

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



الجمهورية الأردنية

# ***Annual Report 2013***

## ***Jordan Customs***

**“Excellence...Innovation...Transparency  
In Serving the National Economy”**

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



His Majesty King Abdullah II Ibn Al Hussein



His Royal Highness Crown Prince Hussein Ibn Abdullah II

### ***The Department's Vision Statement***

To be the pioneers for delivery of distinguished Customs services in line with the best international practices, to exceed the requirements and expectations of our stakeholders in trade, and society.

### ***The Department's Mission Statement***

Providing the department's stakeholders with distinguished Customs services in order to keep up with rapid global developments, meeting the requirements of comprehensive and sustainable development through striking a balance between effective application of Customs controls, while efficiently facilitating legitimate trade and promoting compliance as well as continuing with institutional capacity building.

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

The Customs service in Jordan focuses on deep-rootedness and a sense of excellence. Here are some values for reflecting the staff loyalty and belonging:

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

We rise above any self-interest other than the public interest and deal with our partners with great clarity.

#### ***Justice***

We treat all people equally and take balanced, logical and unbiased decisions.

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

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

***Professionalism and Proficiency***

We are a knowledge-based and action-oriented department and we have got the necessary skills that enable our employees to carry out duties and tasks assigned to them with highest degrees of efficiency, proficiency, innovation and excellence.

***Pride and Honor***

We believe in our mission and we are proud of its deep-rooted aspect and are willing to exert all efforts to maintain the reputation and image of the department.

***Teamwork***

We enhance communications and sharing of ideas and we strive for achieving desired goals through coordination, interaction, cooperation and integration among all the relevant parties.

***Educated Department***

We are a permanent-learning department that applies successful strategies.

## ***The Department's Strategic Goals***

- ♦ ***Combat Smuggling and Curtail Illicit Trade Activities***
- ♦ ***Contribute to Stimulating Investment Business Environment***
- ♦ ***Promote & Supply the Treasury with Financial Resources***
- ♦ ***Raise Performance and Institutional Capabilities***

# Letters of His Majesty King Abdullah II Ibn Al Hussein

**The government should move quickly to develop human resources in the public sector, prepare public sector leaders who excel, ingrain a culture of excellence, complete the restructuring of public sector agencies and the e-government services network, and advance the quality of basic public services such as education, health and public transportation. Citizens should taste the fruits of the white revolution we have issued directives to launch with the aim of reviving the public sector and civil service.**

*Speech from the Throne by His Majesty King Abdullah II  
Opening the First Ordinary Session of the 17th Parliament  
Amman, Jordan  
3 November 2013*

**Out of our keenness to ensure justice, integrity and the rule of law, we emphasize the need to enforce the law firmly and without discrimination. All state components should work to firmly and fully enforce the law and ensure justice for all, without complacency or favouritism.**

*Speech from the Throne by His Majesty King Abdullah II  
Opening the First Ordinary Session of the 17th Parliament  
Amman, Jordan  
3 November 2013*

**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*

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

It's my pleasure to present to you The Annual Report 2013 that is usually introduced at the beginning of each year based on accomplishments and aspirations over the past year. Therefore, we are usually eager to present the Annual Report to all of our partners, stakeholders in trade, and society. It is among our utmost priorities to entrench good governance concepts such as justice, equality and transparency in our relationships with others and reflecting their opinions on our work results. The department would be unable to achieve the many accomplishments highlighted in this Annual Report unless there has been significant cooperation and joint efforts exerted by all Customs staff through teamwork and ability to work together.



In the year 2013, we have made great progress and significant accomplishments that have now come to a level of which JC department and the country are proud of and confident about, whether in the field of strategic planning, fast-evolving information and communications technology (ICT), legislations, human resources development and training or in the field of security and facilitation of international trade supply chain as well. JC has worked on simplification and harmonization of Customs procedures and protection of IPRs. We perform such tasks with a firm resolution and a sense of mission, under limits of our authority and responsibility, at the national, regional and international levels; in order to achieve our strategic goals that constitute an integrated texture of loyalty and belonging, together with goals of other public sector departments and institutions, which assist each other in achieving national goals.

The number of significant outcomes and various accomplishments carried out by the department over the previous years has been culminated in receiving several Excellence Awards namely: "King Abdullah II Award for Excellence in Government Performance and Transparency" 1st Rank/Sixth Cycle (2012-2013) Bronze; Government Innovation Award/1st Rank as well as three Customs houses have recently received a Star of Excellence for Excellence in Public Service. JC Department considers such Award as the most important evident for applying best practices for delivery of distinguished Customs services. This great and honorable success has given us a firm determination and resolution to harvest several Excellence Awards in the near future, God willing.

I would like to take this opportunity to extend my thanks and appreciation to all Customs staff who have put every effort in all these works and fulfilled their tasks in devotion, to serve our beloved country and respectful citizens, under leadership of our beloved king His Majesty King Abdullah II Ibn Al Hussein.

**Customs Major General  
Monther Abdelqader Al-Assaf  
Director General**

# *Chapter 1*

## *Administrative Organization of Customs Department*

## **The Department's Establishment and Development**

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 imported into the Emirate and in transit through its territories. Therefore, the first Customs administration was officially inaugurated in 1921 and it was known as Directorate of General Excise and Statistics. It 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.

The Customs Department is now headed by a Director General who is related directly to the Finance Minister. Twenty Director Generals have alternated this post since establishment of the department as well as many Customs houses have been in operation. 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) existing Customs laboratories in Amman and Aqaba.

Regarding legislations, the first law regulated Customs work was issued in 1926, known as Customs and Excise Law, until the Customs Law No (20) for 1998 issued and was adapted to ongoing developments at the local and global levels.

The department's role and responsibilities have broadened to encompass national economy support, investment encouragement, trade facilitation activities, combating smuggling and protecting the local community and environment from hazardous materials as well as controlling cross-border movements of passengers, certain types of goods and means of transport passing through the kingdom. Therefore, the department has adopted new and emerging technologies to the benefit of Customs work and employment of e-government concept. As a result of applying that approach, JC has now become one of the most developed Customs administrations worldwide that focuses on providing our stakeholders with high-quality services.

**The Names of the Director Generals who assumed the 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.	22/10/2008-8/6/2013
20.	<b>Monther Abdelqader Al-Assaf</b>	Director General	24/10/2013 to date

## **Administrative Organization System and Organizational Structure**

The Department is operating under *The Administrative Organization System No. (27) For 2011*. It was introduced to be compatible with recent developments at the local and international levels and the Kingdom's obligations under international and bilateral agreements at which the kingdom is a party. In the context of supporting security and facilitation of the international trade supply chain issued by World Customs Organization (WCO), the post of Assistant Director-General for compliance and facilitation affairs was then introduced and consequently the directorates involved in compliance and facilitation were linked to that post.

Planning and Coordination Committee underwent restructuring and it shall be responsible for dealing with the following subjects and making the relevant recommendations:

1. Action plans and programs and methods of following-up their implementation.
2. The 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 training plan for the department's staff.
4. The Draft Annual Budget and the Classifier Table.
5. Draft laws, regulations and instructions pertaining to the Customs work.
6. Organizational structure of the department and links between directorates, Customs houses and divisions according to work requirements.
7. Any other issues referred by the Director-General to this committee.

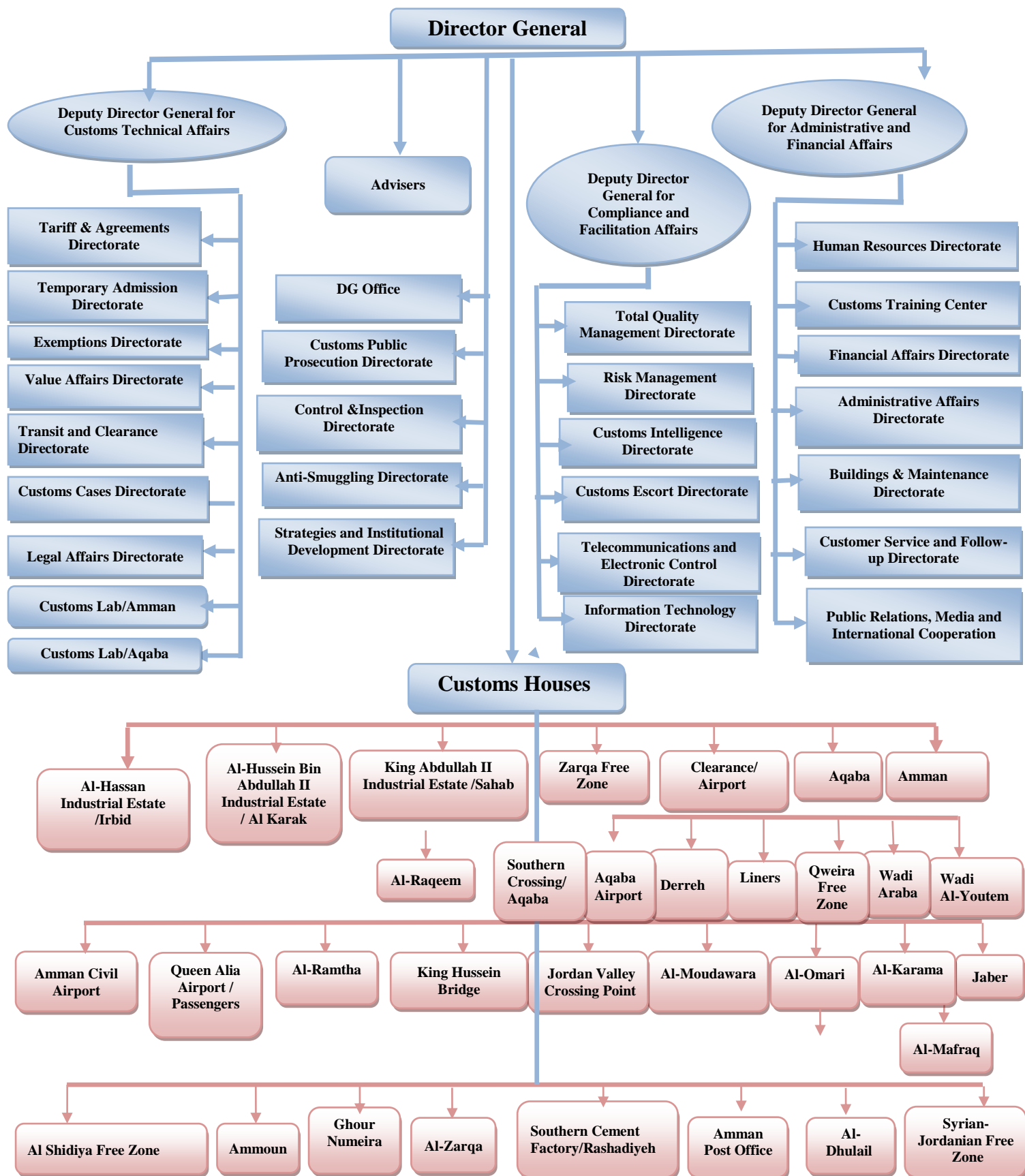
Articles (9/A) and (9/B) of the aforementioned system shall clarify the following:

- 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.

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

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

# The Organizational Structure of Customs Department (Major Directorates and Customs houses)



## *Chapter 2*

# *Human Resources and Training*

## Human Resources

JC department is always keen to maintain and foster human resources development and performance improvement to the maximum degrees of excellence and innovation. The department has accomplished quantum leaps in implementing modern working methods, procedures and techniques, through providing its staff with appropriate working environment and promoting their capabilities as reflected on the efficiency of service delivery through the following:

- 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 and the public interest.

