

Organizational Chart of Lands & Survey Department

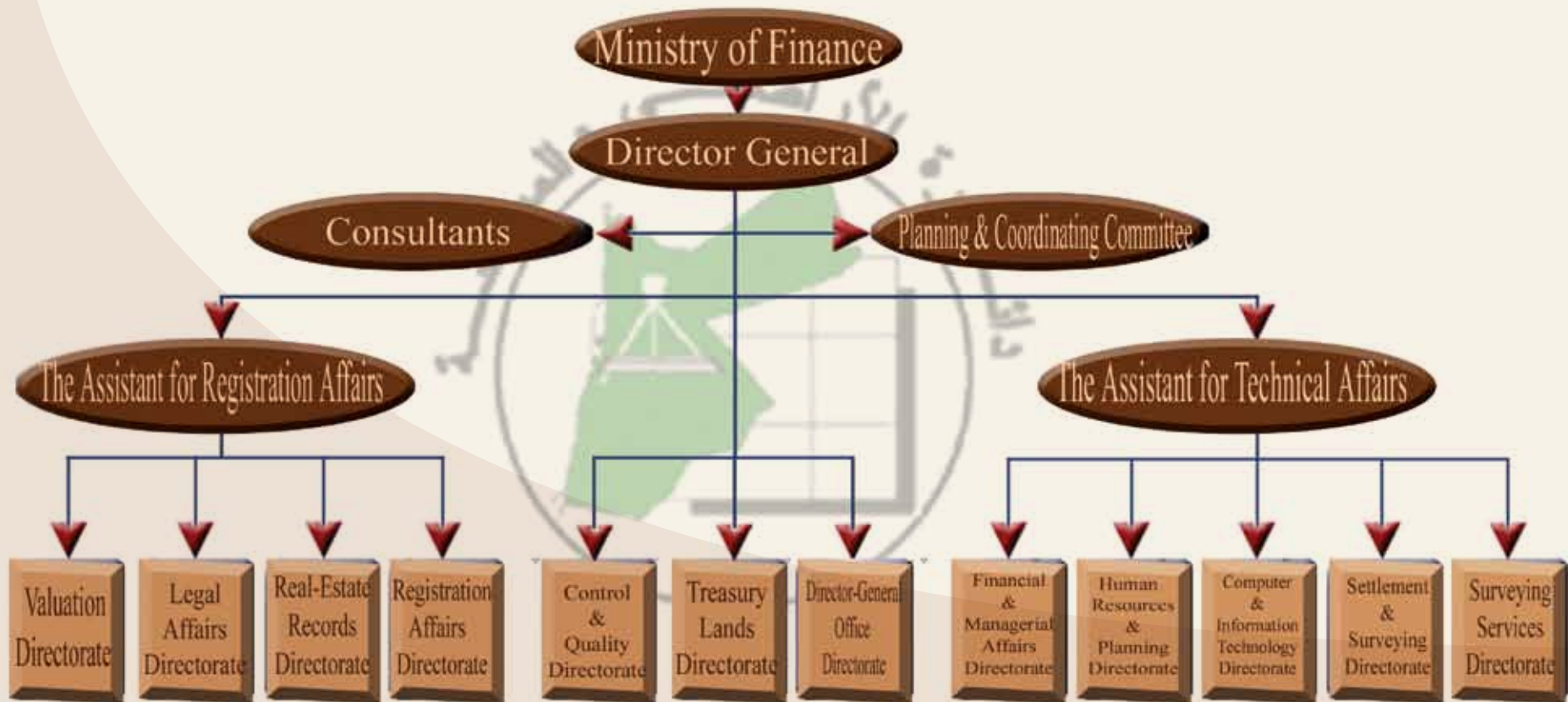
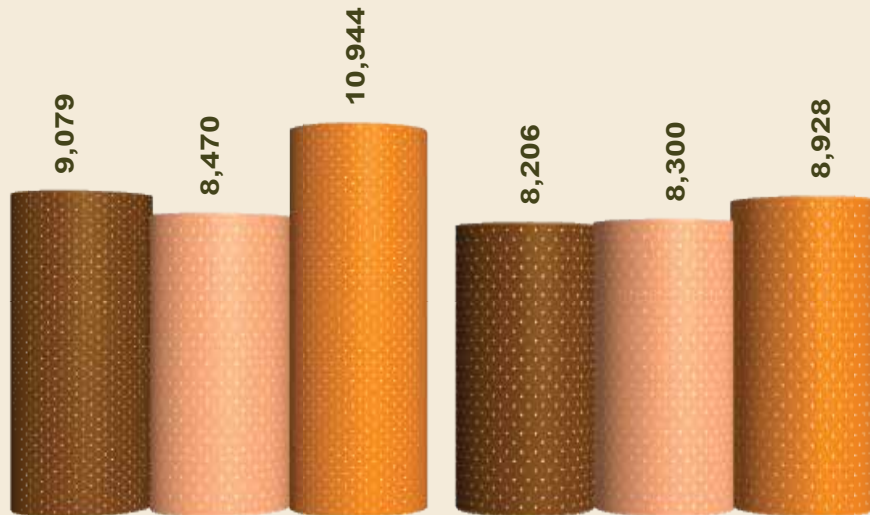
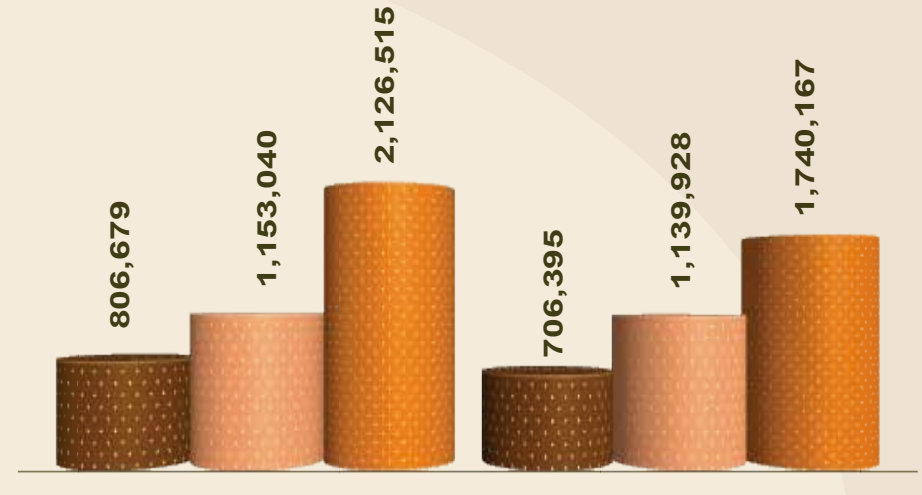


