

Citizens' Charter

2023



Weligepola Pradeshiya Sabha

Openayaka.

This charter is a written commitment to fulfill the vision and mission of our organization and the services provided more efficiently and with better quality, in an excellent manner.

“ A friendly meeting, satisfactory service”

Our Endeavor

With this Charter, we declare that we are committed to carry out the service to the public or clients with utmost honesty, understanding, efficiency and transparency without engaging in bribery and corruption.

Our Vision

“Let’s uphold the public well- being.”

Our Mission

To provide more efficient and satisfactory service by utilizing the available resources effectively and easing the adverse conditions in the lives of the people living within the Weligepola Pradeshiya Sabha area.

Your Duty

We expect that the information provided by you as citizens will be prompt, honest, truthful and lawful.

Name of the Institution - Weligepola Pradeshiya Sabha.

Our Vision - “Let’s uphold the public well- being.”

Our Mission - To provide more efficient and satisfactory service by utilizing the available resources effectively and easing the adverse conditions in the lives of the people living within the Weligepola Pradeshiya Sabha 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

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	- Duly filled application - A certified copy of the National Identity Card of the applicant 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) - 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.) - Depending on the nature of the building construction, certificates issued by the institutions mentioned in the application form. - When the applicant is not the owner of the land, a consent letter from the owner of the land - A rough sketch showing other surrounding landmarks for easy access to the location of land - A copy of the deed of the land certified by a Notary Public. - 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 ☎ 0452270410. .	- Technical Officer / Public Health Inspector ☎ .071-7448972 071-7646202 - Officer in charge of subject ☎ . 0718521841 - Planning Committee	14 days	- Application fee Rs. 500.00 - Processing fee (Depends on the nature of development stipulated in Schedule 2 of the Planning and Development Regulations) Below 1000 sq. ft.- Rs. 1000.00 1000 to 3000 sq. ft.- Rs.1500 - Approval Charges for Building Construction Residential buildings Rs. 4.50 to Rs. 13.50 Commercial Buildings Rs. 8.00 to Rs. 25.50 Charges vary depending on the extent and ground of the floor.

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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	1. Duly perfected application 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 ☎ 0452270410. .	1. Technical Officer/ Public Health Inspector ☎ 071-7448972 071-7646202 2. Officer in charge of subject ☎ 0718521841 3. Planning Committee	14 days	1. Application fee Rs. 500.00 2. Processing fee Rs.1500.00 (Depending on the nature of development stipulated in Schedule 2 of the Planning and Development Regulations) Charges for approval of Plot Plan Less than 01 acre - Rs.1500.00 • Between 01-02 acres Rs.2000.00 • Lands above 02 acres -Rs.800.00 (per acre)

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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 ☎ 0452270410.	1. Technical Officer ☎ .071-7448972 071-7646202 2. Officer in charge of subject ☎ 0718521841	7 days	2. Processing fee 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
04.	Granting cover approval for unauthorized constructions	- The application obtained from Front Office - A certified copy of the National Identity Card of the applicant 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) - 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) - Depending on the nature of building construction, certificates issued by institutions mentioned in the application - When the applicant is not the owner of the land, a consent letter from the owner of the land - A rough sketch showing other surrounding landmarks for easy access to the location of land - A copy of the deed of the land certified by a Notary Public.	Officer of Front Office ☎ 0452270410. .	- Technical Officer/ Public Health Inspector ☎ 071-7448972 071-7646202 - Officer in charge of subject ☎ .0718521841 - Planning Committee	28 days	- Processing fee (fee depending on the nature of development stipulated in Schedule 2 of the Planning and Development Regulations) - Delay fee (fee charged depending on the nature of development stipulated in Schedule 2 of the Planning and Development Regulations)
						Upto Plinth level – Rs.10.00 (per sq.meter) first Slab – Rs.30.00 from the first Slab to the second Slab- Rs.40.00 Third Slab – Rs.50.00

