

**GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA**

UNSTARRED QUESTION NO:483
ANSWERED ON:26.11.2014
FACILITIES FOR HAJ PILGRIMS
Karandlaje Km. Shobha

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) the facilities made by the Indian Mission in Jeddah to make travel hassle free for the Haj pilgrims this year;
- (b) the total number of flights operated for this year's Haj pilgrimage;
- (c) whether the Indian consulate General in Jeddah, for the first time used GPS Application and Indian Haj Accommodation Locator and if so, the details thereof; and
- (d) the further steps envisaged for problem-free travel of Haj pilgrims during the coming year?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS [GEN. (DR) V. K. SINGH (RETD)]

(a) Transportation of Hajjis in the Kingdom during Haj-2014 was handled by a local Saudi organisation - Naqaba Syarrat (General Cars Syndicate). Consulate General of India, Jeddah maintained close coordination with above organisation to ensure that the best transportation services are provided to the Hajjis. Air travel of Hajjis was handled by Air India and Saudi Arabian Airlines under the supervision of Ministry of Civil Aviation, Govt. of India. Air India and Saudi Arabian Airlines set up an office in Jeddah Haj Terminal and Madinah Airport to facilitate the smooth air travel of Hajjis.

The Consulate also set up round-the-clock offices at the airports in Jeddah and Madinah to provide assistance to the Hajjis - including receiving them at the airport, sending them to their respective buildings in Makkah and Madinah in Transport Syndicate buses, issue of emergency certificate in case of loss of passport, providing medical health assistance etc.

(b) The total number of flights operated for this year Haj Pilgrimage is 731. The details of flights are as follows:

Departure Phase: 367 Flights

Air India- 234 flights Saudi Arabian Airlines- 133 flight
Incoming Phase: 364 Flights

Air India- 231 flights; Saudi Arabian Airlines- 133 flights

(c) Yes. Mobile phone application - 'Indian Haji Accommodation Locator'- was launched for the first time through which details of which building Hajjis were staying in Makkah / Madinah and Maktab in Mina could be obtained.

(d) The further steps envisaged for problem-free travel of Haj pilgrims during the coming year are as follows:

- i. To strengthen arrangements for transportation of Hajjis to Haram and back who are accommodated in Azizia.
- ii. To improve catering facilities in Madinah.
- iii. To improve amenities for pilgrims in buildings in Makkah and Madinah.
- iv. To strengthen medical services for Haj pilgrims.
- v. To streamline air travel arrangement of Hajjis by ensuring effective management for timely arrival and departure of flights.
- vi. Upgradation of the Mobile phone Application-"Indian Haji Accommodation Locator" with more information for pilgrims.