Table No. (3): No. of Apartments sold according to Area in the years 2011-2012

Total Area of Apartments	Total No. of Apartments	Area Average m ²	Area	More than 150 m ²	Area Average m ²	Area	Between 120-150 m ²	Area Average m ²	Area	Less than 120 m ²	Year
4,086,235	28,493	194	2,126,515	10,944	136	1,153,040	8,470	89	806,679	9,079	2011
3,586,490	25,434	195	1,740,167	8,928	137	1,139,928	8,300	86	706,395	8,206	2012
%12-	%11-	0	%18-	%18-	%1	%1 -	%2 -	%3 -	%12-	%10-	Percentage of change

 عدد الشقق المباعة حسب مساحتها خلال عامي 2011-2012
 No. of of Apartments sold according to Area in the years 2011-2012


■ المساحة اقل من 120م²
■ المساحة بين (150 - 120)م²
■ المساحة اكبر من 150م²

 مساحات الشقق المباعة خلال عامي 2011-2012
 Area's of Apartments sold in the years 2011-2012


■ المساحة اقل من 120م²
■ المساحة بين (150 - 120)م²
■ المساحة اكبر من 150م²

In terms of value Iraqi nationality came also first by investment amounted (224, 672,454) dinars scoring (52%), and Saudi nationality in second place by (51,600,767) JD rating (12%), followed in third place Syrian nationality by (17,016,954) dinars rating (4%), followed by American nationality in the fourth place by (13,801,060) dinars rating (3%).

Real estate sale in 2012

The total sale transactions in the Kingdom during the year 2012 reached (112,212) transaction, by an increase of (16%) compared to the previous year, (34,296) transaction of them in the capital by (31%), and (77,916) transaction for the rest of governorates by (69%), (17,897) transaction from those executed in Amman were for apartments, and (16,399) transaction for lands, while in the rest of the governorates (7,537) transaction were for apartments and (70,379) transaction for lands.

Table No. (2): Land Sale in Jordan in the years 2011-2012 (No. of transactions)

Percentage of change		No. of sale transactions in the year 2011		No. of sale transactions in the year 2010		Classification Governorate
Land	Apartment	Land	Apartment	Land	Apartment	
%24-	%11-	16,399	17,897	21,529	20,184	Amman Gov.
%49	% 9-	70,379	7,537	47,087	8,309	All Other Gov.
%26	%11-	86,778	25,434	68,616	28,493	Sub total
%16		112,212		97,109		Total



حركة بيع العقار في المملكة خلال عامي 2011-2012 (عدد المعاملات)
Real estate sale in the years 2011-2012 (No. of transactions)



the exemptions in 2012 amounted (47,516,428) dinars for a total exemptions and revenues: (367,411,413) JD, north Amman land registration directorate (LRD) ranked first with revenues amounted: (77,838,782) dinars, and second came Amman LRD by (47,307,239) dinars, followed by west Amman LRD by (40,231,860) dinars, while fourth came south Amman LRD by revenues amounted (36,012,540) dinars.

The main center and Amman LRD's percentage of revenues recorded (76%), a total of (242, 496, 216) dinars, while the revenues of the LRDs in all other governorates recorded (77,398,769) dinars.

