

Inquiries - Arrangements in Pakistan

1. Training

- Is the training mandatory?
No, the training is not mandatory but it is strongly recommended that every pilgrim must take this training before proceeding for Hajj.
- Do we have to pay for the trainings?
No, training is arranged by the Ministry of Religious Affairs or HGO and is free of cost.
- Who shall provide the training schedule?
The training schedule is provided by MoRA for the Government Scheme pilgrims and by the HGO for the Private Scheme Pilgrims.
- I have not received the training schedule, whom shall I contact?
In case of Government Scheme, contact nearest Haji Camp and in case of Private Scheme, contact your respective HGO.
- What is schedule of regular trainings in the haji camps?
The regular trainings will start from commencement of the first Hajj flight till the last Hajj flight and these will be held daily in the Haji Camps from 10am to 1pm.
- I have missed my scheduled training, what should I do?
You can get training in the Haji camp on any day from 10am to 1pm.
- My training was not beneficial, what should I do?
You should study the Hajj training material already provided by MoRA. In Haji Camps, trainings are given on daily basis from 10am to 1pm. For further details you may contact nearest Haji Camp.
- I did not get any training material, from where can I get it?
You can get it from your nearest Haji Camp.

2. Vaccination

- Is the vaccination mandatory?
Yes, the vaccination is mandatory for all pilgrims proceeding for Hajj.
- Do we have to pay for the vaccinations?
No, the compulsory vaccination is arranged by the Ministry of Religious Affairs and its charges have already been included in the Hajj dues (for both Government & Private Hajj Schemes).
- When and where do we go to get ourselves vaccinated?
For the Govt Scheme Pilgrims, MORA has already started vaccination at Haji camps. For the private Hajj Scheme, contact your respective HGO.

- How many vaccinations are mandatory?
Meningitis and Flu are mandatory.
- How many days before departure inoculation of vaccine are recommended?
You must be inoculated preferably at least 10 days before departure.
- I have missed my vaccination, what should I do?
You can get vaccinated at the Haji Camp on any day of the week.
- I have lost my vaccination card, what should I do?
You can get a duplicate card from the dispensary of any Haji Camp.
- Can I get vaccinated at the time of departure in the haji camp?
Yes you can, but it is recommended that you get vaccinated preferably at least 10 days before departure.
- Is there any side effect of any of these vaccinations?
Fever can be an after effect in some cases. You should consult a doctor who would be in a better position to advise you.
- I have developed an allergy after being inoculated, what should I do?
You should consult a doctor who would be in a better position to advise you.
- Besides the mandatory vaccinations, shall we get ourselves vaccinated against hepatitis, etc. as well?
If you want to get other vaccines also, you need to arrange it yourself at your own cost. Please consult a doctor before inoculation of any other vaccine.
- Are there any arrangements for the optional vaccinations in the Haji camps?
No such facility is available in the Haji Camps.
- Can we collect the vaccinations from the Haji camp and get ourselves vaccinated from our own doctor/nurse?
No, vaccines are not provided to pilgrims for inoculation at their own, it is administrate under the supervision of the doctor.
- Is it necessary to carry the vaccination card during Hajj journey?
Yes, it is necessary to carry the vaccination card during Hajj journey. Otherwise you can be off loaded at the time of departure.

3. Passport

- My passport has still not been delivered, what should I do?
Contact the concerned staff in the Haji Camp/HGO.

