

Name of the Institution - Our Vision - Our Mission-	Mahara Pradeshiya Sabha. Confirmed continuous development through appearing a public environment from engaging usefully with limited resources. Our mission is to go towards to achieve continuous development adjoining period according to the supplementary laws and regulations, in order to lovely environment with participating main common useful service of the public, development of citizens, enlightening the road lights, common highways and health of people living within the jurisdiction area of pradeshiya sabha.
---	---

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 2. A certified copy of the National Identity Card of the applicant 3. 03 copies of the building plan certified by a qualified person (You may know from the website of the Local Authority or from the Front Office the applicable qualified person depending on the nature of the application) 4. A copy of the approved survey plan of the land on which the building is to be constructed (This applies only to urban development areas declared under Urban Development Authority Act.) 5. Depending on the nature of the building construction, recommendations/ 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/ lawyer. 9. A copy of the assessment tax paid receipt up to the end of the financial year (the owner of a document must be the owner of the relevant land. Otherwise, the owner's name must be recorded.) 	<p>Officer of Front Office</p> <p>☎. 0112926282</p>	<ol style="list-style-type: none"> 1. Technical Officer / Public Health Inspector ☎.0112927076 2. Officer in charge of subject ☎.0112926282 3. Planning Committee 	14 days	<ol style="list-style-type: none"> 1. Application fee Rs. 1000.00 2. Processing fee (fee depending on the nature of development stipulated in Schedule 2 of the Urban Development Authority Planning and Development Regulations-2021)
-----	--------------------------	--	---	--	---------	--

02.	Approving development plans for sub-division and amalgamation of land	<ol style="list-style-type: none"> 1. Duly perfected application in Schedule I of the Urban Development Authority Planning and Development Regulations-2021 2. A certified copy of the National Identity Card of the applicant 3. 02 copies of the survey plan relating to the sub-division or amalgamation certified by a qualified person (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. Copies of pre-approved land survey plans 5. Depending on the nature of the development, certificates /recommendations issued by the institutions mentioned in the application form. 6. When the applicant is not the owner of the land, delegation of authority letter from the owner of the land 7. A copy of the deed of the land certified by a Notary Public/lawyer. (A title deed prepared after 31/03/2013 must bear stamp of the Provincial Revenue Department that the stamp duty paid is correct.) 8. A rough sketch showing other surrounding landmarks for easy access to the location of land 9. A copy of the assessment tax paid receipt up to the end of the financial year (the owner of a document must be the owner of the relevant land. Otherwise, the owner's name must be recorded.) 	<p>Officer of Front Office</p> <p>☎.0112926282</p>	<ol style="list-style-type: none"> 1. Technical Officer ☎.0112927076 2. Officer in charge of subject ☎.0112926282 3. Planning Committee 	14 days	<ol style="list-style-type: none"> 1. Application fee Rs. 1000.00 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.	Granting cover approval for unauthorized constructions	<ol style="list-style-type: none"> 1. In the case of an urban development area, the application in Schedule I of the Urban Development Authority Planning and Development Regulations-2021. 2. A certified copy of the National Identity Card of the applicant 3. 03 copies of the building plan certified by a qualified person (You may know from the website of the local authority or from the Front Office the applicable qualified person depending on the nature of the application) 4. A copy of the approved survey plan of the land where the building to be constructed. 5. Depending on the nature of building construction, certificates / recommendations 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/ lawyer. (A title deed prepared after 31/03/2013 must bear stamp of the Provincial Revenue Department that the stamp duty paid is correct.) 9. A copy of the assessment tax paid receipt up to the end of the financial year (the owner of a document must be the owner of the relevant land. Otherwise, the owner's name must be recorded.) 	<p>Officer of Front Office</p> <p>☎. 0112926282</p>	<ol style="list-style-type: none"> 1. Technical Officer ☎.0112927076 2. Officer in charge of subject ☎.0112926282 3. Planning Committee 	<p>28 days</p> <p>(If the construction complies with the plans and building regulations)</p>	<ol style="list-style-type: none"> 1. Application fee Rs. 1000.00 2. Processing fee (fee depending on the nature of development stipulated in Schedule 2 of the Urban Development Authority Planning and Development Regulations-2021) 3. Late fee (fee charged depending on the nature of development stipulated in Schedule 2 of the Planning and Development Regulations)
-----	--	--	---	--	--	---

