Chapter: 1002 Ministry of Interior/Civil Status and Passports Department

Creation: The Passports Department started in the year 1921 and was affiliated to the Army. In 1941 it became

affiliated to the Ministry of Interior. In 1966, the Civil Status Law was actually issued. However, it was enforced in 1977, and it was called the Civil Status Department. In 1988 the two departments

were merged into one department called the Civil Status and Passports Department.

Vision: Premium digital secure civil services.

Mission: Sustaining documentation all civil and biological data of citizens and data residents and expats in

an integrated and secured database and upgrade delivery of digital services in order to achieve customers satisfaction and support E-transformation by increasing institutional capacities and

preparing distinctive human resources.

Legal Framework: Civil Status Temporary Law No. (9) for the year 2001 and amendments thereto, and Passports Law

No.(2) for the year 1969 and amendments thereto, and Civil Status and Passports Department

Organization Bylaw No (10) for the year 1988 and amendments thereto.

Priorities and targeted results within the determined ceilings for the years 2025 - 2027 :

First Priority:

- Government services which are effective, justice-based and citizen-centred.

Key procedures to achieve the first priority:

- Amending the Passports Law currently in force.
- Preparation of plans and studies.
- Reference comparisons with States with competence and benefit from their experiences.
- Meetings and placement of recommendations.
- Drafting process engineering and process improvement.

First Priority Outcomes:

- Percentage of complaints handling through a platform (bekhedmtcom PlatForm).
- Passport conforms to international standards.
- Classification of services.
- Percentage of electronic services out of the total number of services.
- Service recipient's satisfaction rate.
- Number of files archived out of the total number of files.

First priority-related program:

- Administration and Support Services.
- Issuance of documents

Second Priority:

- Infrastructure with global specifications that supports development.

Key procedures to achieve the second priority:

- Preparing plans and studies for sustainability.
- Activating maintenance contracts.
- Preparing and activating risk management plan.
- Procurement of devices and equipment.
- Improving electronic systems.
- Activating the role of creativity and innovation and finding solutions to problems.

Second Priority Outcomes:

- Number of active maintenance contracts.
- Number of the Department's buildings owned and rented.
- Emergency and preventive maintenance plans.
- Maintenance of building systems from (elevators, fire systems, alternative power systems, lighting and electricity)..
- Number of virus protection systems activated.
- Upgrading the internal communication network's capabilities and expanding the lines.

Second priority-related program:

- Administration and Support Services.

Priority of gender, youth and persons with disabilities:

- Administration and coordination (excellence in policy-making and implementation at the government level).

Key procedures to achieve the priority of gender, youth and persons with disabilities :

- Preparing the replacement and succession plan.
- Preparation of the training plan.
- The recruitment plan includes gender, youth and persons with disabilities.

The following outcomes are expected to be achieved for the priority of gender, youth & persons with disabilities

- Number of gender cadres to hold leadership positions.
- Percentage of persons with disabilities covered by the appointment plan.
- Instructions and policies on services for persons with disabilities.
- Number of trainee staff from the alternate class.
- The foundations of competition for occupancy and manpower tables.

Priority-related program of gender, youth and persons with disabilities:

- Administration and Support Services.

Priority of climate change:

- Long-term sustainable management of food, energy and water needs.

Key procedures to achieve climate change-related priority:

- Energy rationalization and consumption plans.
- Paper recycling project.
- Disaster risk management.
- Capacity-building to channel more funding to green buildings and materials.

The following outcomes are expected to be achieved for the priority of climate change:

- Promoting the use of renewable energy.
- Improving the efficiency of the use of natural resources.
- Financing environmentally friendly and sustainable projects.
- Improving water efficiency.

Program of climate change-related priority:

- Administration and Support Services

Tasks of the Ministry / Department:

- Registering and saving citizens' vital realities wherever they occur (birth, death, marriage, divorce) and issuing their respective certificates.
- Issuance of a regular passport.
- Issuance of temporary passports to West Bank citizens.
- Issuing temporary passports to Gaza citizens residing in the Kingdom's territory.
- Issuing a temporary residence permit to Gazans residing in the Kingdom's territory.
- Issuing a passport for a mission.
- Registration of Jordanian females children's data and issuance of their identification cards.
- Issuing smart personal cards to citizens.
- Providing the Department's services through Jordanian embassies and consulates abroad for Jordanian expatriates and beneficiaries of the Department's services.
- Registering voters and preparing electoral scheduls.
- Development of application forms, documents, records and software for the Department's work.
- Registering the authorized address and providing the relevant authorities with the necessary data.

Ministry/Department Contribution to the Achievement of the National Objectives:

- Efficient and effective government.

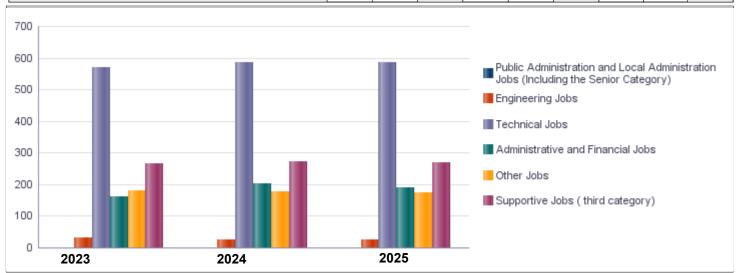
Major Issues and Challenges which face the Ministry / Department :

- Lack of specialized staff.
- A risk management plan to maintain the security and integrity of data and information, but there is insufficient funding to strengthen the infrastructure for its implementation.
- The absence of an automated system for the follow-up of reports and the periodic evaluation of projects.
- Some projects were not linked in the budget plan.
- Lack of mechanisms to link the outputs and recommendations of the recipient's satisfaction studies and the workload of the strategic plan.