Land and Apartments sale to non-Jordanians in 2012

The number of property sale for non-Jordanians in 2012 reached (4,992) transaction, (3,139) transaction of them for apartments, and (1,853) transaction for lands. The area of apartments reached (455,727) m² by a value of (264,813, 248) JD, and for lands the area amounted (8,977,692) m² by a value of (164,813,374) J.D. The total value for both scored (429,626,622) dinars, decreasing by (4%) compared to the previous year.

Table No. (1): Sales for Non-Jordanians in the years 2012-2011-2010

Year	Value	Apartment	Land	Total
2012	429,626,622	3,139	1,853	4,992
2011	449,182,960	2,890	2,753	5,643
2010	338,331,380	2,268	2,300	4,568

Iraqi nationality ranked first with a total (1,942) transaction, second came Saudi Arabian nationality with a total (990) transaction, Kuwaiti nationality ranked third by a total of (512) transaction, followed by Syrian nationality ranking fourth by a total of (306) transaction.

بيوعات العقار لغير الأردنيين من حيث القيمة خلال عامي 2011-2012
Value of sale transactions for non-Jordanians in the years 2011-2012



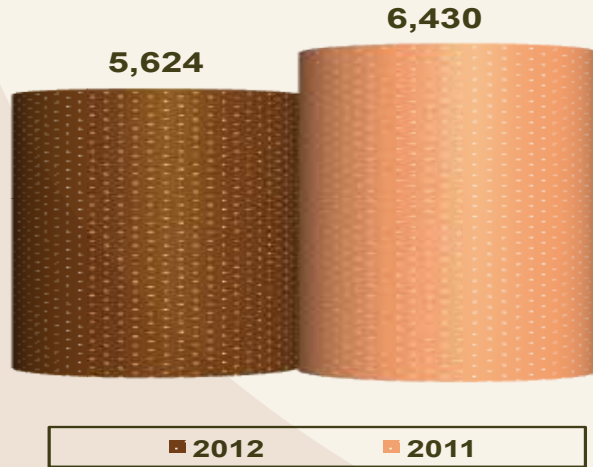
بيوعات العقار لغير الأردنيين حسب العدد خلال عامي 2011-2012
No. of sale transactions for non-Jordanians in the years 2011-2012



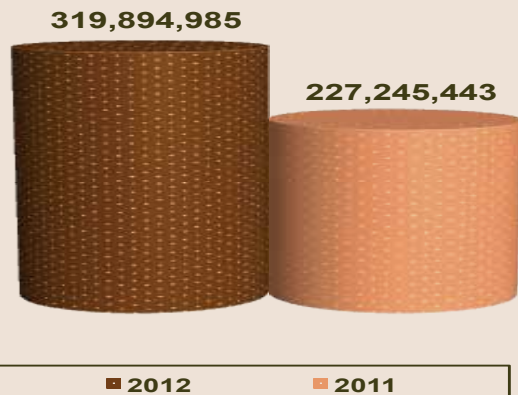
Real-Estate Indicators

Real estate market size in the Kingdom in the year 2012 reached almost five billion, six hundred and twenty-four million Jordanian dinars, where northern Amman registration Directorate (LRD) ranked first with a trading volume: (1,350) million, Amman LRD came in second: (844) million dinars, followed by west Amman LRD by almost (731) million, and fourth came South Amman LRD by almost (614) million dinars.

حجم التداول خلال عامي 2012-2011 بالمليون دينار
Real estate market size in the years 2011-2012 (million dinars)



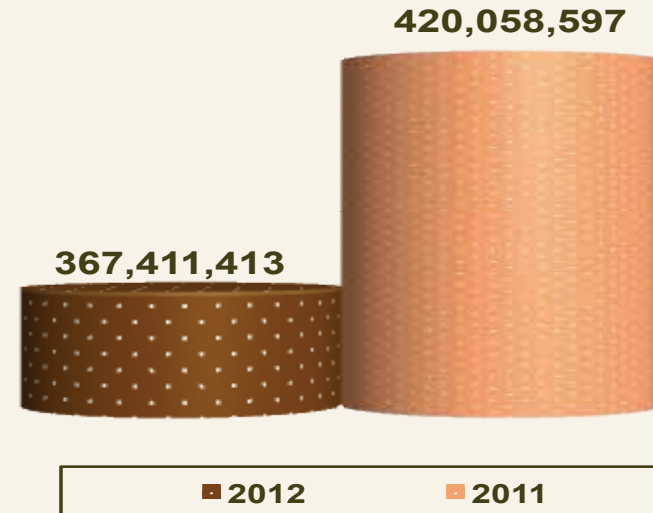
ايرادات دائرة الأراضي والمساحة خلال عامي 2012-2011 (بالدينار)
DLS Revenues in the years 2011- 2012 (in JD)



