


## WELFARE STAFF- MEDICAL FOR HAJJ-2016

### CRITERIA

- a) Should not be more than 50 years of age as on 31.12.2016.
- b) Should have at least 03 years service/experience at his/her credit. (No contract, Adhoc or deputation service will be considered).
- c) The ratio of female Doctors and Paramedical staff should at least be 30% of the total nominations.
- d) Should be devoted and energetic.
- e) Knowledge of speaking Arabic language is preferable.
- f) Should be medically fit in all respects and shall be required to produce an undertaking in this regard duly endorsed by the nominating authority.
- g) Disabled/Handicapped persons, who cannot perform proper duty or persons suffering from chronic disease i.e. Polio etc. may not be nominated in any case.
- h) Selection would be finalized by a Committee constituted by this Ministry, whenever required.
- I) A member of welfare staff must invariably declare if his/her spouse/family member is also performing Hajj duty.
- j) Family members of welfare staff shall not be allowed to proceed to KSA for performance of Hajj duty.
- k) The nominee should have clean Service Record.
- l) Not more than 10% repeaters will be allowed.
- m) Should be a health-care professional performing duties in cadre/group falling in any of the category mentioned in the letter.

### Duties & Responsibilities:

The following are the duties and responsibilities in addition to those specified in the attached manual:-

- i) To provide a comprehensive medical support/assistance to Pakistani Hujjaj during Hajj season keeping in view the preventive, curative and specialist care services.
  - ii) To establish hospitals/dispensaries/mobile teams at Makkah Mukarramah and Madinah Munawwarah.
  - iii) Director (Welfare Staff-Medical) will be responsible to establish an emergency room at the main Hospital with all necessary medical equipment at round the clock presence of doctors and paramedics.
  - iv) To deliver free medical care (emergency/ primary/secondary) to Pakistani Hujjaj.
  - v) To provide medical facilities to Pakistani Hujjaj at Jeddah Airport.
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- vi) In addition to six doctors at Jeddah Airport, the same number should also be deployed at Madinah Munawwarah Airport in view of 50% landing expected there in Hajj-2016.
- vii) To provide rehabilitation/welfare services to debilitated/disabled Hujjaj in performing Hajj rituals.
- viii) Facilitating Welfare Staff-Moavineen in funeral /burial of deceased Pakistani Hujjaj in coordination with Death and Deceased Cell.
- ix) Guiding and assist sick Hujjaj for approaching Saudi Hospitals for treatment in Masha'er during Mina move.
- x) Director (Welfare Staff-Medical) would be the focal person to liaise/coordinate with the relevant department of Saudi Health Ministry.

Terms of References:

The following are the terms of references in addition to those specified in the attached manual:-

- I. Ministry of Religious Affairs and Interfaith Harmony will arrange air passage for the Welfare Staff- Medical from Pakistan to Jeddah and back.
- II. While on Hajj duty in Saudi Arabia, they will be provided free accommodation at modest and functional scale by the Ministry of Religious Affairs.
- III. Daily allowance @ SR.150/- and SR. 120/-per day to officers in BPS-17 and above staff in BPS-01 to 16 respectively for each day of duty in Saudi Arabia will be paid, subject to maximum of 45 days. Beyond 45 days, approval of Secretary is required.
- IV. No facilities other than those specified above will be provided by the Ministry of Religious Affairs, Islamabad and Directorate General of Hajj, Jeddah.
- V. While in Saudi Arabia Director, Welfare Staff-Medical will be completely under the administrative and operational control of Director General Hajj, who will be the overall incharge of Hajj operation.
- VI. Welfare Staff-Medical is meant to provide a limited facility of medical cover to the Pakistani Hujjaj only as per directions received from Saudi Government for Hajj 2016. As such, it would be the duty of each member of Welfare Staff Medical Mission not to give any type of medication to the Hujjaj of other nationals including local population.
- VII. Being a foreign country in which the Welfare Staff-Medical is to provide medical services, it would be appropriate that if the system of provision of medical services to the Hujjaj at the hospitals/dispensaries to be set up at Makkah Mukarramah/Madinah Munawwarah and where the Hujjaj have to stand for hours in long queue for medical check-up/taking medicines, is revised and certain mechanism be adopted to provide routine medical services to the Hujjaj at the places of their residence by availing the ambulance services which are kept at the disposal of Welfare Staff-Medical round the clock. The practice of keeping the Hujjaj in long queue and even in open space is not seen as good gesture for Pakistani nation by other nations.

