

Citizens' Charter for Local Authorities

	Service provided	Documents to be submitted	Officer concerned directly	Other officers	Minimum time taken to complete tasks	The applicable fee
01	Approval of building plans	<ol style="list-style-type: none"> 1. Correctly completed application form 2. 03 copies of building plan certified by a qualified person 3. A copy of the approved survey plan of the land on which the building is to be constructed 4. Certificates issued by the institutions mentioned in the application according to the nature of construction of the building 5. In case the applicant is not the owner of the land, the consent letter of the land owner 6. A copy of the land deed certified by a notary public and the original deed. 7. Assessment and acreage tax should be paid. 8. Original with a copy of the blueprint. 	Front Office Officer	<ol style="list-style-type: none"> 1. Technology Officer 2. Revenue Inspector 3. Subject Officer 	14 days	<p>Application fee Rs.500.00</p> <p>The advance fee is Rs. (Charges per square meter)</p>
02	Approval of land subdivision and consolidation development plans	<ol style="list-style-type: none"> 1. Duly completed application form or building application form. 2. A certified copy of the applicant's National Identity Card 3. Report of the National Building Testing Institute. 4. Industrial Development Department Certificate (in case of auction land) 5. Plot plan 6. A report of the prices offered for the plots (in case of auction land) 	Front Office Officer	<ol style="list-style-type: none"> 1. Technical Officer 2. Revenue Inspector 3. Subject Officer 	14 days (If in Urban Development Area)	<p>Application fee Rs.500.00 (If belonging to Urban Development Authority)</p>
03	Extension of validity of a development permit	<ol style="list-style-type: none"> 1. Correctly completed application form 2. Original copy of approved development plan 3. Land in case the applicant is not the owner of the land Owner's Letter of Intent 	Front Office Officer	<ol style="list-style-type: none"> 1. Technical Officer 2. Subject Officer 	day ...	<p>Advance fee Rs.5000.00 (belongs to Municipal Corporation)</p>

04	Approval of cover for unauthorized construction	<ol style="list-style-type: none"> 1. Correctly completed application form 2. A certified copy of the applicant's National Identity Card 3. 03 copies of the building plan certified by a qualified person (according to the nature of the request, who is the relevant qualified person can be known from the website of the council or the front office 4. A copy of the approved survey plan of the land on which the building is to be constructed is relevant only to urban development areas declared under the Urban Development Authority Act. 5. Certificates issued by the agencies mentioned in the application form depending on the construction nature of the building 6. In cases where the applicant is not the owner of the land, the consent letter of the land owner 7. A copy of the land deed and plot plan certified by a notary public (with originals.) 	Front Office Officer	<ol style="list-style-type: none"> 1. Technical Officer 2. Subject Officer 	28 days	<p>Application fee Rs.500.00</p> <p>The advance fee is Rs. (Charges per square meter)</p> <p>Late Charge.. will be charged per Sq.Mt.)</p>
05	Issuance of certificates of conformity	<ol style="list-style-type: none"> 1. In the case of land located in an assessment area, the property must be registered in the name of the owner of the land. 2. All certificates and letters of recommendation mentioned in the issued development permit 3. In case the applicant is not the owner of the land, the consent letter of the land owner 	Front Office Officer	<ol style="list-style-type: none"> 1. Technical Officer 2. Subject Officer 	14 days	Advance fee Rs.5000.00 (in municipal jurisdiction)
06	Issuance of route and non-possession restriction certificates	<ol style="list-style-type: none"> 1. Correctly completed application form 2. The land survey plan and related deed One copy each with originals 3. Land in case the applicant is not the owner of the land Owner's Letter of Intent 4. All monies due to the council must have been paid 5. Tax paid receipt of the relevant property if it falls under the assessment threshold (up to the promotion year). 	Front Office Officer	<ol style="list-style-type: none"> 1. Technical Officer 2. Subject Officer 3. Revenue Inspector 	<p>Street lines</p> <ol style="list-style-type: none"> 1. Min when not appointed: 15 2. Within 05 days when appointed 	Application Fee Rs.:1500/-

