

Government of Pakistan
Ministry of Religious Affairs & Interfaith Harmony

No.F.3189/HGO-24

Islamabad, the 27th March, 2024.

FINAL NOTICE

**The Chief Executive,
M/s Al-Huffaz Group of Travel Pvt. Ltd. (Enr. No 3189)
01 Shamnagar Road Chubugi Tower
Chowk Chuburgi, Lahore.**

Subject: IMPLEMENTATION OF CDC/APPELLATE COMMITTEE DECISION.

Upon receipt of complaints from different people against the company, the Complaint Disposal Committee (CDC) issued decision on 24th November 2017 as under (Annex-I):-

i) *M/s Al-Huffaz Group of Travels & Tours, Lahore (Enr. No. 3189) is directed to refund the entire amount, Rs. 7,928,500 & Rs. 1,600,000/- to all the affected people of Hajj-2015 & Hajj-2017 immediately*

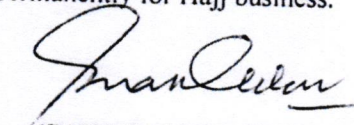
ii) *M/s Al-Huffaz Group of Travels & Tours, Lahore is permanently blacklisted/debarred from all kind of Hajj Business in accordance with clause H(VIII) of the SPA with immediate effect and until further orders.*

2. The Appellate Committee vide decision dated 28th May 2018 upheld the decision of CDC (Annex-II). The HGO did not comply with the above decisions of the Ministry. The complainants filed WP No.76139/2029 before the Honorable Lahore High Court, Lahore for refund of their claim. The Honorable Court disposed of the case on 16-6-2021 (Annex-III). The Honorable Court held that:

".....For the purposes of any outstanding amount, Respondent No. 1 should devise a methodology to recover the amounts from the blacklisted and defaulted parties as large amounts are recovered from intending Hajjis who must be compensated and refunded amounts, they were defrauded of as they were unable to perform Hajj on account of neglect and dishonesty of a travel and tour agent....."

3. In compliance with the above Orders of Honorable Court, this Ministry is in process to devise mechanism, which may also include auction of quota of the company, to compensate the effected complainants.

4. In view of above M/s A-Huffaz Group of Travels & Tours is finally directed to deposit an amount of Rs. 9.5 million in Pilgrim Welfare Fund (PWF) within 10 days for onward transmission to effected people; failing which hajj quota of the company will be with-held by the Ministry and the HGO as well as its management shall be banned permanently for Hajj business.


(SANAULLAH KHAN)
Section Officer (Monitoring)

Copy to:-

- i. Mr. Muhammad Ghalib Qureshi, Chief Executive, Al-Huffaz Group of Companies Khanpur Post Office Nanki Tehsil & District Mirpur
- ii. Iftikhar Ahmad, Director, Al-Huffaz Group of Companies, House No P-7172, Street No. B-2 Muhallah Jamilabad Near Jamia Masjid Aqsa, Faisalabad
- iii. Muhammad Tahir Jamil, Director, Al-Huffaz Group of Companies, Chak No. 4, GB, Ramdiwali, Tehsil & District Faisalabad.
- iv. Director Hajj, Lahore – with the request to depute an official to deliver this letter in the office of HGO.
- v. Deputy Director, FIA AHTC, Lahore
- vi. AD(IT) with the request to upload on website of the Ministry.



Government of Pakistan
M/o Religious Affairs & Interfaith Harmony

No. F.3189/2017-HGO

Islamabad the 24th November, 2017.

The Chief Executive,
Al-Huffaz Group of Travels & Tours (Pvt) Ltd.
Lahore.

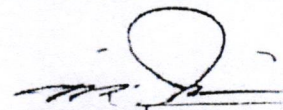
Subject: DECISION OF THE COMPLAINT DISPOSAL COMMITTEE.

I am directed to refer to the subject cited above and to say that the following two complaints against M/s Al-Huffaz Group of Travels & Tours (Pvt) Ltd. (Enroll: No. 3189) Lahore, were taken on the agenda of the Complaint Disposal Committee (CDC) during its meetings held on 31-10-2017 and 08-11-2017 in this Ministry:

- (i) M/s Al-Huffaz Group of Travels received Rs.2,200,000/- from intending Hujjaj in 2015 but could not manage their Hajj & did not refund the money to the affectees.
- (ii) The above company received Rs.7,928,500/- from 23 intending Hujjaj in 2017 but could not manage their Hajj & did not refund the money to the affectees.

2. After detailed deliberations on the agenda items and listening to the complainants and Director of the company in question, the Committee unanimously took the following decisions:

- (I) M/s Al-Huffaz Group of Travels & Tours, Lahore (Enr. No.3189) is directed to refund the entire amount, Rs.7,928,500/- & Rs.1,600,000/- to all the affected people of Hajj-2015 & Hajj-2017 immediately.
- (II) M/s Al-Huffaz Group of Travels & Tours, Lahore is permanently blacklisted/debarred from all kind of Hajj Business in accordance with clause II(VIII) of SRA with immediate effect and until further orders.


