



Government of Pakistan
Ministry of Religious Affairs & Interfaith Harmony
Islamabad

HAJJ POLICY – 2022



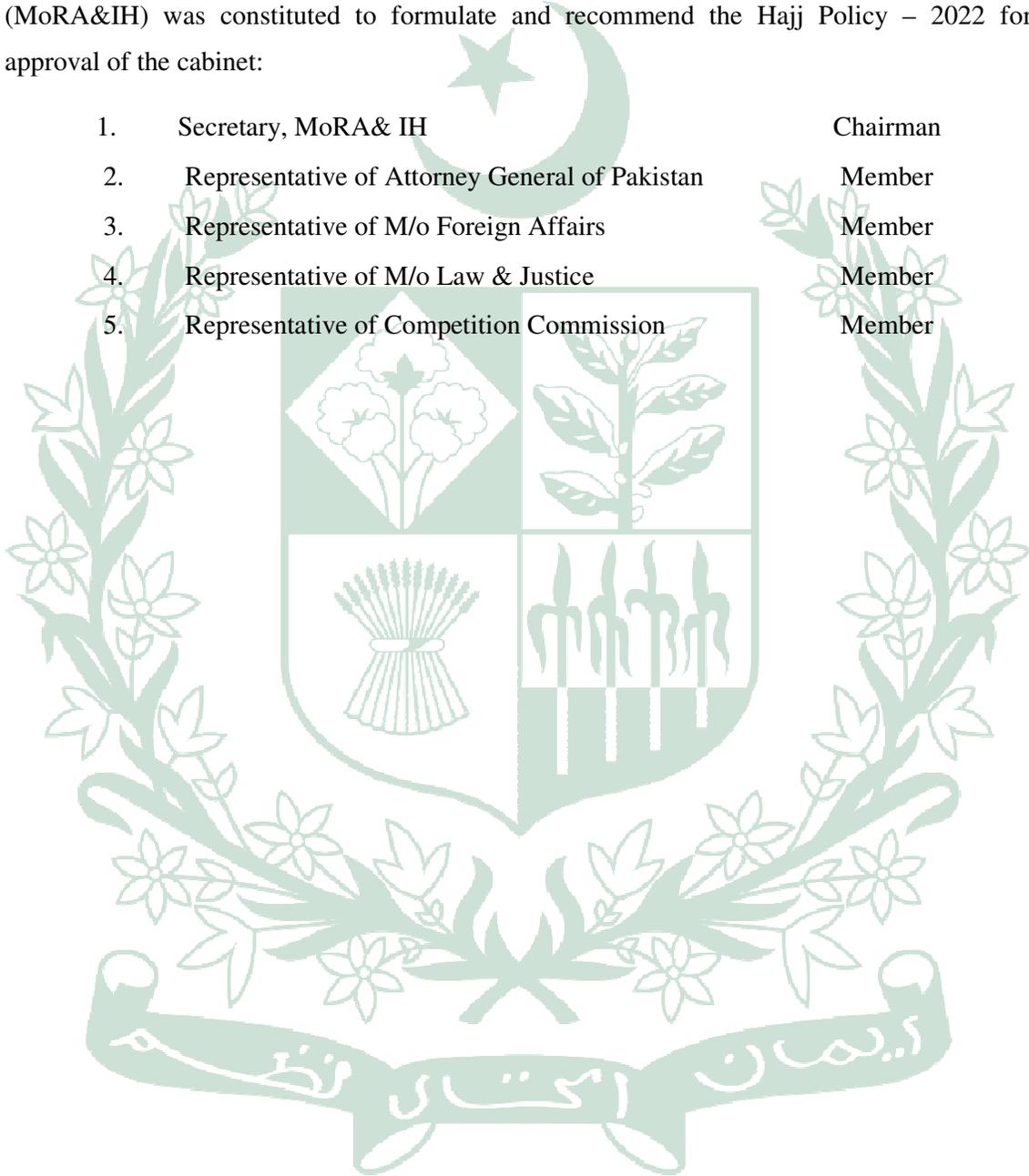
ABBREVIATIONS

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

HAJJ POLICY FORMULATION COMMITTEE

As per directions of the Honorable Supreme Court of Pakistan, in its judgments CA Nos. 800-L, 801-L and 802-L of 2013 dated 27.08.2013 and CP. No. 1270, 1308, 1309 of 2014 and CMA. No. 4094 of 2014 dated 21.07.2014, the following Hajj Policy Formulation Committee headed by the Secretary Ministry of Religious Affairs & Interfaith Harmony (MoRA&IH) was constituted to formulate and recommend the Hajj Policy – 2022 for approval of the cabinet:

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



HAJJ POLICY – 2022

PART-I

1. INTRODUCTION: -

Hajj is one of the five pillars of Islam and is mandatory, once in a lifetime, for all adult Muslims having requisite physical and financial capacity (Sahib-e-Istetaat). The Ministry of Religious Affairs & Interfaith Harmony (MoRA&IH) has been mandated for arrangements of Hajj under Rules of Business 1973. Although technological advancement has made Hajj easier in many ways, yet there are hardships and challenges faced by Hujjaj owing to hot weather and multitude of pilgrims visiting Makkah Mukkaramah and Madina Munawwara, cities with limited resources including accommodation, transport and limited space at Mashair (Mina-Arafaat-Muzdalifa) in the aftermath of COVID pandemic. Hajj-2020 and 2021 were conducted locally and many paradigm shifts had been observed in Hajj arrangements during these two years. The Government of Pakistan, being a facilitator, endeavors to make the Hajj as comfortable as possible within the available financial resources by making elaborate arrangements, through a transparent process, so that Pakistani pilgrims could perform their Hajj rituals as enshrined in the Quran and Sunnah.

2. MISSION STATEMENT:

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

3. OBJECTIVE:

The Policy aims to develop plans for efficient arrangements of Hajj 2022 in Pakistan and Saudi Arabia, through provision of services and logistics which include boarding and lodging, transportation and health care during Hujjaj’s stay at Makkah Mukkaramah, Madinah Munawwarah and the Holy Mashaair in line with Saudi Laws and Government of Pakistan’s policy.

4. Hajj QUOTA FOR PAKISTAN:

Hajj quota for Pakistan is 81,132 i.e. 8% of the overall quota of the world which was fixed with the ratio of one thousand pilgrims per one million Muslim inhabitants, in accordance with the decision taken with the meeting of Foreign Ministers of Organization of Islamic Conference in the year 1987.

5. INSTRUCTIONS OF THE SAUDI ARABIAN AUTHORITIES:

The following agreements are signed with KSA Government every year before the commencement of Hajj.

- i. Hajj Affairs Arrangements Agreement for the Hajj Season (1443 AH) between the Representative of MoRA&IH, Government of Pakistan (GOP) and the Ministry of Hajj and Umrah in the Kingdom of Saudi Arabia.
- ii. Agreement between Maktab-ul-Vokala Al-Mawahid (United Agents Office), Jeddah, KSA and Office of Pilgrims Affairs of Pakistan (OPAP), Government of Pakistan.

- iii. General transport contract between NaqabahSiyarat (General Transport Syndicate), KSA and Office of Pilgrims Affairs of Pakistan (OPAP), Government of Pakistan.
- iv. Agreement on provision of additional services between Moassassah Muttawify Hujjaj South Asia, Company Makkah Mukkaramah, KSA and Office of Pilgrims Affairs of Pakistan (OPAP), Government of Pakistan.
- v. Agreement on arrangements and requirements of Hujjaj for Hajj between National Adillah Establishment, Madinah Munawarrah, KSA and Office of Pilgrims Affairs of Pakistan (OPAP), Government of Pakistan.

6. STEPS TAKEN DURING REVIEW OF POLICY:

- i. Hajj Policies 2019 and 2020 were reviewed
- ii. Briefings on local Hajj-2020 and 2021 arrangements by Director General Hajj Jeddah.
- iii. Four meetings of Hajj Policy Formulation Committee held to deliberate the Hajj Policy.

