Part I.

The Republic of Kazakhstan

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

U.S. Embassy Nur-Sultan
3 Koshkarbayev Street
Nur-Sultan, 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
Website: http://kz.usembassy.gov/

State Department Country Specific Information:
https://travel.state.gov/content/travel/en/international-travel/International-Travel-Country-Information-Pages/Kazakhstan.html

Registration with the U.S. Embassy: https://step.state.gov/step/

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 Nur-Sultan 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 Nur-Sultan and major cities there are also some private mortuaries/funeral homes that provide ablation/dressing, embalming, cold storage, and other related services. The quality of services varies, and it is fairly low outside Nur-Sultan 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 Nur-Sultan 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.

NUR-SULTAN CITY MORTUARIES

Anatomy-Pathological bureau of Nur-Sultan city
1, Zhansugurov St.
Nur-Sultan, Kazakhstan
Tel.: +7 7172 54-76-08/54-75-23
Fax: +7 7172 54-75-23
Website: http://www.pab.kz/index.php/ru/#

Boris Lapshin Funeral House
Phones: 8 701 330 0466; 8 701 599 4129
8 (7172) 377669; 8 (7172) 378217

Mortuary Services Prices:
Polished casket 95000 - 180000 KZT
Zinc casket 160000 KZT
Transportation 9000 KZT/hour

Nur-Sultan Bureau of Special Services under the Nur-Sultan Major administration
81/3 Abay Avenue
Nur-Sultan, Kazakhstan
Tel.: +7 7172 48-78-34 /49-08-94
Fax: +7 7172 34-63-65

ALMATY CITY MORTUARIES

Anabis
233 Suyunbaya Ave.,
Tel.: +7 727 3173427, +7 7771385454, +77013379185
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 embalming specialist from the above-mentioned institutions. Embalming 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. Some funeral homes in Kazakhstan can assist with the cremation. The service prices are high (approximately $1700) as the cremation will be done outside of Kazakhstan.

(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. Lufthansa flies to the United States from Almaty. There is no Lufthansa Cargo office in Nur-Sultan. Domestic shipment can be arranged by Air Astana.

Local Office Airline Information:

**Lufthansa Airlines:**
Fax: +7 727 250-5062-30

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

**Air Astana**
Tel: +7 7172 58-44-77 or +7 727 244-44-77
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, Nur-Sultan Branch
Address: 44, Zheltoksan Street, Nur-Sultan
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 smerti") is obtained at ZAGS, the local acronym for the City Office of Civil Records on submission of "Spravka o smerti" 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 Kazakhstan 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.