### – Structure of Manpower in the Customs Department

**Distribution of Staff by Gender in 2012-2013**

Gender	2012	2013
Male	3002	٢٩١٦
Female	183	١٧٦
Total	<b>3185</b>	<b>٣.٩٢</b>

**Distribution of Staff by the type of appointment in 2012-2013**

Type of appointment	2012	2013
Permanent and Classified Jobs	2745	٢٦٨٨
Customs Security Agreement	308	٢٩٨
Contracts	130	٩٩
Daily Laborers	٢	٢
Employees seconded from other ministries and public departments to the Customs department	.	٥
<b>Total</b>	<b>3185</b>	<b>٣.٩٢</b>

**Distribution of staff by qualifications in 2012-2013**

Qualification	2012	2013
	Total	Total
<b>PH.D</b>	<b>12</b>	<b>١٧</b>
<b>Masters</b>	<b>157</b>	<b>١٧٥</b>
<b>High Diploma</b>	<b>25</b>	<b>٢٢</b>
<b>Bachelors</b>	<b>1273</b>	<b>١٢٥١</b>
<b>Comprehensive Diploma</b>	<b>435</b>	<b>441</b>
<b>General Secondary Certificate</b>	<b>809</b>	<b>765</b>
<b>Less than General Secondary Certificate</b>	<b>474</b>	<b>٤٢١</b>



<b>Total</b>	<b>3185</b>	<b>٣.٩٢</b>
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#### Distribution of staff by age groups in 2012-2013

<b>Age (by Years)</b>	<b>2012</b>	<b>٢٠١٣</b>
<b>20-25</b>	<b>57</b>	<b>42</b>
<b>26-35</b>	<b>1077</b>	<b>١٠١٣</b>
<b>36-45</b>	<b>1022</b>	<b>998</b>
<b>46-55</b>	<b>955</b>	<b>947</b>
<b>Older than 56</b>	<b>74</b>	<b>92</b>
<b>Total</b>	<b>3185</b>	<b>٣.٩٢</b>

### Capacity building activities for Customs modernization and Human Resources Development:

The department focuses its attention on capacity enhancement and human resources development through providing its employees with training and material and moral incentives. In 2013, the department therefore has achieved several accomplishments in this regard which are as follows:

#### Training

Because JC has believed in keeping up with rapid developments in all scientific and technical fields, it had therefore established *Customs Training Centre* in the early 1998. It was given great care and interest with a view to providing sustainable Customs capabilities and delivering capacity building for the department's staff, the clearance companies' staff, and representatives from government ministries and departments and Customs officials from regional countries. Furthermore, various specialized programs were held in cooperation with *Jordan Armed Forces* and a number of donors, in addition to many regional courses.

### Number of Training Courses and Participants over the year 2013

<b>Subject</b>	<b>The Number of Training courses</b>	<b>The Number of Hours</b>	<b>The Number of Participants</b>
<b>Customs Clearance Training Courses</b>	<b>12</b>	<b>696</b>	<b>525</b>
<b>Computer Training Courses</b>	<b>2</b>	<b>40</b>	<b>31</b>
<b>English Language Training Courses</b>	<b>2</b>	<b>80</b>	<b>37</b>
<b>Administrative Training Courses</b>	<b>18</b>	<b>250</b>	<b>493</b>
<b>Customs Technical Training Courses</b>	<b>22</b>	<b>300</b>	<b>394</b>
<b>Total</b>	<b>56</b>	<b>1366</b>	<b>1480</b>

In the year 2013, (6) "Empowerment" Programs were held that included (12) topics in the different Customs fields.

#### Incentives

The department regularly incentivizes its employees to encourage them to work harder, through providing them with several material and moral incentives that contribute to empowering staff and increasing percentage of their satisfaction. Therefore, this positive impact will be reflected



on enhancing work efficiency and performance and it is in turn reflected on the satisfaction of stakeholders. Such incentives include; scholarships for teaching sons of workers and retirees, Hajj and Umrah missions and letters of appreciation as well as sending employees on, internal and external, training courses. The following table shows statistics of incentives for 2013.

<b>The Subject of Incentive</b>	<b>Number of Employees</b>
Scholarships for teaching sons of staff and retirees	<b>170</b>
Hajj and Umrah	<b>0</b>
Appreciation Letters	<b>185</b>
Participants in internal training courses and workshops	<b>277</b>
Participants in external training courses and workshops	<b>45</b>

### **Delegation of Authority**

To ensure a proper workflow at Customs houses, the department has adopted *delegation of authority* for Directors of Customs houses, the Heads of Clearance Units who are entrusted with processing of Customs transactions for the benefit of stakeholders. In the years 2012-2013, several authorities have been delegated to the staff and Customs houses, the most prominent of which are as follows:

- 1. Directors of Customs houses have been delegated to:**
  - **Grant a full residence to foreign private cars.**
  - **Approve Customs-status modification requests.**
- 2. Amman Customs house has been delegated to carry out the following:**
  - **Settle records that pertain to vehicles, exempted from Customs duties, for people with special needs/the disabled, and remove such vehicles and accept waiving such exemption for the Treasury and the transfer of ownership.**
  - **Settle and deduct from temporary admission transactions for factories near Amman Customs house, amounting to (36) factories.**
- 3. Local Clearance (Import for Consumption) on raw materials and sanitary articles has been delegated to Al-Hussein Bin Abdullah II Industrial Estate/Al Karak Customs House.**
- 4. Local Clearance on iron pallets and fish for decoration and gypsum boards has been delegated to Alomari Customs house.**
- 5. Clearance on vehicles and machinery belonging to various security bodies has been delegated to Aqaba Customs house.**
- 6. Zarqa Free Zone Customs house has been delegated to:**
  - **Settle records that pertain to vehicles exempted from customs duties for people with special needs.**
  - **Organize re-export declarations for agricultural tractors.**
- 7. Clearance on raw materials used in the manufacture of products of factories operating within the city has been delegated to Al Hassan Industrial Estate/Irbid Customs house.**
- 8. Authority to clear iron scrap has been delegated to King Hussein Bridge Customs house.**
- 9. Clearance on mineral waters has been delegated to Jordan Valley Crossing Point Customs house**
- 10. Clearance on iron pallets has been delegated to Jaber Customs house.**

**11. Clearance on heavy fuel has been delegated to Al Karama Customs house.**

## *Chapter 3*

# *Strategic Planning*

## The JC Strategic Plan for the years 2011-2013

The department continues to devote attention to strategic planning, hence employees responsible for leadership and supervisory functions have been diversely trained in the areas of strategic planning the most important of which included practical training on how to connect personal performance with institutional performance. Such training sessions included: Strategic Planning concepts; how to carefully make worked out strategic plans; how to set up Action Plans and linking them with strategic goals and then to identify the staff performance-evaluation records based on duties and tasks assigned to them to implement the action plan.

According to the followed “methodology for evaluation of the strategic plan”, Strategic Plan 2011-2013 has been evaluated on a quarterly basis. At each stage, a report on achievement progress of strategic goals, programs, projects and activities shall be issued, and then presented to and approved by the Top Management so as to be informed about results and discuss them with the concerned parties. Moreover, Minister of Finance shall be provided with a copy thereof.

JC continues achieving strategic goals 2013 despite of existing threats and which included:

- Government austerity policy with respect to resorting to cuts in public expenditures.
- Security challenges resulting from surrounding circumstances and increased international terrorist operations.
- New waves of “Arab spring” that impact the whole region.

### Main achievements for the 2013 Strategic Plan

#### **First: Evaluation of Strategic Goals according to key Performance Indicators for 2013:**

Achievement of the 2013 Strategic Goals accounted for (94.4%), which is equivalent to agreeable positive evaluation within performance indicators evaluation measures for the 2013 Strategic Plan, compared with achieved results (91.75%), (94.65%) respectively in 2012 and 2011 as indicated in the table below.

Strategic goals	Percentage of Achievement of Strategic goal		
	٢٠١٣	٢٠١٢	٢٠١١
<b>First Strategic goal:</b> (Combat Smuggling and Curtail Illicit Trade Activities)	83	93	96
<b>Second Strategic goal:</b> (Contribute to Stimulating Business Investment Environment)	100	75	86.3
<b>Third Strategic goal:</b> (Enhance & Supply the Treasury with Financial Resources)	99.4	100	100
<b>Fourth Strategic goal:</b> (Improve performance and institutional capabilities)	95	99	96.3
<b>Total</b>	<b>94.35</b>	<b>91.75</b>	<b>94.65</b>

#### **Second: Evaluation of Programs that are defined within the Strategic Plan for 2013:**

1. The number of programs included in the 2013 Strategic Plan amounted to (3) main programs as indicated below.

- Achievement of programs, in 2013, accounted for (91.1%), compared with (91.6%) (92.1%) respectively in 2012 and 2011 as indicated in the table below.

Program	Percentage of achievement of programs		
	٢٠١٣	٢٠١٢	٢٠١١
Anti-Smuggling and Customs Escort	77.8	84	88.5
Management and Supporting Services	99.5	94	87.7
Customs houses	96	97	100
<b>Total</b>	<b>91.1</b>	<b>91.6</b>	<b>92.1</b>

### Third: Evaluation of Projects that are defined within the Strategic Plan for 2013:

Achievement of projects' performance indicators for 2013 accounted for (89%), compared with (75.3%) (67.3%) respectively in 2012 and 2011 as indicated in the table below.

Projects linked up with Strategic goals	Percentage of achievement of projects		
	٢٠١٣	٢٠١٢	٢٠١١
<b>First Strategic goal: (Combat smuggling and Curtail illicit trade activities)</b>	88.5	72	60
<b>Second Strategic goal: (Contribute to Stimulating Business Investment Environment)</b>	٩١,٦	76	57
<b>Third Strategic goal: (Enhance &amp; Supply the Treasury with Financial Resources)</b>	٨٤,٦	70	64
<b>Fourth Strategic goal: (Improve performance and institutional capabilities)</b>	٩١,٤	83	88
<b>Total</b>	<b>89</b>	<b>75.3</b>	<b>67.3</b>

### Fourth: Evaluation of Action Plans of Directorates (Executive Plans) for 2013

- The number of Performance Indicators for evaluated Executive Plan amounted to (106).
- Achievement of Executive Plan 2013 accounted for (90.7%), compared with previous achievable results (84%) (80.9%) respectively in 2012 and 2011, as indicated in the table below.

### **Fifth: Completion Ratios of Operational Sub-Goals for 2013:**

<b>Sub-Goals (Operational Activities)</b>	<b>Completion Ratio in 2013</b>	<b>Completion Ratio in 2012</b>	<b>Completion Ratio in ٢٠١١</b>
Increase efficiency of Anti-Smuggling Operations	<b>87.3</b>	<b>89</b>	<b>٨٨,٦</b>
Strengthen efficiency of Customs Valuation process	<b>90</b>	<b>98</b>	<b>٩٥,٨</b>
Increase efficiency of Risk Management.	<b>98.4</b>	<b>93</b>	<b>٩٥,٤</b>
Advance further cooperation and enhance communications with stakeholders and partners	<b>93.5</b>	<b>85</b>	<b>٧٧,٦</b>
Strengthen efficiency of Customs houses performance	<b>90.8</b>	<b>87</b>	<b>١٠٠</b>
Enhance effectiveness of tools and instruments related to Classifications	<b>٩٦</b>	<b>–</b>	<b>–</b>
Promote the Customs Department's engagement in protecting local society	<b>100</b>	<b>80</b>	<b>٧٧,٣</b>
Maintain efficient and effective Revenue collection	<b>٨٢,٥</b>	<b>87</b>	<b>٨٨,٦</b>
Welfare and loyalty of employees	<b>87.5</b>	<b>90</b>	<b>٩٨,٨</b>
Reach a paperless department	<b>88</b>	<b>62</b>	<b>٧٨,٢</b>
Simplification and harmonization of Customs procedures for investors and partners	<b>82.5</b>	<b>80</b>	<b>٧٣</b>
Developing infrastructure of Customs houses	<b>100</b>	<b>100</b>	<b>٩٣,٣</b>
Rationalize and control expenditures	<b>96.7</b>	<b>33</b>	<b>٤٧</b>
Enhance employees compliance with laws and regulations and developing their innovations	<b>96.7</b>	<b>88</b>	<b>٩٥,٩</b>
Modernizing and developing procedures and regulations	<b>95.3</b>	<b>86</b>	<b>٥٥,٦</b>
Enhancing Customs controls	<b>77.8</b>	<b>51</b>	<b>٤٩,١</b>

## *Chapter 4*

# *Customs Revenues and Foreign Trade*

## Customs Revenues (Customs duties)

There has been an increase in the Customs revenues in 2013 by (21.5) Million JDs compared with collection of revenues in 2012, representing a growth rate of (1.4%), distributed by type as follows:

Customs Revenues	٢٠١٣		٢٠١٢		Value Change (by Million dinars)
	Value (Million JDs)	Relative Importance%	Value (Million JD)	Relative Importance %	
Customs Duties	330.160	21.56%	288.160	19.09%	42.000
Sales Tax	1013.946	66.21%	1034.116	68.49%	-20.170
Fees of Other Departments	98.082	6.41%	97.890	6.48%	0.192
Customs Deposits	40.085	2.62%	45.782	3.03%	-5.697
Ministry of Finance Deposits	35.821	2.34%	31.710	2.10%	4.111
Customs Fines and Confiscations	12.962	0.85%	11.980	0.79%	0.982
Drawback Deposits	0.270	0.02%	0.190	0.01%	0.080
<b>Total</b>	<b>1531.3٢٦</b>	<b>100%</b>	<b>1509.828</b>	<b>100%</b>	<b>21.498</b>

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

## Customs Revenues in details:

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

The table below indicates distribution of values of imports with respect to (IM4) declarations, taxable and exempt, on unified Customs duty in 2013 compared with 2012.