7. HAJJ SCHEME

- i. There shall be no provision for free Hajj.
- ii. There shall be two schemes i.e. “Government Hajj Scheme” for those who intend to perform Hajj under Government arrangements and “Private Hajj Scheme” for those who want to make their Hajj arrangements through Hajj Group Organizers (HGOs), in accordance with Service Provider Agreement between Ministry and HGOs and individual agreement of the intending Haji with the HGO.
- iii. The ratio for allocation of all the available Hajj quota to Government and Private Hajj Scheme would be 40:60 i.e. 32,453 (Government) and 48,679 (Private).
- iv. All the applicants intending to perform Hajj under Government Hajj Scheme will be called to submit their applications along with Hajj dues in designated banks.
- v. Selection of Hujjaj shall be made through computerized balloting.
- vi. 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.
- vii. Shuttle transport will be provided to pilgrims under Government Hajj scheme accommodated, except three days before and three days after Hajj (i.e. no bus service from the afternoon of 5th Dhulhijjah till Maghrib Prayers of 14th Dhulhijjah is allowed as per Saudi Policy guidelines).
- viii. Duration of stay in KSA will be between 38-41 days. However, it may vary as per schedule provided by airlines duly approved by GACA (KSA) and CAA (Pakistan).
- ix. An additional amount, as specified by the KSA, shall be charged from the pilgrims, who opt for Qurbani arrangements through Office of Pilgrim Affairs of Pakistan (OPAP). Those who do not avail of this option will make their own arrangements.

- x. Out of the total Government Hajj quota 1000 seats would be reserved for the hardship cases which includes broken family, newly born infant cases, late applicants and attendants of disabled / special persons. The Ministry will utilize hardship cases on the basis of merit.
- xi. Out of Government Hajj quota, 200 seats shall be reserved for low paid employees/ labors of Public sector/corporate organizations, companies registered with EOBI/ Workers Welfare Fund.

8. MANDATORY CONDITIONS FOR HUAJJ:

Mandatory conditions for intending applicants are as under:

- i. International Machine Readable Pakistani Passport valid up-to 05-01-2023 with valid CNIC.
- ii. Overseas Pakistani Hajj applicants shall apply for Hajj 2022 on photocopy of valid MRI Pakistani passport. Such Hajj applicants will submit MRI passport till 20th Zilqadah or 20.06.2022 positively directly in this Ministry.
- iii. The age of Hujjaj should not exceed 65 years on 15-08-2022.
- iv. Immunization of any of the duly approved ten (10) Corona vaccines by KSA is mandatory i.e. Pfizer, Moderna, Oxford AstraZeneca, Janssen, Sinopharm, Sinovac, Covaxin, Sputnik-(V), Nuvaxovid and Covovax.
- v. A negative Polymerase Chain Reaction (PCR) test for corona virus (COVID-19) result from the KSA designated labs (i.e. Islamabad diagnostic Centre, Test Zone Laboratories, Khan Labs & Diagnostic Center, RealTime PCR Laboratories, MEDASK Laboratories and Advanced Laboratories) for a sample taken within 72 hours before departure to KSA.
- vi. Wearing of mask is mandatory in open and closed places during performing Hajj.
- vii. The Medical fitness certificate shall be signed and stamped by any Government doctor of any civil/ Armed Forces medical facility. In case of pointing out any fake certifications, during second stage check up by this HMM-2022 designated Doctors deployed at concerned Hajj Camps, strict disciplinary action shall be initiated against the delinquent doctors under the E&D Rules, 2020.
- viii. In case, the intending pilgrims' health status is discovered contrary to the medical certification, his nominee will solely be responsible for any mishap in KSA and the Ministry reserves the right to cancel his selection for Hajj or repatriation from KSA. Strict disciplinary action shall be taken against the delinquent medical officers through the relevant authorities.
- ix. It would be mandatory for female pilgrim of any age to be accompanied by a mehram. However, in case of Fiqah Jafria pilgrim, mandatory condition of mehram shall be implemented in the light of Saudi instructions wherein female of 45 years and above are exempted from mehram.
- x. In case of Mehram repeaters (Male) who have performed Hajj within five years (2015 to 2019) will be eligible provided they apply with their family female(s) who have not performed Hajj within five years.
- xi. Special citizens /disabled applicants are required to be accompanied by a male attendant for male and female attendant for female to proceed for Hajj.
- xii. Such applicants who have been barred from travelling abroad by any Court/placed on ECL are not entitled to proceed for Hajj.
- xiii. As per Saudi Instructions, vaccination against meningitis and seasonal flu would be ensured before departure to KSA. Moreover, polio vaccination is also

