

جائزة الملك عبد الله الثاني  
لميزان الأداء الحكومي والشفافية  
الدورة الخامسة (٢٠١١/٢٠١٠)  
المرحلة البرونزية  
المركز الثاني



الجمهورية الأردنية

# *Jordan Customs Annual Report 2012*

**“Excellence...Innovation...Transparency  
In the interests of the National Economy”**



His Majesty King Abdullah II Ibn AlHussein



His Royal Highness Crown Prince Hussein Ibn Abdullah II



الجمهورية العربية السورية

# ***Annual Report 2012***

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

### ***The Department's Vision...***

To be the pioneers of distinguished customs services in line with the best international practices, exceeding the requirements and expectations of our customers.

### ***The Department's Mission...***

Providing our customers and stakeholders with distinguished customs services to keep up with rapid global developments, meeting the requirements of comprehensive and sustainable development through striking a balance between customs control, compliance and trade facilitation as well as continuing with customs institutional capacity-building.

### ***The Department's Values...***

The customs service in Jordan is based on deep-rootedness and excellence. Here are some values for reflecting the staff loyalty and patriotism:

#### ***Integrity and Transparency***

Rise above any personal interest other than the public interest and deal with partners of the customs department with great clarity.

#### ***Justice***

Treat people equally and take balanced, logical and unbiased decisions.

#### ***Discipline and Responsibility***

Adhere strictly to achievement of work results regardless of what is required of efforts or time.

<b><i>Professionalism and Proficiency</i></b>	Have the necessary skills and knowledge to enable the customs employees to carry out the tasks entrusted in them with the highest degree of efficiency, proficiency, innovation and excellence.
<b><i>Pride and Honor</i></b>	Have faith in the mission of the department and be proud of its deep-rooted aspect and be willing to exert all efforts to maintain the reputation and image of the department.
<b><i>Teamwork</i></b>	Enhance communications and sharing of ideas and strive for achieving desired goals through coordination, interaction, cooperation and integration among all the relevant parties.
<b><i>Educated Department</i></b>	Jordan Customs is constantly striving to be a permanent-learning department applying successful strategies.

## ***The Department's Strategic Objectives***

- ◆ *Combating Smuggling and Curtailing Illegal Trade Activities*
- ◆ *Contributing towards Motivating Business Investment Environment*
- ◆ *Enhancing & Supplying Financial Resources for the Treasury*
- ◆ *Improving Performance and Institutional Capabilities*

# Letters of His Majesty King Abdullah II Ibn Al Hussein

**Laying the foundations for the higher principles on which the homeland was built upon - such as justice, equality, transparency and the rule of law, in addition to fighting corruption and accountability, which are the cornerstones of good governance in Jordan - is the basic rule and the constant spirit of our reform process. The reform process will not reach its desired goal unless a true, actual, balanced partnership is built between all institutions within the national integrity system, to establish a framework for cooperation based on a clear vision and qualitative basis.**

*Letter of Designation To Abdullah Ensour  
on the formation of the National Integrity Committee/8 December 2012*

**The continuous improvement in services for citizens should be a government priority. Therefore, officials should focus on fieldwork that involves direct outreach to citizens and responsiveness to their issues.**

*The First Letter of Designation to Abdullah Ensour /10 October 2012*

**We seek to implement the best possible approach to government administration, an approach based on consultation with local bodies, the private sector and civil society institutions, in order to identify priorities, suggest appropriate solutions, and then expedite implementation and completion, according to constitutional channels.**

*Letter of Designation to Awn Khasawneh/17 October 2011*



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## ***Director General's Foreword***

It's my pleasure to present to you *The 2012 Annual Report of the Customs Department* that reflects considerable efforts exerted by customs specialized cadres from various directorates and customs centers, through undertaking different tasks, to accomplish drawn up and planned objectives.



*Year 2012* was distinguished by entrenching new concepts related to enhancement of, individual and institutional, innovative thought in order to develop and update customs work mechanisms by using innovative methods and converting them into highly productive processes. In addition to other concepts related to raising customs employees' awareness of proper implementation of *good governance* principles were also entrenched by establishing them as a work culture among staff so as to ensure integrity, transparency and fighting corruption, thereby contributing to attracting investments and achieving high growth rates in the national income. The past year also witnessed comprehensive and intensive capacity enhancement courses aimed at enabling the staff at various customs specializations which would also assist at screening out possible future leaders and practicing effective replacement and succession policies.

No matter how great our achievements are, our aspirations are still greater reflecting our loyalty and affiliation to this generous homeland under our Hashemite leadership and patron of our progress, our beloved king, His Majesty King Abdullah II Ibn Al Hussein.

Whilst I have the honor of putting this report in your hands, I would like to extend my thanks to all Jordan customs staff for their sincere and dedicated efforts, as each one of them has a role in the path of work and progress, wishing everybody continued success and progress in serving our country and citizens.

**Customs Major General  
Ghaleb Qassem Al-Saraira  
Director General**

*Chapter 1*

*Administrative  
Organization of Jordan  
Customs*

## **Establishment and Development of Jordan Customs Department**

The early twenties of the last century witnessed the establishment of Trans-Jordan Emirate. Due to the location of the Emirate at the heart of the Arab World as well as its strategic importance at both the regional and international levels, there was a necessity to establish a government agency to control the movement of goods and commodities when they were imported into the Emirate and in transit through its territories. Therefore, the first customs administration was officially inaugurated in 1921 and was known as Directorate of General Excise and Statistics. That Directorate was administratively related to the Council of Advisors, (currently the Prime Ministry). It took up the task of statistics and inspection as well as collecting revenues on imported goods.

Jordan Customs is now headed by a Director General related directly to the Finance Minister. Nineteen Director Generals have alternated the post since the establishment of the department. Several customs houses have been in operation since the establishment of the customs department. This number has increased as a result of the significant increase of trade activities. The number of major and minor customs houses currently amounts to (35). These customs houses can be classified into the following categories; clearance centers, border centers, post office centers and customs houses located within QIZ in addition to (2) customs laboratories in Amman and Aqaba.

As for legislations, the first law regulated customs work was issued in 1926 and it was known as the Customs and Excise Law, until the issuance of the Customs Law No (20) for 1998 in line with ongoing developments at both the local and global levels.

The Customs Department expanded its duties to effectively support the national economy, encourage investment, facilitate trade movement, combat smuggling and protect the local community and the environment from hazardous materials as well as to control the movement of passengers, goods and means of transport passing through the kingdom. The JC department adopted the best advanced technology to the benefit of the customs work and employment of the E-government concept. As a result of that approach, JC is now considered among the most developed customs administrations worldwide in providing high quality services for all customers and stakeholders.

**The Names of the Director Generals who assumed Customs Department since its establishment:**

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

## Administrative Organization System and Organizational Structure

The Customs Department is operating under the *Administrative Organization System* NO. (27) For 2011. This system was being introduced to be compatible with the latest developments on the local and international levels and the Kingdom's obligations under international and bilateral agreements at which the kingdom is a party. The post Assistant Director-General for compliance and facilitation affairs was created and directorates involved in compliance and facilitation had been linked to this post in the context of applying *security and facilitation of the international trade supply chain* concept of the World Customs Organization at which Jordan customs is a member.

The Planning and Coordination Committee underwent restructuring and it is responsible for dealing with the following subjects and making their respective recommendations:

1. Plans and programs and following up their implementation.
2. Department's performance and achievements and introducing effective ways to boost work and ensure achievement of objectives in a very efficient manner.
3. The annual plan for training programs for the staff.
4. The annual draft budget and the Classifier Table.
5. Draft laws, regulations and instructions related to the customs work.
6. Organizational structure of the customs department and the link between directorates, customs houses and divisions according to work requirements.
7. Any other issues referred by the Director-General to this committee.

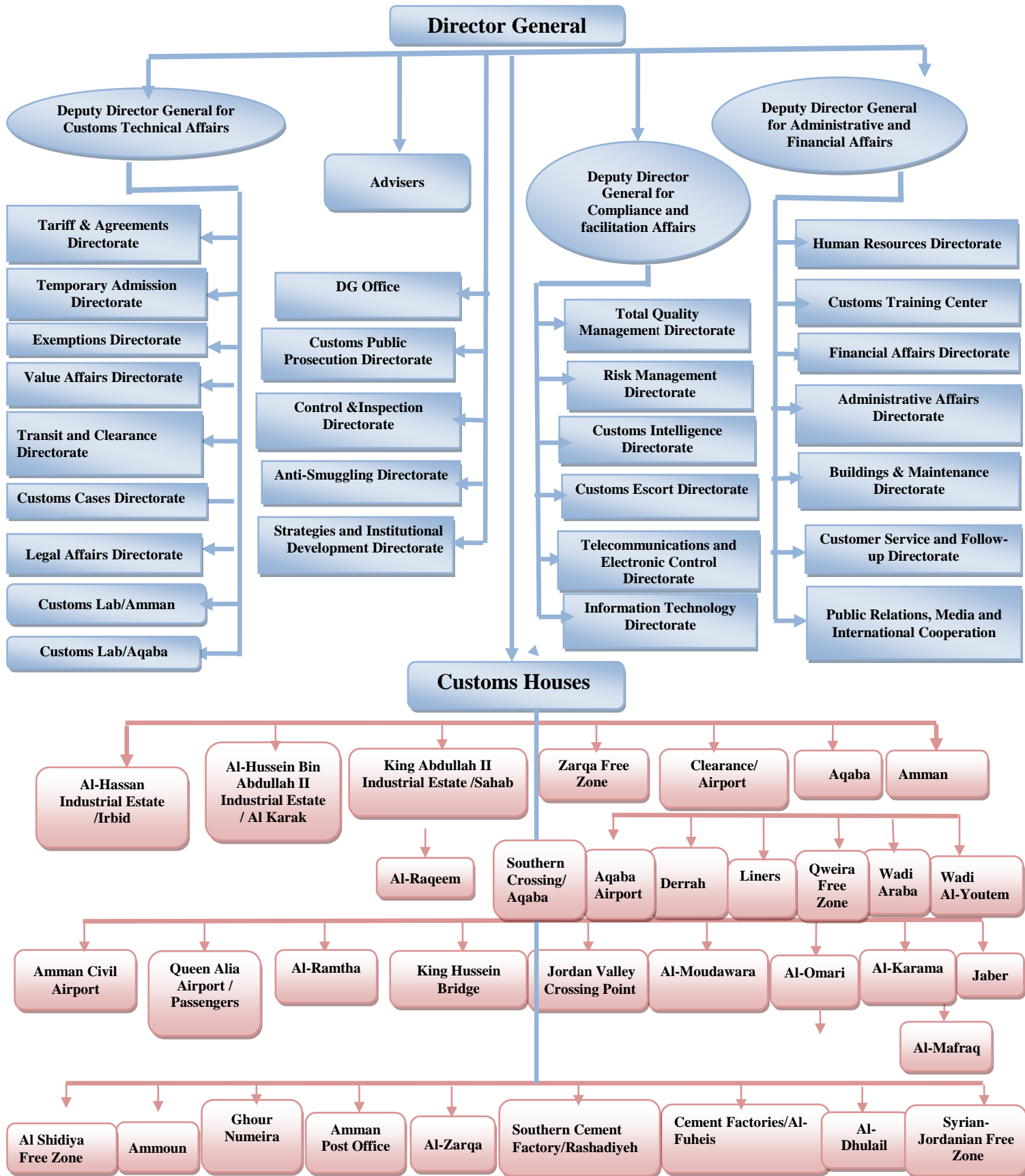
Article (9/A) and Article (9/B) of the aforementioned system shall clarify the following:

- The Cabinet shall create any directorate or merge it into another or cancel it on the Minister's recommendation based on the DG's recommendation.
- The Director General shall, on the committee's recommendation, create any division at any directorate or customs house or customs lab or merge it into another or cancel it.

