



Divisional Secretariat-Doluwa

Public Charter

Let's commit to the service - Let's protect the right of the people

We are obliged to fulfill your requirement within the following periods upon completion of the relevant documents and submitting them us in fulfillment of the requirements laid down by the Government when you come to us for the public purposes.

Administrative Branch	
(1) Of documents including residency certificates counter signing	15 Minutes
Social Development Division	
(1) Issuing income certificates	15 Minutes
(2) Issuing Animal Transport Licenses	30 Minutes
(3) Issuing Identity cards for adults over 60 years of age	01 Hour
(4) Issuing of Public Aid/Decease Aid (if there are provisions)	01 Week
(5) Providing housing Assistance in the event of a natural Disaster (if there are provisions)	02 Week
(6) Recommend presidential Financial Aid	03 Days
(7) Recommendation of Mahapola Scholarships and Scholarships	30 Minutes
(8) Registration of Voluntary Societies	01 Week
(9) Registration of Business names	08 Days
(10) Amendment of Business names	06 Days
(10) Issuing Value Certificates	30 Minutes
(11) Electrical Resistance tests	01 Month
Land Section	
(1) Issuing a Grant Form	01 Year
(2) Certification of Original Ownership	02 Weeks
(3) Naming a Successor	02 Weeks
(4) Naming the enjoyment of Life	02 Weeks
(5) Dispossess of Land Ownership	01 Month
(6) Deed of Bank Guarantee	02 Weeks
(7) Issuing Copies of Licenses	30 Minutes
(8) Charging of taxes	10 Minutes
(9) Issuing Felling Permits	01 Month
(10) Issuing Timber Trans[port Permits	02 Weeks

(11) Issuing Sand / Soil Licenses	01 Weeks
National Identity Cards Section	
(1) Sending to the Department after Completing and Handling Over the National Identity Card Application Forms	02 Days
(2) Oneday Services	10 Minutes
(3) General Services	02 Days
Account Section	
(1) Enter Data to Pay Widow's And Orphans' Pensions	01 Day
(2) Issuing Vehicle Revenue Licenses	05 Minutes
(3) Payment Of Pensions	01 Month
(4) Acceptance of Vehicle Transfer Applications	05 Minutes
(5) Payment Of Vouchers	01 Month
(6) Providing Salary Details	02 Days
(7) Issuing of Retired Railway Permits	05 Minutes
Development Section	
(1) Completion of Development Work after Receiving Government Allocation (including Prevision of Equipment) Upon receive of Government Funds	01 Month
Registrar Section	
(1) Issuing Birth / marriage / Death Certificates (When the Certificate number and date are available)	10 Minutes
(2) Issuing Birth / marriage / Death Certificates (Without the Certificate number and date are available)	01 Hour
(3) Changing the Name of Certificates	03 Days
(4) Issuing Estate Birth / Death Certificates	01 Week
(5) Issuing past Birth / Death Certificates (If More than One year) and Issuing Presumptive Age Certificates	01 Month
(6) Amending the Details of Father in the Birth Certificate Under 27 Section	01 Month
(7) Amending the Details of Mother in the Birth Certificate Under 52 Section	02 Month
(8) Registration of a Marriage	02 Hours
(9) Submitting Other Amendments to the Birth Certificate	02 Month
(10) Divorce Under Kandyan Law	03 Month
Samurdhi Section	
(1) Issuing Compulsory Saving	02 Days
(2) Payment of Social Security Benefits	05 Days
(3) Micro Financial Services	01 Days
(4) Livelihood Project	01 Week
(5) Providing Samurdhi Assistance	021Days

Note Bene

- Contract the relevant officer to obtain the relevant details
- Contact the Divisional Secretary / Assistant Divisional Secretary / Administrative officer for a matter not mentioned above.
- The above time may vary depending on the task to be performed by other departments.