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CIVIL AVIATION AUTHORITY OF SRI LANKA

Citizens' / Clients' Charter

CONTROL NO : 00

Rev :00	Civil Aviation Authority of Sri Lanka	Date :04.09.08
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FOREWORD

The Cabinet of Ministers has decided in December 2007 that all Government Organizations introduce a Citizens'/ Clients Charter in their respective Organizations as a written commitment in the provision of quality, fast and efficient services tailored to meet the requirements of the citizens of the country. Such written commitment made by a public institution is an undertaking given in the deliverance of its services recognizing the fact that the citizens/clients have a right to receive such services from a public institution.

Civil Aviation Authority of Sri Lanka is pleased to publish hereby its commitment for service to the public and assure that the services rendered will comply with the declared quality, standards and expeditiousness. This Charter typically displays the type of services provided along with the time taken for delivery of such services. It also provides all ancillary information required to obtain a service from the Civil Aviation Authority.

Formulation of the Charter will be followed by Promotion of the Commitment given, initiation of appropriate action for Service Recovery in the event of a deviation from the commitments given, continuous Monitoring to ensure adherence to the pledges made, Evaluation and Improvements.


Civil Aviation Authority, being the regulatory body for civil aviation activities of the State shoulders a mandatory obligation to ensure safety, security, efficiency and regularity of the civil aviation industry of the country. As such, the Organization strives to achieve the thoroughness in service delivery expressed in this Charter, which is required to fulfill above obligation.

I also wish to thank the team of officers who contributed to development of the Charter and earnestly request the staff members of the Civil Aviation Authority to accomplish the undertakings given herein with due diligence.



Parakrama Dissanayake
Actg. Director General of Civil Aviation
& Chief Executive Officer

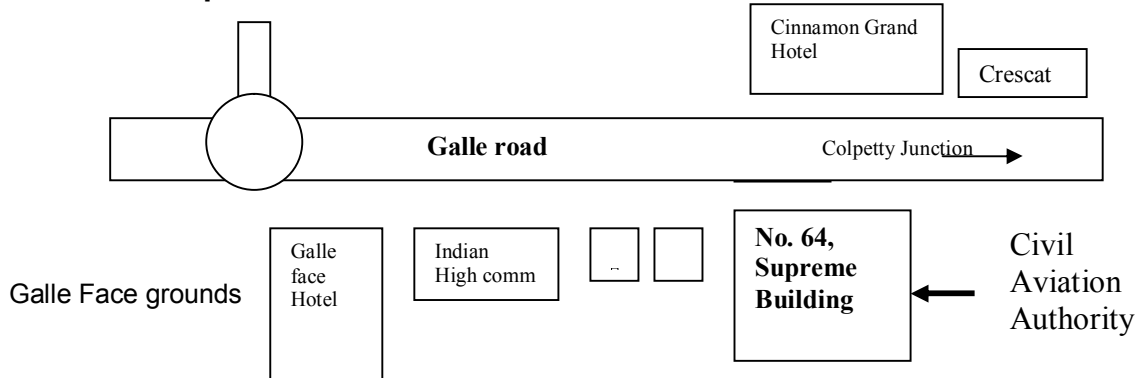
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DIRECTORY

Location : Civil Aviation Authority of Sri Lanka,
64, Supreme Building,
Galle Road,
Colombo 03.

Directional map :



Business Hours : 8.30 a.m - 4.15 p.m
(Holidays are published in the www.caa.lk website)

Telephone : 94 -11-2433213 (General telephone number)
(Out side office hours, the Head of the relevant Section / Division can be contacted through the mobile phone numbers listed in page number 4)

Facsimile : 94 -11-2440231 (General fax)
(For urgent matters, it is advisable to send a copy in advance, to the relevant officer / Section.)

E-mail : slcaa@slt.net.lk

Website : www.caa.lk

Postal Address : P.O. Box 535, Colombo.
(Mail is collected daily on working days)

Telegraphic Address : AIRCIVIL

AFTN Address : VCCCYAYX

Sub-office : Civil Aviation Authority of Sri Lanka,
"Hilltop", Naikanda,
Minuwangoda Road,
Katunayake.
Telephone: 94 -11-2251076
Facsimile : 94 -11-2251076
E-mail: katcaa@slt.net.lk



Civil Aviation Authority of Sri Lanka

Vision

To be a prime catalyst to the growth of the National Economy

Mission

To facilitate through strategic planning and effective regulation, the operation of a safe, secure and efficient national civil aviation industry that conforms to International Standards and Recommended Practices




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CONTACT DETAILS

Designation	Phone (Office)	Fax	Phone (mobile)	E-mail
Chairman	94-11 2391461	94-11 2391461	0773130026	chcaa@slt.net.lk
Director General of Civil Aviation & Chief Executive Officer	94-11 2333447	94-11 2424540	0777352083	sldgca@slt.lk
Chief Internal Auditor	94-11 5350331	94-11 5350331	0773130029	harisgdg@slt.net.lk
Accident Investigation Unit	94-11 2391462	94-11 2440231	-	samudrac-cao@slt.net.lk
Director Aeronautical Services	94-11 2393860	94-11 2393860	0777352083	parad@slt.net.lk
Dy. Director Aerodromes & Nav.Services	94-11 2436324	94-11 2440231	0773596210	atulacao@slt.net.lk
Dy. Director Aviation Security	94-11 2393537	94-11 2393537	0773063520	sunilcab@slt.net.lk
Dy. Director Special Projects	94-11 2435354	94-11 2435354	0777590272	naans@slt.net.lk
Civil Aviation Authority Training Academy	94-11 2399851	94-11 2399457	0777590272	caata@slt.net.lk
Director Flight Safety	94-11 2391304	94-11 2391304	0777352082	pricao@slt.net.lk
Dy. Director Personnel Licensing	94-11 2436552	94-11 2436552	0777751826	susan200@slt.net.lk
Dy. Director Operations	94-11 2441523	94-11 2441523	0773826599	dd_ops@slt.net.lk
Dy. Director Airworthiness	94-11 2391305	94-11 2391305	0777751827	aidacao@slt.net.lk
Director Corporate	94-11 2432108	94-11 2432108	0777590156	acctjaya@slt.net.lk
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	Phone (Office)	Fax	Phone (mobile)	E-mail
Dy. Director Air Transport & Legal Affairs	94-11 2441522	94-11 2441522	0773130027	rayhanw@sltnet.lk
Dy. Director Human Resources. & Ofc. Mgt	94-11 2333446	94-11 2333446	0773347405	shecaa@sltnet.lk
Dy. Director Finance Management	94-11 2452833	94-11 2432108	0773688977	mnwick@sltnet.lk
Technical Library	94-11 2333448	94-11 2333446	-	slcaa@sltnet.lk
CAA Sub-office, BIA, Katunayake	94-11 2251076	94-11 2251076		
CAA Sub-office, CMB Airport, Ratmalana	94-11 2635756			

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Chaper 1


1.0 CIVIL AVIATION AUTHORITY OF SRI LANKA

Civil Aviation Authority of Sri Lanka was established on 27th December 2002 in pursuance of the Civil Aviation Authority of Sri Lanka Act No 34 of 2002. The Civil Aviation Authority replaced the Department of Civil Aviation and took over all the duties and functions of the Department.

