

Name of the Institution: Gampola Urban Council

Our Vision: Enriched Prosperity
in Gangasiripura City

Our Mission: Providing Uninterrupted Service for Health and mental care facilities for peoples' Healthy Life, Ecological Environment Visions, Quality Roadways for Residences, Bright Street Lamps without Darkness, Pure Water Supply to ease Thirsty, Systematically Planned Constructions Knowledge Enriched Libraries, and more and more with your participation are our Mission.

Gampola Urban Council - Citizens' Charter

Serial No.	Services provided	Documents Required	Time duration for providing services	The officer directly involved in this regared and the telephone number	Officer has to meet	The charges related
01	Obtaining a Business Licence	➤ Document to prove the Lease, Rental or the ownership of the palce concerned ➤ Duly filled application form ➤ A certified copy of the valid Environment Protection Certificate, in case of an industry or business to be obtainable an Environment Protection Certificate	14 days	Officer of the Front Office 081-2352275	➤ Chief of the Revenue Section ➤ Public Health Inspector ➤ Subject Officer	The amount mentioned in the notification of the Council
02	Changing name of the owner in the Assessment Tax Register	➤ Duly filled application form ➤ A copy of the deed ➤ A copy of the plan ➤ Title Report (The application form should be certified by a Notary Public that the Title Report is correct)	14 days	Officer of the Front Office 081-2352275	➤ Chief Revenue Inspector ➤ Subject Officer	Application Form charges Rs. 250.00 The amount mentioned in the notification of the Council
03	Obtaining an Assessment Tax Number	➤ Request letter relating the land that the Assessment Tax number has to be obtained ➤ A copy of the deed ➤ A copy of the plan	14 days	Officer of the Front Office 081-2352275	➤ Chief of the Revenue Section ➤ Chief Revenue Inspector	The amount mentioned in the notification of the Council

		➤ An approved plan, if a building is forwarded in it ➤ If the main land is plotted, a written proof has to be forwarded for plotting main land approved by the Urban Council			➤ Revenue Inspector in charge of the Assessment Tax ward ➤ Subject Officer	
04	Levy of Business Tax	➤ Business Tax Notice sent by the Council to your address	01 day	Officer of the Front Office 081-2352275	Revenue Inspector	Amount mentioned in the Tax Notice
05	Levy of Industrial Tax	➤ Industrial Tax Notice sent by the Council to your address	01 day	Officer of the Front Office 081-2352275	Revenue Inspector	Amount mentioned in the Tax Notice
06	Registration and Amendments of the ownership of Properties	➤ Perfectly filled Application (in 2 copies) ➤ 2 copies of the deed certified by the Notary Public	05 days	Officer of the Front Office 081-2352275	Revenue Inspector Officer in charge of the subject	Application Form charges Rs. 250.00
07	Tax on Sale of Certain Lands	➤ Tax on Sale of Certain Lands notice sent by the council to your address	15 minutes	Officer of the Front Office 081-2352275	Officer in charge of the subject	One (1%) per centum of the turn over amount received by the sale of lands.
08	Obtaining permission to exhibit a Propaganda Banner, cut – out or a permanent Notice Board	➤ A written request mentioning the size of the propaganda media and the place exhibiting the notice ➤ If it is a place belonging to the Road Development Authority, documents relating to the permission ➤ Wherever an advertisement notice affixed and exhibited in a road or in a reservation, the first copy of the letter issued by the chief of the Traffic Police unit of the Police Station related to the place exhibited the advertisement. ➤ If the applicant is not the owner of the land, the first copy of the letter issued by the owner of the building or the land confirming the permission. ➤ If an advertisement exhibited within the Urban Development area, the certified	03 days	Officer of the Front Office 081-2352275	Revenue Inspector Officer in charge of the subject	Application Form charges Rs. Amount mentioned by the Council imposing under provisions of By Laws

