

# CREMATORIUM VOLUNTEERS' HANDBOOK

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25 October 2022



SHREE HINDU MANDAL  
WELFARE

**SHREE HINDU MANDAL**

**DAR ES SALAAM**

**WELFARE BOARD**

**CREMATORIUM VOLUNTEERS' HANDBOOK**

**PREAMBLE**

This handbook is prepared by the Welfare Board of Shree Hindu Mandal DSM and intended for use by the Staff and Volunteers of the Crematorium.

The book contains all the processes of Hindu Cremation that the staff and volunteers must follow and will guide them for different scenarios.

The staff and volunteers are expected to show empathy while serving, at the same time observing all the protocols and following the procedures.

The Welfare Board can change the contents of this Handbook at any time and the staff and volunteers shall be informed in advance. The staff and volunteers are expected to update themselves with any change and deliver services without any disruption.

For any query regarding this Handbook, please contact the General Manager +255 676 816 684

Thank you.

Rajesh Joshi

**Chairman**

**Welfare Board**

**Shree Hindu Mandal Dar Es Salaam**

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## 1. STRUCTURE OF WELFARE BOARD

### WELFARE BOARD

Chairman – Rajesh Joshi  
Secretary – Tejsvi Mehta  
Member – Garima Rao  
Member – Sanjay Manek  
Member – Jay Ramesh

### CREMATORIUM DEPARTMENT

Head - General Manager Tejsvi Mehta

### CREMATORIUM STAFF

- Salum Zuberi
- Haji Khalid

### CREMATORIUM VOLUNTEERS

SN	Names	Phone
01	Hetal Vadgama	0713 309303
02	Binita Bakrania	0754 780160
03	Bena Velji	0782 994663
04	Shila Bakrania	0685 372727
05	Pritesh Chudasama	0715 660630
06	Jay Ramesh	0693 860750
07	Vishal Pragji	0784 331177
08	Anil R. Patel	0715 276161
09	Jigar Patel	0789 270808
10	Ishan Gohil	0784 678718

### ROLES & RESPONSIBILITIES

SN	Role of General Manager	Role of Crematorium Volunteer	Role of Community Representative
01	To liaise with Crematorium Volunteers, Community Representatives, Crematorium and Hospital staff	Transport of body to/from Home / Hospital / mortuary / Crematorium	Be in touch with the families for Guidance / Support and coordinate with the General Manager and the Crematorium Volunteer.
02	Crematorium Management	Guide the families on procedures of applying for Cremation Services and the necessary arrangements for the funeral.	

## **2. THE CREMATORIUM**

Shree Hindu Mandal Crematorium is located on plot no. 1/1D along Mwenda street [Off New Bagamoyo Road] in Kijitonyama next to Shree Hindu Mandal Secondary School. The Crematorium is bordered by the Ismaili Cemetery on the west, Shree Hindu Mandal Secondary School on the east and a seasonal stream flowing on its northern boundary.

The Crematorium has 2 incinerators: a traditional wood pyre and a gas incinerator. It also houses the Hospital's Laundry block.

In addition, the Crematorium has dedicated areas for children's burial and Gosai's Samadhi. Other structures are the Visamo, Resting shed, washroom block, stores and other small structures. And the rest of area is covered with gardens, large shade trees and a seasonal stream at the rear of the plot.

### **3. CREMATORIUM VOLUNTEERING**

Any adult Hindu who meets the eligibility criteria may be enrolled as a volunteer to serve under Crematorium Department upon registration which is mandatory.

A Crematorium Volunteer will be required to dedicate his/her time and efforts in handling the whole process of cremation. It may include collection of body from home/hospital/other places, storing it in the mortuary and until the final cremation at the Crematorium.

