


Directory of Services

Greater Amman Municipality Regions

Prepared by: Regions Development Unit, General Occupancy Deputy

A decorative graphic at the bottom of the page consists of several overlapping, semi-transparent shapes in various colors: light blue, light red, light green, dark green, and dark red. These shapes are arranged in a way that suggests a stylized cityscape or a series of overlapping pages.

Third Edition (December 2010)

Vision

Amman, an organized, attractive, safe, livable city of heritage and authenticity; Amman is a city with a soul.

Mission

To provide high quality municipal services of excellence and to focus on urban development that brings balance between modernity and authenticity.

To adopt initiatives which improve the quality of lives for local community focusing on the humanization aspects. This mission will be achieved through good planning, optimal investment of resources, and building partnership with stakeholders.

Core Values

Commitment to service excellence

Honesty, justice, transparency, and equal opportunity

Teamwork

Continuing development and flexibility to change

Engaging stakeholders

Encouraging innovation, initiation, and creativity

Dear recipient of Service:

We have prepared this directory to help you with the services rendered by Greater Amman Municipality's regions.

Please use it as a reference for the following:

- Legal Requirements
- Time intervals of execution
- Points of Providing Service
- Points of Receiving Service
- Procedures

Note that all approved forms are available at the Customer Service and Guidance office in those regions.

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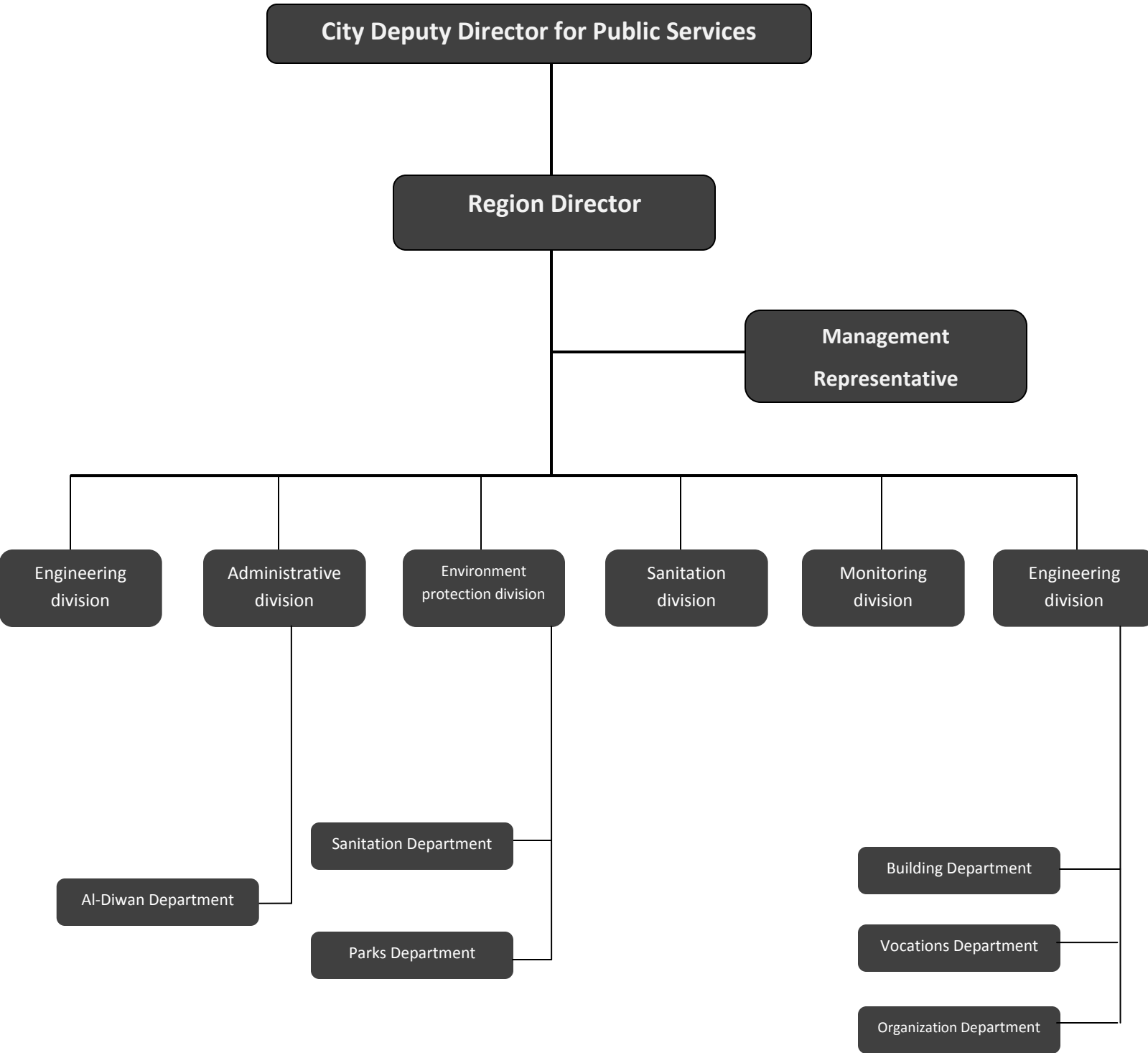
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Regions Duties

- 1- Providing municipal services according to GAM's plans, laws, rules and regulations;
- 2- Issuing licenses (buildings, vocations, general health);
- 3- Monitoring buildings construction of all types within the region according to prevailing laws and GAM's regulations and instructions, and taking legal actions respectively;
- 4- Studying the regions' needs (streets, sidewalks, stairs, retaining walls, gardens and other municipal services, in addition to following up on their progress with the pertinent agencies and departments;
- 5- Attending to GAM's projects within the region and coordination with relevant departments in GAM;
- 6- Monitoring contractors work and their fulfillment of work permits issued by GAM;
- 7- Taking all necessary measures and precautions to maintain general health, protect the environment, prevent diseases and limit health hardships in accordance with laws, instructions and regulations of general health;
- 8- Monitoring and organizing hawkers, outdoor vendors in accordance with current laws, regulations and any instructions issued regarding that matter;
- 9- Managing sanitation of streets, public places and plazas, providing proper garbage containers and moving garbage to specified locations;
- 10- Coordinating with the Gardens Department to establish public gardens and increase green areas of all sorts, and provide them –and whenever possible– with falls, fountains, and children entertainment facilities, in addition to maintaining and protecting trees, gardens and parks;
- 11- Participating in setting up and preparing emergency plans.

Organizational Structure of GAM Regions



GAM Regions' Addresses

Al-Medina Region

Complaints No. : 4637110
Fax No.: 4613510
Electronic address: almadineh.info@ammancity.gov.jo
Region headquarters address: Building No. 10 – Al-Hashemi Street, Al Mudarraaj Neighborhood, Al Madeenah Region.

Basman Region

Complaints No. : 5066043 extension No.: 5059003
Fax No.: 5056188
Electronic address: bassman.info@ammancity.gov.jo
Region headquarters address: Building No. 16 – Al 'Adl Street, Raghdan Neighborhood, Basman Region.

Wadi As-Seer Region

Complaints No. : 5857843 extension No.: 5814306
Fax No.: 5864923
Electronic address: wadiaser.info@ammancity.gov.jo
Region headquarters address: Building No. 9 – Iraq Al Ameer Street, Wadi As Seer Neighborhood, Wadi As Seer Region.

Tla' Al 'Ali, Um Al-Summaq and Khalda Region

Complaints No. : 5521892 extension No.: 5523481
Fax No.: 5514829
Electronic address: tla-ali.info@ammancity.gov.jo
Region headquarters address: Building No. 84 – Princess Zain Bent Al Hussein Street, Al Saleheen Neighborhood, Tla' Al 'Ali Region.

Zahran Region

Complaints No. : 4616693 extension No.: 4638474
Fax No.: 4649621
Electronic address: zahran.info@ammancity.gov.jo
Region headquarters address: Building No. 6 – King Talal Square, Prince Mohammed Street, Jabal Amman Neighborhood, Zahran Region.

GAM Regions' Addresses

Al Nasr Region

Complaints No. : 4907854 extension No.: 4906214

Fax No.: 4901858

Electronic address: alnaser.info@ammancity.gov.io

Region headquarters address: Building No. 6 – Ibn Manthour Street, Jabal Al Nasr Neighborhood, Al Nasr Region.

Al Yarmouk Region

Complaints No. : 4754908 extension No.: 4777781

Fax No.: 4745275

Electronic address: alyarmouk.info@ammancity.gov.io

Region headquarters address: Al Telal Street, Al 'Audeh Neighborhood, Al Yarmouk Region.

Al 'Abdali Region

Complaints No. : 5682913 extension No.: 5671767

Fax No.: 5672779

Electronic address: abdaale.info@ammancity.gov.io

Region headquarters address: Building No. 4 – Safad Street Al Hussein Neighborhood, Al 'Abdali Region.

Tareq Region

Complaints No. : 5056296 extension No.: 5055161

Fax No.: 5050760

Electronic address: tareq.info@ammancity.gov.io

Region headquarters address: Tareq Main Street Al Shaheed Neighborhood, Tareq Region.

Al Qweismeh, Al Jwaideh, Abu 'Alanda, & Al Raqem Region

Complaints No. : 4162872 extension No.: 4163472

Fax No.: 4167760

Electronic address: alqwasmeh.info@ammancity.gov.io

Region headquarters address: Nouri Al Hadeed Street Al Ma'adi Neighborhood, Al Qweismeh Region.

GAM Regions' Addresses

Khrebet Al Souq, Jawa & Al Yadoudeh Region

Complaints No. : 4125286 extension No.: 4126044

Fax No.: 4126381

Electronic address: kherbt-souq.info@ammancity.gov.jo

Region headquarters address: 'Abdel Kareem Al Wreikat Street Jawa Al Shamali Neighborhood, Khrebet Al Souq Region.

Abu Nseir Region

Complaints No. : 5240815 extension No.: 5235490

Fax No.: 5235490

Electronic address: abunser.info@ammancity.gov.jo

Region headquarters address: Abu Nseir Main Street Al Basaleh Neighborhood, Abu Nseir Region.

Ras Al 'Ein Region

Complaints No. : 4754913 extension No.: 4744191

Fax No.: 4789861

Electronic address: ras-alain.info@ammancity.gov.jo

Region headquarters address: Al Abtal Street Al Natheef Neighborhood, Ras Al Ein Region.

Marka Region

Complaints No. : 4891307 extension No.: 4891360

Fax No.: 4891326

Electronic address: marka.info@ammancity.gov.jo

Region headquarters address: King Abdullah I Street, Hamzah Neighborhood, Marka Region.

Bader Region

Complaints No. : 4370615 extension No.: 4391164

Fax No.: 4384091

Electronic address: badernazal.info@ammancity.gov.jo

Region headquarters address: Nouri Al Hadeed Street Al Ma'adi Neighborhood, Al Qweismeh Region.

Sweileh Region

Complaints No. : 5356019 extension No.: 5341008

Fax No.: 5347008

Electronic address: sweileh.info@ammancity.gov.jo

Region headquarters address: Princess Rayah Bent Al Hussein Street, Al Kamaliyeh Neighborhood, Sweileh Region.

Al Muqablain Region

Complaints No. : 4207592 extension No.: 4201145

Fax No.: 4200144

Electronic address: almoqablen.info@ammancity.gov.jo

Region headquarters address: Al Basheer Ibn Al Bara' Street Al Muqablain Neighborhood, Al Muqablain Region.

Shafa Badran Region

Complaints No. : 5240816 extension No.: 5238191

Fax No.: 4789861

Electronic address: shafabaadran.info@ammancity.gov.jo

Region headquarters address: Building No. 29, Waheed Abdel Hadi Street, Yajouz Neighborhood, Shafa Badran Region.

Bader Al Jadida Region

Complaints No. : 5471487 extension No.: 5471102

Fax No.: 5471435

Electronic address: baderaljadidah.info@ammancity.gov.jo

Region headquarters address: Rafe'a Ibn Sahl Street Al Fardos Al sharqi Neighborhood, Badr Al Jadidah Region.

Jbeiha Region

Complaints No. : 5356032 extension No.: 5343002

Fax No.: 5341556

Electronic address: jbaiha.info@ammancity.gov.jo

Region headquarters address: Building No. 30, Abdullah Al Louzi Street, Al Baladiyah Neighborhood, Jbeiha Region.

Sahab Region

Complaints No. : 4021006

Fax No.: 4025701

Electronic address: sahab.info@ammancity.gov.jo

Region headquarters address: Amman/ Sahab Main Street next to Al Dalleh Circle, Sahab Region.

GAM Regions' Addresses

Al Mwaggar Region

Complaints No. : 4050894 extension No.: 4051630

Fax No.: 4050818

Region headquarters address: Al Mwaggar Circle, Housing Bank Building, 2nd floor- Al Mwaggar Region

Uhod Region

Complaints No. : 4023594 extension No.: 4024251

Fax No.: 4023480

Region headquarters address: Khushafiet Al Dabaibeh Neighborhood, Next to the Health Center.