mandatory for all international passengers before their departure. Arrangements will be made by the Ministry at the respective Haji camps and airports.

- xiv. Only those applicants including Hajj-e-Badal / Nafal Hajj would be eligible for Hajj-2022 who have not performed Hajj under Government scheme for the last 5 Hajj i.e. since Hajj-2015 and onward.
- xv. In the event of a pilgrim's demise during his/her stay in KSA, whether natural or accidental, he or she would be buried in Saudi Arabia as per Saudi Instructions.
- xvi. The Director General (Hajj), Jeddah will form monitoring teams for inspection of accommodation and catering & transport arrangements etc. of Hujjaj of Government Hajj Scheme.
- xvii. All the Hujjaj are required to strictly abide by the laws and regulations of the host country during their stay in KSA.
- xviii. Any activity on the part of a pilgrim contrary to laws/ regulations of Saudi Arabia like begging, political and immoral practices, drug trafficking, theft, etc. shall disqualify the offender for future visit of any kind to KSA by the Government of Pakistan, in addition to any other legal action taken by Saudi authorities. Moreover, as per Saudi laws, "Drug Trafficking" is banned and in case of violation, perpetrators can be imprisoned, lashed, or even publically executed/beheaded.
- xix. The Hujjaj should carry their luggage in the standard bags according to the notified baggage sizes as per airlines' instructions (printed on air-ticket). In case of failure to comply with the same, neither the Government of Pakistan nor the airline in question would be obliged to carry the luggage of the Haji.
- xx. Hujjaj under the Government Scheme will be provided five (05) liters of Zamzam in KSA or on their return to Pakistan at the specified airports by the designated airlines.
- xxi. Hujjaj shall not be allowed to carry liquid (Zam Zam) inside their checked-in baggages.
- xxii. All Hujjaj are required to move to "Jamarat" in groups and in accordance with the time specified for their Rammi (stoning) movement according to the Saudi Instructions to be informed by their respective "Makaatib".
- xxiii. Comprehensive Hajj Training sessions regarding Hajj would be conducted which shall be mandatory for every successful applicant.
- xxiv. It would be advisable for every pilgrim to carry minimum SR. 2000 to meet personal expenditure in KSA.

PART-II

(GOVERNMENT HAJJ SCHEME)

9. ACCOMMODATION AT MAKKAH MUKKARAMAH AND MADINA MUNAWWARAH:

(As per previous practice, shared accommodation at Makkah Mukkaramah (Azizia & Batha Quresh etc.) will be offered along with boarding and lodging services to the pilgrims including transport facilities for movement to and back from Haram Sharif. In Madinah Munawwarah, efforts will be made to accommodate 100% pilgrims near Masjid-i-Nabvi (Markazia), along with boarding. However those accommodated more than 1 kilometer away will be provided transport.)

