

Citizens Charter of Karandeniya Pradeshiya Sabha

Name of the Institution - **Karandeniya Pradeshiya Sabha.**

Our Vision - "South's Greatest City through efficient and effective services"

Our Mission - By managing all the existing resources of the institution efficiently and effectively, providing the most advanced roads, health facilities and public utility services to the people, thereby providing a safe and beautiful environment by optimally meeting the public welfare and welfare.

Citizens' Charter for Karandeniya Pradeshiya Sabha

1. #	2. The service provided	3. Documents to be submitted	4. Direct Contact Officer and Telephone number	5. Other officers and phone numbers	6. Minimum time taken to complete tasks	7. Applicable fee
01.	Approval of building plans	1. Application received by the Council for jurisdictions under the Urban Development Authority Act 2. Application received by the council for areas under the authority of the Housing and Urban Development Ordinance 3. 03 copies of the building plan certified by a qualified person (according to the nature of the construction, who is the relevant qualified person can be ascertained from the Technical Service Officer) 4. A copy of the approved survey plan of the land on which the building is to be constructed 5. Certificates issued by the institutions mentioned in the application form depending on the construction nature of the building 6. In case the applicant is not the owner of the land, an affidavit with the letter stating the consent of the land owner 7. A rough sketch drawn showing the surrounding location for	Front desk Officer ☎ 091-	1. Subject Officer ☎ 091- 22 91539 2. Technical Officer 3. Public Health Inspector 4. Planning Committee	14 days	1. Application fee Rs.700/- 2. Advance Fee (Fee as per nature of development mentioned in Schedule 2 of Planning and Development Orders)

	<p>easy access to the location of the land</p> <p>8. A copy of the land deed certified by a notary public</p> <p>9. In the case of land located in an assessable area, the property must be registered and settled in the name of the owner of the land.</p>				
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1. #	2. The service provided	3. Documents to be submitted	4. Direct Contact Officer and Telephone number	5. Other officers and phone numbers	6. Minimum time taken to complete tasks	7. Applicable fee
02.	Approval of land subdivision and consolidation development plans	<p>1. Application received by the Council for jurisdictions under the Urban Development Authority Act</p> <p>2. Application received by the council for areas under the authority of the Housing and Urban Development Ordinance</p> <p>3. 2 copies and the original of the survey plan relating to subdivision of land or consolidation of land certified by a qualified person</p> <p>4. Certificates issued by the institutions mentioned in the application form depending on the nature of the development</p> <p>5. In case the applicant is not the owner of the land, an affidavit with the letter stating the consent of the land owner</p> <p>6. A copy of the land deed certified by a notary public</p> <p>7. A rough sketch drawn showing the surrounding location for easy access to the location of the land</p>	<p>Front desk Officer</p> <p>☎ 091- 22 91539</p>	<p>1. Subject Officer</p> <p>☎ 091- 22 91539</p> <p>2. Technical Officer</p> <p>4. Planning Committee</p>	14 days	<ul style="list-style-type: none"> • Application fee Rs.600/ • Advance Fee <p>(The fee according to the nature of the development mentioned in the 2nd Schedule of the Planning and Development Orders)</p>
03.	Extension of validity of a development permit	<p>1. Duly completed application form</p> <p>2. Original copy of approved development plan</p>	<p>Front desk Officer</p> <p>☎ 091- 22</p>	<p>1. Subject Officer</p> <p>☎ 091- 22</p>	14 days	<ul style="list-style-type: none"> • For one year - Rs.500/- ➤ Up to 1000 Sq.

	<p>3. Copy of issued Development Permit.</p> <p>4. Attested copy of both sides of the National Identity Card of the applicant.</p> <p>5. In case the applicant is not the owner of the land, an affidavit of the owner of the land along with the letter expressing his consent</p>	91539	91539	<p>2. Technical Officer</p> <p>4. Planning Committee</p>	<p>m. Rs.5000/-</p> <p>➤ Over 1000 Sq. m. Rs.10,000/-</p>
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1. #	2. The service provided	3. Documents to be submitted	4. Direct Contact Officer and Telephone number	5. Other officers and phone numbers	6. Minimum time taken to complete tasks	7. Applicable fee
4.	Approval of cover for unauthorized construction	<p>1. Application received by the Council for jurisdictions under the Urban Development Authority Act</p> <p>2. Application received by the council for areas under the authority of the Housing and Urban Development Ordinance</p> <p>3. 03 copies of the building plan certified by a qualified person (according to the nature of the construction, who is the relevant qualified person can be ascertained from the Technical Service Officer)</p> <p>4. A copy of the approved survey plan of the land on which the building is to be constructed</p> <p>5. Certificates issued by the institutions mentioned in the application form depending on the construction nature of the building</p> <p>6. In case the applicant is not the owner of the land, an affidavit with the letter stating the consent of the land owner</p> <p>7 A rough diagram drawn showing the surrounding location for easy access to the location of the land</p>	<p>Front desk Officer</p> <p>☎ 091- 22 91539</p>	<p>1. Subject Officer</p> <p>☎ 091- 22 91539</p> <p>2. Technical Officer</p> <p>3. Public Health Inspector</p> <p>4. Planning Committee</p>	14 days	<ul style="list-style-type: none"> • Application fee Rs.700/- • Advance Fee (The fee according to the nature of the development) • Coverage approval fees



