



Hashemite Kingdom of Jordan
Ministry of Industry, Trade and Supply

Ministry Services Guidebook

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Introduction

Out of the Ministry of Industry, Trade and Supplies' keenness to offer its services to end-users with competence and excellence and its willingness to carry out such a job with maximum transparency and clearness as it pursues its goals, foremost of which is ensuring service recipients' satisfaction, this guidebook has been prepared to provide recipients with access to the basic information they need regarding the requirements they have to meet to receive the service, including the required documentation, fees, time of service delivery and partners in the provision of the service in question. The aim is to save the time and efforts of service recipients.

Vision

To contribute to building and enhancing a competitive, world-class and diversified national economy in partnership with the private sector to improve the living standards of citizens.

Mission

To enhance the investment and business environment to render it more competitive through developing economic policies and legislation in a manner that safeguards the rights of both consumers and the business sector.

Core values

- Excellence of services
- Quality
- Responsibility
- Positive engagement
- Teamwork spirit
- Initiative and creativity
- Transparency and integrity
- Innovation
- Respect of rights

Trade Services

Inquiry about a trade name for purposes of registration

Parties benefiting from service	Merchants (individual and corporate establishments); charities
Where to apply	Ministry of Industry, Trade and Supplies/ The Central Trade & Industrial Registration Directorate/ Trade Registration Section/ industry and trade departments in all governorates
Requirements	Application should be submitted personally by the applicant or an authorized person
Documents required	Official ID card or passport for non-Jordanians
Procedures	<ol style="list-style-type: none"> 1. The applicant takes a number from the machine (category B) 2. The registration clerk fills the trade name inquiry form and signs it along with the applicant; the fees form is attached to the application and handed to the applicant to pay. 3. Applicant pays fees to the ministry's treasurer and presents the receipt to the registration clerk. 4. The clerk looks up the trade name and writes down his findings, addressing the head of the trade register section. 5. The head of the section double-checks the findings and writes down his decision. 6. The response to the application is included in a dated and timed letter with a serial number and presented to the applicant by the trade register clerk.
Partners in service delivery and their roles	N/A
Fees	JD10 for trade name inquiry
Time	20-40 minutes for entire process starting the submission of the application

Access to mobile assets' date (concerning financial lease contracts)

Parties benefiting from service	Merchants, natural persons and financial lease companies
Where to apply	Ministry of Industry, Trade and Supplies/ The Central Trade & Industrial Registration Directorate/ Business Registration Section
Requirements	Application should be submitted personally by the applicant or a person authorized by a power of attorney
Documents required	Official ID card or passport for non-Jordanians
Procedures	<ol style="list-style-type: none"> 1. The applicant takes a number from the machine (category D) 2. The applicant fills the access request form. 3. The applicant pays fees to the ministry's treasurer and shows the receipt to the business registration clerk. 4. An authorized official (director of Trade Register Directorate, his assistant or head of the business registration section) double-checks the certificate and presents it to the service recipient.
Partners in service delivery and their roles	N/A
Fees	JD1 for access to mobile assets data
Time	10-15 minutes

Registration of a trade name

Parties benefiting from service	Merchants (individual and corporate establishments); charities
Where to apply	Ministry of Industry, Trade and Supplies/ The Central Trade & Industrial Registration Directorate/ Trade Registration Section/ industry and trade departments in all governorates
Requirements	Application should be submitted personally by the applicant or a person authorized by a general or special power of attorney; the original copy should be presented.
Documents required	<ul style="list-style-type: none"> • Official ID card or passport for non-Jordanians • In case the trade name belongs to an existing company, the company's registration certificate should be presented. • In case the trade name belongs to a charity or NGO, <ul style="list-style-type: none"> - Certificate of incorporation stating the legal representative of the organization; - A general or special power of attorney in case a representative files the application, and if this authorized person was a lawyer, the letter of attorney assigning the lawyer in question should be presented. (The lawyer is only allowed to register the name for the company and no other actions such as modification, transfer of ownership or cancellation are allowed).
Procedures	<ol style="list-style-type: none"> 1. The applicant takes a number from the machine (category B) 2. The trade registration clerk fills the trade name registration form. 3. The clerk looks up the trade name and in case the name is already registered, the applicant is advised to choose another name and the inquiry process is repeated.

Registration of a trade name

Procedures	<ol style="list-style-type: none"> 4. The application is double-checked by the head of the trade registration section to endorse the requested trade name. 5. Fees are paid to ministry's treasurer and the receipt is presented to the trade registration clerk. 6. The head of the section double-checks and signs the certificate and presents it to the recipient. <p>Note: If the requested trade name belongs to a society or a non-government body or company, the registration must be approved by the Minister of Industry and Trade. The trade names Registrar forwards the application to the minister for endorsement of the trade name, attaching the application and the documents.</p>
Partners in service delivery and their roles	N/A
Fees	<ul style="list-style-type: none"> - JD20 for registering the trade name - In case a representative is present, JD5 is paid as fees for the general power of attorney and JD2 for the special power of attorney.
Time	<p>20-40 minutes for the entire process (from the submission of the application)</p> <p>Note: In case the requested trade name needs further examination for any reason, final opinion can be delayed to ensure justice and objectivity, provided that the time needed for registration of the trade name does not exceed 10 days.</p>

Registration of an individual establishment

Parties benefiting from service	Individual businessmen
Where to apply	Ministry of Industry, Trade and Supplies/ The Central Trade & Industrial Registration Directorate/ Trade Registration Section/ industry and trade departments in all governorates
Requirements	Application should be submitted personally by the applicant or a person authorized by a general or special power of attorney; the original copy should be presented.
Documents required	<ul style="list-style-type: none"> • Official ID card or passport for non-Jordanians • Approvals by concerned parties when the establishment has objectives that require prior consent • A rent contract certified by the Greater Amman Municipality or another concerned municipality • Ownership deed of the trade outlet in case the applicant owns the property • Cash deposit worth JD50,000 for non-Jordanians
Procedures	<ol style="list-style-type: none"> 1. The applicant takes a number from the machine (category B) 2. The trade registration clerk fills the business license form electronically. 3. The applicant receives an application form to obtain the consent of concerned agencies in case such approval is required. 4. Fees are paid to ministry's treasurer and the receipt is presented to the trade registration clerk. 5. The head of the trade registration section double-checks and signs the certificate and presents it to the recipient.

Registration of an individual establishment

Partners in service delivery and their roles	Ministries and other government agencies concerned with licensing commercial activities. Role: Granting prior approval of the purposes and activities of the establishment under registration
Fees	<ul style="list-style-type: none"> - JD10 for applicants whose capital is less than JD20,000 - JD20 for applicants whose capital is more than JD20,000 and less than JD30,000 - JD30 for applicants whose capital is more than JD30,000 and less than JD50,000 - JD40 for applicants whose capital is more than JD50,000 - JD5 for first-time business registration certificate - In case a representative is present, JD5 is paid as fees for the general power of attorney and JD2 for the special power of attorney. - JD27 for a letter of attorney in case the representative was a lawyer
Time	JD10-15 minutes for the entire process (starting from the submission of the application)

Registration of commercial agencies

Parties benefiting from service	Individual and corporate establishments
Where to apply	Ministry of Industry, Trade and Supplies/ The Central Trade & Industrial Registration Directorate/ Business Registration Section
Requirements	Application should be submitted personally by the applicant or a person authorized by a general or special power of attorney; the original copy should be presented.
Documents required	<ul style="list-style-type: none"> - a contract between the granter of the agency and the agent entailing all the commitments of both parties, the term of the contract, the geographical area it covers, termination provisions and any other terms and conditions agreed upon by the two parties. The contract should be certified as follows: <ul style="list-style-type: none"> A. By a notary public or chamber of commerce in the country of the granter of the agency B. By the Jordanian embassy in the country of the granter of the agency or any other party that can act on its behalf for purposes of certifying documents and deeds. C. By the Foreign Ministry in Jordan D. By the Justice Ministry in Jordan - Agencies organized in a foreign language should be translated into Arabic and legally certified - An application to register a commercial agency should be submitted to the Registrar, along with the duly certified agency contract within 60 days of the signing of the contract.

Registration of commercial agencies

Procedures	<ol style="list-style-type: none"> 1. The applicant takes a number from the machine (category D) 2. The applicant fills the commercial agency registration form, which is examined by the business registration clerk, who prepares the certificate accordingly. 3. Fees are paid to ministry's treasurer and the receipt is presented to the business registration clerk. 4. The head of the business registration section double-checks and signs the certificate and presents it to the applicant.
Partners in service delivery and their roles	N/A
Fees	<ul style="list-style-type: none"> - JD50 for commercial agency registration - JD100 for commercial agency registration In case there is 2-month delay in application - JD250 for commercial agency registration In case there is 3-month delay in application
Time	<p>20-40 minutes for the entire process (starting the submission of the application)</p> <p>It should be noted that the law sets the legal registration time at 14 days starting the submission of the application.</p>

Registration of agents and intermediaries

Parties benefiting from service	Individual and corporate establishments
Where to apply	Ministry of Industry, Trade and Supplies/ The Central Trade & Industrial Registration Directorate/ Business Registration Section
Requirements	Application should be submitted personally by the applicant or a person authorized by a general or special power of attorney; the original copy should be presented.
Documents required	<ul style="list-style-type: none"> - A trade register proving that the applicant is duly registered either as a company under the Companies Law in effect, or as an individual establishment in accordance with the trade registration bylaw that acts as a commercial agent or intermediary as the case is - A valid profession practicing license
Procedures	<ol style="list-style-type: none"> 1. The applicant takes a number from the machine (category D) 2. The applicant fills the agents and intermediaries registration form 3. The form is examined by the business registration clerk, who prepares the certificate accordingly. 4. Fees are paid to ministry's treasurer and the receipt is presented to the business registration clerk. 5. The head of the business registration section signs the certificate and presents it to the applicant.
Partners in service delivery and their roles	N/A
Fees	JD100 or registration of agent JD50 for registration of commercial intermediary
Time	20-30 minutes for the entire process (starting the submission of the application) It should be noted that the law sets the legal registration time at 1-14 days.

**Registration of mobile assets' data
(pertaining to financial lease contracts)**

Parties benefiting from service	Merchants, natural persons and financial lease companies
Where to apply	Ministry of Industry, Trade and Supplies/ The Central Trade & Industrial Registration Directorate/ Business Registration Section
Requirements	Application should be submitted personally by the applicant or a person authorized by a power of attorney
Documents required	<ul style="list-style-type: none"> - A copy of the financial lease contract, endorsed by the leaser - A copy of the company's registration certificate stating the purpose of the financial lease and those authorized to sign - A printed application for registering mobile assets - A copy of the official ID card for the person authorized to sign and a passport for non-Jordanians
Procedures	<ol style="list-style-type: none"> 1. The applicant takes a number from the machine (category D) 2. The applicant fills the financial lease registration form 3. Fees are paid to ministry's treasurer and the receipt is presented to the business registration clerk. 4. The head of the business registration section signs the certificate and presents it to the applicant.
Partners in service delivery and their roles	N/A
Fees	JD5 for registering the contracts of mobile assets
Time	30-40 minutes for the entire process (starting the submission of the application)

Licensing the use of a trade name

Parties benefiting from service	Merchants (individual and corporate establishments); charities and NGOs
Where to apply	Ministry of Industry, Trade and Supplies/ The Central Trade & Industrial Registration Directorate/ Trade Registration Section/ industry and trade departments in all governorates
Requirements	<ul style="list-style-type: none"> - Application should be submitted personally by the applicant or a person authorized by a power of attorney - If the licensee owns a trade name, he must cancel this name
Documents required	<ol style="list-style-type: none"> 1. Official ID card or passport for non-Jordanians 2. A valid profession practicing license 3. A written agreement between the licensor and the licensee (a contract stating the rights and obligations of each party and detailed addresses of both) signed before a notary public, the Registrar or any one the latter authorizes to oversee the process, in addition to the license duration and the terms and conditions governing the responsibility of each party toward third parties 4. The trade registration certificate of the licensee 5. The trade name certificate of the licensor stating the person authorized to sign on behalf of the commercial store and its owner in case the name under licensing is outside Jordan, provided that such a document is certified as follows:

Licensing the use of a trade name

Documents required	<ol style="list-style-type: none"> 1. By the official party that issued it 2. By the Jordanian embassy in the country of the licensor 3. By Jordanian Foreign Ministry 4. By Jordanian Justice Ministry 5. Documents organized in a foreign language should be translated into Arabic and legally certified.
Procedures	<ol style="list-style-type: none"> 5. The applicant takes a number from the machine (category B) 6. The clerk fills the form concerning licensing the use of a trade name 7. Fees are paid to ministry's treasurer and the receipt is presented to the trade registration clerk. 8. The head of the trade registration section signs the certificate and presents it to the applicant.
Partners in service delivery and their roles	N/A
Fees	<ul style="list-style-type: none"> - JD10 for issuing a certificate of licensing the use of a trade name - 0.003 of the value of the licensing contract
Time	15-20 minutes for the entire process (starting the submission of the application)

Modification of a trade name

Modifying the headquarters' address of the establishment or the company owning the trade name/ changing the trade name/ transfer of the ownership of the trade name/ modifying the purposes of the establishment, company, society or NGO owning the trade name

Parties benefiting from service	Individual and corporate establishments, charities and NGOs
Where to apply	Ministry of Industry, Trade and Supplies/ The Central Trade & Industrial Registration Directorate/ Trade Registration Section/ industry and trade departments in all governorates
Requirements	Application should be submitted personally by the applicant or a person authorized by a general or special power of attorney; the original copy should be presented.
Documents required	<ul style="list-style-type: none"> - In case of modifying the trade name of a company, the company's registration certificate is required. - Official ID of the person concerned and the passport for non-Jordanians - A general or special power of attorney
Procedures	<ol style="list-style-type: none"> 1. The applicant takes a number from the machine (category B) 2. The trade registration clerk fills the form concerning modification of a trade name 3. Fees are paid to ministry's treasurer and the receipt is presented to the trade registration clerk. 4. The head of the trade registration section double-checks and signs the certificate and presents it to the applicant. <p>Procedures of trade name's ownership transfer:</p> <ul style="list-style-type: none"> - In the presence of the seller and the buyer, the application of trade name's ownership transfer is submitted and signed before the trade name Registrar or any one he authorizes to oversee the process. - The applicant is provided with the announcement template to announce the transfer in two local newspapers. - The application will remain pending until the applicant provides copies of the two local newspapers in which he published the announcement. The copies are saved in the application file, the transfer of ownership is recorded and the new owner is given a certificate proving his ownership of the trade name.

