



Republic of the Philippines
OFFICE OF THE PRESIDENT
NATIONAL COMMISSION ON MUSLIM FILIPINOS

COMMISSION EN BANC

RESOLUTION NO. 17, SERIES OF 2023

AN ENBANC RESOLUTION DECLARING 2023 HAJJ OPERATIONS SUCCESSFUL COMPARED TO PREVIOUS HAJJ MISSIONS AND IN VIEW OF THE INNOVATIVE MEASURES INSTITUTED TO ADDRESS RECURRING PROBLEMS AND BASED ON THE RESULT OF THE CUSTOMER SATISFACTIONS (CSAT) SURVEY ADMINISTERED TO THE PILGRIMS AND SHEIKHS IN SAUDI ARABIA

WHEREAS, it is the policy of the State to ensure the rights and well-being of Muslim Filipinos with due regard to their beliefs, customs, traditions and institutions, as well as to further ensure their contribution to national goals and aspirations and to make them active participants in nation-building;

WHEREAS, the NCMF is mandated by law to administer and manage the Hajj pilgrimage of Filipino pilgrims in the Kingdom of Saudi Arabia under Section 8 (q) of Republic Act No. 9997;

WHEREAS, in preparation for the 2023 Hajj, the Commission instituted innovative measures in order to address the decades-old recurring problems in the Hajj operations foremost of which is the late issuance of visa;

WHEREAS, the most significant of such innovative measures is the adoption of the NCMF Hajj Operations Manual of 2023 duly registered with the UP Law Center-Office of the National Administrative Register (ONAR) which served as the guidance for the entire operations;

WHEREAS, true to its commitment to ensure that no pilgrim will be left behind in the 2023 Hajj, the BPE strengthened the electronic processing of Hajj applications and the issuance of eHajj visas proved to be instrumental in preventing any instances of stranded pilgrims. By streamlining the application and visa issuance process through the introduction of these electronic systems, the possibility of delays or complications was eliminated leading to the early release of Hajj visas and all pilgrims was able to depart for Saudi Arabia on time;

WHEREAS, another equally significant innovation established by the Commission through the Bureau of Pilgrimage and Endowment (BPE) is the *Masjidil Haram at Your Doorstep* program where a significant number of pilgrims were able to travel to Saudi Arabia from Mindanao via connecting flight as a result of the Memorandum of Agreement (MOA) with Philippine Airlines—a first in the history of the Hajj operations;

WHEREAS, as featured in the *Arab News*, an international research and publishing company, the DOJ-Bureau of Immigration (BI) through its Commissioner Norman Tansingco highlighted the special measures which includes dedicated Hajj Lanes the goal of which is to make the Hajj journey as seamless as possible and allow the pilgrims to focus on their spiritual endeavors without the unnecessary bureaucratic hurdles. This was made possible due to the engagement of the BPE with the BI through a Memorandum of Understanding—also a first in the history of the Commission since its inception;

WHEREAS, other equally important innovations instituted for 2023 are: engagements through execution of Memorandum of Agreements (MOA) with Travel

Agencies; Supervisory and Medical Selection Committee; and the creation of Hajj Organizational Structure which clearly delineated the tasks of the NCMF personnel and officials involved in the Hajj operations;

WHEREAS, the Monitoring and Documentation Committees was created—the latter consisting of personnel from the NCMF-Planning Service—tasked to record Hajj operations activities in Saudi Arabia and administer Customer Satisfaction (CSAT) Survey to collect feedback from the pilgrims using survey questionnaire, interview, and observations;

WHEREAS, the insights obtained will shed light on the **quality of services provided**, and the **overall contentment of the pilgrims throughout their Hajj journey** which shall serve as a valuable resource for the Commission En Banc, among others, to further enhance the Hajj operations;

WHEREAS, feedbacks from the pilgrims and *Sheikhs* via CSAT surveys were administered specifically on vaccination, visa processing, transportation, accommodation and food, as well as medical and *Mashaer* services;

WHEREAS, based on the results as consolidated by the Documentation and Monitoring Committee submitted to and analyzed by the Planning Service: Vaccination, Visa Processing, Transportation, Medical Services and Food Quality in Madinah yielded Satisfactory Rating while Accommodation both in Madinah and Makkah, Food Quality in Makkah, and *Mashaer* Services needs improvement;

WHEREAS, Post-Hajj Assessment was conducted by the Commission pursuant to the Hajj Manual last June 24 and 25, 2023 which assessed both local and Saudi Hajj operations. Based on the said assessment, issues and concerns raised by the pilgrims were addressed by the concerned official;

WHEREAS, among the significant achievements in the Saudi-leg of the operations is the response of the Commission to the fifty-one (51) pilgrims who missed their flights back to the Philippines last July 5, 2023 due to issues in the release of passports in the *Maktab* which is a sub-office of the *Mashariq*. As reported by the Supervisory Team, the Commission was able to ensure that the said stranded pilgrims were able to return home with the expenses in their foreign and local travels shouldered entirely by the *Mashariq*;

WHEREAS, based on the results as summarized above and the innovative measures instituted to address issues in the Hajj operations recurring over the years, the Commission En Banc considers the 2023 Hajj operations successful as compared to previous operations. Nonetheless, the Commission takes careful note of the sentiments and complaints of the pilgrims with regard to the services in Makkah, Madina, and *Mashaer*. With the exception of the *Mashaer* over which the Commission has no control but the Ministry of Hajj and Umrah through *Mashariq*, areas needing improvement guided by the result of the CSAT survey shall be duly addressed for the 2024 and succeeding Hajj operations;

WHEREAS, the Commission was able to raise the complaints in relation to the *Mashaer* services particularly in *Mina* and *Muzdalifah* to the *Mashariq* for rectification last July 1 and 6, 2023 and the same was raised to the Ministry of Hajj and Umrah (MOHU) and the Custodian of the Two Holy Mosques through the Saudi Ambassador;

WHEREAS, the Bureau of Pilgrimage and Endowment (BPE) through its Officer-in-Charge Executive Director Tahir S. Lidasan, Jr., submitted a Memorandum Report to the Commission En Banc with attached consolidated report on the Post-2023 Hajj Evaluation from the heads and team leaders of the different groups/committee created

for 2023 Hajj operations reflecting all of the foregoing Hajj activities and results with declaration that the objectives of the 2023 Hajj Operations in its entirety was met;

WHEREAS, there is a need to commend the Bureau of Pilgrimage and Endowment for all the innovative measures established and instituted for 2023 and, subject to rooms for improvement, to declare the 2023 Hajj Operations a success;

NOW, WHEREFORE, the Commission **RESOLVES** as it is hereby **RESOLVED**, to commend the Bureau of Pilgrimage and Endowment (BPE) on the conduct of the 2023 Hajj Operations. **RESOLVED FURTHER** that the Commission En Banc declares the 2023 Philippine Hajj Mission a success taking into consideration the foregoing efforts and innovations of the Commission, the Bureau of Pilgrimage and Endowment, and the Office of the Hajj Attaché in Jeddah, in coordination with the Jeddah Consulate and the Riyadh Philippine Embassy. **RESOLVED FINALLY** that the Bureau of Pilgrimage and Endowment (BPE) undertake measures to ensure that issues and problems similar to what transpired in the 2023 Hajj be duly addressed and avoided for Hajj 2024 onwards. Specifically, that the provisions of Hajj Manual BE REVISITED AND AMENDED incorporating the inputs of the Commission En Banc, the stakeholders particularly those from the pilgrims and *Sheikhs*, and the members comprising the Hajj Working Groups as well as the Advance, Supervisory, and Medical Group.

APPROVED AND SIGNED this 14 day of August 2023, in Quezon City, Metro Manila.



YUSOF J. MANDO
Commissioner

DATU RAS S. LIDASAN, JR.
Commissioner

JAMAL M. MUNIB
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GULING A. MAMONDIONG
Secretary/Chairman

Certified true and correct by:



TAHIR S. LIDASAN, JR.
Executive Director / Head, Secretariat

