



حج کمیٹی آف انڈیا

HAJ COMMITTEE OF INDIA

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

Under Ministry of Minority Affairs

*Perform Haj in your youth, for on the Day of Judgement ALLAH shall bestow
HIS shade on the young who worshiped HIM in his youth.*

Whoever intends to perform Haj, ought to hasten for it.

GUIDELINES

FOR

Haj 1442 (H) - 2021 (C.E.)

Arrangements for Haj 1442 (H) – 2021 (C.E.) will be made under Special Circumstances with Special Norms, Rules & Regulations, Eligibility Criteria, Age Restrictions, Health & Fitness requirements and other relevant conditions as Kingdom of Saudi Arabia may impose as and when they feel appropriate amid Coronavirus Pandemic.

LAST DATE FOR SUBMISSION OF HAJ APPLICATION FORM

10th December, 2020

GLOSSARY OF TERMS		
1	HCoI	Haj Committee of India
2	HAF	Haj Application Form
3	CGI	Consulate General of India, Jeddah
4	KSA	Kingdom of Saudi Arabia
5	SHC	State / Union Territory Haj Committee
6	SR	Saudi Riyal

NOTE

1. Read the Guidelines carefully before filling HAF.
2. HAFs is to be filled either online at hajcommittee.gov.in or through android mobile app **"HAJ COMMITTEE OF INDIA"** available on Playstore.
3. The expenditure for Haj pilgrimage mentioned in the Guidelines is liable for change as per charges announced by the concerned agencies from time to time.
4. The last date for submission of HAF to the concerned SHC is **10th December, 2020**.
5. Photograph pasted on HAF and one submitted/attached with Passport should be same. This would avoid confusion, especially during scrutiny and endorsement of Haj Visa. Photographs submitted should be of **Front pose** comprising 70% face, of size 3.5 cm x 3.5 cm, in colour, having white background, with name and passport number written on its back.

The Photograph submitted with Passport should be attached in this manner

Adhesive tap



STANDARD SIZE BAGGAGE :

1. In view of the restriction imposed due to Corona pandemic, Baggage restrictions have been imposed all over the globe. As Haj travel will take place in the month of June-July 2021, it's too early to forecast the travel restrictions which will be imposed during the Haj Travel.
2. However, it has already been informed that weight and size of Baggage will be reduced. The requirement of luggage will be reduced in view of reduced stay in KSA. HCoI will provide Two (2) Bags of 20 kgs. each and one Cabin bag of 7 Kg. per pilgrim. This will only be permitted to carry subject to guidelines issued by Saudi authorities, KSA. Pilgrims will have to carry only the provided standardized bags. The cost of these bags will be collected from the pilgrims alongwith the Haj Amount.
3. Pilgrims must record their Cover Number, Name, Address, Flight Number & Embarkation Point on their bags by bold marker pen for easy identification. In the absence of these markings, tracing of any missing baggage would become difficult.
4. Pilgrim should Affix the Baggage stickers provided to them at the Haj Camp alongwith other travel documents by HCoI so as to enable their baggage reach to their accommodation.

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HAJ COMMITTEE OF INDIA

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

Ministry of Minority Affairs, Government of India.

Provisional Guidelines for Haj 1442 (H) - 2021 (C.E.) (will be subject to final guidelines/norms as decided by KSA in due course)

PREFACE :

- Haj is obligated on Muslims having physical and financial ability to perform Haj. Haj pilgrimage is physically taxing as it involves arduous journey from one place to another on feet and by various other modes of transport. Haj is performed in a foreign land i.e. in the Kingdom of Saudi Arabia(KSA). As per General Saudi Guidelines on eligibility to perform Haj or Umrah, a Haj Pilgrim should be fit in various aspects; financial, physical, behavioral and mental.
- Haj Committee of India(HCoI) is empowered to make arrangements for the pilgrims in India under the present norms. HCoI issues these Guidelines and invites applications for Haj 1442 (H) – 2021 (C.E.) on provisional basis and subject to final guidelines/norms of KSA, from Intending Pilgrims in prescribed proforma online through website of HCoI www.hajcommittee.gov.in. The Provisional Guidelines for Haj 1442 (H) – 2021 (C.E.) can be downloaded from the website of HCoI hajcommittee.gov.in. The provisional Haj Application Form (HAF) can be filled and submitted online at hajcommittee.gov.in. or through Android Mobile App “HAJ COMMITTEE OF INDIA” available on Google Play store.
- **The arrangements for Haj 1442 (H) – 2021 (C.E.) will be made under special circumstances with Special Norms, Rules & Regulations, Eligibility Criteria, Age Restrictions, Health and Fitness requirements and other relevant conditions as Kingdom of Saudi Arabia may finally decide and find appropriate amid Coronavirus Pandemic. Hence, the entire process on inviting applications from Indian Pilgrims for Haj 2021 is PROVISIONAL and subject to final guidelines of KSA.**
- It may also be noted that KSA may even cancel the Haj – 1442 (H) – 2021 (C.E.) entirely or partially for International Pilgrims depending upon the prevailing conditions of Coronavirus Pandemic at the time of Haj. HCoI will, therefore, not be liable, for any modification, correction or even cancellation of entire Haj process by KSA. Further, HCoI does not bear any liability/responsibility or financial obligation for any such modification, correction, change or cancellation announced by KSA in due course.
- In the prevailing condition, KSA may allow Haj aspirants having sound health without co-morbidities like Heart condition, Diabetics, Respiratory disorders, Pregnancies and other serious illness for Haj 2021 during Coronavirus Pandemic. The possibilities of further

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restrictions for Haj–1442 (H) – 2021 (CE.) due to strict health protocols and social distancing norms to be issued by KSA due to Coronavirus Pandemic are also there. Consequently, the expenditure on Haj 2021 is also expected to be relatively higher than during normal period. Therefore, Pilgrims, who are financially sound enough to bear this extra expense should only apply, if they fulfill all other Eligibility Criteria for Haj 2021.

- Haj Pilgrims are considered unofficial representative of the country, as such, they should illustrate composure and decent behavior in all stages of the pious Haj journey.

1. HAJ ANNOUNCEMENT:

The start of Haj Process is made by an announcement by the Hon'ble Minister of Minority Affairs, Government of India. Subsequently, HCol publishes the Haj Announcement in all leading newspapers to inform the intending pilgrims about the dates of availability and the last date of filling HAF, validity dates of Passport etc. Intending Haj Applicants are advised to adhere to the time-line announced for Haj 2021.

2. MANAGEMENT OF HAJ :

Multiple agencies are involved in the management of Haj by Indian Pilgrims. Haj Committee of India under Ministry of Minority Affairs is the nodal agency for making Haj arrangements in India under present norms. State/UT Haj committees assist Haj Committee of India in this regard. All arrangements in KSA are done by Consul General of India (Jeddah) under Ministry of External Affairs. Chartering of Aircrafts for to and fro Air travel is done under overall supervision of Ministry of Civil Aviation. Ministry of Health & Family Affairs provides Vaccines, and assistance in all health and medical related issues.

3. GENERAL INFORMATION :

The following documents are mandatorily required for Haj 2021 by Indian pilgrims. Pilgrims are advised to keep these documents ready before the Application process starts.

- Passport:** Passport of specified date is most important document mandatorily required for making Haj Application. All intending pilgrims should possess machine readable valid Indian International Passport issued before the application dates so as to avoid last minute rush. Ministry of External Affairs instructs all Regional Passport Offices to expedite issue of passport to intending Haj pilgrims after Haj Announcement is made.
- Bank Account:** Bank account of Cover Head is essentially required for making Haj Application. However, all the pilgrims are advised to open/ update their Bank Account so that the refund can be credited to their Bank Accounts directly if they so desire.
- Mobile Number:** All instructions/information is issued through SMS/Voice messages on the registered mobile number to the concerned pilgrims from time to time. As such, it is advised

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that all pilgrims should mention their own mobile number in Haj Application and to keep it in functional status so as to enable the authorities to contact them whenever required.

