



*Translation*

## **Jordan Customs**



**"Sustainable Customs for a Safe and  
Healthy Business Environment"**

**Annual Report**  
**2021**

**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**

## ***Table of Contents***

<b>Subject</b>	<b>Page Number</b>
<b>Foreword</b> by the Director General	<b>4</b>
<b>Chapter 1:</b> Organization of Jordan Customs Department	<b>6</b>
<b>Chapter 2:</b> Human Resources and Training	<b>12</b>
<b>Chapter 3:</b> Strategic Planning and Studies	<b>17</b>
<b>Chapter 4:</b> Customs Revenue and Foreign Trade	<b>21</b>
<b>Chapter 5:</b> Achievements and Activities	<b>42</b>
<b>Chapter 6:</b> Customs Department's Partners	<b>61</b>
<b>Chapter 7:</b> Future Aspirations, Obstacles and Challenges	<b>64</b>
Abbreviations and acronyms	<b>66</b>



"I am proud to be part of great people who do not know the impossible. I hope that in the state's second centennial, we would celebrate a country that grows with its people and by its achievements; a state with a productive, self-reliant economy; trained and qualified human resources; a streamlined, vital public sector that serves the people; and a strong, active private sector that works as a true partner with state institutions".

"Frankly speaking, economic growth requires resources and investments, which may not always be available. However, administrative reform requires only a will and clear programmes and plans, which must be available. The goal is to provide the best possible services to citizens. All state institutions must hit the ground running by setting up programmes to enhance their mechanisms of providing services to citizens. Meaningful goals need to be set to enhance the quality of services and ensure fairness in distribution. There also must be periodic evaluation to assess effectiveness".

***His Majesty King Abdullah speaks during an interview with Jordan News Agency, Jan 30, 2021***

## Foreword

As another year comes to a close, I am genuinely pleased to present to you Jordan Customs Department's (JCD) Annual Report for the year 2021. This report outlines the Department's major achievements and future inspirations. Beside illustrating the Department's goals, objectives and the efforts made to the realization thereof, this report also highlights a set of articulated themes and important statistical indicators related to customs work and responsibilities.



We, at the Customs Department, have taken it upon ourselves to align our efforts with the global best practices and fast changing environment of customs work. In parallel, we have exploited such approach through our continued endeavor to develop and implement a series of pioneering projects and initiatives destined towards further facilitation of fair trade movement, simplification of clearance procedures and the improvement of customs services provided to stakeholders and business sector. That is in addition to our commitment to safeguarding the community and protecting the environment.

Having reviewed our performance in this report, we feel very proud of our recent achievements in all arenas, including strategic planning, human resource development, training, information and communications technology, combating smuggling and maintaining citizens' safety and security; as well as contributing to the security and facilitation of the supply chain in global trade. Such achievements are believed to have notably elevated JCD's position among the most advanced customs administrations worldwide.

Nevertheless, we have never overlooked the fact that all the accomplishments and progress made would have never been realized without the relentless efforts of JCD employees and our partners in the public and private sectors. Therefore, 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. I look forward to more progress and success to serve our dear country and our citizen under the wise leadership of His Majesty, King Abdullah II Ibn Al Hussein.

**Jalal Salem Al-Qudah**  
**Maj. Gen.-JC**  
**Director General**

## 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 Jordan Customs**

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 (3) existing Customs laboratories in Amman ,Aqaba and Alomary.

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

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.	13/09/2018- 09/03/ 2021
23.	Jalal Salem Al-Qudah	Customs Director General.	30/05/ 2021- 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:

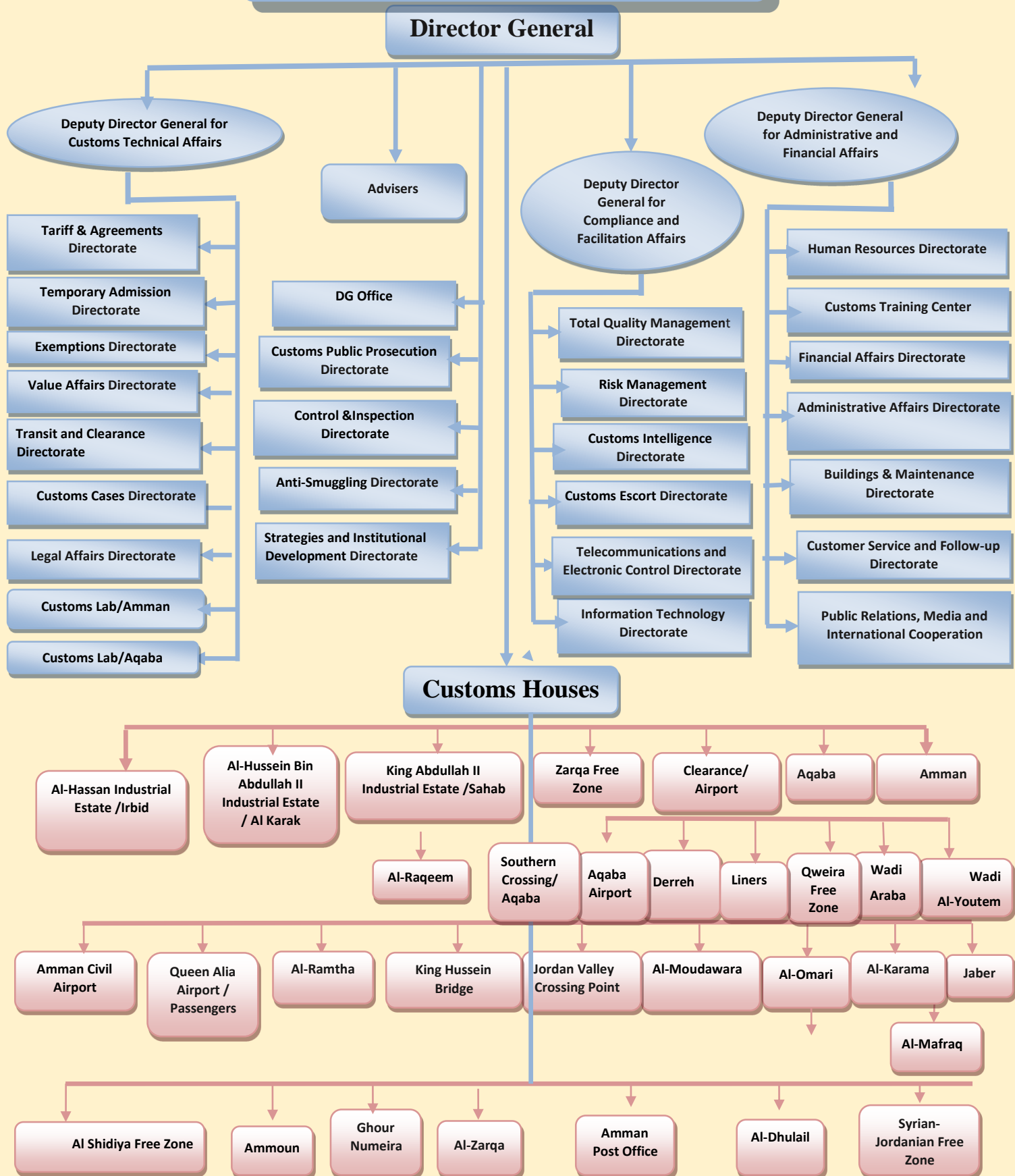
1. Action plans and programs and methods of following-up with implementation thereof.
2. The department's performance and achievements and means of boosting work to ensure achievement of objectives in a very efficient manner.
3. The annual training plan for the department's staff.
4. The Department's 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.

# JCD's Structural Organization





## 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 2020-2021**

Gender	2020	2021
Male	3,305	3177
Female	209	201
Total	3,514	3,378

**Distribution of Staff by type of appointment in 2020-2021**

Type of Appointment	2020	2021
Permanent and Classified Jobs and contracts	3,106	3,021
Customs Security Agreement	332	340
Contracts (Public Security, Gendarmerie)	75	14
Daily Laborers	–	2
Seconded employees	1	1
Total	3,514	3,378

### Distribution of Staff by Academic Qualifications in 2020-2021

Qualification	2020	2021
PH.D	37	38
Masters	265	270
High Diploma	7	7
Bachelors	1,247	1,270
Comprehensive Diploma	580	527
General Secondary Certificate and Less	1,378	1,266
<b>Total</b>	<b>3,514</b>	<b>3,378</b>

### Distribution of Staff by Age Groups in 2020-2021

Age (By Years)	2020	2021
18-25	112	56
26-35	1,302	1,218
36-45	1,152	1,209
46-55	856	790
Older than 55	92	105
<b>Total</b>	<b>3,514</b>	<b>3,378</b>

### Employees who died while in service in 2021

No.	Name	No.	Name
1.	Mahmoud Ahmad Mohammad Al-Shammaseen	5.	Ameed Madd Allah Al-Mashagbeh
2.	Barham Mohammad Khaled Shambour	6.	Ra'fat Ibraheem Mahmoud Al-Tarawneh
3.	Ali Abd Almahdi Al-Ma'aqbeh	7.	Mohammad Khader Salim Al-Jbour
4.	Majed Ahmad Mahmoud Al-Jamal	8.	Mohammad Qasem Sayyah Al-Khaldi

## 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 2021, 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. In addition, the JCD provides capacity building programs funded by granting entities and international organizations in order to rehabilitate its officers and realize its goals.



### Training Courses and Participants during 2020-2021

Subject	Number of Training Courses		Number of Participants	
	2020	2021	2020	2021
Customs Clearance Training	Not held due to Covid-19	4	0	59
Computer Training programs	21	25	209	396
Administrative Training programs	9	6	135	109
Customs Technical Training programs	62	23	722	306
Technical courses in communications	0	16	0	272
Empowerment Training Program and Induction Training Program	0	6	0	119
<b>Total</b>	<b>92</b>	<b>80</b>	<b>1066</b>	<b>1261</b>

### Incentives

Jordan Customs regularly motivates its employees to induce them to work harder through providing them with several financial and moral incentives that contribute to empowering staff

and increasing percentage of their satisfaction. This will, in turn, reflect on the stakeholders' satisfaction, performance excellence and efficiency. Such incentives include; scholarships to fund education for employees' and retirees' children, and letters of appreciation as well as delegating staff to participate in internal and external training courses. The following table illustrates incentives (moral and financial) statistics for 2020-2021.

#### **Distribution of financial and moral incentives during 2020-2021**

Subject of Incentive	Number of Employees	
	2020	2021
Scholarships for staff's and retirees' children	<b>1788</b>	<b>1908</b>
Appreciation Letters	<b>981</b>	<b>148</b>
Participants in internal training courses and workshops	<b>1108</b>	<b>1105</b>
Participants in external training courses and workshops	<b>70</b>	<b>122</b>

#### **Employees who earned certificates from the World Customs Organization (WCO) in 2021**

No.	Name	No.	Name
1.	Customs Brigadier General Ratib Salameh Mahmoud Al-Malahmeh	2.	Customs Colonel Muhammad Ahmad Mufdi Al-Yasjin
3.	Customs Colonel Marwan Samih Jeries Al-Sawalha	4.	Customs Colonel Ramy Majed Aref Al Rousan
5.	Customs Colonel Khaled Suleiman Ahmed Al-Ghanmyin	6.	Customs Colonel Farah Khaled Al-Ait Al-Kaiber
7.	Customs Lt. Colonel Musa Ali Mufleh Al Sarheed	8.	Customs Lt. Colonel Khaled Mohammed Hamad Gharaibeh
9.	Customs Lt. Colonel Rami Saud Abdul Karim Al-Bakhit	10.	Customs Lt. Colonel Durar Abdul Sayed Salem Al Rawashdeh
11.	Customs Major Ali Mustafa Abdel Hamid Douiri	12.	Customs Major Ihab Majed Mohammed Malkawi
13.	Customs Major Ayman Sami Abdullah Al-Damour	14.	Customs Captin Atef Khalaf Hamad Al-Naimat
15.	Customs Major Izdihar Majed Ahmed Abu Hashish	16.	Customs Lieutenant Ramy Yahya Ayed the peasant women
17.	Warrant Officer Ahmed Suleiman Customs Mohammed Al-Hiyasat	18.	Customs First Class Sergeant Abdel Raouf Khaled Abdel Qader Asleh



## Chapter 3

# Strategic Planning

## 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.

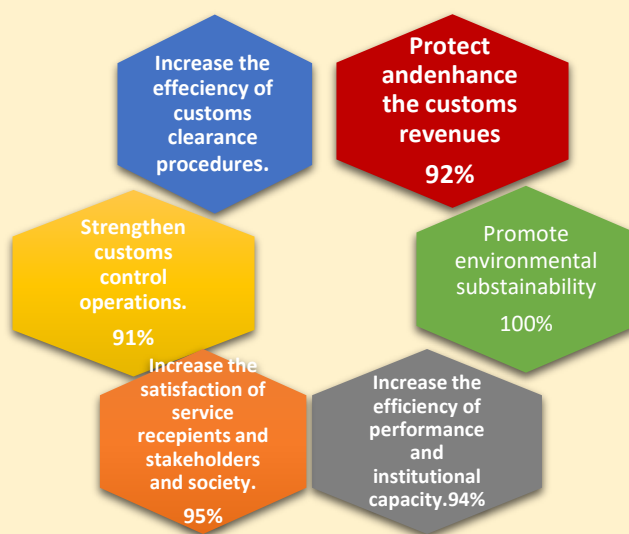
In the framework of issuing the strategic plan for the years (2020-2022), the Department has approved its vision of ***“Jordan ranks globally among the top twenty countries for security and facilitation of cross-border trade”***, and its mission of ***“Create a fair competitive environment for business, 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:



