MINISTRY OF EXTERNAL AFFAIRS (HAJ Division)

Registration of Private Tour Operators for Haj 2015

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

- 2. The PTOs who have been qualified for registration for Haj-2015, is enclosed at Annex- A.
- 3. In addition, the Hon'ble Supreme Court, vide its judgment dated 7th August, 2014 in the writ petitions filed by 22 PTOs, has directed the Ministry that Clause (vii) of Annexure A of the PTOs Policy should be read with Clause (iv). The Hon'ble Court directed the Ministry to do self-correction in this regard. Therefore, the documents of the non-qualified PTOs for minimum annual turnover of Rs.1 Crore or above and purchase of air tickets and hiring of accommodation for Haj pilgrims through banking or other authorised channels for the year 2010-11 (Haj 2010) or 2011-12 (Haj 2011) needed to be re-verified, in addition to other documents as indicated in Annexure A and B of the PTOs Policy.
- 4. In order to comply the directions of the Hon'ble Supreme Court, the documents of those PTOs who were given opportunity for personal hearing but were not considered qualified during 2013, have been re-verified with the assistance of the Chartered Accountant Firm, M/S S.P. Chopra & Co, hired through bidding process. The documents like Annual Turnover of Rs. 1 crore or more, Minimum Capital of Rs. 15 Lakh and documents regarding transaction through proper banking channel for purchase of air tickets for the Haj pilgrims and hiring of accommodation for them in Makkah/Madinah pertaining to the year 2010-11(Haj-2010) or 2011-12 (Haj 2011) of the PTOs were verified. As a result, 73 more PTOs (20 under Category-I and 53 under Category-II) have been qualified for registration for Haj 2015. A list of the PTOs qualified for registration after re-verification of the documents is enclosed at Annexure B. Thus, a total of 615 PTOs (253 under Category-I and 362 under Category-II) have been qualified for registration for Haj 2015.
- 5. This is not the final list of PTOs who have been qualified for registration for Haj-2015, as a few PTOs have filed writ petitions in the Hon'ble Supreme Court and decision on this is awaited. In case the documents of these PTOs are found to be in order in terms of the decision of the Hon'ble Supreme Court dated 07.8.2014, some of the PTOs may be included in the list of the qualified PTOs for registration and allocation of quota for Haj -2015.
- 6. The new PTOs who wish to be registered with Ministry of External Affairs under Category-II on the basis of minimum 50 pilgrims taken by them on Umrah during any 5 years, can also apply and send following documents for verification:
 - 1. Copy of documents for showing Annual Turnover of Rs. 1 crore or more for any 5 years on Umrah.
 - 2. List of 50 Umrah Pilgrims taken by the PTOs in each trip in a year for any 5 years.

- 3. Proof of payment for Air tickets and accommodation for Umrah pilgrims through banking or other authorised channels for any 5 years.
- 7. All the PTOs as per the enclosed list, are required to furnish the documents as detailed in Annexure A, B & C. for the year 2012-13 or 2013-14 in terms of Hon'ble Supreme Court judgement dated 12.5.2015. Form 'D' may also be filled up by the PTOs which will facilitate the CA Firm to verify the documents. The Eligibility Criteria are included at Annexure A and B. No request for change of address of the PTOs will be entertained after issue of this press release.
- 8. A total quota of 36,000 seats have been allotted to Private Tour Operators for Haj-2015. The quota in terms of PTOs' Policy 2013-17, approved by Hon'ble Supreme Court of India, will be distributed among qualified PTOs as per details given below:
- (a) 70% of the Hajj 2015 PTO seats (25,200) will be allocated equally to eligible PTOs under Category-I.
- (b) 30% of Hajj 2015 PTO seats (10,800) will be allocated to eligible PTOs under Category-II at the rate of 50 seats per qualified PTO.
- 9. This policy will remain valid from 2015 to 2017 for registration purpose for the new private tour operators who wish to be registered with the Ministry on the basis of Umrah pilgrims taken by them as per details mentioned in Para 6 above. The policy will not be changed unless there are substantive developments which affect it. The policy envisages cross category upward movement of PTOs from Category-II to Category-I. A qualified PTO shall remain qualified for registration purpose till Haj-2017 unless it is otherwise disqualified either by Government of India or by Government of Saudi Arabia for valid reasons. The allocation of seats to the PTOs qualified for registration in each category, will be done every year on the basis of the overall quota of seats for PTOs specified in the Annual India-Saudi Arabia Bilateral Haj Agreement and the number of qualified PTOs in each category.
- 10. The required documents/ information as detailed in Annexure A, B & C must be sent by all the PTOs registered for Haj-2015 and the new PTOs who wish to be registered with the Ministry. The document may be sent to Attaché (Haj), Ministry of External Affairs at Liaison Office of the Haj Committee of India, 5028, Bachchon Ka Ghar, 1st Floor, Darya Ganj, New Delhi-110002 (Tell No. 011-23240545- 23240547) so as to reach at the given address latest by 1730 Hrs, Monday, 8th June, 2015.

