ANNUAL REPORT

2023/2024





IATA AGENTS ASSOCIATION OF SRILANKA

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OF SRI LANKA

SINCE -1988

AFFILIATED TO - THE CEYLON CHAMBER OF COMMERCE

THE IATA AGENTS ASSOCIATION OF SRI LANKA WAS FORMED IN 1988, AS A BODY TO REPRESENT THE INTERESTS OF THE SRI LANKAN TRAVEL AGENCIES ACCREDITED TO THE INTERNATIONAL AIR TRANSPORT ASSOCIATION. IAASL WAS DISSOLVED AS A "COMPANY LIMITED BY GUARANTEE" ON THE 28TH OF JULY 2023 AT THE EXTRAORDINARY GENERAL MEETING.

AT PRESENT THE MEMBERSHIP CONSISTS OF 141 TRAVEL AGENCIES LOCATED THROUGHOUT SRI LANKA. THE PRESIDENT, VICE PRESIDENT, AND 18 COUNCIL MEMBERS, WHICH INCLUDES THE IMMEDIATE PAST PRESIDENT, ARE ELECTED AT AN ANNUAL GENERAL MEETING TO GUIDE THE ASSOCIATION ON BEHALF OF THE GENERAL MEMBERSHIP.

THE COUNCIL MEETS MONTHLY WHEN INDUSTRY ISSUES
REQUIRE IMMEDIATE INTERVENTION OR THE CONSENSUS OF
THE GENERAL MEMBERSHIP.

OUR MISSION

"TO REPRESENT, SAFEGUARD & NURTURE THE INTERESTS OF ALL ITS MEMBERS".

OUR VISION

TO WORK IN CLOSE LIAISON WITH ALL BUSINESS PARTNERS IN THE TRAVEL INDUSTRY, AND FORMULATE INDUSTRY POLICIES AND STANDARDS, IN ORDER TO ACHIEVE MAXIMUM PROFITABILITY FOR EACH AND EVERY MEMBER WHILE PROVIDING AN ETHICAL SERVICE TO THE END USER.

MESSAGE FROM THE PRESIDENT FOR 2023/2024



As I come to the end of my term as President, I reflect on the year 2023/2024 with a sense of pride and gratitude. It has been an honor to serve this esteemed association and to witness the tremendous strides we have made together. Over the past year, we have strengthened our relationships with major airlines, establishing a rapport that has earned IAASL significant recognition in the industry. Additionally,

we have engaged with government authorities to ensure proper licensing and worked closely with various service providers to curb unauthorized business practices.

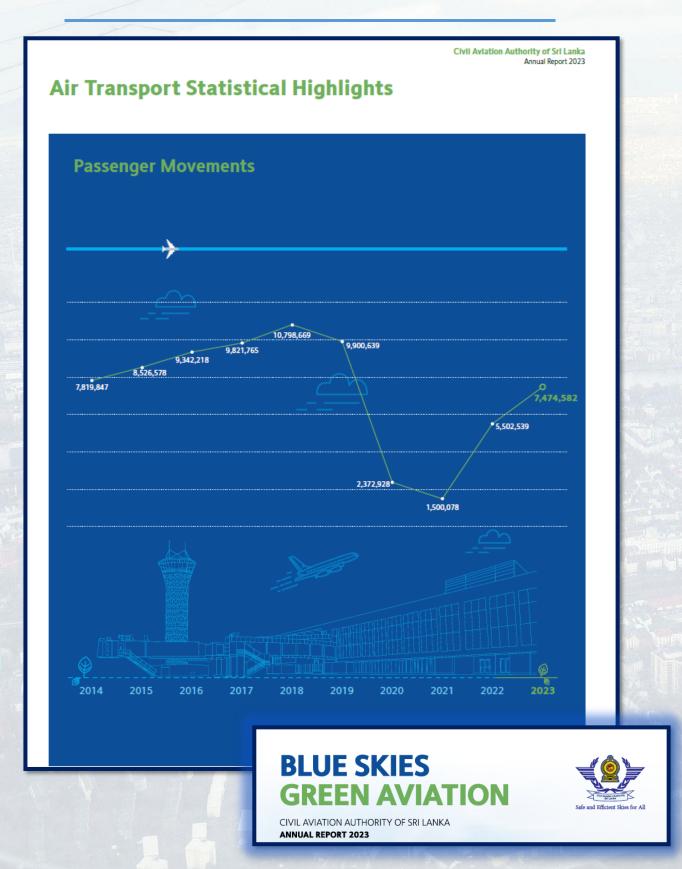
These achievements are not mine alone, but the result of the collective efforts of all council members, our partners, and each one of you. As we move forward, I want to stress the importance of unity and harmony within the association. Just as the council worked collaboratively to achieve our goals, I urge all members to continue fostering this spirit of cooperation. Only through unity can we overcome challenges and reach new heights.

The coming year will bring new opportunities, and with a shared commitment, I am confident that IAASL will continue to thrive.

Thank you for your trust, your support, and your dedication. I wish the new leadership and the entire IAASL family continued success in the years ahead.

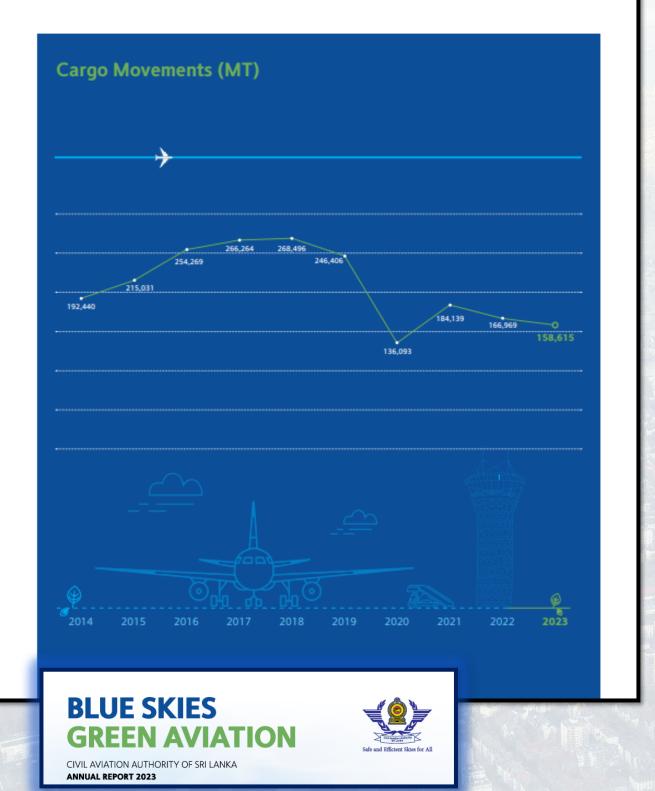
Sabry Bahaudeen, President of IAASL (2023/2024)

