

Citizen Charter for Local Authorities

1	2	3	4	5	6	7
#	Service provided	Documents to be submitted	Contact officer and T.P. numbers	Other Officers & T.P. Numbers	Minimum time taken to complete the task	Relevant Fee
01	Approving Building Plans	<ol style="list-style-type: none"> 1. Duly perfected application 2. A certified copy of the National Identity Card of the applicant 3. 03 copies of the building plan certified by a qualified person (You may know from the website of the Local Authority or from the Front Office the applicable qualified person depending on the nature of the application) 4. A copy of the approved survey plan of the land on which the building is to be constructed (This applies only to urban development areas declared under Urban Development Authority Act.) 5. Depending on the nature of the building construction, certificates issued by the institutions mentioned in the application form. 6. When the applicant is not the owner of the land, a consent letter from the owner of the land 7. In the case of land in an assessment area, the property should have been registered in the name of the owner. 8. In the case of land in an assessment area, the property should have been registered in the name of the owner 	Officer of Front Office 0454930830	<ol style="list-style-type: none"> 1. Technical Officer ☎ 045 4930830 2. Officer in charge of subject ☎ 045 4930830 	14 days	Application fees Rs 500.00
02	Approving development plans for sub-division and amalgamation of land	<ol style="list-style-type: none"> 1. Duly perfected application 2. A certified copy of the National Identity Card of the applicant 3. 05 copies of the survey plan relating to the sub-division or amalgamation certified by a qualified person (You may know from the website of the local authority or from the Front Office the applicable qualified person depending on the nature of the development) 4. Depending on the nature of the development, certificates issued by the institutions mentioned in the application form. 	Officer of Front Office 0454930830	<ol style="list-style-type: none"> 1. Technical Officer ☎ 045 4930830 2. Officer in charge of subject ☎ 045 4930830 3. Planning Committee 	14 days	<ol style="list-style-type: none"> 1. Application fee Rs. 2. Processing fee (fee depending on the nature of development stipulated in Schedule 2 of the Urban

		<ol style="list-style-type: none"> 5. When the applicant is not the owner of the land, a consent letter from the owner of the land 6. A copy of the deed of the land certified by a Notary Public. 7. A rough sketch showing other surrounding landmarks for easy access to the location of land 8. In the case of land in an assessment area, the property should have been registered in the name of the owner 				<p>Development Authority Planning and Development Regulations-2021)</p> <p>Rs.....</p>
03	Issue of Certificate of Street Lines/ Building Lines	<ol style="list-style-type: none"> 1. Duly perfected application 2. A copy of the survey plan of the land 3. A certified copy of the National Identity Card of the applicant 4. When the applicant is not the owner of the land, a consent letter from the owner of the land 	<p>Officer of Front Office</p> <p>0454930830</p>	<ol style="list-style-type: none"> 1. Technical Officer ☎ 045 4930830 2. Officer in charge of subject ☎ 045 4930830 	15 minutes	01 Processing fee Rs 1550.00
04	Issue of certificate of conformity	<ol style="list-style-type: none"> 1. In the case of an urban development area, the application in Schedule I of the Urban Development Authority Planning and Development Regulations-2021 and in the case of other areas the application obtained from local authority 2. Copy each of development plan issued and approved plan 3. When the applicant is not the owner of the land, a consent letter from the owner of the land 	<p>Officer of Front Office</p> <p>0454930830</p>	<ol style="list-style-type: none"> 1. Technical Officer ☎ 045 4930830 2. Officer in charge of subject ☎ 045 4930830 3. Planning Committee 	14 days	<p>2. Processing fee Rs. 4000.00</p> <p>(the size of square is ninety different)</p>
05	Obtaining approved survey plan	<ol style="list-style-type: none"> 1. Duly perfected application 	<p>Officer of Front Office</p> <p>0454930830</p>	<ol style="list-style-type: none"> 1. Technical Officer ☎ 045 4930830 2. Officer in charge of subject ☎ 045 4930830 	03 days	Rs 500.00

06	Obtaining approved building plan	1. Duly perfected application	Officer of Front Office 0454930830	1. Technical Officer ☎ 045 4930830 2. Officer in charge of subject ☎ 045 4930830	03 days	Rs 1000.00
07	Revalidation of development license	1. Duly perfected application 2. The original of the approved Development plan 3. When the applicant is not the owner of the land, a consent letter from the owner of the land	Officer of Front Office 0454930830	1. Technical Officer ☎ 045 4930830 2. Officer in charge of subject ☎ 045 4930830	07 days	Rs 5000.00
08	Renting Play-ground	1. Duly perfected application	1. Officer of Front Office ☎ 045 4930830 .2. Playground Keeper 045 4930830	1. Technical Officer ☎ 045 4930830	15 minutes	1. Playground fee Rs. 5000.00 2. Playground fee with pavilion 8000.00
09	Issue of Trade Licenses	1. Duly perfected application 2. In the case of an industry or business which requires Environmental Protection License (EPL), a certified copy of the valid EPL	1. Officer of Front Office ☎ 045 4930830	1. Public Health Inspector ☎ 2. Technical Officer 045 4930830	14 days	Total amount specified in pradeshiya sabha coun Notice
10	Providing a water certificate	1. Duly perfected application and documents required for verification of ownership	1. Officer of Front Office ☎ 045 4930830	Technical Officer ☎ 045 4930830 2. Officer in charge of subject ☎ 045 4930830	15 minutes	Application fees Rs 900.00

