CHAPTER 3

Governmental System and Structure of Ministries in Jordan and an Overview of the Health and Interior Ministries

3.1 The Overall Structure of Government System

The Hashemite Kingdom of Jordan operates under a constitutional monarchy type of government that has been ruled by King Hussein since 1952. King Hussein ascended the throne by passing the power his eldest son King Abdulla in the year 1999. Most of the constitutional powers are under the executive and legislative branches under the King who largely determines both domestic and foreign policies. The executive powers in Jordan are usually under the Council of Ministers who are appointed and put into power by the King. The government of Jordan is made up of two house of parliament, the Upper House, and the Lower House. The Upper House consist of 55 members who are usually appointed by the King and the Lower House consist of 110 members who are elected through the use of a popular vote. The constitution of the country contains the roles and rights of citizens and provides rights of opinion, worship, association, press and ownership.

The cabinet of ministers perform all the responsibilities of state affairs including both internal and external affairs. They also execute both administrative and public duties. The parliament set laws that are signed by the King in order to operate. However, the Cabinet can set some provisional legislation in some particular scenarios. The Cabinet of Jordan consists of Prime Minister and Ministers who are selected according to the needs of the public. This has made the number of Ministers to vary according to each and every Cabinet.

The Jordanian government has Judicial Brach that exercises the rule of law in various levels. The judges are independent and are not subjected to any authority other than the law. All judges of civil and religion are appointed and dismissed by King

according to the provisions provided by statute. There are three different types of courts of law in Jordan which include the Civil courts, religious courts, and ad hoc tribunals.

3.2 The Structure of Ministries in General

The Kingdom of Jordan government is headed by a Prime Minister appointed by the King. The current Prime Minister is Hani Al-Mulki who after appointment by the King formed the government at a free will. After the Prime Minister forms the government, the parliament then approves all the programs before the government start to work officially. The Prime Minister serves as the head of all other ministers as determined by the constitution. The Prime Minister and his government are collectively responsible before the chamber of deputies. Other than that, the office of the prime minister oversees all functions of other ministries in order to serve in accordance with the public interests. In addition, the prime minister normally uses his powers and competences to dissolve various issues related to the council of ministers and solve them accordingly and presents the country in various international affairs.

The current government of Jordan have around twenty-five ministries. A Minister heads each ministry appointed and selected by the King. All Minister are designated for the benefits of public interest and may vary from Cabinet to Cabinet. The organizational structure of all ministries includes secretary general, assistant secretary general, directorates and administrative units. The following are the major ministries in Jordan: ministry of agriculture, education, Awqaf Islamic and Holy places, culture, health, internal affairs, foreign affairs, finance, youths, environment, energy and minerals, higher education, information and communication, justice, labour, municipal affairs, planning and international cooperation, political and parliamentary affairs, public works and housing, social development, tourism and antiquities, water and irrigation, public sector development and industry and trade. This section seeks to describe the general structures of these ministries and their fundamental roles in Jordan.

1. Ministry of Agriculture

The Ministry of Agriculture in Jordan is headed by a Minister appointed by the King known as H.E. Eng. Khaled Huneifat. The ministry consists two major agencies
which include the Agricultural Credit Corporation and the National Center for Agricultural Research and Extension. The Agricultural Credit Corporation has two major departments, the Jordan Agricultural Bank which has branches at Irbid, Kerak, Salt, Jerash, Nablus, Tafila, and Jerusalem plus the Agricultural Credit Bureau. The two departments work by operating a group of programs and tools to achieve the following primary objectives; Expanding the agricultural financing in both vertical and horizontal expansion according to different agricultural formulas in different groups in Jordan, Creating new structural components of the Corporation to ensure smooth administrative autonomy and operating to fluent structural approach that would benefit farmers.

The Corporation has the following programs headed and run by the Ministry; rural families credit program, income source diversification project, a project of food production increase, a project of agriculture resource management, a credit program for the military group with particular needs and project of improving agricultural resources at the Yarmouk River Basin. The National Center for Agricultural Research and Extension is another agency of the Ministry of Agriculture that conducts and applies agricultural research at national levels. The agency has 12 major agricultural stations with different agro-ecological conditions. The 12 stations represent the following departments; personal development, training and information directorate, technology transfer, information, laboratories, library and seed technology unit. The agency also has various programs which include Agriculture irrigated research program, agricultural rainfall research program, integrated pest program, livestock program, biodiversity and medicinal plants program, low rainfall program and olive program.

