

食物環境衛生署的骨灰暫存服務須知
Notes for Using Temporary Storage Service for Cremains of Food and Environmental Hygiene Department

凡符合下列準則人士的骨灰，可以暫存在食物環境衛生署（食環署）轄下骨灰暫存設施內[#]：

The cremains of any person meeting the following criteria may be eligible for being kept in the temporary storage facilities for cremains of the Food and Environmental Hygiene Department (FEHD)[#]:

- (a) (i) 死亡時是香港居民，而其遺骸於死亡後三個月內在政府火葬場內火葬；或
who was a resident of Hong Kong at the time of his/her death and whose remains were cremated within three months after his/her death in a government crematorium; or
- (ii) 其遺骸在《公眾衛生及市政條例》（第 132 章）附表 5 第 6 部所指明的私營火葬場內火葬；或
whose remains were cremated in a private crematorium specified in Part 6 of Schedule 5 of the Public Health and Municipal Services Ordinance (Cap. 132); or
- (b) 在緊接其死亡前的二十年內，有最少十年是香港居民，而其遺骸經證實是在香港以外的合法火葬場內火葬，具備有關居港文件（正本）及有效之合法證明文件（正本）；或
who was a resident of Hong Kong for a period of at least ten years during the period of twenty years immediately preceding his/her death (with original copy of document of residence in Hong Kong) and whose remains were certified to be cremated in a lawful crematorium outside Hong Kong (with original copy of valid and lawful documentary proof); or
- (c) 其遺骸是在香港經合法撿拾後並在政府火葬場火葬；或
whose remains are lawfully exhumed and cremated at a government crematorium; or
- (d) 其骨灰在遞交申請前曾存放於香港的私營骨灰安置所內。
whose cremains were interred in a private columbarium in Hong Kong prior to the submission of the application.

[#] 食環署職員會在審查有關申請後，約見申請人核實有關文件的正本及辦理相關申請。

After vetting the application concerned, FEHD staff will make an appointment with the applicant for verifying the original copies of supporting documents and processing the application.

任何遺骸在政府火葬場火化完畢後，如申請人提出書面要求，該火葬場主管可行使酌情決定權，免費讓骨灰暫存在該火葬場內不超過兩個月。若期滿後仍需要繼續暫存服務，則申請人可申請骨灰轉送服務，將先人骨灰轉送至食環署骨灰暫存設施內存放。

Upon completion of the cremation of any human remains in any government crematorium, the cremains may, upon request in writing by the applicant and at the discretion of the officer in charge of the crematorium, be temporarily stored at such crematorium for any period not exceeding 2 months free of charge. If the temporary storage service is still needed upon expiry, the applicant may apply for cremains transfer service to transfer and keep the cremains of the deceased in the temporary storage facility of FEHD.

須遵守條件如下：

Conditions to be observed are as follows:

1. 骨灰暫存設施收費為每月港幣 80 元。有關費用會不時調整，以付款當日的規定收費為準。
The monthly charge for using the temporary storage facilities for cremains is \$80. The respective fee may be adjusted from time to time and the applicant will be charged according to the prevailing prescribed fee on the day of payment.
2. 骨灰暫存設施由食環署管理。位於葵涌火葬場範圍內的骨灰暫存設施只限存放骨灰袋，而位於和合石靈灰安置所範圍內的骨灰暫存設施則只限存放骨灰甕。
The temporary storage facilities are managed by FEHD. Temporary storage facility for cremains in the vicinity of Kwai Chung Crematorium is only for storage of cremains bags and temporary storage facility for cremains in the vicinity of Wo Hop Shek Columbarium is only for storage of cinerary urns.

