

**Document controls the services of pilgrims and visitors to the Prophet's
Mosque coming from outside the Kingdom
For the Umrah season 1445H**

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Introduction

Keen to upgrade the level of services provided for pilgrims, in partnership with the private sector, in accordance with the regulation of services set for Umrah performers and visitors to the Prophet's Mosque who are coming from outside the Kingdom decreed by the Cabinet Resolution No. 93 dated 10/ 6/1420 H, later amended by Cabinet Resolution No. 439 issued on 20/ 11/1435H and its executive regulation, in addition to royal decrees and orders issued to support the Hajj and Umrah sector, the Ministry of Hajj and Umrah has issued the following document of controls for all those services, taking into account all the instructions approved by the concerned Umrah system authorities:

First: General Obligations of Saudi Umrah Companies and Institutions:

1. Serving Umrah performers with all possible honesty.
2. Implementing the controls and instructions issued by this Ministry and the concerned authorities.
3. Informing their agents outside the Kingdom of all the regulations and instructions issued by this Ministry and the concerned authorities, and ensuring that the agents are committed to implementing them and that Umrah seekers have been informed of their contents.
4. The age of the youngest independent Umrah performer should not be less than 18.
5. Reserving the services contracted with the Umrah performer within the program, provided that it includes the basic services required for issuing the Umrah visa (housing, transportation within the Kingdom, insurance, ground services) and that the duration of the program is compatible with the actual residence period of the Umrah performer inside the Kingdom, not exceeding 90 days from the date of entry into the Kingdom, or not beyond the 29th of Dhul Qi'dah 1445 H.

6. Following the issuance of the Umrah performers' visas, the Umrah company must make actual reservations for the dates of performing Umrah or praying in the honorable Rawdah through the Nusuk business solutions platform in line with the Umrah performer's program.
7. The Umrah company must take into account that the Nusuk permits issued are accurate, confirmed and effective unless the Umrah performer's entry to the Kingdom was not proved to have taken place six hours from the start date of the permit, otherwise it will be automatically cancelled.
8. In the event that the Umrah performer's program has been amended, the previous Nusuk permits must be cancelled and reissued according to the updated dates of the program.
9. In the event that the actual reservations have been made and the permits issued, and then a need arises to change the date of Umrah or prayer in the honorable Rawdah, it is possible to cancel the permits through the Nusuk business solutions platform before the start date of the permit, and book new reservations within the framework of the dates of the current Umrah performer's program.
10. Implementation of the program and the services it includes in accordance with what was previously agreed upon with the Umrah performer.
11. Following up the provision process of contracted service packages stated in the Umrah package and working to immediately address any deficiencies or breaches of service.
12. Commitment to modifying the program on the automated system and always updating it according to the changes that occur in the previously approved program for the Umrah performer.
13. Entering the pre-readiness data in the Nusuk business solutions platform before the arrival of the Umrah performers, at a maximum 24 hours.
14. The Umrah company's commitment to requesting buses through dispatch orders in the "Nusuk" business solutions platform to transport pilgrims to and from air, sea, land inlets and among cities, taking into account the following:
 - a) The group movement guide schedule notifications are according to the latest updated Umrah performer's program.

b) In the event that one group of pilgrims comes in consequent batches and at different times, the Umrah company must take into account the policies approved by the General Syndicate of Automobiles in this regard.

c) The responsibility of the Umrah company as regards the pilgrims' transportation and service inside the Kingdom after the end of the contracted program, and before the expiration of the validity period of the visa.

15. Educating those wishing to perform Umrah of the procedures that must be applied throughout the Umrah performer's journey, from his arrival to the Kingdom to safe return, God willing, to his country.

16. Following up on the latest developments of the requirements of the air carrier according to the conditions in the country of Umrah performers when the Umrah performers leave the Kingdom and before boarding the plane in anticipation of the possibility of not allowing them to travel incurring the licensee to bear the responsibility of hosting them.

17. Guiding the Umrah performers in the form of groups and illuminating them from their homes to the Two Holy Mosques to perform the rituals of Umrah or visit, assigning a leader for each group according to the time and the approved program, and shoulder responsibility for any breach of organization and the consequences that may result accordingly.

18. Umrah companies and institutions are obligated to enter the data of Umrah performers wishing to leave. This takes place through the Nusuk business solutions platform according to the group movement schedule previously entered with a list of the passengers' names in each bus is printed and handed over to the driver, and the buses directed to the group guiding center to complete the departure procedures.

