GOVERNMENT OF PAKISTAN

Ministry of Religious Affairs & Interfaith Harmony

HAJJ POLICY & PLAN

2027 – 2030

1448 AH – 1451 AH

ABBREVIATIONS

Abbreviation	Full Form
CDC	Complaint Disposal Committee
DSR	Daily Situation Report
EMS	Emergency Management System
ERT	Emergency Response Team
HMM	Hajj Medical Mission
KSA	Kingdom of Saudi Arabia
Mashair	Mina-Muzdalifah-Arafat
MoIT&T	Ministry of Information Technology and Telecommunication
MoRA&IH	Ministry of Religious Affairs & Interfaith Harmony
MoU	Memorandum of Understanding
Munazzams	Private Hajj Companies
NITB	National Information Technology Board
OPAP	Office of the Pilgrim's Affairs Pakistan
SPA	Service Provider Agreement
SPC	Service Provider Company
SOPs	Standard Operating Procedures

PART

I

INTRODUCTION AND POLICY FRAMEWORK

1. Introduction

The Government of Pakistan, under the Rules of Business 1973, mandates the Ministry of Religious Affairs and Interfaith Harmony (MoRA&IH), hereinafter referred to as 'the Ministry,' to make all arrangements for Hajj on behalf of Pakistani pilgrims. The Ministry discharges this responsibility with commitment to the principles of transparency, accountability and service excellence.

Hajj Policy & Plan 2027–2030 marks a significant shift in the Ministry's approach to Hajj operations. For the first time, a multi-year framework is being introduced to provide policy continuity, reduce operational costs through long-term contracting subject to Saudi Taleemat and system, and ensure certainty of quality services for Pakistani Hujjaj. Key reforms under this framework include:

1. Multi-year Hajj registration and queue/waiting list system under which the intending pilgrims may plan their pilgrimage.
2. Introduction of multi-year contracts for critical Hajj services subject to Saudi Taleemat and system —including accommodation, catering, transport, air travel and luggage handling—to reduce costs and guarantee timely service delivery.
3. Full digitalization of Hajj operations in partnership with the National Information Technology Board (NITB), enabling seamless facilitation of pilgrims from registration to return.
4. Gradual transition of Hajj quota allocation toward the private sector, with the Government progressively assuming the role of regulator and quality assurer.
5. Strengthened monitoring, independent third-party performance evaluation, and digital grievance redressal to enhance accountability across both public and private Hajj schemes.
6. Initiation of Hajj saving scheme to facilitate the intending pilgrims to plan and arrange resources for their pilgrimage years before their actual journey.

The Government of Pakistan endeavors to make the spiritual journey of Hajj as comfortable, safe and spiritually fulfilling as possible for the Guests of Allah, in full conformity with the teachings of the Holy Quran and Sunnah, and in compliance with the laws and instructions of the Kingdom of Saudi Arabia (KSA).

2. Mission Statement

Mission	To serve and facilitate Hujjaj with unwavering commitment and dedication, enabling them to fulfil their religious obligation of Hajj with ease, dignity and peace of mind.

3. Objective

This Policy establishes a comprehensive, multi-year framework for the efficient planning and execution of Hajj operations for Pakistani pilgrims in both Pakistan and the Kingdom of Saudi Arabia. It provides for the provision of all necessary services and logistics—including air travel, accommodation, catering, ground transportation and healthcare—during the Hujjaj's stay in Makkah Al-Mukarramah, Madinah Munawwarah and the Holy Mashair, in strict accordance with Saudi laws and Government of Pakistan instructions.

4. Agreements with Saudi Arabian Authorities

The following requisite agreements shall be executed with the relevant Saudi Arabian authorities prior to each Hajj season (but not limited to them) as per requirements. However, any change (addition of new agreement (s)) will be allowed as per requirements:

1. Hajj Affairs Arrangements Agreement for the Hajj Season between the designated representative of MoRA&IH, Government of Pakistan, and the Ministry of Hajj and Umrah, Kingdom of Saudi Arabia.
2. Agreement between the Maktab-ul-Vokala Al-Mawahid (United Agents Office), Jeddah, KSA, and the Office of the Pilgrim's Affairs Pakistan (OPAP), Government of Pakistan.
3. General Transport Contract between the Naqabah Siyarat (General Transport Syndicate), KSA, and OPAP, Government of Pakistan.
4. Agreement for provision of additional services between the Muttawify Hujjaj Company / Service Provider Company (Tawafa) and OPAP, Government of Pakistan, for the provision of Hajj services in KSA.