3. 在申請獲批核後，申請人除可選擇親臨長沙灣火葬預訂辦事處（九龍長沙灣道 303 號長沙灣政府合署 1 樓）、港島墳場及火葬場辦事處（跑馬地黃泥涌道 1 號 J（香港墳場側））或九龍墳場及火葬場辦事處（紅磡暢行道 6 號地下高層）繳交骨灰暫存服務的費用外，亦可選擇登入食環署網頁的「墳場及火葬場服務網上繳費系統」於網上以信用卡或「繳費靈」繳交有關費用。
Upon approval for the application, applicant may pay the fee for the intended storage period for cremains at Cheung Sha Wan Cremation Booking Office (1/F, Cheung Sha Wan Government Offices, 303 Cheung Sha Wan Road, Kowloon), Hong Kong Cemeteries and Crematoria Office (1J Wong Nai Chung Road, Happy Valley, which is next to Hong Kong Cemetery) or Kowloon Cemeteries and Crematoria Office (Upper Ground Floor, 6 Cheong Hang Road, Hung Hom), or opt to pay the fee online by credit card or Payment by Phone Service (PPS) through the “Online Payment System for Cemeteries and Crematoria Services” on FEHD website.
4. 申請人須於獲編配的存放骨灰日期前繳交有關骨灰暫存服務的費用。若申請人未能在該日前繳交骨灰暫存服務費用，有關申請將作廢而不作另行通知。
The applicant is required to pay the service fee for the temporary storage service for cremains before the assigned deposition date of cremains. If the applicant fails to pay the fee before that day, the application will be voided without further notice.
5. 繳交有關骨灰暫存服務費用後，請按獲編配存放骨灰的場地、日期及時間，帶同先人骨灰及所需文件親臨指定的骨灰暫存設施辦理有關手續。**[此項不適用於已申請骨灰轉送服務的申請人或仍存放在政府火葬場內的骨灰。]**
After payment of the fee for the temporary storage service of cremains, please attend in person with the cremains of the deceased and relevant documents to the designated temporary storage facility in accordance with the assigned deposition date and time. **[This is not applicable to applicants who have already applied for cremains transfer service or ashes still being kept in government crematoria.]**
6. 若申請人未能在獲編配的存放骨灰期內將有關骨灰存放於骨灰暫存設施內，有關批核將會被視作無效，食環署不會作另行通知。**[此項不適用於已申請骨灰轉送服務的申請人。]**
If the applicant fails to deposit the cremains at the temporary storage facility within the assigned storage period, the approval will be regarded as invalid without further notice. **[This is not applicable to applicants who have already applied for cremains transfer service.]**
7. 葵涌火葬場內的骨灰暫存設施的**骨灰袋暫存空間之長度、闊度及高度分別為 200 毫米、100 毫米及 200 毫米**，只容許存放體積不大於此尺寸的骨灰袋。而位於和合石靈灰安置所內的骨灰暫存設施的可容許暫存的**骨灰甕之長度、闊度及高度分別不得多於 195 毫米、195 毫米及 200 毫米**。若骨灰袋或骨灰甕尺寸超過上述任何一項的規定，食環署將會取消相關骨灰暫存服務的批核。已繳付的骨灰暫存費用將獲全數退還。所有存放於骨灰暫存設施內的骨灰都會被編號，以資識別。
The length, width and height of the storage space for cremains bags at Kwai Chung Crematorium is 200 mm, 100 mm and 200 mm respectively. Only cremains bag not exceeded these dimensions would be allowed to be temporarily stored at the temporary storage facility. **The length, width and height of the cinerary urns to be allowed for temporary storage at Wo Hop Shek Columbarium shall not exceed 195 mm, 195 mm and 200 mm respectively.** If the size of the cremains bag and cinerary urn exceeds any of the aforesaid requirements, FEHD will revoke the approval for temporary storage service for cremains and the paid fee for temporary storage of cremains will be refunded in full. Cremains kept in temporary storage facilities are numbered for identification purposes.
8. 若申請人未能在存放期屆滿前繳交骨灰暫存服務續期的費用，並且未從骨灰暫存設施取回骨灰，以及未有回應食環署於存放期屆滿後所發出的警告信，有關已暫存的骨灰會被視作無人領取，並將以食環署署長決定的合乎體統的方式處置。
If the applicant fails to pay the fee for the extension of temporary storage service for cremains as well as fails to retrieve the cremains from the temporary storage facility for cremains before expiry of the storage period, and fails to respond to FEHD's subsequent warning letter(s) upon expiry of the storage period, concerned cremains being kept will be regarded as unclaimed and will be disposed of in a decent manner as determined by the Director of Food and Environmental Hygiene.
9. 申請人須於取回有關的骨灰前繳清所有逾期的骨灰暫存服務費用。
The applicant is required to fully pay the arrears of service fee before collection of the cremains.
10. 骨灰暫存在政府設施屬過渡安排。
Temporary storage of cremains in government facilities is a transitional arrangement.
11. 所填報的先人姓名必須與有關的「領取骨灰許可證」、「火葬證明書」、香港的私營骨灰安置所之證明文件或申請人所作出的聲明相符。
The name of the deceased on the application form should be identical to that stated in the relevant “Permit to Take Away Cremated Ashes”, “Certificate of Cremation”, document(s) from the private columbarium in Hong Kong or the declaration made by the applicant.