Modification of a trade name

Modifying the headquarters' address of the establishment or the company owning the trade name/ changing the trade name/ transfer of the ownership of the trade name/ modifying the purposes of the establishment, company, society or NGO owning the trade name

Partners in service delivery and their roles	N/A
Fees	<p>- JD5 for the modification of any of the following data, regardless of the number of changes made:</p> <p>Modifying the trade name</p> <p>Transfer of the trade name's ownership</p> <p>Changing the address of the trade name's owner</p> <p>Modifying the purposes of the trade name</p> <ul style="list-style-type: none"> - - In case a representative is present, JD5 is paid as fees for the general power of attorney and JD2 for the special power of attorney. - JD27 for the letter of attorney in case the representative was a lawyer. - 0.003 of the value of the sale contract in case of ownership transfer
Time	20-40 minutes for the entire process (starting the submission of the application)

Modification of the register of an individual establishment

Parties benefiting from service	-
Where to apply	-
Requirements	-
Documents required	-
Procedures	-
Partners in service delivery and their roles	Ministries and other government agencies concerned with licensing commercial activities (In case there is modification of the entity's purposes). Role: Granting prior approval of the purposes and activities of the establishment under registration
Fees	<ul style="list-style-type: none"> - JD5 for each modification regardless of their number - In case the capital is upgraded to a higher category, the difference in the fees between the two levels is charged. - In case a representative is present, JD5 is paid as fees for the general power of attorney and JD2 for the special power of attorney. - JD27 for a letter of attorney in case the representative was a lawyer
Time	10-15 minutes for the entire process (starting the submission of the application)

Modification mobile assets' data (concerning financial lease contracts)

Parties benefiting from service	Merchants, natural persons and financial lease companies
Where to apply	Ministry of Industry, Trade and Supplies/ The Central Trade & Industrial Registration Directorate/ Business Registration Section
Requirements	Application should be submitted personally by the applicant or a person authorized by a power of attorney
Documents required and places of issuance	<ul style="list-style-type: none"> - A copy of the modified financial lease contract between the leasing company and the lease holder, certified by the leaser - An official letter from the leaser stating the modifications made - An authorization letter in case the applicant was a representative
Procedures	<ol style="list-style-type: none"> 1. The applicant takes a number from the machine (category D). 2. The form concerning modification of financial lease data is filled by the applicant. 3. Fees are paid to ministry's treasurer and the receipt is presented to the business registration clerk. 4. The head of the business registration section double-checks and signs the certificate and presents it to the applicant.
Partners in service delivery and their roles	N/A
Fees	JD3 for modification of register
Time	10-15 minutes for the entire process (starting the submission of the application)

Modification of agents and intermediaries register

Parties benefiting from service	Registered agents and intermediaries/agency granters
Where to apply	Ministry of Industry, Trade and Supplies/ The Central Trade & Industrial Registration Directorate/ Business Registration Section
Requirements	Application should be submitted personally by the applicant or a person authorized by a general or special power of attorney
Documents required	<ul style="list-style-type: none"> - Official ID and passports for non-Jordanians - A letter from the granter of the agency stating changes to the products, term of the agency or name of the agency granter, duly certified. - Certificate of trade name registration in case change of the trade name of the agent is requested - Agent's company registration certificate and trade name certificate in case trade name modification is required - Trade register cancellation certificate in case the applicants requests canceling his entry from the commercial agents and intermediaries' register
Procedures	<ol style="list-style-type: none"> 1. The applicant takes a number from the machine (category D). 2. The form concerning modification of data in the commercial agents and intermediaries' register is filled by the applicant. 3. Fees are paid to ministry's treasurer and the receipt is presented to the business registration clerk. 4. The concerned official double-checks and signs the certificate and presents it to the applicant.
Partners in service delivery and their roles	N/A
Fees	JD15 for modification of commercial agencies' data
Time	10-15 minutes for the entire process (starting the submission of the application)

Rectifying the status of trade names

Parties benefiting from service	Merchants (individual and corporate establishments); charities and NGOs
Where to apply	Ministry of Industry, Trade and Supplies/ The Central Trade & Industrial Registration Directorate/ Trade Registration Section
Requirements	<ul style="list-style-type: none"> - If the trade name was registered before 16 April 2003 and not renewed by virtue of a valid profession - practicing license, it is cancelled pending rectification of the status. - The applicant should report in person or send a proxy with a written authorization
Documents required	<ul style="list-style-type: none"> - Official ID and passports for non-Jordanians - A written authorization in case the concerned person sends a proxy - A valid profession -practice certificate
Procedures	<ol style="list-style-type: none"> 1. The applicant takes a number from the machine (category B). 2. The trade registration clerk fills the form and gives it a serial number. 3. The trade registration clerk makes the necessary changes to the trade name through the electronic system, and the status is changed to “renewed”. 4. The applicant receives a copy of the trade name renewal notice. <p>Note: The trade name is suspended for one year as of the cancellation date so as to give the merchant a chance to rectify the situation during this period.</p> <ol style="list-style-type: none"> 5. The same trade name is registered in the name of the applicant – who pays JD20 for the renewal – provided that he presents a valid profession -practicing license that proves he was using the suspended trade name during the specified legal period.
Partners in service delivery and their roles	N/A
Fees	N/A
Time	10-15 minutes for the entire process (starting the submission of the application)

Cancellation of a trade name

Parties benefiting from service	Merchants (individual and corporate establishments); charities and NGOs
Where to apply	Ministry of Industry, Trade and Supplies/ The Central Trade & Industrial Registration Directorate/ Trade Registration Section/ industry and trade departments in all governorates
Requirements	<ul style="list-style-type: none"> - The applicant should appear in person or send a proxy with a general or special power of attorney, whose original copy should be presented. - Partners should be present if the trade name is owned by a company, unless they are represented by a proxy via a letter of attorney or general or special power of attorney, whose original copy should be presented. - A quietus should be presented in case the purposes of company include import/export or in case it was a bakery.
Documents required	<ul style="list-style-type: none"> - The official ID card or passport of the applicant - In case the concerned person is not present, their representative should present a general or special power of attorney. - In case the company in question is under liquidation, the liquidator should appear in person and present the liquidation document duly stamped by the Companies Controller Directorate.

Cancellation of a trade name

Procedures	<ol style="list-style-type: none"> 1. The applicant takes a number from the machine (category A). 2. The form concerning modification of data in the commercial agents and intermediaries' register is electronically filled by the trade registration clerk. 3. Fees are paid to ministry's treasurer and the receipt is presented to the trade registration clerk. 4. The trade registration clerk double-checks and signs the certificate and presents it to the applicant.
Partners in service delivery and their roles	<ul style="list-style-type: none"> - The ministry's Trade Directorate - The ministry's Reserves Directorate
Fees	<ul style="list-style-type: none"> - JD0.200 for stamps - In case there is a proxy, JD5 is charged for the general power of attorney and JD2 for the special power of attorney. - JD27 is charged in case a lawyer is the representative via a letter of attorney.
Time	5-10 minutes for the entire process (starting the submission of the application)

Requesting the cancellation of a trade name by a third party

Parties benefiting from service	Individual and corporate establishments, charities and NGOs that own trade names in Jordan and abroad
Where to apply	<ul style="list-style-type: none"> - Ministry of Industry, Trade and Supplies/ The Central Trade & Industrial Registration Directorate/ Business Registration Section - Court of First Instance
Requirements	<ul style="list-style-type: none"> - - The applicant should appear in person or send a proxy with a general or special power of attorney, whose original copy of the document or the lawyer's letter of attorney should be presented to process the cancellation request.
Documents required	<ul style="list-style-type: none"> - The official ID card or passport of the applicant - In case the concerned person is not present, their representative should present a general or special power of attorney, or a letter of attorney for the lawyer. - Two copies of the statement of claim, which should state: <ol style="list-style-type: none"> 1. The name of the person requesting cancellation 2. Name of the owner of the trade name, whose cancellation is requested, and the address 3. An abstract of the case in chronological order and the legal justifications for the claim 4. Specific requests of the applicant 5. It should be coupled with evidence supporting the claim if available. 6. Documents in foreign language should be legally translated into Arabic.

Requesting the cancellation of a trade name by a third party

Procedures	<ol style="list-style-type: none"> 1. The applicant takes a number from the machine (category C) 2. The applicant fills the form of cancellation a trade name upon a request by a third party and the business registration clerk double-checks the form and examines the required documents. 3. Fees are paid to the ministry's treasurer and the receipt is presented to the business registration clerk. 4. The trade names Registrar notifies the owner of the trade name in question with the statement of claim filed by the applicant, and notifies the applicant with the owner's reply to the statement of claim, then notifies the owner with the applicant's reply to and the evidence that refutes his claims as provided by the applicant. 5. The trade names Registrar sets a date to look into the case and adds the pieces of evidence provided by both parties to the case file. The Registrar exerts efforts for reconciliation. He issues a decision to close evidence and recites the depositions of parties if they wish. 6. The Registrar issues the final decision in the lawsuit, either to reject the request or implement the cancellation, within 30 days as of hearing the depositions of both parties. Then the trade registration clerk cancels the trade name and issues a certificate stating that.
Partners in service delivery and their roles	N/A
Fees	<ul style="list-style-type: none"> - JD50 for canceling the trade name upon a request by a third party - In case there is a proxy, JD5 is charged for the general power of attorney and JD2 for the special power of attorney. - JD27 is charged in case a lawyer is the representative via a letter of attorney.
Time	3-5 months for the entire process (starting the submission of the application)

**Trade names and registers belonging to deceased persons
(Canceling register, sale or transferring to an heir)**

Parties benefiting from service	Inheritors of the deceased merchant
Where to apply	Ministry of Industry, Trade and Supplies/ The Central Trade & Industrial Registration Directorate/ Trade Registration Section/ industry and trade departments in all governorates
Requirements	<ol style="list-style-type: none"> 1. All adult inheritors mentioned in the devolution of inheritance document (Each should present their official ID). 2. In case there are minors, a deed of guardianship should be presented. 3. A permission from a Sharia court allowing the cancellation or transfer of the trade register's ownership in case there were minors. 4. No individual establishment can be cancelled if it is marked for seizure, mortgage or bankruptcy.
Documents required	<ul style="list-style-type: none"> - The death certificate of the merchant - Devolution of inheritance deed - IDs for all inheritors and passport for non-Jordanians

**Trade names and registers belonging to deceased persons
(Canceling register, sale or transferring to an heir)**

Procedures	<ol style="list-style-type: none"> 1. The applicants take a number from the machine (category B). 2. The application for legal modifications of the trade register is filled by the trade registration clerk in the case of transferring the trade register's ownership or ceding it to one of the inheritors. 3. The application for canceling the trade register is filled by the trade registration clerk in the case of canceling the trade register. 4. Fees are paid to the ministry's treasurer and the receipt is presented to the trade registration clerk. 5. The certificate is double-checked and signed by the head of the trade registration section and is handed to the service recipient.
Partners in service delivery and their roles	N/A
Fees	<ul style="list-style-type: none"> - JD0.2 as stamps fees for cancellation. - In case of ownership transfer, the fee is JD15 (depending on the capital category) - If the ownership is transferred to a third party, 0.003 of the value of the sale is added. - In case a representative is present, JD5 is paid as fees for the general power of attorney and JD2 for the special power of attorney. - JD27 for a letter of attorney in case the representative was a lawyer.
Time	15-20 minutes for the entire process (starting the submission of the application)

