

CITIZEN'S CHARTER

KADUWELA MUNICIPAL COUNCIL



Name of the Institute - Kaduwela Municipal Council.

Our Vision - “A Municipality where the people’s expectations are blossomed”

Our Mission - Providing a sophisticated life to the General Public with maximum utilization of human & physical resources of the area so as to ensure the Citizens’ pride by deploying the efficient staff of the institute upon the directions of the mature political leadership

The Citizen's Charter for Local Government Institutes

1 Serial No.	2 The service to be provided	3 The documents to be submitted	4 Direct Contact Officer and Telephone Number	5 Other Officers & Telephone Numbers	6 Minimum time required to complete the task (working days)	7 Applicable fee
01.	Approving building plans	<ol style="list-style-type: none"> 1. Duly completed application in Schedule 1 of the Planning and Development Orders of Urban Development Authority- 2021 which obtained from the Local Authority or downloaded from the website of the Local Authority. 2. A certified copy of the National Identity Card of the applicant 3. 03 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 erected. 5. Certificates issued by the institutions mentioned in the application form depending on the nature of the building construction 6. When the applicant is not the owner of the land, a power of attorney should be granted to the applicant enabling him/her to carry out development work on the land. 7. A copy of the deed of the land certified by a Notary Public/Attorney-at-Law 8. The property must be registered in the name of the owner of the land. 9. Documents to be submitted as per existing development regulations in addition to the above documents, 	Subject Officer ☎ Kaduwela District Office 0112 571200 ☎ Battaramulla District Office 0112 867865 ☎ Athurugiriya District Office 0112 561017	<ol style="list-style-type: none"> 1. Technical Officer ☎ Kaduwela District Office 0112 571200 ☎ Battaramulla District Office 0112 867865 ☎ Athurugiriya District Office 0112 561017 2. Planning Committee 	14 days	<ol style="list-style-type: none"> 1. Application fee - Rs.1000.00 2. Processing Fee- The fee charged varies according to the square footage

02.	Approving development plans for sub-division and amalgamation of land	<ol style="list-style-type: none"> 1. Duly completed application in Schedule 1 of the Planning and Development Orders of Urban Development Authority- 2021 which obtained from the Local Authority or downloaded from the website of the Local Authority. 2. A certified copy of the National Identity Card of the applicant 3. The original of the survey plan along with 03 copies of the same 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. Certificates issued by the institutions mentioned in the application form depending on the nature of the development 5. A copy of the deed of the land certified by a Notary Public/Attorney-at-Law 6. The property must be registered in the name of the owner of the land. 7. Documents to be submitted as per existing development regulations in addition to the above documents, 	<p>Subject Officer</p> <p>☎ Kaduwela District Office 0112 571200</p> <p>☎ Battaramulla District Office 0112 867865</p> <p>☎ Athurugiriya District Office 0112 561017</p>	<ol style="list-style-type: none"> 1. Technical Officer ☎ Kaduwela District Office 0112 571200 ☎ Battaramulla District Office 0112 867865 ☎ Athurugiriya District Office 0112 561017 2. Planning Committee 	14 days	<ol style="list-style-type: none"> 1. Application fee - Rs.800.00 2. Processing Fee- The fee charged varies depending on the extent of the Land.
03.	Revalidation of development licences	<ol style="list-style-type: none"> 1. The Request 2. Original copy of approved development plan 	<p>Subject Officer</p> <p>☎ Kaduwela District Office 0112 571200</p> <p>☎ Battaramulla District Office 0112 867865</p> <p>☎ Athurugiriya District Office 0112 561017</p>	<ol style="list-style-type: none"> 1. Technical Officer ☎ Kaduwela District Office 0112 571200 ☎ Battaramulla District Office 0112 867865 ☎ Athurugiriya District Office 0112 561017 	7 days	<ol style="list-style-type: none"> 1. Processing Fee- For a year Rs.5000.00

