

SriLankan Airlines expands self check-in services at CMB



The ribbon-cutting at CMB's departure terminal for the new Self Check-in kiosks

[SriLankan Airlines](#) announced the expansion of its self check-in and bag-drop services at Bandaranaike International Airport ([CMB](#)) in Colombo this month. The advancements are set to elevate the passenger experience by creating a more seamless, contactless journey through the airport.

Self-check-in kiosks have been added to minimize wait times for passengers during peak periods. There are also self-bag drop facilities at the departure terminal of CMB.

Passengers can now complete the entire check-in process, including seat selection, printing boarding passes and bag tags and dropping their luggage, independently. Then, they can proceed directly to the boarding gates after emigration clearance.

“As the official ground handler for all airlines operating out of BIA, SriLankan Airlines handles over 550,000 passengers and their luggage monthly,” said Deepal Pallegangoda, Senior Manager Airport & Ground Handling. “The introduction of these self-service facilities not only sets a new standard for airport convenience but also enables us to manage the check-in process more efficiently to meet the demands of our growing passenger numbers.”

The expansion of these services at CMB aligns with SriLankan Airlines' digitalization strategy, supporting the IATA Fast Travel initiative. SriLankan Airlines is leading the charge in adopting self-service technologies for international travel in the region.

"We are ecstatic to equip our airline's hub with the best-in-class self-service technology, elevating passengers' pre-flight experience to another level," said Chamara Perera, Group Head of Information Technology of SriLankan Airlines. "This initiative not only allows travelers flying out of BIA to bypass queues at the check-in counters entirely but also marks a significant step forward in Sri Lanka's roadmap to digitally transform the country's airports. As the national carrier, we are proud to lead this project, enhancing the passenger experience on our journey towards contactless travel."

In the press release, SriLankan said it is striving to provide a seamless and technologically advanced travel experience for passengers. This includes the implementation of biometric facial recognition, e-boarding gates, virtual and augmented reality and more.