ANNEXURE-A

Terms and Conditions for Registration of Private Tour Operators (PTOs) for Haj-2015

Each PTO should establish that it is a genuine and established Tour Operator having experience in sending tourists/pilgrims abroad for which it should produce the following documents:

Sl.	Terms and Conditions
No.	
į	All documents must be in the name of the applicant PTO and must be dated prior to the last date for submission of the application.
ii	PTO must sign an agreement with each pilgrim indicating the services to be provided to the pilgrim and charges payable. Services should include interalia medical insurance, type of accommodation, transport facility, duration of stay of the pilgrims in Saudi Arabia, etc.). A copy of model agreement to be signed with the pilgrims must be attached with the application.
iii	Details of registration for Service Tax.
iv	Minimum Annual Turnover of INR One Crore during the financial year 2012-13 or 2013-14 along with Balance Sheet and Profit & Loss Account –duly audited by the Statutory Auditors, Tax Audit Report and Income Tax Return (ITR) for financial year 2012-13 or 2013-14
V	Minimum office area of 250 Sq.ft. (Carpet area). (Supporting documents – drawing/lay out plan approved by the competent authority of the State Government/Union Territory). Lay out plan certified by Chartered Engineers/Architects will also be accepted.
vi	Minimum capital of Rs. 15 lakh as on March 31, 2014 , duly supported by the latest Balance Sheet- audited by the Statutory Auditors and Audit Report.
vii	Proof of payment made through banking or other authorized channels towards purchase of tickets and hiring of accommodation in Makkah/Madinah for the financial year 2012-13 (Haj 2012) or 2013-14 (Haj 2013). Payments towards purchase of tickets, hiring of accommodation for pilgrims in Makkah/Madinah, by any other means, would not be accepted.
viii	PAN Card details (PAN Card in the name of Proprietor will be accepted provided the PTO is a Proprietor concern).
ix	PTO with adverse Police report or involved in criminal court cases will not be considered.
Х	Copies of Registration Certificate issued to the PTO in support of their claimwise and PTO category-wise.
Xi	Contract for hiring of buildings for pilgrims and "Tasreeh" together with English translations PTO category wise. (Please enclose rental receipts and a copy of lease deed, duly signed with the Saudi owners for Hajj.
Xiii	Copy of Munazzim Card and relevant Hajj visa pages of the Passport of the

	Proprietor/Owner.
xiii	A security deposit of Rs. 25 lacs (Rs. Twenty five lacs only) in the form of
	A security deposit of Rs. 25 lacs (Rs. Twenty five lacs only) in the form of Fixed Deposits with a Nationalised Bank valid till January 31, 2016 in
	favour of HCOI, Mumbai.
xiv	
	A Demand Draft of INR 5000/- (Rs. Five Thousand only) in favour of Haj Committee of India, payable at Mumbai - to be submitted along with the
	application as non refundable fee.

