

Chapter : 8154 Jordan Post Company

- Creation :** Jordan Post was established in (1921) and the Jordan Post Company began its work as a general operator of the post in the Hashemite Kingdom of Jordan in (2002) and it is now a member of the Universal Postal Union, which is the main reference for postal services and the Company is characterized by a wide network and spread in all Kingdom governorates with (240) post offices. The Company re-distributed the post offices geographically according to the population gatherings, it merged and closed offices that do not generate the required profits until the number of offices spread across the Kingdom's governorates reached (181) offices.
- Vision :** To become pioneers in the postal services sector at the local and regional level.
- Mission :** Applying the best quality standards in providing postal, financial and logistical services through in integrated postal window with qualified staff and at competitive prices to realize clients satisfaction.
- Legal Framework :** Postal Services Law No. (34) for the year 2007.

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

First Priority :

- Increasing revenues by (5%) and reducing and controlling expenditure by (3%).

Key procedures to achieve the first priority :

- Investing in buildings and real estate.
- Reducing the annual rent value of postal offices.
- Geographical redistribution of postal offices by population grouping and integration and closure of offices.
- Solar project in the Department's building.
- Getting a grant from the World Postal Union to buy 13 electrical vehicles.

First Priority Outcomes :

- Making revenue from investment in buildings and real estate.
- Reducing the costs of annual rents of postal offices.
- Geographically redistributing postal offices by population grouping and merging and closing offices that do not generate the required profits.
- Reducing the electricity bill by 98%.

First priority-related program :

- Administration and Support Services.

Second Priority :

- Developing and upgrading the quality of postal and logistics services.

Key procedures to achieve the second priority :

- Creating a home box service.
- Shortening service time in postal offices by re-engineering procedures.
- Developing customs clearance and delivery services door-to-door.
- Development of the App Mobile for Jordanian postal services to facilitate and provide postal services through it.

Second Priority Outcomes :

- Raising the level of revenue and improve service delivery performance both within and outside postal offices.

Second priority-related program :

- Administration and Support Services.

Priority of gender, youth and persons with disabilities :

- Facilitating services provided for elderly people and persons with disabilities.

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

- National aid allocations for 67 thousand beneficiaries have been converted into ATM cards to facilitate older adults and persons with disabilities from visiting the post office on a monthly basis to receive their allowances.

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

- Continuity of work to facilitate the provision of services to all segments of society as far as possible.

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

- Administration and Support Services.

Priority of climate change :

- Reducing the use of polluting energy for the environment and replacing it with environmentally friendly energy.

Key procedures to achieve climate change-related priority :

- A solar power system has been installed in the Department's main building where renewable energy is not polluting to the environment.
- Petrol-powered mail distribution vehicles were replaced by environmentally friendly electric cars as the first stage with 13 electric vehicles.

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

- Work is underway to purchase new electric vehicles to complete the first phase until the final use of gasoline cars is completed.

Program of climate change-related priority :

- Administration and Support Services

Tasks of the Ministry / Department :

- Providing all postal services such as regular, registered and fast mail in a manner consistent with global development and using available technology means.
- Providing financial services such as: internal and external immediate financial transfers, and collecting invoices through e- FAWATEERcom.
- Distribution of communiques of statutory and sharia courts under an agreement with the Ministry of Justice and the Supreme Judge Department.
- Agreements with government departments and institutions to deliver documents on the outputs of services provided electronically through the websites of the institutions (e-government services).
- Submission of transactions for the transfer and renewal of Jordanian passports residing in Jerusalem.
- Delivery of chronic diseases medicines in coordination with the Ministry of Health and Hakim program.
- Provision of logistical support services for electronic commerce, represented in customs clearance on emission delivery services (door-to-door) to a group of global companies with an interest in the collection and transfer of electronic commerce.

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

- Improving the level and equity of the distribution of services provided to citizens.