Chapter: 1002 Ministry of Interior/Civil Status and Passports Department

Strategic	gc	als of the Ministry/ Departme	ent/ U	nit and I	Perform	ance Me	easurem	ent Indic	ators	
Strategic Objective		Performance Indicator	Base year	Value	Actual Value	Target Value	Preliminary Self Evaluation		arget Value	
					2023	2024	2024	2025	2026	2027
1 - Strengthening the institutional capacity of the service and increasing the	1	Percentage of service recipients satisfaction.	2019	75%	90%	93%	80%	94%	96%	98%
efficiency of service delivery	2	Job satisfaction rate.	2024	-	-	-	73%	75%	80%	85%
in order to achieve the satisfaction of the service	3	Number of trainees.	2024	-	-	-	199	250	300	350
recipients.	4	Percentage of rental and owned circuit buildings maintenance plans.	2024	-	-	-	80%	85%	88%	90%
2 - Enhancing the sustainability and integration	1	Number of registered vital events.	2019	355000	320000	395000	375000	395000	396000	397000
of databases and maintaining their security.	2	Number of documents issued by the department.	2019	3012264	2500000	3600000	3000000	3600000	3700000	3800000
	3	Percentage of virus protection systems activated.	2024	-	-	-	85%	88%	90%	92%
	4	Percentage of backup.	2024	-	-	-	100%	100%	100%	100%
	5	Percentage of servers maintenance.	2024	-	-	-	100%	100%	100%	100%
3 - Supporting electronic transformation in the service	1	Percentage of services automation.	2019	58%	90%	93%	80%	95%	96%	97%
and providing electronic services to meet the	2	Percentage of satisfaction with the electronic website.	2024	-	-	-	82%	85%	87%	89%
requirements of the service recipients.	3	Number of transactions submitted electronically through embassies.	2024	-	-	-	55,162	60,000	65,000	70,000
4 - Building and strengthening partnerships	1	Number of projects funded with partners.	2021	3	7	8	6	10	10	10
and developing community	2	Number of service partners.	2024	-	-	-	64	67	68	70
action	3	Number of institutions benefiting from the Department's data.	2024	-	-	-	270	300	320	340

Number of Staff in the Ministry/ Department/ Unit										
Group	Job	2023			2024			Preliminary 2025		
		Male	Female	Total	Male	Female	Total	Male	Female	Total
Public Administration and Local Administration J	Director General, Assistant	3	0	3	3	0	3	3	0	3
Engineering Jobs	Engineer, Agricultural Engir	20	11	31	13	11	24	13	11	24
Technical Jobs	Programmer, Systems Ana	320	249	569	325	259	584	325	258	583
Administrative and Financial Jobs	Section Head, Accountant,	124	37	161	155	46	201	146	45	191
Other Jobs	Director, Controller, Custod	135	45	180	132	46	178	126	48	174
Supportive Jobs (third category)	Office Boy, Maintenance Te	150	116	266	155	116	271	152	116	268
	Total				783	478	1261	765	478	1243
	Total Cost of Salaries	6006846	3623278	9630124	6462396	3815604	10278000	7503828	4211172	11715000



	Most notable information about the Ministry/Department/Unit																
		base year	Value	Primary	Lotimater 2025												
No.	Description	you.	Value	2024	Irbid	Mafraq	Jarsh	Ajloun	Amman	Balqa'	Zaraq'	Madaba	Karak	Ma'an	Tafila	Aqaba	Total
	Number of offices (civil status and passports).	2020	102	94	14	8	5	2	30	6	6	2	7	7	4	3	94

Chapter: 1002 Ministry of Interior/Civil Status and Passports Department

Curre	Current Activities Appropriations According to Program										
_			Actual	Estimated	Re-estimated	Estimated	Indicative	Indicative			
Prog.		Activites	2023	2024	2024	2025	2026	2027			
1501	601	Administrative and Support Services	2901389	3369000	3254000	4692000	4963000	5106000			
		Total of Program	2901389	3369000	3254000	4692000	4963000	5106000			
1505	601	Issuances	8345095	8637000	8448000	9146000	9080000	9078000			
		Total of Program	8345095	8637000	8448000	9146000	9080000	9078000			
		Total	11246484	12006000	11702000	13838000	14043000	14184000			

_			Actual	Estimated	Re-estimated	Estimated	Indicative	Indicative
Prog.		Projects	2023	2024	2024	2025	2026	2027
1505	001	Document Issuance Program Administration Project	2470270	3300000	3000000	1900000	2050000	2100000
	005	Smart ID Card Project	1840535	1550000	812000	1750000	1750000	1750000
	007	Archiving historical department documents Project	100000	100000	100000	250000	250000	250000
	703	governorate	260000	600000	600000	0	0	0
	707	Maintaining and equipping Civil Status and Passports Directorate building in Aqaba governorate	30000	50000		0	0	0
	708	Rehabilitate the building of Civil Status and Passports Department / Irbid Governorate	60000	0	0	0	0	0
	709	Establishing and maintaining buildings in Tafileh Governorate	15000	0	0	0	0	0
	710	Maintaining and renovating buildings in Jerash Governorate	15000	15000	15000	0	0	0
	711	Purchase smart card printers for Civil Status and Passports Offices in Ma'an Governorate	150000	75000	50000	60000	0	0
	712	Maintenance of the building of the main Civil Status Directorate and Passports/Zarga Governorate.	0	0	0	65000	150000	0
	713	Construction and maintenance of buildings in Ma 'an governorate	0	15000	15000	89000	100000	0
	714	Civil Status Stations and Offices in Tafila Governorate.	0	65000	50000	130000	350000	350000
	716	Passports Directorate/Ajlon Governorate.	0	0	0	10000	0	0
	717	Construction of a building for the Civil Status Office Ghor Safi/Karak governorate.	0	0	0	50000	0	0
	718	Construction, maintenance, rehabilitation and development of civil status building in Aqaba governorate.	0	0	0	30000	50000	50000
	719	Aghawar/Irbid Governorate.	0	0	0	25000	0	0
		Total of Program	4940805	5770000	4692000	4359000	4700000	4500000
		Total	4940805	5770000	4692000	4359000	4700000	4500000

Overall Summary of Expenditures for Chapter 1002- Ministry of Interior/Civil Status and Passports Department

for the Years 2023 - 2027

(In JDs)

