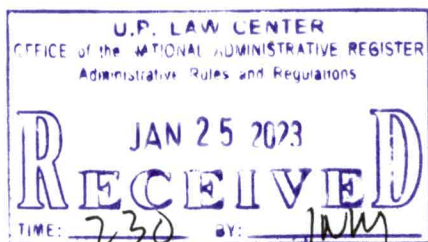




# NCMF *HAJJ* OPERATIONS MANUAL OF 2023



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**GUILING A. MAMONDIONG**  
Secretary

# TABLE OF CONTENTS

<b>MESSAGE FROM THE SECRETARY</b>	<b>i</b>
<b>Part I. Introduction</b>	<b>1</b>
A. Background	1
B. Legal Framework	1
C. Definition of Terms	2
<b>Part II. Pre- <i>Hajj</i> Registration Processes/Activities</b>	<b>6</b>
A. Coordination with Concerned Government and Non-Government Agencies and Offices in the Philippines and In Saudi Arabia	6
B. Annual <i>Hajj</i> Conference	7
C. Computation of <i>Hajj</i> Related Fees	8
D. Procurement of Supplies and Materials	9
E. Role of Participating Non-Government Individuals/ Entities	9
F. Creation of CHOC and Regional/Provincial HRPCs	13
G. Holding of <i>Hajj</i> Awareness Program (HAP)	14
H. Start of Information Drive	15
<b>Part III. Registration Proper</b>	<b>16</b>
A. Official Launching of <i>Hajj</i> Registration	16
B. Registration Process	16
<b>Part IV. <i>Hajj</i> Proper</b>	<b>20</b>
A. <i>Hajj</i> Terminal/Town/ Dormitory	20
B. Send-Off Team	20
C. Advance Party	20
D. Supervisory Group and Medical Team	21
E. <i>Mashaer</i>	23
<b>Part V. <i>Amirul Hajj</i></b>	<b>27</b>
A. Appointment	27
B. Entourage; Purpose	27
<b>Part VI. <i>Hajj</i> Crisis Management Committee</b>	<b>28</b>
<b>Part VII. Post- <i>Hajj</i> Operation</b>	<b>29</b>
<b>Part VIII. Bangsa <i>Amanah</i> Savings Account</b>	<b>30</b>
<b>Part IX. Office of the <i>Hajj</i> Attaché</b>	<b>31</b>
<b>Part X. Penalty Clause</b>	<b>32</b>
<b>Part XI. Miscellaneous Provisions</b>	<b>33</b>

## MESSAGE FROM THE SECRETARY

The *Hajj* Operations Manual of the National Commission on Muslim Filipinos (NCMF) is a culmination of a series of studies, research, and consultative discussions among the different stakeholders and relevant interested parties involved in the *Hajj* processes. Because of the need to ensure the success of every annual *Hajj* in the country, the NCMF saw the need to formulate and issue this Manual to clarify and define the responsibilities and accountabilities of every individual and institution - government or non-government, domestic or foreign; in such a way that they all work towards one goal: that every Muslim pilgrim will experience a smooth, efficient, and systematic *Hajj*.

The support and approval by the NCMF and the meticulous study and crafting of the provisions by the officials and staff of the Bureau of Pilgrimage and Endowment (BPE) paved the way for the successful passage of this Manual. Their participation ensures that the Manual would be accurate and its provisions will genuinely reflect the needed interventions on the ground. The succeeding officials in the NCMF should continuously review, evaluate and assess the *Hajj* Manual to make it conform to the changes that may take place in the Philippines and the Kingdom of Saudi Arabia's policies and processes.

**GUILING A. MAMONDIONG**



**IN THE NAME OF ALLAH,  
THE MOST GRACIOUS, THE MOST MERCIFUL**

## **PART I – INTRODUCTION**

This Manual shall be known as the “**National Commission on Muslim Filipinos Hajj Operations Manual of 2023**”. It embodies the policies and procedures on *Hajj* operations with respect to the Commission’s functions as mandated by law.

### **A. BACKGROUND**

Performance of the *Hajj* or pilgrimage to Mecca, Saudi Arabia, is among the five (5) pillars completing the Islamic faith. Muslims from all walks of life all around the globe see this as a lifetime dream. It becomes obligatory upon a Muslim when economic and political conditions are favorable.

Hence, pursuant to the policy of the government to preserve and develop the cultural heritage of the Muslim Filipinos as a gesture of concern and respect, the government institutionalized the administration of *Hajj* or pilgrimage as early as 1977 through the creation of Philippine Pilgrimage Authority (PhilPA).

In 1982, the Ministry of Muslim Affairs was created placing PhilPA under the supervision of the said Ministry but the same was abolished and replaced by the Office of Muslim Affairs and Cultural Communities (OMACC).

Subsequently, Executive Order No. 122-A (as amended by Executive Order No. 295 on July 25, 1987) was issued on January 30, 1987 abolishing OMACC and creating the Office on Muslim Affairs (OMA) with the Bureau of Pilgrimage and Endowment (BPE) as one of its Bureaus to replace the PhilPA.

Finally, Republic Act No. 9997 otherwise known as the NCMF Act of 2009 was passed into law with the National Commission on Muslim Filipinos taking over the functions of the OMA but retaining the BPE with more defined functions.

### **B. LEGAL FRAMEWORK**

The administration of *Hajj* operations by the NCMF finds anchor on the provision of Republic Act No. 9997 which mandates the Commission through its Bureau of Pilgrimage and Endowment (BPE) “to administer and supervise the annual Muslim pilgrimage to *Makkah*, Saudi Arabia; formulate and implement programs, projects and activities for the efficient and effective management, administration, and supervision of the conduct of pilgrimage activities and enhance endowment administration.”

In detail, Sec. 11 paragraph (e) of the NCMF Charter provides that:

*“...the Bureau shall formulate the necessary guidelines to ensure the timely processing of the pilgrim's travel documents and the equitable and reasonable collection of fees. Such collection shall be limited to Mutawwif and passporting and/or processing fees only. Collected fees shall be deposited in a special trust fund which shall be established by*



*the Commission, the expenses from which shall be subject to existing auditing laws, rules and regulations.*

*"The pilgrims shall be accorded free choice of travel agencies and airlines or other means of transportation to and from the site of pilgrimage: Provided, That pilgrims comply with the prescribed arrival and departure schedule fixed by the Ministry of Hajj of the Kingdom of Saudi Arabia: Provided, further, That all pilgrims shall be legitimate holders of round- trip tickets to and from the Kingdom of Saudi Arabia: Provided, furthermore, That the pilgrims shall be free to choose on where to purchase or acquire other logistics, materials and supplies for the pilgrimage.*

*"In no instance shall the pilgrims be forced to purchase such logistics, materials and supplies from the Commission or its authorized agents or representatives.*

*"The Bureau shall also accredit qualified and deserving Sheikhs. It shall also formulate, subject to the approval of the Commission, the timetable of annual Hajj activities which must be posted in all areas accessible to Muslim Filipinos.*

*"The Bureau shall likewise be responsible for the administration of awqaf properties and institutions, and the conduct of research and studies for the establishment and maintenance of Hajj towns, Islamic centers and awqaf projects."*

Guided by the above provisions, this *Hajj Operations Manual* is hereby formulated in order to further improve the services of the Commission in relation to its annual *Hajj* operations.

### C. DEFINITION OF TERMS<sup>1</sup>

**Accredited Sheikh<sup>2</sup>** - a person knowledgeable on *Hajj* rites accredited by the NCMF tasked to lead, guide and provide appropriate *Hajj*-related services to the *Jama'a* or *Hujjajj* (pilgrims) under him from the time they leave home for Saudi Arabia. In the Philippine context, his responsibilities encompass that of a *Murshid* which means a group leader or guide in the performance of *Hajj* rites, hence, the terms *Murshid* and *Sheikh* may be used interchangeably.