19. Repeatedly emphasizing on external agents to inform Umrah performers of the importance of following the regulations and instructions related to not carrying any prohibited materials when coming to perform the rituals of Umrah or visit the Prophet's mosque, and to ensure that no prohibited materials are brought in to avoid the enforcing of legal penalties against them, and also to educate them to adhere to customs disclosure instructions at the ports upon arrival or departure according to prescribed Instructions

20. Providing the necessary services to the Umrah performer during his stay inside the Kingdom in the event that he is exposed to any incident or obstacle

resulting in organizational, security, health or death repercussions, and completing all necessary procedures case by case in coordination with this ministry and the competent authorities.

21. A representative of the company should accompany the Umrah performers during their visit to historical places

22. Drafting a plan to transport Umrah performers in rainy conditions to ensure their safety during their movements.

23. Delegate employees of Umrah companies and institutions should participate in training programs held by the Ministry.

24. Umrah companies and institutions are obliged to train and qualify their employees in accordance with the security and safety requirements stipulated by the competent authorities.

25. Umrah companies and institutions are obligated to assign the necessary administrative and field cadres necessary for the service and to well brief them on the electronic track, including contact data and their alternates, with the company or institution shouldering responsibility for incorrect data.

26. Employing numbers of delegates rating with the number of Umrah performers present in the Kingdom as prescribed by the Ministry in this regard

27. Umrah companies and institutions are committed to observe the targeted performance indicators for services determined by the Undersecretariat for Umrah Affairs and bear responsibility for failing to achieve them.

28. All representatives of Umrah companies and institutions are obligated to carry job identification cards issued to them by their employer and endorsed by the Visit Agency, Ministry Branch in Makkah and Ministry Branch in Jeddah Governorate according to the spatial scope of the delegate.

Second: General Obligations of External Agents:

1. Continuous coordination with the contracted Umrah company in order to achieve the service of the Umrah performer with all honesty and sincerity in accordance with the organization of Umrah performers' services and its amendments and regulations referred to in Paragraph No. (1) of Clause (First) of this document.

2. Commitment to implement the controls and instructions issued by this Ministry and the concerned authorities.

3. Informing the Umrah performers of all the controls and instructions and everything related to the requirements and controls for the Umrah performers to come to the Kingdom including the rules of residence there issued by this Ministry and the concerned authorities.
4. Not to directly purchase or provide services inside the Kingdom except through the Saudi Umrah company with which the contract is made.
5. Commitment to transfer any sums of money related to service packages from the agent's account outside the Kingdom to his financial portfolio branching from the bank account of the contracted Umrah company.
6. Commitment to the arrival of Umrah performers to the Kingdom at the time specified for them in the program under which the Umrah visa was granted.
7. Providing confirmed round-trip tickets for Umrah performers
8. Providing the Umrah performer with an awareness leaflet in his/her own language before coming to the Kingdom, including how to perform the rituals of Umrah and visiting the Prophet's mosque, residence regulations in the Kingdom of Saudi Arabia, and regulations and controls for Umrah and visit. The leaflet is prepared in coordination with the Saudi Umrah company with which the contract was concluded.
9. Underscoring the importance that the Umrah performers should wear identification cards upon their arrival through all sea, air and land inlets between them so that all concerned authorities can quickly identify them from among other passengers and provide services to them. The tag should contain the number of the contact center and its channels to receive complaints and reports about services.
10. Emphasizing the need for pilgrims to wear identification cards upon their arrival through all sea, air and land ports between them and other passengers so that all concerned authorities can quickly identify them and provide services to them, and it is required that they contain the number of the contact center and its channels to receive complaints and reports about services.

