

No. F. 1(1)/ 2013-HP  
GOVERNMENT OF PAKISTAN  
MINISTRY OF RELIGIOUS AFFAIRS

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SUBJECT:— **HAJJ POLICY AND PLAN - 2013.**

## **PART-I**

### **1. INTRODUCTION:**

Hajj is one of the five pillars of Islam. Muslims of diverse origin, races and culture from across the globe assemble in the holy city of Makkah Mukarramah in the last month of Islamic calendar (Zul-Hajj) to perform *manasik-e-hajj* and seek the blessings of Al-Mighty ALLAH. This is a unique opportunity of worshipping ALLAH in an environment of collective submission to His Will. Hajj is obligatory, once in life time, on adult Muslims having physical and financial capacity.

Historically, ‘Hajj’ has been a rigorous undertaking. Although technological advancement has made it easier in many ways, yet there are hardships owing to ever increasing number of pilgrims visiting Makkah Mukkaramah i.e. a city with finite resources including those for accommodation. The Government of Pakistan, being a facilitator, endeavors to make the Hajj experience as comfortable as is possible within the resources available and standards affordable by Pakistani Hujjaj by making extensive arrangements, through a transparent process, so that the pilgrims could perform their *manasik-e-Hajj* as enshrined in Quran and Sunnah. However, the pilgrims should appreciate the limitations of Ministry of Religious Affairs (MORA) and desist from defaming and maligning Hajj arrangements unnecessarily.

### **2. MISSION STATEMENT:**

To serve and facilitate the intending pilgrims with commitment and dedication so as to enable them to undertake their religious obligation with ease and peace of mind.

### **3. OBJECTIVE:**

The Policy aims to develop plans for efficient Hajj arrangements during 2013 in Pakistan and Saudi Arabia through providing services and logistics which include affordable accommodation, transportation and health care during their stay at Makkah Mukarramah and Madinah Munawwarah in line with Saudi Taleemat and Government of Pakistan’s policy.

### **4. PAKISTAN’S HAJJ QUOTA:**

Pakistan’s Hajj quota (179,210) for Hajj-2013 has been allocated by the Ministry of Hajj, KSA in the ratio of 1000 pilgrims per one million Muslim

inhabitants, in accordance with the decision taken in the meeting of Foreign Ministers of Organization of Islamic Conference in the year 1987.

**5. SAUDI TALEEMAT:**

- (I) The following agreements have been made for Hajj arrangements 2013 by the Government of Pakistan with Kingdom of Saudi Arabia (KSA) and other Saudi Authorities to be enforced in letter and spirit as per past practice:-
- a. Ministerial level Agreement for Hajj arrangements of Hajj Season-1434H(2013) signed between Ministry of Religious Affairs, GOP and Ministry of Hajj Affairs, KSA.
  - b. Agreement between Maktab-ul-Vokala(United Agents Office), Jeddah, KSA and Pakistan Hajj Mission, Government of Pakistan.
  - c. General transport contract signed between Naqabah Siyarat(General Transport Syndicate), KSA and Pakistan Hajj Mission, Government of Pakistan.
  - d. Agreement of providing additional service signed between Moassassah Muttawify Hujjaj South Asia, Makkah Mukarramah, KSA and Pakistan Hajj Mission, Government of Pakistan.
  - e. Agreement on arrangements and requirements of Hujjaj for Hajj season-1434H(2013) signed between National Adillah Establishment, Madina Munawwarah, KSA and Pakistan Hajj Mission, Government of Pakistan.

**6. REVIEW OF POLICY:**

- (I) After an in-depth analysis and consultation with all stakeholders, Hajj Policy-2013 has been formulated by modifying the previous policy-2012 in accordance with the recent agreement concluded with the Ministry of Hajj, Kingdom of Saudi Arabia. To capitalize on the experience gained in Hajj-2012, two consultative workshops at Islamabad (17-01-2013) and Karachi (01-02-2013) were held for broad based consultation with stakeholders i.e. HGOs, Air carriers, master trainers, religious scholars, media and civil society, as well as some of the Hujjaj who performed Hajj in 2012 and the representatives of designated banks. Proposals/ suggestions received in the Ministry have been given due consideration.

- (II) The policy shall be implemented/enforced by the Ministry of Religious Affairs with adjustments as deemed necessary.

