

Name of the Institution - ..... The assembly

Our Vision - ..

Our Mission - ..

### Local Government and Citizens Charter

1	2	3	4	5	6	7
#	giving service	Documents to be submitted	Direct Contact Officer and Tel the number	Other officers and phone numbers	Minimum task completion time Time	Applicable fee
01.	Approval of building plans	<ol style="list-style-type: none"> <li>1. Application form obtained from local council duly completed</li> <li>2. 0 copies of building plan certified by a qualified person 5 (Depending on the nature of the construction, who is the relevant qualified person can be known from the website of the council or from the front office)</li> <li>3. A copy of the approved survey plan of the land on which the building is to be constructed</li> <li>4. Construction of the building Certificates issued by the institutions mentioned in the application form</li> <li>5. In the applicant's land Consent of Land Owner in case of Non-Owner Published article</li> <li>6. A copy of the land deed certified by a notary public</li> <li>7. In the case of land located in an assessable area, the property must be registered and settled in the name of the owner of the land.</li> </ol>	<p>Front Office Officer ☎ 0812 472 028</p>	<ol style="list-style-type: none"> <li>1. Technical Officer / Public Health Inspector ☎ 0812 472 028</li> <li>2. Subject Officer - 04/03 ☎ 0812 472 028</li> <li>3. Planning Committee</li> </ol>	01 month	<ol style="list-style-type: none"> <li>1. Application Fee (as prescribed by the Council)</li> <li>2. Advance Fee (Fee as per nature of development mentioned in Schedule 2 of Planning and Development Orders)</li> </ol>

### Local Government and Citizens Charter

1	2	3	4	5	6	7
#	giving service	Documents to be submitted	Direct Contact Officer and Tel the number	Other officers and phone numbers	Minimum task completion time	Applicable fee
02.	Approval of land subdivision and consolidation development plans	<ol style="list-style-type: none"> <li>1. Correctly completed application forms</li> <li>2. A certified copy of the applicant's National Identity Card</li> <li>3. 5 copies of survey plan relating to subdivision of land or amalgamation of land certified by a qualified person (According to the nature of the development, who is the relevant qualified person can be known from the council's website or front office)</li> <li>4. In development Certificates issued by the institutions mentioned in the application form</li> <li>5 . In the applicant's land Consent of Land Owner in case of Non-Owner Published article</li> <li>6 . A copy of the land deed certified by a notary public</li> <li>7. In the case of land located in an assessable area, the property must be registered and settled in the name of the owner of the land.</li> </ol>	<p>Front Office Officer ☎ 0812 472 028</p>	<ol style="list-style-type: none"> <li>1. Technical Officer / Public Health Inspector ☎ 0812 472 028</li> <li>2. Subject Officer-04/03 ☎ 0812 472 028</li> <li>3. Planning Committee</li> </ol>	01 month	<ol style="list-style-type: none"> <li>1. Application Fee (as prescribed by the Council)</li> <li>2. Advance Fee (Fee as per nature of development mentioned in Schedule 2 of Planning and Development Orders)</li> </ol>

### Local Government and Citizens Charter

1 #	2 giving service	3 Documents to be submitted	4 Direct Contact Officer and Tel the number	5 Other officers and phone numbers	6 Minimum task completion time Time	7 Applicable fee
03.	Extension of validity of a development permit	1. Request letter 2. Original copy of approved development plan 3. Copy of Development Permit issued. 4. On the applicant's land In the event that the owner is not the owner, the space is at the owner's discretion Published article	Front Office Officer ☎ 0812 472 028	1. Technology Officer ☎ 0812 472 028 2. Subject Officer- 04/03 ☎ 0812 472 028	7 days	1. Forwarding Fee Commercial - Rs.3,000.00 Household - Rs.1,500.00