**Placing and removing a sequestration mark ordered by a regular or Sharia court
(precautionary or executive sequestration)**

Parties benefiting from service	Individual and corporate establishments
Where to apply	Ministry of Industry, Trade and Supplies/ The Central Trade & Industrial Registration Directorate/ Trade Registration Section/ all industry and trade departments in governorates
Requirements	<ul style="list-style-type: none"> - An official letter stating the placement or removal of a sequestration mark duly certified by the concerned agency - The concerned person or their proxy should be present.
Documents required	Any person concerned the placement or removal of a sequestration mark
Procedures	<ol style="list-style-type: none"> 1. The applicant takes a number from the machine (category A). 2. The trade registration clerk double-checks the name entries and trade registers mentioned in the sequestration letter. 3. The trade registration clerk places or removes the sequestration mark in the registers or trade names in electronic registration system. 4. A letter notifying of the changes made is sent to the applicant in case it is requested.
Partners in service delivery and their roles	N/A
Fees	N/A
Time	10-15 minutes for the entire process (starting the submission of the application)

Issuing a “To Whom It May Concern” letter

Parties benefiting from service	Individuals, merchants, official and non-official parties that seek to obtain information related to the register of the individual establishment or trade name in question
Where to apply	Ministry of Industry, Trade and Supplies/ The Central Trade & Industrial Registration Directorate/ Business Registration Section/ all industry and trade departments in governorates
Requirements	Presenting an official letter from the concerned party
Documents required	<ol style="list-style-type: none"> 1. Official ID card or passport for non-Jordanians 2. Bar Association ID card
Procedures	<ol style="list-style-type: none"> 1. The applicant takes a number from the machine (category C) 2. The business registration clerk fills the form concerning obtaining information from records. 3. Fees are paid to ministry’s treasurer and the receipt is presented to the business registration clerk. 4. The head of the business registration section double-checks and signs the certificate and presents it to the applicant.
Partners in service delivery and their roles	N/A
Fees	<p>JD5 is paid for any date related to a merchant, whether his/her register is existing or cancelled</p> <p>JD1 for any data about a non-existing register of the applicant</p> <p>JD3 for issuing a certificate for litigation purposes</p>
Time	10-15 minutes for the entire process (starting the submission of the application)

Issuing certified copies of trade registers or names certificates

Parties benefiting from service	Merchants who own individual establishments and the trade names belonging to these entities/ trade name of companies and of charities and NGOs
Where to apply	Ministry of Industry, Trade and Supplies/ The Central Trade & Industrial Registration Directorate/ Trade Registration Section/ all industry and trade departments in governorates
Requirements	Application should be submitted personally by the applicant or a person authorized by a general or special power of attorney or written authorization; the original copy of the power of attorney or authorization letter should be presented.
Documents required	<ul style="list-style-type: none"> - Official ID card - Authorization letter or a general or special power of attorney
Procedures	<ol style="list-style-type: none"> 1. The applicant takes a number from the machine (category A) 2. The trade registration clerk fills the form concerning requesting information from the records electronically. 3. Fees are paid to ministry's treasurer and the receipt is presented to the trade registration clerk. 4. The trade registration clerk double-checks and signs the certificate and presents it to the applicant.
Partners in service delivery and their roles	N/A
Fees	<p>JD3</p> <ul style="list-style-type: none"> - In case a representative is present, JD5 is paid as fees for the general power of attorney and JD2 for the special power of attorney. - JD27 for a letter of attorney in case the representative was a lawyer
Time	5-10 minutes for the entire process (starting the submission of the application)

Signing accounting books

Parties benefiting from service	Individual and corporate establishments
Where to apply	Ministry of Industry, Trade and Supplies/ The Central Trade & Industrial Registration Directorate/ Trade Registration Section/ all industry and trade departments in governorates
Requirements	Application should be submitted personally by the applicant or a person authorized by a written authorization
Documents required	<ul style="list-style-type: none"> - Official ID card or passport for non-Jordanians - The registration certificate of the company or individual establishment
Procedures	<ol style="list-style-type: none"> 1. The applicant takes a number from the machine (category A) 2. The trade registration clerk checks the name, registration number and status of the company or establishment owning the accounting books. 3. The trade registration clerk fills the data of the applicant in the related reform, along with the number, types and number of pages of the books and attaches a serial number to the form and files it. 4. The applicant numbers the accounting books intended for signing and stamping and presents them to the head of the trade registration section. 5. The head of the section double-checks the number of pages and makes sure that they are free from any other writings or accounting and financial data and signs the books.
Partners in service delivery and their roles	N/A
Fees	No fees
Time	10-15 minutes for the entire process (starting the submission of the application)

**Certifying the authenticity of the stamps and signatures
of commerce and industry chambers**

Parties benefiting from service	Companies and institutions
Where to apply	Ministry of Industry, Trade and Supplies/ Trade Directorate/ import-export section
Requirements	The applicant or an authorized person should submit the application in person
Documents required	The document in question stamped by a chamber of industry or commerce, along with the application, both signed by the concerned person
Procedures	<ol style="list-style-type: none"> 1. An application is filed with the concerned official by the concerned company or establishment, coupled with the document in question stamped by a chamber of industry or commerce. 2. The clerk verifies the authenticity of the stamps and signatures with no responsibility for the contents of the document and sets the fees. 3. The application is referred to the head of the section after it is stamped with the specific stamp in these cases. 4. The original copy is handed to the applicant and a copy of it is filed.
Partners in service delivery and their roles	Commerce and industry chambers
Fees	Stamp fees, calculated in accordance with the contents of the document in question
Time	5 minutes

Industry services

Inquiry about the existence of a local alternative

Parties benefiting from service	<ul style="list-style-type: none"> - Owners of re-exported goods for the purposes of fee refunding - Projects that have obtained the Cabinet's approval for exemption from customs duties and/or sales tax
Where to apply	Ministry of Industry, Trade and Supplies/ Industrial development Directorate/ technical and environment section
Requirements	N/A
Documents required	<ul style="list-style-type: none"> - An official letter and/or a customs application from the Jordan Customs Department - The specifications of the product in question, to be presented by the applicant
Procedures	<ol style="list-style-type: none"> 1. Addressing the Jordan Chamber of Industry to supply the ministry with the names of factories that produce the item in question 2. Examining the list to determine if the item has a local alternative 3. Field inspection if necessary 4. Issuing an official letter or completing the customs application, based on the findings of the inquiry
Partners in service delivery and their roles	<ul style="list-style-type: none"> - Jordan Chamber of Industry/ providing the database of local manufacturers - The customs department/ implementing the exemption decision
Fees	No fees
Time	<ul style="list-style-type: none"> - 21 days if the imported goods have not been inquired about before and when all required documentation is done - 1 day if the imported goods have been inquired about before and when all required documentation is done

Certifying certificates of origin

Parties benefiting from service	Investors and exporters
Where to apply	Ministry of Industry, Trade and Supplies' headquarters and departments in governorates, along with affiliated offices in (East Amman Investors Industrial Association in Marka/ King Abdullah II Industrial Estate office in Sahab/ Amman Chamber of Commerce/ Amman Chamber of Industry/ Zarqa Chamber of Industry/ Salt Chamber of Commerce in Der Alla
Requirements	<ul style="list-style-type: none"> - The item intended for exporting should meet the origin criteria as set in the agreement under which it is exported. - The concerned person or a proxy should be present.
Documents required	<ul style="list-style-type: none"> - The certificate of origin - Invoice - The required approvals in applicable, based on the nature of the product
Procedures	<ul style="list-style-type: none"> - The certificate of origin and invoices intended for certification are presented. - Revenue stamps are placed on the certificate - The certificate is checked in terms of the authenticity of data and whether the data match the invoice, in addition to the authenticity of origin - The certificate is certified
Partners in service delivery and their roles	N/A
Fees	<ul style="list-style-type: none"> - JD5 for each certificate - Revenue stamps for the Finance Ministry
Time	10 minutes

Calculating the added value of domestic industrial products/local factories based on rules of origin set by relevant agreements

Parties benefiting from service	Manufacturers of Jordanian products intended for exporting under various trade agreements
Where to apply	Ministry of Industry, Trade and Supplies/ Industrial development Directorate/ rules of origin section
Requirements	The factory should be existing and operating
Documents required	<ol style="list-style-type: none"> 1. A certified balance sheet or trial balance 2. payroll/ social security statement 3. raw materials' invoices 4. The manufacturing formula 5. A copy of the trade registration certificate of the factory 6. A copy of the profession -practicing license 7. Lease contracts for rented facilities or land purchasing documents 8. a draft calculation of the percentage of local share in the manufactured product prepared by the applicant 9. A list of machinery 10. The contact signed with the importers, if applicable
Procedures	<ol style="list-style-type: none"> 1. The applicant submits the application for calculating the added value 2. Arrangements are made with the applicant to visit the factory, and he is notified in advance with the required documents to have them ready, including the form of calculating the added value, which should be filled by the applicant. 3. Visiting the factory to check on the manufacturing process and the required documents 4. Calculating the added value of the product in line with the concerned rules of origin 5. The applicant is notified via an official letter of the result of the calculation and whether the product can be exported under the relevant agreement
Partners in service delivery and their roles	N/A
Fees	No fees
Time	7 days as of the date of completing documentation

Granting the status of accredited exporter

Parties benefiting from service	Exporters of Jordanian products in line with Euro-Mediterranean rules of origin
Where to apply	Ministry of Industry, Trade and Supplies/ Industrial Development Directorate/ rules of origin section
Requirements	<ul style="list-style-type: none"> - The applicant should be a regular exporter to the EU for at least two years, as proved by the invoices and EUR1 movement certificates - The product should meet Euro- Mediterranean rules of origin - The concerned person or a proxy should be present
Documents required	<ul style="list-style-type: none"> - EUR1 movement certificates, through which products were exported to EU and EFTA countries - An audited balance sheet - A brief summary of the manufacturing processes concerning the products intended for export - The manufacturing formula, with evidence of origin for the materials used in the product intended for export - A copy of the trade registration certificate of the factory - A copy of the certificate of registration with the chamber of industry - A copy of the profession -practice certificate

Granting the status of accredited exporter

Procedures	<ol style="list-style-type: none"> 1. Filing an application to obtain the status of an accredited exporter to the rules of origin section 2. meeting with the concerned official at the section to examine the documents presented 3. Arranging for a field visit to the company and checking the documents to ensure that the product meets the Euro- Mediterranean rules of origin 4. In case the item in question meets the above-mentioned requirements, a recommendation of approval is forwarded to the customs department to the product a customs authorization number.
Partners in service delivery and their roles	Jordan Customs Department/ granting a customs authorization number
Fees	No fees
Time	7 days as of the date of completing documentation

Exempting industrial inputs/essential materials of industrial production

Parties benefiting from service	Local industrial sector
Where to apply	Ministry of Industry, Trade and Supplies/ Industrial Development Directorate/ SMEs development section
Requirements	<ul style="list-style-type: none"> - There should be no local product of the concerned inputs/essentials - The concerned inputs/essentials in question should have no generic uses
Documents required	<ul style="list-style-type: none"> - A valid certificate of registration at the chamber of industry - A valid trade registration certificate
Procedures	<ol style="list-style-type: none"> 1. The applicant addresses the ministry with the request via an official letter. 2. The form of exempting industrial inputs is filled by the applicant. 3. A visit is arranged to the factor to check on the manufacturing process and the required documents (if necessary). 4. Examining the application against exemption criteria and make a recommendation to the ministry's secretary general 5. The application is discussed by the customs protection committee. 6. The minutes of the committee's meeting is referred to the customs tariffs council 7. The council's recommendations are forwarded to the Cabinet before the decision is published in the Official Gazette.
Partners in service delivery and their roles	Jordan Customs Department, Jordan Chamber of Industry, Cabinet
Fees	No fees
Time	3-6 months

Domestic clearance of QIZ products

Parties benefiting from service	Factories operating in QIZs
Where to apply	Ministry of Industry, Trade and Supplies/ Industrial Development Directorate/ business environment development section
Requirements	The value of the goods intended for clearance should not exceed 25% of the value of the factory's exports.
Documents required	<ul style="list-style-type: none"> - An invoice from the company - A customs manifest
Procedures	<ol style="list-style-type: none"> 1. Presenting a letter from the company, with all required documents attached 2. The application is examined and if found eligible to receive the service, the customs department is addressed to carry out the clearance 3. The applicant is provided with a copy of the letter addressed to the customs department.
Partners in service delivery and their roles	Jordan Customs Department, which is concerned with clearance in line with the relevant instructions in the Customs Law
Fees	No fees
Time	2 hours

Issuance of ‘To Whom it May Concern’ letter regarding establishments operating in QIZs

