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Kingdom of Saudi Arabia

Visa Options for Bangladeshi Nationals

January 2021

Supported by



Federal Foreign Office

Implemented by



Saudi Arabia: Visa Options for Bangladeshi Nationals

Saudi Arabia maintains a resident diplomatic mission in Bangladesh.

Address:

Embassy of the Kingdom of Saudi Arabia

House 5 (NE) L, Road 83, Gulshan-2, Dhaka-1212

Telephone: +88028834078, +88028834079

Website: <https://embassies.mofa.gov.sa/sites/Bangladesh/EN/Pages/default.aspx>


Types of visas:

1. Commercial Visit Visa:


Weblink:

<https://embassies.mofa.gov.sa/sites/Bangladesh/EN/AboutDiplomaticMission/Visas/Pages/CommercialVisit.aspx>

Requirements

1. An electronic invitation letter from the Saudi company or the visa document number issued by the Ministry of Foreign Affairs.
2. Copy of the Commercial Registration of the Saudi Company.
3. A copy of commercial register of Bangladeshi company must be attested by the concerned authority approved by the Ministry of Foreign Affairs of Bangladesh.
4. A letter from the applicant's employer indicating the employee's data, purpose of visit, and duration of actual visit.
5. A recent photograph of the applicant with white background.
6. The passport validity should not be less than six months.
7. Two empty pages must be in the passport.
8. Apply to an accredited office by the Embassy ( Services Offices.pdf).

Notes:

1. For inquiries or requests for assistance, please contact the offices accredited by the Embassy ( Services Offices.pdf).
2. In case of difficulties or complaints, please contact the Consular Section of the Embassy via e-mail, leaving the contact numbers, to provide assistance.
3. Required time to study the application and issue visa from the embassy is one working day from the date of receiving the passport, noting that the embassy does not keep any passport and hand over it to the approved agency, whether the visa is issued or not without giving any reason.
4. The Embassy may request for other relevant documents if needed.
5. The Embassy has the right to reject the application after studying it without providing any reason.


6. For the residents of non-Bangladeshi, rule No. 3, 4 is excluded and note that the application should be submitted with a Note Verbal of his own country Embassy in Bangladesh to be identified as a commercial.
7. The businessman may obtain visas from the Embassy for his spouse and young children to accompany him during his business visit to the Kingdom.
8. The businessman or director of the company shall be excluded from the requirement (4) when he is registered with commercial register.

2. Visa for extension return


Weblink:

<https://embassies.mofa.gov.sa/sites/Bangladesh/EN/AboutDiplomaticMission/Visas/Pages/ExtendReturnVisa.aspx>

Requirements

1. Extension letter for male or female worker.
2. For employment of companies or business organizations, a letter from the employer shall be submitted including the request for extension of the worker's return approval by the Chamber of Commerce.
3. For house workers, a letter from the employer shall be submitted, including the extension of the return of the male or female worker certified signature of the employer, the city mayor or the Ministry of Foreign Affairs of Saudi Arabia.
4. E-report (report on the resident status) issued by the Saudi Passport Department containing the worker's data.
5. The worker's stay outside the Kingdom shall not exceed seven months from the date of leaving the Kingdom.
6. Students and their mothers who study in Bangladesh with residence visas of the Kingdom must not exceed the period of their stay outside the Kingdom more than twelve months from the date of leaving, which proves their continuation of study and its approval by the relevant authorities and Ministry of Foreign Affairs of Bangladesh.
7. A recent photograph of the visa applicant with white background.
8. There must be two empty pages in the passport.
9. Applications should be submitted to an accredited office by the Embassy ( Services Offices.pdf).

Notes:

1. For inquiries or requests for assistance, please contact the accredited agencies to the Embassy ( Services Offices.pdf).
2. In case of any difficulties or complaints, please contact the Consular Section of the Embassy via e-mail, leaving the contact numbers, to provide assistance to you.
3. Required time to study the application and issue visa from the embassy is a working day from the date of receiving the passport, noting that the embassy does not keep any passport and it is given to the approved agency, whether the visa is issued or not, without describing the reasons for it.
4. The Embassy may request for other relevant documents if needed.



