



**GALIGAMUWA PRADESHIYA SHABA**

# **Citizen Charter**

## **OUR VISION**

**Towards Excellence through Clients Satisfaction**

## **OUR MISSION**

*An effort to manipulate the resources contributed by the public of the Pradeshiya Sabha Jurisdiction and resources obtained from the Provincial Council and central government with the proper management for their prosperity*

### 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
01.	Approving Building Plans	<ol style="list-style-type: none"> <li>1. In the case of an urban development area, the duly completed application form in Schedule 1 of the Urban Development Authority Planning and Development Orders 2021 or for other areas the application form received from the council in accordance with the Housing and Town Development Ordinance No. 16 of 1915 and the relevant bye-laws.</li> <li>2. A certified copy of the National Identity Card of the applicant</li> <li>3. 04 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)</li> <li>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.)</li> <li>5. Depending on the nature of the building construction, certificates issued by the institutions mentioned in the application form.</li> <li>6. When the applicant is not the owner of the land, a legal document stating the consent of the owner of the land</li> <li>7. A rough sketch drawn showing the surrounding location for easy access to the location of the land</li> <li>8. A copy of the land deed certified by a notary public</li> <li>9. In case of land situated in an assessable area, that there is no arrears of land tax, whether assessment tax has been paid</li> </ol>	Officer of Front Office ☎ 035-2289075	<ol style="list-style-type: none"> <li>1. Officer in charge of subject ☎ 071-9451404</li> <li>2. Technical Officer / Public Health Inspector</li> <li>3. Planning Committee</li> <li>4. Secretary / Chairman</li> </ol>	14 days (Subject to the recommendations of other concerned institutes)	<ol style="list-style-type: none"> <li>1. application fee Rs. 960.00</li> <li>2. Processing fee (fee depending on the nature of development stipulated in Schedule 2 of the Urban Development Authority Planning and Development Regulations-2021)</li> </ol>

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#	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
02.	Approving development plans for sub-division and amalgamation of land	<ol style="list-style-type: none"> <li>1. In the case of an urban development area, the duly completed application form in Schedule 1 of the Urban Development Authority Planning and Development Orders 2021 or for other areas the application form received from the council in accordance with the Housing and Town Development Ordinance No. 16 of 1915 and the relevant bye-laws.</li> <li>2. A certified copy of the National Identity Card of the applicant</li> <li>3. 01 Original &amp; 01 copy 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)</li> <li>4. Depending on the nature of the development, certificates issued by the institutions mentioned in the application form.</li> <li>5. When the applicant is not the owner of the land, a consent letter from the owner of the land</li> <li>6. A copy of the deed of the land certified by a Notary Public.</li> <li>7. A rough sketch showing other surrounding landmarks for easy access to the location of land</li> <li>8. In case of land situated in an assessable area, that there is no arrears of land tax, whether assessment tax has been paid</li> </ol>	Officer of Front Office ☎ 035-2289075	<ol style="list-style-type: none"> <li>1. Officer in charge of subject ☎ 071-9451404</li> <li>2. Technical Officer / Public Health Inspector</li> <li>3. Planning Committee</li> <li>4. Secretary / Chairman</li> </ol>	14 days (Subject to the recommendations of other concerned institutes)	<ol style="list-style-type: none"> <li>1. Application fee Rs. 125.00</li> <li>2. Processing fee (fee depending on the nature of development stipulated in Schedule 2 of the Urban Development Authority Planning and Development Regulations-2021)</li> </ol>

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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
03.	Revalidation of development license	<ol style="list-style-type: none"> <li>1. Duly perfected application</li> <li>2. The original of the approved Development Plan</li> <li>3. Copy of the development license issued.</li> <li>4. A copy of the National Identity Card of the applicant certified on both sides.</li> <li>5. When the applicant is not the owner of the land, a consent letter from the owner of the land</li> </ol>	Officer of Front Office ☎ 035-2289075	<ol style="list-style-type: none"> <li>1. Officer in charge of subject ☎ 071-9451404</li> <li>2. Technical Officer ☎ 071-9641403</li> <li>3. Secretary / Chairman</li> </ol>	02 days	<ol style="list-style-type: none"> <li>1. Application fee Rs. 125.00</li> <li>2. Processing fee Up to 1000 km<sup>2</sup> Rs. 5,000.00 More than 1000 km<sup>2</sup> Rs. 10,000.00</li> </ol>

