

# **GUIDELINES FOR HAJ – 2024 (HIJRI – 1445)**

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## **Government of India Ministry of Minority Affairs**

### **Haj COMMITTEE OF INDIA**

(Statutory Body Constituted under the Act of Parliament No.35 of 2002)

### **Guidelines for Haj - 2024 (Hijri - 1445)**

#### **INTRODUCTION:**

Aspirants who are physically and financially capable of performing Haj may apply for Haj - 2024 (Hijri - 1445) subject to the criteria mentioned in the guidelines hereunder and the guidelines/instructions issued by the Kingdom of Saudi Arabia (KSA) from time to time for Haj 2024.

2. Kingdom of Saudi Arabia may review its Guidelines/instructions on Haj - 2024 (Hijri - 1445) including cancellation of the Haj pilgrimage entirely or partially for International pilgrims depending upon the conditions prevailing at the time of Haj. In such circumstances, the Haj Committee of India (HCoI) shall not be liable for any change in eligibility criteria for pilgrims or cancellation of the Haj process either completely/partially, or for any financial obligations or any other circumstances that may arise due to the decisions taken by the KSA.

3. It is expected that the upcoming Haj – 2024 will be conducted in better way in terms of services and facilities for intending pilgrims of HCoI. As far as expenditure of Haj – 2024 is concerned the actual amount for pilgrims will be finalized only after hiring of services for the pilgrims in India and Saudi Arabia. Pilgrims who are capable of undertaking Haj shall only apply after validating their eligibility conditions and should have the means and wherewithal for undertaking Haj in line with the eligibility norms for Haj - 2024 (Hijri - 1445).

#### **PREFACE:**

4. Haj Committee of India (hereinafter referred to as HCoI), a Statutory Body under Ministry of Minority Affairs, Government of India, constituted under the Haj Committee Act, (No.35 of 2002), hereby issues the guidelines for persons willing to apply for Haj - 2024 (Hijri - 1445). It is advised that persons willing to perform Haj - 2024 (Hijri - 1445) may read the guidelines carefully before submitting the online Haj Application Form (hereinafter referred to as HAF).

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## **1. GENERAL INFORMATION:**

i) HCoI in its mandate under Haj Committee of India Act, 2002, makes arrangements for the Haj pilgrims within India in consultation and coordination with other stakeholders. The Consulate General of India in Jeddah (hereinafter referred to as CGI) is the agency responsible for making arrangements for pilgrims and to redress their grievances after their arrival in Jeddah/Madinah Munawwarah airport and during their stay in the Kingdom of Saudi Arabia (hereinafter referred to as KSA). The Ministry of Civil Aviation (hereinafter referred to as MoCA) is the nodal agency responsible for the Air Charter Arrangements for Haj pilgrims and their belongings during transit. The Ministry of Health and Family Welfare (hereinafter referred to as MoH&FW) arranges vaccines and other medical assistance for pilgrims during Haj period.

ii) HCoI has administrative relations with the State/Union Territory Haj Committees (hereinafter referred to as SHCs), in respect of Haj operations and NOT with any private individual/agency/association.

iii) The details of amounts to be paid by the pilgrims through the Bank to HCoI will be notified by HCoI on its website. The pilgrims will also be informed through their respective SHCs and via SMSs. Pilgrims are advised to take utmost care so as not to fall prey to any individual/ agency/association claiming to work for or on behalf of HCoI. The pilgrims should not pay any amount to any private individual, agency, or association for arrangements related to Haj 2024. If anyone is found falsely claiming that he works for HCoI, or demands money for extending some favour, the pilgrim may file a report against such person before the Chief Executive Officer, Haj Committee of India, 7-A, MRA Marg, Mumbai-400001 through post or by sending a message on email id ceo.hajcommittee@gov.in or by FAX on 022 – 22630461.

iv) Shia pilgrims who opt for JOHFA as Meeqat should indicate the same while applying for Haj 2024. Such pilgrims will be required to pay an additional amount for this facility and the amount to be paid will be intimated in due course.

## **2. “ONCE IN A LIFE TIME HAJ THROUGH HAJ COMMITTEE OF INDIA”:**

As per the policy, an individual can perform Haj through HCoI only “once in a lifetime”. Those who have performed Haj earlier through HCoI, will not be eligible to apply for Haj 2024. In the case of Mehram for lady pilgrims, and of companions accompanying the pilgrims over 70 years of age, the repeaters (those repeating Haj through HCoI) will be allowed on payment of additional charges, as applicable from time to time. In such cases, the pilgrim has to submit a solemn declaration

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and undertaking to the effect that no first-time Mehram/Companion is available in their family.

### **3. AVAILABILITY OF GUIDELINES AND HAJ APPLICATION:**

The pilgrims may download guidelines for Haj - 2024 (Hijri - 1445) from the website of HCol at **www.hajcommittee.gov.in**. Haj Application Form (HAF) may be filled and submitted online at **www.hajcommittee.gov.in** or through the Android Mobile App "**Haj SUVIDHA**". After filling HAF, a copy may be downloaded for submission in respective SHCs along with relevant documents like Passport and Remittance Receipt at the later stage on selection.

### **4. ELIGIBILITY FOR HAJ:**

Haj is obligatory for Muslims having physical and financial competency to perform Haj. The Saudi Guidelines on eligibility to perform Haj or Umrah, specify that the pilgrim should be physically, behaviourally, and mentally fit. Any Muslim citizen of India can apply for Haj pilgrimage except;

- (a) Any person who is not in possession of machine readable valid Indian International Passport issued before **the prescribed Closing Date of receipt of Haj Application and** valid at least upto **31.01.2025 is must.**
- (b) **Haj Repeaters:** Any person who has performed Haj earlier in his/her life through HCol except a person who has applied under the categories of Mehram for a lady pilgrim or as a companion for pilgrims aged 70 years or above, on the basis of appropriate solemn Declaration and Undertaking.
- (c) Any person found to have furnished false information shall not be allowed to proceed for Haj. In such cases, he/she will be disqualified at any stage and de-boarded, at the Embarkation Point. The entire amount deposited by him/her shall also be forfeited. Besides, he/she may be prosecuted for making an incorrect/false Declaration. These conditions will also apply for concealing the fact of having performed Haj earlier as well as for Hajj-e-Badal pilgrims.
- (d) Those with severe medical conditions such as Terminal Cancer, Advanced Cardiac, Respiratory, Liver, Kidney diseases, Infectious Tuberculosis disease, or Senility.
- (e) Ladies not accompanying with Sharia Mehram, except ladies travelling without their Mehram as stipulated in Sr.No.5 of Haj Policy for Haj 2024.
- (f) Ladies in advanced stage of pregnancy, in which case the international flying standards will be followed.

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- (g) Any person against whom a Court Order prohibiting travel abroad exists.
- (h) Applicant below the age of 18 years except those for whom consent of parents /legal guardian has been obtained.

### 5. **HAJ MANAGEMENT PROCESS:**

- (a) **HAJ ANNOUNCEMENT:** Haj Process starts with the Haj announcement made by the Ministry of Minority Affairs(MoMA), Government of India. Subsequent to Haj announcement, the HCoI notifies information for all the intending pilgrims, about the dates of commencement of submitting the application forms and the last date of filling HAF, the validity of the Passport, etc. Persons intending to apply for Haj are advised to adhere to the timelines announced for Haj 2024.
- (b) The Haj Committee of India has made all necessary preparations for inviting application through online portal. Individuals who are willing to apply for Haj 2024 are advised to go through the guidelines carefully to confirm their eligibility and to keep a copy of the following documents ready for submission while applying for Haj 2024:
  - (i) **PASSPORT:** All intending pilgrims should possess machine readable valid Indian Passport issued before the closing date of application. The Ministry of External Affairs has issued instructions to all Regional Passport Offices to facilitate issuing of passport to intending Haj pilgrims.
  - (ii) **BANK ACCOUNT:** Bank account of persons named as the Cover Head is mandatory for making the Haj Application. It is advised that the pilgrims open/update their Bank Account to facilitate the refunds, if any, in their Bank Accounts digitally through RTGS/NEFT.
  - (iii) **MOBILE NUMBER:** The pilgrims are required to mention their own correct working mobile number in the Haj application form to enable the HCoI/SHCs to send necessary information and instruction on Haj to them through SMS/Voice messages. The arrangement for dissemination of information through SMS/Voice messages has been made to assist pilgrims. This facility however does not confer any right to intending pilgrims to make any claim for allocation of seat in cases wherein he/she failed to adhere timeline specified by HCoI/State or UT Haj Committee for submission of original passport, payments etc, due to non-receipt of SMS/voice message on his/her registered mobile.

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- (iv) **AADHAAR CARD:** Aadhaar Card is not mandatory for Haj Application. However, for convenience, the pilgrims are advised to fill the details of their Aadhaar Card in the specified column in HAF.

