

**MINISTRY OF EXTERNAL AFFAIRS  
(GULF & HAJ DIVISION)**

**Registration of Private Tour Operators - Haj 2011**

The Government of Saudi Arabia has notified that Private Tour Operators (PTO) registered with the Government of India and involved in the preparation to the Haj Pilgrimage will be eligible for grant of Haj group visas subject to fulfillment of such other terms and conditions as laid down by the Saudi Authorities.

2. Applications are invited from eligible PTOs for registration for Haj – 2011. Eligibility Criteria have been laid down in the Annexure A. The applications can be submitted in the prescribed format (Annexure-B) through the Federation of All India Haj Umrah Tour Organizers (FAIHUTO), 71/73, Chakla Street, 2<sup>nd</sup> Floor, Mumbai- 400003, Tel No; 022-2346-5180/2346-5181, Fax:022-2342-7876, Email: [faihuto@gmail.com](mailto:faihuto@gmail.com), [faihuto@yahoo.com](mailto:faihuto@yahoo.com). Applications will also be received through the Haj Committee of India, Haj House, 7A, MRA Marg, Mumbai Maharashtra 400001, Tel: 022 2261 0309, 022-2261-2939, Fax: 022-2263-0461. Website: [www.hajcommittee.com](http://www.hajcommittee.com)

3. For registration and allotment of quota to PTOs Ministry has decided to divide the PTOs in following three categories:

Category (i)	PTOs already registered with the Ministry of External Affairs
Category (ii)	PTOs which applied during Haj–2008 and 2009 but could not obtain the registration certificate from Ministry of External Affairs
Category(iii)	PTOs which applied during Haj 2009 but could not obtain the registration certificate from Ministry of External Affairs

4. Quotas will be allocated to PTOs under category 3(ii) followed by 3(iii) above after deducting the entitlement of PTOs under category 3(i) at the rate of 50 seats per PTO from the total available seats for PTOs for Haj 2011. PTOs under category 3(i) will be considered first. As per the directives of various Courts of Law in India, PTOs under category 3(ii) will be allocated seats left over from category 3(i) followed by PTOs under category 3(iii) for allocation of seats left over from Categories 3(i) and 3(ii).

5. 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 **July 15, 2011.**

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## **Annexure - A**

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

1. 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:

#### **(A) Eligibility Criteria Common to all Applicants:**

- i) Certified copy of Proof of Registration of Business by a Chartered Accountant. [The Firm/Company should have been in business for at least three immediate past years in the business.]
- ii) Documentary Proof of the Establishment (may include Telephone bills /Electricity bills/ Rental Receipts/Registration papers of property). Documents must be in the name of the Company (i.e. PTO).
- iii) Minimum office area of 250 sq feet. (Supporting documents with photographs must be attached to the application.)
- iv) Details of office equipment to be provided.
- v) Must indicate primary business/(s) as also the primary business/(s) before entering the business of Travel & Tourism. (Supporting documents must be attached.)
- vi) Provide complete list of employees -seasonal as well as permanent - with designation and residential addresses (including telephone/mobile numbers. Bank statements must be provided in respect of payments of salaries etc. to the permanent/ seasonal employees.
- vii) 'PAN' Number and copies of Income Tax Clearance certificates of previous three years (i.e. 2008-09, 2009-2010, and 2010-11). PAN cards and Income Tax Returns must be of the same Company. PAN card in the name of proprietor/ director will not be accepted.
- viii) Certified copy of Accounts/Balance sheet of the Firm/Company duly audited and certified by a Chartered Accountant for previous three years (i.e. 2008-09, 2009 -10 and 2010-11. Balance Sheets in name of the proprietor will not be accepted.
- ix) PTOs should have minimum annual turnover of Rs 50 lakhs.

- x) Statements/documents etc in respect of other Companies owned by the same proprietor will not be accepted. Even if PTO is a subsidiary of a Company, the certificate should relate to the PTO and not to the Parent Company. Further the financial statements & certificates should be relating to tour related operations/business.
- xi) PTOs with adverse police reports will not be considered for allocation of quota.
- xii) Those PTOs who have been registered in the past with the Ministry of External Affairs (MEA) should enclose copies of the Registration Certificates issued to them along with their applications .
- xiii) Application should be in the proforma prescribed by the MEA.
- xiv) Each page of the application should be serially numbered and an index should be attached at the top of the application indicating the details of documents attached along with their position (with reference to page number).
- xv) Applications must be complete in all respects. Incomplete applications may be summarily rejected.
- xvi) In case applicants suppress any relevant information or furnish wrong information, their application will be summarily rejected.
- xvii) Without prejudice to the foregoing, all claims, disputes, differences shall be subject to the jurisdiction of Courts in New Delhi”.

**(B) Additional Eligibility Criteria/Documents for Renewal of Licences  
i.e., PTOs registered during Haj 2010:**

PTOs registered during previous years are required to provide/submit the following documents :

- (i) PTOs registered during previous years are required to provide/submit number of pilgrims facilitated during the last three Haj seasons. In support of their claim, PTOs are required to submit contract for buildings 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.
- (ii) Proof of purchase of air tickets with reference to quota released for Haj 2010. In support, PTOs are required to submit invoice of air tickets bought for Haj-2010 in favour of their Firm. They are also required to

submit proof of payment made through banking channels towards purchase of tickets.

- (iii) PTOs registered during Haj- 2010 are required to submit proof of payments made for making arrangement for accommodation for Hajis in Saudi Arabia as well as payment made to Moassassa, Ministry of Haj, KSA during last year.
- (iv) PTOs registered during Haj-2010 should also submit copies of the agreement signed with each pilgrim last year who travelled through them for performing Haj in addition to proposed Model Agreement with Hajis for Haj-2011.
- (v) A comparative statement of Haj rates declared by the PTO in their brochure with their books of accounts should be enclosed.
- (vi) Bank account statement reflecting purchase of Moallim Drafts from authorized banks or authorized Foreign Exchange dealers.
- (vii) A statement of computation of income and profit & loss account.
- (viii) Details of payments received from the pilgrims as reflected in the ledger abstracts.
- (ix) Details of Profession tax being paid.
- (x) Tour brochures for the last Haj and ensuing Haj
- (xi) Details regarding area of operation of the PTOs and the areas from where their pilgrims belong to

### **(C) Additional Eligibility Criteria/Documents for new Applicants**

New applicants (PTOs) must submit details of their overseas tourists during the last three years, with supporting documents like IATA receipts/ details of tickets issued etc. They are also required to submit proof of payment made through banking channels towards purchase of tickets.

2. The PTO must give an undertaking to provide full information about its pilgrims as needed by the Consulate General of India (CGI), Jeddah/ Ministry of External Affairs (MEA). The information on the pilgrims must be uploaded in the CGI'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 Iftekhar Ahmed, Computer Programmer at telephone number 00 – 966 - 2- 6514194.

3. The PTO should forward a copy of the model contract/Agreement indicating the services to be provided to the pilgrim. The contract should also include details of insurance cover including medical insurance cover to pilgrims. The PTO should ensure vaccination and other medical check up as per the guidelines which is 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 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 PTOs 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. PTOs are required to take out a Group Medical Insurance Policy for the pilgrims.

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.

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 MEA reserves the right to blacklist the PTO and/or the Association for a period as deemed appropriate by the MEA.

10. If any of the pilgrims sent by a PTO is found either begging or declared Fuqra in Saudi Arabia, MEA will take action against the PTO

concerned which may 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, 2012 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	Rs 10,00,000/-
101-200	Rs 15,00,000/-
201-300	Rs 20,00,000/-
301-400	Rs 25,00,000/-
401 and above	Rs 30,00,000/-

12. FDR should be on individual basis even when it is submitted through the National Association. The member PTOs of the 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, 2012. 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, 2012. 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 PTO by last week of February, 2012.

13. As required by the Saudi Authorities, payment to United Agency (Maktab-ul-Wukla) with effect from Haj 2010 is required 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 are available on the website of the Haj Committee of India (<http://hajcommittee.com/>).

13. Selling of quota allotted or any part thereof is prohibited. In case a PTO is found selling any seat from his quota to another PTO/Agent, the MEA will take 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 – 2010 and are applying for allotment of quota for Haj – 2011 are also 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 – 2010.
- (b) PTOs should also enclose copies of any complaints received from any agency including the MEA/ CGI, Jeddah/Hajis who travelled through the concerned PTO or Saudi Authorities in connection with their performance during Haj – 2010 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.

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 **July 15, 2011** 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

**24<sup>th</sup> June 2011**

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

**Haj 2011 - 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  (if there has been any change in address since Haj – 2010, it may also be indicated)*	
3.	Name of the firm's representative (s) along with contact details who would be present in KSA during Haj-2011.	
4.	Number of employees (permanent as well as seasonal with break up), no of computers, and other office equipments  (Kindly attach bank statements in respect of payments of salaries etc. to employees)	
5)	Area of Office (Please attach supporting documents with photographs of external and internal of such office)	
6)	Whether the office is designated specifically for the Haj 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 certificate(s)	
	(iii) Whether applied for registration in years 2008 and 2009. If so, provide details (attach supporting documents in support of claim)	
8.	(i) Whether member of National Association of Haj PTOs?	Yes/No
	(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	
9.	Total number of Pilgrims/international tourists carried during the last three years. 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, payments made towards purchase of tickets through banking channel etc.)	



	(New Applicants are required to submit the number of their overseas tourists during last three years with supporting documents like purchase of air – tickets, payments made through bank transfer etc)	
10.	Places of stay of pilgrims in Makkah (only for PTOs registered for Haj – 2008, 2009 & 2010)	
11.	Places of stay of pilgrims in Madinah (only for PTOs registered for Haj – 2008, 2009 & 2010)	
12.	Total number of Pilgrims proposed to be sent during Haj-2011.	
13.	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.	
14.	Details of bank draft for Rs. 500/- in favour of Haj Committee of India, payable at Mumbai as non-refundable processing fee.	
15.	Maktab number and the name of the service provider in Saudi Arabia (in case of previously registered PTOs)	
16.	Likely date of arrival of pilgrims in Kingdom of Saudi Arabia.	
17.	Likely date of departure of pilgrims from Kingdom of Saudi Arabia	
18.	Type of Transport agreement/arrangements to be made for Pilgrims (Coupon rate and route).	
19.	Arrangements for providing Orientation/ Training programmes.	
20.	Name, address and telephone numbers of local correspondent Company in Kingdom of Saudi Arabia	
21.	(a) Whether the PTO has its branches in other places:  (b) if yes, please provide its details:  (c) Have these branches also applied for registration separately? if yes, please provide details	
22.	Whether any case/complaint is registered against the PTO with police authorities. Please provide complete details. If there is no such case/complaint, please attach an affidavit in support of the claim.	

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

**Notes :**

1. All the pages of the applications are required to be signed.
2. All the documents mentioned in the Press Release are required to be submitted
3. Every page of the application should be serially numbered and an index should be attached at the top of the application indicating the details of the documents attached along with their position (with reference to page number).
4. Unnecessary & irrelevant documents should not be attached to make the application unwieldy. If PTOs provide additional documents, it should be attached at the bottom of the application along with explanatory notes. Details of the additional documents should also be given in the Index placed at the top of the application form.
5. In case of incomplete application of furnishing wrong information, the application will be summarily rejected.

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