

RESPONSIBILITIES OF NAZIM , GHAR SE GHAR TAK]

Phase – 1: Pre-departure to KSA

1. At the beginning, Nazim must be well-versed with complaint management / complaint mobile application for use by Hujjaj. Nazim must have complete knowledge of working of complaints application(s).
2. Nazim to understand the roles, responsibilities, functions of different offices in:
 - a. M/o RA & IH,
 - b. OPAP,
 - c. Maktab in KSA,
 - d. Director Moavineen,
 - e. Hajj Medical Mission,
 - f. Lost & Found,
 - g. HGOs,
 - h. Airport facilitation desks etc.

This understanding shall enable the Nazim for facilitation of Hujjaj, guidance and resolving any issues. He should be very well versed with Mashair.

3. Get list of Hujjaj in his / her group from M/o RA&IH. Perform data analysis of Hujjaj in the group, i.e.
 - i. How many males, females, senior-citizens, children, infants?
 - ii. How many disabled, dependent etc.?
 - iii. How many require any kind of assistance? Are they accompanied by a helper?
 - iv. How many group of females only?
4. Make a whatsapp group of all Hujjaj in the group. Introduction to Hujjaj with welcome note. Keep on sending regular messages / updates in the whatsapp group. Provide answers to queries of Hujjaj.
5. Ask all the Hujjaj in the group to share his / her contact with nominees / next of kin in case of any emergency during the whole hajj mission process (Ghar se Ghar tak).
6. Must identify at least ten (10) or more pro-active young Hujjaj (males and females) as group leaders for better coordination during the whole Hajj journey.
7. During scheduled training of Hujjaj at Haji Camp, join the Hujjaj and impart training/guidance on operational matters during performance of hajj. The Hujjaj must be sensitized during the training to give first preference to senior-citizens, females and children during the whole Hajj process.
8. Guidance in timely vaccination of all Hujjaj and issuance of vaccine card.
9. Share a pre-departure checklist to all the Hujjaj for making necessary preparations including collection of travel documents from Haji Camp (Passport, Visa, Air Ticket, Haji Identification Card, Mobile Sim, Vaccination card etc.). Hujjaj must be asked to check their travel documents and immediately report any discrepancy for timely resolution of issues.
10. Packing of medicine from dispensary at Haji Camp or authorized government hospital.
11. Issuance of timely travel advisory and reminders to avoid any no-show by the travelling Hujjaj.

12. Guide the Hujjaj about proper baggage (packing, tagging, weight limits, etc.). Hujjaj must be advised to only carry the most essential items for their journey to KSA.
13. For Hujjaj travelling to Makkah, it must be advised to carry one dress and any other essential items in hand carry luggage just in case the booked luggage arrives late at the accommodation. Also, guide about restrictions / prohibited items of hand carry.
14. Activate mobile SIMs / mobile packages (data, voice, roaming etc.) before travelling to KSA. This will ensure that there will be no communication issues after arrival of Hujjaj at KSA airports.
15. Before travelling, Nazim must have contact numbers of all important sections working in KSA including MCO at Makkah / Madinah, Airport assistance staff, Lost and Found Cell, concerned Sector Incharge, concerned Transport coordinator, concerned food coordinator, representative of OPAP etc.

Phase – 2: Travelling to KSA to Pre-Haji stage (closure of Salawat Transport)

16. Nazim must be able to speak basic Arabic for effective communication in KSA at airport, with bus drivers, maktab personnel, KSA authorities in Mashair / Makkah / Madinah.
17. Obtain location of hotel / accommodation in KSA before start of journey from Pakistan. Share the location of hotel with identified group leaders in Hujjaj as different buses will be used from KSA airports and it is important for all Hujjaj to have location of hotel/ accommodation in KSA.

Also share the location in whatsapp group of Hujjaj (if appropriate).

Note: In this regard, special care must be exercised in sharing the correct location of hotel otherwise Hujjaj will face inconvenience on reaching different hotel / accommodation in KSA and may also protest using social media or other methods.

18. Before takeoff from Pakistan airport, provide timely updates to OPAP, Airport Assistance Desk, MCO, concerned Sector Commander about departure of Hujjaj.
19. Intimate about his landing to OPAP, Moavineen immediately through whatsapp group etc.
20. On arrival at KSA airports, account for his Hujjaj in the airport and guide them to the buses with the help of Moavineen / SDS staff posted at the airport. Coordinate with nominated group leaders for facilitation of Hujjaj. As guided during the training phase, the whole group should prioritize senior-citizens, females and children.
21. Before boarding of Hujjaj in buses, check all the buses for air-conditioning and any other essentials.
22. Introduce himself to the bus-drivers on by one and get the phone number of bus-drivers for coordination. Also, confirm / share location of the hotel / accommodation with all the bus drivers in order to ensure that Hujjaj will be moving to the correct location without any inconvenience. Often bus drivers get lost and cause delays therefore this coordination with drivers is very significant.
23. Ensure that all Hujjaj are seated in buses and no Haji is missing.
24. With the assistance of group-leaders, share live-location of all buses with the concerned Sector Commander.
25. Ensure that all Hujjaj are provided Maktab identification cards before disembarking from the buses. Ensure that all Hujjaj are immediately provided accommodation. In case of any problem, coordinate with concerned Sector Commander / Induction Incharge for immediate resolution.

