

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

ZAIREEN MANAGEMENT POLICY

PART-I

1. INTRODUCTION:

Under Rules of Business 1973 Ministry of Religious Affairs and Interfaith Harmony has been inter-alia mandated for pilgrimage beyond Pakistan i.e. Hajj & Ziarat. Every year Muslims of different schools of thought visit Holy shrines located in India, Iran, Iraq, Syria and other countries. Visit of zaireen to India is governed under a protocol signed between Pakistan and India in 1974. However, no such protocol or framework is available for visit of Zaireen to Iran, Iraq, Syria and other countries. These visits are also required to be regulated through a Policy/ institutional framework.

2. OBJECTIVE:

The Policy aims to provide for an institutional framework to regulate, streamline, manage and provision better facilities to Zaireen for conducting their Religious obligations in a smooth and organized manner.

3. POLICY GUIDELINES/ INSTRUCTIONS OF THE HOST COUNTRY:

Movements/activities of Zaireen shall be governed by policy guidelines/instructions of Government of Pakistan and the host country(s).

4. INFRASTRUCTURE DEVELOPMENT:

Directorate Offices will be established at Karbala, Baghdad (Iraq), Mashad (Iran) and Quetta (Pakistan) (schedule-I). To cater for requirements of Zaireen visiting Syria, initially Pakistani Embassy in Damascus will look after the welfare activities until establishment of regular Directorate in future. The other main steps includes:-

- i. Federal Government will help the Government of Balochistan for making security and other logistic arrangements such as building up camp office/ residential blocks for Zaireen at Quetta etc.
- ii. NHA/NLC to set up service areas at Padak, Naukundi and Dalbadin on Quetta- Taftan route with clear timelines to establish the facilities.
- iii. Development plans shall be prepared both by Federal and Provincial Governments for development work of Haji Camp Quetta and Pakistan House Taftan.
- iv. Private philanthropists, duly cleared by M/o Interior, will be encouraged to help Government of Balochistan to enhance the capacity of Pakistan House Taftan etc.
- v. Security arrangements of Zaireen in Balochistan shall be the responsibility of Government of Balochistan.
- vi. Government of Balochistan shall enhance the capacity of Pakistan House Taftan.

- vii. Government of Balochistan shall provide free of cost land to NHA for construction of service areas at Quetta-Taftan Road.
- viii. Camp office, Quetta will be the assembly point of Zaireen coming from all over the country. The routes leading to Quetta will be improved by NHA, wherever necessary and better Transport facilities (Up Model Buses) will be provided to Zaireen by ZGOs.
- ix. Haji Camp at Quetta shall also be used for Zaireen facilitation by enhancing its boarding as well as security arrangements on permanent basis.
- x. Pakistan House at karbala shall be established.

5. ZAIREEN MANAGEMENT COMMITTEE:

There shall be a Zaireen Management Committee to manage the Zaireen's movement from Quetta-Taftan-Quetta in terms of security and welfare services. The composition of the committee shall be as under:

i.	Chief Secretary, Balochistan	Chairman
ii.	Secretary, Home Department, Balochistan	Member
iii.	Representative of IG (Police), Balochistan	Member
iv.	Joint Secretary (D&Z), M/o RA&IH	Member
v.	Representative of FC, Balochistan (North & South) Not below the Rank of Lt. Col.	Member
vi.	Representative of MO Directorate GHQ, Rawalpindi, Not below the Rank of Lt. Col.	Member
vii.	Representative of Southern Command, Quetta	Member
viii	Representative of FIA not below the rank of Director	Member
ix	Representative of Shia community/ Shia Ulema, to be nominated by the Chief Secretary Balochistan	Member
x	Representative of Senate from Balochistan representing Shia Community	Member
xi	Representative of National Assembly from Balochistan representing Shia Community	Member
xii	Director/ Deputy Director Ziarat M/o RA&IH, Quetta	Member/ Convener

6. ZIARAT SCHEME:

- (i) As a policy, there shall be no free Ziarat.
- (ii) Ministry of Religious Affairs & Interfaith Harmony through an advertisement will invite expression of interest for registration of tour operators/Zaireen Group Organizers (ZGOs).

