

**MINISTRY OF EXTERNAL AFFAIRS  
(HAJ CELL)**

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**Registration of Private Tour Operators - Haj 2012**

The Government of the Kingdom of Saudi Arabia has notified that Private Tour Operators (PTOs) registered with Government of India and engaged in the facilitation of Haj Pilgrims will be eligible for grant of Haj group visas subject to fulfilment of terms and conditions laid down by the Saudi authorities.

2. Applications are invited from eligible PTOs for registration for Haj – 2012. Eligibility Criteria are at Annexures A and B. The applications can be submitted in the prescribed format (Annexure-C) to the Liaison office of the Haj Committee of India, 5028, Bachchon Ka Ghar, 1<sup>st</sup> floor, Darya Ganj, New Delhi-110002, (Tel. No. 011-23240546,23240547),Website: [www.hajcommittee.com](http://www.hajcommittee.com)

3. For registration and allotment of quota of Haj seats, the Ministry has decided to divide the PTOs under the following two categories:

Category I	PTOs registered with MEA for 5 years or more.
Category II	PTOs registered with MEA from 1 to 4 years.

**Category I:** PTOs registered with MEA for 5 years or more: 60% of the overall quota of seats will be allocated to PTOs in Category I. 50 seats will be allocated to each eligible PTO. If surplus seats are available after distribution of 50 seats to each eligible PTO, 15 additional seats will be provided to each applicant among the eligible PTOs who has been a member of IATA for at least 5 years. The balance seats, if any, will be distributed pro-rata on the basis of documentary proof of the number of Hajis facilitated by the qualified PTO during the last five available years.

**Category II:** PTOs registered with MEA from 1 to 4 years : 40% of the overall quota of seats will be allocated to PTOs in Category II. 50 seats will be allocated to each eligible PTO. If surplus seats are available after distribution of 50 seats to each eligible PTO, 10 additional seats will be provided to each applicant among the eligible PTOs who has been a member of IATA for at least 5 years. The balance seats, if any, will be transferred to Category I.

4. In case more than one member of a family apply and satisfy the eligibility conditions and if one of them is a woman, she would be given preference and if there is no woman, preference would be given to the member of the family who is the oldest in the business for the purpose of registration for Haj-2012.

5. Applications of more than one Firm/Company having exactly the same address will not be entertained.

6. Last date for receipt of applications addressed to the Chief Executive Officer, Haj Committee of India (HCOI) must reach the Liaison Office, Haj Committee of India, No. 5028, Bachchon Ka Ghar, 1<sup>st</sup> Floor, Dariya Gunj, New Delhi – 110002 latest by 1700 Hrs on Friday, the 8<sup>th</sup> of June, 2012.

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**Terms and Conditions for Registration of  
Private Tour Operators (PTOs) for Haj-2012**

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:

<b>S.No</b>	<b>Terms and Conditions</b>
(i)	All documents must be in the name of the company (PTO) and documents of more than one company with exactly the same address will not be entertained.
(ii)	If any other member of a family other than the applicant has also applied for the registration for Haj-2012, he/she must furnish the details of his/her firm and indicate his/ her relation with the applicant.
(iii)	Minimum required office area (carpet) 250 sq. ft. (Supporting documents – drawing/lay out plan approved by the competent authority of the respective State Government).
(iv)	Bank statements of the PTO for the last three years and details of salaries paid to employees.
(v)	PAN Card Details. (PAN Card in the name of Proprietor will be accepted provided the PTO is a proprietary concern.) Income Tax Challan of previous 3 years (i.e. 2008-09, 2009-10 & 2010-11).
(vi)	Balance sheet of the PTO duly audited and certified by a Chartered Accountant for the last three financial years (i.e. 2008-09, 2009-10 & 2010-11).
(vii)	Document showing minimum annual turnover of Rs. 1 Crore.
(viii)	Copies of Registration Certificates issued to the PTO for all previous years by the Ministry of External Affairs.
(x)	<ul style="list-style-type: none"> <li>• Contract for buildings hired for pilgrims and 'Tasreeh" together with English translations for the last five available years.</li> <li>• IATA receipts/details of tickets indicating actual number of pilgrims sent in the past year-wise for the last available years.</li> </ul>
(xi)	<ul style="list-style-type: none"> <li>• Proof of payment made through banking channels towards (a) purchase of tickets and, (b) hiring of accommodation in Makkah/ Madinah</li> <li>• Details of Basic Travel Quota (BTQ) for foreign currency transactions</li> </ul>
(xii)	<ul style="list-style-type: none"> <li>• Copy of the Munazzim Card.</li> <li>• Copies of relevant pages of the Passport of the proprietor.</li> </ul>
(xiii)	A security deposit of Rs. 25,00,000/- (Rs. Twenty Five lakhs) in the form of Fixed Deposits/Bank Guarantee with a Nationalized Bank valid till February 28, 2013, in favour of HCOI, Mumbai.
(xiv)	PTOs must indicate the amount proposed to be charged from each pilgrim and facilities provided to him for Haj 2012.
(xiv)	A Demand Draft of INR 5,000/ in favour of Haj Committee of India, payable at Mumbai - to be submitted along with the application as non refundable processing fee.