Description	Actual	Estimated	Re-estimated	Estimated	Difference between estimated 2025 and re-		cative
	2023	2024	2024	2025	estimated 2024	2026	2027
Current Expenditure	11,246,484	12,006,000	11,702,000	13,838,000	2,136,000	14,043,000	14,184,000
Capital Expenditure	4,940,805	5,770,000	4,692,000	4,359,000	-333,000	4,700,000	4,500,000
Total current and capital expenditure	16,187,289	17,776,000	16,394,000	18,197,000	1,803,000	18,743,000	18,684,000

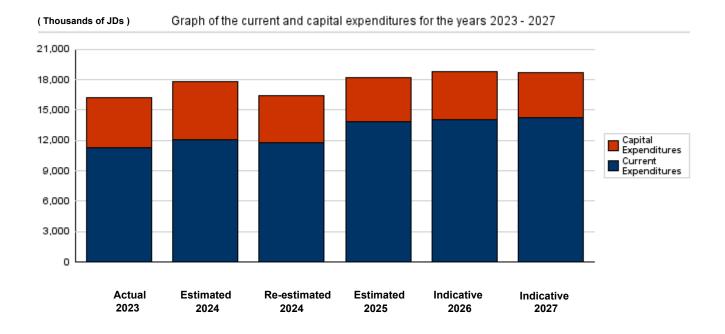
Most notable differences between estimated appropriations for 2025 and re-estimated for 2024

Current expenditure:

- Compensations of employees: increased by (1.741) million JDs for the year 2025 higher than the re-estimated level in 2024 to cover the cost of the natural salary increases, appointments and redeployed employees.
- The Use of goods and services: increased by (360) thousand JDs for 2025 higher than its re-estimated level in 2024, concentrated on the cleaning and supplies item and the provision of services, security and guarding contracts.
- Other expenditures: Increased by (35) thousand JDs for 2025 higher than the re-estimated level in 2024, concentrated in non-employees bonuses.

Capital expenditure:

- The appropriations of the Department's ongoing projects decreased by (12) thousand JDs for the year 2025 lower than its re-estimated level in 2024, concentrated on technical and administrative item.
- The appropriations of governorates (decentralization) approved by the governorate councils in 2025 decreased by (321) thousand JDs lower than the re-estimated level in 2024, as many projects were completed for the Department of Civil Status and Passports.



Overall Summary of Current Expenditures for the Years 2023 - 2027

Chapter: 1002 Ministry of Interior/Civil Status and Passports Department (In JDs)

Chapt	er:	1002 Ministry of Interior/Civ	'il Status a	ind Passp	orts Depar	tment		(In JDs)
Group	Item	Description	Actual	Estimated	Re-estimated	Estimated	Indicative	Indicative
			2023	2024	2024	2025	2026	2027
21		Compensations of Employees						
2111		Salaries, Wages and Allowances						
	101	Classified Employees	93037	108000		78000		73000
	102	Unclassified Employees	1425837	1364000		1389000		1362000
	105	Personal Cost of Living Allowance	1771322	1915000		1760000	1754000	1748000
	106	Family Cost of Living Allowance	140964	164000		140000	137000	134000
	110	Overtime Allowance	50000	75000		100000	100000	100000
	111	Additional Allowance	1491503	1552000	1438000	1470000	1415000	1400000
	113	Transportation Allowance	319991	450000	450000	475000	475000	475000
	114	Transport Allowance	178954	300000	300000	325000	335000	345000
	116	Employees' Bonuses	2199951	2100000	2100000	2900000	2900000	2900000
	120	Contract Employees	939303	1140000	1140000	990000	990000	990000
	121	Fixed-term staff	0	0	0	828000	1019000	1149000
		Total	8610862	9168000	8864000	10455000	10564000	10676000
2121		Social Security Contributions						
	301	Social Security	1019262	1110000	1110000	1260000	1279000	1298000
		Total	1019262	1110000	1110000	1260000	1279000	1298000
22		Use of Goods and Services						
2211		Use of Goods and Services						
	201	Rents	469942	500000	500000	550000	550000	550000
	202	Telecommunications Services	179985	270000	270000	270000	270000	270000
	203	Water	39398	40000	40000	40000	40000	40000
	204	Electricity	439998	360000	360000	360000	370000	380000
	205	Fuels	104991	75000	75000	100000	100000	100000
	206	Maintenance of Machines, furniture and acces	19980	20000	20000	20000	20000	20000
	207	Maintenance of vehicles, equipment and acce	s 13768	15000	15000	15000	15000	15000
	208	Repair and maintenance of buildings and acq	29947	50000	50000	70000	70000	70000
	209	Stationery, Publications and Office Supplies	11956	12000	12000	15000	15000	15000
	210	Substances and raw materials (medicines, clo	11000	11000	11000	11000	11000	11000
	211	Cleaning services and supplies including clea	19989	20000		230000		230000
	212	Insurance	5711	12000		12000	12000	12000
	213	Official Travel Missions	14998	15000		18000		18000
	214	Goods and services expenses	12987	13000		62000	129000	129000
		Total	1374650	1413000		1773000	1850000	1860000
28		Other Expenditures						. 500030
2821		Other Current Expenditures						
202 I	303	Scientific scholarships and training courses	11710	15000	15000	15000	15000	15000
	305	Non-Employees' Bonuses	230000	300000		335000	335000	335000
	303							350000
		Total	241710			350000		
		Total of Chapter	11246484	12006000	11702000	13838000	14043000	14184000

Overall Summary of Capital Expenditures for the Years 2023 - 2027

Chapter: 1002 Ministry of Interior/Civil Status and Passports Department (In JDs.)

inapte	er:	1002 Winistry of Interior/Civil 8	Status and P	assports Dep	artment			(IN JUS
Group	Item	Description	Actual 2023	Estimated 2024	Re-estimated 2024	Estimated 2025	Indicative 2026	Indicative 2027
		Expenditures						
22		Use of Goods and Services						
2211		Use of Goods and Services						
	510	Buildings and facilities repair and maintenance	170000	20000	20000	324000	180000	180000
	512	Operating and Sustaining Expenditures	3908713	4620000	3643689	3370000	3520000	3570000
		Total	4078713	4640000	3663689	3694000	3700000	3750000
28		Other Expenditures						
2822		Other Capital Expenditures						
	504	Studies, Research and Consultations	20000	10000	10000	0	50000	50000
		Total	20000	10000	10000	0	50000	50000
		Fixed Assets						
31		Non-financial Assets						
3111		Buildings and Constructions						
	508	Works and Constructions	356446	600000	600000	155000	350000	250000
		Total	356446	600000	600000	155000	350000	250000
3112		Devices, Machinery and Equipment						
	505	Equipment, Machines and Devices	470646	520000	418311	510000	450000	450000
		Total	470646	520000	418311	510000	450000	450000
3113		Other Fixed Assets						
	511	Equipping and furnishing	15000	0	0	0	0	0
		Total	15000	0	0	0	0	0
3141		Lands						
	507	Lands	0	0	0	0	150000	0
		Total	0	0	0	0	150000	0
		Total of Chapter	4940805	5770000	4692000	4359000	4700000	4500000