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- VIII. If some of the patients visit the Hospital/Dispensary, they may be properly attended in the Hospital/dispensary premises, where there should be proper seating arrangements for them. The dignity of the Hujjaj should be the first priority of the members of Welfare Staff Medical Mission and that will also help in boosting the image of Pakistani nation in the eyes of other nations.
- IX. Certain instances have come in the notice of this Ministry that some of the Doctors/Paramedics gain petty benefits such as free meal, free haircut and certain gifts of light nature in return for the favour which they extend towards others by giving them medication that is meant for the Pakistani Hujjaj only. If any of the member is found involved in this practice he will be immediately repatriated to Pakistan.
- X. A member will be liable for repatriation to Pakistan immediately if found failing to perform his duties satisfactory, apart from refund of all expenses incurred by Government of Pakistan on his deputation to Saudi Arabia.
- XI. The Director General Hajj will send a report to the Ministry of Religious Affairs on the work and conduct of the Director Welfare Staff-Medical which will be placed in his service record through the concerned authorities.
- XII. During the term of his duty, a member will not associate or affiliate himself with any social, political or religious group or be involved in any controversy, political, sectarian or otherwise within or outside Pakistan.
- XIII. A member will subordinate his personal comfort, convenience and interest to those of the Hujjaj and observe strict discipline and shall not do anything, which may impair the image of Pakistan in general and that of the Ministry of Religious Affairs and Directorate General of Hajj Jeddah.
- XIV. Requests for change of booking/change of destination from the individual member or a group will not be entertained at any cost except in extreme emergency cases and with the approval of D.G (Hajj), Jeddah.
- XV. Director Welfare Staff-Medical will be responsible for placement of Doctors/Paramedics in the Dispensaries establishment in different sectors in Saudi Arabia in consultation with D.G (Hajj), Jeddah and the entire contingent of Welfare Staff-Medical will work under the administrative control of Director General (Hajj), Jeddah, who will be the overall in-charge of Hajj operation in Saudi Arabia.
- XVI. Director Welfare Staff-Medical will be responsible for placement of Doctors/Paramedics in the Dispensaries establishment in different sectors in Saudi Arabia in consultation with D.G (Hajj), Jeddah and the entire contingent of Welfare Staff-Medical will work under the administrative control of Director General (Hajj), Jeddah, who will be the overall in-charge of Hajj operation in Saudi Arabia.

Main dispensaries should be fully functional and duty rosters of doctors and paramedics be circulated and implemented without fail. Director Welfare Staff-

Medical will send a daily report to the Directorate of General Health, Health Affairs on the following:-

- a) Contagious diseases.
- b) Transom health diseases.  
OPD Reports

- XVII. The Director Welfare Staff-Medical will submit a Performance Evaluation Report covering all relevant areas of operation including performance of each member of the contingent to the Ministry of Religious Affairs, within one month of the conclusion of the Hajj 2015.
- XVIII. D:A will not be paid for 03 days of Hajj at Mina & Arafat (under review).
- XIX. The Ministry of Religious Affairs & Interfaith Harmony has the right to reject/cancel any seat/selection at any time prior to the acceptance of nomination.
- XX. Director Welfare Staff-Medical will depute members of medical mission in various Makatib at Mina to provide medical assistance to Pakistani Hujjaj during the Hajj days. The doctors will equip themselves with first aid kits etc.
- XXI. Each member of Welfare Staff would be required to contribute a non-refundable amount of Rs.500/- into the Hujjaj Mohafiz Scheme. The said scheme would compensate Hujjaj/Welfare Staff in cases of death/ loss of limb.



