



*Translation*

**Jordan Customs**

# 2023

**Annual Report**



**Prepared by:  
Directorate Of Strategies and  
Institutional Development**



**His Majesty King Abdullah II Ibn Al Hussein**





**His Royal Highness Crown Prince Hussein Ibn Abdullah II**

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"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, 30 Jan., 2021***

## Foreword

It is with great pleasure that I present to you this Annual Report, which highlights the most prominent achievements made by Jordan Customs Department (JCD) during the year 2023 in various fields. This Report also contains a number of themes and statistical indicators related to customs work, and the strategic objectives pursued by JCD, in addition to its aspirations for the continued development and improvement of the nature of its work, which is reflected in the economy and citizens.



JCD seeks to provide a distinguished customs service that meets the requirements of economic development and keeps pace with developments at the national and global levels, by achieving its institutional goals, which include facilitating the movement of travelers and trade exchange between the Kingdom and other countries, reducing illegal commercial activities and providing the treasury with revenues, in addition to its contribution to encouraging investment, enhancing the competitiveness of the national industry and raising the efficiency of the national economy.

JCD also continues to update and develop customs operations and procedures, means of combating smuggling and illegal commercial activities, infrastructure and legislative structure, administrative, technical and technological work methods, human resources and facilitation of procedures for travelers and goods, while protecting society from risks that may threaten its security, safety and health.

In conclusion, I would like to express our sincere thanks to all partners from the public and private sectors and the civil society institutions for the fruitful and constructive cooperation and contribution, which had a significant impact on achieving these accomplishments. I also extend my thanks and appreciation to JCD employees, at all respective levels and locations for their continuous giving and outstanding efforts at work. We, God willing, will always remain faithful soldiers under the leadership of our beloved king.

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

## Our Vision

**“Smart Customs to enhance security and cross-border trade”**

## Our Mission

**"Maintaining a balance between the provisions of customs control and facilitating the movement of trade and passengers through modern legislation, agile operations, effective risk management, smart and proactive services, professional human resources and strategic partnerships"**

## Our Core Values

**Integrity** Abstaining from any conduct that may violate public job ethics.

**Transparency** Straightforwardness and disclosure of decisions which concern work and stakeholders.

**Equity** Equal treatment and reaching balanced, logical and unbiased resolutions.

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

**Partnership** Providing added value to stakeholders through leveraging partners' diverse capabilities and skills.

**Team-work** Embodying the principle of cooperation and joint efforts between staff members.

# **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 Al-Omary.

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.

Since its establishment in 1922, the Jordan Customs has always kept up with the march of construction and development in the areas of customs, economic and investment work. As its second centennial kicks off, it aspires to build upon the predecessors' achievements, and then make its way towards mapping out future ambitions that translate the Jordan's golden era under the leadership of His Majesty King Abdullah II.



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:

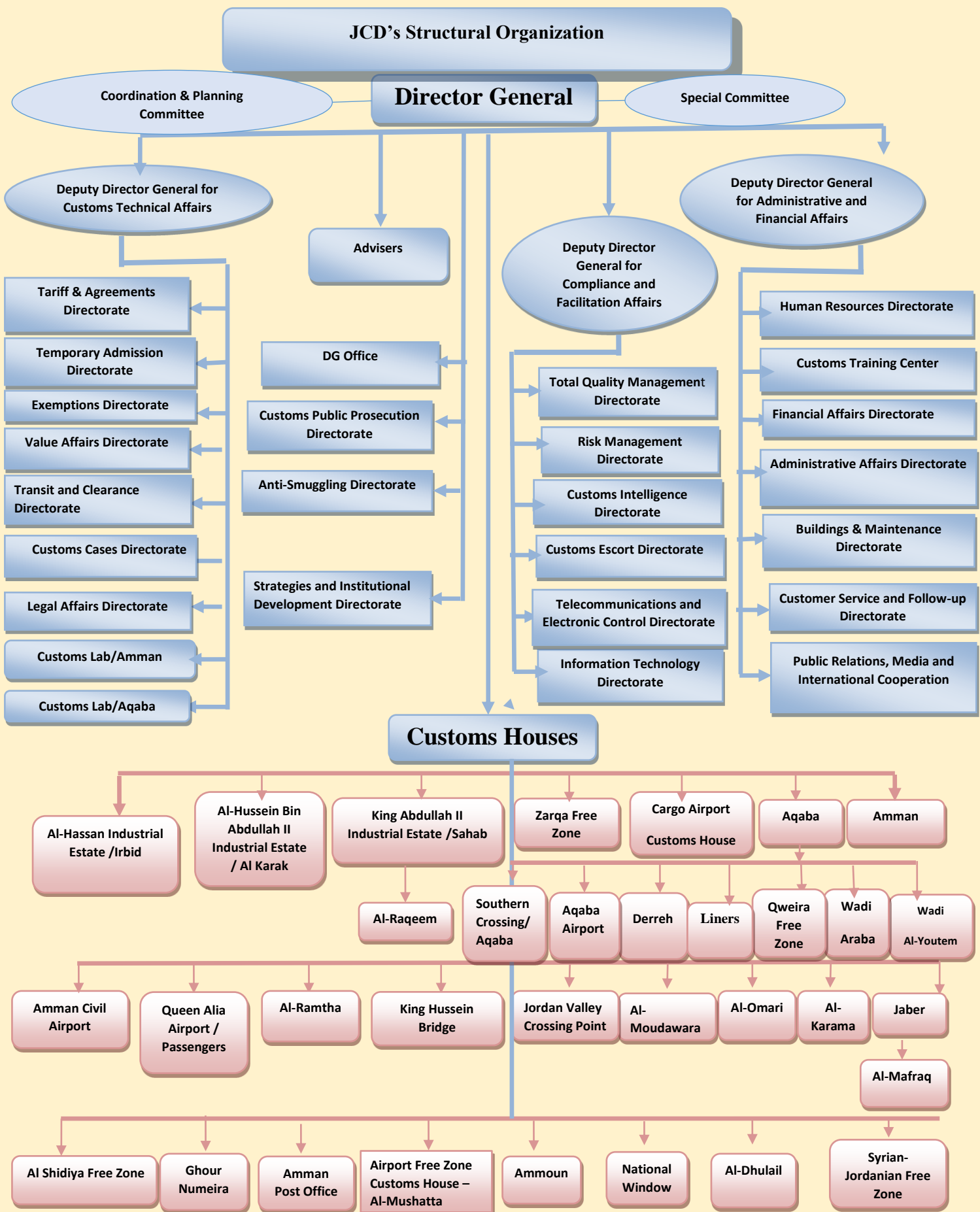
1. Action plans and programs and methods of following-up with implementation thereof.
2. The department's performance and achievements and means of boosting work to ensure achievement of objectives in a very efficient manner.
3. The annual training plan for the department's staff.
4. The Department's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





## 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:

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

- **Structure of Manpower in JCD**

**Distribution of Staff by Gender in 2022-2023**

Gender	2022	2023
Male	3,064	3,083
Female	199	186
Total	3,263	3,269

**Distribution of Staff by type of appointment in 2022-2023**

Type of Appointment	2022	2023
Permanent and Classified Jobs and contracts	2,906	2,783
Customs Security Agreement	355	363
Contracts (Public Security, Gendarmerie)	1	3
Daily Laborers	0	0
Seconded employees	1	120
Total	3,263	3,269

### Distribution of Staff by Academic Qualifications in 2022-2023

Qualification	2022	2023
PH.D	45	37
Masters	299	307
High Diploma	7	7
Bachelors	1,201	1,292
Comprehensive Diploma	486	560
General Secondary Certificate and Less	1,225	1,066
<b>Total</b>	<b>3,263</b>	<b>3,269</b>

### Distribution of Staff by Age Groups in 2022-2023

Age (By Years)	2022	2023
18-25	208	96
26-35	990	1,013
36-45	1,210	1,195
46-55	628	825
Older than 55	227	150
<b>Total</b>	<b>3,263</b>	<b>3,269</b>

### Employees who died while in service in 2023

No.	Name
1.	Amjad Nasser Mohammed Al-Saleem
2.	Issa Salam Juma Abu Ghalioun
3.	Malik Mamdouh Khalaf Al-Zaben
4.	Nadia Mohammed Abdul Qader Kreishan

## 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 2023, the Department has realized several accomplishments in this regard, the most notable of which are:

### Training

Recognizing the need to face the challenges in the modern customs environment, the Department attaches a great importance to the training field with the view to develop the administrative and technical work environment and build customs and institutional capacities for its officers, the employees of clearance agencies, the 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 2022-2023

Subject	Number of Training Courses		Number of Participants	
	2022	2023	2022	2023
Customs Clearance Training	6	3	365	186
Computer Training programs	25	21	216	221
Administrative and Financial Training programs	14	60	196	1137
Customs Technical Training programs	101	68	1373	1022
Technical courses in communications	6	12	68	133
Empowerment Training Program and Induction Training Program	5	6	97	151
Total	157	170	2315	2850

## 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 2022-2023.

### Distribution of financial and moral incentives during 2022-2023

Subject of Incentive	Number of Employees	
	2022	2023
Scholarships for staff's and retirees' children	1667	2145
Appreciation Letters	82	15
Participants in internal training courses and workshops	287	197
Participants in external training courses and workshops	135	54

## Delegation of Authority

To ensure workflow in the customs centers, the JCD pursues a policy under which the directors of customs houses and heads of customs clearance units are authorized to complete the work in a way that benefits the stakeholders. During the year 2023, the customs center of Al-Hussein Bin Abdullah II Industrial Estate/Al-Karak was authorized to clear locally the production inputs of fertilizers and chemical materials for factories established within Al-Karak Governorate. The Al-Shidiya customs center was also granted the authority to organize customs declarations (AR9).



## Chapter 3

# Strategic Planning and Projects

## Strategic Planning

Strategic planning is deemed a roadmap towards realizing the institutional desired goals. Habitually, it enables institutions to increase efficiency, reduce the expected risks, take the right decision and make the optimal use of resources and potentials.

The Customs Department has launched a new strategic plan for the years (2023-2025), which comes as a complement to what has been accomplished in the previous strategic plans, and embodying its future vision of being "**Smart Customs to enhance security and cross-border trade**" which are objectives that they seek to achieve through a set of policies and objectives desired and initiatives.

The new strategic plan in its perspectives was based on priorities related to customs work, as it came in harmony with the national goals and directions included in the document of Economic Modernization Vision 2022-2033.

The Customs Department has been keen to ensure that this strategy is up to the great responsibilities placed on its shoulders, through the roles it undertakes, which include: facilitating the movement of trade exchange, facilitating clearance procedures, and developing customs services for service recipients and business environment sectors, in conjunction with protecting society from risks that may threaten its security, safety, and health.

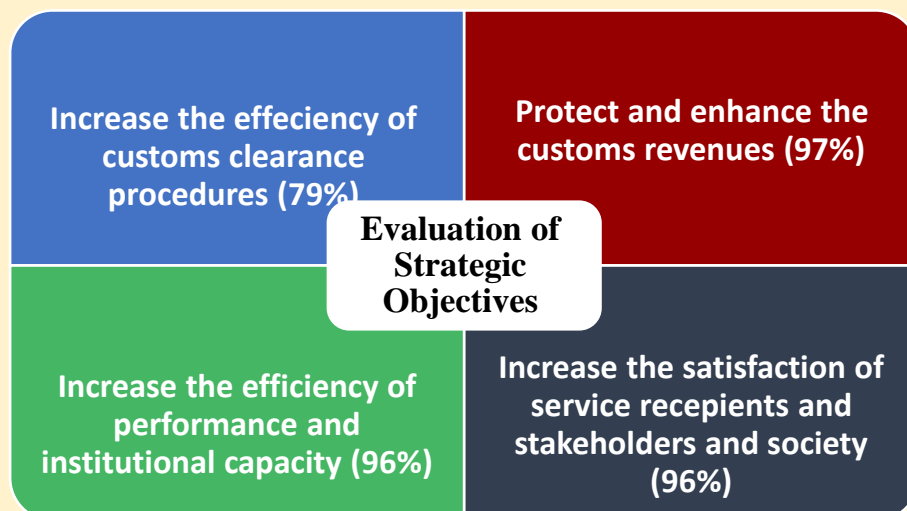
Due to the Customs Department's belief in the importance of institutional work through the participatory approach in strategic planning and cooperation between all organizational units and the relevant partners, the strategy for the years (2023-2025) came as a continuation of this approach that the department adopted for many years to achieve its objectives in a way that matches national goals, royal visions and governmental priorities, with a comprehensive and carefully considered vision, mission and core values. This strategy includes institutional objectives, programs and future projects that will be followed up and evaluated periodically at all administrative levels through clear performance measurement indicators and within a specific time frame over the next three years.

