



**Safe and Efficient Skies for all**

**Civil Aviation Authority of Sri Lanka**

# **Citizens' / Clients' Charter**

**2018 Edition**


**Issued by Civil Aviation Authority of Sri Lanka**



## List of Effective Pages

Page No.	Effective Date
i	15.05.18
ii	15.05.18
iii	15.05.18
iv	15.05.18
v	15.05.18
vi	15.05.18
vii	15.05.18
viii	15.05.18
ix	15.05.18
1	15.05.18
2	15.05.18
3	15.05.18
4	15.05.18
5	15.05.18
6	15.05.18
7	15.05.18
8	15.05.18
9	15.05.18
10	15.05.18
11	15.05.18
13	15.05.18
14	15.05.18
15	15.05.18
16	15.05.18
17	15.05.18
18	15.05.18
19	15.05.18
20	15.05.18
21	15.05.18
22	15.05.18
23	15.05.18
24	15.05.18
25	15.05.18
26	15.05.18
27	15.05.18

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 <small>Safe and Efficient Skies for all</small>	Citizen's / Clients' Charter 2017	SLCAP 9000	
	Forward	Initial	Page   iii

## 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 in the current context 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.

This Charter is published on the website of the Civil Aviation Authority of Sri Lanka for the reference of public. It has also been displayed at the entrance of the office. Action has been taken for continuous monitoring of the commitment given to ensure adherence to the pledges made. Would there be any deviation found, service recovery would be undertaken. The Charter will also be evaluated periodically for 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 the above obligation.

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

.....


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

15.05.2018


 <small>Safe and Efficient Skies for all</small>	Citizen's / Clients' Charter 2017	SLCAP 9000	
	Table of Contents	Initial	Page   iv

## Table of Contents

<b>Record of Revision.....</b>	<b>i</b>
<b>List of Effective Pages .....</b>	<b>ii</b>
<b>Foreword .....</b>	<b>iii</b>
<b>Table of Contents.....</b>	<b>iv</b>
<b>Directory.....</b>	<b>vi</b>
<b>Vision .....</b>	<b>viii</b>
<b>Mission.....</b>	<b>viii</b>
<b>Motto .....</b>	<b>viii</b>
<b>Stance.....</b>	<b>viii</b>
<b>Goals .....</b>	<b>viii</b>
<b>Strategies .....</b>	<b>viii</b>
<b>Values .....</b>	<b>ix</b>
<b>CAASL's Immediate Targets .....</b>	<b>ix</b>
<b>Expected Outcome.....</b>	<b>ix</b>
<b>Contact details .....</b>	<b>xi</b>
<b>Chapter 1.....</b>	<b>1</b>
1.0. Civil Aviation Authority of Sri Lanka .....	1
1.1. Division of Functions .....	2
1.2. Organization Structure .....	6
1.3. Clients of CAASL.....	7
<b>Chapter 2.....</b>	<b>8</b>
2.0 Introduction to the Citizen's / Clients' Charter.....	8
2.1 Location of Divisions / Sections of the CAASL.....	8
<b>Chapter 3.....</b>	<b>9</b>
3.0 Services Provided by the Civil Aviation Authority .....	9
3.1. Air Navigation Services Section.....	9
3.2. Aerodromes Section .....	10
3.3. Aviation Security Section .....	11
3.4. Training Organization & Personnel Licensing Section .....	13
3.5. Aircraft Operations Section .....	19
3.6. Aircraft Registration & Airworthiness Section .....	21
3.7. Air Transport & Economic Regulation Section .....	23

 <small>Safe and Efficient Shires for all</small>	Citizen's / Clients' Charter 2017		SLCAP 9000
	Table of Contents	Initial	Page   v

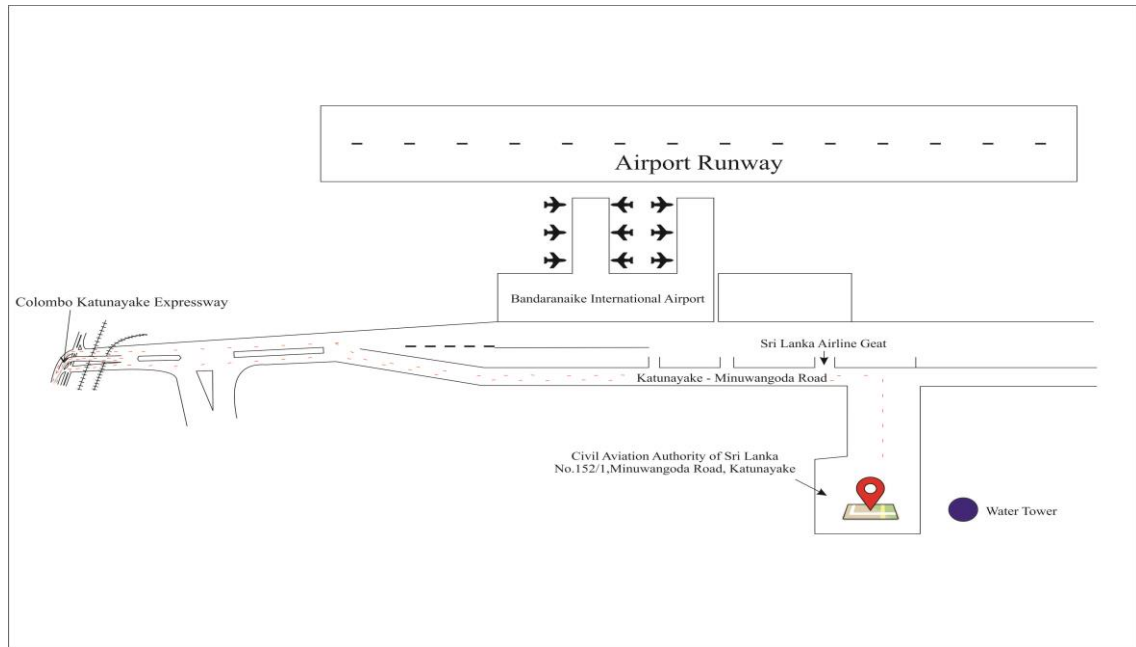
3.8. Revenue & Finance Management Section	24
3.9. Library	26
<b>Chapter 4 .....</b>	<b>27</b>
4.0. Feed-Back from Clients	27

 <small>Safe and Efficient Skies for all</small>	Citizen's / Clients' Charter 2017		SLCAP 9000
	Directory	Initial	Page   vi

## Directory

**Location** : Civil Aviation Authority of Sri Lanka,  
No 152/1, Minuwangoda Road, Katunayake

## Directional Map



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

**Telephone** : 94 -11-2358800 (General telephone number)  
(The Director of the relevant Section/Division can be contacted through the phone numbers listed in page number Viii)


**Facsimile** : 94 –11-2257154 (General fax)  
(For urgent matters, it is advisable to send a copy in advance, to the relevant officer / Section)

**E-mail** : [info@caa.lk](mailto:info@caa.lk)

**Website** : [www.caa.lk](http://www.caa.lk)

**Postal Address** : P.O Box 56, Katunayake  
(Mail is collected daily on working days)

**AFTN Address** : VCCCYAYX

 <small>Safe and Efficient Skies for all</small>	Citizen's / Clients' Charter 2017		SLCAP 9000
	Directory		Initial Page   vii

### **Katunayake Office**

Civil Aviation Authority Office, Terminal Building,  
Bandaranayaka International Airport,  
Katunayake, Colombo  
Telephone: 94 -11-2252269  
Facsimile : 94 –11-2252269


### **Mattala Office**

Civil Aviation Authority of Sri Lanka  
Mattala Rajapaksa International Airport  
Mattala.  
Telephone: 94 -47-7510530  
Facsimile : 94 –47-7510541

### **Airworthiness Sub Office**

Civil Aviation Authority of Sri Lanka  
Colombo Airport  
Ratmalana.  
Telephone: 94 –11 –3135828



 <small>Safe and Efficient Skies for all</small>	Citizen's / Clients' Charter 2017		SLCAP 9000
	Vision & Mission	Initial	Page   viii

## **Civil Aviation Authority of Sri Lanka**

### **Vision**

To be an adept and credible aviation safety regulator assuring safe skies for all

### **Mission**

To facilitate through strategic planning and effective regulation, the operation of a safe, secure, efficient, regular and environmentally friendly national civil aviation system that conforms to International Standards and Recommended Practices and national legislative requirements.

### **Motto**

‘Safe and Efficient Skies for all’

### **Stance**


The airspace above us is a public asset with vast potential for socio-economic development that needs to be managed for the progress and prosperity of the country and posterity of the nation.

