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இலங்கை சிவில் விமானப் போக்குவரத்து அதிகார சபை
Civil Aviation Authority of Sri Lanka

“සැමට සුදැකි සහ කාර්යක්ෂම අහසක්”
“அனைவருக்கும் ஆபத்தற்ற திறன்மிக்க ஆகாயம்”
“Safe and Efficient skies for all”

අංක 152/1, මිනුවන්ගොඩ පාර, කටුනායක
152/1, மினுவாங்கொடை வீதி, கட்டுநாயக்க
Minuwangoda Road, Katunayake

දිනය :
திகதி :
Date :

20 June 2019

මගේ අංකය :
எனது இல :
My Ref. No. :

AT/07/01/05

Ref. No. CAASL/AT/01/2019

DIRECTIONS

(ISSUED BY DGCA UNDER CIVIL AVIATION ACT NO.14 OF 2010)

Issued by

DGCA & CEO

Classification

Important

Issued to

All Air Transport Providers (Travel Agents) in Sri Lanka licensed by the Civil Aviation Authority of Sri Lanka.

Subject

Directive on conduct of the business of Air Transportation by Travel Agents registered with Civil Aviation Authority of Sri Lanka.

Legal Reference

This direction is issued under the powers vested in the Director General of Civil Aviation in terms of Section 94, 97,98 and 121 of the Civil Aviation Act No.14 of 2010.

Description of the direction

The Directions attached have been developed in the interest of protecting Air Transport Providers (Travel Agents) and the consumers that are served by such travel agents. This Directive has been Derived based on the multiple discussions had with the travel agents associations as well as the CAASL's own experience based on the complaints received from consumers and inspections Carried out.

Action Required

For Strict compliance

Signature

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

Attached Directive is enclosed.

The following directions are issued by the Director General of Civil Aviation in terms of the powers vested by Section 94, 97,98 and 121 of the Civil Aviation Act No 14 of 2010 to be followed by all Air Transport Providers License holders (Air Ticketing Agents) in the interest of protecting their legitimate business and the interest of the consumers of Air Transport.

General

1. The Air Transport Providers (Passenger) License issued by the Civil Aviation Authority of Sri Lanka (CAASL) is valid for a period of one year and should be renewed by the license holders by submitting a duly filled application form along with all the required documents and the applicable fees at least one month in advance from the lapsing date.
2. Gross Violation / continuous violation of any conditions herein mentioned will result in the following :
 - 2.1. Violation of any condition in the first instance will result in a penalty of SDR 50 imposed on the license holder for each day of violation. In addition to the penalty the CAASL may compel the license holder to increase its Bank Guarantee amount due to the increase of risks to consumers.
 - 2.2. Violation of any condition in the 2nd instance will result in a penalty of SDR 100 for each day of violation
 - 2.3. Violation of any condition in the 3rd instance will result in a penalty of SDR 200 for each day of violation.
 - 2.4. Violation of any condition in the 4th instance will result in a suspension for a minimum period of 6 months or cancellation depending on the gravity of the violation.
3. Any Sole Proprietor/ Director/ or Partners of a company whose license has been cancelled will be precluded from applying as a Sole Proprietor/ Director/Partner of any other company seeking a new license from the CAASL or continuing to be a Sole Proprietor/ Director/ or Partner of an existing Travel Agency licensed by the DGCA.
4. The license holder shall quote their CAASL Licence number in all correspondences with 3rd parties.
5. The list of travel agencies that are licensed to conduct business of airline ticketing will be published in the CAASL website (www.caa.lk) and updated on a monthly basis. As it will be accessible by the public, if license holders license is lapsed the agency name will not appear on the list published. Hence, license holders shall take action to keep their license valid at all times.
6. The original CAASL license must be displayed prominently at the place of business in order to be seen clearly by consumers. All branch offices of an Agency will be issued with a separate license with the address of the branch subject to providing details of staff and other requirements as specified by the CAASL
7. It is mandatory for a License holder to obtain his own Global Distribution System (GDS) connection from the available GDS providers and not from a 3rd party.
8. Failure to renew the Air Transport Providers License prior to expiration will result in disconnection of the GDS access by the GDS provider(s) upon direction by the CAASL.
9. The License holder shall refrain from wittingly or unwittingly abusing the GDS connection provided by the GDS provider by effecting bookings with a view to economic gain.
10. The License Holder shall not transfer his GDS connection and/or provide facility for use of such connection by any 3rd party other to travel consultants who are registered with a holder of a license who in turn has registered such travel consultant with the Civil Aviation Authority of Sri Lanka.