5. Inputs for the Hajj Policy

This Policy has been formulated on the basis of the following consultative and analytical inputs:

1. Review and assessment of past Hajj policies and operational experiences, with lessons incorporated to improve efficiency and service quality.
2. Recommendations of the Reforms Committee on Hajj Operations.
3. De-briefing sessions with key stakeholders.
4. Online feedback received from Hujjaj of previous Hajj seasons, systematically incorporated into policy refinements.

5. Consultations with Saudi counterpart authorities to align operational arrangements with host-country requirements.
6. Guidance obtained from the Hajj Policy Committee (HPC).

6. Hajj Scheme and Quota Distribution

1. Consistent with the Government's policy objective of transitioning toward a regulatory role, the quota distribution between the Government and Private Hajj Scheme would be sixty (60) percent and forty (40) percent, respectively. Any unavoidable change in the quota distribution for the Government and private Hajj schemes will be made with approval of the Federal Cabinet.

2. All Hajj dues— both for the Government and Private Hajj schemes—shall be deposited in designated bank account(s) as notified by the Ministry, through formal banking channels only, in accordance with State Bank of Pakistan regulations. No cash or informal channel payments shall be accepted.

3. To address procedural or processing errors that result in a pilgrim being inadvertently separated from family members already confirmed for the same Hajj season, the Ministry shall make best efforts to accommodate such cases—particularly where a confirmed pilgrim lacks a Mahram or is separated from an immediate family member—subject to quota availability and ministerial guidelines.

7. Mandatory Conditions for Hujjaj

All intending pilgrims under both the Government and Private Hajj Schemes shall fulfil the following mandatory conditions:

1. Applicants must be Pakistani nationals holding a valid Pakistani passport at the time of applying for the hajj schemes. Minimum passport validity requirements shall be determined and notified by the Ministry in accordance with Saudi instructions applicable to each Hajj season.
2. Age restrictions shall be as prescribed by the Saudi authorities for each Hajj season and notified accordingly.
3. The performance of sacrifice (Qurbani) shall be in accordance with the instructions issued by the Saudi Arabian authorities from time to time and notified to intending pilgrims prior to each Hajj season.
4. All mandatory health conditions prescribed in the Saudi Taleemat shall be strictly adhered to. Only applicants who meet the prescribed health requirements shall be permitted to proceed for Hajj. Terminally ill patients shall not be permitted to proceed. Health fitness shall be evidenced by a medical certificate issued by a Registered Medical Practitioner in Pakistan.
5. Pursuant to the decision of the Council of Islamic Ideology (CII) of 2023, a Mahram shall not be required for women, subject to submission of an affidavit confirming that:
   - Her parents or husband have granted permission for her to perform Hajj;

- She will travel as part of a group of reliable and trustworthy women; and
- There is no threat to her dignity or safety.

6. Applicants who are persons with disabilities or special needs must be accompanied by a designated attendant. However, patients with medical conditions (as indicated in clause iv) will not be allowed on any pretext.
7. Applicants whose names appear on the Exit Control List (ECL) or who are subject to a court order barring travel abroad are not eligible to proceed for Hajj.
8. In the event of a pilgrim's demise during their stay in KSA, the deceased shall be interred in Saudi Arabia in accordance with Saudi laws and instructions.
9. All Hujjaj shall strictly abide by the laws, regulations and directives of the Kingdom of Saudi Arabia throughout their stay.
10. Any conduct by a pilgrim in contravention of Saudi laws—including begging, political activities, immoral conduct, drug trafficking or theft—shall render the offender liable to disqualification from future visits to KSA under Government auspices. Pilgrims are specifically cautioned that drug trafficking is a capital offence under Saudi law, carrying penalties including imprisonment, corporal punishment or execution.
11. Any other condition made mandatory by Pakistan or/and KSA governments.

