

Computer No 134773
File No.: Haj-15/28/2022-HAJ-MoMA
भारत सरकार
Government of India
अल्पसंख्यक कार्य मंत्रालय
Ministry of Minority Affairs
(Haj Division)

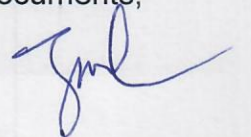
11thFloor, Pt. Deendayal Antyodaya Bhawan,
CGO Complex, Lodi Road,
New Delhi - 110 003
Date: 22.12.2023.

NOTICE

Subject: Announcement of HGO Policy for Haj 2024.

Haj Group Organiser (HGO) Policy for Haj 2024 has been approved by the Competent Authority. The Policy published vide letter No.HAJ-15/28/2022-HAJ-MoMA dated 14th March 2023 (copy enclosed), applicable for Haj 2023 shall apply for Haj 2024 also, subject to the following clarifications:

- I. The annual turnover of the applicant HGOs will be from Haj and/or Umrah operations in any of the preceding two years (excluding 2020 and 2021, which were hit by COVID-19 pandemic). **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 supporting documents for Umrah as detailed in Clause 14 of Annexure-I of HGO Policy.**
- II. The term 1 Umrah means "a minimum batch of 50 Umrah pilgrims in a financial year in any of the preceding 5 financial years".
- III. **As per the bilateral agreement, 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 (refer clause 3 of 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.**
- IV. The Hon'ble Supreme Court in SLP No. 28609/2011 titled as ***Uol &Ors. vs. Rafique Shaikh Bhikan and Anr.***, has directed that the time schedule with regard to Haj Process should be strictly adhered to as Haj is a time bound activity. The applicant HGO in the spirit of the Judgment is required to adhere to the timelines fixed by the Government and it has been decided that the applicant HGO needs to respond to Ministry within 72 hours of the queries raised on HGO portal with proper justification and supporting documents,



failing which their respective application will be considered incomplete and liable to be cancelled by the Ministry without any further clarification or opportunity being given to represent against the same.

V. The HGOs to be selected for Haj 2024 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. Ministry will evaluate the feedback and all other requisite documents of HGOs for Haj-2023 before considering for quota for Haj 2024.

VI. Minimum office area of 200 sq ft. (Carpet area)- Self-declaration /Affidavit by the applicant shall be required indicating complete address of office, details of nearest police station, photographs of the office premises and layout plan of the office duly certified by the chartered engineer /Architect empanelled with the Council of Architecture /Town planners /Executive engineers of local body on their letter pad duly stamped indicating registration number.

VII. The fixed deposits should be valid up to 31.12.2024 (refer clause 12 of Annexure-I of the HGO Policy).

2. The Ministry of Minority Affairs intends to register firms doing business of tour operators for Haj and/ or Umrah for Haj 2024 under two categories i.e. Category-1 and Category-2.

3. 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 applicants should be clearly legible and as per the specifications indicated on the portal. Applications not conforming to the laid down specifications or not legible are liable to be rejected. The printed copy of the acknowledgement duly signed by the authorised representative of the applicant HGOs along with non-refundable application fees and Security Deposit may be submitted to the Under Secretary, Haj Division, Ministry of Minority Affairs, 11th Floor, Pt. Deendayal Antyodaya Bhawan, CGO Complex, Lodhi Road, New Delhi-110003.

Start date of submission of online application	: 22.12.2023 at 1700 Hrs.
Last date of submission of online application	: 15.01.2024 at 1700 Hrs.
Last date of submission of printed copy of acknowledgment along-with application fee and Security Deposit	: 22.01.2024 at 1700 Hrs.

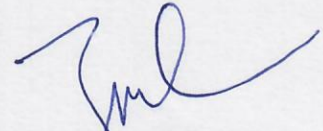
4. **Accessibility to HGO portal:** Willing tour operators are required to register themselves after creating a Login ID & Password on the HGO portal. The details of the policy, terms and conditions for registration and documents required may be carefully referred to in the attached HGO policy for Haj 2024.