Distribution of Imports	2013			2012		
	Unified tariff duties	Value of Imports (Million JDs)	Percentage %	Unified tariff duties	Value of Imports (Million JDs)	Percentage %
Exempt in the Tariff Schedules	0	4701.65	33.8	0	4214.81	30.80
Exempt under Agreements	0	1963.20	14.1	0	1729.30	12.64
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	2581.85	19.00	0	1710.76	12.50
Oil and oil derivatives	0	3071.34	22.06	0	4602.80	33.64
Subject to customs duties according to tariff	298.49	1603.26	11.50	٢59.46	1425.100	10.42



schedules or preferential fees						
<b>Total</b>	<b>298.49</b>	<b>13921.3</b>	<b>100.00</b>	<b>259.46</b>	<b>13683.66</b>	<b>100.00</b>

Tariff weighted average for 2013 accounted for (2%), while it reached (1.9%) in 2012.

## B. Sales Tax on Import

Collection of Sales tax for 2013 amounted to around (1013.95) million JDs (according to the date of financial receipts) compared with sales tax collection during 2012 that amounted to around (1034.12) million JDs with a decrease of (20.17) Million JDs.

## C. Other departments' fees

The following table shows collection of other departments' fees (Excluding GST) for the year 2013 compared with 2012.

Fees of other Departments	2013		2012		Value of Change (Million JDs)
	Amount of Money (Million JDs)	Percentage%	Amount of Money (Million JDs)	Percentage%	
Advance payment of 2% for income tax	52.090	53.11%	44.554	45.51%	7.536
Road traffic service charges and customs escort fees	18.489	18.85%	25.762	26.32%	-7.273
Stamp fees	14.490	14.77%	15.064	15.39%	-0.574
X-ray scanning service charge	4.261	4.34%	5. 59	5.17%	-0.798
Export fees on scrap paper	1.094	1.12%	0.823	0.84%	0.271
Overloading fines	1.731	1.76%	1.882	1.92%	-0.151
Agricultural, veterinary and animal health service charges	3.009	3.07%	2.603	2.66%	0.406
Department of drivers and vehicles licensing fees	2.578	2.63%	1.878	1.92%	0.700
Allowance for differences in quantities of diesel	0.048	0.05%	0.264	0.27%	-0.216
Using credit cards fees	0.061	0.06%	0.000	0.00%	0.061
Export duty on iron, aluminum and copper scrap	0.231	0.24%	0.000	0.00%	0.231
<b>Total</b>	<b>98.082</b>	<b>100%</b>	<b>97.889</b>	<b>100%</b>	<b>0.193</b>

## D. Ministry of Finance Deposits

The table below shows collection of Ministry of Finance Deposits in 2013 compared with 2012

Ministry of Finance Deposits	2013		2012		Value of Change
	Amount of Money (Million JDs)	Percentage %	Amount of Money (Million JDs)	Percentage %	
Customs Insurances	5.681	15.86%	8.117	25.60%	-2.436
Standards service charge	4.687	13.08%	4.538	14.31%	0.149
Inspection fee on consignments of food	1.273	3.55%	1.176	3.71%	0.097
Border radiological surveillance fee	1.215	3.39%	0.980	3.09%	0.235
Control service charge- imported scrap	0.115	0.32%	0.162	0.51%	-0.047
Deposits of work permits	4.651	12.98%	0.016	0.05%	4.635
Service charge by insurance	0.007	0.02%	0.006	0.02%	0.001
Allowance for differences in Silage	0.637	1.78%	0.000	0.00%	0.637
Allowance for non-certified documents charged by insurance	16.448	45.92%	16.324	51.48%	0.124
Unified fee by deposit	0.506	1.41%	0.000	0.00%	0.506

Relative General Sales Tax by deposit	<b>0.528</b>	<b>1.47%</b>	<b>0.000</b>	<b>0.00%</b>	<b>0.528</b>
Income Tax by deposit	<b>0.073</b>	<b>0.20%</b>	<b>0.390</b>	<b>1.23%</b>	<b>-0.317</b>
<b>Total</b>	<b>35.821</b>	<b>100%</b>	<b>31.709</b>	<b>100%</b>	<b>4.112</b>

## E. Customs Cases and Fines

Through achievement of strategic goal that pertains to combating illicit 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 2013 compared with 2012.

The table below shows finalized Customs cases and value of Customs fines in 2013 compared with 2012.

Type of Case	2013		2012	
	Number	*Collected Value by (Million JDs)	Number	*Collection Value by (Million JDs)
<b>Smuggling</b>	٦٦٩٤	٧,٤	<b>6515</b>	<b>7.07</b>
<b>Customs offences</b>	٦٦٤٨٠	<b>5.8</b>	<b>56098</b>	<b>5.16</b>
<b>Total</b>	<b>73174</b>	<b>13.19</b>	<b>62613</b>	<b>12.23</b>

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

The following table shows distribution of Customs revenues according to Customs houses

Customs houses	٢٠١٣		٢٠١٢		value of change %
	Amount of Money (MillionJDs)	Percentage%	Amount of Money (MillionJDs)	Percentage%	
Aqaba Customs House	447.27	29.2	515.65	34.15	68.38-
Amman Customs House	427.595	27.9	361.66	23.96	65.94
Al-Zarqa Free Zone Customs House/ Vehicles	203.526	13.3	239.74	15.88	36.21-
Airport Customs House/ Clearance	151.440	9.9	114.49	7.58	36.95
Public Warehouses/Amman Customs House	71.710	4.68	66.37	4.40	5.34
Zarqa Free Zone Customs House/ Goods	50.837	3.3	47.16	3.12	3.68
Omari Customs House	20.104	1.3	27.55	1.83	7.44-
Financial Affairs Directorate	32.664	2.1	30.67	2.03	1.99
King Abdullah II Bin Al-Hussein Industrial Estate Customs House/Sahab	47.192	3.1	39.51	2.62	7.69
Liners/Aqaba	19.280	1.26	00	00	19.28
Jaber Customs House	10.549	.69	21.74	1.44	11.2-
Jordanian -Syrian Free Zone Customs House	6.83	.42	8.18	0.54	1.79-
Al-Karama Customs House	9.573	.63	9.23	0.61	.348
Al-Moudawarra Customs House	4.884	.29	4.71	0.31	.173
Anti-Smuggling Directorate	2.713	.18	3.13	0.21	.413-
Jordan Valley Crossing Point Customs House	5.757	.38	4.85	0.32	.904
King Hussein Bridge Customs House/Southern Shuneh	4.436	.29	4.32	0.29	.111
Mafraq Customs House	1.612	.11	1.43	0.09	.187
Al-Ramtha Customs House	0.104	.01	0.82	0.05	.716-
Qweirah Customs House	1.908	.12	.42	0.03	1.49
Customs Cases Directorate	3.242	.21	2.45	0.16	.788
Airport Customs House/Passengers	1.508	.10	1.04	0.07	.469
Al-Hassan Industrial Estate/Irbid Customs House	1.505	.10	1.17	0.08	.34
Wadi Al-Youtem Customs House	1.238	.08	0.70	0.05	.542
Dhulail Customs House	0.552	0.04	0.47	0.03	.078
Amman Post Office Customs House	.547	0.04	0.56	0.04	.015-
Al-Raqeem Customs House	.388	0.03	0.37	0.02	.022
Al-Hussein Bin Abdullah II Industrial Estate/Al Karak Customs House	.299	0.02	0.35	0.02	.046-
Wadi Araba Customs House	.391	0.03	0.21	0.01	.181
Ghour Numaira Customs House-Jordan Magnisum	.381	0.03	0.57	0.04	.192-
Al-Sheidiya Customs House	.129	0.01	0.13	0.01	.001-
Amman Civil Airport Customs House	.049	0.00	0.04	0.00	.010
Ammon Customs House	.018	0.00	0.02	0.00	.002-
Al-Zarqa Customs House	.031	0.00	0.02	0.00	.006

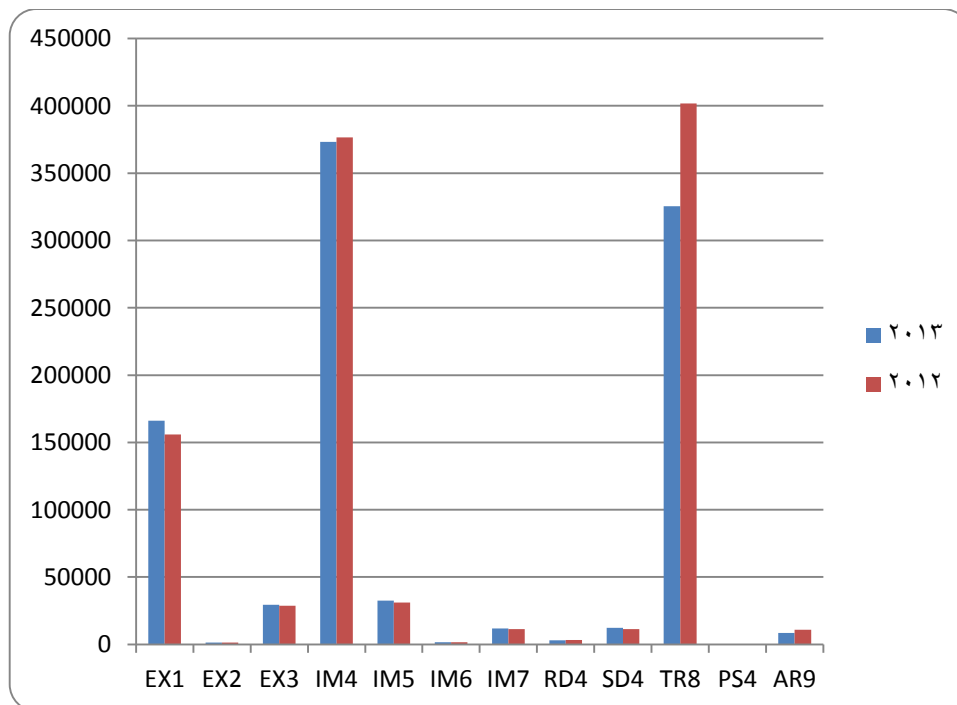
Wadi Araba crossing point Customs house	.769	0.05	000	000	.769
Derreh Customs House	.738	0.05	000	000	.738
<b>Total</b>	<b>1531.33</b>	<b>100.00</b>	<b>1509.76</b>	<b>100.00</b>	<b>21.50</b>

## 1. Customs Declarations

The following table shows numbers of Customs declarations (by type) recorded in 2013 compared with 2012

Type of Customs Declaration	Customs Declaration Code	Number of Recorded Declarations		Change Rate %
		2013	2012	
Permanent Export	EX1	166167	155816	6.6
Temporary Export	EX2	1235	1253	1.44-
Re-Export	EX3	29494	28615	3.07
Imports for Consumption	IM4	373219	376501	0.87-
Temporary Admission	IM5	32465	31111	4.4
Re-import for Consumption	IM6	1515	1569	3.4-
Bonded Deposit	IM7	11868	11448	3.7
Imports for Consumption (Household effects for Expatriates)	RD4	3062	3325	7.9-
Imports for Consumption (Personal Effects)	SD4	12228	11310	8.1
Transit	TR8	325438	401852	19-
Imports for Consumption-Pre Clearance	PS4	2	5	60-
Other Customs Statuses	AR9	8435	10804	21.9-
<b>Total</b>		<b>965128</b>	<b>1033609</b>	<b>6.6-</b>

Note: Despite low number of Customs declarations recorded in the year 2013, Customs revenue has increased by (21.5) million JDs.



## 2. Imports:

The value of imports for 2013 amounted to around (١٤,٢٣٦) billion JDs compared with 2012 imports that accounted for (١٤,164) billion JDs, with a growth in the volume of imports of (7%) according to *imports for consumption* (IM4) Customs declarations registered on ASYCUDA World System at Customs houses.

The table below shows the top (25) partner countries in value of imports terms over the year 2013. Imports from these countries accounted for (83.7%) of aggregate imports. Saudi Arabia, China and the United States respectively occupied the highest values of imports.