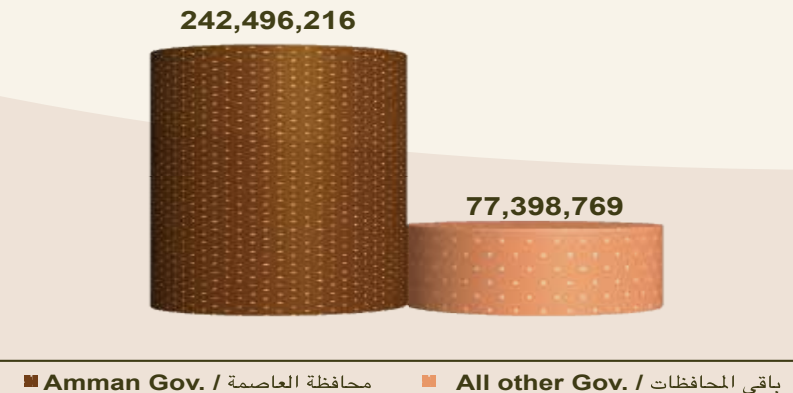
Amman registration directorates and the main center's percentage of the market size scored approximately (76%), a total of 4 billion, two hundred and seventy-four million Jordanian dinars.

The Revenue during 2012 amounted (319,894,985) Jordanian dinars, an increase of (41%) compared to 2011; as the value of

مجموع الايرادات والاعفاءات لدائرة الأراضي والمساحة خلال عامي 2011-2012
The Value of exemption & Revenues during the years 2011-2012



ايرادات مديريات تسجيل محافظة العاصمة بالمقارنة مع مديريات تسجيل باقي المحافظات خلال عام 2012 (بالدينار)
Revenues of Amman Gov. LRD's according to the rest LRD's in the years 2012 (in JD)



Code of Ethics

I, hereunder signed, declare my commitment to optimally use the available resources for the official duties, correctly using equipment, instruments, and work time for official work, and to be true, honest, and faithful in my work, belonging to my department, to work with the team spirit, to respect all the customers and to treat them equitably, to respect my fellow workers and to try to be precise in dealing with information.

Dls Vision

“Real estate services and information that serves the purposes of the comprehensive development, and contributes to the promotion of the economic and real estate stability in the Jordanian Hashemite Kingdom”.

Dls Mission

Maintaining, documenting, preserving and facilitating the use of the land property rights, and providing the data base necessary to build the national geographic information system.

Quality Policy

Quality Policy in DLS aims at providing comprehensive, accurate and easily retrievable cadastral information, thus contributing to building national information system which serves national development goals.

DLS commits itself to continual revising and developing of its services aiming at creating, maintaining, preserving, updating, valuating and facilitating the dealing with land property rights, according to laws and legislations in force.

DLS does its best to apply, revise and develop this policy by means of applying the quality assurance system according to the specifications of ISO 9001/2008 system.

Goals of DLS Directorates

Director General Office: Supervising the efforts to realize goals of production and development, and presenting the bright image of the department.

Treasury Lands Directorate: Managing treasury lands and preserving them according to accurate, comprehensive and easily retrievable information.

Settlement and Surveying Directorate: Procuring comprehensive and

accurate cadastral information about non-surveyed lands.

Valuation Directorate: Verification of the valuation of lands according to a theoretically and practically approved system.

Surveying Services Directorate: Offering excellent services depending upon accurate, well-maintained and comprehensive cadastral surveying information.

Legal Affairs Directorate: Providing excellent legal and consultative services according to continually developed legislations.

Computer and Information Technology Directorate: Computerization of DLS, raising work efficiency, securing information, and providing databases necessary for building the national geographic information system (GIS).

Human Resources & Planning Directorate: Managing and developing Human resources, to perform DLS tasks, attain its goals, and display Knowledge.

Administrative & Financial Affairs Directorate: Managing Financial and Material resources, preserving them & improving work environment to contribute in achieving DLS goals.

Control & Quality Directorate: Control of all DLS activities in a programmed way, assuring that procedures are done according to the “Quality Assurance System” and evaluating the performance of all directorates periodically.

Registration Affairs Directorate: Providing excellent Registration services based upon accurate, comprehensive and updated cadastral Registering Information.

Real Estate Records Directorate: Scrutinizing & documenting all adjustments on the Real-Estate Records, preserving them and providing distinguished services relying on them.