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

- Identify the tasks and duties of the directorates or customs houses or customs labs.
- Job descriptions and specifications.
- Organizational structure of the directorates and customs houses.
- Identify the relationship and methods of communication and coordination within the department.

## Organizational Structure for Customs Department (Major Directorates and Customs Houses)



## *Chapter 2*

# *Human Resources and Training*



## ➤ Human Resources

The JC department has always had a sustained interest in the field of human resources development and performance improvement to the maximum degrees of excellence and innovation. The JC department accomplished quantum leaps for modernization and development in all areas pertaining to customs work, through providing the staff with appropriate working environment and promoting their capabilities as reflected on the efficiency of services rendered to customers, through:

- Sending employees to specialized capacity enhancement courses.
- Expansion of delegation of authorities which is in turn reflected on the quality of services.
- Infrastructure development and the use of sophisticated devices.
- Implementing and updating computerized systems in the interests of work.

### ◆ Structure of Manpower in the Customs Department

#### **Distribution of Staff according to Gender in 2011-2012**

Gender	2011	2012
Male	2816	3002
Female	159	183
Total	2975	3185

#### **Distribution of Staff according to the type of appointment in 2011-2012**

Type of appointment	2011	2012
Permanent and classified Jobs	2513	2745
Customs Security Agreement	307	308
Contracts	153	130
Daily Laborers	2	2
Total	2975	3185

#### **Distribution of staff according to qualifications in 2011-2012**

Qualification	2011	2012
	Total	Total
PH.D	12	12
Masters	139	157
High Diploma	16	25
Bachelors	989	1273
Comprehensive Diploma	300	435
General Secondary Certificate	381	809
Less than General Secondary Certificate	865	474
Total	2975	3185

### Distribution of staff by age groups in 2011-2012

Age (by Years)	2011	2012
20-25	90	57
26-35	932	1077
36-45	1009	1022
46-55	880	955
Older than 56	64	74
<b>Total</b>	<b>2975</b>	<b>3185</b>

#### ◆ **Capacity-building and Human Resources Development:**

The JC department focuses on institutional capacity-building and human resources development through providing for training and material and moral incentives to its employees. Therefore, it achieved many accomplishments in this regard in 2012 and which were as follows:

#### - **Training**

Because the customs department believed in keeping up with developments in all the scientific and technical fields, it had therefore established the *Customs Training Centre* in the early 1998. It was given great care and interest with a view to building capacity for its staff, the clearance companies' staff, representatives of government ministries and departments and customs officers in the countries of the region. Furthermore, various specialized programs were held in cooperation with Jordan Armed Forces, King Abdullah II Center for Special Operations and a number of donors, in addition to several regional courses.

### The number of training courses and participants in 2012

Subject	The Number of Training courses	The Number of Hours	The Number of Participants
<b>Customs Clearance Training Courses</b> (for Clearance Companies and Public Security Staff)	<b>13</b>	<b>652</b>	<b>351</b>
<b>Computer Training Courses</b>	<b>39</b>	<b>1985</b>	<b>326</b>
<b>English Language Training Courses</b>	<b>2</b>	<b>80</b>	<b>30</b>
<b>Administrative Training Courses</b>	<b>46</b>	<b>670</b>	<b>821</b>
<b>Customs Technical Training Courses</b>	<b>111</b>	<b>2531</b>	<b>1920</b>
<b>Total</b>	<b>211</b>	<b>5918</b>	<b>3448</b>

(2) Discipline and physical fitness courses were held at the Special Operations School/ Jordan Armed Forces in which (75) customs officers participated.

## Regional Courses during 2012

Name of Training Course	Number of participants
Eager Lion	5
Customs Tariff System for customs officers of the Palestinian National Authority	9
Post-audit for customs officers of the Palestinian National Authority	5
Public Administration for customs officers of Abu Dhabi	10
Audit and risk management for customs officers of the Palestinian National Authority	10
Integrated tariff system for customs officers of the Palestinian National Authority	5
Rules of origin and the role of customs in combating drugs / Sudanese Customs	7
<b>Total</b>	<b>51</b>

### - Incentives

The JC department regularly incentivizes its employees to encourage them to work harder, through providing them with several material and moral incentives that contribute to empower staff and increase percentage of their satisfaction. Therefore, this positive impact will be reflected on enhancing work efficiency and improving performance and it is in turn reflected on satisfaction of the service recipients. Such incentives include; scholarships for teaching sons of workers and retirees, Hajj and Umrah missions and letters of appreciations as well as sending employees on, internal and external, training courses. The following table shows statistics of incentives during 2012.

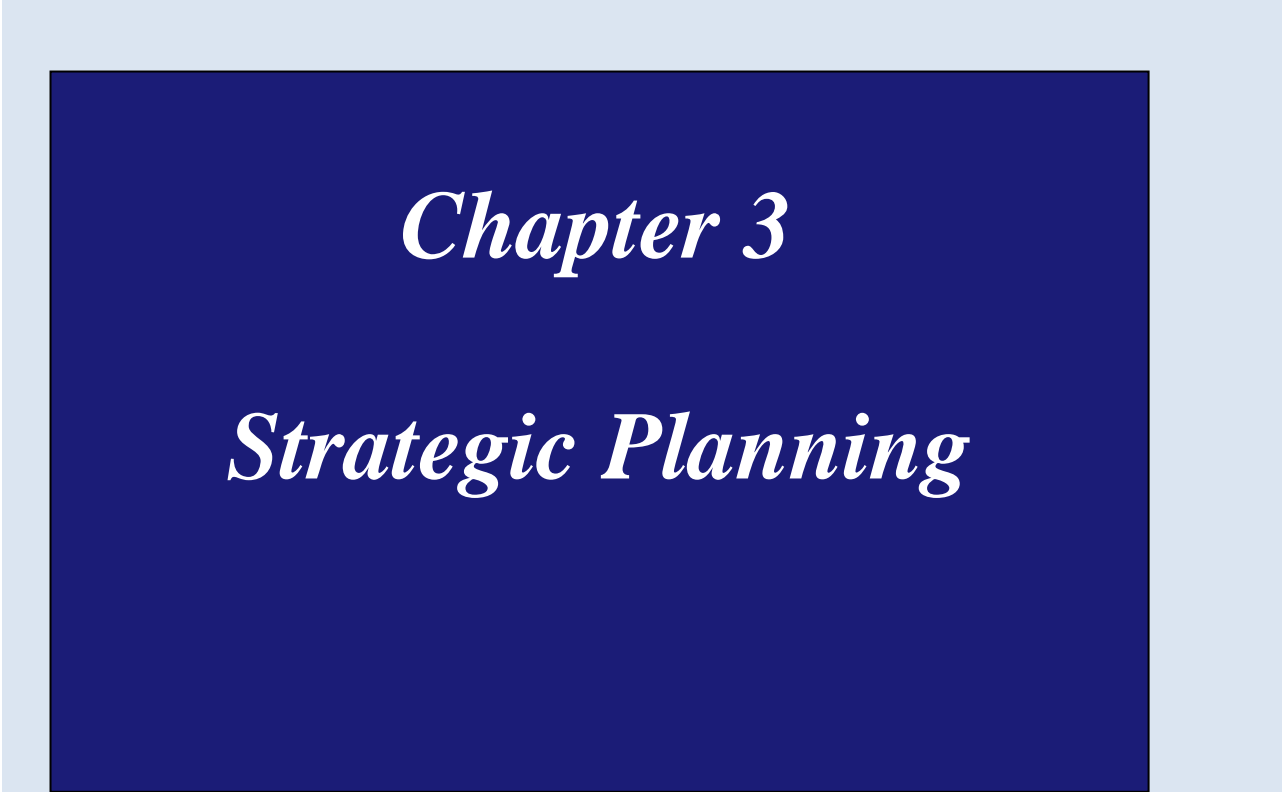
The Subject of Incentive	Number of Employees
Scholarships for teaching sons of staff and retirees.	175
Hajj and Umrah	50
Appreciation Letters	20
Participants of internal representation	103
Participants of external representation	43

### - Delegation of Authorities

To ensure a proper workflow at customs houses, the JC department has adopted *delegation of authorities* for directors and heads of clearance units to complete customs transactions for the benefit of customers. Authority to permit clearance on certain types of goods was delegated to (10) customs houses during 2012, for example:

1. Local clearance (Import for Consumption) on raw materials and sanitary articles has been delegated to Al-Hussein Bin Abdullah II Industrial Estate Customs House/Al Karak.
2. Directors of customs houses have exercised their authority to approve customs status' modification requests.

3. Settlement of exempted vehicles' records for people with special needs/the disabled has been delegated to Amman customs house.
4. Granting a full residence to foreign private cars has been delegated to the Customs Houses' directors.
5. Settlement and rebate of temporary admission transactions for factories near Amman customs house, amounted to (36) factories, have been delegated to Amman Customs house.
6. Clearance on vehicles and machinery belonging to various security bodies has been delegated to Aqaba customs house.
7. Settlement of exempted vehicles records for people with special needs has been delegated to Zarqa Free Zone customs house.
8. Clearance on raw materials used in products of factories built within the city has been delegated to Al-Hassan Industrial Estate/Irbid.

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# *Chapter 3*

## *Strategic Planning*

## ➤ The Strategic Plan of Jordan Customs Department for 2011-2013

The JC Department has been preparing strategic plans since 2000 based on scientific and realistic bases in order to keep up with rapid developments and changes and investment of human resources and to ensure improved capabilities in supporting investment and improving services rendered to all customers.

