CITIZEN CHATER FOR LOCAL AUTHORITIES

KULIYAPITIYA URBAN COUNCIL

Name of the Institution - Kuliapitiya Urban Council.

Our Vision - “Healthy Life,

A beautiful city”

Our Mission - “To Manage Proerly, The taxes paid by the Kuliapitiya People as well as

assistance given by the Government To Provide Infrastructure Benefits Welfare Activities,

develop Abilities For The Well Being Of The People and

to Make an environmental Friendly

Beautiful City Of Kuliapitiya Urban Council

| **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** |
| . | Approving Building Plans | 1. Duly perfected application in the specimen in Schedule I of the Urban Development Authority Planning and Development Regulations-2021 or in the case of areas outside urban development areas application obtained from the local authority  2. A certified copy of the National Identity Card of the applicant  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 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. 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.  9. 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  037-2281275  037-4947798 | 1.Technical Officer / Public Health Inspector  2. Officer in charge of subject  🕿. . . . . . . . . . . . . . . . .  3. Planning Committee | 14 days | 1. application fee  Rs750/-  2. Processing fee (fee depending on the nature of development stipulated in Schedule 2 of the Urban Development Authority Planning and Development Regulations-2021) |
| 02. | Approving development plans for sub-division and amalgamation of land | 1. Duly perfected application in Schedule I of the Urban Development Authority Planning and Development Regulations-2021  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.  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 | Officer of Front Office  🕿.037-2281275.  037-4947798 | 1. Technical Officer/ Public Health Inspector  037-4947851  2. Officer in charge of subject  🕿. . . . . . . . . . . . . . . . .  3. Planning Committee | 14 days | 1. Application fee Rs500/-  2. Processing fee (fee depending on the nature of development stipulated in Schedule 2 of the Urban Development Authority Planning and Development Regulations-2021)  Rs.……………… |
| 03. | Revalidation of development license | 1. Duly perfected application  2. The original of the approved Development Plan  3. Copy of the development license issued.  4. A copy of the National Identity Card of the applicant certified on both sides.  5. When the applicant is not the owner of the land, a consent letter from the owner of the land | Officer of Front Office  🕿037-2281275.  037-4947798 | 1. Technical Officer  037-4947851  2.Officer in charge of subject  🕿. . . . . . . . . . . . . . . . . | 7 days | 1. Application fee  Rs100/- .  2. Processing fee According to the Act and Government Extraordinary Gazette 2235/54  Fees are determined. |
| 04. | 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  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. | Officer of Front Office  🕿. 037-2281275.  037-4947798 | 1. Technical Officer/ Public Health Inspector  037-4947851 . .  2. Officer in charge of subject  🕿. . . . . . . . . . . . . . . . .  3. Planning Committee | 28 days | 1. Application fee Rs750/-  2. Processing fee (fee depending on the nature of development stipulated in Schedule 2 of the Urban Development Authority Planning and Development Regulations-2021)  Rs.……………… 1.  3. Late fee (fee charged depending on the nature of development stipulated in Schedule 2 of the Planning and Development Regulations) Act and Government Extraordinary Gazette 2235/54  Fees are determined |
| 05. | Issue of Certificate of Conformity | 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 | Officer of Front Office  🕿037-2281275  037-4947798 | 1. Technical Officer/ Public Health Inspector  🕿. . . . . . . . . . . . . . . . .  2. Officer in charge of subject  🕿. . . . . . . . . . . . . . . . .  3. Planning Committee | 14 days | 1. Application fee  Rs100/-  2. Processing fee  Rs. . . . . . . . .  Act and Government Extraordinary Gazette 2235/54  Fees are determined |
| 06. | Issue of Certificate of Street Lines/ Building Lines | 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 | Officer of Front Office  037-2281275, 037-4947798 | 1. Technical Officer/ Public Health Inspector  🕿. . . . . . . . . . . . . . . . .  2. Officer in charge of subject  🕿. . . . . . . . . . . . . . . . . | Street lines  1 when not demarcated – 15 minutes  2. when demarcated – 5 days | 1. fee  Rs100/- |
| 07. | Issue of Non-acquisition Certificates | 1. Application letter for non-acquisition certificate with details of the property  2. When the applicant is not the owner of the land, a consent letter from the owner of the land  3. all amounts due to the local authority should have been settled | Officer of Front Office  🕿. . 037-2281275, 037-4947798 |  | 15 minutes | Processing fee  750/- |
