



**CIVIL AVIATION AUTHORITY OF SRI LANKA**

**FOREIGN AIR OPERATOR CERTIFICATION  
MANUAL**

**Second Edition - 2018**



# **FOREIGN AIR OPERATOR CERTIFICATION MANUAL**

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CIVIL AVIATION AUTHORITY OF SRI LANKA  
**FOREWORD**

This Manual outlines the procedures of the Civil Aviation Authority of Sri Lanka (CAASL) for the issuance of a Foreign Air Operator Certificate (FAOC) with Foreign Airline Licence (FAL) and Foreign Air Operator Permit (FAOP) for Foreign Air Operators who suppose to operate in Sri Lanka's airspace. The information contained in this Manual is useful for Foreign Airlines or their designated representatives to have an understanding of the procedures followed by the CAASL.

Further it provides guidance to personnel whose duties involve issuance of the FAOC with FAL / issuance of FAOP and surveillance on Foreign Air Operators. As of the scope of operations being wide and the many variables involved, it is impossible to incorporate procedures to cover all exigencies to be anticipated. Therefore, the CAASL personnel must exercise common sense and good judgement in all circumstances.

Procedures contained in this Manual may be amended due to either change in the applicable requirements or the need for improvements of quality and effectiveness of procedures. Hence amending of following sections of this manual is a responsibility of Air Transport & Economic Regulations of CAASL while responsibility of amending rest of the manual is with Operation Section of CAASL.

- 2.3.2 / 2.4 / 2.5 in Chapter 2 with Appendix B
- Chapter 3 with Appendix D and E

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

Civil Aviation Authority of Sri Lanka  
P.O. Box 56  
No 152/1, Minuwangoda Road  
Katunayake  
Sri Lanka  
01 April 2018

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## Chapter 1 - General Information

### 1.1 Legislative Requirements for Foreign Air Operators

- 1.1.1. Section 32 (2) of the Civil Aviation Act no 14 of 2010, prescribes that No foreign civil aircraft may enter the territory of Sri Lanka without a special permission or authorization from the Director General.
- 1.1.2. Further Section 73 (2) of the aforesaid Act, prescribes that commercial air transport operations into or out of Sri Lanka performed by a foreign air operator, shall be in accordance with the terms of a Foreign Air Operator Certificate issued by the Director General to such foreign air operator and Section 84 (2) prescribed that No foreign air operator shall engage in any commercial air transportation to or from Sri Lanka, except in accordance with a Foreign Airline Licence issued by the Authority.
- 1.1.3. In addition to that Section 93 of the aforesaid Act, prescribes that Non-scheduled international air transportation may be authorized by the Authority by the issue of a permit.
- 1.1.4. The guidance herein provided applies to all Foreign Air Operators falling within the scope of Chapter XIV of the Ceylon Air Navigation Regulations (ANR) of 1955. The International Airline Licence is in Chapter XIV of the ANR shall be referred to Foreign Airline Licence as per section 84 (2) of Civil Aviation Act no 14 of 2010.

### 1.2 Application of the Manual

- 1.2.1. The procedures and policy under chapter 2, for obtaining Foreign Air Operator Certificate (FAOC) with Foreign Airline Licence (FAL) shall apply to the operations of any foreign civil aircraft for the purpose of scheduled commercial air transport operations in to Sri Lanka. For non-scheduled commercial air transport operations by any foreign civil aircraft following conditions may be applied.
  - a) Foreign Air Operators wishing to conduct Six (6) or more non-scheduled commercial flights in one season (06 months period) is required to be certificated as per the Foreign Air Operator Certification procedure and obtain FAL specified in chapter 2 of this manual similar to scheduled commercial air transport operations.
  - b) Operators wishing to conduct less than Six (6) non-scheduled commercial flights in one season (6 months period) is required to be certificated as per the Foreign Air Operator Certification procedure and obtain a Foreign Air Operator Permit (FAOP) as specified in chapter 3 of this manual.

### 1.3 Preparation and Distribution of the Manual

This manual is an official CAASL document, available to the public upon request at the Technical Library on payment of the applicable fee, as determined by the CAASL. Furthermore this manual is available in [www.caa.lk](http://www.caa.lk) CAASL website.

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## 1.4 Manual Revisions

Any suggestions/comments for amendment of the Manual should be sent to the Director General of Civil Aviation (DGCA) who is responsible for revisions of this Manual.

## 1.5 Air Service Authorization Requirements

- 1.5.1. Any Foreign Air Operator wishing to operate a scheduled commercial air transport operations into and out of Sri Lanka must, unless otherwise exempted by the DGCA, obtain an Air Service Authorization from CAASL, in pursuance of the applicable Air Services Agreement that the State of the Operator has entered into with the Government of Sri Lanka. To get an Air Service Authorization from CAASL, the operator shall be designated and authorized by the State of Operator to conduct such an operation in to Sri Lanka.
- 1.5.2. Any Foreign Air Operator wishing to operate Six (6) or more non-scheduled commercial flights in one season (06 months period) into and out of Sri Lanka must, unless otherwise exempted by the DGCA, obtain a Special Authorization from CAASL and the operator shall be authorized by the State of Operator to conduct such an operation in to Sri Lanka.
- 1.5.3. But for operators wishing to conduct less than Six (6) non-scheduled commercial flights in one season (6 months period), this requirements will not be applied.

**Note:** *This requirement is entirely separate from the process of issuance of a Foreign Air Operator Certificate (FAOC) with Foreign Airline Licence (FAL) for foreign air operators.*

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## Chapter 2 - Issuance of Foreign Air Operator Certificate with Foreign Airline Licence

### 2.1 General

Pursuant to Article 11 of the International Civil Aviation Organization (ICAO) Convention, each member state recognizes the other members' right to regulate aircraft that operate in their airspace. Consequently, the Foreign Air Operator shall comply where applicable with the Civil Aviation Legislation and applicable regulatory provisions when operating Sri Lankan Territory.

When granting approval to an air operator from another State to Operate within Sri Lankan territory, the CAASL will examine both the safety & security oversight capabilities with record of the State of the Operator and, if different, the State of Registry, as well as the operational procedures and practices of the operator.

### 2.2 FAOC Issuance Process with FAL

#### 2.2.1 Initial Application

- a) Applicants from a member state of ICAO can make an application in accordance with the application contained in Appendix A to this Manual.
- b) Application requirements for applicants from a State that is not a member state of ICAO will be determined on a case-by-case basis as per the directions of the DGCA.

#### 2.2.2 Review of Documentation

Air Transport and Economic Regulations section of the CAASL is responsible for issuance of FAL while Operations section of the CAASL is responsible for issuance FAOC, hence shall confirm receipt of all requested documents. Normally, certificates and licences issued or rendered valid by a foreign states will be recognized.

This recognition is predicated on the understanding that the requirements under which the certificates and licences were issued or rendered valid are equal to or exceed the minimum standards established by ICAO.

**Note:** *If there is a concern about the validity of any aspect of the collected documentation and the foreign air operator is unable to provide clarification, this concern will be conveyed to the applicant's State of Registry or State of Operator as applicable.*

#### 2.2.3 ICAO Standards

ICAO Universal Safety Oversight Audit Programme (USOAP) Reports and ICAO Universal Security Audit Programme (USAP) Reports with differences filed by the State of the Operator and, if different, the State of Registry may be utilized to indicate an adequate level of compliance with ICAO Standards and Recommended Practices (SARPs) related to Annex 1, 6, 8, 17, 18 and 19.

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### 2.3 Documentation Requirements for issuance of FAOC with FAL

This is necessary in order for the CAASL, in the terms of Article 33 to the Convention, to have confidence in the validity of the certificates and licences associated with the operator, its personnel and aircraft, in the operational capabilities of the operator and in the level of oversight applied to the activities of the operator by the State of the Operator.

The applicant shall provide the following documents (2.3.2 & 2.3.2). All copies to be filed with the DGCA shall be certified “True Copy” by the Chief Executive Officer of the foreign air operator or an officer duly authorized by him.

Once evaluating a new application with required documents by a foreign air operator, CAASL will examine both the safety and security oversight capabilities with previous records of the State of the Operator and, if different, the State of Registry.

#### 2.3.1 Obtaining of FAOC for FAL

Following certified documents shall be submitted to DGCA by the foreign air operator in order to obtain the FAOC and Certification is done using these submitted documents by Operations Section of the CAASL.