5. If the purpose of wife's departure from the Kingdom to give birth, the child may obtain a direct residence visa from the Embassy with the condition that the child age did not exceed one year.

3. Residence Visa


Weblink:

<https://embassies.mofa.gov.sa/sites/Bangladesh/EN/AboutDiplomaticMission/Visas/Pages/%D9%8CResidenceVisa.aspx>

Requirements

1. Visa issued by the concerned authority in the Kingdom.
2. Photocopy of Residence Visa for the Applicant.
3. Medical Certificate from the Authorized Medical Center to Embassy.
 Medical Centers.pdf)
4. Proof of Relationship
 - (A) Spouse:
 - A-1: A copy marriage certificate with attestation from the respected authority and Ministry of Foreign Affairs.
 - A-2: Translation copy of the marriage certificate from registered Translation Centre.
 - (B) Sons:
 - B-1: Age of son should not exceed 18 Years.
 - B-2: Birth certificate with attestation from Ministry of Foreign Affairs.
 - B-3: Translation copy of the birth certificate from registered Translation Centre and attested by Ministry of Foreign Affairs in Bangladesh.
 - (C) Daughters:
 - C-1: The daughter should not be married with certification and attestation from the respected authority and certified by the Ministry of Foreign Affairs.
 - C-2: Birth certificate with attestation from Ministry of Foreign Affairs.
 - C-3: Translated copy of birth certificate from registered Translation Centre and attested by Ministry of Foreign Affairs in Bangladesh.
5. A recent photograph of the visa applicant with white background.
6. Separate passport copy for every single applicant.
7. Passport should be valid for six months.
8. Two pages of the passport must be blank.
9. Applications should be submitted to authorize agency approved by the embassy ( Services Offices.pdf).

Notes:

1. For details information regarding visa application, applicant should contact to the authorize agency approved by the embassy ( Services Offices.pdf).
2. In case of facing any problems regarding the visa issue, the applicant should contact to the Embassy through email of consular section or provide contact number to contact with the applicant.
3. Duration for the revision of application and issuing visa is 1 day effective from the date of receiving the passport. It is known that the Embassy doesn't keep any

passport with it and handover the passport to agency either the visa issued or not in any case.



4. For a newborn baby who's age less than a year he/she can receive visa directly from the Embassy (Children Visa).
5. For University Professors family members, doctors and teachers of public institutions, for their spouse, sons' below 18 years old and unmarried daughters' visa will be issued directly from the Embassy.
6. The Embassy may ask for more relevant documents if needed.

4. Working Visa


Weblink:

<https://embassies.mofa.gov.sa/sites/Bangladesh/EN/AboutDiplomaticMission/Visas/Pages/WorkVisa.aspx>

Requirements

1. Visa number issued by the concerned authority in the Kingdom of Saudi Arabia.
2. Medical Certificate from the Authorized Medical Center to Embassy ( Medical Centers.pdf).
3. Clearance Certificate from the security authorities of Bangladesh.
4. A Recent Photograph of Visa Applicant.
5. Passport validity should not be less than six months.
6. There should be two empty pages in the passport.
7. Applications should be submitted to authorize agency approved by the Embassy ( Services Offices.pdf).

