

ANALYZE AND VISUALIZE SWIGGY FOOD DELIVERY TIME FOR DIFFERENT CUISINES

INT 200 INTERNSHIP

FINAL REVIEW

TEAM MEMBERS

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PROJECT GUIDE

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INTRODUCTION

- ❑ Data visualization helps in presenting billions of data points into meaningful insights. It is a very important tool for all the data scientists to learn and understand the data in more details.
- ❑ Visualization also helps business leaders to take important decisions for company growth and to move in the right direction.
- ❑ Consumers are increasingly using food delivery apps (FDAs) to facilitate convenient and quick food delivery.
- ❑ Significant popularity that FDAs have gained in both developed and emerging countries can be attributed to reasons related to their capacity to (a) facilitate convenient and swift food delivery to customers' doorsteps and (b) provide restaurants with more opportunities to increase revenue without increasing restaurants' seating capacities.

PROBLEM STATEMENT

- ❑ Future of online food ordering website is bright. Facilities, Comfort, User friendliness are the key features of online websites success.
- ❑ We often order food from food delivery apps like Zomato, Swiggy. Sometimes it often takes time to deliver the food. There are factors which impact the delivery time of the food.
- ❑ Delivery time for an order is determined by various factors like distance, area, Restaurant rating , etc..

OBJECTIVES

- ❑ Visually analyse the various factors involved in delivery of food to the customer for different cuisines with using Tableau.
- ❑ This Project Specifically analyse it for Swiggy Food Delivery app.

RESEARCH/PRODUCT SURVEY

- An Analysis of Online Food Ordering Applications in India: Zomato and Swiggy

https://www.researchgate.net/publication/348880558_An_Analysis_of_Online_Food_Ordering_Applications_in_India_Zomato_and_Swiggy

- A Study on Impact of Online Food delivery app on Restaurant Business special reference to zomato and swiggy

http://ijrar.com/upload_issue/ijrar_issue_20542895.pdf

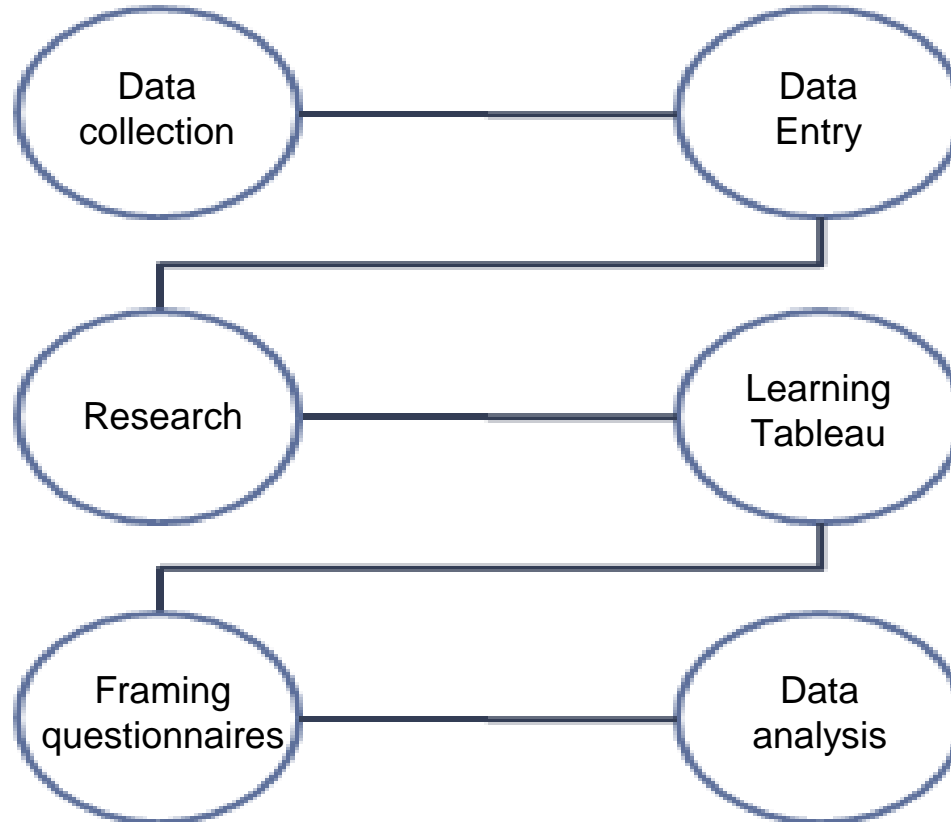
- End-to-End Predictive Analysis on Zomato

<https://www.analyticsvidhya.com/blog/2021/10/end-to-end-predictive-analysis-on-zomato/>

RESEARCH NOTES

- ❑ For newly opened restaurants and restaurants with blank they converted the value to 0.
- ❑ It is important to separate out the independent and dependent variables from all the dataset samples.
- ❑ Before we begin to create a model, make sure we have a small dataset to test our model performance.
- ❑ Addresses & Cuisines are categorical variables that need to be cleaned before encoding.
- ❑ Rating & Reviews needs to be cleaned and converted to respective types.

WORKFLOW/METHODOLOGY



DATASET DETAILS

COLUMN NAME	DESCRIPTION
Quantity	The quantity of items in the order.
Item Price	The total price of all items
Packaging Charges	The price for packaging of items.
Delivery Partner Fee	The fee for the delivery partner.
Discount Applied	The amount deducted as discount.
Taxes	The tax charge like GST.
Bill Total	The total amount including the item prices and all the prices after deducting the discount.
Mode Of Payment	The mode in which the price was paid.(cash, UPI etc.)
Order Time	The time at which the order was placed.

COLUMN NAME	DESCRIPTION
Order ID	Unique series of numbers that is given to each order.
Customer ID	Unique series of numbers that is given to each customer.
State	The state from which the order is placed.
Place	The city and district of the state.
Delivery Address	Where the order should be delivered.
Restaurant Name	The restaurant where the order was placed.
Restaurant Address	From where the order should be picked up.(Restaurant location)
Cuisine	The cuisine to which the restaurant belongs.

COLUMN NAME	DESCRIPTON
Delivery Time	The time at which the order was delivered.
Estimated Time (in mins)	The time estimated by the app at which the order will be delivered.
Rating	The rating out of 5 given by the customer about the items they ordered.
Reviews	The review and criticism for the items ordered.

SAMPLE DATA

Wow! Momo

Delivered

Porur, Porur

₹269.0 >

Chicken Darjeeling Steam Momo x 1, Chicken Darjeeling Fried Momo x 1

June 18, 1:20 PM

REORDER

Your rating for Delivery

★ 5 | Loved it

Your Food Rating

★ 3 | Average

The Bowl Company

Delivered

Ramapuram

₹537.0 >

Peri Peri Chicken with Egg Corn Rice x 1, Nawabi Paneer Lababdar with Matar Pulao x 1

June 17, 1:35 PM

REORDER

RATE FOOD

Your rating for Delivery

★ 5 | Loved it

You haven't rated this food yet

Wow! Momo

Delivered

Porur, Porur

₹276.0 >

←

ORDER #138613858340

Delivered, 2 Items, ₹269

HELP

Wow! Momo

WOW MOMO FOODS PVT LTD No-26, Darmaraj Koil Street, ...

Home

Main Gate, Sri Ramachandra Nagar, Porur, Chennai, Tamil N...

Order delivered on June 18, 2:05 PM by Ajith Kumar

ON TIME

BILL DETAILS

Chicken Darjeeling Steam Momo x 1

₹130

Chicken Darjeeling Fried Momo x 1

₹155

Item Total

₹285.00

Order Packing Charges

₹28.50

Delivery partner fee

₹43.00

Discount Applied (STEALDEAL)

-₹119.99

Taxes

₹32.94

Paid Via Bank

Bill Total ₹269.00

DATASET COLLECTED

Order ID	Customer ID	State	Place	Pincode	Delivery address	Restaurant	Restaurant Address
#119849010514	A001	Telangana	Hyderabad	500048	Lakshmi Ram Apartment	Rahuls Adda	krishna Nagar
#138938352912	A002	Telangana	Hyderabad	500048	Lakshmi Ram Apartment	VR raghavendra Tiffins	Rambagh Colony
#138092110121	A003	Telangana	Hyderabad	500048	Lakshmi Ram Apartment	Behrouz Biryani	Naidu Colony
#137425629149	A004	Telangana	Hyderabad	500048	Lakshmi Ram Apartment	Pancheattu Dosa	Jubilee Hills
#136784715907	A005	Telangana	Hyderabad	500048	Lakshmi Ram Apartment	Anand Bhavan	Ambience Fort
#136738131447	A006	Telangana	Hyderabad	500048	Lakshmi Ram Apartment	VR raghavendra Tiffins	Rambagh Colony
#100959225663	A007	Telangana	Hyderabad	500090	Ragavendra residency,Bachupally	KS bakers	Miyapur
#115228021257	A008	Telangana	Hyderabad	500090	Ragavendra residency,Bachupally	Green Bawarchi	Bachupally
#101486343611	A009	Telangana	Hyderabad	500090	Ragavendra residency,Bachupally	Sri Matha Chinese Fast Food	Nizampet
#91606056979	A010	Telangana	Hyderabad	500090	Ragavendra residency,Bachupally	Sweet Magic	Powerpet
#15345337521	A011	Telangana	Hyderabad	500072	Hmt Sathavahana Nagar	Dwaraka Grand	Nizampet
#14108620555	A012	Telangana	Hyderabad	500072	Hmt Sathavahana Nagar	Dwaraka Grand	Nizampet
#129994435435	A013	Telangana	Hyderabad	500090	Ragavendra residency,Bachupally	Sri Venkataramana Andhra Mess	Bachupally
#86540940193	A014	Telangana	Hyderabad	500090	Sri Sai Nilayam,Hyderabad	Sri Balaji Family Restaurant	Chinthal
#128785951627	A015	Telangana	Hyderabad	500090	Sri Sai Nilayam,Hyderabad	R Bawarchi 2	BV Nagar
#128785791038	A016	Telangana	Hyderabad	500090	Sri Sai Nilayam,Hyderabad	KFC	Ambedkar Nagar
#127813287202	A017	Telangana	Hyderabad	500090	Sri Sai Nilayam,Hyderabad	R Bawarchi 2	BV Nagar
#128067320950	A018	Telangana	Hyderabad	500090	Ragavendra residency,Bachupally	R Bawarchi 2	Vengalrao Nagar

Item Name	Cuisine	Quantity	Item price	Packaging charge	Delivery fee	Discount applied	Delivery Partner fee	Taxes	Bill total
Masala Dosa	South Indian	3	150	0	0	0	20	0	170
Masala Dosa	South Indian	2	157	0	0	0	36	7.85	221
Chicken Biryani Boneless	Indian	1	339	19	0	80	19	14.9	312
Karam Onion Dosa	South Indian	2	260	15	0	0	70	13.75	389
Poori	South Indian	2	163	0	0	0	25	8.15	196
Plain Dosa	South Indian	2	99	0	0	0	38	4.95	142
Chicken Pizza	Italian	1	170	0	0	85	47	0	132
Chicken Biryani Handi	Indian	1	260	0	0	0	37	0	297
Chicken Noodles	Chinese	2	279	0	0	27.9	22	0	273
Vanilla Cake	Desserts	1	395	10	0	0	38	0	443
Chicken Mugalai Biryani	Indian	1	310	0	0	100	20	0	230
Chicken Boneless Biryani	Indian	1	310	0	0	100	10	0	220
Chicken Dum Biryani	Indian	1	200	0	0	120	45	10	135
Chicken Biryani Family Pack	Indian	1	540	0	0	0	47	27	614
Chicken Dum Biryani	Indian	1	250	0	0	50	19	10.5	230
Mixed Zinger Doubles	American	1	308	33	0	50	19	17	328
Chicken Special Biryani	Indian	2	550	0	15	49.99	24	25	550
Chicken Special Biryani	Indian	2	545	0	0	49.99	9	25	529
Special Biryani	Indian	1	270	0	0	0	9	13	293
Chicken Tikka Biryani	Indian	1	459	15	0	0	1	23	499
Chicken Biryani	Indian	2	360	17	0	0	31	18	426

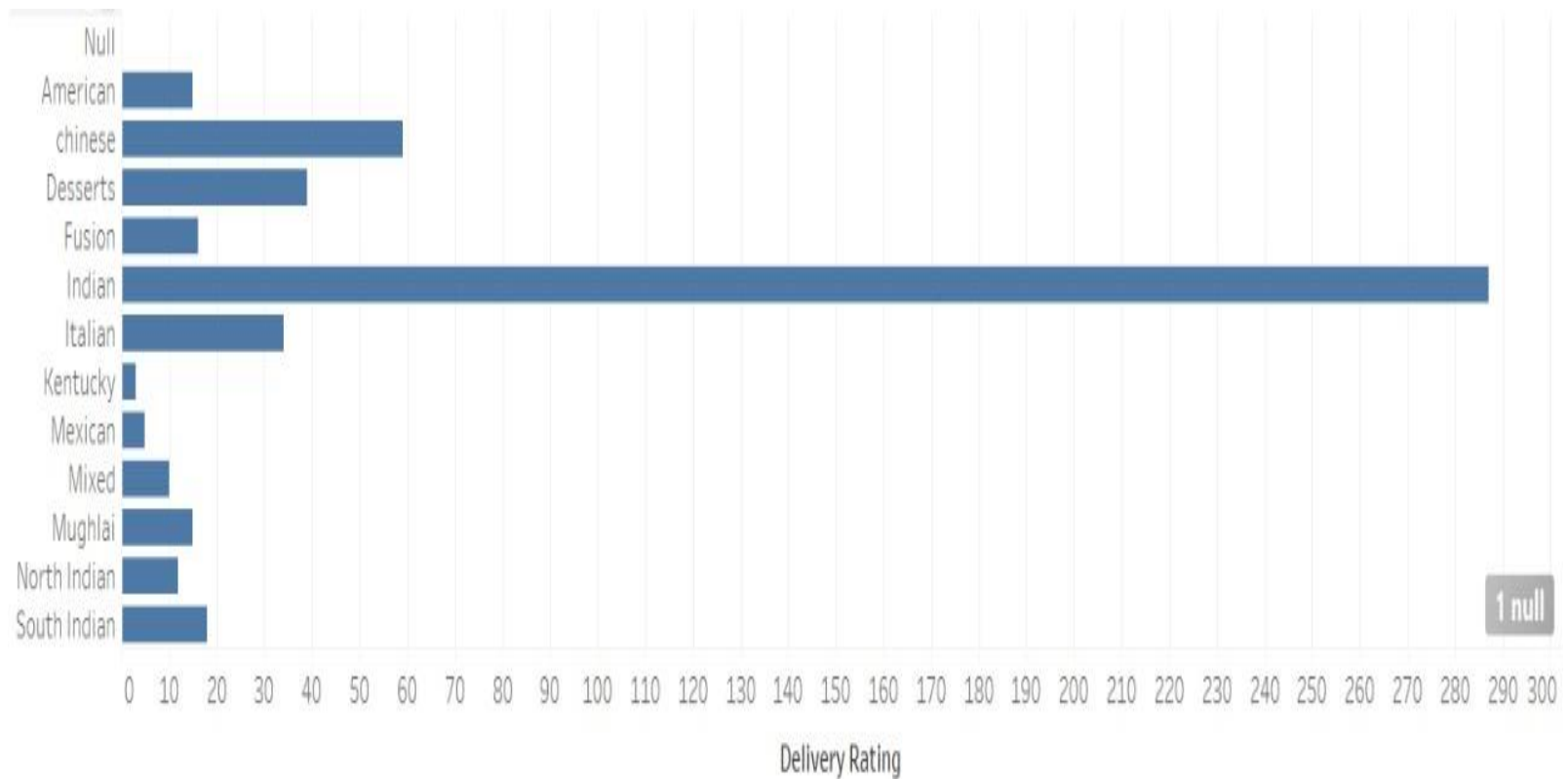
Mode of payment	Ordered time	Delivered time	Estimated time(min)	Food Rating	Reviews F	Delivery Rating	Reviews D
UPI	08:50	09:20	27	4	Good	4	Good
Card	07:29	07:40	23	4	Good	4	Good
Cash	12:25	12:57	32	5	Liked it	3	Average
Cash	07:17	09:17	60	5	Liked it	2	Bad
Cash	09:15	09:36	21	4	Good	5	very Good
UPI	08:18	08:54	36	4	Good	3	Average
UPI	05:43	06:19	34	4	Good	3	Average
UPI	09:17	09:49	32	4	Good	3	Average
Cash	08:09	07:46	37	5	Good	3	Average
Card	11:37	12:05	28	3	Average	4	Good
Cash	08:05	08:29	24	4	Good	4	Good
UPI	12:33	12:59	26	4	Good	4	Good
UPI	07:03	07:50	47	3	Average	2	Bad
Cash	08:39	09:12	33	5	Very Good	3	Average
Cash	07:22	07:48	30	4	Good	3	Average
Cash	07:19	07:50	31	5	Very Good	3	Average
UPI	01:11	01:33	20	5	Very Good	5	Very Good
Cash	11:45	01:28	113	4	Good	1	Very Bad
Cash	09:08	09:36	34	4	Good	3	Average
UPI	08:31	09:07	36	4	Good	3	Average
UPI	07:26	07:57	29	3	Average	4	Good

