HAJ-20/30/2026-HAJ-MoMA (e-151688)

भारत सरकार / Government of India

अल्पसंख्यक कार्य मंत्रालय / Ministry of Minority Affairs

हज प्रभाग / Haj Division

*****

West Block-8, Wing-II,
First Floor, Sector-1,
R.K. Puram, New Delhi – 110066
Dated: 25.08.2026

Tender Notice for Haj 2027 Operations

The Ministry of Minority Affairs invites sealed tenders from designated airlines of lndia and Kingdom of Saudi Arabia for undertaking Haj charter flights from 18 Embarkation Points(EPs) in India to Jeddah/Madinah and back to respective EPs, during the period between 08.04.2026 and 20.06.2026 duly signed and stamped along with supporting documents and subject to the terms and conditions stipulated in the Tender Document, the details of which can be accessed/downloaded from the Ministry's website: https://minorityaffairs.gov.in.

2. The tender in sealed cover should reach the office of **Under Secretary (Haj), Ministry of Minority Affairs, Government of India, West Block-8, Wing-II, First Floor, Sector-1, R.K. Puram, New Delhi – 110066** on or before **09.09.2026**. The offer should be in "**Two Separate Sealed Envelopes**" as given below:

ENVELOPE - 1: "TECHNICAL BID"

Technical bid consisting of all technical details prescribed in Clause 6 of the Tender document along with the requisite documents. **PLEASE DO NOT QUOTE RATES IN THIS ENVELOPE**.

ENVELOPE -2: "FINANCIAL BID"

Financial bid indicating embarkation point-wise all inclusive per passenger charter fare in US Dollars in the prescribed format (ANNEXURE-II). It may please be noted that, both the sealed envelopes must be clearly superscribed as **'Financial bid for Haj-2027**' and kept in one sealed cover, which shall be submitted before the due date. Responses received after the due date, time and incomplete in any respect will not be entertained. The Ministry of Minority Affairs reserves the right to reject any of the tender/bid without assigning any reason.

3. This issues with the approval of the Competent Authority.

(Arun Kumar)
Under Secretary to the Govt. of India
Email: ushaj-mma@gov.in

Copy to:

(i) NIC, MoMA- for uploading on the website of this Ministry.
(ii) Joint Secretary (AIAHL Division), Ministry of Civil Aviation- for uploading on the website of MoCA.
(iii) CEO, HCoI, Mumbai - for uploading on their website.
(iv) CG, CGI, Jeddah - for uploading on their website in KSA.
(v) CPPP portal and other portals, if required.

TENDER DOCUMENT FOR HAJ 2027 AIR CHARTER OPERATIONS

The Ministry of Minority Affairs (MoMA), New Delhi on behalf of the Haj Committee of India(HCoI), invites sealed bids (as per two bid system- Technical and Financial) from the Designated Airlines of Republic of India (ROI) and Kingdom of Saudi Arabia (KSA) for providing air travel services, on Charter basis, to the pilgrims facilitated by Haj Committee of India (HCoI), Mumbai for Haj 2027.

2. The expected number of pilgrims / embarkation / landing stations in India and KSA and the tentative dates of operation are indicated against each embarkation point / station is at Annexure-I.

3. The Haj operation would be in two Phases. In Phase-I pilgrims would travel from India to KSA and in Phase-II from KSA to India as indicated in the table in clause 2 of this Tender Document.

4. The flight operation dates given in Col. III & IV and number of Pilgrims mentioned in Col. (V) of the table in Clause 2 (Annexure-I) of this Tender Document are based on information received from Haj Committee of India (HCoI). The dates and number of passengers mentioned in the Annexure-I are subject to change as per the final schedule to be advised by KSA. The number of pilgrims will also be adjusted as per the actual numbers received from HCoI. The selected Airlines will be required to carry the actual number of pilgrims allotted from each station.

5. The flight operations shall be mandatory non-stop, except where a technical halt becomes unavoidable due to operational, safety, weather, ATC, security or force majeure reasons. In such cases, the airline shall inform HCoI and Indian Haj Pilgrims' Office (IHPO) at the earliest, and wherever operationally feasible in advance, indicating the technical halt station, expected duration, passenger-care arrangements and baggage routing, if any.

6. TECHNICAL REQUIREMENTS:

The technical bids shall be accompanied with the following supporting documents:

i. Operating authorisation from India or KSA.
ii. A "No Objection Certificate" from General Authority of Civil Aviation (GACA) (for KSA carriers) / Director General of Civil Aviation (DGCA) (for Indian Carriers) for carrying Haj pilgrims from India to KSA for Haj 2027, along with their quotation / bid. **Bids received without the 'NOC' shall not be considered**.

Note:

i. The airlines will deploy aircraft, which are less than 20 years old with valid Certificate of Airworthiness.
ii. The bid, in the prescribed Proforma (Annexure-II), should be on the Company's letter head, signed in ink, bearing the Company's stamp and should carry a letter from the Company's CEO / Board that the person signing the quotation bid is an authorized signatory.

7. **FINANCIAL REQUIREMENTS**:

Airlines are also required to submit Financial Bid for the 18 notified embarkation points, all-inclusive per passenger charter fare in US Dollar, excluding PSF, UDF, ADF and Indian Goods & Service Tax and any other fee/tax for Haj 2027 operations from India to Jeddah / Madinah (KSA) and back in the prescribed format.

