

**A document on the participatory relationship with the  
Pilgrimage Affairs Offices to operate transfer and  
transport operations for the Hajj season of 1445 AH**





**Preface:**

The Ministry of Hajj and Umrah, represented by the Packaging Unit and the General Administration of Transport and Packaging, seeks to provide the best possible performance efficiency with high quality and on time Processes Enabling tools for pilgrims to increase their journey. provide complete satisfaction for them while performing their rituals, through the ministry's strategy that includes creating a spiritual Khaleda exceeds the aspirations of the guests of God in a way that achieves the efficiency of the services provided to them, as described in the partnership relationship agreement to operate the transfer operations and transportation operations for the Hajj season 1445

**AH. the goal :**

- This operational partnership relationship document aims to: 1. Establish a partnership relationship with Hajj affairs offices in accordance with the regulations approved by the Ministry of Hajj and Umrah. related to providing basic services
- 2. Clarifying the controls, instructions, and requirements regulating the stages and operations of the comprehensive transportation system. and delegation
- 3. Being guided by the desires of pilgrims in preparing timetables for transportation and dispatch operations on a performance trip

The rituals in Mecca and the holy sites. **Parties to**

**the agreement:**

First Party: The Ministry's Agency for Hajj Affairs, represented by the General Supervisor of the General Administration of Transport and

Packaging. Name: Dr. Muhammad bin Abdullah Al-Qarni. ID

number: ( ) Mobile (0505492282) Email

) ----- ( Y

The Second Party: The Hajj Affairs Office of the State of: (-----)

Name: )..... (.Identity: type)

----- (Her number)----- (Call and phone number: )-----

(Email: -----0)

**Validity of the agreement:**

Marking Hajj 1445 AH This agreement shall apply to all

**Place and location :-**

- Location ..... Location: .....





**date and time:-**

M. - The hour-----of the day----- /---- /----- 144 --- E corresponding to /---- /----- 202---

**Initial information**

• The total number of pilgrims approved by the Pilgrims Affairs Office (-----)

• The company providing services: 0

:) ----- (Number of pilgrims c -----1

:) ----- (Number of pilgrims c -----2 ---

:) ----- (Number of pilgrims c -----3





### Preparedness and advance preparation

The Pilgrims Affairs Office assigns a coordinator for constant communication throughout the planning period for operations

The task of employment is to communicate and coordinate with specialists in the General Administration of Transport and Packaging at the Ministry of Hajj  
And Umrah

The awareness program for the pilgrims and the assistant group leaders will be initiated in accordance with what is included in the schedules

Timelines for transportation and packing operations.

- The Pilgrims Affairs Office participates in training programs for religious guides and assistant group leaders in coordination

With the Ministry of Hajj and Umrah and service provision companies

- The Pilgrims Affairs Office clarifies the times it deems appropriate for its pilgrims to perform rituals according to the desires questionnaire, and the General Administration of Transport and Dispatching seeks to fulfill desires in accordance with the ritual performance packages and in accordance with the licenses.

Legality and in a way that does not conflict with the instructions regulating crowd management.

Educating pilgrims and emphasizing on them before their arrival the necessity of adhering to the timetables scheduled for all stages of Hajj, as well as the

timetable for performing the rituals. Identifying a permanent technical liaison

to officer to coordinate and communicate with the General Administration of Transport and Posting in an effort

Integration in preparing operational plans for movement management and addressing all observations.

The number of pilgrims wishing to use the Holy Sites train who are not included in the Holy Sites train for transportation to the Jamarat facility on the Days

of Tashreeq is determined according to the designated locations in the Holy Sites and Mecca. The number of pilgrims wishing to use the

Haramain train to travel between cities (Mecca - Medina, Medina - Makkah Al-Mukarramah) is determined, with confirmation of their presence on the Hajj

electronic route for reservation according to the specified time periods. The Pilgrimage Affairs Office cooperates in nominating, appointing and training

assistant group leaders

according to Instructions by selecting pilgrims with the ability to positively influence pilgrims, their mission is to raise awareness

Informing pilgrims of developments and ensuring their regularity and adherence to instructions inside the holy sites. Emphasizing the distribution of the

number of pilgrims from the pilgrim's country according to the typical structure of the executive unit: - • The executive unit (the means of

movement to serve a certain number of pilgrims (47 pilgrims)). • The regiment is a number (four) of the executive units combined,

including (188 pilgrims), a regiment commander, and (Four) guides and an assistant regiment leader from the Pilgrims Affairs Office.