**Advance Party** - the first batch of the Philippine *Hajj* Mission consisting of Supervisory Group and Medical Team sent to Saudi Arabia immediately before the start of the *Hajj* rituals who shall also be the last to leave the Kingdom, to ensure order during the entire duration of the *Hajj* of any given year until all Filipino pilgrims have returned to the Philippines.

**Amirul Hajj** – the ceremonial head of the *Hajj* delegation from a country. In the Philippine context, the law provides that the NCMF Secretary shall be appointed by the President as *Amirul Hajj* to serve as the former's representative

<sup>1</sup> Definition for some terms provided by Republic Act No. 9997 and used herein are adopted and/or incorporated for consistency.

<sup>2</sup> Also spelled as "*Sheikh*" denoting the same meaning.

**Annual Hajj Conference** – refers to the *Hajj* bilateral conference between the Philippine Government, represented by the NCMF, and Saudi Arabia Government, represented by the Ministry of *Hajj* and Umrah.

**Arafah** - an area in *Makkah*, Saudi Arabia where pilgrims stay and perform *Oquf* or the main *Hajj* rituals being performed on the 9<sup>th</sup> day of Dhul Hijjah. Islamically, failure to perform this ritual renders one's *Hajj* invalid or unacceptable.

**Central Hajj Operation Center (CHOC)** – a component of the BPE in charge of *Hajj* operations activities related to registration and processing of applications of pilgrims, accreditation of *Sheikhs*, participating travel agencies and airlines, and other matters related thereto.

**Damm** – refers to the sacrifice of a small animal such as a sheep or a goat as compensation for failure to perform an obligatory *Hajj* ritual or violating a *Hajj*-related law.

**ELM Company** – a company organized and existing in Saudi which offers, among others, a wide range of ready-made and customized digital solutions in many fields including *Hajj* and *Umrah*. Presently, pilgrims from the Southeast Asia process their *Hajj* visas through the ELM portal.

**Hajj** - refers to the Annual Islamic pilgrimage to *Makkah*, Saudi Arabia, and is one of the five (5) pillars of Islam.

**Hajj Registration and Processing Centers (HRPC)** - refers to NCMF regional and provincial centers formed annually to handle on-the-ground registration and processing of applications for *Hajj* and accreditation of *Sheikhs* with the BPE-CHOC overseeing their operations.

**Hajj Required Vaccines** -refers to meningococcal, influenza and other vaccines as may be required by Saudi Arabia's Ministry of *Hajj* and Umrah.

**Hajj Working Group (HWG)** – a component of the BPE grouped into teams, which may be augmented by other NCMF personnel, to carry out preparations for the actual *Hajj* operations with specific duties and responsibilities as provided in this manual. The chairperson of the HWG is the BPE Director, and Vice Chaired by the Chief of Pilgrimage Operation Division (POD) or official designated by the Secretary.

**Head of Procurement Entity (HOPE)** – the procurement entity in the Commission headed by its Secretary who shall execute and sign contracts for procurement of foods and services for the pilgrims.

**IATA** – stand for International Air Transport Association, an association of airline traders around the world promoting cooperation in ensuring the safety, the security and the reliability of air services.

**Intending Pilgrims** - Muslim individuals who intend to perform *Hajj* for the ensuing year.

**Jama'ah** - a group of *Hajj* pilgrims under the direct care of an NCMF Accredited *Sheikh*.

**Jamarat** - the three (3) walls in *Muzdalifah* where the *Ramy* (throwing of pebbles or small stones) is performed.

**Mahram** - any relative of a female Muslim with whom marriage is considered *Haram* (not permitted or prohibited in Islam) namely her brother, father, uncle, nephew,





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**Government Agencies** - government agencies in the Philippines whose services are essential to the *Hajj* operations, such as Department of Foreign Affairs (DFA), Department of Tourism-TIEZA, Manila International Airport Authority (MIAA), Philippine Statistics Authority (PSA), DOH-Bureau of Quarantine, DOJ-Bureau of Immigration; and Local Government Units (LGUs).

**Partner Non-Government Organization (NGO)** - Non-government organizations which voluntarily agreed to partner with the NCMF in providing needed services to pilgrims, such—but not limited to—Saudia Airlines and Philippine Airlines for their provision of *Hajj* Flights and other airline services.

**Philippine *Hajj* Mission** - refers to the *Hajj* operation in Saudi Arabia handled by the NCMF Supervisory Group and Medical Team headed by the Secretary in his capacity as the *Amirul Hajj* assisted by the BPE Director, the Chief of POD and other duly authorized official.

**Supervisory Group** - group of NCMF personnel duly tasked to travel to Saudi Arabia to administer, manage, supervise and assist Filipino pilgrims during *Hajj* and whose specific tasks are provided in this manual.

***Tarwiyyah*** - an optional one-night advance stay in *Mina* on the 7<sup>th</sup> of *Dhul Hjjjah* before proceeding to *Arafah* for *Oquf*.

**A. COORDINATION WITH CONCERNED GOVERNMENT AGENCIES AND  
NON-GOVERNMENT ORGANIZATIONS AND OFFICES IN THE PHILIPPINES  
AND IN THE KINGDOM OF SAUDI ARABIA**

a. To ensure smooth and proper *Hajj* Operations, the BPE shall coordinate with the following, to wit:

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### *Preparatory Activities for the Hajj Annual Conference*

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1. Saudi Ministry of *Hajj* and Umrah (MoHU);
2. United Agents Office (*Makkah* and *Madinah*);
3. Housing/Hotel and Food Service Providers;
4. General Cars Syndicate (*Naqaba*);
5. Saudia Airlines Head Office in Jeddah;
6. ELM Company; and
7. Other agencies/offices as the need arises







- a. Proximity of the housing/hotel to *Masjidil Haram*, both in *Makkah* and *Madinah*;
- b. Lowest Bidding Price;
- c. Star classification of the hotel/housing;
- d. Availability of internet with WIFI; and
- e. Security and amenities;

- Step 4** - Opening of the Quotations/Proposals of the Service Providers;
- Step 5** - Ocular Inspection of the Hotels offered by each Service Providers;
- Step 6** - Evaluation of the proposal;
- Step 7** - Notification of the result of the evaluation (Committee Report);
- Step 8** - Approval of the Committee Report by the NCMF Secretary;
- Step 9** - Contract Preparation;
- Step 10** - Final Approval of the Contract by the NCMF Secretary;
- Step 11** - Issuance/Signing of the Contract in PCG in Jeddah, Kingdom of Saudi Arabia; and
- Step 12** - Posting of the signed contracts.

3. *Preparations for the Hajj Conference.* Prior to the Hajj Conference, the BPE through its POD Chief shall prepare a list of issues and concerns which may be tackled during the Annual *Hajj* conference and submit the same to the BPE Director. The latter shall then confer with the Secretary to discuss the said issues and concerns and shall address the same if possible before the conference.
4. *Travel Authority of the Delegates.* The Travel Authority of the Secretary who shall head the Philippine delegation shall be secured from the Office of the President or the DILG while those of the other delegates shall be subject to the Secretary's approval.
5. *Meeting with Philippine Consulate General (PCG).* Upon their arrival in Jeddah, the *Hajj* mission shall meet with the PCG to discuss matters related to the itinerary of the mission particularly the schedule and agenda of the Annual *Hajj* Conference with the Saudi Ministry of *Hajj* and Umrah (MoHU) and other authorities and concerned offices and agencies in the Kingdom of Saudi Arabia.
6. *Hajj Conference Proper.* During the *Hajj* Conference, significant issues and concerns shall be addressed by both the NCMF and the MoHU. Thereafter, representatives from each agency shall execute the Mother Contract which will be signed by their respective legal representatives.