No.	Country of Origin	٢٠١٢	٢٠١٣	Rate of Change%
		Value (JD)	Value (JD)	
1	Saudi Arabia	3.399.098.677	2.553.551.851	-0.249
2	China	1.167.812.639	1.498.179.581	0.283
3	USA	960.798.905	888.828.313	-0.075
4	Germany	532.429.607	749.401.538	0.408
5	Italy	442.150.983	593.763.566	0.343
6	India	466.375.690	485.288.766	0.041
7	United Arab Emirates	360.969.742	465.625.072	0.290
8	Turkey	516.282.502	452.852.485	-0.123
9	South Korea	392.268.922	377.573.958	-0.037
10	Switzerland	102.582.818	369.666.281	2.604
11	Egypt	294.626.269	362.811.681	0.231
12	Iraq	909.725.646	362.617.739	-0.601
13	Japan	264.752.306	332.019.442	0.254
14	Brazil	154.859.730	237.095.082	0.531
15	Ukraine	336.143.348	230.948.700	-0.313
16	France	198.778.448	228.855.012	0.151
17	Argentina	222.142.971	225.560.568	0.015
18	Finland	37.146.403	222.606.226	4.993
19	Romania	112.316.889	217.536.142	0.937
20	Russian Federation	614.495.613	192.626.868	-0.687
21	Britain	173.287.337	185.776.366	0.072
22	Syria	163.464.450	178.823.062	0.094
23	Spain	121.546.265	176.705.189	0.454
24	Australia	160.055.135	174.989.641	0.093
25	Thailand	121.371.227	154.280.414	0.271

– **Imported commodities**

The table below shows the top (25) imported commodities in 2013 compared with top (25) imported commodities in 2012 according to the harmonized commodity description and coding system. Crude oil and its derivatives were ranked first in terms of imports.

Serial NO.	Commodity according to Harmonized System Nomenclature	٢٠١٢	٢٠١٣	Rate of Change %
		Value (million JDs)	Value (million JDs)	
1	Petroleum oils, crude	2.688.699.100	1.752.191.348	-34.83
2	Kerosene and diesel	1.477.831.851	705.756.663	-52.24
3	Gold in unwrought forms and Non-monetary	26.833.670	358.752.604	1236.95
4	Equipment and Electro-mechanical appliances and goods imported for Armed Forces	238.091.307	343.133.343	44.12
5	Benzine, unleaded Octane (95)	329.760.786	289.788.313	-12.12
6	Medicaments	229.196.609	247.547.774	8.01
7	Durum wheat	200.150.234	203.734.502	1.79
8	Barley	157.888.029	201.876.728	27.86
9	Cellular phones/mobile phone	156.126.595	192.874.965	23.54
10	Articles of aluminum	3.827.618	177.452.966	4536.12
11	Heavy fuel oil	409.161.149	168.960.370	-58.71
12	Compression-ignition internal combustion piston engines (diesel or semi-diesel engines)	225.174	164.474.771	72943.41
13	Petroleum gases and other gaseous hydrocarbons	219.077.220	149.397.377	-31.81
14	Maize (corn )-Seed	138.580.703	142.759.148	3.02
15	Cane or beet sugar and chemically pure sucrose, in solid form.	159.648.142	132.815.316	-16.81
16	Articles of iron or non-alloy steel	9.099.932	115.049.531	1164.29
17	Copper wire/-of refined copper	66.916.503	98.072.048	46.56
18	Garments, made up of Knitted or crocheted fabrics	75.645.948	97.012.679	28.25
19	Articles of jewellery and parts thereof, made up of gold	11.137.168	96.009.391	762.06
20	Polymers of ethylene, in primary forms.	104.572.133	95.811.650	-8.38
21	Oil-cake and other solid residues resulting from the extraction of soyabean oil.	120.908.584	93.350.375	-22.79
22	Semi-finished products of iron.	85.539.891	90.236.650	5.49
23	Semi-milled or wholly milled rice.	107.639.546	89.170.936	-17.16
24	Motor vehicles for the transport of persons	80.801.291	81.562.627	0.94
25	Live animals/Sheep	52.172.369	71.505.496	37.06

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 2013

decreased compared with 2012. Due to the government's decision about, at the beginning of the second half of 2012, preventing importation of saloon vehicles older than five years. On the other hand, increased demand on partially electric-powered cars, after such a decision for changing old cars and replacing them with modern (hybrid) ones and private sales tax was levied on importers of such cars with discounted rate of (12.5%) instead of (55%).

This table includes all values and numbers of new and used cars, subject to Customs duties and taxes, imported during 2013 compared to 2012.

Description	Age of the motor car/Vehicle	٢٠١٣		٢٠١٢	
		Value (Million JDs)	Number	Value (Million JDs)	Number
Hybrid cars	Does not exceed five years	130.51	8964	26.81	1758
	More than five years	69.49	5601	12.33	904
Vehicles subject to Customs duties and sales tax	Does not exceed five years	200.69	24903	195.02	21215
	More than five years	32.08	5322	148.98	33992
<b>Total</b>		<b>432.77</b>	<b>44790</b>	<b>383.14</b>	<b>57869</b>

### 3. Exports

The table below shows the top (25) Partner Countries in terms of the value of Jordanian Exports to such countries through the year 2013. The United States ranks first in terms of the value of its imports from Jordan, accounting for (1,025,183,672) JDs, and then comes Saudi Arabia and Iraq, while in 2012 Saudi Arabia ranked first in terms of the value of its imports from Jordan, accounting for (1,127,282,131) JDs.

Serial NO.	Country of destination	٢٠١٢	٢٠١٣	Rate of Change %
		Value (JD)	Value (JD)	
1	United States of America	753.466.166	1.025.183.672	0.361
2	Saudi Arabia	1.127.282.131	782.286.475	-0.306
3	Iraq	668.133.732	781.814.673	0.170
4	India	351.932.997	205.112.527	-0.417
5	United Arab Emirates	130.689.821	139.923.766	0.071
6	Indonesia	118.860.771	136.049.935	0.145
7	Algeria	93.908.459	94.968.604	0.011
8	Lebanon	159.660.045	92.896.457	-0.418
9	Syria	101.380.331	76.035.656	-0.250
10	Egypt	83.775.430	62.407.683	-0.255
11	Qatar	46.762.530	59.703.004	0.277
12	Aqaba Special Economic Zone	52.844.051	53.051.271	0.004
13	Israel	47.352.323	53.049.418	0.120
14	Congo	27.295.916	52.705.231	0.931
15	Sudan	43.314.489	52.155.563	0.204
16	Palestinian National Authority	49.591.242	49.622.377	0.001
17	Kuwait	39.720.932	45.450.737	0.144



18	Libya	48.337.821	43.011.917	-0.110
19	Sheidiya Free Zone	45.399.610	38.823.187	-0.145
20	Yemen	31.908.960	37.065.600	0.162
21	Zarqa Free Zone	23.750.328	33.043.747	0.391
22	Turkey	76.012.207	26.348.254	-0.653
23	Sultanate of Oman	21.700.631	24.639.593	0.135
24	Canada	10.177.080	23.856.654	1.344
25	Italy	17.872.333	23.012.906	0.288

#### - Exported commodities

The following table includes the top (25) exported commodities through 2013 according to the harmonized commodity description and coding system. Garments, Medicaments, and phosphates respectively, occupied the top three in terms of Jordanian Exports to such partner countries.

Serial NO.	Commodity according to Harmonized System Nomenclature	٢٠١٢	٢٠١٣	Rate of Change %
		Value (JD)	Value (JD)	
1.	Garments, knitted or crocheted, made up of cotton	356.668.296	429.439.534	20.4
2.	Medicaments, not put up in measured doses or in forms or packings for retail sale	97.237.901	321.747.368	230.9
3.	Natural phosphates of calcium	279.872.454	297.914.717	6.4
4.	Medicaments, put up in measured doses or in forms or packings for retail sale	223.030.983	219.206.327	-1.7
5.	Garments, knitted or crocheted, made up of man-made fibres.	27.725.930	199.939.117	621.1
6.	Garments, knitted or crocheted, made up of other textile materials.	194.464.710	197.746.053	1.7
7.	Tomatoes, fresh or chilled	80.565.022	99.770.867	23.8
8.	Phosphoric acid and polyphosphoric acids.	17.830.970	98.815.576	454.2
9.	Potassium Chloride	56.133.988	88.665.377	58.0
10	T-shirts, singlets and other vests, knitted or crocheted, made up of cotton.	32.972.324	82.664.564	150.7
11	Copper wire /in coils	70.403.276	81.820.615	16.2
12	Other articles of iron or steel, forged or stamped, but not further worked.	4.688.776	81.120.946	1630.1
13	Bromides and bromide oxides	50.225.886	70.351.508	40.1
14	Nitrates of potassium	71.479.654	62.063.703	-13.2
15	Articles of jewelry and parts thereof of gold	2.665.818	59.951.826	2148.9
16	Collapsible tubular containers of aluminum	44.882.158	51.790.286	15.4
17	Toilet paper in rolls	31.586.414	47.723.171	51.1
18	Surface-active preparations, washing preparations and cleaning preparations put up for retail sale	26.142.771	42.246.457	61.6
19	Mineral or chemical fertilizers, phosphatic.	41.549.821	41.708.407	0.4
20	Surface-active preparations, washing preparations and cleaning preparations, not put up for retail sale	21.993.862	39.995.375	81.8



21	Phosphates	34.169.600	37.338.271	9.3
22	Handkerchiefs, cleansing or facial tissues and towels	34.425.791	34.291.990	-0.4
23	Articles of plastics such as sacks and bags	26.316.459	33.790.663	28.4
24	Medicaments for veterinary purposes	27.952.405	30.943.015	10.7
25	Other women's or girls' garments, made up of man-made fibres, not-knitted or crocheted.	33.742.645	29.458.732	-12.7%

## *Chapter 5*

# *Achievements and Activities*

Based on the Department's strategic goals and a belief in change and modernization philosophy, Jordan Customs embodies the principles of the WCO to build bridges with countries in the region and the entire world. Jordan Customs contributes to enhance the security and resilience of the supply chain and also plays a major role in monitoring compliance and meeting its requirements. This role has proved effective through implementing many activities that contribute to bringing about that vital purpose, including, but not limited to:

### Information Technology

Jordan Customs exerts a lot of efforts to modernize and develop its processes & procedures at all of 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 for stakeholders which reflect the department's vision and mission. In 2013, the department has continued to expand implementation of pioneering projects that lead to achievement of strategic goals as to facilitate, simplify and monitor Customs processes with all its dimensions. Such development projects are as follows:

#### - ASYCUDA WORLD SYSTEM

It is a global system for computerized Customs procedures that aims at facilitating the flow of legitimate trade by enhancing the operational capacity of Customs administrations so as to carry out their financial and control tasks through using modern 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 is linked up with other systems developed by IT Directorate. ASYCUDA also characterized by using Integrated Tariff System through which SAD (SINGLE ADMINISTRATIVE DOCUMENT) is being used and it is also compatible with Revised Kyoto Convention and utilizes the global coding system. Furthermore, there is a data-base on the Internet designed for ASYCUDA that allows other Customs administrations and traders to manage most of their businesses - starting from declaration about goods to registration of Customs declarations and transit documents via the Internet. It also effectively contributes to realization of *E-government Concept*.



In 2013, ASYCUDA was fully implemented at all Customs houses and thus the number of Customs houses implementing this system reached (34).

– **Robot Software Project**, through ASYCUDA WORLD SYSTEM, includes:

- Central Pledges System applied at most of Customs Houses
- Central Deposits System applied at most of Customs Houses
- Electronic Exit Permit System
- Electronic Transactions-Transfer System
- Automatic Suspension System (for Clearance companies, importers, declarations)
- Central Value System
- Electronic Import Licenses and Importer E-Card System
- Auction System
- Government Inventory Management and Control System (GIMCS)
- Implementing Computerized Systems at all of the Customs houses, received from Aqaba Special Economic Zone after merging.

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

– **Electronic Gates System**

The number of Customs houses, where such project is being applied, amounting to (6) with (14) electronic gates.

– *Working principle of this project:*

- Imposing strict controls on entry and exit of trucks from and to the Customs houses to reduce as much as possible illegal exit of trucks.
- Facilitating trucks traffic at Customs houses and reduce their stay time at Customs house.
- Exit of trucks from Customs house shall not be allowed unless they complete all their Customs procedures.



