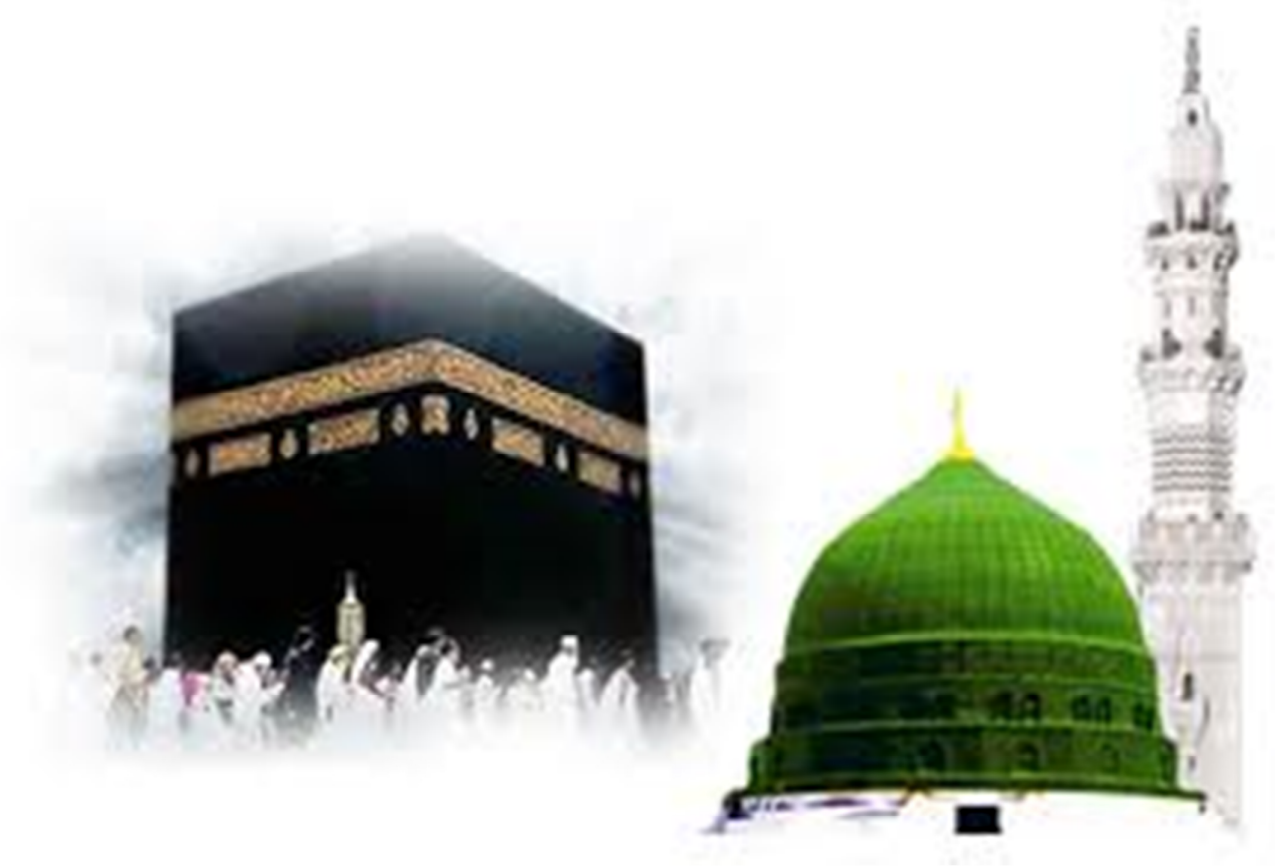




Government of Pakistan
Ministry of Religious Affairs & Interfaith Harmony
Islamabad

HAJJ POLICY & PLAN – 2020



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.
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 was constituted to formulate and recommend the Hajj Policy & Plan – 2020 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 |



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

HAJJ POLICY & PLAN – 2020

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 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 ever increasing number of pilgrims visiting Makkah Mukkaramah and Madina Munawwara, cities with finite resources including accommodation, transport and limited space at Mashair (Mina-Arafaat-Muzdalifa). 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 2020 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 179,210 which was fixed in 2011 by the Ministry of Hajj & Umrah, Kingdom of Saudi Arabia (KSA) with the ratio of one thousand pilgrims per one million Muslim inhabitants.

5. INSTRUCTIONS OF THE SAUDI ARABIAN AUTHORITIES:

The following agreements have been signed for the Hajj arrangements 2020:

- i. Ministerial level Agreement for Hajj arrangements of Hajj Season-1441H (2020) between the Ministry of Religious Affairs & Interfaith Harmony, Government of Pakistan (GOP) and the Ministry of Hajj Affairs, KSA.
- 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 Naqabah Siyarat (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, 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 Munawwarah, KSA and Office of Pilgrims Affairs of Pakistan (OPAP), Government of Pakistan.

