



Consulate General of India Jeddah

NORMS & PROCEDURES FOR SELECTION OF BUILDINGS

FOR PILGRIMS AT MAKKAH

HAJ-2017 (1438 H)

(For BST / BSC Members)

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.

2. 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.

3. Hon'ble Supreme Court vide its judgment of 16th April, 2013 constituted Long Term Accommodation Committee (LTAC) and stated, "We expect the (Long Term Accommodation) Committee to make arrangements for stay of the Indian pilgrims in Saudi Arabia by taking accommodations on lease for a term not less than five years" The LTAC is making efforts to hire good buildings on long term basis starting Haj-2015 to accommodate Hajis.

4. While LTAC made concerted efforts to hire buildings for Hajis on long term basis *during Haj-2015, however, only 17 buildings having 7780 units(2675 units in Green and 5105 units in Azizia category) were hired for 3/5 years.* There would still be a need to hire buildings for Haj-2017 to accommodate 1,00,020 HCOI Hajis. Therefore, the practice of the acquisition of accommodation in Makkah based on the two-tier system will continue. The two-tier system comprises of:

- (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) together.

5. The Building Selection Team (BST): The Building Selection Team (BST) comprises of members sent on deputation by the State Governments or the State Haj Committees. The BST members assisted by the staff of the Consulate General of India (CGI), Jeddah 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. In case of exigencies, buildings rejected by BST may be reviewed by BSC with the approval of Consul General in writing, citing detailed and specific reasons therefor.

6. Role of CGI, Jeddah in assisting BST/BSC members:

(a) CGI, Jeddah 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 along with the status BST & BSC visits;
- (ii) Short-listing of buildings as per their suitability according to established norms and parameters;
- (iii) Assisting the BST in the measurement of all rooms;
- (iv) Ascertaining the exact distance of the building from the Haram Sharief, providing copy of the note, location maps, clearly specifying the boundary from the outer periphery of Haram Sharief;
- (v) 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;
- (vi) Providing list of buildings of Haj-2016 where penalties were imposed due to deficiency in services;
- (vii) Giving support in logistics like arranging accommodation, transportation;
- (viii) BST and BSC members are required to give acknowledgment in writing of receiving the above lists/ information from the CGI, Jeddah;
- (ix) DCG/Consul(Haj), CGI, Jeddah may brief the BST/BSC members on the locality, background of the building and any other information that needs to be conveyed to them.

(b) CGI, Jeddah would get the 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 and the BST member will cross verify the facts on the spot and put his initial on the proforma.

7. The Building Selection Committee (BSC) comprises members of HCOI and Consul (Haj). After inspecting the buildings shortlisted by BST for hiring, BSC may either approve or reject the buildings. A designated official of CGI, Jeddah is responsible for showing the buildings to the selection team. BSC members may kindly follow the list provided by the designated official to select buildings.

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

9. The Building Management Committee (BMC):

- (i) The high-level 3-member Building Management Committee (BMC), comprising the Ambassador, Chairperson, HCOI and Consul General has evolved as a fast-track mechanism in decision-making, especially during the times of crisis.
- (ii) The BMC may review the work done by the BST and BSC and take decisions on all matters pertaining to accommodation acquisition process for Indian pilgrims, in case of any ambiguity or disagreement.
- (iii) 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.
- (iv) *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 Consulate General of India, Jeddah within the given parameters and norms.*
- (v) *Each such decision has to be taken by consensus in the BMC and duly recorded in writing giving full justification.*

Procedure to select Buildings

10. The process of acquisition of accommodation for Haj 2017 (1438H) commences with publication of an advertisement in the Arabic, English

and Urdu Newspapers locally and reproduced on the Consulate's Website.

11. Applicants are invited to submit their application online through a link provided on website www.cgjeddah.com (Haj News). After successful online submission, a computer generated ID is provided. Thereafter, original documents (such as Tasreeh) with a copy of the same, with respect to building, are accepted from the owners of buildings, lessees and representatives of the companies licensed for renting buildings to Consulate General of India, Jeddah.

12. 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.

