

6वीं मंजिल, एमटीएनएल बिल्डिंग /
6th Floor, MTNL Building,
सीजीओ कॉम्प्लेक्स, नई दिल्ली-03/
CGO Complex, New Delhi-03
दिनांक / Dated: 03.07.2026

NOTICE

Subject: Registration of Combined Haj Group Organisers (CHGOs) and allocation of quota for Haj 2027.

The Ministry of Minority Affairs proposes to invite applications for registration of firms intending to operate as Haj tour operators for Haj 2027. These firms shall submit their applications and the selected firms are subsequently required to form a Group of multiple HGOs (CHGOs), representing a minimum of 2000 pilgrims each to meet the requirements of the Kingdom of Saudi Arabia (KSA).

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 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	03.07.2026 at 1900 Hrs
Last date of submission of individual online applications	18.07.2026 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	20.07.2026 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 2027.

4. The allocation of seats to the qualified CHGOs in each category will be done on the basis of the overall quota of 52,507 pilgrims allocated to the HGOs, as specified in the Haj Policy-2027. **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 2027 shall comply with all such directions, instructions and guidelines, issued by the Competent Authority in the Ministry from time to time in the larger public interest/ interest of Haj Pilgrims and in compliance with the Saudi directions and guidelines, as issued and communicated to the Govt. of India, from time to time.

5. Further, 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 willful non-compliance with the extant policy or laws in force would not be considered for selection.

6. Considering that Haj being a time bound process and 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. **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-2027 and selecting the individual HGOs and CHGOs.

9. **Helpline for queries w.r.t. HGO Portal:** CHGOs/HGOs, in case of any issue/query with respect to Haj 2027, including during documentation submission on the HGO portal, can seek the support of the Ministry through Haj Support e-mail ID at **support-hajdivision@nic.in**. Further, they may also contact the Ministry through dedicated landline of the Haj Division at 011-24320280 during Office working hours, i.e., 09:00 AM to 05:30 PM from Monday to Friday.

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

Encls: As above



(Arun Kumar)

Under Secretary to the Govt. of India

Email: ushaj-mma@nic.in

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 HCol.
- c. SilverTouch Team - With a request to upload the notice on the PTO Portal.

Policy for Haj Group Organisers (HGOs) for Haj 2027

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, in close coordination with various stakeholders including the Ministry of External Affairs, Ministry of Civil Aviation, Ministry of Health & Family Welfare, Haj Committee of India and Consulate General of India in Jeddah, besides the Government of Kingdom of Saudi Arabia (KSA).

Indian Haj pilgrims, who constitute one of the largest national groups performing Haj, are facilitated 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, HGOs 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 the related terms and conditions are governed by a bilateral agreement signed between India and KSA. The Haj quota for India is fixed by KSA and is distributed between HCoI and HGOs. For Haj 2027, the total Haj quota for India is expected to remain at 1,75,025. Applying the 70:30 ratio, the share of HGOs works out to 52,507, which is to be distributed among the HGOs as per this Policy.

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

The KSA's guidelines provide 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. The individual HGOs would be grouped into a Combined Haj Group Organiser (CHGO) so that every legal entity holds a quota of at least 2,000 pilgrims. The Combined Haj Group Organiser (CHGO) model was introduced for Haj 2025.

Taking into account the guidelines of KSA, 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-2027.

Given the fact that presently around 800-1000 PTO (HGO) entities apply each year and a quota of 50 to 150 pilgrims has been traditionally allocated to individual PTO (HGO) 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 which 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 model for other HGOs in their groups and help them in ensuring compliance with the India's and KSA's laws and guidelines.

Taking the above background into account, it has been decided to allot quota to the HGOs 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 2027 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 allow only entities with a minimum Haj quota of 2000 or more.

2. Categories of HGOs and Constitution of Combined Haj Group Organiser (CHGO)

CHGO means a coalition of several private tour operators (HGOs) with a cumulative annual turnover from Haj and/or Umrah operations of at least INR 75 Crore in the preceding 2 financial years, comprising of at least one Lead HGO (Category-1* Lead), at least one Category-1* (Non-Lead) HGO and at least one new Category-2 HGO, 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 the various categories are given below:

Category	Criteria	Quota to be allocated
Category-1* (Lead HGO applicants)	<ul style="list-style-type: none"> 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 crore or more from Haj and/or Umrah from the preceding 3 financial years wherein Haj was conducted. Application Fee (Non-Refundable) – INR 20,000/-. Minimum 2 offices in 2 different cities having minimum office area of 500 sq. ft. (Carpet Area) 	5X seats each (value of X is determined as per Clause 4 below).