DATA BASED QUESTIONNAIRES

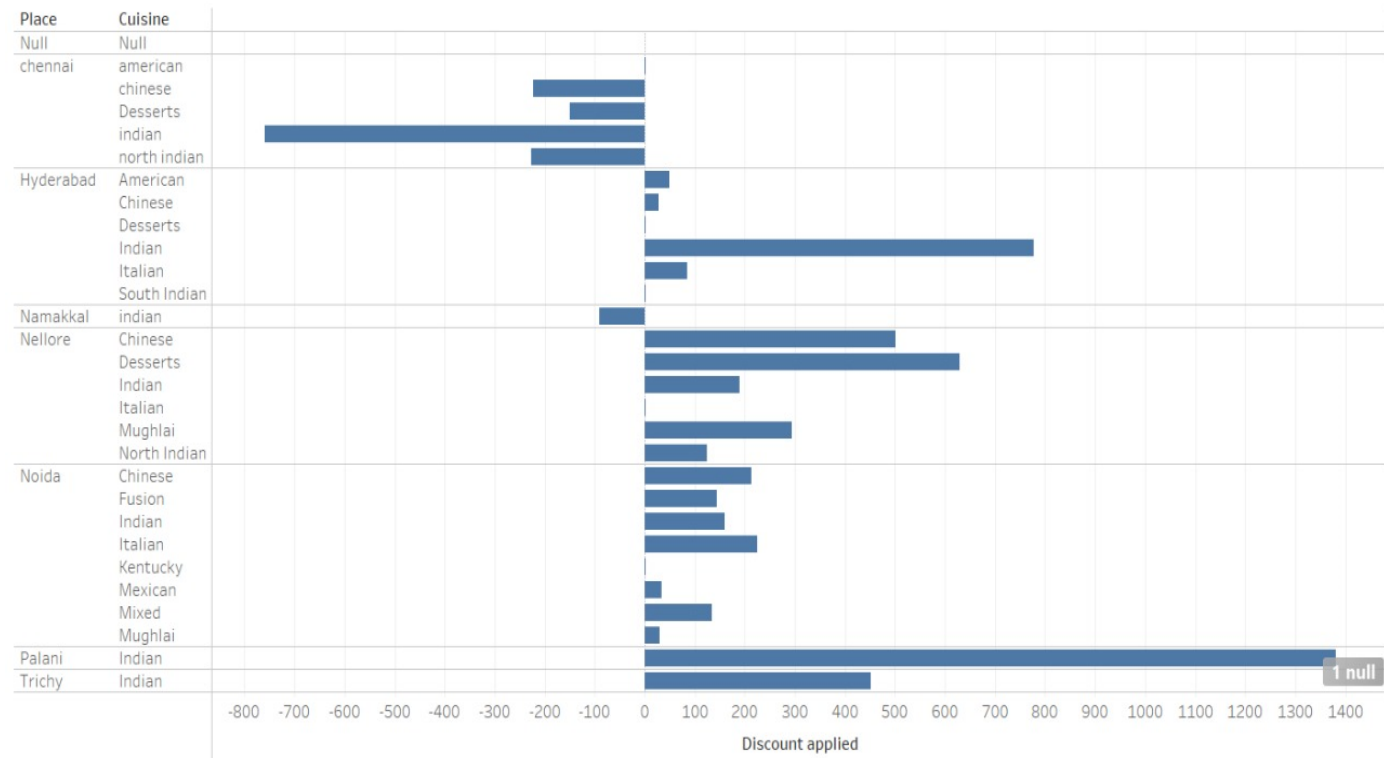
1. Which place collects more taxes compared to other places from the data collected ?



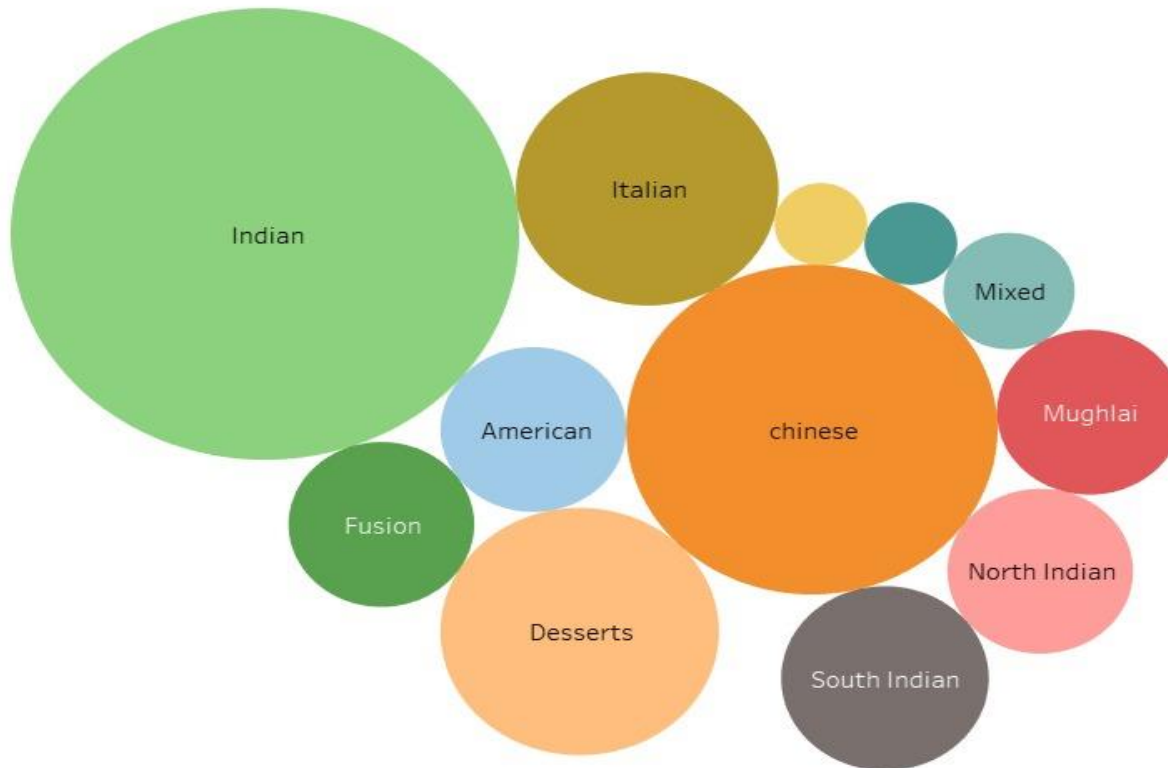
2.Which cuisine got the best delivery rating ?



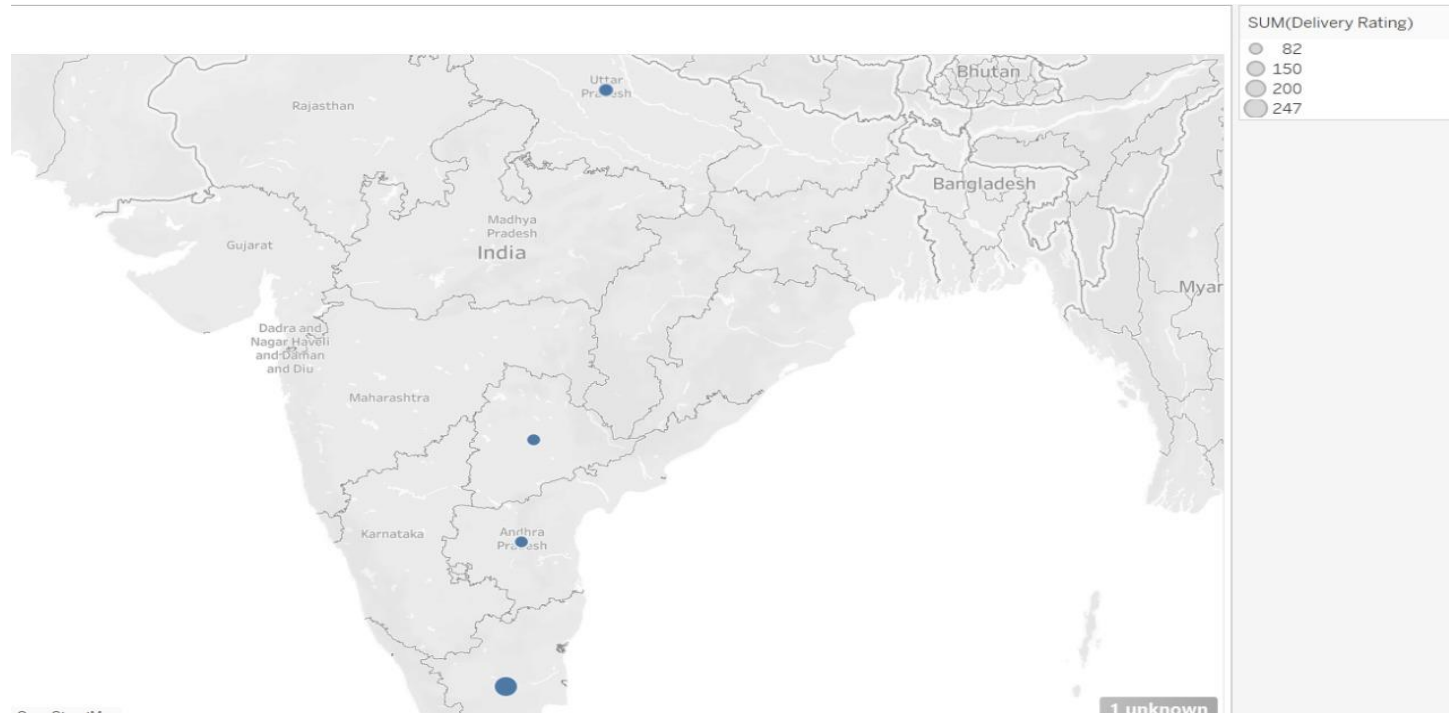
3. In Noida which cuisine got the greatest discount on food ?



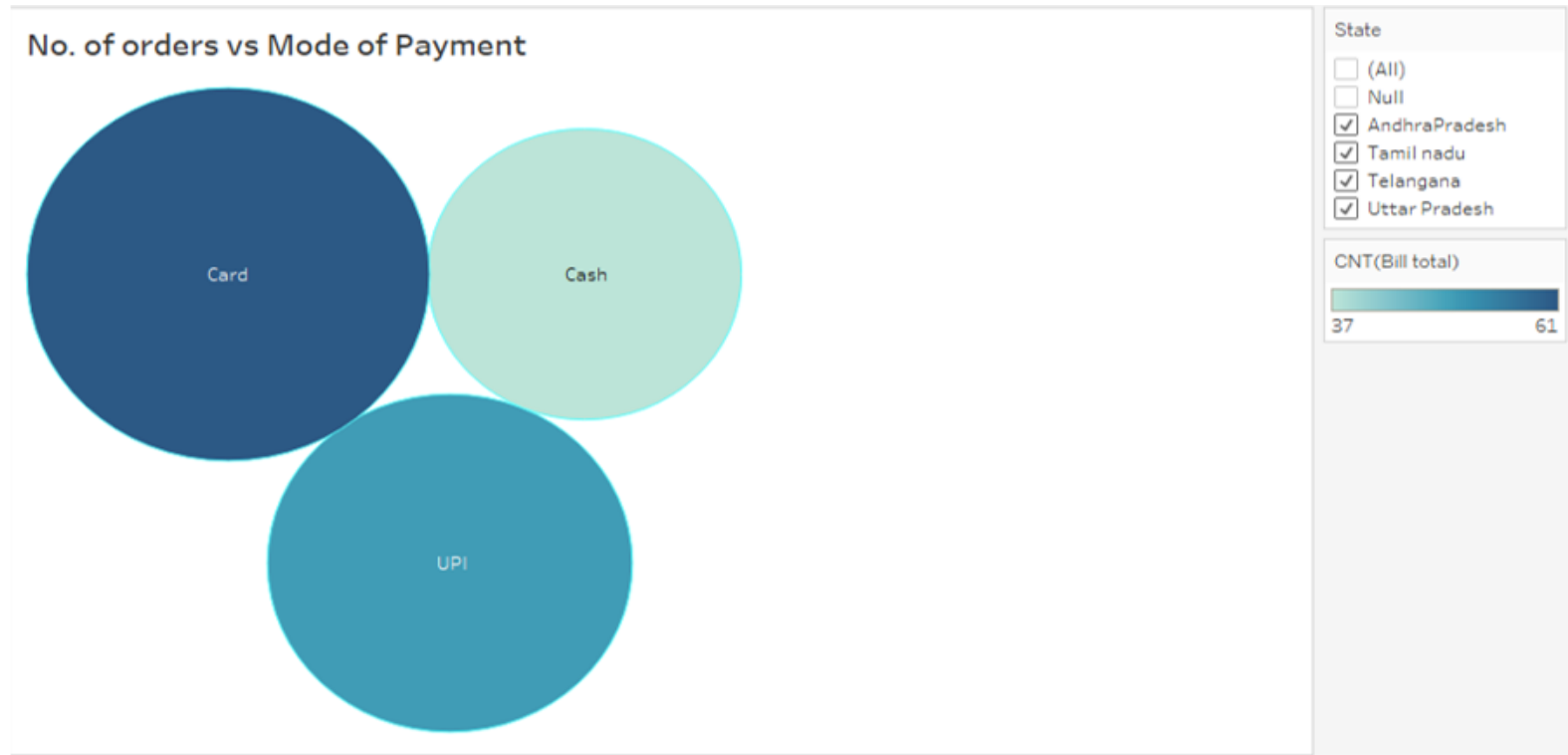
4.Which cuisine took most time to get delivered to the customer ?



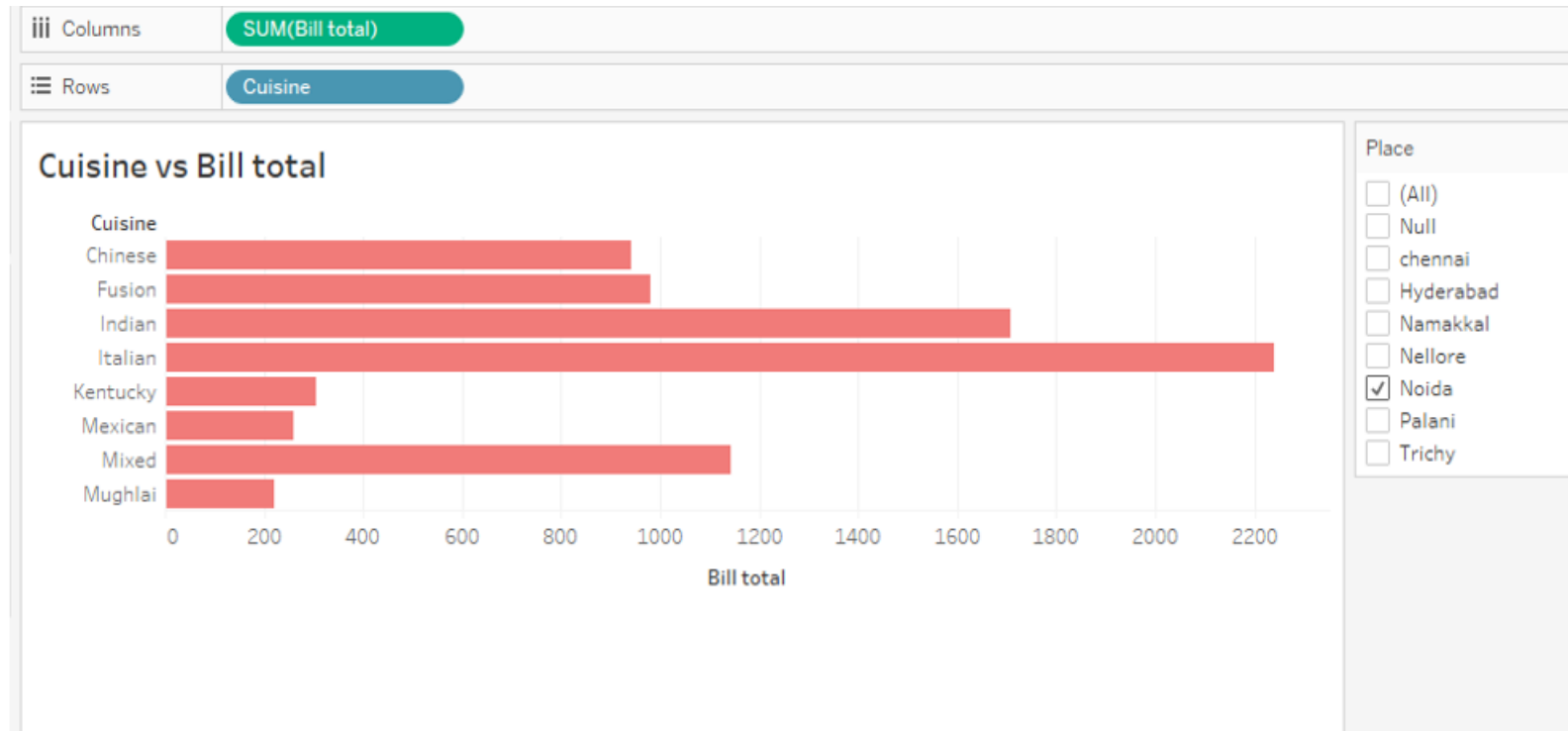
5. Interpret the given graph and tell which place got the best delivery rating ?



