

Deraniyagala Pradeshiya Sabha

Citizen Charter

Our Vision

A sustainable village and a fair
tomorrow

Our Mission

Pursuant to the powers vested in the Pradeshiya Sabha, creation of a sustainable development through the provision of the such services as public health, public roads, public utility services and so on in a sound manner so as the general public to be satisfied with who are living within the administrative limits of the Pradeshiya Sabha by making use of the available resources at its maximum level more efficiently and fruitfully.

Citizen Charter for Local Authorities

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. 05 copies of the building plan certified by a qualified person (You may know from the website of the Local Authority or from the Front Office the applicable qualified person depending on the nature of the application) 4. A copy of the approved survey plan of the land on which the building is to be constructed (This applies only to urban development areas declared under Urban Development Authority Act.) 5. Depending on the nature of the building construction, certificates issued by the institutions mentioned in the application form. 6. When the applicant is not the owner of the land, a consent letter from the owner of the land 7. A rough sketch showing other surrounding landmarks for easy access to the location of land 8. A copy of the deed of the land certified by a Notary Public. 9. In the case of land in an assessment area, the property should have been registered in the name of the owner. 	Officer of Front Office ☎ 0362249275	<ol style="list-style-type: none"> 1. Technical Officer ☎ 0362249275 2. Public Health Inspector ☎ 0362249372 3. Officer in charge of subject ☎ 0362249275 4. Planning Committee 	14 days	<ol style="list-style-type: none"> 1. application fee Rs.750.00 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. 05 copies of the survey plan relating to the sub-division or amalgamation certified by a qualified person (You may know from the website of the local authority or from the Front Office the applicable qualified person depending on the nature of the development) 4. Depending on the nature of the development, certificates issued by the institutions mentioned in the application form. 5. When the applicant is not the owner of the land, a consent letter from the owner of the land 6. A copy of the deed of the land certified by a Notary Public. 7. A rough sketch showing other surrounding landmarks for easy access to the location of land 8. In the case of land in an assessment area, the property should have been registered in the name of the owner 	Officer of Front Office ☎ 0362249275	<ol style="list-style-type: none"> 0. Technical Officer ☎ 0362249275 1. Public Health Inspector ☎ 0362249372 3..Officer in charge of subject ☎ 0362249275 4. Planning Committee 	14 days	<ol style="list-style-type: none"> 1. Application fee Rs. 500.00 2. Processing fee (fee depending on the nature of development stipulated in Schedule 2 of the Urban Development Authority Planning and Development Regulations-2021)
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 ☎ 0362249275	<ol style="list-style-type: none"> 1. Technical Officer ☎ 0362249275 2.Officer in charge of subject ☎ 0362249275 	7 days	<ol style="list-style-type: none"> 1. In dividing the land into sub-plots, processing fees are charged according to the square meter size of the plots.
						<ol style="list-style-type: none"> 2. processing fee for preliminary design settlement approval is charged according to plot size.

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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
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 and in the case of other areas the application obtained from Front Office 2. A certified copy of the National Identity Card of the applicant 3. 05 copies of the building plan certified by a qualified person (You may know from the website of the local authority or from the Front Office the applicable qualified person depending on the nature of the application) 4. A copy of the approved survey plan of the land where the building to be constructed (Applicable only to areas declared as urban development areas under the Urban Development Authority Act) 5. Depending on the nature of building construction, certificates issued by institutions mentioned in the application 6. When the applicant is not the owner of the land, a consent letter from the owner of the land 7. A rough sketch showing other surrounding landmarks for easy access to the location of land 8. A copy of the deed of the land certified by a Notary Public. 	Officer of Front Office ☎ 0362249275	<ol style="list-style-type: none"> 1. Technical Officer ☎ 0362249275 2. Public Health Inspector ☎ 0362249372 3..Officer in charge of subject ☎ 0362249275 4. Planning Committee 	28 days	<ol style="list-style-type: none"> 1. Application fee Rs. 2. Processing fee (fee depending on the nature of development stipulated in Schedule 2 of the Urban Development Authority Planning and Development Regulations-2021) Rs..... 1. 3. Late fee (fee charged depending on the nature of development stipulated in Schedule 2 of the Planning and Development Regulations)

