



Translation

الجمارك الأردنية
Jordan Customs

جائزة الملك عبدالله الثاني
تميز الأداء الحكومي والشفافية
الدورة التاسعة
(2024/2023)



Annual Report 2024



HIS MAJESTY KING ABDULLAH II IBN AL HUSSEIN

"Our aim is to provide a decent life and empower youths while equipping them for the jobs of the future. And we must continue implementing the Economic Modernisation Vision to unleash the potential of the national economy and increase growth rates over the next decade, capitalising on Jordan's human competencies and international relations as catalysts for growth".

"And public sector modernisation must be accelerated to arrive at efficient public administration that is capable of providing quality services to citizens, with justice and integrity. All officials and employees must adhere to this approach".

"Jordan, this great nation, will remain a country blessed with its people and land, an honest Arab homeland, and a home to all that is good. Every day in Jordan's journey marks the beginning of a future that we build with faith, determination, and perseverance".



HIS ROYAL HIGHNESS CROWN PRINCE HUSSEIN IBN ABDULLAH II

“Certainly, young people are responsible for their future, but their right to empowerment is the duty of all sectors, especially the public sector, and the important focus is on the speed and efficiency of political, economic and administrative modernization”.

**Crown Prince addressing youth at Tawasol forum
Dialogue on Reality and Aspirations, 29 April 2023**



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Director General's Foreword

As we conclude a year marked by dedicated work and significant achievements, and in continuation of the efforts of the Department's leadership and loyal staff, I am genuinely pleased to present to you Jordan Customs Department's (JCD) Annual Report for the year 2024. This report documents the most prominent accomplishments across various areas of customs work. It includes a set of relevant themes and indicators, alongside highlighting the strategic objectives and projects that have been implemented, aiming to develop performance and enhance the quality of customs services, thereby contributing to supporting the national economy and serving the citizen.

Driven by its institutional mission to maintain a balance between customs control provisions and facilitating the movement of trade and travelers, JCD was keen throughout 2024 to provide advanced customs services that keep pace with the best global practices and meet the aspirations of the business sector and stakeholders. This was achieved through intensified efforts and enhanced cooperation with various partners, reflecting the JCD's commitment to its national responsibility and embodying its pivotal role in providing the treasury with revenues, facilitating the movement of travelers and trade exchange, as well as protecting society by combating illicit commercial activities and ensuring its security and safety.

In this context, JCD continued its efforts to modernize the infrastructure and legislative framework, and develop administrative, technical, and technological working methods, with a focus on human resource development and improving customs procedures, in line with the latest work developments and enhancing institutional performance efficiency. JCD also consolidated its organizational culture based on the values of excellence, integrity, and teamwork.

In harmony with the state's digital transformation directions, JCD committed to implementing cybersecurity policies and procedures to protect data and systems from increasing threats. It also embarked on employing artificial intelligence technologies to develop its customs systems, thereby contributing to raising work efficiency and effectively allocating resources. Special attention was given to future foresight by monitoring global trends and assessing potential scenarios to ensure readiness and adaptability to rapid changes.

In conclusion, I extend my sincere thanks and appreciation to our partners in both the public and private sectors, as well as civil society institutions, for their constructive cooperation and dedicated efforts. I also express my profound pride in JCD's staff across all work locations for their dedication and commitment. We reaffirm our determination to continue the development journey with steady steps, under the wise leadership of His Majesty, King Abdullah II Ibn Al Hussein, may Allah protect and preserve him.



Ahmad Mohammad Al-Akaleek
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”





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.



Jordan Customs

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- 14/12/2024
24	Ahmad Mohammad Al-Akaleek	Customs Director General.	16/02/2025 – 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:

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

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

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

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

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

JCD's Structural Organization

Coordination & Planning Committee

Special Committee

Deputy Director General for Customs Technical Affairs

Advisers

Deputy Director General for Compliance and Facilitation Affairs

Deputy Director General for Administrative and Financial Affairs

- Temporary Admission Directorate
- Tariff & Agreements Directorate
- Value Affairs Directorate
- Exemptions Directorate
- Customs Cases Directorate
- Transit and Clearance Directorate
- Customs Lab/Amman
- Legal Affairs Directorate

Customs Lab/Aqaba

DG Office

- Customs Public Prosecution Directorate
- Anti-Smuggling Directorate
- Strategies and Institutional Development Directorate

- Risk Management Directorate
- Total Quality Management Directorate
- Customs Escort Directorate
- Customs Intelligence Directorate
- Information Technology Directorate
- Telecommunications and Electronic Control Directorate

- Customs Training Center
- Human Resources Directorate
- Administrative Affairs Directorate
- Financial Affairs Directorate
- Customer Service and Follow-up Directorate
- Buildings & Maintenance Directorate
- Public Relations, Media & International Cooperation

Customs Houses

- Jaber
- Al-Hassan Industrial Estate /Irbid
- Al-Hussein Bin Abdullah II Industrial Estate / Al Karak
- King Abdullah II Industrial Estate /Sahab

Al-Mafraq

Al-Raqeem

- Cargo Airport
- Zarqa Free Zone
- Aqaba Border Customs
- Aqaba
- Amman

- King Hussein Airport
- Derreh
- Cruise ships
- Southern Crossing / Aqaba
- Qweira Free Zone
- Wadi Araba
- Wadi Al-Youtem

- Amman Civil Airport
- Queen Alia Airport / Passengers
- Al-Ramtha
- King Hussein Bridge

- Jordan Valley Crossing Point
- Al-Moudawara
- Al-Omari
- Al-Karama

- Al Shidiya Free Zone
- Ghour Numeira
- Amman Post Office
- Airport Free Zone Customs House - Al-Mushatta

- Ammoun
- National Window of Customs
- Al-Dhulail
- Syrian-Jordanian Free Zone



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 2023-2024

Gender	2023	2024
Male	3,083	3,239
Female	186	198
Total	3,269	3,437

Distribution of Staff by type of appointment in 2023-2024

Type of Appointment	2023	2024
Permanent and Classified Jobs and contracts	2,783	2,957
Customs Security Agreement	363	362
Contracts (Public Security, Gendarmerie)	3	1
Daily Laborers	0	0
Seconded employees	120	117
Total	3,269	3,437

**Distribution of Staff by Academic Qualifications in 2023-2024**

Qualification	2023	2024
PH.D	37	40
Masters	307	337
High Diploma	7	6
Bachelors	1,292	1,358
Comprehensive Diploma	560	559
General Secondary Certificate and Less	1,066	1,137
Total	3,269	3,437

Distribution of Staff by Age Groups in 2023-2024

Age (By Years)	2023	2024
18-25	86	136
26-35	1,013	1,145
36-45	1,195	1,261
46-55	825	790
Older than 55	150	105
Total	3,269	3,437

Employees who died while in service in 2024

No.	Name
1.	Customs Lieutenant Osama Mohammad Abdulqader Al-Rbeihat
2.	Customs Corporal Salem Salman Qablan Al-Masoudeen



➤ Capacity Building and Human Resources Development

Developing institutional capabilities and human resources are essential pillars for any organization seeking to enhance its performance and achieve its strategic objectives. In this context, the department achieved a number of notable accomplishments in this area during 2024, most notably the following:

▪ 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 strategic goals.

Training Courses and Participants during 2023-2024

Subject	Number of Training Courses		Number of Participants	
	2023	2024	2023	2024
Customs Clearance Training	3	6	186	386
Computer Training programs	21	43	221	280
Administrative and Financial Training programs	60	68	1137	1422
Customs Technical Training programs	68	79	1022	3463
Technical courses in communications	12	18	133	161
Empowerment Training Program and Induction Training Program	6	6	151	141
Total	170	220	2850	5853



▪ 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 2023-2024.

Distribution of financial and moral incentives during 2023-2024

Subject of Incentive	Number of Employees	
	2023	2024
Scholarships for staff's and retirees' children	2145	2400
Appreciation Letters	15	85
Participants in internal training courses and workshops	197	4304
Participants in external training courses and workshops	54	1521

▪ 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 2024, the Aqaba Customs Center was authorized to organize temporary admission declarations (IM5) for the category of chassis and their engines that arrive disassembled and are subject to (heading 8706) for the benefit of Elba House Company.



Chapter 3

Strategic Planning and Projects



➤ Strategic Planning

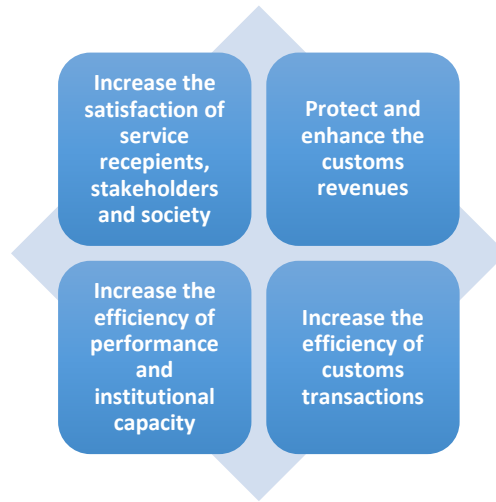
Strategic planning is deemed a base, a roadmap towards realizing the desired goals, and a compass that leads the institution towards the right path. It enables the department to make the optimal use of resources and potentials, increase efficiency, reduce the expected risks and take the right decision. 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 the department seeks to achieve through a set of policies and objectives desired and initiatives.

The new strategic plan in its axes 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 that have passed 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.

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



First: Evaluation of Strategic Objectives:

Achievement percentage in all (4) evaluated strategic objectives for 2024 reached (93%), which is equivalent to the positive evaluation in KPI evaluation measures of the strategic plan, as follows:

- Protect and enhance the customs revenues (93%).
- Increase the satisfaction of service recipients, stakeholders and society (100%).
- Increase the efficiency of customs transactions (77%).
- Increase the efficiency of performance and institutional capacity (100%).

Second: Evaluation of Programs included in the Strategic Plan for 2024:

1. The number of programs included in the Strategic Plan was (3) main programs.
2. Achievement percentage of performance indicators of programs in 2024 reached (85%), which is equivalent to the **positive** evaluation agreed upon in KPI evaluation measures of the strategic plan.
3. Achievements for Efficiency of Collection and Society Service program in 2024 was 100%.
4. Achievements for Administration and Support Services program in 2024 was 80%.
5. Achievements for Anti-smuggling program in 2024 was 74%.



Third: Evaluation of Projects and activities included in the Strategic Plan for 2024:

1. Achievement percentage of the evaluated performance indicators of the (223) projects and activities for 2024 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 (26) indicators.
3. The number of performance indicators with **average** achievement for projects and activities was (9) indicator.
4. The number of performance indicators with **positive** achievement for projects and activities was (155) 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 2025 was (24) indicators.



➤ Strategic Projects:

In line with the strategic plan for 2023-2025, the department has adopted several projects aimed at facilitating procedures for citizens, investors and business owners in cooperation with internal and international bodies to provide the necessary funding and technical and technological requirements. Below are the most important achievements within the projects streaming from the (2023 -2025) strategic plan:

No.	The project name	The purpose of the project	Implementing and partner agencies
1	E-commerce	Facilitating the clearance process, reducing the time required to release postal parcels, and facilitating the movement of e-commerce	Customs Department, Express Mail Company, Express Transportation Companies
2	Project Management	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	Customs Department, USAID
3	Structure of Customs tariff segments	Reforming distortions in customs tariff schedules, reducing customs and tax evasion, reducing burdens on citizens and enhancing purchasing power, stimulating trade movement and the flow of goods, improving business environment to attract investments	Prime minister's office, Ministry of Industry and Trade, Customs Department
4	Post-Clearance Audit (PCA)	Reducing the targeted data within the yellow lane and increasing the targeted customs declarations within the green lane.	Legislation and Opinion Bureau, World Bank, Customs Department, USAID
5	Updating and Developing Golden list and Silver list Program and National Golden list Program	Handling privileges granted to the Golden list companies in a more categorized way	Customs Department, UNCTAD



