**Citizens Charter**

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|  | **Service** | **Documents to be submitted** | **Direct contact officer and phone number** | **Other officers and phone numbers** | **Minimum task completion time** | **Applicable fee** |
| 01. | Approval of building plans | 1. 1. Correctly completed 2021 Urban Development Authority   planning and Development 1 of the orders Applications in the  schedule    2. 2. A certified copy of the applicant's National Identity Card   3 . Building plan certified by a qualified person Original copy, its certified copy and 3 more copies (Depending on the nature of the construction, who is the relevant qualified person can be known from the website of the council or from the front office)  4 . A copy of the approved survey plan of the land on which the building is to be constructed (Applicable only to urban development areas declared under the Urban Development Authority Act)  5 . Construction of the building Certificates issued by the institutions mentioned in the application form  6 . In the applicant's land Consent of Land Owner in case of Non-Owner Published article  7. A rough sketch drawn showing the surrounding location for easy access to the location of the land  8 . A copy of the land deed certified by a notary public  9 . In the case of land located in an assessable area, the property must be registered and settled in the name of the owner of the land. | Front Office Officer  🕿011 2855230 | 1. Technical Officer / Public Health Inspector  🕿011 2855230  2. Subject Officer  🕿011 2855230  3. Planning Committee | 14 days | 1. Application Fee  Rs. 300/=  2. Advance Fee  (Fee as per nature of development mentioned in Schedule 2 of Planning and Development Orders)   |  |  |  |  | | --- | --- | --- | --- | |  | **Residential** | | **Non-residential** | | **Individual** | **Apartments** | | **Up to 400m 2**  **(for 1 m 2 )** | Rs.20/= | Rs.25/= | Rs.25/= | | **401m2 - 1000m2**  **(for 1 m 2 )** | Rs. 22 /= | Rs. 27 /= | Rs. 27 /= | | **1001m2 \_ - 1500m 2 ( for 1 m 2 )** | Rs.2 5 /= | Rs. 30 /= | Rs. 30 /= | | **1501m2 \_ - 2000m 2 (1m 2 For)** | Rs.2 5 /=  Rs.1.90 | Rs. 32 /=  2.35 Rs | Rs. 32 /= | | **Over 2000m2 (for increasing every 90 m 2)** | Rs.2000/= each | | | |

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|  | **Service** | **Documents to be submitted** | **Direct Contact Officer and Tel the number** | **Other officers and phone numbers** | **Minimum task completion time Time** | **Applicable fee** |
| 02. | Approval of land subdivision and consolidation development plans | 1. Duly completed application forms in Schedule 1 of the Urban Development Authority Planning and Development Orders 2021  2. A certified copy of the applicant's National Identity Card  3. 5 copies of survey plan relating to subdivision of land or amalgamation of land certified by a qualified person (According to the nature of the development, who is the relevant qualified person can be known from the council's website or front office)  4. In development Certificates issued by the institutions mentioned in the application form  5 . In the applicant's land Consent of Land Owner in case of Non-Owner Published article  6 . A copy of the land deed certified by a notary public  7 . A rough sketch drawn showing the surrounding location for easy access to the location of the land  8 . In the case of land located in an assessable area, the property must be registered and settled in the name of the owner of the land. | Front Office Officer  🕿011 2855230 | 1. Technical Officer / Public Health Inspector  🕿011 2855230      2. Subject Officer  🕿011 2855230  3. Planning Committee | 14 days | 1. Application Fee  Rs. 300/=  2. Advance Fee  (Fee as per nature of development mentioned in Schedule 2 of Planning and Development Orders)  **1 piece**  **for** ,   * 150 m 2 ­- 300m 2 ..... Rs. 1000 /=   ( Perches 06-12 )   * 301 m 2 ­- 6 00m 2 ..... Rs. 8 00 /=   ( Perches 13-24 ) \_   * 601 m 2 ­- 9 00m 2 ..... Rs. 6 00 /=   ( Perches 25 - 36)   * More than 90 0 m 2 ....... Rs.500/=   ( Perches over 36) |

