
SERVICE PROVIDER AGREEMENT FOR ZGO

Ministry of Religious Affairs & Interfaith Harmony

ZGO- SERVICE PROVIDER AGREEMENT

This Service Provider Agreement (SPA) is made on this Day ___ of _____, 2025 at Ministry of Religious Affairs & Interfaith Harmony, Islamabad (hereinafter referred to as MORA&IH) BETWEEN MORA&IH and ZGO M/s _____(Pvt) Ltd. bearing license No. _____.

1. The main purpose of this Agreement is to regulate and monitor operation of ZGOs, in accordance with the terms and conditions mutually agreed. However, following are the main points for strict compliance: -

- a. The Bank deposit slip of cash / cheque / pay order received from Zaireen in ZGO bank account will be uploaded on ZGO-MIS.
- b. Detail of Bank Account numbers (Foreign currency and Local currency accounts) shall be reflected on ZGO-MIS and shall also displayed at respective office premises.
- c. Pak Zaireen App (mobile App) is mandatory for Zaireen.
- d. All ZGOs shall buy an insurance policy against any fraudulent act. Copy of which be submitted to MoRA&IH.

2. **Definition:** In this Agreement, unless provisions of Zaireen Management Policy provide otherwise:

- i. **Appellate Committee** means the committee constituted by the Secretary, MORA&IH to entertain appeals against the decision of Zaireen Complaint Committee (ZCC) within a specified period of time.
- ii. **Blacklisting** means to debar/ban management of Service Provider from conducting Ziarat business, permanently.
- iii. **Complaint** means any grievance with relevant information or evidence lodged by a Zair against the Service Provider relating to Ziarat within the stipulated time.
- iv. **Zaireen Complaint Committee (ZCC)** means the committee constituted by the Secretary, MORA&IH to entertain complaints and their disposal thereof. The decision of ZCC can be appealed before the Appellate Committee by the complainant or the Service Provider within 15 days of the receipt of the decision.
- v. **Forfeiture** means confiscation of performance guarantee in favor of MORA&IH on unsatisfactory performance or violation of the SPA by the Service Provider.
- vi. **Zaireen Group Organizer (ZGO)** means a company duly licensed and registered with MORA&IH, as Service Provider to the Zaireen;
- vii. **Ziarat Package** means the amount of Ziarat package and additional facilities (if any) as agreed with the Zaireen.
- viii. **ZGO Management Information System (ZGO-MIS):** means the software prepared and maintained by Ministry for Data Management of ZGO and the Zaireen.
- ix. **Monitoring** means overseeing the arrangements and services provided by the Service Provider to the Zaireen during Ziarat operation both in Pakistan and in host countries as per Service Provider Agreement (SPA) and individual agreements with Zaireen.
- x. **Performance Guarantee** means an amount deposited by a Service Provider, in the bank account of MORA&IH to insurance satisfactory performance of Ziarat operation to the satisfaction of Zaireen.
- xi. **Zair** means a person who makes payment for Ziarat and or signs an agreement with the Service Provider for performance of Ziarat with ZGO.
- xii. **Service Provider** means the ZGO so authorized by the Ministry to book Zaireen on the specified terms and conditions contained in SPA and instructions issued by MORA&IH.

3. **Penalties** mean punishment to be awarded to Service Provider/ZGO on account of violation under this SPA. The penalties are classified into two categories i.e., Major and Minor penalties.

i. **Major Penalty**

1. Blacklisting or cancelation of registration.
2. Suspension or termination of license for a specific period.
3. Forfeiture of all or part of security amount.

Minor Penalty

1. Warning / Censure.
2. To place on watch list for a specific period.
3. Both the above.

4.	Terms and Conditions: The following terms and conditions shall constitute the integral part of the SPA.	
	Clauses(s)	Penalty
	A. OFFICE STRUCTURE	
	1. ZGO shall keep its independent office well established, equipped with computer, internet, telephone facilities and technical staff located at accessible but non-residential location(s) and shall also display a sign board with registered company name, including enrollment number, telephone number and functional website address (as per record maintained at the Securities and Exchange Commission of Pakistan) at prominent place outside the office approved by MORA&IH.	(MAJOR)
	2. ZGO shall properly maintain and update website of the company on permanent basis having company profile, details of management, valid contact numbers for Ziarat bookings.	(MINOR)
	B. ZIARAT PACKAGE	
	1. The service provider will clearly mention the building / hotel and all other facilities to be provided to Zaireen against the total amount of their package for each Zair. All these will be mentioned in the agreement signed with Zair individually and will be uploaded on ZGO-MIS.	(MAJOR)
	2. ZGOs shall not charge over and above the Ziarat package unless some extra facilities are provided.	(MAJOR)
	C. ZIARAT BOOKING	
	1. A ZGO will book Zaireen as per agreed package, details of which will be uploaded on ZGO-MIS. Mode of payment will remain the same as reflected in 1(a).	(MAJOR)
	2. The service provider shall sign a system generated agreement (covering all the details and facilities including Airline, accommodation, transportation, food etc. as per the Ziarat package) with each Zair, at the time of booking and shall provide a copy of the same to the Zair as well as upload on ZGO- MIS. Further, any change in the agreement shall also be updated on ZGO-MIS and newprint of system generated agreement shall be signed with the consent of the Zair which shall be replaced/uploaded on ZGO-MIS.	(MAJOR)
	3. The service provider shall also provide information in writing (pamphlets / page) about the manner of performing Ziarat.	(MINOR)
	D. ACCOMMODATION ARRANGEMENTS	
	1. The service provider shall ensure that there is no discrepancy in the information uploaded on ZGO-MIS and accommodation in host countries provided to a Zair in reality. There shall be no dummy entries in the system.	(MAJOR)

