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# HAJJ POLICY & PLAN-2026 (1447 AH)

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MINISTRY OF RELIGIOUS AFFAIRS & INTERFAITH HARMONY

## **ABBREVIATIONS**

<b>CDC</b>	Complaint Disposal Committee
<b>DHC</b>	Dependent Hajj Company
<b>DSR</b>	Daily Situation Report
<b>EMS</b>	Emergency Management System
<b>ERT</b>	Emergency Response Team
<b>GOP</b>	Government of Pakistan
<b>Govt.</b>	Government
<b>HMM</b>	Hajj Medical Mission
<b>HOAP</b>	Hajj Organizer Association of Pakistan
<b>KSA</b>	Kingdom of Saudi Arabia
<b>Mashair</b>	Mina-Muzdalifah-Arafat
<b>MoIT&amp;T</b>	Ministry of Information Technology and Telecommunication
<b>MoRA&amp;IH</b>	Ministry of Religious Affairs & Interfaith Harmony
<b>MoU</b>	Memorandum of Understanding
<b>OPAP</b>	Office of the Pilgrim's Affairs Pakistan
<b>PITB</b>	Punjab Information Technology Board
<b>SBP</b>	State Bank of Pakistan
<b>SPA</b>	Service Provider Agreement
<b>SPC</b>	Service Provider Company
<b>SOPs</b>	Standard Operating Procedures

**GOVERNMENT OF PAKISTAN  
MINISTRY OF RELIGIOUS AFFAIRS  
& INTERFAITH HARMONY**

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**HAJJ POLICY & PLAN-2026 (1447 AH)**

**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 Government, Rules of Business 1973, mandates the Ministry of Religious Affairs and Interfaith Harmony (MORA&IH), hereinafter called the ‘Ministry’ for making Hajj arrangements.

Despite recent technological and infrastructural developments, there are hardships and challenges for Hujjaj owing to hot weather and around two million Hujjaj visiting Makkah Al-Mukarramah and Madinah Munawara with limited accommodation, transport and space at Mashair (Mina-Arafat-Muzdalifah). Nonetheless, Government of Pakistan endeavors to make the spiritual journey of Hajj as comfortable as possible through a transparent, competitive and accountable process to facilitate the Guests of Allah in line with the teachings of Quran and Sunnah.

**2. Mission Statement**

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

**3. Objective**

The policy aims at developing plans for efficient arrangements of Hajj 2026 in Pakistan and Saudi Arabia, through provision of services and logistics which include travelling, boarding and lodging, transportation, and healthcare during Hujjaj stay at Makkah Al- Mukarramah, Madinah Munawara and the Holy Mashair, in line with Saudi Laws and Government of Pakistan’s Hajj Policy.

**4. Hajj Quota for Pakistan**

In light of Saudi Preliminary Arrangements Documents/instructions, the Ministry of Religious Affairs and Interfaith Harmony started early registration for Hajj 2026 which was mandatory for all intending pilgrims under both the government and private schemes. Govt. of Kingdom of Saudi Arabia (KSA) will announce the country quota for Pakistan very soon, Ministry of Hajj & Umrah, KSA handed over the Saudi Hajj Timeline for Hajj operation which is reproduced as under and shall be adhered to and complied with.

<b>Table-1: Official Schedule of Operations for the Hajj Affairs Offices for the 1447H Hajj season</b>	
<b>Timeline</b>	<b>Action</b>
12 Dhul Hijjah 1446 H 8 June 2025	<ul style="list-style-type: none"><li>• Receipt of Preliminary Arrangements Document and the Timeline for the 1447H Hajj Season.</li><li>• Receipt of the Comprehensive Awareness Guide for the Guests of Allah</li></ul>

<b>Table-1: Official Schedule of Operations for the Hajj Affairs Offices for the 1447H Hajj season</b>	
<b>Timeline</b>	<b>Action</b>
1 <sup>st</sup> Safar 1447H 26 July 2025	<ul style="list-style-type: none"> <li>• Commencement of camp site data availability for viewing only via the Nusuk Massar Platform.</li> <li>• Commencement of enabling fund transfers to the electronic wallet on the Nusuk Masar Platform</li> </ul>
15 <sup>th</sup> to 29 <sup>th</sup> Safar 1447H 9 to 23 August 2025	<ul style="list-style-type: none"> <li>• The confirmation period for retaining the camps previously reserved for the 1446H Hajj season, for use in the 1447H Hajj season, through early contracting for basic service packages (payment of camp fees + the Mashaaer package) via the Nusuk Massar</li> <li>• Commencement of preparatory meetings</li> </ul>
1 <sup>st</sup> Rabi-ul Awal 1447H 24 August 2025	<ul style="list-style-type: none"> <li>• Commencement of the contracting phase (basic service packages + accommodation, transportation) through the Nusuk Massar platform</li> <li>• Commencement of the period for appointing air carriers and scheduling flights</li> </ul>
20 <sup>th</sup> Rabi ul Awal 1447H 12 October 2025	<ul style="list-style-type: none"> <li>• End of preparatory meetings</li> <li>• Deadline for announcing Hajj registration in the pilgrim's home country</li> <li>• Start of submitting pilgrim data and forming groups on the Nusuk Massar platforms</li> </ul>
18 <sup>th</sup> Jamada Alawal 1447H 9 November 2025	<ul style="list-style-type: none"> <li>• Signing of the Hajj Affairs Arrangements Agreement</li> <li>• Documentation of contracts with companies during the Hajj Conference and Exhibition via the Nusuk Massar</li> <li>• Signing of the Tafweej Preferences Agreement</li> </ul>
1 <sup>st</sup> Rajab 1447H 21 December 2025	<ul style="list-style-type: none"> <li>• Deadline for transferring the required funds for contracting the basic service packages (camp fees + Mashaaer package) to the e-wallet on the Nusuk Massar platform.</li> </ul>
15 <sup>th</sup> Rajab 1447H 4 January 2026	<ul style="list-style-type: none"> <li>• Deadline for finalizing contracts and completing payments for camps and basic service packages with service providers through the Nusuk Massar platform.</li> <li>• Deadline for appointing airlines and scheduling flights</li> </ul>
1 <sup>st</sup> Shaban 1447H 20 January 2026	<ul style="list-style-type: none"> <li>• Deadline for transferring funds for housing services in Makkah and Madinah to the e-wallet on the Nusuk Massar platform</li> </ul>
13 <sup>th</sup> Shaban 1447H 1 February 2026	<ul style="list-style-type: none"> <li>• Deadline for finalizing contracts and completing payments for housing service contracts in Makkah and Madinah via the Nusuk Massar platform</li> </ul>
20 <sup>th</sup> Shaban 1447H 8 <sup>th</sup> February 2026	<ul style="list-style-type: none"> <li>• Deadline for submitting pilgrim data and forming groups on the Nusuk Massar platform</li> <li>• Commencement of the visa issuance phase</li> </ul>
1 <sup>st</sup> Shawaal 1447H 20 March 2026	<ul style="list-style-type: none"> <li>• Deadline for the visa issuance phase</li> </ul>
6 <sup>th</sup> Shawaal 1447H 25 March 2026	<ul style="list-style-type: none"> <li>• Commencement of the period for entering pre-arrival data</li> </ul>
1 <sup>st</sup> Dhul Qaidah 18 April 2026	<ul style="list-style-type: none"> <li>• Date of handover of fully prepared camps by the service provider.</li> <li>• Commencement of Pilgrim Arrivals</li> </ul>