		8 A copy of the land deed certified by a notary public 9. In the case of land located in an assessable area, the property must be registered and settled in the name of the owner of the land.				
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1. #	2. The service provided	3. Documents to be submitted	4. Direct Contact Officer and Telephone number	5. Other officers and phone numbers	6. Minimum time taken to complete tasks	7. Applicable fee
5.	Issuance of Certificate of Compliance	<p>1. Application received by the Council for jurisdictions under the Urban Development Authority Act</p> <p>2. Application received by the council for areas under the authority of the Housing and Urban Development Ordinance</p> <p>3. One copy each of issued development permit and approved plan.</p> <p>4. In case the applicant is not the owner of the land, the letter expressing the consent of the owner of the land. An affidavit with</p>	<p>Front desk Officer</p> <p>☎ 091- 22 91539</p>	<p>1. Subject Officer</p> <p>☎ 091- 22 91539</p> <p>2. Technical Officer</p> <p>3. Public Health Inspector</p> <p>4. Planning Committee</p>	14 days	<ul style="list-style-type: none"> • Within the jurisdiction of the Housing and Urban Development Ordinance. <ul style="list-style-type: none"> 1. Residential – 850/- 2. Non-Residential – 1,100/- • Fees are charged according to the gazette dated 2021. 07. 08 bearing the number 2235/54 within the jurisdiction of the Urban Development Authority.
6.	Issuance of Street Line / Building Limit Certificates	<p>1. Duly completed application form</p> <p>2. A copy of the land survey plan and a copy of the deed</p> <p>3. A certified copy of the applicant's National Identity Card</p>	<p>Front desk Officer</p> <p>☎ 091- 22</p>	<p>1. Subject Officer</p> <p>☎ 091- 22</p>	30 minutes	<ul style="list-style-type: none"> • Application fee Rs.600/-

			91539	91539 2. Technical Officer		
7.	Issuance of trade licences	Correctly completed application form	Front desk Officer  091- 22 91539	1. Subject Officer  091- 22 91539 2. Revenue Inspector	14 Days	<ul style="list-style-type: none"> The amount mentioned in the notice to be notified by the council
8.	Collection of business tax	1. Duly completed application form. 2. Business tax notice sent to him by the council	Front desk Officer  091- 22 91539	1. Subject Officer  091- 22 91539 2. Revenue Inspector	15 Minutes	<ul style="list-style-type: none"> The amount mentioned in the tax notice

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9.	Collection of Industry Tax	1. Duly completed application form. 2. Business tax notice sent to him by the council	Front desk Officer  091- 22 91539	1. Subject Officer  091- 22 91539 2. Revenue Inspector	15 Minutes	<ul style="list-style-type: none"> The amount mentioned in the tax notice

10.	Environmental Protection Permit	<p>1.Duly completed application form.</p> <p>2.An outline of the route to the location of the factory or business.</p> <p>3.Details of the number of employees employed in the work.</p> <p>4. A certified copy of the business registration certificate. (Not required in case of license renewal)</p> <p>5. A copy of the deed of the land belonging to the place where the business is carried on. (Not required in case of license renewal)</p> <p>6. If the person running the industry/business does not have the right to the land, if it is an agreement with the owner, or an affidavit in the letter expressing the consent of the owner of the land. (Not required in case of license renewal)</p> <p>7. Certified copy of the approved survey plan of the land. (Not required in case of license renewal)</p> <p>8. Certified copy of approved building plan (not required in case of renewal of license)</p>	<p>Front desk Officer</p> <p>☎ 091- 22 91539</p>	<p>1. Subject Officer</p> <p>☎ 091- 22 91539</p> <p>2.Technical Officer</p>	<p>14 days</p>	<ul style="list-style-type: none"> • Inspection Fees (Depending on Initial Investment) • Licence fee Rs. 4500/-
11.	Issuance of Advertisement Display Permits	<p>1. Duly completed application form;</p> <p>2.A likeness of the advertisement intended to be displayed, printed on A 4 paper (including the colors used);</p>	<p>Front desk Officer</p> <p>☎ 091- 22 91539</p>	<p>1. Subject Officer</p> <p>☎ 091- 22 91539</p> <p>2.Technical Officer</p>	<p>02 days</p>	<ul style="list-style-type: none"> • Permit fee according to the area of advertisement as prescribed in the bye-laws