Parties benefiting from service	Factories operating in QIZs
Where to apply	Ministry of Industry, Trade and Supplies/ Industrial Development Directorate/ business environment development section
Requirements	<ul style="list-style-type: none"> - The factory should be operating within a QIZ. - The concerned person or a proxy should be present.
Documents required	<ul style="list-style-type: none"> - A copy of the trade register - A copy of a valid profession -practicing license - A copy of the lease contract/property ownership deed
Procedures	<ol style="list-style-type: none"> 1. Presenting a letter by the applicant, with all the required documents attached 2. A visit is arranged to the factory if it is under construction and unknown to the ministry 3. The ‘To Whom it May Concern’ certificate is issued
Partners in service delivery and their roles	N/A
Fees	No fees
Time	2 days

Issuing a certificate of ‘existing and producing’

Parties benefiting from service	Local industrial sector
Where to apply	Ministry of Industry, Trade and Supplies/ Industrial Development Directorate/ technical and environment section
Requirements	The concerned person or a proxy should be present
Documents required	<ul style="list-style-type: none"> - A copy of a valid profession -practicing license - A copy of the trade register - A copy of a valid certificate of industrial chamber membership - Water and electricity bills and recent sales invoices
Procedures	<ol style="list-style-type: none"> 1. An application to obtain a certificate of existing and producing/only producer is filed with the ministry 2. An inspection visit to the factory is carried out and a report is compiled. 3. The certificate is issued. 4. In case of a request to obtain an “only producer” certificate, the Jordan Chamber of Industry is addressed, and when the reply arrives, the necessary procedures are made to make sure that the factory is truly the only producer of the product in question.
Partners in service delivery and their roles	Jordan Chamber of Industry
Fees	No fees
Time	<ul style="list-style-type: none"> - 21 days for “only producer” certificate from the date of submitting the application with complete documentation - 7 days for the existing and producing certificate from the date of submitting the application with complete documentation

Calculating the annual share of tire retreading factories

Parties benefiting from service	Local tire retreading factories
Where to apply	Ministry of Industry, Trade and Supplies/ Industrial Development Directorate/ technical and environment section
Requirements	N/A
Documents required	<ul style="list-style-type: none"> - A copy of a valid profession -practicing license - Copies of recent electricity bills - A copy of the social security statement concerning the employees of the factory (establishment) - Copies of recent sales invoices - The original copy of the latest import license - Copies of customs manifests concerning used tires imported through the latest import license - Copies of customs manifests concerning gum imported through the latest import license
Procedures	<ul style="list-style-type: none"> - The company/factory files an application to calculate the annual quota for purposes of obtaining an import license - A field visit is carried out and a report is compiled, including a calculation of the annual quota of used tires. - The visit's report is forwarded to the assistant secretary general for internal trade affairs including recommendations made jointly by the directorates of industrial developments and trade. - The import license is issued by the Trade Directorate.
Partners in service delivery and their roles	N/A
Fees	No fees
Time	7 days from the date of submitting the application with complete documentation

Preparing agreements related to pharmaceutical factories producing human and veterinary drugs

Parties benefiting from service	Local to pharmaceutical factories producing human and veterinary drugs
Where to apply	Ministry of Industry, Trade and Supplies/ Industrial Development Directorate/ technical and environment section
Requirements	N/A
Documents required	<ul style="list-style-type: none"> - A copy of the trade registration at the Ministry of Industry, Trade and Supplies, the trade name and the trademark if applicable - A copy of the letter of approval issued by the Health Ministry or Agriculture Ministry authorizing the start of production - A list of raw materials - A list of machinery - A list of the drugs after they are registered with the Health Ministry or Agriculture Ministry - A copy of a valid profession -practicing license - A copy of a valid certificate of membership in the industry chamber
Procedures	<ol style="list-style-type: none"> 1. A letter is addressed to the ministry requesting organizing an agreement. 2. A field visit to the factory 3. Organizing the agreement concerning the company 4. Signing the agreement by the company's manager or any authorized person and then by the minister 5. Addressing the Prime Ministry to have it published in the Official Gazette 6. Addressing the Customs Department notifying it with the agreement so that it takes the necessary measures in case is published in the Official Gazette
Partners in service delivery and their roles	N/A
Fees	No fees
Time	45 days from the date of submitting the application with complete documentation

Looking into requests for precautionary measures

Parties benefiting from service	Local industrial and agricultural sectors
Where to apply	Ministry of Industry, Trade and Supplies/ National Production Protection Directorate/ precautionary measures section
Requirements	<ul style="list-style-type: none"> - Proof of: <ul style="list-style-type: none"> - Increasing imports - The alleged harm to local industry - Correlation between the increasing imports and the alleged harm - The industry representation share should be evident, i.e., the applicants' total production of the commodity in question should be no less than 25% of total local consumption of this commodity
Documents required	<ol style="list-style-type: none"> 1. A duly certified power of attorney in the name of the person authorized to sign. 2. A copy of the company's register stating the type of company, ownership and any details related to stakeholders. 3. A copy of financial statements for the last three years prior to the submission of the application, in addition to those available so far in the current year 4. A letter by local producers supporting the request for precautionary measures duly signed by each company involved

Looking into requests for precautionary measures

Procedures	<ol style="list-style-type: none"> 1. Officials meet with applicants, offer them the necessary counsel and provide them with the precautionary measures form to fill. 2. Applicants fill the form duly and file it with the directorate after it takes a serial number and application fees are paid. The application is studied and recommendations are made and forwarded to the director of the directorate who forwards them to the minister 3. The minister issues a decision to start investigation into the claims or dismiss the request within 14 days after the application is received. 4. In case the minister decides to start the investigation, the applicants are notified and the decision is published in local newspapers. 5. In case the minister decides not to allow the investigation, the applicants are notified and no probe is carried out. 6. The process of investigation starts following the minister's approval; applicants pay the investigation fees then. 7. The process includes field visits, hearings, reporting and making recommendations. 8. The minister decides to levy or not to levy precautionary measures' fees. 9. In case the minister decides to impose these fees, his decision is referred to the Customs Tariffs Council, which, in turn, refers it to the Cabinet to decide on the issue. 10. In case the minister decides not to levy the fees, the probe is ended and applicants are notified of that.
Partners in service delivery and their roles	<ul style="list-style-type: none"> - Cabinet - Customs Tariffs Council
Fees	<ul style="list-style-type: none"> - JD250 as application fees - JD750 when the investigation starts
Time	6-8 months

Looking into antidumping requests

Parties benefiting from service	Local industrial and agricultural sectors
Where to apply	Ministry of Industry, Trade and Supplies/ National Production Protection Directorate/ anti-dumping section
Requirements	<ul style="list-style-type: none"> - Proof of: <ul style="list-style-type: none"> - Existence of dumping - Increase in dumped imports - Substantial harm to local industry - Correlation between the increasing dumped imports and the alleged harm - The industry representation share should be evident, i.e., the applicants' total production of the commodity in question and that of their supporters should be no less than 50% of the total production of the commodity by the applicants and their supports. - The applicants' total production of the commodity in question and that of their supporters should be no less than 25% of the total local production of the commodity.
Documents required	<ol style="list-style-type: none"> 1. A duly certified power of attorney in the name of the person authorized to sign. 2. A copy of the company's register stating the type of company, ownership and any details related to stakeholders. 3. A copy of financial statements for the last three years prior to the submission of the application, in addition to those available so far in the current year 4. A letter of support for the antidumping request duly signed by each company involved

Looking into antidumping requests

Procedures	<ol style="list-style-type: none"> 1. Officials meet with applicants, offer them the necessary counsel and provide them with the antidumping form to fill. 2. Applicants fill the form duly and file it with the directorate after it takes a serial number and application fees are paid. The application is studied and recommendations are made and forwarded to the director of the directorate who forwards them to the minister 3. The minister issues a decision to start investigation into the claims or dismiss the request within 14 days after the application is received. 4. In case the minister decides to start the investigation, the applicants are notified and the decision is published in local newspapers. 5. In case the minister decides not to allow the investigation, the applicants are notified and no probe is carried out. 6. The process of investigation starts following the minister's approval; applicants pay the investigation fees then. 7. The process includes field visits, hearings, reporting and making recommendations. 8. The minister decides to levy or not to levy antidumping fees. 9. In case the minister decides to impose these fees, his decision is referred to the Cabinet within 10 days to endorse his decision within 30 days. 10. In case the minister decides not to levy the fees, the probe is ended and applicants are notified of that.
Partners in service delivery and their roles	Cabinet
Fees	<ul style="list-style-type: none"> - JD250 as application fees - JD750 when the investigation starts
Time	12-18 months

Looking into anti-subsidy requests

Parties benefiting from service	Local industrial and agricultural sectors
Where to apply	Ministry of Industry, Trade and Supplies/ National Production Protection Directorate/ subsidy and compensatory measures section
Requirements	<ul style="list-style-type: none"> - Proof of: <ul style="list-style-type: none"> - Existence of subsidy - Increase in subsidized imports - Substantial harm to local industry - Correlation between the increasing subsidized imports and the alleged harm - The industry representation share should be evident, i.e., the applicants' total production of the commodity in question and that of their supporters should be no less than 50% of the total production of the commodity by the applicants and their supports. - The applicants' total production of the commodity in question and that of their supporters should be no less than 25% of the total local production of the commodity.
Documents required	<ol style="list-style-type: none"> 1. A duly certified power of attorney in the name of the person authorized to sign. 2. A copy of the company's register stating the type of company, ownership and any details related to stakeholders. 3. A copy of audited financial statements for the last three years prior to the submission of the application, in addition to those available so far in the current year 4. A letter of support for the anti-subsidy request duly signed by each company involved

Looking into anti-subsidy requests

Procedures	<ol style="list-style-type: none"> 1. Officials meet with applicants, offer them the necessary counsel and provide them with the anti-subsidy form to fill. 2. Applicants fill the form duly and file it with the directorate after it takes a serial number and application fees are paid. The application is studied and recommendations are made and forwarded to the director of the directorate who forwards them to the minister 3. The minister issues a decision to start investigation into the claims or dismiss the request within 14 days after the application is received. 4. In case the minister decides to start the investigation, the applicants are notified and the decision is published in local newspapers. 5. In case the minister decides not to allow the investigation, the applicants are notified and no probe is carried out. 6. The process of investigation starts following the minister's approval; applicants pay the investigation fees then. 7. The process includes field visits, hearings, reporting and making recommendations. 8. The minister decides to levy or not to levy compensatory fees. 9. In case the minister decides to impose these fees, his decision is referred to the Cabinet within 10 days to endorse his decision within 30 days. 10. In case the minister decides not to levy the fees, the probe is ended and applicants are notified of that.
Partners in service delivery and their roles	Cabinet
Fees	<ul style="list-style-type: none"> - JD250 as application fees - JD750 when the investigation starts
Time	12-18 months

Looking into national production complaints

Parties benefiting from service	Local industrial and agricultural sectors
Where to apply	Ministry of Industry, Trade and Supplies/ National Production Protection Directorate/ local industry affairs section
Requirements	N/A
Documents required	N/A
Procedures	<ol style="list-style-type: none"> 1. The form concerning the complaint regarding national production, which is obtained from the National Production Protection Directorate, or it can be posted online through the electronic complaints system. 2. The local industry affairs section at the National Production Protection Directorate, or any authorized party, receives the complaint. 3. A complaint form is filled accordingly, a serial number is attached and it is registered in the complaints record. 4. Contact is made with the person who filed the complaints and meetings are held with them if necessary. 5. The complaint is looked into and a detailed memo is compiled and forwarded to the director, entailing the findings of the probe and recommendations. 6. The complaint is referred to the concerned section in the directorate. 7. When it is found that the complaint does not fall under the directorate's jurisdiction, it is referred to the competent party upon a recommendation by the director. 8. The findings and recommendations of the probe that does not fall under the directorate's jurisdiction are followed up on to ensure that proper measures are taken to produce the best results and workable solutions are put forward.
Partners in service delivery and their roles	N/A
Fees	No fees
Time	14-18 days

Import-export services

**Inquiry about customs discount on goods
Within framework of FTAs with other countries**

Parties benefiting from service	Industrial and trade sectors
Where to apply	Ministry of Industry, Trade and Supplies/Directorate of Policies and External Trade Policies/ all sections
Requirements	The concerned person should attend personally
Documents required	N/A
Procedures	<ol style="list-style-type: none"> 1. The concerned official reviews the FTA documents and offers the necessary explanation. 2. If there was any change to any customs provision, contact is made with the Jordan Customs Department for inquiry about the percentage of customs discount on the commodity in question. 3. The applicant is informed of the result.
Partners in service delivery and their roles	Jordan Customs Department
Fees	No fees
Time	-

Issuance of import license

Parties benefiting from service	Importers of used, renewed or stock electrical appliances, tire-retreading factories, construction steel and steel rolls for factories and dual-use materials.
Where to apply	Ministry of Industry, Trade and Supplies/Trade Directorate / import-export section
Requirements	<ol style="list-style-type: none"> 1. The presence of the person concerned or their proxy 2. Meeting the requirements of used, renewed or stock electrical appliances as listed in the imports instructions number 1 for the year 2012 and their amendments. 3. Imports of construction steel and steel rolls for factories require the minister's approval. 4. A field inspection report of tire retreading factories carried out by the Industrial Development Directorate
Documents required	<ul style="list-style-type: none"> - A valid import license - A field inspection report of tire retreading factories - The previous import license of the commodity if the applicant has issued one and its customs manifests - A copy of valid import license - A copy of the bank guarantee for importers of used, renewed or stock electrical appliances - A copy of the customs application for importers of used, renewed or stock electrical appliances. - An authorization letter in case the applicant was not the concerned person.

