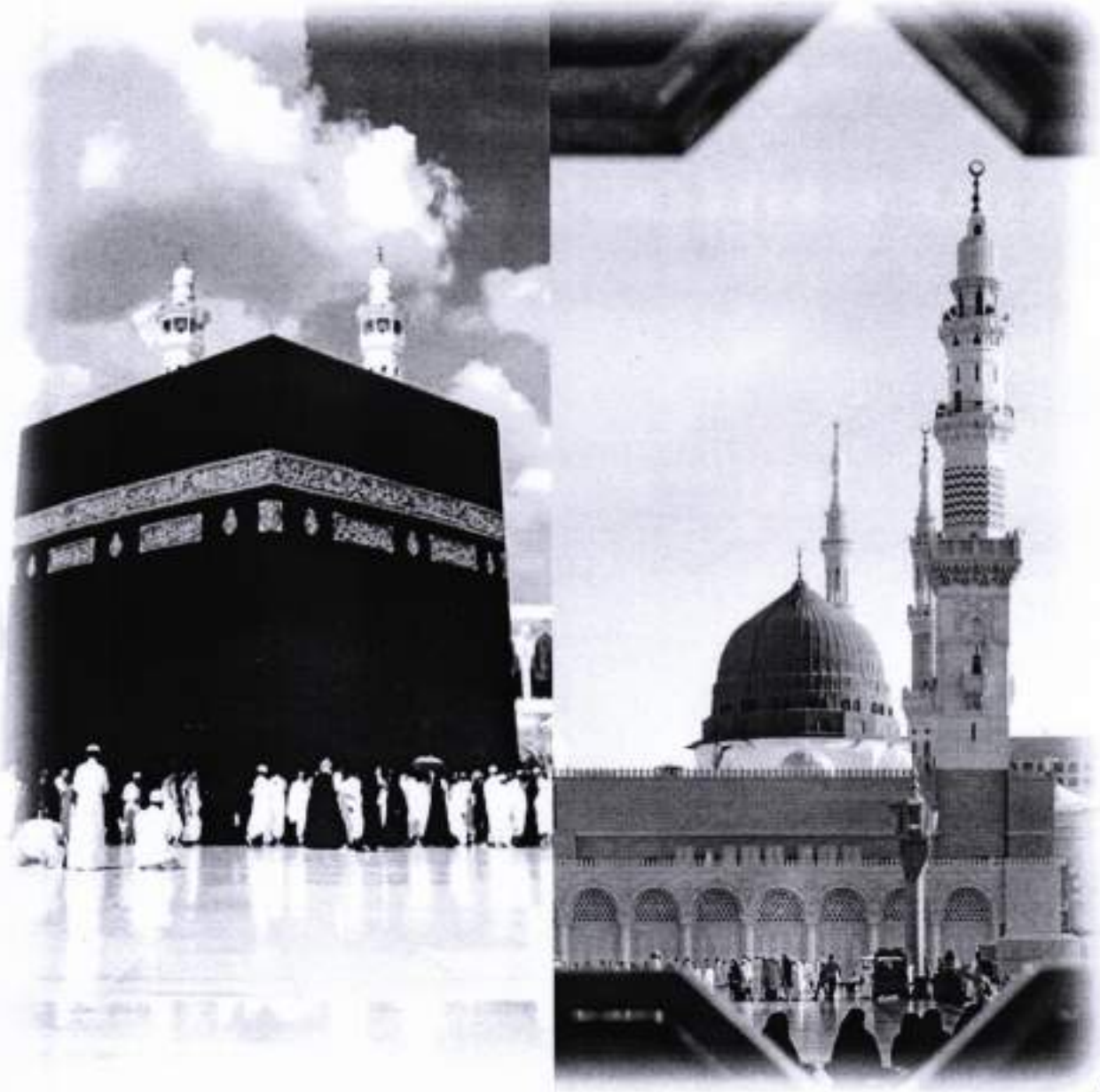




**Government of Pakistan
Ministry of Religious Affairs & Interfaith Harmony
Islamabad**

HAJJ POLICY-2024 (1445 AH)



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ABBREVIATIONS

ASA	Air Services Agreement
ANF	Anti-Narcotics Force
CCP	Competition Commission of Pakistan
CDC	Complaint Disposal Committee
CHD	Compulsory Hajj Dues
CNIC	Computerized National Identity Card
DSR	Daily Situation Report
E-VISA	Electronic Visa
EMS	Emergency Management System
EOBI	Employees Old age Benefits Institution
ERT	Emergency Response Team
GOP	Government of Pakistan
Govt.	Government
HGO	Hajj Group Organizer
HOAP	Hajj Organizers Association of Pakistan
HPFC	Hajj Policy Formulation Committee
KSA	Kingdom of Saudi Arabia
Mashair	Mina-Muzdalifah-Arafat
Makaatib	Service Offices of Moassassah South Asia, Makkah
MoU	Memorandum of Understanding
MORA&IH	Ministry of Religious Affairs & Interfaith Harmony
OPAP	Office of the Pilgrim's Affairs Pakistan
PIA	Pakistan International Airline
PITB	Punjab Information Technology Board
POD	Place of Departure
PPRA	Public Procurement Regulatory Authority
PMDC	Pakistan Medical and Dental Council
PEQ	Personal Exchange Quota
SECP	Securities and Exchange Commission of Pakistan
SR	Saudi Riyal
SPA	Service Provider Agreement
SOPs	Standard Operating Procedures

