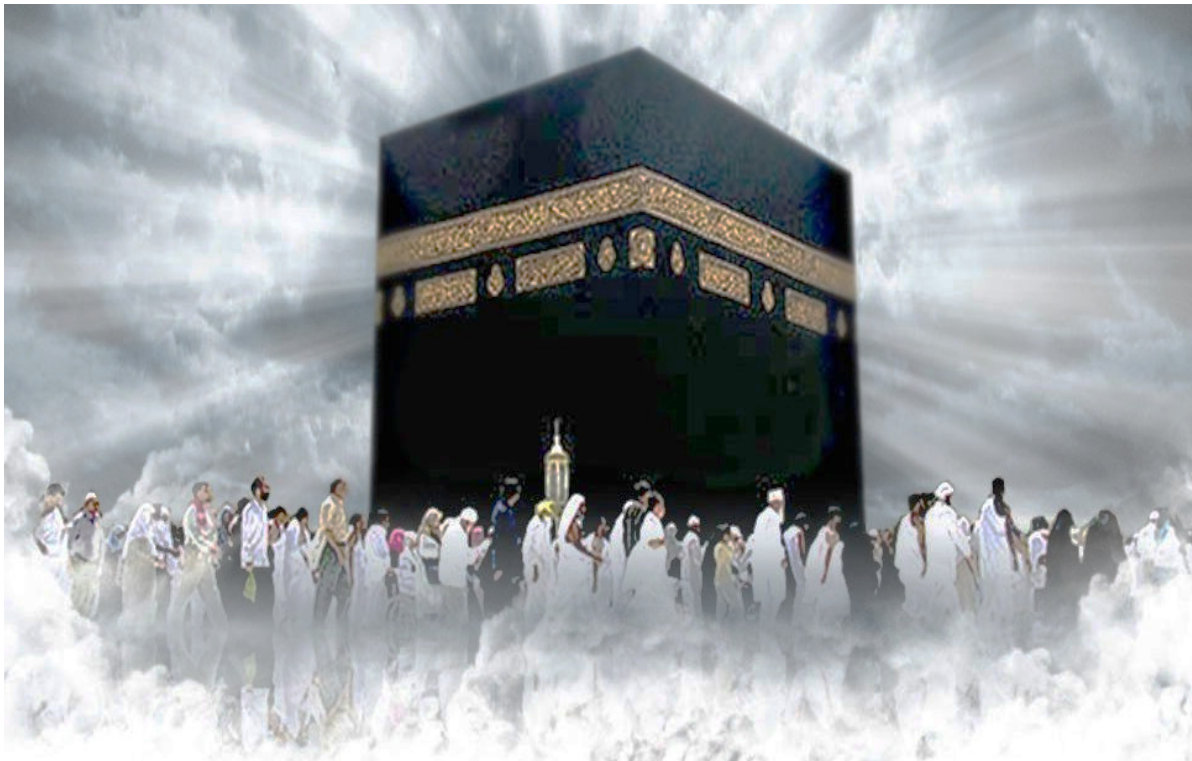




**GOVERNMENT OF PAKISTAN
MINISTRY OF RELIGIOUS AFFAIRS & INTERFAITH HARMONY
ISLAMABAD**

HAJJ POLICY & PLAN 2019



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.
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 has been constituted to frame Hajj Policy-2019:-

- | | | |
|----|--|----------|
| 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 |



No. F. 1(1)/2019-HP
GOVERNMENT OF PAKISTAN
MINISTRY OF RELIGIOUS AFFAIRS
& INTERFAITH HARMONY

SUBJECT: HAJJ POLICY AND PLAN – 2019

PART-I

1. INTRODUCTION:

Under the Rules of Business 1973 Ministry of Religious Affairs and Interfaith Harmony is mandated, inter-alia, for pilgrimage beyond Pakistan i.e. Hajj which is one of the five pillars of Islam and is mandatory, once in a lifetime, for adult Muslims having requisite physical and financial capacity (Sahib-e-Istetaat). Technological advancement has made Hajj easier in many ways, yet there are hardships owing to hot weather and ever increasing number of pilgrims visiting Makkah Mukkaramah, a city with finite resources including those for accommodation, transport and limited space at Mashair (Mina-Arafaat-Muzdalifa). The Government of Pakistan, being a facilitator, endeavors to make the Hajj Manasik 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 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 arrangements of Hajj2019 in Pakistan and Saudi Arabia, through provision of services and logistics which include affordable boarding and lodging, catering, transportation and health care during Hujjaj’s stay at Makkah Mukkaramah, Madinah Munawarrah and the Holy Mashaair in line with Hajj Rules of Kingdom of Saudi Arabia and Government of Pakistan’s policy.

