



ශ්‍රී ලංකා සිවිල් ගුවන් සේවා අධිකාරිය  
இலங்கை சிவில் விமானப் போக்குவரத்து அதிகார சபை  
Civil Aviation Authority of Sri Lanka

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

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

දිනය :  
திகதி :  
Date :

20 June 2019

මගේ අංකය :  
எனது இல :  
My Ref. No. :

AT/07/01/05

Ref. No. CAASL/AT/01/2019

**DIRECTIONS**

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

**Issued by**

DGCA & CEO

**Classification**

Important

**Issued to**

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

**Subject**

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

**Legal Reference**

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

**Description of the direction**

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

**Action Required**

For Strict compliance

Signature

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

Attached Directive is enclosed.