6	Unification of Regulatory Authorities	Reducing the time required to complete the inspection process for the targeted goods by the regulatory authorities.	Prime Minister's Office, Customs Department, Regulatory Authorities (Ministry of Agriculture, Ministry of Environment, Food and Drug Administration, Standards and Metrology Organization, Telecommunication Commission, USAID)
7	Risk Management	Increasing the effectiveness and efficiency of targeting across lanes and reducing the targeted customs declarations within the red and yellow lanes.	Ministry of Planning and International Cooperation, World Bank, Customs Department
8	Asy-maritime system and Asy-express System	Contributing to keeping pace with technological development, improving the technical environment, and adding features that enable shipping agents and express transport companies to deal with both systems by linking directly to their systems	Customs Department, UNCTAD, GIZ
9	Developing Passenger Services and Movement	Facilitating and accelerating passenger's procedures, ensuring customs control and reducing waiting time (inspection procedures) for passengers	Customs Department, Royal Jordanian, Airport Group, Security Forces, USAID
10	Pre-approvals and Licenses	Creating an online platform linked to the regulatory authorities concerned with issuing licenses and pre-approvals, so that the interested party can submit applications to obtain license electronically, by entering required information and data. The applications are then automatically referred to the relevant authorities to complete the procedures digitally. This contributes to accelerating transactions, enhancing	Customs Department, Regulatory Authorities (Ministry of Agriculture, Ministry of Environment, Ministry of Interior, Public Security Directorate, Food and Drug Administration,



		transparency, and facilitating services provided to beneficiaries.	Standards and Metrology Organization) USAID
11	The National Window	Increase the efficiency of customs clearance operations for cross-border trade and reduce the time required to release goods	Customs Department, Chambers of Commerce, Chambers of Industry, USAID
12	Exchange of Customs Declarations and Information	Increasing the efficiency of the customs declarations exchange process through electronic connectivity with the Saudi side and reducing the paper audits, in addition to increase the reliability of the accuracy of preparing customs declarations where any tampering with or change in the entries of customs declaration can be detected, thereby ensuring that duties are not lost to the treasury.	Customs Department, Saudi Zakat Tax and Customs Authority
13	Customer Service Development	Developing integrated electronic services within a single portal, reducing the number of in-person visits by clients, and increasing the satisfaction of stakeholders.	Customs Department, USAID
14	Establishing Buildings	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.	Customs Department, Ministry of Public Work and Housing



Chapter 4

Customs Revenues and Foreign Trade



➤ Customs Revenues

Customs revenues totaled around (1.788) billion JDs in 2024, while they totaled around (1.777) billion JDs in 2023. This indicates an increase by approximately (10.5) million JDs, which represents increase percentage of (1%). Below are the customs revenues categorized by type:

▪ Customs revenue details

Customs Revenues	2023		2024		Value of Change (Million Dinars)
	Value (Million JDs)	Percentage	Value (Million JDs)	Percentage	
General Revenues	1,730.04	97.3%	1,734.15	97.0%	4.1
Customs Department Deposits	4.49	0.3%	6.85	0.4%	2.4
Fee Redemption Deposits	0.02	0.0%	0.01	0.0%	0.0
Ministry of Finance Deposits	43.15	2.4%	47.21	2.6%	4.1
Total	1,777.71	%100	1,788.22	100%	10.52

▪ General revenues details:

Customs Revenues	2023		2024		Value of Change (Million Dinars)
	Value (Million JDs)	Percentage	Value (Million JDs)	Percentage	
Sales Tax	1,102.50	63.7%	1,073.03	61.9%	-29.48
Unified Customs Duties(Tariffs)	204.59	11.8%	212.44	12.3%	7.84
Customs service charges	176.30	10.2%	179.88	10.4%	3.58
Fees of other agencies excluding Sales Tax	143.01	8.3%	149.76	8.6%	6.74
Customs Endeavors	75.29	4.4%	84.06	4.8%	8.77
Customs Confiscations and Fines	24.89	1.4%	31.42	1.8%	6.53
Other fees	3.45	0.2%	3.57	0.2%	0.12
Total	1,730.04	100%	1,734.15	100%	4.11



▪ 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 2024 compared to the 2023:

Distribution of Imports	2023			2024		
	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	5,917	44.6%	0	6,418	45.7%
Exempted under Agreements	0	3,920	29.6%	0	3,967	28.2%
Exempted under resolutions of the Council of Ministers or private laws or franchise companies (excluding oil and oil derivatives) or for parties exempted from Customs duties	0	1,949	14.7%	0	2,162	15.4%
Subject to Customs duties according to tariff schedules or preferential fees	182.38	1,474	11.1%	187.52	1,508	10.7%
Total	182.4	13,260	100%	187.52	14,055	100%

* Customs tariff weighted average for 2024 accounted for (1.3 %), while it reached (1.4%) in 2023.

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

* The table above does not include the value of Petroleum and derivatives thereof (customs declaration)

▪ Sales Tax on Imports

The revenues of sales tax on imports for 2024 totaled around (1,073.0) million JDs (according to the date of financial receipts), compared to (1,102.5) million JDs in 2023, which indicates a decrease by (29.48) million JDs.



Other departments' fees (except the sales tax) collected in 2024 compared to 2023:

Fee Name	2023		2024	
	Amount of Money (Million JDs)	Percentage%	Amount of Money (Million JDs)	Percentage%
Advance payment for income tax	86.9	60.8%	90.3	60.3%
Traffic fees	15.0	10.5%	16.7	11.1%
Import stamp fees on the declaration	8.3	5.8%	8.6	5.7%
X-ray scanning service charge	7.5	5.3%	7.9	5.2%
Vouchers/Pledge Stamps	7.2	5.0%	7.8	5.2%
Agricultural and veterinary service charges	4.6	3.2%	4.4	2.9%
Import stamp fees on shipping charges	4.0	2.8%	4.9	3.3%
Overloading fines	2.1	1.4%	2.2	1.5%
Traffic Department fees	1.3	0.9%	1.2	0.8%
Price variation charge-Diesel	1.3	0.9%	1.1	0.7%
Scrap export fees	1.1	0.7%	1.73	1.2%
Bonded stamp fees	0.9	0.6%	0.8	0.5%
Service and control fees – scrap Import	0.8	0.6%	0.6	0.4%
Licensing fees of the Telecommunications Regulatory Commission TRC	0.6	0.4%	0.6	0.4%
Charges of balancing exempted declarations of Jordan Investment Commission	0.4	0.3%	0.00	0.0%
Customs escort service charge	0.3	0.2%	0.4	0.2%
Pledge stamp fee or any written acknowledgment	0.2	0.1%	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	0.1	0.1%	0.2	0.1%
Charges of balancing exempted investment declaration	0.1	0.0%	0.00	0.0%
Aqaba Special Economic Zone services charge	0.04	0.0%	0.00	0.0%
Credit cards use fees	0.02	0.0%	0.02	0.0%
Auction stamp fees	0.01	0.0%	0.03	0.0%
Storage Directorate deposit stamp fees	0.01	0.0%	0.01	0.0%
Other fees	0.00	0.0%	0.00	0.0%
Total	143.0	100%	149.8	100%

**Ministry of Finance Deposits collected in 2024 compared to 2023:**

Ministry of Finance Deposits	2023		2024	
	Amount of Money (Million JDs)	Percentage%	Amount of Money (Million JDs)	Percentage%
Non-attested documents charge by insurance	9.85	22.8%	9.75	20.6%
Customs insurances(miscellaneous deposits)	6.92	13.8%	7.09	15.0%
General relative sales tax by deposit	5.62	11.5%	6.90	14.6%
Standards service charge	5.02	11.7%	4.71	10.0%
Unified fee by deposit	3.59	8.3%	3.78	8.0%
Export fee on Sheep	2.11	4.9%	2.84	6.0%
Food consignments inspection fee	1.90	4.4%	2.03	4.3%
Radiological control fee	1.90	4.4%	1.93	4.1%
Special relative sales tax by deposit	2.15	5.0%	1.65	3.5%
Services charge by insurance	1.27	2.9%	1.55	3.3%
Environmental protection fee-Aqaba Authority	-	0.0%	1.30	2.8%
Services charge-Aqaba Special Economic Zone	0.04	0.1%	0.79	1.7%
Work permits deposits	0.29	0.7%	0.72	1.5%
Radiological examination services charge	0.93	2.2%	0.64	1.3%
Storage directorate services charge- Aqaba Authority	0.50	1.2%	0.41	0.9%
Income tax by insurance	0.28	0.6%	0.30	0.6%
Storage directorate waiver charge- Aqaba Authority	0.34	0.8%	0.28	0.6%
Service charge of exempted imports by insurance	0.29	0.7%	0.28	0.6%
Storage charge-Aqaba Authority	0.06	0.1%	0.13	0.3%
Insurance charge storage directorate- Aqaba Authority	0.02	0.1%	0.07	0.1%
Special qualitative sales tax by deposit	0.01	0.0%	0.03	0.1%
Qualitative unified fee by deposit	0.02	0.0%	0.03	0.1%
Advance payment for income tax by insurance	0.002	0.0%	0.012	0.0%
Services charge of imports by insurance	0.003	0.0%	0.000	0.0%
Total	43.11	100%	47.21	100.0%



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

Customs Houses/ Centers	2023		2024	
	Amount of Money (Million JDs)	Percentage%	Amount of Money (Million JDs)	Percentage%
Aqaba Customs House	588.1	33.1%	586.3	32.8%
Amman Customs House	332.8	18.7%	326.6	18.3%
Al-Zarqa Free Zone Customs House/ Vehicles	255.3	14.4%	244.9	13.7%
Cargo Airport Customs Center -Zezia	208.5	11.7%	200.6	11.2%
Al-Omari Customs House	88.2	5%	87.4	4.9%
Public Warehouses	69.6	3.9%	78.5	4.4%
Zarqa Free Zone Customs House/ Cargo	41.6	2.3%	44.1	2.5%
Customs Department	27.0	1.5%	36.0	2.0%
Passenger (ferry) station – Aqaba	24.5	1.4%	32.2	1.8%
King Abdulla II Bin Al-Hussein Bridge Customs House	37.8	2.1%	31.5	1.8%
Jaber Customs House	20.6	1.2%	19.3	1.1%
Airport Free Zone Customs House – Al-Mushatta	12.4	0.7%	16.4	0.9%
Financial affairs/ collector Funds	16.1	0.9%	12.6	0.7%
E-commerce Customs Center	0.0	0.0%	11.5	0.6%
King Hussein Bridge Customs House	11.8	0.7%	11.0	0.6%
Jordan Valley Crossing Customs House	7.3	0.4%	8.7	0.5%
AL-Karama Customs House	5.9	0.3%	6	0.3%
Airport Passenger Customs-Zezia	1.8	0.1%	4.5	0.3%
Al- Dorrah Customs House	4.8	0.3%	4.2	0.2%
Ammon Customs House	2.4	0.1%	3.4	0.2%
Anti-Smuggling Directorate	2.5	0.1%	3.4	0.2%
Mafraq Customs House	2.2	0.1%	3.1	0.2%



Jordan Customs

Al-Hassan Industrial Estate Customs / Irbid	2.5	0.1%	2.8	0.2%
Al-Moudawarra Customs House	3.3	0.2%	3.1	0.2%
Amman Post Office Customs House	2.1	0.1%	1.6	0.1%
Directorate of Temporary Admission	1.9	0.1%	1.6	0.1%
Wadi Araba Customs House	0.93	0.1%	1.24	0.1%
Al-Dhuleil Customs House	0.8	0.0%	1.2	0.1%
Al-Sheidiya Special Free Industrial Zone	1.1	0.1%	1.1	0.1%
Al-Raqeem Customs Center	0.9	0.0%	0.9	0.1%
Syria-Jordan Free Zone Customs House	0.4	0.0%	0.8	0.0%
Wadi al-Yutom Customs House	0.6	0.0%	0.7	0.0%
Ghour Numaira Customs House	0.3	0.0%	0.5	0.0%
King Hussein Bridge Customs House/ Ash-Shunah Aljanubiah	1.4	0.1%	0.2	0.0%
Qweirah special Free Zone Customs	0.1	0.0%	0.2	0.0%
Special Free Zone/Information Technology Cities Development Co.	0.1	0.0%	0.1	0.0%
Al- Hussein Bin Abdulla II industrial Estate	0.1	0.0%	0.1	0.0%
Aqaba Airport Customs House	0.02	0.0%	0.02	0.0%
Amman civil airport Customs House – Marka	0.00	0.0%	0.00	0.0%
Aqaba Special Economic Zone (ASEZA) Customs House	0.09	0.0%	0.00	0.0%
Total	1,778.71	100%	1,788.22	100%



➤ External Trade

▪ Customs Declarations

Type of Customs Declaration	Customs Declaration Type/Code	Number of Registered Declarations		Change Rate
		2023	2024	
Permanent Export	EX1	151,027	162,583	8%
Temporary Export	EX2	1,508	2,028	34%
Re-Export	EX3	19,519	22,683	16%
Import for local Consumption	IM4	427,772	433,036	1%
Temporary Admission	IM5	31,275	34,881	12%
Re-import for local Consumption	IM6	1,601	1,376	-14%
Bonded storage	IM7	10,963	13,575	24%
Admission of goods to the Special Economic Zone / Aqaba	AZ7	13,004	13,679	5%
Admission of goods to the Special Economic Zone industries	AZ5	440	4,972	-
Import for Consumption (Expatriates' furniture and household)	RD4	1,375	1,180	-14%
Import for Consumption (Personal Effects declaration)	SD4	13,457	20,360	51%
Transit	TR8	210,750	227,363	8%
Other Customs Statuses	AR9	11,458	11,596	1%
Total		894,149	949,312	6%

▪ 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 (14,070.1) billion JDs in 2024, compared to (13,291.3) billion JDs in 2023, with an increase of (778.8) million JDs in import volume with a percentage of (5.9%).