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WELFARE STAFF-MOAVINEEN FOR HAJJ-2016

CRITERIA

- i Male Moavin should be an employee of BS-09 to BS-17.
- ii He should be mentally and physically fit to stand the rigors of duty for long duration of Hajj season in Saudi Arabia.
- iii Preference would be given to the Arabic speaking personnel as well as knowing regional languages and having religious bent of mind.
- iv Disabled/handicapped persons, who cannot perform proper duty or persons suffering from contagious diseases i.e. Polio etc. may not be recommended in any case.
- v Male Moavineen shall not be less than 25 years and more than 45 years.
- vi Selection would be finalized by a Committee constituted by this Ministry.
- vii Qualification minimum matriculation and medically fit for the tough job.
- viii 95 % nominations should be from uniformed personal and 5% non uniform (within Police).
- ix 30 % Welfare Staff-Moavineen who have performed duties in 2015 may be allowed to repeat the Mission in 2016 to achieve best performance and provide quality services to the Hujjaj.
- x The nominee should not have any criminal record.
- xi A member of welfare staff must invariably declare if his/her spouse/family member is also performing Hajj duty.
- xii Family members of welfare staff shall not be allowed to proceed to KSA for performance of Hajj duty.

Duties & Responsibilities:

- I. Induction of hujjaj in the building in Makkah Mukarramah and Madina Munawwarah.
- II. To render welfare services such as providing guidance/assistance to pilgrims who lost their way, family member(s) and luggage etc in Kingdom of Saudi Arabia.
- III. To evacuate ailing pilgrims to Hospitals and arrange burial of deceased pilgrims in coordination with concerned authorities in Saudi Arabia.
- IV. To keep liaison with Saudi Authorities/Makatibs/Directorate General of Hajj Jeddah/Makkah Mukarramah/Madina Munawwarah with regard to pilgrims complaints and their welfare.
- V. To ensure proper supply/provision of buses to transport the pilgrims from Jeddah to Makkah Mukarramah and Madinah Munawwarah and vice versa.
- VI. To visit residences of pilgrims to sort out their problem, if any, at the spot.
- VII. To ensure that all pilgrims are adequately provided residence and accommodated in the respective Makatib, as per scale laid down by the Saudi Authorities.
- VIII. To be responsible for the establishment of Sector Offices according to the buildings hired for pilgrims in consultation with Directorate General of Hajj, Jeddah/Makkah Mukarramah.

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- IX. To assist in coordination with the Moassassah South Asia for resolving any problem related to the welfare of Hujjaj under the direction of shift incharge.
  - X. To coordinate and facilitate the move to Mina on 7<sup>th</sup> Zil Hajj.
  - XI. To patrol pilgrims route and to provide assistance and direction/ guidance where necessary.
  - XII. To maintain the central offices and guide posts under the Hajj move order for rapid response guidance to lost pilgrims in Mashair.
  - XIII. To ensure provision of buses/train tickets on 9<sup>th</sup> Zilhaj for movement to and from Arafat and to provide any other back up services as directed by DG (Hajj) or any other senior officer on duty.
  - XIV. Any other duty assigned by Directorate General of Hajj, Jeddah/Makkah Mukarammah and Madinah Munawwarah or Director Moavineen-e-Hujjaj from time to time.
  - XV. To establish guide station at entrance/exit at Jamrat.
  - XVI. Ensure timely distribution of food to Hujjaj in a respectable manner.
  - XVII. To visit kitchens of the catering companies to ensure quality of food according to Pakistani taste.
  - XVII. Coordinate with the catering companies to resolve the issue of quality, quantity and delivery of food in stipulated time.

