Name of the Institution - Bandaragama Pradeshiys Sabha.

Our Vision- An environment friendly city full of public pride with the dawn of development.

Our Mission- It is our mission to open ways to sustainable development in economic, health and cultural sectors, together with stakeholders within the existing legal framework to protect and improve luxury, welfare and all facilities of the people who live in a city with blue waters and greenery and assisting all their activities from birth to death.

| Citi | Citizen Charter for Local Authorities |  |                                  |  |  |                                     |                                  |                                 |                   |                                      |  |  |  |
|------|---------------------------------------|--|----------------------------------|--|--|-------------------------------------|----------------------------------|---------------------------------|-------------------|--------------------------------------|--|--|--|
| 1    | 2                                     | 3  | 4                                | 5  | 6  |                                     |                                  | 7                               |                   |                                      |  |  |  |
| #    | Service<br>provided                   | Documents to be submitted                                  | Contact officer and T.P. numbers | Other Officers &<br>T.P. Numbers             | Minimum time<br>taken to<br>complete the<br>task | Relevant Fee                        |                                  |                                 |                   |                                      |  |  |  |
| 01.  | Approving                             | Duly perfected   | Officer of                       | 1.Technical                                  | 14 days  | 1. application:                     | fee                              |                                 |                   |                                      |  |  |  |
|      | Building                              | application in the   | Front Office                     | Officer /                                    |  | Rs 440.00                           |                                  |                                 |                   |                                      |  |  |  |
|      | Plans                                 | specimen in  | <b>2</b> 0382290975              | Public Health                                |  | 2. Processing f                     | fee                              |                                 |                   |                                      |  |  |  |
|      |                                       | Schedule I of the Urban Development                        |                                  | Inspector <b>☎</b> 0382290975                |  | Nature of<br>Development<br>Work    |                                  | Fees to be                      | Charged           |                                      |  |  |  |
|      |                                       | Authority Planning   |                                  | 2. Officer in charge of                      |  |                                     | Extent of the square met         |                                 | Proces            | sing fee                             |  |  |  |
|      |                                       | and Development<br>Regulations-2021 or                     |                                  | subject                                      |  | Residential                         | Extent of<br>the<br>building     | Residential<br>(per 1<br>sq.m.) | (per 1 sq.<br>m.) | Nonreside<br>ntial (per 1<br>sq. m.) |  |  |  |
|      |                                       | in the case of areas<br>outside urban<br>development areas |                                  | 3. Planning Committee                        |  | and<br>Nonresidentia<br>l Buildings | area<br>(in<br>square<br>meters) | Individual                      | Apartme<br>nts    |                                      |  |  |  |
|      |                                       | application obtained from the local                        |                                  | <ul><li>Secretary</li><li>Planning</li></ul> |  |                                     | Up to 400<br>square<br>meters    | Rs. 20/-                        | Rs. 25/           | Rs. 25/-                             |  |  |  |
|      |                                       | authority  |                                  | • Superintende                               |  |                                     | 401 -<br>1000                    | Rs. 22/-                        | Rs.27/-           | Rs.27/-                              |  |  |  |
|      |                                       | 2. A certified copy of                                     |                                  | nt of Works                                  |  |                                     | square<br>meters                 |                                 |                   |                                      |  |  |  |
|      |                                       | the National Identity                                      |                                  | Technical                                    |  |                                     | 1001 -                           | Rs.25/-                         | Rs.30/-           | Rs.30/-                              |  |  |  |
|      |                                       | Card of the applicant                                      |                                  | Officer                                      |  |                                     | 1500<br>square                   |                                 |                   |                                      |  |  |  |
|      |                                       | 3. 05 copies of the  |                                  | Management                                   |  |                                     | meters                           |                                 |                   |                                      |  |  |  |
|      |                                       |  |                                  | Services                                     |  |                                     | 1501-                            | Rs. 25/-                        | Rs.32/-           | Rs.32/-                              |  |  |  |

