

MINISTRY OF EXTERNAL AFFAIRS
(GULF & HAJ DIVISION)

Registration of Private Tour Operators - Haj 2013

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.

2. Applications are invited from eligible PTOs for registration for Hajj – 2013. The Eligibility Criteria are at Annexures A and B. The applications addressed to Attache (Hajj), Ministry of External Affairs, must be submitted 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. It is to be noted that Government of Saudi Arabia has stipulated that effective Hajj 2013, a PTO should facilitate at least 150 pilgrims. Accordingly, the PTO Policy has been reframed. For registration and allotment of quota of Hajj seats for Hajj 2013, interested PTOs may apply under the following two categories:

Category I	PTOs registered with MEA and facilitated Hajjis at least for 7 Hajj operations or more.
Category II	PTOs registered with MEA and facilitated Hajjis for 1 to 6 Hajj operations and PTOs which have facilitated at least 50 Umrah pilgrims in a year for any five years.

4. 70% of the overall quota of seats will be allocated to eligible PTOs under Category 3 (I) and 30% to eligible PTOs under Category 3 (II). Distribution of seats among qualified PTOs will be done as follows:

- (a) 70% of the Hajj 2013 PTO seats (31,500) will be allocated to eligible PTOs under category 3(I) at the rate of 150 per PTO. In case the number of PTOs exceeds 210, the allocation of seats will be done on draw of lots. If the number of qualified PTOs is less than 210, each PTO will be allocated 150 seats and surplus seats, if any, will be distributed equally among them.
- (b) 30% of Hajj 2013 PTO seats (13,500) will be allocated to eligible PTOs under category 3(II) at the rate of 150 seats per qualified PTO. If the number of qualified PTOs exceeds 90, the allocation of seats will be done by draw of lots. In case the number of qualified PTOs is less than 90, each PTO will be allocated 150 seats. Balance seats will be transferred to Category I and distributed equally among them. A qualified PTO which fails to get selected under the draw of lots in any year will be allocated 150 seats in the ensuing year without Qurrah if it remains a qualified PTO.

5. This Policy will remain valid for five years - 2013-2017 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 remaining 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. It is to be noted that the PTOs who do not wish to take a minimum of 150 Hajjis or are unable to do so, need not apply.

6. Applications addressed to - The Attache (Hajj), Ministry of External Affairs, must 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 13, 2013.

April 23, 2013

ANNEXURE-A**Terms and Conditions for Registration of
Private Tour Operators (PTOs) for Haj-2013**

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 2010-11 or 2011-12 along with Balance Sheet and Profit & Loss Account – duly audited by the Statutory Auditors, Tax Audit Report and Income Tax Return (ITR) for financial years 2010-11 and 2011-12.
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, 2012 or 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. 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	Copies of registration Certificate issued to the PTO in support of their claim year wise and PTO category wise.
xi	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).
xii	Copy of Munazzim Card and relevant Hajj visa pages of the Passport of the Proprietor/Owner.
xiii	A security deposit of Rs. 25 lacs (Rs. Twenty five lacs only) in the form of Fixed Deposits with a Nationalised Bank valid till February 28, 2014 in favour of HCOI, Mumbai.
xiv	A Demand Draft of INR 5000/- (Rs. Five Thousand only) in favour of Haj Committee of India, payable at Mumbai - to be submitted along with the application as non refundable fee.

ANNEXURE- B

OTHER IMPORTANT INSTRUCTIONS/ GUIDELINES FOR HAJ-2013

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.hajcommittee.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	It may kindly be noted that only one member of the family would be eligible for registration for Haj-2013. 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 Haj-2013. No applicant 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/Mumbai.
xiii	All the terms and conditions laid down in Annexure A & B will also apply on PTOs that qualify under Category-II by virtue of facilitating a minimum of 50

	Umrah pilgrims in a year for any five years, but with the exception of the terms & conditions contained under clauses (vii), (x), (xi), (xii) of Annexure-A. In addition, these PTOs are also required to submit the proof of payment made through banking or any other authorized Channels towards purchase of tickets and hiring of accommodation in Makkah and Madina in respect of Umrah pilgrims facilitated by them in support of their claim.
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ANNEXURE – C**Hajj 2013 - 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 – 2012 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 Haj-2013.	
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?	Yes/No
	(ii) If Yes, then enclose copy of certificates and copies of "Tasreeh" in support of their claim year wise.	
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. (New Applicants are required to submit the number of Umrah pilgrims facilitated during any five years with supporting documents - purchase of air-tickets, hiring of accommodation in Makkah/Medinah and proof of payments made through banking channels or other authorised channels)	
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 2010-11 or 2011-12.	
22.	Indicate details of PAN card, Munazzim Card and copy of relevant Hajj 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, 2012 or 2013.	
24.	Whether the payments 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 who intend to apply 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

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