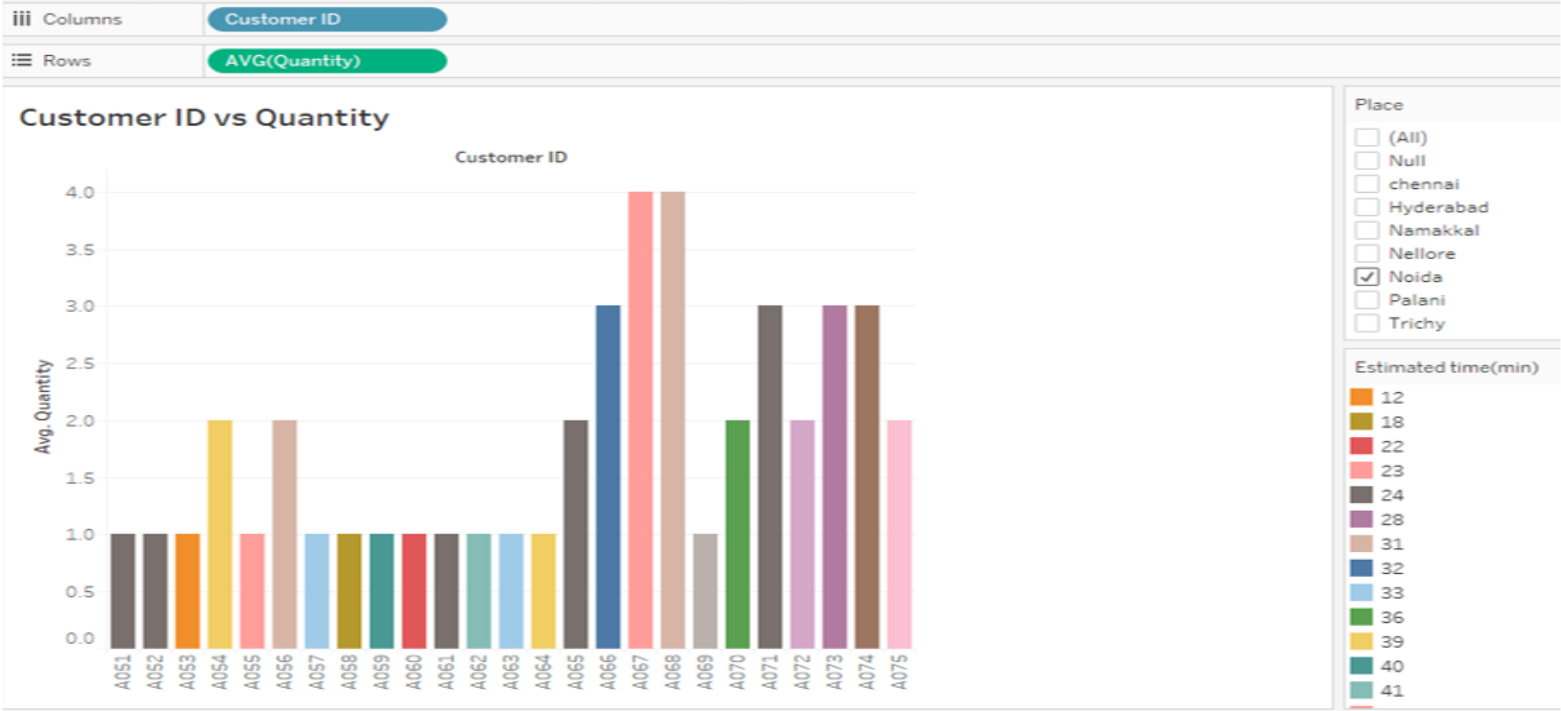
6.Which is the most used mode of payment overall?



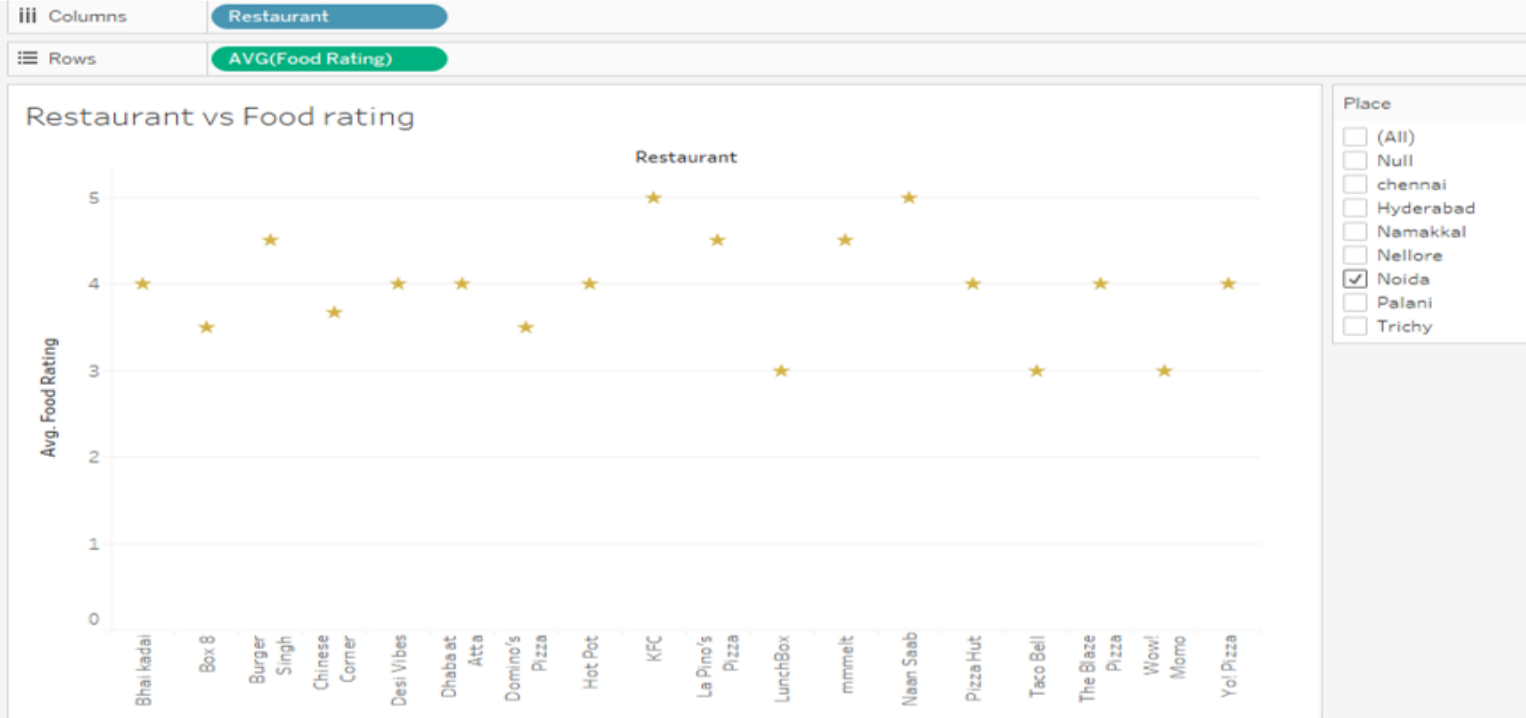
7.Which is the cuisine in which most money was spent in Noida?



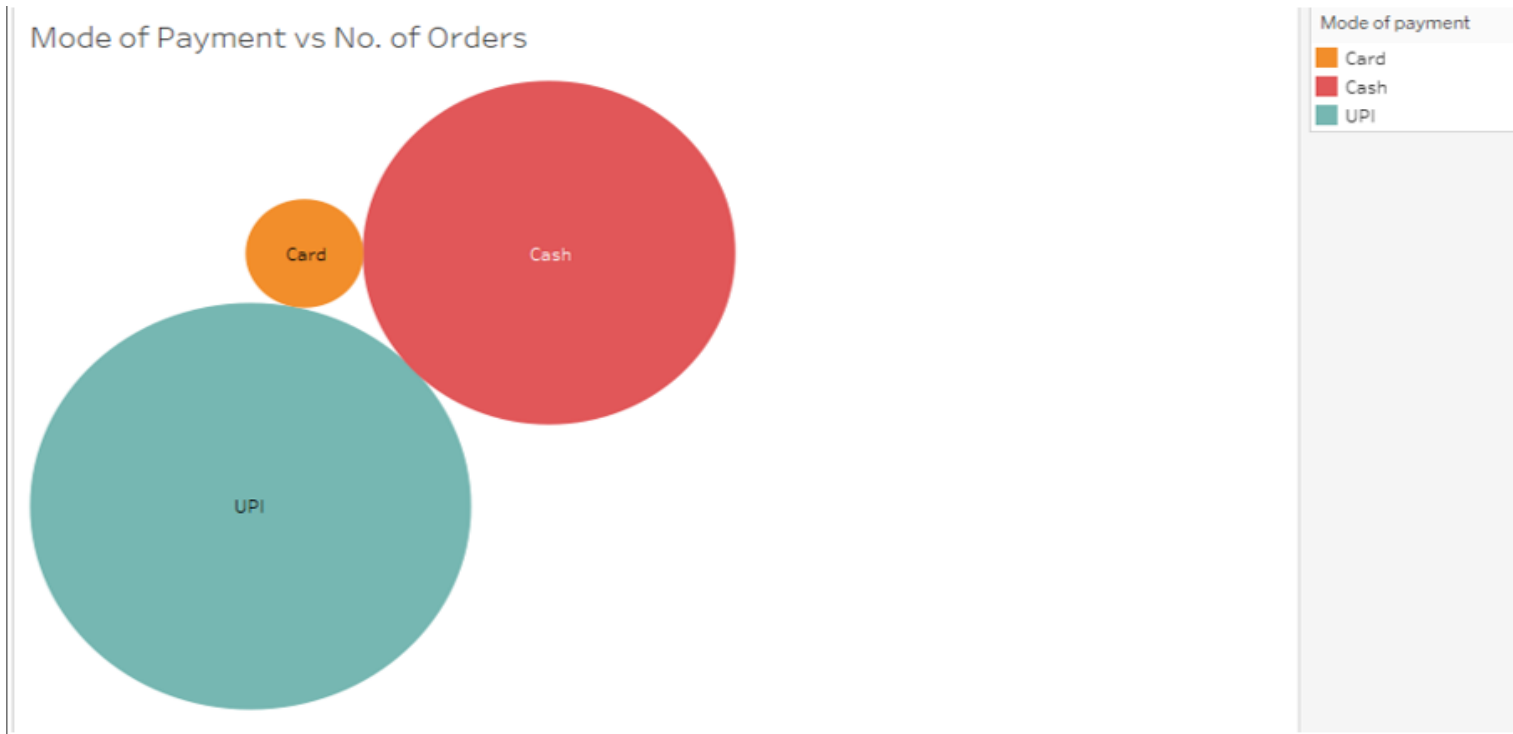
8.Find the Customer ID(s) which ordered the largest quantity of items in the place 'Noida'?



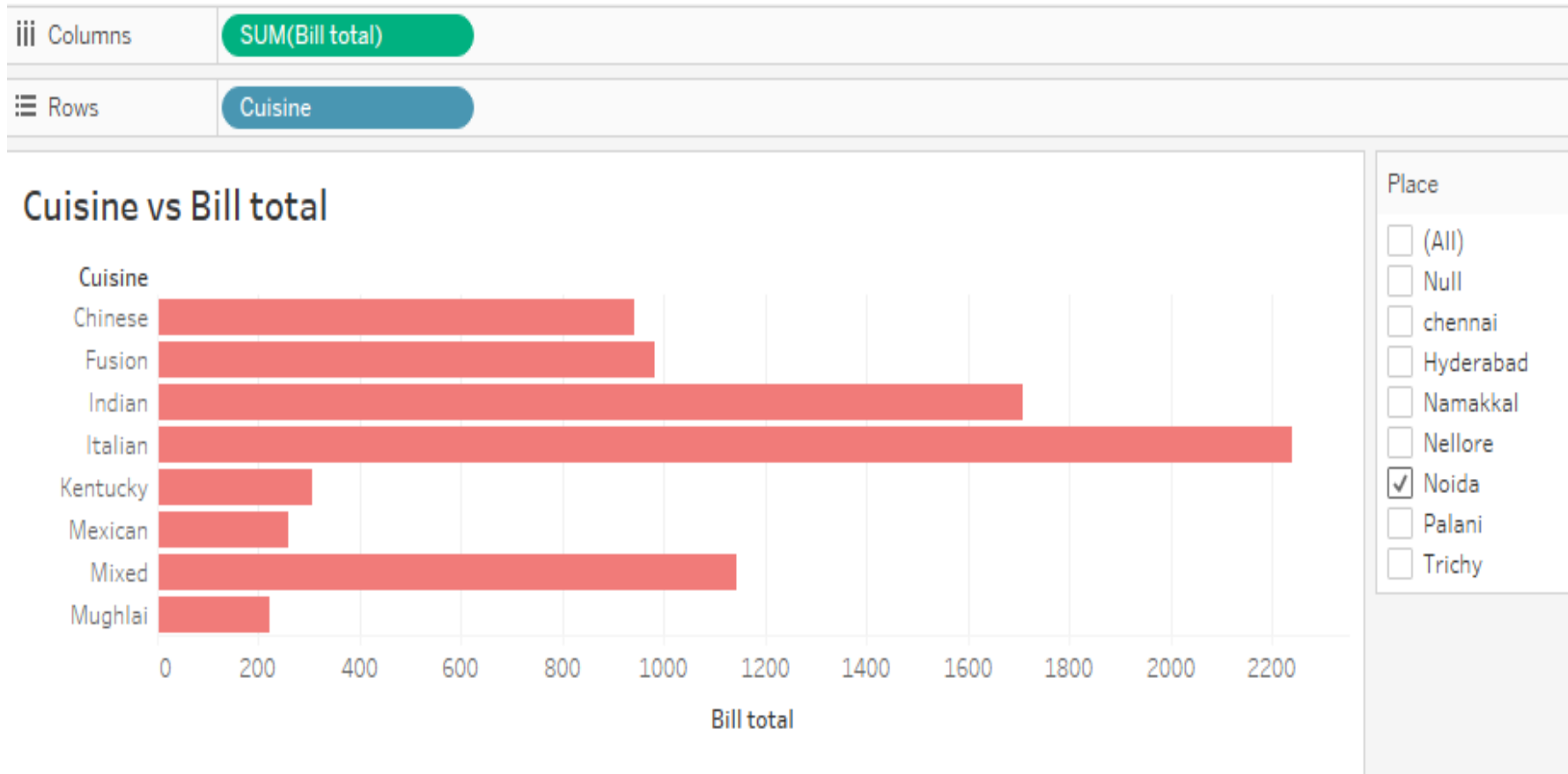
9.Which are the restaurants with highest food rating compared to other restaurants in Noida?



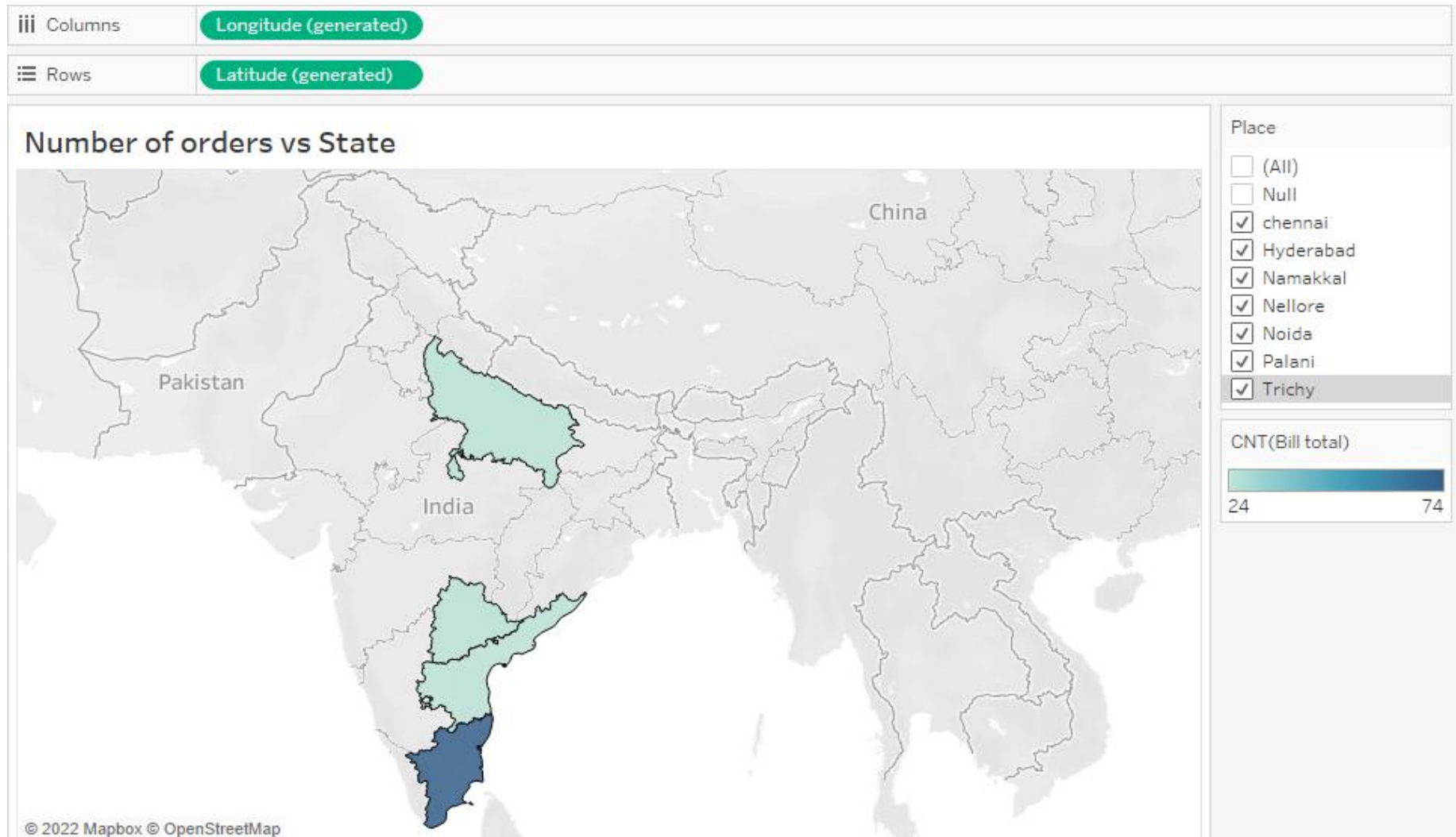
10.Which is the most used mode of payment in Noida?