Appropriations directed for females and child according to chapter : 1002 Ministry of Interior/Civil Status and Passports Department (In JDs)

Description	2023	2024	2025	2026	2027
Females	3,623,278	3,815,604	4,211,172	4,222,171	4,248,291
Child	0	0	0	0	0
Appropriations distributed according to population index					
Females	3,081,868	3,524,060	3,046,540	3,243,000	3,153,700
Child	2,360,579	2,699,280	2,333,520	2,484,000	2,415,600
Total appropriations directed for females	6,705,146	7,339,664	7,257,712	7,465,171	7,401,991
Total appropriations directed for Child	2,360,579	2,699,280	2,333,520	2,484,000	2,415,600

1501 Program Administration and Support Services

Objective of the program:

This program aims to provide the financial and administrative support to all programs of daily activities and operations in pursuit of achieving their strategic objective.

The strategic objective related to the program:

Strengthening the institutional capacity of the service and increasing the efficiency of service delivery in order to achieve the satisfaction of the service recipients.

Directorates associated with the program:

- 1- Financial Affairs Administration.
- 2- Administrative Affairs Administration.
- 3- Directorate of Files and Archiving.
- 4- Legal Affairs Administration.
- 5- Computer Administration.
- 6- HR Administration.
- 7- Inspection and Internal Control Administration.
- 8- Management Development and Training Administration.
- 9- Directorate of Public Relations and Information.

Services provided by the program:

- 1- Participation in the annual budget preparation.
- 2- Infrastructure development
- 3- Training and empowering of human resources
- 4- Any administrative and financial work assigned to departments

Program's main outputs and results during the years (2025 -2027):

- 1- Improving financial and administrative efficiency.
- 2- Development of systems and programs.
- 3- Supporting the sustainability of work.
- 4- Raising the level of performance of employees.
- 5- Monitoring and evaluation of performance.
- 6- Sustainable development.
- 7- Organizing the financial resources and rationalizing expenditure.

The Program's challenges:

- 1- Financial resources management.
- 2- The complexities of systems and bureaucracy.
- 3- Technical challenges.
- 4- Pressure on human resources.
- 5- Strategic plans and their relationship between reality and implementation.
- 6-The absence of a culture of performance measurement and productivity.

Actions to address challenges and improve services provided:

- 1- Effective budget management.
- 2- Training staff on change management.
- 3- Streamlining administrative procedures.
- 4- Supporting the electronic system.
- 5- Digital infrastructure.
- 6- Stimulating human resources.
- 7- Evaluation of the performance of supporting services using performance indicators.
- 8- Enabling results and taking corrective action.

Gender:

- 1- Women's support in administrative work.
- 2- Encouraging women's participation.
- 3- Combating discrimination.
- 4- Women's services.

Staff working in the program:

The program is implemented through a functional staff in 2024 estimated with (281) staff, including (224) males and (57) females.

Chapter 1002 - Ministry of Interior/Civil Status and Passports Department

1501 Program Administration and Support Services

Appropriations directed for females and child

(In JDs)

Description	2023	2024	2025	2026	2027
Females	459,599	536,530	734,915	774,267	801,246
Child	0	0	0	0	0
Appropriations directed according to population index					
Females	298,755	340,280	502,430	538,620	543,320
Child	228,833	260,640	384,840	412,560	416,160
Total appropriations directed for females	758,354	876,810	1,237,345	1,312,887	1,344,566
Total appropriations directed for Child	228,833	260,640	384,840	412,560	416,160

Key Per	formance	indica	tors fo	r Program
---------	----------	--------	---------	-----------

	···· , · · · · · · · · · · · · · · · · · · ·										
	Performance Measurement Indicator		Value	Actual value	Target value	PreliminaySelf Evaluation	Target Value				
	illulcator		Value	2023	2024	2024	2025	2026	2027		
1	Percentage of service recipients satisfaction.	2019	75%	90%	93%	80%	94%	96%	98%		
2	Job satisfaction rate.	2024	-	-	-	73%	75%	80%	85%		
3	Number of trainees.	2024	-	-	-	199	250	300	350		
4	Percentage of rental and owned circuit buildings maintenance plans.	2024	-	-	-	80%	85%	88%	90%		

Appropriations 1501 Program Administration and Support Services Per Activities and Projects

							(0 = 0)
Activities and Projects		Actual 2023	Estimated 2024	Re-estimated 2024	Estimated 2025	Indic 2026	cative 2027
Curre	nt Expenditures	2,901,389	3,369,000	3,254,000	4,692,000	4,963,000	5,106,000
601	Administrative and Support Services	2,901,389	3,369,000	3,254,000	4,692,000	4,963,000	5,106,000
Capita	l Expenditures	0	0	0	0	0	0
	Program / Treasury	0	0	0	0	0	0
	Total Program	2,901,389	3,369,000	3,254,000	4,692,000	4,963,000	5,106,000

Current Expenditures According to Program and Activities for the Years 2023 - 2027