PART

II

GOVERNMENT HAJJ SCHEME

1. Government Hajj Scheme

The Government Hajj Scheme shall operate as per terms indicated below:

1. The Government Hajj Scheme shall offer two or any number of packages approved by the Government: (a) a standard long package of approximately 38 to 42 days; (b) a short package of approximately 20 to 25 days; (or any other package).
2. A multi-year Hajj Registration process shall be initiated immediately after approval of this policy. The registration system shall give opportunity to the intending pilgrims to exercise choice of the year they intend to perform Hajj. Any pilgrim who deposits 10% of the estimated cost of Hajj applicable after registration shall be shifted from registration list to waiting list. S/He shall have the first right when application process for the year of her/his choice starts, in order of first cum first serve.
3. Applications shall be invited through a public notice, and intending pilgrims shall submit their applications together with the prescribed Hajj dues. The installment schedule shall

be notified by the Ministry prior to each Hajj season. The intending pilgrims in the queue/waiting list have the first right in every Hajj year.

4. Selection of pilgrims shall be made on a 'first-come, first-served' basis from the waiting list and new applications. Subject to deposit of the amount mentioned in sub-para (ii), applicants not selected due to quota exhaustion shall be placed in the queue/waiting list and given preference in subsequent Hajj seasons.
5. Substitution against a confirmed seat shall only be considered where the successful applicant is unable to proceed due to death/incapacitation of a Mehram or support person of a physically challenged/disable person, subject to committee examination, sworn affidavit, and applicable visa charges. No substitution shall be entertained after the notified cutoff date of the MoRA&IH.
6. Accommodation shall be provided in accordance with Saudi laws, housing permits (Tasreeh) and classification standards (Tasneef), along with boarding and lodging services for the duration of the Hajj stay.
7. Performance of the Government Hajj Scheme shall be subject to independent third-party evaluation. A qualified evaluation firm shall be engaged prior to each Hajj season, and its findings shall be used to improve subsequent operations.

2. Procurement Committees

Procurement of all goods and services required for Hajj operations—in Pakistan and KSA—shall be carried out by Procurement Committees constituted and notified by the respective Procuring Agencies, ensuring competitive, timely and transparent procurement in spirit with Public Procurement Rules, 2004. In case of the procurement in KSA, the Ambassador of Pakistan to KSA shall nominate two members to include in the procurement committee, preferably from the Consulate General of Pakistan in Jeddah.

OPAP shall endeavor to engage registered Service Provider Companies (Tawafa) through the Nusuk Masar platform for all contracts relating to accommodation, catering and transportation in Makkah and Madinah, provided such engagement does not increase overall package cost and that quality of service and value for money are maintained. Engaged SPCs shall also process grouping and visa cases to minimize operational disruptions.

To reduce costs and ensure service certainty, long-term contracts of three to four years shall be introduced –subject to Saudi Taleemat and system – for key Hajj services, including accommodation, catering, ground transportation, air travel and luggage handling, subject to quality assurance and inspection mechanisms determined by OPAP.

3. Hajj Package Dues

Note	The Hajj package dues for the Government Hajj Scheme shall be determined annually following finalization of contracts with service providers, taking into account prevailing exchange rates, Saudi tariffs and all applicable costs. Dues

	shall be notified by the Ministry well in advance of the application deadline for each Hajj season. Any saving accruing to the Ministry of Religious Affairs and Interfaith Harmony after the completion of Hajj Operation shall be returned to the Hujjaj by the Ministry as per existing practice.

PART

III

PRIVATE HAJJ SCHEME

1. PRIVATE HAJJ POLICY OF PAKISTAN (2027–2030)

1. POLICY PURPOSE AND SCOPE

This Private Hajj Policy provides a unified and transparent governance framework for the management of private Hajj operations in Pakistan between 2027 and 2030. It has been designed to ensure that all private Hajj activities are digitally controlled, financially secure, performance-driven, and aligned with both national regulatory standards and Saudi Vision 2030. The policy applies exclusively to private Hajj operators registered with the Securities and Exchange Commission of Pakistan (SECP) and licensed under the Hajj and Umrah (Regulation) Act, 2024. It removes legacy quota-driven practices and replaces them with a modern, corporate, compliance-based operating regime focused on efficiency, delivery quality, and pilgrim welfare.