### Local Government and Citizens Charter

1	2	3	4	5	6	7
#	giving service	Documents to be submitted	Direct Contact Officer and Tel the number	Other officers and phone numbers	Minimum task completion time	Applicable fee
04.	Grant of cover approval for unauthorized construction	<ol style="list-style-type: none"> <li>1. Application form obtained from the front office.</li> <li>2. A certified copy of the applicant's National Identity Card</li> <li>3. 0 copies of building plan certified by a qualified person 5 (Depending on the nature of the request, it is possible to know who the eligible person is from the council's website or from the front office)</li> <li>4. A copy of the approved survey plan of the land on which the building is to be constructed</li> <li>5. Construction of the building Certificates issued by the institutions mentioned in the application form</li> <li>6. In the applicant's land Consent of Land Owner in case of Non-Owner Published article</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> </ol>	<p>Front Office Officer ☎ 0812 472 028</p>	<ol style="list-style-type: none"> <li>1. Technical Officer / Public Health Inspector ☎ 0812 472 028</li> <li>2. Subject Officer - 04/03 ☎ 0812 472 028</li> <li>3. Planning Committee</li> </ol>	01 month	<ol style="list-style-type: none"> <li>1. Application Fee (as prescribed by the Council)</li> <li>2. Advance Fee ( <i>The fee according to the nature of the development mentioned in the 2nd Schedule of the Planning and Development Orders</i> )</li> <li>3. Late Fees ( <i>The fee according to the nature of the development mentioned in the 2nd Schedule of the Planning and Development Orders</i> )</li> </ol>

### Local Government and Citizens Charter

1 #	2 giving service	3 Documents to be submitted	4 Direct Contact Officer and Tel the number	5 Other officers and phone numbers	6 Minimum task completion time Time	7 Applicable fee
05.	Issuance of Certificate of Compliance	<ol style="list-style-type: none"> <li>1. Application received from the council duly completed .</li> <li>2. One copy each of issued development permit and approved plan.</li> <li>3. In the applicant's land Consent of Land Owner in case of Non-Owner Published article .</li> </ol>	Front Office Officer ☎ 0812 472 028	<ol style="list-style-type: none"> <li>1. Technical Officer / Public Health Inspector ☎ 0812 472 028</li> <li>2. Subject Officer ☎ 0812 472 028</li> <li>3. Planning Committee</li> </ol>	14 days	<ol style="list-style-type: none"> <li>1. Application Fee (as prescribed by the Council)</li> <li>2. Advance Fee</li> </ol>
06.	Issuance of street line / building boundary certificates and issuance of non-occupancy certificates	<ol style="list-style-type: none"> <li>1. Correctly completed application form</li> <li>2. A copy of the survey plan relating to the land</li> <li>3. An application for land of Rs Consent of Land Owner in case of Non-Owner Published article</li> </ol>	Front Office Officer ☎ 0812 472 028	<ol style="list-style-type: none"> <li>1. Technology Officer ☎ 0812 472 028</li> <li>2. Subject Officer- 04/03 ☎ 0812 472 028</li> </ol>	The street lines are fixed - <ol style="list-style-type: none"> <li>1. When not, 15 minutes</li> <li>2. When available, 5 days</li> </ol>	<ol style="list-style-type: none"> <li>1. Application Fee (as prescribed by the Council)</li> <li>2. Advance Fee (as prescribed by the Council)</li> </ol>
07.	Issuance of trade licences	<ol style="list-style-type: none"> <li>1. Correctly completed application form</li> <li>2. A certified copy of the valid Environmental Protection Permit in case of an industry or business requiring an Environmental Protection Permit</li> </ol>	Front Office Officer ☎ 0812 472 028	<ol style="list-style-type: none"> <li>1. Public Health Inspector ☎ 0812 472 028</li> <li>2. Subject Officer- 02/03 ☎ 0812 472 028</li> </ol>	14 days	The amount mentioned in the notice to be notified by the council

### Local Government and Citizens Charter

1 #	2 giving service	3 Documents to be submitted	4 Direct Contact Officer and Tel the number	5 Other officers and phone numbers	6 Minimum task completion time Time	7 Applicable fee
08.	Collection of business tax	Business tax notice sent to him by the council	Front Office Officer ☎ 0812 472 028	1.Revenue Inspector ☎ 0812 472 028 2. Subject Officer- 02/03 ☎ 0812 472 028	15 minutes	The amount mentioned in the tax notice
09.	Collection of Industry Tax	Industry tax notice sent to him by the council	Front Office Officer ☎ 0812 472 028	1.Revenue Inspector ☎ 0812 472 028 2. Subject Officer- 02/03 ☎ 0812 472 028	15 minutes	The amount mentioned in the tax notice