This Authority was instituted due to the Government's acceptance of a recommendation made by International Civil Aviation Organization (ICAO) to establish an autonomous body for the effective discharge of the State's responsibility cast in terms of the Convention on International Civil Aviation (Chicago Convention - 1944). As a signatory to the Convention on international Civil Aviation (Chicago Convention), Sri Lanka has a compelling obligation to ensure a safe, secure, efficient and regular air transport service in the country conforming to applicable international standards and recommended practices and local legislative requirements.

The Civil Aviation Authority of Sri Lanka shall in a manner consistent with the obligations of Sri Lanka under the Chicago Convention, exercise, perform and discharge following powers, functions and duties ;

- (a) Subject to any directions issued by the Minister, regulate civil air operations within the territory of Sri Lanka and the operations of Sri Lankan registered aircraft outside the territory of Sri Lanka.
- (b) Assist the Minister in the formulation of the National Aviation Policy of Sri Lanka;
- (c) Prepare an aviation development plan for Sri Lanka in accordance with the National Aviation Policy and the directions issued by the Minister in regard to the same;
- (d) Provide strategic direction for the development of civil aviation and co-ordinate the activities of all parties involved;
- (e) Develop and promulgate or adopt by reference as appropriate, clear and concise aviation safety requirements and practices and procedures, implement effective enforcement strategies to secure compliance by all persons of the standards and such aviation safety requirements and practices and procedures;
- (f) Encourage, through comprehensive and timely aviation safety advice and by fostering awareness within the aviation community of the importance of aviation safety, a greater degree of acceptance by the aviation community of its obligations to maintain high standards of aviation safety; provide aviation safety education and training for persons involved in civil aviation activities.
- (g) Issue certificates, licenses, permits and any other legal authority or documents required to be issued by or under the provisions of this Act or any other written law.
- (h) Initiate investigations on aircraft accidents and any other related incidents and arrange for the establishment and provision of search and rescue operations; conduct inquiries with regard to any flight safety hazards and take remedial action;
- (i) Investigate, examine and report on the operation and development of, commercial air services to and from Sri Lanka and promote the development of air transport generally for the benefit of the public, and for this purpose establish and provide

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facilities and services for the collection, analysis, publication and dissemination of information relating to air transportation.

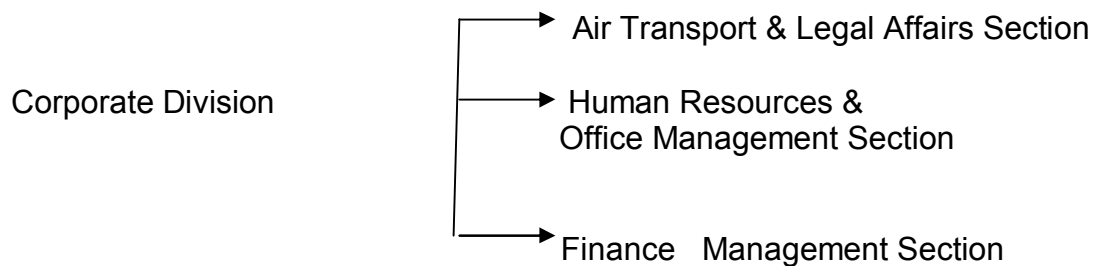
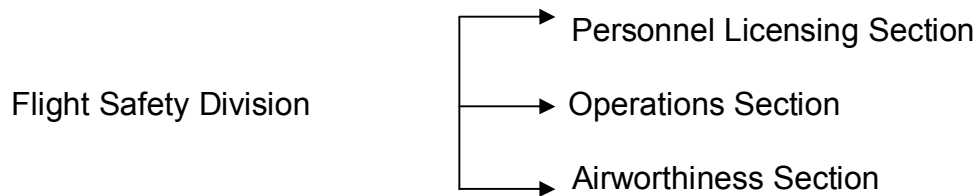
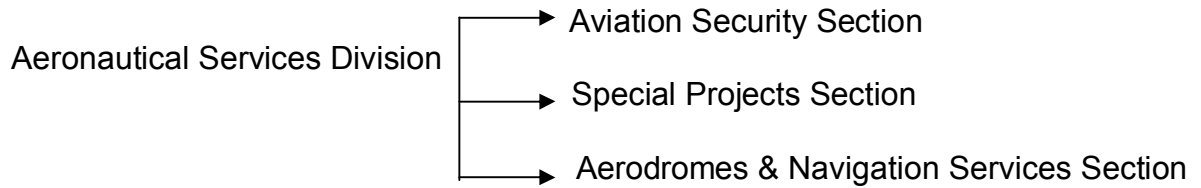
- (j) Assist in such manner as may be required by the Minister, with international air services negotiations and consultations; monitor and ensure the proper implementation of the provisions of the air service agreements.
- (k) Provide information relating to air navigation and air transport by means of publications issued by the Authority or by any other means, publish aeronautical maps and charts; establish air routes and ensure proper provision of the aeronautical information service and the aeronautical telecommunication service;
- (l) Establish, with the approval of the Minister, specific programmes for civil aviation in Sri Lanka for the implementation of Standards in matters of facilitation, aviation security, environmental protection, carriage of dangerous goods and any other related fields where global harmonization is desirable;
- (m) Co-ordinate, with the International Civil Aviation Organization in the implementation by Sri Lanka of the Standards and the registration of agreements and arrangements, promote Sri Lanka's participation at regional and global aviation Organizations and represent or cause to represent Sri Lanka internationally in matters relating to civil aviation with the approval of the Minister.
- (n) Advise the Minister on matters relating to civil aviation and on the adoption and implementation of international aviation agreements, treaties and conventions;
- (o) Own and hold on behalf of the State, any property duly vested and transferred to the Authority;
- (p) Engage in any activity, either alone or in conjunction with other civil aviation authorities or international agencies or organizations, for the purposes of promoting and developing civil aviation;
- (q) Make recommendations to the Minister on the charges and fees to be levied for certificates, licenses, permits or any other legal authorities or documents issues or given, and for services provided, by or under the provisions of this Act or any other written law;
- (r) Exercise such other powers as may be necessary for the discharge of its duties under this Act and any function or duty assigned to or delegated to the Authority by the Minister by Order made in that behalf;
- (s) Initiate and carry out surveys into any aspect of civil aviation; and
- (t) Carry out any duties that may be granted or delegated to the Authority under any other written law; and perform such other functions as the Minister may direct from time to time.