|    | building plan                           | Officer |  | 2000<br>square |                     |                     |                     |
|----|---|---------|--|----------------|---------------------|---------------------|---------------------|
|    | certified by a                          |         |  | meters         | 7. 2000             | D 2000              | 7 2000              |
|    | qualified person                        |         |  | Over 2000      | Rs 2000<br>per each | Rs 2000<br>per each | Rs 2000<br>per each |
|    | (You may know                           |         |  | square         | increasing          | increasin           | increasing          |
|    | from the website of                     |         |  | meters         | 90Squre<br>meters   | g<br>90Squre        | 90Squre<br>meters   |
|    | the Local Authority                     |         |  |                | licters             | meters              | meters              |
|    | 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                             | i       |  |                |                     |                     |                     |
|    | Authority Act.)                         |         |  |                |                     |                     |                     |
| 5. | Depending on the                        |         |  |                |                     |                     |                     |
|    | nature of the building                  |         |  |                |                     |                     |                     |
|    | construction,                           |         |  |                |                     |                     |                     |
|    | certificates issued by                  |         |  |                |                     |                     |                     |
|    | the institutions                        |         |  |                |                     |                     |                     |
|    | mentioned in the                        |         |  |                |                     |                     |                     |
|    |   |         |  |                |                     |                     |                     |
| 6. |   |         |  |                |                     |                     |                     |
|    |   | i       |  |                |                     |                     |                     |
|    |   |         |  |                |                     |                     |                     |
|    |   |         |  |                |                     |                     |                     |
|    |   |         |  |                |                     |                     |                     |
| 6. | certificates issued by the institutions |         |  |                |                     |                     |                     |

|     |             | 1  |  |                     | ı  |         | 1               |                     |                   |
|-----|-------------|----|--|---------------------|--|---------|-----------------|---------------------|-------------------|
|     |             | 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                         |                     |  |         |                 |                     |                   |
|     |             | ٦. | an assessment area,                            |                     |  |         |                 |                     |                   |
|     |             |    | the property should                            |                     |  |         |                 |                     |                   |
|     |             |    |  |                     |  |         |                 |                     |                   |
|     |             |    | have been registered                           |                     |  |         |                 |                     |                   |
|     |             |    | in the name of the                             |                     |  |         |                 |                     |                   |
| 0.2 |             | 1  | owner.   | O.CC. C             | 1 7 1 1                                    | 1.1.1   | 4 4 11          | C P 440.00          |                   |
| 02. | Approving   | 1. | Duly perfected                                 | Officer of          | 1. Technical                               | 14 days | ~ ~             | fee Rs.440.00       |                   |
|     | developme   |    | application in                                 | Front Office        | Officer/ Public                            |         | 2. Processing f | ee                  |                   |
|     | nt plans    |    | Schedule I of the                              | <b>2</b> 0382290975 | Health                                     |         | Nature of       | <b>.</b>            | ~•                |
|     | for sub-    |    | Urban Development                              |                     | Inspector                                  |         | Developme       | Fees to be (        | Charged           |
|     | division    |    | Authority Planning                             |                     | <b>☎</b> 0382290975                        |         | nt Work         | G1                  | T                 |
|     | and         |    | and Development                                |                     | 2. Officer in                              |         | 1. For          | Size of land        | Processing fee    |
|     | amalgamat   | _  | Regulations-2021                               |                     | charge of                                  |         | subdivision     | Square meters       |                   |
|     | ion of land | 2. | A certified copy of                            |                     | subject                                    |         | of land         |                     | 7 1000/           |
|     |             |    | the National Identity                          |                     | ☎0382290975                                |         |                 | 150 sq. m-300 sq. m | Rs. 1000/- per    |
|     |             | 2  | Card of the applicant                          |                     | 3. Planning Committee                      |         |                 | 204 (00             | one parcel        |
|     |             | 3. | 05 copies of the                               |                     |  |         |                 | 301 sq. m-600 sq. m | Rs. 800/- per one |
|     |             |    | survey plan relating<br>to the sub-division or |                     | • Secretary                                |         |                 | 604                 | parcel            |
|     |             |    | amalgamation                                   |                     | <ul><li>Planning</li><li>Officer</li></ul> |         |                 | 601 sq. m-900 sq. m | Rs. 600/- per one |
|     |             |    | certified by a                                 |                     | G  |         |                 |                     | parcel            |
|     |             |    | qualified person                               |                     | Superintende     nt of Works               |         |                 | Over 900 Square     | Rs. 500/- per one |
|     |             |    | (You may know                                  |                     | Technical                                  |         |                 | meters              | parcel            |
|     |             |    | from the website of                            |                     | Officer                                    |         |                 |                     |                   |
|     |             |    | the local authority or                         |                     |  |         |                 |                     |                   |
|     |             |    | the local authority or                         |                     | <ul> <li>Management</li> </ul>             |         |                 |                     |                   |

