



Civil Aviation Authority of Sri Lanka

Directive

(Issued under Section 94, Civil Aviation Act No. 14 of 2010)

Title : REQUIREMENTS TO BE SATISFIED FOR REGISTRATION OF PERSONS PROVIDING GROUND SUPPORT SERVICES (alias FIXED BASED OPERATOR) AT AIRPORTS IN SRI LANKA

I do hereby direct that any person providing ground support services (alias Fixed Based Operator) at airports in Sri Lanka for any civil aircraft shall hold a valid a Permit issued by the Civil Aviation Authority of Sri Lanka after satisfying the applicable requirements and proedures specified in the attachment hereto.

This Directive shall come into force with immediate effect and remain in force unless revoked.

Attention is also drawn to section 103 of the Act, which states inter alia that failure to comply with a Directive is an offence.

H.M.C. Nimalsiri
Director General of Civil Aviation and
Chief Executive Officer

Civil Aviation Authority of Sri Lanka
04, Hunupitiya Road
Colombo 02.

I. INTRODUCTION/BACKGROUND

A Ground Service Provider or fixed-base operator (FBO) (*also known by the names of 'Trip Support Services' and Ground Supervision Agent*) is an organization granted the right to operate at a civil airport and provide aeronautical services such as re-fueling, provision of hangar facilities, tie-down and parking, aircraft rental, aircraft maintenance, flight instruction, and passenger facilitation or similar services to Business or Private aircraft operating into and out of an airport. Most FBOs doing business at airports are non-governmental organizations, i.e. either privately or publicly held companies.

Hence it is necessary that such FBO organizations are registered with the Civil Aviation Authority of Sri Lanka in order to ensure that they would provide a professional and dependable service to such operators, whilst conforming to the applicable civil aviation safety and security requirements.

II. TYPES OF SERVICES

In common practice, an FBO is the primary provider of support services to general aviation operators at a public-use airport and is located either on airport leasehold property or, in rare cases, adjacent to airport leasehold property as a "through the fence operation". Fixed-base operators generally provide at least basic auxiliary services to pilots, flight crew, and passengers such as restroom facilities, telecommunication services, and waiting areas. They may additionally offer food vending and restaurant facilities, ground transportation arrangements taxi/limousine, shuttle van, flight planning and weather information services (computer- or telephone-based), rest lounges and showers, aviation supplies shop (selling navigation charts, manuals, or in-flight comfort items), access to in-flight catering, and accommodations reservations or concierge services for both crew and passengers through a customer service representative (CSR).

When a person applies to the Civil Aviation Authority of Sri Lanka for registration as a FBO, he shall indicate the nature and scope of services that he intends providing to his customer air operators. The registration is made if the CAASL is satisfied that the person has both the required competence and resources to provide the intended services effectively in conformity with the applicable rules, regulations and procedures. The services that the person is authorized to provide will be stated in the Instrument of Authorization which is hereinafter referred to as 'FBO Permit'.

However, it will be the duty of the respective operator who choose and obtain services of a FBO, to ascertain the competence of the FBO operator, who could provide the desired services.

III. TERMS AND CONDITIONS FOR REGISTRATION AS A FBO

A person applying for a FBO Permit in Sri Lanka shall satisfy the following terms and conditions:

- (i) The person shall be a legal entity in Sri Lanka;
- (ii) The person shall be security cleared by the respective authority in charge of national security;

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- (iii) The person shall have required resources including trained human resources for the supply of intended services and they shall have experience in providing such services
- (iv) The following Documents shall be submitted with the application for Registration:
 - a) Business Registration Certificate or Certificate of Registration as the case may be ;
 - b) Audited Statement of Accounts of the preceding Financial Year (if applicable);
 - c) Details about the person's qualifications and experience working in an FBO;
NOTE: In absence of FBO experience, at least 5 years of experience working as a Passenger/Customer Relations Officer at the Airport shall be produced.
 - d) Agreements/Contracts/Assignments with the Principal Company/Companies as applicable;
 - e) Duly filled application
- (v) The Company shall have come to an Agreement /MOU with following Agencies and copies of such Documents shall be submitted to the Civil Aviation Authority of Sri Lanka (CAASL) upon entering into such agreements:
 - a) Sri Lankan Airlines (*Current Ground Handling Service Provider*),
 - b) Airport and Aviation Services (Sri Lanka) Ltd; (*Current Aerodrome Operator/Air Navigation Service Provider*)
 - c) Ceylon Petroleum Corporation (CPC) (*Re-fueling Service Provider*)
- (vi) The following Documents shall be provided for consideration of the issuance of Airport Access Permits:
 - a) Letters of Appointment of Staff who would require Access to Airport
 - b) Copies of NIC/Passport of Staff who would require Access to Airport
- (vii) The Registration/Authorization issued by the CAASL is valid for a period of one (01) year and the holder is required to extend/renew the approval after one year. If any changes occur in the business including the change of staff and the nature of business, it should be informed to CAASL within two (02) weeks;
- (viii) The holder of FBO Permit will be permitted to conduct the services authorized in the FBO Permit to be issued by the CAASL which may include:
 - a) Coordination between Ground Handling Agents and the Airport Authorities to facilitate for
Private Aircraft and Business Jets,
 - b) Supervising Ground Handling Operations and providing assistance to Aircrew and Passengers
of Private Aircraft and Business Jets,
 - c) Provide Logistic Support for Private Aircraft and Business Jets in mainly in areas of Accommodation, Transport, Catering, Re-fueling, Maintenance, Flight Dispatching with Weather Information Service and Aeronautical Information Services.
- (ix) The holder of FBO Permit is not permitted to function as a Travel Agent or a General Sales Agent,

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- (x) The holder of FBO Permit is not permitted to represent Scheduled or Seasonal Charter Aircraft Operators in Sri Lanka, unless otherwise specifically authorized in the permit
- (xi) The holder of FBO Permit is required to submit Monthly Statistics as per the requirements of the CAASL, as may be specified from time to time.

IV. DELIVERABLES ON REGISTRATION

The Company upon its registration with CAASL will be entitled to receive the following:

- a) CAASL FBO Permit issued under the signature of the DGCA
- b) Authorization to engage in the business of Airport Ground Support/Trip Support Service in Sri Lanka
- c) Airport Access Permit with Photo Identity be issued for two (02) designated Staff Officials with approval to enter specific areas identified to be relevant & required to discharge their duties, to be renewed every six (06) months

Depending on the volume of the business and subject to availability of space, CAASL's recommendation for consideration of AASL for allocation of a rental space at Airport.

V. PERIOD OF VALIDITY OF REGISTRATION

FBO Permit is valid for a period of one (01) year and the holder is required to apply timely if intends to extend/renew the approval after one year.

VI. REGISTRATION FEE

Registration and the Renewal and/or Amendment thereof are issued after the payment of the relevant fees to the Civil Aviation Authority of Sri Lanka as per the schedule below:

Initial Issue (Rs)		Renewal (Rs)		Amendment (Rs)	
<i>Application Evaluation</i>	<i>Grant of Certificate/ Authorization (for each Airport)</i>	<i>Application Evaluation</i>	<i>Grant of Certificate/ Authorization (for each Airport)</i>	<i>Application Evaluation</i>	<i>Grant of Certificate/ Authorization (for each Airport)</i>
15,000/-+Taxes	1,500/-+Taxes	10,000/-+Taxes	1,000/-+Taxes	3,000/-+Taxes	300/-+Taxes
