

Chapter : 1503 Ministry of Finance/Customs Department

- Creation:** The first customs administration was established in 1921 and its goal was statistics, inspection and collecting revenues from goods incoming to the country. The first law regulating customs work was issued in 1926 and named customs and tolls law and it was modified several times to keep in pace with the continuous developments on the local and international level till the law no.(1) for 1962 was issued and continued in force till 1983 whereas the temporary customs law no.(16) for 1983, and as a result of developments in Jordan, a new law was issued to keep uptodate with these developments and replaced the temporary law and approved as per the constitutional origins in August 1998.
- Vision :** To become world pioneers in delivering high-quality custom services for all department's clients.
- Mission:** Providing excellent custom services that meet the comprehensive development requirements, and that keep in pace with the developments on both national international levels.

Tasks of the Ministry / Department:

- Support the national economy through the continuity of supplying treasury with revenues.
- Contribute to the Kingdom's economic growth.
- Protecting the kingdom's borders in cooperation with other security entities through smuggling patrols and customs accompaniment patrols.
- Combate smuggling goods and facilitate trade exchange movement between the Kingdom and other countries.
- Grant some authorities exemptions from customs duties of production inputs and supplies according to applicable legislations to encourage the national industries and investment.
- Control passengers and goods movement and crossin=
- Protect environment and the local society from harmful and toxic materials such as drugs.
- Encourage investment and enhance the ability of industry to compete in order to upgrade the national economy.

Ministry/Department Contribution to the National Objectives:

- The Jordanian Customs Department through performing its tasks to contribute to achieving national goals by finding mechanisms which contribute to maximizing benefit from bilateral and multilateral regional commercial agreements which contribute to reaching new markets and expand existing markets to encourage

Major Issues and Challenges which face the Ministry / Department:

- Reduce customs duties in light of concluded agreements with the World Trade Organization and other international agreements and the shift of customs role to regulatory role.
- Inability to find sufficient and qualified cadre to meet job requirements due to the fact that this is linked with procedures related to other government entities.
- Development of smuggling means on the world level which use technological advance collectables and increased customs smuggling and commercial fraud cases.
- Inadequate location and size of the department's building and the ambitions of internal and external service recipients.
- Overlapping job relations with the rest of economic in
- The developed and continuous methods of smugglers and the continuous need to modern and developed equipment to use in dedecting smuggled stuff.
- Continuous need to update the fleet of cars and heavy duty mechanisms working in such program.
- Continue to keep pace with the technological advance and provide necessary finance.

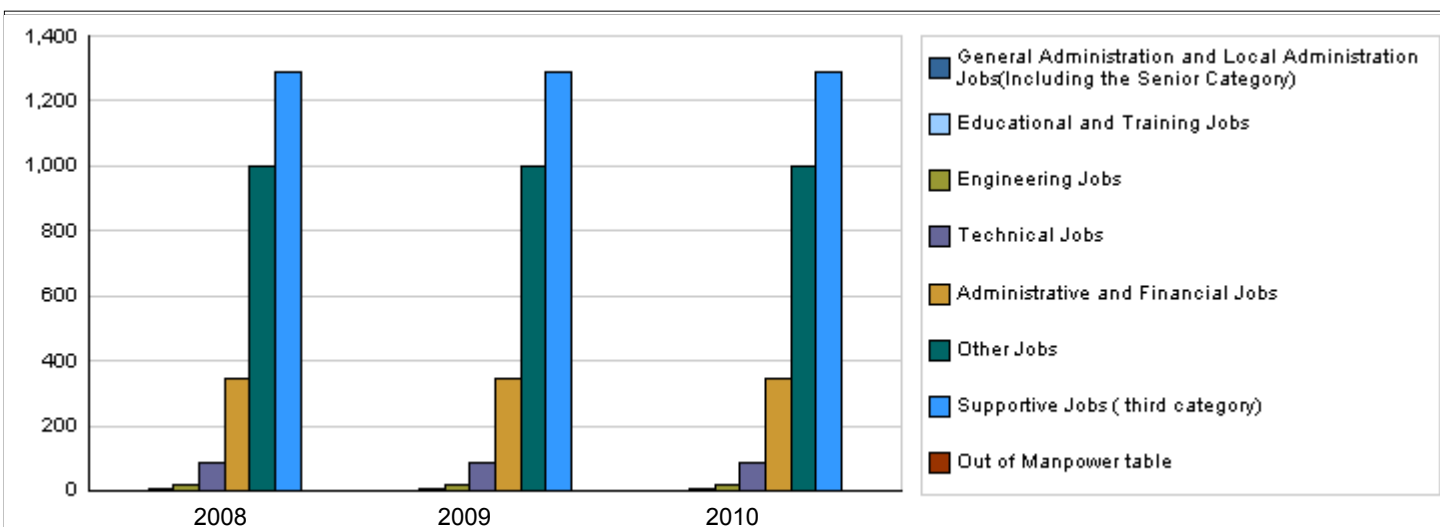
Chapter : 1503 Ministry of Finance/Customs Department

