Computer No:143896
No: HAJ-15/5/2024-HAJ-MoMA
Government of India
Ministry of Minority Affairs
(Haj Division)

11th Floor, Pt. Deendayal Antyodaya Bhawan,
CGO Complex, Lodhi Road,
New Delhi-110003
Date: 07.09.2024

NOTICE

Subject: Registration of Combined Haj Group Organisers (CHGOs) for Haj 2025-registration and allocation of quota for Haj 2025.

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The Ministry of Minority Affairs intends to register firms doing business as tour operators for Haj 2025. These firms shall submit their applications and all selected firms are subsequently required to form a Group of multiple HGO applicants, to meet the requirements of Kingdom of Saudi Arabia of allowing legal entities representing a minimum of 2000 pilgrims each.

2. The applications for registration along with the required documents/ information may be submitted online on the HGO portal https://pto.haj.gov.in/ as per the timelines given below. It may be noted that all the documents uploaded by the HGO applicants should be clearly legible and comply with the specifications indicated on the portal. Applications which do not conform to the laid down specifications or are not legible are liable to be rejected. The printed copy of the acknowledgement duly signed by the authorised representative of the HGO applicant with non-refundable application fee along with Security Deposit may be submitted to the Under Secretary, Haj Division, Ministry of Minority Affairs, 6th Floor, MTNL Building, Lodhi Road, New Delhi-110003.

Start date of submission of individual online applications	: 11.09.2024 at 1000 Hrs
Last date of submission of individual online applications	: 30.09.2024 at 1700 Hrs
Last date for submission of printed copy of acknowledgement along with physical copy of payment receipt of application fee and Security Deposit	: 05.10.2024 at 1700 Hrs

3. **Accessibility to HGO portal:** Willing tour operators are required to register themselves after creating a Login ID & Password on the HGO portal. The details of the HGO Policy, terms and conditions for registration and documents required may be carefully referred to in the attached HGO policy for Haj 2025.

4. The allocation of seats to the qualified CHGOs in each category will be done on the basis of the overall quota of 52507 pilgrims allocated to the HGOs, as specified in the Haj Policy-2025. **It may be noted that HGOs not agreeing with the terms and conditions prescribed for registration and allocation of quota or not agreeable to submitting a Group HGO application, or are unable to do so for any reasons, should not apply for registration.** Further, Combined Haj Group Organisers (CHGOs) qualifying for Haj 2025 shall abide by all the directions of the Competent Authority issued in the larger public interest, in the interest of Haj pilgrims and in compliance with the Saudi directions and guidelines, as issued and communicated to the Government of India, from time to time.

5. HGO applicants not found complying with the laws of the land or against whom there is a reason to believe that they are involved in wilful non-compliance with the extant policy or laws in force would not be considered for selection.

6. Considering the paucity of time and Haj being a time bound process, with the welfare of the Haj pilgrim being central to the entire Haj operations, all the HGO applicants are requested to make final submission of application for registration well within the timelines given above and that no extension for submission of application shall be granted under any condition, to ensure that the strict timelines prescribed by KSA are met. **The Government of KSA has indicated that no relaxation in timeline shall be given and hence, Haj being a time sensitive activity, it is in the interest of all HGOs not to delay the process and cooperate with the Ministry.**

7. Hon'ble Supreme Court and High Courts in various judgements have stated that Haj being a complex and pious pilgrimage, should be undertaken by agencies who fully follow the law of the land and do not have allegations of swindling or deceiving the people. **HGO applicants found misrepresenting or misleading the authorities in their applications and documents or dealing in cash will be automatically debarred from applying for at least 5 subsequent years besides forfeiture of their Security Deposit.** This debarment will apply to all companies and firms in which the director/proprietor/partner of the debarred firm is present, provided that blacklisting will not be ordered unless an opportunity to show cause against such blacklisting is given to the HGO applicant concerned. **Each Group member Proprietor/ partner/ director/**

trustee is advised to personally ensure that the documents submitted by his firm are correct and valid. Each applicant should also be agreeable and capable of submitting a Group HGO application and becoming a part of one of the CHGOs.

8. The Government has been emphasising on feedback from the pilgrims as an instrument of quality improvement and ensuring that HGOs not providing the quality prescribed to the pilgrims as per the various packages/services selected by the pilgrims are identified and penalised. For this purpose, feedback from previous years would be taken into account while considering individual applications. Similarly, uploading of agreements with pilgrims is an important tool of bringing in transparency in the dealings of HGOs with the Haj pilgrims, for which instructions have been issued by the Ministry from time to time. Compliance with instructions in this regard will also be taken into consideration while scrutinizing the applications for Haj-2025 and selecting the individual HGOs and CHGOs.

9. This issue with the approval of the Competent Authority.

Encls: As above

(Md Nadeem)
Under Secretary to the Govt. of India

Copy to:-
a. NIC, Ministry of Minority Affairs- With a request to upload the notice on official website of the Ministry/ HGO portal.
b. Haj Committee of India, Mumbai- With a request to upload the notice on the official website of HCoI.

Policy for Haj Group Organisers (HGOs) for Haj 2025

1. Background

Haj is one of the most complex organisational tasks undertaken by Government of India outside its borders. Although core Haj is essentially a five-day religious congregation, it is virtually a year-long administrative, coordinative and managerial exercise. In order to ensure a smooth, safe and comfortable Haj pilgrimage for Indian pilgrims, the Government of India makes extensive arrangements for the security, travel, stay and well-being of the Indian Haj pilgrims, both within India and in Saudi Arabia (KSA), in close coordination with various stakeholders including Ministry of External Affairs, Ministry of Civil Aviation, Ministry of Health and Family Welfare, Haj Committee of India and Consulate General of India in Jeddah, besides the Govt. of Saudi Arabia.