Al Jeezah Region

Complaints No. : 4460263 extension No.: 4460408

Fax No.: 4460515

Region headquarters address: Main airport Road, Opposite to Methgal Al Fayez Park, Al Jeezah Region

Na'our Region

Complaints No. : 5725026 extension No.: 5727002

Fax No.: 5725026

Electronic address: naour.info@ammancity.gov.jo

Marj Al Hamam Region

Complaints No. : 5734196 extension No.: 5712146

Fax No.: 5733104

Electronic address: marj-alhamam.info@ammancity.gov.jo

Husban Region

Complaints No. : 4250472 extension No.: 4250142

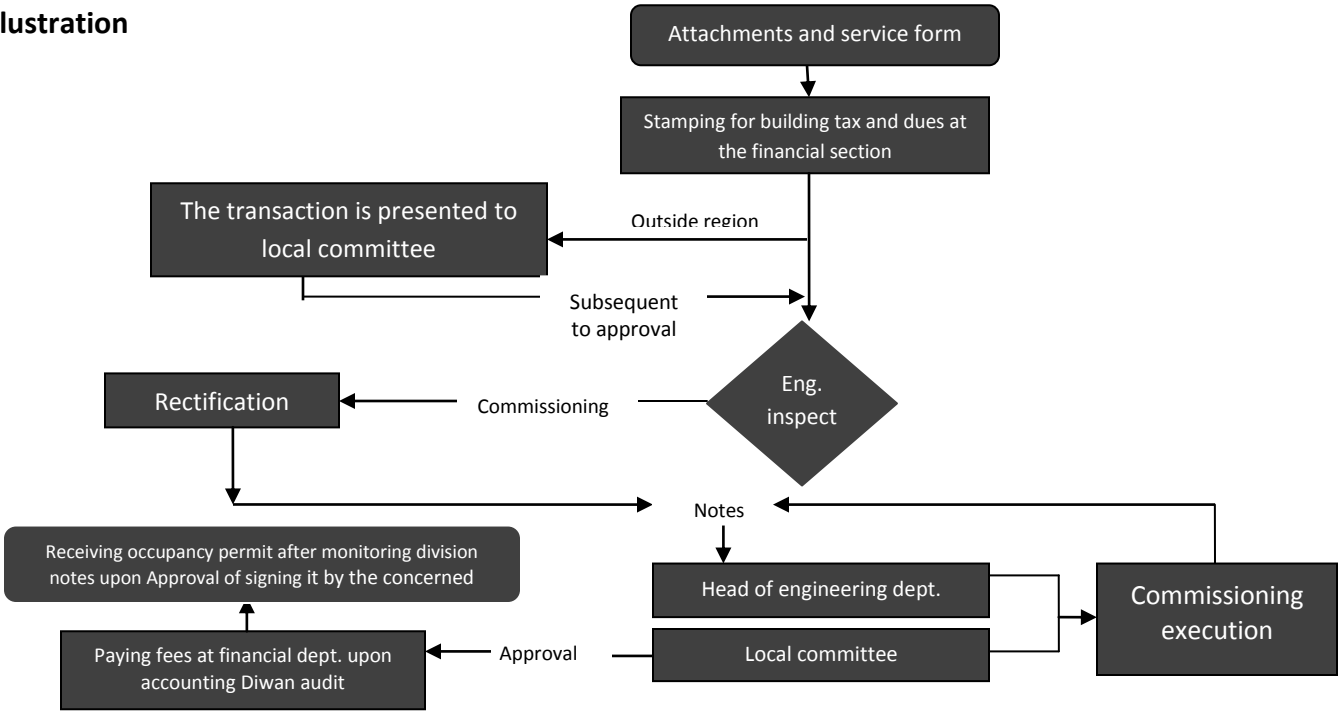
Fax No.: 4250472

Electronic address: husban.info@ammancity.gov.jo

Issuing Occupancy Permits (Within/Outside Organized Regions)

Place of Applying Transaction	Region’s guidance and public service office
Place of Receiving Transaction	Region’s building clerk
Required Attachments	<ul style="list-style-type: none"> 1-Valid organizational site blueprint 2- Original land blueprint 3- Copy of the latest constructional license 4- Liability clearance from the financial section 5- Registration document
Time Interval of Transaction	10-21 working days
Procedures	<ul style="list-style-type: none"> 1-Service applicant is required to fill in a service form and present attachments 2-Stamping for building tax and dues at the financial section (in case required service is outside organization, then it is presented to the regional committee) 3-Engineering inspection’s date is set 4-Building Clerk carries out inspection (in case of commissioning the transaction is made for rectification purposes by service applicant; if there is no commissioning, the transaction is presented to local committee). 5-The transaction is referred to head of the engineering division to enter notes and present the transaction to the local committee. 6-Subsequent to local committee’s approval, fees are determined and presented to the accountancy Diwan for auditing. 7-Service applicant pays fees at the financial section. 8-Receiving occupancy permit from the building clerk.

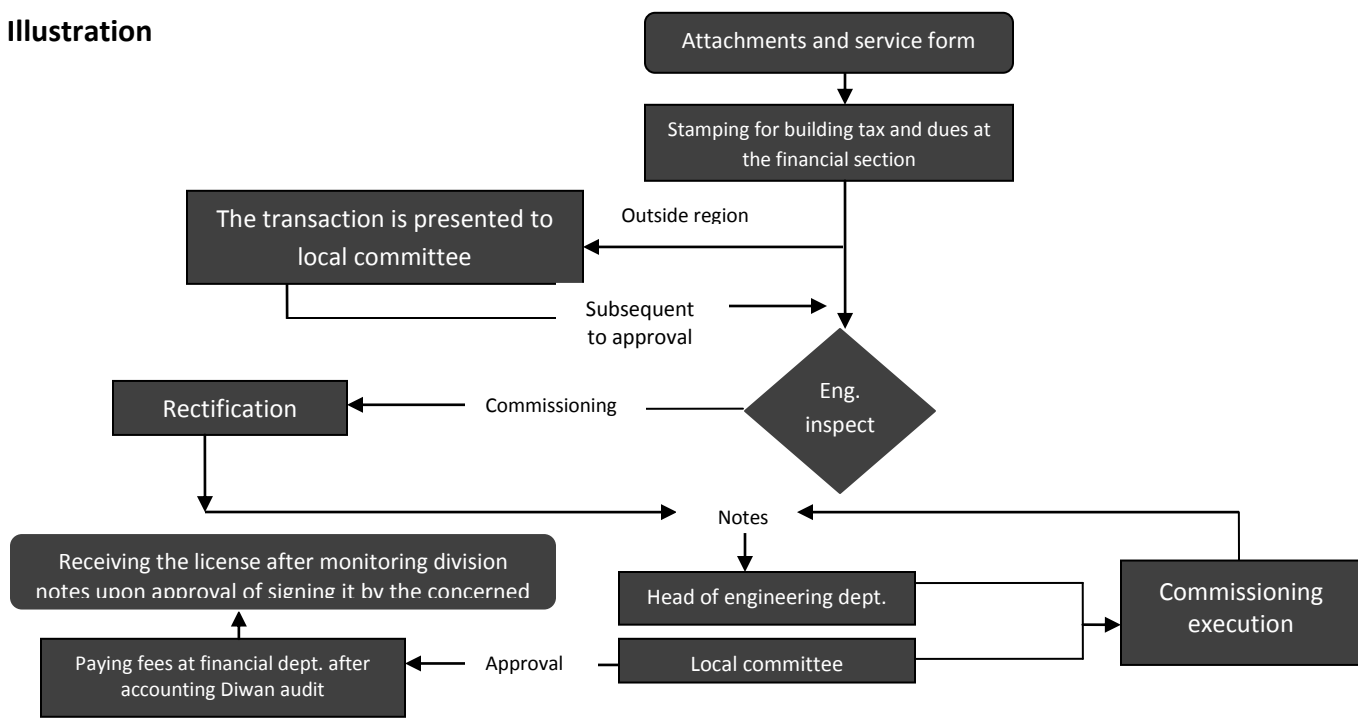
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Issuing Construction Permit for an Existing Building

Place of Applying Transaction	Region's guidance and public service office
Place of Receiving Transaction	Region's building clerk
Required Attachments	<ol style="list-style-type: none"> 1- Five or three copies of constructional blueprints verified by Engineers Association. (Depending on area required to be licensed). 2- Engineers Association letter regarding sales tax. 3- Original land blueprint. 4- Valid original organizational site blueprint. 5- Registration document 6- Liability clearance from the financial section.
Time Interval of Transaction	10-21 working days
Procedures	<ol style="list-style-type: none"> 1- Service applicant is required to fill in a service form and present attachments. 2- Stamping for building tax and dues at the financial section (in case required service is outside organization, then it is presented to the regional committee, and if it is approved, procedures go like following): 3- Engineering inspection's date is set 4- Building clerk carries out inspection (in case of commissioning, the transaction is made for rectification purposes by service applicant, if there is no commissioning the transaction is presented to local committee). 5- The transaction is referred to head of the engineering division to enter notes and present the transaction to the local committee. 6- Subsequent to local committee's approval, fees are determined and presented to the accountancy Divan for auditing. 7- Service applicant pays fees at the financial section. 8- Receiving the license from the building clerk

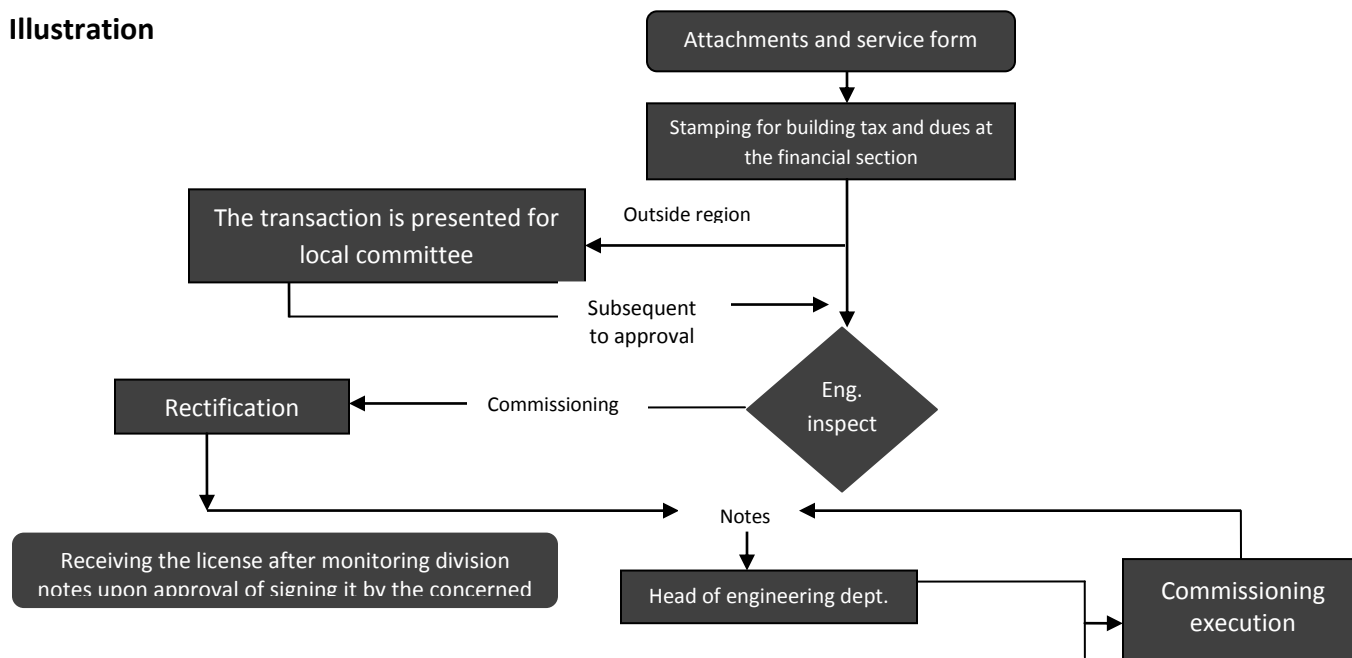
Illustration



Issuing Construction License for a Proposed Building

Place of Applying Transaction	Region's guidance and public service office
Place of Receiving Transaction	Region's building clerk
Required Attachments	<ol style="list-style-type: none"> 1- Five or three copies of constructional blueprints verified by Engineers Association. (Depending on area required to be licensed). 2- Engineers Association Letter regarding Sales Tax. 3- Original Land Blueprint. 4- Valid Original Organizational Site Blueprint. 5- Registration Document 6- Liability Clearance from the Financial section. 7- Auditing building license form stamped from concerned departments
Time Interval of Transaction	10-21 working days
Procedures	<ol style="list-style-type: none"> 1- Service applicant is required to fill in a service form and present attachments. 2- Stamping for building tax and dues at the financial section (in case required service is outside organization then it is presented to the regional committee, and if it is approved procedures go like following:) 3- Engineering inspection's date is set 4- Building clerk carries out inspection (in case of commissioning the transaction is made for rectification purposes by service applicant, if there is no commissioning the transaction is presented to local committee). 5- The transaction is referred to head of the engineering division to enter notes and present the transaction to the local committee. 6- Subsequent to local committee's approval, fees are determined and presented to the accountancy Divan for auditing. 7- Service applicant pays fees at the financial section. 8- Receiving the license from the building clerk

Illustration

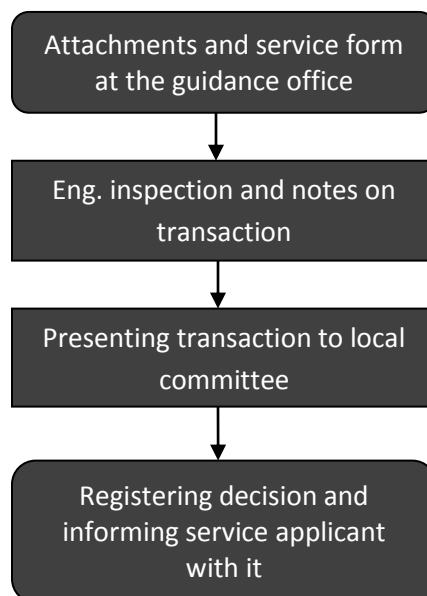


Preliminary Approval on Construction Blueprints



Place of Applying Transaction	Region's guidance and public service office
Place of Receiving Transaction	Region's organization department
Required Attachments	<ol style="list-style-type: none"> 1- Three engineering blueprints 2- Valid organizational site blueprint 3- Original land blueprint 4- A form specifying reasons or articles upon which the preliminary approval is required 5- Copy of registration document
Time Interval of Transaction	7-14 working days
Procedures	<ol style="list-style-type: none"> 1- Service applicant is required to present service form and attachments at the region's guidance and public service office 2- Engineering inspection's date is set 3- The transaction is noted and presented to the local committee. 4- Informing service applicant with the committee's decision (approval or disapproval).