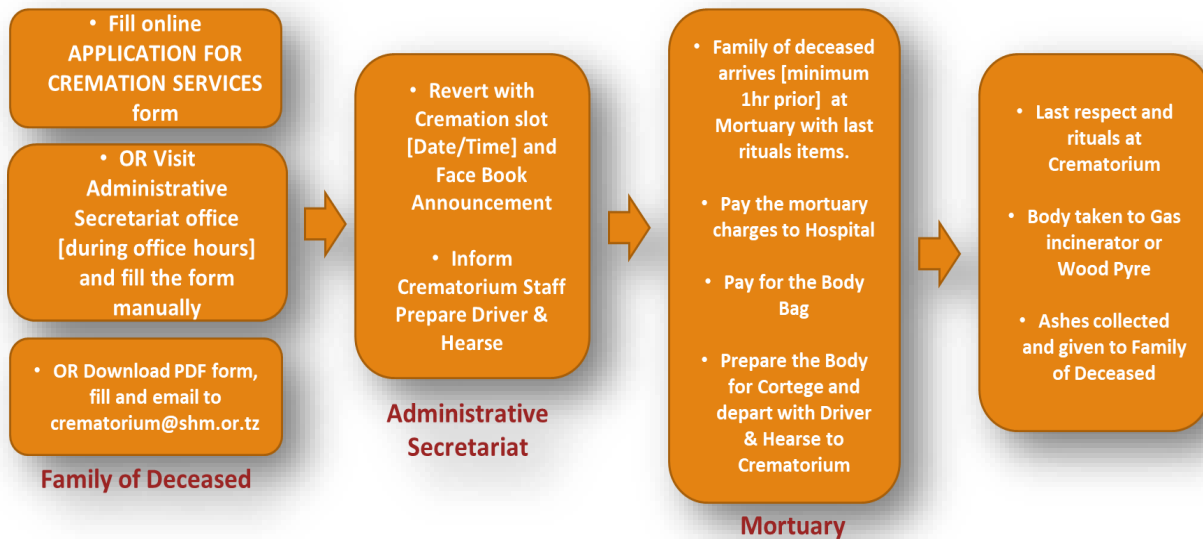
The Crematorium Volunteer shall guide the family of the deceased through the processes and assist them wherever possible. The Crematorium Volunteer is expected to work within the set rules and protocols of Shree Hindu Mandal DSM unconditionally.

The Crematorium Volunteer shall have to serve or handle at least three cremations in a year and shall have to attend trainings, workshops and meetings whenever invited.

## **4. CREMATORIUM RULES**

- 4.1. The GM shall be sole approver for any activity related to Crematorium.
- 4.2. Hearse will be driven by registered Volunteers and Hospital staff [4 Drivers] only.
- 4.3. Vehicle Log Books must be filled and duly signed.
- 4.4. Ensure Timely Pick / Drop off

## 5. CREMATION SERVICES FLOW CHART



### 5.1. Cremation Service Guidelines & Application Forms for Hindus

- a. <http://www.shm.or.tz/crematorium>
- b. Link can be availed via WhatsApp or by email from the General Manager.
- c. The hard copies of the forms are available at the Administrative Secretariat Office.

5.2. According to the Member's Notice dated 31st August 2021 to the Hindu fraternity, all cremations to be on Gas Incinerator.

5.3. The Wood Pyre shall be used when;

- a. The Gas Incinerator is not working [under maintenance or repairs]
- b. There are many cremations and our mortuary is full [as was the case during the Covid19 pandemic]
- c. The family has requested for the use of Wood Pyre and have deposited Tsh. 2,500,000/- in advance to the Welfare Board.



## 6. FACEBOOK ANNOUNCEMENT

SHM Facebook Page: <https://fb.me/shmdsm>

SHM Facebook Group: <https://web.facebook.com/groups/shmdsm>

- 6.1 All the Death Announcements on Facebook are done only with the permission of the Families of the deceased.
- 6.2 Announcements will be removed by the 7th of the following month.
- 6.3 The Families are requested to fill in the Shanti Path details in the form.
- 6.4 The Death Announcements on Facebook are only for the cremation services applied at Shree Hindu Mandal Crematorium. We do not post Death Announcements other than these.

## **7. DEATH CONFIRMATION**

### **7.1. Death at Hospital**

- a. The Burial Permit must be issued by the concerned Hospital
- b. The cause of death must be understood.
- c. Requirement for a body bag will be accordingly decided.
- d. Contact the General Manager immediately for further instructions.
- e. Preparation of logistics for body collection. Driver or available volunteer shall be asked to transport the body from the hospital to SHM mortuary.

### **7.2. Death at Home**

- a. Contact the General Manager immediately.
- b. If a person is presumed dead at home, call a doctor so that he/she can check the person and pronounce dead. The certifying doctor shall issue a 'KIBALI CHA MAZISHI'
- c. If the person is presumed dead at home – but no doctor is available to certify at home, then an ambulance from any hospital or health centre can be called and once the person is brought to the Hospital, the doctor on duty will have to certify and issue KIBALI CHA MAZISHI.