(MUHAMMAD RIAZ)
Section Officer(HGO)
Tel: 051-9207519

Copy to:

1. P.S to Secretary (RA&IH)
- ✓ 2. APS to J.S.(Hajj)/Chairman, CDC.
- ✓ 3. A.D (II) with request to upload the website.



IMMEDIATE

Government of Pakistan 28
Ministry of Religious Affairs & Interfaith Harmony

No.5(3)/2015-Monitoring (3189)

Islamabad, 28th May, 2018

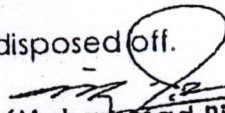
1. The Chief Executive,
M/s Al-Huffaz Group of Travels (Pvt) Ltd,
Enrollment No. 3189
01 SHAMNAGAR ROAD CHUBURGI TOWER,
CHOWK CHUBURGI,
LAHORE.
Ph/Cell No. 0427-466761

Subject: DECISION OF APPELLATE COMMITTEE.

I am directed to convey that the Appellate Committee in its meeting held on 19th March, 2018 at Islamabad, while hearing upon the appeal submitted by you against the decision of the Complaint Disposal Committee (CDC), has decided as under:-

"After hearing to the complainants the Committee upheld the decision of the CDC. The Committee has also decided that an Advertisement in the newspaper against M/s Al-Huffaz Group of Travels & Tours Pvt Ltd may be published to avoid any kind of wrong doings in Hajj Business."

2. In view of the above the instant case stands disposed off.


(Muhammad Riaz)
Section Officer (Monitoring)

Copy to:

1. Director (Hajj), Directorate of Hajj, Lahore, with the request to ensure implementation of the above decision and submit compliance report to HGO Section under intimation to Monitoring Section.
2. Complainant (Mr. Shafaqat Ali & Mirza Muhammad Ajmal Baig)
3. A.O. PWF, MORA.
4. Personal file of HGO concerned.
- ✓ 5. Master file CDC.

Form No: HCJD/C-121
ORDER SHEET
IN THE LAHORE HIGH COURT, LAHORE
JUDICIAL DEPARTMENT

WP No. 76139/2019

Shafaqat Ali etc. **Versus** Federation of Pakistan etc.

S.No. of order/ Proceeding	Date of order/ Proceeding	Order with signature of Judge and that of parties or counsel, where necessary.
	16.06.2021	Mr. Zabi Ullah Nagra, Advocate for the Petitioner alongwith Petitioner.

Ms. Ambreen Moin, Deputy Attorney General for Pakistan and Mr. M. Rashid Umer, Assistant Attorney General for Pakistan with Ghulam Mustafa, Section Officer (Monitoring), Government of Pakistan, Ministry of Religious Affairs and Inter-faith Harmony.

Through this Petition, the Petitioners have prayed that Respondent No.1 be directed to refund the claims of the Petitioners with respect to the orders passed by Respondent No.2 requiring it to refund the entire amount taken from the affected Hajjis for the years 2015 and 2017.

2. Learned counsel for the Petitioners states that the claims of the Petitioners are still pending with the Respondents and that the Respondents have received performance guarantee from Respondent No.2, yet despite the same, no effort is being made to process the Petitioners' claims.

3. On behalf of Respondent No.1, report and parawise comments have been filed. Learned Law Officer states that there is no precedent on the basis of which the Petitioners claim can be settled through the performance guarantee amount. It is an admitted fact that orders have been passed against Respondent No.2 to refund all the amounts which it obtained from the Hajjis

at the time as they failed to ensure that the Hajjis were able to perform Hajj.

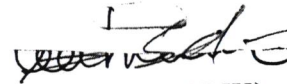
4. The record shows that there was a decision taken on 24.11.2017 by the Complaint Disposal Committee, Ministry of Religious Affairs and Interfaith Harmony, wherein a direction was given that all amounts be refunded to the affected people. The Petitioners claim to be affected people but they have not been compensated. Admittedly, Respondent No.1 has the performance guarantee amount available with it, however, Respondent No.1's claim is that the performance guarantee amount is lesser whereas the claimed amount is greater. Therefore, there are insufficient funds to cover all the refund.

5. Be that as it may, the fact of the matter is that Respondent No.1 is required to ensure compliance of its own orders passed by the Ministry of Religious Affairs and Interfaith Harmony. Through letter dated 24.11.2017 issued by the Ministry of Religious Affairs and Interfaith Harmony, the Complaint Disposal Committee directed Respondent No.2 to refund the entire amount to all the affected people of Hajj 2015 and Hajj 2017 immediately. Since Respondent No.1, Federation of Pakistan, has in its custody the performance guarantee amount, claims can be settled from the same. For the purposes of any outstanding amount, Respondent No.1 should devise a methodology to recover the amounts from the blacklisted and defaulted parties as large amounts are recovered from intending Hajjis who must be compensated and refunded the amounts, they were defrauded of as they were unable to perform Hajj on account of neglect and dishonesty of a travel and tour agent. Although learned Law Officer has also referred to the Hujjaj Compensation

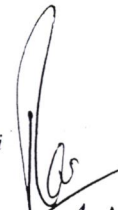
W.P. No. 76139/2019

Fund ("HCF") as a place to claim refund for affected Hajis, however, in the first instance, Respondent No.1 should process the claims of the Petitioners and other claimants, if any, against the performance guarantee. So far as HCF is concerned, claimants can apply for the same to get their compensation in accordance with law. ✓

6. Disposed of in the stated terms.


(AYESHA A. MALIK)
JUDGE

Abis Ali


18/6/21

TRUE COPY
n Case No. 76139/2019
Examiner, J.G.B (Copy Branch)
Lahore High Court, Lahore

DY No. 984
J.S.Hamid
DY No. 463
DS (HP)

167
25-06-2021