**The Plan included four Strategic Objectives for the years 2023-2025, as follows:**



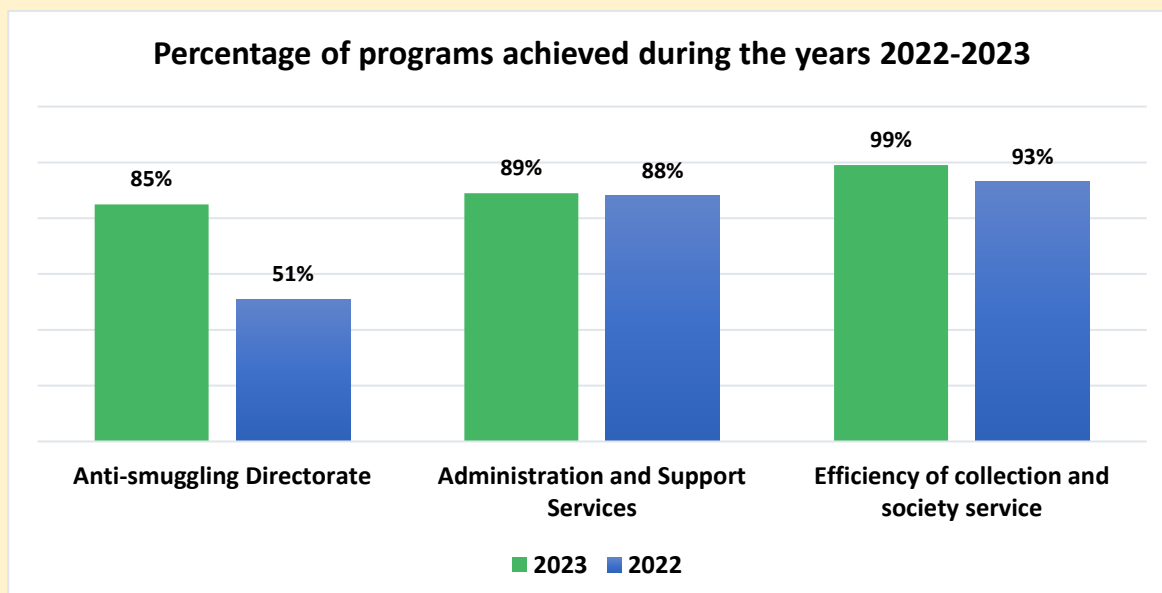
## First: Evaluation of Strategic Objectives

1. Achievement percentage in all (4) evaluated strategic objectives for 2023 reached (90.7%), which is equivalent to the average evaluation in KPI evaluation measures of the strategic plan.



## Second: Evaluation of Programs included in the Strategic Plan for 2023:

1. The number of programs included in the Strategic Plan was (3) main programs.
2. Achievement percentage of programs in 2023 reached (91%), which is equivalent to **positive** evaluation agreed upon in KPI evaluation measures of the strategic plan.



### **Third: Evaluation of Projects and activities included in the Strategic Plan for 2023:**

1. Achievement of the evaluated (101) performance indicators of projects and activities for 2023 reached (86%), which is equivalent to the **positive** evaluation agreed upon in KPI evaluation measures of the strategic plan.
2. The number of performance indicators with **negative** achievement for projects and activities was (15) indicators.
3. The number of performance indicators with **average** achievement for projects and activities was (1) indicator.
4. The number of performance indicators with **positive** achievement for projects and activities was (76) indicators.
5. The number of performance indicators with unrealistic achievement for projects and activities was (9) indicators.
6. The number of performance indicators carried over to the year 2024 was (1) indicator.



## Strategic Projects:

In line with the strategic plan for 2023-2025, the department has adopted several projects aimed at facilitating procedures for stakeholders including citizens, investors and business owners in cooperation with internal and international bodies to provide the necessary funding and technical requirements. The following projects were implemented in 2023:

The project name	The purpose of the project	Donors
<b>Structure of Customs tariff segments</b>	Reforming distortions in customs tariff schedules, reducing customs and tax evasion, reducing burdens on citizens and enhancing purchasing power in the local market, stimulating trade movement and the flow of goods, improving the business environment and attracting investments.	None
<b>E-commerce</b>	Facilitating the clearance process, reducing the time required to release postal parcels, and facilitating the movement of e-commerce	USAID
<b>Project Management</b>	Organizing and directing the work of projects, following up on their completion, eliminating overlaps between them, and maximizing the benefit from the grants provided to the department	USAID
<b>Risk Management</b>	Increasing the effectiveness and efficiency of targeting across lanes and reducing the targeted customs declarations within the red and yellow lanes.	USAID UNCTAD World Bank
<b>Post-Clearance Audit (PCA)</b>	Reducing the targeted data within the yellow lane and increasing the targeted customs declarations within the green lane.	USAID World Bank
<b>Unification of Regulatory Authorities</b>	Reducing the time required to complete the inspection process for the targeted goods by the regulatory authorities.	USAID
<b>Development of travelers Services and Movement</b>	Facilitating and accelerating travelers' procedures, ensuring customs control, and reducing the waiting time (inspection procedures) for travelers.	USAID General Budget Department
<b>Pre-approvals and Licenses</b>	Creating an electronic platform linked to the regulatory authorities concerned with issuing licenses and pre-approvals, so that the interested party can access this platform, request a license, submit the required information to the relevant authority, and carry out the procedures electronically	USAID General Budget Department



<b>The National Window</b>	Increase the efficiency of customs clearance operations for cross-border trade and reduce the time required to release goods	USAID
<b>Exchange of Information and Data</b>	Increasing the efficiency of the customs declarations exchange process through electronic connectivity with the Saudi side and reducing the paper audits	USAID
<b>Customer Service Development</b>	Developing integrated electronic services within a single portal, reducing the number of personal visitors, and increasing the satisfaction of stakeholders.	USAID
<b>Establishing Buildings</b>	Establishing permanent buildings for Anti-smuggling and customs escort centers in (Al-Sultani, Azraq and Ma'an areas), and a staff accommodation building for Al-Karama customs center, and providing the appropriate infrastructure for various customs procedures and operations.	General Budget Department

- **Obstacles and challenges facing the implementation of projects for the year 2023:**
  - Resistance to change by some partners.
  - Delay by some donors in providing funding.
  - Delay by some regulatory authorities in implementing some decisions.
  - Lack of clear and agreed-upon SCOPE for some projects.
  - Weak communication between some project teams and organizational units related to implementing project activities.
  - Lack of official means of communication between some project teams and stakeholders from donors.
  - Delay by some donors in submitting and implementing project tenders due to their contracting procedures and models.

## **Chapter 4**

# **Customs Revenues and Foreign Trade**

## Customs Revenues

Customs revenues totaled around (1.773) billion JDs in 2023, while they totaled around (1.797) billion JDs in 2022. This indicates a decrease by approximately (23.5) million JDs, which represents decrease percentage of (1%). Below are the customs revenues categorized by type:

- Customs revenue details**

Customs Revenues	2022		2023		Value of Change (Million Dinars)
	Value (Million JDs)	Percentage	Value (Million JDs)	Percentage	
General Revenues	1,753.56	97.6%	1,726.13	97.3%	-27.43
Customs Deposits	3.51	0.2%	4.49	0.3%	0.99
Fee Redemption Deposits	0.00	0.0%	0.02	0.0%	0.02
Ministry of Financial Deposits	39.73	2.2%	42.71	2.4%	2.98
Total	1,796.80	%100	1,773.35	100.0%	-23.45

- General revenues details:**

Customs Revenues	2022		2023		Value of Change (Million Dinars)
	Value (Million JDs)	Percentage	Value (Million JDs)	Percentage	
Sales Tax	1,154.55	65.8%	1,102.94	63.9%	-51.62
Customs duty	201.48	11.5%	205.61	11.9%	4.12
Fees of other agencies excluding Sales Tax	134.70	7.7%	142.81	8.3%	8.11
Revenues generated via the Revenue Supply Law	70.97	4.0%	72.75	4.2%	1.77
Charges on imports subject to tariff duties	168.31	9.6%	178.06	10.3%	9.76
Fines, customs confiscations and import fine	20.25	1.2%	20.63	1.2%	0.38
Other fees	3.29	0.2%	3.33	0.2%	0.04
Total	1,753.56	100%	1,726.13	100%	-27.43

### ▪ Unified Customs Duties (Tariffs)

The table below indicates distribution of the values of IM4 imports declarations-taxable and exempted and the unified customs duties for 2023 compared to the 2022.

Distribution of Imports	2022			2023		
	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	6,267.40	37.38%	0	5,869.68	38.33%
Exempted under Agreements	0	4,011.72	27.13%	0	3,919.33	27.13%
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	2,026.46	13.24%	0	1,968.94	13.24%
Subject to Customs duties according to tariff schedules or preferential fees	185.31	1,440.61	9.50%	182.48	1,474.68	9.50%
<b>Total</b>	<b>182.48</b>	<b>1,6764.75</b>	<b>100%</b>	<b>182.48</b>	<b>1,5583.92</b>	<b>100%</b>

\* Customs tariff weighted average for 2023 accounted for (1.4 %), while it reached (1.3%) in 2022.

\* 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 2023 totaled around (1,102.9) million JDs (according to the date of financial receipts), compared to (1,154.5) million JDs in 2022, which indicates an increase by (51.6) million JDs.

▪ **Other departments' fees (except the sales tax) collected in 2023 compared to 2022.**

Fee Name	2022		2023	
	Amount of Money (Million JDs)	Percentage%	Amount of Money (Million JDs)	Percentage%
Advance payment for income tax	77.9	57.8%	86.9	60.8%
Traffic fees	16.0	11.8%	15.0	10.5%
Import stamp fees on the declaration	7.9	5.8%	8.3	5.8%
X-ray scanning service charge	7.4	5.5%	7.5	5.3%
Vouchers/Pledge Stamps	6.5	4.8%	7.2	5.0%
Agricultural and veterinary service charges	5.9	4.4%	4.6	3.2%
Import stamp fees on shipping charges	3.8	2.8%	4.0	2.8%
Overloading fines	2.1	1.6%	2.1	1.4%
Traffic Department fees	1.4	1.1%	1.3	0.9%
Price variation charge-Diesel	1.2	0.9%	1.3	0.9%
Scrap export fees	1.0	0.8%	1.1	0.7%
Bonded stamp fees	0.9	0.7%	0.9	0.6%
Service and control fees – scrap Import	0.5	0.4%	0.8	0.6%
Licensing fees of the Telecommunications Regulatory Commission TRC	0.5	0.4%	0.6	0.4%
Charges of balancing exempted declarations of Jordan Investment Commission	0.8	0.6%	0.4	0.3%
Traffic and Customs escort service charge	0.2	0.1%	0.3	0.2%
Pledge stamp fee or any written acknowledgment	0.2	0.2%	0.2	0.1%
Stamp fees on export certificate of origin	0.1	0.1%	0.1	0.1%
Import stamp fees on guarantee	0.1	0.1%	0.1	0.1%
Fine for collection expenditures and administration follow up	0.0	0.0%	0.1	0.1%
Charges of balancing exempted declarations of Jordan Investment Commission	0.1	0.1%	0.1	0.0%
Aqaba Special Economic Zone services charge	0.00	0.0%	0.04	0.0%
Credit cards use fees	0.02	0.0%	0.02	0.0%
Auction stamp fees	0.01	0.0%	0.01	0.0%
Storage Directorate deposit stamp fees	0.01	0.0%	0.01	0.0%
Other fees	0.13	0.1%	0.00	0.0%
<b>Total</b>	<b>134.7</b>	<b>100%</b>	<b>143.0</b>	<b>100%</b>



## Ministry of Finance Deposits collected in 2023 compared to 2022:

Ministry of Finance Deposits	2021		2022	
	Amount of Money (Million JDs)	Percentage%	Amount of Money (Million JDs)	Percentage%
Non-attested documents charge by insurance	11.0	27.7%	9.8	23.0%
Customs insurances/miscellaneous deposits	5.7	14.5%	6.6	15.4%
General relative sales tax by deposit	4.0	10.2%	5.6	13.1%
Standards service charge	5.1	12.8%	5.0	11.8%
Unified fee by deposit	2.7	6.9%	3.6	8.4%
Special relative sales tax by deposit	0.4	1.0%	2.2	5.1%
Livestock export fee	2.3	5.7%	2.1	5.0%
Food consignments inspection fee	1.9	4.8%	1.9	4.4%
Radiological control fee	1.8	4.5%	1.9	4.4%
Service charge of imports by insurance	1.1	2.6%	1.0	2.4%
Radiological inspection fee	0.6	1.4%	0.9	2.2%
Services charge- storage- Aqaba Authority	0.5	1.1%	0.5	1.2%
Waiver charge- Aqaba Authority	0.3	0.7%	0.3	0.8%
Work permits deposits	1.8	4.5%	0.3	0.7%
Service charge of exempted imports by insurance	0.2	0.6%	0.3	0.7%
Advance payment for income tax by insurance	0.1	0.4%	0.3	0.7%
Services charge by insurance	0.2	0.5%	0.2	0.6%
Storage charge-Aqaba Authority	0.05	0.1%	0.1	0.1%
Insurance charge- storage- Aqaba Authority	0.01	0.0%	0.02	0.1%
Qualitative unified fee by deposit	0.01	0.0%	0.02	0.0%
Special qualitative sales tax by deposit	0.01	0.0%	0.01	0.0%
<b>Total</b>	<b>39.7</b>	<b>100%</b>	<b>42.7</b>	<b>100%</b>