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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
05.	Issuance of Certificate of Conformity	- The duly perfected application - 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 ☎ 0452270410. .	- Technical Officer/ Public Health Inspector ☎ .. 071-7448972 071-7646202 - Officer in charge of subject ☎ 0718521841 - Planning Committee	14 days	2. Inspection fee Rs. 1000.00
06.	Issuance of Certificate of Street Lines/ Building Lines	- 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 ☎ 0452270410. .	- Technical Officer/ Public Health Inspector ☎ .071-7448972 071-7646202 - Officer in charge of subject ☎ 0718521841	Street lines 1 when not demarcated – 15 minutes 2. when demarcated – 5 days	Inspection fee for Issuance of Certificate of Street Lines Rs.1000.00
07.	Issuance of Non-acquisition Certificates	- 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 ☎ .0452270410. .	- Technical Officer/ Public Health Inspector ☎ .071-7448972 071-7646202 - Officer in charge of subject ☎ 0718521841	15 minutes	Charges for issuance of Non-acquisition Certificates Rs.1000.00

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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
08.	Issuance 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 ☎ 0452270410.	1. Public Health Inspector ☎ 071-7448972 071-7646202 2. Technical Officer ☎ 071-7448972 071-7646202	දින 14	The amount mentioned in the notification sent by the Sabha Determined on the annual value of the place. Rs.500.00 Rs.750.00 Rs.1000.00
09.	Levying Business Tax	Business Tax Notice sent to you by the Local Authority	Officer of Front Office ☎ 0452270410. .	Head of Revenue Division ☎ 071-3333003	15 minutes	Fee is determined on the annual income of the previous year
10.	Levying Industry Tax	Industry Tax Notice sent to you by the Local Authority	Officer of Front Office ☎ 0452270410. .	Head of Revenue Division ☎ 071-3333003	15 minutes	Fee is determined on the annual income of the previous year

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11.	Environmental Protection License	- Duly perfected application. - Rough sketch of the route to the place of industry or business. - Details of the staff to be deployed. - A certified copy of the Business Registration (not needed in renewal of the license) - A copy of the deed of the land where the business is carried on (not needed in renewal of the license) - 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) - 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)	Officer of Front Office ☎ 0452270410. .	- Officer in charge of subject ☎ . 071-7448972 071-7646202 - Technical Officer - Technical Committee	14 days	- Processing fee stipulated in environmental regulations Rs. 3000.00 - License fee Rs. 4500.00 - Stamp duty Rs.450.00

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12.	Issuance 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 ☎ 0452270410. .	1. Officer in charge of subject ☎ 2. Head of Revenue Division ☎ 071-3333003	3 days	2. License fee charged on the square area of the advertisement as per provisions of By-laws For advertisements displayed on a wall – Rs.50.00 (per sq.foot) For permanent advertisements -Rs.150.00 For advertisements through cloths (banners and cutouts) - Rs.50.00 (per sq.foot) For a digital printing advertisement - Rs.100.00 (per sq.foot)

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13.	Levying Rates	Assessment Notice sent to you by the local authority	Officer of Front Office ☎.0452270410. .	Head of Revenue Division ☎ 071-3333003	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.	1. Provision of new water supply services 2. Customer Name change in a water bill	1. Duly perfected application 2. Residence Proof Certificate or copy of the Deed 3. Receipt of payment of assessment if within the assessment limit 1. A document confirming the relationship with the original customer 2. Receipt of payment of assessment if within the assessment limit	Officer of Front Office ☎.0452270410. .	Outside office hours, the Nominated Officer ☎	15 minutes	1. Issuance of an application for water Rs.100.00 2. Down payment for a water connection Rs. 16250.00 3. Customer Name change in a water bill (Agreement Bond) Rs.2000.00 4. Charges for reconnecting disconnected water supply Rs.3000.00 5. Fine for unauthorized water utilization Rs.5000.00

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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
18.	Renting Reception Halls/Town Halls/Community Halls	Duly perfected application	1. Officer of Front Office 0452270410. . ☎ 2. Officer in charge of the Hall ☎	Technical Officer ☎ . 071-7448972 071-7646202	1. 15 minutes to reserve the hall –	1. Renting out the assembly hall for functions (per day) Rs. 25000.00 2 For marketing exhibitions, meetings, Pre school functions (per day) Rs. 10000.00 3 Other matters (per hour) Rs. 1000.00
19.	Renting Play-ground	1. Duly perfected application	1. Officer of Front Office 0452270410. . ☎	Technical Officer ☎	1. 15 minutes to reserve playground	1. Playground fee (per day) Rs. 3000.00
20.	Providing gully bowser service	Duly perfected application	1. Officer of Front Office ☎ 0452270410. . 2. Gully bowser Driver ☎	1. Technical Officer ☎ 071-7448972 071-7646202 2. Public Health Inspector / Health Administrator ☎	15 minutes to reserve bowser	1. Bowser fee Rs. 5750.00 2. For transport – Rs.400.00 per kilometer