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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
04.	Legalization of unauthorized constructions and approval of coverage	<ol style="list-style-type: none"> <li>1. In the case of an urban development area, the duly completed application form in Schedule 1 of the Urban Development Authority Planning and Development Orders 2021 or for other areas the application form received from the council in accordance with the Housing and Town Development Ordinance No. 16 of 1915 and the relevant bye-laws.</li> <li>2. A certified copy of the National Identity Card of the applicant</li> <li>3. 04 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)</li> <li>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)</li> <li>5. Depending on the nature of building construction, certificates issued by institutions mentioned in the application</li> <li>6. When the applicant is not the owner of the land, a consent letter from the owner of the land</li> <li>7. A rough sketch showing other surrounding landmarks for easy access to the location of land</li> <li>8. A copy of the deed of the land certified by a Notary Public.</li> <li>9. Consent Agreement obtained from concerned authority or owner (Applicable only for cover approval.)</li> </ol>	Officer of Front Office ☎ 035-2289075	<ol style="list-style-type: none"> <li>1. Officer in charge of subject ☎ 071-9451404</li> <li>2. Technical Officer/ Public Health Inspector</li> <li>3. Planning Committee</li> <li>4. Secretary / Chairman</li> </ol>	28 days	<ol style="list-style-type: none"> <li>1. Application fee Rs. 125.00</li> <li>2. Processing fee (fee depending on the nature of development stipulated in Schedule 2 of the Urban Development Authority Planning and Development Regulations-2021)</li> <li>3. Late fee (fee charged depending on the nature of development stipulated in Schedule 2 of the Planning and Development Regulations)</li> </ol>

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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
05.	Issue of Certificate of Conformity	<ol style="list-style-type: none"> <li>1. In the case of an urban development area, the duly completed application form in Schedule 1 of the Urban Development Authority Planning and Development Orders 2021 or for other areas the application form received from the council in accordance with the Housing and Town Development Ordinance No. 16 of 1915 and the relevant bye-laws.</li> <li>2. Copy each of development plan issued and approved plan</li> <li>3. When the applicant is not the owner of the land, a consent letter from the owner of the land</li> <li>4. If there has been a change in the ownership of the land, the relevant deed and a copy thereof</li> </ol>	Officer of Front Office ☎ 035-2289075	<ol style="list-style-type: none"> <li>1. Officer in charge of subject ☎ 071-9451404</li> <li>2. Technical Officer/ Public Health Inspector</li> <li>3. Planning Committee</li> <li>4. Secretary / Chairman</li> </ol>	02 days	<ol style="list-style-type: none"> <li>1. Application fee Rs. 125.00</li> <li>2. Processing fee (As per the Urban Development Authority Act and by-laws in other areas)</li> </ol>
06.	Issue of Certificate of Street Lines/ Building Lines	<ol style="list-style-type: none"> <li>1. Application letter for non-acquisition certificate with details of the property</li> <li>2. A copy of the survey plan relating to the land</li> <li>3. A copy of the land deed certified by a notary public</li> <li>4. A certified copy of the applicant's National Identity Card</li> <li>5. When the applicant is not the owner of the land, a consent letter from the owner of the land</li> <li>6. All amounts due to the local authority should have been settled</li> </ol>	Officer of Front Office ☎ 035-2289075	<ol style="list-style-type: none"> <li>1. Officer in charge of subject ☎ 071-9451404</li> <li>2. Technical Officer ☎ 071-9641403</li> <li>3. Secretary / Chairman</li> </ol>	Since the street line limits are not specified 30 minutes (Building Limits)	<ol style="list-style-type: none"> <li>1. Application fee Rs. 125.00</li> <li>2. Processing fee Rs. 500.00</li> </ol>