- The particulars (data, photo) on my visa are not correct, who should I report to?
For rectification, immediately report to the Haji Camp/HGO.
- How long before departure should I collect the passports/travelling documents?
The Govt Scheme Pilgrims can collect the passports/travelling documents from the Haji Camp two days before their departure between 9am to 5pm. The Private scheme Pilgrims should contact their respective HGO to collect the documents.
- Can I collect the passports/travelling documents before the scheduled time?
The Govt Scheme pilgrims cannot collect these documents before scheduled time. The Private scheme Pilgrims should contact their respective HGO to collect the documents.
- Can I collect the passports of my family/group members?
Yes you can on presentation of required documents.
- Which documents are required to collect the passport?
Flight intimation letter, original bank receipt of Hajj dues and original CNIC are required to collect the passport.
- I have misplaced my passport, what should I do?
Report immediately to Haji Camp and the nearest police station.
- Will I be given back my passport at the Jeddah Airport?
No, your passport will be taken by the Saudi authorities at the time of boarding the buses at the airport.
- When will my passport be returned to me in Saudia?
Your passport will be handed back at the airport at the time of the return journey.
- My passport is submitted for the Hajj visa and I need it for an urgent trip before the Hajj journey, what should I do?
Usually the passports are not given back before the due date. However, you may contact DD (HC) at MoRA or the concerned Haji camp.
- Do I need to keep a copy of my passport during my Hajj journey?
Yes, it is advisable to keep one copy.
- One of my family/group members has not received his/her passport, what should we do?
You should contact the concerned staff at the Haji camp or your respective HGO.

4. Haji Camp

- What is the location of the haji camp that I need to report to?

Faisalabad: Sargodah Road, (Govt. Coop. Training College), Faisalabad.
Islamabad: Near Koh-e-Noor Textile Mills, Peshawar Road,
Rawalpindi.
Ph. (051) 9278274, 9278275

Karachi: Moulvi Tamizud Din Khan Road, Sultanabad, Karachi.
Ph. (021) 35684550, 35688307

Lahore: Majetihia Hostel, Bohar Walla Chowk, Nicolson Road,
Near Railway Station, Lahore.
Ph. (042) 36375986, 36284301

Multan: Zikria Zaireen Complex, Qila Kohna, Near Qasim Bagh
Stadium, Multan.
Ph. (061) 4540693

Peshawar: Hajj Complex, Sector E-8, Phase 7, Hayat Abad, Peshawar.
Ph. (091) 9217483, 9217482

Quetta: Hajj Complex, Near RDA Complex, Western Bypass,
Quetta.
Ph. (081) 2855981

R.Y. Khan: Chamber of Commerce, Shahbaz Pur Road, Near Coca
Cola, Factory, R.Y. Khan.

Sialkot: Sialkot Int'l Airport, 6 Km Sambrial Road, Sialkot.
Sukkar: Airport Road, Sukkar.
Ph.(071) 5806078

- When do we need to report at the Haji camp to collect the documents?
You need to report two days before your scheduled departure to collect the documents.
- Are there any shops to buy the Hajj related items (ehram, abaya, etc)?
Yes, you can buy the Hajj related items from the Haji Camp shop.
- Can we stay for the night at the camp?
Yes, you can stay at the Haji Camp where you will be provided shared accommodation.
- Are there any charges for the stay in the Haji camp?
Accommodation in Haji Camp is provided free of cost.
- Do we need to bring our own beddings, food, etc. for our stay in the Haji camp?
No, you need not bring your own beddings as mattresses, pillows, sheets, etc. will be provided by the Haji Camp. Food can be bought from the available canteens within the Haji Camp.
- Are there any arrangements for buying Saudi Riyal or dollars at the Haji camp?
Yes, you can buy Saudi Riyal and Dollars from the currency dealers in Haji Camp.
- Will transport be provided from the Haji Camp to Airport?
Yes, the transport to the airport shall be provided in those camps where the passenger airline briefing is done at the camp. If the briefing is being done

at the Hajj terminal or at the International Departures, no transport shall be provided at the Haji camps.

- Will the Customs formalities be carried out at Haji Camp or at the airport?
No, it will be done at airports.
- Can family members visit me or stay with me at the haji camp?
No, visitors are not allowed in Haji Camp.
- Is there any dispensary at the Haji camp?
Yes, dispensary is manned by qualified doctors and paramedics.
- What are the timings of the dispensary?
Dispensary remains open for 24 hours.
- Is there any mosque in the Haji camp?
Yes, mosque facility is available in all Haji Camps.
- Would there be an ATM in the haji camp?
No, ATM facility is not available in Haji Camps.
- Would there be any desks of different airlines and banks at the Haji camp?
Yes, desks of different airlines and banks will be available at the Haji Camp.
- Would there be desks of customs and anti-narcotics at the Haji camp?
No, these would be available at airports.
- Will there be any photocopying facility at the Haji Camp?
Yes, this facility is available at Haji Camp.
- Do I have to pay for photocopying at the Haji Camp?
Yes, you have to pay the photocopying charges. Charges are displayed prominently at the photocopy shop.
- Will I be able to get the training material at the Haji camp?
Yes, you can get the training material from Haji Camp.
- When do we need to report at the Haji camp before the flight departure?
Pilgrims are required to report directly at airport at least 3 to 4 hours prior to departure time. If you want to proceed from Haji camp please report at least 8 hours before your departure time. Transport arrangement will be made by Haji camp.