Notes:

1. For details information regarding visa application, applicant should contact to the authorize agency approved by the Embassy ( Services Offices.pdf).
2. In case of facing any problems regarding the visa issue, the applicant should contact to the Embassy through email of consular section or provide contact number to contact with the applicant.
3. Required time to study the application and issue visa from the embassy is a working day from the date of receiving the passport, noting that the embassy does not keep any passport and it is given to the approved agency, whether the visa is issued or not, without describing the reasons for it.
4. The Embassy may ask for more relevant documents when it is needed.
5. The applicant must be eligible for following professions:
 - 5-1) A vocational certificate for the applicant is required in relevant field attested by concerned authority and Ministry of Foreign Affairs of Bangladesh. (The certificate must be translated into Arabic Language from authorized translation center in Bangladesh.
 - 5-2) An engineering certificate is required for engineering profession attested by the respective authority and Ministry of Foreign Affairs of Bangladesh. (The certificate must be translated into Arabic Language from authorized translation center in Bangladesh.

6. Age restrictions for following profession:

6-1) For Female housekeepers, age should not be below 25 years and more than 45 years to in the Kingdom.

6-2) Male workers age should not be less than 21 years and more than 60 years.

6-3) Tailors age for industrial works should not be less than 30 years and more than 60 years.

6-4) Readymade garments and textile shops workers age should not be less than 40 years and more than 60 years.

6-5) Barber shops and natural therapies workers age should not be less than 35 years and more than 60 years.

7. Drivers must have valid driving license.

8. House workers must have minimum 1 month training in relevant field from authorities approved by Bangladesh Government according to the labour ministry.

5. Working Visit Visa:

Weblink:

<https://embassies.mofa.gov.sa/sites/Bangladesh/EN/AboutDiplomaticMission/Visas/Pages/WorkVisitVisa.aspx>

Requirements

1. An invitation letter from the Saudi company or visa number issued by Saudi Ministry of Foreign Affairs.
2. Copy of the Commercial Registration of the Saudi Company.
3. A copy of the educational certificate in relevant specialization approved by the concerned authorities, with the approval of the Ministry of Foreign Affairs of Bangladesh.
4. Translation of the educational certificate from recognized translation centers accredited by the Ministry of Foreign Affairs of the Government of Bangladesh.
5. A recent photograph of the visa applicant with white background.
6. The passport validity must be more than six months.
7. There are two empty pages in the passport.
8. Apply to any office accredited by the embassy (office link).

Notes:


1. For inquiries or requests for assistance, please contact the offices accredited by the Embassy (Association of Offices)
2. In case of difficulties or complaints, please contact the Consular Section of the Embassy via e-mail, leaving the contact numbers to discuss the matter for providing assistance to you.
3. Required time to study the application and issue the visa from the embassy one working day from the date of receiving the passport, noting that the embassy does not keep any passport and hand over it to the agency, whether the visa is issued or not without giving any reasons for it.
4. The Embassy may request for other relevant documents if needed.

6. Personal Visit Visa


Weblink:

<https://embassies.mofa.gov.sa/sites/Bangladesh/EN/AboutDiplomaticMission/Visas/Pages/PersonalVisitVisa.aspx>

Requirements

1. Visa number issued by the Ministry of Foreign Affairs of Saudi Arabia.
2. A recent photograph of the visa applicant with white background.
3. The passport validity must not be less than six months.
4. Two empty pages must be in the passport.
5. Apply to an agency accredited by the Embassy ( Services Offices.pdf).

Notes:

1. For inquiries or requests for assistance, please contact the offices accredited by the Embassy ( Services Offices.pdf)..
2. In case of difficulties or complaints, please contact the Consular Section of the Embassy via e-mail of, leaving the contact numbers, to provide assistance to you.
3. Required time to study the application and issue visa from the embassy is one working day from the date of receiving, noting that the embassy does not keep any passport and it is given to the agency, whether the visa is issued or not without giving any reason.
4. The Embassy may request for other relevant documents if needed.


