

Terms of References

- i) Ministry of Religious Affairs and Interfaith Harmony will arrange air passage for Welfare Staff-Moavineen from . . . an to Jeddah and back.
- ii) While on Hajj duty in Saudi Arabia, they will be provided free accommodation at modest and functional scale by the Ministry of Religious Affairs.
- iii) Daily allowance @ SR.150/- and SR. 120/-per day to officers in BPS-17 and above staff in BPS-01 to 16 respectively for each day of duty in Saudi Arabia will be paid, subject to maximum of 45 days for Director/other members. Beyond 45 days, approval of Secretary is required.
- iv) No facilities other than those specified above will be provided by the Ministry of Religious Affairs and Interfaith Harmony, Islamabad and Directorate General of Hajj, Jeddah.
- v) While in Saudi Arabia Director, Welfare Staff-Moavineen will be completely under the administrative and operational control of Director General Hajj, who will be the overall In-charge of Hajj operation.
- vi) A member will be liable for repatriation to Pakistan immediately if found failing to perform his duties satisfactory, apart from refund of all expenses incurred by Government of Pakistan on his deputation to Saudi Arabia.
- vii) The Director General Hajj will send a report to the Ministry of Religious Affairs on the work and conduct of the Director Welfare Staff- Moavineen which will be placed in his service record through the concerned authorities.
- viii) During the term of his duty, a member will not associate or affiliate himself with any social, political or religious group or be involved in any controversy, political, sectarian or otherwise within or outside Pakistan.
- ix) A member will subordinate his personal comfort, convenience and interest to those of the Hujjaj and observe strict discipline and shall not do anything, which may impair the image of Pakistan in general and that of the Ministry of Religious Affairs and Directorate General of Hajj Jeddah.
- x) The terminology of 'Sector Commander' etc as In-charge of Welfare Staff-Moavineen force to be deployed in different sectors set up for facilitation of Hujjaj at Makkah Mukarramah/Madina Munawwarah will not be used. The use of said terminology in a foreign country is in contravention of Geneva Convention and against the diplomatic norms/relations between the two countries.
- xi) The photographs on Passports should be in civil dress and not in uniforms of Pakistan Armed Forces/Police/Rangers etc. That is also against diplomatic norms between the two countries as the Welfare Staff-Moavineen are being sent for Welfare of the Hujjaj.
- xii) Requests for Change of Booking/change of destination from the individual member or a group will not be entertained at any cost except in extreme emergency cases and with the approval of D.G (Hajj), Jeddah.
- xiii) Director Welfare Staff-Moavineen will be responsible for placement of members of Welfare Staff-Moavineen in sector offices established in different sectors at Makkah Mukarramah and Madina Munawwarah in Saudi Arabia in consultation with D.G (Hajj), Jeddah and the entire contingent of Welfare Staff-Moavineen will work under the administrative control of Director General (Hajj), Jeddah, who will be the overall in-charge of Hajj operation in Saudi Arabia.
- xiv) The behaviour of members of Welfare Staff-Moavineen should be polite, submissive at all costs and quite in consonance with the dignity given by Allah, the Almighty to the Hujjaj irrespective of any circumstances or aggressive posture shown by the Hujjaj towards the Welfare Staff-Moavineen.
- xv) The rude, rough or apathetic attitude towards the Hujjaj and also towards their colleagues will not be tolerated and liable to be explanation with repatriation.
- xvi) A 'Supervisory Committee' consisted of the members of the Ministry of Religious Affairs & Interfaith Harmony will keep a watch/monitor the activities of the Welfare Staff-Moavineen, and Welfare Staff -KSA based in Kingdom of Saudi Arabia quite unobserved and will submit a report on their performance after completion of the Hajj operation to the Ministry. The composition of the Committee will, however, not be notified.
- xvii) The Director Welfare Staff-Moavineen will submit a Performance Evaluation Report covering all relevant areas of operation including performance of each member of the contingent to the Ministry of Religious Affairs and Interfaith Harmony, within one month of the conclusion of the Hajj 2018.
- xviii) Review appeals may be filed before Director General of Hajj, Jeddah against the decisions of disciplinary Committee.
- xix) The Ministry of Religious Affairs & Interfaith Harmony has the right to reject/cancel any seat/selection at any time prior to the acceptance of nomination.
- xx) Each member of Welfare Staff would be required to contribute a non-refundable amount of Rs.500/- into the Hujjaj Mohafiz Scheme. The said scheme would compensate Hujjaj/Welfare Staff in cases of death/ loss of limb.