	<p>each and at least 10 employees (5 employees at each office).</p> <ul style="list-style-type: none"> • A Security Deposit of INR 50 lakh in the form of a fixed deposit with a Scheduled Commercial Bank. 	
Category-1* (Non-Lead HGO applicants)	<ul style="list-style-type: none"> • 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 in the form of a fixed deposit with a Scheduled Commercial Bank. 	4X seats each.
Category-1 (Experienced HGO applicants)	<ul style="list-style-type: none"> • 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 200 sq. ft. (Carpet Area) and at least 5 employees. • A Security Deposit of INR 30 lakh in the form of a fixed deposit with a Scheduled Commercial Bank. 	2X seats each.
Category-2 (Experienced HGO applicants)	<ul style="list-style-type: none"> • 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 in the form of a fixed deposit with a Scheduled Commercial Bank. 	X seats each.
Category-2 (New HGO applicants)	<ul style="list-style-type: none"> • Applicants having experience of at least 2 Umrah in the 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 in the form of a fixed deposit with a Scheduled Commercial Bank. 	X seats each.

The fixed quota used earlier (250, 200, 100, 50 and 50) caused HGOs of the same category to ultimately get different quota after the figures were scaled down to meet the 2,000 per-CHGO requirement. To remove this inconsistency, for Haj 2027, the quota for each category is fixed in the ratio 5 : 4 : 2 : 1 : 1 (Lead : Non-Lead : Category-1 : Category-2 Experienced : Category-2 New). The per-category quota is therefore 5X, 4X, 2X, X and X respectively, where X is the largest whole number for which the total quota of all eligible HGOs, taken together, does not exceed 52,507. Any quota left over (the residual quota) would be distributed as provided in Clause 4.

3. General Eligibility Conditions and Other Terms & Conditions

3.1. The HGOs should also fulfil other terms and conditions, specified in Annexure-I, for being eligible as an HGO.

3.2. HGOs should abide by the instructions and provisions of the Policy prescribed for Registration of Haj Group Organisers (HGOs) for Haj 2027, given at 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 obtaining a Haj quota by misleading the Ministry or by using fraudulent means.

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

3.5 HGOs who have been blacklisted or debarred or proceedings are pending pursuant to a Show Cause Notice issued by MoMA / other agency of the Government, or have come to adverse 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 2027.

3.6 For determining turnover eligibility, financials of the preceding financial years are to be submitted by HGO applicants of all categories. HGO applicants of all categories may, in lieu of any financial year in which Haj was not conducted or the Haj quota was curtailed, submit the audited financial statements of the immediately preceding financial year(s).

3.7 Where the annual GST return for the relevant financial year has not become due or has not yet been filed, the applicant may submit the applicable monthly or quarterly GST returns together with a reconciliation statement certified by the authorised signatory confirming payment of all applicable statutory dues of Haj and/ or Umrah Business.

3A. Additional conditions applicable to CHGO applicants

(I) The CHGO application is to be submitted by the 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 part of one CHGO, 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 quota of close to 2,000 pilgrims is achieved subject to the balancing process given at Clause 4.

(IV) Any prospective constituent member, with the consent of the Lead HGO, may become part of a CHGO.

(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 the MoU and have applied as a CHGO, would form a legal entity registered as a Company or LLP with the Ministry of Corporate Affairs, a Partnership Firm under the Indian Partnership Act, 1932 or a Society under the Societies Registration Act, 1860. The CHGO shall submit a copy each of the registration/incorporation certificate, PAN, GST, Bank details to the Ministry within 2 weeks of quota allocation.

(VI) The Lead HGO applicant of a CHGO shall be the single point of contact (SPOC) for the Ministry for all communications. The CHGO will select only one Munazzam (group leader) for the entire CHGO, whose name will be forwarded to the Consulate General of India, Jeddah and the Government of KSA. Only one Bank 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.

3B. Grounds for Rejection of CHGO Applications

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. the original copy of the Joint MoU signed by all the member constituents within 3 days.

(II) CHGO application is filed in a way that the overall quota applied for is not in keeping with the 2,000 per-CHGO requirement.

(III) The cumulative annual turnover from Haj and/or Umrah operations of the constituents of the CHGO is found to be less than INR 75 crore.

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

(V) It is found that the 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 the CHGO and a maximum of 72 hours will be provided for submitting the response.

4. Distribution of quota among HGOs/CHGOs

The quota of 52,507 will be distributed among the 26 CHGOs through the following steps, so that each CHGO reaches a quota close to 2,000:

A. Stage-I:

4.1 Applications will be invited from all intending HGOs. Individual HGO applicants will register themselves on the HGO Portal as per their eligibility requirements and complete and submit their applications individually within the stipulated timelines.

