

# Services' Guide

---



Issue No. 3/2017

Directorate of Public Relations & Media

*Public Relations Division*

Contents

Introduction .....3

Service Definition .....3

Service delivery channels .....4

Types of service delivery channels: .....4

Service **determination:** .....4

Services Classification: .....5

Classification of Service Recipients: .....5

List of services: .....6

Service Cards: .....7

Price List: .....23

## *Introduction*

The Department of Statistics (DoS) endeavors through this GUIDE to establish an integrated reference to define and document its services' procedures and their design within the framework of its commitment to continuously enhance the effectiveness of services, achieve customer satisfaction, improve performance and quality of services provided. This process is the first step to ensure continuous improvement through reviewing the procedures and processes used in providing services that aim to guide the (DoS) customers to the right direction.

This GUIDE aims to inform the customers of services provided by the (DoS) through all channels, whether digital services or in person and so on. It provides a comprehensive overview of the definition of services, service delivery channels, determination and classification of services in terms of concept and objectives. Furthermore, it clarifies the role of procedures and their relation to improving and facilitating service delivery and quality in **addition to classifying the services' recipients.**

It is worthy to mention here that the (DoS) has a library of statistical publications available for reading or purchase.

Annex No. 1 contains the price list of geographic data and Annex No. 2 contains the price list of statistical publications.

### Definition of Service

The service is defined as a series of activities, procedures or processes made available by the (DoS) in the provision of the service and aims to meet the customers' **needs** through different channels based on interaction by the service recipients and the provider.

The (DoS) is responsible for all services in terms of modification, deletion or addition in line with the achievement of its strategic and operational objectives in coordination with all competent authorities in accordance with the Statistical Law No. 12 of 2012. It is also responsible for providing the service information on all (DoS) channels according to the nature of each service.

### Service Delivery Channels

The channel is defined as the means of communication between the customers and the (DoS). Services are delivered through various channels, some are considered as “Traditional Ones” requiring personal presence of the customers to complete the formalities, while the other channels are “Smart Channels” using smart devices. Service channels are divided according to their nature as follows:

1. Presence in person at the (DoS) headquarters or its branches.
2. The Website ( [WWW.DOS.GOV.JO](http://WWW.DOS.GOV.JO)).
3. Call Center.
4. Telephone Call.
5. E-mail / fax.

### Types of Service Channels:

*Traditional channels:* are the channels in which the customer should be present personally at the (DoS) quarters and is required to interact directly with the service provider.

*Electronic Channels:* These are the channels where the service is provided electronically as in the case of the website.

## Service Determination

Services vary depending on their nature and size. The (DoS) has listed all available services, noting that these services are listed and documented periodically as shown at Table # 1.

## Service Classification

Services of the (DoS) are classified according to the nature of each service:

- 1) Non-shared services: These are obtained directly from the (DoS) without the need for any approvals or requirements from another party, such as; a *“request for electronic data”*.
- 2) Shared Services: These are that are jointly provided by other parties along with the (DoS), **such as; a “request for implementing a survey”**.

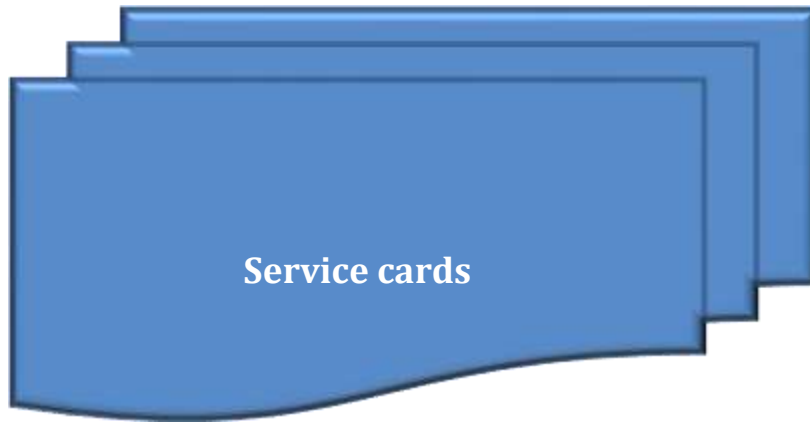
## Classification of Service Recipients

Services are designed to meet the needs of service recipients who are divided as follows:

