



Consulate General of India
Jeddah

SUGGESTED NORMS & PROCEDURES FOR SELECTION OF BUILDINGS
FOR PILGRIMS AT MAKKAH
HAJ-2012 (1433 H)

(For BST / BSC Members
&
Indian Haj Mission, Makkah)

January, 2012

Haj management is one of the most complex organizational tasks undertaken by the Government of India outside its borders. Due care is taken by all the agencies involved to make the best possible arrangements for Indian Pilgrims so that their pilgrimage in the Kingdom of Saudi Arabia is made as comfortable as possible. As the Hajis spend more than a month in Makkah, 'Makkah accommodation' constitutes an important dimension of the Haj arrangements. **The accommodation process starts with the publication of advertisement in the local Arabic, English and Urdu dailies.**

2. Since the Reserved Accommodation Scheme (RAS) was introduced in 1987, the number of pilgrims coming through the HCOI stream has increased manifold from 10,000 to **125,000 in 2011**, thereby changing the entire magnitude of the work involved in hiring of accommodation for pilgrims in Makkah. The norms and categories for the Hajis are fixed every year after high-level meeting headed by Secretary (East) Ministry of External Affairs and attended by Chairperson, Haj Committee of India, Members of Haj Committee of India, Ambassador of India, Riyadh, Consul General of India, Jeddah and Chief Executive Officer, Haj

Committee of India. The high-level meeting takes into account the current and emerging accommodation scenario in Makkah, dynamic nature of rentals for accommodation in Makkah based on the factors of demand and supply and the competition faced by the Indian Haj Mission from countries like Pakistan, Bangladesh, Indonesia, Malaysia, Egypt and others.

3. Transparency, openness and objectivity is the hall-mark of Indian Haj Management. Great efforts have been made to evolve a fool-proof and transparent system of hiring accommodation over the years by adopting an inclusive and participatory approach and by involving all the agencies engaged in the Haj management in India viz; the State Haj Committees, the Haj Committee of India (HCOI) and the Consulate General of India (CGI) in this process. The Government of India expects that the hiring of accommodation for Indian Hajis is done with absolute care, transparency, sincerity and integrity at all levels. It should be the joint endeavour of all the agencies to try and acquire the best and the most suitable accommodation for the Indian pilgrims within the given parameters, so as to achieve visible and qualitative improvement in the pilgrims' accommodation in Makkah.

4. The current practice of the acquisition of accommodation in Makkah is based on a **three-tier system** comprising: (i) **Building Selection Teams (BST)** consisting of representatives sent by State Governments or State Haj Committees; (ii) **Building Selection Committee (BSC)** consisting of members from the HCOI and Consul (Haj)/Vice Consul (Haj) together, and (iii) **Building Management Committee (BMC)**, a high-level 3-member committee comprising the Ambassador, the Consul General and the Chairperson, HCOI, that is empowered to take decisions on any aspect of the accommodation acquisition process depending on the exigencies of the situation. The roles of each of these agencies, the BST, the BSC and the BMC, are clearly defined so that there is no ambiguity.

5. **The Building Selection Team (BST):** The Building Selection Team (BST) comprises members sent on deputation by the State Governments or the State Haj Committees. The BST members assisted by the staff of the Indian Haj Mission (IHO), Makkah inspect the buildings on offer. **BST is required to make complete measurement** and ***makes provisional recommendations*** for their selection or otherwise on the basis of the norms laid down in this document. If a BST member decides to reject a building as unsuitable for hiring after due inspection, he should record his specific and detailed reasons for doing so. If the decision of rejection is endorsed by the BSC, the building would not be considered for hiring by IHO Makkah.

6. Role of IHO, Makkah in assisting BST/BSC members:

IHO Makkah shall provide all the necessary assistance to the BST/BSC members in the following respects:- **(i) making available the list of all buildings on offer; (ii) short-listing of buildings as per their suitability according to established norms and parameters and assisting the BST in the measurement of all rooms and ascertaining the exact distance of the building from the Haram Sharief; (iii) providing location maps, clearly specifying the distance of each category and names of all localities for easy identification of buildings; (iv) informing the BST/BSC whether a building is new or re-hired and in case of the latter, informing the old number of the building and whether any complaints relating to the building were received in the previous years; (v) giving support in logistics like arranging accommodation, transportation and putting adequate staff at the disposal of BST/BSC members for effective discharge of their duties; (vi) providing telephone numbers of the landlord/lessors to BST and BSC members; and (vii) to provide lists of previously approved and rejected building. BST and BSC members are required to give acknowledgment in writing of receiving the above lists/ information from the IHO Makkah.**

IHO Makkah would get the new buildings on offer measured before they are shown to BST in order to facilitate speedy selection of buildings. The accompanying staff members will carry the already completed proforma (copy of the proforma of previous year in respect of rehiring buildings) and the BST member will cross verify the facts on the spot and put his initial on the proforma. The rough proform duly initialled by the BST Member will invariably be submitted with the fair proforma to him. It will dispel confusion and ambiguity during the selection of buildings.