5. The allocation of seats to the qualified HGOs in each category will be done on the basis of overall quota of HGOs specified in the Annual Bilateral Agreement signed between the Government of India and Kingdom of Saudi Arabia. It may be noted that the applicants not agreeing with the terms and conditions prescribed for registration and allocation of quota or do not wish to take minimum of 50 Hajis or unable to do so for any reason should **not apply for registration. Further, HGOs qualifying for Haj 2024 shall abide by all the directions of the Competent Authority issued in the larger public interest and in the interest of Haj pilgrims and issued from time to time.**

6. All applicant HGOs are requested to make final submission of application for registration well within the timelines given above and that no extension for submission of online application beyond **15.01.2024 at 1700 Hrs** will be granted.

Any changes in the said policy, if required, as a consequence of the sovereign annual Bilateral Agreement to be signed between India and Kingdom of Saudi Arabia, shall be announced in due course.

Enclosure: As above.



(Aditya Shekhar Singh)
Under Secretary of Govt. of India
Email Id- ushaj-mma[at]nic[dot]in

Copy to:-

- a. **NIC, Ministry of Minority Affairs-** With a request to upload the notice on official website of the Ministry.
- b. **Haj Committee of India, Mumbai-** With a request to upload the notice on the official website of HCol.

Through Speed Post/Email/Website

Computer No: 134773
File No: HAJ-15/28/2022-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: 14.03.2023

NOTICE

Subject: Registration of Haj Group Organisers (HGOs) for Haj 2023-registration and allocation of quota for Haj 2023.

The Ministry of Minority Affairs intends to register firms doing business of tour operators for Haj and/or Umarah for Haj 2023 under two categories i.e. Category-1 and Category-2.

2. The applications for registration along with the required documents/ information may be submitted online on the HGO portal www.haj.nic.in/pto as per the timelines given below. It may be noted that all the documents uploaded by the applicants should be clearly legible and as per the specifications indicated on the portal. Applications not conforming 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 along with non-refundable application fee and Security Deposit may be submitted to the Under Secretary, Haj Division, Ministry of Minority Affairs 11th Floor, Pt. Deendayal Antyodaya Bhawan, CGO Complex, Lodhi Road, New Delhi-110003.

Start date of submission of online application	14.03.2023 at 1700 Hrs
Last date of submission of online application	28.03.2023 at 1700 Hrs.
Last date of submission of printed copy of acknowledgment alongwith application fee and Security Deposit	05.04.2023 at 1700 Hrs.

3. **Accessibility to HGO portal:** Willing tour operators are required to register themselves after creating a Login ID & Password in the HGO portal. The details of the policy, terms and conditions for registration and documents required may be carefully referred to in the attached HGO policy for Haj 2023.

4. The allocation of seats to the qualified HGOs in each category will be done this year on the basis of overall quota of HGOs specified in the Annual Bilateral Agreement signed between Government of India and Kingdom of Saudi Arabia. It may be noted that the

HGOs not agreeing with the terms and conditions prescribed for registration and allocation of quota or do not wish to take minimum of 50 Hajis or are unable to do so for any reasons should **not apply for registration**. Further, HGO qualifying for Haj 2023 shall abide by all the directions of the Competent Authority issue in the larger public interest and in the interest of Haj pilgrims and issued time to time.

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

6 Considering the paucity of time, all HGOs are requested to make final submission of application for registration well within the timelines given above and that no extension for submission of applications beyond **28.03.2023 at 1700 Hrs** will be granted under any condition.

7. HGOs found misrepresenting or misleading the authorities in their applications and documents 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. Proprietor/each partner/each director/each trustee should personally ensure that the documents submitted by their firm are correct and valid.