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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
07.	Issue of Non-acquisition Certificates	<ol style="list-style-type: none"> <li>1. Application letter for non-acquisition certificate with details of the property</li> <li>2. A copy of the survey plan relating to the land</li> <li>3. A copy of the land deed certified by a notary public</li> <li>4. A certified copy of the applicant's National Identity Card</li> <li>5. When the applicant is not the owner of the land, a consent letter from the owner of the land</li> <li>6. All amounts due to the local authority should have been settled</li> </ol>	Officer of Front Office ☎ 035-2289075	<ol style="list-style-type: none"> <li>1. Officer in charge of subject ☎ 071-9451404</li> <li>2. Technical Officer ☎ 071-9641403</li> <li>3. Secretary / Chairman</li> </ol>	30 minutes	<ol style="list-style-type: none"> <li>1. Application fee Rs. 125.00</li> <li>2. Processing fee Rs. 500.00</li> </ol>
08.	Issue of Trade Licenses	<ol style="list-style-type: none"> <li>1. Duly perfected application</li> <li>2. In the case of an industry or business which requires Environmental Protection License (EPL), a certified copy of the valid EPL</li> </ol>	Officer of Front Office ☎ 035-2289075	<ol style="list-style-type: none"> <li>1. Public Health Inspector ☎ 035-2283390</li> <li>2. Revenue Inspector ☎ 071-3363219</li> </ol>	දින 14	Rs. 1000.00
09.	Levying Business Tax	<ol style="list-style-type: none"> <li>1. Business Tax Notice sent to you by the Local Authority</li> </ol>	Officer of Front Office ☎ 035-2289075	<ol style="list-style-type: none"> <li>1. Revenue Inspector ☎ 071-3363219</li> </ol>	15 minutes	Amount specified in Tax Notice
10.	Levying Industry Tax	<ol style="list-style-type: none"> <li>1. Industry Tax Notice sent to you by the Local Authority</li> </ol>	Officer of Front Office ☎ 035-2289075	<ol style="list-style-type: none"> <li>1. Revenue Inspector ☎ 071-3363219</li> </ol>	15 minutes	Amount specified in Tax Notice

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#	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
11.	Environmental Protection License	<ol style="list-style-type: none"> <li>1. Duly perfected application.</li> <li>2. Rough sketch of the route to the place of industry or business.</li> <li>3. Details of the staff to be deployed.</li> <li>4. A certified copy of the Business Registration (not needed in renewal of the license)</li> <li>5. A copy of the deed of the land where the business is carried on (not needed in renewal of the license)</li> <li>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)</li> <li>7. A certified copy of the approved survey plan of the land (not needed in renewal of the license)</li> <li>8. A certified copy of the approved building plan (not needed in renewal of the license)</li> </ol>	Officer of Front Office ☎ 035-2289075	<ol style="list-style-type: none"> <li>1. Officer in charge of subject ☎ 070-3041390</li> <li>2. Technical Officer ☎ 071-9641403</li> <li>3. Technical Committee</li> </ol>	14 days	<ol style="list-style-type: none"> <li>1. Application Rs. 120.00</li> <li>2. Processing fee stipulated in environmental regulations</li> <li>3. License fee Rs. 4,500.00</li> </ol>



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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
12.	Issue of permits for display of advertisements	<ol style="list-style-type: none"> <li>1. Duly perfected application;</li> <li>2. Identical specimen of the advertisement intended to be displayed printed on A 4 paper (with colours used);</li> <li>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;</li> <li>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;</li> <li>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.</li> <li>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</li> </ol>	Officer of Front Office ☎ 035-2289075	<ol style="list-style-type: none"> <li>1. Officer in charge of subject ☎ 071-8179610</li> <li>2. Revenue Inspector ☎ 071-3363219</li> <li>3. Secretary/ Chairman</li> </ol>	3 days	<ol style="list-style-type: none"> <li>1. Application fee Rs. 125.00</li> <li>2. License fee charged on the square area of the advertisement as per provisions of By-laws Banner 01 sq.ft - Rs.30.00 Cutout 01 sq.ft - Rs.45.00 permanent boards 01 sq.ft - Rs.90.00</li> </ol>
13.	Levying Rates	Assessment Notice sent to you by the local authority	Officer of Front Office ☎ 035-2289075	<ol style="list-style-type: none"> <li>1. Officer in charge of subject ☎ 071-8967910</li> <li>2. Revenue Inspector ☎ 071-3363219</li> </ol>	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.	Reservation of Crematorium	<ol style="list-style-type: none"> <li>1. Duly perfected application</li> <li>2. A copy of the National Identity Card of applicant (with the original for verification)</li> <li>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)</li> </ol>	Officer of Front Office ☎ 035-2289075	Outside office hours, the Nominated Officer	15 minutes	<ol style="list-style-type: none"> <li>1. Within local limits Rs. 12,000.00</li> <li>2. Outside local limits Rs. 13,000.00</li> </ol>
15.	Application for permission to cause damages to road	<ol style="list-style-type: none"> <li>1. Duly perfected application</li> <li>2. Rough sketch showing the easiest access road to the spot of the road damages to be inflicted.</li> <li>3. A copy of the letter issued by the relevant service providing agency</li> </ol>	Officer of Front Office ☎ 035-2289075	<ol style="list-style-type: none"> <li>1. Technical Officer ☎ 071-9641403</li> </ol>	2 days	Depends on the extent of the damage
16.	Removing hazardous situation caused by trees	<ol style="list-style-type: none"> <li>1. Duly perfected application</li> </ol>	Officer of Front Office ☎ 035-2289075	<ol style="list-style-type: none"> <li>1. Officer in charge of subject ☎ 070-1938778</li> <li>2. Technical Officer ☎ 071-9641403</li> </ol>	3 days	<ol style="list-style-type: none"> <li>1. Application fee Jack tree Rs. 750.00 Other Rs. 500.00</li> </ol>