1.1 DIVISION OF FUNCTIONS

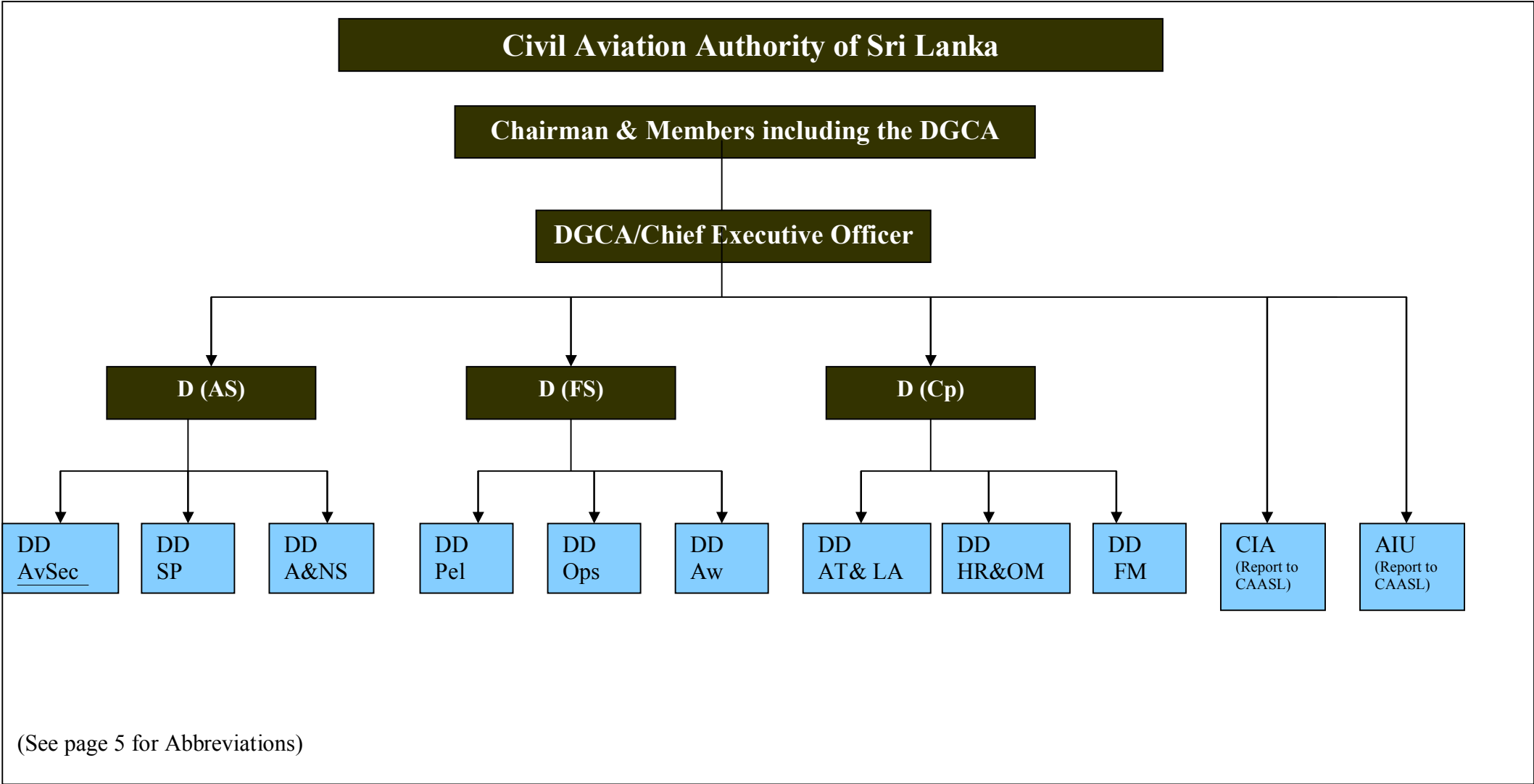
In order to carry out the duties and functions expected by the Civil Aviation Authority as the representative of the Government to the international community, in conforming to the safety requirements, practices and procedures in the field of aviation, three Divisions have been established namely;


- (1) Aeronautical Services (AS)
- (2) Flight Safety (FS)
- (3) Corporate (Cp)

Further, Divisional work is assigned to several sections which specifically carryout the duties and functions in supporting to achieve the expected results. Accordingly, the categorization of Divisions in this Authority is as follows;




1.2 Organization Structure



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Abbreviations

<ul style="list-style-type: none"> ▪ DGCA - Director General of Civil Aviation ▪ D - Director ▪ AS - Aeronautical Services ▪ FS - Flight Safety ▪ Cp - Corporate ▪ DD - Deputy Director ▪ Av. Sec - Aviation Security ▪ SP - Special Projects ▪ A & NS - Aerodromes & Navigation Services 	<ul style="list-style-type: none"> ▪ Pel - Personnel Licensing ▪ Ops - Operations ▪ Aw - Airworthiness ▪ AT & LA - Air Transport & Legal Affaires ▪ HR & OM - Human Resources & Office Management ▪ FM – Finance Management ▪ CIA - Chief Internal Auditor ▪ AIU - Accident Investigation Unit
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1.3 CLIENTS OF CAA

- Airport Operators
- Airline Operators
- Travel Agents
- Flying Schools
- Aircraft Maintenance Organisations
- Civil Aviation personnel licence holders
- High-rise structure owners
- General Sales Agents of Air Transportation
- Exporters (cargo)
- Department of Meteorology
- Sri Lanka Air Force
- Department of Customs
- Department Immigration and Emigration
- Search & Rescue Organisations
- Higher Education Institutions
- General Public

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Chapter 2

2.0 INTRODUCTION TO THE CITIZENS'/ CLIENTS' CHARTER

The Civil Aviation Authority was established to eliminate certain administrative and financial barriers encountered by the then Department of Civil Aviation and to ensure that the International Standards and Recommended Practices adopted by International Civil Aviation Organisation are locally implemented and effectively enforced.

