

users	
id	String
email	String
name	String
password	String
currPnr	String
mobile	Number
compld	Array

admin	
id	String
email	String
name	String
password	String

staff	
id	String
email	String
name	String
password	String
dept	String
trainNo	String
compAssigned	Array
compSolved	Array
avgRating	Number
isWorking	Boolean

cookies	
id	String
level	Number
desc	String

complaint	
id	String
category	String
details	String
ticketDetails	String
pnr	String
staffId	String
startTime	DateTime
endTime	DateTime
status	String
feedback	String
rating	Number
sentiment	Number
metadata	Object
media	String

