Name of the Institution - - Biyagama Municipal/Urban Council/Pradeshiys Sabha.

Our Vision - - A prosperous city through sustainable social-economic-environmental development.

Our Mission - - Regulating, controlling and administrating all matters relating to public health, public utilities and public routes and to protect and enhance the betterment, comfort and well being of the people and all facilities within the administrative area.

| **Citizen Charter for Local Authorities** | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** |
| **#** | **Service provided** | **Documents to be submitted** | **Contact officer and T.P. numbers** | **Other Officers & T.P. Numbers** | **Minimum time taken to complete the task** | **Relevant Fee** |
| 01. | Approving Building Plans | 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  🕿 Head office –  0112402226  Sub office  🕿 Delgoda –  0778820907  0716560950  🕿 Kadawatha  0785629085  🕿 Makola  0703712870 | 1.Technical Officer  🕿 Delgoda –  0777279181  🕿 Kadawatha  0713524141  🕿 Makola  0704243276  2. Officer in charge of subject  🕿 Delgoda –  0778820907  🕿 Kadawatha  0703273230  🕿 Makola  0703712870  3. Planning Committee  🕿 0702110823 | 14 days | 1. application fee  Rs.1000/-  2. Processing fee  **Residential**  **Individual (Per 1sq.m)**  up to 400 – Rs.20/-  401 – 1000 – Rs.22/-  1001 – 2000 – Rs.25/-  Over 2000 - Rs.2000 for every 90 sq.m  **Upstairs (Per 1sq.m)**  up to 400 – Rs.25/-  401 – 1000 – Rs.27/-  1501 – 2000 – Rs.32/-  Over 2000 - Rs.2000 for every 90 sq.m  **Business**  Fees are same above apartments |
| 02. | Approving development plans for sub-division and amalgamation of land | 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  🕿 Head office –  0112402226  Sub office  🕿 Delgoda –  0778820907  0716560950  🕿 Kadawatha  0785629085  🕿 Makola  0703712870 | 1.Technical Officer  🕿 Delgoda –  0777279181  🕿 Kadawatha  0713524141  🕿 Makola  0704243276  2. Officer in charge of subject  🕿 Delgoda –  0778820907  🕿 Kadawatha  0703273230  🕿 Makola  0703712870  3. Planning Committee  🕿 0702110823 | 14 days | 1. Application fee Rs. 1000/-  2. Processing fee  **Residential and business**  **(Per 1sq.m)**  150 – 300 – Rs.1000/-  301 – 600 – Rs. 800/-  601 – 900 – Rs. 600/-  Over 900 - Rs.500 |
| 03. | Revalidation of development license | 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  🕿 Head office –  0112402226  Sub office  🕿 Delgoda –  0778820907  0716560950  🕿 Kadawatha  0785629085  🕿 Makola  0703712870 | 1.Technical Officer  🕿 Delgoda –  0777279181  🕿 Kadawatha  0713524141  🕿 Makola  0704243276  2. Officer in charge of subject  🕿 Delgoda –  0778820907  🕿 Kadawatha  0703273230  🕿 Makola  0703712870 | 7 days | 1. Application fee  Rs. 100/-  2. Processing fee  Rs. 100/- |
| 04. | Granting cover approval for unauthorized constructions | 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  🕿 Head office –  0112402226  Sub office  🕿 Delgoda –  0778820907  0716560950  🕿 Kadawatha  0785629085  🕿 Makola  0703712870 | 1.Technical Officer  🕿 Delgoda –  0777279181  🕿 Kadawatha  0713524141  🕿 Makola  0704243276  2. Officer in charge of subject  🕿 Delgoda –  0778820907  🕿 Kadawatha  0703273230  🕿 Makola  0703712870  3. Planning Committee  🕿 0702110823 | 28 days | 1. Application fee Rs.1000/-  2. Processing fee  Service charge for cover approval for unauthorized building according to amount of encroachment ( In addition to processing charge)  3. Late fee  In case of settlement without obtaining compliance certificate, Rs 100 the per day. |
| 05. | Issue of Certificate of Conformity | 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 local authority  2. Copy each of development plan issued and approved plan  3. When the applicant is not the owner of the land, a consent letter from the owner of the land | Officer of Front Office  🕿 Head office –  0112402226  Sub office  🕿 Delgoda –  0778820907  0716560950  🕿 Kadawatha  0785629085  🕿 Makola  0703712870 | 1.Technical Officer  🕿 Delgoda –  0777279181  🕿 Kadawatha  0713524141  🕿 Makola  0704243276  2. Officer in charge of subject  🕿 Delgoda –  0778820907  🕿 Kadawatha  0703273230  🕿 Makola  0703712870  3. Planning Committee  🕿 0702110823 | 14 days | 1. Application fee  Rs.100/-  2. Processing fee **Residential**  **Individual (Per 1sq.m)**  up to 400 – Rs.4000/-  Rs 15/- for every sq.m or part thereof above 400  **Non Residential**  **(Per 1sq.m)**  up to 400 – Rs.5000/-  Rs 25/- for every sq.m or part thereof above 400 **Upstairs (Per 1sq.m)**  up to 400 – Rs.4000/-  Rs 20/- for every sq.m or part thereof above 400  For boundary walls Rs 100/- per one length meter.  For telecommunication / Transmission tower Rs.5000/ |