### **Goals**

- To achieve or exceed safety and security outcome targets;
- To be appropriately resourced;
- To be professional and competent;
- To attain wide credibility and recognition;
- To sustain or enhance its achievements;
- To achieve the highest level of productivity in all activities under taken;
- To maintain a high degree of compliance with international standards and Recommended Practices; and,
- To be a strong facilitator for planning and development of civil aviation.

### **Strategies**

- Improved and consistent implementation of statutory functions and fulfillment of social obligations in conformity with the applicable International Standards and Recommended Practices;
- Identification and implementation of solutions to significant aviation problems;
- Introduction of specific culture change initiatives;

 <small>Safe and Efficient Skies for all</small>	Citizen's / Clients' Charter 2017		SLCAP 9000
	Vision & Mission	Initial	Page   ix

- Working in co-operation and partnership with the Aviation Industry;
- Operating in a transparent and consistent manner and communicating effectively both externally and internally;
- Maintaining the effectiveness and consistency of all documents, materials, and internal procedures.

## Values

The CAASL and its employees shall:


- assign top priority and importance to aviation safety and promote a safety culture;
- excel in the services being provided to the CAASL clientele;
- have a 'can do' attitude in everything being undertaken;
- aim to be reliable, realistic and consistent;
- be willing and able to change in pursuit of continuous improvement;
- work together to achieve success;
- be open, honest and transparent;
- promote efficiency, productivity and regularity in all activities;
- trust and respect colleagues and thereby uphold teamwork;
- value everyone's contribution;
- recognize social responsibilities and obligations;
- enjoy what is being done;
- take pride in the professional approach;
- have a balanced home and work environment.

## CAASL's Immediate Targets


- To prevent fatal accidents in the commercial aviation sector;
- To prevent hijacking and unlawful interference in civil aviation;
- To prevent general aviation accidents;
- To prevent fatal aviation related accidents on ground at airports;
- To reduce accidents in engineering/maintenance workshops; and
- To minimize aviation occurrences
- To support minimizing delays in on-time departures;
- To enable affordable air travel to people with average income;
- To encourage improving quality of service in air travel;
- To facilitate minimizing congestion and expedite passenger processing at airports, whilst being mindful of security requirements;
- To help minimizing operational cost in air transportation and eliminate waste;
- To help minimizing adverse effects of aviation on the environment;
- To educate school children on the potential benefits of civil aviation and
- To groom the next generation of Aviation Professionals.

## Expected Outcome

- Fulfillment of the State's international obligations in the field of civil aviation and constant implementation and enforcement of International Standards and Recommended Practices registering a very high level of effective implementation of SARPS;


 <small>Safe and Efficient Skies for all</small>	Citizen's / Clients' Charter 2017		SLCAP 9000
	Vision & Mission	Initial	Page   x

- International recognition of the civil aviation system of Sri Lanka which is free from embargoes / restrictions and avoidance of Significant Safety Concerns being raised by ICAO against the State's aviation system;
- Enhanced Safety, security, regularity and efficiency in civil aviation and consequential public confidence in the air transport system; and
- Optimum use of Sri Lanka airspace for the wellbeing of the citizens of Sri Lanka;
- Socio-economic development of the country;
- Prevention of economic waste caused by unreasonable competition;
- Improved access and mobility of people and goods by air;
- Dependable services in the field of civil aviation;
- Education of school children in the field of civil aviation;
- Promotion of all aspects of civil aeronautics;
- Mitigating risks to public health posed by air transport;
- Mitigating the harmful effects caused by air transport on Environment.

	Citizen's / Clients' Charter 2017		SLCAP 9000
	Contact Details	Initial	Page   xi

## Contact details

Designation	Phone (Office)	Fax	E-mail
Chairman	94-11 2358807	94-11-2252772	<a href="mailto:chairman@caa.lk">chairman@caa.lk</a>
Director General of Civil Aviation & Chief Executive Officer	94-11 2358801	94-11-2257154	<a href="mailto:sldgca@caa.lk">sldgca@caa.lk</a>
Additional Director General	94-11 2358812	94-11-2257140	<a href="mailto:adg@caa.lk">adg@caa.lk</a>
Deputy Director General – Airspace & Security Regulations	94-11-2358821	94-11-2253521	<a href="mailto:ddgasr@caa.lk">ddgasr@caa.lk</a>
Deputy Director General – Flight Safety Regulations	94-11-23358912	94-11-2257292	<a href="mailto:ddgfsr@caa.lk">ddgfsr@caa.lk</a>
Deputy Director General – Corporate Affairs and Economic Regulation	94-11-2358863	94-11-2253474	<a href="mailto:ddgcaer@caa.lk">ddgcaer@caa.lk</a>
Chief Internal Auditor	94-11 2358962	94-11 2304686	<a href="mailto:cia@caa.lk">cia@caa.lk</a>
Director -Air Navigation Services Section	94-11-2358849	94-11 2257159	<a href="mailto:dans@caa.lk">dans@caa.lk</a>
Director -Aerodromes Section	94 11-2358843	94-11 2257166	<a href="mailto:dae@caa.lk">dae@caa.lk</a>
Director - Aviation Security Section	94-11-2358832	94-11-2257158	<a href="mailto:davsec@caa.lk">davsec@caa.lk</a>
Director -Training Organization and Personnel Licensing	94-11-2358821	-	<a href="mailto:dtopl@caa.lk">dtopl@caa.lk</a>
Director -Aircraft Operations	94-11-2358914	94-11-2257328	<a href="mailto:dops@caa.lk">dops@caa.lk</a>
Director -Aircraft Registration and Airworthiness Section	94 11 2358927	94-11-2253509	<a href="mailto:daw@caa.lk">daw@caa.lk</a>
Director -Air transport and Economic Regulation	94-11-2358881	94-11-2253985	<a href="mailto:dater@caa.lk">dater@caa.lk</a>
Director -Human Resources and Office Management	94-11-2358889	94-11-2253500	<a href="mailto:dhrom@caa.lk">dhrom@caa.lk</a>
Director –Revenue & Finance Management	94-11-2358865	94-11-2253989	<a href="mailto:drfm@caa.lk">drfm@caa.lk</a>
Research Development Planning and Special Programmes	94-11-2358823	94-11-2253582	<a href="mailto:drdsp@caa.lk">drdsp@caa.lk</a>
Accident Investigation Unit	94-11 2358817	94-11-2257154	<a href="mailto:mgraaii@caa.lk">mgraaii@caa.lk</a>
Librariyan – Library	94-11-2358893	94-11-2253500	<a href="mailto:mgrdw@caa.lk">mgrdw@caa.lk</a>
CAA Office –Katunayake	94-11-2252269	94-11-2252269	-
CAA Office – Mattala	94-47-7510530	-	-
CAA Office – Ratmalana	94-11-2635756	-	-

 <small>Safe and Efficient Skies for all</small>	Citizen's / Clients' Charter 2017	SLCAP 9000	
	Civil Aviation Authority of Sri Lanka	Chapter 1	Page: 1

## Chapter 1


### 1.0. Civil Aviation Authority of Sri Lanka

Civil Aviation Authority of Sri Lanka was established for the effective regulation of local civil aviation industry in conformity with the applicable legislative requirements and international standards and recommended practices for safety, secure, efficient and regular operations of Air transport operations in Sri Lanka.

It replaced the Department of Civil Aviation in 2002 consequent to the report submitted to the ICAO for the elimination of certain difficulties that Department was faced with in the effective discharge of state international obligations.

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 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;

	Citizen's / Clients' Charter 2017	SLCAP 9000	
	Civil Aviation Authority of Sri Lanka	Chapter 1	Page: 2

- 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) Utilize the property of the Authority both movable and immovable in such manner as the Authority may think expedient including the raising of loans by mortgaging such property with the approval of the Minister ;
  - (q) 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;
  - (r) Enter into contracts for the supply of goods, services or materials or for the execution of works or any other contracts as may be necessary for the exercise, performance and discharge of the powers, duties and functions of the Authority ;
  - (s) 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;
  - (t) Select and employ personnel necessary to carry out the functions and duties of the Authority and determine and adopt the salaries and terms of conditions of service of the employees of the Authority, including staff welfare schemes and training programs ;
  - (u) Obtain the services of consultants and advisors, appoint attorneys and agents as shall be necessary to carry out the functions of the Authority ;
  - (v) Engage qualified personnel as required on contract and provide for their remuneration consistent with industry standards ;
  - (w) Exercise such other powers as may be necessary for the discharge of its functions and the performance 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 ;
  - (x) Initiate and carry out surveys into any aspect of civil aviation ;  
Ccarry out any duties that may be entrusted or delegated to the Authority under any other written law ; and
  - (y) Perform such other functions as the Minister may direct from time to time.

