

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

No.F.2(1)/2022-Ziarat

Islamabad the 2nd February, 2023

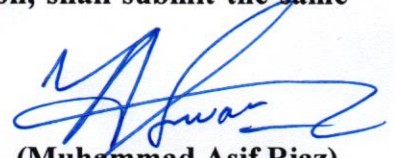
All Applicant ZGOs,
As per List attached.

Subject: **PROVISIONAL REGISTRATION AS ZAIREEN GROUP ORGANIZERS (ZGOs)**

Reference your application for registration as Zaireen Group Organizer (ZGO) with Ministry of Religious Affairs & Interfaith Harmony.

2. It is intimated that you have been provisionally short listed for Enlistment/Registration as ZGO subject to signing and submission of Service Provider Agreement (SPA) on a stamp paper valuing not less than Rs.100/-. The stamp paper should be duly attested by notary public, as per prescribed format (available on ministry's official web site www.mora.gov.pk) within 14 days of issuance of this letter. In case of non-compliance within the prescribed time, this provisional letter shall be treated as canceled.

Note: Those who have submitted SPA with the application, shall submit the same afresh.


(Muhammad Asif Riaz)
Section Officer (Ziarat)
Phone: 9211670

Copy To:

- I. Assistant Director IT with the request to intimate all concerned applicants through E-Mail and also upload the same along with SPA on the ZGO System & official web site of the Ministry.

(On Stamp Paper of Rs.100/-)

SERVICE PROVIDER AGREEMENT BETWEEN THE MINISTRY OF RELIGIOUS AFFAIRS & INTERFAITH HARMONY AND ZAIREEN GROUP ORGANIZER (ZGO)

This Agreement is made on this Day of, 2021 between The Ministry of Religious Affairs & Interfaith Harmony, Government of Pakistan Islamabad (*hereinafter called the M/o RA&IH*) and Zaireen Group Organizer Mr/MS/M/S____. Registration No _____. (*hereinafter called the Service Provider*) and also referred to individually as a 'Party' and collectively as 'the Parties'. This Service Provider Agreement (Agreement) shall be implementable for a period of three years from its signing.

WHEREAS, the M/o RA&IH intends to facilitate the Pakistani Zaireen, who intend to perform Ziaraat under the arrangements of private sector in accordance with the Zaireen Management Policy, SOPs and instructions of respective host countries.

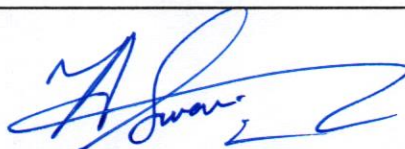
AND WHEREAS, the Service Provider has agreed to provide facilities to the Zaireen on the dates, schedule and package/fee/charges as agreed between the Zair and the Service Provider.

NOW, THEREFORE, it is hereby agreed that: -

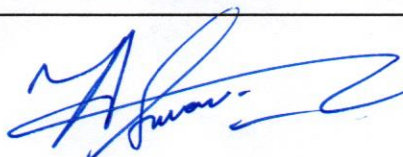
1. Profile	
a	The Service Provider shall maintain/establish a well-equipped office with active website and qualified staff.
b	The Service Provider shall designate its branch office(s) and its In-charge(s) (if any).
C	The Service Provider shall upload on its website and display in it's office at some conspicuous place; registration certificate of M/o RA&IH, Islamabad for performing as "ZGO".
d	The Service Provider shall declare its business, Chief Executive / Directors and workforce if any and take responsibility for their each and every action / act & performance what so ever. Their Profile i.e. Name, CNIC number complete address with their period of contract shall also be placed on its website.



e	The Service Provider shall also provide the following details to M/o RA&IH and upload on their website: Legal Name of business, Date of its Establishment, Registration Number with validity date, complete office & website address along with contact details and Bank Account Numbers etc.
f	Previous year clearance certificate from the Respective Host Country (This clause shall not apply at the time of 1st SPA/Registration with the M/o RA&IH).
On violation of the instructions mentioned above at <u>"a to f"</u> in first instance a warning shall be issued. In case of failure to comply with the instructions, contained in the warning letter within 15 days, a fine up to Rs: 100,000/- may be imposed on the ZGO. (Minor Penalty).	
2. Ziarat Packages/fees/Charges	
a	Service Provider shall before enter into S.P.A. shall provide detail of packages/fees/charges to M/o RA&IH, Islamabad and also upload on its website as per followings: - Cost of total Package / fee charged by the ZGO. - Details of Mode of transportation in Pakistan and Host Countries along with tentative schedule and evidence about arranging / hiring of the same. - Details of accommodation in Pakistan & Respective Host Countries. - Details regarding provision of the food to zaireen during journey from the point of exit till re-entry in Pakistan. Any other additional facility offered to the Zaireen.
b	Service Provider shall be bound to undertake Ziarat operation in the light of Rules, regulations & instructions/SOPs of M/o RA&IH and Respective Host Countries. Before undertaking Ziarat activities, Service Provider shall enter into an agreement with Zaireen on stamp paper of Rs.100/- giving detail of facilities to be provided to them, its cost, duration of Ziarat as well as detail of accommodation, Transport with route of



