



REFORM SECRETARIAT

REFORMS CATALYSTS

DECEMBER 2021



Since the launch of the Reform Matrix in 2019 we have been working together on our shared vision for reform towards sustainable growth. Despite the pandemic implications and various challenges, much has been achieved, and together I am confident that much more will be done. We have recently embarked on a renewed focus that aspires to accelerate these reforms even further, and I have full confidence that as our partners you will continue to work with us to accelerate and expand the building blocks that we need for this journey of growth and economic transformation.

His Excellency the Minister of Planning and International Cooperation Nasser Shraideh

MEASURES TO EASE DOING BUSINESS

The Government of Jordan (GoJ) worked through 2020 and 2021 to improve the business environment for the private sector through easing the burden of companies' registration, properties registration, tax procedures, trade procedures and courts system. These occurred through the creation of the working groups by the Inter-Ministerial Economic Development Committee and comprising of the Reform Secretariat and relevant implementing agencies. The Reform Secretariat led these working groups and facilitated several discussions, provided implementation support and supervision for each of the below areas.



STREAMLINING COMPANIES REGISTRATION

Several GoJ agencies have taken measures to digitize its services including Social Security, Income and Sales Tax Department and Greater Amman Municipalities.

Social Security Corporation (SSC) digitized the registration process for the newly registered companies based on Defence Order No. 9 (which came as a response to the COVID-19 pandemic). Tadamun 2 program allowed companies to register online for the Social Security and include their employees without having to go physically to SSC offices. As result of this reform, SSC now made the process a permanent one for all new and existing companies. Since the activation of this service more than 25,000 companies have registered for the first time online.

Income and Sales Tax Department (ISTD) digitized obtaining the Tax Identification Number and the VAT Certificate for all new companies. This process reduced the time, effort and money for the taxpayers.

Greater Amman Municipality (GAM) fully automated obtaining a vocational license through launching an online service. Due to the COVID-19 pandemic, this service is now mandatory and no longer does GAM accept any clients in person requiring this service. Since the activation of this service more than 2,000 clients applied and obtained the vocational licensing digitally.



STREAMLINING PROPERTIES REGISTRATION

GAM fully automated the process of paying and issuing tax clearance certificates. Obtaining such certificates and settling outstanding balances were only available in certain GAM departments, with the importance to attend in person. In September 2020, GAM launched an online service to pay and issue tax clearance certificates which is now mandatory. The result of this reform is reduced time, effort and money for the taxpayers.



AUTOMATING TAX PROCEDURES

ISTD fully digitized applying for tax registration in 2020, as new businesses and individuals can apply for tax registration online through ISTD electronic services, without the need to visit ISTD offices in person which is now mandatory. Since the activation of the service more than 60,000 new companies were registered through the ISTD online platform.



FACILITATING TRADE PROCEDURES

The Aqaba Container Terminal (ACT) took measures to reduce the shipping time for export cargo from at least 48 hours to eight hours before arrival of the vessel to the port. This measure has been announced, shared and confirmed with the main stakeholders, including Jordan Customs, and the Jordan Shipping Association in order for any export cargo arriving within eight hours will be allowed into the vessel and exporters must register their container at least eight hours before arrival.



IMPROVING COURTS SYSTEM

The Judicial Council in cooperation with the Ministry of Justice established a Unit at the Amman First Instance Court and Amman Magistrate Court that includes judges who are solely dedicated to commercial cases specialized in hearing commercial cases exclusively. Also, an Identification and Guidance Board has been placed at the Unit. This resulted in an improved quality of judicial processes dedicated to commercial cases.

WAY FORWARD

GoJ continues to improve its business and investment environment to ease the burden on the private sector through several measures in coming years including but not limited to simplifying licensing and registration procedures and facilitating trade procedures, such as expanding and upgrading the implementation framework of the national single window and re-engineering trade procedures.