### 1.1.Division of Functions

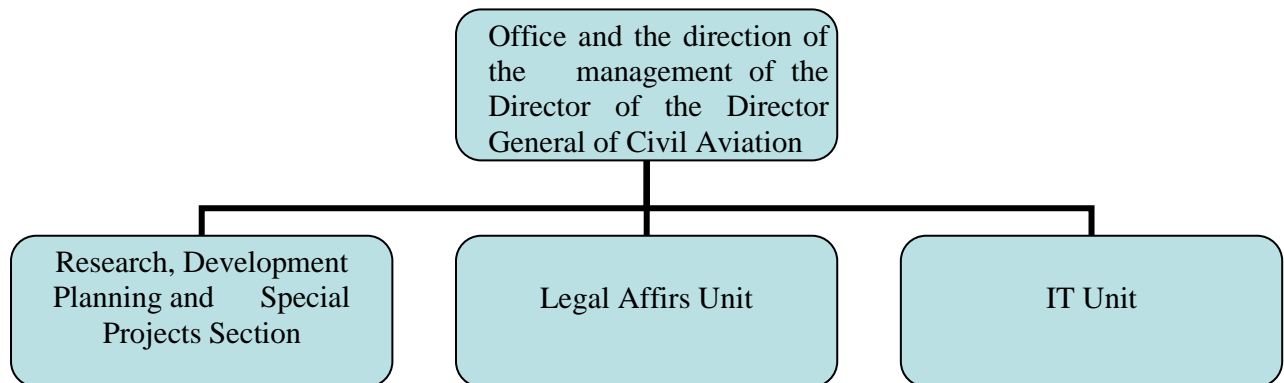
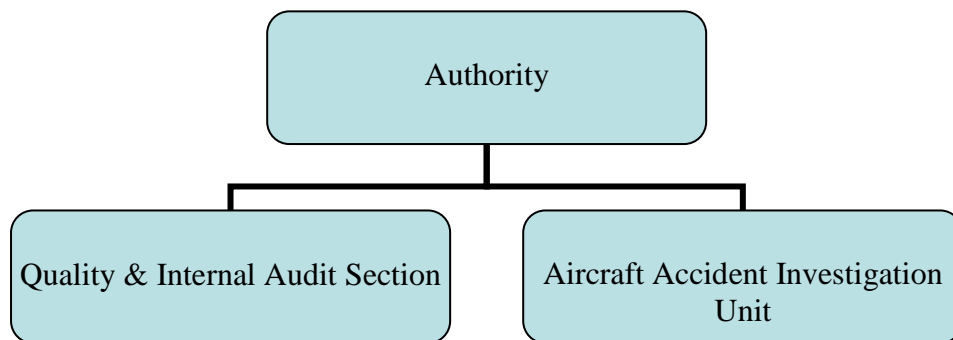
In order to carry out the duties and functions expected by the Civil Aviation Authority servicing Civil Aviation Community, in conforming to the safety requirements, practices and procedures in the field of aviation, three main Divisions have been established in the CAA, namely;

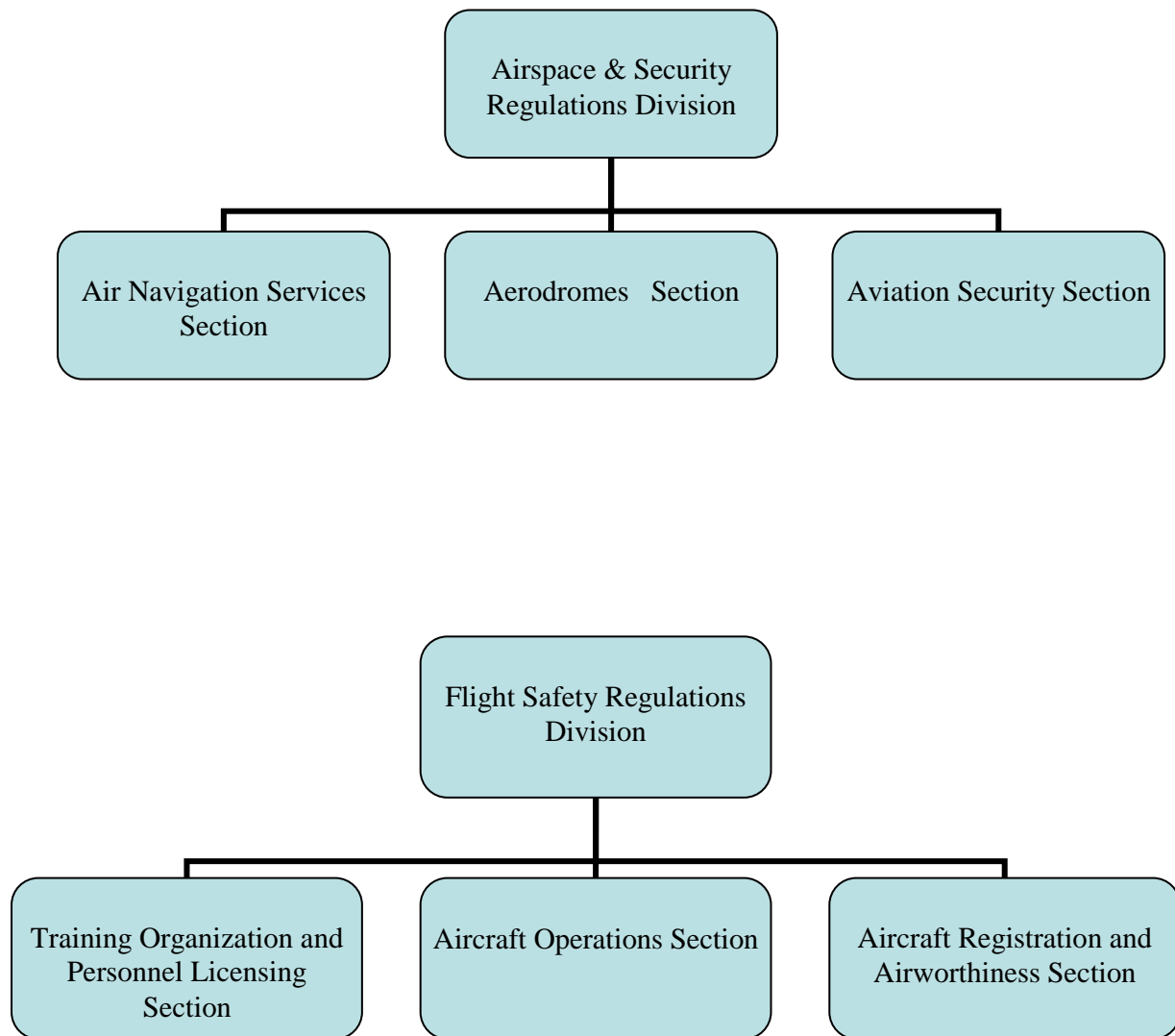
#### 1. Airspace & Security Regulations Division

2. Flight Safety Regulations Divisions
3. Corporate Affairs and Economic Regulation Divisions

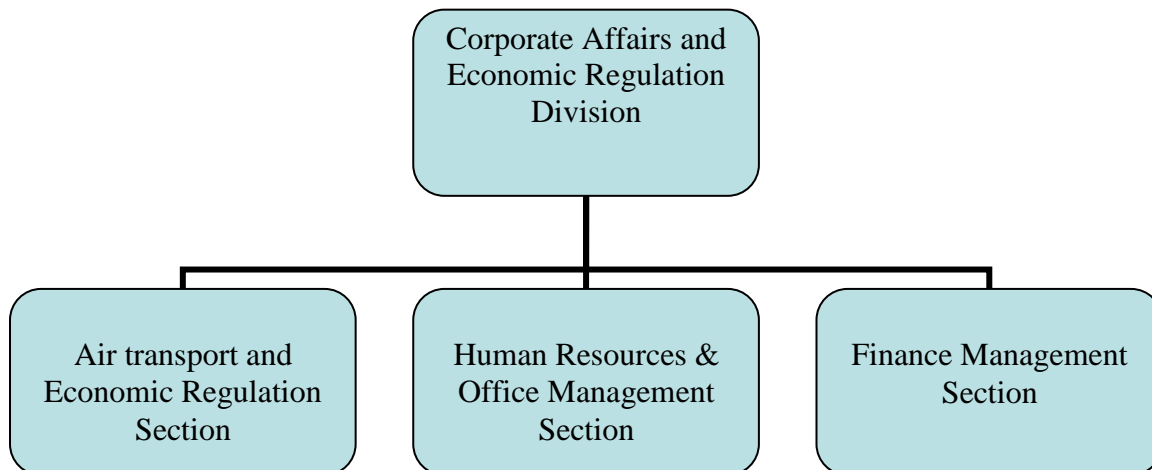
In addition to the above, Research, Development Planning and Special Projects Section and the Legal Affairs Unit functions under the direction and management of the Director General of Civil Aviation office, while Internal Audit Section and Air Craft Accident Investigation Unit function under the perview of the Authority.