### **6. SUBMISSION OF PASSPORT:**

The Haj Applicants will be required to submit their passport in following two Groups:

#### **A) GROUP ONE:**

##### **Applicants from:**

- (a) the States of Assam, Bihar, Jharkhand, Punjab, Tripura and West Bengal; and
- (b) Persons applying under 70+ age category (age 70+ with Companion) shall submit downloaded copy of online HAF along with original passport and one photograph attached to the back of passport with adhesive tape.

**NOTE:** Submission of original passport along with HAF does not guarantee selection. If the number of applicants are found to be more than the Haj quota earmarked for a State/UT, the selection of the pilgrims will be done through Qurrah (draw of lots).

#### **(B) GROUP TWO:**

All selected applicants other than those mentioned under Group One above, shall submit downloaded copy of online HAF along with a self-attested copy of passport. The provisionally selected pilgrims have to submit their original passport and one photograph attached to the back of passport with adhesive tape, within one week after Qurrah to their respective SHCs. Failure to submit the passport by the specified date will lead to cancellation of the provisional selection.

#### **(C) Extended date for submission of passport:**

In the following cases, the extended last date for receipt of original passport in the office of HCoI shall be **15th Shawwal, 1445 (Hijri), tentatively on 24<sup>th</sup> April, 2024** on specific request of the applicants of either Group One or Group Two below:

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- (a) Non-resident Indians (NRI);
- (b) Frequent flyers;
- (c) Umrah Pilgrims;
- (d) Officials;
- (e) persons visiting foreign countries on medical grounds, family visits etc.

The intending pilgrims may apply for late submission of Passport in writing mentioning reasons thereto along-with documentary proof including self-attested copies of passport, working/residence Visa, Employment letter etc. It may be noted that such extension will be permitted only to the individual concerned and not to his co-applicants. It may be noted that Haj Visas will be obtained only after receiving passports of all applicants of a Cover.

**NOTE:** It may be noted that there shall be no extension in the last date for payments of Haj amounts.

### **(D) Non-returning of Passports before Haj:**

As a general rule, passport once submitted to HCoI is returned to selected pilgrims at their respective Embarkation Point before boarding the Haj flights. In any case, since Haj Visa is endorsed on the passport, the same can be returned to the pilgrim only at the Embarkation Points or on cancellation of Haj Visa.

## **7. HOW TO APPLY:**

Haj Application process is completely digital and online. At the time of Haj application, no amount will be charged as Processing Fee. Necessary instructions/guidance/directions on various aspects of Haj process are available in the form of small video clips through **YouTube link** posted on the website of Haj Committee of India. Intending Pilgrims are advised to watch the relevant video clip(s) before submitting the Haj Application. Further, FAQs and their replies are also available on the above-said website. Hard copies of handwritten/typed applications shall not be accepted. Intending pilgrims have to make Haj Application online only at the website of HCoI i.e., [www.hajcommittee.gov.in](http://www.hajcommittee.gov.in) or on Haj App through Android Mobile App “HAJ SUVIDHA”. While submitting the Haj Application Forms online, the pilgrims are required to upload the following documents as enclosure(s):

- i) First& last page of Machine Readable Valid Indian International Passport.
- ii) Latest Passport size photograph.
- iii) Copy of CANCELLED Cheque or a copy of Bank Account Pass Book of the person mentioned as Cover Head.
- iv) **Address Proof:** If the residential address of the applicant is same as mentioned in his/her passport, he/she may submit a copy of the passport as address proof. In other cases, the applicant may submit self-attested copy of any of the following as address proof:-

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- (1) Aadhaar Card
- (2) Bank Pass Book
- (3) Election Commission Photo I-D Card
- (4) Utility bill for last 3 month of:
  - (a) Electricity Bill
  - (b) Telephone Bill (Land-line)
  - (c) Water Bill
  - (d) Gas Connection Bill.

### **(a) Composition of Cover – only family members and near relatives:**

A maximum number of **5 (five)** applicants comprising the family members or near relatives can apply in a single cover. The Head of the Cover shall be responsible for payment for the persons included in the cover. Under no circumstances, persons other than family and near relatives shall be included in the cover. It is in the interest of pilgrims to ensure that only family members having blood relation or near relatives are included in the cover. The accommodation status in respect of all pilgrims under one cover shall be the same. In no case, cover shall be split. Preponement/postponement of the date of flight by some/a few pilgrims under one cover is not permitted. All the pilgrims under one Cover will travel together and stay together. If the Head of Cover himself cancels his application for Haj pilgrimage, he should indicate the name of another person from amongst the male members of such cover, as the Head of that particular Cover. If a male applicant, who is Mehram of the female applicant of Cover, cancels his application for Haj pilgrimage, he must indicate the name of other applicant from among the male members of the cover as “Mehram” alongwith his relation with the female applicant(s) of that Cover otherwise the application(s) of the female applicant(s) shall also be treated as cancelled. Change of Mehram is allowed only in specific cases on account of Death/Medical Grounds.

### **(b) Cover Size:**

The size of Cover shall be minimum 1 (one) and maximum 5 (five) adults + 2 (two) infants in General category. In Ladies Without Mehram (LWM) category also, a maximum of 5 (five) ladies can apply in a single group. If the number of family members exceeds 5 (five), applications should be made in more than one Cover. However, in Aged 70 + category 4 (four) applications [2(two) 70+ and 2(two) Companion] can apply in a single group.

### **Notes:**

- (i) Infants are those who would not complete 2 years of age by the date of arrival of last inward Haj Charter Flight, Infants travel is not free of cost and they will be charged 10% of the full fare (as decided by the Ministry of Civil Aviation) which will be communicated in due course of time.

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- (ii) An applicant above 2 (two) years of age will be charged as an adult pilgrim and full amount of Airfare and Haj Amount has to be paid by them accordingly.

**(c) Cover Number:**

Cover number is a unique computer-generated number obtained from the IHPMS software, after verification of data entry and relevant documents of pilgrims by SHC. The SHC shall intimate the Cover number to the Cover Head. This Cover Number must be used by the Applicants as reference in all further correspondences. Pilgrims must obtain Cover Number from concerned SHC as no HAF will be considered for Qurrah without Cover Number.

**(d) Application:**

- (i) Haj Application can be made online at [www.hajcommittee.gov.in](http://www.hajcommittee.gov.in) or through Android Mobile App “HAJ SUVIDHA”.
- (ii) Applicant’s latest photographs should be pasted on the downloaded copy of HAF.

**(e) Proof of Residence:**

If the residential address of applicant is the same as mentioned in his passport, he may submit a copy of his passport as address proof. In other cases, the applicant may submit self-attested copy of any of the following as address proof:

- (1) Aadhaar Card
- (2) Bank Pass Book
- (3) Election Commission Photo I-D Card
- (4) Utility bill for last 3 month of:
  - (a) Electricity Bill
  - (b) Telephone Bill (Land-line)
  - (c) Water Bill or
  - (d) Gas Connection Bill.

**(f) Free Registration of Haj Application Form:**

The applicant can submit the Haj Application Form **“Free of Cost”**. Only those applicants who are provisionally selected for Haj 2024 are required to submit a non-refundable Processing Fee @ Rs.300/- at the later stage through either of the following mode:

- i) Online at [www.hajcommittee.gov.in](http://www.hajcommittee.gov.in)
- ii) Through depositing fee in HCoI’s Account **“HAJ PILGRIM PROCESSING FEE” A/C. No.35398104789** by visiting any branch of State Bank of India; or  
Through depositing fee in HCoI’s Account **“HAJ PILGRIM PROCESSING FEE” A/C. No.318702010406010** by any branch of Union of India.



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In case the pilgrim intends to pay the required fee through the Bank, he/she may use pink colour pay-in-slip downloaded from website of HCoI i.e. www.hajcommittee.gov.in or the Mobile App available on Google Playstore.

NOTE: 2/3rd of the amount collected towards Non-Refundable Processing Fee of Rs. 300/-will be transferred to SHC by Haj Committee of India.

**(g) Nominee: The pilgrims are advised to mention the details of their nominee distinctly at appropriate place in HAF.** It is informed that the nominee of the pilgrim will be contacted in case of exigencies in India/KSA. While mentioning about the nominee, the pilgrims may prefer his close relative as nominee as only such nominee will be eligible/considered for refunds in case of death of pilgrims.

**(h) The details of expenditure** incurred in Saudi Arabia (in Saudi Riyals) on account of a pilgrim (other than Airfare) for Haj 2023 is as under:

Sr.No.	Item of Expenditure	AZIZIA Rate in SAR.
1	Makkah Accommodation	2,250.00
2	Madinah Accommodation	1,050.00
3	Bus Transportation–Azizia to Haram Sharief	250.00
4	1% additional accommodation as per Saudi Rules	22.50
5	Estimated Payment to Tawafa Company (Moallim Fee) (T.B.C.)	4,900.00
6	Naqqaba Sayyarat (E-Routes purchase)	982.10
7	Additional Service Agreement for ensuring good quality Buses	50.00
8	M/s. Al-Wukula Transportation of Baggage from Airport to Buildings on first arrival	14.38
9	Metro Train Ticket Charges	287.50
10	Supply of 5 Lit. ZamZam Can (Procurement & Logistic)	14.00
11	Estimated Overheads/Contingencies per pilgrim in the Kingdom of Saudi Arabia	25.00
12	Estimated excess baggage transport charges between Makkah and Madinah Services (Trucks)	22.00
13	Health Insurance	28.75
14	Haj Visa Fees	300.00
	<b>Total Sr.No.1 to 14</b>	<b>10,196.23</b>

Additional (Optional) items

1.	Adahi Coupons	SAR.720.00
2.	Johfa Meeqat for Shia Pilgrims land in Jeddah	SAR.177.10

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**Note:** The expenditure mentioned above may vary as per charges prescribed by the concerned Agencies for Haj 2024.