IHO Makkah would also provide BST and BSC members with the telephone list of the Consulate. ***The staff members of IHO, Makkah are only expected to facilitate the BST/BSC members in the discharge of their duties. They are not expected to give their opinions on buildings on offer lest it should be mis-construed as an attempt to influence the decision-making process one way or the other.*** The BST/BSC members should exercise their own judgement about a building before making preliminary recommendations. However, they are free to consult officials of IHO, Makkah or Consul (Haj) if they so wish. In-charge Makkah is responsible for showing the buildings to the selection team as per the order of receipt except in the event mentioned in para 16. BST members may kindly follow the list provided by In-charge Makkah to select buildings.

7. **The Building Selection Committee (BSC)** comprises members of HCOI and Consul (Haj)/Vice Consul (Haj). After inspecting the buildings shortlisted by BST for hiring, BSC may either approve or reject the buildings. Should a BSC member have a suggestion for hiring a specific building (not already listed), he should advise the landlord/lessor/POA to follow the established procedure by submitting the relevant papers to IHO, Makkah. Apart from the buildings for which papers are submitted by landlords, lessors, recognized groups, and holders of Power of Attorney (POA) through IHO, Makkah, the ***BSC/BST members may also identify buildings on their own by following due selection and approval process.*** It is obligatory on the part of the BSC to ensure that the due process is followed and relevant norms and criteria are fulfilled before a building is finally recommended for selection. In-charge Makkah is responsible for showing the buildings to the selection team as per the order of receipt except in the event mentioned in para 16. BSC members may kindly follow the list provided by In-charge Makkah to select buildings.

8. The Consul General shall intervene in cases which may require the intervention by the BMC, i.e. whenever there is any difference of opinion between the BST & the BSC.

9. **The Building Management Committee (BMC):** The high-level 3-member Building Management Committee (BMC), comprising the Ambassador, the Consul General and the Chairperson, HCOI is evolved as a fast-track mechanism in decision-making, especially during the times of crises. The BMC is expected to review the work done by the BST and BSC and take decisions on all matters pertaining to accommodation acquisition process for Indian pilgrims. The BMC is empowered to solve disputes arising out of such issues as; distance of a building, elevation, capacity of a building as per measurement or *Tasreeh* or *Tasneef*, blacklisting of buildings or landlords/lessors, complaints filed by landlords or lessors or any such matter. *The BMC is also empowered to take crucial decisions relating to relaxation of distance parameters upto 100 m in each category in exceptional circumstances arising out of accommodation shortage in Makkah and also to accommodate Star Hotels and other higher grade accommodation in close proximity to the Haram Sharief that may, otherwise, not be available to the Indian Haj Mission within the given parameters and norms. Each such decision has to be taken by majority in the BMC and duly recorded in writing giving full justification. BMC may also take decisions for relaxing norms for the Kitchen/ bathroom ratio in exceptionally good buildings.*

10. In the normal circumstances if BST rejects a building as unsuitable for hiring and if the rejection is endorsed by BSC, the same should not be shown to any future BST/BSC for review. However, the BMC may be approached by the Consul (Haj) if it is strongly felt that the decision of the BST/BSC needs to be reviewed. The decision taken by BMC may be duly recorded in writing giving full justification.

Procedure to select Buildings

11. The process of acquisition of accommodation for Haj 2012 (1433H) commences with publication of an advertisement in the Arabic, English and Urdu Newspapers locally and reproduced on the Consulate's Website.

12. After a gap of 10 days from the date of publication of the advertisement, applications in prescribed proforma would be accepted from the owners of buildings, lessees and representatives of the companies licensed for renting buildings to Haj Mission. Maximum number of tasreeh in respect of buildings in Makkah to be submitted by a company/a person on any day would be limited to 10 during the first 15 days. The restriction of 10 tasreeh would be relaxed after 15 days. However, the restriction in respect of buildings in Azizia would be 5 building per day throughout the season.

13. Buildings may be hired from anybody who holds a legal tender under the Saudi Arabian Law as rightful landlord, lessor, housing group or holder of Power of Attorney for renting the building. While hiring buildings, care should be taken to ensure that no particular preference or advantage is given to any landlord, lessor or housing group.

14. Only owners, lesser and representatives of firms authorized to rent buildings are allowed to submit Tasreeh.

15. Owners and Representatives of owners would be given a receipt for the application with the received ID, date and time of receipt. The receipt would contain a sentence that *"Receipt of application does not mean that the building would be selected. The authority to select/reject a building is vested with the members of BST and BSC. After scrutiny of the building, the final decision on selection or rejection of the building would be conveyed to the owner/representative of the owner"*.