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;



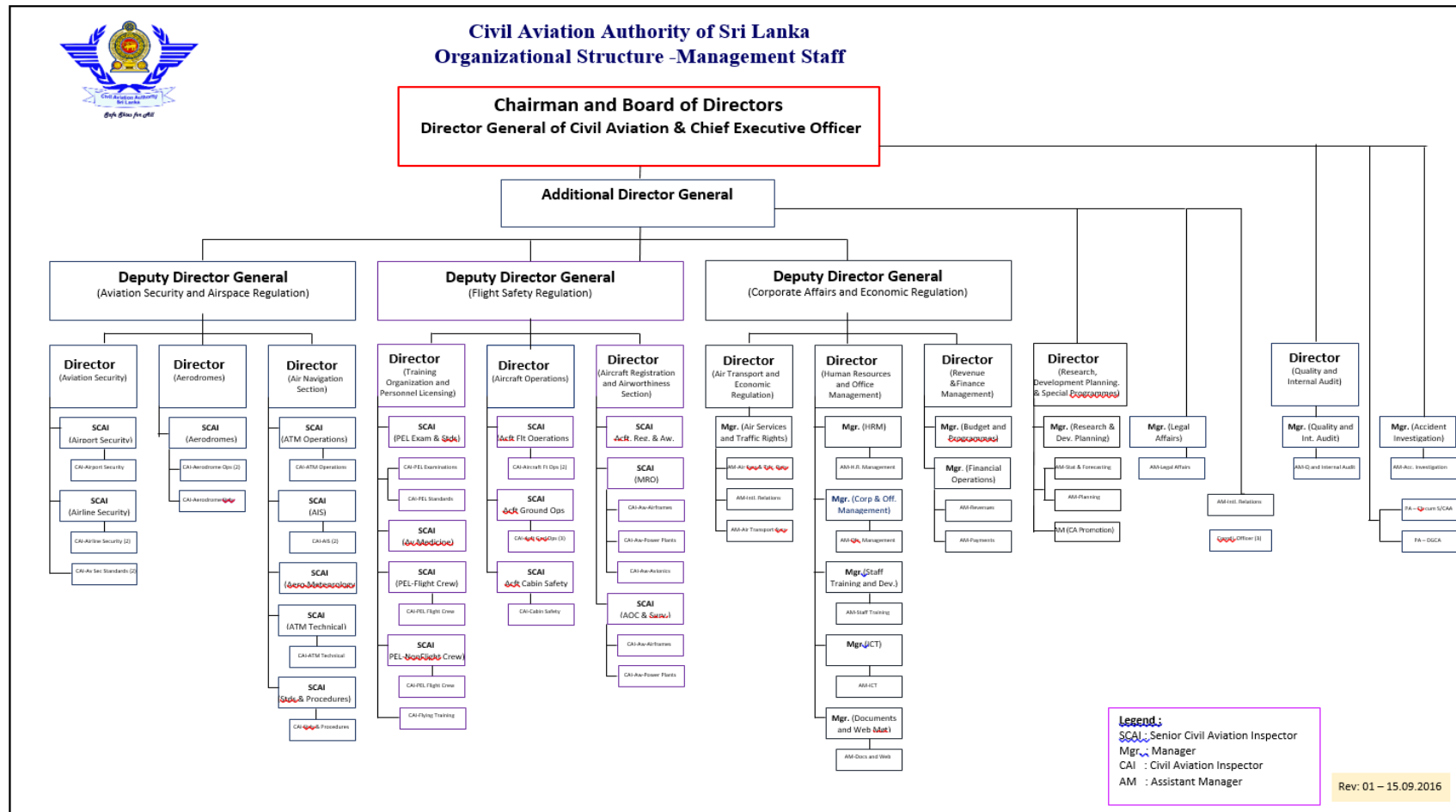










## 1.2. Organization Structure



	Citizen's / Clients' Charter 2017		SLCAP 9000
	Civil Aviation Authority of Sri Lanka	Chapter 1	Page: 7

### 1.3. Clients of CAASL

- Local Airline Operators
- Foreign Airline Operators
- Airport Operators
- Airport Ground Handling Agents
- Aircraft Maintenance Organisations
- Civil Aviation Personnel Licence holders
- Civil Aviation Training Schools
- General Sales Agents of Air Transportation
- Travel Agents
- Air Cargo Handlers
- High-rise structure owners
- Recreational Aviators
- Water aerodrome operators
- Heliport/Helicopter landing site operators
- Air Navigation Services Providers
- Department of Meteorology
- Sri Lanka Air Force
- Department of Customs
- Department Immigration and Emigration
- Search & Rescue Organisations
  - Department of Health Services
  - Sri Lanka Coast Guard
  - Disaster Management Centre
- Higher Education Institutions
- Unmanned Aircraft Systems /Remotely Piloted Aircraft/Drones Owners, Operators, Vendors, Importers, Designers, Manufacturers & Exporters
- Ministry of Defence
- Sri Lanka Navy
- Ministry of Foreign Affairs
- Department of Survey
- Department of Agriculture
- Department of Animal production and Health
- General Public

	Citizen's / Clients' Charter 2017		SLCAP 9000
	Introduction to the Citizen's / Clients' Charter	Chapter 2	Page: 8

## Chapter 2

### 2.0 Introduction to the Citizen's / Clients' Charter

The Civil Aviation Authority of Sri Lanka (CAASL) 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.


CAASL considers that 'we are at your service', 'excelling in the services provided', 'have a can do attitude' and 'promote it timeliness, accuracy, efficiency and consistency in what are we do as some of the values of CAASL. It 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 CAASL

Section	Location
Chairman	05 <sup>th</sup> Floor, Wing A
Director General and Chief Executive Officer	05 <sup>th</sup> Floor, Wing A
Additional Director General	05 <sup>th</sup> Floor, Wing B
Accident Investigation Unit	05 <sup>th</sup> Floor, Wing B
Aviation Security Section	04 <sup>th</sup> Floor, Wing A
Research Development Planning & Special Programmes Section/Training Centre	04 <sup>th</sup> Floor, Wing A
Aerodromes Section	04 <sup>th</sup> Floor, Wing B
Air Navigation Section	04 <sup>th</sup> Floor, Wing B
Revenue & Finance Management Section / Sharap Counter	03 <sup>rd</sup> Floor, Wing A
Air transport and Economic Regulation	03 <sup>rd</sup> Floor, Wing A
Human Resources & Office Management Section /ITC Unit	03 <sup>rd</sup> Floor, Wing B
Aircraft Operations Section	02 <sup>nd</sup> Floor, Wing A
Aircraft Registration and Airworthiness Section	02 <sup>nd</sup> Floor, Wing A
Training Organization and Personnel Licensing Section	02 <sup>nd</sup> Floor, Wing B
Medical Centre	01 <sup>st</sup> Floor, Wing B
Internal Audit	01 <sup>st</sup> Floor, Wing B
Library	Ground Floor

	Citizen's / Clients' Charter 2017		SLCAP 9000
	Introduction to the Citizen's / Clients' Charter	Chapter 4	Page: 9

## Chapter 3

### 3.0 Services Provided by the Civil Aviation Authority

#### 3.1. Air Navigation Services Section

Air Navigation Services Section (ANS) in the CAASL is mainly responsible for carrying out Safety Related Regulatory Functions related to Air Navigation Services in Sri Lanka, which includes Air Traffic Services (ATS), Aeronautical Information Service (AIS), Communication Navigation & Surveillance (CNS) Services and Aeronautical Communication Service (ACS)

ANS Section is carrying out following functions

- Draft and Implement local Regulations, Rules and Requirements in the areas of Air Navigation Services (ANS)
- Adopt and implement the relevant Standards and Recommended Practices (SARPS) contained in following Annexes to the ICAO Convention; Annex 2, Annex 3, Annex 4, Annex 5, Annex 10, Annex 11, Annex 12, and Annex 15
- Preparation of Guidance Materials for Safety Oversight Duties related to Air Navigation Services
- Certification of Air Navigation Service Providers (ATS, AIS, ACS CNS Service Providers) in Sri Lanka
- Carry out safety surveillance activities on Air Navigation Service Providers and take enforcement actions on deficiencies identified to ensure the services are provided in accordance with the applicable standards
- Responding to identified safety shortcomings and deficiencies in Air Navigation Services
- Conducting Seminars, Meetings and Workshops in respect of safety oversight activities
- Carrying out activities related to PANS-OPS Flight procedure design and approval of flight procedures
- Promote Performance Based Navigation to optimize the utilization of airspace.