4.2 Each application will be evaluated against the eligibility criteria and the qualified HGOs will be placed in one of the five categories – Category-1* (Lead), Category-1* (Non-Lead), Category-1, Category-2 (Experienced) and Category-2 (New).

4.3 The Ministry will evaluate the individual applications and announce the result on the HGO Portal as: (i) eligible for the category applied; (ii) eligible but for a lower category; or (iii) not eligible.

4.4 An opportunity will be given to the individual HGO applicants to file a representation with the Apex Committee (Clause 4A) within 3 days of the announcement of Stage-1 result. Documents and representations will be entertained only through the HGO Portal.

B. Stage-II:

4.1 The total quota will be distributed among the eligible categories in the ratio of 5 : 4 : 2 : 1 : 1, that is 5X, 4X, 2X, X and X, where X is a whole number such that the total quota of all eligible HGOs does not exceed 52,507. The quota left over (the residual quota) will be set aside for distribution as per Clause 4.10.

4.2 If more than 26 Lead (Category-1* Lead) applicants are found eligible, 26 of them will be selected on the basis of experience & performance/track record and then financial capacity (such as turnover and net worth). The remaining eligible Lead applicants will be treated as Category-1* (Non-Lead).

4.3 The eligible individual applicants may apply either in the same category as found eligible or in any lower category, in order to be part of a CHGO, based on mutual consent with the Lead HGO applicant.

4.4 The 26 selected Lead HGOs will be asked to form CHGOs by inviting eligible HGOs of the various categories, preferably who were part of that CHGO during the previous Haj, so that the total quota of each CHGO comes close to 2,000. Each CHGO must mandatorily include at least one Category-1* (Lead HGO), at least one Category-1* (Non-Lead) HGO and at least one new Category-2 HGO. The Lead HGO will submit the details of the formation of CHGO to the Ministry within 3 days.

4.5 The total quota of each CHGO will then be computed and each CHGO will be classified as:

- (a) **SHORTFALL** – where the total quota is less than 2,000;

- (b) **BALANCED** – where the total quota is equal to (or as close as possible to) 2,000;
- (c) **SURPLUS** – where the total quota is more than 2,000.

4.6 All HGOs who are not part of any CHGO will be given an opportunity to join any of the SHORTFALL CHGOs by mutual agreement.

4.7 Any new HGOs still remaining will be assigned to the SHORTFALL CHGOs so as to bring them to BALANCED status. The CHGOs shall mandatorily accept the new HGOs so assigned.

4.8 The classification at Clause 4.5 will then be carried out again. Subsequently, Category-2 HGOs of SURPLUS CHGOs will be given an opportunity to join SHORTFALL CHGOs, by mutual agreement, until BALANCED status is achieved, within a window of 3 days.

4.9 The classification will again be carried out. If any imbalance still remains, Category-2 HGOs will be selected from the SURPLUS CHGOs by the Ministry and assigned to the SHORTFALL CHGOs. This allotment will be final and shall mandatorily be complied with by the HGOs.

4.10 Once all CHGOs are BALANCED, any residual quota will be distributed proportionally among the Category-2 HGOs of each CHGO.

4.11 If any eligible HGO is found ineligible, is disqualified or withdraws after this final process, its quota will be distributed among the remaining members of its CHGO, so that the total quota of the CHGO remains unchanged.

4.12 The results indicating quota to individual HGO will be published on the portal.

4.13 An opportunity will be given to the individual HGO applicants to file a representation with the Apex Committee (Clause 4A) within 3 days of the announcement of quota. Documents and representations will be entertained only through the HGO Portal.

4.14 After the decision of the Apex Committee, the final list along-with quota of the 26 CHGOs will then be announced and their quota will be communicated to the Government of KSA, and the wallet and quota will be activated for each CHGO in the Nusuk Portal.

4A. Apex Committee

An Apex Committee will be constituted by the competent authority to examine and dispose of all representations and appeals received from HGO applicants regarding their eligibility, category or quota. The decision of the Apex Committee will be communicated through the HGO Portal and will be final. Representations will be entertained only through the HGO Portal. . The Apex Committee will give its decision within 2 days of the receipt of representation.

5. Post-Allotment Requirements for CHGOs

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

responsibility for submitting the final application for the CHGO lies with the Lead HGO applicant.

(b) After the announcement of final quota, the CHGO applicants will submit their group applications including MoU on HGO portal and submit to the Ministry printed copy of acknowledgement, MoU, other mandatory documents and security deposit of all member constituents of its CHGO within 10 days.

