

NATIONAL ENVIRONMENT AGENCY

APPLICATION FOR REGISTRATION AS A REGISTERED FUNERAL DIRECTOR IN THE BURIAL, CREMATION, NICHE AND COFFIN PERMIT ONLINE APPLICATION

I would like to apply to be a registered funeral director to make online applications for burial, cremation, niche and coffin permits.

COMPANY PARTICULARS		
Company Name	Company's RCB Registration No.	
Company Address	Company Contact No.	
PARTICULARS OF DIRECTOR/MANAGER		
Name *MR/MRS/MS/DR	Passport/ Identification No.	
Address	Contact No.	Designation
ACCOUNT DETAILS		
Each registered funeral director will be allowed to have 3 account numbers. Your company code will be given to you upon approval.		
Account Number 1		
Account Number 2		
Account Number 3		

2 I have read, understood and agree to the terms and conditions & rules and regulations attached and will abide by them.

Signature of Applicant:

Date:

Application is *approved/not approved.

for Head
Environmental Health Department
Date:

**delete as appropriate*

Please fax the completed application form to 67319749.

Terms & Conditions for Use of the Online Application for Burial, Cremation, Niche and Coffin Permit

Please read these terms and conditions carefully. By accessing to the online applications here, you agree to be bound by the terms and conditions below. If you do not agree to the terms and conditions below, do not continue with the online application.

The National Environment Agency (referred hereafter as "NEA") reserves the right to review and amend any of the terms, conditions, disclaimers, policies etc at any time in our sole discretion without any notice to you. We further reserve the right to publish any other terms, conditions, disclaimers, policies etc on to this online application. Any amendment, modification or addition shall take effect on the date specified by us. In the event of any inconsistency between the provisions stated below and such other terms, conditions, disclaimers, policies etc, we have the right to decide which (or any part thereof) will prevail and/or exclude the application of any of them (or any part thereof). Any decision of the NEA under this clause shall be final and conclusive and binding on you.

By accessing and using this online application, you agree that Singapore law shall govern such access and you agree to submit to the exclusive jurisdiction of the Singapore courts. In addition, you agree that in any legal proceedings, you shall not dispute the authenticity or accuracy of any statements, confirmations, records, acknowledgements, information recorded or produced from this online application.

Payment

Payment is compulsory for bookings/applications made online from this online application. Payment will be via eNets Debit i.e. the applicant will need to have an internet banking account with any of the following banks:

- CitiBank
- DBS
- United Overseas Bank (UOB)

You represent and warrant that

- (i) the eNets Debit information you supply is true, correct and complete
- (ii) the charges you incur will be honoured by your bank
- (iii) you shall pay the charges you incur including all applicable fees.

You will need to print out the acknowledgement of payment which will be generated after payment is made.

Data Accuracy

In carrying out the online application, you agree to provide true, accurate, current and complete information about yourself, the deceased and the next-of-kin as prompted by the online application form. NEA shall not be held responsible if the applicant/next-of-kin cannot be contacted as a result of any untrue, inaccurate, outdated or incomplete data provided by you.

All applications for burial, cremation, niches and coffin permits are non-transferable. NEA reserves the right to reject any bookings/applications without refund if the deceased details provided by you during the online application are not in accordance with the Death Certificate.

Registered Funeral Director

If you are a registered funeral director, you will receive your company code and account number upon completing the registration with NEA. You are responsible for maintaining the confidentiality of the company code and account number, and are fully responsible for all activities that occur under your company code or account number. You agree to:

- (a) immediately notify NEA of any unauthorized use of your company code or account number or any other breach of security,
- (b) ensure that you exit from your account at the end of each session.

NEA will not be liable for any loss or damage arising from your failure to comply with this clause.

Termination

NEA may, under certain circumstances and without prior notice, immediately terminate your account and access to the website.

Cause for such termination includes

- (a) your breach of the Terms & Conditions or other incorporated agreements, rules or guidelines,
- (b) requests by law enforcement or other government agencies,
- (c) a request by you (self-initiated account deletions),
- (d) discontinuance or material modification to the website (or any part thereof),
- (e) unexpected technical issues or problems, and
- (f) extended periods of inactivity.