2. Ministry of Awqaf Islamic Affairs and Holy Places

The current minister is H.E.Dr. Wael Arabiyat. The minister oversees and manages all operation of the ministry. The ministry has four major branches headed by different

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managers which include Zakat Fund Directorate, Hajj and Umar Department, Awqaf Properties Development and Hujj Fund.

3. Ministry of Culture

The current minister of culture is Mr. Nabih Shugum. The ministry of culture has two major departments which include the Royal Cultural Center and the Department of National Library. The ministry of culture makes it sure it fulfills its responsibility of promoting and deepening Arabic culture and its language restricting ministry roles to what it is written in the language. In addition, this ministry also strives in order to promote productive interactions and human communication with other different cultures in a dedicated and balanced democracy that requires freedom of celebration, expression in accordance to the capital of culture in the year 2002. In order to promote these objectives, the ministry of culture encourages translation, authorship, publishing and distribution of Arabic culture in the international and local contexts.

4. Ministry of Education

The Jordan government have realized that education plays a major role in human development and thus it believes in balance and equity. Omar Razzaz, the current minister of education with the board of governors and various directorates under the ministry have developed a number of objectives that the ministry wishes to maintain and fulfill. Some of them include Raising the training and education systems, developing educational and training institutions, establishing the qualitative step for vocational and educational training, interacting the culture with education. Increasing educational capabilities, enhancing equal opportunities in all regions and expanding the private sector roles related to education.

5. Ministry of Energy and Minerals

Ibrahim Salif heads the ministry of energy and mineral. One of the major agency of the ministry is the Natural Resource Authority. The ministry act to achieve a secure energy that is sustainable. Some of the core values of the ministry include working in a team spirit, transparency, excellence and distribution of the same opportunities to all. The current objectives include diversifying the sources and types of energy,

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developing other conventional renewable sources of energy like shale and uranium, creating opportunities in private sectors and rationalizing consumption of energy in all sectors.

6. Ministry of Foreign Affairs

The ministry of foreign affairs is headed by Ayman Safadi. The principal agency of the ministry is the Department of Palestinian Affairs. The ministry has qualified staff in its directorates, two permanent goals, two consulates, one more representative office and additional forty-five embassies. The primary objectives of the ministry include defining the foreign policies, organizing the country's international links, establishing international relations, preparing and organizing treaties and representing the country in the international conferences.

7. Ministry of Higher Education and Scientific Research

The Ministry of Higher Education begins with the establishment of the University of Jordan in 1962. Other Universities were developed later which include Yarmouk University, Mouter University, Jordan University of Science and Technology, Aal Bait University, Hashemite University and Balqa Applied University. The minister is headed by Adel Twaisi who manages the higher education council. The ministry work to supervise and control the higher education public and private institutes in order to raise their modern and advanced education. The major agency of the ministry is scientific research support fund.

8. Ministry of Information and Communication

The Ministry of Information and Communication operate using the National Information Technology Center (NITC). The major role of this ministry is to execute an authority to all matters related to information technology in public sectors. The ministry also acquires all budget for all information technology resources including the information, software, human resource training, and equipment. The ministry aims to make NITC the primary source of all public information and technology in Jordan.

"List Of Ministries & Sub Entities" 2017. Accessed http://www.jordan.gov.jo/wps/portal/ut/p/b1/04_SjzS0NDW3MDUyNrbQj9CPykssy0xPLMnMz0vMAfGjzOLDLL0twrzDQ0sPNwtDDy9DiMfM2djA18jISDU_P0c6McFQE8OWYF/.

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9. Ministry of Justice

The central agency of the department of justice is the Judicial Institute of Jordan. There are around 48 regular courts in Jordan with 429 judges and around 2000 administrators. The department operates under the rule of law as provided by Article 120 of the constitution. Some of the responsibilities of the ministry include facilitating works of the courts, providing better systems and technologies as well as ensuring adherence to the law by use of the department of inspection.