## First: Evaluation of Strategic Objectives

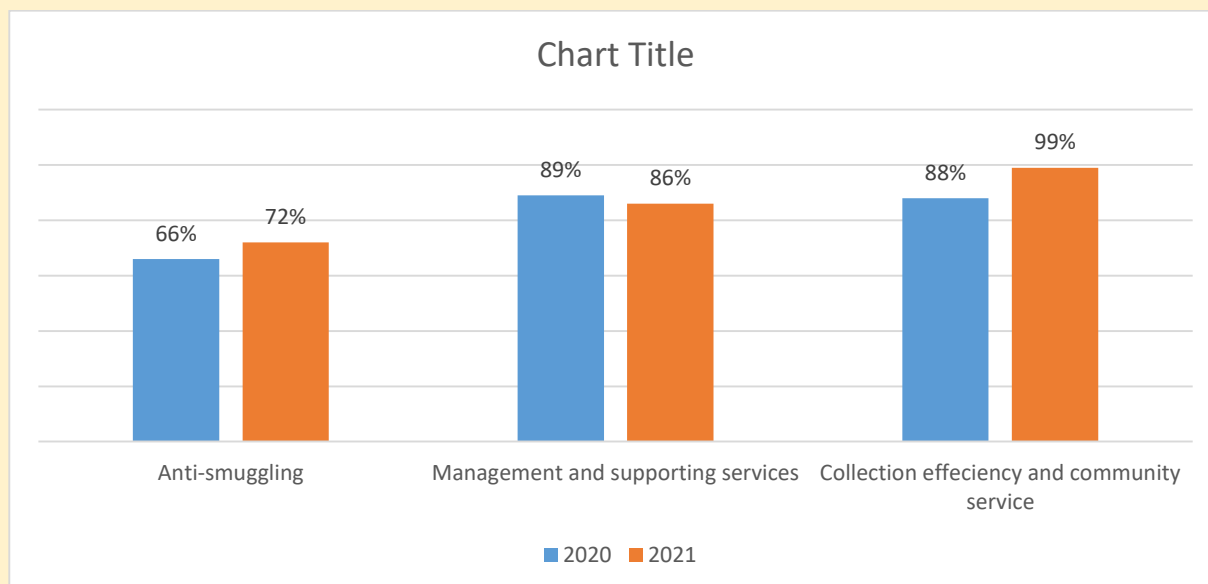
1. Achievement percentage in all (5) evaluated strategic objectives for 2021 arrived at (95%), which is equivalent to average evaluation in KPI evaluation measures of the strategic plan.



\*The strategic objective “Increasing the efficiency of customs clearance operations” will be evaluated in the third quarter of 2022.

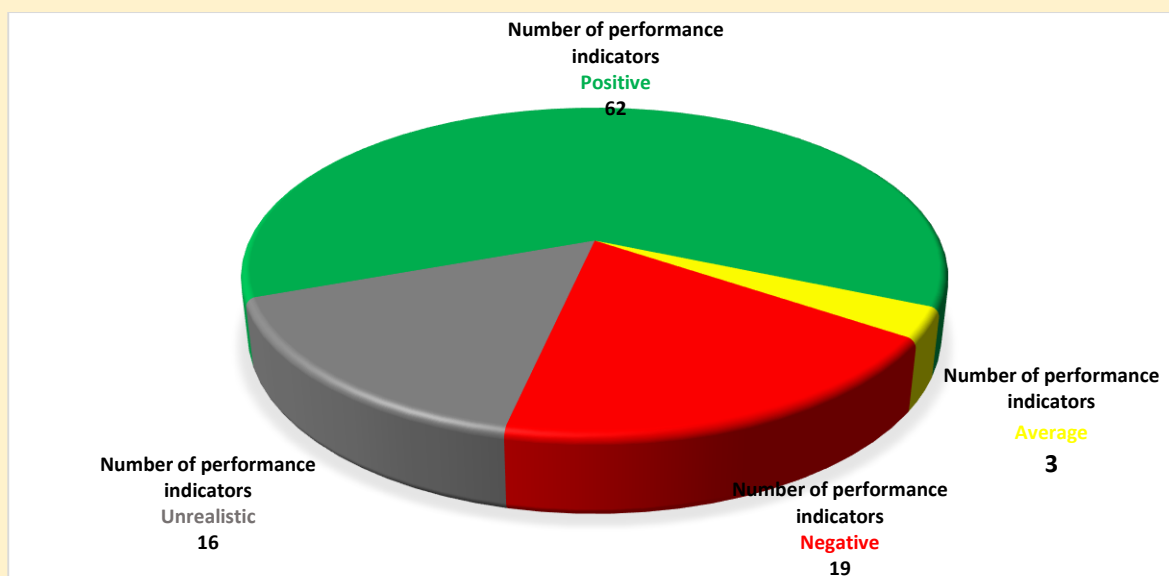
## Second: Evaluation of Programs cited in the Strategic Plan for 2021:

1. The number of programs listed in the Strategic Plan was (3) main programs.
2. Achievement percentage of programs in 2021 reached (86%), which is equivalent to **positive** evaluation agreed upon in KPI evaluation measures of the strategic plan.



### Third: Evaluation of Projects and activities cited in the Strategic Plan for 2021:

1. Achievement of the evaluated (100) performance indicators of projects and activities for 2021 reached (84%), which is equivalent to the positive evaluation agreed upon in KPI evaluation measures of the strategic plan.



\* The reason for delay in achievement is the impact of covid-19, delay in implementation and receipt of bids and rearrangement of financial priorities.

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

Risk Level	Risk	Number of Affected Projects
(S) Strong	Covid-19 pandemic risk	2
(H) high	Delay in implementation of bids by other agencies.	5
(M) medium	Shortage of qualified human resources	1
	Poor response from some partners and stakeholders to completion of works	4
	Insufficiency of budget allocations for the capital projects	12
(L) low	Poor response and readiness from some partners and stakeholders	1
(VL) very low	Government policies on control and rationalization of expenditures	1

## Chapter 4

# Customs Revenues and Foreign Trade



## Customs Revenues

Customs revenues totaled around (1.771) billion JDs in 2021, while they totaled around (1.447) billion JDs in 2020. This indicates an increase by approximately (323.5) Million JDs, which represents growth percentage of (22.4%). Below is the customs revenues categorized by type:

- Customs revenue details**

Customs Revenues	2020		2021		Value of Change (Million Dinars)
	Value (Million JDs)	Percentage	Value (Million JDs)	Percentage	
General Revenues	1,412.76	97.6%	1,724.63	97.4%	311.87
Customs Deposits	1.25	0.1%	2.34	0.1%	1.09
Fee Redemption Deposits	0.02	0.0%	0.00	0.0%	-0.02
Ministry of Financial Deposits	33.43	2.3%	44.04	2.5%	10.61
<b>Total</b>	<b>1,447.47</b>	<b>100.0%</b>	<b>1,771.02</b>	<b>100.0%</b>	<b>323.55</b>

- General Revenues details:**

Customs Revenues	2020		2021		Value of Change (Million Dinars)
	Value (Million JDs)	Percentage	Value (Million JDs)	Percentage	
Sales Tax	880.75	62.3%	1,086.42	63.0%	205.66
Customs duty	249.98	17.7%	303.49	17.6%	53.52
Fees of other agencies excluding Sales Tax	95.81	6.8%	114.82	6.7%	19.01
Revenues generated via the Revenue Supply Law	57.68	4.1%	65.11	3.8%	7.44
Charges on imports subject to tariff duties	108.09	7.7%	128.48	7.4%	20.38
Fines, customs confiscations and import fine	17.79	1.3%	22.89	1.3%	5.10
Other fees	2.67	0.2%	3.43	0.2%	0.76
<b>Total</b>	<b>1,412.76</b>	<b>100.0%</b>	<b>1,724.63</b>	<b>100.0%</b>	<b>311.87</b>

### ▪ Unified Customs Duties

The table below indicates distribution of the values of IM4 imports declarations-taxable and exempted and the unified customs duties for 2021 compared to the 2020.

Distribution of Imports	2020			2021		
	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	3,981.32	43.5%	0	4,736.40	42.3%
Exempted under Agreements	0	2,949.72	32.2%	0	3,638.36	32.5%
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	1,206.25	13.2%	0	1,623.89	14.5%
Subject to Customs duties according to tariff schedules or preferential fees	244.71	1,023.94	11.2%	292.33	1,202.84	10.7%
<b>Total</b>	<b>244.71</b>	<b>9,161.23</b>	<b>100%</b>	<b>292.33</b>	<b>11,201.49</b>	<b>100%</b>

\* Customs tariff weighted average for 2021 accounted for (2.6 %), while it reached (2.7%) in 2020.

\* 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

The revenues of sales tax on imports for 2021 totaled around (1,086.4) million JDs (according to the date of financial receipts), compared to (880.8) million JDs in 2020, which indicates an increase by (205.7) million JDs.

▪ **Other department's fees (except the sales tax) collected in 2021 compared to 2020.**

Fee Name	2020		2021	
	Amount of Money (Million JDs)	Percentage%	Amount of Money (Million JDs)	Percentage%
Advance payment for income tax	59.66	62.3%	69.22	60.3%
Traffic fees	8.82	9.2%	14.01	12.2%
Import stamp fees on the declaration	6.34	6.6%	7.12	6.2%
X-ray scanning service charge	5.79	6.0%	5.83	5.1%
Agricultural, veterinary and animal health service charges	5.55	5.8%	5.70	5.0%
Import stamp fees on shipping charges	2.38	2.5%	2.75	2.4%
Traffic Department fees	1.87	2.0%	1.96	1.7%
Price variation charge-Diesel	0.68	0.7%	1.63	1.4%
Overloading fines	1.20	1.3%	1.47	1.3%
Scrap iron, aluminum and copper export fees	0.61	0.6%	1.05	0.9%
Bonded stamp fees	0.68	0.7%	0.78	0.7%
Charges of balancing exempted declarations of Jordan Investment Commission	0.31	0.3%	0.64	0.6%
Commitment stamp fees	0.55	0.6%	0.59	0.5%
Licensing fees of the Telecommunications Regulatory Commission TRC	0.38	0.4%	0.51	0.4%
Service and control fees - scrap import	0.39	0.4%	0.47	0.4%
scrap paper export fees	0.02	0.0%	0.40	0.3%
Written commitment and Acknowledgement	0.14	0.1%	0.19	0.2%
Traffic and Customs escort service charge	0.22	0.2%	0.19	0.2%
Charges of balancing exempted declarations of Jordan Investment Commission	0.05	0.0%	0.10	0.1%
Stamp fees on export certificate of origin	0.08	0.1%	0.08	0.1%
Import stamp fees on guarantee	0.01	0.0%	0.06	0.1%
Collection expenditures and administration follow up	0.00	0.0%	0.05	0.0%
Auction stamp fees	0.01	0.0%	0.01	0.0%
Credit cards use fees	0.01	0.0%	0.01	0.0%
Storage Directorate deposit stamp fees	0.00	0.0%	0.01	0.0%
Axial loads	0.00	0.0%	0.00	0.0%
Consular stamp fees	0.00	0.0%	0.00	0.0%
Inflamable material deposits	0.00	0.0%	0.00	0.0%
Traffic (Road) fees	0.00	0.0%	0.00	0.0%
Entry of trucks and refrigerators charges	-	0.0%	0.00	0.0%
Plant quarantine fees	0.00	0.0%	0.00	0.0%
Charges of balancing exempted declarations of Jordan Investment Commission	0.00	0.0%	0.00	0.0%
Communication Peripherals	0.00	0.0%	0.00	0.0%
Service charges on the goods subject to 5% fees	0.00	0.0%	0.00	0.0%
Customs escort fees	0.00	0.0%	0.00	0.0%
Import stamp fees on shipping charges	0.00	0.0%	0.00	0.0%
<b>Total</b>	<b>95.75</b>	<b>100%</b>	<b>114.82</b>	<b>100%</b>

## Ministry of Finance Deposits during 2020-2021:

The table below shows the ministry of finance deposits collection in 2021 compared with 2020:

Ministry of Finance Deposits	2020		2021	
	Amount of Money (Million JDs)	Percentage%	Amount of Money (Million JDs)	Percentage%
Service charge of exempted imports 1% by insurance	0.2	0%	0.1	0%
Standards service charge	4.5	10%	4.1	12%
Agricultural marketing deposits	-	0%	0.0	0%
Work permits deposits	6.2	14%	0.0	0%
University deposits	0.0	0%	0.0	0%
Electric connectivity charge-storage- Aqabah Authority	0.0	0%	-	0%
Services charge- storage- Aqabah Authority	0.4	1%	0.4	1%
Insurance charge- storage- Aqabah Authority	0.0	0%	0.0	0%
Storage charge- Aqabah Authority	0.1	0%	0.1	0%
Storage charge- storage- Aqabah Authority	0.0	0%	-	0%
Waiver charge- Aqabah Authority	0.3	1%	0.2	1%
Insurance service charge	0.2	1%	0.3	1%
Insurance service charge 5%	0.8	2%	0.5	1%
Service charge of subjected imports %5 by insurance	-	0%	0.0	0%
Differences in exported domestic livestock subsidies charge	1.8	4%	2.0	6%
Non-attested documents charge by insurance	8.4	19%	7.9	24%
Non-attested documents charge by insurance	0.0	0%	-	0%
Customs insurances/ miscellaneous deposits	8.0	18%	5.8	17%
Food consignments inspection fee	1.9	4%	1.7	5%
Radiological control fee	1.4	3%	1.4	4%
Unified fee by deposit	5.4	12%	4.9	15%
Qualitative unified fee by deposit	0.0	0%	0.0	0%
Special relative sales tax by deposit	0.2	0%	0.6	2%
Special qualitative sales tax by deposit	0.0	0%	0.0	0%
General relative sales tax by deposit	4.1	9%	3.3	10%
Income Tax by insurance	0.2	0%	0.2	1%
<b>Total</b>	<b>44.0</b>	<b>100%</b>	<b>33.4</b>	<b>100%</b>

