HAJJ POLICY AND PLAN

Ministry of Religious Affairs & Interfaith Harmony
Government of Pakistan

2016

ABBREVIATIONS/TERMS USED

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.
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.
HAC:	Hajj Advisory Committee.
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.
PPRA:	Public Procurement Regulatory Authority.
PMDC:	Pakistan Medical and Dental Council.
PEQ:	Personal Exchange Quota.
Rs:	Rupees.
SECP	Securities and Exchange Commission of Pakistan
SR:	Saudi Riyal.
SPA:	Service Provider Agreement.
SOPs:	Standard Operating Procedures.

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GOVERNMENT OF PAKISTAN
MINISTRY OF RELIGIOUS AFFAIRS
& INTERFAITH HARMONY
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SUBJECT**:** **HAJJ POLICY AND PLAN - 2016**

PART-I

1. INTRODUCTION:

Hajj is one of the five pillars of Islam and is mandatory, once in a lifetime, for adult Muslims having requisite physical and financial capacity. Historically, 'Hajj' has been a taxing undertaking. Although technological advancement has made it easier in many ways, yet there are hardships owing to ever increasing number of pilgrims visiting Makkah Mukkaramah i.e. a city with finite resources including those for accommodation. The Government of Pakistan, being a facilitator, endeavors to make the Hajj Manasik as comfortable as possible within the resources available and standards affordable by Pakistani Hujjaj, by making elaborate arrangements, through a transparent process, so that the pilgrims could perform their Hajj rituals as enshrined in the Quran and Sunnah.

2. MISSION STATEMENT:

"Serve and facilitate intending pilgrims with commitment and dedication so as to enable them to undertake their religious obligations of Hajj with ease and peace of mind."

3. OBJECTIVE:

The Policy aims to develop plans for efficient Hajj arrangements during 2016 in Pakistan and Saudi Arabia, through providing services and logistics which include affordable board and lodging, transportation and health care during Hujjaj stay at Makkah Mukkaramah, Madinah Munawwarah and the Holy Mashaair (Mina-Muzdalfa-Arafat) in line with Saudi Taleemat (Policy guidelines) and Government of Pakistan's policy.

4. HAJJ QUOTA FOR PAKISTAN:

Hajj quota of 179,210 pilgrims was allocated to Pakistan in Hajj 2011 by the Ministry of Hajj, Kingdom of Saudi Arabia (KSA) with the ratio of 1000 pilgrims per one million Muslim inhabitants, in accordance with the decision taken in the meeting of Foreign Ministers of Organization of Islamic Conference in the year 1987. This quota was, however, reduced by twenty percent (20%) in Hajj 2013 due to ongoing expansion work of Haram Sharif and was accordingly fixed at 143,368 pilgrims. As per agreement concluded between Pakistan and Kingdom of Saudi Arabia on 18.02.2016 at Jeddah, the Hajj quota for Pakistan remains fixed at 143,368 pilgrims for Hajj-2016.

5. SAUDI TALEEMAT (POLICY GUIDELINES):

The following agreements have been signed for the Hajj arrangements 2016 by the Government of Pakistan with the Kingdom of Saudi Arabia (KSA), to be enforced, as per past practice:

i. Ministerial level Agreement for Hajj arrangements of Hajj Season-1437H (2016) signed between the Ministry of Religious Affairs & Interfaith Harmony, GOP and the Ministry of Hajj Affairs, KSA as a consequence of the bilateral meeting held on 18.02.2016.

ii. Agreement between Maktab-ul-Vokala Al-Mawahid (United Agents Office), Jeddah, KSA and Pakistan Hajj Office, Government of Pakistan on 18.02.2016.

iii. General transport contract signed between Naqabah Siyarat (General Transport Syndicate), KSA and Pakistan Hajj Office(OPAP), Government of Pakistan on 22.02.2016.

iv. Agreement on provision of additional services, signed between Moassassah Muttawify Hujjaj South Asia, Makkah Mukkaramah, KSA and Pakistan Hajj Office(OPAP), Government of Pakistan on 17.02.2016.

v. Agreement on arrangements and requirements of Hujjaj for Hajj season-1437H (2016) signed between National Adillah Establishment, Madinah Munawarrah, KSA and Pakistan Hajj Office(OPAP), Government of Pakistan on 21.02.2016.

6. REVIEW OF POLICY:

(I) To capitalize on the experience gained in Hajj-2015, five consultative workshops at, Karachi (13.11.2015), Lahore (21.11.2015), Peshawar (24-11-2015), Islamabad (26.11.2015) and Quetta (30.11.2015) were held for broad based consultations with stakeholders i.e. Hujjaj of Government, Private schemes and Master Trainers who performed Hajj during 2015. This was followed by exclusive meetings with Hajj Group Organizers (HGOs), Airlines and the representatives of designated banks. Besides, proposals/ suggestions received from different quarters in the Ministry have also been given due consideration. Moreover, after an in-depth analysis and consultations with stakeholders, members of Senate and National Assembly Standing Committees on Religious Affairs, Provincial Governments, Hajj Policy-2016 has been formulated.