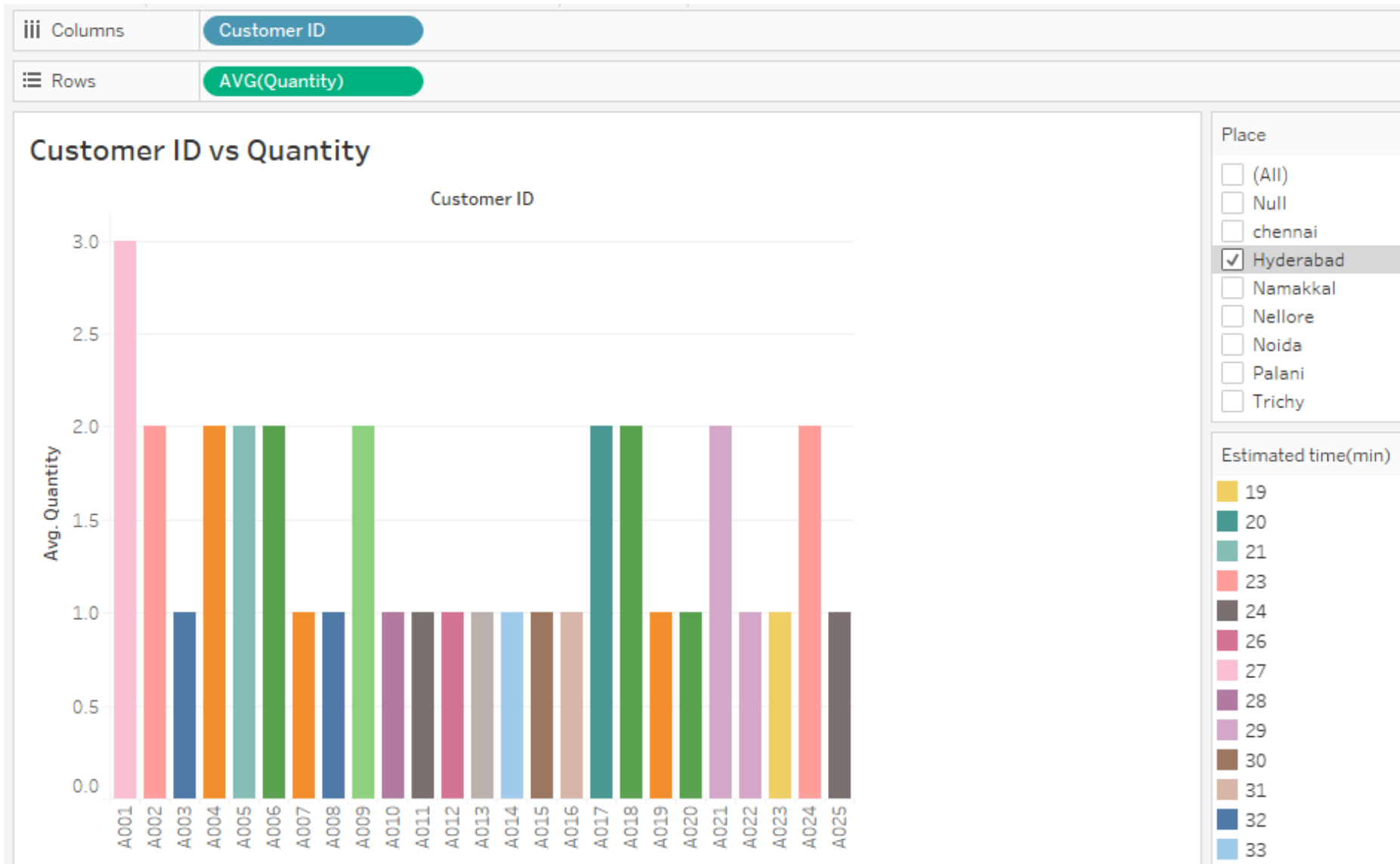
11. Which is the cuisine in which most money was spent in the place 'Noida'?



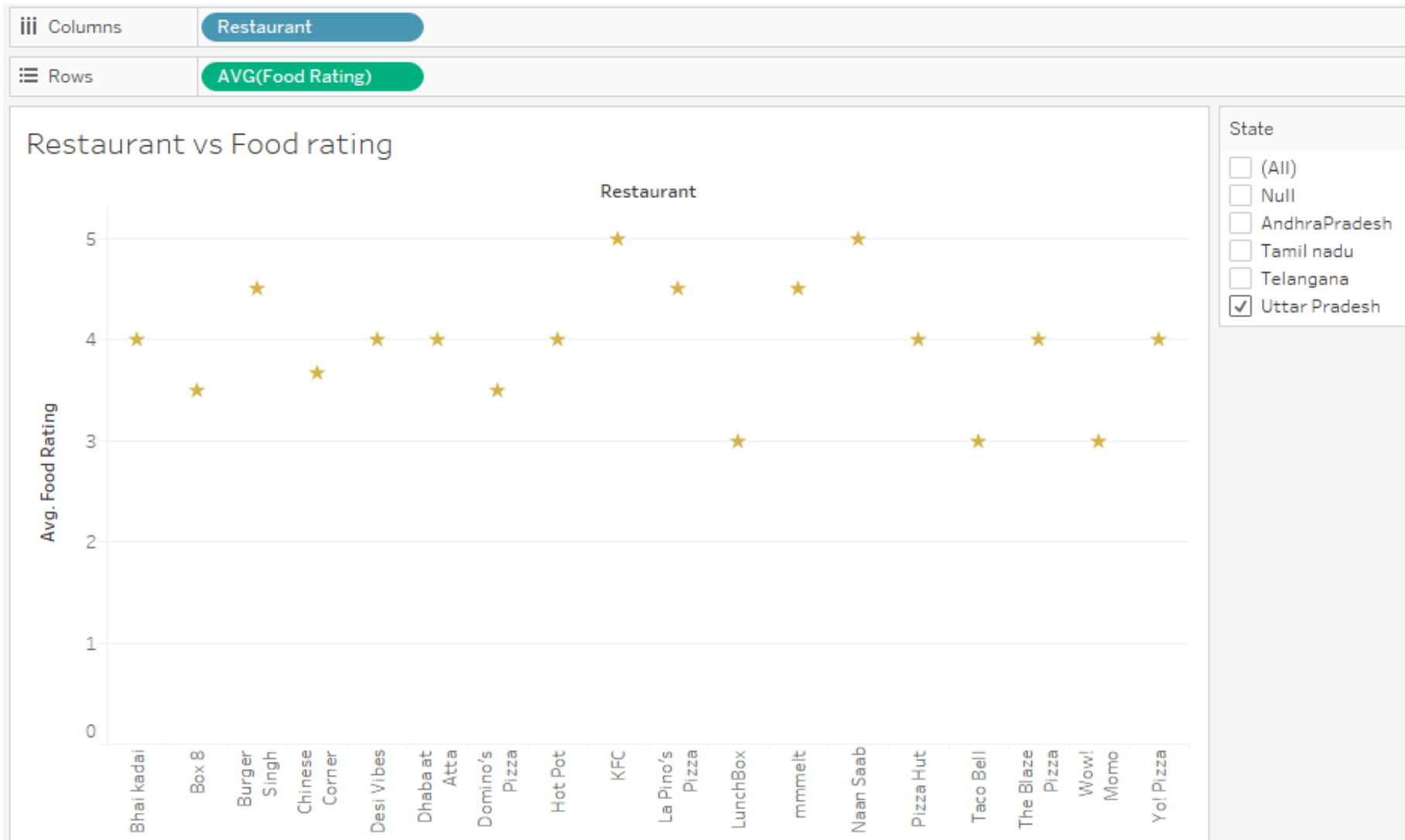
12. From which state in India were the most orders placed?



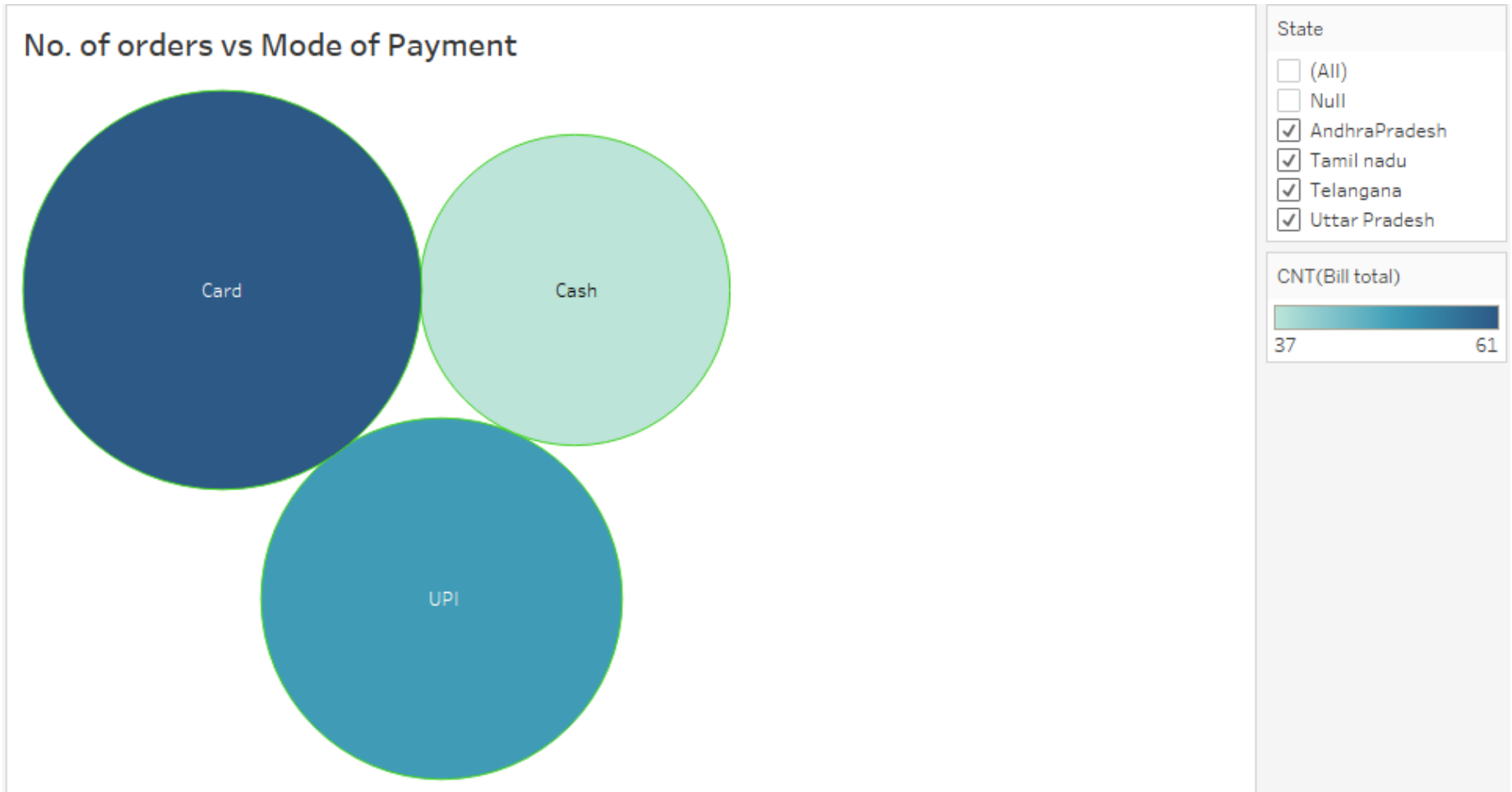
13. Find the Customer ID which ordered the largest quantity of items in the place 'Hyderabad'.



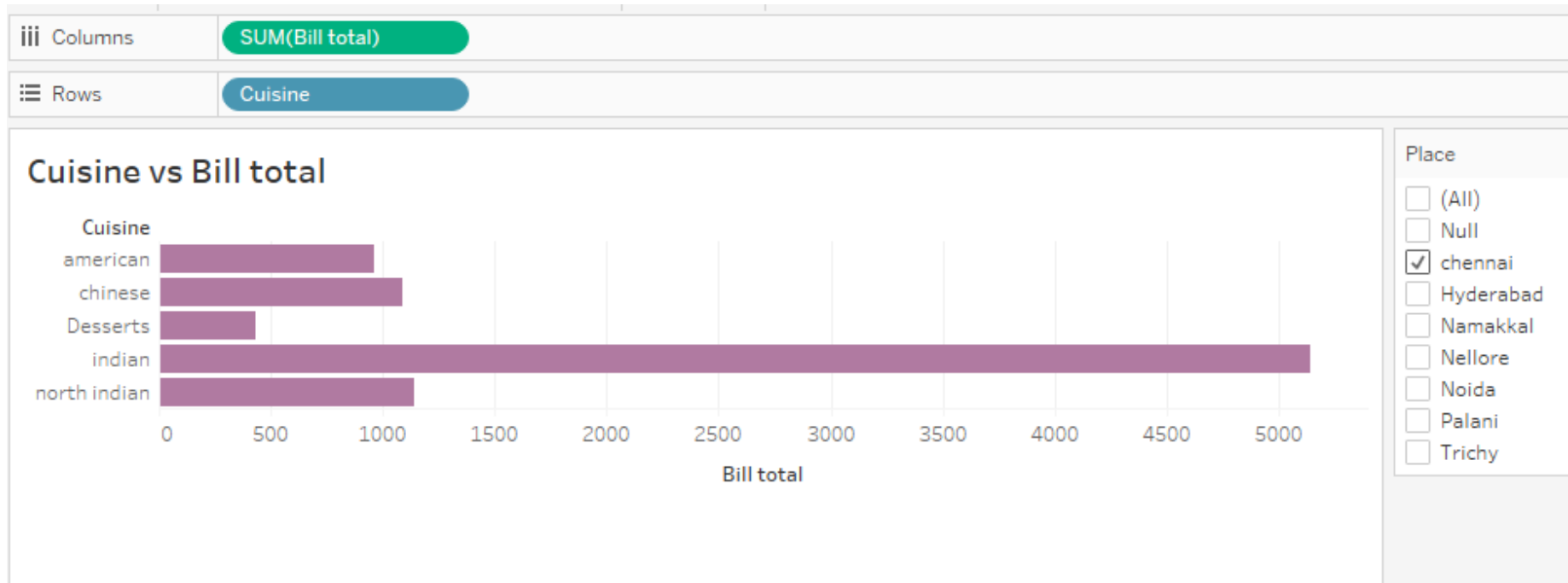
14.Which are the restaurants with the highest food rating compared to other restaurants in ‘Uttar Pradesh’?