04.	Issuance of Certificate of Conformity	<ol style="list-style-type: none"> 1. Duly completed application in Schedule 1 of the Planning and Development Orders of Urban Development Authority- 2021 which obtained from the Local Authority or downloaded from the website of the Local Authority 2. Structural engineering recommendation regarding the stability of constructions as required 3. Documents to be submitted as per existing development regulations in addition to the above documents, 	<p>Subject Officer</p> <p>☎ Kaduwela District Office 0112 571200</p> <p>☎ Battaramulla District Office 0112 867865</p> <p>☎ Athurugiriya District Office 0112 561017</p>	<ol style="list-style-type: none"> 1. Technical Officer ☎ Kaduwela District Office 0112 571200 ☎ Battaramulla District Office 0112 867865 ☎ Athurugiriya District Office 0112 561017 2. Planning Committee 	14 days	<ol style="list-style-type: none"> 1. Application Fee Rs.500.00 2. Processing Fee- Charges vary by square footage.
05.	Issuance of Street lines/ building lines certificates.	<ol style="list-style-type: none"> 1. Duly completed application 	<p>Subject Officer</p> <p>☎ Kaduwela District Office 0112 571200</p> <p>☎ Battaramulla District Office 0112 867865</p> <p>☎ Athurugiriya District Office 0112 561017</p>	<ol style="list-style-type: none"> 1. Technical Officer ☎ Kaduwela District Office 0112 571200 ☎ Battaramulla District Office 0112 867865 ☎ Athurugiriya District Office 0112 561017 	02 days	Processing Fee Rs.650.00

06.	Issuance of Non-Vesting/ownership Certificates.	1. The relevant application for a Non-Vesting Certificate along with the data over the property	Subject Officer ☎ Kaduwela District Office 0112 571200 ☎ Battaramulla District Office 0112 867865 ☎ Athurugiriya District Office 0112 561017	1. Revenue Inspector ☎ Kaduwela District Office 0112 571200 ☎ Battaramulla District Office 0112 867865 ☎ Athurugiriya District Office 0112 561017	02 days	Processing Fee Rs.650.00
07.	Issuance of Trade Licences.	1. Duly perfected application 2. In the case of an industry or business which requires an Environmental Protection License (EPL), a certified copy of the valid EPL 3. Business Registration Certificate 4. The approved plot plan 5. The approved building plan 6. The deed of the Land 7. Waste disposal Method 8. Certificates related to relevant industries (fire clearance, insurance, timber protection, etc.)	Subject Officer ☎ Kaduwela District Office 0112 571200 ☎ Battaramulla District Office 0112 867865 ☎ Athurugiriya District Office 0112 561017	1. Public Health Inspector ☎ 0112 571200 2. Technical Officer ☎ Kaduwela District Office 0112 571200 ☎ Battaramulla District Office 0112 867865 ☎ Athurugiriya District Office 0112 561017	14 days	The amount mentioned in the notice to be notified by the Local Authority

08.	Levyng Trade Tax	1. Trade Tax notice sent to him/her by the Local Authority	Subject Officer ☎ Kaduwela District Office 0112 571200 ☎ Battaramulla District Office 0112 867865 ☎ Athurugiriya District Office 0112 561017	Revenue Inspector ☎ Kaduwela District Office 0112 571200 ☎ Battaramulla District Office 0112 867865 ☎ Athurugiriya District Office 0112 561017	01 hour	The amount mentioned in the tax notice
09.	Levyng Industrial Tax	1. Industrial Tax notice sent to him/her by the Local Authority	Subject Officer ☎ Kaduwela District Office 0112 571200 ☎ Battaramulla District Office 0112 867865 ☎ Athurugiriya District Office 0112 561017	Revenue Inspector ☎ Kaduwela District Office 0112 571200 ☎ Battaramulla District Office 0112 867865 ☎ Athurugiriya District Office 0112 561017	01 hour	The amount mentioned in the tax notice