10. The Ministry of Environment

Yassen Khayat heads the ministry of environment. The ministry has various strategic objectives meant to promote and ensures a clean and conducive environment. These goals include making sure Jordan has a sustainable environment, to increase development policies for legislation, to encourage and increase monitoring, enforcement, and inspections for legislation, raise public education and awareness, promote regional and international cooperation and to promote and issue environmental acceptance regarding decision making and policies implementation.

11. Ministry of Labor

The ministry of labor currently has six central departments and 22 subunits in all governorates and districts. In addition, the ministry has two major institutions, one for vocational training and the other for social security. Under the minister's office, there is a board of directors that govern this organization each having a representative from the ministry. Other than that, the ministry has responsibility for the union organization in Jordan covering both business and labor departments.

12. Ministry of Finance

The ministry of finance was first established during the Transjordan era in 1920. The ministry has the following principal departments; general budget department, income tax department, customs division, property management, general supplies department, land and development department.

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8 "List Of Ministries & Sub Entities" 2017. Accessed http://www.jordan.gov.jo/wps/portal/ut/p/b1/04_SjzS0NDW3MDUyNrbQj9CPykssy0xPLMnMz0vMAfGjzOLDLL0twrzdDQ0sPNwDDy9DlzMfM2djA18jfSDU_P0c6McFQE8OWYf/.

9 "List Of Ministries & Sub Entities" 2017. Accessed http://www.jordan.gov.jo/wps/portal/ut/p/b1/04_SjzS0NDW3MDUyNrbQj9CPykssy0xPLMnMz0vMAfGjzOLDLL0twrzdDQ0sPNwDDy9DlzMfM2djA18jfSDU_P0c6McFQE8OWYf/.
survey department, general sales tax department, the free zones corporation and Jordan investment corporation. There are various duties of the ministry which include formulating government fiscal policies, managing nation cash flow and monetary values, supervising civil and military pensions, preparing a budget, cooperating and controlling revenues and taxation authorities and coordinating the central bank of Jordan.

13. Ministry of Municipal Affairs

The Ministry of Municipal Affairs is Considered as the major financial, technical and administrative adviser of all local councils in Jordan. The ministry makes it sure that all councils are in line with the Jordan laws and regulation. Some of the duties of the department include developing the local councils, preparing urban studies and training, making organizational structural plans and linking the local council with the other related ministries. One of the major related agencies is the Cities and Villages Development Bank.

14. Ministry of Industry, Trade, and Supply

This ministry has five major directorates and services which include companies control department, Central legislation department, industrial development directorate, industrial properties department and the director of trade. In addition to that, there are five major agencies of the ministry which include Jordan industrial estate company, the companies control department, Jordan Standard and Metrology Organisation, Jordan Enterprise Development Corporation and the Civil Service Consumer Corporation. The ministry has various duties which include obtaining import and export licenses, registering trademarks, issuing documents, authenticating documents, providing assistance to public and private organizations, registering trade names, business registration, company mergers, company liquefication and conducting an annual routine financial analysis of various public companies.

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10 "List Of Ministries & Sub Entities" 2017. Accessed http://www.jordan.gov.jo/wps/portal/ut/p/b1/04_SjzS0NDW3MDUyNrbQj9CPykssy0xPLMnMz0vMAfGjz0LDDL0twrzdDQ6sPNwtDDy9DlzMfM2djA18jfSDU_P0c66McFQE80WY7.

15. Ministry of Political and Parliamentary Affairs

The Ministry of Political and Parliamentary Affairs has created a political development in Jordan through the use of various national strategies that are included in the form of a number of departments referred to axes. These axes include institutionalization of a partisan life, support for political parties, parliamentary groups, the election law, approve the municipal election law and modernization of laws. The government of Jordan has committed to present a comprehensive strategy and a work plan in the area within the framework of various programs in order to improve and lead to Jordan awakening.