04.	Issue of Certificate of Conformity	<ol style="list-style-type: none"> 1. The application in Schedule I of the Urban Development Authority Planning and Development Regulations-2021 2. Copy each of development plan issued and approved plan 3. A copy of the assessment tax paid receipt up to the end of the financial year (the owner of a document must be the owner of the relevant land. Otherwise, the owner's name must be recorded.) 	<p>Officer of Front Office</p> <p>☎.01129226282</p>	<ol style="list-style-type: none"> 1. Technical Officer ☎.0112926282 2. Officer in charge of subject ☎.0112926282 3. Planning Committee 	<p>14 days (If without defects)</p>	<ol style="list-style-type: none"> 1. Application fee is not charged. 2. Processing fee According to the nature and type of construction
05.	Issue of Certificate of Street Lines/ Building Lines and Non-acquisitions	<ol style="list-style-type: none"> 1. Duly perfected application 2. A copy of the survey plan of the land 3. A certified copy of the National Identity Card of the applicant 4. When the applicant is not the owner of the land, a consent letter from the owner of the land 5. A copy of the deed of the land certified by a Notary Public/ lawyer. (A title deed prepared after 31/03/2013 must bear stamp of the Provincial Revenue Department that the stamp duty paid is correct.) 6. A copy of the assessment tax paid receipt up to the end of the financial year (the owner of a document must be the owner of the relevant land. Otherwise, the owner's name must be recorded.) 	<p>Officer of Front Office</p> <p>☎.070112926282</p>	<ol style="list-style-type: none"> 1. Technical Officer ☎.0112927076 2. Officer in charge of subject ☎.0112926282 	<p>Street lines</p> <p>1 when not demarcated – 15 minutes</p> <p>2. when demarcated – 5 days</p>	<ol style="list-style-type: none"> 1. Application fee is not charged. 2. Processing fee Rs.1000/- (the fee mentioned in the gazette for the current year) (Rs.100/- stamp duty)

06.	Issue of Trade Licenses	1. Duly perfected application 2. In the case of an industry or business which requires Environmental Protection License (EPL), a certified copy of the valid EPL	Officer of Front Office ☎. 0112926282	1. Public Health Inspector ☎..... 2. Revenue Inspector ☎. 0112926282 ..	14 days	Rs.1000/- (the fee mentioned in the gazette for the current year) (Rs.100/- stamp duty)
07.	Levying Business Tax	Business Tax Notice sent to you by the Local Authority	Officer of Front Office ☎.0112926282	Revenue Inspector ☎.0112926282	15 minutes	According to the nature of business amount specified in annual gazette
08.	Levying Industry Tax	1. Industry Tax Notice sent to you by the Local Authority 2. Duly perfected application	Officer of Front Office ☎.0112926282	Revenue Inspector ☎.0112926282	15 minutes	Amount specified in annual gazette Rs.1000/-

9.	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 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 copy of the approved survey plan of the land (not needed in renewal of the license) 8. A copy of the approved building plan (not needed in renewal of the license) 	<p>Officer of Front Office</p> <p>☎.0112926282</p>	<ol style="list-style-type: none"> 1. Officer in charge of subject ☎..... 2. Technical Officer ☎..... 3. Technical Committee 	14 days	<ol style="list-style-type: none"> 1. Application Rs. 250.00 2. Processing fee stipulated in environmental regulations 3. License fee Rs.4500.00
----	----------------------------------	---	--	---	---------	---

10.	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 	<p>Officer of Front Office</p> <p>☎.0112926282</p>	<ol style="list-style-type: none"> 1. Officer in charge of subject ☎.0112926282 2. Revenue Inspector ☎.0112926282 	3 days	<ol style="list-style-type: none"> 1. License fee charged on the square area of the advertisement as per provisions of By-laws / gazette
11.	Levying Rates	Assessment Notice sent to you by the local authority or Prepaid Receipts	<p>Officer of Front Office</p> <p>☎.0112926282</p>		10 minutes	Total amount specified in Assessment Notice

