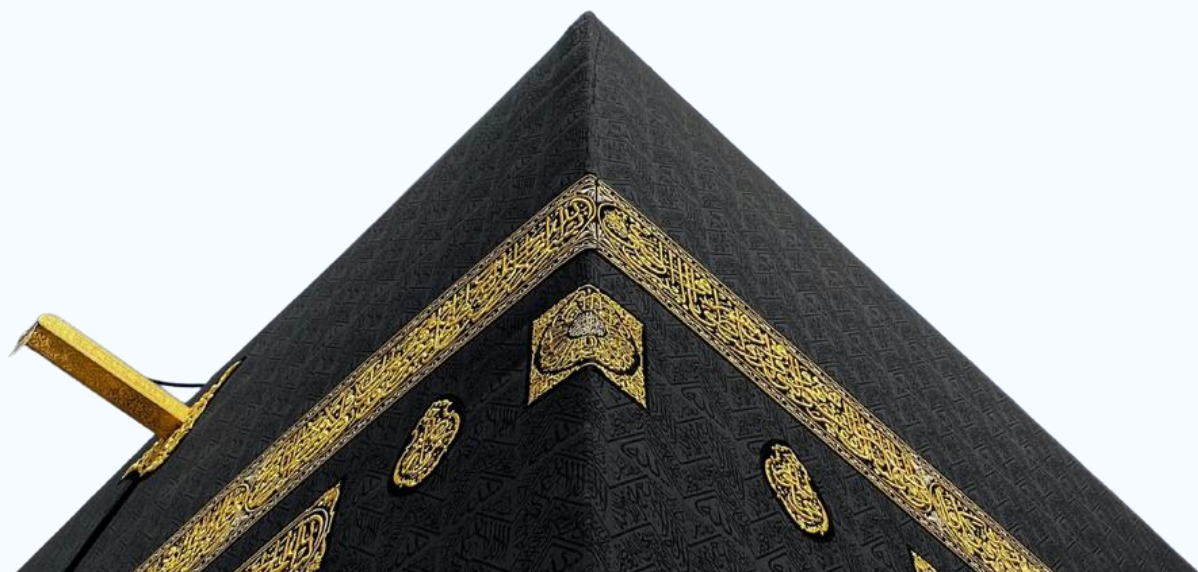


# User Guide

## Licensed Domestic Pilgrim Companies & Establishments Inquiry



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## Introduction:



In line with the organization's commitment to advancing digital transformation and enhancing user experience, the "**Inquiry About Licensed Domestic Pilgrim Companies and Establishments**" service has been provided via the online portal. This service aims to enable users to access company-related data easily and conveniently.

Furthermore, this guide aims to clarify the mechanism for using the service and the necessary steps to benefit from it, helping the user execute the required procedures smoothly and clearly.

## Service Description:



This service is provided fully electronically, allowing portal visitors to inquire about Hajj companies operating directly during the Hajj season and view company details.

## Purpose of the Service:

**Enhancing User Experience:**  
Improving user experience by providing an easy and seamless digital service.

**Empowering Beneficiaries:**  
Enabling beneficiaries to inquire about licensed domestic pilgrim companies or establishments and view company details.

## Target Audience:

Visitors



Residents



Citizens



### Required Documents:

No documents are required to execute the service.

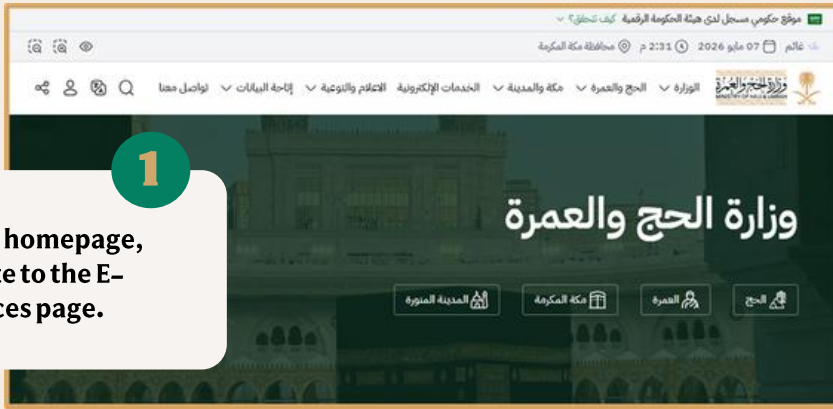


### Terms of Use:

No conditions apply; the service is available to all users.

