



The Presidency

**NATIONAL HAJJ COMMISSION OF NIGERIA
(NAHCON)**

GUIDELINES

FOR

**HAJJ 2020 (1441 AH) PILGRIMS' REGISTRATION
FOR LICENSED TRAVEL AGENCIES**

(October, 2019)

TABLE OF CONTENTS

S/N	ITEM	PAGE
1	Preamble	3
2	Registration Centers	3
3	Eligibility requirements	4
4	Registration Procedure	5
5	Payment Procedures	6
6	Reason for Refusal to Register a Pilgrim	6
7	Post Registration Requirements	7
8	Visa Requirements	7
9	Airlift of Pilgrims to Saudi Arabia	8
10	Pilgrim Stay in Saudi Arabia	8
11	Luggage Policy	8
12	Release of Pilgrims Back to Nigeria	9
13	Pilgrim Abscondment	9
14	Note	10

GUIDELINES FOR 2020 PILGRIMS' REGISTRATION FOR TRAVEL AGENCIES

1.0 PREAMBLE:

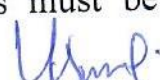
This guideline is issued with a view to have an effective pilgrims' database so as to establish and maintain an adequate information system and proper coordination of Nigerian pilgrims in line with the Commission's mandate.

Therefore, all Licensed Travel Agencies shall adhere to the following in the Registration of their intending pilgrims for 2020 Hajj:

2.0 REQUIREMENT FOR REGISTRATION CENTRES:

- 2.1 All Licensed Travel Agencies shall provide a Registration Centre(s) which shall serve as enrollment center(s) for intending pilgrims in their Offices(s)
- 2.2 The Registration must be conducted within designated working hours as stipulated by the Travel Agencies.
- 2.3 The Registration center must be equipped with the following:
 - i) standard office furniture;
 - ii) computer systems with printers, UPS and scanners;
 - iii) internet connectivity;
 - iv) passport reader (3M, AT9000 full page reader or OCR640);
 - v) digital camera with at least 15 Mega Pixels;
 - vi) barcode reader;
 - vii) finger print reader (M2SYS);
 - viii) photocopy machines; and
 - ix) backup power supply (inverter, solar, generator etc.).

3.0 ELIGIBILITY REQUIREMENTS:

- 3.1 **REGISTRATION OFFICER:** All Licensed Travel Agencies registration officers must fulfill the following requirements, while the registration shall be in conformity with e-Hajj portal;
 - i) Must be a Muslim, bonafide and authorized staff of the Travel Agencies; and His/her details must be forwarded to the Commission for accreditation 

- ii) In the event of change of registration officers, details of the new and the replaced officer must be communicated to the Commission within twenty four 24 hours for proper documentation.
- iii) Must display his/her valid identity card during the registration exercise/official duties;
- iv) Must be of good moral standing, unquestionable character and not have been indicted or with previous criminal record.

3.2 **INTENDING PILGRIMS:** All intending pilgrims must fulfill the following requirements;

- i) Must be a Muslim;
- ii) Must be known with valid Nigerian travel documents;
- iii) Must have basic understanding of the religion and conscious of the obligatory Hajj rites to be observed;
- iv) Must be matured, sane, healthy, medically and physically fit to undertake the journey (certified by a recognized Government Hospital/Clinic/ Medical Centre).
- v) Must provide a reputable Guarantor with documentary evidence;
- vi) The Guarantor Form must be filled in line with the Commission's format;
- vii) Female intending pilgrim must be accompanied by a genuine *Mahram* or his authorized representative with documentary evidence in accordance with the laid down Saudi Rules, or any other rule lay down by the Saudi Authorities.
- viii) The said *Mahram* consent must be sought and obtained.
- ix) Must have a passport with validity period of at least 6 months from the date of departure to Saudi Arabia.
- x) Must be of good moral standing and must not have previous criminal record in the Kingdom of Saudi Arabia;
- xi) Where the intending pilgrim is foreign national, the Travel Agency shall seek the approval of the Commission before registration;
- xii) Must not be restricted from travel by a court of competent jurisdiction or under any travel restriction by any government law enforcement agency;
- xiii) Must not have been involved in any act of gross misconduct during previous Hajj or Umrah.

