**Part I.**

The Republic of Kazakhstan

**Part II. U.S. Embassy and U.S. Consulate General Information**

U.S. Embassy Astana
3 Koshkarbayeva Street
Astana, 010010, Kazakhstan
Phone: +7 7172 70-21-00
Fax: +7 7172 70-22-80

U.S. Consulate General Almaty
97, Zholdasbekov Street
Almaty, 050059, Kazakhstan
Phone: +7 727 250-49-01
Fax: +7 727 250-48-84

After Hours Phone: +7-7172-70-22-00

E-mail: usakz@state.gov

Web-site: http://kz.usembassy.gov/

State Department Country Specific Information:
http://travel.state.gov/content/passports/english/country/kazakhstan.html

Registration with the U.S. Embassy: http://kazakhstan.usembassy.gov/acs_registration.html

**Part III. Profile of Religions of Kazakhstan and Religious Services available to visitors.**

Country Profile: The Kazakhstani Constitution defines the country as a secular state. Religions are Sunni Muslim (70%), Russian Orthodox (24%), Protestant (2%), and other.

Religious Activities For Visitors: Both in Astana and Almaty there are Mosques, Russian Orthodox Churches, Synagogues, Catholic and Protestant churches/houses of worship. Most services are in Russian or Kazakh, although there are some weekly masses in English.

**Part IV. Funeral Directors, Mortician and Related Services Available in Kazakhstan.**

Most hospitals in the city centers of Kazakhstan have morgues or mortuaries. In Almaty and Astana and major cities there are also some private mortuaries/funeral homes that provide ablution/dressing, embalming, cold storage, and other related services. The quality of services varies and it is fairly low outside Astana and Almaty. An autopsy is required in all cases of non-natural death.

Morticians should be licensed by the Ministry of Health of the Republic of Kazakhstan. Private funeral services should be registered by the Ministry of Justice and at the Customs Committee.

**DISCLAIMER: The U.S. Embassy Astana and U.S. Consulate General Almaty assume no responsibility or liability for the professional ability or reputation of, or the quality of services provided by, the following persons or firms. Names are listed alphabetically, and the order in which they appear has no other significance. Professional credentials and areas of expertise are provided directly by the funeral directors, morticians and other service providers.**

**Note: Embalming practices and techniques vary widely and thus the prices listed below are estimates only.**

## ASTANA CITY MORTUARIES

**Anatomy-Pathological bureau of Astana city**
1, Zhansugurov St.
Astana, Kazakhstan
Head of the bureau: Alimbayeva, Bayan Zhagparovna
Tel.: +7 7172 54-76-08/54-75-23
Fax: +7 7172 54-75-23
The Bureau provides service only for those who died in hospitals.

Mortuary services prices:

| | |
|---|---|
| Autopsy | 32970 KZT |
| Embalming of the remains | from 15000 KZT |
| Ablution, dressing | 5600 KZT |
| Cold storage | 365KZT/1hour |
| Transportation | 3750 KZT/hour |
| Placing into coffin | 1000KZT |
| Barber service | 1590KZT |

**Astana Bureau of Special Services under the Astana Major administration**
81/3 Abay Avenue
Astana, Kazakhstan
Head of the bureau: Abeuv, Talgat Agbidayevich
Tel.: +7 7172 34-63-65/49-08-94
Fax: +7 7172 34-63-65

Mortuary Services Prices:

| | |
|---|---|
| Polished casket | 95000 - 180000 KZT |
| Zinc casket | 160000 KZT |
| Transportation | 9000 KZT/hour |

## ALMATY CITY MORTUARIES

"**Anabis**", Mortuary/Funeral Home
233 Suyunbaya Ave.,
Tel.: +7 727 317-34-27, 8-777-138-54-54, 8-701-337-91-85

Mortuary Services Prices:

| | |
|---|---|
| Ablution and dressing | from 9000 KZT |
| Embalming | from 20000 KZT |
| Cold storage | 4000KZT/day |
| Shipment set of documents (originals only, w/o translation) | 40000 KZT |

"**Doctor Alex**" Ltd, Mortuary/Ceremonial Services
245, Zharokov St.
Tel.: +7 727 327-63-84, 327-63-85, 8-777-260-34-43
www.ritual.kz

Mortuary Services Prices:

| | |
|---|---|
| Ablution and dressing | from 10000 KZT |
| Embalming | from 20000 KZT |
| Cold storage | 5000 KZT/day |
| Zinc casket | from 45000 KZT |
| Wooden coffin | from 10500 KZT |

**Mortuary at the Central Clinic Hospital of the Medical Center under the Kazakhstani President's General Affairs Department**
Tel.: +7 727 261-97-26 (Pathological and Anatomical Department)

Mortuary Services Prices:

| | |
|---|---|
| Ablution and dressing | from 13000 KZT |
| Restoration | from 10000 KZT |
| Embalming without autopsy | from 12000 KZT |
| Cold storage | from 7200 KZT |

**Special Complex of Funeral Services (SCFS)**
7, Kairbekov St.
Tel.: +7 727 397-57-76

SCFS does not provide embalming services. This is the main office for arranging burials.

**Part V. Profile of services available in Kazakhstan regarding preparation and shipment of remains.**

**(1) Maximum period Before Burial of Remains:**

Kazakhstani law does not place a time limit for burial of embalmed remains. Unclaimed remains will be buried within 7-10 days.

