

HAJ-2012

3

The Executive Officer/ Secretary,

All State/ Union Territory Haj Committees,

1. Andaman & Nicobar Islands, 2. Andhra Pradesh, 3. Assam, 4. Bihar, 5. Chandigarh, 6. Chhattisgarh, 7. Dadra & Nagar Haveli, 8. Daman & Diu, 9. Delhi, 10. Goa, 11. Gujarat, 12. Harayana, 13. Himachal Pradesh, 14. Jammu & Kashmir, 15. Jharkhand, 16. Karnataka, 17. Kerala, 18. Lakshadweep, 19. Madhya Pradesh, 20. Maharashtra, 21. Manipur, 22. Orissa, 23. Pondicherry, 24. Punjab, 25. Rajashthan, 26. Tamil Nadu, 27. Tripura, 28. Uttar Pradesh, 29. Uttarakhand, 30. West Bengal

Sub : HAF processing module.

Kindly find enclosed herewith write-up of HAF processing module alongwith flowchart and Check List proforma for necessary action. This minimum standard procedure should be followed for HAF processing. All best practices and improvement on the stated procedure are always welcome.

(Dr.Shakir Hussain), IRS
Chief Executive Officer.

Encl : As stated above.

HAF PROCESSING MODULE

I. General information

1. Instruction given below is the minimum standard procedure binding on all SHCs to be followed in HAF processing.
2. All best practices and improvement on the stated procedure are always welcome.
3. It would be incumbent on each SHC to share such improvement with HCOI.

II. Basic Requirements

1. Staff : Experienced, dedicated and sufficient number of employees required.
2. Training : Training of new procedures, policies as per guidelines should be provided to the staff.
3. Pass Office order containing duties / responsibilities (Clarity of TASK, ROLE and GOAL) of employees.
4. Necessary supervision
Note: SHC would deploy appropriate resources to get these task efficiently and effectively handled. It would also provide necessary supervision to ensure there is effective control and quick resolution whenever required.
5. Necessary infrastructure - like tables, chairs, computers, printer, water, waiting room, etc.
6. Helpline / Enquiry counters to be opened. If required separate telephone connection needs to be installed.
7. Separate counters to handle HAFs received by post and by hand.

III Time schedule

SHC would have a pre-decided and publicized operating time and days when HAF would be accepted, acknowledged and processed.

For Haj 2012:

From 1.3.2012 to 16.4.2012

Monday to Saturday

From 10:00 am to 3:00 pm.

IV. Waiting Hall &Token Number

Ear mark separate waiting place for all the applicants coming to submit HAF manually. Provide adequate chairs, water facilities etc. Issue waiting token number for the day. Start the receiving as per token number issued.

V RECEIVING OF HAJ APPLICATION FORM (HAF)

1. Open Separate counters for receiving of HAF by post and by hand.
2. Procedures for both receiving counters are the same.



Note :Make Separate bundles for Reserved and Gen category HAF

VI SCRUTINY SECTION:

All applications received either by post or manually will be scrutinized with the help of the check list enclosed(Annexure-I).

Check list: Get adequate number of Check lists printed/photocopied as per the specimen enclosed and make available at the scrutiny section .One check list to be used for all applicants of one cover. Separate check list to be used for each cover.

1. Two separate counters for Scrutiny
 - a. one for Reserved Categories
 - b. General category applicationThis separation will help for day to-day supervision and counting of applications in both categories.
2. Staff should check out all the details/ Enclosures of the HAF as per the check list.
3. If found all the details/enclosures are correct and HAF completely filled then
 - a. The concerned staff shall Sign on check list
 - b. Sign on HAF at the space provided for the same
 - c. HandoverHAF to acknowledgement section.
4. If any defect/ incomplete fieldis found in HAF, forward the defective/ incomplete HAF alongwith check list to the defect section.
5. Upon re-submission of HAF then repeat step 2, and if found complete follow step 3.
6. If again found defective,then repeat step 4.

Note :Make Separate bundles for Reserved and General category HAF

VII DEFECT SECTION:

1. After receiving defective HAF, this section shall inform-
 - if received manually, inform the defects to the applicant and return HAF to the applicant
 - If received by post, inform defect/requirement to applicant by letter/phone to rectify the defects/ submit/complete the requirement in specific period. Keep record of informing the applicant in a separate register.
2. After correction and on re-submission these HAFs are again handed over to Scrutiny section for re-examination to follow step VI(2), if found correct will follow step VI(3).
3. If again found defective then repeat step VI(4).

Note :Make Separate bundles for Reserved and General categoryHAF.

VIII ACKNOWLEDGEMENTSECTION:

1. After receiving completed HAF from scrutiny section, issue acknowledgement slip (printed on HAF) to the applicants-
 - Manually, if HAF is received manually.
 - Send by post, if HAF is received by post.
2. At the end of the day count the number of HAFs received and enter in the system.
3. Hand over these HAFs to Data Entry Section.

Note :Make Separate bundles for Reserved and Fresh HAF

IX DATA ENTRY SECTION:

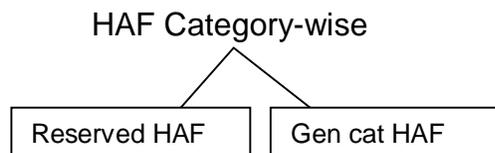
1. After receiving the HAFs from Acknowledgement section, data entry must be done by using the existing data entry software.
2. Data Entry for Reserved & Genral category HAFs at separate systems.
3. If any incomplete information is found on HAF, send it back to Scrutiny Section.
4. After entering the data correctly the Cover No's are generated and the same will be noted in the application forms carefully by the operator.
5. After entering data correctly, the Data Entry Operator must be signon the back side of HAF at specified space.
6. After successful data entry the HAFs must be handed over to Verification Section.

X VERIFICATION SECTION:

1. This section will cross verify the data entered with HAF.
2. If any defect/ incorrect information found, handover HAF with details to data entry section for editing.
3. If the data entry is correct and upto the mark, this section should generate the cover number information letter for the applicants and inform them.

XI RECORD KEEPING:

1. The applications to be kept in the record room as per the Cover Number series.
2. The fresh and reserved applications to be kept separately.



3. If necessary, conduct qurrah
4. After qurrah end provisionally selected HAF (HCoI copy), pay-in-slip and Passport alongwith proper list to the HCoI.
5. The second SHC copy will remain in the records of SHC.

Chief Executive Officer
Haj Committee of India

