

INSTRUCTIONS FOR STORAGE OF ASHES IN GOVERNMENT COLUMBARIA

1. GENERAL

- a. Where applicable, the following documents shall be produced for verification at the time of application for storage of ashes in a niche:
 - i)
 - a) original death certificate of deceased (for a corpse that has not been cremated at the point of application); or
 - b) original certificate of cremation (for cremated ashes of the deceased); or
 - c) original exhumation permit (if carrying out private exhumation of grave(s)); and
 - ii) NRIC or Passport of applicant and next-of-kin.
 - iii) Letter of authorisation (if applicant is not the next-of-kin of the deceased)
- b. Payment of fees for the storage of ashes shall be on the day of the application at the counter by any of the following means:
 - a) Cash Card
 - b) Credit Card
 - c) Nets
- c. Niches at government columbaria are allocated on a sequential basis. Applicants have a choice whether they wish to be allocated a niche, or select a niche of their choice. A selection fee of \$250 will be imposed for every niche selected.
- d. Bookings for the storage of ashes in the niches are confirmed once payment is made. Any changes to the niche allocated/selected will have to be made in person at the relevant booking office by the applicant/next-of-kin of the deceased.

2. TERMS AND CONDITIONS FOR STORAGE OF ASHES

- a. Only the cremated ashes of deceased who are Singapore Citizens/Permanent Residents and foreigners whose immediate* next-of-kin are Singapore Citizens/Permanent Residents are allowed to be stored in a government columbarium.
- b. An applicant shall ensure that the cremated ashes of the deceased person are stored in the niche allocated to or selected by him within 6 months from the date of his first application for storage of ashes in the niche. Should the applicant fail to do so, the offer for the storage of ashes in the niche shall lapse.

* immediate next-of-kin : parents, spouse or children

- c. The fee is for the storage of ashes in the niche only, and does not include the urn, plaque or any installation works.
- d. No applicant shall be entitled to any refund of fees paid by him upon the removal of the cremated ashes from any niche - that has been used to store the said cremated ashes.
- e. An applicant shall obtain the written approval of NEA prior to the removal or storing of cremated ashes from or in a niche respectively.
- f. A niche that is allocated to or selected by an applicant shall be used to store only the cremated ashes of the deceased person specified in the application submitted by the applicant and shall not be used to store the ashes of any other deceased person.
- g. All niches shall be used for the storage of cremated human ashes only.
- h. NEA shall not be responsible for any damage to any niche or plaque or for any spillage, damage or loss of ashes stored in a niche.
- i. Provided that a niche previously selected by or allocated to an applicant has not yet been used to store any cremated ashes, the applicant may apply to:-
 - (i) upgrade or downgrade from the niche previously allocated to or selected by him; or
 - (ii) re-select another niche; or
 - (iii) be re-allocated another niche,
 and the applicant shall:-
 - (a) for upgrading cases, pay any additional fees payable together with his application for upgrading; and
 - (b) for downgrading cases, if entitled to refund of any fees, be given the refund within 3 months after the application has been approved.
- j. NEA may by giving an applicant or a next-of-kin of the deceased a notice in writing, repossess the niche if at any time:
 - (i) the applicant breaches any term and condition relating to the storage of ashes or rule and regulation herein as well as any rule and regulation pertaining to the columbarium that may be imposed from time to time; or
 - (ii) the columbarium is affected by the Government's redevelopment or clearance plans.

- k. All notices shall be deemed to be given if they are:-
 - (i) placed on advertisement(s) in any public media; or
 - (ii) posted and addressed to the applicant or the deceased's next-of-kin at his usual or last known place of abode; or
 - (iii) affixed to the niche containing the ashes of the deceased.

- l. In the event that a niche is repossessed under Clause 2(j):-
 - (i) the applicant shall collect the ashes of the deceased from the columbarium within the period as specified in the notice of repossession. Should he fail to do so, NEA may dispose of the ashes without further notice;
 - (ii) an applicant shall not be entitled to any refund of any fees or compensation from the Government or NEA; and
 - (iii) NEA may in its absolute discretion offer an applicant a replacement niche for the storage of ashes in another columbarium, subject to any new terms and conditions, if applicable.

- m. An applicant shall adhere to all rules and regulations pertaining to the columbarium that may from time to time be imposed by NEA.

- n. Without prejudice to Clause 2(j)(i), where an applicant breaches any term and condition or rule and regulation herein or any rule and regulation pertaining to the columbarium that may be imposed from time to time, the applicant shall be liable to the Government and the NEA for any costs, expenses or charges that may be incurred by the Government and the NEA as a result of the breach.

3. RULES AND REGULATIONS

- a. All visitors to the Columbarium are requested to observe proper respect for the deceased and act accordingly with care and consideration for all.
- b. No person shall bring any animal into the columbarium complex.
- c. No person shall erect any structure, platform or other extension at or around the niche or in any other area within the columbarium complex.
- d. Niche plaques of colours or material other than the standard white marble shall be subject to NEA's approval.
- e. There is no restriction on the number of urns to be placed within a niche, subject to the availability of space.
- f. Floral decorations may be displayed at the flower holder next to each niche. Fresh flowers shall be removed periodically by NEA's management.

- g. No food or other perishable items shall be placed in the niche rooms.
- h. No person shall burn any joss paper, joss stick, candle or large paper offerings within the columbarium complex except in the metal receptacles/concrete burners provided at designated areas.
- i. NEA may also if it deems necessary for the maintaining the tidiness and orderliness of the Columbarium Complex, remove any hazardous, unsightly or otherwise inappropriate items deposited by any person on any part of the Columbarium complex.