## Local Government and Citizens Charter

1	2	3	4	5	6	7
#	giving service	Documents to be submitted	Direct Contact Officer and Tel the number	Other officers and phone numbers	Minimum task completion time	Applicable fee
10.	Environmental Protection Permit	<ol style="list-style-type: none"> <li>1. Correctly completed application form.</li> <li>2. An outline of the route to where the industry or business is located .</li> <li>3. Certificate of Registration of Business (not required in case of license renewal)</li> <li>4. A copy of the deed of the land belonging to the place where the business is carried on . (Not required in case of license renewal)</li> <li>5. If the person carrying on the industry / business does not own 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 . (Not required in case of license renewal)</li> <li>6. Certified copy of approved building plan (not required in case of renewal of license)</li> </ol>	<p>Front Office Officer ☎ 0812 472 028</p>	<ol style="list-style-type: none"> <li>1. Subject Officer- 05/01 ☎ 0812 472 028</li> <li>2. Technology Officer ☎ 0812 472 028</li> <li>3. Technical Committee</li> </ol>	14 days	<ol style="list-style-type: none"> <li>1. Application form Rs. 200.00</li> <li>2. Advance fee mentioned in environmental orders</li> <li>3. License Fee Rs. 3,000.00</li> </ol>

### Local Government and Citizens Charter

1	2	3	4	5	6	7
#	giving service	Documents to be submitted	Direct Contact Officer and Tel the number	Other officers and phone numbers	Minimum task completion time	Applicable fee
11.	Issuance of Advertisement Display Permits	<ol style="list-style-type: none"> <li>1. Correctly completed application form;</li> <li>2. A likeness of the advertisement intended to be displayed, printed on A4 paper (including the colors used);</li> <li>3. In the case of an advertising notice board installed and displayed in a reserve of any road , the original copy of the letter authorizing the same by the road development authority or provincial road development authority or local government , as applicable ;</li> <li>4. In the case of an advertisement billboard that is installed and displayed in a road reserve , the original copy of the letter issued by the head of the traffic department of the police station where the relevant advertisement billboard is displayed;</li> <li>5. When 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;</li> <li>6. In the case of a billboard displayed within an urban development area, certified copy of the permit approved by the Urban Development Authority or the Council under Order 104 of the Planning and Development Orders of the Urban Development Authority 2021</li> </ol>	<p>Front Office Officer ☎ 0812 472 028</p>	<ol style="list-style-type: none"> <li>1. Subject Officer - 02/04 ☎ 0812 472 028</li> <li>2. Revenue Inspector ☎ 0812 472 028</li> </ol>	3 days	<ol style="list-style-type: none"> <li>1. Application Fee (as prescribed by the Council)</li> <li>2. Permit fee based on the type of advertisement as prescribed in the bye-laws</li> </ol>



### Local Government and Citizens Charter

1 #	2 giving service	3 Documents to be submitted	4 Direct Contact Officer and Tel the number	5 Other officers and phone numbers	6 Minimum task completion time Time	7 Applicable fee
12.	Levy of assessment	Assessment notice sent to him by the council	Front Office Officer ☎ 0812 472 028	1. Subject Officer - 02/02 ☎ 0812 472 028	15 minutes	The total amount shown in the assessment notice
13.	Requesting permission to damage roads	1. Correctly completed application form 2. A rough diagram showing the convenient route to reach the designated point on the road intended to be damaged . 3. A copy of the letter issued by the institution providing the relevant service connection.	Front Office Officer ☎ 0812 472 028	1. Technology Officer ☎ 0812 472 028 2. Subject Officer - 02/01 ☎ 0812 472 028	2 days	Varies with the extent of damage
14.	Removal of hazardous conditions caused by trees	Correctly completed application form	Front Office Officer ☎ 0812 472 028	1. Technology Officer ☎ 0812 472 028 2. Subject Officer - 05/02 ☎ 0812 472 028	14 days	No fees are charged

### Local Government and Citizens Charter

1 #	2 giving service	3 Documents to be submitted	4 Direct Contact Officer and Tel the number	5 Other officers and phone numbers	6 Minimum task completion time Time	7 Applicable fee
15.	Collection of entertainment tax and exemption 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 tickets prepared for sale;</li> <li>ii . Computer password for e-stamping of tickets proposed to be sold online</li> </ol> </li> <li>2. In relation to an exemption from entertainment tax, acting as in 1 above— <ol style="list-style-type: none"> <li>i . According to the value of the tickets proposed to be sold, an amount equal to the entertainment tax shall first be deposited in the House;</li> <li>ii . At the time of depositing the entertainment tax , the estimate of income and expenses of the entertainment work</li> <li>iii . Details of actual income and expenses of the entertainment work 30 days before the completion of the entertainment work</li> </ol> </li> </ol>	Front Office Officer ☎ 0812 472 028	Subject Officer - 02/03 ☎ 0812 472 028	<ol style="list-style-type: none"> <li>1. 02 days</li> <li>2. 7 days from the date of submission of Annexure 02</li> </ol>	Ten percent (10 %) of the face value of each ticket  (This percentage will be fixed as per the council norms approved by the minister)
16.	Providing Water Bowser Service/Backhoe/Drum Truck/Crew Cab/Lawn Mower/Flag Poles and Flags on Hire Basis	Correctly completed application form	<ol style="list-style-type: none"> <li>1. Front Office Officer ☎ 0812 472 028</li> <li>2. Water bowser driver ☎ 0812 472 028</li> </ol>	<ol style="list-style-type: none"> <li>1. Technology Officer ☎ 0812 472 028</li> <li>2. Subject Officer - 02/01 ☎ 0812 472 028</li> </ol>	15 minutes to separate the bowser	as prescribed by the Council