Indian Haj pilgrims who constitute one of the largest national groups performing Haj, are facilitated through through two streams - (i) Haj Committee of India (HCoI), and (ii) registered Private Tour Operators (PTOs) also known as Haj Group Organisers (HGOs) after they are selected for Haj. As per the regulations of KSA, PTOs who are who are found compliant with the laws of the land and have been giving satisfactory services to the pilgrims are selected and registered with the Government of India. These HGOs become eligible for grant of Haj visas subject to fulfilment of other terms and conditions as laid down by the KSA Authorities.

The allotment of Haj quota and HGO related terms and conditions are governed by a bilateral agreement which is signed between India and KSA. The Haj quota for India is fixed by KSA and has been distributed between HCoI and HGOs, in the ratio of 70:30, which has been communicated vide the Haj Policy-2025 issued on 05th August, 2024. This has led to an increase in the quota for HGOs from 35,005 to 52,507, thereby ensuring more seats for the HGOs.

The Haj related activities, in case of PTOs, are guided by the HGO Policy, which is a continuously evolving and dynamic process. The policy seeks to ensure that management of Haj is further streamlined, based on the guidelines and advisories issued by KSA every year before start of Haj. The essence of the HGO Policy is to help realise the prime objective of the Government to the effect that pilgrims are able to perform their pilgrimage smoothly, satisfactorily, without difficulty, harassment and any avoidable obstacles which can be anticipated in advance. The HGO policy also seeks to ensure that financially sound, experienced, credible, reliable and compliant PTOs with a good track record are selected and made to compete with other entities, to ensure best in class services and competitive Haj packages being offered to the Indian Pilgrims.

The KSA's guidelines for Haj-2025 issued to the Government of India, provides for entities dealing with a minimum of 2000 pilgrims only. KSA would therefore not allow any entity with a quota of less than 2000 pilgrims. It has thus become incumbent on the Ministry to allocate a quota of minimum 2000 pilgrims to every legal entity, the details of which are explained in the subsequent paras. Taking into account the guidelines of KSA and the best practices followed by other countries to comply with the KSA guidelines and to meet its sovereign obligation, the Government of India, through the HGO Policy, shall endeavour to select entities with emphasis on quality, experience and capability. The selection process seeks to ensure good quality services being provided to the pilgrims, filtering out all HGO applicants who do not have a good track record in rendering good services to the pilgrims, complying with the laws of the land and also to comply with the Bilateral agreement to be signed annually between India and KSA for Haj-2025.

Given the fact that presently around 800-1000 PTO entities apply each year and a quota of 50 to 150 pilgrims has been traditionally allocated to individual PTO entities, it has become imperative to allot a quota of minimum 2000 pilgrims to a CHGO, comprising of several individual HGOs to ensure that majority of the tour operators operating in the business of Haj tourism for many years are not deprived of their traditional livelihood, due to the KSA guidelines. Since the CHGO is to be allocated quota jointly with a common zone preference for all pilgrims in the group at Mina, it is critical to select a Lead HGO for every CHGO that is financially sound, has a good track record and experience of conducting Haj pilgrimage without any complaints and is fully compliant with the laws of the land. The best practices and professional management of such Lead HGOs is expected to benefit the smaller HGOs who form a part of such CHGOs. The Lead HGOs are expected to act as a role models for other HGOs in their groups and help them in ensuring compliance with the India's and KSA's laws and guidelines.

In view of these changes being introduced in the HGO policy, the application process for HGOs is being initiated by the Ministry well in advance this year, so as to ensure that the online process for selection of HGOs is completed as per the guidelines and timelines prescribed by KSA authorities.

Taking the above background into account, applications are hereby invited from Group of PTOs. It has been decided to allot quota to the PTOs based on their relative experience, financials, human resources and infrastructure available, and capability/scale to deal with Haj and/or Umrah operations. The basic framework and principles of the HGO Policy for Haj 2025 remain substantively in compliance with the Hon'ble Supreme Court's judgements in 2013 and 2019, while factoring the changes introduced by the KSA, communicating its decision to henceforth allow only entities, with a minimum Haj quota of 2000 or more.

2. Combined HGO (CHGO): Means a coalition of several private tour operators with a cumulative annual turnover from Haj and/or Umrah operations of at least INR 75 Crores, in preceding 2 financial years and comprising of at-least one lead, one Category-1 and five HGOs in Category-2; out of which at least one should be a new applicant, so as to ensure adequate representation to all categories of HGOs besides encouraging fresh competition and firms to take part in the Haj process .

The criteria for various categories is given below :-

Category	Criteria	Quota to be allocated
Category – 1* (Lead HGO applicants)	• Applicants having experience of minimum 12 Haj and an annual turnover of Rs. 8 crore or more from Haj and/or Umrah operations in any of the preceding 2 financial years. • The Lead HGO applicant must have experience of minimum 2 Haj from among the preceding 3 Haj years and an average turnover of INR 6.5 crores or more from Haj and /or Umrah from preceding 3 financial years wherein Haj was conducted i.e. FY 2019-20, FY 2022-23 and FY 2023-24. • Application Fee (Non-Refundable) - INR 20,000/-. • Minimum 2 offices in 2 different cities having minimum office area of 500 sq. ft. (Carpet Area) each and at least 10 employees (5 employees at each office). • A Security Deposit of INR 50 lakh is required to be submitted in the form of a fixed deposit with a Scheduled Commercial Bank.	Lead HGO applicants will be allocated pilgrimage quota of 250 seats.