- a) Applicable fees shall be paid for the foreign air operator certification and this fees are not refundable. (Refer [www.caa.lk](http://www.caa.lk) for current Fees and Charges levied by CAASL).
- b) A copy of a valid Air Operator Certificate (AOC) or equivalent document and any Operations Specifications issued by the Civil Aviation Authority of the State of the Operator.
- c) A copy of a document identifying maintenance checks (pre-flight, transit, overnight) that is required to be carried out for the aircraft while they are operated in Sri Lanka. Where this maintenance is carried out under a contract by a Sri Lanka Approved Maintenance Organisation, a copy of the contract agreement or understanding shall be provided. If an engineer is carried on-board the aircraft or if the Pilot-in-Command is authorised to conduct the Pre Departure Inspection (PDI), documentary proof for such procedure.
- d) Details about Ground Handling and Security arrangements in Sri Lanka.
- e) Details about the arrangements that are in place for removal of aircraft, if disabled on the runway. This arrangement shall be worked out in liaison with Airport and Aviation Services (Sri Lanka) Limited (For relevant airports refer AD-2 of AIP Sri Lanka)
- f) For those aircraft intended to be operated in Sri Lanka which are not registered by the State of the applicant, a copy of the lease agreement for each aircraft so operated; (DGCA may require additional information in respect of such aircraft).
- g) Appointment letter with accountabilities and contact details of the Accountable Manger / Local Agent who is responsible for Airline Operation in Sri Lanka.

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- h) A declaration (Specimen - Appendix F) by the Chairman/Managing Director/ Chief Executive Officer of the Foreign Air Operator that the Foreign Air Operator will abide by all applicable local laws, rules and regulations and associated implementing standards and directives issued by the DGCA – Sri Lanka concerning civil aircraft operations, to the extent that they may be applicable.
- i) A copy of Aircraft Accident Victim Relief Programme which set outs the operator’s procedures available in the event of an aircraft accident. This programme shall ensure providing assistance / relief to families of the victims almost immediately after an accident, pending release of full compensation package for damages after due process. The operator shall forward the compliance checklist to appendix J which is detailing minimum requirements that should be addressed in such a programme. A letter shall be forwarded by the operator empowering the accountable manager in Sri Lanka to execute the content of this programme.
- j) Foreign Air Operators wishing to transport Dangerous Goods by Air, are required to follow procedures described in SLCAP 4400 - Manual on Transport of Dangerous Goods which is published by CAASL.

### 2.3.2 Issuance of FAL

As per section 89 (1) of Civil Aviation Act no 14 of 2010, any foreign air operator required to obtain the FAL shall fulfill following requirements and issuance of FAL is done by Air Transport & Economic Regulations Section of the CAASL.

- a) has obtained a Foreign Air Operator Certificate (required documents to obtain the FAOC for FAL, is detailed under section 2.3.1 of this Manual and Foreign Air Operator Certification is done by Operations Section of the CAASL).
- b) has adequate and valid insurance cover as determined on the guidelines referred to in subsection (2) of section 75 of the aforesaid Act, to cover liability which may arise from its operations ; and
- c) has in place an effective program drawn in accordance with the Aviation Security Programme formulated by the Authority under section 17 of the aforesaid Act, for protection against unlawful interference with civil aviation. (It has been approved by the appropriate authority for Aviation Security of the State of the operator and or the State of Registry. The Aircraft Operator Security Programme should be current and annually reviewed.) Refer Appendix K - A template for Aircraft Operators Security Programme (AOSP).

In addition to that following requirements shall be fulfilled by the applicant as well.

- d) Submission of document authorizing the specific traffic rights, issued by appropriate authority of the state of operator.
- e) Obtain approval for the flight schedule/frequency /route & any change thereto from the Air Transport Section of the CAASL.



- f) Submission of foreign air operator's "Conditions of Carriage" as a document.
- g) Appoint a local General Sales Agent (GSA) who shall be accountable to the Civil Aviation Authority of Sri Lanka in regard to overall matters connected with or incidental to such operations of the foreign air operator concerned. (Refer Appendix L for guidelines issued by DGCA).
- h) Written affirmation/declaration (Specimen - Appendix G) signed by the Chairman/Managing Director/Chief Executive Officer of the Foreign Air Operator, that the Foreign Air Operator will settle all liens including the Overseas Sales Surcharge (OSS) and Embarkation Levy due to any citizen or corporate body in Sri Lanka prior to termination of its operations. (Refer Appendix H – Directive issued by DGCA on OSS and Appendix I – Directive issued by DGCA on Collection of Embarkation Levy)
- i) DGCA may request from the foreign air operator in writing to furnish him with a bank guarantee for a sum to be determined by the CAASL depending on the nature and scope of operations of the airline including the frequency of flights and capacity of aircraft and also taking into account the airline's track record. (Refer section 10 of Appendix I).

## 2.4 Issuance of an FAL with FAOC

The DGCA, upon determination that the applicant has met all of applicable safety, security and regulatory requirements may issue a FAL with FAOC. (For a specimen Ref. Appendix B and C). The foreign air operator certification process will take minimum 20 working days if all requirements have been fulfilled by the operator as per section 2.3 of this manual.

## 2.5 Renewal of FAL with FAOC (Annually)

- 2.5.1. The FAL with FAOC, once issued is in force until it expires or is suspended or revoked by the DGCA. It is valid for a period of one year from the date of issue and the validity of FAL with FAOC will depend on the validity of the documents as specified in 2.3 Documentation Requirements for issuance of FAL with FAOC. Hence at all times, foreign air operator shall maintain with CAASL current and updated the aforesaid documents.
- 2.5.2. A request for renewal of FAL with FAOC shall be forward to the DGCA in the prescribed form which is provided at Appendix A along with the applicable renewal fee by the Chairman/Managing Director/Chief Executive Officer of the Airline or an accountable person who holds responsibility for Air Operator's Certification matters for the company. The applicant must apply for the renewal at least a minimum of 10 working days prior to the date of expiry.

## 2.6 Approval of Amendments to a FAL with FAOC

- 2.6.1. A written request shall be forwarded by the foreign air operator's accountable manager in Sri Lanka for amendment of any change of information in the FAL with FAOC within 14 days after the change has taken place. Applicants requesting an amendment (Operational Changes) to an existing FAL with FAOC, will be required to provide the applicable information in writing to the DGCA.



- 2.6.2. Subsequently amendment will be done based on provided information accordingly. In addition to that time to time the foreign air operator may be informed regarding expiry of such information/documents by CAASL regarding outdated documents which are affect the validity of FAL with FAOC.

## 2.7 Inactive FAL with FAOC

- 2.7.1 The FAL with FAOC is valid for **one year** from the date of issue, if the operator does not submit an application for the renewal, the FAL with FAOC is considered as inactive.
- 2.7.2. Then if no response has been received after a period of 90 days from expiry of FAL with FAOC, the DGCA will send a reminder to the applicant mentioning that if there is no response after 180 days from expiry, FAL with FAOC is considered as cancelled. Where the applicant reapplies, it will be considered as a new application.

**Note:** *the operator is not permitted to conduct operations to and from Sri Lanka without valid FAL with FAOC.*

## 2.8 Notification of Termination of Operations

Each holder of a FAL with FAOC shall notify the termination of services with Sri Lanka to the DGCA, 03 months prior to the date of termination.

## 2.9 Reporting of incidents or accidents

Each FAL with FAOC holder shall establish procedures for notifying any incident or accident involving its aircraft occurring in Sri Lanka air space to the DGCA.





## Chapter 3 - Issuance of Foreign Air Operator Permit

### 3.1 General

Section 93 of the Civil Aviation Act no 14 of 2010, prescribes that Non-scheduled international air transportation may be authorized by the Authority by the issue of a permit, in the manner prescribed, having regard to;

- a) public interest and in particular to the benefits to Sri Lanka's national economy; and
- b) any adverse effect such authorization may have on scheduled international air transportation, between the points of origin and the destination of such flight.

Hence operators wishing to conduct less than Six (6) non-scheduled commercial flights in one season (6 months period) is required to obtain a Foreign Air Operator Permit (FAOP) after a Limited Foreign Air Operator Certification Process as specified in this chapter.

### 3.2 FAOP Issuance Process

Applicants from a member state of ICAO can make an application in accordance with the application contained in Appendix D to this Manual and applicants from a State that is not a member state of ICAO will be determined on a case-by-case basis as per the directions of the DGCA.

Air Transport and Economic Regulations section of the CAASL is responsible for issuance of FAOP with consultation of Operations Section of CAASL. A limited certification process for the applicant is done by operations section of the CAASL to examine the applicant's capability of doing safe air operation in to Sri Lanka. Normally, certificates and licences issued or rendered valid by a foreign states will be recognized.

This recognition is predicated on the understanding that the requirements under which the certificates and licences were issued or rendered valid are equal to or exceed the minimum standards established by ICAO.

### 3.3 Documentation Requirements for Issuance of FAOP

The applicant shall provide the following documents and details. All copies to be filed with the DGCA shall be certified "True Copy" by the Chief Executive Officer of the foreign air operator or an officer duly authorized by him.

Once evaluating a new application with required documents, in order to grant the FAOP, following requirements and documents are examined by Air Transport & Legal Affairs Section of CAASL.

- a) Applicable fees shall be paid for the issuance of FAOP and this fees are not refundable. (Refer [www.caa.lk](http://www.caa.lk) for current Fees and Charges levied by CAASL).

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- b) Confident recommendation from Operations Section of CAASL regarding the applicant's capability of doing safe air operation in to Sri Lanka.
- c) Adequate and valid Insurance Certificate to cover liability which may arise from its operations.
- d) Obtain approval for the flight schedule/frequency /route.
- e) Details of security arrangements in Sri Lanka.
- f) Appoint a person who shall be accountable to the CAASL in regard to overall matters connected with or incidental to such operations of the foreign air operator concerned.

