



புரதேச சபை கந்தளாய்
பிரதேச சபை கந்தளாய்
PRADESHIYA SABHA KANTHALE

Vision - A prosperous village and a strong tomorrow

**Mission - In accordance with government policies, treating all races equally, providing common facilities
And By performing public services efficiently, the physical and human resources available in
The area by using it effectively, it is ours to create a prosperous tomorrow for the people of the
Area this is the mission.**

தெலிதழை } புரதேச சபை, கந்தளாய்
விலாசம் } பிரதேச சபை கந்தளாய்
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Name of the Institution -Municipal/Urban Council/Pradeshiys Sabha.

Our Vision - .

Our Mission - .

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"> 1. Duly perfected application 2. A certified copy of the National Identity Card of the applicant 3. 03 copies of the building plan certified by a qualified person 4. A copy of the approved survey plan of the land on which the building is to be constructed 5. Depending on the nature of the building construction, certificates issued by the institutions mentioned in the application form. 6. When the applicant is not the owner of the land, a consent letter from the owner of the land 7. A rough sketch showing other surrounding landmarks for easy access to the location of land 8. A copy of the deed of the land certified by a Notary Public. 9. In the case of land in an assessment area, the property should have been registered in the name of the owner. 	Officer of Front Office ☎ . 0262030700	<ol style="list-style-type: none"> 1. Technical Officer / ☎ . 0773721600 2. Officer in charge of subject ☎ . 0262234275. 3. Planning Committee 	14 days	<ol style="list-style-type: none"> 1. application fee Rs 500/- 2. Processing fee (fee depending on the nature of development stipulated Authority Planning and Development Regulations-

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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
02.	Approving development plans for sub-division and amalgamation of land	<ol style="list-style-type: none"> 1. Duly perfected application 2. A certified copy of the National Identity Card of the applicant 3. 03 copies of the survey plan relating to the sub-division or amalgamation certified by a qualified person 4. Depending on the nature of the development, 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 6. A copy of the deed of the land certified by a Notary Public. 7. A rough sketch showing other surrounding landmarks for easy access to the location of land 8. In the case of land in an assessment area, the property should have been registered in the name of the owner 	Officer of Front Office ☎ . 0262030700	<ol style="list-style-type: none"> 1. Technical Officer/ ☎ . 0773721600 2. Officer in charge of subject ☎ 0262234275 3. Planning Committee 	14 days	<ol style="list-style-type: none"> 1. Application fee Rs 250/- 2. Processing fee (fee depending on the nature of development stipulated Authority Planning and Development Regulations-
05.	Issue of Certificate of Conformity	<ol style="list-style-type: none"> 1. In the case of an urban development area, the application in Schedule I of the Urban Development Authority Planning and Development Regulations-2021 and in the case of other areas the application obtained from local authority 2. Copy each of development plan issued and approved plan 3. When the applicant is not the owner of the land, a consent letter from the owner of the land 	Officer of Front Office ☎ . 0262030700	<ol style="list-style-type: none"> 1. Technical Officer/ ☎ . 0773721600 2. Officer in charge of subject ☎ . 0262234275 . 3. Planning Committee 	14 days	<ol style="list-style-type: none"> 1. Processing fee Rs. . 3000/-

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06.	Issue of Certificate of Street Lines/ Building Lines	<ol style="list-style-type: none"> 1. Duly perfected application 2. A copy of the survey plan of the land 3. A certified copy of the National Identity Card of the applicant 	Officer of Front Office ☎ . 0262030700	<ol style="list-style-type: none"> 1. Technical Officer ☎ . .0773721600 2. Officer in charge of subject ☎ . 0262234275 	Street lines 1 when not demarcated – 15 minutes 2. when demarcated – 5 days	<ol style="list-style-type: none"> 1. Application fee Rs. 1000/-
08.	Issue of Trade Licenses	<ol style="list-style-type: none"> 1. Duly perfected application 2. In the case of an industry or business which requires Environmental Protection License (EPL), a certified copy of the valid EPL 	Officer of Front Office ☎ . 0262030700	<ol style="list-style-type: none"> 1. Technical Officer ☎ . .0773721600 .. 	days 14	The amount mentioned in the notice to be notified by the council
09.	Levying Business Tax	Business Tax Notice sent to you by the Local Authority	Officer of Front Office ☎ . 0262030700	Revenue Inspector ☎ 0712049899	15 minutes	Amount specified in Tax Notice
10.	Levying Industry Tax	Industry Tax Notice sent to you by the Local Authority	Officer of Front Office ☎ . 0262030700	Revenue Inspector ☎ 0712049899	15 minutes	Amount specified in Tax Notice