11	Providing electricity certification	1. Duly perfected application and documents required for verification of ownership	1. Officer of Front Office ☎ 045 4930830	Technical Officer ☎ 045 4930830 2. Officer in charge of subject ☎ 045 4930830	15 minutes	Application fees Rs 900.00
12	Levying appraisal	1. Verification notice issued by the Pradeshiya Sabha	1. Officer of Front Office ☎ 045 4930830	Officer in charge of subject ☎ 045 4930830	15 minutes	Amount specified in the verification notice
13	Enter of name in appraisal registrar	1. Duly perfected application	1. Officer of Front Office ☎ 045 4930830	Officer in charge of subject ☎ 045 4930830	30 minutes	Rs 1500.00
14	Obtaining a copy of the assessment document	1. Duly perfected application	1. Officer of Front Office ☎ 045 4930830	Officer in charge of subject ☎ 045 4930830	30 minutes	Rs 500.00
15	Providing water bowser service	1. Duly perfected application	1. Officer of Front Office ☎ 045 4930830 2. Water bowser Driver ☎ 04504930830	Technical Officer ☎ 04504930830	15 minutes to separate the bowser	1. Bowser fee i. Drinkable Rs 5000.00 ii. Non drinkable Rs. 5300.00 2. For transport to outside Rs. 350 per kilometer
16	Granting cover approval for unauthorized constructions	1. In the case of an urban development area, the application in Schedule I of the Urban Development Authority Planning and Development Regulations-2021 and in the case of other areas the application obtained from Front Office 2. A certified copy of the National Identity Card of the applicant	1. Officer of Front Office ☎ 045 4930830	1. Technical Officer/ Public Health Inspector ☎ 04504930830	28 days	1. Application fee Rs. 2. Processing fee (fee depending on the nature of

		<ol style="list-style-type: none"> 3. 05 copies of the building plan certified by a qualified person (You may know from the website of the local authority or from the Front Office the applicable qualified person depending on the nature of the application) 4. A copy of the approved survey plan of the land where the building to be constructed (Applicable only to areas declared as urban development areas under the Urban Development Authority Act) 5. Depending on the nature of building construction, certificates issued by institutions mentioned in the application 6. When the applicant is not the owner of the land, a consent letter from the owner of the land 7. A rough sketch showing other surrounding landmarks for easy access to the location of land 8. A copy of the deed of the land certified by a Notary Public. 		<ol style="list-style-type: none"> 2. Officer in charge of subject ☎ 045 4930830 3. Planning Committee 		<p>development stipulated in Schedule 2 of the Urban Development Authority Planning and Development Regulations- 2021)</p> <p>Rs.....</p> <ol style="list-style-type: none"> 1. 3. Late fee (fee charged depending on the nature of development stipulated in Schedule 2 of the Planning and Development Regulations)
17	Environmental Protection License	<ol style="list-style-type: none"> 1. Duly perfected application. 2. Rough sketch of the route to the place of industry or business. 3. Details of the staff to be deployed. 4. A certified copy of the Business Registration (not needed in renewal of the license) 5. A copy of the deed of the land where the business is carried on (not needed in renewal of the license) 6. If the person who carries on the industry/business does not own the land, the agreement entered into with the owner, if any, or a certified copy of the consent letter of the owner (not needed for renewal of the license) 7. A certified copy of the approved survey plan of the land (not needed in renewal of the license) 8. A certified copy of the approved building plan (not needed in renewal of the license) 	Officer of Front Office ☎ 045 4930830	<ol style="list-style-type: none"> 1. Officer in charge of subject ☎ . 045 4930830. 2. Technical Officer ☎ . 045 4930830. 3. Technical Committee 	14 days	<ol style="list-style-type: none"> 1. Application Rs. 4400.00 2. Processing fee stipulated in environmental regulations 3. License fee Rs. 3,000.00