Chapter : 1002 - Ministry of Interior/Civil Status and Passports Department

Progra	am :	1501 - Administration and Suppor	t Services					
Activit	ty :	601 - Administrative and Supp	ort Servic	es				
Group	Item	Description	Actual 2023	Estimated 2024	Re-estimated 2024	Estimated 2025	Indicative 2026	Indicative 2027
21		Compensations of Employees						
2111		Salaries, Wages and Allowances						
	101	Classified Employees	37512	38000	38000	33000	32000	30000
	102	Unclassified Employees	270977				263000	262000
	105	Personal Cost of Living Allowance	340154		356000		359000	358000
	106	Family Cost of Living Allowance	27977	45000	29000	30000	29000	28000
	110	Overtime Allowance	50000	75000	75000	100000	100000	100000
	111	Additional Allowance	341178	388000	388000	470000	460000	450000
	113	Transportation Allowance	83991	100000	100000	125000	125000	125000
	114	Transport Allowance	39001				85000	95000
	116	Employees' Bonuses	699952				850000	850000
	121	Fixed-term staff	0	0			1019000	1149000
		Total	1890742	2215000	2100000	3135000	3322000	3447000
2121		Social Security Contributions						
	301	Social Security	374999	430000	430000	488000	495000	503000
		Total	374999	430000	430000	488000	495000	503000
22		Use of Goods and Services						
2211		Use of Goods and Services						
	202	Telecommunications Services	94999	95000	95000	95000	95000	95000
	203	Water	19399				20000	20000
	204	Electricity	164999	165000	165000	165000	175000	185000
	205	Fuels	39996				65000	65000
		001 Heating	20000				45000	45000
		002 Saloon vehicles	19996	20000		20000	20000	20000
	206	Maintenance of Machines, furniture and accessories	7994	8000	8000	8000	8000	8000
	207	Maintenance of vehicles, equipment and accessories	13768	15000	15000	15000	15000	15000
		Repair and maintenance of buildings and accessories	7959	18000	18000		38000	38000
		Stationery, Publications and Office Supplies			8000	11000	11000	11000
		Substances and raw materials (medicines, clothes, food, films, etc)	7000		7000		7000	7000
		Cleaning services and supplies including cleaning contracts	12990	13000	13000	223000	223000	223000
		Insurance	5711		12000	12000	12000	12000
	213	Official Travel Missions	14998	15000			18000	18000
	214	Goods and services expenses	4000			53000	120000	120000
		001 Events and hospitality	0	0		3000	3000	3000
		008 Advertisements and subscriptions	0	0		2000	2000	2000
		013 Services, security and guarding contracts	0	0	0	43000	110000	110000
		121 Administrative expenses	4000		4000	5000	5000	5000
		Total	401808	420000	420000	730000	807000	817000
28		Other Expenditures						
2821		Other Current Expenditures						
	303	Scientific scholarships and training course	3840	4000	4000	4000	4000	4000
	305	Non-Employees' Bonuses	230000	300000	300000		335000	335000
		Total	233840	304000			339000	339000
		Total of Activity	2901389	3369000	3254000	4692000	4963000	5106000
		Total of Program	2901389	3369000	3254000	4692000	4963000	5106000

1505 Program Issuing Documents

Objective of the program:

This program aims to directly provide services to citizens through the issuance of secure documents.

The strategic objective related to the program:

- Enhancing the sustainability and integration of databases and maintaining their security.

Directorates associated with the program:

- 1- Embassies and Consulates Affairs Administration.
- 2- Legal Affairs Administration.
- 3- Computer Administration- Electronic Admission Office.
- 4- West Bank and Gaza Passports Directorate.
- 5- Directorates of Civil Status and Passports in all governorates of the Kingdom.

Services provided by the program:

- 1- Issuing certificates of different types.
- 2- Issuing passports of different types.
- 3- Issuing family books of different types.
- 4- Issuing ID cards of different types.
- 5- Issuing identification cards for children of Jordanian women.
- 6- Preparing voter records for parliamentary / municipal / governorate councils elections.
- 7- Exchanging civil data with institutions.

Program's main outputs and results during the years (2025 -2027):

- 1- Secure and accurate documentation.
- 2- Improved electronic services.
- 3- Increased operational efficiency.
- 4- Improving citizens' satisfaction.
- 5- Improving the protection of personal data.

The Program's challenges:

- 1- Technical challenges.
- 2- Training and rehabilitation.
- 3- Security challenges.
- 4- Infrastructure.

Actions to address challenges and improve services provided:

- 1- Improving technological infrastructure.
- 2- Staff training.
- 3- Development of high security measures.
- 4- Education and awareness-raising for citizens.
- 5- Expediting legal proceedings.

Gender:

- 1- Equal access to services.
- 2- Encouraging women's participation in the use of electronic systems.
- 3- Transparency and fairness in transactions.
- 4- Taking into account women's needs in designing services.

Staff working in the program:

The program is implemented through a functional staff in 2024 estimated with (980) staff, including (559) males and (421) females

Appropriations directed for females and child

Description	2023	2024	2025	2026	2027
Females	3,163,679	3,279,074	3,476,257	3,447,904	3,447,045
Child	0	0	0	0	0
Appropriations directed according to population index					
Females	2,783,113	3,183,780	2,544,110	2,704,380	2,610,380
Child	2,131,746	2,438,640	1,948,680	2,071,440	1,999,440
Total appropriations directed for females	5,946,792	6,462,854	6,020,367	6,152,284	6,057,425
Total appropriations directed for Child	2,131,746	2,438,640	1,948,680	2,071,440	1,999,440

Chapter 1002 - Ministry of Interior/Civil Status and Passports Department

<u>1505 Pro</u>	ogram Issuing Do	<u>cuments</u>
Key Perfe	ormance indicators fo	or Program

	Key Performance indicators for Program										
Performance Measurement			Base /		Target value	PreliminaySelf Evaluation	Target Value				
	Indicator		Value	2023	2024	2024	2025	2026	2027		
1	Number of registered vital incidents.	2019	355000	320000	395000	375000	395000	396000	397000		
2	Number of documents issued by the department.	2019	3012264	2500000	3600000	3000000	3600000	3700000	3800000		
3	Percentage of activated virus protection systems.	2024	-	-	-	85%	88%	90%	92%		
4	Percentage of backup copies.	2024	-	-	-	100%	100%	100%	100%		
5	Percentage of servers maintenance.	2024	-	-	-	100%	100%	100%	100%		