**7. HAJJ SCHEME 2013:**

- (I) Applications will be invited on the principle of “First come, First serve” subject to payment of Hajj dues. As a policy, there shall be no free Hajj.
- (II) For Hajj 2013, there shall be two schemes i.e. “Government Hajj Scheme” for those applicants who intend to perform Hajj under Government arrangements and “Private Hajj Scheme” for those who want to make their Hajj arrangements through Hajj Group Organizers (HGOs) in accordance with Service Provider Agreement.
- (III) Out of the total Hajj quota of 179,210, 50% would be allocated to Government Hajj Scheme which provides an economic package with reasonable facilities for the majority of pilgrims while balance 50% would be allocated to Private Scheme i.e. Hajj Group Organizers (HGOs) on the concept of ‘public-private partnership’ to provide choice and competition in the market. However, Ministry of Religious Affairs reserves the right to re-adjust the share of pilgrims to government and private schemes as expedient.
- (IV) Under Government Hajj Scheme, there shall be three categories of accommodation based on distance from the outer limits of the precincts of Haram Shareef *i.e.* the outer limits of square(piazza):-
- i) Blue Category upto 900 meters without transport for those pilgrims who opt to stay in the vicinity of Haram Shareef ;
  - ii) Green Category upto 2000 Meters with transport; and
  - iii) White category beyond 2000 meters with transport facility.
- (V) Applications for Hajj-2013 under Government Scheme would be invited in the month of March 2013.
- (VI) The criteria for determining eligibility of applicants will be time and date of deposit of Hajj dues with the application form in the designated banks.
- (VII) All those applicants who deposited their dues for Hajj 2012 but could not proceed for Hajj due to some reasons, will be considered approved for Hajj 2013 without any additional charges in the same category subject to the condition that they have not withdrawn their Hajj dues. However, they will have to deposit Rs. 13,500 for Qurbani Coupan while submitting fresh application form for Hajj 2013.

(VIII) 05% of the total seats under Govt. Hajj Scheme would be reserved and approved by the Ministry for the following categories and will be adjusted in any of the three categories of accommodation (Blue/Green/White) subject to availability:-

- i) Hardship and Substitution Cases.
- ii) Pilgrims recommended and fully funded by charitable organizations such as Shaikh Rashid Bin Said Al-Maktoum Hajj Foundation, sponsored by United Arab Emirates etc.
- iii) Public sector/corporate organizations recommending their employees with full funding in labour/low paid categories under their Corporate Social Responsibility would be continued.
- iv) Applicants belonging to far-flung/rural areas including Gilgit Baltistan and Balochistan etc would be accommodated due to lack of access to the means of communication.

## **8. MANDATORY CONDITIONS:**

The following are the mandatory conditions for applicants:-

- (I) International Machine Readable Pakistani Passport, valid upto 31-03-2014.
- (II) Medical fitness certificate attested by a Medical Officer of any hospital or medical facility of the federal / provincial or local government / Armed Forces, semi-government organization / autonomous body / Corporation.
- (III) As per Saudi Taleemat, every women should accompany a mehram for Hajj 2013.
- (IV) As per Saudi Taleemat, vaccination against meningitis and seasonal flu would be ensured before departure to KSA.
- (V) Any person who has performed Hajj during the last five years shall not be eligible for Hajj 2013 except the following:-
  - i) Applicant is proceeding as Mehram of a lady who has not performed Hajj earlier and she has no other Mehram.
  - ii) Applicant is proceeding as a group leader who shall not be less than 40 or more than 60 years of age and undertakes the responsibility of facilitating the members of his group through close liaison with the Hajj Mission.

- iii) Applicant is performing Hajj-e-Badal provided application is submitted within due date.
- (VI) In the event of a pilgrim's demise during his/her stay in KSA, whether natural or accidental, he or she would be buried in Saudi Arabia as per local practice prevailing in the Kingdom.

## **PART-II (GOVERNMENT HAJJ SCHEME)**

### **9. CALL FOR HAJJ APPLICATIONS:**

The number of pilgrims under the Government Hajj Scheme would be 89,605. The application forms (duly numbered) having security features would be available from the designated banks free of cost. Each applicant would be required to submit the hajj application form in the same bank branch along with Hajj dues. The banks may also receive applications in groups upto 25 hujjaj through group leaders who shall be responsible to lead and facilitate Hujjaj of their groups as per instructions issued by MORA.