### C. COMPUTATION OF HAJJ-RELATED FEES

The BPE Director shall form a team to compute the *Mutawwif* Fees to be paid in US Dollar and Philippine Peso and the Vaccines and Miscellaneous Fees shall be in Peso.

For the *Mutawwif* to be accurate, the computation of the total *Mutawwif fees*, inclusive, if applicable, of Kingdom of Saudi Arabia taxes, shall first be in Saudi *Riyals* before it is converted to US Dollar.

The detailed computation of the *Hajj* Related Fees shall promptly be disseminated through a *Hajj* Advisory to be posted in the NCMF website, the NCMF-BPE (ehajportal.com) and official Facebook Pages of the Commission and the BPE including therein the breakdown of such fees, the deadline for payment, and other important matters related thereto.

#### D. PROCUREMENT OF SUPPLIES AND MATERIALS

At least one (1) week after the return of the Philippine Delegation from the Annual *Hajj* Conference, the BPE shall conduct and finalize, for approval by the Secretary, the following preparatory activities:

1. Inventory Procurement and Printing of *Hajj* Forms;
2. Preparation for the procurement of Vest/Jacket for the members of Supervisory Group and Medical Team;
3. Round-trip Tickets to Saudi Arabia for the members of the Supervisory and Medical Teams;
4. Other Related Information Materials.

#### E. ROLE OF PARTICIPATING NON-GOVERNMENT INDIVIDUALS/ ENTITIES

##### 1. *Sheikhs*

###### (a). Accreditation Process

Six (6) months before the commencement of the *Hajj* for any given year, the BPE shall announce to the public through a *Hajj* Advisory the official opening of the application for accreditation for *Hajj Sheikh*. The Advisory must indicate the guidelines for the application including, but not limited to, the qualifications of an applicant, the documentary requirements, the calendar of activities related to the accreditation particularly the deadline of the submission and the date of competency exam, and other necessary matters.

First Phase: Screening for Competency Examination. Within fifteen (15) days from the announcement, the NCMF Regional Offices shall accept applications from interested *Sheikhs*. The said applications shall be evaluated within five (5) days after the deadline. Thereafter, a list of those who have submitted complete documentary attachments and have met the minimum requirements shall be released. This shall clearly state that the names appearing thereon are qualified to take the Competency Exam. To pass the first phase, a *Sheikh* desiring to participate in the *Hajj* must satisfy the following qualifications:

- a. Must not be seventy (70) years old and above at the time of the competency exam;
- b. Must be physically and mentally fit. For this purpose, the applicant shall submit a medical certificate certifying his physical as well as mental fitness to travel long distance and do strenuous tasks;
- c. Must at least be a *Thanawi* or high school graduate from Madrasah or secular school;
- d. Able to read, write and speak in Arabic;
- e. Must have performed *Hajj* at least twice within the last five (5) years immediately before the *Hajj* year he wants to serve in;



- f. Must have participated in the annual *Hajj* Consultative Meeting or the *Hajj* Awareness Program (HAP) for the year he intends to participate as *Hajj Sheikh*;
- g. Must submit an NBI or a Police Clearance valid for the current year; and
- h. Must not currently be employed at the NCMF.

Second Phase: Administration of Competency Exam (Manasik). A Competency Exam shall be administered every three (3) years by the duly constituted Committee on Examination which shall be assisted by the HRPCs located as follows:

Marawi City	-	Lanao del Sur, Lanao del Norte, Region 10
Cotabato City	-	Maguindanao, Region XII
Zamboanga City	-	Region IX
Davao City	-	CARAGA, Region XI
Cebu City	-	Regions VI, VII, VIII
Quezon City	-	NCR, Luzon, Palawan

The examination shall be conducted within fifteen (15) days from the release of the list of those qualified to take the same. For this purpose, the questionnaires shall come from the Committee on Examination with the support of the Commissioner for Ulama Sector which shall also issue guidelines for the conduct thereof.

Third Phase: Approval by the Commission En Banc of the Final List of Competency Exam Passers. Within three (3) days from the release of the results, the regional offices which conducted the competency exam shall submit the List of Passers to the BPE. This list will then be endorsed by the BPE Director to the Commission *En Banc* for approval. Those who will be approved shall be issued with a Certificate of Accreditation within three (3) days from the release of the Resolution approving the BPE endorsement. This certificate shall be proof of his accreditation to serve the pilgrims for purposes of *Hajj*.

The List of Accredited *Sheikhs* shall be posted in conspicuous locations in the NCMF Central Office and in all HRPCs nationwide. The same list shall be posted in the official website of the NCMF, BPE Facebook Page, and other NCMF official online platform for easy reference.

(b) Duties and Entitlements of Accredited *Sheikhs*

Accredited *Sheikhs* shall:

- 1) Execute an Affidavit of Undertaking, with the following stipulations:
  - a. That he will conduct training of his respective *Jama'ah* regarding *Hajj* rituals, significance thereof, safety measures and such other matters which a pilgrim must know when performing *Hajj*;
  - b. That he will not allow any member of his *Jama'ah* to book a flight without prior BPE endorsement;
  - c. That he will not make nor allow any member of his *Jama'ah* to make any advance booking except for meritorious reasons and with prior approval of the BPE Director;
  - d. That he will strictly observe the "No Changing of Final eHajj-Portal Flight Schedule" and the "One Sheikh Per 45 Pilgrims" policy of Saudi Arabia;



- e. That he will deal fairly and justly with his *Jama'ah* and shall not collect *Murshid* fees not in accord with the NCMF determined *Murshid* fees;
  - f. That in the performance of his duties, he will abide by the laws of the Philippines and the Kingdom of Saudi Arabia; and
  - g. That in case of violation of his undertaking, the NCMF has the right to revoke and/ or suspend his accreditation in addition to other legal measures which may be taken against him under existing penal laws in the Philippines.
- 2) Be entitled to collect the following:
- a. *Murshid* Fee which must not exceed \$200.00 US Dollars; and
  - b. *Damm* Fee which must not exceed \$100.00 US Dollars;

## 2. Participating Travel Agencies

### (a) Accreditation of *Hajj* Participating Travel Agencies

Simultaneously with the commencement of the accreditation process for *Sheikhs*, an invitation to participate in the NCMF's *Hajj* operation shall also be posted, published, or sent to interested travel agencies. Accreditation of Travel Agencies shall be made on the basis of the following criteria/requirement:

- 1) Must be strictly an International Air Transport Association (IATA) member;
- 2) Offers the best and maximum services to the pilgrims at a minimum cost; and
- 3) Must submit a written application addressed to NCMF through BPE Director signifying intent to serve, including its specific details of its offer of facilities and amenities, and the profile of their executive officers, and financial background of the company;

A List of the *Hajj* Participating Travel Agencies for the year shall be published and posted by the NCMF for reference of the pilgrims and Accredited *Sheikhs*. Participating travel agencies shall be advised to strictly observe *Hajj* timelines and the Guidelines on the Working Relationship with travel Agencies shown in the succeeding paragraphs.

