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**The Presidency**

**NATIONAL HAJJ COMMISSION OF NIGERIA  
(NAHCON)**

# **GUIDELINES**

for

**PROVISION OF ACCOMMODATION FOR  
NIGERIAN PILGRIMS IN MAKKAH AND MADINAH**

(January, 2019)

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GUIDELINES FOR THE PROVISION OF  
ACCOMMODATION FOR NIGERIAN PILGRIMS IN  
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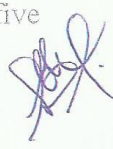
PREAMBLE:

The National Hajj Commission of Nigeria hereby issues the following pilgrims accommodation guidelines so as to guide and set standards of pilgrims' accommodation and accommodation providers requirements.

All Accommodation Providers interested in the provision of pilgrims' accommodation for Nigerian pilgrims in Makkah and Madinah shall fulfill the following requirements:

1. COMPANY REQUIREMENTS:


- i) Copy of Commercial registration/license of the company with Saudi Arabia;
- ii) Copy of the current membership of the Chamber of Commerce;
- iii) Copy of the valid municipal (Baladiyyah) license specifying the address and place of the company;
- iv) Copy of current Certificate of the Social Insurance Institute specifying the number of employees registered in the company;
- v) Proof of previous experience, certificate of satisfactory performance for providing accommodation services for pilgrims in the last 5 (Five) years, as well as certification from Muassasah or the Adilla that the services rendered for the previous years were satisfactory and in line with the extant regulations;
- vi) Proof of ownership of the buildings or signed agreement with the original owners and any other supporting documents (copy of the buildings particulars or the valid lease contract with owner and the certificate of accreditation of the competent authorities, with photographs of the buildings;
- vii) Proof of financial capacity, the share capital should not be less than **SR5,000,000 (Five Million Saudi Riyals)** and must be clearly written on the license of the company;
- viii) Ability of the company to render services for at least 5,000 (five thousand) pilgrims at a time;



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- ix) The company shall also provide its statement of account for the last three calendar years in English language (in order to clarify the ability of the company to meet its obligations);
  - x) All applicants would be required to write a declaration of strict compliance on the company's letter headed paper, the format of which would be provided by the Hajj Affairs Office of Nigeria (NAHCON); and that
  - xi) Original copies of all the above mentioned documents requested should be made available for citing during the screening exercise.
  - xii) Any service provider (company) with integrity issue(s) or with an outstanding dispute with the Commission or SMPWB/C/A would be disqualified pending when the issue/dispute is resolved.
  - xiii) Any service provider that rented a property and sub-let to any of the SMPWB/C/A at an exorbitant rate and was brought to the attention of the Commission and was verified, the service provider would forfeit the excess sum charged.
  - xiv) The service provider (company) is expected to employ the services of a sizeable Nigerians residing in the Kingdom that has the requisite permit to provide the required services in the accommodation.

## 2. ACCOMMODATION REQUIREMENTS:

The building to be provided shall;

- i) be duly registered with the Saudi Ministry of Hajj and other relevant Saudi Agencies;
  - i) be duly licensed for the season as pilgrims' accommodation by the relevant Saudi Authority;
  - ii) the authorized capacity of the building should at least be 500 bed spaces and above;
  - iii) be situated within one (1) kilometer radius from the Haram in both Makkah and Madinah. Where the distance is beyond one (1) kilometer radius, shuttle bus to and from the Haram shall be provided on daily basis at a ratio of one 25-seater bus to 150 pilgrims;
  - iv) the toilet ratio per pilgrim must not exceed six (6) pilgrims per toilet within the building;
  - v) be situated in a suitable environment and fully fumigated against all pests before the arrival of pilgrims;
  - vi) have adequate kitchen, dining facilities and service areas within the building;
  - vii) have standard bedding facilities;
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- viii) the mattresses must be clean and the thickness shall not be less than 12cm;
  - ix) have a minimum bed space range of 80cm by 180cm in-between beds;
  - x) have functional and adequate fire extinguishers in every floor (and room);
  - xi) have functional and adequate automated lifts (minimum of four lifts) facility within the building;
  - xii) have available staircases and emergency exits as required by the law;
  - xiii) have functional and adequate air conditioners;
  - xiv) have first aid kits, deposit box and adequate water dispensers;
  - xv) be accessible by bus and where applicable to Taradudiya route; and
  - xvi) have room identification with its dimensions in meters and record of occupants displayed.
  - xvii) have refrigerators in each room;
  - xviii) have curtains and wardrobes in each room;
  - xix) have CCTV System and free internet (WIFI) facilities for the pilgrims usage.
  - xx) have Central Public Address System;
  - xxi) have facilities for people with disabilities.
  - xxii) have television sets with satellite in each room.
  - xxiii) In addition to the conditions and specifications mentioned in the specifications above, all buildings in Madinah should be located in the central area (Al Markazziyyah).
  - xxiv) The distance of the building to Prophets Mosque should not exceed 500m.

