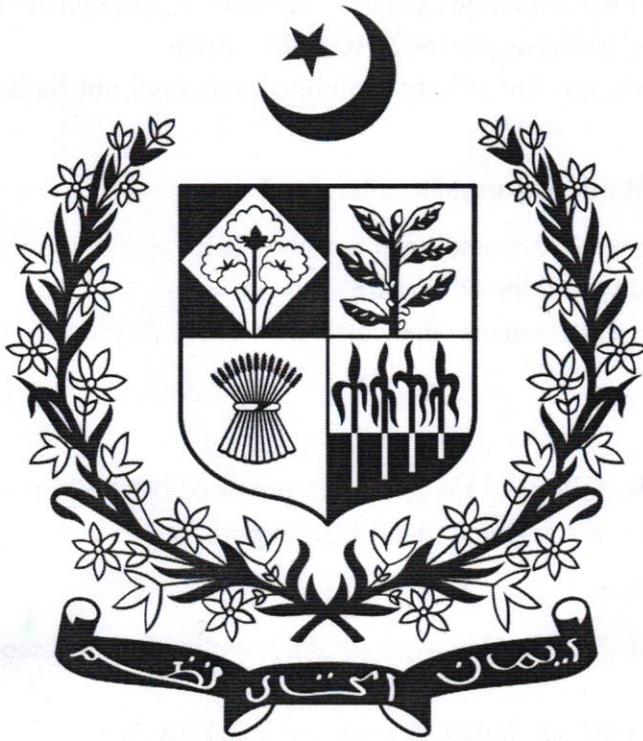


SERVICE PROVIDER AGREEMENT FOR HAJJ-2026 (1447 AH)



MINISTRY OF RELIGIOUS AFFAIRS & INTERFAITH HARMONY
GOVERNMENT OF PAKISTAN

[Signature]
Section Officer (Monitoring)



This Service Provider Agreement (SPA) is made on this Day ___ of ___, 2025 at Ministry of Religious Affairs & Interfaith Harmony, Islamabad (hereinafter referred to as MORA&IH) between **MORA&IH** and **Munazzam / DHC M/s _____ (Pvt) Ltd.** MoRA Registration No. _____ (hereinafter called the Service Provider).

1. Digital Booking and Payment Processing

- a. All bookings of Hujjaj shall be digitized and conducted exclusively through banking channels.
- b. Pilgrim or his authorized person / nominee shall deposit Hajj dues only into the designated banks as per the DHC-MIS system.
- c. Manual receipts are strictly prohibited and shall not be issued to any intending pilgrim.

2. Maintenance and Display of Bank Account Details:

- a. The foreign currency and local currency bank account numbers must be properly maintained within the DHC-MIS.
- b. These account numbers shall also be visibly displayed at all respective office premises.

3. Baggage Identification

- a. A QR code, following the specimen provided by the Ministry, must be issued to each pilgrim for baggage identification purposes.

4. Mandatory Use of Pak Hajj App

- a. The use of the Pak Hajj App (mobile application) is mandatory for all private Hujjaj.
- b. All complaints submitted through the Pak Hajj App shall be initially referred to Munazzams / DHCs through HOAP (Hajj Organizers Association of Pakistan) for redressal.
- c. If a complaint remains unresolved after 24 hours, it will be escalated to the Monitoring Cell for further action.

5. Accountability and Complaint Resolution

- a. The Munazzam / DHC (Service Provider) shall be held responsible for any breach of this agreement.
- b. In case any complaint remains unresolved, the Munazzam / DHC shall be held responsible.
- c. Munazzam / DHC must attend the proceedings of the Complaint Disposal Committee (CDC) and or the Appellate Committee, as required.
- d. The Munazzam / DHC shall ensure full implementation of any decision taken by these bodies.

