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| **Activities/ Services**  **Citizens Clients Charter- Air Transport section** | **Requirements to be fulfilled by the client** | **Required time** |
| Initial Issuance of Air Transport Service License | * Business Registration Certificate * Duly Filled Application for permission to carry on the business of Air Transportation in Sri Lanka * Memorandum & Articles of Association of Company * Paid up / Share capital of the Company * Valid Bank Guarantee issued for one year (for Group A & B – Rs. 500,000) * No. of Trained staff and proof for qualifications * Letter of appointment from an airline or a travel agency | 28 Working Days |
| Renewal of Air Transport Service License | * Renewal Checklist * Dully Filled Application for Renewal of Air Transport Service License * Valid Bank guarantee issued for one year (for Group A& B-Rs.500,000) * Employment Statistics Form and No of Trained staff and proof for qualifications * Audited Financial Statements (Current   Year )   * Copy of the current License * Number of tickets issued last year * List of agencies dealing with | 14 Working Days |
| Amendment of Air Transport Service License | * Request Letter * Copy of the current License * Proof of documents for the change | 5 Working Days |
| International Flight Schedule Approvals | * Rights as per the Bilateral Air Service Agreement * Designation of the airline to operate * Valid Air Operator Certificate * Valid Foreign Air Operator Certificate * Dully Filled Standard Schedule Format | 7 Working Days |
| Domestic Flight Schedule Approvals | * Valid Air Operator Certificate * Airline License | 5 Working Days |
| Visa recommendation for expatriate staff, Airlines, General Sales Agents, Ticketing Agents, Maintenance and Repair Organizations (Technical /non-technical), | **For Entry Visa**   * Duly Filled Application * Appointment Letter * Job Description * Certified Copy of the Passport data page   **For Residence Visa**   * Dully Filed Application Form * Appointment Letter * Job Description * Certified Copy of the Passport data page * Certified copy of the Entry Visa | Seven Working Days |
| Visa recommendation for  Students of Aviation Training Schools, | **For Entry Visa**   * Duly Filled Application * Course Enrolment Document * Course Description * Certified Copy of the Passport data page   **For Residence Visa**   * Dully Filed Application Form * Course Enrolment Document * Course Description * Certified Copy of the Passport data page * Certified copy of the Entry Visa | 7 Working Days |
| Airline License | * Valid AOC * Duly Filled Application * Routes Document | 14 Working Days |
| Charter License | * Valid AOC * Duly Filled Application | 7 Working Days |
| Non-Schedule Flight Operations (Passenger /Cargo ) | * List of Document Requirements * Aviation Security Provision | Submit at least five working days prior to the operation |
| Foreign Airline License | * Valid FAOC * Valid Insurance Certificate * Routes Document | 10 Working Days |
| Acceptance of Application for Initial Issuance and Renewal | * All applications and relevant documents | From 8.30 a.m to 3.00 p.m on any working day |