hides and skins (other than furskins) and leather	0.352	0.374	6%
42	Articles of leather; saddler and harness; travel goods, handbags and similar containers; articles of animal gut (other than silk-worm gut)	23.269	20.455	-12%
43	Furskins and artificial fur; manufactures thereof	0.103	0.146	42%
44	Wood and articles of wood; charcoal	135.637	125.818	-7%
45	Cork and articles of cork	0.107	0.098	-8%
46	Manufactures of straw, of esparto or of other plaiting materials; basketware and wickerwork	0.155	0.098	-37%
47	Pulp of wood or of other fibrous cellulosic material; recovered (waste and scrap) paper or paperboard	38.786	40.114	3%
48	Paper and paperboard; articles of paper pulp, of paper or of paperboard	162.465	178.021	10%
49	Printed books, newspapers, pictures and other products of the printing industry; manuscripts, typescripts and plans	17.366	17.654	2%
50	Silk	0.056	0.102	81%
51	Wool, fine or coarse animal hair; horsehair yarn and woven fabric	5.410	9.342	73%
52	Cotton	2.094	2.004	-4%
53	Other vegetable textile fibers; paper yarn and woven fabrics of paper yarn	3.487	3.981	14%
54	Man-made filaments	38.519	39.593	3%
55	Man-made staple fibers	20.465	16.124	-21%
56	Wadding, felt and nonwovens; special yarns; twine, cordage, ropes and cables and articles thereof	8.860	14.781	67%
57	Carpets and other textile floor coverings	19.694	22.176	13%

58	Special woven fabrics; tufted textile fabrics; lace; tapestries; trimmings; embroidery	7.918	10.512	33%
59	Impregnated, coated, covered or laminated textile fabrics; textile articles of a kind suitable for industrial use	6.928	6.617	-4%
60	Knitted or crocheted fabrics	25.279	16.856	-33%
61	Articles of apparel and clothing accessories, knitted or crocheted	191.293	183.629	-4%
62	Articles of apparel and clothing accessories, not knitted or crocheted	43.487	37.891	-13%
63	Other made up textile articles; sets; worn clothing and worn textile articles	34.027	28.036	-18%
64	Footwear, gaiters and the like; parts of such articles	61.640	50.416	-18%
65	Headgear and parts thereof	1.394	1.305	-6%
66	Umbrellas, sun umbrellas, walking-sticks, whips, riding-corps and parts thereof	0.516	0.593	15%
67	Prepared feathers and down and articles made of feathers or of down; artificial flowers; articles of human hair	0.753	0.757	0%
68	Articles of stone, plaster, cement, asbestos, mica or similar materials	54.602	49.664	-9%
69	Ceramic products	145.093	132.028	-9%
70	Glass and glassware	48.201	48.861	1%
71	Natural or cultured pearls, precious or semi-precious stones, precious metals, metals clad with precious metal, and articles thereof; imitation jewellery; coin	370.031	406.102	10%
72	Iron and steel	351.710	299.639	-15%
73	Articles of iron or steel	207.927	226.207	9%
74	Copper and articles thereof	65.965	76.910	17%
75	Nickel and articles thereof	0.332	0.156	-53%
76	Aluminium and articles thereof	112.921	115.949	3%
78	Lead and articles thereof	0.453	0.331	-27%
79	Zinc and articles thereof	1.855	2.652	43%
80	Tin and articles thereof	0.138	0.062	-55%
81	Other base metals; cermets; articles thereof	0.246	0.259	5%
82	Tools, implements, cutlery, spoons and forks, of base metal; parts thereof of base metal	20.540	17.679	-14%
83	Miscellaneous articles of base metal	59.024	58.119	-2%
84	Nuclear reactors, boilers, machinery and mechanical appliances; parts thereof	945.877	1027.274	9%
85	Electrical machinery and equipment and parts thereof; sound recorders and reproducers, television image and sound recorders and reproducers, and reproducers, parts and accessories of such articles	838.032	861.132	3%

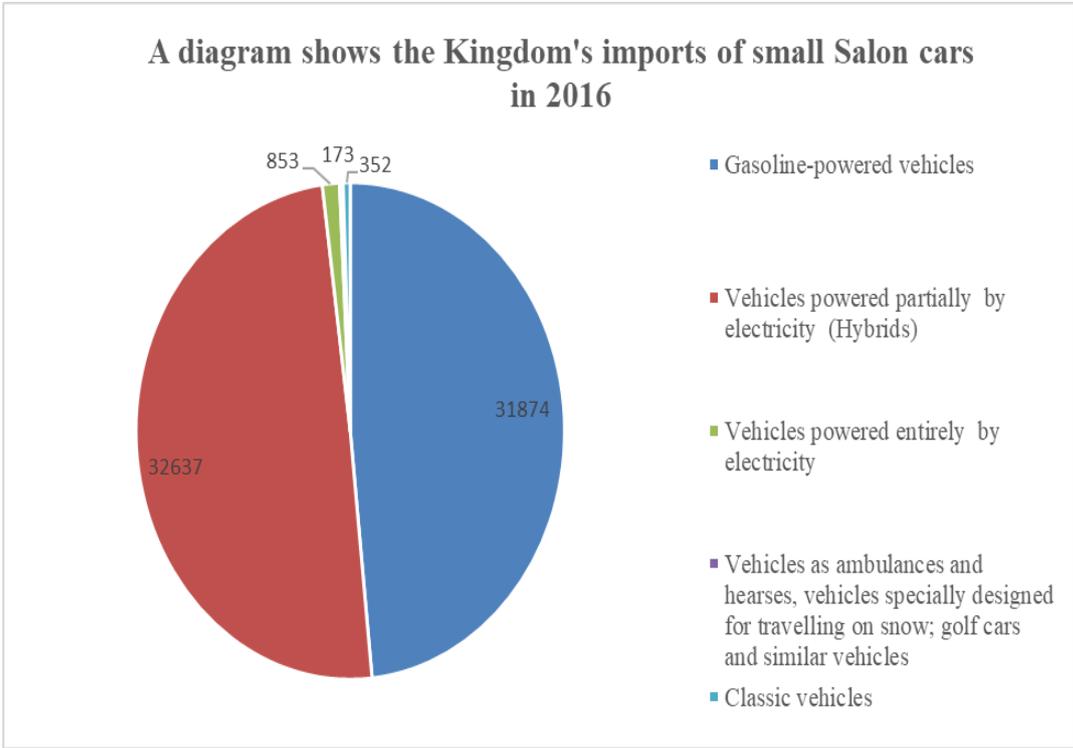
<b>86</b>	Railway or tramway locomotives, rolling-stock and parts thereof; railway or tramway track fixtures and fittings and parts thereof; mechanical (including electro-mechanical) traffic signalling equipment of all kinds	1.422	1.344	-5%
<b>87</b>	Vehicles other than railway or tramway rolling-stock, and parts and accessories thereof	1.395.279	1.466.238	5%
<b>88</b>	Aircraft, spacecraft, and parts thereof	0.128	0.085	-34%
<b>89</b>	Ships, boats and floating structures	0.082	0.000	-100%
<b>90</b>	Optical, photographic, cinematographic, measuring, checking, precision, medical or surgical instruments and apparatus; parts and accessories thereof	183.435	194.682	6%
<b>91</b>	Clocks and watches and parts thereof	11.284	11.105	-2%
<b>92</b>	Musical instruments; parts and accessories of such articles	0.384	0.383	0%
<b>93</b>	Arms and ammunition; parts and accessories thereof	1.779	2.389	34%
<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	151.576	147.190	-3%
<b>95</b>	Toys, games and sports requisites; parts and accessories thereof	22.995	24.525	7%
<b>96</b>	Miscellaneous manufactured articles	70.261	56.420	-20%
<b>97</b>	Works of arts, collectors' pieces and antiques	0.427	0.119	-72%
<b>98</b>	Collective item for the agencies exempted from customs duties	331.959	510.664	54%
<b>Total</b>		<b>10.676.780</b>	<b>10.955.612</b>	<b>3%</b>

The table below shows top (25) partner countries with respect to value of imports in 2017. Imports from these countries accounted for (85%) of total imports. China, the United States and Saudi Arabia respectively registered the highest values of imports.