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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"> In the case of an urban development area, the application in Schedule I of the Urban Development Authority Planning and Development Regulations-2021 and in the case of other areas the application obtained from local authority Copy each of development plan issued and approved plan When the applicant is not the owner of the land, a consent letter from the owner of the land 	Officer of Front Office ☎ 0362249275	<ol style="list-style-type: none"> Technical Officer ☎ 0362249275 Public Health Inspector ☎ 0362249372 Officer in charge of subject ☎ 0362249275 Planning Committee 	14 days	<ol style="list-style-type: none"> Application fee Outside the Urban Development Authority jurisdiction Rs. 1,000.00 <p>Charges are based on the amount paid within the Urban Development Authority jurisdiction.</p>
06.	Issue of Certificate of Street Lines/ Building Lines	<ol style="list-style-type: none"> Duly perfected application A copy of the survey plan of the land A certified copy of the National Identity Card of the applicant When the applicant is not the owner of the land, a consent letter from the owner of the land 	Officer of Front Office ☎ 0362249275	<ol style="list-style-type: none"> Technical Officer/ Public Health Inspector ☎ 0362249372 Officer in charge of subject ☎ 0362249275 	Street lines 1 when not demarcated – 15 minutes 2. when demarcated – 5 days	<ol style="list-style-type: none"> Application fee Rs. Processing fee Rs.
07.	Issue of Non-acquisition Certificates	<ol style="list-style-type: none"> 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 all amounts due to the local authority should have been settled 	Officer of Front Office ☎ 0362249275	<ol style="list-style-type: none"> Officer in charge of subject ☎ 0362249275 	15 minutes	Processing fee Rs.
08.	Issue of Trade Licenses	<ol style="list-style-type: none"> Duly perfected application 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 ☎ 0362249275	<ol style="list-style-type: none"> Public Health Inspector ☎ 0362249372 Technical Officer ☎ 0362249275 	දින 14	Amount specified in 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
09.	Levying Business Tax	Business Tax Notice sent to you by the Local Authority	Officer of Front Office ☎ 0362249275	Revenue Inspector ☎ 0362249275	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 ☎ 0362249275	Revenue Inspector ☎ 0362249275	15 minutes	Amount specified in Tax Notice
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 ☎ 0362249275	<ol style="list-style-type: none"> 1. Officer in charge of subject ☎ 0362249275 2. Technical Officer ☎ 0362249275 3. Technical Committee 	14 days	<ol style="list-style-type: none"> 1. Application fee For new industries Rs. 100.00 Renewal of license Rs. 50.00 2. Processing fee stipulated in environmental regulations 3. License fee Rs. 4,500.00

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1 #	2 Service provided	3 Documents to be submitted	4 Contact officer and T.P. numbers	5 Other Officers & T.P. Numbers	6 Minimum time taken to complete the task	7 Relevant Fee
12.	Issue of permits for display of advertisements	<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 ☎ 0362249275	<ol style="list-style-type: none"> 1. Officer in charge of subject ☎ 0362249275 2. Revenue Inspector ☎ 0362249275 	3 days	<ol style="list-style-type: none"> 1. No Application fee 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 ☎ 0362249275		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 ☎ 0362249275	Outside office hours, the Nominated Officer ☎ 0712222820 0769218900	15 minutes	<ol style="list-style-type: none"> 1. Within local limits Rs. 13,000.00 2. Outside local limits Rs. 14,000.00 3. For permanent residents of Kumburuama/ Udapola Rs.10,000.00 4. Burial Fee Rs.100.00
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 ☎ 0362249275	Technical Officer ☎ 0362249275	2 days	Depends on the extent of the damage
16.	Removing hazardous situation caused by trees	Duly perfected application	Officer of Front Office ☎ 0362249275	Technical Officer ☎ 0362249275	3 days	Free of charge For jackfruit trees Rs.600.00 For trees other than jackfruit Rs.500.00

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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
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 ☎ 0362249275	Revenue Inspector ☎ 0362249275	<ol style="list-style-type: none"> 1. 02 days 2. 7 days from submitting Annexure 02 	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) Temporary film scenes, magic, circus, theater scenes Per day Rs.400.00 Rs.25.00 each for each additional day Musical shows, Per day Rs.200.00

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18.	Renting Reception Halls/Town Halls/Community Halls	Duly perfected application	1. Officer of Front Office ☎ 0362249275 2. Officer in charge of the Hall ☎ 0362249275	1. Revenue Inspector ☎ 0362249275	1. 15 minutes to reserve the hall –	1. Fees for weddings or other functions (for hall fee and supplies) Rs. 35,000.00 2. Security deposit Rs. 7,000.00 For other meetings and events for 04 hours or less Rs. 5200.00 and Rs.1000.00 for each additional hour and Rs.1000.00 for electricity bill. The hall is provided free of charge for government purposes and is done only on the recommendation of the Director of Education/ District Secretary/ Divisional Secretary/ Secretary of the Ministry of Local Government.

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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
19.	Renting Play-ground	1. Duly perfected application	1. Officer of Front Office ☎ 0362249275 2. Playground Keeper ☎ 0362249275	1. Technical Officer ☎ 0362249275 2. Revenue Inspector ☎ 0362249275	1. 15 minutes to reserve playground	1. Playground fee for Playground behind The Pradeshiya Sabha Rs. 5,000.00 2. Playground near public market, if less than 50 sq. ft. per day Rs. 200.00 3. For more than 50 square feet, Rs.3.00 per square foot will be charged.
20.	Providing gully bowser service	Duly perfected application	1. Officer of Front Office ☎ 0362249275 2. Gully bowser Driver ☎ 0362249275	1. Technical Officer ☎ 0362249275 2. Revenue Inspector ☎ 0362249275 3. Public Health Inspector / Health Administrator ☎ 0362249372	15 minutes to reserve bowser	1. Bowser fee 1. Final disposal Ruwanwella Rs. 15,000.00 If there is a place for final disposal Rs. 8,000.00