Government to individuals	Individuals	All members of the Jordanian society and ...
Government to private sector	Private sector	Private companies, Media and press, Universities and institutes in addition to international bodies
Government to government	Government sector	Governmental entities

Table (1): List of services

Service Code	Service Title
PRDSB001	Request for statistical figures - Published Data
PRDSB002	Request for statistical figures - Unpublished Data
PRDSB003	Request for statistical figures - Raw Data
PRDSB004	Request for Statistical Publications
SMMDSB005	Approval request for carrying out a survey for external parties
ITDSB006	Request for Geographic Statistical Data (Maps)
JSTCDSB007	Request for training at the Jordanian Statistical Training Center (JSTC)
HSDSB008	Request for conducting a survey
SMMDSB009	Request for <b>“Sample withdrawal”</b>
HRDSB010	Request for Statistical Expert
PRDSB011	Request for receiving press releases
SMMDSB0012	Request for <b>preparing “Analytical reports”</b>



Service Code	PRDSB001
Service Title	Request for Obtaining Statistical Figures - Published Data
Service description	Providing the published statistical data to service recipients through the approved channels.
Service procedures	<p>The service recipients can receive the data through three channels:</p> <p>Personally: The service recipient should complete the “<b>Service Request Form</b>” and hand it over directly to the “<b>Customer Service Bureau</b>” staff. Requested data will be processed and delivered within the specified time period.</p> <p>Website: The form could be sent electronically through the (DoS) website: <a href="http://www.dos.gov.jo">www.dos.gov.jo</a> via e-mail: <a href="mailto:Customer.Service@DOS.GOV.JO">Customer.Service@DOS.GOV.JO</a>, then response will be sent electronically to customer.</p> <p>Phone: <b>Response will be made directly, and then the “Service Form” will be completed by the “Data Customer Service” for documentation purposes.</b></p>
Service-receiving parties	Public sector      Private sector      Individuals
Service delivery channels	Personally      Email      Phone      Fax
Number of steps / duration	<b>3 steps / 5 minutes</b>
Required documents for providing the service	Completion of a form (Data Request Form)
Service-performance sharing with other departments	Not shared by other institutions
Service fees	Nil
Terms of Service	N/A

Service Code	PRDSB002
--------------	----------



Service Title	Request for Obtaining Statistical Figures – Un published Data
Service description	Providing the unpublished statistical data to service recipients through the approved channels
Service procedures	<ol style="list-style-type: none"> <li>1. The recipient <b>approaches the “Customer Service Bureau”</b> for completing the <b>“Request Form”</b> or handing over the official letter where the application is forwarded to the <b>“Diwan Division”</b> for having an <b>“Incoming mail number”</b>.</li> <li>2. Thereafter, the application is forwarded to the Directorate of Public Relations for their approval.</li> <li>3. Then, it will be forwarded to the concerned directorate for preparing the required data in appropriate format.</li> <li>4. The application and the available data are returned to the <b>“Customer Service Bureau” / Public Relations Directorate</b>.</li> <li>5. In case of any charges, they are to be paid to the Directorate of Finance.</li> </ol>
Service-receiving parties	Public sector                      Private sector                      Individuals
Service delivery channels	Personally                      Email                      Phone                      Fax
Number of steps / duration	5 steps / 5 working days
Required documents for providing the service	Completion of a form (Data Request Form)
Service-performance sharing with other institutions	Not shared by other institutions
Service fees	Fees are determined on the basis of the required data quantity and processing period by a competent committee.
Terms of Service	N/A