5. General

- What is the total duration of my stay in KSA?
For Govt Scheme pilgrims the stay will be approximately 40 days whereas *Private* Scheme pilgrims will stay as per their package.
- Will I be given any foreign exchange for my travel against the Hajj dues paid by me?

No

- Are the charges for Qurbani also included in the Hajj dues being paid?
Yes, these charges are included in the Hajj dues for all Govt Scheme Pilgrims and for only those Private Scheme pilgrims whose package includes qurbani.
- What type of medicines can I carry with me?
You are allowed to carry only prescribed Allopathic and/or Homeopathic medicines. Unpacked tablets/capsules and syrups are not allowed.
- Can I carry Herbal/Desi medicines with me?
No, you cannot carry any Herbal or Desi medicines.
- Do I need a prescription from a doctor for carrying my medicines?
Yes, prescription from a registered doctor is necessary for carrying any medicines.
- Do I need to have my medicines packed/sealed?
Yes, you need to get your medicines packed/sealed by authorized medical physician/doctor in the Haji Camps.
- Can I carry insulin?
Yes, you can carry insulin with you along with a prescription from the doctor.
- Can I carry life-saving drugs in hand luggage?
Yes, you can carry life-saving drugs in your hand luggage along with the doctor's prescription.
- Can I carry any burner/stove for my Hajj journey?
No, it is strictly prohibited.
- Can I carry eatable items for my Hajj journey?
No, eatable items are not allowed. Any food items such as fruits, sweets, halwa, sugar, ata, daal, chawal, etc. are taken away by custom/antinarcotics authorities at the airport in Pakistan.
- What items are prohibited to carry on my Hajj journey?
All drug items such as heroin, chars, naswar, khush-khas, etc. are strictly prohibited. In addition, all eatable items, toothpaste, soap, knife, scissors, blades, shaving cream, gel, and perfumes are also not allowed.
- What are the essential items that I should carry?
Detail of essential items to be carried is given in the Hajj book.
- When do I need to wear the ehram?
You can wear the Ehram either at Haji Camp or at airport.
- Can I carry a mobile phone on my Hajj journey?
Yes, you can carry your mobile phone.

- From where can I get a Saudi mobile sim?
You can buy a mobile phone sim from Jeddah/Medina airport. However, some HGOs do provide the sim to their pilgrims. Check it from your HGO before departure.
- From where can I get the details of the building/hotel allotted to me for my stay in KSA?
For the Govt Scheme pilgrims, the details will be attached with the passport. The Private Scheme pilgrims may contact their respective HGO to know the details.
- My wife is pregnant at advance stage. Can she travel?
It is not allowed and also not advisable to travel in such condition as she can face hardships during her journey.
- How many Saudi riyals can I carry with myself for the Hajj journey?
It is advisable to carry at least SR 1,000 per person. However, one can carry currency at most equivalent to \$10,000 per person.

6. Airport/Airlines

- For the Hajj flight departure, do I need to come to the Haji camp or directly go to the airport?
In some cases, pilgrims have to go directly to the airport and in some they are required to report at the Haji Camp. Confirm the details from the airline counter at the Haji camp at the time of collecting the travelling documents.
- When do we need to report at the airport before the flight departure?
You have to report at the airport at least four hours before the departure time of your flight.
- What documents do I need to carry for my Hajj flight?
You must carry Passport duly endorsed with Hajj Visa, ticket, original CNIC, vaccination card, and wear the Hajj identification locket at all times.
- Do I need to go through the customs/anti-narcotics clearance?
Yes, you will have to go through customs and anti-narcotics formalities.
- Are there any arrangements to change into ehram?
Yes, necessary arrangements are available at the airport to wear the Ehram.
- What is total admissible luggage weight allowed?
Admissible luggage weight is 30kg. Airlines charge for the excess baggage. Wheel chair is allowed, free of charge.
- How much luggage can I hand carry?
You can hand carry luggage upto 7kg.