– **Customer Service Unit**

CSU is one of the most prominent projects in that it has been introduced in the interests of our stakeholders so as to enable a customer, who needs electronic services applied at Directorates, to come to the Reception Section and submit his/her transaction. Such a transaction shall be then archived and scanned with all of the required 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 Office or he/she would choose one of the following response methods (via e-mail, SMS or the Department's Website), without waiting in the hall designated for that, to save customer's time. There are (68) E-services have been incorporated into this system and applied at most of the Directorates, in addition to (11) major Customs houses. The number of accomplished electronic transactions is (65) thousand.

#### **– Information Bank and Decision Support Systems BI**

This project entails establishing a repository of electronic data that contains all the major Customs databases and creating decision support systems based on such information in order to enable the concerned parties to prepare and provide the necessary predictive reports and statistics which will help decision-makers to take appropriate decisions. This project has been implemented in (4) main directorates and two more directorates will be involved in it during the year 2014.

#### **– Electronic Archives Project**

This project aims at archiving Customs declarations and documents that accompany them electronically in order to realize the department's policy as to ensure paperless flow of information, if possible, 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.

The system was applied at (5) Customs houses and (8) Directorates.

#### **– Diverse Electronic Services**

- Providing (16) main online services through JC's website on the internet ([www.customs.gov.jo](http://www.customs.gov.jo)) such as: Cars' Customs duties, bank guarantees, Customs' deposits, and Integrated Tariff....., etc.
- Rendering e-services for Customs staff at all their work sites through Customs Encyclopedia (Intranet).
- Setting up a special website for Customs retirees.
- Rendering SMS service to respond to various inquiries about Customs services including, amongst others, SMS service that informs customers of their Customs declarations' processing stages. The number of SMS messages amounted to (61715) in 2013 compared with (29845) messages in 2012.

#### **– Payment services by Credit Cards**

The value of revenues paid by credit cards in 2013 amounted to around (77.84) millions JDs, compared with (58.97) millions JD in 2012, with an increase of (32%).

#### **– Receiving and Following up Complaints and Inquiries Electronically:**

This system involves receiving, registering and directly transferring customer complaints to the concerned officer who would follow-up and answer telephone calls through a toll-free number 080022999.

### **- Connectivity with the Public and Private Sectors**

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



In 2013, the department expanded *connectivity and exchange of information* with more parties including (7) more parties. A number of ministries and public institutions were contacted to link up with the Department. The number of the various stakeholders of the public and private sectors engaged in *electronic connectivity* reached (28) until the end of 2013, namely: (Income and Sales Tax Department, Public Security Directorate (Criminal Investigation Department + License Department), Companies Control Department, Free Zones Corporation, Ministry of Industry and Trade, Civil Status and Passports Department, Ministry of Transport, Ministry of Justice, NAFEZ Company, Aqaba Container Terminal Company (ACT), Cadbi, Royal Jordanian, Arab Bank, Bank of Jordan, Islamic Arab Bank, Amman Cairo Bank, Capital Bank, Jordan Kuwait Bank, Investment Bank, BLOM BANK, Islamic Bank, National Kuwait Bank, Jordan Commercial Bank, Jordan Post, Airport International Group, Higher Council for Affairs of Persons with Disabilities and Jordan Insurance Federation).

### **- Electronic connectivity with neighboring countries**

Connectivity with Customs administrations of neighboring countries and other countries that have Customs relations with Jordan, aims at sharing information about Customs declarations and the movement of Transit with a view to streamlining, facilitating and expediting procedures related to the movement of goods across borders as well as providing all the necessary information and documentation for the purpose of risk management before goods reach Jordanian borders.

*Connectivity and exchange of information* with Arab countries entails streamlining procedures of trade activities and thus strengthening trade relations between the Kingdom and Arab countries. The department has signed connectivity agreement with Saudi Arabia and Abu Dhabi in 2012 after finishing connections with Syrian Customs. The number of countries engaged in E-connections with the department reached (3) until the end of 2013.

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

This project aims at upgrading the department's website on the Internet ([www.customs.gov.jo](http://www.customs.gov.jo)) to adapt to the requirements of E-government services. It also aims at improving Customs electronic services provided to the various stakeholders in terms of efficiency, speed and accuracy of information with an attractive design which makes it easy to interact with available services by users of the website.

Furthermore, new electronic services have been introduced for the benefit of stakeholders 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 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 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 the trip. The implementation of this system has expanded to encompass (13) additional Customs houses. Thus, the number of the major Customs houses currently covered in this system reached (30), in addition to Customs Escort Directorate that works as a true supporter for such system. Moreover, this system has been recently connected with X-ray. E-tracking service-charges accounted for (3.2) millions JDs in 2013, while the number of tracked Transit trucks accounted for (160638); in addition to more than (151) thousand escorted trucks.



### – ( X-Ray) Inspection Equipment

There are X-ray inspection devices installed in border Customs houses with a view to imposing strict controls and facilitating Customs inspection procedures and expediting the movement of passengers and trucks across borders.

-(3) Modern X-ray inspection devices were recently installed in each of:

-Jaber Customs house.

-Aqaba Customs house (Container Port) -Mobile X-ray device and another one intended for Safe Freight Initiative for Container exported to the U.S. market.



Two devices shall be installed in Aqaba customs house from the European Union and more two devices installed in Al-Karama customs house from Japan International Cooperation Agency (JICA).

### – TV Monitoring System

This system provides, through more than (300) TV cameras, a live monitoring for Customs operations and the movement of passengers, goods and modes of transport. This also entails observations and information passed to Customs officers at borders to assist them with undertaking their official duties and supervising them up by direct officer in charge or by the Director General at their work places. Such system also aims at curtailing smuggling incidents and recording all events taking place at Customs houses on a daily basis. Moreover, an integrated monitoring system has been installed in Queen Alia International Airport customs house.

### – FIGHT AGAINST SMUGGLING

The smuggling crimes pose serious economic and social risks on the Kingdom. Therefore, the provisions of the Customs Law came to define acts that constitute smuggling crimes and the

like, in addition to acts that constitute offences and penalties that should be imposed on such acts. The said law also gave authorization to the Customs officers to combat smuggling since the first legislation regulating Customs work issued in 1926. In order to fully undertake tasks and responsibilities of Anti-Smuggling Directorate, the department has adopted many advance techniques and methodologies to encounter and combat smuggling crimes. In this framework, the department was able, through its qualified staff, to perform many of such tasks and duties. The number of Customs cases seized in 2013 amounted to (6694), and thus the proceeds obtained from smuggling crimes accounting for (7.4) million JDs. The amount of smuggled drugs of all kinds (Narcotic Crimes) seized in 2013 accounting for around (692) Kg, while the total amount of smuggled drugs seized over the past three years reached (3770) kg.

### **Customs Intelligence**

The importance of Customs intelligence stems from the fact that it provides intelligence information that contributes to providing solutions to the challenges faced by governments and Customs administrations. It also creates a balance between secure Customs controls and International Trade Supply Chain Facilitation. Furthermore, it assists Customs officers with making quick decisions, reporting and forecasting based on accuracy and objectivity.



**Achievements of Customs intelligence works for the year 2013 have been represented by the following aspects:**

#### **– Reporting and Anti-smuggling**

In 2013, *Intelligence Directorate* has dealt with (20) intelligence reports, following the receipt of information on smuggling crimes, value manipulations or crimes of forgery. The value of Customs duties and fines imposed on such Customs cases amounted to around (4.950) million JDs.

#### **– Anti-Money Laundering/Combat the Financing of Terrorism**

The department has dealt with (13) customs offences pertaining to applying Anti-Money Laundering and Counter-Terrorist Financing Law No.(46) for the year 2007 and its amendments for the year 2012, and thus the value of Customs duties and fines levied on such offences amounted to (33) thousand JDs. However, in 2013 the number of completed permits reached (718) and the value of declared amounts for the same period accounted for around (62) million JDs, while the value of undeclared amounts of money accounted for (1.6) million JDs.

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

Customs Intelligence Directorate has access to the Customs Enforcement Network (CEN) through feeding the said network with information about all distinctive customs cases related to drug seizures; Intellectual Property (IPR) crimes, 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 2013, the number of cases fed over that network amounted to (105) cases.

#### **– Coordination and Exchange of Information on the Regional and International Levels**

The number of notifications and reports, received from other countries and the regional office for exchange of information in the Middle East, over the past year 2013, reached a total of (36). They were all published on the Customs Intranet. In addition, Customs Intelligence Directorate assumes

local office that is attached to the Regional Office for exchange of information in the Middle East. As such, it 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 seizures.

### **- Complaints Management**

Customs Intelligence Directorate is also responsible for managing complaints' boxes. It deals with these complaints on a daily basis in coordination with the relevant committee that has been set up for that purpose. In addition, such Directorate is considered a communication link between the public and organizational units through dealing with complaints and suggestions and referring them back to the competent officials in order to resolve various problems faced by our customers. Complaints and suggestions are received through the following communication channels;

- E-mail: [compsug@customs.gov.jo](mailto:compsug@customs.gov.jo)
- Toll-free number 080022999
- Complaint form available at the information desk or near complaints boxes in the department and Customs houses.
- **To communicate with:**
  - Director of the relevant Customs house.
  - Director of Customs Intelligence – Headquarters.
  - The staff of Complaints Division - 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 to find appropriate solutions to them. After that, these complaints shall be settled on the Ministry of Public Sector Development website. In the year 2013, the number of complaints dealt with successfully reached total of (246) complaints.

### **Golden List program**

With renewed enthusiasm and a firm determination, the Customs Department continues its typical approach of facilitating, streamlining and creating opportunities for the business partners. Another aspect of this approach is “the Golden List program” which is a valuable advantage package through which member companies are granted Customs facilitations package as well as preferential advantages which these companies shall obtain from foreign countries interested in this program. This will entail a significant impact on promoting competitiveness of Jordanian companies enlisted in the program in the global markets. The said program is based on the principle of voluntary compliance to regulations and legislations by those companies and its acceptance of post-audit procedures by specialized customs committees. Such committees shall verify that these companies comply with regulations and legislations and shall also verify the adequacy of their internal control systems.





Furthermore, they shall verify availability of security systems and procedures in line with international standards. In case the company has got a proven work record, it shall be approved within golden list companies.

The number of companies joining the Golden List Program amounted to (45), following (6) new companies joined it over the past year 2013, after the “compliance audit committee” has finished its post-audits on these companies.

**Names of Companies included in the Golden List Program in 2013:**

1. United Cable Industries Company UCIC/Import & Export
2. Al-Layyan Company for food supplies /Import
3. George Abu Zaid & Company/Import
4. Modern Mills and Pasta Company/Import
5. Al- Esami for Investment and Trade Co./Import & Export
6. Northern Cement Company. /Export



**The advantages granted by Customs to the "Golden List program" Companies:**

1. Expansion of granting green lane transactions.
2. Taking advantage of pre-clearance service for all materials.
3. Rapid release of goods by virtue of appropriate financial guarantees before completing or organizing Customs declarations.
4. Any other Customs advantages that may be provided by any Directorate or Customs house.
5. Granting moral incentives such as issuing letters of appreciation and honoring the three best companies in celebration of World Customs Day.
6. Allowing Clearance Companies to open new branches.
7. Doubling general guarantees for trading companies.
8. Doubling merged guarantees pertaining to clearance companies.
9. Conducting direct clearance on the back of vehicles for import, export and QIZ companies.
10. Giving priority to complete Customs declarations for import, export and QIZ companies.
11. Trucks, loaded with imports and exports, are excluded from Customs Escort except trucks loaded with cigarettes and alcohol.
12. Incoming goods for import companies are excluded from the necessary condition of inspection mentioned in item (1) of the first paragraph about deposit procedures provided for in notification no. (56) for the year 2002, so that such goods shall be subject to selectivity system procedures.
13. Companies shall be excluded from the provisions of Paragraph (A) of Article (11) provided for in notification no. (49) for the year 2006, regarding provision of a recommendation letter by the official party responsible for the project that includes allowing such companies to enter devices, equipments and supplies so as to be used in installation and maintenance purposes... etc.
14. Contacting various ministries and public institutions about granting possible advantages for Golden List companies, and receiving a number of positive responses in this regard.

15. Contacting significant trading partners of Jordan, from Arab and foreign countries, for mutual recognition of the program and granting the necessary advantages for Jordanian exports.
16. Introducing special covers of Customs declarations for Golden List companies.
17. Clearing the contents of Customs declarations for Golden List companies under a financial guarantee, in case of a decision pertaining to Investment Promotion.

