

Department of Housing Commissioner

Western Province

Citizens' Charter



"You are now entering a zone waiting ready to serve you."

Our Vision

"A permanent home to live in for all low-income earning family units dwelling in Western Province."

Our mission

"Providing assistance to low-income earning people in the Western Province to build a suitable house and improve the existing house and provide relief by implementing the provisions of the Rent Act No. 7 of 1972"

We are committed to provide our service,

- Honestly,
- Wisely
- Politely
- With understanding
- Impartially
- With transparency
- With accountability
- Diligently
- Efficiently and effectively

Housing Commissioner's Department (W.P.)

Service Provided	Service Delivery Standards (Hours/ Weeks/ Days)	Information/documents to be submitted	Relevant rules, codes, regulations etc.	You can access help through (Name of the Officer, Position, Location, Telephone/ Fax /Email)
Acceptance of applications to allow permission to demolish and redevelop a building older than 40 years, used for residential or business purposes and, leased to a tenant under Section 18A of the Rent Act No. 7 of 1972	5 minutes	<ul style="list-style-type: none"> ❖ The following documents along with the application. ➤ Relevant Deed/ Ground plan, to prove ownership of the property in question ➤ Relevant documents to confirm that the concerned building is more than 40 years old, ➤ Documents confirming that the applicant has monetary funds to construct the new building, ➤ Approved building plan of the redevelopment scheme, cost estimate and quantity survey list 	The Rent Act No. 7 of 1972 and the Amended Acts of 1980 and 2002	E.M.I.U.Edirisinghe Housing Commissioner, Tel. No.: 011-2092730 Fax: 011-2092757 Department of Housing Commissioner (W.P.)
Accepting deposits related to legal	30 minutes	➤ Document where the monthly standard house	Rent Act No. 7 of	- Same -

proceedings for eviction of the tenant of a place where the standard monthly rent is below Rs:100/- and above Rs:100/- under Sections 22(1) and 22(2) of the Rent Act No. 7 of 1972		rent is determined	1972 and the Amended Acts of 1980 and 2002	
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Service Provided	Service Delivery Standards (Hours/ Weeks/ Days)	Information/documents to be submitted	Relevant rules, code regulations etc.	You can access help through (Name of the Officer, Position, Location, Telephone/ Fax /Email)
Resolving existing problems between home owners and tenants in the area.	30 days	<ul style="list-style-type: none"> ➤ Obtaining an application from the relevant House Rent Board and ➤ Receipt of payment-amount prescribed by the House Rent Board 	Rent Act No. 7 of 1972 and the Amendments of No. 55 of 1980 and No. 26 of and 2002	Secretary of House Rent Board - Colombo 1, 2, House Rent Boards of Sri Jayawardanapura Kotte, Dehiwala Moratuwa, Maharagama, Battaramulla, Avissawella, Gampaha, Negombo, Weyangoda, Peliagoda, Kalutara, Panadura
Providing Housing Aid to low-income earning families.	Within 03 days from the date of receipt of applications completed and sent by the	<p>In order to receive Housing Aid, one must first submit a letter of request and obtain an application.</p> <ul style="list-style-type: none"> ➤ A copy of the deed to confirm ownership of the land along with the application. ➤ A letter of permission to build a house by owner if on land not 	The Statute of Housing Development Fund No. 03 of 1990 and Gazette Notifications	E.M.I.U. Edirisinghe Housing Commissioner, Tel. No.: 011-2092730 Fax: 011-2092757 Housing

	beneficiaries	<p>owned by owner.</p> <ul style="list-style-type: none"> ➤ If the owner of the land is deceased, the spouse should submit a copy of the marriage certificate, a copy of the death certificate, birth certificates of the children. ➤ Monthly income should be less than Rs:8000. ➤ A cost estimate 		Commissioner Department (W.P.)
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Our Expectation

We thank you for your trust in our organization and we would like to inform you that we can assist you optimally provided that: the requests made by you expecting our services are justifiable, fair and timely; submission of complete and accurate information by your part and sufficient awareness by your part about what we are able to deliver and not able to deliver to you.

Our Standards

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

If your request is accompanied by the requested information, documentation and fees, we will be obligated to provide you with the requested service within the time frame notified by us.

In case the final decision is likely to be delayed or definitely be delayed or when a problematic situation arises, we will immediately inform you of the reason.

Complaints and Relief Procedures

The staff of our institution will provide you with the necessary assistance and services in a courteous manner. Please address your complaints related to the above standards to the the following officer.

Name: W.M. Bhagya Lakmali Weerasinghe

Position: Housing Commissioner

Location: Housing Commissioner's Department, (W.P), Provincial Council Building

No: 204, Densil Kobbekaduwa Mawatha, Battaramulla

Phone: 011-2092730

Fax: 011-2092757

- All complaints will be notified within 03 days and the final reply will be notified within 07 days.
- We welcome suggestions from you, our clients!
 - We will conduct continuous meetings with you or your representatives who receive services from us. If you are looking to get in touch with us please call at 011-2092730.
 - Enter your details on our website www.depthc.wp.gov.lk if you wish to be consulted or give your views on the matters included in this Charter or email us at www.housingcommissionerwp@gmail.com.

Citizen Charter is a joint effort between you and us to improve the quality of the services we provide. We request your support to further improve the service provided.

We are committed to constantly revise and improve the services offered under the Charter...!