Category-1* (Non-Lead HGO applicants)	• Applicants having experience of minimum 12 Haj and an annual turnover of Rs. 8 crore or more from Haj and/or Umrah operations in any of the preceding 2 financial years. • Application Fee (Non-Refundable) - INR 20,000/-. • Minimum office area of 400 sq. ft. (Carpet Area) and at least 8 employees. • A Security Deposit of INR 40 lakh from Category-1* non-lead applicant is required in the form of a fixed deposit with a Scheduled Commercial Bank.	Non-lead HGO applicants will be allocated pilgrimage quota of 200 seats each.
Category-1 (Experienced HGO applicants)	• Applicants having experience of minimum 7 Haj and an annual turnover of Rs. 5 crore or more from Haj and/or Umrah operations in any of the preceding 2 financial years. • Application Fee (Non-Refundable)- INR 20,000/- • Minimum office area of 300 sq. ft. (Carpet Area) and at least 5 employees • A Security Deposit of INR 30 lakh from Category-1 applicant is required in the form of a fixed deposit with a Scheduled Commercial Bank..	Category-1 HGO applicants will be allocated pilgrimage quota of 100 seats each.
Category-2 (Experienced HGO applicants)	• Applicants having at least 1 Haj experience and an annual turnover of Rs. 1.50 crore or more from Haj and/or Umrah operations in any of the preceding 2 financial years. • Application Fee (Non-Refundable)- INR 20,000/- • Minimum office area of 200 sq. ft. (Carpet Area) • A Security Deposit of INR 20 lakh from Category-2 applicants is required in the form of a fixed deposit with a Scheduled Commercial Bank.	Category-2 HGO applicants will be allocated pilgrimage quota of 50 seats each.

Category-2 (New HGO applicants)	• Applicants having experience of at least 2 Umrah in preceding 5 financial years and an annual turnover of Rs. 1.50 crore or more from Umrah operations in any of the preceding 2 financial years. The term Umrah means a minimum of 50 umrah pilgrims in a single batch in a financial year facilitated by the applicant in any of the preceding 5 financial years. • Application Fee (Non-Refundable)- INR 20,000/-. • Minimum office area of 200 sq. ft. (Carpet Area). • A Security Deposit of INR 20 lakh from Category-2 applicants is required in the form of a fixed deposit with a Scheduled Commercial Bank.	Category-2 new applicant HGOs will be allocated pilgrimage quota of 50 seats each.

3. The other eligibility criteria and terms and conditions are provided in Annexure – I.

3.1. The HGOs should also fulfil other terms and conditions for being eligible as an HGO **(Annexure-I)**.

3.2. HGOs should abide by the instructions and provisions of the Policy prescribed for Registration of Haj Group Organisers (HGOs) for Haj 2025 **(Annexure II)**.

3.3. **The Ministry reserves the right to depute teams to inspect the premises and financial records of the HGO applicants, where there is a reason to believe that true facts have not been brought on record or facts have been suppressed or misrepresented before the Ministry, with the objective of getting a Haj quota by misleading the Ministry or by using fraudulent means.**

3.4. HGOs found indulging in activities which are violative of any provisions of Annexure II and Guidelines/Instructions issued by the Ministry from time to time, will be liable for punitive action as per the HGOs Policy which may include blacklisting/debarment for the period up to 15 years and/or forfeiture of Security Deposit.

3.5. HGOs who have been blacklisted or debarred or are under active investigation by the Ministry or any other agency of the Government or have come to adverse notice/issued Show Cause Notice or Charge sheeted by the Ministry of Minority Affairs, Ministry of External Affairs, Ministry of Tourism, Ministry of Home Affairs or Ministry of Finance will not be considered for Haj 2025.

a. Other important criteria for CHGO applicants:-

I. The CHGO application is to be submitted by Lead HGO applicant only.

II. Only one Lead HGO applicant in a CHGO would be allowed. However, two or more entities which are eligible for lead can be a part of one CHGO application but only one will get quota corresponding to the Lead category, and the other entities would be treated as Category-1* (Non-lead); which is to be specifically indicated in the CHGO application and MoU.

III. The CHGO must be constituted in such a way that a minimum quota of 2000 and maximum of 2600 pilgrims is applied for.

IV. Any prospective constituent member with consent of the Lead HGO may become part of CHGO with a quota which is lower than its category as per the Policy.
For Example: Category-1* Lead HGO may become part of a CHGO and may agree for a lower quota of 200 with the consent of the Lead applicant, in the interest of formation of the Group.

V. An MoU should be signed by all the applicant member entities declaring that once the evaluation process is completed, the individual HGO applicants who have signed MoU and have applied as CHGO would form a legal entity registered with Ministry of Corporate Affairs and submit the PAN, GST and incorporation details to the Ministry within 3 weeks of quota allocation.

VI. **The Lead HGO applicant of a CHGO shall be a single point of contact (SPOC)** for the Ministry for all the communications. The CHGO will select only one Munazzam for the entire CHGO, whose name will be forwarded to CGI Jeddah and Govt of KSA under intimation to MoMA. It may further be noted that as per the communication received from KSA, only one account will be allowed to be used for any transactions in KSA for every CHGO.

VII. During the application process, the decision on selection of a CHGO will be based on the overall application submitted and not only on the basis of the individual eligibility of the HGO applicants. Hence, all individual HGOs are advised to follow the principle of 'Caveat Emptor' and exercise due caution when joining or becoming a part of any CHGO.

b. During the evaluation process, the complete group (CHGO) application will not be considered in case of the following :-

I. CHGO fails to submit the mandatory documents i.e. original copy of the Joint MoU signed by all the member constituents.

II. CHGO application is filed in a way that overall quota applied for is either less than 2000 or more than 2600.

III. The cumulative annual turnover from Haj and/or Umrah operation of the constituents of the CHGO application is found to be less than INR 75 crores.

IV. CHGO application is formed in such a way that the stipulation of minimum applicants in each category is not met.

V. It is found that Lead member and/or multiple member constituents of the group have misrepresented or have provided any false declaration / incorrect information.