#### – **Single Window**

This entails harmonization and compilation of procedures pertaining to all the relevant authorities and agencies involved in clearance and release of goods at customs houses within the framework of facilitating procedures and unifying references (providing information and standard documents in a single point to meet all the needs of the relevant authorities) so as to complete Customs declarations in a fully automated manner.

Implementation of *Single Window Concept* is considered a national project and international requirement so as to stimulate business environment, through simplifying and harmonizing procedures pertaining to the movement of goods across borders and better facilitating trade and travel for stakeholders. According to recommendations and decisions issued by the prime ministry, this project shall include all the relevant agencies involved in trade and movement of goods across borders. The Department has taken the initiative in applying this concept, and it is committed to provide all kinds of support and technical assistance to the participating agencies and improve working environment at Customs houses. The department has made great progress to succeed in this project in coordination and cooperation with donors for the sake of the public interest of the state and higher interest of the homeland.

#### **Project goals:**

- Facilitate and simplify trade activities and transport of goods
- Provide a national database that would adapt to international requirements
- Reduce Customs clearance times.
- Coordinate efforts between government departments involved in trade and completion of Customs declarations.
- Promote investment.

Single Window has been currently applied at (11) Customs houses, including clearance centers, border crossing points and Qualified Industrial Zones (QIZ), and thus customs declarations registered on such Customs houses constitute more than 80% of the total number of declarations at all Customs houses.

#### **Participating parties:**

The number of participating departments in *single window project* is (6), namely:

- Ministry of Agriculture
- Jordan Food and Drug Administration
- Jordan Institution for Standards and Metrology (JISM)
- Jordan Nuclear Regulatory Commission
- Ministry of Environment
- Telecommunications Regulatory Commission

Customs Department is looking forward to applying such project at all Customs houses in addition to including all the relevant agencies involved in clearance and flow of goods on the long-term.

### Intellectual Property Protection

*Intellectual innovation* has a distinguished civilized nature and so there is a strong need to protect and encourage it. Therefore, most countries have prepared laws for IPR protection and engaged in many international agreements that provide for legal and judicial protection for such IPRs.

To this end, they have established World Intellectual Property Organization (WIPO) that plays a pioneering role in this regard. The number of member states and large numbers of international treaties managed by WIPO reflected that significant role. IPR has gained international importance economically and politically and become an effective tool in economic development, due to the important economic value of inventions and innovations.

*To promote the role of Customs department in the intellectual property rights protection, the Department, through the Division of IPR, has taken the following procedures over the year 2013:*



- 1) Division of IPR continuously collaborates with Customs Intelligence Directorate and provides them with seizures of counterfeit and pirated goods at Customs houses and amounts of such goods...etc. Such information shall be fed into (CEN) Program which connects JC with WCO, through Intelligence staff.
- 2) Division of IPR continuously collaborates with Ministry of Justice and the judicial authorities regarding intellectual property legal cases filed at competent courts and which had not been finalized to date; to prevent stacks of goods pertaining to such legal cases at Customs houses. Therefore, a member of IPR staff has been assigned to collaborate with competent courts for the purposes of expediting peremptory decisions and this consequently leads to receipt of such decisions that include how to dispose of counterfeit goods. The number of such decisions reached around (220), most of which included a decision about destroying the contents, and thus the concerned Customs house was informed to take action in accordance with the court's decision.
- 3) Division of IPR continuously collaborates with Information Technology Directorate in developing a comprehensive computerized program for the Division and Customs houses in order to provide accurate statistical information about counterfeit goods and trademark infringements, names of importers, and following-up works in the Division and Customs houses which would help Customs houses to accurately follow-up seized goods records.
- 4) The importance placed on community awareness of the role of Customs in intellectual property protection through:  
A- Banners distributed in the department and Customs houses and which attract public attention regarding this topic.

B - Media plan for the year 2014, through activating this concept, by targeting groups of society, such as high school students and students of universities, staff of the industrial and commercial sectors, and participating in television and radio programs in coordination with competent government agencies.

- 5) Translating from Arabic into English Article (41) of the Customs Law and Instructions no.(7) for the year 2000 regarding border measures taken to protect and enforce IPR, and publishing them on the department's website in both Arabic and English, and that resulted in receipt of several inquiries on procedures taken by Customs Department in this regard.
- 6) More violators of IPRs shall be targeted according to Risk Management System after collaborating with Risk Management Directorate in developing principles of targeting violators of intellectual property rights so as to reduce incidents of infringements/IRP infringing goods, so that violators shall be targeted and the Customs declaration belonging to their imports shall be transferred to the Red lane.
- 7) There are many achievements regarding border measures taken in 2013, including the following:
  - The department issued (24) circulars regarding the protection of (44) different trademarks on the Customs Intranet.
  - Informing right holders or their legal representatives of incidents of IPR infringements that averaged out to (350) notifications for different trademarks.
  - File 28 legal cases by rights holders or their legal representatives before the competent courts.
  - Customs clearance of a wide range of counterfeit goods, such as garments, mobiles, electronic devices, cosmetics and others, accounting for around (2.5) million pieces, has been stopped.

### **Customs Total Quality Management**

Based on our plans on meeting the requirements of excellence, perfection and quality through optimum investment in human resources and available opportunities, the Customs department is intensively working on maintaining and sustaining implementation of International Quality Standards ISO 9001:2008 at Directorates and Customs Houses.

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

- Standardize procedures and organizational structures, working mechanisms and description of procedures at Customs houses operating within (QIZ) namely: (Al-Hassan Industrial Estate/Irbid, AL-Dhulail, Al Raqeem, Al-Hussein Bin Abdullah II Industrial Estate/Al Karak), and granting these Customs houses the certificate of International Standards (ISO 9001: 2008) in the interests of the department's approach as to harmonize and standardize its processes in accordance with the best international practices.



- The required internal audits shall be conducted periodically according to (ISO 9001:2008) at all directorates and Customs houses which have already obtained such certificate and therefore the necessary reports shall be prepared.
- Maintenance of applied Quality Management System: a regular maintenance of quality management system applied at a number of Customs houses, which had already obtained ISO Certificate, shall be conducted twice a year. Such Customs houses are as follows:
  - All of the directorates operating within the department, amounting to 25, excluding Customs laboratories.
  - King Abdullah II Bin Al Hussein Industrial Estate/Sahab.
  - Airport /Clearance Customs House.
  - Jordan Valley Crossing Point Customs house.
  - Jaber Customs house.
  - Zarqa Free Zone Customs house.
  - Qualified Industrial Zones QIZ

## **Second: Quality Management Contribution to Continuous Improvement**

This contribution has been highlighted through:

- The department continues to work on developing a document for its major processes through studying continuous improvements on all of the processes at organizational units in addition to implementation of performance indicators and standards of all processes applied at department and Customs houses.
- Conducting time release study at Aqaba customs house and Amman customs house including preparation of all arrangements and the necessary reports.
- Managing Jordan Customs' participatory file of the "Distinguished Government Service Award" and rehabilitating the following Customs houses: Amman, Zarqa Free Zone, Airport/Clearance in addition to headquarters in order to meet the requirements and criteria of the Award, and continuing with that in the second cycle.
- Measuring the impact of standardization of procedures and organizational structures, working mechanisms and descriptions of procedures on the Customs houses operating within QIZ (Al-Hassan Industrial Estate/Irbid, AL-Dhulail, Al-Raqeem and Al-Hussein Bin Abdullah II Industrial Estate/Al Karak), and granting them a unified certificate of International Standards (ISO 9001: 2008).
- Preparing procedural maps with regard to major processes and supporting processes as well as the required procedures for their implementation, and revising them periodically.
- Maintaining the Complaints System through preparing a follow-up matrix and making recommendations for addressing such complaints.
- Following up the quality of what is published on Customs Intranet.
- Classifying stakeholders' categories through issuing a document for that purpose and then to disseminate such document on Customs Intranet (Encyclopedia).

## **Exemptions**



The department is continuously in pursuit of simplifying and facilitating its procedures, promoting investments, enhancing national economy development and providing for easy and simplified services so as to meet the needs of all the relevant stakeholders. *Imports* exempt from customs duty accounted for (89.6%) of the total value of imports, “including, but not limited to”:

- ✓ Imports exempt from Customs duties under free trade agreements, and thus imports that have been exempted in this regard accounted for (14.2%).
- ✓ Imports exempt from Customs duties under the resolutions of the cabinet or private laws or franchise companies (except oil and its derivatives) or for parties exempted from Customs duties, and thus imports that have been exempted in this regard accounted for (19%).
- ✓ Investors’ exemptions: The value of exemptions granted for investment promotion amounted to (972.817.402) million JDs. The number of finalized Customs declarations for this purpose reached (14587). The following table shows volume of exemptions under the Investment Encouragement Act for the year 2013 compared with 2012.



Exemption Sector	No. of Customs Declarations in 2013	Value 2013	No. of Customs Declarations in 2012	Value 2012	Amount of Change	Percentage of Change
Industrial	10.449	646.615.881	9.034	263.851.251	382.764.630	٤٥
Agricultural	201	5.848.122	173	3.618.134	2.229.988	٦٢
Hotels	785	7.986.772	1.426	12.326.406	4.339.634 -	٣٥ -
Hospitals	1.229	220.268.651	710	15.272.184	204.996.467	1342
Maritime Transport and Railways	8	101.283	4	31.498	69.785	222
Any Sector that the Cabinet decides to exempt from duties and taxes	1.137	74.518.423	977	29.033.010	45.485.413	157
Pending the issuance of Investment Encouragement decision and ensure that Customs duties and sales tax are paid by a guarantee	778	17.478.270	1.062	14.558.533	2.919.737	20
Total	14.587	972.817.402	13.386	338.691.016	634.126.386	187

- ✓ Exemptions for people with special needs: Due to humanitarian reasons, Jordan Customs is placing great emphasis on this segment of society and has made many accomplishments in this regard, in 2013, the most important of which are the following:

- 1) Computerization of all procedures that pertain to the committee responsible for exemptions of the disabled, (at the Division of Exemptions of the Disabled), and the respective computerized system has been put up in readiness for immediate use, so that connectivity has been introduced to Zarqa free zone and Amman Customs houses.

- 2) Streamline re-export procedures that pertain to vehicles exempt from Customs duties to Zarqa free zone so that such vehicles shall be re-exported directly to Zarqa free zone without referring to Amman Customs house to organize a re-export declaration.
- 3) Electronic exchange of data between JC Department and Department of Drivers and Vehicles Licensing so as to have easy access on such vehicles' records without referring customers back to the said Department to bring their vehicles' records.
- 4) Creating a website on the Customs intranet including all procedures pertaining to exemptions and the required documents so that customers can access that kind of information in advance before consulting the department. Furthermore, they can inquire about interviews through registering the national number into the website, which would significantly save time and effort of customers with special needs.
- 1) Zarqa free zone Customs house, Department of Drivers and Vehicles Licensing and Amman Municipality have been delegated and interconnected to deliver exempt vehicles and give acquittance at the same Customs house without referring the disabled back to the JC department.
- 2) The number of exemptions granted to the disabled amounted to (3358) over the past year 2013, distributed as follows:
  - Partial disability amounted to (346) exemptions
  - Complete disability amounted to (3003) exemptions
  - Injured military persons amounted to (9) exemptions

### **International and Regional Cooperation**

The department signed many mutual administrative cooperation agreements in the customs matters over the previous years with various Arab and foreign Customs administrations. Such agreements had a direct impact on enhancement of cooperation and exchange of information and expertise with such Customs administrations. Therefore, the department continues to adopt such approach and thus achieved the following:

1. Signed mutual administrative cooperation agreement on “optimum application of the Customs Law and preventing, investigating and combating offences” with State of Qatar on 22/4/2013.
2. Implemented all components of technical assistance and exchange of information, funded by the European Commission TAIEX.
3. Implemented all of the components of The Export Control and Related Border Security (EXBS) Program pertaining to the U.S. Department of State, and thus the following activities were performed:
  - Implemented all capacity-building programs pertaining to classification and identification and licensing of dual-use materials and conducted training programs on investigations and prosecutions methods.
  - Received in-kind assistance provided within the program including a grant of contraband detection bags and radiation detection equipment portable units and a grant of special contraband detection equipment and a bus equipped with X-Ray devices.