Further a limited foreign air operator certification process is done using following submitted documents and details by Operations Section of the CAASL to examine the applicant's capability of doing safe air operation in to Sri Lanka.

- a) A copy of a valid Air Operator Certificate (AOC) or equivalent document and any Operations Specifications issued by the Civil Aviation Authority of the State of the Operator.
- b) Details of maintenance arrangements in Sri Lanka.
- c) Details of ground handling arrangements in Sri Lanka.
- d) Details about the arrangements that are in place for removal of aircraft, if disabled on the runway.
- e) Details of Aircraft Accident Victim Relief Programme which set outs the operator's procedures available in the event of an aircraft accident in Sri Lanka.
- f) A declaration (Specimen - Appendix F) by the Chairman/Managing Director/ Chief Executive Officer of the Foreign Air Operator that the Foreign Air Operator will abide by all applicable local laws, rules and regulations and associated implementing standards and directives issued by the DGCA – Sri Lanka concerning civil aircraft operations, to the extent that they may be applicable.
- g) Details of Dangerous Goods, if the applicant will transport Dangerous Goods by Air in to Sri Lanka.

### 3.4 Issuance of an FAOP

The DGCA, upon determination that the applicant has met all of applicable safety, security and commercial requirements may issue a FAOP. (For a specimen Ref. Appendix E). Issuance of FAOP process will take minimum 10 working days if all requirements have been fulfilled by the operator as per section 3.3 of this manual.

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A FAOP holder shall be subject to such terms and conditions as specified therein and validity of FAOP will depend on the validity of the documents as specified in 3.3 Documentation Requirements for issuance of FAOP. Hence at all times, foreign air operator shall maintain with CAASL current and updated the aforesaid documents.

### 3.5 Renewal of FAOP (Annually)

An issued FAOP shall be valid for a period not more than one year from the date of its issue. The CAASL may renew the FAOP upon application made in that behalf and on the payment of the prescribed renewal fee. A FAOP may be suspended or cancelled, as the case may be, for the violation of any term or condition specified in such FAOP.

If the operator does not submit an application for the renewal, the FAOP is considered as inactive.

**Note:** *an operator planning to operate up to six (06) non-scheduled commercial flights in one season (6 months period) to and from Sri Lanka can do only after having obtained a valid FAOP from the CAASL.*



## Chapter 4 - Surveillance of Foreign Air Operator

Air Navigation Regulations of 1955, contains the basic authority for the surveillance of Foreign Air Operators in Sri Lanka. In general, CAASL to regulate Foreign Air Operators are limited to assuring compliance with all the applicable operating rules, the ability to safely navigate and communicate within the Sri Lanka, compliance with Sri Lanka's requirements in respect of public safety, security, health, plant, animal quarantine and protecting persons and property.

Inspectors should exercise particular tact and diplomacy during contact with representatives of various Foreign Government Agencies they may deal with, as well as with representatives of Foreign Air Operators. Inspectors should provide any reasonable assistance requested but avoid giving the impression that the CAASL is directing their activities. Routine surveillance will be conducted on all Foreign Air Operators by CAASL inspectors as per Commercial Airline's Safety Assessment (CASA) Ramp Inspection Report, (refer Appendix M). The routine surveillance will be conducted by both Airworthiness and Operations inspectors during ramp inspections.

At airports where international operations are carried out, a full day of ramp inspections by a Team of inspectors will be conducted each month. The Team should be composed of at least one Flight Operations Inspector, Airworthiness Inspector, Ground Operations Inspector and Cabin Safety Inspector where necessary. At airports with limited international operations a full day of inspections may not be required. The inspections should be conducted on a random basis based on the arrival and departure times of the foreign Air Operators. Each air operator should be inspected at least once each year in compliance with the policies in the State Safety Programme – SLCAP 2600.

**Note:** *In reference to SLCAP 2600 surveillance may be increase on foreign air operators, taking in to account both high risk items and all other items over a series of inspections*

In addition to that Aviation Security Inspectors will conduct its surveillance activities on the effective implementation of the Aircraft Operators Security Programme and any other responsibilities vested on to the Aircraft Operator by the National Civil Aviation Security Programme (NCASP) of Sri Lanka.

Special Purpose Inspections focused on a particular air operator may be conducted where previous inspections have indicated a high level of non-conformances to requirements by a particular air operator. In addition, reports from Air Traffic Services, airport staff and/or incident reports may also result in a requirement for Special Purpose Inspections.

Where there is any finding from an inspection, the holder of a FAL with FAOC or FAOP will be advised in writing, with a copy to the appropriate foreign regulatory authority, advising of the safety and security deficiency or observation and requesting remedial action or comment as appropriate. Should a response not be received from the Foreign Air Operator within thirty days (30) then the foreign regulatory authority should be contacted directly and requested to ensure that corrective action has been taken to rectify the situation.

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It is to be noted that ramp inspections of Foreign Air Operators are by their nature on-the-spot assessments which cannot substitute or replace safety oversight responsibilities of the State of Registry/Operator. Ramp inspections serve as pointers but they are not intended to, and they cannot, guarantee the Airworthiness of a particular aircraft.

Inspectors will not normally delay a particular flight to complete a Ramp Inspection unless there is a significant safety and or security concerns that the aircraft is unsafe or is likely to be operated in an unsafe manner. If the aircraft has to be detained the aircraft it shall be done as per the delegation of authority issued by the DGCA. Such action requires the immediate notification to the State of Registry and the State of the Operator.

**Note:** *Where there is insufficient time to complete a particular inspection due to the late arrival of the aircraft or for some other reason, the inspectors should use their best judgment in conducting the inspection.*

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**Appendix A - Application for Issue / Renewal of Foreign Airline Licence with Foreign Air Operator Certificate**

Policy Reference: As per Section 84 (2), Section 89 and Section 73 (2) of Civil Aviation Act, No 14 of 2010

 Initial Issue Renewal

01	Registered Company Name:	
02	Trading Name: (If different to 01.)	
03	ICAO Airline Code:	
04	Registered Business Address:	
05	Postal Address: (If different to 04.)	
06	Telephone:	
07	Fax:	
08	E-mail:	
09	AFTN:	
10	Location of the main flight operations base:	
11	Location of the maintenance base:	
12	Description of the Method of Control and Supervision of Flight Operations from base:	
13	Details of person in-charge of Flight Operations in the Airline:	
	Name:	Phone:
	Fax:	E-mail:
14	Details of person in-charge of Maintenance/Engineering in the Airline:	
	Name:	Phone:
	Fax:	E-mail:
15	Details of person in-charge of Quality Assurance in the Airline:	
	Name:	Phone:
	Fax:	E-mail:
16	Details of person in-charge of Aviation Security in the Airline:	
	Name:	Phone:
	Fax:	E-mail:



<b>17</b>	<b>Type of Operation:</b>			
	<input type="checkbox"/>	Scheduled Passenger	<input type="checkbox"/>	Non-Scheduled Passenger
	<input type="checkbox"/>	Scheduled Cargo	<input type="checkbox"/>	Non-Scheduled Cargo
	<input type="checkbox"/>	Scheduled Passenger & Cargo	<input type="checkbox"/>	Non-Scheduled Passenger & Cargo
<b>18</b>	<b>Destination airport(s) in Sri Lanka:</b>			
<b>19</b>	<b>Maintenance arrangement in Sri Lanka for each Aircraft type which is operated</b>			
<b>20</b>	<b>Flight frequency per week per destination:</b>			
<b>21</b>	<b>Flight frequency in a season:</b> <i>(Only applicable for non-scheduled operators)</i>			
<b>22</b>	<b>Details of Regulatory Authority for Air Operator Certification:</b>			
	Name:			
	Address:		Phone:	
	Email:		Fax:	
<b>23</b>	<b>Individuals who are responsible for your Flight Operations and Maintenance, from above mentioned Regulatory Authority:</b>			
		Flight Operations	Maintenance (Airworthiness)	
	Name:			
	Phone/Fax:			
	E-mail:			
<b>24</b>	<b>Details of Accountable Manager who is responsible for Airline Operation in Sri Lanka:</b>			
	Name:			
	Address:			
	Phone:	Mobile No:		
	Fax:	Email:		
<b>25</b>	<b>Individuals who are responsible for Airline's Maintenance and Aviation Security matters in Sri Lanka:</b>			
		Maintenance (Airworthiness)	Aviation Security	
	Name:			
	Phone/Fax:			
	E-mail:			
<b>26</b>	<b>Details of the General Sales Agent representig the Airline in Sri Lanka:</b>			
	Name:			
	Address:		Phone:	
	Email:		Fax:	



27	Details of submitted Documents: [please (✓) tick] ; <i>not applicable for renewals</i>		
	Document	YES	NO
01	Authorization by the state of operator to conduct the operation in to Sri Lanka (If Applicable)		
02	Air Operator Certificate with Operations Specifications		
03	Maintenance Arrangement in Sri Lanka		
04	Ground Handling Arrangement in Sri Lanka		
05	Adequate and valid insurance cover		
06	Removal of Disabled Aircraft Arrangements in Sri Lanka		
07	Lease Agreements of Aircraft (If applicable)		
08	Updated Controlled copy of the Air Operator Security Programme		
09	Copy of the Aircraft Accident Victim Relief Programme		
10	Conditions of Carriage as a Document		
11	Declaration to pay Embarkation levy & other liens		
12	Declaration to abide by Rules & Regulations		
13	Appointment letter of the Accountable Manger		
14	Applicable Payment		

**Declaration of the Foreign Air Operator:**

I do hereby agree to ensure that the airline will comply with the applicable requirements in the Civil Aviation Act, No. 14 of 2010, Air Navigation Regulations with associated implementing standards and directives issued by Director General of Civil Aviation Sri Lanka, during the airline's operation into and out of Sri Lanka.