Appropriations 1505 Program Issuing Documents Per Activities and Projects

		A -4	Fatimet 1	Re-estimated	Fatimat !		(In JDs)	
	Activities and Projects	Activities and Projects Actual Estimated 2023 2024			Estimated 2025	Indicative 2026 2027		
urre	nt Expenditures	8,345,095	8,637,000	8,448,000	9,146,000	9,080,000	9,078,000	
601 Issuances		8,345,095	8,637,000	8,448,000	9,146,000	9,080,000	9,078,000	
apita	al Expenditures	4,940,805	5,770,000	4,692,000	4,359,000	4,700,000	4,500,000	
001	Document Issuance Program Administration Project	2,470,270	3,300,000	3,000,000	1,900,000	2,050,000	2,100,000	
005	Smart ID Card Project	1,840,535	1,550,000	812,000	1,750,000	1,750,000	1,750,000	
007	Archiving historical department documents Project	100,000	100,000	100,000	250,000	250,000	250,000	
703	Civil Status and Passports Department projects in Mafraq governorate	260,000	600,000	600,000	0	0	0	
707	Maintaining and equipping Civil Status and Passports Directorate building in Aqaba governorate	30,000	50,000	50,000	0	0	0	
708	Rehabilitate the building of Civil Status and Passports Department / Irbid Governorate	60,000	0	0	0	0	0	
709		15,000	0	0	0	0	0	
710	Maintaining and renovating buildings in Jerash Governorate	15,000	15,000	15,000	0	0	0	
711	Purchase smart card printers for Civil Status and Passports Offices in Ma'an Governorate	150,000	75,000	50,000	60,000	0	0	
712	Maintenance of the building of the main Civil Status Directorate and Passports/Zarga Governorate.	0	0	0	65,000	150,000	0	
713		0	15,000	15,000	89,000	100,000	0	
714	Civil Status Stations and Offices in Tafila Governorate.	0	65,000	50,000	130,000	350,000	350,000	
716	General Maintenance of the building of Cvil Status and Passports Directorate/Ajlon Governorate.	0	0	0	10,000	0	0	
717	Construction of a building for the Civil Status Office Ghor Safi/Karak governorate.	0	0	0	50,000	0	0	
718	Construction, maintenance, rehabilitation and development of civil status building in Aqaba governorate.	0	0	0	30,000	50,000	50,000	
719	Maintenance of Civil Status Office Building in Northern Aghawar/Irbid Governorate.	0	0	0	25,000	0	0	
	Program / Treasury	4,940,805	5,770,000	4,692,000	4,359,000	4,700,000	4,500,000	
	Total Program	13,285,900	14,407,000	13,140,000	13,505,000	13,780,000	13,578,000	

Current Expenditures According to Program and Activities for the Years 2023 - 2027

Chapter : 1002 - Ministry of Interior/Civil Status and Passports Department (In JDs)

Activi		1505 - Issuing Documents 601 - Issuances						
ACLIVI	ιy .			I=	D	I=		1
Group	Item	Description	Actual 2023	Estimated 2024	Re-estimated 2024	Estimated 2025	Indicative 2026	Indicative 2027
21		Compensations of Employees						
2111		Salaries, Wages and Allowances						
	101	Classified Employees	55525	70000	49000	45000	44000	43000
	102	Unclassified Employees	1154860	1100000	1100000		1100000	1100000
	105	. ,	1431168	1460000	1409000		1395000	1390000
		Family Cost of Living Allowance	112987	119000	116000	110000	108000	106000
	111	Additional Allowance	1150325	1164000	1050000	1000000	955000	950000
	113	Transportation Allowance	236000	350000	350000	350000	350000	350000
	114	Transport Allowance	139953	250000	250000	250000	250000	250000
	116	Employees' Bonuses	1499999	1300000	1300000	2050000	2050000	2050000
	120	Contract Employees	939303	1140000	1140000	990000	990000	990000
		Total	6720120	6953000	6764000	7320000	7242000	7229000
2121		Social Security Contributions						
	301	Social Security	644263	680000	680000	772000	784000	795000
		Total	644263	680000	680000	772000	784000	795000
22		Use of Goods and Services						
2211		Use of Goods and Services						
	201	Rents	469942	500000	500000	550000	550000	550000
	202	Telecommunications Services	84986	175000	175000		175000	175000
	203	Water	19999	20000	20000		20000	20000
	204	Electricity	274999	195000	195000	195000	195000	195000
	205	Fuels	64995	35000	35000		35000	35000
		001 Heating	59996	30000	30000	30000	30000	30000
		002 Saloon vehicles	4999	5000	5000	5000	5000	5000
	206	Maintenance of Machines, furniture and	11986	12000	12000	12000	12000	12000
		accessories						
		Repair and maintenance of buildings and accessories	21988	32000	32000	32000	32000	32000
		Stationery, Publications and Office Supplies		4000	4000		4000	4000
	210	clothes, food, films, etc)	4000	4000	4000	4000	4000	4000
	211	Cleaning services and supplies including cleaning contracts	6999	7000	7000		7000	7000
	214	Goods and services expenses	8987	9000	9000		9000	9000
		121 Administrative expenses	8987	9000	9000	9000	9000	9000
		Total	972842	993000	993000	1043000	1043000	1043000
28		Other Expenditures						
2821		Other Current Expenditures						
	303	Scientific scholarships and training course	\$7870	11000	11000	11000	11000	11000
		Total	7870	11000	11000	11000	11000	11000
		Total of Activity	8345095	8637000	8448000	9146000	9080000	9078000
		Total of Program	8345095	8637000	8448000	9146000	9080000	9078000
		Total of Chapter	11246484	12006000	11702000	13838000	14043000	14184000