Issuance of import license

Procedures	<ol style="list-style-type: none"> 1. The documents presented are checked. 2. The form of import license is filled by the person concerned or their proxy. 3. The application is double-checked by the concerned official and is presented to the person authorized to sign for approval. 4. The application is referred to the income and sales tax office for checking, and then the fees for the import license are paid. 5. The data are entered into the system. 6. The license and application are double-checked by the official and presented to the person authorized to sign. 7. The applicant receives their copy, while the rest of the documents are archived.
Partners in service delivery and their roles	The income and sales tax office
Fees	JD10 for the import license
Time	15 minutes

Issuance of export license

Parties benefiting from service	Exporters of wheat and related products, flour and related products, sugar, rice, legumes and freekeh (roasted green wheat cereal)
Where to apply	<ul style="list-style-type: none"> - Ministry of Industry, Trade and Supplies/Trade Directorate / import-export section - Irbid Industry and Trade Department
Requirements	The presence of the person concerned or their proxy
Documents required	<ul style="list-style-type: none"> - A certificate of origin issued by a commerce or industry chamber, certified and stamped by the Directorate of Industrial Development for Local Products. - An original export invoice certified by the Directorate of Industrial Development for Local Products. - An official letter of approval by the minister, allowing exporting flour by wheat mills - An official approval on exporting of sugar, rice, legumes and freekeh - A letter of authorization by the person concerned in the name of the applicant, signed by the person authorized for the trade register and certified by a commerce or industry chamber, or the bank, provided that the certification took place less than one week prior to the submission of the application.

Issuance of export license

Procedures	<ol style="list-style-type: none"> 1. The form of import license is filled by the person concerned or their proxy and it is presented to the concerned official for checking. 2. The application and attached documents are checked by the official and presented to the person authorized to sign. 3. The quantity of flour input in the product is calculated at the Reserves Directorate/ mills section, to determine and identify the quantity of imported flour or that bought from accredited mills; or the subsidy difference of flour input in the product is calculated and the application is referred to the Financial Affairs Directorate, where the applicant pays the subsidy difference. 4. Export license fees are paid. 5. Data is entered into the system and the export license is issued. 6. The license and application are double-checked by the official and presented to the person authorized to sign. 7. The license is stamped with the official seal of the ministry and the applicant receives their copy, while the rest of the documents are archived.
Partners in service delivery and their roles	Commerce and industry chambers
Fees	JD5 for the export license JD5 in revenue stamps for sealing the certificate of origin
Time	20 minutes

Issuance of first-time importer electronic card

Parties benefiting from service	Importers
Where to apply	<ul style="list-style-type: none"> - Ministry of Industry, Trade and Supplies/Trade Directorate / import-export section - Industry and trade department in Balqa, Mafraq, Irbid, Karak, Zarqa, Tafileh and Maan
Requirements	The presence of the person concerned or their proxy
Documents required	<ol style="list-style-type: none"> 1. Depositing a JD10,000 bank guarantee in favor of the Income and Sales Tax Department for one year and obtaining a letter from this department stating that the guarantee has been deposited. 2. A recent copy of the company's registration certificate or a merchant registration certificate (from the Companies' Controller or the Central Registration directorates) 3. a recent copy of the trade name certificate if the applicant has one (from the Central Registration Directorate). 4. A copy of a valid certificate of membership in an industry or commerce chamber (Jordan Chamber of Commerce or Jordan Chamber of Industry) 5. An original valid profession -practicing license and a copy of it 6. A copy of the income and sales tax registration certificate 7. A letter of authorization by the person concerned in the name of the applicant, signed by the person authorized for the trade register and certified by a commerce or industry chamber, provided that the certification took place less than one week prior to the submission of the application 8. A certified copy of the general or special power of attorney, provided that the certification took place less than one week prior to the submission of the application

Issuance of first-time importer electronic card

Procedures	<ol style="list-style-type: none"> 1. The concerned official at the section checks the trade register of the applicant for the existence of a card. In case conditions are not met, the official rejects the application. 2. The importer card form is filled by the applicant or their proxy and necessary document are presented to the official for checking. 3. The application is checked and referred to the representatives of the tax department, Greater Amman Municipality (GAM), Amman Chamber of Commerce/Industry, who are based in the ministry to check the application and obtain their approvals. 4. Fees for registration in the importers' register, electronic card and revenue stamps are paid at the ministry's treasurer. 5. The data are entered into the system and one copy of a non-negotiable importer card is printed. 6. The card and the application are double checked by the official and presented to the person authorized to sign for signature, then the card is sealed with the official seal and with the "an electronic non-negotiable importer's card" seal. 7. The card is presented to the applicant and the application is archived.
Partners in service delivery and their roles	Companies' Controller Department/ industry and commerce chambers/GAM/ Municipalities Ministry/ Income and Sales Tax Department/Jordan Custom Department
Fees	<ul style="list-style-type: none"> - JD10 paid one time for registration in the importers record - JD15 for the original copy of import card (electronic) - JD0.2 for revenue stamps on each copy of the import card
Time	20 minutes

Modification of import card data

Parties benefiting from service	Importers of used, renewed or stock electrical appliances, tire retreading factories, construction steel and steel rolls for factories and dual-use materials.
Where to apply	Ministry of Industry, Trade and Supplies/Trade Directorate / import-export section
Requirements	The person concerned or their proxy should be present
Documents required	<ul style="list-style-type: none">- A petition signed by the importer requesting Modification of the original import card- The original valid import copy intended for modification and modified documents- A written letter of authorization signed by a chamber of industry or commerce or the bank

Modification of import card data

Procedures	<ol style="list-style-type: none"> 1. The petition is presented by the person concerned or their proxy to the concerned official for checking, coupled with the original copy of the import card intended for modification after the petition is given a serial number. 2. After the clerk writes the necessary notes on the petition, it is referred to the head of the section, along with the card, to take the decision, and in case the application does not meet the conditions, it is rejected by the examining clerk, who explains to the applicant the reason(s) behind the rejection 3. The fees for data modification are paid at the ministry's treasurer. 4. The application is returned to the examiner, who carries out the requested Modification of the original certificate and documents the change on the database then presents the document to the person authorized to sign. 5. The requested Modification of the original card is made by the examining clerk, who seals the card with the official stamp of the ministry and presents it to the applicant, keeping a copy. 6. The application is archived.
Partners in service delivery and their roles	N/A
Fees	JD2 for modification of data
Time	15 minutes

Modification of export card data

Parties benefiting from service	Exporters
Where to apply	<ul style="list-style-type: none">- Ministry of Industry, Trade and Supplies/Trade Directorate / import-export section- Irbid Industry and Trade Department
Requirements	The person concerned or their proxy should be present
Documents required	<ul style="list-style-type: none">- A petition signed by the exporter requesting Modification of the original export card- The original valid certificate of origin certified by signed by a chamber of industry or commerce- A modified original export invoice- A written letter of authorization signed by a chamber of industry or commerce

Modification of export card data

Procedures	<ol style="list-style-type: none"> 1. The petition is presented by the person concerned or their proxy to the concerned official for checking, coupled with the original copy of the export card intended for modification after the petition is given a serial number. 2. After the clerk writes the necessary notes on the petition, it is referred to the head of the section, along with the card, to take the decision, and in case the application does not meet the conditions, it is rejected by the examining clerk, who explains to the applicant the reason(s) behind the rejection 3. The fees for data modification are paid at the ministry's treasurer. 4. The application is returned to the examiner, who carries out the requested Modification of the original certificate and documents the change on the database then presents the document to the person authorized to sign. 5. The requested Modification of the original card is made by the examining clerk, who seals the card with the official stamp of the ministry and presents it to the applicant, keeping a copy. 6. The application is archived.
Partners in service delivery and their roles	Chambers of commerce and industry
Fees	JD2 for data modification
Time	15 minutes

Modification of electronic import card

Parties benefiting from service	Importers
Where to apply	<ul style="list-style-type: none"> - Ministry of Industry, Trade and Supplies/Trade Directorate / import-export section - Industry and trade department in Balqa, Mafraq, Irbid, Karak, Zarqa, Tafileh and Maan
Requirements	The presence of the person concerned or their proxy
Documents required	<ol style="list-style-type: none"> 1. The valid import card intended for modification 2. A copy of the trade register certificate or a company's registration certificate 3. A copy of the trade name certificate if the applicant has one 4. An original valid profession -practicing license and a copy of it 5. A certificate of membership in an industry or commerce chamber 6. A letter of authorization by the person concerned in the name of the applicant, signed by the person authorized for the trade register and certified by a commerce or industry chamber or an accredited bank, provided that the certification took place less than one week prior to the submission of the application 7. A certified copy of the general or special power of attorney, provided that the certification took place less than one week prior to the submission of the application

Modification of electronic import card

Procedures	<ol style="list-style-type: none"> 1. The application is presented to the concerned official for checking, coupled with the required documents 2. The person concerned or their proxy fills the application form and presents it to the examiner to determine the type of modifications to be made to the valid card's data 3. The application is referred to the representatives of the tax department, Greater Amman Municipality (GAM), Amman Chamber of Commerce/Industry for their approvals and it is then returned to the examiner to recommend approval. 4. The fees for data modification and revenue stamps are paid at the ministry's treasurer. The new data are added to the card and after the new copy is printed, it is referred to the examiner for double-checking and signing. 5. The card is sealed with the official seal and with the "an electronic non-negotiable importer's card" seal. 6. The card is presented to the applicant and the application is archived. 7. The section addresses the customs department with the modifications made via a duly processed official letter
Partners in service delivery and their roles	Companies' Controller Department/ industry and commerce chambers/GAM/ Municipalities Ministry/ Income and Sales Tax Department/Jordan Custom Department
Fees	<ul style="list-style-type: none"> - JD15 for renewal and modification, or copying and modification of original copy of the import card - JD2 for data modification - JD0.2 for revenue stamps on each copy of the import card
Time	20 minutes

Renewal of importer electronic card

Parties benefiting from service	Importers
Where to apply	<ul style="list-style-type: none"> - Ministry of Industry, Trade and Supplies/Trade Directorate / import-export section - Industry and trade department in Balqa, Mafraq, Irbid, Karak, Zarqa, Tafileh and Maan
Requirements	The presence of the person concerned or their proxy
Documents required	<ol style="list-style-type: none"> 1. A copy of the trade register certificate or a merchant's registration certificate 2. A copy of the trade name certificate if the applicant has one 3. A valid certificate of membership in an industry or commerce chamber 4. An original valid profession -practicing license and a copy of it 5. An income and sale tax registration certificate 6. A letter of authorization by the person concerned in the name of the applicant, signed by the person authorized for the trade register and certified by a commerce or industry chamber or an accredited bank, provided that the certification took place less than one week prior to the submission of the application 7. A certified copy of the general or special power of attorney, provided that the certification took place less than one week prior to the submission of the application

Renewal of importer electronic card

Procedures	<ol style="list-style-type: none"> 1. The application examiner refers to the trade register to check whether the importer's card is valid or expired for purposes of renewal and in case the conditions are not met, the application is rejected 2. The person concerned or a proxy fill the form and present it with the required documents to the official. 3. The application is checked and referred to the representatives of the tax department, Greater Amman Municipality (GAM), Amman Chamber of Commerce/Industry, who are based in the ministry to check the application and obtain their approvals. 8. Fees for card renewal and revenue stamps are paid at the ministry's treasurer. 9. The data are entered into the system and one copy of the electronic card is printed. 10. The printed card is double-checked and signed before it is referred to the head of the section or the person authorized to sign for signature, then the card is sealed with the official seal and with the "an electronic non-negotiable importer's card" seal. 4. The card is presented to the applicant and the application is archived.
Partners in service delivery and their roles	Companies' Controller Department/ industry and commerce chambers/GAM/ Municipalities Ministry/ Income and Sales Tax Department/Jordan Custom Department
Fees	<ul style="list-style-type: none"> - JD15 for renewal original copy of the import card - JD0.2 for revenue stamps on each copy of the import card
Time	--

Issuance of a replacement for a lost export license

Parties benefiting from service	Importers
Where to apply	<ul style="list-style-type: none"> - Ministry of Industry, Trade and Supplies/Trade Directorate / import-export section
Requirements	<ul style="list-style-type: none"> - The presence of the person concerned or their proxy - A valid export license
Documents required	<ul style="list-style-type: none"> - a petition by the person concerned to replace a lost license - A letter of authorization by the person concerned in the name of the applicant, signed by the person authorized for the trade register and certified by a commerce or industry chamber or an accredited bank, provided that the certification took place less than one week prior to the submission of the application