16. Ministry of Public Sector Development

The Ministry of Public Sector Development cooperates with other ministries in Jordan to perform various task and duties. These duties include making general administrative development through laying and implementing various programs, developing organisational structures of various public administrations, setting the basis of various methods of utilizing government resources and coordinating the general budget departments. One of the primary agency of the ministry is National Institute for Training. This institute offers training for public administration in both public and private sectors.

17. Ministry of Public Works and Housing

The ministry of public works and housing operates to ensure development and constructions of loads in order to connect cities, villages, industries, housing areas, tourist areas, agricultural locations and the neighboring communities. The ministry also undertakes the construction of government buildings and development of human resources. The major ministries agencies include the housing and public development cooperation and the Government Tenders Directorate.


"List Of Ministries & Sub Entities" 2017. Accessed http://www.jordan.gov.jo/wps/portal/ut/p/b1/04_SjzS0NDW3MDUyNrbQj9CPykssy0xPLMnMz0vMAfGjzOLDLltwrzdQ0bPNwtdDy9DizMfM2djA18fSDU_P0c6McFQE8OWYf/.

18. Ministry of Social Development

The ministry of social developments has various directorates which include family and childhood department, social defense division, handicapped affairs directorates, local societies development directorate and department of poverty monitoring and social security. The major related agency of the ministry is the National Aid Fund. The ministry plans improve performance and perform follow up all related social activities in order to develop the people of Jordan by helping them help themselves. The ministry has various sections which include nurseries section, childhood institutions divisions, guidance and family protection, heath insurance studies, vocational training, guidance and education, social welfare, employment of handicapped division, social protection, social defense and conduct observation section.

19. Ministry of Tourism and Antiquities

The ministry tends to establish and promote the Jordan economy using sustainable tourism sector. There are two major central agencies of the ministry which include the department of antiquities and the Jordan Tourism Board. The Jordan Tourism Board is made up of members of 12 the Museum National, the baptism site commission, the Applied University of Jordan on Tourism and Karak Board. The strategies of the ministry are defined using the three Ps, that is, product, people, and promotion. The ministry work to activate the Jordans attractions and distinguish the Kingdom as a unique tourist destination.

20. Ministry of Transport

The ministry of transport has six major departments and institutions which include Jordan Meteorological Department, Aqaba Railway Corporation, Jordan Hijaz Railway Corporation, Land Trasport Regulatory Commission, Jordan Maritime Authority and Civil Aviation Regulatory Commission. The ministry has various responsibilities and roles which include developing the general policy or transport and
overseeing its implementations, regulating and supervising the road flights transport sector, setting transport fares for flights, following up deployments for technical rules related to the ministry, developing transport data bank and preparing necessary researches related to the ministry.

21. Ministry of Water and Irrigation

The ministry has around six main divisions and authorities which include the Amman Water and Sewerage Authority, Natural Resources Authority, Jordans Valleys Authority, Water, and Wastewater Division and water sectors of the Jordan municipalities. The ministry also has the following directorates; irrigation directorates, dams directorates, drilling directorates, water 13 studies department, and hydrology division. The ministry has a number of responsibilities and roles which include looking for different water resources and conserving them, developing sustainable and potential sources of water in Jordan, monitoring and advising on various uses of public and private wells, designing and studying water and public sewerage, making public policies concerning water use and preservation and carrying out any research related to the ministry.

22. Ministry of Youths

The ministry for youths supervises and manages sixty-five youth centers in which forty are for males and the rest twenty-five for females. In addition, the department monitors three-sport cities which include Zaa, Amman and Irbid, thirteen sports complexes in all districts and governorates, six youths camps and seven youths hostels. The Ministry has the following duties; setting national policies meant for youth sponsorship, licensing youths organizations and clubs, addressing youths special needs, recognizing the capabilities of various talented youths and representing Jordan in the international parties on the matters related to youth empowerment.