	travelling and fixing the responsibility on both tour operator and zair for ensuring their return within visa period. Service Provider shall be responsible to upload signed agreement on ZGOMIS. As a general practice, change in the agreement shall not be permissible after departure from Pakistan.
c	Service Provider shall provide detailed information in respect of its Zaireen, on group to group basis, to the M/o RA&IH before seven (07) days of departure and seven (07) days after arrival highlighting the missing (if any). The same shall also be uploaded on its Websites.
d	The Service Provider will deposit Rs.500/- (Rupees Five hundred only) (non-refundable) per zair in Ziarat Fund of the M/o RA&IH in the form of Bank Draft / Pay Order at the time of submission of list of Zaireen.
e	ZGO will be bound to share their package & tour details with the authorities of respective host country(s) at the time of entrance.
On violation of the instructions mentioned above at <u>"a to e"</u> , a penalty of Rs.100,000/- and above will be imposed on the ZGO. It will also be declared as black listed for future business. (Major penalty).	
3. Ziarat Business	
a	The Service Provider shall book only Pakistani citizens having valid CNIC / NICOP and machine-readable passport.
b	The Service Provider shall provide health insurance to its Zaireen through a registered insurance company (copy of insurance policy/ general agreement with insurance company to be provided to the M/o RA&IH and uploaded on the website of the ZGO).
c	Sale and Purchase of business being carried out by Service Provider shall not be allowed without prior approval of the M/o RA&IH.
d	The Service Provider shall issue proper receipt to the Zair(s) after receiving the Ziarat package/fee/charges.
e	The Service Provider shall be responsible for affixation of Ziarat visas from the concerned Embassy in Pakistan or from the point of exit from Pakistan, as the case



	may be.
f	The Service Provider shall upload on its website traveling schedule of its Zaireen from Pakistan to Respective Host Countries and their return etc., at least 15 days before commencement of Zaireen's journey.
g	The Service Provider shall make efficient arrangement to attend and look after Zaireen during their stay in respective Host Countries.
h	The Service Provider shall deposit with the Ministry a refundable performance guarantee equal to 5% of its package/fee, charged from each Zair in the form of Bank Draft / Pay Order at least 30 days prior to departure of a particular group on Ziarat. The amount shall be returned on successful completion of respective ziarat journey and on demand of the ZGO subject to no pending complaint/ liability. The same may be forfeited on violation of any of clause of this Agreement.
i	To determine financial soundness of the ZGO, it shall be required to submit financial statements duly verified by the certified Auditor or Bank on 31 st December of each year.
j	The Service Provider shall ensure timely return of Zaireen as per Instruction's / directions of Respective Host Countries.
k	The Service Provider shall abide by the rules, regulations and the instructions issued by M/o RA&IH and Respective Host Countries from time to time.
l	The complaint of Zaireen against the Service Provider shall be disposed of by the Ziarat Complaints Committee (ZCC) constituted by M/o RA&IH. The ZCC shall be empowered to deal with the matters / issues pertaining to violation of any clause of this Agreement.
m	Act of any fraud or forgery on the part of Service Provider will be treated as grave misconduct attracting provision of any of the major penalties.
n	Decision of M/o RA&IH regarding interpreting clauses of this Service Provider Agreement, shall be considered as final.



o	Any dispute with regard to this Agreement can be taken up only in the Courts of Pakistan.
On violation of the instructions mentioned above at <u>"a to n"</u> a penalty of Rs.200,000/- and above will be imposed on the ZGO. It will also be declared as black list for future business. (Major penalty).	

I have read and understood the Service Provider Agreement (SPA) and fully agree with its contents. I shall abide by all the above Terms & conditions as well as SOPs and any additional conditions to be prescribed thereafter by the M/o RA& IH, Islamabad and respective Host Countries, for providing services to the Zaireen.

(Signature and thumb of

Chief Executive/Owner/SalaarName)
Complete Address with CNIC Attested copy

Service Provider

Ministry of Religious Affairs & Interfaith Harmony (M/o RA&IH),
Government of Pakistan.

Signature & Thumb impression of all (legal & authorized) Person/Directors/ Partners of Service Provider (ZGO).

S No.	Name	Signature	Thumb Impression
1			
2			
3			