Preliminary Arrangements Document for 1447H/2026 Hajj Season provided by Ministry of Hajj & Umrah, KSA is at **Annex-I**.

## **5. Agreements with Saudi Arabian authorities**

The following requisite agreements shall be signed with Saudi authorities for Hajj 2026:

- i. Hajj Affairs Arrangements Agreement for the Hajj Season (1447 AH) between the Representative of MoRA&IH, Government of Pakistan (GOP) and the Ministry of Hajj and Umrah, 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 Naqabah Siyarat (General Transport Syndicate), KSA and Office of the Pilgrim's Affairs Pakistan (OPAP), Government of Pakistan.
- iv. Agreement on provision of additional services between Muttawify Hujjaj Company / Service Provider Company (Tawafa), and Office of the Pilgrim's Affairs Pakistan (OPAP), Government of Pakistan for provision of services in KSA.

## **6. Inputs for the Hajj Policy**

- i. Past Hajj policies were reviewed.
- ii. Recommendations of Reforms Committee on Hajj Operation.
- iii. De-briefing sessions were held with key stakeholders, including Hajj Organizers Association of Pakistan (HOAP), banks, airlines.
- iv. Online feedback of the last year's Hujjaj was incorporated.
- v. Saudi counterparts were consulted.
- vi. Guidance from the Hajj Policy Committee (HPC) was sought and incorporated.

## **7. Hajj Scheme**

- i. The total quota allocated to Pakistan shall be divided between Government and private Hajj Schemes, however, quota of Private Hajj scheme shall be capped at 60,000 for Hajj 2026, and subsequently the number of Munazzams / DHCs will be reduced. The prescribed financial framework and timelines given in Part-III of Hajj Policy 2026 would be binding for private sector.
- ii. DHCs will be allowed to book overseas intending pilgrims through booking agents and must deposit their Hajj dues in foreign exchange remitted from abroad through banking channels to the DHCs with whom they want to perform Hajj. Pilgrims data alongwith financial transaction shall be visible on Ministry's portal.
- iii. Similarly, overseas intending pilgrim who want to perform Hajj under Government Hajj scheme may deposit their Hajj dues in given designated bank's accounts.
- iv. A Hardship quota of 1000 seats shall be reserved 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 with the approval of the Federal Minister, MoRA&IH.
- v. Unutilized quota of public or private Hajj schemes, shall be reallocated with the approval of Federal Minister atleast 45 days before KSA timelines.

## **8. Mandatory Conditions for Hujjaj**

- i. Applicants shall be Pakistani citizens having valid Pakistani Passport up to 26-11-2026.
- ii. Children under the age of 12 years are not permitted to participate in Hajj 2026 as per the directions issued by the Saudi Government.
- iii. Sacrifice (Qurbani) through KSA Govt. Adahi programme will be compulsory. No private sacrifice will be allowed.
- iv. Mandatory health conditions for Hujjaj as per the Saudi Taleemat, shall be adhered to and only those persons will be allowed to proceed on Hajj who fulfill the health

- requirements as laid down in the Saudi Taleemat. Moreover, terminally ill patients will not be allowed to proceed for Hajj. MoRA&IH shall issue the guidelines in this regard.
- v. Government as well as Private sector shall ensure that all pilgrims wear digital wristband.
  - vi. No Mehram shall be required for women for Hajj 2026, as per the decision of the Council of Islamic Ideology (CII) 2023, subject to the submission of an affidavit to the effect:
    - a. Their parents or husband allow them;
    - b. They are in the group of reliable females; and
    - c. There is no threat to their dignity.
  - vii. Special citizens /disabled applicants are required to be accompanied by an attendant to proceed for Hajj.
  - viii. Such applicants who are barred from travelling abroad by any Court/placed on ECL are not entitled to proceed for Hajj.
  - ix. 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.
  - x. All the Hujjaj shall strictly abide by the laws and regulations of the host country during their stay in KSA.
  - xi. 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 publicly executed/beheaded.

