

Translation



Jordan Customs



Annual Report 2020

“Sustainable Customs for a Safe and
Healthy Business Environment”

Prepared by:
Directorate of Strategies and
Institutional Development



His Majesty King Abdullah II Ibn Al Hussein



His Royal Highness Crown Prince Hussein Ibn Abdullah II

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Foreword by the Director General

It is with great pleasure that I present to you Jordan Customs Department's (JCD) Annual Report for the year 2020. This report outlines the Department's major efforts to boost the national economy and trade movement. As we always inspire to provide the highest quality services to the business community and stakeholders and turn challenges into opportunities, the year 2020 was no exception, despite all complications ensued by the still-standing state of affairs. This publication is intended to portray the Department's continued and intensive endeavors that span for decades. Hence, it serves as a vital communication tool and, consequently, constitutes one important source of information. Besides, it functions as a monitoring and evaluation instrument for the JCD's works and activities drafted in the Department's action plan, and highlights updates and progress made. The annual report would, therefore, empowers JCD to reach the following:



- identify views of employees and stakeholders.
- enhance coordination, cooperation and interconnection among the organizational units within JCD.
- make appropriate changes to work procedures and policies in a timely manner.
- draw a bigger picture of workflow and the extent of success or failure thereof, reflect progress and address setbacks.
- enable the Department to predict future needs by defining its objectives and aspirations.
- provide needed information for decision-making as it details information on the performance components.
- assist in effective strategic planning.

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

However, the year 2020 has witnessed major challenge and difficulties at the local, regional and global levels, as the "Corona" pandemic disrupted the production process and imposed closures and social distancing, which led to a significant downturn in the economy and investment at all public sector, private sector and foreign trade levels.

In response to challenges and difficulties imposed by the Corona pandemic, and in line with the government directives and the wise Hashemite leadership, JCD has been endeavoring to strengthen its capacities and role as a major player in the security and facilitation of global trade supply chain, economic growth and the protection of society and the environment. Despite the unprecedented circumstances and exceptional challenges imposed by this global pandemic, JCD has been able to achieve positive results through a set of initiatives and projects drawn in its strategic plans. For example, JCD has managed to provide integrated electronic customs services remotely and speed up the process of clearance of goods, particularly, those needed to cope with the current pandemic such as; public safety tools, sterilizers as well as goods that directly impact the lives of citizens, such as food and basic commodities. JCD has also ensured the continuation of medical supplies by activating the deferral of 70% of customs duties payment for the Golden and Silver list companies. Such remedial measures have had a tangible positive impact on facilitating the clearance process, adapting to the pandemic and reduce and ease the negative fallouts thereof.

Since the beginning of the Corona pandemic, we have been keen to make the safety of our employees and stakeholders our top priority. We have harnessed all our expertise and capabilities at various levels to protect national interests and, in turn, ensure the continuity of the JCD works and functions around the clock in order to serve the continuity of the flow of goods across borders. In this context, I would like to stress that we will continue to implement our plans which are destined towards providing quality customs services while maintaining security and safety standards of the cross-border trade chain, so as to gradually recover from the negative effects of the Corona pandemic.

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

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



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

"We are aware that the world is facing economic setbacks due to the COVID-19 crisis. As part of this world, we must capitalize on our promising opportunities, in the food and pharmaceutical industries, and in medical equipment manufacturing and agriculture".

*Speech from the Throne
By His Majesty King Abdullah II
Inaugurating 19th Parliament's non-ordinary session
Jordan, Amman
10 December 2020*

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

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

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

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

"I believe in my people, Jordanians who built the achievements of the past are able to work to build a better future and that's what they will do ... a future based on real capabilities and economic opportunities."

One of His Majesty King Abdullah II sayings

Our Vision ...

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

Our Mission ...

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

Our Core Values...

Integrity

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

Transparency

Straightforwardness and disclosure of decisions which concern work and stakeholders.

Equity

Equal treatment and reaching balanced, logical and unbiased resolutions.

Discipline

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

Innovation

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

Professionalism

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

Team-work spirit

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

Chapter 1

Organization of Jordan Customs Department

Establishment and Development of JDC

The early twenties of the last century have witnessed the establishment of Trans-Jordan Emirate. Hence, 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. This was due to the distinctive location of the Emirate at the heart of the Arab World, and the strategic weight thereof 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 structured as a subdivision under the Council of Advisors, (currently, the Prime Ministry) during the period 1921-1925. Initially, it took up the task of statistics and inspection as well as collecting revenues on imported goods. Afterwards, it was structured under Finance Principal (Minister of finance) and later called Directorate of Customs and Excise. During 1928-1935, Jordan customs was disengaged from Finance Principal and linked directly to the Council of Ministers. During 1953-1951, the Department was linked with Ministry of Trade and Industry as it was called then Ministry of Trade/ Customs. Between 1956-1983, the Department was re-linked with Ministry of Finance and named Ministry of Finance/ Customs. As of 1983, the Department has been called General Customs Department headed by a Director General who reports directly to Minister of Finance. Since then, twenty-one Director Generals have alternated this post.

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

Regarding legislations, the first law was issued in 1926 to regulate Customs work. It was called Customs and excise law, which was then amended several times to line up with the local and international developments. In 1962, law No.(1) was issued and remained in force until the issuance of customs Provisional Law No (20) and its amendments for 1998.

As for Customs Tariff systems, the first tariff which comprised exchanged goods schedule and levied duty rates was issued in 1936, and was later amended several times during 1957, 1962. The last of which was the WCO's Harmonized System which the department commenced applying in 1994.

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



From JCD archives

Director Generals who headed Jordan Customs Administration since establishment:

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

Administrative Organization and Organizational Structure

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

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

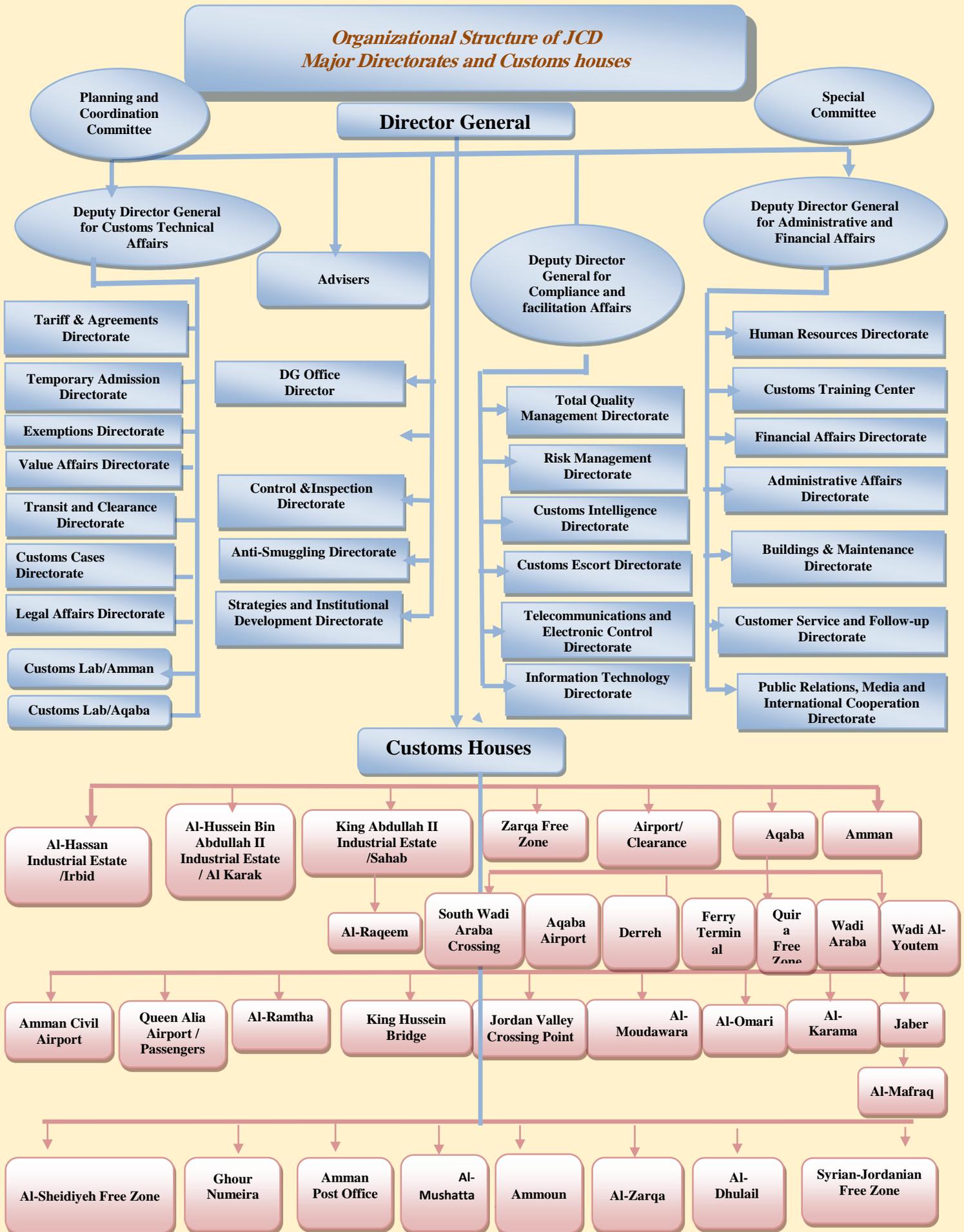
Articles (9/A) and (9/B) of the aforementioned By-Law provides for the following:

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

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

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

The Organizational Structure of Jordan Customs Department (Major Directorates and Customs Centers):



Chapter 2

Human Resources and Training

Human Resources

JCD 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 process. This has been realized through the following:

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

• Structure of Manpower in JCD

Distribution of Staff by Gender in 2019-2020

Gender	2019	2020
Male	3406	3305
Female	211	209
Total	3617	3514

Distribution of Staff by type of appointment in 2019-2020

Type of appointment	2019	2020
Permanent and Classified Jobs and contracts	3177	3106
Customs Security Agreement	340	332
Contracts (Public Security, Gendarmerie)	100	75
Daily Laborers	-	-
Seconded employees	-	1
Total	3617	3514

Distribution of staff by academic qualifications in 2019-2020

Qualification	2019	2020
PH.D	33	37
Masters	193	265
High Diploma	8	7
Bachelors	1271	1247
Comprehensive Diploma	578	580
General Secondary Certificate and Less	1534	1378
Total	3617	3514

Distribution of staff by age groups in 2019-2020

Age (by Years)	2019	2020
18-25	159	112
26-35	1283	1302
36-45	1137	1152
46-55	905	856
Older than 55	133	92
Total	3617	3514

Employees who died while in service in 2019

Number	Name
1	Ra'd Mouhammad Hamdan Al-Adwan
2	Murad Tayseer khaly Al-Shawawrah
3	Hani Asi Ahmad Abdullah

Capacity building and Human Resources Development:

Jordan Customs focuses its attention on capacity enhancement and human resources development through providing its employees with training, and financial and moral incentives. During 2020, the Department has realized several accomplishments in this regard, the most notable of which are:

Training

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

Training Courses and Participants during 2019-2020

Subject	Number of Training courses		Number of Participants	
	2019	2020	2019	2020
Customs Clearance Training	11	Not held due to Covid-19	415	0
Computer Training program	15	21	158	209
English Language training programs	6	0	124	0
Administrative Training programs	55	9	894	135
Customs Technical Training programs	85	62	1588	722
Financial Training programs	7	0	7	0
Empowerment Training	0	0	0	0
Paramilitary order and discipline training	1	0	25	0
Total	148	180	2,544	3,211

Incentives

Jordan Customs regularly motivates its employees to induce them to work harder through providing them with several financial and moral incentives that contribute to empowering staff and increasing percentage of their satisfaction. This will, in turn, reflect on the stakeholders' satisfaction, performance excellence and efficiency. Such incentives include; scholarships to fund education for employees' and retirees' children, and letters of appreciation as well as delegating staff to participate in internal and external training courses. The following table illustrates incentives (moral and financial) statistics for 2019-2020.