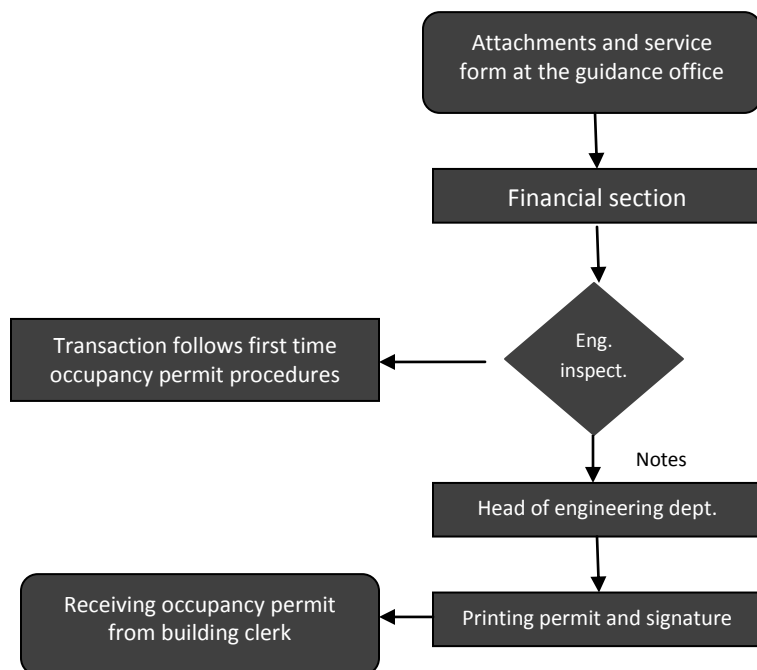
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Occupancy Permit Renewal

Place of Applying Transaction	Region's guidance and public service office
Place of Receiving Transaction	Region's building clerk
Required Attachments	<ul style="list-style-type: none"> 1-Valid original organizational site blueprint 2- Original land blueprint 3-Copy of the last occupancy permit 4-Copy of construction license 5- Liability clearance from the financial section 6- Valid registration document
Time Interval of Transaction	3-7 working days (in case there are no amendment to the previous status)
Procedures	<ul style="list-style-type: none"> 1- Service applicant is required to fill in a service form and present attachments 2- Stamping of building tax and dues at the financial section 3- Engineering inspection's date is set 4- Building clerk carries out inspection (in case no alterations took place on occupancy situation, then the permit is printed and delivered to citizen by the building clerk). 5- In case there are alterations on the occupancy, the transaction follows a first time occupancy permit procedures and time interval.

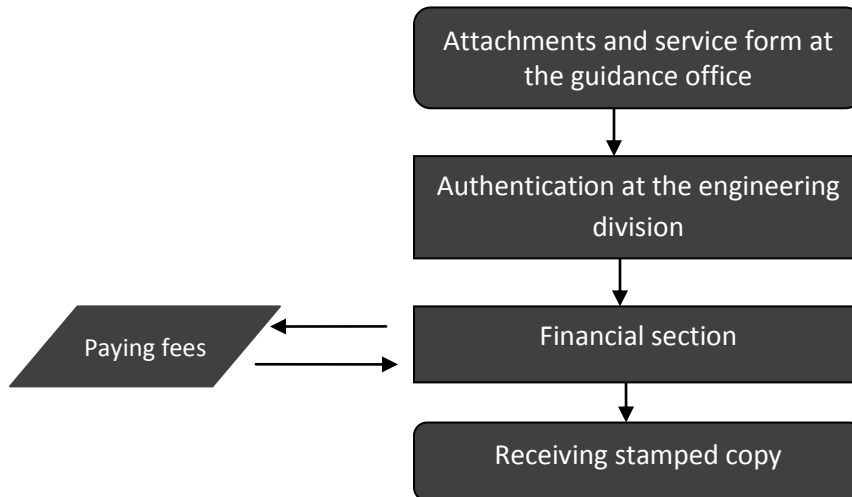
Illustration



Copy of Occupancy Permit

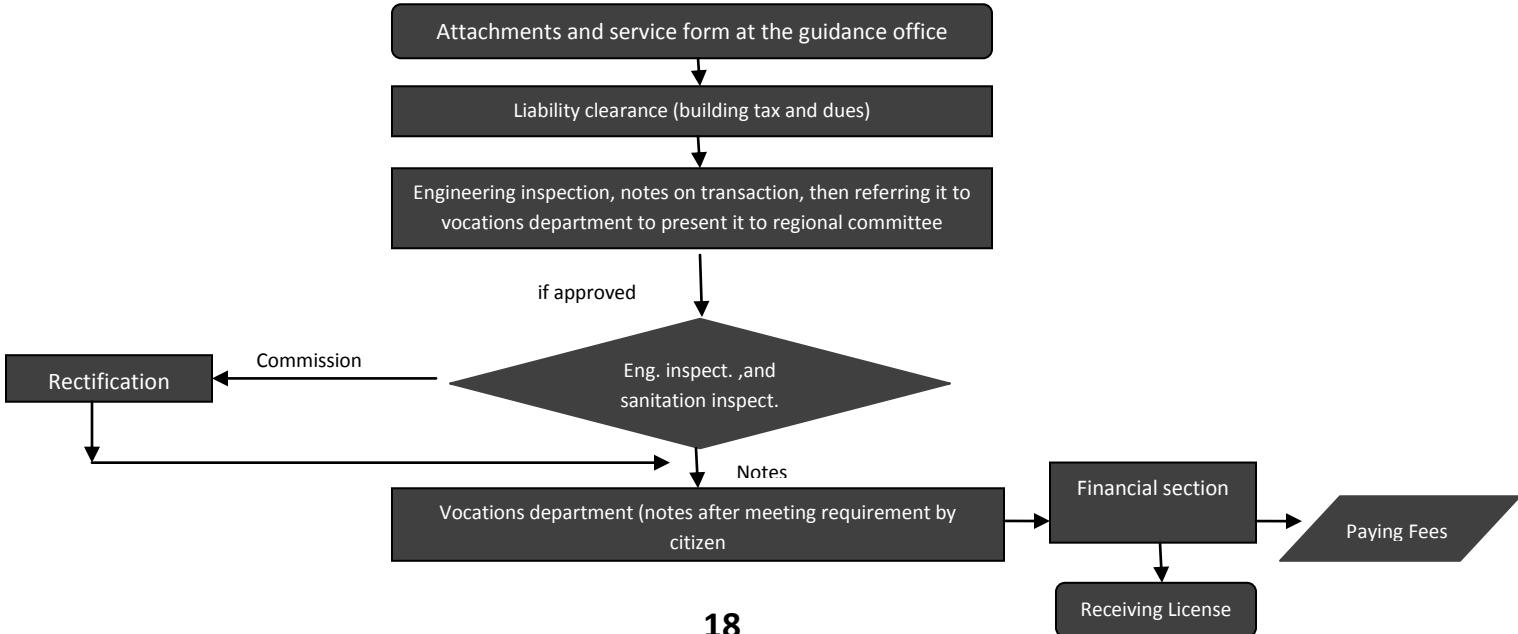
Place of Applying Transaction	Region's guidance and public service office
Place of Receiving Transaction	Region's building clerk
Required Attachments	1-Copy of the last construction license 2- Copy of registration document 3- Liability clearance from the financial section
Time Interval of Transaction	1 hour
Procedures	1- Service applicant is required to fill in the region's guidance office's specific form 2- Corroborate copy at the engineering division 3- Paying fees at the financial section 3- Stamp copy (original copy) from Al-Divan, then delivering it to service applicant.

Illustration



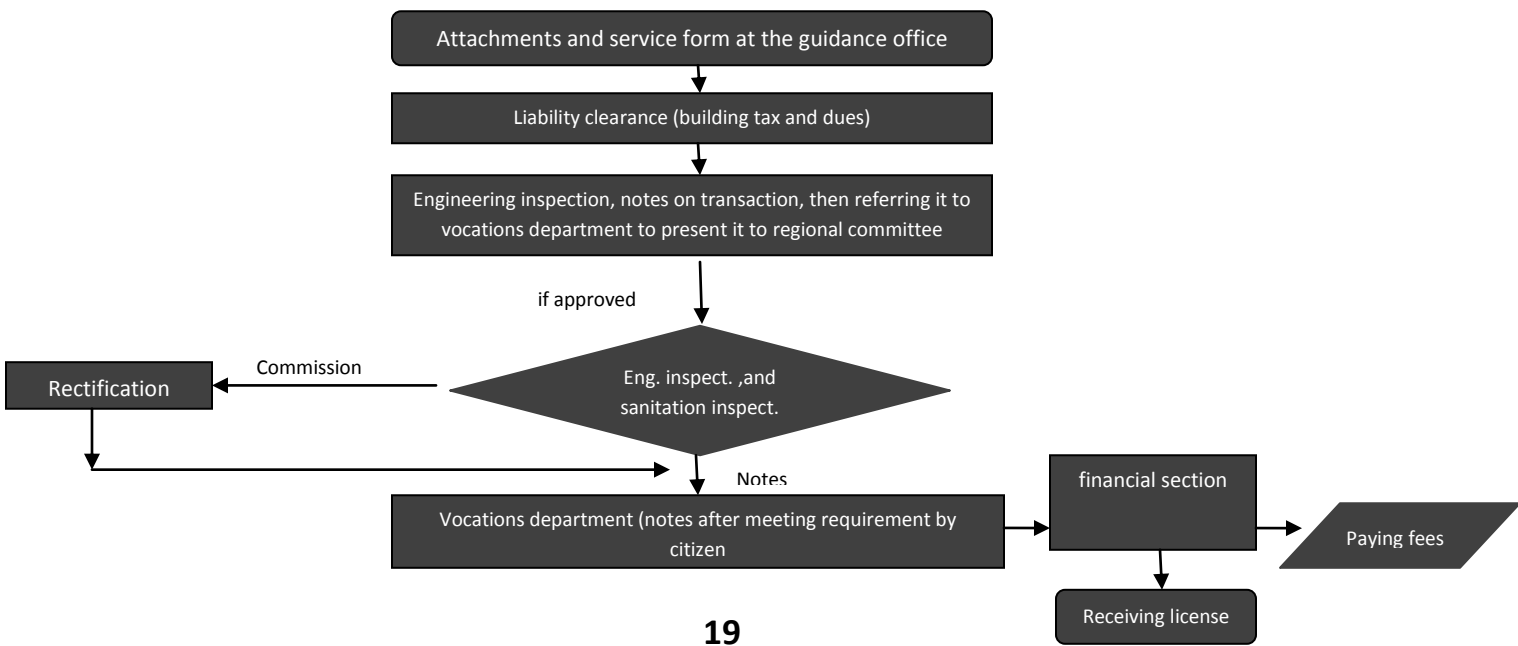
Issuing New Vocations License (Within Organizational Region)

Place of Applying Transaction	Region's guidance and public service office
Place of Receiving Transaction	Region's vocations department
Required Attachments	<p><i>Initially:</i> 1-Valid organizational site blueprint 2- Valid occupancy permit for required purpose 3-Application form is presented to regional committee if the occupancy permit is not issued for required purpose.</p> <p><i>Subsequent to final approval:</i> 1-Commercial registry 2-Amman Chamber of Commerce or Industry registration 3- Authenticated lease contract</p>
Time Interval of Transaction	15 working days
Procedures	<p>1-Service applicant is required to fill in a service form and present attachments</p> <p>2-Stamping for building tax and dues at the financial section</p> <p>3-Inspection's date is set by region's guidance office.</p> <p>4-Building clerk does the inspection and enters notes, then refers the transaction to head of the engineering division to enters notes and refer it to GAM headquarters' vocations department so to be presented to the regional committee, in case of approval the, transaction is referred to the region to continue procedures of issuing a new vocations license (commercial/industrial) within region</p> <p>5-Sanitation division carries out inspection or enters notes regarding the transaction (depending on the vocation)</p> <p>6-Vocations department notes on transaction after insuring requirement are met</p> <p>7-Service applicant pays fees at the financial section</p> <p>8-Service applicant receives license from vocations department (subsequent to Region's manager and stamping license)</p>



Issuing New Vocations License (Outside Organizational Region)

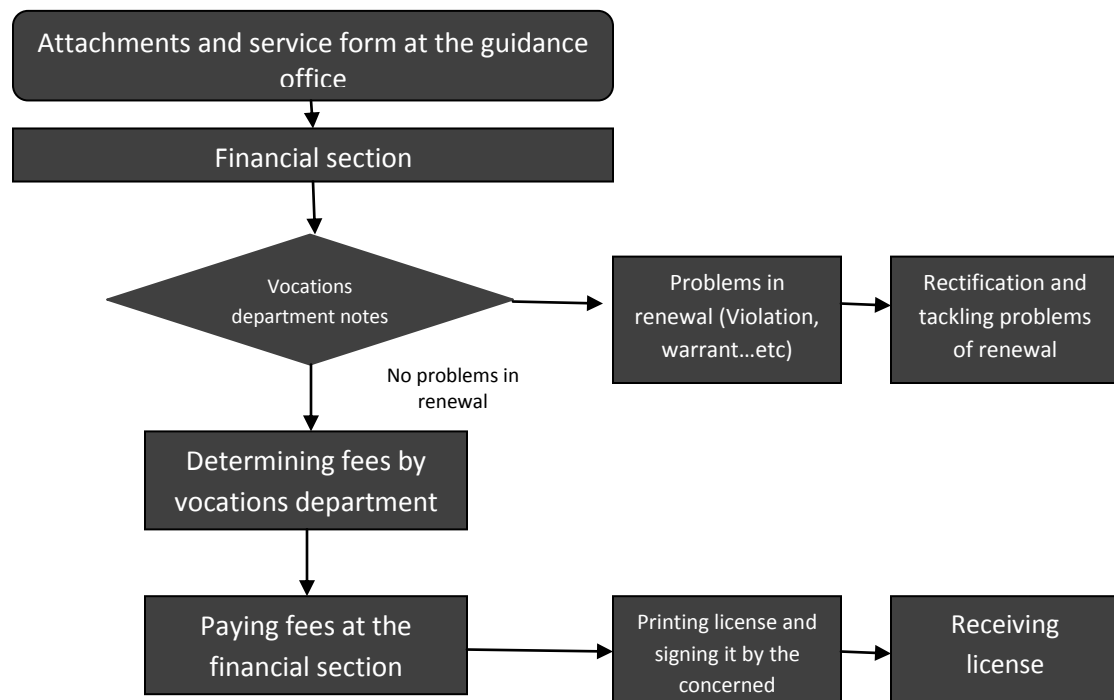
Place of Applying Transaction	Region’s guidance and public service office
Place of Receiving Transaction	Region’s vocations department
Required Attachments	<p><i>Initially:</i> 1-Valid organizational site blueprint 2- Valid occupancy permit for required purpose 3-Application form is presented to regional committee if the occupancy permit is not issues for required purpose.</p> <p><i>Subsequent to final approval:</i> 1-Commercial registry 2-Amman Chamber of Commerce or Industry registration 3- Authenticated lease contract</p>
Time Interval of Transaction	15 working days
Procedures	<p>1-Service applicant is required to fill in a service form and present attachments 2-Stamping for building tax and dues at the financial section 3-Inspection’s date is set by region’s guidance office. 4-Building clerk does the inspection and enters notes, then refers the transaction is referred to head of the engineering division to enter notes and refer it to GAM headquarters' vocations department so to be presented to the regional committee, in case of approval, the transaction is referred to the region to continue procedures of issuing a new vocations license (commercial/industrial) within Region 5-Sanitation division carries out inspection or enters notes regarding the transaction (depending on the vocation) 6-Vocations department enters notes on transaction after insuring requirements are met 7-Service applicant pays fees at the financial section 8-Service applicant receives license from vocations department (subsequent to region's manager and stamping license)</p>