6. STEPS TAKEN DURING REVIEW OF POLICY:

- i. De-briefing session with Director General (Hajj) and other officers deputed on Hajj duty 2019.
- ii. Consultative workshops at Federal & Provincial levels with Hujjaj of Government as well as Private Hajj Scheme for their feedback and policy recommendations.
- iii. Review of Feedback forms filled by Hujjaj.
- iv. Five 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 60:40 i.e 107,526 (Government) and 71,684 (Private). In case the Saudi Government allocate the additional Hajj quota the same will also be distributed with the ratio of 60:40.
- iv. All the applicants intending to perform Hajj under Government Hajj Scheme will be called to submit their applications alongwith Hajj dues in designated banks.
- v. Selection of Hujjaj will 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 beyond two kilometers, 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 35-45 days. However, it may vary as per schedule provided by airlines duly approved by GACA (KSA) and CAA (Pakistan).
- ix. An additional amount of Rs.22,825 non-refundable, would 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 Govt. Hajj quota 1.5% would be reserved for the hardship cases which includes broken family, newly born infant cases and attendants/helpers of senior citizen above the age of 70 years /special persons. The Ministry will utilize hardship cases on the basis of merit.
- xi. Out of Government Hajj quota, 500 seats shall be reserved for low paid employees/labours of Public sector/corporate organizations, companies registered with EOBI/ Workers Welfare Fund.
- xii. 10,000 seats would be reserved for senior citizens above the age of 70 years (born on or before January 1, 1950) including their mehram and helper. If applications received are more than the reserved seats then selection would be made on the basis of age-wise seniority. Female pilgrims (senior citizens) may be accompanied by female helper alongwith their joint mehram while male aged pilgrims may be accompanied by one helper.
- xiii. All those persons who have been unsuccessful in balloting of last three consecutive years i.e. 2017, 2018 & 2019 shall be declared successful provided they have not performed Hajj under Private Hajj Scheme in the preceding three years.
- xiv. A quota of 1,000 seats shall be reserved for overseas Pakistanis. Normal condition of Hajj Policy shall apply for selecting overseas Hujjaj under this scheme.
- xv. Unutilized quota of any category will be utilized through general balloting.

8. MANDATORY CONDITIONS FOR HUJAJJ:

Mandatory conditions for intending applicants are as under:

- i. International Machine Readable Pakistani Passport valid up-to 1st February, 2021 with valid CNIC.
- ii. Medical fitness certificate issued by a Medical Officer of any Government Hospital or medical institutes of the Federal / Provincial or Local Government / Armed Forces, semi-government organization / Autonomous body / Corporation. Lunatics, mentally unstable and chronically ill persons will not be allowed.
- iii. In case, the intending pilgrims fail to provide medical fitness certificate or his health status is discovered contrary to the medical certification, his nominee will solely be responsible for any mishap in KSA and 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.
- iv. 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.
- v. All male pilgrims selected on the seats reserved for senior citizens should be preferably accompanied by an eligible male attendant/family member.
- vi. Special citizens /disabled applicants are required to be accompanied by a male attendant for male and female attendant for female (alongwith joint mehram) to proceed for Hajj, irrespective of their age.

- vii. Replacement of dropout cases will only be allowed only in case of death, disease or any other genuine reason. The successful Hujjaj can only be replaced by family members (father, mother, husband, wife, sister, brother, son, daughter, grandson and granddaughter etc.) or mehram/attendant of lady by her another mehram/attendant on provision of documentary evidence.
- viii. Such applicants who have been barred from travelling abroad by any Court/placed on ECL are not entitled to proceed for Hajj.
- ix. 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.
- x. Those applicants including Hajj-e-Badal / Nafal Hajj would be entertained who have not performed Hajj under Government scheme for the last 5 years i.e since Hajj-2015 and on ward. This restriction will not apply to mehram of a lady. In this regard, the repeater(s) including mehram will have to pay the additional taxes levied, if any, by the Saudi Authorities prior to their departure for Hajj.
- xi. 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.
- xii. The Director General (Hajj), Jeddah will form monitoring teams for inspection of accommodation and catering & transport arrangements etc. of Hujjaj of Government Hajj Scheme.
- xiii. All the Hujjaj are required to strictly abide by the laws and regulations of the host country during their stay in KSA.
- xiv. 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 thrown in jail, lashed, or even publically executed/beheaded.
- xv. 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.
- xvi. All the 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.
- xvii. 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".
- xviii. Comprehensive Hajj Training sessions regarding Hajj would be conducted which shall be mandatory for every successful applicant.
- xix. 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 alongwith board 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), alongwith board. 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 the Ministry of Religious Affairs and Interfaith Harmony, 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 alongwith 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 2020 operation, MORA&IH shall start the process for hiring of buildings, arranging good quality transport and engaging caterers to ensure availability of quality services at competitive / affordable rates, for Hajj 2021.