In carrying out above functions, ANS Section offers the following services to the clients:-

Activities/ Services	Requirements to be fulfilled by the client	Required time
Issuance of overflying permissions to fly over the territory of Sri Lanka	An application should be forwarded as per Aeronautical Information Publication (AIP) GEN 1.2-5 – Sri Lanka	03 days
Issuance of landing permission for non scheduled flights	Application should be submitted as per requirements given in the AIP GEN 1.2-5 - Sri Lanka	03 days
Issuance of landing and or overflying permission for Ambulance/ Search & Rescue/ Relief Flights	Application should be submitted as per requirements given in the AIP - Sri Lanka	At the earliest

Granting approval for the issuance of Notices to Airmen (NOTAM)	Completed form CAA/AS/006 should be submitted in advance	01 day
Pre-arrangements for supply of Avgas for Piston Engine aircraft	Request should be forwarded 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 in advance	01 day
Granting Approvals for Manuals of Air Traffic Control	Should be prepared according to Standards published by CAASL and submitted in advance.	3 Months
Granting approval for Air Traffic Control Course guides	Course guides should be prepared as per the CAASL requirements and should be submitted in advance	01 month
Conducting Rating Tests for Air Traffic Controllers	Letter of Request should be forwarded in advance	1 week
Conducting of simulator tests for Air Traffic Controllers	Letter of Request should be forwarded in advance	1 week
Granting exemptions for the operation of Diplomatic flights	Request should be forwarded in advance through Ministry of Foreign Affairs	03 days
Approval for flower drops, leaflet drops etc from air.	Request letter from the airline with necessary details and a written request from user	03 days
Approval for photography, video filming from air.	Request letter from the Airline with necessary details and a written request from user	03 days
Approval for displaying of Logos/ livery on surface of the Aircraft fuselage.	Request letter from the airline with necessary details and a written request from user	03 days
Approval for operating Drones, Unmanned Aircraft Systems, Remotely Piloted Aircraft	Completed Application (Form no: CAA/AS/017) should be forwarded in advance with the Security clearance from Office of Chief of Defence Staff (OCDS)	05 days

### 3.2. Aerodromes Section

Aerodrome Section in the CAASL is mainly responsible for:

- Development of Rules and Regulations relating to Aerodromes Heliports and Water Aerodromes;
- Implementation of SARPs relating to Aerodromes, Heliports and Water Aerodromes;
- Development of CAA capabilities for the effective discharge of CAA responsibilities relating to Aerodromes oversight;

- Initial Certification and continued surveillance of Aerodrome Operators, Heliport operators and Water Aerodrome Operators;
- Regulatory Surveillance of Construction of Airports;
- Support the implementation of Safety Management Systems in Aerodromes;
- Implementation of SARPS related to facilitation at Aerodromes for Air transportation.
- Implement the National Air Transport Facilitation plan;
- Establish National Air Transport Facilitation Committee and assist in convening meetings.


Activities/ Services	Requirements to be fulfilled by the client	Required time
Aerodrome Certification	As per IS-37	04 months
Granting Approval for the Water Aerodromes	<ul style="list-style-type: none"> <li>• Request for approval</li> <li>• Survey report of water body</li> <li>• CEA. local government, water body owner approval</li> <li>• Arrangement of proving flight should be submitted to CAA</li> </ul>	02 months
Granting of Preliminary Height Clearance for planning purposes	Request letter, survey plan of the location, and the google image of the location	03 -07 days
Granting of Height Clearance for construction of High-rise buildings	Request letter, Plan drawing, survey plan of the location, and the google image of the location	03-07 days
Granting of Height Clearance for construction of Telecommunication Towers, Power Transmission Towers, Wind Turbines	Request letter. TRC, UDA clearance as appropriate. Details of location including coordinats and google image if required	07 days
Request for Technical Assistance for establishing of Heliports	Request letter, location MOD, UDA clearance	02 weeks

### 3.3. Aviation Security Section

Aviation Security Section in the CAA is mainly responsible for;

- Development and updating of legislations
- Development and maintenance of up to date AVSEC benchmark documents.
- Certification of Aviation Security Service Providers, Personnel and Equipment.
- Development, promulgation and updating of guidance material, checklists, job guides.
- AVSEC Oversight Activities and enforcement actions.
- Management, carder update and man power development of the Avsec Section.
- Organize the activities entrusted to the state by ICAO and other International Organizations

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

	Citizen's / Clients' Charter 2017		SLCAP 9000
	Introduction to the Citizen's / Clients' Charter	Chapter 4	Page: 12

Activities / Services	Requirements to be fulfilled by the client	Required time
Certification of a Aviation Security Service Providers	Application with all relevant documents	06 Months
Certification of a Aviation Security Training Organizations	Application with all relevant documents	03 Months
Approval for specifications of a single model of screening equipment	Request letter with all details pertaining to security equipment.	02 weeks
Certification of a single Aviation Screening Model	Request letter with all details pertaining to security test piece.	01 Month
Certification of Combined Test Piece	Request letter with all details pertaining to security test piece.	02 weeks
Certification of Operational Test Piece	Request letter with all details pertaining to security equipment.	02 weeks
Certification of Aviation Security Screeners. (One Batch)	Request nneed to be submit as per the approved procedure	3 months for all three phases
Certification of Aviation Security Managers. (One Batch)	Request nneed to be submit as per the approved procedure	3 months for all three phases
Certification of Aviation Security Instructors. (One Batch)	Request nneed to be submit as per the approved procedure	3 months for all three phases
Evaluation & approval of Airport Operator's Security Programme.	Request letter with the Draft Airport Security Programme	3 months
Evaluation & approval of Local AOC (International) Holder's security programme.	Request letter with the Draft Airline Security Programme	3 months
Evaluation & approval of Local AOC (Domestic) Holder's security chapter of the Flight Operations Manual.	Request letter with the Draft Security Chapter of the Flight Operations Manual	2 months
Evaluation & approval of Foreign Air Operator's security programme.	Request letter with the Airline Security Programme	3 months
Evaluation & approval of Cargo security programme.	Request letter with the Draft Cargo Security Programme	3 months
Evaluation & approval of Catering security programme.	Request letter with the Draft Catering Security Programme	3 months
Evaluation & approval of AVSEC Contingency Plan.	Request letter with the Draft AVSEC Contingency Plan	3 months
Evaluation & approval of AVSEC Training Programme / Manual of Airports / Airlines.	Request letter with the Draft AVSEC Training Programme / Manual	3 month
Evaluation & approval of Airline / Airport Standard Operating Procedure Manual (SOPM)	Request letter with the Draft SOPM	3 month
Approval for carriage of munitions, explosives (class 01 DG) or any other security restricted articles by air	Application with all supporting documents	03 working Days



Recommendation to Issue of airport access permits	Application with all supporting documents	03 working Days
Recommendation for issuance of Visa for foreigners, who perform AVSEC functions	Request letter with all supporting documents	3 working Days
Approval for Air Transport of Deportees	Request letter with all supporting documents	03 working Days
Approval for Aviation Security Post Holders	Application with all supporting Documents	02 weeks
Approval for Security Audits by Foreign Entities	Application with all supporting documents	05 Working Days
Evaluation & Approval of an amendment for any AVSEC Manual / Programme / Procedure (for each 25% of current volume)	Request letter with draft amendments	1 month

### 3.4. Training Organization & Personnel Licensing Section


Training Organization & 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.
- Conducting of knowledge examinations for the issuance of Personnel Licenses.
- Development of new policies