### Local Government and Citizens Charter

1 #	2 giving service	3 Documents to be submitted	4 Direct Contact Officer and Tel the number	5 Other officers and phone numbers	6 Minimum task completion time Time	7 Applicable fee
17.	Registration and amendment of property title	1. Duly filled application form (with 2 copies) 2. 2 copies of the deed certified by a notary public	Front Office Officer ☎ 0812 472 028	1. Subject Officer- 02/02 ☎ 0812 472 028 2. Revenue Inspector ☎ 0812 472 028	5 days	1. Application Fee Rs. 700.00 2. Advance Fee (as prescribed by the Council)
18.	Tax on sale of certain lands	Notice of tax on sale of certain lands sent to him by the council	1. Revenue Inspector ☎ 0812 472 028 2. Front Office Officer ☎ 0812 472 028	Subject Officer- 02/01 ☎ 0812 472 028	15 minutes	One percent (1%) of the cash value of the land sold
19.	Acreage Taxation	1. Satyekshana notification issued by the local council	Front Office Officer ☎ 0812 472 028	Subject Officer- 02/02 ☎ 0812 472 028	15 minutes	The amount shown in the verification notice
20.	Hospitality homes	1. A photocopy of the applicant's National Identity Card	Front Office Officer ☎ 0812 472 028	Subject Officer- 02/03 ☎ 0812 472 028	Day 01	as prescribed by the Council

### Local Government and Citizens Charter

1	2	3	4	5	6	7
#	giving service	Documents to be submitted	Direct Contact Officer and Tel the number	Other officers and phone numbers	Minimum task completion time Time	Applicable fee
21.	Issuance of permits for parking of three-wheelers	1. Application 2. Photocopy of income certificate 3. A photocopy of driving license 4. Photocopy of vehicle registration certificate 5. A photocopy of National Identity Card	Front Office Officer ☎0812 472 028	Subject Officer- 02/04 ☎ 0812 472 028	Day 01	Rs 1,650.00
22.	Getting a new water connection	1. Request letter 2. Application 3. Water Treaty	Front Office Officer ☎0812 472 028	Subject Officer- 02/01 ☎ 0812 472 028	14 days	as prescribed by the Council

#### Our dedication \_

- Sincerely
- Wisely
- politely
- With understanding
- Subjective and unbiased
- With transparency
- Accountability
- Immediately
- Effectively and efficiently

We are committed to providing .

### **Our expectation**

Thank you for your trust in our company and for our service The requests you make are reasonable , fair and timely Providing complete and accurate information can and should be expected from us. You also supported us by having enough understanding of the impossible We would like to inform that it is possible .

### **Our standards**

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

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

In the event that the final decision may or may not necessarily be delayed, or issues When an emergency situation arises, we will immediately inform you of the reason .

### **Grievance and Redressal Mechanism**

The staff of our company politely provide you with the necessary help and services is given Complaints you may have related to the above standards to the following officials Please register .

Name :-

Name :-

Position :-

Position :-

Location :-

Location :-

Phone / Fax / E- \_ Mail :-

Telephone / Fax / E - mail :-

- Date of receipt of all complaints Informs within and final answer ..... within will be notified.

- We gladly accept suggestions from you, the client public .
  - a . Our ongoing meetings with you or your representatives who receive our services is held If you are looking to connect with us Please call on ..... phone number .
  - b . To obtain your advice on matters included in this Charter or Enter your consent to provide your comments and enter your details on our WWW website .

Citizens Charter , to improve the quality of the services we provide It is a joint effort between you and us . The service provided is more improved By giving the details given below ( specify the details related to the institution ) to do We request you to help us .

**To constantly revise and increase the services provided under the Charter We are bound to improve .!**