# **MINI PROJECT - II** (2021-22)

# **BRAINY CHATBOT**

FINAL REPORT



# **Institute of Engineering & Technology**

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We would like to express our gratitude to **Mr. Sharad Gupta**, who as our guide/mentor provided us with every possible support and guidance throughout the development of project. This project would never have been completed without his encouragement and support.

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.We also do not like to miss the opportunity to acknowledge the contribution of all faculty members of the department for their kind guidance and cooperation during the development of our project. Last but not the least, we acknowledge our friends for their contribution in the completion of the project.



# **DECLARATION**

We hereby declare that the work which is being presented in the Mini Project "Brainy ChatBOT" in partial fulfilment of the requirements for mini project viva voice, is an authentic record of my own work carried under the supervision of "GLA UNIVERSITY MATHURA".

### Signature of Candidate:

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# **ABSTRACT**

The project named "Brainy ChatBOT", is a machine learning based model created in Python using Machine learning Algorithms. The purpose of the project is to provide a model that can predict the diseases of a patient on the basis of his/her symptoms and provide the concerned doctor's link to contact. In this project patient can open the model and just input yes for regarding symptoms that he/she have and then the model will predict diseases. We have used csv data files for this project so when new diseases will come, we can easily enhance our data and doctors also can add their data in the doctor's dataset. This chat-bot model can reduce the time which taken when we don't know about our diseases that we have and the time to search the doctor and as we know medical field is in growing phase so today by this model patient can identify some of their disease and directly contact to the doctors.

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### Chapter 1.

# **Introduction**

#### 1.1 Motivation

We all know that medical field is growing there are lots of software available to predict medicines according to disease but not that type of software which can analyze our disease according to our given symptoms and provide the concerned doctor's link to contact that can reduce the time to find a better doctor.

#### 1.2 Overview

In this project, the model will start showing the symptoms and the patient have to choose the right one that he/she have and according to those symptoms model will show the disease name that he may have and the link to contact the regarding doctor.

# 1.3 Objective

In "Brainy ChatBOT" project the objective is to reduce the time which taken by a patient when he or she doesn't know about their disease and if they know about it other scenario is that they don't know which doctor they should consult about it.

Brainy ChatBOT
So by this project it will be very easy to analyze our disease at any place just at fingertips. There is not such type of software available that can predict the disease and the doctor also.

### Chapter 2.

# **Software Requirement Analysis**

#### 2.1 Problem Statement

There is not such type of software available that can predict the disease and the doctor also. So, the problem statement is to create a model that predict the disease according to the symptoms present in the patient. Also, the symptoms will be asked one by one to the patient.

#### 2.2 Modules

The project is based on several modules:

#### 2.2.1 Product perspective

Following services will be provided.

- 1. Information regarding disease of the patient and the link of the doctor to contact will be displayed.
- 2. Presence of particular symptoms will be asked so that a patient can select right one analyze disease.

#### 2.2.2 Product Functions

A summary of the major functions that the model will perform:

- 1. Provide facility to patient to do their check-up and that saves the time.
- 2. Doctors and the Medical staff can register on this model by adding there data in the dataset.
- 3. Patient has to register only single time then he can access it by username and password.

#### **2.2.2.1 Patient**

Can detect their disease.

If disease detected that he or she can contact to doctor which is suggested.

#### **2.2.2.2 Doctors**

Can update their data in the dataset

Check-up the patient which is sent to him or her by the model

#### 2.2.3 User Characteristics

- **a. Educational level:** Users should be comfortable with the English language.
- **b. Experience:** Users should have prior information regarding the names of general diseases and medical facilities.
- **c**. **Skills:** Users should have basic knowledge and should be comfortable using general purpose applications on computers.

#### 2.2.4 General Constraints

- Since the CSV Files is used as data source for this project so there can be some noise in data.
- Programming is done by Python3.

### 2.3 Specific Requirements

This specific requirements describe the specific constraints impost on the requirements:

- Processor-i3(Minimum)
- Hard Disk-64GB
- Memory- 4 GB RAM(Minimum)

#### 2.3.2 Hardware Interfaces

• Screen resolution of at least 800X600 is required for proper and complete viewing of screens. Higher resolution will be accepted.

#### 2.3.3 Software Interfaces

- Any Windows/Linux/Mac based operating system.
- MS Excel to open the CSV files.
- Anaconda (Spyder) / Jupyter Notebook for developing code.