### (b) Guidelines on the Working Relationship with Participating Travel Agencies

The NCMF's working relationship with Travel Agencies shall be guided by the provisions of Sec. 8 (q) of Republic Act No. 9997 which empowers the NCMF to formulate necessary rules and regulations to ensure the success of the annual *Hajj*. Pursuant thereto, the NCMF and participating Travel Agencies are required to work closely and coordinate with each other and observe the following guidelines, as will be embodied in a Memorandum of Agreement (MOA) to be signed between the NCMF and the said Travel agencies taking into consideration the safety, convenience, comfort, protection and general interest and welfare of the pilgrims, to wit:

- 1) The Accredited Travel Agency shall designate Liaison Officer(s) who shall closely work and coordinate with the authorized official/s of the BPE;

- 2) The NCMF shall adopt a “No BPE endorsement, No-Issuance of Ticket” policy for any intending pilgrims as well as Accredited *Sheikhs*;
- 3) Participating Travel Agencies shall transact only with a duly Accredited *Sheikh*;
- 4) Accredited *Sheikhs* and their respective *Jama’ah* shall be booked by group which must consist of forty-five (45) pilgrims pursuant to Saudi transportation policy;
- 5) Participating Travel Agencies shall provide the BPE in advance, and on a daily time basis, whenever practicable, the list of pilgrims issued with confirmed round-trip tickets, indicating flight details;
- 6) Rebooking of pilgrims’ flights, individually or by groups shall strictly not be allowed without prior confirmation and approval from the BPE Director;
- 7) The deadline for the submission of the Final Flight Details or Booking shall be on 15<sup>th</sup> day of *Shawwal* of *Hijri* calendar as required by Saudi *Hajj* policy;
- 8) Participating Travel Agencies shall ensure that no ticket is issued to any pilgrim without Visa already issued by the MOHU/MOFA through the BPE subject to the timetable as provided in the agreement signed between the NCMF and appropriate Saudi *Hajj* authorities;
- 9) The ticket to be issued by Participating Travel Agencies must be *round-trip*. When permitted, the Travel Agency shall endeavor to secure tickets which are *refundable*, *reroutable*, and *rebookable*. Issuance of a *dummy ticket* will be strictly prohibited;
- 10) For the convenience of the pilgrims, tickets issued must be a direct flight from origin to destination (MNL-MED/JED-MNL or MNL-JED/JED-MNL); and
- 11) Both the NCMF and Participating Travel Agencies shall work closely for the appropriate recording and processing of travel documents and monitoring of pilgrims from departure in Manila up to their arrival in the KSA until their return to the country.

### 3. Participating Airline Companies

The NCMF through the BPE shall coordinate and collaborate with the participating airline companies as to the final flight schedule, reasonableness of fare, accommodations, and other similar matters, taking into paramount consideration the convenience and comfort of the pilgrims.

In the exercise of its mandate to ensure efficient *Hajj* administration and management, the NCMF may withhold visa assistance for passengers of participating airline companies should there be non-compliance with the guidelines on ticket issuance as may be required in the preceding section for the protection of the Filipino pilgrims against unnecessary travel-related problems, such as, but not limited to flights either delayed, redirected or transited to other airports.

In addition, flights with multiple destination other than *Hajj* point of entry in the KSA (MNL-MED or MNL-JED) shall not be allowed since the same causes long lay-over thereby affecting hotel accommodation in *Madinah* causing unnecessary stress on the part of the pilgrims, especially the elderly.







<i>Marawi City</i>	Marawi City, Lanao del Sur	Region 12B, BARMM
<i>CARAGA</i>	Butuan City	Region 13

## 2. Functions of *Hajj* Registration and Processing Center (HRPC)

There being no BPE division in the regional offices to handle *Hajj* programs, HRPCs shall be created through an Office Order signed by the Secretary upon the recommendation of the Regional Director or Provincial Head with the following duties and responsibilities:

- a. Facilitate the conduct of *Hajj* consultations with all stakeholders in their area of jurisdiction;
- b. Assist in the conduct of competency examination for *Hajj Sheikhs* in coordination with the Committee of Examiners;
- c. Monitor the online registration for *Hajj* through *ehajportal.com*;
- d. Serve qualified intending pilgrims who have registered online and shall advise them on *Hajj* payments to accredited bank;
- e. Issue Order of Payment to qualified intending pilgrims for *Mutawwif Fees* and other related *Hajj Fees* to be deposited by the applicant to the NCMF *Hajj Trust Fund Account* in an NCMF authorized *Hajj* depository bank;
- f. Coordinate with the DFA in their respective areas of responsibilities for passporting assistance;
- g. Facilitate vaccination, when necessary, of intending *Hajj* pilgrims;
- h. Timely submit a list of pilgrims with payments to the *Hajj* Finance Committee; and
- i. Timely turn over the passports of pilgrims with complete travel documents to the CHOC - *Hajj* Passport Custodian and Booking Team.

For the above purposes, duly constituted HRPCs are authorized to collect and disburse One Hundred Fifty Pesos (P150.00), subject to inflation, representing regional/provincial HRPC miscellaneous fees to defray petty *Haji*-related expenses. In so collecting, the HRPC shall issue a corresponding receipt to the pilgrims for the money collected and comply with the usual auditing and accounting rules and other applicable guidelines.

### G. HOLDING OF *HAJJ* AWARENESS PROGRAMS (HAP)

1. At least three (3) months before the *Hajj* season, the BPE shall send the appropriate Memorandum to all HRPCs informing them of the start of the *Hajj* Operations and directing them to prepare for the holding of the HAP in their respective localities. Funding for the conduct of the HAP shall be sent to the host HRPC charged against BPE *Hajj* Funds;
2. Invitations to *Hajj* stakeholders in the locality to attend the HAP shall be the responsibility of the HRPC concerned;
3. The resource persons for the HAP shall be provided by BPE officials. Speakers shall tackle, among others, the new policies of the Kingdom of Saudi Arabia and those of the NCMF. The *Mutawwif*, *Murshid* and other *Hajj*-related fees shall likewise be discussed.
4. HAP venues shall be held in the following areas: Iligan City to serve the *Hajj* stakeholders coming from Lanao, Northern Mindanao, and Caraga;

Zamboanga City for Zamboanga Peninsula, Basilan, Sulu, and Tawi-Tawi; Cotabato City for Cotabato provinces, Maguindanao, Sultan Kudarat, Davao provinces and the Province of Saranggani; and Quezon City for NCR, Palawan, Visayas and the rest of Luzon;

5. *Hajj* Guidelines and Basic Information pamphlets shall be distributed to the stakeholders and the HAP participants for reference. It must specifically provide, among others, the deadlines for registration, payment of *Mutawwif* and other *Hajj*-related fees, cancellation and refund of the same and the submission of passport to the HRPC;
6. The Chief of POD and or authorized representative shall give instruction to his staff for the preparation of travel documents needed for the official travel of the NCMF-BPE officials and resource speakers who will conduct the HAP.

## H. START OF INFORMATION DRIVE

Within a reasonable period after the conclusion of the Annual *Hajj* Conference, the BPE shall make the formal announcement of the opening/start of the nationwide *Hajj* registration through radio, television, print media and other means of communications. Further, the said Bureau shall meet and coordinate with the following individuals/entities for effective information dissemination, namely:

1. Officials of Regional and Provincial HRPCs;
2. Accredited Sheikhs and Pilgrims/*Jama'ahs*;
3. Local Government Units (LGUs) and other government offices concerned;
4. Civil Society Groups, People's Organization, Professional Organizations; and
5. All other *Hajj* stakeholders.



## PART III - REGISTRATION PROPER

### A. OFFICIAL LAUNCHING OF HAJJ REGISTRATION

The *Hajj* Operation shall be formally launched six (6) months before *Hajj* through the issuance of an Office Order. The start of the e-*Hajj* or online registration shall be opened and duly made known to the public. *Hajj* advisories concerning the launching and the guidelines for the e-*Hajj* registration as well as the calendar of activities relative to the registration shall be posted on the official NCMF website, Facebook page of the Commission, BPE website (ehajportal.com) and Facebook page and other social media platforms. Likewise, the deadline shall be posted.