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

Customs Houses/ Centers	2022		2023	
	Amount of Money (Million JDs)	Percentage%	Amount of Money (Million JDs)	Percentage%
Aqaba Customs House	603.1	33.6%	584.5	33.0%
Amman Customs House	347.8	19.4%	332.5	18.8%
Al-Zarqa Free Zone Customs House/ Vehicles	243.7	13.6%	255.2	14.4%
Airport Customs House/ Clearance-Zezia	204.0	11.4%	208.2	11.7%
Al-Omari Customs House	91.1	5.1%	88.2	5.0%
Public Warehouses	73.4	4.1%	69.6	3.9%
Zarqa Free Zone Customs House/ Cargo	38.5	2.1%	41.3	2.3%
King Abdullah II Bin Al-Hussein Industrial Estate Customs House-Sahab	50.3	2.8%	37.6	2.1%
Passenger (ferry) station – Aqaba	24.6	1.4%	24.9	1.4%
Customs Department	22.2	1.2%	23.2	1.3%
Jaber Customs House	19.4	1.1%	22.3	1.3%
Financial affairs/ collector Funds	15.7	0.9%	16.1	0.9%
King Hussein Bridge Customs House	11.3	0.6%	13.0	0.7%
Airport Free Zone Customs House – Al-Mushatta	11.0	0.6%	12.4	0.7%
Jordan Valley Crossing Customs	8.5	0.5%	7.4	0.4%
AL-Karama (Rweished) Customs House	4.9	0.3%	6.3	0.4%
Al- Dorrah Customs House	3.5	0.2%	6.2	0.4%
Al-Moudawarra Customs House	2.3	0.1%	3.4	0.2%
Al-Hussan Industrial Estate Customs / Irbid	3.3	0.2%	2.4	0.1%
Anti-Smuggling Directorate	3.3	0.2%	2.4	0.1%
Ammon Customs House	2.6	0.1%	2.4	0.1%

<b>Mafraq Customs House</b>	<b>2.5</b>	<b>0.1%</b>	<b>2.2</b>	<b>0.1%</b>
<b>Amman Post Office Customs House</b>	<b>0.7</b>	<b>0.0%</b>	<b>2.1</b>	<b>0.1%</b>
<b>Airport Passenger Customs-Zezia</b>	<b>2.2</b>	<b>0.1%</b>	<b>2.1</b>	<b>0.1%</b>
<b>Directorate of Temporary Admission</b>	<b>1.8</b>	<b>0.1%</b>	<b>1.9</b>	<b>0.1%</b>
<b>Al-Sheidiya Special Free Zone Customs</b>	<b>0.9</b>	<b>0.1%</b>	<b>1.1</b>	<b>0.1%</b>
<b>Wadi Araba Crossing Customs</b>	<b>0.8</b>	<b>0.0%</b>	<b>1.0</b>	<b>0.1%</b>
<b>Al-Raqeem Customs Center</b>	<b>1.0</b>	<b>0.1%</b>	<b>0.9</b>	<b>0.0%</b>
<b>Wadi al-Yutom Customs House</b>	<b>0.7</b>	<b>0.0%</b>	<b>0.8</b>	<b>0.0%</b>
<b>Al-Dhuleil Customs House</b>	<b>0.8</b>	<b>0.0%</b>	<b>0.8</b>	<b>0.0%</b>
<b>Syria-Jordan Free Zone Customs House</b>	<b>0.3</b>	<b>0.0%</b>	<b>0.4</b>	<b>0.0%</b>
<b>Ghour Numaira Customs House</b>	<b>0.2</b>	<b>0.0%</b>	<b>0.3</b>	<b>0.0%</b>
<b>Qweirah special Free Zone Customs</b>	<b>0.1</b>	<b>0.0%</b>	<b>0.1</b>	<b>0.0%</b>
<b>Aqaba Special Economic Zone (ASEZA) Customs House</b>	<b>0.1</b>	<b>0.0%</b>	<b>0.1</b>	<b>0.0%</b>
<b>Al- Hussein Bin Abdulla II industrial Estate Customs House/ Al-Karak</b>	<b>0.1</b>	<b>0.0%</b>	<b>0.1</b>	<b>0.0%</b>
<b>Special Free Zone/Information Technology Cities Development Co.</b>	<b>0.1</b>	<b>0.0%</b>	<b>0.1</b>	<b>0.0%</b>
<b>Wadi Araba Customs House</b>	<b>0.1</b>	<b>0.0%</b>	<b>0.0</b>	<b>0.0%</b>
<b>Aqaba Airport Customs House</b>	<b>0.0</b>	<b>0.0%</b>	<b>0.0</b>	<b>0.0%</b>
<b>Amman civil airport Customs House – Marka</b>	<b>0.0</b>	<b>0.0%</b>	<b>0.0</b>	<b>0.0%</b>
<b>Al_Ramtha Customs House</b>	<b>0.0</b>	<b>0.0%</b>	<b>0.0</b>	<b>0.0%</b>
<b>Total</b>	<b>100%</b>	<b>1,773.4</b>	<b>100%</b>	<b>1,796.8</b>

## External Trade

### ■ Customs Declarations

Type of Customs Declaration	Customs Declaration Type/Code	Number of Registered Declarations		Change Rate %
		2022	2023	
Permanent Export	EX1	140,029	151,111	8%
Temporary Export	EX1	1,185	1,515	28%
Re-Export	EX3	19,834	19,584	-1%
Import for local Consumption	IM4	404,037	429,253	6%
Temporary Admission	IM5	31,193	31,293	0.3%
Re-import for local Consumption	IM6	1,331	1,615	21%
Bonded storage	IM7	16,075	15,017	-7%
Admission Order to the Special Economic Zone / Aqaba	IM7/AZ7	8,433	9,020	7%
Admission of goods to the Special Economic Zone industries	AZ5	-	440	-
Import for Consumption (Expatriates' furniture and household)	RD4	1,686	1,391	-17%
Import for Consumption (Personal Effects declaration)	SD4	12,490	13,470	8%
Transit	TR8	219,580	210,928	-4%
Other Customs Statuses	AR9	10,269	11,480	12%
<b>Total</b>		<b>866,142</b>	<b>896,117</b>	<b>3%</b>

### ■ Imports

According to the IM4 (*imports for local consumption*) declarations processed and finalized at ASYCUDA-Automated houses, the value of imports (excluding petroleum and derivations thereof) totaled around (13,337.1) billion JDs in 2023, compared to (13,806.9) billion JDs in 2022. This indicates that total import volume decreased by (21.9%) in 2022.

**The table below illustrates imports according to Tariff schedule sections in terms of value during 2022- 2023:**

Section No.	Description	2022	2023
		Import value (Millions JD)	Import value (Millions JD)
<b>1</b>	Live animals; animal product	<b>921</b>	<b>803</b>
<b>2</b>	Vegetable product	<b>1,648</b>	<b>1,454</b>
<b>3</b>	Animal or vegetable fats or oils and their cleavage products; prepared edible fats; animal or vegetable waxes	<b>258</b>	<b>189</b>
<b>4</b>	Prepared foodstuffs; beverages, spirits and vinegar; tobacco and manufactured tobacco substitutes	<b>1,284</b>	<b>1,320</b>
<b>5</b>	Mineral products	<b>223</b>	<b>177</b>
<b>6</b>	Products of the chemicals or allied industries	<b>1,512</b>	<b>1,534</b>
<b>7</b>	Plastics and articles thereof; rubber and articles thereof	<b>693</b>	<b>631</b>
<b>8</b>	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)	<b>21</b>	<b>25</b>
<b>9</b>	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	<b>158</b>	<b>152</b>
<b>10</b>	Pulp of wood or other fibrous cellulosic material; recovered (waste and scrap) paper or paperboard; paper and paperboard and articles thereof	<b>360</b>	<b>315</b>
<b>11</b>	Textile and textile articles	<b>460</b>	<b>473</b>
<b>12</b>	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	<b>59</b>	<b>62</b>
<b>13</b>	Articles of stone, plaster, cement, asbestos, mica or similar materials; ceramic products; glass and glassware	<b>247</b>	<b>245</b>
<b>14</b>	Natural or cultured pearls, precious or semi-precious stones, precious metals, metals clad with precious metal and articles thereof; imitation jewellery; coin	<b>1,306</b>	<b>747</b>
<b>15</b>	Base metals and articles of base metal	<b>996</b>	<b>886</b>
<b>16</b>	Machinery and mechanical appliances; electrical equipment; parts thereof; sound recorders and reproducers, television image and sound recorders and reproducers, and parts and accessories of such articles	<b>1,701</b>	<b>1,839</b>
<b>17</b>	Transport equipment	<b>1,179</b>	<b>1,673</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>232</b>	<b>274</b>
<b>19</b>	Arms and ammunition; parts and accessories thereof	<b>11</b>	<b>8</b>
<b>20</b>	Miscellaneous manufactured articles	<b>205</b>	<b>204</b>
<b>21</b>	Works of art, collectors' pieces and antiques	<b>333</b>	<b>326</b>
<b>Total</b>		<b>13,807</b>	<b>13,337</b>

- The table below illustrates the imports according to the chapters in the Tariff schedule in terms of value for the years of 2022-2023:

Chapter No.	Chapter Description	2022	2023	Rate of Change %
		Import value (Millions JD)	Import value (Millions JD)	
1	Live animals	288.1	209.9	-27%
2	Meat and offal not cut in pieces, edible	327.6	279.7	-15%
3	Fish or of crustaceans, molluscs or other aquatic invertebrates	55.3	52.7	-5%
4	Dairy products. birds. natural honey. edible products of animal origin not specified or included elsewhere	249.7	260.6	4%
5	Other products of animal origin, not specified or included elsewhere	0.6	0.5	-7%
6	Live trees and other plants; bulbs, roots and the like; cut flowers and ornamental foliage	8.5	7.6	-11%
7	Edible vegetables and certain roots and tubers	71.3	67.4	-5%
8	Edible fruit and nuts; peel of citrus fruit or melons	227.5	235.4	3%
9	Coffee, tea, mate and spices	175.8	207.5	18%
10	Cereals	1,011.0	767.7	-24%
11	Products of the milling industry; malt; starches; inulin; wheat gluten	22.6	23.0	2%
12	Oil seeds and oleaginous fruits; miscellaneous grains, seeds and fruit, industrial or medicinal plants; straw and fodder	127.0	140.0	10%
13	Lac; gums, resins and other vegetable staps and extracts	3.5	4.3	23%
14	Vegetable plaiting materials; vegetable products not elsewhere specified or included	1.1	1.0	-14%
15	Animal or vegetable fats and oils and their cleavage products; prepared edible fats; animal or vegetable waxes	257.7	189.1	-27%
16	Preparations of meat, of fish or of crustaceans, mollusks or other aquatic invertebrates	63.6	58.7	-8%
17	Sugars and sugar confectionery	185.0	207.0	12%
18	Cocoa and cocoa preparations	82.6	73.6	-11%
19	Preparations of cereals; flour, starch or milk; pastrycooks' products	223.7	226.4	1%
20	Preparations of vegetables, fruit, nuts or other parts of plants	154.7	168.3	9%
21	Miscellaneous edible preparations	218.0	235.3	8%