		copy of the Urban Development Authority issued under Planning and Development order of 104 of 2021.				
09	Levy of Entertainment Tax and exemption from Entertainment Tax	- For the levy of Entertainment Tax – - Printed Entrance Tickets ready for sale- - The computer security word for electronic sealing proposed to be sell through internet. - For the exemption of Entertainment Tax, as per mentioned in 1, - According to the value of the tickets proposed to sell, an equal amount of the Entertainment Tax to be deposited in the Council for the first instant. - An estimated income and expenditure of the entertainment activity should be forwarded when the Entertainment Tax amount is deposited. - Actual income and expenditure of the entertainment activity, before the end of 30 days of such entertainment concluded.	02 ays Within 7 days of handing over the Annex 02.	Officer of the Front Office 081-2352275	Revenue Inspector Officer in charge of the subject	From the face value of every ticket ; 10% for tickets 0 – 200 12% for tickets 200 – 500 15% for tickets Exceeding 500 (The per centum will be decided according to the approval of the Minister and resolution of the Council)
10	Renting Funeral Halls	- Perfectly completed Application Form - Death Certificate of the deceased - National Identity Card of the deceased - National Identity Card of the person reserving the crematorium	Reservation of the Hall within 15 minutes	Officer of the Front Office 081-2352275	Technical Officer Public Health Inspector Officer in charge of the subject	- Hall charges : Rs. 15000.00 - Security Deposit amount: Rs. 5000.00
11	Renting own Hall	Perfectly completed Application Form	Reservation of the Hall within 15 minutes	Officer of the Front Office 081-2352275	Technical Officer Officer in charge of the subject	- Hall charges : Rs. 7500.00 - Security Deposit amount: Rs. 5000.00

12	Renting the Playgrounds	Perfectly completed Application Form	Reservation of the Hall within 15 minutes	Officer of the Front Office 081-2352275	Technical Officer Officer in charge of the subject	1. Hall charges : Rs. 12000.00 2. Security Deposit amount: Rs. 5000.00
13	Reservation of Crematorium	- Perfectly completed Application Form - National Identity Card of the applicant (Needed first copy for checking purpose) - Death Certificate of the deceased (Needed first copy for checking purpose) If a death occurred in a foreign country, the Death Certificate issued by the country concerned- If it is not in English , attach an English translation of the same.	Within 15 minutes	Officer of the Front Office 081-2352275	Nominated person if not in office hours	Within the authority areas: Rs. 10000.00 Out of the authority areas: Rs. 12000.00 After 6.00 p.m. Within the authority areas: Rs. 12000.00 Out of the authority areas: Rs. 14000.00
14	Approving a Building Plan	➤ Duly filled application form (application form can be obtained upon paying a prescribed charges to the shroff counter) ➤ 03 copies of the building plan forwarded by a qualified person ➤ If it is a plotted land, a photo copy of the approval of plot ➤ A photo copy of the clear deed ➤ Photo copies of recommendation letters according to the conditions of the land plotted ➤ Conformity Certificate of the National Building Research Institute and a photo copy of it, if the area is under threat of earth slips ➤ Permission letter of Reclamation, if it is a paddy field	14 days	Officer of the Front Office 081-2352275	➤ Secretary ➤ Senior Superintendent of Works ➤ Technical Officer ➤ Subject Officer	Application Form charges: Rs. 850.00 Processing Cost: (Charges according to the type of development mentioned in the Schedule 2 of Planning and Development Orders)