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|  | **Service** | **Documents to be submitted** | **Direct Contact Officer and Tel the number** | **Other officers and phone numbers** | **Minimum task completion time Time** | **Applicable fee** |
| 03. | Extension of validity of a development permit | 1. Correctly completed application form  2. Original copy of approved development plan  3. Copy of Development Permit issued.  4. Attested copy of both sides of the National Identity Card of the applicant.  5. On the applicant's land In the event that the owner is not the owner, the space is at the owner's discretion Published article . | Front Office Officer  🕿011 2855230 | 1. Technology Officer  🕿011 2855230  2. Subject Officer  🕿011 2855230 | 7 days | 1. Application Fee  No  2. Advance Fee  For one year Rs. 5000/= |
| 04. | Issuance of Certificate of Compliance | 1. In the case of an Urban Development Area, the duly completed Schedule 1 application form of the Urban Development Authority Planning and Development Orders 2021 or the application form obtained from the Council for other areas.  2. A copy each of the issued development permit and the approved plan (if the period of the development permit has expired while obtaining the compliance certificate, the period should be extended).  3. On the applicant's land Consent of Land Owner in case of Non-Owner Published article . | Front Office Officer  🕿011 2855230 | 1. Technical Officer / Public Health Inspector  🕿011 2855230  2. Subject Officer  🕿011 2855230  3. Planning Committee | 14 days | 1. Application Fee  Rs.200/=  2. Advance Fee   |  |  |  |  | | --- | --- | --- | --- | |  | **Residential** | | **Non-residential** | | **Individual** | **Apartments** | | **Up to 400m 2** | Rs.4000/= | Rs.5000/= | Rs.5000/= | | **m 2 above 40 0 m 2 or for part thereof** | Rs.15/= | Rs. 2 0/= | Rs. 2 5/= | |

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|  | **Service** | **Documents to be submitted** | **Direct Contact Officer and Tel the number** | **Other officers and phone numbers** | **Minimum task completion time Time** | **Applicable fee** |
| 05. | Approval of cover for unauthorized construction | 1. When an urban development area, Application form in Schedule 1 of Urban Development Authority Planning and Development Orders 2021 or in case of other area, application form obtained from front office.  2. A certified copy of the applicant's National Identity Card  3 . 0 copies of building plan certified by a qualified person 3 (Depending on the nature of the request, it is possible to know who the eligible person is from the council's website or from the front office)  4 . A copy of the approved survey plan of the land on which the building is to be constructed ( *applicable only to urban development areas declared under the Urban Development Authority Act* )  5 . Construction of the building Certificates issued by the institutions mentioned in the application form  6 . In the applicant's land Consent of Land Owner in case of Non-Owner Published article  7. A rough sketch drawn showing the surrounding location for easy access to the location of the land  8 . A copy of the land deed certified by a notary public | Front Office Officer  🕿011 2855230 | 1. Technical Officer / Public Health Inspector  🕿011 2855230  2. Subject Officer  🕿011 2855230  3. Planning Committee | 28 days | 1. Application Fee Rs.300/=  2. Advance Fee  ( *The fee according to the nature of the development mentioned in the 2nd Schedule of the Planning and Development Orders* )  3. Late Fees  ( *The fee according to the nature of the development mentioned in the 2nd Schedule of the Planning and Development Orders* ) |

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|  | **Service** | **Documents to be submitted** | **Direct Contact Officer and Tel the number** | **Other officers and phone numbers** | **Minimum task completion time Time** | **Applicable fee** |
| 06. | Street lines / building limits and  Issuance of Non-Expropriation Certificates | 1. Correctly completed application form  2. A copy of the approved survey plan pertaining to the land  3. A certified copy of the applicant's National Identity Card  4. An application for land of Rs Consent of Land Owner in case of Non-Owner Published article | Front Office Officer  🕿011 2855230 | 1. Technology Officer  🕿011 2855230  2. Subject Officer  🕿011 2855230 | 15 minutes | 1. Application Fee Rs.200/=  2. Fee for certification  Rs.600/= |
|  | 5. All monies due to the council must have been paid. |  |  |  |
| 07. | Issuance of trade licences | 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  🕿011 2855230 | 1. Revenue Inspector  🕿011 2855230 | 14 days | 1. Advance fee 2000/= to 5000/=  2. License fee 1000/=  (For hotels approved by the Tourism Board, 1% of the past Chasare revenue is charged as license fee).  3. Stamp duty Rs.100/= |
| 08. | Collection of business tax | Business tax notice sent to him by the council | Front Office Officer  🕿011 2855230 | Revenue Inspector  🕿011 2855230 | 15 minutes | The amount mentioned in the tax notice  Rs.180/= to Rs.3000/= |
| 09. | Collection of Industry Tax | Industry tax notice sent to him by the council | Front Office Officer  🕿011 2855230 | Revenue Inspector  🕿011 2855230 | 15 minutes | The amount mentioned in the tax notice  Rs.500/= to Rs.1000/= |