**Terms of References:**

- i) Ministry of Religious Affairs and Interfaith Harmony will arrange air passage for Welfare Staff-Moavineen from Pakistan to Jeddah and back.
- ii) While on Hajj duty in Saudi Arabia, they will be provided free accommodation at modest and functional scale by the Ministry of Religious Affairs.
- iii) Daily allowance @ SR.150/- and SR. 120/-per day to officers in BPS-17 and above staff in BPS-01 to 16 respectively for each day of duty in Saudi Arabia will be paid, subject to maximum of 45 days for Director/other members. Beyond 45 days, approval of Secretary is required.
- iv) No facilities other than those specified above will be provided by the Ministry of Religious Affairs and Interfaith Harmony, Islamabad and Directorate General of Hajj, Jeddah.
- v) While in Saudi Arabia Director; Welfare Staff-Moavineen will be completely under the administrative and operational control of Director General Hajj, who will be the overall Incharge of Hajj operation.
- vi) A member will be liable for repatriation to Pakistan immediately if found failing to perform his duties satisfactory, apart from refund of all

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expenses incurred by Government of Pakistan on his deputation to Saudi Arabia.

- vii) The Director General Hajj will send a report to the Ministry of Religious Affairs on the work and conduct of the Director Welfare Staff-Moavineen which will be placed in his service record through the concerned authorities.
- viii) During the term of his duty, a member will not associate or affiliate himself with any social, political or religious group or be involved in any controversy, political, sectarian or otherwise within or outside Pakistan.
- ix) A member will subordinate his personal comfort, convenience and interest to those of the Hujjaj and observe strict discipline and shall not do anything, which may impair the image of Pakistan in general and that of the Ministry of Religious Affairs and Directorate General of Hajj Jeddah.
- x) The terminology of 'Sector Commander' etc as Incharge of Welfare Staff-Moavineen force to be deployed in different sectors set up for facilitation of Hujjaj at Makkah Mukarramah/Madinah Munawwarah will not be used. The use of said terminology in a foreign country is in contravention of Geneva Convention and against the diplomatic norms/relations between the two countries.
- xi) The photographs on Passports should be in Civil dress and not in uniforms of Pakistan Armed Forces/Police/Rangers etc. That is also against diplomatic norms between the two countries as the Welfare Staff-Moavineen are being sent for Welfare of the Hujjaj.
- xii) Requests for Change of Booking/change of destination from the individual member or a group will not be entertained at any cost except in extreme emergency cases and with the approval of D.G (Hajj), Jeddah.
- xiii) Director Welfare Staff-Moavineen will be responsible for placement of members of Welfare Staff-Moavineen in sector offices established in different sectors at Makkah Mukarramah and Madinah Munawwarah in Saudi Arabia in consultation with D.G (Hajj), Jeddah and the entire contingent of Welfare Staff-Moavineen will work under the administrative control of Director General (Hajj), Jeddah, who will be the overall in-charge of Hajj operation in Saudi Arabia.
- xiv) The behaviour of members of Welfare Staff-Moavineen should be polite, submissive at all costs and quite in consonance with the dignity given by Allah, the Almighty to the Hujjaj irrespective of any circumstances or aggressive posture shown by the Hujjaj towards the Welfare Staff-Moavineen.
- xv) The rude, rough or apathetic attitude towards the Hujjaj and also towards their colleagues will not be tolerated and liable to be

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explanation if repatriated.

- xvi) A 'Supervisory Committee' consisted of the members of the Ministry of Religious Affairs will keep a watch/monitor the activities of the Welfare Staff-Moavineen, and Welfare Staff -KSA based in Kingdom of Saudi Arabia quite unobserved and will submit a report on their performance after completion of the Hajj operation to the Ministry. The composition of the Committee will, however, not be notified.
- xvii) The Director Welfare Staff-Moavineen will submit a Performance Evaluation Report covering all relevant areas of operation including performance of each member of the contingent to the Ministry of Religious Affairs and Interfaith Harmony, within one month of the conclusion of the Hajj 2016.
- xviii) Review appeals may be filed before Director General of Hajj, Jeddah against the decisions of disciplinary Committee.
- xix) The Ministry of Religious Affairs & Interfaith Harmony has the right to reject/cancel any seat/selection at any time prior to the acceptance of nomination.
- xx) Each member of Welfare Staff would be required to contribute a non-refundable amount of Rs.500/- into the Hujjaj Mohafiz Scheme. The said scheme would compensate Hujjaj/Welfare Staff in cases of death/ loss of limb.