	E.	TRAVEL ARRANGEMENTS	
	1.	The service provider ZGOs shall make travel arrangements for the intending Zaireen as agreed in the Ziarat Package. Buses used for carrying zaireen to Iran, Iraq should not be more than three years old.	(MINOR)
	2.	Every ZGO shall have a representative each in every host country for the guidance of Zaireen of his group.	(MAJOR)
	3.	The service provider shall provide identity card to each Zair containing Name, Passport number, Building address, Pakistani Contact number, Service Provider Name & license number, Contact number of Service Provider in host country/s and its representative etc.	(MINOR)
	F.	ADMINISTRATIVE ARRANGEMENTS	
	1.	The ZGO shall specifically mention the names of Ziarat to be arranged in host countries in agreement.	(MINOR)
	2.	The service provider shall upload correct information pertaining to accommodation and contact numbers/WhatsApp Numbers of its staff / representative in host countries on ZGO-MIS at least 24 hours before departure of flight.	(MAJOR)
	3.	The service provider shall deposit performance Guarantee equal to Rs.1 million in the shape of Bank Draft in the Ziarat Fund for a period of one year, which will be transferable to the following year(s), if not forfeited fully or partially.	(MAJOR)
	4.	The service provider shall ensure to get surety from their respective Zaireen for not involving him / her in beggary, skipping in host countries and returning within due course of time.	(MAJOR)
	5.	The service provider shall furnish proof that they have acquired accommodation as well as transport for the group of Zaireen.	(MAJOR)
	G.	COMPLETE INFORMATION	
	1.	The service provider shall carefully fill in the Ziarat Application Form, individual Ziarat Agreement and travel details. The Service Provider is also bound to upload the same on ZGO-MIS.	(MAJOR)
	2.	The service provider will enter correct cell number of the Zaireen in Zaireen application form.	(MINOR)
	H.	GENERAL RULES & REGULATIONS	
	1.	The service provider shall treat the Zaireen with dignity and respect.	(MAJOR)
	2.	The service provider shall abide by the Rules, Regulations and the Instructions issued by the Government of Pakistan and host countries from time to time.	(MAJOR)
	3.	Any discrepancy in provision of services as agreed between ZGO and Zair on account of Ziarat arrangements in Pakistan or host countries on the part of Service Provider shall be treated as a mis-commitment.	(MAJOR)
	4.	The service provider shall deposit service charges @ Rs. 1000/- per Zair in the Ministry's bank account.	(MAJOR)
	5.	Copy of receipt already deposited of Registration fee amounting to Rs. 30,000/-	(MAJOR)
	6.	Annual renewal fees amounting to Rs. 10,000/-	(MAJOR)

J.	GENERAL INSTRUCTIONS
1.	This Agreement shall be governed by the laws of Pakistan and the Courts in Pakistan shall have the exclusive jurisdiction to adjudicate upon the cases in this regard after the decision of Appellant Committee.
2.	Decision of MORA&IH regarding interpreting clauses of this Service Provider Agreement shall be considered as final.
3.	All complaints of Zaireen received against the Service Provider or cases referred by Monitoring teams or received directly from Zaireen, shall be placed before Zaireen Complaint Committee (ZCC) in Pakistan (MORA&IH), having its jurisdiction to impose one or more penalties for violation of the individual agreements, non-compliance of SPA, monitoring mechanism or any other fraud with the Zaireen. Appeal against the decision of ZCC can be filed before the Appellate Committee of the MORA&IH within <u>30 days</u> of issuance of ZCC decision.
4.	Only those signed complaints shall be considered by ZCC which are received within one month of arrival of Zaireen after performing of Ziarat.
5.	Complainants should only be allowed to take back or withdraw their complaints or arrive at mutual settlements before the decision of ZCC.
6.	The service provider shall abide by the terms and conditions prescribed in the SPA or any additional conditions to be prescribed thereafter by the MORA&IH, Government of Pakistan and host countries.
I have read and understood the Agreement and undertake that all activities pertaining to performance of Ziarat shall be governed under the Zaireen Policy. I shall abide by the provisions of the SPA prescribed above for transportation of Zaireen to host countries, as well as other terms or any additional conditions / SOPs to be prescribed thereafter by the Ministry and host countries for providing services to the Zaireen.	

Chief Executive

Signature and thumb impression for & on behalf of

M/o _____

Signature and thumb impression of all Directors of the Company

Sr. #	Name	Signature	Thumb impression