Vocations License Renewal

Place of Applying Transaction	Region’s guidance and public service office
Place of Receiving Transaction	Region’s vocations department
Required Attachments	1-Last License 2-Verification of annual subscription in Amman Chamber of Commerce or Industry (depends on vocation)
Time Interval of Transaction	15 -20 minutes
Procedures	<ol style="list-style-type: none"> 1- Service applicant is required to fill in a service form and present attachments 2- Entering notes on the transaction by vocations department, then determining fees (in case there are no remarks on the license) 3- Service applicant pays fees at the financial section 4- License is printed, signed by concerned , stamped, and delivered to citizen

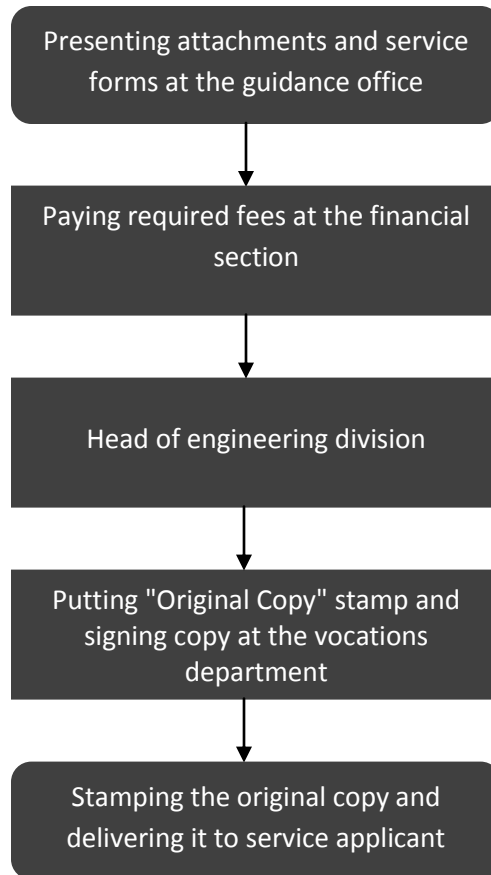
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Original Copy of Vocations License

Place of Applying Transaction	Region's guidance and public service office
Place of Receiving Transaction	Region's vocations department
Required Attachments	1- Original vocations license 2- Copy of original license 3- License owner or official deputy (Identity verification)
Time Interval of Transaction	15-20 minutes
Procedures	1- Filling in the specified service form at the guidance and public service office 2- Service applicant pays fees at the financial section 3- Putting "Original Copy" stamp and signing copy at the vocations department 4- The original copy is stamped and delivered to the service applicant.

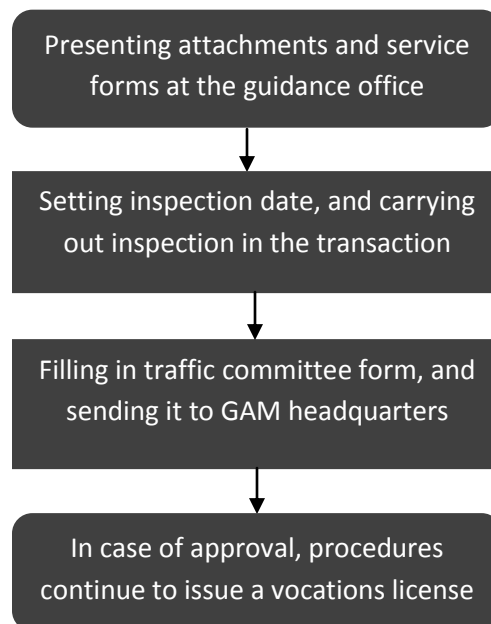
Illustration



Traffic Related or Noisy Vocations License

Place of Applying Transaction	Region's guidance and public service office
Place of Receiving Transaction	Region's vocations department
Required Attachments	<p><i>Initially:</i> 1-Valid organizational site blueprint 2- Valid occupancy permit for required purpose 3-Application form is presented to the region's traffic related and noisy vocations committee</p> <p><i>Subsequent to final approval:</i> 1-Ministry of Trade and Industry registration 2- Authenticated lease contract 3-Ownership document (if the service applicant is the owner) 4-Amman Chamber of Commerce subscription depending on vocation.</p>
Time Interval of Transaction	10-15 days
Procedures	<ol style="list-style-type: none">5- Filling in the specified service form at the region's guidance and public service office6- Service applicant pays fees at the financial section7- Putting "Original Copy" stamp and signing copy at the vocations department8- The original copy is stamped and delivered to the service applicant.

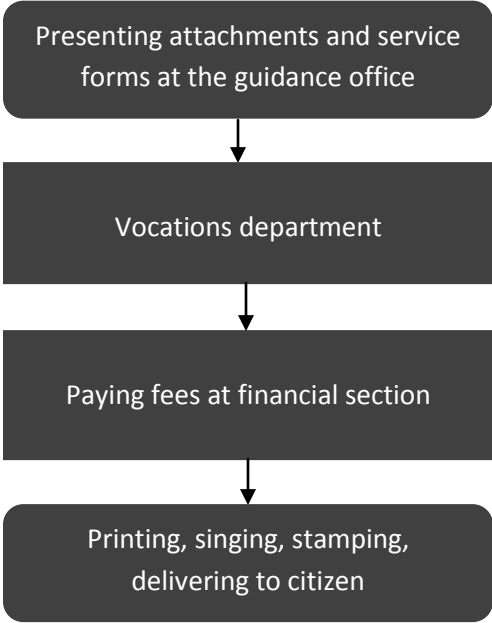
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Replacement of Vocations License

Place of Applying Transaction	Region's guidance and public service office
Place of Receiving Transaction	Region's vocations department
Required Attachments	1- License owner or official deputy 2- Determining license number
Time Interval of Transaction	15-20 minutes
Procedures	1- Filling in the specified service form at the guidance and public service office 2- Vocations department 3- Paying fees at the financial section 4- Printing, signing, stamping and delivering license to service applicant

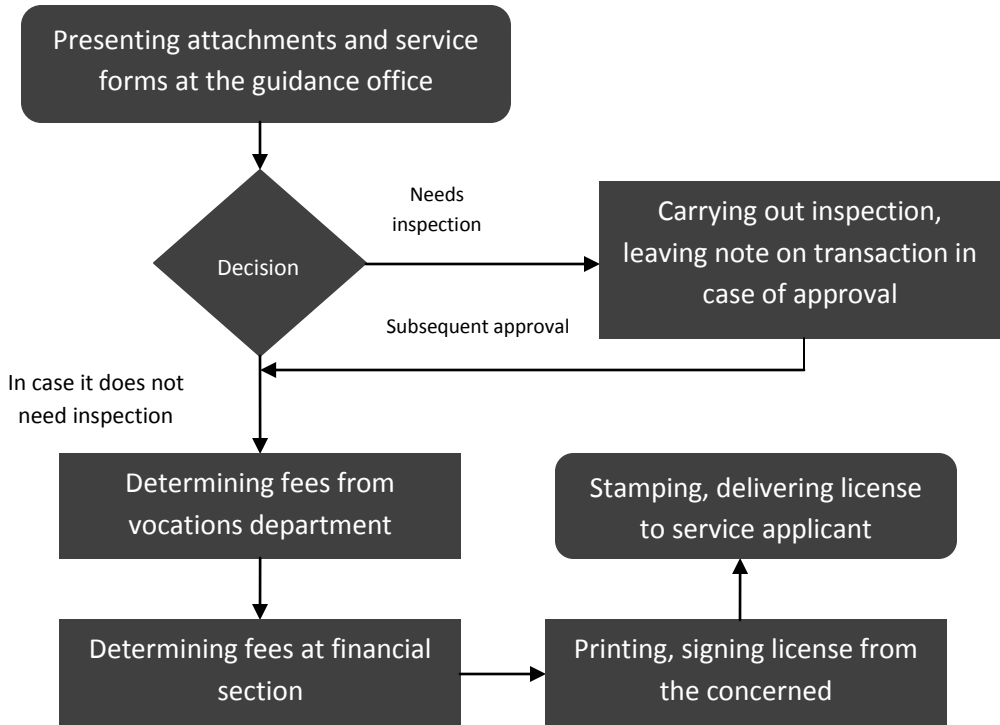
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Alteration/ Adding Purpose of Vocation (Commercial or Industrial)

Place of Applying Transaction	Region’s guidance and public service office
Place of Receiving Transaction	Region’s vocations department
Required Attachments	<ol style="list-style-type: none"> 1-Alteration or adding purpose of vocation in the commercial registry 2-Alteration or adding purpose of vocation in Amman Chamber of Commerce and Industry (depending on vocation) 3-Last original vocations license 4-Other official approvals according to vocation which is meant to be altered or adding purpose to it
Time Interval of Transaction	20-30 minutes
Procedures	<ol style="list-style-type: none"> 1- Filling in the alteration or adding purpose in vocation service form at the guidance and public service office 2- Some vocations might need to be inspected on ground, and amending construction blueprints of site, and presenting it to the local committee. 3- Determining license fees (with the new addition in the vocations department) 4- Paying fees at the financial section 5- Issuing, and signing license from the concerned. 6- Stamping license and delivering it to service applicant

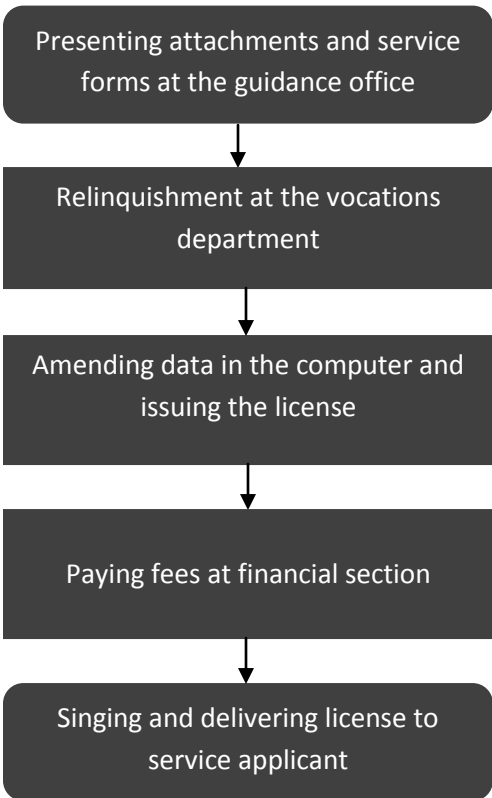
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Transferring Ownership (Commercial/Industrial)

Place of Applying Transaction	Region's guidance and public service office
Place of Receiving Transaction	Region's vocations department
Required Attachments	1-Commercial registry of the new person 2-Authinticated new original lease contract of the new person 3-Pervious license owner or official deputy for hand written relinquishment 4-Original license or copy of it 5-Amman Chamber of Trade and Industry depending on vocation
Time Interval of Transaction	30 minutes
Procedures	1- Presenting ownership transfer form at the region's guidance and public service office 2- Hand written relinquishment of relevant party or official deputy (at the vocations department) 3- Amending data in the computer, and issuing new license 4- Paying required fees at the financial section 5- Signing, stamping license and delivering its owner

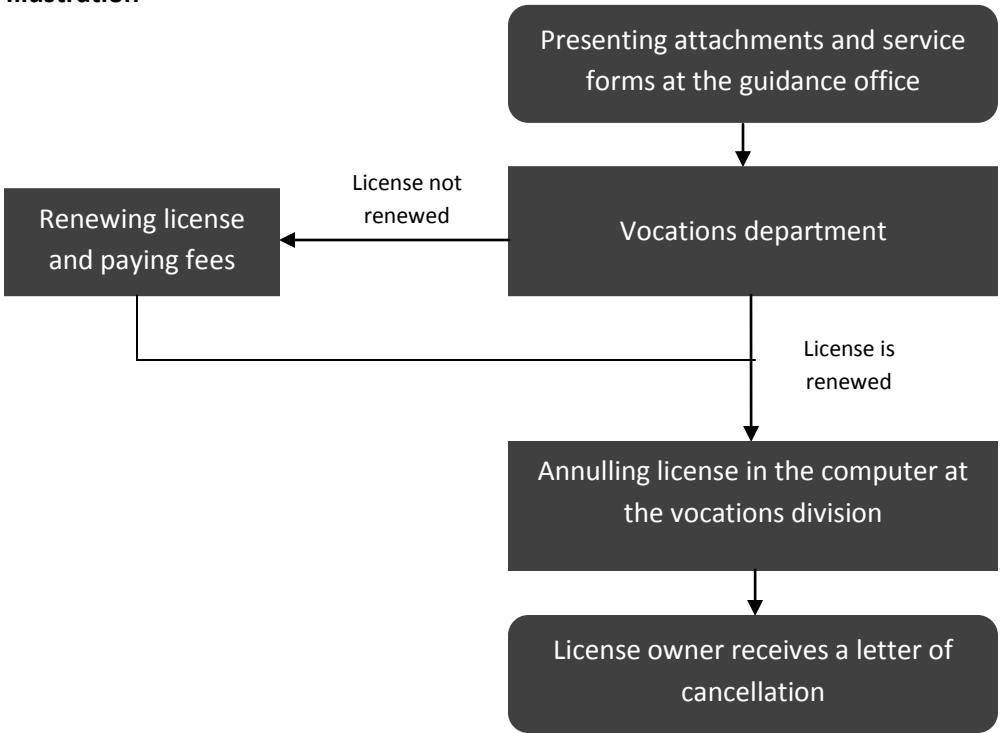
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Annuling and Cancelling Vocations License