| 06. | Issue of Certificate of Street Lines/ Building Lines | 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  🕿 Head office –  0112402226  Sub office  🕿 Delgoda –  0778820907  0716560950  🕿 Kadawatha  0785629085  🕿 Makola  0703712870 | 1.Technical Officer  🕿 Delgoda –  0777279181  🕿 Kadawatha  0713524141  🕿 Makola  0704243276  2. Officer in charge of subject  🕿 Delgoda –  0716953771**/** 0779456762  🕿 Kadawatha  0713284484**/** 0776282226  🕿 Makola  0768657644 | Street lines  1 when not demarcated – 15 minutes  2. when demarcated – 5 days | 1. Application fee  Rs. 200/-  2. Processing fee  Rs. 300/- |
| 07. | Issue of Non-acquisition Certificates | 1. Application letter for non-acquisition certificate with details of the property  2. When the applicant is not the owner of the land, a consent letter from the owner of the land  3. all amounts due to the local authority should have been settled | Officer of Front Office  🕿 Head office –  0112402226  Sub office  🕿 Delgoda –  0778820907  0716560950  🕿 Kadawatha  0785629085  🕿 Makola  0703712870 |  | 15 minutes | Done under issuance of Street line certificate |
| 08. | 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  🕿 Head office –  0112402226  Sub office  🕿 Delgoda –  0778820907  0716560950  🕿 Kadawatha  0785629085  🕿 Makola  0703712870 | 1. Public Health Inspector  🕿 0712384487  2. Technical Officer  🕿 Delgoda –  0777279181  🕿 Kadawatha  0713524141  🕿 Makola  0704243276 | 14 days | The amount mention in the notice informed by council.  Rs.1000/- + stamp fee Rs 100/- |
| 09. | Levying Business Tax | Business Tax Notice sent to you by the Local Authority | Officer of Front Office  🕿 Head office –  0112402226  Sub office  🕿 Delgoda –  0778820907  0716560950  🕿 Kadawatha  0785629085  🕿 Makola  0703712870 | Revenue Inspector  🕿 0717571522 | 15 minutes | Amount specified in Tax Notice  Rs.3000/- + stamp fee Rs 300/- |
| 10. | Levying Industry Tax | Industry Tax Notice sent to you by the Local Authority | Officer of Front Office  🕿 Head office –  0112402226  Sub office  🕿 Delgoda –  0778820907  0716560950  🕿 Kadawatha  0785629085  🕿 Makola  0703712870 | Revenue Inspector  🕿 0717571522 | 15 minutes | Amount specified in Tax Notice  Rs.1000/- + stamp fee Rs 100/- |
| 11. | Environmental Protection License | 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  🕿 0112402226 | 1. Officer in charge of subject  🕿 0719121195  2. Community Development Officer  🕿 0712050349  3. Technical Committee  🕿 0712384487 | 14 days | 1. Application  Rs. 200/-  2. Processing fee stipulated in environmental regulations  Full investment value is  less than Rs. 250,000/- then Rs 3000/-  Rs. 250,001/- to 500,000/- then Rs 3750/-  Rs. 500,001/- to 1,000,000/- then Rs 5000/-  More than Rs.1,000,000/- then Rs 10,000/-  3. License fee  Rs. 4,500.00 |
| 12. | Issue of permits for display of advertisements | 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  Sub office  🕿 Delgoda –  0778820907  0716560950  🕿 Kadawatha  0785629085  🕿 Makola  0703712870 | 1. Officer in charge of subject  🕿 Delgoda  0778356360  🕿 Kadawatha  0785629085  🕿 Makola  0716403766.  2. Revenue Inspector  🕿 0717571522 | 3 days | 1. Application fee  Free of charge  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  Sub office  🕿 Delgoda –  0778820907  0716560950  🕿 Kadawatha  0785629085  🕿 Makola  0703712870 | 1. Officer in charge of subject  🕿 Delgoda  0716953471/ 0779456762  🕿 Kadawatha  0713284484/ 0776282226  🕿 Makola  0706555184 | 15 minutes | Total amount specified in Assessment Notice |
| 14. | Reservation of Crematorium | 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  Sub office  🕿 Delgoda –  0778820907  0716560950  🕿 Makola  0703712870 | Outside office hours, the Nominated Officer  🕿 0788830490  🕿 0758044685 | 15 minutes | 1. Within local limits  Rs. 5000/-  2. Outside local limits  Rs. 7000/- |
