

No. HAJ-15/6/2024-HAJ-MoMA-Part(1) (e-144290)
Government of India
Ministry of Minority Affairs
(Haj Division)

6th Floor, MTNL Building,
CGO Complex, Lodhi Road, New Delhi – 03

Date: 06 March 2025

NOTICE

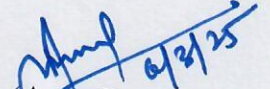
Subject: Haj 2025- Issues raised by CHGOs –reg.

Various issues which have been brought to light by CHGOs with respect to Haj 2025 requesting for intervention of the Ministry. The same have been examined in the Ministry and remarks thereon are as under:

Sl No	Issues	Remarks
1	<p>IBANs of CHGOs on Nusuk (Nusuk Masaar Portal) have not been activated by the Saudi authorities so far.</p> <p>Further, immediate payment requirement is causing financial strain, it has been requested that payment to service provider be allowed in three installments to ease the financial burden.</p>	<p>CHGOs have been given the option to get funds transferred to their wallets in Saudi Arabia by making payment in HCoI's account through SBI e-collect as per this Ministry notice No.Haj-22/21/2023-Haj-MoMA dated 02.01.2025. Since, the IBANs of CHGOs have not yet been activated by the Saudis, CHGOs are again strongly advised to utilise the HCoI's portal for remitting the remaining funds for payment towards other services to Saudi Arabia so as to avoid any further delay.</p> <p>It may be noted that HCoI will transfer funds received in its account from CHGOs after deducting the amount due to HCoI, on account of zone/camp booked on their behalf, in view of notice No.Haj-22/21/2023-Haj-MoMA (Part-1) dated 19.12.2024.</p> <p>The amount due to HCoI from the respective CHGOs (in SAR) , as informed by CGI Jeddah, towards zone selection is attached herewith.</p> <p>The matter of activation of IBAN account so as to enable direct transfer from CHGOs is being taken up by CGI Jeddah with Saudi Authorities, being a matter outside the control of the Ministry.</p>

2	<p>It has been requested that actual zone amount paid by HCoI on behalf of CHGOs be transferred by each CHGO to the Nusuk wallet in place of SBI e-collect, to be immediately reimbursed to the HCoI's account in Saudi Arabia. Additionally, it has been requested for an extension of the zone payment deadline by the CHGOs to HCoI to 10.04.2025 to prevent penalties as per Ministry's circular dated 21.02.2025.</p>	<p>As per initial notice dated 19.12.2024, followed by reminder dated 07.02.2025, the amount paid by HCoI for zone booking was required to be refunded by CHGOs within a period of 4 weeks.</p> <p>Observing that most of CHGOs are yet to refund the amount, vide notice dated 21.02.2025 CHGOs were requested to return the amount by 10.03.2025, failing which incremental penalties will be imposed on defaulters. No further extensions will be granted and in case of any further delay, the CHGOs shall be required to pay the funds as per Notice dated 21.02.2025. Any further delay in payment to HCoI shall be viewed adversely and may entail penalties including forfeiture of Security Deposit/Blacklisting of the concerned CHGOs.</p> <p>CHGOs are advised to reimburse the amounts paid by HCoI on their behalf inclusive of service charge as notified vide Ministry's notice dated 02.01.2025 to the account of HCoI through SBI e-collect within the timelines stipulated vide Ministry's notice dated 21.02.2025.</p> <p>The request to transfer the amount to HCoI through Nusuk wallet is not feasible due to the portal being under the administration of the Kingdom of Saudi Arabia over which Government of India exercises no control.</p>
3	<p>It has been requested that an extension of the deadline for submitting additional quota requests, as the current cut off date of 14.02.2025 has posed challenges for many CHGOs.</p>	<p>Deadline of 14.02.2025 has been notified by the Saudi authorities for finalisation of service arrangements. As informed by CGI, Jeddah booking of camps for 52,402 quota of pilgrims of CHGOs has been done except for 105 quota of pilgrims for which CGI has been requested to peruse the matter with the Saudi authorities.</p>
4	<p>It has been requested that allocation of one staff visa per 100 pilgrims be made to ensure adequate on-ground assistance, given that CHGO members collectively manage around 2000 pilgrims.</p>	<p>Regarding the request for one staff visa per 100 pilgrims, CHGOs are free to take assisting personnel as required within their pilgrim quota and no intervention of the Ministry is required in this regard.</p>
5	<p>It has been requested that the Nusuk portal enable voucher splitting to facilitate smoother financial transactions. It has further been requested to extend visa issuance until 4 Dhul Hijjah instead of Shawwal, to better accommodate the needs of pilgrims.</p>	<p>CGI, Jeddah has been requested to take up the matter appropriately with the Saudi authorities.</p>

2. This issues with the approval of the Competent Authority.


(Anup Barman)

Under Secretary to the Government of India

To,

- i. CEO, HCoI – for particular attention w.r.t. Sl. No.1
- ii. All CHGOs concerned- for information and necessary action.

Copy to:

- i. Sr. Director, NIC- for uploading on website of this Ministry
- ii. Team Lead, IT support team - for uploading on Haj Portal.

Copy also to:

- (i) PPS to JS (Haj)
- (ii) DS (Haj)