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

Customs Houses/ Centers	2020		2021	
	Amount of Money (Milli JDs)	Percentage%	Amount of Money (Milli JDs)	Percentage%
Aqaba Customs House	514.83	35.6%	567.64	32.1%
Amman Customs House	273.13	18.9%	329.16	18.6%
Al-Zarqa Free Zone Customs House- Vehicles	202.69	14.0%	291.93	16.5%
Airport Customs House/ Clearance-2	178.84	12.4%	203.28	11.5%
Al-Omari Customs House	51.43	3.6%	81.53	4.6%
Public Warehouses	62.98	4.4%	73.27	4.1%
King Abdullah II Bin Al-Hussein Industrial Estate Customs House- Sahab	39.18	2.7%	46.99	2.7%
Zarqa Free Zone Customs House/ Ca	37.63	2.6%	44.42	2.5%
Customs Department	13.02	0.9%	24.15	1.4%
Passenger (ferry) station – Aqaba	6.38	0.4%	22.34	1.3%
Jaber Customs House	9.48	0.7%	14.05	0.8%
Financial affairs/ collector Funds	6.73	0.5%	13.29	0.8%
Airport Free Zone Customs House – Mushatta	9.55	0.7%	11.53	0.7%
Anti-Smuggling Directorate	8.80	0.6%	9.01	0.5%
King Hussein Bridge Customs House	7.73	0.5%	7.74	0.4%
Jordan Valley Crossing Customs	7.18	0.5%	6.26	0.4%
Airport Passenger Customs- Zezia	0.73	0.1%	3.77	0.2%
Al-Hussan Industrial Estate Customs / Irbid	3.10	0.2%	2.99	0.2%
Ammon Customs House	0.01	0.0%	2.67	0.2%
AL-Karama (Rweished) Customs Ho	2.88	0.2%	2.54	0.1%
Directorate of Customs case	2.48	0.2%	1.92	0.1%
Mafraq Customs House	2.18	0.2%	1.89	0.1%
Al- Dorrah Customs House	0.22	0.0%	1.18	0.1%
Al-Sheidiya Special Free Zone Custo	0.77	0.1%	1.00	0.1%
Al-Raqeem Customs Center	0.66	0.0%	0.99	0.1%
Al-Moudawarra Customs House	0.91	0.1%	0.94	0.1%
Qweirah special Free Zone Customs	1.13	0.1%	0.89	0.1%
Al-Dhuleil Customs House	0.71	0.0%	0.82	0.0%
Wadi al-Yutom Customs Post	0.78	0.1%	0.78	0.0%
Amman Post Office Customs House	0.46	0.0%	0.75	0.0%
Directorate of Temporary Admission	-	0.0%	0.53	0.0%
Ghour Numaira Customs House	0.22	0.0%	0.31	0.0%
Wadi Araba Crossing Customs	0.13	0.0%	0.11	0.0%



Special Free Zone/Information Technology Cities Development Co	0.10	0.0%	0.11	0.0%
Aqaba Airport Customs House	0.01	0.0%	0.07	0.0%
Aqaba Special Economic Zone (ASE) Customs House	0.05	0.0%	0.06	0.0%
Al- Hussein Bin Abdulla II industrial Estate Customs House/ Al-Karak	0.20	0.0%	0.06	0.0%
Wadi Araba Crossing Customs	0.12	0.0%	0.05	0.0%
Amman civil airport Customs House Marka	0.01	0.0%	0.01	0.0%
Al_Ramtha Customs House	0.01	0.0%	0.00	0.0%
Al-Zarqa Customs House	0.01	0.0%	0.00	0.0%
<b>Total</b>	<b>1,486.7</b>	<b>100.0%</b>	<b>1,447.2</b>	<b>100.0%</b>

## External Trade

### ■ Customs Declarations

Type of Customs Declaration	Customs Declaration Type/Code	Number of Registered Declarations		Change Rate %
		2020	2021	
Permanent Export	EX1	112,876	130,030	15%
Temporary Export	EX1	1,001	1,066	6%
Re-Export	EX3	16,130	18,992	18%
Import for local Consumption	IM4	329,746	377,208	14%
Temporary Admission	IM5	27,947	31,241	12%
Re-import for local Consumption	IM6	1,013	1,198	18%
Bonded storage	IM7	12,859	13,969	9%
Import for Consumption (Expatriates' furniture and household)	RD4	1,788	2,247	26%
Import for Consumption (Personal Effects declaration)	SD4	13,112	11,690	-11%
Transit	TR8	169,594	198,668	17%
Admission Order to the Special Economic Zone / Aqaba	IM7	8,569	8,850	3%
Other Customs Statuses	AR9	5,229	8,694	66%
<b>Total</b>		<b>699,864</b>	<b>803,853</b>	<b>15%</b>

## ■ Imports

According to the IM4 (*imports for local consumption*) declarations processed and finalized at ASYCUDA-Automated houses, the value of imports totaled around (11,325.9) billion JDs in 2021, compared to (9,258.3) billion JDs in 2020. This indicates that total import volume increased by (22.3%) in 2021. The table below illustrates imports according to Tariff schedule sections in terms of value during 2020- 2021:

Section No.	Description	2020	2021
		Import value (Millions JD)	Import value (Millions JD)
1	Live animals; animal product	669	763
2	Vegetable product	1,120	1,191
3	Animal or vegetable fats or oils and their cleavage products; prepared edible fats; animal or vegetable waxes	125	180
4	Prepared foodstuffs; beverages, spirits and vinegar; tobacco and manufactured tobacco substitutes	1,003	1,068
5	Mineral products	72	119
6	Products of the chemicals or allied industries	1,161	1,357
7	Plastics and articles thereof; rubber and articles thereof	476	666
8	Raw hides and skins, leather, furskins and articles thereof; saddler and harness; travel goods, handbags and similar containers; articles of animal gut (other than silk-worm gut)	15	19
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	106	155
10	Pulp of wood or other fibrous cellulosic material; recovered (waste and scrap) paper or paperboard; paper and paperboard and articles thereof	207	235
11	Textile and textile articles	327	400
12	Footware, 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	40	48
13	Articles of stone, plaster, cement, asbestos, mica or similar materials; ceramic products; glass and glassware	190	234
14	Natural or cultured pearls, precious or semi-precious stones, precious metals, metals clad with precious metal and articles thereof; imitation jewellery; coin	114	779
15	Base metals and articles of base metal	629	759
16	Machinery and mechanical appliances; electrical equipment; parts thereof; sound recorders and	1,412	1,537

	reproducers, television image and sound recorders and reproducers, and parts and accessories of such articles		
<b>17</b>	Transport equipment	<b>936</b>	<b>1,122</b>
<b>18</b>	Optical, photographic, cinematographic, measuring, checking, precision, medical or surgical instruments and apparatus; clocks and watches; musical instruments; parts and accessories thereof	<b>186</b>	<b>212</b>
<b>19</b>	Arms and ammunition; parts and accessories thereof	<b>3</b>	<b>13</b>
<b>20</b>	Miscellaneous manufactured articles	<b>163</b>	<b>188</b>
<b>21</b>	Works of art, collectors' pieces and antiques	<b>303</b>	<b>280</b>
<b>Total</b>		<b>9,258</b>	<b>11,326</b>

- The table below illustrates the imports according to the chapters in the Tariff schedule in terms of value for the years of 2020-2021:

Chapter No.	Chapter Description	2020	2021	Rate of Change %
		Import value (Millions JD)	Import value (Millions JD)	
<b>1</b>	Live animals	<b>178.8</b>	<b>207.6</b>	<b>16.1%</b>
<b>2</b>	Meat and offal not cut in pieces, edible	<b>241.0</b>	<b>279.3</b>	<b>15.9%</b>
<b>3</b>	Fish or of crustaceans, molluscs or other aquatic invertebrates	<b>42.3</b>	<b>52.3</b>	<b>23.5%</b>
<b>4</b>	Dairy products. birds. natural honey. edible products of animal origin not specified or included elsewhere	<b>206.1</b>	<b>222.5</b>	<b>8.0%</b>
<b>5</b>	Other products of animal origin, not specified or included elsewhere	<b>0.7</b>	<b>0.8</b>	<b>10.6%</b>
<b>6</b>	Live trees and other plants; bulbs, roots and the like; cut flowers and ornamental foliage	<b>5.9</b>	<b>7.1</b>	<b>21.0%</b>
<b>7</b>	Edible vegetables and certain roots and tubers	<b>60.2</b>	<b>59.9</b>	<b>-0.6%</b>
<b>8</b>	Edible fruit and nuts; peel of citrus fruit or melons	<b>223.2</b>	<b>200.0</b>	<b>-10.4%</b>
<b>9</b>	Coffee, tea, mate and spices	<b>139.0</b>	<b>140.9</b>	<b>1.4%</b>
<b>10</b>	Cereals	<b>565.3</b>	<b>655.8</b>	<b>16.0%</b>
<b>11</b>	Products of the milling industry; malt; starches; inulin; wheat gluten	<b>13.4</b>	<b>15.0</b>	<b>12.1%</b>
<b>12</b>	Oil seeds and oleaginous fruits; miscellaneous grains, seeds and fruit, industrial or medicinal plants; straw and fodder	<b>110.2</b>	<b>108.7</b>	<b>-1.4%</b>
<b>13</b>	Lac; gums, resins and other vegetable staps and extracts	<b>2.3</b>	<b>2.5</b>	<b>10.7%</b>

<b>14</b>	Vegetable plaiting materials; vegetable products not elsewhere specified or included	<b>0.5</b>	<b>0.8</b>	<b>44.6%</b>
<b>15</b>	Animal or vegetable fats and oils and their cleavage products; prepared edible fats; animal or vegetable waxes	<b>125.2</b>	<b>180.4</b>	<b>44.1%</b>
<b>16</b>	Preparations of meat, of fish or of crustaceans, mollusks or other aquatic invertebrates	<b>59.9</b>	<b>44.9</b>	<b>-25.1%</b>
<b>17</b>	Sugars and sugar confectionery	<b>130.5</b>	<b>144.4</b>	<b>10.6%</b>
<b>18</b>	Cocoa and cocoa preparations	<b>62.7</b>	<b>69.9</b>	<b>11.6%</b>
<b>19</b>	Preparations of cereals; flour, starch or milk; pastrycooks' products	<b>178.5</b>	<b>190.0</b>	<b>6.4%</b>
<b>20</b>	Preparations of vegetables, fruit, nuts or other parts of plants	<b>102.5</b>	<b>119.7</b>	<b>16.8%</b>
<b>21</b>	Miscellaneous edible preparations	<b>167.5</b>	<b>185.0</b>	<b>10.5%</b>
<b>22</b>	Beverages, spirits and vinegar	<b>117.8</b>	<b>106.4</b>	<b>-9.7%</b>
<b>23</b>	Residues and waste from the food industries; prepared animal fodder	<b>138.2</b>	<b>164.4</b>	<b>18.9%</b>
<b>24</b>	Tobacco and manufactured tobacco substitutes	<b>45.5</b>	<b>43.2</b>	<b>-5.1%</b>
<b>25</b>	Salt; sulphur; earths and stone; plastering materials, lime and cement	<b>24.4</b>	<b>46.4</b>	<b>89.8%</b>
<b>26</b>	Ores, slag and ash	<b>0.5</b>	<b>1.3</b>	<b>166.2%</b>
<b>27</b>	Mineral fuels, mineral oils and products of their distillation; bituminous substances; mineral waxes	<b>47.3</b>	<b>71.8</b>	<b>51.8%</b>
<b>28</b>	Inorganic chemicals; organic or inorganic compounds of precious metals, of rare –earth metals, of radioactive elements or of isotopes	<b>48.6</b>	<b>60.1</b>	<b>23.6%</b>
<b>29</b>	Organic chemicals	<b>226.0</b>	<b>230.1</b>	<b>1.8%</b>
<b>30</b>	Pharmaceutical products	<b>425.8</b>	<b>556.3</b>	<b>30.7%</b>
<b>31</b>	Fertilisers	<b>24.0</b>	<b>33.5</b>	<b>39.2%</b>
<b>32</b>	Tanning or dyeing extracts; tannins and their derivatives; dyes, pigments and other colouring matter; paints and varnishes; putty and other mastics; inks	<b>57.8</b>	<b>71.1</b>	<b>23.0%</b>
<b>33</b>	Essential oils and resinoids; perfumery, cosmetic or toilet preparations	<b>139.7</b>	<b>153.6</b>	<b>10.0%</b>
<b>34</b>	Soap, organic surface -active agents, washing preparations, lubricating preparations, artificial waxes, prepared waxes, polishing or sourcing preparations, candles and similar articles, modeling pastes, "dental	<b>94.3</b>	<b>83.7</b>	<b>-11.2%</b>

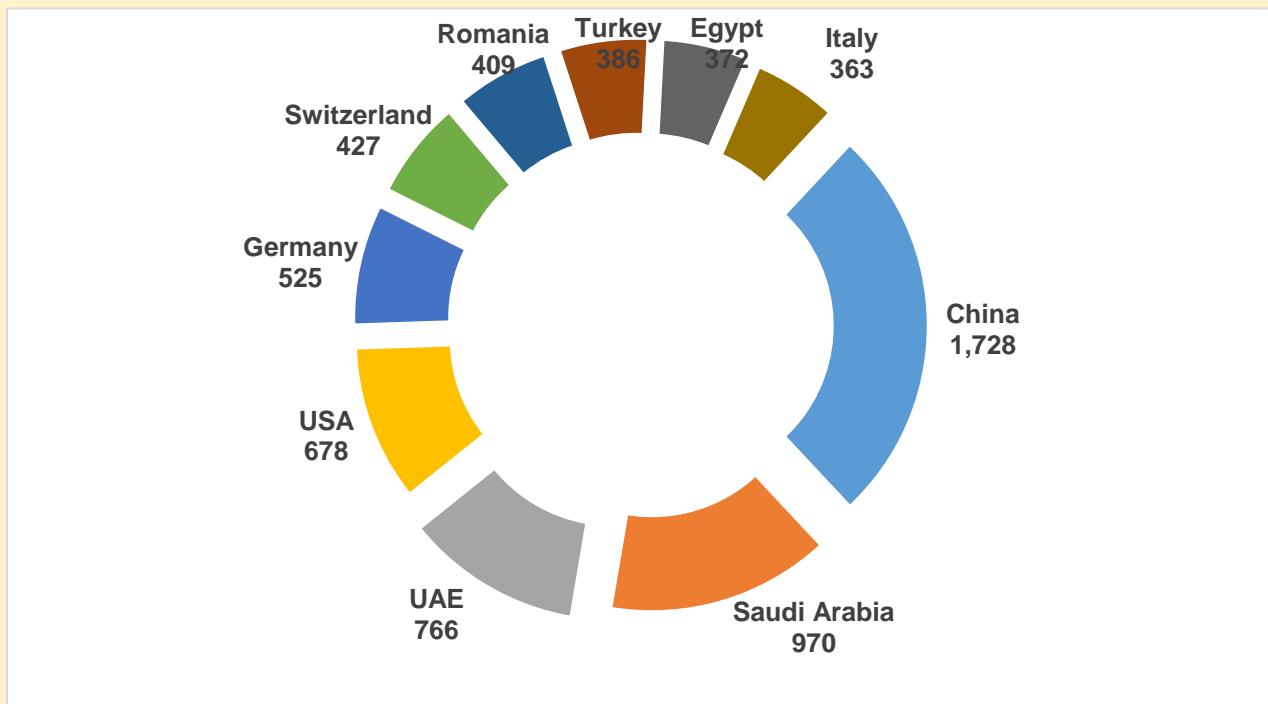
	waxes" and dental preparations with a basis of plaster			
<b>35</b>	Albuminoidal substances; modified scratches; glues; enzymes	<b>15.7</b>	<b>16.3</b>	<b>3.8%</b>
<b>36</b>	Explosives; pyrotechnic products; matches; pyrophoric alloys; certain combustible preparations	<b>0.8</b>	<b>1.1</b>	<b>44.8%</b>
<b>37</b>	Photographic or cinematographic goods	<b>3.5</b>	<b>3.6</b>	<b>3.2%</b>
<b>38</b>	Miscellaneous chemical products	<b>124.2</b>	<b>147.6</b>	<b>18.8%</b>
<b>39</b>	Plastics and articles thereof	<b>407.3</b>	<b>506.2</b>	<b>24.3%</b>
<b>40</b>	Rubber and articles thereof	<b>68.9</b>	<b>159.7</b>	<b>131.8%</b>
<b>41</b>	Raw hides and skins (other than furskins) and leather	<b>0.3</b>	<b>0.4</b>	<b>23.2%</b>
<b>42</b>	Articles of leather; saddler and harness; travel goods, handbags and similar containers; articles of animal gut (other than silk -worn gut)	<b>15.1</b>	<b>18.1</b>	<b>20.2%</b>
<b>43</b>	Furskins and artificial fur; manufactures thereof	<b>0.0</b>	<b>0.0</b>	<b>-3.2%</b>
<b>44</b>	Wood and articles of wood; charcoal	<b>106.1</b>	<b>154.5</b>	<b>45.6%</b>
<b>45</b>	Cork and articles of cork	<b>0.1</b>	<b>0.1</b>	<b>-15.5%</b>
<b>46</b>	Manufactures of straw, of esparto or of other plaiting materials; basketware and wickerwork	<b>0.1</b>	<b>0.2</b>	<b>15.9%</b>
<b>47</b>	Pulp of wood or of other fibrous cellulosic material; recovered (waste and scrap) paper or paperboard	<b>37.1</b>	<b>36.5</b>	<b>-1.7%</b>
<b>48</b>	Paper and paperboard; articles of paper pulp, of paper or of paperboard	<b>158.5</b>	<b>186.3</b>	<b>17.6%</b>
<b>49</b>	Printed books, newspapers, pictures and other products of the printing industry; manuscripts, typescripts and plans	<b>11.4</b>	<b>11.9</b>	<b>4.8%</b>
<b>50</b>	Silk	<b>0.0</b>	<b>0.0</b>	<b>48.0%</b>
<b>51</b>	Wool, fine or coarse animal hair; horsehair yarn and woven fabric	<b>2.5</b>	<b>2.5</b>	<b>-0.6%</b>
<b>52</b>	Cotton	<b>5.6</b>	<b>2.7</b>	<b>-51.6%</b>
<b>53</b>	Other vegetable textile fibers; paper yarn and woven fabrics of paper yarn	<b>4.2</b>	<b>4.1</b>	<b>-2.6%</b>
<b>54</b>	Man -made filaments	<b>47.1</b>	<b>67.7</b>	<b>43.8%</b>
<b>55</b>	Man -made staple fibers	<b>17.0</b>	<b>17.3</b>	<b>1.4%</b>
<b>56</b>	Wadding, felt and nonwovens; special yarns; twine, cordage, ropes and cables and articles thereof	<b>22.6</b>	<b>28.9</b>	<b>28.2%</b>
<b>57</b>	Carpets and other textile floor coverings	<b>10.7</b>	<b>16.0</b>	<b>49.6%</b>

<b>58</b>	Special woven fabrics; tufted textile fabrics; lace; tapestries; trimmings; embroidery	<b>4.6</b>	<b>5.7</b>	<b>23.5%</b>
<b>59</b>	Impregnated, coated, covered or laminated textile fabrics; textile articles of a kind suitable for industrial use	<b>4.5</b>	<b>5.6</b>	<b>24.6%</b>
<b>60</b>	Knitted or crocheted fabrics	<b>20.8</b>	<b>24.1</b>	<b>15.8%</b>
<b>61</b>	Articles of apparel and clothing accessories, knitted or crocheted	<b>132.6</b>	<b>168.3</b>	<b>27.0%</b>
<b>62</b>	Articles of apparel and clothing accessories, not knitted or crocheted	<b>20.2</b>	<b>23.6</b>	<b>16.8%</b>
<b>63</b>	Other made up textile articles; sets; worn clothing and worn textile articles	<b>34.7</b>	<b>33.7</b>	<b>-2.9%</b>
<b>64</b>	Footwear, gaiters and the like; parts of such articles	<b>37.7</b>	<b>45.0</b>	<b>19.4%</b>
<b>65</b>	Headgear and parts thereof	<b>1.2</b>	<b>1.1</b>	<b>-6.2%</b>
<b>66</b>	Umbrellas, sun umbrellas, walking - sticks, whips, riding - corps and parts thereof	<b>0.2</b>	<b>0.7</b>	<b>226.0%</b>
<b>67</b>	Prepared feathers and down and articles made of feathers or of down; artificial flowers; articles of human hair	<b>0.8</b>	<b>1.5</b>	<b>99.0%</b>
<b>68</b>	Articles of stone, plaster, cement, asbestos, mica or similar materials	<b>40.2</b>	<b>43.6</b>	<b>8.3%</b>
<b>69</b>	Ceramic products	<b>101.4</b>	<b>132.7</b>	<b>30.9%</b>
<b>70</b>	Glass and glassware	<b>48.2</b>	<b>57.7</b>	<b>19.6%</b>
<b>71</b>	Natural or cultured pearls, precious or semi -precious stones, precious metals, metals clad with precious metal, and articles thereof; imitation jewelry; coin	<b>113.9</b>	<b>779.5</b>	<b>584.1%</b>
<b>72</b>	Iron and steel	<b>262.8</b>	<b>307.9</b>	<b>17.2%</b>
<b>73</b>	Articles of iron or steel	<b>138.2</b>	<b>143.9</b>	<b>4.1%</b>
<b>74</b>	Copper and articles thereof	<b>65.0</b>	<b>87.0</b>	<b>33.8%</b>
<b>75</b>	Nickel and articles thereof	<b>1.3</b>	<b>3.0</b>	<b>134.8%</b>
<b>76</b>	Aluminium and articles thereof	<b>97.5</b>	<b>138.1</b>	<b>41.7%</b>
<b>78</b>	Lead and articles thereof	<b>0.1</b>	<b>0.6</b>	<b>743.8%</b>
<b>79</b>	Zinc and articles thereof	<b>1.1</b>	<b>1.2</b>	<b>14.5%</b>
<b>80</b>	Tin and articles thereof	<b>0.1</b>	<b>0.2</b>	<b>103.6%</b>
<b>81</b>	Other base metals; cermets; articles thereof	<b>0.1</b>	<b>0.1</b>	<b>-25.8%</b>
<b>82</b>	Tools, implements, cutlery, spoons and forks, of base metal; parts thereof of base metal	<b>14.9</b>	<b>19.6</b>	<b>31.9%</b>
<b>83</b>	Miscellaneous articles of base metal	<b>47.9</b>	<b>57.4</b>	<b>19.8%</b>

<b>84</b>	Nuclear reactors, boilers, machinery and mechanical appliances; parts thereof	<b>742.8</b>	<b>790.1</b>	<b>6.4%</b>
<b>85</b>	Electrical machinery and equipment and parts thereof; sound recorders and reproducers, television image and sound recorders and reproducers, and reproducers, parts and accessories of such articles	<b>669.3</b>	<b>747.1</b>	<b>11.6%</b>
<b>86</b>	Railway or tramway locomotives, rolling-stock and parts thereof; railway or tramway track fixtures and fittings and parts thereof; mechanical (including electro-mechanical) traffic signalling equipment of all kinds	<b>1.0</b>	<b>0.6</b>	<b>-43.2%</b>
<b>87</b>	Vehicles other than railway or tramway rolling-stock, and parts and accessories thereof	<b>905.0</b>	<b>1,095.6</b>	<b>21.1%</b>
<b>88</b>	Aircraft, spacecraft, and parts thereof	<b>30.2</b>	<b>25.6</b>	<b>-15.2%</b>
<b>89</b>	Ships, boats and floating structures	<b>0.1</b>	<b>0.2</b>	<b>104.6%</b>
<b>90</b>	Optical, photographic, cinematographic, measuring, checking, precision, medical or surgical instruments and apparatus; parts and accessories thereof	<b>171.3</b>	<b>194.0</b>	<b>13.3%</b>
<b>91</b>	Clocks and watches and parts thereof	<b>14.3</b>	<b>17.5</b>	<b>22.7%</b>
<b>92</b>	Musical instruments; parts and accessories of such articles	<b>0.4</b>	<b>0.4</b>	<b>-2.9%</b>
<b>93</b>	Arms and ammunition; parts and accessories thereof	<b>2.9</b>	<b>13.4</b>	<b>363.4%</b>
<b>94</b>	Furniture; bedding, mattresses, mattress supports, cushions and similar stuffed furnishings; lamps and lighting fittings, not elsewhere specified or included; illuminated signs, illuminated signs, illuminated name-plates and the like; prefabricated buildings	<b>104.4</b>	<b>123.3</b>	<b>18.1%</b>
<b>95</b>	Toys, games and sports requisites; parts and accessories thereof	<b>16.5</b>	<b>19.7</b>	<b>19.3%</b>
<b>96</b>	Miscellaneous manufactured articles	<b>42.4</b>	<b>45.4</b>	<b>7.0%</b>
<b>97</b>	Works of arts, collectors' pieces and antiques	<b>0.1</b>	<b>1.9</b>	<b>1284.1%</b>
<b>98</b>	Collective item for the agencies exempted from customs duties	<b>303.1</b>	<b>278.3</b>	<b>-8.2%</b>
<b>Total</b>		<b>9,258</b>	<b>11,326</b>	<b>22.3%</b>

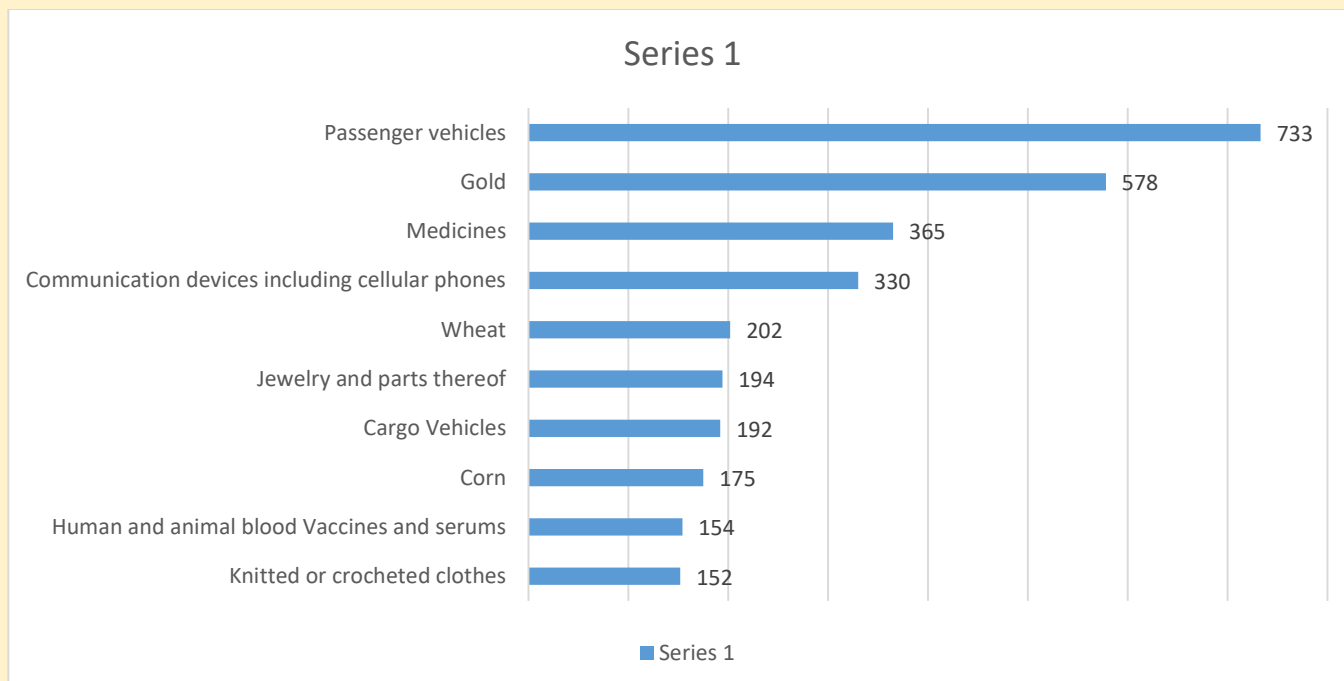


The figure below shows top (10) partner countries with respect to value of imports (except petroleum and derivatives thereof) in 2021. Imports from these countries accounted for (58%) of total imports. China, Saudi Arabia and the United States respectively recorded the highest values of imports.