The table below illustrates imports according to Tariff schedule sections in terms of value during 2023- 2024:

Section No.	Description	2023	2024
		Import value (Millions.JD)	Import value (Millions.JD)
1	Live animals; animal product	802	946
2	Vegetable product	1,447	1,425
3	Animal or vegetable fats or oils and their cleavage products; prepared edible fats; animal or vegetable waxes	189	203
4	Prepared foodstuffs; beverages, spirits and vinegar; tobacco and manufactured tobacco substitutes	1,318	1,325
5	Mineral products	177	174
6	Products of the chemicals or allied industries	1,528	1,632
7	Plastics and articles thereof; rubber and articles thereof	630	694
8	Raw hides and skins, leather, furskins and articles thereof; saddler and harness; travel goods, handbags and similar containers; articles of animal gut (other than silk-worm gut)	25	24
9	Wood and articles of wood; wood charcoal; cork and articles of cork; manufactures of straw, of esparto or of other plating materials; basketware and wickerwork	152	161
10	Pulp of wood or other fibrous cellulosic material; recovered (waste and scrap) paper or paperboard; paper and paperboard and articles thereof	314	322
11	Textile and textile articles	473	495
12	Footwear, headgear, umbrellas, sun umbrellas, walking-sticks, seat-sticks, whips, riding-crops and parts thereof; prepared feather and articles made therewith; artificial flowers; articles of human hair	62	65
13	Articles of stone, plaster, cement, asbestos, mica or similar materials; ceramic products; glass and glassware	244	233
14	Natural or cultured pearls, precious or semi-precious stones, precious metals, metals clad with precious metal and articles thereof; imitation jewellery; coin	747	609
15	Base metals and articles of base metal	885	943
16	Machinery and mechanical appliances; electrical equipment; parts thereof; sound recorders and reproducers, television image and sound recorders and reproducers, and parts and accessories of such articles	1,832	1,887
17	Transport equipment	1,658	1,885
18	Optical, photographic, cinematographic, measuring, checking, precision, medical or surgical instruments and apparatus; clocks and watches; musical instruments; parts and accessories thereof	273	285
19	Arms and ammunition; parts and accessories thereof	8	36
20	Miscellaneous manufactured articles	203	196
21	Works of art, collectors' pieces and antiques	325	532
Total		13,291	14,070



The table below illustrates the imports according to the chapters in the Tariff schedule in terms of value for the years of 2023-2024:

Chapter No.	Chapter Description	2023	2024	Rate of Change %
		Import value (Millions JD)	Import value (Millions JD)	
1	Live animals	209.9	252.6	20.4%
2	Meat and offal not cut in pieces, edible	279.2	361.5	29.5%
3	Fish or of crustaceans, molluscs or other aquatic invertebrates	52.6	55.8	6.1%
4	Dairy products. Birds. Natural honey. Edible products of animal origin not specified or included elsewhere	260.3	275.1	5.7%
5	Other products of animal origin, not specified or included elsewhere	0.5	0.5	4.2%
6	Live trees and other plants; bulbs, roots and the like; cut flowers and ornamental foliage	7.6	7.5	-0.6%
7	Edible vegetables and certain roots and tubers	67.3	75.4	12.0%
8	Edible fruit and nuts; peel of citrus fruit or melons	233.2	246.9	5.9%
9	Coffee, tea, mate and spices and condiments	207.2	247.8	19.6%
10	Cereals	764.7	666.2	-12.9%
11	Products of the milling industry; malt; starches; inulin; wheat gluten	22.9	25.1	9.7%
12	Oil seeds and oleaginous fruits; miscellaneous grains, seeds and fruit, industrial or medicinal plants; straw and fodder	138.8	149.4	7.7%
13	Lac; gums, resins and other vegetable saps and extracts	4.3	4.8	10.9%
14	Vegetable plaiting materials; vegetable products not elsewhere specified or included	1.0	1.4	40.9%
15	Animal or vegetable fats and oils and their cleavage products; prepared edible fats; animal or vegetable waxes	189.0	202.5	7.1%
16	Preparations of meat, of fish or of crustaceans, mollusks or other aquatic invertebrates	58.6	58.4	-0.4%
17	Sugars and sugar confectionery	206.9	196.4	-5.1%
18	Cocoa and cocoa preparations	73.6	72.5	-1.5%
19	Preparations of cereals; flour, starch or milk; pastrycooks' products	226.1	216.5	-4.3%
20	Preparations of vegetables, fruit, nuts or other parts of plants	168.1	151.4	-10.0%
21	Miscellaneous edible preparations	234.9	214.4	-8.8%
22	Beverages, spirits and vinegar	112.4	154.2	37.3%
23	Residues and waste from the food industries; prepared animal fodder	184.0	200.6	9.0%



24	Tobacco and manufactured tobacco substitutes	53.1	60.4	13.8%
25	Salt; sulphur; earths and stone; plastering materials, lime and cement	81.3	72.6	-10.7%
26	Ores, slag and ash	0.9	1.0	8.5%
27	Mineral fuels, mineral oils and products of their distillation; bituminous substances; mineral waxes	95.0	100.5	5.7%
28	Inorganic chemicals; organic or inorganic compounds of precious metals, of rare –earth metals, of radioactive elements or of isotopes	73.2	89.9	22.8%
29	Organic chemicals	309.0	319.1	3.3%
30	Pharmaceutical products	556.4	590.3	6.1%
31	Fertilizers	41.8	43.4	3.9%
32	Tanning or dyeing extracts; tannins and their derivatives; dyes, pigments and other colouring matter; paints and varnishes; putty and other mastics; inks	72.3	85.4	18.2%
33	Essential oils and resinoids; perfumery, cosmetic or toilet preparations	206.4	224.7	8.9%
34	Soap, organic surface -active agents, washing preparations, lubricating preparations, artificial waxes, prepared waxes, polishing or sourcing preparations, candles and similar articles, modeling pastes, "dental waxes" and dental preparations with a basis of plaster	108.5	110.4	1.7%
35	Albuminoidal substances; modified scratches; glues; enzymes	-10.0%	27.9	22.9%
36	Explosives; pyrotechnic products; matches; pyrophoric alloys; certain combustible preparations	-8.8%	3.0	81.7%
37	Photographic or cinematographic goods	37.3%	3.9	2.1%
38	Miscellaneous chemical products	9.0%	133.7	1.2%
39	Plastics and articles thereof	13.8%	602.7	9.5%
40	Rubber and articles thereof	-10.7%	91.4	14.6%
41	Raw hides and skins (other than furskins) and leather	8.5%	0.2	-27.0%
42	Articles of leather; saddler and harness; travel goods, handbags and similar containers; articles of animal gut (other than silk -worn gut)	5.7%	23.5	-3.1%
43	Furskins and artificial fur; manufactures thereof	22.8%	0.0	-49.3%
44	Wood and articles of wood; charcoal	3.3%	160.4	6.0%
45	Cork and articles of cork	6.1%	0.1	15.3%
46	Manufactures of straw, of esparto or of other plaiting materials; basketware and wickerwork	0.3	0.6	90.7%



47	Pulp of wood or of other fibrous cellulosic material; recovered (waste and scrap) paper or paperboard	58.4	62.0	6.2%
48	Paper and paperboard; articles of paper pulp, of paper or of paperboard	238.6	242.3	1.6%
49	Printed books, newspapers, pictures and other products of the printing industry; manuscripts, typescripts and plans	17.1	17.7	3.3%
50	Silk	0.0	0.0	-46.8%
51	Wool, fine or coarse animal hair; horsehair yarn and woven fabric	1.2	0.8	-38.3%
52	Cotton	2.5	2.4	-5.4%
53	Other vegetable textile fibers; paper yarn and woven fabrics of paper yarn	3.3	3.4	2.2%
54	Man -made filaments	69.8	71.2	2.1%
55	Man -made staple fibers	20.1	22.2	10.6%
56	Wadding, felt and nonwovens; special yarns; twine, cordage, ropes and cables and articles thereof	25.5	23.4	-8.3%
57	Carpets and other textile floor coverings	15.6	15.5	-0.5%
58	Special woven fabrics; tufted textile fabrics; lace; tapestries; trimmings; embroidery	7.1	8.7	23.6%
59	Impregnated, coated, covered or laminated textile fabrics; textile articles of a kind suitable for industrial use	6.8	6.8	-0.5%
60	Knitted or crocheted fabrics	30.3	47.0	55.2%
61	Articles of apparel and clothing accessories, knitted or crocheted	208.4	206.3	-1.0%
62	Articles of apparel and clothing accessories, not knitted or crocheted	42.5	36.1	-15.1%
63	Other made up textile articles; sets; worn clothing and worn textile articles	39.6	51.1	28.9%
64	Footwear, gaiters and the like; parts of such articles	57.9	60.4	4.5%
65	Headgear and parts thereof	1.5	1.5	0.0%
66	Umbrellas, sun umbrellas, walking -sticks, whips, riding - corps and parts thereof	0.5	0.9	79.0%
67	Prepared feathers and down and articles made of feathers or of down; artificial flowers; articles of human hair	1.8	1.8	-0.2%
68	Articles of stone, plaster, cement, asbestos, mica or similar materials	53.2	54.9	3.3%
69	Ceramic products	119.0	107.5	-9.7%
70	Glass and glassware	72.2	70.4	-2.5%
71	Natural or cultured pearls, precious or semi -precious stones, precious metals, metals clad with	746.6	609.3	-18.4%



	precious metal, and articles thereof; imitation jewelry; coin			
72	Iron and steel	389.1	399.6	2.7%
73	Articles of iron or steel	146.2	179.9	23.0%
74	Copper and articles thereof	108.5	125.5	15.7%
75	Nickel and articles thereof	0.9	1.3	34.0%
76	Aluminum and articles thereof	153.4	143.4	-6.5%
78	Lead and articles thereof	0.3	0.2	-30.6%
79	Zinc and articles thereof	1.8	1.6	-10.7%
80	Tin and articles thereof	0.2	0.3	39.9%
81	Other base metals; cermets; articles thereof	0.2	0.3	44.7%
82	Tools, implements, cutlery, spoons and forks, of base metal; parts thereof of base metal	23.0	28.2	22.7%
83	Miscellaneous articles of base metal	61.1	62.7	2.5%
84	Nuclear reactors, boilers, machinery and mechanical appliances; parts thereof	918.6	985.8	7.3%
85	Electrical machinery and equipment and parts thereof; sound recorders and reproducers, television image and sound recorders and reproducers, and reproducers, parts and accessories of such articles	913.0	900.9	-1.3%
86	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	2.4	10.5	342.2%
87	Vehicles other than railway or tramway rolling-stock, and parts and accessories thereof	1,622.6	1,836.6	13.2%
88	Aircraft, spacecraft, and parts thereof	29.2	38.0	30.1%
89	Ships, boats and floating structures	3.6	0.0	-98.8%
90	Optical, photographic, cinematographic, measuring, checking, precision, medical or surgical instruments and apparatus; parts and accessories thereof	251.4	264.3	5.1%
91	Clocks and watches and parts thereof	21.0	20.5	-2.7%
92	Musical instruments; parts and accessories of such articles	0.4	0.4	-5.4%
93	Arms and ammunition; parts and accessories thereof	8.2	35.6	334.0%
94	Furniture; bedding, mattresses, mattress supports, cushions and similar stuffed furnishings; lamps and lighting fittings, not elsewhere specified or included; illuminated	117.7	110.8	-5.9%













	signs, illuminated signs, illuminated name-plates and the like; prefabricated buildings			
95	Toys, games and sports requisites; parts and accessories thereof	31.3	27.9	-10.9%
96	Miscellaneous manufactured articles	54.2	57.6	6.3%
97	Works of arts, collectors' pieces and antiques	0.3	0.4	54.3%
98	Collective item for the agencies exempted from customs duties	325.2	532.1	63.6%
Total		13,291	14,070	5.9%

2024

Top (10) Partner Countries in
Terms of Imports Value
(except petroleum and
derivations thereof)

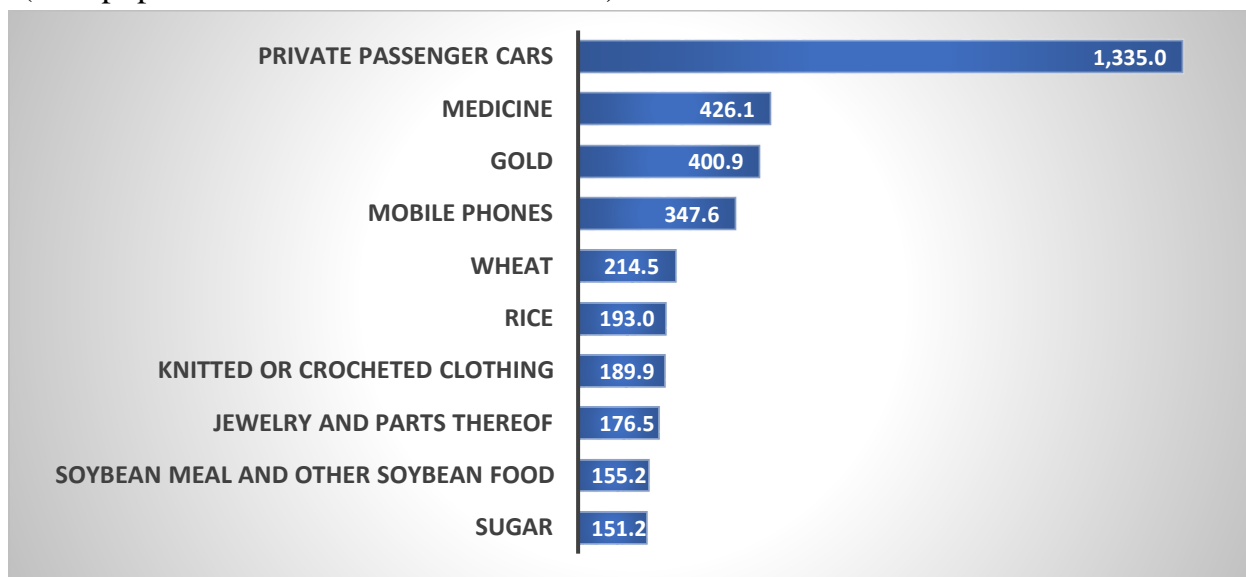


									
China	Saudi Arabia	USA	United Arab Emirates	Germany	India	Egypt	Turkey	Brazil	Italy
3,132.5	1,160.3	982.3	787.9	646.4	471.5	462.3	459.1	440.9	429.2

Imports Value (Million JD)



The figure below shows the top (10) goods in terms of the import value during 2024. (Except petroleum and derivations thereof).