Section Officer (Monitoring)

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Ministry of Religious Affairs & Interfaith Harmony
Islamabad

1. Definitions

In this Agreement, unless otherwise specified by the provisions of the Hajj Policy 2026, the following terms shall have the meanings assigned to them below:

- i. **Leftover Hujjaj** are those applicants who could not perform Hajj 2025 as a result of the concerned Private Hajj Operator's failure to meet the timelines prescribed by the Saudi authorities and whose refunds have not been paid (full or partial) by the concerned munazzam / DHC.
- ii. **Appellate Committee** Refers to the committee constituted by the Secretary, Ministry of Religious Affairs & Interfaith Harmony (MORA&IH), to entertain appeals against decisions of the Complaint Disposal Committee (CDC) within a specified period.
- iii. **Black Listing** Means permanently debarring or banning the management of a Service Provider from conducting Hajj-related business.
- iv. **Complaint** Refers to any grievance, supported by relevant information or evidence, lodged by a Haji against the Service Provider, pertaining to the Hajj operation, and submitted within the stipulated time.
- v. **Complaint Disposal Committee (CDC)** A committee constituted by the Secretary, MORA&IH, responsible for the reception and disposal of complaints. Its decisions may be appealed before the Appellate Committee by either the complainant or The Service Provider within 30 days of receipt.
- vi. **Forfeiture** Means the confiscation of the performance guarantee issued in favor of MORA&IH due to unsatisfactory performance or violation of the Service Provider Agreement (SPA).
- vii. **Haji/Hujjaj** Refers to a person or persons who make(s) payment for Hajj and/or sign(s) an agreement with The Service Provider for the performance of Hajj within the allocated quota and holds a valid DHC-MIS receipt.
- viii. **Dependent Hajj Company (DHC)** A Dependent Hajj Company must be a legally registered entity with proven financial and operational capacity.
- ix. **Hajj Mobile Apps** Refers to all mobile applications developed by MORA&IH and the Ministry of Hajj & Umrah, Kingdom of Saudi Arabia (KSA), including Pak Hajj App, Saudi Visa Bio, and Nusuk, for the facilitation of Hujjaj.
- x. **Hajj Package** Means the aggregate amount for Hajj services and any additional facilities (if any), as agreed upon with the Haji(s) and duly approved by MORA&IH.
- xi. **Hajj Quota** Refers to the number of Hujjaj allocated by MORA&IH to a Service Provider for the performance of Hajj in a specific year.
- xii. **Hardship** Means any unforeseen mishap or situation faced by The Service Provider that hinders the provision of agreed services to a Haji.
- xiii. **HOAP** Refers to the Hajj Organizers Association of Pakistan, registered under the Trade Organization Act 2013, and serving as the representative body of Service Providers.
- xiv. **Dependent Hajj Companies Management Information System (DHC-MIS)** The official software platform maintained by the Ministry for data management of Service Providers and Private Scheme Hujjaj.
- xv. **Visibility of Hujjaj on the DHC-MIS** - Refers to the availability and real-time

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reflection of Hujjaj data (including left over Hujjaj) alongwith financial transaction on the DHC-MIS, enabling the Ministry and relevant stakeholders to monitor, track, and facilitate pilgrims effectively during Hajj operations.

- xvi. **Designated Bank** Means those banks who have been authorized to received / collect the Hajj dues of private hajj scheme.
- xvii. **Munazzam** A private limited company registered with SECP and MORA&IH in accordance with Saudi Taleemat. It is responsible for providing services to Hujjaj in both Pakistan and KSA.
- xviii. **Mujamla Visa** Refers to a Hajj visa issued by the Embassy of the Kingdom of Saudi Arabia in Pakistan, separate from the country's officially allocated Hajj quota.
- xix. **Monitoring** Means oversight of all arrangements and services provided by The Service Provider to Hujjaj during Hajj operations in both Pakistan and the Kingdom of Saudi Arabia, in line with the SPA and individual agreements with Hujjaj.
- xx. **Performance Guarantee** An amount deposited by a Service Provider in the form of bank guarantee to ensure satisfactory performance of Hajj operations as per MORA&IH requirements.
- xxi. **Service Provider** Refers to the Munazzam / DHCs authorized by the Ministry to book Hujjaj for Hajj on the terms specified in the Hajj Policy and other instructions issued by MORA&IH.
- xxii. **Subletting** Refers to the sale, purchase, or transfer of Hajj quota, or the delegation of Hajj operations by a Service Provider to any other person or entity.