Annexure -B

Other important instructions/Guidelines for Haj-2015

	T
i	Application must be in the prescribed Proforma (Annexure –C) and all documents must be serially numbered. An index must be provided at the top of the applications indicating details of documents enclosed.
ii	Applications that furnished wrong information or suppress any relevant information will be summarily rejected and the applicant PTO will be blacklisted and its security deposit forfeited, provided that blacklisting will not be ordered unless an opportunity to show cause against such blacklist is given to the PTO concerned.
iii	PTOs must furnish full information about their pilgrims to the CGI (Consulate General of India), Jeddah also also upload it on the website of CGI – www.jeddah.com before departure of pilgrims to Saudi Arabia.
iv	PTO must ensure vaccination and other medical checks as per requirement of the Government of Saudi Arabia. Details are available on HCOI 's website www.hajcommittee.com . All Pilgrims must carry Health Cards.
V	PTO should be fully responsible for the stay, transport and payment of compulsory charges to the Authorities in Saudi Arabia. PTO should honour all terms & conditions of the contract signed with the pilgrims and ensure that none of them is left stranded.
vi	TPTO should provide good quality identify card, indicating name of the pilgrim and of the PTO, Passport number and place of stay in Makkah/Madinah, to each pilgrim to be worn around the neck whenever they leave the building.
vii	PTO should ensure that baggage of all their pilgrims are cleared before they leave the Haj Terminals in India/Saudi Arabia.
viii	If a pilgrim sent by a PTO is found begging in Saudi Arabia or declared Fuqra by the Saudi Authorities, the PTO will be blacklisted permanently and its security deposit forfeited.
ix	Selling of Haj quota seats to any other PTO is strictly prohibited. In case of receipt of any complaint against any PTO indulging in such activity, the PTO would be blacklisted permanently.
Х	It may kindly be noted that only one member of the family would be eligible for registration for Haj-2015. Hence only one member of family should apply for registration. Family will include Wife and dependent children. In case more than one member of a family satisfy the eligibility conditions and if one of them is a lady, the lady would be given preference for registration to the exclusion of others and if there is no lady, preference would be given to the member is the oldest in the business for registration for Haj-2015. No applicant can apply in more than one PTO in his/her capacity as Director/Partner/Proprietor.
хi	PTO must submit only one application. If it is found that a PTO has submitted more than one application in different names, all such applications would be rejected and all such PTOs would be blacklisted and their security deposit would be forfeited.
xii	Without prejudice to the foregoing, all claims, disputes and differences shall be subject to the jurisdiction of the Court in New Delhi/Mumbai.
xiii	All the terms and conditions laid down in Annexure A & B will also apply on PTOs that qualify under Category-II by virtue of facilitating a minimum of 50 Umrah

pilgrims in a year for any five years, but with the exception of the terms and conditions contained under clauses (vii), (x), (xi) and (xii) of Annexure-A. In addition, these PTOs are also requied to submit the proof of payment made through banking or any other authorized channels towards purchase of tickets and hiring of accommodation in Makkah and Madinah in respect of Umrah pilgrims facilitated by them in support of their claim.

Hajj 2015 - Application for Registration as Private Tour Operator (PTO)