The total estimated expenditure for Haj 2024 will include (1) Expenditure on various items mentioned above (in SR), *\*already mentioned in the above table at Row number 18* (3) Rs.300/- towards Non-Refundable Processing Fee, (4) Airfare on actual, (5) Airport & Service Taxes, (6) Insurance charges as declared by Saudi Government (if any), (7) Rs.1,500/- as Miscellaneous Dues as per break-up mentioned below:-

<b>Miscellaneous Dues:</b>			
i)	Establishment / Documents Charges	= Rs. 600/-	Rs.1,500/-
ii)	Orientation / Training Programme Charges (SHC)	= Rs. 150/-	
iii)	Handling Charges (SHC)	= Rs. 225/-	
iv)	Supporting Arrangements	= Rs. 300/-	
v)	Donation for Haj Houses	= Rs. 225/-	

(i) The applicants are required to:

i) Mention their correct address in the HAF. Submission of incorrect information/declaration may lead to rejection of application and forfeiture of the amount deposited.

ii) The pilgrims are required to mention their own correct mobile number in the HAF to enable the HCoI/SHCs to send necessary information and instructions on Haj to them through SMS/Voice messages. The arrangement for dissemination of information through SMS/Voice messages has been made to assist pilgrims. This facility however, does not confer any right on the intending pilgrim to make any claim for allocation of seat in cases wherein he/she failed to adhere to the timeline specified by HCoI/State or UT Haj Committee for submission of original passport, payments etc., due to non-receipt of SMS/voice message on the mobile number entered as the pilgrim's registered mobile number.

iii) Bank account of persons named as Cover Head is mandatory for submitting Haj Application. It is advised that the pilgrims open/update their Bank Account to facilitate the refunds, if any, in their Bank Accounts digitally through RTGS/NEFT.

iv) Solemn Declaration to be furnished by each pilgrim in terms of the status of applicant i.e. Fresh/Repeater Companion of age 70+ pilgrim/Ladies without Mehram (LWM) as is annexed at the end of the Haj Guidelines.

v) After provisional selection, the applicant has to submit self-attested copy of downloaded hard copy of HAF, solemn declaration, Medical Screening & Fitness Certificate along with original receipt/proof of payment

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of Non-Refundable Processing Fee & Advance Haj Amount and Original Passport with latest Photograph duly pasted on the backside of the Passport.

If the residential address of applicant is same as mentioned in his passport, he may submit a copy of his passport as address proof. In other cases, the applicant may submit self-attested copy of any of the following as address proof: -

- (1) Aadhaar Card
- (2) Bank Pass Book
- (3) Election Commission Photo I-D Card
- (4) Utility bill for last 3 month of:
  - (a) Electricity Bill
  - (b) Telephone Bill (Land-line)
  - (c) Water Bill or
  - (d) Gas Connection Bill.

vi) Envelope containing duly filled online HAF of selected pilgrim(s) should be super scribed as "Application for Haj - 2024 (Hijri - 1445) and submitted/sent, so as to reach the Executive Officer of the SHC concerned within one week of Qurrah.

vii) If the HAF is submitted without the enclosures required as per the Guidelines, it shall be treated as incomplete and shall be summarily rejected.

### **8. Solemn Declaration and Undertaking for applicants above 70 years of age:**

The applications received in 70+ age category will be given top priority in allocation of seats for that State/Union Territory. However, in case more Haj applications are received in 70+ age category than the allotted quota for State/Union Territory, a draw of lots will be conducted among the 70+ age category applicants. This is to enable and facilitate assured seats to elderly and aged senior citizens desirous of performing Haj pilgrimage. Applicants in 70+ age category shall submit a solemn Declaration and Undertaking in the prescribed format. If the solemn Declaration and Undertaking is not enclosed or found incomplete or not in the format given, the Haj application shall be summarily rejected.

### **9. SOLEMN DECLARATION AND UNDERTAKING FOR GENERAL CATEGORY:**

In view of the "Once in a lifetime Haj through Haj Committee of India" policy, all general category pilgrims shall submit a solemn Declaration and Undertaking in the given format. Solemn Declaration and Undertaking should be in English only. If the solemn Declaration and Undertaking is not enclosed or found incomplete or not in the prescribed format, Haj application shall be summarily rejected.

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### **10. ORDER OF PRIORITY:**

While allotting seats in each State, the priority will be for

- i) Aged 70 + category along with companion.
- ii) Ladies travelling without their Mehram.
- iii) General Category.

### **11. 70+ AGE APPLICANTS:**

In view of the hardships faced by the single 70+ pilgrims in KSA during Haj, HCoI decided that Companion is a must for 70+ Pilgrim and no 70+ Pilgrim will be registered as a lone member under 70+ Age category. The Pilgrims aged 70 and above will be registered under the 70+ age category, subject to the following conditions:

- a) An applicant shall be considered a 70+ pilgrim if he/she completes 70 years of age on or before 3<sup>rd</sup> December, 2023.
- b) One Companion with 70+ age pilgrim is a must and no 70+ age pilgrim travelling alone will be registered under the 70+ age category.
- c) Only one Companion is allowed who should be an immediate relative namely Husband/Wife/Brother/Sister/Son/Daughter/Son-in-Law/Daughter-in-Law, Grandson/Grand Daughter and Nephew/Niece. No other relative will be allowed to travel as a Companion. Neither the 70+ pilgrim nor the Companion will be allowed to travel alone.
- d) If Husband and Wife are travelling in a Cover under 70+ age category, and if both are above 70+ years of age, they will be allowed two Companions, who will be the Blood relatives of the Pilgrims.
- e) In case the number of applications under 70+ Age Category received in a State/UT exceeds the quota allocated to the State/UT, then Qurrah (draw of lots) will be conducted for 70+ age category. Therefore, even in Under 70+ age category, no applicant can claim selection as a matter of right.
- f) The 70+ age category applicants shall submit a Solemn Declaration in the given format.
- g) Registration under the 70+ age category shall be considered final only after the details and documents etc. furnished by the applicant are verified by the SHC and HCoI.

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### **12. SUBMISSION OF HAF AND CLOSING DATE:**

#### **(a) Online Submission:**

- i) Detailed instructions are given on HCoI's website [www.hajcommittee.gov.in](http://www.hajcommittee.gov.in).
- ii) Guidelines for Haj - 2024 (Hijri - 1445) will be applicable for all applicants.
- iii) SHC will scrutinize and verify the details of HAF filled online before generating Cover number.
- iv) All selected pilgrims must submit downloaded copy of HAF with documents to SHC along with the passport and other required documents within one week of Qurrah.

#### **(b) Closing Date:**

The closing date for submission of HAF shall be **20<sup>th</sup>December, 2023**.

### **13. SCRUTINY OF HAJAPPLICATION FORMS BY SHC:**

The SHC shall ensure that the online HAF is complete in all respects and is accompanied by requisite enclosures/documents as enumerated in para7. Acknowledgment shall be issued to the Cover Head. The applications must be verified and signed by the Executive Officer of SHC who shall also verify the proof of residence and certify that the applicant is eligible to register under the concerned State/Union Territory quota.

SHC's shall verify the data already entered on the portal and endorse the same. The HAF along with the requisite documents shall be uploaded on the IHPMS by the SHCs on the request of Applicant, in case the applicant has not uploaded the requisite documents. Thereafter, acknowledgment shall be issued to the Cover head. The endorsement will be treated as certification by the Executive Officer of SHC.

After Qurrah/Selection, the SHCs shall receive the hard copy of HAF (duly signed copy of already submitted ONLINE application), solemn declaration, Passports, Medical Screening and Fitness Certificate, Payment of Processing Fee, Receipt of Payment of Advance Haj Amount and other requisite documents of the selected pilgrims, to scrutinize them and issue acknowledgement to the Cover Head.

The applications must be verified by the Executive Officer of SHCs or any person authorized by him, who shall also verify the proof of residence and certify that the applicant is eligible to register under the concerned State/Union Territory quota by putting his signature on Hard copy.

Except for age 70+ pilgrims and Ladies Without Mehram category applicants, all the applications for Haj - 2024 (Hijri - 1445) shall be registered under General Category. Those who get provisionally selected in Qurrah, must submit their original passport and one photograph, attached to the back of passport with

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adhesive tape, within one week after Qurrah to their respective SHCs. Failure to submit the passport alongwith documents within the specified date may lead to cancellation of provisional selection of pilgrims.

