

**Democratic Socialist Republic of Sri Lanka**



**Civil Aviation Authority of Sri Lanka**

**Implementing Standards**

(Issued under Section 120, Civil Aviation Act No. 14 of 2010)

**Title: Requirements for Issue of Permit for Ground Support Services  
(alias Fixed Based Operator)**

**IS Reference Code. :** CA-IS-2023-OPS-001

**Date of Issue:** 04-08-2023

Pursuant to Section 120 of the Civil Aviation Act No.14 of 2010 (hereinafter referred to as the CA Act), Director General of Civil Aviation (hereinafter referred to as the DGCA) shall have the power to issue, whenever he considers it necessary or appropriate to do so, such Implementing Standard for the purpose of giving effect to any provision in the CA Act, Regulations or Rules made thereunder including the Articles of the Convention on International Civil Aviation specified in the Schedule to the CA Act.

Accordingly, I, being the DGCA do hereby issue the Implementing Standards on Requirements for Issue of Permit for Ground Support Services (alias Fixed Based Operator) as mentioned in the Attachment hereto CA-IS-2023-OPS-001-Att, elaborating the requirements to be satisfied for the issuance/renewal of a permit in line with industry best practices.

This Implementing Standard shall be applicable to every organization coordinating Ground support services to aircraft and shall come in to force with immediate effect and remain in force unless revised / revoked.

This Implementing Standard will replace the requirements in Directive 006 issued on 01-08-2017.

Attention is also drawn to Section 103 of the CA Act, which states inter alia that failure to comply with any Implementing Standard is an offence. Further, if any standard stipulated in this Implementing Standard is not complied with or violated, an appropriate enforcement action will be taken as per the Aviation Enforcement Policy & Procedures Manual, SLCAP 0005 by the DGCA under Section 102 of the CA Act No. 14 of 2010.

Civil Aviation Authority of Sri Lanka  
152/1, Minuwangoda Rd  
Katunayak  
Sri Lanka

P. A. Jayakantha  
Director General of Civil Aviation and  
Chief Executive Officer

Enclosure: Attachment No. CA-IS-2023-OPS-001-Att







## TABLE OF CONTENTS

<b>RECORD OF REVISION</b> .....	1
<b>LIST OF EFFECTIVE PAGES</b> .....	2
<b>HISTORY OF REVISIONS</b> .....	3
<b>TABLE OF CONTENTS</b> .....	4
<b>1. INTRODUCTION/ BACKGROUND</b> .....	5
<b>2. OPERATIONAL REQUIREMENTS/LIMITATIONS FOR REGISTRATION AS A FBO</b> .....	5
<b>3. SECURITY REQUIREMENTS FOR REGISTRATION AS A FBO</b> .....	6
<b>4. PERIOD OF VALIDITY OF REGISTRATION</b> .....	6
<b>5. DOCUMENTS REQUIRED FOR INITIAL ISSUANCE OF FBO PERMIT</b> .....	7
<b>6. DOCUMENTS REQUIRED FOR RENEWAL OF FBO PERMIT</b> .....	7
<b>7. DOCUMENTS REQUIRED FOR AMENDMENT OF FBO PERMIT</b> .....	7
<b>8. RECORD KEEPING</b> .....	7
<b>Appendix 1</b> .....	8
<b>APPLICATION FOR ISSUANCE OF INITIAL / RENEWAL/AMEDMENT PERMIT FOR GROUND SUPPORT SERVICES (ALIAS FIXED BASED OPERATOR)</b> .....	8
<b>Appendix 2 – OPERATIONAL RECORDS</b> .....	13
<b>Appendix 3</b> .....	14

## 1. INTRODUCTION/ BACKGROUND

A Ground support Service Coordinator or Fixed Based Operator (FBO) (*also known by the names of “Trip Support Services” and “Ground Supporting Agent”*) is an organization granted the right to coordinate aeronautical services such as ground handling, re-fuelling, Catering services, etc. for Non schedule revenue / non-revenue aircraft operating into and out of an airport without a Foreign Air Operator Certificate.

FBO organizations shall obtain a permit from the Civil Aviation Authority of Sri Lanka in order to ensure that they would coordinate a professional and dependable services to such operators, whilst conforming to the applicable civil aviation safety and security requirements.