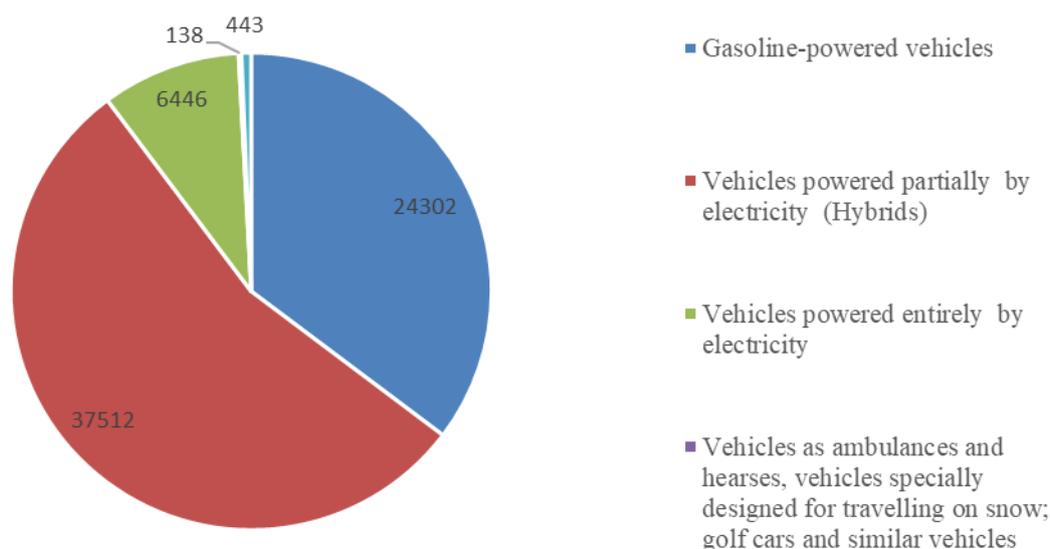
No.	Country of Origin	2016	2017	Rate of Change%
		Value (JD)	Value (JD)	
1	China	1.602.15	1.590.54	-1
2	USA	775.61	911.24	17
3	Saudi Arabia	737.85	730.56	-1
4	Germany	614.99	614.59	0
5	United Arab Emirates	516.56	586.51	14
6	Turkey	413.42	429.68	4
7	Egypt	369.92	398.34	8
8	Japan	452.58	394.40	-13
9	South Korea	460.35	380.70	-17
10	Italy	383.40	362.79	-5
11	Spain	209.01	298.86	43
12	India	247.43	283.09	14
13	France	245.57	259.28	6
14	Mexico	137.83	222.87	62
15	Romania	304.14	213.98	-30
16	Argentina	198.29	205.91	4
17	Britain	202.95	180.86	-11
18	Brazil	169.28	175.06	3
19	Switzerland	209.92	173.85	-17
20	Netherlands	136.01	144.70	6
21	Thailand	144.60	134.89	-7
22	Ukraine	119.06	131.28	10
23	Russian Federation	160.41	111.83	-30
24	Vietnam	113.13	97.69	-14
25	Australia	101.56	89.63	-12

The table below shows the Kingdom's imports of small Salon cars as described below, where it is noted that an increase in number of cars cleared in 2017 demand for clearance on cars, where the compared with 2016 due to an increase in rate of increase approximately amounted to (5%).

Description	2016		2017	
	Value (Million JDs)	Number	Value (Million JDs)	Number
Gasoline-powered vehicles	194.022	31874	193.205	24302
Vehicles powered partially by electricity (Hybrids)	488.531	32637	611.854	37512
Vehicles powered entirely by electricity	17.766	853	112.209	6446
Vehicles as ambulances and hearses, vehicles specially designed for travelling on snow; golf cars and similar vehicles	2.879	173	2.340	138
Classic vehicles	3.880	352	4.697	443
<b>Total</b>	<b>707.079</b>	<b>65889</b>	<b>924.305</b>	<b>68841</b>



**A diagram shows the Kingdom's imports of small Salon cars in 2017**



## 1. Exports

The table below shows Exports according to the chapters in Tariff schedule in terms of value for the years 2016, 2017.

Chapter NO.	Chapter Description	2016	2017	Rate of Change %
		Export Value (JD)	Export Value (JD)	
1	Live animals	47.308	53.181	12%
2	Meat and offal not cut in pieces , edible	32.622	33.092	1%
3	Fish or of crustaceans, molluscs or other aquatic invertebrates	0.065	0.646	899%
4	Dairy and dairy products, eggs, birds, natural honey and edible products of animal origin not specified or included elsewhere	29.493	47.344	61%
5	Other products of animal origin, not specified or included elsewhere	0.595	0.184	-69%
6	Live trees and other plants; bulbs, roots and the like; cut flowers and ornamental foliage	2.289	2.304	1%
7	Edible vegetables and certain roots and tubers	171.800	160.789	-6%
8	Edible fruit and nuts; peel of citrus fruit or melons	38.670	38.569	0%
9	Coffee, tea, maté and spices	24.680	27.023	9%

10	Cereals	1.861	1.192	-36%
11	Products of the milling industry; malt; starches; inulin; wheat gluten	1.333	2.898	117%
12	Oil seeds and oleaginous fruits; miscellaneous grains, seeds and fruit, industrial or medicinal plants; straw and fodder	5.621	7.276	29%
13	Lac; gums, resins and other vegetable saps and extracts	4.025	4.005	0%
14	Vegetable plaiting materials; vegetable products not elsewhere specified or included	0.008	0.027	249%
15	Animal or vegetable fats and oils and their cleavage products; prepared edible fats; animal or vegetable waxes	9.784	7.493	-23%
16	Preparations of meat, of fish or of crustaceans, mollusks or other aquatic invertebrates	16.029	13.418	-16%
17	Sugars and sugar confectionery	26.883	23.493	-13%
18	Cocoa and cocoa preparations	3.845	5.263	37%
19	Preparations of cereals; flour, starch or milk; pastrycooks' products	17.235	18.977	10%
20	Preparations of vegetables, fruit, nuts or other parts of plants	29.303	25.974	-11%
21	Miscellaneous edible preparations	57.854	68.353	18%
22	Beverages, spirits and vinegar	35.592	25.147	-29%
23	Residues and waste from the food industries; prepared animal fodder	25.555	27.378	7%
24	Tobacco and manufactured tobacco substitutes	64.739	51.429	-21%
25	Salt; sulphur; earths and stone; plastering materials, lime and cement	347.479	510.564	47%
26	Ores, slag and ash	0.697	0.845	21%
27	Mineral fuels, mineral oils and products of their distillation; bituminous substances; mineral waxes	1.218	1.336	10%
28	Inorganic chemicals; organic or inorganic compounds of precious metals, of rare-earth metals, of radioactive elements or of isotopes	290.819	292.558	1%
29	Organic chemicals products	9.634	9.302	-3%
30	Pharmaceutical products	642.684	448.119	-30%
31	Fertilisers	453.354	426.748	-6%
32	Tanning or dyeing extracts; tannins and their derivatives; dyes, pigments and other colouring matter; paints and varnishes; putty and other mastics; inks	37.480	57.819	54%
33	Essential oils and resinoids; perfumery, cosmetic or toilet preparations	25.640	30.349	18%
34	Soap, organic surface-active agents, washing preparations, lubricating preparations, artificial waxes, prepared waxes, polishing or scouring preparations, candles and similar articles, modeling pastes, "dental waxes" and dental preparations with a basis of plaster	69.184	70.362	2%

35	Albuminoidal substances; modified starches; glues; enzymes	3.587	4.037	13%
36	Explosives; pyrotechnic products; matches; pyrophoric alloys; certain combustible preparations	0.060	0.000	-100%
37	Photographic or cinematographic goods	0.004	0.014	259%
38	Miscellaneous chemical products	55.106	63.486	15%
39	Plastics and articles thereof	145.170	167.419	15%
40	Rubber and articles thereof	0.746	0.986	32%
41	Raw hides and skins (other than furskins) and leather	2.486	2.878	16%
42	Articles of leather; saddler and harness; travel goods, handbags and similar containers; articles of animal gut (other than silk-worm gut)	1.295	2.277	76%
43	Furskins and artificial fur; manufactures thereof	0.976	0.586	-40%
44	Wood and articles of wood; charcoal	6.982	5.183	-26%
45	Cork and articles of cork	0.008	0.000	-100%
46	Manufactures of straw, of esparto or of other plaiting materials; basketware and wickerwork	0.458	0.307	-33%
47	Pulp of wood or of other fibrous cellulosic material; recovered (waste and scrap) paper or paperboard	8.723	10.044	15%
48	Paper and paperboard; articles of paper pulp, of paper or of paperboard	103.453	103.312	0%
49	Printed books, newspapers, pictures and other products of the printing industry; manuscripts, typescripts and plans	6.887	5.817	-16%
50	Silk	0.095	0.000	-100%
51	Wool, fine or coarse animal hair; horsehair yarn and woven fabric	0.701	0.240	-66%
52	Cotton	0.009	0.264	2840%
53	Other vegetable textile fibers; paper yarn and woven fabrics of paper yarn	0.001	0.008	488%
54	Man-made filaments	1.673	1.703	2%
55	Man-made staple fibers	0.284	0.272	-4%
56	Wadding, felt and nonwovens; special yarns; twine, cordage, ropes and cables and articles thereof	3.773	6.383	69%
57	Carpets and other textile floor coverings	14.352	18.207	27%
58	Special woven fabrics; tufted textile fabrics; lace; tapestries; trimmings; embroidery	0.360	0.557	55%
59	Impregnated, coated, covered or laminated textile fabrics; textile articles of a kind suitable for industrial use	1.690	2.199	30%
60	Knitted or crocheted fabrics	3.313	0.253	-92%
61	Articles of apparel and clothing accessories, knitted or crocheted	976.296	1067.285	9%
62	Articles of apparel and clothing accessories,	52.548	45.614	-13%