(II) As per directions of the Honorable Supreme Court of Pakistan, in its judgment 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 Committee headed by the Secretary Ministry of Religious Affairs & Interfaith Harmony comprising representatives of Attorney General for Pakistan, Ministry of Law & Justice, Ministry of Foreign Affairs and Competition Commission of Pakistan has reviewed and finalized the draft policy.

(III) As per previous practice, this policy shall be implemented by the Ministry of Religious Affairs & Interfaith Harmony with adjustments as deemed necessary.

7. HAJJ SCHEME 2016:

(I) As a policy, there shall be no free Hajj.

(II) For Hajj 2016, there shall be two schemes i.e. "Government Hajj Scheme" for those applicants 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) In the best public interest, out of the total Hajj quota of 143,368, sixty percent (60%) would be allocated to Government Hajj Scheme which provides an economical package with reasonable facilities for the pilgrims while the balance forty percent (40%) would be allocated to Private Scheme i.e. Hajj Group Organizers (HGOs), with affordable packages and under strict monitoring regime on the concept of 'public-private partnership' to provide choice and

competition in the market. The quota for last three years for private sector is given as under:

Year	Quota allocated (%)
2015	50%
2014	60%
2013	40%

The quota for Government Hajj scheme is being enhanced to cover more pilgrims in Government scheme which is more affordable as compared to private sector scheme and in light of the resolution passed by Provincial Assembly of Punjab.

(IV) Ministry of Religious Affairs & Interfaith Harmony reserves the right to re-adjust the share of pilgrims to government and private schemes as expedient.

(V) Applications for Hajj 2016 under Government Hajj Scheme will be invited through Banks and selection of Hujjaj will be made through "Computerized Open Balloting" to be conducted by a third party.

(VI) Hajj dues, after collection from the intending pilgrims, will be deposited in the shariah compliant instruments/accounts.

(VI) After announcement of successful pilgrims, all those declared unsuccessful may withdraw their dues from their respective bank branch immediately.

(VII) Under the Government Hajj Scheme, shared accommodation in accordance with Saudi Laws and Housing Permits (Tasreeh and Tasneef) shall be provided along-with board and lodging services.

(VIII) Shuttle transport will be provided to pilgrims accommodated in buildings beyond two kilometers, except three days before and upto 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).

(IX) An amount of Rs. 13,340/-, non-refundable, would be charged from the pilgrims, **who opt for qurbani arrangements through Office of Pilgrim Affairs of Pakistan (OPAP)**. The qurbani coupon would be purchased and will be delivered to the pilgrims before Mina movement. Those who do not avail this option will make their own arrangements.

(X) **a)** 03% of the total seats under Govt. Hajj Scheme would be reserved for the hardship, broken family, newly born infant cases, and applicants belonging to the far-flung/rural areas including Gilgit-Baltistan and Baluchistan, etc, due to lack of access to the means of communication. However, while allocating seats under this quota, equitable distribution among the provinces and regions

shall be ensured. A report in this regard, shall also be sent to Prime Minister's office, after allocation of seats is completed.

b) Out of above reserved quota, 500 seats shall be reserved for low paid employees/labourers of Public sector/corporate organizations, companies registered with EOBI and Workers Welfare Fund sponsored by their respective organizations under their Corporate Social Responsibility.

c) The Ministry will work out modalities to utilize hardship quota in an objective and transparent manner.

8. MANDATORY CONDITIONS FOR HUJAJJ:

The following are the mandatory conditions for intending applicants:

(I) International Machine Readable Pakistani Passport valid up-to 10.03.2017 and valid CNIC.

(II) Medical fitness certificate attested by a Medical Officer of any hospital or medical facility of the Federal / Provincial or Local Government /Armed Forces, semi-government organization / autonomous body / corporation. Lunatics and mentally unstable persons will not be allowed. In case, status is discovered contrary to the medical certification prior to departure, it may lead to denial of right to proceed for Hajj.

(III) All female pilgrims will have to be accompanied by a Mehram for proceeding to Saudi Arabia to perform Hajj as per Saudi Taleemat. All male pilgrims above 70 years of age may preferably be accompanied by a male attendant/family member who undertakes the responsibility of looking after and assistance in performance of hajj rituals. Further, disabled applicants are required to be accompanied by a male attendant to proceed for Hajj.

(IV) Such applicants who have been barred from travelling abroad by any court are not entitled to proceed for Hajj 2016.