### **10. ACCOMMODATION AT MAKKAH MUKKARAMAH AND MADINAH MUNAWWARAH:**

- (I) In the past few years, it has been experienced that the accommodation market of Makkah Mukkaramah operates on the principle of free market economy and exhibits extreme instability and impulsiveness. The situation has further been exaggerated due to extension plan of Haram Sharif as more than 3000 buildings are being demolished.
- (II) The rate for all categories of accommodation for Hajj 2013, are being suitably adjusting keeping in view the inflation (4.2% as of January - 2013 ([www.tradingeconomics.com/Saudi Arabian Monetary Agency](http://www.tradingeconomics.com/Saudi%20Arabian%20Monetary%20Agency)) and Pakistan(8.1% as of January-2013 ([www.tradingeconomics.com/ Federal Bureau of Statistics](http://www.tradingeconomics.com/Federal%20Bureau%20of%20Statistics))) and market rates as well as keeping in view the variation in rupee parity with US\$ and Saudi Riyal.
- (III) Following three categories of accommodation at Makkah Mukkaramah will be offered to the intended pilgrims for Hajj 2013:—

No	Category	Proposed for 2013
1	Blue	Upto 900 m @ SR 8,000 without transport
2	Green	From 1000 to 2000 m @ SR 6,000 with transport
3	White	Beyond 2000 m @ SR 3,800 with transport

(IV) MORA reserves the right to re-adjust the allocation of accommodation to Hujjaj, keeping in view the number of Hujjaj and availability of buildings in each category.

(V) **Rent Of Accommodation At Madinah Munawwarah**

Accommodation in Madinah Munawwarah would be hired @ SR. 500/- per Haji per cycle within a distance of 900 meter subject to adjustment of 10% in distance with the approval of D.G. Hajj, Jeddah.

**11. GUIDELINES FOR HIRING OF ACCOMMODATION:**

The following guidelines for hiring of accommodation for Hajj – 2013 will be adhered to subject to adjustments to be made by Ministry of Religious Affairs on account of distance, rent and capacity of buildings:-

- (I) The determination of rent in Makkah Mukarramah will be based according to distance, services in building, and availability of transport for Haram;
- (II) The distance of a building from Haram will be calculated as per Saudi Taleemat. However, in case there is a dedicated bus tunnel in way to Haram, the distance would be considered as one half of the nominal distance to the Haram.
- (III) The rent in Makkah Mukarramah shall be charged on actual basis.
- (IV) The difference in rent on actual basis will be refunded to the pilgrims in Pak rupees in Pakistan.
- (V) Any intending pilgrim opting for change in category of accommodation would be adjusted subject to availability and payment of difference in rent, before departure.
- (VI) As per Saudi Taleemat, 1% of total accommodation under Government and HGOs scheme shall be arranged and kept in reserve to meet any emergency by the Pakistan Hajj Mission and the HGO's respectively.
- (VII) Accommodation will be provided on a shared basis and no refund shall be made to hujjaj for not availing accommodation hired as part of the package under Government Hajj scheme.
- (VIII) D.G. Hajj, Jeddah is authorized to make adjustment upto 10% in distance subject to the consensus of hiring committee. Any further exemption in this regards would be subject to the approval by MORA.

**12. HIRING COMMITTEE FOR ACCOMODATION IN KSA:**

- (I) A broad based Committee would survey, recommend and hire buildings in Makkah Mukarramah and Madinah Munawwarah to accommodate Hujjaj in Hajj 2013. The Committee would ensure transparency and observe principles of financial propriety. The composition of the Committee would be:—

<b>Sr. No.</b>	<b>Name and Designation</b>	<b>Position</b>
1)	Director General Hajj, Jeddah:	Convener
2)	A representative of the Ambassador of Pakistan in KSA not below the rank of BS-20.	Member
3)	Director Hajj, Jeddah.	Member
4)	Deputy Director Hajj, Madina Munawwarah (for Madina only).	Member
5)	Assistant Accounts Officer, Jeddah.	Member

- (II) The decision of the majority of members of the committee shall be final.
- (III) The hiring committee will abide by the time limit for hiring as given in the annual agreement-2013.
- (IV) On completion of the hiring process both in Makkah Mukarramah and Madinah Munawwarah, the Director General (Hajj), Jeddah, shall submit a comprehensive report to the Ministry of Religious Affairs indicating the area, clusters of buildings along-with rent and a comparative analysis.