### **7.3. Transport of Body – Hearse service**

- a. This service is available only for cremations applied for at our SHM Crematorium. This includes transport of a body which have been certified by a doctor from the hospital/home/other venue to the mortuary, from the mortuary to home [for last rites] and finally, from the home to SHM Crematorium.
- b. The Hearse is not for carrying patients.
- c. The Hearse is also available for transporting bodies from any one location to another [paid service]

### **7.4. Burial Permit**

- a. Issued by the respective hospital where death occurs.
- b. Issued by SHM Hospital only if the deceased has a medical record of being treated at SHM Hospital.

- c. If death occurred at home and cannot be certified by clinic / dispensary / Ambulance Doctor then the Burial Permit is issued by RITA.

**7.5. Process of getting Burial Permit from RITA**

- a. The family of deceased needs to go to Street Government [Serekali Ya Mtaa] Office with passport size photographs of the applicant [family member] and will be issued with a letter.
- b. The letter needs to be taken to Ward Executive Office [Ofisi ya Kata] who will endorse the letter.
- c. The endorsed letter shall be submitted to RITA offices who will issue Burial Permit.
- d. SHM or the Crematorium does not facilitate request for Burial Permit

## **8. LOGISTICS, TRANSPORTATION OF BODY – HEARSE SERVICE**

Hearse service is available 24/7 using 2 Hearses and served by 4 Drivers shared with the Hospital. The Hearse is not for carrying patients.

8.1. The routes covered for free transportation of body [within DSM region] and whose cremations are booked at SHM Crematorium are:

- a. From Home / Hospital /any location to any mortuary
- b. From the mortuary to Home for last Rituals
- c. From Home to SHM Crematorium for Final Rites.

8.2. The Hearse is also available for transporting bodies from any one location to another [70,000/- per trip] for example, from mortuary to airport.

8.3. Driver or available Volunteer shall be responsible for the transportation of the body observing all the protocols.

### **8.4. Ambulance Services**

- a. SHM Hospital provides ambulance service at a cost. The contact numbers are:
- b. Our partners G1 Security Services also provide free Ambulance services 24/7. Their contact numbers are:  
0675 116 116 / 0783 117 117 / 0768 118 118 / 0712 119 119

## **9. FUNERAL TIMING AND SLOT ALLOCATION**

### **9.1. Funeral Timing**

- a. The Funeral timings may vary according to the slots assigned.
- b. Cremation Timeline: Estimate Time Taken: 4hours

### **9.2. Slot Allocation**

- a. There are 2 slots per day: 10:00am & 02:00pm.
- b. For operational reasons, the number of slots per day may be added or reduced.
- c. The Crematorium is open daily from 06:00am – 06:00pm
- d. The Volunteer will have to ensure that the rituals and rites are done on time and must follow the slot time assigned.

## **10. MORTUARY AND ASSISTANCE**

### **10.1. Mortuary Services**

- a. The Mortuary service is provided by Shree Hindu Mandal Hospital.
- b. Nine [09] compartments are allotted to Crematorium Department
- c. The cost of storing body per day is Tzs 50,000.00 payable to the Hospital directly.
- d. Body Bags: These are available at the SHM Pharmacy if required.

### **10.2. Mortuary Team for Assistance**

- a. Mortuary In-charge: Abdallah & 2-3 Female Nurses
- b. Tipping the Mortuary staff is not mandatory but will be appreciated.

## 11. BODY PREPARATION

- 11.1. For Body preparation, 3-4 ladies/Gents from the families of the deceased are allowed to assist in the body preparation.
- 11.2. The Volunteers must ensure that no perfumes or solid items are kept in the pockets/clothes of the deceased or around the body when releasing the body from the Prayer Room or residence.
- 11.3. In case the deceased died of Covid19 or had severe lung infection, then it is advisable for the body to be packed in the Body Bag.
- 11.4. Family to arrive 2.5hours prior to cremation for the body bath and preparation.
- 11.5. Body wash & preparation time: 45mins – 1hr
- 11.6. **Time Management:** It will be the sole responsibility of the Volunteer to maintain the timings from the point of Body preparation to the final cremation.
- 11.7. Ceremonial Bath for Cleansing [Body Wash & Preparation].
  - a. The Family of the deceased are requested to bring the below items for the wash and preparation:
    - i. 2 Pair of Bath Towels
    - ii. 1 Bath Soap
    - iii. 1 pair of clothes
    - iv. Perfume or body spray
  - b. In case the deceased is a FEMALE, the below should be observed:
    - i. Clothes must be Pure Cotton and/or mixed polyester
    - ii. Bangles must be of plastic material. The ornaments should be limited.
  - c. In case Deceased is a MALE, then the clothes must be pure cotton and/or mixed polyester
  - d. Other items like watches should be removed before leaving for final cremation.