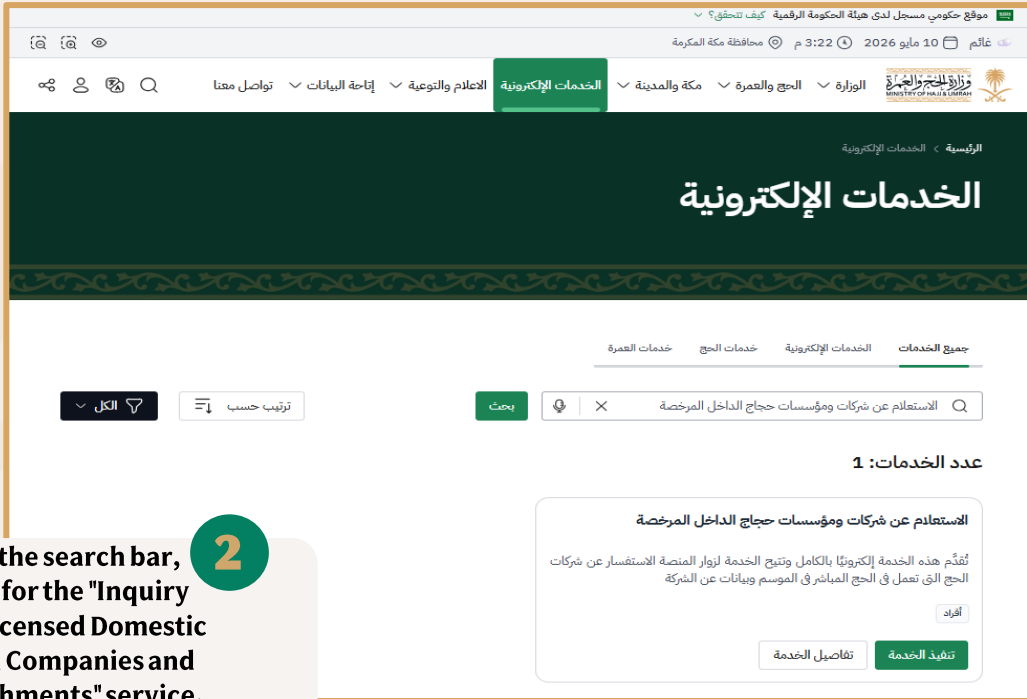


# Service Execution Steps:



From the homepage,  
navigate to the E-  
Services page.

