

INSTRUCTIONS FOR APPLICATION OF CREMATION SERVICES AT MANDAI CREMATORIUM

1. GENERAL

- a. Mandai Crematorium manages the cremation of claimed bodies.
- b. An applicant may call the office of Mandai Crematorium (hereinafter called “the Crematorium”) at tel: 65545 655 between 0830hrs and 1630hrs (daily) to make enquiries for the application¹ of cremation service(s) at Mandai Crematorium.
- c. Documents to be produced for verification:
 - (i) Digital Death Certificate of deceased
 - (ii) Permit to Cremate
 - (iii) NRIC or passport of applicant and next-of-kin of the deceased
 - (iv) Letter of authorization, if the applicant is not a next-of-kin of the deceased
- d. Payment of cremation fee at the counter may be made by any of the following means:
 - (i) Cash Card
 - (ii) Credit Card
 - (iii) Nets

2. DECLARATION BY APPLICANT

The applicant has to make a declaration that the deceased is not known to have left any written direction that he/she should not be cremated and will accept full responsibility for this application for cremation.

3. PERSONAL BELONGINGS/VALUABLES

Next-of-kin are advised not to place any valuables in the coffin for cremation. Any items cremated with the deceased (e.g., jewellery or other personal items), body prostheses (e.g. hip-joints, surgical pins, dentures, dental bridgework, dental fillings, etc.) or implants, will lose their identity and are unlikely to be recovered due to prolonged exposure to extreme high temperature during the cremation process.

Following cremation, the remains of such items (if any) will be separated from the ashes and be disposed of by NEA unless there is written request by next-of-kin to return such items if found intact after the cremation process. However, NEA does not guarantee that such items will be recoverable and accepts no liability for the non-recovery of any such items.

¹ Notwithstanding the above, the NEA reserves the right to change the dates and times of the sessions booked by the applicant under exceptional circumstances as decided by NEA.

4. PERMISSIBLE SIZE AND MATERIAL OF COFFIN

a. The coffin containing the remains of the deceased person shall be of wood or other material approved by the Director-General; and

b. The size of the coffin shall not exceed the following dimensions: -

Length = 210cm

Width = 60cm

Height = 56cm

NEA is unable to accept any body for cremation in cases where the coffin containing the body exceeds the above permissible dimension of coffin and cannot be fitted into the insertion machine. In the above event, NEA reserves the right to reject the body and the coffin where the body is contained for cremation and regrets that it cannot be liable for any claim for losses, damages, expenses or costs including any inconvenience or distress caused as a result of the above action.

5 COLLECTION OF CREMATED REMAINS

For cremations before 12 noon, the cremated remains may be collected after 3:00 pm on the same day. For cremations after 12 noon, the remains may be collected between 8:30 am and 4:30 pm the following day.

The applicant shall ensure that the cremated remains are collected within 14 days from the date of cremation. Should the applicant fail to do so, NEA reserves the right to dispose the uncollected cremated remains in any manner it thinks fit, without further notice.

6 PAYMENT

The cremation fee includes the use of the Service Hall, the Cremation Service and the Collection of Cremated Remains. NO FURTHER PAYMENT IS REQUIRED.

7. CREMATION TIME

Please arrange for the cortege to arrive within the allocated time.

8. RULES AND REGULATIONS

- a) All visitors to the Crematorium are requested to demonstrate proper respect for the deceased and act accordingly with care and consideration for all.
- b) No person shall bring any pet into the crematorium.
- c) No person shall burn any joss paper or any other offering or article on the grass verge or any part of the Crematorium ground.
- d) Every person shall remove all perishable offerings deposited by him on the Crematorium ground after the cremation service.
- e) Do Not place joss papers and other combustible products on the top of casket or on casket's handles, as it could catch fire upon entry into the cremator.
- f) Do Not overload with stacks of joss paper inside the coffin. Overloading with joss paper may prolong the cremation time.
- g) Do Not place any valuables in the coffin for cremation as they will be destroyed at high temperatures in the cremator and may not be recoverable.
- h) Do Not place items that contain flammable liquid inside the coffin as they may cause damage to the cremator chamber during cremation.