(V) As per Saudi Taleemat, 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.

(VI) Any person who has performed Hajj during the last five years **shall not be eligible** for Hajj 2016 except on the following grounds:

i) Applicant is proceeding as Mehram of a lady who has not performed Hajj in the last five years.

ii) Applicant is performing Hajj-e-Badal.

Such applicants should carefully fill-in their application Forms otherwise they will not be entitled to aforementioned concession.

(VII) 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 Taleemat.

(VIII) All the Hujjaj are required to respect the rules and regulations of the host country during their stay in KSA.

(IX) Any activity on the part of a pilgrim contrary to rules/ regulations of Saudi Arabia like begging, political and immoral practices, drugs trafficking, theft, etc shall disqualify the culprit for future visit of any kind to KSA by the Government of Pakistan, in addition to action taken by Saudi authorities. Moreover, as per Saudi laws, "Drug Trafficking" is banned and in case of violation, perpetrators can be thrown in jail, lashed, or even publically executed/beheaded.

(X) The Hujjaj should carry their luggage in the standard bags according to the notified baggage sizes as per airlines' instructions. 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 hajji.

(XI) All the Hujjaj will be allowed to carry five (05) liters Zam Zam (in a specially packed bottle) on their return to Pakistan.

(XII) All Hujjaj are required to move to "Jamarat" in groups and in accordance with the time specified for their Jamarah movement according to the Saudi taleemaat as informed by their respective "Makaatib".

(XIII) Hajj Training sessions regarding Hajj 2016 would be conducted by the Ministry/HGOs which shall be mandatory for every successful applicant.

(XIV) Each applicant would be required to undertake, at the time of submitting Hajj application, that before departure, he/she will arrange minimum personal exchange quota (PEQ) of SR. 1500, on his/her own, to meet personal expenditure in KSA.

PART-II

(GOVERNMENT HAJJ SCHEME)

9. CALL FOR HAJJ APPLICATIONS:

The number of pilgrims under the Government Hajj Scheme would be 86,021. The application Forms (duly numbered), having security features, would be available from the designated banks, free of cost, and applicants

would be required to submit application in the same bank branch along with Hajj dues. The computerized open balloting for 81720 seats would be conducted excluding 4301 seats which are reserved for hardship and labour/low paid employees cases.

10. ACCOMMODATION AT MAKKAH MUKKARAMAH AND MADINAH MUNAWWARAH:

As per previous practice, accommodation at Makkah Mukkaramah will be offered alongwith board and lodging services to the pilgrims for Hajj 2016, including transport facilities for movement to and back from Haram Sharif, if the distance between Haram and building is more than two kilometers. In Madinah Munawarrah, efforts will be made to accommodate 100% pilgrims near Masjid-i-Nabvi(Markazia) where transport is not needed.

11. GUIDELINES FOR HIRING OF ACCOMMODATION:

The following guidelines for hiring of accommodation for Hajj – 2016 will be adhered to:

(I) The Hiring Committee will hire buildings as per spirit and guidelines contained in PPRA rules, through a transparent bidding process and determination of rent in Makkah Mukkaramah will be based on distance, services in building, 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, clean washrooms, provision of washing machines, kitchen facility, refrigerator, sufficient number of water dispensers and other requisite services.

(III) The buildings hired by the Hiring Committee may be overseen for quality assurance by the Hajj Advisory Committee (HAC)/members of the HAC.

(IV) The rent of the building, irrespective of the upper rental ceiling, should be competitive, prudent and as per prevailing market price.

(V) The OPAP should make available the hiring agreements (in English/ Urdu version) concluded with the Mustajir at reception in the respective building for information of the Hujjaj on demand.

(VI) The Hiring Committee will furnish hiring agreements in English version to the Ministry soon after concluding hiring process for record and information/ audit purposes.

(VII) As per Saudi Taleemat, 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.

(VIII) 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.

12. HIRING / PROCUREMENT COMMITTEE:

(I) The following, Committee has been notified to survey, recommend and hire buildings in Makkah Mukkaramah and Madinah Munawarrah along with procurement of Hajj related services. The Committee would ensure transparency and observe principles of financial propriety:

Sr. No.	Name and Designation	Position
1)	Director General Hajj, Jeddah:	Convener
2)	Two representatives of the Ambassador of Pakistan in KSA.	Members
3)	Director Hajj, Jeddah.	Member
4)	Deputy Director Hajj, Madinah Munawarrah	Member

(II) The Hiring/Procurement Committee will formulate procurement / hiring plan for Hajj in respect of hiring of buildings, transport, food arrangements and related procurement/hiring of services in the light of PPRA rules as well as guidelines envisaged in Hajj Policy.