V. S. Srivastava
14/3/2023

(Shubhendu S Srivastava)
Under Secretary to the Govt. of India
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ushaj-mma[at]gov[dot]in

Copy to:-

- a. **NIC, Ministry of Minority Affairs. It is requested to upload the notice on official website of the Ministry.**
- b. **Haj Committee of India, Mumbai. It is requested to upload the notice on the official website of HCoI.**

HAJ GROUP ORGANISERS (HGOs) POLICY FOR HAJ 2023

Objective and purpose behind the policy:

The Policy for Haj Group Organisers (HGOs) for Haj 2019-23 effective from Haj 2019 was issued for a period of five years i.e. 2019-23 unless there are substantive developments which call for its modification. It was also envisaged in the said policy that a mid-term review of the policy may be conducted after two years to assess its implementation vis a vis its aims and objectives.

Due to COVID pandemic, the HGOs were not allotted any quota for the Haj 2020 and 2021. During Haj 2022, HGO were allotted a limited quota of only 22,600 seats. This year under the bilateral agreement with Kingdom of Saudi Arabia (KSA), the quota of Haj pilgrims allotted to HGOs has reduced to 35,005. New health guidelines and new criteria deciding eligibility of pilgrims have also been imposed by KSA for Haj 2023.

The policy for HGOs for Haj 2019-23 was formulated based on the assumption of availability of a minimum of 45000 seats for allocation to the HGOs. In view of reduction in HGO quota the existing criteria for allocation of seats to each HGO which was optimized for reducing the need for Qurrah (draw of lots) at each category level may not be relevant now. Therefore, the premise that the policy will enable all the qualified PTOs to get minimum assured quota in each year of the policy period does not stand.

Due to the changed scenario and emphasis on digitisation of Haj processes in India and Saudi Arabia, too many categories of HGOs is not required. Moreover, recent experience of conducting Haj/Umrah has become more relevant due to multiple changes introduced by the KSA. The Policy also seeks to lay greater emphasis on quality of service rendered to the pilgrims versus the emphasis on quantum of Haj alone. In post CoVID era, most of the systems have become tech-driven and dynamic in nature, to enable dealing promptly with any emergent situation. There are many tour operators who have not undertaken Haj for the past many years but have a robust a technology driven system and are continuous undertaking Umrah. This policy seeks to provide a proper balance between post CoVID requirements, past experience of the tour operators particularly in the last 5 years and seeks to allow new entrants with good track record to participate in Haj process.

Further, due to COVID pandemic, financial strength of the tour operators has been affected which also necessitated revision in the terms of the policy related to turnover of the firms and the time period involved.

Many representations and inputs were received from various HGOs and HGO associations. The Ministry also had an interactive session with various associations of HGOs on 10.02.2023 during which various aspect of previous policy and its impact was discussed and taken into consideration during the formulation of the Policy. Moreover the HGO Policy 2023 is now co-terminus with the Annual Haj Policy -2023.

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HGO Policy for Haj 2023:

1. Categories of HGOS and Eligibility Criteria

There will be two categories of Haj Group Organisers:

- i. **Category-1** - HGOs having experience of minimum 3 Haj and an annual turnover of Rs. 5 crore or more from Haj and/or Umrah operations in any of the preceding two years (excluding 2020 and 2021 which were hit by COVID pandemic). They should also fulfill other terms and conditions for being eligible as an HGO (**Annexure-I**).

70% of the total quota will be reserved for category-1 HGOs.

- ii. **Category-2** - HGOs having experience of upto 2 Haj and/or at least 3 Umrah with an annual turnover of Rs.1.5 crore or more from Haj and/or Umrah operations in any of the preceding two years (excluding 2020 and 2021 which were hit by COVID pandemic) are covered under this category.

The term 1 Umrah means "a minimum of 50 Umrah pilgrims in a year in any of the preceding 5 years"

30% of the total quota will be earmarked for Category-2 HGOs.

They should also fulfill other terms and conditions for being eligible as an HGO (**Annexure-I**).