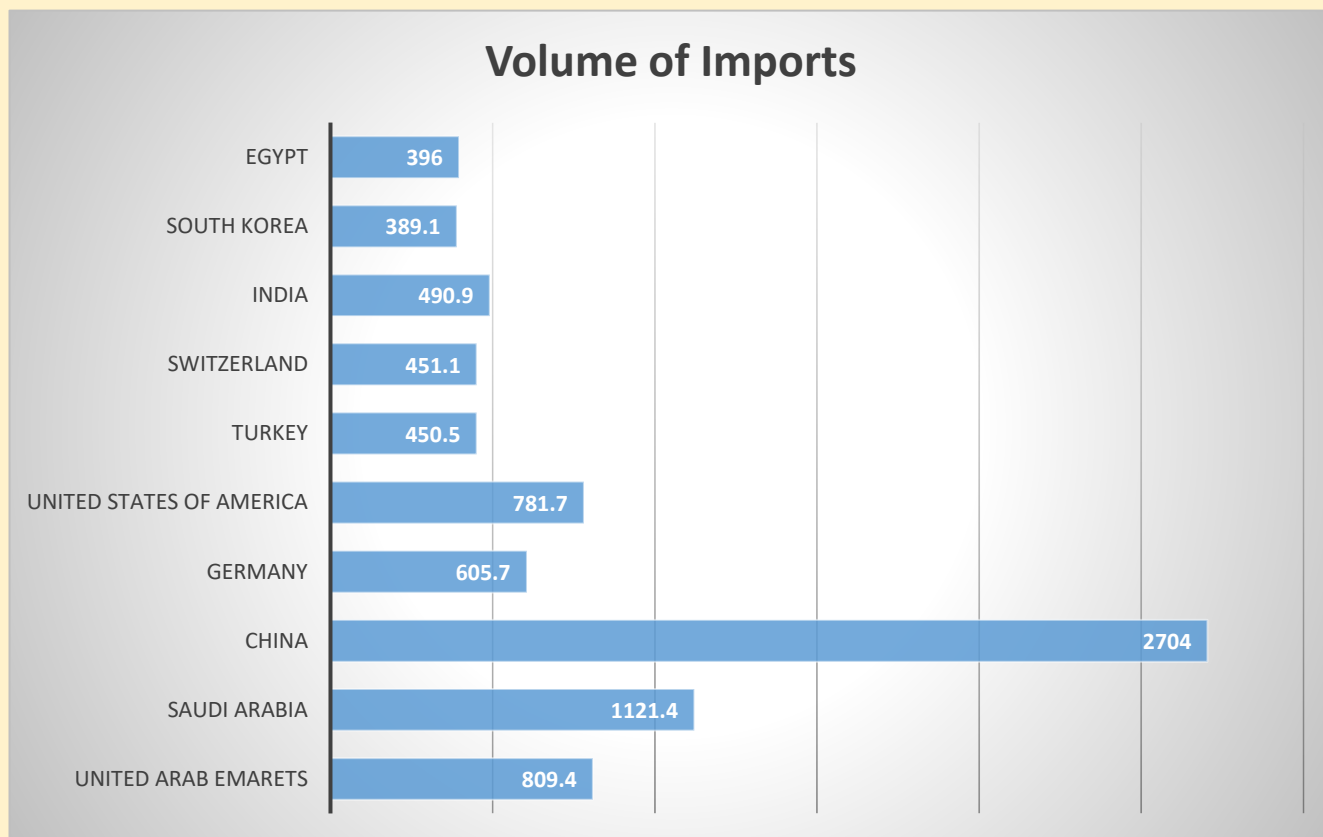
<b>22</b>	Beverages, spirits and vinegar	<b>103.4</b>	<b>112.6</b>	<b>9%</b>
<b>23</b>	Residues and waste from the food industries; prepared animal fodder	<b>205.0</b>	<b>184.2</b>	<b>-10%</b>
<b>24</b>	Tobacco and manufactured tobacco substitutes	<b>47.9</b>	<b>53.7</b>	<b>12%</b>
<b>25</b>	Salt; sulphur; earths and stone; plastering materials, lime and cement	<b>92.1</b>	<b>81.4</b>	<b>-12%</b>
<b>26</b>	Ores, slag and ash	<b>2.5</b>	<b>0.9</b>	<b>-64%</b>
<b>27</b>	Mineral fuels, mineral oils and products of their distillation; bituminous substances; mineral waxes	<b>127.9</b>	<b>95.1</b>	<b>-26%</b>
<b>28</b>	Inorganic chemicals; organic or inorganic compounds of precious metals, of rare -earth metals, of radioactive elements or of isotopes	<b>79.0</b>	<b>73.6</b>	<b>-7%</b>
<b>29</b>	Organic chemicals	<b>316.0</b>	<b>309.5</b>	<b>-2%</b>
<b>30</b>	Pharmaceutical products	<b>516.8</b>	<b>556.6</b>	<b>8%</b>
<b>31</b>	Fertilizers	<b>48.2</b>	<b>41.9</b>	<b>-13%</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>81.1</b>	<b>72.5</b>	<b>-11%</b>
<b>33</b>	Essential oils and resinoids; perfumery, cosmetic or toilet preparations	<b>185.2</b>	<b>209.5</b>	<b>13%</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>106.2</b>	<b>109.2</b>	<b>3%</b>
<b>35</b>	Albuminoidal substances; modified scratches; glues; enzymes	<b>20.9</b>	<b>22.8</b>	<b>9%</b>
<b>36</b>	Explosives; pyrotechnic products; matches; pyrophoric alloys; certain combustible preparations	<b>1.6</b>	<b>1.7</b>	<b>1%</b>
<b>37</b>	Photographic or cinematographic goods	<b>4.4</b>	<b>3.8</b>	<b>-14%</b>
<b>38</b>	Miscellaneous chemical products	<b>152.8</b>	<b>132.5</b>	<b>-13%</b>
<b>39</b>	Plastics and articles thereof	<b>604.6</b>	<b>551.4</b>	<b>-9%</b>
<b>40</b>	Rubber and articles thereof	<b>88.3</b>	<b>79.9</b>	<b>-9%</b>
<b>41</b>	Raw hides and skins (other than furskins) and leather	<b>0.2</b>	<b>0.2</b>	<b>19%</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>20.4</b>	<b>24.5</b>	<b>20%</b>

<b>43</b>	Furskins and artificial fur; manufactures thereof	<b>0.0</b>	<b>0.0</b>	<b>19%</b>
<b>44</b>	Wood and articles of wood; charcoal	<b>157.1</b>	<b>151.4</b>	<b>-4%</b>
<b>45</b>	Cork and articles of cork	<b>0.1</b>	<b>0.1</b>	<b>-45%</b>
<b>46</b>	Manufactures of straw, of esparto or of other plaiting materials; basketware and wickerwork	<b>0.4</b>	<b>0.3</b>	<b>-21%</b>
<b>47</b>	Pulp of wood or of other fibrous cellulosic material; recovered (waste and scrap) paper or paperboard	<b>62.2</b>	<b>59.0</b>	<b>-5%</b>
<b>48</b>	Paper and paperboard; articles of paper pulp, of paper or of paperboard	<b>284.3</b>	<b>239.1</b>	<b>-16%</b>
<b>49</b>	Printed books, newspapers, pictures and other products of the printing industry; manuscripts, typescripts and plans	<b>13.9</b>	<b>17.1</b>	<b>23%</b>
<b>50</b>	Silk	<b>0.0</b>	<b>0.0</b>	<b>39%</b>
<b>51</b>	Wool, fine or coarse animal hair; horsehair yarn and woven fabric	<b>2.8</b>	<b>1.2</b>	<b>-56%</b>
<b>52</b>	Cotton	<b>2.7</b>	<b>2.5</b>	<b>-5%</b>
<b>53</b>	Other vegetable textile fibers; paper yarn and woven fabrics of paper yarn	<b>4.6</b>	<b>3.3</b>	<b>-27%</b>
<b>54</b>	Man -made filaments	<b>70.8</b>	<b>69.8</b>	<b>-1%</b>
<b>55</b>	Man -made staple fibers	<b>20.2</b>	<b>20.1</b>	<b>0%</b>
<b>56</b>	Wadding, felt and nonwovens; special yarns; twine, cordage, ropes and cables and articles thereof	<b>29.2</b>	<b>25.5</b>	<b>-13%</b>
<b>57</b>	Carpets and other textile floor coverings	<b>14.7</b>	<b>15.7</b>	<b>6%</b>
<b>58</b>	Special woven fabrics; tufted textile fabrics; lace; tapestries; trimmings; embroidery	<b>7.5</b>	<b>7.1</b>	<b>-5%</b>
<b>59</b>	Impregnated, coated, covered or laminated textile fabrics; textile articles of a kind suitable for industrial use	<b>6.2</b>	<b>6.8</b>	<b>10%</b>
<b>60</b>	Knitted or crocheted fabrics	<b>25.8</b>	<b>30.3</b>	<b>17%</b>
<b>61</b>	Articles of apparel and clothing accessories, knitted or crocheted	<b>200.0</b>	<b>208.6</b>	<b>4%</b>
<b>62</b>	Articles of apparel and clothing accessories, not knitted or crocheted	<b>35.4</b>	<b>42.7</b>	<b>21%</b>
<b>63</b>	Other made up textile articles; sets; worn clothing and worn textile articles	<b>40.2</b>	<b>39.7</b>	<b>-1%</b>
<b>64</b>	Footwear, gaiters and the like; parts of such articles	<b>54.9</b>	<b>57.9</b>	<b>5%</b>
<b>65</b>	Headgear and parts thereof	<b>1.8</b>	<b>1.5</b>	<b>-15%</b>
<b>66</b>	Umbrellas, sun umbrellas, walking - sticks, whips, riding - corps and parts thereof	<b>0.7</b>	<b>0.5</b>	<b>-24%</b>

<b>67</b>	Prepared feathers and down and articles made of feathers or of down; artificial flowers; articles of human hair	<b>1.8</b>	<b>1.8</b>	<b>1%</b>
<b>68</b>	Articles of stone, plaster, cement, asbestos, mica or similar materials	<b>44.7</b>	<b>53.3</b>	<b>19%</b>
<b>69</b>	Ceramic products	<b>130.0</b>	<b>119.2</b>	<b>-8%</b>
<b>70</b>	Glass and glassware	<b>72.1</b>	<b>72.4</b>	<b>0%</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>1,306.3</b>	<b>746.6</b>	<b>-43%</b>
<b>72</b>	Iron and steel	<b>440.6</b>	<b>390.4</b>	<b>-11%</b>
<b>73</b>	Articles of iron or steel	<b>175.5</b>	<b>146.0</b>	<b>-17%</b>
<b>74</b>	Copper and articles thereof	<b>109.4</b>	<b>108.5</b>	<b>-1%</b>
<b>75</b>	Nickel and articles thereof	<b>0.4</b>	<b>0.9</b>	<b>153%</b>
<b>76</b>	Aluminium and articles thereof	<b>179.8</b>	<b>153.8</b>	<b>-14%</b>
<b>78</b>	Lead and articles thereof	<b>0.2</b>	<b>0.3</b>	<b>22%</b>
<b>79</b>	Zinc and articles thereof	<b>1.8</b>	<b>1.8</b>	<b>0%</b>
<b>80</b>	Tin and articles thereof	<b>0.2</b>	<b>0.2</b>	<b>0%</b>
<b>81</b>	Other base metals; cermets; articles thereof	<b>0.1</b>	<b>0.2</b>	<b>38%</b>
<b>82</b>	Tools, implements, cutlery, spoons and forks, of base metal; parts thereof of base metal	<b>21.9</b>	<b>23.1</b>	<b>5%</b>
<b>83</b>	Miscellaneous articles of base metal	<b>66.3</b>	<b>61.2</b>	<b>-8%</b>
<b>84</b>	Nuclear reactors, boilers, machinery and mechanical appliances; parts thereof	<b>882.2</b>	<b>924.3</b>	<b>5%</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>818.6</b>	<b>915.1</b>	<b>12%</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 signaling equipment of all kinds	<b>1.3</b>	<b>2.4</b>	<b>84%</b>
<b>87</b>	Vehicles other than railway or tramway rolling-stock, and parts and accessories thereof	<b>1,154.9</b>	<b>1,637.8</b>	<b>42%</b>
<b>88</b>	Aircraft, spacecraft, and parts thereof	<b>22.3</b>	<b>29.2</b>	<b>31%</b>
<b>89</b>	Ships, boats and floating structures	<b>0.1</b>	<b>3.6</b>	<b>6081%</b>
<b>90</b>	Optical, photographic, cinematographic, measuring, checking, precision, medical	<b>212.1</b>	<b>252.2</b>	<b>19%</b>

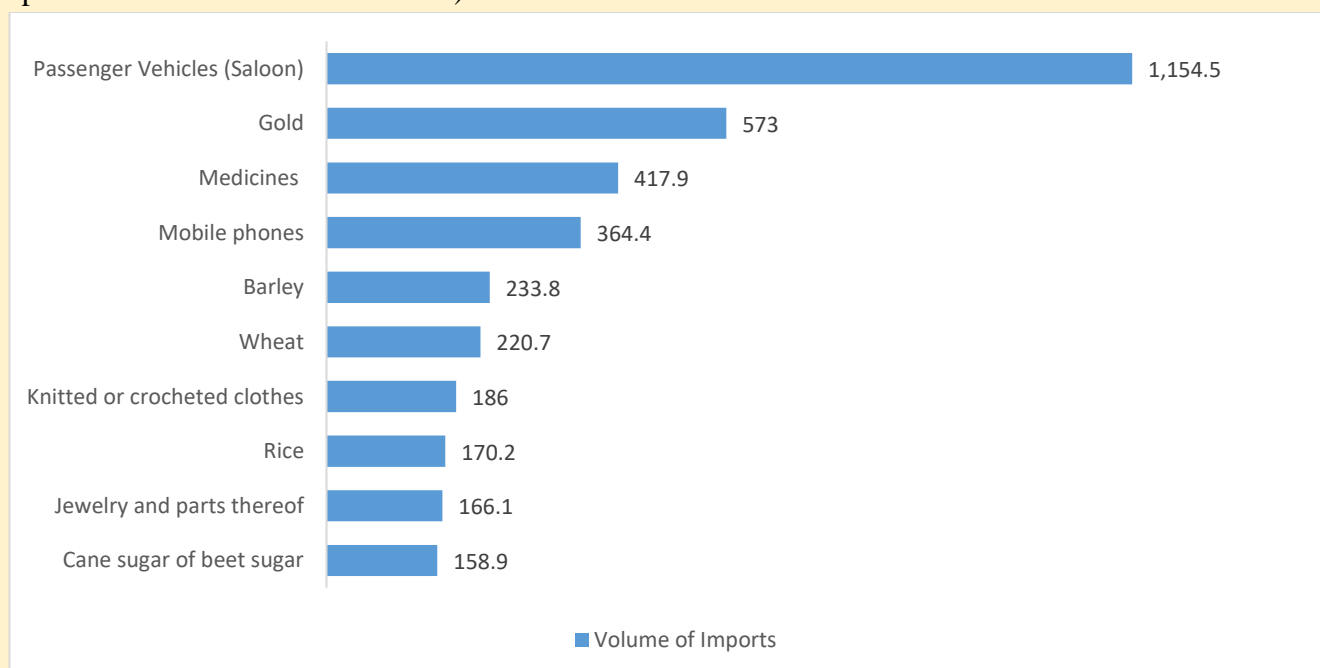
	or surgical instruments and apparatus; parts and accessories thereof			
<b>91</b>	Clocks and watches and parts thereof	<b>19.8</b>	<b>21.5</b>	<b>9%</b>
<b>92</b>	Musical instruments; parts and accessories of such articles	<b>0.5</b>	<b>0.4</b>	<b>-12%</b>
<b>93</b>	Arms and ammunition; parts and accessories thereof	<b>11.0</b>	<b>8.2</b>	<b>-25%</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>120.5</b>	<b>118.3</b>	<b>-2%</b>
<b>95</b>	Toys, games and sports requisites; parts and accessories thereof	<b>28.3</b>	<b>31.3</b>	<b>11%</b>
<b>96</b>	Miscellaneous manufactured articles	<b>56.1</b>	<b>54.2</b>	<b>-3%</b>
<b>97</b>	Works of arts, collectors' pieces and antiques	<b>0.4</b>	<b>0.3</b>	<b>-41%</b>
<b>98</b>	Collective item for the agencies exempted from customs duties	<b>333.1</b>	<b>325.2</b>	<b>-2%</b>
<b>Total</b>		<b>13,807</b>	<b>13,337</b>	<b>-3.4</b>