(IV) Execute the procurement/hiring process as per plan in time and keep the Ministry updated/posted about the progress on fortnightly basis.

(V) The Director General Hajj shall be a non-voting member of the Committee and shall cast a vote only in case of a tie between the members of the Hiring Committee.

(VI) For Hajj 2017, MORA & IH would start process for hiring of buildings, arranging inter-city transport of good quality and engaging caterers at the earliest possible i.e. soon after conclusion of Hajj 2016 to ensure availability of their services at competitive/affordable rates.

13. PROVISION OF FOOD TO THE HUJJAJ

Food would be provided to the pilgrims of Government Hajj scheme during their stay in Makkah Mukkaramah, Madinah Munawarrah through authorized catering companies and in Mashaair by respective Makaatib.

14. HAJJ DUES:

The Hajj packages for Hajj 2016 are as under:

Package	North Region	South Region
Total Package without Qurbani:	Rs. 270,941/-	Rs. 261,941/-
Total Package including Qurbani (optional)	Rs. 284,281/-	Rs. 275,281/-

15. AIR TRAVELING

(I) In pursuance of the Revised Air Service Agreement (ASA) between Government of Pakistan and Kingdom of Saudi Arabia signed in 2011, Hujjaj of the Government Scheme would be airlifted by the designated airlines.

(II) Efforts will be made for transportation of fifty percent (50%) of Government Scheme hujjaj directly to Madinah Munawarrah and Jeddah from Pakistan and vice versa.

(III) Hajj Flight Schedule by authorized airlines shall be prepared in consultation with the Ministry.

(IV) Hajj flights for Govt Hajj Scheme will operate from Islamabad, Karachi, Lahore, Peshawar, Quetta, Sialkot, Multan, Faisalabad, Rahim Yar Khan and Sukkur gateways.

(V) No claim of refund against unutilized air ticket, except for hardship cases, would be entertained by the Ministry.

16. TRAIN FACILTY IN MASHAIR:

In the meeting of Pakistan Hajj Office with Moassassah Mutawify Hujjaj South Asia in February, 2016, it has been agreed, in principle, that maximum Hujjaj of Government Scheme would get the facility of transportation through train in Mashaair. However, provision of train facility cannot be guaranteed to 100% of the pilgrims and in case of non availability of train facility, buses will be provided to them for transportation in Mashaair.

17. HAJJ ADVISORY COMMITTEE:

(I) There shall be a Hajj Advisory Committee to advise on policy, planning and management of Hajj operation 2016 in Pakistan as well as in KSA and suggest measures for improvement of welfare services to Hujjaj. Beside, the Advisory Committee may also oversee the hiring process and buildings hired by the Hiring Committee. The composition of the committee is proposed as under:

i.	Minister for Religious Affairs & Interfaith	Chairman
ii.	Minister of State for Religious Affairs & Interfaith Harmony	Member
iii.	Chairman, Senate Standing Committee on Ministry of Religious Affairs & IH	Member
iv.	Chairman, National Assembly Standing Committee on Ministry of Religious Affairs & IH	Member
v.	Ambassador of Pakistan in KSA	Member
vi.	Director General Hajj, Jeddah	Member
vii.	Secretary, Ministry of Religious Affairs & Interfaith Harmony	Member/ Secretary Committee
viii.	Mr. Shahid Khan, Ex-Director General(Hajj)	Member
ix.	Syed Abu Ahmed Aakif, Ex-Director General(Hajj)	Member
x.	Chairman/Secretary of Hajj Organizers Association of Pakistan.	Member

(II) The secretarial support will be provided by the Ministry of Religious Affairs & Interfaith Harmony.

(III) The committee or any of its members may visit KSA, if so required, with the approval of competent authority.

(IV) The Chairman/Secretary of HOAP would travel on his own expense.

PART - III

18. 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 partner. As a matter of policy, M/O Religious Affairs & Interfaith Harmony has proactively encouraged the private sector for Hajj

Management since 2005. However, the Ministry, based upon the experience gained during these years, aims to gradually improves its regulatory regime so that, ultimately, the good service providers with rich experience, sound financial position, and unblemished performance continue in the field. As usual, the M/O Religious Affairs & Interfaith Harmony would sign a Service Provider Agreement with each HGO in 2016, as well. The Hajj Policy-2016 stresses upon building a strong partnership with Private Sector (Hajj Group Organizers) for provision of better services and quality logistic arrangements to the entire satisfaction of Hujjaj, as well as Government of Pakistan and Saudi Government.

19. <u>ALLOCATION OF QUOTA</u>:

(I) The enlistment/enrolment shall not entitle any company to claim allocation of service business i.e. Hajj quota as a right as it is subject to availability of quota and fulfillment of the requirements of Saudi Taleemat and policy of the Ministry. Besides, the Ministry will not be responsible for securing Munazam Card for the HGOs from concerned Saudi establishment.