HAJJ POLICY FORMULATION COMMITTEE

As per directions of the Honorable Supreme Court of Pakistan, in its judgments CA Nos. 800-L, 801-L and 802-L of 2013 dated 27.08.2013 and CP. No. 1270, 1308, 1309 of 2014 and CMA. No. 4094 of 2014 dated 21.07.2014, the following Hajj Policy Formulation Committee headed by the Secretary Ministry of Religious Affairs & Interfaith Harmony (MORA&IH) was constituted to formulate and recommend the Hajj Policy – 2024 for approval of the cabinet:

- | | |
|---|----------|
| 1. Secretary, MORA&IH | Chairman |
| 2. Representative of Attorney General of Pakistan | Member |
| 3. Representative of M/o Foreign Affairs | Member |
| 4. Representative of M/o Law & Justice | Member |
| 5. Representative of Competition Commission of Pakistan | Member |



HAJJ POLICY-2024 (1445 AH)

For decades, this Ministry would conduct Hajj through annual Hajj Policy in the absence of any statutory legal cover. To plug the legal vacuum, this Ministry drafted Hajj and Umrah (Regulations), Bill 2021 which has been passed by the National Assembly and the Senate; it is now pending assent of the President. Once the Bill is enacted then the whole paradigm for both the Government and Private Hajj schemes will change; however, till that time this Ministry has to continue with the old procedure. Normally, this Ministry would process Hajj Policy somewhere in December or January; however, this year Government of Saudi Arabia has issued timelines for Hajj 2024 which has fast forwarded the pre Hajj activities by almost 04 months. The preparatory meetings with Saudi authorities are scheduled to start from September 16, 2023 and electronic track for entry of data will also be opened from mid-September, 2023. To catch up the timelines, this Ministry has to process the Policy earlier this year.

PART-I

1. **Introduction:**

Hajj is one of the five pillars of Islam and is mandatory, once in a lifetime, for all adult Muslims having requisite physical and financial capacity (Sahib-e-Istetaat). The Ministry of Religious Affairs & Interfaith Harmony (MORA&IH) is mandated for arrangements of Hajj under Rules of Business 1973. Although technological advancement has made Hajj easier in many ways, yet there are hardships and challenges faced by Hujjaj owing to hot weather and multitude of pilgrims visiting Makkah Al- Mukarramah and Madinah Munawara, cities with limited resources including accommodation, transport and limited space at Mashair (Mina-Arafat-Muzdalifah). Government of Pakistan, being a facilitator, endeavors to make the Hajj as comfortable as possible within the available financial resources by making elaborate arrangements through a transparent process, so that Pakistani pilgrims could perform their Hajj rituals as enshrined in the Quran and Sunnah.

2. **Mission Statement:**

“To serve and facilitate intending pilgrims with commitment and dedication enabling them to undertake their religious obligations of Hajj with ease and peace of mind.”

3. **Objective:**

The Policy aims to develop plans for efficient arrangements of Hajj 2024 in Pakistan and Saudi Arabia, through provision of services and logistics which includes boarding and lodging, transportation and health care during Hujjaj’s stay at Makkah Al- Mukarramah and Madinah Munawara and the Holy Mashair in line with Saudi Laws and Government of Pakistan’s Hajj policy.

4. **Hajj quota for Pakistan:**

Hajj quota for Pakistan is 179,210 at the rate of one thousand pilgrims per one million Muslim inhabitants, in accordance with the decision taken in the meeting of Foreign Ministers of Organization of Islamic Conference in the year 1987.



5. **Instructions of the Saudi Arabian authorities:**

The following requisite agreements shall be signed with KSA Government for commencement of Hajj 2024:

- i. Hajj Affairs Arrangements Agreement for the Hajj Season (1445 AH) between the Representative of MORA&IH, Government of Pakistan (GOP) and the Ministry of Hajj and Umrah in the Kingdom of Saudi Arabia.
- ii. Agreement between Maktab-ul-Vokala Al-Mawahid (United Agents Office), Jeddah, KSA and Office of the Pilgrim's Affairs Pakistan (OPAP), Government of Pakistan.
- iii. General transport contract between NaqabahSiyarat (General Transport Syndicate), KSA and Office of the Pilgrim's Affairs Pakistan (OPAP, Government of Pakistan.
- iv. Agreement on provision of additional services between Moassassah Muttawify Hujjaj South Asia, Company Makkah Mukkaramah, KSA and Office of the Pilgrim's Affairs Pakistan (OPAP), Government of Pakistan.
- v. Agreement on arrangements and requirements of Hujjaj for Hajj between National Adillah Establishment, Madinah Munawara, KSA and Office of the Pilgrim's Affairs Pakistan (OPAP), Government of Pakistan.

6. **Steps taken during review of Policy:**

- i. Hajj Policies for the year 2019, 2020, 2022 and 2023 were reviewed.
- ii. De-briefing sessions on Hajj 2023 with all stakeholders.
- iii. 01 meeting of Hajj Policy Formulation Committee (HPFC) were held to deliberate on the Hajj Policy 2024.

7. **Hajj Scheme:**

- i. The number of pilgrims under the Government Hajj Scheme would be 89,605. The Application Forms are available online free of cost, and successful applicants are required to submit applications at the designated banks along with Hajj dues.
- ii. There shall be no provision for free Hajj.
- iii. There shall be two schemes i.e. "Government Hajj Scheme" for those who intend to perform Hajj under Government arrangements and "Private Hajj Scheme" for those who want to make their Hajj arrangements through Hajj Group Organizers (HGOs), in accordance with Service Provider Agreement (SPA) between Ministry and HGOs and individual agreement of the intending pilgrim with the HGO.
- iv. There shall be the traditional long package of 38-42 days under the Government Hajj Scheme with a provision that this year the intending pilgrim can also opt for 20-25 days short stay in KSA, on additional payment basis. The provision of short stay of 20-25 days is introduced for those increasing number of intending pilgrims who cannot stay in KSA for 40 days, due to their professional commitments or any other reasons.
- v. The additional amount to be paid by the intending pilgrims interested in short stay of 20-25 days shall be calculated once airfare and accommodation cost are finalized but before the applications are called. The short stay facility is subject to availability of accommodation in KSA and air tickets; and shall be provided on first come first served basis.
- vi. The stay in KSA may vary as per schedule provided by airlines duly approved by GACA (KSA) and CAA (Pakistan).
- vii. Under the regular Government Hajj Scheme shared accommodation in accordance with Saudi Laws and Housing Permits (Tasreeh and Tasneef) shall be provided along-with boarding and lodging services.

