# MINISTRY OF EXTERNAL AFFAIRS (HAJ Division)

#### Registration of Private Tour Operators for Haj 2016

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 lists of the PTOs under category I & II who were qualified for Haj-2015 may be seen at Annexure I, II & III of the Press Releases of 31.7.2015 and 7.8.2015 available at the Ministryos Website <a href="https://www.mea.gov.in">www.mea.gov.in</a> (Link: Haj 2015- (i) Press Release for PTOs for Haj 2015 dated 31.7.2015, (ii) List of PTOs qualified for allocation of quota for Haj 2015 dated 31.7.2015 and (iii) List of qualified PTOs who did not get quota for Haj 2015 due to draw of lots dated 7.8.2015). The PTOs who still remain eligible as per this list may apply for registration for Haj 2016 as per the laid down guidelines Further, in compliance of Honople Supreme Court order on the Writ Petition No.344/2015 dated 23.7.2015, 19 PTOs as per enclosed list at Annexure-X may also apply for registration following the laid down guidelines. These lists are subject to any further order/directions of Honople Supreme Court.
- 3. 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 5 years, but with the exception of the terms and conditions contained under Clause (vii), (x), (xi) and (xii) of Annexure A. In addition, these PTOs are also required to submit the proof of payment made through banking or any other authorised 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.
- 4. All PTOs applying for registration for Haj-2016 are required to furnish the documents as detailed in the Annexure A, B & C along with duly filled in Form D. As per the order no. 33/2015 for SLP(C) 28609/2011 dated 12.5.2015, PTOs are required to submit all the documents either for 2013-14 (Haj 2013) or 2014-15 (Haj 2014).
- 5. A total quota of 36,000 seats has been allotted to Private Tour Operators for Haj-2016. The quota in terms of PTOsqPolicy 2013-17 approved by Hondple Supreme Court of India, will be distributed among qualified PTOs as per details given below:
- (a) 70% of the Haj 2016 PTO seats (25,200) will be allocated proportionately (to the extent possible on equal allocation basis) by draw of lots to eligible PTOs under Category-I.
- (b) 30% of Haj 2016 PTO seats (10,800) will be allocated to eligible PTOs under Category-II at the rate of 50 seats per qualified PTO. The qualified PTOs which fail to get selected under the draw of lots in 2016 will be allocated seats in the ensuing year without draw of lots if they continue to remain qualified as per the Policy formulated by the Honфle Supreme Court.

- 6. This policy will remain valid from 2016 to 2017 unless there are substantive developments which affect it. The allocation of seats to qualified PTOs in each category will be done every year on the basis of overall quota of PTOs seats specified in Annual India-Saudi Arabia Haj Agreement and the number of qualified PTOs remaining in each category. The policy envisages cross category upward movement of PTOs from Category-II to Category-I. A qualified PTO shall remain qualified unless it is otherwise disqualified either by Government of India or by Government of Saudi Arabia for valid reasons. It is to be noted that the PTOs who do not wish to take minimum of 50 Hajis or are unable to do so need not apply.
- 7. The applications for registration along with the required documents/ information as detailed in Annexure A, B & C along with duly filled in Form D must be sent by all the PTOs applying for registration for Haj 2016 to Under Secretary (Haj), Ministry of External Affairs at Room No 304 (3<sup>rd</sup> Floor), I.S.I.L., V.K. Krishna Menon Bhawan, 9 Bhagwan Das Road, Opposite Supreme Court of India, New Delhi-110001 (Tel. 011-23386327) so as to reach on any working day at the given address latest by 1630 hours of 16<sup>th</sup> May, 2016.

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# Terms and Conditions for Registration of Private Tour Operators (PTOs) for Haj-2016

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:

SI.N	Terms and Conditions
0.	
i	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 inter-alia 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 or more during the financial year 2013-14(Haj 2013) or 2014-15(Haj 2014) 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 2013-14 or 2014-15.
V	Minimum office area of 250 Sq.ft. (Carpet area). The qualified PTOs where there has been no change in their address can submit certified true copy of their Drawing/Layout Plan. However, in case there has been any change in the address, PTOs will have to submit a fresh approved drawing/layout plan duly approved by the competent authority of the State Government/UT in original.
vi	Minimum capital of Rs. 15 lakh as on March 31, 2014 or March 31, 2015, duly supported by the latest Balance Sheet- audited by the Statutory Auditors and Audit Report.
vii	Proof of payment made through banking (Bank Statement) or other authorized channels towards purchase of tickets and hiring of accommodation in Makkah/ Madinah for the financial year 2013-14 (Haj 2013) or 2014-15 (Haj 2014). 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 at all.
Х	Copies of Registration Certificate issued to the PTO in support their aim-wise and PTO-wise.
хi	Contract for hiring of buildings for pilgrims and ‰asreeh+together with English translations PTO category wise. (Please enclose rental receipts and a copy of lease deed, duly signed with the Saudi owners for Haj.