*Value of Imports (million dinars)

The schedule below illustrates the Kingdom's imports of cleared small passenger vehicles by engine type for the years of 2023-2024:

Description	2023		2024		Percentage of change in the number of vehicles
	Value (Million JDs)	Number (Cars)	Value (Million JDs)	Number (Cars)	
Gasoline	163.7	18,442	110.7	8,504	-54%
Hybrid	290.1	21,072	241.6	16,564	-21%
Electric	696.9	42,821	982.5	60,736	42%
Total	1,150.7	82,335	1,334.9	85,946	4%



▪ **Exports:**

The table below shows Exports according to the chapters in Tariff schedule in terms of value for the years 2023-2024:

Chapter NO.	Chapter Description	2023	2024	Rate of Change
		Export Value (Million JDs)	Export Value (Million JDs)	
1	Live animals	59.4	103.0	73%
2	Meat and offal not cut in pieces, edible	70.6	72.8	3%
3	Fish or of crustaceans, molluscs or other aquatic invertebrates	0.5	1.0	92%
4	Dairy and dairy products, eggs, birds, natural honey and edible products of animal origin not specified or included elsewhere	53.7	54.7	2%
5	Other products of animal origin, not specified or included elsewhere	0.2	0.3	77%
6	Live trees and other plants; bulbs, roots and the like; cut flowers and ornamental foliage	0.9	0.7	-26%
7	Edible vegetables and certain roots and tubers	147.2	152.8	4%
8	Edible fruit and nuts; peel of citrus fruit or melons	66.8	95.8	43%
9	Coffee, tea, maté and spices	46.3	81.9	77%
10	Cereals	0.7	5.4	655%
11	Products of the milling industry; malt; starches; inulin; wheat gluten	26.1	5.8	-78%
12	Oil seeds and oleaginous fruits; miscellaneous grains, seeds and fruit, industrial or medicinal plants; straw and fodder	17.3	19.0	10%
13	Lac; gums, resins and other vegetable saps and extracts	0.1	0.1	-51%
14	Vegetable plaiting materials; vegetable products not elsewhere specified or included	0.0	0.0	-71%



15	Animal or vegetable fats and oils and their cleavage products; prepared edible fats; animal or vegetable waxes	11.5	13.4	17%
16	Preparations of meat, of fish or of crustaceans, mollusks or other aquatic invertebrates	13.0	28.5	119%
17	Sugars and sugar confectionery	24.0	39.9	67%
18	Cocoa and cocoa preparations	34.1	60.1	76%
19	Preparations of cereals; flour, starch or milk; pastrycooks' products	76.4	74.9	-2%
20	Preparations of vegetables, fruit, nuts or other parts of plants	88.5	99.7	13%
21	Miscellaneous edible preparations	101.6	113.7	12%
22	Beverages, spirits and vinegar	25.0	20.6	-18%
23	Residues and waste from the food industries; prepared animal fodder	43.0	61.6	43%
24	Tobacco and manufactured tobacco substitutes	49.0	157.2	221%
25	Salt; sulphur; earths and stone; plastering materials, lime and cement	382.5	960.6	151%
26	Ores, slag and ash	0.9	1.4	51%
27	Mineral fuels, mineral oils and products of their distillation; bituminous substances; mineral waxes	3.5	3.1	-10%
28	Inorganic chemicals; organic or inorganic compounds of precious metals, of rare-earth metals, of radioactive elements or of isotopes	1,080.4	923.2	-15%
29	Organic chemicals products	13.5	12.0	-11%
30	Pharmaceutical products	547.8	628.1	15%
31	Fertilizers	1,131.6	784.1	-31%
32	Tanning or dyeing extracts; tannins and their derivatives; dyes, pigments and other colouring matter; paints and varnishes; putty and other mastics; inks	70.5	71.7	2%



33	Essential oils and resinoids; perfumery, cosmetic or toilet preparations	27.9	31.1	12%
34	Soap, organic surface-active agents, washing preparations, lubricating preparations, artificial waxes, prepared waxes, polishing or sourcing preparations, candles and similar articles, modeling pastes, "dental waxes" and dental preparations with a basis of plaster	215.2	251.6	17%
35	Albuminoidal substances; modified starches; glues; enzymes	3.5	4.1	17%
36	Explosives; pyrotechnic products; matches; pyrophoric alloys; certain combustible preparations	0.0	0.4	8756%
37	Photographic or cinematographic goods	0.01	0.02	109%
38	Miscellaneous chemical products	155.7	132.6	-15%
39	Plastics and articles thereof	163.9	191.9	17%
40	Rubber and articles thereof	0.8	0.8	6%
41	Raw hides and skins (other than furskins) and leather	1.2	2.0	68%
42	Articles of leather; saddler and harness; travel goods, handbags and similar containers; articles of animal gut (other than silk-worm gut)	1.0	1.0	0%
43	Furskins and artificial fur; manufactures thereof	0.8	1.1	34%
44	Wood and articles of wood; charcoal	7.3	6.9	-5%
45	Cork and articles of cork	0.01	0.02	231%
46	Manufactures of straw, of esparto or of other plaiting materials; basketware and wickerwork	0.5	0.4	-30%
47	Pulp of wood or of other fibrous cellulosic material; recovered (waste and scrap) paper or paperboard	12.8	11.7	-9%
48	Paper and paperboard; articles of paper pulp, of paper or of paperboard	125.6	121.1	-4%



49	Printed books, newspapers, pictures and other products of the printing industry; manuscripts, typescripts and plans	9.2	6.1	-34%
50	Silk	-	-	-
51	Wool, fine or coarse animal hair; horsehair yarn and woven fabric	0.6	1.1	81%
52	Cotton	0.0	0.0	-69%
53	Other vegetable textile fibers; paper yarn and woven fabrics of paper yarn	-	0.0	-
54	Man-made filaments	3.1	6.0	94%
55	Man-made staple fibers	0.5	0.4	-20%
56	Wadding, felt and nonwovens; special yarns; twine, cordage, ropes and cables and articles thereof	1.3	1.3	-3%
57	Carpets and other textile floor coverings	37.9	36.7	-3%
58	Special woven fabrics; tufted textile fabrics; lace; tapestries; trimmings; embroidery	1.0	0.8	-12%
59	Impregnated, coated, covered or laminated textile fabrics; textile articles of a kind suitable for industrial use	0.7	0.8	12%
60	Knitted or crocheted fabrics	0.2	0.3	58%
61	Articles of apparel and clothing accessories, knitted or crocheted	1,339.1	1,678.9	25%
62	Articles of apparel and clothing accessories, not knitted or crocheted	41.5	37.3	-10%
63	Other made up textile articles; sets; worn clothing and worn textile articles	8.5	8.3	-2%
64	Footwear, gaiters and the like; parts of such articles	1.1	0.9	-23%
65	Headgear and parts thereof	0.02	0.03	65%
66	Umbrellas, sun umbrellas, walking-sticks, whips, riding-corps and parts thereof	0.00	0.00	-61%



67	Prepared feathers and down and articles made of feathers or of down; artificial flowers; articles of human hair	0.00	0.00	-88%
68	Articles of stone, plaster, cement, asbestos, mica or similar materials	11.1	11.9	7%
69	Ceramic products	2.5	11.9	372%
70	Glass and glassware	3.2	2.7	-14%
71	Natural or cultured pearls, precious or semi-precious stones, precious metals, metals clad with precious metal, and articles thereof; imitation jewelry; coin	830.2	731.3	-12%
72	Iron and steel	92.0	79.0	-14%
73	Articles of iron or steel	98.7	97.4	-1%
74	Copper and articles thereof	69.6	84.0	21%
75	Nickel and articles thereof	0.1	0.0	-85%
76	Aluminum and articles thereof	136.4	148.9	9%
78	Lead and articles thereof	10.9	10.1	-7%
79	Zinc and articles thereof	0.6	0.7	6%
80	Tin and articles thereof	0.6	0.1	-90%
81	Other base metals; cermets; articles thereof	-	0.0	-
82	Tools, implements, cutlery, spoons and forks, of base metal; parts thereof of base metal	1.9	1.8	-8%
83	Miscellaneous articles of base metal	1.5	1.8	21%
84	Nuclear reactors, boilers, machinery and mechanical appliances; parts thereof	130.4	161.1	23%
85	Electrical machinery and equipment and parts thereof; sound recorders and reproducers, television image and sound recorders and reproducers, and	539.0	193.9	-64%



	reproducers, parts and accessories of such articles			
86	Railway or tramway locomotives, rolling-stock and parts thereof; railway or tramway track fixtures and fittings and parts thereof; mechanical (including electro-mechanical) traffic signalling equipment of all kinds	0.1	0.3	222%
87	Vehicles other than railway or tramway rolling-stock, and parts and accessories thereof	17.9	24.7	38%
88	Aircraft, spacecraft, and parts thereof	4.8	0.3	-94%
89	Ships, boats and floating structures	-	-	-
90	Optical, photographic, cinematographic, measuring, checking, precision, medical or surgical instruments and apparatus; parts and accessories thereof	7.0	7.4	6%
91	Clocks and watches and parts thereof	0.5	0.6	18%
92	Musical instruments; parts and accessories of such articles	-	0.1	-
93	Arms and ammunition; parts and accessories thereof	-	0.0	-
94	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	57.0	36.5	-36%
95	Toys, games and sports requisites; parts and accessories thereof	0.4	1.2	187%
96	Miscellaneous manufactured articles	41.7	64.2	54%
97	Works of arts, collectors' pieces and antiques	0.1	0.0	-65%
98	Collective item for the agencies exempted from customs duties	1.8	1.6	-12%
Total		8,407.7	8,855.8	5%