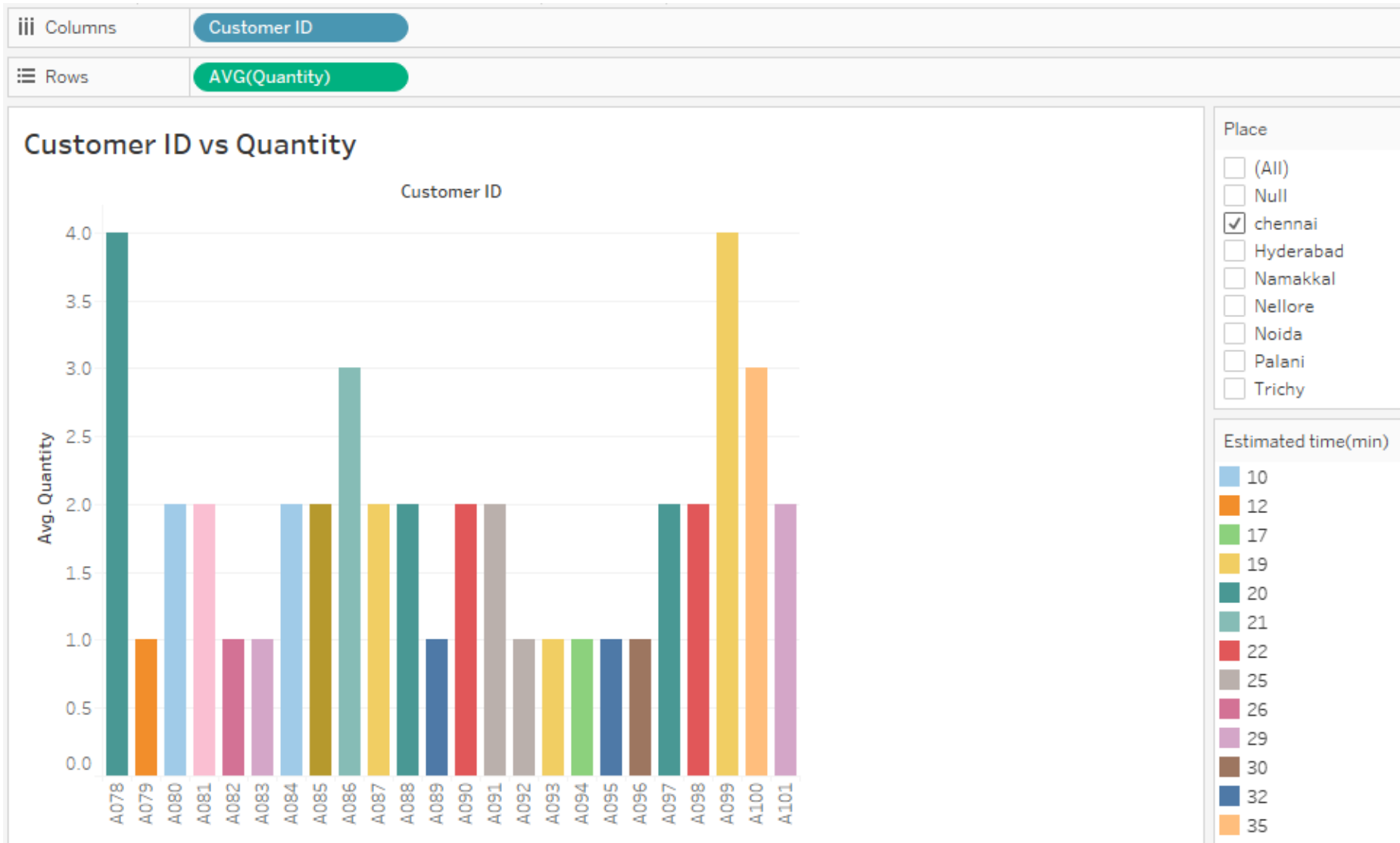
15. Which is the most used mode of payment overall?



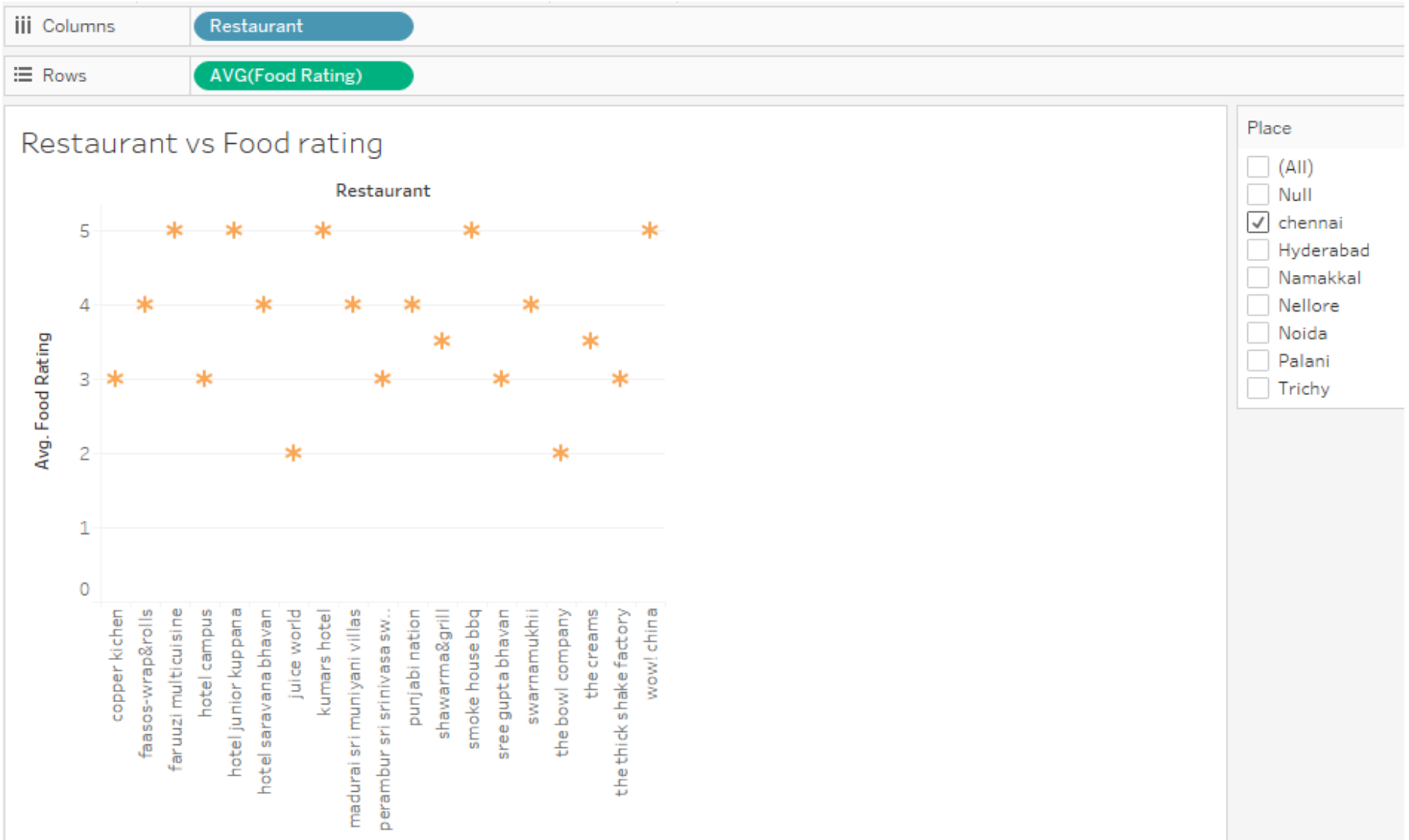
16. Which is the cuisine in which most money was spent in the place 'Chennai'?



17. Find the Customer ID(s) which ordered the largest quantity of items in the place 'Chennai'?

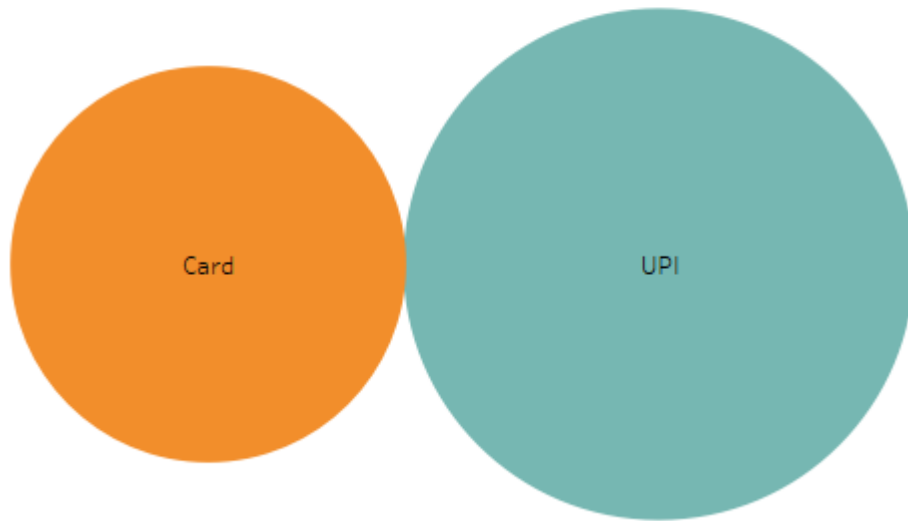


18. Which are the restaurants with the highest food rating compared to other restaurants in 'Chennai'?



19. Which is the most used mode of payment in ‘Chennai’?

Mode of Payment vs No. of Orders



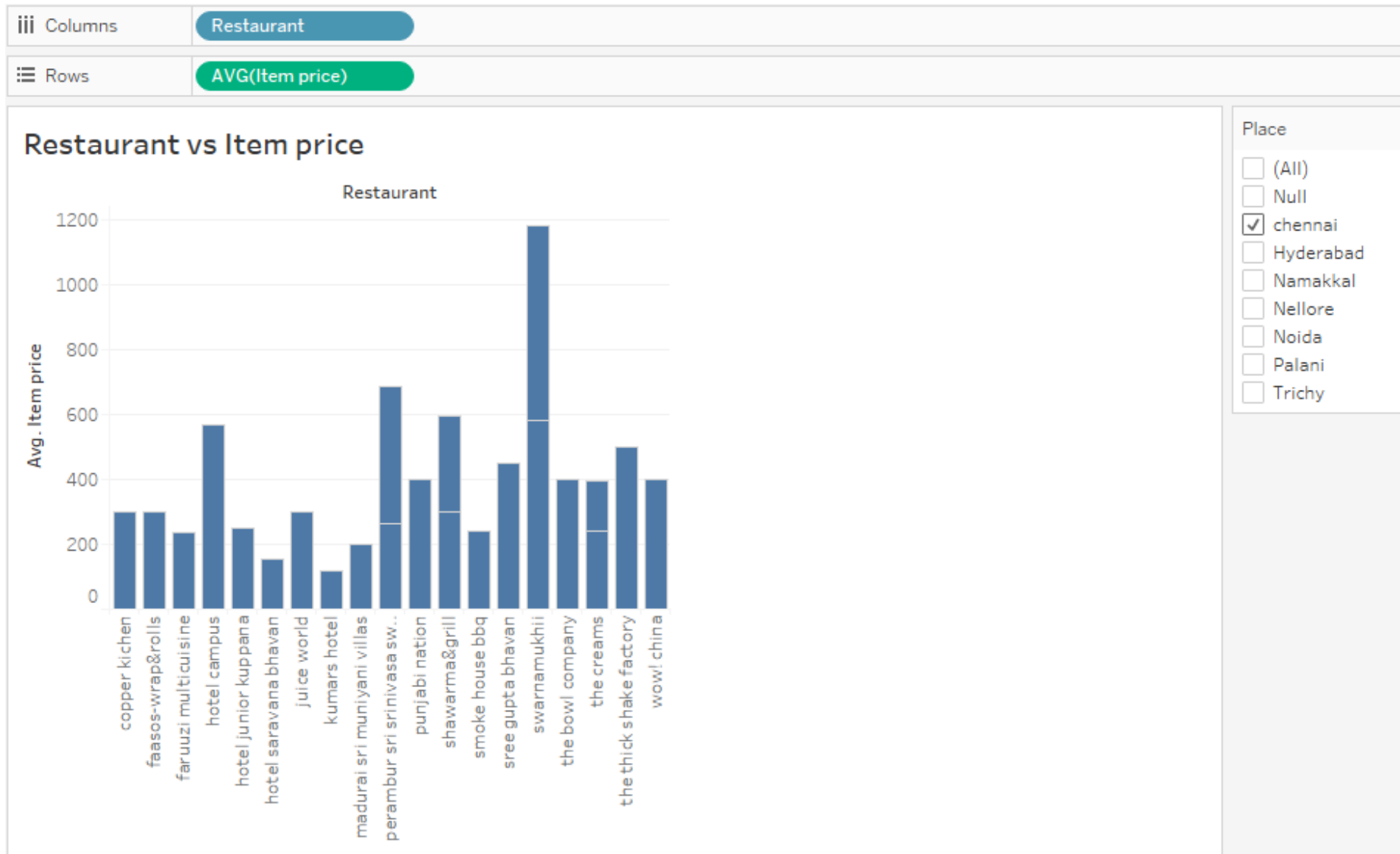
Place

- ☐ (All)
- ☐ Null
- ☒ chennai
- ☐ Hyderabad
- ☐ Namakkal
- ☐ Nellore
- ☐ Noida
- ☐ Palani
- ☐ Trichy