**(2) Embalming:**

In general embalming is done after autopsy. It can be done either in the morgue, funeral houses, or at the place of residence by an embalmment specialist from the above mentioned institutions. Embalmment is required for exportation of remains.

**(3) Cremation:**

No facilities for cremation are available in Kazakhstan. The nearest facilities are in the larger cities in Russia.

**(4) Caskets and Containers:**

When the remains are to be transported out of the country, the remains are placed in a zinc casket which is hermetically sealed. The casket can be enclosed in a hardwood coffin. Before the shipment is made, the casket and the coffin are normally placed in a wooden shipping crate.

**(5) Exportation of Human Remains:**

Local requirements including those of shipping companies for the exportation of human remains are as follows:

- Embalming of the remains
- Enclosure of the remains in a zinc casket and wooden coffin.
- Notarized copy of the Local Death Certificate issued by ZAGS (original and translation should be submitted to the Consular Section for issuance of the Consular Report of Death)
- Authorization from the Sanitation-Epidemic Station for transportation and burial of the remains.
- Act (“Spravka”) issued by the company sealing the zinc casket certifying that the casket only contains the remains.
- Mortuary Certificate issued by the Consular Section
- Consular Report of Death issued by the Consular Section
- Copy of the deceased person’s passport
- Customs Declaration

**(6) Exportation of Human Remains/Ashes:**

There is no crematorium in Kazakhstan. The nearest one is in Novosibirsk, Russia.

**(7) Costs:**

a) Coffins and caskets: The cost of a zinc casket starts from $250. The cost of wooden coffins depends on the size and the material used, starting from $ 100 for a regular adult coffin to $2000 for a luxury one.

b) Local burial: The price for a grave in Almaty starts from $300 at the Christian cemetery and from $350 at the Muslim cemetery. The fee for rental of a ceremonial hall is about $300.

c) Embalming: The fee starts from $60/day depending on the condition of remains and the service provider.

d) Shipment: International shipment of remains from Almaty is provided by KLM and Lufthansa airlines. Remains are transported as cargo. Domestic shipment is mainly provided by Air Astana (they can also ship the remains to Moscow, Russia). Their rates vary from $1.4 to $2/kg depending on the destination. Cold storage up to 24 hours – free of charge; more than 24 hours – $0.17/kg. The table below provides KLM and Lufthansa fees to ship remains from Almaty to JFK Airport in New York, NY

**(8) Exhumation:**

Exhumation is available, but not at all mortuaries since it a very rare practice in Kazakhstan. In order to get such services, the mortuary should be provided with:

- Death Certificate
- Formal request from the next-of-kin (NOK)
- Authorization for exhumation from the city sanitation-epidemic station
- Authorization from the city Prosecutor's Office.

The cost of exhumation starts from $250-300.

**(9) Shipment:**

In-country transportation is available by truck, train, or by air. Such costs would depend on the mode of transportation available and the distance traveled. Transportation by train or by air requires a zinc container, but for truck transportation only embalming is required.

International Shipping from Kazakhstan is possible by Lufthansa or KLM. Lufthansa flies to the U.S. from Almaty daily. KLM operates flights on Tuesdays, Wednesdays, Fridays, and Sundays. There is no Lufthansa or KLM Cargo in Astana. Domestic shipment can be arranged by Air Astana, which can also ship remains to Moscow, Russia.

Local Office Airline Information:

**Lufthansa Airlines:**

Tel.: +7 727 333-50-25- Call Center
Mobile: +7-701-723-4949
Fax: +7 727 250-5062-30

**KLM Royal Dutch Airlines:**

31 Naurizbay Batyr Street, Business Center "Premium" Almaty, Kazakhstan
Tel: +7 727 349-50-71
KLM Cargo Office: +7 727 388-89-48
Fax: +7 727 330-21-49

**Air Astana**
Tel: +7 7172 58-44-77 or +7 727 244-44-77

**(10) Local Customs Regarding Funerals, Disposition of Remains, Mourning, Memorial Services.**

Any cases of non-natural death are reported to the police and they are subject to autopsy which is performed by the Center of Judicial Medicine. The Center then issues the Medical Death Certificate ("Spravka o smerti" ) stating the cause of death.

**Center of Judicial Medicine, Almaty Branch**
Address: 117B Kazibek bi Street, 050091, Almaty
Tel.: +7 727 233-89-20

**Center of Judicial Medicine, Astana Branch**
Address: 44, Zheltoksan Street, Astana
Tel.: +7 7172 38-64-28 or +7 7172 38-66-29

In case of medical or natural death, the death certificate is issued by a physician. The actual Kazakhstan death certificate ("Svidetelstvo o smerty") is obtained at ZAGS, the local acronym for the City Office of Civil Records on submission of "Spravka o smerty" and the passport. If the deceased is a foreigner the passport and a copy of ZAGS registration is transferred to the Department of Internal Affairs. Subsequently the passport is forwarded to the U.S. Embassy via the Kazakhstani Ministry of Foreign Affairs. The death certificate is given to the next of kin.

In Kazakhstan a burial in a grave is the most common way of disposition of remains. Since the majority of the population is comprised of Muslims and Russian Orthodox Christians, as a rule a funeral procedure includes a wake, a burial and memorial dinner according to the local religious traditions.