In such cases, an opportunity would be given to CHGO and a maximum of 72 hours will be provided for submitting the response.

4. Distribution of seats among the CHGOs:-

4.1 Eligible CHGOs will be allocated 2000 to 2600 seats as per their application on a 'first come first serve' basis as described in the succeeding paras.

4.2 However, if the quota is still available after distribution of seats to each eligible CHGO, then the remaining quota will be added to the common pool.

4.3 The remaining quota from the common pool will be distributed equally among all the finalised CHGOs in equal proportion. In case of a scenario where equal distribution is not possible, such remaining quota will be distributed through draw of lots.

5. In order to facilitate submission of CHGO application, adequate changes have been done in the HGO Portal, the key stages and steps describing application and evaluation are given below:

5.1 Stage-1:

- The individual HGO applicants will need to register themselves as per their eligibility requirements on the HGO Portal.
- All the individual applicants need to ensure the eligibility requirement as per HGO Policy for Haj 2025 and need to complete their application individually and submit the application within the stipulated timelines.

- The Ministry will evaluate the individual applications and announce the evaluation result on the HGO Portal as follows:

a. Eligible for the category applied.
b. Eligible but not for the category applied i.e. eligible for lower category.
c. Not Eligible.

- An opportunity would be given to the individual HGO applicants to file a representation with the Apex Committee within 21 days of the announcement of Stage-1 results. The documents and representations should be submitted and would be entertained only through the HGO portal.
- After Stage-1: The eligible individual applicants can in the mean time form a group i.e. CHGO and submit their applications through the eligible Category-1* Lead applicants.

5.2 Stage-2:

- The Lead HGO applicant along with its member constituents will need to execute a Memorandum of Understanding (MoU) to file the application.

- The responsibility for submitting the final application for the applicant CHGO lies with the Lead HGO applicant.
- The eligible individual applicants may apply either with the same category as found eligible or any lower category in order to be part of a CHGO based on mutual consent with the Lead HGO applicant of a CHGO.
- After the Stage-1 result being announced, the CHGO applicants can submit their group applications including MoU on HGO portal and submit printed copy of acknowledgment along with physical copy of MoU signed by all constitutent members within 14 days from the date of Stage-1 results being announced.
- **After analysis of the CHGO applications filed on HGO Portal, the Ministry will assess the CHGO applications as per policy and will allocate quota to eligible CHGO applicants on a 'first come first serve' basis as per the time stamp of the submission of online CHGO application. In order to maintain transparency, the CHGO group details along with quota allocation in order of submission will be displayed on the portal.**
- **In case any CHGO applicant is unable to respond to Ministry's queries within 72 hours, the order of seniority of the CHGO applicant on 'first come first serve' basis will be considered based upon the time of submission of response to the Ministry's query.**

- Subsequently, the Lead HGO along with its member constituents will need to constitute a separate legal entity registered under Ministry of Corporate Affairs to legally formalise the constitution of CHGO.
- 21 days' time will be provided to the CHGO to submit details of the legal entity with PAN, GST, Bank details and other statutory documents as necessary to conduct Haj operations. With the formation of CHGO as a legal entity, an additional Security Deposit amount of INR 50 lakhs needs to be deposited in the form of a Fixed Deposit Receipt in favour of 'Haj Committee of India' from the bank account of newly constituted entity, which will be valid till 31.12.2025.
- In case the eligible CHGO is unable to constitute a legal entity, or is unable to provide Security Deposit or unable to fulfil any other terms and conditions, the quota awarded to the CHGO will be forfeited.

- **In case of any residual quota or additional quota received from KSA, or in case of any HGO being found ineligible after selection, an opportunity would be given to the individual HGOs who were found to be eligible during the Stage-1 but were unable to form or be part of any CHGO entity. The same would also be applicable in case no quota was allocated to an otherwise eligible CHGO entity in Haj 2025 due to non consideration as per the 'first come first serve' mechanism.**
- The selected CHGO entities who have received the quota will be able to add individual HGOs as described in the preceding sub-para in their group. In these cases, a CHGO of more than 2600 may also be allowed, as a special case, subject to any specific guidelines being issued by KSA.
- **The individual HGOs who are found eligible for Haj 2025 but are unable to form or be part of any CHGO entity or in case no quota was allocated to a CHGO entity in Haj 2025 due to first come first serve basis, such HGOs shall be given preference in Haj 2026, subject to the fulfillment of all other eligibility criteria and extant guidelines and no Show Cause Notice or court case being pending.**

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Annexure - I

Terms and Conditions for registration and allocation of quota to HGO/CHGO applicants

Each HGO applicant should establish that it is a genuine and established Tour Operator having experience of sending tourists/pilgrims abroad for which it should produce the following documents and comply with the following terms:-

1. All documents must be in the name and address of the HGO applicant and must be dated prior to the last date for submission of the application. All mandatory affidavits/ turnovers/ statements/ proof of residence/ supporting documents should be recent i.e. signed and sealed not before 30 days from the last date of the application.

2. Individual HGOs, along with CHGO, must sign tripartite agreement with each pilgrim indicating the services to be provided to the pilgrim and charges payable. Services should include Medical Insurance/ group accident insurance, type of accommodation, air travel and transport facility, duration of stay of the pilgrims in Saudi Arabia, etc. The model agreement should inter-alia include the following services to be provided during Haj:

   a. Medical Insurance / Group Accident Insurance
   b. Class of air travel to be provided and the number of stoppages of journey.
   c. Type of Accommodation to be provided in Saudi Arabia along with its distance from the Holy Mosque (both in Makkah and Madinah),
   d. Transport facility to be provided in Saudi Arabia,
   e. Duration of stay in Saudi Arabia (separate for Makkah and Madinah) along with likely dates of arrival and departure from the Kingdom of Saudi Arabia.
   f. Arrangements for providing orientation/ training programmes.
   g. Maktab Number and name of the service provider in Saudi Arabia
   h. Amount to be charged from each pilgrim.
   i. Name, address and telephone number of local correspondent company in the Kingdom of Saudi Arabia.