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			number			
12.	Levy of assessment	Assessment notice sent to him by the council	Front desk Officer ☎091-22 91539	1. Subject Officer ☎091-22 91539 2.Revenue Inspector	15 Minutes	<ul style="list-style-type: none"> The total amount shown in the assessment notice
13.	Reservation of the cemetery	1.Duly completed application form 2. Copy of Death Certificate of the Deceased (Original required for verification. In case of death abroad, Death Certificate issued in that country - with English translation if not in English)	Front desk Officer ☎091-22 91539	1. Subject Officer ☎091-22 91539	15 Minutes	<ul style="list-style-type: none"> Within the jurisdiction Rs.7,500/- Outside the jurisdiction Rs.10,000/-
14.	Requesting permission to damage roads	1.Duly completed application form 2.A rough diagram showing the convenient route to reach the designated point on the road intended to be damaged. 3. A copy of the letter issued by the institution providing the relevant service connection.	Front desk Officer ☎ 091- 22 91539	1. Subject Officer ☎ 091- 22 91539	2 Days	<ul style="list-style-type: none"> Varies .according to the damaging area
15.	Removal of hazardous conditions caused by trees	1.Duly completed application form	Front desk Officer ☎ 091- 22 91539	1. Subject Officer ☎ 091- 22 91539	3 Days	<ul style="list-style-type: none"> Application fee Rs. 850/-

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16.	Collection of entertainment tax and exemption from entertainment tax	<p>01. For the purpose of collecting Entertainment Tax -</p> <p>i. printed tickets prepared for sale;</p> <p>02. In relation to an exemption from entertainment tax, acting as in 1 above –</p> <p>i. Demand letter</p> <p>ii. According to the value of the tickets proposed to be sold, an amount equal to the entertainment tax should first be deposited in the House;</p> <p>iii. At the time of deposit of entertainment tax, the estimate of income and expenses of the entertainment work</p> <p>iv. Details of actual income and expenses of the entertainment work 30 days before the completion of the entertainment work</p>	<p>Front desk Officer</p> <p>☎ 091- 22 91539</p>	<p>1. Subject Officer</p> <p>☎ 091- 22 91539</p> <p>2. Revenue Inspector</p>	<p>1. 02 Days</p> <p>2. From the date of submission of attachment</p>	<ul style="list-style-type: none"> 10% of the face value of each ticket
17.	Rental of Community Halls	1.Duly completed application form	<p>Front desk Officer</p> <p>☎ 091- 22 91539</p>	<p>1. Subject Officer</p> <p>☎ 091- 22 91539</p>	Reservation of the Hall 15 Minutes	<ul style="list-style-type: none"> For 01 day Charge for the hall - Rs. 3000/- Security amount - Rs. 2000/-
1.	2. The service provided	3. Documents to be submitted	4. Direct Contact Officer and Telephone number	5. Other officers and phone numbers	6. Minimum time taken to complete tasks	7. Applicable fee
18.	Rental of Play grounds	1.Duly completed application form	<p>Front desk Officer</p> <p>☎ 091- 22</p>	<p>1. Subject Officer</p> <p>☎ 091- 22</p>	Reservation of Play ground 15 Minutes	Reservation of T. D. Samaraweera Play ground / Bandula Senadheera Play ground

			91539	91539		<p>(For a day)</p> <ul style="list-style-type: none"> • Reservation of Yakkatuwa Play ground / Gurubebila For a soft-ball cricket tournament Rs. 2000/- Deposit amount Rs. 1000/- • For a Musical show Rs. 12000/- Deposit amount Rs. 20000/- • For a Carnival Rs. 12000/- Deposit amount Rs. 20000/- • Other purposes Rs. 2000/- Deposit amount Rs. 1000/- <p>For other Play ground / Sohona handiya play ground / Mabingoda Manimel Play ground</p> <p>➤ Reservation of Yakkatuwa Play ground / Gurubebila</p> <ul style="list-style-type: none"> • For a soft-ball cricket tournament Rs. 1500/- Deposit amount Rs. 1000/- • For a Musical show Rs. 5000/- Deposit amount Rs. 10000/- • For a Carnival Rs. 5000/- Deposit amount Rs. 10000/- • For other purposes
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Rs. 2000/- Deposit
amount Rs. 1000/-