2024

Top (10) Partner Countries in
Terms of Exports Value



USA

India

Saudi Arabia

Iraq

United Arab
Emirates

China

Egypt

Palestine

Algeria

Kuwait

2,243.3

1,259.8

968.7

861.0

302.4

223.0

205.4

195.7

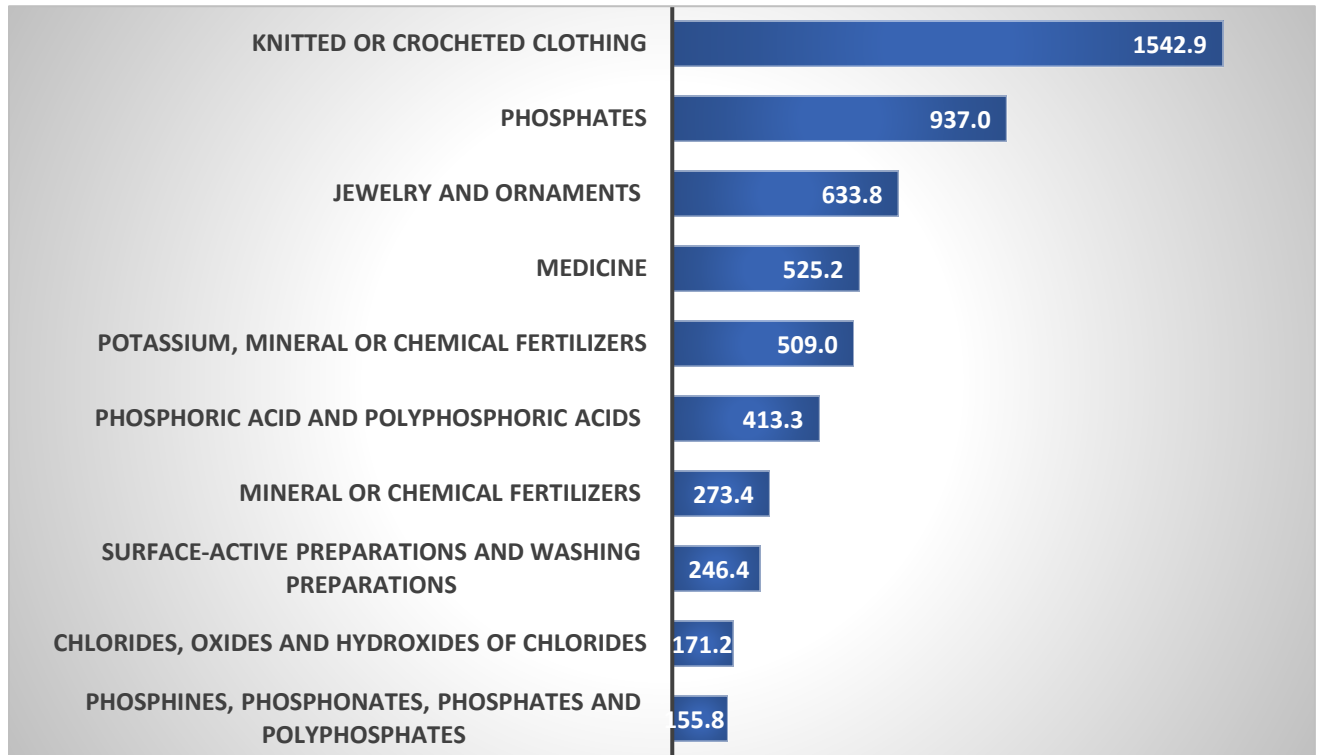
122.4

120.9

Exports Value (Million JD)



The figure below shows the top (10) goods in terms of the export value during 2024.



*Value of Exports (million dinars)



Chapter 5

Achievements and Activities



➤ Achievement of A Recognized Position

In line with its vision to serve as a pioneering model in the customs work, the Jordan Customs Department (JCD) continues to promote its regional and international presence by adopting the best global practices and standards in trade facilitation, border security and e-transformation.



In this context, Jordan Customs (JCD) was unanimously re-elected as the World Customs Organization (WCO) representative for the North Africa, Near and Middle East (MENA) region during the 52nd Regional Meeting of MENA Customs Directors General, held virtually in November 2020. As a result of this election, the Director General of JCD assumed the position of Vice-Chair of the WCO Council, reflecting the recognized status of JCD and its pioneering role in regional customs coordination.

The JCD is one of the leading national institutions that lends a commitment to development, innovation, openness to the global developments, as well as adoption of the latest practices and concepts in the customs work. In 2024, the JCD has implemented a number of the pioneering projects and initiatives aimed at enhancement of the business and investment environment, and the government's directives in terms of rationalizing resource consumption and improving the quality of services provided to the beneficiaries.

While these achievements meet the aspirations of business sector and stakeholders, they have tangibly contributed to development of the customs operations, reduced time release of goods, and enhanced integration and cooperation with the local and regional partners, which ultimately leads to boosting the Kingdom's competitiveness in supply chain and international trade

In recognition of its commitment to institutional excellence, the Jordan Customs Department (JCD) won the King Abdullah Award for Excellence in Government Performance and Transparency for the financial and investment sector (2023/2024). In addition, it won the King Abdullah Award for E-Government Transformation (2021/2022),



embodying the JCD's leading role in adopting smart digital solutions that keep up with the aspirations of modern state.

The JCD endeavors to continue this approach by implementing further strategies and pioneering initiatives that strengthen its competitive and innovative capacities. It also strives to continuously improve its services reaching new levels of excellence and institutional innovation.

❖ Enhancing the Customs Work Environment, Improving the Stakeholder Experience and Streamlining the Procedures

➤ New Amman Customs House

In line with the strategic orientations of Jordan Customs Department (JCD) toward infrastructure development and enhanced operational efficiency, the New Amman Customs House was inaugurated in 2024 in Al-Madounah, southeast Amman, under the patronage of His Majesty King Abdullah II. This project is considered one of the most significant achievements in the customs sector, representing a major advancement in facilitating trade and streamlining customs clearance procedures.



The new customs house, which is situated on a site spanning a 1.3 million square meters, features integrated facilities including modern administrative buildings, inspection squares with a capacity of (192) trucks, sorting and impoundment warehouses as well as tender squares. Additionally, the new customs house features a solar power plant with a capacity of (3000kw), which embodies the JCD commitment to implementation of environmental sustainability practices and use of clean energy within its facilities.

Furthermore, advanced digital customs systems have been integrated into National Window of Commerce with the aim of expediting the clearance procedures and reducing both the operational costs and the time required to complete them. Accordingly, this usage has significantly enhanced the performance and improved the Kingdom's ranking across international business environment and logistics indicators.



As a result, the new Amman Customs House is anticipated to make a significant contribution to the national economy by improving the investment climate, generating employment opportunities, and alleviating congestion in Amman through the relocation of certain customs operations outside the city center. This project serves as a model of institutional modernization and sustainable planning, reflecting the JCD's commitment realizing its vision of building an advanced customs matrix that aligns with the international standards and promotes the inclusive economic growth.



➤ E-commerce Centre

In light of the rapid expansion of the e-commerce at the local and global levels, paralleled with new customs control challenges, there has been an urgent need for finding regulatory and logistic solutions that align with such expansion and ensure balance between facilitating movement of postal parcels and promoting the customs control. Therefore, the Jordan Customs Department (JCD) has initiated the establishment of E-commerce Centre as a strategic step towards regulation of this vital sector, promotion of the digital business environment and provision of efficient customs services.



The annual volume of parcels imported through the Post & Expressage Centre at Queen Alia International Airport has surpassed two million, highlighting the significant growth of e-commerce in Jordan. However, the center's infrastructure is no longer adequate to accommodate this expansion, given its limited capacity of only 400m², outdated equipment, and its geographic distance from the capital, Amman. These factors have contributed to delays in reception and clearance processes, as well as increased burdens on both citizens and the private sector.

In its endeavor to promote its operational capacities and achieve a quantum leap in managing the e-commerce, the JCD has established the Centre of E-commerce & Expressage in the building of Jordan Post located in Al-Mqabalain, Southern Amman. This Centre stands out for its strategic location, being situated close to population hubs and distribution centers. It also offers a storage capacity of 6,000 m², designed with future needs in mind, enabling the efficient, around-the-clock processing of all types of parcels with speed and reliability.

Due to the advancements represented by allocating a clearance square ten times larger than the clearance square in the Cargo Airport Customs Centre as well as providing three X-ray devices, the E-commerce Center has made significant progress in expediting the clearance procedures. Personal parcels valued at no more than 200 JODs are released within just one minute. Parcels that do not require approvals from regulatory authorities are cleared within two hours, while those requiring such approvals take up to four hours



for release. On the other hand, only (10%) of the total commercial parcels is physically inspected. In addition, parcels that do not require approvals from regulatory authorities are released within two hours, while those that do require such approvals are cleared within four hours.

➤ **Establishment of Facilities for the Anti-Smuggling Directorate and Customs Escort Directorate**

In collaboration with the Ministry of Public Works and Housing, the JCD has commenced a project of constructing buildings for the Anti-smuggling Directorate and the Customs Escort Directorate in the areas of As-Sultani, Al-Azraq, Ma'an, in addition to a residential building at Al-Karamah Customs House. The project aims to enhance the infrastructure and improve the efficiency of the customs operations.

In 2024, the JCD achieved (90%) of the building in As-Sultani and (11%) of the building in Al-Azraq. the inauguration of the project is anticipated to take place 2025.

➤ **National Window of Commerce**

In its endeavor to promote the business environment and enhance the efficiency of customs clearance operations, the JCD has commenced a project of the national window of commerce in 2018. The project aims to enhance to quality of services provided, expedite the release of goods, reduce the costs borne by the commercial sector, and enhance the efficiency of customs control procedures. In 2021, an organizational unit was established under the name of "Customs House for the Single Window of Commerce Procedures" to undertake the customs clearance operations electronically, including procedures for other relevant departments. The system was implemented in four main customs centers (Aqaba, Clearance Airport, Al Omari, and Jaber). The customs declarations lodged by the Single Window of Commerce accounted for (57%) of the overall customs declarations.

During 2024, this project made a quantum leap by expanding the scope of the National Window to cover additional customs centers: Sahab, Al-Raqeem, Jaber, and Al-Hassan Industrial City/Irbid. This contributed to a (35%) reduction in customs transaction processing time, exceeding the set target of (25%). An electronic correspondence system was also implemented between relevant authorities, reducing transaction processing time by (73%) compared to the target of (20%).

As part of the digital transformation initiative aimed at enhancing transparency and facilitating access to services, the e-authorization system was implemented in four customs



centers, resulting in the issuance of (7,676) authorizations. Additionally, usernames and passwords were provided to (3,868) merchants and institutions. The marine e-clearance system was also introduced, successfully reducing processing time by (60%), from two months to just one week. Furthermore, the brief declaration has been fully automated, demonstrating significant progress in the automating the procedures and making access to the services easier.

The JCD aims to complete the implementation of the system across the remaining customs centers and to integrate all authorities involved in the clearance operations. This system seeks to promote effective partnership and institutional integration, ultimately contributing to the enhancement of the Kingdom's economic competitiveness in line with the Economic Modernization Vision.

➤ **Enhancement of Service Recipient Experience**

As part of its efforts to enhance the overall experience of service recipients and promote e-transformation, the Jordan Customs Department (JCD) has launched a project aimed at improving service delivery through the integration of electronic services via a unified portal. This project seeks to remove the requirement for in-person follow-up, thereby increasing efficiency and improving service recipient satisfaction.

In 2024, the JCD formulated a comprehensive roadmap for the establishment of a Digital Communication Center. The roadmap includes completing the necessary infrastructure, setting the duties and powers of employees, and assigning twelve qualified staff members to operate the center.

In the area of capacity building, a total of 150 customs employees were trained on the latest communication channels and methods. Of these, 105 hold executive positions, 30 are in leadership and supervisory roles, and 15 have been certified as qualified trainers. The training programs focused on communication skills, customer relationship management, English language, and customs procedures. In addition, the JCD redesigned (53) customer services in preparation for their computerization by 2025, to enhance the efficiency and integration of services.



➤ **Improvement of Traveler Services**

In 2024, the JCD implemented a project for improving the traveler services in collaboration with Royal Jordanian Airlines, the International Airport Group (IAG), and the security authorities. The project, funded by USAID, aims to streamline procedures for travelers, improving efficiency and overall service quality.

The project included the installation of a baggage tracking system at Queen Alia International Airport aimed to enhance security, streamline passenger movement, and reduce waiting times, in alignment with the Economic Modernization Vision. For this purpose, operational tests were successfully conducted.

Furthermore, the JCD has implemented a number of improvement procedures including:

- Distribute awareness brochures on passenger seats on Royal Jordanian flights.
- Display an instructional video on the declaration of money and valuables.
- Send more than 24 million text messages to arriving passengers.

As part of capacity building and enhancing security awareness among customs personnel, 14 specialized training courses were held in body language and security awareness, benefiting 195 employees from various customs centers, in addition to employing six employees as certified trainers in this field.

These efforts have had a tangible impact on the passenger experience: baggage inspection rates have dropped from 85% to 15%, significantly expediting procedures and improving passenger flow throughout the airport, all under a regime of rigorous oversight.

❖ **Digital Transformation and System Development**

➤ **Exchange of Customs Declaration and Information**

In line with the JCD's efforts to develop digital infrastructure and enhance regional integration in customs operations, a project of e-connectivity with Saudi Zakat, Tax and Customs Authority was implemented in 2024. The project aims to facilitate the instantaneous and secure exchange of customs data between the two authorities, which enhances the efficiency of customs clearance processes, minimizes the risk of data manipulation, and reduces dependence on paper-based documentation.



The project primarily focuses on granting the JCD direct access to Saudi customs declaration data in order to enable the verification of information prior to completing clearance procedures, reduce the potential for fraud and minimize revenue losses to the state treasury.

During 2024, electronic connectivity was activated at the Mudawara Customs House in August and at the Al-Omari Customs House in September. The first phase included matching the customs declarations lodged by the Saudi side with its counterparts in Jordanian systems.

The initial trial demonstrated the system's effectiveness, as clearance unit heads were able to detect manually tampered customs declarations after comparing them with the original electronic copies received from the Saudi system. The number of customs declarations exchanged electronically during 2024 reached approximately 42,000, reflecting a quantum leap in the automation and integration of cross-border customs procedures and enhancing the reliability of national customs systems within the framework of bilateral cooperation.