### **14. DISTRIBUTION OF QUOTA:**

It has been decided by the Government that in compliance with the bilateral agreement entered into with KSA, 80% of the Haj quota received under the bilateral agreement will be allocated for the pilgrims of HCoI. The quota received for HCoI will be further distributed amongst the States/UTs and others as per the following procedure:

#### **Stage – I**

Out of total number of Quota allocated to India as per the Bilateral Agreement between the Kingdom of Saudi Arabia and the Government of India, 80% of the quota shall be allocated to the HCoI and the remaining 20% shall be allocated to HGOs for Haj –2024.

#### **Stage – II**

Out of total seats allocated to HCoI under Stage-I, quota for Khadim-ul-Hujjaj (KuH) in the ratio of one KuH for three hundred pilgrims and quota for deputing an officer of the Director level from each State/Union Territory shall be subtracted from the overall Haj Quota. The remaining seats shall be distributed across all the States and Union Territories in proportion to their Muslim population.

#### **Stage – III**

The quota of different States and Union Territories shall be decided as per the current Haj Policy – 2023, through qurrah (draw of lots). In case there are surplus seats generated by under-utilized quotas of States, the seats shall be distributed as provided in Stages IV and V.

#### **Stage – IV**

The surplus seats shall first be utilized for providing upto 500 seats for Mehram. If seats are still available after this, the Union Territories of Jammu & Kashmir will be allocated upto 2,000 seats as a special measure. The remaining surplus seats will be used for groups of ladies without Mehram and distributed among the States and Union Territories that received 500 or fewer Haj Application Forms (HAF) but were unable to accommodate all applicants, in ascending order of the number of applicants.

For the States/Union Territories, where there is a marginal increase in number of applications by upto 5%, a quota restricted to 500 seats shall be provided.

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The remainder of the surplus seats after Stage IV (if any) shall be allocated to the States and Union Territories in proportion to the number of applications received.

Note: 1) Any change in the above policy regarding distribution of Haj Seats at the specific stage can be decided later by the Ministry of Minority Affairs.

2) Pilgrims must note that in case additional Haj quota is allotted to the HCoI by the KSA with the condition that the pilgrims will be accommodated outside the traditional boundaries of Mina, all such additional pilgrims shall be accommodated outside the traditional boundary of Mina.

### **15. QURRAH:**

Qurrah refers to computerized draw of lots. In the States/Union Territories where the number of Haj Applications received exceeds their quota, pilgrims shall be selected provisionally by Qurrah conducted on the Covers. The Qurrah shall be conducted by the respective SHC on the IHPMS Software which is maintained on the server of NIC. The date and details of Qurrah shall be publicized through media by the SHC concerned. Immediately after Qurrah, the SHC concerned shall widely publicize the list of selected pilgrims in local media and shall also intimate the provisionally selected pilgrims of their selection.

### **16. PRINCIPLES OF QURRAH (Draw of Lots):**

#### **Order of Priority:**

The Order of Priority for confirming the seats in a State is as follows:-

- 1) 70+ Age Category (Age 70+ applicant along with companion),
  - 2) General Category.
- (a) Confirming the seats for 70+ Age Category will be as per the conditions given below:
- i) Pilgrims in the 70+ age Category will be given first priority for allocation of seats. After the 70+ Age category has been exhausted, the Qurrah (draw of Lots) will be held State-wise/Union Territory-wise among the General Category applicants for the remaining seats.
  - ii) If the number of applications for the 70+ category exceeds the quota, quota allocation within the 70+ category will be done through State-wise/Union Territory-wise Qurrah (Draw of Lots). A Waiting List as 70+ Age Waiting List will be prepared for those applicants under 70+ Age category who could not get seats under Qurrah (Draw of Lots). Another Waiting List, as General Waiting List (GWL) will also be prepared by

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conducting Qurrah (Draw of Lots) among those applicants who applied under the General Category but could not get a confirmed seat.

- (b) If the applications in the 70+ Age category are less than the Quota, after allotting seats to the 70+ Age Category, Qurrah (Draw of Lots) will be conducted among the General categories for the remaining Quota. A GWL will also be prepared for those applicants who applied under General Category but could not get a confirmed seat under the State-wise/Union Territory-wise Qurrah.
- (c) In case there are two waiting lists, viz. 70+ Age Waiting List and General Waiting List (GWL), the applicants from the 70+ Age Waiting List will be given confirmed status first, followed by the GWL against any future available seats.
- (d) If the applications under 70+ Age category are equal to the Quota of a particular State, the entire quota will be utilized for 70+ Age Waiting List Category and all General Category applications will be put under General Waiting List (GWL) drawn on the basis of Qurrah (Draw of Lots).

### **17. GOVERNMENT QUOTA:**

The entire Government Discretionary Quota stands cancelled since Haj - 2023 and the same has been merged into the General Pool for the benefit of the common Indian Haj pilgrims.

### **18. GENERAL WAITING LIST:**

- i) A separate Qurrah (Draw of Lots) of non-selected covers shall be held State-wise/Union Territory-wise in the State/Union Territory that receives Haj Applications in excess of its quota to allocate a wait list number to all such covers. The confirmation of seats with respect to wait-listed pilgrims shall be communicated by the respective SHCs as and when a vacancy arises due to the cancellation of the journey by the selected pilgrims. If the selected pilgrim wants to cancel the journey for any reason, he should submit a cancellation letter to the concerned SHCs. The SHCs should mark the cancellation and select the wait-listed pilgrim as per serial number on the basis of the first cancelled seat for the first wait-listed applicant. The order of the wait-list will be strictly followed without any deviation. Once marked, cancellation cannot be revoked for any reason. The wait-listed pilgrims should remain in contact with the HCoI /concerned SHCs. about the current status of their seat confirmation.

### **19. RULES OF CANCELLATIONS AND REFUNDS:**



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Cancellations only on the grounds of death or serious ailments of the applicant concerned will be allowed. In case of cancellation on any other ground, specific penalties will be imposed as per Guidelines and amendments thereto by HCoI. The HCoI shall make arrangement for refund of amount deposited by applicant preferably within a period of a month.

### **20. PAYMENTS BY PILGRIMS AND CONFIRMATION:**

#### **A) Bank Reference Number:**

All provisionally selected pilgrims will be allotted a unique bank reference number which must be quoted compulsorily by the pilgrims for depositing advance Haj amount and balance Haj amount in instalments in the State Bank of India / Union Bank of India through the Core Banking System.

#### **B) Payment:**

The intending pilgrims may use either of the following modes for payment of Haj amount for Haj pilgrimage:

(a) Online at [www.hajcommittee.gov.in](http://www.hajcommittee.gov.in).

(b) By depositing the fee in HCoI's Account "**HAJ PILGRIM PROCESSING FEE A/C. No.35398104789**" by visiting any branch of State Bank of India; or

By depositing the fee in HCoI's Account "**HAJ PILGRIM PROCESSING FEE A/C. No.318702010406010**" by visiting any branch of Union of India.

In case the pilgrim intends to pay the required fee through the concerned bank, he may use pink colour pay-in-slip downloaded from website of HCoI i.e. [www.hajcommittee.gov.in](http://www.hajcommittee.gov.in) or the Mobile App available on Google Playstore.

#### **C) Advance Haj Amount:**

All the provisionally selected pilgrims shall pay Rs.81,500/- (Advance Haj Amount - Rs.80,000/- plus Miscellaneous Dues - Rs.1,500/-).

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### **D) Confirmation:**

After depositing the amount of Rs.81,500/-, the provisionally selected pilgrim shall be required to submit a copy of the pay-in-slip along with the Medical Screening and Fitness Certificate (as per format annexed with the Guidelines) to the concerned SHC within one week after the date of Qurrah. The provisional selection of Pilgrim shall be confirmed by the HCoI on receipt of all required documents from pilgrims either through HCoI portal or through the State Haj Committee. Compliance of this condition is mandatory for all categories of applicants including Group One & Group Two detailed above.

### **E) Balance Haj Amount:**

- i) The charges for facilities in KSA in respect of accommodation, Qurbani (Adahi Coupons), Transportation, and other items will be remitted in Saudi Arab Riyal (SAR) by HCoI to CGI Jeddah at the foreign exchange rate applicable for SAR at that point of time. The pilgrims will be informed about the estimated total expenditure in due course through various modes including media/ website of HCoI and through SHCs.

The pilgrims will be provided with an option to pay the balance Haj amount (excluding amount paid as advance Haj amount) in two or three instalments in timelines fixed by HCoI. The pilgrims will have to pay the first instalment of balance Haj amount i.e. Rs.1,70,000/- immediately and the remaining balance amount may be paid to HCoI tentatively by second/third week of March, 2024. Failure to make the payments by due date may lead cancellation of Haj seat.

