

**Government of Pakistan
Ministry of Religious Affairs
& Interfaith Harmony**

Subject: **STANDARD OPERATING PROCEDURES (SOPs) RELATED TO ZIARAT OPERATION & ZAIREEN GROUP ORGANIZERS ETC.**

In pursuance of Zaireen Management Policy (duly approved by the ECC & Cabinet) Ministry of Religious Affairs & Interfaith Harmony (RA&IH) has formulated following Standard Operating Procedures (SOPs) for Ziarat Operation/ Zaireen Group Organizers (ZGOs) for arranging ziaaraat to Iran, Iraq, Syria and other countries as determined by the Ministry: -

1. **“Zaireen Group Organizer (ZGO)”**. - means a person or private Ltd company, registered with SECP, by whatever name it may be called, who: -

- a. Provides services, directly or indirectly regarding arrangements of Ziaaraat for Zaireen, which inter-alia includes transport, transportation of baggage or goods by sea, air, rail or road; and
- b. Make arrangements for boarding & lodging and all other services whatever till the return of Zaireen to Pakistan.

2. **Enlistment of Zaireen Group Organizers (ZGO)**. - (1) The Ministry, through open advertisement, on the recommendations of Scrutiny Committee, shall have powers to enlist an applicant as Zaireen Group Organizers (ZGO), who intends to conduct ziarat operation and related activities. The detailed eligibility criteria, for enlistment as ZGO is given at **Annex-I**. This Ministry may, as per requirement, amend the criteria from time to time with the approval of Secretary of the Ministry.

(2) The intending applicant shall apply for enlistment on prescribed **“Application Form”** along with supporting documents as per details given in **Annex-II**. This Ministry may, as per requirement, amend the same from time to time with the approval of Secretary of the Ministry.

(3) Application for the enlistment along with relevant documents, prescribe affidavit (**Format-I**) and prescribed fee (Pay Order) shall be submitted to the Secretary, RA&IH or his nominee through registered post or online designated portal followed by hard copy through registered post as the case may be.

(4) The composition of the scrutiny committee will be as under: -

- i. Deputy Secretary (D&Z), M/o RA&IH - Chairperson
- ii. Representative of Hajj Wing, M/o RA&IH - Member
- iii. Representative of CF&AO, M/o RA&IH - Member
- iv. Section Officer (Dawah), M/o RA&IH - Member
- v. Section Officer (Ziarat), M/o RA&IH - Member/Secretary

3. Registration of Zaireen Group Organizers. - (1) The Ministry after due scrutiny, and subject to such conditions and restrictions as may be prescribed, have exclusive powers to consider the enlisted applicant(s) for registration to operate as ZGO subject to security clearance from Ministry of Interior.

(2) The registration letter under clause-1 above shall be issued with the approval of Secretary of the Ministry and under the signatures of his duly authorized officer as per **Format-II**. This Ministry may, as per requirement, amend the same from time to time with the approval of Secretary.

(3) No un- registered person/ entity can: -

- (i) establish office for zaireen services or related activities;
- (ii) offer zaireen services or related activities;
- (iii) advertise for zaireen services or related activities;
- (iv) call for application for zaireen services or related activities;
- (v) engage any person for zaireen services or related activities;

(4) The Ministry shall maintain data of each registered ZGO in which the names, addresses, nature, composition and the areas of operation shall be entered/ provided.

(5) The registration shall, unless earlier cancelled or suspended, remain valid for three years and may be renewed for a specified period as determined by the ministry subject to payment of prescribed renewal fee and no pending complaint(s), as may be prescribed.

(6) A registered ZGO shall not be entitled for renewal of its registration in case it fails to carry out the ziaaraat operation for three (3) consecutive years.

4. Service Provider Agreement (SPA). - The registered ZGO shall sign a Service Provider Agreement (SPA) with the Ministry on the format given at **Annex-III**. The same can be, as per requirement, amended by the ministry, from time to time with the approval of Secretary of the Ministry.

