

Name of the Institution - Panadura Urban Council.

Our Vision - An excellent Prosperous city with Sustainability

Our Mission - Our mission is to provide well-being and welfare to the people who live in an excellent city with a heritage of a provide history fulfilling their requirement from birth to death, subjecting the public health utility service and road to sustainable development within a legal frame through positive attitudes with organized participation of people

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

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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
01.	Approving Building Plans	<ol style="list-style-type: none"> 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. 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. 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. 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 ☎ 038-2232275	<ol style="list-style-type: none"> 1. Technical Officer ☎ 071-6325057 ☎ 071-5964612 2. Public Health Inspector ☎ 071-0432085 ☎ 071-4813126 3. Officer in charge of subject ☎ 071-5735401 4. Planning Committee 	14 days	<ol style="list-style-type: none"> 1. application fee Rs. 550.00 2. Processing fee (fee depending on the nature of development stipulated in Schedule 2 of the Urban Development Authority Planning and Development Regulations-2021)

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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
02.	Approving development plans for sub-division and amalgamation of land	<ol style="list-style-type: none"> 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. 02 copies of the survey plan relating to the sub-division or amalgamation certified by a qualified person. (Attested by concerned Surveyor or other Surveyor) 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 ☎ 038-2232275	<ol style="list-style-type: none"> 1. Technical Officer ☎ 071-6325057 ☎ 071-5964612 2. Public Health Inspector ☎ 071-0432085 ☎ 071-4813126 3. Officer in charge of subject ☎ 071-5735401 4. Planning Committee 	14 days	<ol style="list-style-type: none"> 1. application fee Rs. 250.00 2. Processing fee (fee depending on the nature of development stipulated in Schedule 2 of the Urban Development Authority Planning and Development Regulations)
03.	Revalidation of development license.	<ol style="list-style-type: none"> 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 ☎ 038-2232275	<ol style="list-style-type: none"> 1. Technical Officer ☎ 071-6325057 ☎ 071-5964612 2. Public Health Inspector ☎ 071-0432085 ☎ 071-4813126 3. Officer in charge of subject ☎ 071-5735401 	14 days	<ol style="list-style-type: none"> 1. Application fee Rs.5000.00 per year as per Gazette dated 08.07.2021. 2. Processing fee (Depends on the size of the square)

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04.	Granting cover approval for unauthorized constructions	<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. 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 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. 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 ☎ 038-2232275	<ol style="list-style-type: none"> 1. Technical Officer ☎ 071-6325057 ☎ 071-5964612 2. Public Health Inspector ☎ 071-0432085 ☎ 071-4813126 3. Officer in charge of subject ☎ 071-5735401 4. Planning Committee 	28 days	<ol style="list-style-type: none"> 1. application fee Rs. 550.00 2. Processing fee (fee depending on the nature of development stipulated in Schedule 2 of the Urban Development Authority Planning and Development Regulations) 3. Late fee (fee charged depending on the nature of development stipulated in Schedule 2 of the Planning and Development Regulations)

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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"> 1. In the case of an urban development area, the application in Schedule I of the Urban Development Authority Planning and Development Regulations-2021. 2. Approved plan and a copy thereof. 3. When the applicant is not the owner of the land, a consent letter from the owner of the land . 	Officer of Front Office ☎ 038-2232275 .	<ol style="list-style-type: none"> 1. Technical Officer ☎ 071-6325057 ☎ 071-5964612 2. Public Health Inspector ☎ 071-0432085 ☎ 071-4813126 3. Officer in charge of subject ☎ 071-5735401 4. Planning Committee 	14 days	<ol style="list-style-type: none"> 1. No application fee. 2. Processing fee is determined based on square footage as per 2021.07.08 gazette.
06.	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 	Officer of Front Office ☎ 038-2232275 .	<ol style="list-style-type: none"> 1. Technical Officer ☎ 071-6325057 ☎ 071-5964612. 2. Officer in charge of subject ☎ 076-9020529 . 	<ol style="list-style-type: none"> 1. When street lines are not fixed, 15 minutes 2. When street lines are fixed, 5 days 	<ol style="list-style-type: none"> 1. application fee Rs. 50.00 2. Processing fee Rs 225.00
07.	Issue of Non-Vesting Certificates	<ol style="list-style-type: none"> 1. Application letter for Non-Vesting 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 ☎ 038-2232275.	Officer in charge of subject ☎ 038-2249957	15 minutes	<ol style="list-style-type: none"> 1. Processing fee Rs 325.00 2. application fee Rs. 50.00

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08.	Issue of Trade Licenses	<ol style="list-style-type: none"> 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 ☎ 038-2232275 .	<ol style="list-style-type: none"> 1. Public Health Inspector ☎ 071-0432085 ☎ 071-4813126 ☎ 071-1269641 2. Technical Officer ☎ 071-6325057 ☎ 071-5964612. 	14 days	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 ☎ 038-2232275	<ol style="list-style-type: none"> 1. Revenue Inspector. ☎ 070-2579946 2. Officer in charge of subject ☎ 038-2249951 	15 Minutes.	Amount specified in Tax Notice
10.	Levying Industry Tax	Industry Tax Notice sent to you by the Local Authority.	Officer of Front Office ☎ 038-2232275	<ol style="list-style-type: none"> 1. Revenue Inspector ☎ 070-2579946 2. Officer in charge of the subject ☎ 038-2249951 	15 Minutes.	Amount specified in Tax Notice