On behalf of the organization identified above, the undersigned certifies that the facts in this application are complete and correct and that any attached documents are true copies.

\*Name: \_\_\_\_\_

\*Position: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

\_\_\_\_\_  
Stamp of the Airline

\*To be completed by the Chairman/ Managing Director/Chief Executive Officer of the Airline or an accountable person who holds responsibility for Air Operator's Certification matters for the company.

**NOTE: FORWARD APPLICATION WITH SUPPORTING DOCUMENTATION TO:**

Director General of Civil Aviation and Chief Executive Officer  
Civil Aviation Authority of Sri Lanka  
P.O. Box 56  
No 152/1, Minuwangoda Road  
Katunayake  
Sri Lanka





## Appendix B – Specimen for Foreign Airline Licence



## CIVIL AVIATION AUTHORITY OF SRI LANKA

## FOREIGN AIRLINE LICENCE

Number:

This is to certify that...<<Name of the Airline>>...has fulfilled qualifications of section 89 of Civil Aviation Act, No. 14 of 2010 and requirements of Chapter XIV of the Air Navigation Regulations of 1955 and accordingly has been authorized to conduct commercial air transport operations into and out of Sri Lanka territory in accordance with terms and conditions stipulated hereto.

This Licence is issued on the basis of the attached Foreign Air Operator Certificate, Number <<FAOC NO>> issued to <<Name of the Airline>> and remains valid until the date specified below, subject to the validity of the aforesaid Foreign Air Operator Certificate being maintained during this period.

This Licence, unless cancelled, suspended, or revoked, shall remain in force until <<Date>>.

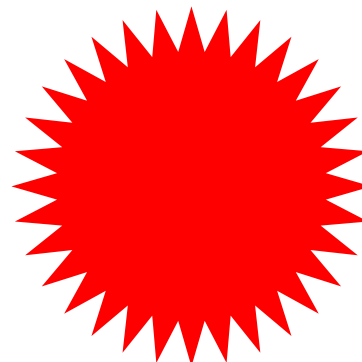
Signature :

Title : Director General of Civil Aviation  
& Chief Executive Officer

Organization : Civil Aviation Authority of Sri Lanka

Date issued : &lt;&lt;Date&gt;&gt;

Date of Original Issue: &lt;&lt;Date&gt;&gt;



**FOREIGN AIRLINE LICENCE <<Number>>****TERMS AND CONDITIONS****<<Name of the Airline>> shall**

1. conduct operations in accordance with the approved Air Services Agreement where the State of Operator has entered with the Government of Sri Lanka;
2. comply with the applicable requirements in the Civil Aviation Act, No. 14 of 2010, Air Navigation Regulations with associated implementing standards and directives issued by Director General of Civil Aviation Sri Lanka, during the airline's operation into and out of Sri Lanka;
3. maintain adequate and valid insurance cover to CAASL;
  - **Certificate of Insurance provided by <<Name of the Airline >> is valid until <<Date>>**
4. maintain a controlled & updated Aircraft Operator Security Programme at CAASL;
5. notify DGCA on security threats to the airline, if any, irrespective of it relates to Colombo operations or otherwise;
6. obtain prior approval of the DGCA, should there be a necessity to conduct an Aviation Security Audit and or a Survey, either by Airline officials and or any other entity on behalf of the airline concern. Conduct of Aviation Security Tests are strictly prohibited;
7. Obtain approval of DGCA for employment of Aviation Security Staff in Sri Lanka, irrespective of their position i.e. Managerial, Supervisory and or Operational.
8. obtain approval for the flight schedule/frequency/route and any change thereto and obtain clearance from the SLOT coordinating Committee of Sri Lanka for weekly SLOTS;
9. obtain approval from the DGCA for the airline's tariff, for journeys originating out of Colombo;
10. not operate flights into and out of Sri Lanka on a code share agreement with another carrier unless the latter has traffic rights into and out of Sri Lanka and holds an FAL with FAOC issued by the DGCA;
11. furnish to the CAASL monthly statistics relating to uplift and discharge of revenue traffic at International Airports in Sri Lanka. This shall be done before the end 12th day of the subsequent month
12. Furnish to the CAASL details about on-time departures & cancellations before end of following month;
13. remit all moneys collected as Overseas Sales Surcharge and Embarkation Levy as stated in Directives issued by DGCA;
14. not employ foreign nationals in any capacity in Sri Lanka without approval from the DGCA;
15. comply with DGCA issued, Aviation Safety Notice No.031 on disinsection of aircraft;
16. ensure the operating crew and any other person required for the particular operation, who is holding a License, Rating or Certificate issued by the state authority of the Contracting State of the Chicago Convention to Comply with IS 035 on Prohibition of use of Alcohol or Psychoactive substances by personnel holding Licence, Rating or Certificates, engaged in safety and /or security sensitive activities relating to civil aviation issued by DGCA during the operation within the Sri Lankan Air Space and Aerodromes therein;
17. abide by instructions issued by the relevant authorities in respect to transport of animals and plants, into and out of Sri Lanka;
18. ensure that flight deck door of all aircraft are kept locked whilst in flight;
19. obtain approval from the DGCA for appointment of a General Sales Agent as per letter (AT/13/01/04) sent on 1<sup>st</sup> September 2004 by DGCA;
20. not uplift any passenger from Colombo who is in possession of an imported ticket or ticket which is used in out of sequence;
21. implement adequate compensation mechanism for denied boarding of passengers holding confirmed seats;
22. display this Licence at the principal place of business in Sri Lanka;
23. grant unrestricted access to CAASL inspectors for inspection of the aircraft in ramp, with no notice;
24. notify the CAASL, change of the Accountable Manger and change of other responsible persons in Sri Lanka as soon as possible.
25. abide by all requirements as stipulated in the <<Name of the Airline>> Flight Operations Manual and comply with the terms and conditions hereby specified. .
26. refrain from dealing with Sri Lankan Travel Agents who do not hold a valid license issued by the DGCA.
27. inform the DGCA at least 03 months in advance, when operations are to be terminated and to take part in an exit interview. Where the reasons for terminating will be informed to the CAASL and an exit form will be filled which will keep on record the reasons for the respective airline to pull out of Colombo. This will be useful to inform the policy makers of any changes that need to be done in developing/amending the policy for the Air Transport Industry.

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## CIVIL AVIATION AUTHORITY OF SRI LANKA

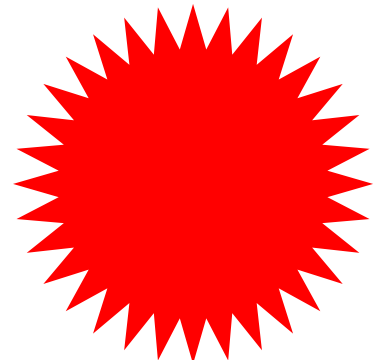
# FOREIGN AIR OPERATOR CERTIFICATE

**Number:**

This is to certify that <<**Name of the Airline**>> has satisfied requirements of section 73(2) of Civil Aviation Act, No. 14 of 2010 and requirements laid down in SLCAP 4105 – Foreign Air Operator Certification Manual published by Civil Aviation Authority of Sri Lanka, to conduct air transport operations into and out of Sri Lanka territory.

This Certificate is issued on the basis of <<**Name of the Airline**>> Air Operator Certificate, number <<**AOC No**>> issued by the <<**Certification Authority of State of Operator**>> and remains valid until the date specified below, subject to the validity of the aforesaid Air Operator Certificate being maintained during this period. Unless otherwise stated in the attached Operations Specifications, the authorizations, limitations and restrictions contained in the Air Operator Certificate shall be applicable within Sri Lanka, in so far as they are not repugnant to the Air Navigation Regulations of 1955.