Third: Operational restrictions and time limits for the Umrah season:

- Validity of the visa: (3) months from the date of its issuance, provided that it expires at a dateline of 15th of Dhul Qi'dah

- Duration of the visa: (3) months from the date of entry into the Kingdom, provided that it expires at the latest on the 29th of Dhul Qi'dah time limits

Action	Starting date		Closing date	
	Month	Day	Month	Day
Issuance of visas	Dhul Hijja	15	Dhul Qi'dah	14
Entry of Umrah performers to KSA	Muharram	1	Dhul Qi'dah	15

Bearing in mind that the last day for the Umrah performers to leave the Kingdom is on (29) Dhul Qi'dah 1445H

Fourth: Controls for qualifying external agents to work during the Umrah season:

The external agent wishing to provide services to Umrah performers should submit an official request through the portal of the Ministry of Hajj and Umrah (<https://umralicense.haj.gov.sa>) and adhere to the controls described in the portal, while attaching the following documents and data:

1. Copy of the commercial register certified by the competent authorities and by the Saudi diplomatic mission in the agent's country.
2. IATA (International Air Transport Organization) membership. Some countries are excluded from this condition if the external agent falls under the authority concerned with Hajj and Umrah affairs
3. A copy of the passport of the facility's senior official.
4. Contact data and detailed address.
5. The agent's personal financial data.

Note that the Ministry of Hajj and Umrah has the right to cease or cancel the request whenever it deems necessary.

Fifth: Controls of contracting between Saudi Umrah companies and institutions and external agents:

1. Commitment to contracting between the two parties according to the unified contract form approved by the Ministry, which can be printed from the official portal of the Ministry

2. Documenting the contract. At least two copies being stamped and signed by both parties.
3. Certifying the verification of the signature of the Umrah company official on the contracts by the Chamber of Commerce
4. Ratifying the contract by the Kingdom's diplomatic mission in the agent's country.
5. The external agent's submitting a financial guarantee in favour of the contracted Saudi Umrah company in the amount of 200,000 Saudi riyals), through one of the following channels:
 - a) Issuing a Swift code letter addressed to the Saudi bank cooperating with the foreign bank in the agent's country. Accordingly, the Saudi bank issues a bank guarantee on its publications in favour of the Saudi Umrah company.
 - b) Issuance of a bank guarantee from a Saudi bank or a pledge by the agent to issue it.
6. Forwarding the entire contract (copies) together with the bank guarantee of the external agent in favour of the Umrah company or institution to the Ministry on the Umrah electronic track under the registration number of the agent.

Sixth: Controls for the services of Umrah companies and institutions for individual pilgrims:

A. Umrah companies and institutions wishing to provide services to individual pilgrims who have completed their reservations directly through electronic marketing platforms dedicated to individual services (B2C) are obliged to the following:

- 1- Determine the countries in which the Umrah company wishes to provide service to this category of pilgrims through the business solutions platform "Nusuk".
- 2- Periodic follow-up of the requests of individual pilgrims that are referred to the concerned Umrah company from the Umrah electronic track and take the necessary action, whether by approval or rejection, within four hours from dispatching the request by the Umrah seekers in the event that the request is not answered within the specified grace period, the request will be considered automatically rejected

3- The Umrah company is held responsible of the Umrah seekers whose requests have been accepted and approved by it. It is also responsible of providing all services contracted with them from the time of their arrival until their departure.

4- The Umrah company shall have no right to change the status of the application by rejecting it after the visa is issued

B. For individual Umrah seekers who have concluded contracts directly with Umrah companies and institutions through the virtual agent service. Umrah companies and institutions wishing to provide services to them are obligated to the following:

1- All the obligations of the external agent towards the Umrah seeker specified in item Second.

2- Contracting should take place with Umrah seekers who are citizens or legal residents of the country only.

3- Communicating with the Umrah seeker before his arrival in the Kingdom to verify the actual data of the arrival and departure flights.

4- Following up and serving the Umrah performers throughout the journey, and make sure of their departure immediately after the end of the Umrah program.

5- Accurate following-up of electronic notifications issued by the business solutions platform "Nusuk" addressed to Umrah companies and institutions notifying them of the date and time of the actual entry of each Umrah performer, which enables the Umrah company or institution to monitor any arrival that violates the previously documented data with the Umrah performer in the program and deal with it according to the procedures described in the second paragraph of the eleventh item regarding the controls for reports of the absence of Umrah performers.

6- Designing programs for Umrah performers to be displayed on the Nusuk platform. That will be limited to citizens and residents of the concerned country It will also be committed to the departure of the Umrah performers who came according to this path immediately after the end of the period of the Umrah

program, Otherwise, legal action will be taken against it according to what is approved to deal with cases of overstay in the Kingdom The executive regulations for regulating the services of pilgrims.

