

Instructions for dealing with Right to Information applications

Income and sales tax department believes that Right to Information is a basic right of the human rights that enhances the community right of knowledge. The department is working hard to enforce the Right to Information Law No. (47) For the year of 2007 from the Disclosure Principle and for rooting the Transparency approach. Following are the Instructions for handling the Right to Information applications.

Considering that the paper and the electronic forms are unified.

Paper applications

1. Printing the application form from the ISTD website <https://www.istd.gov.jo> , Information Center, Right to information, then choose the Right to Information Form.
2. Fill the form with the requested information and validate it.
3. Make sure that the question included in the form is correct and clear so that the requester will get the exact requested answer.
4. Submit the application to the Liaison Officer of any ISTD directorate or service center in all of the kingdoms' municipalities.
5. The Liaison Officer will send the application with all its attachments for the Information coordinator via the official communication tool.
6. Get a notification and a follow up card for following up the answer of your application which carries the date where the Liaison Officer submitted the application.

Electronic applications

1. Click the Right to Information Icon that appears at the bottom left of the homepage of the Income and Sales Tax Department website.
2. Open the Right to Information icon.
3. Fill the application with the requested information and validate the application information.
4. Make sure that the question included in the form is correct and clear so that the requester will get the exact requested answer.
5. Submit the application electronically.

6. Get a notification and a follow up card for following up the application answer that carries the date where the application was submitted electronically.

Getting the result of the paper or electronic application

When receiving a paper application from the Liaison Officer via the official transactions system (Work Flow), the Information coordinator will transfer it into an electronic application.

After the Information Coordinator replies to the request in accordance with the applicable procedures, the information requester can access the reply through:-

1. The Information Requester will receive an Email via the email address provided in the “Right to Information” application.
2. The information requester will be contacted in specific cases when the question in the application is not clear and more information is needed to answer it.
3. The Information coordinator is committed to answer all applications at the shortest period of time unless at the case of applications that needs statistics studies and numbers for long years, it may be rushed and be answered if it was available, but overall, the reply or rejection answer shall not exceed 15 days regardless the application type.