

This policy was adopted in February 2010 and adapted with relevant annexures in January 2013 and August 2019



# Shree Pretoria Hindu Seva Samaj

Established in 1932

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"Satyameva Jayate" - Truth Alone Prevails

Celebrating 87 Years of Selfless Service

## SAMAJ FUNERAL POLICY

### 1. PURPOSE

The purpose of this policy is to regulate the provision of cremation services by the Shree Pretoria Hindu Seva Samaj to its community members.

### 2. RATIONALE FOR THIS POLICY

The Shree Pretoria Hindu Seva Samaj has an established Crematorium Committee that forms part of the Facilities Management Portfolio. The Samaj has been providing a cremation service to the Gujarati community of Pretoria/Tshwane for many decades. Despite this, community members are not always sure of what the service entails, what the bereaved families' responsibilities are and the process to follow when death occurs. This policy and its accompanying annexures intend providing clarity on these issues.

### 3. PROCESS FOR FAMILY TO FOLLOW WHEN DEATH OCCURS

#### **In the event death occurs at home**

- 3.1 Upon suspicion of death, family members are advised to immediately call their family doctor to verify that death has occurred. It is preferable that the doctor contacted should be the one who has treated the deceased before as he would know the health history of the person concerned. Certification of death by a person unknown to the deceased can sometimes lead to delays.
- 3.2 Upon confirmation of death by the doctor, a family member should immediately inform the relevant Samaj official or the Samaj office at 012 374 6354.
- 3.3

#### **In the event death occurs at a hospital**

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- 3.4 Inform the relevant medical attendant that the family intends cremating the deceased.
- 3.5 The attending doctor completes the confirmatory medical death certificate as well as cremation form no. BI 1663. Most hospitals are in possession of these cremation forms. It is preferable that the family ask the medical attendant to complete the relevant forms as speedily as possible as failure to do so could result in a delay of the cremation.
- 3.6 Immediately contact the Samaj official as indicated in 3.2 if any further assistance is needed.

#### **In the event of an Unnatural Death**

An unnatural death is a death by drowning, shooting, motor-vehicle accident, or any other form of death that is not due to natural causes. In the event of an unnatural death, a post-mortem and police investigation is required. This is quite a lengthy procedure and the Samaj official will assist in getting a post-mortem conducted as quickly as possible.

#### **In the event of a Death occurring outside Pretoria / Tshwane area**

The same procedure as listed under bullet 3 above should be followed. As listed under 4.2.1, the undertaker can also assist with the transportation of the body to the undertaker's facility.

#### **4. SAMAJ RESPONSIBILITY**

Upon request of the family, the Crematorium Committee of the Samaj is willing to assist the family of the deceased with certain arrangements for the cremation. This is a voluntary service; family members are therefore free to make their own arrangements should they so desire. ***It is important to note that the SAMAJ charges no fees whatsoever for their role in any of the services rendered below.***

The Crematorium Committee will facilitate the following:

- 4.1 Provide the family with the names of at least two funeral undertakers with whom they have negotiated set rates for cremations. The two funeral undertakers will be chosen after having followed a transparent procurement process. Families should note that cremation rates over weekends and after-hours tend to be higher.
- 4.2 The Samaj will contact the preferred service provider and facilitate the provision of the following services:
  - 4.2.1 Transporting the deceased from place of death to the undertaker's facility for cold storage;
  - 4.2.2 Ensuring all legal documentation (referees, death certificates, etc.) required for cremation is processed;
  - 4.2.3 Negotiating cremation time with the relevant crematorium authorities;
  - 4.2.4 Transporting the body of the deceased to residence for final rites;
  - 4.2.5 Transporting the deceased to the crematorium concerned;
  - 4.2.6 Registering the death at Home Affairs;

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- 4.2.7 Sending of funeral notice to the community via its electronic messaging system, mass emails, siren and Samaj noticeboard. The funeral notice will only be sent out once the Samaj official in charge has confirmed that all arrangements have been finalised;
- 4.2.8 Placing the Samaj AUM sign at the crematorium;
- 4.2.9 Providing prayer cards at the crematorium;
- 4.2.10 Prayer cards will also be provided at funeral homes upon request by the family;
- 4.2.11 Deliver a eulogy for the deceased on behalf of the Samaj, but only upon request and availability of officials;
- 4.2.12 In the event of an unnatural death, the Samaj official will facilitate the liaising with the relevant authorities (SAPS, government mortuary) to have a post-mortem conducted as speedily as possible;
- 4.2.13 Provide advice on places in Pretoria where the ashes may be disposed of in a dignified manner.