|     |            |    | 6 1 5 027              |               | α .          |        |                    |
|-----|------------|----|------------------------|---------------|--------------|--------|--------------------|
|     |            |    | from the Front Office  |               | Services     |        |                    |
|     |            |    | the applicable         |               | Officer      |        |                    |
|     |            |    | 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 |               |              |        |                    |
|     |            | ٠. | an assessment area,    |               |              |        |                    |
|     |            |    | the property should    |               |              |        |                    |
|     |            |    | have been registered   |               |              |        |                    |
|     |            |    | in the name of the     |               |              |        |                    |
|     |            |    | owner                  |               |              |        |                    |
| 03. | Revalidati | 1. | Duly perfected         | Officer of    | 1. Technical | 7 days | 1. Application fee |
| 03. |            | 1. |                        | Front Office  | Officer      | / days | Not relevant       |
|     | on of      |    | application            | FIOIII OTTICE | Officer      |        | NOT relevant       |

|     | developme<br>nt license | 2. | The original of the approved   | <b>2</b> 0382290975                  | <b>☎</b> 0382290975 2.Officer in  |         | 2. Processing f  | fee   |   |  |   |
|-----|-------------------------|----|--|--------------------------------------|---|---------|--|---|---|--|---|
|     |                         | 3. | Development Plan Copy of the   |                                      | charge of<br>subject  |         | Extension of   | i. up   | to 1000   | Fee Rs. 5.0  | e (Rs.)<br>00/-                                       |
|     |                         |    | development license issued.  |                                      | ☎0382290975   |         | validity perio   | -   | re meters ore than                                    | Rs. 10,  | 000/-   |
|     |                         | 4. | A copy of the National Identity Card of the applicant certified on both                            |                                      |   |         | Development<br>Permit by on<br>year                                      |   | square<br>ers   |  |   |
|     |                         | 5. | sides. When the applicant is not the owner of the land, a consent letter from the owner            |                                      |   |         |  |   |   |  |   |
|     |                         |    | of the land  |                                      |   |         |  |   |   |  |   |
| 04. | Granting cover approval | 1. | In the case of an urban development area, the application  | Officer of Front Office  30382290975 | 1. Technical Officer/ Public Health                                       | 28 days | <ol> <li>Application</li> <li>Processing f</li> <li>Nature of</li> </ol> |   |   |  |   |
|     | for                     |    | in Schedule I of the   |                                      | Inspector   |         | Development<br>Work  |   | Fees to be  | Charged  |   |
|     | unauthoriz              |    | Urban Development  |                                      | <b>☎</b> 0382290975   |         |  | Extent of the square met                              |   | Proces   | ssing fee   |
|     | ed<br>constructio<br>ns |    | Authority Planning<br>and Development<br>Regulations-2021<br>and in the case of<br>other areas the |                                      | 2. Officer in charge of subject \$\mathbb{\alpha}0382290975\$ 3. Planning |         | Residential<br>and<br>Nonresidentia<br>l Buildings                       | Extent of<br>the<br>building<br>area<br>(in<br>square | Residential<br>and<br>Nonreside<br>ntial<br>Buildings | Extent of<br>the<br>building<br>area<br>(in<br>square<br>meters) | Residential<br>and<br>Nonreside<br>ntial<br>Buildings |
|     |                         |    | application obtained from Front Office   |                                      | <ul><li>Committee</li><li>Secretary</li></ul>                             |         |  | meters)   | Individual  | Apartme<br>nts   |   |
|     |                         | 2. | A certified copy of the National Identity  |                                      | • Planning Officer  |         |  | Up to 400<br>square<br>meters                         | Rs. 20/-  | Rs. 25/  | Rs. 25/-  |
|     |                         | 3. | Card of the applicant 05 copies of the   |                                      | Superintende     nt of Works  |         |  | 401 -<br>1000<br>square<br>meters                     | Rs. 22/-  | Rs.27/-  | Rs.27/-   |
|     |                         |    | building plan<br>certified by a<br>qualified person  |                                      | <ul><li>Technical<br/>Officer</li><li>Management</li></ul>                |         |  | 1001 –<br>1500<br>square<br>meters                    | Rs.25/-   | Rs.30/-  | Rs.30/-   |

