




PUBLIC MORTUARY BODY HANDLING ENQUIRY PLATFORM - USER GUIDE

Personal Data




Scan the QR code to obtain the body handling enquiry





This QR code is for the body handling enquiry

Certificate of Body Collection



Step 1: Please scan the QR code on the top left corner of the certificate issued by the mortuary.

Authorized Signature

Forensic Pathologist/Mortuary Officer

Claiming of Body

- For cases not requiring autopsy, the body is ready for collection at the same time of collecting the "Burial/Cremation Order". For cases requiring autopsy, the body is normally ready for collection in the afternoon of the following working day.
- The time for collection of bodies is between 8 a.m. to 5 p.m. daily (Saturdays, Sundays & public holidays included). You are required to come to the designated reception counter of the Public Mortuary in person with the original of this document and your identity document registered at the time of body identification.
- If you could not come in person, you may apply to the mortuary officer to authorize another person to collect the body. The authorization procedures must be completed before collection of the body, so please make your application to the mortuary officer at your earliest convenience. The office hours of the mortuary officer are: Mondays – 8:45 a.m. to 1:00 p.m. and 2:00 p.m. to 5:45 p.m.; Tuesdays to Fridays – 8:45 a.m. to 1:00 p.m. and 2:00 p.m. to 5:30 p.m. (except on public holidays).
- Please make a positive identification of the body and check the correctness of the information of the deceased printed on the identification wristband attached to the body. You may invite your relatives/friends to accompany you during the viewing of body for confirmation of the identity of the deceased. Please inform our staff immediately if you have any queries.
- Please sign the "Declaration of Body Collection" in the "Certificate of Body Collection" only after you have positively identified the body.
- Prolonged storage of the body in the Public Mortuary may adversely affect the appearance of the Deceased. Besides, the body storage capacity of this mortuary is limited. You are strongly advised to arrange collection of the body as soon as possible.

Declaration of Body Collection

I hereby confirm that I have collected the body of above-named deceased and have made a positive identification.

Signature of Claimant:

Name of Claimant:

Date/Time:

(Chop of Funeral Parlour)

If you have any enquiries, please contact the Mortuary Officer


Tel: Fax:

FP9-FPM-QC-18 (Revision: 2 Revision Date: 3 Apr 2023)

Step 2: Please complete identity verification through one of the following methods:


- iAM Smart (Applicable to the Hong Kong ID card number registered with the mortuary officers during body identification)
- Mobile phone number (Applicable to the mobile phone number registered with the mortuary officers during body identification)

* If there is any updated information, the system will send notifications through the platform you logged in to.




Public Mortuary
Body Handling
Enquiry Platform

Information for Burial
Order/ Cremation Order/
Body Collection

1.  Continue with iAM Smart


Or

2. 

Login

Registered phone numbers only

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Public Mortuary Body Handling Enquiry Platform

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Step 3: Check the latest update on the availability of cremation or burial orders and whether the bodies of deceased individuals are ready for collection.

Cremation / Burial order

Requested By Body Identifier

Burial

Order Issued

No Available Information

Date Available for Collection

collect during office hours from 3:00 PM on Nov 27, 2025. ([expected time](#))

Place for Collection

Mortuary

Claim Body

Date Available for Collection

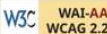
No Available Information

Place for Collection

No Available Information

Category of Body Handling

Cat 1



For enquiries, please visit: https://www.fps.gov.hk/en/contact_us.html