CUSTOMER CHARTER

Vision of the institution :

To be the key financial strength to achieve a sustainable development for the Sabaragamuwa Province.

Mission of the institution :

Make maximum contribution for achieving sustainable development by encouraging people in the Sabaragamuwa Province to pay their taxes and fees on voluntary compliance and collecting taxes and fees under the law from tax evaders while achieving the economic and social well-being of the general public of the province.

Values of the institution :

i. Having a formal action plan
ii. Operation of a reliable data base
iii. Having a staff ready for team work
iv. Maintaining a friendly and amicable tax culture
v. Good co-ordination with external agencies
vi. Entering new income sources with the creative ideas

Objectives of the institution :

To contribute to the economic and social wellbeing of the general public in the province by achieving the annual revenue targets set out in the Provincial Financial Statements for the Sustainable Development Goals.

Services provided by the institution

Serial No.	Service provided	Information/ documents to be supplied	Standard of the Service	Chief Officer who is responsible	Complaint mechanism for failure of service
01	Reimbursement of stamp duty paid by mistake or an over paid stamp duty.	In case of a stamp duty paid by mistake, a written request should be made to the Commissioner within one year from the date of	04 months	Provincial Revenue Commissioner	Opportunities to submit comments, suggestions and

		payment of the stamp fee. In case of an over paid stamp duty, a written request should be made to the commissioner within 3 years from the date of payment of the stamp duty. i). In case of a stamp duty paid my mistake, the copy of the payment slip to be affixed to the deed and the copy retain by the notary should be submitted. ii) A copy of the deed or the draft relevant to the stamp fee should be submitted. iii). A general. 35 voucher should be submitted (In case of an amount over 25000/-, should be submitted by signing on a stamp of Rs. 25/-) iv). If the deed is not submitted for registration, a copy of the register use to hand over the deeds for registration should be submitted. iv. if the registration of the			complainants (written ideas through comments and suggestion box, direct discussion orally, through the internet by using department e-mail address)

		deed is rejected a written confirmation should be submitted regarding that.			
02	Obtaining the view of the assessor regarding value of an immovable property	i. Original copy of the deed ii. The draft of the deed which the view to be obtained. iii. survey plan of the property. iv. Road diagram to the property. v. assessment reports if available.	Within 2 days having received the application to obtain the view.	Senior assessor / assessor	
03	Inspection of the property regarding stamps duty procedure.	The address of the relevant place and details regarding the owner should be submitted clearly.	Within 1 month from the date of receiving information	Senior Assessor / Assessor	
04	Settlement of appeals	i. A written appeal should be submitted to the commissioner within 30 days of receiving assessment notice. ii. The cause of appeal should be noted without shortcomings. iii. In case of stamp duty,			

		submit evidence to prove the value of the property. iv. Submit the deed and the plan v. Relevant reports should be submitted in case of turnover tax, mineral tax and chemical tax.			
05	Settlement of Objections	i. A written objection must be made to the commissioner within 30 days from the date of issuing TT24 notification informing the commencement of legal proceedings. ii. In case of stamp duty, submit evidence to prove the value of the property. iii. Relevant reports should be submitted in case of turnover tax, mineral tax and chemical tax.	14 days	Provincial Revenue Commissioner	
06	Endorsing deeds	The bank payment slip should be in the file.	Within 03 months of receivin	Senior Assessor / Assessor	

			g bank slips to the section		
07	Conversion of stamp duty to the local authorities	Correct schedules should have sent to the Registrar (If the schedules have to be sent back to correct, the number of dates specified will be changed)	Within 30 days after receiving correct schedules	Deputy Commissioner / Senior assessor	
08	Notice that requests have been received relevant to the Right to Information act	Fill up the application form No. RTI 01 or a written request stating the required information.	Within 14 working days	Information officer / Deputy Commissioner	
09	Supplying relevant information	Any fee payable must be paid	Depends on the type of information applied 14-21 days	Information officer / Deputy Commissioner	Submitting written or oral submission to the appeal officer
10	Appeals made relevant to the information act	RTI 10 form should be submitted within 14 days of receipt of the information.	21 days	Appeal officer / nominated officer, Provincial Revenue Commissi	Submit to the appeal officer by written or oral.

				oner	
11	Assessment of state assets under the public asset management program on request.	Photo copies of the deeds relevant to the land Plans copy of the land Estimated cost of building construction (including the permanent fixtures)	Within 14 days of receivin g all the details.	Senior Assessor / Assessor	Written or oral submissions to the commissione r.

We welcome comments and suggestions from our customers.

Visit our website www.revenuedeptsgp.com to get instructions regarding the contents of this charter. If you are willing to share your valuable ideas with us, please submit them to us via our E-mail revenue.sab@gmail.com.

If necessary please inform to the following officers or refer to the suggestions box kept in the office.

Designation	**Name**	**Telephone NO.**
Provincial Revenue Commissioner	R. Nandani Gunawardhana	0452224500
Deputy Commissioner	Palika Atukorala	0452224500/ 0452223060
Senior Assessor	Nishantha Sanjeewa Kumara	0452226917
Assessor	Mr.W. Senaratne	0452226917
Senior Assessor	Mrs. Inoka Sanjeewani	0452226918
Senior Assessor	Mr. B.R. Galappatti	0452226916
Assessor	Mr. Neel Milton Peiris	0452226916
Assessor	Mr. Janaka Rajapaksha	0452228066
Assessor	Mr. Priyantha Karunaprema	0452228066

Provincial Revenue Department

Sabaragamuwa Provincial Council

Prepared in accordance with the circular No. 2008/05