Place of Applying Transaction	Region’s guidance and public service office
Place of Receiving Transaction	Region’s vocations department
Required Attachments	1-Original license 2-License owner or deputy by power of attorney 3-Annuling commercial registry
Time Interval of Transaction	20-30 minutes
Procedures	1- Presenting, annulling, and cancelling form at the region’s guidance and public service office 2- Cancelling license in the computer at the vocations department in case it was renewed (If license is not renewed, it is to be renewed, then fees are paid to cancel it) 3- The cancelled license owner receives a letter of the cancellation

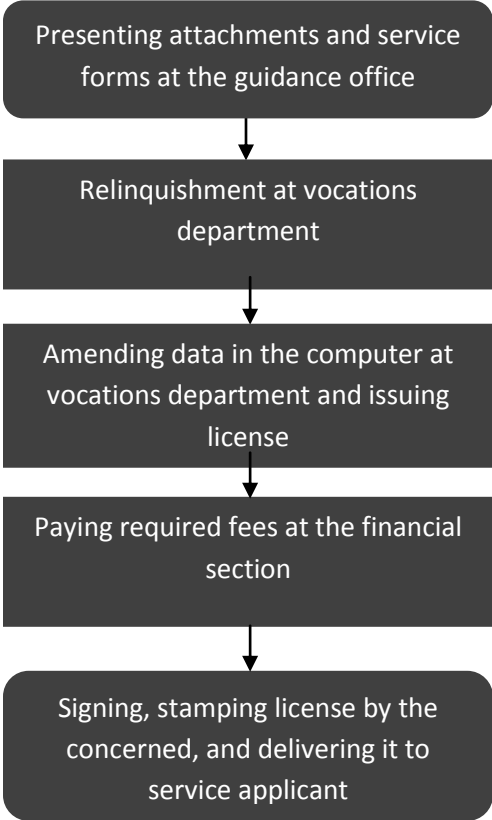
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New Partner (s) in Commercial/Industrial Organization

Place of Applying Transaction	Region's guidance and public service office
Place of Receiving Transaction	Region's vocations department
Required Attachments	1-Lease contract with the new partner(s) name(s) 2-Commercial registry with new partner(s) name(s) 3-Hand written relinquishment letter by relinquisher 4-Last vocations license
Time Interval of Transaction	20-30 minutes
Procedures	1- Presenting new partner(s) form at the guidance and public service office 2- Proceeding with new partner(s) procedures at the vocations department (storing new data in the computer and issuing license) 3- Referring form to the financial section for required fees 4- Signing, stamping by the concerned, and delivering license to service applicant

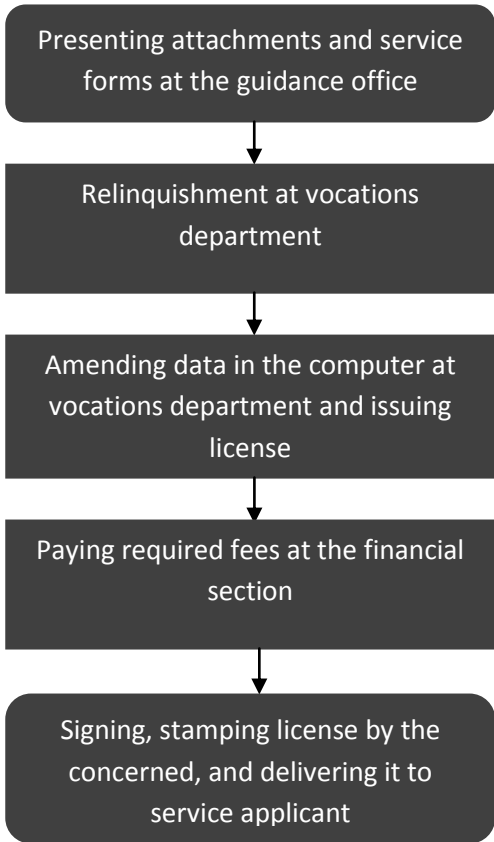
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Partner(s) Withdrawal

Place of Applying Transaction	Region's guidance and public service office
Place of Receiving Transaction	Region's vocations department
Required Attachments	1-Lease contract with the remaining partner(s) name(s) 2-Chamber of Commerce or Industry (depending on vocation) 3-Hand written relinquishment by relinquished 4-Last vocations license
Time Interval of Transaction	20-30 minutes
Procedures	1- Presenting partner(s) withdrawal form at the guidance and public service office 2- Continuing with partner(s) withdrawal procedures at the vocations department (storing new data in the computer and issuing license) 3- Referring form to the financial section for required fees 4- Signing, stamping by the concerned, and delivering license to service applicant

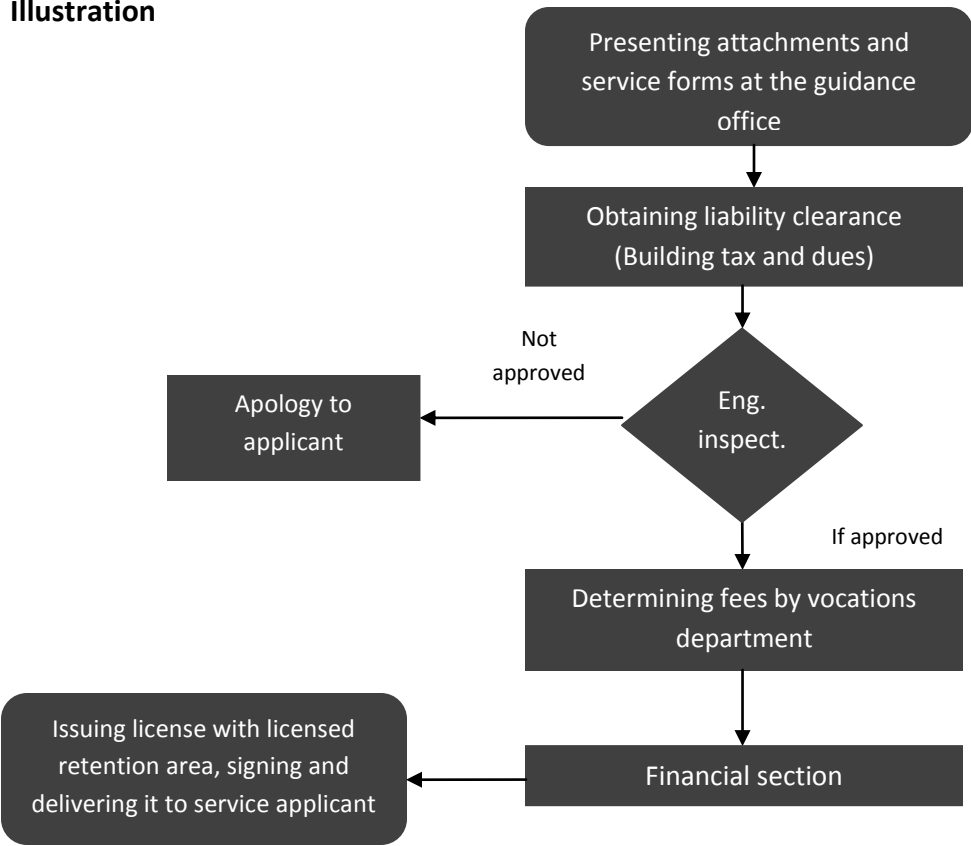
Illustration



Using Open Retention

Place of Applying Transaction	Region’s guidance and public service office
Place of Receiving Transaction	Region’s vocations department
Required Attachments	<ol style="list-style-type: none"> 1- Original vocation license of shop 2- Owner approval
Time Interval of Transaction	1-2 days
Procedures	<ol style="list-style-type: none"> 1- Service applicant fills in service form and presents attachments at the region’s guidance and public service office 2- Inspection date is determined to measure retention area 3- Determining fees by vocations department 4- Paying fees at the financial section 5- Issuing new license with the licensed retention area 6- Signing averment and pledge for specified purpose 7- License is signed, stamped by the concerned and delivered to its owner

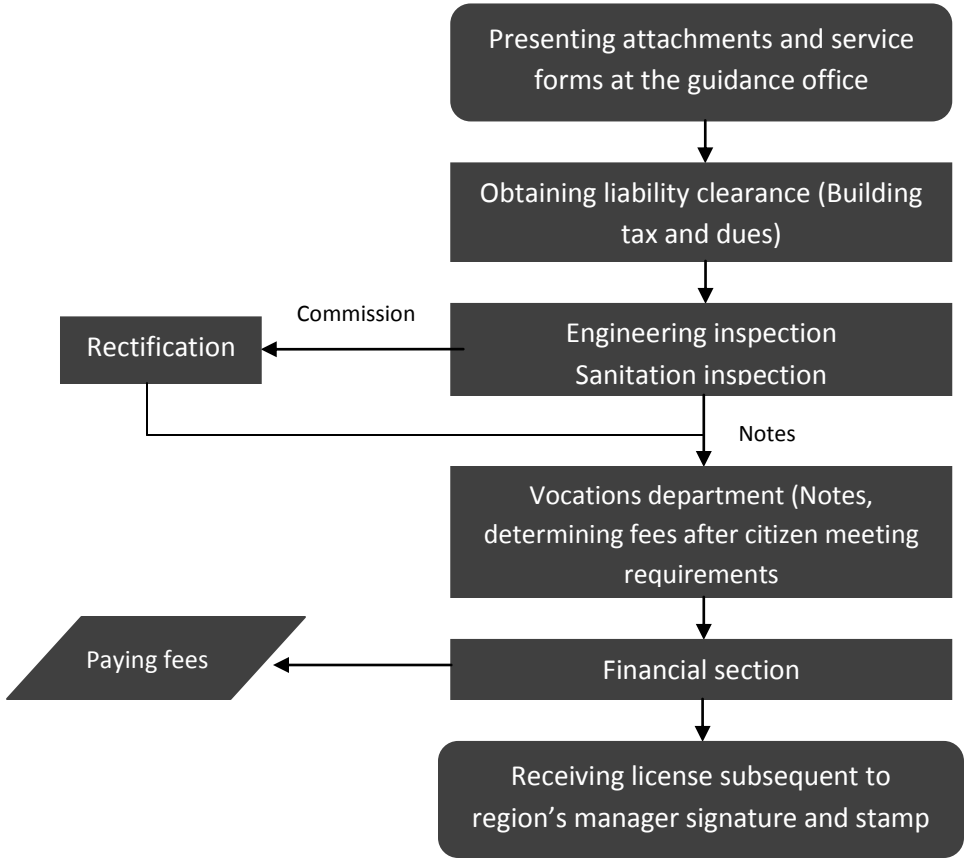
Illustration



Transferring Commercial or Industrial Organization License Location

Place of Applying Transaction	Region’s guidance and public service office
Place of Receiving Transaction	Region’s vocations department
Required Attachments	Same as a first-time license (except for commercial registry)
Time Interval of Transaction	3-5 days
Procedures	<ol style="list-style-type: none"> 1- Service applicant fills in service form and presents attachments 2- Stamping building tax and dues at the financial section 3- Inspection date is set by the guidance office 4- Building clerk carries out inspection (in case there is no commission needed, then the transaction is rectified) 5- Sanitation Department inspects or enters notes on the transaction (depending on vocation) 6- Vocations department notes the transaction after insuring requirements are met 7- Service applicant pays fees at the financial section 8- Service applicant receives license from vocations department (subsequent to region manager’s signing, and stamping license)

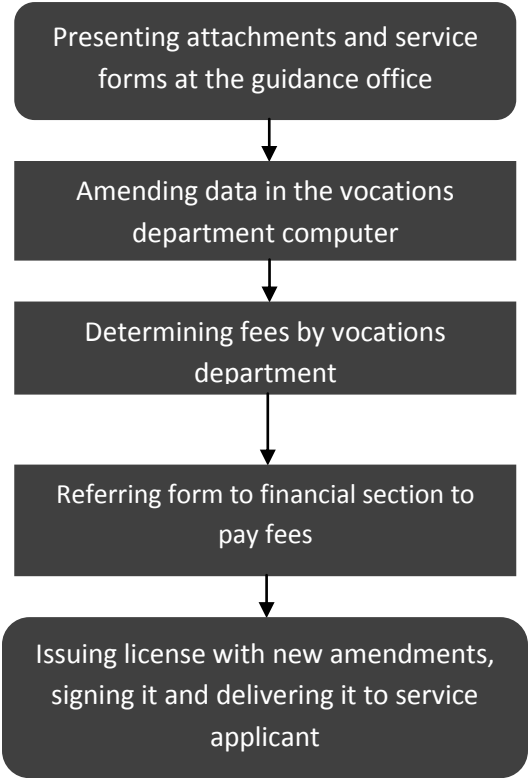
Illustration



Amendment of Capital

Place of Applying Transaction	Region's guidance and public service office
Place of Receiving Transaction	Region's organization department
Required Attachments	1-Original vocation license 2-Commercial registry 3-Chamber of Commerce of Industry (depending on vocation), and the new capital
Time Interval of Transaction	20-30 minutes
Procedures	1- Service applicant presents service form to region's guidance and public service office 2- Amending capital in the computer at the vocations department 3- Paying fees at the financial section 4- Issuing license with the new amendments 5- Service applicant receives license from subsequent to the its signature by the concerned