- ii) In case of increase in the cost of arrangements due to change in foreign exchange rate, the difference amount, if any, will be charged to pilgrims. The requirement of such amount will be conveyed by HCoI in due course.
- iii) HCoI has completely computerized the Haj Pilgrims Movement System including booking of Haj Seat at Embarkation Point. The payment details of the pilgrims will be updated in this system and in case it is found that a pilgrim has not cleared the payment to HCoI at any point of time, his journey will be kept on hold. The pilgrims are therefore advised to clear all due payments of HCoI within the specified dates reflected in the System.

### **F) Making payment does not guarantee Haj Seat:**

The applicants have to abide by all the Guidelines and give complete and true information. If an applicant gets provisional/confirmed status on the basis of misrepresentation, fallacious or incomplete information/documents, the pilgrimage of such applicant can be cancelled at any stage of Haj Application processing including at the Embarkation Point. Hence, merely making payment of Haj amount does not guarantee Haj seats.

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### **G) Visa Fees:**

All pilgrims including Repeaters intending to visit KSA will be required to pay for Haj Visa as informed by Saudi Authorities for Haj 2024. For Haj 2023, the Visa fee was 300 SAR.

### **21. CANCELLATION:**

If the applicant fails to submit either passport or payment or both within the due date, the selection of the pilgrim will be summarily cancelled.

If the selected pilgrim wants to cancel the journey for any reason, he should submit a cancellation letter to the concerned SHCs in the prescribed format. The following action will be taken on such requests:

- i) After receipt of requests through SHC, cancellations shall be marked in IHPMS by HCoI.
- ii) Once cancellation is marked, it will NOT be revoked on any ground.
- iii) Refunds on account of cancellations will be governed as provisions of Point 17 of the Haj Policy 2023 and para 40 of these Guidelines.

### **22. ACCOMMODATION:**

#### **Accommodation and Transportation Facility in Makkah:**

As per Saudi Regulations, accommodation has to be arranged and reserved in advance in the Kingdom. The Saudi regulation stipulates that the space entitlement per pilgrim in Makkah Accommodation is 4 sq. meters while in Madinah, it is as per the units capacity license (Tashnif/Tasreeh) issued by the Saudi Authorities. In Makkah, there is a uniform category of accommodation. In case of non-availability, accommodation units can be hired and allotted in altogether new area to the pilgrims during Haj 2024.

The allocation of room in Makkah and Madinah are done through a computerised system of allocation and as far as possible family cover size are accommodated in appropriate room sizes of that capacity. However, rooms in Makkah and Madinah may not necessarily match with the family cover size. Hence there is a possibility of sharing of room with other family/cover. It is also possible that due to less capacity, in a room, the Cover may be split into the adjacent room.

Round-the-clock bus facility is provided for commute between accommodation in Makkah (outside Markazia) and Haram Sharif. However, depending on the rush in the Haram and for the safety of pilgrims, Saudi authorities may fix timings for bus movement. Further, the bus route is decided by Saudi Authorities for the safety of pilgrims. As in the past, there is a possibility that pilgrims may have to change the bus just before the tunnel as Saudi authorities run separate shuttle buses inside the tunnel.

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### **Stay and Movements in Mina-Arafat-Muzdalifa-Mina:**

*Mina* is a valley with limited space and pilgrims have to share their living space with others in large tents. Pilgrims have to stay in Mina for 5-6 days. Arrangements in Mina are made by Tawafa Establishments (Moallims) and each Tawafa Establishment (Moallims) accommodation is for around 5000 pilgrims in tents. Space is extremely scarce in Mina and pilgrims should carry only essential baggage with them. As per the KSA norms, a pilgrim is given space of 0.98 sq. mts. to place a 6x2.5 feet mattress laid on the floor (no beds are available). In addition, there are limited sanitation facilities in Mina, Arafat and Muzdalifa. The Mina Tents have Air Cooler (not ACs) and sometimes cooling in the Tents found to be weak. Allocation of Tents in Mina and availability of Metro Train/Bus facilities is done by Saudi authorities keeping in view the overall safety and movement of the pilgrims. **Due to space constraints within the traditional boundary of Mina, there is a likelihood that about one-fourth of the Pilgrims may be allotted Tents outside the traditional boundary of Mina by Saudi authorities.** Further, the Mina Tents lying along the Train route are mandatorily provided with Metro Train Tickets by Saudi authorities while others are provided with Bus facility for travelling between Mina-Arafat-Muzdalifa-Mina

### **Madinah Accommodation:**

In Madinah, accommodations in Markazia area (within the first Ring Road from Haram Sharif) would be preferably hired for accommodating pilgrims subject to the availability of beds in the buildings/hotels.

Based on past year experiences and prevailing accommodation capacity, it is expected that 60-65 percent pilgrims may find accommodation in Markazia while remaining in outside Markazia.

Accommodation arrangements in Madinah Munawwarah are made on “ON THE SPOT” basis. Adillah Establishment is the local Saudi Authority for making accommodation arrangements etc. for pilgrims’ in Madinah Munawwarah. The accommodation capacity of each building is earmarked as per the accommodation units available in a particular building and rooms are allotted to a group (and not Cover) in terms of capacity of each available room in that building. To utilize all accommodation units, sometimes pilgrims are segregated as ladies & gents and accommodated separately. This is done only upon arrival of pilgrims in buses and there is no provision of advance allotment of accommodation to a particular pilgrim. Therefore, some pilgrims may not get accommodation in Markazia area. In such a scenario, accommodation may be allotted outside Markazia area (outside the first Ring Road. The buildings located outside Markazia are generally flat type, conventional structure and are located at a little distance from Haram Sharif. No Bus facility is available to commute between accommodation (outside Markazia) and Haram Sharif. No Cooking is allowed in Madinah and pilgrims may buy meals from the nearby restaurants.

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The allotment of accommodation in Madinah Munawwarah is a result of complex interplay of many factors like date of arrival in Madinah Munawwarah, the building group responsible for accommodation on the particular day, availability of rooms among hotels hired by the building group, Aqad (contract) number, Maktab number, etc.

### **Exempted Category:**

Pilgrims who desire and are entitled to stay in Rubat will be allowed to stay in Rubat, subject to KSA norms. No charge for their accommodation will be levied by Haj Committee of India or if charges are levied, the same shall be refunded to those pilgrims who use Rubat facility.

The respective Rubat Authorities shall submit “Tasreeh” to CGI latest by **20<sup>th</sup> February, 2024**. CGI shall confirm and intimate the “Tasreeh” and authorised capacity of the Rubat to HCoI. HCoI will intimate the Rubat Authorities regarding approval of “Tasreeh” and authorized capacity upon its receipts from CGI. HCoI will ask the concerned Rubat Authorities to furnish the list of pilgrims duly selected by them for providing accommodation in their Rubats within the stipulated time. HCoI shall not be responsible in case of any delay on the part of Rubat authorities. HCoI will not entertain any such document received after due date and pilgrims concerned will be booked under Reserved Accommodation Scheme (RAS) of HCoI. HCoI shall hire accommodation units for such pilgrims also if any “Tasreeh” is received from CGI, Jeddah after due date.

Note: All the Rubat authorities are advised to register their “Tasreeh” on a path system latest by **20 February, 2024** failing which difficulties may arise in getting Haj visa for Haj 2024 - 1445 (Hijri).

### **23. SIM CARDS:**

HCoI is not responsible to arrange or provide SIM Cards to the intending Haj Pilgrims 2024. It is mandatory for the Cover Head to have his/her working Mobile Number registered with HCoI, on International Roaming / Local Package with minimum data of 2GB per day so that all the functionalities and benefits of **Haj Suvidha App** can be extended to the pilgrims. However, it will require biometric and passport/visa details of the pilgrims for the activation of Saudi local SIM cards.

### **24. CHANGE OF ACCOMMODATION:**

The allotment of accommodation will depend on the availability of units in a particular area. Since the accommodation is hired according to the total number of pilgrims, request for change of accommodation cannot be entertained.

### **25. Qurbani (Adahi):**

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Islamic Development Bank (IDB) is the only body authorized by the Government of KSA to perform Qurbani for Haj pilgrims. Pilgrims should not fall prey to the fraudsters in the name of Qurbani. Adahi through Islamic Development Bank (IDB) will be arranged by HCoI for the Covers who opt for it (all pilgrims of a cover have to opt together). Option once exercised shall not be revoked. However, if the pilgrims mark Adahi (Opted) in HAF but balance amount is shown in IHPMS against their Cover in respect of Adahi payment, then the Adahi option will be tick marked as 'Yes' or 'No'. HCoI reserves the right to change Adahi option. Usually, by special arrangements with Adahi Coupons provider, all Adahi are generally completed latest by Afternoon (Asar) prayer of 10<sup>th</sup>Zil-Qada.