Strategic Objectives and Performance Indicators of the Ministry / Department

Strategic Objective	Performance Indicator	base year	Value	Actual Value	Target Value	Primary Self Evaluation	Target Value		
				2008	2009		2010	2011	2012
1 - Developing Jordanian customs' infrastructure and public performance	1 Number of restructured custom directorates and directorates.	0	-	-	8	8	16	24	32
	2 Number of signed agreements related to administrative cooperation.	0	-	-	4	1	3	5	7
2 - Combating illegal commercial activities	1 Number of custom centers to be expanded and a television control system to be installed.	0	-	-	12	6	12	14	16
	2 Percentage of positive control on clearing transactions for red lane.	0	-	-	35%	29%	40%	45%	50%
	3 Percentage of positive control on transactions for green lane.	0	-	-	2%	2%	1.5%	1.2%	1%
	4 Number of customs centers in which the doors control system is applied (e-gates).	2008	3	3	5	5	7	9	11
	5 Number of trainees on ASYCUDA international system.	2008	20	20	40	40	60	80	100
	6 Number of trainees in the field of X-ray devices usage.	2008	20	20	50	50	80	110	140
3 - Facilitating the movement of passengers, commodities and means of transport crossing the kingdom's borders and contributing to economic growth	1 Value of electronically received transactions through credit cards (in million).	0	-	14	20	20	25	30	35
	2 Number of customs centers in which the global Escude system is applied.	0	-	-	11	4	13	18	21
	3 Number of Customs centers associated with updated digital communication network.	0	-	-	11	7	8	10	11
	4 Number of centers applying one window system.	2008	2	2	5	5	10	15	18
	5 Number of customs centers and directorates with restructured processes.	2008	4	4	7	7	10	13	16

Number of Staff of the Ministry / Department

Group	Job	Actual 2008	Primary 2009	Estimated 2010
General Administration and Local Administration J	Director General - Customs major-general	1	1	1
Educational and Training Jobs	Educational jobs / Sergeant - Lieutenant colonel	5	5	5
Engineering Jobs	Engineering jobs / lieutenant - Major	17	17	17
Technical Jobs	Technical jobs/ Customs Sergeant - Lieutenant colone	84	84	84
Administrative and Financial Jobs	Customs officer / Customs Sergeant - Captain	165	165	165
	Financial and administrative jobs	182	182	182
Other Jobs	Customs Inspector/ Sergeant - First Lieutenant	188	188	188
	Customs Appraiser / Sergeant-Captain	45	45	45
	Customs Checker/Sergeant - Colonel	562	562	562
	Customs Previewer/ Sergeant - Colonel	195	195	195
	Manager / consultant / Colonel - Brigadier -general	9	9	9
Supportive Jobs (third category)	Companion	98	98	98
	Clearance officer / police officer - agent	190	190	190
	Inspector/ police officer - customs agent	330	330	330
	Administrative jobs/ police officer -agent	669	669	669
Total		2740	2740	2740
Out of Manpower table	Out of manpower table	0	0	0
Overall Total		2740	2740	2740
Number of male staff		2568	2568	2568
Number of female staff		172	172	172