		➤ Photo copies of the National Identity Cards of the applicand and the owner of the land ➤ A sketch of the road access to the site ➤ A receipt of payment of Process Cost to the shroff counter, based on the extent of the site (Process Cost is exhibited at the Process Cost office)				
15	Obtaining Permission for Plotting Land	➤ Duly filled application form (application form can be obtained upon paying a prescribed charges to the shroff counter) ➤ Basic plan and a photo copy of it ➤ surveyor plan relating to the plot drawn to scale 1:1000 and 02 photo copies of it ➤ A photo copy of the clear deed ➤ Conformity Certificate of the National Building Research Institute and a photo copy of it, if the area is under threat of earth slips ➤ Permission letter of Reclamation, if it is a paddy field ➤ Photo copies of the National Identity Cards of the applicant and the owner of the land ➤ A sketch of the road access to the site ➤ A receipt of payment of Process Cost to the Shroff counter, based on the extent of the site (Process Cost is exhibited at the Process Cost office)	14 days	Officer of the Front Office 081-2352275	➤ Hon.Chairman ➤ Secretary ➤ Superintendent of Works (Planning Section) ➤ Technical Officer ➤ Subject Officer	Application Form charges: Rs. 150.00 Processing Cost: (Charges according to the type of development mentioned in the Schedule 2 of Planning and Development Orders)
16	Obtaining Conformity Certificate	➤ Duly filled application form (application form can be obtained upon paying a prescribed charge to the shroff counter) ➤ First copy of the Development Licence (the valid period of a Development Licence is one year and if the period is expired, an extension should be taken to it) ➤ A receipt of payment based on the extent of the land should be obtained for issue of conformity certificate	2 weeks if constructed as per approved plan	Officer of the Front Office 081-2352275	➤ Hon.Chairman ➤ Secretary ➤ Superintendent of Works (Planning Section) ➤ Technical Officer ➤ Subject Officer	Application Form charges: Rs. 150.00 Processing Cost: (Charges according to the type of development mentioned in the Schedule 2 of Planning and Development Orders)

17	Issue of Covering Approval on unauthorized constructions	➤ If it is an area of urban development, a prescribed application form given in the Planning and Development Order – Schedule 1 of the Urban Development Authority and, or an application form obtained at the Front Office. ➤ A certified copy of the National Identity Card of the applicant. ➤ 05 copies of the Building Plan certified by a qualified person. (according to the type of the building the qualified person can be identified through the internet or from the Front Office). ➤ A copy of the approver Surveyor Plan of the land concerned the building (it is applicable only for the areas in the urban development published in the Urban Development Authority Act) ➤ The certificates issued by the Institutions concerned according to the type of the building construction, mentioned in the application form. ➤ The consent letter of the owner of the land, if the applicant is not the owner of the land. ➤ A rough sketch to easily access to the place of land, mentioning the adjoining locations. ➤ A copy of the land deed, certified by a Notary Public.	28 days	Officer of the Front Office 081-2352275	Hon.Chairman Secretary Work Superintendent (Planning Section) Technical Officer Officer in charge of the subject	Application Form charges: Rs. 850.00 Processing Cost: (Charges according to the type of development mentioned in the Schedule 2 of Planning and Development Orders
18	Extending the Valid Period of Development License	➤ Perfectly completed Application Form ➤ First copy of the approved Development Plan ➤ A copy of the Development License issued. ➤ A certified copy of both sides of the National Identity Card of the applicant. ➤ The consent letter of the owner of the land, if the applicant is not the owner of the land.	07 days	Officer of the Front Office 081-2352275	Hon.Chairman Secretary Work Superintendent (Planning Section) Technical Officer Officer in charge of the subject	Extension charges for one year period: Rs. 5000.00