On the basis of following up the Royal Visions and Orientations of the Government, SWOT Analysis, observations and opinions of partners and evaluation of the previous 2008-2010 Strategic Plan, JC department prepared 2011-2013 strategic plan at the end of 2010 which was then evaluated at the end of 2011. The completion rate was (94.7%).

The JC department continued to implement the methodology of the past year. It evaluated the strategic plan to achieve its ambition and continue with application of pilot electronic projects and rehabilitation of human cadres, after having realized significant achievements in the past plan 2011.

The results of the follow-up and evaluation of the 2012 strategic plan were as follows:

### A. Evaluation of the strategic objectives according to 2012 key performance indicators:

The achievement rate of the 2012 key strategic objectives was (91.75%), which is a positive result according to performance indicators evaluation measures for 2012 strategic plan.

#### Strategic Objectives

Strategic Objective	Number of Indicators	Percentage of Achievement of the Strategic Objective
<i>Combating smuggling and curtailing illegal trade activities</i>	2	%92
<i>Contributing towards motivating business investment environment.</i>	3	%75
<i>Enhancing &amp; supplying financial resources for the Treasury</i>	1	%100
<i>Improving performance and institutional capabilities</i>	4	%99

## Evaluation of Key Strategic Objectives

Strategic Objective	Indicator Number	Indicators	Responsible party	Targeted ٢٠١١	Achieved ٢٠١١	Evaluation	*Type of Evaluation
<i>Combating smuggling and curtailing illegal trade activities</i>	١	Percentage of smuggling cases to the total number of customs declarations	Directorate of Customs Cases	%1	% 0.54	% ١٨٥	Miscalculated
	٢	Percentage of Customs Offences to the total number of customs declarations	Directorate of Customs Cases	% 4.6	%5.37	%٨٦	Positive
<i>Contributing towards motivating business investment environment</i>	٣	The number of Trade Agreements that have been studied	Tariffs and Agreements Directorate	1	1	%100	Positive
	٤	Time Release of goods (by minutes)	Quality Directorate	Time Release study was conducted in 2011 and the completion rate was 100%. Such study shall be conducted in 2013			
	٥	The number of domestic industry production inputs which were exempted from customs duties	Tariffs and Agreements Directorate	22	12	% 55	Negative
	٦	The value of exemptions under the Investment Promotion Law (by million JDs)	Exemptions Directorate	45٥	42١	% 71	Critical
<i>Enhancing and supplying financial resources for the Treasury</i>	٧	The value of Customs Revenues (by billion JDs)	Financial Affairs Directorate	1.3٥٤	1.509	%112	Positive
<i>Improving performance and institutional capabilities</i>	٨	Percentage of satisfaction of service recipients	Strategies Directorate	% 82	% 86	%105	Positive
	٩	Percentage of staff satisfaction	Strategies Directorate	% 85	% 81	% 95	Positive
	١٠	The number of trainees in all areas of work	Customs Training Center	2000	2440	%122	Positive
	١١	The number of upgraded computerized systems	IT Directorate	10	11	%110	Positive

**B. Evaluation of programs listed in the 2012 Strategic Plan:**

The 2012 strategic plan, included (3) major programs, were evaluated through (17) performance indicators. The achievement rate of all programs was (92%) as shown in the following table:

Programs	Number of Indicators	Percentage of Achievement
Combat smuggling and Customs Escort	4	%84
Administration and Supporting Services	7	%94
Customs Houses	6	%97

**C. Evaluation of projects listed in the 2012 Strategic Plan:**

The achievement rate of projects' performance indicators, amounted to (67) performance indicators for 2012, was (75%), while it reached a ratio of (69%) in 2011.



## *Chapter 4*

# *Customs Revenues and Foreign Trade*

### ➤ Customs Revenues:

There was an increase of **(164.89)** million JDs in the 2012 customs revenues compared with collected revenues in 2011, representing a growth rate of (12.26%), distributed by type as follows:

Customs Revenues	2011		2012		Value of Change (by Million dinars)	Change Rate%
	Value (Million JDs)	Relative Importance %	Value (Million JD)	Relative Importance %		
Customs Duties	285.48	21.23	288.16	19.09	2.68	0.94
Sales Tax	867.50	64.51	1034.12	68.50	166.61	19.21
Other Departments' Fees	102.13	7.59	97.89	6.48	-4.24	-4.16
Customs Deposits	49.70	3.70	45.72	3.03	-3.99	-8.02
Ministry of Finance Deposits	26.99	2.01	31.71	2.10	4.72	17.48
Customs Fines and Confiscations	12.93	0.96	11.98	0.79	-0.95	-7.35
Drawback Deposits	0.13	0.01	0.19	0.01	0.05	40.75
<b>Total</b>	<b>1344.87</b>	<b>100.00</b>	<b>1509.76</b>	<b>100.00</b>	<b>164.89</b>	<b>12.26</b>

The Customs duties include in addition to the tariff duty, customs houses and E-tracking service charges and other fees and taxes.

### Customs Revenues in details:

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

*The table below shows distribution of values of imports, taxable and exempt, on unified customs duty in 2012 compared with 2011.*

Distribution of Imports	2012			2011		
	Unified tariff duties	Imports (Million dinars)	Percentage %	Unified tariff duties	Imports (Million JDs)	Percentage %
Exempt in the Tariff Schedules	0	4214.81	30.80	0	3759.34	30.24
Exempt under Agreements	0	1729.30	12.64	0	1609.29	14.46
Exempt under resolutions of the Council of Ministers or private laws or franchise companies (excluding oil and oil derivatives) or for parties exempt from customs duties	0	1710.76	12.50	0	1797.77	12.95
Oil and oil derivatives	0	4602.80	33.64	0	3975.50	31.98
Subject to customs duties according to tariff schedules or preferential fees	¥59.46	1425.100	10.42	255.86	1289.46	10.37
<b>Total</b>	<b>259.46</b>	<b>13683.66</b>	<b>100.00</b>	<b>255.86</b>	<b>12431.26</b>	<b>100.00</b>

Tariff weighted average for imports was (1.9%) in 2012, while it reached (2.1%) in 2011.

The following table shows distribution of Tariff Rates on imports subject to a unified tariff duty in 2012 compared with 2011.

Tariff Rates	2012				2011			
	Unified Tariff duties (Million JDs)	Percentage	Imports (Million JDs)	Percentage	Unified Tariff duties (Million JDs)	Percentage	Imports (Million JDs)	Percentage
More than Zero and less than or equal to 10%	27.79	10.71	465.35	32.63	23.64	9.24	367.32	28.49
More than 10% and less than or equal to 20%	87.59	33.76	475.22	33.33	84.15	2.89	465.87	36.13
More than 20% and less than or equal to 30%	109.58	42.23	370.300	25.97	108.44	42.38	348.24	27.01
More than 30%	19.43	7.49	25.41	1.78	25.17	9.84	32.86	2.55
Specific Unified Tariff Duty	15.08	5.81	89.73	6.29	14.46	5.65	75.17	5.83
<b>Total</b>	<b>259.46</b>	<b>100.00</b>	<b>1426.00</b>	<b>100.00</b>	<b>255.86</b>	<b>100.00</b>	<b>1289.46</b>	<b>100.00</b>

Tariff duty rate imposed on imports values in 2012 was (18.20%), while it reached a percentage of (19.84%) in 2011.

## B. Sales Tax on Import

The collected sales tax in 2012 amounted to around (1034.12) million JDs (according to the date of financial receipts) compared with 2011 sales tax collections that amounted to (867.50) million JDs with an increase of (166.61) million JDs.

## C. Other departments' fees

The following table shows collections of other departments' fees (Excluding GST) in 2012 compared with 2011

Fees of other Departments	2012		2011		Value of Change
	Amount (million JDs)	Percentage %	Amount	Percentage %	
Advance payment of 2% for income tax	44.55	45.52	41.32	40.45	3.24
Road traffic service charges and customs escort fees	25.76	26.32	29.47	28.85	3.70
Stamp fees	15.06	15.39	15.25	14.93	0.18
X-ray scanning service charge	5.06	5.17	5.97	5.84	0.91
Export fees on scrap paper	0.82	0.84	3.00	2.94	2.18
Overloading fines	1.88	1.92	2.24	2.19	-0.35
Agricultural, veterinary and animal health service charges	2.46	2.52	2.09	2.05	0.37
Department of drivers and vehicles licensing fees	1.88	1.92	1.51	1.48	0.37
Allowance for differences in quantities of diesel	0.26	0.27	1.16	1.13	0.89
Agricultural quarantines fees	0.14	0.14	0.14	0.14	0
Export duty on iron, aluminum and copper scrap	0	0.00	0	0.00	0
<b>Total</b>	<b>97.89</b>	<b>100.00</b>	<b>102.13</b>	<b>100.00</b>	<b>4.24</b>

## D. Ministry of Finance Deposits

The table below shows collections of Ministry of Finance Deposits in 2012 compared with 2011

Ministry of Finance Deposits	2012		2011		Value of Change	Change Rate %
	Amount (million JDs)	Percentage%	Amount (million JDs)	Percentage%		
Customs insurances	24.84	78.33	21.09	78.15	3.74	17.74
Jordan Standards and Metrology Organization service charges	4.54	14.31	4.47	16.55	0.07	1.59
Inspection fee on consignments of food	1.18	3.71	1.11	4.09	0.07	6.43
Border radiological surveillance fee	0.98	3.09	0.29	1.07	0.69	240.40
Control service charges and fees-scrap imports	0.16	0.51	0.04	0.14	0.12	328.33
Deposits of Egyptian workers' permits	0.02	0.05	0	0.00	0.02	0.00
<b>Total</b>	<b>31.71</b>	<b>100</b>	<b>26.99</b>	<b>100.00</b>	<b>4.72</b>	<b>17.48</b>

## E. Customs Fines and Cases

Through achievement of the strategic objective pertaining to combating illegal trade activities, Jordan Customs detected a number of smuggling cases and customs offences. The table below shows numbers of finalized customs cases and their respective collections in 2012 compared with 2011.

The table below shows finalized customs cases and value of collected customs fines in 2012

Type of Case	2012		2011	
	Number	*Collection Value by (Million JDs)	Number	*Collection value by (Million JDs)
Smuggling	6515	7.07	8895	7.82
Customs offences	56098	5.16	46295	5.14
<b>Total</b>	<b>62613</b>	<b>12.23</b>	<b>55190</b>	<b>12.96</b>

\*The above customs fines are the gross amounts which are actually paid during this year under financial receipts.

