

10. How will the remains be reinterred?

- Remains will be brought to the Choa Chu Kang Muslim Cemetery for reinterment once the exhumation is completed.
- The remains will be reinterred according to National Environment Agency's (NEA) guidelines:
- 8 remains per crypt for claimed graves.
- 16 remains per crypt for unclaimed graves.

11. How will the claimant know the location of the reinterred remains?

- The claimant will receive documentation from Muis on where the remains have been reinterred to (including new grave block and plot number).
- For enquiries on the reinterment of deceased from past phases, contact NEA at 6793 7428.

12. Is the claimant required to go to the Choa Chu Kang Muslim Cemetery?

- Remains will be brought to the Choa Chu Kang Muslim Cemetery on the same day of the exhumation.
- You can witness the reinterment of the remains.
- You can also authorise Muis for reinterment via authorisation letter.

13. What will happen to unclaimed graves?

- The graves will be recorded and categorised as 'unclaimed graves'.
- The remains will be reinterred at the Choa Chu Kang Muslim Cemetery.

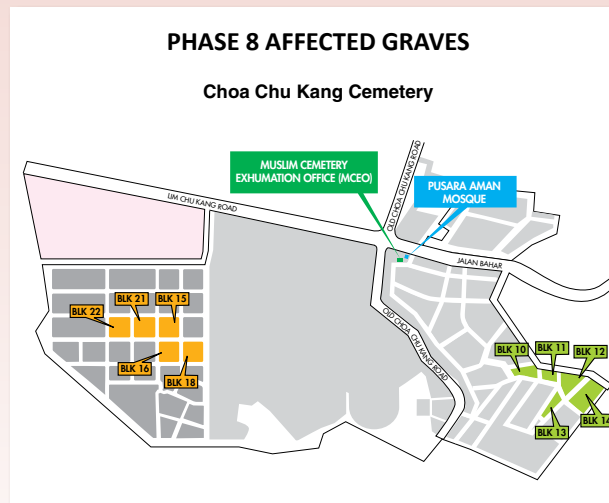
14. Can the exhumed remains be reinterred and transferred outside of Singapore?

Yes. Claimants may apply for a Coffin Permit for exportation from the NEA at the following address:

Port Health Office
4545 Jalan Bukit Merah
Singapore 159466

For enquiries, please call 6222 2585.

Related costs for export will be borne by the claimant.



For more information, please call us at **6238 4504** or visit www.pusara.sg or email to info@pusara.sg.

EXHUMATION OF GRAVES AT CHOA CHU KANG MUSLIM CEMETERY (PHASE 8)

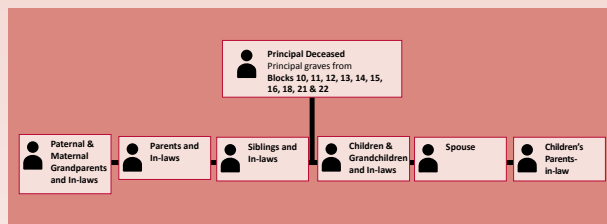
BLOCKS
10, 11, 12, 13,
14, 15, 16, 18,
21 & 22

FAQ

FREQUENTLY ASKED QUESTIONS

1. Which are the affected graves?

- All Muslim graves at Blocks 10, 11, 12, 13, 14, 15, 16, 18, 21 & 22 (Principal Deceased) will be exhumed after the registration closing date.
- Graves located outside Blocks 10, 11, 12, 13, 14, 15, 16, 18, 21 & 22 (Supplementary Deceased) can also be exhumed should they meet these requirements:
 - Deceased must be buried for **at least 15 years** prior to the registration closing date.
 - Supplementary Deceased must be related to Principal Deceased in the following manner:



Note: Deceased from non-affected graves

2. How to register online for affected graves?

- Commencing **Monday, 13 September 2021, 9.00am**, family members may **register online using Singpass** at www.pusara.sg to claim for the remains of their Next-of-Kin.
- In light of COVID-19 safety measures, **registrations are encouraged to be done online**. Claimants who are unable to register online may make an appointment at www.pusara.sg to visit the Muslim Cemetery Exhumation Office (MCEO) located at 7 Muslim Cemetery Path 3 S(718773) (next to Pusara Aman Mosque).

3. What is the process of registration and verification of graves?

- Verification of graves will be done through identifying photographs which will be made available on the said portal as part of the online registration process. Claimants may also make an appointment for physical verification at the MCEO if needed.

- Only families with **appointments made through the online registration system or telephone at 6238 4504** may visit the MCEO.
- For claiming of Supplementary Graves (non-affected graves) with a Principal Deceased, an appointment at the MCEO is required for physical verification of documents and payment of fees. Appointments can be made online at www.pusara.sg
- Upon successful registration, a confirmation email and SMS with further instructions will be provided to the claimant.
- The deadline for registration is on **12 September 2022**.
- Extract copy of Burial Register of the non-affected graves indicating the deceased name and the location of the grave can be requested at \$20 per extract from NEA's Choa Chu Kang Cemetery Office. Tel: 6793 7428.

4. When is the Muslim Cemetery Exhumation Office (MCEO)'s operating hours?

Monday - Thursday	8.30am - 12.30pm 1.30pm - 4.30pm
Friday	8.30am - 12.30pm 2.30pm - 4.30pm
Saturday, Sunday and Public Holiday	Closed

5. Do we need to make any payment?

- No payment is imposed for the exhumation of affected grave(s) within Blocks 10, 11, 12, 13, 14, 15, 16, 18, 21 & 22.
- For each supplementary grave, a **non-refundable fee of \$80** (before GST) per exhumation will be imposed.
- No supplementary claim will be carried out if any family members disagrees on the exhumation in writing to Muis.

6. The exhumation will commence after the closing date of registration. What if I forget about the exhumation day?

- Claimant is advised to call the MCEO to make an enquiry and confirm the exhumation date.

7. If claimant is unable to witness exhumation on appointed day, can claimant appoint someone else to witness on his/her behalf?

- The claimant will be notified via email and SMS nearing the exhumation date.
- The claimant is encouraged to witness the exhumation and reinterment process.
- If the claimant is unable to do so, please notify Muis **two weeks in advance** before the exhumation date via 6238 4504 or email to info@pusara.sg.
- Muis is to be notified in writing of any change of address or contact number.

8. What will happen to the tombstone?

- Unless requested, tombstones (if any) will be disposed 2 weeks before the exhumation date.

9. What will happen to the remains of the deceased?

- The graves will be dug until the original soil (*liang lahad*) is reached to recover the remains, if any.
- The remains will be shrouded individually in white cloth and reinterred.
- There will be no special prayers (such as *Talkin*) for the exhumed remains as there is no religious requirement for this.