Seventh: Housing Services

N	Controls	The responsible party
1	Displaying residences and hotels licensed by the competent authority in the holy cities of Makkah, Madinah and various cities of the Kingdom	Marketing platforms Hotels
2	Providing a representative from the Umrah company to receive the pilgrims in the hotel (for each group) and to complete the accommodation procedures	Umrah companies and institutions
3	Confirmation of the actual accommodation data for Umrah pilgrims on the business solutions platform "Nusuk"	Umrah companies and institutions
4	Commitment to the maximum number of individuals inside the room, according to what is approved by the Ministry of Tourism	Umrah companies and institutions
5	Commitment not to accommodate Umrah pilgrims in buildings or hotels that are not licensed	Umrah companies and institutions
6	Obligation to leave the pilgrims and visitors from the residence and allow them to perform Umrah or pray in Al-Rawdah according to the confirmed reservations on the business solutions platform "Nusuk"	Umrah companies and institutions

Eighth: Controls of Transportation Services

N	Controls	The responsible party
1	Offer the services of transport companies licensed by the competent authority after qualifying the company, the bus and the leader	the marketing platforms of General Motors Syndicate

N	Controls	The responsible party
2	Not to transport pilgrims directly from Makkah to Madinah-based Prince Mohammed bin Abdulaziz Airport except a housing facility was reserved in Al-Madinah for a period of at least 24 hours before heading to the airport	General Motors Syndicate
3	Not to send pilgrims directly from Madinah-based Prince Mohammed bin Abdulaziz Airport to Makkah except a housing facility is reserved in Madinah for a period of at least 24 hours before heading to Makkah	Umrah companies and institutions
4	The year of manufacture of the means of transport does not exceed five years, and the non-rehabilitation of more than that	
5	According to the provisions of the regulations regulating the activities of transporting passengers by buses issued by the Public Authority for Transport, the buses transported through the land ports do not exceed the year of manufacture of the vehicle (10) years, therefore the minimum year of manufacture of the bus used to transport Umrah pilgrims must not be less than the 2014 model year	
6	Ensure that the bus has an automated tracking system	General Motors Syndicate
7	Providing support services on roads according to the geographical scope of the union's presence and providing alternative support services at the ports and Umrah cities for a fee according to the policies approved by the union	
8	Ensure the availability of a commander and a supporting commander for each means of transport (bus) for trips that exceed 400 km	
9	Ensure that the work duration of the leader and the supporting leader does not exceed 8 hours per day	

N	Controls	The responsible party
10	Rehabilitation and licensing of the leader and supportive leader from the competent authority	
11	Applying additional special specifications and standards set by the Ministry of Hajj and Umrah to means of transportation	
12	Preparing a statement that includes the route of the means of transportation and the destination, a list of the names of the pilgrims and visitors on board the means of transportation, the information of the bus, its driver and the supporting leader	
13	Training all employees on preventive measures	
14	Ensure compliance with the specified capacity for each bus	
15	Read the promotional lists through the promotional program and allow the buses to leave according to the promotional instructions	
16	Ensure that the transport fleet is allocated to transport pilgrims only and hold the violating carrier accountable	
17	Ensure that chilled drinking water bottles are provided before the bus departs	

Ninth: Controls for buses and foreign cars coming from outside the Kingdom

1- They are absolutely prohibited to practice internal transportation including picking of passengers within or between cities or charging them in any way..

2-The presence of a passport for the driver and passengers containing a valid entry visa to the Kingdom to perform Umrah.

3-Vehicles must be registered at the port of entry, and their ownership must be verified by any authority approved by the official authorities, and linked to the entry number of the driver or owner to record violations through automatic monitoring, if any.

4-The vehicle should hold comprehensive insurance compatible with the three-month validity of the visa.

5-The driving license and MVPI (technical inspection) of the vehicle must be valid.

6-The driver must hold an internationally approved vehicle license that is commensurate with the size and power of the vehicle.

7-The owners or drivers of these vehicles undertake to abide by the regulations, laws, and instructions regulating the Hajj and Umrah season, such as parking vehicles in official parking lots approved at the entrances to the Holy Capital and using approved means of transportation during the Hajj and Umrah season.

8-Adhering to the vehicle's load in accordance with the regulations and instructions in force in the Kingdom.