-	New (District Text)	1
1.	Name of Private Tour Operator and the Category under which PTO	
	intends to apply.	
2.	Address of firm/ telephone, fax, e-mail and website address	
	(if there has been any change in address since Haj – 2014 it may	
	also be indicated)	
3.	Name of the firm's representatives along with contact details who	
	would be present in the Kingdom of Saudi Arabia during Hajj-2015.	
4.	Number of employees (permanent as well as seasonal with break	
	up), Number of computers, and other office equipment.	
5.	Area of Office (Please attach supporting documents with	
	photographs)	
6.	Whether the office is designated specifically for the Haj/Umrah or	
	any other business is also carried out from that premises.	
	(i)Whether earlier registered with Ministry of External Affairs?	Yes/No
7.	(ii) If Yes, then enclose copy of certificates and copies of "Tasreeh"	
	for Hajj 2012 or Haj 2013.	
8.	Whether details of registration for Service Tax provided.	Yes/No
	PTOs should enclose copies of contracts for buildings hired for	
	pilgrims, "Tasreeh" with a certified English translation, IATA	
9.	receipts, details of tickets, and payments made towards purchase	
	of tickets through banking channel in support of their claim for Haj	
	2012 or Haj 2013.	
10.	Details of Fixed Deposit Receipt (FDR) for INR 25 Lakhs - original to	
	be enclosed.	
11.	Details of bank draft for INR 5000/- in favour of Hajj Committee of	
	India, payable at Mumbai as non-refundable processing fee.	
12.	Maktab number and the name of the service provider in Saudi	
	Arabia (in case of previously registered PTOs).	
13.	Likely date of arrival of pilgrims in Kingdom of Saudi Arabia.	
14.	Likely date of departure of pilgrims from Kingdom of Saudi Arabia.	
15.	Type of Transport agreement/arrangements to be made for	
	Pilgrims	
	(Coupon rate and route).	
16.	Arrangements for providing Orientation/Training programmes.	
17.	Name, address and telephone numbers of local correspondent	
	Company in the Kingdom of Saudi Arabia.	
18.	(a) Whether the PTO has its branches in other places:	
	(b) if yes, please provide details:	
	(c) Have these branches also applied for registration separately?	
	If yes, please provide details.	
19.	Whether any case/complaint is registered against the PTO with	
	police authorities. Please provide complete details. If there is no	
	such complaint/ case, please attach an affidavit in support of the	
	Table temperation case, prease according an amount of support of the	l

	claim.	
20.	Enclose a copy of Model Agreement with Hajjis giving the details of services provided and charges payable.	Yes/No
21.	Whether the PTO has an annual turnover of INR One crore for financial year 2012-2013 (Haj 2012) or 2013-14 (Haj 2013).	
22.	Indicate details of PAN card, Munazzim Card and copy of relevant Hajj/Umrah visa pages. Whether PAN/Munazzim Cards are in the name of individual/Company /Firm.	Yes/No
23.	Whether PTO has minimum capital of INR 15 lakhs on March 31 , 2014 .	
24.	Whether the payments for Hajj 2012 or Haj 2013 were made through banking or other authorised channels towards purchase of tickets and hiring of accommodation in Makkah/Madinah. If yes, please provide the details.	Yes/No
25.	Whether any other member of the family of the PTO has also applied. If yes, please provide the details and reasons for applying with justification.	Yes/No
26.	PTOs qualified by virtue of their Umrah experience may indicate whether the PTO has a valid licence to conduct Umrah pilgrimage from the Saudi Authorities. If yes, please provide a copy thereof.	Yes/No
27.	The above information should be tabulated in the enclosed format at Annexure D.	

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

Annexure D

APPLICATION FORM FOR CATEGORY-(I & II) REGISTRATION OF PRIVATE TOUR OPERATOR

PTO (HAJ 1436 (H)-2015)

File No. - CAT I/II ()

	(A)	BASIC DETAIL	S.
١	1/1/	DAGIC DISTAIL	1L7.

(i)	Name & Address of the Private Tour Operator		Contact Details
		Tel No.	
		Mobile No.	
		Fax No.	
		Email ID.	
(ii)	Whether there has been any change in the address of PTO since last		
	Haj.		
	(If Yes, the reason for the same and supporting documents)		
(iii)	Whether Proprietorship/Partnership/Company		
(iv)	Name of the Proprietor/Partner/Director		
(v)	Name of person(s) and designation who have submitted the application		
	for registration.		
(v)	Name of Representative who will be present in KSA during Haj-2015.		