## **5. FAMILY RESPONSIBILITY**

The family of the deceased is required to do the following:

- 5.1 Provide Samaj official with identity document of the deceased;
- 5.2 Appoint a family member to liaise with the Samaj official with regards to funeral arrangements. A dedicated family person for this role is needed to avoid confusion and misunderstandings;
- 5.3 Inform the Samaj official of the family's preferred date and time for the funeral to take place. This requirement is subject to the availability of the crematorium;
- 5.4 Make own arrangements to procure tent(s), chairs and any other equipment that will be needed at the funeral home;
- 5.5 Arrange for the services of a priest. This could either be the Samaj resident priest or with any priest of the family's choice. The resident priest will only be able to conduct the service if he has not already been booked for another function. If he is already booked, he will attempt to provide a substitute priest. Please note, all funeral rituals provided by the Samaj priest is free of charge.
- 5.6 Buy the "funeral samagri" and flowers required for the funeral at both the home and the crematorium. The priest or local puja shop will advise on what is needed;
- 5.7 Arrange with the undertaker to prepare the body for cremation i.e. washing & dressing at the funeral undertaker's premises;
- 5.8 Perform the last preparation rites for the cremation at the Crematorium;
- 5.9 Collect ashes from the crematorium after cremation has taken place. The officials at the crematorium will confirm the time that collection should take place;
- 5.10 Arrange to pay the undertaker within 7 days after the funeral upon presentation of an invoice;
- 5.11 Should the family have a funeral policy, the undertakers must be informed of its provisions and the necessary payment arrangements made accordingly.

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**6. DEATH OF NON-MEMBER RELATIVES**

In the event of the death of a non-member relative (i.e. a parent, child or sibling that does not reside in the greater Pretoria / Tshwane area), the Samaj undertakes to inform the general public via electronic means of such death, but **only** under the following circumstances:

- 6.1 The Samaj office (or one of the appointed officials) has been informed of the death by a family member;
- 6.2 A family member specifically requests that the public be informed.
- 6.3 No charges will be levied for electronic and bulk email messages.

**7. USE OF SAMAJ FACILITIES**

Should they so wish, the bereaved family may apply to use the auditorium or dining-hall to conduct the last funeral rites before the body departs for the crematorium. The premises will be made available at a nominal fee, subject to availability.

*This policy was adopted at an Executive Committee meeting of the Shree Pretoria Hindu Seva Samaj held in February 2010 and adapted with relevant annexures in January 2013 and August 2019 at the Seva Samaj Boardroom.*



**RAMESHBHAI CHHAGAN**

**PRESIDENT: SPHSS**

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**Annexure A: Procedure to be Followed by Family**

1. Request that the doctor / hospital certifying the death fill in and hand over to you the Confirmatory of Death Form.
2. Contact Samaj official (currently, Bharatbhai Kooverjee) to inform him of the death and to give him the Confirmatory of Death Form. Bharatbhai's contact details are: 012 323 4270(business); 012 374 4754 (home); 0824903646 (mobile)
3. Nominate a spokesperson for the family that will be responsible for all funeral arrangements and for liaising with Samaj officials.
4. Acquaint yourself with the Samaj Funeral Policy and follow procedures as laid out therein.
5. Complete Cremation Application Form in the pack - Annexure F
6. Complete a biography of the deceased should you wish for a Samaj official to deliver an obituary- Annexure D
7. Send a copy of the Biography form to the Samaj Office Administrator who will ensure a representative of the Samaj will be present at the funeral. (Contact Office Administrator @ 012 374 6354).
8. Contact the priest to be the officiating priest at the cremation.
  - Home Tel : 012 374 5438
  - Cell :

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9. Purchase funeral Samagri as per Annexure B
- 10 For other useful information, go through all the attached Annexures.

