

Al-Ahella



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**Crown Prince
Muhammad –
a man of accomplishments**

**Benten approves Establishment's
'Operational Plans' for South Asia, GCC pilgrims**

'Politicization of Hajj Unacceptable' : Kingdom



نبأبعك

على السمع

والطاعة

يتشرف رئيس وناثبا وأعضاء مجلس إدارة مؤسسة مطوفي حجاج دول جنوب آسيا ومساهموها ومساهماتها

بتقديم المبايعة والولاء

إلى صاحب السمو الملكي

الأمير محمد بن سلمان بن عبدالعزيز

ولي العهد نائب رئيس مجلس الوزراء وزير الدفاع



مؤسسة مطوفي حجاج جنوب آسيا
Muttawiffy Hujaj South Asia Est.

Quality services to the pilgrims

Allah SWT has blessed the Kingdom (leadership, government, and people) with the honor to serve the guests of God's Sacred House and the pilgrims and visitors to the Mosque of His Noble Messenger. May God bless them all with peace, and the honour to serve the pilgrims and visitors by providing all the comforts, tranquility, security and safety to the pilgrims every year without any difficulty. The Custodian of the Two Holy Mosques King Salman Bin Abdulaziz Al-Saud always emphasizes that the Kingdom's efforts to serve those travelling to the two holy mosques in Makkah and Madinah are an honor and a source of pride for all those whom God favors to serve them and that the Kingdom is always keen to extend every care and comfort to the Guests of Allah SWT.

In this regard, Prince Khalid Al-Faisal Bin Abdulaziz, Advisor to the Custodian of the Two Holy Mosques, Governor of Makkah Region and Chairman of the Central Hajj Committee, launched a project to measure the quality of services in government departments and institutions in the month of Sha'ban. The Custodian of the Two Holy Mosques and His Royal Highness the Crown Prince both underscore the importance of providing the highest level of service to the citizens, visitors, and pilgrims alike.

In this context, the Ministry of Hajj and Umrah has launched electronic portals for both foreign and domestic pilgrims. It has also launched a program to measure the satisfaction of pilgrims with the services provided to them. This program received the Middle East Award for Excellence in Governance and Smart Cities.

The award undoubtedly is a great achievement for the Ministry of Hajj and Umrah, and all the institutions operating under its umbrella. It is also a strong motivation to further upgrade services provided to pilgrims as a part of the comprehensive system of all governmental and private institutions which provide services to pilgrims from South Asia, as well as citizens of some of the GCC countries.

These services will be rolled out utilizing the latest technology to help pilgrims complete their rites at the specified times and places.

The Muttawiffy Hujjaj South Asia Establishment, under the guidance HE Dr. Muhammad Saleh Bin Taher Benten, Minister of Hajj and Umrah, has always measured the satisfaction level of the pilgrims and gathered their opinions on all services provided, whether basic or advanced. Through surveying their opinions at the end of the pilgrimage season, while they depart for home, or through presenting a selection of services to them and their office representatives and tour operators on the Establishment's website, we are able to modernize and provide basic services that continuously improve. On the basis of surveys and data collected additional new services are provided to the pilgrims.

In accordance with the standards mandated for field service office management this year 1438H, approved by the minister, additional services will be provided according to service segments in lists. Each list that will have set prices and services, will be presented to the pilgrims and their representatives to choose what suits their tastes, desires, and financial abilities.

Accordingly, during this year's Hajj season, the Establishment will provide the pilgrims with three meals each day throughout their stay in the holy sites, i.e. 15 meals per pilgrim, in addition to two bottles of Zamzam water (330ml) for every pilgrim in Arafat, so that they may utilize these days and nights of virtue in the worship of Allah.

May God Almighty accept prayers of the pilgrims and their worship, make their pilgrimage fruitful and their endeavors thankful. I pray the Almighty to assist all those who serve the pilgrims and help them to fulfill their responsibilities towards His honored guests in a manner that pleases Him. This pilgrimage season will be as distinct as the previous seasons. I pray for stability and security during this pilgrimage season too, that our good leadership has preserved. May Allah SWT accept and answer our prayers.



Dr. Ra'fat Ismail Badr

Chairman of The Board of Directors
South Asia Pilgrims
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Muhammad Bin Salman appointed Crown Prince

The Prince - a man of accomplishments



Custodian of the Two Holy Mosques King Salman bin Abdulaziz issued a royal decree on Ramadan 26, 1438 AH (June 21, 2017), appointing Prince Muhammad Bin Salman as Crown Prince and as Deputy Prime Minister, while continuing him as defense minister. The decree relieved His Royal Highness Prince Muhammad Bin Naif bin Abdul Aziz Al-Saud from the position of Crown Prince and from the post of Deputy Prime Minister and Minister of Interior.

"Crescents" - Special Issue

The Custodian of the Two Holy Mosques issued a number of royal orders, including: Paragraph B of Article 5 of the Basic Law of Government is amended to read: "Rule shall be vested in the sons of the founding father King Abdulaziz Bin Abdulrahman Al-Faisal Al-Saud and the sons of the sons. The most befitting among them will be pledge allegiance according to the Book of God and the Sunnah of His Messenger, may Allah bless him and grant him peace, and henceforth there will not be a king appointed from the sons of the founding king along with a crown prince, both being of the same one branch of the founding king's descendants. "

Luminous Achievements

The trust vested in the selection of Prince Muhammad Bin Salman as Crown Prince by the Saudi leadership is the result of the prince's outstanding career in political and military work, as well as the economic and development work that has been demonstrated in Vision 2030, and brings Saudi Arabia into a post-oil era.



Prince Muhammad has held several positions during his ten year career. He started his career self-employed, where he founded a number of commercial companies and gained international experience in

corporate governance and international finance before pursuing a career in public service for the Kingdom. He began as an adviser to the experts in the Council of Ministers in 2007; Adviser to the Governor of

Riyadh in 2009, and later served in other positions including the President of the Crown Prince’s Court and Minister of State in the Council of Ministers.

On the military level, Prince Muhammad as-

sumed the leadership of the Arab Alliance in Yemen with the “Decisive Storm” which was launched at the end of March 2015. He was then appointed Minister of Defense in January in the same year. The operation succeeded two years later in the liberation of about (85%) of Yemeni territory from the grip of the Houthis.

In April 2015, Prince Muhammad assumed the post of deputy crown prince. One year later as head of the Economic Affairs and Development Council he was able to present an integrated vision on the future of the Kingdom. In April 2016, the Saudi Cabinet approved Saudi Vision 2030, “Post-Oil Kingdom”.

Vision 2030 also included the Cabinet’s approval of the National Transition Program 2020, which aims at diversifying sources of income and increasing non-oil revenues, in order to counter declining oil prices.

In other areas, Prince Muhammad made remarkable efforts in charitable work. In 2011, he founded the Misk Global Forum, chairing its Board of Directors. The Forum is concerned with three areas: education, culture and media, and is dedicated to developing youth leadership skills.





In his capacity as Chairman of the King Salman Youth Center, *Forbes Middle East* magazine awarded Prince Muhammad Bin Salman the “Personality of the Year Award for Entrepreneurship” in 2013, in appreciation of his efforts in supporting young entrepreneurs and highlighting the successes of Saudi youth around the world.

Foreign Policy magazine, placed him on the list of the world’s most influen-



tial leaders, after he was named crown prince and defense minister. He was

named by the same magazine as one of the world’s top 100 thinkers in 2015.



Serve the Guests of Allah – King Salman

On behalf of the Custodian of the Two Holy Mosques King Salman Bin Abdulaziz, the Deputy Custodian of the Two Holy Mosques, His Royal Highness Prince Muhammad Bin Salman Bin Abdulaziz chaired the Cabinet meeting on Monday, 15 Dhul-Qadah 1438 AH, at Al-Salam Palace in Jeddah.

Jeddah – *Al-Ahella* Magazine

At the beginning of the session, the Deputy Custodian of the Two Holy Mosques welcomed the pilgrims on behalf of the Custodian of the Two Holy Mosques, who've commenced to arrive

in the Kingdom to perform the fifth pillar of Islam. He beseeched God to guide the pilgrims in performing the Hajj rituals, for God Almighty to accept their deeds, and to return them after the performance of their pilgrimage free of sin like the day their mothers gave birth to them, and that God grant them an accepted Hajj, one which has no reward except Paradise, as was told by God's chosen Prophet, peace be upon him.

Put Forth Maximum Effort

Crown Prince Muhammad instructed all governmental and private bodies to do everything that would facilitate

and ease the Hajj rites of the guests of the Rahman with all tranquility, security and safety, as per the directives of the Custodian of the Two Holy Mosques. Year after year it is the Kingdom's great responsibility to carry this message, and it's honor to serve the two Holy Mosques in Makkah and Madinah, as well as the holy places, to guide the guests of Allah who come from all over the world, answering the Almighty's call: "They will come on foot and on every riding animal, from every deep crevasse to witness the benefits [of Hajj] and mention the name of God in these known days." {Verse}



Makkah Governor discusses Hajj plans with CHC

The Central Hajj Committee (CHC) recently held a meeting in the Governorate of Makkah office under the chairmanship Prince Khalid Al-Faisal, Advisor to the Custodian of the Two Holy Mosques, Governor of Makkah Province, and Chairman of the Committee. The meeting was attended by Prince Abdullah Bandar, Deputy Governor, Makkah region, and committee members of the government agencies concerned with pilgrims' services. The committee discussed at length the executive and operational plans for this year's Hajj season to provide best services to pilgrims right from their arrival to holy land until they return home safely.

Makkah - *Al-Ahella* Magazine

The Ministry of Hajj and Umrah executive plan for Hajj season this year will be imple-

mented by 95,000 employees. The ministry estimates more than 1.7 million foreign and

about 211,000 domestic pilgrims to perform Hajj this year, bringing the total to nearly two million pilgrims.

The Presidency for the Affairs of the Two Holy Mosques also presented its plans regarding the Grand Mosque which will be implemented by nearly 10,000 employees; engineers; supervisors, and workers.

This will include contributions from and coordination with security agencies, facilitating the entry and exit of pilgrims and



worshippers, the opening of the Grand Mosque's corridors, provisions for the distribution of copies of the Holy Quran and its translation, and facilitate movements of pilgrims and worshippers in and out of the Holy Mosque.

Makkah municipality pre-

sented its plan to coordinate more than 23,000 engineers, employees, observers, workers equipped with around 572 cleaning equipment.

The Health Affairs Department in the Makkah Region has prepared for current Hajj season health projects that

would cost more than SR12.7 million.

With regard to water services, the National Water Company stated that it will raise the water supplies to Makkah and holy sites to 18,150 million cubic meters; a 21percent increase from last year.



Minister of Hajj approves Establishment's 'Operational Plans' for South Asia, GCC pilgrims

Recently, His Excellency Dr. Mohammad Saleh Bin Taher Benten, the Minister Hajj and Umrah approved an "Operational Plan" for the Muttawiffy Hujjaj South Asia Est. which will serve more than 525,000 pilgrims from Pakistan, India, Bangladesh, Afghanistan, Sri Lanka, Maldives, Myanmar, Nepal and other pilgrims coming from Gulf Cooperation Council (GCC) countries during the current pilgrimage season. This plan was approved amid technology, logistic, and human resource preparations, all integrated to provide comfort and convenience to the pilgrims throughout their stay in the holy lands. The plan will enable them to perform the fifth pillar of Islam in line with directives and aspirations set in place by the Saudi leadership.

Makkah - **Al-Ahella**



Speaking on occasion, Dr. Ra'fat Ismail Badr, Chairman of The Board of Directors, Muttawiffy Hujjaj South Asia Est., stated that this year's plan benefited from previous years' reports, allowing them to address the observations of the previous years and build upon their strengths by taking full advantage of modern, cutting edge technologies to expedite the pilgrims' procedures. This takes advantage of various cadres of qualified Saudi expertise in scientific and practical fields.

Dr. Ra'fat pointed out that this year's plan has seen a number of developments, each compat-

ible with the vision and mission of the Establishment and in line with the size of care necessary for the number of pilgrims served. Considerable attention to the pilgrim's needs has been provided by the government, including increasing number of field offices service groups from 118 to 140 offices. All traditional tents in Arafat were replaced with fire resistant tents, each with desert air conditioning and two bottles of Zamzam water for every pilgrim in Arafat.

He said that health care services have been instituted for the care of the sick and elderly pilgrims at two key points in Mina.

Additionally, services were modernized and developed in proportion to and according to the wishes of the various categories of pilgrims. Allocated rest areas for Establishment's pilgrims have been improved and designated train stations in the holy sites serving Muzdalifah have been updated with necessary requirements. In addition, all field office services groups of the Establishment have been equipped with a unified Technical Support number (92008995) which is introduced this year.



Dr. Benten praises Muttawiffy Hujjaj South Asia Est. Hajj plans



HE Dr. Mohamad Saleh Bin Taher Benten, Minister Hajj and Umrah praised the outstanding performance displayed by Muttawiffy Hujjaj South Asia Est. and its dedication to serve to the pilgrims.

Makkah – Ahmad Al-Ahmadi



His Excellency commended their ongoing efforts in providing better services to the pilgrims. He also reviewed the operational plans and level of preparations for Hajj season, according to the ministry statement during an inspection visit of the Establishment on Sunday afternoon on Dhul-Qa'adah 07, 1438H. (July 30, 2017)

On arrival at the Establishment's office, Dr. Benten was received by Dr. Ra'fat Ismail Badr, Chairman of The Board





of Directors, Muttawiffy Hujjaj South Asia Est. and his two deputies Eng. Zaki Omar Hariri and Eng. Hisham Abdulrahman Shaley, along with members of the Establishment's board, departments directors, and management heads.

The minister also visited the exhibits hall, listened to and viewed a detailed visual presentation on the Establishment's operational plans for the current Hajj. This included improvements to raise the level of ser-



vices provided to pilgrims being applied for the first time this year.

Dr. Benten praised the plans and called for their continued development. He encouraged the progress in the Establishment's work in providing the finest services to the guests of Al-Rahman.

During this visit, the minister also inaugurated the agenda to support and improve the Public Affairs Committee Establishment's Lost Pilgrim program, which is part of a unified transport proj-





ect to guide stranded pilgrims.

Dr. Benten also chaired the Board of Directors' meeting in the presence of Dr. Ra'fat along with his deputies and all members of the Establishment. During the meeting they reviewed and discussed all matters related to services provided to the pilgrims by the Establishment, and also explore appropriate solutions to the problems and obstacles facing the Establishment's workflow.