

M(Haj) 1183/14/2013
Ministry of External Affairs
Haj Cell

Sub: Remarks against Haj-2012 PTOs from Saudi Ministry of Haj

South Asian Moassasa, Makkah has forwarded a list of forty eight (48) PTOs (Annexure- I) against whom violations/remarks have been registered during Haj 2012 by the Saudi Ministry of Haj. The mechanism to deal with these violations/remarks is at Annexure- II.

2. The concerned PTOs may understand the mechanism (Annexure-II) that has been put in place to deal with the violations and to submit plea, along with PTOs representative's passport copy and supporting documents latest by 25th February 2013 through the following means as no appeal or request submitted to the Saudi Ministry of Haj after that date will be looked into:

(i) Director to the General Administration for External Hajis' Affairs in the Ministry of Haj Headquarters in Makkah Al Mukarramah.

(ii) Through the post on the following address: (General Administration for External Hajis' Affairs in the Ministry of Haj, Shisha, Prince Majid Bin Abdul Aziz Street, in front of Girls College, Makkah Al Mukarramah, Kingdom of Saudi Arabia).

(iii) Through the fax no (0096625585183).


Moin Akhtar
Attache (Haj)

ANNEXURE I

List of tourist companies and agencies (from India) violations and remarks are registered against their performance

S. No.	Name of organizer	Number of organizer	Number of Hajis	Violations / remarks
1-48	B.K.M Travels	1082	167	-The organizer has accommodated a number of his Hajis in an accommodation other than one allotted to them and which had been endorsed and submitted to obtain barcodes. -Non-endorsement of contract of new accommodation where the Hajis were shifted in Makkah Al Mukarramah
2-48	Al Hamd Haj & Umrah	1093	167	-The organizer has accommodated a number of his Hajis in an accommodation other than one allotted to them and which had been endorsed and -Non-endorsement of contract of new accommodation where the Hajis were shifted in Makkah Al Mukarramah submitted to obtain barcodes.
3-48	Aslam Haj Tours	1132	167	-The organizer has accommodated a number of his Hajis in an accommodation other than one allotted to them and which had been endorsed and submitted to obtain barcodes. -Non-endorsement of contract of new accommodation where the Hajis were shifted in Makkah Al Mukarramah
4-48	Al Noor Haj Service	1148	245	-The organizer has accommodated a number of his Hajis in an accommodation other than one allotted to them, and which had been endorsed and submitted to obtain barcodes. -Non-endorsement of contract of new accommodation where the Hajis were shifted in Makkah Al Mukarramah
5-48	Al Madinah Tours and Travels	1270	128	-The organizer has accommodated a number of his Hajis in an accommodation other than one allotted to them and which had been endorsed and submitted to obtain barcodes. -Non-endorsement of contract of new accommodation where the Hajis were shifted in Makkah Al Mukarramah
6-48	Syed Ibrahim Badsha	1424	50	-The organizer has accommodated a number of his Hajis in an accommodation other than one allotted to them and which had been endorsed and submitted to obtain barcodes. -Non-endorsement of contract of new accommodation where the Hajis were shifted in Makkah Al Mukarramah
7-48	Al Bushra Haj Services	1430	112	-The organizer has accommodated a number of his Hajis in an accommodation other than one