4.0 **REGISTRATION PROCEDURES:**

- 4.1 The Licensed Travel Agencies should access the Unified Pilgrims Registration Form from the Hajj Travel Agency Management information System Portal at <https://hto.nigeriahajjcom.gov.ng> and should be fully filled and complete by the registration Officer on behalf of the intending pilgrims. *Usml.*

- 4.2 The intending pilgrim should thereafter undergo proper screening as well as medical screening with the Medical Center or Doctor accredited by the Travel Agencies.
- 4.3 The Medical report and duly completed registration form filled by each intending pilgrim should be submitted to the registration officer at the designated center.
- 4.4 The registration officer should thereafter cross check the form and the medical record to ensure compliance and if satisfied he should proceed and register the applicant or otherwise reject as deemed appropriate.
- 4.5 Consideration should be given to first timers in the registration exercise.
- 4.6 All data and other document supposed to be provided for registration of intending pilgrim should be uploaded to the Commission's portal, while the original should be kept in the custody of the Travel Agency for record purposes for a period of not less than ten (10) years.
- 4.7 All intending pilgrims must be physically present at the registration center for appropriate documentation.
- 4.8 The number of pilgrims registered in the e-Hajj portal should not be less than what is obtainable in the e-track portal as well as the quota allocation granted to the company.

5.0) **PAYMENT PROCEDURES:**

- 5.1 Payment shall be made directly to the Travel Agency that would process visa to the intending pilgrims.
- 5.2 Upon confirmation of payment by the Travel Agency, an official receipt should be issued to the intending pilgrim as evidence that payment has been made for Hajj.
- 5.3 The receipt should clearly specify the following as contained in the Evidence Act 2011:
 - i) Full name of the pilgrim;
 - ii) Actual amount paid, date and;
 - iii) Purpose and category of payment made;
 - iv) Signed by official of the Travel Agency.
- 5.4 Payment shall be made in full or in installments through bank instruments to the Travel Agency's account only.
- 5.5 All Travel Agency's intended package must be approved by the Commission.
- 5.6 Any Travel Agency that charge above the approved package(s) shall be treated as obtaining money under false pretense and shall be reported to the appropriate government agency.
- 5.7 There should be no any undisclosed or hidden charges in whatever manner after NAHCON approval. *Usmf*

6.0 REASONS FOR REFUSAL TO REGISTER A PILGRIM:

- 6.1 Registration officer may decline to register a pilgrim on the following grounds:
- i) if the intending pilgrim behaves in a disorderly manner at the registration center;
 - ii) if the intending pilgrim is of questionable character;
 - iii) if the Registration officer has reason(s) to believe that the information given by the intending pilgrim is false;
 - iv) if there is a strong suspicion that the intending pilgrim may likely abscond;
 - v) if the intending pilgrim is frail or aged without an accompanying aid;
 - vi) if the intending pilgrim refused or neglected to attend the required training session;
 - vii) If the intending pilgrim failed to complete his/her payment within the stipulated time limit (refund of the deposited amount should be made to pilgrim forthwith);
 - viii) Where the intending pilgrim feels treated unjustifiable, or strongly believe that refusal is malicious, he/she may appeal to the Commission for a review of the refusal.
 - ix) The position of the Commission shall upon investigation override the registration officer and sanction accordingly.

7.0 POST REGISTRATION REQUIREMENTS:

- 7.1.1 **Training:** The Travel Agencies shall provide adequate training, education and enlightenment programmes with varied and comprehensive training materials as well as centers with qualified trainers as near as possible to the locality of the intending pilgrims.
- 7.1.2 The training materials must be built upon the relevant manual provided by NAHCON and provide a certificate of attendance and competence to each attendee.
- 7.1.3 All intending pilgrim including self, corporate, government and others sponsored, should ensure attendance at the training and enlightenment programmes session with not less than 70% attendance score.
- 7.2 **Vaccination:** The Travel Agency shall ensure that all intending pilgrims are appropriately vaccinated in accordance with World Health Organization (WHO) and Saudi Government requirements.

8.0) VISA REQUIREMENTS:

A) ONLINE DATA ENTRY:

- 8.1 The Travel Agency's account shall only be activated upon full payment of licensing fee, service charge and development levy to the Commission.

- 620
- 8.2 Any Travel Agency that failed to capture an intending pilgrim's data as at when due shall be liable for sanction as deemed appropriate by the Commission.