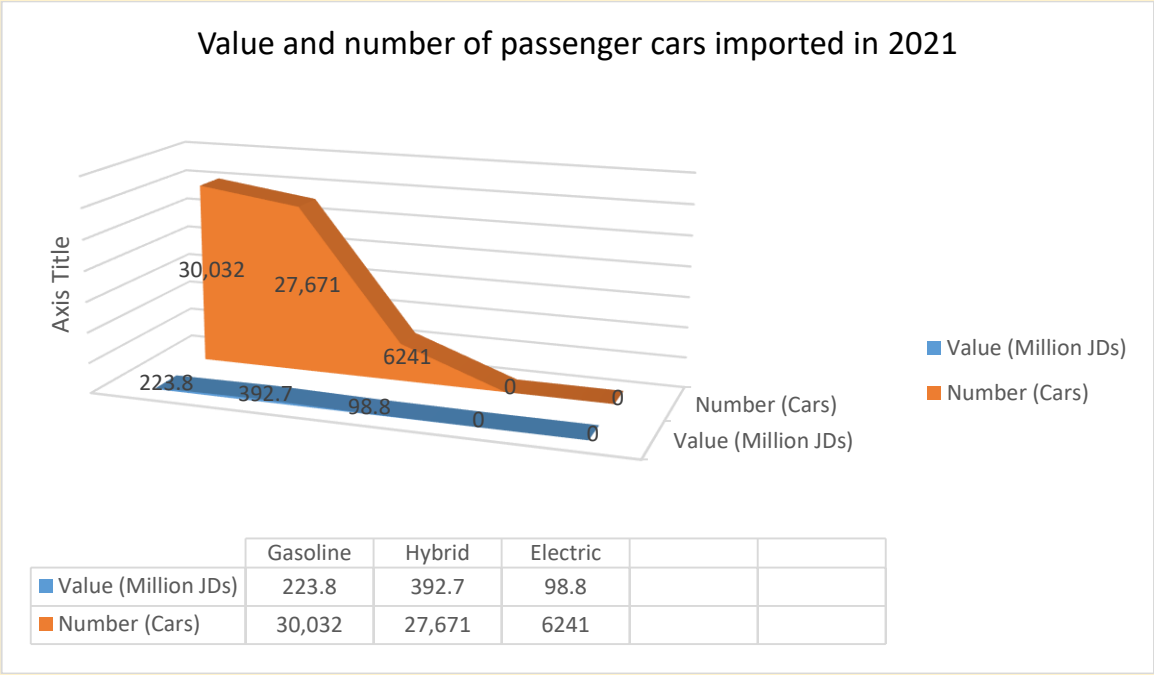
\* Import Value (Million/JDs)

The figure below illustrates the top (10) goods in terms of the imports value during 2021.



\* Import Value (Million/JDs)

The figure below illustrates the Kingdom’s imports of small passenger vehivles by engine type for 2021.



➤ **Exports:**

The table below shows Exports according to the chapters in Tariff schedule in terms of value for the years 2020-2021:

Chapter NO.	Chapter Description	2020	2021	Rate of Change %
		Value Export (Million JDs)	Export Value (Million JDs)	
1	Live animals	53.3	46.6	-12.6%
2	Meat and offal not cut in pieces , edible	54.5	53.7	-1.4%
3	Fish or of crustaceans, molluscs or other aquatic invertebrates	0.7	0.1	-80.2%
4	Dairy and dairy products, eggs, birds, natural honey and edible products of animal origin not specified or included elsewhere	49.9	57.3	14.8%
5	Other products of animal origin, not specified or included elsewhere	0.1	0.2	188.6%
6	Live trees and other plants; bulbs, roots and the like; cut flowers and ornamental foliage	1.3	1.9	43.3%
7	Edible vegetables and certain roots and tubers	95.5	113.4	18.7%
8	Edible fruit and nuts; peel of citrus fruit or melons	40.8	48.7	19.3%
9	Coffee, tea, maté and spices	36.0	43.4	20.3%
10	Cereals	2.0	1.5	-27.1%
11	Products of the milling industry; malt; starches; inulin; wheat gluten	11.9	21.3	79.2%
12	Oil seeds and oleaginous fruits; miscellaneous grains, seeds and fruit, industrial or medicinal plants; straw and fodder	11.4	13.4	16.7%
13	Lac; gums, resins and other vegetable staps and extracts	3.2	0.7	-78.0%
14	Vegetable plaiting materials; vegetable products not elsewhere specified or included	0.0	0.0	-100.0%
15	Animal or vegetable fats and oils and their cleavage products; prepared edible fats; animal or vegetable waxes	9.2	10.5	14.0%
16	Preparations of meat, of fish or of crustaceans, mollusks or other aquatic invertebrates	7.8	6.5	-16.1%
17	Sugars and sugar confectionery	20.5	29.6	44.6%
18	Cocoa and cocoa preparations	6.9	10.0	45.2%
19	Preparations of cereals; flour, starch or milk; pastrycooks' products	31.7	44.9	41.4%

<b>20</b>	Preparations of vegetables, fruit, nuts or other parts of plants	<b>49.0</b>	<b>55.7</b>	<b>13.7%</b>
<b>21</b>	Miscellaneous edible preparations	<b>58.7</b>	<b>54.8</b>	<b>-6.6%</b>
<b>22</b>	Beverages, spirits and vinegar	<b>24.0</b>	<b>24.6</b>	<b>2.5%</b>
<b>23</b>	Residues and waste from the food industries; prepared animal fodder	<b>37.9</b>	<b>33.8</b>	<b>-10.9%</b>
<b>24</b>	Tobacco and manufactured tobacco substitutes	<b>28.4</b>	<b>35.6</b>	<b>25.4%</b>
<b>25</b>	Salt; sulphur; earths and stone; plastering materials, lime and cement	<b>146.1</b>	<b>137.8</b>	<b>-5.6%</b>
<b>26</b>	Ores, slag and ash	<b>0.5</b>	<b>0.7</b>	<b>50.3%</b>
<b>27</b>	Mineral fuels, mineral oils and products of their distillation; bituminous substances; mineral waxes	<b>36.0</b>	<b>72.9</b>	<b>102.4%</b>
<b>28</b>	Inorganic chemicals; organic or inorganic compounds of precious metals, of rare-earth metals, of radioactive elements or of isotopes	<b>662.3</b>	<b>965.8</b>	<b>45.8%</b>
<b>29</b>	Organic chemicals products	<b>13.0</b>	<b>9.7</b>	<b>-25.8%</b>
<b>30</b>	Pharmaceutical products	<b>435.4</b>	<b>459.5</b>	<b>5.5%</b>
<b>31</b>	Fertilizers	<b>649.3</b>	<b>1016.1</b>	<b>56.5%</b>
<b>32</b>	Tanning or dyeing extracts; tannins and their derivatives; dyes, pigments and other colouring matter; paints and varnishes; putty and other mastics; inks	<b>39.5</b>	<b>46.1</b>	<b>16.6%</b>
<b>33</b>	Essential oils and resinoids; perfumery, cosmetic or toilet preparations	<b>24.8</b>	<b>19.9</b>	<b>-19.5%</b>
<b>34</b>	Soap, organic surface-active agents, washing preparations, lubricating preparations, artificial waxes, prepared waxes, polishing or sourcing preparations, candles and similar articles, modeling pastes, "dental waxes" and dental preparations with a basis of plaster	<b>137.2</b>	<b>131.9</b>	<b>-3.9%</b>
<b>35</b>	Albuminoidal substances; modified starches; glues; enzymes	<b>3.2</b>	<b>3.9</b>	<b>21.9%</b>
<b>36</b>	Explosives; pyrotechnic products; matches; pyrophoric alloys; certain combustible preparations	<b>0.0</b>	<b>0.0</b>	<b>—</b>
<b>37</b>	Photographic or cinematographic goods	<b>0.0</b>	<b>0.0</b>	<b>-97.2%</b>
<b>38</b>	Miscellaneous chemical products	<b>87.8</b>	<b>90.6</b>	<b>3.2%</b>
<b>39</b>	Plastics and articles thereof	<b>104.9</b>	<b>121.1</b>	<b>15.4%</b>
<b>40</b>	Rubber and articles thereof	<b>0.9</b>	<b>2.5</b>	<b>168.8%</b>
<b>41</b>	Raw hides and skins (other than furskins) and leather	<b>1.0</b>	<b>1.5</b>	<b>42.7%</b>

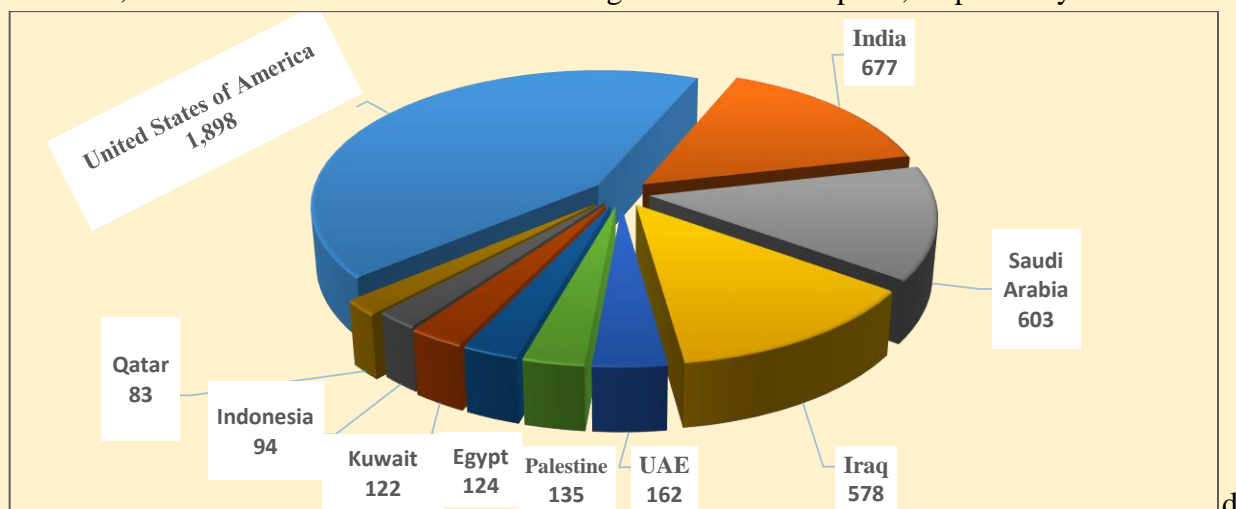
<b>42</b>	Articles of leather; saddler and harness; travel goods, handbags and similar containers; articles of animal gut (other than silk-worm gut)	<b>1.3</b>	<b>1.0</b>	<b>-21.4%</b>
<b>43</b>	Furskins and artificial fur; manufactures thereof	<b>0.1</b>	<b>0.1</b>	<b>74.3%</b>
<b>44</b>	Wood and articles of wood; charcoal	<b>8.7</b>	<b>8.0</b>	<b>-8.8%</b>
<b>45</b>	Cork and articles of cork	<b>0.0</b>	<b>0.0</b>	<b>-41.7%</b>
<b>46</b>	Manufactures of straw, of esparto or of other plaiting materials; basketware and wickerwork	<b>0.3</b>	<b>0.5</b>	<b>77.7%</b>
<b>47</b>	Pulp of wood or of other fibrous cellulosic material; recovered (waste and scrap) paper or paperboard	<b>4.8</b>	<b>13.1</b>	<b>175.5%</b>
<b>48</b>	Paper and paperboard; articles of paper pulp, of paper or of paperboard	<b>75.1</b>	<b>82.6</b>	<b>9.9%</b>
<b>49</b>	Printed books, newspapers, pictures and other products of the printing industry; manuscripts, typescripts and plans	<b>7.3</b>	<b>6.0</b>	<b>-16.8%</b>
<b>50</b>	Silk	<b>0.0</b>	<b>0.0</b>	<b>—</b>
<b>51</b>	Wool, fine or coarse animal hair; horsehair yarn and woven fabric	<b>0.1</b>	<b>0.5</b>	<b>262.7%</b>
<b>52</b>	Cotton	<b>0.1</b>	<b>0.1</b>	<b>38.0%</b>
<b>53</b>	Other vegetable textile fibers; paper yarn and woven fabrics of paper yarn	<b>0.0</b>	<b>0.1</b>	<b>—</b>
<b>54</b>	Man-made filaments	<b>3.9</b>	<b>4.1</b>	<b>6.4%</b>
<b>55</b>	Man-made staple fibers	<b>0.5</b>	<b>0.8</b>	<b>78.9%</b>
<b>56</b>	Wadding, felt and nonwovens; special yarns; twine, cordage, ropes and cables and articles thereof	<b>0.8</b>	<b>8.1</b>	<b>978.8%</b>
<b>57</b>	Carpets and other textile floor coverings	<b>17.4</b>	<b>30.9</b>	<b>77.8%</b>
<b>58</b>	Special woven fabrics; tufted textile fabrics; lace; tapestries; trimmings; embroidery	<b>0.3</b>	<b>0.3</b>	<b>14.8%</b>
<b>59</b>	Impregnated, coated, covered or laminated textile fabrics; textile articles of a kind suitable for industrial use	<b>23.9</b>	<b>0.6</b>	<b>-97.5%</b>
<b>60</b>	Knitted or crocheted fabrics	<b>0.1</b>	<b>0.4</b>	<b>505.8%</b>
<b>61</b>	Articles of apparel and clothing accessories, knitted or crocheted	<b>1,115.6</b>	<b>1,358.2</b>	<b>21.7%</b>
<b>62</b>	Articles of apparel and clothing accessories, not knitted or crocheted	<b>44.2</b>	<b>47.9</b>	<b>8.5%</b>
<b>63</b>	Other made up textile articles; sets; worn clothing and worn textile articles	<b>27.6</b>	<b>9.9</b>	<b>-64.2%</b>
<b>64</b>	Footwear, gaiters and the like; parts of such articles	<b>0.6</b>	<b>0.9</b>	<b>32.7%</b>