7A. PRICE VARIATION ON ACCOUNT OF AVIATION TURBINE FUEL, LINKED TO MOPAG

7A.1 Principle

(i) The Quoted Fare shall ordinarily remain firm for the entire period of Haj 2027 operations. The Quoted Fare shall be liable to variation, **upward as well as downward**, solely on account of movement in the price of aviation turbine fuel, and only to the extent and in the manner provided in this Clause.

(ii) No variation shall be admissible on any other account whatsoever, including exchange rate movement, statutory levies, airport or navigation charges, ground handling costs, insurance, taxation or any other accidental charge, crew costs or wage revision, all of which shall be deemed to have been provided for in the Quoted Fare.

(iii) As the Quoted Fare and the MOPAG are both expressed in US Dollars, **no exchange rate variation shall arise or be admissible** under this Clause.

(iv) No interim, monthly, flight-wise or sector-wise adjustment shall be admissible.

7A.2 Definitions

For the purposes of this Clause:

(i) **MOPAG :** The Mean of Platts Arab Gulf assessment for Jet Kerosene, published by **S&P Global Commodity Insights (Platts)**, in US Dollars per barrel, for the calendar month concerned.

(ii) **Base MOPAG (M1):** The MOPAG for the calendar month in which the tender is opened. The figure shall be ascertained by HCoI and notified in writing to the selected Airline within seven days of opening of the financial bids, and shall thereafter remain fixed for the entire contract.

(iii) **Operative MOPAG (M2):** The MOPAG for the calendar month in which the first flight under this Agreement for Haj 2027 is operated. The figure shall be ascertained by HCoI and notified in writing to the Airline, and shall thereafter remain fixed for the entire contract.

(iv) **Quoted Fare (P):** The all-inclusive per passenger charter fare in US Dollars quoted by the Airline for the embarkation point concerned in Annexure-II, exclusive of PSF, UDF, ADF, Indian Goods and Services Tax and any other fee or tax.

(v) **Fuel Component (F):** The percentage of the Quoted Fare attributable to aviation turbine fuel, as declared by the Airline in its financial bid under Clause 7A.3, subject to the ceiling prescribed therein.

(vi) **Eligible Pilgrims:** The number of Indian pilgrims of HCoI actually carried by the Airline on flights operated under this Agreement, as per the boarded passenger manifests shared with HCoI and IHPO.

7A.3 <u>Declaration of the Fuel Component</u>

(i) Every bidder shall declare, in column (IV) of Annexure-II, the Fuel Component (F) as a percentage of the fare quoted by it for each embarkation point, in figures as well as in words.

(ii) The Fuel Component so declared **shall not exceed 38% (Thirty Eight percent)** of the Quoted Fare. Where a bidder declares a figure in excess of 38%, the Fuel Component shall be reckoned at 38% for the purposes of this Clause.

(iii) Where a bidder declares no Fuel Component, or leaves column (IV) blank, **the Quoted Fare shall be treated as firm** and no price variation shall be admissible to that bidder for that embarkation point.

(iv) The Fuel Component shall not be a criterion for evaluation of the financial bid. Bids shall be evaluated and L1 determined **solely on the Quoted Fare** in column (III) of Annexure-II.

(v) The Fuel Component once declared shall be final and shall not be revised at any stage.

7A.4 <u>Trigger</u>

(i) The percentage variation in the price of aviation turbine fuel shall be computed as:

$$\mathbf{V = [(M2 - M1) \div M1] \times 100}$$

(ii) Where the absolute value of V **does not exceed 10% (ten percent)**, no price variation shall be payable to or recoverable from the Airline, and the Quoted Fare shall stand.

(iii) Where the absolute value of V exceeds 10%, **the first 10% shall be absorbed by the Airline** and the price variation shall be computed only on the excess. The chargeable variation shall be:

$\mathbf{V_e = V - 10}$ where V is positive; $\mathbf{V_e = V + 10}$ where V is negative

7A.5 <u>Computation of the adjustment</u>

(i) The adjustment per pilgrim shall be:

$$\mathbf{A = P \times (F \div 100) \times (V_e \div 100) \times (2 \div 3)}$$

(ii) Where A is positive, the amount shall be **payable to the Airline**. Where A is negative, the amount shall be **recoverable from the Airline**.

(iii) All computations shall be carried out separately for each embarkation point and rounded to two decimal places in US Dollars.

7A.6 Ceiling

(i) The adjustment per pilgrim under this Clause shall **in no case exceed 10% (ten percent) of the Quoted Fare**, whether upward or downward.

(ii) Any variation beyond the said ceiling shall lie to the account of the Airline, and the Airline shall have no claim in respect thereof.

7A.7 Claim, documentation and certification

(i) A claim for upward adjustment shall be preferred by the Airline in writing to HCoI within **thirty days** of completion of the calendar month in which the first flight of Haj 2027 under this Agreement is operated, failing which the claim shall stand forfeited. The right of HCoI to recover a downward adjustment shall not be subject to any such limitation.

(ii) Every claim shall be accompanied by:

(a) extracts of the daily and monthly "Jet Kerosene FOB Arab Gulf" assessments for the relevant months, in original or as downloaded from the publisher's platform, together with the source and date of download;

(b) a statement of computation in the format at Clause 7A.4;

(c) the flight-wise number of Eligible Pilgrims carried, reconciled with the boarded passenger manifests already furnished to HCoI and IHPO; and

(d) a certificate from the statutory auditor or a practising Chartered Accountant certifying the correctness of the computation, bearing a valid UDIN.