The Civil Aviation Authority considers that 'excelling in the services provided', 'have a can do attitude in everything' and 'promote efficiency and regularity in everything being done' as some of the values of CAA and is proud to be a contributory party for the implementation of Citizen's Clients Charter in the Government Organizations in Sri Lanka.

We assure through this citizens' / clients' charter our commitment in delivering our services with ;

- integrity
- judiciousness
- courtesy
- objectivity and impartiality
- transparency
- accountability
- promptness
- efficiency and effectiveness

2.1 LOCATION OF DIVISIONS / SECTIONS OF THE CAA

<u>Section</u>	<u>Location</u>
➤ Chairman	8 th floor Land side
➤ Director-General and Chief Executive Officer	8 th floor Sea side
➤ Accident Investigation Unit	8 th floor Sea side
➤ Human Resources & Office Management	7 th floor Land side
➤ Airworthiness	7 th floor Sea side
➤ Internal Audit	7 th floor Sea side
➤ Personnel Licensing	6 th floor Land side
➤ Aerodromes & Navigation Services	6 th floor Sea side
➤ Aviation Security	5 th floor Land side
➤ Special Projects	5 th floor Land side
➤ Finance Management	5 th floor Sea side
➤ Operations	2 nd floor Sea side
➤ Air Transport & Legal Affairs	2 nd floor Sea side
➤ Technical Library	Ground floor –Land side

Chapter 3

3.0 SERVICES PROVIDED BY THE CIVIL AVIATION AUTHORITY

3.1 AVIATION SECURITY SECTION

Aviation Security Section in the CAA is mainly responsible for ;

- Development of Rules and Regulations relating to civil aviation security;
- Development of administrative framework for the improvement of Air Transport Facilitation in line with ICASO SARPs;
- Implementation and enforcement of SARPs relating to aviation security;
- Development of CAA capabilities for effective oversight of aviation security and Air Transport Facilitation.

In achieving the above purposes, Aviation Security Section offers the following services to the clients:-

Activities / Services	Requirements to be fulfilled by the client	Required time
Approval for carriage of weapons on board / cargo hold of an aircraft	Request letter from Government Organisation or other entities with necessary details and approval from the Ministry of Defence	45 minutes
Approval for carriage of radio equipment	Request letter from Government Organisation or other entities with necessary details and approval from Ministry of Defence.	45 minutes
Recommendation for issuance of Airport Access passes of security-restricted areas.	Request letter from a responsible person of the company justifying access requirement to carry out relevant job function.	45 minutes
Approval for purchasing of X-Ray instruments / Machines	Request letter from company with all details pertaining to security equipment.	1 week
Approval for Cockpit travel Authorisation	Request letter from an accountable manager / authorized person of the company with necessary details.	45 minutes
Approval for photography, video filming.	Request letter from the airline with necessary details and a written request from user.	45 minutes

Activities / Services	Requirements to be fulfilled by the client	Required time
Approval for flower drops and leaflet drops from the air.	Request letter from the airline with necessary details and a written request from user.	45 minutes
Approval for displaying of Logos/ livery / livery change on surface of the Aircraft fuselage.	Request letter from the airline with necessary details.	2 days
Obtaining of an AOC for balloon operations.	A request for an AOC for balloon operations.	30 days
Approval for balloon flights.	Filing of a flight plan and air-defence clearance.	2 days
Approval for balloon festivals.	Request from organizers and balloon festival operational plan.	30 days
Obtaining of an AOC for floatplane operations.	A request for an AOC for floatplane operations.	30 days
Approval for floatplane flights.	Filing of a flight plan and air-defence clearance.	2 days
Evaluation & approval of Airport Operator's security programme.	Draft of Airport Security Programme forwarded for evaluation.	3 months
Evaluation & approval of Aircraft Operator's security programme.	Draft of Airline Security Programme forwarded for evaluation	3 months
Evaluation & approval of Airport emergency plan & contingency plan.	Draft of Airport emergency plan & contingency plan forwarded for evaluation.	3 months
Evaluation & approval of Security Training Programme of Airports / Airlines.	Draft of Security Training Programme forwarded for evaluation.	1 month
Evaluation & approval of Aviation Security Instructors.	Request letter from airline indicating qualifications, experience and other necessary details of Aviation Security Instructors.	5 days
Recommendation for issuance of Visa for foreigners, who covered duties of Aviation Security.	Letter of appointment issued by a responsible organization with necessary details.	2 hours
Test of Helicopter Pilots	Fill in the application provided by CAA for flying test.	2 days

3.2 AERODROMES & NAVIGATION SERVICES (A&NS) SECTION

A&NS section in the CAA is mainly responsible for ;

- Development of Rules and Regulations relating to Aerodromes and Navigation Services;
- Implementation of SARPs relating to Aerodromes and Navigation Services;
- Development of CAA capabilities for the effective discharge of CAA responsibilities relating to Aerodromes and Navigation Services and Management;
- Initial Certification and continued surveillance of Aeronautical Service Providers;
- Initial Certification and continued surveillance of Aerodrome Operators / Service Providers;
- Regulatory Surveillance of Construction of Airports;
- Support the implementation of Safety Management Systems in Aerodrome and Air Navigation Service operations

In achieving the above purposes, A&NS Section offers the following services to the clients:-

Activities/ Services	Requirements to be fulfilled by the client	Required time
Issuance of overflying clearance to fly over Sri Lankan FIR	An application should be forwarded as per Aeronautical Information Publication (AIP) – Sri Lanka	03 days
Granting approval for the issuance of Notices to Airmen (NOTAM)	Completed form CAA/AS/006 should be forwarded	01 day
Pre-arrangements for supply of Avgas for Piston Engine aircraft	Request should be forwarded at least 3 days in advance	03 days
Provision of information for external parties for the operation of aircraft, such as fees and charges for re-fuelling, landing / parking, and use of navigation facilities	Required information should be forwarded to CAA in advance	01 day
Granting approval for Air Traffic Control course guide	Course guide should be prepared as per the CAA requirement and forwarded to CAA	01 month
Certification of aerodromes	Requirements should be fulfilled as per ASN 096	04 months
Issuance of landing permission for non scheduled flights	Application should be submitted as per requirements given in the AIP - Sri Lanka	03 days
Granting approval for the water aerodromes	<ul style="list-style-type: none"> • Request for approval • Survey report of water body • Arrangement of proving flight should be submitted to CAA 	02 months