B) ISSUANCE OF VISA

- 8.3 The Travel Agency shall make all necessary arrangements for visa processing for each intending pilgrim in line with Saudi guidelines.
- 8.4 That the pilgrims should provide the requisite passport photographs.
- 8.5 Upon payment of all statutory fees/levies, Travel Agency shall be responsible for issuance, printing of visa and wristbands for their intending pilgrims.
- 8.6 Any Travel Agency that charges fee/levy apart from the statutory fees/levies approved by the Saudi Authorities for visa shall be considered as obtaining money with false pretense and shall be sanctioned accordingly or be reported to appropriate government agency.

9.0 AIRLIFT OF PILGRIMS TO SAUDI ARABIA

- 9.1 All Travel Agencies must assemble their pilgrims' base on airline schedules.
- 9.2 All Travel Agencies must ensure that only registered intending pilgrims are invited to the airport and scheduled in the manifest for departure.
- 9.3 Must guarantee all pilgrims about to board are screened appropriately in line with aviation standard.
- 9.4 All Travel Agencies must confirm that all intending pilgrims possess traveling documents.
- 9.5 All pilgrim registered under the Travel Agencies are expected to travel in compliance with guidelines issued by the Commission.

10.0 PILGRIMS' STAY IN SAUDI ARABIA

- 10.1 All Travel Agency shall provide the following for pilgrims in Saudi Arabia:
- a) Comfortable accommodation as approved by the Commission at Madinah, Makkah, and Tents at Muna and Arafah;
 - b) Transportation on all Hajj routes;
 - c) Welfare and environmental sanitation;
 - d) Regular enlightenment and education;
 - e) Routine visitation;
 - f) Monitoring and compliance with luggage policy;
- 10.2 All Travel Agencies should not operate clinic(s) except with the approval of the Commission.
- 10.3 Travel Agency shall stationed staff/representatives in the kingdom for coordination of reception, transportation, accommodation, *Mashaaeer* outing, and departure. *Usmf*

10.4 Travel Agency must comply with rules and regulations governing provision of feeding in Makkah, Madina and *Mashaaer*.

11.0 LUGGAGE POLICY

- 11.1 All Travel Agencies must comply with the policy of the airline of their choice.
- 11.2 Dangerous items like sharp objects and prohibited items such as hard drugs and liquid should be properly screened at all departure points before boarding buses to the airport.
- 11.3 Missing luggage should be reported to the airline(s) through the Travel Agency.

12.0 RELEASE OF PILGRIMS BACK TO NIGERIA

- 12.1 Release of pilgrims from Makkah to either Madinah /Jeddah shall be on request by the Travel Agency after having satisfied all the conditions for the release.
- 12.2 The destination of the release must be complied with, and the released pilgrims should be accompanied to the airport by a reliable escort(s).
- 12.3 The escort(s) must report and handover the released pilgrims to the Commission's desk officer(s) that are stationed at the departure airport, who would in turn ensure that the released pilgrims had exited the Kingdom.
- 12.4 The desk officer should take appropriate records of the release and ensure that the pilgrims had departed before transmitting the details thereof to the Commission.
- 12.5 The Travel Agency should ensure that at least, one or some of their staff should be left behind at the Kingdom until all their pilgrims are evacuated.

13.0 PILGRIM ABSCONDMENT

- 13.1 **Abscondment:** where pilgrim(s) abscond in the Kingdom of Saudi Arabia, the Travel Agency shall be held responsible and would be liable for prosecution by the relevant Agencies and shall have their license revoked for a period of not less than one (1) year.

14.0 Note:

- 14.1 All Travel Agency shall forward the data of all the intending pilgrims to the office of Department of State Security Services (DSS) of their respective States Commands for security vetting. *Usman*

- 14.2 Any Travel Agency that divert, or failed to make remittance as at when due, or fail to remit the appropriate charges as such after collecting such money from the pilgrim shall be sanctioned by the Commission or be reported to appropriate government agency for collecting money under false pretense.
- 14.3 Any Travel Agency who fails to refund deposit made by intending pilgrim who could not complete payment for Hajj shall be sanctioned by the Commission, except where it is documented that the intending pilgrim chooses to leave the deposit for subsequent year.
- 14.5 The Commission shall sanctioned accordingly any Travel Agency who refused to pay refunds to the pilgrims after reconciliation of account.
- 14.6 This Guideline is applicable to all intending pilgrims including self, corporate, government and others sponsored.

NOTE:

These guidelines provide for pilgrims' registration requirements and may be reviewed by the Commission from time to time as the need arises. Noncompliance with any provision of this guideline shall attract sanction in line with the extant provisions provided under the Hajj & Umrah (Registration, Licensing and Operations) Regulations, in addition to reduction of slot allocation.

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