Subject of Incentive	Number of Employees	
	2019	2020
Scholarships for staff's and retirees' children	191	١٨٨
Appreciation Letters	3622	981
Participants in internal training courses and workshops	1903	80
Participants in external training courses and workshops	140	70



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

In the framework of issuing the strategic plan for the years (2020-2022), the Department has approved its vision of *“Jordan ranks globally among the top twenty countries for security and facilitation of cross-border trade”*, and its mission of *“Create a fair competitive environment for business, contribute to promoting the national economy, homeland security, and the safety of citizens; facilitate the trade movement by providing distinguished Customs services to stakeholders in line with the international best practices and in effective cooperation and coordination with all partners.”*

The Department has also adopted the following strategic objectives for the years 2020-2022:

• Protect and enhance Customs revenues	• Increase the satisfaction of service recipients, stakeholders and society
• Increase the efficiency of Customs clearance procedures	• Strengthen Customs control operations
• Promote environmental sustainability	• Increase the efficiency of performance and institutional capacity

First: Evaluation of the Strategic Objectives according to key Performance Indicators

1. Achievement percentage in all (6) evaluated strategic objectives for 2020 arrived at **(80%)** which is equivalent to **average evaluation** in KPI evaluation measures of the strategic plan.

Strategic objective	Achievement percentage
Protect and enhance Customs revenues	93.6%
Increase the satisfaction of service recipients, stakeholders and society	96%
Increase the efficiency of Customs clearance operations	17%
Strengthen Customs control	90%
Promote environmental sustainability	100%
Increase the efficiency of performance and institutional capacity	85%
Total achievement of strategic objectives (average) = 80%	

Second: Evaluation of Programs cited in the Strategic Plan for 2020:

1. The number of programs listed in the Strategic Plan was (3) main programs.
2. Achievement percentage of programs in 2020 reached (81%), which is equivalent to **positive evaluation** agreed upon in KPI evaluation measures of the strategic plan.

Programs	Percentage Achievement 2019	Percentage Achievement 2020
Anti-Smuggling	94.1%	66%
Management and Supporting Services	77.8%	89%
Efficiency of revenue collection and community service	98.2%	88%
Average	90%	81%

Third: Evaluation of Projects and activities cited in the Strategic Plan for 2020:

1. Achievement of the evaluated (121) performance indicators of projects and activities for 2020 reached (75%), which is equivalent to **the positive evaluation** agreed upon in KPI evaluation measures of the strategic plan.
2. Performance indicators with **negative** achievements for projects and activities: (37). The delay in achievement was due to Covid-19 pandemic risks.
3. Performance indicators with **average** achievement for projects and activities: (4).
4. Performance indicators with **positive** achievements for projects and activities: (66).
5. Performance indicators with unrealistic achievements for projects and activities: (14).

Fourth: External risks which encountered projects implementations

Risk	Risk level
Covid-19 Pandemic Risk	Strong (S)

Studies in JCD

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

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

JCD's periodic studies

Studies	2016	2017	2018	2019	2020
1) Measuring satisfaction of the Customs Department's Partners	89%	93%	The partnership counsel was not held	86% Average of two meetings	-
2) Surveying the department's staff satisfaction	%79	79%	76%	%75	77%
3) Surveying the stockholders' satisfaction	%83	85%	83%	%89	86%
4) Surveying good governance application level in the Department from the staff's perspective	79%	80%	76%	%78	-
5) Surveying good governance application level in the Customs Department from the stockholders' perspective.	80%	82%	79%	%81	-

Chapter 4
***Customs Revenues and
Foreign Trade***



➤ Customs Revenues

Customs revenues for the year 2020 totaled around (1.447) billion JDs, while they totaled around (1.487) billion JDs for the year 2019. This indicates a decline in the Customs revenues for 2019 by approximately (39) million JDs representing (2.7%) decrease. Below is Customs revenues for 2019 and 2020 categorized by type:

Customs Revenues	2019		2020		Value of Change (Million Dinars)
	Value (Million JDs)	Percentage	Value (Million JD)	Percentage	
General revenue	1,451.52	97.6%	1,412.51	97.6%	-39.01
Customs Deposits	2.69	0.2%	33.43	2.3%	0.97
Fee redemption Deposits	0.00	0.0%	1.25	0.1%	-1.43
Ministry of Finance Deposits	32.46	2.2%	0.02	0.0%	0.02
Total	1,486.66	97.6%	1,447.21	100.0%	-39.45

✓ General revenue in details:

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

Customs Revenues	2019		2020		Value of Change (by Million dinars)
	Value (Million JDs)	Percentage	Value (Million JD)	Percentage	
Sales Tax	880.38	60.7%	880.56	62.3%	0.18
Customs duty	246.01	16.9%	250.11	17.7%	4.10
Fees of other agencies-excluding sales tax	103.30	7.1%	95.76	6.8%	-7.53
Revenue generated via Revenue Supply law	66.96	4.6%	57.67	4.1%	-9.29
Charges on imports subject to tariff duties	53.12	3.7%	51.42	3.6%	-1.70
Charges on imports exempted from tariff duties	51.14	3.5%	48.09	3.4%	-3.05
Fines, customs confiscations and import fine	24.15	1.7%	17.78	1.3%	-6.37
E -Tracking Services charges	6.01	0.4%	5.28	0.4%	-0.73
Land and maritime Customs Houses service charges	16.82	1.2%	3.11	0.2%	-13.71
Other miscellaneous charges	3.22	0.2%	2.45	0.2%	-0.77
Charges on fake seduction jewelry imports	0.41	0.0%	0.28	0.0%	-0.13
Total	1,451.52	100%	1,412.51	100%	-39.01

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

➤ **Customs Revenues in details:**

- Unified Customs duties (tariff duty)

The table below illustrates distribution of values of (IM4) imports declarations-taxable and exempted, and unified Customs duty for 2020 compared with 2019.

Distribution of Imports	2019			2020		
	Collected Unified tariff duties	Value of Imports (Million JDs)	Percentage %	Collected Unified tariff duties	Value of Imports (Million JDs)	Percentage %
Exempted in Tariff Schedules	0.00	3,379.98	33.2%	0.00	3,605.49	39.4%
Exempted under Agreements	0.00	3,136.59	30.9%	0.00	2,950.38	32.2%
Exempted under resolutions of the Council of Ministers or private laws or franchise companies (excluding oil and oil derivatives) or for parties exempted from Customs duties	0.00	2,618.66	25.8%	0.00	1,574.93	17.2%
Subject to Customs duties according to tariff schedules or preferential fees	239.29	1,031.14	10.1%	245.23	1,025.77	11.2%
Total	239.29	10,166.37	100%	245.23	9,156.57	100.0%

* Customs tariff weighted average for 2020 accounted for (2.7 %), while it reached (2.5%) in 2019.

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

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

- Sales Tax on Imports

Collected Sales tax for 2020 totaled around (880.6) million JDs (according to the date of financial receipts) compared with sales tax collected during 2019 that amounted to around (880.4) million JDs, with an increase of (0.18) million JDs.

- Other departments' fees

The following table shows collection of other departments' fees (Excluding sales tax) for the year 2020 compared to 2019.

Fee Name	٢٠١٩		٢٠٢٠	
	Amount of Money (Million JDs)	Percentage %	Amount of Money (Million JDs)	Percentage %
Advance payment of 2% for income tax	58.0	56.2%	59.6	62.3%
Stamp fees	12.6	12.2%	10.2	10.6%
Traffic and Customs escort service charge	15.3	14.8%	9.0	9.4%
X-ray scanning service charge	6.5	6.3%	5.8	6.0%
Agricultural, veterinary and animal health service charges	4.9	4.7%	5.5	5.8%
Traffic fees	2.0	2.0%	1.9	2.0%
Overloading fines	1.6	1.6%	1.2	1.3%
Price variation charge-Diesel	0.4	0.4%	0.7	0.7%
Scrap iron and aluminum export fees	0.8	0.8%	0.6	0.6%
Licensing fees of the Telecommunications Regulatory Commission TRC	0.2	0.2%	0.4	0.5%
Service and control fees - scrap import	0.3	0.3%	0.4	0.4%
Charges of balancing exempted declarations of Jordan Investment Commission	0.0	0.0%	0.3	0.3%
Sales tax on Charges of balancing exempted declarations of Jordan Investment Commission	0.0	0.0%	0.0	0.0%
scrap paper export fees	0.4	0.4%	0.0	0.0%
Credit cards use fees	0.0	0.0%	0.0	0.0%
Collection expenditures and administration follow up	0.0	0.0%	0.0	0.0%
Charges on stamp deposits of storage directorate	0.0	0.0%	0.0	0.0%
Total	103.3	100.0%	95.8	100.0%

- Ministry of Finance Deposits

The table below shows Ministry of Finance Deposits collection in 2020 compared with 2019.

Ministry of Finance Deposits	2019		2020	
	Amount (Million JDs)	Percentage%	Amount (Million JDs)	Percentage%
Non-attested documents charge by insurance	7.5	23.2%	7.9	23.5%
Customs insurances/miscellaneous deposits	3.5	10.9%	5.8	17.4%
Unified fee by deposit	4.2	12.9%	4.9	14.5%
Standards service charge	4.9	15.2%	4.1	12.2%
General relative sales tax by deposit	3.8	11.6%	3.8	11.5%
Differences in Silage subsidies charge	1.9	6.0%	2.0	6.1%
Food consignments inspection fees	1.7	5.1%	1.7	5.0%
Radiological control fee	1.4	4.2%	1.4	4.0%
Service charge of subjected imports %5 by insurance	0.3	0.9%	0.5	1.4%
Storage directorate service charge	0.4	1.4%	0.4	1.2%
Insurance service charge	0.4	1.3%	0.3	0.9%
Waiver charge	0.3	0.8%	0.2	0.7%
Income Tax by insurance	0.2	0.5%	0.2	0.6%
Service charge of exempted imports 1% by insurance	0.1	0.2%	0.1	0.4%
Storage charge	0.1	0.2%	0.1	0.2%
Qualitative unified fee by deposit	0.9	2.9%	0.1	0.2%
Insurance charge	0.0	0.0%	0.0	0.1%
Work permits deposits	0.9	2.7%	0.0	0.1%
Total	32.5	100.0%	33.4	100.0%

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

Customs Houses/ Center	2019		2020	
	Amount (Million JDs)	Percentage%	Amount (Million JDs)	Percentage%
Aqaba Customs House	465.1	31.3%	514.6	35.6%
Amman Customs House	353.5	23.8%	273.1	18.9%
Al-Zarqa Free Zone Customs House/ Vehicles	166.5	11.2%	202.7	14.0%
Airport Customs House/ Clearance-Zezia	180.5	12.1%	178.8	12.4%
Public Warehouses	71.9	4.8%	63.4	4.4%
Al-Omari Customs House	38.9	2.6%	51.4	3.6%
King Abdullah II Bin Al-Hussein Industrial Estate Customs House-Sahab	39.4	2.7%	39.2	2.7%
Zarqa Free Zone Customs House/ Cargo	42.5	2.9%	37.5	2.6%
Customs Department	23.6	1.6%	13.0	0.9%
Airport Free Zone Customs House – Al-Mushatta	11.4	0.8%	9.6	0.7%
Jaber Customs House	13.5	0.9%	9.1	0.6%
Anti-Smuggling Directorate	6.8	0.5%	8.8	0.6%
King Hussein Bridge Customs House	9.0	0.6%	7.8	0.5%
Jordan Valley Crossing Customs	10.0	0.7%	7.2	0.5%
Directorate of financial affairs/ collector Funds	5.2	0.4%	6.7	0.5%
Passenger (ferry) station – Aqaba	22.2	1.5%	6.4	0.4%
Al-Hussan Industrial Estate Customs / Irbid	2.5	0.2%	3.1	0.2%
AL-Karama (Rweished) Customs House	4.2	0.3%	2.9	0.2%
Directorate of Customs cases	2.6	0.2%	2.5	0.2%
Mafraq Customs House	2.1	0.1%	2.2	0.2%
Qweirah special Free Zone Customs	0.6	0.0%	1.1	0.1%