**NOMINATION PROFORMA FOR INCLUSION IN MOAVINEEN-E- HUUJAJ (SPONSORED BY THEIR DEPARTMENTS) FOR HAJJ-2016**

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1.	Name of Nominee (According to CNIC)	_____	RECENT PHOTOGRAPH (COLOUR) (Copies of CNIC and Official Card & Service certificate must be attached).
2.	Father's/Husband's Name:	_____	
3.	Mother's Name:	_____	
4.	Designation :	_____	
5.	Basic Pay Scale:	_____	
6.	Date of joining Govt. Service:	_____	
7.	Date of birth (According to CNIC)	_____	
8.	CNIC	No. _____ Expiry Date _____	
9.	Passport No. (if valid upto 30 <sup>th</sup> April, 2017)	No. _____ Date of Issue: _____ Date of Expiry: _____	
10.	Domicile:	_____	
11.	Qualification	_____	
12.	Name of University/College etc.	_____	
13.	Year of passing	_____	
14.	Professional Experience:	_____	
15.	Whether performed Hajj Duty previously, if yes, indicate the year (s)	_____	
16.	Whether any penalty (Major or Minor) has ever been imposed upon you during Govt. Service on account of mis-conduct.	_____	
17.	Name of Department where presently working.	_____	
18.	Complete Official Address/Phone No.	_____	
19.	Mailing/Residential Address/Phone No.	_____	
20.	Name of District where presently serving.	_____	
21.	Name and Mobile No. of Blood relative, in case of emergency in KSA.	_____	
22.	Flawless Service Career Certificate issued by the competent authority may also be attached	_____	

**Undertaking:** I hereby solemnly undertake that I will abide by the Policy and instructions of the Ministry of Religious Affairs and Inter-Faith Harmony pertaining to Hajj Operation-2016. I also undertake that I will not directly contact physically or over phone to the authorities of MORA&IH. Clearance/inquiry, if any required will be made through my respective division/department. I also declare that none of my spouse/family member is performing Hajj duty during Hajj-2016.

The information given above is correct to the best of my knowledge and nothing has been concealed to the MORA&IH or to avail any undue benefits. The Ministry may reject my nomination altogether if the information is found deficient/incorrect to any extent.

Signature of Nominee: \_\_\_\_\_

**Verification and Guarantee by the Department**

The nominee shall abide by the policy/rules of the Ministry/Directorate General of Hajj, Jeddah and in case of disobedience of any kind, the nominating authority will take disciplinary/punitive action under the rules against him. The information given by the Nominee is verified.

Any wrong information provided can lead to disciplinary proceedings & even cancellation of nomination.

Signature/Stamp of \_\_\_\_\_  
Nominating Authority: \_\_\_\_\_  
Telephone No.: \_\_\_\_\_

26. Vide para-11/N, Secretary constituted a Committee consisting of the following officers of the Ministry to review the eligibility criteria for selection of seasonal staff for Hajj duty 2016:-

- |                           |           |
|---------------------------|-----------|
| 1. Additional Secretary,  | Chairman  |
| 2. Joint Secretary (A/F)  | Member    |
| 3. Joint Secretary (Hajj) | Member    |
| 4. Deputy Secretary (HO)  | Secretary |

27. The Committee held a meeting on 22-6-2016 and finalized the criteria for selection of seasonal duty staff. Minutes of the meeting are placed at page-129/N. Main points of the criteria are as under :-

SELECTION CRITERIA

- M. F. Javed*
- i) The officers/officials should have at least six months continuous services at their credit in the Ministry. In case of initial appointment they should have completed at least one year service in the Ministry.
  - ii) Those who have performed duties eight (8) Hajj seasons may not be considered for their selection as Welfare Staff for Hajj duty during Hajj-2016, unless justified.
  - iii) The officers/staff of the Ministry may be given preference for their selection as members of Welfare Staff-Ministry for Hajj duty in view of their job relevancy and record of performance in the last Hajj.
  - iv) The officers/officials should be mentally alert and physically fit.
  - v) Allocation of seats for all Hajj Directorates be increased proportionately keeping in view the work load and number of departing Hujjaj.
  - vi) As per policy Biometric attendance system, selection of Hajj duty will be subject to biometric policy of the Ministry.
  - vii) Welfare staff – Ministry also includes FA's Organization and allied staff deputed in the Ministry on regular basis.
  - viii) Family members of welfare staff shall not be allowed to proceed to KSA for performance of Hajj.