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11.	Environmental Protection License	<ol style="list-style-type: none"> 1. Duly perfected application. 2. Rough sketch of the route to the place of industry or business. 3. Details of the staff to be deployed. 4. A certified copy of the Business Registration (not needed in renewal of the license) 5. A copy of the deed of the land where the business is carried on (not needed in renewal of the license) 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) 7. A certified copy of the approved survey plan of the land (not needed in renewal of the license) 8. A certified copy of the approved building plan (not needed in renewal of the license) 	Officer of Front Office ☎ . 0262030700	<ol style="list-style-type: none"> 1. Officer in charge of subject ☎ 0262234275 2. Technical Officer ☎ . 7737216003 . Technical Committee 	14 days	<ol style="list-style-type: none"> 1. License fees Rs. 3000 2. Inspection fees From Rs.3000/- depending on the charges applied to the initial investment

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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
12.	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. 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; 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. 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 	Officer of Front Office ☎ . 0262030700	<ol style="list-style-type: none"> 1. Officer in charge of subject 0262234275 2. Revenue Inspector ☎ .0712049899. 	3 days	<ol style="list-style-type: none"> 1. License fee charged on the square area of the advertisement as per provisions of By-laws
13.	Levying Rates	Assessment Notice sent to you by the local authority	Officer of Front Office ☎ . 0262030700		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"> 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 (with English translation if in a language other than English) 	Officer of Front Office ☎ . 0262030700	Outside office hours, the Nominated Officer ☎ 0712049899	15 minutes	1. Within local limits Rs22500/-
15.	Application for permission to cause damages to road	<ol style="list-style-type: none"> 1. Duly perfected application 2. Rough sketch showing the easiest access road to the spot of the road damages to be inflicted. 3. A copy of the letter issued by the relevant service providing agency 	Officer of Front Office ☎ . 0262030700.	Technical Officer ☎ . .0773721600	2 days	Depends on the extent of the damage
16.	Removing hazardous situation caused by trees	Duly perfected application	Officer of Front Office ☎ . 0262030700	Technical Officer ☎ . .0773721600	3 days	Free of charge

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17.	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 - <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. 	Officer of Front Office ☎ . 0262030700	Revenue Inspector ☎ 0712049899	<ol style="list-style-type: none"> 1. 02 days 2. 7 days from submitting Annexure 02 percent 10.%) 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	Duly perfected application	<ol style="list-style-type: none"> 1. Officer of Front Office ☎ . 0262030700 Officer in charge of the Hall ☎ 	Technical Officer ☎ . 0773721600	<ol style="list-style-type: none"> 1. 15 minutes to reserve the hall – 	<ol style="list-style-type: none"> 1. hall fee Rs.25000/- (government) Rs.37500/- non-state Rs. 10000/- (Pre-school)

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20.	Providing gully bowser service	Duly perfected application	1. Officer of Front Office ☎ . 02620307002. Gully bowser Driver ☎	1. Technical Officer ☎ . .07737216002.	15 minutes to reserve bowser	1. Bowser fee i. within the limits Rs9000/- ii. outside the limits Rs. 9000/- 2. For transport – Rs. 200/-per kilometer
21.	Providing water bowser service	Duly perfected application	1. Officer of Front Office ☎ . 0262030700. 2. Water bowser Driver ☎	Technical Officer ☎ . .0773721600	15 minutes to reserve bowser	1. Bowser fee per liter 1- Rs-1/- 2. For transport – Rs. 200/- per kilometer
22.	Registration and revision of property title	1. Duly perfected application (in duplicate) 2. 2 copies of the deed attested by a Notary Public	Officer of Front Office ☎ . 0262030700	1. Officer in charge of subject 0262234275 . 2. Revenue Inspector ☎ 0712049899	5 dyas	1. Application fee Rs250/-

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25	Disposal of garbage at none residential sites	Duly perfected application	Officer of Front Office ☎ . 0262030700	Committee - 1.Public Health Inspector 2. Technical Officer & ☎ . 0773721600 3. Revenue Inspector ☎ 0712049899	3 days	1. Garbage disposal fee

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 and the final decision will be notified within ▽
- 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.

b. If you wish to advise or comment on this Citizen Charter, please upload your details to our website WWW

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!