The figure below shows the top (10) partner countries in terms of value of imports during the year 2023, where imports from these countries constitute (61.7%) of the total imports. China, Saudi Arabia and United Arab Emirates ranked the highest values of imports, respectively.



\*Value of imports (million dinars)

The figure below shows the top (10) goods in terms of the import value during 2023. (except petroleum and derivations thereof).



\*Value of imports (million dinars)

The schedule below illustrates the Kingdom's imports of small passenger vehicles by engine type for the years of 2022-2023:

Description	2022		2023		Percentage of change in the number of vehicles
	Value (Million JDs)	Number (Cars)	Value (Million JDs)	Number (Cars)	
Gasoline	207.1	25,446	206.3	20,091	-21%
Hybrid	259.4	18,455	247.1	19,524	6%
Electric	310.4	16,952	696.2	42,819	153%
Total	776.9	60,853	1,149.5	82,434	35%

### ➤ Exports:

The table below shows Exports according to the chapters in Tariff schedule in terms of value for the years 2022-2023:

Chapter NO.	Chapter Description	2022	2023	Rate of Change %
		Export Value (Million JDs)	Export Value (Million JDs)	
1	Live animals	61.3	59.4	-3%
2	Meat and offal not cut in pieces, edible	76.6	70.7	-8%
3	Fish or of crustaceans, molluscs or other aquatic invertebrates	0.1	0.5	332%
4	Dairy and dairy products, eggs, birds, natural honey and edible products of animal origin not specified or included elsewhere	57.5	53.8	-6%
5	Other products of animal origin, not specified or included elsewhere	0.3	0.2	-53%
6	Live trees and other plants; bulbs, roots and the like; cut flowers and ornamental foliage	1.3	0.9	-29%
7	Edible vegetables and certain roots and tubers	126.4	147.3	17%
8	Edible fruit and nuts; peel of citrus fruit or melons	48.6	66.8	37%
9	Coffee, tea, maté and spices	44.0	46.4	5%
10	Cereals	1.0	0.8	-26%
11	Products of the milling industry; malt; starches; inulin; wheat gluten	35.4	26.1	-26%

<b>12</b>	Oil seeds and oleaginous fruits; miscellaneous grains, seeds and fruit, industrial or medicinal plants; straw and fodder	<b>12.7</b>	<b>17.3</b>	<b>36%</b>
<b>13</b>	Lac; gums, resins and other vegetable staps and extracts	<b>0.3</b>	<b>0.1</b>	<b>-64%</b>
<b>14</b>	Vegetable plaiting materials; vegetable products not elsewhere specified or included	<b>0.1</b>	<b>0.0</b>	<b>-71%</b>
<b>15</b>	Animal or vegetable fats and oils and their cleavage products; prepared edible fats; animal or vegetable waxes	<b>14.1</b>	<b>11.5</b>	<b>-19%</b>
<b>16</b>	Preparations of meat, of fish or of crustaceans, mollusks or other aquatic invertebrates	<b>10.0</b>	<b>13.0</b>	<b>30%</b>
<b>17</b>	Sugars and sugar confectionery	<b>25.6</b>	<b>24.0</b>	<b>-6%</b>
<b>18</b>	Cocoa and cocoa preparations	<b>29.5</b>	<b>34.1</b>	<b>16%</b>
<b>19</b>	Preparations of cereals; flour, starch or milk; pastrycooks' products	<b>71.3</b>	<b>76.4</b>	<b>7%</b>
<b>20</b>	Preparations of vegetables, fruit, nuts or other parts of plants	<b>78.5</b>	<b>88.5</b>	<b>13%</b>
<b>21</b>	Miscellaneous edible preparations	<b>74.2</b>	<b>101.6</b>	<b>37%</b>
<b>22</b>	Beverages, spirits and vinegar	<b>25.2</b>	<b>25.1</b>	<b>0%</b>
<b>23</b>	Residues and waste from the food industries; prepared animal fodder	<b>46.2</b>	<b>43.0</b>	<b>-7%</b>
<b>24</b>	Tobacco and manufactured tobacco substitutes	<b>37.5</b>	<b>49.1</b>	<b>31%</b>
<b>25</b>	Salt; sulphur; earths and stone; plastering materials, lime and cement	<b>90.5</b>	<b>382.5</b>	<b>323%</b>
<b>26</b>	Ores, slag and ash	<b>0.7</b>	<b>0.9</b>	<b>24%</b>
<b>27</b>	Mineral fuels, mineral oils and products of their distillation; bituminous substances; mineral waxes	<b>55.2</b>	<b>26.0</b>	<b>-53%</b>
<b>28</b>	Inorganic chemicals; organic or inorganic compounds of precious metals, of rare-earth metals, of radioactive elements or of isotopes	<b>1393.5</b>	<b>1092.7</b>	<b>-22%</b>
<b>29</b>	Organic chemicals products	<b>12.1</b>	<b>13.5</b>	<b>11%</b>
<b>30</b>	Pharmaceutical products	<b>496.5</b>	<b>548.3</b>	<b>10%</b>
<b>31</b>	Fertilizers	<b>1768.0</b>	<b>1144.6</b>	<b>-35%</b>



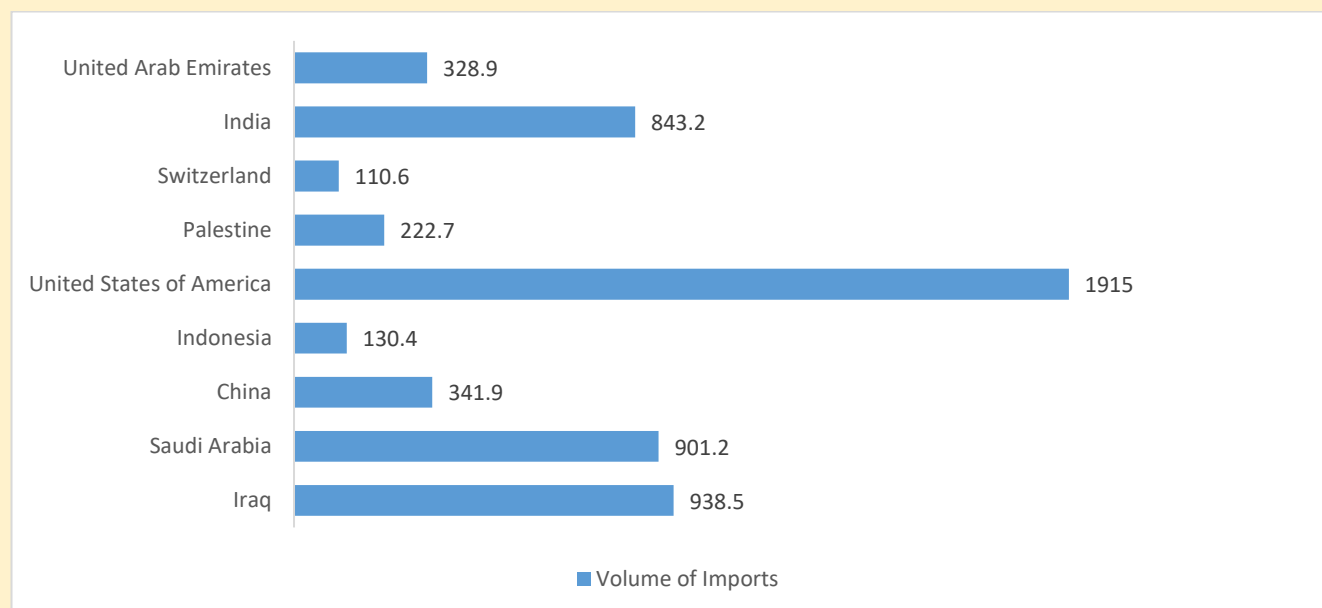
<b>32</b>	Tanning or dyeing extracts; tannins and their derivatives; dyes, pigments and other colouring matter; paints and varnishes; putty and other mastics; inks	<b>58.7</b>	<b>70.5</b>	<b>20%</b>
<b>33</b>	Essential oils and resinoids; perfumery, cosmetic or toilet preparations	<b>23.2</b>	<b>27.9</b>	<b>20%</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>163.1</b>	<b>215.3</b>	<b>32%</b>
<b>35</b>	Albuminoidal substances; modified starches; glues; enzymes	<b>4.1</b>	<b>3.5</b>	<b>-13%</b>
<b>36</b>	Explosives; pyrotechnic products; matches; pyrophoric alloys; certain combustible preparations	<b>0.1</b>	<b>0.0</b>	<b>-93%</b>
<b>37</b>	Photographic or cinematographic goods	<b>0.1</b>	<b>0.0</b>	<b>-90%</b>
<b>38</b>	Miscellaneous chemical products	<b>120.3</b>	<b>155.7</b>	<b>29%</b>
<b>39</b>	Plastics and articles thereof	<b>155.0</b>	<b>164.0</b>	<b>6%</b>
<b>40</b>	Rubber and articles thereof	<b>1.2</b>	<b>0.8</b>	<b>-36%</b>
<b>41</b>	Raw hides and skins (other than furskins) and leather	<b>1.3</b>	<b>1.2</b>	<b>-12%</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>0.9</b>	<b>0.1</b>	<b>12%</b>
<b>43</b>	Furskins and artificial fur; manufactures thereof	<b>0.6</b>	<b>0.8</b>	<b>47%</b>
<b>44</b>	Wood and articles of wood; charcoal	<b>9.4</b>	<b>7.3</b>	<b>-22%</b>
<b>45</b>	Cork and articles of cork	<b>0.0</b>	<b>0.0</b>	<b>-16%</b>
<b>46</b>	Manufactures of straw, of esparto or of other plaiting materials; basketware and wickerwork	<b>0.5</b>	<b>0.5</b>	<b>-6%</b>
<b>47</b>	Pulp of wood or of other fibrous cellulosic material; recovered (waste and scrap) paper or paperboard	<b>18.7</b>	<b>12.8</b>	<b>-32%</b>
<b>48</b>	Paper and paperboard; articles of paper pulp, of paper or of paperboard	<b>118.6</b>	<b>125.6</b>	<b>6%</b>
<b>49</b>	Printed books, newspapers, pictures and other products of the printing	<b>9.7</b>	<b>9.2</b>	<b>-5%</b>