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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
21.	Providing water bowser service	Duly perfected application	1. Officer of Front Office ☎ 0362249275 2. Water bowser Driver ☎ 0362249275	Technical Officer ☎ 0362249275	15 minutes to reserve bowser	1. Bowser fee i. Tractor Water Bowser (L.3300) Fee Rs.10,000.00 ii. Water Bowser (6000 L - 75 KM) Fee Rs. 15,000.00
22.	Registration and revision of property title	1. Duly perfected application (in duplicate) 2. 2 copies of the deed attested by a Notary Public	Officer of Front Office ☎ 0362249275	1. Officer in charge of subject ☎ 0362249275 2. Revenue Inspector ☎ 0362249275	5 days	1. Application fee Rs. 500.00
23.	Levying Taxes on sale of certain lands	Tax on sale of certain lands notice sent to you by the local authority	1. Revenue Inspector ☎ 0362249275 2. Officer of Front Office ☎ 0362249275	Officer in charge of subject ☎ 0362249275	15 minutes	One percent (1%) of the proceed of sale of land

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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
24.	Issue of Public performance & carnival license	<ol style="list-style-type: none"> 1. Duly perfected application; 2. A rough sketch of the carnival ground drawn on A4 paper showing every feature of the carnival; 3. Letter confirming that sufficient toilet facilities (Female/male and disabled) will be provided for the people coming to the carnival; 4. Certificate of Structural Stability of the temporary buildings put up on the carnival grounds issued by a Mechanical Engineer; 5. Certificate issued by the Medical Officer of Health that unpolluted and sufficient ventilation is available for people converged in such buildings; 6. Letter confirming that sufficient fire extinguishers (general, electricity, and fuel fire extinguishers) are used in the case of sudden fire outbreak; 7. Certificate issued by the Medical Officer of Health that sufficient exits and security arrangements are put in place for the public to leave the place in case of a disaster; 8. Certificate issued by the OIC of the Police Station of the area that necessary arrangements are made to maintain peace and order in the carnival premises. 	Officer of Front Office ☎ 0362249275	<ol style="list-style-type: none"> 1. Officer in charge of subject ☎ 0362249275 2. Technical Officer ☎ 0362249275 3. Revenue Inspector ☎ 0362249275 4. Public Health Inspector ☎ 0362249372 	2 days	<ol style="list-style-type: none"> 1. Application fee Rs. 2. Processing fee Rs. 3. License fee
25	Disposal of garbage at none residential sites	Duly perfected application	Officer of Front Office ☎ 0362249275	Committee - <ol style="list-style-type: none"> 1. Public Health Inspector 2. Technical Officer & 3. Revenue Inspector 	3 days	<ol style="list-style-type: none"> 1. Garbage disposal fee per term Rs.3,500.00 2. Additional deposit Rs.28,000.00

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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
26.	Levying Acreage Tax	1. Verification notice issued by the Pradeshiya Sabha	Officer of Front Office ☎ 0362249275	1. Officer in charge of subject ☎ 0362249275	15 minutes	Amount specified in the verification notice
27.	water connections	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 ☎ 0362249275	1. Officer in charge of subject ☎ 0362249275 2. Technical Officer ☎ 0362249275	14 days	Application Fee Domestic - Rs.250.00 Commercial - Rs.550.00 Contract fee Rs.100.00 The bail amount is Rs.500 Estimated amount
28	Registration of three wheeler parking	1. Duly perfected application 2. A certified copy of the National Identity Card of the applicant 3. Photocopy of valid revenue license of the vehicle 4. Photocopy of valid driving license	Officer of Front Office ☎ 0362249275	1. Officer in charge of subject ☎ 0362249275 2. Revenue Inspector ☎ 0362249275	15 minutes	Registration fee Rs.250.00
29	Public Library Services	1. Duly perfected application	Officer of Front Office ☎ 0362249275	1. Librarian ☎ 0362249275	15 minutes	Application fee Rs.25.00 Library membership fees Adults - Rs.100.00 Children - Rs.50.00

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 :- R.D.Nalin Pushpakumara

Position :- Secretary

Venue :- Deraniyagala Pradeshiya Sabha, No 90,
Dehiowita Road, Deraniyagala

Phone/Fax/E- Mail :- 0362249275 / deraniyagalaps@yahoo.com

Name :- D.G.P.Malkanathi

Position :- Development Officer I

Venue :- Deraniyagala Pradeshiya Sabha, No 90,
Dehiowita Road, Deraniyagala

Phone/Fax/E- Mail :- 0362249275 / deraniyagalaps@yahoo.com

- Acknowledgements of receipt of all complaints will be sent within 03 days and the final decision will be notified within 07 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 -

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