OVERVIEW OF THE OUTBOUND TRAVEL & TICKETING INDUSTRY

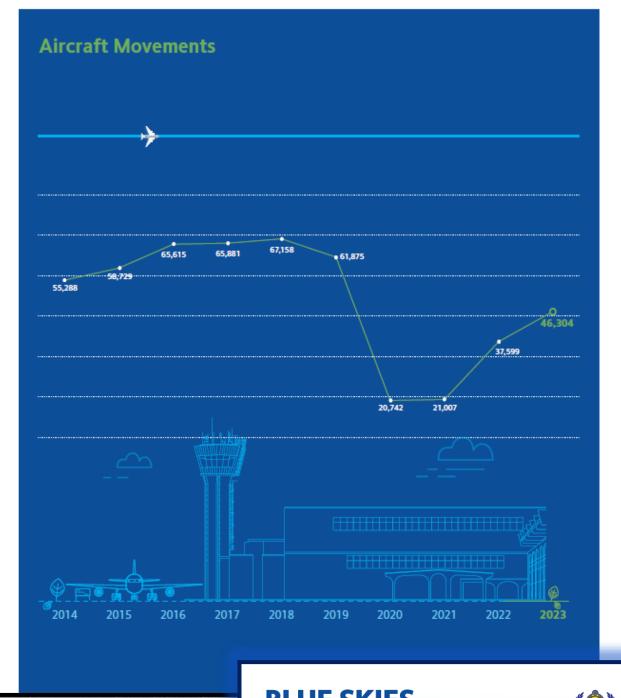


Civil Aviation Authority of Sri Lanka Annual Report 2023

Air Transport Statistical Highlights



Civil Aviation Authority of Sri Lanka Annual Report 2023



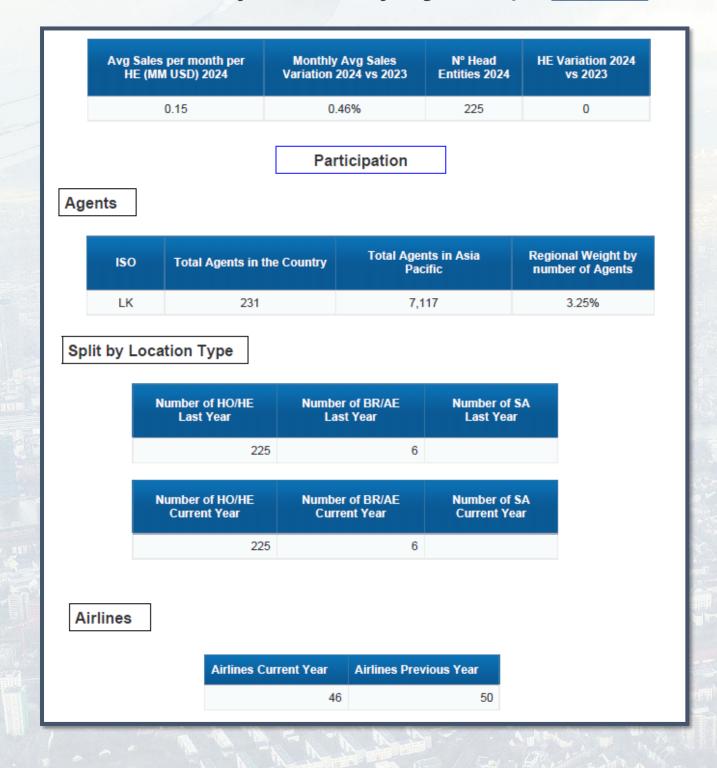
BLUE SKIES
GREEN AVIATION



CIVIL AVIATION AUTHORITY OF SRI LANKA
ANNUAL REPORT 2023

Sources: - Civil Aviation Authority Annual Report 2023

Sri Lanka- Market Information as of August 2024



Sales in Local Currency_

Year to Date Information: -

ISO	Currency ISO Alpha Code	Gross Sales (Current Year)	Gross Sales (Previous Year)	VAR (%)	VAR (Amount)	Cash % Current Year
LK	LKR	82,064,655,260	93,027,140,632	-11.78%	-10,962,485,372	99.83%

Monthly Information: -

ISO	Month	Gross Sales LKR (Current Year)	Gross Sales LKR (Previous Year)	VAR (%)	VAR (Amount)	Cash % Current Year
LK	1	10,576,692,189	12,211,969,083	-13.39%	-1,635,276,894	99.94%
LK	2	11,586,848,909	12,474,239,738	-7.11%	-887,390,829	99.89%
LK	3	11,847,488,078	13,576,608,106	-12.74%	-1,729,120,028	99.67%
LK	4	9,144,591,588	9,426,677,488	-2.99%	-282,085,900	99.74%
LK	5	9,804,886,152	11,239,099,271	-12.76%	-1,434,213,119	99.90%
LK	6	8,480,485,950	10,611,011,698	-20.08%	-2,130,525,748	99.90%
LK	7	10,219,147,660	11,467,980,751	-10.89%	-1,248,833,091	99.79%
LK	8	10,404,514,734	12,019,554,497	-13.44%	-1,615,039,763	99.81%

Sources: - IATA Singapore (BSP Statistics August 2024)

IAASL

EXECUTIVE COUNCIL FOR

THE FINANCIAL

YEAR

2023/2024

COUNCIL OF THE ASSOCIATION 2023/2024



Seated from Left to Right: -

Ms. Oshadhi Kodisinghe, Company Secretary, Mr. Nishantha Senaveratne (Aitken Spence Travels (Pvt) Ltd), Mr. Romesh Samaranayake, Vice President (BOC Travels (Pvt) Ltd), Mr. Sabry Bahaudeen, President (Classic Travel (Pvt) Ltd), Mr. Ziard Wahid, Immediate Past President (Golden International Travel & Tours (Pvt) Ltd), Mr. Channe Wijemanne (George Stuart Travels Ltd), Mr. Janath Vidanage (Danata Tours & Travels Pvt Ltd), Ms. Ushendrini Amerasinghe (IAASL Secretary), Ms. Chamathka Mallikaarachchige Umagiliya (IAASL Secretariat)

Standing from Left to Right: -

Mr. Mumthazer Mahir (The Travel Port Pvt) Ltd), Mr. Badruz Zaman Aroos (Ilma Hajj Service and Travel Operators), Mr. Murtaza Mustafa (MSA Travels & Tours Pvt Ltd), Mr. T. Nirthikan (NN Air Travel Partner Pvt Ltd), Mr. Shanaka Fernando (Yenesha Travels Pvt Ltd), Ms. Kalpana Fernando (Eigenweg Travels Pvt Ltd), Mr. Rohan Jayamanna (Holiday Plan DMC Pvt Ltd), Mr. Riza Yusoof (The Traveller Global Pvt Ltd), Mr. Duminda Kuruwitaarachchi (Travel Outlook Pvt Ltd), Mr. Wilhelm Brown (Alpha Travels & Holidays Pvt Ltd), Mr. Errol Morris (TGL Travels & Tours Pvt Ltd), Mr. Rizwan Rameize (Scenic Ventures Pvt Ltd), Mr. Vithiyarooban Rajaratnam (Green Tours & Resorts Pvt Ltd), Mr. Rajeev Aloysius (Tourama Pvt Ltd), Mr. Shimal Thaha (Airtrav Pvt Ltd), Mr. Shareek Ahmed (Hayleys Travels Pvt Ltd) and Ms. Chamila Wijethunge (Acorn Travels (Private) Limited)

SUB-COMMITTEES OF THE ASSOCIATION

The following Sub Committees were formed with a view to addressing the issues that concern all IAASL members.