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**Annexure B – Funeral Samagri**

FOR SHRADDHA (Funeral)

- 50 gm Gaur
- 50 gm Sugar Candy (Sakkar)
- 50 gm Sultanas
- 500 gm Wheat
- 500 gm Rice
- 1 kg Rice Flour
- 1 pkt. each of Abil, Gulal, Sindoor, Chandan, Kumkum, Sandal Wood
- 10 gm cinnamon sticks
- 10gm cloves
- 50gm Cashew nuts
- 50gm Almonds
- 10gm Elachi (cardamom)

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- 1 metre red & 1 metre white cloth
- 11 only sopari (beetle-nut)
- 2 pkts camphor
- 11 only beetle leaves
- 1 red & white cotton string
- 2 Coconuts
- 1 Mali No Ghado

**Annexure C: Biographical Data of the Deceased**

Should you wish a Samaj Official to say a few words at the funeral for your deceased family member, you are kindly requested to provide the following details:

|                        |  |
|------------------------|--|
| Full name of deceased: | Name of Spouse:                                    |
| Date of Birth:         | No. of children:                                   |
| Date of Death:         | State of health prior to death /Period of Illness: |
| Time of Death:         |  |

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|                 |  |
|-----------------|--|
|                 |  |
| Age at Death:   |  |
| Cause of Death: |  |

**Children of Deceased (in birth order)**

| No | Name | Age | Work/Profession |
|----|------|-----|-----------------|
|    |      |     |                 |
|    |      |     |                 |
|    |      |     |                 |



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|  |  |  |  |
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|  |  |  |  |

**Educational Qualifications of deceased**

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**Profession/ Employment History:**

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**Community Involvement:**

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**General Achievements**

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**Any Other Relevant Information**

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**Thank you for your assistance. Please hand form to the designated Samaj official upon completion.**

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**Annexure D: Local Bhajan Groups**

|    | NAME  | CONTACT PERSON    | PHONE NO.    | EMAIL ADDRESS  |
|----|---|-------------------|--------------|--|
| 1  | Bal Bhakta Bhajan Mandal                                    | Vinodbhai         | 083 227 9873 | <a href="mailto:vinod@wol.co.za">vinod@wol.co.za</a>                                     |
| 2  | Shree Bharti Stree Mandal                                   | Jyotibhen         | 072 114 4410 | <a href="mailto:jyoti@mmjoshi.com">jyoti@mmjoshi.com</a>                                 |
| 3  | Gujarati School   | Nalinibhen        | 012 374 0269 |  |
| 4  | Ladium Mandir Bhajan Mandal                                 | Kishorbhai        | 082 573 0132 | <a href="mailto:ldmfriently@mweb.co.za">ldmfriently@mweb.co.za</a>                       |
| 5  | Ladium Bhajanai Mandram                                     | Dr Raj Kolapen    | 082 922 8759 | <a href="mailto:raj@viamediswitch.co.za">raj@viamediswitch.co.za</a>                     |
| 6  | Pretoria Navyuga Mandal                                     | Dhruvbhai         | 076 076 7240 | <a href="mailto:pretoria.navyuga.mandal@gmail.com">pretoria.navyuga.mandal@gmail.com</a> |
| 7  | Rama Krishna Institute of Spirituality and Hinduism - RISHI | Mahendrabhai Sita | 082 960 400  | <a href="mailto:msita@mweb.co.za">msita@mweb.co.za</a>                                   |
| 8  | Sai Group   | Montebhai         | 082 896 4280 |  |
| 9  | Sarvodey Bhajan Mandal                                      | Shantibhen        | 012 374 4393 |  |
| 10 | Sunday Mandir Bhajan Mandal                                 | Amratbhai Khatri  | 072 493 5502 |  |

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**Annexure E: Undertaker & Cremation Funeral Expenses Form**

As explained in the Samaj Funeral Policy document, The Shree Pretoria Hindu Seva Samaj does not charge any fee for the assistance it renders to the family of the deceased. However, members of the family are required to cover the undertaker fee which includes the fee for cremation.

Whilst the Seva Samaj has negotiated competitive rates with undertakers in order to keep costs to a minimum, costs vary as circumstances are not always the same for every funeral (e.g. length or days of storage of the body in the cold room, number of trips made by the hearse, quality of coffin chosen by family, week-day vs week-end funeral, etc)

The breakdown of the cost of the funeral of your family member is as follows:

|       |       |
|-------|-------|
| ..... | ..... |
| ..... | ..... |
| ..... | ..... |
| ..... | ..... |
| Total | ..... |

You are kindly requested to pay the amount indicated above directly to the undertaker within seven (7) days after the cremation. The banking and contact details of the undertaker are as follows:

Name of business:

Bank:

Branch number:

Account number:

Reference: name of deceased

Name of Undertaker:

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Landline:

Mobile:

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**Annexure I : MEDICAL REFEREES CONTACT DETAILS**

| DOCTOR'S NAME     | CELL NUMBER    | WORK ADDRESS  | WORK TEL. NUMBER                      | HOME ADDRESS                                       | HOME TEL. NUMBER | Email Addresses  |
|-------------------|----------------|---|---------------------------------------|--|------------------|--|
| BHANA<br>BHOOSHAN | 07102627<br>14 | 266 Falcon St<br>Rabie Ridge,<br>Midrand  | 011 310<br>2759                       | 6706 Burkeley St,<br>Eldo<br>Village Eldoraig<br>e | 012373461<br>1   | <a href="mailto:bbhana@iburst.co.za">bbhana@iburst.co.za</a>             |
| CHETTY<br>PRESHAN | 08340805<br>36 | Zuid<br>Afrikaanse<br>Hospital,<br>Pretoria   | 012 344<br>6410                       |  | 012658035<br>0   | <a href="mailto:doctorchetty@web.co.za">doctorchetty@web.co.za</a>       |
| GARACH<br>SUJATA  | 08246559<br>11 | Suite 2<br>Savannah<br>Centre 290<br>Tangerine St<br>Laudium  | 012<br>3740324                        | 292 Himalaya St<br>Laudium                         | 012374227<br>0   | <a href="mailto:Chetan.sujata@hotmail.com">Chetan.sujata@hotmail.com</a> |
| KALAN<br>JITENDRA | 08233136<br>75 | Shop 12, Jhina<br>Centre, 189 6 <sup>th</sup><br>Ave, Laudium<br>+ 17 Barclay<br>Square, 293<br>Rissik St.<br>Sunnyside | 012<br>3742775<br><br>012 341<br>8243 | 22 Jumna St,<br>Claudius                           | 012374499<br>7   | <a href="mailto:jikalan@telkomsa.net">jikalan@telkomsa.net</a>           |

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|                     |                 |  |                 |   |                 |  |
|---------------------|-----------------|--|-----------------|---|-----------------|--|
| KOLAPAN<br>RAJGOPAL | 082 922<br>8759 | 49 Maxwell<br>Drive (Corner<br>250 Iqbal<br>Avenue) Claud<br>ius | 012 374<br>0491 | 49 Maxwell Drive<br>(Corner 250<br>Iqbal Ave),<br>Claudius. | 012374<br>0491  | <a href="mailto:raj@viamediswitch.co.za">raj@viamediswitch.co.za</a>   |
| LALA<br>NAGIN P     | 07696382<br>98  | 321 Marble St.<br>Laudium  | 012-374<br>2368 | 321 Marble St.<br>Laudium                                   | 012374236<br>8  | <a href="mailto:lala@wol.co.za">lala@wol.co.za</a>                     |
| LALLOO<br>SURAYA    | 08245213<br>10  | 68 Botha Ave,<br>Lytellton                                       | 012-<br>6645124 | 1012 Ewald St<br>Eldoraigne                                 | 012654807<br>3  | <a href="mailto:drslalloo@yahoo.com">drslalloo@yahoo.com</a>           |
| NARAN<br>JASOOB     | 07252329<br>50  | 321 Marble St.<br>Laudium  | 012-374<br>2368 | 321 Marble St.<br>Laudium                                   | 012374236<br>8  | <a href="mailto:lala@wol.co.za">lala@wol.co.za</a>                     |
|                     |                 |  |                 |   |                 |  |
| RADIA<br>NILESH N   | 08296973<br>02  | 353 Zasm St.<br>Watloo,<br>Silverton                             | 012 803<br>4397 | 325 14 <sup>th</sup> Avenue,<br>Laudium                     | 012<br>3743877  | <a href="mailto:drnradia@telkomsa.net">drnradia@telkomsa.net</a>       |
| RAMJEE<br>SUNITA    | 08360488<br>70  |  | 012 658<br>5231 |   |                 | <a href="mailto:0836048870@mtelnet.co.za">0836048870@mtelnet.co.za</a> |
| SOOBOO<br>MURTHI    | 08244365<br>90  | Room 17<br>Ground Floor<br>LPH; 374<br>Schoeman St,<br>Pretoria  | 012 336<br>6011 | 422 Johann<br>Strauss Street<br>Christoburg                 | 012-<br>3701250 | <a href="mailto:msooboo@hotmail.com">msooboo@hotmail.com</a>           |

**PLEASE NOTE THAT IT HAS BEEN AGREED BY THE ABOVE DOCTORS THAT NO FEES WILL BE CHARGED FOR COMPLETION OF CONFIRMATORY CERTIFICATES FOR CREMATIONS. THIS SERVICE IS BEING PROVIDED AS A VOLUNTARY SERVICE.**

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