(iii) HCoI reserves the right to verify the MOPAG figures independently. **In the event of any difference, the figures ascertained by HCoI shall prevail.**

(iv) Where the assessment referred to in the definition of MOPAG ceases to be published, or its basis is materially altered, the parties shall adopt the successor assessment published by the same publisher, or failing that, such comparable published Arab Gulf jet fuel assessment as may be notified by HCoI. The change of benchmark shall not by itself give rise to any claim.

7A.8 Settlement

(i) An amount found payable to the Airline shall be released along with the next instalment falling due under Clause 11 or, where no instalment remains, with the balance of 10% payable under Clause 11(v).

(ii) An amount found recoverable from the Airline shall be **deducted from the instalments payable under Clause 11**, and where the payments falling due are insufficient, from the balance of 10% payable under Clause 11(v), and failing that, from the Bank Guarantee furnished under the Note to Clause 11.

(iii) **No interest shall be payable** by the Government of India or HCoI on any amount payable under this Clause.

7A.9 <u>Exclusions</u>

(i) No adjustment shall be admissible in respect of ferry legs, positioning or de-positioning flights, rescue flights, or any flight not carrying pilgrims sponsored by HCoI.

(ii) No adjustment shall be admissible in respect of fuel consumed on account of any delay, diversion, technical halt, rescheduling or additional flying attributable to the Airline.

(iii) This Clause shall not apply to any embarkation point in respect of which the Airline has not declared a Fuel Component under Clause 7A.3(iii).

(iv) This Clause shall have no application to penalties, recoveries or compensation payable under Clause 10 or under any other provision of this Tender Document or the MOU, which shall be dealt with independently.

7A.10 <u>Finality</u>

The computation made by HCoI under this Clause shall be communicated to the Airline in writing with the working, and shall be final and binding, subject only to Clause 13 (Settlement of Disputes).

8. Process of selection of bids:

A. Technical Bid:

Technical bids shall be opened first and examined as per the conditions mentioned in clause 6 of this Tender Document. Financial bid shall be opened only of those airlines, which are found technically suitable / qualified.

B. Financial Bid:

i. Financial bids of those airlines shall be opened which are found technically suitable/qualified as per the conditions mentioned in clause 6 of this Tender Document.

ii. The allocation of seats between the designated airlines of both KSA and ROI shall be subject to the bilateral agreement between both the countries and would preferably be shared in equal numbers of seats between the designated airlines of both the countries.

iii. In the event that allotment of Haj quota seats, based on the lowest financial bid (L1), results in an imbalance in the distribution of total seats between the designated airlines of the RoI and the KSA, the following process shall apply:

a) The designated airline of the country which has been allotted more number of seats, thereby creating an imbalance, shall be required to extend a ‘Right to Match Price’ option to the designated airlines of the other country.

b) The designated airlines of the country which has emerged as L1 for the embarkation points where allotted seats exceeds 5000 seats, such embarkation points shall be offered to the designated airline(s) of the other country under 'Right to Match Price' for curing any imbalance in the distribution of Haj quota seats between the two countries.

c) In respect of embarkation points offered under 'Right to Match Price' mechanism, fifty percent of the excess seats over and above 5000 seats only shall be offered to the designated airline(s) of the other country under the 'Right to Match Price' mechanism. Initially emerged L1 airline shall be permitted to operate balance seats at such embarkation point.

d) At the time of initial allotment of embarkation points under 'Right to Match Price' mechanism, only the 'L1 bid' shall be made public.

e) After the exercise of the 'Right to Match Price' option by the designated airline(s) of the other country, the financial bids of all airlines bided for that embarkation point shall be made public.

iv. The lowest bidder (L1) will be allotted the respective embarkation point.

v. A variation in allocation of the total seats on offer for Haj operations in the bilateral quota will be allowed to the designated airlines of both KSA and ROI in order to cater to various exigencies as decided by the Haj Air Travel Committee (HATC).

vi. Once an airline is selected for an embarkation point, it cannot withdraw its bid after the selection as L1 for such embarkation point.

vii. In case, a sole bidder is found for any embarkation point, a rebidding will be done without revealing the bid price received for that station. If in rebidding, a sole bidder is found, the HATC will take a decision on the basis of fares discovered in last three years, which may be allowed within a variation of (+/- 10%) of the quoted fare for such embarkation point.

viii. In case, no bid is discovered for a specific embarkation point, the technically qualified designated Airlines of KSA and ROI will be offered to resubmit financial bids in within two hours of the HATC bid opening meeting. The allocation of seats for such embarkation point will be decided on the basis of lowest bidder for such embarkation point, as exception to the available seats between two countries as per bilateral agreement.

9. GENERAL CONDITIONS:

The following conditions are essential for Haj 2027 operations. The bids should be submitted considering the following conditions:

i. The checked in baggage entitlements will be a total of 40 kg (in two pieces) per passenger.

ii. One five litre ZamZam can for each pilgrim may be carried by the airlines on ferry leg of Phase-I flights after obtaining the necessary permission from KSA authorities and the same will be provided to the pilgrims in return phase (Phase-II) by the airlines.

iii. Airlines would be allowed to carry cargo/ freight on ferry leg subject to it being permissible as per civil aviation guidelines of India and KSA.

iv. Hand Baggage entitlement will be 7 Kg per passenger.

v. The airline will ensure standard check in procedure i.e. proper weighing and tagging, manifestation, for each baggage separately at embarkation points in India and during the city check-in Makkah & Madinah in KSA at its own cost. The airlines should train the staff/crew designated at the check-in-counter to assist pilgrims to comply with proper tagging/information (Cover number/Passport number) needed on check in luggage to assist in identifying misplaced and lost baggage.