Key Information of the Ministry / Department

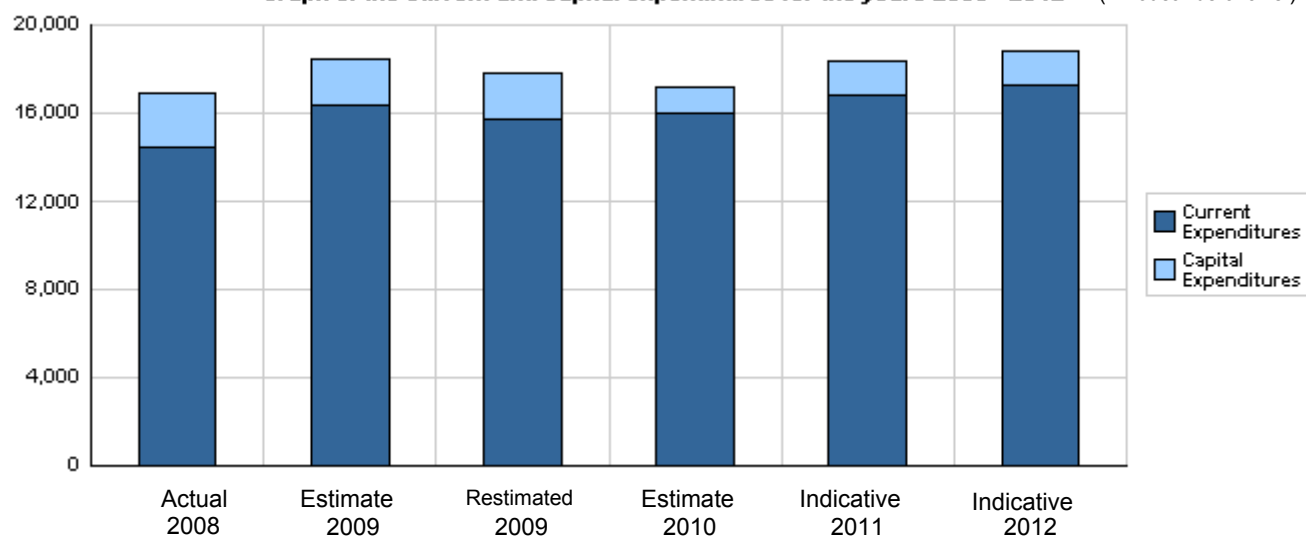
No.	Description
1	Training and human resources qualification: the customs training center implements flexible training plans which are capable to include qualitative and specialized programs for the customs' staff and other programs for the staff of clearance and private sector companies.
2	Intellectual property rights: The customs department established a division concerned with intellectual property and sign a number of memorandum of understanding and hold internal and external training courses for employees in this regard.
3	Pioneer projects: develop international customs clearance system - ASYCUDA concerned with customs discription organization procedures, e-tracking project concerning transit trucks.
4	Electronic portals project concerned with controlling trucks entry and exit from customs centers, the single window project concerned with gathering selective criteria for all departments working in the centerrs and through electronic system aiming at customs description achievement from all authorities and institutions.
5	Customer care concerned with simplifying procedures, speedness and transparency through providing customs services electronically in addition to main data center and alternative backup information center which provides safe environment for all main computers. Also, archiving customs data and documents concerned with customs data documentation electronically.
6	Using intellegence systems and supporting decision concerned with indexing databases of customs systems and direct electronic linkage with public and private sectors concerned with Jordanian customs, commercial banks and some public and private institutions.

**Overall Summary of Expenditures for Chapter 1503- Ministry of Finance/Customs
Department
for the years 2008 - 2012**

(JDs)

Description		Actual 2008	Estimate 2009	Re_Estimate 2009	Estimate 2010	Indicative 2011 2012	
Group	Current Expenditures						
2111	Salaries, Wages and allowances	11,072,026	11,806,000	11,396,500	11,700,000	12,500,000	12,867,000
2121	Social Security Contributions	586,747	752,500	742,500	850,000	835,000	862,000
2211	Use of Goods and Services	1,762,304	2,099,000	1,903,500	1,208,000	1,362,000	1,463,000
2821	Other current expenses	997,927	1,727,500	1,727,500	2,220,000	2,100,000	2,100,000
Total current expenditures		14,419,004	16,385,000	15,770,000	15,978,000	16,797,000	17,292,000
Capital Expenditures							
3112	Machinery and Equipment	2,500,000	2,050,000	2,050,000	1,185,000	1,600,000	1,500,000
Total capital expenditures		2,500,000	2,050,000	2,050,000	1,185,000	1,600,000	1,500,000
Treasury		2,500,000	2,050,000	2,050,000	1,185,000	1,600,000	1,500,000
Total current and capital expenditures		16,919,004	18,435,000	17,820,000	17,163,000	18,397,000	18,792,000

Graph of the current and capital expenditures for the years 2008 - 2012 (Thousands of JDs)