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11.	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 ☎ 038-2232275 .	<ol style="list-style-type: none"> 1. Officer in charge of subject ☎ 038-2249952 . 2. Technical Officer ☎ 072-1825378 . 3. Public Health Inspector ☎ 071-0432085 ☎ 071-4813126 4. Technical Committee- <ol style="list-style-type: none"> 1. Secretary, Urban Council, Panadura. 2. Health Medical Officer 3. Community Development Officer. 4. Assistant Director, Central Environment Authority 5. Forest Officer 6. Technical Officer 7. Forest Officer 8. Technical Officer, Urban Council, 9. Public Health Inspector , Urban Council. 	14 days	<ol style="list-style-type: none"> 1. application fee Rs. 150.00 2. Processing fee From Rs 3500 to Rs 10000 stipulated in environmental regulations 3. License fee Rs. 4500.00

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12.	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 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 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 ☎ 038-2232275.	<ol style="list-style-type: none"> 1. Officer in charge of subject ☎ 038-2249951 2. Revenue Inspector ☎ 070-2579946. 	03 days	<ol style="list-style-type: none"> 1. application fee Rs. 750.00 2. License fee charged on the square area of the advertisement as per provisions of By-laws
13.	Levying Rates	Assessment Notice sent to you by the local authority.	Officer of Front Office ☎ 038-2232275	<ol style="list-style-type: none"> 1. Officer in charge of subject ☎ 038-2249957 	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	<ol style="list-style-type: none"> 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 ☎ 038-2232275	The designated officer shall on occasion after duty hours— ☎ 071- 7639237 (Crematorium keeper)	15 Minutes.	<ol style="list-style-type: none"> 1. within Administrative area Rs.12500/- 2. Outside the administrative area. Rs. 15000/-
15.	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 	Officer of Front Office ☎ 038-2232275	Technical Officer ☎ 071-6325057 ☎ 071-5964612	02 days	Depends on the extent of the damage
16.	Removing hazardous situation caused by trees	Duly perfected application	Officer of Front Office ☎ 038-2232275 .	Technical Officer ☎ 071-6325057 ☎ 071-5964612	03 days	application fee Rs. 400.00

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17.	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. 	Officer of Front Office ☎ 038-2232275 .	<ol style="list-style-type: none"> 1. Officer in charge of subject ☎ 038-2249951 2. Revenue Inspector ☎ 070-2579946 	<ol style="list-style-type: none"> 1. 02 days 2. 7 days from the date of received of exemption request. 	Twenty five percent (25%) 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.	<ol style="list-style-type: none"> 1. Officer of Front Office ☎ 038-2232275 2. Officer in charge of Hall ☎ 075-4034488 	<ol style="list-style-type: none"> 1. Officer in charge of subject ☎ 038-2249951 2. Technical Officer ☎ 071-6325057 ☎ 071-5964612 	. 15 minutes to reserve the hall –	<ol style="list-style-type: none"> 1. Hall fee is decided on matter by matter. 2 . Security deposit Rs. 6000.00

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19.	Renting Play-ground.	1. Duly perfected application.	1. Officer of Front Office ☎ 038-2232275 2. Playground Keeper ☎ 077-3042252	1. Officer in charge of subject ☎ 038-2249951 2. Technical Officer ☎ 071-6325057 ☎ 071-5964612	1. 15 minutes to reserve playground	1. Playground fee The fee is determined by the fact that the playground is allocated.. 2. Security deposit The fee is determined by the fact that the playground is allocated..
20.	Providing gully bowser service	Duly perfected application.	1. Officer of Front Office ☎ 038-2232275 2. Gully bowser Driver ☎ 071-5699956	1. Public Health Inspector ☎ 071-0432085 . ☎ 071-4813126 2. Health Supervisor ☎ 071-0432085 3. Technical Officer ☎ 072-1825378	15 minutes to reserve bowser	1. Bowser fee i. within the limits Rs. 8000.00 ii. outside the limits Rs. 10,000.00 2. For transport – Rs. 200.00 per kilometer 3. No Security deposit.
21.	Registration and revision of property title	1. Duly perfected application .(with 02 copies) 2. 2 copies of the deed attested by a Notary Public.	Officer of Front Office ☎ 038-2232275.	1. Officer in charge of subject ☎ 071-1233713 2. Revenue Inspector ☎ 070-2579946 .	05 days	1. application fee Rs.100.00 2. Processing fee Rs 250.00

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22.	Levying Taxes on sale of certain lands	Tax on sale of certain lands notice sent to you by the local authority .	1. Revenue Inspector ☎ 070-2579946 2. Officer of Front Office ☎ 038-2232275	Officer in charge of subject ☎ 038-2249951	15 Minutes.	One percent (1%) of the proceed of sale of land
23.	Disposal of garbage at none residential sites	Duly perfected application	Officer of Front Office ☎ 038-2232275 .	Committee- 1. Public Health Inspector ☎ 071-0432085 ☎ 071-4813126 1. Technical Officer ☎ 072-1825378 2. Health Supervisor ☎ 072-5168896	03 days	1. Garbage disposal fee 2. Additional deposit

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 :- Mrs.Isanka Nadeeshani Silva

Position :- Management Service Officer

Venue :- Establishment Division.

Phone/Fax/E- Mail :- 038-2248477 / panaduraurbancouncil@gmail.com

Name :- Mrs. Dinesha Munasingha

Position :- Management Service Officer

Venue :- Information & Planning Division.

Phone/Fax/E- Mail :- 038-2232275 / panaduraurbancouncilplan@gmail.com

Whatsapp No. :- 071-3088974

Facebook :- Panadura Urban Council

- Acknowledgements of receipt of all complaints will be sent within 07 days and the final decision will be notified within 03 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. 038-2232275
- b. If you wish to advise or comment on this Citizen Charter, please upload your details to our website www.panadura.uc.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 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!