- viii. The ratio for allocation of the available Hajj quota to Government and Private Hajj Scheme shall be 50:50 i.e 89,605 each. However, in case HGOs failed to utilize 50% quota in line with Saudi Taleemat, the unspent quota shall be shifted to Government Hajj Scheme.
- ix. As per the Saudi Government's directions the number of Hajj Organizers (HGO's) shall be reduced so that the minimum quota for each organizer is 2000 pilgrims and maximum of 46 organizers who meet the standards with the following provisions:-
- Fool proof monitoring system with reference to financial management of registered HGO and its contributing partners, shall be developed and included in the Service Provider Agreement (SPA)
 - Robust service provider agreement (SPA) to safeguard against financial embezzlement of Hajj dues
 - SECP to devise mechanism for formation of 46 companies from existing 901 companies
 - MoRA&IH shall ensure that sufficient number (out of a maximum of 46) of slots for HGOs and proportionate quota(s) are available in case of entry of new HGOs, in accordance with requirements of KSA and SCP's judgement in Dusani Case.
- x. Out of the Government Hajj Scheme, 25,000 quota shall be reserved for Sponsorship Scheme, under which applicants shall be required to deposit their Hajj dues in foreign exchange remitted from abroad through banking channel.
- xi. Quota of 50% of private hajj scheme shall be reserved for Sponsorship Scheme.
- xii. Un-utilized sponsorship quota of Private and Government (44,803 & 25,000) schemes shall be surrendered to KSA government.
- xiii. The intending pilgrims of the Sponsorship quota shall be exempted from balloting and shall be utilized on first come first served basis.
- xiv. The foreign exchange secured through the Sponsorship Scheme shall only be utilized for payment of the Hajj related dues to the Kingdom of Saudi Arabia.
- xv. All the applicants intending to perform Hajj under Government Hajj Scheme shall be called to submit their applications along with Hajj dues in designated banks.
- xvi. Selection of Hujjaj shall be made through computerized balloting.
- xvii. A Place of Departure (POD) wise waiting list equal to 448 seats @ 0.5% of the Hujjaj shall be prepared through computerized ballot.
- xviii. Shuttle transport shall be provided to pilgrims under Government Hajj scheme accommodated beyond two kilometers, except three days before and three days after Hajj (i.e. no bus service from the afternoon of 5th Dhul Hijjah till Maghrib Prayers of 14th Dhul Hijjah is allowed as per Saudi Policy guidelines).
- xix. Out of the total Government Hajj quota there shall be a Hardship quota of 500 to accommodate split/broken family, Mehram for successful ladies, attendants for disabled / special persons and any other hardship need. The applicants for hardship quota shall be selected as per the guidelines issued by the Ministry.
- xx. Out of Government Hajj quota, 300 seats shall be reserved for low paid employees (BPS 1-9 or equivalent) / labors of Public sector/corporate organizations, companies registered with EOBI/ Workers Welfare Fund.
- xxi. The unutilized hardship, Sponsorship and labour quota shall be offered to the waiting list of the Hujjaj prepared through computerized ballot.
- xxii. Substitution cases shall be entertained in respect of those successful applicants who cannot proceed for Hajj either due to death, serious illness or any other unavoidable reason, as per the guidelines issued by the Ministry.
8. **Mandatory Conditions for Hujjaj:**
- Mandatory conditions for intending applicants are as under:
- International Machine-Readable Pakistani Passport valid up-to 16-12-2024 with valid CNIC or for overseas Pakistanis having National Identity Card for Overseas Pakistanis (NICOP) till 16-12-2024.