Major Issues and Challenges which face the Ministry / Department :

- Jordan Post Company's obligation to provide comprehensive postal services as a public postal operator under the Postal Services Law, which requires the public operator to be present through postal points in all governorates.
- The correlation of the Company's work with other entities and the change of decisions affects vital processes such as the imposition of customs duties on incoming mails that have led to reduced demand for incoming mails through e-commerce by mail customers.
- Infrastructure and digital structure for the postal offices in need of modernization

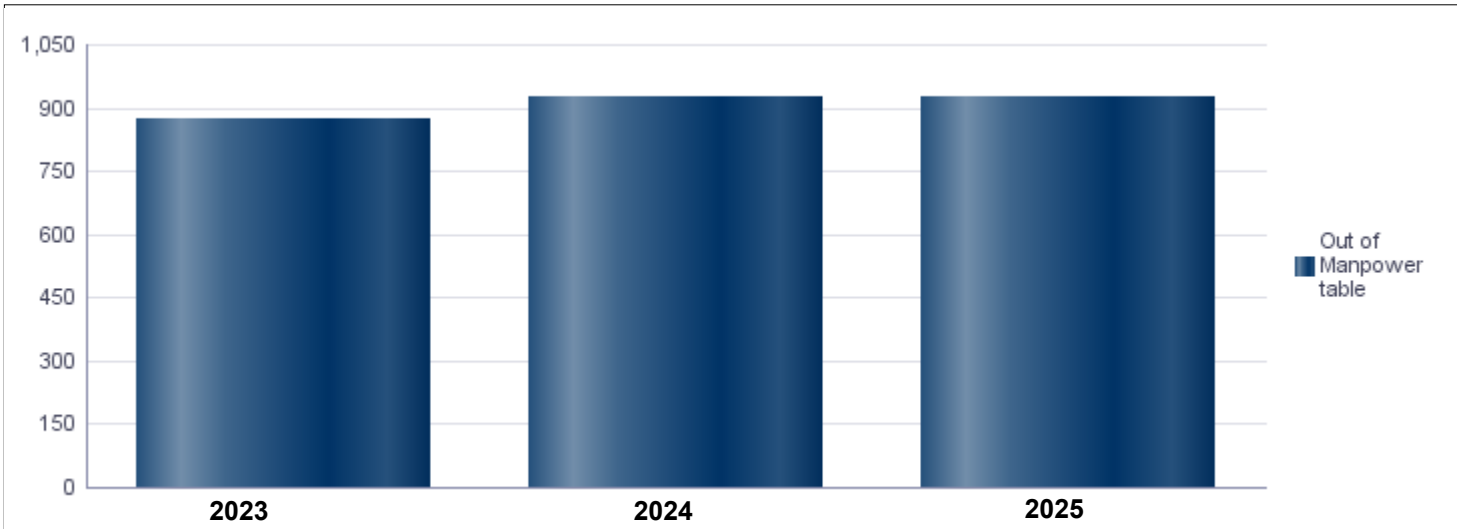
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Strategic goals of the Ministry/ Department/ Unit and Performance Measurement Indicators

Strategic Objective	Performance Indicator	Base year	Value	Actual Value	Target Value	Preliminary Self Evaluation	Target Value		
				2023	2024	2024	2025	2026	2027
1 - Increasing satisfaction of service recipients and enhancing confidence in service quality.	1 Degree of service recipients satisfaction.	2018	67%	77%	84%	79%	82%	84%	86%
2 - Developing and upgrading the quality of postal and logistics services	1 Number of services provided to clients.	2018	23	35	39	39	41	43	45
	2 Number of post offices.	2018	277	183	176	187	187	190	192
3 - Reduction and control of expenditures.	1 Number of non-profit offices which were closed.	2018	3	51	11	7	10	8	6

Number of Staff in the Ministry/ Department/ Unit

Group	Job	2023			2024			Preliminary 2025		
		Male	Female	Total	Male	Female	Total	Male	Female	Total
Out of Manpower table	Jobs out of Manpower Table	437	433	870	483	438	921	483	438	921
Total Cost of Salaries		2943888	2669612	5613500	3063720	2778280	5842000	3087844	2800156	5888000