Service Code	PRDSB003		
Service Title	Request for Obtaining Statistical Figures - Raw Data		
Service description	Providing raw data to customers through the approved channels according to Instructions No. (1) of 2013		
Service procedures	<ol style="list-style-type: none"> <li>1. The recipient approaches the “Customer Service Bureau” for completing the “Request Form” or handing over the official letter.</li> <li>2. The application is forwarded to the “Diwan/Secretariat Division” for having an “Incoming mail number”.</li> <li>3. Thereafter, the application is forwarded to the Director General for his approval.</li> <li>4. Then, it will be forwarded to the concerned directorate for preparing the required data in appropriate format (soft or hard copy).</li> <li>5. The application and the available data are returned to the “Customer Service Bureau” / Public Relations Directorate.</li> <li>6. In case of any charges, they are to be paid to the Directorate of Finance.</li> </ol>		
Service-receiving parties	Public sector	Private sector	Individuals
Service delivery channels	Personally	E-mail	
Number of steps / duration	6 steps / 1 week		
Required documents for providing the service	Official letter		
Service-performance sharing with other institutions	Not shared by other institutions		
Service fees	Fees are determined on the basis of the required data quantity and processing period by a competent committee.		
Terms of Service	According to the “Raw Data Providing Instructions” No. 1 of 2013.		

Service Code	PRDSB004
--------------	----------

Service Title	Obtaining the Statistical Publications
Service description	Providing the customers with the statistical publications issued by the (DoS) in accordance with the price list ( Hard copy or CD).
Service procedures	<p><u>Domestic Parties:</u></p> <ol style="list-style-type: none"> <li>1. <b>The recipient approaches the “Customer Service Bureau” where he/she will be guided to the library to complete a “Publications’ Order Form” and view all statistical publications.</b></li> <li>2. The recipient pays the fees specified in the price list to the (DoS) treasurer.</li> <li>3. Then, the publication is handed over to him/ her.</li> </ol> <p><u>Foreign Parties:</u></p> <ol style="list-style-type: none"> <li>1. The recipient sends an e-mail containing a detailed request for the required publications (paper or CD).</li> <li>2. The “<i>Information and Dissemination Division</i>” <b>verifies availability of</b> the requested items by contacting the library.</li> <li>3. The applicant is then informed of the available publications and their prices in addition to the (DoS) account number for money transfer <b>with an electronic copy of the “DRAFT” to us.</b></li> <li>4. An official letter addressed to the ordering party is issued. The library is instructed to dispatch the required copies via airmail with a copy of this letter informing them that their order is fulfilled.</li> <li>5. Further communication is made with the ordering party to ensure safe delivery of the publications and to measure their satisfaction of our service.</li> </ol>
Service-receiving parties	Private sector Individuals
Service delivery channels	<i>Domestic Parties:</i> Personally <i>Foreign Parties:</i> By post
Number of steps/ duration	<i>Domestic Parties:</i> 2 steps / 15 minutes <i>Foreign Parties:</i> 5 steps / 2 days
Required documents for providing the service	<i>Domestic Parties:</i> Completing a <u>form</u> ( <b>publications’</b> request). <i>Foreign Parties:</i> Purchase order by e-mail, electronic copy of the bank

	DRFAT, and outgoing official letter of the publications' sale.
Service-performance sharing with other institutions	In the case of <i>Foreign Parties</i> : The Central Bank of Jordan & the Jordan Post
Service fees	As Specified in the "Publications' Price List" - Table # (7) and the "CDs – Table # (8).
Terms of Service	N/A

Service Code	SMMDSB005
Service Title	Approval request for carrying out a survey for external parties
Service description	Securing technical and security approvals for conducting field surveys by external parties.
Service procedures	<ol style="list-style-type: none"> <li>1. The recipient <b>approaches the “Diwan/Secretariat”</b> and presents an official letter and the documents to <b>get an “Incoming Mail”</b> number.</li> <li>2. The application is referred to the Director General Office.</li> <li>3. Then, it is forwarded to the <i>Directorate of Statistical Techniques and Methodologies / External Research Division</i>.</li> <li>4. Checking and evaluating the survey questionnaire and its attachments and clearing it from the statistical perspective.</li> <li>5. The concerned Division writes to the security authorities to obtain the necessary approvals for conducting the study or survey.</li> <li>6. After receiving the response from the security authorities, the <i>External Research Division</i> begins to prepare the approvals and provide them to the requesting party through an official letter as well as preparing the temporary statistical cards and delivering them to the service recipient.</li> </ol>
Service-receiving parties	Public sector      Private sector      International organizations
Service delivery channels	Personally
Number of steps / duration	<p>6 Steps</p> <p>15 days: procedures within the (DoS).</p> <p><b>15 days</b> :procedures with the associated institutions.</p>
Required documents for providing the service	<ol style="list-style-type: none"> <li>1. An official letter from the applicant with details of the survey or study (objectives, methodology, study community and sample, areas of implementation, survey questionnaire, survey period).</li> <li>2. <b>List of enumerators’</b> data (full name, mother's name, place and date of birth, national number, academic qualification, telephone number).</li> <li>3. Valid No-conviction Certificate.</li> <li>4. Personal photo.</li> <li>5. Copy of the commercial register showing the activity of the company /</li> </ol>