3. **OTHER REQUIREMENTS (COMPANY):**

3.1 Applicants should submit the following along with their application form:

- i) Certified translated copies of all Arabic documents presented (Company license, accommodation licenses, agreements, registration documents, bank references, etc) in English language;
- ii) Soft copies of all information concerning houses and their locations as well as the floor plan;
- iii) Comprehensive company profile; and

3.2 All applicants MUST bring along and present the following during the screening exercise:

- i) Original copies of all documents attached (for sighting only);
- ii) Letter of authorization from the applicant Company for representatives that are not owners/Directors of the company; and
- iii) Pictures of the accommodations to be provided showing front, side and rear views; reception; lifts; room setting; kitchen; dining area and toilet.

4. **RESPONSIBILITIES OF THE SERVICE PROVIDER:**

In addition to the above, the service provider shall undertake to provide the following services:

- i) Keeping the rooms and the environment clean at all times;
- ii) Changing of beddings periodically;
- iii) Provision of English/Hausa/Yoruba/Igbo speaking receptionist and lift operators in the accommodation;
- iv) Daily supervision of the accommodation;
- v) Service staff must be gender based with male staff, in male accommodation and female staff in female accommodation areas;
- vi) Provision of Zamzam water periodically;
- vii) Provision of luggage lifting services;
- viii) Provision of constant and uninterrupted drinking and utility water;
- ix) Provision of security personnel round the clock, and
- x) The service provider should ensure that all the requirements requested in clause 1, 2 and 3 above are fully provided and adhered to.

5. **RESPONSIBILITIES OF SMPWB/C/A:**

The SMPWB/C/A should ensure that:

- i) their selected accommodation providers are amongst the approved list shortlisted and forwarded to the SMPWB/C/A by the Commission in the prescribed format;
- ii) necessary approval of the Board and or the Governor's approval is obtained, and a copy of same should be attached with the letter forwarding the selected Accommodation provider;



- iii) the building had met the requirement and standard set by the Commission;
- iv) have duly filled and returned the necessary monitoring and assessment forms provided by the Commission;
- v) there is a designated officer in charge of accommodation on gender parity whom must be a bonafide staff of the SMPWB/C/A;
- vi) they conduct a periodic/daily headcount of their pilgrims and report those that were sick, lost or possibly absconded;
- vii) they do not accommodate any mujamala visa holder or pilgrims of travel agencies or any other person not registered with the SMPWB/A/C;
- viii) that two or more SMPWBs may jointly select and share bigger accommodation of their choice;
- ix) any proposed intervention over and above the negotiated agreed price recommended by the Commission must be justified by the SMPWB/C/A and subject to clearance by the Commission;
- x) in the event of multiple houses with different rates each building should be considered on its own merit and declared to the Commission as negotiated otherwise appropriate sanction will be applied;
- xi) unified lease agreement with the landlord/agent must be properly executed and attested to by the Commission, and that copy of the executed lease agreement must be deposited with the Commission's Legal Unit;
- xii) Pilgrims are to be accommodated on gender basis by floors, section or building where applicable.
- xiii) That the management of the pilgrims' accommodation is in accordance with e-track requirements that all pilgrims of the SMPWB/C/A must be processed under the same accommodation rented by the Board.
- xiv) Daily supervision of the accommodation and ensure that beddings are changed periodically by the service provider and make appropriate report to the Commission.
- xv) The SMPWB/C/A should NOTE that payment to Accommodation Service Providers is electronic, automatic and online through the Ministry of Hajj portal and that it is one of the condition precedent before issuance of Hajj visa to pilgrims.





6.0 INSPECTION AND PRICE NEGOTIATION:

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- i) The buildings presented by the service provider would be jointly inspected by the SMPWB/C/A and the Commission's representatives;
- ii) The price would also be jointly negotiated and agreed upon with the service provider as per the applicable market price obtain in the area and the standard of the building.
- iii) The issue of any augmentation on accommodation to any service provider from any government quota over and above the price negotiated and agreed upon must be justified with cogent reasons.

7.0 PENALTY:

The Commission reserves the right to sanction and or penalize any Accommodation Provider that was found wanting in the discharge of his contractual obligations to pilgrims in the areas of:

- a) Provision of substandard services/beddings and or failure to change beddings in the accommodation;
- b) Failure to pay fees/charges lawfully imposed by the Commission or any other Saudi authority;
- c) Non-payment of the local ad-hoc staff employed; and
- d) Breach of any term and or condition provided in the Accommodation lease contract.

The SMPWB/C/A may also be sanctioned or penalized if it failed in its assigned responsibilities or had compromised its position and that the Executive Secretary/Chairman would solely be held responsible for any unlawful act or omission.

NOTE:

*These guidelines provide for pilgrims accommodation requirements and may be reviewed by the Commission from time to time as the need arises. Non compliance with any provision of this guideline shall attract sanction in line with the extant provisions provided under the Hajj & Umrah (Registration, Licensing and Operations) Regulations, in addition to reduction of slot allocation.*