- The movement group is considered to be five regiments with (twenty) executive units and consists of:

(940 Hajj)

The Hajj Affairs Office intensifies awareness among pilgrims about the legal rituals that must be performed, and about their legal and regulatory

impact on the performance of the Hajj rituals.

Animated when going to throw  $\Upsilon$  It is necessary to warn pilgrims not to carry luggage, furniture, children, stone chairs, or go to the Sacred

Mosque.

Activating the role of religious guides accompanying pilgrims before beginning to guide pilgrims to the Holy Lands, while emphasizing the importance

of informing them of the program for transporting pilgrims according to the specified dates.

Educating pilgrims and emphasizing on them before their arrival the necessity of adhering to the pilgrims' transportation programs during all stages of

Hajj, as well as adhering to the timetables specified for performing the rituals, and that if these instructions are violated, it is considered a violation of

the regulations and instructions and affects the safety and security of the pilgrims.

packing and transport service, and the office is obligated Statement of the escalation mechanism in the event of any defect in providing the pilgrims'

In shape Problems are resolved and service is provided immediately to inform the service provider of this, so that the service provider can handle the agreed-

upon solution.

## Operational requirements for the pilgrims' packing and transport system

### Operational labs

#### Operational requirements for the Hajj transportation system:

- Raising the level of coordination between organizers of Hajj Affairs offices and service provision companies to avoid obstacles and negatives that prevent the implementation of transfer schedules on time, by appointing a member of the Hajj Affairs Office to be

And the service providing companies concerned about the program for sending their pilgrims, with the Ministry of Hajj and Umrah Free Responsible

- Notifying pilgrims of the necessity of adhering to and adhering to the time periods specified within the Hajj program for all stages and operations at times other than the specified times, as the program for directing pilgrims to leave to stone the Jamarat

Bata It is forbidden to send and transport pilgrims

To organize the exit of pilgrims according to specific numbers and specific times

Y to stone the Jamarat, as this depends primarily on the safety of the

pilgrims.

- Adding the names of assistant regiment leaders from Hajj Affairs offices to the electronic portal system for the recruitment and transfer system

Pilgrims.

- The importance of the role assigned to organizers of Hajj affairs offices and religious guides in raising awareness among pilgrims to adhere to

With the regulations and instructions provided to them.

The Ministry of Hajj and Umrah will be provided with a copy of the awareness program directed to their pilgrims, no later than the fifth date.

The tenth of Shawwal.

To manage movement On the organized Hajj programs and timetables issued by the Ministry of Hajj and Umrah

The crowding and

operational capacity of the infrastructure is built for all phases of the convoy operations

- The Pilgrims Affairs Office participates in the supervisory work team assigned by the service providing companies to follow up on the implementation of timetables for all transportation and unpacking operations through the capabilities available to it under the supervision of the supervisory authority.

At the Ministry of Hajj and Umrah.

- It is necessary to commit to remaining (50%) of the pilgrims in the camps for the thirteenth day and to make the pilgrims aware of this. • Emphasizing on the pilgrims

that the pilgrim is transported to perform the Tawaf of Advent from their homes to the Sacred Mosque, this will be from

By organizing pilgrims into groups and within the time frame agreed upon with the service providing companies from the pilgrim's arrival.

- Educating pilgrims not to repeatedly go to the Grand Mosque to perform prayers and to perform them in mosques located and close to

Their homes.

- Coordinating service-providing companies to register the number of pilgrims wishing to be transported by buses to the Grand Mosque to perform the Tawaf al-Hfadah from the Mina camps, according to a realistic hope, provided that it begins at one o'clock in the afternoon on the following day.