Most notable information about the Ministry/Department/Unit

No.	Description	base year	Value	Primary 2024	Estimatec 2025												
					Irbid	Mafraq	Jarsh	Ajloun	Amman	Balqa'	Zaraq'	Madaba	Karak	Ma'an	Tafila	Aqaba	Total
1	Postal offices.	2018	277	187	46	11	11	11	34	11	13	16	13	10	6	5	187

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(In JDs)

Current Activities Appropriations According to Program								
Prog.	Activites		Actual	Estimated	Re-estimated	Estimated	Indicative	Indicative
			2023	2024	2024	2025	2026	2027
8901	601	Administrative and Support Services	8183971	8977000	8731000	9060000	9194000	8991000
		Total of Program	8183971	8977000	8731000	9060000	9194000	8991000
		Total	8183971	8977000	8731000	9060000	9194000	8991000

Overall Summary of Expenditures for Chapter 8154- Jordan Post Company for the Years 2023 - 2027

(In JDs)

Description	Actual	Estimated	Re-estimated	Estimated	Difference between estimated 2025 and re- estimated 2024	Indicative	
	2023	2024	2024	2025		2026	2027
Current Expenditure	8,183,971	8,977,000	8,731,000	9,060,000	329,000	9,194,000	8,991,000
Capital Expenditure	0	0	0	0	0	0	0
Total current and capital expenditure	8,183,971	8,977,000	8,731,000	9,060,000	329,000	9,194,000	8,991,000

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

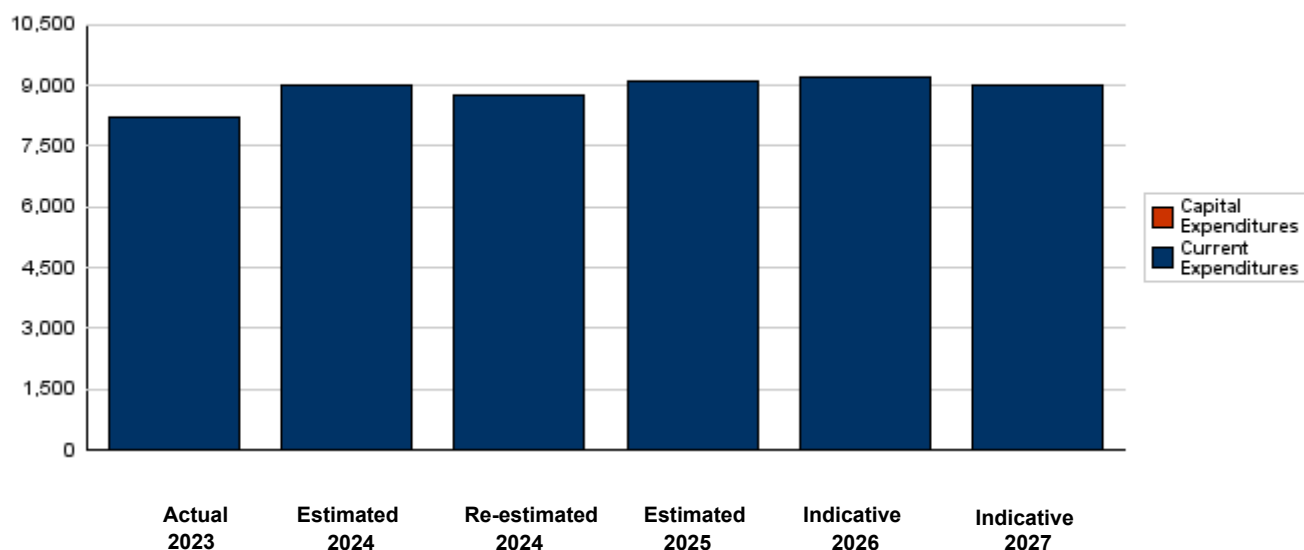
Current expenditure :

- Compensations of employees group increased by (252) thousand JDs to cover the cost of the natural salary increase and make the necessary financial allowances to cover the cost of vacancies.
- Operational expenditure group increased by (57) thousand JDs and the increase in materials and raw materials item.
- Other expenditure group in the amount of (20) thousand JDs and the increase in the devices, machines and equipment item.