## 12. SAMAGRI

12.1. SHM Welfare Board only provides White and Red cloth for covering the deceased body. All the remaining Samagri shall be purchased directly from Karsandas Muldas provision store or other sources.

12.2. The items are [for reference]:

- a. 2 Packets of Agarbati
- b. 1 Kanthi
- c. 100gm Sesame Seeds [Gas Pyre] / 2kg for Wood Pyre
- d. 250gm ghee [Gas Pyre] / 5kg Ghee for Wood Pyre
- e. 2kg Magg/Juwar
- f. 1 packet of Abil, Gulaal and Kanku
- g. 1 packet Peethi powder [for Female]
- h. 1 roll of sisal rope
- i. 1 Matli
- j. 1 packet Kapur
- k. 1 bottle of Gangajal
- l. 1 Rakhri

11.3 Other Items;

- a. 4pcs Coconuts
- b. 6 ladwas [from Purnima or any other shop]
- c. 6 home made ladwas [made of wheat flour & water]
- d. 2kg Juwar



### **13. CREMATION RITUALS AT HOME / SHM PRAYER ROOM / VISAMO**

13.1. Note that below rituals are documented for guidance purpose only and not binding. Every community/individual may have their own specific set of rituals, customs and traditions and they are free to follow them.

13.2. Cremation Rights for Families:

- a. Cremation to be performed by children of the deceased [Son / Daughter] Or
- b. Siblings Or
- c. 1st Cousins Or the person selected by the family.

13.3. Ladies can perform the final rites.

13.4. Due to limited space available inside the SHM Prayer Room, we request only 7 persons for the rituals. The rest of the family members shall wait outside.

13.5. The rituals remain same irrespective of genders.

13.6. Common Rituals:

- a. Tilak: Kanku / Chandlo / Chokha
- b. Feed Gangajal / Yamunajal
- c. Sankalp if required – Drop at Right Shoulder
- d. Kanthi
- e. Tulsi: 2-3 leaves
- f. Piece of Chandi / Rupan / Gold
- g. Garland [Flower haar]
- h. 4 [Shrifal] Coconuts: Each one beside hands and legs.
- i. 6 [six] Ladwa to place;
  - i. Right Hand [Brahma]
  - ii. Left Hand [Vishnu]
  - iii. Right Leg [Shiv]
  - iv. Left Leg [Surya Dev]
  - v. Right Shoulder [Yam Dev]
  - vi. Left Shoulder [Agni Dev]

- 13.7. The family member performing the rituals shall whisper “AUM” 16 times in the right ear of the deceased.
- 13.8. The family member has to call the name of the deceased; in the right ear 3 times.
- 13.9. To go at the main entrance of the SHM Prayer room / residence and again call aloud once. If the deceased was a father of the family member performing the rituals, then call “Dad / Papa”.
- 13.10. There is an addition in rituals to be performed by the WIFE if the husband passes away:
- a. Feeds Gangajal [Holy water] with Tulsi
  - b. Tilak
  - c. Garland
  - d. Pradakshina X 4 times [if unfit then 1 suffice]
  - e. Remove Nose ring + Chandlo [NOT MUST]
  - f. Panchak vidhi sankalp [if applicable] – Priest to advise.
- 13.11. Additional rituals by the SISTER:
- a. To tie rakhi on the deceased wrist
  - b. Feeds Gangajal [Holy water] with Tulsi
  - c. Pradakshina X 4 times [if unfit then 1 suffice]
- 13.12. Daughter + Son-in-law: Feed holy water + Pradakshina
- 13.13. In-laws family: Cover a shawl [Not Must]
- 13.14. Followed by Family + Cousins + others

## **14. CREMATION PROCESS**

### **14.1. Rituals At The Visamo Area**

- a. Break the 4 Coconuts
- b. Remove the 6 ladwa
- c. Give the grains [Mugg / Juwar] to Pigeons
- d. Say the Last Prayers – Antyesthi Prarthna. Prayers cards available at the Crematorium

