

TERMS AND CONDITIONS FOR SCATTERING OF FINE HUMAN ASHES AT NEA-MANAGED INLAND ASH SCATTERING (IAS) FACILITIES

SECTION 1: APPLICATION

1. Applicants may refer to the NEA website (<https://go.gov.sg/ias-facilities>) for information on Ash Scattering Facilities.
2. The scattering lanes in the NEA-managed IAS Facilities are open to all religious faiths and **strictly for the scattering of fine human ashes in powder form only**.
3. For any given deceased person, applicants are not allowed to apply at both the NEA-managed IAS Facilities and NEA-managed Columbaria at the same time. To clarify, once an application for ash scattering at NEA-managed IAS Facilities has been approved and completed, applicants are not permitted to apply for a niche in the NEA-managed Columbaria for the same deceased.
4. Only the cremated ashes of deceased who are:
 - Singapore Citizens/ Permanent Residents, or
 - foreigners who passed away in Singapore, with immediate¹ next-of-kin who are Singapore Citizens/ Permanent Residentsare allowed to be scattered at the NEA-managed IAS Facilities.
5. Use of the scattering lane is strictly by application only. Payment of the prevailing fee is to be made at the time of application.
6. Applicants are required to apply online for the IAS session via NEA ePortal website (www.eportal.nea.gov.sg). A confirmation slip (by email or physical copy) will be provided after successful application. Applicants are required to bring the confirmation slip and the cremated ashes to the Ash Collection Centre for the cremated ashes to be turned into fine ashes before proceeding to the IAS Facilities for scattering.
7. In making this application, the applicant declares that the deceased is not known to have left any written direction that he/she should not have his/her cremated remains turned into fine ashes, and the applicant will accept full responsibility for this application.
8. The service for turning the cremated ashes into fine ashes is available at the ash collection centres at Mandai Crematorium and Choa Chu Kang Crematorium during the respective opening office hours.

Ash Collection Centre at Choa Chu Kang Crematorium
Operating hours: Monday to Friday: 8:30 am to 4:30 pm
(Closed on Saturday, Sunday and Public Holidays)
(Closed for lunch from 1:00 pm to 2:00 pm)

Ash Collection Centre at Mandai Crematorium
Operating hours: Monday to Sunday: 8:30 am to 4:30 pm
(Closed for lunch from 1:00 pm to 2:00 pm)

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

9. Please refer to the supporting documents that are required to be submitted for each of the following applications:

<p>a. For ashes from cremation at NEA-managed crematoria or private crematoria:</p> <ul style="list-style-type: none"> i. Death Certificate ii. Application for Cremation at NEA-managed Crematoria or Cremation Permit at private crematorium iii. Proof of identity of next-of-kin or the executor of the estate of the deceased stated in [a][ii] iv. Letter of Authorisation (if the applicant is not a next-of-kin or the executor of the deceased stated in [a][ii])
<p>b. For ashes from cremation of exhumed remains / mass relocation of ashes:</p> <ul style="list-style-type: none"> i. Invitation to Witness Exhumation Letter (for mass exhumation undertaken by NEA) or Mass Exhumation Registration Document (for exhumation undertaken by other agencies) or Application for Written Permission to Exhume Corpse(s) (for private exhumation) ii. Proof of identity of next-of-kin or the executor of the estate of the deceased stated in [b][i] iii. Letter of Authorisation (if the applicant is not a next-of-kin or the executor of the estate of the deceased stated in [b][i])
<p>c. For transferred ashes from NEA-managed columbaria (Mandai Columbarium, Choa Chu Kang Columbarium and Yishun Columbarium):</p> <ul style="list-style-type: none"> i. Surrender of Niche Form ii. Proof of identity of next-of-kin or the executor of the estate of the deceased stated in [c][ii] iii. Letter of Authorisation (if the applicant is not a next-of-kin or the executor of the estate of the deceased stated in [c][ii])
<p>d. For transferred ashes from private premises (i.e. private columbaria, places of worship, homes) or overseas:</p> <ul style="list-style-type: none"> i. Death Certificate or documents certifying removal from or surrender of last ash storage facility ii. Proof of identity of next-of-kin or the executor of the estate of the deceased stated in [d][i] iii. Letter of Authorisation (if the applicant is not a next-of-kin or the executor of the estate of the deceased stated in [d][i])

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

10. Documents to be produced upon request for verification on day of inland ash scattering:

- Application for Inland Ash Scattering; and
- Proof of identity of applicant.