- What is the travelling time from my city to Jeddah/Medina?
Approximate travelling time from Pakistan airport to Saudi airport is 4 to 5 hours.
- Do I need to travel with my group?
Yes, you should travel with your own group.
- What is my flight schedule?
Visit www.hajjinfo.org for the detailed schedule.
- Can I change my flight schedule?
Yes, flight schedule can be changed under extreme conditions. However, it would disturb your whole Hajj journey.
- If I need to change my departure schedule, what should I do?
It would be better in your own interest not to change the flight. If it is very essential then you should contact Haji camp/HGO with valid reasons. Usually MoRA does not change the flight schedule of any individual.
- What difficulties are faced if I change my flight schedule?
If you change your flight schedule; you will be separated from your group, and your Maktab and building will be changed as well.
- I have missed my flight, what should I do?
Report to the Haji camp staff immediately. They will try to adjust you against any drop-outs in consequent flights. In case seats are not available, then you will have to wait till the availability of seat.
- I have misplaced my boarding pass, what should I do?
Report to airline counter, they will issue duplicate card after proper verification.
- Can I take a wheel chair along with my luggage?
Yes, you can take a wheel chair without payment of any additional charges. (If you do not want to take your own wheel chair you can ask the airline to provide wheel chair for use in the lounge)
- I have been offloaded from my scheduled flight because of an emergency, what should I do now?
Report to Haji camp immediately so that they can make arrangements for your Hajj journey in due course of time.

7. Group

- My group has been divided, who should I contact?
You may contact your respective Haji camp or DD (HC) of MoRA.
- Will I face any issues if I am separated from my group?
Yes, you may face some difficulties due to change of Maktab & building.
- I am not in the same group as the rest of my family, what should I do?

You may report to your respective Haji camp or DD (HC) of MoRA.

- Is there any leader of my group?
Yes, every group has a group leader.
- How should I contact my group leader?
You can get details of your group leader from the bank where you deposited the Hajj application. You can also get the details from Haji camp at the time of collecting the travelling documents.
- When do I need to contact my group leader?
You should remain in touch with your group leader during the whole journey. In case of any complaint about accommodation, transport, etc. you should lodge the complaint through your group leader.

8. Refund/ Substitution

- I am unable to travel, can I request a refund for my dues?
You may send a written request for refund to the Ministry with documentary proof of valid reasons that you cannot travel for Hajj.
- What is the procedure of dues refund?
You may contact the Ministry for the details as per your specific case.
- Who should I contact to get the refund of Hajj dues, if applicable?
You may contact the Accounts officer (051-9208552) in MoRA.
- If the actual accommodation charges are less than the submitted Hajj dues, from where will I be able to get the partial refund?
You can get the refund from the concerned bank branch in Haji Camp on presenting your passport, ticket and original bank receipt of payment of Hajj dues.
- My refund has been partially processed, who should I report to?
You may contact the Accounts officer (051-9208552) in MoRA.
- Can anyone else travel on my behalf if I am unable to travel?
Yes, only blood relations are allowed as substitution subject to endorsement of Hajj visa on their passport. Request with valid reason may be referred to MoRA well before the departure for Hajj.
- What is the procedure for the substitution request and how much time does it take?
You may send a written request, along with the necessary documents, to MoRA directly or through your respective HGOs. Normally the substitution request is processed within 4-6 days.
- What documents do I need to present for my substitution request?
You need to present the following documents along with your written request:
 - Documentary proof of illness/death/any other valid reason

- Documentary proof of relationship with the person who is going to be substituted.
 - Copy of receipt of Hajj application of the person who is to be substituted.
- The permission for my substitution request has been received, what should I do?
You may deposit a fresh application for the substitute, within the due date, along with the Hajj duesas indicated by MoRA. Private Hajj scheme pilgrim will deposit their application through their HGO.
- My substitution request has been rejected, what should I do?
If the request has been submitted once the Visas are closed by the Saudi Embassy or the relationship to the substitute has not been proved, then the substitution requests cannot be entertained.For further details, contact MoRA/haji camp.