19	Obtaining a Library Membership	Duly filled application form	01 day	Officer of the Front Office 081-2352275	➤ Secretary ➤ Librarians ➤ Library Assistants	Application Form charges: Rs. 20.00 Within the authority areas of the Council: Membership Fee Adults: Rs. 150.00 Deposit amount: Rs. 200.00 Services amount: Rs. 200.00 Out of the authority areas of the Council within 10 miles radius around: Membership Fee Adults: Rs. 200.00 Deposit amount: Rs. 300.00 Services amount Rs. 200.00 Within the authority areas of the Council: Membership Fee Children: Rs. 100.00 Deposit amount: Rs. 100.00 Services amount: Rs. 100.00 Out of the authority areas of the Council within 10 miles radius: Membership Fee Children: Rs. 150.00 Deposit amount: Rs. 200.00 Services amount
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20	Issue of Non Vesting Certificates relating to the Street Line ownership	➤ Duly filled application form (application form can be obtained from the Works Unit) ➤ A copy of the deed related to the land ➤ A copy of the plan ➤ Obtaining Assessment Tax Report from the Revenue Section. (Arrears in Assessment Tax should be settled) ➤ Obtaining Technical Officer's report from the Works Unit) ➤ Obtaining recommendation from Works Superintendent of Works Unit)	If all documents were perfect, can be issued within one hour	Officer of the Front Office 081-2352275	➤ Secretary ➤ Chief of the Revenue Section ➤ Technical Officer / Work Superintendent ➤ Subject Officer of the Works Unit	Rs. 1250.00 will be charged for the issue of Street line ownership and Non vesting Certificate
21	Damaging roads for laying pipe lines	➤ Letter issued by the National Water Supply and Drainage Board ➤ Obtaining Assessment Tax Report from the Revenue Section. (Arrears in Assessment Tax should be settled) ➤ Obtaining Technical Officer's report from the Works Unit ➤ Obtaining recommendation from Works Superintendent of Works Unit)	If all documents were perfect, can be issued within one hour	Officer of the Front Office 081-2352275	➤ Secretary ➤ Chief of the Revenue Section ➤ Technical Officer / Work Superintendent ➤ Subject Officer of the Works Unit	Varied according to the size of the damage
22	Cutting and Removing Dangerous Tree	➤ Written request ➤ Duly filled application form (application form can be obtained from the Works Section) ➤ Obtaining Technical Officer's report from the Works Unit ➤ Obtaining recommendation from Works Superintendent ➤ If a formal permit obtainable tree, a document relating the permit issued by the Divisional Secretary	14 days	Officer of the Front Office 081-2352275	➤ Work Superintendent of Works Unit ➤ Technical Officer ➤ Subject officer	Complaints for removal of a dangerous tree Rs.150.00 per tree
23	Obtaining Environment Protection Licence	➤ Duly filled application form (application form can be obtained from the shroff counter upon a cash payment)	30 days	Officer of the Front Office 081-2352275	➤ Hon. Chairman ➤ Secretary	Application Form charges: Rs. 1000.00

		➤ A sketch of the road access to the location of business ➤ A Certification of Business Registration ➤ Business Licence issued by the Local Authority related or a copy of cash receipt ➤ A copy of approved Building Plan ➤ Surveyor's plan of the land (plan) ➤ A copy of clear deed of the land or documents to prove ownership /occupation ➤ Prevention measures for waste garbage / air pollution /sound pollution ➤ A copy of licence obtained from the Bureau of Geological Survey and Mining			➤ Environment Officer ➤ Sectional Head of Health Unit ➤ Subject Officer ➤ Public Health Inspector ➤ Superintendent of Works Revenue Inspector	Process Cost mentioned in the Environment Commands: Rs. 3000.00 License charges: Rs. 4500.00
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Our Devotions:

We are devoted to serve with:

Honesty
 Sensible
 Pleasing manner
 Awareness
 Subject based and impartial
 Transparency
 Assurance
 Efficiency and Effectively

Our Expectation

We do thank you for having trust on our Institution and you can extend your support to us by forwarding your just and reasonable request to us to render our service in time, submitting complete and correct information and keeping sufficient awareness on our abilities and disabilities.

Our Standards

Every written request from you will get instant reaction from us. Actions will be sent to you within 07 day time from us. If required information, documents and the charges related were forwarded, we are bound to render our service to you within the time duration mentioned, on your request. Instant information will be given to you on delay in coming to a final decision or we were compelled to get delay or aroused any problems on compulsory delays will be instantly informed to you.

Complaints and Measures Providing Reliefs

The staff of our Institution will render a cordial, helpful and pleasing service to you. Any complaints relating to the standard above you face, shall make complaints to the under mentioned officers.

Name: P.M. Samantha Aruna Kumara
Post: Hon. Chairman
Location: Gampola Urban Council
Telephone / Fax /e-mail: 081- 2351373
urbancouncilgampola@yahoo.com

Name: U.G. Jayaratna
Post : Secretary
Location: Gampola Urban Council
Telephone / Fax /e-mail: 0814951277
urbancouncilgampola@yahoo.com

All complaints will be acknowledged within 03 days and final reply will be informed within 07 days.

- **We are happy to accept suggestions from our clients**

- a) We are having consecutive meetings with our clients and their representatives. If you are intended to join with us, please call to the number 081- 235 22 75.
- b) If you like to advice or make suggestions on this Citizen Charter, please enter our website www.urbancouncilgampola.lk.....

We are abide to make amendments and improvements in our services provided through this Citizen Charter.

