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


पश्चिम खंड-VIII, विंग-2, प्रथम तल,
सेक्टर-1, आर.के. पुरम, नई दिल्ली - 110 066
West Block-VIII, Wing-2, 1st Floor,
Sector-1, R.K. Puram, New Delhi - 110 066
दिनांक/ Date: 18.05.2022

Subject: Registration of Haj Group Organizers for Haj 2022 - regarding.

Reference Ministry of Minority Affairs' circular No.HAJ-15/1/2022-HAJ-MoMA dated 25.03.2022 and Policy for Haj Group Organizer for Haj, 2019-23.

2. As per the provisions of the Policy for Haj Group Organizers for Haj 2019-23 and instructions contained in Ministry of Minority Affairs' circular No.HAJ-15/1/2022-HAJ-MoMA dated 25.03.2022, the following guidelines are issued for information and compliance of Haj Group Organizers:-

- a. As per Para 12 of Annexure-I of HGO policy for Haj, 2019-2023 and decision of the Competent Authority, all HGOs who have been found eligible in category 1(star) and category 1 & those found eligible and selected in draw of lots for quota allocation in Category 2, shall deposit a security deposit of INR 25 lakhs (Rs. Twenty Five Lakh Only) in the form of fixed deposit with any nationalized bank in favour of Haj Committee of India latest by **21.05.2022**. The Security Deposit should be valid upto **15th December, 2022** or beyond.
- b. The HGOs are further required to declare the cost and services offered by them to the pilgrims Haj 2022, on the Ministry's Portal www.haj.nic.in/pto by 26.05.2022 so that it is available thereafter to the intending pilgrims on public domain at www.indianhajpto.gov.in in advance. In order to ensure that the HGOs do not deviate from the package cost and services offered to the pilgrims and to ensure credibility of the package offered on the government website, it has been decided to not allow the HGOs to offer any package other than those declared by them on this Ministry's aforesaid sites.
- c. The HGOs are also required to upload the complete details of all the pilgrims serviced by the HGO in the current Haj season (Haj 2022) such as Name, mobile no., email id, passport details, 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 Ministry's HGO portal www.haj.nic.in/pto at



- least 07(seven) days before the proposed departure date of the pilgrims to Saudi Arabia. Any violation of this term will be viewed very strictly by the Ministry.
- d. To ensure that there is no discrepancies between the information provided to the Ministry by the HGO in the portal www.haj.nic.in/pto and the agreement signed with the pilgrims by the HGOs as per the HGO policy, a provision has been made in the online HGO portal www.haj.nic.in/pto to auto generate online agreement to be signed with the individual pilgrims by the concerned HGO as per the data and package details submitted by the concerned HGO on the two Govt. portals. The online generated agreement signed with the pilgrims by the concerned HGO, should be uploaded on the HGO portal www.haj.nic.in/pto at least 07(seven) days before actual departure date of the pilgrims to Saudi Arabia. It is again reiterated that if there is any deviation from this provision by the concerned HGO, the same will be viewed very strictly by the Ministry.
- e. It has been decided to strictly comply with provisions of Munazzim for HGOs given in the Haj policy 2019-23 from Haj, 2019 onwards. Accordingly, HGO should ensure that the Munazzim for Haj 2022 is the Proprietor/Partner/Director of the firm. The Munazzim Card and relevant Haj Visa pages of Haj 2022 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 Haj 2022 along with their group.
- f. From Haj, 2019, a comprehensive feedback system has been placed 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 the 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 should be made aware of the feedback system during the training programmes conducted by HGOs.
- g. Any misrepresentation or suppression of facts or failure of the HGO to comply with the requirements of the Ministry as per timelines given including to upload the package and other details of pilgrims on the HGO portal by the stipulated date may lead to cancellation of the registration and allocation of quota for Haj, 2022 or any appropriate punitive action as per HGO policy for Haj, 2019-23, as amended time to time.
- h. Further, the HGOs are also required to ensure compliance with the instructions and other guidelines issued by the Government of Saudi Arabia, from time to time, for international pilgrims for Haj 2022 including the following:-
- i. The pilgrims must have completed the basic immunization by vaccines approved by the Ministry of Health, Govt of KSA.
 - ii. The pilgrims must submit a negative test report for Coronavirus(Covid-19) of a sample taken within 72 hours from the date of departure to the KSA.
 - iii. The pilgrim is required to wear a mask while performing Haj in all places.



- iv. It is required to obtain insurance that includes coverage of treatment costs for infection with Coronavirus (Covid-19) for pilgrims from abroad during their stay in the KSA for the Haj of this year.
- v. Strict compliance of age restriction as imposed by KSA for pilgrims for Haj 2022.
- vi. Any other instruction as issued by KSA or Ministry from time to time for Haj 2022.

3. It is further informed that a Committee has also been constituted in the Ministry to look into the grievances of the HGOs for Haj 2022. Accordingly, if any HGO wishes to represent his grievance, it may be submitted to the Haj Division, West Block-VIII, Wing-2, 1st Floor, Sector-1, R.K. Puram, New Delhi - 110 066 or through email to ushaj-mma@gov.in, latest by 21.05.2022 (5:00 p.m.). The grievances received after 21.05.2022 (5.00 PM) will not be considered.



(Shubhendu S Srivastava)
Under Secretary to the Government of India.
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To,

All HGOs registered/submitted willingness for Haj, 2022 through HGO portal.