**Other Important Instructions/Guidelines**

Sl. No	Instructions/ Guidelines
(i)	Documents relating to company/(ies) owned by the same Owner, other than the applicant company, will not be accepted.
(ii)	PTO with adverse Police Report or involved in criminal court cases will not be considered.
(iii)	Application must be in the prescribed Performa (Annexure-C)
(iv)	Application must be serially numbered and an index provided at the top of the application indicating the details of documents enclosed.
(v)	Incomplete applications will be summarily rejected.
(vi)	Applications that furnish wrong information or suppress any relevant information will be summarily rejected and the applicant PTO will be blacklisted.
(vii)	PTO must give an undertaking to provide full information about its pilgrims as required by the Consulate General of India (CGI), Jeddah. The information on the pilgrims must be uploaded in the CGI's website <a href="http://www.cgijeddah.com">www.cgijeddah.com</a> before the departure of pilgrims.
(viii)	PTO must sign an Agreement with each pilgrim indicating the services to be provided to the pilgrim and charges for it. (i.e. medical insurance, type of accommodation, transport facility etc.) PTO is required to take out a GIP (Group Insurance Policy) on the lines of Group Accident Compensation Scheme of the HCOI, Mumbai.
(ix)	PTO should ensure vaccination and other medical checks as per requirement of Government of Saudi Arabia. Details are also available on HCOI website: <a href="http://www.hajcommittee.com">www.hajcommittee.com</a> . All pilgrims must carry Health Card.
(x)	PTO must ensure that none of its pilgrims are left stranded. PTO should be fully responsible for the stay, transportation and payment of compulsory charges to the Authorities in the Saudi Arabia. PTO should honour all terms & conditions of the contract signed with the pilgrims.
(xi)	PTOs should provide good quality Identity Cards, indicating name of the pilgrim, name of the PTO, Passport number and place of stay in Makkah/Madina to each pilgrim to be worn around the neck whenever they leave the building.
(xii)	PTOs should ensure that baggages of all their pilgrims are cleared before they leave the Haj Terminals in India/Saudi Arabia.
(xiii)	If a pilgrim sent by a PTO is found begging in Saudi Arabia or declared Fuqra by Saudi Authorities, the PTO will be blacklisted and its security deposit forfeited.
(xiv)	Without prejudice to the foregoing, all claims, disputes and differences shall be subject to the jurisdictions of the Courts in New Delhi/Mumbai.
(xv)	Applications with the requisite documents must be addressed to the CEO, HCOI and reach, latest by 1700 hrs on Friday, June, 8, 2012, at the following address: <b>Liaison office the Haj Committee of India located at 5028, Bachchon Ka Ghar, 1<sup>st</sup> floor, Darya Ganj, New Delhi-110 002, (Tel. No. 011-23240546, 23240547), Website: <a href="http://www.hajcommittee.com">www.hajcommittee.com</a> .</b>

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**Haj 2012 - Application for Registration as Private Tour Operator (PTO)**

1	Name of Private Tour Operator (PTO), Details of Passport and Saudi visas of the owner of the PTO for last three years.	
2	Address of Firm (PTO), telephone, fax, e-mail and website. (change of address since Haj–2011, if any, may be indicated)	
3	Name of the PTO’s representatives along with Passport details and contact telephone numbers who would be present in Saudi Arabia during Haj-2012.	
4	Number of employees (permanent and seasonal with break up).	
5	Office (carpet) Area (attaching supporting documents – drawing /layout plan approved by competent authority of the respective State Government.	
6	Whether the office is designated specifically for Haj/Umrah or any other business is also carried out from the premises	
7	(i) Whether registered with Ministry of External Affairs earlier? (ii) Whether PTO concerned is a member of IATA?	Yes/No
	(iii) If the answer to (i) & (ii) above is yes, copies of certificates, “Tasreeh” and IATA license must be furnished in support of the claim year-wise.	
8.	(i) Whether a member of any Association/s of Haj PTOs? (ii) If so, name, address, telephone/fax Nos. of the Association/ Federation.	Yes/No
	(iii) Bank Statements of PTO for the last three years.	
9	Total number of Pilgrims/international tourists facilitated in the last five years. Please enclose supporting documents such as contract, “Tasreeh” of building/s hired for pilgrims with certified English translations and documents relating to IATA/BTQ receipts, tickets, PNR No., ticket Nos., proof of payments made towards purchase of tickets through banking channels etc.	
10	Details of Fixed Deposit Receipt (FDR) for security deposit of Rs INR 25 lakhs (original to be enclosed). In case application is being made through registered Association, indicate the details of FDR/ Bank Guarantees submitted to the Association.	
11	Details of bank draft for INR. 5,000/- in favour of HCOI, payable at Mumbai as non-refundable processing fee.	
12	Maktab number and name of the service provider in Saudi Arabia.	
13	Likely date of arrival of pilgrims in Saudi Arabia.	
14	Likely date of departure of pilgrims from 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 KSA.	
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 pending against the PTO with the police or Court of Law. If so, please provide complete details. If there is no such case/complaint, an affidavit in support of the claim may be provided with the application.	
20	Bank statements of the PTO for the last three years and details of salaries paid to employees.	
21	Passport and visa details of the proprietor concerned. Copies of all relevant pages must be enclosed with the application.	
22	Whether any other member of the family, other than the applicant, has also applied for the registration for Haj-2012. If yes, details i.e. Name of Proprietor, Name of firm and the relation with the applicant must be provided.	

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