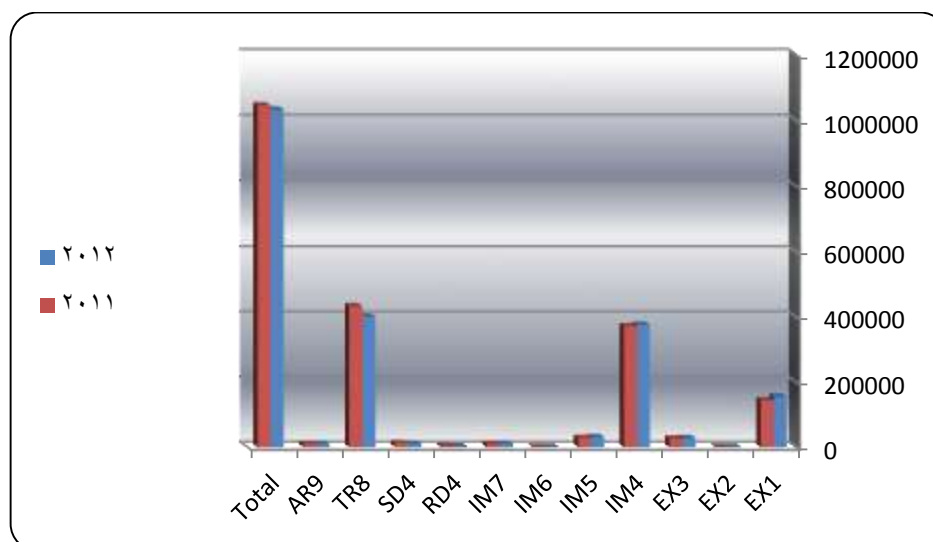
The following table shows distribution of customs revenues according to the customs houses

<b>Customs house</b>	<b>2012</b>		<b>2011</b>		<b>value of change %</b>
	<b>Amount (Million JDs)</b>	<b>Percentage%</b>	<b>Amount (Million JDs)</b>	<b>Percentage%</b>	
Aqaba Customs House	515.65	34.15	393.28	29.24	122.37
Amman Customs House	361.66	23.96	343.89	25.57	17.78
Al-Zarqa Free Zone Customs House/ Vehicles	239.74	15.88	230.67	17.15	9.08
Airport Customs House/ Clearance	114.49	7.58	97.47	7.25	17.02
Public Warehouses/Amman Customs House	66.37	4.40	58.28	4.33	8.09
Zarqa Free Zone Customs House/ Goods	47.16	3.12	50.10	3.73	-2.94
Al-Omari Customs House	27.55	1.83	38.15	2.84	-10.60
Financial Affairs Directorate	30.67	2.03	23.01	1.71	7.66
King Abdullah II Bin Al-Hussein Industrial Estate Customs House/Sahab	39.51	2.62	35.95	2.67	3.56
Jaber Customs House	21.74	1.44	30.44	2.26	-8.70
Jordanian -Syrian Free Zone Customs House	8.18	0.54	7.17	0.53	1.01
Al-Karama Customs House	9.23	0.61	8.67	0.65	0.56
Al-Moudawarra Customs House	4.71	0.31	4.73	0.35	-0.02
Anti-Smuggling Directorate	3.13	0.21	3.01	0.22	0.12
Jordan Valley Crossing Point Customs House	4.85	0.32	4.13	0.31	0.72
King Hussein Bridge Customs House/Southern Shuneh	4.32	0.29	3.53	0.26	0.79
Mafraq Customs House	1.43	0.09	1.97	0.15	-0.55
Al-Ramtha Customs House	0.82	0.05	2.25	0.17	-1.43
Al-Qweirah Customs House	.42	0.03	1.40	0.10	-0.97
Customs Cases Directorate	2.45	0.16	1.94	0.14	0.52
Airport Customs House/Passengers	1.04	0.07	0.97	0.07	0.07
Al-Hassan Industrial Estate Customs House/Irbid	1.17	0.08	0.75	0.06	0.43
Wadi Al-Youtem Customs House	0.70	0.05	0.74	0.06	-0.04
Al-Dhulail Customs House	0.47	0.03	0.52	0.04	-0.05
Amman Post Office Customs House	0.56	0.04	0.53	0.04	0.03
Al-Raqeem Customs House	0.37	0.02	0.38	0.03	-0.01
Al-Hussein Bin Abdullah II Industrial Estate Customs House/Karak	0.35	0.02	0.43	0.03	-0.08
Wadi Araba Customs House	0.21	0.01	0.16	0.01	0.05
Ghour Numaira Customs House	0.57	0.04	0.21	0.02	0.36
Al-Sheidiya Customs House	0.13	0.01	0.09	.01	0.04
Amman Civil Airport Customs House	0.04	0.00	0.04	0.00	0.00
Ammon Customs House	0.02	0.00	0.02	0.00	0.00
Al-Zarqa Customs House	0.02	0.00	0.02	0.00	0.00
Auction Committee	.03	0.00	0.00	0.00	0.03
Southern Cement Factory-Rashadiyah	0	0.00	0	0.00	0
<b>Total</b>	<b>1509.76</b>	<b>100.00</b>	<b>1344.87</b>	<b>100.00</b>	<b>164.89</b>

## 1. Customs Declarations

**A table of the numbers and types of customs declarations recorded in 2012 compared with 2011.**

Type of Customs Declaration	Customs Declaration Code	Number of Recorded Declarations		Change Rate %
		2012	2011	
Permanent Export	EX1	155816	144134	8.10
Temporary Export	EX2	1253	1265	- 0.95
Re-Export	EX3	28615	26627	7.47
Import for Consumption	IM4	376501	371850	1.25
Temporary Admission	IM5	31111	29169	6.66
Re-import for Consumption	IM6	1569	1517	3.43
Bonded Deposit	IM7	11448	10683	7.16
Import for Consumption (Household effects for Expatriates)	RD4	3325	3437	- 3.26
Import for Consumption (Personal Effects)	SD4	11310	13063	- 13.42
Transit	TR8	401852	433763	- 7.36
Other Customs Statuses	AR9	10804	10807	- 0.03
<b>Total</b>		<b>1033604</b>	<b>1046315</b>	<b>- 1.2</b>



## 2. Imports:

♦ The value of imports in 2012 amounted to around (13683.66) million JDs with an increase of (1252.40) million JDs more than 2011 imports, amounted to around (12431.26) million JDs, with a growth rate in the volume of imports of (10.07%) according to (IM4) (imports for consumption) customs declarations registered on ASYCUDA World System at the customs houses.

♦ The table below shows the top (25) partner countries in terms of imports value (except oil and oil derivatives) in 2012. Imports from these countries accounted for (84%) of total imports. China, the United States and Saudi Arabia respectively occupied the highest values of imports.

No.	Country of Origin	Value (by million JDs)**
1	China	1,084,138
2	USA	851,878
3	Saudi Arabia	781,563
4	Germany	474,585
5	South Korea	381,362
6	Ukraine	334,767
7	United Arab Emirates	322,763
8	Italy	312,757
9	Egypt	292,128
10	Turkey	286,351
11	Russian Federation	260,746
12	India	257,401
13	Japan	248,356
14	Argentina	217,635
15	France	179,204
16	Britain	160,182
17	Syria	159,425
18	Australia	152,162
19	Brazil	150,714
20	Spain	114,671
21	Thailand	113,962
22	Romania	110,459
23	Switzerland	95,569
24	Netherland	93,422
25	Lebanon	89,540

**\*\*With the exception of oil and oil derivatives**

The table below shows the top (25) imported commodity in 2012 according to the harmonized commodity description and coding system. Crude oil and its derivatives were ranked first in the imports.

<b>Serial NO.</b>	<b>Commodity according to Harmonized System Nomenclature</b>	<b>Value (by million JDs)</b>
<b>1</b>	<b>Petroleum, crude oils</b>	<b>2545.94</b>
<b>2</b>	<b>Kerosene and diesel</b>	<b>1250.77</b>
<b>3</b>	<b>Fuel oil, heavy</b>	<b>377.02</b>
<b>4</b>	<b>Benzine, unleaded Octane (95)</b>	<b>254.81</b>
<b>5</b>	<b>Medicaments</b>	<b>229.48</b>
<b>6</b>	<b>Durum wheat</b>	<b>200.15</b>
<b>7</b>	<b>Petroleum gases and other gaseous hydrocarbons</b>	<b>179.35</b>
<b>8</b>	<b>Cane or beet sugar and chemically pure sucrose, in solid form.</b>	<b>160.10</b>
<b>9</b>	<b>Barley</b>	<b>157.89</b>
<b>10</b>	<b>Cellular phones</b>	<b>156.29</b>
<b>11</b>	<b>Maize (corn )</b>	<b>144.29</b>
<b>12</b>	<b>Semi-milled or wholly milled rice.</b>	<b>107.73</b>
<b>13</b>	<b>Polymers of ethylene, in primary forms.</b>	<b>104.57</b>
<b>14</b>	<b>Garments, Knitted or crocheted of other textile materials.</b>	<b>70.53</b>
<b>15</b>	<b>Polyethylene having a specific gravity of less than 0.94. in primary form</b>	<b>64.24</b>
<b>16</b>	<b>Live sheep</b>	<b>52.17</b>
<b>17</b>	<b>Other organic compounds</b>	<b>50.88</b>
<b>18</b>	<b>Other cheese</b>	<b>48.66</b>
<b>19</b>	<b>Articles of jewellery and articles thereof, made up of gold .</b>	<b>47.50</b>
<b>20</b>	<b>Meat (boneless) of bovine animals, frozen.</b>	<b>46.08</b>
<b>21</b>	<b>Other coal, but not agglomerated</b>	<b>42.51</b>
<b>22</b>	<b>Bars and rods, hot-rolled, in irregularly wound coils, of high speed steel and imported by factories as production input.</b>	<b>40.65</b>
<b>23</b>	<b>Polyethylene having a specific gravity of 0.94 or more than 0.94 in primary form.</b>	<b>39.74</b>
<b>24</b>	<b>Polypropylene in primary form.</b>	<b>37.46</b>
<b>25</b>	<b>Chemical wood pulp, sulphite, other than dissolving grades, semi-bleached or bleached: non-coniferous.</b>	<b>37.07</b>

The table below shows the Kingdom's imports of saloon vehicles subject to customs duties and sales tax, including hybrid vehicles. The number of vehicles underwent customs clearance in 2012 decreased compared with 2011. Due to the government's decision, at the beginning of the second half of 2012, to prevent importing saloon vehicles older than five year. On the other hand, increased demand for partially electric-powered cars, after the decision to change old cars and replace them with modern (hybrid) cars and private sales tax was levied on importers of these cars with discounted rate of (12.5%) instead of 55%).