Activities/ Services	Requirements to be fulfilled by the client	Required time
Granting approval for the construction of high rise structures	Application should be submitted through Telecommunication Regulatory Commission	05 days
Granting approval for Standard Operating Procedures	Procedure should be in accordance with the CAA requirements	01 month
Conducting Rating Tests for Air Traffic Controllers	Letter of Request should be forwarded to CAA	1 week
Conducting of simulator tests for Air Traffic Controllers	Letter of Request should be forwarded to CAA	1 week
Granting no objection for the operation of Diplomatic flights	Request should be forwarded through Ministry of Foreign Affairs	03 days

3.3 PERSONNEL LICENSING (PEL) SECTION

Personnel Licensing Section in the CAA is mainly responsible for;

- Development of Rules and Regulations relating to Personnel Licensing;
- Implementation and enforcement of SARPs relating to Personnel Licensing;
- Development of CAA capabilities for effective oversight of training organisations authorised to conduct training for issue of various licenses;
- Initial certification and continued monitoring of competency of Aviation Training Organisations and personnel engaged in aviation activities sensitive to flight safety.
- Development of new policies

In achieving the above purposes, PEL Section offers the following services to the clients:-

Activities/ Services	Requirements to be fulfilled by the client	Required time
Issuing Licenses		
Student Pilot License	<ul style="list-style-type: none"> • Completed Application • Age: not less than 17 years • Communication ability in English • Birth Certificate • A copy of NIC / Passport • Education Certificates • Letter of enrollment with the training school • A report of security clearance • Medical certificate issued by CAA approved medical examiner • 2 color photos 2 cm X 2.5 cm • Payment of fees Refer pamphlet No. PL/P/01	3 days
Private Pilot	<ul style="list-style-type: none"> • Age: not less than 17 years 	3 days

Activities/ Services	Requirements to be fulfilled by the client	Required time
License	<ul style="list-style-type: none"> • Completion of 40 flying hours • Successful completion of the CAA technical examination • Successful completion of English knowledge exam conducted by CAA • A copy of valid student pilot license • Course completion certificate issued by Training School • Security clearance report • Medical certificate issued by CAA • 2 color photos 2 cm X 2.5 cm • Refer pamphlet No. PL/P/02 • Payment of fees 	
Commercial Pilot License	<ul style="list-style-type: none"> • Age limit 18 years old • Completion of 200 flying hours • Successful completion of technical exam or complete Air Law examination in case of converting a foreign CPL • English knowledge exam conducted by CAA • validity Sri Lankan Private pilot licence • Application to be completed • A certificate of completed flying training • A report of security clearance • A first class medical certificate issued by CAA • 2 color photos 2 cm X 2.5 cm • Payment of fees 	3 days
Air Traffic Controller License	<ul style="list-style-type: none"> • Age not less than 21 years. • Employment with AASL as ATC • Medical Fitness (Class II). • Request letter from AASL to issue the License. • Refer pamphlet No. PL/P/07 	3 days
Aircraft Maintenance Engineers License	<ul style="list-style-type: none"> • Not less than 18 years • Have following basic educational qualifications as follows; • Credit pass in English at GCE(OL) or pass in higher level English Examination • Pass in six subjects at GCE (OL) with credits in science or mathematics or Pass at GCE (AL) in two Physical Science stream subjects • Have successfully completed an appropriate training programme at approved training 	3 days

Activities/ Services	Requirements to be fulfilled by the client	Required time
	<ul style="list-style-type: none"> organisation • Have 02 years of practical maintenance experience in operation aircraft • Have successfully completed AML examination conducted by CAASL 	
Flight Operations Officer License	<ul style="list-style-type: none"> • Completed Application • Age limit 21 years old • Successful completion of CAA approved course • Successful completion of technical exam conducted by CAA • Completed 90 days on the job training • Letter of undertaking by an Airline with regard to employment 	3 days
Validation Of Foreign License	<ul style="list-style-type: none"> • Completed Application form • Originals & copies of foreign licence & Medical certificate log book & technical exam certificates • Security clearance from the country of origin and also from local authorities • Medical certificate issued by CAA • Previous employment details • Initial aircraft training records • Verification of license from respective foreign CAA • English translation of documents • Payment of fees 	2 weeks
Cabin Crew Authorisation	<ul style="list-style-type: none"> • Employment with Airline as Flight Steward / Stewardess • Successful completion of appropriate training programme. • Successful completion of Medical Examination under CAA Medical Examiner • Request letter from Airline to issue the License 	3 days
Flying Training School License	<ul style="list-style-type: none"> • Completed application • Company registration • Payment of evaluation fee • BOI approval • Submission of Management resumes • Submission of CFI,GGI credentials • Submission of OPS manual / Training manual (Continued.....) <ul style="list-style-type: none"> • Submission of students course materials 	6 months

Activities/ Services	Requirements to be fulfilled by the client	Required time
	<ul style="list-style-type: none"> • Submission of Ground school time table with instructor names • Defence ministry approval for import of aircraft 	
Ground Instructor	<ul style="list-style-type: none"> • Request from the training organisation • Performance in CPL/ATPL examination • Knowledge in CAA rules & regulations • Proof of instructional ability • Demonstration in front of CAA panel of examiners • Oral examination in technical methods and related areas 	5 days
Ground Training School License	<ul style="list-style-type: none"> • Completed application • Company registration • Payment of evaluation fee • BOI approval • Submission of Management resumes • Submission of CFI,GGI credentials • Submission of OPS manual / Training manual • Submission of students course materials • Submission of Ground school time table with instructor names 	6 months

