A decorative graphic of a scroll with a black outline and grey shading on the top and left edges, framing the text.

**Panadura Pradeshiya
Sabha
Citizen Charter
2024**

Panadura Pradeshiya Sabha-Citizen Charter

(If all the relevant requirements are completed, the services can be provided within the following periods)

#	Service provided	Documents to be submitted	Minimum time taken to complete the task	Applicable fee
1.	Approving Building Plans	<ol style="list-style-type: none"> 1. Duly perfected application. 2. 04 copies of the building plan certified by a qualified person. 3. A copy of the approved survey plan of the land on which the building is to be constructed. 4. Depending on the nature of the building construction, 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 and A certified copy of the National Identity Card of the applicant. (Authorized Power of Attorney if the owner is abroad) 6. A rough sketch showing other surrounding landmarks for easy access to the location of land . 7. A copy of the deed of the land certified by a Notary Public. 8. In the case of land in an assessment area, the property should have been registered in the name of the owner. 	14 days	<ol style="list-style-type: none"> 1. Application Fee Rs. 800.00 2. Preparation Fee (Fee as per nature of development mentioned in Schedule 2 of Planning and Development Orders) 3. Fees will be charged as per Special Gazette No. 2235/54-2360 dated 24.11.2023.

#	Service provided	Documents to be submitted	Minimum time taken to complete the task	Applicable fee
2.	Approving development plans for sub-division and amalgamation of land .	<ol style="list-style-type: none"> 1. Duly perfected application. 2. Original Copy and 03 Photo copies of the survey plan relating to the sub-division or amalgamation certified by a qualified person. 3. Depending on the nature of the development, certificates issued by the institutions mentioned in the application form. 4. When the applicant is not the owner of the land, a consent letter from the owner of the land and A certified copy of the National Identity Card of the applicant. (Authorized Power of Attorney if the owner is abroad) 5. A copy of the deed of the land certified by a Notary Public. 6. A rough sketch showing other surrounding landmarks for easy access to the location of land . 7. In the case of land in an assessment area, the property should have been registered in the name of the owner. 	14 days	<ol style="list-style-type: none"> 1. Application Fee Rs. 500.00 2. Preparation Fee (Fee as per nature of development mentioned in Schedule 2 of Planning and Development Orders)
3.	Revalidation of development license	<ol style="list-style-type: none"> 1. Duly perfected application 2. Copy of the development license issued. 3. A copy of the National Identity Card of the applicant certified on both sides. 4. Power of Attorney in case the applicant is not the owner of the land. 5. 2 copies of issued building plan. 	7 days	Per Rs 5,000.00 for 1 year.

#	Service provided	Documents to be submitted	Minimum time taken to complete the task	Applicable fee
4.	Issue of Certificate of Conformity	<ol style="list-style-type: none"> 1. Application form issued for obtaining Building Development Permit. 2. A copy of the issued development permit and approved plan. 	14 days	<ol style="list-style-type: none"> 1. . Preparation Fee Single Floor Rs. 4,000.00 Second Floor Rs. 5,000.00 Commercial Rs.5,000.00 Rs.400.00 per 1 square meter plus Rs.15/=, 20/=, 25/= for each additional 1 square meter. (depending on use) 2. Transportation for 1 km Rs. 100.00 from
5.	Issue of Certificate of Street Lines/ Building Lines	<ol style="list-style-type: none"> 1. Duly perfected application. 2. Copy of the land deed. 3. A copy of the survey plan of the land . 4. When the applicant is not the owner of the land, a consent letter from the owner of the land . 5. When the Ownership of the assessment is not in the name of the applicant, it should be transferred by way of a summary of deeds. 6. all amounts due to the local authority should have been settled. 	Between 01-02 days	<ol style="list-style-type: none"> 1. Application Fee Rs. 500.00 2. Service charge Rs. 1000.00