	<p>institution.</p> <p>6. Name of the requesting or funding party, its headquarters and its Director General.</p>
Service-performance sharing with other institutions	<ul style="list-style-type: none"> <li>• Ministry of Interior.</li> <li>• Public security.</li> </ul>
Service fees	N/A
Terms of Service	Completion of the study/survey requirements (methodology, objectives and questionnaire) and fulfillment of statistical requirements.

Service Code	ITDSB006
Service Title	Request for Geographical Data Service (Maps)
Service description	<b>Digital data</b> "Shapefile" at various administrative levels and electronic maps at the statistical blocks' level and paper maps demonstrating some statistical indicators.
Service procedures	<ol style="list-style-type: none"> <li>1. <b>The recipient approaches the "Customer Service Bureau" where he/she</b> will complete a special form or hand over the letter or through electronic message.</li> <li>2. The application is forwarded to the Assistant Director General for Technical Affairs for his approval.</li> <li>3. Then, it will be forwarded to the <i>IT Directorate / Geographic Maps Division</i> for preparing the required data.</li> <li>4. In case of any charges, they are to be paid to the Directorate of Finance.</li> <li>5. Finally, the customer is provided with the data personally or through the e-mail.</li> </ol>
Service-receiving parties	Public sector      Private sector      Individuals
Service delivery channels	Personally      e-mail
Number of steps / duration	5 steps / 48 hours
Required documents for providing the service	An official letter from the requesting party provided that areas where maps or geographical plans are needed should be clearly identified.
Service-performance sharing with other institutions	Not shared by other institutions
Service fees -	<p>Varies according to the required data (see the attached price lists from (# 1 to # 3).</p> <p>Discounts are made according to instructions No. (1) of 2017:</p> <ul style="list-style-type: none"> <li>• Government sector without Memo of Understanding(MoU) : 70%</li> <li>• Government sector with (MoU): The terms of the (MoU) are approved, copy of the (MoU) should be attached.</li> </ul>

	<p>If the required data quantity is large, the (DoS) has the right to determine the price of the data.</p> <p>-University students: 70% - International organizations : 30% - Private sector: No discount</p>
Terms of Service	<p>The (DoS) reserves the right as owner of the geographical information provided to third parties. The customer should make a reference to the data source using the following phrase: "Department of Statistics - Jordan, Right of <b>Ownership Reserved</b>".</p> <p>The use of data obtained from the (DoS) is limited to the purpose and objective specified in the data request, with the obligation to protect it, not to pass it or to leak it - in whole or in part - to a third party, whatever the method and justifications.</p> <p><u>Note:</u> The data user shall bear the legal responsibility if it violates any of the previous obligations and conditions and the (DoS) may sue them in case of any violation.</p>

Service Code	JSTCDSB007
Service Title	Training at the Jordanian Statistical Training Center(JSTC)
Service description	Providing training services in various statistical and administrative fields for all target groups
Service procedures	<ol style="list-style-type: none"> <li>1. The recipient <b>approaches the "Diwan/Secretariat "of the (DoS) for assigning an "Incoming Mail Number"</b> to the official letter and documents which are referred to the Director General for advice or approval.</li> <li>2. The request is then forwarded to the (JSTC) for consideration.</li> <li>3. After studying the request, we write to the service recipient and will provide him/her with a financial and administrative quotation for the required training.</li> <li>4. Date and duration of the training course will be fixed upon acceptance of</li> </ol>