Termination of your account includes

- (a) removal of access to all features within the website, including but not limited to the burial, cremation, niche bookings, coffin permit applications and status queries, online monthly transactions etc,
- (b) deletion of your company code, account number and all related information, files and content associated with or inside your account (or any part thereof), and
- (c) barring further use of the website.

Further, you agree that all terminations for cause shall be made in NEA's sole discretion and that NEA shall not be liable to you or any third-party for any termination of your account and access to the website.

Indemnity

The applicant agrees to indemnify and hold harmless the National Environment Agency against any legal suits, claims, damages, expenses or costs (including those asserted by third parties) arising directly/indirectly from the online applications for burial, cremation, niches or coffin permits made here.

Disclaimer

NEA does not make any warranty or representation that your use of, or access to this online application will be uninterrupted, timely, secure, free of bugs, free from human tampering or intervention, free from virus or other malicious, destructive or corrupting code, programme or macro, free from transmission errors or otherwise error-free or that there will not be any defects or deficiencies in the online application.

NEA also does not make any warranty or representation as regards the security of this online application and its contents, the access to use of your information captured in or made available through to this online application or use of your information captured in or made available through this online application or accuracy, reliability, completeness or suitability of any information contained in, made available by or exchanged through this online application. No warranty of any kind, implied, express or statutory, including but not limited to the warranties of non-infringement of third party rights, title, merchantability, satisfactory quality and/or fitness for a particular purpose is given in conjunction with this online application.

INSTRUCTIONS FOR LEASE OF BURIAL PLOT(S) AT CHOA CHU KANG CEMETERY

Please read the following instructions, Terms and Conditions of lease of burial plot(s) and Rules and Regulations carefully before you proceed with the online application for burial.

1. GENERAL

- a. Bookings for burial are confirmed once payment is made. Any changes to the dates and times of the bookings will have to be made in person at the Choa Chu Kang Cemetery Booking Office (11 Lim Chu Kang Road) by the applicant/next-of-kin of the deceased. Notwithstanding the above, the National Environment Agency (referred hereinafter as "NEA") reserves the right to change the dates and times of the sessions booked by the applicant under exceptional circumstances as decided by NEA.
- b. Before the actual burial service, and before 4:30pm on the day of burial, the applicant will have to bring the following documents to the booking office for verification:
 - (i) original Death Certificate, which contains the Permit to Bury/Cremate
 - (ii) NRIC or passport of applicant and next-of-kin of the deceased
 - (iii) Letter of authorization, if the applicant is not a next-of-kin of the deceased
 - (iv) Acknowledgement of payment which was generated upon online payment
- c. Please arrange for the cortege to arrive within the allocated time.
- d. Please note that online application for burial is only for burials of the recently deceased. Applications for burials of surgical/pathological or exhumed remains are to be made through the counter at the booking office.

2. TERMS AND CONDITIONS OF LEASE

- a. The lease of a burial plot shall commence from the date of burial and shall be for the duration of fifteen years.
- b. No applicant shall be entitled to reserve any burial plot. The procedure referred to in Clause 2(c) shall apply strictly to all applicants.
- c. Allocation of burial plots is strictly by sequential order and an applicant shall be allocated a burial plot on the day of the intended burial. An applicant shall not be entitled to select any other burial plot instead of the allocated burial plot.
- d. An applicant shall be responsible for the structural maintenance and upkeep of the tombstone, monument and/or plaque including any turf or carpet grass planted on and around the burial plot.
- e. Upon the expiry or termination of lease of a burial plot, NEA may carry out the exhumation of the corpse for reburial or cremation.
- f. Notwithstanding Clause 2(a), NEA may terminate a lease of a burial plot by giving an applicant or a next-of-kin of the deceased a notice in writing if:-
 - (i) at any time the Cemetery is affected by the Government's redevelopment or clearance plans; or
 - (ii) an applicant fails to comply with any term and condition or rule and regulation herein or any rule and regulation pertaining to the Cemetery that may be imposed from time to time.
- g. 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.