	industry; manuscripts, typescripts and plans			
<b>50</b>	Silk	–	–	–
<b>51</b>	Wool, fine or coarse animal hair; horsehair yarn and woven fabric	<b>0.8</b>	<b>0.6</b>	<b>–29%</b>
<b>52</b>	Cotton	<b>0.0</b>	<b>0.0</b>	<b>–47%</b>
<b>53</b>	Other vegetable textile fibers; paper yarn and woven fabrics of paper yarn	<b>0.1</b>	<b>0.0</b>	<b>–100%</b>
<b>54</b>	Man-made filaments	<b>2.6</b>	<b>3.1</b>	<b>20%</b>
<b>55</b>	Man-made staple fibers	<b>0.8</b>	<b>0.5</b>	<b>–31%</b>
<b>56</b>	Wadding, felt and nonwovens; special yarns; twine, cordage, ropes and cables and articles thereof	<b>3.1</b>	<b>1.3</b>	<b>–58%</b>
<b>57</b>	Carpets and other textile floor coverings	<b>33.9</b>	<b>37.9</b>	<b>12%</b>
<b>58</b>	Special woven fabrics; tufted textile fabrics; lace; tapestries; trimmings; embroidery	<b>0.6</b>	<b>0.1</b>	<b>71%</b>
<b>59</b>	Impregnated, coated, covered or laminated textile fabrics; textile articles of a kind suitable for industrial use	<b>0.7</b>	<b>0.7</b>	<b>–8%</b>
<b>60</b>	Knitted or crocheted fabrics	<b>0.2</b>	<b>0.2</b>	<b>–12%</b>
<b>61</b>	Articles of apparel and clothing accessories, knitted or crocheted	<b>1,555.0</b>	<b>1339.1</b>	<b>14%</b>
<b>62</b>	Articles of apparel and clothing accessories, not knitted or crocheted	<b>52.6</b>	<b>41.5</b>	<b>–21%</b>
<b>63</b>	Other made up textile articles; sets; worn clothing and worn textile articles	<b>9.9</b>	<b>8.5</b>	<b>–14%</b>
<b>64</b>	Footwear, gaiters and the like; parts of such articles	<b>0.8</b>	<b>1.1</b>	<b>45%</b>
<b>65</b>	Headgear and parts thereof	<b>0.0</b>	<b>0.0</b>	<b>1829%</b>
<b>66</b>	Umbrellas, sun umbrellas, walking-sticks, whips, riding-corps and parts thereof	<b>0.0</b>	<b>0.0</b>	<b>–67%</b>
<b>67</b>	Prepared feathers and down and articles made of feathers or of down; artificial flowers; articles of human hair	<b>0.3</b>	<b>0.0</b>	<b>–99%</b>
<b>68</b>	Articles of stone, plaster, cement, asbestos, mica or similar materials	<b>12.5</b>	<b>11.1</b>	<b>–11%</b>
<b>69</b>	Ceramic products	<b>1.2</b>	<b>2.5</b>	<b>113%</b>

<b>70</b>	Glass and glassware	<b>1.7</b>	<b>3.2</b>	<b>91%</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>473.8</b>	<b>830.2</b>	<b>75%</b>
<b>72</b>	Iron and steel	<b>88.9</b>	<b>92.0</b>	<b>3%</b>
<b>73</b>	Articles of iron or steel	<b>79.5</b>	<b>98.9</b>	<b>24%</b>
<b>74</b>	Copper and articles thereof	<b>49.1</b>	<b>69.6</b>	<b>42%</b>
<b>75</b>	Nickel and articles thereof	<b>0.4</b>	<b>0.1</b>	<b>-72%</b>
<b>76</b>	Aluminium and articles thereof	<b>199.4</b>	<b>136.6</b>	<b>-31%</b>
<b>78</b>	Lead and articles thereof	<b>9.7</b>	<b>10.9</b>	<b>12%</b>
<b>79</b>	Zinc and articles thereof	<b>0.8</b>	<b>0.6</b>	<b>-25%</b>
<b>80</b>	Tin and articles thereof	<b>1.6</b>	<b>0.6</b>	<b>-62%</b>
<b>81</b>	Other base metals; cermets; articles thereof	<b>0.0</b>	<b>0.0</b>	<b>-100%</b>
<b>82</b>	Tools, implements, cutlery, spoons and forks, of base metal; parts thereof of base metal	<b>1.5</b>	<b>1.9</b>	<b>31%</b>
<b>83</b>	Miscellaneous articles of base metal	<b>1.9</b>	<b>1.5</b>	<b>-82%</b>
<b>84</b>	Nuclear reactors, boilers, machinery and mechanical appliances; parts thereof	<b>107.5</b>	<b>131.7</b>	<b>22%</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>227.8</b>	<b>539.7</b>	<b>137%</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>226%</b>
<b>87</b>	Vehicles other than railway or tramway rolling-stock, and parts and accessories thereof	<b>21.5</b>	<b>18.1</b>	<b>-16%</b>
<b>88</b>	Aircraft, spacecraft, and parts thereof	<b>0.2</b>	<b>4.8</b>	<b>2648%</b>

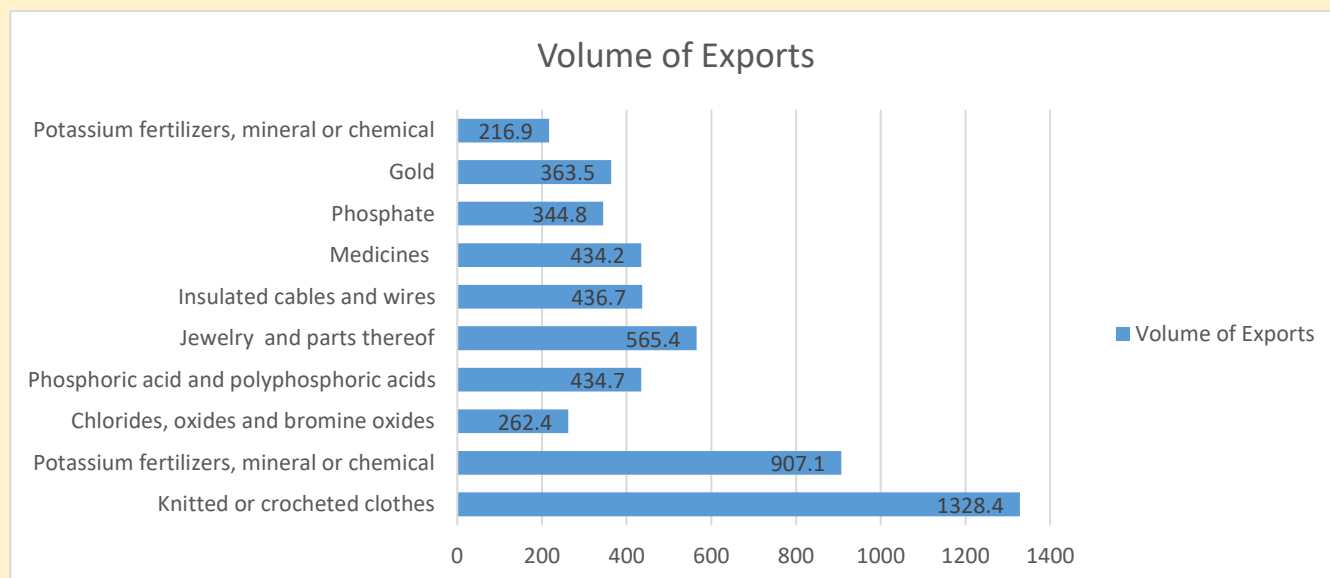
<b>89</b>	Ships, boats and floating structures			
<b>90</b>	Optical, photographic, cinematographic, measuring, checking, precision, medical or surgical instruments and apparatus; parts and accessories thereof	<b>4.7</b>	<b>7.0</b>	<b>48%</b>
<b>91</b>	Clocks and watches and parts thereof	<b>0.2</b>	<b>0.5</b>	<b>148%</b>
<b>92</b>	Musical instruments; parts and accessories of such articles	<b>0.0</b>	<b>0.0</b>	<b>-100%</b>
<b>93</b>	Arms and ammunition; parts and accessories thereof			
<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>30.5</b>	<b>57.0</b>	<b>87%</b>
<b>95</b>	Toys, games and sports requisites; parts and accessories thereof	<b>0.4</b>	<b>0.4</b>	<b>-1%</b>
<b>96</b>	Miscellaneous manufactured articles	<b>36.9</b>	<b>41.7</b>	<b>13%</b>
<b>97</b>	Works of arts, collectors' pieces and antiques	<b>0.0</b>	<b>0.1</b>	<b>134%</b>
<b>98</b>	Collective item for the agencies exempted from customs duties	<b>1.5</b>	<b>1.8</b>	<b>20%</b>
<b>Total</b>		<b>8394.6</b>	<b>8459.4</b>	<b>1%</b>

The figure below illustrates the top (10) partner countries with respect to the value of exports for the year of 2023. While the exports to these countries constitute (68.4%) of total exports, the countries of USA, Iraq, Saudi Arabia ranked the highest value of exports respectively.



\*Value of exports (million dinars)

The figure below illustrates the top (10) goods in terms of the export value in 2023:



\*Value of exports (million dinars)

*Chapter 5*

*Achievements and  
Activities*

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

### ➤ **Achieving International Standing**

Jordan, represented by JCD, has been selected to be the regional representative for the North Africa, Near and Middle East region in the World Customs Organization 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 Regional Office for North Africa and the Near and Middle East functions a link between the countries of the region in the area of promoting coordination and cooperation with regard to the activities and decisions issued by the Customs Organization. In addition, the MENA Regional Office contributes to the development of Customs work and improves cross-border trade management tools in the MENA countries based on clear and agreed visions, practices and strategies adopted thereby. The Regional Office plays an effective role among the countries of the region in these areas.

The Customs Department is one of the institutions that has a great commitment to modernization, development, change and openness, and always adopts everything that is new and evolving, especially in the field of digitization and information technology. It has accomplished qualitative achievements in the field of electronic transformation, being the first government institution that linked all its branches to a single network and unified databases. JCD has the best infrastructure in the e-government system, and it has been distinguished by facilitating government procedures for stakeholders, including citizens, investors, and business owners.

After a long journey of hard and diligent work, JCD has won many certificates and awards, the most recent of which was winning the e-Government Transformation Award in its second session (2021/2022) and obtaining first place at the level of ministries, institutions and government departments.



## ➤ 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 1642 tons of carbon dioxide during 2023, 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. Since 2015, the Department has operated (12) plants to produce electricity with solar energy in (9\_ Customs centers.



Power production of all stations amounted to about 640 thousand JODs during the year 2023, and the total production value totaled about 4.8 million JODs since the start of operation. The productivity of all stations is expected to reach more than 15 million JODs by the end of the projects life.

## ➤ Infrastructure

JCD has been continuously working to modernize and develop the infrastructure of its all facilities with aim of ensuring their safety and efficient continuity of its work. In this context, the JCD made many accomplishments in the field of infrastructure in 2023 including, but not limited to:

- Improve the work efficiency of a number of the buildings of JCD directorates and centers.
- Conduct studies and create designs needed for implementation of various projects at the customs houses.
- Set up a new and fully equipped meeting room at the JCD headquarters.
- Initiate the establishment of anti-smuggling and customs escorting building in As-Sultani area/ Al-Karak.
- Initiate the phase II works of establishment of the national export house, which is located near the Wadi Al-Yutm customs house.
- Set up a customs checking point next to the highway patrol point at Seil Jerash with aim of improving the infrastructure and promoting the customs discipline.

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 2023, 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 and Communication Technology**

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

- E-connectivity with the Ministry of Transport
- E-connectivity with the Greater Amman Municipality.
- E-connectivity with the free zones.
- E-connectivity with the Central Bank of Jordan.
- E-connectivity with the Aqabah Development Corporation.
- E-connectivity with the express shipping companies.
- E-connectivity with the Logistic Village-Al-Aqabah.
- E-connectivity with the Department of Statistics.
- E-connectivity with the Aqaba Container Terminal (ACT) Company.
- E-connectivity with the Land Transport Regulatory Commission.
- E-connectivity with the Arab-Brazilian Chamber of Commerce.
- E-connectivity with the National Security and Crises Management.

### ✓ **Supporting Customs Systems**

- Develop the central system of vehicles.
- Automate the human resource system (phase II).
- Automate the employee accommodation system.
- Automate the vehicle scrapping system at the Zarqa free zone customs house.
- Develop the financial systems in line with the new code of the customs officers.
- Amend the systems of Aqaba customs house in line with the new mechanism of other governmental institutions.
- Automate the banderole ordinance using Java web software and apply it at the customs houses.
- Automate the system of qualitative seizures belonging to the Intelligence directorate and apply it at all customs houses.
- Implement the amendments to the AZ5 & AZ7 exit permit system of customs declarations in the Aqaba Special Economic Zone.
- Develop the central value system with the aim of auditing the customs houses' value inputs, so that inputs are entered in two stages.

### ✓ **Electronic Services, including:**

- Develop the homepage of JCD's website.
- Program and implement the system of the Director General meetings.
- Program and implement the system of awareness SMS sent to the employees.
- Program and implement the system of meeting room reservation.
- Program and implement the system of transportation requests belonging to the directorate of administrative affairs.
- Implement the service of documentation using QR CODE for the documents issued for the individuals and companies.

### ✓ **ASYCUDA System and Systems associated with it:**

- Activate the green lane for the other government institutions.