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

Activities/ Services	Requirements to be fulfilled by the client	Required time
<b>Issuing Licenses</b>		
Student Pilot License	<ul style="list-style-type: none"> <li>• Completed Application - link .....on CAASL web</li> <li>• Age : not less than 17 years</li> <li>• Communication ability in English</li> <li>• Birth Certificate</li> <li>• A copy of NIC / Passport</li> <li>• Education Certificates</li> <li>• Letter of enrollment with the training school</li> <li>• A report of security clearance</li> <li>• Medical certificate issued by CAA approved medical examiner</li> <li>• 2 color photos 2 cm X 2.5 cm</li> <li>• Payment of fees</li> </ul>	3 days

	Refer pamphlet No. PL/P/01	
Private Pilot License	<ul style="list-style-type: none"> <li>• Age: not less than 17 years</li> <li>• Completion of 40 flying hours</li> <li>• Successful completion of the CAASL technical examination</li> <li>• Successful completion of English Language Proficiency Check and Radio Telephony test conducted by CAA</li> <li>• A copy of valid student pilot license</li> <li>• Course completion certificate issued by Training School</li> <li>• Security clearance report</li> <li>• Medical certificate issued by CAA</li> <li>• 2 color photos 2 cm X 2.5 cm</li> <li>• Refer pamphlet No. PL/P/02</li> <li>• Payment of fees</li> </ul>	3 days
Commercial Pilot License	<ul style="list-style-type: none"> <li>• Age limit 18 years old</li> <li>• Completion of 200 flying hours</li> <li>• Successful completion of technical exam or complete Air Law examination in case of converting a foreign CPL</li> <li>• English Language Proficiency Check and Radio Telephony test conducted by CAA</li> <li>• validity Sri Lankan Private pilot licence</li> <li>• Application to be completed</li> <li>• A certificate of completed flying training</li> <li>• A report of security clearance</li> <li>• A first class medical certificate issued by CAA</li> <li>• 2 color photos 2 cm X 2.5 cm</li> <li>• Payment of fees</li> </ul>	3 days
Air Traffic Controller License	<ul style="list-style-type: none"> <li>• Age not less than 21 years.</li> <li>• Employment with AASL as ATC</li> <li>• Medical Fitness (Class II).</li> <li>• Request letter from AASL to issue the License.</li> <li>• English Language Proficiency Check (Level 4 or above)</li> <li>• Refer pamphlet No. PL/P/07</li> </ul>	3 days
Aircraft Maintenance Engineers License	<ul style="list-style-type: none"> <li>• Not less than 18 years</li> <li>• Have following basic educational qualifications as follows;</li> <li>• Credit pass in English at GCE(OL) or pass in higher level English Examination</li> <li>• Pass in six subjects at GCE (OL) with credits in science or mathematics or</li> <li>• Pass at GCE (AL) in two Physical Science stream subjects</li> <li>• Have successfully completed an appropriate</li> </ul>	3 days

	Citizen's / Clients' Charter 2017		SLCAP 9000
	Introduction to the Citizen's / Clients' Charter	Chapter 4	Page: 15

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

	<ul style="list-style-type: none"> <li>Defence ministry approval for import of aircraft</li> </ul>	
Ground Instructor	<ul style="list-style-type: none"> <li>Request from the training organisation</li> <li>Performance in CPL/ATPL examination</li> <li>Knowledge in CAA rules &amp; regulations</li> <li>Proof of instructional ability</li> <li>Demonstration in front of CAA panel of examiners</li> <li>Oral examination in technical methods and related areas</li> </ul>	5 days
Ground Training School License	<ul style="list-style-type: none"> <li>Completed application</li> <li>Company registration</li> <li>Payment of evaluation fee</li> <li>BOI approval</li> <li>Submission of Management resumes</li> <li>Submission of CFI,GGI credentials</li> <li>Submission of OPS manual / Training manual</li> <li>Submission of students course materials</li> <li>Submission of Ground school time table with instructor names</li> </ul>	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"> <li>Duly filled application form</li> <li>A first class medical certificate issued by CAA</li> <li>Security clearance</li> <li>Payment of fees</li> </ul>	3 days *
Private Pilot License	<ul style="list-style-type: none"> <li>Duly filled application form</li> <li>A first class medical certificate issued by CAA</li> <li>05 flying hours preceding last 12 months</li> <li>Payment of fees</li> </ul>	3 days *
Commercial Pilot License	<ul style="list-style-type: none"> <li>Duly filled application form</li> <li>A first class medical certificate issued by CAA</li> <li>06 flying hours preceding last 06 months including 06 takeoff and landings</li> <li>Payment of fees</li> </ul>	3 days *
Air Transport Pilot License	<ul style="list-style-type: none"> <li>Duly filled application form</li> <li>A first class medical certificate issued by CAA</li> <li>06 flying hours preceding last 06 months including 06 takeoff and landings</li> <li>Payment of fees</li> </ul>	3 days *
Air Traffic Controller License	<ul style="list-style-type: none"> <li>Duly filled application form</li> <li>A first class medical certificate issued by CAA</li> <li>Request letter from AASL</li> <li>Payment of fees</li> </ul>	3 days *
Aircraft Maintenance	<ul style="list-style-type: none"> <li>Duly filled application form</li> <li>Applicant should have completed six months</li> </ul>	3 days *

Engineers License	<ul style="list-style-type: none"> <li>experience preceding year to his / her application</li> <li>Company letter</li> <li>Payment of fees</li> </ul>	
Aircraft Maintenance License	<ul style="list-style-type: none"> <li>Duly filled application form</li> <li>Applicant should have completed six months experience preceding year to his / her application</li> <li>Company letter</li> <li>Payment of fees</li> </ul>	3 days *
Validation of Foreign License	<ul style="list-style-type: none"> <li>Completed Application form</li> <li>Originals &amp; copies of foreign license &amp; Medical certificate</li> <li>Medical certificate issued by CAA</li> <li>Verification of license from respective foreign CAA</li> <li>English translation of documents</li> <li>Payment of fees</li> </ul>	3 days
Flying Training School license	<ul style="list-style-type: none"> <li>Request letter from training school</li> <li>Payment of fees</li> </ul>	3 days
Ground Training School license	<ul style="list-style-type: none"> <li>Request letter from training school</li> <li>Payment of fees</li> </ul>	3 days

\* One day service is available on extra payment

#### Technical Examinations

Private Pilot License	<ul style="list-style-type: none"> <li>10 hours of dual flying</li> <li>Recommendation from the training organisation</li> <li>Payment of fees</li> </ul>	3 months
Commercial Pilot License	<ul style="list-style-type: none"> <li>Recommendation from the training organisation</li> <li>Holder of a PPL</li> <li>Payment of fees</li> </ul>	3 months
Airline Transport Pilot License	<ul style="list-style-type: none"> <li>Recommendation from the training organisation</li> <li>Holder of a PPL or CPL</li> <li>Payment of fees</li> </ul>	3 months
Aircraft Maintenance Engineers License	<ul style="list-style-type: none"> <li>Not less than 21 years</li> <li>Basic educational qualifications as follows; <ul style="list-style-type: none"> <li>Credit pass in English at GCE(OL) or pass in higher level English Examination</li> <li>Pass in six subjects at GCE (OL) with credits in science or mathematics in not more than two attempts.</li> </ul> </li> <li>Or</li> <li>Pass at GCE (AL) in two Physical Science stream subjects</li> <li>Have successfully completed an appropriate training programme at approved training</li> </ul>	4 months

	<ul style="list-style-type: none"> <li>organisation</li> <li>- Have 02 years of practical maintenance experience in operation aircraft</li> <li>- Have successfully completed AME (BL) examination conducted by CAASL</li> </ul>	
Flight Operations Officer License	<ul style="list-style-type: none"> <li>• Completed Application</li> <li>• Age limit 21 years old</li> <li>• Completed 90 days on the job training</li> <li>• Successful completion of CAA approved course</li> <li>• Successful completion of technical exam conducted by CAA</li> </ul>	3 months
Special Air Law Examination	<ul style="list-style-type: none"> <li>• Application for conversion of a foreign License</li> <li>• Holder of a foreign Pilot License</li> <li>• Payment of fees</li> </ul>	3 days
English Language Proficiency Check	<ul style="list-style-type: none"> <li>• Complete the application</li> <li>• Payment of fees</li> </ul>	1 week
Radio Telephony Check	<ul style="list-style-type: none"> <li>• Completer the application</li> <li>• Payment of fees</li> </ul>	1 week
<b>Other Services</b>		
Issuance of Commercial Pilot License based on foreign CPL	<ul style="list-style-type: none"> <li>• Age not less than 18 years.</li> <li>• Medical fitness (Class I).</li> <li>• Security Clearance.</li> <li>• Air law Examination and any other knowledge requirement depending on what State license has been issued.</li> <li>• English Language Proficiency. (Level 4 or higher)</li> <li>• Shall hold a current license together with a current medical certificate issued by the Foreign State.</li> <li>• Foreign CPL should have been issued in compliance with the minimum requirement of ICAO Annex I.</li> <li>• Verification of the license from relevant foreign CAA</li> </ul>	3 days
Issuance of Airline Transport Pilot License based on foreign ATPL	<ul style="list-style-type: none"> <li>• Age not less than 21 years.</li> <li>• Medical fitness (Class I).</li> <li>• Security Clearance.</li> <li>• Air Law Examination and any other knowledge requirement depending on what State license has been issued.</li> <li>• English Language Proficiency. (Level 4 or higher)</li> <li>• Shall hold a current license together with a current medical certificate issued by the Foreign State.</li> <li>• Foreign CPL should have been issued in compliance with the minimum requirement of ICAO Annex I.</li> <li>• Verification of the license from relevant foreign</li> </ul>	3 days