## 2. OPERATIONAL REQUIREMENTS/LIMITATIONS FOR REGISTRATION AS A FBO

### (A) REQUIREMENTS

An organization applying for a FBO Permit in Sri Lanka shall satisfy the following requirements and proof documents shall be submitted along with the application in Appendix 1,

- (i) The organization shall be a legal entity in Sri Lanka;
- (ii) The organization shall nominate one of the directors as a coordinating officer who shall be responsible to DGCA.
- (iii) The organization shall have trained and experienced Human Resources (Passenger and Ramp Operations) who are nominated for access permit in order to coordinate following;
  - a) Ground Handling, Catering, Refueling Service Providers & the Airport Authorities to facilitate for Private Aircraft and/or Business Jets
  - b) Aircrew and Passengers of Private Aircraft and/or Business Jets
  - c) Logistic Support agents for providing Accommodation, Transport, Maintenance, Flight Dispatching with Weather Information Service and Aeronautical Information Services.
  - d) Security service providers at airports
- (iv) The organization shall have a paid up capital of Rs. 250,000.00 or higher.
- (v) The Company shall have an Agreement / MOU/ Letter of Consent with following Aeronautical Service Providers /Agencies, as applicable
  - a) Ground Handling Service Provider
  - b) Aviation Security Service Provider
  - c) Aerodrome Operator / Air Navigation Service Provider
  - d) Re-fuelling Service Provider
  - e) Flight Dispatching Service Provider

f) Engineering Maintenance Service Provider

g) Catering Service Provider

(vi) Permit holder shall be thorough on all applicable Implementing Standards / Directives / Directions / Instructions and SLCAP documents published by the DGCA.

#### **(B) LIMITATIONS**

(i) The holder of FBO Permit is not permitted to function as a Travel Agent or a General Sales Agent.

(ii) The holder of FBO Permit is not permitted to represent Scheduled or Seasonal Charter Aircraft Operators in Sri Lanka, unless otherwise specifically authorized in the permit.

(iii) The holder of FBO Permit is not permitted to represent any airline Operator operates under FAOC issued by DGCA, unless otherwise specifically authorized in the permit.

### **3. SECURITY REQUIREMENTS FOR REGISTRATION AS A FBO**

(i) The directors and personnel who are issued with CAASL recommendations to have airport access permits, shall be security cleared by the State Intelligence Services.

(ii) Initially recommendations for issuance of airport access permits with photo identity for two (02) designated staff officials of the company to enter in to specific areas identified to be relevant & required to discharge their duties and to be renewed every one year.

Note: Recommendations for issuance of extra airport access permits is considered in consultation with Security Service Provider at the airport, based on the previous operational volume and the frequency of providing ground support services at airports by the FBO.

(iii) The company shall submit the dully filled application (CAA/AVSEC/001 - [https://www.caa.lk/images/pdf/applications/AVSEC/APPLICATION\\_RECOMMENDATION\\_TO\\_ISSUE\\_AIRPORT\\_ACCESS\\_PERMITS.pdf](https://www.caa.lk/images/pdf/applications/AVSEC/APPLICATION_RECOMMENDATION_TO_ISSUE_AIRPORT_ACCESS_PERMITS.pdf)) and relevant supporting documents in order to recommend issuance of airport access permits.

### **4. PERIOD OF VALIDITY OF REGISTRATION**

FBO Permit is valid for a period of one (01) year and it is Non Transferable. If intends to Renew the approval after 01 year, the holder is required to apply two weeks (14 days) prior to the expiry of the current FBO Permit.

If any changes occur in the business including the change of airport access permit holder, ownership, registered address, name, change of Directors/Secretary and nature of business, it shall be informed to DGCA in writing prior to two weeks (14 days) of such change.

A certified copy of relevant form/s in section (3) of Appendix 3 issued by Registrar of companies shall be forwarded to DGCA within one week (01) from the date of issuance of such documents.

## **5. DOCUMENTS REQUIRED FOR INITIAL ISSUANCE OF FBO PERMIT**

- (i) Initial application in appendix 1 together with applicable documents in section (1) of Appendix 3.
- (ii) Details about the person's qualifications and experience working in an FBO;

NOTE: In absence of FBO experience, at least 5 years of experience working as a Passenger/Customer Relations Officer at the Airport shall be produced.

- (iii) Agreement / MOU/ Letter of Consent with Aeronautical Service Providers /Agencies, as applicable.
- (iv) Audited Statement of Accounts of the preceding Financial Year (if applicable).
- (v) Applicable initial payment confirmation as per the current Fees and Charges levied by CAASL.
- (vi) Bank statement to prove paid up capital of the company.

## **6. DOCUMENTS REQUIRED FOR RENEWAL OF FBO PERMIT**

- (i) Renewal application in appendix 1 together with applicable documents in section (2) of Appendix 3.
- (ii) Applicable renewal payment confirmation as per the current Fees and Charges levied by CAASL.

## **7. DOCUMENTS REQUIRED FOR AMENDMENT OF FBO PERMIT**

- (i) Application for amendment in appendix 1 together with applicable documents in section (3) of Appendix 3.
- (ii) Applicable payment for amendment as per the current Fees and Charges levied by CAASL.

## **8. RECORD KEEPING**

- (i) The holder of FBO Permit shall maintain a record of all flights handled by them by duly completing the document in Appendix 2.
- (ii) The holder of FBO Permit shall submit records as per the requirements of the Civil Aviation Authority, as may be specified from time to time.





