

Citizens' Charter



Ministry of Urban Development and Sacred Area Development

Citizens' Charter



Ministry of Urban Development and Sacred Area Development

3rd Floor,

"Sethsiripaya",

Battaramulla.

Tel No. 011-2864770 / 011- 2862530

Fax No. 011- 2887909

"You are entering into a place ready to serve you"



Ministry of Urban Development and Sacred Area Development

Vision

A healthy green urban environment which provides shelter, safe drinking water, sanitation facilities and peaceful places of worship for inhabitants

Mission

To introduce , Implement & maintain a sustainable physical planning process to acceptable standards with a view to build and maintain an urban environment to provide shelter, sanitation facilities for all inhabitants and upgrade the physical structure environment of the places of worship.

Objectives of the Ministry of Urban Development and Sacred Area Development

1. Formulation of Policies, programmes and projects in respect of Physical Planning and Urban Development and assist in implementation of such programmes and projects.
2. Urban Planning and Development
3. Physical Planning
4. Sacred area Planning and Development
5. Urban Redevelopment
6. Drainage improvement and settlement development in Lunawa Catchments
7. Assist Urban Local Authorities to improve urban Infrastructure facilities and housing
8. Assist Urban Local Authorities to establish good urban governance facilities
9. Provision of public utility services to under served Settlements
10. Environmental Improvement in Colombo Metropolitan Area
11. Urban Renewal
12. Provision of water supply and hygiene education services in rural areas

Complaints redressal system

Courteous and helpful service will be extended by all the staff. if you have any complaints to make with respect to the delivery of the above standards you are complaints to the secretary.

Secretary,
Ministry of Urban Development and Sacred Area Development
3rd Floor,
"Sethsiripaya",
Battaramulla.
Tel No. 011-2864770 / 011- 2862530
Fax No. 011- 2887909

Departments and Statutory Institutions

- National Physical Planning Department
- Urban Development Authority
- Sri Lanka Land Reclamation And Development Corporation
- Real Estate Exchange (Pvt) Ltd.
- Lunawa Environmental and Community Improvement Project
- Urban Settlement Development Authority
- Community Water Supply and Sanitation Project
- Peliyagoda Ware House Complex
- L.R.D.C Services (Pvt) Ltd.

Our Commitment

We assure through this citizens/ clients charter our commitment in delivery of our services with

- Integrity
- Judiciousness
- Courtesy
- Responsibility
- Accountability
- Understanding
- Impartiality
- Transparency
- Promptness
- Self Confidence
- Efficiency
- Effectiveness

Divisions of the Ministry of Urban Development And Sacred Area Development

1. Administrative Division
2. Human Resource Development Division
3. Monitoring & Evaluation / Sacred Area Division
4. Urban Development Division
5. Project Coordinating / Development Division
6. Land Division
7. Internal Audit and Management Division
8. Tender & Technical Division
9. Accounts Division

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Administrative Division

Mission

To carryout the organizational administrative functions in a self leadership and effective manner

No.	Activity	Days	Hours	Min
1.	Maintain the personal files of staff officers in the Ministry	*		
2.	Appointment of Minister's staff	*		
3.	Matters related to the Ministry tapol		03	
4.	Staff officer's Asset and liabilities.	*		
5.	Settlement of all telephone bills in the Ministry		04	15
6.	Payment of O.T. and traveling for Ministry and Minister's staff	02		
7.	Forward the monthly attendance sheets of the daily paid officers to the finance division		01	10
8.	Holiday payment for the staff officers	02	02	
9.	Matters related to the foreign scholarship	10		
10.	Matters related to the foreign leave of the institution under the Ministry		01	
11.	Matters related to the loans	01	02	
12.	Settlement of advance payment		01	15
13.	Settlement of invoices for water and electricity in Minister's Bungalow		01	15
14.	Maintain the Ministry petty cash	*		
15.	Provision of transport facilities to the staff of the Ministry for official purposes	*		
16.	Forward the rental bill of the Ministry to the finance division	01		
17.	Reserve the Ministry auditorium			30
18.	Maintain the Lanka Government Network and update the database	*		
19.	Issuing the newspapers for the staff officers and settle the bill		01	40
20.	Payment for the paper advertisement charges	02		
21.	Issuing the official Identity card			30

