



The Presidency

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

GUIDELINES

for

**PROVISION OF FEEDING SERVICES TO NIGERIAN
PILGRIMS**

(February, 2016)

GUIDELINES FOR THE PROVISION OF FEEDING SERVICES TO NIGERIAN PILGRIMS.

PREAMBLE:

The National Hajj Commission of Nigeria hereby issues the following guideline so as to set standard for the provision of feeding services to Nigerian pilgrims and the requirements for the providers of catering/feeding services.

1. COMPANY REQUIREMENTS:

Any Catering Company applying to provide pilgrims' feeding shall:

- i) be duly registered as a corporate entity by the Saudi Authorities with a minimum share capital of SR500,000.00 (five hundred thousand Saudi Riyals and at least three (3) years experience in feeding Nigerian pilgrims satisfactorily;
- ii) be duly registered with the Muassasah/Adillah Establishments and the E-Track system of the Saudi Ministry of Hajj;
- iii) be duly licensed to provide pilgrims' feeding in the Kingdom;
- iv) have a standard kitchen with a permanent signboard conspicuously displayed therein;
- v) have representative/staff who should at all times respond to any enquiry that may be made by the Commission's representatives in the course of inspection or any clarification needed;
- vi) have qualified caterers who can prepare Nigerian menu with all the necessary permits from the Saudi relevant authorities; and
- vii) must produce clearance from the Mu'assasah/Adillah that the pilgrims' feeding services rendered for the previous year was satisfactory and in line with extant regulations.

2. KITCHEN REQUIREMENTS:

- i) Must be standard and well equipped with modern facilities;
- ii) Must be duly licensed to operate by the relevant Saudi Authority;
- iii) Must be located in a suitable environment; and
- iv) Must be in operation year round.

3. CATERERS' SERVICE REQUIREMENTS:

In addition to the above, applicants understand that they shall undertake to provide the following services;

- i) Ensure the cleanliness of the environment at all times;
- ii) Ensure that the meal served is in line with the agreed menu in terms of quality and quantity;
- iii) Ensure timely delivery of the meals;
- iv) Ensure the provision of customized coupons to pilgrims;
- v) Daily reconciliation of meals served; and
- vi) Provide serving personnel and utilize the dining facilities in the pilgrims' accommodation.

4. OTHER REQUIREMENTS (CATERERS):

- 4.1 Applicants should submit the following along with their application forms:
 - i) certified translated copies of all Arabic documents (Company license, kitchen/Restaurant licenses, registration documents, bank references, etc) in English language;
 - ii) the Caterer must have the financial strength to undertake the services, and shall provide all the necessary Bank guarantees before payment of any advance fees;
 - iii) any other document(s) indicating ownership of the Kitchen/Restaurant;
 - iv) soft copies of all information concerning Kitchen/Restaurant and their locations; and
 - v) comprehensive company profile.

- 4.2 All applicants shall bring along and present the following documents during the screening exercise:
 - i) Original copies of all the supporting documents attached (for sighting).
 - ii) Letter of authorization or the Company's I.D. card from the applicant company for representatives that are not owners/Directors of the company;
 - iii) Pictures of Kitchen/Restaurant showing the front view; equipments and other facilities in the kitchen.

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

The SMPWB/C/A should ensure that:

- i) the selected caterer(s) in Makkah and Masha'ir are amongst the approved list shortlisted and forwarded to the SMPWB/C/A by the Commission in the prescribed format;
- ii) where there are more than one SMPWB/C/A under one field office, all must agree on only one caterer at Masha'ir in line with the new Saudi regulations on Masha'ir pilgrims feeding;
- iii) they have duly filled and returned the necessary assessment tools provided by the Commission;
- iv) there are designated officers in charge of feeding in Makkah and Masha'ir whom must be bonafide staff of the SMPWB/C/A;
- v) each pilgrims batch going to Madinah must have a dedicated representative to oversee and record the delivery or otherwise of the contracted meals for the period of the pilgrims stay in Madinah;
- vi) any proposed intervention over and above the bench mark recommended by the Commission must be justified by the SMPWB/C/A and subject to clearance by the Commission;
- vii) unified feeding contract agreement with the caterers must be properly executed and attested to by the Commission;
- viii) copy of the executed feeding contract agreement must be deposited with the Commission's Legal Unit;
- ix) that the meals served are in conformity with the agreed menu in terms of quality and quantity and was delivered as at when due; and
- x) proper monitoring and supervision of the caterers is made by the SMPWB/C/A management team throughout the period of the feeding exercise and report accordingly to the Commission.

NOTE:

These guidelines provide for pilgrims' feeding 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.