2. STRATEGIC OBJECTIVES

The primary objective of this policy is to ensure dignified, reliable, affordable, and safe Hajj services for Pakistani pilgrims travelling through the private sector. The policy strengthens operator capability through a tiered licensing structure and third-party accreditation to eliminate past inefficiencies and risky practices. It protects pilgrim deposits through Govt. based payments and enhances accountability using digital dashboards, audit trails, and direct financial oversight. It further discourages monopolistic behaviour and subletting practices, thereby promoting genuine competition and service innovation in the private Hajj market.

3. THIRD-PARTY ACCREDITATION

To secure a neutral and globally accepted evaluation system, the registration and evaluation of all new and existing private Hajj companies would be undertaken by a committee of independent experts / consultants or consulting firms, with the stipulation that private Hajj companies must be registered with the SECP. This mechanism will validate their financial solvency, corporate maturity, operational reliability, service infrastructure, and Saudi-side readiness. The certification outcome will determine licensing eligibility, tier assignment, quota allocation, and future standing. The evaluation provides a litigation-resilient basis for regulatory decisions and assurance to the public that only compliant and capable entities are allowed to operate. This approach reflects best practices used in mature pilgrimage markets and supports alignment with Saudi Vision 2030.

4. LICENSING FRAMEWORK

All private Hajj operators must be incorporated under the Companies Act, 2017, and shall be accredited by SECP in accordance with a standardized range of three or more private Hajj packages, as may be considered appropriate by the Ministry, to be finalized and included in the Service Provider Agreement (SPA). Licences will remain valid for three years and will be subject to annual renewal based on financial, operational, and compliance performance. Any operator falling below the minimum booking threshold of 2,000 pilgrims will be deemed non-operational, triggering automatic reallocation of pilgrims and financial penalties.

i. The registration and evaluation of Private Hajj Companies shall be undertaken through the existing national regulatory institutions, particularly the Securities and Exchange Commission of Pakistan (SECP).
ii. All Private Hajj Companies shall be required to be incorporated under the Companies Act, 2017 and registered with the SECP.
iii. Evaluation of financial capability shall be conducted through clearly defined and verifiable parameters, including minimum paid-up capital thresholds (10 % of Total Business transaction), authorized capital limits (20% of total business transaction), bank guarantees (5 % of total business transaction) and compliance with statutory obligations such as tax filings, corporate disclosures, and corporate governance requirements etc.
iv. In the given framework the total business transaction has been calculated on the basis of minimum amount of money required to carry out Hajj business for a single pilgrim i.e. Rs. 1 million. Only one category with a threshold of 2000-3000 pilgrims may be introduced. The other parameters for registration are tabulated below:

Category	Cost of indicative business for a single pilgrim	Cost of Total indicative business	Paid up Capital (10% of cost of total indicative business)	Authorized Capital (20% of cost of total indicative business)	Performance Guarantee (5% of cost of total indicative business)
3000	Rs. 1 million	Rs. 3 billion	Rs.300 million	Rs. 600 million	Rs.150 million

v. The financial, operational / managerial and digital readiness of private Hajj companies may be assessed as under:

a. The Ministry of Religious Affairs & Interfaith Harmony may engage / hire three to four Experts / Consultants or a Consulting firm to assess the Financial, Operational / managerial, and IT capabilities of private Hajj companies on criteria based upon the international best practices. However, the above-mentioned Experts / Consultants or a Consulting firm may benefit from the recommendations of this report.
b. The funds for hiring Experts / Consultants or a Consulting firm may be arranged from the Pilgrims Welfare Fund under the Hajj Pilgrims Welfare Fund Rules 1990 (Rule No.4(xv) with the concurrence of Finance Division.

5. NEW ENTRANT PATHWAY

Prospective new entrants to the Hajj market may pursue a two-stage entry pathway. First, they must submit an application for pre-assessment as per para 3, presenting their proposed ownership structure, financial capacity, intended operational tier, governance readiness, and digital systems capability. Upon completing the assessment process, the Ministry may issue a Pre-Registration Clearance Certificate (PRCC), allowing the applicant to proceed with formal incorporation under the relevant Hajj services tier. The second phase requires registration with SECP, compliance with all corporate governance and internal control requirements, and receipt of the Hajj Operations Recognition Letter (HORL) issued by the Ministry. Only after completing both phases will new entities be authorised to serve pilgrims.