- (iii) Ministry will issue Licenses to the registered ZGOs for a specific period. Registered tour operators will be security cleared from M/o Interior before awarding contract.
- (iv) Ministry of Foreign Affairs will coordinate with Embassies of the Host Countries to issue visa to Zaireen through authorized Zaireen Group Organizers only as per scheduled list issued by M/o RA&IH.
- (v) There shall be a Service Provider Agreement (SPA) between the ZGOs and the Ministry of Religious Affairs & Interfaith Harmony for Ziarat of Iran, Iraq Syria and other countries.
- (vi) An official contingent for Zaireen will be constituted on the occasions of Ashura and Arbaeen similar to official Hajj contingents.
- (vii) License of the defaulter ZGOs shall be revoked.
- (viii) Ziarat dues, after collection from the intending Zaireen, licensing fee, other fees and penalties etc. will be placed in the Ziarat Fund which shall be maintained as prescribed in schedule-II.
- (ix) Original Agreement signed between ZGOs and companies of Iran, Iraq, Syria and other countries will be presented to Ministry of Religious Affairs & Interfaith Harmony for endorsement / verification.
- (x) Visits of Zaireen to Syria shall be subject to concurrence of Syrian Government through Ministry of Foreign Affairs.
- (xi) Group visa for Zaireen may be regulated by signing MoU /Agreement with Irani/Iraqi and Syrian Governments through M/o Foreign Affairs. Zaireen seeking individual visas may approach the host country by their own.
- (xii) There shall be bank facilities for Zaireen in Iran, Iraq and other countries.
- (xiii) Travelling of Zaireen through diversified means of transportation including Air travel and use of sea route through Ferry service from different operational ports of Pakistan to Iran and Iraq will be encouraged.

7. MANDATORY CONDITIONS FOR ZAIREEN:

- (I) International Machine-Readable Pakistani Passport and CNIC having at least 6 months validity.
- (II) The applicants who have been barred from travelling abroad by any court/placed on ECL will not be entitled to proceed for Ziarat.
- (III) Vaccination, if any, will be ensured before departure of Zaireen as per instructions of the host countries.
- (IV) In the event of a zair's demise during his/her stay in Iran, Iraq, Syria and other countries whether natural or accidental, he/she

would be buried as per instructions of the host country in consultation with the relative of the deceased.

- (V) All Zaireen are required to strictly abide by the laws and regulations of the host country during their journey/stay.
- (VI) Any activity on the part of zair contrary to the laws/ regulations of the host country will permanently ban him/her for Ziarat in such country in future, besides other penal action of the respective country(s).
- (VII) Registered tour operators shall obtain a surety bond from zaireen that they will not engage in any activity contrary to the law of host country.
- (VIII) The Ziareen from province of Sindh or other parts of Pakistan may use Mand and Gabd crossing points.
- (IX) Federal Investigation Agency (FIA) shall maintain record of Zaireen.
- (X) Pakistan International Airline (PIA), Iranian, Iraqi and Syrian or other host Country(s) Airlines may explore venue for air transportation of zaireen from all major cities of Pakistan.

PART-II

8. GENERAL CONDITIONS FOR ZAIREEN GROUP ORGANIZORS (ZGO):

- (I) All ZGOs should be bound to provide health insurance to its zaireen through a registered insurance company.
- (II) Each registered ZGO is required to submit performance guarantee @ 5% of the fee to be charged from each individual zair in the form of Bank/Cash Guarantee, valid for one year, to be released on satisfactory performance. Detailed instructions will be incorporated in Service Provider Agreement (SPA) with ZGOs.
- (III) At the same time, each ZGO will also enter into a separate agreement with individual Zair. In case of any dispute between the service provider and the Zair/Zaireen, the Ministry will act as sole arbitrator and decision of the Ministry shall be deemed as final.
- (IV) Each ZGO shall also provide item-wise detailed cost break-up of its package (if any) to the Ministry. The Zaireen Packages of the ZGOs will be regulated by the Ministry of Religious Affairs and Interfaith Harmony to ensure economy and value for money.
- (V) All ZGOs are bound to intimate Zaireen and the Ministry, mode of transport through which they will be transported to Iran, Iraq, Syria and other countries vice versa.
- (VI) Each ZGO will strictly abide by the instructions/guidelines/SOPs/SPA issued by the Ministry of Religious Affairs & Interfaith Harmony, Government of Pakistan and Governments of Iran, Iraq, Syria and other countries, from time to time.

PART-III

9. WELFARE SERVICES FOR ZAIREEN (ONLY FOR ASHURA AND ARBAEEN):

- (i) The Ministry of Religious Affairs & Interfaith Harmony will make necessary arrangements for welfare services of Zaireen including health services, information, facilitation and safety measures etc. The staff will be deputed in Iran, Iraq, Syria and other countries for welfare services on service visa provided by these countries@ one person against 200 Zaireen.
- (ii) For this purpose, following categories of welfare staff contingents would be required to be deployed in Pakistan, Iran, Iraq, Syria and other countries with approval of the Secretary M/o RA&IH.
 - a) Welfare Staff-Medical
 - b) Welfare Staff-Moavineen (Pakistan based)
 - c) Welfare Staff-Ministry of RA&IH
- (iii) Standard Operating Procedures (SOPs) and job descriptions for each category of welfare service/activity will be issued by the Ministry in consultation with all stakeholders to ensure responsibility and accountability.
- (iv) The welfare staff of various categories would be drawn from Ministry of Religious Affairs and Inter-Faith Harmony and Federal Ministries.
- (v) Actual strength of welfare staff shall be determined by the Ministry in view of actual requirement and available resources.
- (vi) No person other than duly nominated by the RA&IH shall be eligible for welfare duty of Zaireen.

10. WELFARE STAFF- MEDICAL (ONLY FOR ASHURA AND ARBAEEN):

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

- i. One doctor for 2000 Zaireen.
- ii. Two paramedics against one doctor.
- iii. The medical contingent shall be drawn from Pakistan Armed Forces and Federal/Provincial Health Services Departments.
- iv. Not more than 10% repeaters, for more than three times would be allowed.
- v. The selection of officers/staff would be finalized by the Ministry.
- vi. The criteria, duties, TORs and break-up of Welfare Staff-Medical will be issued by the Ministry separately.

11. WELFARE STAFF-MOAVINEEN (ONLY FOR ASHURA AND ARBAEEN):

The Welfare Staff-Moavineen will be deployed in Iran, Iraq, Syria and other countries as per following details:

- i. The proposed contingent of Welfare Staff-Moavineen, nominated by Federal Ministries, Provincial Governments, Police, shall be determined and approved by committee of the Ministry.

- II. Director, Welfare Moavineen shall be an officer of BS-18/19, who will be responsible for overall supervision and management of Moavineen.
- III. The Moavineen shall not be deputed for more than three consecutive years. 10% repeaters may be allowed, to guide and supervise those who will be performing duties for the first time. The criteria, duties, TORs and break-up of Moavineen will be issued by the Ministry separately.

12. MINISTERIAL STAFF (ONLY FOR ASHURA AND ARBAEEN):

Ministry of RA&IH shall depute staff for performing welfare and administrative duties at various points. Appropriate number of ministerial staff of M/o RA&IH shall be deputed as per requirement.

13. PROVISION OF SERVICE VISAS

Service Visa may include the following categories:

- i. All categories of moavineen whose services are requisitioned for Zaireen duty.
- ii. Representatives of ZGOs, airlines, banks and other organizations who facilitate the Ministry during the visits of Zaireen. However, they will bear the visits expenses themselves.
- iii. Ministerial Staff.

14. INFORMATION AND EDUCATION:

The Ministry shall launch an appropriate awareness campaign, employing all means of communication, to provide information, education and awareness to the intending Zaireen. The said material would be available on the website of the Ministry. Written material will cover the following;

- Maps, location and routes of Holy shrines and offices/help centers of Pakistani Zaireen.
- Administrative and logistic arrangements
- Civil Defense
- Medical guidelines
- Guidelines regarding personal hygiene, cleanliness and Solid waste disposal
- Dos and Don'ts of the Visits.

15. ZAIREEN WELFARE CONTRIBUTION:

Each Zair/member of Welfare staff shall be required to contribute a non-refundable amount of Rs. 500/- into the Ziarat Fund to be utilized for welfare of Zaireen.

16. IDENTIFICATION:

All Zaireen must wear identification locket/bracelet at all times during their journey and stay in Iran, Iraq, Syria and other countries.

17. BAGGAGE:

All baggage shall be properly labeled for identification purpose. Every Zair shall be responsible for keeping his/her luggage in safe custody. The ministerial staff may help the Zair in tracking his/her luggage but shall not be responsible for missing of their luggage.

18. GENERAL:

- i. Implementation of this policy shall be the joint responsibility of the Ministry and all other stakeholders i.e. Ministry of Foreign Affairs, Communication Division, M/o Interior, Government of Balochistan and Army Southern Command etc.
- ii. The Ministry shall have the sole authority to interpret any clause or terms of Zaireen Policy which shall be construed as final. The Ministry of Religious Affairs & Interfaith Harmony shall have the power to make suitable adjustments in the policy to bring it in conformity with instructions/orders of Governments of Iran, Iraq, Syria and other countries.

19. ZAIREEN MONITORING SYSTEM:

- i. The Ministry of Religious Affairs & Interfaith Harmony shall formulate a comprehensive monitoring system to oversee all activities of Zaireen and ZGOs relating to journey/stay of Zaireen in the visiting countries and facilities/amenities to be provided by ZGOs as per the agreement with Zaireen. All Zaireen's activities will properly be monitored and the monitoring team will prepare monitoring report with their recommendations for improvements and penalties against the defaulter ZGOs.
- ii. There shall be Zaireen's helpline for responding queries of Zaireen regarding their visits.
- iii. Android application named "Pak Zaireen Moaveen" and "Pak Zaireen Guide" Mobile SMS service shall be used for facilitation of Zaireen during their stay abroad.
- iv. There shall be on-line complaint registration portal for Zaireen.
- v. Monitoring and supervision mechanism for Zaireen visits in Pakistan, Iran, Iraq, Syria and other countries shall be established to check the performance of ZGOs, in accordance with the contractual obligations and instructions of the host countries. In addition, proforma based feedback, will be obtained from Zaireen at the time of their return to Pakistan.
- vi. ZGO will be responsible for return of all Zaireen travelled with him.

20. EMERGENCY MANAGEMENT SYSTEM (EMS) FOR ZAIREEN (ONLY FOR ASHURA AND ARBAEEN);

To cope with emergency, the Ministry of Religious Affairs & Interfaith Harmony, will set up an Emergency Management System for Zaireen with following composition:-

i.	Home Secretary, Government of Balochistan	Head of the EMS
ii.	Joint Secretary, (D&Z), MORA & IH	Member
iii.	Joint Secretary, (ICT), Interior Division	Member
iv.	Home Secretary, Government of Punjab	Member
v.	Home Secretary, Government of Sindh	Member
vi.	Home Secretary, Government of KPK	Member
vii.	Home Secretary, Government of AJK	Member
viii.	Home Secretary, Government of GB	Member
ix.	Representative of Southern Command, Quetta	Member
x.	Director of Office of Zaireen Affairs of Pakistan	Member
xi.	Director Welfare Staff Moavineen, or his nominee	Member
xii.	Director Welfare Staff-Medical or his nominee	Member
xiii.	Director Facilitation & Coordination (F&C) or his nominee	Member
xiv.	Representative of Ambassador of Pakistan in host country.	Member
xv.	Representative of Zaireen Group Organizers Association of Pakistan	Member

The detailed SOPs/guidelines of EMS will be prepared and issued by the Ministry separately in consultation with the authorities of host countries.