### 13. HAJJ DUES:

(I) The details of Hajj dues are as under:—

ITEM		Karachi/Quetta/ Sukkur	Other Stations
Air Fare		87,500	97,500
Terminal Tax (Rs.500+SR.50)		2,000	2,000
Rent of accommodation at Makkah Mukarramah	BLUE (SR 8,000 )	240,000	240,000
	GREEN (SR 6,000)	180,000	180,000
	WHITE (SR 3,800)	114,000	114,000
Rent of accommodation at Madinah (SR.500)		15,000	15,000
Compulsory Hajj Dues(CHD) = SR.2,089/- (attached as Annex-A)		62,670	62,670
Hujjaj Mohafiz Fund		400	400
Service Charges including expenditure on welfare staff, cost of training and vaccination*		3,500	3,500
Total (in Rupees) for Blue Category		<b>411,070</b>	<b>421,070</b>
Total (in Rupees) for Green Category		<b>351,070</b>	<b>361,070</b>
Total (in Rupees) for White Category		<b>285,070</b>	<b>295,070</b>

\*Service charges payable by HGOs are Rs. 4,000 per pilgrim (including cost of training and vaccination)

Exchange Rate

SR=Approx. Rs.30

Rate of Inflation:-

- KSA=4.2%(as of January, 2013)
- Pakistan=8.1%(as of January, 2013)

(II) Each applicant would be required to undertake at the time of submitting Hajj application that before departure, he/she will arrange minimum personal exchange quota (PEQ) of SR. 1000, on his own, through a bank or authorized Forex Company to meet personal expenditure in KSA.

### 14. AIRLIFTING OF HUJJAJ:

- (I) In pursuance of the Revised Air Service Agreement (ASA) between Government of Pakistan and Kingdom of Saudi Arabia signed in 2011, 50% of the Hujjaj would be airlifted by Pakistani airlines while remaining 50% would be airlifted by Saudi airlines.
- (II) 30,000 to 40,000 hujjaj will be transported directly to Madina from Pakistan.
- (III) Hajj Flight Schedule of authorized airlines shall be approved by MORA.



- (IV) Hajj flights will operate from Islamabad, Karachi, Lahore, Peshawar, Quetta, Sialkot, Multan, Faisalabad, Rahim Yar Khan and Sukkur gateways.

**15. TRAIN FACILITY IN MASHAIR:**

In the meeting of Pakistan Hajj Mission with Moassassah Mutawify Hujjaj South Asia in February, 2013, it has been agreed that the Hujjaj of Government Scheme would get the facility of transportation through rail service in Mashair. The tentative cost of train facility has been kept as SR.300 for adjustment on actual payment basis.

**16. HAJJ ADVISORY COMMITTEE:**

- (I) There shall be a Hajj Advisory Committee to advise on policy, planning and management of Hajj operation 2013 in Pakistan as well as in KSA and suggest measures for improvement of the welfare services for Hujjaj. The composition of the committee is as under:-
- |   |          |
|---|----------|
| i) Minister for Religious Affairs   | Chairman |
| ii) Chairman, Senate Standing Committee for Religious Affairs             | Member   |
| iii) Chairman, National Assembly Standing Committee for Religious Affairs | Member   |
| iv) Parliamentary Secretary for Religious Affairs                         | Member   |
| v) One Member of the Senate   | Member   |
| vi) Two Members of the National Assembly                                  | Member   |
| vii) Ambassador of Pakistan in KSA  | Member   |
| viii) Director General Hajj, Jeddah                                       | Member   |
| ix) Chairman/Secretary of Hajj Organizers Association of Pakistan.        | Member   |
- (II) The secretarial support will be provided by Ministry of Religious Affairs.
- (III) The committee may visit KSA, if so required, with the approval of competent authority.
- (IV) The Chairman/Secretary of HOAP would travel on his own expense.

## **PART - III**

### **17. PRIVATE HAJJ SCHEME:**

- (I) The Government of Pakistan's policy of engaging Private Sector covers various areas including management, logistics and welfare services to Hujjaj. The policy aims to supplement the efforts of the Government by involving private sector as a partner. The increasing demand for income generating activities to provide key services on the one hand, and the constraints on the Government's financial and human resources on the other, necessitates that the Government should not act as the sole provider, but encourage/facilitate the private sector to participate in the process of organizing Hajj. As a matter of policy, M/O Religious Affairs has been proactively encouraging the private sector for Hajj Management since 2005. As usual, the M/O Religious Affairs would sign a Service Provider Agreement with each HGO in 2013, as well.
- (II) The Hajj policy-2013 stresses upon building a strong partnership with Private Sector (Hajj Group Organizers) for provision of better services and quality logistic arrangements to the entire satisfaction of Hujjaj, as well as Government of Pakistan and Saudi Government.