18	Issue of permits for display of advertisements	<ol style="list-style-type: none"> 1. Duly perfected application; 2. Identical specimen of the advertisement intended to be displayed printed on A 4 paper (with colors used); 3. In the case of an advertising hording to be fixed and displayed in any road reservation, original of the letter issued by the Road Development Authority or Provincial Road Development Authority as the case may be; 4. In the case of an advertising hording to be fixed and displayed in any road reservation, original of the letter issued by the Motor Traffic OIC of the Police station to which the place of display of the advertising hording belongs; 5. Original of the letter from the owner of the land or building on which the advertisement is to be displayed disclosing his permission for the purpose. 6. In the case of an advertising hording to be fixed and displayed in an urban development area, a certified copy of the license approved by the Urban Development Authority or the local authority under regulation 104 of the Urban Development Authority Planning and Development Regulations – 2021 	Officer of Front Office ☎ 045 4930830	<ol style="list-style-type: none"> 1. Officer in charge of subject ☎ 045 4930830. . . 2. Revenue Inspector ☎ 045 4930830. . 	3 days	
19	Providing gully bowser service	Duly perfected application	.01 Officer of Front Office ☎ 045 4930830 2. Gully bowser Driver ☎ 045 4930830	1. Officer in charge of subject ☎ 045 4930830	15 minutes to reserve bowser 1 day to provision of service	1. Bowser fee Rs 8500.00
20	Application for permission to cause damages to road	<ol style="list-style-type: none"> 1. Duly perfected application 2. Rough sketch showing the easiest access road to the spot of the road damages to be inflicted. 3. A copy of the letter issued by the relevant service providing agency 	01 Officer of Front Office ☎ 045 4930830	Technical Officer ☎ . 045 4930830	01 day	Depends on the extent of the damage
21	Removing hazardous situation caused by tree	1. Duly perfected application	01 Officer of Front Office ☎ 045 4930830	Technical Officer ☎ . 045 4930830	03 days	Rs 500.00

22	Levying and exempting from entertainment tax	<ol style="list-style-type: none"> 1. For the purpose of levying entertainment tax - <ol style="list-style-type: none"> i. printed admission tickets prepared for sale; ii. computer password to place the electronic seal on the admission tickets proposed to be sold online 2. For the purpose of exempting entertainment tax - <ol style="list-style-type: none"> i. Depending on the value of the admission tickets to be sold, an amount equal to the entertainment tax should be deposited in the first instance; ii. the estimate of income and expenditure of the entertainment activity should be submitted at the time of depositing the entertainment tax; iii. the actual income and expenditure of the entertainment activity should be submitted before the expiry of 30 days from the conclusion of the entertainment activity. 	01 Officer of Front Office ☎ 045 4930830	Revenue Inspector ☎ 045 4930830	<ol style="list-style-type: none"> 1. 02 days 2. 7 days from submitting Annexure 02 	<p>..... percent (....%) of the face value of each admission ticket</p> <p>(percentage is determined as resolved by the local authority and approved by the Minister)</p>
23	Garbage removal from residential/ commercial premises and residential commercial premises	<ol style="list-style-type: none"> 1 Request letter 2 Duly perfected application 3 Duly perfected garbage agreement 	01 Officer of Front Office ☎ 045 4930830	<ol style="list-style-type: none"> 1. Public Health Inspector ☎ 045 4930830 2. Technical Officer 045 4930830 3. Revenue Inspector ☎ 045 4930830 	01 day	Amount specified in the verification notice
25	Sale of organic fertilizers	-	01 Officer of Front Office ☎ 045 4930830	1. Officer in charge of subject ☎ 045 4930830	03 days	50kg Rs 750.00 25kg Rs 375.00
26	Revision of appraisal register	1. Duly perfected application	01 Officer of Front Office ☎ 045 4930830	1. Officer in charge of subject ☎ 045 4930830	15 minutes	Rs 250.00 per year

27	Issue Empty tar barrel	Request letter stating the requirement	01 Officer of Front Office ☎ 045 4930830	1. Officer in charge of subject ☎ 045 4930830	15 minutes	Rs 300.00
28	Provide Ayurvedic medical service	Issued identity and	Ayurvedic officer ☎ 045 4930830	1. Officer in charge of subject ☎ 045 4930830	05 Minutes	Free of charge
29	Levying shop rental	Should be signed with completed agreement	01 Officer of Front Office ☎ 045 4930830	1. Officer in charge of subject ☎ 045 4930830	05 Minutes	Total amount specified in Assessment Notice
30	Getting a library membership	<ol style="list-style-type: none"> 1. Duly perfected application 2. Child membership fee of the municipality area 3. Elder membership fee of the municipality area 	Librarian ☎ 045 4930830	1. Officer in charge of subject ☎ 045 4930830	02 days	Rs. 50.00 Rs. 200.00 Rs. 300.00
31	Provide E-library service	01 Duly perfected request application	Technical Officer 045 4930830	-	One month and 2 hour per day	Rs. 200.00
32	Using internet	Provide National Identity card	Technical Officer 045 4930830	-	02 minutes	Rs. 100.00 per one hour
33	Admission to urban council pre-school	Duly perfected request application	Main preschool warden 045 4930830	1 president 2 secretary 3 Officer in charge of subject ☎ 045 4930830		Admission fees Rs. 5000.00 Wewawatta Rs – 1000.00 Bombuwa Rs – 1000.00