

## **Registration of Private Tour Operators - Haj 2010**

The Government of Saudi Arabia has notified that only registered Private Tour Operators (PTO) involved in Haj Pilgrimage with Government of India will be eligible for grant of (Group) Haj visas subject to fulfillment of other conditions that may be laid down by the concerned Saudi Authorities. **The policy for allocation of the Haj quota to PTOs for Haj – 2010 provides that only those PTOs who were registered and allotted a quota during Haj – 2009 may apply for registration and allotment of quota for Haj – 2010.**

The registration and allotment of Haj Quota to new applicants will be considered next year i.e. before Haj – 2011 after evaluating the performance of those new PTOs who were allotted the quota in 2009 and (if eligible) in 2010. The applications can be submitted either directly or through one of the following six Associations to the Haj Committee of India:

1. M/s All India Haj Umrah Tour Organisers Association, Post Box No. 17377, 2<sup>nd</sup> Floor, Halima Manzil, 4th Gavathan Lane, Opposite P.O. Andheri (West), Mumbai-400058 Tel: 022- 26204892 Fax: 26236040, 26288453
2. M/s All India Haj & Umrah Tour Operators Association, GL-7/IIInd, Ashoka Estate, 24, Barakhamba Road, New Delhi-110001, Tel: 23716202, 23350486, Fax: 23350146
3. M/s Karnataka State Haj Organizer's Association, No. 17, 1st Floor, Dispensary Road, Bangalore-560001, Tel: 080-25596696, Fax: 25582337
4. Tamil Nadu Haj Organisers Association, No. 150, 1st floor, Vepery High Road, Periamet, Chennai-600 003
5. Gujarat State Haj Ziyarat Tour Organisers Association, C/O Sanjar Travels, 1356, Near Madinah Chowk, Vaishyasabha, Raikhad, Ahmedabad-380001
6. Indian Haj Umrah Group Association Western Tourist Home Complex, Mavoor Road, Calicut, Kerala- 673004.

Last date for receipt of applications which should be addressed to the Chief Executive Officer, Haj Committee of India, Haj House, 7-A, M. R. A. Marg, Mumbai – 400 001 is **21<sup>st</sup> June 2010.**

**Requirements for Registration of Private Tour Operators involved in Haj Pilgrimage  
(Terms and Conditions)**

1. PTO should establish that it is a genuine and established Tour Operator for which it should produce:

- i) A Certified copy of Proof of Registration of Business by a Chartered Accountant. The firm/company should have been in business for the last three years.
- ii) Proof of establishment. (Show Telephone bills/Electricity bills/Rental Receipts/Registration papers of the property) & number of years in business
- iii) Income Tax 'PAN' Number and copies of Income Tax Clearance certificates of previous three years i.e. 2007-08, 2008 – 2009, 2009-10.
- iv) Certified copy of Accounts/Balance sheet of the firm/company duly audited & certified by a Chartered Accountant for previous three years i.e. 2007-08, 2008 - 09 and 2009-10
- v) The PTO should have minimum annual turnover of Rs 25 lakhs.
- vi) Number of pilgrims sent during last three Haj seasons. In support of their claim, they are required to submit contract for building hired for the pilgrims and "Tasreeh" together with certified English translation and all other relevant documents (IATA receipt/details of tickets issued etc.),, indicating actual number of pilgrims sent during last three years.
- vii) Proof of air tickets bought with quota released for Haj 2009. In support, they are required to submit invoice of air tickets bought for Haj-2009 in favour of their firm.
- viii) Those Private Tour Operators who have been registered in the past with the Ministry of External Affairs should also enclose copies of the Registration Certificates issued to them by the Ministry.

2. The PTO has to give an undertaking to provide full information about its pilgrims as needed by the Consulate General of India, Jeddah/Ministry of External Affairs. The information of the pilgrims has to be uploaded in the Consulate General of India's website [www.cgijeddah.com](http://www.cgijeddah.com) before the departure of the pilgrims. Any PTO finding it difficult to upload the required information may kindly contact [info@cgijeddah.com](mailto:info@cgijeddah.com) or Mr. Syed Iftekhhar Ahmed, Computer Programmer at telephone number 00 – 966 - 2- 6514194.