3. The individual applicant shall provide details of registration for PAN, GST and TCS including a certificate of registration (valid/active on the date of submission) in the name and address of HGO applicant duly issued by the competent authority. The applicants shall also be required to submit a certificate from CA detailing GST and/or TCS and other mandatory taxes collected, paid on Haj and/or Umrah turnover. The Ministry may seek further clarification and additional documentation like GST/TCS monthly/quarterly/annual returns, payment challan, receipts etc. if required to establish the authenticity of various documents submitted. The HGO applicant would need to respond to the clarification sought by the Ministry along-with required additional documents submission within 72 hours of communication by the Ministry on HGO portal only, failing which their application may be deemed to be rejected by the Ministry. As per the bilateral agreement between India and KSA, the responsibility of hiring compliant and reliable HGOs, who would represent the Government of India, falls on the Ministry of Minority Affairs. To ensure that the HGOs comply with the laws of the land including taxation laws, the Ministry shall seek documents from the applicant HGOs pertaining to constitution of the firm, bank statements, tax invoice, payment details, GST/TCS payments/return, etc. to ascertain strict compliance to the HGO Policy, extant policy/laws including but not limited to various provisions of Income Tax Act, 1961, Prevention of Money Laundering Act, 2002, GST Act, 2017, etc.

4. Minimum annual turnover as applicable from Haj and/or Umrah operations in any of the preceding two financial years from the empanelment year along with balance sheet and profit and loss account duly audited by the statutory auditors, tax audit report and income tax return (ITR) would mandatorily be required to be submitted. All the individual entities must have a positive net worth as per their audited financials for FY 2023-24.

[Gross Turnover means total receipts (including GST, TCS and other applicable taxes) from Haj and/or Umrah operations in case of Tour Operators, in case of HGOs acting as Travel Agents, turnover means only amount of commission, and it should be shown after netting off the Gross Purchase amount from Gross Sales amount of tickets purchased & sold for Haj and Umrah operations. Tax Audit Report means Form 3CA/3CB submitted with 3CD as required under Income Tax Act. Income Tax Return should be submitted with the acknowledgment copy of the said return.] Please note that all the financial statements should be CA certified and valid UDIN should be mentioned on all the financial statements. Please note in case the financial statement is not matching or UDIN is not mentioned or UDIN is incorrectly mentioned or not verified, the application may be deemed to be rejected by the Ministry. In case the applicant is showing turnover both from Haj and Umrah (i.e. Partially from Haj and partially from Umrah), the Ministry may seek further clarification including additional documents to ascertain the authentication of documents submitted, i.e., documents pertaining to Turnover reconciliation, GST computation and deposit thereof, CA certified GST Annual Return form with reconciliation of Turnover from Haj and Umrah operations, TCS

computation and deposit thereof, reconciliation of receipt from pilgrims with bank statement etc.

[Net Worth = Total Assets – Long term Liabilities – Short Term Liabilities] All the individual HGO applicants must provide a CA certificate specifying the turnover and net worth of the individual entity.

HGO applicants who are undergoing insolvency resolution process or liquidation or bankruptcy proceeding under Insolvency and Bankruptcy Code, 2016 or whose insolvency resolution process or liquidation or bankruptcy proceeding is initiated by any statutory body shall not be considered. An affidavit will need to be submitted by the HGO applicant along-with its application.

In cases where there is a reason to believe that accurate information/documents are not being submitted or where information is suppressed or misrepresentation of facts is being resorted to, the Ministry reserves the right to seek further details of passenger tickets, bank account statement etc. from such tour operators.

5. Minimum office area and number of Employees as per table below:

Category	Criteria	Supporting document to be provided
Category – 1* (Lead HGO applicant)	Minimum 2 offices in 2 different cities with minimum office area of 500 sq. ft. (Carpet Area) and at least 5 employees/ permanent staff at each location.	Self-declaration /Affidavit by the applicant indicating complete address of office along with details of nearest Police Station and the layout plan of the office duly certified by the Chartered Engineer registered with Institution of Engineers, India (IEI) or architect registered with Council of Architecture (CoA) on his/her letter pad duly stamped indicating valid registration number or signed and sealed by officer not less than Assistant Executive Engineer from local bodies / Town planners. The address mentioned on the self-declaration should match with the principal place of business or additional place of business as mentioned in the GST registration certificate/ GST Portal / HGO portal / any other document submitted for address proof. Proof of employees under Shop and Establishment Registration act/PF Act or as the case may be, with names and designations of employees.
Category-1* (Non-Lead HGO applicants)	Minimum office area of 400 sq. ft. (Carpet Area) and at least 8 employees	
Category-1 (Experienced HGO applicants)	Minimum office area of 300 sq. ft. (Carpet Area) and at least 5 employees	
Category-2 (Experienced HGO applicants)	Minimum office area of 200 sq. ft. (Carpet Area)	
Category-2 (New HGO applicants)	Minimum office area of 200 sq. ft. (Carpet Area)	

Please note the Ministry at its discretion may send its officials or officials of local State Govt. to the premises of the HGO applicant to check the authenticity of the documents submitted by the applicant.

