

ORDER SHEET

ISLAMABAD HIGH COURT, ISLAMABAD.
JUDICIAL DEPARTMENT.

W.P No. 528 of 2024

M/s. Al-Hateem International Travel

Vs.

M/o Religious Affairs, etc

S. No. of order/proceedings	Date of order/proceedings	Order with signature of Judge and that of parties or counsel where necessary.
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19.04.2024.

Petitioner in person.
Mr. Fazal Elahi, Advocate for respondent No. 9.
Mr. Khalid Mehmood Dhoon, AAG.
Mr. Azhar Iqbal Hashmi, Deputy Secretary, MORA.
Mr. Muhammad Hafeez S.O, M/o Religious Affairs.
Respondent No. 3 in person.

In compliance of directions issued vide order dated 18.04.2024, reports have been filed on behalf of the petitioner Company and respondent Departments/ Ministries.

2. Since most of the Hajj process has been completed. Private hajj tours have already booked private pilgrims to perform Hajj-2024, therefore, at this stage, pronouncement of judgment would alienate the whole process amounting to butting in/interrupt the innocent private persons, who are planning to perform their Hajj this year. Instead it would be better to observe the conduct of petitioners whether they maintain

discipline during this Hajj season. The Ministry of Religious Affairs assumes the roles of planning, implementation, supervision and control in order to make sure that the best levels of services required for the pilgrims are provided to provided, however, since decades Pakistani Hujjaj are facing problems relating to accommodation, food, transportation, etc. in the holy lands. In order to make the process smooth and to facilitate the Hujjaj, following directions are hereby issued to be abided by the concerned Ministry and Private Hajj Tour Operators;

1. To facilitate the Hujjaj, the MoRA&IH shall make necessary arrangements and provide welfare services which include health services, information, facilitation, safety measures, boarding, lodging and transportation etc.
2. Standard Operating Procedure (SOPs) and job description, to be performed by the welfare staff/Moveneed-e-Hujjaj, for each category of welfare service/activity shall be notified by the Ministry in consultation with all stakeholders to ensure responsibility and accountability. Toll free help line numbers and current telephone numbers of the related staff shall be provided to each and every Hajji during their training in Haji Camp,

before leaving Pakistan (it is suggested that a card may be provided to Hujjaj detailing toll free help line numbers/contact numbers of related Moveneen-e-Hujjaj along with email address with the hajj booklet, provided by the government during training sessions).

3. The welfare staff will be selected after proper scrutiny, their clearance and according to their expertise in relevant and required field.
4. The Ministry shall make sure that Welfare staff provides proper assistance to the Hujjaj rather than performing their own hajj and Ministry shall also make sure that all the rules and regulations are abided by said staff.
5. The Ministry shall also ensure strict actions against staff members who fail in performing their duties during Hajj journey.
6. The Ministry shall ensure provision of all essential services for pilgrims throughout their Hajj journey, ensuring a seamless and smooth experience.
7. All the Private Hajj Operators shall ensure provisions of top-drawer, vital to carry out the rituals efficiently, facilities to the Hujjaj (as promised in their brochures) in order to improve their spiritual experience.
8. Though Hajj Operations are carried out under administration of Director General (Hajj) but the Minister /

Secretary RA & IH are directed to look into the matter personally, along with their monitoring and inspection teams and any complaint against the Private Hajj Operators or Hajj Welfare Staff is directed to be entertained timely and efficiently.

3. The respondent Ministries are directed to submit their reports on the Hajj Operation-2024 detailing therein total complaints received by the Hujjaj, redressal thereof, time taken for redressal of that complaint and action taken by the Ministry against said Tour operator or welfare staff, etc, on the next date fixed.

4. Relist in the 1st week of August, 2024. Office is directed to serve this order on the Secretary, Ministry of Religious Affairs and Interfaith Harmony for compliance. The Secretary, MoRA&IH shall further communicate this order to the Director General Hajj as well.

**(ARBAB MUHAMMAD TAHIR)
JUDGE**