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|  | **Service** | **Documents to be submitted** | **Direct contact officer and phone number** | **Other officers and phone numbers** | **Minimum task completion time Time** | **Applicable fee** |
| 10. | Environmental Protection Permit | 1. Correctly completed application form.  2. An outline of the route to where the industry or business is located .  3. Details of the number of employees employed in the work .  4. A certified copy of the business registration certificate. (Not required in case of license renewal)  5. A copy of the deed of the land belonging to the place where the business is carried on . (Not required in case of license renewal)  6. If the person carrying on the industry / business does not have the right to the land , an agreement entered into with the owner or a certified copy of the letter expressing the consent of the owner of the land . (Not required in case of license renewal)  7. Certified copy of the approved survey plan of the land . (Not required in case of license renewal)  8. Certified copy of approved building plan (not required in case of renewal of license) | Front Office Officer  🕿011 2855230 | 1. Subject Officer  🕿011 2855230  2. Community Development Officer  🕿011 2855230  3. Inspection Committee  4. Technical Committee | 14 days | 1. Application Rs.100/=  2. Rs.50/= to renew  3. Advance Charge -Varies depending on the amount invested.  4. License Fee  Rs. 4,000.00 |

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|  | **Service** | **Documents to be submitted** | **Direct contact officer and phone number** | **Other officers and phone numbers** | **Minimum task completion time Time** | **Applicable fee** |
| 11. | Issuance of Advertisement Display Permits | 1. Correctly completed application form;  2. A likeness of the advertisement intended to be displayed, printed on A4 paper (including the colors used);  3. In the case of an advertising notice board installed and displayed in a reserve of any road , the original copy of the letter authorizing the same by the road development authority or provincial road development authority or local government , as applicable ;  4. In the case of an advertisement billboard that is installed and displayed in a road reserve , the original copy of the letter issued by the head of the traffic department of the police station where the relevant advertisement billboard is displayed;  5. When the applicant is not the owner of the land, the original copy of the letter stating that the owner of the land or building on which the advertisement is displayed has given permission for the same;  6. In the case of a billboard displayed within an urban development area, certified copy of the permit approved by the Urban Development Authority or the Council under Order 104 of the Planning and Development Orders of the Urban Development Authority 2021 | Front Office Officer  🕿 🕿011 2855230 . | 1. Subject Officer  🕿011 2855230  2. Revenue Inspector  🕿011 2855230 | 3 days | 1. Application Fee  Rs. 100/=  2. Permit fee based on the type of advertisement as prescribed in the by-laws;  1 m2 \_ For Rs. 1000/=  Every 1 m 2 increases For Rs. 300/= |
| 12. | Levy of assessment | Assessment notice sent to him by the council | Front Office Officer  🕿011 2855230 | 1. Subject Officer  🕿011 2855230 | 15 minutes | The total amount shown in the assessment notice (varies by property) |

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|  | **Service** | **Documents to be submitted** | **Direct contact officer and phone number** | **Other officers and phone numbers** | **Minimum task completion time Time** | **Applicable fee** |
| 13. | Crematorium reservation | 1. Correctly completed application form  2. Copy of Applicant's National Identity Card (Original required for verification)  3. A copy of the death certificate of the deceased (original copy required for verification. In case of death abroad, death certificate issued in that country - if not in English, with English translation) | Front Office Officer  🕿011 2855230 | On occasion after duty hours  🕿011 2855230 | 15 minutes | Jurisdiction;  1. Within Rs. 9000/=.  2. Outside Rs. 9750/= |
| 14. | Building memorials | 1. Correctly completed application form  2. Copy of Applicant's National Identity Card (Original required for verification)  3. A copy of the death certificate of the deceased (original copy required for verification. In case of death abroad, death certificate issued in that country - if not in English, with English translation) | Front Office Officer  🕿011 2855230 | Subject Officer  🕿011 2855230  2. Technical Officer  🕿011 2855230 | 15 minutes | 1. Rs.7500/= in a cemetery with a crematorium  2. Rs.7500/= in a cemetery without a crematorium |
| 15. | Requesting permission to damage roads | 1. Correctly completed application form  2. A rough diagram showing the convenient route to reach the designated point on the road intended to be damaged .  3. A copy of the letter issued by the institution providing the relevant service connection. | Front Office Officer  🕿011 2855230 | 1. Subject Officer  🕿011 2855230  2. Technical Officer  🕿011 2855230 | 2 days | 1. The amount required to be paid/deposited varies depending on the extent of damage and the nature of the road.  2. Certificate fee Rs. 85/= |