				<p>allotted to them and which had been endorsed and submitted to obtain barcodes.</p> <p>-Non-endorsement of contract of new accommodation where the Hajjis were shifted in Makkah Al Mukarramah</p>
8-48	Rubi Tours and Travels	1473	159	<p>-The organizer has accommodated a number of his Hajjis in an accommodation other than one allotted to them and which had been endorsed and submitted to obtain barcodes.</p> <p>-Non-endorsement of contract of new accommodation where the Hajjis were shifted in Makkah Al Mukarramah</p>
9-48	Al Haramain Haj Services	1489	285	<p>-The organizer has accommodated a number of his Hajjis in an accommodation other than one allotted to them and which had been endorsed and submitted to obtain barcodes.</p> <p>-Non-endorsement of contract of new accommodation where the Hajjis were shifted in Makkah Al Mukarramah</p>
10-48	Al Hind Tours Ltd.	1540	534	<p>-The organizer has accommodated a number of his Hajjis in an accommodation other than one allotted to them and which had been endorsed and submitted to obtain barcodes.</p> <p>-Non-endorsement of contract of new accommodation where the Hajjis were shifted in Makkah Al Mukarramah</p>
11-48	Al Habib Tours and Travels	1680	133	<p>- Case of cooking collectively with the participation of 5 Hajjis of the organizer in an unlicensed place and providing of meals to their nationals which may jeopardize the safety of Hajjis and cause food poison</p>
12-48	Tawakkul Tours	2526	128	<p>-The organizer has accommodated a number of his Hajjis in an accommodation other than one allotted to them and which had been endorsed and submitted to obtain barcodes.</p> <p>-Non-endorsement of contract of new accommodation where the Hajjis were shifted in Makkah Al Mukarramah</p>
13-48	Al Hidayah Haj Service	2940	128	<p>-The organizer has accommodated a number of his Hajjis in an accommodation other than one allotted to them and which had been endorsed and submitted to obtain barcodes.</p> <p>-Non-endorsement of contract of new accommodation where the Hajjis were shifted in Makkah Al Mukarramah</p>
14-48	Al Huda Ha Service Private Ltd.	3121	109	<p>-The organizer has accommodated a number of his Hajjis in an accommodation other than one allotted to them and which had been endorsed and submitted to obtain barcodes.</p> <p>-Non-endorsement of contract of new accommodation where the Hajjis were shifted in Makkah Al Mukarramah</p>

15-48	Kerala Islam Ha & Umrah Service	3137	499	<p>-The organizer has accommodated a number of his Hajjis in an accommodation other than one allotted to them and which had been endorsed and submitted to obtain barcodes.</p> <p>-Non-endorsement of contract of new accommodation where the Hajjis were shifted in Makkah Al Mukarramah</p>
16-48	The Vavadar Tours	3361	109	<p>-The organizer has accommodated a number of his Hajjis in an accommodation other than one allotted to them and which had been endorsed and submitted to obtain barcodes.</p> <p>-Non-endorsement of contract of new accommodation where the Hajjis were shifted in Makkah Al Mukarramah</p>
17-48	Moltazim Haj Corporation	3761	98	<p>-The organizer has accommodated a number of his Hajjis in an accommodation other than one allotted to them and which had been endorsed and submitted to obtain barcodes.</p> <p>-Non-endorsement of contract of new accommodation where the Hajjis were shifted in Makkah Al Mukarramah</p>
18-48	Kalakota Tours & Travels	3774	114	<p>-The organizer has accommodated a number of his Hajjis in an accommodation other than one allotted to them and which had been endorsed and submitted to obtain barcodes.</p> <p>-Non-endorsement of contract of new accommodation where the Hajjis were shifted in Makkah Al Mukarramah</p>
19-48	Al Jame Haj Group	3871	152	<p>-The organizer has accommodated a number of his Hajjis in an accommodation other than one allotted to them and which had been endorsed and submitted to obtain barcodes.</p> <p>Non-endorsement of contract of new accommodation where the Hajjis were shifted in Makkah Al Mukarramah</p>
20-48	Roshan Haj & Umrah Tours	2880	99	<p>-The organizer has accommodated a number of his Hajjis in an accommodation other than one allotted to them and which had been endorsed and submitted to obtain barcodes.</p> <p>-Non-endorsement of contract of new accommodation where the Hajjis were shifted in Makkah Al Mukarramah</p>
21-48	Salamat Haj Service	5228	480	<p>-The organizer has accommodated a number of his Hajjis in an accommodation other than one allotted to them and which had been endorsed and submitted to obtain barcodes.</p> <p>-Non-endorsement of contract of new accommodation where the Hajjis were shifted in Makkah Al Mukarramah</p>
22-48	Fasco Haj Group	5229	480	<p>-The organizer has accommodated a number of his Hajjis in an accommodation other than one</p>