- iv. **Aadhaar Card** : Though Aadhaar Card is not mandatory for making Haj Application, it is advised that each pilgrim should obtain Aadhaar Card and mention the requisite details at the specified column in HAF as it may be required for RT-PCR test.

4. HAJ APPLICATION PROCESS:

KSA has not yet announced Guidelines for HAJ 1442 (H) - 2021 (C.E.). It is expected that many changes may be made by KSA for Haj 2021 in the Norms / Guidelines for performing Haj 2021, like Eligibility, Health, Age, Social distancing norms etc. The restrictions for Haj 2021 due to health protocols and age limit, for Haj pilgrims decided by the KSA will be finally applicable and Hajis will be selected accordingly. At present, it is tentatively expected that the Ministry of Haj & Umrah, KSA may impose restriction of age limits 18 - 65 years for the Haj pilgrims for Haj 2021. Therefore, it has been decided that the applicants below 18 years and above 65 years of age should not apply for HAJ 1442 (H) - 2021 (C.E.) at this stage.

Ladies without Mehram (LWM) are exempted from payment of Processing Fee of Rs.300/- per applicant. However, Ladies without Mehram (LWM), who applied for Haj- 2020 will be required to apply afresh in view of change in Cover size and applicants. The tentative age limit of above 45 years and upto 65 years will also be applicable in case of Ladies without Mehram (LWM) pilgrims as of now.

Accordingly, the tentative Eligibility for Haj 2021 but subject to final guidelines by KSA would be as under :-

4.1 TENTATIVE ELIGIBILITY FOR HAJ :

All Muslim Citizen of India can apply for HAJ 1442 (H) - 2021 (C.E.) pilgrimage except;

- a) those applicants who have not completed the age of 18 years on 7th November, 2020 and who have completed 65 years of age on or before 7th November, 2020.
- b) Any person NOT in possession of machine readable valid Indian International Passport issued on or before **10th December, 2020 (or stipulated last date of application)** and valid at least upto **10th January, 2022**.
- c) Haj Repeater, an individual who has already performed Haj through HCoI due to "**once in a lifetime**" condition. Haj Repeater is, however, eligible as a Mehram of a Female Pilgrim, if no other Mehram (who has not performed Haj) is available. In case, the Lady Pilgrim cancels pilgrimage, then the Haj seat of such Repeater shall also stands cancelled automatically. Haj Repeater will have to submit a Declaration in the prescribed format attached to the Guidelines. However in case Saudi authorities do not allow Repeater in case of those travelling as Mehram of lady pilgrims (First timer) the same will be applicable in

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accordance with the Saudi Guidelines.

- d) those having severe medical conditions such as Terminal Cancers, Heart Condition, Co-morbidities, Advanced Cardiac, Respiratory, Liver, or Kidney Diseases, Infectious Tuberculosis Disease, or Senility are strictly not allowed at this stage due to the prevailing Covid-19 situation.
- e) ladies not accompanied by Sharai Mehram; except Ladies without Mehram (LWM) above 45 years and below 65 years of age, who wish to go for Haj but do not have a Mehram (Male companion) and their school of thought (Maslak) permits are allowed to travel in a group of three (3) ladies. The group of such ladies should remain three (3) at all stages of Haj journey.
- f) pregnant Ladies, Infants and Children below the age of 18 years in view of Coronavirus Pandemic are strictly restricted for Haj 2021 as of now.
- g) person against whom any Court Order prohibiting him/her to travel abroad exists.
- h) any person found to have furnished false information in Haj application. In such cases, he/she will be disqualified at any stage and even off-loaded at the Embarkation Point. The entire amount deposited by him/her shall also be forfeited by HCol. Besides, he/she may be prosecuted for furnishing incorrect/false Declaration. These restrictions will also apply for concealing the fact of having performed Haj earlier as well as for Pilgrims intending to perform Hajj-e-Badal.
- i) NRIs in view of the restrictions and mandatory quarantine conditions, as of now.

4.2 **HOW TO APPLY :**

The process of Haj Application has been made completely digital by HCol. Hard copies of Handwritten/ typed applications will not be accepted at this stage. Intending Pilgrims have to make Haj Application **online** only at the website of HCOI hajcommittee.gov.in or through Android Mobile App “HAJ COMMITTEE OF INDIA” available on Google Playstore. Intending pilgrims shall upload the following documents as Enclosure :

- (i) Payment of Non-Refundable Processing Fee of Rs.300/- each (Online only).
- (ii) Fill and submit HAF online
- (iii) Upload First & last page of Machine Readable Valid Indian International Passport
- (iv) Upload latest Passport size Photograph
- (v) Upload copy of CANCELLED Cheque of Cover Head
- (vi) Upload copy of Address Proof : If present address is same as recorded in passport, copy of passport will be sufficient and no other document will be required. In other cases, self- attested copy of any of the following has to be enclosed with the duly filled downloaded copy of HAF:-
 - 1) Aadhaar Card 2) Bank Pass Book 3) Election Commission Photo I-D Card; or

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4) Utility bill for last 3 months of:

(a) Electricity Bill (b) Telephone Bill (Land-line) (c) Water Bill or (d) Gas Connection Bill

4.3 CLOSING DATE :

The closing date for submission of HAF shall be **10th December, 2020.**

5. PROCEDURE AT STATE/U.T. HAJ COMMITTEES :

5.1 SCRUTINY OF HAJ APPLICATION FORMS BY STATE/UT HAJ COMMITTEES:

- i) STATE/UT Haj Committees shall scrutinize all the online applications alongwith the enclosures as enumerated above in para 4.2 online only. After due verification, a unique number "COVER NUMBER" shall be generated by STATE/UT Haj Committees. STATE/UT Haj Committees shall also upload the requisite documents on IHPMS in case the pilgrim(s) has/have not uploaded it by contacting the pilgrim over Phone Number. Hard copy or document should be insisted at this stage.
- ii) After Qurrah/Selection, the STATE/UT HAJ COMMITTEES shall receive the hard copy of HAF(duly signed copy of already submitted application) Passports, Health and Fitness Card, Receipt of Payment of first installment and other documents of the selected pilgrims, scrutinize them and issue acknowledgement to the Cover Head. The applications must be verified by the Executive Officer of STATE/UT HAJ COMMITTEES 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.
- iii) Except for the Ladies Without Mehram, all the applications for Haj 1422 (H) - 2021 (C.E.) 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 adhesive tape, within one week after Qurrah to their respective STATE/UT HAJ COMMITTEES. Failure to submit the passport alongwith documents by the specified date may lead to cancellation of provisional selection.

5.2 COVER :

Cover number is a unique Computer generated number obtained from the IHPMS software by HCol, after verification of data entry and relevant documents of pilgrims by STATE/UT HAJ COMMITTEES. The STATE/UT HAJ COMMITTEES intimate the Cover number to the Cover Head. This Cover Number must be used by the Applicants as reference in all subsequent correspondence. Pilgrims must obtain Cover Number from STATE/UT HAJ COMMITTEES as no HAF will be considered for Qurrah without Cover Number.

- i. Cover refers to the applicants applying together as a group. Only family members or close relatives should apply in a single Cover.