6. EXISTING OPERATOR RE-VALIDATION

Existing SECP-registered private Hajj operators will be revalidated through a compulsory reassessment process as per para 3 to determine their eligibility and appropriate operational tier. This process will examine their audited financial results, paid-up capital, service delivery history, grievance record, and corporate and digital management standards. Based on this evaluation, operators will be awarded a Tier-

Based Recognition Letter (TRL) confirming their capacity status for future Hajj operations.

7. HAJJ QUOTA ALLOCATION FOR PRIVATE OPERATORS

The assessment, accreditation, and registration framework described above will confirm only the operational capacity of each private Hajj operator. These approvals do not constitute a quota entitlement by themselves. Prior to the commencement of every Hajj season, the Government shall announce the aggregate Hajj quota reserved for the Private Scheme based on the annual allocation received from the Kingdom of Saudi Arabia. All licensed and accredited private operators will then be permitted to book pilgrims strictly on a first-come, first-served basis through the PHMP, subject to their assigned operational category ceilings and continuous compliance with digital, financial, and regulatory requirements. This system ensures that quota utilisation remains competitive, merit-based, transparent, and free of monopolistic control, while maintaining alignment with Saudi contracting timelines and Pakistan's financial governance framework will be for a defined limited period, initially for three years.

8. DIGITAL MANAGEMENT SYSTEM (PHMP – MANDATORY)

All private Hajj operations will be conducted through the Private Hajj Management Portal (PHMP), which serves as the central digital infrastructure for operator registration, real-time booking, quota execution, and monitoring. Each pilgrim will be issued a Unique Hajj Identification Number linked to identity and payment records. The system is integrated with SECP, NADRA, and SBP for end-to-end verification. Manual handling of data, bookings, or payments is strictly prohibited, ensuring full transparency and eliminating the risk of fraud or manipulation. The Ministry will maintain audit trails and backup protocols to safeguard the integrity of digital data.

9. FINANCIAL MANAGEMENT THROUGH GOVT ACCOUNT

All financial transactions relating to private Hajj operations will be executed exclusively through a Government Account maintained with the State Bank of Pakistan. Pilgrim payments will be digitally tagged to both operator and individual records. Funds will be disbursed directly to Saudi service providers under verified agreements. Operators are prohibited from collecting, holding, or transferring funds independently. Refunds will follow a controlled digital process, ensuring financial transparency and eliminating the long-standing risk of fund diversion or misappropriation.

10. OPERATIONAL MINIMUMS AND CONTINGENCY HANDLING

To ensure operational credibility, each private Hajj operator must achieve a minimum booking threshold of 2,000 pilgrims. Operators falling below this benchmark will be declared non-operational for the given year, and their pilgrims will be automatically reallocated through the PHMP to other eligible operators based on verified availability. Such reallocation will be accompanied by forfeiture of half of the operator's security deposit, enforcing compliance discipline and effective capacity planning.

11. SERVICE DELIVERY AND WELFARE STANDARDS

Private operators will be required to ensure high-quality accommodation, reliable transport arrangements, and appropriate catering services meeting Saudi standards. They must provide qualified welfare personnel, medical support, and training to facilitate safe and informed pilgrimage. Special provisions will be introduced for vulnerable groups, including senior citizens, women, and persons with disabilities. Operators will also be required to maintain alignment with Saudi Tawafa companies, ensuring on-ground readiness and compliance with evolving Saudi regulatory and operational requirements.

12. SERVICE PROVIDER AGREEMENT (SPA – MANDATORY)

Every licensed operator must sign the Service Provider Agreement (SPA) with the Ministry before commencing Hajj operations. This agreement sets out mandatory requirements relating to service obligations, medical and insurance cover, refund pathways, consumer protection, and penalties for non-performance. It ensures that Hajj operations remain contractual, auditable, and enforceable across Pakistan and Saudi Arabia.

