

IMPROVED ARRIVING PASSENGER PROCESSING  
AT COLOMBO INTERNATIONAL AIRPORT

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The present procedures for processing arriving passengers at the Colombo International Airport cause inordinate waiting times. An alternate plan, which is based on state of the art customs procedures, and which can reduce waiting times significantly while maintaining a high level of enforcement, is proposed. The present and proposed procedures are analysed and compared with respect to passenger waiting times, using deterministic queueing theory. An optimal processing rate of passengers by the customs service is proposed taking into account the waiting time of passengers and the cost of customs processing.