| (You may know          | Services | 1501-<br>2000                         | Rs. 25/-               | Rs.32/- Rs.32/-         |
|------------------------|----------|---------------------------------------|------------------------|-------------------------|
| from the website of    | Officer  | square                                |                        |                         |
| the local authority or |          | meters Over 1                         | Rs 2000 Rs             | 2000 Rs 2000            |
| from the Front Office  |          |                                       |                        | r each per each         |
| the applicable         |          |                                       |                        | creasin increasing      |
| qualified person       |          |                                       | 90Squre g<br>neters 90 | 90Squre<br>Squre meters |
| depending on the       |          |                                       |                        | eters                   |
| nature of the          |          |                                       |                        |                         |
| application)           |          |                                       |                        |                         |
| 4. A copy of the       |          |                                       |                        |                         |
| approved survey plan   |          | 3. Late fee                           |                        |                         |
| of the land where the  |          | Service charges for                   | coverage ap            | proval                  |
| building to be         |          | (In addition to                       | Processing F           | ee)                     |
| constructed            |          | Nature of Development                 | Fees to be c           | harged                  |
| (Applicable only to    |          | Work                                  | (excluding t           | ax)                     |
| areas declared as      |          | 1. For a division of                  | Rs. 3,000/- 6          | each for 1              |
| urban development      |          | land made without                     | parcel of la           | nd                      |
| areas under the        |          | obtaining the                         |                        |                         |
| Urban Development      |          | necessary approval                    |                        |                         |
| Authority Act)         |          | 2. Construction /                     | Residentia             | Non -                   |
| 5. Depending on the    |          | additions /                           | 1                      | residential             |
| nature of building     |          | reconstruction of                     | (per 1                 | (per 1                  |
| construction,          |          | buildings without                     | sq.m.)                 | sq.m.)                  |
| certificates issued by |          | approval.                             | _ ′                    |                         |
| institutions           |          | i. When only the                      | Rs. 200/-              | Rs. 500/-               |
| mentioned in the       |          | foundation work is                    |                        |                         |
| application            |          | completed (up to                      |                        |                         |
| 6. When the applicant  |          | Plinth Beam).                         |                        |                         |
| is not the owner of    |          | ii. When constructed up to roof level | Rs. 300/-              | Rs. 1000/-              |
| the land, a consent    |          | including                             |                        |                         |
| letter from the owner  |          | construction pillars                  |                        |                         |
| of the land            |          | and beams                             |                        |                         |
| 7. A rough sketch      |          | (excluding roof)                      |                        |                         |
| showing other          |          | iii. Construction of                  | Rs. 400/-              | Rs. 1500/-              |
| surrounding            |          | walls with roof iv. Completion of     | D #00/                 | D 2000/                 |
|                        |          | 1v. Completion of                     | Rs. 500/-              | Rs. 2000/-              |

|     |                                   | landmarks for easy access to the location of land  8. A copy of the deed of the land certified by a Notary Public. |   |   |         | construction suitable for occupancy v. Construction of boundary walls / retaining walls                               | Rs. 200/-<br>(for one<br>meter<br>length)   | Rs. 500/-<br>(for one<br>meter<br>length)               |
|-----|-----------------------------------|--|---|---|---------|---|---|---|
|     |                                   |  |   |   |         | vi. Construction of<br>telecommunication,<br>transmission and<br>antenna towers                                       | Construction<br>foundation<br>Roof top co<br>Rs.100,000/                                  | on of<br>Rs. 150,000/-<br>nstruction                    |
|     |                                   |  |   |   |         | 3. Occupancy without obtaining Certificate of Conformity (CoC).   | Per day Rs.   | 100/-   |
|     |                                   |  |   |   |         | 4. Parking spaces (service charge for each parking space when not provided in the premises) i. All municipal councils | Standard P<br>charges -Rs<br>Lorries - Rs<br>Multi axle v<br>including co<br>Rs. 2,500,00 | s. 500,000/-<br>s. 1,000,000/-<br>vehicle<br>ontainer - |
|     |                                   |  |   |   |         | i. Urban councils   | For all vehi 500,000/-  |   |
|     |                                   |  |   |   |         | i. Pradeshiya Sabha   | For all vehi 250,000/-  | cles – Rs.  |
|     |                                   |  |   |   |         | 1. Use of parking spaces for other purposes   | Rs. 20,000/-<br>space and<br>increment of<br>annum till of<br>parking as<br>approved p    | with an of 10% per conversion to per                    |
|     |                                   |  |   |   |         |   |   |   |
| 05. | Issue of Certificate of Conformit | 1. In the case of an urban development area, the application in Schedule I of the                                  | Officer of Front Office \$\mathbb{\alpha}0382290975\$ | 1. Technical Officer/ Public Health Inspector | 14 days | 1. Application fee Rs. Not 2. Processing fee Fees for issuance of Certificate   | Of Conformity   |   |