13. PERFORMANCE RATING AND COMPLIANCE SCORING

The Ministry will maintain a digital rating dashboard to evaluate operator performance using quantifiable metrics. Scores will be assigned based on financial discipline, service quality, compliance audit results, and grievance resolution efficiency. The outcomes of these ratings will guide future quota allocations, tier upgrades, licence renewals, and sanctions. The performance system will encourage continuous improvement and foster a competitive service culture.

14. COMPLAINT DISPOSAL AND APPELLATE FRAMEWORK

A structured grievance mechanism will be implemented through Complaint Disposal Committees (CDCs) operating both in Pakistan and Saudi Arabia. Complaints will be processed digitally through the PHMP, and decisions will be communicated electronically to relevant parties. Any operator or pilgrim seeking redress beyond the CDC may submit an appeal to the Appellate Committee. Decisions of the Appellate Committee will be final, unless overturned by a competent court.

15. MARKET FAIRNESS – ANTI-MONOPOLY MEASURES

The policy expressly prohibits the trading, resale, outsourcing, or subletting of quotas and bars operators from forming cartels or engaging in anti-competitive practices. Any violation will result in licence cancellation, forfeiture of guarantees, and legal action. The purpose of these provisions is to enhance transparency, ensure service quality, and prevent monopolistic control of the Hajj market.

16. EXPECTED OUTCOMES

Successful implementation of this policy will result in a stronger, more credible private Hajj ecosystem. It will increase operational reliability, enhance transparency, reduce financial and service-related risks, and improve public trust. The digitally governed structure will reduce malpractice and litigation, while the performance-based model will reward high-quality operators. Ultimately, the system will bring Pakistan’s private Hajj industry in line with international best practices and Saudi Arabia’s Vision 2030.

2. Monitoring and Supervision of Munazzams

The regulator shall establish a robust monitoring and supervision mechanism to oversee the performance of all Munazzams operating under the Private Hajj Scheme, both within Pakistan and in the Kingdom of Saudi Arabia. Monitoring shall be conducted in accordance with the Service Provider Agreement (SPA) executed between the regulator and each Munazzam, and SPA between Munazzams and Hujjaj. All monitoring processes shall be fully digitized with the technical support of NITB.

The specific monitoring mechanism—including roles, responsibilities, reporting structures and key performance indicators—shall be notified by the regulator prior to each Hajj season in light of the SPA provisions.

1. The Munazzams/Hajj companies shall give full access of its data to the regulator.
2. The regulator shall constitute and notify Monitoring Team(s) for each Hajj season, deployed in KSA to monitor compliance by Munazzams against their contractual obligations. Teams shall endeavor to provide immediate on-the-spot relief to affected pilgrims and resolve matters within their competence.
3. Independent third-party performance evaluation of the Private Hajj Scheme shall be conducted for each Hajj season, covering the full duration of operations. Findings shall inform regulatory action and future policy refinements.
4. Complaints against Munazzams that cannot be resolved in the field shall be referred by the Monitoring Team to the Complaint Disposal Committee (CDC) in Pakistan.

5. Appeals against CDC decisions may be filed before the notified Appellate Committee within 15 days of the date of the CDC's decision.

PART

IV

WELFARE, SUPPORT SERVICES AND ADMINISTRATION

1. Welfare Services for Hujjaj

1. OPAP shall ensure that contracts for camp facilities, basic service packages and transportation are in place for all welfare staff deployed to the Holy Sites, guaranteeing their physical presence with pilgrims during Hajj rituals in accordance with Saudi Taleemat.
2. Welfare staff shall be deployed in KSA in numbers and at ratios determined in accordance with Saudi Taleemat and operational requirements for each Hajj season, as notified by the Ministry.
3. A comprehensive set of criteria for the merit-based selection of Muavineen-e-Huijaj shall be devised by the 'Cabinet Committee on the Private Hajj Policy 2027-2030', constituted vide Cabinet Division's notification No. F.5/65/2024-Com, dated 15.01.2026.
4. Seasonal Duty Staff of MoRA&IH shall be selected through a duly notified internal selection committee. Any one being aggrieved can apply to CDCs. An appeal against decision of CDCs will lie before Appellate Committee (s). MoRA&IH will notify CDCs and Appellate Committee (s).
5. Welfare staff shall be issued the service visas in accordance with Saudi requirements and the Nusuk Masar system.
6. OPAP shall enter into a contract with an authorized medical service provider in KSA to ensure appropriate medical supervision and support for HMM staff, in accordance with Saudi Taleemat.
7. Standard Operating Procedures (SOPs) and job descriptions for each category of welfare service, including supervisory tiers, shall be notified by the Ministry prior to each Hajj season.
8. Performance of welfare staff shall be subject to full compliance with Saudi Taleemat, Government of Pakistan guidelines and Ministry SOPs. IT-based performance tracking mechanisms shall be utilized.
9. The total strength of welfare staff in each category shall be determined by the Ministry having regard to operational requirements, available resources and Saudi instructions.
10. MoRA&IH may notify the Hajj Nazim Scheme or any other scheme for the welfare of Hujjaj for the duration of this Policy (2027–2030).