1) Finance Sub-Committee

Mr. Mumthazer Mahir (Head)

Mr. Rajeev Aloysius

Mr. Murtaza Mustafa

2) Airline Sub-Committee

Mr. Ziard Wahid (Head)

Mr. Romesh Samaranayake

Ms. Chamila Wijethunge

Mr. Rizwan Rameize

Mr. Shimal Thaha

Ms. Kalpana N. Fernando

Mr. Badruz Zaman Aroos

Mr. Riza Yusoof

3) APJC Members (Agency Programme Joint Council)

Mr. Sabry Bahaudeen (Head)

Mr. Romesh Samaranayake

Mr. Ziard Wahid (Alternatives)

Mr. Nishantha Senaveratne

Mr. M. Riza Yusoof

4) Industry Regulatory and Government Affairs Sub-Committee

Mr. Channe Wijemanne (Head)

Mr. Ziard Wahid

Mr. Romesh Samaranayake

Mr. Wilhelm E. Brown

5) Events/Meetings/SGM/AGM

Mr. Shanaka Fernando (Head)

Mr. Shareek Ahmed

Mr. Murtaza Mustafa

Mr. Mumthazer Mahir

Ms. Kalpana N. Fernando

Mr. Vithiyarooban Rajaratnam

6) Membership Screening

Mr. Murtaza Mustafa

Mr. Rizwan Rameize

Ms. Chamila Wijethunge

Mr. Shareek Ahmed

Mr. Rajeev Aloysius

Ms. Kalpana N Fernando

Mr. Badruz Zaman Aroos

7) Diplomatic Liaisons Sub-Committee

Mr. Romesh Samaranayake (Head)

Mr. Nishantha Senaveratne

Mr. Channe Wijemanne

Ms. Kalpana N Fernando

Mr. M Riza Yusoof

8) Website Management

Mr. Rajeev Aloysius (Head)

Mr. Murtaza Mustafa

Mr. Shimal Thaha

Mr. Shanaka Fernando

9) Emergency support Subcommittee/Refunds

Mr. Nishantha Senaveratne (Head)

Mr. Shareek Ahmed

Mr. Shimal Thaha

Ms. Chamila Wijethunge

Mr. T. Nirthikan

Mr. Vithiyarooban Rajaratnam

Mr. Errol Morris

10) Human Resources Constitutional Affairs

Mr. Duminda Kuruwitaarachchi (Head)

Mr. Wilhelm E. Brown

Mr. Romesh Samaranayake

Mr. Rajeev Aloysius

ATTENDANCE AT COUNCIL MEETINGS 2023/2024

The Council met at twelve scheduled meetings during the period October 2023 to September 2024 and the attendance at the Council Meetings was as follows:

Name	Position	Attendance Nov'23 to Sep'24
Mr. Sabry Bahaudeen	President	11
Mr. Romesh Samaranayake	Vice President	11
Mr. Ziard Wahid	Imm. Past President	10
Ms. Chamila Wijethunge	Acorn Travels (Private) Limited	8
Mr. Nishantha Senaveratne	Aitken Spence Travels (Pvt) Ltd	8
Mr. Shimal Thaha	Airtrav (Pvt) Ltd	9
Mr. Wilhelm Brown	Alpha Travels & Holidays (Pvt) Ltd	11
Mr. Janath Vidanage	Danata Travels & Tours (Pvt) Ltd	7
Ms. Kalpana N Fernando	Eigen Weg Travels & Tours (Pvt Ltd	8
Mr. Channe Wijemanne	George Stuart Travels Ltd	9
Mr. Vithiyarooban Rajaratnam	Green Tours & Resorts Pvt Ltd	10
Mr. Shareek Ahmed	Hayleys Travels (Pvt) Ltd	8
Mr. Rohan Jayamanna	Holiday Plan DMC (Pvt) Ltd	8
Mr. Badruz Zaman Aross	Ilma Hajj Service And Travel Operators	10
Mr. Murtaza Mustafa	MSA Travels & Tours (Pvt) Ltd	9
Mr. T. Nirthikan	NN Air Travel Partner Pvt Ltd	2
Mr. Rizwan Rameize	Scenic Ventures (Pvt) Ltd	6
Mr. M. Riza Yusoof	The Traveller Global (Pvt) Ltd	10
Mr. Mumthazer Mahir	The Travel Port (Private) Limited	9
Mr. Errol Morris	TGL Travels & Tours (Pvt) Ltd	9
Mr. Rajeev Aloysius	Tourama (Pvt) Ltd	10
Mr. Duminda Kuruwitaarachchi	Travel Outlook (Pvt) Ltd	9
Mr. Shanaka Fernando	Yenesha Travels (Pvt) Ltd	11

ANNUAL GENERAL MEETING 2023

The 35^{th} Annual General Meeting of the IATA Agents Association of Sri Lanka (IAASL) was held on Thursday, 5^{th} Of October, 2023 at 7.00 p.m., in Holiday Inn Silom, Bangkok, Thailand with over 65 participants.

Baker Tilly Edirisinghe & Co. was re-elected as the auditors for the Association for the year 2023/2024.

























































A Special General Meeting of the IATA Agents Association of Sri Lanka (IAASL) to discuss the Constitution, was held on the 25th of April 2024 at 03.30 pm at the Ground Floor Auditorium -The Ceylon Chamber of Commerce with a participation of 90+ members.

The following clauses were proposed for inclusion in the IAASL constitution:

Clause 4 – Definitions

"Majority" means the number of members greater than half of the members present at a General Meeting.

Clause 11 – Application for Membership

(i) An application for membership shall be made in the prescribed form proposed and

seconded by a Member of the Association who has been a Member in good standing not less than 3 years and addressed to the Association to its Secretariat.

Clause 24 (e) – Composition of Office Bearers

(1) (e) In the event that the Association receives more than one nomination for the offices of Junior Vice president and the Treasurer, a secret ballot shall be conducted on a date before the Annual General Meeting.

Clause 26 – Eligibility of Council Members

(3) Number of Members on the Executive Council shall not be more than 23, including the Office Bearers (Section 24) and in the event that the Association receives more than 23 nominations, the Council members shall be elected by a secret ballot held on a date before the Annual General Meeting

Clause 28(f) – Succession

(1) (f) Council Members are allowed a maximum term of 2 years on a particular Office Bearer

Position subject to Clause 24 hereof, and if they wish to return as an office bearer, they must wait for a period of 5 years. They may reapply through the standard application process before the Annual General Meeting (AGM).

