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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  |