(c) Subsequently, the Lead HGO along with its member constituents will constitute a separate legal entity registered as a Company or LLP with the Ministry of Corporate Affairs, a Partnership Firm under the Indian Partnership Act, 1932 or a Society under the Societies Registration Act, 1860.

(d) 2 weeks' time will be provided to the CHGO to submit the details of the legal entity with PAN, GST, bank details and other statutory documents. With the formation of the CHGO as a legal entity, an additional Security Deposit of INR 50 lakh in the form of a Fixed Deposit Receipt in favour of 'Haj Committee of India' from the bank account of the newly constituted entity, valid till 31.12.2027, will be deposited.

(e) In case the eligible CHGO is unable to constitute a legal entity, or to provide the Security Deposit/ additional Security Deposit, or to fulfil any other terms and conditions, the quota awarded to the CHGO will be forfeited.

6. All claims, disputes and differences shall be subject to the jurisdiction of the Courts in New Delhi.

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 2024-25.

[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 200 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 2027 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 quality of feedback received from the pilgrims shall be evaluated by the Scrutiny Committee. In case the feedback is nil, abnormally low in percentage, or contains any adverse feedback on factors within the control of the HGO, the application shall not be considered. However, even in such cases, adequate opportunity shall be provided to the HGO applicant by raising a query through the HGO Portal, and the final decision shall be taken on the basis of the response received and the facts of each case.

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. Such documents downloaded from e-Haj Portal shall also be accepted. The Ministry will consider documents downloaded from e-haj portal.

[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 31.12.2027.

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 by submitting physical copy of the Demand Draft, as done during previous years.

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 2027 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 2027. 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.**

Important Instructions and Guidelines for Registration of Haj Group Organisers (HGOs) for Haj 2027 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 2027 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 (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 amongst the members of CHGOs, the ministry reserves to right to withdraw the quota from such CHGO and allocate the same to other CHGOs.

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] 2026 at [Place] among (herein after referred to as "Lead HGO") and having office at [Registered office Address of Lead HGO], India, as Party of the First Part and following are member constituents as party of the second part and these parties are individually referred to as HGO and collectively as CHGO along with "Lead HGO":

Sr. No.	HGO ID	Name	Category (as per Eligibility List)	Registered Address

AND WHEREAS the Parties have had discussions for formation of a CHGO for jointly acting as HGOs for Haj 2027 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
 - a. Submit a response jointly through Lead HGO applicant to apply for the registration for Haj 2027 on the HGO portal as a CHGO applicant.
 - b. Agree to submit all the responses jointly through Lead HGO;
 - c. Agree to form a legal entity registered with the Ministry of Corporate Affairs / Indian Partnership Act / Societies Registration Act among members of CHGO for Haj 2027.
- ii. Provide and perform the HGO services as per HGO Policy for Haj 2027 as per the quota allotted to the CHGO. 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 2027. In case of any quota not being used by any of the member for any reason, the quota of that member constituent shall be decided as deemed fit by the Ministry of Minority Affairs. In that case, the requisite Security Deposits of such member constituent(s) 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 of the CHGO. As such, it shall act as the coordinator of the Party's combined activities w.r.t. Haj 2027.
- iv. The quota distribution as per the HGO policy for Haj 2027 is given below:

Sr. No.	Name of the HGO	Address	Category	Signature of Key Person of Entity	Registration Number	Quota Allocated
			Category - 1* (Lead HGO)			
			Category - 1* (Non-Lead)			
			Category - 1* (Non-Lead) ...n			
			Category - 1			
			Category - 1			
			Category - 1 ...n			
			Category - 2 (Experienced)			
			Category - 2 (Experienced)			
			Category - 2 (Experienced) ...n			
			Category - 2 (New)			
			Category - 2 (New)			
			Category - 2 (New) ...n			
			TOTAL Quota			

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

- v. That the parties affirm that they shall implement the Haj 2027 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.

Signed by all the parties on ... date of ...(month and year)

Signature:
Name:
Place:
Representative of:
Stamp:

Signature:
Name:
Place:
Representative of:
Stamp:

Signature:
Name:
Place:
Representative of:
Stamp:

Signature:
Name:
Place:
Representative of:
Stamp:

Name, Place and Signature of at-least 2 witnesses:

Signature:

Name:

Place:

Signature:

Name:

Place:

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/sdeclare 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 needs to be signed by proprietor / all partners/ all directors / trustees of the entity.

Name:

Signature:

Name:

Signature:

Place:

Date: