


SLCAP 8001

	Simple Guide to Obtain Air Transport Service Licence (Issued under Civil Aviation Act No.14 of 2010)	SLCAP 8001
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Civil Aviation Authority of Sri Lanka

Guide to Obtain
Air Transport Service License
(Issued Under Civil Aviation Act. No. 14 of 2010)

08th Edition
(Revision-3)


Serial number	
Date	

Issued under the authority of Director General of Civil
Aviation & Chief Executive Officer

Rs. 1061.54/-

Rev: 03

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Foreword

As the primary regulatory body responsible for the safety, security, and efficiency of civil aviation within Sri Lanka's airspace, our mandate extends to the regulation of the transportation of goods, passengers, and mail by air. In accordance with the authority vested in us by the Civil Aviation Act No. 14 of 2010, we have been entrusted with the task of issuing licenses to institutions involved in air transport in Sri Lanka.

This booklet has been meticulously crafted to provide aspiring license applicants with the necessary knowledge and guidance to navigate the licensing process effectively. It outlines the key requirements, procedures, and considerations involved in obtaining and renewing the Air Transport Service (Passenger) License. However, we strongly advise applicants to also consult other relevant gazette notices and directives issued by the Director General, as they offer invaluable insights and instructions specific to this license.

We firmly believe that this booklet will serve as a fundamental resource, equipping applicants with the essential information needed to ensure compliance and promote professionalism in the aviation industry. By adhering to the guidelines outlined within this booklet, we aim to foster a better regulated and safer aviation sector in Sri Lanka, benefiting all stakeholders.



AVM Sagara Kotakadeniya (Retd.)

Director General of Civil Aviation/

Chief Executive Officer.

0st June 2024

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The Authority

Civil Aviation Authority of Sri Lanka was established on 27th December 2002 in pursuance of the Civil Aviation Authority of Sri Lanka Act No 34 of 2002. The Civil Aviation Authority replaced the Department of Civil Aviation and took over all the duties and functions of the department.

This Authority was instituted due to the Government's acceptance of a recommendation made by International Civil Aviation Organization (ICAO) to establish an autonomous body for the effective discharge of the State's responsibility cast in terms of the Convention on International Civil Aviation (Chicago Convention - 1944). As a signatory to the Convention on international Civil Aviation (Chicago Convention), Sri Lanka has a compelling obligation to ensure a safe, secure, efficient and regular air transport service in the country conforming to applicable international standards and recommended practices and local legislative requirements.

Air Transport & Economic Regulation.

The Air Transport & Economic Regulation Section in the Authority, is responsible for inter-alia Air transport related activities. It also issues the Air Transport Service (Passenger) Licence.

Air Transport Service Licence

This licence is issued to a person or an organization to carry on the business of air transportation. Business of Air Transportation means making available, as the operator of an aircraft or as principle or agent, accommodation for the carriage of persons or cargo or mail, by aircraft.



Who should obtain this licence?

This is a legal document the Authority issues in terms of the Civil Aviation Act No. 14 of 2010 by the Director General of Civil Aviation to a prospective applicant for carrying on the business of air transportation in Sri Lanka.

Any person(s), Partnership or company who/which intend to carry on the business of air transportation must obtain this License.

Categorization of Licences

There are two categories of licences viz. Group A and Group B depending on the Paid up Capital/Share Capital/Capital Contribution of the Institution.

Difference between two categories

A holder of a Group 'A' Licence may deal directly with an airline or General Sales Agent of an airline in the transaction of any of its business relating to the carriage of airline passengers.

A holder of a Group 'B' Licence shall not deal directly with an airline in the transaction of any of its business relating to the carriage of airline passengers.

A holder of a **Group 'B'** Licence shall transact such business only with or through a **Group 'A'** Licence holder.

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Group 'A' Licence

- (A). A company registered under the Companies Act No. 07 of 2007, having a paid up capital of Rs. 500,000/- or higher
- (B). A Partnership registered under the Business Names Ordinance (Chapter 149), having a capital contribution of Rs. 500,000/- or higher.
- (C). Sole proprietor, registered under the Business Names Ordinance having a capital contribution of Rs. 500,000/- or higher.
- (D). An Airline that holds a valid **Foreign Air Operator Certificate (FAOC)**,

Will be entitled to apply for a Group 'A' license.

Group 'B' Licence

- (A). A Company registered under the Companies Act No. 07 of 2007, having a paid up capital of not less than Rs. 250,000/-
- (B). Partnerships registered under the Business Names Ordinance (Chapter 149) having a capital contribution of not less than Rs. 250,000/-
- (c). Sole proprietor registered under the Business Names Ordinance having a capital contribution of not less than Rs.250, 000/-

Will be entitled to apply for a Group 'B' license

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Method of Application

The Application Set can be downloaded from the official website of the Civil Aviation Authority. This set includes the following:

1. Application Form (**CAASL 09-02**) (05 Pages)
2. Information Booklet (this guide)
3. Copy of DGCA'S Directive (Ref No. CAASL/01/2015)
4. Copy of DGCA's Directive on conduct of the business of Air Transportation by Travel Agents registered with Civil Aviation Authority of Sri Lanka (Ref No. CAASL/AT/01/2019)
5. Bank Guarantee Format
6. Applicable Gazette Notifications and Circulars issued by DGCA

An applicant can use this form for either Group 'A' or 'B'. The classification depends on the Paid-up Capital / Share Capital / Capital Contribution.

Submission of Application Forms

- Duly filled Application Forms can be submitted to the Air Transport Section of the Authority from **8.30 am to 3.00 pm** on working days with all necessary documents. (With photocopies and their originals).

Payments can be made up to 3.00 pm to CAASL shroff.

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- Alternatively, an online submission facility is available. Soft copies can be sent to agency@caa.lk, where online card payment facility is also provided.

Documents to be submitted

There are few documents an applicant has to submit with the Application Form as per the Air Transport Providers (Passenger) Licensing regulations no 01 of 1993. They are as follows

1. A letter of appointment from an Airline or an appointed agent of an Airline (General Sales Agent) that the agency has been **appointed as an agent** or **engaged in selling of airline tickets** pertaining to that airline. In addition, recommendation letter issued by IATA agents is also accepted.
2. The agency should have at least two staff members with IATA/UFTA or any other relevant qualification accepted by DGCA.
3. Agency should have enough office space to continue the business.
4. Documents to prove that the agency has enough capital to continue the business.
5. Certification letter that the agency agreed to inform all the changes within the organization in future to DGCA.
6. Business registration certificate & Articles of the Association (If Applicable)
7. Financial statements for last three years.(if available)



Note: Only dully completed applications with all supporting documents will be accepted.

8. A Bank Guarantee.
(Group 'A' – Rs 500,000/- Group 'B' – Rs 500,000/-)

Note 1. Bank Guarantee should be submitted after completion of Evaluation Process successfully and the Validity period of Bank Guarantee should be at least one year.

Note 2. Upon successful completion of evaluation process, CAA will advise you to make the license granting fee and to submit the Bank Guarantee at least for one year. Then the license will be issued for a period of one year from the date of bank guarantee.

Evaluation & Fee

With effect from 01st August 2014 an evaluation fee (Non-refundable) will be charged for all new applications. CAA will inform the applicant whether the application is in order or not. If the application is not in order, CAA will inform the applicant what additional documents have to be submitted.

Group	Evaluation Fee	
	Rs.	
A	9000.00	+ Tax
B	5400.00	138.46



License Granting Fee/Licensing Fee

There are two different Registration Fees for the two groups of licenses.

Group	License Granting Fee (Rs.)	
'A'	900.00	Tax
'B'	540.00	Tax

Method of Payment

The registration fees can be paid by any of the following ways.