xii	Copy of Munazzim Card and relevant Haj visa pages of the Passport of
	the Proprietor/Owner.
xiii	A security deposit of INR 25 lacs (Indian Rupees Twenty five lacs only)
	in the form of Fixed Deposits with a Nationalised Bank valid till January
	31, 2017 in favour of HCOI, Mumbai.
xiv	A Demand Draft of INR 5000/- (Indian Rupees Five Thousand only) in
	favour of Haj Committee of India, payable at Mumbai - to be submitted
	along with the application as non refundable fee.

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## Other important instructions/Guidelines for Haj-2016

İ	Application must be in the prescribed Performa (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.
li	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 upload it on the website of CGI . <a href="https://www.cgijeddah.com">www.cgijeddah.com</a> 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 HCOIs website <a href="https://www.hajcommittee.com">www.hajcommittee.com</a> . 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	PTO 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-2016. 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-2016. No applicant can apply in more than one PTO in his/her capacity as Director/Partner/Proprietor.

Хİ	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 required to submit the proof of payment for air ticket and accommodation for Umrah pilgrims made through banking or any other authorized channels in a year for any 5 years.

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## Haj 2016 - Application for Registration as Private Tour Operator (PTO)

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 . 2015 it may also be indicated)	
3.	Name of the firms representatives along with contact details who would be present in the Kingdom of Saudi Arabia during Haj-2016.	
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.	
7.	(i)Whether earlier registered with Ministry of External Affairs?	Yes/No
	(ii) If Yes, then enclose copy of certificates and copies of ‰asreeh+for Haj 2013 or Haj 2014.	
8.	<ul><li>(i) Whether member of any Association of Hajj PTOs ? if so provide details.</li><li>(ii) Also indicate whether application is submitted through an Association.</li></ul>	
9.	Whether details of registration for Service Tax provided.	Yes/No
10.	PTOs should enclose copies of contracts for buildings hired for pilgrims, ‰asreeh+with a certified English translation, IATA receipts, details of tickets, and payments made towards purchase of tickets through banking channel in support of their claim either for 2013-14 (Haj 2013) or 2014-15 (Haj 2014). (New Applicants are required to submit the number of Umrah pilgrims facilitated during in a year for any 5 five years with supporting documents-purchase of air tickets, hiring of accommodation in Makkah and Madinah and proof of payments made through banking channels for this purpose.)	
11.	Details of Fixed Deposit Receipt (FDR) for INR 25 Lacs - original to be enclosed. In case application is through one of the Associations, indicate the details of fixed deposit receipts submitted to the Association.	
12.	Details of bank draft for INR 5000/- in favour of Haj Committee of India, payable at Mumbai as non-refundable processing fee.	
13.	Maktab number and the name of the service provider in Saudi Arabia (in case of previously registered PTOs).	

14.	Likely date of arrival of pilgrims in Kingdom of Saudi Arabia.	
15.	Likely date of departure of pilgrims from Kingdom of Saudi Arabia.	
16.	Type of Transport agreement/arrangements to be made for Pilgrims (Coupon rate and route).	
17.	Arrangements for providing Orientation/Training programmes.	
18.	Name, address and telephone numbers of local correspondent Company in the Kingdom of Saudi Arabia.	
19.	<ul><li>(a) Whether the PTO has its branches in other places:</li><li>(b) if yes, please provide details:</li><li>(c) Have these branches also applied for registration separately?</li><li>If yes, please provide details.</li></ul>	
20.	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 claim.	
21.	The above information should be tabulated in the enclosed Form D.	

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

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

#### PTO (HAJ 1437 (H)-2016)

File No. - CAT I/II ( )

(A)	BASIC DETAILS	3:
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(~)	BASIC DETAILS.		
(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.		
(vi)	Name of Representative who will be present in		
	KSA during Haj-2016.		