Clause 36 – Amendments and Alterations

Amendments and Alterations to the Constitution shall be resolved at a General Meeting of the Members with the majority of the Members present at such General

Meeting.

The proposed clauses were adopted after receiving a majority vote from the IAASL members present at the SGM.





















MEMBERS OF THE ASSOCIATION

2 ND CHANCE TRAVELS (PVT) LTD

AALAM INTERNATIONAL TOURS & TRAVELS

ACORN TRAVELS (PVT) LTD
AIR EXPRESS TRAVELS AND TOURS
AIR TRAV (PVT) LTD
AIRCOM TRAVELS & TOURS (PVT) LTD
AIRTRANS TRAVELS AND TOURS (PVT) LTD
AIRWING TOURS (PVT) LTD
AITKEN SPENCE TRAVELS (PVT) LTD
ALPHA TRAVELS & HOLIDAYS (PVT) LTD
AMANATH TOURS & TRAVELS
AMERICAN LLOYD TRAVELS LTD
AMJA TRAVELS
ASHIF TRAVELS & TOURS (PVT) LTD
ASIAN TRAVELS & TOURS
ATLAS LANKA (PVT) LTD

BARAKATH TRAVELS & TOURS (PVT) LTD

BENZ TRAVELS
BOC TRAVELS (PVT) LTD
BONGO (PVT) TRAVELS

CAREEM LANKA TRAVELS & TOURS (PVT) LTD

CARSONS TRAVELS (PVT) LTD
CEY-CAN TRAVEL & TOURS (PVT) LTD
CEYLINE TRAVELS (PVT) LTD
CEYLON SHIPPING LINES LTD
CEYLON TOURS LTD
CLASSIC TRAVEL (PVT) LTD
COLUMBUS TOURS (PVT) LTD

DANATA TRAVELS & TOURS (PVT) LTD
DELAIR TRAVELS

EASTGATE TRAVELLER EIGEN WEG TRAVELS & TOURS (PVT) LTD ESNA HOLIDAYS (PRIVATE) LIMITED

FARE WIN TRAVELS (PVT) LTD FLYWORLD FREQUENT TRAVELLER (PVT) LTD

GABO TRAVELS (PVT) LTD

GABO TRAVELS OVERSEAS (PVT) LTD
GANLO TRAVEL AND TOURS (PVT) LTD
GEORGE STEUARTS TRAVEL INTERNATIONAL LTD
GLOBAL AIR CONNECTION (PVT) LTD
GN HOLIDAYS (PVT) LTD
GOLDEN INTERNATIONAL TRAVELS AND TOURS (PVT) LTD
GREEN TOURS & RESORTS (PVT) LTD

HAYLEYS TRAVELS (PVT) LTD
HAYLEYS TRAVELS (PVT) LTD
HIMPRAS TOURS
HOLIDAY PLAN DMC (PVT) LTD
HTS TRAVELS (COLOMBO) LTD

LMA HAJJ SERVICE AND TRAVEL OPERATORS

INFOTECHS TRAVELS (PVT) LTD
INQBAYTOR GROUP (PVT) LTD
INTERSUN TRAVELS (PVT) LTD
INVITE HOLIDAYS (PVT) LTD
IQRA TRAVELS & TOURS (PVT) LTD
ISLAND TOURS AND TRAVELS GLOBAL (PVT)LTD

J U L TRAVELS (PVT) LTD

JETWING JOURNEYS (PVT) LTD

JETWING TRAVELS (PVT) LTD

KARUSAN TRAVELS (PVT) LTD

KEY TRAVELS (PVT) LTD
KGN TRAVELS AND TOURS (PVT) LTD
KHAIRAZ INT. TRAVELS & TOURS
KHAKIYA TRAVELS AND TOURS

LANDO TRAVELS (PVT) LTD
LANKA TRAVEL OPERATORS
LETS GO HOLIDAYS (PVT) LTD
LOARD TRAVEL SERVICES (PVT) LTD

MAYURA TRAVELS (PVT) LTD
MAYURA TRAVELS (PVT) LTD
METRO TRAVELS & TOURS (PVT) LTD
MPS HAJ TRAVELS
MSA TRAVELS & TOURS (PVT) LTD
MY HOLIDAY TICKET (PVT) LTD

N AIR TRAVEL PARTNER (PVT) LTD
NKAR TRAVELS & TOURS (PVT) LTD
ORIENT LANKA TRAVELS (PVT) LTD

ORINWAY LEISURE (PVT) LTD

PEARL LANKA TRAVELS (PVT) LTD
PEOPLE'S TRAVELS (PVT) LTD
PYRAMID AIR SERVICES LTD

QWEST DESTINATIONS (PVT) LTD

RAN LANKA TRAVELS

SAFRA TRAVELS & TOURS (PVT) LTD SAINT ANDREW & JUDE TRAVELS SB TRAVELS AND TOURS (PVT) LTD SCENIC VENTURES (PVT) LTD SEASON TRAVELS GLOBAL (PVT) LTD SHARMILA TRAVELS & TOURS SHUMS & SONS (TRAVELS) LTD SKY LINE TRAVELS (PVT) LTD

SKY MARK TRAVELS
SKY VOYAGER TOURS AND TRAVELS (PVT) LTD
SKYCORD TRAVELS & TOURS (PVT) LTD
SKYWAYS TRAVEL SOLUTIONS (PVT) LTD
SKYWING TRAVELS AND TOURS (PVT) LTD
SKYWORLD TRAVELS (PVT) LTD
SPRINT TRAVELS & TOURS
SUHAIR HAJJ TRAVELS
SUNPOWER TRAVELS (PVT) LTD
SUNSHINE TRAVELS & TOURS LTD

GL TRAVELS AND TOURS (PTE) LTD

THE FABULOUS GETAWAY (PVT)LTD THE GLOBAL TRAVELS & LEISURE (PVT) LTD THE KANDY TRAVELS AND LEISURE (PVT) LTD THE TRAVEL PORT (PVT) LTD THE TRAVELLER GLOBAL (PVT) LTD TOURAMA (PVT) LTD TRAVEL ARCADE (PVT) LTD TRAVEL CALL (PVT) LTD TRAVEL CARE GLOBAL (PVT) LTD TRAVEL CHANNEL (PVT) LTD TRAVEL CONCEPTS (PVT) LTD TRAVEL CONNECTION (PVT) LTD TRAVEL DATA TOURS & TRAVELS (PVT) LTD TRAVEL FEEDER (PVT) LTD TRAVEL LOUNGE (PVT) LTD TRAVEL MO (PVT) LTD TRAVEL OUTLOOK (PVT) LTD TRAVEL POINT (PVT) LTD TRAVEL WORLD (PVT) LTD TRAVEL ZONE (PVT) LTD TRAVEL7 (PVT) LTD TRAVELCO HOLIDAYS (PVT) LTD TRAVELLER GLOBAL DESTINATION & LEISURE HOLIDAYS (PVT) LTD TRAVELSERV LTD