10. GUIDELINES FOR HIRING OF ACCOMMODATION:

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

- i. The Hiring Committee, notified by MoRA&IH, will hire buildings as per spirit and guidelines contained in PPRA Rules, through a transparent bidding process and determination of rent and will be based on distance, quality and services etc.
- ii. The OPAP/Committee should issue a certificate to the effect that the accommodation recommended and hired by the Committee has the necessary facilities like proper beds and mattresses, adequate number of lifts, clean washrooms, provision of washing machines, kitchen facility, spacious dining halls, prayer areas for male and female, Wi-Fi/internet facility, one attendant along with telephone facility, refrigerator, sufficient number of water dispensers and other requisite services.
- iii. The rent of the building, irrespective of the upper rental ceiling, should be competitive, prudent and as per prevailing market price.
- iv. The OPAP should make available the standard hiring agreements (in English version) concluded with the Mustajir at reception in the respective building for information of the Hujjaj on demand.
- v. The Hiring Committee will furnish hiring agreements in English version to the Ministry soon after concluding hiring process for record and information/ audit purposes.
- vi. As per Saudi Instructions, 1% of total accommodation under both the Government and Private Hajj schemes shall be arranged and kept in reserve to meet any emergency by the Pakistan Hajj Office and the HGOs respectively.
- vii. Accommodation will be provided on shared basis and no refund shall be made to Hujjaj for not availing accommodation hired as part of the package under Government Hajj scheme.
- viii. Soon after Hajj-2022, MORA&IH through OPAP shall hire buildings, arrange good quality transport and engage caterers to ensure availability of quality services at competitive / affordable rates, for Hajj 2023.

11. PROVISION OF FOOD TO THE HUJJAJ

Freshly cooked food of Pakistani taste would be provided three times a day to the pilgrims of Government Hajj scheme during their stay in Makkah Mukkaramah, Madinah Munawwarah through authorized catering companies and in Mashaair by respective Makaatib.

12. HAJJ DUES:

The Hajj packages of Government Hajj Scheme for Hajj 2022 is expected to be around Rs. 900,000/-. Difference of amount shall be adjusted as per actual expenditure after the announcement of the amount by KSA.

13. AIR TRAVELING

- i. The Saudi Authorities have been requested to extend the facility under “Road to Makkah” Project to Karachi, Lahore, Peshawar & Quetta airports or at least one POD i.e. Karachi, in addition to Islamabad airport (Decision pending with King Council, KSA.)

- ii. In pursuance of the Revised Air Service Agreement (ASA) between Government of Pakistan and Kingdom of Saudi Arabia signed in 2015, Hujjaj of the Government Scheme would be airlifted by the designated airlines.
- iii. Efforts will be made for transportation of fifty percent (50%) of Government Scheme Hujjaj directly to Madinah Munawwarah and Jeddah from Pakistan and vice versa.
- iv. Hajj Flight Schedule by authorized airlines shall be prepared in consultation with MoRA&IH.
- v. Hajj flights for Govt. Hajj Scheme will operate from Islamabad, Karachi, Lahore, Peshawar, Quetta, Sialkot, Multan, Faisalabad, Rahim Yar Khan and Sukkur airports. However, in case of insufficient load at any POD the Hujjaj would be scheduled from the nearest POD.
- vi. Place of Departure (POD) wise air load from major airports shall be distributed between PIA and Saudi airline. The air load from smaller PODs shall be distributed amongst the airlines which provide services from those airports.
- vii. No claim of refund against unutilized air ticket would be entertained by the MoRA&IH.

14. TRAIN/BUS FACILITY IN MASHAAIR:

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

PART – III

15. PRIVATE HAJJ SCHEME:

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

16. ALLOCATION OF QUOTA:

- i. For Hajj- 2022 the ratio of quota to be allocated to Private Hajj Scheme would be 60%. The allocation of Hajj quota to the Private Sector shall be made in a transparent manner in accordance with Supreme Court Decision in Dossani Case.
- ii. HGOs, with good performance and satisfactory arrangements during previous Hajj and with no complaints pending against them either in Pakistan or Kingdom of Saudi Arabia will be allowed to take part in Hajj Operation subject to such terms and conditions as may be prescribed by the Ministry. However, any HGO blacklisted by Saudi Government will not be entitled for Operation in Hajj-2022. Further any HGO blacklisted/banned by the Ministry on account of its adverse performance or due to any other reasons will also not be entitled for Operation until its clearance. Moreover, the quota of 1.7% or 828 seats out of Private Hajj Scheme, will be reserved for Pakistan armed forces.