#	Service provided	Documents to be submitted	Minimum time taken to complete the task	Applicable fee
6.	Issue of Trade Licenses	<ol style="list-style-type: none"> 1. Duly perfected application. 2. Revenue Inspector's report and Public Health Inspector's report with approval of Medical Officer of Health. 3. A copy of the valid environmental permit in case of an industry/business requiring an environmental protection permit. 	14 days	<p>Varies depending on the value of the business premises.</p> <p>Not exceeding Rs.750 = Rs.500.00</p> <p>Rs.750 - Rs.1500 = Rs.750.00</p> <p>when exceeding Rs.1500 = Rs 1000.00</p>
7.	Levying Business Tax.	<ol style="list-style-type: none"> 1. Duly perfected application or business tax notice sent to him by the council. 2. Revenue Inspector's Report. 	15 minutes	<ul style="list-style-type: none"> • Business income <p>Below Rs.6000- None</p> <p>Rs.6000 - Rs.12000 = Rs.90</p> <p>Rs.12000 - Rs.18750 = Rs.180</p> <p>Rs.18750 - Rs.75000 = Rs.360</p> <p>Rs.75000 - Rs.150000 = Rs.1200</p> <p>Above Rs.150000 = Rs.3000</p>
8.	Levying Industry Tax.	<ol style="list-style-type: none"> 1. Duly perfected application or industrial tax notice sent to him by the council. 2. Revenue Inspector's Report. 	15 minutes	<p>On the value of the business premises.</p> <p>Not exceeding Rs.750= Rs.500.00</p> <p>Rs.750 - Rs.1500 = Rs.750.00</p> <p>when exceeding Rs.1500 = Rs 1000 .00</p>

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9.	Environmental Protection License.	<ol style="list-style-type: none"> 1. Duly perfected application. 2. A certified copy of the Business Registration. 3. A copy of the deed of the land where the business is carried on. 4. 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. 5. If the land is owned by the government or any other body, the document releasing the land for industrial use. 6. Business name registration certificate if registered as a business (if not registered as a business, a document certifying that the industry is being operated and maintained by them i.e. affidavit/Grama Seva officer's report etc.) 7. A certified copy of the approved survey plan of the land. 8. A certified copy of the approved building plan. 	14 days	<ol style="list-style-type: none"> 1. Application Form =Rs. 150.00 2. Prepared fee mentioned in environmental orders (varies depending on investment value. Between Rs.3,500.00 - Rs.10,000.00) 3. License Fees. Rs 4,500.00

#	Service provided	Documents to be submitted	Minimum time taken to complete the task	Applicable fee
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. Where the applicant is not the owner of the land, the original copy of the letter stating that the owner of the land or building on which the advertisement is displayed has given permission for the same. 	3 days	<ol style="list-style-type: none"> 1. Application Fee = Rs. 200.00 2. Depending on the display period (this charge varies depending on the nature of the board) (when less than 1 square meter, <ul style="list-style-type: none"> *Less than 3 months Rs.250 or Rs.500 *3-6 months - Rs.350, Rs.750 or Rs.850 *One year- Rs.500 or Rs.1000 (More than 1 square meter) *Rs. 200, Rs. 300 or Rs. 500 for every 1 square meter or part thereof that increases.
11.	Levying Rates	Assessment notice or assessment number and street name sent to them by the council.	15 minutes	The total amount shown in the assessment notice
12	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 (If not in English, an affidavit with an English translation.) 	15 minutes	Administrative area <ol style="list-style-type: none"> 1. Inside Rs. 12,500.00 2. Outside Rs. 13,500.00