2. Penalties

"Penalties" Refer to the disciplinary actions imposed on a **Service Provider** for violations of this **Service Provider Agreement (SPA)**. These are classified into two categories:

(a) Major Penalties

The following actions may be taken as **major penalties**, depending on the severity of the violation:

- i. Cancellation or revocation of license;
- ii. Suspension of license for a specified period;
- iii. Blacklisting of the management of the company;
- iv. Forfeiture of quota exceeding **5%** of the total allocation;
- v. Forfeiture of performance/bank guarantee exceeding **50%** of the total guaranteed amount;
- vi. Compensation awarded to the aggrieved party exceeding **50%** of the Hajj package amount.

(b) Minor Penalties

The following actions may be taken as **minor penalties** for less severe infractions:

- i. Forfeiture of quota less than **5%** of the total allocation;
- ii. Forfeiture of performance/bank guarantee less than **50%** of the total guaranteed amount;

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Islamabad



- iii. Compensation to the aggrieved party less than **50%** of the Hajj package amount;
- iv. Imposition of a fine proportionate to the violation;
- v. Issuance of a formal warning on account of the violation.

3. Authority to Impose Penalties

The **Director (Monitoring)**, the **Complaint Disposal Committee (CDC)**, or the **Appellate Committee** shall have absolute authority to order compensation or impose penalties on the Service Provider, including awarding compensation to the aggrieved party, based on the nature and gravity of the violation.

4. Terms and Conditions: The following terms and conditions shall constitute an **integral and binding part** of this **Service Provider Agreement (SPA)**. All parties to this Agreement shall ensure full compliance with these provisions in letter and spirit. Failure to adhere may result in the imposition of penalties as outlined in Section 2 of this Agreement.

	Penalty Clauses(s)	Penalty
A	Office Infrastructure and Display Requirements	
	<p>The Service Provider shall maintain a well-established and independent office that meets the following requirements:</p> <ul style="list-style-type: none"> I. The office must be located in an accessible, non-residential area, and must be equipped with functional computer systems, internet connectivity, telephone lines, and trained technical staff to ensure efficient operations. II. A signboard must be prominently displayed outside the office premises, containing the following information: <ul style="list-style-type: none"> • Registered Munazzam / DHC name (as per SECP records); • Hajj Registration License number; • Saudi Munazzam number; • Official telephone number; and • Functional website address. III. The location of the office and all displayed details must be consistent with records maintained by the Securities and Exchange Commission of Pakistan (SECP) and must be approved by MORA&IH. 	(MAJOR)
A-2	Website Maintenance and Information Disclosure	
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Section Officer (Monitoring)</p>	<p>The Service Provider shall ensure the permanent maintenance and regular updating of its official website, which must include the following mandatory information:</p> <ul style="list-style-type: none"> a. Company Profile – outlining the background, vision, and scope of services provided; b. Details of Management – including names and designations of key managerial personnel; c. Hajj Package Information – including pricing, services offered, and facilities covered, as per Saudi guidelines; 	(Major)