	not knitted or crocheted			
<b>63</b>	Other made up textile articles; sets; worn clothing and worn textile articles	12.591	13.214	5%
<b>64</b>	Footwear, gaiters and the like; parts of such articles	2.059	1.258	-39%
<b>65</b>	Headgear and parts thereof	0.181	0.048	-73%
<b>66</b>	Umbrellas, sun umbrellas, walking-sticks, whips, riding-corps and parts thereof	0.015	0.019	28%
<b>67</b>	Prepared feathers and down and articles made of feathers or of down; artificial flowers; articles of human hair	0	0	%0
<b>68</b>	Articles of stone, plaster, cement, asbestos, mica or similar materials	48.870	57.882	18%
<b>69</b>	Ceramic products	1.854	1.417	-24%
<b>70</b>	Glass and glassware	3.791	7.421	96%
<b>71</b>	Natural or cultured pearls, precious or semi-precious stones, precious metals, metals clad with precious metal, and articles thereof; imitation jewellery; coin	153.548	138.645	-10%
<b>72</b>	Iron and steel	20.107	25.135	25%
<b>73</b>	Articles of iron or steel	56.413	51.153	-9%
<b>74</b>	Copper and articles thereof	25.046	33.473	34%
<b>75</b>	Nickel and articles thereof	0.067	0.022	-67%
<b>76</b>	Aluminium and articles thereof	90.820	97.642	8%
<b>78</b>	Lead and articles thereof	18.107	8.389	-54%
<b>79</b>	Zinc and articles thereof	0.317	0.543	71%
<b>80</b>	Tin and articles thereof	0.112	0.314	181%
<b>81</b>	Other base metals; cermets; articles thereof	0.013	0.014	4%
<b>82</b>	Tools, implements, cutlery, spoons and forks, of base metal; parts thereof of base metal	1.563	1.378	-12%
<b>83</b>	Miscellaneous articles of base metal	0.867	0.788	-9%
<b>84</b>	Nuclear reactors, boilers, machinery and mechanical appliances; parts thereof	97.133	91.699	-6%
<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	167.609	138.289	-17%
<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	0.010	0.019	91%
<b>87</b>	Vehicles other than railway or tramway rolling-stock, and parts and accessories thereof	10.728	6.078	-43%
<b>88</b>	Aircraft, spacecraft, and parts thereof	0.400	0.120	-70%
<b>89</b>	Ships, boats and floating structures	0.000	0.008	0
<b>90</b>	Optical, photographic, cinematographic,	4.941	5.868	19%

	measuring, checking, precision, medical or surgical instruments and apparatus; parts and accessories thereof			
<b>91</b>	Clocks and watches and parts thereof	0.382	1.379	261%
<b>92</b>	Musical instruments; parts and accessories of such articles	0.006	0.001	-88%
<b>93</b>	Arms and ammunition; parts and accessories thereof	0.000	0.024	0
<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 nameplates and the like; prefabricated buildings	27.827	27.002	-3%
<b>95</b>	Toys, games and sports requisites; parts and accessories thereof	0.722	0.434	-40%
<b>96</b>	Miscellaneous manufactured articles	24.156	55.005	128%
<b>97</b>	Works of arts, collectors' pieces and antiques	0.227	0.051	-78%
<b>98</b>	Collective item for the agencies exempted from customs duties	1.879	9.923	428%
<b>Total</b>		<b>4688.776</b>	<b>4777.442</b>	<b>2%</b>

The table below shows the top (25) Partner Countries in terms of the value of Jordan Exports to such countries through the year 2017. The United States ranks first in terms of the value of its imports from Jordan, accounting for (1.111.173) JDs, and then comes Saudi Arabia and Iraq.

Serial NO.	Country of destination	2016	2017	Rate of Change %
		Value million (JD)	Value million (JD)	
1	United States of America	1.045.211	1.111.173	6%
2	Saudi Arabia	736.234	541.139	-26%
3	Iraq	329.151	357.645	9%
4	India	335.465	301.576	-10%
5	Romania	0.848	186.871	%
6	United Arab Emirates	173.085	159.292	-8%
7	Kuwait	179.093	149.691	-16%
8	Palestinian National Authority	81.517	142.321	75%
9	China	103.474	112.575	9%
10	Indonesia	92.049	108.227	18%
11	Lebanon	132.495	104.242	-21%
12	Qatar	94.268	96.185	2% <sup>1</sup>
13	Algeria	84.441	84.498	0%
14	Egypt	72.328	74.205	3%
15	Israel	63.171	63.692	1%
16	Sudan	48.728	62.513	28%
17	Sultanate of Oman	42.116	58.858	40%
18	Syria	46.759	44.759	-4%
19	Dubai	55.268	43.622	-21%
20	Canada	42.097	42.696	1%
21	Turkey	15.188	42.281	178%
22	Netherlands	26.212	41.957	60%
23	Yemen	40.632	36.913	-9%
24	Singapore	2.107	35.723	1596%
25	Malaysia	63.779	33.808	-47%

## *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 trend towards energy rationing and improvement of the level and the quality of services provided to service recipient; and building on the best global practices to create a network of partners in order to improve the performance of its operations and achieve cooperation and integration and sustainability of relationships with partners, the department has developed various Customs operation and initiated a number of projects and activities that would contribute to achieving its strategic goals, some of which are:

## **Renewable energy**

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

Due to the notable success achieved by Jordan Customs Department in this area, the department obtained a grant from the US aid program (USAID) to build the fourth plant in Anti-smuggling Directorate facility. However, Jordan Customs Department went further to complete the fifth plant in the Anti-smuggling center-Al-Ruwaished area 23/08/2015, thus achieving power production capacity of (1098 MWh) valued at 285,840 JD for that year. In addition, CO2 emission was reduced by (724 TON).

The efforts of the Customs on solar energy culminated in the letter of the Prime Ministry commending successes of Jordan Customs, and instructs other departments to cooperate therewith as it occupied its position as a reference to the other departments in this field. In 2016, the Department completed the second phase of Wadi Al Yutum Customs Houses and the Wadi Araba Customs House with an estimated capacity of (2492.2 MWh) valued at 648,885 JD (accumulated), besides reducing carbon dioxide emissions by (1644 TON).

During the year 2017, the Department has established new solar energy plant as projects to produce electrical power and to maintain the environment. These plants are Wadi Al-Yutum Customs escort with a capacity of 50 KWp, and Ma'an escort station with a capacity of 100KWp. These plants entered active service at the end of 2017, so total capacity of customs plants from the solar energy accumulated to 1180KWp at the end of 2017. This has contributed to savng 439.727 JD and reducing carbon dioxide emissions by 1116 tons, as shown in the table below.

## Production of power plants during 2017

Name of the plants	Capacity KWp	Date of entry into service	Actual Output KWh	Output Value JD
Wadi Al-Yutum (First phase)	200	21/10/2014	328400	853,84
WadiAl-Yutum (Second phase)	200	13/07/2016	328400	85384
WadiAraba (First phase)	200	11/12/2014	328400	85384
WadiAraba (Second phase)	200	12/07/2016	328400	85384
Aqaba accommodation	100	17/02/2015	164200	42692
Anti-smuggling Directorate	100	19/04/2015	164200	42692
Al-Ruwaished Center (anti-smuggling)	30	23/08/2015	49260	12807
Wadi Al-Yutum escort	50	Entered service at the end of 2017		
Ma'an escort	100	Entered service at the <b>end</b> of 2017		
<b>Total</b>	<b>1180</b>		<b>1691260</b>	<b>439727</b>

In light of the achievements of Jordan Customs Department concerning energy efficiency and renewable energy, and within the framework of the project introduced in the field of alternative energy being implemented at several Customs Houses, the department was awarded Emirates Energy Award (Silver Award) that was conducted 2017 under the slogan "Innovative solutions for clean energy".

This award, which was launched by the Supreme Council of Energy in Dubai, aims at raising awareness about the importance of energy conservation, in order to preserve and sustain it in a wider range among the different sectors of the society, as well as recognizing the best practices of rational energy consumption which is characterized by innovation and low cost ideal measures.

Two solar power plants are planned to be built in 2018, one at Azrak escort center at KWP85 and another in somewhere else.



