

**GOVERNMENT OF INDIA
MINISTRY OF MINORITY AFFAIRS
LOK SABHA
UNSTARRED QUESTION No.4140
TO BE ANSWERED ON 18.07.2019**

ARRANGEMENTS FOR HAJ PILGRIMAGE

4140. SHRI K. NAVASKANI:

Will the Minister of MINORITY AFFAIRS be pleased to state:

- (a) the details of arrangements made for Haj pilgrimage;
- (b) whether there have been complaints by the pilgrims every year about inadequate facilities and arrangements; and
- (c) if so, the steps taken or proposed to be taken to resolve these issues/ problems?

ANSWER

**MINISTER OF MINORITY AFFAIRS
(SHRI MUKHTAR ABBAS NAQVI)**

- (a) Government of India makes extensive arrangements for the welfare of the Indian Haj pilgrims both in India and in Saudi Arabia in coordination with other Ministries/ Departments. The Indian Haj pilgrims are provided essential facilities and services for their smooth, safe and comfortable Haj experience. The arrangements being made for the pilgrims are as under:
 - (i) Ministry of Minority Affairs deposes administrative and medical staff during Haj Season as Coordinators/Assistant Haj Officers/Haj Assistants/Doctors/para-medical staff including a large number of women staff for providing round-the-clock facilities to Haj pilgrims during their stay in Makkah and Madinah in the Kingdom of Saudi Arabia. It also makes arrangements for supply of medicines/medical equipments to CGI, Jeddah for use in the temporary hospitals and dispensaries set up in Saudi Arabia during Haj season.
 - (ii) Haj Committee of India (HCOI), a statutory organization under this Ministry of Minority Affairs is mandated to make all arrangements for the pilgrims in India as

per extant policy. HCol invites applications from the intending Haj pilgrims, makes selection of pilgrims, makes arrangements for Group Insurance, vaccination of pilgrims, stainless steel Bracelets/ tri-colour identity cards for identification of the pilgrims, foreign exchange in Saudi Riyals and conducts orientation/ training programmes in close coordination with State/ Union Territory Haj Committees (SHCs). It also makes arrangements for endorsement of Haj Visa in coordination with Saudi Consulate in Mumbai and its delivery to the pilgrims in coordination with SHCs. It also deutes Khadim ul Hujjaj for the assistance of Haj pilgrims during their stay in Saudi Arabia.

(iii) Ministry of External Affairs facilitates timely issue of passports and Haj visas for the intending pilgrims and facilitates communication with the Saudi Government on Haj matters.

(iv) Consulate General of India (CGI), Jeddah, has the responsibility to make arrangements for accommodation and local transport in Makkah and Madinah in coordination with HCol. It also looks after general welfare and health of the pilgrims and redresses their grievances while they are in the Kingdom of Saudi Arabia. CGI, Jeddah also provides various medical facilities to the Indian Haj pilgrims. Temporary offices, hospitals and dispensaries are opened in Saudi Arabia during Haj season for the management and welfare of Indian pilgrims. A total of 16 Branch Dispensaries (10 in Aziziya and 6 in NCNT Zone) and 3 Branch Dispensaries in Madinah have been established. Besides, 40 bedded, 30 bedded Hospitals in Aziziya, 10 bedded Hospital in NCNT Zone and 10 bedded hospital in Madinah have also been established to ensure proper health facilities to Haj Pilgrims. Besides, 17 Ambulances are also in operation for welfare of Haj Pilgrims. A Mobile team of Doctors and Para medics is also put on daily service to visit such Pilgrims in their buildings, who are under High Risk Group and are 70+ in age and ailing from serious diseases. Moreover, seriously ailing cases are referred to Saudi Hospitals where they are provided free medical treatment.

- (v) Ministry of Civil Aviation is the nodal Ministry for making arrangements for air charter operations for HCol pilgrims. It invites bids and finalises the tender for air charter operations by different airlines from the 21 designated embarkation points in India. It also supervises the Air Charter operations during Haj period. The selected airlines, concerned airport authorities, HCol and SHCs deploy officials at the embarkation points to assist the pilgrims in embarkation and disembarkation of pilgrims.
- (vi) Ministry of Health makes arrangements for requisite number of mandatory vaccines for the Haj pilgrims and its timely supply to the State/ District health authorities for administration to the pilgrims in coordination with HCol/ SHCs.
- (b) The CGI, Jeddah makes extensive use of Information and Mobile technology and social media to communicate with the pilgrims. While the pilgrims are in Saudi Arabia, CGI, Jeddah has both online and offline grievance redressal system for resolution of complaints of the pilgrims. It has developed a mobile app 'Indian Haji Information System' in which all details of pilgrims are kept. Besides, in every branch office set up by CGI Jeddah during Haj season, the complaints/grievances of pilgrims are promptly attended by the officials and are resolved in coordination with local service providers. The HCol resolves the complaints of the pilgrims in India in coordination with the concerned authorities and service providers