## **PART-II**

### **1. Government Hajj Scheme**

- i. For Government Hajj Scheme, there shall be the traditional long package of 38-42 days and a short package of 20-25.
- ii. Under the 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.
- iii. Those intending to perform Hajj under Government Hajj Scheme shall be called to submit their applications along with Hajj dues in two installments.
- iv. Given the timelines of KSA, there shall be selection of pilgrims on "first come first serve" basis.
- v. In case number of applicants exceeds the allocated quota then the preferential rights shall be given to the pilgrims intending to perform Hajj for the first time.
- vi. Substitution cases shall be considered by a committee constituted by the Minister in respect of those successful applicants only, who cannot proceed for Hajj either due to death, serious illness or any other unavoidable reason, as per the guidelines issued by the Ministry, subject to provision of Affidavit with regard to their blood relation/family member etc. against nominated person for substitution. In case of affixation of visa for a substitute, visa charges shall be deducted.
- vii. No substitution case shall be considered between the cutoff-date issued in line with the requirement of the process/deadlines.
- viii. Performance evaluation of Govt. Hajj would be conducted by third party.

### **2. Procurement Committees**

Procurement of goods and services in Pakistan and KSA will be made by the Committees notified by MoRA&IH for ensuring competitive and timely purchases/hiring in a transparent

manner and as per laid down criteria. Efforts shall be undertaken to engage registered Service Provider Companies (Tawafa) through the Nusuk Masar platform for the execution of all contracts pertaining to pilgrim's accommodation, catering, and transportation in Makkah and Madinah, subject to the condition that such engagement does not result in an increase in overall cost of the Hajj package as compared to the current procurement mechanism. Similarly quality of services / value for money to be ensured.

### **3. Hajj Dues**

The tentative Hajj package of Government Hajj Scheme for Hajj 2026 shall be between Rs. 1,150,000/- and 1,250,000/-; subject to finalization of contracts with the Service Providers.

## **PART-III**

### **1. Private Hajj Scheme:**

The Government of Pakistan's policy of engaging Private Sector covers various areas including management, logistics and welfare services to Hujjaj. As a matter of policy, MoRA&IH has proactively encouraged the private sector for Hajj Management since 2005. MoRA&IH, in the short term plan, shall sign a Service Provider Agreement (SPA) with a limited number of Munazzamas /DHCs, under a monitoring regime.

### **2. Role of Munazzams / Dependent Hajj Companies (DHCs)**

Role of Munazzams/ DHCs would be as per Section 10 of the "Preliminary Arrangements Document for the Hajj Affairs Office of the Islamic Republic of Pakistan for 1447H" and / or other instructions issued in continuation / amendment to those instructions:

*"All services for pilgrims arriving through DHCs shall be provided by the designated service providers. The role of DHCs is limited to support the pilgrims by registering their data, enabling them to pay for the packages via the digital platform, and providing necessary orientation and guidance before and during the Hajj journey."*

- i. A three members committee constituted by the Minister, MoRA&IH shall regulate the Munazzams / DHCs.
- ii. Munazzams/DHCs with minimum 2000 pilgrims, as per KSA Talemaat, against allocated quota of private Hajj scheme shall be allowed to take part in Hajj Operation subject to such terms and conditions as may be prescribed by the Ministry, provided that the proposed terms and conditions do not create discretion with the Ministry or lead to failure of the upcoming 2026 Hajj operations.
- iii. Munazzams blacklisted / disqualified by the Saudi Government or by the MoRA&IH, shall not be eligible.
- iv. A quota of 1500 pilgrims may be reserved for Pakistan armed forces, deducted from the Private Hajj Scheme. The armed forces will have the choice of selecting the private Hajj operator / DHC of their choice in accordance with their internal mechanism.
- v. DHC / Munazzam shall book the pilgrims for Hajj 2026 and the total booking amount shall be deposited in a dedicated account, accompanied by a verified list of pilgrims within a prescribed timeframe as per **Annex-II**, to ensure the protection of pilgrim's rights and funds.

- vi. DHCs/ Munazzams must book pilgrims in strict compliance with Section 10 of the “Preliminary Arrangements Document”.
- vii. The Munazzams/ DHCs shall deposit Kidana and Tawafa charges of the Hajj Package amount, well ahead of the Saudi deadlines, in a designated escrow account. The processing of funds to KSA shall be as per **Annex-III**.
- viii. Recognition letter would be issued to Munazzam / DHC, only after depositing of upfront (Kidana and Tawafa) payment.
- ix. The amount deposited will be processed on the request of private Sector Operators/DHCs in strict compliance with the instructions of the Saudi Government.
- x. The State Bank of Pakistan (SBP) shall ensure the transmission of the required remittance of Hajj funds to the Kingdom of Saudi Arabia in order to avoid any delays in transfer of funds.
- xi. The residual instalments (other than Kidana and Twafa) shall be transferred to e-Hajj wallet, in strict compliance with Saudi laws / rules, in letter and spirit. MoRA&IH shall announce and enforce Pakistani deadlines, which shall precede the Saudi deadlines in a manner that allows for reallocating pilgrims to other qualified DHCs, in case of a payment or any other default.
- xii. DHCs shall give full and real time visibility of the Hajj amounts transferred against the associated list of pilgrims, as per timelines established by MoRA&IH. A proposed payment schedule is appended in Table 2.