➤ **Development of Prior Approval and License Platform**

In order to streamline its procedures, reach a digital integration with the regulatory authorities, and promote transparency, the JCD continued development of a unified electronic platform for prior approvals and licenses. This platform allows stakeholders to apply for approvals and licenses electronically, with all associated procedures being completed digitally.

During the second phase of this project, operational specifications for (35) new services were approved in collaboration with the relevant regulatory authorities, representing a significant expansion of the platform's services. This phase also involved the inclusion of two new regulatory bodies: the Ministry of Interior - (25) security agencies- and the Environmental Health Directorate. Furthermore, it involved expansion of services provided by the Ministry of Agriculture, Food and Drug Association and Jordan Customs. The total number of approvals and licenses issued through the platform since its launch until the end of 2024 amounted to (61,818) prior approvals/licenses, while the number of registered users on the platform amounted to (5,559) users from various sectors.

To raise awareness of the new digital services, the Jordan Customs Department (JCD) launched a comprehensive media campaign. This included three awareness workshops held in Aqaba, the Jordan Chamber of Industry, and the Amman Chamber of Commerce. The campaign also featured a training held for (100) customs clearance agents in Aqaba, direct



communication with (345) merchants and industrialists, and workshops targeting (600) merchants, clearance agents, and industrialists. Additionally, approximately (700,000) text messages were sent, and (13) awareness posts and videos were published across the department's social media platforms.

➤ **Development of Asy-express & Asy-maritime Systems**

As part of its efforts to advance digital transformation and modernize customs systems in line with global technological trends, the JCD has launched a project to enhance the Asyhub Maritime and Asyhub Express systems. The initiative, which is implemented in collaboration with the United Nations Conference on Trade and Development (UNCTAD) and the German Agency for International Cooperation (GIZ), aims to enable the shipping agents, express transport companies to have direct connectivity with customs systems through integrated technical interfaces, which ultimately streamlines procedures, expedites processing, and ensures optimal accuracy and transparency.

In 2024, a comprehensive technical assessment of the JCD's infrastructure was completed, confirming the technological readiness of the two systems. To foster collaboration, a series of technical meetings and workshops were organized with the public and private sector partners. These included a presentation on the integration mechanism between the ASYCUDA system and air & sea waybills. The event was attended by leading global shipping companies such as DHL, Aramex, FedEx, UPS, SkyNet, Naqel, and Samsa, as well as shipping agents and representatives from the Container Terminal Company (ACT).

While approximately (90%) of the Asyhub Maritime system has been completed, it is expected to be fully operated in 2025. In this context, a pilot project to upload maritime manifests electronically has begun. On the other hand, the Asyhub Express system has reached 25% completion within the planned timeframe, and development work is ongoing to fully integrate express carriers.

➤ **Information Technology and Communications**

In 2024, the JCD launched numerous development and automation projects focused on information and communication systems. These projects include:



▪ **Global ASYCUDA System and its Relevant Systems**

- ✓ **Decode historical customs declaration information with UNCTAD for the past five years to facilitate its use.**
- ✓ **Develop the system of golden list with UNCTAD.**
- ✓ **E-commerce project**
 - Apply the National Window operations to E-commerce.
 - Develop a system to streamline the process of parcel delivery from the customs hall.
 - Activate an e-payment system for the waybills.
 - Develop e-connectivity with express transport companies for direct parcel transfers.
 - Implement the inspection of declarations for faster process and examination of goods received via postal services.

- ✓ **Development and Amendments of ASYCUDA System**
 - Develop connectivity between the value system and the ASYCUDA system.
 - Modify the software related to the Aqaba Special Economic Zone.
 - Implement the second phase of customs declaration electronic monitoring.
 - Update the Carseer inspection document by introducing the artificial intelligence into the inspection system.
 - Modify the guarantees system by introducing measures to prevent the release of "bonded" goods when site inspection is pending.
 - Introduce improvements to the lane launch system, update correspondence system, and update the summary declaration with PFMA.



▪ **Infrastructure and Databases**

- Install high-capacity and high-speed IBM storage units to support electronic archiving.
- Establish over (43) new main servers (VM) to support modern customs projects.
- Update the Load Balancer system to improve efficiency and operational performance.
- Migrate reporting databases to Exadata7 to enhance processing efficiency and data speed.
- Migrate (142) main servers from the old environment to the new one, with necessary updates implemented.
- Update data center through the implementation of infrastructure enhancement using CISCO ACI solutions.
- Implement an advanced backup system (Backup Appliance) to ensure business continuity and data protection.

▪ **Supporting Customs Systems**

- Implement an electronic payment service for financial claims.
- Implement the sales permits system for duty-free markets.
- Introduction of electronic cards at the Jordan Valley and Mudawara customs offices.
- Automate procedures at the E-commerce and Express Transit Customs House.
- Automate customs seizures, anti-smuggling operations, and customs patrol tasks.
- Automate the X-RAY inspection and suspicion system at the X3 square in Aqaba Customs.
- Automate exit permits for national exports at the Cargo Airport and Aqaba Customs.
- Modify and automate the temporary import system in accordance with the National Export Center's requirements.
- Adjust the calculation of social security in the financial systems in accordance with the new regulations.
- Develop systems at the Zarqa Free Zone Customs (vehicle replacement/write-off, vehicle wreckage).



▪ **Network Security and System Protection**

- Detect cybersecurity threats and activation of the Network Detection and Response (NDR) system in collaboration with the National Cybersecurity Center to monitor and address potential threats in customs networks.
- Activate the Security Web Gateway – New Proxy system using firewall devices, implemented across 64 customs locations, covering approximately 1,350 users.
- Operate smart electronic gates and provide an electronic access control system at Al-Madhuneh Customs House.
- Replace and upgrade protection devices at the disaster recovery center to ensure preparedness and rapid response.

▪ **Surveillance Systems**

The JCD worked on enhancing and expanding the integrated surveillance system. In 2024, surveillance systems were developed and installed at several centers, bringing the total number of cameras operating within customs and connected to the central control room to 1,670 cameras, compared to 1,217 cameras in 2023, reflecting a 37% increase. Additionally, a 24/7 monitoring and control room was established at Al-Madhuneh Customs House. Furthermore, the surveillance cameras in duty-free markets across all customs centers were connected to center managers to facilitate workflow monitoring.

▪ **X-ray Devices**

The JCD continued its efforts to develop and enhance the capabilities of its customs houses by equipping them with advanced X-Ray inspection systems. These systems aim to facilitate inspection procedures, intensify anti-smuggling efforts, and reduce the waiting time for the travelers and goods at border crossings. In 2024, the JCD realized many significant achievements this area, including:

- Conduct a pilot operation for a truck exit system between the X3 area and the Wadi Al-Yutm Customs Center, which allows for the identification of suspicious cases before trucks reach the center.



- Deploy advanced, modern X-Ray inspection devices at the Aqaba Customs Center (X1, X3 areas, and silos), as part of a grant from the Japanese government.
- Install a truck inspection device at the export yard of the Aqaba Customs Center, with official operations now underway.
- Organize specialized training courses for X-Ray inspection staff to enhance their technical proficiency.

▪ **Telecommunication Network:**

The Push-to-Talk over Cellular (POC) technology for wireless communication was introduced at the New Amman Customs House in Al-Madhounah, Amman. Additionally, communication towers of all three service providers were installed across the house's facilities to improve cellular and internet coverage.

❖ **Customs Operations and Anti-Smuggling**

▪ **Customs Tariff**

In its endeavor to develop and follow up on customs-related procedures and deliver high-quality services especially in the fields of customs tariffs and trade agreements, the JCD realized many achievements in 2024, contributing to the trade facilitation and Jordan's commitment to the international agreements. These achievements include:

- Issue more than (400) EUR1 & EUR-MED certificates under the trade exchange agreements, which promotes exports to the European markets and enhances competitiveness of the Jordan products.
- Grant (13) companies the approved exporter status under the origin rule simplification framework of the Jordanian-European Partnership Agreement, increasing the total number of approved companies to (37).
- Introduce a service for issuing initial decisions on goods classification through the prior approval system. In 2024, the number of initial decisions issued reached (128). This increase contributed to promoting the clarity and



reliability of the JDC's transactions and reducing the disputes on the HS code interpretation.

▪ **Intellectual Property**

In alignment with the Kingdom's commitments under the Agreement on Trade-Related Aspects of Intellectual Property Rights (TRIPS), and its endeavor to protect intellectual property and create a safe and organized commercial environment, The JCD continues to serve as the first line of defense against the import of counterfeit goods and violations of registered trademarks. Therefore, the JCD has established a border-measures system that enables trademark owners to register their rights with customs, allowing them to take swift and effective action at border crossings in cases of suspected infringement.

In 2024, the JCD organized over (12) workshops on intellectual property aimed at enhancement of the JCD staff's capacities in the field of detecting the counterfeit goods and combating commercial fraud. In addition, the JCD successfully suspended clearance procedures for 1,015 shipments suspected of infringing registered trademarks. This proactive approach affirms the JCD's commitment to enforcing intellectual property laws and protecting local markets from counterfeit goods.

➤ **Exemptions**

In its endeavor to embody the high royal visions aimed at promoting investment, improving the economic environment and facilitating trade, JCD has continues to play a crucial role in drawing up mechanisms for implementing exemptions in line with the legislations in force and the relevant decisions. The JCD also strives to simplify the customs procedures and deliver high-quality services (facilitations, privileges, exemptions) for all categories of stakeholders, which contributes to realizing the economic, social and security goals.

Customs exemptions mean those exemptions granted for specific goods or a specific entity or for a specific purpose to achieve economic, political, social and security objectives. The duty-exempt imports accounted to (89.3%) of the total value of



imports (except petroleum and its derivations) during 2024, including, but not limited to:

- ✓ Duty-exempt imports under agreements signed (3.967 billion JDs), representing (31.6%) 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 (2.162 billion JD), representing (17.2%) of exempted import value.
- ✓ Duty-exempt imports under tariff schedules (6.418 billion JDs), representing (51.2%) of the value of exempted imports.

■ **Exemptions for persons with disabilities**

Stemming from the humanitarian dimension and the JCD's commitment to supporting and empowering persons with disabilities, the JCD has paid special attention to this category by providing all necessary facilities to benefit from their customs exemptions. These exemptions cover educational and medical supplies, assistive devices, machinery and spare parts, as well as individual and collective production projects owned and operated by persons with disabilities. Exemptions also include facilitating arrangements designed for the use of persons with disabilities, or allocated to organizations, associations, centers, clubs, schools, and programs that provide services to this category. In addition, they also include the exemption of buses designated for transporting nine or more persons with disabilities enrolled in private clubs or non-profit educational institutions, in accordance with applicable legislation, in addition to the exemption of one means of transportation designated for personal use for each person with a disability who meets the conditions.

In order to simplify the customs procedures and improve the customer experience, the JCD 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 upload the required documents for the purpose of submitting requests for exemption. The number of requests submitted electronically during 2023 reached (13,047), and the number of vehicles cleared for people with special needs reached (2861).

▪ **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 2024, classified according to exemption codes:

Additional code	Code Description	Declarations value (Million JD)
540	Industrial sector exemptions under the Investment Promotion Law	2.33
542	Hotels sector exemptions under the Investment Promotion Law	0.00
543	Hospitals sector exemptions under the Investment Promotion Law	0.19
544	Maritime sector exemptions under the Investment Promotion Law	-
545	Cabinet's Exemptions decisions to exempt any given sector under the Investment Promotion Law	-
546	Exemptions pending a decision issued on investment promotion. Duties and sales tax are secured by guarantee.	0.21
566	APCO- Attarat Power co. exemption	13.92
580	Investment incentives - table1/A unified exemption	5.78
581	Investment incentives - table1/B unified exemption, General	24.42



582	Investment incentives - table1/C unified exemption, General	27.50
583	Investment incentives - Industrial and crafting sector table 1 /D	6.91
584	Investment incentives - Agriculture and livestock, table 3	1.04
585	Investment incentives - Hotels and Tourism, table 3	3.08
586	Investment incentives - Hospitals and medical centers, table 3	3.58
588	Investment incentives - amusement parks and tourist attraction, table 3	1.77
590	Investment incentives - scientific research centers and laboratories, table 3	0.37
591	Investment incentives - production and media, table 3	0.04
594	Investment incentives - information technology sector	2.68
595	Investment incentives – Public transport and shuttles	2.35
596	Investment incentives - Tourism restaurants sector	3.70
597	Exemptions of new projects and production branches excluding stamps and service charge (0.00% sales tax)	3.52
708	Exemption from tax and customs fees/ Investment Environment	291.55
709	Exemption from customs fees/ Investment Environment	5.01
Total		399.97



➤ **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. In 2024, the JCD practiced its powers in relation to combating smuggling and illegal commercial activities. As a result, The JCD made many achievements including, but not limited to:

- Establish a communication system via the Internet (VOIP).
 - Increase the number of cameras at the Directorate of Anti-smuggling and its relevant houses.
 - The JCD's qualified staff handled a number smuggling cases and customs offences.
- The table below shows the number of decided cases and the value of fines collected during 2024 compared to 2023:

Duration	Number of Cases			Amount of fines collected (Million dinars)
	Collected	Smuggling Cases	Customs Offences	
2024	127,751	6,852	120,899	48.4
2023	89,156	5,969	83,187	35.0

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



In addition, the JCD handled numerous high-profile smuggling cases in 2024. The table below shows the biggest drug seizures in detail:

Drugs	Quantity
Captagon	7,540,000 (pills)
Marijuana	43.3 (kg)
Crystal	22.4 (kg)
Pethidine	518 (ampoules)
Betalin	503(ampoules)
Tramadol	402 (pills)
Lyrica	251 (pills)
Pregabalin	244(pills)
Panthenol	25(ampoules)





➤ **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 enforcement of customs control and facilitation of global trade movement. It is, nonetheless, deemed of great benefit when it comes to making quick decisions, reporting and making accurate and objective predictions.