26. Provide guidance to the Hujjaj regarding their stay at the hotel / building including saving the location / hotel card of the building for future reference, transport and food facilities etc.
27. Upon arrival in Makkah, perform Umrah with the Hujjaj after induction.
28. Coordinate with concerned transport coordinator regarding Salawat Transport for travelling between accommodation and Haram.
29. Must have excellent knowledge of the building and its vicinity, landmarks etc. Must keep a building map at all times. Must be aware about the location of nearest dispensary and Hajj Medical Mission Hospital.
30. Coordinate with concerned in KSA for resolving issues of Hujjaj as and when any issue arises.
31. Coordinate with Sector Office to ensure that training sessions are held in the buildings for males and females with the assistance of OPAP approved organizations for example: Umm UI Oura University volunteers, PHVG etc.
32. On-ground Mina orientation of Hujjaj group-leaders and other active-Hujjaj in his group before Hajj move. In case of building / accommodation in Azizia, it is preferred to take Hujjaj for on-ground mina orientation on daily basis after Fajr prayers.
33. Coordination with Sector Office for timely distribution of:
 - a. NUSUK cards,
 - b. Mina / Arafat Tent Cards,
 - c. Train Tickets,
 - d. Qurbani lists.
 - e. Zamzam water
 - f. Gifts (Prayer mat, Muzdalifa mat etc.)
34. Provide assistance to Hujjaj for distribution in a proper and organized manner.

Phase – 3: From close of Salawat Transport to Hajj Move and return from Hajj

35. Must ensure that all the Hujjaj receive NUSUK cards, Mina / Arafat Tent cards, Train Ticket, Qurbani details etc. well in time before start of hajj move.
36. Must have liaison with Maktab representatives with contact numbers of as many Maktab representatives as possible.

Note: Maktab employ different representatives for duties in buildings, Mina and Arafat therefore it is important that details of Maktab personnel in buildings, Mina and Arafat are separately available with Hajj Coordinator.
37. Ensure space for each and every Haji in the group at Mina and Arafat Camps. Ensure that maktab has provided tent / khaima cards to each Haji. Coordinate with Sector Office and MCO to ensure that sufficient number of beds are available in tents at Mina and Arafat. If possible, necessary coordination may be made with sector office / MCO to visit the camp well in advance and identify tents / khaima / beds of Hujjaj.
38. Must ensure that Hujjaj do not take their luggage during hajj move. Hujjaj must carry small bag with most essential items only. It is a common observation that Hujjaj take their luggage during hajj move resulting in difficulties for themselves as well as others due to limited space in Mina / Arafat camps.

39. Must be well versed with location of Maktab in Mina and Arafat. Provide training to his Hujjaj in building on maps provided by MCO. It is preferred to take group-leaders / active Hujjaj for on-ground mina orientation on daily basis after Fajr Namaz.
40. Obtain small maps of Mina / Arafat for his Hujjaj and distribute among the Hujjaj. Also, ensure distribution of electronic maps through whatsapp group.
41. Save location of Mina / Arafat camps in mobile phones of Hujjaj so that educated Hujjaj are able to help themselves and their colleagues.
42. Ensure personal availability and provide ample time to Hujjaj for discussion on hajj move, mina / Arafat camp location, any other query of Hujjaj etc.
43. In case of any patients, coordination with sector office / Hajj Medical Mission for provision of ambulance for Hajj.
44. Travel with the Hujjaj from buildings to Mina camps and provide all necessary assistance in organizing Hujjaj in to the camps. It is to be ensured that all Hujjaj are available in mina camp and none of the Hujjaj are missing.
45. Ensure personal availability with the Hujjaj during the Mashair in Mina, Arafat, Muzdalifah, Jamarat, Haram for Tawaf-e-Ziyarah and provide guidance / assistance to Hujjaj so that they neither get lost nor face any other inconvenience.
46. Coordinate within the group leaders of Hujjaj in case anyone is reported missing or lost. Coordination with MCO, Lost and Found cell, OPAP and medical mission.
47. Return with the Hujjaj from Mashair to the buildings. Account for all the Hujjaj and ensure that no one is missing.
48. In case any Hujjaj is missing then convey to Sector Office, MCO and OPAP.

Phase – 4: After hajj till return to Pakistan

49. Get departure schedule of Hujjaj to Madinah / Jeddah from Sector Office / MCO. Preferably, this schedule must be obtained before Hajj move so that early returning Hujjaj are intimated before hajj move.
50. Return of Hujjaj to Pakistan is initiated from 13th or 14th Dhul-Hajj therefore schedule of the concerned Hujjaj must be conveyed well in time. Early returning Hujjaj must be sensitized about performance of Tawaf-e-Widaah with Tawaf-e-Zyarah.
51. Circulation of notices in buildings and whatsapp groups well in time.
52. Reminder to all the Hujjaj about limitations of luggage weight.
53. Instructions to the Hujjaj about luggage weight limits and timing for city check-in of luggage for Road to Makkah flights. HUUJAJ should timely prepare their luggage for city check-ins and must be available in building at the time of city check-in.
54. Hujjaj must be sensitized about not packing Zamzam water in their luggage as it will be removed by the city check-in companies.
55. Similarly, issuance of timely notices and guidance for movement of Hujjaj to Madinah Munawara.
56. Guidance to Hujjaj regarding Riaz Ul Jannah appointment.
57. Any other assistance required by the Hujjaj.