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- ii. The Cover Head shall be an adult Male only and he shall be responsible for payments of all the applicants included in the Cover.
- iii. The Accommodation Category of all applicants applied in one Cover has to be the same. All Pilgrims in a Cover shall have to travel together. In no case a Cover shall be split.
- iv. If the Cover Head cancels his application for Haj, he should indicate name of another Male member from the Cover, as new Cover Head.
- v. Substitution of Mehram of a Female applicant by a Male member who is not a part of the Cover can be allowed only in case Haj Application of the original Mehram is cancelled due to unavoidable reasons such as Death, Medical reason etc.
- vi. The size of the Cover shall be minimum 1 (one) and maximum 3(three) adults only. (If the number of family members exceeds three, applications should be made in more than one Cover).
- vii. The name and other particulars of the nominee, who has to be contacted in case of exigencies in India / KSA should be recorded distinctly at the appropriate place in the HAF. The nominee should be a close relative of the applicant, because such nominee will receive any refund/ payment due, on account of the deceased pilgrim.
- viii. Applicants should indicate correct address in the HAF. Applicants residing in other State/UTs should clearly indicate their Permanent Address (Place of Birth etc.) and (Address available in the Aadhaar Card / Passport etc.)
- ix. Applicants should give their own valid Mobile Number in HAF and not of any other person, especially any agent. It is intended that Pilgrim himself should be able to receive the SMS's and alerts sent by HCol, Besides Voice Calls and Messages will be forwarded on registered Mobile Number only from time to time. This Mobile Number must be authorized to receive SMS's and alerts sent by HCol by proper intimation to Do Not Disturb (DND) registry.
- x. In the HAF, the details of Cover Head's Account maintained in a bank having IFSC Code must be furnished to facilitate refund, if any. Refund shall be processed electronically i.e. through RTGS / NEFT only. A cancelled blank cheque or copy of first page of Bank Passbook, is to be enclosed in support for verification of bank details given in the HAF.

Note : False declaration will lead to rejection of application and forfeiture of the amounts deposited.

6. QUOTA, QURRAH AND SELECTION :

6.1 QUOTA :

Government of India fixes the Quota of HCol in accordance with the Annual Bilateral Agreement with the Kingdom of Saudi Arabia. The quota allocated to HCol for Haj 1442 (H) –2021 by KSA shall be distributed in due course as per the policy of distribution of Quota across all the States and Union Territories in proportion to their Muslim population.

6.2 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 STATE/UT HAJ COMMITTEES on the IHPMS software which is maintained on the server of HCoI. The date and other details of Qurrah shall be widely publicized through media by the STATE/UT HAJ COMMITTEES concerned. Immediately after Qurrah, the STATE/UT HAJ COMMITTEES concerned shall widely publicize the list of selected pilgrims in local media and shall also intimate the provisionally selected pilgrims of their selection. All the selected pilgrims will also be informed through SMS on their registered Mobile Number. Pilgrim can also check for their status on Haj Committee website.

7. SELECTION FROM WAITING LISTS :

- i. When seats become available due to cancellations or otherwise, the applicants in the wait list of that State / UT shall be provisionally selected strictly in the serial order. There shall be no jumping in the waitlist.
- ii. Provisional selection shall be made only for complete Covers and in no case a Cover shall be split.
- iii. HCoI shall intimate selections against cancellations to STATE/UT HAJ COMMITTEES who shall inform the selected applicants.
- iv. The last waiting list shall be released 10 days before departure of last outbound Haj Charter Flight from India. Thereafter, all waiting list shall be scrapped. Those who pay full amount shall only be considered. No wait-list without payments will be considered. With duly filled online HAF, the applicants shall enclose self-attested copies of documents mentioned above.

WARNING:

ALL SUCH APPLICATIONS SHALL BE CANCELLED AT ANY STAGE OF HAJ APPLICATION PROCESSING AND SUCH APPLICANTS SHALL NOT BE ALLOWED TO PROCEED FOR HAJ AND SHALL BE OFF-LOADED EVEN AT THE EMBARKATION POINT BESIDES ENTIRE AMOUNT DEPOSITED BY SUCH APPLICANTS SHALL BE FORFEITED IN CASES OF DECLARED WRONG ADDRESS OR APPLIED MORE THAN ONCE IN ONE OR MORE STATE/UNION TERRITORY OR FURNISHED FALSE INFORMATION OR CONCEALED THE FACT OF HAVING ALREADY PERFORMED HAJ THROUGH HCoI. BESIDES, SUCH APPLICANTS MAY ALSO BE PROSECUTED BY HCoI.

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8. SUBMISSION OF DOCUMENTS AND PAYMENTS:

The provisionally selected Haj Applicant should submit following original documents through registered post/courier or in person as per their convenience to the STATE/UT HAJ COMMITTEES:-

- a. Download copy of HAF along with all the enclosures and put their signature/ Thumb impression on it.
- b. Downloaded Health & Fitness Certificate by getting themselves duly examined by Registered Medical Practitioner and obtain the requisite certificate. The format of certificate will be shared in due course.
- c. Original Passport.
- d. Original Receipt / proof of payment of Advance Haj Amount.

9. COST, PAYMENTS AND CONFIRMATION :

Haj Committee of India makes arrangement of Haj on Actual Cost Basis, i.e. Airfare paid to the Airlines, Accommodation and Compulsory Expenses paid to KSA which includes Moallim Fees, Transportation Charges, Visa Fees and other expenses. Every year after completion of Haj and finalization of Accounts, pilgrims are refunded the balance amount to the Cover Head's accounts. It is anticipated that the cost of Haj-2021 will almost be double of the cost incurred during previous Haj. Details of expenses incurred in Haj-2019 are available on Haj Committee website (Circular 20). The likely tentative expenses to be incurred for Haj 1442 (H) – 2021 (C.E) would be as under.

TOTAL HAJ EXPENDITURE

S.R. NO.	YEAR OF HAJ	RANGE OF EXPENDITURE	REMARK S
1.	2019	2,48,000 - 3,22,000	ACTUAL EXPENDITURE
2.	2020	2,50,000 – 3,50,000	EXPECTED EXPENDITURE (ACTUAL NOT KNOWN DUE TO CANCELLATION OF HAJ)
3.	2021	3,70,000 – 5,25,000	<p>EXPECTED EXPENDITURE BASED ON THE HAJ PROTOCOLS RECEIVED FROM CGI/JEDDAH ASF OLLOWS:</p> <ol style="list-style-type: none"> i. Due to expected change in accommodation criteria from 4 sq mtr per Haji to 9 sq mtr per Haji, the accommodation rent is expected to be enhanced by 2.25 times the original cost. ii. VAT has been increased from 5% to 15% by Saudi Government. iii. Visa fees @ SAR 300 which was not being charged earlier. iv. Transportation cost is likely to be enhanced by 3 times the original cost due to reduced number of pilgrims in each bus.(15 pilgrims in one bus instead of 45 pilgrims) because of Covid-19 Pandemic.

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However, this is a tentative estimate. The actual cost on Haj-2021 will be finalized only after KSA decides the actual guidelines/norms for Haj 2021.

9.1 Bank Reference Number :

All provisionally selected pilgrims will be allotted a Unique Bank Reference Number which shall be communicated by the STATE/UT HAJ COMMITTEES in the provisional selection letter. For depositing Advance and Balance Haj Amount, this number must be quoted compulsorily.

9.2 Advance Haj Amount :

An amount of Rs.1,50,000/- has been fixed as Advance Haj Amount for the pilgrim of Haj 1442 (H) – 2021 (C.E).

