

No.15/38/2018-Haj

भारत सरकार
Government of India
अल्पसंख्यक कार्य मंत्रालय
Ministry of Minority Affairs
(Haj Division)

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दिनांक / Date: 28.05.2019

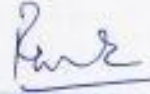
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Subject: Policy for Haj Group Organisers for Haj 2019-23 – guidelines regarding.

As per the provisions of the Policy for Haj Group Organisers for Haj 2019-23, with the approval of the Competent Authority in the Ministry, following guidelines are issued for information and compliance of Haj Group Organisers:

- (i) HGOs are required to upload complete details of pilgrims serviced by HGO in the current Haj season such as name, mobile number, email id, passport detail, current address, boarding point for Haj tour, details of arrangements made in Saudi Arabia including duration of the visit, package cost and the agreement signed between HGO and pilgrim and other relevant details on the HGO portal www.haj.nic.in/pto before departure to Saudi Arabia.
- (ii) The HGOs are required to declare the cost and services offered to the pilgrims by them for the Haj tour on the Government website www.indianhajpto.gov.in. This website is active since Haj 2018. In order to ensure that the HGOs do not deviate from the package cost and services offered to the pilgrims on www.indianhajpto.gov.in and to ensure credibility of the packages offered on the Government website, it has been decided to not allow the HGOs to offer any package that has not been declared on the website www.indianhajpto.gov.in.
- (iii) To ensure that there is no discrepancy between the information provided to the Ministry by the HGO in the portals www.haj.nic.in/pto and www.indianhajpto.gov.in and the model agreement signed with the pilgrim by the HGOs as per the HGO Policy, a provision has been made in the online HGO portal www.haj.nic.in/pto to generate online agreement to be signed with the individual pilgrims as per the data submitted by them on the two Govt. portals. The online generated agreement may be signed with the pilgrims and signed agreements should be uploaded on the HGO portal www.haj.nic.in/pto before departure to Saudi Arabia.

- (iv) It has been decided to strictly comply with the provisions of Munazzim given in the Policy for HGOs for Haj 2019-23 from Haj 2019 onwards. Accordingly, HGO should ensure that the Munazzim is the Proprietor/ Partner/ Director of the firm. The Munazzim Card and relevant Haj Visa pages may be kept safely for submission during subsequent years for registration as a proof that the Munazzim of the HGO travelled and remained in Saudi Arabia during the Haj season along with the group.
- (v) From Haj 2019, a comprehensive feedback system will be put in place. Independent feedback from the registered pilgrims will be collected through window based feedback system opened through link sent via SMS to the registered pilgrims and a mobile app developed for this purpose. The HGOs are required to ensure that a minimum of 70% of their pilgrims submit feedback either through the mobile app or mobile link. The pilgrims may be made aware of the feedback system during the training programmes conducted by HGOs.



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