- Program the separation of powers on the screen of other government institution.
- Implement the system of national window procedures, and the system of communication in Sahab Customs House.
- Develop the ASYCUDA system by creating screens for connectivity with the prior approval system.
- Program new mechanisms and amendments to the procedures of customs declaration, which saves time and effort.
- Standardize the inspection form in line with the requirements of the customs houses.
- Program and implement the manifest and bill of lading inspection system in the cargo airport customs house and Amman Post Customs House.
- Implement the security lane in the customs houses.
- Conduct training workshops for clearance company representatives according to the procedures introduced as part of the regulatory agencies integration project.
- Introduce new procedures and create new screens for the achievement employees of other government departments in order to allow them inspecting the items, each within his/her field of competence.
- Activate (47) services for five (5) government agencies (Jordan Customs Department, Food and Drug Association, Ministry of Environment, Ministry of Agriculture, Jordan Standards and Metrology Organization).
- Program a hall exist system particular for the bills of lading in the Customs Houses of Amman Post Office and Cargo Airport Customs in order to organize the procedures of payment and reimbursement.

✓ **Infrastructure And Databases:**

- Develop the ASYCUDA's databases.
- Activate the Bala Dour (without queue) application service by the customer service and follow-up directorate.
- Improve the performance of backup databases (DR DB Performance).
- Tender the project of passenger luggage tracking to be implemented in the customs house of Queen Alia airport- passengers after setting the conditions thereof.
- Complete all infrastructure works of the new building of Amman Customs house in Al-Madouneh and install all equipment and devices needed therein.
- Perform a disaster recovery (DR) test for the Domain Controller (DC) in preparation for moving it to the new building of Amman Customs house in Al-Madouneh.
- Implement the phase I of SDWAN and Branches Firewall project in eight (8) customs houses.
- Re-use the Cisco Access Point units, saving an approximate amount of (30) thousand JODs.
- Study the central tenders, set technical conditions thereof, and write the related receipt reports.
- Provide protection for the JCD's computerized network and its systems against an estimated number of (350,300) hacking attempts.
- Activate (porxy) via the JCD's firewall devices (Phase I), saving an approximate amount of (140) thousand JODs.
- Work on equipping the main devices room in the new building of Amman Customs House- Al-Madouneh with all its components at the expense of the original tender of Al-Madouneh.

#### ✓ **CCTV Surveillance System**

JCD worked on developing and expanding the integrated CCTV system. During the year 2023, surveillance systems were developed and installed in a number of customs houses, so the number of cameras connected to the central control room totaled (1217) cameras. Furthermore, the employees of inspection in Aqaba customs house were equipped with portable cameras on purpose of documenting the customs procedures and enhancing transparency. Additionally, the CCTV surveillance systems in a number of cigarette factories were connected to the central control room in the JCD.

#### ✓ **(X-Ray) Examination Systems**

JCD has developed and provided the customs houses with modern X-ray systems. In so doing, the JCD aims at facilitating the procedures of inspection & anti-smuggling, and decreasing the dwell time of travelers and goods. During the year 2023, a number of (5) devices were installed in the area of Aqaba, specifically in Aqaba Special Economic Zone, square X1 & X2, and the seaport GCT. Moreover, two high-precision X-RAY inspection devices (CT) were installed at the cargo airport customs house, so the number of devices increased to three devices. In addition, the JCD conducted specialized training courses for the X-RAY employees in coordination with the security authorities.

#### ✓ **Telephone Network**

The project (VoIP), which aims to provide a fast and easy means of communication via phone through the computerized network of the Customs Department, has been completed. A total of 300 new phones (IP) were installed in all remaining customs centers, connected to a unified communication system.

### ➤ **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. The following are the most important achievements:

- Start implement the electronic inspection seizure system.
- Establishing a checkpoint (Seil Jarash) to cover the area connecting the north and center of Kingdom more broadly.



The JCD's qualified staff dealt with a number smuggling cases and customs offences. The table below shows the number of cases decided and collected during 2023 compared to 2022:

Duration	Number of Cases			Amount of fines collected (Million dinars)
	Collected	Smuggling Cases	Customs Offences	
<b>2023</b>	89,156	5,969	83,187	35.0
<b>2022</b>	72,243	5,508	66,735	21.0

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

In addition, numerous quality smuggling cases have been dealt with in 2023. The table below shows the biggest drug seizures in detail:



Drugs	Quantity
Captagon	1,502,669 (pills)
Cocaine	12.00 (kg)
Hashish	51.1 (kg)
Crystal	12.53(kg)
Marijuana	4.90(kg)
Lyrica	35,398(pills)
Tramadol	3,860(pills)
Termal	300(pills)
Cytacodeine	109(pills)
Pregabalin	220(pills)
Jabaly	160(pills)

### ➤ 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 2023 were represented in the following aspects:**

- Enter (576) distinctive seizures with pictures into the CEN Customs control network system, including (24) drug seizures.
- Send information about the distinctive seizures that were seized, and warnings about smuggling patterns to the Regional Office with (10) cases.
- Deal with (15,000) calls, (5,400) WhatsApp messages, and (139) information, all of which were answered and the necessary actions were taken regarding them.
- Participate in (4) operations with Interpol, and the Regional Intelligence Liaison Offices (RILO) of the World Customs Organization (WCO), In addition to cooperating in exchanging information by publishing and issuing cross-border theft circulars, including (15) purple notices and circulars.

During the year 2023, the Department also had many achievements in the field of cases of declaring or non-declaring cash transported across borders. For this purpose, the Department dealt with (64) cases of non-declaration of cash and which were transferred to the Anti-Money Laundering and Counter Terrorist Financing Unit. The total value of these cases is (5.4) million dinars.

### ➤ **Unification of Regulatory Bodies**

In line with the high royal vision and economic committee recommendation on unification of regulatory bodies at the crossing borders, the Cabinet issued a decision in 2023 authorizing the JCD to practice the powers of regulatory bodies including inspection, examination and sampling in accordance with the applicable regulations. For this purpose, the JCD implemented the phase I of project of unification of regulatory bodies at the border crossings.

The phase I included unifying the references at the border crossings, eliminating overlaps between regulatory bodies, standardizing risk classification, as well as implementing electronic prior approvals and licenses. It also marked the beginning of expanding the targeted services to include all services of the relevant regulatory bodies involved in border control.

The project aims to eliminate redundancy in procedures and reduce the time required to complete the inspection process for targeted goods by the regulatory bodies at the border crossings.

It is noteworthy that the governmental regulatory bodies concerned with the process of unification and integration in the phase I are (6) bodies: the Ministry of Agriculture, the Ministry of Environment, the Ministry of Health, the Standards and Metrology Organization, the Food and Drug Administration and the Telecommunications Regulatory Commission.

### ➤ **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 (9) new companies have joined the Golden List program during 2023, 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 2023, has increased to (127) companies.



In cooperation between the Jordan Customs and the government agencies (including the Ministry of Agriculture, the Ministry of Environment, the Ministry of Health, the Standards and Metrology Organization, the Food and Drug Administration, the Telecommunications Regulatory Commission and Energy & Minerals Regulatory Commotion), four (4) new companies joined the National Golden List program/ import sector in 2023, after verifying their compliance with the applicable legislations & regulations and approved safety standards with aim of assessing the level of compliance of Jordanian companies engaged in international trade. The number of companies, which joined the program until the end of 2023, has increased to (16) 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 compliant companies, JCD launched the Silver List program in 2017. The program is based on compliance with 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 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 2023, (37) companies have been listed in the program, bringing the total number of SL participating companies to (494).

### ➤ **Exemptions**

Embodying the high royal visions of promoting investment, improving the economic environment and facilitating trade, JCD 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 (88.9%) of the total value of imports during 2023, including, but not limited to:

- ✓ Duty-exempt imports under agreements signed (3.919 billion JDs), representing (33.33%) 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 (1.969 billion JD), representing (16.75%) of exempted import value.
- ✓ Duty-exempt imports under tariff schedules (8.870 billion JDs), representing (49.92%) of the value of exempted imports.

#### ✓ **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 2023, classified according to exemption codes:

Additional code	Code Description	Declarations value (Million JD)
540	Industrial sector exemptions under the Investment Promotion Law	4.88
541	Agricultural sector exemptions under the Investment Promotion Law	–
542	Hotels sector exemptions under the Investment Promotion Law	0.09
543	Hospitals sector exemptions under the Investment Promotion Law	.83
544	Maritime sector exemptions under the Investment Promotion Law	0.03
545	Cabinet's Exemptions decisions to exempt any given sector under the Investment Promotion Law	0.47
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	11.54
580	Investment incentives - table1/A unified exemption	4.09
581	Investment incentives - table1/B unified exemption, General	47.92
582	Investment incentives - table1/C unified exemption, General	76.19
583	Investment incentives - Industrial and crafting sector table 1 /D	17.12
584	Investment incentives - Agriculture and livestock, table 3	2.43
585	Investment incentives - Hotels and Tourism, table 3	6.38
586	Investment incentives - Hospitals and medical centers, table 3	14.41
588	Investment incentives - amusement parks and tourist attraction, table 3	1.25

590	Investment incentives - scientific research centers and laboratories, table 3	0.62
591	Investment incentives - production and media, table 3	0.28
594	Investment incentives - information technology sector	0.28
595	Investment incentives – Public transport and shuttles	1.89
596	Investment incentives - Tourism restaurants sector	1.26
597	Exemptions of new projects and production branches excluding stamps and service charge (0.00% sales tax)	3.27
708	Exemption from tax and customs fees/ Investment Environment	71.58
709	Exemption from customs fees/ Investment Environment	2.18
<b>Total</b>		<b>266.61</b>

#### ✓ **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 2023 reached (12,781), and the number of vehicles cleared for people with special needs reached (3,526).

#### ➤ **Customs Tariff**

In its endeavor to develop and follow up on work-related procedures and provide new customs services, the Customs Department realized many achievements in the fields of tariffs and agreements during the year 2023, including, but not limited to:

- Issue more that (400) EUR1 & EUR-MED certificates.
- Grant (3) companies the status of approved exporter in framework of simplifying the rules origin in the in the Jordanian-European Partnership Agreement, which increases the total number of companies to (18).
- Introducing the customs declarations of (AZ7 & AZ5) instead of the (IM7) customs declaration, which results in decreasing the number of customs declarations required from the investor, and distinguishing the bonded deposits from ASEZ deposits.

- Provide the service of issuing initial decisions on the goods declared by the importer/ clearance agent through the prior approvals system, which includes specifying the HS codes for those goods. The number of preliminary decisions issued has reached (160) preliminary decisions.
- Enhance its role in protecting intellectual property rights through the following:
  - Organizing (10) workshops on intellectual property in cooperation with trademark representatives.
  - The Trademark Record Office expanded the framework of cooperation with the Ministry of Industry, Trade and Supply by providing the JCD with updated electronic copies related to new trademarks and their legal agents.
  - Introduce a procedure to facilitate the clearance of raw materials bearing trademarks, provided that the department is provided with the agreements concluded between the factories and the companies that own the trademark.
  - The number of cases filed in the courts competent to consider the intellectual property lawsuits amounted to (67) cases. Meanwhile, (110) circulars were issued to customs centers regarding the protection of registered trademarks, and the number of customs declarations whose clearance procedures were suspended and related to intellectual property rights amounted to (197) customs declarations containing (518) trademarks.

## ➤ **Customs Value**

The customs value is the price of imported goods and the base for calculation of the customs fees and other taxes levied on such goods. The customs houses concerned with clearance of goods have units specialized in the customs valuation. In case of dispute, the transaction is transferred to the Directorate of Value Affairs located at the JCD headquarters. In 2023, the JCD realized many including, but not limited to:

- Issue lists of Egyptian furniture imported to Jordan.
- Make amendments on the central value system so that it becomes more accurate.
- Conduct studies with aim of introducing artificial intelligence (AI) to the value system in cooperation with TTEK Company.
- Introduce comprehensive, consultative and standard lists for the items of goods imported by the passengers arriving through the border crossings.
- Add a watermark to the systems when viewing the attachments to maintain privacy and confidentiality of information and ensure non-disclosure thereof.

- Introduce a consultative list to estimate the value of bikes seized for purposes of creating a standard valuation mechanism and reducing the outstanding cases.

### ➤ **Transit and Clearance Affairs**

In its endeavor to continuously work on developing and following up the customs-related operations, the JCD realized numerous achievements in the field of transit and customs affairs during 2023, including, but not limited to:

- Participate in reporting the requests of licensing, and issuing approvals related to the duty-free zones and shops.
- Renew the licenses of (431) clearance companies, (44) companies and (240) users and branch managers of clearance companies.
- Coordinate four (4) courses for users and branch managers of customs clearance companies, including four (4) courses for branch managers and one (1) course for beginners in customs procedures.
- Sign a guarantee agreement between the Customs Department and the Royal Automobile Club of Jordan, which aims to regulate the relationship between the two parties, given that the club is the agency that issues the TIR card in the Hashemite Kingdom of Jordan, under which goods are transported across the Kingdom's territory in transit status with international documents.

### ➤ **Customer Service**

In line with the high royal directives and the government policies aiming to reach a digital and paperless government, and improve the services provided to the stakeholders, the JCD expanded the usage of (SCU) through which the JCD receives the official documents from the most government departments electronically instead of paperwork. This step aims to expedite completion of stakeholders' documents at ministries and government departments, helping to save time, effort, and money for citizens. The total number of documents received/sent electronically via the CSU and the JCD website amounted to (205,012) in 2023 compared to (179,072) in 2022.