(II) HGOs, who made satisfactory arrangements during Hajj 2015 and there are no complaints pending against them either in Pakistan or Kingdom of Saudi Arabia will be allowed to take part in Hajj 2016 subject to such terms and conditions as may be prescribed by the Ministry.

(III) The quota of 56,320 would be allocated to existing HGOs on pro-rata basis (but not less than 50 hujjaj per HGO as per Saudi taleemat). However, any HGO blacklisted by Saudi Govt will not be entitled for operation in Hajj 2016. Further any HGO blacklisted/barred by the Ministry on account of its adverse performance in Hajj 2015 will not be entitled for operation in Hajj 2016. However, the quota of 1027 seats will remain allocated to Pakistan armed forces as per previous practice, which will be allocated to HGOs through open bidding process, conducted by the Armed forces.

(IV) The allocation of quota to HGOs, whose complaints are pending, will be finalized in the light of decision of Complaint Disposal Committee (CDC)/Appellate Committee as per prescribed procedure.

(V) If any HGO, including any person on its management, is found involved in a process whereby it is not organizing its own Hajj operation but is shifting its pilgrims to another HGO or organizing Hajj arrangements through any other individual / company /

HGO, it shall be deemed to have contravened a basic stipulation and shall be permanently banned.

20. QUOTA ALLOCATION TO COMPANIES ENROLLED IN 2012:

As Hajj quota of Pakistan is the same, therefore, there is no room to entertain enrolment/quota allocation to new companies during Hajj 2016. A detailed exercise was carried out soliciting views from the HGOs as well as enrolled companies to make a policy for them but no headway could be made. However, keeping in view the distress of the enrolled companies, the following high level committee, including all members of the Committee constituted by the Supreme Court of Pakistan, is proposed to be constituted immediately which will finalize its recommendations regarding non quota holder enrolled companies.

1	Minister for Religious Affairs & Interfaith Harmony	Chairman
2	Minister of State on Religious Affairs & Interfaith Harmony	Member
3	Chairman National Assembly Standing Committee on RA & IH	Member
4	Chairman Senate Standing Committee on RA & IH	Member
5	Secretary, Religious Affairs & Interfaith Harmony	Member
6	Representative of Ministry of Law (not less than the officer of BS-20)	Member
7	Representative of Attorney General of Pakistan	Member
8	Representative of Ministry of Foreign Affairs (not less than the officer of BS-20)	Member
9	Representative of Securities Exchange Commission of Pakistan(not less than the officer of BS-20)	Member
10	Representative of Competition Commission of Pakistan(not less than the officer of BS-20)	Member
11	Joint Secretary(Hajj)	Member/ Secretary Committee

The committee will also review quota regime of all HGOs, keeping in view the recommendation of Competition Commission of Pakistan reflected in

Supreme Court of Pakistan, Lahore registry's judgment in CA.Nos. 800-L, 801-L and 802-L of 2013 along with Supreme Court of Pakistan's judgment in C.P.No.1270, 1308, 1309 of 2014 and C.M.A. No. 4094 of 2014 dated 21.07.2014, and give its recommendation for Hajj Policy 2017.

21. <u>GENERAL CONDITIONS FOR HGOs</u>:

(I) Compulsory Hajj Dues including transportation charges, Moallam fee, Mina charges, Hujjaj Mohafiz Scheme, services and vaccination charges, one percent reserve accommodation charges, etc. shall be deposited by all HGOs with the Ministry of Religious Affairs & Interfaith Harmony according to the allocated number of Hujjaj, before issuance of Recognition Letter (RL). They will also clear arrears in this respect, if any.

(II) Each HGO is required to submit performance guarantee @ 05% of packages (package x quota) in the form of Bank/Cash Guarantee, valid for one year, which will be released on satisfactory performance. Detailed instructions will be incorporated in Service Provider Agreement (SPA) with HGOs.

(III) At the same time, each HGO will also enter into a separate agreement with individual Haji as per previous practice. The draft agreement format will be improved and approved by the Ministry. 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.

(IV) Each HGO shall also provide item-wise detailed cost break up of their package to the Ministry with documentary evidence.

(V) 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.

(VI) Each HGO shall charge only actual airfare from the hujjaj which they have paid to the airline and the statement thereof must be provided to the Ministry.

(VII) The details of booking of accommodation and transport arrangements in KSA and flight schedule shall be uploaded on the Ministry's website for onward transmission to Saudi authorities in line with Saudi Taleemat for visa affixation.

(VIII) Each HGO will lodge its hujjaj only in the accommodations against which visas have been issued. Any HGO found guilty of misusing accommodation / transport agreements in KSA for the purpose of obtaining barcodes/visas would be penalized including denial of quota in future.