6. Proof of payment made through banking or other authorised channels duly notified by RBI, from time to time, towards the purchase of tickets and hiring of accommodation in Makkah/ Madinah during any of the two preceding Haj years. Payments toward purchase of tickets and hiring of accommodation for pilgrims in Makkah and Madinah by any other means would not be accepted. The proof of payment should be attached i.e. Bank Statement for financial year(s), wherein transactions towards purchase of tickets and hiring of accommodation were made along with the account number. The Ministry may seek further clarifications including reconciliation of bank entries mentioned in bank statement with various transaction towards purchase of tickets, hiring of accommodation and/or payments done by Hajis.
7. PAN card details of the firm. PAN Card in the name of Proprietor will be accepted provided the HGO applicant is a Proprietor concern. In case of HGO applicant other than proprietorship, PAN of Firm / Company should be provided along-with PAN of all partners / Directors/Trustees/Management team.
8. HGO applicants involved in court cases related to heinous crimes/ financial irregularities / impropriety and/ or any other matters related with Haj Tour Operations and / or Umrah Operations will not be considered. HGO applicant is required to submit an Affidavit declaring that it is not involved in any court cases related to heinous crimes and/ or matters related with Haj Tour Operations and / or Umrah Operations. The affidavits should be signed by Proprietor / all partners / all directors / all trustees. The HGOs must keep a record of agreements, receipts, invoices, bank statements, GST/TCS challan, GST/TCS returns, copies of boarding passes, visa copies with immigration stamps etc. for all the pilgrims, Munazzam / HGO staff undertaking Haj/Umrah tours. Ministry may seek these details, records and supporting documents from the applicant HGO during the evaluation process, in case of doubt, if required, and in case of any ongoing complaint/court case against the HGO. The HGOs must provide the details and supporting documents within 72 hours from the Ministry's communication, failing which the Ministry may take appropriate action including rejection of application, forfeiture of security deposit and/ or backlisting/ debarment as the case may be provided that blacklisting will not be ordered unless an opportunity to show cause against such blacklisting is given to the HGO concerned.

9. The HGO applicants applying for registration will also be required to submit an affidavit under the signature of the proprietor / all partners / all directors / all trustees that they agree to the feedback mechanism evolved by the Ministry to maintain the service records of the HGO applicants, and analysis of the data captured under Risk Management System for grading of HGOs on the quality of services rendered by them to pilgrims. The HGOs to be selected for Haj 2025 shall comply with the stipulations of uploading all the requisite documents including feed-back from their pilgrims on the HGO Portal in a time bound manner. It is further emphasised that during the HGO application evaluation, the quantum and the quality of feedback received from the pilgrims would be evaluated by the scrutiny committee and in case the feedback percentage is found to be below the minimum requirement i.e. 50% or in case of it is found that multiple pilgrims have provided negative feedback with respect to quality of services rendered by HGO during the Haj, the application of those HGOs may be deemed to be rejected by the Ministry. Similarly, the compliance with respect to submission of agreements for each pilgrim on the HGO portal is mandatory, and the HGO applicants who are found to be non-compliant to the guidelines issued by the Ministry with respect to the submission of agreements with pilgrims would not be considered.
10. Copies of Registration Certificates issued to the HGO applicants along with quota allocated in support of their claim for higher category, year-wise. Since the process of registration of HGOs by the Government has started since the year 2002, any document for grant of Haj quota prior to that will not be considered.
11. Contracts for hiring of buildings for pilgrims "Tasreeh/ Permit" and copy of receipt of accommodation together with their English translations, translated version of Tasreeh must include dates as per Gregorian calendar. [A copy of lease agreement 'Tasreeh/ Permit' and corresponding Rental receipts for hiring of accommodation, duly signed by Saudi Owners to be submitted for Makkah and Madinah both.]

12. Copy of Munazzam card with ID and relevant Haj visa pages of the passport of the Proprietor / Owner / Director. For showing experience of Munazzam, the applicant needs to submit visa of Munazzam for all years for which experience of Munazzam is sought. Details of Munazzam, including the copy of PAN Card, Munazzam Card, Aadhar card and relevant Haj visa pages of the Passport should be provided along with application. Document (Affidavit/ declaration in application) that (i) they are not involved in court cases related to heinous crimes and/ or matters related with Haj Tour Operations and / or Umrah Operations and also (ii) Munazzam has not applied in more than one HGO applicant must be submitted.
13. A Security Deposit of INR 50 lakh from Category-1* Lead applicant, INR 40 lakh from Category-1* non-lead applicant, INR 30 lakh from Category-1 applicant, and INR 20 lakh Category-2 applicants is required in the form of fixed deposits with Scheduled Commercial Banks in favour of Haj Committee of India. Additionally, after formation of CHGO as a legal entity, an additional Security Deposit of INR 50 lakh is required from CHGO from the combined bank account of the CHGO. HGO applicants must ensure for providing original hard copy of Security Deposit to the Ministry before stipulated time-period. The fixed deposits should be valid up to 31.12.2025.
14. An application fee of Rs. 20,000/- would be payable by individual HGO applicants when applying for Stage-1. The applicant HGO will have the option to pay this application fee either online on the HGO portal or by submitting physical copy of the Demand Draft, as done during previous years. It is informed that the option of online payment on HGO portal will be enabled in due course on the HGO portal, and the information in this regard will be provided on the website and on the HGO portal.
15. In case of new applicants or HGO applicants applying on the basis of Umrah turnover, details of at least a batch 50 number of Umrah pilgrims facilitated in each financial year by the applicant HGO during any of the preceding five financial years with year-wise following supporting documents: a. Copies of the contracts entered into between the respective HGO applicant, and the company licensed by KSA (Umrah Operators) duly indicating the period of contract. The new applicant should also possess a currently valid Umrah agreement. b. Proof of purchase of air tickets (copies of invoice and receipt). c. Proof of hiring of accommodation in Makkah/ Madinah corresponding to travel dates of the pilgrims (copies of invoice and receipt). d. Proof of payments made through banking or other authorised channel duly notified by RBI from time to time.