9.3 Payment:

- i) Payment is to be made Online at hajcommittee.gov.in or at any branch of State Bank of India/Union Bank of India as per instructions issued by HCOI at the relevant time. No Bank draft/cheque/cash shall be accepted by the HCOI/STATE/UT HAJ COMMITTEES directly. The process of payment has been made online and on real time basis. As soon as the pilgrim makes the payment the pilgrim can check the status on Haj committee website and an SMS will also be sent to the registered Mobile number of cover head. In case, it is not reflected in the system or pilgrim does not receive the message, they should contact the 24/7 Haj Information Centre or the bank branch where the payment has been made.
- ii) Pilgrims should carefully write the Cover Number on the pay-in slip to avoid payment in wrong account.
- iii) Due to Govt. restrictions on handling of Cash, pilgrims are advised to use online payment methods, Account transfers, bank to bank transfers and other mode of payments.

9.4 Balance Haj Amount :

The amounts shall be notified separately through a Circular after finalization of all the tenders and expenses notified by different agencies in KSA and in India and after the guidelines/norms for Haj 2021 are provided by KSA.

9.5 Adahi :

HCOI makes arrangement of Adahi (Qurbani) for willing pilgrims through Islamic Development Bank (IDB) as approved by Saudi Government. Pilgrims have to make payment of approx. SR 500 (Rs.10,000/-) at the time of payment. Adahi coupons are provided by Indian Haj Mission before Haj. Option of performing Adahi through HCOI is to be exercised before the last date specified by Haj Committee. In view of number of fraud cases in the name of providing cheaper coupons by some unscrupulous elements are being reported every year, pilgrims are advised to perform Adahi through Haj Committee or any other Saudi Govt. authorized agency. Status and Time of performing Adahi can be verified from IDB's website.

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9.6 Making payment does not guarantee Haj Seat:

Confirmation obtained on the basis of incorrect/false information/documents can be cancelled at any stage and merely making payment of Haj amount does not guarantee Haj.

10. CANCELLATION:

- If a selected applicant wants to cancel his / her journey on any ground he/she should submit a letter in the prescribed format to concerned STATE/UT HAJ COMMITTEES.
- After receipt of request through STATE/UT HAJ COMMITTEES, cancellation shall be marked in IHPMS by HCol.
- Cancellation can be done Online also through Haj Committee website.
- Once cancellation is marked, it will NOT be revoked on any ground.
- If any provisionally selected applicant fails to submit either passport or payment or both within prescribed dates, his/her selection will be summarily cancelled.
- Refunds on account of cancellations will be governed as per para 11 of this Guidelines.

11. REFUNDS :

In case of cancellation by Haj pilgrim on his/her own, refunds will be made within 2 months from the date of receipt of cancellation request from the concerned pilgrim in the prescribed format. However, Rs.1,000/- collected as Miscellaneous Dues shall not be refunded at any stage of cancellation. Additionally, refunds will be made after making following deductions :

Sr. No.	Date of Receipt of Cancellation	Deduction per Pilgrim
1.	Upto 31 st March 2021.	Rs.1,000/-
2.	From 1 st April 2021 to 30 th April 2021	Rs.5,000/-
3.	From 1 st May 2021 till the date of scheduled allotted flight	Rs.10,000/-
4.	Non - Reporter / No Show/Missing flight after Confirmation/ Documents Collection.	One Way Airfare or Rs.25,000/- whichever is more.

- These provisions will not, however, apply if cancellation is due to Death of pilgrim or companion or on account of very serious ailment of family member/accidents which render the pilgrim unfit for travel. A certificate to that effect from Registered Medical Practitioner will be required. In such case, only Rs.1,000/- will be deducted per pilgrim.
- Deductions shall also not be made in case of pilgrim not allowed to travel on the basis of COVID – 19 Pandemic protocol.
- Since charter tickets are non-transferable, no refund is payable even if return journey portion remains unutilized for any reason. Only in case of death of a pilgrim in Saudi Arabia, nominee of deceased will be refunded one-way Airfare.
- Non-reporter means a pilgrim who is allotted a flight but who does not report at the

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embarkation point. A pilgrim whose request for cancellation is received after departure of the allotted flight, will be treated as Non-reporter.

- 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.
- vii. All Refunds except deceased pilgrims refund are made to Cover head's account indicated at the time of filling Haj application Form. Deceased pilgrims refund is made to the nominees account number mentioned in the form.
- viii. After depositing the amount of Rs.1,50,000/-, and submitting required documents to the concerned STATE/UT HAJ COMMITTEES, the Pilgrim's tentative selection shall be confirmed by the HCol but this will depend on the final decision taken by KSA regarding Haj 2021.

12. EMBARKATION POINTS:

12.1 REDUCED NUMBER OF EMBARKATION POINTS(EPs) :

In view of the prevailing Covid-19 Pandemic, the proposed Embarkation Points for Haj 2021 are proposed to be reduced to Ten (10) from the present Twenty One (21). These Ten Embarkation Points are: 1) Cochin 2) Delhi 3) Guwahati 4) Lucknow 5) Srinagar 6) Ahmedabad 7) Bengaluru 8) Hyderabad, 9) Kolkata and 10) Mumbai.

12.2 COMPULSION OF EMBARKATION :

The embarkation will be decided automatically by the IHPMS on the basis of pilgrim's given Address. There is no provision for change of Embarkation Point. No request of change of embarkation Point on any ground will be entertained. Table showing pilgrims from the States/Districts tentatively attached to the proposed Embarkation Points are given below :-

Sr. No.	State/U.T./Districts Covered	Embarkation Point
1.	Gujarat	AHMEDABAD
2.	All Districts of Karnataka State	BENGALURU
3.	Kerala, Lakshadweep & Mahe (Puducherry), Tamil Nadu, Puducherry, Andaman & Nicobar	COCHIN
4.	Delhi, Punjab, Haryana, Himachal Pradesh, Chandigarh, Uttarakhand & Uttar Pradesh, [Western Districts viz. Agra, Aligarh, Baghpat, Bhimnagar(Sambhal), Bijnor, Bulandshahar, Firozabad, Gautam Budh Nagar, Ghaziabad, Jyotiba Phule Nagar, Mahamaya Nagar, (Hathras), Mathura, Meerut, Moradabad, Muzaffarnagar, Panchsheel	DELHI

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	Nagar (Hapur), Prabudh Nagar (Kairana, Shamli), Rampur & Saharanpur] and Rajasthan.	
5.	Assam, Meghalaya, Manipur, Nagaland, Arunachal Pradesh & Sikkim.	GUWAHATI
6.	All Districts of Andhra Pradesh State and Telangana State	HYDERABAD
7.	West Bengal, Odisha, Tripura, Jharkhand and Bihar.	KOLKATA
8.	Uttar Pradesh [Central Districts viz. Ambedkar Nagar, Auraiya, Badaun, Banda, Bahraich, Balrampur, Barabanki, Bareilly, Basti, C.S.M. Nagar (Amethi), Etah, Chitrakoot, Etawah, Faizabad, Farrukhabad, Fatehpur, Gonda, Hameerpur, Hardoi, Jalaun, Jhansi, Kannauj, Kanpur, Kasganj, Lakhimpur Kheri, Lalitpur, Lucknow, Mohaba, Mainpuri, Pilibhit, Pratap Garh, Rae Bareilly, Ramabai Nagar (Kanpur Dehat), Sant Kabir Nagar, Shahjahanpur, Shravasti, Siddharth Nagar, Sitapur, Sultanpur & Unnao]. Uttar Pradesh [Eastern Districts viz. Paryagraj (Allahabad), Azamgarh, Ballia, Deoria, Chandauli, Ghazipur, Gorakhpur, Jaunpur, Kushambi, Kushi Nagar, Mau, Maharaj Ganj, Mirzapur, Sant Ravidas Nagar, Sonbhadra & Varanasi].	LUCKNOW
9.	All Districts of Maharashtra State, Madhya Pradesh State, Chhattisgarh, Daman & Diu, Dadra & Nagar Haveli and Goa.	MUMBAI
10.	Union Territory of Jammu & Kashmir & Union Territory of Leh, Ladakh & Kargil.	SRINAGAR

13. VACCINATION AND HEALTH REQUIREMENTS BEFORE FLIGHT :

- 13.1 The Ministry of Health, KSA will finalise the health protocols for Haj 2021 including the age restrictions for the Haj Pilgrims visiting the Kingdom from outside. The Health related norms towards International Travel has become stringent due to the COVID-19 Pandemic. The detailed health guidelines will be issued in due course, and Haj 2021 will be strictly governed as per the guidelines/norms finalized by KSA.
- 13.2 Format of Health & Fitness Certificate will be shared in due course. However, as per the prevailing guidelines, the pilgrims will have to take an RT/PCR Corona Test at the time of both Outward and Inward phase of Haj journey of pilgrim(s) as per prevailing International Air Travel Protocol. Pilgrim must submit a PCR Test Certificate issued by approved laboratory in Pilgrims' Country with a negative result proving that they are free from Coronavirus Disease 72 hours from the time of sample collection till the time of departure to the KSA. Pilgrims will also have to strictly obey quarantine requirements as decided by the Indian Government and the Saudi Government.
- 13.3 At present Indian Haj Pilgrims are inoculated with the Meningitis/Quadruple vaccine (ACYW135). All selected pilgrims are required to possess a Certificate of Inoculation of single dose of Cerebrospinal Meningitis Vaccine.
- 13.4 All the Pilgrims, must get themselves inoculated and obtain vaccination certificate on the Health,

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Vaccination & OPD card before proceeding for the Embarkation Point. The certificate should be signed by District Health Officer/Registered Medical Officer. Incomplete and bogus certificates shall not be entertained. HCoI also makes arrangement every year at Haj House in Mumbai for inoculation and issue of certificate to individual pilgrim after getting them examined by a Medical Officer. Similarly, the STATE/UT HAJ COMMITTEES and District Administration make such arrangements for inoculation of the pilgrims in the respective State/Union Territories throughout the country. Vaccination Camps are generally organized alongwith the Training Camps arranged by STATE/UT HAJ COMMITTEES for Haj Pilgrims.

- 13.5 The Saudi Health Ministry may introduce new Health Guidelines including requirement of additional Vaccination etc. in due course of time because of Covid 19 Pandemic. Pilgrims will have to strictly follow Guidelines by KSA.
- 13.6 For obtaining Haj Visa, the information about pilgrims having got vaccinated is mandatorily required to be submitted along with the passport to the Royal Consulate General of Saudi Arabia, Mumbai and Royal Embassy of KSA, New Delhi failing which Haj Visa will not be endorsed.
- 13.7 Pilgrims should Keep the Vaccination Card in safe custody and ready for display on demand at the Airports in Jeddah/Madina. Permission for entry into KSA may be denied without Vaccination card.

14. TRAINING AND ORIENTATION :

- 14.1. All intending pilgrims are required to undergo minimum three training sessions and follow instructions given therein. They should also get the details of training on Health, Vaccination/ Training Booklet in the space provided for it.
- 14.2. They should get themselves acquainted with Haj rituals, Prayers, logistics in KSA, Movement in Masha'er region, facilities provided in Saudi Arabia, difficulties to be faced during their stay in KSA, Important Telephone Numbers for emergency use etc. to avoid inconvenience during their Haj journey.
- 14.3. In view of the Coronavirus pandemic they should also learn Safety precautions, Good Hygiene Practices, Social distancing norms, Do's and Don'ts etc.
- 14.4. Training is provided by the Trainers who are trained by HCoI in cooperation with the State /UT Haj Committees.
- 14.5. The procedure about training for Haj 2021 will be finalized and communicated by HCoI in due course.

15. BAGGAGE :

- 15.1 In view of the restriction imposed due to Corona Pandemic, Baggage restrictions have been imposed all over the globe. As Haj travel will take place in the month of June-July 2021, it is too early to forecast the travel restrictions which will be imposed during the Haj journey.

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- 15.2 However, it has already been informed that weight and size of Baggage will be reduced. The requirement of luggage will be reduced in view of reduced stay in KSA. HCOI will provide Two (2) Bags of 20 kgs. each and one Cabin bag of 7 Kg. per pilgrim. This will only be permitted to carry subject to guidelines issued by Saudi authorities, KSA. Pilgrims will have to carry only the provided standardized bags. The cost of these bags will be collected from the pilgrims alongwith the Haj Amount.
- 15.3 Pilgrims must record their Cover Number, Name, Address, Flight Number & Embarkation Point on their bags by bold marker pen for easy identification. In the absence of these markings, tracing of any missing baggage would become difficult.
- 15.4. Pilgrims should Affix the Baggage stickers provided to them at the Haj Camp alongwith other travel documents by HCOI so as to enable their baggage reach to their accommodation.
- 16. BANNED ITEMS AND OTHER RESTRICTIONS :**
- 16.1 Carrying banned drugs and inflammable articles , Narcotics substances like Khash- khash, Viagra-tablets, Sexual oil and cream, Synthetic Capore, Cystone, Khammera, Gutkha, Khaini, Gul, Peppermint or other restricted substances in any form is strictly prohibited. Haj journey of such pilgrims carrying these items will be cancelled besides being penalized for carrying banned items. Also they will be liable for deportation to India from KSA at any stage of Haj and necessary action by concerned authorities will be taken against any such pilgrim.
- 16.2 Carrying any inflammable articles viz. kerosene, petrol, stove etc. in any form is prohibited. Any pilgrim found carrying any of these articles, will invite legal punishment.
- 16.3 Government of KSA has banned carrying all political literature, photographs or pornographic material of any kind while visiting Saudi Arabia for Haj. Violation of these instructions, will invite severe punishment.
- 16.4 The Government of KSA has banned carrying of foodstuff, cooked or 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 Customs Authorities at Jeddah / Madinah or at the Indian Airport itself will confiscate all such items and the pilgrims will have to face hardship. The pilgrims are, therefore, advised in their own interest not to carry such eatables with them while proceeding for Haj.
- 16.5 Carrying of any goods / articles in large quantity for commercial purpose is also prohibited. Any pilgrim missing his / her flight on account of this restriction will be doing so at his / her own risk and the passage money of such pilgrim will be forfeited.
- 16.6 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 and other legal action as per law.

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WARNINGS :

1. PILGRIM SHOULD STRICTLY ABIDE BY THE NORMS AND ONLY CARRY THE BAGGAGE PROVIDED BY HCOI. BAGGAGE WITHOUT STICKERS .NAME. COVER NUMBER. MOBILE NUMBER. BUILDING NUMBER. MOALLIM NUMBER WILL NOT BE ACCEPTED BY THE AIRLINES AND THE SAME SHALL REMAIN STRANDED AT JEDDAH/ MADINAH HAJ TERMINAL. HAJ COMMITTEE OF INDIA IS NOT RESPONSIBLE TO BRING BACK ANY SUCH STRANDED BAGGAGE FROM JEDDAH/MADINAH TO INDIA. PILGRIMS IN THEIR OWN INTEREST SHOULD REMAIN CAUTIOUS AND FOLLOW THE AIRLINES RULES. PLEASE DO NOT KEEP ANY IMPORTANT THING LIKE TRAVEL DOCUMENTS, MEDICINE AND SPECTACLES ETC. IN ANY UNSPECIFIED HAND BAG/CABIN BAGGAGE.
2. CARRYING DRUGS AND PSYCHOTROPIC SUBSTANCES IS BANNED IN KSA AND IT MAY INVITE JAIL TERMS/ DEATH PENALTY ETC CGI/HCOI WILL NOT BE ABLE TO HELP SUCH TRAVELLERS.

17. VISA , PASSPORT & OTHER TRAVEL DOCUMENTS :

Visa, Passport and Travel documents will be handed over to the pilgrims 48 hours before the flight at the Embarkation Point. This will be handed over to the pilgrim or authorized person only. Pilgrims should carefully check all the documents before leaving the Distribution Counter at Haj Camp. If any clarification is needed they should seek clarification from the Haj Committee/State Haj committee staff at the Embarkation Point itself. Pilgrim should carefully check e-Visa Validity, Name, Photo and Gender etc. In case of any mis-match the pilgrims may be sent back from Saudi Airports. The SIM card provided at the Airport should be kept/stored safely along with the SIM card jackets. Without Jacket SIM cannot be activated.

18. FLIGHT:

18.1 FLIGHT SCHEDULE :

Flight Schedules are decided as per convenience of Airlines and is subject to approval from GACA and DGCA.

- 18.2 The Pilgrims have to report 48 Hrs. before at the respective Embarkation Points (Haj House / Haj Camps) for collecting their Travelling Documents like Passport / Visa other items provided by Haj Committee of India. Here Pilgrims have to undergo RT-PCR test (*as stated in para 13.2*). Those pilgrims with Negative (-ve) report may be allowed to proceed. Pilgrims with Covid Positive (+ve) reports will not be allowed to board the flight. Other members of cover, however will be allowed to proceed as per their discretion, subject to Saudi Rules. Covid-19 positive (+ve) pilgrims will be provided Isolation facility in consultation with State Haj Committee managing the embarkation point.

- 18.3 Flight Schedule of Haj Committee is divided in two laps. In 1st Lap pilgrims will be ferried to

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Madina. These pilgrims need not wear Ihram from the Airport. 2nd Lap pilgrims will be disembarking in Jeddah they need to wear Ihram for performing Umrah. However, instructions regarding this will be issued in due course after receiving detailed guidelines for Haj 2021 including the quarantine rules after landing at Jeddah airport.

- a) Allotment of flight will be as per the Guidelines/Norms/Instructions issued by Airlines, Civil Aviation Authorities, Accommodation availability will be informed by CGI, Jeddah and will be subject to changes as per prevailing conditions.
- b) Efforts shall be made to allot one flight to all pilgrims of a district/s and adjacent district/s as per flight capacity. Flight allotment will be intimated to the pilgrims well in advance by SMSs, WhatsApp, Voice Messages and telephonic calls. The flight allotted can also be seen on the website of HCol, www.hajcommittee.gov.in. Pilgrims may note that they have to travel by the allotted flight as per schedule only and requests for change in flight dates shall not be considered. However, pilgrims may submit their requests for flight preference, clubbing of Covers, allotment of accommodation in same building to this office on or before 31st May 2021.
- c) HCol reserves the right to cancel or transfer the seats from one flight to another flight, if situation so warrants. The date allotted is 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 as per guidelines to be issued by KSA. Pilgrims are advised not to agitate in respect of flight date while reporting.
- d) The pilgrims and their relatives must co-operate with the Airport, STATE/UT HAJ COMMITTEES and HCol officials and maintain a decent behavior. Misbehavior of the pilgrims or their relatives, with officials on duty will attract legal action against them as also cancellation of Haj journey.
- e) In case of flight delays/cancellations, Airlines will provide snacks/food/transit accommodation etc. as per the relevant Laws/ Rules/ Conventions.
- f) Pilgrims whose flights are confirmed but who do not report at the respective Embarkation Point/ Airport at the scheduled flight time shall not be allowed to travel by any subsequent flight, except in unavoidable circumstances that too when seat is available and only on payment of one-way airfare.
- g) Charter tickets are non-transferable. All pilgrims are issued round-trip outward/ inward tickets in specified flights on specified dates. No cancellation or change or transfer will therefore be allowed on return flights.
- h) Booking shall be subject to clearance of all dues and International Travel Protocol of KSA and India.
- i) After the flight allotment has been made, changes in the flight date shall be made only in

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case of Death or serious ailments / accident of the person concerned or close family member. The confirmation of seat(s) in the next flight shall be subject to availability of seat(s).

- j) Haj Committee of India (HCoI) reserves the right to change the flight date/timing or even to cancel the journey in case of exigencies.
- k) The reporting time at the Airport shall be SIX (6) Hours prior to the departure of flight.
- l) If a pilgrims misses the flight after booking, he/she shall have to deposit Rs.25,000/- per pilgrim to be accommodated in the next flight subject to availability of seats.
- m) Accommodation at Haj House/Haj Camp office shall be available to Hajis, accompanied by at the most only one relative per cover. Other persons have to make the arrangement of their stay on their own.
- n) The commencement of flights to Madinah / Jeddah and the return flights shall completely depend upon the prevailing situation at the Airports .

18.4 DURING THE FLIGHT :

18.4.1 Seat numbers are provided on the boarding cards. Pilgrims should occupy the seat allotted them and not insist on changing the allotted seats.

18.4.2 All pilgrims should follow the safety instructions given by the crew, wear seat belts, avoid offering Salat in the aisle. Pilgrims can however offer their prayers on their seats. They should however refrain from spilling water while performing ablution (wazu) and avoid crowding at one place.

18.4.3 Pilgrims will be informed about the passing of Meeqat so as to enable them to make niyyat.

18.5 AT JEDDAH/MADINAH AIRPORT :

18.5.1 All the pilgrims reaching Jeddah/Madinah Airports should keep their travel documents (Passport, Visa, Vaccination cards) handy for inspection. Further Biometric identification will be done by immigration authorities and they will endorse their passports for entry into the KSA. The pilgrims will be transported to Makkah /Madina city by Buses provided by Moallim. Their passport will be collected by Moallim staff and they will be provided Moallim's bracelet. Pilgrim should always wear these bracelets. Pilgrims will be transported to the buildings hired for their accommodation.

18.5.2 On reaching KSA, pilgrim may be required to complete quarantine time as decided by Saudi authorities. Directions of Saudi Authorities and Indian Mission Officials are to be followed strictly.

18.5.3 Pilgrim can get their mobile SIM card activated at the Jeddah Airport in relevant Mobile Company's Kiosks. If they are unable to activate their SIM card at the Airport, they can get it activated near their accommodation buildings.

18.5.4 Indian Haj Mission makes arrangements for smooth transportation of pilgrims from the Airports.

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For any difficulty, Indian Haj Mission Office just outside airport can be contacted by the Indian Pilgrims.

19. DURATION OF STAY IN THE KINGDOM OF SAUDI ARABIA:

- 19.1 The duration of stay of pilgrims in the KSA may be reduced due to Coronavirus Pandemic depending upon the Haj protocol and the norms to be formulated by the Saudi Haj Authorities (Ministry of Haj & Umrah). No request for increase or decrease of stay should be made as it would be of no use. It is anticipated that the period of stay in KSA may be reduced to 30-35 days depending upon the flight schedule.
- 19.2 The accommodation units in Makkah Mukarramah are hired by CGI, Jeddah for entire Haj season and not on Daily Rental Basis. The rates charged are for entire Haj season irrespective of the duration of stay. Hence all pilgrims are charged uniformly. Accordingly, the pilgrims are not entitled for any refund based on the duration of stay or any deficiencies.
- 19.3 Pilgrims are advised to follow all the instructions during the stay in KSA. Stealing, hawking, entry/exit from un-authorized/restricted places, any argument with police, civil defence volunteers is strictly prohibited and may land the erring person (Haji) in jail.