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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
17.	Levying and exempting from entertainment tax	<ol style="list-style-type: none"> <li>1. For the purpose of levying entertainment tax -                             <ol style="list-style-type: none"> <li>i. printed admission tickets prepared for sale;</li> <li>ii. computer password to place the electronic seal on the admission tickets proposed to be sold online</li> </ol> </li> <li>2. For the purpose of exempting entertainment tax -                             <ol style="list-style-type: none"> <li>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;</li> <li>ii. the estimate of income and expenditure of the entertainment activity should be submitted at the time of depositing the entertainment tax;</li> <li>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.</li> </ol> </li> </ol>	Officer of Front Office ☎ 035-2289075	<ol style="list-style-type: none"> <li>1. Officer in charge of subject ☎ 070-2652650</li> <li>2. Revenue Inspector ☎ 071-3363219</li> </ol>	<ol style="list-style-type: none"> <li>1. 02 days</li> <li>2. 7 days from submitting Annexure 02</li> </ol>	25 percent (25%) of the face value of each admission ticket  (percentage is determined as resolved by the local authority and approved by the Minister)
18.	Renting Reception Halls/Town Halls/Community Halls	<ol style="list-style-type: none"> <li>1. Duly perfected application</li> </ol>	Officer of Front Office ☎ 035-2289075	<ol style="list-style-type: none"> <li>1. Officer in charge of subject ☎ 071-8967910</li> <li>2. Technical Officer ☎ 071-9641403</li> </ol>	15 minutes to reserve the hall	<ol style="list-style-type: none"> <li>1. Hall fee Rs. 1,000.00 (Fees are subject to change depending on availability of facilities.)</li> </ol>
19.	Renting Play-ground	<ol style="list-style-type: none"> <li>1. Duly perfected application</li> </ol>	<ol style="list-style-type: none"> <li>1. Officer of Front Office ☎ 035-2289075</li> <li>2. Playground Keeper</li> </ol>	<ol style="list-style-type: none"> <li>1. Officer in charge of subject ☎ 071-8967910</li> <li>2. Revenue Inspector ☎ 071-3363219</li> </ol>	15 minutes to reserve playground	<ol style="list-style-type: none"> <li>1. Playground fee Rs. 1,000.00</li> <li>2. Security deposit No</li> </ol>

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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
20.	Providing gully bowser service	Duly perfected application	1. Officer of Front Office ☎ 035-2289075 2. Gully bowser Driver	1. Officer in charge of subject ☎ 077-3000751 2. Environment Officer  3. Public Health Inspector / Health Administrator	15 minutes to reserve bowser	1. Bowser fee i. within the limits Rs. 6,750.00 ii. outside the limits Rs. 7,750.00 2. For transport – Rs. 150.00 per kilometer 3. Second Bowser fee Rs . 3,500.00
21.	Providing water bowser service	Duly perfected application	1. Officer of Front Office ☎ 035-2289075 2. Water bowser Driver	1. Officer in charge of subject ☎ 077-3000751	15 minutes to reserve bowser	1. Bowser fee i. with water Rs. 5,700.00 ii. hold the Bowser Rs. 1,000.00 iii. To hold the empty bowser for more than 8 hours Rs.8000.00 2. For transport – Rs. 150.00 per kilometer (Free of charge first 25Km)