9-Remaining committed not to put any religious or partisan slogan or posters on the vehicle

Tenth: Comprehensive Insurance Services Controls:

Comprehensive Insurance is one of the main requirements for applying for a visa. The policy is considered valid for a period of 90 days from the date of entry to the Kingdom and includes the following benefits:

1-Providing emergency health services for pilgrims in all government hospitals/health centers affiliated to the Ministry of Health, and private hospitals and health centers accredited by the Cooperative Health Insurance Council, according to the benefits provided by the insurance policy.

2-Insurance for accidents and disasters that may face the pilgrim, God forbid.

3- Covering cases of flight delays or cancellations, according to the benefits of the approved document.

4--Transporting the body of the pilgrim performing Umrah to his country of origin, whether the death was natural or as a result of an accident.

5-Covering the costs of Covid-19 treatment and quarantine in case of infection, God forbid.

6-Insurance compensation according to the benefits of the insurance policy.

Please note that the comprehensive insurance policy does not contradict or replace the rules and regulations followed by the relevant bodies and carrier companies

Eleventh: Controls for reports of absence of pilgrims:

Umrah companies and institutions must deal with cases of absence of pilgrims as follows:

1-Educating pilgrims of the importance of adhering to the duration of the program and leaving at the specified time on the date of return, and ensuring that legal measures are taken when the validity of the Umrah visa expires.

2-In the event that any Umrah performer is absent on the specified date without an excuse, Umrah companies and institutions are obligated to notify the Ministry through the Nusuk business solutions platform with a copy of the passport showing the stamp of entry into the Kingdom, within a maximum of 24 hours from the time the case was monitored.

3-Cases of absence from the ports, whether land, sea or air, the Ministry is notified within 24 hours from the time of the pilgrim's arrival. A report of absence is prepared at the port and approved by the Ministry and the welcoming company at the port. The necessary documents are attached when the report is submitted through the system.

Twelfth: Regulations for the group departure of Umrah performers through air ports:

1-Entering pre-standby data 24 hours before the departure time, specifying the exact departure port and terminal.

2-Re-verify the correctness of the flight data and the take-off time before the departure of the pilgrims from their residence place.

3-Transporting pilgrims to the departure terminals at airports as follows:

a) From their living place in Makkah to King Abdulaziz International Airport in Jeddah:

Four hours prior to departure time.

b). From accommodation in Madinah to Prince Mohammed bin Abdulaziz Airport in Madinah:

Four hours prior to departure time.

c. From the living place in Madinah to King Abdulaziz International Airport in Jeddah:

14 hours prior to departure time.

d) From the residence to other air outlets, to ensure that the pilgrims arrive at the air outlet four hours before the time of departure.

4-Emphasis on the pilgrims to adhere to the specifications and sizes of baggage according to what is approved by the competent authorities.

5-Emphasis on the pilgrims not to put Zamzam water bottles inside their bags.

6-The Umrah company or institution bears responsibility for violating the group movement regulations and all the consequences that result from it, whether securing accommodation, meals or transportation until the actual date of being at the airport.

7-The Ministry has the right to assign a contractor to deal with cases of early dispatch of Umrah pilgrims to airports, with the company or institution bearing the costs

Thirteenth: Controls of violations that are referred to the Committee for Considering Complaints of Umrah Performers in the event that Umrah companies and institutions breach their obligations to provide service to Umrah performers:

a. Article 7 of the Regulation for the Services of Umrah Performers and Visitors to the Prophet's Mosque coming from outside the Kingdom stipulates, without prejudice to any harsher penalty punishable by the system that the institution or licensee company that violates any of the provisions of the above-mentioned regulation and its implementing regulations shall be punished with one or more of the following penalties:

1- A fine not exceeding 50,000 Saudi riyals.

2- Suspension of the license for a period not exceeding six months from the period of Umrah visas.

3-Revocation of the license granted to the institution or company.

b. Without prejudice to the right to claim a civil right, the licensed party abroad is prohibited from dealing with licensed institutions and companies in the Kingdom if it breaches its contractual obligations.

c. Whoever serves Umrah performers without obtaining the necessary license shall be punished with a fine not exceeding 100,000 Saudi Riyals.

d. Following are the violations considered by the Committee for Considering Complaints of Umrah Performers:

1-Failure to secure housing

2-Securing unlicensed or unclassified housing

3-Securing different housing program.

4-Failure to notify the Ministry of housing modifications.

5-Failure to secure transportation.

6-Securing unauthorized or unclassified transportation

7-Different transport program

8-Failure to receive pilgrims.

