PITB COMPLETES TRAINING OF HAJJ GROUP ORGANIZERS FOR HAJJ-2018

Lahore, June 15, 2018

The Punjab Information Technology Board (PITB) conducted week-long training sessions for Hajj Group Organizers (HGOs) Management Information System (MIS) for Hajj-2018 across the country in collaboration with Ministry of Religious Affairs (MoRA) and Hajj Organizers Association of Pakistan (HOAP). The training sessions were conducted in Quetta, Karachi, Multan, Lahore, Peshawar and Islamabad. Apart from Government Hajj scheme, Private Hajj Operators assigned a fixed quota of Hajj applications by Ministry of Religious Affairs (MoRA) participated in the training administered by the officials of PITB and MoRA.

Earlier the registration process was extremely exhausting and time consuming in the past and ended up waiting in long queues to get the forms for their registration. They also had to register the Hujjaj and make manual summaries, which again took a long time in verifications. However, with the implementation of HGOs MIS automated processes in three phases, HGOs Registration System, Hujjaj Registration System and Logistics, the process has been made easier and smooth by curtailing the unnecessary delays.

Around 764 HGOs are registered with MoRA. At the time of their registration, details of the HGOs were entered in the system, including HGOs' profiles, bank details, company and quota details, penalties imposed, etc. Every year, HGOs' registration is opened for a specific period of time to make the changes before the commencement of operations. However, if any change occurs during the year, HGOs have to take prior approval of the MoRA.

The training included summary details of Hujjaj, their Hajj package and training schedules are entered into the Hujjaj Registration System. Once the draft prints of applications are verified, the final prints cannot be changed. Moreover, they also have five (05) percent quota for substitution cases, which can now be viewed in the HGOs MIS.

There is another module called Logistics system, which contains details of Flight, Maktab, Accommodation, Kingdom of Saudi Arabia Contact Staff, and attachments to verify flight schedules and accommodation. Each module is activated for a certain period of time, after which the rights to use the system are revoked until further instructions by MoRA. Moreover, to facilitate the users, there is a module wise admin panel that controls data update mechanism with comprehensive dashboard and reports for effective decision making by the higher authorities.

The HGOs enter the information of Hujjaj into the system, along with the details of their Hajj package. The system allows Hujjaj to view the progress of their application. Once their details are entered in the system, HGOs cannot change it except in case of cancellation/ substitution. However, the substitution cases represent five (05) percent of the quota. The performance of Hajj Group Organizers is monitored on the basis of aforementioned details so as to ensure the quality of services delivered as planned. Therefore, by having the HGOs Management Information System in place, all the HGOs are being effectively monitored.