KSA Inquiries

Key Terms

- What is Maktab-ul-Vukala (United Agents)?
Maktab-ul-Vukala is a Saudi organization which allocates Maktab and Transport means to pilgrims and collects compulsory Hajj dues.
- What is Transport Syndicate/Naqaba Sierra?
Transport Syndicate is responsible for providing the buses for pilgrims to travel within KSA.
- What is Mossassah (Moallim Corporation)?
Mossassah is a Saudi corporation which deals with Maktab affairs. It is supposed to maintain the complete record of all buildings' agreement and to ensure the proper execution of these agreements.
- What is Maktab/Moallim?
Maktab is the office of a particular Moallim who is responsible for arranging all the intercity transport, transport and tentage during Mashair, any burial arrangements and complete movement for all the pilgrims allocated to his Maktab.

1. General Inquiries

- Will the rep of our Maktab or Moallim come to the airport to receive us?
No, they do not come to the airport.
- Can we leave the airport with any of our relatives living in KSA?
No, you cannot leave the airport with your relatives.
- Can I get a wheelchair at the airport?
Yes, you can get a wheelchair either from the Dispensary or Pakistan Hajj Mission office at the airport.
- Can I get a wheelchair for my complete stay in KSA?
No, you cannot get a wheelchair for your complete stay in KSA unless and until you buy your own.
- Can I get a wheelchair in the Haram for Tawaf and Sa'i?
Yes, you can get a wheelchair either on rent or against a security deposit for use during Tawaf and Sa'i.
- Can I get a wheelchair during Mashair?
No, you can only carry your own wheelchair if required.
- Will there be any communication facilities available to make an overseas telephone call?

Yes overseas telephone call facilities are available, on payment, at the airport and in Makkah/Medina. However, during Mashair you can only use your mobile phone for any overseas calls.

- From where can I get the mobile sim for use in KSA?
You can easily buy a SIM for your mobile phone from the Telco counters at the airport, outside the Haram or anywhere in the city.
- Do I need to keep any documents with me during my stay in KSA?
You need to keep a copy of your passport, a copy of your CNIC and wear your identification locket at all times during your stay in KSA.
- Will I be served any food/drinks at the airport?
No, you are not served with any food or drink. However, you can buy from the canteen.
- Will I be served any food/drinks in Arafat?
Yes, your respective Maktab/Moallim will provide the food.
- What is the time period of stay (short duration/long duration) according to Private Hajj Scheme?
For Private Hajj scheme, stay duration between 30 to 40 days is usually referred to as long stay. Short stay is less than this and it may be 15 days or so.
- Can I return early to Pakistan?
You can come early to Pakistan by making additional payment to the airline and this facility is provided only in emergency cases. You may contact Pakistan Hajj Mission office for the necessary arrangements/guidance.
- Can I return to Pakistan later than my scheduled flight?
Normally you are not allowed to overstay and this facility is provided only in emergency cases. However, you will be charged extra by the airline for the change of flight. You may contact Pakistan Hajj Mission office for the necessary arrangements/guidance.
- How many cans of zamzam can I bring to Pakistan?
Only one can of 10 liters is allowed per person.
- Do I have to purchase zamzam at my own cost?
Yes
- I am unable to locate/contact my relative pilgrim, what should I do?

You may contact the Pakistan Hajj Mission or call the Hajj Helpline.

- Is it mandatory for females to wear an Abaya?
Yes
- I want to change my Maktab, what should I do?
You cannot change your Maktab once allotted
- Should I carry an umbrella with me to prevent myself from heat stroke?
Yes it is advisable to carry an umbrella, especially in Mina and Arafat.
- Can I carry any luggage while going for stoning at Jamarat/Rami?
No, you are not allowed to carry any type of luggage with you while going for stoning at Jamarat/Rami.
- What is the weather condition in KSA?
Normally it will be hot during your journey.
- Do I need to carry any warm clothes?
Yes, it is recommended to carry light warm clothes for your stay in Madina after mid Oct.