### **18. LITIGATION ABOUT ENROLMENT OF HGOS AND ORDERS OF THE SUPERIOR COURTS:**

- (I) In 2012, MORA faced prolong litigation on account of numerous writ petitions filed in Superior courts, all over the country by the private limited company to seek enrollment as HGOs and allocation of quota. In this regard order of Lahore High Court dated 6-6-2012 in WP No.11289-2012 and Order of Peshawar High Court, Peshawar dated 10-10-2012 in WP No.1279-O/2012 is noteworthy. In compliance of the Order of the Honorable Lahore High Court, Lahore dated 06.06.2012 and 04.10.2012, Ministry of Religious Affairs allocated quota of 190 hujjaj to four newly enrolled HGOs. On the other hand the Peshawar High Court in its order dated 10-10-2012 stressed for proper legislation and effective law which shall provide well channelized, transparent, smooth, straightforward, honest, just and fair policy and control of entire process of selection i.e. grant of quota including enrollment shall be made by a commission to be constituted under the enactment and asked for reply with 20 days at the most.
- (II) In pursuance of order of Supreme Court of Pakistan, applications for enlistment/enrollment of HGOs were invited through a public notice in the press. Accordingly, 2027 new companies were enrolled as HGO subject to verification/ scrutiny of their profile. The Ministry is now in the process of verification / scrutiny of the enrolled companies through chartered accountant firms. However, there would be no such fresh enrollment for HGOs during Hajj 2013.

## 19. ALLOCATION OF QUOTA:

- (I) The enlistment/enrolment shall not entitle any company to claim allocation of service business i.e. Hajj quota as a right as it is subject to availability of quota and fulfillment of the requirements of Saudi Taleemat. Besides, the MORA will not be responsible for securing Munazam Card of the HGOs enrolled on the basis of criteria as per Hajj Policy 2012.
- (II) For Hajj 2013, the allocation of service business to HGOs functional in 2012 will remain unchanged. However, any company blacklisted by Saudi Govt will not be entitled for operation in Hajj 2013. Further any company penalized by MORA on account of its adverse performance in Hajj 2012 would be reviewed for allocation of its service business as deemed appropriate.
- (III) After the finalization of verification and scrutiny process, as per criteria of Hajj Policy 2012, the Ministry would consider allocation of quota to the freshly enrolled HGOs subject to its availability.

## 20. CATEGORIZATION OF HGOs FOR ALLOCATION OF QUOTA:

- (I) The matrix of categorization was introduced in 2010 to ensure merit-based allocation of quota in the light of performance indicators like volume of business managed since the introduction of private Hajj scheme in 2005 and the experience worked out in terms of number of Hajj operations undertaken by each HGO. This criterion was maintained in 2011 and 2012.
- (II) Keeping in view the direct relevance of Hajj organizing experience and to ensure fair deal, the functional HGOs in 2012, would be allocated service business i.e. Hajj quota as per following criterion of categorization:-

<b>Cat</b>	<b>Criteria</b>	<b>Quota allocation</b>
A	Have lifted load of 2500 Hujjaj or more during last 09 hajj Operations.	<b>270 - 300</b>
B	Have lifted load of 2000 Hujjaj or more during last 09 hajj Operations.	<b>240 – 250</b>
C	Have lifted load of 1500 Hujjaj or more during last 08 hajj Operations.	<b>140 - 150</b>
D	Have lifted load of 1000 hujjaj or more during last 07-08 hajj Operations.	<b>125 - 135</b>
E	Have lifted load of 500 hujjaj or more during last 07 hajj Operations.	<b>100-115</b>
F	HGOs allocated quota in 2011/ 2012 in pursuance of orders of the courts.	<b>50</b>
G	Freshly enrolled HGOs (subject to availability of quota)	<b>50</b>

Note: - **PERFORMANCE INDICATORS**

**Experience** means Number of hajj operations undertaken as HGO since the introduction of private hajj Scheme.

**Load Lifted** means total number of Hujjaj handled by the HGO in the above mentioned period.

**For freshly enrolled HGOs,** the companies operating since 2005 for Hajj, Umrah and Ziarat having verifiable / documented experience would be preferred.

- (III) The allocation of quota to each HGO during Hajj 2013 would be subject to decisions of Complaint Disposal Committee (CDC) which has the mandate to process the complaints as per approved procedure and impose the penalties upon the HGOs having violated the provisions of policy and Service Provider Agreement.
- (IV) The Ministry of Religious Affairs may authorize the Committee to interpret various provisions of Policy for removal of anomalies arising from implementation of clauses 18-20 and adjustment as deemed appropriate.