7. Family Visit Visa

Weblink:


<https://embassies.mofa.gov.sa/sites/Bangladesh/EN/AboutDiplomaticMission/Visas/Pages/FamilyVisitVisa.aspx>

Requirements

1. Visa issued by the concerned authority in the Kingdom.
2. Photocopy of Residence Visa for the Applicant.
3. Proof of Relationship
 - (A) Spouse:
 - A-1: A copy of marriage certificate with attestation from the respected authority and Ministry of Foreign Affairs of Bangladesh.
 - A-2: Translation copy of the marriage certificate from registered Translation Centre.
 - (B) Sons:
 - B-1: Birth certificate with attestation from Ministry of Foreign Affairs.
 - B-2: Translation copy of the birth certificate from registered Translation Centre of Bangladesh.
4. A recent photograph of the visa applicant with white background.
5. Separate passport copy for every single applicant including kids.
6. Passport should be valid for six months.

7. Two empty pages of the passport.
8. Applications should be submitted to authorize agency approved by the Embassy (Services Offices.pdf).

Notes:


1. For details information regarding visa application, applicant should contact to the authorize agency approved by the Embassy (Services Offices.pdf).
2. In case of facing any problems regarding the visa issue, the applicant should contact to the consular section of the Embassy through email address providing contact number to contact with the applicant.
3. Required time to study the application and issue visa from the Embassy is 1 working day from the date of receiving the passport, noting that the embassy does not keep any passport and it is given to the approved agency, whether the visa is issued or not, without describing any reasons for it.
4. The Embassy may ask for more relevant documents if needed.

8. Children Visa


Weblink:

<https://embassies.mofa.gov.sa/sites/Bangladesh/EN/AboutDiplomaticMission/Visas/Pages/ChildrenVisa.aspx>

Requirements

1. Visa application for children should be submitted by his father along with signature and certification from father employer.
2. The birth certificate of children must be certified by the relevant authorities and attested by Ministry of Foreign Affairs of Bangladesh.
3. Translation of the birth certificate from any recognized translation center and attested by the Ministry of Foreign Affairs of Bangladesh.
4. The child must not exceed one year of age.
5. An electronic report (a report on the resident status) issued by the Saudi Passport Authority for both father and mother and registered the profession of the mother as (housewife) in order to stay with her husband not for work.
6. A recent photograph of the child with white background.
7. There should be two empty pages in the passport.
8. Application is submitted to the accredited office by the embassy (Services Offices.pdf).

Notes:

1. For inquiries or requests for assistance, please contact the accredited agencies to the Embassy (Services Offices.pdf).


2. In case of difficulties or complaints, please contact the Consular Section of the Embassy through e-mail, providing the contact numbers to assist you.
3. Required time to study the application and issue the visa from the Embassy in one working day from the date of receiving the passport, noting that the Embassy does not keep any passport and hand over it to the agency, whether the visa is issued or not without giving any reasons.
4. The Embassy may request for other relevant documents if needed.

9. Air Transit Visa


Weblink:

<https://embassies.mofa.gov.sa/sites/Bangladesh/EN/AboutDiplomaticMission/Visas/Pages/AirTransitVisa.aspx>

Requirements

1. The visa applicant must obtain a visa from the country of destination if required for entry into the country.
2. Air ticket must be paid and should not be transitory one.
3. Transit shall not be less than 12 hours and more than 72 hours.
4. A recent photograph of the visa applicant with white background.
5. The passport validity should not be less than six months.
6. Two empty pages must be in the passport.
7. Apply to an agency accredited by the Embassy (Services Offices.pdf).

Notes:


1. For inquiries or requests for assistance, please contact an agency accredited to the Embassy (Services Offices.pdf).
2. In case of facing any problems regarding the visa issue, the applicant should contact to the consular section of the Embassy through email address providing contact number to contact with the applicant.
3. Required time to study the application and issue visa from the embassy is a working day from the date of receiving the passport, noting that the embassy does not keep any passport and it is given to the approved agency, whether the visa is issued or not, without describing the reasons.
4. The Embassy may request for more relevant documents if needed.
5. If the request is for a round trip, the return date must not exceed one month from the date of departure.