13. While applications for the buildings in Makkah can be accepted with the Tasreeh for Haj 2016 (1437H), signing of agreement for the selected buildings will be done only on the production of Tasreeh for Haj 2017 (1438H).

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

15. Owners and Representatives of firms would be given a receipt for the application with the received ID, date and time of receipt.

16. Blank building agreement should be properly accounted for. This is the responsibility of the designated officer of Consulate General of India, Jeddah. A register should be maintained in this case. Buildings agreement will be signed in the CGI by the landlord/lessor & DCG/Consul(Haj) in the presence of at least 2 witnesses.

17. *The Designated officer of CGI, Jeddah, would shortlist the applications as per the following priorities:*

(i) For Green Category (located upto 1000 metres from the outermost periphery of Haram Sharief):-

(a) Priority-I: Huge and new Buildings having 10,000+ units, with attached bathroom facilities.

(b) Priority-II: Buildings - Located upto 700 metres, having 300+ units and with attached bathrooms

- (c) *Priority-III: Buildings - Located between 701 and 1000 metres, having 300+ units and with attached bathrooms*
- (d) *Priority-IV: Buildings - Located upto 700 meters, having 100+ units.*
- (e) *Priority-V: Buildings - Located between 701 to 1000 meters, having 100+ units.*

(ii) *For Azizia and other areas Category:-*

- (a) *Priority-I: Huge and new Buildings having 10,000+ units, with attached bathroom facilities.*
- (b) *Priority-II: Hotel-type Buildings having 300+ units and with attached bathrooms*
- (c) *Priority-III: Buildings having 300+ units and with attached bathrooms*
- (d) *Priority-IV: Buildings having 300+ units*
- (e) *Priority-V: Buildings having 200+ units*
- (f) *Priority-VI: Buildings having 150+ units*

(iii) *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.*

(iv) *The shortlisted buildings should be visited by the BST and BSC.*

18. There would be two files for each building; one is physical file and other one in e-version. The e-version of file would have the following details:

- i) Total list of buildings on offer;
- ii) Total list of buildings approved for hiring;
- iii) Total list of buildings rejected (with reasons);
- iv) Photo of the building;
- v) List of buildings of Haj-2016 where penalties were imposed due to deficiency of services;
- vi) Date on which the owner/representative of owner had submitted the hard copy of the application submitted online along with Tashreeh;
- vii) License (Tasreeh) number and capacity;
- viii) Complaints, if any, during Haj 2016;
- ix) Name and date of the visit of the BST Member; and
- x) Name and date of the visit of the BSC Member.

E-version of file will also be available on our website (www.cgijeddah.com). Accessibility would be through username and password. Haj Committee of India would also be given a username and password to view details.

19. It is obligatory on the part of BST/BSC and CGI, Jeddah to ensure that the norms for selection of buildings are scrupulously adhered to and parameters for selection such as distance from the *Haram Sharief*, floor space, lift facilities, quality of the building, number of persons in each room, etc., laid down below are strictly followed.

20. The buildings to be hired during Haj 2017 (1438 H) will be in two categories. The distance, category and rate are as follows:

	Distance	Category	Rate
(1)	Upto 1000 mtrs from the outer periphery of Haram Sharief	Green	SR 4450
(2)	Azizia and other areas*	Azizia	SR 2300

*Hiring in other areas will take place if additional units are required after exhausting the offers in Azizia and provided that the bus transportation to Haram & back is feasible, cluster of buildings is available with about 15000 units & quality of buildings is comparable to Azizia buildings.

21. (i) The Saudi Authorities issue *Tasreeh* (license) for all the buildings earmarked for the hiring by CGI, Jeddah for accommodating the Hajjis. The *Tasreeh* clearly spells out the number of floors, rooms and the total capacity of a building.
- (ii) However, the buildings would be hired as per the actual measurement of the building.
- (iii) *Under no circumstances, a building should be hired at a capacity which exceeds the legal capacity mentioned in the Tasreeh.*

22. 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 hiring of these buildings will be as per the actual measurement.

23. 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. 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 in Azizia and, if required, in other areas.

24. Hiring of old building and those located in the narrow streets slopes should be avoided. Buildings should NOT be selected on steep hilly areas e.g. Ajyad Masafi.