Issuance of a replacement for a lost export license

Procedures	<ol style="list-style-type: none"> 1. The application is filed with the section by the person concerned or their proxy after it takes a serial number. 2. The application is examined to check on the status of the license and is referred then to the head of the section or the director to address the customs department via an official letter to check whether the license is expired or not. 3. After the customs department replies to the letter, the applicant resumes the application process. 4. The license replacement fees are paid 5. The data are entered into the system and printed. The new license is stamped with a “replacement of a lost license” seal and referred to examiner for double-checking and signature. 6. The printed license is signed by the head of the section or the director of trade. 7. The applicant receives their copy of the license 8. The rest of the application is archived.
Partners in service delivery and their roles	Jordan Customs Department
Fees	JD5 to replace the lost license
Time	15 minutes

Issuance of a replacement for damaged export license

Parties benefiting from service	Importers
Where to apply	- Ministry of Industry, Trade and Supplies/Trade Directorate / import-export section
Requirements	- The presence of the person concerned or their proxy - The damaged valid export license
Documents required	- A petition by the person concerned to replace a damaged license - A letter of authorization by the person concerned in the name of the applicant, signed by the person authorized for the trade register and certified by a commerce or industry chamber or an accredited bank, provided that the certification took place less than one week prior to the submission of the application - The damaged valid export license

Issuance of a replacement for a lost export license

Procedures	<ol style="list-style-type: none"> 9. The application is filed with the section by the person concerned or their proxy after it takes a serial number. 10. The application is examined to check on the status of the license and is referred then to the head of the section or the director for approval to renew the damaged license. 11. The damaged license replacement fees are paid 12. The new license is printed and stamped with a “replacement of a damaged license” seal and referred to examiner. 13. The printed license is referred to the head of the section or the director of trade for signature. 14. The applicant receives their copy of the license 15. The rest of the application is archived.
Partners in service delivery and their roles	N/A
Fees	JD5 to replace the lost license
Time	15 minutes

Industrial Property Services

Inquiry of a trademark

Parties benefiting from service	Establishments owning trademarks and individuals
Where to apply	Ministry of Industry, Trade and Supplies/Industrial Property Protection Directorate/trademarks section
Requirements	The person concerned or a proxy should be present
Documents required	N/A
Procedures	<ol style="list-style-type: none"> 1. An application to inquire about a trademark is filed and the related form is filled. The application can be obtained online (www.mit.gov.jo) and presented to the reception clerk for checking. 2. Fess are paid for the inquiry of each trademark and the receipt is presented to the reception clerk. 3. The application is referred to the trademarks section to check and inquire about the trademark in question; the result is written down on the same application. 4. The application is presented to the applicant and a copy is filed (the result of the inquiry is not binding for the Registrar)
Partners in service delivery and their roles	N/A
Fees	JD20 for trademark inquiry
Time	30-60 minutes

Trademark registration

Parties benefiting from service	Each party seeking to use a trademark independently to distinguish products they make or select or those who have issued certificates for their products with the intention of trading in them.
Where to apply	Ministry of Industry, Trade and Supplies/Industrial Property Protection Directorate/trademark registration section
Requirements	<ul style="list-style-type: none"> - The applicant should report in person or send a proxy with a legal authorization letter, or an agent of an industrial property in case the product is non-Jordanian, or a lawyer to represent them. The form can be obtained online (www.mit.gov.jo) - To register a trademark, the product should have distinctive characters in terms of names, letters, numbers, shapes, colors or others, or any combination of these, provided that they are recognizable by sight, according to Article 7 of the Trademarks Law - The trademark should be eligible for registration in line with Article 8 of the Trademark Law
Documents required	<ul style="list-style-type: none"> - Four copies of the printed related form in two languages - Two copies of the trademark's image - The establishment's register stating its purposes and those authorized to sign on its behalf. - A copy of a document proving priority right if applicable

Trademark registration

Procedures	<ol style="list-style-type: none">1. Presenting the trademark registration application, with the required documents attached2. The reception clerk checks the application in terms of formalities and signatures3. The application is referred to take a serial number and its date is registered to documents its priority right.4. Fees are paid at the ministry's treasurer.5. The receipt is attached to the application and presented to the reception clerk.6. The application is referred to the data entry section where the concerned official enters the data in the computer and gives the file an entry number.7. The application is forwarded to the trademarks section for double-checking for formalities and for content, against the trademarks regulation, looking for any identical or similar trademark in terms of pronunciation, purposes, types and shapes, relying in the standards and rules in effect under the Trademarks Law.8. The findings are referred to the trademark Registrar, who have the right to accept or reject the trademark in question.9. In case of approval, the applicant is notified and asked to pay the fees for publication and initial issuance of the certificate by the Registrar.
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Trademark registration

Procedures	<p>10. The trademarks initially registered are published in the Official Gazette and in case they are not contested within three months of the publication date, they are finally registered and fees for final registration are paid to obtain the final registration certificate from the Registrar.</p> <p>11. In case of not approving the trademark, the owner of the trademark is notified via an official letter sent through regular mail, advising the need to modify the trademark and attaching a copy of an announcement made of the modification within a month of receiving the letter; otherwise, the applicant will be considered as having withdrawn his application.</p>
Partners in service delivery and their roles	N/A
Fees	<ul style="list-style-type: none"> - JD100 for filing the application - JD200 for filing a joint trademark - JD50 for publication - JD300 for final registration - JD5 in case a general power of attorney is attached - Jd2 in case a special power of attorney is attached
Time	6-12 months

Registration of patents

Parties benefiting from service	Individuals and registration applicants, inventors, establishments and companies or their representatives (a lawyer or an industrial property agent)
Where to apply	Ministry of Industry, Trade and Supplies/Industrial Property Protection Directorate/patent registration section
Requirements	<ul style="list-style-type: none"> - The applicant should apply in person or authorize a proxy through a legal authorization letter or an agent of an industrial property in case the application concerns a foreign invention, or a lawyer. - The invention should be novel in terms of industrial technology. - The invention should feature an inventive step - The invention should be capable of industrial application.
Documents required	<ul style="list-style-type: none"> - Official ID card, a letter of authorization or a power of attorney - A detailed description of the invention (two copies in Arabic and two in English) - Drawings related to the invention two copies in Arabic and two in English) - Invention abstract two copies in Arabic and two in English) - Claims two copies in Arabic and two in English) - A statement under oath - The power of attorney duly certified by the ministries of foreign affairs and justice - A certificate of registration for the establishment (if the applicant is a legal person) - A document proving that the applicant is entitled to registration if they are not the inventor. - A copy of a document proving priority right, if applicable (two copies in Arabic and two in English) - The certificate of temporary protection of inventions presented during official exhibitions.

Registration of patents

Procedures	<ol style="list-style-type: none">1. The applicant, or their proxy, fills the registration application, which can be obtained online at www.mit.gov.jo, along with all the necessary documents and presents it to the reception clerk.2. The fees are paid to the ministry's treasurer and the receipt is attached to the application.3. The examining official checks the application initially to ensure documentation is completed.<ol style="list-style-type: none">a. If all documents and formalities are completed, the application is given a serial number and dated and data are entered in the system.b. In case the application is not completed, the applicant is notified of that and given 60 days starting the date of notification, which can be extended; if the deadline is not met, the applicant loses their right in the application.4. After the formalities check is completed, the application is referred to the concerned technical examiner, who is selected according to the nature of the invention, to check if there was a similar application filed with a foreign patent office accredited by the Jordanian patent office.5. In case there is a similar invention filed for patenting in an accredited office,<ol style="list-style-type: none">a. The technical examiner follows up the processing of the application in the other office through the database until the other office issues its final decision regarding the application.
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Registration of patents

<p>Procedures</p>	<ul style="list-style-type: none">b. When the accredited patent office takes the final decision, granting or not granting the patent, the Jordanian patent office acts accordingly, pursuant to the Jordanian law and relevant agreements.c. In case the application has been withdrawn from an accredited office by the applicant, the applicant is given 60 days to provide the Jordanian patent office with the results of their application in the original country where the application was filed in the first place, and the Jordanian office will act accordingly.6. In case the application was not filed with an accredited office,<ul style="list-style-type: none">a. The technical examiner carries out the initial technical examination of the application, including its wording, the protectability of all its parts and novelty. The applicant is summoned for a hearing to inform him of the required modifications in line with the findings of the examination and a letter containing these modifications is presented to the applicant during this session.b. When the applicant makes the required modifications, the examiner examines the amended parts and makes a recommendation to either examine the application internally or send it to third parties for testing.c. When third party examiners send their findings, the technical examiner examines these results. After that, the technical test is carried out to evaluate the novelty of the invention and its industrial application.
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Registration of patents

Procedures	<p>Based on the technical test, the examiner recommends to either grant or reject the patent application, or to summon the applicant to a gearing at the office to clarify certain things or make amendments. During the session, the applicant receives an official letter entailing the required amendments or clarifications. In case the inventor replies to the queries or makes the amendments, the technical examiner recommends either granting the patent or rejecting the request accordingly.</p> <ol style="list-style-type: none"> 7. In case of refusal, a decision is issued in that regard and the applicant is given 60 days as of their receipt of the refusal notification to contest the decision with the Administrative Court. 8. In case of approval, a certificate is issued of tentative approval included in an official letter after fees for publication in Official Gazette are paid. 9. The request is published in the Official Gazette. 10. After the publication, three months is allowed for any contest. 11. In case a contest is raised during the said three months, it should be filed with the lawsuits section at the Directorate of Industrial Property Protection. 12. When the legal contesting period is over, a patent is issued by the Registrar in an official certificate after the fees for the final certificate are paid.
Partners in service delivery and their roles	N/A
Fees	<ul style="list-style-type: none"> - JD50 as registration fees - JD50 for publication in the Official Gazette - JD50 for the final certificate
Time	<p>1-3 years for a local application 2-7 years for a foreign application</p>

Registration of industrial designs and models

Parties benefiting from service	Creative individuals, establishments and companies and/or their representatives (a lawyer or an industrial property agent)
Where to apply	Ministry of Industry, Trade and Supplies/Industrial Property Protection Directorate/Industrial designs and models section
Requirements	<ul style="list-style-type: none"> - The applicant should apply in person or authorize a proxy through a legal authorization letter or an agent of an industrial property in case the application concerns a foreign design or model, or a lawyer. - The design or model should be novel and undisclosed anywhere in the world, including through use and publication - The design or model should have been created independently.
Documents required	<ul style="list-style-type: none"> - Official ID card, a letter of authorization or a power of attorney - Three copies of drawings - An abstract of the design/model - Stating the type of product related to design/model - A publication form in the Official Gazette - A certificate of registration for the establishment (if the applicant is a legal person) - A document proving that the applicant is entitled to registration if they are not the inventor. - A certified power/letter of attorney if the applicant is a property agent or a lawyer - A copy of a document proving priority right, if applicable - The certificate of temporary protection of model/design is presented during exhibitions

Registration of industrial designs and models

Procedures	<ol style="list-style-type: none">1. The applicant, or their proxy, fills the registration application, which can be obtained online at www.mit.gov.jo, and presents it, along with all the necessary documents and to the reception clerk.2. The reception clerk prepares a receipt for the industrial design/model.3. The application fees are paid to the ministry's treasurer.4. When the formalities of the application are completed, it is referred to the directorate's diwan (ingoing-outgoing mail office) to take a serial number and be dated.5. The reception clerk refers the application then to the industrial designs and models section.6. The technical examiner enters the application's data in the industrial designs and models system and examines its formalities and content.7. The examiner forwards the application to the Registrar to decide on it in light of the formalities and content examination.8. The Registrar responds to the recommendations made and action is taken accordingly.9. The applicant is contacted to deposit any missing document.10. The applicant is informed of the tentative approval or rejection of their application.
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Registration of industrial designs and models

Procedures	<ol style="list-style-type: none"> 11. In case of approval, the applicant pays the fees for publishing the decision in the Official Gazette. 12. The decision is published in the Official Gazette and a period of 90 days is given for any party that wishes to contest the decision. 13. After the contesting period ends without any contest filed, the applicant pays the fees for certificate issuance. 14. The final approval to register the industrial design/model is issued. 15. All date related to the design/model are documented. 16. The file is sent to the official concerned with filing, who gives it a serial number and archives it.
Partners in service delivery and their roles	N/A
Fees	<ul style="list-style-type: none"> - JD30 as registration fees - JD50 for publication in the Official Gazette - JD50 for the final certificate
Time	6-12 months.