3. Working through the data improvement project on linking ownerships with the national I.D numbers, executing a percentage of (75%).
4. Achieving a rate of (98%) of matching records with real estate maps.
5. Achieving a rate of (95%) of matching white sheets with the electronic ones.
6. Establishing a new registration Directorate in the southern Jordan Valley, and the opening of registration offices in each of: Al Qowairah, Al Wasatiyya, Ar Rusaifa, Al Husseiniyya and Al Hesa, and the transfer of the northern Amman Directorate to a larger building.
7. Simplifying procedures for many transactions, and also computerizing many others as valuation transactions, and modifying the base prices periodically in collaboration with all parts involved.
8. Coordinating with the owners of the real estate offices in creating a union for them, and another one for the owners of the cadastral offices, and preparing a revised draft for the real estate valuers registration and accreditation system.
9. Accomplishing a draft for the real estate ownership Law, which has been submitted to the council of ministers for a constitutional approval.
10. Contributing in the implementation of the Royal Initiatives, whether in the area of the e-government or obtaining decent and adequate housing for people with low and limited incomes.
11. Signing a cooperation agreement between the department and Petra authority, to facilitate procedures in between and providing them with cartographic information.
12. Participating in the Real-Estate developing 4th Arab conference.
13. Signing a Twinning project with the European Union to develop a system of a sustainable land management on the basis of the geographic information system that provides a comprehensive and accurate information, and developing the methods of real estate assessment, in coordination with the Ministry of Public Sector Development and all of the states of Sweden and Poland, and the Office of the European Union.
14. Continuation of surveying the Jordan Valley villages project and registering the subdivided parcels.
15. Continuation of improving the database for the Jordan Valley Authority project and linking the maps to be the base for the land usage project, including fifty-four blocks.
16. Archiving and documenting the authorization tables and squatters and field books of treasury lands in cooperation with the Royal documentation project.
17. Adopting an electronic hearing recognition system.
18. Facilitating the procedure of issuing bonds of register from any land registration directorate (LRD) without reference to the concerned LRD.

Goals of DLS

The Department of Lands and Survey plays a vital role in preserving land property rights and solving any conflicts, concerning right in land or water. DLS represents Jordan's land information bank.

Article 3 of the by-law (80)/1999 (organization of DLS) states that the duties and tasks of DLS should be the following:

1. Completion and maintenance of the cadastral system (the cadastral maps and the registration records), fixing the borders of the plots (parcels), settling (solving) disputes on land and issuing cadastral maps.
2. Registration of land property rights, maintaining them and facilitating their use.
3. Establishment and maintenance of triangulation network of fourth and fifth orders based on the national geodetic network, which was established and is maintained by the Royal Jordanian Geographic Centre (RJGC).
4. Processing property related transactions (sales, transfers, partition, debts, mortgages...etc). Determining and collecting land transfer taxes and fees.
5. Administering, protecting, renting, and updating records of state land, as well as expropriation of land for public interest.
6. The establishment of a comprehensive land valuation system, and maintaining its records for the purposes of registration transactions.
7. Archiving and maintaining land registry records.
8. Establishing a Cadastral Information System (CIS), as part of the National Information System (NIS).
9. Organizing and carrying out the licensing of the private (chartered) surveyors and real estate brokers.

3. Converting the paper cadastral maps into digital, through a modern information system, which helps to computerize activities and provide services electronically.
4. Updating the central computer server by adding a new one with high quality, funded by the German technical cooperation agency (GTZ).
5. Development of computerized registration information systems, in addition to the administrative and technical systems.
6. Development of cadastral information system by linking the digital maps with the property data-base.
7. Introducing surveying devices through the GPS (Global Positioning system by satellites) model Leica 500.
8. Registers matching project (red, white & electronic).
9. Transforming Triangulation from the Palestinian Projection system to the Jordan national system, Jordan Transverse Mercator system (JTM).
10. Obtaining ISO 9002 certificate.
11. Establishing new LRD's, thus raising their number to 32, besides increasing the number of settlement teams.
12. Establishing new sections, such as the Maintenance Section and the Library.
13. Initiating electronic services through the Internet, as maps issuance, change statements & indexes, at the beginning of 2005.
14. Applying the automatic alignment system in the center of DLS, to help serving clients according to priority.
15. Initiation of DLS hotline to receive complaints and comments of citizens.
16. Organizing the International Federation of Surveyors (FIG) conference in 2005.
17. Execution of a number of vital projects such as: survey of pourpresture (offence against state property) in Az-Zarqa, Ar-Rusayfa and Al-Azraq, the project of surveying the un surveyed areas, survey of Jordan valley villages, matching maps, matching registration sheets, gender, e-government, triangulation points densification, settlement & survey of tribes land, data transformation from ingress into oracle system, real-estate valuation system and the costing system.
18. Adopting new management methodologies, such as management by participation and objective-oriented management.
19. Implementing annual executive plans based on the department's

strategic plans.

20. Establishing DLS staff club and the social solidarity association.

Mr. Ghazi Shatnawy, (16/4/2006-19/5/2007):

1. The continuation of applying DLS modernization policy, through projects of full computerization of the LRD's and linking them with the Central server.
2. Starting of the experience of private sector participation in the evaluation of real estate.
3. Continuing of sheets matching project.



Engineer Mazen Matar Shotar (19/5/2007-20/1/2010):

1. Beginning SMS service (electronic messages) to notify clients about the course of their transactions.
2. Moving-on with matching registers and improving data project, and adding the national I.D numbers on property records.
3. Establishment of new buildings for land registration directorates, owned by DLS (south Amman, Al-Mafraq & Az-Zarqa LRD's).
4. Establishment of a technical section in Az-Zarqa LRD.
5. Computerizing state property (treasury lands) data.
6. Activating DLS web site on the Internet in English.
7. The establishment of Al-Quwayra and Ghawr As-Safi registration offices, and linking them electronically with the Center.



