

Important Information – Please Read

The City of Toronto’s Burial Portal will be updated on April 25, 2023.

A new version of the Burial Portal is being released on April 25, 2023. This new version will help funeral service providers by:

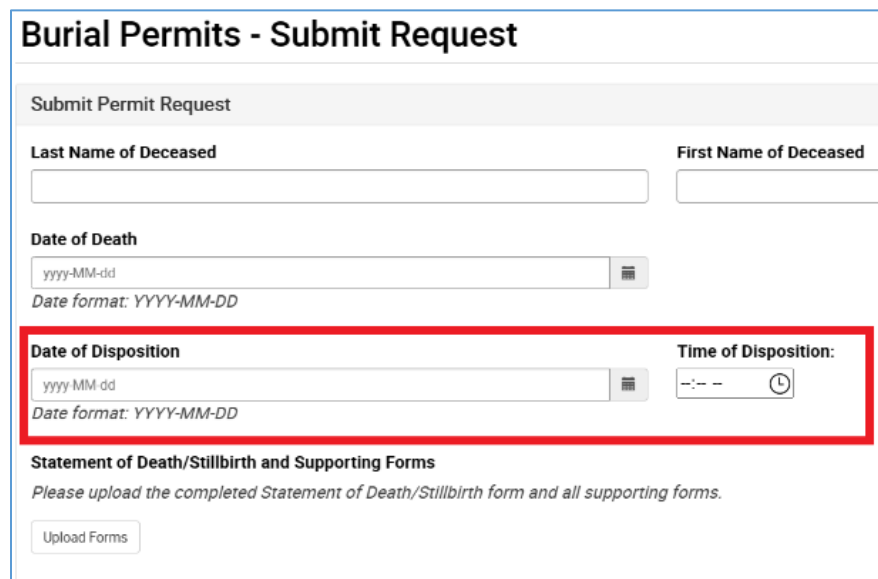
- prioritizing urgent and time sensitive requests;
- improving communication with stakeholders when a request is declined;
- providing more detail for stakeholders on the status of a death registration; and
- enabling stakeholders to retrieve a copy of the documents submitted to the Burial Portal.

There are three main changes to that will impact submissions to the Burial Portal:

There are three main changes to the portal that will impact your submission and receipt of a burial permit. Please review.

1. **Funeral Service Providers must now enter the date and time of disposition when submitting a burial permit request.**


Every time you submit a burial permit request, you must enter the disposition date and approximate time of the disposition – these are mandatory fields. This information will help us to identify urgent and time sensitive requests.





Burial Permits - Submit Request

Submit Permit Request

Last Name of Deceased First Name of Deceased

Date of Death 
Date format: YYYY-MM-DD

Date of Disposition  **Time of Disposition:** 
Date format: YYYY-MM-DD

Statement of Death/Stillbirth and Supporting Forms
Please upload the completed Statement of Death/Stillbirth form and all supporting forms.

2. If your burial permit is declined you will receive a “View Message” option.

This feature is new. When you see the "View Message" option, click on it to open a message explaining the reason(s) the request was declined. This same information will be emailed to the email address that was used to submit the request.

Please correct the error(s) noted or add missing information and re-submit on the portal.

Status	Last Update	Actions
Declined	2023-04-12 05:20:17 PM	View Message
Registered	2023-04-20 12:33:09 PM	
Issued	2023-04-20 12:42:13 PM	Download Permit

Message on Permit Request for Diggory, Cedric

- Form 15, Box 26: Informant's signature is missing
- Form 15, Box 29: Date of disposition is a past date

Close

Name Of	Processed	Disposition Date	Status	Last Update	Actions
ased	Date				

3. When your burial permit is issued you will receive a “Download Permit” option.

When the burial permit is ready to be downloaded the status of the request will change from “Pending” to “Issued”. Click the "Download Permit" button to retrieve the signed burial permit.

Status	Last Update	Actions
Declined	2023-04-12 05:20:17 PM	View Message
Registered	2023-04-20 12:33:09 PM	
Issued	2023-04-20 12:42:13 PM	Download Permit

Additional Information:

Your view of the Burial Portal has changed.

There are five new fields to track information and improve burial permit service delivery and tracking.

Submit Date	Last Name Of Deceased	First Name Of Deceased	1 Processed Date	2 Disposition Date	Status	3 Last Update	4 Actions	5 View Documents
2023-03-17 11:20:29 AM	Diggory	Cedric	Unavailable	2023-03-23 12:00	Declined	2023-04-12 05:20:17 PM	View Message	Download Request

1. [Processed Date](#): This is the date the burial permit is issued, and marks the beginning of the Death Registration process.
2. [Disposition Date](#): The date the deceased is disposed. Including this information helps us identify urgent and time sensitive requests.
3. [Last Update](#): This is the last date and time that we reviewed/changed the request's status. This information helps you know that we are working on it.
4. [Actions](#): The table below outlines the required actions depending on the status of the request

Status	Action Required
Issued	Click the "Download Permit" button to retrieve the signed burial permit.
Declined	Click the "View Message" button to view a message explaining the reasons the request was declined. Correct the errors on the request and re-submit the entire request to the portal
Registered	We have completed processing the death registration, and the original documents have been sent to the Office of the Registrar General (ORG). Contact the ORG directly at 1-800-461-2156 for any further inquiries regarding the death registration. Email registryservices@toronto.ca for assistance if the ORG requires courier tracking information to locate the registration.

Disposition Date	Status	Last Update	Actions
2023-03-23 12:00	Declined	2023-04-12 05:20:17 PM	View Message
2023-03-26 13:17	Registered	2023-04-20 12:33:09 PM	
2023-03-19 12:00	Issued	2023-04-20 12:42:13 PM	Download Permit

5. [View Documents](#): Click the "Download Request" button to retrieve a copy of the documents submitted for the request.

Questions?

If you have any questions about these changes please contact the Death Registration Team.

Day	Hours of Operations	Contact Information
Monday to Friday	8:30 a.m. to 4:00 p.m.	registryservices@toronto.ca 416-392-7036, press option 9
Saturday and Sunday	9:00 a.m. to 12:00 p.m.	registryservices@toronto.ca
Statutory Holidays	9:00 a.m. to 12:00 p.m.	registryservices@toronto.ca