20. ACCOMMODATION IN KSA :

- 20.1 The norms for Accommodation of Pilgrims for Haj 2021 at both the Holy places of Makkah Mukarramah and Madinah Munawwarah may be altogether new due to Covid-19 Pandemic and the accommodation cost is expected to be substantially high. Earlier, each pilgrim was provided 4 sq. meters space. However, due to Social distancing norms it is anticipated that it may be increased to 9 sq.meters per pilgrim. Therefore, intending Pilgrims should be ready to bear additional cost on account of additional space provided for Accommodation during Haj 2021.
- 20.2 Keeping in view the expected revised norms, Cover Size has been reduced to 3 pilgrims per Cover so as to enable all the members in one room. CGI, Jeddah and HCOI makes all efforts to put one family in one room. However, there may be possibility of Cover splitting into different rooms. In such cases pilgrims are requested to accept the Indian Mission's decision without argument or further discussion.

21. STAY AT MAKKAH MUKARRAMAH :

- 21.1 It is most likely that all the pilgrims of Haj 1442 (H) – 2021 (C.E.) will be accommodated in one category (Azizia or similar). Pilgrims should follow social distancing norms, use face masks, follow hygiene norms and protect their covers/families from acquiring/spreading infections. Pilgrims should refrain from cooking where cooking is prohibited. Pilgrims will also have to avoid unnecessary social gatherings, unnecessary roaming in the markets etc.
- 21.2 If accommodation is provided in Azizia, pilgrims will be transported to Haram Sharief in buses provided for this purpose. Travel in these buses is also expected to be subject to social distancing

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norms .Overcrowding and flash mobs are strictly prohibited.

- 21.3 Due to Covid-19 Saudi Government may restrict cooking provision at Azizia. Pilgrims should be ready for making alternate arrangements.

22 STAY IN MADINAH MUNAWWARAH :

- 22.1 It is anticipated that the period of stay in Madina Munawwarah for Haj 2021 may also be reduced in view of COVID – 19 Pandemic as per expected Guidelines to be issued by Local Haj Authorities. Earlier concept of compulsorily offering 40 prayers in Masjid-e- Nabavi may not be possible due to expected revised guidelines in view of the prevailing situation. Pilgrims should strictly follow the Guidelines issued by Local Authorities and should not request for increase / decrease of the period of stay.
- 22.2 Efforts will be made to accommodate all the pilgrims in 'Markazia' (Inside 1st Ring Road) in Madina. However due to exigencies, pilgrims may be accommodated outside Markazia Area also.
- 22.3 Cooking is not permitted in Madina. The pilgrims have to make arrangements for their own food from Hotels/Restaurants. Pilgrims should avoid rush hours /overcrowd the places due to Covid 19 Pandemic.

23. RUBAT ACCOMMODATION FACILITY :

Every year, the Rubat Accommodation facility is provided to few pilgrims duly selected by the respective Rubat Authorities in terms of the "Tasreeh" and authorized capacity of the concerned Rubat for Haj 2021 the Saudi Ministry of Haj & Umrah is expected to impose various stringent measures and strict conditions for observing social distancing norms by Haj Pilgrims. Hence, the accommodation parameters is expected to be much broader Haj 1442 (H) – 2021 (C.E.). Consequently, **no Rubat facility may be available during Haj 1442 (H) – 2021 (C.E.).** Pilgrims should take note of this, before applying for Haj 2021.

24. CORE HAJ PERIOD :

- 24.1 Core Haj Period starts from 8th Zil-Hijja (i.e. from the Maghrib prayers of 7th Zil- Hijja). Moallim buses take the pilgrims from Makkah to Mina (located at a distance of about 7-8 kilometers from Haram Sharief). Moallim follow strict Schedule as all the pilgrims are to be transported to Mina within stipulated time. Pilgrims should, as such, follow the schedule strictly and cooperate with the Moallim staff as much as possible.
- 24.2 In Mina, pilgrims may be accommodated in tents provided by the Moallim. Pilgrims should maintain social distancing, good hygiene and follow the instructions and health guidelines of Local Haj Authorities.

25. ROLE OF INDIAN GOVERNMENT/ INDIAN HAJ MISSION IN KSA.

The Government of India has set-up Indian Haj Mission (Indian Haj Pilgrims Offices) in the Kingdom of Saudi Arabia. The CGI-Jeddah under the overall supervision of Ambassador of India in Saudi

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Arabia manages all the affairs of Indian pilgrims and looks after their welfare while they are in the Kingdom for the pilgrimage.

25.1 MEDICAL FACILITIES :

During previous Haj 2019, CGI, Jeddah had set-up 16 Dispensaries, one 40 Bedded Hospital, one 30 bedded Hospital in Aziziya and one 10 bedded Hospital in NCNTZ Area in Makkah Mukarramah. In Madinah Munawwarah, 3 Dispensaries and one 15 Bedded Main Dispensary was set-up for the welfare of Hajis. One Dispensary each at Jeddah and Madinah Haj Terminal were also set-up to provide medical assistance to pilgrims at the airport itself. Similar facilities are expected to be set up during Haj 2021. However, the final decision regarding setting up of Medical Facilities for Haj 2021 will depend upon the final protocol/guidelines of KSA in this regard.

25.2 BRANCH OFFICES :

During previous Haj, the CGI, Jeddah had set-up one Main Branch Office, 16 Branch Offices-cum- Dispensaries in Makkah Mukarramah, While in Madinah Munawwarah, One Main Haj Office and 3 Branches were set-up. These branch offices were consisting of Coordination Desk, Madinah Movement Desk, Building Welfare Desk, General Welfare and CRT Desk, Misplaced Baggage Desk, Khadim-ul-Hujjaj and HGO Desk, Departure Baggage Cell. Beside, One Control Room, Haram Task Force, Computer Cell IHPO at Aziziya, Helpline Desk and Aziziya Transport Desk were also set up to provide maximum ease and comfort to the Indian Haj pilgrims in the KSA. Similar facilities are expected to be set up during Haj 2021. However, the final decision regarding setting up of Branch Offices for Haj 2021 will depend upon the final protocol/guidelines of KSA in this regard.

25.3 KHADIMUL HUJJAJ & HAJ VOLUNTEERS :

HCOI deutes the Government officials to provide assistance to the pilgrims in the KSA in the ratio of 200:1. Efforts are made to deute 1-2 KUH in each flight and pilgrims building. Pilgrims are advised to save the Mobile Number of the KUH attached with them and make full use of this facility and seek their advice and assistance at the time of difficulties. It is however clarified that KUH are not for providing personal service to the pilgrims. Pilgrims should therefore not treat Khadim-ul-Hujjaj in awkward manner.

NGOs/Volunteers/Seasonal Staff under CGI in Jeddah provide various logistical support, guidance and assistance to the pilgrims at various places, while in difficulties. Pilgrims can make good use of these facilities.

26. **DEATHS IN KINGDOM OF SAUDI ARABIA:-**

In case of death, due to natural causes or accident, burial rituals are performed as per prevailing practice in KSA. The original Death Certificate is sent directly to the next of kin of deceased pilgrim

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by CGI, Jeddah after completion of Haj season. In case of death of a pilgrim, burial of pilgrims is done in KSA after taking consent of the legal heir/co-pilgrims. The pilgrims should clearly indicate the Mobile number of the legal heir/nominee in the HAF.