12.	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, copy of NIC of the deceased and a document confirming that if a resident of the jurisdiction (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 ☎. 0112926282	Outside office hours, the Nominated Officer ☎.0701818369	15 minutes	<ol style="list-style-type: none"> 1. Within local limits Rs. 5000.00 2. Outside local limits Rs. 10000.00 (Amount mentioned in Annual Gazette)
13.	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 ☎.0112926282	Technical Officer ☎.0112927076	2 days	Depends on the extent of the damage and nature of the road
14.	Removing hazardous situation caused by trees	Submission of name/address/telephone number and road map along with complaint, details of owner of trees	Officer of Front Office ☎. 0112926282	Technical Officer ☎. 0112927076	7 days	Free of charge

15.	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 after the expiry of 30 days from the conclusion of the entertainment activity. 	<p>Officer of Front Office</p> <p>☎. 0112926282</p>	<p>Revenue Inspector</p> <p>☎. 0112926282</p>	<ol style="list-style-type: none"> 1. 02 days 2. 7 days from submitting Annexure 02 	<p>20 % of the face value of each admission ticket</p> <p>(percentage is determined as resolved by the local authority and approved by the Minister) (The amount published in the Annual Gazette)</p>
16.	Renting Play-ground	<ol style="list-style-type: none"> 1. Duly perfected application 	<ol style="list-style-type: none"> 1. Officer of Front Office ☎. 0112926282 2. Playground Keeper ☎. 	<p>Technical Officer</p> <p>☎.</p>	<ol style="list-style-type: none"> 1. 15 minutes to reserve playground 	<ol style="list-style-type: none"> 1. Playground fee Rs.1000.00 2. Security deposit Rs. 5000.00

17.	Providing gully bowser service	Duly perfected application	1. Officer of Front Office ☎.0112926282. 2. Gully bowser Driver ☎.....	1. Officer in charge of subject ☎.0112926282	15 minutes to reserve bowser	1. Bowser fee i. within the area only Rs. 8000.00
18.	Providing water bowser service	Duly perfected application	1. Officer of Front Office ☎.0112926282 2. Water bowser Driver ☎.....	Technical Officer ☎.....	15 minutes to reserve bowser	1. Bowser Charge (Within 20 km without water) i. within the area Rs. 12000.00 2. For Transportation Rs. 250/- each above the 20 km

19.	Registration and revision of property title (Deed Summary)	1. Lawyer / Notary Public Duly perfected application(Along with the documents mentioned in the application) 2. 2 copies of the deed attested by a Notary Public/ lawyer (A title deed prepared after 31/03/2013 must bear stamp of the Provincial Revenue Department that the stamp duty paid is correct.) 3. 02 copies of approved plan	Officer of Front Office ☎0112926282	1. Officer in charge of subject ☎. 0112926282 2. Revenue Inspector ☎. 0112926282	5 days	1. Application fee Rs. 100.00 2. Processing fee Rs. (Depend on value of deed)
20.	Levying Taxes on sale of certain lands	Tax on sale of certain lands notice sent to you by the local authority	1. Revenue Inspector ☎..... 2. Officer of Front Office ☎.....	Officer in charge of subject ☎. 0112926282	3 days	1% of the proceed of sale of land
21	Disposal of garbage at business premises	Duly perfected application	Officer of Front Office ☎.0112926282	Committee – 1. Superintend of Work 2. Community Development Officer 3. Health Inspector	3 days	1. Garbage disposal fee 2. Additional deposit

Our Commitment

We are committed to provide our services -

- With integrity
- Wisely
- politely
- With understanding
- Subjective and unbiased
- With transparency
- With accountability
- diligently
- Effectively and efficiently

Our Expectation

We thank you for the trust you have placed in our institution and we wish to inform you that you can support us by submitting your requests for our services in a fair, reasonable and timely manner, by providing complete and accurate information, and by acquiring sufficient understanding about what you can and cannot expect from us.

Our Standards

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

If the required information, documents and fees are submitted with your application, we will be obliged to provide you with the requested service within the stipulated time frame.

In the event that the final decision may or will be delayed, or when a problematic situation arises, we will immediately inform you of the causes of such delay.

Grievance and Redress Mechanism

Our staff will provide you with the necessary help and services in a courteous manner. Please register your complaints regarding the above standards to the following officials.

Name :- Mrs. L.A.Manjula Samanthi

Position :- Secretary

Venue :- Mahara Pradeshiya Sabha

Phone/Fax/E- Mail :- 0112927076/ 0112925247/ maharapradeshiyasabha@gmail.com

- Acknowledgements of receipt of all complaints will be sent within 03 days and the final decision will be notified within 14 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 0112927076

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