**The table shows values and numbers of new and used cars that were subject to duties and taxes and which were imported during 2012 compared to 2011.**

Description	Age of the motor car	2012		2011	
		Value (Million JDs)	Number	Value (Million JDs)	Number
Hybrid cars	Not more than five years	26.81	1758	6.43	346
	More than five years	12.33	904	2.85	212
Vehicles subject to customs duties and sales tax	Not more than five years	195.02	21215	170.47	18965
	More than five years	148.98	33992	167.56	42394
Total		383.14	57869	347.31	61917

## - Exports

The table below shows the top (25) partner countries in terms of the value of Jordanian exports in 2012. Saudi Arabia was ranked first and the value of its imports from Jordan was (1128.38) million JDs, then comes the United States and Iraq.

Serial No.	The country of destination	Value (Million JDs)
1	Saudi Arabia	1128.38
2	United States of America	786.64
3	Iraq	674.96
4	India	351.92
5	China	160.00
6	Lebanon	159.33
7	United Arab Emirates	130.28
8	Indonesia	118.86
9	Syria	101.32
10	Algeria	94.42
11	Egypt	84.57
12	Turkey	76.20
13	Malaysia	51.43
14	Palestine	49.67
15	Libya	48.28
16	Israel	47.51
17	Qatar	46.77
18	Sudan	42.96
19	Bulgaria	42.14
20	Kuwait	39.72
21	Italy	39.31
22	Yemen	31.64
23	Congo	27.30
24	Spain	26.63
25	Japan	25.40

- **Exported commodities**

The table below shows the top (25) exported commodities in 2012 according to the harmonized commodity description and coding system. Wooden doors, fertilizers and garments were in the first three ranks respectively in terms of exports.

<b>Serial No.</b>	<b>Commodity according to Tariff Schedules</b>	<b>Value (by Million Dinars)</b>
<b>1</b>	<b>Doors of wood</b>	<b>501.77</b>
<b>2</b>	<b>Mineral or chemical fertilizers, potassic -potassium chloride</b>	<b>492.25</b>
<b>3</b>	<b>Garments, knitted or crocheted, of cotton</b>	<b>356.70</b>
<b>4</b>	<b>Natural calcium phosphates, natural aluminum, calcium phosphates and ground phosphatic chalk.</b>	<b>279.87</b>
<b>5</b>	<b>Medicaments</b>	<b>223.37</b>
<b>6</b>	<b>Garments, knitted or crocheted, made up of other textile materials</b>	<b>175.35</b>
<b>7</b>	<b>Furniture and parts thereof (Articles of heading No.9403)</b>	<b>169.43</b>
<b>8</b>	<b>Gold unwrought or in semi-manufactured forms or in powder form. (non-monetary)</b>	<b>103.14</b>
<b>9</b>	<b>Medicaments, not put up in measured doses or in forms or packings for retail sale .</b>	<b>97.33</b>
<b>10</b>	<b>Fresh or chilled tomatoes</b>	<b>80.56</b>
<b>11</b>	<b>Printed books, brochures, leaflets and similar printed matter</b>	<b>79.94</b>
<b>12</b>	<b>Nitrates of potassium</b>	<b>71.48</b>
<b>13</b>	<b>Copper wire.</b>	<b>70.40</b>
<b>14</b>	<b>Potassium Chloride</b>	<b>56.13</b>
<b>15</b>	<b>Angles, shapes and sections of iron or non-alloy steel</b>	<b>53.24</b>
<b>16</b>	<b>Articles of jewelry and parts thereof of gold</b>	<b>52.75</b>
<b>17</b>	<b>Bromides and bromide oxides</b>	<b>50.23</b>
<b>18</b>	<b>Mineral or chemical fertilizers, nitrogenous. --Ammonium sulfate</b>	<b>44.07</b>
<b>19</b>	<b>Mineral or chemical fertilizers, phosphatic</b>	<b>41.52</b>
<b>20</b>	<b>Phosphates</b>	<b>34.17</b>
<b>21</b>	<b>Medicaments containing other antibiotics</b>	<b>33.69</b>
<b>22</b>	<b>Copper waste and scrap</b>	<b>32.03</b>
<b>23</b>	<b>Shirts, knitted or crocheted, made up of cotton</b>	<b>31.86</b>
<b>24</b>	<b>Potassium carbonates</b>	<b>30.67</b>
<b>25</b>	<b>Toilet paper in rolls of a width not exceeding 36 cm, for household or sanitary purposes</b>	<b>30.53</b>

## *Chapter 5*

# *Achievements and Activities*

Based on the Customs Department's strategic objectives and a belief in change and modernization philosophy, the Jordan Customs embodies the principles of the WCO to build bridges with countries in the region and other countries in the world. Jordan Customs contributes to securing the global supply chain and it also plays a major role in compliance enforcement and achievement of respective requirements. This role has proved to be effective through implementing several activities that contribute to bringing about that vital purpose, for example but not limited to the following:

### ➤ **Information Technology**

Jordan Customs exerts a lot of efforts to modernize and develop its processes & procedures at all of the directorates and customs houses in accordance with annual action plans stemming from the department's strategic plan. All that significantly contributed towards rendering excellent services which reflect the department's vision and mission. In the year 2012 Customs department expanded implementation of pioneering projects that led towards achievement of strategic objectives to facilitate and control the customs processes. These development projects are as follows:

#### ◆ **ASYCUDA WORLD SYSTEM**

It is a global system for computerized customs procedures aimed at facilitating trade by enhancing operational capacity of the customs administrations in order to carry out their financial and control tasks through using advanced computerized systems in line with global rapid developments for the benefit of our customers and stakeholders. One of the advantages of this system is being a centralized Internet-based system and it is linked up with other systems developed by IT Directorate. ASYCUDA also uses the Integrated Tariff System through which the SAD (Single Administrative Document) is being used and it is also compatible with the Revised Kyoto Convention and utilizes the global coding system. Furthermore, there is a data-base available on the Internet designed for ASYCUDA World System that allows other Customs Administrations and traders to manage most of their business - starting from declaration of goods to registration of customs declarations and transit documents via the Internet. It effectively contributes to the realization of *E-government Concept*.



In the year 2012 ASYCUDA World System was fully implemented at all customs houses; it was implemented at (Ghoure Numeirah Custom House, Al-Sheidiya Custom House, Al-Mafraq Custom House, Ammoun Custom House) and thus the number of customs houses implementing this system was raised to (31). In addition to (6) computerized systems locally programmed (Robot Software Project). They included:

- Value system
- Authorization system
- Development system for the financial receipts system (other payments)
- Suspension system
- Postal parcels exemption system (new versions).
- Expanding the application of *selectivity system* of other government departments

Consequently, the main (Servers) with high specifications were upgraded due to implementation of the above mentioned computerized systems. ASYCUDA databases were fed into these servers which are considered the fastest devices in the kingdom.

### ◆ **Electronic Gates System**

*This project works according to the principle of:*

- Imposing strict controls on entry and exit of trucks at customs houses to reduce as much as possible illegal exit of trucks by means of electronic -gates
- Facilitating truck traffic at customs houses and reduce their residence time at customs houses.
- Exit of trucks from customs house shall not be allowed unless they complete all their customs procedures.
- Issuing inspection cards and identifying customs inspectors randomly.
- Maintenance of the system at (6) customs houses (Amman customs house, Jaber customs house, Wadi Al-Youtem customs house, Al-Omari customs house, Al-Moudawara customs house and Zarqa free zone customs house) by means of (11) electronic gates.
- The electronic gates were restructured at the following customs houses (Al-Omari, Al-Moudawara and Zarqa free zone).
- Conducting a comprehensive survey for Wadi Al-youtem customs house for the sake of installing electronic gates through using a new technique called (RFID). Such a survey included works of construction and passing the technical specifications of the new technique to the General Supplies Department by Building and Maintenance Directorate for the purposes of implementation and follow-up with all parties.
- Inviting a tender for supplying new gates with *Road Blocker System* in the final quarter of 2012 so that such gates shall be installed at Amman customs house, Wadi Al-Youtem customs house and Al-Omari customs house so as to be connected with RFID system.



### ◆ Customer Service Unit

(CSU) is one of the most prominent projects in that it has been introduced in the interests of our customers so as to enable a customer, who needs electronic services, to come to the Reception Section and submit his/her transaction. Then, the transaction shall be archived and scanned with all requisite documents and sent to the concerned directorate electronically. Eventually, the customer will be able to follow up his transaction on the display screen in the Customer Service Unit or choose one of the following response methods (via E-mail, SMS or the Department's website) without having to wait in the hall to save customer's time.



There were (53) electronic -services implemented at most of the directorates and (11) major customs houses.

There were (15) new customs procedures had been introduced during third phase of the project, at the end of 2012, and they were launched via Jordan Custom's website on the Internet. Application of the project expanded to include the rest of the directorates (Headquarters) and customs houses.

### ◆ Information Bank and Decision Support Systems BI

This project depends on establishing a repository of electronic data, containing all the major customs databases, for the purpose of decision support systems application, in order to enable concerned parties to prepare and provide required predictive reports and statistics which will help decision-makers to take appropriate decisions.

- A repository of data and communication links between (3) databases (ASYCUDA, Directorate of Cases and General Revenue) were established during the initial phase of the project. It was then applied at three main directorates.
- The second phase of the system, implemented during 2012, included introducing new databases and implementing the system at Intelligence Directorate and Queen Alia Airport/ passengers.

### ◆ Electronic Archives Project

Archive customs declarations and documents attached to them electronically aimed at realizing the department's policy to be *a paperless department* and increasing the efficiency of storing documents electronically for ease of access and information retrieval as well as mitigating the problem of accumulated vast amounts of paper customs declarations in the department. The system was applied at (5) customs houses and (12) sections for (8) directorates.



#### ◆ **Electronic connection with the public and private sectors**

Electronic connection and exchange of information with the public and private sector institutions aims at establishing E-government environment that facilitates exchange of data and information between such institutions, via *E-government Portal*, and completion of transactions, that are shared by different official parties, through *a single window* that contributes to expediting work, simplifying procedures, raising the efficiency and integration of relevant institutions and quick access to accurate information so as to make appropriate decisions in due time.

In the year 2012, the Customs Department expanded electronic connections and exchange of information with more parties including (Companies Control Department and several commercial banks). A number of government ministries and institutions were contacted to link up with Customs Department. The number of public and private parties engaged in E-connection reached (18) until the end of 2012 and these were: (Arab Bank, Free Zone foundation, NAFEZ Company, Cadbi, Bank of Jordan, Islamic Arab Bank, Public Security Directorate ( Criminal Investigation Department + License Department) Royal Jordanian, Aqaba Container Terminal Company (ACT), Amman Cairo Bank, Capital Bank, Civil Status and Passports Department, Ministry of Industry and Trade, Jordan Kuwait Bank, Income and Sales Tax Department, Companies Control Department, Investment Bank.