Chapter: 1002 Ministry of Interior/Civil Status and Passports Department

Pro	gram	1505 Issuing Documents						
Pr	oject	001 Document Issuance Program Adm	inistration P	roject				
Fund 9	Sourc	e102001 Capital (Treasury)						
Group	item	Description	Actual 2023	Estimated 2024	Re-estimated 2024	Estimated 2025	Indicative 2026	Indicative 2027
22		Use of Goods and Services						
2211		Use of Goods and Services						
	510	Buildings and facilities repair and maintenance						
	009	Buildings repair and renovation	65000	0	0	180000	180000	180000
		Total of Item	65000	0	D	180000	180000	180000
	512	Operating and Sustaining Expenditures						
	011	Capacity building expenses	299999	700000	700000	0	0	0
	016	Software licenses	0	0	0	180000	180000	180000
	035	Technical and administrative support	299982	650000	540000		0	0
	037	Issuing documents	1688843		1760000		1690000	1740000
L [Total of Item	2288824	3300000	3000000	1720000	1870000	1920000
31		Non-financial Assets						
3111		Buildings and Constructions						
	508	Works and Constructions						
	072	Repayment of due claims	116446	0	0		0	0
		Total of Item	116446	0	D		0	0
		Total of Project / Treasury	2470270	3300000	3000000	1900000	2050000	2100000
Pr	oject	005 Smart ID Card Project			•		'	<u>'</u>
Fund 9	Sourc	e102001 Capital (Treasury)						
Group	item	Description	Actual 2023	Estimated 2024	Re-estimated 2024	Estimated 2025	Indicative 2026	Indicative 2027
22		Use of Goods and Services						
2211		Use of Goods and Services						
	512	Operating and Sustaining Expenditures						
	006	Devices, tools and equipment maintenance	99907	100000	99968	100000	100000	100000
	037	Issuing documents	1419982	1120000	443721	1300000	1300000	1300000
		Total of Item	1519889	1220000	543689	1400000	1400000	1400000
31		Non-financial Assets						
3112		Devices, Machinery and Equipment						
	505	Equipment, Machines and Devices						
	001	Computers and accessories	320646				350000	350000
		Total of Item	320646					350000
		Total of Project / Treasury	1840535	1550000	812000	1750000	1750000	1750000
Pr	oject	007 Archiving historical department do	cuments Pro	oject				
Fund 9	Sourc	e102001 Capital (Treasury)						
Group	item	Description	Actual 2023	Estimated 2024	Re-estimated 2024	Estimated 2025	Indicative 2026	Indicative 2027
22		Use of Goods and Services						
2211		Use of Goods and Services						
	512	Operating and Sustaining Expenditures						
	014	Archiving and documentation	100000	100000	100000	250000	250000	250000
		Total of Item	100000	100000	100000	250000	250000	250000
		Total of Project / Treasury	100000	100000	100000	250000	250000	250000

Chapter: 1002 Ministry of Interior/Civil Status and Passports Department (In JDs) **Program** 1505 **Issuing Documents** Civil Status and Passports Department projects in Mafrag governorate 703 **Project** Fund Source 102001 Capital (Treasury) Description Actual Estimated Re-estimated Estimated Indicative Indicative Group item 2023 2024 2024 2025 2026 2027 28 Other Expenditures 2822 Other Capital Expenditures 504 Studies, Research and Consultations Construction studies 017 20000 0 20000 n Total of Item n 31 Non-financial Assets 3111 **Buildings and Constructions** 508 **Works and Constructions** 013 Construction of buildings 600000 600000 240000 n **Total of Item** 240000 600000 600000 0 0 260000 600000 600000 Total of Project / Treasury 0 Maintaining and equipping Civil Status and Passports Directorate building in Aqaba governorate 707 **Project** Fund Source 102001 Capital (Treasury) Estimated Re-estimated Estimated Indicative Description Actual Indicative Group item 2024 2026 2027 2023 2024 2025 Use of Goods and Services 22 2211 Use of Goods and Services 510 Buildings and facilities repair and maintenance 008 **Buildings and facilities maintenance** 30000 0 Total of Item 30000 0 Non-financial Assets 31 3112 Devices, Machinery and Equipment 505 **Equipment, Machines and Devices** 003 Office supplies and equipment 50000 50000 0 0 50000 50000 **Total of Item** 30000 50000 50000 **Total of Project / Treasury** 0 Rehabilitate the building of Civil Status and Passports Department / Irbid Governorate 708 **Project** Fund Source 102001 Capital (Treasury) Estimated Re-estimated Estimated Indicative Description Actual Indicative Group item 2023 2024 2024 2025 2026 2027 22 Use of Goods and Services 2211 Use of Goods and Services 510 Buildings and facilities repair and maintenance 009 **Buildings repair and renovation** 60000 60000 Total of Item Total of Project / Treasury 60000 0 Establishing and maintaining buildings in Tafileh Governorate 709 **Project** Fund Source 102001 Capital (Treasury) Estimated Re-estimated Estimated Indicative Indicative Description Actual Group item 2023 2024 2024 2025 2026 2027 Non-financial Assets 31 3113 Other Fixed Assets 511 **Equipping and furnishing** 006 Furnishing and equipping the buildings and 15000 0 n n facilities 15000 Total of Item 0 0 0 **Total of Project / Treasury** 15000 h n 0 0

Ministry of Interior/Civil Status and Passports Department Chapter: 1002 (In JDs) Program 1505 **Issuing Documents** Maintaining and renovating buildings in Jerash Governorate 710 **Project** Fund Source 102001 Capital (Treasury) Description Estimated Re-estimated Estimated Indicative Indicative Actual Group item 2023 2024 2024 2025 2026 2027 Use of Goods and Services 22 2211 Use of Goods and Services 510 Buildings and facilities repair and maintenance 800 **Buildings and facilities maintenance** 15000 15000 15000 Total of Item 15000 15000 15000 0 0 15000 15000 15000 Total of Project / Treasury 0 711 Purchase smart card printers for Civil Status and Passports Offices in Ma'an Governorate **Proiect** Fund Source 102001 Capital (Treasury) Estimated Re-estimated Estimated Indicative Indicative Description Actual 2024 Group item 2023 2024 2025 2026 2027 31 Non-financial Assets 3112 Devices, Machinery and Equipment 505 **Equipment, Machines and Devices** 076 Printing machines smart cards 50000 60000 150000 75000 0 0 150000 75000 50000 60000 Total of Item 0 50000 0 150000 75000 60000 **Total of Project / Treasury** n 712 Maintenance of the building of the main Civil Status Directorate and Passports/Zarqa Governorate. **Project** Fund Source 102001 Capital (Treasury) Estimated Re-estimated Estimated Indicative Indicative Description Actual Group item 2023 2024 2024 2025 2026 2027 22 Use of Goods and Services 2211 Use of Goods and Services 510 Buildings and facilities repair and maintenance 008 **Buildings and facilities maintenance** 65000 0 **Total of Item** 65000 31 Non-financial Assets 3141 Lands 507 Lands 001 Lands expropriation and purchase 0 150000 0 150000 0 0 Total of Item