Al-Moudawarra Customs House	4.6	0.3%	0.9	0.1%
Wadi al-Yutom Customs Post	0.9	0.1%	0.8	0.1%
Al-Sheidiya Special Free Zone Customs	0.9	0.1%	0.8	0.1%
Airport Customs House/ passangers - Zezia	2.7	0.2%	0.7	0.1%
Al-Dhuleil Customs House	1.0	0.1%	0.7	0.0%
Al-Raqeem Customs Center	0.8	0.1%	0.7	0.0%
Amman Post Office Customs House	0.6	0.0%	0.5	0.0%
Ghour Numaira Customs House	0.4	0.0%	0.2	0.0%
Wadi Araba Customs	0.8	0.1%	0.2	0.0%
Al- Dorrah Customs House	0.8	0.1%	0.2	0.0%
Al- Hussein Bin Abdulla II industrial Estate Customs House	0.6	0.0%	0.2	0.0%
Special Free Zone/Information Technology Cities Development Co	0.1	0.0%	0.1	0.0%
Aqaba Special Economic Zone (ASEZA) Customs House	0.0	0.0%	0.0	0.0%
Wadi Araba Crossing Customs	0.2	0.0%	0.0	0.0%
Aqaba Airport Customs House	0.0	0.0%	0.0	0.0%
Ammon Customs House	0.0	0.0%	0.0	0.0%
Al-Zarqa Customs House	0.0	0.0%	0.0	0.0%
Amman civil airport Customs House – Marka	0.0	0.0%	0.0	0.0%
Al_Ramtha Customs House	0.0	0.0%	0.0	0.0%
Total	1,486.7	100.0%	1,447.2	100.0%

➤ Customs Declarations

The following table shows numbers of Customs declarations (categorized by type) recorded in 2020 compared to the ones recorded in 2019.

Type of Customs Declaration	Customs Declaration Type/Code	Number of Registered Declarations		Change Rate %
		2019	2020	
Permanent Export	EX1	143,978	112,876	-21.6%
Temporary Export	EX2	1,354	1,001	-26.1%
Re-Export	EX3	28,727	16,130	-43.9%
Import for local Consumption	IM4	362,277	329,746	-9.0%
Temporary Admission	IM5	36,990	27,947	-24.4%
Re-import for local Consumption	IM6	1,123	1,013	-9.8%
Bonded storage	IM7	14,029	12,859	-8.3%
Import for Consumption (Expatriates' furniture and household)	RD4	3,258	1,788	-45.1%
Import for Consumption (Personal Effects declaration)	SD4	14,195	13,112	-7.6%
Transit	TR8	200,673	169,594	-15.5%
Admission Order to the Special Economic Zone / Aqaba	IM7	10,595	8,569	-19.1%
Other Customs Statuses	AR9	10,981	5,230	-52.4%
Total		819,250	699,865	-15.5%

➤ **Imports:**

Imports value in 2020 (except petroleum and derivatives thereof) totaled nearly (9.232.5) billion JDs, compared to imports value for 2019 which totaled about (9.886.8) billion JDs, with (6.6%) decrease in total import volume according IM4 (*imports for local consumption*) declarations processed and finalized at ASYCUDA-automated Customs houses.

- The following table illustrates imports according to Tariff schedule sections in terms of value during 2019 and 2020:

Section No.	Description	2019	2020
		Import value (Millions JD)	Import value (Millions JD)
1	Live animals; animal product	628.6	667.4
2	Vegetable product	1,065.6	1,114.6
3	Animal or vegetable fats or oils and their cleavage products; prepared edible fats; animal or vegetable waxes	118.9	125.1
4	Prepared foodstuffs; beverages, spirits and vinegar; tobacco and manufactured tobacco substitutes	1,118.5	1,251.9
5	Mineral products	107.5	72.2
6	Products of the chemicals or allied industries	1,119.3	1,159.3
7	Plastics and articles thereof; rubber and articles thereof	528.5	474.6
8	Raw hides and skins, leather, furskins and articles thereof; saddles and harness; travel goods, handbags and similar containers; articles of animal gut (other than silk-worm gut)	22.9	15.4
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	111.0	106.4
10	Pulp of wood or other fibrous cellulosic material; recovered (waste and scrap) paper or paperboard; paper and paperboard and articles thereof	228.2	206.5
11	Textile and textile articles	332.3	325.9
12	Footwear, headgear, umbrellas, sun umbrellas, walking-sticks, seat-sticks, whips, riding-crops and parts thereof; prepared feather and articles made therewith; artificial flowers; articles of human hair	43.9	39.7
13	Articles of stone, plaster, cement, asbestos, mica or similar materials; ceramic products; glass and glassware	202.2	189.4

14	Natural or cultured pearls, precious or semi-precious stones, precious metals, metals clad with precious metal and articles thereof; imitation jewellery; coin	100.0	113.9
15	Base metals and articles of base metal	792.6	627.4
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	1,898.7	1,408.0
17	Transport equipment	885.7	931.3
18	Optical, photographic, cinematographic, measuring, checking, precision, medical or surgical instruments and apparatus; clocks and watches; musical instruments; parts and accessories thereof	216.3	185.3
19	Arms and ammunition; parts and accessories thereof	1.5	2.9
20	Miscellaneous manufactured articles	187.5	162.5
21	Works of art, collectors' pieces and antiques	415.1	303.0
Total		9,886.8	9,232.5

- The table below illustrates the imports according to the chapters in the Tariff schedule in terms of value for the years of 2019-2020:

Chapter NO.	Chapter Description	2019	2020	Rate of Change %
		Import Value (Million JDs)	Import Value (Million JDs)	
1	Live animals	110.9	178.8	61.2%
2	Meat and offal not cut in pieces, edible	265.8	240.1	-9.6%
3	Fish or of crustaceans, molluscs or other aquatic invertebrates	46.3	42.2	-9.0%
4	Dairy or of crustaceans, molluscs or other aquatic invertebrates	205.0	205.7	0.3%
5	Other products of animal origin, not specified or included elsewhere	0.6	0.7	24.8%
6	Live trees and other plants; bulbs, roots and the like; cut flowers and ornamental foliage	6.4	5.9	-8.3%

7	Edible vegetables and certain roots and tubers	50.7	59.1	16.7%
8	Edible fruit and nuts; peel of citrus fruit or melons	221.1	221.0	0.0%
9	Coffee, tea, mate and spices	124.3	138.5	11.5%
10	Cereals	540.5	564.2	4.4%
11	Products of the milling industry; malt; starches; inulin; wheat gluten	15.3	13.4	-12.8%
12	Oil seeds and oleaginous fruits; miscellaneous grains, seeds and fruit, industrial or medicinal plants; straw and fodder	103.5	109.7	6.0%
13	Lac; gums, resins and other vegetable staps and extracts	3.2	2.3	-29.3%
14	Vegetable plaiting materials; vegetable products not elsewhere specified or included	0.7	0.5	-23.0%
15	Animal or vegetable fats and oils and their cleavage products; prepared edible fats; animal or vegetable waxes	118.9	125.1	5.2%
16	Preparations of meat, of fish or of crustaceans, mollusks or other aquatic invertebrates	47.1	59.9	27.1%
17	Sugars and sugar confectionery	104.4	130.4	25.0%
18	Cocoa and cocoa preparations	62.1	62.6	0.8%
19	Preparations of cereals; flour, starch or milk; pastrycooks' products	146.6	178.3	21.7%
20	Preparations of vegetables, fruit, nuts or other parts of plants	101.0	102.3	1.3%
21	Miscellaneous edible preparations	182.9	167.2	-8.6%
22	Beverages, spirits and vinegar	86.7	117.3	35.3%
23	Residues and waste from the food industries; prepared animal fodder	125.1	138.2	10.5%
24	Tobacco and manufactured tobacco substitutes	24.9	45.5	82.3%
25	Salt; sulphur; earths and stone; plastering materials, lime and cement	47.1	24.4	-48.1%
26	Ores, slag and ash	0.7	0.5	-31.3%
27	Mineral fuels, mineral oils and products of their distillation; bituminous substances; mineral waxes	59.6	47.2	-20.8%
28	Inorganic chemicals; organic or inorganic compounds of precious metals, of rare-earth	50.7	48.7	-3.8%

	metals, of radioactive elements or of isotopes			
29	Organic chemicals	194.6	225.9	16.1%
30	Pharmaceutical products	423.1	425.4	0.5%
31	Fertilisers	30.1	24.0	-20.4%
32	Tanning or dyeing extracts; tannins and their derivatives; dyes, pigments and other colouring matter; paints and varnishes; putty and other mastics; inks	59.3	57.8	-2.5%
33	Essential oils and resinoids; perfumery, cosmetic or toilet preparations	149.9	139.5	-7.0%
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	86.0	94.2	9.5%
35	Albuminoidal substances; modified scratches; glues; enzymes	14.8	15.7	6.4%
36	Explosives; pyrotechnic products; matches; pyrophoric alloys; certain combustible preparations	1.2	0.8	-32.9%
37	Photographic or cinematographic goods	4.0	3.4	-14.0%
38	Miscellaneous chemical products	105.6	124.0	17.3%
39	Plastics and articles thereof	461.0	406.4	-11.8%
40	Rubber and articles thereof	67.5	68.2	1.0%
41	Raw hides and skins (other than furskins) and leather	0.8	0.3	-64.8%
42	Articles of leather; saddler and harness; travel goods, handbags and similar containers; articles of animal gut (other than silk-worm gut)	22.1	15.0	-31.8%
43	Furskins and artificial fur; manufactures thereof	0.0	0.0	-24.5%
44	Wood and articles of wood; charcoal	110.8	106.1	-4.3%
45	Cork and articles of cork	0.0	0.1	214.1%
46	Manufactures of straw, of esparto or of other plaiting	0.1	0.1	4.9%

	materials; basketware and wickerwork			
47	Pulp of wood or of other fibrous cellulosic material; recovered (waste and scrap) paper or paperboard	37.8	37.1	-1.7%
48	Paper and paperboard; articles of paper pulp, of paper or of paperboard	173.9	158.0	-9.1%
49	Printed books, newspapers, pictures and other products of the printing industry; manuscripts, typescripts and plans	16.5	11.4	-31.0%
50	Silk	0.0	0.0	94.1%
51	Wool, fine or coarse animal hair; horsehair yarn and woven fabric	3.4	2.5	-25.7%
52	Cotton	2.0	5.6	184.0%
53	Other vegetable textile fibers; paper yarn and woven fabrics of paper yarn	3.6	4.1	13.7%
54	Man-made filaments	48.1	47.1	-2.1%
55	Man-made staple fibers	20.9	17.0	-18.8%
56	Wadding, felt and nonwovens; special yarns; twine, cordage, ropes and cables and articles thereof	14.0	22.5	61.0%
57	Carpets and other textile floor coverings	11.5	10.6	-7.9%
58	Special woven fabrics; tufted textile fabrics; lace; tapestries; trimmings; embroidery	9.3	4.6	-50.2%
59	Impregnated, coated, covered or laminated textile fabrics; textile articles of a kind suitable for industrial use	4.1	4.5	10.0%
60	Knitted or crocheted fabrics	19.6	20.7	5.8%
61	Articles of apparel and clothing accessories, knitted or crocheted	146.8	132.0	-10.0%
62	Articles of apparel and clothing accessories, not knitted or crocheted	22.7	20.1	-11.6%
63	Other made up textile articles; sets; worn clothing and worn textile articles	26.3	34.5	31.2%
64	Footwear, gaiters and the like; parts of such articles	41.8	37.6	-10.1%
65	Headgear and parts thereof	0.9	1.2	29.5%