10. Study Visa


Weblink:

<https://embassies.mofa.gov.sa/sites/Bangladesh/EN/AboutDiplomaticMission/Visas/Pages/StudyVisa.aspx>

Requirements

1. Visa number must be issued by the respective authorities from the Kingdom of Saudi Arabia.
2. A copy of the acceptance letter issued by Saudi University.
3. Medical examination from one of the medical centers accredited to the embassy.
4. Clearance Certificate from the security authorities of Bangladesh.
5. A recent photograph of the visa applicant with white background.
6. The passport validity must not be less than six months.
7. Two empty pages in the passport.
8. Apply to an office accredited by the embassy (Services Offices.pdf).

Notes:

1. For inquiries or requests for assistance, please contact the offices accredited to the Embassy (Services Offices.pdf).
2. In case of facing any problems regarding the visa issue, the applicant should contact to the consular section of the Embassy through email address providing contact number to contact with the applicant.
3. Required time to study the application and issue visa from the embassy is a working day from the date of receiving the passport, noting that the embassy does not keep any passport and it is given to the approved agency, whether the visa is issued or not, without describing the reasons for it.
4. Before going to the approved medical centers, you must register on the GCC Health Council website to determine the medical center that will conduct a medical examination or contact an embassy accredited office for assistance.
5. The Embassy may ask for more relevant documents if needed.

11. Hajj Visa

Ref: <https://www.hajj.gov.bd/wp-content/uploads/2020/02/Hajj-Package-2020.pdf>

Hajj, an Islamic pilgrimage, takes place in Saudi Arabia every year. The number of hajj visas for each individual country and the modalities for visa depends on the Saudi bilateral agreement with that particular country concluded on a yearly basis. Though in 2020, the bilateral agreement with Bangladesh was concluded, Hajj did not place due to the Covid-19 pandemic. Generally, Hajj can be conducted under private management through Hajj Agencies approved by the Ministry of Public Administration and Religious Affairs of the Kingdom of Saudi Arabia, as well as under sending government's management. A total of 1,36,197 persons including 16,198 persons under Bangladesh Government's management and 1,20,000 persons under private management were supposed to perform holy Hajj from Bangladesh in 2020. For 2021, the bilateral agreement is yet to be concluded.

The Ministry of Religious Affairs of Bangladesh determined the following Hajj packages, including visa fees and insurance, for government-managed and privately managed Hajj pilgrims in 2020.

Government management (Cost):

Package-1: The total cost per Hajj pilgrim included in Package-1 under government management was fixed at BDT 4,25,000.00 .

Package-2: The total cost per Hajj pilgrim included in Package-2 under government management was fixed at BDT 3, 60,000.00 .

Package-3: The total cost per Hajj pilgrim included in Package-3 under government management is fixed at BDT 3,15,000.00 .

Private management (Cost):

Package: The total cost per Hajj pilgrim included in the Package under private management was fixed at BDT 3,58,000.00 .

Benefits of Hajj Pilgrims under Government management:

(a) Hajj Visa

(b) Biman Bangladesh Airlines flies directly to Saudi Arabia on the Bangladesh-Saudi Arabia-Bangladesh route at the scheduled time.

(c) Pilgrims in Package-1 are within 500 to 600 meters from the boundary of the Holy Mosque in Makkah- Al-Makarrama. Accommodation is within 600 meters from the the Holy Mosque Nabawi in Medina-Al-Manayara.

(d) Pilgrims in Package-2 are within 1000 to 1500 meters from the boundary of the Holy Mosque in Makkah - Al-Makarrama. Accommodation is within 600 meters from the Holy Mosque Nabawi in Medina-Al-Manayara.

(E) Package-3 Hajj pilgrims are accommodated at a distance of more than 2000 meters from the boundary of the Holy Mosque in Makkah-Al-Makarrama (Khudai, Ziad, Souqiya and Azizia areas) and within 1000 meters from the Holy Mosque Nabawi in Medina-Al-Manayara.