#### (B) DETAILS AS PER ANNEXURES:

Sr.	Particulars		FOR OFFICE USE ONLY (Not to be filled by the Private Tour Operator)		
		Remarks of the PTO	Whet her submi tted (Yes/ No)	Any discrep ancy noticed in the docum ents (Yes/No	Remarks
(i)	Whether the office is designated specifically for the Haj/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				

- 1			
	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 pilgring indicating the services to be provided to the pilgring and charges payable for Haj-2016. Whether a copy of Model Agreement to be signed with the pilgrims for Haj-2016 has bee attached with the application and also indicate the rate per pilgrim proposed to be levied.	ne 6. pe en	
	The model agreement should inter-alia include the following services to be provided during Har 2016:  "Medical Insurance "Type of Accommodation "Transport facility "Duration of stay in Saudi Arabia. "Amount to be charged from each pilgrimage	aj-	
	(Amount -		
	(Page no. of file:		
(iv)	Minimum office area of 250 sq. ft. (Carpet area The qualified PTOs where there has been no change in their address can submit certified true copy of their Drawing/Layout Plan. However, it case there has been any change in the address PTOs will have to submit a fresh approve drawing/layout plan duly approved by the competent authority of the State Government/UT in original.  To be supported by any of the following original document. (Tick the document provided a support and fill in the carpet area in the respective field)	al as	
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currency i.e. Bank Statement/ s.			

#### Note:

- 1. The payments made by any mode other than banking or other authorized channels not to be accepted.
- 2. Copy of Bank statement (reflecting the transaction/s) should be submitted in support of bank transfer advice/s or vendor receipts.
- 3. Tickets and foreign currency purchased from more than one vendor need to be shown separately by inserting separate rows under the respective particulars.
- 4. Ticket invoices should contain name of pilgrims, ticket number, date of travel/return and amount of ticket.
- 5. Tickets and/or foreign currency purchased prior to date of allotment of quota will not be considered.
- 6. As far as advance purchase of tickets is concerned, the same may not be practical as

	the tickets are to be purchased in the name of individual pilgrims after entering agreement with them and that will happen only after the allocation of the quota to the PTO.		
	7. As far as advance purchase of foreign currency is concerned, the same should have been purchased after allocation of quota to the PTO and in case the PTO has made advance payment for accommodation for the next season immediately after previous Haj season, the basis of the same may also be explained/documented. In such cases, the additional documents in support of advance purchase of foreign currency should also be provided/included in the agreement specifically to establish that the same payment is for the forthcoming Haj season.		
	8. If payment against purchase of Tickets and/or foreign currency made in installments than it need to be shown separately by inserting separate rows and should be highlighted on the bank statement pages mentioned therein.		
	9. If PTO himself having IATA registration and tickets were booked from own account, than PTO is required to submit payments made to Airlines to purchase their own tickets with necessary supporting documents/bank statements to support the claim.		
	10. Any part of payment made in cash towards purchase of tickets or 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).		
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(ix)	PTOs with adverse police report or involved in criminal court cases are not to be considered at allfor registration and allocation of seats as per approved PTO Policy. PTOs in whose Court case stay has been given by the Court i.e. against whom there is a criminal case pending and the matter is sub-judice would also not be considered on the basis of existing Policy.		

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(x)	Copies of Registration Certificate issued by MEA to PTO in support of its claim of the category submitted for the year Haj-2013 or Haj-2014.								
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(xiv )	that r has applie capac If yes justifi	ment (Affidavit/dec no other member of applied for Haj 2 ed in more than city as Director/Par s, the details and re cation as recorded	of the fa 2016and one tner/Pro easons	imily od also PTO prietor	of the PTO has not in his/her c.		
		e no. of file:	)				
(xv)	provid	ab Number and der in Saudi Arabia  Maktab Number Name of service provider  e no. of file:					
(xvi )		/ date of arrival of i Arabia.	pilgrim	s in K	ingdom of		

(xvii )	Likely date of departure of pilgrims from Kingdom of Saudi Arabia.		
(xvii i)	<ul> <li>a) Whether the PTO has its branches in other places:</li> <li>b) If yes, please provide details w.r.t. no. of branches and places located.</li> <li>c) Have these branches also applied for registration separately? If yes, please provide details.</li> </ul>		
(xix )	Number of employees (permanent as well as seasonal with break up), Number of Computers, and other office equipment.		
(xx)	Type of transport agreement/arrangements to be made for Pilgrims. (Coupon Rate and route)		
(xxi )	Arrangements for providing Orientation/Training Programme.		-
(xxii )	Name, address and telephone numbers of local correspondent Company in the Kingdom of Saudi Arabia.		