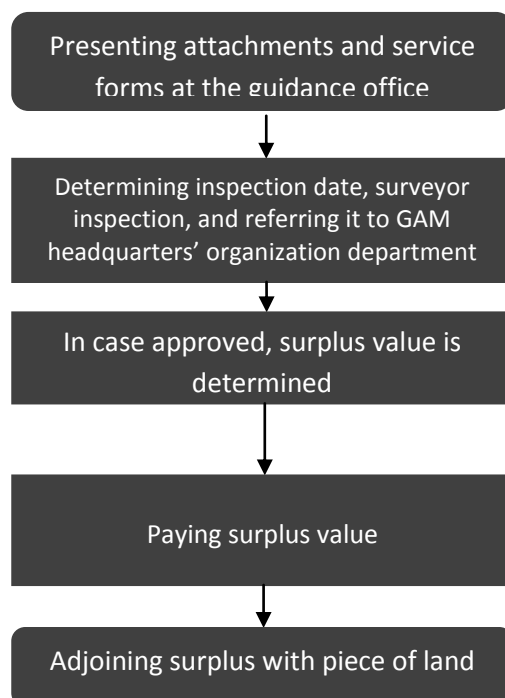
Illustration



Request for Surplus Purchase

Place of Applying Transaction	Region's guidance and public service office
Place of Receiving Transaction	Region's organization department
Required Attachments	<ol style="list-style-type: none">1-Valid organizational site blueprint2-Valid land blueprint3-Original registration document4-Linear request directly from the owner5-Indication of alteration (if necessary)6-Liability clearance from the financial section (Dues and building tax)
Time Interval of Transaction	3-5 days within region
Procedures	<ol style="list-style-type: none">1-Presenting specified form at the region's guidance and public service office2-Determining inspection date by surveyor, then leaving notes on transition and referring it to GAM headquarters' organization department3-In case approved, surplus value is determined (through Land and Survey Department)4-Paying value5-Adjoining surplus with piece of land

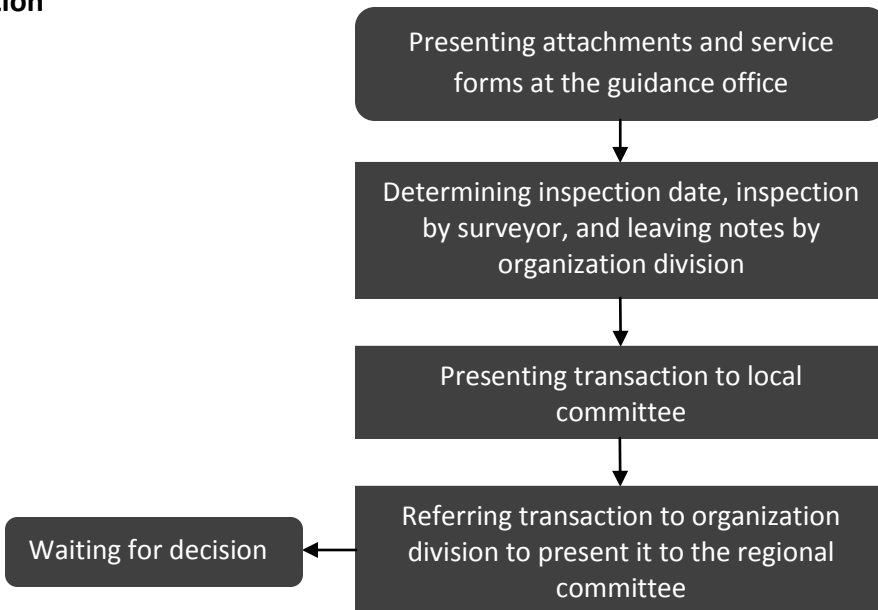
Illustration



Organizational Amendment

Place of Applying Transaction	Region’s guidance and public service office
Place of Receiving Transaction	Region’s organization department
Required Attachments	<ul style="list-style-type: none"> 1-Valid organizational site blueprint 2-Original registration document 3-Valid land blueprint 4-Linear request directly from the owner with reasons
Time Interval of Transaction	<p>Within Region: 8-12 working days</p> <p>GAM headquarters (organization department): 6-8 months from the technical study's release and administrative approval date</p>
Procedures	<ul style="list-style-type: none"> 1-Presenting requisition at the region’s guidance and public service office 2-The surveyor carries out inspection, and then it is referred to head of organization department for notes. 3-Transaction is sent to GAM headquarters' organization department 4-In case approved by organization department, transaction is presented to region's local committee 5-In case approved, transaction is referred to GAM's organization department to present it to regional committee 6-Amendment is announced for objection purposes for 2 months by the region's organization department 7-A second decision is taken if there are any objections 8-Transaction is presented to regional committee for a final decision

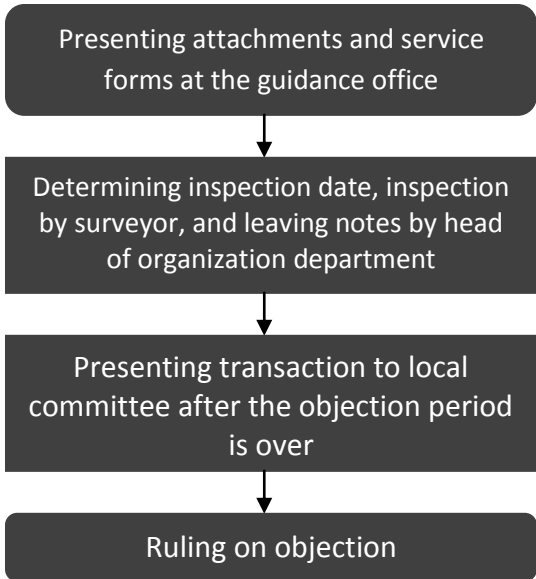
Illustration



Objection Request Form for a Published Blueprint for Objection Purposes

Place of Applying Transaction	Region's guidance and public service office
Place of Receiving Transaction	Region's organization department
Required Attachments	1-Valid organizational site blueprint 2-Original registration document 3-Valid land blueprint 4-Any attachments the requisition finds relevant to the objection
Time Interval of Transaction	Two months starting from announcing objection in the official newspaper
Procedures	1-Presenting form at the region's guidance and public service office 2-The surveyor carries out inspection, and then notes are entered by head of organization department. 3-After objection period is over, the transaction is presented to the committee 4-Decision and ruling on objection are made.

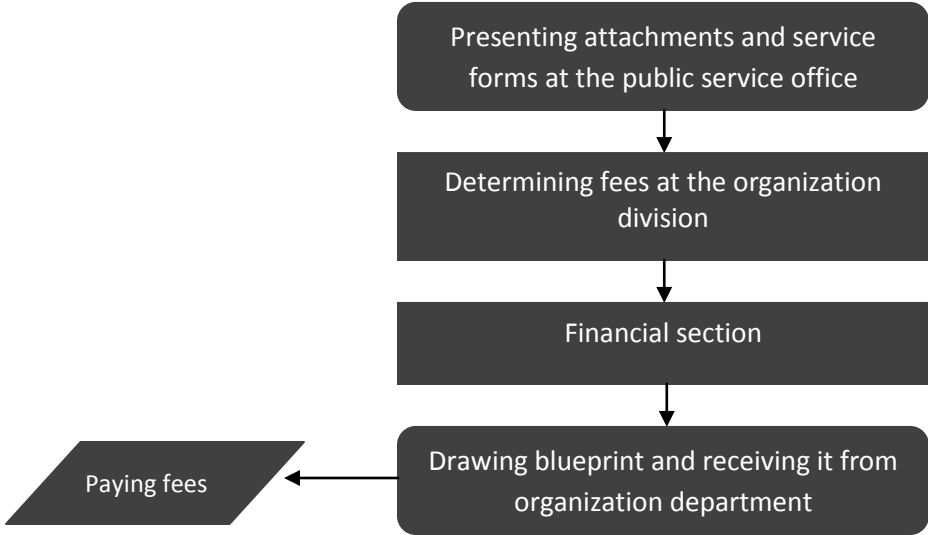
Illustration



Issuing Organizational Site Blueprint

Place of Applying Transaction	Region’s guidance and public service office
Place of Receiving Transaction	Region’s organization department
Required Attachments	1-Valid land blueprint 2- Original registration document
Time Interval of Transaction	1 hour (except for large blue prints that need longer time and a hand drawing)
Procedures	1-Presenting service form and attachments 2-Service applicant pays fees at the financial section (after they are determined by organization department) 3-Service applicant gives financial receipt to organization department 4-Service applicant receives blueprint from the organization department

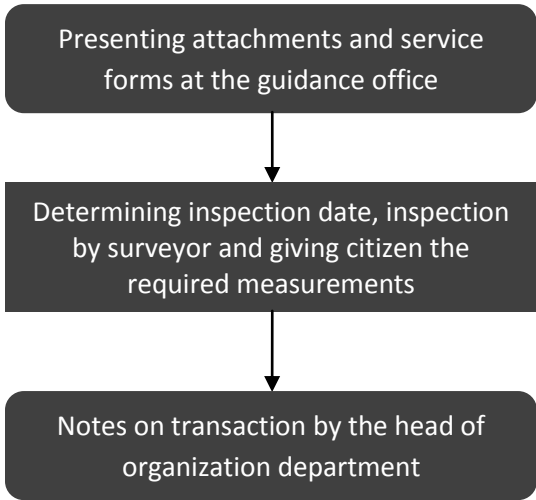
Illustration



Straightening Sidewalk

Place of Applying Transaction	Region's/GAM headquarters' guidance and public service office
Place of Receiving Transaction	Region's organization department
Required Attachments	1-Valid organizational site blueprint 2-Valid land blueprint 3-Registration document 4-Authernitication report of the boundaries of the piece of land by Land and Survey Department-if necessary-.
Time Interval of Transaction	2-4 working days
Procedures	1-Presenting the requisition at region's guidance and public service office 2-Inspection by surveyor, and giving citizen the required measurements 3-Notes by head of division

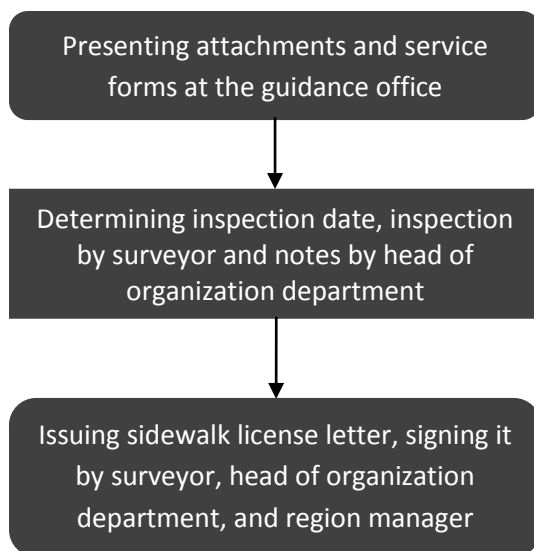
Illustration



Sidewalk License

Place of Applying Transaction	Region's/GAM headquarters' guidance and public service office
Place of Receiving Transaction	Region's organization department
Required Attachments	1-Valid organizational site blueprint 2-Valid land blueprint 3-Registration document 4-Occupancy permit-in case of an existing building-.
Time Interval of Transaction	2-4 working days
Procedures	1-Presenting the requisition at region's guidance and public service office 2-Inspection by surveyor, and giving citizen the required measurements 3-Issuing sidewalk license letter 4-Authentication of the letter by surveyor, head of organization department, manager and giving it to service applicant

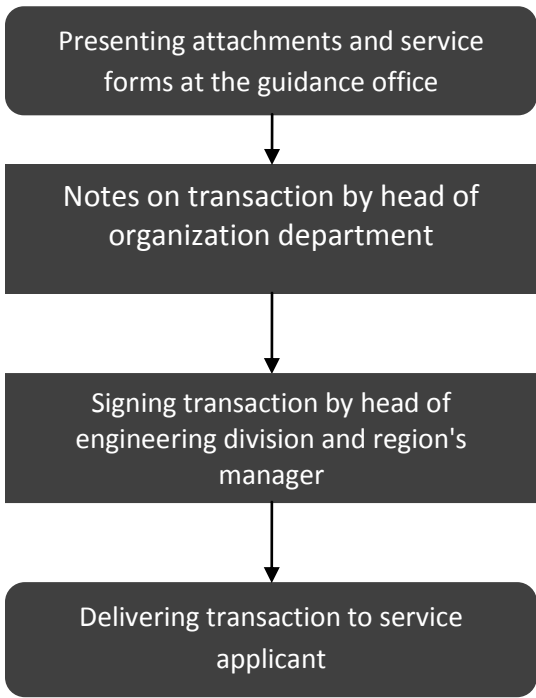
Illustration



Selling/Mortgage Transaction

Place of Applying Transaction	Region's/GAM headquarters' guidance and public service office
Place of Receiving Transaction	Region's organization department
Required Attachments	1-Valid organizational site blueprint 2-Valid land blueprint 3-Last registration document 4-Sealed purchase request from the Land and Survey Department and the financial section (dues).
Time Interval of Transaction	20 minutes
Procedures	1-Filling in (selling/mortgage/transfer) form at region's guidance and public service office 2-Reviewing and noting transaction by head of organization department 3-Reviewing transaction and signing it by head of engineering division and region's manager 4-Delivering transaction to service applicant

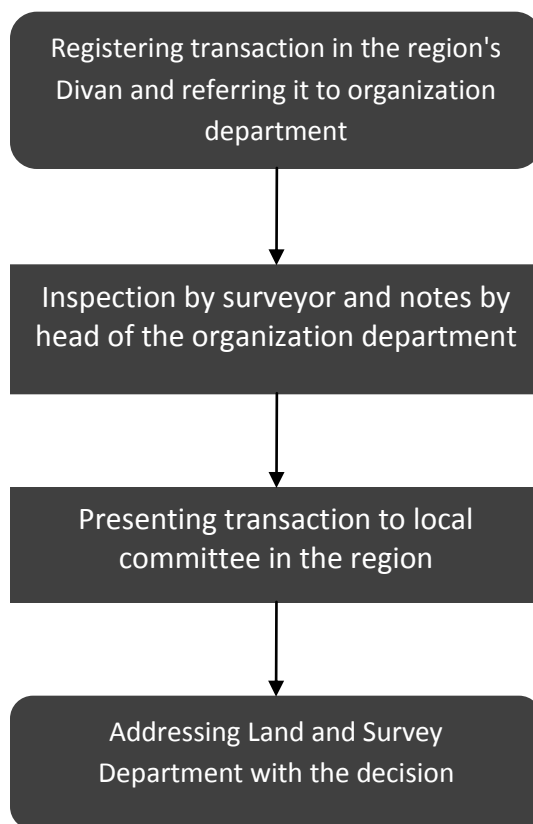
Illustration



Partition/Adjoining/Excretion (Building or Land taxes within or outside region)

