



*The Presidency*

**NATIONAL HAJJ COMMISSION OF NIGERIA (NAHCON)**

# **INVITATION TO REGISTER COMPLAINTS AND SUGGESTIONS ON SERVICES RENDERED DURING THE 2024 HAJJ AND UMRAH OPERATIONS**

In furtherance of its statutory functions “to regulate, supervise and perform oversight functions over organizations associations or similar bodies engaged in organizing and coordinating the movement of pilgrims to perform Hajj and Umrah”, the National Hajj Commission of Nigeria (NAHCON) wishes to inform members of the general public that the Commission has commenced the review of the year 2024 Hajj and Umrah activities.

The Commission, therefore requests pilgrims who participated or had paid to participate in 2024 Hajj or Umrah and who have complaint(s) or comment(s) against an individual or institutions that rendered services during the period to forward same to the Commission for appropriate action.

The complaints(s), comments(s) or suggestion(s) will assist the Commission’s determination to embark on improvement of services for 2025 Hajj and Umrah activities. It will also guide the decision making over renewal or otherwise of the licenses of the relevant Service Providers; Tour Operators, State Muslim Pilgrims’ Welfare Boards/Agencies/Commissions as well as to enhance the Commission’s role in monitoring regulation and supervision, Furthermore, the Commission welcomes suggestions and ideas from stakeholders and members of the public on ways and means to improve Hajj and Umrah activities in Nigeria.

The complaints(s), comments(s) or suggestion(s) should be written with author’s full address and delivered to:

**The Chairman/CEO,**

National Hajj Commission of Nigeria (NAHCON)  
Plot 991/992 Zakariya Maimalari Street.  
Central Business District, P.M.B. 375,  
Abuja.

Or be forwarded via e-mail to [info@nigeriahajjcom.gov.ng](mailto:info@nigeriahajjcom.gov.ng) Or [nahconoperations@gmail.com](mailto:nahconoperations@gmail.com) not later than 10<sup>th</sup> August, 2024

For more enquiries or assistance, please contact the Commission’s Operations Department on 08033826429, 08124514662 and 08074160299.

Signed:  
**Management**