
FW: RE: SAHUC OPEN LETTER

----- Forwarded Message -----

From: sahucwhistleblower <sahucwhistleblower@protonmail.com>

Date: On Wednesday, 30 July 2025 at 16:18

Subject: RE: SAHUC OPEN LETTER

To: president@sahuc.org.za <president@sahuc.org.za>

CC: dangorz@dirco.gov.za <dangorz@dirco.gov.za>, info@vocfm.co.za <info@vocfm.co.za>, info@salaamedia.com <info@salaamedia.com>, info@alansaar.org.za <info@alansaar.org.za>, info@ciiradio.com <info@ciiradio.com>, info@nismedia.com <info@nismedia.com>

Respected Moaaz ,

You need to address the public at large .

I have copied in the media houses

Unfortunately if I reveal my identity as it will jeopardise my organisation in sahuc.

Many thanks

Sent with [Proton Mail](#) secure email.

On Tuesday, 29 July 2025 at 21:11, president@sahuc.org.za <president@sahuc.org.za> wrote:

Was Salaamu Alaikum Mr/Mrs,

Trust that you are doing well.

Your email is noted and we will get our team to respond accordingly in due course In Shaa Allah.

Can you please identify yourself, name, surname and telephone number before we send a response.

JazakAllah.



Moaaz Casoo | President

Mobile: +27 71 047 9917

Tel: +27 10 001 9101

Email: president@sahuc.org.za



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From: sahucwhistleblower <sahucwhistleblower@protonmail.com>
Sent: Tuesday, July 29, 2025 11:38 AM
To: president@sahuc.org.za; sahucsg@sahuc.org.za
Cc: dangorz@dirco.gov.za; info@vocfm.co.za; info@salaamedia.com
Subject: SAHUC OPEN LETTER

Brother Moaaz and Respected Members

South African Hajj and Umrah Council (SAHUC)

president@sahuc.org.za

Open Letter: Request for Transparency and Accountability in Hajj Operations

Dear Brother Moaaz and Esteemed SAHUC Board Members,

As a concerned member of the South African Hajj community, I address this letter to your office with the utmost respect and with deep concern regarding several serious issues surrounding SAHUC's role and performance during the recent Hajj season.

This letter is written in the public interest to seek accountability, clarify alleged inconsistencies, and restore confidence in the institution tasked with overseeing the sacred pilgrimage on behalf of South African Muslims. We request your honest and transparent response to the questions below and ask that all individuals copied on this correspondence be responded to.

Matters for Clarification

1. Mina and Arafat Camp Space Allocation

Why is space for South African hujjaaj significantly more constrained than that of other nationalities? Has SAHUC disclosed to the public that part of this space — paid for by pilgrims — is instead used for the SAHUC mission team, medical clinics, and representatives of the South African Embassy? Kindly confirm whether Mr. Simmins from the South African Consulate and SAHUC paid for their accommodation in these camps ?

2. Clinic Closure in Madinah

Was SAHUC's medical clinic in Madinah closed by the Saudi Ministry of Health for non-compliance? This issue appears to be recurring annually. Has SAHUC ensured full regulatory compliance with all Saudi health ministry requirements?

3. Medical Team Size and Service Scope

What is the size of the SAHUC medical team? Reports indicate limited medical service provision — with many cases referred to hospitals or managed with basic medication like Voltaren. Please disclose the total value and quantity of unused medication post-Hajj.

4. Saudi Bank Account and Forex Compliance

Please disclose details of SAHUC's Saudi bank account(s) from inception to date. Has SAHUC adhered to South African Reserve Bank regulations regarding the repatriation of surplus foreign exchange?

5. Incentives from Service Providers

Has SAHUC received any commissions or incentives from service providers such as Al Mashriq Al Masiah and Abu Jadeil Catering — including but not limited to VIP vehicles and sign-on bonuses? Kindly disclose the details.