#	Service provided	Documents to be submitted	Minimum time taken to complete the task	Applicable fee
13.	Booking of the cemetery for burials.	<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 (If not in English, an affidavit with an English translation.) 	15 minutes	<ol style="list-style-type: none"> 1. build a pyre and cremation. 1000.00 For ash chambers Rs 12,500.00 For Second time ash chamber Rs.3000.00 4. For burial Rs.2000.00 5. For re-deposited in a fixed slot Rs 4000.00
14.	Removing hazardous situation caused by trees	<ol style="list-style-type: none"> 1. Duly perfected application. 2. A clear route map leading from the assembly to the respective location. 	day	1. Application Fee = Rs. 500.00
15.	Application for permission to cause damages to road	<ol style="list-style-type: none"> 1. A copy of the letter issued by the relevant service providing agency. 2. Rough sketch showing the easiest access road to the spot of the road damages to be inflicted. 	15 minutes	<p>Varies depending on the extent of damage and the nature of the road.</p> <ol style="list-style-type: none"> 1. Carpet (1m²) Rs.10,000.00 2. Concrete (1m²) Rs.7,500.00 3. bitumen (1m²) Rs.3,500.00 4. Interlock (1m²) Rs.4,500.00 5. Gravel (1m²) Rs.500.00

#	Service provided	Documents to be submitted	Minimum time taken to complete the task	Applicable fee
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. Request letter. ii printed admission tickets prepared for sale; 1. For the purpose of exempting entertainment tax - <ol style="list-style-type: none"> i. Getting approval from the Board of Performing Arts. ii. Puppet Shows, Street Drama, School Drama Shows, and Shows that give the entire proceeds to charity. 	2 days	25% of the face value of each ticket. (This percentage is fixed according to the Council decision approved by the Minister)

#	Service provided	Documents to be submitted	Minimum time taken to complete the task	Applicable fee
17.	Renting Town Halls	Duly perfected application.	15 minutes	<p>(for 8 hours) *Rs.7,500.00 (Deposit Rs.7500.00) for non-ticketed drama, festivals and concerts *In case of selling tickets Rs.15,000.00 (Deposit Rs.7500) *Rs.5,000.00 for Government Institutions (Deposit Rs.3000.00) * Deposit Rs.1,500.00 for talks, conferences and school children's shows (Tickets sold-Rs.5000.00. Non-sold Rs.3000.00)</p> <ol style="list-style-type: none"> 1. For water Rs. 2,000.00 2. Rs.3,000.00 for electricity 2. Rs.20.00 for 01 chairs 3. Loudspeakers Rs. 3,000.00 4.Mic. podium- Rs.300.00 5. Coconut oil lamp Rs.200.00 6. Rs.1000.00 per hour for all additional activities after 5 pm.

#	Service provided	Documents to be submitted	Minimum time taken to complete the task	Applicable fee
18	Renting Play-ground	Duly perfected application.	15 minutes	Per day rate i.General/Temples/Religious - Rs.2500.00 ii.Tournaments/Business- Rs7500.00 (Deposit Rs.5000.00 per day) Iii.Festivals/Music Shows - Rs.20000.00 (Rs. 50000.00 for 2 days, Rs. 100,000.00 for days 3 to 10 and Rs. 5000 for each additional day)
19.	Providing gully bowser service	Duly perfected application	15 minutes	1. Bowser fee i. In the area Rs. 8000.00 ii. Outside the area Rs. 9,000.00 (Rs. 200.00 per additional km.)