2. Clearance time at the airport on entry in KSA

- How much time will it take to get clearance from the Airport formalities?
Normally it takes 3-4 hours. However, it may take longer in case there is a rush of flights.
- In case of any difficulty, who do we need to approach?
You may contact the Pakistan Hajj Mission office at the airport
- What are the different steps of getting the airport clearance?
The airport clearance includes Immigration, baggage collection, custom clearance, transport stickers from Maktab-ul-Vukala, grouping and passport collection, bus boarding.

3. Airport/Airlines

- Do I need to hand over my passport to anyone at the airport?
Yes, you are required to handover your passport at Transport Syndicate Counter. Khudam-ul-Hujjaj will also be there to help you.
- When will I get my passport back?
Your passport will be handed back at the Jeddah/Medina airport at the time of your return journey.
- When do I need to report at the airport before the flight departure?
You should report at the airport at least six hours before the departure time of your flight.

- What is total admissible luggage weight allowed?
Admissible luggage weight is 30kg. Airlines charge for the excess baggage. Wheel chair is allowed, free of charge.
- How much luggage can I hand carry?
You can hand carry luggage upto 7kg.
- What is the travelling time from Jeddah/Medina to my city?
Approximate travelling time from Saudia airport to Pakistan airport is 4 to 5 hours.
- Do I need to travel with my group on my way back?
Yes, you should travel with your own group.
- Can I change the schedule of my return flight?
Yes, flight schedule may be changed only under extreme conditions. It is to be noted that an additional fee will be charged for the requested flight change.
- If I need to change the schedule of my return flight, what should I do?
To change the schedule, you will need to get permission from Pakistan Hajj mission, have the return flight confirmed by the respective airline staff, and after flight confirmation get the passport from your Moallim.
- I have missed my flight, what should I do?
You may contact the concerned airline staff.
- I have misplaced my boarding pass, what should I do?
You may contact the concerned airline staff.
- I have been offloaded from my scheduled flight because of an emergency, what should I do now?
You may contact the concerned airline staff/Pakistan Hajj Mission Office.

4. Welfare staff

- How will the khuddam-ul-Hujjaj facilitate us?
They will provide guidance and any required welfare service at the airport and in Makkah/Medina/Mashair.
- How do I identify khuddam-ul-Hujjaj?
They would be wearing jackets having Pakistani flags.
- Will the welfare staff be able to communicate in Arabic, if required?
Yes, Arabic knowing local khuddam will help to communicate in Arabic
- Will there be any khuddam-ul-Hujjaj/welfare staff to guide us inside the lounge?
No, khuddams are not allowed to enter inside the lounge.
- Will there be any khuddam-ul-Hujjaj to guide us outside the lounge?

Yes, they will be available to provide welfare services.

- If I am unable to locate a khuddam-ul-Hujjaj, what do I do?
You may contact Pakistan Hajj Mission office or the nearest sector office.
- Is there anyone else besides the khuddam-ul-Hujjaj to facilitate us at the airport?
Yes, representatives of different Saudi Agencies will also be available to guide you.
- Will there be any khuddam-ul-Hujjaj/welfare staff to guide us in our building?
Yes, khuddam-ul-Hujjaj/welfare staff will be there.
- Will there be any khuddam-ul-Hujjaj/welfare staff to guide us in Mina?
Yes, they will be available at different points in Mina to guide you.
- How do I identify khuddam-ul-Hujjaj during Mashair?
There will be a green slip/patti on their Ehrams.
- Will the name of Khuddam-ul-Hajjaj be mentioned on his uniform?
Yes, they will be wearing their identification cards on which their names are also mentioned.

5. Transport/Travel within KSA

- Do we need to pay for this transport?
No, you need not pay as you have already paid for the transport charges with the Hajj dues.
- Are the buses air-conditioned?
Yes, buses are air-conditioned.
- Do all the group members need to travel together?
Yes, all the group members need to travel together.
- Will the bus drop us at our allocated building/hotel?
Yes, the bus will drop you at your allocated building/hotel.
- Our bus is being delayed. Can our respective Hajj Group Organizer or Pakistan Hajj Mission facilitate us in this regard?
The transport within KSA is the sole responsibility of the Transport Syndicate and is not under the control of Pakistan Hajj mission/Hajj Group Organizer. In the event of such delays, pilgrims are requested to cooperate with the organizers and welfare staff.