Renewable energy projects at Jordan Customs Department

## Information Technology

Jordan Customs Department continually works to modernize and develop its operations and procedures over its Directorates and Customs Houses in accordance with annual action plans built on the department's strategic plan. This would significantly contribute to rendering excellent services for service recipients as it reflects the department's vision and mission. In 2017, the department has continued to expand the implementation of pioneering projects and computerized systems to help achieve the strategic goals in facilitating, simplifying and monitor Customs operations at all dimensions. Such development projects are:

### • The Development of software and equipment at the Headquarter and Customs Houses

In 2017, the Department has developed the IT infrastructure by updating the equipment that no longer meets its needs and the needs of the new projects. All the databases and computerized systems were developed, as well as the development of the department's network and capacity to ensure the security and safety of the information. In 2017, the department has purchased critical task servers and cloning system.

### • Customs website and Customs encyclopedia project

- The website of Jordan Customs Department was launched with new design on the Internet ([www.customs.gov.jo](http://www.customs.gov.jo)) in both Arabic and English. All the site services were re-engineered with the new design template to suit the needs of public e-government services and e-customs services provided to service recipients. New e-services and social networking services (Facebook, YouTube, Twitter, Instagram) have been added. The website content was updated as well.



- The upgraded version of the customs encyclopedia was completed and fully implemented. Improved programs and services have been added to encyclopedia

such as: (methods and trends of smuggling, seizure decisions, ISO manuals, electronic services gate, cancellation of the notifications validities, valuation studies, IQ tests, the requirements of the creativity award, amendment to the multiple inquiry, the amendment to the employees' offspring scholarship system, the transfer employees' pictures from the customs identification system, quality follow ups system, development of reports in the system of transit plates).



#### • Electronic connectivity with the public and private sectors

In 2017, Jordan Customs Department has expanded in electronic connectivity and exchange of information with additional institutions to include (5) other bodies. Several ministries and institutions were also proposed for electronic connectivity and exchange of information. By the end of 2017, (38) Governmental and non-governmental institutions were electronically connected with Jordan Customs.



Electronic connectivity signing between Jordan Customs Department and Ahli bank

- **Network and information security projects**

- **Automated communication network modernizing Project**

Automated Communication Network Modernizing Project at Jordan Customs Department was activated and put into operation via two networks (a network of basic communication lines and a back-up network) with the highest technical specifications and significant financial savings compared to previous years.

- **Information security Standard ISO2 7001**

Application of the Information Security Standard ISO2 7001 was carried out by applying the highest standards of information security and integrity in the IT Directorate where the certificate has been renewed.

- **(Security information and event management )(SIEM)**

This system was completed and implemented at Jordan Customs Department. The system is used to collect (Security Alerts) and (Events) from different devices and platforms within the customs infrastructure, and then monitor and analyze the data from one location. In addition, it identifies unauthorized behaviors or operations to minimize any possible hacking operations (Active Directory, Firewall, Antivirus, Switches, Routers).

- **The project of customs service charge vouchers (departure tax) and stamp vouchers for personal pledges through the ASYCUDA system**

This project aims to develop, simplify and speed up the customs procedures and services provided to all stakeholders within Jordan Customs Department and its employees, so that the passenger service charge is collected electronically. The system was implemented at Aqaba Customs House and King Hussein Bridge Customs House. The system Pending approval by the Ministry of Finance's System Examination Committee for the purpose of application at all border centers.

- **Safe Government Network Project( SGN)**

The project aims to link Jordan Customs Department with other government agencies to facilitate information exchange in a safe manner. During 2017, Jordan Customs Department has established connectivity with (the Crisis Center, Standards and Metrology, Food and Drug Administration, Companies Control Department and the Ministry of Industry and Trade).

- **Development of system Backup Policy**

The Department's backup policy for main frames and electronic systems was changed to completely backup systems and main frames on a daily basis.

- **Electronic Communications Project at the Customer Service unit "improving the System"**

- Conducting improvements on the Customs Service System.

- Application of the internal memo to the Minister.
- Implementation of the exemption procedure for the disabled persons
- Restructuring password requests procedures in the customer service system to begin and end at the Bureau by linking the procedure to the site services access gate program on the Customs Encyclopedia for the staff of the Bureau.

- **Electronic correspondence system project in the Ministry of Finance (Workflow):**

The procedure of incoming and outgoing correspondence with the Ministry of Finance has been implemented.

- **Implementation of the Government correspondence System (Diwan-Diwan)**

The system of electronic incoming and outgoing correspondence between the governmental agencies and ministries on the government was applied on the safe government network in (7) institutions as the first stage of the system's implementation.

- **Take a Number service / customer service**

Update Take-A-Number system in the customer service unit in line with the best available practices, with the addition of promotional digital signage of the Department's achievements.

- **Implementation of new computerized systems**

- Study and analyze the procedures of the Intellectual Property Section, and commence trial automation and operation of the system.

- Study, analysis and computerization of the procedures of the (Pandrol system) and apply it in the Directorate of anti- Smuggling.

- Study and analyze the procedures of the intelligence system and commence trial automation and operation of the system.

- Develop and implement the exit card program at Omari Customs House.

During the year 2017, the Department continued to expand in the implementation of several IT projects which would facilitate and simplify procedures and, consequently improve customs procedures. Some of these projects are: Export and import licensing system, Exemptions system / Investment Promotion section, electronic import control system which has been implemented at Omari Customs House and the Saudi side, the electronic exit permits system which has been implemented at Sahab Customs House, the laboratory testing system where the system was implemented at Sahab Customs House for Standards and Metrology Institution, international electronic connectivity project as electronic connectivity was set up with the State of Palestine, electronic gates projects as electronic gate at the Jordan Valley crossing (northern crossing) was initially installed and operated.

➤ **Communication and Electronic Control**

• **X- Ray equipment**

During 2017, the Department provided several Customs Houses with 9 x-ray equipment. These centers are Omari Customs House (freight and cars), Al-Modawara (shipping), Aqaba (Wadi Araba crossing), Karama, Amman post Office and Clearance Airport.



The department also has provided a number of centers and laboratories with (8) x-ray units for checking bags and samples, (5) of them for scanning luggage at Sheikh Hussein Bridge Customs House, 1 X-Ray Van at Al-Modawara Customs House and two sampling devices at Amman Customs Laboratory and Aqaba Customs Lab in cooperation with the US Embassy. In addition, two Gama-Ray units designed to scan trucks were assigned to Jordan Customs Department by the Directorate of Public Security.



Bags and samples checking device

- **Central TV surveillance system**

This system, through more than 380 cameras, provides live surveillance of customs procedures and movement of passengers, goods and means of transport. It also pass notes and information to personnel at the borders to help them in perform their duties , provide supervisory guidance and follow ups at workplace to facilitate workflow and minimize Smuggling activities.

During the year 2017, new TV surveillance systems were installed with the additional (36) cameras at Aqaba Customs House, Customs Court and Customs Training Center. As well, the department has commenced updating current system into TV surveillance system(IP Cameras)at both Amman Customs House and the King Hussein Bridge Customs House (81 cameras), in addition to the developing and updating the main control room at the headquarters.



Central TV surveillance systems

➤ **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 violations, and the penalties that apply as results. This law also authorized customs officers to combat smuggling acts since the issuance of the first issued legislation to regulate the Department's work in 1926.



Customs cadres seized drugs inside the sheep's bowels

In 2017, the Department- by its qualified cadres- managed to file a number of smuggling cases and customs violations. The table below shows the number of cases collected in 2017 and the quantity of seized drugs.

Period	Number of cases			Value of collected fines* (million JD)	Quantity of detected drugs
	Collected	Smuggling	Violation		
2017	44245	6388	37857	17.1	1624 KG
2016	46547	6906	39641	13.7	6059KG

\*The above customs penalties are the sum of amounts actually paid during the year under financial receipts.

Also, many cases of weapons smuggling were seized during 2017 as illustrated below:

Type	Rifles	Gun	Machine gun	Ammo
Number	896	26	8	2663 bullets

### ➤ **Electronic Tracking and management of transit trucks system**

The system aims to facilitate and accelerate the transit trade and control the movement of trucks passing through the Kingdom by applying the latest communication technologies, satellites and digital maps to detect any irregularities during the movement of the trucks. The system was also linked to the X-ray images. In addition, the Directorate of Customs Escort acts as an effective supporter of the system. The new electronic tracking system (SMART TRACKING) was activated in parallel with the old tracking system.

The value of the proceeds from the tracking service reached (4.64) million JD during 2017, whereas (116,782) trucks were electronically tracked the same year.

## **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 governments and customs administrations. It also creates a balance between 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.

### **Achievements of the Customs Intelligence unit in 2017:**

- **information and anti-smuggling**

In 2017, the Intelligence Directorate dealt with 32 cases, 11 of which are being processed due to receiving information about cases of smuggling or manipulation of value or falsification of documents. The value of fees and fines due amounted to about 13 million JD.

- **Combating money laundering and terrorist finance**

The Directorate of intelligence has dealt with (37) cases related to the enforcing Anti-money laundering and terrorist finance Law No. (46) for the year 2007 and its amendments for 2012. A total of 1787 cross- border money transfer declaration form of 772.8 million JD were logged at Jordan Customs for the year 2017, while the undeclared money were estimated at (8.4) million JD.

