

FEHD launches multifunctional portal to assist public with after-death arrangements

The Food and Environmental Hygiene Department (FEHD) today (March 31) launched the Platform for Cemeteries and Crematoria Services (service platform) (app.fehd.gov.hk/ccsp). This one-stop portal provides online services for all cemeteries and crematoria facilities under the FEHD's management, streamlining the electronic application process and offering personalised services to further facilitate the handling of after-death arrangements for members of the public.

Starting today, members of the public can submit applications for all cemeteries and crematoria services managed by the FEHD via the service platform, including cremation services, allocation of public niches, cemetery services, green burial, cremation or keeping services for abortus, free memorial sails and the establishment of the Internet Memorial Service Website (Advanced Planning Version). The service platform features a key function that allows members of the public to create an integrated service account to manage after-death arrangements for multiple deceased individuals, reducing cumbersome procedures. Users can also manage multiple applications for the same deceased in a single account and track the application progress of each service at a glance.

The service platform also supports multiple electronic payment methods, saving time for the public by eliminating the need to visit cemetery and crematorium offices in person for applications and fee payments.

Applicants must register and complete authentication on the service platform before applying for cemetery and crematorium services. The FEHD encourages the use of the "iAM Smart" electronic identity verification, which automatically fills in parts of the online forms to expedite the application process.

To facilitate the public in registering as users of the service platform and understanding how to handle after-death arrangements through the new system, the FEHD has produced a series of demonstration videos and pamphlets. For details, please visit the following website: www.fehd.gov.hk/english/cc/platform_for_cemeteries_and_crematoria_services.html.