10.	Environmental Protection License (EPL)	<ol style="list-style-type: none"> 1. Duly completed application. 2. A rough sketch of the route where the industry or business is located 3. A certified copy of the Business Registration Certificate 4. A copy of the land deed belonging to where the business is carried on. 5. If the person running the industry/business does not have ownership of the land, an agreement entered into with the owner or a certified copy of the letter expressing the consent of the owner of the land/deed of lease 6. A certified copy of the approved survey plan of the Land 7. A Certified copy of the approved building plan or Certificate of Conformity. 8. Trade license obtained from the Municipal Council 9. The letter related to the method of disposal of wastewater and chemical/hazardous/physical waste produced as end product in the process according to health and safety methods. 10. Affidavit taken before a Justice of the Peace regarding the capital deployed in the relevant business 11. Report that fire extinguishers have been installed <p>Note: The building in which the industry is conducted shall be erected for that purpose and the above approved building plan and certificate of Conformity shall be in accordance therewith.</p>	<ol style="list-style-type: none"> 1. Subject Officer ☎ Head Office 0112 571200 	<ol style="list-style-type: none"> 1. Public Health Inspector ☎ 0112 571200 2. Technical Committee 	21 days	<ol style="list-style-type: none"> 1. Application Fee Rs.100.00 2. The Processing Fee mentioned in the environmental orders- The fee charged varies depending on the initial capital. 3. License fee Rs.4500.00
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11.	Issuance of permits for displaying advertisement	<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 hoarding to be fixed and displayed in any road reservation, the original of the letter of permission issued by the Road Development Authority or Provincial Road Development Authority who is authorized for the relevant road as the case may be; 4. In the case of an advertising hoarding to be fixed and displayed in any road reservation, the original of the letter issued by the Motor Traffic OIC of the Police station to which the place of display of the advertising hoarding belongs; 5. where the applicant is not the owner of the land, the original letter from the owner of the land or building on which the advertisement is to be displayed which discloses his /her 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 	<p>Subject Officer</p> <p>☎ Kaduwela District Office 0112 571200</p> <p>☎ Battaramulla District Office 0112 867865</p> <p>☎ Athurugiriya District Office 0112 561017</p>	<p>Revenue Inspector</p> <p>☎ Kaduwela District Office 0112 571200</p> <p>☎ Battaramulla District Office 0112 867865</p> <p>☎ Athurugiriya District Office 0112 561017</p>	3 days	License fee charged on the area of square of the advertisement as per provisions of the By-law
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12.	Levy of Assessment	1. A description of the assessment notice sent to him/her by the Local Authority or previous Assessment Bill or Division Number, Road, Assessment Number	Subject Officer ☎ Kaduwela District Office 0112 571200 ☎ Battaramulla District Office 0112 867865 ☎ Athurugiriya District Office 0112 561017	Revenue Inspector ☎ Kaduwela District Office 0112 571200 ☎ Battaramulla District Office 0112 867865 ☎ Athurugiriya District Office 0112 561017	05 minutes	The total amount specified in the Assessment Notice
13.	Reserving cemeteries and crematoriums and activities related to it.	1. Duly perfected application 2. A copy of the Death Certificate of the deceased (original certificate should also be submitted for verification) 3. If died abroad, the Death Certificate issued by the respective country (with English translation if in a language other than English)	Subject Officer ☎ Kaduwela District Office 0112 571200 ☎ Battaramulla District Office 0112 867865 ☎ Athurugiriya District Office 0112 561017	In an instance after the duty hours, the nominated officer ☎ Kaduwela District Office 0112 571200 ☎ Battaramulla District Office 0112 867865 0705972244 ☎ Athurugiriya District Office 0112 561017 0702103225	01 hour	Fees vary depending on the context of burial, cremation, erection of monuments, or whether it is done within or outside the jurisdiction.

14.	Issuance of permits for underground excavation within road limits for utility services such as water, electricity, telephone, etc.	1. Letter issued by the institution providing the relevant service facility	Subject Officer ☎ Kaduwela District Office 0112 571200 ☎ Battaramulla District Office 0112 867865 ☎ Athurugiriya District Office 0112 561017	Technical Officer ☎ Kaduwela District Office 0112 571200 ☎ Battaramulla District Office 0112 867865 ☎ Athurugiriya District Office 0112 561017	01 day	Fees vary depending on the nature of the road and the extent of the damage
15.	Preventing hazardous situations caused by trees.	1. Duly perfected application	Subject Officer ☎ Kaduwela District Office 0112 571200 ☎ Battaramulla District Office 0112 867865 ☎ Athurugiriya District Office 0112 561017	Technical Officer ☎ Kaduwela District Office 0112 571200 ☎ Battaramulla District Office 0112 867865 ☎ Athurugiriya District Office 0112 561017	14 days	Application Fee Rs.1200.00