	<p>the recipient.</p> <p>5. Training fees will be paid to the Finance Directorate.</p> <p>6. The training course shall be held in the set date.</p>
Service-receiving parties	Public sector    Private sector    International organizations    & students
Service delivery channels	Personally
Number of steps / duration	6 steps / 2-3 working days (Excluding the hours or days of conducting the same training activity).
Required documents for providing the service	<p>An official letter from the requesting party in the following cases:</p> <ul style="list-style-type: none"> <li>• <i>Special Training Activity</i>: title of the requested training activity should be specified, number of participants and any other relevant remarks.</li> <li>• <i>General Training Activity</i>: names of participating candidates should be specified according to the training center plans.</li> </ul>
Service-performance sharing with other institutions	Not shared by other institutions
Service fees	Fees shall be determined according to the training instructions issued under the system of the Jordanian Statistical Training Center in force.
Terms of Service	N/A

Service Code	HSDSB008
Service Title	Survey Implementation
Service description	Providing all necessary manpower, technical and field expertise for implementing the survey
Service procedures	1. The recipient <b>approaches</b> the “ <b>Diwan/Secretariat</b> ” for assigning an “ <b>Incoming Mail Number</b> ” to the official letter which is referred to the Director General.

	<ol style="list-style-type: none"> <li>2. The Director General of Statistics forms a committee and forwards the letter to the concerned party for study and advice.</li> <li>3. The Committee examines the request in terms of technical capacity, availability of time, staff and frame to carry out the required survey, in addition to identifying the target community.</li> <li>4. In case of inability to conduct the survey by the (DoS), a meeting is held with the requesting party to clarify the implementation obstacles and determine the necessary conditions for successful implementation.</li> <li>5. If a decision is reached not to carry out the survey, a letter of apology will be sent to the requesting party.</li> <li>6. If the implementation is possible, the Director General asks the higher official authorities to provide the necessary approvals (if necessary) and then appoints a “<b>DIRECTOR</b>” for the project/survey.</li> </ol>
Service-receiving parties	Public sector      Private sector      International and Arab parties
Service delivery channels	Personally      E-mail
Number of steps / duration	6 steps / 2-3 work days to get the survey implementation approval. Duration of a survey implementation period varies by its nature.
Required documents for providing the service	Official letter from the requesting party
Service-performance sharing with other institutions	N/A
Service fees	Fees shall be determined by the Director General (Government entities are exempted).
Terms of Service	Official letter from the requesting party

Service Code	SMMDSB009
Service Title	Sample Withdrawal

Service description	Providing the customer with the sample size and counting areas design/determination according to the required level of representation and publication.
Service procedures	<ol style="list-style-type: none"> <li>1. <b>The recipient approaches the “Customer Service Bureau” for completing the “Request Form” or handing over the official letter.</b> Then the application is referred to the Director General for approval.</li> <li>2. Then, the application is forwarded to the <i>Directorate of Statistical Techniques and Methodologies / Sampling Division</i>.</li> <li>3. The <u>Sampling Division</u> examines the request and advises the requesting party of the financial cost for the sample withdrawal.</li> <li>4. The recipient shall pay the fees to the Finance Directorate at the (DoS).</li> <li>5. Finally, the sample is delivered to customer.</li> </ol>
Service-receiving parties	Public sector                      Private sector                      Individuals
Service delivery channels	Personally
Number of steps / duration	5 steps / 7 work days
Required documents for providing the service	An official letter from the requesting party specifying the required service and attaching all data on the study or survey.
Service-performance sharing with other institutions	Not shared by other institutions
Service fees	Fees shall be determined by the Director General according to sample size.
Terms of Service	N/A