3. The PTO should forward copy of a model contract/Agreement clearly indicating the services to be provided to the pilgrim. The PTO should ensure vaccination & other medical check up as per the guidelines which will be shortly available on the website of the Haj Committee of India (<http://hajcommittee.com/>).

4. The PTO must give an undertaking that it will ensure that none of its pilgrims will be left stranded and they would be responsible for the stay, transportation and payment of

compulsory charges to Saudi Authorities and honour all terms of agreement/contract they would sign with the pilgrims.

5. For each 100 pilgrims (or part thereof), Private Tour Operator shall carry a minimum of one tour assistant with them to provide all services to the pilgrims i.e.

1 to 100 pilgrims:	1 tour assistant
101 to 200 pilgrims:	2 tour assistants
201 to 300 pilgrims:	3 tour assistants and so on

PTO should provide names, details including local mobile phone numbers and photographs of the Tour Assistants to Consulate General of India, Jeddah along with the information of the pilgrims.

6. The Private Tour Operators are required to take all possible measures for the welfare of the pilgrims **including through a Group Insurance Policy** on the lines of the Group Accident Compensation Scheme of the Haj Committee of India.

7. PTOs should provide identity cards to all their pilgrims. The identity cards should be of good quality, details should be computer printed and the pilgrims should be instructed to wear it around their neck when they leave the building. The details in the identity card should include – Name of the pilgrim, name of the PTO, Passport Number, Place of Stay in Makkah and all other relevant details which should be emailed to Consulate General of India, Jeddah as mentioned in Para 2. The details should also be sent to the Under Secretary (Haj), Ministry of External Affairs, New Delhi at email id [dirhaj@mea.gov.in](mailto:dirhaj@mea.gov.in).

8. PTOs should ensure that baggage of all their pilgrims are cleared before they leave the Haj Terminals in India/Saudi Arabia.

9. If a PTO fails to fulfill the assurance given in the foregoing paragraphs, the Ministry of External Affairs reserves the right to blacklist the PTO and/or the Association for a period deemed fit by the Ministry.

10. If any of the pilgrims sent by a PTO found either begging or declared Fuqra (indigent) in Saudi Arabia, the Ministry will take strict action against the PTO concerned which would include forfeiture of security deposit and blacklisting of the firm.

11. The following amount of security deposits in the form of Fixed Deposits/Bank Guarantee (form enclosed) with any Nationalized Bank valid till 28th February, 2011 has been prescribed. The demand of pilgrim quota should be at least 50 and additional demand may be in multiples of five pilgrims. The amount of security deposit to be made depending on the number of pilgrims is as follows:

<b><u>No. of Pilgrims</u></b>	<b><u>Security Deposits</u></b>
Up to 100	Rupees two lakhs
101-200	Rupees three lakhs
201-300	Rupees four lakhs
301-400	Rupees five lakhs
401 and above	Rupees six lakhs

**FDR should be on individual basis even when it is submitted through an Association.** The member PTOs of an Association are required to pay the above security deposit to the Association, which would, in turn, put the amount in **Fixed Deposit in favour of Haj Committee of India, Mumbai** in any Nationalized Bank till 28th February, 2011.

Private Tour Operators who are not members of any Association are required to deposit amount in Fixed Deposit in any Nationalized Bank directly in favour of Haj Committee of India till 28th February, 2011. Haj Committee of India would forward original Fixed Deposit Certificates/Bank Guarantee to the Ministry of External Affairs for safe custody. The Original Fixed Deposit Certificates/Bank Guarantee would be returned to the Association/individual Private Tour Operator by the last week of February, 2011.