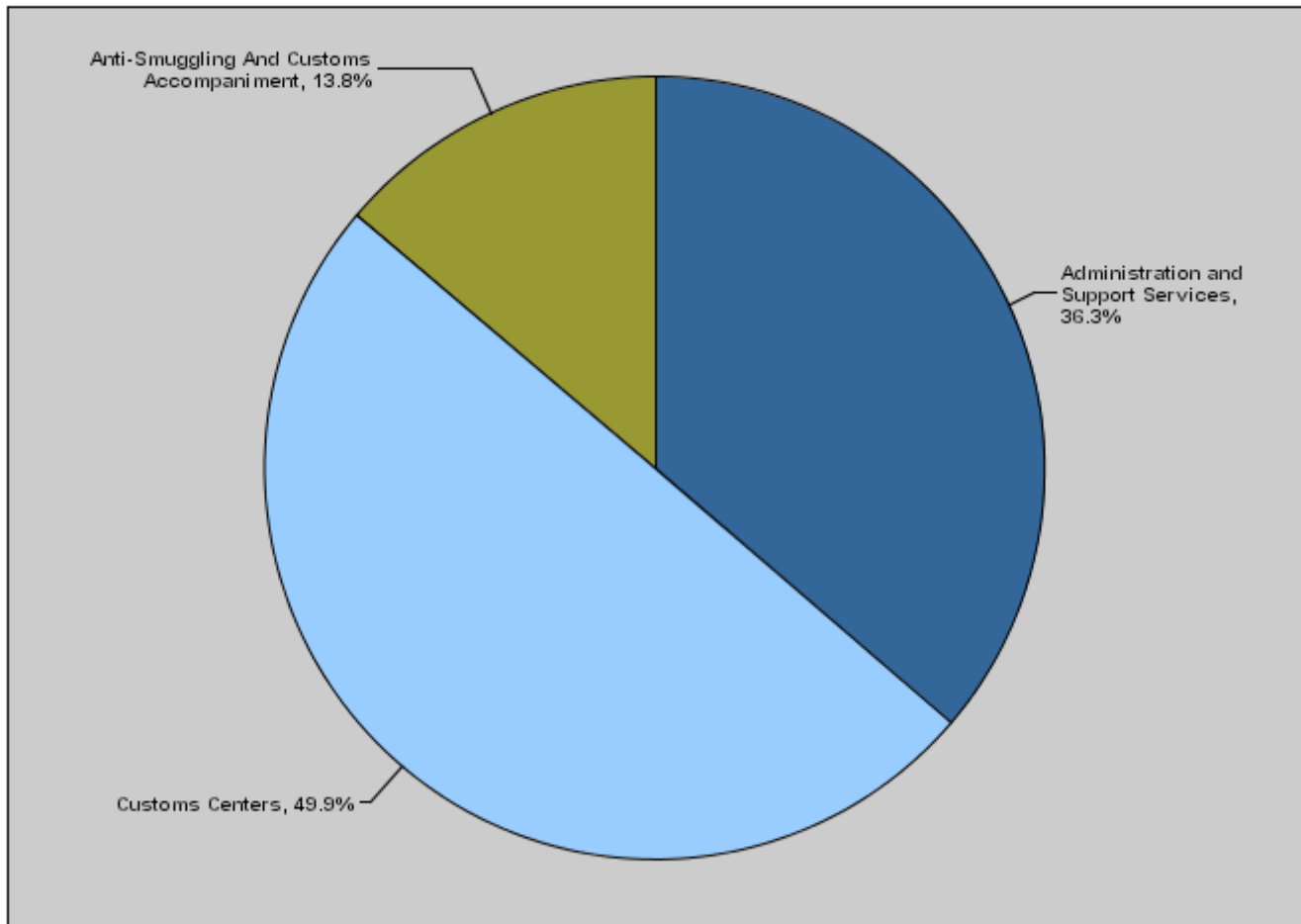


Budget of Chapter 1503 - Ministry of Finance/Customs Department
For the Year 2010 Distributed According to Program

(In JD's)

Prog.	Description	Current Expenditures	Capital Expenditures	Total Expenditures
2401	Administration and Support Services	6,225,000	0	6,225,000
2405	Customs Centers	7,566,000	1,000,000	8,566,000
2410	Anti-Smuggling And Customs Accompaniment	2,187,000	185,000	2,372,000
Total		15,978,000	1,185,000	17,163,000