Advertising

11. In all forms of advertising the license holder shall display the current CAASL licence number prominently for the information of the consumer.
12.
 - 12.1. Any advertisement placed by the license holder must contain sufficient information (All- inclusive fare and other charges) for his consumers to make an informed decision before purchasing the product.
 - 12.2. The License holder may establish and maintain an official website for his business Wherein the CAASL Licence number must be clearly displayed on the website for the benefit of the consumers and the license holder shall use the words 'Licensed by the Civil Aviation Authority of Sri Lanka'.
13. The License holders are not permitted to use the CAASL logo or use the words 'Powered by Civil Aviation Authority of Sri Lanka' or any other wording or statement that will mislead the consumers to believe that the website or the travel agency has been set up by the CAASL and/or that CAASL is a partner of the business venture.
14. The name boards/ hoardings in office premises (or any other place) of the license holder, official receipts, business cards shall indicate the CAASL License number for the benefit of the consumer

Consumer Handling

15. Unless and otherwise authorized in terms of applicable Government rules and regulations, all transactions and communications between the license holder and consumers shall be strictly confidential and conducted in a courteous manner and the license holder is strictly prohibited from sharing information collected from a consumer with a 3rd party without the written authorization of the consumer.
16. The license holder must ensure that the consumer is provided with accurate information on the terms and conditions governing the ticket that is to be issued. Examples of the conditions are - if the ticket is non-refundable, date change, no-show policy etc.
17. The Licensed holder shall provide adequate training for the staff to enable them to perform his/her assigned duties.
18. Due to any conflict or disagreement the license holder may have with another licensed sub travel agency, the license holder is prohibited from acting in any manner that will inconvenience the end consumer. An example is submitting a ticket for refunds due to the non-payment by a sub travel agent, thereby causing distress and inconvenience to the end consumer.
19. An Official receipt that includes the CAA license number must be issued to the consumers for all the transactions regardless of the mode of payment (cash/credit or debit card/bank transfers etc.).

Prohibition against dealing with Unlicensed Travel Agents

20. License holders are totally prohibited from dealing with unlicensed travel agents. An Unlicensed agent for the purpose of this directive is any person, company or partnership that does not hold any approval from the CAASL to carry on the business of a travel agent in Sri Lanka.

Maintaining the standards of outbound travel agency staff

21. The license holder should employ at least 2 staff members who have followed a travel related course acceptable to the CAASL and of which the curriculum designed and approved by the CAASL with the support of Airlines and travel agents.

Office space, Staff and licensing

22. The following conditions shall be maintained by the license holder,
 - 22.1. Office space for the business shall be a minimum of 500 Square feet.
 - 22.2. A Minimum of 2 qualified staff who have undergone CAASL approved initial and recurrent courses.
 - 22.3. A bank guarantee of Rs.500, 000 to be provided to the CAASL for Group A and B license holders.
 - 22.4. Adhere to all labor laws of Sri Lanka pertaining to the employment of staff.

Definitions

23. "SDR" is as per the definition in terms of the Civil Aviation Act No 14 of 2010
24. "License holder" – is the holder of an Air Transport Service Provider license issued in terms of Section 97 of the Civil Aviation Act No 14 of 2010 and who is carrying on the business of selling airline tickets to consumers.

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