13 "List of Ministries & Sub Entities” 2017. Accessed http://www.jordan.gov.jo/wps/portal/ut/p/b1/04_SjzS0NDW3MDUyNrbQj9CPykssy0xPLMnMz0vMAfGjzOLDLL0twrzdDQ0sPNwtDDy9DIzMaMfM2djA18jfSDU_P0c6McFQE8OWYf/.
3.3 Overview of the Ministry of Health

Introduction

The Ministry of Health in Jordan existed back in the Transjordan era during the times of Math Basha Arsalan in 1921 who was considered as the first health consultant in the country. However, the current Ministry of Health was established on December 14th, 1950. At that time, Six departments of the ministry were established which were under the secretary general who was under a minister appointed by the King. The physician union, a central laboratory for a medical test, nursing college of Princess Mona, health insurance were later established in 1954, 1955, 1962 and 1963 respectively. Other changes in the ministry have occurred till then including inauguration of Medical Hussein City, development of health council systems and modifications in the public health law.

The Ministry of health has four major functions and tasks which include maintaining public health through offering treatment, health control and preventive measures, managing, controlling and organizing the public health services offered by both public and private sectors, providing health insurance to the people of Jordan and providing and establishing the health education and training organizations in accordance with the law and the provided acts enacted.

The ministry with the help of other related parties works to achieve various duties and objectives. The first one is that, the ministry work to encourage health behaviors and patterns which include healthy eating and diet, physical activities, smoking prevention and other related health activities that have proved to promote health in individuals. The ministry raises the health standards by fighting diseases brought by malnutrition through adding various food components to the public and banning hazardous foods. In addition, the ministry normally work to encourage natural nursing of children by providing necessaries to the mother and the child through maternal care, vaccination and family planning campaigns. Other than that, the ministry provides a mandatory premarital medical testing, implement control health programs, control professional health environments and provide external health services to private schools.

Organisational Structure

The ministry is headed by a minister. Under the minister is the cabinet secretary in which under the cabinet secretary there are eight directorates. These directorates include director of Financial administration, director of primary health care, director of administrative affairs, director of health directorates, director of hospital administration, director of insurance, director of services and director of health insurance. Each directorate has various functions in different subsections. Under the ministry of health there are also various health organizations, institutions, and related agencies. Below is the organization structure of Ministry of Health.

The Central Districts

Minister’s Office

The Minister's office has six more others departments namely office of the minister, public and international relation, control and internal auditing, advisory unit, legal affairs unit and the crisis unit. The ministers office oversees all activities and

functions of the ministry. The minister control and determines all legal matters concerning the ministry as provided by law. In addition, it is the work of the minister’s office to involve the country into international health services and agenda and solve any national crisis related to the ministry.

**Secretary General**

The secretary general is second in command in the ministry. The sectary general coordinates all the directorates in order to achieve the national health missions and goals. The following are the major branches under the sectary general office; Director of health insurance, technical affairs directorate, financial affairs, subscriber’s affairs, computers affairs, uninsured affairs and health professional and intuitions affairs. All other directorates are also under the Secretary General.

**Director of Planning Administration**

The director of planning and administration department has three divisions which include planning and project management, information and studies unit and health economics. The department arranges and plan ministry programs and project nationally and review, grant and decline any project proposed. Other than that, the Directorate conduct statistics, research, and analysis related to the ministry in order to improve service delivery and resources management.

**Department of Services Administration**

This department consists of five other sections which include transportation section, hostelry services, medical engineering, building and maintenance and supply and procurement division. The department manages and maintains all the transportation services in the ministry including the ambulances. It also approves and disapproves building and construction of ministrys houses, hospitals and education institutions. This department is also responsible for allocating housing to ministry employees and supply of all items, instruments and other commodities and services required by the ministry.

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Department of Financial Administration

The department of finance has four principal offices which include the budget unit, tender, and contracts department, expenditure section and the financial audit and control unit. The department conducts budgeting of the ministry according to the needs of each section. This department evaluates the weakness of each department and allocates the money accordingly. Other than that, this unit performs annual auditing of the ministry expenses and submits to the minister of finance for integrity. It also controls and regulates the level of expenditure other directories have according to legislature.

Department of Health Directorates

This department has only two divisions namely the governorates health directors and the follow-up division. The major function of this division is to streamline and speed up other directorates in order to make sure there are quality standard services delivered. The directorate also follows up and project and development program the ministry has to ensure it is implemented. Other than that, this branch receives complaints concerning other directorates and makes the appropriate measures.