After making the payment please obtain a Receipt and forward it to the Air Transport & Economic Regulation Section

Paying Method	Place of Payment	In favour of
Cash	Shroff of CAASL	-
Cheques	Shroff of CAASL	Civil Aviation Authority of Sri Lanka
Online Card Payment		
QR Payments	Shroff of CAASL	

SVAT

If you are registered for Simplified Value Added Tax (SVAT) Scheme, you are required to submit a copy of registration certificate for SVAT

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with the application form. A Suspended Tax Invoice will be provided to you by CAASL upon payment.

Issuance of Licence

If the applicant has submitted all the necessary documents and the payments have been made correctly, the CAA will start process of Evaluation. After completion of the evaluation process successfully the license fee can be paid. The licence will be issued for one year period from the date of payment.

There are two types of Evaluation

01. Evaluation of Application and the accuracy of the supporting documents, certificates etc.

Note- Bank Guarantee should be provided just after the evaluation meeting date or date of payment of the licence.

02. Evaluation Meeting will be conducted to evaluate the ticketing staff and instruct and advise licensee.

Validity period of a Licence & Amendments

A licence issued by the CAA is valid for one year. But please note that during the period of validity, if any material changes occur in the business activity of the Licence holder it should be forthwith informed in writing to the CAA.

The CAA if necessary will issue an amended Licence. Fees will be charged for effecting these changes in amended license as follows:

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Group	Amendment Fee Rs.	
A	1980.00	Tax
B	1320.00	Tax

Maximum Consideration time for an initial Application.

Once an initial application accepted by the CAA, the applicant must complete all the requirements within 3 months from date of submission. Unless the application will be rejected and the applicant has to apply as a fresh applicant. Also maximum 3 meeting dates will be allocated for evaluation and if the applicant is unsuccessful, the application will be rejected.

Expiration of Licence

A license holder should renew the license by the expiry date.

Renewing the Licence

License holders whose Air Transport Service License expires in current year are required to renew the license by submitting the dully filled application form with all the documents & applicable fee at least 30 days prior to lapsing the existing license.

Renewal Application Form (**CAASL09-03**) and relevant supplementary forms are available in Civil Aviation Authority official website (www.caa.lk) to download.

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Documents to be submitted with the Renewal Application Form

The Following documents have to be submitted with the renewal form.

1. Financial Statements for last financial year with originals or Copies certified by a Chartered Accountant
2. Staff Details (Proof for Experiences & Certificates to prove Qualifications in the Travel Trade) i.e. Must provide copies with originals.

-CERTIFIED COPIES WILL NOT BE ACCEPTED -
- Originals will be returned -

3. Number of tickets issued within preceding year. This should be provided destination wise. (Refer 8 (b) of renewal application form)
4. List according to the No. 13 of Renewal Application form.
5. A Bank Guarantee according to the Directive No. CAASL/AT/01/2019.
(Group 'A' – Rs 500,000/- Group 'B' – Rs 500,000/-)

Note:

Bank Guarantee validity period should be at least one year from the current license expiring date. If the license is already expired, then the validity period of the bank guarantee should start from the date which you may pay the application renewal fee to Civil Aviation Authority. Please note that the Bank Guarantees with lapsed dates will not be accepted.



PLEASE NOTE that the Memorandum and certificate of Business registration need not be submitted unless there is a material change in the nature or status of the business.

Submission of Renewal Form

Please submit duly filled application and all the supporting documents at least one month prior to expiration of the existing license to the Air Transport & Economic Regulation Section of CAASL. The evaluation of your application will start after the completion of the aforementioned requirements and the payment of applicable fees.

Conducting Business with a Lapsed License

It is a Punishable Offence and Director General of Civil Aviation will take legal actions as per the provisions laid down in the section 97 of the Civil Aviation Act no. 14 of 2010 against the Air Transport providers who do not have a proper valid licence.