27. INSURANCE CLAIM :

Claims of the pilgrims who die in KSA in a Road Traffic Accident (RTA) or other accidents are settled by Insurance Company through HCol. Besides, Saudi Government also pays death compensation to the pilgrims who die in RTA by following court procedure (which may take some time). The norms for Insurance Claim are likely to change to a wider extent in the prevailing situation. The same shall be notified at a later stage.

28. RETURN JOURNEY :

- 28.1 Return Flights to India from KSA commences within one week after the Haj. Specific dates are provided on the return Boarding cards handed over to the pilgrims while proceeding from India. Pilgrims should keep the return boarding cards safely. For issuing duplicate Boarding passes, Airlines may charge some additional fee.
- 28.2 Pilgrims are issued round trip boarding passes i.e. date of return journey, flight number and time are decided while taking outbound journey itself. The journey is on the basis of first come first service, in order to provide uniform stay in KSA. No request of change of flight can be considered due to unavailability of seats.
- 28.3 Pilgrims who desire to return early have to make the arrangement on their own. No refund on this account can be granted.
- 28.4 City Check-in : Airlines collect Check-in baggage 48 hours before the journey either from Makkah or Madina depending upon the return Airport. Pilgrims are advised to keep essential items like Medicine, Spectacles, 1-2 dresses and some amount with them so that in case of flight delay they should not be inconvenienced.
- 28.5 Airline staff collects the baggage from pilgrims' accommodation after weighing as per permissible limits. Pilgrim should avoid argument with them.
- 28.6 Pilgrim should avoid storing liquids like oil, Zam Zam water, valuables like gold/jewellery, cash and Non permissible items in check in baggage. Baggage may be opened for removing them. HCOI will not be responsible for any loss/theft in such cases.
- 28.7 Returning pilgrims also have to further undergo RT-PCR Test at the Indian Airports. Pilgrims with Negative (-ve) report will be allowed to proceed for their destination where they will follow Home Quarantine. Pilgrims with Covid-19 positive (+ve) report will have to undergo seven (7) days institutional quarantine, which Haj Committee of India will provide with the assistance of respective State Haj Committees.

Disclaimer : HCol makes arrangements for journey in its capacity as Charterers through Ministry

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of Civil Aviation. HCol cannot, therefore, accept any liability for damage, loss, injury, accident, delay or any other irregularity, which may occur on account of negligence or default of the persons concerned with the arrangements. HCol also accepts no responsibility for losses or additional expenses due to delays or changes in the running of the flight and any other services, unfavourable weather conditions, strike, civil/ political disturbances, war, quarantines, natural calamities or technical snags of the aircraft. All such losses or expenses must be borne by the pilgrims. HCol reserves the right to cancel or postpone flights due to insufficient load or any other reasons.

29. ZAM ZAM WATER :

All pilgrims will be provided one 5 liter can of Zam Zam water on reaching India by the respective Airline at the dis-embarkation point. Its cost is included in their expenses. Carrying of additional Zam Zam cans is strictly prohibited by Saudi authorities. The pilgrims should not carry Zam Zam cans/jerry cans/plastic cans separately at the time of return journey by concealing it in the check in/cabin baggage. Airport authorities will seize the baggage at the Airport if ZamZam or any prohibited items are found in the baggage. Airport security officials are empowered to open the baggage at any point.

30. ON REACHING INDIA :

After reaching the respective dis-embarkation point, pilgrim should keep all the travel documents like passport, Visa etc for checking by the respective authorities. After completing the immigration formalities, they should claim their check in baggage and pass through Customs. Pilgrims are advised to follow all the legal restrictions and avoid carrying valuables in the baggage. HCOI/State Haj Committee staff/Airline staff /Haj volunteers are deputed at the airport for their assistance. The guidelines for returning Indian Pilgrims of Haj 2021 will depend on the protocol to be decided by the Government of India/State Governments due to Covid-19 Pandemic.

31. LOST BAGGAGE CLAIM PROCEDURE:

At the time of boarding the flight in India and KSA, pilgrims should obtain baggage tags from the Airlines after handing over the check-in baggage. Pilgrim must insist for baggage tag. Upon arrival, if baggage is missing or damaged, following should be done:

- a. Pilgrim should approach the Airline's Lost Baggage Desk nearest to baggage area.
- b. The Airlines should be shown the tag of missing/damaged baggage to lodge a complaint.
- c. The Property Irregularity Report (PIR) should be filled, submitted to Airlines and a copy retained by the pilgrim.
- d. A complaint may be filed with Airlines directly for claim of lost baggage or compensation from Airlines, together with all relevant travel documents, after waiting for lost baggage till the last flight.
- e. The last date for making a claim for lost baggage shall be **10.10.2021.**

32. LEGAL STATUS:

HCol renders service to the pilgrims without any profit motive. The amount it collects from the pilgrims is for payment to the agencies concerned, in lieu of services and facilities they provide to the pilgrims except for the Miscellaneous Dues towards its administrative expenses and those of STATE/UT HAJ COMMITTEES. HCol, as such, does not come within the purview of Consumer Protection Act, 2019. The pilgrims, therefore, cannot claim any compensation from HCol 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 HCol.

33. JURISDICTION:

HCol 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 HCol. The Courts of Greater Mumbai only shall exercise jurisdiction in all matters of dispute.

It is once again reiterated that these are tentative guidelines for Haj 2021, and for inviting provisional applications for Haj 2021. The applications for Haj 2021 are subject to the final protocols/guidelines to be decided by KSA due to Covid 19 pandemic.

Sd/-

Place: Mumbai

Date: 7th November, 2020.

**Chief Executive Officer
Haj Committee of India**

**CONTACT TELEPHONE NUMBERS OF VARIOUS SECTIONS OF
HAJ COMMITTEE OF INDIA, MUMBAI**

Zone	State / Union Territory	Telephone Numbers	Email ID
Zone-I	Delhi, Chandigarh, Haryana, Rajasthan, Punjab, Himachal Pradesh and Jammu & Kashmir.	22717140 22717143	zone01.hci@gov.in
Zone-II	Bihar, Jharkhand, Uttar Pradesh & Uttarakhand.	22717108 22717164	zone02.hci@gov.in
Zone-III	Andhra Pradesh, Madhya Pradesh, Odisha, Chhattisgarh & Telangana.	22717114	zone03.hci@gov.in
Zone-IV	Andaman & Nicobar Island, Assam, Manipur, Tripura and West Bengal.	22717116	zone04.hci@gov.in
Zone-V	Maharashtra, Gujarat, Goa, Daman & Diu and Dadra Nagar Haveli.	22717109	zone05.hci@gov.in
Zone-VI	Kerala, Karnataka, Tamil Nadu, Lakshadweep and Puducherry.	22717117	zone06.hci@gov.in
Haj House Section	Haj House Booking & Accommodation Section.	22717113	hajhouse.hci@gov.in

HAJ COMMITTEE OF INDIA

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E-mail : reception.hci@gov.in

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Fax : 022 - 22620920 / 22630461

HAJI INFORMATION CENTRE

Haj Committee of India has established Haji Information Centre at Haj House Mumbai for the convenience of Intending Haj Pilgrims. It functions as Call Centre bearing Land Line No. 022 - 22107070. All Intending Haj Pilgrims are requested to accrue its maximum benefit by availing this facility. At present Call Centre is functional between 10.00 a.m. - 06.00 p.m.

سرزمینِ مہبئی سے پہلا معیاری، علمی، دینی، دعوتی و اصلاحی ماہنامہ،

حج کمیٹی آف انڈیا کا ترجمان،

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اس آواز کو گھر گھر پہنچائیے، خود ممبر بنیے اور دوسروں کو بھی بنائیے۔

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