16. Document (Affidavit/ declaration in application) that (i) no other member of the family of the HGO applicant has applied for Haj 2025 and also (ii) applicant has not applied in more than one CHGO/HGO in his/ her capacity as Director/ Partner/ Proprietor. **It may be noted that only one member of the family would be eligible for registration for Haj**. The family will include a spouse 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 who is oldest in the business for registration for Haj quota. No applicant can apply in more than one HGO application in his/her capacity as Director/Partner/Proprietor/ Trustee/ Management Board of Society/ Employee of any other HGO organisations applying for Haj 2025. The affidavits should be signed by Proprietor / all partners / all directors / all trustees. The term Family means spouse and dependent children.

17. **The HGO must show its capacity to offer facilities to the pilgrims and must furnish the name and addresses of the branches of the HGO applicant. In case of any doubt, the Ministry may arrange a virtual verification or may physically visit the office of the HGO applicant to check the address and area of the HGO applicant's principal place or additional place of business.**

18. **It is indicated by KSA that one CHGO will be allotted only one zone at Mina. The applicants may take this into consideration while finalising their applications and selecting the Lead HGO. The zone preference for the CHGO should be indicated during the submission of combined application. Further, it is expected that the CHGOs shall remit the complete zone related and other charges with respect to finalisation of arrangements in KSA in one transaction and within 4 weeks of allocation of quota**. It may be noted that the distribution of zones may not necessarily be on basis of the first preference indicated by the CHGO and would be determined based on availability of slots in each zone communicated by KSA. In case of limitation of slots against preferences indicated for particular zone, the allocation may be done on the basis of an appropriate mechanism which shall be communicated in due course.

19. The preference for agency for Mashaer package (Tawaf Company) shall also be taken from all HGOs subsequently and efforts shall be made to try to get the agency of choice from the Saudi authorities. The final decision shall however be subject to the approval by the KSA.

Annexure - II

Important Instructions and Guidelines for Registration of Haj Group Organisers (HGOs) for Haj 2025 on HGO Portal.
1. CHGO/individual HGO Applications must be submitted by online mode only and physical submission of documents as indicated in the preceding paras must be ensured within the specified timelines.
2. CHGOs/individual HGO applicants that misrepresent or mislead the authorities in their application and documents for 2025 will be automatically debarred from applying for at least 5 subsequent years besides forfeiture of security deposit. This debarment will apply to all companies and firms in which the director/proprietor/partner of the debarred firm is present, provided that blacklisting will not be ordered unless an opportunity to show cause against such blacklisting is given to the HGO concerned.
3. CHGOs (Lead HGO) must furnish full information of their pilgrims to the CGI (Consulate General of India), Jeddah and also upload it on the website of CGI www.cgijeddah.com before departure of pilgrims to KSA. The details of all pilgrims (name, mobile number, e-mail id, passport number, current address of pilgrim, and boarding point for the KSA Travel, details of arrangements made in Saudi Arabia, package cost and the agreement signed with the pilgrims) should also be uploaded on the Haj Group Organisers Portal of MoMA i.e. pto.haj.gov.in before their departure to KSA.
4. CHGOs/ Constituent individual HGOs must ensure vaccination and other medical checks as per requirement of the Government of KSA. All Pilgrims must carry Health Cards.
5. CHGOs/ Constituent individual HGOs would be fully responsible for the stay, transport, and payment of compulsory charges to the Authorities in KSA. CHGO/ group members should honour all terms and conditions of the contract signed with the pilgrims and ensure that none of them is left stranded.

6. CHGOs/ Constituent individual HGOs should provide good quality identity card, indicating the name of the pilgrim and of the HGO, Passport number, and place of stay in Makkah/ Madinah, to each pilgrim to be worn around the neck whenever they leave the building.
7. CHGOs/ Constituent individual HGOs should ensure the baggage of all their pilgrims are cleared before they leave the Haj Terminals in India/KSA.
8. If a pilgrim sent by a constituent individual HGO is found begging in KSA or declared Fuqra by the KSA authorities, the Constituent individual HGOs will be blacklisted for a period of 15 years and its security deposit forfeited.
9. Selling/ transfer of Haj quota seats to any other CHGOs/ Constituent members/HGOs is strictly prohibited. In case of receipt of any complaint against any HGO indulging in such activity, the HGO would be blacklisted for a period of 10 years and the security deposit will be forfeited.
10. Individual HGO applicants must submit only one application and link with one Lead HGO only. If it is found that an individual HGO applicant has submitted more than one application under different names/ same names with different address, all such applications would be rejected and all such HGO applicants would be debarred for five years, and their security deposit would be forfeited.
11. Without prejudice to the foregoing, all claims, disputes, and differences shall be subject to the jurisdiction of the Courts in New Delhi.
12. New HGO applicants and/or HGO applicants applying on the basis of Umrah experience/Umrah related turnover should have a valid agreement with the licensed Saudi Umrah Operators for the years in which Umrah Pilgrims were facilitated by them.
13. The CHGOs should ensure that the Haj Pilgrims contracted by them make the entire payment of the agreed Haj package to the firm's account individually through their bank accounts or other authorised channels duly notified by RBI from time to time. The CHGO