- iii. The allocation of quota to HGOs, whose complaints are pending, will be finalized in the light of decision of Complaint Disposal Committee (CDC) and Appellate Committee as per prescribed procedure.
- iv. If any HGO or its management is found involved in a process whereby it is not organizing its own Hajj Operation but is shifting or receiving its pilgrims to/from another HGO or organizing Hajj arrangements through any other individual agents / company / HGO, it shall be deemed to have contravened a basic stipulation and shall be permanently banned/ debarred from Hajj business.

17. GENERAL CONDITIONS FOR HGOs:

- i. All the HGOs and its management are required to treat the Hujjaj with respect/ dignity and provide them all the agreed facilities/ services during Hajj – 2022 failing which they will be liable for proceeding against as per SPA/ SOPs of the Ministry.
- ii. Compulsory Hajj Dues including transportation charges, Maktab fee, Mina charges, etc. shall be deposited by all the HGOs directly through their International Banking Account Number (IBAN). However, the proof of deposit of Compulsory Hajj Dues shall be uploaded on Ministry's website. Further, payment for Hujjaj Muhafiz Scheme, arrival snacks and Service Charges shall be deposited with MoRA&IH.
- iii. Each HGO is required to submit performance guarantee @ 05% in case of existing HGO and @ 10% in case of new HGOs, of the packages (package x quota) in the form of Bank/Cash Guarantee, valid for one year, liable to be released on satisfactory performance. Detailed instructions will be incorporated in Service Provider Agreement (SPA) with HGOs.
- iv. The cheques on accounts of compulsory Hajj dues and Performance Guarantee received from Hajj Group Organizers (HGOs) will be deposited in Ministry's account.
- v. At the same time, each HGO will also enter into a separate agreement with individual Haji as per previous practice. In case of any dispute between the service provider and the Haji/ Hujjaj, the Ministry will act as sole arbitrator and decision of the Ministry will be deemed as final.
- vi. Each HGO shall also provide item-wise detailed cost break up of their package to the Ministry. The Hajj Packages of the Private Sector will be regulated by the MoRA&IH to ensure economy and value for money.
- vii. All the HGOs are bound to intimate to their Hujjaj and the Ministry, the name of airline through which they will be airlifted to KSA and vice versa.
- viii. Each HGO will strictly abide by the instructions/ guidelines/ SOPs/SPA issued by the MoRA&IH, Government of Pakistan and Ministry of Hajj, KSA, from time to time.

18. MONITORING OF HGOs

- i. Monitoring and supervision mechanism for Hajj Operation in Pakistan and KSA shall be strengthened to check/review the performance of HGOs Schemes, in accordance with the contractual obligations and Saudi Instructions. In addition, Performa based feedback, will be obtained from pilgrims.
- ii. Director Monitoring and his team placed in KSA during Hajj Operation will visit Hujjaj of each HGO and obtain their first hand feedback.

- iii. The complaints against HGOs will be submitted to the Complaint Resolution Committee (CRC) in KSA.
- iv. The CRC KSA will be responsible to resolve minor complaints against the HGOs. Those Complaints which could not be settled in KSA will be referred to CDC in Pakistan.
- v. Appeals against the decision of CRC shall be filed before CDC within 30 days of landing of last Hajj flight in Pakistan. Whereas, the appeal against the decision of the CDC shall be filed within 30 days before the Appellate Committee of MoRA&IH.

19. VISA AFFIXATION:

The MoRA&IH shall arrange visas for the Hujjaj under Government Scheme while for the Hujjaj of private scheme concerned director Haji camp shall authenticate the credentials through HGO-MIS and coordinate with MoRA&IH for handling visa affairs. Detailed SOPs shall be issued by the Ministry separately.