Total Expenditures for the year 2010 Distributed According to Program



2401	Administration and Support Services Program
<u>Objective of the program :</u> Develop the infrastructure, structure and general performance of the Jordanian Customs Department.	
<u>The strategic objective related to the program :</u> Develop the infrastructure, structure and general performance of the Jordanian Customs Department.	
<u>Directorates associated with the program :</u> 1- Director General office. 2- Planning and Regulation 3- Administrative affairs. 4- Financial affairs. 5- Legal affairs. 6- Tariffs and agreements. 7- Value affairs. 8- Risks management. 9- Transit and clearance. 10- Issues. 11- Interim entry. 12- Exemptions. 13- Public relations. 14- Control and inspection. 15- Communication and e- control. 16- HR. 17- Comprehensive customs quality management. 18- Buildings and maintenance. 19- Customs training center. 20- Customs general attorney. 21- IT. 22- Public Bureau. 23- Customs Intelligence and security.	
<u>Services provided by the program :</u> 1- Provide necessary customs administrative and financial services to facilitate activities required by work nature. 2- Upgrade the efficiency of employees through improving their skills and capacities through their subscription in necessary (internal and external) courses as per training gaps based on job description and performance and needs evaluation. 3- Conduct necessary studies and statistics and issue circulars, instructions and communications to facilitate and develop customs work. 4- Conduct administrative, financial and technical control processes and follow up work achievement as per proper procedures and correct deviations if any. 5- Apply legal accountability on actions which do not correspond to applicable legislations.	
<u>Staff working in the program :</u> The program is implemented through a functional staff in 2009 estimated with (909) staff, including (737) males and (172) females .	

Performance Measurement Indicators for program

Performance Measurement Indicator		Base Year	Value	Actual value	Target Value	First Self Evaluation	Target		
				2008	2009	2009	2010	2011	2012
1	Satisfaction degree of the Department's clients.	2006	50%	-	80%	80%	85%	87.5%	90%
2	Percentage of trained employees.	2006	50%	-	70%	70%	75%	80%	85%

Appropriations OF Administration and Support Services Program as Per Activities and Projects.

(In JDs)

Activities and Projects		Actual 2008	Estimate 2009	Re_Estimate 2009	Estimate 2010	Indicative 2011 2012	
Current Expenditures		5,030,997	6,123,500	5,810,500	6,225,000	6,455,000	6,642,000
2111	Salaries, Wages and allowances	3,371,176	3,639,000	3,336,500	3,424,000	3,659,000	3,767,000
2121	Social Security Contributions	208,087	252,500	242,500	266,000	261,000	270,000
2211	Use of Goods and Services	453,807	504,500	504,000	315,000	435,000	505,000
2821	Other current expenses	997,927	1,727,500	1,727,500	2,220,000	2,100,000	2,100,000
Capital Expenditures		0	0	0	0	0	0
Program / Treasury		0	0	0	0	0	0

Budget Chapter 1503 - Ministry of Finance/Customs Department Distributed According to the Program

2401	Administration and Support Services Program					
Appropriations OF Administration and Support Services Program as Per Activities and Projects.						(In JDs)
Activities and Projects	Actual 2008	Estimate 2009	Re_Estimate 2009	Estimate 2010	Indicative	
					2011	2012
Capital Expenditures	0	0	0	0	0	0
Total Program	5,030,997	6,123,500	5,810,500	6,225,000	6,455,000	6,642,000

2405	Customs Centers Program
<u>Objective of the program :</u> Facilitate the movement of passengers and goods.	
<u>The strategic objective related to the program :</u> Facilitate the movement of passengers and goods as well as transportation means crossing the Kingdom's borders and contribute to economic growth.	
<u>Directorates associated with the program :</u> 1- Amman Customs 2- Aqaba Customs 3- Queen Alia International Airoport/ Clearance 4- Free Zone Customs in Zarqa 5- King Abdullah II Industrial City Customs in Sahab 6- Al-Hussein Bin Abdullah II industrial city customs in Karak. 7- Al-Hasan Industrial City customs in Irbid. 8- Jaber Customs 9- Al- Karameh customs 10- Al-Omari Customs 11- Al-Mdawarah Customs 12- Jordan Valley Crossing customs 13- King Hussein Bridge Customs 14- Prince Mohammed Bridge Customs 15- Ramtha Customs 16- Queen Alia International Airport Customs/ Passengers 17- Amman Civil Airport Customs 18- Jordan Syrian Free Customs 19- Al-Dhlail Customs 20- Cement Factories Customs in Fehais 21- South Cement Factory Customs / Rashadyeh 22- Zarqa Customs 23- Amman Post Customs 24- Ghor Numera Customs 25- Ammoun Customs 26- Al-Shaydeh Free Zone Customs.	
<u>Services provided by the program :</u> - Facilitate trading exchange movement between the Kingdom and other countries. - Supply treasury with revenues. - Control passengers and goods movement and transport means crossing the kingdom's borders, as per the department's powers as per applicable legislations. - Combate smuggling in all its types. - Contribute to protecting the local society in terms of security, economy and society. - Contribute in controlling commercial activities to prevent the illegitimate activities as per applicable legislations.	
<u>Staff working in the program :</u> The program is implemented through a functional staff in 2009 estimated with (1400) staff, including (1400) males and (0) females .	

