

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 034-2276375	<ol style="list-style-type: none"> 1. Technical Officer / Public Health Inspector 2. Officer in charge of subject 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) Rs.

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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 034-2276375	<ol style="list-style-type: none"> 1. Technical Officer/ Public Health Inspector 2. Officer in charge of subject 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) Rs.....

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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 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 034-2276375	<ol style="list-style-type: none"> 1. Technical Officer/ Public Health Inspector 2. Officer in charge of subject 3. 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)
04.	Issue of Certificate of Conformity	<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 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 034-2276375	<ol style="list-style-type: none"> 1. Technical Officer/ Public Health Inspector 2. Officer in charge of subject 3. Planning Committee 	14 days	<ol style="list-style-type: none"> 1. Application fee Rs. 2. Processing fee Rs. 265.00

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05.	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 034-2276375	1. Technical Officer/ Public Health Inspector 2. Officer in charge of subject	Street lines 1 when not demarcated – 15 minutes 2. when demarcated – 5 days	1. Application fee Rs. . . - 2. Processing fee Rs. . . . 265.00.
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 034-2276375	1. Public Health Inspector 2. Technical Officer	14 days	
07.	Levying Business Tax	Business Tax Notice sent to you by the Local Authority	Officer of Front Office . 034-2276375	Revenue Inspector	15 minutes	Amount specified in Tax Notice R.s.1200/1300
08.	Levying Industry Tax	Industry Tax Notice sent to you by the Local Authority	Officer of Front Office 034-2276375	Revenue Inspector	15 minutes	Amount specified in Tax Notice R.s.1000

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09.	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 034-2276375	<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. .1000.00 2. Processing fee stipulated in environmental regulations 3. License fee Rs. 4500.00

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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 	Officer of Front Office 034-2276375	<ol style="list-style-type: none"> 1. Officer in charge of subject 2. Revenue Inspector 	3 days	<ol style="list-style-type: none"> 1. Application fee Up to Rs. 500.00. 2. License fee charged on the square area of the advertisement as per provisions of By-laws
11.	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 034-2276375	Outside office hours, the Nominated Officer	15 minutes	<ol style="list-style-type: none"> 1. Within local limits Rs. . . . 100.00. . 2. Outside local limits Rs. . 100.00.
12.	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 034-2276375	Technical Officer	2 days	Depends on the extent of the damage

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13.	Removing hazardous situation caused by trees	Duly perfected application	Officer of Front Office 034-2276375	Technical Officer	3 days	Free of charge Application Fee Rs.250.00
14.	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 . 034-2276375	Revenue Inspector	<ol style="list-style-type: none"> 1. 02 days 2. 7 days from submitting Annexure 02 	10%..... percent (....%) of the face value of each admission ticket (percentage is determined as resolved by the local authority and approved by the Minister)
15.	Disposal of garbage at none residential sites	Duly perfected application	Officer of Front Office 034-2276375	Committee - 1. Public Health Inspector 2. Technical Officer & 3. Revenue Inspector	3 days	<ol style="list-style-type: none"> 1. Garbage disposal fee 2. Additional deposit Rs.1500.00(for One Tracter)

16.	Annual bicycle license	Annual bicycle license 01. Submit the application. (Mentioning the type and number of the bicycle is mandatory) 02. Keep the plate close. 03. Should be obtained between January 01 and 31 every year. (Valid for relevant year only)	Officer of Front Office 034-2276375	1. Subject Officer	15 minutes	Fees Rs.265
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	Service provided	Documents to be submitted	Direct contact officer and phone number	Other officers and phone numbers	Time taken to complete the task	The applicable fee
17.	Issuance of Non-Vesting Certificates	01. Letter requesting a Non-Vesting certificate with details of the property. 02. All rates owed to the council must have been paid.	Officer of Front Office 034-2276375		5 Minutes	Advance fee 01. Certificate fee Rs.200.00 02. Copy charges Rs.30.00
18.	Levy of assessment	01. Assessment Notice sent to you by the local authority. 02. Otherwise, an assessment bill was paid in the previous year.	Officer of Front Office 034-2276375		5 Minutes	Annual fee or quarterly fee
19.	Obtaining a certificate of ownership	01. Complete and submit the relevant application form. 02. Certification of payment of assessment tax. 03. Certificate Fees.	Officer of Front Office 034-2276375		5 Minutes	Rs.200.00
20.	Amendment to ownership in assessment record.	01. (AT) Application Fees to receive the application 02 . Get it completed by a lawyer/notary public I. Copy of deeds II. Approved copy of the land III. Certificate of payment of arrears of assessment tax. IV. Revenue Inspector's Report V. Reference to the assessor. (Kalutara).	Officer of Front Office 034-2276375		Time till return to office by assessment department	Rs.100.00

21.	Extract of assessment documents for court proceedings	<p>01. Apply by a lawyer. Should mention the case number.</p> <p>02. To search documents (should have time as per the number of years.)</p> <p>03. Payment should be paid according to the number of years.</p> <p>i. Rs. 50.00 for the first year.</p> <p>ii From the second year to 10 years Rs. 20.00 X 10</p> <p>iii. For Rs 30.00 per year from next year to final year.</p> <p>iv. Deposits Rs. 50.00 per year VAT -15% NBT – 2%</p>	Officer of Front Office 034-2276375		01 week	<p>Rs.100.00 Rs .50.00 x 10</p> <p>Rs 75.00 each Rs.100.00 each.</p> <p>VAT -15% NBT – 2%</p>
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Welfare Services

22	Library membership	<p>01. Get the application form.</p> <p>02. Complete and submit.</p> <p>03. Pay the relevant amount to the library</p>	Officer of Front Office 034-2276375			The application and membership fee is Rs. 210/-
23.	Admission of children to Urban Council's preschool.	<p>01. Get the application form (Oct.0. Application Form) (Admission of Children on January 2nd week)</p> <p>Free for children from 03 years old to 05 years old.</p>	Officer of Front Office 034-2276375			
24.	Establishment of the Community Centre.	<p>01. 01. Meet the Community development officer.</p> <p>02. Work as per the constitution.</p> <p>03. Open the Library /Baby Schools by the Community centre.</p> <p>04. Should be registered on the approval of the Department of Local Government.</p> <p>05. Conduct the election and implement.</p>	Officer of Front Office 034-2276375			
25	Providing Ayurvedic Dispensaries Facility	<p>.</p> <p>Free Ayurvedic medicine is facilitated.</p>	Officer of Front Office 034-2276375			

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.U.W.Gunawardhana

Name :- G.D.M.K.Senevirathna

Position :- Secretary

Position :- Development Officer

Venue :- Beruwala Urban Council

Venue :- Beruwala Urban Council

Phone/Fax/E- Mail :- 071-5992473

Phone/Fax/E- Mail :- 071-6649262

- Acknowledgements of receipt of all complaints will be sent within03..... and the final decision will be notified within14.....
- 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. 034-2276375 .
If you wish to advise or comment on this Citizen Charter, please upload your details to our website www.ucberuwala@gmail.com

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!