Press Release

IMPROVEMENTS IN HAJJ AUTOMATION ENCOURAGING & HELPFUL FOR PILGRIMS-Dr. Umar Saif

Lahore, September 5, 2017

The Punjab Information Technology Board (PITB)’s Hajj automation project successfully facilitating the Ministry of Religious Affairs & Inter Faith Harmony (MoRA & IH), Government of Pakistan for Hajj-2017 operations across Pakistan and KSA at Jeddah Airport, Makkah, Medina Airport, Medina and office of the Pilgrims Affairs (OPAP), Makkah & Medina, Kingdom of Saudi Arabia.

In a review meeting chaired by Dr. Umar Saif founding Vice Chancellor of Information Technology University (ITU), Chairman PITB and Advisor to the CM Punjab, it was informed that under Hajj Scheme 2017 total number of 179,210 Pakistani Hujjaj with a break up of 107,526 under government Hajj Scheme and 71,684 under private Hajj Scheme performed the Hajj.

Dr. Umar Saif appreciated the dedicated efforts of the PITB team for encouraging improvements in the Hajj operations and facilitating the Hujjaj by establishing online Registration and Balloting Systems, Automation of Haji Camps, Flight & Building Booking and Room Allocation System for Makkah, Room induction for Medina and Online Differential System. Under Private Hajj Scheme Hajj Group Organizers (HGOs) MIS, 8331 SMS service for HGOs verification and Private Hujjaj interviewed for monitoring via android app, which simplified the process and eliminated the chances of wastage of time, he said.

Under government Hajj Scheme applicants’ online registration system (© 2015-2017) 338,696 applicants forming 89,040 groups were registered across Pakistan while online balloting declared 104,982 applicants forming 27,676 groups successful.

The automation of Haji Camps conducted training for 104,982 Hujjaj. Government and Private Hujjaj’s vaccination was tracked through Inventory Management. The Mobile Apps PakHajj Muavin, PakHajj Guide, HGOs Monitoring and Crowd sourcing of complaints and suggestions proved helpful for Hujjaj. 10 Banks dealt with the refund of Hujjaj till 26-Aug-2017. The helplines at Pakistan and Saudi Arabia registered 1,320 complaints and 2,646 inquiries.

Hajj Group Organizers Management Information System (HGOs MIS) [© 2014 - 2017] for Private Hajj Scheme 773 Hajj Group Organizers (HGOs) got Hajj Quota renewal through HGOs MIS, 71,515 Private Hajj scheme Hujjaj-e-Karam registered through HGOs MIS, 71,515 Private Hajj scheme Hujjaj-e-Karam Hajj Package, Maktab, Travel, Accommodation and VISA Endorsement will be made and managed through HGOs MIS.

PITB has also provided assistance to the Government of Nigeria for their National Hajj Commission of Nigeria (NAHCON) by replicating Systems & services for hajj-2017, Government Hajj Scheme Pilgrims Online Registration System, Establishment of Hajj Helpline and Call Center in KSA, Pilgrims Complaints Lodging and Redressal System (complaints, inquiry & suggestions) and Electronic Medical Record System.