5. Establishment of Ziarat Directorates in Respective Host Countries. - (1) Ziarat Directorate Offices will be established in respective host countries. The staff of

foreign directorate offices will be deputed for a period of 03 years with no further extension. However, Secretary, RA&IH can extend the same for maximum period of 01 year or till the joining of reliver which ever is earlier.

(2) The selection of the Officers & Staff for directorate offices will be made in accordance with schedule-I of the Zaireen Management Policy read with Job description and requisite criteria etc. defined in **Annex-IV**.

6. Role of Ziarat Directorates in Respective Host Countries. - (1) Ziarat Directorate Offices in respective host countries will be the focal point for whole ziarat operation or related activities and shall be responsible to coordinate with local authorities in all ancillary matters.

(2) With the approval of Secretary, RA&IH, a Section Officer, along with supporting staff, from the Ministry, fully conversant / experienced with the ziarat matters / regulations / policy, shall also be deputed at Iran & Iraq or other respective host countries for 03 months (45 days or as may be prescribed at any one station/country) on rotational basis under Ziarat Directorate, for on ground monitoring. Their TA&DA will be governed by standard Government Rules/Regulation/Policy for the said duty station and met from the regular budget of the Ministry.

(3) The monitoring team deputed under clause (2) above shall, in addition to the general monitoring duties also act as facilitator between the Zair(s) and ZGO(s) for on spot resolution of the complaints. The complaints, so resolved, can not be taken again before the Ziarat Complaint Committee (ZCC).

7. Complaint Cell. - (1) A designated section of the Ministry shall be established to monitor the activities of the ZGOs in the prescribed manner and also to evaluate, process and finalize the disposal of complaints as per provisions of SPA.

(2) Every ziarat related complaint, submitted to the Ministry, shall be decided in accordance with the Zaireen Management Policy read with SOPs and provision of SPA.

8. Ziarat Complaints Committee (ZCC). - (1) There shall be a Ziarat Complaints Committee (ZCC), constituted by secretary of the ministry to examine the complaints against ZGOs in ziarat related matters and made its recommendations to the Additional Secretary of the Ministry.

(2) The Composition of the ZCC shall be as under: -

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|------|--------------------------------------|---|------------------|
| i. | Joint Secretary (D&Z), M/o RA&IH | - | Chairperson |
| ii. | Deputy Secretary (D&Z), M/o RA&IH | - | Member |
| iii. | Representative of CF&AO, M/o RA&IH | - | Member |
| iv. | Concerned Section Officer, M/o RA&IH | - | Member/Secretary |

(3) On receipt of complaint(s), Section Officer, concerned shall examine and assess the maintainability of complaint with the approval of Joint Secretary (D&Z) and issue a notice in writing to the defaulter to clarify his/her position within 15 days which may follow charge sheet / show cause, if required.

(4) On receipt of reply, concerned Section Officer shall prepare a working paper and submit to the ZCC for further line of action. The ZCC, after due consideration and giving an opportunity to the parties for personal hearing, shall make its recommendations to the Additional Secretary of the Ministry. In case no reply received within stipulated time, it shall be presumed that the defaulter has no reply to prefer and the ZCC shall proceed against the defaulter(s) accordingly.

(5) On completion of the above procedure, Ziarat Complaints Committee (ZCC) will record the detailed minutes including its recommendations regarding exoneration or imposition of one or more penalties on the ZGO and submit to the Additional Secretary for approval. After approval, decision of the ZCC will be communicated to the concerned.

(6) In case, no Appeal is preferred by the party(s), within 30 days to the appellate authority of the Ministry, the decision of the ZCC will be treated as final and the Ministry will proceed in the matter in light of the decision of ZCC.

(7) The ZGO, or his Chief Executive/ Director (s), whose registration has been cancelled under this clause, shall not be entitled to be registered for the next five years or the period prescribed by the Secretary of the Ministry.