				<p>allotted to them and which had been endorsed and submitted to obtain barcodes.</p> <p>-Non-endorsement of contract of new accommodation where the Hajis were shifted in Makkah Al Mukarramah</p>
23-48	Ayabil Haj & Umrah Service	5790	50	<p>-The organizer has accommodated a number of his Hajis in a accommodation other than one allotted to them and which had been endorsed and submitted to obtain barcodes.</p> <p>-Non-endorsement of contract of new accommodation where the Hajis were shifted in Makkah Al Mukarramah</p>
24-48	Al Shaba Haj Tours	6024	50	<p>-The organizer has accommodated a number of his Hajis in an accommodation other than one allotted to them and which had been endorsed and submitted to obtain barcodes.</p> <p>-Non-endorsement of contract of new accommodation where the Hajis were shifted in Makkah Al Mukarramah</p>
25-48	I.T.L.Tours and Travels Pvt. Ltd.	6031	60	<p>-The organizer has accommodated a number of his Hajis in an accommodation other than one allotted to them and which had been endorsed and submitted to obtain barcodes.</p> <p>-Non-endorsement of contract of new accommodation where the Hajis were shifted in Makkah Al Mukarramah</p>
26-48	Al Hashmi Haj&Umrah Service	6050	50	<p>-The organizer has accommodated a number of his Hajis in an accommodation other than one allotted to them and which had been endorsed and</p> <p>-Non-endorsement of contract of new accommodation where the Hajis were shifted in Makkah Al Mukarramah submitted to obtain barcodes.</p>
27-48	Ryan International	6137	50	<p>-The organizer has accommodated a number of his Hajis in an accommodation other than one allotted to them and which had been endorsed and submitted to obtain barcodes.</p> <p>-Non-endorsement of contract of new accommodation where the Hajis were shifted in Makkah Al Mukarramah</p>
28-48	Hashimi Haj & Umrah Service	6142	50	<p>-The organizer has accommodated a number of his Hajis in an accommodation other than one allotted to them and which had been endorsed and submitted to obtain barcodes.</p> <p>-Non-endorsement of contract of new accommodation where the Hajis were shifted in Makkah Al Mukarramah</p>

29-48	Al Huda Haj Umrah	6148	50	<p>-The organizer has accommodated a number of his Hajjis in an accommodation other than one allotted to them and which had been endorsed and submitted to obtain barcodes.</p> <p>-Non-endorsement of contract of new accommodation where the Hajjis were shifted in Makkah Al Mukarramah</p>
30-48	Al Hidaya Haj Service	6150	50	<p>-The organizer has accommodated a number of his Hajjis in an accommodation other than one allotted to them and which had been endorsed and submitted to obtain barcodes.</p> <p>-Non-endorsement of contract of new accommodation where the Hajjis were shifted in Makkah Al Mukarramah</p>
31-48	Al Momineen Haj Umrah Goup	6175	50	<p>-The organizer has accommodated a number of his Hajjis in an accommodation other than one allotted to them and which had been endorsed and submitted to obtain barcodes.</p> <p>-Non-endorsement of contract of new accommodation where the Hajjis were shifted in Makkah Al Mukarramah</p>
32-48	Mansha Haj Group	6179	50	<p>-The organizer has accommodated a number of his Hajjis in an accommodation other than one allotted to them and which had been endorsed and submitted to obtain barcodes.</p> <p>-Non-endorsement of contract of new accommodation where the Hajjis were shifted in Makkah Al Mukarramah</p>
33-48	Sara Interprises	6204	50	<p>-The organizer has accommodated a number of his Hajjis in an accommodation other than one allotted to them and which had been endorsed and submitted to obtain barcodes.</p> <p>-Non-endorsement of contract of new accommodation where the Hajjis were shifted in Makkah Al Mukarramah</p>
34-48	Bilal Haj Umrah Service	6220	50	<p>-The organizer has accommodated a number of his Hajjis in an accommodation other than one allotted to them and which had been endorsed and submitted to obtain barcodes.</p> <p>-Non-endorsement of contract of new accommodation where the Hajjis were shifted in Makkah Al Mukarramah</p>
35-48	Oskar Tours and Travels	6224	50	<p>-The organizer has accommodated a number of his Hajjis in an accommodation other than one allotted to them and which had been endorsed and submitted to obtain barcodes.</p> <p>-Non-endorsement of contract of new accommodation where the Hajjis were shifted in Makkah Al Mukarramah</p>
36-48	United Tours and	6229	50	The organizer has accommodated a number of

