

MOST IMMEDIATE

Computer No: 137413  
No. HAJ-15/28/2022- HAJ- MoMA (P-5)  
Government of India  
Ministry of Minority Affairs  
(Haj Division)

11th Floor,  
Pandit Deendayal Antyodaya Bhawan,  
CGO Complex, Lodhi Road, New Delhi-110003  
Date: 14.05.2024

Subject: Registration of Haj Group Organisers for Haj 2024 - regarding.

Reference Ministry of Minority Affairs' Circular No. HAJ-15/28/2022-HAJ-MoMA dated 22.12.2023 and Policy for Haj Group Organizer (HGO) for Haj, 2024.

2. As per the provisions of the Policy for Haj Group Organisers for Haj, 2024 and instructions contained in Ministry of Minority Affairs' Circular of even no. dated 22.12.2023, the following guidelines are issued for information and compliance of Haj Group Organisers:-

a. The HGOs are required to declare the cost and services offered by them to the pilgrims for Haj 2024, on the Ministry's Portal [www.pto.haj.gov.in](http://www.pto.haj.gov.in) latest by 26.05.2024 so that the same is available thereafter to the intending pilgrims on public domain at [pto.haj.gov.in](http://pto.haj.gov.in) in advance. In order to ensure that the HGOs do not deviate from the package cost and services offered to the pilgrims, ensure credibility of the package offered, and to avoid overcharging the pilgrims, it has been decided not to allow the HGOs to offer any package, other than those declared by them on the Ministry's aforesaid portal.

b. The HGOs are also required to upload the complete details of all the pilgrims serviced by them in the current Haj season (Haj 2024) such as Name, Mobile no., email id, passport details, current address, boarding point for Haj tour, details of arrangements made in Saudi Arabia including duration of the visit, package cost and the agreement signed between the HGO and the pilgrim and other relevant details on the **Ministry's HGO portal ([pto.haj.gov.in](http://pto.haj.gov.in)) at least 07 (seven) days before the proposed departure date of the pilgrims** to Saudi Arabia. Any violation of this term will be viewed seriously by the Ministry.

c. To ensure that there is no discrepancy between the information provided to the Ministry by the HGO on the Haj portal and the agreement signed with the pilgrims by the HGOs as per the HGO policy, a provision has been made in the online HGO portal to auto generate the agreement to be signed with the individual pilgrims by the concerned HGO, as per the data and package details submitted by them on the portal. The online generated agreement signed with the pilgrims by the concerned HGO, should be uploaded on the HGO portal **at least 07 (seven) days before the actual departure date of the pilgrims** to Saudi Arabia. It is again reiterated that if there is any deviation from this provision by the concerned HGO, the same will be viewed very strictly by the Ministry.

d. It has been decided to strictly comply with the provisions of Munazzim for HGOs from Haj, 2019 onwards. Accordingly, the HGO should ensure that the Munazzim for Haj 2024 is the Proprietor/Partner/Director of the firm/ Trustee/ Management Board of



Society/ or any employee of the HGO. The Munazzim Card and relevant Haj Visa pages of Haj 2024 may be kept safely for submission during subsequent years for registration as a proof that the Munazzim of the HGO travelled and remained in Saudi Arabia during Haj 2024 along with their group.

e. A comprehensive feedback system has been put in place by the Ministry and an independent feedback from the registered pilgrims will be collected, through a link sent via SMS to the registered pilgrims. A mobile app named Haj Suvidha app has been developed for the purpose. The link of the same shall be shared with all HGOs and the pilgrims, so that the benefits of the App can be reaped by the Indian pilgrims proceeding for Haj through HGOs as well. **The HGOs are required to ensure that a minimum of 50% of their pilgrims submit feedback either through the mobile app or mobile link. The pilgrims should be made aware of the feedback system during the training programs conducted by the HGOs. It may be noted that the feedback received by the Ministry will be taken into account while registering HGOs for Haj-2025, subject to the extant policy in force.**


f. Any misrepresentation or suppression of facts or failure of the HGO to comply with the requirements of the Ministry as per timelines given, including uploading the package details and other details of pilgrims on the HGO portal, by the stipulated date, may lead to cancellation of the registration and allocation of quota for Haj, 2024 or any appropriate punitive action as per HGO policy for Haj, 2024.

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

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

i. Further, the HGOs are also required to ensure compliance with the instructions and other guidelines issued by the Government of Saudi Arabia, from time to time, for international pilgrims for Haj 2024 including the following:-

- i. The pilgrims must have completed the basic immunization by vaccines approved by the Ministry of Health, Govt of KSA.
- ii. Strict compliance of age restriction as imposed by KSA for pilgrims for Haj 2024.
- iii. Any other instruction as issued by KSA or Ministry from time to time for Haj 2024

  
(Aditya Shekhar Singh)

Under Secretary to the Government of India.

To,

All HGOs registered for Haj, 2024- through HGO portal/Website of Ministry of Minority Affairs.