Place of Applying Transaction	Region's/GAM headquarters' guidance and public service office
Place of Receiving Transaction	Region's organization department
Required Attachments	1-Valid occupancy permit 2-Organization department recommendations 3-Valid organizational site blueprint 4-Valid land blueprint 5-Last registration document 6-Liability clearance 7-Guarantee form 8-Partition: 7 copies of partition projects
Time Interval of Transaction	15 working days
Procedures	1-Registration of transaction at the region's Diwan and referring it to organization department 2-Inspection by surveyor, and notes by head of the department 3-Presenting transaction to local committee in the region 4-Making decision and addressing Land and Survey Department

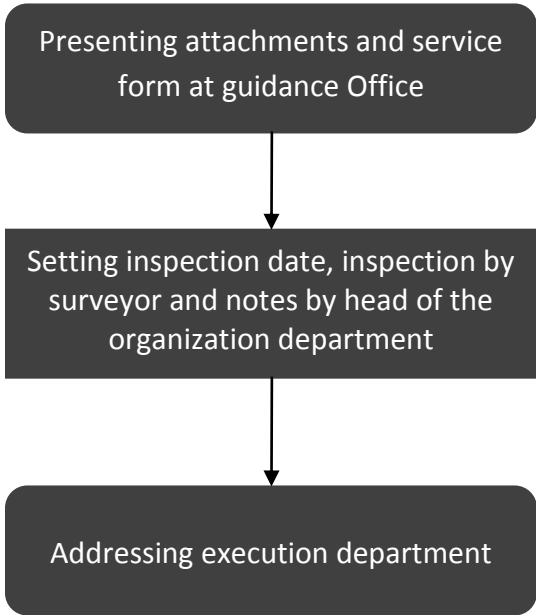
Illustration



Cancellation of Road (Removal) Wrongly Executed

Place of Applying Transaction	Region's/GAM headquarters' guidance and public service office
Place of Receiving Transaction	Region's organization department
Required Attachments	1-Valid organizational site blueprint 2-Valid land blueprint 3-Inspection report issued by Land and Survey Department
Time Interval of Transaction	5 working days (within region)
Procedures	1-Presenting requisition at the region's guidance and public service office 2-Inspection by surveyor, and notes by head of the department 3-Addressing execution department

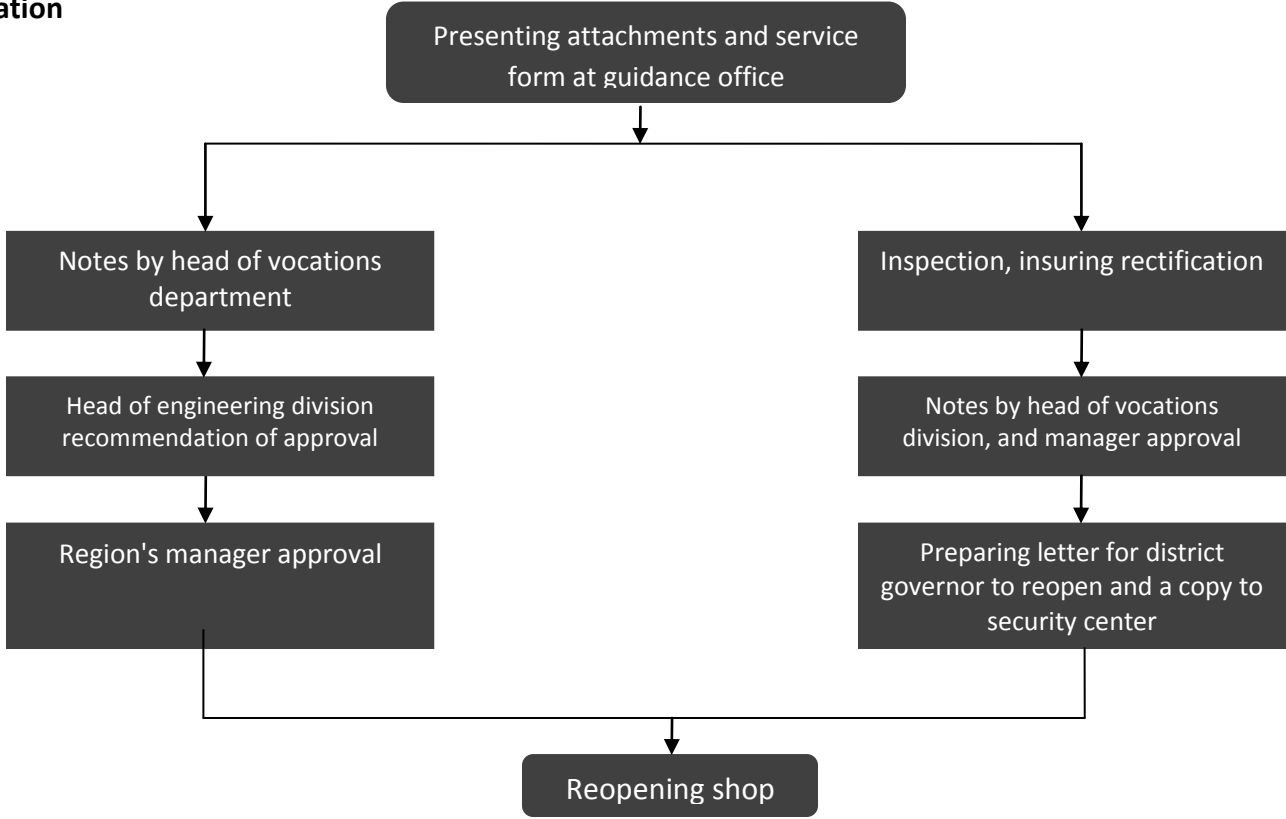
Illustration



Reopening Shop

Place of Applying Transaction	Region's/GAM headquarters' guidance and public service office
Place of Receiving Transaction	Region's Diwan
Required Attachments	Sanitation barring: 1-Barring control 2-Court follow up cessation Vocations barring: 1-Renewed vocation license 2-Court follow up cessation
Time Interval of Transaction
Procedures	1-Presenting form at the region's guidance and public service office Sanitation barring: 1-Inspection and notes on transaction by head of division, in case rectified approval is obtained from region's manager 2-Preparing "no objection on reopening" letter addressed to district governor, a copy for security center authenticated by region's manager Vocations barring: 1-Transaction is noted by head of vocations division 2-Head of engineering division recommends reopening, then region manager approval is obtained after rectification

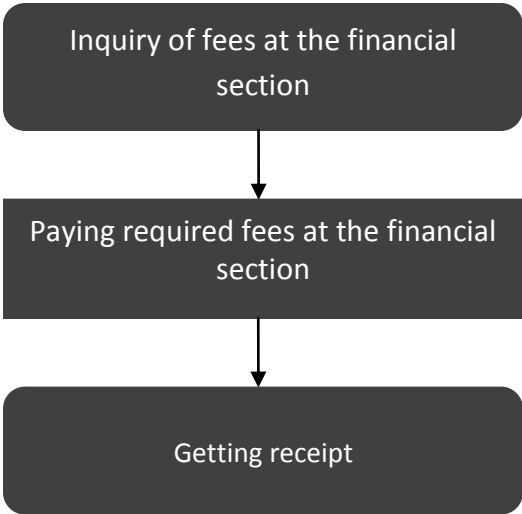
Illustration



Paying Building and Land Taxes

Place of Applying Transaction	Financial section
Place of Receiving Transaction	Region's financial section
Required Attachments	1-Organizational site blueprint or registration attachments (In case service applicant knows the number of piece of land and basin there is no need for requirement number 1.)
Time Interval of Transaction	15 minutes
Procedures	1-Inquiry of fees at the financial section 2-Paying required fees and getting receipt from the financial section

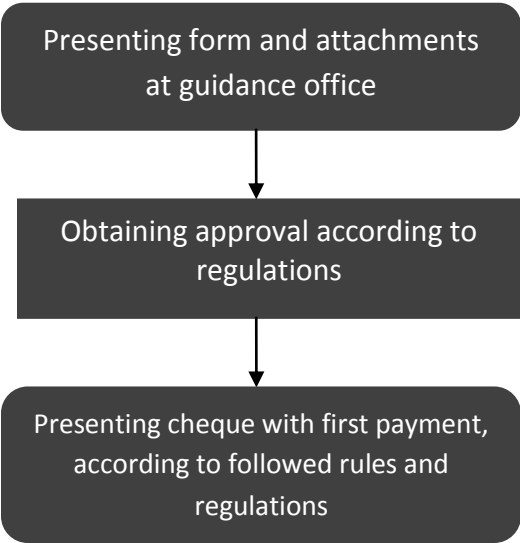
Illustration



Installation of Building, Land, Vocation Fees

Place of Applying Transaction	Region's guidance and public service office
Place of Receiving Transaction	Building clerk
Required Attachments	1-Installation request form 2-Installation decision 3-Valid organizational site blueprint
Time Interval of Transaction	Less than 3000 JOD : 15 minutes/ More than 3000 JOD: 7-12 days (depends on committee's decision date)
Procedures	1-Presenting installation form at the region's guidance and public service office 2-Obtaining approval, according to regulations 3-Presenting cheque with first payment, according to followed rules and regulations

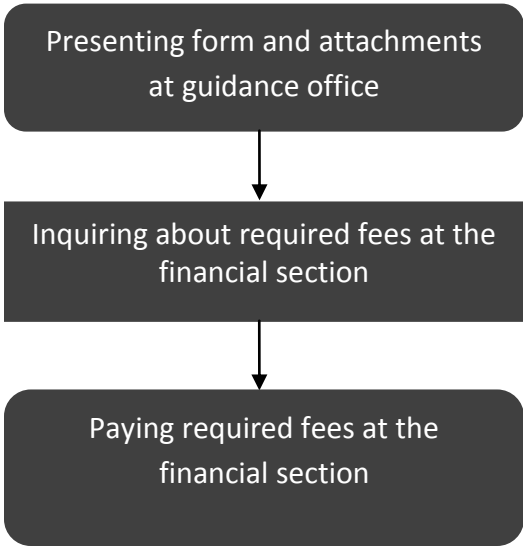
Illustration



Collection of Dues (Regional compensation, Pavement, Stairs, Improvement)

Place of Applying Transaction	Region's guidance and public service office
Place of Receiving Transaction	Region's financial section
Required Attachments	1-Valid organizational site blueprint 2-Land blueprint 3-Selling form in transactions (selling, transferring, deeds of gifts) 4-Registration document
Time Interval of Transaction	25 minutes
Procedures	1-Presenting installation form at the region's guidance and public service office 2-Inquiring about fees at the financial section 3-Paying required fees and getting receipt at the financial section

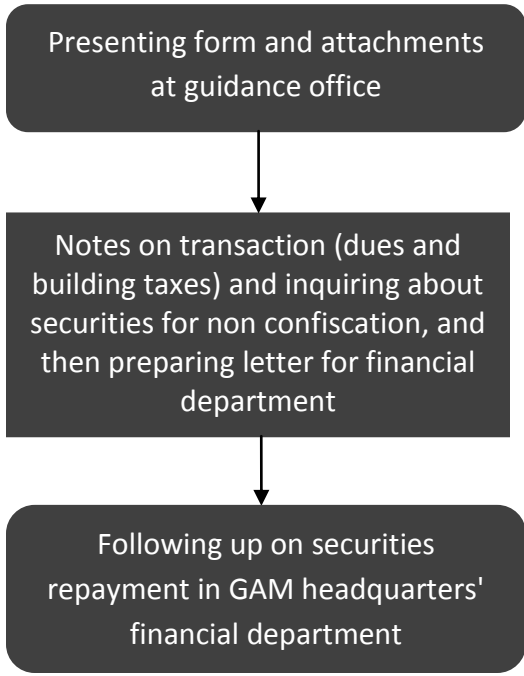
Illustration



Repayment of Building Securities

Place of Applying Transaction	Region's guidance and public service office
Place of Receiving Transaction	Financial department at GAM headquarters
Required Attachments	1-Copy of valid occupancy permit 2-Organizational site blueprint 3-Land blueprint 4-Registration document 5-Stamping of dues and building taxes 6-copy of financial receipt/the securities
Time Interval of Transaction	1 working hour
Procedures	1-Presenting form at the region's guidance and public service office 2-Notes on transaction (Building taxes, dues) and inquiring about securities for non confiscation 3-Preparing a letter to GAM headquarters' financial department

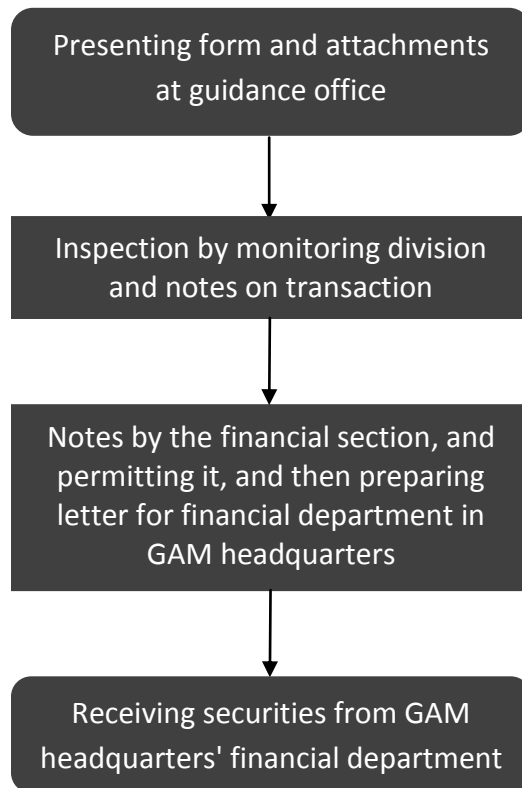
Illustration



Repayment of Excavations Securities

Place of Applying Transaction	Region's guidance and public service office
Place of Receiving Transaction	Financial department at GAM headquarters
Required Attachments	1-Organizational site blueprint 2-Original excavations permit 3-Receipts from dumps (depending on permit) 4-Copy of financial receipt/the warranty
Time Interval of Transaction	2 working days
Procedures	1-Presenting repayment form according to dumps receipt 2-Inspecting site by monitoring and leaving notes 3-Notes on transaction by financial section in the region and permitting transaction owing expiry 4-Preparing letter to financial department for repayment of securities 5-Receiving securities from GAM headquarters' financial department