25. **Green Category:**

- (i) The actual distance starts from the outermost periphery of the Haram Sharief to the door of the building by the shortest route.
- (ii) The BST should strictly adhere to established ‘distance markers’ at the outer-periphery of the Haram while calculating the distance of buildings.

26. **Azizia Category:**

- (i) Distance of the building would be measured from the pre-designated bus-points.
- (iii) Distance of the building from the bus –point would be clearly mentioned in the proforma.
- (iii) 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.

27. In Azizia, buildings at elevated area, buildings with small and inadequate number of lifts should not be hired.

28. 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.

29. Buildings in Makkah having Tasreeh capacity of less than 100 would not be considered for hiring.

30. Buildings in Azizia having capacity less than 150 would not be considered for hiring.

31. Rooms or floors that are not included in the *Tasreeh* should NOT be hired.

32. 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.

33. (i) The space entitlement per pilgrim for Haj-2017 (1438 H) is prescribed as 4 sq. mtrs. As per our system of measurement, the total capacity (C) of a room is determined by multiplying the length of the room (L) by its breadth (B) and the sum is then divided by 4 (i.e. $C = L \times B \div 4$).

(ii) For example, if the length of a room is 8 m and its breadth is 5m, the total capacity would be $8 \times 5 \div 4$ or $40 \div 4$ or 10.

(iii) As per standard international practice, the rounding off of numbers in fractions should be done in such a manner that any figure equal to or more than 0.50 is rounded off to the next whole number and any figure less than 0.5 is rounded off to the previous whole number.

(iv) For example, if the figure comes out to be 7.51, the capacity is treated as 8.0, while if the figure comes out to be 7.49, then the capacity is treated as 7.0. *The method of round off of fractions equivalent to or exceeding 0.50 to the next whole number would be applicable to all categories of buildings that would be hired by the Consulate General of India, Jeddah.*

34. It will be obligatory for CGI, Jeddah 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.

35. All rooms in every building offered for selection have to be measured. 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. The number of persons in each room has to be mentioned in the proforma.

36. Rooms of irregular shape should be measured on the basis of norms given in the illustrated diagram at **Annexure-I**.

37. In Green Category, there will not be any requirement of kitchen in the buildings.

38. (i) In Azizia & other areas in same category, availability of one proper kitchen per floor is an essential requirement for the building to be hired for the pilgrims.

(ii) Under no circumstances should the kitchen to pilgrim ratio exceed 1:30.

(iii) It should be ensured that buildings are hired by maintaining the kitchen to pilgrim ratio at 1:30.

39. 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.

40. 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.

41. In each building *proforma*, all columns of the *proforma*, particularly those pertaining to distance, number of floors, capacity, lift, toilets, kitchens, etc., should be properly filled in. Specific comments should be recorded on the *proforma* by the BST and it should be signed by him. Apart from the Mohalla (*locality*), name of the street, any other important landmark (e.g. adjacent hotel/fly-over/shops etc.) may also be indicated in the location column of the building *proforma*.

42. The *proforma* in respect of buildings inspected by the BSC should be signed by the BSC on the same day. The BSC members {HCOI member

and Consul (Hajj)} after satisfying themselves that the building recommended by BST member is as per specifications and norms laid down for Haj-2017, should concur on the proforma by putting their signatures. In case of rejection/pending of buildings by BSC, reasons for the same should also be recorded in the proforma.

43. CGI, Jeddah should take adequate care to ensure that landlords/lessors do not make attempts to re-submit such rejected buildings by manipulation of facts.

44. The designated officer of CGI, Jeddah should prepare a list of buildings selected by the BST for approval by the BSC. The landlords, whose buildings are intended to be shown to the members of BSC, should be given adequate advance notice and exact time for the visit so that the building is open and available for inspection when the BSC reaches there.

45. (i) CGI, Jeddah would maintain a complete database of the buildings seen, rejected, approved, processed, etc.

(ii) This database would also contain observations of the BST/BSC member on that building and the reasons for that building not being hired even after being approved by BST/BSC members.