07	Issuance of Trade Licenses	1. Correctly completed application form 2. A certified copy of the valid Environmental Protection Permit in case of an industry or business requiring an Environmental Protection Permit	Front Office Officer	1. Subject Officer 2. Public Health Inspector 3. Revenue Inspector	14 days	Charges vary from business to business.
08	Collection of business tax	1. Business tax notices sent to him by the council	Front Office Officer	1. Subject Officer 2. Revenue Inspector	15 minutes	Charges vary from business to business
09	Collection of Industry Tax	1. Industrial tax notices sent to him by the council	Front Office Officer	1. Subject Officer 2. Revenue Inspector	15 minutes	
10	Environmental Protection Permit	1. Correctly completed application form 2. Attested copy of business registration certificate 3. A certified copy of the approved building plan (not required in case of license renewal)	Front Office Officer	1. Subject Officer 2. Technical Officer 3. Public Health Inspector	14 days	Application Fee Rs.... Advance fee Rs..
11	Issuance of Advertisement Display Permits	1. Duly completed application form 2. A mock-up of the advertisement intended to be displayed, printed on A4 paper (including the colors used). 3. Temporary notice boards should be brought to the council.	Front Office Officer	1. Subject Officer 2. Revenue Inspector	3 days	Charged per square meter.
12	Levy of assessment	1. The assessment notice sent to him by the council	Front Office Officer	1. Subject Officer 2. Revenue Inspector	15 minutes	The amount shown in the assessment notice and the arrears, if any
13	Crematorium reservation	1. Correctly filled application form 2. A copy of the applicant's National Identity Card 3. A copy of the deceased's death certificate 4. A copy of the National Identity Card of the deceased	Front Office Officer	The designated officer when the opportunity arises after office hours	15 minutes	15,000/- within the territory 16,000 outside the jurisdiction/-
14	Requesting permission to damage roads	1. Letter issued by the service provider	Front Office Officer	1. Technical Officer 2. Subject Officer	03 days	Varies with the extent of damage.

15	Elimination of hazards caused by trees	1. Correctly filled application form	Front Office Officer	1. Technical Officer 2. Subject Officer	03 days	Test Fees Rs.1500/- Jack - Rs: Others - Rs:500/-
16	Levy of entertainment tax and exemption from entertainment tax	1. For levy of entertainment tax I. Letter of Authorization II. Ready printed tickets for sale III. Computer password for e-stamping of tickets proposed to be sold online 2. For exemption from entertainment tax I. An amount equal to the entertainment tax should first be deposited in the Sabha based on the value of the tickets proposed to be sold. II. At the time of deposit of entertainment tax, the request in Annexure 01 should be correctly completed and submitted. III. Form Annexure 02 must be correctly completed before 30 days from the end of entertainment.	Front Office Officer	1. Revenue Inspector 2. Subject Officer	07 days from the date of submission of Annexure 02	15% of the face value of the ticket.
17	Banquet Halls/Town Halls/Community Halls for hire.	1. Duly completed application form	1. Front Office Officer 2. Hall in-charge officer	1. Technical Officer 2. Revenue Inspector 3. Subject Officer	15 minutes to separate 01 Day of Service	Income Generation - Rs:15000/- Non Income Generating - Rs:10000/-
18	Rental of playgrounds	1. Correctly filled application form	1. Front Office Officer 2. Sports ground officer	1. Technical Officer 2. Revenue Inspector 3. Subject Officer	15 minutes to separate 01 Day of Service	Playground Fee Maximum Rs.5000/- Security deposit Rs. It varies depending on the task. Electricity and water charges are based on assessment.

19	Providing sewage disposal service	1. Correctly filled application form	1. Front Office Officer 2. Gully bowser driver	Technology Officer	15 minutes to separate Dates of service 01	Bowser fee is Rs. Transportation Rs..... per 1 km Security Deposit Rs..... km Bowser will be charged according to the cost of 01.
20	Providing a water bowser service	1. Correctly filled application form	1. Front Office Officer 2. Water bowser driver	1. Technical Officer 2. Subject Officer	15 minutes to separate 01 Day of Service	Bowser fee is Rs. Transportation Rs..... per 1 km Security Deposit Rs..... km Bowser will be charged according to the cost of 01.
21	Registration and revision of property title/ assessment	1. Duly completed application form with 2 copies 2. 2 copies of the deed certified by a notary public	Front Office Officer	1. Subject Officer 2. Revenue Inspector	5 days	Application Fee Rs..... Forward Charge Rs.....
22	Tax on sale of certain lands	1. Tax notice on the sale of certain lands sent to him by the council	1. Revenue Inspector 2. Front Office Officer	Subject Officer	15 minutes	1 percent of the proceeds from the sale
23	Public performance and festivals Issuance of licences	1. Correctly filled application form 2. Carnivals drawn on A4 size paper showing every element used in the carnival work. A rough map of the land	Front Office Officer	1. Subject Officer 2. Technology Officer 3. Public Health Inspector	2 days	Application Fee Rs..... Forward Charge Rs.....

24	Acreage Taxation	1. Verification notice issued by the regional council	Front Office Officer	Revenue Inspector	15 minutes	The amount shown in the verification notice
25	Selling organic fertilizers	1. Demand letter	Front Office Officer	1. Technical Officer 2. Subject Officer	15 minutes	
26	Garbage charges	1. Demand letter	Front Office Officer	1. Technical Officer 2. Subject Officer	15 minutes	Maximum Rs: 15,000/- depending on the amount withdrawn Minimum Rs:6000/- per month
27	Provision of water connections - Divarumpitiya, Gatahetta.	1. Demand letter	Front Office Officer	1. Technical Officer 2. Subject Officer	03 days	