

# **CITIZEN’S CHARTER**

## **SRI LANKA AIR FORCE**

### **PART I**

#### **1. Introduction**

A Citizen’s Charter is a comprehensive document issued by a government institution that provides clear, transparent, and accessible information to the public regarding its services. It outlines the rights and responsibilities of citizens in accessing these services, ensuring they are informed about what are the expectation from the institution and how to navigate the service delivery process effectively. The primary purpose of a Citizen’s Charter is to enhance transparency, accountability, and trust between the government and the public, empowering citizens with the knowledge needed to engage with public services efficiently and confidently.

#### **2. Purpose of the Citizen’s Charter**

2.1. To provide citizens with clear, transparent, and accessible information about the services offered by government institutions.

2.2. To reduce reliance on intermediaries or third parties when accessing government services.

2.3. To minimize corruption and fraudulent activities within service delivery processes.

2.4. To enhance accountability and transparency in the functioning of service-providing organizations.

### **PART II**

#### **3. Service Commitment Charter of the SLAF**

1.	<b>Our Vision</b>	Ensuring National Security through effective employment of Air Power.
2.	<b>Our Mission</b>	Ensuring National Security through effective employment of Air Power
3.	<b>Values</b>	Professional Excellence with honesty Loyalty and Patriotism Innovation and Adaptability Service and Sacrificial Spirit Respect and Courtesy Teamwork and Collaboration Discipline and Readiness Integrity

4.	<b>Objectives of the Institution</b>	<p>Ensuring the protection and preservation of national sovereignty.</p> <p>Improving rapid mobility capabilities and enhancing precision in air operations.</p> <p>Modernizing technology and fleet to ensure advanced and efficient operations.</p> <p>Strengthening disaster response mechanisms and enhancing humanitarian assistance capabilities.</p> <p>Promoting regional and global cooperation for mutual benefit and regional security.</p> <p>Ensuring the safety and protection of personnel and assets, along with maintaining operational redundancy.</p> <p>Maintaining professionalism among personnel and ensuring their well-being and welfare.</p>
5	<b>Mandate</b>	<p>“Defend Sri Lanka’s airspace, territorial waters and territorial integrity against external and internal threats.</p> <p>Execute precision strikes, close air support (CAS), and reconnaissance during conflicts (e.g., counter-insurgency operations during the Civil War).</p> <p>Transport troops, equipment, and humanitarian aid using C-130 Hercules, Y-12, and Mi-17 helicopters.</p> <p>Conduct Search and Rescue (SAR) missions across the Flight Information Region (FIR), including flood relief and maritime rescues.</p> <p>Provide airlift support during natural disasters (e.g., tsunamis, landslides).</p> <p>Operate air ambulance services for emergency medical evacuations.</p> <p>Upgrade aircraft (e.g., Kfir jets, F-7 interceptors) and integrate UAVs (e.g., Lihiniya indigenous UAV/drone program).</p> <p>Develop capabilities to counter cyber threats and drone attacks.</p> <p>Deploy personnel and aircraft (e.g., Mi-171 helicopters) for UN peacekeeping missions (e.g., Central African Republic).</p> <p>Collaborate with allies (India, US, Australia) for joint exercises and technology transfers.</p> <p>Maintain flight academies (e.g., China Bay Air Base) and technical institutes (e.g., Helitours Technical Training Centre).</p>

		<p>Operate commercial charter flights (tourism, VIP transport) to generate revenue.</p> <p>Ensure force protection and safeguard aviation-related national infrastructure (e.g., Bandaranaike International Airport) via the SLAF Regiment.</p>
6.	<b>Services Provided by the Institution:</b>	<p>Detect, intercept, and neutralize hostile aircraft entering Sri Lankan airspace.</p> <p>Ground-based air defence via the SLAF Regiment to protect critical installations).</p> <p>Monitor Sri Lanka's land, territorial waters (12 NM), and Exclusive Economic Zone.</p> <p>Provide air strikes (e.g., MiG-27, Kfir jets) for ground forces.</p> <p>Conduct SAR operations for missing aircraft/vessels within the Flight Information Region (FIR).</p> <p>Deploy aircraft for rescue missions.</p> <p>Airlift supplies and personnel during floods, landslides, and tsunamis.</p> <p>Medical Evacuations (CASEVAC / MEDEVAC): Emergency airlifts for critically ill patients.</p> <p>Collaborate with agencies for aerial reforestation and disaster mitigation.</p> <p>Provide transport for heavy cargo and for rapid deployment.</p> <p>Provide transport for government officials.</p> <p>Provide transport for tourism and domestic travel (e.g., scenic tours, medical evacuations) through commercial charter flights.</p> <p>Conduct pilot and technical training.</p> <p>Participate in UN peacekeeping missions.</p>

## **PART III**

### **CITIZEN'S RESPONSIBILITIES**

The Sri Lanka Air Force (SLAF) is committed to delivering transparent, accountable, and efficient services to the public. In return, citizens are expected to uphold certain responsibilities to ensure smooth and ethical interactions.

#### **1. General Responsibilities**

All citizens engaging with the SLAF must:

- a. Adhere to the procedures and requirements set out by the institution.
- b. Provide truthful and complete information during any application or inquiry process.
- c. Show due respect to SLAF personnel, equipment, and facilities.
- d. Observe discipline and cooperate with security measures at SLAF premises.

#### **2. Ethical Conduct**

Citizens must not:

- a. Offer or accept bribes, gifts, or favours to obtain undue advantage or expedite services.
- b. Engage in fraudulent practices or attempt to manipulate systems for personal benefit.
- c. Use informal or unethical means to influence decisions made by SLAF officials.

#### **3. Reporting Misconduct**

Citizens are encouraged to report any:

- a. Acts of bribery, corruption, or misconduct.
- b. Suspected violations of this charter or SLAF policies.

Reports may be submitted to:

- a. Internal Affairs Unit, Air Force Headquarters Sri Jayewardenepura, Kotte
- b. Provost Marshal, Air Force Headquarters Sri Jayewardenepura, Kotte

**Important:** Internal Affairs Unit Whistle-blowers will be protected from retaliation in accordance with applicable laws and internal policies.

#### **4. Compliance with Laws and Regulations**

Citizens must:

- a. Abide by national laws and regulations governing aviation, defence, and public conduct.
- b. Refrain from trespassing, unauthorized access, or misuse of SLAF assets and installations.

#### **5. Cooperation in Service Delivery**

Citizens are expected to:

- a. Cooperate with SLAF staff and follow lawful instructions.
- b. Provide constructive feedback to support continuous improvement of services.
- c. Promote responsible use of SLAF-related public resources and facilities.

**Effective Date:** 01 October 2025