



Shree Pretoria Hindu Seva Samaj

Established in 1932

264 - 13th Avenue
Laudium, Pretoria 0037
E-mail: sphss108@telkomsa.net

Tel/Fax: 012 374 6354
PBO Ref No.: 930014581

P.O. Box 14368
Laudium, Pretoria 0037
Web: www.sphss108.co.za

"Satyameva Jayate" - Truth Alone Prevails

Celebrating 81 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 3746354. (Currently, Mr. Bharatbhai Kooverjee, cell-phone number 082 490 3646 or 012 323 4270/1 (W) or 012 3744 754 (H) should be contacted or if he is not contactable then Mr. Kishorbhai Dajee Naran, at cell-phone number 082 573 0132 or 012 374 7816 (W) or 012 374 2442 (H))

In the event death occurs at a hospital

- 3.3 Inform the relevant medical attendant that the family intends cremating the deceased.
- 3.4 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.
- 3.5 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. It is therefore very important that upon news of the death, the Samaj official as indicated in 3.2 is contacted immediately.

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 and family members are 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 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 week-ends 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;
- 4.2.7 Sending of funeral notice to the community via SMS messaging system, mass emails, siren and Samaj notice-board. 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 OM 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 an 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 (currently, Mukeshbhai Joshi – 012 374 5438 or 076 501 8204) 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. Other local priests who can conduct the service are: Sunilbhai Bhatt (072 634 0292) and Rajubhai Pandiya ((079 666 0494).
- 5.6 Buy the "samagri" and flowers required for the funeral both at home and the crematorium. The priest or local spice shops 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.

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 SMS of such death, **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 The deceased person is an immediate relative i.e. parent, child or sibling;
- 6.4 The family member agrees to pay the prevailing costs for bulk SMS messages as laid out in the Samaj Communication Policy;
- 6.5 No charges will be levied for 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 2014 at the Seva Samaj Boardroom.



RAMESHBHAI CHHAGAN

PRESIDENT

BHAAVICBHAI CHHANA

SECRETARY-GENERAL

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 Vinaybhai or Urvibhen @ 012 374 6354).
8. Contact Mukeshbhai to be the officiating priest at the cremation.
 - Home Tel : 012 374 5438
 - Cell : 0765018204
9. Purchase funeral Samagri as per Annexure B
10. For other useful information, go through all the attached Annexures.

SPHSS

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)
- 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:	
Age at Death:	
Cause of Death:	

Children of Deceased (in birth order)

No	Name	Age	Work/Profession

Educational Qualifications of deceased

Profession/ Employment History:

Community Involvement:

General Achievements

Any Other Relevant Information

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

Annexure D: Local Bhajan Groups

	NAME	CONTACT PERSON	PHONE NO.	EMAIL ADDRESS
1	Bal Bhakta Bhajan Mandal	Vinodbhai	083 227 9873	vinod@wol.co.za
2	Shree Bharti Stree Mandal	Jyotibhen	072 114 4410	jyoti@mmjoshi.com
3	Gujarati School	Nalinibhen	012 374 0269	
4	Ladium Mandir Bhajan Mandal	Kishorbhai	082 573 0132	lmdfriendly@mweb.co.za
5	Ladium Bhajanai Mandram	Dr Raj Kolapen	082 922 8759	raj@viamediswitch.co.za
6	Pretoria Navyuga Mandal	Dhruvbhai	076 076 7240	pretoria.navyuga.mandal@gmail.com
7	Rama Krishna Institute of Spirituality and Hinduism - RISHI	Mahendrabhai Sita	082 960 400	msita@mweb.co.za
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	

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:

Item	Cost:
.....
.....
.....
.....
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:

Landline:

Mobile:

Annexure I : MEDICAL REFEREES CONTACT DETAILS

DOCTOR'S NAME	CELL NUMBER	WORK ADDRESS	WORK TEL. NUMBER	HOME ADDRESS	HOME TEL. NUMBER	Email Addresses
BHANA BHOOSHAN	07102627 14	266 Falcon St Rabie Ridge, Midrand	011 310 2759	6706 Burkeley St, Eldo Village Eldoraigne	012373461 1	bbhana@iburst.co.za
CHETTY PRESHAN	08340805 36	Zuid Afrikaanse Hospital, Pretoria	012 344 6410		012658035 0	doctorchetty@web.co.za
GARACH SUJATA	08246559 11	Suite 2 Savannah Centre 290 Tangerine St Laudium	012 3740324	292 Himalaya St Laudium	012374227 0	Chetan.sujata@hotmail.com
KALAN JITENDRA	08233136 75	Shop 12, Jhina Centre, 189 6 th Ave, Laudium + 17 Barclay Square, 293 Rissik St. Sunnyside	012 3742775 012 341 8243	22 Jumna St, Claudius	012374499 7	jikalan@telkomsa.net
KOLAPAN RAJGOPAL	082 922 8759	49 Maxwell Drive (Corner 250 Iqbal Avenue) Claudi us	012 374 0491	49 Maxwell Drive (Corner 250 Iqbal Ave), Claudius.	012374 0491	raj@viamediswits.co.za
LALA NAGIN P	07696382 98	321 Marble St. Laudium	012-374 2368	321 Marble St. Laudium	012374236 8	lala@wol.co.za
LALLOO SURAYA	08245213 10	68 Botha Ave, Lytellton	012- 6645124	1012 Ewald St Eldoraigne	012654807 3	drslalloo@yahoo.com

NARAN JASOOB	07252329 50	321 Marble St. Laudium	012-374 2368	321 Marble St. Laudium	012374236 8	lala@wol.co.za
RADIA NILESH N	08296973 02	353 Zasm St. Watloo, Silverton	012 803 4397	325 14 th Avenue, Laudium	012 3743877	drnradia@telkomsa.net
RAMJEE SUNITA	08360488 70		012 658 5231			0836048870@mtloaded.co.za
SOOBOO MURTHI	08244365 90	Room 17 Ground Floor LPH; 374 Schoeman St, Pretoria	012 336 6011	422 Johann Strauss Street Christoburg	012- 3701250	msooboo@hotmail.com

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.