

# Smart APP for Airport Feedback

## Problem Statement:

Airport Authority of India airports collect feedback forms as part of the customer satisfaction and grievance feedback mechanism. The project is to collect the data electronically in the form of an APP with selectable parameters and ratings. The APP will be available by default on the free WIFI service that the Airport Authority of India is going to provide at Airports.

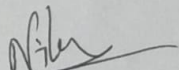
## Introduction:

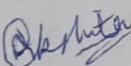
The Airport Feedback system is the web-based feedback collecting system from the passengers and provides the automatic generation of feedback which is given by passengers. By using this technology we can make fast feedback about the airport by passengers on time to the head of the department as they referred in an online system. By using this technology we can give feedback in an online system as fast as compared to the existing paper feedback system. This web app is available on the default wi-fi of the airport. The user can rate the different departments of the airport by giving them a rating between 1 to 5 and can also provide feedback in the form of a message. The admin can view all the feedback provided by the passengers and can also sort the feedbacks on certain criteria. We will develop this project using React.js and Spring Boot.

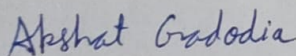
Team Members:

A-G1

Mentor:

  
(Dr Nilam)

  
Akshita Sharma (19ESKCS027)

  
Akshat Gadodia (19ESKCS021)