# 2.4 Technologies and Tools used

#### 2.4.1 Introduction of Python in Machine Learning

- To reiterate, Machine Learning is simply recognizing patterns in your data to be able to make improvements and intelligent decisions on its own.
- Python is the most suitable programming language for this because it is easy to understand and you can read it for yourself.
- Its readability, non-complexity, and ability for fast prototyping make it a popular language among developers and programmers around the world.
- Many of these inbuilt libraries are for Machine Learning and Artificial Intelligence, and can easily be applied out of the box.
- Some of the libraries used:
- scikit-learn for data mining, analysis, and Machine Learning;
- **Tensorflow**, a high-level neural network library;
- **pylearn2** which is also ideal for data mining and Machine Learning, but more flexible than scikit-learn.

#### 2.4.2 Tools Used

### 1. Python

Python is an interpreter, object-oriented programming language that has gained popularity because of its clear syntax and readability. Python can be used on a server to create web applications. First and foremost reason why Python is much popular because it is highly productive as compared to other programming languages like C++ and Java. Python was created by Guido van Rossum, a former resident of the Netherlands, whose favourite comedy group at the time was Monty Python's Flying Circus.

#### 2. Anaconda Navigator:

Anaconda Navigator is a desktop GUI that comes with Anaconda Individual Edition. It makes it easy to launch applications and manage packages and environments without using command-line commands.

Anaconda distribution comes with over 250 packages automatically installed, and over 7,500 additional open-source packages can be installed.

#### 3. Spyder

Spyder is an open source cross-platform integrated development environment (IDE) for scientific programming in the Python language. Spyder integrates with a number of prominent packages in the scientific Python. Pythostack,including NumPy, SciPy, Matplotlib, pandas, IPython, SymPy and Cython, as well as other open source software. It is released under the MIT license.

#### 2.4.3 Libraries Used

#### 1. NumPy

NumPy is a python library used for working with arrays. It also has functions for working in domain of linear algebra, Fourier transform, and matrices. It was created in 2005 by Travis Oliphant. It is an open source project and you can use it freely. NumPy stands for Numerical Python. NumPy arrays are stored at one continuous place in memory unlike lists, so processes can access and manipulate them very efficiently. It is written

partially in Python, but most of the parts that require fast computation are written in C or C++.

#### 2. Pandas

Pandas is an open source library that is used to analyze data in Python. Pandas allows importing data from various file formats such as comma-separated values, JSON, SQL, Microsoft Excel and creates an object with rows and columns called a data frame Pandas allows various data manipulation operations such as merging, reshaping<sup>1</sup>, selecting, as well as data cleaning, and data wrangling features.

### 3. Matplotlib

Matplotlib is one of the most popular Python packages used for data visualization. It is a cross-platform library for making 2D plots from data in arrays. Matplotlib is written in Python and makes use of NumPy, the numerical mathematics extension of Python. It provides an object-oriented API that helps in embedding plots in applications using Python GUI toolkits such as PyQt, WxPythonotTkinter. It can be used in Python and IPython shells, Jupyter notebook and web application servers also.

#### 4. Scikit Learn:

Scikit-learn (Sklearn) is the most useful and robust library for machine learning in Python. It provides a selection of efficient tools for machine learning and statistical modeling including classification, regression, clustering and dimensionality reduction via a consistence interface in Python. This library, which is largely written in Python, is built upon NumPy, SciPy and Matplotlib

#### 2.4.4 Decision Tree

#### 2.4.4.1 Introduction

Classification is a two-step process, learning step and prediction step, in machine learning. In the learning step, the model is developed based on given training data. In the prediction step, the model is used to predict the response for given data. Decision Tree is one of the easiest and popular classification algorithms to understand and interpret.

# 2.4.4.2 Types of Decision Trees

Types of decision trees are based on the type of target variable we have. It can be of two types:

1. Categorical Variable Decision Tree: Decision Tree which has a categorical target variable then it called a Categorical variable decision tree.

Continuous Variable Decision Tree: Decision Tree has a continuous target variable then it is called Continuous
 Variable Decision Tree.