| 08. | 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 | Officer of Front Office  🕿. 037-2281275., 037-4947798 | 1. Public Health Inspector  🕿. . . . . . . . . . . . . . . . .  2. Technical Officer  🕿. . . . . . . . . . . . . . . .  . . | දින 14 | the amount mentioned in the notice notified by the council is Rs.1000/- |
| 09. | Levying Business Tax | Business Tax Notice sent to you by the Local Authority | Officer of Front Office  🕿.037-2281275  037-4947798 | Revenue Inspector  🕿. . . . . . . . . . . . . . . . . | 15 minutes | Amount specified in Tax Notice Ru.3000/- |
| 10. | Levying Industry Tax | Industry Tax Notice sent to you by the Local Authority | Officer of Front Office  🕿. 037-2281275  037-4947798 | Revenue Inspector  🕿. . . . . . . . . . . . . . . . . | 15 minutes | Amount specified in Tax Notice Ru 1000/- |
| 11. | Environmental Protection License | 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  🕿. 037-2281275  037-4947798 | 1. Officer in charge of subject  037-4947854 . . . . . . . .  2. Technical Officer  🕿. . . . . . . . . . . . . . . . .  3. Technical Committee | 14 days | 1. Application  Rs100/-  3. License fee  Rs. 1375/-  4. Advance charges vary according to the amount invested. Rs.1000/- to Rs.10,000/- |
| 12. | Issue of permits for display of advertisements | 1. Duly perfected application;  2. Identical specimen of the advertisement intended to be displayed printed on A 4 paper (with colours 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 theletter 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  🕿. . 037-2281275, 037-4947798 | 1. Officer in charge of subject  🕿. . . . . . . . . . . . . . . . .  2. Revenue Inspector  🕿. . . . . . . . . . . . . . . . . | 3 days | 1. Application fee  Rs No.  2. License fee charged on the square area of the advertisement as per provisions of By-laws  Ru.130/\*N0. Of Feet |
| 13. | Levying Rates | Assessment Notice sent to you by the local authority | Officer of Front Office  🕿. 037-2281275 , 037-4947798 |  | 15 minutes | Total amount specified in Assessment Notice |
| 14. | Reservation of Crematorium | 1. Duly perfected application  2. A copy of the National Identity Card of applicant (with the original for verification)  3. A copy of Death Certificate of the deceased (with the original for verification). If died abroad, the death certificate issued by the respective country (with English translation if in a language other than English) | Officer of Front Office  🕿. . 037-2281275 , 037-4947798 | Outside office hours, the Nominated Officer  🕿. . . . . . . . . . . . . . . . . | 15 minutes | 1. Within local limits  Rs. . . . . .  2. Outside local limits  Rs. . . . . . . . .  Fees are subject to change in price revisions. |
| 15. | Application for permission to cause damages to road | 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 | Officer of Front Office  🕿. 037-2281275, 037-4947798 | Technical Officer  🕿. . . . . . . . . . . . . . . . . | 2 days | Charges vary depending on the extent of damage and the nature of the road |
| 16. | Removing hazardous situation caused by trees | Duly perfected application | Officer of Front Office  🕿.037-2281275, 037-4947798 | Technical Officer  🕿. . . . . . . . . . . . . . . . . | 3 days | Free of charge |
| 17. | Levying and exempting from entertainment tax | 1. For the purpose of levying entertainment tax -  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 -  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. | Officer of Front Office  🕿.037-2281275.., 037-4947798 | Revenue Inspector  🕿. . . . . . . . . . . . . . . . . | 1. 02 days  2. 7 days from submitting Annexure 02 | Ten percent (10.%) of the face value of each admission ticket  (percentage is determined as resolved by the local authority and approved by the Minister) |
| 18. | Renting Reception Halls/Town Halls/ Community Halls | Duly perfected application | 1. Officer of Front Office  🕿.037-2281275., 037-4947798  2. Officer in charge of the Hall  🕿.0776557102 . | Technical Officer  🕿. . . . . . . . . . . . . . . . . | 1. 15 minutes to reserve the hall – | 1. hall fee  Rs Varies with use  2. Security deposit  Rs500/- To 10000/- |
| 19. | Renting Play-ground | 1. Duly perfected application | 1. Officer of Front Office  🕿.037-2281275.. . .  2. Playground Keeper  🕿. . . . . . . . . . . . . . . | Technical Officer  🕿. . . . . . . . . . . . . . . . . | 1. 15 minutes to reserve playground | 1. Playground fee  Rs Varies with use  2. Security deposit  Rs. 25000/- |
| 20. | Providing gully bowser service | Duly perfected application | 1. Officer of Front Office  🕿.037-2281275.  2. Gully bowser Driver  🕿. 0713513516 | 1. Technical Officer  🕿. . . . . . . . . . . . . . . . .  2. Public Health Inspector /Health Administrator  🕿. . . . . . . . . . . . . . . . . | 15 minutes to reserve bowser | 1. Bowser fee  i. within the limits  Rs4700/-  ii. outside the limits  Rs Varies with use.  2. For transport – Rs. Approved Rate per kilometer  Prices vary according to committee report |