Capital expenditure :

- Capital expenditure appropriations do not exist.

(Thousands of JDs) Graph of the current and capital expenditures for the years 2023 - 2027



Budget Summary

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(In JDs)

Description		Actual 2023	Estimated 2024	Re-estimated 2024	Estimated 2025	Indicative 2026	Indicative 2027
Revenues							
1331	Government Subsidy (Current)	2500000	3500000	3500000	4000000	4000000	4000000
142	Revenues of Selling Goods and Services	5803727	7399000	5951000	6431000	6686000	6992000
Total Revenues		8303727	10899000	9451000	10431000	10686000	10992000
Expenditures							
A - Current Expenditures							
211	Salaries, Wages and Allowances	4952200	5192000	4986000	5210000	5286000	5363000
212	Social Security Contributions	661300	650000	650000	678000	688000	698000
221	Use of Goods and Services	1210922	1490000	1450000	1507000	1580000	1590000
242	Domestic Interests	615203	649000	649000	575000	550000	250000
271	Pension and Compensations	39760	411000	411000	400000	400000	400000
282	Other Miscellaneous Expenditures	682736	485000	485000	510000	510000	510000
311	Fixed Assets	21850	100000	100000	180000	180000	180000
Total Current Expenditures		8183971	8977000	8731000	9060000	9194000	8991000
B - Capital Expenditures							
Total Capital Expenditures		0	0	0	0	0	0
Total Expenditures		8183971	8977000	8731000	9060000	9194000	8991000
Deficit \ Surplus before Financing		119756	1922000	720000	1371000	1492000	2001000
FINANCING BUDGET							
A - Uses							
5111001	Repayment of Due Domestic Loans Installments	681193	605000	720000	1308000	1492000	2001000
5119008	Repayment of Liabilities	0	1317000	0	63000	0	0
Total Uses		681193	1922000	720000	1371000	1492000	2001000
B - Sources							
4113001	Budget Surplus before financing	119756	1922000	720000	1371000	1492000	2001000
4119008	Unsettled claims	561437	0	0	0	0	0
Total Sources		681193	1922000	720000	1371000	1492000	2001000
Deficit \ Surplus after Financing		0	0	0	0	0	0

Revenues

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(In JDs)

Group No.	Item	Description	Actual 2023	Estimated 2024	Re-estimated 2024	Estimated 2025	Indicative 2026	Indicative 2027
1331		Government Subsidy (Current)						
	021	Ministry of Digital Economy and Entrepreneurship						
	000	Ministry of Digital Economy and Entrepreneurship	2500000	3500000	3500000	4000000	4000000	4000000
		Total of Item	2500000	3500000	3500000	4000000	4000000	4000000
		Total	2500000	3500000	3500000	4000000	4000000	4000000
1421		Sales of Market Governmental Units						
	047	Current Revenues for Jordan Post Company						
	001	Postal Stamps and Franking Machines revenues	651560	670000	670000	710000	720000	756000
	002	Postal Packages revenues	193558	252000	252000	275000	285000	300000
	003	Postal boxes revenues	298901	420000	350000	375000	385000	400000
	004	Express post revenues	607135	560000	560000	525000	550000	575000
	006	International settlements revenues	630880	483000	400000	400000	420000	440000
	007	Revenues of correspondences on the postal account and transport	598466	704000	600000	735000	750000	775000
	008	Telecom Company revenues	0	7000	7000	7000	7000	7000
	012	Postal Saving Fund services revenues	884166	945000	810000	750000	775000	800000
	015	Revenues of selling Ministry of Finance stamps	5117	300000	10000	10000	10000	15000
	016	Universal Postal Union revenues	19000	20000	19000	19000	19000	19000
	017	Revenues of the Ministry of Justice agreement	717431	1000000	700000	800000	825000	850000
	999	Miscellaneous Revenues	1197513	2038000	1573000	1825000	1940000	2055000
		Total of Item	5803727	7399000	5951000	6431000	6686000	6992000
		Total	5803727	7399000	5951000	6431000	6686000	6992000
		Total Revenues	8303727	10899000	9451000	10431000	10686000	10992000