	Travels			<p>his Hajjis in an accommodation other than one allotted to them and which had been endorsed and submitted to obtain barcodes.</p> <p>-Non-endorsement of contract of new accommodation where the Hajjis were shifted in Makkah Al Mukarramah</p>
37-48	Hadi International	6230	60	<p>-The organizer has accommodated a number of his Hajjis in an accommodation other than one allotted to them and which had been endorsed and submitted to obtain barcodes.</p> <p>-Non-endorsement of contract of new accommodation where the Hajjis were shifted in Makkah Al Mukarramah</p>
38-48	Al Arif Haj Association	6300	50	<p>-The organizer has accommodated a number of his Hajjis in an accommodation other than one allotted to them and which had been endorsed and submitted to obtain barcodes.</p> <p>-Non-endorsement of contract of new accommodation where the Hajjis were shifted in Makkah Al Mukarramah</p>
39-48	Al Arif Haj Association	6300	50	<p>-The organizer has accommodated a number of his Hajjis in an accommodation other than one allotted to them and which had been endorsed and submitted to obtain barcodes.</p> <p>-Non-endorsement of contract of new accommodation where the Hajjis were shifted in Makkah Al Mukarramah</p>
40-48	Arafat Tours	6320	50	<p>-The organizer has accommodated a number of his Hajjis in an accommodation other than one allotted to them and which had been endorsed and submitted to obtain barcodes.</p> <p>-Non-endorsement of contract of new accommodation where the Hajjis were shifted in Makkah Al Mukarramah</p>
41-48	Al Amin Haj Group	7000	50	<p>-The organizer has accommodated a number of his Hajjis in an accommodation other than one allotted to them and which had been endorsed and submitted to obtain barcodes.</p> <p>-Non-endorsement of contract of new accommodation where the Hajjis were shifted in Makkah Al Mukarramah</p>
42-48	Al Rahmah Haj Group	7002	50	<p>-The organizer has accommodated a number of his Hajjis in an accommodation other than one allotted to them and which had been endorsed and submitted to obtain barcodes.</p> <p>-Non-endorsement of contract of new accommodation where the Hajjis were shifted in Makkah Al Mukarramah</p>
43-48	Al Arab Haj & Umrah Service	7004	50	<p>-The organizer has accommodated a number of his Hajjis in an accommodation other than one allotted to them and which had been endorsed and submitted to obtain barcodes.</p>

				-Non-endorsement of contract of new accommodation where the Hajis were shifted in Makkah Al Mukarramah
44-48	Al Bait Haj & Umrah Service	7005	50	-The organizer has accommodated a number of his Hajis in an accommodation other than one allotted to them and which had been endorsed and submitted to obtain barcodes. -Non-endorsement of contract of new accommodation where the Hajis were shifted in Makkah Al Mukarramah
45-48	Barkat Haj Group	7010	50	-The organizer has accommodated a number of his Hajis in an accommodation other than one allotted to them and which had been endorsed and submitted to obtain barcodes. -Non-endorsement of contract of new accommodation where the Hajis were shifted in Makkah Al Mukarramah
46-48	Al Arabia Travels Pvt. Ltd.	7026	50	-The organizer has accommodated a number of his Hajis in an accommodation other than one allotted to them and which had been endorsed and submitted to obtain barcodes. -Non-endorsement of contract of new accommodation where the Hajis were shifted in Makkah Al Mukarramah
47-48	Sharafiyah Travels Haj & Umrah	7113	50	-The organizer has accommodated a number of his Hajis in an accommodation other than one allotted to them and which had been endorsed and submitted to obtain barcodes. -Non-endorsement of contract of new accommodation where the Hajis were shifted in Makkah Al Mukarramah
48-48	Ayub Interprises	7114	50	-The organizer has accommodated a number of his Hajis in an accommodation other than one allotted to them and which had been endorsed and submitted to obtain barcodes. -Non-endorsement of contract of new accommodation where the Hajis were shifted in Makkah Al Mukarramah