### **WARNING:**

**All pilgrims have to strictly abide by the directions/instructions and norms set by the Saudi authorities for their own safety as well as the safety of the fellow pilgrims as about 25-30 Lakh pilgrims from all over the world are expected to perform the forthcoming Haj. It is important that pilgrims should continue to remain calm, considerate and sensitive towards the convenience of fellow pilgrims.**

**Pilgrims should avoid any argument/squabble or unruly behaviour with Saudi Arabian Security personnel, guards in Harmain Shareefain, Police personnel, Officials/Representatives of local bodies, Moallim's Staff, Building Haaris, Officers, Officials, Doctors, Nurses, Ambulance Drivers and Staff of IHPO & Khadim-ul-Hujjaj during their stay in KSA. The pilgrims will be liable for their actions and in case found guilty of misconduct, stringent actions will be taken, including immediate repatriation to India along with penalties and any other legal action.**

**All pilgrims have to strictly abide by the directions/instructions and norms set by the Saudi authorities for their own safety as well as the safety of the fellow pilgrims as about 25-30 Lakh pilgrims from all over the world are expected to perform the forthcoming Haj. It is important that pilgrims should continue to remain calm, considerate and sensitive towards the convenience of fellow pilgrims.**

### **26. MEDICAL SCREENING AND FITNESS CERTIFICATE FOR EVERY APPLICANT:**

A medical check-up report for the pilgrims is mandatory. In order to ensure that only healthy pilgrims proceed for Haj, a two-step medical screening has been introduced; one at the application stage and second at the embarkation stage. Every applicant is required to submit his medical history, medical examination and obtain a Medical Screening & Fitness Certificate from a Central/State Government Doctor on the reverse of his/her Haj Application and in prescribed format.

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The Health Certificate to be issued to the pilgrims by Medical Officer shall have information related to mandatory vaccinations. A digital Medical Health Certificate will be issued to the selected Haj Pilgrims in collaboration with the Ministry of Health & Family Welfare (MoHFW).

### **27. HEALTH AND TRAINING (HAT) CARD FOR SELECTED PILGRIMS ONLY:**

Every selected pilgrim shall obtain a Health and Training (HAT) Card and Haj Guide from the State / Union Territory Haj Committee upon submission of passport and pay-in-slip for the paid Advance Haj Amount.

### **28. VACCINATION CERTIFICATE: INOCULATION OF MENINGITIS/ QUADRUPLE INOCULATION:**

All selected pilgrims (more than 2 years of age) are required to possess a Certificate of Inoculation with a single dose of the Cerebrospinal Meningitis vaccine. Pilgrims, therefore must get themselves inoculated against Meningitis and obtain a Vaccination Certificate on the Health and Training (HAT) Card before proceeding to the Embarkation Point. The certificate should be signed by the District Health Officer. Arrangements are made every year at the Haj House, Mumbai for inoculation and certificates are issued to each pilgrim by the Medical Officer. Similarly, the SHCs and District Administration make such arrangements for the inoculation of the pilgrim in the respective States/Union Territories throughout the Country.

The HCoI in coordination with the SHCs will ensure that the pilgrim gets dosages of all required vaccines as per Medical Protocol. The Ministry of Minority Affairs, in collaboration with MoH&FW, will ensure timely availability of all vaccines for Haj Pilgrims.

A contingent of medical personnel will also be deputed by MoH&FW to Saudi Arabia to cater to the medical needs of Haj Pilgrims.

### **29. ORAL POLIO VACCINATION:**

Oral Polio Vaccine (OPV) will be mandatory for all the pilgrims six weeks before the start of the Haj journey. The pilgrims are advised to obtain the Oral Polio Vaccine Certificate from the concerned Health Authorities on their Health and Training (HAT) Card. The pilgrims shall also be given another dose of Oral Vaccine at the time of their disembarkation in the Kingdom.

### **30. EMBARKATION POINT (EPs):**

There will be 20 Embarkation Points for the pilgrims of Haj 2024 (Hijri – 1445). These Embarkation Points were operational during previous Haj (Haj 2023) to

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carry Indian Haj Pilgrims. Like previous year, this year also the selected Haj Pilgrims may choose any two Embarkation Points of their choice in the order of preference.

In case the number of Haj Pilgrims travelling from an Embarkation Point goes above the operational capacity of the EP concerned or more than 10% of the capacity of the respective EP, choice shall be given to such pilgrims to travel from any of the following five EPs namely- **Delhi, Hyderabad, Kolkata, Lucknow or Mumbai**, which may lead to a change in the cost of travel for such pilgrims. Hence, all Intended Haj Pilgrims are advised to fill and submit the Haj Application Form (HAF) as soon as possible to ensure that they are able to choose the Embarkation Point of their choice. The selection of EPs for all pilgrims shall be decided on first come first serve basis. **Once the EP is selected no request for change of Embarkation Point shall be entertained.** The Embarkation Points, which will be operationalised during Haj-2024 are detailed as under:-

1. Ahmedabad
2. Aurangabad
3. Bangalore
4. Bhopal
5. Calicut
6. Chennai
7. Cochin
8. Delhi
9. Gaya
10. Guwahati
11. Hyderabad
12. Indore
13. Jaipur
14. Kannur
15. Kolkata
16. Lucknow
17. Mumbai
18. Nagpur
19. Srinagar
20. Vijayawada

This arrangement can be suitably modified by MoMA subsequently, in public interest, with the approval of the Competent Authority.

In addition to the abovementioned 20 Embarkation Points, MoMA may also consider to add or reduce the number of Airports as EPs, in public interest and subject to approval of Ministries such as the Ministry of External Affairs, the Ministry of Civil Aviation and also authorities of Kingdom of Saudi Arabia (KSA).

For Haj 2024, the pilgrims will be charged airfare on actual basis on the rates obtained through competitive bidding conducted by MoCA after following due



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process as per the Government rules and guidelines in force. Pilgrims may opt for two EPs in order of priority preferably nearest EP.

The fare (including Airport Charges and GST/Services Tax) for Haj-2023 are indicated in the following table along with the total Haj amount for reference. This table is only indicative in nature and the actual amount for different EPs may vary for Haj 2024, based on the actual bids received.

(In Rs.)

Sr. No.	Embarkation Points	Total Amount (Haj 2023)	Airfare
1	Ahmedabad	3,72,824/-	1,40,073/-
2	Bengaluru	3,03,921/-	70,166/-
3	Cochin	3,53,967/-	1,21,275/-
4	Delhi	3,44,867/-	1,12,613/-
5	Hyderabad	3,05,173/-	71,466/-
6	Kolkata	3,76,339/-	1,42,498/-
7	Lucknow	3,60,348/-	1,27,685/-
8	Mumbai	3,04,843/-	71,812/-
9	Guwahati	3,82,279/-	1,49,515/-
10	Srinagar	3,95,020/-	1,61,989/-
11.	Aurangabad	3,92,738/-	1,60,430/-
12.	Bhopal	3,72,815/-	1,40,506/-
13.	Chennai	3,45,679/-	1,13,046/-
14.	Calicut	3,53,313/-	1,20,490/-
15.	Gaya	4,00,361/-	1,68,053/-
16.	Goa	Did Not Operate	
17.	Jaipur	3,38,378/-	1,04,816/-
18.	Mangalore	Did Not Operate	
19.	Nagpur	3,67,044/-	1,34,615/-
20.	Ranchi	Did Not Operate	
21.	Varanasi	Did Not Operate	
22.	Indore	3,57,805/-	1,25,346/-
23.	Kannur	3,55,506/-	1,22,141/-
24.	Vijayawada	3,88,580/-	1,56,272/-
25.	Agartala	Did Not Operate	

The actual airfare for Haj 2024 will depend on the rates obtained through the bidding process to be initiated by MoCA. No change of Embarkation Point will be permissible after selection of preferential Embarkation Point by the pilgrims.

### 31. **FLIGHT:**

#### **Flight Allotment:**

- a) Subject to the capacity of a flight and choice of EP, all pilgrims of a district and adjacent districts shall be accommodated in the same flight. Information about the flight details to a pilgrim will be intimated to him/her in advance through SMSs/WhatsApp/voice messages/telephonic calls. This information will also be uploaded on website of HCol-[www.hajcommittee.gov.in](http://www.hajcommittee.gov.in). Pilgrims are advised to plan their journey as per

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the schedule informed to them. No request for change of travel/flight date will be considered. The pilgrims may submit their requests for flight preference, clubbing of Covers, allotment of accommodation in same building to HCoI, on or before **31.03.2024**.