- ii. Overseas Pakistani Hajj applicants shall apply for Hajj 2024 on photocopy of valid MRI Pakistani passport. Such Hajj applicants shall submit MRI passport till 20th Dhul- Qadah or 10.06.2024 positively directly in this Ministry.
- iii. A valid Bank account.
- iv. Any successful applicant who does not travel to KSA because of his/her own fault has to bear the expenses of building, visa fee and Maktab which shall be deducted from the amount refundable to him/her.
- v. To have valid vaccination certificate for Covid-19 of any of the duly approved ten (10) Corona vaccines i.e. Pfizer, Moderna, Oxford AstraZeneca, Janssen, Sinopharm, Sinovac, Covaxin, Sputnik-(V), Nuvaxovid and Covovax. The vaccine used and the date it was administered be clearly mentioned on the vaccination certificate.
- vi. To have valid vaccination certificate, duly issued by the Hajji camps, of Neisseria Meningitis proving to have received the quadruple meningitis polysaccharide vaccine or quadruple (ACYW) conjugated vaccine 10 days before departure. The vaccine used and the date it was administered be clearly mentioned on the vaccination certificate.
- vii. To have received at least one dose of the vaccine Bivalent oral polio (Bopv) or inactivated polio vaccine (IPV) for a period of not less than (4) weeks and not more than (12) months prior to coming to the Kingdom.
- viii. To have a valid vaccination certificate proving that they have received the seasonal influenza vaccines before their arrival in the Kingdom. The vaccination is required to be administered valid 10 days before departure for KSA.
- ix. Obtain a medical fitness certificate which shall be signed and stamped by any Government doctor of any civil/ Armed Forces medical facility. In case of confirmation of any fake certifications during second stage check up by the HMM-2024's designated Doctors deployed at concerned Hajj Camps; strict disciplinary action shall be initiated against the delinquent doctors under the respective E&D Rules, 2020.
- x. In case, the intending pilgrim health status is discovered contrary to the medical certification, his nominee shall solely be responsible for any mishap in KSA and the Ministry reserves the right to cancel his selection for Hajj or repatriation from KSA at any time at his own cost (in case he is the only Mehram/helper in his group then accompanying females/dependents shall also be deported at their own cost) in case of a female patient the same shall apply. Strict disciplinary action shall be taken against the delinquent medical officers through the relevant authorities.
- xi. The Hujjaj who have performed Hajj within the last five Hajj years (2017, 2018, 2019, 2022 and 2023) are ineligible for Hajj 2024, however, intending pilgrims of Sponsorship Scheme are exempted from this bar.
- xii. In case of Mehram repeaters (Male) who have performed Hajj within the last five Hajj years (2017, 2018, 2019, 2022 and 2023) shall be eligible provided they apply with their family female(s) who have never performed Hajj.
- xiii. No Mehram shall be required for women for Hajj 2024 subject to the conditions that i) their parents or husbands allow them ii) they are in the group of reliable females iii) there is no threat to their dignity, as per the decision the Council of Islamic Ideology (CII) taken in its session no. 232 held on 6th-7th June, 2023.
- xiv. Pilgrims above age of 80 years (subject to medical fitness) shall only be allowed to proceed for Hajj with an attendant. Condition of attendant for 80+ age group is relaxed for private scheme(s) on the condition that the HGOs will enter into a written agreement with the Haji for the provision of local muavin during his stay in KSA, this provision shall be included in SPA and its violation will lead to imposition of penalty including blacklisting of HGO and/or its contributing partner.
- xv. Special citizens /disabled applicants are required to be accompanied by an attendant to proceed for Hajj.

- xvi. Such applicants who are barred from travelling abroad by any Court/placed on ECL are not entitled to proceed for Hajj.
- xvii. In the event of a pilgrim's demise during his/her stay in KSA, whether natural or accidental, he or she shall be buried in Saudi Arabia as per Saudi Instructions.
- xviii. The Director General (Hajj), Jeddah shall form monitoring teams for inspection of accommodation, catering and transport arrangements etc. of Hujjaj of Government Hajj Scheme.
- xix. All the Hujjaj shall strictly abide by the laws and regulations of the host country during their stay in KSA.
- xx. Any activity on the part of a pilgrim contrary to laws/ regulations of Saudi Arabia like begging, political and immoral practices, drug trafficking, theft, etc. shall disqualify the offender for future visit of any kind to KSA by the Government of Pakistan, in addition to any other legal action taken by Saudi authorities. Moreover, as per Saudi laws, "Drug Trafficking" is banned and in case of violation, perpetrators can be imprisoned, lashed, or even publically executed/beheaded.
- xxi. The Hujjaj should carry their luggage in the standard bags according to the notified baggage sizes as per airlines' instructions (printed on air-ticket). In case of failure to comply with the same, neither the Government of Pakistan nor the airline in question shall be obliged to carry the luggage of the Hajji.
- xxii. Hujjaj under the Government Scheme shall be provided five (05) liters of Zamzam in KSA or on their return to Pakistan at the specified airports by the designated airlines.
- xxiii. Hujjaj shall not be allowed to carry liquid (including Zam Zam) inside their checked-in baggage.
- xxiv. All Hujjaj are required to move to "Jamarat" in groups and in accordance with the time specified for their Rammi (stoning) movement according to the Saudi Instructions to be informed by their respective "Makaatib".
- xxv. Comprehensive Hajj Training sessions regarding Hajj shall be conducted which shall be mandatory for every successful applicant.
- xxvi. It would be advisable for every pilgrim to carry a minimum of Saudi Riyal 2000/- to meet personal expenditure in KSA.

PART-II

GOVERNMENT HAJJ SCHEME

9. Accommodation at Makkah Mukkaramah and Madina Munawwarah:

- i. Shared accommodation at Makkah Al- Mukarramah (Azizia & Batha Quresh etc.) shall be offered along with boarding and lodging services to the pilgrims including transport facilities for movement to and back from Haram Sharif. In Madinah Munawara, efforts shall be made to accommodate 100% pilgrims near Masjid Nabavi (Markazia), along with boarding. However, those accommodated more than 02 kilometers away from Haram Shareef shall be provided transport.
- ii. This year the intending pilgrims can opt for accommodation on double and triple sharing basis on payment of additional charges and subject to availability of accommodation / rooms.

10. Guidelines for Hiring of Accommodation:

The following guidelines for hiring of accommodation shall be adhered to:

- i. The Hiring Committee, notified by MORA&IH, shall hire buildings as per spirit and guidelines contained in PPRA Rules, through a transparent bidding process. Determination of rent shall be based on distance, quality and services etc in the building.
- ii. The OPAP/Committee shall issue a certificate to the effect that the accommodation recommended and hired by the Committee has the necessary facilities like proper beds and mattresses, adequate number of lifts, clean washrooms, provision of washing machines, kitchen facility, spacious dining halls, prayer