VICCTORY TRAVELS

VISA WORLD (PVT) LTD

VISIT MY CITY TRAVELS (PVT) LTD

VMS TRAVELS & TOURS (PVT) LTD

WINGS FOR WORLD (PVT) LTD
WORLDLINK TRAVELS (PVT) LTD



NEW MEMBERS OF THE ASSOCIATION

The Association warmly welcomes the following companies that joined the membership during the year under review

- * AALAM INTERNATIONAL TOURS & TRAVELS
- * AIR EXPRESS TRAVELS AND TOURS
- * ESNA HOLIDAYS (PRIVATE) LIMITED
- ❖ INQBAYTOR GROUP (PVT) LTD
- *** KHAKIYA TRAVELS AND TOURS**
- * MPS HAJ TRAVELS
- * MY HOLIDAY TICKET (PVT) LTD
- ❖ TRAVEL FEEDER (PVT) LTD
- * TRAVEL MO (PVT) LTD
- * VISIT MY CITY TRAVELS (PVT) LTD
- **SUHAIR HAJJ TRAVELS**
- ***** LETS GO HOLIDAYS (PVT) LTD
- SEASON TRAVELS GLOBAL (PVT) LTD
- ❖ TRAVELCO HOLIDAYS (PVT) LTD
- ❖ VISA WORLD (PVT) LTD

CHANGE OF NAME

 METRO TRAVELS & TOURS (PVT) LTD was changed to METRO VOYAGE (PVT) LTD

RESIGNATIONS

The Association notes with regret the resignation of the following Companies during the year under review: -

❖ UNIVERSAL CITY (PVT) LTD



IAASL & TAASL'S JOINT YEAR-END CHRISTMAS CELEBRATION DECEMBER 2023

A joint Christmas celebration by TAASL and IAASL took place on Saturday, the 09th of December 2023 at 6:30 PM at the sophisticated Darley Road Pub, Excel World, attracting more than 160 participants. The event included a delightful Christmas Dinner and beverages accompanied by entertainment provided by a DJ and live music.

Galileo, Sabre and Commercial Bank were the principal sponsors for the event, with additional support from co-sponsors Air Asia, Fly Dubai, Orient Insurance and Acorn Aviation. The celebration brought together industry professionals in a festive spirit, marking the joyous holiday season.



















IAASL & TAASL'S GREEN INITIATIVE: PLANTING 100 TREES JANUARY 2024





Joyful and Prosperous New Year | 2024!

Welcoming the new year, TAASL and IAASL were dedicated to sustainable growth, with a commitment to nature through tree planting to mitigate our carbon footprint. Launching a tree-planting initiative, both associations aimed to plant 100 trees to Bundala National Park—an internationally important wintering site for migratory water birds in Sri Lanka. Home to 197 bird species, including the prominent greater flamingo in its expansive migrating flocks, the park transitioned from a wildlife sanctuary in 1969 to a national park on January 4, 1993.

L. The M



DUMINDA KURUWITAARACHCHI PRESIDENT

SABRY BAHAUDEEN PRESIDENT RAVEL AGENTS ASSOCIATION OF SRI LANKATA AGENTS ASSOCIATION OF SRI LANKA

TRAINING PROGRAM ON WORK-LIFE BALANCE FEBRUARY 2024

IAASL teamed up with TAASL which organized a workshop on 'Work-Life Balance,' that was held on Tuesday, February 20, 2024, from 9 AM to 12 PM at the Kynsey Room, Jetwing Colombo Seven. The workshop was led by Ms. Tanya Dharmaratnam, a certified Happiness Coach and Corporate Trainer, who brought great energy and kept the audience captivated throughout the session.

























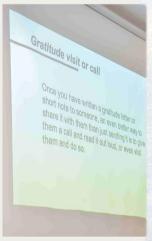


















TRAINING PROGRAM ON WORK LIFE BALANCE

Understand positive psychology through experiential learning!

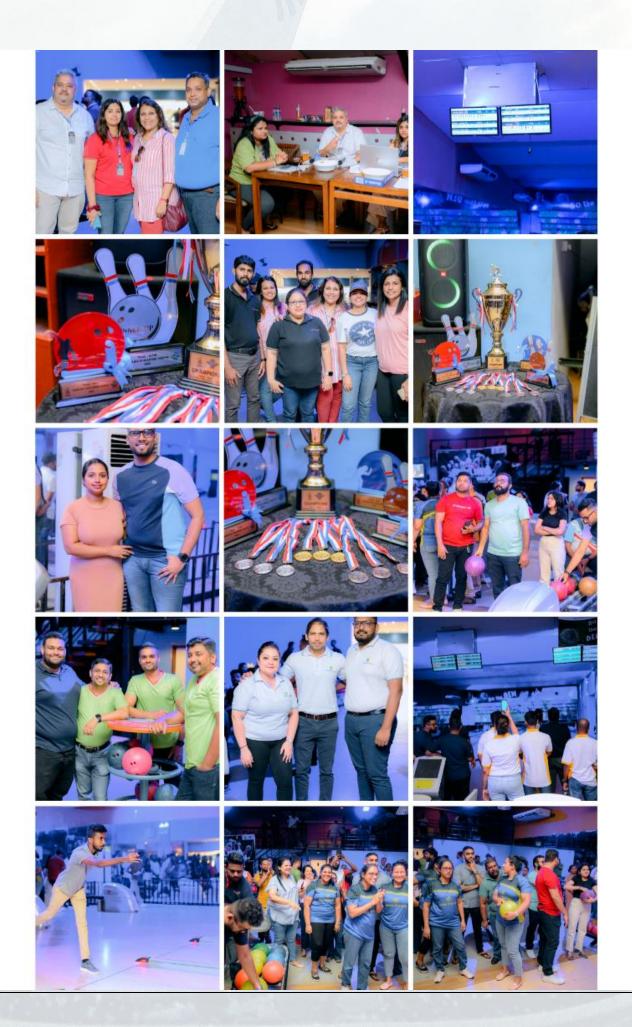
IAASL-TAASL'S JOINT BOWLING CHALLENGE TROPHY MARCH 2024

For the second consecutive year, both associations came together to host the Bowling Challenge Trophy on the 2nd of March 2024, at the Excel World Bowling Alley, starting at 1 PM.