66	Umbrellas, sun umbrellas, walking-sticks, whips, riding-corps and parts thereof	0.4	0.2	-43.2%
67	Prepared feathers and down and articles made of feathers or of down; artificial flowers; articles of human hair	0.8	0.7	-4.2%
68	Articles of stone, plaster, cement, asbestos, mica or similar materials	39.0	40.2	3.2%
69	Ceramic products	111.2	101.0	-9.2%
70	Glass and glassware	52.0	48.2	-7.3%
71	Natural or cultured pearls, precious or semi-precious stones, precious metals, metals clad with precious metal, and articles thereof; imitation jewellery; coin	100.0	113.9	14.0%
72	Iron and steel	283.9	262.3	-7.6%
73	Articles of iron or steel	222.1	138.2	-37.8%
74	Copper and articles thereof	83.3	64.7	-22.3%
75	Nickel and articles thereof	0.2	1.3	616.1%
76	Aluminium and articles thereof	128.1	96.9	-24.4%
77	Lead and articles thereof	0.2	0.1	-67.7%
78	Zinc and articles thereof	2.4	1.1	-54.0%
79	Tin and articles thereof	0.1	0.1	15.5%
80	Other base metals; cermets; articles thereof	0.2	0.1	-47.1%
81	Tools, implements, cutlery, spoons and forks, of base metal; parts thereof of base metal	15.7	14.8	-5.6%
82	Miscellaneous articles of base metal	56.3	47.7	-15.2%
83	Nuclear reactors, boilers, machinery and mechanical appliances; parts thereof	987.8	739.6	-25.1%
84	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	910.9	668.3	-26.6%
85	Railway or tramway locomotives, rolling-stock and parts thereof; railway or tramway track fixtures and fittings and parts thereof; mechanical (including electro-	0.8	1.0	21.4%

	mechanical) traffic signalling equipment of all kinds			
86	Vehicles other than railway or tramway rolling-stock, and parts and accessories thereof	884.7	900.1	1.7%
87	Aircraft, spacecraft, and parts thereof	0.1	30.2	28966.0%
88	Ships, boats and floating structures	0.0	0.1	123.4%
89	Optical, photographic, cinematographic, measuring, checking, precision, medical or surgical instruments and apparatus; parts and accessories thereof	205.8	170.7	-17.1%
90	Clocks and watches and parts thereof	10.2	14.3	39.8%
91	Musical instruments; parts and accessories of such articles	0.3	0.4	28.2%
92	Arms and ammunition; parts and accessories thereof	1.5	2.9	96.3%
93	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	124.3	103.6	-16.7%
94	Toys, games and sports requisites; parts and accessories thereof	18.5	16.5	-11.0%
95	Miscellaneous manufactured articles	44.6	42.4	-4.9%
96	Works of arts, collectors' pieces and antiques	0.2	0.1	-25.4%
97	Collective item for the agencies exempted from customs duties	414.9	302.9	-27.0%
Total		9,886.8	9,232.5	-6.6%

- The table below shows top (20) partner countries with respect to value of imports (except petroleum and derivatives thereof) in 2020. Imports from these countries accounted for (77%) of total imports. China, Saudi Arabia and the United States respectively recorded the highest values of imports.

No.	Country of Origin	2019	2020	Rate of Change%
		Value (Million JDs)	Value (Million JDs)	
1	China	1,782.3	1,491.4	-16.3%
2	Saudi Arabia	811.8	689.2	-15.1%
3	USA	699.9	675.3	-3.5%
4	Germany	582.1	497.6	-14.5%
5	United Arab Emirates	357.1	346.0	-3.1%
6	Turkey	349.1	326.0	-6.6%
7	Egypt	353.6	325.1	-8.1%
8	Italy	359.9	309.2	-14.1%
9	India	336.9	290.2	-13.9%
10	South Korea	254.7	280.4	10.1%
11	Romania	228.2	260.1	14.0%
12	Spain	233.3	251.6	7.9%
13	Japan	275.1	239.7	-12.9%
14	Brazil	260.0	198.3	-23.7%
15	Argentina	173.9	185.3	6.6%
16	Russian Federation	143.8	184.4	28.2%
17	France	177.1	170.3	-3.9%
18	Britain	157.8	144.1	-8.7%
19	Ukraine	126.1	134.1	6.3%
20	Mexico	108.0	123.1	14.0%

- The table below illustrates the top (10) goods in terms of the imports value during 2020 (the base year) compared to 2019:

Goods	2019	2020
	Import Value (Million JDs)	Value (Million JDs)
Passenger cars	536.5	510.5
Medicines	327.0	336.4
Communication devices including cellular phones	340.2	283.8
Wheat	153.2	215.5
Cargo vehicles	163.9	156.9
Rice	143.0	140.4

Live animals of the sheep and goat species	57.0	122.6
Knitted or crocheted clothes	133.6	120.8
Corn	103.6	112.6
Oilseed cake and other solid residue from soybean oil extraction	92.8	102.7

- The table below illustrates the Kingdom's imports of small passenger cars as described below. The table reveals that the number of cars cleared in 2020 has noticeably increased compared to 2019 (approximately 35,6%). This is due to the growing demand for passenger car clearance in 2020.

Description	2019		2020	
	Value (Million JDs)	Number	Value (Million JDs)	Number
Gasoline-powered vehicles	83,4	9,867	102,5	16,230
Vehicles powered partially by electricity (Hybrids)	260,9	16,274	292,8	20,757
Vehicles powered entirely by electricity	77,5	4,014	56,6	3,861
Ambulances and hearses, vehicles specially designed for travelling on snow, golf cars, off-road cars and others	1,9	86	4,3	122
Classic vehicles	0,4	24	0.7	75
Total	424,1	30,256	456.9	41,045

➤ **Exports:**

The table below shows Exports according to the chapters in Tariff schedule in terms of value for the years 2019-2020:

Chapter NO.	Chapter Description	2019	2020	Rate of Change %
		Value Export (Million JDs)	Export Value (Million JDs)	
1	Live animals	50.5	53.3	5.5%
2	Meat and offal not cut in pieces , edible	48.4	54.3	12.2%
3	Fish or of crustaceans, molluscs or other aquatic invertebrates	0.8	0.7	-14.9%
4	Dairy and dairy products, eggs, birds, natural honey and edible products of animal origin not specified or included elsewhere	41.1	49.8	21.2%
5	Other products of animal origin, not specified or included elsewhere	0.1	0.1	-44.9%
6	Live trees and other plants; bulbs, roots and the like; cut flowers and ornamental foliage	2.2	1.3	-37.6%
7	Edible vegetables and certain roots and tubers	126.0	95.2	-24.4%
8	Edible fruit and nuts; peel of citrus fruit or melons	42.0	40.8	-3.0%
9	Coffee, tea, maté and spices	26.3	36.0	37.2%
10	Cereals	0.9	2.0	139.3%
11	Products of the milling industry; malt; starches; inulin; wheat gluten	14.4	11.9	-17.2%
12	Oil seeds and oleaginous fruits; miscellaneous grains, seeds and fruit, industrial or medicinal plants; straw and fodder	9.3	11.4	22.4%
13	Lac; gums, resins and other vegetable staps and extracts	4.4	3.2	-25.9%
14	Vegetable plaiting materials; vegetable products not elsewhere specified or included	0.0	0.0	194.5%
15	Animal or vegetable fats and oils and their cleavage products; prepared edible fats; animal or vegetable waxes	8.6	9.2	7.0%
16	Preparations of meat, of fish or of crustaceans, mollusks or other aquatic invertebrates	8.2	7.8	-5.2%
17	Sugars and sugar confectionery	16.3	20.4	24.8%
18	Cocoa and cocoa preparations	6.2	6.8	9.9%

19	Preparations of cereals; flour, starch or milk; pastrycooks' products	35.7	31.7	-11.1%
20	Preparations of vegetables, fruit, nuts or other parts of plants	46.9	48.9	4.3%
21	Miscellaneous edible preparations	64.8	58.7	-9.4%
22	Beverages, spirits and vinegar	24.1	24.0	-0.6%
23	Residues and waste from the food industries; prepared animal fodder	25.6	37.9	47.8%
24	Tobacco and manufactured tobacco substitutes	40.4	28.4	-29.8%
25	Salt; sulphur; earths and stone; plastering materials, lime and cement	307.2	146.1	-52.5%
26	Ores, slag and ash	1.1	0.5	-55.0%
27	Mineral fuels, mineral oils and products of their distillation; bituminous substances; mineral waxes	102.3	36.0	-64.7%
28	Inorganic chemicals; organic or inorganic compounds of precious metals, of rare-earth metals, of radioactive elements or of isotopes	644.7	591.0	-8.3%
29	Organic chemicals products	10.8	13.0	20.5%
30	Pharmaceutical products	450.4	435.7	-3.3%
31	Fertilizers	654.1	645.2	-1.4%
32	Tanning or dyeing extracts; tannins and their derivatives; dyes, pigments and other colouring matter; paints and varnishes; putty and other mastics; inks	43.0	39.5	-8.0%
33	Essential oils and resinoids; perfumery, cosmetic or toilet preparations	28.4	24.8	-12.9%
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	112.5	137.0	21.7%
35	Albuminoidal substances; modified starches; glues; enzymes	4.8	3.2	-34.3%
36	Explosives; pyrotechnic products; matches; pyrophoric alloys; certain combustible preparations	0.0	0.0	-1.2%
37	Photographic or cinematographic goods	89.4	87.8	-1.8%
38	Miscellaneous chemical products	134.4	104.8	-22.0%
39	Plastics and articles thereof	0.9	0.9	7.9%
40	Rubber and articles thereof	0.7	1.0	48.4%
41	Raw hides and skins (other than furskins) and leather	1.7	1.3	-23.6%
42	Articles of leather; saddler and harness; travel goods, handbags and	0.8	0.1	-92.8%

	similar containers; articles of animal gut (other than silk-worm gut)			
43	Furskins and artificial fur; manufactures thereof	7.0	8.7	25.5%
44	Wood and articles of wood; charcoal	0.0	0.0	0.0%
45	Cork and articles of cork	0.3	0.3	-4.5%
46	Manufactures of straw, of esparto or of other plaiting materials; basketware and wickerwork	4.8	4.8	0.2%
47	Pulp of wood or of other fibrous cellulosic material; recovered (waste and scrap) paper or paperboard	93.7	75.1	-19.8%
48	Paper and paperboard; articles of paper pulp, of paper or of paperboard	5.4	7.3	34.7%
49	Printed books, newspapers, pictures and other products of the printing industry; manuscripts, typescripts and plans	0.1	0.1	79.2%
50	Silk	0.1	0.1	-27.2%
51	Wool, fine or coarse animal hair; horsehair yarn and woven fabric	0.0	0.0	-100.0%
52	Cotton	2.6	3.9	48.5%
53	Other vegetable textile fibers; paper yarn and woven fabrics of paper yarn	0.2	0.5	98.1%
54	Man-made filaments	0.4	0.8	78.7%
55	Man-made staple fibers	20.2	17.4	-13.8%
56	Wadding, felt and nonwovens; special yarns; twine, cordage, ropes and cables and articles thereof	0.6	0.3	-52.0%
57	Carpets and other textile floor coverings	2.6	23.9	834.5%
58	Special woven fabrics; tufted textile fabrics; lace; tapestries; trimmings; embroidery	0.1	0.1	-53.2%
59	Impregnated, coated, covered or laminated textile fabrics; textile articles of a kind suitable for industrial use	1318.9	1112.5	-15.6%
60	Knitted or crocheted fabrics	77.0	44.2	-42.6%
61	Articles of apparel and clothing accessories, knitted or crocheted	14.6	27.4	88.2%
62	Articles of apparel and clothing accessories, not knitted or crocheted	1.5	0.6	-56.5%
63	Other made up textile articles; sets; worn clothing and worn textile articles	0.0	0.1	2080.8%
64	Footwear, gaiters and the like; parts of such articles	0.2	0.2	12.5%
65	Headgear and parts thereof	0.0	0.0	-100.0%
66	Umbrellas, sun umbrellas, walking-sticks, whips, riding-corps and parts thereof	34.4	23.0	-33.2%
67	Prepared feathers and down and articles made of feathers or of down;	2.2	1.2	-46.3%

