

Government of West Bengal
Urban Development and Municipal Affairs Department
NAGARAYAN, DF-8, Sector-I
Salt Lake, Kolkata-700 064.

Memo No. 1363 – UDMA-11012(99)/35/2021

Date : 23.04.2021

From : Shri Khalil Ahmed,
Principal Secretary to the Govt. of West Bengal,
Urban Development & Municipal Affairs Department.

To : Municipal Commissioner/ Executive Officer,
(All ULBs) Municipal Corporation/ Municipality/ NAA.

Sub : Advisory on Crematorium / Burial Ground of deceased on Covid19 .

Sir/ Madam,

Smooth & Speedy Disposal of the Dead Bodies of Covid Cases is the sole responsibility of the ULBs. In order to maintain dignity, grace, respect & uniformity in the entire process, it is urgently felt by the UD & MA Department to frame an Advisory covering all major issues related to this. This is now the need of the hour. Accordingly the following action points are to be uniformly followed in all ULBs:


1. Each ULB is to designate one Nodal Officer for this matter i.e dead body disposal protocol who will monitor the entire process & ensure all smoothness & dignity.
2. Upon information of death, he/she will immediately get in touch with the bereaved family, express condolences & extend all facilities till completion of the cremation/burial.
3. In the event of any death in Covid cases at home the same SOP to be followed by the ULB as is to be followed for the deaths at facilities. The ULB will extend all necessary support to the family of the deceased till the cremation/ burier is completed.
4. To ensure the last rites as per religion of the deceased, ULB has to ensure the availability of Purohit/ Imam / Priest round the clock at the crematorium/ground.
5. A database of Purohit/ Maulana and Priest to be prepared by the ULBs.
6. Immediate disposal of the body preferably within three hours is to be ensured. In case of death occurring at day time, cremation process may start as soon as possible.
7. The body is to be cremated preferably within the same locality & in case there is no crematorium/burial ground, the process is to be carried on in adjoining ULB/Locality. Tagging for the same is to be done very meticulously.
8. Cremation/Burial Certificates is to be issued ON SPOT in the crematorium/ground itself free of cost. The cost if any, will be borne by the Department.
9. Department will publish the name & contact number of the Nodal Officers in the website of the Department as well as in the News Paper for wide circulation. Executive Officer will act as the Nodal Officer in this regard. He/She may be assisted by another official who may be Assistant Nodal Officer.
10. ULBs will prepare following things immediately :
 - a. Tagging of Burning Ghats/Burial Grounds
 - b. Demarcate the areas where more deaths are happening. The areas to be categorized as A,B & C & the top priority would be on A & B. In these areas, they have to arrange for augmentation of man power, Chullis, to find out new/more land for Burial Ground. In case

- any servicing/ repairing/ AMC is needed to be done to the Chullis, the same may be done through spot quotation. For augmentation of any resource, Department will provide fund.
- c. Taking stock of hearse vans : In case the Vans need repairing, servicing of the same is to be immediately done by the ULBs through spot tendering, Department will give financial power to EOs. Tagging & mapping of hearse vans need to be done ULB wise taking into consideration private hearse vans, Govt & non Govt hospitals as well.
 - d. ULBs are empowered to requisition 'Hearse Vans' as required from the private operators and the cost of the same will be borne by the Department upon requisition.
 - e. Rates of carrying cost to be standardized & fixed.
 - f. No extra charge is to be taken by anyone including, doms/grave diggers for handling Covid deaths. All incidental expenses for cremation / burial shall be paid by the ULBs on site and claim for reimbursement will be sent to this Department.
 - g. The extra charges if any, for last rites to be given to Purohit /Imam, the same is to be borne by the ULB/Department.
 - h. There is no necessity for any NOC to be taken from the Police.
 - i. Maximum 5 persons, by turn and at a time, may attend the last rites from the family of the deceased.
11. ULBs to ensure sufficient lighting in the crematorium/Burial Ground. If there is no provision of electricity, same is to be ensured through hiring of generators.
 12. All the crematorium staff, Doms, Grave Diggers, Drivers of hearse vans & their Helpers, Purohiths, Imams doing the last rituals to be provided with full Covid protection with PPE Kits, masks, gloves etc.
 13. Family of the deceased is to be given choices of burning ghats/burial grounds, but they should be adequately briefed about the possible waiting time if any, beforehand in order to save them from unnecessary harassment.
 14. The Nodal Officer has to maintain a register where he has to keep a log starting from getting the first call to the end of the process. Department is standardizing the entries. This may help us during the Covid Death Audit.
 15. Feedback Forms are to be kept at the crematorium/Ground. The entries are getting standardized by the Department.
 16. Display in the form of banners/flex to be sufficiently made and those are to be prominently displayed near Hospitals/Burning Ghats/Burial Ground. A standardized IEC materials to be shared with ULBs by SUDA. This is to be replicated sufficiently.
 17. All ULBs are requested to submit proposals for expansion of Burial grounds/Crematorium within the jurisdictions.

The above guidelines are to be strictly followed. All ULBs will work in close association with the Nodal Officers of the Department & SUDA. The designated Nodal Officer of the ULBs must remain available round the clock & can be contacted any time. ULBs will send a daily Report to the Nodal Officers & should immediately bring to the notice & contact Nodal Officer/ Director, SUDA & Principal Secretary in no time, should there be any crisis of any nature or should he/she require any help & facilitation. This guideline is to be adhered strictly.

Strictly compliance is ensured.

Yours faithfully,


Principal Secretary 23/4/2021
to the Govt. of West Bengal

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Date : 23.04.2021

Copy forwarded for kind information to :

- (1) Commissioner, Kolkata MC.
- (2) CEO, KMDA.
- (3) Smt. Nandini Ghosh, IAS, Joint Secretary, UD & MA Department.
- (4) Director, SUDA.
- (5) Shri Debopriya Biswas WBCS(Exe.), Joint Secretary, UD & MA Department.
- (6) All Nodal Officers, UD & MA Department.
- (7) PS to Principal Secretary, UD & MA Department, Govt. of West Bengal.

Shri Debopriya Biswas 23.04.2021
Joint Secretary
to the Govt. of West Bengal