Renewal of Licenses

Activities/ Services	Requirements to be fulfilled by the client	Required time
Student Pilot License	<ul style="list-style-type: none"> • Duly filled application form • A first class medical certificate issued by CAA • Security clearance • Payment of fees 	3 days *
Private Pilot License	<ul style="list-style-type: none"> • Duly filled application form • A first class medical certificate issued by CAA • 05 flying hours preceding last 12 months • Payment of fees 	3 days *
Commercial Pilot License	<ul style="list-style-type: none"> • Duly filled application form • A first class medical certificate issued by CAA • 06 flying hours preceding last 06 months including 06 takeoff and landings • Payment of fees 	3 days *
Air Transport Pilot License	<ul style="list-style-type: none"> • Duly filled application form • A first class medical certificate issued by CAA 	3 days *

Activities/ Services	Requirements to be fulfilled by the client	Required time
	<ul style="list-style-type: none"> • 06 flying hours preceding last 06 months including 06 takeoff and landings • Payment of fees 	
Air Traffic Controller License	<ul style="list-style-type: none"> • Duly filled application form • A first class medical certificate issued by CAA • Request letter from AASL • Payment of fees 	3 days *
Aircraft Maintenance Engineers License	<ul style="list-style-type: none"> • Duly filled application form • Applicant should have completed six months experience preceding year to his / her application • Company letter • Payment of fees 	3 days *
Aircraft Maintenance License	<ul style="list-style-type: none"> • Duly filled application form • Applicant should have completed six months experience preceding year to his / her application • Company letter • Payment of fees 	3 days *
Validation of Foreign License	<ul style="list-style-type: none"> • Completed Application form • Originals & copies of foreign license & Medical certificate • Medical certificate issued by CAA • Verification of license from respective foreign CAA • English translation of documents • Payment of fees 	3 days
Flying Training School license	<ul style="list-style-type: none"> • Request letter from training school • Payment of fees 	3 days
Ground Training School license	<ul style="list-style-type: none"> • Request letter from training school • Payment of fees 	3 days

* One day service is available on extra payment

Technical Examinations		
Activities/ Services	Requirements to be fulfilled by the client	Required time
Private Pilot License	<ul style="list-style-type: none"> • 10 hours of dual flying • Recommendation from the training organisation • Payment of fees 	3 months
Commercial Pilot License (Local / CAA-UK)	<ul style="list-style-type: none"> • Recommendation from the training organisation • Holder of a PPL 	3 months

Activities/ Services	Requirements to be fulfilled by the client	Required time
	<ul style="list-style-type: none"> • Payment of fees 	
Airline Transport Pilot License (Local / CAA-UK)	<ul style="list-style-type: none"> • Recommendation from the training organisation • Holder of a PPL or CPL • Payment of fees 	3 months
Aircraft Maintenance Engineers License	<ul style="list-style-type: none"> • Not less than 21 years • Basic educational qualifications as follows; <ul style="list-style-type: none"> - Credit pass in English at GCE(OL) or pass in higher level English Examination - Pass in six subjects at GCE (OL) with credits in science or mathematics in not more than two attempts. <p style="text-align: center;">Or</p> <ul style="list-style-type: none"> - Pass at GCE (AL) in two Physical Science stream subjects - Have successfully completed an appropriate training programme at approved training organisation - Have 02 years of practical maintenance experience in operation aircraft - Have successfully completed AME (BL) examination conducted by CAASL 	4 months
Flight Operations Officer License	<ul style="list-style-type: none"> • Completed Application • Age limit 21 years old • Completed 90 days on the job training • Successful completion of CAA approved course • Successful completion of technical exam conducted by CAA 	3 months
Special Air Law Examination	<ul style="list-style-type: none"> • Application for conversion of a foreign License • Holder of a foreign Pilot License • Payment of fees 	3 days
English Language Proficiency Check	<ul style="list-style-type: none"> • Complete the application • Payment of fees 	1 week

Other Services		
Issuance of Commercial Pilot License based on foreign CPL	<ul style="list-style-type: none"> • Age not less than 18 years. • Medical fitness (Class I). • Security Clearance. • Air law Examination and any other knowledge requirement depending on what State license has been issued. • English Language Proficiency. (Level 4 or 	3 days

Activities/ Services	Requirements to be fulfilled by the client	Required time
	<p>higher)</p> <ul style="list-style-type: none"> • Shall hold a current license together with a current medical certificate issued by the Foreign State. • Foreign CPL should have been issued in compliance with the minimum requirement of ICAO Annex I. • Verification of the license from relevant foreign CAA 	
Issuance of Airline Transport Pilot License based on foreign ATPL	<ul style="list-style-type: none"> • Age not less than 21 years. • Medical fitness (Class I). • Security Clearance. • Air Law Examination and any other knowledge requirement depending on what State license has been issued. • English Language Proficiency. (Level 4 or higher) • Shall hold a current license together with a current medical certificate issued by the Foreign State. • Foreign CPL should have been issued in compliance with the minimum requirement of ICAO Annex I. • Verification of the license from relevant foreign CAA. 	3 days
Issuance of Aircraft Maintenance Engineer License based on foreign AMEL	<ul style="list-style-type: none"> • Duly completed Application • copy of the valid Foreign License issued by a Contracting State • request letter from the operator who requires the service based on foreign license • verification of the license from relevant foreign CAA • complete Air Law Examination conducted by CAASL • Payment of fees 	3 days
Visa Recommendation	<ul style="list-style-type: none"> • Request from the airline • Copy of passport • Entry /Visa endorsement 	3 days
Medical Examination for issuance of Personnel Licenses	<ul style="list-style-type: none"> • Request for appointment over the phone • Complete application on the date calling for the medical check 	1 month

3.4 OPERATIONS SECTION

The functions of the Operations Section are;

- Development of Rules and Regulations relating to Aircraft Operations and Safe Transport of Dangerous Goods;
- Implementation and enforcement of Standards and Recommended Practices (SARPs) relating to Aircraft Operations;
- Development of CAA capabilities for effective oversight of Operations section
- Support the implementation of Safety Management Systems in aircraft Operations;
- Implementation of Global Aviation Safety Plan (GASP) and South Asia Regional Safety Team (SARAST) Recommendations
- Entry certification and continued surveillance of Air Operators

In achieving the above purposes, Operations Section offers the following services to the clients:-