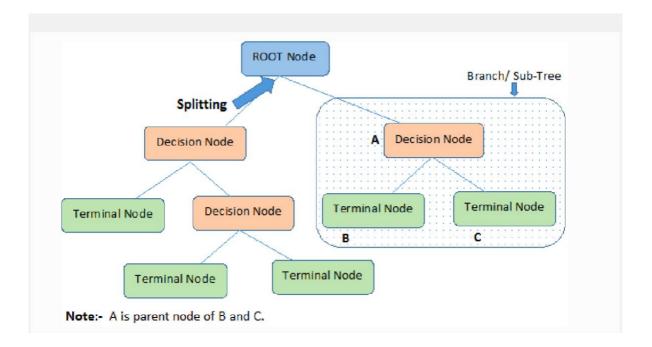
**Example:-** Let's say we have a problem to predict whether a customer will pay his renewal premium with an insurance company (yes/ no). Here we know that the income of customers is a significant variable but the insurance company does not have income details for all customers. Now, as we know this is an important variable, then we can build a decision tree to predict customer income based on occupation, product, and various other variables. In this case, we are predicting values for the continuous variables.

#### 2.4.4.3 Important Terminology related to Decision Trees

- 1. **Root Node:** It represents the entire population or sample and this further gets divided into two or more homogeneous sets.
- 2. **Splitting:** It is a process of dividing a node into two or more subnodes.
- 3. **Decision Node:** When a sub-node splits into further sub-nodes, then it is called the decision node.
- 4. **Leaf / Terminal Node:** Nodes do not split is called Leaf or Terminal node.
- 5. **Pruning:** When we remove sub-nodes of a decision node, this process is called pruning. You can say the opposite process of

splitting.

- 6. **Branch** / **Sub-Tree:** A subsection of the entire tree is called branch or sub-tree.
- 7. **Parent and Child Node:** A node, which is divided into sub-nodes is called a parent node of sub-nodes whereas sub-nodes are the child of a parent node.



Decision trees classify the examples by sorting them down the tree from the root to some leaf/terminal node, with the leaf/terminal node providing the classification of the example.

Each node in the tree acts as a test case for some attribute, and each edge descending from the node corresponds to the possible answers to the test case. This process is recursive in nature and is repeated for every sub tree rooted at the new node.

# **Assumptions while creating Decision Tree**

Below are some of the assumptions we make while using Decision tree:

- In the beginning, the whole training set is considered as the **root.**
- Feature values are preferred to be categorical. If the values are continuous then they are discretized prior to building the model.
- Records are **distributed recursively** on the basis of attribute values.

• Order to placing attributes as root or internal node of the tree is done by using some statistical approach.

Decision Trees follow **Sum of Product (SOP)** representation. The Sum of product (SOP) is also known as **Disjunctive Normal Form**. For a class, every branch from the root of the tree to a leaf node having the same class is conjunction (product) of values, different branches ending in that class form a disjunction (sum).

The primary challenge in the decision tree implementation is to identify which attributes do we need to consider as the root node and each level. Handling this is to know as the attributes selection. We have different attributes selection measures to identify the attribute which can be considered as the root note at each level.

#### How do Decision Trees work?

The decision of making strategic splits heavily affects a tree's accuracy. The decision criteria are different for classification and regression trees.

Decision trees use multiple algorithms to decide to split a node into two or more sub-nodes. The creation of sub-nodes increases the homogeneity of resultant sub-nodes. In other words, we can say that the purity of the node increases with respect to the target variable. The decision tree splits the nodes on all available variables and then selects the split which results in most homogeneous sub-nodes.

The algorithm selection is also based on the type of target variables. Let us look at some algorithms used in Decision Trees:

$$ID3 \rightarrow (extension of D3)$$

$$C4.5 \rightarrow (successor of ID3)$$

**CART** → (Classification And Regression Tree)

The ID3 algorithm builds decision trees using a top-down greedy search approach through the space of possible branches with no backtracking. A greedy algorithm, as the name suggests, always makes the choice that seems to be the best at that moment.

#### Steps in ID3 algorithm:

- 1. It begins with the original set S as the root node.
- 2. On each iteration of the algorithm, it iterates through the very unused attribute of the set S and calculates **Entropy(H)** and **Information gain(IG)** of this attribute.
- 3. It then selects the attribute which has the smallest Entropy or Largest Information gain.
- 4. The set S is then split by the selected attribute to produce a subset of the data.
- 5. The algorithm continues to recur on each subset, considering only attributes never selected before.

#### **Attribute Selection Measures**

The dataset consists of N attributes then deciding which attribute to place at the root or at different levels of the tree as internal nodes is a complicated step. By just randomly selecting any node to be the root can't solve the issue. If we follow a random approach, it may give us bad results with low accuracy.

For solving this attribute selection problem, researchers worked and devised some solutions.