16.	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 , actions should be measured as aforesaid 1 and - <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 	<p>Subject Officer</p> <p>☎ Kaduwela District Office 0112 571200</p> <p>☎ Battaramulla District Office 0112 867865</p> <p>☎ Athurugiriya District Office 0112 561017</p>	<p>Revenue Inspector</p> <p>☎ Kaduwela District Office 0112 571200</p> <p>☎ Battaramulla District Office 0112 867865</p> <p>☎ Athurugiriya District Office 0112 561017</p>	02 days	<ol style="list-style-type: none"> 1. 7.5% of the face value of each cinema ticket 2. 25% for each other concerts (This percentage will be fixed as per the sanction of the sabha which is approved by the Minister
17.	Renting Banquet Halls	<ol style="list-style-type: none"> 1. Duly perfected application 	<ol style="list-style-type: none"> 1. Subject Officer <p>☎ Head Office 0112 571200</p> <p>☎ Battaramulla District Office 0112 867865</p> 2. The Officer in charge of the Hall 		02 hours	<ol style="list-style-type: none"> 1. Hall Charges - Fees vary depending on the Hall.

18.	Reserving Playgrounds	1. Duly perfected application	<p>1. Subject Officer</p> <ul style="list-style-type: none"> ☎ Kaduwela District Office 0112 571200 ☎ Battaramulla District Office 0112 867865 ☎ Athurugiriya District Office 0112 561017 <p>2. The Officer in Charge of the Playground</p>	<p>Revenue Inspector</p> <ul style="list-style-type: none"> ☎ Kaduwela District Office 0112 571200 ☎ Battaramulla District Office 0112 867865 ☎ Athurugiriya District Office 0112 561017 	01 day	1. Playground Charges The fee charged varies depending on the playground reserved
19.	Providing sewage disposal service	1. Duly perfected application	<p>1. Subject Officer</p> <ul style="list-style-type: none"> ☎ Kaduwela District Office 0112 571200 ☎ Battaramulla District Office 0112 867865 ☎ Athurugiriya District Office 0112 561017 <p>2. Gully Bowser Driver</p>	<p>Technical Officer</p> <ul style="list-style-type: none"> ☎ Kaduwela District Office 0112 571200 ☎ Battaramulla District Office 0112 867865 ☎ Athurugiriya District Office 0112 561017 	02 days	<p>1. Charge for Bowser</p> <ul style="list-style-type: none"> i. Within the area, residential 1800L - Rs.5000.00 4000L - Rs.8000.00 5000L - Rs.10000.00 ii. within the area, business 1800L - Rs.8000.00 4000L - Rs.9000.00 5000L - Rs.12000.00 <p>2. Security Bond(Non refundable) Rs.500.00</p>

20.	Registration and revision of property title	<ol style="list-style-type: none"> 1. Duly perfected application (with 02 copies) 2. 02 copies of the deed attested by a Notary Public 3. 02 copies of the survey plan 4. 02 copies of the National Identity Card 5. Title Reports/Copies of Folios as required 6. 02 Copies of the building plan, if any buildings 	<p>1. Subject Officer ☎ Kaduwela District Office 0112 571200</p> <p>☎ Battaramulla District Office 0112 867865</p> <p>☎ Athurugiriya District Office 0112 561017</p>	<p>Revenue Inspector ☎ Kaduwela District Office 0112 571200</p> <p>☎ Battaramulla District Office 0112 867865</p> <p>☎ Athurugiriya District Office 0112 561017</p>	05 days	<ol style="list-style-type: none"> 1. Application Fee Rs.500.00 2. Processing Fee Rs.650.00
21.	Tax on certain sales of land .	<ol style="list-style-type: none"> 1. The tax notice sent to him/her by the Local Authority on ‘ Tax on certain sales of land’ 	<p>1. Revenue Inspector ☎ Kaduwela District Office 0112 571200</p> <p>☎ Battaramulla District Office 0112 867865</p> <p>☎ Athurugiriya District Office 0112 561017</p>	<p>Revenue Inspector ☎ Kaduwela District Office 0112 571200</p> <p>☎ Battaramulla District Office 0112 867865</p> <p>☎ Athurugiriya District Office 0112 561017</p>	15 minutes	One percent (1%) of the cash value of the land sold