Director of Hospital Administration

This directorate has the largest number of divisions probably due to its larger scope of work in the ministry. The department has fifteen subsections which include outpatient and emergency division, medical pharmacy section, labs department, nursing directorate, radial services unit, blood bank department, quality unit, teeth and oral health section, national institute of forensic medicine department, follow up division, allied medical unit, technical office group, medical tourism and Jordan Center or Organ Transplantation department. As the names suggest, this directorate control all hospitals functions in Jordan. The department received complaints from the public regarding various hospitals and act accordingly. The directorate also presents statistics and information regarding various grievances and needs of the hospitals.

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20 Department of Administrative Affairs

The department of administrative affairs has four divisions which include personal affairs division, information and technology, human resources development and general court office. This directorate performs all administrative issues of the ministry. In addition, the department solves disputes among directorates, workers and other related institutions. Other than that, the department allocates work, promote employees and provide career development to different employees in the ministry.

Director of Primary Health Care Administration

The directorate of primary health care consist of eight other subsections which includes communicable disease section, maternal and child health department, occupational health department, school health, environmental health, non-communicable diseases division, health awareness and communication division and chest diseases and immigrant health department. The department deals with prevention and treatment of both communicable and non-communicable diseases, offering maternal and child health including the immunization and disease protection, prepare different campaigns concerning school health and promote environmental conservation.

Ministry Institutions and Agencies

Jordan Medical Council

The medical council is one of the ministrys institution that is dedicated to training doctors and retaining practitioners through planning, imprementation, and supervision of various academic and scientific programs. The institution also offers a certificate of competencies to dental and various medical fields. The council is governed by a board of eight members selected according to legislation.


National Center for Diabetes, Endocrinology, and Genetics

The National Center for Diabetes, Endocrinology, and Genetics (NCDEG) is an affiliated agency of the ministry whose primary goal is to provide care, training and education in the fields of diabetes, endocrinology and genetics. The organization conducts scientific research, propose integrated management and cooperate the concerns bodies in order to improve the lives of people of Jordan.

3.4 Overview of the Ministry of Interior

Introduction

The Ministry of Interior is the oldest ministry in Jordan which was developed and established in the central government of Transjordan back in the year 1921. The principal purpose of setting up the ministry was for security and public orders. However, the department has been providing other services in rural and urban areas. Just like any other Ministry, the Interior Ministry has kept up the economic and social evolution of the country. Other than that, the department has developed a framework that has to interact all administrative and legal agencies in order to form an efficient modern state with respect to the rule of law intending to protect the public. In addition, the ministry has extensive and complex tasks which include maintaining security of the country, delivering services, general orders and protection of public and private properties.

King Abdullah came up with an initiative which gives the governors the task to follow up and supervise programs and development projects. This was meant to improve the type of services that the public is provided with the aim of increasing the living standard of citizens as well as empowering the governors with administrative and legal powers using appropriate laws and regulations. This was guided by certain standards which include creating suitable environment of investments at various levels and increasing relationships between the private and public organizations, ensuring the implementations of public projects, checking the root causes of failure of government projects, budgeting to ensure different needs of the citizens are met and training different potential leader in order to follow up the implementations of public developments in future.

The Ministry Logo

Ministry of Interior logo represents the three major functions of the ministry which include security, development, and administration. The ministry has a role of safeguarding the public by enhancing security and crime mitigation through chasing up criminals and bringing them to court to create a safe environment. The governors have a role to enhance and perform development by use of local development directorates and administrative officers. In addition, the ministry provides adequate administrative tools so as to increase quality of performance, output improvements and simplifying the procedures. Below is a picture of the ministry’s logo.

24 Vision, Mission and Core Values

The vision of the ministry is to maintain national security thus saving individuals lives and properties plus interact the civil society organizations while designating the governors into their roles of supervision and follow of government projects and programs. The mission of the ministry is to achieve the concepts related to general security in order to protect individuals lives and properties. The core values include transparency which involve clarity of information and procedures, justice which consist of equality and equity without biases, honesty and integrity which include certified and trustworthy ministry staff, teamwork which include collaboration of efforts to achieve a given number of objectives and initiative and discipline which involves provision of proactive ideas and commitments to administration and implementations.