Engineer Nedal Yahya Al- Sagarat (21/1/2010-until now):

1. Archiving all sale contracts.
2. Archiving all sale contracts for the years before 2008 by the Royal documentation project, and documenting the English and Ottoman records of Palestine and the tables of settlement rights.



In co-operation with the Royal Scientific Society, DLS integrated computers in its work to resolve a large number of technical and calculation issues. And trained its staff on administrative, registration, and technical issues to raise their skills and abilities. Also new sections and committees have been established, such as the Valuation committee, the Office of the legal Counsel and the Planning Unit.

During this period, DLS benefited from international assistance, of which the most important was a project of the UN for the rehabilitation and training of staff, and financing technical projects and modernization of cadastral equipments.

In 1974 the cooperative housing association for DLS staff was founded aiming to provide land plots to the staff for residential purposes.

In the early seventies, DLS introduced the latest electronic programmed calculators, and with the beginning of the eighties computers (PCs) and plotters were used to draw maps, and Microfilming for documents, and modern computerized cameras to reduce or enlarge the scale of maps as required. In 1988 real-estate alphabetical index draft project was accomplished.

During this period also, DLS started pilot projects within a five-year plan assembled in the following:

1. DLS modernization and development project: new buildings were acquired for the LRD's in the governorates of Amman, Irbid, and villages like (Samar & Deir Alla).
2. Real-estate Alphabetical Index project: which enabled the owners to know the number, location & the area of their properties, and any other required information easily, by building DLS own computerized system, which enables the decision maker to define the immovable properties, by type (being sylvan, desert, owned, treasury, inoperative, dedication...etc.) for different purposes, thus replacing the Royal Scientific Society's system.
3. Settlement & survey, triangulation and resurvey project: which covered most of the organized and municipal lands, and some of the previously surveyed lands, in the appropriate scale. In addition, it reinforced the performance of settlement & survey teams, and provided them with modern equipment (such as the total station model TC1600).
4. The United Nation's project of assistance to DLS: by which a technical & financial assistance program was provided, worth 230,000 dinars, it included training programs in foreign countries

to staff of DLS.

5. Modern applications directorate's development Project: the goal of the project was to provide qualified technical personnel and a high level of equipment to meet the requirements of the department, including the computers and technical equipment that support data archiving & documenting and facilitate data recovery.

Mr. Ali Mufflih Hassan Al-Gharaybeh, (9/6/1990-31/10/1996):

- The introduction of software systems of Arc Info, and the GIS to the department.
- The commencement of the computerizing of the paper plans and converting them into digital
- The introduction of the surveying system by the GPS satellites (model leica SYS 200) as well as the total survey station model Leica TC 1610.



Mr. Ibrahim Mismar, (31/10/1996-15/7/1997):

- Beginning of the DLS Modernization Project, supported by the German government (GTZ).



Engineer Abdul-Munim Samara, (17/7/1997-14/4/2006):

1. Implementing the DLS Modernization Project with support from the German government (German Agency for Technical Cooperation GTZ).
2. Computerization of DLS work in the Center and the LRD's: The work started in the pilot directorates Irbid, Mafraq and south Amman, where emphasis was placed on computerization of most of the registration, technical & administrative issues.



The Department of Lands & Survey was formally established on 30/9/1929 when several departments were unified (Department of Survey, Department of State property, land registration offices). A British director was appointed (Mitchel) by the Mandate Government.

During this period, statistical tables for each village were organized. The law of land settlement in 1933 was implemented, in Ajlun as a start, to replace the old Tapo records by new records.

Mr. George D. F. Welpole, (1/4/1940-15/5/1954):

In 1952 the two departments of Land & Survey in the East and West Banks have been united, the headquarters being in Amman, it became responsible for all land registration directorates (LRD's) in both banks, which numbered (15) at that time. The building's tax investigation section was separated of DLS and attached to the Ministry of Finance. The implementation of Palestinian Laws continued until DLS concluded the preparation of its own laws, when Settlement of Land and Water Law No. 40 for the year 1952 and other laws were issued, and began to be applied in both banks.



During this period plans at scale of 1:1000 for the Jordan Valley and the Yarmuk and Az-Zarqa basins were produced, in addition to the maps of the western region of the East Bank at large scales (1:1000, 1:2500) and the production of topographical maps of the East Bank of Jordan in relatively small scales (1: 25000,1:10000).

Mr. Mohammad Ismail Alatiyat, (12/10/1954-15/7/1959):

On 12/10/1954 the services of the last non-Jordanian director-general of DLS ended (Welpole), and a Jordanian acting director-general was appointed, (Mr. Mohammad Ismail), and on 1/4/1956 he was appointed as the first Jordanian Director-general of DLS.

In the following years, new LRD's were established in both East and West Banks raising their number to 23 LRD's. Methods of work in DLS have been developed, registration, legal and technical sections were established using modern methods, training courses were conducted in foreign countries to acquire advanced skills and



expertise necessary to develop the work of DLS, and modern cadastral equipment was purchased to be used in cadastral surveying and computations.