<b>65</b>	Headgear and parts thereof	<b>0.1</b>	<b>0.0</b>	<b>-64.3%</b>
<b>66</b>	Umbrellas, sun umbrellas, walking-sticks, whips, riding-corps and parts thereof	<b>0.2</b>	<b>0.0</b>	<b>-93.6%</b>
<b>67</b>	Prepared feathers and down and articles made of feathers or of down; artificial flowers; articles of human hair	<b>0.0</b>	<b>0.0</b>	<b>—</b>
<b>68</b>	Articles of stone, plaster, cement, asbestos, mica or similar materials	<b>23.0</b>	<b>14.9</b>	<b>-35.3%</b>
<b>69</b>	Ceramic products	<b>1.2</b>	<b>1.2</b>	<b>-2.7%</b>
<b>70</b>	Glass and glassware	<b>1.6</b>	<b>2.7</b>	<b>69.9%</b>
<b>71</b>	Natural or cultured pearls, precious or semi-precious stones, precious metals, metals clad with precious metal, and articles thereof; imitation jewellery; coin	<b>393.9</b>	<b>293.1</b>	<b>-25.6%</b>
<b>72</b>	Iron and steel	<b>18.6</b>	<b>45.4</b>	<b>144.0%</b>
<b>73</b>	Articles of iron or steel	<b>63.3</b>	<b>227.1</b>	<b>259.0%</b>
<b>74</b>	Copper and articles thereof	<b>40.7</b>	<b>54.2</b>	<b>33.3%</b>
<b>75</b>	Nickel and articles thereof	<b>0.1</b>	<b>0.1</b>	<b>45.2%</b>
<b>76</b>	Aluminium and articles thereof	<b>75.0</b>	<b>134.9</b>	<b>80.0%</b>
<b>78</b>	Lead and articles thereof	<b>6.7</b>	<b>10.0</b>	<b>50.0%</b>
<b>79</b>	Zinc and articles thereof	<b>0.4</b>	<b>0.5</b>	<b>32.8%</b>
<b>80</b>	Tin and articles thereof	<b>0.6</b>	<b>1.1</b>	<b>74.9%</b>
<b>81</b>	Other base metals; cermets; articles thereof	<b>0.0</b>	<b>0.1</b>	<b>404.9%</b>
<b>82</b>	Tools, implements, cutlery, spoons and forks, of base metal; parts thereof of base metal	<b>1.1</b>	<b>1.1</b>	<b>2.7%</b>
<b>83</b>	Miscellaneous articles of base metal	<b>0.9</b>	<b>1.2</b>	<b>28.0%</b>
<b>84</b>	Nuclear reactors, boilers, machinery and mechanical appliances; parts thereof	<b>79.7</b>	<b>89.5</b>	<b>12.2%</b>
<b>85</b>	Electrical machinery and equipment and parts thereof; sound recorders and reproducers, television image and sound recorders and reproducers, and reproducers, parts and accessories of such articles	<b>80.9</b>	<b>145.7</b>	<b>80.0%</b>
<b>86</b>	Railway or tramway locomotives, rolling-stock and parts thereof; railway or tramway track fixtures and fittings and parts thereof; mechanical (including electro-mechanical) traffic signalling equipment of all kinds	<b>0.0</b>	<b>0.1</b>	<b>424.0%</b>
<b>87</b>	Vehicles other than railway or tramway rolling-stock, and parts and accessories thereof	<b>6.8</b>	<b>14.8</b>	<b>117.5%</b>

<b>88</b>	Aircraft, spacecraft, and parts thereof	<b>0.0</b>	<b>0.0</b>	<b>-75.3%</b>
<b>89</b>	Ships, boats and floating structures	<b>0.1</b>	<b>0.0</b>	<b>-100.0%</b>
<b>90</b>	Optical, photographic, cinematographic, measuring, checking, precision, medical or surgical instruments and apparatus; parts and accessories thereof	<b>6.0</b>	<b>6.6</b>	<b>10.6%</b>
<b>91</b>	Clocks and watches and parts thereof	<b>0.2</b>	<b>0.4</b>	<b>155.9%</b>
<b>92</b>	Musical instruments; parts and accessories of such articles	<b>0.3</b>	<b>0.0</b>	<b>-97.4%</b>
<b>93</b>	Arms and ammunition; parts and accessories thereof	<b>0.0</b>	<b>0.0</b>	<b>-100.0%</b>
<b>94</b>	Furniture; bedding, mattresses, mattress supports, cushions and similar stuffed furnishings; lamps and lighting fittings, not elsewhere specified or included; illuminated signs, illuminated signs, illuminated name-plates and the like; prefabricated buildings	<b>27.1</b>	<b>20.1</b>	<b>-25.6%</b>
<b>95</b>	Toys, games and sports requisites; parts and accessories thereof	<b>0.2</b>	<b>0.2</b>	<b>47.9%</b>
<b>96</b>	Miscellaneous manufactured articles	<b>31.8</b>	<b>33.8</b>	<b>6.5%</b>
<b>97</b>	Works of arts, collectors' pieces and antiques	<b>0.1</b>	<b>0.0</b>	<b>-76.7%</b>
<b>98</b>	Collective item for the agencies exempted from customs duties	<b>1.4</b>	<b>0.4</b>	<b>-74.0%</b>
<b>Total</b>		<b>5,171.0</b>	<b>6,461.8</b>	<b>25.0%</b>

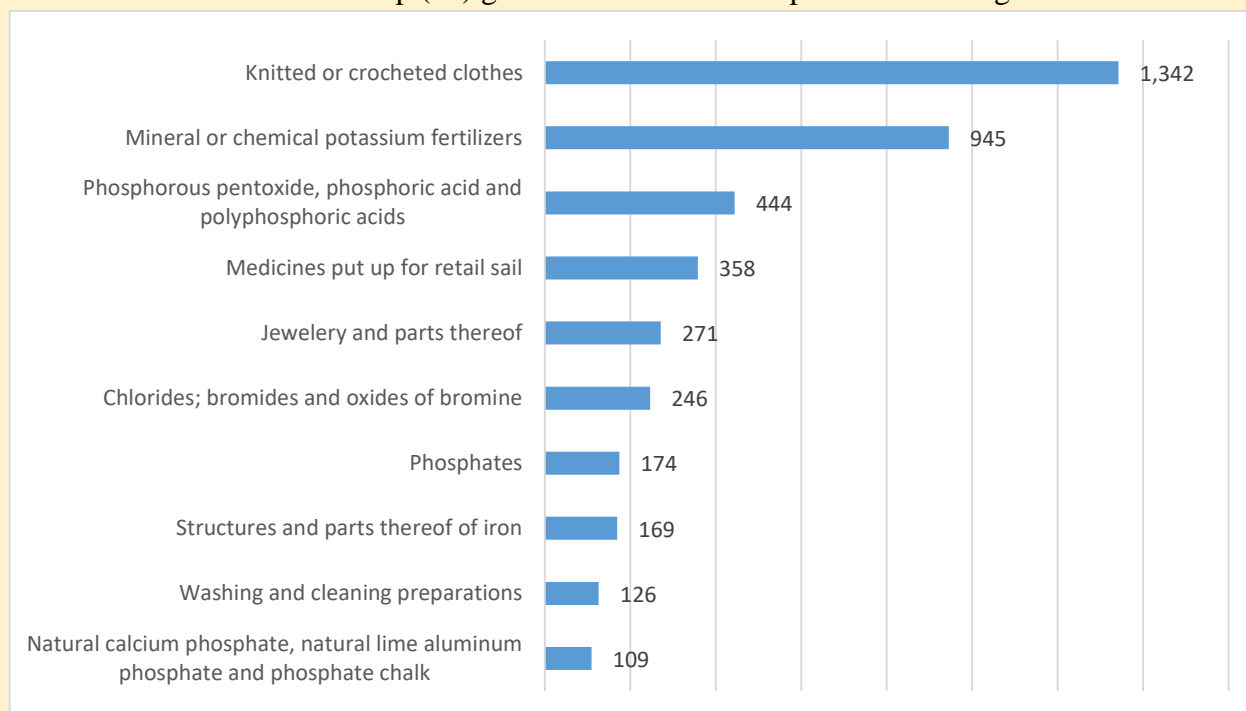


The table below shows the top (10) partner countries in terms of value of exports during the year 2021, where exports to these countries constitute (69%) of the total exports. The United States of America, India and Saudi Arabia ranked the highest values of exports, respectively.



\*Value of exports (million dinars)

The table below shows the top (10) goods in terms of the export value during 2021



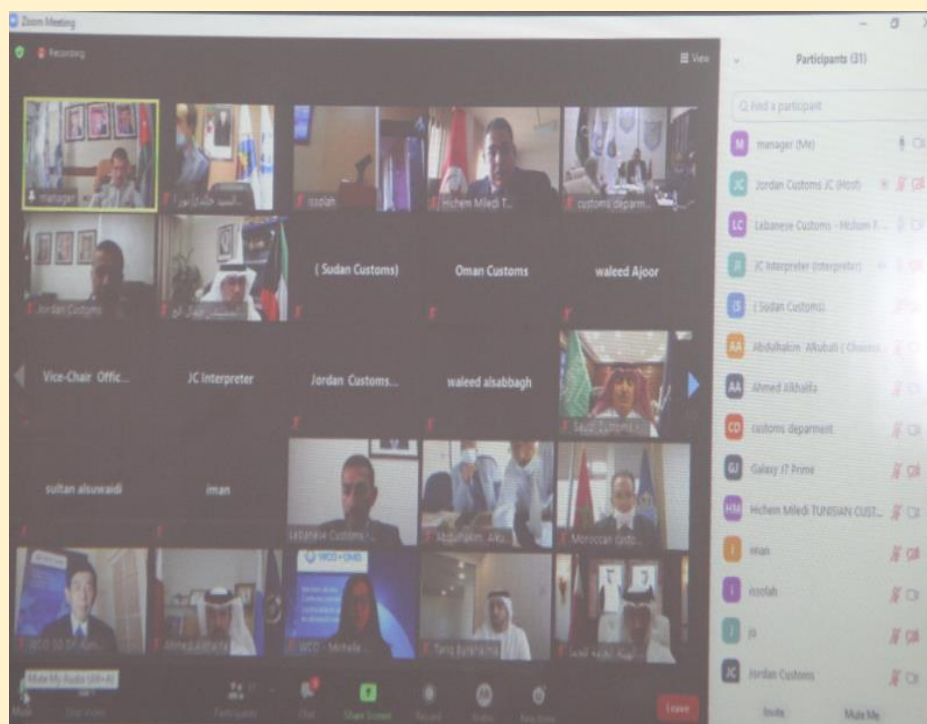
\*Value of exports (million dinars)

*Chapter 5*

*Achievements and  
Activities*

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

JCD has represented the World Customs Organization in the North Africa, Near and Middle East region for four consecutive terms from 2000 to 2008, i.e. two years for each term. During the 52nd regional meeting of Customs directors general in the countries of the region, which was held remotely in November 2020, Jordan Customs was unanimously re-elected the regional representative of the WCO for the fifth time by the MENA states. Under such election, the Director General of JCD holds the post of Vice-Chair of the WCO Council.



The most prominent achievements of the regional representative office during 2021 were:

#### **Participation in the WCO's meetings:**

<b>The Name of the Meeting</b>
Participation in the meeting called by the Secretary-General of the WCO in March 2021 related to the follow-up of works of December 2020 sessions of the WCO's Council no.137 and the Policy commission no. 83 on methodologies and priorities.
Participation in the sixth meeting of liaison officers in the field of capacity building at the regional level.
Participation in the bilateral meeting with the Secretary-General of the WCO regarding the 2021 environmental survey related to the preparation of the WCO Strategic Plan for the years 2022-2025.
Participation in the meeting called by the Secretary-General of the WCO on June 17, 2021 regarding consultation on the mechanisms for holding the 84 <sup>th</sup> meeting of the Policy commission and the 138th meeting of the WCO's Council.
Participation in the 84 <sup>th</sup> Policy commission meeting during the period 21-23/6/2021.
Participation in the meeting organized by the Chairperson of Customs Cooperation Council at the WCO on the terms of reference for the study of establishing a platform for information sharing on 10/14/2021.
Participation in the bilateral meeting with the Deputy Secretary-General of the WCO, Mr. Ricardo Chapa, on 1/12/2021 to discuss the of WCO draft Strategic Plan 2022-2025.
Participation in the preparatory meeting called by the Secretary-General of the WCO for the 85 <sup>th</sup> session of the Policy Commission on 7/12/2022.
Participation in the meeting of the Policy Commission 85 during the period 13-15/12/2021.