	artificial flowers; articles of human hair			
68	Articles of stone, plaster, cement, asbestos, mica or similar materials	3.3	1.6	-51.9%
69	Ceramic products	232.7	393.8	69.2%
70	Glass and glassware	29.6	18.6	-37.0%
71	Natural or cultured pearls, precious or semi-precious stones, precious metals, metals clad with precious metal, and articles thereof; imitation jewellery; coin	75.9	63.2	-16.7%
72	Iron and steel	54.3	40.7	-25.1%
73	Articles of iron or steel	0.0	0.1	158.2%
74	Copper and articles thereof	59.1	75.0	26.8%
75	Nickel and articles thereof	7.2	6.7	-8.0%
76	Aluminium and articles thereof	0.4	0.4	-2.4%
77	Lead and articles thereof	0.5	0.6	21.0%
78	Zinc and articles thereof	0.0	0.0	-51.0%
79	Tin and articles thereof	2.1	1.1	-48.5%
80	Other base metals; cermets; articles thereof	1.9	0.9	-50.3%
81	Tools, implements, cutlery, spoons and forks, of base metal; parts thereof of base metal	99.1	79.5	-19.9%
82	Miscellaneous articles of base metal	177.7	80.9	-54.5%
83	Nuclear reactors, boilers, machinery and mechanical appliances; parts thereof	0.1	0.0	-56.5%
84	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	9.7	6.8	-29.5%
85	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	0.1	0.0	-96.5%
86	Vehicles other than railway or tramway rolling-stock, and parts and accessories thereof	0.0	0.1	0.0%
87	Aircraft, spacecraft, and parts thereof	7.0	5.9	-14.8%
88	Ships, boats and floating structures	0.5	0.2	-69.8%
89	Optical, photographic, cinematographic, measuring, checking, precision, medical or surgical instruments and apparatus; parts and accessories thereof	0.0	0.3	17664.8%
90	Musical instruments; parts and accessories of such articles	0.0	0.0	0.0%

91	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	18.3	27.1	48.0%
92	Toys, games and sports requisites; parts and accessories thereof	0.4	0.2	-60.2%
93	Miscellaneous manufactured articles	24.9	31.8	27.6%
94	Works of arts, collectors' pieces and antiques	0.7	0.1	-85.3%
95	Collective item for the agencies exempted from customs duties	5.2	1.4	-73.1%
Total		5,627.8	5,090.9	-9.5%

- The table below shows the top (20) partner countries in terms of the Jordan export value during 2020. The United States ranks first in terms of the value of its imports from Jordan, accounting for (1,209.2 JDs), and then comes Saudi Arabia and India respectively.

Serial NO.	Country of destination	2019	2020	Rate of Change %
		Value (million JDs)	Value (million JDs)	
1	United States of America	1,425.8	1,209.2	-15.2%
2	Saudi Arabia	532.0	565.4	6.3%
3	India	579.3	482.8	-16.7%
4	Iraq	433.0	462.7	6.9%
5	United Arab Emirates	223.4	224.1	0.3%
6	Qatar	41.5	198.6	378.8%
7	China	173.9	118.3	-32.0%
8	Kuwait	216.6	111.6	-48.5%
9	Palestinian National Authority	118.9	91.2	-23.3%
10	Egypt	102.8	83.0	-19.3%
11	Qatar	85.9	81.7	-4.9%
12	Indonesia	113.1	73.8	-34.7%
13	Algeria	57.7	65.9	14.1%
14	Turkey	34.7	57.0	64.2%
15	Lebanon	144.1	55.2	-61.7%
16	Yemen	50.5	54.8	8.5%
17	"Israeli Entity"	60.4	54.1	-10.3%
18	Canada	64.2	44.1	-31.4%
19	Malaysia	46.7	39.9	-14.5%
20	Netherlands	39.0	38.1	-2.2%

- The table below shows the top (10) goods in terms of the export value during 2020 (the base year) compared to 2019.

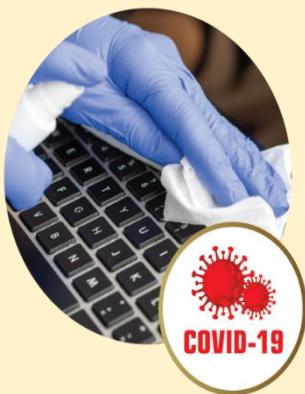
Serial NO.	Goods	2019	2020
		Value (million JDs)	Value (million JDs)
1	Knitted or crocheted clothes	1,219.0	1,057.1
2	Potassium fertilizers	506.4	426.7
3	Medicines	440.2	423.4
4	Gold in raw, semi-finished, or powdery forms	168.5	331.5
5	Phosphorous pentoxide, phosphoric acid and polyphosphoric acids	234.3	211.2
6	Chlorides, chloride oxides and hydroxides; Bromides and oxides of bromine; Iodides and iodine oxides	183.5	200.5
7	Mineral or chemical fertilizers; Other fertilizers	122.1	188.0
8	Natural calcium phosphate, natural lime aluminum phosphate and phosphate chalk	283.5	127.6
9	Washing and cleaning preparations	131.8	125.8
10	Phosphates (hypophosphates), phosphonates (phosphates), phosphates and polyphosphates, even if chemically specific	100.1	122.8

Chapter 5

*Achievements and
Activities*

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

➤ **The Role of JCD in combating Coronavirus Pandemic:**



Since the beginning of the COVID-19 outbreak, the Jordanian government has followed the recommendations and updates provided by the World Health Organization (WHO). In March 2020, the Government has taken series of preventive and control strategies at the local and national levels to prevent (COVID-19) from reaching the country. One of these measures was geared towards placing restrictions on travel to and from countries hit by the COVID-19 pandemic.

Shortly after the first case of Covid-19 was confirmed in the country, Jordan government intensified its proactive measures by activating the "National Defense Law" on March 16, 2020. It, as well, activated the state-approved

Crisis Management Plan which lays down a framework for epidemic control.

As predicted, the outbreak of Covid-19 has increase demand for medicine, food items and personal protective equipment (surgical gowns, gloves and masks etc.), the thing which would probably lead to shortage in supply for such products in Jordan.

Accordingly, JCD has developed a "COVID-19 Emergency Preparedness and Response Plan" to combat the current pandemic. The plan aims to take immediate measures to ensure continuity trade supply chains and the implementation of adequate policies to tackle this novel Covid-19 pandemic. Such measures have primarily focused on revenue-protection operations, trade facilitation and trade security.



Key actions taken by JCD under its respective Emergency Plan:

- Activate Customs operation room around the clock.
- Cooperate and coordinate with the armed forces, security agencies and other government departments with the aim to speed up the process of clearing relief materials by appointing a liaison officer responsible for following up with coordination.
- Determine clearance priorities for relief consignments based on a list that includes items arranged according to their importance, such as speeding up the clearance process for goods and transportation.
- facilitate pre-arrival processing procedures of goods declarations and release the goods upon their arrival. This involves working remotely on the National Window for Trade with all government agencies working together with Customs in the main Customs centers, and apply the national

- window in (Amman, Sahab, Airport / Clearance, Al-Omari) centers, in addition to the port of Aqaba so as to facilitate telecommuting and prevent direct contact with stakeholders.
- Prohibit export and re-export of medical supplies and equipment that are used for the protection and prevention of diseases.
- Activate remote electronic work to sustain supply chain and ensure uninterrupted flow of goods.
- Adopt flexible and mitigated tax collection measures, such as postponing the collection of Customs duties, the collection of Customs duties on installments basis, duties drawback system, release of foodstuffs, medicines, or medical materials and equipment declared by the Golden List or the Silver List companies reduce payment by 30% directly and delay payment of 70% to provide liquidity to traders.
- Maintain Communication and coordination with National Center for Security and Crisis Management and other concerned agencies.
- Take all necessary preventive measures in customs centers, such as sterilization of trucks, goods and lots.
- Activate the system of transporting goods from foreign trucks to Jordanian trucks – (back-to-back) whenever possible for neighboring countries where this epidemic has spread.
- Provide personal protective equipment for employees such as protective masks, gloves, sterilization materials, and the like.
- The National Center for Security and Crisis Management has authorized JCD to monitor and track all loaded or empty transit trucks to ensure that drivers had no contact with Jordanian citizens. This has played a major role in limiting the spread of the Corona pandemic.
- Cooperate with public Security Department to escort trucks- by means of electronic convoys via JCD's e-tracking system- from Jaber Customs Center to Al-Omari Customs Center to limit the spread of the Corona pandemic,
- Cooperating with the Jordan Armed Forces to inventory food warehouses to determine the strategic food stocks in the Amman, Zarqa and Irbid counties during the pandemic period.
- support National Center for Security and Crisis Management by providing services to citizens to mitigate the impact of the pandemic, in partnership with the armed forces. Bread and foodstuffs were distributed to many areas during the period of lockdown.

The following table shows the value (JDs) of exports of medical items in 2020 compared to 2019:

Item	2019 Value (million JDs)	2020 Value (million JDs)
Sterilization Equipment	255,632	86,248
Medicines	440,232,573	423,430,379
Medical Masks	0	15,773,153
Sterilizers	2,669,081	6,734,816
Total	443,157,286	446,024,596

➤ **JCD as a regional representative of the World Customs Organization for North Africa and the Near and Middle East (MENA) region.**

Recognizing the leading role JCD plays at the regional and international levels, it was unanimously elected by the member states of the region as the regional representative of the World Customs Organization (WCO) for the MENA region. This event took place during the 52nd regional meeting of the directors general of customs administrations in the region, which was held remotely in November 2020. Consequently, the Director General of Jordan Customs Department acts as Vice-Chairperson to the WCO Council.

The [WCO](#), an intergovernmental organization based in Brussels, was established in 1952 under the name Customs Cooperation Council. Today it has 178 members from Customs across the world. Its mission is to improve the effectiveness of Customs administration by, for example, creating international instruments for the harmonization of Customs systems and effective communication between its member states. To fulfil this mission, WCO develops and administers various international instruments, tools and standards for the harmonization and uniform application of simplified and effective Customs systems and procedures governing the cross-border movement of commodities, people and means of transport. It also provides capacity building and technical assistance to Members as a means of support to their modernization efforts.

With a growing worldwide membership, the WCO has divided its membership into six regions. Each of the six regions is represented by a regionally elected Vice-Chairperson to the WCO Council. Typically, a state in a region is elected via regional consensus to be the WCO regional representative. Based on clear and agreed visions and strategies that correspond to the best customs standards, a WCO regional representative would contribute to the development of customs and improve border trade management tools in member states of the region. This regional structure was established to provide practical assistance in order to:



work
cross-

- Ensure the permanent presence of the WCO in each region of the world;
- Ensure that the WCO is kept informed of regional interests;
- Promote greater involvement of members in WCO activities;
- Encourage non-members to join the WCO;
- Establish close cooperation with regional organizations working in the Customs field; and
- Promote cooperation between members in each region.

The role of the Regional Vice-Chair is to:

- Identify regional requirements in respect of WCO activities;
- Identify potential facilities and support for such facilities;
- Assist in making arrangements for seminars, training sessions etc.;
- Obtaining the views of Members in the region for presentation at Policy Commission meetings;
- As appropriate, represent the WCO at meetings of international bodies in the region; and
- Arrange periodic regional meetings to foster WCO activities and hold discussions on subjects of common interest to members in the region.