### B. REGISTRATION PROCESS

#### STAGE 1 – Regional and Provincial HRPC Operation

##### a) Pre-registration

Applicants for *Hajj* shall access ehajportal.com to fill up an application form for *Hajj* online registration. Thereafter, applicants shall appear personally to the HRPC to submit his/her travel documents.

##### b) Assessment

1. After the *Hajj* online registration, the passport custodian shall receive documentary requirements from the applicant and shall check that documents submitted to him is in order and that if the same is lacking, he shall require the applicant to complete the same immediately;
2. If the applicant is a Muslim female, the passport custodian shall indicate on page three (3) of the passport the name of the *Mahram* and his relationship to the female or minor applicant (using pencil), when required;
3. Thereafter, the passport custodian shall take the passports of the registered applicants with complete attachments for safekeeping. He shall, then, prepare records of incoming and outgoing passports; and
4. All passports in the custody of the passport custodian shall be submitted to the CHOC.

##### c) Processing

1. The applicant shall pay the miscellaneous fees to the HRPC-Finance Officer;
2. Thereafter, an Order of Payment shall be issued by the Finance Officer for the deposit of *Mutawwif* and *Hajj* miscellaneous fees to the accredited bank; and
3. The Finance Officer shall prepare a master-list of intending pilgrims who have been issued with Orders of Payment and submit the same to the CHOC.

##### d) Medical and Health Assistance

The regional and provincial offices shall assign to the HRPC a Medical and Health Assistance Team to facilitate and assist in the administration of the required vaccines and other medical related needs.

## STAGE 2 – CENTRAL HAJJ OPERATION CENTER (CHOC)

After the conclusion of the registration process at the HRPCs, all passports and related travel documents shall be turned over by the latter to the CHOC for the next stage of the process.

Hajj Working Group (HWG). To ensure that the travel requirements for Hajj is timely submitted, accomplished, and organized, the following Hajj Working Group (HWGs) shall be created annually through an Office Order signed by the Secretary or his authorized representative.

The HWG on travel documentation shall be composed of, but not limited to, the following teams with their corresponding tasks/ requirements:

1. *CHOC - Passport Custodian and Booking Team*
  - a. The Passport Custodian and Booking Team shall check the passports with attachments submitted by the HRPCs. He shall not accept documentary requirements of pilgrims with incomplete documents unless for meritorious reasons, the BPE Director allows the submission of lacking document;
  - b. The passport custodian shall check the integrity of the said documents taking into consideration the passports' physical appearance, content, and validity expiration which must be at least seven (7) months from the date of departure. For this purpose, a record of the findings shall be prepared by the passport custodian and booking team;
  - c. After finding that the passports and its attachments are complete and in order, the passport custodian and booking team shall take the said documents in custody for safekeeping;
  - d. Thereafter, the passport custodian and booking team shall turn over the documents in its custody to the Hajj Finance Team to check *Mutawwif* payments;
  - e. The booking team shall provide a list of available flight schedules from which the intending pilgrims shall select through their Accredited *Sheikhs*;
  - f. Accredited *Sheikhs* must coordinate with the passport custodian and booking team and submit a complete list of their respective pilgrims/*Jama'ahs* prior to purchasing of airline tickets;
  - g. Before issuance of tickets, Participating Travel Agencies must confirm and verify with the Hajj Finance Team by means of a letter or e-mail that the intending pilgrims have completed their *Mutawwif* payments. To ensure no "dummy tickets" are issued and submitted for visa issuance purposes, the BPE through the Passport Custodian and Booking Team shall require the Participating Travel Agencies and Accredited *Sheikhs* to submit their respective notarized List of passenger/*Jama'ahs* indicating their corresponding flight details at least one (1) month before departure. Once submitted, any changes in the flight details shall strictly be prohibited;
  - h. In the notarized List of Passengers to be submitted by the Participating Travel Agencies mentioned in the preceding paragraph, a request for the release of Travel Tax Exemption Certificates (TTECs) and terminal fee exemption otherwise known as LIs of respective passengers shall at the same time be made; and
  - i. After compliance of all the above processes, the Passport Custodian and Booking Team shall forward the Final List of Passengers including their



Accredited *Sheikhs* to the head of *Hajj* Finance Team based on their Final Flight Schedules.

2. *Vaccination Team*

- a. The required vaccines, such as the Meningococcal and Influenza vaccines, shall be administered before the pilgrims' departure. Whenever necessary, additional vaccines, such as the COVID-19 vaccines, shall also be administered depending on the instructions of the Ministry of *Hajj* and Umrah;
- b. The Chief of POD and or his authorized representative shall coordinate with the DOH Central office for the possible provision of free vaccines;
- c. The needed vaccines, when not provided free by the DOH, shall be procured in volume by the BPE and the procurement thereof shall not be left individually to the pilgrims. Necessary documents for the procurement of the vaccines shall be submitted to the Procurement Committee for processing and procurement;
- d. The Vaccination Team shall strictly follow the timelines appearing in the approved Calendar of Activities for the procurement and administration of the vaccines;
- e. The Chief of POD and or authorized representative shall ensure that the Vaccination Team has properly coordinated with the DOH-Bureau of Quarantine (BoQ) for: (1) the allocation of slots or schedules for the *Hajj* pilgrims; (2) delivery of the vaccines; (3) submission of the Pilgrims' Reference Number needed for the online appointments; and (4) the inoculation of the vaccines to the pilgrims by BoQ in agreed venues;
- f. The Vaccination Team shall ensure that the vaccines needed in the regions are sent to couriers on time; and
- g. The Vaccination Team shall see to it that International Certificate of Vaccine or "yellow cards" are issued and released to the pilgrims or their respective Accredited *Sheikhs*.

3. *Hajj* Finance Team

- a. Verify Dollar payments prior to the submission of passports to the EDP to request the approval of *Hajj* visa by the Ministry of *Hajj* and Umrah as well as the Ministry of Foreign Affairs;
- b. Ensure the timely transfer of *Hajj* Funds (Dollar) from the NCMF *Hajj* Trust Fund Account to the MOHU authorized *eHajj Portal* account (ELM Company). For this purpose, the *Hajj* Finance Committee Chair shall request from the MOHU through the portal for the approval of payments to the ELM Company before any transfer shall be made;
- c. Check passports with *Hajj* visa from the EDP team before releasing of passports to the pilgrims and or their respective Accredited *Sheikhs*;
- d. Release passports with printed *E-visas* and *Hajj* IDs;
- e. Ensure strict and timely compliance with pertinent auditing and accounting rules in accordance with applicable Commission on Audit (COA) rules and other existing laws and regulations. For this purpose, the head of the *Hajj* Finance Committee shall submit within ten (10) days after the return of the last pilgrim a Notarized Statement of all the payments made by the pilgrims as well as the amount paid/remitted to service providers. It shall indicate the amount received/paid/remitted and the date of transaction. The Secretary

- or his authorized representative shall have the right to inspect the *Hajj* Books of the Committee without prior notice; and
- f. Secure clearance from the service providers in the KSA indicating that the Commission has fully paid its financial obligations to the said service providers.
4. *Electronic Data Processing (EDP) Team*
- a. Extract *Hajj* data of individual registrant at the ehajportal.com;
  - b. Prepare the request for Travel Tax Exemption Certificate (TTEC) based from the *Hajj* data;
  - c. Prepare the request for Terminal Fee Exemption (LI) based from the *Hajj* data;
  - d. Ensure that passports have been stamped by the *Hajj* Finance Team to indicate full payment;
  - e. Scan passports through the e-passport readable machine and upload the same to the [ehaj.haj.gov.sa](http://ehaj.haj.gov.sa) portal of the Ministry of *Hajj* and *Umrah*;
  - f. Forward the printed uploaded visa request transmittal from the [ehaj.haj.gov.sa](http://ehaj.haj.gov.sa) portal to the *Hajj* Finance Team for final checking of payments;
  - g. Process all packaged *Hajj* groups for request approval by the Ministry of *Hajj* and *Umrah* for *Hajj* visa and Visa Application Number after all the necessary verification of travel documents and payments are done;
  - h. Request Printed Electronic Visa. For this purpose, the passports, the Covid-19 Vaccination Certificates (VaxCertPh), and International Certificate of Vaccine (*Yellow Card*) shall be received by the EDP Team from the *Hajj* Finance Team;
  - i. Upload approved<sup>3</sup> *Hajj* groups to the [visa.mofa.gov.sa](http://visa.mofa.gov.sa) portal of the Ministry of Foreign Affairs for the approval of electronic *Hajj* Visa and the printing of the same;
  - j. Print *Hajj* Identification Cards (IDs); and
  - k. Strictly ensure that visas are already processed and duly issued before the purchase of tickets by the pilgrims.

For purposes of visa issuance, at least three (3) members of the EDP Team must be equipped with the necessary technical expertise on visa processing through the ELM Company's portal to ensure transparency and efficiency.

<sup>3</sup> Confirmation of *Hajj* visa request does not entail visa is granted. The MOFA through its Embassy may disapprove *Hajj* visa request.



## PART IV – HAJJ PROPER

### A. HAJJ TERMINAL/TOWN/DORMITORY

For the convenience of the intending pilgrims, Accredited *Sheikhs*, and all other stakeholders, *Hajj* Terminals or Town shall be stationed in areas accessible to intending pilgrims as may be determined by the Commission, preferably at the Golden Mosque-Quiapo, Manila and Blue Mosque-*Maharlika* Village, Taguig as transient hotel accommodation of pilgrims from regions/provinces before their respective flight schedules.

Pilgrims, Overseas Filipinos Workers (OFWs), transient travelers, or any guests may likewise avail of the dormitories in the said *Hajj* Terminal or *Hajj* Town for a reasonable fee subject to the usual auditing and accounting rules.

These terminals or towns shall be managed by an Administrator designated by the Secretary or any competent authority upon recommendation by the BPE Director.

### B. SEND-OFF TEAM

For smooth and efficient conduct of the *Hajj* operations particularly the movement of pilgrims at NAIA/MIAA, the Secretary upon the recommendation of the BPE Director shall constitute a Send-Off Team.

#### 1. Purpose

To ensure that all pilgrims scheduled to depart for the *Hajj* journey will reach the airport on time, the Send-Off Team shall coordinate with the Accredited *Sheikhs* for their transportation and ensure airport assistance such as the presence of guides and baggage assistance particularly to the female, PWDs, and elderly. Funding for the members' uniforms, daily transportation, and meal allowances shall be allocated from the BPE Funds.

#### 2. Duties and Responsibilities

- a. Coordinate with NAIA/MIAA management to secure their access pass to be allowed entry from the check-in counter to the *Duty Free* area for the purpose of assisting the pilgrims;
- b. Submit flight schedules of the pilgrims to the airport authorities;
- c. Coordinate with the Accredited *Sheikhs*, Participating Travel Agencies and *Madinah* Team; and
- d. Request final flight manifest from the concerned airlines every after the *Hajj* flights has departed.

### C. ADVANCE PARTY

The Advance Party shall ensure the timely, effective and efficient accomplishment of the following tasks:

- a. Pay courtesy visit to Saudi authorities and service providers to introduce assigned supervisory focal persons;

- b. Coordinate with the *Makkah* and *Madinah* service providers for ocular inspection of respective hotels or housing to ensure that they are ready for occupancy before the arrival of the pilgrims;
- c. Ensure that hotels or housing contracts in *Makkah* and *Madinah* and the contracts with the food service providers required to be uploaded to the *eHajj Portal/ELM Company* are consistent with the system of the MoHU and the contract signed between NCMF and the service providers;
- d. Identify areas where offices and clinics within the hotels or housing may be best set up;
- e. Monitor the day-to-day whereabouts, needs and situation of the pilgrims;
- f. Ensure that the contract signed between the NCMF and service providers are strictly followed and implemented. Any deviation must be reported immediately to the BPE Director, the NCMF Secretary and/or the MoHU; and
- g. Constitute working teams to handle different tasks during the arrival of the pilgrims in the Kingdom of Saudi Arabia.

#### D. SUPERVISORY GROUP AND MEDICAL TEAM

##### 1. Composition and Purpose

A group of NCMF personnel called the **Supervisory Group** shall be constituted to travel to Saudi Arabia to administer, manage, supervise and assist the Filipino pilgrims on their arrival, transportation, hotel billeting, crowd management, *Hajj* movement and other day-to-day requirements in the Kingdom of Saudi Arabia. To ensure effective assistance to the pilgrims, members of the Supervisory Group shall not perform *Hajj* rites while in the actual performance of their duties and functions.

For this purpose, a Committee shall be created for the selection of the members of the Supervisory Group to be chaired by the Secretary or his authorized representative. The composition thereof shall be determined at the time of the issuance of the Office Order.

To qualify as member of the Supervisory Group, interested NCMF Personnel from all Bureaus, Services, and Regions shall submit a Letter of Intent to the BPE and attach documentary proof satisfying the following requirements:

1. Must not be fifty (50) years old or above at the time of *Hajj*. Officials and employees who are fifty (50) years old or above may be allowed provided that they can present medical certificate or any other competent proof that they are physically and mentally fit, subject to the approval of the Secretary upon the recommendation of the BPE Director;
2. Must be physically and mentally fit;
3. Must be knowledgeable of *Hajj* rituals and ceremonies;
4. Must have completed the required trainings for Supervisory Groups to be conducted by the BPE in effectively assisting pilgrims while in Saudi Arabia;
5. Must not have served as member of the Supervisory Group immediately preceding the *Hajj* applied for, unless allowed by the Secretary.

Item 1 and 5 of the above-enumerated requirements shall not apply to the members of the Medical Team.



In the selection of members to the Supervisory Group, BPE personnel shall be given priority preference on account of their familiarity with the *Hajj* operations and related matters.

In every flight, there must be at least one (1) Supervisory Group member aboard to take care of the needs and requirements of the entire pilgrims on the flight.

Together with the Supervisory Group, a Medical Team shall be constituted comprising of a team of physicians and other allied medical practitioners from the NCMF responsible for setting up clinics in hotels, ritual sites, and other essential locations to ensure the health and safety of the pilgrims.

At the discretion of the Secretary and subject to the availability of funds, the Medical Team's composition shall include licensed physicians with a number proportionate to the total number of pilgrims, ideally at the ratio of 1 physician to 400 pilgrims (1:400).

## 2. Specific Tasks

### a. Advance Medical Team

At least eight (8) Medical Team members headed by Team Leader, together with the Advance Supervisory Group, shall be sent in advance to *Makkah* and *Madinah* to put up appropriate clinics before the arrival of the pilgrims. If possible, each *Hajj* flight shall be accompanied by at least one (1) member of the Medical Team. The tasks of the Medical Team are the following, to wit:

- 1) Coordinate with Ministry of Health (MoH);
- 2) Coordinate with *Mashariq* Maktab;
- 3) Coordinate with *Makkah* service providers;
- 4) Request accreditation of medical clinic in *Makkah* and *Mashaer*;
- 5) Provide medical assistance to pilgrims, supervisory team, and entourage of the Amirul *Hajj*;
- 6) Make referrals to authorized hospitals; and
- 7) Procure medicines.

### b. Madinah Team

At least twelve (12) *Madinah* Supervisory Group members headed by Team Leader shall carry out the following duties and responsibilities, to wit:

- 1) Coordinate with the *Madinah* Service Providers;
- 2) Coordinate with food Service Providers;
- 3) Coordinate with the arriving Accredited Sheikhs;
- 4) Determine hotel contracts according to flights;
- 5) Conduct ocular inspection of hotels (inside *Markaziya*) and coordinate with hotel management on the room and floor settings;
- 6) Coordinate with the Saudi Authorities (*Adilla* Airport and *Adilla* Field Office);
- 7) Coordinate with the Saudi transport authorities (*Al Wukkala*);
- 8) Coordinate with the *Makkah* Supervisory Group for the departure of pilgrims from *Madinah*; and
- 9) Ensure the set-up of *Madinah* Supervisory Group office.

The team members shall be divided into groups according to tasks as follows:

- a) Airport (airport to city proper);

## STAGE I. PRE-MASHAER

1. Conduct courtesy visit to the following Saudi Authorities:
  - a. Ministry of *Hajj* and Umrah;
  - b. Ministry of Health (MoH);
  - c. *Mashariq* (Private Company);
2. Coordinate with the *Makkah* Service Providers;
3. Coordinate with the *Mashariq Maktab* for transportation and passport management;
4. Conduct ocular inspection of hotels;
5. Monitor hotel billeting for the room assignments, distribution of keys and baggage handling;
6. Coordinate with the food Service Providers;
7. Coordinate with the *Madinah* Team (arriving pilgrims); and
8. Conduct ocular inspection in *Arafah* and *Mina* (camp and facilities).

1. Secure permits to put up Medical Clinics in each hotel;
2. Establish mobile clinics in authorized strategic areas;
3. Conduct ocular visitation to the pilgrims' quarters; and
4. Perform other related functions as directed by the BPE Director.

The BPE Director as Over-All Chairman of the *Hajj* Operations shall convene all members of the Supervisory Group and the Medical Team for their respective new areas of assignment.



The *Mashaer* operation proper shall take place during the *Hajj* rituals in *Arafah*, *Muzdalifah* and *Mina* on the 8<sup>th</sup> to 12<sup>th</sup> of *Dhul Hijjah*.

The BPE Director shall call a meeting with all Supervisory Group, Medical Team members as well as the stakeholders, Accredited *Sheikhs* and *Maktab* representatives for their respective tasking in pilgrims' movement and tent accommodation in *Mashaer*.

To ensure proper and smooth *Hajj* operations in *Arafah*, *Muzdalifah* and *Mina*, the following teams shall be formed or organized in the areas listed above, to wit:

### 1. *Makkah Hotel Team*

A team composed of a Team Leader and at least ten (10) members shall be formed with the following duties and responsibilities:

- a. Arrange the grouping of pilgrims and assist them in boarding buses for their departure from *Makkah* to *Mina* and *Makkah* to *Arafah*;
- b. While boarding, the teams assigned shall see to it that women, elderly and minors shall board first; and
- c. Perform such other functions for the welfare and convenience of the pilgrims as may be directed by the BPE Director.

### 2. *Mina Team*

A team composed of a Team Leader and at least thirty (30) members shall be formed with the following duties and responsibilities:

- a. Inspect and arrange the tents distribution which must be proportionate to the number of pilgrims per Accredited Sheikh group;
- b. Facilitate the arrival of pilgrims coming from *Makkah* and *Muzdalifah*;
- c. Facilitate the billeting of pilgrims to their designated beds and tents;
- d. Coordinate with the *Maktab* pertaining to the services of the pilgrims;
- e. Monitor the *Maktab*s, Accredited *Sheikhs* and the pilgrims on the distribution of foods;
- f. Facilitate the loading of the pilgrims from *Mina* to *Arafah*;
- g. Facilitate the loading of the pilgrims from *Mina* to *Makkah* hotel; and
- h. Perform other related functions for the welfare and convenience of the pilgrims as may be directed by the BPE Director.

### 3. *Arafah Team*

A team composed of a Team Leader and at least twenty (20) members including *Makkah Hotel Team* shall be formed with the following duties and responsibilities:

- a. Inspect and arrange the tents distribution which must be proportionate to the number of pilgrims per Accredited Sheikh group;
- b. Facilitate the arrival of pilgrims coming from *Mina* and *Makkah* hotel;
- c. Facilitate the billeting of pilgrims to their designated tents;
- d. Monitor the *Maktab*s, Accredited *Sheikhs* and the pilgrims on the distribution of foods;
- e. Facilitate the loading of the pilgrims from *Arafah* to *Muzdalifah*; and
- f. Perform such other functions for the welfare and convenience of the pilgrims as may be directed by the BPE Director.

- a. Facilitate in receiving the pilgrims coming from *Arafah*;
- b. Facilitate the pilgrims in their settlement to their designated areas;
- c. Coordinate with the *Maktabas* pertaining to bus transportation arrangement of the pilgrims from *Muzdalifah* to *Mina*;
- d. Assist the pilgrims in collecting pebbles intended for performing *Ramy*;
- e. Facilitate the loading of pilgrims going back to *Mina*; and
- f. Perform such other functions for the welfare and convenience of the pilgrims as may be directed by the BPE Director.

- a. Provide 24/7 round-the-clock, two (2) shift duty, to ensure safety and general welfare and interest of the Filipino pilgrims;
- b. Set duty area visible and accessible to the pilgrims;
- c. Supervise the preparation and distribution of foods for the pilgrims;
- d. Assist the *Maktab* staff in the reception of visitors and lead them to the tent they want to visit;
- e. Attend to the complaints or problems of the pilgrims within the bounds of NCMF *Hajj* services;
- f. Ensure the maintenance of good health and sanitation inside the *Hajj* camp premises; and
- g. Perform regular tent visitations and other related functions for the welfare and convenience of the pilgrims as may be directed by the BPE Director.

The Team shall be composed of doctors, nurses, and medical aides who shall be tasked to monitor the health condition of the pilgrims the specifics of which is set forth in the preceding paragraphs.

If authorized, the Medical Team shall put up a mobile clinic that will serve the minor medical needs of the pilgrims. Major cases shall be referred to nearby clinics or hospitals of the Saudi Ministry of Health.

Upon the return of pilgrims to *Makkah*, all working groups/teams shall automatically be dissolved and members thereof shall resume to their original assigned tasks or be given new assignments without need of any Office Order.

The Supervisory Group, in coordination with the *Maktab*, shall ensure the smooth and orderly documentation and exit of pilgrims.



Members of the Supervisory Group may, then, prepare for their return flights to the Philippines. The *Hajj* Operations in Saudi Arabia ends upon the departure of the last flight of Filipino pilgrims from the Kingdom.

For pilgrims who may have not visited *Madinah Al-Munawwarah*, arrangement for the purpose may be made by the Supervisory Group (*Madinah* Team) upon request.

The Supervisory Group shall distribute a random survey form to the Accredited Sheikhs and/or pilgrims for the evaluation of the just-concluded *Hajj*. The said survey form shall be collected before their departure from the hotel/building.

The Supervisory Group shall arrange the departure of the pilgrims from *Makkah* to Jeddah airport. A weighing scale shall be placed in the lobby of every hotel or building to determine the weight of the baggage of every pilgrim before going to the airport. An announcement shall be made by the Supervisory Group on the allowable weight of check-in and hand-carry baggage as per airline rules and regulations.

*[Handwritten signatures and initials on the right margin]*

## PART V – AMIRUL HAJJ

### A. APPOINTMENT

Pursuant to Section 16 of Republic Act No. 9997, the President shall appoint the Secretary of the Commission as the *Amirul Hajj* who shall serve as the representative of the President and as the head of Muslim Filipino pilgrims who will perform the annual Hajj.

### B. ENTOURAGE: PURPOSE; COMPOSITION

The *Amirul Hajj*, who shall act as the representative of the President of the Republic of the Philippines, shall be accompanied by an entourage which will assist the former in the discharge of his duties and functions in the Kingdom of Saudi Arabia during the performance of the Hajj. The selection of members shall be at the discretion of the *Amirul Hajj* which shall not exceed forty-five (45) subject to availability of funds.

Members of the Commission *En Banc* shall mandatorily be part of the entourage and shall be assigned with assistorial duties unless the appointed *Amirul Hajj* is an official outside of the Commission. In such a case, the inclusion of the Commissioners shall be subject to the discretion of the appointed *Amirul Hajj*. For this purpose, the Commission shall recommend to the *Amirul Hajj* the inclusion of the Commissioners.



## PART VI – HAJJ CRISIS MANAGEMENT COMMITTEE

A *Hajj* Crisis Management Committee shall be created chaired by the Executive Director, Co-Chaired by the Deputy Executive Director (DED), with the Directors of the BPE, BLA and the designated NCMF Spokesperson as *ex officio* members and such other officials of the Commission as may be designated by the Secretary in an Office Order.

The Committee shall automatically be activated without need of an Office Order whenever an issue or problem arises at any time during the conduct of the *Hajj* Operations commencing on the day of the start of *Hajj* ceremonial program and ends twenty-five (25) days after the last Filipino pilgrims shall have returned to the Philippines.

*[Handwritten signatures and initials on the right margin]*

## PART VII - POST HAJJ OPERATIONS ACTIVITIES

After the *Hajj* proper in KSA, the BPE shall conduct the following activities:

1. Welcoming Activities – The constituted welcome party shall be present at the Ninoy Aquino International Airport to assist arriving pilgrims and provide necessary assistance as may be requested;
2. Post-*Hajj* Assessment – The BPE shall conduct an assessment and evaluation within ten (10) days from the end of each *Hajj* operations (or after the last pilgrim has returned home) to determine problems encountered, if any, and provide solutions to avoid repetition in the next operations. Each of the *Hajj* working group members, head/point persons and the *Hajj Attaché*, shall prepare their respective accomplishment reports which shall be consolidated by the BPE. The report shall be supported with pertinent written directives, receipts, and other appropriate documentary attachments;
3. Preparation and Submission of Reports – Within five (5) days from the end of Post-*Hajj* Assessment, the BPE shall prepare and submit to the Commission *En Banc* the consolidated accomplishment report on the recently conducted *Hajj* operations as guidance. Upon the approval of the report by the Commission, copies thereof shall be submitted to the Office of the President and the House Committee on Muslim Affairs; and
4. Publication of *Hajj* Journal – The BPE shall prepare and cause the publication of the *Hajj* Journal, subject to availability of funds, consisting of *Hajj* narratives, testimonials, pictures, and other forms of media.



The NCMF, through the Secretary, shall enhance the Memorandum of Agreement with Al-Amanah Islamic Investment Bank of the Philippines (AAIIBP) with the following stipulations:

- [Handwritten signatures]*

## PART IX – OFFICE OF THE *HAJJ* ATTACHÉ

The Secretary shall direct the ***Hajj Attaché***, who is appointed by the President in accordance with Section 15, Article 2 of RA 9997, to ensure the timely and effective accomplishment of the following tasks:

- a. Assist in publishing the "Call for Proposal" in any Saudi news or gazette of wide circulation within the Kingdom of Saudi Arabia;
- b. Initiate coordination and arrangement for the reception and send-off of the Philippine Official *Hajj* delegation including all Filipino pilgrims at their airports of entry, either *Madinah* or Jeddah;
- c. Ensure that all activities, including meetings/conferences being hosted by the Ministry of *Hajj* and Umrah are cascaded to concerned parties in the Philippines and that proper representation of the mandates and thrust of the NCMF is done or undertaken accordingly;
- d. Initiate meetings/discussions with accredited *Hajj* service providers in the Kingdom for the benefit of the Filipino pilgrims;
- e. Conduct consultation with Muslim Filipino communities in Jeddah, *Makkah* and *Madinah* to enable them to provide necessary assistance and services to Filipino pilgrims;
- f. Coordinate with the Philippine Embassy in Riyadh and the Philippine Consulate General in Jeddah on matters pertaining to preparations and related undertakings for the benefit of the Filipino Pilgrims;
- g. Coordinate with and make proper representation in appropriate cases with the *Rabitatul Alam Al-Islamie* (Muslim World League) so that programs, projects and activities of the League about pilgrimage are availed and enjoyed by the Filipino pilgrims;
- h. Provide appropriate assistance and services to Filipinos pilgrims, particularly during the height of the pilgrimage season in the ritual sites;
- i. Submit periodic reports to the Secretary on material or vital issues and concerns affecting the *Hajj* program and the welfare of Filipino pilgrims;
- j. Prepare and submit proposals and recommendations vis-à-vis programs, projects and activities affecting the welfare and interest of the NCMF and the Filipino pilgrims in relation to *Hajj*; and
- k. Call on and visit international organizations that assist pilgrims under their respective mandates such as the Islamic Development Bank (IDB), the Organization of Islamic Cooperation (OIC) and the World Muslim Congress.





## PART X – PENALTY CLAUSE

**NCMF Officials and Employees.** Any NCMF Official or Employee who, after proper inquiry and investigation by competent authority, is found to be negligent of his assigned tasks, as established in this Manual on *Hajj* Operations or has deliberately violated any of the provisions hereof, shall be dealt with accordingly. For this purpose, the provisions of Republic Act No. 9997 on the disciplinary and investigatory powers of the Secretary and other pertinent laws shall apply.

Officials who are Presidential appointees who may be found to have violated any of the provisions set forth in this manual shall likewise be dealt with in accordance with law.

**Other Individuals/Entities.** The National Commission on Muslim Filipinos shall have the right to impose appropriate sanctions or penalties, which may include the filing of appropriate legal case before any competent authority and other remedies against any erring *Sheikhs* or pilgrim or any individual or entity for violation, deliberate or otherwise, of any of the provisions set forth in this Manual.

When the erring person is an Accredited *Sheikh*, the Commission shall have the right, in addition to their liability under the law, to revoke his accreditation in case of deliberate violation of law and/or his undertaking or in case of gross negligence. In case of simple negligence, the Commission shall have the right to suspend his accreditation.

In all cases, due process shall strictly be observed at all times.

## PART X – MISCELLANEOUS PROVISIONS

**Periodic Evaluation.** The Commission shall hereby periodically and objectively evaluate and assess the implementation of the *Hajj* Operations Manual.

**Amendment.** This Manual may be amended, modified, or revised by the Commission through a majority vote or approval by the Commission En Banc.

**Repealing Clause.** All orders, memoranda and resolutions that are inconsistent with the provisions hereof are hereby revoked, repealed, modified or amended accordingly.

**Effectivity.** This Manual shall take effect immediately upon the signing and approval by the Secretary.

DONE in the City of Quezon this 24<sup>th</sup> day of January 2023.

Approved:



**GUILING A. MAMONDIONG**  
Secretary

### CERTIFICATION

This is to certify that the National Commission on Muslim Filipinos *Hajj* Operations Manual has been deliberated and approved by the Commission En Banc on the following dates: October 8 and 9, 2022 and January 6 and 9, 2023.

A handwritten signature in blue ink, appearing to read "Tahir S. Lidasan, Jr.", is positioned above the printed name.

**TAHIR S. LIDASAN, JR., CESO II**  
Executive Director/ En Banc Secretariat