#### **Participation in the WCO's activities:**

<b>Activity Name</b>
Preparing the analysis of the common ground of the Customs administration plans to confront the Covid-19.
Coordinating with the League of Arab States on Arabic translation of the WCO committees' work.
Coordinating and participating in the bilateral meeting on the regional electronic tracking project between Saudi Customs and Jordan Customs.
Studying and translating the WCO's environmental survey of 2021.

#### **Organizing Regional Meetings**

<b>Meeting Name</b>
Organizing and holding a regional coordination meeting of the Customs Directors General for WCO North of Africa, Near and Middle East (MENA) region No. 53 on 4/4/2021.
Organizing and holding the regional coordination meeting of the Customs Directors General for WCO North of Africa, Near and Middle East (MENA) region No. 54 on 24/6/2021.
Preparing for the 55 <sup>th</sup> Meeting of Customs Directors General of the WCO's MENA.

## Participation in WCO Workshops:

Workshop Name
Participation in the organization of the regional workshop on data analysis and the opening of its activities, which was held by the WCO through the visual communication feature in January 2021.
Participation with the WCO in organizing the regional workshop on crisis management and sustaining the supply chain in light of Covid-19 in April 2021.
Coordination with the WCO in organizing the regional workshop on measuring institutional performance.
Participation in the regional workshop on strategic foresight, for the preparation of the WCO Strategic Plan for the years 2022-2025 during the period 5-6/10/2021.

### ➤ Renewable Energy

Renewable energy projects reduce the energy consumption bill in the Kingdom, in addition to preserving the environment by reducing dependence on oil derivatives to produce electricity. Renewable energy projects have contributed to reducing the emission of toxic gases by 8,641 tons of carbon dioxide during 2021, which ultimately lead to reducing the costs of treatment of diseases caused by pollution at the national level.

JCD is considered one of the leading agencies in the use of renewable energy, especially solar energy, to produce electric power through photovoltaic cells. From 2015 to 2021, the Department operated 12 plants to produce electricity with solar energy in 9 Customs centers.

Power production of all stations amounted to about 677 thousand dinars during the year 2021, and the total production value totaled about 3.6 million dinars since the start of operation. The productivity of all stations is expected to reach more than 15 million dinars by the end of the projects life.



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 which is 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 2021, 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 of 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:

➤ **Information Technology**

✓ **E-connectivity with various entities, including:**

- E-connectivity connection with the new port.
- E-connectivity with the Logistics Village.
- E-connectivity with the Ministry of Higher Education.
- E-connectivity with the Jordanian Duty Free Shops Co.
- E-connectivity with Greater Amman Municipality (traffic offences).
- E-connectivity with the Integrity and Anti-Corruption Commission in cooperation with the Ministry of Digital Economy.

✓ **Electronic Services, including:**

- Declaration of movable funds.
- Clearance certificate for clearance companies.
- Clearance certificate for Arab and foreign students.
- Launching the Jordan Trade Facilitation Portal, which provides information related to trade and enables traders to access information bank for trade facilitation and detailed procedures for import, export and transit.

✓ **During 2021, many development and automation projects were implemented at the level of information systems and procedures, some of which are:**

- Automation and implementation of:
  - Complaints system.
  - Local invoicing system in Shidiya Customs Center.
  - Exit permit card system at Jaber Customs Center.
  - Central auto parts system at Amman Customs Center.
  - QR Code for document verification vehicles and shipping systems.
- Electronic budget system and follow-up of the revolving deposits and capital projects at the Ministry of Finance.
- Discharging, loading, and clearance procedures for export purposes through Aqaba Container Terminal (ACT).



✓ **Upgrading the infrastructure:**

- Supplying new computers through a local tender, (60 computers).
- Providing the application of virtual Zoom meetings for holding the WCO's meetings.
- Renewing the licenses of the Firewall network protection devices in the Department, as the supply, installation and commissioning.
- Equipping the infrastructure for High availability (HA), License Hub, WEV, Web Teir, QR Code, Chatbot, Carseer Hashmi systems.
- Equipping the new building for Persons with Disabilities exemption in Marka and the exemptions center in Irbid (Irbid Youth House) with computers and accessories. The equipment are operated and linked by a communication line with the Department.

**CCTV Surveillance System**

JCD worked on developing and expanding the integrated CCTV system. During 2021. A control room was established at Al-Karama Customs Center and Aqaba Customs Center. Inspection stations were activated in the National Window Building/Amman through chest-mounted cameras for inspectors in Aqaba Customs Directorate. In addition, X-Ray devices in the Customs centers were equiped with surveillance cameras and linked with the control room in the main headquarter building.

✓ **(X-Ray) Examination Systems**

JCD has developed and provided the Customs centers with modern X-ray systems. During 2021, a project to enhance security measures was implemented at Al-Karama Customs center by installing an x-ray machine for trucks and a portable x-ray examination device. in addition, to completing the studies on the procedures and the preparation for the implementation of the security enhancement project in Aqaba Special Economic Zone were conducted (installing 5 X-ray machines for trucks).

✓ **Voice over IP**

Special and short emergency numbers (Short code) have been activated in the Customs Department through the Telecommunications Regulatory Commission (TRC) in order to provide a quick and effective means of communication with the Department. The Toll-free number (105) has been designated to receive reports and news related to smuggling and connect it to the Anti-Smuggling Operations Room to ensure that calls are received on 24 hours a day basis. The number 117222 has been assigned to receive inquiries and complaints from stakeholders and to address them as quickly as possible.



### ✓ **National Window for Trade**

In the late 2018, JCD launched the implementation of the national project for the "National Trade Window" with the aim of providing distinguished services to the commercial sector and the local community in the Kingdom, reducing the time release of goods, reducing costs on trade and increasing the efficiency of Customs control.

In 2021, an organizational unit was created under the name of the National Window for Trade (NWT) Operations Customs Center. The mission of was to conduct customs clearance operations on goods imported into the Kingdom electronically, including the procedures of other departments related to goods clearance operations. The number of applying Customs centers for the National Window has reached four main Customs centers (Aqaba, Airport/Clearance, Al-Omari, and Jaber). The organized Customs declarations constitute (57%) of the total number of declarations. The Customs Department is looking forward to circulating and implementing the project in all Customs centers in addition to Inclusion of all bodies related to the long-term clearance of goods.

The following are the most important achievements of the Department at the level of the NWT during 2021:

- Implementing the brief Customs declaration system and pre-clearance procedures, which allows the service of completing Customs procedures before the arrival of the goods.
- Applying the electronic correspondences system, which works on documenting the requests, memo, applications and local committees electronically on the ASYCUDA system instead of the Customer Service Unit.
- Implementing the electronic clearance system at the Aqaba Customs Center with the aim of accelerating and encouraging national exports.

### ➤ **Customs Tariff**

In light of the continuous efforts of the Customs Department to work on developing and following up procedures related to work and providing new Customs services, the Department, through the Directorate of Tariffs and Agreements, began issuing preliminary decisions to classify goods in implementation of the Preliminary Decisions System No. (91) for the year 2020, which entered into force at the end of 2020.

The importance of the preliminary decisions system lies in the fact that the system allows stakeholders to obtain a written document from Customs highlighting classification, origin and percentage of fees that will be applied by Customs on specific goods intended to be imported. Hence, determine the amount of fees that the importer must pay is a binding decision deemed effective for a period of one year. The number of preliminary decisions that were issued during the year 2021 reached (116) preliminary decisions.

### ➤ Anti-smuggling

Smuggling and commercial fraud are a real threat to the security of society and the national economy. They even have cultural, health, agricultural and security dimensions and implications. Therefore, the customs smuggling case occupies an advanced position in the priorities of customs administrations, as combating smuggling is one of the pillars of protecting society's security and facilitating trade.

JCD works to combat smuggling and commercial fraud of all forms, using all available means, such as training cadres, employing technology, and exchanging information to combat this plague.

Customs Law clearly defines the acts that constitute smuggling and the like, the acts that constitute customs offences, and the penalties that must be applied to those acts. The law also delegates powers to JCD's employees to combat smuggling since the issuance of the first legislation regulating the work of the Department in 1926.

Based on the keenness of the Customs Department to carry out the tasks and duties related to combating smuggling and illegal commercial activities, during the year 2021, the Department made many achievements in the field of combating smuggling, as it cooperated with the Public Security Directorate regarding the use of the security audit system (ANPR) on vehicles and people. 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 processed and completed in 2021 compared to 2020, as well as the amount of seized drugs.

Duration	Number of Cases			Amount of fines collected (Million dinars)	Amount of drugs detected
	Collected	Smuggling Cases	Customs Violations		
<b>2021</b>	44,554	4,267	40,287	25,0	(9.5) million narcotic pills (1500) gm cocaine (20) kg of cereals (combs) for growing marijuana
<b>2020</b>	37,871	4,773	33,098	14,0	(375) kg

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

### ➤ 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 2021 were represented in the following aspects:

- Reporting (302) distinctive seizures with pictures on the CEN Customs control network system.
- Registering (76) cases through analyzing and following tips by informants, CCTV and x-ray devices.
- Processing (18000) phone calls, (7200) voice messages and (85) tips by informants.
- Participating in (3) joint operations with Interpol and cooperate in exchanging information by publishing (11) Interpol Purple Notices and issuing (8) circulations of cross-border thefts.
- During 2021, JCD has also dealt with (75) cases of non-declaration of money transportation across the borders. The cases were referred to the Anti-Money Laundering and Terrorist Financing Unit, with a total of non-declared transported cash and BNIs of about (5.1) million JDs.

### ➤ Customer Service

In line with the royal directives and the government's policy to reach a paperless digital government and improve the provision of better services to customers, and based on the keenness of the Customs Department to pay attention to stakeholders and strive to meet their needs and improve the level of services provided to them in all fields. The Department has made many achievements in the field of customer service. The following are the most important of these achievements during the year 2021:

- Implementing a new mechanism for receiving embassies' transactions, whether through the CSU system or through "Tarasol" system.
- Implementing the electronic clearance system and linking with the relevant institutions to implement the clearance procedures without the need to the presence of the concerned person in the Department, for the purposes of tax deferral and the renewal of the importer's card.
- Implementing the electronic messaging process using e-mail for letters related to the seizure and addressed to banks instead of sending them in paper form through the Department's representative, which contributed to reducing the use of paper designated for printing and photocopying letters.
- Expanding 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 correspondence system. This aims to complete transactions of stakeholders with ministries and government departments in a timely manner to save time, effort and money for citizens. The number of transactions received and sent electronically according to the Department's external website and the systems used by Customer Service and Follow-up Directorate for the year 2021 reached (179,072).

### ➤ **Golden List (GL) program**

In an effort by JCD to develop partnership and cooperation relations with the private sector to facilitate the movement of international trade in line with the standards of the WCO. The Golden List program was launched in 2005, whereby those joining the program are granted Customs advantages and facilities, provided that they adhere to the regulations approved by the Customs Department.

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. 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 initiate appropriate improvements to their business to reach the level of compliance required to become one of the Golden List companies.

Nine new companies have joined the Golden List program during 2021, after the Compliance Assessment Committee has completed field post-audits thereof. The audit 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 2021, has increased to (114) companies.

### ➤ **Silver List (SL) Program**

Continuing its endeavor to promote real partnership with the private sector and provide opportunities to benefit from the facilities and privileges for a wider segment of committed companies, JCD launched the Silver List program in 2017. The program is based on commitment to the requirements and Customs legislations. In this program, a company will be relieved of the need to apply to join the silver list, as this is would be taken care of through analytical studies conducted by Risk management Directorate to assess companies' compliance with import and export rules. In the event a company is found to meet the requirements to join the program, it will be added to the Silver list program and, accordingly, notified thereof to start enjoying a set of additional facilitations. Those facilitations include the expansion in granting green and yellow lanes, benefiting from the pre-arrival processing service under the applicable regulations and giving priority to the completion of Customs export/import declarations belonging to 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, 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 2021, (206) companies have been listed in the program, bringing the total number of SL participating companies to (444).

## ➤ Exemptions

Embodying the high royal visions of promoting investment, improving the economic environment and facilitating trade. Has been working to contribute to drawing up mechanisms for implementing exemptions in accordance with the legislations in force (such as the Customs Law, the Investment Law, the Companies Law, the Disabled Welfare Law, the General Sales Tax Law, franchise laws. ...etc), as well as the provisions of international, local and special agreements and decisions of the Council of Ministers. JCD, therefore, has taken extra steps in simplifying and facilitating Customs procedures and providing distinguished services to all segments of stakeholders who benefit from Customs facilities, privileges and exemptions.

Customs exemptions mean those exemptions granted for specific goods or a specific entity or for a specific purpose to achieve economic, political, social and security objectives. The duty-exempt imports accounted to (89.3%) of the total value of imports during 2021, including, but not limited to:

- ✓ Duty-exempt imports under agreements signed (3.638 billion JDs), representing (36.4%) of the value of exempted imports.
- ✓ Duty-exempt imports under decision by the Council of Ministers or private laws or franchise companies or entities exempted from customs duties (except petrol and derivatives thereof) reached (1.624 billion JD), representing (16.2%) of exempted import value.
- ✓ Duty-exempt imports under tariff schedules (4.736 billion JDs), representing (47.4%) of the value of exempted imports.