| у | Urban Development     | ☎0382290975   | Nature of       | Fees            | to be charge | ed (excludin   | ng tax)     |  |
|---|-----------------------|---------------|-----------------|-----------------|--------------|----------------|-------------|--|
|   | Authority Planning    | 2. Officer in | development     |                 |              |                |             |  |
|   | and Development       | charge of     | work            |                 |              |                |             |  |
|   | Regulations-2021      | subject       | 1. Subdivisio   | Rs. 1000/- p    | er one parc  | el             |             |  |
|   | and in the case of    | ☎0382290975   | n of Land       |                 |              |                |             |  |
|   | other areas the       | 3. Planning   | 2. Construction | Extent of       | Resid        | Non-           |             |  |
|   | application obtained  | Committee     | of buildings    | the<br>building | Individu     | Apartm         | residential |  |
|   | from local authority  | • Secretary   |                 | area            | al           | ents           |             |  |
|   | 2. Copy each of       | • Planning    |                 | (in<br>square   | (single      | ents           |             |  |
|   | development plan      | Officer       |                 | meters)         | _            |                |             |  |
|   | issued and approved   | Superintende  |                 | TT 4-           | story)       | D              | D. 5000/    |  |
|   | plan                  | nt of Works   |                 | . Up to         | Rs.          | Rs.            | Rs. 5,000/- |  |
|   | 3. When the applicant | Technical     |                 | 400             | 4,000/-      | 5,000/-        |             |  |
|   | is not the owner of   | Officer       |                 | square          |              |                |             |  |
|   | the land, a consent   | Management    |                 | meters          |              |                |             |  |
|   | letter from the owner | Services      |                 | More            | Rs.          | Rs.5000/       | Rs.5000/-   |  |
|   | of the land           | Office        |                 | than 400        | 4000/- +     | - + <b>R</b> s | + Rs 25     |  |
|   | of the fand           | Gillee        |                 | square          | Rs 15        | 20 per         | per each    |  |
|   |                       |               |                 | meters          | per each     | each           | increasing  |  |
|   |                       |               |                 |                 | increasi     | increasi       | 01 Square   |  |
|   |                       |               |                 |                 | ng 01        | ng 01          | meter or    |  |
|   |                       |               |                 |                 | Square       | Square         | part of it  |  |
|   |                       |               |                 |                 | meter or     | meter or       | more than   |  |
|   |                       |               |                 |                 | part of it   | part of        | 400         |  |
|   |                       |               |                 |                 | more         | it more        | Square      |  |
|   |                       |               |                 |                 | than 400     | than 400       | meter       |  |
|   |                       |               |                 |                 | Square       | Square         |             |  |
|   |                       |               |                 |                 | meter        | meter          |             |  |
|   |                       |               | 2. For          | Rs. 5,000/-     |              |                |             |  |
|   |                       |               | Telecomm        |                 |              |                |             |  |
|   |                       |               | unication       |                 |              |                |             |  |
|   |                       |               | towers,         |                 |              |                |             |  |
|   |                       |               | antenna         |                 |              |                |             |  |
|   |                       |               | towers/tra      |                 |              |                |             |  |
|   |                       |               | nsmission       |                 |              |                |             |  |
|   |                       |               | lishiission     |                 |              |                |             |  |

|     |   |  |             |                                      |   |   | 3. Boundary walls and retaining walls 4. Renewal of Certificate of Conformit y for Public Buildings | Rs. 25/- each per 1 meter length  Rs. 10,000/- |
|-----|---|--|-------------|--------------------------------------|---|---|---|--|
| 06. | Issue of<br>Certificate<br>of Street<br>Lines/<br>Building<br>Lines | <ol> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> </ol> | application | Officer of Front Office  ☎0382290975 | 1. Technical Officer/ Public Health Inspector ☎0382290975 2. Officer in charge of subject ☎0382290975 | Street lines 1 when not demarcated – 15 minutes 2. when demarcated – 5 days | <ol> <li>Application fe<br/>Not applicable</li> <li>Processing fee</li> </ol>                       |  |

