**Customer Churn Prediction in Telecom using Machine Learning**

DISSERTATION

Submitted in partial fulfillment of the requirements of

MTech Software Engineering Degree Programme

By

Samarth Malhotra

2018AP04535

Under the supervision of

Mayank Jain

Principal Software Developer

BIRLA INSTITUTE OF TECHNOLOGY AND SCIENCE

PILANI (RAJASTHAN)

May, 2021

DSE CL ZG628T DISSERTATION

Customer Churn Prediction in Telecom using Machine Learning

Submitted in partial fulfillment of the requirements of the

M. Tech. Data Science and Engineering Degree Programme

By

Samarth Malhotra

2018AP04535

Under the supervision of

Mayank Jain

Principal Software Developer

BIRLA INSTITUTE OF TECHNOLOGY AND SCIENCE

PILANI (RAJASTHAN)

May, 2021

**BIRLA INSTITUTE OF TECHNOLOGY AND SCIENCE, PILANI**

**CERTIFICATE**

This is to certify that the Dissertation entitled **“Customer Churn Prediction in Telecom using Machine Learning”** and submitted by Mr. **Samarth Malhotra** ID No. **2018AP04535** in partial fulfillment of the requirements of DSE CL ZG628T Dissertation, embodies the work done by him/her under my supervision.

Signature of the Supervisor

Name: Mayank Jain

Place: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ Designation: Principal Software Developer

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**BIRLA INSTITUTE OF TECHNOLOGY & SCIENCE, PILANI**

**Work Integrated Learning Programmes Division**

**I SEMESTER 2015-16**

DSE CL ZG628T **DISSERTATION**

**(EC-2 Mid-Semester Progress Evaluation Sheet)**

***Scheduled Month August:***

**NAME OF THE STUDENT: Samarth Malhotra**

**ID NO. : 2018AP04535**

**Email Address : malhotra.samarth@hotmail.com**

**NAME OF SUPERVISOR : Mayank Jain**

**PROJECT TITLE : Customer Churn in Telecom using Machine Learning**

# **EVALUATION DETAILS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **EC No.** | **Component** | **Weightage** | **Comments**  (Technical Quality, Originality, Approach, Progress, Business value) | **Marks Awarded** |
| 1 | Dissertation Outline | 10% |  |  |
| 2. | Mid-Sem Progress  Seminar  Viva  Work Progress | 10%  5%  15% |  |  |

|  |  |  |
| --- | --- | --- |
|  | **Supervisor** | **Additional Examiner** |
| Name | Mayank Jain |  |
| **Qualification** | BE Computer Science |  |
| **Designation & Address** | Principal Software Developer  E804, Palsh Society, Wakad, Pune, Maharashtra, 411057 |  |
| **Email Address** | Mayank.nirmal@gmail.com |  |
| **Signature** |  |  |
| **Date** |  |  |

Note: *Supervisor should announce the Mid-Semester grade to the student directly and send the completed evaluation form (along with the mid- sem report) to the BITS Coordinator on or before the due date.*

*Note: The Mid-Semester Evaluation Form is NOT to be included in the Final Report. This has been included here only to make the document a comprehensive one.*