- b) Considering the situation, HCoI may cancel or transfer the seats from one flight to another flight. The date of travel allotted to pilgrim will be tentative and the journey shall be confirmed only on the basis of availability of seats in a particular flight after reporting of the pilgrims in the Haj Camp Office at the Embarkation Point. Pilgrims are advised to cooperate with the authorities on issues related to their journey date and flights.
- c) Each Cover Head should ensure decent behaviour, in a civil and dignified manner within their own group, fellow pilgrims, officials of the SHC & HCoI and the Saudi authorities. Any misbehaviour either by pilgrim or their relatives will be viewed seriously and appropriate legal action besides cancellation of Haj journey shall be taken in such cases.
- d) In case of long flight delays/cancellations, the Airlines shall be responsible for providing snacks/food/transit accommodation etc as per the relevant laws/rules/conventions.
- e) The pilgrims will not be allowed to travel through any other flight besides the flight allocated to them, except in unavoidable circumstances, subject to the availability of seats and payment of one-way air fare.
- f) The Air ticket under air charters is non-transferable. All pilgrims are issued round-trip outward/ inward tickets in specified flights on specified dates. No change/cancellation/transfer will, therefore, be allowed on return flights.
- g) Booking for air travel shall be subject to clearance of all dues.
- h) After receipt of flight date, all cover heads are advised to confirm e-booking for flight online on HCoI website at [www.hajcommittee.gov.in](http://www.hajcommittee.gov.in) within two (2) days prior to the date of departure. In case of e-booking, the pilgrims are not required to report physically two (2) days before date of departure and they should report at the Embarkation Point allocated to them 24 hours before the departure along with original payment receipts for collecting travel documents.
- i) The pilgrims who have not made online confirmation for their journey will be required to report two (2) days prior to date of their departure alongwith payment receipt for confirmation of booking.
- j) Request for split of Cover shall not be considered at all.
- k) The type of accommodation allocated to pilgrim will be final and will be not changed in any case.

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- l) The pilgrims are required to produce certificate related to their Health status, Vaccination (OPD Booklet) of Quadrivalent Meningitis (ACYW135), Influenza vaccines and Oral Polio vaccine, their medical history and training details.
- m) Once flight allotment is finalised, change in the flight date shall be considered only in cases related to death/serious ailment/accident of intending Haj Pilgrim or close family member. The confirmation of seat(s) in the next flight shall be subject to availability of seat(s).
- n) Haj Committee of India (HCol) reserves the right to change flight date/timing or even to cancel the journey in case of exigencies.
- o) The reporting time at the Airport shall be four (4-5) hours prior to the departure of flight.
- p) In case a pilgrim could not board his flight after booking, he/she shall have to pay Rs.25,000/- per head for next available flight subject to the availability of seat and be held responsible for any consequences arising thereof.
- q) The pilgrims shall carry baggage allowed by airlines only, as specified by HCol in Haj Guidelines and Haj Guide. Non-compliance may even lead to cancellation of Haj journey and forfeiture of entire Haj amount deposited at any stage of the journey.
- r) Accommodation at Haj House shall be available to Hajis only, accompanied at the most by one relative per cover, subject to availability of accommodation. All other persons may make their own arrangements.

### **FLIGHT SCHEDULE:**

Flight schedules are decided as per convenience of the Airlines and further subject to approval from General Authority of Civil Aviation (GACA) of Saudi Arabia and Director General of Civil Aviation (DGCA). Flight schedule of Haj Committee of India is divided in two laps. In the first lap, pilgrims will be ferried to Madinah Munawwarah and the pilgrims are required to report five (5) hours before at the respective Embarkation Points (Haj} House/Haj Camps) for completion of travel formalities.

### **COMMENCEMENT OF FLIGHT:**

Allotment of flight shall be as per the Guidelines/norms/instructions issued by the Airlines and Civil Aviation Authorities, confirmation of accommodation by CGI, Jeddah or any other reason. The tentative date for commencement of Haj

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Air Charter Flight operation will be from **09.05.2024** and the last flight may be scheduled up to **10.06.2024**. The return flights would commence tentatively from **20.06.2024** and conclude on **21.07.2024**.

The return boarding pass will be issued to the pilgrims at the time of outward journey itself. The dates of return journey from Jeddah/Madinah Munawwarah are allotted strictly in the order of pilgrims' arrival at Madinah Munawwarah/Jeddah. Pilgrims are advised to note their return dates mentioned on the return boarding pass and report at Jeddah/Madinah Munawwarah Airport eight (8) hours in advance of the departure time of their flight.

Although the date given on the return boarding pass is final, the pilgrims may confirm the same at Indian Haj Pilgrims Office, Makkah Mukarramah or Indian Haj Pilgrim Office, Madinah Munawwarah, in their own interest. If the pilgrims fail to reach Jeddah/Madinah Munawwarah airport in time and miss the specified flight, HCol shall not be responsible for their return journey and such pilgrims shall also not be entitled to any refund. Such pilgrims shall have to make their own arrangements, at their own risk and cost, for their return journey.

### **City Check-in:**

Airlines shall provide City check-in services during return journey. Baggage will be collected from the pilgrims in their respective buildings at Makkah and Madinah for each flight 36-48 hours in advance.

### **NOTE:**

- 1) The Ministry of Civil Aviation makes Air Charter Arrangements for pilgrims of Haj Committee of India. HCol shall not be liable for any damage/loss/injury/accident/delay/any other irregularity, which may occur on account of negligence or fault of the person concerned with the arrangements. HCol is also not liable for any loss or additional expenses occurred due to delays or changes in flight schedule and any other services, adverse weather condition, strike, civil/political disturbances, war, quarantines, natural calamities, technical snags of the aircraft etc. All such losses or expenses will be borne by the pilgrims.
- 2) All Pilgrims should follow the safety instructions given by the Crew, wear seat belts, not offer Namaaz in the aisle of the airplane. Pilgrims can, however, offer prayers on their seats. They should also refrain from spilling water while performing ablution (wudu) and avoid crowding at one place as the same can be a safety hazard on the flight.

While onboard, the pilgrims will be informed about crossing of Meeqat, so as to enable them to make Niyyat.

### **AT JEDDAH/MADINAH AIRPORT:**

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All the pilgrims reaching Jeddah/Madinah Airports should keep their travel documents (Passport, Visa, Vaccination cards) ready for inspection. The pilgrims shall be required to give their biometric identification before the immigration authorities. Necessary entries in the passports will be made by the concerned authority on their entry in KSA. On arrival in KSA, the pilgrims will be transported to Makkah/Madinah city by buses provided by Moallim. Their passport will be collected by Moallim Staff. The pilgrims are also required to wear Moallim's bracelet provided to them by Moallim. The pilgrims will be transported to the respective allotted buildings hired for their accommodation. The pilgrims shall also be required to observe instructions of KSA enforced at the time of arrival. Directions of Saudi Authorities and Indian Haj Pilgrims Affairs Office are to be followed strictly. Indian Haj Mission shall make necessary arrangements for smooth transportation of pilgrims from the Airports. In case of any difficulty, Indian Haj Pilgrims Affairs Office located outside the airport can be contacted by the Indian pilgrims.

### **32. DURATION OF STAY IN THE KINGDOM OF SAUDI ARABIA:**

The duration of stay of pilgrims may be upto 30 to 40 days and may vary as per schedule provided by the Airlines and approved by General Authority of Civil Aviation, KSA.

Accommodation units in Makkah Mukarramah are hired for the entire Haj season. Buildings are not hired only daily rental basis. The rate charged is for the entire Haj Season irrespective of the duration of stay and hence, all pilgrims are charged uniformly. No pilgrim is entitled for any refund on the basis of actual duration of stay.

### **33. IN CASE OF DEATH:**

In the unfortunate case of death of a pilgrim, due to natural causes or accident during the Haj period, burial rituals shall be performed as per prevailing practice in the KSA.

The original Death Certificate shall be directly sent to the next of kin of the deceased pilgrim by the CGI after the completion of Haj Season.

### **34. KHADIM UL HUJJAJ (KuH):**

MoMA shall earmark seats to send KuH from all States / UTs to help and assist the Consulate General of India in Jeddah for looking after the welfare of Indian Haj Pilgrims in an organized manner. The KuH shall be Government servants (selected by the State/Union Territory Haj Committees based on the policies and norms laid down by MoMA).

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To optimize the facilitation of assistance to pilgrims, the CGI may hire locals in KSA and women Khadims from existing Indian diaspora, if required, subject to approval of MoMA.

### 35. **STATE CO-ORDINATORS:**

All States / Union Territories are allowed to send an Officer at Director Level in the State/Union Territory Service, to look after Haj Pilgrims of respective State / Union Territory.

The officer deputed by the State/Union Territory will work under the administrative control of CGI. CGI may also hire the services of locals and Indian diaspora on need basis, if required, for administrative management during the core Haj period to ensure administrative control for Haj Management without diverting the additional resources to KSA.

### 36. **PERSONS WITH SPECIAL NEEDS:**

- (i) The persons with benchmark disability / disabilities who cannot travel alone, as certified by the Medical Authorities, applying for Haj must be accompanied by an able-bodied person during all stages of the Haj journey.
- (ii) He / She should be the Blood Relative of such a person.

Assistance to Divyangjan and elderly pilgrims will be provided by the Indian Haj Pilgrims Affairs Office on a need basis.

### 37. **BAGGAGE:**

#### **Standard Baggage: (a) Check- in-Baggage:**

The dimensions (size and shape) and weight of two suitcases, which will be allowed for each pilgrim to carry, as Check-in Luggage during both Outward and Inward journey are as follows :-

<b>Description</b>	<b>Number of Pieces</b>	<b>Weight</b>	<b>Size</b>
Check-in-Bag	Two (2) Suitcases	Upto 20kgs. each	Not above (75 + 55 + 28) (Length + Breadth + Height) <b>158 cm maximum total dimensions</b>

#### **Standard baggage: (b) Hand / Cabin Baggage:**

Only one hand Bag of the following dimensions (size and shape) and weight is allowed as Hand / Cabin Baggage for both Outward and Inward journey.