**Organization Structure**

The head of the Ministry of Interior is a minister who answers to the King. Under the minister, there are given number of departments and directorates which include public security director, civil defense director, gendarmerie manager general, governors, minister’s office ²⁵department, civil status and passport department, follow up and inspection directorate, fighting extremism and violence department, legal adviser, general inspector, Syrian refugees affairs and secretary-general debarment. Under the secretary general, there are nine sections which include citizenship, foreign affairs and investment, public, traffic safety and environment, administrative affairs and human resources, human rights directorate, security affairs and public relation, legal ²⁶affairs, local development, financial affairs and information and technology department. The following diagram shows the organizational structure of the Ministry.

### The Minister

<table>
<thead>
<tr>
<th>Public Security Director</th>
<th>Civil Defense Director</th>
<th>Gendarmerie Director General</th>
<th>Governors</th>
<th>Minister’s Office Department</th>
<th>Civil status and passport Department</th>
</tr>
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<tbody>
<tr>
<td>Follow-up and Inspection Directorate</td>
<td>Fighting Extremism and violence Department</td>
<td>Secretary General</td>
<td>General Inspector</td>
<td>Legal Adviser</td>
<td>Fighting Extremism and Violence Department</td>
</tr>
</tbody>
</table>

- Citizenship, foreign affairs, and investment
- Public, traffic safety, and environment
- Administrative Affairs and Human Resources

- human rights directorate
- security affairs and public relation
- legal affairs

- local development
- Financial affairs
- information and technology department

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The Ministry’s Directorates

The General Inspector Directorate

The general inspector office has three major sections which include financial auditing and control department, legal auditing and control section and governmental auditing and monitoring division. There are various function and duties performed by the general inspector office. First, the office of the general inspector monitors all works of all other directorates to ensure there is appropriate of financial security, administrative, legal work and procedures, technical and that they are doing their assigned duties as ordered. Second, it is the work of the general inspector office to prepare all the necessary reports about the type of shortages that are needed by the central departments of the ministry, counties, governors and districts. These shortages can be regarding administrative resources, finance, legal and other technical needs. Once they are prepared, the office of inspector follow up and makes sure they are executed. The office of general inspector also receives peoples and staff complaints and takes the required actions through participating in the investigation committees which are typically formed through legislations. Furthermore, the department also follows up and clarifies all parties in the process of implementation.

The Human Rights Directorate

The human rights department is divided into three more sections which include human right organizations, human trafficking prevention, and correction and rehabilitation centers. The major functions of this department include overseeing all reports release international organizations that are discussing anything concerning the fundamental rights in Jordan and offering the required response as in accordance with the rules and regulations of the ministry. Secondly, the department receives complaints either directly or indirectly from any human rights organization and addresses the concerns through participating in strategies that relate to human trafficking prevention and promotion of any other related human right protection


activity. The department also receives any complaints concerning human trafficking and acts internationally through participating in making policy at national and international level. Also, the department coordinate, regulates and planned all rehabilitation procedures and processes and act in overseeing the inmate’s complaints are met.

**Information and Technology Department**

This department is further divided into three more divisions namely system and software, information section and operation, and processes division. The directorates have various duties which include providing the higher management with accurate information that is intended to provide technical support through development of applicable systems and maintaining the different software and the computer hardware. Other than that, the department conducts required study and participates in the ministry information and data analysis in order to increase performance improvement, control the ministry expenditure and provide the people of Jordan with the best services. Lastly, the department develops the needed plans, secure the information, maintain the electronic ministry site and provide consultation to various committees of the department.

**Follow Up and Inspection Department**

The follow-up and inspection department is further subdivided into six more subdivisions which include Diwan division, the disunion, exchanging, residence permits and bridges, auditing, and governorates affairs division. This department always strives to implement all national strategy to provide the efficient and better services following the current laws and regulations and collaborating with all participants and concerned parties to provide the best services through development plans. Through the directive of the Minister, this department work to streamline procedures and make sure that the mission and the vision of the ministry are met. In addition, the department simplifies all procedures and levels the citizen of Jordan follows to acquire various services. Other than that, it is the duty of this department to follow all implementations of the legal disunion decision and administrative disunion.

