

**GOVERNMENT OF INDIA
MINISTRY OF MINORITY AFFAIRS
LOK SABHA
UNSTARRED QUESTION NO. 1647
TO BE ANSWERED ON 30.07.2025**

SUBSTANDARD ACCOMMODATION FACILITIES TO INDIAN HAJJ PILGRIMS

1647. SHRI KODIKUNNIL SURESH:

Will the Minister of MINORITY AFFAIRS be pleased to state:

- (a) whether the Government has received complaints from Indian pilgrims regarding the poor quality of accommodation provided during Hajj 2025 including instances of rooms without attached toilets or basic facilities and if so, the details thereof;
- (b) the details of the number of pilgrims allotted to very low-category accommodation and the criteria used for such allocation;
- (c) whether inspections or quality audits were conducted before finalising accommodation agreements with service providers;
- (d) the role of the Hajj Committee of India and the Indian Mission in Saudi Arabia in verifying the facilities;
- (e) the steps taken/being taken by the Government to ensure that Indian pilgrims are provided dignified, hygienic and safe accommodation in future Hajj arrangements for each class of pilgrims; and
- (f) the details of all bids & contracts received, accepted and signed between various vendors and the Indian Mission in Saudi Arabia in connection with the Hajj 2025?

ANSWER

THE MINISTER OF MINORITY AFFAIRS

(SHRI KIREN RIJU)

- (a) Number of grievances regarding accommodation-related issues was received at the Indian Haj Pilgrims' Office (IHPO) in the Kingdom of Saudi Arabia (KSA), including on the Hajj Suvidha App during Haj-2025. The said grievances were mainly related to malfunctioning of lifts, electricity supply, sanitation, air conditioning, and water availability. All complaints were addressed promptly and resolved within a defined timeframe, ensuring minimal inconvenience to the Indian Haj Pilgrims. It is pertinent to mention that pilgrim satisfaction on quality of accommodation at KSA have shown marked increase of 12.42% over Haj 2024 based on feedback received from pilgrims.
- (b) There is no categorisation of accommodations selected for hosting of HCoI pilgrims in KSA and are hired to an uniform standard.
- (c) In Makkah, the inspection and selection of accommodation for Indian Haj pilgrims were undertaken by a Building Inspection-cum-Selection Team (BIST) consisting of members from State Haj Committees and headed by Chairman, HCoI prior to the finalization of contracts through the e-Haj Portal. Further, a Building Readiness Team comprising officials deputed from India also inspected the accommodation before allotment to the Indian Haj pilgrims during Haj-2025.

(d) The Chairman/Members including officials of the Haj Committee of India (HCoI) and State Haj Committees through Building Inspection-cum-Selection Team (BIST) have inspected and selected the accommodation for Indian Haj pilgrims. The relevant Saudi authorities issue licenses for buildings deemed eligible and considered competent to accommodate Haj pilgrims. The Indian Mission issues tender for hiring services including accommodation and ensures that all selected accommodations possess valid licenses and the necessary permissions for hosting Indian Haj pilgrims.

(e) The Ministry of Minority Affairs strives to introduce incremental improvement for the services including accommodation of the Indian Haj Pilgrims every year, to enhance pilgrimage experience at Makkah, Madina & Mashaer region.

(f) The details of bids & contracts received, accepted, and signed between various vendors and the Indian Haj Mission, KSA in Saudi Arabia in connection with the arrangements for pilgrims for Hajj-2025 are given in Annexure-I

ANNEXURE REFERRED IN REPLY TO PART (f) OF LOK SABHA UNSTARRED QUESTION NO. 1647 FOR 30.07.2025 REGARDING “SUBSTANDARD ACCOMMODATION FACILITIES TO INDIAN HAJJ PILGRIMS”.

Sl No .	Name of Tender	No. of bid received	No. of Technically qualified bidder	Award of the contract	Mode of contract
1.	Selection of Service Provider Company for Mashair and Makkah–Madinah Ground Services	15	07	Ithra Al Khair	Through e-Haj Portal
2.	Hiring of pilgrims’ accommodation in Makkah	The accommodation units were inspected and Selected by BIS Team. The contract with 395 approved pilgrims’ accommodation in Makkah were done through e-Haj Portal.			
3.	Hiring of pilgrims’ accommodation in Madinah	16	06	(i)Al Hossam Towers Company (ii)Al Sadun Company (iii)Al Andalus Company (iv)Manazil Al-Mukhtara (v)Ahmad Mohammed Zuhdi Company (vi)Abu Al Joud Hotels	Through e-Haj Portal
4.	Intercity Transport Services	08	03	(i)Durat Al Munawwarah Co. (ii)Abu Sarhad Transport Co.	Through e-Haj Portal
5.	Aziziyah–Haram Sharif Shuttle Bus Transport	05	02	(i)Hafil Co. (ii)Al Qaid Co.	Normal Contract
6.	Refilling of Cooking Gas for pilgrims’ buildings	03	03	M/S Ahmed Gas Co.	Normal Contract
7.	Transportation of Pilgrims’ Baggage between Madinah to Makkah	03	03	M/S Al Jabaline Al Raedeh	Normal Contract
8.	Transportation of Pilgrims’ Baggage between Makkah to Madinah	04	02	M/S Al Habib Company	Normal Contract
9.	Selection of Medical Supervision Services	03	02	M/S Al Abeer Medical Group	Normal Contract
10.	Providing Catering Services for admitted Haji at Hospitals	02	01	M/S Panoor Restaurant	Normal Contract
11.	Procurement of Data SIMs with CUG (Closed User Group) for State Haj Inspectors	01	01	M/S Mobily	Normal Contract
12.	Short Leasing of 14 Pick-up Vans	01	01	M/S Za'er Modern Tourism & Transportation Company	Normal Contract
13.	Short Leasing of 4 Mini Buses	01	01	M/s Za'er Modern Tourism & Transportation Company	Normal Contract
14.	Hiring of Medical Escort for transfer of pilgrim patients	01	01	M/S Universal Arabia Medical Services	Normal Contract