

GOVERNMENT OF INDIA
MINISTRY OF MINORITY AFFAIRS
RAJYA SABHA
UNSTARRED QUESTION NO.2841
TO BE ANSWERED ON 18.08.2025

OUTCOMES OF HAJ 2025

2841. SHRI BRIJ LAL:

Will the Minister of MINORITY AFFAIRS be pleased to state:

- (a) the key policy reforms and measures related to inter-ministerial coordination that have contributed to high satisfaction levels and low mortality during Haj 2025;
- (b) the steps being taken to ensure effective implementation and widespread use of the new Haj Suvidha Smart Wristband; and
- (c) the way structured feedback collected from pilgrims and partner agencies will be used to improve medical care, security measures, transportation services and grievance redressal mechanisms for Haj 2026?

ANSWER

THE MINISTER OF MINORITY AFFAIRS

(SHRI KIREN RIJU)

(a) The Ministry of Minority Affairs implemented various administrative reforms for comfort and safety of Indian Haj pilgrims. The number of embarkation points increased from 10 in 2022 to 18 in 2025, improving accessibility across India. All pilgrims received insurance coverage of up to ₹5 lakh, with tailored policies for those up to 65 years of age. The Ministry of Health & Family Welfare conducted rigorous medical screenings and necessary vaccinations in India while deploying advanced medical facilities, including hospitals and dispensaries, in Saudi Arabia. Administrative deputationists from Central Armed Police Forces (CAPFs) provided professional support for assisting Indian Haj pilgrims, and State Haj Inspectors (SHIs) were selected through a Computer-Based Test for the first time, with their ratio improved from 1:200 in 2024 to 1:150 in 2025. A companion policy has been introduced ensuring dedicated support for pilgrims above 65, contributing to a significant reduction in mortality, with fewer than 70 deaths in 2025 compared to over 200 in 2024. The Haj Suvidha App, launched by the Government of India, has transformed the Indian Haj pilgrimage through simplifying and enhancing the experience, the app offers real-time flight and accommodation info, grievance redressal, emergency SOS, luggage tracking, and spiritual content. The upgraded Haj Suvidha 2.0 integrates end-to-end services including digital application, payments, e-Health cards, RFID luggage tracking, and navigation in the Mashaer region. Features like a pedometer, weather alerts, Qibla compass, and AI chatbot ensure safety, comfort, and convenience, marking a major leap in tech-enabled pilgrimage management. These reforms and measures have contributed to high satisfaction levels and low mortality during Haj 2025.

(b) The Haj Suvidha smart wrist band is a new initiative by Government of India introduced for upcoming Haj 2026 with features like SOS, health alerts, sim support, location tracking etc for all the pilgrims performing Haj through Haj Committee of India in 2026.

(c) The Ministry of Minority Affairs collects structured feedback from pilgrims and other stakeholders post completion of Haj to gauge the satisfaction levels of pilgrims on various services provided to them. Areas where there is scope for improvement are identified based on the pilgrims feedback and necessary actions are taken to improve upon the services delivered to the pilgrims. For Haj 2025, the feedback received from pilgrims on all parameters including medical care, security measures, transportation services and grievance redressal mechanism was excellent, reflecting the improvements made in service delivery to the pilgrims. Further, many pilgrims have requested short Haj package of 20-25 days which has been introduced for Haj 2026.