4. Implemented all components of programs pertaining to the U.S. Immigration and Customs Enforcement attached to the American Embassy under United States Department of Homeland Security as follows:
  - Implementation of internal and external capacity-building programs on investigations and prosecutions about Customs offenses that particularly pertain to financial crimes.
  - Exchange of information and administrative assistance with U.S. Immigration and Customs Enforcement under formal requests.
  - Completed enhancing exchange of information project- held a training course on joint works.
5. Safe Freight Initiative – Containers’ Security
  - Following-up the project’s implementation phases in coordination with the concerned agencies, directorates and Customs houses.
  - Making special arrangements for operating the project and starting work according to action plan.
6. Implemented requests for mutual administrative assistance in the Customs matters with international Customs administrations (Ukraine, Romania, Bulgaria, Turkey, Poland, Netherlands, Saudi Arabia and Egypt).
7. Coordinated with technical assistance program in the framework of European Neighborhood Policy.
8. Received many delegations and officials from Arab and international Customs administrations with a view to sharing Customs experiences with them. Besides, various training workshops were held with Customs administrations of member states in the region; the following table shows that:

No.	Delegation's Name	Number of Delegation's members	Date
1.	A number of employees from Iraqi Customs had a training course on Customs procedures and consolidated Customs declaration.	26	27-31/01/2013
2.	We had a visit from Customs Director General of Saudi Arabia to attend the fourth meeting for the Director Generals of Saudi Arabia and Jordan.	7	04-06/02/2013
3.	We had a visit from Director General of Palestine Customs to become acquainted with the Department's experience in the field of bonded warehouse.	7	24-25/02/2013
4.	A number of employees from Iraqi Customs had a training course on Customs procedures and consolidated Customs declaration.	25	10-14/03/2013
5.	A number of employees from Iraqi Customs had a training course on Customs procedures and consolidated Customs declaration.	4	01-03/04/2013
6.	Employees from Yemeni Customs administration had a training in the field of risk management, post-audit, integrity and Kyoto Convention.	10	07-15/04/2013
7.	Employees from Palestine Customs had a training in the field of seizures, audit procedures and risk management.	5	21-25/04/2013



8.	A number of employees from Iraqi Customs had a training course on Tariff Integrated System- Harmonized System.	25	30-06/2013 04-07/2013
9.	A number of employees from Iraqi Customs had a training course on Customs procedures.	25	08-12/12/2013

### Contributions to the social responsibility

The department is well aware of its important role in bearing the responsibilities towards the local community. Therefore it played an effective role in serving the local community through participating in various events which directly benefit the local community and the environment. In the year 2012, JC carried out various activities related to community development according to the social responsibility plan including, but not limited to:

- Organized (3) blood donation campaigns that accounted for 100% of target activity for 2013.
- Organized Anti-Smoking and Anti-Breast Cancer Campaigns, and awareness campaign on diabetes that accounted for 100% of target activity for 2013.
- Participated in the national holidays, religious events and exhibitions and carnivals since (3 participations) were targeted in 2013. However, (3 participations) were performed by 100% of target activity.
- Received many students from various public and private Jordanian universities, amounted to (42) students, for the purposes of training through the year 2013.
- Rationalization and control of expenditure in fuel consumption, and thus there were savings by (11%) over the past year 2013.
- Rationalization and control of expenditure in water consumption, and thus there were savings by (3%) over the past year 2013.
- Rationalization and control of expenditure in electricity consumption, and thus there were savings by (30%) over the past year 2013.



## Customs in Photos



HE Minister of Finance is listening to the DG's explanation about the work principle of Single Window Project during his visit to Amman Customs house



HE Minister of Finance and the Director General are listening to explanation by a Customs officer about his invention of a device for alternative energy



To entrench partnership and cooperation between public sector Institutions the Director General is meeting Minister of Agriculture in his office



HE Minister of Finance and the Director General pay a visit to Queen Alia Airport Customs house.





The Director General pays a visit to Zarqa free Zone Customs House



The Director General pays a visit to Customs Escort Directorate



The Director General and Ambassador of Iraq during a graduation ceremony of Customs procedures training course For Iraqi Customs employees



The Director General pays a visit to Anti-Smuggling Directorate



In a celebration of II Award for Government Transparency



winning King Abdullah Excellence in Performance and

Customs Staff continues the fight against smuggling of coral in the Gulf of Aqaba

## *Chapter 6*

# *“King Abdullah II Award for Excellence in Government Performance and Transparency”*

### **King Abdullah II Award for Excellence in Government Performance and Transparency**

The King Abdullah II Award for Excellence in Government Performance and Transparency was established by a Royal Decree on 4/9/2002 to develop and improve the performance of the ministries and public institutions in serving the Jordanian community and investors by increasing the awareness of distinguished performance concepts, quality and transparency and highlighting the exceptional efforts of the *public sector institutions* whilst presenting their accomplishments in the development of their systems and services. The Award is considered the highest award of excellence for the public sector on the national level. The Award aims to enrich the culture of excellence in the public sector, which is based on three main pillars: customer focus, results orientation and transparency.

### **The Award's Objective**

- The Award aims to create qualitative transformation and to develop the performance of ministries and public institutions in serving Jordanian citizens and investors as well as to enhance positive competitiveness among government departments and institutions through

promoting awareness of the concepts of distinguished performance, innovation, quality and transparency. The Award also aims to entrench the culture of excellence that is founded on three international pillars for best practice of modern governments.

- The main objective is founded on guaranteeing that the government sector undertakes duties and tasks assigned to it in the best manner and with high levels of quality, efficiency and professionalism. Thus, the King Abdullah II Award is a reflection of the appreciation of the higher leadership of the Hashemite Kingdom of Jordan for government departments, institutions and employees that distinguish themselves through their performance, productivity, services, projects, programs, plans and work methods. It also aims to instill the exchange of exceptional expertise between the Jordanian institutions and the sharing of their success stories in the area of successful administrative practices.
- The Award provides reference guidance and standards for measuring the level of progress and development of the performance of government institutions and parties in the Kingdom, and which contribute to developing the public sector and raising the level of its performance. In addition to that, one of the objectives of the Award is to support development programs and strategic planning in government departments and institutions.

### **The Department's participation in "King Abdullah II Award for Excellence in Government Performance and Transparency"**

The department has participated in all of the previous cycles of the Award since the first cycle was launched in 2002. It has invested in the final report issued by King Abdullah II Center for Excellence that is assigned to manage this award. Many continuous improvements have been made, and this consequently leads to winning the Award for three times, the most recently of which winning the Sixth Cycle (2012/2013), and thus the department won the first rank at bronze within the category of Public Institutions participating more than once. In addition, the department has recently won Government Innovation Award/1<sup>st</sup> Rank- within the third level in the First Cycle. Moreover, three Customs houses have recently won a Star of Excellence for Excellence in Public Service, namely: Zarqa Free Zone; Amman and Airport/Clearance.

In addition, the department ranked second in the Fifth Cycle (2010/2011) Bronze, and a member of staff won the prize of the “Distinguished Supportive Employee”.

Moreover, through its participation in the Third Cycle, the department won the award of "Best Accomplishment" as well as a member of staff won the “distinguished leading/supervising employee award” through participation in the First Cycle of the Award.

The department considers this Award as the most important reference guidance and evident for applying best practices in the field of development and improvement, and a valuable opportunity for self-assessment and a major drive for promoting all major and supporting areas of the work in the department.

### **“Distinguished Government Service Award”**

In line with implementation of *Royal Directives*, the King Abdullah II Center for Excellence introduced “Distinguished Government Service Award” in 2012 under the umbrella of "King Abdullah II Award for Excellence in Government Performance and Transparency". This Award aims at building a framework for improving the level of services delivered to customers either citizens or investors or other institutions through:

- Entrench, support and enhance a culture of distinguished government service.
- Engage all the relevant employees and stakeholders in identifying their needs and requirements concerning service delivery.
- Build a framework for improving services and enhance working methods at ministries and public institutions.
- Develop tools and systems for dealing with “Customer Voice” such as dealing with complaints and suggestions and measuring customer satisfaction (citizens, investors, or entities) and identifying their needs as well.
- Activate channels of communications with customers and working on improving them.

The department participated in the First Cycle of this Award through Amman Customs house, Zarqa free zone Customs house and Airport Customs house in that each of these customs houses won a star of excellence.

The department has formed ad hoc working groups for continuous improvement and performance development at target customs houses. Such working groups studied the Award’s criteria and adapted them to existing circumstances. Furthermore, such working groups have prepared application reports/Award’s files and supporting documents through highlighting the role of such Customs houses in providing “distinguished Customs Services” for the benefit of the various stakeholders as well as highlighting improvements that shall support our strive for continuous improvements and achievement of customer satisfaction, and thus meeting the requirements of the Award’s criteria. Moreover, unavailable requirements of the Award’s Criteria have also been met, organized and institutionalized. Hence, engagement of such Customs houses in this Award reflected a quantum leap in the quality of services rendered to stakeholders through applying the Award’s criteria.

The department is looking forward to improving results of participating Customs houses in the Award’s Second Cycle through setting improvement plan based on outcomes of the assessment report issued by King Abdullah II Center for Excellence.

### **Government Innovation Award**

The department has participated on its own initiative in the nomination for Government Innovation Award and which resulted in winning the first rank within the third level in the First Cycle (2012/2013).

This Award is complementary to the efforts of ministries and public institutions in their pursuit for excellence through applying criteria of "King Abdullah II Award for Excellence in Government Performance and Transparency" which significantly intersect with Innovation Award’s Criteria through focusing on meeting the requirements of innovation.

The department has also defined the requirements of innovation that have been included in its plans and regulations under which the processes and functions associated with innovation have been also identified. Therefore, a strategy for innovation has been prepared and later on a study to measure innovation levels in the department, from the perspective of staff and customers, has been conducted, and measurement results have been positive.

This award also aims at encouraging the department to adopt innovation in the Customs operations, activities and services, and creating a stimulating working environment that encourages employees to innovate by presenting their ideas, proposals and pioneering improvement initiatives. Such Award aims to entrench the culture of innovation and creativity that exceeds pioneering individual

initiatives to innovation-supporting system which shall help the department to promote its performance through providing innovative services to the various stakeholders.



# *Chapter 7*

## *The Partners of the Customs Department*

### **The Partnership Council with the Private Sector**

The partnership council between the department and the private sector was established in 2000 for the purposes of having discussions about all matters that would provide for a proper climate for investment. It convenes four times a year or whenever necessary.

This Council includes representatives from each of the following:

1. Jordan Customs Department
2. Jordanian Businessmen Association

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



The meeting is chaired by HE Director General of Jordan Customs. Also, senior officials of the department and managers of Directorates and Customs houses, who are engaged in the relevant issues on the Agenda of such meetings, shall be invited to attend.

The most prominent issues of mutual interest to both sectors are presented to the Council, and therefore the following matters are being discussed:

1. Possible amendments in the Customs Law have been offered for adoption by the Council before issuance.
2. The department's notifications and circulars that would have impacts on all the different sectors, and thus the competent authority shall be invited so that such notifications and circulars shall be discussed prior to adoption.
3. Problems and issues, faced by a particular sector, that pertain to Customs department so as 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 council members.

### **The most important decisions taken during the Council meetings held over the past year 2013:**

- Re-considered the proposal that spare parts of some industrial machines such as (hammer, drill ...etc) may be exempted from Customs duties in light of new Investment Law.
- Consideration of the request submitted by Al Nabil Company for Food Industries concerning manufactured goods that have been already entered under temporary admission status, and then sold to Royal Jordanian and to traders within Aqaba Special Economic Zone. Such authorities are exempt from Customs duties and other fees and taxes. Moreover, the request for standardization of manufacture equations of the same product is still under consideration.
- Studying thoroughly temporary admission instructions, no.(5) for the year 2009, regarding vehicles belonging to Arab and foreign students who come to study in the Jordanian universities and institutes, so as to serve a very useful purpose which is attracting students to study at Jordan, provided that the beneficiary of such instructions shall be a student. However, conditions may be restricted so that such temporary admission shall be limited to certain ages.