(IX) Each HGO will abide by the instructions/guidelines issued by the Ministry of Religious Affairs & Interfaith Harmony, Government of Pakistan and Ministry of Hajj, KSA, from time to time.

22. VISA AFFIXATION:

The Ministry of Religious Affairs & Interfaith Harmony shall arrange visas for the Hujjaj under Government Scheme while the Hajj Organizers Association of Pakistan (HOAP) would handle visa affairs concerning Saudi Embassy in Islamabad and Karachi in coordination with the Ministry. Each HGO would provide/arrange requisite documents in accordance with the schedule given in the annual agreement. They would be liable to face legal action for any distress/loss/ damage caused to the hujjaj on account of visa affixation by them. Detailed SOPs would be issued by the Ministry separately.

23. SERVICE PROVIDER'S AGREEMENT(SPA) WITH HGOs:

Each HGO shall sign a Service Provider Agreement (SPA) with the Ministry, on a stamp paper of Rs. 500/-, for necessary planning, management and arrangements regarding the authorized quota, in the light of Saudi Taleemat and Instructions of the Ministry. The Ministry shall be the sole authority for interpretation of Service Provider Agreement. Based upon feedback, last year's SPA will be further improved this year.

24. PENAL PROVISIONS:

The following shall be the major and minor penalties to be imposed on the HGO by Complaint Disposal Committee/Appellate Committee in case of violation of SPA and individual agreement with Hujjaj: -

(I) Major Penalty:

i. Permanent ban/blacklisting of HGO and its management.
ii. Suspension of HGO for a specific period, not more than five years.
iii. Permanent or partial reduction of quota but not less than 10% of the quota of HGO.
iv. Forfeiture of performance/cash guarantee/contribution in HCF.

(II) Minor Penalty:

i. Reduction of quota not less than 10% for a specific period.
ii. Compensation to the affected Hujjaj.
iii. Cash penalty.

Three minor penalties would be treated as equal to one major penalty. The Complaint Disposal Committee will also work in KSA during Hajj operation-2016 for timely redressal of complaints of hujjaj and imposition of above mentioned penal clauses, if required, on the HGO.

25. HUJJAJ COMPENSATION FUND (HCF):

Special Fund named as "Hujjaj Compensation Fund (HCF)", already established in Hajj policy 2010 by the Hajj Group Organizers Association of Pakistan (HOAP), will be utilized to rescue victim of any fraud committed by any member HGO and for up-gradation of Information Technology system etc.

(I) HOAP may place the deposit under HCF in any of the nationally scheduled Islamic banks.

(II) The original amount plus interest shall remain un-utilized except for the purpose for which HCF was created.

The instructions/guidelines shall be prepared by this Ministry and shall be issued within due course of time for regulating the affairs of HCF which shall be binding on all HGOs.

PART-IV

26. WELFARE SERVICES FOR HUJJAJ:

(I) To facilitate the Hujjaj, the Ministry of Religious Affairs & Interfaith Harmony will make necessary arrangements for welfare services which may include health services, information, facilitation and safety measures, board and lodging, transport etc on service visa, 1 against 100 Hujjaj, provided by KSA. Most of them will be Govt servants of different grades up-to BS-21. They will be bound to provide NOC/recommendation of the competent authority to join Hajj duty.

(II) For this purpose following categories of welfare staff contingents during Hajj-2016 shall be deployed in Pakistan and KSA.

Welfare Staff-Medical

Welfare Staff-Moavineen(Pakistan based)

Welfare Staff-Ministry

Welfare Staff-KSA based

(III) Based upon the feedback of Hajj 2015, job description and Standard Operating Procedure (SOPs) for each category of welfare service/activity will be notified by the Ministry in consultation with all stakeholders to ensure responsibility and accountability.

(IV) The administrative structure of Hajj-2015 for the provision of facilities in KSA shall remain the same for Hajj 2016.

(V) The welfare staff of various categories would be drawn from Armed forces, Ministry of Religious Affairs and Inter-Faith Harmony, other Federal Ministries / Organizations / Departments and from Provinces etc.

(VI) Keeping in view the enhanced quota of government hujjaj, actual strength of welfare staff shall be determined by the Ministry in view of actual requirement and availability of resources.

(VII) All categories of Welfare Staff deputed in KSA would not be allowed to stay for more than 45 days with the possibility of revision up-to 60 days or more as per requirement with the approval of the Secretary, MORA & IH.

(VIII) No person other than employee of Federal/ Provincial service shall be eligible for welfare duty during Hajj 2016 except those scouts who are in government service and meet the laid down criteria.

(IX) A member of welfare staff must invariably declare if his/her spouse/family member is also performing Hajj duty.