This Certificate, may be cancelled, suspended, or revoked by the Director General of Civil Aviation at any time if the conditions of the issue are not met by the foreign air operator or if the Director General of Civil Aviation determines that such action is required in the interests of aviation safety. Unless this certificate shall remain valid till <<**Date**>>

**Signature :****Title :** Director General of Civil Aviation  
& Chief Executive Officer**Organization :** Civil Aviation Authority of Sri Lanka**Date issued :** <<**Date**>>**Date of Original Issue:** <<**Date**>>

Appendix C – Specimen for FAOC	Page: C - 1	Date: 01-April-18
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CIVIL AVIATION AUTHORITY OF SRI LANKA  
FOREIGN AIR OPERATOR CERTIFICATE - OPERATIONS SPECIFICATIONS

<b>1. Registered name &amp; Trading name of the Foreign Air Operator:</b>			
<b>2. Contact Details of the Foreign Air Operator</b>			
<b>2.1 Mailing Address:</b>			
<b>2.2 Telephone:</b>		<b>2.4 E-mail:</b>	
<b>2.3 Fax:</b>		<b>2.5 AFTN:</b>	
<b>3. Details of the Air Operator Certificate (AOC) &amp; Certification Authority</b>			
<b>3.1 AOC No:</b>		<b>3.2 Expiry Date:</b>	
<b>4. Details of AOC issuance authority</b>			
<b>4.1 Name:</b>			
<b>4.2 Address:</b>			
<b>4.3 Telephone:</b>		<b>4.4: Fax</b>	
<b>5. Details of the Accountable Manager</b>			
<b>5.1 Name:</b>			
<b>5.2 Mailing Address:</b>	<b>5.3 Telephone:</b>		
	<b>5.4 Fax:</b>		
	<b>5.5 E-mail:</b>		
<b>6. Location of the main flight operations base:</b>			
<b>7. Location of the maintenance base:</b>			
<b>8. Description of the Method of Control and Supervision of Flight Operations:</b>			
<b>9. The types of operations authorized:</b>			
<input type="checkbox"/>	Scheduled Passenger	<input type="checkbox"/>	Non-Scheduled Passenger
<input type="checkbox"/>	Scheduled Cargo	<input type="checkbox"/>	Non-Scheduled Cargo
<input type="checkbox"/>	Scheduled Passenger & Cargo	<input type="checkbox"/>	Non-Scheduled Passenger & Cargo



<b>10. Destination airport(s) in Sri Lanka:</b>	
<b>11. Authorized types of Aircraft for Operation:</b>	
<b>12. Flight frequency per week per destination (For applicable Non-scheduled Operators, Flight frequency in a season):</b>	
<b>13. Special Requirements for Airspace Operations authorized by this certificate:</b>	
<b>14. Scope of authorization for maintenance arrangements:</b>	
<b>15. Ground Handling Arrangements:</b>	
<b>16. Special authorizations or limitations</b>	
<b>16.1 Dangerous Goods:</b>	
<b>16.2 Security Arrangements:</b>	

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**Appendix D - Application for Issue / Renewal of Foreign Air Operator Permit**

Policy Reference: As per Section 93 of Civil Aviation Act, No 14 of 2010

Initial Issue

Renewal

01	<b>Registered Company Name:</b>	
02	<b>Trading Name:</b> (If different to 01.)	
03	<b>ICAO Airline Code:</b>	
04	<b>Registered Business Address:</b>	
05	<b>Postal Address:</b> (If different to 04.)	
06	<b>Telephone:</b>	
07	<b>Fax:</b>	
08	<b>E-mail:</b>	
09	<b>AFTN:</b>	
10	<b>Location of the main flight operations base:</b>	
11	<b>Location of the maintenance base:</b>	
12	<b>Details of Flights:</b>	
	<b>ARRIVALS</b>	
	Date	Flight No.    ETA    Origin-Destination    A/C Type    A/C Reg. No.
	<b>DEPARTURES</b>	
	Date	Flight No.    ETD    Origin-Destination    A/C Type    A/C Reg. No.
13	<b>Details of Regulatory Authority for Air Operator Certification:</b>	
	Name:	
	Address:	
	Phone/Fax:	Email:
14	<b>Maintenance arrangement in Sri Lanka:</b>	



<b>15</b>	<b>Individuals who are responsible for your Flight Operations and Maintenance, from above mentioned Regulatory Authority:</b>			
		Flight Operations	Maintenance (Airworthiness)	
	Name:			
	Phone/Fax:			
	E-mail:			
<b>16</b>	<b>Details of Accountable Manager who is responsible for Airline Operation in Sri Lanka:</b>			
	Name:			
	Address:			
	Phone:		Mobile No:	
	Fax:		Email:	
<b>17</b>	<b>Details of submitted Documents: [please (✓) tick]</b>			
		<b>Document</b>	<b>YES</b>	<b>NO</b>
	01	Air Operator Certificate with Operations Specifications		
	02	Details of Maintenance Arrangement in Sri Lanka		
	03	Details of Ground Handling Arrangement in Sri Lanka		
	04	Adequate and valid insurance cover		
	05	Details of Arrangements for Removal of Disabled Aircraft		
	06	Details of Security Arrangements in Sri Lanka		
	07	Details of Aircraft Accident Victim Relief Programme		
	08	Declaration to abide by Rules & Regulations		
	09	Details, if transport Dangerous Goods		
	10	Appointment letter of the Accountable Manger		
11	Applicable Payment			
<b>Declaration of the Foreign Air Operator:</b>				
I do hereby agree to ensure that the airline will comply with the applicable requirements in the Civil Aviation Act, No. 14 of 2010, Air Navigation Regulations with associated implementing standards and directives issued by DGCA Sri Lanka, during the airline's operation into and out of Sri Lanka. On behalf of the organization identified above, the undersigned certifies that the facts in this application are complete and correct and that any attached documents are true copies.				
*Name: _____				
*Position: _____				
Signature: _____		_____		
Date: _____		Stamp of the Airline		
*To be completed by the Chairman/ Managing Director/Chief Executive Officer of the Airline or an accountable person who holds responsibility for Air Operator's Certification matters for the company.				

**NOTE: FORWARD APPLICATION WITH SUPPORTING DOCUMENTATION TO:**

Director General of Civil Aviation and Chief Executive Officer  
Civil Aviation Authority of Sri Lanka  
P.O. Box 56  
No 152/1, Minuwangoda Road  
Katunayake  
Sri Lanka



**Appendix E – Specimen for Foreign Air Operator Permit**



**CIVIL AVIATION AUTHORITY OF SRI LANKA**

**FOREIGN AIR OPERATOR PERMIT**

**Number:**

As per the section 93 of Civil Aviation Act, No. 14 of 2010, hereby ...<<**Name of the Airline**>>... is permitted to conduct non-scheduled international air transportation into and out of Sri Lanka territory in accordance with terms and conditions stipulated hereto.

This Permit is issued on the basis of <<**Name of the Airline**>> has satisfied certification requirements laid down under chapter 3 in SLCAP 4105 – Foreign Air Operator Certification Manual published by Civil Aviation Authority of Sri Lanka.

This Permit, unless cancelled, suspended, or revoked, shall remain in force until <<**Date**>>, subject to compliance of the airline with terms and conditions stipulated hereto and aforementioned certification requirements.

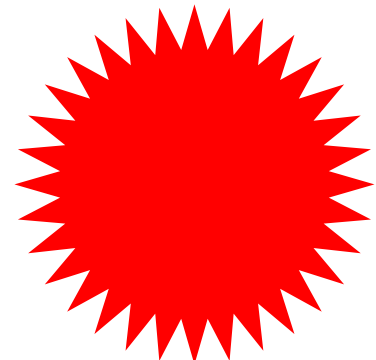
**Signature** :

**Title** : Director General of Civil Aviation  
& Chief Executive Officer

**Organization** : Civil Aviation Authority of Sri Lanka

**Date issued** : <<**Date**>>

**Date of Original Issue:** <<**Date**>>



Appendix – E Specimen for FAOP	Page: E - 1	Date: 01-April-18
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## FOREIGN AIR OPERATOR PERMIT <<Number>>

### TERMS AND CONDITIONS

#### <<Name of the Airline>> shall

1. comply with the applicable requirements in the Civil Aviation Act, No. 14 of 2010, Air Navigation Regulations with associated implementing standards and directives issued by Director General of Civil Aviation Sri Lanka, during the airline's operation into and out of Sri Lanka;
2. confine to conduct less than Six (6) non-scheduled commercial flights in one season (6 months period) and subject not to conduct more than 10 non-scheduled commercial flights within one year period which this permit is in force.
3. maintain adequate and valid insurance cover to CAASL;
  - **Certificate of Insurance provided by <<Name of the Airline >> is valid until <<Date>>**
4. satisfy Aviation Security Requirements promulgated by CAASL;
5. obtain approval for the flight schedule/frequency/route and any change thereto and obtain clearance from the SLOT coordinating Committee of Sri Lanka for weekly SLOTS;
6. comply with DGCA issued, Aviation Safety Notice No.031 on disinsection of aircraft;
7. abide by instructions issued by the relevant authorities in respect to transport of animals and plants, into and out of Sri Lanka;
8. ensure that flight deck door of all aircraft are kept locked whilst in flight;
9. grant unrestricted access to CAASL inspectors for inspection of the aircraft in ramp, with no notice;
10. notify the CAASL, change of the Accountable Manger and change of other responsible persons in Sri Lanka as soon as possible.
11. abide by all requirements as stipulated in the <<Name of the Airline>> Flight Operations Manual and comply with the terms and conditions hereby specified. .
12. ensure the operating crew and any other person required for the particular operation, who is holding a License, Rating or Certificate issued by the state authority of the Contracting State of the Chicago Convention to Comply with IS 035 on Prohibition of use of Alcohol or Psychoactive substances by personnel holding Licence, Rating or Certificates, engaged in safety and /or security sensitive activities relating to civil aviation issued by DGCA during the operation within the Sri Lankan Air Space and Aerodromes therein.

