

**Democratic Socialist Republic of Sri Lanka**



**Civil Aviation Authority of Sri Lanka**

**Implementing Standards**

(Issued under Section 120, Civil Aviation Act No. 14 of 2010)

**Title: Requirements for the Issuance of the Permit for Ground Support Services Coordinator**

**IS Reference Code. :** CA-IS-2024-OPS-001

**Date of Issue:** 25-11-2024

Pursuant to Section 120 of the Civil Aviation Act No.14 of 2010 (hereinafter referred to as the CA Act), Director General of Civil Aviation (hereinafter referred to as the DGCA) shall have the power to issue, whenever he considers it necessary or appropriate to do so, such Implementing Standard for the purpose of giving effect to any provision in the CA Act, Regulations or Rules made thereunder including the Articles of the Convention on International Civil Aviation specified in the Schedule to the CA Act.

Accordingly, I, being the DGCA do hereby issue the Implementing Standards on Requirements for the Issuance of the Permit for Ground Support Services Coordinator as mentioned in the Attachment hereto (Ref: CA-IS-2024-OPS-001-Att), elaborating the requirements to be satisfied for the issuance/renewal of a permit in line with industry best practices.

This Implementing Standard shall be applicable to every organization coordinating Ground support services to aircraft and shall come in to force with immediate effect and remain in force unless revised / revoked.

This Implementing Standard will replace the requirements in the Implementing Standard 079, 01 Edition, issued on 04-08-2023.

Attention is also drawn to Section 103 of the CA Act, which states inter alia that failure to comply with any Implementing Standard is an offence. Further, if any standard stipulated in this Implementing Standard is not complied with or violated, an appropriate enforcement action will be taken as per the Aviation Enforcement Policy & Procedures Manual, SLCAP 0005 by the Director General of Civil Aviation under Section 102 of the Civil Aviation Act No. 14 of 2010.

Civil Aviation Authority of Sri Lanka  
152/1, Minuwangoda Road  
Katunayaka

AVM Sagara Kotakadeniya (Retd.)  
Director General of Civil Aviation and  
Chief Executive Officer Sri Lanka

Enclosure: Attachment No. CA-IS-2024-OPS-001-Att

## **Implementing Standards**

**IS-079 : Requirements for Issue of Permit for Ground Support Services Coordinator**

### **1. General**

- 1.1 This document supersedes the Implementing Standards (IS) - 079 1<sup>st</sup> Edition issued by the DGCA.
- 1.2 This document may be amended from time to time and the amendments will be reflected with the vertical line on the right side of the text.
- 1.3 Holders of Ground Support Services Coordinator permit issued by the Director General of Civil Aviation (DGCA) shall comply with the requirements published in this Implementing Standard (IS).

### **2. Applicable Legal Provisions relating to the issue of the Implementing Standards**

- a) Section 120 of the Civil aviation Act No. 14 of 2010

### **3. Applicability**

This implementing standard SLCAIS 079 shall be applicable to every organization coordinating Ground support services to aircraft.

## RECORD OF REVISION

[illegible]

LIST OF EFFECTIVE PAGES

Page No.	Revision No.	Effective Date
01 of 01	00	25-11-2024
01 of 14	00	25-11-2024
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09 of 14	00	25-11-2024
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## HISTORY OF REVISIONS

[illegible]

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## 1. INTRODUCTION/ BACKGROUND

A Ground support Services Coordinator is an organization granted the right to coordinate aeronautical services such as ground handling, re-fuelling, Catering services, etc. for non schedule revenue / non-revenue aircraft operating into and out of an airport without a Foreign Air Operator Certificate.

Ground support Services Coordinator shall obtain a permit from the Civil Aviation Authority of Sri Lanka in order to ensure that they would coordinate a professional and dependable services to such operators, whilst conforming to the applicable civil aviation safety and security requirements.

## 2. OPERATIONAL REQUIREMENTS/LIMITATIONS FOR REGISTRATION AS A GROUND SUPPORT SERVICES COORDINATOR

### (A) REQUIREMENTS

An organization applying for a Ground Support Services Coordinator Permit in Sri Lanka shall satisfy the following requirements and proof documents shall be submitted along with the application in Appendix 1,

- (i) The organization shall be a legal entity in Sri Lanka;
- (ii) The organization shall nominate one of the directors as a coordinating officer who shall be responsible to DGCA.
- (iii) The organization shall have trained and experienced Human Resources (Passenger and Ramp Operations) who are nominated for access permit in order to coordinate following;
  - a) Ground Handling, Catering, Refueling Service Providers & the Airport Authorities to facilitate for Private Aircraft and/or Business Jets
  - b) Aircrew and Passengers of Private Aircraft and/or Business Jets
  - c) Logistic Support agents for providing Accommodation, Transport, Maintenance, Flight Dispatching with Weather Information Service and Aeronautical Information Services.
  - d) Security service providers at airports
- (iv) The organization shall have a paid up capital of Rs. 250,000.00 or higher.
- (v) The Company shall have an Agreement / MOU/ Letter of Consent with following Aeronautical Service Providers /Agencies, as applicable
  - a) Ground Handling Service Provider
  - b) Aviation Security Service Provider
  - c) Aerodrome Operator / Air Navigation Service Provider
  - d) Re-fuelling Service Provider
  - e) Flight Dispatching Service Provider
  - f) Engineering Maintenance Service Provider
  - g) Catering Service Provider

- (vi) Permit holder shall be thorough on all applicable Implementing Standards / Directives / Directions / Instructions and SLCAP documents published by the DGCA.