The Mena Region of the World Customs Organization is composed of the following 18 members, namely; the Hashemite Kingdom of Jordan, United Arab Emirates, Kingdom of Bahrain, Kingdom of Morocco, Republic of Tunisia, People's Democratic Republic of Algeria, Kingdom of Saudi Arabia, Republic of Sudan, Arab Republic of Egypt, Syrian Arab Republic, Lebanese Republic, Republic of Yemen, Republic of Iraq, Sultanate of Oman, State Palestine, State of Qatar, State of Kuwait, State of Libya.



➤ **The Anti-Corruption and Integrity Promotion (A-CIP) Programme**

Launched in January 2019, the Anti-Corruption and Integrity Promotion (A-CIP) Programme responds to the recognized high costs of corruption in customs. With initial financing from the Norwegian Agency for Development Cooperation (Norad), and additional funding from Canada, the A-CIP Programme currently supports 25 beneficiary countries in their efforts to combat corruption and promote integrity.

The Programme aims at improving the environment for cross-border trade in selected WCO member countries by making changes to the operational and administrative context that restricts corrupt behavior and promotes good governance in customs operations and administration. These changes are guided by and in line with the ten key factors of the [WCO Revised Arusha Declaration \(RAD\) concerning good governance and Integrity in Customs](#) which provides customs administrations with a practical approach for anti-corruption policies.

Jordan Customs became a partner in the (A - CIP) Programme on December 8, 2019, after expressing its official intention to implement anti-corruption measures and enhance integrity in accordance with the ten key factors cited in the WCO's RAD.

The first year of joint activity within the framework of the WCO A-CIP Programme between the WCO and JCD aims to define the scope of work within JCD, and to identify the main priority areas for possible assistance and intervention by the WCO under the programme.

Therefore, JCD has worked to determine its position based on the ten key factors of RAD in close cooperation between experts from A-CIP program and the internal team. The internal team consists of more than (20) personnel representing various work sites in JCD. Those have previously participated in the awareness seminar presented by A-CIP program experts from the WCO and JCD.

Accordingly, the following priority areas were identified for action in JCD under the A-CIP Programme:

1. Increase the level of transparency with the stakeholders through:

providing information to the public and facilitating accessibility thereof, realizing stakeholders' predictability of the level of service provided, determining the [discretionary power](#) and its legal reference, identifying ways of challenge and appeal and determining the standards of unified service provision.

2. Increase the effectiveness of audit and investigation tools by:

Increasing the independency level of the control authorities, developing the capabilities of control authorities' staff and their selection criteria and following up with their performance, creating an independent mechanism for reviewing and evaluating the results of investigations, adopting a mechanism to analyze the observations of the control authorities to assist in the development process and developing a mechanism to identify integrity risks and preventive measures at all areas and functional levels.

In coordination with the WCO A - CIP team and EY- Germany, Jordan Customs has also worked to implement the [Customs Integrity Perception Survey \(CIPS\)](#). It has promoted this activity by addressing stakeholders from the public and private sectors and the employees to demonstrate the importance of participating in this survey which serves as a key tool to determine the reference values of assessing the impact of implementing the anti-corruption & integrity promotion strategy in JCD.

Furthermore, JCD has participated in the WCO's celebration of the International Anti-Corruption Day on the ninth of December, 2020, by posting a permanent A-CIP page on JCD's website and intranet. Such page provides information on the Programme and its significance, activities implemented, promotions for the future activities and other related links.

➤ **Creativity and Innovation in the Jordan Custom Department**

JCD has always been endeavoring to support and promote the concept of creativity and motivate employees to initiate and submit applicable creative ideas and projects. It has been doing so with the view to its services and operations, rationalize expenditures and eventually realize its strategic goals.

To this end, JCD has setup an e-portal in 2008 to promote its core values and enable employees to bring their creative proposals to light. Since then, a total of (3116) proposals have been received via that e-portal, and several improvements have been made to it so as to serve the creativity and innovation approach at the Department.

In 2017, JCD has assembled the following of ad hoc committees to address and promote the notions of creativity and innovation:

- The Technical Committee for Creativity: which is concerned with receiving suggestions from the Complaints and Suggestions Office in order to review these suggestions and classify them according to the relevant principles and criteria. Afterwards, the committee sends these suggestions to the competent directorates inputs and feedback and reports to a higher committee on the findings to help in the decision-making process. In some cases, the technical committee finds it necessary to meet with officers who made such proposals to clarify the intended benefit thereof, if implemented.
- The Higher Committee for Creativity, which is chaired by the JCD Director General and assisted by the Director for Compliance and Facilitation Affairs, reviews and assesses the reports and results reached by the Technical Committee for Creativity regarding a certain proposal prior to adoption thereof based on the relevant criteria.

Based on the evaluation criteria of creative ideas and initiatives, the Technical Committee for Creativity has duly reviewed (113) proposals in 2020. As a result, the committee has approved and adopted (9) offers believed to improve the Department's services and operations, and successful contributors have received financial and moral incentives.

➤ Renewable Energy

- Install (12) Solar Power Stations in (9) different customs locations throughout 2020: Wadi Al-Yutum Customs House (two phases), Wadi Araba (two phases), customs staff accommodation/Al-Aqaba (two phases), customs escort section/ Al-Azraq, customs escort section/ Wadi Al-Yutum, customs escort section/ Ma'an, Anti-smuggling Directorate's building, Anti-smuggling section/ Rwaished and Al-Mafraq Customs House.
- Generate (656 JDs) from all solar power stations in 2020. However, a total of (3) million JDs have been generated since the beginning of operation. It is expected that financial saving of all stations, following the completion of projects, will exceed (15 million JDs).
- Commenced operation of the second phase of the solar power station in the Customs staff's accommodation and club -Aqaba with a capacity of (230 KW). The productivity of the station has totaled (90,000 JDs) in 2020, which constitutes (60%) of its total cost.
- The renewable energy projects have considerably lowered energy bill at the Kingdom level. Furthermore, these projects have contributed to the environment protection through eliminating dependence on oil hence, reducing carbon dioxide emission (by 7251 Ton). This, would ultimately reduce the health cost of air pollution at the national level.

➤ Communications and Electronic Control

✓ (X-Ray) Examination Systems

JCD has undertaken several initiatives in 2020 to develop and supply border centers with modern systems to inspect luggage, parcels, trucks and passenger cars. This has been done with the view to enhance performance, facilitate inspection operations, reduce goods and passengers' processing and significantly minimize smuggling activities through the following:



- Sustain the operations of x-ray inspection equipment in the customs houses, despite obstacles imposed by covid-19 pandemic, continue maintenance works of x-ray machines in coordination with the contracting companies, and undertake field visits to the customs houses to ensure proper operation of (Rapiscan/ Ledos Vacsis/G-Ray) systems.
- Complete the installation of CT-inspection systems granted by the Chinese Government. Under this project, a number of (10) CT-inspection devices have been installed at border and inland customs houses and officially operated by both JCD personnel and relevant security agencies. The second phase of this Chinese grant will be completed next year.
- Increase the storage capacity of the X-ray system on the exit gate in Al-Aqaba Customs house. This will facilitate the review of X-ray images in the Data Center room without having to go back to the X-ray system.

- Complete the project of strengthened security in Al-Aqaba-related customs houses within the economic and social program of Hashemite Kingdom of Jordan (the Japanese Grant). Under this project, the locations have been determined and appropriately prepared. Additionally, (X3) lot has been created and equipped in Aqaba, and infrastructure works for other lots have been completed (X1, the main port) in preparation for installing (5) x-ray machines under this grant.

✓ **Voice over IP**

- Update the communication network in Jordan Customs by using VOIP technology to facilitate communication between employees. The system has been installed this year in two new locations namely; Jaber Customs House and the National Window building, so the total number of updated locations has increased to (4) locations)

✓ **Central TV Surveillance System**

It is an integrated television monitoring system installed in the Headquarter and in Customs Houses. The surveillance is carried out through a central control room.

During 2020, The JCD comprehensively expanded the CCTV system with a total of (47) CCTV systems and (843) cameras This system provides live surveillance of Customs operations, passenger, cargo and transport traffic, it also facilitate passing notes and information to border personnel to assist them in performing their duties, and assist supervisors or the Director General himself to direct work at site. The system has been developed with the aim to help reduce smuggling and record all incidents taking place at the Customs House on 24-7 basis.

✓ **Customs Personnel and Patrol Control System**

- Fully implement Customs Control CCTV in the Anti-smuggling Directorate and Customs Escort Directorate. The project aims to document customs-related incidents and enhance customs operations and transparency at all times and circumstances.
- Install (40) control systems on (40) patrols. The control system consists of fixed cameras, PTZ cameras and thermal imaging cameras. The system also includes body cams that enable the patrol officers on duty to record audio/video clips during vehicles and drivers inspection.
- Set up an integrated control room to monitor patrols on duty.



➤ Information Technology

JCD has been continuously working to modernize and develop its operations and procedures at all Directorates and Customs Houses in accordance with annual action plans based on the Department's Strategic Plan. This would significantly contribute to rendering excellent services for stockholders in a manner reflecting the department's vision and mission. In 2020, the Department has continued to expand the implementation of pioneering projects and automated systems in line with the Department's strategic objectives and the exceptional circumstances imposed worldwide. All these efforts have been geared towards better facilitation, simplification and control of customs operations at all dimensions. Some of these development projects are highlighted below:

✓ National Window for Trade

● Achievements of Jordan Customs at the National Window level:

- Launch the National Window Project at the Department's headquarters with all infrastructure necessary for work sustainability and link the National Window with fiber-optic internet line.
- Provide Jaber Customs House, Alomary customs house and Al-Durrah Customs House with (3) wireless computer networks to facilitate the National Window, transformation and e-inspection.
- Apply new amendments on transport documents system, exit permits and customs seals in Aqaba Customs Center. These amendments take into account Covid-19 pandemic requirements and procedures of implementing the National Window for Trade in Aqaba Special Economic Zone.
- Implement the e-minutes system at Aqaba Customs House and Aqaba Container Terminal (ACT).
- Conduct technical amendments in line with the implementation phases of National Window. these amendments include:
 - 1- Program procedures to handle chemical extracts and entry of data thereof on customs declaration
 - 3- Apply selectivity criteria on chemical extracts
 - 4- Program mechanism for truck information entry as part of the customs declaration.



✓ **E-connectivity with ministries and agencies:**

- Connect (52) various entities electronically with JCD until the end of 2020.as follows:
 - 14 Local connectivity – government sector
 - 17 Local connectivity – banks
 - 12 Local connectivity – private sector
 - 9 international connectivities

- E-connectivity with Tradelens CO. to exchange containers information from the port of export to port of arrival.

- E-connectivity with the International Road Transport Union (IRU) in preparation for implementing the second phase of information exchange in customs houses which apply the (TIR) central system.

- E-connectivity with the Container Port to exchange weight information in order to ensure exit permit procedures.

- E-connectivity with the Jordanian Insurance Federation (JIF), and automation of new services for temporary admission licences of foreign cars.

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

- Launch (4) online inquiry services on mobile phone applications.

- Acquire ISO27001 certificate for information security 2020/2021.

- Participate in the government's accelerator project in order to facilitate the electronic clearance and car temporary admission licensing.

- Apply the e-inspection system in (4) new major customs houses (Jaber Customs House, Alomary Customs House, Al-Raqeem Customs House and Wadi Araba Customs House).

- Automate the customs-duty purchase permit system in the duty-free markets in Al-Abdali Polevard duty-free market, King Hussein Bridge duty-free market and Jordan Valley Crossing duty-free market.

- Automate and apply the TIR system in Jordan Valley Crossing customs house, Sahab customs house and Alomary customs house.