- areas for male and female, Wi-Fi/internet facility, one attendant along with telephone facility, refrigerator, sufficient number of water dispensers and other requisite services.
- iii. The rent of the building, irrespective of the upper rental ceiling, shall be competitive, prudent and as per prevailing market price and the location and condition of the building shall be kept in mind.
 - iv. The OPAP shall make available the standard hiring agreements (in English/Urdu version) concluded with the Mustajir at reception in the respective building for information of the Hujjaj.
 - v. The Hiring Committee shall furnish hiring agreements in English version to the Ministry soon after concluding hiring process for record and information/ audit purposes, and provide the same to Director Muavineen for operation purposes.
 - vi. As per Saudi Instructions, 01% of total accommodation under both the Government and Private Hajj schemes shall be arranged and kept in reserve to meet any emergency by the Pakistan Hajj Office and the HGOs respectively.
 - vii. Accommodation shall be provided on shared basis and no refund shall be made to Hujjaj for not availing accommodation hired as part of the package under Government Hajj scheme.
 - viii. Soon after Hajj-2024, MORA&IH through OPAP shall hire buildings, arrange good quality transport and engage caterers to ensure availability of quality services at competitive / affordable rates, for Hajj 2025.

11 Provision of Food to the Hujjaj:

A committee shall be constituted by the Division to finalize food menu for Hajj 2024.

12 Hajj Dues:

- i. The tentative Hajj package under the Government Hajj Scheme for Hajj 2024 is Rs. 1,200,000/-.
- ii. The Ministry may work towards introducing a Labbaik Scheme for those intending pilgrims who cannot deposit the Hajj dues at once. Under the Scheme the intending pilgrims shall be required to deposit Hajj dues in installments. The Ministry has to sort out the modalities of the Labbaik Scheme with the banks.
- iii. Difference of amount shall be adjusted as per actual expenditure to be received from the OPAP.
- iv. The Hajj packages of Government Hajj Scheme for Hajj 2024 shall be as under:

Hajj Package	North Region (Other Stations)	South Region (Karachi, Quetta & Sukkur)
Hajj Package for long stay of 38-42 days (without Qurbani)	Rs. 1,075,000/-.	Rs. 1,065,000/-.
Hajj package for the proposed short stay shall be finalized before calling applications for Hajj-2024		

13. Air Traveling:

- i. The facility of Rout to Makkah Project shall be provided at the Islamabad airport.
- ii. In pursuance of the Revised Air Service Agreement (ASA) between Government of Pakistan and Kingdom of Saudi Arabia signed in 2023, Hujjaj of the Government Scheme shall be airlifted by the designated airlines.
- iii. Fifty percent (50%) of Government Scheme Hujjaj directly to Madinah Munawara and Jeddah from Pakistan and vice versa.
- iv. Hajj Flight Schedule by authorized airlines shall be prepared in consultation with MORA&IH.
- v. Hajj flights for Govt. Hajj Scheme shall operate from Islamabad, Karachi, Lahore, Peshawar, Quetta, Sialkot, Multan, Faisalabad, Rahim Yar Khan and Sukkur airports. However, in case of insufficient load, or required for "Road to Makkah" initiative, at any POD the Hujjaj would be scheduled from the nearest POD.



- vi. POD wise air load shall be distributed amongst the airlines which provide services from those airports.
- vii. No claim of refund against unutilized air ticket shall be entertained by the MORA&IH.

14. Train/bus faculty in Mashair:

As per Saudi arrangements, train facility in Mashair is available to a limited number of Hujjaj of Government Hajj scheme. In case of non-availability of train facility, buses shall be provided to Hujjaj for transportation in Mashair by Naqaba-Al-Sayyarat.

PART-III

15. Private Hajj Scheme:

The Government of Pakistan's policy of engaging Private Sector covers various areas including management, logistics and welfare services to Hujjaj. The policy aims to supplement the efforts of the Government by involving private sector. As a matter of policy, MORA&IH has proactively encouraged the private sector for Hajj Management since 2005. As usual, the MORA&IH shall sign a Service Provider Agreement with each HGO to ensure the provision of better services to the entire satisfaction of Hujjaj performing Hajj through private sector, under strict monitoring regime.

16. Allocation of Quota:

- i. For Hajj- 2024 the ratio of quota to be allocated to Private Hajj Scheme shall be 50%. The allocation of Hajj quota to the Private Sector shall be made in a transparent manner in accordance with Supreme Court judgments and Hajj and Umrah (Regulations), Act 2023 (as and when enacted) and rules made under.
- ii. The directives of the KSA in the form of Taleemat for fixing the minimum quota of HGO shall be adhered to through a transparent mechanism.
- iii. There will be no fixed number of HGO Hajj packages approved by the Ministry. HGOs will clearly mention the Maktab category (A, B, C, D) and all other facilities to be provided to Hujjaj against the total amount of their package for each Haji. All these will be mentioned in the HGO agreement signed with Hujjaj individually and will be uploaded on MoRA Hajj portal.
- iv. HGOs, with good performance and satisfactory arrangements during previous Hajj and with no complaints pending against them either in Pakistan or Kingdom of Saudi Arabia shall be allowed to take part in Hajj Operation subject to such terms and conditions as may be prescribed by the Ministry. However, any HGO blacklisted by Saudi Government shall not be entitled for Operation in Hajj-2024. Furthermore, any HGO blacklisted/ barred by the Ministry on account of its adverse performance or due to any other reasons shall also not be entitled for Operation until its clearance.
- v. A quota of 1225 shall be reserved for Pakistan armed forces as per past practice.
- vi. The allocation of quota to HGOs, whose complaints are pending, shall be finalized in the light of decision of Complaint Disposal Committee (CDC) and Appellate Committee as per prescribed procedure.
- vii. If any HGO or its management is found involved in a process whereby it is not organizing its own Hajj Operation but is shifting or receiving its pilgrims to/from another HGO or organizing Hajj arrangements through any other individual agents / company / HGO, it shall be deemed to have contravened a basic stipulation and shall be penalized as per the SPA permanently banned/ debarred from Hajj business.