Renewal of trademarks and patents

Parties benefiting from service	Individuals, establishments and companies that possess trademark and patent registers and/or their proxies (lawyer, industrial property agent)
Where to apply	Ministry of Industry, Trade and Supplies/Industrial Property Protection Directorate/ industrial property rights follow-up section
Requirements	The presence of a person representing the individuals, establishments and companies that possess trademark and patent registers and/or their proxies (lawyer, industrial property agent)
Documents required	<ul style="list-style-type: none"> - Official ID card - A duly certified power/letter of attorney if the applicant is a foreign company
Procedures	<ol style="list-style-type: none"> 1. Filing the application with the reception clerk in accordance with the relevant form 2. Fees for renewing patents and trademarks are paid. 3. The request is referred to the follow-up section to be examined by the legal researcher, an official in the section or the head of the section to decide if it is eligible for renewal and the authenticity of letters of authorization, agencies and powers of attorney and final registration certificates. Should any violations of patent renewal be found out, an equivalent sum of fees is paid as a fine, and the renewal period will not exceed six months. 4. Based on the results, a renewal certificate is issued, signed by the Registrar or a person he authorizes. 5. Changes are entered into the system at the follow-up section. 6. The decision is published in the Official Gazette.
Partners in service delivery and their roles	N/A
Fees	JD380 as a fee to renew the trademark, inclusive of publication fee, for 10 years JD50 for annual renewal of patent
Time	One week

Changing the name or address of trademark owners

Parties benefiting from service	Owner of the trademark, companies and establishments owning trademarks and/or agent (lawyer) representing owners
Where to apply	Ministry of Industry, Trade and Supplies/ Industrial Property Protection Directorate/ the section for follow-up on industrial property rights
Requirements	The person or entity owning the trademark or their proxies/lawyers or agents of the trademark should be present
Documents required	<ol style="list-style-type: none"> 1- Official ID card 2- A request to access the service online by filling the form available on www.mit.gov.jo 3- A publication announcement 4- A document proving change in name or address 5- A duly certified special or general power of attorney (by foreign and justice ministries)
Procedures	<ol style="list-style-type: none"> 1. The application to make changes to the name or address of trademark owners is filed – it can also be obtained at www.mit.gov.jo – and submitted to the reception clerk, who checks it against the form. 2. Fees for the modification and publication are paid to the ministry's treasurer. 3. The application is referred to the follow-up section for examination by the legal researcher, the Registrar or head of the section. 4. The result is issued in an official letter signed by the Registrar of the head of the section. 5. The changes are entered into the system at the follow-up section. 6. The changes are published in the Official Gazette.

Changing the name or address of trademark owners

Partners in service delivery and their roles	N/A
Fees	<ul style="list-style-type: none">- JD25 for changing the name or address of the trademark owner- JD50 for publication
Time	7 days

Changing the name or address of patent owners

Parties benefiting from service	Inventors and companies and establishments owning industrial designs/models and/or agents (lawyers) representing them
Where to apply	Ministry of Industry, Trade and Supplies/ Industrial Property Protection Directorate/ the section for follow-up on industrial property rights
Requirements	The person or entity owning the patents or their proxies/lawyers or agents should be present
Documents required	<ol style="list-style-type: none"> 1. A publication announcement 2. A document proving change in name or address 3. A duly certified special or general power of attorney (by foreign and justice ministries)
Procedures	<ol style="list-style-type: none"> 7. The application to make changes to the name or address of patent owners is filed – it can also be obtained at www.mit.gov.jo – and submitted to the reception clerk, who checks it against the form. 8. Fees for the modification and publication are paid to the ministry's treasurer. 9. The application is referred to the follow-up section for examination by the legal researcher, the head of the section or an official in the section . 10. The result is issued in an official letter signed by the Registrar of the head of the section. 11. The changes are entered into the system at the follow-up section. 12. The changes are published in the Official Gazette.
Partners in service delivery and their roles	N/A
Fees	<ul style="list-style-type: none"> - JD10 for changing the name or address of the patent's owner - JD50 for publication
Time	7 days

Changing the name or address of industrial designs/models owners

Parties benefiting from service	Inventors and companies and establishments owning industrial designs/models and/or agents (lawyers) representing them
Where to apply	Ministry of Industry, Trade and Supplies/ Industrial Property Protection Directorate/ the section for follow-up on industrial property rights
Requirements	The person or entity owning the industrial designs/models or their proxies/lawyers or agents should be present
Documents required	<ol style="list-style-type: none"> 4. A publication announcement 5. A document proving change in name or address 6. A duly certified special or general power of attorney (by foreign and justice ministries)
Procedures	<ol style="list-style-type: none"> 13. The application to make changes to the name or address of industrial designs/models is filed – it can also be obtained at www.mit.gov.jo – and submitted to the reception clerk, who checks it against the form. 14. Fees for the modification and publication are paid. 15. The application is referred to the follow-up section for examination by the legal researcher, the head of the section or an official in the section. 16. The result is issued in an official letter signed by the Registrar of the head of the section. 17. The changes are entered into the system at the follow-up section. 18. The changes are published in the Official Gazette.
Partners in service delivery and their roles	N/A
Fees	<ul style="list-style-type: none"> - JD10 for changing the name or address of the patent's owner - JD50 for publication
Time	7 days

Cancellation of trademark

Parties benefiting from service	Owner of the trademark, companies and establishments owning trademarks and/or agent (lawyer) representing owners
Where to apply	Ministry of Industry, Trade and Supplies/ Industrial Property Protection Directorate/ the section for follow-up on industrial property
Requirements	The person or entity owning the trademark or their proxies/lawyers or agents of the trademark should be present
Documents required	<ul style="list-style-type: none"> - Official ID card - A power of attorney duly certified (by the foreign and justice ministries) in the case of foreign companies
Procedures	<ol style="list-style-type: none"> 1. A petition to cancel the trademark is filed with the reception clerk. 2. Fees are paid to the ministry's treasurer and a receipt of the payment is provided. 3. The application is transferred to the follow-up section to be examined by the legal researcher, or the head of the section in the presence of the person authorized to sign. Data are taken from the official ID. 4. The result is declared in writing via an official letter signed by the Registrar upon a recommendation by the head of the section. 5. The follow-up section makes the necessary changes to the database. 6. The letter is handed to the applicant. 7. The decision is announced in the Official Gazette if the owner of the trademark wishes.
Partners in service delivery and their roles	N/A
Fees	<ul style="list-style-type: none"> - JD20 for the petition filing - JD50 for publishing in the Official Gazette in case that was the wish of the owner
Time	7 days

Trademark ownership transfer

Parties benefiting from service	Owner of the trademark, companies and establishments owning trademarks and/or agent (lawyer) representing owners
Where to apply	Ministry of Industry, Trade and Supplies/ Industrial Property Protection Directorate/ the section for follow-up on industrial property rights
Requirements	<ul style="list-style-type: none"> - The person or entity owning the trademark or their proxies/lawyers or agents of the trademark should be present. - All parties should appear in person to sign before the Registrar (or an authorized official), who will endorse the contract of ownership transfer for local and foreign companies.
Documents required	<ul style="list-style-type: none"> - Trademark ownership transfer contract or document duly certified in case the transaction concerns foreign companies. - Published announcements - A general or special power of attorney duly certified (by the foreign and justice ministries) - Valid registration certificates of companies or entities belonging to the original and new trademark owners. These certificates are verified ahead of the transfer concerning local companies. - In case the application is filed by Syrian nationals, they should present the residency card as a requirement to process the request.
Procedures	<ol style="list-style-type: none"> 1. Filing the application form of trademark ownership transfer, which can also be obtained electronically on www.mit.gov.jo, and filing it with the reception clerk for double-check. 2. The application is documented at the follow-up section in the presence of all parties concerned.

Trademark ownership transfer

Procedures	<ol style="list-style-type: none"> 3. Fees are paid to the ministry's treasurer and a receipt of the payment is provided. 4. The application is transferred to the follow-up section to be examined by the legal researcher or the head of the section, to verify the agency and agreement and set fees. 5. The result is declared in writing via an official letter signed by the Registrar or the head of the section. 6. The follow-up section makes the necessary changes to the database.
Partners in service delivery and their roles	N/A
Fees	<ul style="list-style-type: none"> - JD100 for the transfer of the trademark ownership - JD50 for publishing the decision in the Official Gazette
Time	7 days starting the date of filing the application

Patent ownership transfer

Parties benefiting from service	Inventor, companies and establishments owning patents and/or agent of industrial property or lawyer representing owners
Where to apply	Ministry of Industry, Trade and Supplies/ Industrial Property Protection Directorate/ the section for follow-up on industrial property rights
Requirements	<ul style="list-style-type: none"> - The inventor or entity owning the patent or their proxies/lawyers or agents of the patent should be present. - All parties should appear in person in case the contract is signed before the local companies' Registrar (or an authorized official).
Documents required	<ul style="list-style-type: none"> - Published announcements - Patent ownership transfer document duly certified in case the transaction concerns foreign companies and a duly certified power of attorney. - Patent ownership transfer contract for local companies in case the contract is signed before the Registrar.
Procedures	<ol style="list-style-type: none"> 1. Filing the application form of patent ownership transfer, which can also be obtained electronically on www.mit.gov.jo, and filing it with the reception clerk for double-check. 2. The ownership transfer contract is signed at the follow-up section in the presence of all parties. 3. Fees are paid at the ministry's treasurer. 4. The application is transferred to the follow-up section to be examined by the legal researcher or the head of the section, to verify the agency and agreement and set fees. 5. The result is declared in writing via an official letter signed by the Registrar or the head of the section. 6. The follow-up section makes the necessary changes to the database. 7. The changes are published in the Official Gazette.

Patent ownership transfer

Partners in service delivery and their roles	N/A
Fees	- JD50 for the transfer of the patent ownership - JD50 for publishing the decision in the Official Gazette
Time	7 days

Ownership transfer of industrial designs/models

Parties benefiting from service	Owners of the trademark, companies and establishments owning industrial designs/models and/or agent (lawyer) representing owners
Where to apply	Ministry of Industry, Trade and Supplies/ Industrial Property Protection Directorate/ the section for follow-up on industrial property rights
Requirements	<ul style="list-style-type: none"> - A document stating transfer of industrial design/model's ownership should be presented. - All parties should appear in person to sign before the Registrar (or an authorized official), who will endorse the contract of ownership transfer for local and foreign companies.
Documents required	<ul style="list-style-type: none"> - Industrial design/model ownership transfer contract or document duly certified in case the transaction concerns foreign companies. - Published announcements - A general or special power of attorney duly certified (by the foreign and justice ministries) - Valid registration certificates of companies or entities belonging to the original and new design/model's owners. These certificates are verified ahead of the transfer concerning local companies. - In case the application is filed by Syrian nationals, they should present the residency card as a requirement to process the request.
Procedures	<ol style="list-style-type: none"> 1. Filing the application form of design/model's ownership transfer, which can also be obtained electronically on www.mit.gov.jo, and filing it with the reception clerk for double-checking. 2. The application is documented at the follow-up section in the presence of all parties concerned.

Ownership transfer of industrial designs/models

Procedures	<ol style="list-style-type: none"> 1. Fees are paid to the ministry's treasurer and a receipt of the payment is provided. 2. The application is transferred to the follow-up section to be examined by the legal researcher or the head of the section, to verify the agency and agreement and set fees. 3. The result is declared in writing via an official letter signed by the Registrar or the head of the section. 4. The follow-up section makes the necessary changes to the database. 5. Changes are published in the Official Gazette
Partners in service delivery and their roles	N/A
Fees	<ul style="list-style-type: none"> - JD50 for the transfer of the patent ownership - JD50 for publishing the decision in the Official Gazette
Time	7 days

Market Control and Supplies Services

Approving the establishment of a bakery

Parties benefiting from service	Individual and corporate investors
Where to apply	Ministry of Industry, Trade and Supplies/ Reserves Directorate/ bakeries' section/ all departments of industry and trade in governorates
Requirements	The concerned person or their proxy should apply in person.
Documents required	<ul style="list-style-type: none"> - Official ID card or a passport for non-Jordanians - A trade register, if applicable, for existing companies and individual enterprises that plan to expand their businesses and enter in the milling sector
Procedures	<ol style="list-style-type: none"> 1. An application to establish a bakery, stating the location and types of bread to be made, with all the required documents attached, is filled and submitted to the secretary of the bakery establishment committee. 2. An inspection of the bakery is carried out by the bakery inspection committee, which forwards its recommendation (approval or non-approval) to the central committee for bakery establishment. 3. The central committee makes its recommendations and after the Minister endorses them, the bakery owners' association is notified via an official letter. 4. The applicant whose request is approved has a six-month deadline to establish the bakery. 5. The bakery owner is entitled to extend the mentioned deadline by another six months.
Partners in service delivery and their roles	<ul style="list-style-type: none"> - Bakery owners association - Company Controller Directorate
Fees	No fees
Time	2-6 months

Approving the establishment of a whole-grain flour center

Parties benefiting from service	Individual and corporate entities
Where to apply	Ministry of Industry, Trade and Supplies/ Reserves Directorate/ bakeries' section/ all departments of industry and trade in governorates
Requirements	The concerned person or their proxy should apply in person.
Documents required	<ul style="list-style-type: none"> - Official ID card - A trade register, provided that its purposes do not include packaging
Procedures	<ol style="list-style-type: none"> 6. An application to establish a whole-grain flour center, is filed 7. An inspection of the location is carried out. 8. The application is forwarded to the higher administration for approval. 9. Following the approval, the owner's quota of flour is determined and a flour disbursement card is issued, stating the carrier and the mill from which the flour quantities are collected.
Partners in service delivery and their roles	<ul style="list-style-type: none"> - N/A
Fees	No fees
Time	1 month

Approving the establishment of a mill

Parties benefiting from service	Individual and corporate investors
Where to apply	Ministry of Industry, Trade and Supplies/ Reserves Directorate/ mills section/ all departments of industry and trade in governorates
Requirements	The concerned person or their proxy should apply in person.
Documents required	<ul style="list-style-type: none"> - Official ID card or a passport for non-Jordanians - A trade register, if applicable, for existing companies and individual enterprises that plan to expand their businesses and enter in the milling sector
Procedures	<ol style="list-style-type: none"> 1. An application to establish the mill, with all the required documents attached, is filled with the mills section and submitted to the secretary of the mills establishment committee. 2. The mills section makes its recommendations on the request. 3. When completed, the application is forwarded to the secretary of the mills establishment committee to take the final decision. 4. The minister endorses the committee's decision. 5. The applicant is notified of the decision via an official letter. 6. In case of approval, the applicants complete works, including infrastructure and other facilities, they apply for accreditation of the mill and providing it with wheat.