## Civil Aviation Authority of Sri Lanka

FBO PERMIT/REGISTRATION No: 

**APPLICATION FOR ISSUANCE OF INITIAL /  
RENEWAL/AMENDMENT PERMIT FOR GROUND SUPPORT  
SERVICES (ALIAS FIXED BASED OPERATOR)**

Initial

Renewal

Amendment

<b>A</b>	<b>Information of the Coordinating Officer</b>	
	i. Name	
	ii. Title/Position in the Company	
	iii. Nationality	
	iv. Date of Birth	
	v. NIC Number	
	vi. Gender	
	vii. Postal Address	
	viii. Telephone/ Fax	
	ix. e-mail	

<b>B</b>	<b>Information of the Organization applying for Registration as FBO</b>	
	i. Name of the Company ( <i>Attach a certified copy of Company Registration</i> )	
	ii. Type of the Company ( <i>Attach Company Registration Certificate</i> )	

iii. Company Registration Number			
iv. Registered Address of the Company ( <i>Attach a certified copy of Form 15</i> )		(1) Local :	
		(2) Foreign :	
v. Contact Details of the Company	<i>Telephone</i>		
	<i>Fax</i>		
	<i>E-mail</i>		
	<i>Website</i>		

<b>C Details of Directors of the Company</b>		
i	Full Name	
	Title/Position in the Company	
	Nationality	
	Date of Birth	
	NIC Number	
	Gender	
	Postal Address	
	Telephone/ Fax	
	e-mail	
ii	Full Name	
	Title/Position in the Company	
	Nationality	
	Date of Birth	
	NIC Number	
	Gender	
	Postal Address	
	Telephone/ Fax	
	e-mail	



	<b>D Training / Experience Details of Operational Staff</b> for the coordination of intended services as an FBO.	
--	--	--

<b>E</b>	<b>Airport(S) Requested (Project Proposals for intended Airports to Operate)</b>							
	<b>CMB</b>		<b>HRI</b>		<b>RML</b>		<b>JAF</b>	
<b>F</b>	<b>Agreement /MOU as applicable</b>							
	<b>Agreement /MOU</b>				<b>CMB</b>	<b>HRI</b>	<b>RML</b>	<b>JAF</b>
<b>i</b>	Ground Handling Service Provider							
<b>ii</b>	Aerodrome Operator/Air Navigation Service Provider							
<b>iii</b>	Re-fueling Service Provider							
<b>iv</b>	Flight Dispatching Service Provider							
<b>v</b>	Engineering Maintenance Service Provider							
<b>vi</b>	Catering Service Provider							
<b>vii</b>	Security Service Provider							
<b>G</b>	<b>Statistics reports for Preceding year :</b>							
	<b>Quarter</b>	<b>CMB</b>	<b>Quarter</b>	<b>HRI</b>	<b>Quarter</b>	<b>RML</b>	<b>Quarter</b>	<b>JAF</b>
	<b>Q1</b>		<b>Q1</b>		<b>Q1</b>		<b>Q1</b>	
	<b>Q2</b>		<b>Q2</b>		<b>Q2</b>		<b>Q2</b>	
	<b>Q3</b>		<b>Q3</b>		<b>Q3</b>		<b>Q3</b>	
	<b>Q4</b>		<b>Q4</b>		<b>Q4</b>		<b>Q4</b>	

I hereby certify all information furnished above are true and correct.

NAME OF AUTHORIZED/ACCOUNTABLE OFFICER:

NIC/PASSPORT NUMBER :

SIGNATURE :

DATE :

---

**Appendix 2 – OPERATIONAL RECORDS**

<b>FBO Permit Holder:</b>						
<b>Name of the Operator</b>						
<b>Aircraft Registration</b>						
<b>Aircraft Type</b>						
<b>Operated Airport</b>						
<b>Arrival</b>	<b>From</b>		<b>Date</b>		<b>Time</b>	
<b>Departure</b>	<b>To</b>		<b>Date</b>		<b>Time</b>	
<b>Airport Access permit holder/s engaged for operation</b>	<b>1.</b>					
	<b>2.</b>					
	<b>3.</b>					
<b>Signature of Accountable manager</b>						

## Appendix 3

### 1. Required supporting documents for Initial issuance

- Company Registration Certificate
- Form 1- Application of Incorporation
- Form 15- Last Updated Annual Return of the Company as applicable

### 2. Required supporting documents for Renewal

- Form 15- Last Updated Annual Return of the Company as applicable

### 3. Required supporting documents for amendments as applicable

- Form 3- Notice of Name Change
- Form 13- Notice of Address Change
- Form 20-Notice of Directors/Secretary
- Appointment letter/s of newly appointed personnel who is seeking to obtain Airport Access Permit
- Identity card/ Passport copy / Qualifications & Experiences of newly appointed personnel who are seeking to obtain Airport Access Permit
- Request letter to DGCA for required amendment