They suggested using some *criteria* like:

Entropy,

Information gain,

Gini index,

Gain Ratio,

**Reduction in Variance** 

#### Chi-Square

These criterions will calculate values for every attribute. The values are sorted, and attributes are placed in the tree by following the order i.e., the attribute with a high value(in case of information gain) is placed at the root.

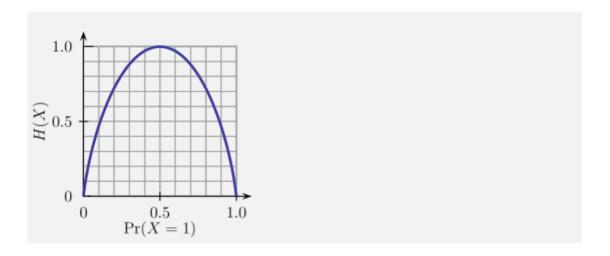
While using Information Gain as a criterion, we assume attributes to be categorical, and for the Gini index, attributes are assumed to be continuous.

#### **Entropy**

Entropy is a measure of the randomness in the information being processed.

The higher the entropy, the harder it is to draw any conclusions from that

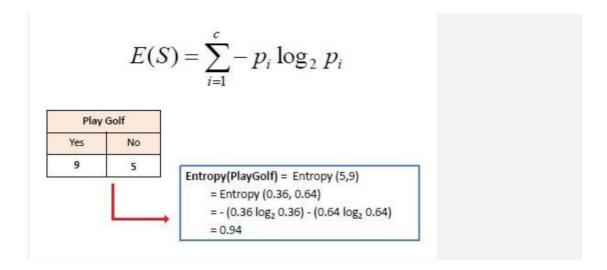
information. Flipping a coin is an example of an action that provides information that is random.



From the above graph, it is quite evident that the entropy H(X) is zero when the probability is either 0 or 1. The Entropy is maximum when the probability is 0.5 because it projects perfect randomness in the data and there is no chance if perfectly determining the outcome.

ID3 follows the rule — A branch with an entropy of zero is a leaf node and a branch with entropy more than zero needs further splitting.

Mathematically Entropy for 1 attribute is represented as:



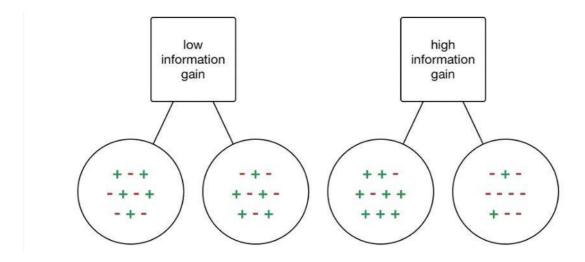
Where  $S \to Current$  state, and  $Pi \to Probability$  of an event i of state S or Percentage of class i in a node of state S.

Mathematically Entropy for multiple attributes is represented as:  $E(T,X) = \sum_{c \in X} P(c)E(c)$   $\frac{\text{Play Golf}}{\text{Ves}} \frac{\text{No}}{\text{Outlook}}$   $\frac{\text{Sunny}}{\text{Overcast}} \frac{3}{4} \frac{2}{0} \frac{5}{4}$   $\frac{\text{Qutlook}}{\text{Rainy}} \frac{3}{2} \frac{5}{3} \frac{5}{14}$   $E(\text{PlayGolf, Outlook}) = \mathbf{P}(\text{Sunny})^*\mathbf{E}(3,2) + \mathbf{P}(\text{Overcast})^*\mathbf{E}(4,0) + \mathbf{P}(\text{Rainy})^*\mathbf{E}(2,3)$   $= (5/14)^*0.971 + (4/14)^*0.0 + (5/14)^*0.971$  = 0.693

where  $T \rightarrow Current$  state and  $X \rightarrow Selected$  attribute

#### **Information Gain**

Information gain or **IG** is a statistical property that measures how well a given attribute separates the training examples according to their target classification. Constructing a decision tree is all about finding an attribute that returns the highest information gain and the smallest entropy.



Information gain is a decrease in entropy. It computes the difference between entropy before split and average entropy after split of the dataset based on given attribute values. ID3 (Iterative Dichotomiser) decision tree algorithm uses information gain. Mathematically, IG is represented as:

In a much simpler way we can conclude that,

Information Gain = 
$$Entropy(before) - \sum_{j=1}^{K} Entropy(j, after)$$

Where "before" is the dataset before the split, K is the number of subsets generated by the split, and (j, after) is subset j after the split.