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**Appendix F - Declaration to abide by Rules & Regulations**

Director General of Civil Aviation  
Civil Aviation Authority of Sri Lanka  
No. 04, Hunupitiya Road  
Colombo – 02

Dear Sir,

Herewith <<**Name of the Airline**>> declares that it will abide by applicable local laws, rules and regulations and associated implementing standards and directives issued by the DGCA of Sri Lanka concerning operations, to the extent that they may be applicable.

Yours Faithfully,

<<**Name of the Person**>>  
Chief Executive Officer  
<<**Name of the Airline**>>

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**Appendix G - Declaration to pay Embarkation levy & other liens**

Director General of Civil Aviation  
Civil Aviation Authority of Sri Lanka  
No. 04, Hunupitiya Road  
Colombo – 02

Dear Sir,

Herewith <<**Name of the Airline**>> declares that it will settle all liens including the embarkation levy & other liens due to any citizen or corporate body in Sri Lanka prior to termination of <<**Name of the Airline**>> operations.

Yours Faithfully,

<<**Name of the Person**>>  
Chief Executive Officer  
<<**Name of the Airline**>>

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**Appendix H – Directive on Collection of Overseas Sales Surcharges (OSS)****Democratic Socialist Republic of Sri Lanka****Civil Aviation Authority of Sri Lanka****Direction**

(Issued under Sec. 99, Civil Aviation Act No. 14 of 2010)

**Title** : **Collection and Remittance of Overseas Sales Surcharge**

**Reference No.** : OSS/01/204      **Serial No.** : DN-01/2014      **Date** : 21-Jul-14

**Applicable to** : 1. On-line carriers      **Effective Date** : With immediate  
2. Off-line carriers      effect

Attention of on-line carriers and off-line carriers is drawn to the Directive OSS/01/2013 dated 04<sup>th</sup> June 2013 issued by this office copy of which, is enclosed hereto in connection with the collection and remittance of Overseas Sales Surcharge levied on airline tickets sold overseas for travel originating in Sri Lanka .

This office has information that on certain occasions some airlines had not conformed to the requirements specified in the Directive aforementioned thus committing an offence under the Civil Aviation Act.

The purpose of this direction is to remind all airlines and reiterating the requirement of strict conformance to same.

All airlines are hereby informed that random checks will be conducted at the airport in this respect and legal action will be taken against any person or airline failing to comply with the abovementioned direction.

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

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



## Civil Aviation Authority of Sri Lanka

No.04, Hunupitiya Road, Colombo 02

Directive / OSS / 01/ 2013

04<sup>th</sup> June 2013

To : Holders of Air Transport (Passengers) Licence

**AIR TRANSPORT (PASSENGERS) TRAFFIC REGULATIONS NO.01 OF 2008**

The directive issued by the Director General of Civil Aviation "Directive OSS /01/2009" dated 15<sup>th</sup> January 2009 is hereby replaced by this directive. This directive "OSS /01/2013" will come in to effect from 10<sup>th</sup> July 2013.

1. This is to inform you that the existing local regulatory framework on sale of airline tickets have been revised in response to the airlines' move of shifting to issue of e-tickets in place of standard tickets with jackets.

**Please note that it is not a new requirement imposed on airlines but a revision of existing procedures to suite the market practices.**

2. Accordingly, the existing Air Transport (Passengers) Traffic Regulations No.01 of 2001 has been replaced by the Air Transport (Passenger) Traffic Regulations No.01 of 2008 made by His Excellency the President and published in the Government Gazette Extra Ordinary No 1550/7 on 22<sup>nd</sup> May 2008 (copy attached for ease of reference).
3. a) *Unless otherwise exempted, the new Regulations requires a surcharge of US \$ 60 or a sum equivalent to that amount to be levied on each airline ticket issued or sold outside Sri Lanka for air travel originating in Sri Lanka regardless of the mode and/or manner of sale of the ticket. Airlines that are operating to / from Sri Lanka (on line carriers) shall remit such surcharge on sales basis to the Director General of Civil Aviation for the purposes mentioned therein. In case where more than one carrier is involved in the carriage of a passenger, the first carrier transporting the passenger out of Sri Lanka (on line carrier) shall remit such surcharge on behalf of the off-line carriers on flown basis to the Director General of Civil Aviation. An equivalent Sri Lankan Rupee amount should be calculated, based on exchange rate published by the IATA (IROE) and approved by the Director General of Civil Aviation in writing*  
b) If there is any discrepancy on off-line carrier's ticket such off-line airline is responsible for reconciling them to the Director General of Civil Aviation
4. The following instructions shall be complied with, for the collection and remittance of a sum of US \$ 60/= as surcharge under the aforementioned regulations.  
a) Every person / organization to whom this Directive apply, shall furnish monthly returns to the Director General of Civil Aviation using the format given in the Attachment – 1 (Form CAASL/FN/51) hereto.

DIRECTIVE OSS/01/2013

Page 01

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- b) Monthly returns together with the money payable as referred to in Para 3 (a) of this Directive as surcharge in respect of the preceding month shall be remitted to the Director General of Civil Aviation on or before 15<sup>th</sup> of the succeeding month. (Ex. Money collected in respect of January shall be remitted to the Director General of Civil Aviation on or before 15<sup>th</sup> of March.)
- c) Delayed payments will be charged with a penalty fee which is equivalent to an interest of 20% per annum for the total money that was due to the Director General of Civil Aviation, to be calculated in respect of each day of delay.
- d) Every payment to be made to the Director General of Civil Aviation shall be made either by cash or in terms of an "Account Payee" cheque drawn in favour of "Director General of Civil Aviation".
- e) "Nil" returns shall be sent to the Director General of Civil Aviation for every month even if there is no payment to be made. Non-compliance with this requirement will entail an additional fee of Rs.2000/= as a penalty, in respect of each month of non-compliance, in addition to enforcement action provided under the Air Navigation Act.
- f) A separate register containing information on airline tickets which are subject to the aforesaid regulations shall be maintained, and be made available to the Director General of Civil Aviation or his delegated officials for inspection, on demand.
- g) **Requests for refund of surcharge for unutilized tickets for which the applicable surcharge has already been collected and remitted to the Director General of Civil Aviation shall be forwarded to the Director General of Civil Aviation within 13 months from the Date of issuance of such tickets as per the format given in the Attachment-2 (Form CAASL/FN/52), for consideration and making the applicable refund, if satisfied. Deducting moneys for unutilized tickets without the approval of the Director General of Civil Aviation is not authorized.**
- h) It should be stressed that the surcharge of US \$ 60 shall have been collected the time of issuing the ticket overseas and it shall not be levied in Sri Lanka.

This Directive supersedes all previous circulars and directives issued by this office concerning the issue, sale or transactions on Pre-Paid Travel Advices.

**You are hereby requested to kindly acknowledge the receipt of this directive within 7 days from the date of receipt.**

Director General of Civil Aviation &  
Chief Executive Officer

Enclosure : Amended Form CAASL/FN/51 and CAASL/FN/52

Cc : Secretary, Ministry of Aviation  
Secretary, Ministry of Tourism

Appendix H Directive on Collection of Overseas Sales Surcharge (OSS)	Page: H - 3	Date: 01-April-18
SLCAP 4105 Foreign Air Operator Certification Manual	2 <sup>nd</sup> Edition	Rev. No : Initial

**Appendix I – Directive on Collection of Embarkation Levy**

Directive No; EL/01/2012

24 November 2012

**Civil Aviation Authority of Sri Lanka**

DIRECTION TO SCHEDULED/CHARTER CARRIERS OPERATION FLIGHTS INTO AND OUT OF SRI LANKA

**COLLECTION OF EMBARKATION LEVY**

- 1 This Directive (bearing Reference No: EL/01/2012 dated 24<sup>th</sup> November 2012) is issued by Director General of Civil Aviation in connection with the collection of the Embarkation Levy from passengers departing from Sri Lanka by aircraft for overseas destinations, and remittance of such collection by airlines to the Director-General of Civil Aviation
- 2 Each airline, which operates international flights into or out of Sri Lanka, shall strictly comply with the instructions in this Directive, which supersede any of the previous instructions issued by the Director-General of Civil Aviation regarding the subject matter.
- 3 Each airline with effect from 01st January 2013, shall remit to the Director General of Civil Aviation in the manner specified in this Directive a sum of three thousand two hundred and fifty rupees (Rs 3,250/=) which is the Rupee equivalent of twenty five ( 25) United States Dollars as the Embarkation Levy in respect of each passenger carried by the airline from Sri Lanka on an international flight, unless such passenger is exempt from the payment of Embarkation Levy.
- 4 The following passengers are exempt from the Embarkation Levy.
  - a. Any child who is less than two (02) years in age.
  - b. Any transit passenger who departs from the international airport on a connecting flight within twenty-four (24) hours from the time of arrival.
  - c. Any member of the operating crew of the aircraft who is on duty.
- 5 Subject to the provisions contained in the paragraph (14), each airline shall remit to the Director-General of Civil Aviation twice a month, the total sum of monies collected from passengers as Embarkation Levy as follows.