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	<p>d. Valid Contact Information – including operational telephone numbers and email addresses for public inquiries and Hajj bookings. The website must remain functional, secure, and accessible at all times, and reflect the latest and accurate information in line with the records submitted to MORA&IH and SECP.</p>	
B	HAJJ PACKAGE	
B-1	<p>The Service Provider shall upload, the following information on the DHC Management Information System (DHC-MIS), prior to the commencement of its flight operations:</p> <ol style="list-style-type: none"> The estimated detailed breakup of each Hajj Package; A clear indication of any additional facilities included in the package; The total amount offered to each Haji under the respective package. <p>This measure ensures transparency, facilitates regulatory oversight, and enables timely verification by MORA&IH.</p>	MAJOR
B-2	<p>The Service Provider shall provide DHC-MIS generated agreement (Hajj Form) to each intending pilgrim at the time of booking to ensure transparency, facilitate oversight, and enable swift resolution in case of any dispute or complaint.</p>	(MAJOR)
B-3	<p>The Service Provider shall not charge the Haji any amount in excess of the Hajj Package agreed upon and submitted to MORA&IH.</p>	(MAJOR)
C	HAJJ BOOKING	
C-1	<p>The Service Provider shall only book Pakistani citizens who possess a valid Machine-Readable International (MRI) Pakistani passport, in strict accordance with the provisions of the Hajj Policy 2026.</p>	(MAJOR)
C-2	<p>The Service Provider shall be bound to book the leftover Hujjaj of Hajj 2025 (if any) within the first five days of booking. The Service Provider shall also submit an affidavit, prior to making any new bookings for intending Hujjaj, clearly stating that no leftover Haji remains un-booked on its part.</p>	(MAJOR)
C-3	<p>The Service Provider shall ensure that all Hajj dues received from abroad are:</p> <ol style="list-style-type: none"> Remitted / Deposited exclusively into the designated foreign currency account of the Munazzam / DHC; The voucher will thereafter be submitted to the designated bank. Upon receipt of the payment, the bank will update the MoRA Portal in real time, thereby ensuring financial visibility for the Ministry. 	(MAJOR)
C-4	<p>The Service Provider shall not sell, purchase, transfer, or sublet its assigned Hajj quota to or from any other Service Provider, individual, or agent, under any circumstances.</p>	(MAJOR)
C-5	<p>The Service Provider shall ensure Digital Booking and Payment Processing explained above.</p>	(MAJOR)
C-6	<p>The Service Provider shall not initiate or conduct any Hajj bookings prior to</p>	(MAJOR)

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	obtaining explicit permission from the Ministry of Religious Affairs & Interfaith Harmony (MORA&IH).	
C-7	The Service Provider shall not book Hujjaj exceeding its allocated slots of Pilgrims/Hujjaj.	(MAJOR)
C-8	The Service Provider shall not book Hujjaj for Hajj through visit, business, or mujamla visas, whether directly or through any agent or sub-agent. However, the Service Provider is permitted to book overseas Pakistanis through agent or sub-agent (whose prior information be shared with the ministry through DHC-MIS) provided there is explicit consent from the intending Haji.	(MAJOR)
C-9	<p>The Service Provider shall:</p> <ol style="list-style-type: none"> a. Execute a system-generated agreement (Hajj form) with each Haji or his authorized nominee (in writing, for overseas Hujjaj) at the time of booking. This agreement must comprehensively cover all details and services, including but not limited to: <ul style="list-style-type: none"> • Airline arrangements, • Accommodation, • Transportation, • Food, and • Any additional facilities included in the Hajj Package. b. Provide a copy of the signed agreement to the Haji or his authorized nominee. c. Upload the signed agreement on the Dependent Hajj Company Management Information System (DHC-MIS) immediately upon execution. d. In the event of any changes or amendments to the agreement, the updated agreement shall be: <ul style="list-style-type: none"> • Revised on the system, • Signed a new with the explicit consent of the Haji, and • Uploaded on DHC-MIS to replace the prior version. e. For Hujjaj who do not sign the agreement, The Service Provider shall retain documented proof of delivery of the agreement and share it with MORA&IH or relevant authorities upon request. 	(MAJOR)
C-10	<p>The Service Provider shall:</p> <ol style="list-style-type: none"> a. Make substitution with the condition that dropped out Haji has no objection and has been refunded as per agreement. To this effect a written statement is required from the dropped-out Haji, to be submitted by the Service Provider to the Ministry. However, if intended haji after issuance of hajj visa, intentionally or due to any reason did not travel for hajj and substitution was not availed, refund will be made after deduction of non-refundable amount of the package. b. Inform the Ministry of Religious Affairs & Interfaith Harmony (MORA&IH) of all substitution cases, ensuring that substitutions do not exceed 20% of the allocated quota. 	(MINOR)