Service Code	HRDSB010
Service Title	Request for Statistical Expert
Service description	Providing statistical consultation or training by a statistical expert in the fields requested by the customers inside or outside the (DoS).
Service procedures	<ol style="list-style-type: none"> <li>1. <b>The recipient approaches the “Diwan/Secretariat” for assigning an “Incoming Mail Number” to the application</b> which is referred to the Director General for his approval.</li> <li>2. The application is then forwarded to the concerned Directorate for their advice on the type and manner of extending the expertise.</li> <li>3. In the event of providing expertise in the (DoS), the applicant shall be informed of the date and time.</li> <li>4. In the event of providing the expertise outside the (DoS), the applicant shall be informed of the expert name and the time period.</li> </ol>
Service-receiving parties	Public sector      Private sector      Individuals
Service delivery channels	Personally
Number of steps / duration	7 steps / 3 working days
Required documents for providing the service	Official letter from the requesting party
Service-performance sharing with other institutions	Not shared by other institutions
Service fees	Nil
Terms of Service	N/A

Service Code	PRDSB011
Service Title	Request for Press Releases
Service description	Providing the customer with news/press releases issued by the (DoS)
Service procedures	<ol style="list-style-type: none"> <li>1. The dissemination calendar containing dates of news/press releases is loaded on the website.</li> <li>2. We expect to receive an e-mail of the required news (usually pre-prepared by the concerned technical directorate).</li> <li>3. Thereafter, we provide the news through e-mail according to the dissemination dates.</li> </ol>
Service-receiving parties	Public sector          Private sector          Individuals
Service delivery channels	Personally                          E-mail
Number of steps/duration	2 steps / 2 minutes
Required documents for providing the service	A request through the e-mail
Service-performance sharing with other institutions	Not shared by other institutions
Service fees	Nil
Terms of Service	The statistical figure should have been officially released by the concerned technical directorate in the (DoS) in addition to our commitment to the dissemination date related to the SDDS, if not linked, it is disseminated according to the internal calendar of the concerned directorate.

Service Code	SMMDSB012
Service Title	Analytical Reporting
Service description	Preparing analytical reports for the studies made by customers.
Service procedures	<ol style="list-style-type: none"> <li>1. <b>The recipient approaches the “Diwan/Secretariat” for assigning an “Incoming Mail Number” to the official letter</b> and attaches the preliminary data of the study.</li> <li>2. The request is forwarded to the Director General for approving the preparation of the analytical report.</li> <li>3. Cleaning of the preliminary data.</li> <li>4. Analyzing the data and extracting the required indicators.</li> <li>5. Representing the results in the form of an analytical report.</li> <li>6. Returning the analytical report to the concerned party under the cover of an official letter.</li> </ol>
Service-receiving parties	Public sector
Service delivery channels	E-mail
Number of steps/duration	6 steps / 30 days
Required documents for providing the service	An official letter attaching the preliminary data of the study
Service-performance sharing with other institutions	Not shared by other institutions
Service fees	Nil
Terms of Service	N/A



Table (1)

Fra	Type of Request	Sample size (Number of	Proposed cost	
			cost of block	Cost of determining the sample type and

		<b>blocks)</b>	<b>withdrawal</b>	size, representation level and documentation
	<b>Request for sample design and withdrawal</b>	1 - 30	2	250
		31 - 50	2.25	275
		51 - 100	2.5	300
		101 - 150	2.75	325
		151 - 300	3	350
		301 - 500	3.25	400
		501 - 750	3.5	425
		751 - 1000	3.75	450
		1001 - 2000	4	500
		<b>Sample size (Number of blocks)</b>	<b>cost of block withdrawal</b>	Cost of determining the sample type , representation level and documentation
	<b>Request for sample withdrawal (with a specific size) by the applicant</b>	1 – 30	2	200
		31 – 50	2.25	225
		51 – 100	2.5	250
		101- 150	2.75	275
		151-300	3	300
		301-500	3.25	350
		501-750	3.5	375
		751-1000	3.75	400
		1001-2000	4	450
		<b>Sample size (Number of blocks)</b>	<b>cost of block withdrawal</b>	Cost of determining the sample type , representation level and documentation
	<b>Request for sample withdrawal with a specific size and distributed by the applicant</b>	1 - 30	2	100
		31-50	2.25	125
		51-100	2.5	150
		101-150	2.75	175
		151-300	3	200
		301-500	3.25	250
		501-750	3.5	275
		751-1000	3.75	300
		1001-2000	4	350
If the requested sample is larger than 2000 blocks, the Director General approval must be obtained, then the REQUEST must be forwarded to the relevant division for determining the cost involved.				

