

CEMETRIES AND CREMATORIA STANDARD OPERATING PROCESURES (SOPs)



STANDARD OPERATING PROCEDURES (SOPs)

A1. BOOKING OF GRAVES SITES PROCEDURE

1. THE FOLLOWING DOCUMENTS ARE REQUIRED.

- Booking forms must be completed correctly.
 - Original burial order signed and stamped by DOHA.
 - Certified copy of Deceased ID or ID card.
 - Certified copy of Informant/ next of kin ID or ID card
 - Certified copy of Death Certificate or Notice of Death certified.
 - Homeless persons with no ID document must produce a SAPS affidavit relating to the deceased.
2. Capture details in receipt book, tear off the first 3 copies of the receipts - white, yellow and blue and give them to the customer to pay at cashier.
 3. Capture details in receipt book, tear off the first 3 copies of the receipts - white, yellow and blue and give them to the customer to pay at cashier Capture on system, note down the burial application number from the system.
 4. After burial has taken place, the cemetery supervisor will communicate with the booking clerk to convert the burial on the system.
 5. Superintendents to verify if all burials that took place over the week are converted, if not the onus is upon the Superintendent.
 6. All weekend bookings to be done by Superintendent's office.

A.2 BOOKING OF A RE - USED GRAVE

1. All of the documents mentioned in point A1 above must be produced.
2. The agreement form for the re-use of grave site must be signed by the informant / next of kin.
3. Capture details in receipt book, tear off the first 3 copies of the receipts - white, yellow and blue and give them to the customer to pay at cashier.
4. Customer returns all 3 copies of the receipts. The customer is issued with the original white copy, the other 2 receipts are for office use.
5. Capture on system, note down the burial application number from the system.
6. After burial has taken place, the cemetery supervisor will communicate with the booking clerk to convert the burial on the system.
7. Superintendents to verify if all burials that took place over the week are converted, if not the onus is upon the Superintendent.

A.3 A REQUEST TO RE-OPEN A GRAVE

1. THE FOLLOWING DOCUMENTS ARE REQUIRED.

- Booking forms must be completed correctly.
 - Original burial order signed and stamped by DOHA.
 - Certified copy of deceased ID or ID card.
 - Certified copy of Informant/ next of kin ID or ID card.
 - Certified copy of Death Certificate or notice of death.
 - Lease agreement document must be produced.
 - The authority of a re-open grave document must be signed by the informant/next of kin.
 - In the case of the lease being lost, an application for a new title deed must be done accompanied by an affidavit / certified copy of ID or ID card.
2. Capture details in receipt book, tear off the first 3 copies of the receipts - white, yellow and blue and give them to the customer to pay at cashier.
3. Customer returns all 3 copies of the receipts. The customer is issued with the original white copy, the other 2 receipts are for office use.
4. Capture on system, note down the burial application number from the system.
5. After burial has taken place, the cemetery supervisor will communicate with the booking clerk to convert the burial on the system.

A.4 LEASING OF GRAVE

1. THE FOLLOWING DOCUMENTS MUST BE PRODUCED.

- Certified copy of deceased Id or ID card.
 - Certified copy of Informant/ next of kin Id or ID card.
 - Certified copy of death certificate or affidavit confirming death.
2. Capture details in receipt book, tear off the first 3 copies of the receipts - white, yellow and blue and give them to the customer to pay at cashier.
 3. Grave number to be noted on receipt.
 4. If the surnames are not the same the informant/ next of kin must provide affidavit to state the relationship.
 5. Customer returns all 3 copies of the receipts. The customer is issued with the original white copy, the other 2 receipts are for office use.
 6. An application for exclusive rights to lease a grave must be completed
 7. Capture and link lease on the burial system.
 8. Print the title deed from the system for customer.
 9. If renewing lease, a title deed for previous period must be produced.
 10. Sizakala staff will only undertake lease capturing from the period October 2012 to date.
 11. For the period prior to October 2012, the Cemeteries Supervisor must undertake the back capturing of burials before the customer is sent to the Sizakala Centre for payment of the lease and double check all information captured is a true reflection.

A.5 ISSUING OF PERMIT

1. Customer must produce proof of lease of grave.
2. Customer must produce a plan / sketch of intended work to be done on the letterhead of the Monumentalist.
3. Capture details in receipt book, tear off the first 3 copies of the receipts - white, yellow and blue and give them to the customer to pay at cashier. Grave number to be noted on receipt.
4. Customer returns all 3 copies of the receipts. The customer is issued with the original white copy, the other 2 receipts are for office use.

A.6 BOOKING FOR BURIAL OF ASHES

1. Must produce certified copy of deceased ID /ID card and death certificate.
2. Must produce certified copy of next of kin's ID /ID card.
3. Produce proof of lease of grave document.
4. Must produce original proof of cremation certificate.
5. Must sign the authority to re-open grave agreement.
6. Fill in booking form.

B. BOOKING OF CREMATION PROCEDURE

1. Check the following documents.
 - Booking forms must be completed correctly.
 - Original burial order signed and stamped by DOHA.
 - Certified copy of deceased ID or ID card.
 - Certified copy Informant/ next of kin ID or ID card.
 - Certified copy of Death Certificate/notice of death.
2. Capture details in receipt book, tear off the first 3 copies of the receipts - white, yellow and blue and give them to the customer to pay at cashier.
3. Customer returns all 3 copies of the receipts. The customer is issued with the original white copy, the other 2 receipts are for office use.
4. Booking clerk to capture on system.
5. After the cremation is completed the Supervisor / Superintendent to complete the booking procedure.

C. ALTERNATE TARIFF PAYMENT METHODS

1. All debits must be done at the Cemeteries prior to being referred to Sizakala Offices.
2. All weekend / public holiday transactions to be done by the Crematorium / Cemeteries Supervisors.

D.COURTESY INFORMATION

- When bookings are done at the cemetery offices or Sizakala Centre's – please advise the members of the public the following regarding graves:
- That the families should not interfere with graves that have been allocated to them.
- Not to send family members to Cemeteries to dig or extend the grave site.
- Not to use concrete mixture to fill into graves.
- Not to allow their members to bring and drink alcohol at the respective cemeteries.
- Failing to adhere to the above will be at your own detriment – the council will take the necessary steps to avoid these kinds of behavior and interference from anyone that will cause any harm to staff members, causes any damage to council property and cause any threats or act violently against another person .
- Families are responsible for the removing of tombstone and also the removal of the entire rubbles from the cemeteries.
- No staff member is allowed to assist families to remove any monumental work from the cemetery.
- Members of the public need to engage with Monumentalists or bring in their own members to remove the tombstones.
- Supervisors must ensure that all of above is adhered too.

Sizakala Contact Persons

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Cemeteries and Crematorium Contact Persons

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