Due to the flight schedule, the stay in Saudi Arabia may be 30-45 days. Accommodation in Medina can be 8 (eight) days according to the Saudi house rental system, but the stay can be shorter / longer due to flight schedule or any other unavoidable reason.

(F) Rented house / hotel will have 01 (one) bed, 1 bed, 1 pillow and 1 blanket in the form of six for each person.

(g) Rooms are air conditioned (some rooms may have extra fan).

(h) There is one attached common toilet / toilet for 4-6 people.

(i) One or more fridges are provided in each room / floor of the hotel / house.

(j) A certain amount of space, mattress, sheets, blankets and pillows are provided in the tent of Mina by the Saudi authority for each pilgrim.

(k) Tents are provided for staying in Arafa.

(l) Hajj pilgrims have to arrange their own sheets / beds for staying in Muzdalifah.

(M) Meals are served in Mina and Arafa by the designated Muallem and in Muzdalifah the pilgrims have to arrange their own meals.

(n) Transportation facility is provided for round trip for the pilgrims: Jeddah - Mecca, Mecca - Mina - Arafa - Muzdalifah - Mina

(o) Quota specific Hajj pilgrims from Saudi Arabia will get train facility in: Mina - Arafa - Muzdalifah - Jamara.

(P) First aid services including free medicine are provided in Mecca, Medina and Jeddah.

(Q) Arrangements are made to stay in the dormitory of Dhaka Ashkona Hajj Camp before / after the Hajj flight.

(R) Ahkam of Hajj - Training on Arkan and management are arranged under the supervision of Deputy Commissioner and Director, Hajj.

(S) Every Hajj pilgrim are provided Hajj and Umrah guidelines, ID cards, luggage tags etc. published by the Ministry of Religious Affairs.

(N) For every 44 pilgrims, 1 skilled guide is appointed.

(P) Immigration from Bangladesh to Dhaka Ashkona Hajj Camp and pre-arrival immigration to Saudi Arabia under Route-to-Mecca program is completed at Dhaka Hazrat Shah Jalal International Airport.

i) Hajj pilgrims sent under the Route-to-Mecca program will have to pick up their luggage from the Dhaka Ashkona Hajj Camp and arrive at a hotel in Saudi Arabia.

ii) After returning from Hajj, 5 liters of Zamzam water will be provided to each pilgrim from Dhaka Airport.

Benefits of Hajj Pilgrims under Government management:

(a) Hajj Visa

(b) Biman Bangladesh Airlines and other airlines fly directly to Saudi Arabia on scheduled Bangladesh-Saudi Arabia-Bangladesh route at the scheduled time.

(c) Accommodation is provided in line with the officially announced package.

- (d) Due to flight schedule, stay in Saudi Arabia may be 30-45 days. Accommodation in Medina can be 8 (eight) days according to the Saudi house rental system, but due to flight schedule or any other unavoidable stay, the stay may be shorter / longer.
- (e) 01 (one) bed, 1 bed per person in the rented house / hotel. There will be a bed, 1 pillow and 1 blanket.
- (f) The room will be air conditioned (some rooms may have extra fans).
- (g) There will be 1 attached common bathroom / toilet for 4-6 people.
- (h) Per hotel / house one or more refrigerators will be provided in the room / floor.
- (i) Mina tent for each pilgrim will be provided with the specified amount of space, mattress, sheets, blankets and pillows as prescribed by the Saudi government. To stay in Muzdalifah, the pilgrim has to arrange his own sheet / bed.
- (l) Meals will be served in Mina and Arafah by the prescribed Muallem and the pilgrims in Muzdalifah will have to arrange their own meals.
- (m) Transportation to and from Jeddah will be provided.
- (n) First aid services including free medicine will be provided in Mecca, Medina and Jeddah.
- (o) Arrangements will be made to stay in the dormitory Dhaka Ashkona Hajj Camp before / after Hajj Flight. At this time you have to take food in the cafeteria at your own expense.
- (p) Hajj Ahkam - Training on Arkan and Management will be arranged under the supervision of Deputy Commissioner and Director, Hajj.
- (q) Every Hajj pilgrim will be provided Hajj and Umrah guidelines, ID cards, luggage tags etc. published by the Ministry of Religious Affairs.
- (r) 1 skilled guide will be appointed for every 44 pilgrims.
- (s) For Hajj pilgrims, Immigration from Bangladesh will be completed at the Ashkona Hajj Camp (Dhaka); and Pre-Arrival Immigration for Saudi Arabia for Hajj pilgrims under the 'Route-to-Mecca' program will be completed at Dhaka Hazrat Shah Jalal International Airport.
- (t) Hajj pilgrims sent under the 'Route-to-Mecca' program will receive their luggage from the Dhaka Ashkona Hajj Camp and arrive at a hotel in Saudi Arabia.

