

**GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
LOK SABHA  
UNSTARRED QUESTION NO. : 6358  
(To be answered on the 5<sup>th</sup> April 2018)**

**Air Fare for Haj Pilgrims**

**6358. PROF K.V. THOMAS**

**Will the Minister of CIVIL AVIATION**

**नागर विमानन मंत्री**

**be pleased to state:-**

- (a) whether the air fare for the Haj pilgrims would be rationalized;**
- (b) if so, the details thereof; and**
- (c) the facilities given to Haj pilgrims both in India and Saudi Arabia?**

**ANSWER**

**Minister of State in the Ministry of CIVIL AVIATION**

**नागर विमानन मंत्रालय में राज्य मंत्री**

**(Shri Jayant Sinha)**

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**(a) and (b):** The Government floats a tender to invite bids from designated carriers of Kingdom of Saudi Arabia (KSA) and India for short-listing of airlines to carry Haj pilgrims from India to KSA & back. Based on the tendering process and bids received, L-1 (Lowest bidder) is identified for each embarkation point in India. Accordingly, embarkation point to the selected airline are allocated on the basis of lowest bid.

**(c):** Various agencies are assigned different roles in making arrangements for Haj operations. Such as, Ministry of Minority Affairs (MoMA) is vested with the responsibility of making overall arrangement for Haj and its supervision. Haj Committee of India (HCoI), a statutory body under MoMA, with assistance of State/ Union Territory make arrangements for pilgrims in India. Consul General of India, Jeddah (CGI) has the responsibility to look after the pilgrims and to redress their grievances on reaching Jeddah/Madinah airport and while they are in the KSA. Ministry of Civil Aviation arranges air transportation of pilgrims and Ministry of Health and Family Welfare arranges the vaccines to the pilgrims. Facilities provided to the pilgrims during the Haj operations are as annexed.

Following facilities are provided to the Haj pilgrims by stakeholders involved in Haj operation:-

1. HCoI invites application free of cost from intending Haj pilgrims. The facility of on-line Haj Application and also e-payment facility have been made available to the applicants.
2. Presently, there are 20 embarkation points across the country. Haj pilgrims are required to travel from the embarkation point specified for their area. Flight intimation cards are directly sent to the pilgrims by post as well as SMS and the details are also made available on its website by HCoI. The final booking is completed at the embarkation points by officials deputed by HCoI.
3. Ministry of External Affairs issues necessary instructions for timely issue of International Passport to the intending pilgrims.
4. Training is imparted to the pilgrims through trainers, who are trained by HCoI. The training camps after qurrah stage are organized at district level by the respective State Haj Committees (SHCs) to the selected pilgrims under the guidance and instructions of HCoI.
5. SHCs through District Administration make arrangements for vaccination in their respective State/UTs throughout the country. The vaccines are provided by Ministry of Health & Family Welfare.
6. MoMA, Government of India, deutes administrative and medical staff during Haj Season for providing round-the-clock facilities to Haj pilgrims in the KSA. CGI also provides various medical facilities to the Indian Haj pilgrims. Temporary Haj Medical Mission offices are opened during Haj season for the purpose.
7. HCoI arranges for Group Insurance for the pilgrims for accidental death/disability. In cases of cash/baggage loss relief is provided through the office of CGI, Jeddah.
8. HCoI facilitate to provide Saudi Riyals in cash to Haj pilgrims at the respective embarkation point through the bank selected by the HCoI through tendering process.
9. HCoI set-up control room at Haj House, Mumbai during the Outward/Inward phase of Haj flights for the smooth movement of Haj pilgrims from India to KSA & back. Representatives from all participating airlines are also stationed in the control room. CGI, Jeddah set-up offices at Jeddah/Madinah Munawwarah airport and branch offices at Makkah and Madinah Munawwarah for providing necessary administrative support, information and guidance to the haj pilgrims.
10. As per Saudi regulations, accommodation in Makkah and Madinah arranged for the pilgrims in advance through the CGI, Jeddah.
11. HCoI sends Khadimmul Hujjaj to the KSA from all the states to look after the welfare of the Haj pilgrims in an organized manner.

Apart from the above, whenever any specific difficulty or grievance is brought to the notice, the agencies concerned take action to address the same. Every year, incremental improvements are made to facilitate the Haj pilgrimage.

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