

Government of Pakistan
Ministry of Religious Affairs and Interfaith Harmony

Islamabad the 18th March, 2025

No.1(4)/2025-Monitoring

Chief Executives

All Munazzam/Service Providers

Subject: **SERVICE PROVIDER AGREEMENT FOR HAJJ 2025**

I am directed to refer to this Ministry's letter of even number dated 17.3.2025 on the subject cited above. All the Chief Executive(s) of Munazzam companies are directed to submit the compliance report within two weeks positively. Performance guarantee and term insurance shall be submitted to Account Officer (PWF) of this Ministry and copy thereof may be provided to this section accordingly.


(Ghulam Mustafa)
Section Officer (Monitoring)

Copy to:

- i. APS to Additional Secretary, RA&IH
- ii. APS to JS(Hajj), RA&IH
- iii. AO(PWF)
- iv. Director(s), All Directorates of Hajj, Pakistan
- v. Central Chairman HOAP
- vi. AD(IT) with request to upload on Ministry's website

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Ministry of Religious Affairs and Interfaith Harmony

Islamabad the 17th March, 2025

No.1(4)/2025-Monitoring

Chief Executives

All Munazzam/Service Providers

Subject: **SERVICE PROVIDER AGREEMENT FOR HAJJ 2025**

I am directed to refer to the decision of Economic Coordination Committee (ECC) of the Cabinet decision in its meeting held on 03.02.2025 and to states that the clause 3 (F-6) of SPA for Hajj 2025 is amended as under:

“The service provider shall deposit performance Guarantee @ 5% in case of existing Service Provider and @ 10% in case of new Service Providers, of the packages (package X quota) in the form of Bank Guarantee / pay order/demand draft. The performance guarantee shall be valid for one year or till final decision of the CDC/Appellate committee only in case of those service providers against which complaints are under process for final decision of the CDC/Appellate Committee. On satisfactory performance of the Service Provider, the Bank Guarantee / pay order/demand draft shall be released accordingly.”

2. Moreover, as per clause 3(F-10) SPA 2025, the service provider shall provide proof of insurance in the form of Takaful/term insurance to provide protection to Hajj dues of intending pilgrims form any unforeseen circumstances on part of the Service Provider. The insurance shall be issued by a company having AA rating and accredited with IATA.
3. In view of the above, Chief Executive of all the Munazzam companies are hereby directed to submit the compliance report accordingly.

(Ghulam Mustafa)
Section Officer (Monitoring)

Copy to:

- vii. APS to Additional Secretary, RA&IH
- viii. APS to JS(Hajj), RA&IH
- ix. AO(PWF)
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