22.	Computing the sinhala translation of cabinet memorandum.			20
23.	Maintain the personal files of Graduate officers , Management assistants , Drivers and K.K.S	*		
24.	Administrative matters of NPPD - Extension of service - Making recommendations to the relevant authority of retirement papers and others	02 02		
25.	Payment for the cleaning service in the Ministry	02		
26.	Matters related to “Agrahara” Insurance claims of the Ministerial staff		01	
27.	Maintain the Discipline files and Appeal files.		02	
28.	Handling the Administrative matters in Urban Development Authority	02	}	
29.	Handling the Administrative matters in Community Water Supply and Sanitation Project	02		
30.	Handling the Administrative matters in Lunawa Environmental Project	02		
31.	Handling the Administrative matters in Urban Settlement Development Authority	02		**
32.	Handling the Administrative matters in Real Estate Exchange (Pvt) Limited	02		
33.	Handling the Administrative matters in Peliyagoda Ware House Complex	02		
34.	Forward the cabinet papers			45
35.	Monitoring the security situation in the Sethsiripaya Premises		02	
36.	Taking actions to send answers for the audit quarries	*		
37.	Appoint the board of survey and matters related to the survey		02	
38.	Matters related to the stores		02	
39.	Granting retirement and pension of the officers	*		
40.	Handling the Administrative matters in Sri Lanka Land Reclamation And Development Corporation	02		
41.	Settlement of invoice for entertainment allowances		01	
42.	Activities relating to the performance Approval reports of the officers		01	30

* Time required can not be mentioned until the completed applications submitted

** Allowed time valid only after submitted the correct documents

Human Resource Development Division

Vision

Achieve the targets of the excellent public

Mission

Development Productivity to do the duties in an efficient manner

Duties done by the Division

No	Duties	hrs	date	month
1	Rendering better service to the people		06	
2	Duties regarding creative competition for the public servant		05	
3	Duties regarding the Department of Census and statistics		05	
4	Send letters and reports for the Administrative division		03	
5	Send letters and reports to the public petition committee.*		06	
6	Prepare reports for the public petition and send to the presidential secretariat.		07	
7	Submit reports the Newspapers to the secretary and duties regarding the newspapers.		01	
8	Duties regarding people friendly excellent public service*		01	
9	Duties of committee of public enterprises.*		05	
10	Duties of questions for oral Answers and questions mot for oral Answers		09	

	*(parliament)			
11	Duties of consultative committee		12	
12	Co-ordinate and held common programmers of the ministry of women affairs.		07	
13	Send Annual reports from the Institutions under the Ministry to submit the parliament*		14	01
14	Duties of public petition and public petitions sent through the government organizations.*		07	
15	Send letters and duties regarding the letters send by the presidential secretariat*		07	
16	Duties of Apprentices trainers attached to the Ministry		05	
17	Duties of Local Training programmers	04	03	
18	Co-ordinate the Training programmers with the Sri Lanka Institute of Development Administration		07	
19	Duties regarding Post Graduate Programmers given by the local Universities		09	
20	Duties regarding Training Programmers, workshop organized by the Ministry		12	
21	Duties regarding Language Programmers conducted by the Department of official Languages		25	
22	Co-ordinate with the public service Institute and send officers for the Training programmers conducted by the PSTI	01		

* Time from can be changed when the letters sent to the Ministry from relevant / organizations