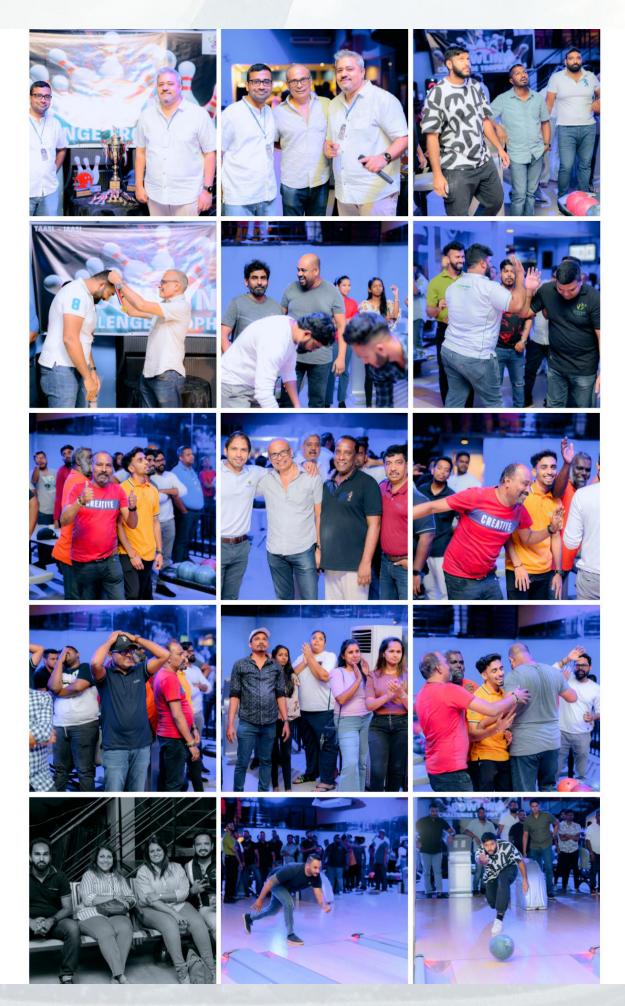
Aitken Spence Travels claimed the title of champions, with Metro Voyages and The Traveller Global finishing as the 1st and 2nd runners-up, respectively.



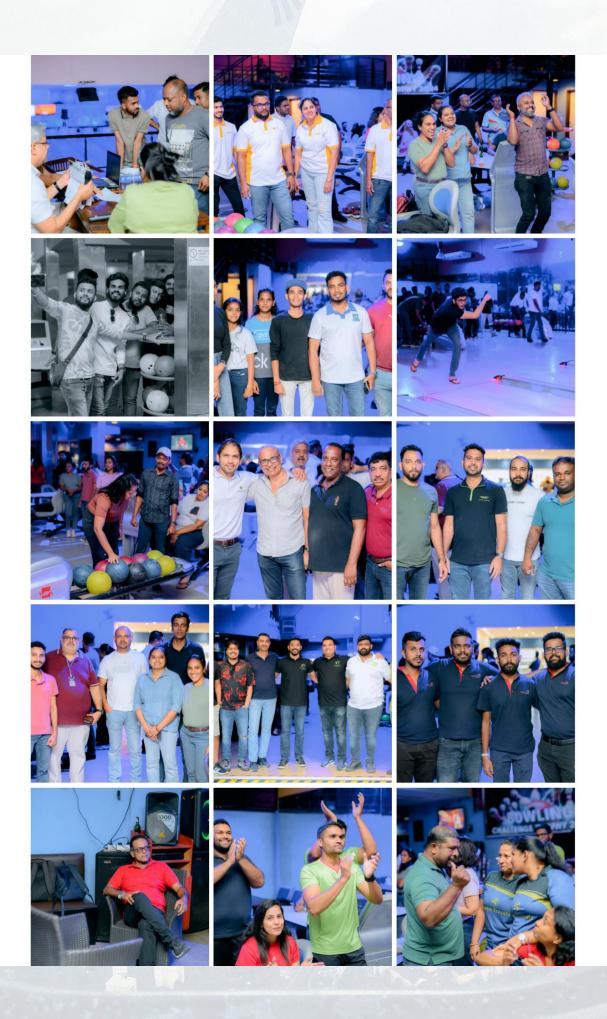








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IAASL-TAASL'S JOINT MOTOR FUN RALLY | ROUTE'24 AUGUST 2024

Route' 24, was organized by both associations, took place on the 31st of August 2024, with 29 teams participating. The Commencement was at the BMICH and finished at the Suriya Resort, Waikkala, followed by an After Party where more than 130



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MEETINGS WITH INDUSTRY STAKEHOLDERS Page 48 of 61

IAASL-TAASL'S JOINT MEETING WITH SRILANKAN AIRLINES 15TH OF NOVEMBER 2023



IAASL-TAASL'S JOINT MEETING WITH SRILANKAN AIRLINES 27TH OF MARCH 2024



IAASL-TAASL'S JOINT MEETING WITH QATAR AIRWAYS 8TH OF FEBRUARY 2024



IAASL-TAASL'S JOINT MEETING WITH SINGAPORE AIRLINES 8TH OF FEBRUARY 2024



IAASL-TAASL'S JOINT MEETING WITH GLOBAL DISTRIBUTION SERVICE (GDS) | 23RD OF NOVEMBER 2024



IAASL-TAASL'S JOINT VISIT TO THE FAREWELL BREAKFAST HOSTED BY FORMER COUNTRY MANAGER-SRILANKAN AIRLINES, MR. JAYANTHA ABEYSINGHE



IAASL-TAASL'S JOINT MEETING WITH THE CIVIL AVIATION AUTHORITY OF SRI LANKA (CAASL) | 10TH OF JANUARY 2024



IAASL-TAASL'S JOINT MEETING WITH THE CIVIL AVIATION AUTHORITY OF SRI LANKA (CAASL) | 28TH OF MAY 2024



IAASL-TAASL'S JOINT MEETING WITH THE HIGH COMMISSIONER OF MALAYSIA | 28TH OF NOVEMBER 2023



IAASL-TAASL'S JOINT MEETING WITH THE AMBASSADOR OF REPUBLIC OF INDONESIA | 29TH OF JULY 2024





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CIVIL AVIATION AUTHORITY (CAA)

Over the period, the IAASL engaged extensively with the Civil Aviation Authority of Sri Lanka to address several issues concerning the regulation of travel agents, unauthorized ticket sales, and the overall management of the travel industry.

IAASL, in collaboration with the Travel Agents Association of Sri Lanka (TAASL), sought a follow-up meeting with the CAA, leading to a productive meeting in January 2024 with key CAA officials. Discussions centered on clarifying the role of "Laptop Agents," revisiting fare revision notice periods, and addressing legal challenges faced by travel agents. The CAA agreed to enforce existing regulations and consider future guidelines for managing GDS to protect licensed agents.

Further dialogue, with emphasis on regulating unauthorized agents under CAA licenses and consultation with tax experts for VAT compliance. The association also raised concerns about airlines directly selling tickets, which could undermine travel agents' businesses. In March, the association thanked the outgoing Director General of Civil Aviation for his contributions and discussed strategies to engage more closely with the CAA.

April brought renewed focus on updating the CAA's list of licensed agents and exploring public education programs in collaboration with TAASL and IAASL. The council addressed concerns about passengers misunderstanding e-ticket itineraries and explored ways to educate the public on proper ticket verification. By May and June, meetings with the new Director General of the CAA identified key industry concerns, including unauthorized agents and short-notice fare revisions, with the CAA committing to a public awareness campaign.