4. Hajj QUOTA FOR PAKISTAN:

Hajj quota of 179,210 pilgrims was fixed for Pakistan back in 2011 by the Ministry of Hajj, Kingdom of Saudi Arabia (KSA) with the ratio of one thousand pilgrims per one million Muslim inhabitants. The same principle has been kept in 2019 and hajj quota fixed for Pakistan is 179,210 for 2019. Saudi Government allotted an additional one time quota of 5000 pilgrims to Pakistan for Hajj-2018. On the request of this Ministry the Saudi Government has maintained the additional quota of 5000 pilgrims for Hajj-2019. The Saudi Government has also assured to consider enhancement of quota according to the latest census of Pakistan.

5. HAJJ RULES OF KINGDOM OF SAUDI ARABIA (POLICY GUIDELINES):

The following agreements have been signed for the Hajj arrangements 2019 by the Government of Pakistan with the Kingdom of Saudi Arabia (KSA):

- i. Ministerial level Agreement for Hajj arrangements of Hajj Season-1440H(2019) 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 season-1440H(2019) between National Adillah Establishment, Madinah Munawarrah, KSA and Office of Pilgrims Affairs of Pakistan (OPAP), Government of Pakistan.

6. STEPS TAKEN DURING REVIEW OF POLICY:

- (I) De-briefing session with the officers deputed on Hajj duty was held in the Ministry on 23rd October, 2018 to take stock of the Hajj operation 2018 and to plan necessary improvements for Hajj-2019.
- (II) After detailed deliberation by the Hajj Policy Formulation Committee and consultative process with all stakeholders the Hajj Policy 2019 has been framed.
- (III) This policy shall be implemented by the Ministry of Religious Affairs & Interfaith Harmony with adjustments as deemed necessary.

7. HAJJ SCHEME 2019:

- (I) As a policy, there shall be no free Hajj.
- (II) For Hajj 2019, 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) Out of the total country Hajj quota of 179,210, 60% (107,526) would be allocated to Government Hajj Scheme while 40% (71,684) would be allocated to Private Hajj Scheme i.e. Hajj Group Organizers (HGOs).The additional quota of 5000 pilgrims will also be allocated to private sector i.e enrolled non-quota holder companies with the undertaking that incase the same is withdrawn by the Saudi Government at any stage they will not claim it as their right at any legal or other forums.
- (IV) Applications for Hajj 2019 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.
- (V) Hajj dues, after collection from the intending pilgrims, will be placed in the Sharia compliant instruments/accounts by the designated banks.

- (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-2019, shared accommodation in accordance with Saudi Laws and Housing Permits (Tasreeh and Tasneef) shall be provided along-with boarding and lodging services.
- (VIII) Shuttle transport will be provided to pilgrims under Government Hajj scheme accommodated beyond two kilometers, except three days before and upto three days after Hajj (i.e. no bus service from the afternoon of 5thDhulhijjah till Maghrib Prayers of 14thDhulhijjah is allowed as per Saudi Policy guidelines).
- (IX) An amount of Rs. 19,451/-, 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) Out of the total Govt. Hajj quota **1.5%** (1613 seats) would be reserved for the hardship cases which includes, broken family, newly born infant cases, attendants/helpers of aged pilgrims above the age of 80 years and sponsorship scheme offered by any Government or organization for charity purpose. The Ministry had worked out criteria/parameters to utilize hardship quota judiciously (**Annex-I**).
- (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 sponsored by their respective organizations under their Corporate Social Responsibility. The number of seats would be decided by the Ministry on the basis of strength of the employees of Public sector/Corporate Organization sand companies.
- (XII) 10,000 seats would be reserved for senior citizen (above the age of 80 years).Female pilgrims above the age of 80 years may be accompanied by female helper along with their joint mehram while male aged pilgrims may be accompanied by one helper.
- (XIII) 10,000 seats would be reserved for persons who have been unsuccessful in ballot continuously for the last three years i.e. 2016, 2017 & 2018.
- (XIV) In case the applicants against seats at XII or XIII are less than reserved quota the same may be adjusted against each other.