<b>Table 2: Proposed Payment Schedule of DHCs</b>			
<b>Payment Schedule</b>	<b>%Age of Amount</b>	<b>Last Date for Payment</b>	<b>Remarks</b>
First	Kidana and Tawafa charges upfront (~25%)	15-08-25	Unless extended by the competent authority i.e. Secretary, MoRA&IH, under special circumstances or valid reasons to be recorded in writing as per SOPs laid down in guidelines.
Second	40%	15-11-25	
Third	~35%	31-12-25	

- xiii. In case any Munazzam fails to deposit instalments in a timely manner, its payments will be forfeited and the pilgrims booked with the defaulting Munazzam will be allocated to other Munazzams/ DHCs as decided by the committee mentioned in clause 2 (i) under Part-III of Hajj Policy 2026.
- xiv. The timelines announced by MoRA&IH for pilgrims shall not allow for bait and switch of pilgrims and/or gain of windfall profits through booking / paying for premium sites and selling them for a multi-fold profit closer to Saudi deadlines
- xv. The outstanding amount deposited in Saudi e-wallets, on behalf of pilgrims who were unable to participate in Hajj 2025 shall be used as deposit for Hajj 2026 or returned to the pilgrims.
- xvi. Hajj Organizers Association of Pakistan (HOAP) assured that the deposits in e-wallets shall be immediately returned to the pilgrims who elect not to carry out 2026 Hajj with qualified Munazzams, and would like their money to be returned.

- xvii. MoRA&IH shall have the responsibility of executing the settlement of outstanding e-wallet related decisions of the Prime Minister's appointed committee / personnel to affix responsibility in a legally binding and enforceable manner.
- xviii. The Ministry shall engage PITB for Hajj operation 2026 and ensure inter alia:
  - a. Provide real-time visibility of pilgrim's data and payments;
  - b. Prevent double bookings or occupied slots;
  - c. Real time visibility of transferring of DHCs funds to KSA;
  - d. PITB will continue operational control of Hajj digitization to ensure service continuity and avoid disruption. MoIT&T (via NITB) should play a supervisory and learning role to build institutional capacity;
  - e. This will enable real-time observation, risk mitigation, and phased readiness for 2027, takeover requires clear SOPs, joint governance, performance benchmarks, and transition milestones;
  - f. DHCs will have to comply with IT portal related instructions of MoRA&IH to ensure facilitation and transparency.

### **3. Monitoring of Munazzams / Dependent Hajj Companies (DHCs):**

- i. Monitoring and supervision mechanism for Hajj Operation in Pakistan and KSA shall be strengthened to check/ review the performance of Private Hajj Scheme (DHCs/ Munazzams), in accordance with the contractual obligations and Saudi Instructions. In addition, Proforma based feedback through Pak Hajj App, shall be obtained from pilgrims.
- ii. The Ministry shall notify monitoring team(s) for the Hajj Operation which shall monitor the DHCs/ Munazzams as per the SPA and monitoring mechanism and provide immediate relief to Hujjaj by resolving the resolvable issues on the spot in KSA.
- iii. Performance evaluation of private sector (DHCs) Hajj would be conducted by third party for whole Hajj Operation.
- iv. The monitoring teams shall refer the unresolvable complaints against DHCs / Munazzams to the Complaint Disposal Committee (CDC) in Pakistan.
- v. Appeals against the decision of CDC shall be filed before the Appellate Authority within 15 days of the decision of CDC.

## **PART-IV**

### **1. Welfare Services for Hujjaj**

- i. It would be mandatory for MoRA/OPAP to have contracts for (camps, basic service packages and transportation) for all welfare staff to ensure their presence with pilgrims in the holy sites as per Saudi Taleemat/Instructions.
- ii. To facilitate the Hujjaj as per the Saudi Taleemat, Welfare Staff will be deputed in KSA @ 01 against 100 Hujjaj for non-Medical Staff and @ 1 Doctor and 2 Paramedics @ 1000 Hujjaj.
- iii. Muavineen-e-Hujjaj and members of the Hajj Medical Mission (HMM) shall be selected through a transparent competitive process carried out by third party.

- iv. Welfare staff (Muavineen-e-Hujjaj, HMM and MoRA&IH officials deputed for Hajj Operation in KSA) will travel on service visa provided by KSA.
- v. OPAP shall contract with an authorized medical service provider in the KSA to ensure medical supervision of the HMM staff as per Saudi Taleemat.
- vi. Standard Operating Procedure (SOPs) and job description for each category of welfare service/activity including the supervisory tiers shall be notified by the Ministry.
- vii. Performance of Hajj of welfare staff shall be linked and subject to the Saudi Taleemat and Government of Pakistan policy / guidelines.
- viii. The strength of welfare staff in each category shall be determined by the Ministry in view of actual requirement and availability of resources.
- ix. Hajj Nazim scheme would be continued for Hajj-2026.
- x. The Hajj Operation shall be carried out under overall administration of Director General (Hajj). However, all the activities shall be supervised by the Minister / Secretary, RA &IH.

## 2. Information, Education and Training:

The Ministry shall launch an appropriate awareness campaign, employing 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 and Pak Hajj App. Training shall also be imparted to the intending Hujjaj in at least one training session on local basis at District / Tehsil level. 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. Medical guidelines
- v. Guidelines regarding personal hygiene, cleanliness and solid waste disposal
- vi. Repeater Muavineen shall be associated with training to highlight the administrative side of Hajj operation.
- vii. Saudi Laws
- viii. Possible difficulties to be faced by Hujjaj
- ix. Frequently Asked Questions (FAQs)

## 3. Hujjaj Muhafiz Scheme:

The Ministry 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 – 2026. Each Haji / member of Welfare staff shall contribute a non-refundable amount of Rs. 1,000/- 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. 02 Million
2	Major / minor injury	As per detail given in the Hajj Policy Guidelines
3	Emergency evacuation without performance of Hajj due to illness	Rs. 250,000/-

## 4. General

- i. Implementation of this policy and its guidelines shall be the joint responsibility of the Ministry and all other stakeholders.

- ii. Interpretation of any clause or the terms of the Hajj Policy and its guidelines by the Ministry shall be considered as final.
- iii. The Ministry shall issue suitable guidelines to elaborate and implement the Hajj Policy.
- iv. This Policy mandates the Ministry to formulate guidelines / SOPs / Instructions with the approval of the Minister.
- v. The Ministry may make suitable amendments in the Policy or guidelines with the approval of the Minister in order to bring the Policy, its guidelines in conformity with Saudi Government policy / instructions and to meet a pressing/unforeseen exigency of urgent and time bound nature in the Hajj Operation-2026.