2. Information, Education and Training

The Ministry shall implement a comprehensive awareness and training campaign during each Hajj season, utilizing all available channels—including print and electronic media, the Ministry's official website and IT Apps—to provide intending pilgrims with timely information, education and practical guidance. Training shall be imparted every year as per a plan notified by the MoRA&IH covering below mentioned aspects not limited to them:

1. Manasik-e-Hajj (rituals and obligations of Hajj)
2. Administrative and logistical arrangements under the Government and Private Hajj Schemes
3. Basic IT and Hajj related IT App usage training
4. Medical guidelines, precautionary health measures and emergency procedures
5. Personal hygiene, cleanliness and solid waste disposal protocols at the Holy Sites
6. Saudi laws and regulations applicable to pilgrims
7. Common challenges and practical guidance on difficulties faced during Hajj
8. Frequently Asked Questions (FAQs)

3. Hujjaj Muhafiz Scheme

The Ministry shall continue the Hujjaj Muhafiz Scheme—first launched in 2011 as a risk management initiative based on the principles of Takaful—to provide financial compensation to affected Hujjaj or the nominees of deceased Hujjaj. Each Haji and welfare staff member shall contribute a non-refundable amount of Rs. 1,000/- to the Scheme. Compensation shall be payable in the following circumstances:

S#	Description	Compensation
1	Death during Hajj in the KSA	Rs. 2,000,000/-
2	Major / Minor Injury	As per schedule in Hajj Policy Guidelines
3	Emergency evacuation without performance of Hajj due to illness	Rs. 250,000/-

MoRA&IH may notify changes in the scheme considering the changing circumstances and welfare of the Hujjaj.

4. IT-Based Support System

The entire Hajj operation—from registration to monitoring, grievance redressal and post-Hajj evaluation—shall be supported by a robust, integrated IT system developed and maintained in collaboration with NITB.

5. Emergency Management System

To ensure effective response to any emergency—including health crises, accidents, crowd incidents or natural disasters—occurring during the Hajj season, MoRA&IH shall establish and maintain an Emergency Management System (EMS). An Emergency Response Team (ERT) shall be constituted with the following composition:

Member / Designation	Role
Director General (Hajj), OPAP	Head of the ERT
Coordinator (Makkah)	Member
Coordinator (HMM) or Second in Command	Member
Coordinator (Facilitation & Coordination) or Second in Command	Member
Representative of the Ambassador of Pakistan in KSA	Member
Representative of the Munazzams	Member

Detailed SOPs and operational guidelines for the EMS shall be issued by the Ministry and OPAP in consultation with the relevant Saudi authorities prior to each Hajj season.

6. General Provisions

1. Implementation of this Policy and its associated guidelines shall be the joint responsibility of the Ministry and all relevant stakeholders.
2. The Ministry's interpretation of any clause or provision of this Policy and its guidelines shall be final and binding.
3. The Ministry shall issue detailed guidelines, SOPs and instructions to elaborate upon and implement the provisions of this Policy, with the approval of the Minister.
4. The Minister, MoRA&IH, is authorized to approve amendments to this Policy or its guidelines where necessary to bring them into conformity with Saudi Government policy or instructions, or to address pressing or unforeseen operational exigencies of an urgent and time-bound nature.

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Ministry of Religious Affairs & Interfaith Harmony, Government of Pakistan