(X) Family members of welfare staff shall not be allowed to proceed to KSA for performance of Hajj duty.

27. <u>WELFARE STAFF- MEDICAL:</u>

The Welfare Staff -Medical will be deputed to KSA on the following criteria:-

a. One doctor for 1000 pilgrims.

b. Two paramedics against one doctor.

c. The officer/staff of Welfare Staff-Medical shall be drawn from Pakistan Armed Forces and Federal/Provincial Health Services Departments.

d. Not more than 10% repeaters would be allowed.

e. The selection of officers/staff would be finalized by the Ministry.

f. The criteria, duties, TORs and break-up of Welfare Staff- Medical 2016 will be issued by the Ministry separately.

28. <u>WELFARE STAFF-MOAVINEEN (PAKISTAN BASED):</u>

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

(I) The proposed contingent of Welfare Staff-Moavineen would be nominated by the Federal Ministries /Provincial Governments, Police, Civil Defense, Scouts, ANF

and other public sector organizations to the Ministry as per following proportion for final selection / approval of committee of the Ministry:

Police/Pak Armed Forces	Scouts/Civil Defense/ANF/ Public Sector Organizations, etc	Other Ministries/ Provincial Govt (on payment basis)	Total (estimated)
250	50	200	500*

* The competent authority has reduced the strength to 400. The number of seats to be deducted from each of the three categories shall be decided by the Ministry according to requirement.

(II) In order to cope any deficiency of manpower, additional staff can be hired locally in Saudi Arabia if required. Director, Welfare Staff-Moavineen, of the rank of an officer of BS-20/21, would be responsible for overall supervision and management of Welfare Staff-Moavineen supported by at least two more officers of SP rank for command and control process.

(III) The Welfare Staff-Moavineen shall not be deputed for more than three consecutive years except the Director Welfare Staff-Moavineen who shall not be selected for more than four years. 30% repeaters may be allowed each year to guide and supervise those who will be performing duties for the first time. Further, the officers shall not constitute more than 3% of the contingent. Out of the above strength, at least 50 females (BS-14 to BS-18) of 40 years of age or less, not belonging to police service, shall be included as Moavineen. The upper age limit of all male Welfare Staff-Moavineen would be fixed as 45 years.

The criteria, duties, TORs and break-up of Welfare Staff-Moavineen 2016 will be issued by the Ministry separately.

29. WELFARE STAFF- KSA BASED

Most of the pilgrims do not have any orientation of Makkah Mukkaramah and Madinah Munawwarah 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 Pakistan Hajj Office (OPAP) would, as per previous practice, hire Welfare Staff- KSA Based of Pakistani origin as per its requirement and in line with the Saudi Taleemat and in consultation with the Ministry.

30. WELFARE STAFF-MINISTRY:

In 2015, proposed 250 members of Welfare Staff of this Ministry were deputed for performing administrative duties at Jeddah Airport, main control room at Makkah Mukarramah and Madinah Munawwarah, Madinah Departure Cell, monitoring the

performance of HGOs, Lost & Found Cell, establishing field office at Mina for Mashaair services and coordination cell with airlines for issuance and change of tickets. Welfare Staff-Ministry also includes FA's organization and allied staff deputed in the Ministry on regular basis. For Hajj 2016, Welfare Staff-Ministry would be deputed to KSA as per requirement of the Ministry/OPAP in line with the Saudi Taleemat.

31. PROVISION OF SERVICE VISAS

Service Visas may include following categories:

I. All categories of welfare staff whose services are requisitioned for Hajj duty and they are paid TA/DA for the purpose.

II. Representatives of HGOs, airlines and other organizations who facilitate the Ministry in Hajj operation. They will, however, bear their expenses.

III. Members of Hajj Advisory Committee. In case they want to bring along their family members for Hajj, payment will be made accordingly.

IV. Master Trainers who are involved in pre-hajj training and who may be required for training in KSA. Ministry will issue separate policy guidelines for this category.

32. INFORMATION, EDUCATION AND TRAINING:

The Ministry shall launch an appropriate awareness campaign, employing 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 Hujjaj on local basis at District and Tehsil level. Moreover, Hajj guide book in Urdu as well as Hajj awareness documentary CD, to be prepared by MORA & IH, will be provided to all pilgrims.