#### Gini Index

You can understand the Gini index as a cost function used to evaluate splits in the dataset. It is calculated by subtracting the sum of the squared probabilities of each class from one. It favors larger partitions and easy to implement whereas information gain favors smaller partitions

$$Gini = 1 - \sum_{i=1}^{C} (p_i)^2$$

Gini Index works with the categorical target variable "Success" or "Failure". It performs only Binary splits.

Higher the value of Gini index higher the homogeneity.

# Steps to Calculate Gini index for a split

- 1. Calculate Gini for sub-nodes, using the above formula for success(p) and failure(q) (p²+q²).
- 2. Calculate the Gini index for split using the weighted Gini score of each node of that split.

CART (Classification and Regression Tree) uses the Gini index method to create split points.

#### Gain ratio

Information gain is biased towards choosing attributes with a large number of values as root nodes. It means it prefers the attribute with a large number of distinct values.

C4.5, an improvement of ID3, uses Gain ratio which is a modification of Information gain that reduces its bias and is usually the best option. Gain ratio overcomes the problem with information gain by taking into account the number of branches that would result before making the split. It corrects information gain by taking the intrinsic information of a split into account.

$$Gain \ Ratio = \frac{Information \ Gain}{SplitInfo} = \frac{Entropy \ (before) - \sum\limits_{j=1}^{K} Entropy \ (j, \ after)}{\sum\limits_{j=1}^{K} w_j \ log_2 \ w_j}$$

Where "before" is the dataset before the split, K is the number of subsets generated by the split, and (j, after) is subset j after the split.

#### **Reduction in Variance**

**Reduction in variance** is an algorithm used for continuous target variables (regression problems). This algorithm uses the standard formula of variance to choose the best split. The

split with lower variance is selected as the criteria to split the population:

$$\text{Variance } = \frac{\Sigma (X - \overline{X})^2}{n}$$

Above X-bar is the mean of the values, X is actual and n is the number of values.

### **Steps to calculate Variance:**

- 1. Calculate variance for each node.
- 2. Calculate variance for each split as the weighted average of each node variance.

# Chapter 3.

# **Software Design**

# 3.1 Data Flow Diagram

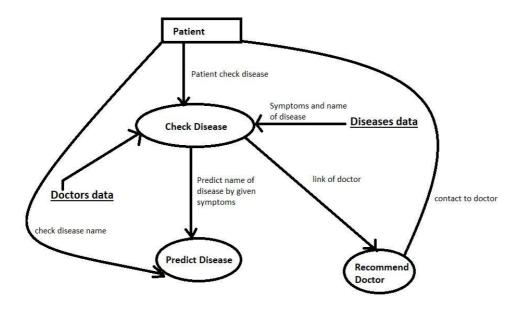
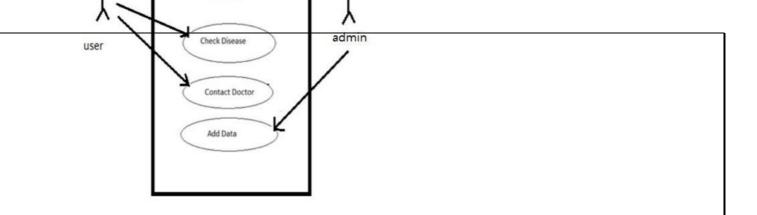