### ➤ **Customs Laboratories**

Based on the Customs Department's keenness to monitor goods that are imported and exported through border crossings, prevent the entry of harmful and prohibited materials that may pose a threat to public health and the environment, and control commercial fraud by knowing the nature of the imported materials and ensuring their conformity with the appropriate customs item and collecting real customs duties, customs laboratories were established in Aqaba Customs Center and Amman Customs Center.

The Customs Department has sought to keep pace with technological development, modernize its laboratories, and refine the expertise of its staff in coordination with relevant institutions and agencies, in the field of analyzing hazardous substances and substances, foodstuffs, industrial and chemical products, and maintaining the work of laboratory equipment. During the year 2023, the department initiated e-connectivity with laboratories of the World Customs Organization and Regional Training Centre, and purchased modern laboratory analysis equipment to develop methods for examining goods and provide the best services in customs laboratories.

## ➤ Legal Affairs

The Customs Department is working on developing and reviewing policies and regulations to keep up with the developments and needs related to various customs operations. In 2023, the department proceeded with legislative measures for several systems and instructions, including, but not limited to:

- The Code of Customs Officers, Their Uniforms, Ranks, and Distinctive Insignia No. (27) of 2023, aimed at improving the working environment and performance of the department in administrative aspects and enhancing the efficiency of human resources.
- An amendment to the Customs Service Fees Regulations on Imported Goods No. (47) of 2014, which includes a change in the service fees rate for raw imported materials, specifically nuts.
- Amending instructions for the executive guidelines for implementing the Customs Control Regulations on Exempted Imported Goods No. (80) of 2020, where the amendment eased the process for investors by allowing the exemption of goods without incurring any fees on the customs declaration.

## ➤ 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:

- Conduct a study on time release of goods for the year 2023, 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.
- Update and publish service cards and making them available to service recipients on the department's website to facilitate access to the procedures that need to be followed when obtaining the service.
- Study, document, and standardize the procedures of several organizational units and preparing the necessary manuals as part of the development processes in directorates and customs centers. Examples include:
  - Prepare a procedural manual for the inspection process at border centers targeting travelers and those crossing borders.
  - Prepare a manual for travelers outlining the procedures to follow when traveling through customs centers with personal luggage and commercial goods.
  - Re-engineer the procedures for travelers at the busiest centers (Queen Alia International Airport Customs Center, King Hussein Airport Customs Center, Aqaba, and Passenger Vessel Station Customs Center in Aqaba).



- Define the procedures related to services to be launched under the Customer Service Office project, aimed at simplifying the process for service recipients.
- Introduce an electronic system to manage proposals submitted by employees for purposes of facilitating the process of studying and following up on them with the relevant directorates and centers. In 2023, the department, through the Complaints and Proposals Section and the specialized committees, reviewed (52) proposals. Based on the criteria and standards for evaluating and motivating creative ideas, initiatives, and proposals, (7) creative proposals were accepted, contributing to the improvement and development of customs services and operations. The individuals who submitted these proposals were rewarded both financially and morally.
- Deal with the requests received on the “At Your Service” platform, with a number of (234) requests, which included inquiries, complaints, suggestions and praise. Note that the interactive platform “At Your Service” allows citizens to communicate directly with the government and make their voice heard by submitting questions and suggestions, sending complaints, and reporting any practices considered to be in violation.

### ➤ **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 2023 in the field of Public Relations, Media and International Cooperation included the following:

#### ▪ **Media**

- The press releases published during the year 2023 in the mass media and social media, which represent the events and activities carried out by the department, amounted to (869) press releases.
- Transmitting (80,000) e-bulletins during 2023 to various stakeholders and partners.

#### ▪ **Public Relations**

- Organizing and following up with nearly (295) meetings in the Department.
- Posing (147) works on the social corner link of the Customs intranet during 2023.
- Publishing and following up the news related to retired Customs officers.





▪ **International Cooperation**

- Receive many visiting delegations of Arab and international Customs officials to promote cooperation and expertise exchange. The visiting delegations are:
  - ✓ A delegation from the Yemen Customs:
  - ✓ A delegation from the Zakat, Tax and Customs Authority/ Saudi Arabia.
  - ✓ A delegation from the Palestinian Customs.
  - ✓ Delegations from the World Customs Organization.
  - ✓ A delegation from the Intellectual Property Association of Japan.
  - ✓ A visit of a number of the countries' ambassadors in Jordan.



▪ **Translation and Interpretation:**

- Translate, edit and process (65) main documents. This includes agreements, MOUs, reports, studies, plans, presentations and international works.
- Provide interpretation services in (7) hybrid and in-person meetings with visiting delegations and pursuing the outcomes and recommendations thereof.

## ➤ Contributions to the Social Responsibility and the Woman Committee's Initiatives and Activities

The Department is well aware of its responsibilities towards the local community. It engages in serving the local community through active participation in various events and initiatives that directly benefit the local community and environment.

During the year 2023, the department carried out many activities in this field, which were reflected in its annual plan related to social responsibility, which deals with the activities that will be implemented within a specific time frame, including, for example, the following:

- Organize (3) blood donation campaigns.
- Celebrating the International Woman Day and distributing gifts to the female employees
- Participating with the families of deceased colleagues on the occasion of Eid Al-Fitr and distributing gifts to them.
- Organizing recreational activities for the children of employees, including a visit to the Children's Museum.
- Participating in religious and national celebrations, in addition to participating in exhibitions and carnivals.
- Holding four (4) training courses on “Gender equality: between reality and application, and mechanisms for integrating it into the work and programs of government institutions.”
- Organizing the “Good Dinar” initiative to provide material assistance to needy families. The value of the aid amounted to (2,867) dinars distributed among (80) families.
- Implementing many initiatives that serve the local community, including, for example: holding a free medical day in the customs department and a number of customs centers, holding a Ramadan Iftar for the orphans, initiative of second hand clothes collection, in addition to holding awareness lectures on (the dangers of drug abuse, domestic violence, first aid and electric cars).



*Chapter 6*  
*Jordan Customs*  
*Partners*

## ➤ JCD Partners in Customs Work

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 four categories relying on partner's management approach;

- Major partners: are the ones who contribute to achieving JCD's strategic goals and services.
- The supporting operational partners: are ones who indirectly contribute to achieving the strategic objectives of the department and do not affect the completion of customs operations and contribute with the department in providing its services.
- The supporting complementary partners: are the ones who indirectly contribute to achieving the strategic objectives of the department and do not affect the completion of customs operations and contribute with the department in providing its services.
- Interactive partner: are the ones who have a cooperative relationship with the department that does not affect the completion of customs operations and services.

While preparing the Strategic Plan 2023-2025, 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:**

- **Communication Frequency:** The rate of interactions with the partner.
- **Communication Volume:** The proportion of transactions related to the total transactions, categorized as:
  - Low: No more than 30%.
  - Medium: 31%-74%.
  - High: 75% and above.
- **Impact:** The level of influence of the partner's tasks on the department's operations, and vice versa.

- **Affected:** The department's operations and decisions impact the partner's services.
  - **Influencing:** The partner's operations impact the department's services.
  - **Reciprocal:** The impact is mutual between the department and the partner.
- 
- **Nature of the Relationship:** The type of reciprocal relationship with the partner, categorized as:
    - **Organizational Relationship:** Regulations, decisions, or instructions that affect the services provided by the department.
    - **Complementary Relationship:** Supportive processes such as purchasing, storage, supply, etc., or supporting the department's operations, such as electronic linkage, information exchange, infrastructure, etc.
    - **Core Services Relationship:** Tied to the main services offered by the department.
    - **Project-Based Relationship:** Improvement programs or projects that the department participates in with the partner.
    - **Ad-Hoc Relationship:** An unstructured relationship that may arise under certain

**The following channels of communication and coordination with partners have also been identified:** messaging system, meetings, lectures, visits, platforms, committees, reports, e-mail, electronic linking, and memoranda of understanding.

- **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**

In 2000, the Jordan Customs initiated the partnership council between the department and the private sector 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 twice a year and whenever needed.

This Council's 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. Proposed amendments to the Customs Law, discussion 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.

### Partners List

Sequence	Partner	Nature of Partners
1.	Food and Drug Administration	Strategic - Main
2.	Jordan Standards and Metrology Organization	Strategic - Main
3.	Ministry of Agriculture	Strategic - Main
4.	Jordan Atomic Energy Commission	Strategic - Main
5.	Aqaba Company for Ports Operation and Management	Strategic - Main
6.	Jordan Post	Strategic - Main
7.	ACT Container Port Company	Strategic - Main
8.	Minister of Health – Environment Health Directorate	Strategic - Main
9.	Ministry of Environment	Strategic - Main
10.	Ministry of Investment	Strategic - Main
11.	Telecommunications Regulatory Authority	Strategic - Main
12.	Energy and Minerals Regulatory Commission	Strategic - Main
13.	Royal Jordanian Airways	Strategic - Main
14.	Aqaba Special Economic Zone Authority	Strategic - Main
15.	General Command of the Armed Forces/Military Security	Strategic - Main
16.	Ministry of Energy and Mineral Resources	Strategic - Main



Sequence	Partner	Nature of Partners
17.	Income and Sales Tax Department	Strategic - Main
18.	Marine shipping companies	Strategic - Main
19.	Ministry of Industry and Trade	Strategic - Main
20.	Prime Ministry	Operational - Supportive
21.	Ministry of Interior	Operational - Supportive
22.	Ministry of Finance - Office of the Minister of Finance	Operational - Supportive
23.	Ministry of Foreign Affairs	Operational - Supportive
24.	Ministry of Health	Operational - Supportive
25.	Government Procurement Department	Operational - Supportive
26.	Department of Publications and Publishing	Operational - Supportive
27.	Transport Regulatory Authority	Operational - Supportive
28.	Jordan Free and Development Zones Group	Operational - Supportive
29.	Customs of neighboring countries	Operational - Supportive
30.	Public Security	Operational - Supportive
31.	Car dealers and auto parts and accessories dealers	Operational - Supportive
32.	Courts	Operational - Supportive
33.	Royal Scientific Society	Operational - Supportive
34.	Regional Office for Information Exchange in the Middle East	Operational - Supportive



Sequence	Partner	Nature of Partners
35.	Nafeth Logistics Company	Operational - Supportive
36.	Civil Service Bureau	Operational - Supportive
37.	World Trade Organization	Operational - Supportive
38.	Jordanian Insurance Federation	Operational - Supportive
39.	Syndicate of Owners of Clearance and Freight Transport Companies	Operational - Supportive
40.	Aqaba Development Corporation	Supplementary - Supporting
41.	Ministry of Digital Economy and Entrepreneurship	Supplementary - Supporting
42.	General Budget Department	Supplementary - Supporting
43.	Civil Status and Passports Department	Supplementary - Supporting
44.	Department of Lands and Survey	Supplementary - Supporting
45.	Central Bank of Jordan	Supplementary - Supporting
46.	Commercial banks	Supplementary - Supporting
47.	Department of Statistics	Supplementary - Supporting
48.	World Customs Organization	Supplementary - Supporting
49.	Ministry of Planning and International Cooperation	Supplementary - Supporting
50.	Ministry of Public Works and Housing	Supplementary - Supporting
51.	Donors	Supplementary - Supporting

Sequence	Partner	Nature of Partners
52.	Opinion and Legislation Bureau	Interactive
53.	Audit Bureau	Interactive
54.	Regional Office of the World Customs Organization	Interactive
55.	Chambers of Commerce	Interactive
56.	Chamber of Industry	Interactive
57.	Jordanian Exporters Association	Interactive
58.	Jordanian Businessmen Association	Interactive
59.	Syndicate of Car Dealers and Dealers of Auto Parts and Supplies	Interactive
60.	Jordan Navigation Syndicate	Interactive



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

## ➤ **Future Aspiration**

### **JCD looks forward to achieving the following in 2024:**

- Increase the level of transparency and predictability in international trade procedures.
- 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 the 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
- Combating smuggling and illegal commercial activities through developing the operations Customs Intelligence, Risk Management, and Anti-Smuggling Directorates
- Continuing to build the capabilities of the department's members in accordance with best customs practices and policies
- Continuing to provide customs centers with modern equipment for examining containers, trucks, and vehicles with x-rays
- Strengthening the relationship and communication with the business community and continuous awareness of new customs services related to reducing the time for releasing goods

## ➤ **Obstacles and challenges**

### **Obstacles and challenges that faced JCD during 2023 lie in the following:**

- The increasing risk of field Customs work.
  - Customs work has shifted from protecting border gates to customs administration that relies on intelligence and risk management.
  - 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
  - Failure to activate the electronic transactions system at the state level
  - The policy of controlling spending and the lack of funding necessary to expand current development projects and start new ones
  - Inadequate infrastructure in some Customs Houses
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- The department's main building is not suitable for some work requirements, service standards, and facilitation for visitors.
  - Lack of readiness of some Customs administrations in neighboring countries for electronic connectivity with Jordan Customs

## 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

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Translated by  
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Directorate of Public relations & International Cooperation  
Jordan Customs Department

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

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