

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

**TERMS AND CONDITIONS APPLICABLE TO PRIVATE TOUR OPERATORS (PTOs)
DURING HAJ-2014**

1. PTOs will comply with all the regulations of the Government of India and the Royal Government of Saudi Arabia in regard to obtaining of Haj Visas and health regulations.
2. **For Haj 2014, no person who has already performed Haj during the last five years will be granted visa to perform Haj. However, the following categories of persons are exempted from the mandatory gap:**
 - (I) **Employees of PTOs accompanying the group to provide service to their hajjis and those who obtain Haj visa within the limit of the number of allotted to the PTO.**
 - (II) **Those who desire to perform Haj as Mehram to one of his first-degree relatives who has not performed Haj during the last five years.**
3. **PTO will have to take necessary undertaking from the selected pilgrims to abide by above mentioned instruction and not to conclude any contracts for performance of Haj with the persons who already performed Haj during the last five years with the exceptions mentioned at Clause (I) &(II) of Para 2 above.**
4. The PTOs are required to have a local correspondent company in the Kingdom of Saudi Arabia, which is registered with the Haj & Umrah Information Centre of the Saudi Ministry of Haj.
5. All PTOs should open Bank Accounts with local banks in the Kingdom of Saudi Arabia with the need to furnish the Ministry of Haj with IBAN Number.
6. The PTOs should effectively co-ordinate with the office of the South Asian Moassassa in the Ministry of Haj on the Address: Office of the South Asian Moassassa, Ministry of

Haj, Makkah-al-Mukarrama, Kingdom of Saudi Arabia (Tel NO. 00-966-2-5307277, Fax: 00-966-2-5307200).

7. In regard to accommodation for Hajjis in Madinah, the PTO should enter into contract with such housing groups which are capable of fulfilling their contractual obligations.
8. It is also obligatory that PTOs should obtain an attestation from the Consulate General of India, Jeddah, in the prescribed proforma immediately on arrival to KSA.
9. Transportation payment to the Maktab-ul-Wukla to be made in advance for which the Private Tour Operators may kindly contact their respective Association of the Haj Committee of India, Mumbai(HCOI) for appropriate course of action. **As required by the Saudi Authorities, payment to United Agency (Maktab-ul-Wukla) will be made through the Haj Committee of India only. PTOs have to deposit the amount due to the Maktab-ul-Wukla for all their pilgrims with the Haj Committee of India before their departure. Violation of this condition would lead to cancellation of the registration.**
10. As per the undertaking given in writing by all the PTOs to the Ministry of External Affairs, they are bound to take the Group Accident Insurance Scheme/Policy(of Haj Committee of India) in respect to all their pilgrims either through their respective Association or individually.
11. The PTOs will provide to the Ministry of External Affairs and Consulate General of India, Jeddah the following details in respect to arrangements made for the Pilgrims:
 - a) Copy of Specimen agreement entered with pilgrims giving details of facilities to be provided and the charges being collected.
 - b) Details of Tour Assistant to be deputed to provide all services to the pilgrims.
 - c) Maktab number and the name of the service provider in Saudi Arabia.
 - d) Address where the pilgrims will be staying in Makkah, Madinah, etc.
 - e) Tentative date of pilgrim's arrival/departure from Saudi Arabia.
12. **The PTO shall provide full information about its pilgrims to the Consulate General of India, Jeddah/MEA. The information of the pilgrms has to be uploaded in the consulate General of India's website www.cgijeddah.com before the departure of the pilgrims.**

13. A Certificate from each pilgrim either separately or jointly, stating that the orientation program/all details related to Haj have been provided to the pilgrim, may be sent to the Ministry before departure of the pilgrims.
14. The PTO should disseminate information among all pilgrims about the availability of medical arrangement organized by the CGI, Jeddah.
15. The PTO will ensure that none of its pilgrims is left stranded and they would be responsible for the stay, transportation and payment of compulsory charges to Saudi Authorities and honor all terms of agreement/contract that the PTO would sign with the pilgrims.
16. The PTO will not encash, the fixed Deposit Receipt without specific authorization from the Ministry of External Affairs/Haj Committee of India.
17. The PTO is instructed to obtain invoices while purchasing tickets for Haj 2014 as these invoices would be required to be attached with their application for quota for Haj 2014.
18. All pilgrims, who are proceeding to Saudi Arabia should have personal information page (PIP) in their passport which can be detached by Saudi Authorities for faster clearance on arrival.
19. All pilgrims who are proceeding to Saudi Arabia, should adhere to health requirements of Saudi Authorities for Haj 2014. (Health requirement of Saudi Authorities is enclosed in annexure B) and necessary certificates should be obtained from the authorized Medical Officer in this regard in the prescribed Vaccination Cards. Blank cards in this regard may be collected from the Haj Committee of India, Mumbai as per actual requirement.
20. PTO should ensure that baggage of all their pilgrims are cleared before they leave the Haj terminal in India/Saudi Arabia. Baggages of the Hajjis should be in conformity with the international standards.
21. **Transfer/Sale of quota allotted or any part thereof is strictly prohibited.** In case a PTO is found indulging in transfer/Sale of any seats from its allotted quota to another PTO/Agent, the Ministry will take strict action against the PTO concerned, which could include forfeiture of security deposit and blacklisting the PTO and its proprietor(s) permanently.
22. The PTOs are warned that in case of any misbehavior reported, their registration will automatically stand cancelled.
23. The operator is not allowed to conclude any housing contracts or agreements except after authentication of list of operators for the Haj 1435H by the Ministry of Haj and issuance of operator card by the concerned Moassasah of Tawafa.
24. The operators issued licenses by the Office of Hajjis's Affairs have to abide by the following:

- (A) Obtain entry visa for the Kingdom from the Kingdom's Mission in the organizers' Country under the name (arrangement of Haji's matters) and approach of representatives of the organizer will be accepted under this name only.
- (B) Arrival in the Kingdom to register with the concerned National Tawafa Establishment and complete the legal contractual procedures of the agreement.
- (C) Submit the following documents while approaching the concerned Tawafa Establishment.
- A copy of valid license issued to him in his country for practicing the activity of tourist and travel services for the persons and group indicating the number permitted to serve them which should be approved and authenticated by the competent authority in the country of the organizer (with original for verifying).
 - A copy of valid commercial registration issued from his country (with original for verifying).
 - Submit official authorization in the name of authorized person from the organizer to approve the Ministry of Haj as well as other concerned authorities to register the organizer and complete the legal and contractual procedures to obtain Haj visas of the same year 1435H(2014).
 - Submit the approved health certificate explaining the capability condition of attorney of the organizer to under the required work towards the Hajis of the organizer.
 - The age of the attorney of the organizer should not be more than 60 years.
 - In case the attorney of the organizer to whom the organizer card is issued, is (female), she should abide by the legal dress (according to Shariah) at the time of approach to the Ministry or the concerned authorities.
 - Open the Bank Account in the name of the organizer in one of the approved Banks in the Kingdom.
 - Submit the refundable bank guaranty for the value as prescribed for per Haji of the organizer to ensure the seriousness of the organizer and his abidance by the agreements concluded with the Hajis. The guarantee will be issued in case of any shortcoming or violation the service provided to the Hajis.
 - Submit all the required documents after its approval by the competent authorities in the country of organizer and its attestation by the Mission of the Kingdom in the same country as the date of approval and attestation would be latest and not exceeding (30) days from the date of approach of the Organizer to the Tawafa Establishment within the Kingdom to submit his papers.
- (D) Not be conclude any service agreement with any agency or any Tawafa Est. other than the establishment to which the nationality of the country belongs and from

where has taken the work permission. In case of concluding the agreements in contradiction of it, the operator shall be held responsible for the consequences that may be specified by the Ministry of Haj.

- (E) The operators are not allowed to have dealings with the non-Saudis with regard to the accommodation of Hajis. The agreement should be with the landlords, investors or leasers from Saudis directly and do not deal with the middlemen, brokers or contractors in this regard.
 - (F) The Tour Operator or his official representative has to be approved to conclude and finalise all contracts concerning him only and not depute or authorize Saudi nationals or residents in the Kingdom.
 - (G) Emphasize on the operator not to organize arrival of Hajis from the country other than one in which the permit has been issued to him.
 - (H) To confirm the affixing on sticker (barcode) allotted to them by the Ministry of Haj in the Kingdom of Saudi Arabia on the passports of their Hajis.
 - (I) The operator or his representative has to escort the Hajis in all phases of Hajis (on their arrival and departure at the entry & exit points and during their stay in Makkah al Mukarramah, Madinah Munawwarah, Holy Haj Regions and during their movements and follow up of patients affairs as well as affairs of those admitted in Hospital and deceased ones) to provide necessary facilities, services and orientation to them. In case, the Hajis arrive or proceed in batches; it is necessary that every batch or group should be accompanied by a representative authorized by the organizer bearing introduction card to facilitate the formalities and services of Hajis belonging to the organizer and coordinating with the concerned authorities.
 - (J) The attorney of the organizer should not be representing more than one operator and he is not allowed to arrange arrival of Hajis except through one company. In case of violation, the operator bears the legal procedures issued by the Ministry Haj.
 - (K) The operator has to submit a timetable for the arrival and departure schedule of his Hajis to be Kingdom through and authorized aviation company and coordination with General Authority for Civil Aviation.
25. The operator should not organize arrival of any Haji possessing transit visa via the territory of the Kingdom of Saudi Arabia.
26. The organizer has no right to obtain visas for the Hajis registered with him from outside the country from where he is permitted to organize the arrival of Hajis.
27. The operator has no right to bring the Hajis registered with him except after completing all required legal contractual formalities and obtaining barcode stickers. In case of non-abidance by the same, the operator will be banned from working in the field of organizing the arrival of Hajis from outside the Kingdom permanently.

28. The operator has to abide by organizing the approved number from abroad. In case he undertakes service of a number exceeding the specified number, the operator will be banned from working in organizing the arrival of Hajjis from abroad the Kingdom permanently.