ANNEXURE II

South Asian Moassasah

**H.E. the Director, Office of Indian Hajis' Affairs,
Assalam Alaikum Wa Rahmatullahi Wa Barakatuhu,**

Based on the letter of H.E. the Assistant Deputy Minister for Hajis' affairs bearing No. 9907059 dated 16.3.1434H containing violations and remarks registered against the tour operators whose names are mentioned in the attached lists during the Haj season 1433H (2012G). The mechanism to deal with these violations is as following:

- 1. A committee will be formed in the Ministry of Haj to look into the violations and suggestion of appropriate actions according to the approved arrangement.**
- 2. To inform about the violations registered against the tour operators through the (esteemed Ministry of Foreign Affairs via Missions of the Kingdom abroad- concerned Tawafa establishment through the postal or e-mails addresses – publishing them on the official website of the Ministry of Haj (www.hajinformaiton.com)).**
- 3. A time period not exceeding (30) days from the issuing date of the letter of Ministry of Foreign Affairs will be given to the tour operators and to the Tawafa establishment to present their grievances about the violations and remarks registered against them to the General Administration of External Hajis' Affairs in the Ministry of Haj supported by the justifications and documents refuting the violations with the affirmation that no appeals of operators, containing unjustified plea or petition without clear documents through which the grievances can be looked into, will be examined or reviewed**
- 4. A High Committee will be formed in the Ministry of Haj to look into the submitted grievances, studying them, and thereafter confirmation and cancellation of the legal actions suggested by the primary committee according to the justifications and documentations submitted by the tour operators.**
- 5. Final report on the proceedings suggested to be implemented against the companies whose violation has undoubtedly proved will be prepared and**

submitted to His Excellency the Minister for its approval and punishments, thereafter, will be considered as final and no appeal of the operator would be looked into after issue of this decision.

6. The tour operations will be informed of the final decisions taken against them in the same manner mentioned above in the clause (2).

The Moassasah, therefore, inform about the content and requests Your Excellency kindly to take note of it and expedite the intimation to the operators mentioned their names in the attached lists about the violations registered against them in the Haj season 1433H and mechanism mentioned above to deal with these violations and stress upon them the importance of submitting the grievances coupled with the documents they have within the specified period through the following means of contact.

- Directly to the General Administration for External Hajjis' Affairs in the Ministry of Haj Headquarter in Makkah Al Mukarramah.
- Through the post on the following address: (General Administration for External Hajjis' Affairs in the Ministry of Haj, Shisha, Prince Majid Bin Abdul Aziz Street, in front of Girls College, Makkah Al Mukarramah, Kingdom of Saudi Arabia).
- Through the fax on (0096625585183)

Taking into account the importance of mentioning the operator number and name of the company and country to which the operator belongs in the submitted grievance and enclosing operator's or company's representative's passport copy and the plea denying these violations and all attached papers and documents should be written in Arabic language and have to be submitted in a time period starting from this date until 15.4.1434H (25th February 2013G) as no appeal or request submitted to the Ministry of Haj after this period will be looked into.

Please accept our regards.

Sd/
Dr. Ra'fat Bin Ismail Badr,
Chairman of the Board of Administration,