#### ◆ **Electronic connection with neighboring countries**

Electronic connection and exchange of information with Arab countries aims at streamlining international trade procedures, thereby strengthening trade relations between the kingdom and other Arab countries. E-connection agreement with Saudi Arabia and Abu Dhabi was signed during 2012. The number of countries that were engaged in electronic-connection with JC department reached (3) countries until the end of 2013.



#### ◆ **Upgrading Customs Department's website**

This project aims at upgrading Jordan Customs' website on the Internet ([www.customs.gov.jo](http://www.customs.gov.jo)) so as to be adapted for the requirements of E-government services. It also aims at improving electronic services in terms of efficiency, speed and accuracy of information with an attractive design which makes it easy to handle by users of the website.

Furthermore, new electronic services were introduced for the benefit of customers such as (the disabled exemption system, car prices entry system by brand agents, inspection forms system and financial claims inquiry system), in addition to upgrading the contents of the website. The website was awarded e-Government Shield Award/for technical innovation by Arab Organization for Development, within the category of Arab government websites.

## ➤ Telecommunications and Electronic Control

◆ **Electronic Tracking System for Transit Trucks** This system aims at facilitating and expediting transit trade and controlling the movement of transit trucks passing through the Kingdom by using the latest telecommunications technologies, satellites and digital maps to detect any violations during a trip. The application of this system expanded at (5) additional customs houses. It is currently implemented at (20) main customs houses in addition to the existence of Customs Escort Directorate that works as a true supporter for this system. Collections of e-tracking service charges amounted to (4.5JD) millions JDs in 2012. The number of transit trucks that were e-tracked in 2012 was (224) thousand trucks; in addition to more than (111) thousand trucks were escorted by customs.



With regard to *X-Ray Inspection Equipment*, Jordan Customs purchased X-Ray device to inspect passengers' vehicles at Jaber customs house in addition to purchasing (3) X-Ray devices for trucks and containers at Aqaba Customs House sponsored by the European Aid Program. They aimed for facilitating the movement of passengers and goods, imposing strict controls on trucks and reducing the time release of goods at Aqaba port. Also, installation of X-Ray inspection device pertaining to Secure Freight Initiative signed with U.S. Customs and Border Protection has already started.



## ◆ TV Monitoring System

This system provides for a live monitoring for customs operations and the movement of passengers, goods and forms of transport through using (300) TV cameras. It also assists customs with passing observations and information to the staff at border centers so as to assist them with their official duties and supervising them up by a direct officer in charge or by the Director General. This system also aims at curtailing cases of smuggling and recording all events taking place at customs houses on a daily basis.

## ➤ Combating Smuggling



Smuggling is a serious danger to the Kingdom economically and socially. Therefore, the provisions of the Customs Law defined acts that constitute a smuggling crime and the like, in addition to acts that constitute customs offences and penalties that should be imposed on such acts. That law also gave the power to customs officers to combat smuggling since the first legislation regulating the customs department's work issued in 1926. To fully undertake tasks and responsibilities of Anti-Smuggling Directorate, the customs department has adopted many advance techniques and methodologies to combat all forms of smuggling. The customs department was able, through its qualified staff, to perform many of these tasks and duties in 2012. The number of customs cases (seizures) reached (2097), namely their collected funds were (125.3.808) JDs. Quantities of seized drugs in 2012 amounted to (1546) kg compared with (1531) kg in 2011.



### ➤ Customs Intelligence

The importance of customs intelligence stems from the fact that it provides intelligence information that provide for solutions to the challenges faced by governments and Customs Administrations. It also creates a balance between secure customs control and International Supply Chain Facilitation. Furthermore, it is assisting customs officers with making quick decisions, reporting and forecasting on the basis of accuracy and objectivity.



**Achievements of intelligence work in 2012 can be summed up in the following aspects:**

#### ◆ **Reporting and Anti-smuggling**

The customs department dealt with (21) intelligence reports following received information on cases of smuggling, value manipulations or forgery. The value of the customs duties and fines imposed on those cases amounted to about (2.2) million JDs.

#### ◆ **Anti-Money Laundering/Combating the Financing of Terrorism**

The Customs Department dealt with (19) cases pertaining to the application of Anti-Money Laundering and Counter-Terrorist Financing Law No.(46) for the year 2007 and its amendments in 2012, thus the value of customs duties and fines levied on these cases amounted to (118) thousand JDs. However, the number of completed permits in 2012 reached (1704) and the value of the declared amounts for the same period was about 2 billion JDs, while the value of undeclared amounts was (3) million JDs.

#### ◆ **Customs Enforcement Network (CEN)**

Intelligence Directorate has access to the Customs Enforcement Network (CEN) through feeding the network information about all distinctive cases related to drug seizures; intellectual property rights violations, commercial fraud and Cigarettes smuggling. Therefore, the WCO makes use of this information for issuing reports and statistics pertaining to all countries. In the year 2012 the number of customs cases fed over the network was (101) cases.

#### ◆ **Coordination and exchange of information on the regional and international levels**

The notifications and reports received from other countries and the regional office for exchange of information in the Middle East reached a total of (40) case, in 2012, and they were all published on the Customs Intranet. There were (20) significant cases reported to countries in the region and the Regional Office. Customs Intelligence Directorate assumes local office of the Regional Office for the exchange of information in the Middle East. Therefore, Intelligence Directorate received a lot of notifications and significant seizures (success stories) which were utilized and disseminated at all Customs Houses to take advantage of them especially drugs-related cases.

#### ◆ **Complaints Management**

Customs Intelligence Directorate is also responsible for managing complaints boxes. It deals with these complaints on a daily basis in coordination with suggestions and complaints follow-up committee that was set up for that purpose. The *Customs Intelligence Directorate* is a communication link between the public and organizational units through dealing with such complaints and suggestions and referring them back to the competent officials in order to resolve the problems faced by our customers. Complaints and suggestions received through the following channels;

- Submitting complaints to the following e-mail [compsug@customs.gov.jo](mailto:compsug@customs.gov.jo)
- Calling a toll-free number 080022999
- Filling in a form available at the information desk or near complaints boxes existing in the JC department and customs houses.
- Communications with:
  - Director of the relevant customs house.
  - Director of Customs Intelligence – Headquarters.

- Complaints Section Staff - Headquarters.
- Suggestions and Complaints follow-up committee.

In addition to the fact that a customer can make an official complaint through the Ministry of Public Sector Development website at which a number of intelligence staff have access, in order to follow up on complaints pertaining to the customs department. They shall, then, refer such complaints to the competent directorates in order to find suitable solutions to them. After that, these complaints shall be settled on the Ministry of Public Sector Development website. In the year 2012 the number of complaints dealt with and resolved reached a total of (166) complaint.

### ➤ Golden List program

With renewed enthusiasm, the Jordan Customs continues to adopt a typical approach of facilitating, streamlining and creating opportunities for the trading partners. Another aspect of this approach is “the Golden List program” which is a valuable advantage through which member companies are granted a package of customs facilitations as well as preferential advantages which these companies shall obtain from foreign countries interested in this program. This will have a significant impact on promoting the competitive status of Jordanian companies listed in the golden list program in the global markets. The Golden List program is based on the principle of voluntary compliance to regulations and legislations by those companies and acceptance of post-audit procedures by specialized customs committees; these committees shall verify that these companies comply with regulations and legislations and also verify the adequacy of their internal control systems. Furthermore, they shall also verify availability of security systems and procedures in line with international standards. In case of compliance, the company will be approved among existing golden list companies.



The number of companies joining the program reached (40), following (6) new companies were listed on the "Golden List program" during 2012, after the “compliance audit committee” finished its field audits on these companies, they included:

1. Eastern Marketing Company/ Import
2. Nidal Adnan Al-Khalili and Sons Co./ Noor Ala Noor / Valencia / Import
3. Northern Cement Company / Import
4. Salbashian Commercial Company / Import
5. Jordanian British Construction Chemicals Co. ltd / Import & Export
6. Zuhair Issa Murad & Son's Co. / Import

The Golden List program were cleverly marketed through launching extensive advertisement campaign and printing brochures and posters about the Program and distributing them to the concerned institutions and centers with sponsorship from Fiscal Reform Project II.

JC participated in a Regional Workshop entitled "Using Electronic Systems in Risk Management" for the Customs Administrations of the North African, Near and Middle East (MENA) Region and provided a detailed explanation about the Golden List Program implemented at Jordan Customs.

### ➤ Intellectual Property Protection

Intellectual innovation has a distinctive civilized nature so there was a strong need to protect and encourage it. Therefore, most countries prepared laws relating to Intellectual Property Protection and engaged in many international agreements that provided for legal and judicial protection for IPR. In addition to the establishment of the World Intellectual Property Organization (WIPO) that plays a pioneering role in this regard. Besides, the number of member states as well as the large number of international treaties managed by WIPO reflected that significant role. IPR has gained international importance economically and politically and become an effective tool in the economic development, due to the importance of economic value of inventions and innovations.

To promote its significant role in the intellectual property rights protection, the Jordan Customs has taken the following procedures during 2012:

- 1) Collaborating with the Ministry of Justice and the judicial authorities regarding intellectual property lawsuits that were filed at the competent courts and which had not been finalized till date; to prevent stacks of goods pertaining to these lawsuits inside customs houses. That resulted in receiving peremptory decisions containing how to dispose of the goods that infringed intellectual property rights, so the number of such decisions reached (190) decisions.
- 2) Emphasizing the importance of raising the local community and customs employees' awareness about Customs role in intellectual property protection.
- 3) Collaborating with Risk Management Directorate on revising the rules of targeting violators of IPR to reduce infringements of IPR, so that they shall be targeted according to the risk management system and converting their customs declarations to the red lane.
- 4) Collaborating with WCO regarding the (IPM Access) program which helps to identify the original and counterfeit goods and to distinguish between them.
- 5) Compilation of all notifications concerning intellectual property protection available on the customs Intranet in one file so as to refer to them very easily by the Intellectual Property Section at the customs headquarters.

- 6) Involving the Staff of Intellectual Property Section, liaison officers and relevant customs officials in IPR protection courses and workshops in coordination with Customs Training Centre. In the year 2012, the number of such workshops was (12) workshops.
- 7) Coordination between Jordan Customs and the National Library Department to organize Copyright Protection courses for customs employees at clearance centers with participation of Microsoft Company; a IPR training course was held at Amman Customs house and Queen Alia Airport/clearance at the end of 2012. Organizing such courses will continue at other customs houses during this year.
- 8) There were many achievements regarding border measures in 2012, including the following:
  - Issuance of circulars on intellectual property protection of about (95) different trademarks on the Customs Intranet.
  - Informing right holders or their legal representatives about average of (450) notifications for different trademarks.
  - Filing (40) trademark lawsuits by right holders or their legal representatives at the competent courts.