Approving the establishment of a mill

Procedures	<ol style="list-style-type: none"> 7. The site of the mill is inspected by the Reserves Directorate to ensure preparedness for operation and inspectors forward their recommendations to the higher administration. 8. The mill identifies its production capacity and files a financial guarantee that covers its purchases of wheat. 9. The mill signs an agreement with the ministry, under which it pledges its compliance with the instructions pertaining to regulating the process of wheat reception and distribution.
Partners in service delivery and their roles	N/A
Fees	No fees
Time	3 months- 1 year

Issuance of card of disbursing unified, subsidized flour for bakeries

Parties benefiting from service	Bakery owners
Where to apply	Ministry of Industry, Trade and Supplies/ Reserves Directorate/ bakeries' section
Requirements	The concerned person or their proxy should apply in person.
Documents required	<ul style="list-style-type: none"> - The minister's letter approving the establishment of the bakery - The letter of the bakery owners' association - Official ID card or a passport for non-Jordanians - A trade register - Profession-practice license
Procedures	<ol style="list-style-type: none"> 1. An application stating the mill and the carrier the bakery wishes to deal with is filled. 2. The bakery's preparedness for operation and its infrastructure are verified. 3. A subsidized flour disbursement card is issued, stating the daily quota of flour and the data are added to the database. <p>Note: Flour is dispensed daily under the oversight of the mill's controller and through the specified carrier.</p>
Partners in service delivery and their roles	- N/A
Fees	No fees
Time	30 minutes in case the inspection of the bakery is carried out

Issuance of card of disbursing whole-grain flour

Parties benefiting from service	Individuals and companies
Where to apply	<ul style="list-style-type: none"> - Ministry of Industry, Trade and Supplies/ Reserves Directorate/ bakeries' section - Industry and trade departments in all governorates -
Requirements	The concerned person or their proxy should apply in person.
Documents required	<ul style="list-style-type: none"> - A bank guarantee of JD1,000 - A trade register
Procedures	<ol style="list-style-type: none"> 4. An application stating the mill and the carrier the bakery wishes to deal with is filled. 5. Signing a pledge to comply with the ministry's instructions. 6. A whole-grain flour disbursement card is issued, stating the daily quota of flour and the data are added to the database.
Partners in service delivery and their roles	- N/A
Fees	No fees
Time	7 days

Disbursing flour

Parties benefiting from service	Bakeries/ merchants/ whole-grain flour centers/ individuals
Where to apply	Mills
Requirements	The concerned person or their proxy should apply in person.
Documents required	<ul style="list-style-type: none"> - Subsidized flour disbursement card for bakeries - Subsidized flour disbursement card for whole-grain flour centers
Procedures	<ol style="list-style-type: none"> 1. The certified carrier makes a request for flour disbursement with the mill's controller, stating the required quantity. 2. The controller (a ministry official) issues a written order to disburse flour, stating the type and quantity of flour and whether it is subsidized or not. 3. The flour quantity is disbursed as stated in the disbursement order.
Partners in service delivery and their roles	N/A
Fees	No fees
Time	10 minutes

Calculating the subsidy value difference

Parties benefiting from service	Food factories/ mills and exporters of foodstuff of which flour is an ingredient
Where to apply	- Ministry of Industry, Trade and Supplies/ Reserves Directorate/ Mills section
Requirements	The concerned person or their proxy should apply in person.
Documents required	<ul style="list-style-type: none"> - An exports application is filed with the Trade Directorate/ import-export section - Invoicing of flour purchases from mills - A certificate of origin - An authorization letter from the concerned person - An invoice of the quantities intended for export
Procedures	<ol style="list-style-type: none"> 1. The applicant presents the exports card issued by the Trade Directorate, along with all related documents and an application is filled. 2. The percentage of flour used in producing the items intended for export is calculated. In case the applicant presents invoices of flour purchased at free prices or a customs manifest covering these materials, he will not be charged the subsidy value difference. Otherwise, he will be charged. 3. Export applications and the related recommendations are endorsed and the application is forwarded to the Trade Directorate to complete the export license.
Partners in service delivery and their roles	N/A
Fees	No fees
Time	10 minutes

Selling fodder to livestock owners

Parties benefiting from service	Livestock owners
Where to apply	Fodder centers in all governorates
Requirements	<ul style="list-style-type: none"> - Applicants should have their names on monthly lists compiled by the Ministry of Agriculture - The concerned person or their proxy should apply in person.
Documents required	<ul style="list-style-type: none"> - Official ID card of the livestock owner or, in case of a proxy, the power of attorney or purchasing authorization letter
Procedures	<ol style="list-style-type: none"> 1. The applicant obtains a fodder purchasing application. 2. The applicant fills the application. 3. The value of the fodder, according to the quota, is paid. 4. The fodder is delivered to the buyer accordingly.
Partners in service delivery and their roles	<ul style="list-style-type: none"> - Ministries and official agencies - Private companies
Fees	Set according to the price list issued by the ministry on a monthly basis
Time	10 minutes

Accrediting carriers

Parties benefiting from service	Individuals and establishments
Where to apply	<ul style="list-style-type: none"> - Ministry of Industry, Trade and Supplies/ Reserves Directorate/ Mills section/ departments of industry and trade in governorates
Requirements	The concerned person or their proxy should apply in person.
Documents required	<ul style="list-style-type: none"> - A bank guarantee of JD10,000 - Official ID card or passport for non-Jordanians - The availability of vehicles to carry flour
Procedures	<ol style="list-style-type: none"> 1. The applicant files the application requesting accreditation as a flour carrier with the ministry, with all the necessary documents attached. 2. The approval letter is issued. <p>Note: When the carrier is accredited, he should use official headed invoices in his name, to be stamped by the ministry or departments in governorates before they are used.</p>
Partners in service delivery and their roles	N/A
Fees	No fees
Time	30 days

Promotion and prizes

Parties benefiting from service	Commercial and industrial establishments
Where to apply	<ul style="list-style-type: none"> - Ministry of Industry, Trade and Supplies/ Market Control and Supplies Directorate/ promotion and prizes section/ departments of industry and trade in governorates
Requirements	The concerned person or their proxy should report in person to the Market Control Directorate to outline the promotion campaign and the prize distribution.
Documents required	<ul style="list-style-type: none"> - An application filed by the company outlining the promotional campaign. - A copy of the trade register or the company's trade registration certificate. - A copy of a valid profession-practicing license - A bank guarantee/certified check equivalent to the value of the prizes -
Procedures	<ol style="list-style-type: none"> 1. The applicant files the application with the Market Control Directorate after it takes a serial number. 2. The application is examined in terms of documentation and fulfillment of criteria. 3. The applicant deposits the bank guarantee at the legal affairs section. 4. The approval letter is issued.
Partners in service delivery and their roles	N/A
Fees	No fees
Time	10-15 minutes provided that documentation is complete

Processing complaints

Parties benefiting from service	Citizens
Where to apply	- Ministry of Industry, Trade and Supplies/ Market Control and Supplies Directorate/ market control section/ departments of industry and trade in governorates/ through the e-government website (cmu)
Requirements	N/A
Documents required	N/A
Procedures	<ol style="list-style-type: none"> 1. The complaint is filed with the Market Control and Supplies Directorate directly, through the hotline, e-government website (cmu) or the ministry's website (www.mit.gov.jo) 2. The complaint is classified according to the area. 3. The complaint is investigated for credibility. 4. Appropriate measures are taken.
Partners in service delivery and their roles	N/A
Fees	No fees
Time	1 day as of the reception of the complaint

Competition Services

Processing requests of economic concentration

Parties benefiting from service	Establishments that seek to complete an economic concentration process
Where to apply	<ul style="list-style-type: none"> - Ministry of Industry, Trade and Supplies/ Competition Directorate/ exceptions and concentration section
Requirements	<ul style="list-style-type: none"> - The concerned person or a proxy should be present. - The applications should be filed within 30 days as of the date of concluding the agreement on concentration.
Documents required	<ul style="list-style-type: none"> - The Articles of Association and statutes of concerned establishments, in addition to the draft concentration contract or agreement. - A statement of the most important commodities and services of the establishments concerned with economic concentration and their quotas of that. - A report on the economic effects of the process, especially their positive impacts on the market. - Financial statements for the past two years for the concerned establishments. - A list of corporate and individual stakeholders in the company and the stake of each. - A list of the board members of board of directors. - A list of the branches of each concerned company. <p>Note: The applying establishments can attach to the application a statement of what they deem necessary of obligations or suggestions to ease the potential negative effects of economic concentration on the market.</p>

Processing requests of economic concentration

Procedures	<ol style="list-style-type: none"> 1. Filing and application based on the specific form with the Competition Department, with all documents attached, within 30 days of concluding the agreement on economic concentration. 2. When all data are completed, a notification is issued of the completion of the application. 3. The directorate posts announcements in two daily newspapers at the expense of the applicant, inviting all stakeholders of feedback on the issue, to be provided within 15 days of publishing the announcement. 4. The findings of the study and recommendations are forwarded to the minister to take the decision. 5. The minister takes the decision, stating reasons for approval, conditioned approval or rejection of the economic concentration request.
Partners in service delivery and their roles	N/A
Fees	No fees
Time	A period not exceeding 100 days as of the issuance of the notification of the completion of the application

Processing a request to exempt practices, arrangements or contractual terms justified by common good from the provisions of Articles (5) and (6) of the Competition Law

Parties benefiting from service	Establishments wishing to obtain an exception from the Competition Law for practices justified by common good
Where to apply	- Ministry of Industry, Trade and Supplies/ Competition Directorate / exception and concentration section
Requirements	The person concerned or a proxy should be present
Documents required	N/A
Procedures	<ol style="list-style-type: none"> 1. The form concerning exceptions, arrangements or contractual terms justified by common good is filled and filed with the Competition Directorate. 2. Documents are attached to the form in accordance on the nature of the exceptions and as deemed important by the concerned official 3. When the required data are completed, a notification is issued advising that. 4. Legal and economic studies are conducted to determine whether such exceptions are indispensable when it comes to common good. 5. The study and recommendations are forwarded to the minister to take the decision. 6. The minister builds his/her decision on the recommendations made by the director and their justifications; the minister is entitled to set a fix period for the exceptions or to subject them to periodical reviews, with the right to withdraw the exceptions in case the concerned establishment breaches the conditions of granting them. 7. The exceptions decision or a summary of it is published in the Official Gazette and is subject for contesting at the Administrative Court.
Partners in service delivery and their roles	N/A
Fees	No fees
Time	90 days from the issuance of the notification stating the completion of the application.

**Receiving and processing complaints related to
Competition Law violations**

Parties benefiting from service	All economic sectors
Where to apply	- Ministry of Industry, Trade and Supplies/ Competition Directorate / consultation and complaints section
Requirements	The person concerned or a proxy should be present
Documents required	N/A
Procedures	<ol style="list-style-type: none"> 8. A letter is addressed to the minister of the complaint. 9. Legal and economic studies are conducted to determine whether such complaint is credible or not. 10. The study and recommendations are forwarded to the minister. 11. In case the complaint is found groundless, the minister decides not to proceed with the process and the party that has filed the complaint is informed of the findings of the study. 12. In case the complaint is substantiated, the minister decides to either halt the process or refer the complaint to the prosecution.
Partners in service delivery and their roles	N/A
Fees	No fees
Time	3 months to three years, depending on the nature of the complaint

**Receiving and processing counsel related to
competition and responding to it**

Parties benefiting from service	All economic sectors
Where to apply	- Ministry of Industry, Trade and Supplies/ Competition Directorate / consultation and complaints section
Requirements	The person concerned or a proxy should be present
Documents required	N/A
Procedures	13. A letter is addressed to the minister of the counsel. 14. Legal and economic studies are conducted to on the counsel in line with the Competition Law. 15. A report is compiled accordingly to respond to the party that filed the official letter of counsel
Partners in service delivery and their roles	N/A
Fees	No fees
Time	30 days- one year, depending on the nature of the counsel