

TERMS AND CONDITIONS FOR STORAGE OF ASHES IN NEA-MANAGED COLUMBARIA

SECTION 1: APPLICATION

1. Applicants may refer to the NEA Website (<https://go.gov.sg/govt-columbaria>) for information on NEA-managed columbaria.
2. Niches at Choa Chu Kang Columbarium and Mandai Columbarium are currently available for booking. Bookings for NEA-managed columbaria can be made online via NEA ePortal website (www.eportal.nea.gov.sg), or in-person at the respective service counters.

Choa Chu Kang Columbarium

Booking hours: Mondays to Fridays: 8:30 am to 4:30 pm
Saturdays: 8:30 am to 12:30 pm
(Closed for lunch from 1:00 pm to 2:00 pm)
(Niche booking is not available on Sundays)

Mandai Columbarium:

Booking hours: Mondays to Fridays: 8:30 am to 4:30 pm
Saturdays: 8:30 am to 12:30 pm
(Closed for lunch from 1:00 pm to 2:00 pm)
(Niche booking is not available on Sundays)

3. For any given deceased person, once an application for a niche in the NEA-managed Columbaria has been approved and completed, applicants are only permitted to apply for ash scattering at NEA-managed IAS Facilities for the same deceased after the niche has been surrendered to NEA.
4. Where applicable, the following documents shall be produced for verification at the time of application for storage of ashes in a niche:
 - a. Deceased's Details (e.g. Death Certificate, Stillbirth Certificate, Hospital Memo (for foetus))
 - b. Application for Cremation at NEA-managed Crematoria, or Cremation Permit at private crematoria
 - c. Proof of identity of the applicant (e.g. NRIC or passport)
 - d. Letter of Authorisation (if applicant is not the next-of-kin of the deceased, or the executor of the estate of the deceased)
 - e. Letter of Undertaking, if applicable.

Please note that applicants may be required to submit a Statutory Declaration in-person if any of the above documents are not available.

5. 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. An additional selection fee will be imposed for every niche selected at the prevailing rate.

6. Payment of the prevailing fee for niches booked at service counters shall be made on the day of the application by any of the following means:
 - a. Credit Card
 - b. Nets
 - c. Cash Card
7. 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 service counter by the applicant.

SECTION 2: USAGE OF NICHES IN NEA-MANAGED COLUMBARIA

1. Only the cremated ashes of deceased who are:
 - a. Singapore Citizens/ Permanent Residents, or
 - b. foreigners with immediate¹ next-of-kin who are Singapore Citizens/ Permanent Residentsare allowed to be stored at the NEA-managed columbaria.
2. The applicant shall ensure that the cremated ashes of the deceased are stored in the niche allocated to or selected by the applicant within 6 months from the date of 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.
3. The fee is for the storage of ashes in the niche only, and does not include the cost of the urn, plaque, or any installation works.
4. No applicant shall be entitled to any refund of fees paid by the applicant upon the removal of the cremated ashes from any niche that has been used to store the said cremated ashes.
5. Niche plaques of colours or material other than the standard white marble shall be subject to NEA's approval.
6. 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.
7. An applicant shall obtain written approval from NEA prior to removing urns from a niche. Applicants shall also obtain written approval from NEA prior to adding urns into a niche.
8. There is no restriction on the number of urns to be placed within a niche, subject to the availability of space.
9. 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.

¹ Immediate Next-of-Kin: Parents, spouse, or children

10. 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:
 - a. Convert (i.e. standard to family, or family to standard) from the niche previously allocated to or selected by the applicant; or
 - b. re-select another niche; or
 - c. be re-allocated another niche,and the applicant shall:
 - a. for conversion of standard to family niches, pay any additional fees payable together with the application for conversion; and
 - b. for conversion of family to standard niches, if entitled to the refund of any fees, be given the refund within 3 months after the application has been approved.
11. NEA reserves the right to repossess the niche if at any time:
 - a. the applicant breaches any of the terms and conditions relating to the storage of ashes or rules of use herein, as well as any rule and regulation pertaining to NEA-managed columbaria that may be imposed from time to time; or
 - b. the NEA-managed columbarium is affected by redevelopment or clearance plans.
12. NEA may repossess the niche by giving the applicant a notice in writing. A notice shall be deemed to be given if it is:
 - a. advertised in any public media; or
 - b. posted and addressed to the applicant at the applicant's last known place of residence; or
 - c. affixed to the niche containing the ashes of the deceased.
13. If a niche is repossessed by NEA:
 - a. the applicant or a person authorised by the applicant shall collect the ashes of the deceased from the columbarium within the period specified in the notice of repossession. Should the applicant fail to do so, NEA may dispose of the ashes without further notice;
 - b. an applicant shall not be entitled to any refund of any fees or compensation from the Government or NEA; and
 - c. NEA may in its absolute discretion offer an applicant a replacement niche in another NEA-managed columbarium, subject to any new terms and conditions, if applicable.
14. NEA reserves the right to cease the booking of niches at NEA-managed columbaria without prior notice to accommodate maintenance and development work or any other reasons deemed necessary by NEA.

15. Without prejudice to Clause (11) and (12) of Section 2, 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.

SECTION 3: RULES OF USE OF NEA-MANAGED COLUMBARIA

1. All users of and visitors to NEA-managed columbaria are requested to observe proper respect for the deceased and act accordingly with care and consideration for all.
2. All users and visitors shall be considerate and respectful to others. Users and visitors shall avoid disturbing others at NEA-managed columbaria.
3. All users and visitors shall be responsible for their own safety while visiting NEA-managed columbaria. NEA shall not be liable for injury to any person and for any damage or loss to any belongings.
4. Canvassing or soliciting in NEA-managed columbaria is not permitted. Users and visitors are advised to report any incidents of illegal touting to NEA or Police.
5. No person shall bring any animal into NEA-managed columbaria except for assistance dogs. The assistance dog must be kept under proper control, restrained from straying or prevented from causing nuisance, or damage to any property, and held on a leash at all times.
6. No person shall erect any structure, platform or other extension at or around the niche or in any other area within NEA-managed columbaria.
7. Floral decorations may be displayed at the flower holder next to each niche. Fresh flowers shall be removed periodically by NEA.
8. No person shall leave behind any litter, food or other items in the niche rooms.
9. No person shall burn any joss paper, joss stick, candle or large paper offerings within NEA-managed columbaria except in the metal receptacles/ concrete burners provided at designated areas.
10. NEA reserves the right to remove any offering, monument, flower receptacle, ornament, plant or item deemed hazardous, unsightly or otherwise inappropriate items from any part of NEA-managed columbaria to maintain its tidiness and orderliness.
11. Giving or offering cash or gifts to staff is strictly prohibited. Any demand for cash or gifts should be immediately reported via the NEA hotline at 6225 5632.