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|  | **Service** | | | **Documents to be submitted** | **Direct contact officer and phone number** | **Other officers and phone numbers** | **Minimum task completion time Time** | | **Applicable fee** |
| 16. | Removal of hazardous conditions caused by trees | | | Correctly completed application form | Front Office Officer  🕿011 2855230 | 1. Subject Officer  🕿011 2855230  2. Technical Officer  🕿011 2855230 | 3 days | | No fees are charged |
| 17. | | Collection of entertainment tax and exemption from entertainment tax | 1. For the purpose of levying entertainment tax -  i . printed tickets prepared for sale;  ii . Computer password for e-stamping of tickets proposed to be sold online  2. In relation to an exemption from entertainment tax, acting as in 1 above—  i . According to the value of the tickets proposed to be sold, an amount equal to the entertainment tax shall first be deposited in the House;  ii . At the time of depositing the entertainment tax, the estimate of income and expenses of the entertainment work  iii . Details of actual income and expenses of the entertainment work 30 days before the completion of the entertainment work | | Front Office Officer  🕿011 2855230 | 1. Subject Officer  🕿011 2855230  2. Revenue Inspector  🕿011 2855230 | | 1. 02 days  2. 7 days from the date of submission of Annexure 02 | At the face value of each ticket   1. Cinemas 10% 2. 15% each for non-cinemas   (This percentage will be fixed as per the council norms approved by the minister) |

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|  | | **Service** | **Documents to be submitted** | | **Direct contact officer and phone number** | | **Other officers and phone numbers** | | **Minimum task completion time Time** | | **Applicable fee** |
| 18. | | Banquet Halls / Town Halls / Community Halls for hire | Correctly completed application form | | Front Office Officer  🕿011 2855230 | | 1. Subject Officer  🕿011 2855230  2. Revenue Inspector  🕿011 2855230 | | Hall reservation 15 minutes | | 1. Banquet hall fee  Perumbuli Auditorium - Rs.5000/= per day  2. Community hall fee  1000/= to 1500/= per month |
| 19. | | Rental of playgrounds | Correctly completed application form | | 1. Front Office Officer  🕿011 2855230  2. Grounds Officer  🕿011 2855230 | | 1. Subject Officer  🕿011 2855230  2. Revenue Inspector  🕿011 2855230 | | 15 min | | 1. Playground Fee  Rs.1000/= to 10000/=  2. Security deposit  Rs.10000/= |
| 20. | Providing sewage disposal service | | Correctly completed application form | | 1. Front Office Officer  🕿011 2855230 | | Revenue Inspector  🕿011 2855230 | | 15 minutes to separate the bowser | 1. Bowser fee   |  |  |  | | --- | --- | --- | |  | Within the jurisdiction | Out of jurisdiction | | Residential | Rs.5000/= | Rs.5500/= | | commercial | Rs.5500/= | Rs.6500/= | | Industries | Rs.7500/= | Rs.8500/= | | state | Rs.5000/= | Rs.6500/= |   2. Transport Charges- K. m. 1 at Rs.60/= each |
| 21. | Providing water bowser service | | Correctly completed application form | | Front Office Officer  🕿011 2855230 | | Revenue Inspector  🕿011 2855230 | | 15 minutes to separate the bowser | 1. Bowser fee  Rs.2500/=  2. Transportation. m. 1 at Rs.45/= each |