| 21. | Providing water bowser service | Duly perfected application | 1. Officer of Front Office  🕿.037-2281275.  2. Water bowser Driver  🕿. . . . . . . . . . . . . . . | Technical Officer  🕿. . . . . . . . . . . . . . . . . | 15 minutes to reserve bowser | 1. Bowser fee  i. within the limits  Rs. 2500/-    2. For transport – Rs. - per kilometer |
| 22. | Registration and revision of property title | 1. Duly perfected application(in duplicate)  2. 2 copies of the deed attested by a Notary Public | Officer of Front Office 🕿.037-2281275, 037-4947798 | 1. Officer in charge of subject  🕿. . . . . . . . . . . . . . . . .  2. Revenue Inspector  🕿. . . . . . . . . . . . . . . . . | 5 dyas | 1. Application fee  Rs500/- |
| 23. | LevyingTaxes on sale of certain lands | Tax on sale of certain lands noticesent to you by the local authority | 1. Revenue Inspector  🕿. . . . . . . . . . . . . . .  2. Officer of Front Office  🕿.037-2281275.. | Officer in charge of subject  🕿. . . . . . . . . . . . . . . . . | 15 minutes | One percent (1%) of the proceed of sale of land |
| 24. | Issue of Public performance & carnival license | 1 Duly perfected application;  2. A rough sketch of the carnival ground drawn on A4 paper showing every feature of the carnival;  3. Letter confirming that sufficient toilet facilities (Female/male and disabled) will be provided for the people coming to the carnival;  4. Certificate of Structural Stability of the temporary buildings put up on the carnival grounds issued by a Mechanical Engineer;  5. Certificate issued by the Medical Officer of Health that unpolluted and sufficient ventilation is available for people converged in such buildings;  6. Letter confirming that sufficient fire extinguishers (general, electricity, and fuel fire extinguishers) are used in the case of sudden fire outbreak;  7. Certificate issued by the Medical Officer of Health that sufficient exits and security arrangements are put in place for the public to leave the place in case of a disaster;  8. Certificate issued by the OIC of the Police Station of the area that necessary arrangements are made to maintain peace and order in the carnival premises. | Officer of Front Office  🕿.037-2281275., 037-4947798 | 1. Officer in charge of subject  🕿. . . . . . . . . . . . . . . . .  2. Technical Officer  🕿. . . . . . . . . . . . . . . . .  3. Public Health Inspector  🕿. . . . . . . . . . . . . . . . . | 2 days | 1. Application fee  Rs750/-  2. Processing fee  Rs. . . . . . . . .  3. License fee  Varies With Use |
| 25 | Disposal of garbage at none residential sites | Duly perfected application | Officer of Front Office  🕿.037-2281275, 037-4947798 | Committee -  1. Public Health Inspector 2. Technical Officer &  3. Revenue Inspector | 3 days | 1. Garbage disposal fee  2. Additional deposit  Fees will be charged as per the prepared estimate. |
| 26. | Levying Acreage Tax | 1. Verification notice issued by the Pradeshiya Sabha | Officer of Front Office  🕿.037-2281275. |  | 15 minutes | Irrelevant |
| 27 | Providing water connections |  | Officer of Front Office  🕿.037-2281275.  037-4947798 | Revenue Inspector  037-4947853( | 2 days | 1. Application Form/ Fee Rs.500/-  2. Advance Fee  Rs vary by road (provincial, municipal/road development authority) and type (domestic/commercial).  3. Agreement Fee Rs.100/- |
| 28 | Reservation of Cemetery | 1. Correctly completed application form  2. A copy of the applicant's National Identity Card (original copy required for verification)  3. A copy of the death certificate of the deceased (original copy is required for verification. In case of death abroad, death certificate issued in that country - if not in English, with English translation) | Officer of Front Office  🕿.037-2281275.  037-4947798 |  | 10 minutes | 1. Application Form/ Fee Rs.500/- |
| 29 | Reservation of land in front of the clock tower | 1. Correctly completed application form | Officer of Front Office  🕿.037-2281275.  037-4947798 |  | 5 minutes | 1. Application Form/ Fee Rs.500/- |
| 30 | Assignment of stalls | 1. Letter of Request | Officer of Front Office  🕿.037-2281275.  037-4947798 |  | 1 Month | The contractual period varies depending on the number of installments paid. |
| 31 | Providing valuation quotes | 1. Letter of Request | Officer of Front Office  🕿.037-2281275.  037-4947798 |  | 1Day | 1. Application Fee  Rs.500/-  2. The advance fee is charged differently depending on the number of years. |
| 32 | Complaint related activities (Garbage/Environment/Water/Street lights/Garbage) | 1. Letter of Notice | Officer of Front Office  🕿.037-2281275.  037-4947798 |  | 1Day | 1. No fees charged |