Overall Summary of Current Expenditures for the Years 2023 - 2027

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(In JDs)

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	26000	26000	25000	25000	24000	23000
	102	Unclassified Employees	250000	275000	265000	260000	258000	256000
	103	Comprehensive Contract Employees	2760000	2950000	2891000	2886000	0	0
	105	Personal Cost of Living Allowance	1080000	1041000	1000000	1000000	995000	990000
	106	Family Cost of Living Allowance	49000	65000	60000	60000	59000	58000
	110	Overtime Allowance	53400	55000	55000	60000	60000	60000
	111	Additional Allowance	193000	223000	200000	205000	208000	211000
	112	Other Allowances	387000	397000	330000	335000	340000	345000
	114	Transport Allowance	18300	35000	35000	40000	41000	42000
	116	Employees' Bonuses	135500	125000	125000	150000	150000	150000
	121	Fixed-term staff	0	0	0	189000	3151000	3228000
Total			4952200	5192000	4986000	5210000	5286000	5363000
2121		Social Security Contributions						
	301	Social Security	661300	650000	650000	678000	688000	698000
Total			661300	650000	650000	678000	688000	698000
22		Use of Goods and Services						
2211		Use of Goods and Services						
	201	Rents	124200	225000	225000	225000	225000	225000
	202	Telecommunications Services	106500	125000	122000	125000	125000	125000
	203	Water	22300	35000	33000	35000	35000	35000
	204	Electricity	55000	90000	85000	90000	92000	94000
	205	Fuels	136000	180000	150000	50000	51000	52000
	206	Maintenance of Machines, furniture and acces	18000	25000	25000	50000	50000	50000
	207	Maintenance of vehicles, equipment and acces	45000	60000	60000	10000	10000	10000
	208	Repair and maintenance of buildings and acce	46000	65000	65000	100000	100000	100000
	209	Stationery,Publications and Office Supplies	69400	50000	50000	80000	80000	80000
	210	Substances and raw materials (medicines, clo	67720	100000	100000	127000	190000	190000
	211	Cleaning services and supplies including clea	37086	45000	45000	50000	52000	54000
	212	Insurance	161490	160000	160000	200000	205000	210000
	213	Official Travel Missions	20691	10000	10000	20000	20000	20000
	214	Goods and services expenses	301535	320000	320000	345000	345000	345000
Total			1210922	1490000	1450000	1507000	1580000	1590000
24		Interests						
2421		Domestic Interests						
	317	Domestic Interests	615203	649000	649000	575000	550000	250000
Total			615203	649000	649000	575000	550000	250000
27		Social Benefits						
2711		Pension and Compensations						
	308	Pension and Compensations	39760	411000	411000	400000	400000	400000
Total			39760	411000	411000	400000	400000	400000
28		Other Expenditures						
2821		Other Current Expenditures						
	302	Contributions	640086	430000	430000	450000	450000	450000
	303	Scientific scholarships and training courses	1450	10000	10000	10000	10000	10000
	305	Non-Employees' Bonuses	41200	45000	45000	50000	50000	50000
Total			682736	485000	485000	510000	510000	510000
31		Non-financial Assets						
3112		Devices, Machinery and Equipment						
	402	Devices, Machinery and Equipment	21850	100000	100000	180000	180000	180000
Total			21850	100000	100000	180000	180000	180000
Total of Chapter			8183971	8977000	8731000	9060000	9194000	8991000

Appropriations directed for females and child according to chapter : 8154 Jordan Post Company

(In JDs)

Description	2023	2024	2025	2026	2027
Females	2,669,612	2,778,280	2,800,156	2,841,055	2,882,430
Child	0	0	0	0	0
Appropriations distributed according to population index					
Females	1,208,121	1,473,450	1,490,840	1,513,400	1,377,100
Child	925,370	1,128,600	1,141,920	1,159,200	1,054,800
Total appropriations directed for females	3,877,733	4,251,730	4,290,996	4,354,455	4,259,530
Total appropriations directed for Child	925,370	1,128,600	1,141,920	1,159,200	1,054,800

8901 Program Administration and Support Services**Objective of the program :**

- Managing, developing and improving all processes of the Jordan Post Company.