	CAA.	
Issuance of Aircraft Maintenance Engineer License based on foreign AMEL	<ul style="list-style-type: none"> <li>Duly completed Application</li> <li>copy of the valid Foreign License issued by a Contracting State</li> <li>request letter from the operator who requires the service based on foreign license</li> <li>verification of the license from relevant foreign CAA</li> <li>complete Air Law Examination conducted by CAASL</li> <li>Payment of fees</li> </ul>	3 days
Visa Recommendation	<ul style="list-style-type: none"> <li>Request from the airline</li> <li>Copy of passport</li> <li>Entry /Visa endorsement</li> </ul>	3 days
Medical Examination for issuance of Personnel Licenses	<ul style="list-style-type: none"> <li>Obtain prescription for the routine medical investigations for the relevant Class for Aeromedical Centre.</li> <li>Produce the prescription to the designated Hospital, as mentioned in the prescription, and get the investigations done.</li> <li>Allow 3 to 5 working days for the reports to arrive at the Aeromedical Centre and request for appointment over the phone.</li> <li>Complete application on the date calling for the medical check</li> </ul>	1 month

### 3.5. Aircraft Operations Section


The functions of the Aircraft 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 activities, Airport 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"> <li>Purchase SLCAP 4400 from the Technical Library of the CAA and fulfill the requirements therein.</li> </ul>	2 months



	Citizen's / Clients' Charter 2017		SLCAP 9000
	Introduction to the Citizen's / Clients' Charter	Chapter 4	Page: 20

	<ul style="list-style-type: none"> <li>• Submit the duly filled application form with the applicable fee.</li> <li>• Refer IS 57 and GD 005</li> </ul>	
Renewal of Dangerous Goods Transportation License	<ul style="list-style-type: none"> <li>• Apply through the relevant application form one month prior to the expiry of the Dangerous Goods Transportation License.</li> <li>• Submit the duly filled application form with the applicable fee.</li> <li>• Refer IS 57 and GD 005</li> </ul>	14 days
Initial issuance of Air Operator Certificate (AOC)	<ul style="list-style-type: none"> <li>• Purchase SLCAP 4100 from the Technical Library of the CAA and fulfill the requirements therein.</li> <li>• Submit the duly filled application form with the applicable fee.</li> <li>• Refer IS 13</li> <li>•</li> </ul>	6 months
Renewal of Air Operator Certificate (AOC)	<ul style="list-style-type: none"> <li>• Apply through the relevant application form one month prior to the expiry of the AOC.</li> <li>• Submit the duly filled application form with the applicable fee.</li> <li>• Refer IS 13</li> </ul>	1 month
Approvals for Simulators, Station facility and Training facility (foreign).	<ul style="list-style-type: none"> <li>• Request letter.</li> <li>• Submission of duly filled application No. CAA/AD/024, "Application for CAA services abroad".</li> <li>• Make relevant payment to the CAA.</li> </ul>	2 months
Approvals for Cabin Safety Manual.	<ul style="list-style-type: none"> <li>• Purchase SLCAP 4300 and SLCAP 4305 from the Library of the CAA and fulfill the requirements therein.</li> <li>• Refer IS 021</li> </ul>	1 month
Approvals for Cabin Crew Member Training Manual and Instructors.	<ul style="list-style-type: none"> <li>• Purchase SLCAP 4300 and SLCAP 4305 from the Library of the CAA and fulfill the requirements therein.</li> <li>• Refer IS 021 and GD 007</li> </ul>	1 month
Approvals for special operations	<ul style="list-style-type: none"> <li>• Request letter.</li> <li>• Follow the procedures in the Flight Operations Manual approved by the CAA.</li> </ul>	2 week
Approval of Minimum Equipment List (MEL)	<ul style="list-style-type: none"> <li>• Purchase SLCAP 4215 from the Technical Library of the CAA and fulfill the requirements therein.</li> <li>• Refer IS 15</li> </ul>	01 month
Approvals of Flight Operations Manual, Weight & Balance Manual, Safety Management Systems Manual &	<ul style="list-style-type: none"> <li>• Forward the draft Manuals in conformance with SLCAP 4100</li> <li>• Make relevant payment to the CAA.</li> </ul>	01 month for each Manual



Training Programmes	<ul style="list-style-type: none"> <li>Refer IS13, ASN 092 and IS 18</li> </ul>	
Approvals of Dangerous Goods Training Programmes and Instructors	<ul style="list-style-type: none"> <li>Forward the draft Training Programme in conformance with SLCAP 4400.</li> <li>Make relevant payment to the CAA.</li> <li>Refer IS 57, GD 005 and GD 007</li> </ul>	01 month
Issuance of Foreign Air Operators Certificates (International Airline License)	<ul style="list-style-type: none"> <li>Purchase SLCAP 4105 from the Technical Library of the CAA and fulfill the requirements therein.</li> <li>Make relevant payment to the CAA.</li> <li>Refer IS 13</li> </ul>	01 month
Renewal of Foreign Air Operators Certificates (International Airline License)	<ul style="list-style-type: none"> <li>Apply through the relevant application form one month prior to the expiry of the International Airline License.</li> <li>Submit the duly filled application form with the applicable fee.</li> <li>Refer IS 13</li> </ul>	2 weeks
Approving Airline Flight Instructors	<ul style="list-style-type: none"> <li>Request letter.</li> <li>Records of relevant checks</li> </ul>	7 days


### 3.6. Aircraft Registration & Airworthiness Section

Aircraft Registration & 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 CAASL 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, and Maintenance Training Organizations.

In achieving the above activities, Aircraft Registration & 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"> <li>Request letter</li> <li>Completed Application</li> <li>Approval of Ministry of Defence</li> <li>Bill of sales</li> <li>De-registration certificate</li> <li>Certificate of Registration of previous registry</li> </ul>	1 month

	Citizen's / Clients' Charter 2017		SLCAP 9000
	Introduction to the Citizen's / Clients' Charter	Chapter 4	Page: 22


	<ul style="list-style-type: none"> <li>• Certificate of Airworthiness of previous registry</li> <li>• Export Certificate of Airworthiness</li> <li>• History of Aircraft</li> <li>• Arrangement for Inspection of Aircraft</li> <li>• Payment of applicable fee</li> </ul>	
Renewal of Registration	<ul style="list-style-type: none"> <li>• Request letter</li> <li>• Completed application</li> <li>• Payment of applicable fee</li> </ul>	1 week
Issuance of Certificate of Airworthiness	<ul style="list-style-type: none"> <li>• Request letter</li> <li>• Completed application</li> <li>• History of aircraft</li> <li>• Previous Airworthiness Certificate</li> <li>• Maintenance History of Aircraft</li> <li>• Compliance of ADs / SBs &amp; Modification status</li> <li>• Certificate of Insurance</li> <li>• Radio Station License</li> <li>• Arrangement for Inspection of Aircraft</li> <li>• Payment of applicable fee</li> </ul>	1 month
Renewal of Certificate of Airworthiness	<ul style="list-style-type: none"> <li>• Request letter</li> <li>• Completed Application</li> <li>• Completed check list</li> <li>• Insurance Certificate</li> <li>• Radio Station License</li> <li>• Arrangement for Inspection of Aircraft</li> <li>• Payment of applicable fee</li> </ul>	2 weeks
Evaluation & Approval of Maintenance Control Manual (MCM) of Aircraft Maintenance Organisations	<ul style="list-style-type: none"> <li>• Submission of draft MCM</li> <li>• Payment of applicable fee</li> </ul>	2 months
Approval of Aircraft Maintenance Organisations (AMO), Including facility Inspection (local)	<ul style="list-style-type: none"> <li>• Request letter</li> <li>• Completed Application</li> <li>• Approved MCM</li> <li>• Arrangement for inspection of facilities</li> <li>• Payment of applicable fee</li> </ul>	1 month
Approval of Aircraft Maintenance Organisations (AMO), including facility Inspection (foreign)	<ul style="list-style-type: none"> <li>• Request letter</li> <li>• Completed application</li> <li>• Approved MCM</li> <li>• Approval of local Authority</li> <li>• Approvals of other Authorities</li> <li>• Arrangement for inspection of</li> </ul>	1 month