| 07. | Issue of<br>Non-<br>acquisitio<br>n<br>Certificat<br>es | 2.    | Application letter for non-acquisition certificate with details of the property When the applicant is not the owner of the land, a consent letter from the owner of the land | Officer of Front Office  ☎0382290975         |          |   | 15 minutes | Processing fee - Rs. 400.00                                      |
|-----|---|-------|--|--|----------|---|------------|--|
| 08. | Issue of<br>Trade<br>Licenses                           | 1. 2. | application  | Officer of Front Office ☎0382290975          | 2.       | Public Health Inspector  30382290975 Technical Officer  0382290975 Revenue Inspector  03822909 75 Officer in charge of subject  30382290975 | 14 days    | The amount mentioned in the notice to be notified by the council |
| 09. | Levying<br>Business<br>Tax                              | Bus   | siness Tax Notice sent<br>to you by the Local<br>Authority   | Officer of Front Office \$\infty\$0382290975 | <b>2</b> | Revenue Inspector 0382290975 Officer in charge of   | 15 minutes | Amount specified in Tax Notice                                   |

| 10. | Levying<br>Industry<br>Tax    | Industry Tax Notice sent to you by the Local Authority  | Officer of Front Office \$\infty\$0382290975 | subject  2 0382290975  1. Revenue     Inspector  2 0382290975  2. Officer in | 15 minutes | Amount specified in Tax Notice  |
|-----|-------------------------------|---|--|--|------------|---|
| 11. | Environme                     | Duly perfected     application  | Officer of                                   | charge of subject 30382290975  1. Officer in charge of                       | 14 days    | 1. Application Rs. 100 00 (New Application)   |
|     | ntal<br>Protection<br>License | 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 | Front Office                                 | charge of subject  |            | Rs. 100.00 (New Application) Rs.50.00 (Renewal Application)  3. Processing fee stipulated in environmental regulations (proportionate to capital) Inspection fee for a new Environmental Protection License    Investment |

| 12. | Issue of permits for display of advertisem ents | 7.<br>8.<br>1.<br>2. | consent letter of the owner (not needed for renewal of the license) A certified copy of the approved survey plan of the land (not needed in renewal of the license) A certified copy of the approved building plan (not needed in renewal of the license) Duly perfected application; Identical specimen of the advertisement intended to be | Officer of Front Office ☎0382290975 | 1. Officer in charge of subject   ☎0382290975 2. Revenue | 3 days | Not a 2. Licen | cation fee<br>pplicable<br>se fee charge                               |                                  | •                                | a of the adv                           | vertisement |
|-----|---|----------------------|--|-------------------------------------|--|--------|----------------|--|----------------------------------|----------------------------------|--|-------------|
|     |   | 3.                   | displayed printed on A 4 paper (with colours used); In the case of an advertising hording  |                                     | Inspector  |        | Sub<br>no      | Nature<br>of the<br>board  | Size<br>Square<br>meter          | Less<br>than<br>03<br>mont<br>hs | Fee- Rs  Betwee n 03 or 06 month s     | Per<br>year |
|     |   |                      | to be fixed and displayed in any road reservation, original of the letter issued by the Road Development Authority or  |                                     |  |        | 01             | Advertis<br>ements<br>posted<br>on any<br>boundar<br>y wall or<br>wall | less<br>than 1<br>More<br>than 1 | 250/-<br>Rs 200<br>increas       | 350/- per each sing 01 Sq or part of i |             |
|     |   |                      | Provincial Road Development Authority as the case may be;  |                                     |  |        | 02             | For<br>fabric<br>digital<br>banners                                    | less<br>than 3<br>More<br>than 3 |                                  | 350/-<br>300 per easing 01 S           |             |