0

D

Total of Project / Treasury

65000

150000

0

Chapter: 1002 Ministry of Interior/Civil Status and Passports Department (In JDs)

	ogram							(III JDS
	roject		buildings in	Ma 'an goverı	norate			
	•	ce102001 Capital (Treasury)						
Group	item	Description	Actual 2023	Estimated 2024	Re-estimated 2024	Estimated 2025	Indicative 2026	Indicative 2027
22		Use of Goods and Services						
2211		Use of Goods and Services						
	510	Buildings and facilities repair and maintenance						
	800	Buildings and facilities maintenance	0	5000	5000	14000	0	0
		Total of Item	0	5000	5000	14000	0	0
28		Other Expenditures						
2822		Other Capital Expenditures						
	504	Studies, Research and Consultations	-					
	017	Construction studies	0	10000	10000	0	0	0
		Total of Item	0	10000	10000	0	0	0
31		Non-financial Assets						
3111	508	Buildings and Constructions Works and Constructions						
	013					75000	400000	0
	013	Construction of buildings	0	0	0	75000	100000	0
		Total of Item	0	0		75000	100000	0
		Total of Project / Treasury	0	15000	15000	89000	100000	0
	roject		n Tafila Gov	ernorate.				
Fund	Sourc	ce102001 Capital (Treasury)						
Group	item	Description	Actual 2023	Estimated 2024	Re-estimated 2024	Estimated 2025	Indicative 2026	Indicative 2027
31		Non-financial Assets						
3111		Buildings and Constructions						
	508	Works and Constructions						
	013	Construction of buildings	0	0	0	30000	250000	250000
		Total of Item	0	0	0	30000	250000	250000
3112		Devices, Machinery and Equipment						
	505	Equipment, Machines and Devices	_			400000	100000	100000
	076	Printing machines smart cards	0	65000	50000	100000	100000	100000
		Total of Item	0	65000	50000	100000	100000	100000
		Total of Project / Treasury	0	65000	50000	130000	350000	350000
Pı	roject	† 716 General Maintenance of the buildir	ng of Cvil St	atus and Pass	sports Direct	orate/Ajlon C	Sovernorate.	
Fund	Sourc	ce102001 Capital (Treasury)						
Group	item	Description	Actual 2023	Estimated 2024	Re-estimated 2024	Estimated 2025	Indicative 2026	Indicative 2027
22		Use of Goods and Services						
2211		Use of Goods and Services						
	510	Buildings and facilities repair and maintenance						
	008	Buildings and facilities maintenance	0	0	0	10000	0	0
		Total of Item	0	0	0	10000	0	0
		Total of Project / Treasury	0	0	0	10000	0	0
Pı	roject	t 717 Construction of a building for the	Civil Status	Office Ghor S	afi/Karak go	vernorate.		
Fund	Sourc	ce102001 Capital (Treasury)						
	item	Description	Actual 2023	Estimated 2024	Re-estimated	Estimated 2025	Indicative 2026	Indicative 2027
Group		Non financial Access						
Group 31		Non-financial Assets						
•		Buildings and Constructions						
	508							
31	508 013	Buildings and Constructions	0	0	0	50000	0	0
31		Buildings and Constructions Works and Constructions	0	0	0	50000 50000	0	0

Chapter: 1002 Ministry of Interior/Civil Status and Passports Department

Pro	gram	1505 Issuing Documents						
Pr	oject	718 Construction, maintenance, rehabi	litation and d	levelopment	of civil statu	s building in	Aqaba gove	rnorate.
Fund	Sourc	e102001 Capital (Treasury)						
Group	item	Description	Actual 2023	Estimated 2024	Re-estimated 2024	Estimated 2025	Indicative 2026	Indicative 2027
22		Use of Goods and Services						
2211		Use of Goods and Services						
	510	Buildings and facilities repair and maintenance						
	009	Buildings repair and renovation	0	0	0	30000	0	0
		Total of Item	0	0	0	30000	0	0
28		Other Expenditures						
2822		Other Capital Expenditures						
	504	Studies, Research and Consultations						
	017	Construction studies	0	0	0	0	50000	50000
		Total of Item	0	0	0	0	50000	50000
		Total of Project / Treasury	0	0	0	30000	50000	50000
Pr	oject	719 Maintenance of Civil Status Office	Building in N	orthern Agha	awar/Irbid G	overnorate.		
Fund :	Sourc	e102001 Capital (Treasury)						
Group	item	Description	Actual 2023	Estimated 2024	Re-estimated 2024	Estimated 2025	Indicative 2026	Indicative 2027
22		Use of Goods and Services						
2211		Use of Goods and Services						
	510	Buildings and facilities repair and maintenance						
	800	Buildings and facilities maintenance	0	0	0	25000	0	0
		Total of Item	0	0	0	25000	0	0
		Total of Project / Treasury	0	0	0	25000	0	0
		Total of Program	4940805	5770000	4692000	4359000	4700000	4500000
		Total of Chapter	4940805	5770000	4692000	4359000	4700000	4500000

Capital Expenditures Distributed According to Governorates

Chapter: 1002 Ministry of Interior/Civil Status and Passports Department (In JDs)

		Estimated	Indicative	Indicative
	Governorate	2025	2026	2027
21	Irbid Governorate	25,000	0	0
22	Mafraq Governorate	0	0	0
23	Jerash Governorate	0	0	0
24	Ajloun Governorate	10,000	0	0
31	The Capital Governorate	0	0	0
32	Balqa' Governorate	0	0	0
33	Zarqa Governorate	65,000	150,000	0
34	Ma'daba Governorate	0	0	0
41	Karak Governorate	50,000	0	0
42	Ma'an Governorate	149,000	100,000	0
43	Tafileh Governorate	130,000	350,000	350,000
44	Aqaba Governorate	30,000	50,000	50,000
	Total	459,000	650,000	400,000