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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.i	Providing water bowser service	Duly perfected application	1. Officer of Front Office ☎.0452270410. . 2. Water bowser Driver ☎ 0452270410. .	Technical Officer ☎ . 071-7448972 071-7646202	15 minutes to reserve bowser	1. Bowser fee Rs. 3000.00 2 for every additional 1 km Rs. 200.00 3 Retention fee - Rs.500.00 per day If the water bowser is retained, Rs. 200.00 will be charged for each km to bring it back. Rs.5500.00 (per Machine Hour)
21.ii	Renting out the JCB machine	Duly perfected application	1. Officer of Front Office ☎.0452270410. .			
22.	Registration and revision of property title (Name Change in Assessment Register)	1. Duly perfected application (in duplicate) 2. 2 copies of the deed attested by a Notary Public 3. Folios to prove the ownership of the land	1. Officer of Front Office ☎.0452270410	1. Officer in charge of subject ☎ Head of Revenue Division ☎ 071-3333003.	5 days	1. Application fee Rs.100.00 2. for changing the name Rs.1500.00
23.	Levying Taxes on sale of certain lands	Tax on sale of certain lands notice sent to you by the local authority	2. Officer of Front Office ☎.0452270410	Officer in charge of subject ☎	15 minutes	One percent (1%) of the proceed of sale of land

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24.	Issue of Public performance & carnival license	- Duly perfected application; - A rough sketch of the carnival ground drawn on A4 paper showing every feature of the carnival; - Letter confirming that sufficient toilet facilities (Female/male and disabled) will be provided for the people coming to the carnival; - Certificate of Structural Stability of the temporary buildings put up on the carnival grounds issued by a Mechanical Engineer; - Certificate issued by the Medical Officer of Health that unpolluted and sufficient ventilation is available for people converged in such buildings; - Letter confirming that sufficient fire extinguishers (general, electricity, and fuel fire extinguishers) are used in the case of sudden fire outbreak; - 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; - 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 ☎.0452270410	- Officer in charge of subject ☎ - Technical Officer ☎ . 071-7448972 071-7646202 - Public Health Inspector ☎	2 days	Fees are charged as prescribed by the Minister
25	Disposal of garbage at none residential sites (Tax for Garbage collection)	Duly perfected application	Officer of Front Office ☎ 0452270410	Committee - - Public Health Inspector - Technical Officer & - Revenue Inspector	3 days	Garbage disposal fee Rs.1500 per time
26.	Levying Acreage Tax	Verification notice issued by the Pradeshiya Sabha	Officer of Front Office ☎ 0452270410	Head of Revenue Division ☎ 071-3333003.	15 minutes	Amount specified in the verification notice

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27.	Digital Library Services	Duly perfected application	Officer of Front Office ☎ 0452270410	Officer in charge of subject ☎ .070-7431388. .		1. Library Membership fee Adults – Rs.100.00 Children – Rs.50.00 2. Membership Renewal Fee Adults – Rs.50.00 Children – Rs.30.00 3. Usage of Internet Rs.100.00 (per hour) 4.. Print outs Maximum charge Rs .75 .00 Minimum Rs 10.00 1. Delay charges for library books Rs.3.00 (per day) 2. Project of Technological Initiation Rs.287.50

Access to the Website of the Weligepola Pradeshiya Sabha .

www.weligepola.ps.gov.lk

Our Service

We are committed to respond to all requests and statements made by you at our earliest.

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 :- u.k shanika	Name :-
Position :- Development officer	Position :-
Venue :- Weligepola Pradeshiya Sabha,Openayaka.	Venue :-
Phone/Fax/E- Mail :- 070-7431388	Phone/Fax/E- Mail :-

- Acknowledgements of receipt of all complaints will be sent within 5..... and the final decision will be notified within 3....→
- 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 0452270410

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

Thank you!