The tenth of Dhu al-Hijjah and the eleventh, starting from seven in the morning until twelve at night.

- Educating pilgrims that the farewell tawaf should be performed starting on the fourteenth of Dhu al-Hijjah or before the departure date.

Hajj from Mecca.

**Operational requirements for the system of transporting pilgrims between cities and the holy sites:**

- Adherence to the instructions for transporting pilgrims, which limit movement between (Makkah, Medina, and Jeddah) to Wafqam company buses, as registered in the service packages of the unified electronic system for pilgrims abroad.

- Inform all pilgrims of the obligation to load each pilgrim's personal luggage on the bus in which he will be transported and not to load

His luggage is on another bus.

- Adherence to the transportation regulations specified according to the places of residence of pilgrims in the Holy Sites

All hospitals in charge of the program for transporting pilgrims at train stations are stressed that they must commit to using the tickets issued by the train operating company

and to stress to pilgrims not to sell them to other nationalities.

For your safety and comfort

- Adherence to all instructions and regulations related to the use of the Mashaer Train and the Haramain Train

Pilgrims.

Operational controls (wishes of pilgrims) for performing rituals

Number of pilgrims from the Hajj Affairs Office: .....

**First, the stage of escalating pilgrims from the residences of Mecca to Mina (Al-**

		<b>Tarwiyah): - The total number</b>
<b>) (Day 8</b>	<b>) (The seventh day</b>	<b>of targeted Hajj</b>
		<b>today (Dhul-</b>
		<b>Hijjah) Time period Percentage of pilgr</b>

**A: The stage of escalation of pilgrims from Mecca to Arafat: The**

		<b>second total number of Hajj</b>
<b>) (Day 9</b>	<b>) (Day 8</b>	<b>targets today (Dhu</b>
		<b>al-Hijjah) Time</b>
		<b>period Percentage of pilgrims</b>

## Third, the stage of escalation of the pilgrims' movement from Mina to Mina Arafat: Day (Dhu al-Hijjah)

(Day 9)	(Day 8)	Time period
		Percentage of pilgrims

## Fourth, the Ifadah stage, the pilgrims' movement from Arafat to Muzdalifah: those in a hurry

Not in a hurry		Characteristics of pilgrims, time period, percentage of pilgrims
-22:00 01:00	-19:00 22:00	

## Fifth, the Tafra stage: the pilgrims move from Muzdalifah to the dwellings of

(The Grand Mosque and overnight stay in Al-Mash'ar)	Mecca	(Mina hair camps)	
	Those in a hurry		Characteristics of pilgrims
After Fajr prayer	After midnight	Go away	Time period
			Percentage of pilgrims

## Sixth: Timings for stoning the Jamarat

Percentage of pilgrims	the hour		today	Throwing the ember
	to	from		
	00:00	19:30	9	Day (10)
	04:30	00:00	10	
	00:00	10:00	10	
	11:00	05:00	11	Day (11)
	17:00	11:00	11	
	00:00	17:00	11	
	05:00	00:00	11	
(In a hurry 50%)	10:30	05:00	12	Day (12)
	18:00	14:00	12	
(Not in a hurry 50%)	00:00	18:00	12	
	05:00	00:00	12	



Percentage of pilgrims	the hour		today	Throwing the ember
	to	from		
	17:00	05:00	13	Day (13)

Seventh: Transport of pilgrims from the camps of Mina or the residences of Mecca to the Grand Mosque on the tenth

and eleventh days to perform the Tawaf of

(The eleventh day )		Ifadah: (on the tenth day)		today
Buses (paid)	pedestrian	Buses (paid)	pedestrian	
				Percentage of pilgrims
The number of pilgrims wishing to delay the Tawaf of Ifadha with the Farewell Tawaf				

So, sign it...

The first party (representative of the Ministry of Hajj and Umrah).

The second party (Hajj Affairs Office)

)

Named

the signature