- **Customs enforcement network( CEN):**

The Directorate of Intelligence at Jordan Customs takes over the responsibility of the customs enforcement network (CEN) by entering all distinguished cases related to drugs, intellectual property, commercial fraud and cigarettes into CEN. This information is used by the World Customs Organization to issue reports and statistics related to all countries. 192 cases entered into the system in 2017.

- **Coordination and exchange of information at the international and regional levels:**

The number of notifications and reports received from other countries and the Regional Intelligence Liaison Office in the Middle East( RILO) during 2017 were (114) cases published on the Customs Encyclopedia. In addition to its core responsibility, the Directorate of Intelligence is also responsible for the chairmanship of the local information exchange office which reports to (RILO). The Customs Intelligence has successfully conducted many seizure operations-especially those connected with drugs trafficking- (success stories). Such stories were circulated to all Customs Houses to familiarize customs officers with trends and methods used therein.

## • Complaints management

The Directorate of Intelligence is responsible for the management of complaint boxes. It manages, pursues, classifies and processes complaints on a daily basis in coordination with the Complaints Committee, which was formed specifically for this purpose. The Customs Intelligence Directorate is considered as a link between the public and the organizational as it processes complaints received and addresses them to the competent entities, then it provides clients with solutions. The complaints are received by the Department through the following channels:

- Email address [customs@customs.gov.jo](mailto:customs@customs.gov.jo)
- Free-toll Telephone Number 80022999
- Complaint form located at the information desk or beside the complaint boxes located at the Department and Customs Houses.
- "WhatsApp" service on 0780349516 to receive complaints and inquiries.
- (Contact us) link on the official website of Jordan Customs <http://www.customs.gov.jo/en/contactus.aspx>.

-Personal visit to:

- Director of the concerned Customs House.
- Director of Customs Intelligence – Headquarters.
- The staff of complaints department– Headquarters.
- Complaints committee.

Submitting complaints through the website of the Ministry of Public Sector Development is also possible.



Contact Jordan Customs Department through the official website

According to the report issued by Complaints Unit in the Ministry of Public Sector Development for 2017, Jordan Customs Department was at the forefront of government institutions in terms processing and closing complaints by 100%. During the same period, the Department dealt with more than (1600) cases which varied between (intelligence information, complaint, inquiry, suggestion, thanks), and the appropriate action has been taken accordingly.

### ❖ **Golden List program**

A total of 81 companies have joined the Golden List Program after enlisting (21) new companies during 2017. This was carried out after the “compliance audit committee” has finished its field post-audits on those companies. Post -audit included verifying compliance of these companies with the applicable Customs laws and regulations, and the adequacy of their internal control systems, in addition to verifying the availability of security systems and procedures that corresponds to the international standards.

#### List of Companies that joined the Golden List Program in 2017:

1. Alsharef for smelting and metals trading Co. /Export.
2. Alwatheq for communications trading Co. /Import.
3. Almadina for engineering industries Co. "Abdin industrial establishment"/ Import and Export.
4. General Computers & Electronics Co. /Import.
5. Poultry and Feed Consulting Co. /Import
6. Nutridar Co. / Import.
7. Almotamizah for printing Co/ Import.
8. Fine Hygienic Paper Co/ Import and Export.
9. HusamNimer Drugstore/ Import.
10. SabbaghBros Ltd. Co/Import.
11. AlmaySarah for plastic industry and trade / Import.
12. Ivory for garment industry Co/ QIZ.
13. SYH/Jordan IKEA Co/ Import.
14. Al Hadaf International Co For Importing & Industry/ Import.
15. Umniah Mobile Co/Import.
16. Petra transport Co/ transport and transport management.
17. Combaj International Co. Ltd/ Import.
18. Nuqul Automotive Co/Import.
19. Al-Snobar Paper Mill/Import.
20. Philadelphia technical and international trade/Import.
21. Integrated Automotive Co/Import.

## **The advantages provided by Customs to "Golden List program" Companies:**

1. Expansion in assigning green lane to transactions.
2. Taking advantage of pre-clearance service for all materials.
3. Quick release of goods by virtue of appropriate financial guarantees before completing or organizing Customs declarations.
4. Any other Customs advantages that may be provided by any Directorate or Customs House.
5. Granting moral incentives such as issuing letters of appreciation and honoring the three best companies as part celebrating World Customs Day activities.
6. Allowing Clearance Companies to open new branches.
7. Doubling general guarantees for trading companies.
8. Doubling merged guarantees pertaining to clearance companies.
9. Direct clearance on the back of vehicles for import, export and QIZ companies.
10. Giving priority to complete Customs declarations for import, export and QIZ companies.
11. Permitting release of goods outside official working hours via undertakings by customs clearance companies at clearance Centers.
12. Excluding Trucks loaded with imports and exports, are from Customs Escort except trucks loaded with cigarettes and alcohol.
13. Incoming goods for import companies are excluded from the necessary condition of inspection mentioned in item (1) of the first paragraph concerning deposit procedures provided for in notification no. (56) for the year 2002, so that such goods shall be subject to selectivity procedures.
14. Companies shall be excluded from the provisions of Paragraph (A) of Article (11) provided for in notification no. (49) for the year 2006, regarding provision of a recommendation letter by the official party responsible for the project that includes allowing such companies to enter devices, equipment and supplies so as to be used in installation and maintenance purposes.
15. Contacting various ministries and public institutions about granting possible advantages for Golden List companies, and receiving a number of positive responses in this regard.
16. Contacting significant trading partners of Jordan from Arab and foreign countries to solicit mutual recognition of the program and granting the necessary advantages for Jordanian exports.
17. Introducing special covers of Customs declarations for Golden List companies.
18. Clearing the contents of Customs declarations for Golden List companies under a financial guarantee 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 facility has been added per initiative by Ministry of Industry and trade, which expresses the real partnership and distinguished cooperation to promote investment.



The DG delivers the Golden List Shield

### ➤ **Silver List Program**

Jordan Customs Department continues to move forward with its branded approach to further facilitate, simplify and create opportunities for its clients who comply with the laws and regulations. The Silver List program constitutes one example of such approach. This 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 Silver List, as this would be taken care of through analytical 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 lanes to transaction, and taking advantage of pre-clearance service as where applicable, and prioritize the completion of import and export customs declarations of the silver list companies.

The Silver List 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 commercial activity to apply for Golden List Program. In 2017, the (26) companies below have been listed in this program:

1. Kasih Food Co/ Import and Export.
2. Sami Bashiti& Partners Co/ Import.
3. Hamdi Al-Bakri& Partners Co/ Import.
4. Majid Al Futtaim- Hypermarkets/ Jordan/ Import.
5. Al MahmoudiahFor Cars Trade/ Import.
6. Orient Plastic Co/ Import and Export.
7. Jordan Int'l Trading Midas Co/ Import.
8. Landmark Co/ Jordan/ Import.
9. Shakeeb Co/ Import.
- 10.Jordan Bromine Co/ Export.
- 11.Sama Jordan Agricultural & Food Industries Co/ Import.
- 12.Al Youm Food Co/ Import.
- 13.Tarkhan& Partners Co/ Import.
- 14.Jordan Phosphate Mines Co/ Export.
- 15.Emile Stores Co/ Import.
- 16.Ahmed Murad's Sons Co/ Import.
- 17.Obaido Electric supplies Co/ Import & Export.
- 18.Arab Raya Co For Technology & Telecommunication ARCO/ Import.
- 19.National Paints Co/ Import & Export.
- 20.Rami Alsahem& Partner Co/ Export.
- 21.The Saudi Jordanian Industrial Development Co/ Import & Export.
- 22.Qatrana Cement Co/ Import & Export.
- 23.Qatar for Business Co/ Import.
24. Jordan Investment & Supply Co/ Import.
- 25.Louis Vuitton Co/ Jordan/ Import.
- 26.Armoush Tourist Investments Co/ Import.



Silver List Program meeting chaired by His Excellency the DG

### ❖ Single Window

Single Window has been applied at (2) Customs Houses during 2017. Now, Single window is implemented in 21 Customs Houses. Customs declarations organized therein represent more than 99% of the total number of declarations. In addition to Jordan Customs Department, (6) governmental departments are now participating in Single Window, namely:

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

Jordan Customs Department is looking forward to applying such project at all Customs Houses in addition to include all the relevant agencies involved in clearance and flow of goods on the long-term. It is also looking forward to launching and implementing the National Golden List project in 2018.

### ❖ 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 embrace dedicated sections entrusted with valuating goods at clearance centers. In cases when a dispute on the process of valuation arises, the transaction will be transferred to the Directorate of Value Affairs at the headquarter for ruling.

The Department has many achievements related to customs value, some of which are:

- Conducting analytical studies on the various types of goods imported into the Kingdom via customs declarations, and publishing these studies electronically on the Customs Encyclopedia.

- Develop an inquiry system about the cases related to the completed customs value and an inquiry screen for the duty refund transactions on the official website of Jordan Customs / value studies program and the joint committees.
- Development and adoption of paper forms attached to the customs declaration when it is organized. These forms include the necessary additions to the customs value, conditions of the transaction, and the request for documents and correspondence.
- Preparation of an illustration (Algorithms) for all procedures of sections in Directorate of Value including (refund and deposits, value assessment, value research, and vehicle assessment). The illustration highlights the sequence of procedures and tasks performed by each section as a reference in the Directorate of Value for the value staff and service recipient.

### ❖ **Customs Tariff**

In the light of the continuous efforts of Jordan Customs Department to develop and follow up work procedures, the Department has completed the integrating the amendments issued by the World Customs Organization (WCO) 2017 into the local tariff schedules on the computerized system. In addition, it transferred the trade agreements obligations of these items with the different countries, and amended sales tax rates based on amendments issued by the Income and Sales Tax Department in 2017.

### ❖ **Intellectual Property Rights Protection**

To enhance its role in the protection of intellectual property rights, the department achieved the following during 2017:

- 1) Continue coordination with the Ministry of Justice - the competent courts - by providing them with samples of goods for which cases are filed, in addition to the enforcement of judicial decisions issued by the courts for good confiscation, destruction or delivery to importers.
- 2) Strengthen cooperation with other official agencies such as, the National Library Department, Food and Drug Administration, Standards and Metrology institute and Public Security Department.
- 3) Adopting the monthly campaign mechanism by targeting certain categories through publishing circulars on the electronic encyclopedia, in addition to increasing communication and coordination between the Customs value office and the liaison officers at Customs Houses and trademark owners and their legal agents in terms to facilitate exchange of cases of commercial fraud and infringement of intellectual property rights.
- 4) Expanding cooperation with the Ministry of Industry and Trade in order to:
  - (A) Coordinate a list of projects and agreements.
  - (B) Provide Jordan Customs Department with updated electronic copies relating to the new trademarks and their legal agents through the Trademark Register Section.

- 5) Increase the number of qualified liaison officers at Customs Houses from 13 to 21 liaison officers, and then subject them to training courses and specialized workshops in this field. In this context, in 2017, 12 trainings were conducted on intellectual property in cooperation with Trademarks representatives.
- 6) The number of cases registered in courts concerned with intellectual property cases were (24).84 notifications were issued to Customs Houses regarding the protection of registered trademarks. The number of intellectual property rights related customs declarations on which the clearance procedures were suspended reached (170) declaration evolving (387) trademarks.

### ❖ **Customs Total Quality Management**

- ✓ Jordan Customs Department 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 service recipients. A number of quality-related achievements have been achieved as follows:
  1. Manage initiatives and complaints system by processing nearly 90 proposals and complaints submitted by employees during 2017, and forwarding 58 of them to the concerned party for review and then awarding incentives to those whom proposals have been considered and applied.
  2. Supervise Four Customs Houses participation in the Excellence Public Service Award (4th award) and improve results (Al Hurra Free Zone, Zarqa, Sahab Industrial Customs House, Amman Customs House).
  3. Develop an electronic system on customs intranet site (Customs Encyclopedia) in cooperation with the Directorate of Information Technology to document directorates and centers procedures guides in a fixed databases. Subsequently, quality liaison officers at the Customs Houses and the department's directorates will be able to modify it.
  4. Conduct time release study at each Airport Customs Clearance House and Al Omri Customs House to accurately determine the exact time of various processing stages of customs declaration from the time of arrival of the goods to (sea, air or land) till exit from the customs campus after completing all the procedures required by Jordan Customs Department and other agencies (governmental and private). The studies help Identify bottlenecks during the course of transaction, and minimize problems that impede the work to facilitate the cross-border trade procedures.
  5. Follow up with the establishment of a customer service office at the Free Zone Customs House- Zarqa.

6. Rank second in the periodic report issued by the Ministry of Public Sector Development relating on level of governmental departments' commitment to requirements of the service development system.

### ❖ Legal affairs

In 2017, Jordan Customs Department referred the draft law amending to the Customs Law No. (20) of 1998 to the cabinet to complete the constitutional procedures for its issuance. It included several provisions for simplifying and facilitating procedures and satisfying the Kingdom's commitments under international conventions. The Department has requested the Parliament to give the matter an urgent status due to the importance of its provisions in promoting investment, stimulating national economy and reducing smuggling activities.

### ❖ Exemptions

The Department strive to simplify and facilitate its procedures, promoting investments, stimulate national economy development and provide quality and simplified services to the stakeholders. Imports exempted from Customs duty accounted to (86%) of the total value of imports during 2017, including, but not limited to:

- ✓ Imports exempted from Customs duties under free trade agreements reached (3.350 billion JD), or (27.7%) of the value of exempted imports.
- ✓ Imports exempted from Customs duties via decision by the cabinet or private laws or franchise companies (except petrol and its derivatives) or via parties exempted from Customs duties registered (3.157 billion JD) which represents (20.9%) of exempted imports value.

#### • Investors exemptions

The value of exemptions granted to encourage investment during 2017 was approximately (1005.46 million JD), with 26.6% increase in exemption value rendered under these laws.

The following table shows the volume of exemptions under investment promotion laws for 2017 compared to 2016.

<b>Exemption Sector</b>	<b>Value 2016 (Million JDs)</b>	<b>Value 2017 (Million JDs)</b>	<b>Amount of Change (Million JDs)</b>	<b>Percentage of Change</b>
Industrial	173	152	-21	-12
Agricultural	13	15	2	15
Hotels	35	28	-7	-20
Hospitals	23	23	0	0
Transport	9.5	3	-6.5	-68
Cabinet's Exemptions decision under the law of 2003/68	38	27	-11	-29
Exemptions with guarantee under the law of 2003/68	4	4	0	0
Exemptions with table 1/D the law 3/2014 and the table 1/C law 30/2014	124	251	127	102
Exemptions of entertainment cities sector	0.63	2.5	1.87	297
Exemptions of scientific research centers sector	0.63	2.5	1.87	297
Exemptions of the Technical Production Sector	1	0.52	-0.48	-48
Exemption of conference and exhibition centers	0.01	0	-0.01	0
Exemptions of information technology sector	0.004	0.37	0.37	9150
Exemptions under the Cabinet's decisions related to restaurants	0.09	0.35	0.26	289
Exemptions of productive branches sector	0.05	1.5	1.45	2900
Exemptions of Development Zones	370	485	115	31
<b>Total</b>	<b>794.284</b>	<b>1005.46</b>	<b>211.176</b>	<b>26.6</b>

- **Exemptions for people with special needs:**

Due to humanitarian reasons, Jordan Customs Department is placing great emphasis on this segment of society, hence making many achievements this regard in 2017, the most important of which are:

- 1) Apply the service of Customs car exemptions for people with special needs electronically. This service is one of the latest services provided by state institutions for people with special needs through cooperation and partnership with various parties to serve this segment of citizens and save them time and effort. The application is submitted to the Directorate of Social Development according to the area of residence. The applications will then be sent electronically to the Supreme Council for the Affairs of Persons with Disabilities to assess applicants the same day by the Medical and Technical Committee and Customs exemptions Committee. Upon completion of procedures, decisions will be sent to the Directorate of Social Development to notify concerned applicants thereof.
- 2) The number of exemptions granted to the persons with disabilities amounted to (2623) in 2017, distributed as follows:
  - Partial disability , (120) exemptions
  - total disability amounted to (2503) exemptions
- 3) The number of vehicles cleared for persons with disabilities amounted to (3955) over the past year 2017, distributed as follows:
  - Partial disability : (981) exemptions
  - total disability: (2974) exemptions

- ❖ **Customs Public Prosecution Directorate**

Jordan Customs Department, represented by the Customs Public Prosecution, continues to works to achieve many of the objectives set out in accordance with its strategic plans, so as to achieve judicial justice, safeguard the rights of the public treasury and implement the royal visions in stimulating investment and removing obstacles facing this sector. This has been highlighted in many of the achievements made during 2017, including:

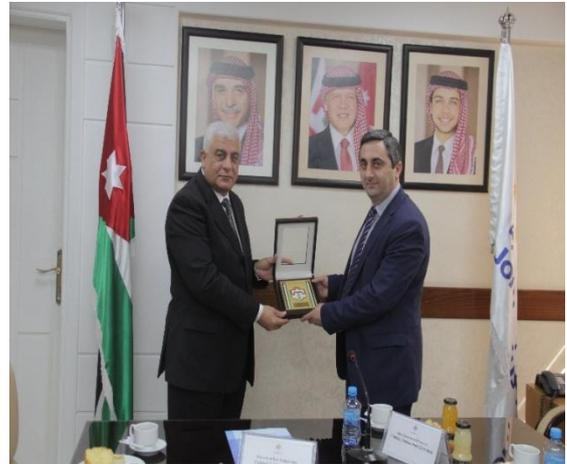
1. Provide the Directorate with new public prosecutors and support them with training courses to empower them with knowledge and experience to do work efficiently.
2. Develop an action plan to implement the judgments issued from the legal cases to ensure the public treasury rights and to avoid the delay of applying the measures taken by the prosecutor.
3. Utilize computerized systems and continuously maintain update thereto in coordination with other agencies such as (Ministry of Justice, Mizan program, Public Security Dep/Criminal information Management), activate electronic circulation regarding those warranted for arrest or prevented from leaving the country leave the country. Such circulation will be electronically deleted once investigations are completed.

## ❖ Right to information

Jordan Customs Department is committed to implementing the law of ensuring the right to information No. (47) of 2007 in order to enhance transparency and governance principals. Information and data are classified into open and confidential, so a service recipient is provided with open information and data for a slight fee within the time specified by law (no more than 30 days) after filling out the related form.

## ❖ International and Regional Cooperation

Jordan Customs Department signed many mutual administrative cooperation agreements in the customs matters over the previous years with various Arab and foreign Customs administrations. Such agreements had a direct impact on enhancing cooperation and exchange of information and expertise with Customs administrations. Therefore, the department continues to adopt such approach, and thus achieved the following during 2017:



1. Continue communication and cooperation with the World Customs Organization (WCO) with regard to processing WCO requests, invitations to events, processing questionnaires and reports of committees and participating in competitions and intelligence operations conducted by the Organization and other institutions. 265 requests were processed during 2017.



Foreign delegations in a visit to JC

2. Receive, prepare and follow up with official correspondence of ministries and governmental departments as percentage of achievement in this regard is about (90%).
3. Process the Department's official e-mail correspondences and prepare responds in coordination with the directorates of the department (2390emails during 2017).

4. Coordinate with the US Embassy - Export Control and Border Related Security Program- for technical support to providing the Customs Houses with X- RAY equipment and training in border security and goods inspection.
5. Coordinating with the Australian Customs and Border Force in order to support Amman Customs Lab Center with chemical testing equipment, as well as providing training to Aqaba Customs House officers on the procedures conducted at the ports, and delegating officers from Jordan Customs for training in Australia next year.
6. Signing a memorandum of understanding in the field of Container Control, by the Director General on behalf of the Jordanian Government in Vienna.
7. Coordination with the Mexican Customs for a mutual cooperation agreement. A final draft was reached awaiting signature.
8. Coordinating with UAE Customs in order to sign a mutual administrative cooperation agreement. His Excellency the Director General visited the United Arab Emirates and signed the pre-final version of the agreement.



His Excellency the Director General in a meeting with the Austrian Customs

### ❖ **Public Relations and Media**

Jordan Customs Department attaches great importance to Public Relations and Media as they highlight the bright image of the Department and its role in the local and international community. It is deemed an essential tool to create positive relationships that have the greatest impact on internal and external communication.

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

- Press releases
- 134 press releases representing the events and activities of the Department were published in 2017.
- Electronic publications
- 87800 bulletins were e-mailed to various stakeholders with the Department during 2017 (with an average of 7316 monthly bulletin).

- Meetings

- 200 meeting held in the Department were coordinated and followed up by the Public relations and International Cooperation Directorate.



The Director General presides over one of the meetings in the Department

- Celebrations and conferences for launching vital projects related to developing the work of the Department, such as:
  - The ceremony of launching the new website of the department.
  - Press conference on launching the Silver List Program.
  - The ceremony for the project of constructing refrigerated yards and sophisticated laboratories in Omari Customs House.
- Introducing the project to install an electronic display in front of the main building of Jordan Customs Department. The display will show the electronic addresses of the department, the free telephone numbers and WhatsApp number. This screen also displays the vision and mission which the Department is committed to achieve through its strategic plan, as well as displaying Quality Directorate's mission through which the department is committed to achieving excellence of service and fairness to all categories of customers and stakeholders. The screen will also be used to exhibit congratulations on national and religious occasions.
- Expanding the use of various media and social media tools to publish news, activities, and events related to the customs work, in addition to, receiving inquiries from all parties and persons. For this purpose, the Department has created:
  - Facebook page <https://www.facebook.com/JordanCustomsOfficial>, to expand social and professional communication with customs and community regulatory units and service recipients.

- A YouTube channel through which interviews of the Director General on TV channels and media coverage at different customs sites can be publish.
  - A WhatsApp group involving customs technical officers to answer inquiries received through the main department page on Facebook by the service recipients.
  - A group on WattsApp application involving senior level officers in Jordan Customs Department as a means of communication and coordination on topics related to the work and dissemination of communications, circulars and administrative decisions, as well as the publication of social events news.
- Receiving many delegations of Arab and international Customs officials with a view to exchanging Customs experiences. Several training courses were also held with the Customs administrations of the member countries of the Region as shown below:

<b>No.</b>	<b>Delegation/ Regional workshops and training courses</b>	<b>Date</b>
<b>1.</b>	Regional workshop on " Strategic Security Program for Trade"	<b>9-11/01/2017</b>
<b>2.</b>	National workshop on "advance rulings"	<b>29/01-2/2/2017</b>
<b>3.</b>	Training Workshop on "Performance Indicators"	<b>6- 9/02/2017</b>
<b>4.</b>	Workshop on "Trade Facilitation Agreement"	<b>19-23/02/2017</b>
<b>5.</b>	Regional Training Course "WTO Valuation Agreement"	<b>20-22/02/2017</b>
<b>6.</b>	Training Workshop on " TIR Program"	<b>20-21/03/2017</b>
<b>7.</b>	Regional Workshop on "Risk Management and Post Audit - Practical training"	<b>4-6/04/2017</b>
<b>8.</b>	Training Workshop on " Time Release Study"	<b>14 – 18/05/2017</b>
<b>9.</b>	A workshop on "Leadership and Administrative Development" for the Palestinian Customs Authority	<b>6-17/08/2017</b>
<b>10.</b>	A workshop on "Leadership and Administrative Development"	<b>14-16/11/2017</b>
<b>11.</b>	Receiving a delegation from the Korean Customs based on an invitation by the DG.	<b>4-12/02/2017</b>
<b>12.</b>	Receiving a delegation from the Bangladeshi Customs to benefit from the experience of Jordan Customs in the implementation of the Golden List programs and the AEO.	<b>17-20/9/2017</b>

## ❖ Contributions to the social responsibility

The department is well aware of its important role in bearing the responsibilities towards the local community. Therefore it played an effective role in serving the local community through participating in various events which directly benefit the local community and environment. During 2017, JC has carried out various activities related to community development according to its social responsibility plan including, but not limited to:

- Participation in the national and religious celebrations, in addition to participation in carnival exhibitions, where the number of the Department's participations during 2017 were (6) participations.
- Organizing (3) blood donation campaigns.
- Implementing many initiatives that serve the local community, such as:
  - Free medical day at the Department.



- A visit to the elderly foster homes and provide material and moral support for them.
- Organizing a charity day for children with special needs, in addition to awareness campaigns in cooperation with national centers such as, the National Diabetes Center and King Hussein Cancer Center.



- Rationalization and control of expenditure in fuel consumption. A saving of (37521liters) during 2017 was achieved.
- Rationalization and control of expenditure in electricity consumption, and thus 13% (177.434 JD) in electricity bill was saved during 2017.

## ❖ Empowering women in the Customs Department

Supporting and enhancing the position of women in the department through the following activities:

- Preparing a short film entitled "We Can" which directs a message that women can work in all positions at customs department.
- Honoring the retired and on-duty women, in addition to women from the local community who work in different bodies.
- Raising female employee's awareness of issues related to work and health such as: health and public safety, and how to rationalize energy in homes by conducting two workshops at the Headquarters and Aqaba Customs House.
- Congratulating the female employees on behalf of the Director General at the Al-Hassan Industrial City Customs House - Irbid and Aqaba Customs House on the occasion of Eid al-Fitr and Adha, and listening to their observations and suggestions.
- Enhancing the participation of the Department's employees in the activities of the social responsibility organized by the Department within the concept of volunteering:
- Ramadan breakfast initiative for orphaned children, as clothing, school bags and stationery were provided. The initiative was organized at Haya Cultural Center.
- Visiting children with heart diseases at Queen Alia Military Center for Cardiology and providing an educational and entertainment room.
- Visiting Princess Muna's Center for elderly women and providing foods and gifts on Mother's Day.



- Ramadan Breakfast for municipal Workers in coordination with the Municipality of Amman and with the support of the management and staff of Amman Customs House.