Note:

1. HGOs should abide by the instructions and provisions of the Policy prescribed for Registration of Haj Group Organisers (HGOs) for Haj 2023 (**Annexure II**).
2. 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. HGOs who have been blacklisted or debarred or come to the adverse notice of the Ministry of Minority Affairs, Ministry of External Affairs or Ministry of Tourism will not be considered for Haj 2023.

2. Distribution of seats among the HGOs in different categories:

- i. **Eligible HGOs under Category-1:**

70% of the total quota for HGOs will be reserved for Category-1 HGOs.

- i. Eligible HGOs in Cat-1 will be allocated a minimum of 60 seats subject to ceiling of 100 seats.
- ii. In case some seats are left, after distribution of minimum of 60 seats to the HGOs in Category 1, the remaining seats will be distributed proportionately among all eligible HGOs in this category subject to upper ceiling of 100.
- iii. In case it is not feasible to distribute the residual seats between the HGOs of Category-1 equally then the residual seats may be distributed through draw of lots. In case some seats are still available after allocation of 100 seats to every HGO, then the remaining seats will be transferred to Category-2.
- iv. In the eventuality of the Haj quota under this category not being sufficient to meet the minimum requirement of 60 seats, then the allocation may be made through draw of lots.

(ii). Eligible HGOs under Category-2:

30% of the total quota for HGOs will be earmarked for category-2 HGOs.

Eligible HGOs in Cat-2 will be allocated 50 seats each. If after distribution of quota to all HGOs in category 2, still some seats remain from the allocated quota, then the remaining seats will be transferred to Category 1, to be distributed equally among all the HGOs in that category till it reaches the ceiling of 100 seats for HGOs under Category-1.

iii. Exceptional circumstances:

In case of availability of additional quota or a saving in quota even after adopting the above distribution pattern, the quota will then be allocated distributed among Cat-1 and Cat-2 in the ratio of 70:30.

Note:- In case additional quota/savings are not found sufficient to distribute equally amongst the HGOs under the categories, then the distribution will be done through draw of lots.

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14/3/2023

Annexure - I : Terms and Conditions for Registration and allocation of Haj quota

Each HGO 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 terms:

1. All documents must be in the name and address of the applicant HGO 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. HGO must sign an 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

Name, address and telephone number of local correspondent company in the Kingdom of Saudi Arabia.

3. Details of registration for GST including a certificate of registration in the name of HGO duly issued by the competent authority. The HGOs must note that evidence of payment of all statutory dues and taxes including GST shall be sought by the Ministry before allocating quota to the HGOs for the next Haj operation.

4. Minimum annual turnover (i.e. gross turnover) as applicable from Haj and/or

Umrah operations in any of the preceding two financial years (other than CoVID affected 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).

[Gross Turnover means total receipts (including GST 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.]

5. Minimum office area of 200 sq ft. (Carpet area). 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 on his letter pad duly stamped indicating registration number.
6. Proof of payment made through banking or other authorized channel 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 year. 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.
7. PAN card details of the firm. PAN Card in the name of Proprietor will be accepted provided the HGO is a Proprietor concern.
8. HGO involved in court cases related to heinous crimes and/ or matters related with Haj Tour Operations and / or Umrah Operations will not be considered. HGO is required to submit an Affidavit declaring that he is not involved in any court cases related to heinous crime and/ or matters related with Haj Tour Operations and / or Umrah Operations. The affidavits should be signed by Proprietor/all partners/all directors/all trustee.
9. The HGOs applying for registration will also be required to submit an affidavit under the signature of the Proprietor/all partners/all directors/all trustee that they agree to the feedback mechanism evolved by the Ministry to maintain the service records of the HGOs and analysis of the data captured under Risk Management System for grading of

HGOs on the quality of services rendered by them to pilgrims.

10. Copies of Registration Certificate issued to the HGO 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.

[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.]