8. MANDATORY CONDITIONS FOR HUJAJJ:

The following are the mandatory conditions for intending applicants:

- (I) International Machine Readable Pakistani Passport valid up-to 10.02.2020 and valid CNIC.
- (II) Medical fitness certificate issued 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, mentally unstable and chronically ill persons will not be allowed. In case, status is discovered contrary to the medical certification his nominee will be solely responsible for any mishap in KSA and Ministry reserves the right to cancel his selection for Hajj or repatriation from KSA. Strict disciplinary action will be taken against the delinquent medical officers through the relevant authorities.
- (III) 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 Hajj Rules of Kingdom of Saudi Arabia wherein female of 45 years and above are exempted from mehram.
- (IV) All male pilgrims above 80 years of age may preferably be accompanied by an eligible male attendant/family member. Further, disabled applicants are required to be accompanied by a male attendant to proceed for Hajj.
 - (V) Such applicants who have been barred from travelling abroad by any Court/placed on ECL are not entitled to proceed for Hajj 2019.
 - (VI) As per Hajj Rules of Kingdom of Saudi Arabia, 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.
 - (VII) 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 from 2014 and onward. 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.
 - (VIII) 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 Hajj Rules of Kingdom of Saudi Arabia.
 - (IX) All the Hujjaj are required to strictly abide by the laws and regulations of the host country during their stay in KSA.
 - (X) 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.
 - (XI) 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.
 - (XII) 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 airports by the designated airlines.
 - (XIII) 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 Hajj Rules of Kingdom of Saudi Arabia as informed by their respective "Makaatib".
 - (XIV) Comprehensive Hajj Training sessions regarding Hajj 2019 would be conducted which shall be mandatory for every successful applicant.
 - (XV) It would be advisable for every pilgrim to carry minimum SR. 2000 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 107,526. 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.

10. ACCOMMODATION AT MAKKAH MUKKARAMAH AND MADINAH MUNAWWARAH:

As per previous practice, accommodation at Makkah Mukkaramah will be offered along with board and lodging services to the pilgrims for Hajj 2019, 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).

11. GUIDELINES FOR HIRING OF ACCOMMODATION:

The following guidelines for hiring of accommodation for Hajj – 2019 will be adhered to:

- (I) The Hiring Committee (already 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 in Makkah Mukkaramah will be based on distance, quality and 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, adequate number of lifts, clean washrooms, provision of washing machines, kitchen facility, Wi-Fi internet facility, one attendant along with telephone facility, refrigerator, sufficient number of water dispensers and other requisite services.
- (III) The rent of the building, irrespective of the upper rental ceiling, should be competitive, prudent and as per prevailing market price.
- (IV) The OPAP should make available the hiring agreements (in English/ Urdu 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 Hajj Rules of Kingdom of Saudi Arabia, 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) For Hajj 2020, 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 2019 to ensure availability of their services at competitive/affordable rates.

12. PROVISION OF FOOD TO THE HUIJAJ

Food would be provided to the pilgrims of Government Hajj scheme during their stay in Makkah Mukkaramah, Madinah Munawarrarah through authorized catering companies and in Mashaair by respective Makaatib, three times a day along with tea.

