

## Frequently Asked Questions

### Registration and Submission of Online Haj Application Form (HAF).

#### 1. How should I submit the Online Haj Application form for Haj -2021?

The submission of HAF passes through the following stages:

- Open the URL [hajcommittee.gov.in](http://hajcommittee.gov.in) (<http://hajcommittee.gov.in>)
- Complete New User Registration process (which creates a User Name and Password)
- You will receive OTP on Your given Mobile Number. After verification of OTP your accounts has been activated
- Re-login to the system using your User Name i.e. Mobile No and Password
- Fill online Haj Application Form
- Uploading scanned copies of the relevant documents.
- Read the declaration and check the Declaration box
- Preview your data and confirm details
- Make payment of Fee through the Credit/Debit card/Net Banking
- (For more details. Read the instructions given in [GUIDELINES](http://hajcommittee.gov.in/haj_guideline.aspx) ([http://hajcommittee.gov.in/haj\\_guideline.aspx](http://hajcommittee.gov.in/haj_guideline.aspx)) before filling the HAF).

#### 2. What should I ensure before starting applying online?

Please go through the Instructions to "How to apply online" (<http://hajcommittee.gov.in/HowtofillonlineHAF.html>). The same are available on website of Haj Committee of India. [hajcommittee.gov.in](http://hajcommittee.gov.in) (<http://hajcommittee.gov.in>).

#### 3. Can I fill the Haj application form in offline mode?

No, the application form of Haj- 2021 can only be filled in the ONLINE MODE. Those who are unable for online submission/uploading documents they can take help of State /UT Haj Committee /e-Haj Seva Centre & NGO.

#### 4. What if I don't have a Mobile number?

Mobile number is mandatory as the Payment confirmation or any other information is Only through the registered Mobile number. Mobile number may also belong to your co-pilgrims.

#### 5. What are the appropriate category for Haj Application Form?

There are two categories for Haj Application Form for Haj-2021:

1. GENERAL
2. LADIES WITHOUT MEHRAM (LWM).

#### 6. How many persons can apply in one cover?

The size of the Cover/ Groups shall be minimum 1 (one) and maximum 3 (three) adults. (If the number of family members exceed three, applications should be made in more than one Cover.)

#### 7. Who is Cover head (Group Head)?

Cover head (Group Head) is a MALE person except Ladies without Mehram, whose application shall be given the first serial number in a particular cover. He/She shall bear the full responsibility of the other applicants registered in his/her cover.

#### 8. Can a lady be the Cover head?

No. Only a male can be the head of the Cover. Except in cover for Ladies without Mehram.

#### 9. Are female applicants eligible to apply for Haj (without Mehram)?

Yes. There is a separate Category for female applicant namely Ladies without Mehram. The tentative age limit of above 45 years and upto 65 years are allowed to travel in group of three (3).

#### 10. What have age restrictions for apply HAF?

The restrictions for Haj 2021 due to health protocols and age limit, for Haj pilgrims decided by the KSA will be finally applicable and Hajis will be selected accordingly. At present, it is tentatively expected that the Ministry of Haj & Umrah, KSA may impose restriction of age limits 18 - 65 years for the Haj pilgrims for Haj 2021. Therefore, it has been decided that the applicants below 18 years and above 65 years of age should not apply for HAJ 1442 (H) - 2021 (C.E.) at this stage.

#### 11. What is validity date of my passport for Haj-2021?

All intending pilgrims should possess machine readable valid Indian International Passport issued on or before 10th December, 2020 (or stipulated last date of application) and valid at least upto 10th January, 2022.

#### 12. Can a Pilgrim choose an Embarkation Point for himself / herself other than the one decided by the Haj Committee?




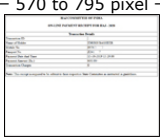
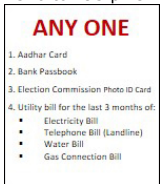
Embarkation will be decided automatically by the system (IHPMS) on the basis of pilgrims given Address. There is no provision for change of Embarkation Point. No request of change of embarkation Point on any ground will be entertained. Table showing pilgrims from the States/Districts tentatively proposed to be attached to the proposed Embarkation Points are given GUIDELINE Para12.2.

In view of the prevailing Covid-19 Pandemic, the proposed Embarkation Points for Haj 2021 are proposed to be reduced to Ten (10) from the present Twenty One (21).

#### 13. What documents are required for filling-up of HAF?

Applicants upload the following documents while filling the application form for Haj-2021. The specifications for each document are mentioned below:

| Sr. No. | Documents | Dimension | File Size | File type | Scan Documents |
|---------|-----------|-----------|-----------|-----------|----------------|
|---------|-----------|-----------|-----------|-----------|----------------|

| Sr. No. | Documents  | Dimension           | File Size     | File type  | Scan Documents   |
|---------|--|---------------------|---------------|------------|--|
| 1       | Photograph<br>(colour passport size with white background) | Width 100-148 pixel | 5 to 20 KBs   | JPG / JPEG | ← 100 to 148 pixel →<br>  |
| 2       | Passport Scanned copy (First Page)                         | Width 590-750 pixel | 80 to 250 KBs | JPG / JPEG | ← 570 to 795 pixel →<br>  |
| 3       | Passport Scanned copy (Last Page)                          |                     |               |            | ← 570 to 795 pixel →<br>  |
| 4       | Cancelled Cheque of Cover Head                             | Width 590-750 pixel | 80 to 250 KBs | JPG / JPEG | ← 570 to 795 pixel →<br>  |
| 5       | Address Proof (If required)                                |                     |               |            | ← 570 to 795 pixel →<br> |

#### 14. After completing the Online Application process and generating printable Application, will I be able to login again to change my application data? ▼

No. After completing all the steps up to PDF application form generation in the online application process, you can only download the application form and cannot modify the data. Therefore, it is important to feed-in the correct information while filling the application form.