**Our Commitment**

We are committed to provide our services -

- With integrity

- Wisely

- politely

- With understanding

- Subjective and unbiased

- With transparency

- With accountability

- diligently

- Effectively and efficiently

**Our Expectation**

We thank you for the trust you have placed in our institution and we wish to inform you that you can support us by submitting your requests for our services in a fair, reasonable and timely manner, by providing complete and accurate information, and by acquiring sufficient understanding about what you can and cannot expect from us.

**Our Standards**

We will respond promptly to all written requests from you. You will receive our response within 07 days.

If the required information, documents and fees are submitted with your application, we will be obliged to provide you with the requested service within the stipulated time frame.

In the event that the final decision may or will be delayed, or when a problematic situation arises, we will immediately inform you of the causes of such delay.

**Grievance and Redress Mechanism**

Our staff will provide you with the necessary help and services in a courteous manner. Please register your complaints regarding the above standards to the following officials.

Name :- H.A.S.D.SENARATH Name :- A.S.N.AMARASINGHA

Position :- SECRETARY Position :- ADMINISTRATIVE OFFICER

Venue :- URBAN COUNCIL KULIYAPITIYA Venue :- URBAN COUNCIL KULIYAPITIYA

Phone/Fax/E- Mail :- 037-4947844/0374947798 Phone/Fax/E- Mail :- 037-4947846 kuliyauc@gmail.com

* Acknowledgements of receipt of all complaints will be sent within 01 Day and the final decision will be notified within 05 Days
* We welcome suggestions from you, the service recipient public.

a. We will be in constant contact with you or your representatives receiving our services. If you wish to get in touch with us, please contact us on Telephone No.037-2281275

b. If you wish to advise or comment on this Citizen Charter, please upload your details to our website www..kuliyapitiyauc.gov.lk

Citizen Charter is a joint effort made by you and us to improve the quality of the services we provide. We request you to help us by providing your support to further improve the service provided.

**We are committed to constantly revise and improve the services provided under the Charter!**