

## **UVA PARANAGAMA PRADESHIYS SABHA.**

**Our Vision -“Good Governance Brings Innovation To Uvaparanagama”.**

**Our Mission -“ Effectively Deploying Resources For The Sustainable Development Of Uvaparanagama Area And Improving The Public Facilities Of The People Through Community Participation As Well As Contributing To The Efficient Maintenance Of Public Utility Services And Dedication To The Same”**

CITIZEN CHARTER						
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

## CITIZEN CHARTER

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"> <li>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</li> <li>2. A certified copy of the national identity card of the applicant</li> <li>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)</li> <li>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.)</li> <li>5. Depending on the nature of the building construction, certificates issued by the institutions mentioned in the application</li> </ol>	Officer of front office ☎ . 0572243433	<ol style="list-style-type: none"> <li>1.technical officer ☎ 0572245233</li> <li>2. Officer in charge of subject ☎0572245233</li> </ol>	60 days	1.application fee Rs.1025/-

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#	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
02.	Approving development plans for sub-division and amalgamation of land	<ol style="list-style-type: none"> <li>1. Duly perfected application in schedule i of the urban development authority planning and development regulations-2021</li> <li>2. A certified copy of the national identity card of the applicant</li> <li>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)</li> <li>4. Depending on the nature of the development, certificates issued by the institutions mentioned in the application form.</li> <li>5. When the applicant is not the owner of the land, a consent letter from the owner of the land</li> <li>6. A copy of the deed of the land certified by a notary public.</li> <li>7. A rough sketch showing other surrounding</li> </ol>	Officer of front office ☎ 0572243433	<ol style="list-style-type: none"> <li>1. Technical officer .0572245233</li> <li>2. Officer in charge of subject ☎ 0572245233</li> </ol>	03 days	1. Application fee rs.1000/-

### CITIZEN CHARTER

1 #	2 Service Provided	3 Documents To Be Submitted	4 Contact Officer And T.P. Numbers	5 Other Officers & T.P. Numbers	6 Minimum Time Taken To Complete The Task	7 Relevant Fee
03.	Revalidation of development license	1. Duly perfected application 2. The original of the approved development plan	Officer of front office ☎ . 0572243433	1. Technical officer ☎ 0572245233 2.officer in charge of subject ☎ 0572245233	14 days	1. Application fee rs.1000

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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
04.	Granting cover approval for unauthorized constructions	1. Duly perfected application 2. A certified copy of the national identity card of the applicant 3. 04 copies of the building plan certified by a qualified person 4. A copy of the approved survey plan of the land where the building to be 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 ☎ 0572243433	1. Technical officer ☎ . 0572245233 2. Officer in charge of subject ☎ 0572245233	15 days	1.No any application Fee

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1 #	2 Service Provided	3 Documents To Be Submitted	4 Contact Officer And T.P. Numbers	5 Other Officers & T.P. Numbers	6 Minimum Time Taken To Complete The Task	7 Relevant Fee
05.	Issue of certificate of conformity	<ol style="list-style-type: none"> <li>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</li> <li>2. Copy each of development plan issued and approved plan</li> <li>3. When the applicant is not the owner of the land, a consent letter from the owner of the land</li> </ol>	Officer of front office ☎ 0572243433	<ol style="list-style-type: none"> <li>1. Technical officer ☎ 0572245233</li> <li>2. Officer in charge of subject ☎ 0572245233</li> </ol>	14 days	1. Application fee rs.1000/-
06.	Issue of certificate of street lines/ building lines	<ol style="list-style-type: none"> <li>1. Duly perfected application</li> <li>2. A copy of the survey plan of the land</li> <li>3. A certified copy of the national identity card of the applicant</li> <li>4. When the applicant is not the owner of the land, a consent letter from the owner of the land</li> </ol>	Officer of front office ☎ .0572243433	<ol style="list-style-type: none"> <li>1. Technical officer ☎0572245233</li> <li>2. Officer in charge of subject ☎ . 0572245233</li> </ol>	01 day	<ol style="list-style-type: none"> <li>1. Application fee rs 2500/-</li> <li>2. Processing fee rs.2 for per square foot</li> </ol>

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1 #	2 Service Provided	3 Documents To Be Submitted	4 Contact Officer And T.P. Numbers	5 Other Officers & T.P. Numbers	6 Minimum Time Taken To Complete The Task	7 Relevant Fee
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 ☎ 0572243433		60 minutes	processing fee rs.2 for per square foot
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 ☎ 0572243433	1. Public health inspector ☎ 0572245233. 2. Technical officer ☎ 0572245233 . .	දින 14	The amount mentioned in the notice to be notified by the council
09.	Levying business tax	Business tax notice sent to you by the local authority	Officer of front office ☎ 0572243433	Revenue inspector ☎ 0572245233	15 minutes	Amount specified in tax notice

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10.	Levyng industry tax	Industry tax notice sent to you by the local authority	Officer of front office ☎ 0572243433	Revenue inspector ☎ 0572245233	15 minutes	Amount specified in tax notice