vi. The airline shall ensure that a proper agency with adequate staff, proper office set-up and adequate warehousing facilities is deployed by it well in advance to undertake the city check-in operation, in Makkah and Madinah.

vii. The Airline shall establish its offices/facilitation counters at the concerned embarkation points in India and at the concerned airports in KSA from which it operates Haj charter flights. The Airline shall also establish/operate facilitation counters at the premises of IHPO in Makkah and Madinah, or at such other locations as may be prescribed by HCoI/IHPO.

viii. The Airline shall appoint exclusive Coordinators at each embarkation point in India during the relevant phase of Haj operations.

ix. During Haj operations in KSA, the Airline shall station at least one representative round the clock, in 12-hour shifts, at IHPO Makkah and at IHPO Madinah, during the relevant operational period or for such period as may be prescribed by IHPO.

x. At each concerned airport in KSA during the relevant arrival and departure phases, the Airline shall station no less than two Manager-level Coordinators round the clock, in 12-hour shifts, namely one Coordinator for pilgrim facilitation and one Coordinator for baggage operations. In addition, the Airline shall deploy no less than four support staff round the clock at each such airport for assisting, guiding and facilitating pilgrims. The Manager-level Coordinators shall be empowered to coordinate with airport authorities, ground handlers, HCoI, IHPO and the Airline’s control room, and to take immediate operational decisions within their area of responsibility.

xi. The list of all representatives, coordinators and support staff deployed in India and KSA, along with mobile numbers, duty roster, location of deployment and reporting hierarchy, shall be formally shared with HCoI and IHPO at least two weeks before commencement of Haj 2027 Air Charter Operations. Any change in such deployment shall be intimated immediately. The staffing requirement for remote city check-in, baggage warehouse, cargo handling and loading operations shall be in addition to the above.

xii. Failure to deploy the prescribed representative, Coordinator or support staff, or absence of such personnel during the prescribed duty period, shall attract penalty of USD 450 per instance."

xiii. A Control Room should be set up well in advance by the selected airlines to monitor movement of aircraft, delay in aircraft and to pass information to all stakeholders. One Control Room should be based at the HCoI, Mumbai and the other should be based at the Indian Consulate/Haj Pilgrims Office in Saudi Arabia.

xiv. The airline shall select its cargo/ground-handling agency in KSA at an early date and ensure that a proper chain of custody is maintained for checked-in baggage. (See Clause 9A – Baggage Handling for detailed requirements.)

xv. The airline shall provide adequate facilities for lodging of missing baggage complaints at the landing airport in KSA and India and would get the daily summary of complaints, if any, counter signed by the representatives of HCoI/CGI.

xvi. The airline shall make arrangements for accepting baggage, over and above the free baggage allowance, as freight, if any, OR arrange for Cargo Agents at the departure terminal at Makkah /Jeddah and Madinah at applicable cargo rates.

xvii. Proper coordination should be undertaken by the selected airlines with concerned authorities in Saudi Arabia including handling agencies, General Authority of Civil Aviation, Airport Authorities in Jeddah and Madinah.

xviii. Airline shall comply with the latest revisions as amended from time to time to the Civil Aviation Requirements and the Aeronautical Information Circulars issued by Director General of Civil Aviation, India and KSA Aviation Standards and Safety requirements and rules and regulations laid down by General Authority of Civil Aviation.

xix. Airline will match inbound and outbound capacity i.e. all pilgrims travelling on an outbound flight on Phase I will return together on the inbound flight in Phase II. However, in case of availability of seats in Haj charter flight and also in any exigency, airlines should transfer pilgrims from charter to charter flight without any extra charge.

xx. The Airline shall be required to submit the detailed flight schedule for approval well before the due date, and shall prepare and operate the flight schedule as per the operational requirements of MoMA/HCoI/IHPO. (See Clause 9A – Air Schedules for detailed requirements). The due date shall be communicated by Haj Committee of India after signing of MoU.

xxi. The airline shall ensure that no passenger other than those sponsored by Haj Committee of India is accommodated on any of the charter flights.

xxii. The airline shall share flight-wise passenger and baggage data with HCoI and IHPO in the prescribed digital format during both arrival and departure phases.

xxiii. For each flight, the airline shall share the final boarded passenger manifest in an MS excel spreadsheet, containing information such as names and passport numbers of all the boarded pilgrims, no-show/offloaded/deplaned passenger details, checked-in baggage count and baggage loaded on the aircraft. This manifest shall be shared immediately after flight closure/departure and, in any case, within one hour of departure.

xxiv. Arrival-side confirmation of passengers and baggage actually received at Jeddah/Madinah airports shall also be shared promptly with IHPO. Arrival-side information shall be shared within two hours of flight arrival or pilgrims' immigration clearance, whichever is later.

xxv. Haj Committee of India shall guarantee 95% load factor of the total pilgrims agreed to between the parties in the MoU or the number of pilgrims informed by HCoI before release of 1st instalment of payment.

xxvi. The schedule should be such that the maximum stay of the pilgrims in KSA does not exceed 45 days except in cases of serious medical illness. The schedule for short Haj shall not exceed 22 days.

xxvii. The schedule of flights shall allow a minimum gap of 4 hours between two flights. However, this will be subject to slot approval by DGCA/GACA. For the smooth logistics of Haj operations and for the comfort of the pilgrims, while preparing the flight schedule, airlines should plan the schedule in such a way that:

a. 60% (approx.) of the pilgrim's schedule to land in Madinah arrive in first week and minimum should land in the last week of Haj flights to Madinah.