- Establishing a certain mechanism for registering legal cases on shipping agents according to the name of the company as it is in the commercial register.
- Studying the possibility of sending a list of shipping agent's claims (fines) once they are filed or on a regular basis (every 3 months), so that a shipping agent shall be able to follow-up with the concerned parties to collect such claims and/or studying the possibility of providing each shipping agent with a user name to inquire about fines imposed on the company.
- Studying the possibility of cancellation of the fine imposed on foreign vehicles that are engaged in internal transportation from King Abdullah II Ibn Al-Hussein Industrial Estate Free Zone when such vehicles leave the area towards surrounding factories for the purpose of unloading imported goods of production inputs.
- Revising texts of certain laws, imposed by the requirements of accession to the World Trade Organization, which their application caused difficulties for exporters and importers, namely: determine a period of (3) years for entering foreign goods used in the manufacture for export purposes according to the provisions of Article (133) of the Customs law. According to opinions of so many industrialists, this period is not sufficient, and thus the period of (15) days shall be determined so as to object against decisions of the relevant committee before the competent court, as the requesting party believes that such period is not sufficient.
- Studying the issue of documents' translation that entails many offences.
- Studying storage fees in the public warehouses due to high wages and high prices of fuel and electricity.

## Partners of Customs Department

The Customs Department has adopted a practical methodology for identification and classification of its partners, in line with the nature of the relationship and the role played by our partners in achieving the strategic goals, national goals and royal initiatives. The matrix below shows major partners of the department, through which such 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 have been also identified.

No.	Partner's/ Party's Name	Objective of	Methods of	Level of Partnership	Description of the Partner
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		Partnership/ Type of Relationship	Coordination	Major partner	Regular partner	Partnership Framework			Sector	
						Local	Regional	International	Public	Private
١	Prime Ministry	Cooperative	Meetings, Seminars, Visits	/		/			/	
٢	Ministry of Finance	Structural	Meetings, Seminars, Visits, Committees	/		/			/	
٣	Armed Forces General Command	Cooperative, Exchange of Information	Meetings, Seminars, Lectures		/	/			/	
٤	Ministry of Interior	Cooperative, Exchange of Information	Meetings, Seminars, Visits		/	/			/	
٥	Ministry of Planning and International Cooperation	Cooperative, Exchange of Information	Meetings, Seminars, Visits		/	/			/	
٦	Ministry of Industry and Trade	Cooperative, Exchange of Information	Meetings, visits, committees	/		/			/	
٧	Ministry of Public Work and Housing	Cooperative, Integrative	Meetings, Visits, Committees		/	/			/	
٨	Ministry of Health	Integrative Cooperative	Meetings, Committees, Memoranda of understanding, Visits, Seminars	/		/			/	
٩	Ministry of Communications and Information technology	Integrative, Cooperative, Exchange of Information	Meetings, Seminars, Visits		/	/			/	
١٠	Ministry of Agriculture	Integrative Cooperative	Meetings, Committees Memoranda of Understanding, Visits, Seminars	/		/			/	
١١	Ministry of Environment	Integrative Cooperative	Meetings, Lectures	/		/			/	
١٢	Ministry of Public Sector Development	Cooperative, Technical Support	Meetings, Seminars, Visits, Committees		/	/			/	
١٣	General Budget Department*	Cooperative, Structural	Meetings, Seminars, Visits, Committees	/		/			/	
١٤	General Supplies Department*	Cooperative, Structural	Meetings, Visits, Committees	/		/			/	
١٥	Income and Sales Tax Department	Integrative Cooperative, Exchange of Information,	Meetings, Seminars, Visits, Committees Electronic	/		/			/	

No.	Partner's/ Party's Name	Objective of Partnership/ Type of Relationship	Methods of Coordination	Level of Partnership		Description of the Partner				
				Major partner	Regular partner	Partnership Framework			Sector	
						Local	Regional	International	Public	Private
		Structural	connection							
١٦.	<b>Department of Press and Publications</b>	Cooperative, Exchange of Information	Lectures, Visits, Reports		/	/			/	
١٧.	<b>Department of Public Statistics</b>	Exchange of Information	Reports, Lectures		/	/			/	
١٨.	<b>Government Tenders Department</b>	Cooperative	Meetings, Visits		/	/			/	
١٩.	<b>Civil Status and Passports Department</b>	Cooperative, Exchange of Information	Electronic connection, Meetings		/	/			/	
٢٠.	<b>Department of Land and Survey</b>	Cooperative, Structural	Meetings, Visits		/	/			/	
٢١.	<b>Jordan Food and Drug Administration</b>	Integrative, Cooperative	Meetings, Committees, Memoranda of Understanding, Visits, Seminars	/		/			/	
٢٢.	<b>Jordan Institution for Standards and Metrology</b>	Integrative, Cooperative	Meetings, Committees, Memoranda of Understanding, Visits, Seminars	/		/			/	
٢٣.	<b>Jordan Industrial Estates Corporation* (JIEC)</b>	Cooperative, Exchange of information	Meetings, Seminars, Visits, Committees	/		/			/	
٢٤.	<b>Free Zones Corporation</b>	Integrative, Cooperative	Meetings, Seminars, Visits, Committees	/		/			/	
٢٥.	<b>Aqaba Ports Corporation</b>	Integrative, Cooperative	Meetings, Seminars, Visits, Committees	/		/			/	
٢٦.	<b>Jordan Investment Board</b>	Integrative, Cooperative, Technical Support	Meetings, Seminars, Visits, Committees	/		/			/	
٢٧.	<b>Legislation and Opinion Bureau</b>	Cooperative	Meetings, Visits, Lectures		/	/			/	
٢٨.	<b>Audit Bureau</b>	Integrative, Cooperative, exchange of information	Meetings, Seminars, Visits, Committees	/		/			/	
٢٩.	<b>Civil Service</b>	Cooperative,	Meetings, Visits		/	/			/	

No.	Partner's/ Party's Name	Objective of Partnership/ Type of Relationship	Methods of Coordination	Level of Partnership		Description of the Partner				
				Major partner	Regular partner	Partnership Framework			Sector	
						Local	Regional	International	Public	Private
	<b>Bureau</b>	Technical Support								
.٣٠	<b>Judicial Council</b>	Cooperative	Meetings, Visits, Committees	/		/			/	
.٣١	<b>Central bank of Jordan</b>	Cooperative, Technical Support, exchange of information,	Meetings, Visits		/	/			/	
.٣٢	<b>Commercial Banks</b>	Cooperative, exchange of information	Electronic Connection, Meetings, Electronic Correspondence		/	/				/
.٣٣	<b>Telecommunications Regulatory Commission</b>	Technical Support	Meetings, Visits		/	/			/	
.٣٤	<b>Jordanian Nuclear Energy Commission</b>	Cooperative, exchange of information	Meetings, Seminars, Visits, Committees	/		/			/	
.٣٥	<b>Investment bodies at Industrial Estates*</b>	Cooperative, Technical Support	Meetings, Seminars, Visits, Committees	/		/			/	
.٣٦	<b>Development and Free Zones Commission</b>	Cooperative, Technical Support	Meetings, Visits, Lectures		/	/			/	
.٣٧	<b>Aqaba Special Economic Zone Authority (ASEZA)</b>	Cooperative, Integrative, Technical Support exchange of information	Meetings, Seminars, Visits, Committees, Electronic Correspondence	/		/			/	
.٣٨	<b>Royal Jordanian</b>	Cooperative, Technical support, Exchange of Information,	Meetings, Seminars, Visits, Committees	/		/			/	
.٣٩	<b>Public Security/ Residence and Border Department</b>	Cooperative, Integrative, Technical Support, exchange of information	Meetings, Seminars, Visits, Committees	/		/			/	
.٤٠	<b>Public Security/ Department of Drivers and Vehicles Licensing</b>	Cooperative, Integrative, Technical Support, exchange of information	Meetings, Seminars, Visits, Committees, Electronic Connections	/		/			/	
.٤١	<b>Public Security/ Military Security</b>	Cooperative, Integrative, Technical Support,	Meetings, Seminars, Visits, Committees Electronic	/		/			/	

No.	Partner's/ Party's Name	Objective of Partnership/ Type of Relationship	Methods of Coordination	Level of Partnership		Description of the Partner				
				Major partner	Regular partner	Partnership Framework			Sector	
						Local	Regional	International	Public	Private
		exchange of information	Correspondence							
.٤٢	<b>Public Security / General Intelligence Department</b>	Cooperative, Integrative, Technical Support, exchange of information	Meetings, Seminars, Visits, Committees	/		/			/	
.٤٣	<b>Public Security/ Drug Enforcement Administration</b>	Cooperative, Integrative, Technical Support, exchange of information	Meetings, Seminars, Visits, Committees Electronic Correspondence	/		/			/	
.٤٤	<b>Civil Defense Directorate</b>	Cooperative	Meetings, Seminars, Visits		/	/			/	
.٤٥	<b>Greater Amman Municipality</b>	Cooperative, Integrative	Committees, Meetings, Electronic Correspondence	/		/			/	
.٤٦	<b>Syndicate of Clearance Companies</b>	Cooperative, Integrative, Technical Support, exchange of information	Meetings, Seminars, Visits, Committees Electronic Correspondence	/		/				/
.٤٧	<b>Jordan Federation for Insurance Companies</b>	Cooperative, Integrative, exchange of information	Meetings, Seminars, Visits, Committees Electronic Correspondence	/		/				/
.٤٨	<b>Royal Scientific Society</b>	Cooperative, exchange of information	Meetings, Seminars, Visits	/		/			/	
.٤٩	<b>Shipping Agents Association</b>	Cooperative, Exchange of Information,	Meetings, Seminars, Visits,	/		/				/
.٥٠	<b>Customs Courts (Court of First Instance and Court of appeal)</b>	Cooperative, Integrative, Technical Support, exchange of information	Meetings, Seminars, Visits, Committees Electronic Correspondence	/		/			/	
.٥١	<b>Jordan Post</b>	Cooperative	Meetings, Electronic Correspondence	/		/			/	
.٥٢	<b>Regional Office for Information Exchange in the Middle East</b>	Exchange of Information	Meetings, Reports, Electronic Correspondence, Visits		/		/			/
.٥٣	<b>WCO Regional</b>	Technical	Meetings, Reports,		/		/			/



No.	Partner's/ Party's Name	Objective of Partnership/ Type of Relationship	Methods of Coordination	Level of Partnership		Description of the Partner				
				Major partner	Regular partner	Partnership Framework			Sector	
						Local	Regional	International	Public	Private
	<b>Office</b>	support, Exchange of Information	Electronic Correspondence, Visits							
.٥٤	<b>World Customs Organization</b>	Technical support, Exchange of Information	Meetings, Reports, Electronic Correspondence, Visits		/			/		/
.٥٥	<b>Customs Administrations of Neighboring Countries</b>	Cooperative, Integrative, Technical Support, exchange of information	Meetings, Seminars, Visits, Committees, Electronic Correspondence, Memoranda of Understanding,	/			/			/
.٥٦	<b>World Trade Organization</b>	Technical support, Exchange of Information	Meetings, Reports, Electronic Correspondence, Visits		/			/		/
.٥٧	<b>Embassies of Foreign Countries</b>	Exchange of Information	Meetings, Reports, Electronic Correspondence, Visits		/		/	/		/
.٥٨	<b>Members of the Partnership Council</b>	Cooperative, Integrative, Technical Support, exchange of information	Meetings, Seminars Visits, Committees, Electronic Correspondence	/		/				/

# *Chapter 7*

## *Future Aspirations*

### ***FUTURE ASPIRATIONS***

***The Customs Department is looking forward to achieving the following aspirations in 2014:***

- Having the honor for winning King Abdullah II Award for Excellence in Government Performance and Transparency for the next cycle (Seventh Cycle).
- Accrediting Customs Training Centre as the Regional Training Centre for North Africa, Near and Middle East countries by the WCO.
- Completing implementation of electronic projects at the rest of Customs houses.

- Using new and emerging technologies such as RFID Technology in order to reduce human intervention as much as possible in the movement of trucks at Customs houses.
- Developing inspection procedures so that Customs inspectors can record their observations on ASYCUDA World System through using PDA devices.
- Expansion of connectivity with the public and private sectors institutions and the Customs Administrations of all neighboring countries.
- Developing the fleet of Anti-smuggling patrols and providing them with the necessary devices so that they can do their work properly and at the same time ensuring their safety.
- Providing Customs houses with X-ray inspection systems for containers, trucks and vehicles for customs purposes.
- Stimulating importers to use pre-clearance service in order to reduce time release of Customs transactions.
- Expanding application of single window project and consolidating (3) other government departments into this project.
- Continuous review of legislations in force to be in line with the next stage.
- Establishing four customer service offices as a first stage at the following major clearance centers; (Aqaba, Amman, Zarqa Free Zone and Airport Customs house/clearance).
- A comprehensive review of major and minor customs processes, procedures workflow charts and related performance indicators.