#	Service provided	Documents to be submitted	Minimum time taken to complete the task	Applicable fee
20.	Providing drinking water service. bowser	Duly perfected application.	15 minutes	1. Bowser fee * For 1000 liters Rs. 3,500.00 + Rs.150.00 per km to Water Transport Board. 2. Water filling charge is Rs.50.00 per 1000 litres.
21.	Registration and amendment of property title. (Deed Summary Application)	1. Duly perfected application (with a Copy) 2. A copy of the deed attested by a Notary Public. 3. 02 copies of survey plan. 4. Summary of deeds application duly completed by a notary public. 5. Refer to the Assessment Department after the recommendation of the Revenue Inspector.	1 day for functions in the council	1. Application Fee Rs. 500.00 2. Assessment Department Fees Rs. 200.00
22.	Levying Taxes on sale of certain lands	Tax notice or condition letter on sale of certain lands sent to him by the council.	15 minutes	1% of the cash value of the land sold.
23	Disposal of garbage at none residential sites	1. Duly perfected application. 2. Public Health Inspector Report	3 days	Garbage removal fee is Rs.15,000.00 per tractor load of allocated garbage.
24	Renting Backhoe Machine.	1. Duly perfected application. 2. work superintendent's Report	15 minutes	meters per hour Rs. 5,000.00
25	Getting a library membership.	1. Duly perfected application. 2. Photocopy of receipt certifying payment of assessment (of guarantor)	3 days	1. Membership Application Fee - Rs.200.00 2. Fees for Membership - Rs.50.00 2. Deposit for Membership – Rs. 100.00 3. Renewal of Membership - Rs.40.00


#	Service provided	Documents to be submitted	Minimum time taken to complete the task	Applicable fee
26.	Preschool admission fees	1.Duly perfected application. 2. Child's birth certificate.	On the same day	*Application fee- Rs.200.00 *Entry Fees - Rs.350.00 for first year -Rs.300.00 for the second year
27	Fees at the Nenasala	1. Duly perfected application. 2. National ID card for adult students.		Computer Training Course Fees 1. Students - Rs.500 per month for 3 months Rs.1500.00 2. Adults - Rs.1000.00 per month and Rs.3000.00 for 3 months
28	Bodybuilding Center Services Fees	Duly perfected application.		Monthly membership fees *Adult - Rs.1000.00 *School children under 19 years of age - Rs.500.00 Membership is for 06 months *Adult - Rs.4000.00 *School children under 19 years of age - Rs.2500.00
29	Registration of suppliers	Duly perfected application.	10 minutes	Registration fee - Rs.2500.00

#	Service provided	Documents to be submitted	Minimum time taken to complete the task	Applicable fee
10	Registration of contractors.	Duly perfected application.	10 minutes	Registration fee - Rs.3000.00

	Service provided	Documents to be submitted	Minimum time taken to complete the task	Applicable fee
31	Registration of consultancy services	Duly perfected application.	10 minutes	Registration fee - Rs.2500.00
32	Non-compensation agreements	1. duly completed contract forms - 03 2. A copy of approved plan - 01 3. Deed copies – 03 4. A copy of National Identity Card – 01	* One week for tasks in the Council. * 2 - 3 months for land registration office work.	Contract Fees - Rs.500.00

33	Three-wheeler parking charges	1. A Copy of a valid driving license 2. Copy of National Identity Card (Owner and Driver), if two persons. 3. Copy of Revenue License 4. A Copy of book of the vehicle	15 minutes	Permit fees *Annually - Rs.1200.00
34	Rental of road rollers	Duly perfected application	15 minutes	Per day (for a period of 08 hours) - Rs.12000.00

Panadura Pradeshiya Sabha Front Office

 Wadduwa Sub Office -0382294779 -(203-Building Section) . (205-Officer-in-Charge

 Thantirimulla Sub Office -0382234861

 Keselwatta Sub Office -0382232616

Our Commitment

- Sincerely
- Wisely
- politely
- With understanding
- Subjective and unbiased
- With transparency
- With accountability
- without delay
- Effectively and efficiently

We are committed to providing.

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.

Complaints and relief procedure

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 :- L.H. Nuwan Sanjaya Fernando

Designation :- Secretary

Location :- Panadura Pradeshiya Sabha, Galle Road, Wadduwa

Phone number :0382284767

Fax No. :0382294566

Email: panaduraps@gmail.com

- All complaints will be notified within 03 days and the final reply will be notified within 07 days.
- 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. 0382284767
 - b. If you wish to advise or comment on this Citizen Charter, please upload your details to our website www.panadura.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!