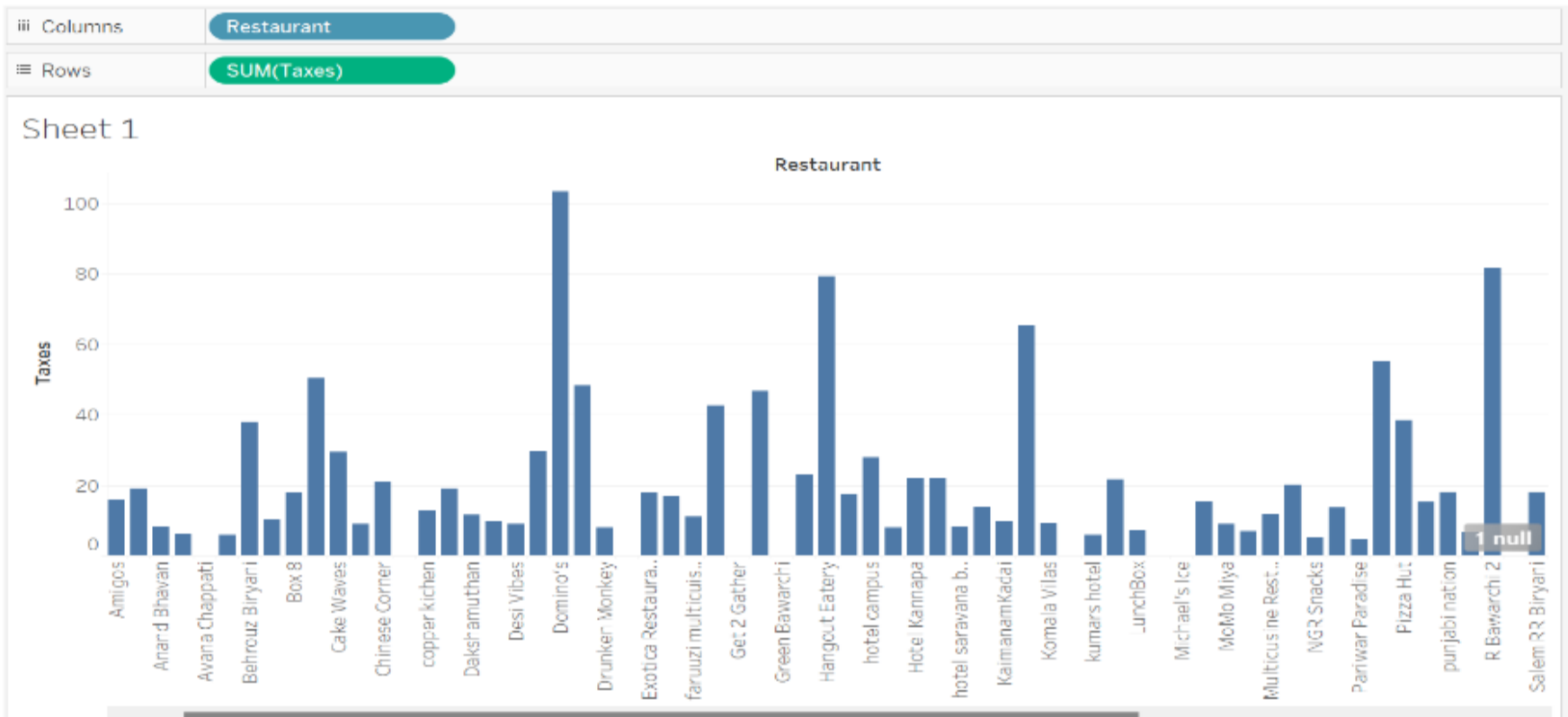
Mode of payment

- ☒ Card
- ☒ UPI

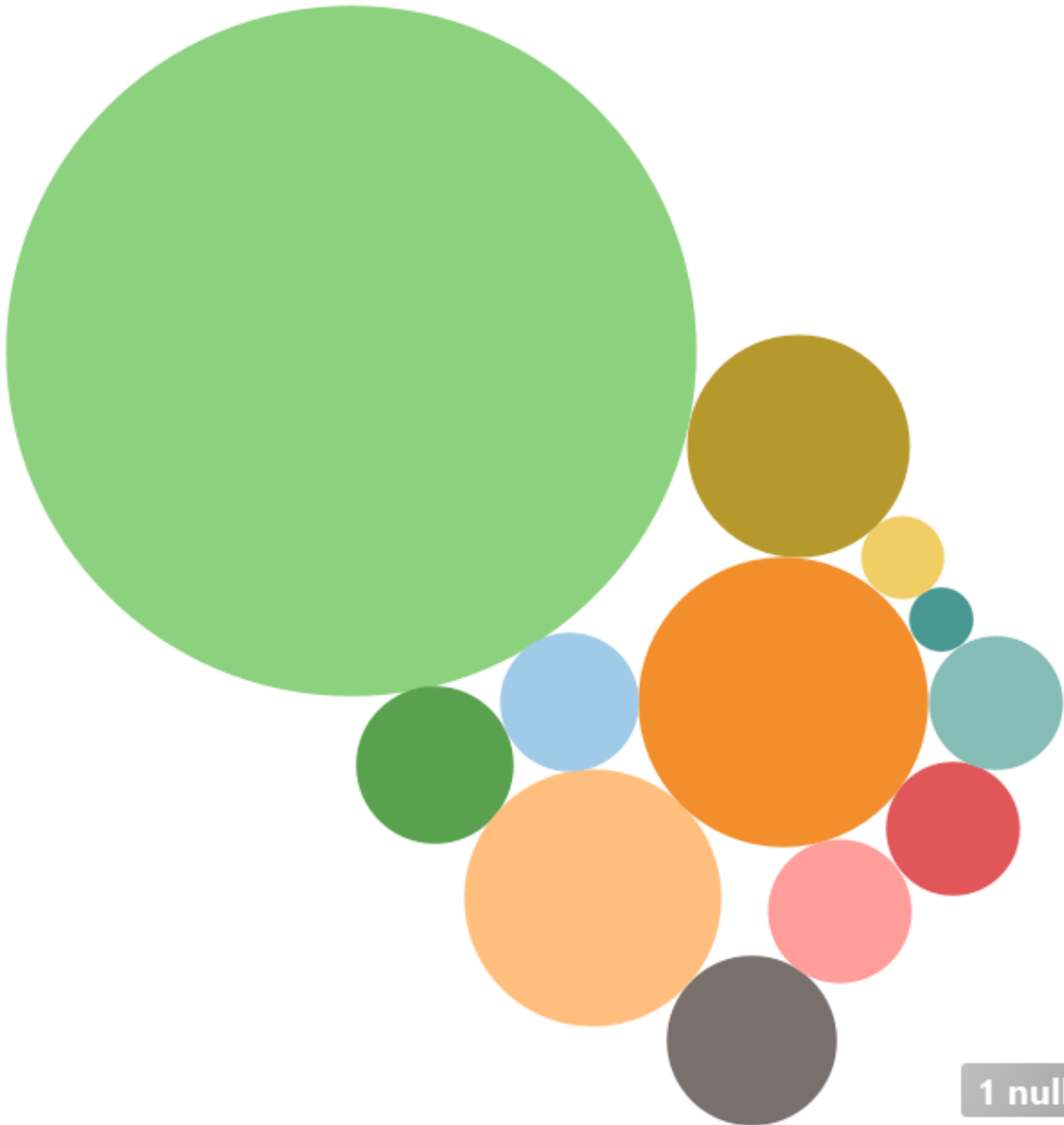
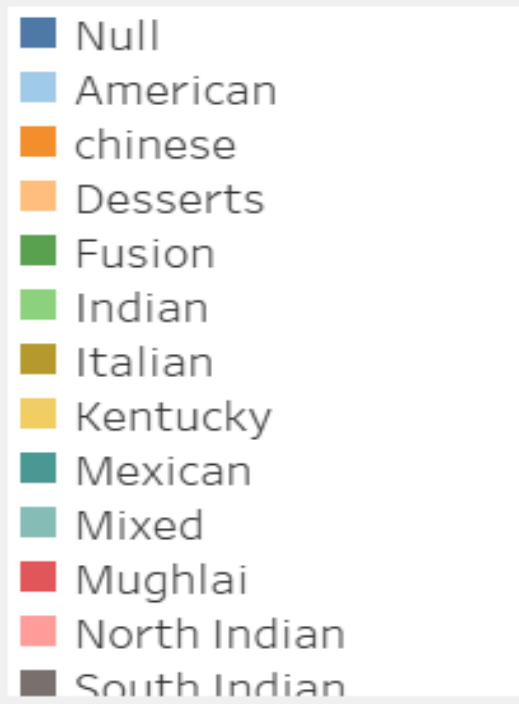
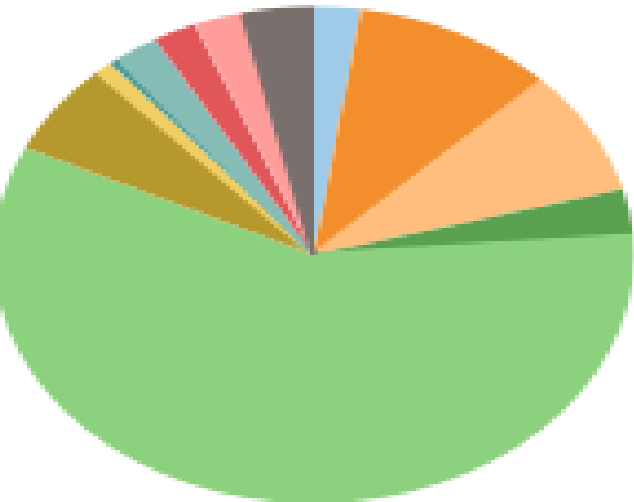
20. Which food item in Chennai is most expensive according to the data collected?



1. which Restaurant has charged highest taxes for the delivery in the data collected?



22. which cuisine has the lowest food rating in the dataset?



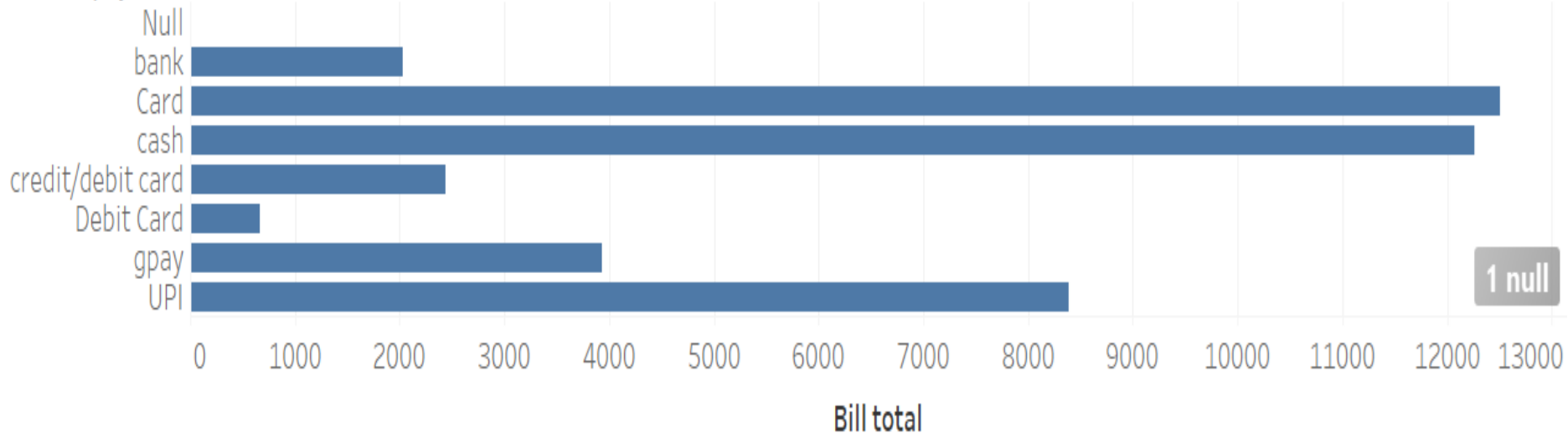
1 null

23. what is the most common mode of payment used in the dataset?

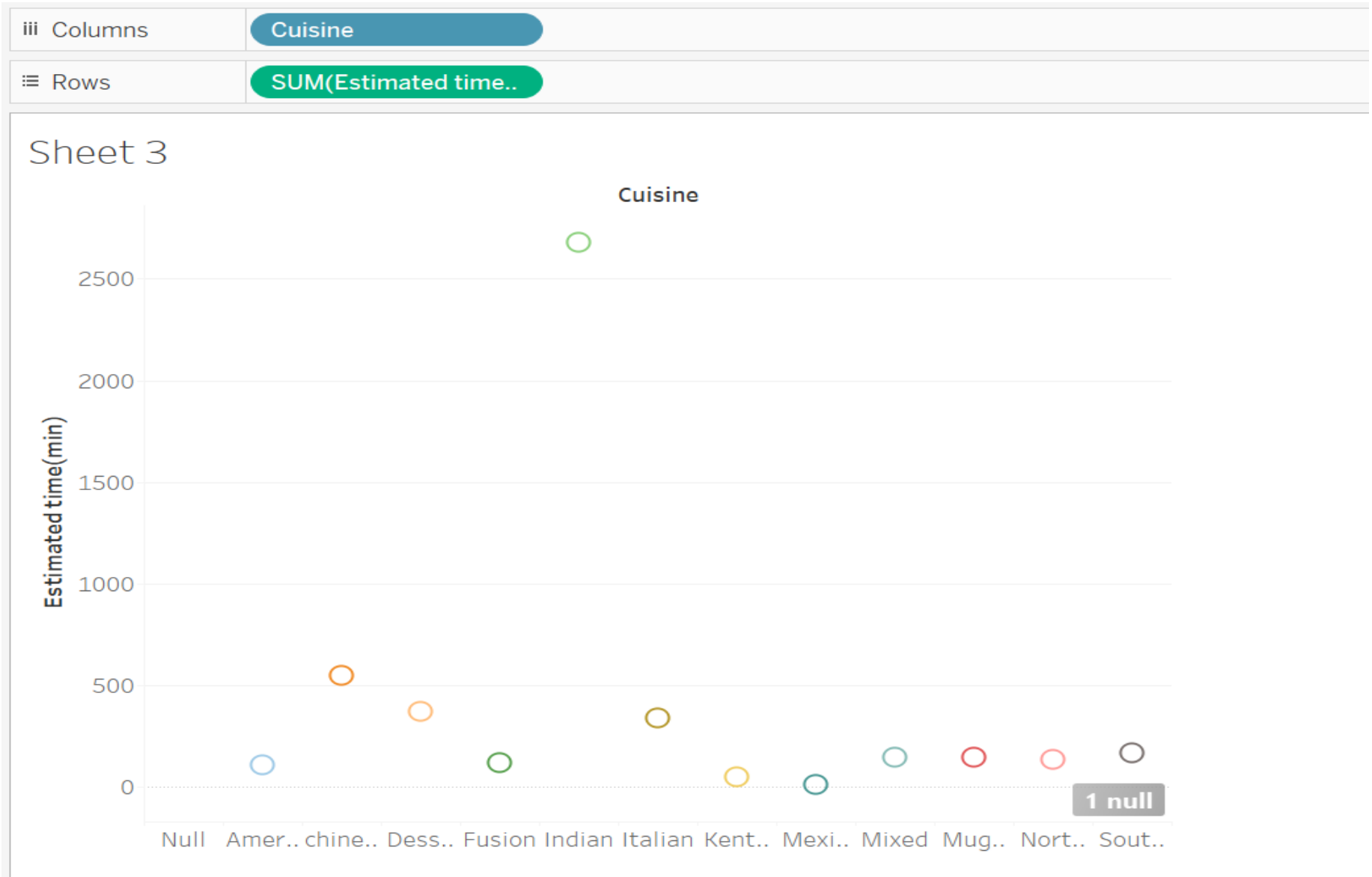
iii Columns	SUM(Bill total)
Rows	Mode of payment

Sheet 2

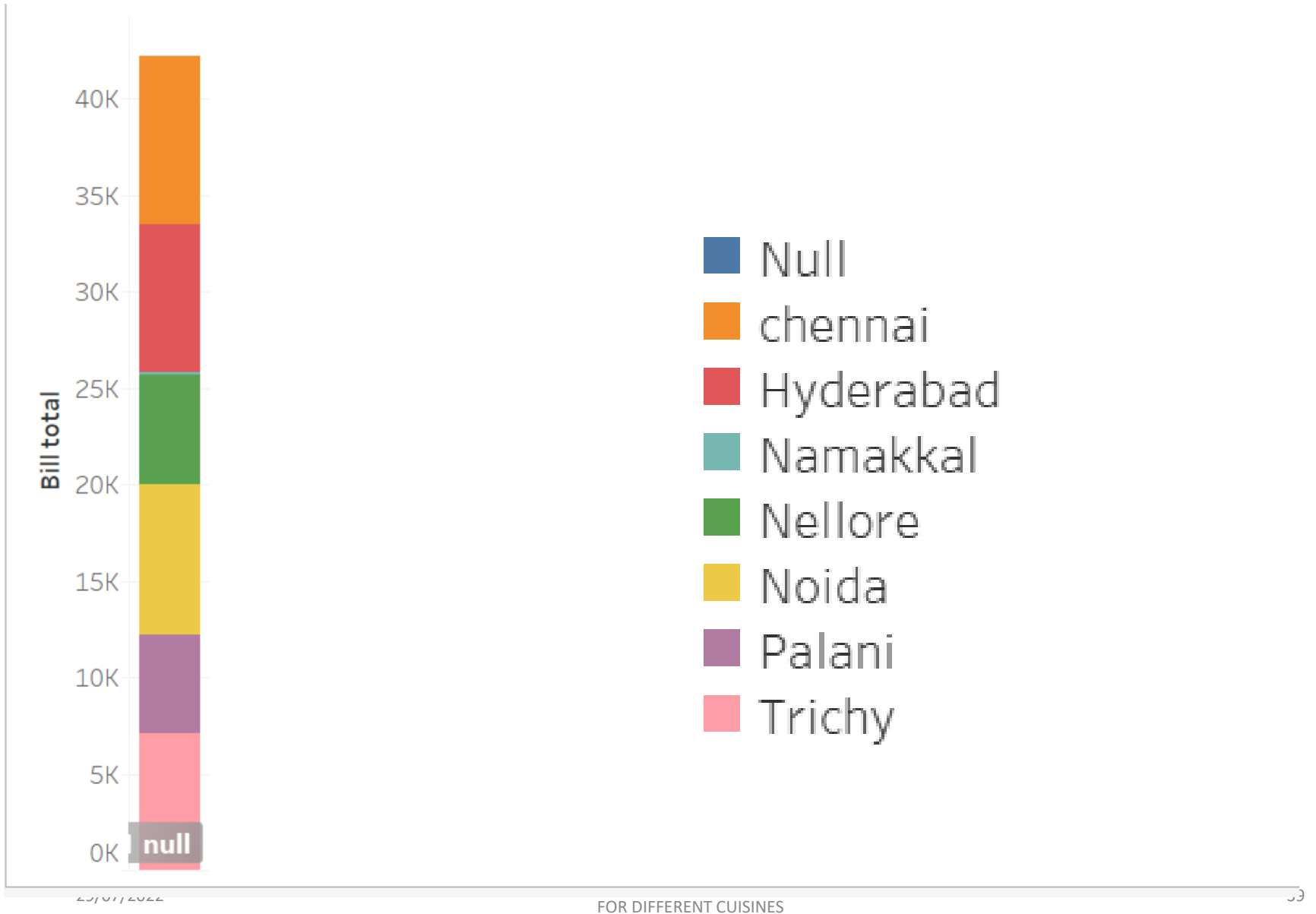
Mode of payment



24. Which cuisine took longest time to be delivered in the dataset?



25. which place had the highest bill amount in the data set??



26.