12. As required by the Saudi Authorities, payment to United Agency (Maktab-ul-Wukla) from Haj 2010 would be made through the Haj Committee of India only. PTOs have to deposit the amount due for Maktab-ul-Wukla for all their pilgrims with the Haj Committee of India before their departure. The details in this regard would be available on the website of the Haj Committee of India (<http://hajcommittee.com/>) shortly.

13. Selling of quota allotted or any part thereof is strictly prohibited. In case a PTO is found selling any seat from his quota to another PTO/Agent, the Ministry will take strict action against the PTO concerned which would include forfeiture of security deposit and blacklisting of the firm.

14. Those PTOs who were allotted Haj quota during Haj – 2009 and are applying for allotment of quota for Haj – 2010 also are required to submit following additional documents along with their application form:

(a) Documentary proof that they have fulfilled all the terms and conditions mentioned in the Letter of Registration issued to them for Haj – 2009.

(b) *PTOs should also enclose copies of any complaints received from any agency including the Ministry of External Affairs/Consulate General of India, Jeddah/Hajis who travelled through the concerned PTO or Saudi Authorities in connection with their performance during Haj – 2009 along with their replies/clarifications on those communications. PTOs who have complaints pending against them may note that if these complaints are established, then the quota will be issued only if the complaints have been settled.*

15. Incomplete applications will be summarily rejected.

16. Processing Fee: Each Private Tour Operator is required to pay Rs. 500/- as non refundable processing fee by bank draft in favour of Haj Committee of India payable at Mumbai. The applications, as per enclosed proforma, along with all the requisite documents and Fixed Deposit Receipts/ Bank Guarantee must reach the Chief Executive Officer, Haj Committee of India by **21<sup>st</sup> June, 2010** at the following address.

**The Chief Executive Officer,  
Haj Committee of India  
Haj House, 7-A, M. R. A. Marg, Mumbai – 400 001  
Tel No (022) 2267 0183, 2261 2989  
Fax No (022) 2263 0461, 22620920**

**Ministry of External Affairs  
(Haj Cell)**

**Haj 2010 - Application for Registration as Private Tour Operator (PTO)**

1.	Name of Private Tour Operator	
2.	Address of firm/ telephone, fax, e-mail and website address	
3.	Name of the firm's representative (s) along with contact details who would be present in KSA during Haj-2010.	
4.	Number of employees, no of computers, and other office equipments	
5.	(i) Whether earlier registered with Ministry of External Affairs?	Yes/No
	(ii) If Yes, then enclose copy of certificate(s)	
	(i) Whether member of any Association?	Yes/No
6.	(ii) If so, please mention the name, address, Telephone/Fax Nos. of the Association.	
	(iii) Also indicate whether application is being submitted through the Association or directly	
7.	Total number of Pilgrims sent during last three years (if applicable). In support of claim, please enclose contract for building hired for the pilgrims and "Tasreeh" together with certified English translation and all other relevant documents (IATA receipts, details of tickets, PNR No., ticket No., name of passengers etc.)	
8.	Places where the pilgrims stayed in Makkah	
9.	Places where the pilgrims stayed in Madinah.	
10.	Total number of Pilgrims proposed to be sent during Haj-2010.	
11.	Details of Fixed Deposit Receipt– original to be enclosed. In case application is being made through one of the Associations then indicate the details of fixed deposit receipts/Bank Guarantee submitted to the Association.	
12.	Details of bank draft for Rs. 500/- in favour of Haj Committee of India, payable at Mumbai as non-refundable processing fee.	
13.	Maktab number and the name of the service provider in Saudi Arabia.	

14.	Likely date of arrival of pilgrims in Kingdom of Saudi Arabia.	
15.	Likely date of departure of pilgrims from Kingdom of Saudi Arabia	
16.	Type of Transport agreement / arrangements to be made for Pilgrims (Coupon rate and route).	
17.	Arrangements for providing Orientation/ Training programmes.	
18.	Confirmation regarding meningitis vaccination and adequate medical facilities/insurance, etc	
19.	Name, address and telephone numbers of local correspondent Company in Kingdom of Saudi Arabia	

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