CRITERIA FOR WELFARE STAFF-MOAVINEEN (SPONSORED BY NOMINATING AGENCIES) FOR HAJJ-2018

- i) Moavin should be an employee of BS-07 to BS-17.
- ii) He should be mentally and physically fit to stand the rigors of duty for long duration of Hajj season in Saudi Arabia.
- iii) Preference would be given to the Arabic speaking personnel as well as knowing regional languages and having religious bent of mind.
- iv) Disabled/handicapped persons, who cannot perform proper duty or persons suffering from contagious diseases i.e. Polio etc. may not be recommended in any case.
- v) He should not be less than 25 years and more than 50 years.
- vi) Selection would be finalized by a Committee constituted by this Ministry.
- vii) Minimum matriculation and medically fit for the job.
- ix) A member of welfare staff must invariably declare if his/her spouse/family member is also performing Hajj duty.
- x) Family members of welfare staff shall not be allowed to proceed to KSA for performance of Hajj duty.

DUTIES AND RESPONSIBILITIES

- I) Induction of Hujjaj in the building in Makkah Mukarramah and Madina Munawwarah.
- II) To supervise transportation facility and food quality vis-a-vis its timely distribution amongst the Hujjaj in KSA..
- III). To visit kitchens of the catering companies to ensure quality of food according to Pakistani taste
- IV). To render welfare services such as providing guidance/assistance to pilgrims who lost their way, family member(s) and luggage etc in Kingdom of Saudi Arabia..
- V). To evacuate ailing pilgrims to Hospitals and arrange burial of deceased pilgrims in coordination with concerned authorities in Saudi Arabia.
- VI). To keep liaison with Saudi Authorities/Makatibs/Directorate General of Hajj Jeddah/Makkah Mukarramah/Madina Munawwarah with regard to pilgrims complaints and their welfare.
- VII). To ensure proper arrangement/provision of buses to transport the pilgrims from Jeddah to Makkah Mukarramah and Madinah Munawwarah.
- VIII). To visit residences of pilgrims to sort out their problems, if any, at the spot.
- IX). To ensure that all pilgrims are adequately provided residence and accommodated in the respective Makatib, as per scale laid down by the Saudi Authorities.
- X). To be responsible for the establishment of Sector Offices according to the buildings hired for pilgrims in consultation with Directorate General of Hajj, Jeddah/Makkah Mukarramah.
- XI). To assist, in coordination with the Moassassah South Asia, for resolving any problem related to the welfare of Hujjaj under the direction of shift In charge.
- XII). To coordinate and facilitate the move to Mina on 7th Zil Hajj.
- XIII). To patrol pilgrims route and to provide assistance and direction/guidance where necessary.
- XIV). To wear green jacket, during duty for easy identification by the pilgrims.
- XV). To maintain the central offices and guide posts under the Hajj move order for rapid response guidance to lost pilgrims in Mashair.
- XVI). To ensure provision of buses/train tickets on 9th Zilhaj for movement to and from Arafat and to provide any other back up services as directed by DG (Hajj) or any other senior officer on duty.
- XVII). Any other duty assigned by Directorate General of Hajj, Jeddah/Makkah Mukaramah and Madina Munawwarah or Director Welfare Staff-Moavineen from time to time.
- XVIII) To establish guide station at entrance/exit at Jamrat.
- XIX). Ensure timely distribution of food to Hujjaj in a respectable manner.