## **21. BOOKING OF HAJJ FLIGHTS BY HGOs:**

- (I) All HGOs shall arrange their Hajj flights with the authorized airlines as per Air Services Agreement (ASA).
- (II) Compulsory Hajj Dues like Transportation Charges, Moallam fee, Mina Charges including qurbani through Islamic Development Bank, Hujjaj Mohafiz Scheme, Services and Vaccination charges etc. shall be deposited with the Ministry of Religious Affairs according to the allocated number of Hujjaj through banks.
- (III) No change of POD will be allowed by MORA after the booking of Hujjaj by an HGO.

## **22. VISA AFFIXATION:**

- (I) As agreed in the meeting for annual agreement of Hajj-2013, the Ministry of Religious Affairs shall arrange visas for the Hujjaj under Government Scheme while the Hajj Organizers Association of Pakistan (HOAP) would handle visa affairs concerning Saudi Embassy in Islamabad and Karachi in coordination with MORA. The HGOs would provide barcodes in accordance with the schedule given in the annual agreement. They would be liable to face legal action for any distress/loss/ damage caused to the intending pilgrims due to violation of package or agreement signed with the Hujjaj.
- (II) The HGOs guilty of misusing accommodation agreements in KSA for the purpose of obtaining barcodes/visas would be denied quota in future.

**23. SERVICE PROVIDER’S AGREEMENT WITH HGOs:**

Each HGO shall sign a Service Provider Agreement (SPA) with MORA, on a stamp paper of Rs. 100/-, for necessary planning, management and arrangements regarding the authorized quota in the light of Saudi Taleemat and Instructions of MORA. The MORA shall be the sole authority for interpretation of SPA.

**24. PENAL PROVISIONS:**

The following shall be the Major and Minor penalties in case of violation of SPA by the HGOs to be imposed by MORA: -

- (I) Major Penalty:
  - i. Permanent ban/blacklisting.
  - ii. Suspension for a term of one to three years.
- (II) Minor Penalty:
  - i. Down-gradation of category leading to reduction of quota.
  - ii. Forfeiture of cash guarantee/contribution in HCF.
  - iii. Compensation to the affected Hujjaj.
  - iv. Cash penalty.

**25. HUJJAJ COMPENSATION FUND (HCF):**

- (I) Special Fund named as “Hujjaj Compensation Fund (HCF)”, already established in Hajj policy 2010 by the Pakistan Hajj Group Organizers Association of Pakistan, will be utilized to rescue affectees from any fraud committed by any HGO and for up-gradation of Information Technology system etc.
- (II) HOAP may place the deposit under HCF in any of the Islamic banks.
- (III) The original amount shall remain un-utilized except for the purpose for which HCF was created. Profit accruing from the said deposit may, however, be utilized for welfare activities/charitable causes by MORA in consultation with HOAP.

**26.** The instructions/guidelines issued by the Ministry, from time to time, for regulating the affairs of HCF, shall be binding on all HGOs.

## **PART-IV**

### **27. WELFARE SERVICES FOR HUIJAJ:**

- (I) The Ministry of Religious Affairs being cognizant of the need to provide welfare services including information, health services, facilitation, safety etc to Huijaj, would deploy various missions during Hajj 2013. The expenditures on all welfare services would be paid out of available Regular Budget and any short fall would be met out of Pilgrims Welfare Fund. Standard Operating Procedure (SOPs) for each category of welfare service/activity has been notified by the Ministry to ensure responsibility and accountability.
- (II) On the basis of experience gained in Hajj 2012, the administrative structure for coordination, management of transport, and overall monitoring of Hajj arrangements created in Hajj 2012 shall be maintained. Pakistan Hajj Mission shall also arrange accommodation for the welfare staff deputed in Makkah Mukarramah, Madina Munawwarah and Mashair.
- (III) The Hajj Organizers Association of Pakistan (HOAP) shall establish an administrative structure i.e. Main Control Office (MCO), sector offices in Makkah Mukarramah and Madina Munawwarah and a coordinating office at Jeddah airport under the overall supervisory control of Pakistan Hajj Mission.
- (V) The welfare staff of various categories would be drawn from respective provinces/ ministries / organizations/ departments, etc. The nominations so received would be finally selected / approved by MORA.
- (VI) Increase/decrease in the strength of welfare staff up to 10% may be made by MORA in view of actual requirement and availability of resources.

### **28. HAJJ MEDICAL MISSION:**

In the year 2013, the Hajj Medical Mission comprising a contingent of doctors, para-medics and ancillary staff drawn from Pakistan armed forces and Federal/Provincial Health Departments, shall be deputed to the Kingdom of Saudi Arabia for providing medical cover to the Huijaj in accordance with following parameters: —

- (I) One doctor for 1000 pilgrims.
- (II) Two paramedics against one doctor.