14.2. Final Journey: Carry the body of the deceased from Visamo area to the pyre while chanting God's name.

### **14.3. Rituals At The Gas Incinerator**

- a. Apply some ghee on the face of the deceased by those family members who performed the rituals at Home /SHM Prayer Room.
- b. Shower some sesame seeds on the deceased body
- c. Remove the 6 Ladwas, flowers, extra items/clothes and accessories
- d. Push Conveyor inside the incinerator
- e. Family to push the start button at the Control panel  
\*Ladwas to be placed at Peepal tree

### **14.4. Rituals At The Wood Pyre**

- a. Apply some ghee on the face of the deceased by those family members who performed the rituals at Home /SHM Prayer Room
- b. Put few pieces of camphor [Kapur] between the toes of the deceased.
- c. Take a lighted wooden torch, touching the feet of the deceased each time while performing 5 pradakshina.
- d. At the 5th time, light the camphor at the feet.
- e. Shower some sesame seeds on the deceased body.

### **14.5. Once Cremation Is Complete**

- a. family members to sprinkle water on the ashes
- b. Sprinkle water on self & pass agarbati to all
- c. Ashes to be taken to sea/river/lake for scattering [Asthi Visarjan]

## **15. OPERATIONS OF GAS INCINERATOR**

Crematorium Staff and Operator of the Gas incinerator: Salum Mipiko

- 15.1. The incinerator is required to be switched on 10mins before at the rate 250-300 Degree Temperature.
- 15.2. The Log Register form must be duly filled with data including the start / stop gauge, timing, and related details.
- 15.3. The Temperature set for the Cremation is between a range of 650-700 degree Celsius
- 15.4. The Cremation process takes around 90mins – 2.5 hours max.

## **16. GENERAL MAINTENANCE OF GAS INCINERATOR**

16.1. A routine check is required to be done 2-3 times a month.

16.2. The blower: The pressure gauge of the “blower” must remain between a MINUS range of 05 – 10 Bar during cremation.

16.3. The Crematorium Staff & Volunteer shall have to alert the office in case there is a variation.

16.4. The Control Panel is to be kept dust free and clean at all times.

16.5. The incinerator ventilation and overall cleaning to be done after every cremation.

## 17. WOODPYRE

17.1. The Preparation Time is 1.5hours

17.2. The Log Register form must be duly filled which shows the details of the Logs used per cremation.

17.3. Items Required:

2 sizes of Logs used for Pyre.

- Small Logs: 35-40 Logs
- Big Logs: 35-45 Logs

17.4. The Crematorium Staff shall handle the preparation however the Volunteer must be aware on the arrangement.

## **18. COLLECTION OF ASHES**

18.1. The Crematorium provides earthen pot / urn [Matli] for collecting the Ashes. These Ashes will be handed over to the Family of the deceased once the cremation is completed.

18.2. Permit for Scattering Ashes: SHM has a valid permit since Year 2013 that states that we can scatter the Ashes into any part of the Indian Ocean. It has no expiry date.

## 19. CREMATION CERTIFICATE

- 19.1. The family of the deceased can request for a Cremation Certificate after the cremation which is available for free in hard / soft copy.
- 19.2. It usually takes 3 working days after applying.



**SHREE HINDU MANDAL WELFARE**  
A subsidiary of Shree Hindu Mandal Dar Es Salaam | www.shm.or.tz

**CREMATORIUM | MARRIAGE RECONCILIATION | SOCIAL WELFARE**  
P O Box 581 | Dar es salaam | Tanzania  
wb@shm.or.tz | www.shm.or.tz



Reference: EC/TM/22/0109

Date: \_\_\_\_\_

**TO WHOM IT MAY CONCERN**

**CERTIFICATE OF CREMATION OF**  
**MR / MS. \_\_\_\_\_**

This is to confirm that the above person was respectfully cremated at Shree Hindu Mandal Dar Es Salaam Crematorium situated in Kijitonyama, Dar Es Salaam on \_\_\_\_\_ in the presence of his/her (Legal next-of-kin), Mr/Ms. \_\_\_\_\_  
Refer Burial Permit Number \_\_\_\_\_

The cremated remains of the late person were handed over to \_\_\_\_\_.