Any Licence that is produced for renewal after the due date of expiry will be charged an additional administrative fee worked out on the following basis, for late submission:



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Lapsed Period	Late Submission Fee
Less than 06 months	10% of renewal fee (renewal evaluation + Licence fee) For each month or portion thereof + Taxes
Beyond 06 months	20% of renewal fee (renewal evaluation + Licence fee) For each month or portion thereof + Taxes

Failure to renew the license on time shall result in termination of GDS connections within 30 days of license expiry date without further notice and the relevant parties will be notified accordingly.

Issuance of Renewed Licence

As in the case of the initial license, if all the necessary documents have been submitted and payments have been made correctly, the Authority will take one to two weeks to issue a renewed Licence. Again, this depends on the accuracy of the application and attachments.

License Collection

If the renewed license is to be collected by a person or a party other than the owner or CEO of the business, the “Collection of Air Transport Service License” form **(CAASL 09-020)** must be submitted to the Air Transport & Economic Regulation Section.

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Valid Licence

1. The Air Transport Service Licence must be displayed prominently at the place of business. All the branch offices of an Agency must display the certified copies of the valid license obtained from the CAASL.
2. The licence number should be displayed on any type of hoarding, advertisement, letter heads, and name boards related to the business.
3. The licence number should be mentioned in all correspondence with the Civil Aviation Authority.
4. The list of travel agencies that are licensed to conduct business of airline ticketing is published in the CAASL website (www.caa.lk). It is accessibly by the public, if an agent's license is lapsed the agency name will not appear on the list published.

Changes in license holder information

All license holders are required to notify Civil Aviation Authority within 14 days of any changes in their business such as;

1. Change in the company's or firm's name (Form 04: Company's Name Change by Registrar-General of Companies).
2. Change of address of its principle place of business (Form 13: Notice of Company's Change of Registered Office Address by Registrar-General of Companies).

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3. Change in the ownership/ shareholding or any other information that is material to the company.

A formal letter of request must be forwarded to the Director General of Civil Aviation by agency/ accountable manager of the agency by requesting the change along with the required proof documents and a copy of current license. The Authority will issue an amended license if necessary and an amendment fee will be applicable for same.

Upgrade and Downgrade of License.

Any agency can switch between two groups if they have fulfilled all the requirements for the new group. If the agency wishes to upgrade the licensing grade from B to A, the balance licensing fee and full evaluation fee should be paid. The new changed license will be issued to the original expiry date of existing license.

No fees will be paid back at the downgrade of license from Group A to B.

Transfer of License

The license cannot be transferred to any other legal entity.

To Hold or Terminate the Operations of the Agency

If the Agency is planning to hold or terminate business activities, the License Holder can place a request to Director General of Civil Aviation to terminate or hold the license



If there is any clarification

Please do not hesitate to contact The Air Transport Section through the following modes if you require any further clarification.

Telephone: +94 (0)11 2358888/2358800 Ext 888

Facsimile: +94 (0)11 2253985

E-mail: dater@caa.lk agency@caa.lk

Address: **Air Transport & Economic Regulation Section,**
Civil Aviation Authority of Sri Lanka,
152/1, Minuwangoda Road,
Katunayake
Sri Lanka



Payment Summary (excluding tax)

01.	Initial Application Form	Rs. 900.00/-
02.	Evaluation Fee	
	Group A	Rs. 9,000.00/-
	Group B	Rs. 5,400.00/-
03.	Registration Fee	
	Group A	Rs. 900.00/-
	Group B	Rs. 540.00/-
04.	Renewal Fee	
	Group A	Rs. 6,600.00/-
	Group B	Rs. 2,640.00/-
05.	Amendment fee	
	Group A	Rs. 1,980.00/-
	Group B	Rs. 1,320.00/-



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Air Transport & Economic Regulation Section

August 2024

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