Table (2)

<b>A</b> fram	Frame size (Number of	Cost of frame study, sample size determination, level of representation and sample distribution
------------------	--------------------------	---



sampling units)	A clear and error-free frame	Error-free frame but requires to be re-divided and re-classified to achieve survey objectives	A frame requiring review and cleaning of errors and duplication	A frame requiring review and cleaning of errors, duplication, re-division and re-classification to achieve the survey objectives
Less than 300	100	200	300	350
300-500	150	250	350	400
501-1000	200	300	400	450
1001-2000	275	375	475	525
2001-5000	350	450	550	600
5001-7500	425	525	625	675
More than 7500	500	600	700	750
<b>Sample withdrawal</b>				
<b>Sample size (number of sampling units)</b>			<b>Cost of sample withdrawal</b>	
Less than 30			50	
31-100			100	
101-200			150	
201-300			200	
301-500			300	
501-750			350	
751-1000			400	
More than 1000			500	
In the case of any applications not included in the above instructions, they are referred to the <i>Pricing Committee</i> .				

Table (3)

Number of indicators or variables		1 -5	6 - 10	11-15	16-20	21-25	26-30	31-35	36-40	41-45	More than46	Currency
Number of localities, area or neighborhood												
1	1 - 5	200	400	600	800	1000	1200	1400	1600	1800	2000	Dinar
2	6 - 10	400	600	800	1000	1200	1400	1600	1800	2000	2200	Dinar
3	11-20	700	900	1100	1300	1500	1700	1900	2100	2300	2500	Dinar
4	21-30	900	1100	1300	1500	1700	1900	2100	2300	2500	2700	Dinar
5	31-40	1100	1300	1500	1700	1900	2100	2300	2500	2700	2900	Dinar
6	41-50	1300	1500	1700	1900	2100	2300	2500	2700	2900	3100	Dinar
7	51-100	1600	1800	2000	2200	2400	2600	2800	3000	3100	3300	Dinar
8	101-150	1800	2000	2200	2400	2600	2800	3000	3100	3300	3500	Dinar
9	151-200	2000	2200	2400	1600	2800	3000	3100	3300	3500	3700	Dinar
10	201-250	2200	2400	2600	2800	3000	3100	3300	3500	3700	3900	Dinar
11	251-300	<b>2400</b>	2600	2800	3000	3100	3300	3500	3700	3900	<b>4100</b>	Dinar
12	301-350	2600	2800	3000	3100	3300	3500	3700	3900	4100	4300	Dinar
13	351-400	2800	3000	3100	3300	3500	3700	3900	4100	4300	4500	Dinar
14	401-500	3200	3400	3600	3800	4000	4200	4400	4600	4800	5000	Dinar
15	501-600	3400	3600	3800	4000	4200	4400	4600	4800	5000	5200	Dinar

16	<i>601-700</i>	3600	3800	4000	4200	4400	4600	4800	5000	5200	5400	Dinar
17	<i>701-800</i>	3800	4000	4200	4400	4600	4800	5000	5200	5400	5600	Dinar
18	<i>801-900</i>	4000	4200	4400	4600	4800	5000	5200	5400	5600	5800	Dinar
19	<i>901-1000</i>	4200	4400	4600	4800	5000	5200	5400	5600	5800	6000	Dinar
20	<i>1101-1200</i>	4500	4700	4900	5100	5300	5500	5700	5900	6100	6300	Dinar
21	<i>1201-1300</i>	4700	4900	5100	5300	5500	5700	5900	6100	6300	6500	Dinar
22	<i>1301-1400</i>	4900	5100	5300	5500	5700	5900	6100	6300	6500	6700	Dinar
23	<i>More than 1400</i>	5100	5300	5500	5700	5900	6100	6300	6500	6700	6900	Dinar

Table (4)