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Ministry of Religious Affairs
Tel: 0300-8000000

	c. In cases where the substitution limit exceeds 20%, The Service Provider may seek relaxation on a case-to-case basis, subject to the prior approval of MORA&IH.	
C-11	The Service Provider shall also provide a Hajj book (details about Manasik-e-Hajj and administrative matters) either in hard or soft form, as per agreement to each Haji well before proceeding to KSA.	(MINOR)
C-12	Female Hujjaj may proceed for Hajj without a Mehram, subject to the following conditions, as per the decision of the Council of Islamic Ideology (CII) in its 232nd Session held on 6-7 June 2023: a. Prior permission/consent has been obtained from their parents, husband, or Mehram. b. They are part of a group comprising reliable female companions. c. There exists no threat to their dignity or safety.	(MINOR)
C-13	The Service Provider As per the SOPs of governments of KSA and Pakistan, shall obtain and upload valid medical certificate including no pregnancy certificate, in case of female Haji that she does not have pregnancy of more than five (05) months at the time of departure to KSA for Hajj, issued by authorized Federal / Provincial Government / semi government / armed forces / autonomous bodies / corporations' hospitals. In case of oversees Pakistani as per Saudi Taleemat / guidelines.	(MINOR)
D	ACCOMMODATION ARRANGEMENTS	
D-1	The Service Provider shall ensure that there is no discrepancy in the information uploaded on DHC-MIS and KSA E-Hajj/Nusuk regarding accommodation etc. There shall be no dummy entries in the system.	(MAJOR)
D-2	The Service Provider shall provide accommodation to the Hujjaj as per the information uploaded on KSA Nusuk Masar system and DHC-MIS system.	(MAJOR)
D-3	The Service Provider , offering non-economy package(s), shall provide accommodation in hotel or executive building to its Hujjaj in Azizia/Shouqia/Khaldia etc. The Service Provider shall ensure the provision of adequate dining space, hygienic and quality food, and all basic required facilities, in strict compliance with the Saudi Taleemat (Tasneef, Tasreeh).	(MAJOR)
E	TRAVEL ARRANGEMENTS	
E-1	The Service Provider shall arrange travel for the intending Hujjaj or his / her substitute as agreed in the Hajj Package and confirm the same to the Haji at least 03 (three) days prior to departure of Hajj flight. This will not be applicable to substitution cases and technical errors regarding Nusuk Masar.	(MINOR)
E-2	Every group (number of Hujjaj as per KSA SOPs) shall be accompanied with one representative of The Service Provider and this responsibility shall not be assigned to any Haji.	(MAJOR)



