Computer No.137551
File No. HAJ-15/6/2023-HAJ-MoMA
Ministry of Minority Affairs
Haj Division

11th Floor,
Pt Deendayal Antyodaya Bhawan,
CGO Complex, Lodhi Road,
New Delhi-110003
Dated 07.08.2023

Office Memorandum

Subject: Feedback from Haj Pilgrims-reg.

With reference to Ministry of Minority Affairs Public Notice on the subject mentioned above (copy enclosed), wherein Haj pilgrims were requested to furnish their feedback on the services provided by HCoI/HGOs, very few HGO pilgrims have provided feedback on the Ministry's feedback portal till date.

2. As per this office's circular dated 02.06.23 (copy enclosed), the individual HGOs are required to ensure that minimum 50% of pilgrims performing Haj through them submit their feedback on the said portal.

3. All the HGOs are hereby requested to take up immediate action in this regard by informing the pilgrims to furnish their feedback and ensure compliance at the earliest.

07/08/2023
(Ankur Yadav)
Deputy Secretary to the Govt. of India.

To,

All selected HGOs for Haj-2023 (through HGO portal and Ministry's website)

MOST IMMEDIATE

Computer No: 134773
HAJ-15/28/2022-HAJ-MoMA
Government of India
Ministry of Minority Affairs
(Haj Division)

11th Floor, Pandit Deendayal Antyodaya Bhawan,
CGO Complex, Lodhi Road, New Delhi-110003
दिनांक/ Date: 02.06.2023

Subject: Registration of Haj Group Organizers for Haj 2023 – regarding.

Reference Ministry of Minority Affairs' Circular No. **HAJ-15/28/2022-HAJ-MoMA** dated 14.03.2023 and Policy for Haj Group Organizer for Haj, 2023.

2. As per the provisions of the Policy for Haj Group Organizers for Haj, 2023 and instructions contained in Ministry of Minority Affairs' Circular of even no. dated 14.03.2023, the following guidelines are issued for information and compliance of Haj Group Organizers:-

a. The HGOs are required to declare the cost and services offered by them to the pilgrims for Haj 2023, on the Ministry's Portal www.haj.nic.in/pto latest **by 07.06.2023** so that the same 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 , ensure credibility of the package offered, and to avoid overcharging the pilgrims, it has been decided not to allow the HGOs to offer any package, other than those declared by them on the Ministry's aforesaid portal.

b. The HGOs are also required to upload the complete details of all the pilgrims serviced by them in the current Haj season (Haj 2023) 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 the HGO and the 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 seriously by the Ministry.

c. To ensure that there is no discrepancy between the information provided to the Ministry by the HGO on the Haj portal 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 to auto generate the agreement to be signed with the individual pilgrims by the concerned HGO, as per the data and package details submitted by them on the portal. The online generated agreement signed with the pilgrims by the concerned HGO, should be uploaded on the HGO portal **at least 07(seven) days before the 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.

d. It has been decided to strictly comply with the provisions of Munazzim for HGOs from Haj, 2019 onwards. Accordingly, the HGO should ensure that the Munazzim for Haj 2023 is the Proprietor/Partner/Director of the firm/ Trustee/ Management Board of Society. The Munazzim Card and relevant Haj Visa pages of Haj 2023 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 2023 along with their group.

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e. A comprehensive feedback system has been put in place. Independent feedback from the registered pilgrims will be collected, through a link sent via SMS to the registered pilgrims, and a mobile app developed for the purpose. T**he HGOs are required to ensure that minimum of 50% 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. It may be noted that the feedback received by the Ministry will be taken into account while registering HGOs and allocating Haj quota to them in the future**.

f. Any misrepresentation or suppression of facts or failure of the HGO to comply with the requirements of the Ministry as per timelines given, including uploading the package details 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, 2023 or any appropriate punitive action as per HGO policy for Haj, 2023.

g. **The HGOs are required to comply with the direct and indirect tax laws of the land and pay the requisite taxes applicable, to the concerned authorities. Confirmation of the same shall be sought at the time of applying for the registration for Haj 2024 onwards. A provision has been made in the HGO Portal to upload the details of GST and other applicable taxes. The HGOs are required to upload the details within 30 days of return of the pilgrims from Saudi Arabia.**

h. **The HGOs should ensure that the Haj Pilgrims contracted by them make the entire payment of the agreed Haj package to the firm's account individually through their bank accounts or other authorized channels duly notified by RBI from time to time.**

i. 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 2023 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. 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.
   iv. Strict compliance of age restriction as imposed by KSA for pilgrims for Haj 2023.
   v. Any other instruction as issued by KSA or Ministry from time to time for Haj 2023.

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 2023. Accordingly, if any HGO wishes to represent his grievance, it may be submitted in an envelop addressed to Complaint Committee, Haj Division, 11th Floor, Pandit Deendayal Antyodaya Bhawan, CGO Complex, Lodhi Road, New Delhi-110003.

02/6/2023

(S. S. Verma)

Deputy Secretary to the Government of India.

To,

All HGOs registered for Haj, 2023 - through HGO portal.

PUBLIC NOTICE

With reference to Ministry of Minority Affairs' Circular No. HAJ-15/28/2022-HAJ-MoMA dated 02.06.2023, all the Pilgrims who are performing Haj-2023 through Haj Committee of India and Haj Group Organisers registered by Ministry, are requested to furnish their feedback on the services.

2. Pilgrims travelling through Haj Committee of India may submit their feedback by visiting:

https://haj.nic.in/packagemodule/particularHajCommiFdback

3. Pilgrims travelling through Haj Group Organisers registered by Ministry may submit their feedback on the portal of Haj Portal by visiting:

https://haj.nic.in/packagemodule/particularPackageFeedback

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(Shubhendu S. Srivastava)
Under Secretary to the Government of India
[File No.Haj-15/6/2023-Haj-MoMA]

Copy to:

Haj Committee of India for necessary action and informing all Haj pilgrims to fill the feedback form, under acknowledgement to the Ministry