- h. In the event that a lease is terminated under Clause 2(f), an applicant shall not be entitled to any refund of burial fee or compensation from NEA.
- i. Without prejudice to Clause 2(f)(ii), an applicant shall be liable to NEA for any costs, expenses or charges that may be incurred by NEA as a result of his failure to comply with any term and condition or rule and regulation herein or any rule and regulation pertaining to the Cemetery that may be imposed from time to time.

3. PERMISSIBLE DIMENSIONS OF COFFIN

The size of the coffin shall not exceed the following dimensions:

Length = 210 cm (7 ft)
Width = 90 cm (3 ft)

4. RULES AND REGULATIONS

General

- a. All visitors to the Cemetery 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 cemetery.
- c. No person shall erect any tombstone, monument or structure of any sort on a grave without written permission from NEA. The size, design and inscriptions shall be subject to NEA's approval.
- d. No person shall burn any joss paper or any other offering or article on the grass verge or any part of the Cemetery ground other than in metal receptacles provided for such purpose.
- e. Every person shall remove all perishable offerings deposited by him on the Cemetery ground after praying.
- f. NEA may if it deems necessary for maintaining the tidiness and orderliness of the Cemetery ground, remove any hazardous, unsightly or otherwise inappropriate item(s) deposited by any person on any part of the Cemetery ground.
- g. Canvassing or soliciting orders in the Cemetery is not permitted. Visitors are advised to report any incidents of illegal touting to the cemetery management.

Lawn Cemetery

- h. No person shall erect any tombstone or monument in the Lawn Cemetery. A written application may however be made for the erection of a standard-sized name plaque, to be laid horizontally on a cement base of the grave and at the same level as the surrounding ground level.
- i. Notwithstanding Clause 4(d), no person shall burn any joss stick, joss paper, candle or any other kind of offering in the Lawn Cemetery.
- j. The erection of fencing, planting of shrubs/flowers, placing pebbles and all other materials on and around the grave is strictly prohibited.
- k. The turfing on the grave plot shall be level with the surrounding ground.
- l. NEA will periodically remove any water-bearing receptacles, windmills, artificial flowers, flower vases, cut flowers, etc that are left on the graves.

INSTRUCTIONS FOR APPLICATION OF CREMATION SERVICES

Please read these instructions carefully before you proceed with the online application for cremation.

1. GENERAL

- a. Bookings for cremation are confirmed once payment is made. Any changes to the dates and times of the bookings will have to be made in person at the Mandai Crematorium Booking Office (300 Mandai Road) by the applicant/next-of-kin of the deceased. Notwithstanding the above, the National Environment Agency (referred hereinafter as "NEA") reserves the right to change the dates and times of the sessions booked by the applicant under exceptional circumstances as decided by NEA.
- b. Before the actual cremation service, and before 4:30pm on the day of cremation, the applicant will have to bring the following documents to the booking office for verification:
 - (i) original Death Certificate, which contains the Permit to Bury/Cremate
 - (ii) NRIC or passport of applicant and next-of-kin of the deceased
 - (iii) Letter of authorization, if the applicant is not a next-of-kin of the deceased
 - (iv) Acknowledgement of payment which was generated upon online payment
- c. Please note that the online application for cremation is only for cremation of the recently deceased. Applications for cremation of surgical/pathological or exhumed remains are to be made through the counter at the booking office.

2. DECLARATION BY APPLICANT

You hereby declare 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 as they will be completely destroyed at high temperatures in the cremator and there will be nothing left to recover.

4. PERMISSIBLE DIMENSIONS OF COFFIN

The size of the coffin shall not exceed the following dimensions:

Length= 210 cm (7 ft)
Width = 60 cm (2 ft)
Depth = 56 cm (1 ft 10 ins)

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 9:00 am and 5:00 pm the following day.

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

General

- 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.

INSTRUCTIONS FOR LEASE OF NICHE(S) AT GOVERNMENT COLUMBARIUM

Please read the following instructions, Terms and Conditions of lease of niche(s) and Rules and Regulations carefully before you proceed with the online application for columbarium niches.