Fig-1



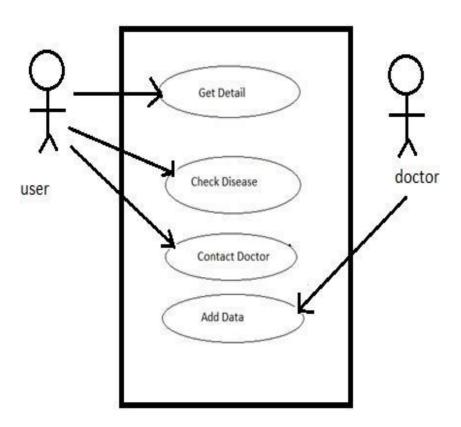


Fig-2

#### 3.2.2 Sequence Diagram

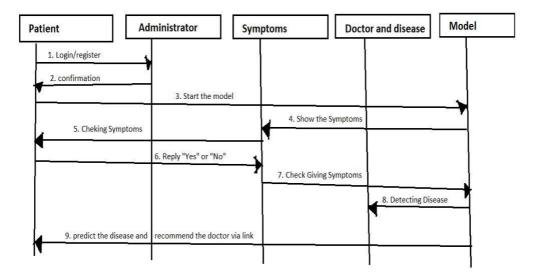


Fig-3

# 3.3 Database Design

### 3.3.1 E-R Diagram

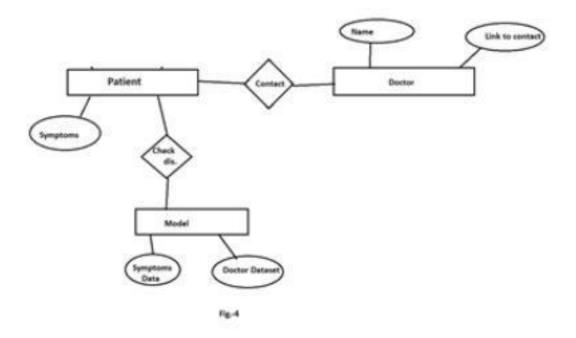


Fig.-4

#### **3.3.2 Tables**

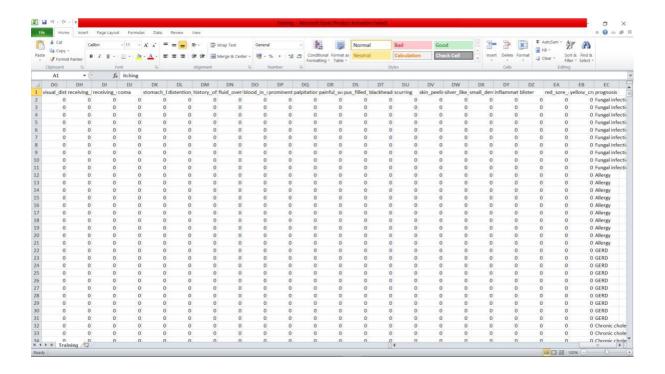


Table No.-1

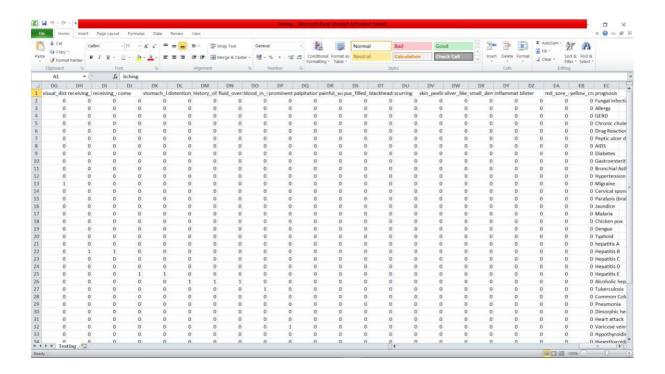


Table No.-2

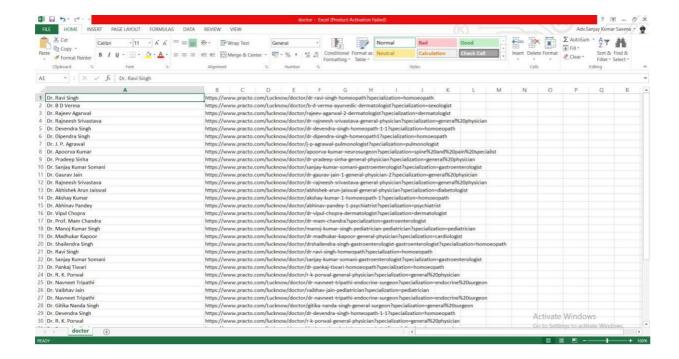


Table No.-3

# Chapter 4.

# **Software Testing**

Software testing is an investigation conducted to provide stakeholders with information about the quality of the software product or service under testing. Software testing is a process of executing a program or application with intent of finding the software bugs. It can also be stated as the process of validating and verifying that a software program or application.

## 4.1 Testing of Model -

In testing we have used one function name confidence level to check how much accurate we are predicting the disease according to the symptoms given.

Here, Len is indicating as lenngth and the Symptoms\_present indicating how much no of symptoms are present and Symptoms given indicating what symptom we have given to the Model.