11. PROVISION OF FOOD TO THE HUIJAJ

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 2020 will be as under:

Hajj Package	North Region (Other Stations)	South Region (Karachi, Quetta & Sukkur)
Hajj Package without Qurbani:	Rs. 463,445	Rs.455,695
Hajj Package including Qurbani:(optional)	Rs. 486,270	Rs.478,520

Note:-1 SR = Rs. 41.50

13. AIR TRAVELING

- The Saudi Authorities would be requested to extend the facility under “Road to Makkah” Project to Karachi, Lahore, Peshawar & Quetta airports in addition to Islamabad airport.
- 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.
- 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.
- Hajj Flight Schedule by authorized airlines shall be prepared in consultation with the Ministry of Religious Affairs & Interfaith Harmony.
- Hajj flights for Govt. Hajj Scheme will operate from Islamabad, Karachi, Lahore, Peshawar, Quetta, Sialkot, Multan, Faisalabad, Rahim Yar Khan and Sukkur gateways.
- 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.
- No claim of refund against unutilized air ticket would be entertained by the Ministry of Religious Affairs & Interfaith Harmony.

14. TRAIN/BUS FACILITY IN MASHAAIR:

As per Saudi arrangements, train facility in Mashaaair 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 Mashaaair, by Naqaba-Al-Sayyarat.

PART – III

15. PRIVATEHAJJ 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, Ministry of Religious Affairs & Interfaith Harmony has proactively encouraged the private sector for Hajj Management since 2005. As usual, the Ministry of Religious Affairs & Interfaith Harmony 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.

16. ALLOCATION OF QUOTA:

- i. For Hajj- 2020 the ratio of quota to be allocated to Private Hajj Scheme would be 40%(71,684). 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. Two percent (2%) Hajj quota out of share of Private sector, including quota accrued due to abolishing / deducting quota of Hajj Companies for unsatisfactory performance in Hajj Operation 2019, shall be allocated to new enrolled hajj companies on merit. In case KSA authorities allocates additional quota, then 2% quota from Private sector shall not be deducted. The additional quota so received shall first be distributed between Government and Private Sector at ratio of 60:40 and additional Private Sector's share shall be distributed among new enrolled companies on merit.
- 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- 2020. Further any HGO blacklisted/barred 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 1225 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 – 2020 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 Ministry of Religious Affairs & Interfaith Harmony.
- 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 Ministry of Religious Affairs and Interfaith Harmony 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 Ministry of Religious Affairs & Interfaith Harmony, 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, proforma 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 Disposal Committee (CDC) in KSA.
- iv. The CDC 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. The Secretary's Inspection Team would monitor the performance of Hajj operations to improve the quality of services.
- vi. Appeals against the decision of CDC KSA and CDC Pakistan will be heard by the Appellate Committee in Pakistan.

19. 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. 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.

20. HUJJAJ COMPENSATION FUND (HCF):

Special Fund named as "Hujjaj Compensation Fund (HCF)", already established under the 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.

- i. HOAP may place the deposit under HCF in any of the nationally scheduled banks.
- ii. The original amount plus interest shall remain un-utilized except for the purpose for which HCF was created.
- iii. The instructions/guidelines shall be prepared by this Ministry in consultation with HOAP and shall be issued within due course of time for regulating the affairs of HCF which shall be binding on all HGOs.