• **The following are achievements of the intelligence work during 2024:**

- Input (797) unique high-profile seizures, each with accompanying images, into the CEN Customs Control Network System to facilitate the exchanging of information and intelligence both regionally and internationally.
- Send information about the distinctive seizures that were seized, and warnings about smuggling patterns to the Regional Office with (19) cases.
- Deal with (5,400) calls, (5,500) WhatsApp messages, and (88) information, all of which were answered and the necessary actions were taken regarding them.
- Exchange information by publishing and issuing cross-border theft circulars, including (29) circulars and (5) purple notices.

During the year 2024, the JCD also handled many customs cases related to declaration or non-declaration of cash transported across borders. For this purpose, the Anti-Money Laundering and Counter Terrorist Financing Unit handled (71) cases of cash non-declaration valued at (2.9) million dinars.

➤ **Customs Laboratories**

In its endeavor to control the movement of goods across borders, the JCD established customs laboratories at Aqaba Customs House and Amman Customs House. These laboratories aim to prevent the entry of harmful and prohibited materials that may pose a threat to public health and the environment, and combat commercial fraud by identifying the nature of the imported materials, verifying their compliance with the correct customs classification and ensuring the accurate collection of customs duties.



To keep pace with the latest technological and technical developments, the JCD continued in 2024 to modernize the customs laboratories and build technical capacities in the field of analysis of hazardous substances, food, industrial and chemical products in coordination with the relevant bodies. The laboratories at both Amman Customs House and Aqabah Customs House processed a total of (22,163) samples in 2024.

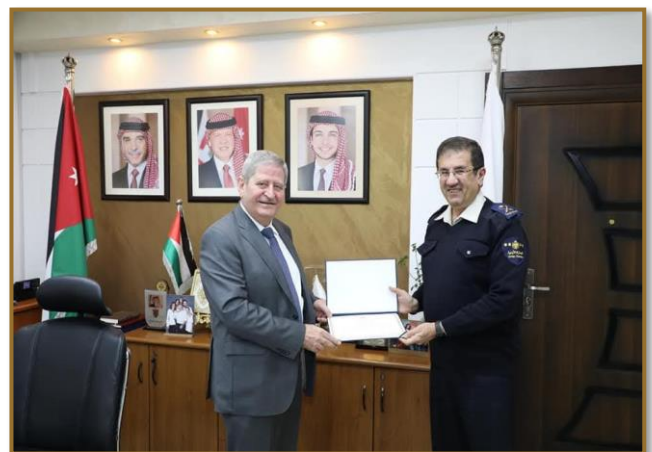
In this context, the JCD's most prominent achievements in 2024 are:

- Modernize the devices of inspection and analysis by replacing the (X-Ray) examination device with a more sophisticated one, providing the laboratory of Aqaba Customs House with a sophisticated analysis device (GC-MAS) from IBM company, and replacing the spectrometer (XRF) with a new one at the laboratory of Amman Customs House.
- Modernize and Design digital libraries for the X-ray examination devices to document and analyze the samples at issue, which contributes to creating an integrated laboratory database, accelerate the detection processes and improve the accuracy of future tastings.

❖ **Authorized Economic Operator (AEO) and Risk Management**

➤ **Golden List (GL) program**

In its effort to strengthen partnership and cooperation with the private sector and to streamline international trade in accordance with WCO standards, the JCD launched the Golden List program in 2005. Companies included in this program are granted customs benefits and facilities, provided they comply with the regulations set by the Customs Department.





The Golden List Program is dedicated for the supply chain companies, which voluntarily adhere to the customs requirements and have a satisfactory record of compliance with the customs regulations and instructions, allowing them to obtain customs benefits and facilities. On the other hand, the companies wishing to join this program may undertake the necessary improvements to reach the required level of compliance for inclusion in Golden List Program.

In 2024, a total of four (4) new companies have joined the Golden List program, 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 2024, has increased to (131) 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 Commission), five (5) new companies joined the National Golden List program/ import sector in 2024, 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 2024, has increased to (19) companies.

To enhance the classification of benefits provided to Golden List companies, the JCD launched a modernization project in 2024 for the Golden List program, the Silver List program, and the National Golden List Program. As part of this initiative, a Golden List module was developed and integrated into the ACYCUDA system. Additionally, a total of (12) employees were trained to effectively utilize this new module.



➤ **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, which is based on compliance with the requirements and Customs legislations, does not require the companies to apply to join the silver list; instead, the Risk Management Directorate conducts analytical assessments to evaluate their compliance with import and export regulations. The program grants listed companies a variety of benefits, including expanded access to green and yellow lanes, eligibility for the pre-arrival processing services in accordance with the applicable regulations and prioritized handling of their customs export/import declarations.

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 2024, (85) companies have been listed in the program, bringing the total number of SL companies to (425).

➤ **Post-Clearance Audit (PCA)**

The JCD adopted a project for establishment of the Post-Clearance Audit (PCA) Section aimed at decreasing the number of declarations processed under the yellow lane and increasing the number of declarations processed under the green lane. For this purpose, the JCD assigned six (6) employees including a head of the section, and organized four (4) capacity building workshops targeting the Risk Management Directorate's personnel. During the pilot phase, the PCA was first applied to three companies, before being expanded to cover eight pharmaceutical companies.

Within the legislative framework, the JCD has prepared the necessary amendments to enable the post-clearance audit and published them on its official website to gather the public feedback and input from the chambers of commerce. Afterwards, the JCD will submit these amendments to the cabinet in line with the approved legal procedures.



In addition, the JCD has adopted the automated systems of E-Selection and AMS to support the implementation of PCA procedures.

The PCA project, which aims to strengthen control over customs declarations and achieve a balance between facilitation and compliance in accordance with the best international practices, is anticipated to enter its operational phase in the second half of 2025.

❖ Institutional Development and International Cooperation

➤ Customs Total Quality Management

While the JCD attaches great importance to quality management, institutional excellence, service improvement and performance enhancement, it continuously seeks to simplify work procedures, develop mechanisms of receiving and handling the complaints and suggestions, and thus promote satisfaction of the stakeholders. In 2024, the JCD realized the following achievements in the field of Total Quality Management:

- Conduct a study on the time of sample collection for the governmental authorities within a project for unification of the governmental authorities at the customs houses.
- Document, and standardize the procedures of several organizational units.
- Prepare the necessary manuals as part of the development processes at directorates and customs centers. Examples include:
 - A manual for travelers outlining the procedures and instructions to follow when traveling through customs houses.
 - Manuals for the Standard Operating Procedures (SOPs) at the directorates and customs houses.
- Re-design the services provided by the Customer Service Office in preparation for launching an electronic system for the customer service.



- Re-design parcel clearance procedures, and design procedures for the E-Commerce Centre.
- Review a total of (60) employee suggestions in accordance with the criteria for creative idea evaluation, reinforcing the culture of innovation.
- Deal with the requests received on the “At Your Service” platform, with a number of (205) requests, which included inquiries, complaints, suggestions and praise.
- Deal with (6,025) inquiries and reports via the available contact channels such as land and mobile telephone lines, WhatsApp, email, and the National Call Center, reflecting the JCD’s commitment to the rapid response and efficient communication with the customers.

➤ **Project Management**

As part of its efforts to promote project governance and align the projects with strategic objectives, the JCD introduced a project management program. This program was designed to coordinate efforts across organizational units, follow up project progress, avoid overlaps, and optimize the use of grants provided to the JCD.

In 2024, the JCD completed the first phase of its project management system, uploading (14) projects onto the platform.

The Project Management Section monitors performance in coordination with the project managers and relevant bodies to address any emerging challenges. While a weekly report is submitted to senior management to follow up the latest updates, monthly and quarterly reports on the projects of executive program within the Economic Modernization Vision Implementation Program are also submitted to the Government Follow-up and Performance Unit at the Prime Minister's Office, ensuring continuous oversight, maximizing transparency, and alignment with national priorities.

➤ Public Relations, Media and International Cooperation:

JCD attaches great importance to Public Relations and Media as they enhance the JCD's image and highlight its role in the local and international community. It is deemed an essential tool to create positive relationships, which would have the greatest impact on internal and external communication. JCD's achievements during the year 2024 in the field of Public Relations, Media and International Cooperation included the following:

■ Media

- The press releases published during the year 2024 in the mass media and social media, which represent the events and activities carried out by the JCD, amounted to (620) press releases.
- The media promotion campaigns for the newly established programs and directorates (pre-arrival improvements, electronic licenses, Anti-drug awareness campaigns, e-commerce and inauguration of Al-Madhuneh Customs House) amounted to (6) campaigns.
- Transmitting (100,000) e-bulletins during 2023 to various stakeholders and partners.
- The JCD official page on Facebook reached a total of (209,900) followers.

■ Public Relations

- Organizing and following up with nearly (275) meetings in the Department.
- Posing (145) works on the social corner link of the Customs intranet during 2024.
- Publishing and following up the news related to retired Customs officers.

■ International Cooperation

- Sign agreements and memoranda of understanding on the mutual assistance in the customs matters with a number of states (USA, Russia, Republic of Mexico, UAE, Iraq, and Palestine).
- Participate in a workshop on cooperation with Kazakhstan at the Ministry of Industry, Trade and Supply.
- Receive many visiting delegations of Arab and international Customs officials to promote cooperation and expertise exchange.





- Communicate with customs authorities in Arab and foreign countries regarding customs-related matters.



- **Translation and Interpretation:**

- Translate, edit and process (55) main documents. This includes agreements, MOUs, reports, studies, plans, presentations and international works.
- Provide interpretation services in (6) hybrid and in-person meetings with visiting delegations and pursuing the outcomes and recommendations thereof.

- **Sustainability and Social Responsibility**

As part of its institutional responsibilities, the JCD endeavors to adopt a comprehensive sustainability approach by balancing its trade and regulatory roles and its national and international commitments in the fields of sustainable development. This approach was represented by the achievements and initiatives





implemented in 2024, encompassing the three core dimensions of sustainability: economic, environmental and social.

▪ **Economic Sustainability**

The JCD plays a strategic role in supporting the Kingdom's financial stability by protecting the customs revenues, ensuring equitable revenue collection, facilitating the legitimate trade and fostering the investment environment. In 2024, the customs revenues collected by the JCD amounted to (1.824 billion JODs), accounting for (25%) of the national budget. Furthermore, the JCD streamlined (80%) of the customs procedures, reflecting its active contribution to promoting economic growth and supporting the national financial sustainability.

▪ **Environmental Sustainability**

In line with its commitment to enhancing environmental efficiency and reducing emissions and operational costs, the JCD has continued to invest in renewable energy projects by operating 13 solar photovoltaic power plants across 10 customs houses. These facilities generated approximately 1.1 million dinars in 2024, contributing to a cumulative generation of 5.9 million dinars since their inception. Over their operational lifespan, these plants are anticipated to generate over 15 million dinars in total value, reinforcing both sustainable environmental and financial benefits.

In addition, the JCD implemented various environmental sustainability initiatives, including the recycling of (160) used tires, recycling of paper valued at 29,880 JODs along with the recycling of used rulers. These initiatives contributed to reducing the waste, improving the resource management, achieving tangible operational savings.

In this context, the JCD continues its efforts to create an eco-friendly workplace, supporting the sustainable growth while balancing the economic and environmental considerations.



▪ **Social Sustainability and Social Responsibility**

In line with its belief in the social responsibility of government institutions, the JCD carried out a series of humanitarian and social initiatives aimed at strengthening social solidarity and projecting a positive, responsible institutional image. The initiatives include the following:

▪ **Humanitarian and Social Initiatives:**

- Organize a Ramadan Iftar gathering for orphans and present them Eid clothing as gifts.
- Organize a free medical day at the customs department headquarters and a number of customs centers.
- Organize a Ramadan Iftar for the elderly residents at “Dar Al-Amal”.
- Organize initiatives for collecting and distributing second hand clothes, including the winter wear to support those in need.
- Organize the “Good Dinar” initiative to provide financial assistance to families in need. A total of 2,800 dinars was distributed among 80 beneficiaries, including low-income families, university students, and patients. In addition, the initiative included providing in-kind support (olive oil and white cheese) to the cleaners at the JCD headquarters.