<b>Period</b>	<b>Payment due on</b>
Passengers uplifted by an airline between 01 <sup>st</sup> and 15 <sup>th</sup> (both days inclusive) of a Month	On or before 30 <sup>th</sup> of that month
Passengers uplifted by an airline between 16 <sup>th</sup> and 31 <sup>st</sup> of a Month (both days inclusive)	On or before 15 <sup>th</sup> of the next of a Month



- 6 Payments can be made either by cash or cheques. Temporary receipts will be issued for payments made in cheques subject to realization. Stern action will be taken against the airline concerned, in case a cheque is bounced without calling for any explanation or any prior notice.
- 7 If an airline fails to remit money to the Director-General of Civil Aviation within the time periods as specified in the paragraph (5) above, the airline concerned, shall pay an interest of the applicable bank rate plus 2 per centum for the total sum in respect of each day of delay, in addition to the total remittance due. This may be in addition to any other administrative sanctions that the Director-General of Civil Aviation may impose on the airline concerned. An airline, which has to pay an interest as mentioned above, shall obtain the applicable bank rate from the Director-General of Civil Aviation in writing prior to making the payment.
- 8 Each airline operating into and out of Colombo shall furnish to the Director-General of Civil Aviation the information sought in the Form CAASL 012 when remitting the collection of Embarkation Levy. Bi-monthly returns to the Director-General of Civil Aviation shall be signed by the Chief Executive Officer of the Airline concerned or any officer designated by him in writing.
- 9 Each airline shall furnish to the Director-General of Civil Aviation a certified copy of the passenger manifest in respect of each flight operated out of Colombo. In cases where an airline seek an exemption for transit passengers, a certified copy of the applicable passenger manifest of the airline which carried such passengers to Colombo shall also be attached. Airlines may highlight the names of the transit passengers on such passenger manifests, for clarity.
- 10 Director-General of Civil Aviation may request an Airline in writing to furnish him with a bank guarantee for a sum to be determined by the Director-General of Civil Aviation depending on the nature and scope of operations of the airline including the frequency of flights and capacity of aircraft and also taking into account the airline's track record.
- 11 Each airline shall maintain separate records at its main office or its principal's office in Colombo relating to the number of passengers carried from Sri Lanka, details about collection and remittance of the Embarkation Levy. Airlines shall preserve all connected records in respect of collection of the Embarkation Levy for a minimum period of two years and prior approval for the Director-General of Civil Aviation in writing shall be obtained before destroying any such records.
- 12 Every airline shall ensure that appropriate entries are made on each airline ticket to indicate that the applicable Embarkation Levy **has been collected or exempted otherwise**, as the case may be. The airlines shall use the Tax code "LK" assigned by IATA for purpose of recording the Embarkation Levy collected.
- 13 Each airline shall ensure that the Civil Aviation officials, who have been authorized by the Director-General of Civil Aviation in writing, are granted unrestricted access at all times to any of its offices in Sri Lanka, ticketing centers, checking counters or aircraft to examine the degree of airline's compliance with the instructions contained in this Directive. The airline shall also ensure that required documents are produced for their inspection, on demand.





- 14 Each airline is responsible to make their own arrangement for collection of the difference between the current Embarkation Levy and revised Embarkation Levy to be applicable on 01<sup>st</sup> January 2013 from a passenger, who has already purchased a ticket for a travel commencing after 01<sup>st</sup> January 2013. In the implementation of such arrangements airlines are kindly advised to be mindful of the necessity not only to minimize the likely inconveniences to passenger but also to avoid undue congestion and delays at the international airport.
- 15 If the Embarkation Levy is collected from a passenger separately after the ticket is sold as mentioned under paragraph (14) above, there shall be an appropriate endorsement made to that effect on such a ticket. If a passenger refuses to pay the applicable Embarkation Levy, the airline concerned shall not permit the passenger to board the aircraft.
- 16 Airlines are kindly requested to strictly comply with the instructions contained in this Directive and extend their unstinted co-operation to this office for the seamless implementation of this scheme. If there is any matter, which needs further clarification, Please feel free to contact the undersigned.
- 17 **This Directive supersedes the Directive EL/01/2003 dated 14<sup>th</sup> August 2003.**

P. P. Jayaweera  
Director / Corporate

Sgd. H.M.C.Niralsiri  
Director-General of Civil Aviation and  
Chief Executive Officer.

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

**24 November 2012**



Directive No; EL/01/2012-Supplement-01

31 December 2012

**Civil Aviation Authority of Sri Lanka****DIRECTION TO SCHEDULED/CHARTER CARRIERS OPERATING FLIGHTS INTO AND OUT OF SRI LANKA  
(Supplement-01)****COLLECTION OF EMBARKATION LEVY**

- 1 This Directive supplements the Directive issued by the Director General of Civil Aviation on 24<sup>th</sup> November 2012 on the above subject.
- 2 Taking into account of the representations made by the Board of Airlines Representatives (BAR) to Director General of Civil Aviation with regard to difficulties faced by airlines in collecting the revised Embarkation Levy from passengers for tickets that had already been sold for travel after 01<sup>st</sup> of January 2013, the General Treasury has consented to waive off the increase of Embarkation Levy of USD 10/= which was introduced consequent to the Government instructions, **in respect of all airline tickets sold on or before 30.11.2012 for travel after 01.01.2013.**
- 3 Accordingly, an airline shall pay to the Director General of Civil Aviation only Rs.1500/= as the Embarkation Levy for any airline ticket which had been issued **before 30.11.2012 for travel after 01.01.2013**, provided that adequate proof to that effect could be given to the Director General of Civil Aviation.
- 4 Each airline claiming for the old Embarkation Levy (i.e. Rs.1500/=) in respect of passengers carried by them under the circumstances mentioned in paragraph 3 above, shall submit the following details to the Director General of Civil Aviation in the format given in CAASL/015 which is enclosed hereto;
  - i. Airline ticket number
  - ii. passenger name as mentioned in the Passenger Manifest
  - iii. date of sale of the ticket
5. Airlines are also required to make use of the **revised form : CAASL/012-Rev-2** which has been amended to include the additional information which would be required to process the airlines' returns of Embarkation Levy to the Director General of Civil Aviation.



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

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

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**Appendix J - Content of an Aircraft Accident Victim's Relief Programme**

A programme to be submitted by a Foreign Air Operator under Section 2.3.1 shall include at a minimum following details and the operator shall explain the method of compliance by giving the necessary cross-references to the provisions of submitted document.

- a. A plan for publicizing a reliable, toll-free telephone number, and for providing staff, to handle calls from the families of the passengers and persons on ground who sustained damages directly due to the accident.
- b. A process for notifying the families of the passengers and persons on ground who sustained damages directly due to the accident, before providing any public notice of the names of the passengers, by utilizing the services of suitably trained individuals.
- c. An assurance that the notice described in paragraph (2) will be provided to the family of a passenger as soon as the Foreign Air Operator has verified that the passenger was aboard the aircraft (whether or not the names of all of the passengers have been verified) and, to the extent practicable, in person.
- d. An assurance that the Foreign Air Operator will provide to the CAASL, immediately upon request, a list (which is based on the best available information at the time of the request) of the names of the passengers aboard the aircraft (whether or not such names have been verified), and will periodically update the list.
- e. An assurance that the family of each passenger will be consulted about the disposition of all remains and personal effects of the passenger within the control of the Foreign Air Operator.
- f. An assurance that if requested by the family of a passenger, any possession of the passenger within the control of the Foreign Air Operator (regardless of its condition) will be returned to the family unless the possession is needed for the accident investigation or any criminal investigation.
- g. An assurance that any unclaimed possession of a passenger within the control of the Foreign Air Operator will be retained by the Foreign Air Operator for at least 18 months.
- h. An assurance that the family of each passenger and persons on ground who sustained damages directly due to the accident will be consulted about construction by the Foreign Air Operator of any monument to the passengers, including any inscription on the monument.
- i. An assurance that the treatment of the families of non-revenue passengers (and any other victim of the accident) will be the same as the treatment of the families of revenue passengers.
- j. An assurance that the Foreign Air Operator will work with any organization designated by the CAASL on an ongoing basis to ensure that families of passengers and persons on ground who sustained damages directly due to the accident receive an appropriate level of services and assistance following each accident.
- k. An assurance that the Foreign Air Operator will provide reasonable compensation to any organization designated by the CAASL for services provided by the organization.

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- I. An assurance that the Foreign Air Operator will assist the family of a passenger in traveling to the location of the accident and provide for the physical care of the family while the family is staying at such location.
  