Mr. Mohammad Alkhashman, (15/7/1959-1/7/1962):

Aerial photography section was established for topographic survey of the Kingdom by aerial photographs, and the necessary equipment for this section has been purchased.



During this period, the activities of DLS have been distributed into three main activities: general management, settlement & surveying, and registration. In addition, it began the process of establishing a sophisticated and accurate geodetic network based on latitude and longitude coordinates instead of the primitive baselines.

Mr. Subhi Rashid Al Hasan, (1/7/1962-1/6/1971):

The activities of Surveying in the West Bank have been stopped after the Israeli occupation of the West Bank in 1967, but continued actively in the East Bank. The equipments of aerial photography, photographs and films were transferred to the General Command of the Armed Forces, and replaced the work of the aerial photography section with the work of maps photography and enlargement of the maps and preparations for the use of microfilming to preserve documents in DLS.



3- Development & Modernization stage:

Mr. Badri 'Id Al Mulqi, (1/6/1971 – 30/9/1989):

This period was marked by the introduction of modern registration and surveying in line with the spirit of modern era. The scope of cadastral survey work expanded to lands where settlement was announced in, especially the areas, which were excluded from settlement work previously, in addition to some desert areas.





Brief History and Facts about Jordan

At the end of World War I, the United Kingdom was granted the mandate for Palestine and Trans Jordan. In 1922, the British divided the mandate by establishing the semiautonomous Emirate of Trans Jordan, ruled by the Hashemite Prince Abdullah, while continuing the administration of Palestine under a British High Commissioner. The mandate over Trans Jordan ended on May 22, 1946; on May 25 Jordan became fully independent from Great Britain, and has developed without interruption as the independent Hashemite Kingdom of Jordan ever since.

Jordan's total area is 89287 km², with population of 6,250,000. The country is divided into 12 administrative districts called muhafadhat (governorates). The Capital city of Jordan is Amman with population of about 2.5 million inhabitants.

Historical background of DLS

1- Pre-foundation stage:

The core of the Lands and Survey Department in the Hashemite Kingdom of Jordan was founded under the Ottoman Land Law in 1274 AH,(1857).

The region had seen -in the mid-nineteenth century- a growing administrative interest from the Ottoman Empire, as the first administrator (Qa'im Maqam) was named for the region located between the Yarmouk and Az-Zarqa Rivers, Irbid was made the center of it, appurtenant to Huran. The same applied to the area between Az-Zarqa and Al-Mujib rivers appurtenant to Nablus, which was separated in 1905 and became appurtenant to Al-Karak, to the south of Al-Mujib river, established in 1894 to depend directly of the jurisdiction of the state (Wilaya) of Syria.

The region was suffering from many problems and disorders: the outbreak of the First World War in November 1914, the entry of the Ottoman Empire into the war against the Allies, the blockade imposed by the Allies on the Arab coasts, and the denial of the allies to their promises of unity & independence made to the Arabs in Asia, and the Sykes-Picot agreement signed on 16 May 1916, which fragmented Syria and Iraq to spheres of influence between France and Britain. This agreement remained secret until November 1917, when the Bolsheviks published it, and by which Trans Jordan became part of the British zone

of influence. There followed the withdrawal of British troops from the Trans Jordan, keeping the region without government or military or even police to maintain stability and security. This situation led to the emergence of local governments which were unable to address the public problems or improve the deteriorating situation in the country.

The arrival of Prince Abdullah to Trans Jordan formed an important turning point in the history of the country, where after a meeting held on the 29 March 1921 between Prince Abdullah and Winston Churchill, an announcement of a national government in Trans Jordan was declared, headed by HRH Prince Abdullah. In (11) April 1921, a Jordanian government was formed, headed by Mr. Rashid Tlay'.

In early 1928 the Department of Lands & Survey formed the first vocational training institute in the Country in co-ordination with Nadharat al Ma'arif (Direction of Knowledge), (Ministry of Education nowadays) to attract distinguished students to be trained to join the technical staff of the department, in order to fulfill & execute a huge volume of surveying & settlement work expected across the Country in view of population growth and the urgent needs of the developmental growing of the country, as the surveying & settlement services were only confined to defining the boundaries of the villages in agricultural areas located in the West of Trans Jordan to reduce the conflicts between the clans and tribes.

2- Foundation:

Mr. A.B Mitchell, 1/5/1929-1/4/1940):

Trans Jordan remained, by virtue of the international law, part of the Ottoman Empire until the signing of Lausanne Agreement in July 24, 1923, which stated the separation of Trans Jordan from the Ottoman Empire, from the date of the Agreement ratification, on 6 August 1924.

Under Article (139) of the agreement, the Principality of Trans Jordan possessed the real estate records and documents, and then started to re-organize and overcome the existing difficulties, as it enacted the Bylaw of Subdivision and Land Demarcation, followed by the Survey and Valuation Law in 1927, which stated the definition of the boundaries of villages, blocks and the state forestry and other kinds of properties.