13. HAJJ DUES:

The Hajj packages of Government Hajj Scheme for Hajj 2019 will be as under:

Hajj Package	North Region (Other Stations)	South Region (Karachi, Quetta & Sukkur)
Hajj Package without Qurbani:	Rs. 436,975	Rs.426,975
Hajj Package including Qurbani:(optional)	Rs. 456,426	Rs.446,426

Note:-1 SR = Rs. 39

14. AIR TRAVELING

- (I) Negotiations are underway with KSA Authorities to provide Hujjaj the facility of immigration clearance at Jinnah International Airport, Karachi as a pilot project of “Road to Makkah”
- (II) 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.
- (III) Efforts will be made for transportation of fifty percent (50%) of Government Scheme hujjaj directly to Madinah Munawarrarah and Jeddah from Pakistan and vice versa.
- (IV) Hajj Flight Schedule by authorized airlines shall be prepared in consultation with the Ministry of Religious Affairs & Interfaith Harmony.
- (V) Hajj flights for Govt. Hajj Scheme will operate from Islamabad, Karachi, Lahore, Peshawar, Quetta, Sialkot, Multan, Faisalabad, Rahim Yar Khan and Sukkur gateways.
- (VI) No claim of refund against unutilized air ticket would be entertained by the Ministry of Religious Affairs & Interfaith Harmony except in emergency on case to case basis.

15. TRAIN/BUS FACILITY IN MASHAAIR:

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

PART – III

16. PRIVATE HAJJ SCHEME:

The Government of Pakistan’s policy of engaging Private Sector covers various areas including management, logistics and welfare services to Hujjaj. The policy aims to supplement the efforts of the Government by involving private sector. As a matter of policy, 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-2019 through private sector, under strict monitoring regime.

17. ALLOCATION OF QUOTA:

- (I) For Hajj 2019, 40% quota i.e. 71,684 out of total quota of 179,210 and additional quota of 5000 hujjaj would be allocated to Private sector by the Ministry (but not less than 50 hujjaj per HGO as per Hajj Rules of Kingdom of Saudi Arabia). 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. HGOs, with good performance and satisfactory arrangements during Hajj-2018 and with no complaints pending against them either in Pakistan or Kingdom of Saudi Arabia will be allowed to take part in Hajj-2019 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 2019. 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 in Hajj 2019 until its clearance. Moreover, the quota of 1225 seats, out of Private Hajj Scheme, will be reserved for Pakistan armed forces.
- (II) 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.
- (III) If any HGO, including any person 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 / company / HGO, it shall be deemed to have contravened a basic stipulation and shall be permanently banned/ debarred from Hajj business.
- (IV) Additional quota of 5000 would be allotted to non quota holders enrolled companies on merit for Hajj-2019 with the condition/undertaking that they will not consider it as their right in the court of law or any other forum, if the additional quota is withdrawn by the Saudi Government at any stage.

18. GENERAL CONDITIONS FOR HGOs:

- (I) 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.
- (II) Each HGO is required to submit performance guarantee @ 05% and @ 10% for 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.
- (III) The cheques on accounts of compulsory Hajj dues and Performance Guarantee received from Hajj Group Organizers (HGOs) will be deposited in Ministry's account No. 0606991011004977 already opened with MCB bank, Civic Centre Branch, Islamabad to facilitate the HGOs and to keep their separate record.
- (IV) 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.

- (V) 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.
- (VI) 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.
- (VII) 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.

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.

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 and safety measures, board and lodging, transport 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-2019 shall be deployed in Pakistan and KSA.
 - a) Welfare Staff-Medical
 - b) Welfare Staff-Moavineen (Pakistan based)
 - c) Welfare Staff-Ministry
 - d) Welfare Staff-KSA based

- (III) Based upon the experience gained in Hajj 2018, 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.
- (IV) The administrative structure of Hajj 2018 for the provision of facilities in KSA shall remain the same for Hajj 2019.
- (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) Actual strength of welfare staff shall be determined by the Ministry in view of actual requirement and availability of resources.
- (VII) No person other than employee of Federal/ Provincial Government shall be eligible for welfare duty during Hajj 2019. This condition does not apply to KSA based Moavineen.

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 one 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 repeater did not perform Hajj duty for more than three terms.
- (V) The selection of officers/staff would be finalized by the Ministry.
- (VI) The criteria, duties, TORs and break-up of Welfare Staff-Medical 2019 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, 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 three consecutive years except the Director Welfare Staff-Moavineen. Upto 10% repeaters may be allowed, provided the repeater did not perform Hajj duty for more than three terms, to guide and supervise those who will be performing duties for the first time.