1. GENERAL

- a. 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 during the online application.
- b. Bookings for 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.
- c. Before the actual installation of the cremated ashes into the niches, the applicant will have to bring the following documents to the booking office for verification:
 - i. a) original death certificate of deceased, or
b) original certificate of cremation of deceased
 - ii. NRIC or passport of applicant and next-of-kin of the deceased
 - iii. Letter of authorization, if the applicant is not a next-of-kin of the deceased
 - iv. Acknowledgement of payment which was generated upon online payment
- d. Please note that the online application for niches is only for the recently deceased. Applications for niches for exhumed remains or transfer of remains from other columbaria are to be made through the counter at the relevant booking office.

2. TERMS AND CONDITIONS OF LEASE

- a. The lease of the niche shall commence from the date the cremated ashes of the deceased person are stored in the niche allocated to or selected by the applicant.
- b. Only the 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 placed in a government columbarium.
- c. 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 lease of a niche. Should the applicant fail to do so, the offer of lease shall lapse.
- d. The niche fee is for the lease of the niche only, and does not include the urn, plaque, or any installation works.
- e. No applicant shall be entitled to any refund of niche fees paid by him for the return to NEA of any niche that has been used to store any cremated ashes.
- f. An applicant shall obtain the written approval of NEA prior to the removal or depositing of cremated ashes from or into a niche respectively.
- g. A niche that is allocated to or selected by an applicant shall be used to contain only the cremated ashes of the deceased person specified in the application submitted by the applicant and shall not be used to contain the ashes of any other deceased person.
- h. All niches shall be used for the storage of cremated human ashes only.
- i. 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.
- j. 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:-

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

- (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 extra niche fees payable together with his application for upgrading; and
- (b) for downgrading cases, if entitled to refund of any niche fees, be given the refund within 3 months after the application has been approved.

k. For re-selection or re-allocation of niche(s), the applicant shall be subjected to the following charges -

	Change of niche	Charges
1.	From an initial allocated niche to another allocated niche	Payment of selection fee \$250
2.	From an initial allocated niche to a selection of preferred niche	Payment of selection fee \$250
3.	From an initial selected niche to another selection of preferred niche	No payment needed
4.	From an initial selected niche to an allocated niche	Refund of selection fee \$250

l. NEA may by giving an applicant or a next-of-kin of the deceased a notice in writing, terminate the lease of a niche if at any time:

- (i) the applicant breaches any term and condition of lease 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.

m. 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 deceased ashes.

n. In the event that a lease is terminated under Clause 2(k):-

- (i) the applicant shall collect the ashes of the deceased from the columbarium within the period as specified in the notice of termination of lease. Should he fail to do so, NEA may dispose of the ashes;
- (ii) an applicant shall not be entitled to any refund of niche fees or compensation from NEA; and
- (iii) NEA may in its absolute discretion offer an applicant a replacement niche of another columbarium, subject to any new terms and conditions, if applicable.

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

p. Without prejudice to Clause 2(k)(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 NEA for any costs, expenses or charges that may be incurred by NEA as a result of the breach.

3. RULES AND REGULATIONS

- a. All visitors to the Columbarium 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 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 are allowed to 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).

INSTRUCTIONS FOR APPLICATION OF COFFIN (IMPORT) PERMIT

Please read these instructions carefully before you proceed with the online application for coffin (import) permit.

1. GENERAL

- a. Scanned copies of the documents stated in section 2 below are required for the application for a coffin (import) permit. Please have them ready before making an application.
- b. The application for a coffin (import) permit is subject to approval from the Port Health Office. Lodgement of an application for a coffin (import) permit does not indicate that the application is approved.
- c. Upon payment, a transaction number will be issued to you. You will need to note down this transaction number as it is required for you to check on the status of your application, and to print out the coffin (import) permit online.

2. REQUIREMENTS

A. SINGAPORE CITIZEN/ PERMANENT RESIDENTS

For Cremation or Burial

- a. A Coffin (Import) Permit will be granted on production of the following documents issued by the country where subject died:
 - (i) Death certificate;
 - (ii) Embalming certificate where applicable;
 - (iii) Sealing (of the coffin) certificate;
 - (iv) Export Permit; and
 - (v) Air Waybill (Air Consignment Note) if by air.