9 -Failure to reconfirm departure reservations or failure to follow up departures procedure

- 10-Not Failure to notify the authorities about overstayer pilgrims
- 11-The service is provided by the external agent in Saudi territory
- 12-Committing wrong or late movement of pilgrims
- 13-Failure to educate pilgrims to adhere to the permitted weights upon departure or not supervising their departure
- 14-The absence of a program for pilgrims in Medina
- 15-Non-compliance with group moving instructions
- 16-Not directing the pilgrim to the correct place of residence
- 17-Delay in securing housing
- 18-The absence of a representative of the Umrah company at the facilities of pilgrims during the Umrah or visit
- 19-Not following up on cases of inpatients, or the dead or the missing, or failure to finalize their procedures and notify the Ministry of that
- 20-Not confirming reservations to visit the honorable Rawda
- 21-The delegate was not present to follow up on the departure of the pilgrims during the outing and departure
- 22-Failure to provide service according to the agreed level
- 23-Failure to notify the Ministry of default cases

E.Mechanism for considering violations by the Committee for Considering Complaints of Umrah Performers:

- 1-The concerned parties shall be notified of the date for examining the complaint or the violation at least seven days prior to the specified date, provided that the notification includes a statement of the content of the complaint or the violation and instructing the defendant to appear in person or for the presence of someone acting on his legal behalf to hear his statements and present the documents he has. Meanwhile, the committee should speed up the complaint or violation.

2-The matter of the complaint shall be decided within a period not exceeding 30 days from the date of its submission.

3-Taking into account the provisions of Article 45 of these regulations, there is no condition for the continuation of the consideration of the complaint that the Umrah performer stays after the end of the period of residence, provided that during the period of his stay he is allowed to attend the sessions, and he has the right to appoint someone to act on his behalf if he wishes to do so.

4-The concerned parties shall be notified of the date of consideration of the complaint or violation in a letter delivered by hand, telegram, registered mail or e-mail. The absence of the plaintiff shall not prevent the continuation of the examination of the complaint or violation.

5-The defendant shall be notified of the decision of the Minister of Hajj and Umrah with the penalty by registered mail at the address reported to the Ministry, or at the address he chooses during the consideration of the complaint or violation.

6-The Minister of Hajj and Umrah, after reviewing the recommendations submitted by the committee, may issue a decision with one or more penalties he deems appropriate from the penalties stipulated in Article Seven of the Regulation

7-The plaintiff will have the right to file objection against the Minister's decision before the Court of Grievance within 30 days of the issuance of the decision with the decision of the Court of Grievance to be final

Fourteenth: Classification criteria for Umrah companies and institutions

1-The level of performance of Umrah companies and institutions is assessed on a quarterly basis according to the following standards:

- a) Achieving the minimum quarterly target according to the classification category for each company, according to the table below in Paragraph No(2).
- b) The percentage of pilgrims' satisfaction with the services provided to them by the Umrah company should not be less than (90%)

c) The percentage of the Umrah company's commitment to the controls and instructions shall not be less than (90%)

2-At the end of each quarter, the level of performance of companies and institutions is assessed and their classification is upgraded or downgraded according to what is actually achieved in terms of the targeted numbers of Umrah pilgrims, according to the following table:

Average number of Umrah performers targeted to receive service on a quarterly basis according to the following category classification:

A	B	C
The minimum target as of	The minimum target as of	The minimum target as of

1 st quarter	Muharram-Safar-Rabee Awal	1	3000	3000	15000	15001	30000
2 nd quarter	Rabee.Thani-Jamad Awal-Jamad.Thni	1	15000	15001	22500	22501	37500
3 rd quarter	Rajab-Shaaban-Ramadan	1	15000	15001	30000	30001	45000
4 th quarter	Shawal-Dhul-Qaeda-Dhul-Hijja	1	1000	1001	2500	2501	7500
10000		7000 0		25000	The minimum annually targeted for each company		

3-The number of countries in which companies and institutions can operate, according to the classification categories

- Classification (a): all countries
- Classification (b): 80% of the total countries
- Classification (c): 65% of the total countries

4-At the end of the Umrah season, the performance level of the companies will be assessed according to the numbers actually achieved over the season, cumulatively, according to which the rating level due for each company and institution in the next Umrah season will be determined

Note that the above targets and percentages are subject to modification according to what the Ministry deems to be in the interest of work and achieves its strategic objectives.

God bless,,