9. Appeals. - (1) Who so ever is aggrieved from the decision of ZCC may prefer an appeal to Secretary of the Ministry being Appellate Authority within 30 days from the date of issuance of ZCC's decision.

(2) The decision of the appellate authority, on the recommendations of appellate committee, shall be treated as final and the Ministry will proceed in the matter in accordance with the decision.

10. Appellate Committee. - (1) The Appellate Committee shall consist of three members headed by an officer of BS-20 and above and two officers of BS-19 or above as the case may be, duly nominated by the appellate authority. The Section Officer (ZGO) will act as Secretary to the Appellate Committee. The Appellate committee shall evaluate, process and make recommendations to appellate authority, may within thirty days of filing the appeal. The procedure for disposal of complaints by ZCC will apply mutatis mutandis in disposal of appeals.

(2): - Any person aggrieved by an order or decision of the Appellate Committee, within thirty days of the issuance of such decision or order, may prefer appeal to the High Court.

11. Penalties. - In case, a violation of SPA is established against any ZGO(s) the Ziarat Complaints Committee (ZCC) shall recommend the imposition of one or more of the following penalties: -

a. Major Penalty:

- i. Black listing or cancellation of registration.
- ii. Suspension or termination of license for a specific period.
- iii. Forfeiture of all or part of security amount.
- iv. Imposition of fine of Rs.100,000/- or above.

b. Minor Penalty:

- i. Imposition of fine up to Rs.100,000/-.
- ii. Warning / Censure.
- iii. To place on watch list for a specific period.
- iv. All or any two of the above.

12. Alterations. - A registered ZGO, with prior approval of the Ministry and on payment of the prescribed fee, may have any change in its establishment, composition or its area of operation entered in the register maintained by the Ministry.

13. Discontinuance of Business, etc. - (1) All ZGOs shall be bound to obtain prior NOC of the Ministry in case of its discontinuance, transfer, dissolution, re-organization or winding up.

(2) On receipt of such request from ZGO(s), the Ministry may either cancel the registration of the ZGO or in case of transfer of business, on the application of new management and payment of prescribed fee, grant a new registration to the transferee. In case of non-compliance to clause (1), the Ministry shall cancel the license of the ZGO and forfeit its security/performance guarantee.

(3) In case of transfer of the business, each ZGO shall get a prior clearance certificate from the Ministry or transferee shall assume responsibilities of all the pending liabilities against such ZGO.

14. Ziarat Monitoring System. - The Ministry shall formulate a comprehensive monitoring system to oversee all activities of Zaireen and ZGOs relating to their journey/stay in the respective host countries and facilities/amenities to be provided by ZGOs as per the agreement with Zaireen and SPA signed with the Ministry. All ZGOs/Zaireen activities will properly be monitored and the monitoring teams will prepare monitoring report with their recommendations for improvements and penalising the defaulter/ ZGOs.

- i. There shall be Zaireen’s helpline for responding their queries.
- ii. Android application named “Pak Ziarat Moavin” and “Pak Ziarat Guide” Mobile SMS service shall be used for facilitation of Zaireen during their stay abroad.
- iii. There shall be on-line complaint registration portal for Zaireen.
- iv. Monitoring and supervision mechanism for Zaireen visits in respective host country(s) shall be established to check the performance of ZGOs, in accordance with the contractual obligations and instructions of the host countries. In addition, Performa based feedback, will be obtained from 10% Zaireen at the time of their return to Pakistan.
- v. ZGO(s) will be responsible for return of all Zaireen travelled with them.
- vi. Any false or misleading data uploaded by the ZGO on **ZGOMIS** or on designated portal of respective host countries, shall construe as “misconduct/ non-performance” on part of the ZGO and punishable under these SOPs and SPA.

15. Liability of ZGO. - The ZGO shall be liable for any act, omission, negligence or default in provision of agreed services which leads to hardship to any zair during performance of the ziarat or in contravention to Zaireen Management Policy, these SOPs and SPA etc. as the case may be.

[No.F.-----]

(Section Officer)