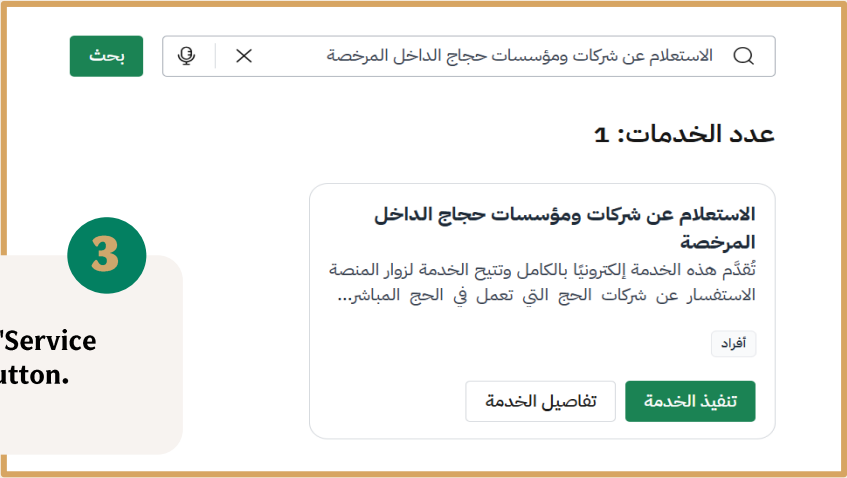
Figure 1: Ministry Website Homepage



Using the search bar,  
search for the "Inquiry  
About Licensed Domestic  
Pilgrim Companies and  
Establishments" service.

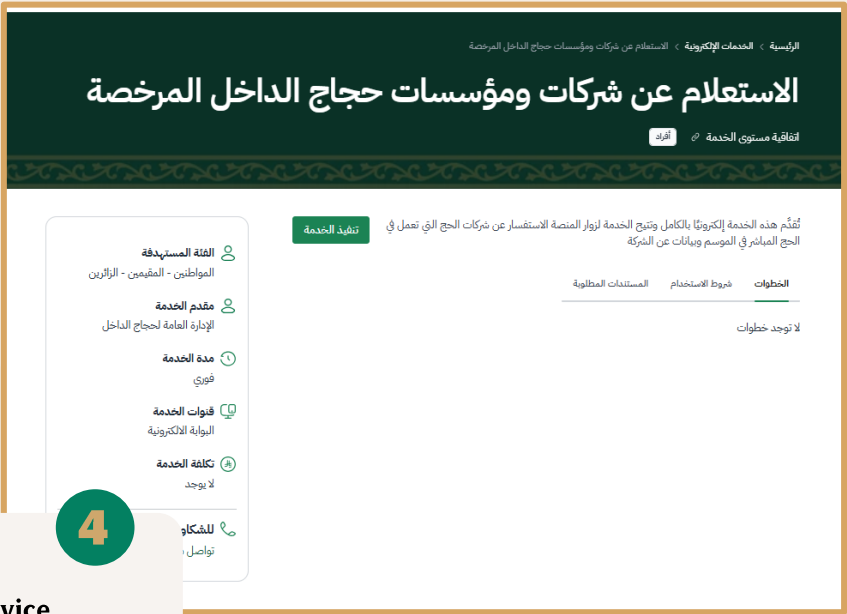
Figure 2: E-Services Page

# Service Execution Steps:



Click on the "Service Details" button.

Figure 3: Service Card



View the service details.

Figure 4: Service Details Page





**Click on the "Start Service" button.**

Figure 5: Service Details Page

**Enter the company  
permit number and  
click Search.**

Figure 6: Service Form Page

## Service Execution Steps:

ابحث برقم تصريح الشركة

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بحث

|                           |                            |
|---------------------------|----------------------------|
| اسم المنشأة بالعربية      | شركة خدمات مكة             |
| اسم المنشأة بالإنجليزية   | .Makkah Services Co        |
| حالة المنشأة              | نشط                        |
| رقم الترخيص               | 33                         |
| البريد الإلكتروني         | support@makkahservices.com |
| رقم الهاتف الثابت         | 512345678                  |
| عنوان المنشأة             | مكة - العزيزية             |
| رقم السجل التجاري         | 403333333                  |
| يخدم المتقنمين المحليين؟  | نعم                        |
| يخدم المتقنمين الخارجيين؟ | نعم                        |

7

The company details will be displayed.

Figure 7: Display Company Details Page

ابحث برقم تصريح الشركة

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بحث

لم يتم العثور على نتائج

مسح

تاريخ آخر تعديل: 06/05/2026 - 11:41 ص بتوقيت السعودية

8

If no results are found, a message will appear to the user with the option to search using a different value.

Figure 8: No Results Found Message





966 920002814



1966



[Care@haj.gov.sa](mailto:Care@haj.gov.sa)

## Social Media Accounts



حجرات