The strategic objective related to the program :

- Developing and upgrading the quality of postal and logistics services.
- Increasing satisfaction of service recipients and enhancing confidence in service quality.
- Reduction and control of expenditures.

Directorates associated with the program :

- Administrative and Financial Affairs Directorate.
- Legal affairs.
- Public relations.
- Postal offices throughout the Kingdom.

Services provided by the program :

- Provision of postal services at the local and regional levels.
- Administrative and financial services.
- Transfer of national aid allocations to beneficiaries.
- Customs clearance and delivery services Door To Door.

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

- Providing postal services in various post offices.
- Provision of mailbox services, including household boxes.
- Provision of customs clearance services on postal mails.

The Program's challenges :

- The Company's commitment to provide comprehensive postal services in all governorates of the Kingdom.
- The Company's work is linked with many other internal and external entities, especially those related to incoming mails.
- Insufficient revenue to cover its expenses, especially the development of the Company's infrastructure.

Actions to address challenges and improve services provided:

- Improving the spread of postal offices throughout the Kingdom.
- Strengthening and developing the services of the Company and enhancing the efficiency of its employees and to frame its work with internal and external entities.
- Increasing real estate investments to increase the company's revenues.

Gender:

The programme seeks to reach out to all segments of society and provide an environment and jobs suitable for women's work.

Staff working in the program :

The program is implemented through a functional staff in 2024 estimated with (921) staff, including (483) males and (438) females

Appropriations directed for females and child**(In JDs)**

Description	2023	2024	2025	2026	2027
Females	2,669,612	2,778,280	2,800,156	2,841,055	2,882,430
Child	0	0	0	0	0
Appropriations directed according to population index					
Females	1,208,121	1,473,450	1,490,840	1,513,400	1,377,100
Child	925,370	1,128,600	1,141,920	1,159,200	1,054,800
Total appropriations directed for females	3,877,733	4,251,730	4,290,996	4,354,455	4,259,530
Total appropriations directed for Child	925,370	1,128,600	1,141,920	1,159,200	1,054,800

Key Performance indicators for Program

Performance Measurement Indicator		Base Year	Value	Actual value 2023	Target value 2024	Preliminary Self Evaluation 2024	Target Value		
							2025	2026	2027
1	Percentage of qualified employees.	2018	72%	78%	80%	78%	82%	83%	85%

Appropriations 8901 Program Administration and Support Services Per Activities and Projects**(In JDs)**

Activities and Projects	Actual 2023	Estimated 2024	Re-estimated 2024	Estimated 2025	Indicative 2026 2027	
Current Expenditures	8,183,971	8,977,000	8,731,000	9,060,000	9,194,000	8,991,000
601 Administrative and Support Services	8,183,971	8,977,000	8,731,000	9,060,000	9,194,000	8,991,000

8901 Program Administration and Support Services**Appropriations 8901 Program Administration and Support Services Per Activities and Projects****(In JDs)**

Activities and Projects	Actual 2023	Estimated 2024	Re-estimated 2024	Estimated 2025	Indicative 2026	Indicative 2027
Capital Expenditures	0	0	0	0	0	0
Program	0	0	0	0	0	0
Total Program	8,183,971	8,977,000	8,731,000	9,060,000	9,194,000	8,991,000

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

Chapter : 8154 - Jordan Post Company

(In JDs)