| 4. | In the case of an      |   |  |  |        |                                 |                | mete   | r or part       | t of it      |
|----|------------------------|---|--|--|--------|---------------------------------|----------------|--|-----------------|--------------|
|    | advertising hording    |   |  |  | 03     | For                             | less           |  |                 |              |
|    | to be fixed and        | ļ |  |  |        | advertise                       | than 1         | 500/-  | 750/-           | 1000/-       |
|    | displayed in any road  |   |  |  |        | ments                           | More           | Rs :   | 300 per 6       | each         |
|    | reservation, original  |   |  |  |        | displaye                        | than 1         |  | sing 01         |              |
|    | of theletter issued by |   |  |  |        | d by                            |                |  | r or part       | _            |
|    | the Motor Traffic      |   |  |  |        | plates or                       |                |  |                 |              |
|    | OIC of the Police      |   |  |  |        | wood                            |                |  |                 |              |
|    | station to which the   |   |  |  | 04     | For                             | less           | 500/-  | 750/-           | 1000/-       |
|    | place of display of    |   |  |  |        | advertise                       | than 1         |  |                 |              |
|    | the advertising        |   |  |  | ments  |                                 |                |  |                 |              |
|    | hording belongs;       |   |  |  |        | operated<br>using<br>electricit | More<br>than 1 | Rs :   | Rs 300 per each |              |
| 5. | Original of the letter |   |  |  |        |                                 |                | increasing 01 Square                                     |                 |              |
|    | from the owner of      |   |  |  |        | y                               |                |  | r or part       | <del>-</del> |
|    | the land or building   |   |  |  | 05     | Advertis                        | less           | 250/-  | 350/-           | 500/-        |
|    | on which the           |   |  |  |        | ements                          | than 1         |  |                 |              |
|    | advertisement is to    |   |  |  |        | on                              | More           | Rs   | 200 per 0       | each         |
|    | be displayed           |   |  |  |        | polythen<br>e or                | than 1         |  | sing 01 S       |              |
|    | disclosing his         |   |  |  |        | cardboa                         |                |  | r or part       | _            |
|    | permission for the     |   |  |  |        | rd                              |                |  | •               |              |
|    | purpose.               |   |  |  | 06     | Advertis                        | less           | 250/-  | 350/-           | 500/-        |
| 6. | In the case of an      |   |  |  | ements | than 1                          |                |  |                 |              |
|    | advertising hording    |   |  |  |        | by<br>plastic                   | More           | Rs 200 per each increasing 01 Square meter or part of it |                 |              |
|    | to be fixed and        |   |  |  |        | boards                          | than 1         |  |                 | Square       |
|    | displayed in an urban  |   |  |  |        | or fiber                        |                |  |                 | t of it      |
|    | development area, a    |   |  |  |        | boards                          |                |  |                 | •            |
|    | certified copy of the  |   |  |  | 07     | For advertise                   | less           | 750/-  | 850/-           | 1000/-       |
|    | license approved by    |   |  |  |        |                                 | than 1         |  |                 |              |
|    | the Urban              |   |  |  |        | ments<br>using                  | More           | Rs:  | 500 per 6       | each         |
|    | Development            |   |  |  |        | electroni                       | than 1         | increa   | sing 01         | Square       |
|    | Authority or the local |   |  |  |        | c devices                       |                | mete   | er or part      | t of it      |
|    | authority under        |   |  |  |        |                                 |                |  |                 |              |
|    | regulation 104 of the  |   |  |  |        |                                 |                |  |                 |              |
|    | Urban Development      |   |  |  |        |                                 |                |  |                 |              |
|    | Authority Planning     |   |  |  |        |                                 |                |  |                 |              |

| 13. | Levying<br>Rates  | and Development Regulations – 2021 Assessment Notice sent to you by the local authority   | Officer of Front Office 20382290975  | 1. Officer in charge of subject  | 15 minutes | Total amount specified in Assessment Notice                                |
|-----|---|---|--------------------------------------|--|------------|--|
| 14. | Reservatio<br>n of<br>Crematori<br>um                               | <ol> <li>Duly perfected application</li> <li>A copy of the National Identity Card of applicant (with the original for verification)</li> <li>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)</li> </ol> | Officer of Front Office © 0382290975 | Outside office hours, the Nominated Officer  1. Officer in charge of subject \$\infty\$0382290975  2. Revenue Inspector \$\infty\$0382290975 | 15 minutes | 1. Within local limits Rs. 10 000.00 2. Outside local limits Rs. 12 000.00 |
| 15. | Applicatio<br>n for<br>permission<br>to cause<br>damages<br>to road | <ol> <li>Duly perfected application</li> <li>Rough sketch showing the easiest access road to the spot of the road damages to be inflicted.</li> </ol>   | Officer of Front Office ☎0382290975  | <ol> <li>Technical Officer</li> <li>™0382290975</li> <li>Officer in charge of subject</li> <li>™0382290975</li> </ol>                        | 2 days     | Depends on the extent of the damage  |

| 16. | Removing hazardous situation caused by trees  | 3. A copy of the letter issued by the relevant service providing agency  Duly perfected application   | Officer of Front Office  ☎0382290975 | <ol> <li>Technical         Officer</li> <li>382290975</li> <li>Officer in charge of subject</li> <li>0382290975</li> </ol> | 3 days  | Free of charge<br>Rs. 1000.00   |
|-----|---|---|--------------------------------------|--|---|---|
| 17. | Levying and exempting from entertainm ent 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 | Officer of Front Office              | 1. Revenue Inspector   | <ol> <li>02 days</li> <li>7 days from submitting Annexure 02</li> </ol> | 10 percent (10%) of the face value of each admission ticket  (percentage is determined as resolved by the local authority and approved by the Minister) |