#### 15. How do I know that my application is completed? ▼

Successful/completion HAF is indicated by the Page displayed after clicking the Final Submission Button a unique system generated GROUP ID will be displayed which indicates successful completion of online submission also you will receive SMS on your registered Mobile number.

#### 16. Do I need to submit by post / by hand Filled Haj application Form and attachments? ▼

Applicant will submit HAF filled through online system along-with uploaded documents. Printed HAF and documents will not be submitted to State/UT Haj Committees at this stage.

If applicant only submits online HAF and could not upload the documents then applicants should take printout of filled HAF and submit to respective State /UT Haj Committee with documents.

**17. What is the fee to be paid with the application?**

The fee to be paid with the application is Rupees Three hundred (Rs.300/-) for each applicant.

Only Ladies without Mehram (LWM) category, are exempted from payment of Processing Fee of Rs.300/-.

**18. Are there any other charges for the accompanying Child / Infant?**

For Haj-2021 No Infant/Child below 18 years is eligible.

**19. How to make fee payment?**

After filling online application, fee can be paid online through E-Payment Debit / Credit Card or Net banking.

Pilgrims making payments offline should pay in SBI/UBI in the multiples of Rs.300/- and must upload payment receipt along-with HAF through online system.

**20. I have paid the Processing Fee for Haj 2021, but I wish to cancel due to unavoidable reasons. Is the Registration Fee Refundable?**

No, the Processing Fee is NOT REFUNDABLE.

**21. I am facing problem in completing my registration/filling up Online HAF or making online payment of fees. How should I resolve my problem?**

Kindly proceed as follows:-

Step 1 - Ensure that your Web Browser (Mozilla Firefox) is of latest version, Java Script is enabled, Pop-up blocker is disabled. If problem still persists, go to step 2. Step 2 - If the problem is still not resolved, kindly communicate the problem being faced by you through e-mail at compcell.hci@gmail.com (mailto:compcell.hci@gmail.com) in your query and please furnish your problem details, so that HCOI may contact you to resolve your problem or Haj Information Centre at 022-22107070 (tel:022-22107070).

**22. What is Cover Number.?**

Cover Number consists of the following parts:-

1. State Code (for example): DL for Delhi
2. ~ for general / ~R for reserved category
3. Serial Order of Registration (for example): 1079
4. No. of applicants in the Cover (for example): 3
5. No. of Infants (for example): 0

The sum of the above would appear as under:-

**COVER NO. DLF-1079-3-0.**

**23. When will we receive Cover Number?**

Cover number is a unique computer generated number obtained from the IHPMS software, after verification of data entry and relevant documents of pilgrims by State/UT Haj Committees. The Cover number is intimated to the Cover Head through SMS. This Cover number must be used by the Applicants as reference in all further correspondence. Pilgrims must obtain Cover Number from State/UT Haj Committees as no HAF will be considered for qurrah without Cover Number.

#### 24. Who is a Nominee?

For Haj Pilgrimage, a Nominee is a person nominated by the Haji appropriately in the Haj Application Form, who can be contacted in India in case of any emergency. Preferably the person should be relative of the Haji.

#### 25. Who is a Mehram?

The male companion of a Lady Pilgrim(s) during the entire course of Haj journey (as described in SHARIAT), is called a Mehram.

#### 26. NRI pilgrim can apply for Haj-2021?

#### 27. What is the Adahi (Qurbani)?

Adahi (qurbani) through Islamic Development Bank (IDB) will be arranged by HCoI for the Whole Covers.

#### 28. What is the Johfa Meeqat?

The Shia pilgrims who opt for JOHFA as Meeqat should mark the same in the HAF, for which they will be required to pay an additional amount of Saudi Riyals 100/-.

#### 29. I have forgotten my password. What should I do?

If you have forgotten your password, click on the link [Forgot Password](#) and follow further procedures

#### 30. What is the last date for filling up the application form?

Last Date for filling up the online application form is **10th November, 2020**. Check Haj Committee website for updates.

#### 31. Is there any Helpline Number (Or) E-mail for online HAF Queries?

Yes, you may call helpline services (Haji Information Centre) on **022-22107070** (From 8 am to 8.00 pm Monday to Saturday) or email at [compcell.hci@gmail.com](mailto:compcell.hci@gmail.com) on all working days.

#### 32. When will the result of selection (Qurrah) be declared?

The results of Qurrah Provisional selection will be declared tentatively in January, 2021, however the applicant advised to check the website regularly for any updates/changes. All the selected pilgrims will be informed through SMS on their registered Mobile No.