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with the Palestinian West Bank plus any other residence permits and development statistics of the West Bank.

**Administrative Affairs, Human resources and Performance improvement Department**

This directorate has seven other subunits or divisions which include the central Diwan division, supplies department, building and maintenance division, transportation unit, personnel affairs, training, and scholarship unit and the studies and performance improvement department. The directorate has various functions and duties within the ministry. First, the staff organizes all procedures relevant to the ministry mail and documents by providing all communication services and administrative services to all other directorates. Secondly, the branch ensures that all ministries needed supplies, documentation, electronic inventory, and systems consist in accordance with forming the warehouse supervision. The department also acquires all needed lands by the ministry through allocation and owning in order to maintain buildings and coordinate all the ministry public works and housing for buildings preparations. Other than that, the department follows up the processes related to the ministry’s cars and such ownership transfers, registration, maintenance, insurance and procurement using both electronic and paper systems in order to make sure the ministry has the right transportation means. It also the work of this department to provide a list of vacant jobs, follow up the vacancies, promote, relocate, delegate, authorize and second all employment plans in all directorates. Lastly, the department assesses training needs, evaluate such programs according to the selected objectives and prepare periodical studies that are needed in the improvement of the ministry.

**Security Affairs and Public Relation Directorate**

The security affairs and public relation Directorate have six departments which include security affairs, following up professions licensing unit, tribal affairs and state properties, political and parliamentary affairs division, societies and association department and public relation division. There are various functions and duties of this

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department which include following up all security issues with collaboration with security parties and administrative divisions, weapons licensing plus private protection and security companies licensing. In addition, the department is responsible for licensing professional activities, approving propositions, following tribal issues, state land, and properties issues plus pass ways and border closing areas. This department regulates the societies and all activities related to ministry agencies. This department also monitors public activities, parliament and political affairs, recommendation of various developments programs and presenting any suggestion related to the work of the ministry.

32 The Local Development Directorate

The local development department is further subdivided into three more units which include development project follow up unit, administrative division, and local council unit. The department equalizes development in various governorates by utilizing the available financial resources in order to achieve various investments across the country. This department also does the fastening of various implementations in terms of development projects. This is meant to upgrade the level of economy and social services in the country through making periodical reports that show the work progress addressing the most suitable solutions in the areas of difficulties. In addition, it is the duty of this Directorate to enhance administrative and financial decentralization by creating frameworks which have institutions that present and promote all projects and development programs in the governorates. Lastly, the Department recognizes poor governorates and recommend their financing, activate roles of commissions and societies, activate youths and women, conduct various training and prepare reports for economic and social aspects in different governorates.

The Citizenship, Investment, and Foreigners Affairs Directorate

33 This department has ten other divisions which include the citizenship unit, passport division, visas department, residence permit unit, investors affairs, embassies division,


receiving unit, electronic services division, Diwan unit and foreigners fixed asset ownership department. The department review, grant, decline and reclaim citizenship, passports, leave without return tickets, deportation and urgent travel pass documents. In addition, it is the work of this department to implement all procedures related to visas, passports, and nationality. The department also deals with the application of ownership of fixed assets by foreigners and conducts all studies related to the work of the Directorate especially on data analysis and set up the appropriate recommendations.

Public, Traffic Safety and Environmental Affairs Department

This department consists of six other subunits which include the chemical weapons prohibition unit, operation and crisis management unit, traffic policies, driving licensing unit, preventive and environmental safety and technical central for transportation affairs unit. The department follows up pollution issues by regulating the explosives and hazardous materials, monitor the working of the national committees that are involved in the prohibition of chemical weapons and sustain the work of high defence operation rooms. In addition, the department also prepares annual emergency plans and defines and addresses the hazardous zones in the country.

The Administrative Officers

There are three principal administrative offices in Jordan which include the governor, county executive, and district administrators. The governor is the head of the governorate who is appointed by the cabinet and the King. The governor acts as the head of public administration, the highest executive officer and public officer in a governorate. The county executive is the head of public administration, top public officer and he is authorized in jurisdiction similarly to the governor. The district administrator is the head of a district.