### ✓ Exemptions for persons with disabilities

Due to the human dimension in this aspect, the Customs Department has given this segment of the society a special attention. The Department has launched a vehicle exemption request service for people with disabilities. This service comes to facilitate services for the recipients and enable them to submit their requests through the Customs Department website directly, without the need to visit any of the ministries and other departments and download the required documents for the purpose of submitting requests for exemption. The number of requests submitted electronically during 2021 reached (15,169), and the number of people interviewed by the medical committees reached (1776), since the committee has resumed its work on 10/4 /2021 to 12/31/2021.

### ✓ Investors exemptions

JCD exempts customs declarations for projects which benefit from investment promotion law no. (30) for 2014 and its amendments. The box below shows the customs value of exemptions granted in 2021, 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	23.63
541	Agricultural sector exemptions under the Investment Promotion Law	0.05
542	Hotels sector exemptions under the Investment Promotion Law	0.21
543	Hospitals sector exemptions under the Investment Promotion Law	1.64
544	Maritime sector exemptions under the Investment Promotion Law	0.11
545	Cabinet's Exemptions decisions to exempt any given sector under the Investment Promotion Law	1.46
546	Exemptions pending a decision issued on investment promotion. Duties and sales tax are secured by guarantee.	0.91
566	APCO- Attarat Power co. exemption	1.37
580	Investment incentives - table1/A unified exemption	0.60
581	Investment incentives - table1/B unified exemption, General	47.66
582	Investment incentives - table1/C unified exemption, General	66.67
583	Investment incentives - Industrial and crafting sector table 1 /D	14.32
584	Investment incentives - Agriculture and livestock, table 3	7.74
585	Investment incentives - Hotels and Tourism, table 3	1.23
586	Investment incentives - Hospitals and medical centers, table 3	21.00



588	Investment incentives - amusement parks and tourist attraction, table 3	0.07
590	Investment incentives - scientific research centers and laboratories, table 3	0.47
591	Investment incentives - production and media, table 3	0.44
594	Investment incentives - information technology sector	0.03
595	Investment incentives – Public transport and shuttles	0.01
596	Investment incentives - Tourism restaurants sector	0.64
597	Exemptions of new projects and production branches excluding stamps and service charge (0.00% sales tax)	2.37
600	Exemption of investment complexes via recommendation of the Investment Commission	0.15
<b>Total</b>		<b>192.8</b>

#### ✓ Exemptions for diplomatic missions and diplomats

The Customs Department contributes to the development and strength of relations with other countries. The Department works to provide facilitation and grant customs exemptions to diplomatic bodies, international and regional organizations in accordance with the legislation in force and the pertinent decisions issued in this regard. JCD commenced the implementation of diplomats E-exemption service in 2021. During the same year, JCD conducted a training program targeting workers in diplomatic missions and international bodies and organizations, including diplomats, foreign administrators and Jordanian administrators. The training included about (88) diplomatic missions and international organizations, and the number of trainees reached about (168).





### ➤ **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, improving the services provided to the stockholders and processing complaints and suggestions submitted by them. The Total Quality Management Directorate's quality-related achievements, included:

- Conducting a study on time release of goods for the year 2021, which aims to identify the obstacles facing the movement of trade and develop appropriate solutions to overcome them, which contributes to reducing time, cost and effort, and accelerate the commercial movement, which would help promote investment.
- Preparing the general framework guide for operations management, which aims to provide an approved reference to organize operations management and clarify the administrative concepts related to procedures, operations, services and standardization of operation documentations.
- Signing a memorandum of understanding with the Motor Vehicles and Drivers Licensing Department for the purpose of placing and lifting administrative precautionary attachment on vehicles belonging to owners with financial claim pack.
- Signing a memorandum of understanding with the Ministry of Industry, Trade and Supply on placing and lifting attachment notice electronically.
- Activate the numbers (117222) and (105) to receive calls related to the Customs Department in coordination with the National Contact Center.
- Processing (253) requests received via "Serving You" platform that covers complaints, suggestions, inquiries and commendations. The interactive "Serving You" platform allows citizens to communicate directly with the government and make their voice heard by submitting questions and suggestions, sending complaints and reporting any practices deemed offensive.

➤ **Legal Affairs Directorate:**

JCD has been working on developing and reviewing policies and legislation related to various customs works. During the year 2021, JCD proceeded with the legislative measures as follows:

Legislation No.	Published at	Legislation name	Legislative description
By-law No. (96) for the year 2021	This by-law was issued in the Official Gazette No. (5747) dated 30/9/2021	Drawback for goods re-exported due to their different specifications or for being damaged before leaving the warehouses or stores.	This by-law is concerned with the process of refunding fees for goods that are re-exported because their specifications differ from the required specifications or that are damaged before leaving the warehouses or stores.
By-law No. (98) for the year 2021	This by-law was issued in the Official Gazette No. (5753) dated 1/11/2021	Facilitation in Customs procedures for the committed entities.	This by-law is concerned with the Golden List program in particular, in addition to the Silver List and the lists of those who adhere to the chapters. This by-law organized inclusion of entities in the Golden List program, the benefits and facilitations granted to them, and how to maintain their commitment to legislation and control of Customs.
By-law No. (99) for the year 2021	This by-law was issued in the Official Gazette No. (5753) dated 1/11/2021	Border measures to protect Intellectual Property Rights (IPR).	This by-law is concerned with the procedures carried out by the Customs officers in relation to imported goods for the purpose of preventing infringement of recognized IPR in Jordan.
By-law No. (100) for the year 2021	This by-law was issued in the Official Gazette No. (5753) dated 1/11/2021	Temporary Admission for vehicles, machinery and equipment.	This by-law is concerned with granting the right to Temporary Admission of vehicles, machinery and equipment to investment projects according to the classifications specified in the by-law, in addition to organizing the process of Temporary Admission of these tools for the purposes of conducting scientific and practical experiments in the Kingdom.

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

JCD attaches great importance to Public Relations and Media as they enhance the Department's image and highlight JCD's 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. JCD's achievements during the year 2021 in the field of Public Relations, Media and International Cooperation included the following:

#### ▪ **Media:**

- Cooperating with the Armed Forces Radio in issuing a special program "Customs Cavaliers" (Fursan Al-Jamarek), which highlights the Department's most prominent achievements, in (45) episodes.
- Preparing and publishing many introductory and awareness videos on the work and activities of the Customs Department and the services it provides.
- preparing and publishing 156 press releases highlighting events and activities carried out by the Department.
- Transmitting (86,400) e-bulletins during 2021 to various stakeholders and partners.



#### ▪ **Public Relations**

- Organizing and following up with nearly 400 meetings in the Department.
- Publishing (19) circulars and (3) communications on the external website during 2021.
- Posing (305) works on the social corner link of the Customs intranet during 2021.
- Publishing and following up the news related to retired Customs officers.

#### ▪ **International Cooperation**

- Receiving many visiting delegations of Arab and international Customs officials to promote cooperation and Customs expertise exchange:
  - ✓ Princess Alia Bint Al Hussein.
  - ✓ A delegation from the Ministry of Trade of Indonesian.
  - ✓ A delegation from US embassy to the King Hussein Bridge Customs Center.
  - ✓ A delegation from the US Embassy -Export Control and Border Security Program (EXBS) to Jaber Customs Center and Al-Omari Customs Center.
  - ✓ A delegation from the Mexican embassy and a meeting with the Director-General.
  - ✓ A meeting between His Excellency the Director General and His Excellency the Tunisian Ambassador.



## ■ **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 to ensure that the product is accurate and conceptually equivalent under the given diversity of social and cultural dimensions of source texts.

The following demonstrate some of the achievements in the area of translation during 2021:

- Translate, edit and process (88) main documents. This includes agreements, MOUs, reports, studies, plans, and presentations.
- Propose and process key instruments and projects published in foreign languages as they fall within the overall objectives and policies of the Department. This activity covered (13) 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, (33) works.
- Provide consultation, assistance and support to the Department's organizational units with regard to international affairs, preparation of correspondence and forewords, and authentication of documents translated by accredited translation institutions.
- Provide interpretation services in (5) hybrid and in-person meetings with visiting delegations and pursuing the outcomes and recommendations thereof.
- Translate and update the content of JCD's website (English version).

## ➤ **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 that directly benefit the local community and environment. During 2021, 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 2021:

Field	The initiator	The activity	The activity description	The result
<b>Life and Health</b>	Jordan Blood Bank	Blood Donation Campaigns	The importance of donating blood and its benefits for the donor and beneficiary patients	Organize (3) donation campaigns, (200) blood units, helping (150) patients Number of volunteers: (200) Customs employees
	Customs Department	Iftar fasting initiative	Providing Itar meals at Customs centers (workers and truck drivers in customs centers)	Number of beneficiaries: (50) people
	Customs Department/ Irbid Ajmal Association for Orphans Care	Distribution of clothing coupons	providing coupons to buy clothes	The value of financial donations: (500) dinars. (10) families, an average of 5 people
	Customs Department / Mother's Day	The participation of the Department's employees on Mother's Day	Giving souvenirs to female employees	Number of beneficiaries: (230) Customs female employees
	Customs Department Good Dinar Initiative	Poor Support	Providing financial support and enhancing the employee's role in easing the financial burdens of the poor	The value of financial donations: (2120) dinars (93) families, an average of 5 members
		Helping patients	Providing financial support and enhancing the employee's role in easing the financial burdens of poor patients	The value of financial donations: (770) dinars Number of beneficiaries: (16)
<b>Training</b>	Customs Department in cooperation with the income and sales tax	Awareness lectures	Awareness lecture on "Taxable Income and Mechanism for filling Tax Returns"	(16) Customs employees from the Department
	Customs Department in cooperation with the Ministry of Health	Awareness lectures	A lecture on the health effects of Covid-19, held via video communication technology	(22) Customs employees from the Department
	Customs Department in cooperation with the Friends of Cancer Patients Association	Awareness Lectures (2)	- Awareness of the citizen's role to stop smuggling - Awareness about the detection of counterfeit materials	(37) from the local community

Field	The initiator	The activity	The activity description	The result
<b>The Environment</b>	Customs Department in cooperation with Greater Amman Municipality	Establishing a pedestrian path	Painting a pedestrian path in front of the Department building with warning signs	Number of volunteers: (5) employees from Greater Amman Municipality
	Customs Department in cooperation with the Friends of Cancer Patients Association	Participating in the Arbor Day Celebration	Planting 50 seedlings	Number of volunteers: (5) Customs employees
	Customs Department	Volunteer work day	The Aqaba Customs Center planted 30 forest seedlings in the garden of Faisal I School	Number of volunteers: (2) Customs employees
<b>Education</b>	Customs Department Good Dinar Initiative	Contribution to education	Providing financial support and enhancing the employee's role in easing the financial burdens of poor students	The value of financial donations: (100) dinars Number of beneficiaries: (2) students
<b>National Occasions</b>	Customs Department	Visiting the Martyr's Tomb on Al-Karamah Memorial Day	Visiting the Martyr's Tomb in honor of the martyrs and laying the wreath	Number of volunteers: (5) Customs employees
	Customs Department	A celebration on the occasion of the country's centenary, HM's birthday, the International Customs Day and the final match of the leader's championship	Holding the final match of the leader's championship and honoring the winning employees of the match	Number of attendees: (80) Customs employees





*Chapter 6*  
*Jordan Customs*  
*Partners*



## ➤ JCD Partners

Any unilateral accomplishment of any institution will remain inadequate if it is not attended by partnership with external parties who are capable of providing support, expertise and guidance to the first party. Therefore, JCD has always valued the notion of partnership and engagements in mutual agreements and memoranda of understanding that contributes to facilitating customs work. In addition, JCD believes that such approach would always enable the Department to achieve its mission in particular, and benefit other departments and institutions in general. Over the past years, it has been able to build distinguished partnership relations at all levels locally, regionally and internationally. For this reason, JCD has adopted an advanced methodology in identifying and classifying partners in line with the nature of the relationship and the role a partner plays in achieving the Department's strategic goals, national goals and royal initiatives. In this context JCD has classified partners into two categories; major partners and supporting partners, relying on partner's management approach. The major partners are the ones who contribute to achieving JCD's strategic goals and services. The supporting partners, on the other hand, are the ones who contribute to facilitating the provision of Customs services to stakeholders. While preparing the Strategic Plan 2020-2022, the Department singled out a strategic goal to increase the satisfaction of partners and stakeholders, due to the presence of permanent opportunities to invest in the distinguished relationship with partners and stakeholders. A matrix has been prepared showing the partners of JCD and the nature of the relationship with them according to a mechanism adopted in 2010. Work is currently underway to update this matrix, taking into account 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 is meetings are chaired by H.E the Director General of Jordan Customs, and includes in its membership representatives from each of the following:

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

In addition to representatives of institutions and departments concerned with the Customs process.

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.

## Future Aspiration, Obstacles and Challenges

### ➤ **Future Aspiration**

**JCD looks forward to achieving the following in 2022:**

- 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.
- Expand the electronic connectivity and develop Customs relations with Customs administrations regionally and internationally.

### ➤ **Obstacles and challenges**

**Obstacles and challenges that faced JCD during 2021 lie in the following:**

- Increasing Customs work challenges in the 21st century, including smart Customs applications, and block-chain applications.
- Lack of readiness of some Customs administrations in neighboring countries for electronic connectivity with Jordan Customs.
- The development and growth of means of smuggling and cross-border crimes worldwide.
- The Customs work is linked to the work of many other government Departments.
- Inadequate infrastructure in some Customs Houses.
- The increasing risk of field Customs work.

## Abbreviations and Acronyms

## 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	ACT	Aqaba Container Terminal
35	BNIs	Bearer Negotiable Instruments
36	CSU	Customer Service Unit
37	TRC	Telecommunication Regulatory Commission



\*\*\*\*\*

---

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.*

*Content last update on: September – 2022*