Sacred Area Development Division

No.	Activity	Duration
01.	Sending a letter of acknowledgement for all letters received	01day
02.	Following the procedure for the requests.	07 days
03.	Declaration of historically important religious sites as sacred areas by a Gazette Notification	03 Months
04.	Gathering information, evaluation and monitoring of sacred area development projects	*
05.	Progress reviewing of sacred area development projects	Quarterly
06.	Preparation of Cabinet Papers in English and Sinhala Medium and forwarding for Hon.Minister's signature	03 days
07.	Hosting a website for raising funds by national and international donations for development of sacred areas	**
08.	Coordinating with the Hon.Minister on sacred area development matters	1hr
09.	Identifying new sacred area development sites with religious & historical importance	02 months
10.	Coordinating with relevant Government and Non-Governmental organizations on sacred development.	

Urban Development Section

Functions of the division**Days****Hours****minutes**

01	Preparation of cabinet memorandums with regards to the alienation of lands owned by SLLD&DC *	03		
02	Preparation of cabinet memorandums with regards to the alienation of lands owned by UDA*	04		
03	Approval for sale of land to the Government Agencies by SLLR&DC*	02		
04	Declaration of wetlands, Water retention areas under section 2(a)1 of the SLLR&DC Act	07		
05	Requests of lands, public petitions 7 complains of unauthorized constructions and land reclamation referred to Secretary	01		
06	Certificate under section 18(1) of the UDA Law No.41 of 1978*	01		
07	Approval under section 14(2) B of the State Land (recovery of possession) Act No 07 of 1979 regarding the unauthorized construction & occupation in properties owned by UDA*	01		
08	Action taken on letters and requests referred to the secretary with regard to the lands & implementation of town plans	01		
09	Publishing UDA regulations with regards to the amendments made to the UDA Act.	04		
*10	Submission of observation of Hon. Ministers regarding the cabinet memorandums submitted by other ministries	02		
11	Action taken on letters sent by the public regarding implementation of town plans	01		
12	Declaration of urban development areas*	04		
13	Preparation of cabinet memorandums on town development plans *	02		

* Time required is given of the total process of preparation of cabinet memorandums, documents required for the declaration of Urban areas and submission of certificate under section 18(1) of the UDA Law No41 of 1978 for get the necessary approvals of the Hon. Minister

Project Coordination & Programming Division

No	Activities	Date	hour	minute
1	Coordination Lunawa Environment Improvement & Community Development Project, Greater Galle Development Project, Community Water Supply & Sanitation Project, Real Estate Exchange (pvt)Ltd, Urban Settlement Development Authority, 3K Township Development, CEIP project	*		
2	Studying in new project proposals & feasibility report.	08		
3	Preparing Progress Report	08		
4	Coordinating Progress Review/ Progress Monitoring Meeting	18		
5	Maintaining Project files and documents	07		
6	Preparation of Annual Action Plan	49		
7	Coordinating Annual Budget activities	39		
8	Prepare the Annual Performance report of the Ministry	40		

* Difficult to mention specific time for the above events

Land Division

Mission of the Land division

Acquire and vest lands appropriately in line with the programs implemented by the ministry towards the development of the country.

Functions

- ❖ Acquire land required for the institutions of the Ministry.
- ❖ Vest Crown Lands required for the institutions of the Ministry.
- ❖ Co-ordinate with the institutions such as Land Ministry, Surveys General Department, Divisional secretariats etc. in relation with the land acquisition.
- ❖ Make investigation on objections and complaints against land acquisition in order to get determination.
- ❖ Monitor the process of land acquisition including payments of compensation and utilization of land acquired /vested

Duties on above functions are being done accordingly to the Land Acquisition Act, Time required can not be mentioned accurately. Complaints or inquiries from public will be attended as follows.