12. 為確保存放在骨灰暫存設施內的骨灰的安全及完整性，食環署職員可能會打開骨灰袋及取出盛載骨灰的透明膠袋作檢查，並會拍照作紀錄。**[此項只適用於申請存放骨灰袋服務。]**

To ensure the safety and integrity of the cremains stored in temporary storage facilities, FEHD staff may open the cremains bags and take out the transparent plastic bags containing the cremains for inspection and taking photos for record purpose. **[This is applicable to the storage service of cremains bags only.]**

13. **骨灰暫存服務續期**

Extension of Temporary Storage Service for Cremains

於骨灰暫存服務存放期屆滿前一個月，食環署會向申請人發出續期或領回先人骨灰通知書。如欲為骨灰暫存服務續期，申請人可在網上辦理續期申請及繳付所需費用。申請人可登入食環署網頁及選擇「墳場及火葬場服務網上繳費系統」，然後輸入先人姓名及通知書上所列的「網上繳費認證號碼」，並選擇續期三、六或十二個月，最後以信用咭或「繳費靈」繳交有關費用。此收費會不時調整，所繳費用應以付款當日的規定為準。

One month prior to the expiry of storage period, a letter reminding extension of storage period or retrieval of cremains will be issued to the applicant. To extend the storage period for the cremains, applicant may make online application and payment. Applicant could access FEHD website and select "Online Payment System for Cemeteries and Crematoria Services", input name of the deceased and the "Online Payment Identification Number" printed on the renewal reminder letter, and choose the extended storage period for either 3, 6 or 12 months. Applicant may then settle the payment of the respective fee by credit card or PPS. This fee is subject to revision from time to time and that you will be required to pay the prevailing fee on the day of payment.

申請人亦可親自或委託他人携同下列任何一項續期所需文件，前往上述第3項所列的辦事處提出申請及即時繳付所需費用：

Applicant or the representative could also present either of the following documents at either of the Cemeteries and Crematoria Offices listed at item 3 above to apply for extension of storage period and pay the storage fee at the same time:

- (i) 續期或領回先人骨灰通知書；或
The letter reminding extension of storage period or retrieval of cremains; or
- (ii) 初次申請時的批核信；或
The approval letter of first application; or
- (iii) 最近期的付款收據。
The receipt of last payment.

14. **取回暫存的骨灰**

Retrieval of Temporary Stored Cremains

如欲取回暫存的骨灰，申請人必須於擬取回骨灰日期不少於三個工作天前致電與葵涌火葬場辦事處（電話號碼：2614 4390）或和合石靈灰安置所辦事處（電話號碼：2696 4031）的職員預約。而於取回骨灰當日，申請人**必須**帶備「申請人的身分證」、「領取骨灰許可證」及「准許使用骨灰暫存服務費用收據」正本，辦理有關手續。

Applicant intended to retrieve the stored cremains must make an appointment with the office of Kwai Chung Crematorium (Tel. No.: 2614 4390) and/or office of Wo Hop Shek Columbarium (Tel. No.: 2696 4031) not less than 3 working days before the intended date of retrieval. He/She **must** bring along the original copy of the HKID card of the applicant, the "Permit to Take Away Cremated Ashes" and the "Receipt of fee for permission to use the temporary storage service for cremains" for processing the retrieval of cremains.

如授權他人取回暫存的骨灰，獲授權人須於取回骨灰當天攜帶申請人的授權信、申請人及獲授權人的香港身分證副本。

If authorised other person for collection of the stored cremains, the authorised person shall submit the written authorisation signed by the applicant, copies of HKID Card of both applicant and authorised person on the date of collection of stored cremains.

15. **退回存放期內剩餘月數的費用**

Refund of Fees for the Remaining Number of Months in the Storage Period

骨灰暫存服務費用的計算方法，是以獲編配的存放骨灰日期起，至取回骨灰的日期為計算基準。若申請人於獲編配及已繳交費用的骨灰暫存服務存放期內申請取回骨灰，退款將以存放期內剩餘月數計算（日數不足一個月者不獲退款）。申請人須於取回骨灰當日，提交「准許使用骨灰暫存服務費用收據」正本，辦理有關手續。食環署在接獲申請後，一般會在兩個月內完成處理，並以劃線支票郵寄到申請人的聯絡地址。

To determine the fee for temporary storage service for cremains, the period from the assigned deposition date to the retrieval date of cremains is applicable. If the cremains are retrieved before the end of the assigned temporary storage period for which payment was made, fees will be refunded for the remaining number of months in the storage period (days that do not add up to one month will be disregarded). The applicant has to submit the original copy of the "Receipt of fee for permission to use the temporary storage service for cremains" on the date of collection of stored cremains for processing the refund. FEHD will normally complete the processing within 2 months after receiving the application and refund the fees in the form of crossed cheque delivered to the correspondence address of applicant by post.