#### **4.1.1 Testing**

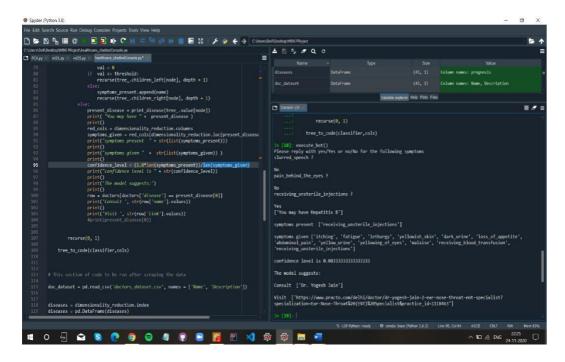


Fig-1

```
In [18]: execute_bot()
Please reply with yes/Yes or no/No for the following symptoms
slurred_speech ?

No
pain_behind_the_eyes ?

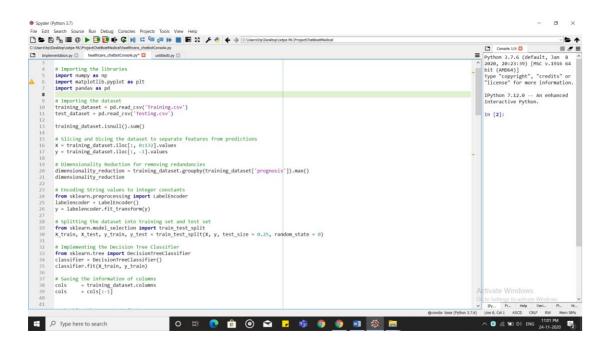
No
receiving_unsterile_injections ?

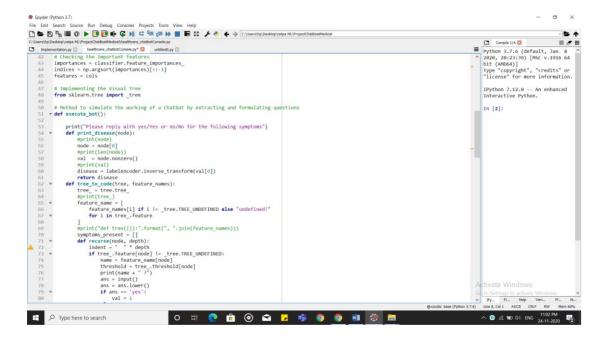
Yes
['You may have Hepatitis B']
symptoms present ['receiving_unsterile_injections']
symptoms given ['itching', 'fatigue', 'lethargy', 'yellowish_skin', 'dark_urine', 'loss_of_appetite', 'abdominal_pain', 'yellow_urine', 'yellowing_of_eyes', 'malaise', 'receiving_blood_transfusion', 'receiving_unsterile_injections']
confidence level is 0.0833333333333333333
```

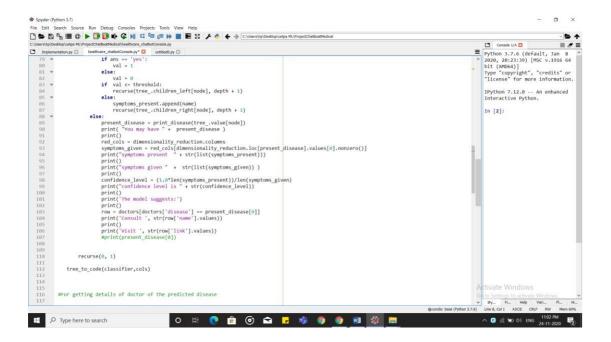
Fig -2

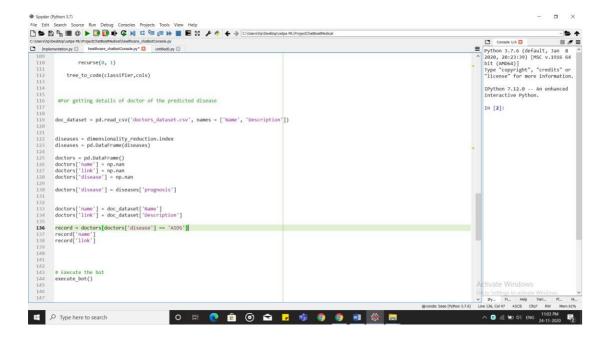
### Chapter 5.