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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
22.	Registration and revision of property title	<ol style="list-style-type: none"> <li>1. Duly perfected application ( with 02 duplicates)</li> <li>2. 2 copies of the deed attested by a Notary Public</li> <li>3. Legal Pedigree (Original)</li> <li>4. A copy of the survey plan</li> <li>5. Original copies of 30 years papers</li> </ol>	Officer of Front Office ☎ 035-2289075	<ol style="list-style-type: none"> <li>1. Officer in charge of subject ☎ 071-8967910</li> <li>2. Revenue Inspector ☎ 071-3363219</li> </ol>	5 dyas  (Subject to the recommendations of other concerned institutes)	<ol style="list-style-type: none"> <li>1. Application fee Rs. 300.00</li> </ol>
23.	Levying Taxes on sale of certain lands	Tax on sale of certain lands notice sent to you by the local authority	<ol style="list-style-type: none"> <li>1. Revenue Inspector ☎ 071-3363219</li> <li>2. Officer of Front Office ☎ 035-2289075</li> </ol>	Officer in charge of subject	15 minutes	One percent (1%) of the proceed of sale of land

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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
24.	Issue of Public performance & carnival license	<ol style="list-style-type: none"> <li>1. Duly perfected application;</li> <li>2. A rough sketch of the carnival ground drawn on A4 paper showing every feature of the carnival;</li> <li>3. Letter confirming that sufficient toilet facilities (Female/male and disabled) will be provided for the people coming to the carnival;</li> <li>4. Certificate of Structural Stability of the temporary buildings put up on the carnival grounds issued by a Mechanical Engineer;</li> <li>5. Certificate issued by the Medical Officer of Health that unpolluted and sufficient ventilation is available for people converged in such buildings;</li> <li>6. Letter confirming that sufficient fire extinguishers (general, electricity, and fuel fire extinguishers) are used in the case of sudden fire outbreak;</li> <li>7. 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;</li> <li>8. 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.</li> </ol>	Officer of Front Office ☎ 035-2289075	<ol style="list-style-type: none"> <li>1. Officer in charge of subject</li> <li>2. Revenue Inspector ☎ 071-3363219</li> <li>3. Public Health Inspector ☎ 035-2283390</li> </ol>	2 days	<ol style="list-style-type: none"> <li>1. Application fee Rs. 125.00</li> <li>2. License fee Rs. 1,000.00</li> </ol>
25	Disposal of garbage at none residential sites	<ol style="list-style-type: none"> <li>1. Duly perfected application</li> </ol>	Officer of Front Office ☎ 035-2289075	Committee - <ol style="list-style-type: none"> <li>1. Public Health Inspector</li> <li>2. Technical Officer &amp;</li> <li>3. Revenue Inspector</li> </ol>	01 days	Free until garbage disposal fee is imposed

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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
26.	Levying Acreage Tax	1. Verification notice issued by the Pradeshiya Sabha	Officer of Front Office ☎ 035-2289075	1. Officer in charge of subject ☎ 070-2609791	15 minutes	Amount specified in the verification notice
27.	Backhoe loader rental	1. Duly perfected application	1. Officer of Front Office ☎ 035-2289075 2. Driver	1. Officer in charge of subject ☎ 077-3000751 2. Technical Officer ☎ 071-9641403	15 minutes	1. Fees - 01 meter hrs Rs. 5,600.00 2. Security deposit Renter for 02 meter hrs
28.	Motor Grader Rental	1. Duly perfected application	1. Officer of Front Office ☎ 035-2289075 2. Driver	1. Officer in charge of subject ☎ 077-3000751 2. Technical Officer ☎ 071-9641403	15 minutes	1. Fees - 01 meter hrs Rs. 5,500.00 2. Security deposit The amount decided by the council
29.	Crew cab rental	1. Duly perfected application	1. Officer of Front Office ☎ 035-2289075 2. Driver	1. Officer in charge of subject ☎ 077-3000751 2. Technical Officer ☎ 071-9641403	15 minutes	Price decided by District Price Committee (as per relevant period)
30.	Repair of street lights	1. Duly perfected application 2. Notification by Telephone	1. Officer of Front Office ☎ 035-2289075 2. Electrician	1. Officer in charge of subject ☎ 035-2289075	03 days	Free of chargers

## **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 :-

Name :-

Position :-

Position :-

Venue :-

Venue :-

Phone/Fax/E- Mail :-

Phone/Fax/E- Mail :-

- 
- Acknowledgements of receipt of all complaints will be sent within 07 days and the final decision will be notified within 21 days
  - We welcome suggestions from you, the service recipient public.
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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.035-2289075-203

b. If you wish to advise or comment on this Citizen Charter, please upload your details to our website [www.galigamuwa.ps.gov.lk](http://www.galigamuwa.ps.gov.lk)

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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!**

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