<b>Description</b>	<b>Number of Pieces</b>	<b>Weight</b>	<b>Size</b>
Hand bag	One (1) bag	Upto 7 kgs	55cm X 40cm X 23cm

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Baggage item other than the specified suitcases and Hand Bags shall NOT be accepted by the Airlines. HCoI will not be responsible for pilgrims carrying extra baggage or baggage other than the size and weight prescribed above. Non-compliance of this instruction may even lead to cancellation of Haj journey and forfeiture of the entire amount deposited by the pilgrim at any stage of journey.

**WARNING:** PILGRIM SHOULD STRICTLY FOLLOW THE SIZE, SHAPE AND WEIGHT OF HAND BAG / CABIN BAGGAGE. THE UNSPECIFIED OR OUT OF SHAPE, SIZE AND WEIGHT ABOVE 7 KGS., HAND BAG WILL NOT BE ACCEPTED BY THE AIRLINES AS CABIN BAGGAGE. THE SAME SHALL REMAIN STRANDED AT JEDDAH/MADINAH HAJ TERMINAL. HAJ COMMITTEE OF INDIA SHALL NOT BE RESPONSIBLE FOR BRINGING BACK SUCH STRANDED BAGGAGE FROM JEDDAH/MADINAH TO INDIA. PILGRIMS IN THEIR OWN INTEREST SHOULD REMAIN CAUTIOUS AND FOLLOW THE AIRLINES RULES. THE PILGRIMS ARE ADVISED TO KEEP IMPORTANT ITEMS LIKE PASSPORT AND OTHER TRAVEL DOCUMENTS, MEDICINES, SPECTACLES, ETC. WITH THEM CAREFULLY OR KEEP THE SAME IN THE HAND BAG/CABIN BAGGAGE AND NOT IN THE CHECK-IN BAGGAGE.

**Note:** Pilgrims must record their Cover Number, Name, Address, and Flight Number & Embarkation Point on baggage by bold marker pen for easy identification. In the absence of these markings, tracing of any missing baggage becomes difficult.

### **ZamZam Water:**

The pilgrim should not any carry ZamZam cans or bottles separately at the time of return from KSA. KSA authorities will seize the baggage at the Airport if ZamZam or any prohibited items are found in the baggage. ZamZam can of 5 litres shall be provided to every pilgrim at their disembarkation point by the airlines.

### **38. LOST BAGGAGE CLAIM PROCEDURE:**

Before handing over their baggage for check-in, the pilgrims are advised to obtain tags from the airlines in respect of their baggage. The availability of baggage tag is a must and useful in case the baggage goes missing. In case the pilgrim does not find his baggage on arrival, he may take action as under:

- i) Pilgrim should approach the Airline's lost baggage desk nearest to the baggage area.
- ii) The baggage tag provided by airlines at the time of check-in may be presented to the airlines authorities for lodging complaint.
- iii) The pilgrim may file Property Irregularity Report (PIR) and submit it to the Airlines. A copy of the PIR may be kept by him for his future reference.
- iv) A complaint may be filed with the Airlines directly, for claiming lost baggage for seeking compensation from the Airlines, together with all relevant trade documents, after waiting for lost baggage till the last flight.

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- v) The last date for making a claim for lost baggage shall be **30.09.2024**.

### **39. BANNED ITEMS AND OTHER RESTRICTIONS:**

- i. Carrying inflammable items like kerosene, petrol, stove etc. is strictly prohibited. Any pilgrim found carrying any of these items, will be liable for appropriate legal prosecution / punishment.
- ii. The import of Khash-Khash, Viagra-tablets, Sexual oil and cream, Synthetic Kapore, Cystone, Khammera, Gutkha, Khaini, Gul, Peppermint or narcotics in any form into the KSA is banned. All the pilgrims are advised not to carry such prohibited items. In case any such items are recovered from pilgrims at any point of Haj travel, he may be liable for legal action and even may be arrested and repatriated by KSA authorities as per the local laws.
- iii. KSA has banned carrying any kind of political literature or photographs or pornographic material, while visiting Saudi Arabia for Haj. Violation of these instructions will also invite severe punishment.
- iv. KSA has banned carrying foodstuff, both cooked and uncooked. Haj pilgrims are not permitted to carry oil, ghee, pickles, fish, sweetmeats, vegetables, fruit and similar articles etc., with them either in their personal baggage or otherwise. The Custom Authorities at Jeddah/Madinah or at the Airport itself shall confiscate such items and the pilgrims may have to face consequences for the same. The pilgrims are, therefore, strongly cautioned in their own interest not to carry eatables with them while proceeding for Haj. As per instruction of Saudi authorities, cooking has been strictly prohibited in the pilgrims' accommodation buildings in Makkah Mukarramah (Markazia) and Madinah Munawwarah. The pilgrims have to make their own arrangements for meals by purchasing the same from restaurants, hotels, etc.
- v. The pilgrims are advised not to carry their tickets/travel documents, extra cash, jewellery or other valuables while going to Mina. Pilgrims should not carry any gas ring/cooker/cylinder or kerosene stove or any inflammable articles to Mina as cooking of items is strictly prohibited in Mina.
- vi. KSA do not permit pilgrims to do business activity. Therefore, carrying any goods/articles in commercial quantities is strictly prohibited. Any pilgrim found indulging in business activities shall be liable for action as per law.
- vii. Any beggar in the guise of pilgrim proceeding to Haj through HCoI will be dealt with strictly including cancellation/detention at any stage, with forfeiture of any amount deposited.
- viii. As per Saudi Customs law, the pilgrims have to declare if they are carrying Cash or equivalent valuable items of SAR 60,000 and more for the entire Family Cover.



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### **40. REFUNDS:**

In case of cancellation, refunds will be made within one month from the date of receipt of cancellation request from the concerned pilgrim in the prescribed format. Rs.1,500/- collected as Miscellaneous Dues shall not be refunded at any stage of cancellation. Refund will be made after making the following deductions:

<b>Sr. No.</b>	<b>Date of receipt of cancellation</b>	<b>Deduction per pilgrim</b>
1.	Upto 15.03.2024	Rs.1500/-
2.	From 16.03.2024 to 15.04.2024	Rs.5,000/-
3.	From 15 <sup>th</sup> April, 2024 till the date of scheduled allotted flight	Rs.10,000/-
4.	Non – Reportee / No show/Missing flight after confirmation/collection of travel documents, one-way airfare or Rs.25,000/- whichever is more.	Rs.25,000/-

- i) These provisions will not, however, apply if cancellation is due to death of the pilgrim or very serious ailments/accident or such stage of pregnancy which renders the pilgrim unfit for travel. In such cases, only Rs.1500/- will be deducted per pilgrim.
- ii) These provisions will not also apply to the accompanying family members of the pilgrim, whose cancellation is covered in sub-para (i) above. The family members shall hereby imply wife, husband, father, mother, son, daughter, sister and brother only. In such cases also, only Rs.1,500/- will be deducted per pilgrim.
- iii) Since air charter tickets are non-transferable, no refund is payable even if return journey portion remains unutilized for any reason. Only as a special case, in case of death of a pilgrim in Saudi Arabia, nominee of deceased will be refunded one-way Airfare.
- iv) Non-reportee means a pilgrim who is allotted a flight but who does not report at the prescribed embarkation point in time. A pilgrim, whose request for cancellation is received after departure of the allotted flight, will be treated as Non-reportee.
- v) Refund claims should be accompanied with copies of all pay-in-slips, Medical / Death certificate.
- vi) In case of payment made online, refund, if any, will be remitted to the source from where payment was initially made.

### **41. LEGAL STATUS OF THE HCoI:**

The HCoI, a statutory body of Ministry of Minority Affairs, Govt. of India, constituted under an Act of Parliament (No.35 of 2002) renders public service on a “No Profit No Loss basis”. It collects the amount from the pilgrims which is required for payment of various facilities and services to the concerned agencies. Nothing extra is being charged from the pilgrims except the Non-Refundable

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Processing Fee and Miscellaneous Dues towards its administrative expenses including dues of the SHCs as provided in the Guidelines. HCoI, does not come under the purview of Consumer Protection Act, 2019. The pilgrims, therefore, cannot claim any compensation from HCoI under Consumer Protection Act or under any other law for any deficiency in the service rendered and / or any act of commission and / or omission which is beyond the control of HCoI.

### **42. JURISDICTION:**

HCoI will not be responsible for any consequences that may occur because of postal delay, loss in transit, wrong delivery, etc. of the correspondence to and from HCoI. The courts of Greater Mumbai only shall exercise jurisdiction in all matters of dispute.

Place: Mumbai

Date: 04.12.2023.

  
**(Dr. Leyaqaat Ali Aafaqui IRS)**  
Chief Executive Officer  
Haj Committee of India, Mumbai.