20. HUJJAJ COMPENSATION FUND (HCF):

Special Fund named as “Hujjaj Compensation Fund (HCF)”, was established under the Hajj policy 2010, to be utilized for help and assistance of Hujjaj of Private Scheme in case of fraud or any other mishap, not covered in SPA.

PART-IV

21. WELFARE SERVICES FOR HUJJAJ:

- i. To facilitate the Hujjaj, the MoRA&IH will make necessary arrangements for welfare services which include health services, information, facilitation, safety measures, boarding, lodging and transportation etc. The staff will be deputed to KSA for welfare services on service visa provided by KSA@ 1 against 100 Hujjaj. All of them will be Government servants of different grades up-to BS-21. They will be bound to provide NOC/recommendation of competent authority of his/her department/Ministry to join Hajj duty. Welfare staff shall be selected by a committee comprising of JS (Hajj), Director Muavineen and Director HMM.
- ii. For this purpose, following categories of welfare staff contingents during Hajj-2022 shall be deployed in Pakistan and KSA.
 - a. Welfare Staff-Ministry
 - b. Welfare Staff-Medical
 - c. Welfare Staff-Muavineen (Pakistan based)
 - d. Welfare Staff-Muavineen (KSA based)
- iii. Standard Operating Procedure (SOPs) and job description for each category of welfare service/activity shall be notified by the Ministry in consultation with all stakeholders to ensure responsibility and accountability.
- iv. The welfare staff of various categories shall be drawn from Armed forces, MoRA&IH, other Federal Ministries / Provincial Departments and Organizations etc.
- v. Actual strength of welfare staff shall be determined by the Ministry in view of actual requirement and availability of resources.

- vi. The welfare staff will be selected after proper scrutiny and their clearance.
- vii. The Hajj Operation will be carried out under the administration of Director General (Hajj). However, all the activities will be supervised by the Minister / Secretary RA &IH along with their monitoring and inspection team.

22. WELFARE STAFF- MEDICAL:

The members of Welfare Staff-Medical will be selected on the following criteria:

- i. One doctor for 1000 pilgrims.
- ii. Two paramedics against 1 doctor.
- iii. The medical officer and paramedics for HMM-2022 shall be drawn from Pakistan Armed Forces and Federal/Provincial Health Services Departments including AJK, GB and FATA.
- iv. Sufficient number of repeaters would be allowed due to limited time available for training.
- v. The selection of officers/staff would be finalized by the Ministry after proper scrutiny and recommendation by the selection committee.
- vi. The criteria, duties, TORs and break-up of Hajj Medical Mission-2022 will be issued separately by the Ministry.

23. WELFARE STAFF-MUAVINEEN (PAKISTAN BASED):

The Welfare Staff-Muavineen will be deputed to KSA as per following details:

- i. The proposed contingent of Welfare Staff-Muavineen shall be nominated by the Federal Ministries /Departments /Provincial Governments, Armed forces, Police, Civil Defense, Scouts and other public sector organizations for final selection / approval by the committee of MoRA&IH.
- ii. Director, Muavineen, of the rank of an officer of BS-20/21 would be responsible for overall supervision and management of Muavineen.
- iii. Sufficient number of repeaters, to guide and supervise those who will be performing duties for the first time, would be allowed due to limited time available for training the fresh Muavineen.
- iv. A Core Team comprising reasonable number of Muavineen will be selected in consultation with Director Muavineen.
- v. The criteria, duties, TORs and break-up of Welfare Staff-Muavineen will be issued separately by the Ministry.

24. WELFARE STAFF- KSA BASED:

Most of the pilgrims do not have any orientation of Makkah Mukkaramah and Madinah Munawarrah and have a genuine expectation for appropriate facilitation, guidance and information. The experience has revealed that the welfare staff, who can communicate in Arabic language with Saudi agencies / personnel are more useful for providing such services to Hujjaj. The OPAP would, as per previous practice, hire Welfare Staff- KSA (Pakistani origin) as per its requirement and in line with the Saudi Taleemat (instructions) and in consultation with the Ministry.