17. General Conditions for HGOs:

- i. All the HGOs and its management are required to treat the Hujjaj with respect/ dignity and provide them all the agreed facilities/ services during Hajj - 2024 failing which they shall be liable for proceeding against as per SPA/ SOPs of the Ministry.



- ii. Compulsory Hajj Dues including transportation charges, Maktab fee, Mina charges, etc. shall be deposited by all the HGOs directly through their International Banking Account Number (IBAN). However, the proof of deposit of Compulsory Hajj Dues shall be uploaded on Ministry's website. Further, payment for Hujjaj Muhafiz Scheme and Service Charges shall be deposited with MORA&IH.
- iii. Each HGO is required to submit performance Guarantee @ 05% in case of existing HGO and @ 10% in case of new HGOs, whether individually or collectively, of the packages (package x quota) in the form of Bank Guarantee / pay order/demand draft / insurance guarantee/Takaful, valid for one year, liable to be released on satisfactory performance in Hajj-2024. Detailed instructions shall be incorporated in Service Provider Agreement (SPA) with HGOs.
- iv. All amounts received from Hajj Group Organizers (HGOs) relating to Hajj Operation shall be deposited in Ministry's PWF account.
- v. At the same time, each HGO shall also enter into a separate agreement with individual Haji as per previous practice. In case of any dispute between the service provider and the Haji/ Hujjaj, the Ministry shall act as sole arbitrator and decision of the Ministry shall be deemed as final.
- vi. Each HGO shall also provide item-wise detailed cost break up of their package to the Ministry. The Hajj Packages of the Private Sector shall be regulated by the MORA&IH to ensure economy and value for money.
- vii. All the HGOs are bound to intimate to their Hujjaj and the Ministry, the name of airline through which they shall be airlifted to KSA and the return passage.
- viii. Each HGO shall strictly abide by the instructions/ guidelines/ SOPs/SPA issued by the MORA&IH, Government of Pakistan and Ministry of Hajj, KSA, from time to time.

18. Monitoring of HGOs:

- i. Monitoring and supervision mechanism for Hajj Operation in Pakistan and KSA shall be strengthened to check/review the performance of HGOs Schemes, in accordance with the contractual obligations and Saudi Instructions. In addition, Proforma based feedback, shall be obtained from pilgrims.
- ii. The Ministry shall notify monitoring team(s) for the Hajj Operation which shall monitor the HGOs as per the SPA and monitoring mechanism and provide immediate relief to Hujjaj by resolving the resolvable issues on the spot.
- iii. The monitoring teams shall refer the unresolvable complaints against HGOs to the Complaint Disposal Committee (CDC) in Pakistan.
- iv. The CDC shall decide the cases within 15 days after landing of last Hajj flight in Pakistan.
- v. Appeals against the decision of CDC shall be filed before the Appellate Authority within 15 days of the decision of CDC. The Appellate Authority shall decide the appeals within 15 days from the submission of the appeal.

19. Visa Affixation:

The Ministry shall arrange visas for the Hujjaj under Government Scheme while the Hajj Organizers Association of Pakistan (HOAP) shall be responsible for getting the visa issued for the private Hujjaj in coordination with MORA&IH and Saudi Embassy. They shall be liable to face legal action for any distress/loss/ damage caused to the Hujjaj on account of visa affixation by them.

PART-IV

20. Welfare Services for Hujjaj:

- i. To facilitate the Hujjaj, the MORA&IH shall make necessary arrangements for welfare services which include health services, information, facilitation, safety measures, boarding, lodging and transportation



etc. The staff shall be deputed to KSA for welfare services on service visa provided by KSA@ 01 against 100 Hujjaj. The welfare staff shall be distributed amongst Hajj Medical Mission (HMM), Muavineen & SDS, who shall be Government servants of different grades. They shall be bound to provide NOC/Nominations of competent authority of his/her department/Ministry to join Hajj duty. Welfare staff shall be recommended by a Staff Selection Committees to be constituted as below:

a) **Welfare Staff Committee for SDS:**

- i. Joint Secretary (Hajj)
- i. Director General (R & R)
- ii. Deputy Secretary (HO)
- iii. Deputy Secretary (Admin)
- iv. Deputy Secretary (Admin, IH)
- v. Section Officer (PW)

b) **Welfare Staff Committee for Muavineen:**

- ii. Joint Secretary (Hajj)
- iii. Director (Muavineen -e-Hajj)
- iv. Deputy Secretary (HO)
- v. Section Officer (PW)

c) **Welfare Staff Committee for HMM:**

- i. Joint Secretary (Hajj)
- ii. Director Hajj Medical Mission
- iii. Deputy Secretary (HO)
- iv. Section Officer (PW)

ii. For this purpose, following categories of welfare staff contingents during Hajj-2024 shall be deployed in Pakistan and KSA.

- a) Welfare Staff-Ministry
- b) Welfare Staff-Medical
- c) Welfare Staff-Muavineen (Pakistan based)
- d) Welfare Staff-Muavineen (KSA based) (as per need)
- e) Hajj Organizers Association of Pakistan (HOAP) & other Organizations that facilitate the Ministry in Hajj operation

iii. Standard Operating Procedure (SOPs) and job description for each category of welfare service/activity shall be notified by the Ministry in consultation with Director HMM and Director Muavineen to ensure responsibility and accountability.

iv. The welfare staff of various categories shall be drawn from Armed forces, MORA&IH, other Federal Ministries / Provincial Departments and Organizations etc.

v. The strength of welfare staff in each category shall be determined by the Ministry in view of actual requirement and availability of resources.

vi. The welfare staff shall be selected after proper scrutiny and their clearance.

vii. The Hajj Operation shall be carried out under the administration of Director General (Hajj). However, all the activities shall be supervised by the Minister / Secretary RA &IH along with their monitoring and inspection team.