16. *IHO Makkah In-Charge, would use the list of buildings generated by the computer programme on a first-come first-served basis to show to the selection team. The buildings would be shown to BST and BSC members as per the order. (First-come, First-served). However, if a good building with a capacity of 300 units or more in Makkah is offered to IHM, it may be shown to BST and BSC members on priority after obtaining approval of Consul General in writing. Similarly, a building located within 800 mtrs.in Makkah will be given precedence over the buildings lying beyond 800 mtrs. As for the buildings located within 1200-1500 mtrs, priorities will be given to the buildings having capacity of 300 or more units. This list should be made in a transparent manner and should be strictly adhered to. The Owner/representative of the owner should also be aware of his position in the list.*

17. It is obligatory on the part of BST/BSC and IHO, Makkah to ensure that the norms for selection of buildings are scrupulously adhered to and parameters for selection such as distance from the *Haram Sharief/Bus-points*, floor space, lift facilities, quality of the building etc., laid down below are strictly followed.

18. The Saudi Authorities issue *Tasreeh* (license) for all the buildings earmarked for the hiring to Haj Missions for accommodating the Hajjis. The *Tasreeh* clearly spells out the number of floors, rooms and the total capacity of a building. The buildings would be hired as per the *Tasreehs* of the building taking into account the number of rooms, licensed floors and number of pilgrims. The measurement of the building would be to ascertain the capacity of the rooms. As per Saudi law building a building should be hired for the capacity of the *Tasreehs*. However if the bathroom and kitchen ratio does not match with our norms then we may have to reject the building. ***Under no circumstances a building should be hired at a capacity which exceeds the legal capacity mentioned in the Tasreeh.***

19. Some star hotels or other hotel-type buildings are issued with a *Tasneef* i.e. registration as Hotels by the Saudi Ministry of Commerce, instead of a normal *Tasreeh*. In these types of buildings, no fixed capacity is mentioned and invariably the hotel owners fix a huge rental amount, which may not be possible for the Indian Haj Mission to hire if we go strictly by our measurement. In such cases, the BMC may be consulted to fix an optimum and mutually acceptable capacity for the hotel taking into account the hotel's general condition, maintenance, location and proximity to the *Haram Sharief*.

20. Efforts should be made to hire new, well-maintained and qualitatively good buildings, with adequate lift facilities and toilets and other facilities as per the norms. Preference should be given to big buildings located in "clusters" in order

to minimise the geographic spread of buildings hired for pilgrims. While recommending selection, BST/BSC should ensure that old and partially refurbished buildings are not considered for selection. The endeavour should be to select newer buildings with modern amenities to provide all comforts to our pilgrims. Hiring would start with the buildings of Green category and later when the specific number of units in all categories is received from HCOI then hiring would start in Azizia. While hiring buildings in Azizia, preference would be given to those companies which have given buildings in Makkah. A plan would be given by IHM to Selection team hire various categories of buildings.

21. Hiring of old building and those located in the narrow streets slopes and should be avoided. Buildings should NOT be selected in the steep hilly areas.

22. The actual distance starts from the **outermost** periphery of the *Haram Sharief* to the door of the building by the shortest route. The BST should strictly adhere to established 'distance markers' at the outer-periphery of the *Haram* while calculating the distance of buildings. In the year 2011, the outer periphery of Haram Sharief has been redefined as the periphery of Haram Sharief. A copy of the note on fixing the boundary is available with In-charge Makkah. Selection team members are required to take a copy of the same for reference. In Azizia, buildings at elevated area, buildings with small and inadequate number of lifts should not be hired. Distance of the building would be measured from the pre-decided bus-points. Distance of the building from the bus –point would be clearly mentioned in the proforma. Preference would be given to the buildings closer to bus-points irrespective of the serial number they stand at in the list of buildings on offer.

23. Buildings without lift should **NOT** be considered at all for hiring. Buildings where lifts do not go up to the top floor may only be hired after clearly specifying in the *proforma* about the non-availability of lift to the top floor so that the pilgrims staying on such floors become entitled to receive due refund on this account.

24. Buildings having capacity of less than 50 would not be considered for hiring. As regards buildings with capacity of 50-100 units, buildings of very good quality, located on plane area, attached with some big buildings of the same landlords, etc would be considered.

25. Rooms or floors that are not included in the *Tasreeh* should **NOT** be hired. Likewise, rooms on the top floors or terraces covered with tin sheets or having ceilings made of some other temporary fabrication are not to be hired.

26. It will be obligatory for IHO, Makkah to arrange to display the *Tasreeh* (capacity) of the building at a prominent place at the reception of the building after a building is approved for hiring. Likewise, a map showing the location of the building with respect to the Main Haj Office, other branch offices and dispensaries and other landmarks should be prominently displayed at the reception area of each building.