- On the occasion of International Women's Day, which took place on Wednesday, 8/3/2017, the Department assigned a group of female employees to hold leading and supervisory positions in the directorates of the Department (main offices) for one day. It was the first experience since the establishment of the Department to empower Women administratively and technically.
- The Department also promoted a number of female employees to hold leadership and supervisory positions in 2017. 3 female officers held leading titles (director of directorate). The number of female employees holding supervisory posts (Assistant Director of directorate/Center) reached 5 officers, while 25 female officers held supervisory titles (head of section)
- The Department has appointed a number of female employees in 29 vacant positions. Number of humanitarian female employment cases in the Department was (11) cases.



- **His Majesty King Abdullah's visit to the Customs Department**

His Majesty the King has visited Amman Customs House where he was briefed on the procedures and the level of services provided by the Department to citizens, investors, expatriates and shipping operation.

During his tour at the facilities of Amman Customs House, his Majesty King Abdulla has listened to a brief by the DG Dr. Waddah Al-Hamoud on the procedures taken by the Department to facilitate citizens, investors, and the Department's plans to automate the services provided. King Abdullah stressed that it is necessary to facilitate the customs transactions of citizens and investors in order to improve the business environment for the growth of the economy and the provide jobs opportunities, pointing out that the plan to stimulate economic growth has identified the necessary procedures to modernize and develop the work of customs, which reflects on the implementation of this plan.

His Majesty King Abdullah expressed appreciation for the efforts exerted by Jordan Customs Department in serving the country and the citizens, in addition to the role of the members of the Department in combating smuggling, specifically, drug scourge. He also stressed that all parties should work with the Department to facilitate its tasks and to increase the efficiency and capabilities of Jordan Customs Department.



### ❖ **Jordan Customs Partners in customs work**

It's very important for any institution to have good relations with external partners that have the ability to provide the support, expertise and advice to the other partner. Therefore, Jordan Customs Department has given great importance to partnership and 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.

Over the past years, Jordan Customs Department has been able to build excellent partnership relations at all levels; locally, regionally and globally. It identifies its partners and then classifies them via a specific mechanism that takes into consideration the standards of the WCO which is based on three pillars of strategic partnership:

- Customs-customs relations
- Customs-governmental agencies relations
- Customs - private sector relations

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

- 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 to achieve the customs policies drawn up to achieve the strategic plans of the department.

- **The objective 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 goals of the Department.
- Identifying mechanisms and means of coordination with partners to ensure the effectiveness and sustainability of the relationship to accomplish the joint projects.

- **The Partnership with the Private Sector Council**

The 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 meets 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 meeting is 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 such notifications and circulars prior to adoption.
3. Problems and issues that face a particular sector associated with Customs department so proper solutions solution 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.

Partners Council continued to assemble in 2017, as a meeting was held on 28/08/2017 under the patronage of Amman Chamber of Commerce. The most important issues raised during this meeting were:

1. Requesting Jordan Customs to provide the Customs Houses at the airports to have copies of Euro 1 certificates. These certificates of origin were issued to goods destined for exported to Europe via air. This made it easy for exporters to pack goods at the airport and reduce time and effort. Such certificates were also issued to the senior exporters of good conduct and reputation to facilitate the export process.

2. Jordan Customs has requested the importers to write the type of goods in Arabic on invoices issued in a foreign language in accordance with the customs tariff.
3. Requesting from Jordan Customs to review table (3) attached to the notification No. 51 of 2016 on the transfer of risky and explosive items. It is unreasonable to classify earwax, wire, toothpaste, cosmetics, skin creams and powder as risky and explosive materials requiring Customs and security escort.
4. Requesting Jordan Customs to amend Article 13-A-B / 1 of the Investment Law No. 30 of 2014 which allows all investors in the development zones to exempt all of their current imports from customs duties and other applicable fees and taxes. But these items must be identified in advance within schedules that specify items according to the tariff schedules as applied in exempted materials of those who benefit from investment exemptions.
5. Inquiry about the process and procedures of electronic bank guarantees that benefit the customers dealing with both parties, and how it would reduce the cost. Also, it inquired about the means in which the process of exchanging information and data electronically with regard to guarantees between the Customs Department and banks through the international network is carried out, without the need to send the origin of amendment Bank Guarantees bonds.
6. Requesting Jordan Customs to form a committee from the private sector and the Customs Department to discuss the draft amended Customs Law for the year 2017 before submission to the parliament due to several remarks on the proposed draft.
7. Requesting the Customs Department to subject the goods and gifts shipped through courier companies at the airport and purchased online to stricter control standards, and customs duties.
8. Ensuring that original invoice is the primary document which shall correspond to the goods, type and model. (Translation wouldn't often provide accurate terminology in Arabic).



His Excellency the DG chairs the meeting of the partnership Council between Jordan Customs and the private sector

• **Jordanian Customs Partners Matrix for 2017-2019**

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.	<b>Prime Ministry</b>	Cooperative	/			/			/	
2.	<b>Ministry of Finance</b>	Structural	/			/			/	
3.	<b>Armed Forces General Command</b>	Cooperative		/		/			/	
4.	<b>Ministry of Interior</b>	Cooperative		/		/			/	
5.	<b>Ministry of Planning and International Cooperation</b>	Cooperative		/		/			/	
6.	<b>Ministry of Industry and Trade</b>	Cooperative	/			/			/	
7.	<b>Ministry of Public Work and Housing</b>	Cooperative		/		/			/	
8.	<b>Ministry of Health</b>	Integrative, Cooperative	/			/			/	
9.	<b>Ministry of Communications and Information technology</b>	Integrative, Cooperative		/		/			/	
10.	<b>Ministry of Agriculture</b>	Integrative, Cooperative	/			/			/	
11.	<b>Ministry of Environment</b>	Integrative, Cooperative	/			/			/	
12.	<b>Ministry of Public Sector Development</b>	Cooperative		/		/			/	
13.	<b>Ministry of Social Development</b>	Cooperative	/			/			/	
14.	<b>General Budget Department</b>	Cooperative, Structural	/			/			/	
15.	<b>General Supplies Department</b>	Cooperative, Structural	/			/			/	
16.	<b>Income and Sales Tax Department</b>	Integrative, Cooperative, Structural		/		/			/	
17.	<b>Department of Press and</b>	Cooperative		/		/			/	

	<b>Publications</b>								
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</b>	Integrative, Cooperative	/			/			/

	Commission									
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 Exchange in the Middle East</b>	Cooperative		/				/		/
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**

Jordan Customs Department looks forward to achieving the following in 2018:

- Follow through the implementation of RFID-based Automated Truck Identification project on the entry and exit gates, so as to reduce human intervention.
- Follow up with development of inspection procedures so that Customs inspectors can record their observations on ASYCUDA World System via PDA devices.
- Expand electronic connectivity with public and private institutions as well as Customs Administrations of all neighboring countries.
- Develop Anti-smuggling patrol fleet and provide it with the necessary equipment to facilitate work and ensure safety.
- Continue to equip Customs houses with container, truck and vehicle X-ray inspection systems.
- Encourage importers to use goods pre-clearance service in order to reduce time of Customs transactions.
- Expand application of single window project and consolidate other government departments into this project.
- Continue reviewing the legislations in force in line with the parameters coming epoch to keep up with the rapid developments.
- Establish an electronic data base for intellectual property rights, and automate border measures to protect intellectual property rights.

## ➤ **Obstacles and challenges**

Obstacles and challenges that faced Jordan Customs Department during 2017 lie in the following:

- The association of customs work with the work of many other governmental agencies.
- The increase and advancement of smuggling trends and patterns at the international level.
- The high risk of field customs work.
- Non-activation of the electronic transaction system at the governmental level.
- Austerity Policy and lack of funding to expand existing development projects and initiate new projects.
- Weak and old infrastructure in some Customs Houses.
- The main headquarter building does not meet all work requirements, service providing standards, and facilitation to service recipients.
- Lack of readiness of some of customs administrations in neighboring countries for the electronic connectivity with Jordan Customs.

## **Glossary of Terms**

**Glossary 1**  
**International organizations**

**Glossary 2**

#	Abbreviation	Meaning
1	IMF	International Monetary Fund
2	UNESCO	United Nations Educational, Scientific and Cultural Organization
3	UNRWA	United Nations Relief and Works Agency
4	UNDP	United Nations Development Program
5	UNODC	United Nations Office on Drugs and Crime
6	UNCTAD	United Nations Conference on Trade and Development
7	HCR	Office of the United Nations High Commissioner for Refugees
8	OHCHR	Office of the United Nations High Commissioner for Human Rights
9	WCO	World Customs Organization
10	W.T.O	World Trade Organization
11	IAEA	International Atomic Energy Agency
12	OPCW	Organization for the Prohibition of Chemical Weapons

**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 Agreement on Tariffs and Trade
4	EFTA	European Free Trade Agreement
5		Agadir Agreement
6	KYOTO	The International Convention On The Simplification and Harmonization of Customs Procedures

**Glossary 3**  
**Customs Terminologies**

#	Abbreviation	English 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