21. **Welfare staff- Medical:**

The Welfare Staff- Medical shall be deputed to KSA as per following details:

- i. The number of Hajj Medical Mission shall be as per the Taleemat issued by the KSA, according to which there shall be one doctor for 1000 pilgrims and two paramedics against 01 doctor.
- ii. Director Medical Mission up to BS-19/20 from Army Medical Corps.
- iii. The medical officers and paramedics for HMM-2024 shall be drawn from Pakistan Armed Forces and Federal/Provincial Health Services Departments including AJK & GB to the ratio of 30% & 70% respectively, up to maximum of BS-18 with up to maximum age of 60 years.

- iv. There shall be Director HMM Central Team comprising of the 10% of total HMM contingent and shall remain available for deployment for the whole Hajj Operation. The other conditions for the selection of Central Team shall remain the same.
- v. Repeaters, who have performed four (04) or less Hajj duties, shall be selected up to maximum 25 % of the total strength of HMM contingent.
- vi. The selection of officers/staff shall be finalized by the Ministry after proper scrutiny and recommendation by the Staff Selection Committee.
- vii. The criteria, duties and TORs and break up of Hajj Medical Mission-2024 shall be issued separately by the Ministry.

22. Welfare Staff-Muavineen (Pakistan Based):

The Welfare Staff/Muavineen shall be deputed to KSA as per following details:

- i. The proposed contingent of Welfare Staff-Muavineen shall be nominated by the Federal Ministries /Departments /Provincial Governments, Police, Scouts and other public sector organizations for final selection / approval by MORA&IH. In case of curtailment of Hajj quota by KSA or over nominations the selection from the pool of nominations shall be made through open ballot.
- ii. The members of Welfare Staff (Muavineen, Pakistan based) shall be selected preferably on payment basis.
- iii. Director, Muavineen (A&T), of the rank of an officer of BS-20/21 shall be responsible for overall supervision and management of Muavineen. Director Muavineen shall be selected by the Ministry.
- iv. Muavineen shall be selected from BPS-7 to BPS-18 and maximum age limit shall be 45 years.
- viii. There shall be Director Muavineen Central Team comprising of the 10% of total Muavineen contingent and shall remain available for deployment for the whole Hajj Operation. The other conditions for the selection of Central Team shall remain the same.
- v. Repeaters, who have performed four (04) or less Hajj duties, shall be selected up to maximum 30% of the total strength of Muavineen contingent. Maximum age for repeater shall be 50 years.
- vi. The criteria, duties, breakup and TORs of Welfare Staff-Muavineen shall be issued separately by the Ministry.

23. Welfare Staff-KSA Based:

Most of the pilgrims do not have any orientation of Makkah Al- Mukarramah and Madinah Munawara and have a genuine expectation for appropriate facilitation, guidance and information. The experience has revealed that the welfare staff, who can communicate in Arabic language with Saudi agencies / personnel are more useful for providing such services to Hujjaj. The OPAP shall, as per previous practice, hire Welfare Staff- KSA (Pakistani origin) as per its requirement and in line with the Saudi Taleemat (instructions) and in consultation with the Ministry. Out of local Muavineen (approximately 1700) up to 50% Pakistani students of KSA universities may be selected as welfare staff

24. Welfare Staff-Ministry/ Seasonal Duty Staff (SDS):

The Seasonal Duty Staff (SDS) shall be deputed to KSA as per following details:

- i. The proposed contingent of Seasonal Duty Staff (SDS) shall be finalized by Secretary MORA&IH from the pool of officers/ officials available, as per need, upon recommendation of the Staff Selection Committee.
- ii. For creation of such a pool of nominations shall be obtained from all wings and directorates and placed before the committee of MORA&IH for recommendation to the secretary.
- iii. Director SDS, of the rank of Sr. JS/JS shall be responsible for overall supervision and management of SDS.

- iv. There shall be Director SDS Central Team comprising of the 10% of total SDS contingent and shall remain available for deployment for the whole Hajj Operation.
- v. Only those employees shall be selected for the seasonal Hajj duty who have completed six months service in the Ministry by the first Zil Qada.
- vi. In General category only those employees shall be selected who are physically fit and have good performance record in previous Hajj years.
- vii. The criteria, duties, TORs and break-up of SDS shall be issued separately by the Ministry.

25. **Welfare Staff-HOAP:**

The HOAP welfare staff shall be deputed to KSA as per following details:

- i. HOAP welfare staff shall be up to 200, to be recommended by HOAP and selected by the Muavineen Selection Committee of the Ministry.
- ii. Fresh nominees of the HOAP welfare staff shall be up to 45 years of age and repeaters shall be up to 50 years of age.
- iii. Repeaters, who have performed four (04) or less Hajj duties, shall be selected up to maximum 50% of the total strength HOAP welfare staff.

26. **Provision of Service Visas:**

Service Visas may include the following categories:

- i. All categories of welfare staff whose services are requisitioned for Hajj duty.
- ii. Organizations that facilitate the Ministry in Hajj operation.
- iii. Hajj Organizers Association of Pakistan (HOAP).
- iv. All expenses of the service visa shall be borne by the organization concerned.