Signed  
SHREE HINDU MANDAL DSM

\_\_\_\_\_  
**Tejsvi Mehta**  
General Manager





## **20. INFANTS, ABORTED FOETUS & STILL BIRTHS BURIAL**

20.1. All infants under the age of 03 years shall all be buried and not undergo cremation process.

a. Age Factor Includes:

- i. Aborted foetus – 5months onwards
- ii. Miscarriages / aborted foetus
- iii. Premature / still birth

20.2. **Documentation Required:**

- a. Burial Procedure:
- b. Information to be availed at the GM office
- c. Grave Preparation: 3hours prior notice to be given to Crematorium staff.
- d. Items required for the Burial Process:
  - i. Cheti cha Mazishi [where applicable]
  - ii. Medical Certificate from Hospital incase of
  - iii. Still Birth/Premature/Miscarriages.
  - iv. National ID Cards / Passport copies of the Parents
  - v. Birth Certificate of the Infant [where applicable]

20.3. **Items Required For Burial Of Infant Male**

- a. 2.5meter Green Material

20.4. **Items Required For Burial Of Infant Female**

- a. 2.5meter Red Material
- b. Whole Turmeric [Akhi Hardar]
- c. 1 Coin
- d. 2.5 Litrs Milk
- e. 2kg Salt
- f. Agarbati + Divo
- g. Flowers

## **21. GOSAI SAMADHI**

21.1. In our Hindu tradition, Gosai families are buried in a grave called Samadhi. The SHM Crematorium has a dedicated place for the Gosai families in Dar.

21.2. The last rites and rituals of Gosai shall be observed as shall be advised by Priest.

## **22. GENERAL PROVISIONS**

- 22.1. Cremations and burials of pets [animals, birds etc] are not allowed at the Crematorium.
- 22.2. SHM does not encourage families to bring Children [less than 10years] to the Crematorium however no compulsion.
- 22.3. Arrangement for a Priest: It will be the family's responsibility to engage a Priest for performing final prayers and rituals. SHM shall only assist to provide contacts of the Priests.
- 22.4. The Crematorium is open to all, 7 days a week from 8am to 6pm.
- 22.5. To enhance security and control at the Crematorium which also houses our hospital laundry, there is an Attendance Register for anyone entering the property including staff and visitors. That said, everyone will have to fill the Attendance Register at the entrance.
- 22.6. There won't be any requirement to sign the Attendance Register during funerals.

## **23. CREMATION OF NON-CITIZENS & NON HINDU**

### **23.1. Cremation of Non-Citizens**

- a. We have been requested by the High Commission of India that the family must get NOC letter from the HCI consenting to the cremation of the body who was an Indian Citizen. This applies equally to Hindus and Non-Hindus who are Indian Citizens.
- b. For further Information on this matter, below is the contact: High Commission of India: +255 783 344840

### **23.2. Cremation Of Non-Hindus**

Usually, Non-Hindus who use the cremation services are facilitated by undertakers [a person whose business is preparing dead bodies for burial or cremation and making arrangements for funerals] However in some cases the Non-Hindu may have wished to be cremated by the Hindu rites and rituals. In such cases our Volunteers would be required to guide the family who may not be familiar with our Hindu rites and rituals.

- a. The Guidelines and Application Forms are available online from our website or at the SHM Administrative Secretariat office <http://www.shm.or.tz/crematorium>
- b. Charges: TZS 2,500,000.00 per cremation.

## 24. DONATIONS & TIPS

### 24.1. Contributions Are Voluntary And Not Mandatory

**CREMATORIUM VOLUNTEERS HANDBOOK**

### CREMATION DONATIONS

**0/-**  
Possible Donation  
towards cremation

→

**389,450/-**  
NETT COST  
Cost per Cremation

→

**689,450/-**  
FULL COST  
Cost per cremation

Members are requested to support Crematorium by contributing the Full Cost, Net Cost or any amount they can donate.

CONTRIBUTIONS ARE VOLUNTARY AND NOT MANDATORY

Anyone wishing to donate shall directly deposit/transfer to our bank account:

SHREE HINDU MANDAL- WELFARE  
NMB Bank PLC, A/c 24110004625  
[SWIFT NMIBTZTZ]

Or Contact SHM General Manager

### 24.2. Tipping To Staff

Apart from Crematorium Volunteers, the staff of the Hospital and the Crematorium are also involved in the cremation process. Tips to the mortuary staff who assist in washing and preparing the body and the staff at the crematorium are not mandatory but voluntary.

Any tip to these staff who handle our loved ones will be gratefully appreciated.

**END**