33. Keeping in view the sad incident of Mina in hajj 2015, special efforts will be made for new areas/modules in our awareness/training, material/programs. Following aspects will be covered in particular:

a) Performance of Manasak-i-Hajj (This is done every year but this time a separate guidebook is being printed for Fiqah Jafria pilgrims).

b) Administrative/logistic arrangements with special emphasis on Mashair arrangements, residences, transport, cleanliness, Saudi guidelines about drugs, political gatherings, road sense, etc.

c) Guidelines by Civil Defense Organization to deal with emergency situations. Efforts will be made to invite representatives from civil defense organizations at local level to impart training to intending pilgrims. This will be a new component.

d) Similarly, based upon experience, medical guidelines are also being prepared in Urdu so as to guide the Hajis as how to protect themselves and sustain their energy to perform Hajj. Local doctors will be invited at pre-Hajj training session to guide hajis. This will also be a new addition this year.

e) In order to achieve these objective, comprehensive guidebook/training modules will first be prepared which will then be used at the time of training sessions. It will also be provided to Master Trainers, doctors and representatives of Civil Defense Departments.

f) This training/awareness actually would continue in KSA through Master trainers/videos, etc.

34. HUJJAJ MOHAFIZ SCHEME:

The Ministry of Religious Affairs & Interfaith Harmony (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-2016. Each Haji/member of Welfare staff would be required to contribute a non-refundable amount of Rs. 500/- into the scheme. The said Scheme would compensate Hujjaj/welfare staff against the following losses:

Sr. No.	Description	Amount
I.	Death due to natural causes, road accidents, suffocation or stampede.	Rs. 500,000/-
II.	Accidental disablement resulting loss of one limb.	Rs. 100,000/-
III.	Accidents resulting in permanent disablement of more than one limb.	Rs. 200,000/-
IV.	Repatriation / Emergency evacuation due to illness.	Rs. 300,000/-

35. INVOLVEMENT OF PAKISTANI COMMUNITY IN KSA:

As per past practice, Director General (Hajj), Jeddah will make an endeavor to involve Pakistani Community in KSA to render free of cost services to the Hujjaj, both in Makkah Mukkaramah and Mashaair. The Pakistani

Community shall be encouraged to provide these services on voluntary basis and with the spirit of extending assistance to their Pakistani brethren.

36. IDENTIFICATION:

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

37. BAGGAGE:

The Hujjaj shall ensure that their hand carry baggage should not exceed the weight and dimensions specified by the airlines. Pilgrims should ensure that their luggage is fully labeled and labels are affixed outside, showing the Pilgrim's Name, Nationality, Passport Number, contact number, Air Carrier, Building and Flight Numbers.

The Hujjaj should not carry any luggage to Jamarat and Haram Sharif.

38. 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 as made by the Ministry shall be considered as final.

(III) The Ministry of Religious Affairs & Interfaith Harmony may make suitable adjustments in order to bring the policy and plan in

(IV) Conformity with Saudi Government's orders / instructions and to meet the exigencies of Hajj operation -2016.

39. HAJJ MONITORING SYSTEM:

(I) The Ministry of Religious Affairs & Interfaith Harmony developed and launched an electronic monitoring system with the technical support of Punjab IT Board (PITB). The salient features of the system are as follows:-

i. Hajj help line for responding to inquires, complaints, etc.
ii. Android application named "Pak Hajj Moavin".
iii. Mobile SMS service for information dissemination.
iv. Android application for complaint registration.
v. On-line complaint registration portal.
vi. Hajj monitoring system along with a dash board for official supervisions.

(II) The system has an in-built mechanism of transferring the un-resolved complaint to the next tier of management for taking appropriate measures. A daily situation report is generated for the information of senior management. The system was launched for the first time in Hajj 2013. Hundreds of inquiries/ complaints were registered through this system and were successfully addressed /resolved to the satisfaction of the complainants.

(III) Monitoring and supervision mechanism for Hajj operation in Pakistan and KSA shall be strengthened to check/review the performance of Government and HGOs Schemes, in accordance with the contractual obligations and Saudi Taleemat. In addition, proforma based feedback, introduced last year, will be obtained from pilgrims of both Government and Private Hajj Schemes at the time of their return to Pakistan.

40. EMERGENCY MANAGEMENT SYSTEM (EMS) FOR HAJJ 2016

To cope with the incidents like Mina stampede in 2015, the Ministry of Religious Affairs & Interfaith Harmony shall establish an Emergency Management system for Hajj 2016 to handle the emergency situations, Emergency Response Team (ERT) with the following composition will be constituted:

i.	Director General(Hajj), Office of Pilgrims Affairs of Pakistan	Head of the ERT
ii.	Joint Secretary(Hajj), MORA & IH	Member

iii.	Director Welfare Staff Moavineen, or his Second in Command	Member
iv.	Director Welfare Staff-Medical or his Second in Command.	Member
v.	Director Facilitation &Coordination (F&C) or his Second in Command	Member
vi.	Representative of Ambassador of Pakistan in KSA	Member
vii.	Representative of Hajj Group Organizers Association of Pakistan	Member

The detailed SOPs/guidelines of EMS are being prepared and will be issued by the Ministry separately in consultation with the Saudi Authorities.

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