(B) DETAILS AS PER ANNEXURES:

Sr.	Particulars		_	R OFFICE USE be filled by the I Operator)	
		Remarks of the PTO	Whether submitted (Yes/ No)	Any discrepancy noticed in the documents (Yes/No)	Remarks
(i)	Whether the office is designated specifically for the Hajj/Umraah or any other business is also carried out from that premises. (Whether the PTO is also carrying out the business of sale/purchase of tickets need to be disclosed separately) The said information is required to know about the nature of business/services being carried out the PTO from the business premises registered in the name of the said PTO.				
(ii)	Copy of registration certificate of Service Tax. (Page no. of file:)				
(iii)	PTO is to sign an agreement with each pilgrim indicating the services to be provided to the pilgrim and charges payable for Haj-2015. Whether a copy of Model Agreement to be signed with the pilgrims for Haj-2015 has been attached with the application and also indicates the rate per pilgrim proposed to be levied. The model agreement should inter-alia include the following services to be provided during Haj-2015:				

		M- 1:1 I								
	•	Medical Insurance Type of Accommon Transport facility Duration of stay in Amount to be chan (Amount -	odation 1 Saudi Ar		grimage					
	(Page r	no. of file:)							
	(Medic	cal Insurance may be	read as							
(iv)	Minim	um office area of 250	sq. ft. (Ca	arpet area	a).					
	docum	supported by any of the ent provided as supported ive field)								
		Document		Carp Are (in sq.	a	Page No. of File				
		Drawing lay ou approved by the co authority of the Government/UT.	mpetent	•						
		Lay out plan certic Chartered En Architects	fied by gineers/							
	and Ca where copy o change drawin	ove documents shoul arpet area of the said there has been no ch f their Drawing/Layo in the address, PTo g/layout plan duly a government/UT in ori	office of ange in the out Plan. Os will he opproved be	f the PT heir addi Howeve ave to s	O. The ress can er, in the ubmit a	e qualified submit of the subm	d PTOs certified cen any oproved			
(v)	Year 20 Sheet & Audito Income	um Annual Turnover 012-13 or 2013-14 al & Statement of Profi rs, Auditor's Report, e Tax) and Income Ta ancial Year 2012-13	ong with t t & Loss) Tax Audi ax Return	the Finant - duly to t Report (ITR) wi	ncial sta audited (includ	tements (I by the S ing Form	Balance tatutory 3CD o	:		Whether minimum turnover amount to be increased?
	Mentio docume	on the Turnover of ents:	the PTO	O as su	ipported	l by the	above			
		Financial Year 2012-13 Or	Turn	unt of nover* n lakhs)	Pag	ge No. of File				
		2013-14								
	Mentio docum	on the below mention ents:	oned deta	ils as s	upporte	d by the	above	1		
		Financial Statement		ear	Wheth submitt (Yes/N					
		udited Balance Shot Statement of Profit	_	12-13 or						

	T T.	1	2012 11	ı	1	1		
	Loss		2013-14					
	Statutory Audit		2012-13					
	(in case of registered	f PTO as a	or 2013-14					
	Company)							
	Tax Audit	Report	2012-13					
	(including Form		or					
	Income Tax)^		2013-14					
	Income Tax Retu	ırn (with	2012-13					
	acknowledgment		or					
			2013-14					
	Note:							
	* Amount of Turnove							
	Financial Statement means only amount							
	income in case of To	our Operat	ors. Further, tu	rnover should	d be show	n		
	after netting off the of tickets purchased				les amour	nt		
		-	_	_				
	^ Tax Audit Report required under Incom			submitted wi	th 3CD a	as		
	# Income Tax Return		e submitted wit	h the ackno	wledgmer	nt		
	copy of the said ret	turn,						
i)	Minimum capital of F 2014, duly supported Statutory Auditors.							Whether minimum capital
	Mention the following	g from the	audited Balance	e Sheet subm	itted.			amount to increased?
	Financial Y	ear	Amount of	Page No.	of			
			Capital* (in Rs.)	File				
	31.03.2013		(III KS.)					
	31.03.2014							
	Note:							
	* Amount of Capital Financial Statement				ne Audite	d		
ii)	Proof of purchase a authorized channels							As it informed
	accommodation in Ma							earlier,
	Particulars	Vendor	No. of	Amorrat	Pogo	1		2013 onw PTO's rec
	ranuculars	Name	tickets/	Amount of	Page No. of			to main
			amount	purchase/	File			separate B
			of foreign currency	payment (in Rs.)				Account Saudi Ar
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purchase of					
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provided/include					
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specially to					
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same payment is					
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forthcoming Haj					
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A 2 4*					1
Accommodation				l	1
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1. The payments r	nade by any	mode other	than hanking	or othe	r
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6 If payment again	net purchase	of Tickets a	nd/or foreign	Currenc	17
6. If payment agai made in installi					
inserting separat					
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7 If DTO himself !	owing IATA	ragistration s	nd tickete we	ra books	a
7. If PTO himself he from own account					
to Airlines to pu					
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8 Any part of pays	ment made in	cash towards	nurchase of	tickets o	ır
8. Any part of payment made in cash towards purchase of tickets					