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19.	Provision of water supply. (Only from Uragasmandhiya Pradeshiya Sabha Sub Office)	1. Duly completed application form 2. Grama Seva certificate for proof of residence	Front desk Officer ☎ 091- 22 91539	1. Subject Officer ☎ 091- 22 91539	14 Days	Application fee – Ras 100/- • Residential – Rs. 16,500/- • Commercial – Rs. 23,500/-
20	Providing water bowser service	1. Duly completed application form	Front desk Officer ☎ 091- 22 91539	1. Subject Officer ☎ 091- 22 91539	Reservation of the Bowser 15 Minutes	• Empty bowser – Rs. 1200/- • With water – Rs. 3500/- • Transportation fee within 5 km. (Rs. 2000/- (Rs. 100/- will be charged for exceeding each 1km.)
21	Providing Water bowser service	1. Duly completed application form	Front desk Officer ☎ 091- 22 91539	1. Subject Officer ☎ 091- 22 91539	15 Minutes	➤ For a day without water • 2000 Litres Rs. 500/- • 1000 Litres Rs. 250/-
22	Amendment of	1. Duly completed deed summary extract must be certified by a	Front desk	1. Subject	5 Days	• For Deed Summary

	title to assessable property Reservation	notary public. 2. 2 copies of the certificate and 02 copies of the pamphlet	Officer ☎ 091- 22 91539	Officer ☎ 091- 22 91539		extract Fee Rs. 400/-
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1. #	2. The service provided	3. Documents to be submitted	4. Direct Contact Officer and Telephone number	5. Other officers and phone numbers	6. Minimum time taken to complete tasks	7. Applicable fee
23	Taxation on sale of certain lands	1. Application received by the Council for jurisdictions under the Urban Development Authority Act 2. Application received by the council for areas under the authority of the Housing and Urban Development Ordinance 3. 2 copies and original of the survey plan relating to subdivision of land or consolidation of land certified by a qualified person 4. A copy of the land deed certified by a notary public 5. A rough sketch drawn showing the surrounding location for easy access to the location of the land	Front desk Officer ☎ 091- 22 91539	1. Subject Officer ☎ 091- 22 91539 2. Technical Officer 3. Revenue Inspector	28 Days	<ul style="list-style-type: none"> One percent (1%) of the currency value of the sold land
24	Reservation of Stone Crushing Roller	1. Duly completed application form	Front desk Officer ☎ 091- 22	1. Subject Officer ☎ 091- 22	15 Minutes	For 08 meter hour for a day - Rs. 20,300/- (must be transported)

			91539	91539		
25	Reservation of Motor Grader	1.Duly completed application form	Front desk Officer ☎ 091- 22 91539	1. Subject Officer ☎ 091- 22 91539	15 Minutes	<ul style="list-style-type: none"> For a meter hours Rs. 8,800/- (Reserved only. for minimum 06 meter hours.)
26	Reservation of 03 cube Tipper vehicle with fuel	1.Duly completed application form	Front desk Officer ☎ 091- 22 91539	1. Subject Officer ☎ 091- 22 91539	15 Minutes	For 08 hours - Rs. 15,000/-
27	Acreage Taxation	Satyekshana notification issued by the local council	Front desk Officer ☎ 091- 22 91539	1. Subject Officer ☎ 091- 22 91539	15 Minutes	The amount shown in the verification notice
28	Reservation of Backhoe Loader	1.Duly completed application form	Front desk Officer ☎ 091- 22 91539	1. Subject Officer ☎ 091- 22 91539	15 Minutes	<ul style="list-style-type: none"> For 01 meter hour - Rs.5,000/- (Minimum meters booked for 02 hours only)

Our dedication

- Sincerely
- Wisely
- politely
- With understanding
- Subjective and unbiased
- With transparency
- Accountability
- Immediately
- Effectively and efficiently

We are committed to providing.

Our expectation

We thank you for the trust you have placed in our company and provide sufficient information on what you can and cannot expect from us by submitting your requests for our services in a fair, reasonable and timely manner, and by providing complete and accurate information. We would like to inform you that you can support us by understanding.

Our standards

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

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

In the event that the final decision may or may not be delayed, or when a problematic situation arises, we will immediately inform you of the reason.

Grievance and Redressal Mechanism

The staff of our company will provide you with the necessary help and services in a courteous manner. Please register your complaints related to the above standards to the following officials.

Name :- A. H. Ravindra Lasantha

Position :- Secretary

Location :- Maha Edanda, Karandeniya

Phone :- 0912291539

Fax :- 0912291539

E-Mail:-karandenyaps@ymail.com karandenyapradeshiya saba@gmail.com

Name :- K. D. Harshani Chamila Kumari

Position :- Chief Management Service Officer

Location :- Maha Edanda, Karandeniya

Phone :- 0912291539

Fax :- 0912291539

E-Mail:- karandenyaps@ymail.com karandenyapradeshiya
saba@gmail.com

• All complaints will be notified within 3days and the final response will be notified within 7days.

• We welcome suggestions from you, the client public.

a. We will have ongoing meetings with you or your representatives receiving our services. If you wish to get in touch with us, please contact us 0912291539

b. Enter your details on our www.karandenyaps.lk enter the site.

Citizen Charter is a joint effort between 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.