b. Out of the scheduled landings in Jeddah, fewer number of pilgrims should arrive in Jeddah during first week of flights landing in Jeddah.

xxviii. In case of delayed flights from stations in Saudi Arabia, the concerned Airline shall comply with applicable KSA/GACA requirements. Passenger-care, meals, accommodation, local transport, reporting and recovery obligations shall be governed by Clause 9A – Air Schedules, and the standard more beneficial to pilgrims shall apply.

xxix. The airlines shall supply good quality food of international standard to every passenger during the flight to and fro.

xxx. The food that is served to the pilgrims on the Haj charter flights should be hygienically prepared and packed. Food should be non-spicy, and as far as possible, suitable to the palates of the particular region from where the pilgrims are coming.

xxxi. In case of delay, cancellation, rescheduling or disruption at any embarkation point in India, the concerned Airline shall coordinate with HCoI and the concerned embarkation-point authorities for passenger facilitation. Meals, accommodation, local transport, reporting and recovery obligations shall be governed by Clause 9A – Air Schedules. The Airline shall also promptly inform IHPO of any such delay or disruption likely to affect arrival reception, accommodation, meals, baggage handling, intercity transport or other ground arrangements in KSA.

xxxii. A good quality boxed/packed meal will be provided by the Airline to every passenger immediately after security check at Indian embarkation point. During the flight, the Airline will provide good quality meal to the passenger.

xxxiii. At least two Indian language knowing cabin crew should preferably be on each Haj charter flight.

xxxiv. The passenger shall be entitled to compensation for damaged/lost baggage as per international civil aviation norms/Montreal Convention. If the airline does not pay compensation, the reasonable amount in terms of international civil aviation norms/Montreal Convention will be deducted out of the dues of the airline.

xxxv. The Airline shall issue valid computer-printed boarding passes with seat numbers to all pilgrims for both onward and return journeys. Where return boarding passes are issued in advance, the Airline shall remain responsible for ensuring that such passes are accurate, valid and usable for the actual return flight.

xxxvi. For departures from KSA, any corrected/replacement boarding pass required due to flight change, aircraft change, seat mismatch, invalid pass or other error shall be generated and handed over by the Airline at the time of remote city check-in baggage collection, ordinarily 48 hours before scheduled departure, or within such timeline as may be prescribed by IHPO.

xxxvii. After completion of corrected/replacement boarding pass distribution, the Airline shall submit flight-wise summary status of passes issued, corrected, pending and mismatched in the format agreed with IHPO. Failure to issue or replace valid boarding passes within the prescribed timeline shall be treated as service deficiency and attract action under the Tender/MoU.

xxxviii. In case of any technical fault/Aircraft on Ground (AoG) airlines should be able to mount rescue operations within 12 hours of the scheduled time of departure. The selected airlines should have proper management and coordination of its crew. All Duty time limitations should be factored while planning crew requirements for the Haj operations. Haj flights should not be delayed for want of crew.

xxxix. Advance Passenger Information System (APIS) will be implemented by the Indian Regulatory Authorities for Phase II operation. The airline shall comply with APIS requirements, Haj Committee of India shall provide the requisite flight wise information/assistance to the airline within sufficient time to comply with APIS requirements.

xl. The selected bidder shall be responsible for obtaining all clearances required for the conduct of flights for Haj operations.

xli. Airlines shall avoid double Madinah/double Jeddah movement of pilgrims, i.e. Airlines shall avoid more than one intercity movement i.e. pilgrims should have either movement from Madinah to Makkah before the core Haj period or movement from Makkah to Madinah post-core Haj period. In case it becomes unavoidable, the airlines concerned shall bear the cost of local transportation.

xlii. No interest/ penalty for short/delayed deposit shall be paid by the Government of India/Haj Committee of India (HCoI) for reasons of delay or default on the part of the airline for not depositing or short depositing ***all statutory taxes***, which being the obligation of the bidder, shall be borne entirely by the airline and GOI/HCoI shall be fully indemnified by the airline from such tax demands.

xliii. The payment to the Airlines will be finalized by the HCoI taking into consideration the performance of Airlines and their adherence to the terms and conditions.

xliv. The embarkation points awarded to an airline cannot be sub-contracted to another party.

xlv. Change in embarkation point subsequent to allocation of embarkation point shall not be ordinarily accepted.

xlvi. The opening of bids and negotiation connected therewith will be attended by the authorized signatories of the bidder only and no agent/middleman will be permitted to participate.

xlvii. The Airlines shall follow all the health related protocols/guidelines pertaining to international air travel issued by KSA and ROI from time to time.

<u>9A. BAGGAGE HANDLING AND AIR SCHEDULES</u>

The following provisions set out, in simplified form, the detailed baggage handling and flight scheduling requirements referred to at various points in Clause 9. These provisions are part of the General Conditions and any breach shall be treated as a deficiency in service for the purpose of Clause 10 (Penal Provision).