▪ **Awareness Activities**

- Celebrate International Women’s Day by honoring female employees and presenting them with modest gifts in appreciation of their contributions.
- Organize (4) blood donation campaigns in cooperation with the National Blood Bank and Prince Hamza Hospital.
- Organize (3) training courses on gender equality aimed at promoting awareness of equality in the workplace.
- Organize recreational activities for the children of employees and cleaners at the JCD headquarters, including educational and recreational activities.
- Conduct awareness lectures on (the dangers of drug abuse, domestic violence, first aid and safety related to electric cars).



▪ **Fostering A Supportive Workplace**

- Organize the Schoolbag Initiative targeting the children of cleaners at the JCD headquarters.
- Celebrate International Women’s Day by honoring female employees and presenting them with modest gifts in appreciation of their contributions.
- Celebrate Eid Al-Fitr with the families of deceased colleagues by offering them gifts and moral support.





Chapter 6

King Abdulla II Award for Excellence in Government Performance and Transparency



➤ Introduction

The King Abdullah II Award for Excellence in Government Performance and Transparency was established in 2002 by Royal Decree. The award aims to enhance the performance of government ministries and institutions, improve the quality of services provided to citizens, residents, tourists, and investors, and raise awareness of the concepts of excellence and transparency in public service. It also seeks to express the outstanding efforts and achievements of public sector institutions in developing their systems and services. It is meant to be the highest national honor for excellence in the public sector.

▪ Award Objectives

The Award seeks to ensure the public sector carries out its duties and tasks perfectly and at the highest levels of quality, proficiency and professionalism. Furthermore, it aims at providing reference guidelines and standard principles to measure the extent of progress and development in the government organizations and ministries' performance; enhance experience exchange among ministries and public sector organizations; and share success stories among them on the successful administrative practices

In addition, the award serves as a strategic aimed at establishing the culture of excellence in the public sector, promoting the administrative innovation, developing the performance of governmental institutions and applying the best international practices in the field of governance, leadership, strategic planning and resource management. Ultimately, these efforts lead to improved performance outcomes and grater stakeholder satisfaction.

To achieve these objectives, a comprehensive and regular assessment is carried out based on scientific frameworks and criteria. This enables government institutions to identify strengths and areas for improvement, enhance their competitiveness both locally and regionally, and achieve sustainable growth in line with the State's vision and the aspirations of the Hashemite leadership.



➤ Award Criteria



Planning Axe	Implementation Axe	Transformation Axe
<p>1 National & Sectoral Orientations</p> <p>National Orientations Sectoral Role</p>	<p>4 Government Resources & Properties</p> <p>Human Resources Management Financial Management Property & Resource Management Partnership Management</p>	<p>7 Improvement & Development</p> <p>Knowledge Management Innovation Management Change Management</p>
<p>2 Leadership Role</p> <p>Organisational Culture Communication & Stakeholder Involvement Performance Management</p>	<p>5 Government Tasks</p> <p>Operation Management Service Rating</p>	
<p>3 Organisational Strategy</p> <p>Strategy & Foresight Operational Plans Risk & Business Continuity Management Sustainability</p>	<p>6 Digital Transformation</p> <p>Digital Infrastructure Digital Services</p>	

Jordan Government Excellence Model - KACE-5.0



➤ The JCD Participation in the Award

Since the award's inception in 2002, the JCD has taken part in every cycle of the King Abdullah II Award for Excellence in Government Performance and Transparency. Over years. It has benefited from the Award's assessment reports using them as a foundation for continuously improving its work system, institutional performance and quality of services provided.

These efforts have culminated in JCD winning of the award in four separate cycles, the most recent being the ninth cycle 2023/2024. In this cycle, the JCD won with King Abdullah II Award for Excellence in Government Performance and Transparency for the financial and investment sector. Winning the highest national award for institutional excellence reflects the JCD's commitment to achieving the highest standards of competency, transparency and service quality.

As part of this award, the JCD competed with thirteen (13) government departments, which are considered pioneers in the field of financial and investment sector. These departments are Jordan Securities Commission, Budget Department, Companies Control Department, Department of Statistics, Government Tenders Department, Government Procurement Department, Income and Sales Tax Department, Jordan Standards and Metrology Organization, Petra Development & Tourism Region Authority, Aqaba Special Economic Zone Authority, Social Security Investment Fund and Jordan Enterprise Development Corporate.

The JCD views the King Abdullah II Award for Excellence in Government Performance and Transparency—along with its subsidiary awards, including the E-Government Transformation Award, the Distinguished Government Service Award, and the Government Creativity Award—as the most important reference and guide for implementing the best practices in the fields of development and continuous improvement. It is also considered as an effective tool for self-assessment and a key driver for progress across all areas of customs work, both core and supportive levels.





▪ JCD'S Previous Participations

The JCD has won numerous excellence awards across various cycles of the King Abdullah II Award for Excellence in Government Performance and Transparency, both at the organizational and individual levels. Among the most notable awards the JCD has received are:

Major Awards	Cycle
<ul style="list-style-type: none"> ▪ E-Government Transformation Award 	(2021–2022)
<ul style="list-style-type: none"> ▪ King Abdullah II Award: Multiple Participation Category, Financial Sector ▪ Best Leadership Employee Award: Customs Colonel Nawras Eid ▪ Best Technical Administrator Award: Customs Lieutenant Saleh Al-Shreideh ▪ Best Support Employee Award: Customs First Chief warrant Sofian Ghazi Zeidan ▪ Excellence Seal with the E-Government Transformation Award 	(2016–2017)
<ul style="list-style-type: none"> ▪ Best Administrative Employee: Customs First Lieutenant Wael Al-Ataiwi 	(2014–2015)
<ul style="list-style-type: none"> ▪ First Place in King Abdullah II Award / Bronze Level ▪ Government Creativity Award, Level 3 	(2012–2013)
<ul style="list-style-type: none"> ▪ Second Place in King Abdullah II Award / Bronze Level / Multiple Participation Category ▪ Best Technical Administrative Employee Award: Customs First Sergeant Wasfi Al-Awaqleh 	(2010–2011)
<ul style="list-style-type: none"> ▪ Best Achievement Award ▪ Outstanding Supervisory Employee Award (Zakaria Abdullah Nseirat) 	(2006–2007)

The JCD is recognized as one of the Jordan's leading national institutions, dedicated to modernization, development, and continuous improvement. It has embraced the latest practices and concepts in customs work while remaining open to global advancements in government services. It also plays a vital role in streamlining customs procedures and strengthening the business and investment climate by



speeding up processes, simplifying transactions, and offering advanced e-services that meet the expectations of its stakeholders.

Inspired by the Royal Vision of His Majesty King Abdullah II Ibn Al Hussein, which asserts the need for a comprehensive modernization across all sectors, the JCD continues to advance institutional performance by adopting the culture of excellence and innovation, strengthening resource efficiency, and expanding administrative delegation. Such an approach has led to notable achievements that reflect the JCD's dedication to creating tangible impact through modern and effective customs services. These efforts support the path of national development and reaffirm the JCD's position as a cornerstone of an advanced and dynamic public sector.

The JCD will continue this developmental path by launching innovative initiatives that enhance its competitiveness and elevate its services to new standards of excellence and institutional innovation.



Chapter 7

Jordan Customs Partners



➤ JCD Partners in Customs Work

Any unilateral accomplishment of any institution will be limited without collaboration with external parties who are capable of providing support, expertise and consultation 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, the 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 strategic partners: are the ones who contribute to achieving JCD's strategic goals and services.
- The supporting operational partners: are ones who contribute to achieving the strategic objectives of the JCD and affect the completion of customs operations and provision of services delivered.
- The supporting complementary partners: are the ones who indirectly contribute to achieving the strategic objectives of the JCD and do not affect the completion of customs operations and contribute together with the JCD to providing the customs services.
- Interactive partner: are the ones who have a cooperative relationship with the JCD that does not affect the completion of customs operations and services.

In its Strategic Plan 2023-2025, the JCD has set a strategic goal focused on increasing the satisfaction of partners and stakeholders, since it believes in the permanent opportunities to build distinguished relationships with the partners and stakeholders.



In 2022, the JCD adopted a mechanism to identify and categorize its partners and the nature of relationship with them based how relevant their business activities are to the JCD work. The mechanism takes 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 out of the total transactions, categorized as:
 - Low: No more than 30%.
 - Medium: 31%-74%.
 - High: 75% and above.

Impact: The level of impact of the partner's tasks on the JCD operations and vice versa:

- Affected: The JCD's operations and decisions impact the partner's services.
- Influencing: The partner's operations impact the JCD services.
- Reciprocal: The impact is mutual between the JCD 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 JCD.
 - Complementary Relationship: Supportive processes such as purchasing, storage, supply, etc., or supporting the JCD's operations, such as e-connectivity, information exchange, infrastructure, etc.
 - Core Services Relationship: Tied to the main services offered by the JCD.
 - Project-Based Relationship: Improvement programs or projects in which the JCD collaborates with the partner.



- Ad-Hoc Relationship: An unstructured relationship that may occur under certain circumstances.

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

- **Objectives of identifying and classifying the JCD's partners:**

- ✓ Ensure continuous cooperation and coordination, and maintain relationship with partners in a manner that enhances the achievement of the strategic objectives of the JCD.
- ✓ Identify 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 JCD and the private sector to discuss all matters that would create 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 is chaired by H.E the Director General of Jordan Customs, and includes the following members

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 work.



The Council discusses most prominent matters of mutual interest to both sectors (public and private), including:

- Proposed amendments to the customs legislations, discussion and approval thereof by the Council before issuance.
- The JCD's notices and circulars that would impact different sectors. For this purpose, the competent parties of JCD is invited to discuss such notices and circulars.
- The JCD-associated problems and issues that face a particular sector, in order to reach the optimal solutions therefore.
- Present examples of different resolutions issued by the JCD, in order to measure their compatibility with the public interest.
- Any other issues of interest to the Council members.

Partners List

Sequence	Partner	Nature of Partnership
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.	Ministerof 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



Sequence	Partner	Nature of Partnership
15.	General Command of the Armed Forces/Military Security	Strategic - Main
16.	Ministry of Energy and Mineral Resources	Strategic - Main
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



Sequence	Partner	Nature of Partnership
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
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 -



Sequence	Partner	Nature of Partnership
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 -
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 2025:**
 - ✓ Identify the business transaction costs.
 - ✓ Expand application of Artificial Intelligence (AI) systems in the customs work.
 - ✓ Increase the level of transparency and predictability in international trade procedures.
 - ✓ Continue to building the capacities of the JCD's members in accordance with the best customs practices and policies.
 - ✓ Expand the electronic connectivity and strengthen the customs relations with the customs administrations regionally and internationally.
 - ✓ Continue to supply customs houses with modern x-ray devices for examining containers, trucks, and vehicles.
 - ✓ Implement and apply the customs projects related to the development of Customs operations to keep up with the best standards at the global level.
 - ✓ Expand automation of the customs operations and services to reduce trade costs and facilitate their procedures, contributing to the Kingdom's economic growth.
 - ✓ Combat smuggling and illegal commercial activities through developing the operations of Customs Intelligence, Risk Management, and Anti-Smuggling Directorates
 - ✓ Continuously review the applicable legislation and procedures in line with the upcoming phase to keep up with the rapid developments in trade management.
 - ✓ Strengthen the relationship and communication with the business community and continuously raise awareness of new customs services, especially the post-clearance audit (PCA), aimed at reducing the time for goods release.



➤ **Obstacles and challenges**

- **Obstacles and challenges that faced JCD during 2024 lie in the following:**
 - ✓ Globally accelerated technological development.
 - ✓ Competitiveness with the ports at the neighboring countries.
 - ✓ The increasing risk of field customs work.
 - ✓ Ongoing changes in trade patterns, such as the growth of e-commerce.
 - ✓ Failure to activate the electronic transactions system at the state level.
 - ✓ The development and growth of means of smuggling and cross-border crimes worldwide.
 - ✓ The customs work is closely interconnected with the work of many other government departments.
 - ✓ Inadequate infrastructure in some customs houses.
 - ✓ The suspension of aid would impact projects that depend on it for implementation.
 - ✓ Lack of readiness of some customs administrations in neighboring countries for electronic connectivity with Jordan Customs.
 - ✓ The JCD's headquarters building does not meet some work needs, service standards, and visitor convenience requirements.
 - ✓ The expenditure control policy and the lack of funding necessary to expand current development projects and initiate new ones.



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	CEN	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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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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