

GOVERNMENT OF INDIA
MINISTRY OF MINORITY AFFAIRS
LOK SABHA
UNSTARRED QUESTION NO. 530
TO BE ANSWERED ON 22/07/2026

DIGITAL INITIATIVES FOR MANAGEMENT OF HAJJ PILGRIMAGE

530. DR. NISHIKANT DUBEY:

Will the Minister of MINORITY AFFAIRS be pleased to state:

- (a) the digital initiatives undertaken to improve the management of Hajj pilgrimage for Indian pilgrims during Hajj 2026;
- (b) the extent to which online systems have been implemented for application, selection, payment, accommodation and grievance redressal;
- (c) the details of measures taken to enhance the welfare of pilgrims including healthcare, accommodation, transportation and emergency assistance during Hajj 2026; and
- (d) whether the Government proposes to introduce any additional digital services or reforms to improve the Hajj experience in future and if so, the details thereof?

ANSWER

THE MINISTER OF MINORITY AFFAIRS

SHRI KIREN RIJU

(a) and (b): The Government has undertaken several digital initiatives to improve the management of the Haj pilgrimage for Indian pilgrims during Haj 2026. The major initiatives are as follows:

- i. **Haj Suvidha App 2.0:** The Ministry has launched Haj Suvidha App 2.0, an enhanced digital platform providing pilgrims with end-to-end information and services relating to their Haj journey. The App facilitates access to travel schedules, accommodation details, baggage information, emergency contacts, SOS, health-related information, important advisories, and grievance redressal, thereby improving communication and service delivery. Pilgrims can register and track grievances through the Haj Suvidha App, facilitating timely resolution and improved service delivery.
- ii. **Online Haj Application and Selection:** The Haj application process is conducted through an online portal & Haj Suvidha App, and the selection of pilgrims is carried out through a transparent, computerised process, ensuring efficiency and transparency.
- iii. **Online Payment System:** Pilgrims can make Haj-related payments through secure online payment modes, facilitating timely and convenient financial transactions.
- iv. **Online Flight Selection:** Pilgrims are provided with the facility to indicate their preferred flight dates and timings through the online system, subject to operational feasibility, thereby improving convenience and travel planning.

- v. **Digital Submission of Passports:** The requirement for physical submission of passports has been dispensed with. Pilgrims can submit passport details digitally, reducing paperwork, processing time and the need for repeated visits to State/UT Haj Committees.
- vi. **Digital Accommodation and Pilgrim Information:** Details relating to accommodation, flight details and other pilgrim-specific services are made available digitally through the Haj Suvidha App and the online Haj portal, enabling pilgrims to access information conveniently.

(c) and (d): The Government has taken several measures to enhance the welfare of Indian Haj pilgrims during Haj 2026, particularly in the areas of healthcare, accommodation, transportation and emergency assistance. The major initiatives are as follows:

- i. **Improved Accommodation:** Hotel-style accommodation has been arranged for Indian Haj pilgrims in Makkah for Haj-2026 with improved amenities and services. In Mina camps, the traditional accommodation arrangements have been upgraded by providing sofa-cum-beds, ensuring greater comfort and better utilisation of space.
- ii. **Medical Infrastructure in the Kingdom of Saudi Arabia:** Clinics, medical centres and dispensaries are established at key pilgrimage locations to provide medical services to Indian Haj pilgrims throughout the Haj period. The Government deputes qualified doctors, paramedics and other medical personnel to the Kingdom of Saudi Arabia to provide medical assistance to Indian Haj pilgrims.
- iii. **Comprehensive Insurance Coverage:** Every Haj pilgrim is covered under a comprehensive insurance scheme providing coverage of up to ₹6.25 lakh, offering financial protection against unforeseen contingencies during the pilgrimage.
- iv. **Improved Transportation:** Indian Haj pilgrims are facilitated to travel between Makkah and Madinah through the High-Speed Rail, significantly reducing travel time and enhancing safety and convenience.
- v. **Special Facilitation for Vulnerable Pilgrims:** Pilgrims aged 65 years and above are required to be accompanied by a companion to ensure adequate support and assistance throughout the pilgrimage.

The Government is committed to ensure the safety, welfare, comfort and overall well-being of Indian Haj pilgrims through digital services and reforms.