(u) After returning from Hajj, the pilgrims arriving through Bangladesh Biman will be provided 5 liters of Zamzam water from Dhaka Airport; and the pilgrims arriving through other airlines will collect Zamzam water from Saudi Arabia.

12. Umrah Visa

Only authorized - by both the government of Bangladesh and KSA - Umrah agencies in Bangladesh, can process visa and other services for Bangladeshi individuals and groups to perform Umrah Hajj in KSA. The approved Agency list can be found through the following link:

<https://embassies.mofa.gov.sa/sites/Bangladesh/EN/AboutDiplomaticMission/SiteAssets/Pages/ApprovedAgencies/Hajj%20Umrah%20Offices.pdf>

Important Points:

Ref: <https://www.hajj.gov.bd/wp-content/uploads/2019/02/Hajj-Policy-2019.pdf>

- 1) The list of names of Umrah pilgrims will be submitted by the agency to the government authorities. The Ministry will verify the list and send the same to the Saudi Embassy along with the necessary recommendations.
- 2) The Umrah Agency will be able to send a maximum of 1000 Umrah pilgrims every year. Sending additional Umrah pilgrims will require government approval.
- 3) If any member of any group stays in Saudi Arabia for any reason other than death or serious illness and the concerned Umrah agency fails to bring him/her back, then up to BDT 5,00,000 can be fined by the Bangladesh government from the agency's security deposit. The relevant paragraphs of the National Hajj and Umrah Policy are applicable.
- 4) Funds collected for airfare, house / hotel rent, food and drink, bus fare, etc. from the Umrah pilgrims should be through the agency's own bank account. The bank account number of each Umrah agency will be submitted to the Ministry of Religious Affairs of Bangladesh.
- 5) If an Umrah pilgrim raises a complaint against an Umrah agency, the Ministry of Religious Affairs of Bangladesh, will investigate and dispose of the relevant paragraph of the National Hajj and Umrah Policy.
- 6) All the laws, rules, regulations, customs and administrative orders of the Government of Bangladesh and the Government of Saudi Arabia must be properly complied with by the Umrah Agency.
- 7) In case of non-return of Umrah pilgrims (excluding for death/illness, or other legal reasons), the concerned Umrah Agency will be held responsible. In this case, punitive measures will be taken in Saudi Arabia and Bangladesh. In case of death of any Umrah pilgrim, the Counselor (Hajj) of Bangladesh Hajj Mission in KSA should be informed.

- 8) The Umrah Agency will announce the Umrah Package of different categories mentioning the Umrah processing fee and the prescribed cost of all the services to be paid and will ensure that the copy is sent to the Ministry of Religious Affairs and Hajj Office, Dhaka. Unless the package is announced, no Umrah agency will be allowed to send Umrah pilgrims.
 - 9) According to the Royal Saudi Government's Umrah Policy, the Umrah Agency (Company/ Travel Agency) of Bangladesh will enter into an overall agreement with the local Saudi Umrah Agency to conduct all its activities.
 - 10) The Umrah Agency has to submit the return report of Umrah pilgrims to the Director, Hajj Office, Dhaka.
-