Performance Measurement Indicators for program

Performance Measurement Indicator		Base Year	Value	Actual value	Target Value	First Self Evaluation	Target		
				2008	2009	2009	2010	2011	2012
2	Value of financial liabilities of transactions audited later on. (Million)	2007	1	-	2.16	2.16	2.6	3	3.16
3	Number of customs centers holding the ISO certificate.	2008	-	-	6	3	5	8	10

Appropriations OF Customs Centers Program as Per Activities and Projects.

(In JDs)

Activities and Projects		Actual 2008	Estimate 2009	Re_Estimate 2009	Estimate 2010	Indicative 2011 2012	
Current Expenditures		7,071,706	7,776,000	7,550,900	7,566,000	7,972,000	8,210,000
2111	Salaries, Wages and allowances	6,066,481	6,470,000	6,363,000	6,701,000	7,170,000	7,380,000
2121	Social Security Contributions	261,000	350,000	350,000	425,000	417,000	430,000
2211	Use of Goods and Services	744,225	956,000	837,900	440,000	385,000	400,000
Capital Expenditures		1,800,000	1,350,000	1,350,000	1,000,000	1,000,000	1,000,000
001	Developing the World Custom Cleara	800,000	350,000	350,000	0	0	0
002	Camera and Television Control Syst	1,000,000	1,000,000	1,000,000	1,000,000	1,000,000	1,000,000
Program / Treasury		1,800,000	1,350,000	1,350,000	1,000,000	1,000,000	1,000,000
Total Program		8,871,706	9,126,000	8,900,900	8,566,000	8,972,000	9,210,000

2410

Anti-Smuggling And Customs Accompaniment Program

Objective of the program :

Combate smuggling and illegitimate commercial activities.

The strategic objective related to the program :

Combate illegitimate commercial activities.

Directorates associated with the program :

1- Main anti-smuggling directorate:
A- Rwaished patrols.
B- Aqaba patrols.
C- Ma'raq patrols.
D- Azraq patrols.
E- Ma'an patrols.
2- Customs Accompaniment.
A- Azraq accompaniment.
B- Ma'an accompaniment.
C- Jaber accompaniment.
D- Aqaba accompaniment.

Services provided by the program :

- Anti-smuggling of all types.
- Contribute to protecting the local society securly, economically and socially.
- Contribute to controlling commercial activities to prevent illegitimate activities as per the applicable legislations.
- Facilitate commercial traffic through transit.

Staff working in the program :

The program is implemented through a functional staff in 2009 estimated with (431) staff, including (431) males and (0) females .

Performance Measurement Indicators for program

Performance Measurement Indicator		Base Year	Value	Actual value	Target Value	First Self Evaluation	Target		
				2008	2009	2009	2010	2011	2012
1	Percentage of smuggling fines collection to the total smuggling fines.	2007	50%	-	60%	51%	65%	70%	72.5%
2	Number of trucks accompanied customly(Thousand)	2008	100	-	105	110	115	120	125

Appropriations OF Anti-Smuggling And Customs Accompaniment Program as Per Activities and Projects. (In JDs)

Activities and Projects		Actual 2008	Estimate 2009	Re_Estimate 2009	Estimate 2010	Indicative 2011 2012	
Current Expenditures		2,316,301	2,485,500	2,408,600	2,187,000	2,370,000	2,440,000
2111	Salaries, Wages and allowances	1,634,369	1,697,000	1,697,000	1,575,000	1,671,000	1,720,000
2121	Social Security Contributions	117,660	150,000	150,000	159,000	157,000	162,000
2211	Use of Goods and Services	564,272	638,500	561,600	453,000	542,000	558,000
Capital Expenditures		700,000	700,000	700,000	185,000	600,000	500,000
001	Managing and Following up Transit	700,000	700,000	700,000	185,000	600,000	500,000
Program / Treasury		700,000	700,000	700,000	185,000	600,000	500,000
Total Program		3,016,301	3,185,500	3,108,600	2,372,000	2,970,000	2,940,000