1. In Hyderabad Which restaurant has received highest delivery partner fee in the dataset?

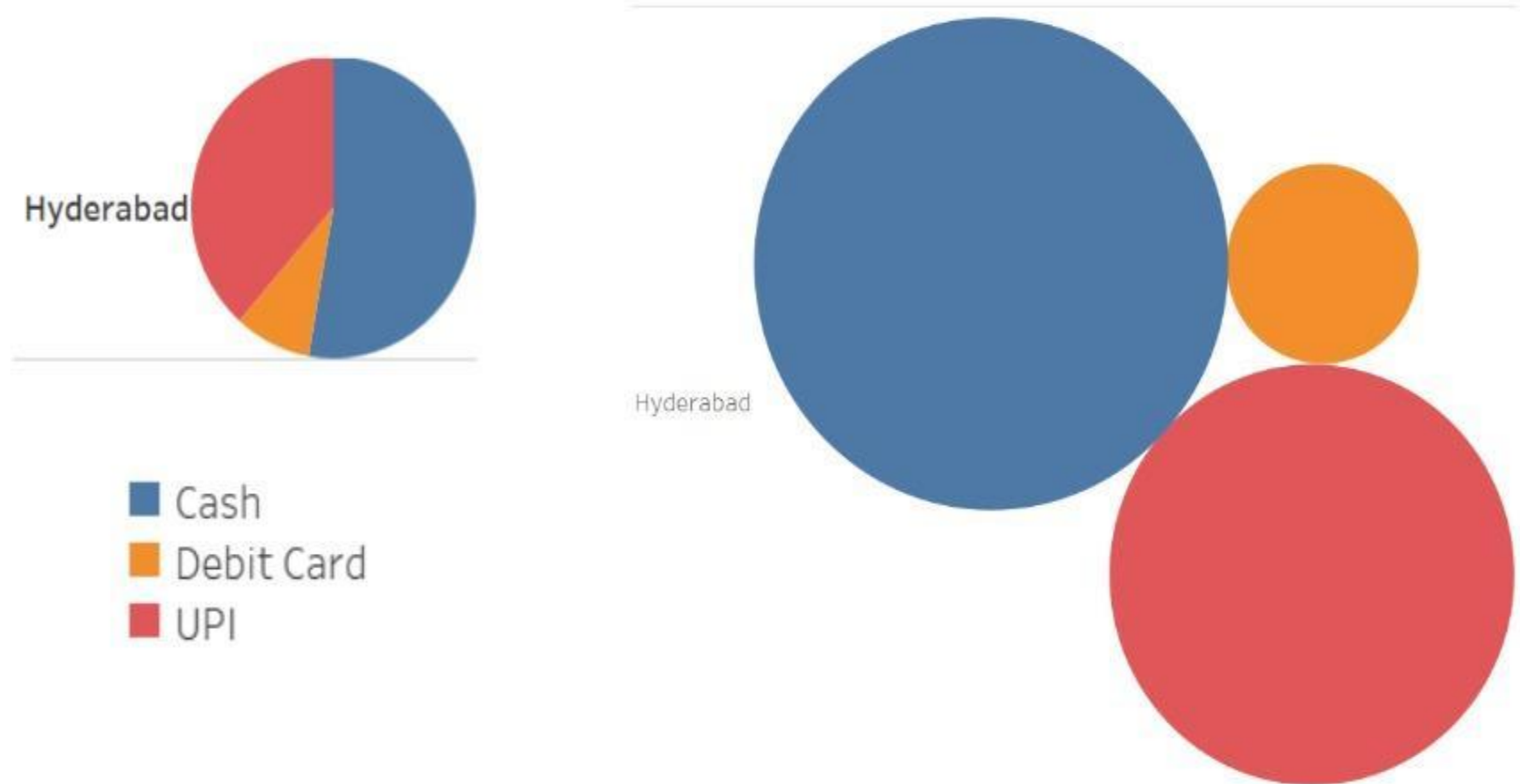
Columns	Place	Restaurant
Rows	SUM(Delivery Partner fee)	

Sheet 1



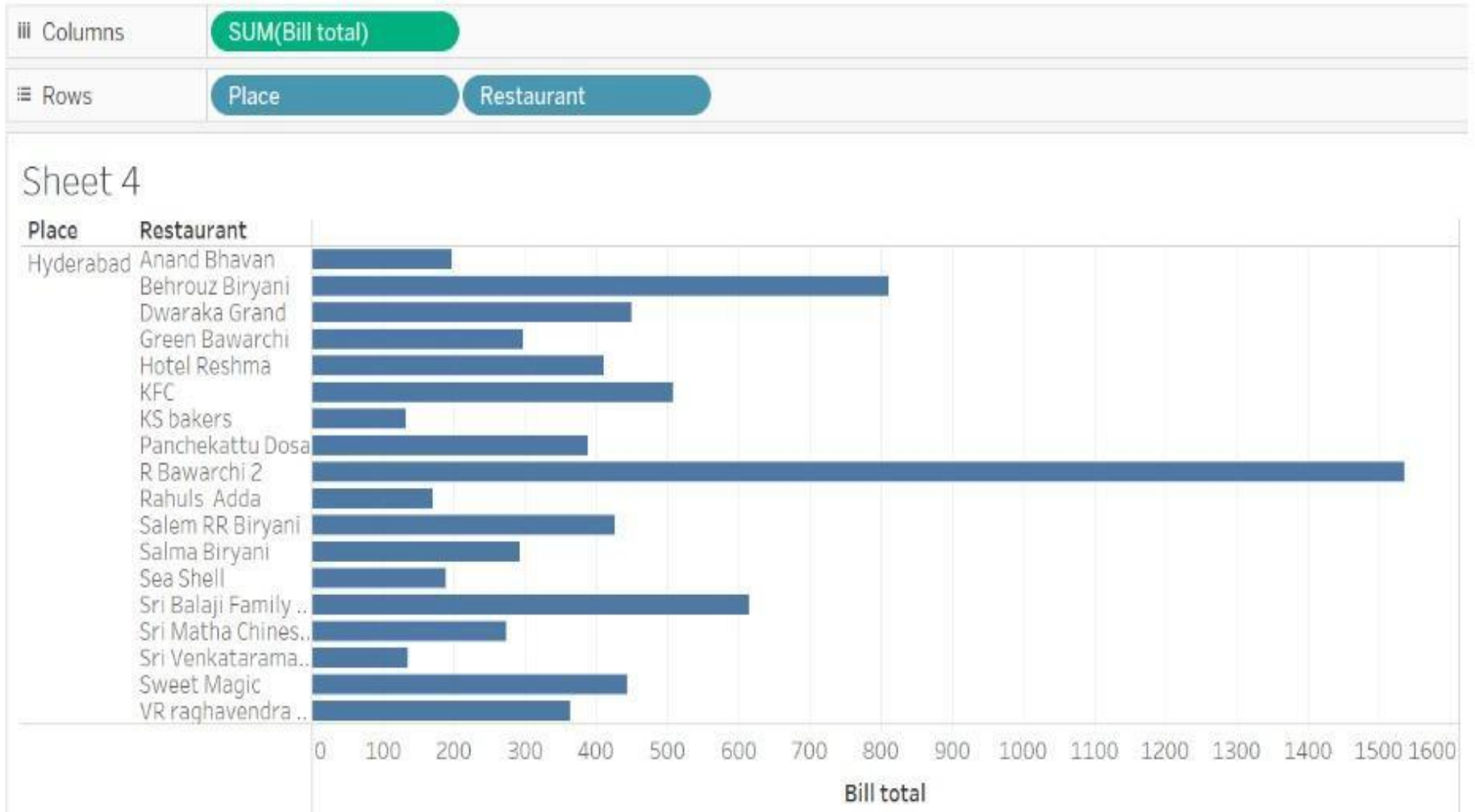
27.

2. In Hyderabad which mode of payment is most frequently used??



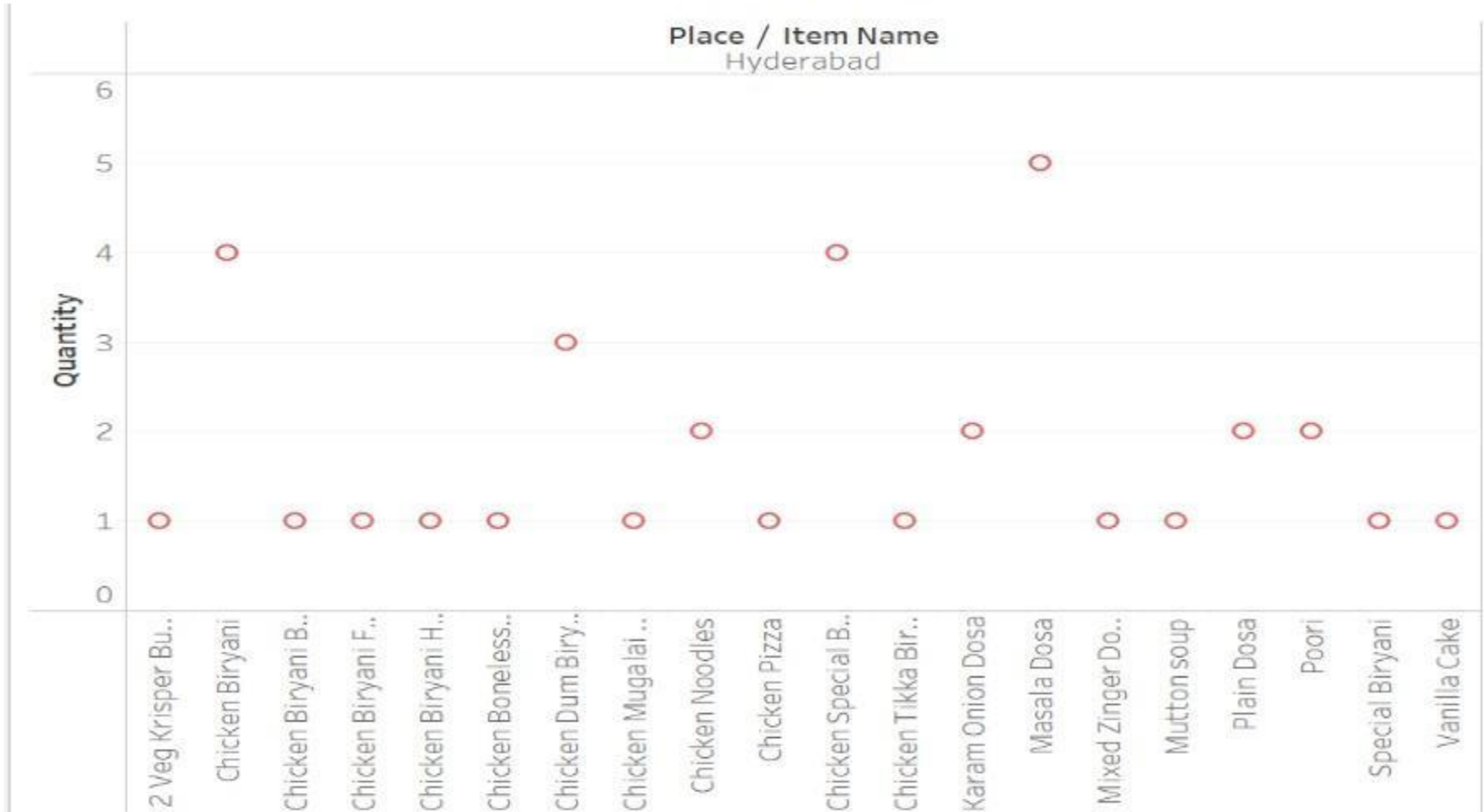
28.

3.In Hyderabad which restaurant has the lowest bill amount in the dataset?



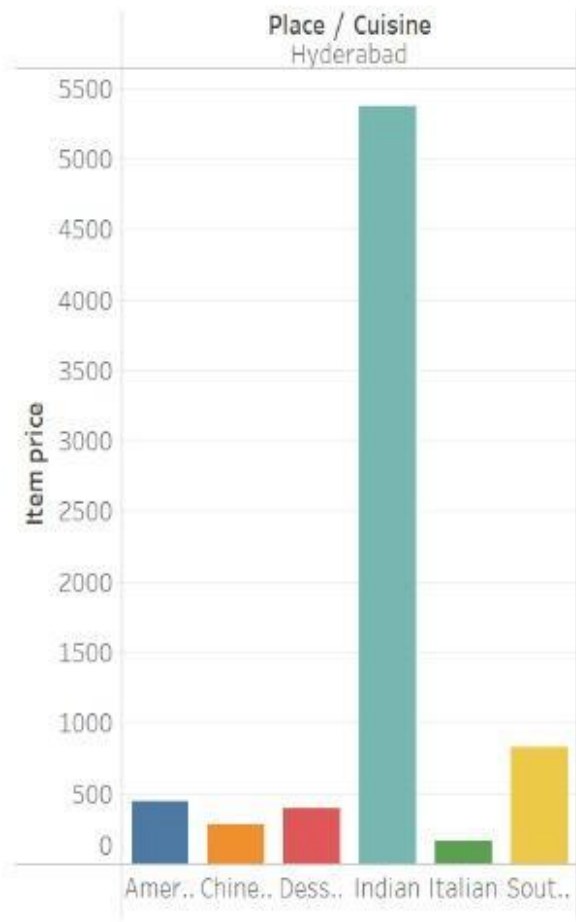
29.

4. In Hyderabad which item has the highest quantity order in the dataset?

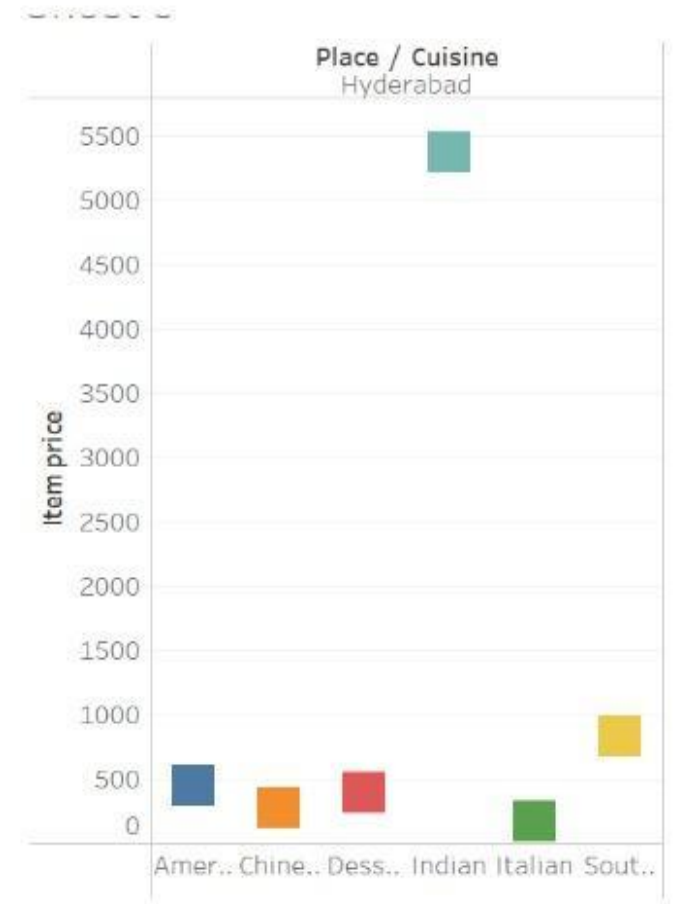


30.

5. In Hyderabad which cuisine has the lowest item price in the dataset?

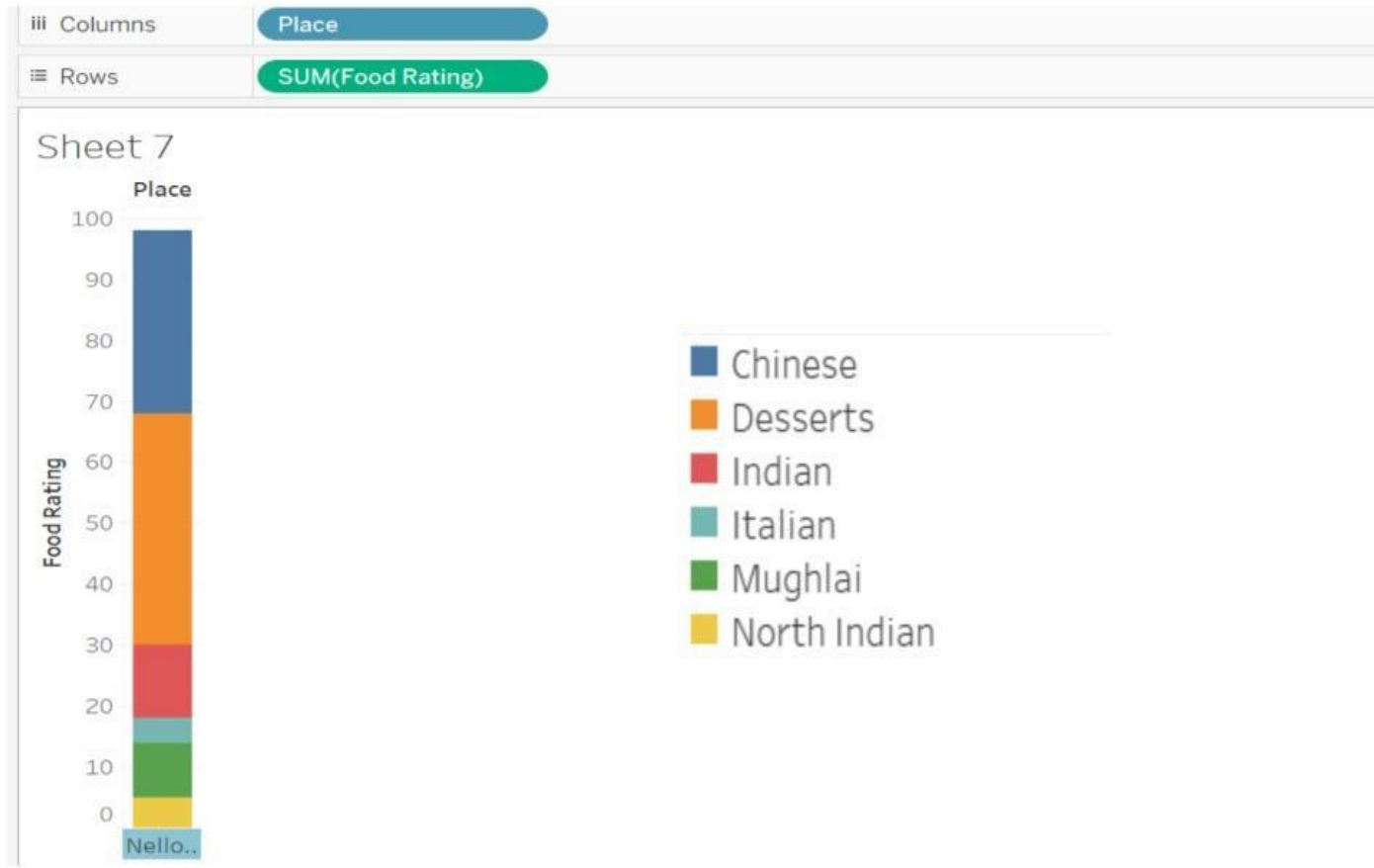


American
Chinese
Desserts
Indian
Italian
South Indian



31.

1. In Nellore which cuisine has the highest food rating in the dataset?



32.