Jeddah/Medina Airport

- How will I travel to Makkah/Medina from the airport?
You will travel by bus
- From where do I get the transport to Makkah/Medina from the airport?
A bus will be arranged at the airport by the on-duty khuddam-ul-hujjaj.
- Do we need to pay anything to the porter at the bus stands?
No, you don't need to pay anything to the porter at the bus stands.
- Can we hire a private car to travel to Makkah/Medina from the airport?
No, you are not allowed to hire a private car for going to Makkah/Madina from the airport. However, you may use the special transport if arranged by your respective HGO.
- What is the procedure to board the bus to Makkah/Medina?
To board the bus, present the passport to the Transport syndicate. Khudam-ul-Hujjaj will help you in boarding the buses. However before boarding the bus, ensure that the bus stickers have been pasted on your passports by Maktab-ul-Vokala.
- How much time will it take to travel from the airport to Makkah/Medina?
It usually takes two and a half hours from Jeddah to Makkah and 2 hours from Medinaairport to residence in Medina.
- How will I identify the bus allocated to my group?
A sticker indicating the group number, maktab number and building number will be displayed at the wind screen of the bus. You can identify your bus accordingly. You can also contact Khudam-ul-Hujjaj who will guide you to the bus. Your respective bus will not move until all the pilgrims assigned to that bus have not boarded.

Makkah/Medina

- From where do I get the transport to Makkah/Medina?
You may contact your Maktab who will make the necessary arrangements.
- Can I hire a private car to travel to Makkah/Medina?
Yes, you can hire with the permission of your Maktab.
- If I do not avail the allocated transport, can I have my dues refunded?
Yes, you can claim this refund at Jeddah airport at the time of your departure from Saudia.
- What documents are required to claim the transport refund?
You have to present the unutilized bus sticker along with your passport at the Transport Syndicate Counter at the airport.

- How much time will it take to travel from Makkah/Medina to Medina/Makkah?
During Hajj operation, normally it takes about 8-10 hours to travel between Makkah and Medina.
- What is the bus schedule to travel between Makkah and Medina?
The Govt Scheme pilgrims may contact their Maktab to get the travel details and it will depend upon whether the travel is 'before hajj' or 'after hajj' as specified on their passport/intimation letter. The Private Hajj scheme pilgrims may get the required information from their respective organizer.
- Can I travel to Medina before the scheduled program?
No

During Mashair

- Who will provide us the train ticket bracelets?
Your respective Maktab/Moallim will provide the train ticket bracelet, applicable only for Govt Scheme pilgrims.
- Who will guide us to train platform?
Your respective Maktab/Moallim will guide you, applicable only for Govt Scheme pilgrims.
- I have missed my train, what should I do?
You can travel by next upcoming train.
- I missed my bus to Arafat, what should I do now?
Contact your respective Maktab/Moallim or HGO.
- Who will arrange transport for Mina/Arafat?
Your respective Maktab/Moallim or HGO will arrange the transport to Mina/Arafat.
- When and where the transport would be available for Mina?
For your transportation to Mina, buses will be available on the night of 7thZilhajj or morning of 8thZilhajj in front of your building in Makkah.
- When and where the transport would be available for Arafat?
For Private Scheme Pilgrims, buses will start to move to Arafat from midnight of 8thZilhajj from their respective tents. Whereas, for Govt Scheme Pilgrims, their respective Maktab/Moallim will take them to the nearest train station as per the shared train schedule.

- Will the Maktab provide transport for?
No, for Tawaf-e-Ziarah every pilgrim has to arrange his/her own transport.
- Can I go to Mina/Arafat on foot?
Yes, you can if you are physically fit.
- Can I hire private transport for going to Mina/Arafat?
Yes you can, but it is recommended that you should avail the transport arranged by your Maktab for which you have already paid. If you do not avail this transport, the dues already charged will not be refunded.