11. Copy of Munazzam Card with ID and relevant Haj visa pages of the Passport of the Proprietor/ Owner/ Director.

12. A security deposit of INR 30 Lakh for Category-1 HGOs and INR 20 Lakh for Category-2 in the form of fixed deposits with Nationalized bank in favour of Haj Committee of India.

13. A Demand draft of 10,000/- (Indian Rupee Ten Thousand Only) in favor of HCoI, payable at Mumbai, to be submitted along with the application as non-refundable fee.

14. In case of new applicants, details of at least 3 umrah (1 umrah means a minimum of 50 Umrah pilgrims in a year) facilitated by HGOs in any of the preceding for 5 years with year-wise following supporting documents:

- a. Copies of the contract entered into between the respective HGO and the company licensed by the Kingdom of Saudi Arabia (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) and

Proof of payments made through banking or other authorized channel duly notified by RBI from time to time.

15. Document (Affidavit/ declaration in application) that (i) no other member of the

family of the HGO has applied for Haj 2023 and also (ii) applicant has not applied in more than one 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 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 who is oldest in the business for registration for Haj quota. No applicant can apply in more than one HGO in his/her capacity as Director/Partner/Proprietor/ Trustee/ Management Board of Society/ Employee of any other HGO organisations applying for Haj 2023. The affidavits should be signed by Proprietor/all partners/all directors/all trustee.

16. Name and addresses of the branches of the applicant HGO.

[Handwritten signature]
14/3/2023

Annexure - II : Important Instructions and Guidelines for Registration of Haj Group Organisers (HGOs) for Haj 2023 on HGO Portal.

1. Application must be submitted by online mode only and a print out of the final application duly signed by the Proprietor/ Partner/ Director of the company along with the application fee and security deposit is to be submitted.
2. HGOs that misrepresent or mislead the authorities in their application and documents 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. HGOs 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 Saudi Arabia. The details of all pilgrims (name, mobile number, e-mail id, passport number, current address of pilgrim, and boarding point for the Saudi Arabia 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 www.haj.nic.in/pto before their departure to Saudi Arabia.
4. HGOs must ensure vaccination and other medical checks as per requirement of the Government of Saudi Arabia. All Pilgrims must carry Health Cards.
5. HGO should be fully responsible for the stay, transport, and payment of compulsory charges to the Authorities in Saudi Arabia. HGO should honor all terms and conditions of the contract signed with the pilgrims and ensure that none of them is left stranded.
6. HGO 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. HGO should ensure the baggage of all their pilgrims are cleared before they leave the Haj Terminals in India/Saudi Arabia.
8. If a pilgrim sent by a HGO is found begging in Saudi Arabia or declared Fuqra by the Saudi Authorities, the HGO will be blacklisted for a period of 15 years and its security

deposit forfeited.

9. Selling/ transfer of Haj quota seats to any other HGO 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. HGO must submit only one application. If it is found that a HGO has submitted more than one application in different names/ same names with different address, all such applications would be rejected and all such HGOs 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 Court in New Delhi.

12. New HGOs applying on the basis of Umrah experience should have a valid agreement with the licensed Saudi Umrah Operators for the years in which Umrah Pilgrims were facilitated by them.

13. The HGOs 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 authorized channels duly notified by RBI from time to time. The HGO shall abide by other terms and conditions issued by the Ministry in this regard.

14. All HGOs must report at HGOs helpdesk set up by CGI, Jeddah at Saudi Arabia within 48 Hrs. of their arrival in Saudi Arabia. Non-compliance of the same will be viewed seriously and appropriate action will be taken against the HGO.

15. The Haj Group Organisers 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 HGOs found involved in cheating and malpractice during Haj pilgrimage or/ and Umrah pilgrimages in the past will not be considered for empanelment.

17. The HGOs must ensure that every pilgrim submit his 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 analysis under Risk Management System and HGOs 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 and who were found involved from pilgrims, Haj Committee of India, Consulate General of India, Jeddah etc.

V. V. Kulkarni
14/3/2023