## 5. Hajj Operation to be Supported by a Robust IT System

- i. The whole process of Hajj would be digitized ensuring it covers all aspects and parts of Hajj operation with robust support of PITB and MoIT&T as elaborated in para 2 (xvi) under Part-III of Hajj Policy 2026.
- ii. The digitized and IT based part of the Hajj operation right from registration, submission of application form till the completion of all steps of Hajj, will be updated and modernized.
- iii. The MoRA&IH shall launch an updated electronic monitoring system for Hajj–2026. 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 follow:
  - a) Hajj helpline for responding to inquiries, and complaints.
  - b) Mobile application named “Pak Hajj App” and Mobile SMS service for information dissemination and complaint registration.
  - c) On-line complaint registration portal.
  - d) Hajj monitoring system along with a dashboard for official supervision.
- iv. Further, the Dependent Hajj Company-Management Information System (DHC-MIS) shall be revamped and strengthened with the addition of new modules on the basis of requirement / experience gained. This must be interfaced with Government Hajj scheme so that all details of the DHCs are visible to MoRA&IH being a regulator.
- v. MoRA&IH to digitize the Hajj management process from end-to-end in coordination with Ministry of Information Technology and Telecommunication.

## 6. 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	<b>Head of the ERT</b>
ii.	Coordinator (Makkah)	Member
iii.	Coordinator (HMM) <b>Or</b> his Second in Command.	Member
iv.	Coordinator (Facilitation & Coordination) <b>Or</b> his Second in Command	Member
v.	Representative of Ambassador of Pakistan in KSA	Member
vi.	Representative of Dependent Hajj Companies (DHCs)	Member

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





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## وثيقة الترتيبات الأولية لمكتب شؤون حجاج جمهورية باكستان الإسلامية

لموسم حج عام 1447هـ

### Preliminary Arrangements Document for the Hajj Affairs Office of the Islamic Republic of Pakistan for the 1447H Hajj Season

بناءً على هذه الوثيقة، يمكن لمكتب شؤون الحجاج البدء بالإعلان عن الحج في دولته، وبدء التحضيرات اللازمة لذلك وفقاً للبرنامج الزمني لموسم حج 1447هـ، والتواصل مع شركات تقديم الخدمة لحجاج الخارج، للبدء في ترتيبات شؤون حجاجهم لموسم حج عام 1447هـ، وفق نظام مقدمي خدمة حجاج الخارج والقرارات المنفذة له، والبدء في تعيين الناقلات الجوية، مع الأخذ في الاعتبار التعليمات الموضحة في هذه الوثيقة.

Based on this document, the Hajj Affairs Office can commence the public announcement of Hajj in the country and initiate the necessary preparations in accordance with the timeline for the 1447H Hajj season. The office also can engage with licensed service providers companies for pilgrims from abroad to initiate arrangements for the pilgrims for the 1447H Hajj season, in line with the Foreign Pilgrims Service Provider Regulation and its implementing decisions, and begin appointing air carriers, taking into consideration the instructions set forth in this document.

هذه الوثيقة رسمية وصادرة من وزارة الحج والعمرة

This document is official and issued by the Ministry of Hajj and Umrah

الختم الرسمي  
Official Seal

- 1 The Hajj Affairs Office shall begin the Hajj announcement in its country immediately upon receiving this document from the Ministry of Hajj and Umrah, and shall determine the number of applicants for Hajj for the year 1447H/2026G, within the country's quota that will be announced on 15 Muharram 1447H via the Nusuk Masar platform. يقوم مكتب شؤون الحج بالإعلان بالبداية والإعلان عن الحج في دولته فور استلام هذه الوثيقة من وزارة الحج والعمرة، وتحديد عدد الراغبين بالحج لموسم حج عام 1447هـ/2026م ضمن حصة الدولة التي سيتم الإعلان عنها في 15 محرم 1447هـ عبر منصة نسك مسار.
- 2 If the Office wishes to change its primary representative on the Nusuk Masar platform, it must nominate a new representative and notify the Ministry of their details (passport copy, contact numbers, and email address) via diplomatic channels within thirty (30) days from the date of this document. In the absence of such notification, the previously designated representative will remain officially recognized. يتم الاستمرار بالمفوض الرئيسي الحالي على منصة نسك مسار، وفي حال الرغبة بتغيير المفوض الرئيسي، يقوم المكتب بتسمية المفوض الجديد وإبلاغ الوزارة ببياناته (صورة الجواز/أرقام التواصل/البريد الإلكتروني) وذلك عبر القنوات الدبلوماسية خلال (30) يوم من تاريخ هذه الوثيقة، وفي حال عدم وصول طلب التغيير، سيتم اعتماد المفوض السابق.
- 3 The Hajj Affairs Office shall transfer the bank guarantee and the full value of pilgrim service contracts directly to its designated wallet on the Nusuk Masar platform prior to the commencement of the contracting phase as outlined in the official timeline. يقوم مكتب شؤون الحج بتحويل الضمان البنكي وقيمة تعاقدات خدمات الحج مباشرة إلى المحفظة الإلكترونية للمكتب في منصة نسك مسار قبل تاريخ البدء بمرحلة التعاقد على الخدمات والموضحة بالبرنامج الزمني.
- 4 All payments related to service contracts must be made through the Nusuk Masar platform. It is strictly forbidden to make any payment outside the platform, including (but not limited to) down payments, reservation deposits, or partial payments of contract values. يجب دفع جميع مبالغ التعاقدات عبر منصة نسك مسار، ويمنع منعاً باتاً دفع أي مبالغ مالية خارج المنصة، بما في ذلك على سبيل المثال (مقدم العقد أو العربون أو تجزئة مبالغ العقد).
- 5 The Hajj Affairs Office is authorized to conclude contracts with a maximum of two service providers, exceeding this limit is not permitted. يمكن للمكتب شؤون الحج التعاقد مع شركتين لتقديم خدمة، ولا يسمح بتجاوز هذا العدد.
- 6 Countries may retain their camps in the Holy Sites that were reserved, paid for, and used during the 1446H Hajj season, and continue using them for the 1447H Hajj season, provided that the purchase of the basic service packages associated with those camps is completed before the deadline specified in the timeline attached to this document. يجوز للدول تثبيت مواقع مخيماتها في المشاعر المقدسة التي تم حجزها ودفعها واستخدامها في موسم حج 1446هـ والبقاء فيها لموسم حج 1447هـ، وذلك بشرط استكمال شراء باقات الخدمات الأساسية المرتبطة بتلك المخيمات قبل الموعد النهائي المحدد في الجدول الزمني المرفق بهذه الوثيقة.
- 7 The service provider company is the sole entity authorized to execute all contracts related to pilgrim accommodations and catering in Makkah and Madinah through the Nusuk Masar platform. شركة تقديم الخدمة هي الجهة الوحيدة المخولة بإبرام جميع تعاقدات مساكن الحج والإعاشة في مكة المكرمة والمدينة المنورة من خلال منصة نسك مسار.
- 8 All contracts for the transportation of pilgrims shall be executed through the service provider company, and such contracts shall be limited to bus transport companies accredited by the General Syndicate of Cars or the Saudi Arabia Railways Company (SAR). يتم التعاقد على كافة خدمات نقل الحجج من خلال شركة تقديم الخدمة، على أن تقتصر هذه التعاقدات على شركات النقل بالحافلات المعتمدة لدى النقابة العامة للسيارات، أو مع الشركة السعودية للخطوط الحديدية (سار).
- 9 It is mandatory for Hajj Affairs Office staff to have contracts for (camps, basic service packages and transportation) to ensure their presence with pilgrims in the holy sites. إلزامية التعاقد على (المخيمات، حزم الخدمات الأساسية، النقل) لأعضاء مكاتب شؤون الحج لضمان وجودهم مع الحجج في المشاعر المقدسة.