- m. An assurance that the Foreign Air Operator will commit sufficient resources to carry out the programme.
  
- n. An assurance that the Foreign Air Operator will provide adequate training to the employees and agents of the carrier to meet the needs of survivors and family members following an accident.
  
- o. An assurance that the Foreign Air Operator, in the event that the Foreign Air Operator volunteers assistance to Sri Lankan citizens within Sri Lanka with respect to an aircraft accident outside the Sri Lanka involving major loss of life, the Foreign Air Operator will consult with CAASL on the provision of assistance.



## Appendix K – Aircraft Operator Security Programme Template

*(Based on ICAO Doc 8973 – Aviation Security Manual)*

- 1. General**
- 2. Policy and Organization**
- 3. Primary Objective**
- 4. Legal Authority**
- 5. Definitions**
- 6. International Obligations**
- 7. National Obligations**
- 8. Roles and Duties**
  - 8.1 Chief Executive Officer
  - 8.2 Security Department
  - 8.3 Description of operations
  - 8.4 Classification of materials
  - 8.5 Aircraft operator Security programme distribution
  - 8.6 Security document distribution
  - 8.7 Communications
- 9. Security of Aircraft**
  - 9.1 General
  - 9.2 Access Control and Flight crew compartment protection
  - 9.3 Security Patrols
  - 9.4 Pre-flight precautions
  - 9.5 Threat notifications
  - 9.6 Flights under increased threat
  - 9.7 Aircraft searches and checks
- 10. Travel Documents**
- 11. Passenger and Cabin Baggage Screening**
  - 11.1 Separation of screened and unscreened passengers
  - 11.2 Control of firearms and weapons
  - 11.3 Diplomatic pouches and government couriers
  - 11.4 Special category passengers
- 12. Hold Baggage Security**

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- 13. Passenger and Baggage Reconciliation**
  - 13.1. Mishandled baggage
- 14. Aircraft Catering stores and Supplies**
  - 14.1. In company stores
- 15. Aircraft Cleaning Operations**
- 16. Cargo and Mail**
  - 16.1 Regulated agent programme
  - 16.2 Known shippers and/or consignors
  - 16.3 Unknown shippers
  - 16.4 Transhipments
  - 16.5 High value cargo
  - 16.6 Unaccompanied baggage and/or personal effects
  - 16.7 Diplomatic mail
  - 16.8 Protection of cargo and mail
- 17. Aircraft maintenance areas**
- 18. Code sharing**
- 19. Training**
  - 19.1 Security awareness training
  - 19.2 Security training
  - 19.3 Recruitment and background checks
  - 19.4 Security training programmes
- 20. Contingency Plans**
- 21. Incident Reporting**
- 22. Quality Control**
- 23. Local Airport Procedures**
- 24. Protection of Executives and Other Personnel**
- 25. Protection of Building**



Appendix L – Guidelines for Appointing a local General Sales Agent (GSA)



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Civil Aviation Authority of Sri Lanka

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"பாதுகாப்பு முதலிடம்"  
"Safety First"

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අ. පෙ. இல. 535  
P. O. Box

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64, காலி வீதி, கொழும்பு 03, இலங்கை.  
64, Galle Road, Colombo 03, Sri Lanka

මගේ අංකය :  
எமது இல. :  
My Ref. No. : **AT/13/01/04**

දිනය :  
திகதி :  
Date : **1st Sept 2004**

To all online operators to Sri Lanka.  
(Please See Distribution List)

Dear Sir/Madam

**Representation of Online Airlines in Sri Lanka**

The Civil Aviation Authority of Sri Lanka at its 13<sup>th</sup> meeting held on the 7<sup>th</sup> of July 2004, resolved that every online Airline operating passenger or cargo services into or out of Sri Lanka shall appoint a local General Sales Agent (GSA) who shall be accountable to the Civil Aviation Authority of Sri Lanka in regard to overall matters connected with or incidental to such operations of the Airline Concerned. However, as an alternative an online carrier can operate to Sri Lanka, by incorporating a company (Subject to the applicable conditions) in Sri Lanka, as per the applicable rules & procedures stipulated by the Registrar of Companies, Controller of Exchange and Central Bank of Sri Lanka.

All conditions applicable are contained in the document annexed herewith. These conditions shall be adhered by all online Airlines by 30<sup>th</sup> November 2004.

Yours faithfully,

H.M.C. Nimal Siri  
Director General of Civil Aviation/  
Chief Executive Officer

Cc. Secretary, Ministry of Ports & Aviation  
Chairman, Civil Aviation Authority of Sri Lanka.



Conditions applicable to online operators to Sri Lanka as per the Civil Aviation Authority of Sri Lanka resolution dated 7<sup>th</sup> July 2004.

These conditions will apply to all Scheduled and Charter operators to Sri Lanka irrespective of whether they operate passenger or cargo flights.

All online operators to Sri Lanka will be permitted to operate to Sri Lanka either through a locally registered General Sales Agent (hereinafter referred to as 'GSA') or by the Airline Incorporating a limited liability company in Sri Lanka.

The Conditions applicable are as follows under the two respective heads.

A) Airlines hoping to operate through a Locally Registered GSA.

1. Airlines operating online to Sri Lanka, choosing this option shall appoint a General Sales Agent who shall be accountable to the Civil Aviation Authority (hereinafter referred to as "CAA") in regard to the overall matters connected with or incidental to their operations in Sri Lanka.
2. This requirement will apply to both Scheduled and Charter Operations irrespective of whether the Airline's operation is Passenger, Freight or a Combination operation of Cargo and Passenger.
3. In the event the Airline's operation consists of more than one type of commercial operation, i.e. in a combination operation and different GSAs have been appointed to shoulder the responsibility of cargo and passenger, the Airline shall inform the CAA as to which company would be responsible for the Airline's Overall Operations in Sri Lanka.
4. The GSA appointed for the overall operations of the Airline in Sri Lanka shall give a written assurance to the CAA that it will assume full responsibility in regard to any matter connected with or incidental to the operation of the airline which it represents including settlement of any possible liabilities, liens etc.. either to the Government of Sri Lanka or any member of the public.
5. The GSA appointed for passenger operations shall furnish a Bank Guarantee in favour of the CAA, to cover the sum that will be payable to the Government of Sri Lanka for the likely amount to be collected by the Airline from passengers for a period of two weeks as embarkation levy.
6. In any event every GSA responsible for the different functions (as referred to in 3 above) shall hold a valid Air Transportation license issued by the

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Director General of Civil Aviation under the Air Navigation (Special Provisions) Act No 55 of 1992 and regulations made there under.

7. The Airline shall expressly inform the CAA, the name, designation and contact details of the contact person with whom the CAA will liaise in all matters with regard to the Airline's overall Operation to Sri Lanka. The person so named should be an employee of the GSA. Any changes in this regard should be informed to the CAA forthwith.
8. However, the Airline is free to appoint as country manager a person of its choice.
9. The Airline will be permitted to directly employ Sri Lankans for their operations in Sri Lanka and such employment shall be in accordance with the existing Sri Lankan laws and regulations and shall be atleast at the minimum on par with the current industry rates of remuneration.
10. The Airline will inform the CAA at least 30 days before it changes a GSA, if the Airline is to be permitted to continuously operate and a fresh Bank Guarantee should be organised.

B ) Airlines hoping to operate to Sri Lanka by incorporating a local company.

This alternative option is available to Airlines if they wish to operate directly into Sri Lanka without the services of a GSA.

1. An Online Airline can operate to Sri Lanka by incorporating a limited liability company in Sri Lanka in accordance with the applicable rules and procedures of the Registrar of Companies, Controller of Exchange and Central Bank.
2. The incorporated company shall have a paid-up capital of not less than Rs 500, 000/-.
3. A Bank Guarantee in favour of the Civil Aviation Authority of Sri Lanka shall be furnished by the Incorporated Company to the projected value of embarkation Levy that the Airline will collect for a period of two weeks.
4. This incorporated company should obtain an Air Transportation license issued by the Director General of Civil Aviation under the Air Navigation (Special Provisions) Act No 55 of 1992 and regulations made there under.



5. An Airline using this option, shall expressly inform the CAA, the name, designation and contact details of the contact person with whom the CAA will liaise in all matters with regard to the Airline's overall operation to Sri Lanka, the person so named should be a Director of the incorporated company.
6. The Director of the Incorporated Company mentioned in the preceding condition (Condition 5) shall give a written assurance to the CAA that the Incorporated Company will assume full responsibility in regard to any matter connected with or incidental to the operation of the Airline, including settlement of any possible liabilities either to the Government of Sri Lanka or any member of the public.

The above conditions will not apply to offline carriers.

Director General of Civil Aviation/  
Chief Executive Officer.

1st September 2004



## Appendix M - Commercial Airline's Safety Assessment (CASA) Ramp Inspection Report

Form No. CAA/FS/001

<b>CIVIL AVIATION AUTHORITY OF SRI LANKA</b> Commercial Airlines' Safety Assessment (CASA) Ramp Inspection Report																																																																																																																																					
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