

No.Haj-15/6/2024-Haj-MoMA-pt.2 (e-144498)
Government of India
Ministry of Minority Affairs
(Haj Division)

6th Floor, MTNL Building
CGO, Lodhi Road, New Delhi-03
Date: 2nd May, 2025

NOTICE

Reference is invited to technical and operational issue concerning the *Nusuk* portal which has been highlighted by CHGOs in their email/ letter addressed to CGI, Jeddah and this Ministry, requesting for intervention.

2. CGI, Jeddah assured that the Indian Haj mission will continue to raise all the issues/ technical challenges faced in the domain where it has a role assigned by Ministry of Hajj & Umrah. However, the concerned CHGOs are advised to raise tickets directly through the *Nusuk* portal, as it is the official channel designated for entities to report technical issues for resolution.

3. In view of above, CHGOs are requested to complete their processes on *Nusuk* within the given timeline and if required, seek technical support from the Saudi side directly by raising tickets on *Nusuk* portal.


(Anup Barman)

Under Secretary to the Govt. of India

To,
All CHGOs & its constituent members HGOs - for information & necessary action.

Copy to:

- (i) Senior PPS to Secretary(MA)
- (ii) PPS to JS(Haj)
- (iii) CEO, HCoI
- (iv) CGI, Jeddah

Copy also to:

- (i) Sr. Director, NIC-for uploading on website of this Ministry.
- (ii) Team Lead, IT support team- for uploading on HGO portal.