#### ➤ **Customs Total Quality Management**

According to our plans to fully meet the requirements of excellence, perfection and quality through the optimum use of human resources and existing opportunities, the Jordan customs is intensively working at maintaining and sustaining the implementation of International Quality Standard ISO 9001:2008 at Directorates and Customs Houses.

#### **First: with respect to the certificate of International Standard (ISO 9001: 2008)**

Standardization of organizational structures procedures, work mechanisms and procedures description at border customs houses with similar scope of work (Jaber, Al Omari, Al Karama, Moudawara) in the interests of the customs department's methodology of coordinated operations in accordance with the best practices in order to qualify such centers to obtain the certificate of International Quality Standard, ISO 9001:2008 . Moreover, the required internal audits were conducted periodically according to ISO 9001:2008 at all directorates and customs houses which had already obtained the ISO certificate and the necessary reports were also prepared.

A regular maintenance for Quality Management System implemented at a number of customs houses, which had already obtained ISO International Standards Certificate, was conducted twice a year. These customs houses were:

- King Abdullah II Bin Al Hussein Industrial Estate / Sahab.
- Airport Customs House/ Clearance.
- Jordan Valley Crossing Point Customs House.
- Jaber Customs House.
- Free Zone Customs House/ Zarqa
- Qualified Industrial Zones QIZ



## Second: Total Quality Management Contribution to Continuous Improvement

TQM made key contributions to continuous improvement through:

- Application of continuous improvement in the organizational processes in the organizational units in addition to application of performance standards & indicators in customs processes at customs houses and headquarters.
- Upgrading Customs Department's website and applicable electronic systems at customs houses and directorates in addition to following up their needs through a follow-up matrix.
- Prepared a methodology for studying the time release of goods. The competent committee headed by DG's adviser and it reached to a specific, clear and reliable methodology.
- Upgrading the initiatives, suggestions and complaints system: There were coordinated efforts between Total Quality Management Directorate and IT Directorate to upgrade the system of suggestions and internal complaints submitted by customs employees. Therefore, these suggestions and complaints shall be followed up by competent parties in the department and also by liaison officers in order to serve the department's goals for achieving Excellency and transparency.

### ➤ Exemptions

Customs department is continuously in pursuit of streamlining its procedures, encouraging investment, enhancing the national economy and providing for easy and simplified services to meet the needs of its customers and stakeholders. The percentage of *imports exempt* from Tariff Duty reached (89.6%) of the total value of imports, they included for example but not limited to:



- ✓ Imports exempt from customs duties under free trade agreements, hence the percentage of exempted imports in this regard was (12.64%).
- ✓ Imports exempt according to the resolutions of the cabinet or private laws or franchise companies (except oil and oil derivatives) or for parties exempted from customs duties, hence the percentage of exempted imports in this regard was (12.65%).
- ✓ Investors' exemptions: exemptions granted for Investment Encouragement amounted to (338.924) million JDs and the number of exempted customs declarations was (9308).
- ✓ Exemptions for people with Special Needs: Due to humanitarian reasons, Jordan Customs was interested in that segment of the society and achieved many accomplishments in 2012 in this regard, the most important of which were the following:

- 1) Computerized procedures and files of the committee responsible for the disabled exemptions (at the Exemptions Section); and the computerized system is ready for immediate use. Electronic connections were introduced to Zarqa free zone and Amman customs house.
- 2) Streamlining re-export procedures for exempted vehicles to Zarqa free zone so that a vehicle is re-exported directly to Zarqa free zone without referring to Amman customs house to organize re-export declaration.
- 3) Electronic connections with the Department of Drivers and Vehicles Licensing so as to have easy access on exempted vehicles' records without the need to refer the customers back to the Department of Drivers and Vehicles Licensing to bring their vehicles' records.
- 4) Creating a website on the customs intranet including all procedures pertaining to exemptions and required documents so that customers can access that kind of information on that website in advance before consulting the customs department. Furthermore, customers can inquire about interviews and access this information through inserting the national number into the website, which would significantly save time and effort of customers with special needs.
- 5) Zarqa free zone customs house, Drivers and Vehicles Licensing Department and Amman Municipality have been delegated to deliver exempted vehicles and give acquittance at the same customs house without referring the disabled to the customs headquarters.
- 6) The number of exemptions given for the disabled was (260) exemption in 2012.

### ➤ International and regional cooperation

- 1- Customs Department signed several mutual administrative cooperation agreements in the customs matters in the previous years with Arab and foreign customs administrations. Such agreements had a direct impact on enhancement of cooperation and exchange of information and expertise with such administrations. Therefore, the department continues with that approach and conducted the following:
  - ✓ Signed an administrative cooperation agreement in the customs affairs with Kuwait on 4/1/2012
  - ✓ Reached the final draft of administrative cooperation agreement with Qatar.
  - ✓ Coordination to complete procedures for signing administrative cooperation agreement with Yemeni Customs.
  - ✓ Submitted a proposal to sign cooperation agreements with (7) customs administrations.
- 2- Received a grant of portable devices to detect radiation materials, in addition to another grant of equipment related to detect contraband and dangerous materials.



- 3- Implemented components of The Export Control and related Border Security Program (EXBS) pertaining to the U.S Ministry of Foreign Affairs.
- 4- Received several delegations and Arab and international customs employees to exchange information and customs experience with them. Besides, several training workshops were held for the customs administrations of the regional member states; hence the following table shows that:

Serial No.	Delegation's Name	Date
1-	We had a visit from Libyan Customs Delegation to become acquainted with the Department's experience of using ASYCUDA World System.	1 -12/1/2012
2-	A number of employees from Abu Dhabi Customs had three-month training in a variety of customs subjects (Customs Tariff, Customs Value, International Agreements on Rules of Origin, Intellectual Property Rights and WCO Conventions).	3/6/2012- 30/8/2012
3-	We had a visit from Yemeni Customs delegation to become acquainted with the department's experience in the fields of exemptions, temporary admission and Vehicles' Entry System for the purposes of tourism.	17 -21/6/2012
4-	(5) Employees from the Palestinian Authority's Customs had training in various customs areas of expertise.	1 - 4/7/2012
5-	(10) Employees from the Palestinian Authority's Customs had training in the field of Post-Audit and Risk Management.	15 - 1/7/2012
6-	(14)Employees from the Palestinian Authority's Customs had training in the field of Post-Audit and Customs Tariff.	26 -30/8/2012
7-	Holding a regional workshop about the use of electronic systems in Risk Management.	17 -20/9/2012
8-	(6) Employees from Sudanese Customs had training in rules of origin and the role of customs in combating drugs.	7 -11/10/2012
9-	(7) Employees from the Palestinian Authority's Customs had training in how to inspect and evaluate vehicles.	21 - 24/10/2012
10-	We had a visit from Yemeni Customs Delegation to the Customs Training Center to become acquainted with the customs department's experience in the field of training and qualification which increases the efficiency and capacity of customs staff.	19 -20/11/2012
11-	Holding a Regional Workshop on Harmonized system.	25 -29/11/2012
12-	(16) Employees from Iraqi Customs had training in customs procedures and consolidated customs declaration.	2 -6/12/2012

### ➤ Contributions to the social responsibility

The Jordan Customs Department is well aware of its important role in bearing the responsibilities towards the community; the JC department played an effective role in community service through participating in various events, which directly benefit the local community and the environment. In the year 2012 Jordan Customs participated in various activities related to community





development according to (the social responsibility plan), that included for example but not limited to the following:

- Organized (4) blood donation campaigns with completion rate by 100% of the targeted activity for 2012.
- Organized (2) Anti-Smoking and Anti-Breast Cancer Campaigns with completion rate by 100% of targeted activity for 2012.
- Participated in national holidays, religious events and exhibitions and carnivals since (8 participations) were targeted in 2012. However, (6 participations) were performed by 75% out of the targeted activity.
- Received students from different public and private Jordanian universities in 2012 amounted to (47) students for the purposes of training.
- Rationalization and control of expenditure in the fuel consumption, thus there were savings by (6%) in 2012.
- Lecturing to students from Jordanian universities and institutes on the role of Jordan Customs in the protection of the local community and national economy. (4) Lectures were conducted out of (5) lectures.

## *Chapter 6*

# *The Partners of the Customs Department*

## ➤ The partnership Council with the Private Sector

**First:** The partnership council was established in 2000 between Customs Department and the private sector for the purposes of having discussions about all matters that would provide for a proper climate for investment. The Council convenes four times a year; these meetings are being held at the end of March, June, September and December, or whenever necessary.

**Second:** The Council includes representatives from each of:

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



The meeting was chaired by HE the Director General of Jordan Customs. Senior staff and directors of directorates and customs houses, who are engaged in relevant issues on the Agenda of these meetings, were also invited.

**Third:** The most prominent issues of mutual interest to both sectors are presented to the Council. The following matters are being discussed:

1. The possible amendments to the customs law and its respective approvals by the Council before issuance.
2. Notifications and circulars issued by the department that would affect different sectors, thus the competent authority is being invited so that the council would discuss these issue with it prior to approval of such notifications and circulars.
3. Problems and issues faced by a particular sector in connection with customs to find the best solutions.
4. Presenting examples of different resolutions issued by the department, in order to verify they are compatible with the public interest.
5. Any other issues of interest to members.

**Fourth:** The partnership council continued its meetings during the year 2012. One meeting was held on 18/9/2012 at Intercontinental Aqaba Hotel under the auspices of Aqaba Chamber of Commerce and with attendance of Dr. Kamel Mhadeen head of chamber of Aqaba Special Economic Zone Authority (ASEZA), and the most important decisions taken through that meeting were:

- ✓ Income Tax and Sales Department should be addressed to know about the amount of tax put up on imported computer programs exempted from unified tariff duty and subject to general sales tax by (16%), either imported with prepared unrecorded media/magnetic discs (Code 85.23) or software certificates and licenses which were imported on other printed matter/including printed pictures and photographs (Code 4911.993) and disseminate that at all customs houses.
- ✓ Aqaba Container Terminal Company (ACT) should be contacted to provide us with *discounts on storage charges for containers* which got clearance during Eid (holidays) in order to encourage traders to do so. Therefore, we would be able to disseminate them to chambers of industry and commerce.
- ✓ The Central Bank of Jordan should be addressed to agree to send all laser printers shipments to the bank in order to take permissions even if there were previous permissions on identical goods. Therefore, we should consider the possibility of making electronic connections between Jordan Customs and the Central Bank to facilitate clearance of laser printers.
- ✓ Providing the reasons for the difference in the procedures of the dispatch of customs declarations to headquarters applied at customs houses.
- ✓ Jordan Institution for Standard and Metrology should be addressed to accept Royal Scientific Society's results of analysis for similar papers shipments instead of analyzing samples for each shipment.
- ✓ Chambers of Industry and commerce should be addressed to hold training workshops on golden list program and its benefits.