|     |   | 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. |  |                                 |                                     |  |
|-----|---|--|--|---------------------------------|-------------------------------------|--|
| 18. | Renting Reception Halls/Tow n Halls/ Communit y Halls | Duly perfected application   | 1. Officer of Front Office 30382290975 2. Officer in charge of the Hall 30382290 975 | charge of subject  ☎0382290975  | 1. 15 minutes to reserve the hall – | 1. Hall charges Rs. 10 000.00 2. Security deposit Rs. 3000.00 3. Charge for electricity Rs. 2000.00 4. Special Lighting Rs. 3000.00 5. Sound Broadcast Rs. 5000.00 |
| 19. | Providing water                                       | Duly perfected   | Officer of     Front   | Technical Officer   20382290975 | 15 minutes to reserve bowser        | 1. Bowser fee (a load of 6000 L)   |

|     | bowser<br>service  | application  | Office  |  |            | <ul> <li>i. within the limits     Rs. 10 000.00 </li> <li>ii. outside the limits     Rs.10 000.00 (Rs.50.00 for every additional 1 km)</li> <li>2. For transport – Rs.500.00 per kilometer (outside the limits)</li> <li>3. Security deposit     Not applicable</li> </ul> |
|-----|--|--|---|--|------------|--|
| 20. | Registratio<br>n and<br>revision of<br>property<br>title | <ol> <li>Duly perfected application(in duplicate)</li> <li>2 copies of the deed attested by a Notary Public</li> <li>02 copies of approved plan</li> <li>02 copies of Assessment Fee payment receipts if Assessment or tax paid</li> <li>Pedigrees, Affidavits, Title Records when required</li> </ol> | Officer of Front Office   | 1. Officer in charge of subject   ☎0382290975 2. Revenue Inspector  ☎0382290975  | 5 days     | <ol> <li>Application fee         Rs. 200.00</li> <li>Processing fee         Not applicable</li> </ol>  |
| 21. | Levying Taxes on sale of certain lands                   | Tax on sale of certain lands notice sent to you by the local authority   | <ol> <li>Revenue         <ul> <li>Inspector</li> <li>20382290</li> <li>975</li> </ul> </li> <li>Officer of         <ul> <li>Front</li> <li>Office</li> <li>30382290</li> <li>975</li> </ul> </li> </ol> | <ol> <li>Officer in charge of subject</li> <li>™0382290975</li> <li>Technical Officer</li> <li>™0382290975</li> <li>Planning Committee</li> <li>Secretary</li> </ol> | 15 minutes | One percent (1%) of the proceed of sale of land  |

|     |   | ı  |   | 1   | 1          |  |
|-----|---|--|---|---|------------|--|
|     |   |  |   | <ul> <li>Planning         Officer</li> <li>Superintende         nt of Works</li> <li>Technical         Officer</li> <li>Management         Services         Office</li> </ul> |            |  |
| 22  | Disposal<br>of garbage<br>at none<br>residential<br>sites | Duly perfected application                         | Officer of Front<br>Office<br>☎0382290975 | Committee  1. Public Health Inspector 2. Technical Officer & 3. Revenue Inspector   | 3 days     | 1. Garbage disposal fee Rs. 06.00 (1Kg – Degradable ) Rs. 15.00 (1Kg – non-degradable )  2. Additional deposit - |
| 23. | Levying<br>Acreage<br>Tax                                 | Verification notice issued by the Pradeshiya Sabha | Officer of Front<br>Office<br>☎0382290975 | 1. Officer in charge of subject \$\infty\$0382290975 2. Revenue Inspector \$\infty\$0382290975  | 15 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.

You can also submit your complaints directly to the chairman and secretary of Bandaragama local council.

Position: -Public Complaints Officer (Head Office)

Position: -Public Complaints Officer (Thalpitibadda sub Office)

Venue: -Super Market Complex, Kalutara Road, Bandaragama
Venue:-Talpitibadda Library, Mahawilawatta, Aruggoda Road,
Kurusa Junction, Alobomulla

- 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.038-2290975
  - b. If you wish to advise or comment on this Citizen Charter, please upload your details to our websiteWWW.Bandaragama.ps.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!