

**GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA**

UNSTARRED QUESTION NO:1055
ANSWERED ON:03.03.2010
PROBLEMS DURING HAJ
Shariq Shri Sharief Ud Din

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) whether it is a fact that the Haj pilgrims faced a number of problems during Haj 2009;
- (b) if so, the details thereof and the reasons therefor; and
- (c) the steps taken to prevent recurrence of the problems faced by Haj pilgrims?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS(DR. SHASHI THAROOR)

(a) to (b) During Haj 2009 approximately 167,000 pilgrims performed the Haj.As per the past practice, the Government of India made elaborate arrangements for the Haj pilgrims. Some complaints have been received mainly relating to accommodation and transportation arrangements. There is a system in place for the redressal of the hardships faced by the pilgrims. The Government of India sets up a large number of administrative offices at key points of the Haj pilgrimage. In addition, the Government makes arrangements for providing proper medical facilities for the pilgrims. The staff on duty co-ordinate with other agencies involved to take appropriate measures to address the grievances of the pilgrims.

(c) It is the constant endeavour of the Government to keep making improvements in the arrangements made for the Haj pilgrims and to provide them with better facilities after taking into account the feedback received from all concerned.