E-3	The Service Provider shall ensure that all pilgrims are provided with and wear digital wristbands, in accordance with the Saudi Taleemat and the instructions issued by the Ministry from time to time.	
E-4	The Service Provider shall provide identity card to each Haji as per specimen of the Ministry containing Name, Passport number, KSA Building address, Maktab number, Pakistani Contact number, Hajj Application number, Service Provider Name & Enrollment number, Pakistani Hajj Mission Contact number, KSA Complaint Cell No, KSA Contact number of Service Provider and its representative etc.	(MINOR)
F	ADMINISTRATIVE ARRANGEMENTS	
F-1	The Service Provider shall be responsible to upload all Hajj related information on Nusuk Masar for issuance of visa within specified time. The same information shall be available on DHC-MIS by the service provider.	(MAJOR)
F-2	The CE/Director of service provider shall accompany the Hujjaj to KSA and shall remain with the group throughout their stay in KSA.	(MAJOR)
F-3	The Service Provider shall maintain its experienced employees @ 99 Hujjaj per employee, as per the Saudi Taleemat.	(MAJOR)
F-4	The Service Provider shall specifically mention the names of Ziaraat to be arranged in Makkah and Madina in Hajj agreement as well as during training sessions.	(MINOR)
F-5	The Service Provider shall upload correct information pertaining to KSA accommodation and contact numbers/WhatsApp Numbers of its staff in KSA on DHC-MIS at least 48 hours before every Hujjaj group flight.	(MAJOR)
F-6	The Service Provider shall deposit performance Guarantee @ 5% in case of existing Service Provider and @ 10% in case of new Service Providers, of the packages in the form of Bank Guarantee / pay order/demand draft or as per instructions issued by government from time to time. The performance guarantees shall be valid for one year and will be released on satisfactory performance of the Service Provider. However, the performance guarantees of those service providers against which complaints are under process will be retained and shall be released in accordance with the final decision of the CDC/Appellate Committee.	(MAJOR)
F-7	The Service Provider shall ensure to get surety from their respective Hujjaj for not skipping in Saudi Arabia and return within due course of time.	(MINOR)
F-8	The Service Provider shall furnish proof/certificate from HOAP that amount of 1% accommodation; as per Saudi Taleemat has been deposited with HOAP.	(MAJOR)
F-9	The Service Provider shall be held responsible, if his/her pilgrim is found involved in beggary or any other immoral activity(s) in KSA.	(MAJOR)
G	COMPLETE INFORMATION	
G-1	The Service Provider shall carefully fill in the Hajj Application Form (Hajj Agreement) Registration Form, Summary Form and Logistic Form. The Service	(MINOR)