	Services rendered on demand	Time
1	Replying for complaints/ requests	02 days
2	Calling reports	02 days
3	Sending final reply if it is possible according to the report received from the relevant agency.	02 weeks
4	Final reply when further investigation is required	From 02 weeks up to 02 months

Internal Audit and Management Division

01. To inquire in to the complaints received over the telephone.	} From 07 Days to 90 Days
02. To inquire in to the anonymous complaints received.	
03. To inquire in to the complaints received from several institutions.	
04. To inquire in to the complaints made through print media and electronic media.	
05. Sum up the performance of the institutions under the Ministry by holding Audit and Management committee Meetings.	} Quarterly
06. To establish a sound internal control system and procedure in the Ministry of Urban Development and Sacred Area Development and the institutions under it	} Continuously
07. To supervise whether the institutions are carried on to the effect of maximum efficiency and minimize expenses.	
08. To introduce sound control systems by which committing frauds are transpired and minimized.	
09. Identifying the risk areas and to carry out risk based auditing	
10. Examine whether the social responsibility was achieved by public accountability on government expenditure.	

Technical and Tender Division

	Activities of the Division	Days	Hours	Minutes
1	Appointment of Procurement Committees	01		
2	Selection of Tenders through Procurement Committees and award them	45		
3	Supplying new Network points (Time may change depending on the location)	30		
4	Updating Virus Guards		01	
5	Provide Internet facility when it is disconnected			40

Finance Division

[01] Payments		Days	Hours	Minute
[i] Salaries for the Permanent Staff [ii] Salaries for the Casual Staff [iii] Over time [iv] Travelling [v] Holiday Pay [vi] Payment of Distress Loan [vii] Payment of Special Advance [viii] Payment of Festival Advance [xi] All other payments	Dates stipulated in the Treasury Circular. 05 th and 08 th Working days of each month. After receiving completed vouchers to the Finance Branch for making payments with the fulfillment of all Financial requirements.	* 3		
[02]. Procurements [i] Emergency Purchases [ii] Procurement by following shopping procedure [iii] Procurement under procedure on competitive bidding procedure	If requirements stipulated in the PGL 3.5 are completed.	03 21 42		
[03]. Submission of Financial Reports [i] Annual Budget Estimates [ii] Annual Imprest [iii] Applying for Monthly Imprest [iv] Bank Reconciliation Statements [v] Monthly Summary of Accounts [vi] Progress Reports on Monthly Exp	Before the stipulated in the in the National Budget Circular As per the dates stipulated in the Treasury Circular. Before the 5 th working day of the each month Before the 15 th of each month Before the dates stipulated in the Treasury Circulars. Before the 15 th of each month.	* * * 05		

[vii] Reconciliation of Imprest Account	Before the 15 th of each month..	05		
[viii] Reconciliation of accounts with the Treasury	Before the dates stipulated in the Treasury Circular, after receipt of computer print outs.	05		
[ix] Closing of Accounts at the end the Financial Year and connected reports	Within the 3 rd working day of the relevant Year.	*		
[x] Annual Appropriation Account	Before the dates stipulated in the Treasury			
[xi] Public Officers Advance Account 'B' Account	Before the dates stipulated in the Treasury	30		
[04] <u>Services rendered to the Institutions under the Ministry</u>				
[i] Prepare & Submit Imprest applications pertaining to the Institutions to the Treasury for release of Imprest.[if the provisions are available and properly prepared applications are received]		02		
[ii] Release Imprest to the relevant Bank Accounts issued by the Treasury.		03		
[iii] To send the Summaries of Accounts to the Treasury. If the Summaries are received in time from the relevant parties , on the target dates if not with the Summary of Account of the following month.		03		
[iv] Prepare & Submit duly completed FR 66 Applications [if complied with all the requirements.		03		

[v] Compare the Monthly Expenditure pertaining to those Institutions with the Treasury accounts and report for any differences.	After receipt the Treasury Print outs.	03		
[05] Answering letters and providing information called for by the Treasury other Institutions [06] Answering of Audit Queries.		05 10		

* Exact time cannot be mentioned please.