## **(B) LIMITATIONS**

- (i) This permit does not grant the authority to act as a General Sales Agent of an airline or as an Air Transport Service License holder.
- (ii) This permit does not grant authority to coordinate flights or any related operations of an airline that holds an AOC issued by the DGCA of Sri Lanka.
- (iii) Any airline holding an AOC or FAOC issued by the DGCA of Sri Lanka has no authority to act as a Ground Support Services Coordinator.

## **3. SECURITY REQUIREMENTS FOR REGISTRATION AS A GROUND SUPPORT SERVICES COORDINATOR**

- (i) The directors and personnel who are issued with CAASL recommendations to have airport access permits, shall be security cleared by the State Intelligence Services.
- (ii) Initially recommendations for issuance of airport access permits with photo identity for two (02) designated staff officials of the company to enter in to specific areas identified to be relevant & required to discharge their duties and to be renewed every one year.

Note: Recommendations for issuance of extra airport access permits is considered in consultation with Security Service Provider at the airport, based on the previous operational volume and the frequency of providing ground support services at airports by the Ground support Services Coordinator.

- (iii) The company shall submit the duly filled application (CAA/AVSEC/001 - [https://www.caa.lk/images/pdf/applications/AVSEC/APPLICATION\\_RECOMMENDATION\\_TO\\_ISSUE\\_AIRPORT\\_ACCESS\\_PERMITS.pdf](https://www.caa.lk/images/pdf/applications/AVSEC/APPLICATION_RECOMMENDATION_TO_ISSUE_AIRPORT_ACCESS_PERMITS.pdf)) and relevant supporting documents in order to recommend issuance of airport access permits.

## **4. PERIOD OF VALIDITY OF REGISTRATION**

Ground Support Services Coordinator Permit is valid for a period of one (01) year, and it is Non Transferable. If intends to Renew the approval after 01 year, the holder is required to apply two weeks (14 days) prior to the expiry of the current Ground Support Services Coordinator Permit.

If any changes occur in the business including the change of airport access permit holder, ownership, registered address, name, change of Directors/Secretary and nature of business, it shall be informed to DGCA in writing prior to two weeks (14 days) of such change.

A certified copy of relevant form/s in section (3) of Appendix 3 issued by Registrar of companies shall be forwarded to DGCA within one week (01) from the date of issuance of such documents.

## **5. DOCUMENTS REQUIRED FOR INITIAL ISSUANCE OF GROUND SUPPORT SERVICES COORDINATOR PERMIT**

- (i) Initial application in appendix 1 together with applicable documents in section (1) of Appendix 3.
- (ii) Details about the person's qualifications and experience working as a Ground Support Services Coordinator;

NOTE: In absence of Ground Support Services Coordinator experience, at least 5 years of experience working as a Passenger/Customer Relations Officer at the Airport shall be produced.

- (iii) Agreement/ MOU/ Letter of Consent with Aeronautical Service Providers/ Agencies, as applicable.
- (iv) Audited Statement of Accounts of the preceding Financial Year (if applicable).
- (v) Applicable initial payment confirmation as per the current Fees and Charges levied by CAASL.
- (vi) Bank statement to prove paid up capital of the company.

## **6. DOCUMENTS REQUIRED FOR RENEWAL OF GROUND SUPPORT SERVICES COORDINATOR PERMIT**

- (i) Renewal application in appendix 1 together with applicable documents in section (2) of Appendix 3.
- (ii) Applicable renewal payment confirmation as per the current Fees and Charges levied by CAASL.

## **7. DOCUMENTS REQUIRED FOR AMENDMENT OF GROUND SUPPORT SERVICES COORDINATOR PERMIT**

- (i) Application for amendment in appendix 1 together with applicable documents in section (3) of Appendix 3.
- (ii) Applicable payment for amendment as per the current Fees and Charges levied by CAASL.

## **8. RECORD KEEPING**

- (i) The holder of the Ground Support Services Coordinator Permit shall maintain a record of all flights handled by them by duly completing the document in Appendix 2.
- (ii) The holder of Ground Support Services Coordinator Permit shall submit records as per the requirements of the Civil Aviation Authority, as may be specified from time to time.