- Automate the e-inspection cards system in integration with the truck reservation system. This service ensures paperless exchange during the current covid-19 pandemic.

- Authorize (464) new companies to use the customs transaction gate, and (1588) clearance companies and trading companies to use the inquiry systems via JCD's website.

- Activate secure connectivity, grant access to the network, and empower the (703) employees to work remotely during the current covid-19 pandemic.

- Apply the new virtual environment via Hyper-Converged Infrastructure technology. To this end, a number of (145) devices were used, in addition to (15) main virtual devices instead of physical ones used to create a virtual work environment for the ASYCUDA project.

➤ Customer Service

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

- Apply e-clearance system and connect with the relevant institutions to implement the required procedures.
- Reduce the direct contact with stakeholders as a proactive measure against the covid-19 disease. For this purpose, all companies were required to send their transaction online, in addition to activating telecommuting via the Department's external website.
- Expand the application of the Electronic Messaging System in the Department in line with the Government approach to reduce papers use and achieve electronic transformation..Therefore JCD has stopped receiving paper transactions from most government departments and started receiving them electronically by the electronic messaging system. This aims to complete transactions of stakeholders with ministries and government departments in a timely manner so as to save time, effort and money for citizens. Accordingly, an increase in the number of electronic transactions issued and received by JCD has been observed, as the number of transactions received and sent electronically according to the electronic messaging system for the year 2020 reached (71,754), compared to the number of transactions received and sent electronically for the year 2019, which amounted to (33,786).

➤ Anti-smuggling

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

Through its qualified cadres, the Department has been able during the year 2020 to seize a group of smuggling cases and Customs offences. The table below shows the number of cases and the value of fines collected during the year 2020.



Duration	Number of Cases			Amount of fines *collected (Million dinars)
	Collected	Smuggling Cases	Customs Violations	
٢٠٢٠	37,871	4,773	33,098	14,0
٢٠١٩	47,814	6,781	41,033	27,0

*Customs fines above are the total amounts actually paid during the year under financial receipts.

● **Major achievements of Anti-smuggling Directorate in 2020:**

- Create Irbid Patrols Section to cover the areas of Irbid, Jerash and Ajloun. Create an Investigation and Information Collection Section, which will constitute a qualitative addition to the anti-smuggling works by collecting, studying, analyzing and documenting information.
- Install cameras on anti-smuggling patrol vehicles, in addition to equipping patrol officers with small-sized body-cams, so as to record incidents and field operations and stream them live to the Operations unit of the Anti-Smuggling Directorate.



Many distinctive cases were seized in 2020. The table below shows the most important seizures in 2020 and details thereof:

#	Type	Number/ quantity
1.	Weapons	7 pieces and 110 bullets
2.	Cannabis(Hashish)	107 packs
3.	Marijuana	12 seedlings
4.	Captagon	١٧٥٦٧٤ pills
5.	Heroin	20 g
6.	Alcoholic beverages	2706 liters
7.	Cigarettes	٣٤٣٠٩ cartoons
8.	Tobacco (molasses)	12735 kg
9.	e-Cigarettes and its accessories	14269 pieces
10.	Fireworks	36 blocks
11.	Petroleum derivatives	21940 liters
12.	Clothes	١٨٦٨٤٠ pieces
13.	Shoes	24590 pairs
14.	Foodstuff	٩٣٦٢٠ kg
15.	Electric devices	٤٢٣٤١ pieces
16.	Mobile phones and accessories	3068 mobiles 86115 pieces
17.	Sanitary ware and cleaning materials	30762 kg
18.	Car parts	28676 pieces
19.	Video games	8982 pieces
20.	Food supplements	٢٢٨٦٥ containers

➤ Customs Intelligence

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

• **The achievements of the intelligence work for the year 2020 were represented in the following aspects:**

- Process (5000) phone calls, (3600) voice messages and (61) tips by informants.
- Register (70) cases through analyzing and following up the tips by informants, CCTV and x-ray devices.
- Participate in (2) joint operations with Interpol and cooperate in exchanging information by publishing (4) Interpol Purple Notices and issuing (4) circulations of cross-border thefts.

• **JCD has also made progress in the area of declaration or non-declaration of money transferred across the borders, and as follows:**

- During the year 2020, (33) cases of non-declared money were transferred to the Anti-Money Laundering and Terrorist Financing Unit with a total amount of (4,7 million JDs).
- The total amount of declared money reached (656 million JDs), with a total (451) declarations.

➤ Golden List (GL) program

The Golden List Program is a pioneering initiative by Jordan Customs designed to advance its work, which contributes to supporting and strengthening the national economy. Through this program, the Department aims to consolidate the principle of true partnership with the private sector on the basis of shared responsibility. According to this program, supply chain companies in trade that have informed compliance with Customs requirements and have a good track record with Jordan Customs in terms of complying with Customs laws, regulations and instructions, can qualify to become one of the Golden List companies to enjoy a package of Customs advantages and facilities. As for the companies that did not join the Golden List program, they can cooperate with Jordan Customs to introduce appropriate improvements to their business to reach the level of compliance required to become one of the Golden List companies.

Six new companies have joined the Golden List program during 2020, after the Compliance Assessment Committee has completed field post-audits thereof, which include verifying the compliance of those companies with the applicable legislation and Customs regulations and the adequacy of the internal control systems available to them as well as verifying the availability of safety systems and procedures that are compatible with international standards. The number of companies which joined the program until the end of 2020 has increased to (109) companies.



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

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

➤ **Silver List (SL) Program**

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

The SL program also includes a set of conditions aimed at improving the private sector's awareness of the requirements for Customs compliance, and allowing small and medium-sized companies to benefit from the facilities and privileges provided by JCD. The program also aims at motivating compliant companies with larger commercial activity to apply for Silver List Program. In 2020, (278) companies have been listed, bringing the total number of companies in this list to (395) companies participating in this program.

➤ **Customs valuation**

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

JCD has carried out many achievements related to Customs value, some of which are:

- Review the list of new clothes imported from Turkey.
- Review the prices of carpet grades, which were in effect from the year 2009, and issue a guidebook thereof.
- Update the list of new Chinese clothes.
- Enter the clothes value for pre-arrival valuation purposes in partnership with the Directorate of Information Technology.
- Introduce the vehicle value decisions model, which contributed to the speed and clarity of decision-making process.

➤ **Customs Total Quality Management**

✓ JCD attaches great importance to the concept of quality management and institutional excellence. The Department continuously seeks to simplify work procedures, contribute to improving Jordan's ranking in the international reports and local excellence awards and improving the services provided to the stockholders. The Total Quality Management Directorate achieved many quality-related achievements, including, but not limited to:

- Signing a memorandum of understanding with the Department of Land and Survey on the electronic entry of attachment and removal of attachment on immovable properties, as well as the electronic application of seizure and removal of seizure in the Financial Affairs Directorate/ Revenue Collection Section and the Customs Cases Directorate.

- processing (298) requests received via "Serving You" platform which covers complaints, suggestions, inquiries and commendations.

➤ Exemptions

The Department consistently strives to simplify and facilitate its procedures, promote investments, stimulate national economy development and provide quality and streamlined services to the stakeholders. To this, the duty-exempt imports accounted to (88,8%) of the total value of imports during 2020, including, but not limited to:

- ✓ Duty-exempt imports under agreements signed (2.950 billion JDs), representing (36%) of the value of exempted imports.
- ✓ Duty-exempt imports via decision by the Council of Ministers or private laws or franchise companies or entities exempted from customs duties (except petrol and derivatives thereof) reached (1.575 billion JD), representing (19%) of exempted import value.

✓ Exemptions for people with disabilities

- The JCD, via its e-platform, has launched a vehicle exemption application service for people with disabilities. This service aims to facilitate the exemption application process as it enables the beneficiaries to apply for exemptions and upload the required documents, without having to appear in person in other ministries for further processing. (4,111) applications have been received since the launch of service in August/2020.
- (2,390) cars belonging to people with disabilities have been cleared in 2020. This number includes the exchanged cars.

The screenshot shows the website interface for the 'Service of Exemption for Vehicles of People with Disabilities' (خدمة إعفاء مركبات ذوي الاحتياجات الخاصة). The page features a search bar, a navigation menu, and a main content area with a form for application. The form includes fields for 'National ID Number' (الرقم الوطني) and 'Vehicle License Number' (رقم الترخيص), and a 'Submit' (دخول مستخدم) button. There are also links for 'New User' (استخدام كلمة السر) and 'New User' (إنشاء مستخدم جديد). The right sidebar contains a list of services (خدمات الجمارك الأردنية الإلكترونية) such as 'Electronic Exemption Services' (قائمة الخدمات الإلكترونية الإستشارية), 'Electronic Exemption Services for Administrative Procedures' (قائمة الخدمات الإلكترونية الإجرائية - المكاملة - بوابة المعاملات الجمركية), 'Electronic Exemption Services for Administrative Procedures' (قائمة الخدمات الإلكترونية الإجرائية - المكاملة - نظام التاكويدا), 'Electronic Exemption Services for Administrative Procedures' (قائمة الخدمات الإلكترونية التفاعلية - الإجرائية), and 'Administrative Procedures' (تطبيقات الموبايل). The footer contains contact information and a disclaimer.

✓ **Investors exemptions**

Jordan Customs Department exempts customs declarations for projects which benefit from investment promotion law no. (68) for 2003 and the law no. (30) for 2014 as amended. The box below shows the customs value of exemptions granted in 2020, classified according to exemption codes:

Volume of exemptions under investment promotion laws for 2019

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

586	Investment incentives - Hospitals and medical centers, table 3	12.1
588	Investment incentives - amusement parks and tourist attraction, table 3	1.9
589	Investment incentives - Call centers table 3	0.069
590	Investment incentives - scientific research centers and laboratories, table 3	0.687
591	Investment incentives - production and media, table 3	0.908
594	Investment incentives - information technology sector	0.293
595	Investment incentives – Public transport and shuttles	1.2
596	Investment incentives - Tourism restaurants sector	1.7
597	Exemptions of new projects and production branches excluding stamps and service charge (0.00% sales tax)	2.3
Total		497.1

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

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

Achievements of JCD in Public Relations and Media:

- **Press releases:**
 - publish (200) press releases representing the events and activities of the Department in 2020.
- **The external website of the Customs Department:**
 - Publish (73) circulars and (16) notifications on the external website during 2020.
- **Publish and follow-up news related to retired Customs officers:**
- **Electronic publications**
 - E-mail (3200) e-bulletin to various stakeholders during 2020.
- **Meetings:**
 - Coordinate and follow up with (178) meetings held in the Department.
- **Manage events and conferences to launch vital projects related to work development, such as:**
 - Make arrangements for celebrating received inspection equipment (x-ray).
 - Open the ceremony of mobile CCTV at the Anti-smuggling Directorate.
 - Sign a memorandum of understanding with the Department of Lands and Survey.
 - Sign an agreement with Jadara University.



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

The following delegations visited the Department in 2020:

- The Chinese delegation.
- The delegation of basic training of technical supply for officers No/40.
- The visit of ambassadors and military attachés.
- Coordination with the Ministry of Health/ Epidemiological investigation teams to conduct Coronavirus tests for customs officers.
- Facilitating the Director of the Customs Office of the Palestinian international mail exchange and the accompanying delegation.