	foreign currency is to be disclosed in separate row.							
(viii)	Copy of PAN Card in the name of the PTO.							
	(PAN Card in the name of Proprietor will be accepted provided the PTO is a Proprietor concern).							
	(Page no. of f	île:)					
(ix)	PTO with adverse police report or involved in criminal court cases are not to be considered. Therefore, PTO is required to submit an Affidavit declaring that there is no adverse police report is pending and not involved in any criminal court case/s.							
	(Date of affidavit:) (Page no. of file:)							
	Note: 1. PTO whose court case is given stay by the court is also not to be considered.							
(x)	Copies of Registration Certificate issued by MEA to PTO in support of its claim of the category submitted for the year Haj-2014.							
		tration cate No.	No. of pilgrims	PTO Catego	NO.	of		
	copies of rea	translation for tal receipts of Makkah and I Date of Contract/ Tasreeh	luly signed w	No. of pilgrims/		Page no.		
	(in SR) Contract/Tasreeh							
	Makkah							
	Madinah					_		
	Place	Date of Rental receipt	Name of Building owner	Amount (in SR)	Mode of payment	Page no. of the file		
	Rental recei	<u>ots</u>						
	Makkah							
	Madinah							
	Note: 1. Building hired from more than one building owner need to be shown separately by inserting separate rows under the respective particulars.							
	2. Buildings hired prior to date of allotment of quota for Haj-2015 will not be considered.							
	i .							
	enable th	n the column nem to furn ilitate the scru	ish desired	informatio	on correct			
(xii)	enable tl ensure/fac	nem to furn	ish desired tiny of PTOs'	information	on correct	tly and		

	of the Proprietor /Owner /Parti	ner /Director for	the year Haj 2013	3 or		
	Haj 2014.					
	Also Mention the followings details.					
	Particulars	Description	Page no. of the	1		
	Tarticulars	Description	file			
	Name mentioned on Passport					
	Passport Number & validity					
	Name of PTO mentioned on Munazzim card					
	Name of responsible person mentioned on Munazzim card					
	Munazzim Card No. Name of PTO mentioned					
	on Haj visa pages					
	Name of responsible person					
	mentioned on Haj visa pages					
	Passport no. mentioned on					
	Haj visa pages					
i)	Document (Affidavit/declaratio of the family of the PTO has ap			ıber		
	If yes, the details and reasons for applying with justification as recorded in the application.					
	(Page no. of file:					
١	Copy of Maktab Number and Arabia during Haj 2015.	Copy of Maktab Number and the name of service provider in Saudi Arabia during Haj 2015.				
	Maktab Number					
	Name of service provider					
	(Page no. of file:					
	Likely date of arrival of pilgrim	s in Kingdom of	Saudi Arabia.			
	Likely date of departure of pilgr	rims from Kingdo	m of Saudi Arabia			
)	a) Whether the PTO has its bran					
	b) If yes, please provide deta located.	ills w.r.t. no. of	branches and pla	aces		
	c) Have these branches also app	plied for registrat	ion separately? If	yes,		
	please provide details.					