| 15. | Application for permission to cause damages to road | 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  Sub office  🕿 Delgoda –  0778820907  0716560950  🕿 Kadawatha  0785629085  🕿 Makola  0703712870 | Technical Officer  🕿 Delgoda –  0777279181  🕿 Kadawatha  0713524141  🕿 Makola  0704243276 | 2 days | Depends on the extent of the damage  Concrete Road  Rs 1816/- per 1sq.k.m  Tar Road  Rs 1228/- per 1sq.k.m  Interlock Road  Rs 1960/- per 1sq.k.m  Carpet Road  Rs 6019/- per 1sq.k.m  Graval Road  Rs 581/- per 1sq.k.m |
| 16. | Removing hazardous situation caused by trees | Duly perfected application | Officer of Front Office  Sub office  🕿 Delgoda –  0778820907  0716560950  🕿 Kadawatha  0785629085  🕿 Makola  0703712870 | Technical Officer  🕿 Delgoda –  0777279181  🕿 Kadawatha  0713524141  🕿 Makola  0704243276 | 21 days | Free of charge |
| 17. | Levying and exempting from entertainment 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 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  Sub office  🕿 Delgoda –  0778820907  0716560950  🕿 Kadawatha  0785629085  🕿 Makola  0703712870 | Revenue Inspector  🕿 0717571522 | 1. 02 days  2. 7 days from submitting Annexure 02 | Twenty five percent (25%) of the face value of each admission ticket  (percentage is determined as resolved by the local authority and approved by the Minister) |
| 18. | Renting Play-ground | 1. Duly perfected application | 1. Officer of Front Office  Sub office  🕿 Delgoda –  0778820907  0716560950  Playground Keeper  🕿 0758044685 | Technical Officer  🕿 Delgoda –  0773668969 | 1. 15 minutes to reserve playground | 1. Playground fee  **Delgoda playground**  Spots club or government institute -  Rs. .5000/-  Business institution – Rs.15000/-  Carnival or music show – Rs 10000/-  2. Security deposit  Rs. 1000/-  **Mawbima Wakadawela playground**  Spots club or government institute -  Rs. .2000/-  Business institution – Rs.3000/-  **Patiwila Playground**  Spots club or government institute -  Rs. .3000/-  Business institution – Rs.5000/-  Carnival or music show – Rs 10000/-  2. Security deposit  Rs. 5000/- |
| 19. | Providing gully bowser service | Duly perfected application | 1. Officer of Front Office  🕿 0113055749 | 1. Public Health Inspector 🕿 0712384487  2. Health Administrator  🕿 0773596120 | 15 minutes to reserve bowser | 1. Bowser fee  Rs. 6000/- |
| 20. | 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  Sub office  🕿 Delgoda –  0778820907  0716560950  🕿 Kadawatha  0785629085  🕿 Makola  0703712870 | 1. Officer in charge of subject  🕿 Delgoda –  0717272747  🕿 Kadawatha  0713284484/  0776282226  🕿 Makola  0706555184  2. Revenue Inspector  🕿 0717571522 | 5 dyas | 1. Application fee  Rs. 500/-  2. Processing fee  Rs. .500/- |
| 21. | Levying Taxes on sale of certain lands | Tax on sale of certain lands notice sent to you by the local authority | 1. Revenue Inspector  🕿 0717571522.  2. Officer of Front Office    Sub office  🕿 Delgoda –  0778820907  0716560950  🕿 Kadawatha  0785629085  🕿 Makola  0703712870 | Officer in charge of subject  🕿 Delgoda –  0778820907  🕿 Kadawatha  0703273230  🕿 Makola  0703712870. | 15 minutes | One percent (1%) of the proceed of sale of land |
| 22 | Disposal of garbage at none residential sites | Duly perfected application | Officer of Front Office  🕿 0113055749 | Committee -  1. Public Health Inspector 🕿 0712384487 | 3 days | 1. Garbage disposal fee  2. Depending on the amount of waste deposed of and the location of the business |

**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 :- | M.D.T.Wasanthamala | Ajantha Nishamani Ranathunga |
| Position :- | Management Service officer | Chief Management Service officer |
| Venue :- | Head Office | Head Office |
| Phone | 0701402226 | 0113112111 |
| Fax | 0112403194 | 0112403194 |
| E- Mail | biyagama24@gmail.com | biyagama24@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:0113112111

b. If you wish to advise or comment on this Citizen Charter, please upload your details to our website: https://biyagama.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!**