

Government of Pakistan
Ministry of Religious Affairs and Interfaith Harmony

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No.F.1(4)2023-HGOs

Islamabad, the 17th May 2024

The Chairman,
Hajj Organizers Association of Pakistan (HOAP),
Islamabad.

Subject: **FOLOW UP ON PREVIOUS CORRESPONDENCE REGARDIGN HGO-MIS TECHNICAL ISSUES**

Reference HOAP's letter No.CH/HOAP/Misc/iii dated 14th May 2024 and all previous correspondence (letter dated: 19th April, 06th May, 30th May & 27th May) on the subject noted above.

2. Ministry of Religious Affairs and Interfaith Harmony give due consideration towards private hajj scheme and take appropriate measures for the resolution towards the issues on top priority basis. In this connection a training session on HGO-MIS was also arranged by the Ministry on 15.04.2024. Furthermore, IT team is also part of WhatsApp group of HGOs to facilitate and settling the issues of HGOs at the same moment. Juxtaposition of the issues raised by HOAP letter under reference is as under:-

S. No.	Issues	Remarks
1.	Detail of Package: In Maktab Category Please remove Zone Number (or remove it from the report)	Zone Number is mandatory part of a Hajj Package; thus, cannot be removed.
2.	Shifting Area: Number of Days will be equal in all shifting areas like Aziziya, Shoqia, Khalidia etc (without capping in number of days in shifting area) (Shifting accommodation for more than 18 days)	This has already been removed. However, if any particular HGO is facing problem in this regard, may contact IT Team of the Ministry.
3.	Makkah & Madinah Accommodation minimum days capping for 2 days	This has already been updated
4.	In Mina and Arafat Tag for food the statement "Tawafa company Provided" – please mention the food type one dish three-time parcel for Category C&D	Options are already available in HGO-MIS
5.	Transport tag – the inter city transportation should be disabled if Makkah accommodation is fixed (non-shifting)	Inter city transport is mandatory; thus, cannot be disabled in HGO-MIS
6.	Same package amount for 2 packages are not accepted (please resolve this issue) for example A category with 3-star hotel & B Category with 5-star hotel will be same for package amount.	This option is available on HGO-MIS.

7	In Hajj receipt tag: the print of hajj receipt gives error if some body book only Azizia, there is only mentioned in report as "Makkah No" rather than HGO booked "Azizya Yes"	This option will be updated as per the requirement of HOAP.
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3. It is to inform that HGO-MIS has no link with the E-Hajj Saudi portal and it is working separately. HGO-MIS can not create any hurdle in issuance of visas on E-Hajj portal.

4. It is bring to your notice that the Excellency, Saudi Ambassador during the meeting held on 17th May 2024, which was also attended by the representatives of HOAP, has shown displeasure over the slow processing of visa on E-Hajj and has directed to complete the visa immediately as E-Hajj will be closed within two days for any activity. Therefore, all HGOs/Munazzam companies are hereby directed to upload their required documents on E-Hajj for issuance of visa and complete the visas within two days.

5. IT team of this Ministry is available every time to address the technical issues regarding HGO-MIS.

(Azhar Iqbal Hashmi)
Deputy Secretary (HP)

Copy to:-

1. PS to Secretary.
2. PS to JS(Hajj)
3. AD(IT) – with the request to upload on website.