Program : 8901 - Administration and Support Services								
Activity : 601 - Administrative and Support Services								
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	26000	26000	25000	25000	24000	23000
	102	Unclassified Employees	250000	275000	265000	260000	258000	256000
	103	Comprehensive Contract Employees	2760000	2950000	2891000	2886000	0	0
	105	Personal Cost of Living Allowance	1080000	1041000	1000000	1000000	995000	990000
	106	Family Cost of Living Allowance	49000	65000	60000	60000	59000	58000
	110	Overtime Allowance	53400	55000	55000	60000	60000	60000
	111	Additional Allowance	193000	223000	200000	205000	208000	211000
	112	Other Allowances	387000	397000	330000	335000	340000	345000
	114	Transport Allowance	18300	35000	35000	40000	41000	42000
	116	Employees' Bonuses	135500	125000	125000	150000	150000	150000
	121	Fixed-term staff	0	0	0	189000	3151000	3228000
Total			4952200	5192000	4986000	5210000	5286000	5363000
2121		Social Security Contributions						
	301	Social Security	661300	650000	650000	678000	688000	698000
Total			661300	650000	650000	678000	688000	698000
22		Use of Goods and Services						
2211		Use of Goods and Services						
	201	Rents	124200	225000	225000	225000	225000	225000
	202	Telecommunications Services	106500	125000	122000	125000	125000	125000
	203	Water	22300	35000	33000	35000	35000	35000
	204	Electricity	55000	90000	85000	90000	92000	94000
	205	Fuels	136000	180000	150000	50000	51000	52000
	001	Heating	17000	65000	35000	10000	10000	10000
	002	Saloon vehicles	119000	115000	115000	40000	41000	42000
	206	Maintenance of Machines, furniture and accessories	18000	25000	25000	50000	50000	50000
	207	Maintenance of vehicles, equipment and accessories	45000	60000	60000	10000	10000	10000
	208	Repair and maintenance of buildings and accessories	46000	65000	65000	100000	100000	100000
	209	Stationery, Publications and Office Supplies	69400	50000	50000	80000	80000	80000
	210	Substances and raw materials (medicines, clothes, food, films, etc..)	67720	100000	100000	127000	190000	190000
	211	Cleaning services and supplies including cleaning contracts	37086	45000	45000	50000	52000	54000
	212	Insurance	161490	160000	160000	200000	205000	210000
	213	Official Travel Missions	20691	10000	10000	20000	20000	20000
	214	Goods and services expenses	301535	320000	320000	345000	345000	345000
	008	Advertisements and subscriptions	261672	270000	270000	290000	290000	290000
	013	Services, security and guarding contracts	39863	50000	50000	55000	55000	55000
Total			1210922	1490000	1450000	1507000	1580000	1590000
24		Interests						
2421		Domestic Interests						
	317	Domestic Interests	615203	649000	649000	575000	550000	250000
	001	Domestic loans interests	615203	649000	649000	575000	550000	250000
Total			615203	649000	649000	575000	550000	250000
27		Social Benefits						
2711		Pension and Compensations						
	308	Pension and Compensations	39760	411000	411000	400000	400000	400000
Total			39760	411000	411000	400000	400000	400000
28		Other Expenditures						
2821		Other Current Expenditures						
	302	Contributions	640086	430000	430000	450000	450000	450000
	303	Scientific scholarships and training courses	1450	10000	10000	10000	10000	10000
	305	Non-Employees' Bonuses	41200	45000	45000	50000	50000	50000
Total			682736	485000	485000	510000	510000	510000
31		Non-financial Assets						
3112		Devices, Machinery and Equipment						
	402	Devices, Machinery and Equipment	21850	100000	100000	180000	180000	180000
	001	Computers and accessories	21850	100000	100000	180000	180000	180000
Total			21850	100000	100000	180000	180000	180000
Total of Activity			8183971	8977000	8731000	9060000	9194000	8991000
Total of Program			8183971	8977000	8731000	9060000	9194000	8991000
Total of Chapter			8183971	8977000	8731000	9060000	9194000	8991000