- 10 All services for pilgrims arriving through dependent Hajj companies shall be provided by the designated service providers. The role of the dependent Hajj companies is to support the pilgrims by registering their data, enabling them to pay for the packages via the digital platform, and providing necessary orientation and guidance before and during the Hajj journey. 10 تُقدّم كافة خدمات الحجاج القادمين عبر المنظمين التابعين من خلال شركات تقديم الخدمة، ويتمثل دور المنظمين التابعين في دعم الحجاج من خلال تسجيل بياناتهم، وتمكينهم من سداد قيمة الباقات عبر المنصة الرقمية، وتقديم التهيئة والإرشاد اللازم لهم قبل وأثناء رحلة الحج.
- 11 Contracts with air carriers must be established and the pilgrims' quota must be equally distributed between carriers of both countries. 11 إلزامية التعاقد مع شركات النقل الجوي وتوزيع حصة الحجاج مناصفةً بين النواقل الجوية للبلدين.
- 12 The flight schedule for pilgrims must be finalized prior to contracting accommodation in Makkah and Madinah as specified in the official timeline attached> 12 يجب إنهاء جدولة الرحلات الجوية للحجاج قبل إبرام تعاقدات سكن الحجاج في مكة المكرمة والمدينة المنورة وفق الجدول الزمني المرفق بهذه الوثيقة.
- 13 The purchase of Hady and sacrificial animals for all pilgrims must be done exclusively through the official "Adahi" Project, available via Nusuk Masar platform. 13 الالتزام بشراء الهدي والأضاحي لكافة الحجاج من القناة الرسمية الوحيدة وهي مشروع "أضاحي"، والمتوفرة عبر منصة نسك مسار.
- 14 The Hajj Affairs Office must contract with an authorized medical service provider in the Kingdom of to ensure medical supervision of the medical staff accompanying the pilgrims. 14 الالتزام بالتعاقد مع مقدم خدمات طبية معتمد بالملكة العربية السعودية لضمان الإشراف الطبي على أعضاء الكادر الطبي المرافق للحجاج.
- 15 Full compliance with the Kingdom of Saudi Arabia's Ministry of Health's medical fitness requirements for attending Hajj, including a certificate from medical authorities confirming that pilgrims are free of the following conditions: major organ failure (heart, lungs, liver, or kidneys); neurological or psychiatric disorders that impair cognition or are accompanied by severe motor disabilities; senility accompanied by dementia; the last two months of pregnancy; high-risk pregnancy at any stage; cancer patients receiving chemotherapy, biological, or radiological treatment; and active infectious diseases with a public health impact (such as open tuberculosis and hemorrhagic fevers). 15 الالتزام التام بتعليمات وزارة الصحة في المملكة العربية السعودية بما فيها محددات الامتطاعة الصحية لأداء فريضة الحج وتقديم شهادة مصادق عليها من السلطات الصحية في الدولة، تضمن خلو الحجاج من الأمراض التالية: فشل أحد الأعضاء الرئيسية (القلب، الرئتين، الكبد، أو الكلى)، الأمراض العصبية والنفسية التي تعيق الإدراك أو المصحوبة بإعاقات حركية شديدة، الشيخوخة المصحوبة بالخرف، الحمل في الشهرين الأخيرين، والحمل الخطر في جميع مراحل الحمل، مرضى السرطان النشط الذين يتلقون العلاج الكيميائي أو البيولوجي أو الانتعاعي، والأمراض المعدية النشطة ذات الأثر على الصحة العامة (مثل الدرن المفتوح والحميات التيفية).
- 16 Full compliance with accurately and correctly entering the pre-arrival data, and allocating a specialized team dedicated to this task. 16 الالتزام التام بإدخال بيانات الاستعداد المسبق بشكل دقيق وصحيح، وتخصيص فريق عمل متخصص بهذه المهمة.