	facilities <ul style="list-style-type: none"> <li>• Agreement between the client and the AMO</li> <li>• Payment of applicable fee</li> </ul>	
Approval of amendments for Manuals of Aircraft Maintenance Organisations	<ul style="list-style-type: none"> <li>• Request letter</li> <li>• Applicable fee</li> <li>• Information of amendments</li> </ul>	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"> <li>• Request letter</li> <li>• Master Minimum Equipment List</li> <li>• Draft Minimum Equipmpment List</li> <li>• Payment of applicable fee</li> </ul>	1 month
Approval of a workshop of Aircraft Maintenance Organisation	<ul style="list-style-type: none"> <li>• Request letter</li> <li>• Completed Application</li> <li>• Applicable fee</li> <li>• Information of workshop</li> </ul>	2 weeks
Evaluation & Approval of Training Control Manual (TCM) of Technical Training Organisations	<ul style="list-style-type: none"> <li>• Request letter</li> <li>• Submission of draft TCM</li> <li>• Payment of applicable fee</li> </ul>	2 months
Approval of Technical Training Organizations (TTO) of Aircraft Maintenance Engineers	<ul style="list-style-type: none"> <li>• Request letter</li> <li>• Completed Application</li> <li>• Approved TCM</li> <li>• Arrangement for inspection of TTO</li> <li>• Payment of applicable fee</li> </ul>	1 month
Approval of Import / Export of spare Parts	<ul style="list-style-type: none"> <li>• Request letter</li> <li>• A copy of relevant invoice</li> <li>• Copies of the relevant IPC pages</li> </ul>	1 week
Conducting Validation Examination	<ul style="list-style-type: none"> <li>• Request letter</li> <li>• Completed Application</li> <li>• Payment of applicable fee</li> </ul>	1 week

### 3.7. Air Transport & Economic Regulation Section

Air Transport and Economic Regulation 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;

	Citizen's / Clients' Charter 2017		SLCAP 9000
	Introduction to the Citizen's / Clients' Charter	Chapter 4	Page: 24


In achieving the above activities, Air Transport & Economic Regulation 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"> <li>• Business Registration Certificate</li> <li>• Memorandum &amp; Articles of Association of Company</li> <li>• Paid up / Share capital of Company</li> <li>• Valid Bank Gurantee issued for one year (for Group A – Rs. 500,000 and Group B- Rs. 250,000.)</li> <li>• No. of Trained staff and proof for qualifications</li> <li>• Letter of appointment from an airline or a travel agency</li> <li>• Evaluation fee (Initial) Group A Rs.7500/- +Tax</li> <li>• Certificate fee – Group A-Rs.750/-+ Taxes</li> <li>• Evaluation Fee Group B (Initial) – Rs.4500/- +Tax</li> <li>• Certificate fee- Group B Rs.450/-</li> <li>• Evaluation Fee Group A (Renewal) - Rs.5000/-+ Tax</li> <li>• Certificate fee –Rs. 500</li> <li>• Evaluation of Group B (Renewal) – Rs.2000/- + Tax</li> <li>• Certificate fee Rs.200+Tax</li> </ul>	02 weeks
International Flight Schedule Approvals	<ul style="list-style-type: none"> <li>• Rights as per the Bilateral Air Services Agreement</li> <li>• Designation of airline to operate</li> <li>• Valid Air Operator Certificate</li> <li>• Foreign Air Operator Certification</li> </ul>	02 weeks
Domestic Flight Schedule Approvals	<ul style="list-style-type: none"> <li>• Valid Air Operator Certificate</li> <li>• Airline Licence</li> </ul>	03 days
Visa recommendation for expatriate staff (non technical)	<ul style="list-style-type: none"> <li>• Appointment letter</li> <li>• Copy of valid passport</li> <li>• For Entry Visa Fee Initial Issue Rs 2,250/-+Tax</li> <li>• For Residence Visa Fee Rs 2,250/-+ Tax</li> </ul>	03 days

### 3.8. Revenue & Finance Management Section

Revenue & Finance Management Section is mainly responsible for;


- Improvement of productivity in the delivery of services of the CAASL

	Citizen's / Clients' Charter 2017		SLCAP 9000
	Introduction to the Citizen's / Clients' Charter	Chapter 4	Page: 25

- Development of CAASL capabilities for effective Revenue, Finance and Office Management
- Development of Financial Strategies and Budgetary Control
- Thrift & Asset Management

In achieving the above activities, Revenue & 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"> <li>• Following documents in terms of Directive No EL/1/2016 dated 22.12.2016</li> <li>• CAASL form 012 –Rev 05</li> <li>• CAASL form 014 – Rev 02</li> <li>• CAASL form 015- Rev 3(i)</li> <li>• CAASL form 015 – Rev 3(ii)</li> <li>• Certified copies of passenger manifests of each departed flight</li> <li>• Certified copies of arrival manifests in relation to transit passengers</li> <li>• Proof for exempted passengers</li> <li>• Payment (cash/cheque/bank draft) for the payable amount.</li> </ul>	15 minutes
Collection of Surcharge on Air Tickets issued / sold in overseas for travel originating from Sri Lanka	<ul style="list-style-type: none"> <li>• Following documents in terms of Directive OSS/01/2016 dated 30.05.2016</li> <li>• CAA/FN/51 –Rev01</li> <li>• CAA/FN/51-1 – Rev 01</li> <li>• Payment (cash/cheque) for the payable amount</li> </ul>	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"> <li>• CAA/FN/52</li> <li>• CAA/FN/52-1</li> <li>• Copies of e-tickets for which refunds are required</li> </ul>	03 days
Refunds for the overpaid Embarkation Levy	<ul style="list-style-type: none"> <li>• Documents to verify the over payment</li> </ul>	02 days
Issuing receipts for payments to the CAA	<ul style="list-style-type: none"> <li>• Paying-in voucher issued by the relevant Section of the CAA</li> <li>• Payment for the payable amount (cash / cheque / bank draft)</li> </ul>	05 minutes


	Citizen's / Clients' Charter 2017		SLCAP 9000
	Introduction to the Citizen's / Clients' Charter	Chapter 4	Page: 26

### 3.9. Library

The 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 Library.

In achieving the above activities, the 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	Photocopy charges are less than Rs. 500.00 can be paid to the library, if it is more than Rs. 500.00 fees to be paid finance section.	Depends on the volume
Manuals, CAA Annual Reports and IRF maps.	Fees to be paid to the Finance Section	10 Minutes

	Citizen's / Clients' Charter 2017		SLCAP 9000
	Introduction to the Citizen's / Clients' Charter	Chapter 4	Page: 27

## Chapter 4

Form No. CAA/SP/001

### 4.0. Feed-Back from Clients

#### Feed back form - Citizens'/ Clients' Charter

##### Part 1

Please fill-in the following form stating your complaints / suggestions / appreciation / comments and drop it in the suggestion box. The CAASL shall attend to your feedback forms twice a week. If the Part 2 of the feedback form is filled, the client will be informed of the action taken / progress made within 07 days of receipt.

- Your complaint /suggestions /comments in respect of the service provided by the CAASL:

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(Please give details as much as possible. If the given space is not sufficient, please use additional pages and attach them to this form.)

- If you wish, you may mention the name & designation of the CAASL officer/s involved:

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- If there is any particular person that your feed-back form is to be personally referred to for attention, please mention the name and the designation of that person:

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##### Part 2 (This section is optional. If you wish to disclose details of yourself, please furnish following information.)

Name, organization & address:

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Name & Designation / Profession:

.....

Contact details:

Email:.....Telephone : .....

Date:.....Signature:.....

**Note : Your complaints, sugesstions & comments on our service delivery are most welcome. Please consult the reception desk to drop your feedback on our services.**