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|  | **Service** | **Documents to be submitted** | **Direct contact officer and phone number** | **Other officers and phone numbers** | **Minimum task completion time Time** | **Applicable fee** |
| 22. | Providing motor grader service | Correctly completed application form | Front Office Officer  🕿011 2855230 | Revenue Inspector  🕿011 2855230 | 15 minutes to separate the motor grader | Charge Rs.9500/= per hour |
| 23. | Providing back loader service | Correctly completed application form | Front Office Officer  🕿011 2855230 | Revenue Inspector  🕿011 2855230 | 15 minutes to separate the backhoe loader | Charge Rs.9500/= per hour |
| 24. | Registration and amendment of property title | 1. Duly filled application form (with 2 copies)  2. 2 copies of the deed certified by a notary public | Front Office Officer  🕿011 2855230 | 1. Subject Officer  🕿011 2855230  2. Revenue Inspector  🕿011 2855230 | 5 days | 1. Application Fee  Rs.250/=  2. Advance Fee  No |
| 25. | Tax on sale of certain lands | Notice of tax on sale of certain lands sent to him by the council | 1. Revenue Inspector  🕿011 2855230  2. Front Office Officer  🕿011 2855230 | Subject Officer  🕿011 2855230 | 15 minutes | One percent (1%) of the cash value of the land sold |
| 26. | Garbage disposal at non-residential sites | Correctly completed application form | Front Office Officer  🕿011 2855230 | Committee -  1. Community Development Officer  2 . Revenue Inspector  3. Health Administrator | 3 days | Garbage removal fee  1 ton of decomposable waste - 3000/=  1 ton of decomposable waste - 4000/=  1 tractor load - 10000/= |
|  | **Service** | **Documents to be submitted** | **Direct contact officer and phone number** | **Other officers and phone numbers** | **Minimum task completion time Time** | **Applicable fee** |
| 27. | Issuance of licenses for public performances and festivals | 1 Correctly completed application form;  2. A rough diagram of the carnival grounds, drawn on A4 size paper, showing every element used in the carnival ;  3. A letter confirming that adequate toilet facilities (separately for women, men and disabled) will be provided to the public gathering at that place ;  4. A certificate issued by a mechanical engineer that the temporary buildings constructed at the site are of sufficient strength ;  5. A certificate issued by the Medical Officer of Health to the effect that the public congregating in that particular building is unpolluted and has adequate ventilation ;  6. A letter confirming that adequate fire extinguishers (ordinary fire extinguishers, electric fire extinguishers and fuel fire extinguishers) will be used in the event of an emergency fire;  7. A certificate issued by the Medical Officer of Health to the effect that, in the event of an emergency, adequate exit doors and safety arrangements are in place to evacuate the congregated population within a short period of time;  8. A certificate issued by the Police Station Officer of the area that the necessary arrangements have been made to maintain peace in the festival grounds . | Front Office Officer  🕿011 2855230 | 1. Subject Officer  🕿011 2855230  2. Technology Officer  🕿011 2855230  3. Public Health Inspector  🕿011 2855230 | 2 days | 1. Application Fee  No  2. Advance Fee  No  3. License Fee  200/= per day  Rs.500/= per week  Rs.750/= for 03 months  1000/= per annum |

**Our dedication \_**

- Sincerely

- Wisely

- politely

- With understanding

- Subjective and unbiased

- With transparency

- Accountability

- Immediately

- Effectively and efficiently

We are committed to providing .

**Our expectation**

Thank you for your trust in our company and for our service The requests made by you are justified , fair and timely Providing complete and accurate information can and should be expected from us. You also help us by having enough understanding of the impossible

Gaya posted We would like to inform that it is possible .

**Our standards**

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

the requested information , written documents and fees are submitted with your request , we are obliged to provide you with the requested service within the time frame notified by us. We will stay .

In the event that the final decision may or may not necessarily be delayed, or issues When an emergency situation arises, we will immediately inform you of the reason .

**Grievance and Redressal Mechanism**

The staff of our company politely provide you with the necessary help and services is given Complaints you may have related to the above standards to the following officials Please register .

Name :- Mrs. K.B.T.K. Gunathilake Name: - Mr. D.M.P.D. Surendra

Position :- Secretary Position :- Superintendent of Work

Location :- Homagama Regional Council Head Office Location :- Homagama Regional Council Head Office

the phone :- 0112895121 Fax :- 0112857169 Phone :- 0112895121 Fax :- 0112857169

Email:- homagamapradeshiyasabawa@gmail.com Email:- homagamapradeshiyasabawa@gmail.com

* All complaints will be notified within 03 days and the reply within 07 days will be notified.­
* We gladly accept suggestions from you.

a . Our ongoing meetings with you or your representatives who receive our services is held If you are looking to connect with us Please 0704537650 Call by phone number .

b . To obtain your advice on matters included in this Charter or Enter your willingness to give your comments and enter your details on our website https://www.homagama.ps.gov.lk/ .

Citizens Charter , to improve the quality of the services we provide It is a joint effort between you and us . The service provided is more improved By giving the details given below ( specify the details related to the institution ) to do We request you to help us .

**To constantly revise and increase the services provided under the Charter We are bound to improve .!**