

MINISTRY OF EXTERNAL AFFAIRS
(GULF & HAJJ DIVISION)

Registration of Private Tour Operators - Hajj 2014

The Government of Saudi Arabia has notified that Private Tour Operators (PTOs) registered with the Government of India and involved in the preparation of the Hajj Pilgrimage will be eligible for grant of Hajj group visas subject to fulfilment of other terms and conditions as laid down by the Saudi Authorities. The guidelines issued by the Government of Saudi Arabia have been placed as "**Instructions for PTOs**" under the caption Hajj-2014 on the website of the Ministry.

2. PTOs who have been qualified as per the category-wise list issued vide our press release of April 21, 2014 for registration for Hajj – 2014 are requested to furnish the documents as detailed in Annexure A, B and C. The Eligibility Criteria are at Annexure A and B. The documents as detailed in Annexure A & B may be sent to Attaché (Hajj), Ministry of External Affairs, in the prescribed format (Annexure-C) at the following address - Liaison Office of the Hajj Committee of India, 5028, Bachchon Ka Ghar, First Floor, Darya Ganj, New Delhi-110002. (Tel No. 011-23240546, 23240547)

3. As per PTOs' Policy -2013-17, approved by Hon'ble Supreme Court of India, 70% of the overall quota of seats (36,000 allotted to PTOs for Hajj 2014) will be allocated to eligible PTOs under Category (I) and 30% to eligible PTOs under Category (II). Distribution of seats among qualified PTOs will be done as follows:

- (a) 70% of the Hajj 2014 PTO seats (25,200) will be allocated equally to eligible PTOs under category (I).
- (b) 30% of Hajj 2014 PTO seats (10800) will be allocated to eligible PTOs under category (II) at the rate of 50 seats per qualified PTO. Out of 305 PTOs qualified under Category-II, in the first instance, 88 PTO (Refer to the Annexure III to the Press Release of July 9, 2013) who were allocated seats for Hajj-2013 will not be considered for allocation of seats for Hajj 2014. The allocation of seats to remaining eligible PTOs @ 50 seats each will be done by draw of lots.
- (c) The 88 PTOs (Refer to the Annexure III to the Press Release of July 9, 2013) who will not be considered for allocation of seats for Hajj 2014 need not send any document including FDR for Rs. 25 Lakh for the time being as requested in Annexure A, B & C.

4. This Policy will remain valid for 2014-2017 unless there are substantive developments which affect it. The allocation of seats to qualified PTOs in each category will be done every year on the basis of the overall quota of PTO seats specified in the annual India – Saudi Arabia Hajj Agreement and the number of qualified PTOs in each category. The policy envisages cross category upward movement of PTOs from Category II to Category I. A qualified PTO shall remain qualified unless it is otherwise disqualified either by Government of India or by Government of Saudi Arabia for valid reasons.

5. The required documents/ information as detailed in Annexure A & B must be sent in the format given in **Annexure C & D** to - The Attaché (Hajj), Ministry of External Affairs, so as

to reach at Liaison Office of the Hajj Committee of India, 5028, Bachchon Ka Ghar, 1st Floor, Darya Ganj, New Delhi-110002 latest by 1630 Hrs, Monday, May 19, 2014.

April 28, 2014

ANNEXURE-A

Terms and Conditions for Registration of Private Tour Operators (PTOs) for Hajj-2014

Each PTO should establish that it is a genuine and established Tour Operator having experience in sending tourists/pilgrims abroad for which it should produce the following documents:

Sl. No.	Terms and Conditions
i	All documents must be in the name of the applicant PTO and must be dated prior to the last date for submission of the application.
ii	PTO must sign an agreement with each pilgrim indicating the services to be provided to the pilgrim and charges payable. Services should include inter-alia medical insurance, type of accommodation, transport facility, duration of stay of the pilgrims in Saudi Arabia, etc.). A copy of model agreement to be signed with the pilgrims must be attached with the application.
iii	Details of registration for Service Tax.
iv	Minimum Annual Turnover of INR One Crore during the financial year 2012-13 along with Balance Sheet and Profit & Loss Account –duly audited by the Statutory Auditors, Tax Audit Report and Income Tax Return (ITR) for financial year 2012-13.
v	Minimum office area of 250 Sq.ft. (Carpet area). (Supporting documents – drawing/lay out plan approved by the competent authority of the State Government/Union Territory). Lay out plan certified by Chartered Engineers/ Architects will also be accepted.
vi	Minimum capital of Rs. 15 lakh as on March 31, 2013, duly supported by the latest Balance Sheet- audited by the Statutory Auditors and Audit Report.
vii	Proof of payment made through banking or other authorized channels towards purchase of tickets and hiring of accommodation in Makkah/ Madinah for Hajj 2013. Payments towards purchase of tickets, hiring of accommodation for pilgrims in Makkah/Madinah, by any other means, would not be accepted.
viii	PAN Card details (PAN Card in the name of Proprietor will be accepted provided the PTO is a Proprietor concern).
ix	PTO with adverse Police report or involved in criminal court cases will not be considered.
x	Contract for hiring of buildings for pilgrims and "Tasreeh" together with English translations PTO category wise. (Please enclose rental receipts and a copy of lease deed, duly signed with the Saudi owners for Hajj 2013).
xi	Copy of Munazzim Card and relevant Hajj visa pages of the Passport of the Proprietor/Owner for Hajj 2013.
xii	A security deposit of Rs. 25 lacs (Rs. Twenty five lacs only) in the form of Fixed Deposits with a Nationalised Bank valid till March 31, 2015 in favour of HCOI, Mumbai.

xiii	A Demand Draft of INR 5000/- (Rs. Five Thousand only) in favour of Hajj Committee of India, payable at Mumbai - to be submitted along with the application as non refundable fee.
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ANNEXURE- B

Other Important Instructions/Guidelines for Hajj 2014

i	Application must be in the prescribed Performa (Annexure-C) and all documents must be serially numbered. An index must be provided at the top of the applications indicating details of documents enclosed.
ii	Applications that furnish wrong information or suppress any relevant information will be summarily rejected and the applicant PTO will be blacklisted, and its security deposit forfeited, provided that blacklisting will not be ordered unless an opportunity to show cause against such blacklisting is given to the PTO concerned.
iii	PTOs must furnish full information about their pilgrims to the CGI (Consulate General of India), Jeddah and also upload it on the website of CGI- www.jeddah.com before departure of pilgrims to Saudi Arabia.
iv	PTO must ensure vaccination and other medical checks as per requirement of the Government of Saudi Arabia. Details are available on HCOI's website www.hajjcommittee.com . All Pilgrims must carry health cards.
v	PTO should be fully responsible for the stay, transportation and payment of compulsory charges to the Authorities in Saudi Arabia. PTO should honour all terms & conditions of the contract signed with the pilgrims and ensure that none of them is left stranded.
vi	PTO should provide good quality Identity card, indicating name of the pilgrim and of the PTO, Passport number and place of stay in Makkah/ Madinah, to each pilgrim to be worn around the neck whenever they leave the building.
vii	PTO should ensure that baggage of all their pilgrims are cleared before they leave the Hajj Terminals in India/Saudi Arabia.
viii	If a pilgrim sent by a PTO is found begging in Saudi Arabia or declared Fuqra by Saudi Authorities, the PTO will be blacklisted permanently and its security deposit forfeited.
ix	Selling of Hajj quota seats to any other PTO is strictly prohibited. In case of receipt of any complaint against any PTO indulging in such activity, the PTO would be blacklisted permanently.
x	Only one member of the family would be eligible for registration for Haj-2014. Hence, only one member of family should apply for registration. Family will include wife and dependent children. In case more than one member of a family satisfy the eligibility conditions and if one of them is a lady, the lady would be given preference for registration to the exclusion of others and if there is no lady, preference would be given to the member who is the oldest in the business for registration for Hajj-2014. No PTO can apply in more than one PTO in his/her capacity as Director/Partner/ Proprietor.
xi	PTO must submit only one application. If it is found that a PTO has submitted more than one application in different names, all such applications would be rejected and all such PTOs would be blacklisted and their security deposit would be forfeited.
xii	Without prejudice to the foregoing, all claims, disputes and differences shall be subject to the jurisdictions of the Courts in New Delhi only.

ANNEXURE – C**Hajj 2014 - Application for Registration as Private Tour Operator (PTO)**

1.	Name of Private Tour Operator and the Category under which PTO intends to apply.	
2.	Address of firm/ telephone, fax, e-mail and website address (if there has been any change in address since Hajj – 2013 it may also be indicated)	
3.	Name of the firm's representatives along with contact details who would be present in the Kingdom of Saudi Arabia during Hajj-2014.	
4.	Number of employees (permanent as well as seasonal with break up), Number of computers, and other office equipment.	
5.	Area of Office (Please attach supporting documents with photographs)	
6.	Whether the office is designated specifically for the Hajj/Umrah or any other business is also carried out from that premises.	
7.	(i) Whether earlier registered with Ministry of External Affairs? (ii) If Yes, then enclose copy of certificates and copies of "Tasreeh" for Hajj 2013.	Yes/No
8.	Whether details of registration for Service Tax provided.	Yes/No
9.	PTOs should enclose copies of contracts for buildings hired for pilgrims, "Tasreeh" with a certified English translation, IATA receipts, details of tickets, and payments made towards purchase of tickets through banking channel in support of their claim for Hajj 2013.	
10.	Details of Fixed Deposit Receipt (FDR) for INR 25 Lakhs - original to be enclosed.	
11.	Details of bank draft for INR 5000/- in favour of Hajj Committee of India, payable at Mumbai as non-refundable processing fee.	
12.	Maktab number and the name of the service provider in Saudi Arabia (in case of previously registered PTOs).	
13.	Likely date of arrival of pilgrims in Kingdom of Saudi Arabia.	
14.	Likely date of departure of pilgrims from Kingdom of Saudi Arabia.	
15.	Type of Transport agreement/arrangements to be made for Pilgrims (Coupon rate and route).	
16.	Arrangements for providing Orientation/Training programmes.	
17.	Name, address and telephone numbers of local correspondent Company in the Kingdom of Saudi Arabia.	
18.	(a) Whether the PTO has its branches in other places: (b) if yes, please provide details: (c) Have these branches also applied for registration separately? If yes, please provide details.	
19.	Whether any case/complaint is registered against the PTO with police authorities. Please provide complete details. If there is no such complaint/ case, please attach an affidavit in support of the claim.	
20.	Enclose a copy of Model Agreement with Hajjis giving the details of	Yes/No

	services provided and charges payable.	
21.	Whether the PTO has an annual turnover of INR One crore for financial year 2012-2013 or 2013-14.	
22.	Indicate details of PAN card, Munazzim Card and copy of relevant Hajj/Umrah visa pages. Whether PAN/Munazzim Cards are in the name of individual/Company /Firm.	Yes/No
23.	Whether PTO has minimum capital of INR 15 lakhs on March 31, 2013.	
24.	Whether the payments for Hajj 2013 were made through banking or other authorised channels towards purchase of tickets and hiring of accommodation in Makkah/Madinah. If yes, please provide the details.	Yes/No
25.	Whether any other member of the family of the PTO has also applied. If yes, please provide the details and reasons for applying with justification.	Yes/No
26.	PTOs qualified by virtue of their Umrah experience may indicate whether the PTO has a valid licence to conduct Umrah pilgrimage from the Saudi Authorities. If yes, please provide a copy thereof.	Yes/No
27.	The above information should be tabulated in the enclosed format at Annexure D.	

(Seal and signature of the authorized person of the Company)

Annexure D

**APPLICATION FORM FOR REGISTRATION OF PRIVATE TOUR OPERATOR (PTO) HAJJ
2014**

File No. – CAT- I/II ()

(A) BASIC DETAILS:

(i)	Name & Address of the Private Tour Operator	Contact Details
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		Tel No.	
		Mobile No.	
		Fax No.	
		Email ID.	
(ii)	Whether there has been any change in the address of PTO since last Haj. (If Yes, the reason for the same and supporting documents)		
(iii)	Whether Proprietorship/Partnership/Company		
(iv)	Name of the Proprietor/Partner/Director		
(v)	Name of person(s) and designation who have submitted the application for registration.		
(v)	Name of Representative who will be present in KSA during Haj-2014.		

(B) DETAILS AS PER ANNEXURES:

Sr.	Particulars	Remarks of the PTO	FOR OFFICE USE ONLY (Not to be filled by the Private Tour Operator)		
			Whether submitted (Yes/No)	Any discrepancy noticed in the documents (Yes/No)	Remarks
(i)	Whether the office is designated specifically for the Hajj/Umraah or any other business is also carried out from that premises. (Whether the PTO is also carrying out the business of sale/purchase of tickets need to be disclosed separately)				
(ii)	Copy of registration certificate of Service Tax. (Page no. of file:)				
(iii)	PTO is to sign an agreement with each pilgrim indicating the services to be provided to the pilgrim and charges payable for Haj-2014. Whether a copy of Model Agreement to be signed with the pilgrims for Haj-2014 has been attached with the application and also indicates the rate per pilgrim proposed to be levied. The model agreement should inter-alia include the following services to be provided during Haj-2014: <ul style="list-style-type: none"> • Medical Insurance • Type of Accommodation • Transport facility • Duration of stay in Saudi Arabia. • Amount to be charged from each pilgrimage (Amount -) 				

	(Page no. of file:)																		
(iv)	<p>Minimum office area of 250 sq. ft. (Carpet area).</p> <p>To be supported by any of the following original document. (Tick the document provided as support and fill in the carpet area in the respective field)</p> <table border="1"> <thead> <tr> <th>Document</th> <th>Carpet Area (in sq. ft.)</th> <th>Page No. of File</th> </tr> </thead> <tbody> <tr> <td>Drawing lay out plan approved by the competent authority of the State Government/UT.</td> <td></td> <td></td> </tr> <tr> <td>Lay out plan certified by Chartered Engineers/ Architects</td> <td></td> <td></td> </tr> </tbody> </table> <p>The above documents should be in original and specifying the address and Carpet area of the said office of the PTO.</p>	Document	Carpet Area (in sq. ft.)	Page No. of File	Drawing lay out plan approved by the competent authority of the State Government/UT.			Lay out plan certified by Chartered Engineers/ Architects											
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(v)	<p>Minimum Annual Turnover of Rs. One Crore in the Financial Year 2012-13 along with the Financial statements (Balance Sheet & Statement of Profit & Loss) - duly audited by the Statutory Auditors, Auditor's Report, Tax Audit Report (including Form 3CD of Income Tax) and Income Tax Return (ITR) with acknowledgement for the Financial Year 2012-13.</p> <p>Mention the Turnover of the PTO as supported by the above documents :</p> <table border="1"> <thead> <tr> <th>Financial Year</th> <th>Amount of Turnover* (Rs. in lakhs)</th> <th>Page No. of File</th> </tr> </thead> <tbody> <tr> <td>2012-13</td> <td></td> <td></td> </tr> </tbody> </table> <p><u>Mention the below mentioned details as supported by the above documents:</u></p> <table border="1"> <thead> <tr> <th>Financial Statement</th> <th>Financial Year</th> <th>Whether submitted (Yes/N)</th> <th>Page No. of File</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Financial Year	Amount of Turnover* (Rs. in lakhs)	Page No. of File	2012-13			Financial Statement	Financial Year	Whether submitted (Yes/N)	Page No. of File								
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	Audited Balance Sheet & Statement of Profit & Loss	2012-13											
	Statutory Audit Report (in case of PTO registered as a Company)	2012-13											
	Tax Audit Report (including Form 3CD of Income Tax)^	2012-13											
	Income Tax Return (with acknowledgment) #	2012-13											
	<p>Note:</p> <p>* Amount of Turnover should be considered as shown in the Audited Financial Statements of the PTO for the respective year. Turnover means only amount of commission in case of Agents and total income in case of Tour Operators. Further, turnover should be shown after netting off the Gross Purchase amount from Gross Sales amount of tickets purchased & sold by PTO acting as an agent.</p> <p>^ Tax Audit Report means Form 3CA/3CB submitted with 3CD as required under Income Tax Act.</p> <p># Income Tax Return should be submitted with the acknowledgment copy of the said return,</p>												
(vi)	<p>Minimum capital of Rs. 15 lakhs as on March 31, 2013 duly supported by the latest Financial Statements audited by the Statutory Auditors.</p> <p>Mention the following from the audited Balance Sheet submitted.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Financial Year</th> <th>Amount of Capital* (in Rs.)</th> <th>Page No. of File</th> </tr> </thead> <tbody> <tr> <td>31.03.2013</td> <td></td> <td></td> </tr> </tbody> </table> <p>Note:</p> <p>* Amount of Capital should be considered as shown in the Audited Financial Statements of the PTO for the respective year.</p>							Financial Year	Amount of Capital* (in Rs.)	Page No. of File	31.03.2013		
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(vii)

Proof of purchase and payment made through banking or other authorized channels towards purchase of tickets and hiring of accommodation in Makkah/ Madinah for Haj-2013.

Particulars	Vendor Name	No. of tickets / amount of foreign currency	Amount of purchase/ payment (in Rs.)	Page No. of File
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Tickets

Proof of purchase of tickets i.e. Ticket Invoices				
Proof of payment against purchase of tickets i.e. Bank Statement/s.				

Accommodation

Proof of purchase of foreign currency i.e. Foreign currency invoices in the name of PTO or BTQ.				
Proof of payment against purchase of foreign currency i.e. Bank Statement/s.				

Note:

1. The payments made by any mode other than banking or other authorized channels not to be accepted.

	<p>2. Copy of Bank statement (reflecting the transaction/s) should be submitted in support of bank transfer advice/s or vendor receipts.</p> <p>3. Tickets and foreign currency purchased from more than one vendor need to be shown separately by inserting separate rows under the respective particulars.</p> <p>4. Ticket invoices should contain name of pilgrims, ticket number, date of travel/return and amount of ticket.</p> <p>5. Tickets and/or foreign currency purchased prior to date of allotment of quota for Haj-2013 will not be considered.</p> <p>6. If payment against purchase of Tickets and/or foreign currency made in installments than it need to be shown separately by inserting separate rows and should be highlighted on the bank statement pages mentioned therein.</p> <p>7. If PTO himself having IATA registration and tickets were booked from own account, than PTO is required to submit payments made to Airlines to purchase their own tickets with necessary supporting documents/bank statements to support the claim.</p> <p>8. Any part of payment made in cash towards purchase of tickets or foreign currency is to be disclosed in separate row.</p>				
(viii)	<p>Copy of PAN Card in the name of the PTO.</p> <p>(PAN Card in the name of Proprietor will be accepted provided the PTO is a Proprietor concern).</p> <p>(Page no. of file:)</p>				
(ix)	<p>PTO with adverse police report or involved in criminal court cases are not to be considered. Therefore, PTO is required to submit an Affidavit declaring that there is no adverse police report is pending and not involved in any criminal court case/s.</p> <p>(Date of affidavit:)</p> <p>(Page no. of file:)</p> <p>Note:</p>				

	1. PTO whose court case is given stay by the court is also not to be considered.																																																					
(x)	<p>Copies of Registration Certificate issued by MEA to PTO in support of its claim of the category submitted for the year Haj-2013.</p> <table border="1"> <thead> <tr> <th>Registration Certificate No.</th> <th>No. of pilgrims</th> <th>PTO Category</th> <th>Page No. of File</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Registration Certificate No.	No. of pilgrims	PTO Category	Page No. of File																																																	
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(xiii)	<p>Document (Affidavit/declaration in application) that no other member of the family of the PTO has applied for Haj-2014.</p> <p>If yes, the details and reasons for applying with justification as recorded in the application.</p> <p>(Page no. of file:)</p>										
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(xvii)	<p>a) Whether the PTO has its branches in other places: b) If yes, please provide details w.r.t. no. of branches and places located. c) Have these branches also applied for registration separately? If yes, please provide details.</p>										

(Seal and signature of the authorized person of the PTO)