The criteria, duties, TORs and break-up of Welfare Staff-Moavineen 2019 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 based of

Pakistani origin as per its requirement and in line with the Hajj Rules of Kingdom of Saudi Arabia and in consultation with the Ministry.

25. WELFARE STAFF-MINISTRY:

Ministry shall depute staff for performing welfare and administrative duties at main control room at Makkah Mukkaramah and Madinah Munawwarah, Madinah Departure Cell, monitoring of Hajj Operation-2019, Lost & Found Cell, establishing field office at Mina for Mashaair services and coordination cell with airlines for issuance and change of tickets and other Hajj related duties. For Hajj 2019, appropriate number of Welfare Staff from this Ministry including allied staff would be deputed to KSA as per requirement of the Ministry in line with the Hajj Rules of Kingdom of Saudi Arabia.

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. They will, however, bear their expenses.

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 upon the intending Hujjaj on local basis at District and Tehsil level with partnership of Hajj Organizers Association of Pakistan (HOAP). However, the Master Trainers will not be entitled for any service visa. 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.

28. 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
- Saudi Laws
- Frequently Asked Questions(FAQs)

29. HUJAJ 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-2019. 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.	Accidental disablement resulting loss of one limb.	Rs. 150,000/-
III.	Accidents resulting in permanent disablement of more than one limb.	Rs. 250,000/-
IV.	Repatriation / Emergency evacuation due to illness.	Rs. 300,000/-

30. 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.

31. 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.

32. BAGGAGE:

Efforts are being made to introduce for the Pakistani pilgrims to 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, 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. The Ministry will not be responsible for leftover/excess baggage.

33. 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 conformity with Saudi Government’s orders / instructions and to meet the exigencies of Hajj operation– 2019.

34. 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) in 2013 has been updated for Hajj 2019. The system has 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) is generated for the information of senior management. Hundreds of inquiries/ complaints were registered through this system and were successfully addressed

/resolved to the satisfaction of the complainants. 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) 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 Hajj Rules of Kingdom of Saudi Arabia. In addition, proforma based feedback, will be obtained from pilgrims of both Government and Private Hajj Schemes at the time of their return to Pakistan. 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 Hajj 2018.

35. EMERGENCY MANAGEMENT SYSTEM (EMS) FOR HAJJ 2019

To cope with any kind of emergency, the Ministry of Religious Affairs & Interfaith Harmony has setup an Emergency Management system for Hajj 2019. Emergency Response Team (ERT) with the following composition:-

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 will be issued by the Ministry separately in consultation with the Saudi Authorities.

36. NEW INITIATIVES

The Ministry endeavors to introduce following new initiatives for Hajj 2019:

- i. Negotiations are underway with KSA Authorities to provide Hujjaj the facility of immigration clearance at Jinnah International Airport, Karachi as a pilot project of “Road to Makkah”
- ii. Negotiations are underway with KSA Authorities for the introduction of E-Visa facility to the hujjaj for Hajj-2019 to meet the international standard.
- iii. 10,000 seats have been reserved for senior citizens above the age of 80. Male applicants over 80 years of age may be accompanied by an attendant and female applicants over 80 years of age may be accompanied by a female attendant and a joint Mahram. In case such applicants are more than 10,000, selection will be made on the basis of age wise seniority.

- iv. Menu of food will be of Pakistani made and taste in Mashair.
- v. The Aviation Division and Ministry of Religious Affairs & Interfaith Harmony shall through close coordination along with other stakeholders ensure direct hajj flight from Quetta airport to KSA.
- vi. Efforts are being made to introduce for the Pakistani pilgrims to carry with them a specified bag and hand carry.
- vii. Effective training will not only ensure for the hujjaj but for the Welfare staff as well.
- viii. The Makatib will depute urdu speaking guides in Pakistani camps at Mashair.
- ix. The Pakistani Welfare staff will be deputed in Mina camps for facilitation of Pakistani hujjaj.
- x. Additional quota of 5000 would be allotted to non quota holders enrolled companies on merit for Hajj-2019 with the condition/undertaking that they will not consider it as their right in the court of law or any other forum, if the additional quota is withdrawn by the Saudi Government at any stage.