Activities / Services	Requirements to be fulfilled by the client	Required time
Dangerous Goods Transportation License (for the transport of dangerous goods by air)	<ul style="list-style-type: none"> • Purchase SLCAP 4400 from the Technical Library of the CAA and fulfill the requirements therein. • Submit the duly filled application form with the applicable fee. • Refer ASN 077, 039 	2 months
Renewal of Dangerous Goods Transportation License	<ul style="list-style-type: none"> • Apply through the relevant application form one month prior to the expiry of the Dangerous Goods Transportation License. • Submit the duly filled application form with the applicable fee. • Refer ASN 077, 039 	14 days
Initial issuance of Air Operator Certificate (AOC)	<ul style="list-style-type: none"> • Purchase SLCAP 4100 from the Technical Library of the CAA and fulfill the requirements therein. • Submit the duly filled application form with the applicable fee. • Refer ASN 042 	6 months

Activities / Services	Requirements to be fulfilled by the client	Required time
Renewal of Air Operator Certificate (AOC)	<ul style="list-style-type: none"> • Apply through the relevant application form one month prior to the expiry of the AOC. • Submit the duly filled application form with the applicable fee. • Refer ASN 042. 	1 month
Approvals for Simulators, Station facility and Training facility (foreign).	<ul style="list-style-type: none"> • Request letter. • Submission of duly filled application No. CAA/AD/024, "Application for CAA services abroad". • Make relevant payment to the CAA. 	2 months
Approvals for Cabin Safety Manual.	<ul style="list-style-type: none"> • Purchase SLCAP 4300 from the Technical Library of the CAA and fulfill the requirements therein. • Refer ASN 051 & ASN 082. 	1 month
Approvals for Cabin Crew Member Training Manual and Instructors.	<ul style="list-style-type: none"> • Purchase SLCAP 4305 from the Technical Library of the CAA and fulfill the requirements therein. • Refer ASN 051 & ASN 082. 	1 month
Approvals for special operations	<ul style="list-style-type: none"> • Request letter. • Follow the procedures in the Flight Operations Manual approved by the CAA. 	2 week
Approval of Minimum Equipment List (MEL)	<ul style="list-style-type: none"> • Purchase SLCAP 4215 from the Technical Library of the CAA and fulfill the requirements therein. • Refer ASN 053. 	2 weeks
Approvals of Flight Operations Manual, Weight & Balance Manual, Safety Management Systems Manual & Training Programmes	<ul style="list-style-type: none"> • Forward the draft Manuals in conformance with SLCAP 4100 • Make relevant payment to the CAA. • Refer ASNs 042, 092, 047. 	01 month for each Manual
Approvals of Dangerous Goods Training Programmes and Instructors	<ul style="list-style-type: none"> • Forward the draft Training Programme in conformance with SLCAP 4400. • Make relevant payment to the CAA. • Refer ASNs 039, 077. 	2 weeks
Issuance of Foreign Air Operators Certificates (International Airline License)	<ul style="list-style-type: none"> • Purchase SLCAP 4105 from the Technical Library of the CAA and fulfill the requirements therein. • Make relevant payment to the CAA. <p>Refer ASN 042.</p>	2 weeks

Activities / Services	Requirements to be fulfilled by the client	Required time
Renewal of Foreign Air Operators Certificates (International Airline License)	<ul style="list-style-type: none"> Apply through the relevant application form one month prior to the expiry of the International Airline License. Submit the duly filled application form with the applicable fee. Refer ASN 042. 	1 week
Approving Airline Flight Instructors	<ul style="list-style-type: none"> Request letter. Records of relevant checks 	7 days

3.5 AIRWORTHINESS SECTION

Airworthiness Section is mainly responsible for;

- Development of Rules and Regulations relating to Registration of aircraft, Airworthiness of aircraft, Maintenance of aircraft and Aircraft Noise & Emissions;
- Implementation and enforcement of SARPs relating to Registration of aircraft, Airworthiness of aircraft, Maintenance of aircraft and Aircraft Noise & Emissions;
- Development of CAA capabilities for effective oversight of Airworthiness Section;
- Analysis of Service Difficulty Reports and Incidents and Monitoring corrective actions;
- Entry certification and continued surveillance of Aircraft Engineering and Maintenance Organizations

In achieving the above purposes, Airworthiness Section offers the following services to the clients:- ("Required time" is valid only if the client satisfactorily fulfills all the requirements)

Activities/ Services	Requirements to be fulfilled by the client	Required time
Registration of aircraft	<ul style="list-style-type: none"> Request letter Completed Application Approval of Ministry of Defence Bill of sales De-registration certificate Certificate of Registration of previous registry Certificate of Airworthiness of previous registry Export Certificate of Airworthiness History of Aircraft Arrangement for Inspection of Aircraft Payment of applicable fee 	1 month

Activities/ Services	Requirements to be fulfilled by the client	Required time
Renewal of Registration	<ul style="list-style-type: none"> Request letter Completed application Payment of applicable fee 	1 week
Issuance of Certificate of Airworthiness	<ul style="list-style-type: none"> Request letter Completed application History of aircraft Previous Airworthiness Certificate Maintenance History of Aircraft Compliance of ADs / SBs & Modification status Certificate of Insurance Radio Station License Arrangement for Inspection of Aircraft Payment of applicable fee 	1 month
Renewal of Certificate of Airworthiness	<ul style="list-style-type: none"> Request letter Completed Application Completed check list Insurance Certificate Radio Station License Arrangement for Inspection of Aircraft Payment of applicable fee 	2 weeks
Evaluation & Approval of Maintenance Control Manual (MCM) of Aircraft Maintenance Organisations	<ul style="list-style-type: none"> Submission of draft MCM Payment of applicable fee 	2 months
Approval of Aircraft Maintenance Organisations (AMO), Including facility Inspection (local)	<ul style="list-style-type: none"> Request letter Completed Application Approved MCM Arrangement for inspection of facilities Payment of applicable fee 	1 month
Approval of Aircraft Maintenance Organisations (AMO), including facility Inspection (foreign)	<ul style="list-style-type: none"> Request letter Completed application Approved MCM Approval of local Authority Approvals of other Authorities Arrangement for inspection of facilities Agreement between the client and the AMO Payment of applicable fee 	1 month