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

## Ministry of External Affairs (Haj Division)

<u>List of PTOs under Category I and Category II to be considered for registration & allocation of quota for Haj-2016 subject to varification of documents in respect of PTO Policy 2016 in terms of the Hon'ble Supreme Court order dated July 23, 2015 in the Writ Petition No. 344/2015 and other 18 PTOs.</u>

#### 9 PTOs under Category-I

Sr No.	Writ Petition No.	Name & Address	Category (I)
1	344/2015	M/s ALBAN HAJJ UMRAH SERVICES, 39/4524,3 <sup>rd</sup> FLOOR, KARIMPATTA CROSS ROAD,PALLIMUKKU, ERNAKULAM,COCHIN-16	27
2	405/2015	M/s AL HUSAMI HAJ UMRAH TOURS, Room No 102, Fort Portion, Building No 9, Green Star Housing Society, Shailesh Nagar, Mumbai, Thane- 400162, Maharashtra	82
3	353/2015	M/s AL ZOABI INTERNATIONAL, 4, Futnani Chambers, 3 <sup>rd</sup> Floor, 86-88, Dontad Street, Mumbai . 400003, MS	88
4	410/2015	M/s SAYED EBRAHIM BADSHAH HAJ UMRAH, SERVICE, Opp: Central Juma Masjid P.O Nattika, TriprayaraThrissur, District -680566, Kerala	90
5	352/2015	M/s MOMIM HAJ UMRAH TOUR, Shop No. 04, Lake view Opp. Bandra Talab Station Road .Bandra (W), Mumbai-400050	117
6	356/2015	M/s MATEEN TOURS AND TRAVELS, Isak Manzil,R.No.28,2 <sup>nd</sup> Floor, 297,S.V.P.Road, Near Fire Bridge, Mumbai-400003	125
7	363/2015	M/s RAPID TRAVELS & TOURS, Rapid House 36/38 Narayan Dhuru Street, Mumbai-400003.India.	187
8	415/2015	M/s BUSHRA HAJ SERVICE, Old No . 229/1, LinghiChetty Street , 1 <sup>st</sup> Floor , Behind Masjid . NamoonMannady , Chennai 600001, Tamil Nadu , India.	201
9	403/2015	M/s MADANI HAJ GROUP, H.O. 11-3-839/1, Hotel Faraz, 1st Floor, Beside Jama Masjid, Mallepally, Hyderabad, 500001	277

### 10 PTOs Under Category-II

Sr No.	Writ Petition No.	Name & Address	Category (II)
1	355/2015	M/s MUMTAZ HAJ UMRAH TOURS AND TRAVEL, 104,Sachinam Appartment, opp: laxmi Park , Naya Nagar ,Mira road East, Dist. Thane-401107	37
2	413/2015	M/s HIBA EXPORTS INDIA, 17/11 Mandirwali Gali, Yusuf Sarai, New Delhi- 110016	175
3	362/2015	M/s JAMAL HAJ UMRAH TOURS & TRAVELS, Shop No. 14 & 15, Trivedi Plaza CHS Ltd., Near Hydary Chowk Mira Road Cast, Distt. Thane 401107	201
4	361/2015	M/s AK ATM FOREX & TRAVELS PVT. LTD, 28C, Elliot Road, Kolkata-700016 West Bengal.	247
5	354/2015	M/S SANIA HAJ SERVICES, Ward No. 6, Bangalore Road, hiral Kundum, Bellary Dt, 583101, Karnataka	316
6	408/2015	M/s LIBERTY TRAVELS & TOURS, 42, Chimna Butcher Street, Shop No. 8, Near Two tank, Mumbai - 400003	379
7	366/2015	M/s BRIGHT TRADING & TOURS, Gachgiri, Anwar Market Kannauj U.P.	410
8	395/2015	M/s KAY SON`S TOURS & TRAVELS, B-715, Ground Floor, GTB Nagar Kareli,Allahabad-211016 (U.P)	429
9	358/2015	M/S AL-BOURAQUE TOURS & TRAVELS, Regd Off: 6, Dr. Md.ishaque Road (Kyd Street) Kolkata-700016,W.B.	479
10	412/2015	M/s ANAS HAJ UMRAH TOURS, B /01, Mirza Complex, Rashid Compound Kausa Mumbai,Thane- 4100612	566