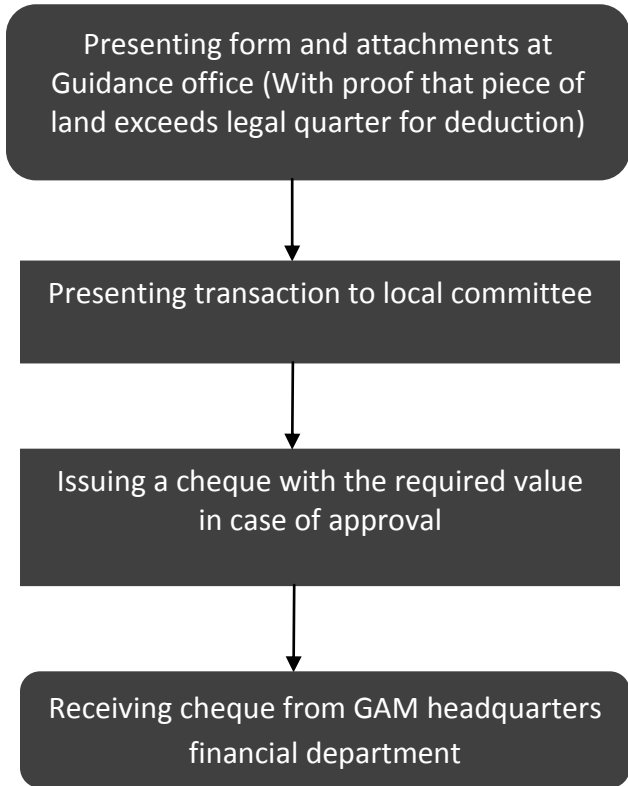
Illustration



Retrieving Improvement Tax

Place of Applying Transaction	Region's guidance and public service office
Place of Receiving Transaction	GAM headquarter financial department
Required Attachments	1-Retriving form 2-Region manager recommendation 3-Regional committee approval
Time Interval of Transaction	10-14 working days (depending on presentation to local committee)
Procedures	1-Presenting form at the guidance and public service office 2-Presenting validations that permit retrieving (in case piece of land exceeds legal quarter for deduction) 3-Transaction is looked into by committee; in case of approval a cheque is issued with the required value. 4-Receiving cheque from GAM headquarters' financial department

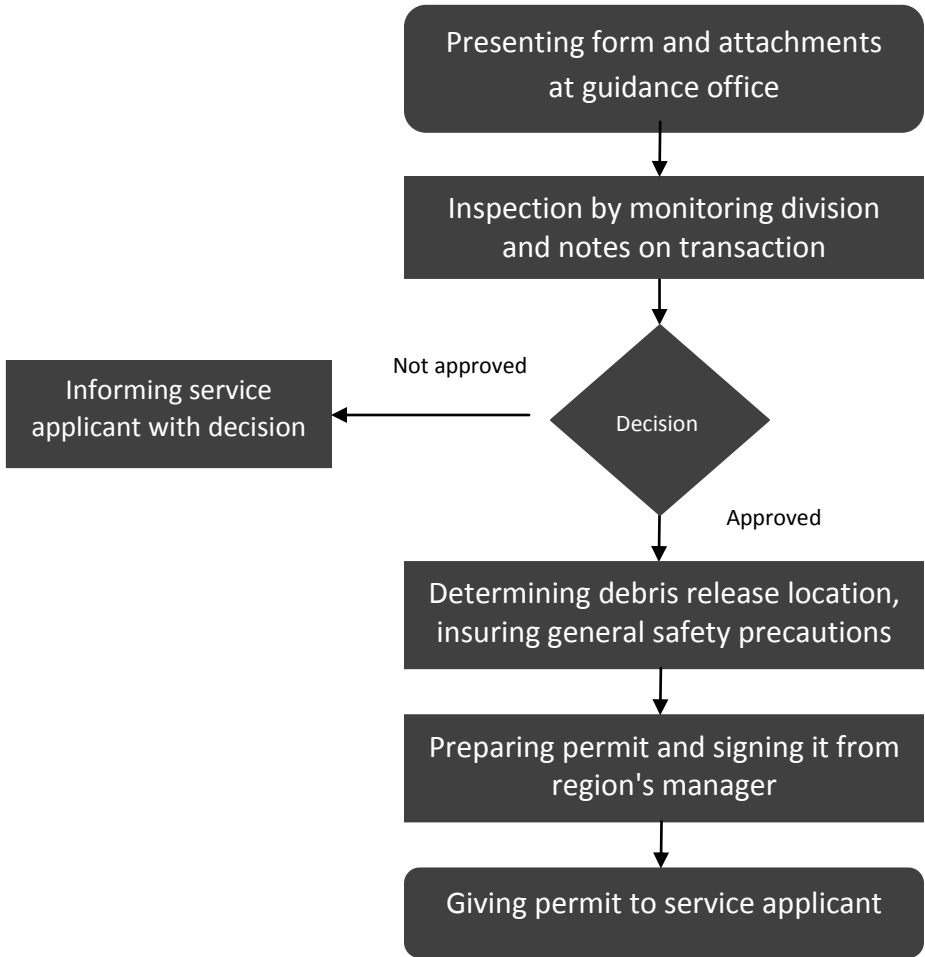
Illustration



Obtaining Excavations Permit

Place of Applying Transaction	Region's guidance and public service office
Place of Receiving Transaction	Region's monitoring division
Required Attachments	1-Valid organizational site blueprint 2-Registration document 3-Valid land blueprint 4-Copy of excavation warranty receipt 5-Copy of constructional license or payment receipt 6-Excavation presenting form with trucks numbers
Time Interval of Transaction	3 working days
Procedures	1-Presenting repayment form according to dumps receipt 2-Transaction is referred to monitoring division, subsequent to approval, debris release location is determined 3-Authentication on permit by region's manager

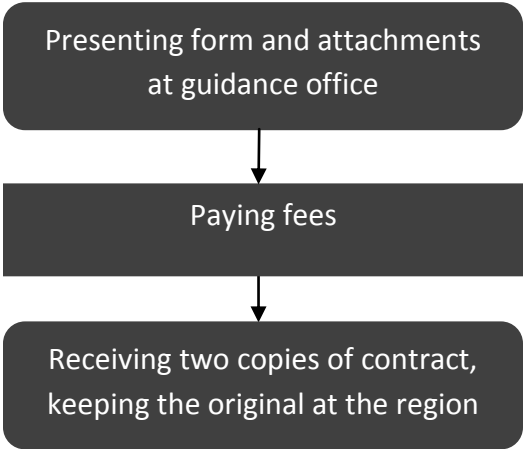
Illustration



Lease Contract Authentication

Place of Applying Transaction	Region's guidance and public service office
Place of Receiving Transaction	Region's Divan
Required Attachments	1-Five copies of original lease contract 2-National number of lessee and lessor 3-Number of piece of land and basin 4-Valid registration document
Time Interval of Transaction	30 minutes
Procedures	1-Guidance and public service office verifies copies 2-Service applicant pays fees at financial section 3-Service applicant receives authenticated copies from the guidance office 4-The original copy is kept at the Divan

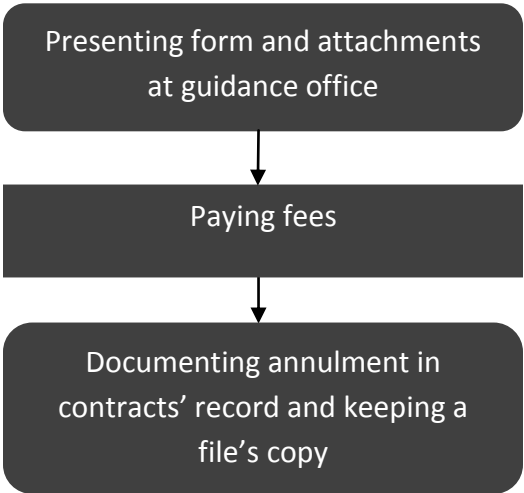
Illustration



Lease Contract Annulment

Place of Applying Transaction	Region's guidance and public service office
Place of Receiving Transaction	Region's Divan
Required Attachments	1- Lease contract number 2- Owner's approval and witnesses' signatures
Time Interval of Transaction	30 minutes
Procedures	1-Service applicant fills in specified form for annulment of lease contract at the region's guidance and public service office 2-Obtaining owner's approval and witnesses' signatures 3-Paying fees at the financial section 4-Keeping a copy in the contracts file, and documenting the annulment in the region's lease contracts' record

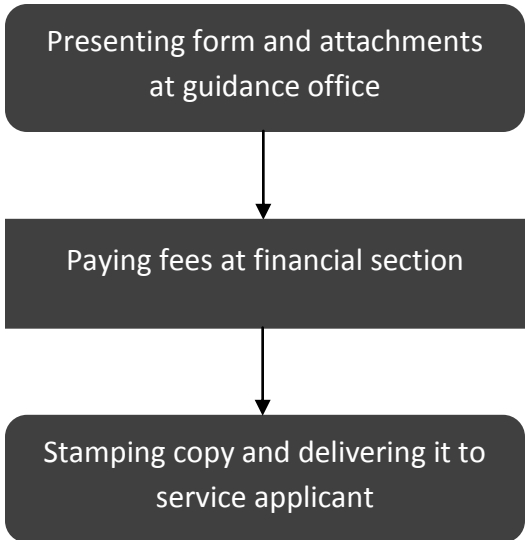
Illustration



Lease Contract Original Copy

Place of Applying Transaction	Region's guidance and public service office
Place of Receiving Transaction	Region's Divan
Required Attachments	1- Copy of lease contract or its chain number 2- Fees receipt
Time Interval of Transaction	30 minutes
Procedures	1-A copy form at the region's guidance and public service office 2-Paying authentication fees at the financial section 3-Stamping copy with "original copy" and receiving it from the guidance office

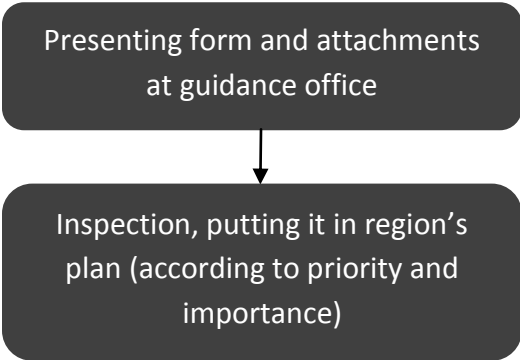
Illustration



(Open/Maintain/Pave) Street or Retaining Wall or Water Drainage

Place of Applying Transaction	Region's guidance and public service office
Place of Receiving Transaction
Required Attachments	1-Copy of organizational site blueprint 2-Copy of land blueprint 3-Copy of registration document
Time Interval of Transaction	Inspection within 3 days, then it's put in the region's plan for execution
Procedures	1-Presenting form at the region's guidance and public service office 2-Inspection of site 3-Putting transaction within region's plan

Illustration



Adahi (Sacrificed Sheep) Permit

Place of Applying Transaction	Region's guidance and public service office
Place of Receiving Transaction	Region's sanitation department
Required Attachments	1-Request to put up an Adahi barn
Time Interval of Transaction	2 working days
Procedures	1-Presenting requisition at region's guidance and public service office 2-Obtaining approval from sanitation department and determining location subsequent to inspection 3-In case of approval, pays and securities are made at the financial section 4-Writing guarantee and permit 5-License initials from head of sanitation division 6-Authentication from region's manager and delivering it to service applicant

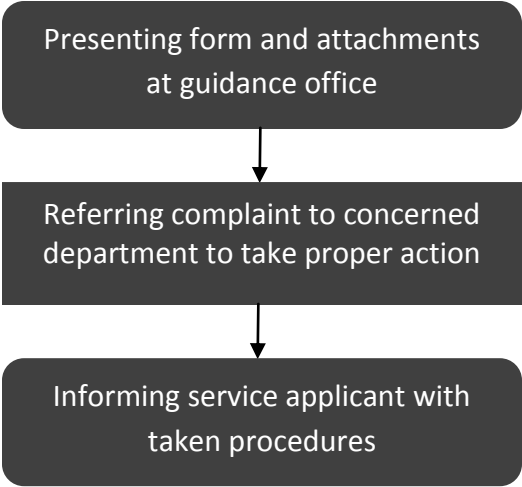
Illustration



Filing a Complaint

Place of Applying Transaction	Region's or GAM headquarters' guidance and public service office
Place of Receiving Transaction	Region's or GAM headquarters' guidance and public service office
Required Attachments	Addresses of complainer and complained against (filling in required information within form)
Time Interval of Transaction	Depends on the complaint and time set to tackle it
Procedures	1-Filling in specified form at the guidance office 2-Referring form to concerned department to take proper action 3-Informing service receiver with results and taken procedures

Illustration



Time intervals to tackle complaints

Complaint	Time Interval
Astray dogs control	3 working days
Insects and Rodents control	3 working days
Wastewater leakage	7 working days
Sanitation defect	2 working days
Deporting Goats	2 working days
Perished animals	7 working days
Soak away pit	3 working days
Deporting Doves	1 working day
Trimming trees colliding with electricity wires	30 working days
Removing trees from sidewalk	60 working days (in case the pole is available)
Lighting maintenance	15 working days
Installing lighting units	3 working days
Debris (if possible to remove after inspection)	7 working days
Violating constructions	7 working days
Removing cement bumps (within region)	4 working days
Excavations	3 working days
Complaint against vendors	3 working days
Vocations complaint	3 working days
Scavenger not passing	Depending on inspection result and its availability
Piling of garbage	3 working days
Request for installing/removing garbage container	2 working days
Request for garbage container maintenance	3 working days
Sidewalk abuse	2 working days
Disturbance	2 working days
Bad odors caused by chemicals	2 working days
Trammel	3 working days
Retaining walls	Depending on execution possibility by relevant division
Sidewalks and streets	Depending on execution possibility by relevant division
Widening Streets	Depending on execution possibility by relevant division
Traffic signs	7 working days
Stairs	6 working days
Rainwater Drainage	3 working days

Citizens Complaints-Inquiries-Suggestions Number

4633812

Auto Answer for Service Inquiries

4650900

GAM Hotline Numbers

5359971-5359970

GAM Website

www.ammancity.gov.jo

GAM E-mail

info@ammancity.gov.jo