In July, further deliberations centered on the future regulation of travel agents, with the association considering potential collaboration with the Tourist Board. However, a decision was made to defer any significant actions until after the elections, reflecting the ongoing need for a coordinated approach between industry stakeholders and government authorities.

Key Decisions:

- The association was to continue to advocate for stricter regulation of unauthorized agents.
- A follow-up with tax consultants was to be arranged to address VAT concerns.
- The association was to work closely with the CAA and airlines to ensure compliance with regulations on ticket sales and fare revisions.

In August 2024, the IAASL continued its efforts to address issues with the Civil Aviation Authority concerning unauthorized agents, APIS sharing, and matters that fall outside the scope of the GDS. During a recent meeting, it was recognized that these issues had evolved into more IT-related concerns rather than standard regulatory matters under the CAA's purview.

It was suggested that Mr. Jagath Fernando, with his expertise, should handle this matter, It was then proposed that once all necessary steps are completed, both IAASL and TAASL would jointly draft a response to the CAA in line with the Director General's request for timely replies from both associations.

BSP, APJC COUNCIL, AND INDUSTRY ISSUES

APJC (Agency Programme Joint Council) Meeting/ BSP Statistics

In November, IAASL discussed the APJC which serves as a platform to address concerns between IATA, TAASL, and airlines. A new chair was yet to be appointed, and it was suggested that the national carrier chair the committee to streamline processes, a view supported by TAASL members.

However, concerns were raised about the alternating chairmanship between IAASL/TAASL and airlines, with travel agents reportedly being disadvantaged under airline leadership. It was proposed that IAASL take a stronger stance to ensure the interests of travel agents are better represented. There was agreement that the agenda is typically pre-approved by IATA, limiting broader discussions during meetings. While some advocated for a neutral chair, others emphasized the need for IAASL/TAASL to lead the committee to effectively address industry issues. TAASL ultimately supported continuing with an airline representative as chair, despite calls for a change from IAASL members.

In December, the debate on the APJC chairmanship continued, with differing opinions on whether an airline or IAASL/TAASL should lead. While TAASL favored an airline representative, IAASL members expressed concerns about the potential marginalization of travel agents.

By January, no response had been received to a letter regarding the APJC chairmanship. Concerns were also raised about the continued use of Cheque payments under the BSP system, with uncertainty surrounding the system's future after March 31, 2024. Additionally, discussions began on the possible impact of 'IATA Pay,' a new payment method promoted by IATA, on outbound travel agents' business models.

Despite follow-ups with IATA, no response was received regarding the chairmanship. A joint letter was sent to IATA's local representative seeking clarity on the next APJC meeting date and chairmanship matters. It was later confirmed that the APJC meeting was scheduled for May 6, 2024.

Concerns were also raised about the frequency of APJC meetings, with a reminder that meetings should be held at least four times a year. It was suggested that a pre-meeting follow-up should be scheduled to address unresolved issues from the last meeting, particularly regarding credit card acceptance by airlines, where inconsistencies in policies and transaction fees were highlighted.

Later in April, it was agreed that follow-up actions were necessary to address issues related to credit card transactions and GDS limitations. Concerns were also raised about airlines offering special fares directly to agents, which was seen as an unethical practice. Plans were made to address these issues in a future meeting with airlines.

Correspondence with BSP and APJC continued, and a new meeting date was expected in the last quarter of the year after a previously scheduled meeting was postponed. The council remained engaged in discussions on how to address their concerns at future meetings. In Conclusion, IAASL Council has maintained a proactive stance in seeking a more representative and effective leadership for the APJC while addressing key issues such as payment methods, agenda transparency, and industry practices. Continued efforts to engage with IATA and other stakeholders aim to ensure fair representation and the resolution of industry challenges.

DIPLOMATIC MISSION/ VISA MATTERS

Philippine Consulate

An appointment request was made to meet with the Honorary Consul General in Sri Lanka, Mr. Sriyal Dissanayake, on December 21, 2023. The council is awaiting a response to finalize the meeting, The Philippine Consulate responded, offering an appointment in July, as June was not feasible. During the July meeting, the consulate addressed issues surrounding visa applications, highlighting that many errors are due to incorrect or incomplete information submitted by applicants.

Key guidelines were shared for agents to avoid common mistakes, including adhering to prescribed requirements, using the correct visa application form, and ensuring accurate information matches the applicant's passport.

It was noted that visa processing at the Philippine Embassy has significantly improved after addressing documentation issues. Business visas can now be issued within 48 hours if applicants provide a letter with the application.

Thai Embassy

A meeting with the Thai Ambassador, was scheduled to address various concerns raised by members. Additionally, the embassy has increased its daily appointment capacity to 500, and discussions are ongoing regarding the potential removal of visas for travel to Thailand, which could affect outbound travel agents.

It was reported that agents are facing difficulties with the Thai Embassy's rejection of overdrawn bank statements, company accounts, and fixed deposits for visa applications. It was advised that agents facing such issues should write to the council to bring it up when meeting the ambassador.

Malaysian Embassy

IAASL-TAASL reached out to the Malaysian Embassy with a 10-day request for feedback concerning a company advertising Malaysian visas at Rs. 40,000 without proper documentation. A meeting with the High Commissioner was scheduled for June 5, 2024, at the Ceylon Chamber of Commerce, followed by a luncheon. Concerns about the Malaysian e-visa system, including a login limitation of five visas, were discussed, with officials indicating potential changes.

Further, Malaysian Embassy requested IAASL to sponsor a tuk-tuk competition for Malaysian Day with a budget of 2.2 million LKR. After discussion, the council agreed to contribute Rs. 250,000 from each association, while also encouraging individual members to contribute. It was suggested that the association participate in the event to foster a better relationship with the embassy.

Korean Embassy

Members expressed difficulties in scheduling appointments due to the embassy's unresponsiveness. A joint letter was sent to the embassy on March 15, 2024, requesting a courtesy visit.

VFS and USA Visa Process

VFS introduced a new process for USA visa issuance at Rs. 1,500, with home delivery available for an additional Rs. 1,800. It was discussed a potential collaboration with the Sri Lanka-USA Business Council for outbound ticketing agent initiatives. Concerns about accessing VFS services prompted the sharing of contact information for better communication.

Visa Fee Increases

The council noted an increase in Turkish visa fees, from Rs. 65,000 to Rs. 95,000 for a single-entry visa, without adequate explanation from the embassy. Similar trends were observed with the Malaysian High Commission, where handling charges remain high despite low visa fees. The President committed to addressing these concerns, prioritizing Sri Lankan visa issues and working with an expert committee for comprehensive evaluation.

- A joint meeting with VFS Global and TAASL is planned to address service-related concerns.
- A formal letter was sent to the Korean Embassy, and further discussions with the Malaysian and Philippine embassies are in progress.
- It was agreed to organize a joint dinner involving IATA, TAASL, and VFS to strengthen relations.

It was reported anonymous complaints regarding the rapid issuance of Malaysian visas. Therefore, it was suggested organizing a meeting with the Malaysian High Commission to emphasize the importance of IAASL membership in visa processing.

Indonesian Embassy

it was reported a successful meeting with the Indonesian Embassy, which previously refused to accept hotel vouchers from association members. The embassy has now agreed to accept bookings from travel agents, and it was suggested to the embassy that visas should only be issued through agents who have a letter from the association.

Decision Points

- Dissemination of detailed guidelines from the Philippine Consulate to IAASL members for reference.
- A meeting with the Thai Embassy to resolve issues related to visa documentation rejections.
- Contribution of Rs. 250,000 from each association towards the Malaysian Day event.
- Ongoing efforts to strengthen relations with embassies, ensuring adherence to IAASL policies.

This report highlights the council's progress in resolving visa-related concerns and improving communication with various embassies.

AIRLINE MATTERS

In December 2023, the association addressed pending issues, notably the delayed response from SriLankan Airlines regarding draft minutes of a joint meeting. Discussions focused on cooperation with airlines, including efforts to discontinue special fares from 2024 to ensure uniform treatment of travel agents. A virtual credit card solution was proposed by a local bank to facilitate online payments for travel agents, subject to credibility assessments.

A joint request was sent to American Airlines for fare capping. In January 2024, concerns were raised regarding PCR-related refunds and SriLankan Airlines' handling of schedule changes. A joint letter was proposed to address refund processing timelines and suggest a handling fee for travel agents. The council also decided to continue airline courtesy visits to address ongoing operational issues with multiple carriers.

In February 2024, courtesy visits to Qatar Airways and Singapore Airlines focused on integrating New Distribution Capability (NDC). Qatar Airways agreed to introduce fare reductions for low-capacity flights through its NDC Portal, while Singapore Airlines committed to maintaining web fare levels and offering advance notice of fare increases. Both airlines expressed cooperation, and the association outlined plans for training programs to enhance members' knowledge of NDC.

March 2024 discussions highlighted concerns about value capping under the Billing and Settlement Plan (BSP). The council decided to write to IATA BSP to address this issue. Additional concerns were raised regarding unlicensed agencies selling tickets, with plans to escalate these compliance issues.

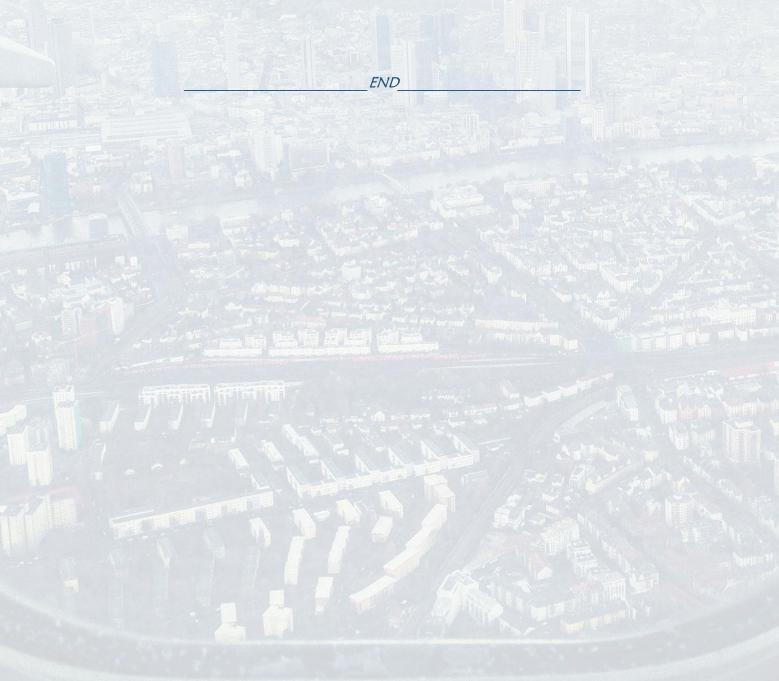
In April 2024, the association reported positive developments from a meeting with SriLankan Airlines, including the approval to lease additional aircraft. Operational concerns such as ADM follow-up, reissue timelines, and no-show charges were discussed. It was decided to share a summary of the meeting outcomes with the membership and provide training on best practices in booking management.

In June, discussions centered around unethical practices by certain airlines offering special fares. Formal letters were in preparation to address these concerns with the airlines. The issue of churning and Agency Debit Memos (ADM) was raised, prompting suggestions to hire a lawyer to manage disputes within the industry and review the travel agency handbook. It was noted that cooperation between agents and airlines is crucial to resolving these challenges. There was also a proposal to invite an IATA Agency Commissioner to Sri Lanka for a cricket event, though ethical concerns were voiced. The president emphasized the importance of addressing fare discrepancies, particularly between web fares and those offered by agents, as well as the issue of passengers making changes directly with airlines without agent involvement. A joint letter from the associations was proposed, requesting that airlines refer any ticket changes or issues back to the issuing agent to safeguard agents' roles in the booking process.

In July, preparations for meetings with key airlines were discussed, with concerns raised over the decline in web fares compared to agent fares. A significant issue emerged around passengers making booking changes, especially with certain airlines, without informing agents. This was seen as a critical challenge, as it affects both service and financial management. The discussion highlighted the need for clear responsibility between agents and airlines concerning changes to bookings. The issue of handling fees and delayed payments from passengers was also brought up, noting the financial risks agents face due to booking changes. Legal measures were suggested as a way to address these disputes, and drafting a joint letter from the associations was proposed

as a step to formally engage airlines in resolving these issues. The need for agents to regain control over bookings, especially for high-cost destinations, was emphasized due to concerns about last-minute changes and cancellations.

By August, meetings with certain airlines were scheduled, while others were still pending a response. Discussions with British Airways indicated that agents could include their details but would not be held responsible for flight delays or other issues. Legal concerns regarding a travel agent operating in a tax-free zone were also addressed, with a letter of demand already sent. The president highlighted the growing trend of airlines moving toward direct sales, offering discounts for credit card payments, which in turn affects agents' commissions. He stressed the importance of maintaining strong client relationships and securing profits through issuing tickets directly to clients. It was proposed that the associations take joint legal action if necessary, to reclaim commissions and protect agents' rights against the increasingly direct sales practices of airlines.



SECRETARIAL SERVICES

The Ceylon Chamber of Commerce continued to provide Secretarial Services for the Association during the year under review.

AUDIT SERVICES

M/s. Baker Tilly Edirisinghe & Co. was appointed as the auditors of the Association and the audited accounts of the Association for the period under review are attached.

BY ORDER OF THE COUNCIL

Sgd.

CHAMATHKA MALLIKA ARACHCHIGE For SECRETARY

-/cm

23rd September, 2024