



GNIT



International Conference on  
Sustainable AI and Its Applications  
**ICSAA-2025**

Organised by  
**Department of Electronics and Computer Science**  
**GURU NANAK INSTITUTE OF TECHNOLOGY**

**CERTIFICATE OF APPRECIATION**

Proudly presented to

*Ananjan Maiti*

Dr./Mr./Ms. \_\_\_\_\_  
of Guru Nanak Institute of Technology, Kolkata for presenting paper  
titled The Role of AI in Enhancing Customer Satisfaction in Service Operations in **ICSAA-2025**  
organized by **Department of ECS, GNIT, Kolkata** held on **21<sup>st</sup> & 22<sup>nd</sup> January, 2025**

Prof. Dr. Swarup Kr. Mitra  
PRINCIPAL, GNIT

Ms. Bapita Roy  
HOD, Dept. of ECS  
Convenor, ICSAA