**29. MOAVINEEN E HUJJAJ (PAKISTAN BASED):**

A team of 230 Moavineen e Hujjaj will proceed to KSA for the welfare of pilgrims to supplement the efforts of MORA as per following details:—

- I) The contingent of Moavineen e Hujjaj would be nominated by Pakistan Armed Forces, Police and other public sector organizations to MORA for final selection / approval of competent authority.
- II) Director Moavineen, of the rank of Lt. Col. of Pakistan Army/ an officer of BS-20 from Civil, would be responsible for overall supervision and management of Moavineen e Hujjaj.

**30. LOCAL MOAVINEEN E HUJJAJ (KSA BASED):**

Most of the pilgrims do not have any orientation of Makkah Mukarramah and Madinah Munawwarah and have a genuine expectation for appropriate facilitation, guidance and information. The experience in Hajj 2012 has revealed that local residents of Pakistani origin based in Saudi Arabia, well conversant with Arabic language and having orientation of different areas of Makkah Mukkaramah and Madinah Munawwarah are more useful for such services to Hujjaj. Pakistan Hajj Mission will, therefore, hire the services of 900 local Moavineen e Hujjaj in KSA at a daily rate as determined (along with motivational bonus, if any) by Directorate General, Hajj, Jeddah.

**31. SEASONAL STAFF:**

A contingent of 270 seasonal staff (170 from Ministry of Religious Affairs and 100 from other Ministries/Divisions and Provincial Governments), would be deputed to Saudi Arabia for establishing facilitation desks in the main control office, sector/sub-sector offices for facilitation/guidance of the Pilgrims. Airfare/Daily Allowance paid to the staff of other Ministries/Divisions and Provincial Governments would be charged to their respective Ministries/Departments.

**32. INFORMATION, EDUCATION AND COMMUNICATION:**

The Ministry shall launch an appropriate awareness campaign, employing all channels of communication, to provide information, education, awareness and training to the intending pilgrims. In this connection, a joint collaboration may be established with the Ministry of Hajj Affairs, KSA and other concerned Saudi agencies.

**33. HUJJAJ MOHAFIZ SCHEME:**

The Ministry of Religious Affairs (MORA) would continue the Hujjaj Muhafiz Scheme launched in 2011 for risk management under the concept of “Takaful” to compensate the affected Hujjaj/nominee of the deceased Hujjaj in Hajj-2013. Each Haji would be required to contribute a non-refundable amount of Rs. 400/- into the scheme. The amount so collected from the Hujjaj would be deposited in Modarabah

Banks in Pakistan. The said Scheme would compensate Hujjaj against the following losses: —

<b>Sr. No.</b>	<b>Description</b>	<b>Amount</b>
I.	Death due to natural causes, road accidents, suffocation or stampede.	Rs. 300,000/-
II.	Accidental disablement resulting loss of one limb.	Rs. 50,000/-
III.	Accidents resulting in permanent disablement of more than one limb.	Rs. 100,000/-
IV.	Repatriation / Emergency evacuation due to illness.	Rs. 275,000/-

**34. INVOLVEMENT OF PAKISTANI COMMUNITY IN KSA:**

DG(Hajj), Jeddah will make an endeavor to involve Pakistani Community in KSA to render free of cost services to the Hujjaj both in Makkah Mukarramah and Mashair. The Pakistani community shall be encouraged to provide these services on voluntary basis and with the spirit of extending assistance to their Pakistani brethren.

**35. IDENTIFICATION:**

- (I) As per decision of the Government of Pakistan, the requirement of “Abaya” is a part of “female Ehram”. Therefore, every female performing Hajj under Government and HGO scheme shall carry at least two “Abayas” with her preferably in black colour. A Pakistan flag sticker will be affixed on the back of “Abaya” for identification. All the female pilgrims shall ensure that they would wear “Abaya” on departure to Saudi Arabia till return.
- (II) All male Hujjaj under Government and HGO schemes would be required to affix Pakistan flag sticker on their Ehrams.
- (III) All Hujjaj under Government and HGO schemes must wear identification locket all the times during their stay in KSA.

**36. BAGGAGE:**

The Hujjaj shall ensure that their hand carry baggage would not exceed the weight and dimensions specified by the airline i.e Maximum weight of 7 KG (Dimension: 15 inch length, 8.7 inch Width, 21.7 inch height) while the weight of the luggage to be booked should not exceed 30 Kg.

- (I) Pilgrims should ensure that their luggage is fully labeled and labels are affixed outside and placed inside all the pieces of luggage showing the Pilgrim’s Name, Nationality, Passport Number, Air Carrier, Building and Flight Numbers.



- (II) All Hujjaj are required to move to Jamarat in groups and not as individuals as per Saudi Taleemat. The Hujjaj should not carry any luggage to Jamarat and Haram Sharif.

**37. GENERAL:**

- (I) Implementation of this policy shall be the joint responsibility of MORA and all other stakeholders.
- (II) Interpretation of any clause or the terms of the Hajj Policy as made by MORA shall be considered as final.
- (III) The Ministry of Religious Affairs may make suitable adjustments in order to bring the policy and plan in conformity with Saudi Government's orders / instructions and to meet the exigencies of Hajj operation -2013.
- (IV) A draft legislation pending to provide for development, regulation and facilitation of Hajj, would be expedited.
- (V) Monitoring and supervision mechanism for Hajj operation in Pakistan and KSA shall be strengthened to check/review the performance of Government and HGOs Schemes in accordance with the contractual obligations and Saudi Taleemat. A detailed mechanism / guidelines would be notified by MORA.

**38. WORK PLAN FOR HAJJ 2013:**

Work Plan for Hajj Operation 2013 is attached at next page.

### **WORK PLAN FOR HAJJ 2013**

Sl.No.	Activity	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov
01	Review of Hajj Policy for Hajj-2012	√	√									
02	Agreement with KSA authorities		√									
03	Negotiation with Banks on P.E.Q, Application etc.		√	√								
04	Negotiation with PIA for Hajj fare.		√									
05	Hiring of Accommodation in KSA.		√	√	√	√	√	√				
06	Circulation of Policy to concerned Ministries and all stakeholders		√									
07	Submission of Policy to Cabinet for approval		√									
08	Training of Bank Officers		√	√								
09	Call for Hajj Applications			√								
10	Allotment of Quota to HGOs and dispatch of list of HGOs to Directorate General of Hajj, Jeddah.				√	√						
11	Development of Information material			√	√	√	√					
12	Release of Communication Campaign for Pilgrims through Media				√	√	√	√	√	√		
13	Procurement of Medicines				√	√	√					
14.	Seasonal Staff/Khuddam/Medical Mission (I) Haji Camps (II) Saudi Arabia					√	√	√	√			
15	Dispatch of Procured Medicines to KSA						√	√	√			
16	Training of Master Trainers					√	√	√				
17	Training of Intending Hajj Pilgrims/Group Leader						√	√	√			
18	Receipt of Flight Schedule						√	√				
19	Endorsement of Hajj Visas							√	√	√		
20	Flight Operation									√	√	√
21	Hajj Operation concluded											√

**Annex-A**

**EXPLANATION OF COMPULSORY DUES FOR HAJJ-2013**

The following are the compulsory Hajj dues payable in advance as per Saudi Taleemat and MORA policy by the intending pilgrims at the time of submitting applications:-

<b>Item</b>	<b>Dues</b>
SR.365/- as compulsory Transport Charges to be paid to Saudi Authorities (United Agents Office/Maktab al Wukalla) who desire to perform Umra first, followed by a visit to Madinah are as under according to Saudi Taleemat:- Jeddah-Makkah = SR.30.00 Makkah-Madinah = SR.127.50 Madinah-Makkah = SR.127.50 Makkah-Jeddah = SR.30.00 <u>Additional services for handling/transportation of excess baggage= SR.50</u> Total=SR.365.00	10,950
SR.180/- as compulsory TPT charges Makkah to Minah, (for Masha'ir) & Back to be paid to United Agents Office/ Maktab al Wukalla(non-refundable)	5,400
SR.300 for Rail fare for Masha'ir, (non-refundable)	9,000
SR.300/- as Compulsory Tent Charges at Arafat and Mina, inclusive of water, electricity, cleanliness, guards and a ventilator, for each tent at Arafat and Air conditioning in tents at Mina according to Saudi Taleemat(non-refundable)	9,000
SR.200/- for additional services like pillow, mattress and bed sheet at Mina(non-refundable)	6,000
SR.294/- as compulsory Moallim fee for services provided by the Moassassah Mutawwify Hujjaj at Makkah and National Guides Estab. United Agents Office.(non-refundable)	8,820
Qurbani Coupan through Islamic Development Bank @ SR.450	13,500
<b>Total Compulsory Hajj Dues</b>	<b>Rs.62,670</b> <b>(SR.2,089)</b>

Note: - (1 SR=Rs.30 approximately)