27. **Information, Education and Training:**

The Ministry shall launch an appropriate awareness campaign, implying all channels of communication to provide information, education, awareness and training to the intending pilgrims. The training material shall be available on the website of the Ministry. Training shall also be imparted to the intending Hujjaj in at least 02 training sessions on local basis at District and Tehsil level with partnership of Hajj Organizers Association of Pakistan (HOAP). Moreover, Hajj guide book in Urdu, prepared by MORA & IH, shall be provided to all pilgrims. Training sessions shall be ensured not only for Hujjaj but for the welfare staff as well focusing on their skills, motivation and crowd management. Transparency/authenticity in issuance of medical fitness certificate to intending pilgrims shall be ensured. Special efforts shall be made to further improve the contents/modules in the awareness/training programs by covering following aspects:

- i. Manasik-e- Hajj
- ii. Administrative and logistic arrangements
- iii. Basic IT/App usage training
- iv. Civil Defense
- v. Medical guidelines
- vi. Guidelines regarding personal hygiene, cleanliness and Solid waste disposal
- vii. Repeater Muavineen shall be associated with training to highlight the administrative side of Hajj operation.
- viii. Saudi Laws
- ix. Frequently Asked Questions (FAQs)

28. **Hujjaj Mohafiz Scheme:**

The MoRA&IH shall continue the Hujjaj Muhafiz Scheme, launched in 2011 for risk management under the concept of "Takaful" to compensate the affected Hujjaj/nominee of the deceased Hujjaj in Hajj – 2024. Each Haji/member of Welfare staff shall be required to contribute a non-refundable amount of Rs.1000/- into the scheme. The said Scheme shall compensate Hujjaj/welfare staff against the following losses.

S#	Description	Amount
1	Death during Hajj in KSA	Rs. 1 Million
2	Major injury resulting in permanent disablement	Rs. 500,000
3	Emergency evacuation without performance of Hajj due to illness	Rs. 250,000

29. **Involvement of Pakistani community in KSA:**

As per past practice, Director General (Hajj), Jeddah shall make endeavors to involve KSA based Pakistani Community in Hajj Operation to render free of cost services to the Hujjaj, both in Makkah Al-Mukarramah, Mashaair and Madinah Munawara. The Pakistani community shall be encouraged to provide these services on voluntary basis and with the spirit of extending assistance to their Pakistani brethren.

30. **Identification:**

As per injunction of Islam, the requirement of "Abaya" is a part of "Female Ehram"; therefore, every female performing Hajj under Government and Private scheme shall carry at least two "Abayas" (with Pakistan flag affixed on it). All the female pilgrims shall ensure that they shall wear "Abaya" on departure to Saudi Arabia till their return. All Hujjaj under Government and Private Schemes must wear identification locket/bracelet all the times during their stay in KSA.

31. **Baggage:**

- i. This year the Hujjaj shall be required to have uniform bags of standard size with QR codes tagged to it. The QR coding is required to minimize the chances of losing the bags.
- ii. Pilgrims should ensure that their luggage is fully labeled and wrapped, showing the Pilgrim's Name, Nationality, Passport Number, Contact Number, Air Carrier, Building and Flight Numbers.
- iii. The Hujjaj should not carry any luggage to Jamarat and Haram Sharif. The Ministry shall not be responsible for leftover/excess/lost baggage.

32. **General:**

- i. Implementation of this policy shall be the joint responsibility of the Ministry and all other stakeholders.
- ii. Interpretation of any clause or the terms of the Hajj Policy by the Ministry shall be considered as final.
- iii. The MORA&IH may make suitable adjustments in order to bring the policy and plan in conformity with Saudi Government's orders/instructions and to meet the exigencies of Hajj Operation.

33. **Hajj Monitoring System:**

- i. Monitoring Team from MORA&IH shall monitor the overall performance of Hajj operations to improve the quality of services.
- ii. The MORA&IH shall make arrangements to launch an updated electronic monitoring system for Hajj–2024. The system shall have an in-built mechanism of transferring the un-resolved complaints to the next tier of management for taking appropriate measures. A Daily Situation Report (DSR) shall be generated for the information of senior management. The salient features of the system are as follows:



- a) Hajj help line for responding to inquiries, complaints, etc.
 - b) Android application named "Pak Hajj Muavin" and "Pak Hajj Guide" Mobile SMS service for information dissemination.
 - c) Android application for complaint registration.
 - d) On-line complaint registration portal.
 - e) Hajj monitoring system along with a dashboard for official supervisions.
- iii. Further, the Hajj Group Organizers-Management Information System (HGO-MIS) shall be updated and strengthened and more modules shall be added in it on the basis of experience gained in previous Hajj Operations.

34. Emergency Management System (EMS):

To cope with any kind of emergency, the MORA&IH shall setup an Emergency Management system. Emergency Response Team (ERT) shall have the following composition:

i.	Director General (Hajj), Office of Pilgrims Affairs of Pakistan	Head of the ERT
ii.	Director Welfare Staff Muavineen Or his Second in Command	Member
iii.	Director Welfare Staff-Medical Or his Second in Command.	Member
iv.	Director Facilitation &Coordination (F&C) Or his Second in Command	Member
v.	Representative of Ambassador of Pakistan in KSA	Member
vi.	Representative of Hajj Group Organizers Association of Pakistan	Member

The detailed SOPs/guidelines of EMS shall be issued by the Ministry (OPAP) separately in consultation with the Saudi Authorities.

35. New Initiatives:

The Ministry endeavors to introduce following new initiatives for Hajj- 2024:

- i. Provision for short stay.
- ii. Continuation of Sponsorship Scheme.
- iii. Multiple options of accommodation.
- iv. Reconfiguration of the HGOs as per the Saudi Taleemat.
- v. Uniform baggage with QR coding.
- vi. Mandatory mobile roaming packages.
- vii. Online Hajj registration facility shall be available to intending pilgrims.
- viii. The Hajj Application Form is revised to make it more precise and simple.
- ix. Efforts are made to Up-scale "Route to Makkah" project to Karachi, Lahore, Peshawar and Quetta Airports in addition to Islamabad airport.