## ➤ Partners of Customs Department

The Customs Department has adopted a clear methodology for identification and classification of its partners in line with the nature of this relationship and the role of our partners in achieving the strategic objectives, national goals and royal initiatives. The matrix below shows major and minor partners of the customs department. The nature of that relationship was identified according to a certain mechanism adopted in 2010 and based on the use of a certain measure identifying the degree of importance and its impact on achievement of institutional goals so as to ensure that priorities of coordination and their degrees were identified.

No.	Partner's/ Party's Name	Objective of Partnership / Type of Relation	Methods of Coordination	Level of Partnership		Description of the Partner				
						Partnership Framework			Sector	
				Major partner	Regular partner	Local	Regional	International	Government	Private
1	Prime Ministry	Cooperative	Meetings, Seminars, Visits	/		/			/	
2	Ministry of Finance	Structural	Meetings, Seminars, Visits, Committees	/		/			/	
3	Armed Forces General Command	Cooperative, Exchange of Information	Meetings, Seminars, Lectures		/	/			/	
4	Ministry of Interior	Cooperative, Exchange of Information	Meetings, Seminars, Visits		/	/			/	
5	Ministry of Planning and International Cooperation	Cooperative, Exchange of Information	Meetings, Seminars, Visits		/	/			/	
6	Ministry of Industry and Trade	Cooperative, Exchange of Information	Meetings, visits, committees	/		/			/	
7	Ministry of Public Work and Housing	Cooperative, Integrative	Meetings, Visits, Committees		/	/			/	
8	Ministry of Health	Cooperative, Integrative	Meetings, Committees, Memoranda of understanding, Visits, Seminars	/		/			/	
9	Ministry of Communications and Information technology	Cooperative, Integrative, Exchange of Information	Meetings, Seminars, Visits		/	/			/	
10	Ministry of Agriculture	Cooperative, Integrative	Meetings, Committees Memoranda of Understanding,	/		/			/	

			Visits, Seminars							
11	<b>Ministry of Environment</b>	Cooperative, Integrative	Meetings, Lectures	/		/			/	
12	<b>Ministry of Public Sector Development</b>	Cooperative, Technical Support	Meetings, Seminars, Visits, Committees		/	/			/	
13	<b>General Budget Department*</b>	Cooperative, Structural	Meetings, Seminars, Visits, Committees	/		/			/	
14	<b>General Supplies Department*</b>	Cooperative, Structural	Meetings, Visits, Committees	/		/			/	
15	<b>Income and Sales Tax Department</b>	Cooperative, Structural, Integrative, Exchange of Information	Meetings, Seminars, Visits, Committees Electronic connection	/		/			/	
16	<b>Department of Press and Publications</b>	Cooperative, Exchange of Information	Lectures, Visits, Reports		/	/			/	
17	<b>Department of Statistics</b>	Exchange of Information	Reports, Lectures		/	/			/	
18	<b>Government Tenders Department</b>	Cooperative	Meetings, Visits		/	/			/	
19	<b>Civil Status and Passports Department</b>	Cooperative, Exchange of Information	Electronic connection, Meetings		/	/			/	
20	<b>Department of Land and Survey</b>	Cooperative, Structural	Meetings, Visits		/	/			/	
21	<b>Jordan Food and Drug Administration</b>	Integrative, Cooperative	Meetings, Committees, Memoranda of Understanding, Visits, Seminars	/		/			/	
22	<b>Jordan Institution for Standards and Metrology</b>	Integrative, Cooperative	Meetings, Committees, Memoranda of Understanding, Visits, Seminars	/		/			/	
23	<b>Jordan Industrial Estates Corporation* (JIEC)</b>	Cooperative, Exchange of information	Meetings, Seminars, Visits, Committees	/		/			/	
24	<b>Free Zones Corporation</b>	Integrative, Cooperative	Meetings, Seminars, Visits, Committees	/		/			/	

25	<b>Aqaba Ports Corporation</b>	Integrative, Cooperative	Meetings, Seminars, Visits, Committees	/		/			/	
26	<b>Jordan Investment Board</b>	Integrative, Cooperative, Technical Support	Meetings, Seminars, Visits, Committees	/		/			/	
27	<b>Legislation and Opinion Bureau</b>	Cooperative	Meetings, Visits, Lectures		/	/			/	
28	<b>Audit Bureau</b>	Integrative, Cooperative, exchange of information	Meetings, Seminars, Visits, Committees	/		/			/	
29	<b>Civil Service Bureau</b>	Cooperative, Technical Support	Meeting, Visits		/	/			/	
30	<b>Judicial Council</b>	Cooperative	Meetings, Visits, Committees	/		/			/	
31	<b>Central bank of Jordan</b>	Cooperative, exchange of information, Technical Support	Meetings, Visits		/	/			/	
32	<b>Commercial Banks</b>	Cooperative, exchange of information	Electronic Connection, Meetings, Electronic Correspondence		/	/				/
33	<b>Telecommunications Regulatory Commission</b>	Technical Support	Meetings, Visits		/	/			/	
34	<b>Jordanian Nuclear Energy Commission</b>	Cooperative, exchange of information	Meetings, Seminars, Visits, Committees	/		/			/	
35	<b>Investment bodies at Industrial Estates*</b>	Cooperative, Technical Support	Meetings, Seminars, Visits, Committees	/		/			/	
36	<b>Development and Free Zones Commissions</b>	Cooperative, Technical Support	Meetings, Visits, Lectures		/	/			/	
37	<b>Aqaba Special Economic Zone Authority (ASEZA)</b>	Cooperative, Technical Support Integrative, exchange of information	Meetings, Seminars, Visits, Committees, Electronic Correspondence	/		/			/	
38	<b>Royal Jordanian</b>	Cooperative, Technical support, Exchange of	Meetings, Seminars, Visits, Committees	/		/			/	

		Information,								
39	<b>Public Security/ Residence and Border Department</b>	Cooperative, Technical Support Integrative, exchange of information	Meetings, Seminars, Visits, Committees	/		/			/	
40	<b>Public Security/ Department of Drivers and Vehicles Licensing</b>	Cooperative, Technical Support Integrative, exchange of information	Meetings, Seminars, Visits, Committees, Electronic Connection	/		/			/	
41	<b>Public Security/ Military Security</b>	Cooperative, Technical Support Integrative, exchange of information	Meetings, Seminars, Visits, Committees Electronic Correspondence	/		/			/	
42	<b>Public Security / General Intelligence Department</b>	Cooperative, Technical Support Integrative, exchange of information	Meetings, Seminars, Visits, Committees							
43	<b>Public Security/ Drug Enforcement Administration</b>	Cooperative, Technical Support Integrative, exchange of information	Meetings, Seminars, Visits, Committees Electronic Correspondence	/		/			/	
44	<b>Civil Defense Directorate</b>	Cooperative	Meetings, Seminars, Visits		/	/			/	
45	<b>Greater Amman Municipality</b>	Cooperative, Integrative	Meetings, Visits, Committees	/		/			/	
46	<b>Syndicate of Clearance Companies</b>	Cooperative, Technical Support Integrative, exchange of information	Meetings, Seminars, Visits, Committees Electronic Correspondence	/		/				/
47	<b>Jordan Federation for Insurance Companies</b>	Cooperative, Integrative, exchange of information	Meetings, Seminars, Visits, Committees Electronic Correspondence	/		/				/
48	<b>Royal Scientific Society</b>	Cooperative, exchange of information	Meetings, Seminars, Visits	/		/			/	
49	<b>Shipping Agents Association</b>	Cooperative, Exchange of Information,	Meetings, Seminars, Visits,	/		/				/



50	<b>Customs Courts (Court of First Instance and Court of appeal)</b>	Cooperative, Technical Support Integrative, exchange of information	Meetings, Seminars, Visits, Committees Electronic Correspondence	/		/			/	
51	<b>Jordan Post</b>	Cooperative	Meetings, Electronic Correspondence	/		/			/	
52	<b>Regional Office for Information Exchange in the Middle East Region</b>	Exchange of Information	Meetings, Reports, Electronic Correspondence, Visits		/		/			/
53	<b>WCO Regional Office</b>	Technical support, Exchange of Information	Meetings, Reports, Electronic Correspondence, Visits		/		/			/
54	<b>World Customs Organization</b>	Technical support, Exchange of Information	Meetings, Reports, Electronic Correspondence, Visits		/			/		/
55	<b>Customs Administrations of Neighboring Countries</b>	Cooperative, Technical Support Integrative, exchange of information	Meetings, Seminars, Visits, Committees, Electronic Correspondence, Memoranda of Understanding,	/			/			/
56	<b>World Trade Organization</b>	Technical support, Exchange of Information	Meetings, Reports, Electronic Correspondence, Visits		/			/		/
57	<b>Embassies of Foreign Countries</b>	Exchange of Information	Meetings, Reports, Electronic Correspondence, Visits		/		/	/		/
58	<b>Members of the Partnership Council</b>	Integrative, Technical Support, Exchange of Information,	Meetings, Seminars Visits, Committees, Electronic Correspondence	/		/				/

## *Chapter 7*

# *Future Aspirations*

## ***FUTURE ASPIRATIONS***

*The Jordan Customs department is looking forward to achieving the following aspirations in 2013:*

- ❑ Have the honor of getting King Abdullah II Award for Excellence in Government Performance and Transparency for the next cycle (Sixth Cycle; 2012/2013).
- ❑ Adoption of Jordan Customs Training Centre by the Regional Office as a regional training centre for North Africa, Near and Middle East countries.
- ❑ Completing the application of electronic projects at the rest of customs houses.
- ❑ Using advanced techniques such as RFID Technology to control the movement of trucks and goods and to reduce human intervention as much as possible.
- ❑ Developing inspection procedures so that customs inspectors can record their observations on ASYCUDA World System through using PDA devices.
- ❑ Expansion of electronic connections with the public and private sector institutions and the Customs Administrations of all neighboring countries.
- ❑ Developing the fleet of anti-smuggling patrols and providing them with the necessary advanced devices so that they can do their work properly and ensure their safety.
- ❑ Providing customs houses with X-Ray screening systems for containers, trucks and vehicles for customs purposes.
- ❑ Stimulating importers to use pre-clearance service in order to reduce time release of customs declarations.
- ❑ Expanding implementation of single window project and consolidating (3) government departments into this project.
- ❑ A continuous review of legislations in force so as to be consistent with the next stage.
- ❑ A comprehensive review of major and minor customs processes, procedures workflow charts and related performance indicators.
- ❑ Establishing four customer service offices as a first stage at the following main clearance centers; (Aqaba, Amman, Zarqa Free Zone and Airport customs house/clearance).