Part A: Baggage Handling

a. Checked-in baggage will ordinarily travel on the same flight as the passenger. The airline is responsible for its safe acceptance, tagging, loading, unloading, transport, custody and delivery.

b. If a bag is misplaced or delayed, the airline shall restore it to the passenger within 3 days of the flight, failing which a penalty of USD 150 per bag shall apply. Lost or damaged baggage shall be compensated as per the Montreal Convention/applicable civil aviation norms, , subject to documentary verification – all without prejudice to each other.

c. Where carrying baggage on the same flight is not possible for operational reasons, the airline shall obtain prior approval of HCoI (and IHPO, for KSA-side operations) and move the baggage by air cargo or another approved secure mechanism within the prescribed time. The airline shall not, in any case, refuse or reduce a passenger's permitted hand-baggage entitlement.

d. At every check-in point – embarkation points in India and remote city check-in in Makkah/Madinah – the airline shall weigh, tag and record each bag separately, train its check-in staff accordingly, and maintain at least two baggage tags per pilgrim in stock. Remote city check-in shall ordinarily be completed at least 48 hours before the scheduled departure, unless HCoI/IHPO directs otherwise.

e. The airline shall maintain a baggage-tag inventory and distribution register (tags received, issued, used, cancelled, damaged and balance stock, with flight-wise linkage) and make it available to HCoI/IHPO whenever required.

f. At each active remote city check-in location, the airline shall deploy at least one manager-level coordinator and at least four baggage-loading staff, as per flight-wise workload and the schedule prescribed by IHPO.

g. In KSA, the airline's cargo/ground-handling agency shall maintain a documented chain of custody for checked-in baggage – including secure storage, access control, CCTV coverage and flight-wise movement records. Details of trucks, manpower, warehouses and handling arrangements shall be shared with IHPO at least two weeks before commencement of Haj air operations.

h. Baggage may be opened only for a valid reason, such as a security inspection, removal of prohibited items or verification of a damaged lock, and only by authorised airline/cargo/ground-handling personnel, wherever feasible in the presence of an authorised Haj Mission representative. Each such instance shall be recorded (tag number, reason, persons present, items removed, action taken) and the bag securely re-closed, re-sealed and re-wrapped thereafter. At least one staff member shall supervise the baggage-scanning process at each warehouse in Jeddah, Madinah and Makkah at all times during the remote city check-in operation.

i. The airline shall provide adequate facilities for lodging missing-baggage complaints at the landing airport in India and KSA, with a daily summary counter-signed by representatives of HCoI/CGI.

j. Baggage beyond the free allowance may be accepted as freight, or the airline may arrange Cargo Agents at the departure terminals at Makkah/Jeddah and Madinah, at applicable cargo rates.

Part B: Air Schedules

a. The airline shall prepare and operate its flight schedule as per the operational requirements communicated by MoMA/HCoI/IHPO, including the broad split between Jeddah and Madinah arrivals, day-wise arrival/departure flow, and overall Haj operational sequencing. HCoI and CGI Jeddah will make a daily arrival plan for Madinah and Jeddah, and the Airline should plan its flight schedule accordingly.

b. The detailed flight schedule – flight number, aircraft type, date and time of arrival/departure, airport and seat capacity – shall be finalised in consultation with HCoI and IHPO before filing for regulatory slot approvals. Any subsequent change to the approved schedule, aircraft capacity, airport, routing or arrival/departure flow shall require prior written approval of HCoI/IHPO and shall be permitted only in exceptional circumstances. Any financial or operational consequence of a deviation attributable to the airline shall be borne by the airline.

c. The airline shall, wherever directed by HCoI/IHPO, coordinate with the concerned ground-service provider for synchronisation of flight schedules, manifests, airport reception, baggage movement, intercity transport and departure operations.

d. Where an airline-attributable delay, cancellation, rescheduling or disruption affects the approved stay schedule of pilgrims in Madinah, the airline shall bear the direct consequences, including additional accommodation, meals, rescheduling support and intercity transport from Madinah to Makkah, as required by IHPO.

e. In unforeseen circumstances, including medical grounds, pilgrims may be permitted to change their flight sector (to and fro KSA) without any fee, tax or charge, but only where HCoI or IHPO formally intimates such change at least 48 hours prior to the departure of the rescheduled flight.

f. The airline shall match inbound and outbound capacity, i.e. pilgrims travelling on an outbound Phase-I flight shall return together on the inbound Phase-II flight. Where seats are available, or in any exigency, the airline shall transfer pilgrims between charter flights without any extra charge.

g. Any delay, cancellation, rescheduling, diversion or disruption affecting the movement of pilgrims or baggage, whether in India or KSA, shall be reported by the airline to HCoI and IHPO immediately, and in any case within one hour of the airline becoming aware of it, along with the revised ETD/ETA, reason for delay, number of passengers affected and action being taken.

h. In case of a delay beyond 3 hours, the airline shall provide suitable meals/refreshments to affected pilgrims at its own cost. In case of a delay beyond 6 hours, or an overnight delay, the airline shall also provide suitable accommodation and local transport at its own cost. If the airline fails to do so, HCoI/IHPO may make alternate arrangements and recover the cost from the airline, without prejudice to other action under the Tender/MoU.

i. The schedule of flights shall allow a minimum gap of 4 hours between two flights, subject to slot approval by DGCA/GACA.

10. <u>Penal provision</u>: Any violation to the tender clauses or deficiency in the services mentioned in tender clauses will attract a penalty up to a maximum of 10% of the total contract value.

