

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: 13th March 2025

Notice

Subject: Urgent payments to be made by CHGOs for Haj-2025–Reg.

Ref. is invited to this ministry's notice dated 10.03.2025 relating to deadline for completing housing contracts in Makkah and Madinah as well as transportation contracts in the e-Haj/Nusuk portal being 25th March, 2025 and it being emphasised that CHGOs make all payments by 12.03.2025 (end of the day).

2. It is further stated that 14.02.2025 was the deadline given by the Saudis for finalisation of all service arrangements and thereafter the Nusuk portal was closed by them accordingly.
3. The matter regarding payment arrangements of CHGOs for Haj-2025 was taken up through diplomatic channels by CGI Jeddah wherein the Saudi authorities queried as to whether the CHGOs have sufficient money in their e-Haj/Nusuk wallets now or otherwise, and that they might consider opening the portal for a small window subject to money being available in the wallets of CHGOs at the earliest.
4. The recent cancellation of zones has also been discussed with CGI, Jeddah. It has been informed that Zone 1 & Zone 2 allotments of various CHGOs have been cancelled by Saudi authorities and they are likely to cancel other zones also if the payments are not made urgently.
5. All CHGOs are therefore **directed to deposit the requisite amount with HCoI latest by 14.03.2025 (Friday) 6 PM**. The Ministry will try to take up the cases of CHGOs who have made complete payment by this deadline, with the Saudi authorities for consideration.
6. For the CHGOs that do not make the complete payment by 14.03.2025 (Friday) 6 PM, the Ministry will not be in a position to intervene and negotiate with the Saudi authorities w.r.t. the operationalisation of their payments on the Nusuk portal, and such CHGOs may take up their cases directly with the Saudi authorities.
7. It has also been brought to notice that complaints regarding technical and procedural issues have not been raised on the Nusuk portal by the CHGOs. It is therefore also emphasised that the such issues (including those related to service providers, accommodation, logistics etc.) may be flagged by creating tickets directly on the Nusuk portal.


(Anup Barman)

Under Secretary to the Government of India

To,

All CHGOs concerned- for information and necessary action.

Copy to:

- (i) PPS to JS (Haj)
- (ii) CEO, HCoI
- (iii) CGI, Jeddah

Copy also to:

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