25. WELFARE STAFF-MINISTRY:

Ministry shall depute staff for performing welfare, supervisory and administrative duties in main control rooms at Makkah Mukkaramah and Madinah Munawarrah, Madinah Departure Cell, Monitoring of Hajj Operation, Lost & Found Cell, Hajj Terminals (Jeddah & Main) establishing field office at Mina for Mashaair services and coordination cell with airlines for issuance and change of tickets and other Hajj related duties. An appropriate number of Welfare Staff from this Ministry including allied staff would be deputed to KSA as per requirement of the Ministry.

26. PROVISION OF SERVICE VISAS:

Service Visas may include the following categories:

- i. All categories of welfare staff whose services are requisitioned for Hajj duty.
- ii. Airlines and other organizations that facilitate the Ministry in Hajj operation, however, their expenses will not be borne by the Ministry.

27. INFORMATION, EDUCATION AND TRAINING:

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

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

28. HUJAJ MOHAFIZ SCHEME:

The MoRA&IH would 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 – 2022. Each Haji/member of Welfare staff would be required to contribute a non-refundable amount of Rs.1000/- into the scheme. The said Scheme would compensate Hujjaj/welfare staff against the following losses:

Sr. No.	Description	Amount
i.	Death during Hajj in KSA	Rs. 1 Million
ii.	Major injury resulting in permanent disablement	Rs. 500,000
iii.	Emergency evacuation without performance of Hajj due to illness	Rs. 250,000

29. INVOLVEMENT OF KSA BASED PAKISTANI COMMUNITY IN HAJJ OPERATION:

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

30. IDENTIFICATION:

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

31. BAGGAGE:

- i. Pakistani pilgrims should carry with them a specified bag and hand carry.
- ii. The Hujjaj shall ensure that their hand carry baggage should not exceed the weight and dimensions specified by the airlines (No loose baggage will be allowed).
- iii. Pilgrims should ensure that their luggage is fully labeled and wrapped, showing the Pilgrim’s Name, Nationality, Passport Number, Contact Number, Air Carrier, Building and Flight Numbers.
- iv. Madinah Munawarrah buildings will be indicated only on Road to Makkah Flights landing at Madinah Airport.
- v. The Hujjaj should not carry any luggage to Jamarat and Haram Sharif. The Ministry will not be responsible for leftover/excess baggage.

32. GENERAL:

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

33. HAJJ MONITORING SYSTEM:

- i. Inspection Team from MORA&IH would monitor the overall performance of Hajj operations to improve the quality of services.
- ii. The MoRA&IH will make arrangements to launch an updated electronic monitoring system for Hajj– 2022. The system will 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) will be generated for the information of senior management. The salient features of the system are as follows:
 - a. Hajj help line for responding to inquiries, complaints, etc.
 - b. Android application named “Pak Hajj Moavin” and “Pak Hajj Guide” Mobile SMS service for information dissemination.
 - c. Android application for complaint registration.
 - d. On-line complaint registration portal.
 - e. Hajj monitoring system along with a dash board for official supervisions.
- iii. Further, the Hajj Group Organizers-Management Information System (HGO-MIS) would be updated and strengthened and more modules will be added in it on the basis of experience gained in previous Hajj Operations.

34. EMERGENCY MANAGEMENT SYSTEM (EMS) FOR HAJJ– 2022:

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

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

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

35. NEW INITIATIVES:

The Ministry endeavors to introduce following new initiatives for Hajj– 2022: -

- i. Online Hajj registration facility will be extended to intending pilgrims.
- ii. The Hajj Application Form has been revised to make it more precise and simple.
- iii. Receipt of Hajj dues would also be possible through ASSAN Bank Account.

- iv. Efforts are on to Up-scale “**Road to Makkah**” project to Karachi, Lahore, Peshawar and Quetta Airports in addition to Islamabad airport. (Decision pending with Kings Council KSA)