يتم إعلان حصص الحجاج الرسمي عبر منصة نسك مسار بعد تاريخ 15 محرم 1447 هـ الموافق 10 يوليو 2025 م

The official announcement of the country quotas for pilgrims will be made through the Nusuk Masar platform

after 15 Muharram 1447H, corresponding to 10 July 2025

البرنامج الزمني لأعمال مكاتب شؤون الحجاج لموسم حج 1447 هـ

الأمور	التاريخ	#
• استلام وثيقة الترتيبات الأولية والبرنامج الزمني لموسم حج 1447 هـ	12 ذو الحجة 1446 هـ	1
• استلام نموذج التوعية الشامل لضيوف الرحمن	8 يونيو 2025 م	
• بدء إتاحة بيانات المخيمات للاطلاع فقط عبر منصة نسك مسار	1 صفر 1447 هـ	2
• بدء إتاحة تحويل الأموال إلى المحفظة الإلكترونية في منصة نسك مسار	26 يوليو 2025 م	
• فترة تأكيد الامتياز بالمخيمات التي تم حجزها في موسم حج 1446 هـ، لاستخدامها في موسم حج 1447 هـ، وذلك من خلال التعاقد المبكر على حزم الخدمات الأساسية (دفع أجور المخيمات + باقة المشاعر) عبر منصة نسك مسار	15 إلى 29 صفر 1447 هـ	3
• بدء الاجتماعات التحضيرية	9 إلى 23 أغسطس 2025 م	
• بدء مرحلة التعاقدات (حزم الخدمات الأساسية + السكن + النقل) عبر منصة نسك مسار	1 ربيع الأول 1447 هـ	4
• بدء فترة تعيين الناقلات الجوية وجدولة الرحلات	24 أغسطس 2025 م	
• انتهاء الاجتماعات التحضيرية	20 ربيع الثاني 1447 هـ	5
• الموعد النهائي لإعلان التسجيل للحج في بلد العاج	12 أكتوبر 2025 م	
• بدء فترة رفع بيانات الحجاج وتكوين المجموعات على منصة نسك مسار	18 جمادى الأولى 1447 هـ	6
• توقيع اتفاقية ترتيبات شؤون الحجاج	9 نوفمبر 2025 م	
• توقيع التعاقدات مع الشركات في مؤتمر ومعرض الحج عبر منصة نسك مسار	1 رجب 1447 هـ	7
• توقيع اتفاقيات رغبات التفويج	21 ديسمبر 2025 م	
• انتهاء فترة تحويل الأموال المطلوبة للتعاقد على حزم الخدمات الأساسية (أجور المخيمات + باقة المشاعر) إلى المحفظة الإلكترونية في منصة نسك مسار	15 رجب 1447 هـ	8
• الانتهاء من التعاقد على حزم الخدمات الأساسية (أجور المخيمات + باقة المشاعر) مع شركات تقديم الخدمة ودفع قيمتها من خلال منصة نسك مسار	4 يناير 2026 م	
• انتهاء فترة تعيين الناقلات الجوية وجدولة الرحلات	1 شعبان 1447 هـ	9
• انتهاء فترة تحويل الأموال المطلوبة للتعاقد على خدمات السكن في مكة المكرمة والمدينة المنورة وخدمات النقل إلى المحفظة الإلكترونية في منصة نسك مسار	20 يناير 2026 م	
• الانتهاء من التعاقد على خدمات السكن في مكة المكرمة والمدينة المنورة وخدمات النقل من خلال منصة نسك مسار	13 شعبان 1447 هـ	10
• انتهاء فترة رفع بيانات الحجاج وتكوين المجموعات على منصة نسك مسار	1 فبراير 2026 م	
• بدء مرحلة إصدار التأشيرات	20 شعبان 1447 هـ	11
• الانتهاء من مرحلة إصدار التأشيرات	8 فبراير 2026 م	
• بدء فترة إدخال بيانات الاستعداد المسبق	6 شوال 1447 هـ	12
• موعداً استلام المخيمات جاهزة من شركة تقديم الخدمة	20 مارس 2026 م	
• بداية وصول الحجاج	6 شوال 1447 هـ	13
	25 مارس 2026 م	
	1 ذو القعدة 1447 هـ	14
	18 أبريل 2026 م	

Official Schedule of Operations for the Hajj Affairs Offices for the 1447H Hajj Season