### Duties & Responsibilities:

I.	To conduct welfare services such as guidance/assistance to the lost pilgrims or those who have lost their luggages.
II.	To receive pilgrims at airport and to conduct them to buses for easy and expeditious boarding and to inform departure of pilgrims to Main Control Office (Seasonal Staff) at Makkah Al Mukarramah and Madina Munawwarah for in time arrangements at makatibs and induction in building.
III.	To set up Main Control at Makkah Mukarram and Madina Munawwarah, consisting of Complaint Cell, Monitoring Cell, Lost and Found Cell and Accounts Cell to resolve the issues of pilgrims.
IV.	To set up Information Centers for guidance of Hujjaj.
V.	To keep liaison with Director Moavineen-e-Hujjaj with regard to pilgrims complaints and their solutions.
VI.	To perform duties at Madina Departure Cell to board Hujjaj on buses for Madinah Munawwarah.
VII.	To set up main control in Mina for rapid solution of pilgrims' problems and guidance to lost pilgrims.
VIII.	To ensure compliance with the orders issued by the Director General (Hajj), Jeddah from time to time.
IX.	To handle the VIP delegation.
X.	To handle Hujjaj of short duration flight .
XI.	Reception of Hujjaj near Masjid Quba/Khat-e-Hijra in Madina Munawwarah.
XII.	To assist for issuance of duplicate air tickets from designated Airlines to the Pilgrims who have lost their tickets.
XIII.	To arrange early/late flights through designated Airlines.
XIV.	To issue traveling documents in lieu of lost Passport, if any.
XV.	To guide the Hujjaj at airport and to help them in luggage clearance, security clearance etc on their way back to Pakistan.
XVI.	Providing flight wise daily report of arrival/departure of Hujjaj, both under Government and Private Scheme after reconciliation with United Agents Office to

	Directorate General Hajj and Ministry.
XVII.	To keep liaison with Food Committee.
XVIII.	To set up a Call Centre.

**Terms of References:**

i)	Ministry of Religious Affairs and Interfaith Harmony will arrange air passage from Pakistan to Jeddah/Madinah and back.
ii)	While on Hajj duty in Saudi Arabia, they are to be provided free accommodation at modest and functional scale by the Ministry of Religious Affairs and Interfaith Harmony, Islamabad.
iii)	Daily allowance @ SR.150/- and SR.120/- per head to officers in BPS-17 and above and staff from BPS-1 to BPS-16 respectively for each day of duty in Saudi Arabia, will be paid.
iv)	While in Saudi Arabia, they will be completely under the administrative and operational control of Director General Hajj, who will be the overall incharge of Hajj operation.
v)	They will be liable for repatriation to Pakistan immediately if found failing to perform their duties satisfactorily, apart from refund of 5% expenses incurred by Government of Pakistan on their deputation to Saudi Arabia.
vi)	The Director General Hajj will send a report to this Ministry on their work and conduct, which will be placed in the service record through the concerned authorities.
vii)	During their tenure of duty they will not associate or affiliate themselves with any social, political or religious group or involve in any controversy, political, sectarian or otherwise within or outside Pakistan.
viii)	They are required to subordinate their personal comfort, convenience and interest to those of the Hujjaj. They are bound to observe strict discipline and cannot do any thing, which may impair the image of Pakistan in general and that of the Ministry of Religious Affairs and Directorate General of Hajj, Jeddah.
ix)	They are responsible for performance of duty at respective sectors, guide posts and different places in Saudi Arabia.
x)	Director F&C may be authorized to constitute a Disciplinary Committee comprising three members of grade 19 and 18.