shall abide by other terms and conditions issued by the Ministry in this regard. The CHGOs should not take any advance payment before the allocation of quota by the Ministry and all the payment receipts/invoices should be available with Applicants.
14. All CHGOs must report at HGOs helpdesk set up by CGI, Jeddah in KSA within 48 hrs. of their arrival in KSA. Non-compliance of the same will be viewed seriously and appropriate action will be taken against the CHGO.
15. The individual HGO applicants should not submit more than one application and no partners, directors or owner including proprietor should be engaged in any other firms applying for registration as HGO, in any capacity.
16. The HGO applicants found involved in cheating and malpractice during Haj pilgrimage or/ and Umrah pilgrimages in the past will not be considered for empanelment.
17. The HGO must ensure that every pilgrim submit his/her feedback on the dynamic feedback mechanism evolved by the Ministry within a week from date of his/her return from Haj journey. The Government intends to encourage and reward quality of service to the pilgrims to sheer quantity. Hence, the feedback has been made mandatory for all HGOs who receive registration from Ministry. The feedback of pilgrims will be analysed under Risk Management System and HGOs and will be graded based on the quality of services rendered by them to pilgrims. It may be noted that grading under Risk Management System would be taken by the Ministry as one of the parameters for categorisation of HGOs for allocation of quota in future. 18. The Ministry reserves the right to debar those HGOs against whom complaints were received from pilgrims, Haj Committee of India, Consulate General of India, Jeddah etc. 19. Resolution of disputes within the CHGOs will be subject to norms of Ministry of Corporate Affairs. It may be noted that the Ministry of Minority Affairs will not be involved in any dispute resolution amongst CHGO and their member constituents. In the eventuality of disputes not being resolved among the members of CHGOs, the ministry reserves to right to withdraw the quota from such CHGO and allocate the same to other CHGOs

Appendix-1

DRAFT MEMORANDUM OF UNDERSTANDING EXECUTED BY MEMBERS OF THE CHGO and Lead HGO

[On Non-judicial stamp paper of INR 100 duly attested by notary public]

This Memorandum of Understanding (MoU) entered into this day of [Date] [Month] 2024 at [Place] among ..... (hereinafter referred to as "Lead HGO applicant") and having office at [Address], India, as Party of the First Part and ..... (hereinafter referred as " ") and having office at [Address], as Party of the Second Part and the parties are individually referred to as HGO and collectively as CHGO.

WHEREAS the Ministry of Minority Affairs, has issued a notice dated_____ for registration for HGOs for Haj 2025 from the Applicants interested:

AND WHEREAS

the Parties have had discussions for formation of a CHGO for jointly acting as HGOs for Haj 2025 and have reached an understanding on the following points with respect to the Parties' rights and obligations towards each other and their working relationship. AS MUTUAL UNDERSTANDING OF THE PARTIES, IT IS HEREBY AGREED AND DECLARED AS FOLLOWS:

i. The purpose of this MoU is to define the principles of collaboration among HGOs

- Submit a response jointly to apply for the registration for Haj 2025 on the HGO portal as a CHGO applicant.
- Agree to submit all the responses jointly through Lead HGO;
- Agree to form a legal entity registered with Ministry of Corporate Affairs within members of CHGO within 21 days of issuance of quota
- Provide and perform the HGO services as per HGO Policy for Haj 2025 should quota be allotted to the CHGO.

ii. The Parties of CHGO shall be jointly and severally responsible and bound towards the Ministry of Minority Affairs for the performance of the works in accordance with the terms and conditions of the HGO Policy for Haj 2025. In case of any quota not being used by any of the member for any reason, the quota of that member constituent shall be transferred to the Lead HGO. In that case, the requisite bank guarantees of such member constituent shall be kept on

hold and may be forfeited, if deemed appropriate by the Ministry after issuing Show Cause Notice and providing reasonable opportunity of being heard.

iii. ---------- (Name of Party) shall act as Lead HGO applicant of the CHGO applicant. As such, it shall act as the coordinator of the Party's combined activities and shall carry out the following functions:

- The Lead HGO applicant is authorised to coordinate with Ministry and nominate Munazzam for the entire CHGO applicant if quota is allotted.

iv. The Lead HGO along with the member constituents shall maintain sufficient working capital in their CHGO bank account, to discharge the liability for zone payment or any other payment to KSA or any other Haj related payment.

v. The quota distribution as per the HGO policy is given below:

S.No	Name of the HGO applicant	Address	Category	Signature of Key person of Entity	Registration number	Quota allocated
			Category – 1* (Lead HGO)			250
			Category – 1* (Non-Lead)			200
			Category – 1* (Non-Lead) …n			200
			Category – 1			100
			Category – 1			100
			Category – 1…n			100
			Category – 2 (Experienced)			50
			Category – 2 (Experienced)			50
			Category – 2			50

			(Experienced)…n			
			Category – 2 (New)			50
			Category – 2 (New)			50
			Category – 2 (New)…n			50
			TOTAL Quota			

*the applicant may alter above table as per the composition of their HGO applicant member constituents.

v. That the parties affirm that they shall implement the Haj 2025 related activities in good faith and shall take all necessary steps expeditiously and fully support the Lead HGO.

vi. In witness whereof the parties affirm that the information provided is accurate and true and have caused this MoU duly executed by the key person / authorised signatory of the HGO on the date and year above mentioned.

Name of Lead HGO: …….. Signature: ……

Place: ……..

Date: ……..

Appendix-2

PROFORMA FOR DECLARATION ON NCLT / NCLAT / DRT / DRAT / COURT RECEIVERSHIP / LIQUIDATION

[To be submitted along-with HGO application form on Non-judicial stamp paper of INR 100 duly attested by notary public]

I/We hereby declare that I / We / M/s ……., declare that,

i. I / We am / are not undergoing insolvency resolution process or liquidation or bankruptcy proceeding as on date.

Or,

ii. I / We am / are undergoing insolvency resolution process or liquidation or bankruptcy proceeding as on date as per details mentioned below.

Note: - Strike out which is not applicable.

It is understood that if this declaration is found to be false, Ministry of minority affairs shall have the right to reject my application and forfeit the security deposit. If the application has resulted in a allotment of quota, then Ministry may initiate penal provisions including blacklisting as per HGO Policy, without prejudice to any other right or remedy.

* This need to be signed by proprietor / all partners / all directors / trustees of the entity.

Name: …….. ..... Signature: …….

Name: …….. ..... Signature: …….

Place: …….. Date: ……..