If document is not in the English language, an accurate translation in English is also to be provided.

- b. A Permit to Cremate or to Bury will also be issued if the deceased is to be cremated or buried in Singapore. The applicant/next-of-kin will have to collect the Permit to Cremate/Bury from the Port Health Office (7 Keppel Road, #02-14, Tanjong Pagar Complex). If the applicant is a funeral director, the Permit to Cremate/Bury will only be granted if the next-of-kin gives a letter of authorization to the funeral director.

Note: Prior written approval have to be obtained from the National Environment Agency (NEA) for the import of a body of an HIV-infected Singapore Citizen

B. FOREIGN NATIONAL

For Cremation

- a. Import of Foreigners for cremation is allowed. The Coffin (Import) Permit will be granted on production of the following documents issued by the country where subject died:
 - (i) Death certificate;
 - (ii) Embalming certificate where applicable;
 - (iii) Sealing (of the coffin) certificate;
 - (iv) Export Permit; and
 - (v) Air Waybill (Air Consignment Note) if by air.

If document is not in the English language, an accurate translation in English is also to be provided.

- b. A Permit to Cremate will also be issued if the deceased is to be cremated in Singapore. The applicant/next-of-kin will have to collect the Permit to Cremate from the Port Health Office (7 Keppel Road, #02-14, Tanjong Pagar Complex). If the applicant is a funeral director, the Permit to Cremate will only be granted if the next-of-kin gives a letter of authorization to the funeral director.
- c. Foreigners cremated in Singapore are not entitled to purchase niches in government - operated columbaria.

INSTRUCTIONS FOR APPLICATION OF COFFIN (EXPORT) PERMIT

Please read these instructions carefully before you proceed with the online application for coffin (export) permit.

1. GENERAL

- a. Scanned copies of the documents stated in section 2 below are required for the application for a coffin (export) permit. Please have them ready before making an application.
- b. The application for a coffin (export) permit is subject to approval from the Port Health Office. Lodgement of an application for a coffin (export) permit does not indicate that the application is approved.
- c. Upon payment, a transaction number will be issued to you. You will need to note down this transaction number as it is required for you to check on the status of your application, and to print out the coffin (export) permit online.

2. REQUIREMENTS

- a. The Coffin (Export) Permit will be granted on production of the following documents:
 - (i) Death certificate;
 - (ii) Embalming certificate where applicable;
 - (iii) Sealing (of the coffin) certificate;
- b. For export of still-birth (above 28 gestation weeks), the Certificate of Still-birth should indicate the name of the deceased as Still-born/Child of <name of parent>.
- c. For export of foetus (below 28 gestation weeks), no permit is required.
- d. For export of exhumed remains, the following documents are required:
 - (i) Written permission to exhume a corpse;
 - (ii) Endorsement by NEA stating that exhumation had been carried out satisfactorily;
 - (iii) Certification by the funeral director that the coffin has been hermetically sealed.

INSTRUCTIONS FOR APPLICATION OF COFFIN (TRANSSHIP) PERMIT

Please read these instructions carefully before you proceed with the online application for coffin (transship) permit.

1. GENERAL

- a. Scanned copies of the documents stated in section 2 below are required for the application for a coffin (transshipment) permit. Please have them ready before making an application.
- b. The application for a coffin (transshipment) permit is subject to approval from the Port Health Office. Lodgement of an application for a coffin (transshipment) permit does not indicate that the application is approved.
- c. Upon payment, a transaction number will be issued to you. You will need to note down this transaction number as it is required for you to check on the status of your application, and to print out the coffin (transshipment) permit online.

2. REQUIREMENTS

- a. A Transshipment Permit will be granted on production of the following documents:
 - (i) Death certificate;
 - (ii) Embalming certificate where applicable;
 - (iii) Sealing (of the coffin) certificate;
 - (iv) Export Permit; and
 - (v) Air Waybill (Air Consignment Note) if by air.
- b. No permit is required if coffin remains on board the same aircraft during transit.