6. Accommodation in Makkah/Medina

- What is meant by categories blue, green and white in Government Hajj Scheme?
These are accommodation categories depending upon the distance from the Haram:
Blue Category is the most expensive one. It is located within 900 meters.
Green category lies within 2 km.
White category is outside the range of 2 km and it is the most economical one.
- Who will guide us to our allocated room(s)?
Khuddam-ul-Hujjaj will guide you to your allocated rooms.
- How much space is provided to one person?
You will be provided space in the room at the scale of 1meter x 3.5meter per person at Makkah and 1meter by 4 meter per person at Medina.
- Will females and males share the same room?
No they will have separate rooms as per accommodation plan pasted on the door of the rooms.
- Can one family stay together in one room?
If the family size is according to room capacity they can stay together in one room.
- I am not satisfied with the accommodation, can I change it?
You are not allowed to change the accommodation. You have to stay in the building allocated to you by the Pakistan Hajj Mission.
- If I do not avail the allocated accommodation, will the accommodation charges be refunded to me?
No, accommodation charges are non-refundable.
- I have issues with the accommodation, who do I report to?
You should report to the staff on duty in your building. In case your application is not entertained, you can lodge the complaint with the nearest Sector Office of Pakistan Hajj Mission.

- My room is overcrowded, who do I contact?
Report to the staff on duty in the building or to nearest Sector office.
Before lodging complaint, please ensure that number of hajjis accommodated in the room is over and above the prescribed capacity of room.
- I am unable to contact the building in-charge, what do I do?
All important telephone numbers of Pakistan Hajj Mission are prominently displayed in the lobby of the building. You may contact the relevant person.
- The sector office has been unable to solve my accommodation related issues, who do I contact now?
You should inform the Main Control Office of Pakistan Hajj Mission.
- What type of bedding would be provided in Makkah/Medina?
You are provided with beds with mattress, pillows, blankets and sheets

7. Maktab/Tentage during Mashair

- Who will provide us tentage cards?
Your Maktab will provide the tentage cards
- How will we recognize our Maktab/Tents in Mina?
Your respective Maktab Number with Name of Moallim is displayed prominently at main entrance of your maktab. Pakistani flags are also hosted on both the sides of the entrance gate.
- My Maktab is not providing me space in tent, what should I do?
Report to khuddam-ul-Hujjaj on duty with the Maktab or to the Pakistan Hajj Mission office.
- Do we need to bring our own beddings for our stay in Mina?
No, you need not bring your own beddings as mattresses, pillows, sheets, etc. will be provided by the Maktab/Moallim.
- Will I be served any food/drinks in Mina?
For Private Scheme Pilgrims, their respective HGO will provide them food if included in agreed package. Whereas, the Govt Scheme pilgrims need to buy the food from the canteens/food stalls.

8. Medical

- In case of any medical or general emergency, who do I need to contact?
You should contact the dispensary established by Pakistan Hajj Mission but during Mashair you can ask your Maktab or HGO to guide you to nearest Saudi dispensary established by Saudi Health Department as Pakistan Hajj Mission is not allowed to set up any dispensary.
- In case of an emergency, will there be an ambulance to shift the patient to a hospital?
Yes, ambulance facility will be available at the nearest dispensary and will be available for 24 hours at the airport. And during Mashair, you can ask your Maktab/Moallim to arrange an ambulance for any emergency.
- Will I be given any medicines at the dispensary?
Yes, medicines will be given at the dispensary as prescribed by the duty doctor.
- Will there be any Pakistani doctors/medical staff available in the dispensary?
Yes, Pakistani doctors/paramedics will be available at the airport and in Makkah/Medina but they are not allowed to perform duties during Mashair.
- Do I need to pay for the treatment/medicines given in the dispensary?
No, you do not need to pay.
- Will there be any laboratory facility (sugar test, blood test, xray etc.) in Pakistani dispensary/hospital?
Yes, laboratory facility will be available.

9. Lost / Found

- I have lost my luggage/ documents/ money, who should I report to?
You may report to Pakistan Hajj Mission office or its nearest sector office.
- I have found some luggage/ documents/ money, who should I report to?
You should report about the found luggage/documents/money to Pakistan Hajj Mission or its nearest sector office.