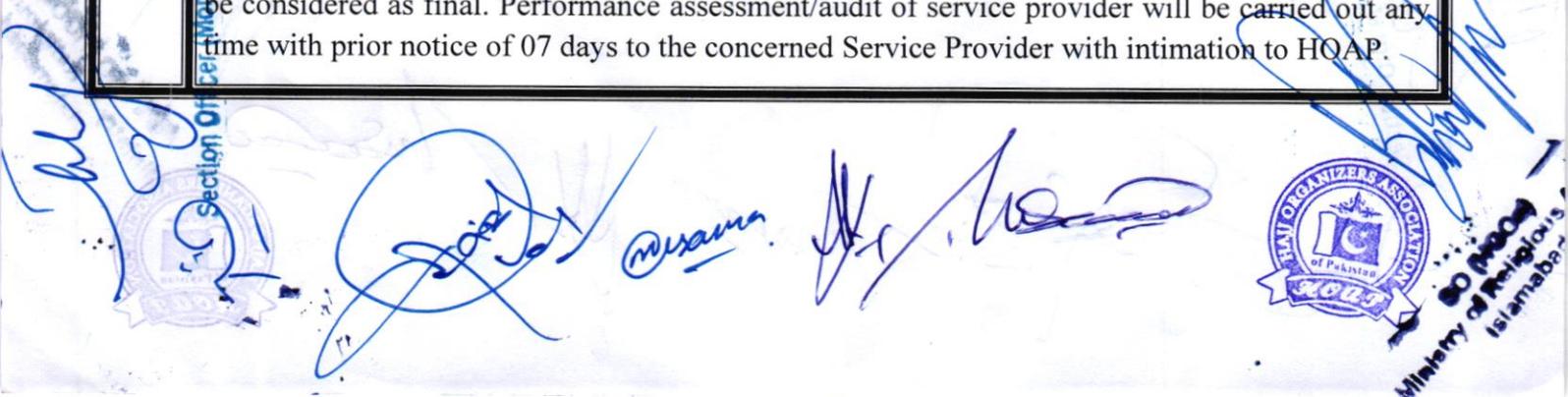


	Provider is also bound to upload the same on DHC-MIS as per time line issued by the Ministry.	
G-2	The Service Provider will enter correct cell number of the Hujjaj in hajj application form.	(MINOR)
G-3	The Service Provider shall upload correct information on DHC-MIS (Hajj Application Form) in respect of nominee of the intending Hujjaj with his / her consent. The nominee should be next to kin of intending Haji or any person nominated by the Haji	(MAJOR)
H	POST HAJJ REQUIREMENTS	
H-1	The Service Provider shall provide financial statements (audit report) annually duly authenticated by the Auditors as and when requisitioned by MORA&IH.	(MAJOR)
H-2	The Service Provider shall provide filled feedback forms from Hujjaj who have not downloaded and used Pak Hajj App, to this Ministry within a fortnight time of completion of Hajj operation.	(MINOR)
I	GENERAL RULES & REGULATIONS	
I-1	The Service Provider shall treat the Hujjaj with dignity and respect.	(MAJOR)
I-2	The Service Provider shall abide by the Rules, Regulations and the Instructions issued by the Government of Pakistan and KSA from time to time.	(MAJOR)
I-3	The Service Provider shall conduct Hajj training with intending Hujjaj and inform them about Manasik-e-Hajj and administrative matters including facilities in Mashair like living capacity in tent, use of toilets cooling system (desert cooler or AC), menu of food, bedding, transport etc. (as per Tawafah) and as per agreed package. Moreover, The Service Provider shall also upload the schedule (i.e., date, time and venue) of trainings on DHC-MIS under intimation to concerned Directorate of Hajj and shall ensure 100% intimation to all intending Hujjaj.	(MAJOR)
I-4	The Service Provider shall impart training regarding Hajj mobile Apps to ensure real-time updates, feedback, and notifications for the Hujjaj. Hujjaj should also be provided with a QR code (provided by MORA) containing all their Hajj details, ensuring quick assistance when needed.	(MINOR)
I-5	Any fraudulent act on account of Hajj arrangements in Pakistan or KSA on the part of Service Provider shall be treated as a mis-commitment	(MAJOR)
I-7	Collaborative arrangements within / between the Munazzam / DHCs shall be permissible with the approval / intimation of MORA&IH. However, each Service Provider shall book Hujjaj independently as per their package.	(MAJOR)
J	GENERAL INSTRUCTIONS	
J-1	The Munazzams/ DHCs shall deposit Kidana and Tawafa charges of the Hajj Package amount, well ahead of the Saudi deadlines, in a designated escrow account.	



Handwritten signatures and stamps, including a blue circular stamp with the text 'Ministry of Religious Affairs, Islamabad'.