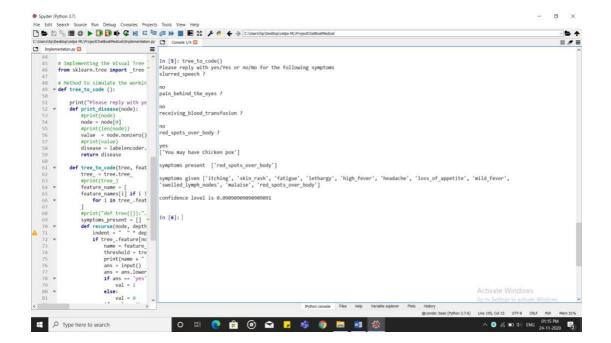
# **Implementation and User Interface**











Chapter 6

# **Appendices**

### 6.1 Coding of project:

```
# Importing the libraries
import numpy as np
import matplotlib.pyplot as
plt import pandas as pd
# Importing the dataset
train_dataset = pd.read_csv('Training.csv')
test_dataset = pd.read_csv('Testing.csv')
train_dataset.isnull().sum()
# Slicing and Dicing the dataset to separate features from
predictions X = train\_dataset.iloc[:, 0:132].values
y = train_dataset.iloc[:, -1].values
# Dimensionality Reduction for removing redundancies
minimised dataset
train_dataset.groupby(train_dataset['prognosis']).max() minimised_dataset
# Encoding String values to integer constants
            sklearn.preprocessing
                                         import
LabelEncoder labelencoder = LabelEncoder()
```

```
y = labelencoder.fit_transform(y)
# Splitting the dataset into training set and test set
from sklearn.model_selection import train_test_split
X_train, X_test, y_train, y_test = train_test_split(X, y, test_size = 0.25,
random_state = 0
# Implementing the Decision Tree Classifier
from sklearn.tree import DecisionTreeClassifier
classifier = DecisionTreeClassifier()
classifier.fit(X_train, y_train)
# Saving columns
          = train_dataset.columns
column
column
          = column[:-1]
# Checking the Important features importances
= classifier.feature_importances_ indices =
np.argsort(importances)[::-1] features =
column
# Implementing the Visual Tree
from sklearn.tree import _tree
# Method to simulate the working of a Chatbot by extracting and formulating
```

questions

**Brainy ChatBOT** 

```
Brainy ChatBOT
def execute_bot():
  print("Please reply with yes/Yes or no/No for the following symptoms")
  def print_disease(node):
     #print(node)
     node = node[0]
     #print(len(node))
     val = node.nonzero()
     #print(val)
     disease = labelencoder.inverse_transform(val[0])
     return disease
  def tree_to_code(tree, feature_names):
     tree_ = tree.tree_
     #print(tree_)
     feature_name = [
       feature_names[i] if i != _tree.TREE_UNDEFINED else
       "undefined!" for i in tree_.feature
     ]
     symptoms_present = []
     def recurse(node, depth):
       indent = " " * depth
       if tree_.feature[node] != _tree.TREE_UNDEFINED:
         name = feature_name[node]
         threshold = tree_.threshold[node]
         print(name + " ?")
         ans = input()
         ans = ans.lower()
```

```
Brainy ChatBOT
          if ans == 'yes':
            val = 1
          else:
            val = 0
          if val <= threshold:
            recurse(tree_.children_left[node], depth + 1)
          else:
            symptoms_present.append(name)
            recurse(tree_.children_right[node], depth + 1)
       else:
          present_disease = print_disease(tree_.value[node])
          print( "You may have " + present_disease )
          print()
          red_cols = minimised_dataset.columns
          symptoms_given =
red\_cols[minimised\_dataset.loc[present\_disease].values[0].nonzero()]
          print("symptoms present " + str(list(symptoms_present)))
          print()
          print("symptoms given " + str(list(symptoms_given)) )
          print()
          confidence_level =
(1.0*len(symptoms_present))/len(symptoms_given)
          print("confidence level is " + str(confidence_level))
          print()
          print('The model suggests:')
          print()
          row = doctors[doctors['disease'] == present_disease[0]]
```

```
Brainy ChatBOT
          print('Consult ', str(row['name'].values))
          print()
          print('Visit', str(row['link'].values))
          #print(present_disease[0])
     recurse(0, 1)
  tree_to_code(classifier,column)
#For getting details of doctor of the predicted disease
doc_dataset = pd.read_csv('doctor.csv', names = ['Name', 'Description'])
diseases = minimised_dataset.index
diseases = pd.DataFrame(diseases)
doctors = pd.DataFrame()
doctors['name'] = np.nan
doctors['link'] = np.nan
doctors['disease'] = np.nan
doctors['disease'] = diseases['prognosis']
```

```
doctors['name'] = doc_dataset['Name']
doctors['link'] = doc_dataset['Description']

record = doctors[doctors['disease'] == 'AIDS']
record['name']
record['link']

# Execute the bot
execute_bot()
```

# **Future Scope**

There are some of the tasks that can be done in future work related to this project study-

- GUI can be developed for more effective use.
- The design of an intelligent system can be prepared that can show the information of doctors, based on the location.

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