SECTION 2: ASH SOIL TRANSFER FOR MAINTENANCE OF ASH SCATTERING LANES

1. As cremated ashes accumulate over time and the inland ash scattering lanes reach capacity, NEA will transfer the ash soil from the scattering lanes at the Garden of Peace and the Garden of Serenity to a designated location. NEA may conduct this transfer without prior notice, so as to facilitate the continued ash scattering or to accommodate other maintenance and development works.
2. The designated location of ash soil transfer is subject to review by NEA from time to time. This is currently in the Garden of Peace. Notwithstanding, NEA may at its sole discretion transfer the ash soil to places other than the Garden of Peace including but not limited to other parts of Choa Chu Kang Cemetery grounds without prior notice, so as to facilitate continued ash scattering or other maintenance and development works.
3. NEA may at any time alter or change any feature (including plants) or structure of the IAS Facilities, if required, as part of the maintenance, upkeep, and improvements to the facilities.
4. When necessary, plant fertilisers or other soil conditioners may be added to the soil within the IAS Facilities.
5. Notice of ash soil transfer shall be considered given when it is posted on NEA's ePortal page for After-Death services², notice board(s) at the respective IAS Facilities and booking offices at Choa Chu Kang Cemetery and Mandai Crematorium.

SECTION 3: RULES OF USE OF NEA-MANAGED IAS FACILITIES

1. Within the IAS Facilities, no person shall:
 - place or erect any monument, commemorative tablet, inscription, flower receptacle or other ornament,
 - plant or cause to be planted any tree, shrub or plant of any kind except the placement of fresh cut flowers at racks provided by NEA.

NEA reserves the right to remove any offering, monument, flower receptacle, ornament, plant or item deemed hazardous, unsightly or otherwise inappropriate from any part of the scattering ground to maintain its tidiness and orderliness.

2. No person shall perform rites or religious ceremonies, use handbells or any instruments or play any music, burn any joss stick, joss paper, candle or any other kind of offering within the IAS Facilities.
3. Simple religious rites can be conducted at the prayer facility located near the IAS Facilities.
4. No person shall consume or leave behind any food or litter in the IAS Facilities.
5. Applicant shall ensure that they adhere to the date and time of the scattering session in IAS application.
6. The IAS Facilities are open to the public from 9.00 am to 5:30 pm every day except on days closed for maintenance. Please refer to NEA website for details and updates.

7. All users and visitors to the IAS Facilities are requested to respect the sanctity of the place.
8. All users and visitors shall be considerate and respectful to others. Visitors shall avoid disturbing others at the IAS Facilities.
9. Individuals shall be responsible for their own safety while visiting the IAS Facilities. NEA shall not be liable for injury to any person and for any damage or loss to any belongings.
10. Canvassing or soliciting orders in the IAS Facilities is not permitted. Users/ visitors are advised to report any incidents of illegal touting to the NEA or Police.
11. No recreational activities are permitted within the IAS Facilities.
12. No person shall bring any animal into the IAS Facilities except for assistance dogs accompanying persons with a disability. 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.
13. Empty canisters shall be disposed into canister depository after use.
14. No object shall be relocated or removed from the IAS Facilities.
15. Giving or offering cash or gifts to staff is strictly prohibited. Any demand for cash or gifts should be immediately reported via NEA hotline at 6225 5632.