	Date	Actions
1	12 Dhul-Hijjah 1446 H 8 June 2025 G	<ul style="list-style-type: none"> <li>• Receipt of the Preliminary Arrangements Document and the Timeline for the 1447H Hajj Season</li> <li>• Receipt of the Comprehensive Awareness Guide for the Guests of Allah</li> </ul>
2	1 Safar 1447 H 26 July 2025 G	<ul style="list-style-type: none"> <li>• Commencement of campsite data availability for viewing only via the Nusuk Massar platform</li> <li>• Commencement of enabling fund transfers to the electronic wallet on the Nusuk Massar platform</li> </ul>
3	15 to 29 Safar 1447 H 9 to 23 August 2025 G	<ul style="list-style-type: none"> <li>• The confirmation period for retaining the camps previously reserved for the 1446H Hajj season, for use in the 1447H Hajj season, through early contracting for basic service packages (payment of camp fees + the Masha'air package) via the Nusuk Massar</li> <li>• Commencement of preparatory meetings</li> </ul>
4	1 Rabi' al-Awal 1447 H 24 August 2025 G	<ul style="list-style-type: none"> <li>• Commencement of the contracting phase (basic service packages + accommodation, transportation) through the Nusuk Massar platform</li> <li>• Commencement of the period for appointing air carriers and scheduling flights</li> </ul>
5	20 Rabi'al-Thani 1447 H 12 October 2025 G	<ul style="list-style-type: none"> <li>• End of preparatory meetings</li> <li>• Deadline for announcing Hajj registration in the pilgrim's home country</li> <li>• Start of submitting pilgrim data and forming groups on the Nusuk Massar platform</li> </ul>
6	18 Jumada alawal 1447 H 9 November 2025 G	<ul style="list-style-type: none"> <li>• Signing of the Hajj Affairs Arrangements Agreement</li> <li>• Documentation of contracts with companies during the Hajj Conference and Exhibition via the Nusuk Massar</li> <li>• Signing of the Tafweej Preferences Agreement</li> </ul>
7	1 Rajab 1447 H 21 December 2025 G	<ul style="list-style-type: none"> <li>• Deadline for transferring the required funds for contracting the basic service packages (camp fees + Masha'air package) to the e-wallet on the Nusuk Massar platform.</li> </ul>
8	15 Rajab 1447 H 4 January 2026 G	<ul style="list-style-type: none"> <li>• Deadline for finalizing contracts and completing payments for camps and basic service packages with service providers through the Nusuk Massar platform.</li> <li>• Deadline for appointing airlines and scheduling flights</li> </ul>
9	1 Sha'ban 1447 H 20 January 2026 G	<ul style="list-style-type: none"> <li>• Deadline for transferring funds for housing services in Makkah and Madinah to the e-wallet on the Nusuk Massar platform</li> </ul>
10	13 Sha'ban 1447 H 1 February 2026 G	<ul style="list-style-type: none"> <li>• Deadline for finalizing contracts and completing payments for housing service contracts in Makkah and Madinah via the Nusuk Massar platform</li> </ul>
11	20 Sha'ban 1447 H 8 February 2026 G	<ul style="list-style-type: none"> <li>• Deadline for submitting pilgrim data and forming groups on the Nusuk Massar platform</li> <li>• Commencement of the visa issuance phase</li> </ul>
12	1 Shawwal 1447 H 20 March 2026 G	<ul style="list-style-type: none"> <li>• Deadline for the visa issuance phase</li> </ul>
13	6 Shawwal 1447 H 25 March 2026 G	<ul style="list-style-type: none"> <li>• Commencement of the period for entering pre-arrival data</li> </ul>
14	1 Dhul-Qi'dah 1447 H 18 April 2026 G	<ul style="list-style-type: none"> <li>• Date of handover of fully prepared camps by the service provider.</li> <li>• Commencement of Pilgrim Arrivals</li> </ul>

## **Annex-II**

### **FINANCIAL FUND FLOW FOR DHCs DURING HAJJ 2026**

The financial fund flow for the Private Hajj Operators/DHCs in the light of Chapter 3 of the Hajj Policy, 2026 will be as under: -

- i. Every Munazzam has to deposit upfront payment of Kidana and Tawafa charges to a designated escrow account as per schedule at **Annex-III**. Thereafter, they will be allowed to participate in Hajj operation 2026.
- ii. The amount so deposited will be processed on the written request of private Hajj operators/DHCs to KSA as per agreed terms and conditions of the escrow account.
- iii. All intending pilgrims (IPs) of private Hajj Scheme shall also be booked through Hajj portal of MoRA. The designated bank shall mark amount deposited by each pilgrim so that a real time visibility is ensured.
- iv. Total amount received from the intending pilgrims by the designated banks shall be transferred to a dedicated account of the Munazzam concerned. The funds from this account shall only be utilized for remittance to KSA for procurement of services and for Hajj related payments in Pakistan such as airlines and service charges. The available balance will be transferred to the Munazzam account on completion of transfer of funds to KSA as per schedule **Annex-III**.
- v. Second and third installments shall be remitted as per schedule and provide proof/record of the transaction to MoRA as per instructions issued in this regard.

**SCHEDULE FOR TRANSFER OF FUNDS FOR PRIVATE HAJJ SCHEME**

<b>Target Date</b>	<b>Detail of Function</b>
15.08.2025	Upfront Kidana & Tawafa Payment subject to extension by the Federal Minister on valid grounds to be recorded
15.08.2025 to 15.11.2025	Submission of requests for remittance of funds to KSA for Mashair Contracts
20.08.2025	Signing of Service Provider Agreement (SPA)
22.08.2025	Permission to Book Hujjaj on E-Hajj Portal
25.08.2025 to 17.10.2025	Collection of Hajj dues through designated Bank who shall mark amount deposited by each pilgrim so that a real time visibility is ensured
22.10.2025	Provision of complete list of intending pilgrims
15.11.2025	Transfer of 40% funds to KSA
30.11.2025	Provision of summary of total funds required to be remitted to KSA by each Munazzam
31.12.2025	Transfer of remaining funds to KSA

(For reference Saudi instructions are at Annex-I)

**SCHEDULE FOR TRANSFER OF FUNDS FOR GOVT. HAJJ SCHEME**

<b>Target Date</b>	<b>Detail of Function</b>
15.08.2025	Remittance of Kidana & Tawafa Payment for retention of old camps, if applicable
04.08.2025 to 28.08.2025	Collection of Hajj applications along with first installment through designated Banks
20.08.2025	Transfer of Kidana & Tawafa Payment to e-wallet
01.11.2025 to 15.11.2025	Collection of second installment from the intending pilgrims
15.11.2025	Remittance of Kidana & Tawafa Payment for acquiring of new camps
25.11.2025	Transfer of Kidana & Tawafa Payment for new camps to e-wallet
31.12.2025	Transfer of remaining funds to KSA
10.01.2026	Transfer of remaining funds to e-wallet