Activities/ Services	Requirements to be fulfilled by the client	Required time
Approval of amendments for Manuals of Aircraft Maintenance Organisations	<ul style="list-style-type: none"> Request letter Applicable fee Information of amendments 	1 week- for each 25% (or less) of the Manual
Approval of Minimum Equipment list of Aircraft (maintenance part of the Manual)	<ul style="list-style-type: none"> Request letter Master Minimum Equipment List Draft Minimum Equipment List Payment of applicable fee 	1 month
Approval of a workshop of Aircraft Maintenance Organisation	<ul style="list-style-type: none"> Request letter Completed Application Applicable fee Information of workshop 	2 weeks
Evaluation & Approval of Training Control Manual (TCM) of Technical Training Organisations	<ul style="list-style-type: none"> Request letter Submission of draft TCM Payment of applicable fee 	2 months
Approval of Technical Training Organizations (TTO) of Aircraft Maintenance Engineers	<ul style="list-style-type: none"> Request letter Completed Application Approved TCM Arrangement for inspection of TTO Payment of applicable fee 	1 month
Approval of Import / Export of spare Parts	<ul style="list-style-type: none"> Request letter A copy of relevant invoice Copies of the relevant IPC pages 	1 week
Conducting Validation Examination	<ul style="list-style-type: none"> Request letter Completed Application Payment of applicable fee 	1 week

3.6 AIR TRANSPORT & LEGAL AFFAIRS SECTION

Air Transport and Legal Affairs Section is mainly responsible for;

- Assistance to the CAA for law making and enforcement actions.
- Development of Regulations on commercial aspects of air transport industry;
- Development of a proper aviation database;
- Development of CAA capabilities for effective discharge of CAA functions relating to Air Transport;
- Authorisation of foreign airline operations and air transport providers;
- Management of accessibility / traffic rights;
- Ratification of Montreal Convention (1999) – Convention for the unification of certain rules for international carriage by air;
- Ratification of Convention on International Interests in mobile equipment;

In achieving the above purposes, Air Transport & Legal Affairs Section offers the following services to the clients:-

Activities/ Services	Requirements to be fulfilled by the client	Required time
Issuance of Air Transport Providers License	<ul style="list-style-type: none"> • Business Registration Certificate • Memorandum & Articles of Association of Company • Paid up / Share capital of Company • Valid Tourist Board License • No. of Trained staff and proof for qualifications • Letter of appointment from an airline or a travel agency • Evaluation fee Rs.2500/- +VAT • Issuance fee - Group A- Rs.5000/-+VAT+Stamp Duty • Group B – =Rs.2000/- + VAT+ stamp duty • Renewal Fee Group A - Rs.5000/-+VAT+stamp duty • Group B – Rs.2000/- + VAT+ stamp duty 	02 weeks
Issuance of Charter License	<ul style="list-style-type: none"> • Copy of the instructions of incorporation of the airline. Full details on the equity participation, and names and nationality of the Board of Directors. • Copy of Air Operator Certificate • Certificate of Registration. (Continued.....) • Certificate of Airworthiness of aircraft concerned. • Copies of the registration & ownership details and leases (If applicable) of the aircraft that will be used. • Certificate of Insurance • Security Programme • Copy of Operation Manual of the Operator. • Copy of Maintenance Schedule for aircraft type to be operated. • Copy of the Certificate for the carriage of Dangerous Goods (if 	03 weeks

Activities/ Services	Requirements to be fulfilled by the client	Required time
	any). <ul style="list-style-type: none"> • Details of any arrangement / agreement for the removal of disabled aircraft on runway. • Initial licensing fee Rs. 75,000/-+ VAT+ Stamp Duty (Rs.1000/-) • Renewal fee Rs. 50,000/-+ VAT+ Stamp Duty 	
International Flight Schedule Approvals	<ul style="list-style-type: none"> • Rights as per the Bilateral Air Services Agreement • Designation of airline to operate • Valid Air Operator Certificate • Foreign Air Operator Certification 	02 weeks
Domestic Flight Schedule Approvals	<ul style="list-style-type: none"> • Valid Air Operator Certificate • Airline Licence 	03 days
Visa recommendation for expatriate staff (non technical)	<ul style="list-style-type: none"> • Appointment letter • Copy of valid passport 	03 days

3.7 TECHNICAL LIBRARY

Technical library of the Civil Aviation Authority serves as a knowledge resource centre to the staff of the CAA, as well as to the clients. A number of aviation related books, periodicals, updated Manuals and Annexes published by the International Civil Aviation Organization (ICAO) are available in the library. Clients are facilitated with reading facility and photocopy facility as well. Selected aviation publications are also available for sale at the Technical Library.

In achieving the above purposes, Technical Library offers the following services to the clients:-

Activities/ Services	Requirements to be fulfilled by the client	Required time
Reading facility of aviation publications	(Nil)	-
Photocopy facility	A fee to be paid to the Library	Depends on the volume
Purchase of ICAO Publications, Manuals and CAA Annual Reports.	Fees to be paid to the Finance Section	10 Minutes

3.8 FINANCE MANAGEMENT SECTION

Finance Management Section is mainly responsible for;

- Improvement of productivity in the delivery of services of the CAA;
- Development of CAA capabilities for effective Finance and Office Management
- Development of Financial Strategies and Budgetary Control
- Thrift & Asset Management

In achieving the above purposes, Finance Management Section offers the following services to the clients:-

Activities/ Services	Requirements to be fulfilled by the client	Required time
Collection of Embarkation Levy from Airlines	<ul style="list-style-type: none"> • Following documents in terms of Directive No EL/1/2003 dated 14.08.2003 • CAASL form 012 • CAASL form 014 • Certified copies of passenger manifests of each departed flight • Certified copies of arrival manifests in relation to transit passengers • Proof for exempted passengers • Payment (cash/cheque/bank draft) for the payable amount. 	30 minutes
Collection of Surcharge on Air Tickets issued / sold in overseas for travel originating from Sri Lanka	<ul style="list-style-type: none"> • Following documents in terms of Directive OSS/01/2008 dated 12 June 2008 • CAA/FN/51 • CAA/FN/51-1 • Payment (cash/cheque) for the payable amount 	15 minutes
Refunds for the over paid surcharge on air tickets issued / sold in overseas for travel originating from Sri Lanka	<ul style="list-style-type: none"> • CAA/FN/52 • CAA/FN/52-1 • Copies of e-tickets for which 	03 days

Activities/ Services	Requirements to be fulfilled by the client	Required time
	refunds are required	
Refunds for the overpaid Embarkation Levy	<ul style="list-style-type: none"> • Documents to verify the over payment 	02 days
Issuing receipts for payments to the CAA	<ul style="list-style-type: none"> • Paying-in voucher issued by the relevant Section of the CAA • Payment for the payable amount (cash / cheque / bank draft) 	05 minutes