11. MODE OF PAYMENT

The payment for the services provided by the airline for Haj 2027 operations will be made by Haj Committee of India (HCoI) in five installments in the following manner:

i. 30% (Thirty percent) of the total fare shall be paid not later than one week prior to the date of first outbound Haj flight from India.

ii. 20% (Twenty percent) of the total fare shall be paid not later than one week after successful completion of first phase of operations from India.

iii. 25% (Twenty five percent) of the total fare shall be paid not later than one week after date of the First inbound Haj flight of the return Phase II operation.

iv. 15% (Fifteen percent) of the total fare shall be paid not later than one week after the last inbound Haj flight of the return phase II operations.

v. The balance fare of 10%(ten percent) of the total fare shall be paid after completion of Phase-2 operation in accordance with the MOU signed between the Government of India/HCoI and the airline after adjusting the 50% fare refundable for deceased pilgrims (on the basis of authentic documents like death certificate issued by Indian Consulate in Jeddah and boarding pass/signed manifest of the deceased pilgrim) and all other payments/penalties outstanding against the Airlines as per this Tender Document or MOU signed between Government of India/HCoI and the Airline.

vi. Applicable GST, at the prevailing statutory rate, shall be reimbursed in INR, based on the applicable exchange (transfer) rate, upon submission of satisfactory documentary evidence of payment of such GST to the Government.

vii. The airlines of India will be paid airfare /statutory taxes etc. in INR equivalent to USD/SAR.

viii. The airlines of KSA shall be paid airfare in USD and the statutory taxes in India in INR and statutory taxes in KSA in SAR.

NOTE:

i. The Government of India/HCoI reserves the right to ask for Bank Guarantee from any airline selected for Haj 2027 operations from India before or at the time of signing the MOU *as stipulated in GFR, 2017*.
ii. The *encashment* of bank guarantee would be invoked by the Government of India/HCoI in the event of failure on the part of the airline to fulfill the terms and conditions of the MOU to be signed between the Government of India and the airline.

12. MOU BETWEEN GOVERNMENT OF INDIA (MINISTRY OF MINORITY AFFAIRS / MINISTRY OF CIVIL AVIATION)/HCOI AND THE SELECTED AIRLINE

The selected airline is required to enter into a Memorandum of Understanding (MOU) with the Ministry of Minority Affairs, Ministry of Civil Aviation and HCoI detailing the services to be provided by the airline and other terms and conditions in connection with the Haj Operations 2027.

13. SETTLEMENT OF DISPUTES:

In case of any difference/dispute, the parties shall resolve it amicably by way of negotiations/discussions across the table, failing which it shall be finally resolved by a designated Authority determined by Ministry of Minority Affairs, whose decision shall be final and binding on both the parties.

14. SUBMISSION OF BIDS

Submission of bids will be in two bids system viz. Technical bid (Bid1) & Financial Bid (Bid 2) as stated in clause 6 & 7 of this Tender Document respectively. The bids should be submitted in separate sealed covers duly superscribed. These sealed covers should be put in a bigger cover which should also be sealed and superscribed as 'Bid for Haj-2027 operations'. The sealed cover (superscribed as 'Bid for Haj – 2027') *must reach* **on or *before* 1200 hrs *on 09.09.2026*** at the address given below:-

Under Secretary (Haj)
Ministry of Minority Affairs
Government of India,
West Block-8, Wing-II,
First Floor, Sector-1,
R.K. Puram, New Delhi – 110066

15. Bids received after the prescribed date and time shall not be entertained. Technical Bid shall be opened at **1400 hours on 09.09.2026.** After due verification of the technical Bids, the financial bids of only the eligible airlines shall be opened immediately thereafter.

16. The Government of India/ Ministry of Minority Affairs reserves the right to cancel this tender or withdraw any number of embarkation points from the tender process at any stage of bidding process (even after opening of the bids) without assigning any reason.

(Arun Kumar)
Under Secretary to the Government of India
Email: ushaj-mma@gov.in

ANNEXURE-I

Flight Operation Dates:

<table>
<tr><td>I</td><td>II</td><td colspan="4">III</td><td colspan="2">IV</td><td>V</td></tr>
<tr><td rowspan="5">Sr. No.</td><td rowspan="5">Embarkation Points</td><td colspan="2">LAP–I
Madinah</td><td colspan="2">LAP-II
Jeddah</td><td colspan="2">Short Haj</td><td rowspan="5">Total Expected Pilgrims for Haj-2027*</td></tr>
<tr><td>Phase-I</td><td>Phase-II</td><td>Phase-I</td><td>Phase-II</td><td>Phase-I</td><td>Phase-II</td></tr>
<tr><td>Landing at MED</td><td>Return from JED</td><td>Landing at JED</td><td>Return from MED</td><td>Landing at JED</td><td>Return from MED</td></tr>
<tr><td>08.04.2027 To 22.04.2027</td><td>22.05.2027 To 05.06.2027</td><td>23.04.2027 To 08.05.2027</td><td>06.06.2027 To 20.06.2027</td><td>06.05.2027 To 09.05.2027</td><td>22.05.2027 To 25.05.2027</td></tr>
<tr><td colspan="2">Number of Expected Pilgrims</td><td colspan="2">Number of Expected Pilgrims</td><td colspan="2">Number of Expected Pilgrims</td></tr>
<tr><td>1</td><td>Ahmedabad (AMD)</td><td colspan="2">0</td><td colspan="2">7,375</td><td colspan="2">359</td><td>7,734</td></tr>
<tr><td>2</td><td>Bengaluru (BLR)</td><td colspan="2">0</td><td colspan="2">6,863</td><td colspan="2">2,256</td><td>9,119</td></tr>
<tr><td>3</td><td>Calicut (CCJ)</td><td colspan="2">0</td><td colspan="2">1,840</td><td colspan="2">0</td><td>1,840</td></tr>
<tr><td>4</td><td>Chennai (MAA)</td><td colspan="2">0</td><td colspan="2">4,346</td><td colspan="2">981</td><td>5,327</td></tr>
<tr><td>5</td><td>Cochin (COK)</td><td colspan="2">0</td><td colspan="2">5,717</td><td colspan="2">1,173</td><td>6,890</td></tr>
<tr><td>6</td><td>Delhi (DEL)</td><td colspan="2">13,678</td><td colspan="2">9,766</td><td colspan="2">2,699</td><td>26,143</td></tr>
<tr><td>7</td><td>Gaya (GAY)</td><td colspan="2">127</td><td colspan="2">0</td><td colspan="2">0</td><td>127</td></tr>
<tr><td>8</td><td>Guwahati (GAU)</td><td colspan="2">1,919</td><td colspan="2">0</td><td colspan="2">0</td><td>1,919</td></tr>
<tr><td>9</td><td>Hyderabad (HYD)</td><td colspan="2">0</td><td colspan="2">6,884</td><td colspan="2">2,322</td><td>9,206</td></tr>
<tr><td>10</td><td>Indore (IDR)</td><td colspan="2">538</td><td colspan="2">0</td><td colspan="2">0</td><td>538</td></tr>
<tr><td>11</td><td>Jaipur (JAI)</td><td colspan="2">4,313</td><td colspan="2">0</td><td colspan="2">0</td><td>4,313</td></tr>
<tr><td>12</td><td>Kannur (CNN)</td><td colspan="2">0</td><td colspan="2">3,248</td><td colspan="2">0</td><td>3,248</td></tr>
<tr><td>13</td><td>Kolkata (CCU)</td><td colspan="2">8,038</td><td colspan="2">0</td><td colspan="2">494</td><td>8,532</td></tr>
<tr><td>14</td><td>Lucknow (LKO)</td><td colspan="2">7,622</td><td colspan="2">0</td><td colspan="2">0</td><td>7,622</td></tr>
<tr><td>15</td><td>Mumbai (BOM)</td><td colspan="2">12,101</td><td colspan="2">7,696</td><td colspan="2">3,091</td><td>22,888</td></tr>
<tr><td>16</td><td>Nagpur (NAG)</td><td colspan="2">2,376</td><td colspan="2">0</td><td colspan="2">0</td><td>2,376</td></tr>
<tr><td>17</td><td>Srinagar (SXR)</td><td colspan="2">4,051</td><td colspan="2">0</td><td colspan="2">0</td><td>4,051</td></tr>
<tr><td>18</td><td>Vijayawada (VGA)</td><td colspan="2">645</td><td colspan="2">0</td><td colspan="2">0</td><td>645</td></tr>
<tr><td colspan="2">Total</td><td colspan="2">55,408</td><td colspan="2">53,735</td><td colspan="2">13,375</td><td>1,22,518</td></tr>
</table>

NOTE: Maximum number of flights operated per day should not exceed 2 to 3.

(i) Only designated Airlines of India are required to submit bids (in two bids system) for Srinagar Embarkation Point. The airline would be required to operate direct flight from

SXR to JED/MED and back. The flights at Srinagar should be scheduled during non-peak hours i.e between 1100 hrs and 1600 hrs.

(ii) All pilgrims for all other EPs may vary within a range of +10% to -10%.

(iii) All the airline operators should submit disabled aircraft removal plan while applying for the schedule/slot clearance.

<u>ANNEXURE-II</u>

<u>The offer price format</u>

<u>(To be given on Company's letter head)</u>

Our bid of the all inclusive fare excluding PSF, UDF, ADF and Indian Goods & Service Tax and any other fee/tax for Haj 2027 operation from India to Jeddah/Madinah (KSA) and back would be as per col. (IV) below:

S.No.	Embarkation Point	Type of aircraft with date of manufacture	All inclusive per pax fare (excluding applicable fee/charges/ taxes) (in US $)
(I)	(II)	(III)	(IV)

The above bid takes into consideration all parameters and conditions mentioned in the Tender Document No: HAJ-20/30/2026-HAJ-MoMA dated 25.08.2026

Place:
Date:

Signature (in ink) of Authorised Signatory of the Airline
Name:
Designation:
Seal of the Company/Airline:

Note:

1. Only designated Airlines of India are required to send Bids for Srinagar Embarkation Point.
2. Amount in figures shall only be mentioned for each embarkation point.
3. Original signed copy of the quotation shall only be accepted. Photocopy, e-mail copy, scanned copy etc shall not be accepted.
4. Each financial bid should be on <u>the Company's letter head, signed in ink, bearing Company's stamp</u> and should carry a letter from the Company's CEO/Board that the person signing the quotation bid is an authorised signatory.
5. Per pax fare quoted shall be applicable for both normal & short Haj for the embarkation point

<u>CONSEQUENTIAL AMENDMENT — ANNEXURE-II (Offer Price Format)</u>

The table at Annexure-II may be substituted as under, the existing column (IV) being renumbered as column (III) and a new column (IV) inserted:

S. No.	**Embarkation Point**	**All inclusive per pax fare (in US $)**	**Fuel Component (F) as a percentage of the fare in col. (III), in figures and words — not to exceed 38%**
(I)	(II)	(III)	(IV) — new column

Note: The Fuel Component declared in column (IV) shall be reckoned only for the purposes of price variation under Clause 7A. It shall not be taken into account in the evaluation of the financial bid, which shall be on the basis of column (III) alone. Where column (IV) is left blank, the fare quoted shall be treated as firm."