List of publications issued by the Department of Statistics

S/No.	Publication title	Year	Price in JD	Price in \$		
				Arab countries	Europe	Other countries
1	Statistical Yearbook	2013	7	30	35	40
2	National Accounts**	1976/2002	-	-	-	-
3	Agricultural Statistics**	2013	10	50	55	60
4	Internal Trade Survey**	2012	4	20	25	30
5	Industrial Statistics Survey**	2012	4	20	25	30
6	Construction Statistics**	2012	4	20	25	30
7	Arrivals and Departures Survey	2010-2011	4	20	25	30
8	Household Income & Expenditure Survey	2010	7	30	35	40
9	Household Demographic & Health Survey	2012	-	-	-	-
10	Transport, Storage & Post	2012	4	20	25	30
11	Environmental Statistics**	2011	4	20	25	30
12	Agricultural Census	2007	15	100	110	120
13	Employment Survey**	2012	4	20	25	30
14	General Population and Housing Census ( volume One): <b>Housing Units'</b> characteristics**	2004	-	-	-	-
15	General Population and Housing Census ( Volume Two): General characteristics of Individuals**	2004	-	-	-	-
16	General Population and Housing Census (volume Three – Part 1): Economic characteristics**	2004	-	-	-	-

17	General Population and Housing Census ( volume Three – Part 2): Economic characteristics	2004	-	-	-	-
18	General Population and Housing Census ( volume Four):characteristic of Jordanians abroad/Non-Jordanians/People with special needs **	2004	-	-	-	-
19	Living Conditions in Jordan Survey / Arabic language **	2003	-	-	-	-
20	<b>Services' Survey **</b>	2012	4	20	25	30
21	Employment & Unemployment Survey (LFS) / 4th Round **	2013	3	20	25	30
22	Annual External Trade Statistics	2012	26	120	130	140
23	Man and Woman in Jordan in Figures	2012	-	-	-	-
24	Annual Fertility Survey **	2001	-	-	-	-
25	General Census of Economic Establishments	2011	10	50	55	60
26	Jordan in Figures	2013	-	-	-	-
27	Finance and Insurance <b>Establishments' Survey **</b>	2012	4	20	25	30
28	Annual Report on Employment and Unemployment **	2012	12	50	55	60
29	Food Balance Sheet	2012	5	50	55	60

30	Multi-purpose Household Survey **	2003	-	-	-	-
31	Measurement of Deprivation in Jordan **	2003	-	-	-	-
32	<b>Governorates'</b> Indicators	2009	-	-	-	-
33	Use of IT at Homes Survey **	2013	4	20	25	30
34	Newly Created Jobs Survey / Second half	2012	6	25	30	35
35	Newly Created Jobs Survey / Annual Report **	2012	6	25	30	35
36	Use of IT & Communications at Economic Establishments' Survey	2010	4	20	25	30
37	Energy Consumption at Homes Survey	2008	4	20	25	30

\* : Out of Stock.

\*\* : Available in the (DoS) library for reference only.

Table (5)

## CDs issued by the Department of Statistics

Publication title	Price in JD	Price in \$		
		Arab countries	Europe	Other countries
Statistical Yearbook	10	40	45	50
External Trade	30	130	140	150
Household Demographic & Health Survey	-	-	-	-
Use of IT at Homes Survey	10	40	45	50
Household Income & Expenditure Survey	10	40	45	50
<b>Governorates' Indicators</b>	10	40	45	50
<b>Jordan's Indicators</b>	-	-	-	-
Aqaba Census	10	40	45	50
Agricultural Census	10	40	45	50
Arrivals and Departures Survey	10	40	45	50

Note: Fees can be paid in cash, check or bank draft addressed to the (DoS).

CONTACT INFORMATION:

DEPARTMENT OF STATISTICS(DOS)

Directorate of Public Relations

AMMAN, P. B. 2015

POSTAL CODE: 11181

CUSTOMER SERVICE BUREAU – PHONE # 080022217

TEL: 00 9626 - 5300700

FAX: 009626 - 5300710

ADDRESS: JUBAIHA - YAJOUZ ROAD - NEAR THE MINISTRY OF  
HIGHER EDUCATION AND SCIENTIFIC RESEARCH