PART-IV

21. WELFARE SERVICES FOR HUJJAJ:

- i. To facilitate the Hujjaj, the Ministry of Religious Affairs & Interfaith Harmony 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. Most 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.
- ii. For this purpose following categories of welfare staff contingents during Hajj –2020 shall be deployed in Pakistan and KSA.
- iii. Welfare Staff-Ministry
- iv. Welfare Staff-Medical
- v. Welfare Staff-Moavineen(Pakistan based)
- vi. Welfare Staff-Muavineen(KSA based)
- vii. Standard Operating Procedure (SOPs) and job description for each category of welfare service/activity will be notified by the Ministry in consultation with all stakeholders to ensure responsibility and accountability.
- viii. The welfare staff of various categories would be drawn from Armed forces, Ministry of Religious Affairs and Inter-Faith Harmony, other Federal Ministries / Provincial Departments and Organizations etc.
- ix. Actual strength of welfare staff shall be determined by the Ministry in view of actual requirement and availability of resources.
- x. The welfare staff will be selected after proper scrutiny and their clearance.
- xi. 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 alongwith 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 officer/staff of Welfare Staff-Medical shall be drawn from Pakistan Armed Forces and Federal/Provincial Health Services Departments.
- iv. Upto 10% repeaters would be allowed provided the repeaters have not performed Hajj duty for more than five terms.
- v. The selection of officers/staff would be finalized by the Ministry after proper scrutiny.
- vi. The criteria, duties, TORs and break-up of Welfare Staff-Medical will be issued separately by the Ministry.

23. WELFARE STAFF-MOAVINEEN (PAKISTAN BASED):

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 /Departments /Provincial Governments, Armed forces, Police, Civil Defense, Scouts and other public sector organizations for final selection / approval by committee of the Ministry.

- ii. 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.
- iii. The Welfare Staff-Moavineen shall not be deputed for more than five terms except the Director Welfare Staff-Moavineen. Upto 20% repeaters may be allowed, to guide and supervise those who will be performing duties for the first time.
- iv. A Core Team comprising of 50 moavineen will be selected on the recommendations of Director (A&T).

The criteria, duties, TORs and break-up of Welfare Staff-Moavineen 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 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 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 and administrative duties in main control rooms at Makkah Mukkaramah and Madinah Munawwarah, Madinah Departure Cell, monitoring of Hajj Operation, Lost & Found Cell, hajj terminals (Jeddah & Madina) establishing field office at Mina for Mashaair services and coordination cell with airlines for issuance and change of tickets and other Hajj related duties. 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. Representatives of HGOs, airlines, banks and other organizations who 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 as well as Hajj awareness documentary (CD), to be 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:

- Manasik-i- Hajj
- Administrative and logistic arrangements
- Civil Defense
- Medical guidelines
- Guidelines regarding personal hygiene, cleanliness and Solid waste disposal
- Repeater moavineen will be associated with training to highlight the administrative side of Hajj Operation.
- Saudi Laws
- Frequently Asked Questions(FAQs)

28. 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 – 2020. 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 during Hajj in KSA.	Rs. 500,000
ii.	Emergency evacuation without performance of Hajj due to illness.	Rs. 300,000
iii.	Accidents resulting in permanent disablement of more than one limb.	Rs. 250,000
iv.	Accidental disablement resulting loss of one limb.	Rs. 150,000

29. INVOLVEMENT OF KSA BASED PAKISTANI COMMUNITY INHAJJOPERATION:

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 Ehram”. 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 return. All Hujjaj under Government and Private Schemes must wear identification locket/bracelet all the times during their stay in KSA.

31. BAGGAGE:

- Pakistani pilgrims should carry with them a specified bag and hand carry.
- 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).
- 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.
- Madinah Munawwarah buildings will be indicated only on Road to Makkah Flights landing at Madinah Airport.
- 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 Ministry of Religious Affairs & Interfaith Harmony 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. The Ministry of Religious Affairs & Interfaith Harmony will make arrangements to launch an updated electronic monitoring system for Hajj- 2020. 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.
- ii. 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- 2020.

To cope with any kind of emergency, the Ministry of Religious Affairs & Interfaith Harmony 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 Moavineen, 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- 2020: -

- i. The Hajj Application Form has been revised to make more brief and simple.
- ii. Efforts shall be made to improve in operation of Pilgrims Welfare Fund (PWF) in professional and efficient manners.

- iii. Discussion is underway with KSA authorities to extend facility of **“Road to Makkah”** project to Karachi, Lahore, Peshawar and Quetta Airports in addition to Islamabad airport.
- iv. Training of Hujjaj is being outsourced to IT companies.
- v. A quota of 1,000 seats shall be reserved for overseas Pakistanis. Normal conditions of Hajj Policy shall apply for selecting overseas Hujjaj under this scheme.
- vi. The age limit for senior citizen has been reduced from 80 to 70 years.
- vii. Rapid Response Committee (RRC) / Joint Core Committee (JCC) comprising officials from Pakistan Hajj Mission and Saudi Authorities shall be established to resolve issues faced by Hujjaj at Mashair during Hajj days.
- viii. Etimad centers for Biometric would be increased in Pakistan from 29 to 35 including mobile units.
- ix. Temporary Haji camps shall be established at Gilgit Baltistan and Hujjaj will be transported from Gilgit Baltistan to Islamabad airport by Ministry of RA & IH.