(iii) Copies of the completed and signed building proforma sheets would NOT be given to BST/BSC.

(iv) The BST/BSC members are, however, free to keep a record of buildings seen and approved/rejected by them if they so wish.

46. As per requirement of units, buildings approved by BSC will be eligible for hiring. In case the number of BSC - approved units is more than the required number of units, buildings will be given preference having larger capacity, more & bigger lifts, better toilet- pilgrim ratio & better condition of building. In the absence of member of HCOI as 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 (Hajj) should inspect the building thoroughly and apprise the Consul General of full

facts, who may in turn, approve the building, after satisfying himself, for hiring.

47. (i) *The staff of CGI, Jeddah 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.*

(ii) 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 General and copy to the Ambassador.

48. There are no fixed numbers or 'quota' assigned to BST/BSC members for seeing buildings/units and they are expected to inspect as many buildings as possible during their stay in Makkah as the ultimate objective is to finish the accommodation acquisition process as early as possible.

49. (i) BST/BSC members are NOT expected to negotiate the rentals for any building with landlords, lessors or any other person.

(ii) BST/BSC members should strictly refrain themselves from seeking any favours from the landlords/lessors for seeing or recommending their buildings for selection.

50. The buildings recommended by BST member belonging to a certain State need not be reserved for pilgrims from that State as the allocation of pilgrims to various buildings is a complex exercise and is dependent on various factors.

51. All BST/ BSC member should meet the Consul General at least once during their stay to share their views and experiences.

52. 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 Consul General in writing.

53. It is sincerely hoped that as a result of the combined efforts of all the agencies involved, the CGI, Jeddah would be able to procure the best possible accommodation for Indian Hajis for the forthcoming Haj.

54. The BST/BSC members as well as the India-based officials of the Consulate who are dealing with the accommodation hiring process should read these "Norms" carefully together with the actual building Agreement which also lists the amenities and facilities to be provided by the service provider in the building.

55. This issues with the approval of the Ambassador, E/I, Riyadh.

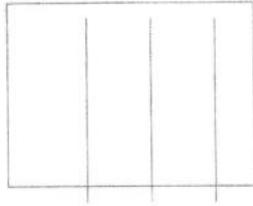
(Md. Noor Rahman Sheikh)
Consul General

Distribution list:-

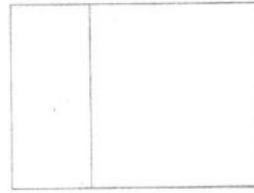
- (1) Ambassador, Embassy of India, Riyadh.
- (2) Shri Jan-e-Alam, Joint Secretary (Haj), Ministry of Minority Affairs, 11th Floor, Paryavaran Bhawan, CGO Complex, New Delhi.
- (3) Shri Mridul Kumar, JS (Gulf), MEA, New Delhi
- (4) Shri Aatur Rahman, Chief Executive Officer, Haj Committee of India, Mumbai.
- (5) Shri Mohd. Shahid Alam, DCG/Consul (Haj), CGI, Jeddah.

Basic norms for measurement of rooms

I



II



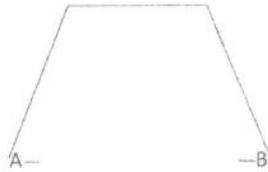
Obstruction caused by the door in a pilgrims room with capacity of more than three pilgrims will be ignored.

In a room with capacity of three or less , the obstruction

three pilgrims will be ignored.

shall be taken cognizance of. The capacity will be reduced accordingly.

III

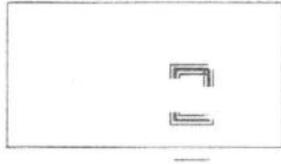


IV



Length will be measured from A to B (Mid-points) _____

V



VI

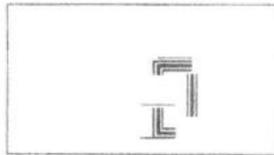


Area covered by the pillar shall be space deducted from the area of the room this space is

Area covered by the pillar as also the space between the pillar and the wall (if

not more than one foot wide) will be deducted from the area of room.

VII



Area of part of dividing wall protruding in the room will be deducted from the area of the room.