27. **All rooms in every new building offered for selection have to be measured.** Measurements of other foreign countries' Haj Missions, if taken by them during earlier years, and capacities mentioned by them on the doors of the buildings should not be taken into consideration. Again, a general impression about the capacity of the building should not be formed merely by inspecting and measuring one or two floors of the building even if the floors are identical.

28. *BST and BSC should examine the buildings which have been taken in the previous years. However, measuring each and every room can be dispensed with, if the dimensions of the rooms are readily available. With inputs taken from In-charge IHO Makkah, BST and BSC members should ensure that there are no serious complaints against these buildings during previous years. Copies of old proforma would be attached and a new proforma number would be given.*

29. Availability of one **proper kitchen** per floor is an essential requirement for the building to be hired for the pilgrims. Open space for kitchen should not be accepted as 'kitchen' except in star-type hotels or other hotel-type buildings that normally may not have proper kitchens as cooking is prohibited in certain type of buildings. **Under no circumstances should the kitchen to pilgrim ratio exceed 1:30.** In buildings where the number of pilgrims on each floor is **30 or more**, it should be impressed upon the landlord to provide additional kitchen space by converting a room into a kitchen. The building would be hired only after the provision of the kitchen is ensured. Kitchens should have racks/cupboards and other facilities for necessary use. In Azizia where kitchens are large and more than thirty persons have to use it, then single stove has to be provided for every 20 pilgrims.

30. **It should be ensured that the average toilet to pilgrim ratio in a building does not exceed 1:12.** Every bathroom should have a geyser. Preference should

be given to those buildings that have both Indian and Western type of toilets. As our pilgrims normally prefer Indian-type of toilets, it should be ensured that each building hired for accommodating our Hajjis should have adequate number of Indian toilets.

31. The following services have to be provided by the service provider in each building:

- Flat metallic bed / cots according to dimensions 180 x 80 cms x 30 cms (height) as prescribed by the Ministry of Haj.
- Mattress with at least 10 cm thickness and of the mutually acceptable quality.
- Gas stove with cylinder as per ratio decided by the Indian Haj Mission in every kitchen with two refills.
- One new pillow without cover.
- A good quality blanket/quilt per pilgrim as per the specifications decided mutually with the Indian Haj Mission.
- In case of combined toilet and bathroom, a wooden plank should be provided to cover the commode for maintaining the cleanliness when the unit is used for bathing.
- Air-fresheners in all the bathrooms. One wheelchair for every 200 pilgrims at the reception of the building.
- Supply of normal drinking water should not be withdrawn after ZamZam is supplied.
- It should be ensured that rooms are cleaned on a daily basis.
- To the extent possible the watchman in buildings should be Urdu/ Hindi speaking.

32. Following services would be provided through an agency:

- Two brand new cotton bed sheets at the time of check-in.
- Two brand new pillow covers.
- Two buckets for 12 pilgrims/per bathroom
- Two mugs for 12 pilgrims/per bathroom.
- One broom brush and one cleaning brush for each room.
- One disinfectant (liquid phenyl 5 ltrs) for each toilet.
- One Air freshener for each bathroom.

33. Distance from the *Haram Sharief* of buildings located on an elevation should be determined by measuring every step of the elevation. **Steps up to five**

and forming an integral part of the building may be ignored. Similarly, minor elevation leading to a Mohalla (*locality*) may be ignored. However, each extra step leading up to a building and not forming its integral part should be counted as **five meters** for the purpose of calculating the distance.

34. Advance of the 1st instalment of rent in respect of a building should be released only after the explicit approval of the BSC. However, in the absence of a member of HCOI as a BSC member in town, a good building should not be allowed to go for want of timely approval by the BSC. In such an event, the Consul (Haj) should inspect the building thoroughly and apprise the Consul General of full facts, who may in turn order the release of the payment after satisfying himself.

35. ***The locally recruited employees of IHO, Makkah, who accompany the BST to extend assistance in the measurement of distance and capacity of the building, shall have NO role in the process of selection/rejection of a building, which is solely the responsibility of BST and BSC members.*** However, the name and signature of the local employee accompanying the BST member should be recorded on the *proforma* for reference. This would be useful in case some clarifications are required after the departure of BST/BSC members. In case if the conduct of any locally recruited employees accompanying the BST/ BSC members is found objectionable, or the BST/BSC member doubt the integrity of any of these employees, they should make written observations with full justifications and submit it directly to Consul (Haj) or Consul General.

36. **All BST and BSC members must also note that the selection of the buildings is to be done strictly as per the norms mentioned here. Any problems encountered, including lack of cooperation from the ground staff should be immediately brought to the attention of the undersigned in writing.**

(Faiz Ahmad Kidwai)
Consul General
Dated: 12.02.2012