6. Commission on Damm/Qurbani (ADAHI)

Why were agents instructed to use ADAHI, a private company, so late in the process? It is alleged that SAHUC was to receive a commission of SAR 120 per animal, which was later split into SAR 30 refunded to agents and SAR 90 supposedly sponsored. Why was this potential conflict of interest not publicly disclosed earlier?

7. Camp Amenities and Catering Issues

SAHUC has claimed there was unlimited water, milk, and ice cream in the camps. This has been strongly disputed by pilgrims who reported shortages. Can SAHUC explain these discrepancies and clarify the role of private sponsors in addressing shortfalls?

8. Catering Costs and Quality

What was the total amount paid to Abu Jadeil Catering for the 5 days of Hajj? Please provide supporting invoices. Many pilgrims reported meals worth no more than SAR 15 per serving.

9. Exclusive Operator Status and Governance Concerns

Please provide a copy of the letter from the Ministry of Hajj appointing SAHUC as the sole Hajj operator for South Africa. Kindly address the following:

- o How can SAHUC serve as both regulator and operator?
- o Who will hold SAHUC accountable for sub-standard service as they will now be the operator ,facilitator and regulator?
- o Were alternative options presented to SAHUC by the Ministry?
- o What incentive will sahuc potentially receive from Al Mashriq Al Masiah for giving them the full accommodation contract for the 1447 hajj ?
- o Have KAPS and its Shura Council been formally informed of SAHUC presidents agreement with Mr Mia for KAPS to administrate the hajj for SAHUC ?
- o Will pilgrims face limited accommodation options due to SAHUC's operational model?
- o Why were other operators and the public not consulted prior to you appointing yourself as sole operator?
- o Can Sahuc produce a letter of appointment from the ministry of hajj and publish it publicly ?
- o Can Sahuc confirm that no penalties have been raised by the Ministry on SAHUC or its operators over the past 3 years ?

10. Financial Accountability

Have all referral commissions and other incentives been recognized in SAHUC's audited financial statements? Has the Saudi bank account been properly disclosed and reviewed by independent auditors?

11. Quota Allocation and Independent Operators

Why did SAHUC deny approval to Mr. Naeem Areef despite his official quota through Ithraa Al Joud? Does SAHUC believe no pilgrim may proceed independently, even with valid approval? All SAHUC had to do was sign off his approval?

12. Ban on Private Transport

Why was South Africa reportedly the only country where private transport was prohibited during Hajj? Service providers and missions from other countries claim the ban originated with SAHUC, not the Ministry.

13. Operator Mergers and Pilgrim Choice

Regarding the soft merger of Yusra and Shafeeks, was Brother Shaheen (private or sahuc capacity) involved in facilitating this merger? If so, as a SAHUC board member, how is this not a conflict of interest? Were Shafeeks pilgrims informed and allowed to reselect their operator as SAHUC policy requires or were they unilaterally moved from one portal to another ?

14. Misrepresentation of the Hajj Operational Structure

It has been publicly communicated by SAHUC that the structure of Hajj operations has changed due to the introduction of licensed service providers responsible for sourcing accommodation. However, this model was already in place during Hajj 1446, where all accommodation contracts between hotels and travel operators were managed through the licensed service provider. This raises the question: Why is SAHUC presenting this as a new development and shaping a narrative that appears to mislead the public for its own purposes?

15. Utilisation of foreigner on SA Quota

How was it possible for TWF Hajj (TTW,WOT,FLYWELL) to bring Hamza the Chef who has a malawian passport for hajj utilising the South African Quota ? Is there no controls in place to prioritise South African citizens ?

Closing Request

We respectfully request that SAHUC respond to these matters in a timely and public manner. These concerns are raised not out of hostility, but from a sincere desire to uphold the integrity of Hajj and the trust that the Muslim community has placed in your institution. Transparency is not only a regulatory obligation — it is a spiritual imperative in matters affecting the Hajj of South African Muslims.

We look forward to your prompt and transparent response.

Yours faithfully,