J-2	The amount deposited will be processed on the request of private Sector Operators/DHCs/Munazzams in strict compliance with the instructions of the Saudi Government.																								
J-3	<p>DHCs shall give full and real time visibility of the Hajj amounts transferred against the associated list of pilgrims, as per timelines established by MoRA&IH. A proposed payment schedule is appended in Table 2.</p> <table border="1"> <thead> <tr> <th colspan="4">Table 2:</th> </tr> <tr> <th colspan="4">Proposed Payment Schedule of DHCs</th> </tr> <tr> <th>Payment Schedule</th> <th>%Age of Amount</th> <th>Last Date for Payment</th> <th>Remarks</th> </tr> </thead> <tbody> <tr> <td>First</td> <td>Kidana and Tawafa charges upfront (~25%)</td> <td>15-08-25</td> <td>Unless extended by the competent authority i.e. Secretary, MoRA&IH, under special circumstances or valid reasons to be recorded in writing as per SOPs laid down in guidelines.</td> </tr> <tr> <td>Second</td> <td>40%</td> <td>15-11-25</td> <td></td> </tr> <tr> <td>Third</td> <td>~35%</td> <td>31-12-25</td> <td></td> </tr> </tbody> </table>	Table 2:				Proposed Payment Schedule of DHCs				Payment Schedule	%Age of Amount	Last Date for Payment	Remarks	First	Kidana and Tawafa charges upfront (~25%)	15-08-25	Unless extended by the competent authority i.e. Secretary, MoRA&IH, under special circumstances or valid reasons to be recorded in writing as per SOPs laid down in guidelines.	Second	40%	15-11-25		Third	~35%	31-12-25	
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J-4	In case any Munazzam fails to deposit instalments in a timely manner, its payments will be forfeited and the pilgrims booked with the defaulting Munazzam will be allocated to other Munazzams/ DHCs as decided by the committee mentioned in clause 2 (i) under Part-III of Hajj Policy 2026.																								
J-5	The MORA&IH will allow CE / Director of The Service Provider for issuance of multiple entry visas to KSA for making arrangements of the Hujjaj. The Service Provider shall ensure that multiple entry visas shall be utilized as per KSA Taleemat and instructions of the Government of Pakistan.																								
J-6	Efforts will be made to resolve and settle the complaints of Hujjaj in KSA. Director (Monitoring) will decide and settle complaints, as per SPA, in consultation with Chairman, HOAP or his nominee in KSA. However, only unsettled complaints shall be placed before Complaint Disposal Committee (CDC) in Pakistan and settled cases will not be reopened.																								
J-7	This Agreement shall be governed by the laws of Pakistan and the Courts in Pakistan shall have the exclusive jurisdiction to adjudicate upon the cases in this regard after the decision of Appellant Committee.																								
J-8	Decision of MORA&IH regarding interpreting clauses of this Service Provider Agreement shall be considered as final. Performance assessment/audit of service provider will be carried out any time with prior notice of 07 days to the concerned Service Provider with intimation to HOAP.																								

Section Officer


J-9	All complaints of Hujjaj received against The Service Provider or cases referred by Director (Monitoring), shall be placed before Complaint Disposal Committee (CDC) in Pakistan, having its jurisdiction to impose one or more penalties for violation of the individual agreements, the duly approved packages, non-compliance of SPA, monitoring mechanism or any other fraud with the Hujjaj. Appeal against the decision of CDC can be filed before the Appellate Committee of the MORA&IH within 15 days of issuance of CDC decision.
J-10	Only those signed complaints of Hujjaj shall be considered by CDC which are received within specific time as determined by the Ministry.
J-11	Complainants should only be allowed to take back or withdraw their complaints or arrive at mutual settlements before the decision of CDC.
J-12	The Service Provider shall abide by the terms and conditions prescribed in the SPA or any additional conditions to be prescribed thereafter by the MORA&IH, Government of Pakistan and KSA. Furthermore, the service provider shall sign a separate agreement with its constituent hajj companies / shareholders to ensure transparency and enable swift resolution in case of any dispute or complaint.
J-13	Efforts shall be made to provide "Route to Makkah" facility to Hujjaj travelling from Islamabad, Karachi and Lahore airports to KSA.

AFFIDAVIT

I have read and understood the Agreement and undertake that all activities pertaining to performance of Hajj shall be governed under Hajj Policy 2026. I have no objection to the slots of pilgrims allocated to Munazzam / DHC namely M/s _____ MoRA Reg No. _____ for Hajj 2026. I shall abide by the provisions of the SPA prescribed above for transportation of Hujjaj to KSA, as well as other terms or any additional conditions / SOPs to be prescribed thereafter by the Ministry and KSA for providing services to the Hujjaj during Hajj 2026.

Stamp & Signature: _____

[Handwritten Signature]
Section Officer (Monitoring)

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Ministry of Religious Affairs
Islamabad