22.	Garbage disposal at non-residential sites	1. Duly perfected application	<p>Subject Officer</p> <p>☎ Kaduwela District Office 0112 571200</p> <p>☎ Battaramulla District Office 0112 867865</p> <p>☎ Athurugiriya District Office 0112 561017</p>	<p>Health Administrator</p> <p>☎ Kaduwela District Office 0112 571200</p> <p>☎ Battaramulla District Office 0112 867865</p> <p>☎ Athurugiriya District Office 0112 561017</p>	07 day	1. Garbage Removal Fee – The fee charged varies depending on the nature of the institute and the type of waste.
23.	Providing library membership.	<p>1. Duly perfected application</p> <p>2. A certified copy of the applicant's National Identity Card</p>	<p>Library Assistant</p> <p>☎ Kaduwela District Office 0112 571200</p> <p>☎ Battaramulla District Office 0112 867865</p> <p>☎ Athurugiriya District Office 0112 561017</p>	<p>Librarian</p> <p>☎ Kaduwela Library 0112 414083</p> <p>☎ Athurugiriya Library 0112 742768</p> <p>☎ Battaramulla Library 0112 885587</p>	01 day	<p>1. Application Fee Rs.15.00</p> <p>2. Membership Fee Elder - Rs.100.00 Child - Rs.50.00</p>
24 .	Renting of machinery and equipment.	1. Duly perfected application	<p>Subject Officer</p> <p>☎ Kaduwela District Office 0112 571200</p> <p>☎ Battaramulla District Office 0112 867865</p> <p>☎ Athurugiriya District Office 0112 561017</p>	<p>Technical Officer</p> <p>☎ Kaduwela District Office 0112 571200</p> <p>☎ Battaramulla District Office 0112 867865</p> <p>☎ Athurugiriya District Office 0112 561017</p>	03 hours	Applicable Fee – The fee charged varies depending on the machine reserved

★ **The above stated charges may revise as per the annual taxation.**

Our Commitment

We are dedicated to rendering our service

- sincerely
- wisely
- politely
- with comprehension
- subjectively and unbiasedly
- transparently
- with accountability
- diligently
- efficiently and effectively

Our Anticipation

We thank you for the trust that you have placed in our organization and would like to inform you that you will be able to support us by making fair and reasonable requests for our service within the prescribed period, providing complete & accurate information, and having a sufficient knowledge on what can and cannot be expected of us.

Our Standards

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

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

In the event where the final decision may be delayed or inevitably delayed or a problematic situation arises, we will let you informed of the reason

Grievance Redress Mechanism (GRM)

The staff of our organization will provide you with the necessary support and services in a polite manner. Please refer your complaints related to the above standards to the following officers.

Name :- Ms.Ruchira Prasadini Aluthge

Designation :- Municipal Secretary

Venue :- Kaduwela

Telephone/fax/E-mail :- Tel. - 0112 539831

Fax - 0112 142276

E-mail - ms.kadumc@gmail.com

Name :- Ms.R.A.D.Niluka

Designation :- Chief Management Services Officer

(Office of Municipal Commissioner;)

Venue :- Kaduwela

Telephone/fax/E-mail : - Tel.. - 0112 072556

Fax - 0112 548492

E-mail - mckaduwela@gmail.com

- Acknowledgements of receipt of all complaints will be sent within 07 days and the final decision will be notified within 14 days.
- We accept with pleasure the suggestions made by you as service recipients.
 - 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: Head Office - 0112 571200 / Kaduwela District Office - 0112 571200 / Battaramulla District Office - 0112 867865 / Athurugiriya District Office - 0112 561017
 - b. If you wish to advise or comment on this Citizen Charter, please upload your details to our website w www.kaduwela.mc.gov.lk

Citizen Charter is a joint effort by you and us to improve the quality of services we provide. We urge you to help us by providing your feedback for further upgrading of the service provided.

We are pledged to continuous revisions and improvements to the services provided under the Charter..!