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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
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 ☎ 0572243433	1. Officer in charge of subject ☎ 0572245233 technical officer ☎ 0572245233	14 days	1. Application rs.1000/-

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1 #	2 Service Provided	3 Documents To Be Submitted	4 Contact Officer And T.P. Numbers	5 Other Officers & T.P. Numbers	6 Minimum Time Taken To Complete The Task	7 Relevant Fee
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. 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.	Officer of front office ☎ 0572243433	1. Officer in charge of subject ☎ 0572245233 2. Revenue inspector ☎ 0572245233	3 days	1. No application fee
13.	Levying rates	Assessment notice sent to you by the local authority	Officer of front office ☎ 0572243433		15 minutes	Total amount specified in assessment notice

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1 #	2 Service Provided	3 Documents To Be Submitted	4 Contact Officer And T.P. Numbers	5 Other Officers & T.P. Numbers	6 Minimum Time Taken To Complete The Task	7 Relevant Fee
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 ☎ 0572243433	Outside office hours, the nominated officer ☎ 0572245233	5 minutes	1. Within local limits rs13000/- 2. Outside local limits rs. 13000/-
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 ☎ 0572243433	Technical officer ☎ 0572245233	2 days	Deposit amount-2500/- Varies with the extent of damage.

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1 #	2 Service Provided	3 Documents To Be Submitted	4 Contact Officer And T.P. Numbers	5 Other Officers & T.P. Numbers	6 Minimum Time Taken To Complete The Task	7 Relevant Fee
16.	Removing hazardous situation caused by trees	Duly perfected application	Officer of front office ☎ 0572243433	Technical officer ☎ 0572245233	14 days	Test fee-500/-
17.	Levying and exempting from entertainment tax	printed admission tickets prepared for sale;	Officer of front office ☎ 0572243433	Revenue inspector ☎ 0572245233	1. 02 days 2.	10 percent (10%) of the face value of each admission ticket

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#	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
18.	Renting play-ground	1. Duly perfected application	1. Officer of front office ☎ 0572243433 2. Playground keeper ☎ 0572243433	Technical officer ☎ 0572245233	1.05 minutes to reserve playgro und	<b><u>Playground Fee</u></b>  • <b>For School Children</b> Within The Area - Rs.500/-  Outside The Area -Rs.700 • <b>For Non Governmental Organizations And Individuals-</b>  Within The Area-2000/- Outside Area Rs.2500/- • <b>For</b>

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#	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
						<b><u>2. Security Deposit</u></b>  <b>For School Children</b> Within The Area - Rs.3000/ Outside The Area Rs.3000/- • For Non-Governmental Organizations And Individuals- 10000/- Within The Area 10000 Outside The Area • For Government

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19.	Providing water bowser service	Duly perfected application	1. Officer of front office ☎ 0572243433	Technical officer ☎ 0572245233	15 minutes to reserve bowser	<b>1. Bowser Fee</b> I. Within The Limits Rs. 2300 ii. Outside The Limits Rs3000 <b>2. For Transport –</b> Rs. 300 Per Kilometer <b>3. No Security Deposit</b>

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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
20	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 ☎ 0572243433	1. Officer in charge of subject ☎ 0572245233 2. Revenue inspector ☎ 0572245233	5 dyas	1.No any fee
21.	Levying taxes on sale of certain lands	Tax on sale of certain lands notice sent to you by the local authority	1. Revenue inspector ☎ 0572243433 2. Officer of front office ☎0572243433	Officer in charge of subject ☎ 0572245233	30 minutes	

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1 #	2 Service Provided	3 Documents To Be Submitted	4 Contact Officer And T.P. Numbers	5 Other Officers & T.P. Numbers	6 Minimum Time Taken To Complete The Task	7 Relevant Fee
22.	Issue of public performance & carnival license	1. duly perfected application; 2. Request letter	Officer of front office ☎0572243433	1. Officer in charge of subject ☎ 0572245233 2. Technical officer ☎0572245233 3. Public health inspector ☎0572245233	2 days	1.no application fee
23	Disposal of garbage at none residential sites	Duly perfected application	Officer of front office ☎ 0572243433	Committee - 1. Public health inspector 0572245233 2. Technical officer & revenue inspector 0572245233	4days	1. No fees are charged.

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#	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
24.	Levyng acreage tax	1. Verification notice issued by the pradeshiya sabha	Officer of front office ☎ 0572243433		2 minutes	Amount specified in the verification notice

## **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 :-	name :-
Position :-	position :-
Venue :-	venue :-
Phone/fax/e- mail :-	phone/fax/e- mail :-

- Acknowledgements of receipt of all complaints will be sent within ..... And the final decision will be notified within ..... ▴
- 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. ....

B. If you wish to advise or comment on this citizen charter, please upload your details to our website [www .....](http://www.....) ....

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 the following details (specify the details related to the organization) to further improve the service provided.

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