➤ **Translation and Interpretation:**

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

Nonetheless, the scope of tasks and responsibilities of the Translation Office has been considerably broadened to implicate a series of other actions and initiatives. For example, in the context of knowledge transfer and sharing, the office has also been tasked with monitoring and proposing global works and publications related to Customs community. Consequently, it takes upon itself the task of providing visibility to selected appropriate publications, instruments, tools, resolutions, news and international practices by reintroducing such in a convenient and understandable format to any interested individual at the local and regional levels. Despite the difficulties, challenges and crisis situations posed by the novel COVID-19 pandemic this year, the translation office was able to accomplish all its activities and tasks as specified in its executive plan. the following demonstrates major achievements of the translation office in 2020:

- Translate, edit and process (82) main documents. This includes agreements, MOUs, reports, studies, plans, presentations and international works logged at the office, such as; the Draft protocols for mutual administrative cooperation with Russian Customs, "Siemens Agreement", Export and Import criteria of "CT-PAT" MOU on Approved Economic Operator with the USA customs and Border protection, the "Draft Agreement on assistance and mutual administrative cooperation with Azerbaijan", the "Shale Oil Agreement" and the "WTO Agreement on aspects related to intellectual property rights (TRIPS)".
- Propose and process key instruments and projects published in foreign languages as they fall within the overall objectives and policies of JCD. This activity covered (15) works from international organizations such as; the World Customs Organization (WCO), World Trade Organization (WTO), Financial Action Task Force (FATF), the World Bank and the United Nations.
- Provide guidance and information on Customs-related activities and publications in the context of knowledge dissemination and sharing, cooperation and exchange of expertise and best practices. Hence, the office has duly translated and published numerous important works from the World Customs Organization and members' experiences in this regard. Furthermore, the Office has periodically conducted translation to selected important articles from "WCO's News" and disseminated them over the Customs' Intranet for everyone's perusal.
- As part of the contribution to translating and updating the content of the English version of Jordan Customs' website, the office has conducted translation to JCD's strategic documents so as to make such publications available in English on the internal and external customs websites. Those included the new JCD's Strategic Plan and annexes and JCD's 2020 Annual Report
- Provide consultation and assistance to the Department's organizational units with regard to international affairs, preparation of correspondence and forewords, and the authentication of documents translated by accredited translation institutions.
- provide support and assistance to JCD directorates, sections and employees concerned with pursuing works, programs, projects, and working groups of international organizations to facilitate their involvement and participation. This can be facilitated by providing translation of meeting documents, tools and reports, and preparing the required materials and inputs. Major works covered

the "WCO Working Group on Performance Measurement (WGPM)", the "WCO Anti-Corruption and Integrity Promotion (A-CIP) Program", JCD Emergency and Response Plans, Authorized Economic Operator (AEO) programs, "Customs Intelligence - Electronic Investigations Guides" and E-commerce Standards).

- Translate international reports, tools and works of missions related to Customs work, such as the World Customs Organization (5 tools, 7 reports), the International Monetary Fund (6 reports), COMCEC (two reports) and the United Nations (2 works), which would provide visibility to the status, developments and requirements of customs work, thus facilitating stimulating and updating practices in line with the current standards, requirements and challenges.
- Provide interpretation services to (6) in-person and virtual meetings and participate in following up on outcomes and recommendations thereof.

➤ **Contributions to the social responsibility and the Woman Committee's Initiatives and Activities**

The department is well aware of its responsibilities towards the local community. It engages in serving the local community through active participation in various events which directly benefit the local community and environment. During 2020, JCD has carried out various activities related to community development in line with its social responsibility plan. The table below shows the initiatives and activities of social responsibility plan implemented in 2020:



Field	The initiator	The activity	The activity description	The result
Life and Health	the Friends of Cancer Patients Society	Ramadan Iftar	Providing financial and moral support for the children with cancer, and carrying out recreational activities including games and meals.	The financial donation value: (250JDs) The number of beneficiaries: (30) cancer patients The number of volunteers: (9) employees
		School Clothing Grant	Providing full school bags for the poor students in school by.	The financial donation value: (500JDs) The number of beneficiaries: (30) poor students The number of volunteers: (140) employees
	The Jordan Blood Bank	Blood donation campaigns	The importance of blood donation and its benefits for the donor and patient.	- Organize (2) blood donation campaigns, through which (140) blood units were

				<p>donated and (100) patients benefited from these campaigns. The number of volunteers in these campaigns are (140) employees.</p>
	Initiative of Def' Al-Shetaa'	Winter's all clothes and necessities	Donating the collected winter clothes and necessities for Sons of Aqaba Society For The Orphan Care.	<p>The financial donation value: (1100 JDs). Beneficiaries: (75 five-individual families). The volunteers: (15).</p>
	Non-profit Organization of Sanabel Al-Majd	Ditribution of charity parcels	Preparing and providing the charity parcels.	<p>The financial donation value: (300 JDs). Beneficiaries: (15 five-individual families). The volunteers: (5).</p>
	Handout and Zakat Committee/ Irbid Refugee Camp	Ditribution of charity parcels	Distribution of school bags and stationary, and food pacels.	<p>The financial donation value: (300 JDs). Beneficiaries: (20 five-individual families). The volunteers: (5).</p>
	The Initiative of Carmen's walking journey	A medical condition	Providing a financial support to treat the medical condition.	<p>The financial donation value: (464 JDs). Beneficiary: Carmen The volunteers: (5).</p>
	Dinar Al-Khair/ Jordan Customs Department	Poverty cases	Providing a financial support for the poor families and promoting the employees' role in reducing the financial burden on the poor families.	<p>The financial donation value: (2715 JDs). Beneficiaries: (114 five-individual families).</p>
		Medical conditions	Providing a financial support for the poor patients and promoting the employees' role in reducing the financial burden on the these patients.	<p>The financial donation value: (710 JDs). Beneficiaries: (115).</p>
	Eid Mubarak Wishes/ Jordan Customs Department	Visiting the female employees in the workplace to wish them a	Visiting the female employees in in the workplace to wish them a happy/ Mubarak Adha Eid and listen to their suggestions.	<p>Beneficiaries: (9) female employees.</p>

		happy/ Mubarak Adha Eid		
	Mother's Day/ Jordan Customs Department	Celebrating the Department's female employees on the Mother's Day	Providing souvenirs for the female employees.	Beneficiaries: (200) female employees.
	Fun Day Initiative/ Jordan Customs Department	Organizing a trip	Organizing a trip for the female employees of Alaqaba Customs house.	Beneficiaries: (30) female employees.
	Jordan Customs Department	Covid-19 pandemic	A voluntary financial contribution for the Hemmet Watan Fund	The financial contribution value: (203, 150)
Training	Female lecturer	Awareness lectures	An online workshop titled "The Employee is more Positive during the Covid-19 Pandemic"	Beneficiaries: (22) employees.
	Social security	awareness lectures	A lecture on the Social Security Law and the Defence Orders issued thereunder.	Beneficiaries: (22) employees.
	The Jordanian Program for the preast cancer/ King Hussien Cancer Center	awareness lectures (2)	Cancer awareness	Beneficiaries: (21) female employees.
Education	Dinar Al- Khair/ Jordan Customs Department	Contibution to education	Providing a financial support for the poor students and promoting the employees' role in reducing the financial burden on the these students.	The financial donation value: (245 JDs). Beneficiaries: (5) students.

Chapter 6

***Jordan Customs
Partners***

➤ JCD's Partners

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

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

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

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

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

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

• objectives to identify and classify Customs partners:

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

• The Partnership with the Private Sector Council

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

This Council includes representatives from each of the following:

1. Jordan Customs Department
2. Jordanian Businessmen Association

3. Jordanian Exporters Association
4. Jordan Chamber of Commerce
5. Jordan Chamber of Industry
6. Free Zones Investors Commission
7. Syndicate of Clearance Companies and Transport of Goods
8. Association of Car Agents and Car Spare Parts and accessories Dealers
9. Amman Chamber of Industry
10. Irbid Chamber of Industry
11. Zarqa Chamber of Industry
12. Jordanian Society for Computers
13. Jordanian Logistics Association

The Council meetings are chaired by H.E the Director General of Jordan Customs, with the participation of Directorates and Customs houses, who are engaged in relevant issues on the Agenda.

The most prominent issues of mutual interest to both sectors (public and private) are presented to the Council, and therefore the following matters are often discussed:

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

• JCD's Partners Matrix for 2019-2020

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

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

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

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

***Future Aspiration,
Obstacles and Challenges***

➤ **Future Aspiration**

JCD looks forward to achieving the following in 2021:

- Continuously review the legislation and procedures in place, in line with the upcoming phase, to keep up with the rapid developments in trade management.
- Automate Customs operations and services to reduce trade costs and facilitate their procedures to contribute to the Kingdom's economic growth.
- Implement and apply of Customs projects related to the development of Customs operations and keep up with the best standards at the global level.
- Combat smuggling and illegal commercial activities by developing Customs Intelligence, Risk Management and Anti-smuggling Directorates.
- Promote the JCD's acquisitions regionally and internationally through rational governance of customs procedures and efficient enhancement of the customs system.
- Expand cooperation and coordination channels with the regional and international customs administrations and other customs-related organizations.
- Continuously develop the customs legislations and regulations to cope with the global trade supply chain. .
- Strengthen the relationship and communication with the business community and continuously make the public aware of the new Customs services related to reducing the time- release of goods.
- Continue supplying Customs Houses with modern equipment for x-ray examination of containers, trucks and vehicles.
- Expand electronic connectivity and develop Customs relations with Customs administrations regionally and internationally.
- Continue to build the capacities of the Customs Department's employees according to the best Customs practices and policies.
- Increase the level of transparency and predictability in international trade procedures.

➤ **Obstacles and challenges**

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

- Submit incorrect customs declarations and documents which are inconsistent with goods under processing, the thing that unfortunately delays the clearance process.
- The shifting of Customs work from border gates guards to Intelligence /Risk management-based administration.
- Increasing Customs work challenges in the 21st century, including smart Customs applications, and block-chain applications.
- The development and growth of smuggling trends and patterns and cross-border crimes worldwide.
- Customs work is linked to the work of many other government Departments.
- The increasing risk of field Customs work.
- Non-activation of the electronic transaction system at the governmental level.
- The Government austerity policy and the lack of necessary funding to expand existing development projects or start new ones.
- Inadequate infrastructure in some Customs Houses.
- The main headquarter building does not meet all work requirements, service providing standards, and facilitation to stockholders.
- Lack of readiness of some Customs administrations in neighboring countries for electronic connectivity with Jordan Customs.
- The inadequacy of human resources needed to meet the expansion of provided customs services.

***ABBREVIATIONS
&
ACRONYMES***

International Trade Agreements

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

Common

#	Abbreviation	Meaning
1	EXW	<i>Ex-Works</i> or EX-Factory
2	CIF	<i>Cost, Insurance and Freight</i>
3	C&F	Cost and Freight
4	B/L	Bill of Lading
5	FAS	Free Alongside Ship
6	FOB	Free On Board
7	FOC	Free of Charge
8	IV	Invoice Value
9	IM4	Import for local Consumption
10	TR8	Transit customs declaration
11	EX1	Permanent Export
12	EX2	Temporary Export
13	EX3	Re-Export
14	IM5	Temporary Admission

15	IM6	Re-import for local Consumption
16	IM7	Bonded Deposit
17	RD4	Import for Consumption (Expatriates' household)
18	SD4	Import for Consumption (Personal Effects declaration)
19	TR8	Transit
20	AA9	Admission Order to the Special Economic Zone / Aqaba
21	AR9	Other Customs Statuses
22	nCEN	National Customs Enforcement Network
23	AEO	Authorized Economic Operator
24	NCSS	National Cyber Security Strategy
25	JCD	Jordan Customs Department
26	GL	Golden List Program
27	SL	Silver List Program
28	WCO	World Customs Organization
29	NWT	National Window for Trade Project
30	QIZ	Qualified Industrial Zone
31	FZ	Free Zone
32	DZ	Development Zone
33	ASEZA	Aqaba Special Economic Zone Authority
34	FATF	Financial Action Task Force
35	VOIP	Voice over Internet Protocol
36	CEN	Customs Enforcement Network

Translated by

Translation and Interpretation Office
Directorate of Public relations & International Cooperation
Jordan Customs Department

This document is a translation of the original referenced document drafted in Arabic. In the event of inconsistency or dispute arising from the interpretation of the content of this report or any part thereof, the Arabic version shall prevail.

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