## Civil Aviation Authority of Sri Lanka

PERMIT/REGISTRATION No: 

## APPLICATION FOR ISSUANCE OF INITIAL / RENEWAL/AMENDMENT PERMIT FOR GROUND SUPPORT SERVICES COORDINATOR

☐

Initial

☐

Renewal

☐

Amendment

<b>A</b>	<b>Information of the Coordinating Officer</b>	
	i.Name	<input type="text"/>
	ii.Title/Position in the Company	<input type="text"/>
	iii.Nationality	<input type="text"/>
	iv.Date of Birth	<input type="text"/>
	v.NIC Number	<input type="text"/>
	vi.Gender	<input type="text"/>
	vii.Postal Address	<input type="text"/>
	viii.Telephone/ Fax	<input type="text"/>
	ix.e-mail	<input type="text"/>

<b>B</b>	<b>Information of the Organization applying for Registration as Ground Support Services Coordinator</b>	
	i. Name of the Company ( <i>Attach a certified copy of Company Registration</i> )	<input type="text"/>
	ii. Type of the Company ( <i>Attach Company Registration Certificate</i> )	<input type="text"/>

iii. Company Registration Number			
iv. Registered Address of the Company ( <i>Attach a certified copy of Form 15</i> )		(1) Local :	
		(2) Foreign :	
v. Contact Details of the Company	Telephone		
	Fax		
	E-mail		
	Website		

<b>C Details of Directors of the Company</b>		
i	Full Name	
	Title/Position in the Company	
	Nationality	
	Date of Birth	
	NIC Number	
	Gender	
	Postal Address	
	Telephone/ Fax	
	e-mail	
ii	Full Name	
	Title/Position in the Company	
	Nationality	
	Date of Birth	
	NIC Number	
	Gender	
	Postal Address	
	Telephone/ Fax	
	e-mail	

iii	Full Name	
	Title/Position in the Company	
	Nationality	
	Date of Birth	
	NIC Number	
	Gender	
	Postal Address	
	Telephone/ Fax	
	e-mail	

**D Details of the operational staff requesting the Airport Access Permits**

i	Full Name	
	Title/Position in the Company	
	NIC Number	
	Gender	
	Telephone/ Fax	
	e-mail	

i	Full Name	
	Title/Position in the Company	
	NIC Number	
	Gender	
	Telephone/ Fax	
	e-mail	

<b>E</b>	<b>Training / Experience Details of Operational Staff</b> for the coordination of intended services as a Ground Support Services Coordinator.							
<b>F</b>	<b>Airport(S) Requested (Project Proposals for intended Airports to Operate)</b>							
	<b>CMB</b>		<b>HRI</b>		<b>RML</b>		<b>JAF</b>	
<b>G</b>	<b>Agreement /MOU as applicable</b>							
	<b>Agreement /MOU</b>				<b>CMB</b>	<b>HRI</b>	<b>RML</b>	<b>JAF</b>
<b>i</b>	Ground Handling Service Provider							
<b>ii</b>	Aerodrome Operator/Air Navigation Service Provider							
<b>iii</b>	Re-fueling Service Provider							
<b>iv</b>	Flight Dispatching Service Provider							
<b>v</b>	Engineering Maintenance Service Provider							
<b>vi</b>	Catering Service Provider							
<b>vii</b>	Security Service Provider							
<b>H</b>	<b>Statistics reports for Preceding year:</b>							
	<b>Quarter</b>	<b>CMB</b>	<b>Quarter</b>	<b>HRI</b>	<b>Quarter</b>	<b>RML</b>	<b>Quarter</b>	<b>JAF</b>
	<b>Q1</b>		<b>Q1</b>		<b>Q1</b>		<b>Q1</b>	
	<b>Q2</b>		<b>Q2</b>		<b>Q2</b>		<b>Q2</b>	
	<b>Q3</b>		<b>Q3</b>		<b>Q3</b>		<b>Q3</b>	
	<b>Q4</b>		<b>Q4</b>		<b>Q4</b>		<b>Q4</b>	

I hereby certify all information furnished above are true and correct.

NAME OF AUTHORIZED/ACCOUNTABLE OFFICER:

NIC/PASSPORT NUMBER :

SIGNATURE :

DATE :

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## Appendix 2 – OPERATIONAL RECORDS

<b>Permit Holder of Ground Support Services Coordinator:</b>						
<b>Name of the Operator</b>						
<b>Aircraft Registration</b>						
<b>Aircraft Type</b>						
<b>Operated Airport</b>						
<b>Arrival</b>	<b>From</b>		<b>Date</b>		<b>Time</b>	
<b>Departure</b>	<b>To</b>		<b>Date</b>		<b>Time</b>	
<b>Airport Access permit holder/s engaged for operation</b>	<b>1.</b>					
	<b>2.</b>					
	<b>3.</b>					
<b>Signature of Accountable manager</b>						

## Appendix 3

1. Required supporting documents for Initial issuance

- Company Registration Certificate
- Form 1- Application of Incorporation
- Form 15- Last Updated Annual Return of the Company as applicable

2. Required supporting documents for Renewal

- Form 15- Last Updated Annual Return of the Company as applicable

3. Required supporting documents for amendments as applicable

- Form 3- Notice of Name Change
- Form 13- Notice of Address Change
- Form 20-Notice of Directors/Secretary