EIGHTY-FIVE YEARS OF DEDICATION



Today.. After eighty-five years on the establishment of the Department of Lands and Survey, this institution was able –by the efforts of its employees- to reach up to a high level of development and progress exceeded peers in the Arab countries, This superiority came as a natural result of the strenuous efforts, hard work, comprehensive planning, and continuous development, under the wise and conscious Hashemite leadership,

which keen to provide all the possibilities for the advancement of Jordan, through the establishment of specialized departments and institutions based on solid basis, and working hardly to reach the highest levels of development and success.

The Lands and Survey Department adopted in the last decade, three main principles: professionalism, excellence and participation, as the management headed towards the development of the comprehensive employee, who's able to work in all circumstances, focusing on rooting the values of belonging, loyalty, integrity and transparency, and the participation by involving all managerial levels in policy-formulation and decision-making, also by improving internal and external communications, and implanting the concepts of democracy, freedom and respect for others.

The technological development has become an asset in the department's work, in addition to the ongoing process of development in all the procedures, hence linking the map with the record electronically become a reality, which will lead to a new lurching for the department. The department also bears the responsibility of developing legislations governing it's work, including organizing the real estate sector in the Kingdom, and

encouraging real estate investment, as well as the dissemination of real estate information and knowledge.

The department will experience in the next phase a lot of achievements in modernizing its data, through Data Improvement Project, by matching the record with the map, which will contribute significantly to the creation of a national geographic integrated information system. Also the department attaches great importance to provide optimal service to clients by activating the front desk concept as it shows the level of interest and concern to provide fast and distinctive services for clients, in line with the requirements of Distinguished Government Service Award launched by His Majesty King Abdullah II in the year 2012.

Today ... After eighty-five years of work, the grandchildren of those who started the journey sings - as their ancestors - the elevation and progress of this country, struggling challenges to build an integrated system for the Department to serve our country to achieve its developmental projects and programs, and keep pace with the growing needs of its people.

In conclusion, I cannot fail to thank all the employees in the Department of Lands and Survey for their efforts in serving their country, as I also thank the Committee of this report for the apparent effort to put this valuable information in the hands of those concerned with real estate, looking forward to a new era full of hard work and dedication to meet the challenges, holding values and principles of professionalism, integrity, participation and teamwork, which will undoubtedly help in achieving the desired objectives efficiently and effectively, to help fulfill the vision of His Majesty King Abdullah II Ibn Al Hussein may God protect and bless him.

**Director General /
Department of Lands and Survey (DLS)
Engineer Nedal Yahya Al Sagarat**

TABLE OF CONTENTS

Subject	Page No.
Director General's Foreword	163
Brief History and Facts about Jordan	162
Historical background about Department of Lands & Survey (DLS)	158
Goals of DLS	158
Code of Ethics	158
DLS Vision	157
DLS Mission	157
Quality Policy in DLS	157
Goals of DLS Directorates	157
Real-Estate Indicators	153
Organizational Chart of DLS	152



استبانة رضا العملاء

أخي المواطن/ أختي المواطنة

تهدف هذه الاستبانة إلى التعرف على آراء المراجعين لدائرة الأراضي والمساحة، في مدى نجاح هذه الدائرة في تقديم الخدمات التي يحتاجها المواطن بكل يسر وسرعة ودقة، لذا يرجى تعبئة الاستبانة لتتمكن من خدمتكم بشكل أفضل.

شاكرين حسن تعاونكم

- الجنس: ذكر أنثى
- المؤهل العلمي: جامعي كلية مجتمع ثانوية عامة فما دون
- الفئة العمرية: أقل من 20 20-35 36-50 51- فأكثر
- يتم إنجاز المعاملات في وقت محدد دون تأخير: موافق موافق نوعاً ما غير موافق
- تتصف إجراءات سير المعاملة بالوضوح: موافق موافق نوعاً ما غير موافق
- يتصف الموظفون الذين تتعامل معهم باللطف وحسن المعاملة: موافق موافق نوعاً ما غير موافق
- يلتزم الموظفون بتنفيذ المعاملات دون تمييز: موافق موافق نوعاً ما غير موافق
- يتصف مكتب خدمة الجمهور بفاعلية عالية: موافق موافق نوعاً ما غير موافق
- اللوحات الإرشادية الدالة على مواقع المديریات والأقسام ملائمة: موافق موافق نوعاً ما غير موافق
- خدمات المراجعين، مرافق عامة، أماكن انتظار، تصوير وثائق مناسبة: موافق موافق نوعاً ما غير موافق
- تقرير الدائرة السنوي يتصف بالوضوح والشمولية: موافق موافق نوعاً ما غير موافق

• أفكار تقترحها لتحسين الأداء :

- 1-
- 2-
- 3-

• إيجابيات وسلبيات ترغب بذكرها :

• ما هي الخدمات التي تحتاجها ولا تقدمها لك الدائرة :