2. In Nellore which restaurant had the highest delivery rating in the dataset?



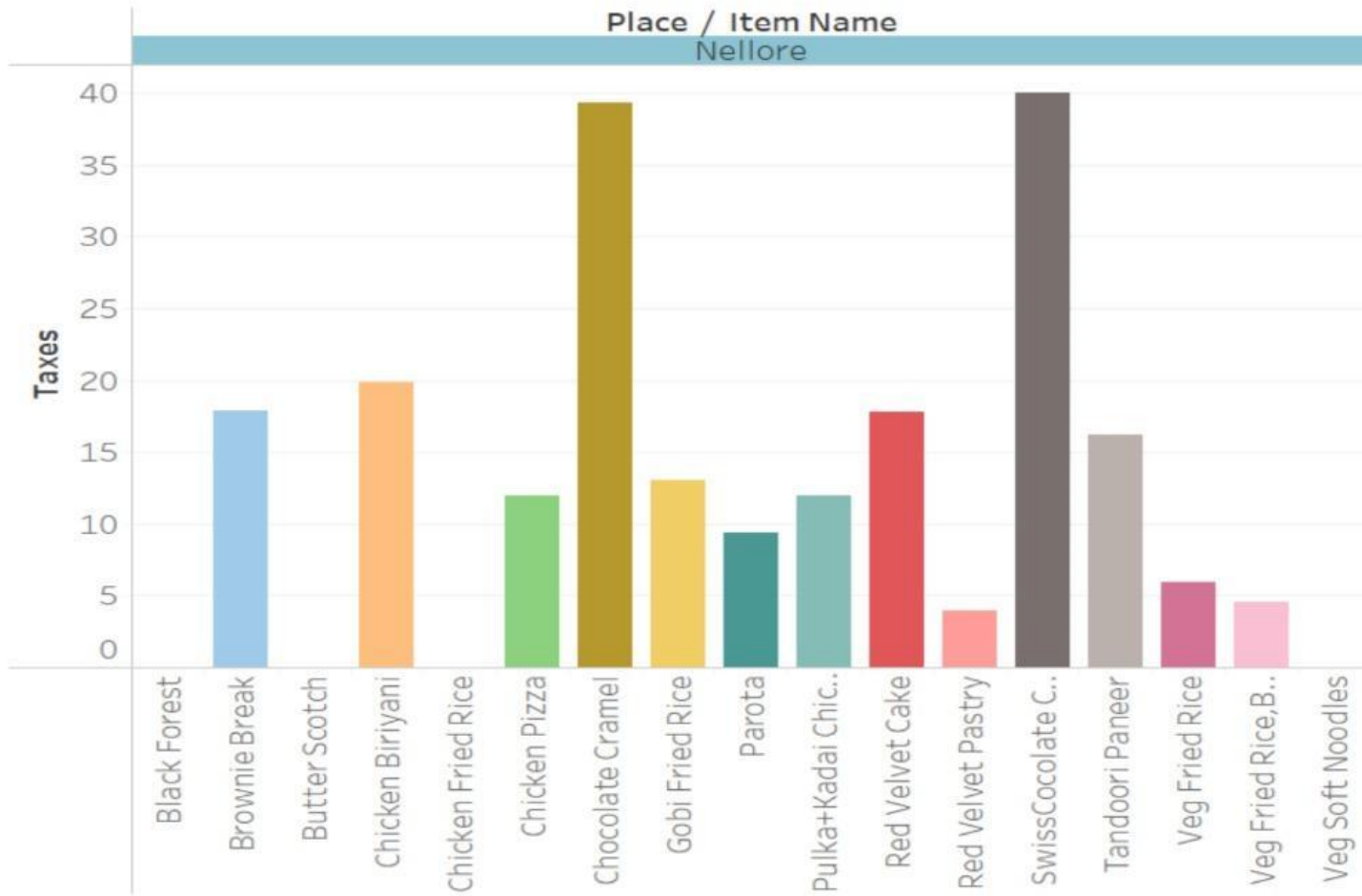
33.

3. In Nellore which mode of payment is used comparatively less in the dataset?



34.

4. In Nellore which item has highest tax amount in the dataset?

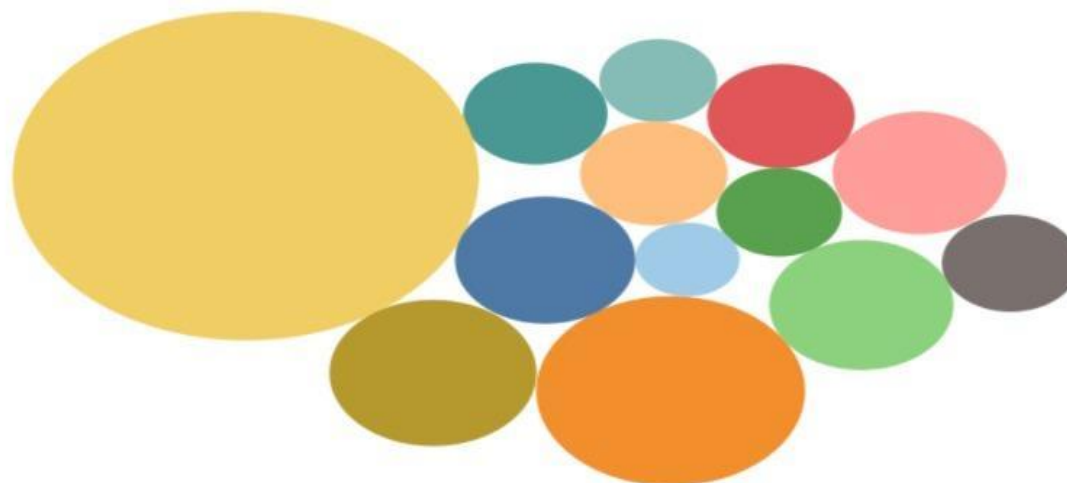


35.

5.IN Nellore which restaurant has the highest bill amount in the data set?

Place

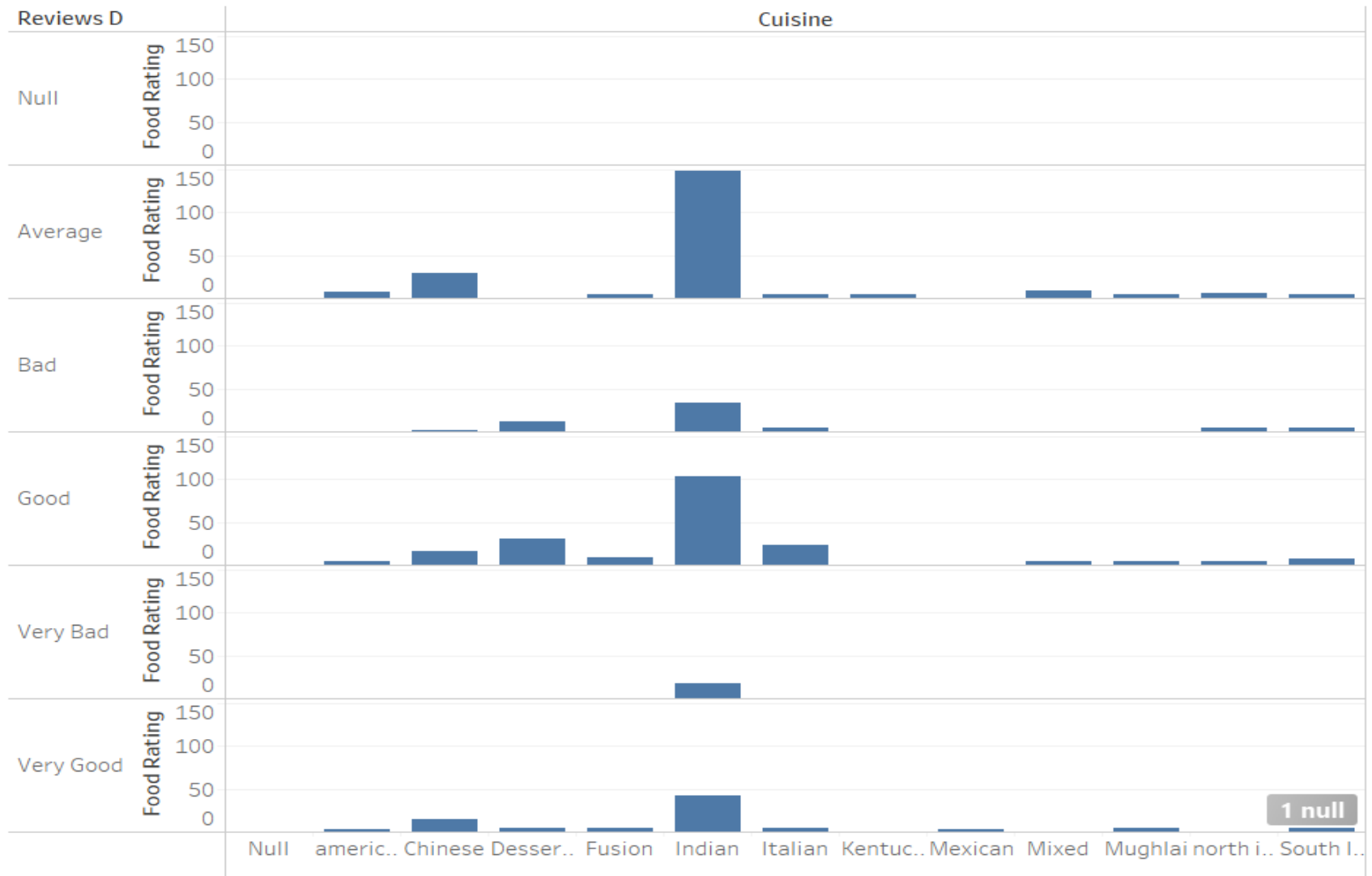
Nellore



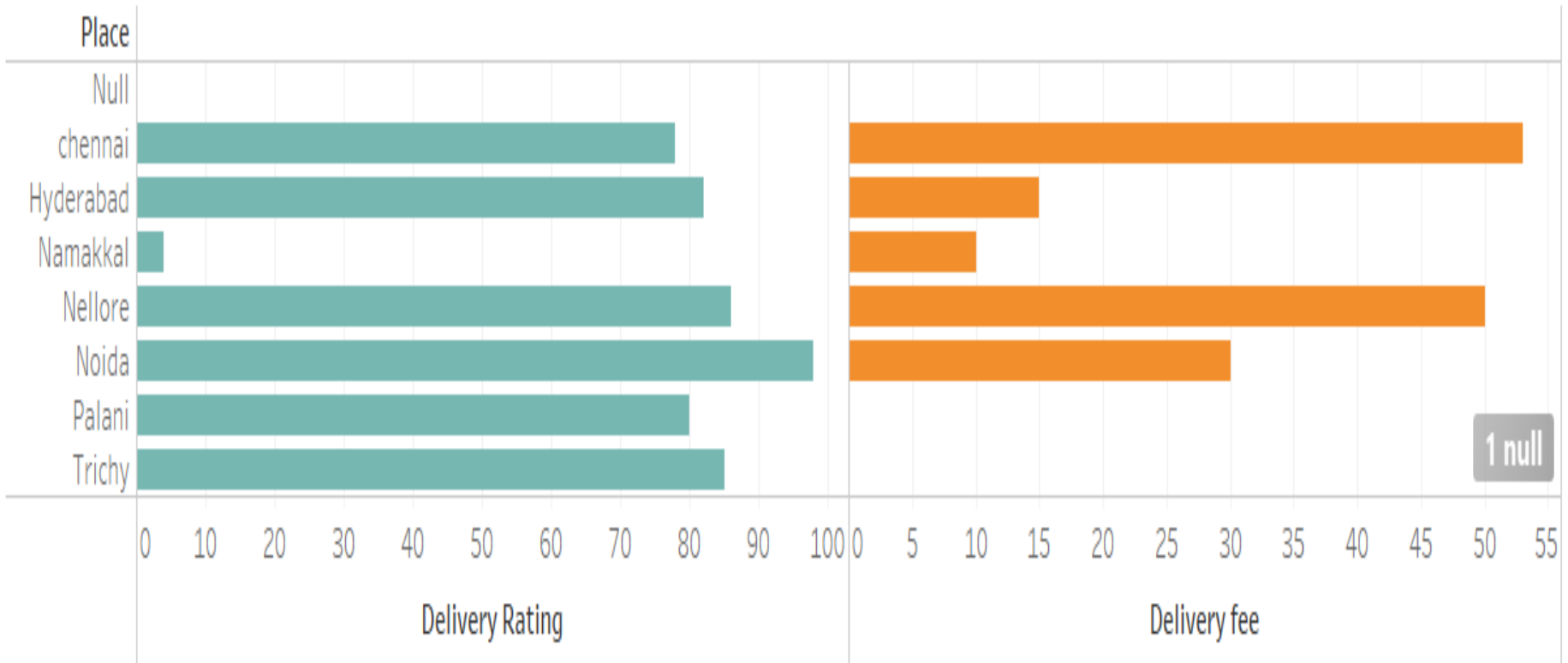
- Amigos
- Barbeque Nation
- ChopSticks
- DBL
- Drunken Monkey
- Exotica Restaurant
- Green Paradise
- Hangout Eatery
- Komala Vilas
- Multicusine Restaurant
- Pariwar Paradise
- Pizza Hut
- R Bawarchi 2

36. Which cuisine got very good delivery rating with best food rating from the customers ?

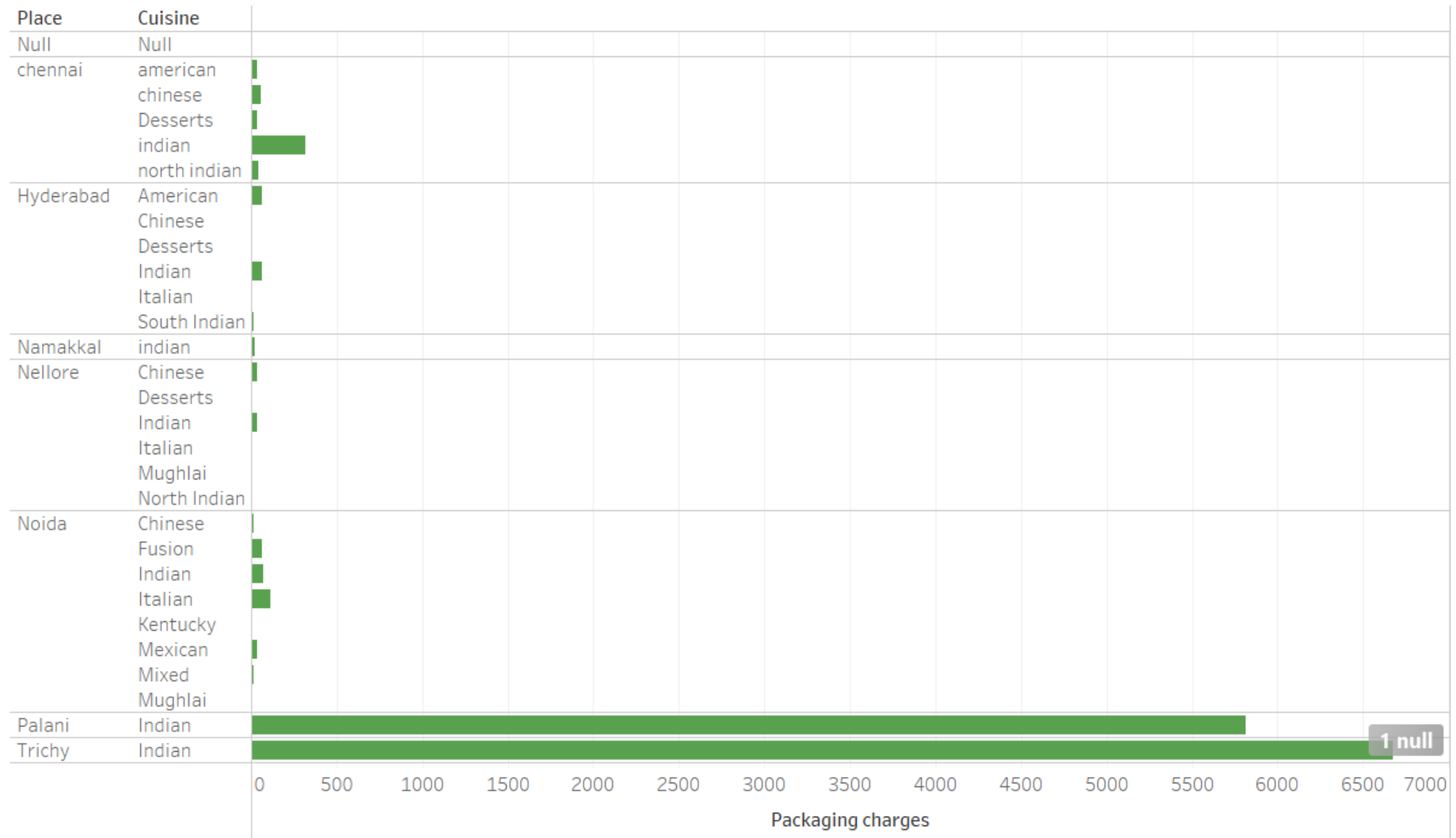
Sheet 6



37. Interpret the following graph which place got the best delivery rating and took less delivery fee ?

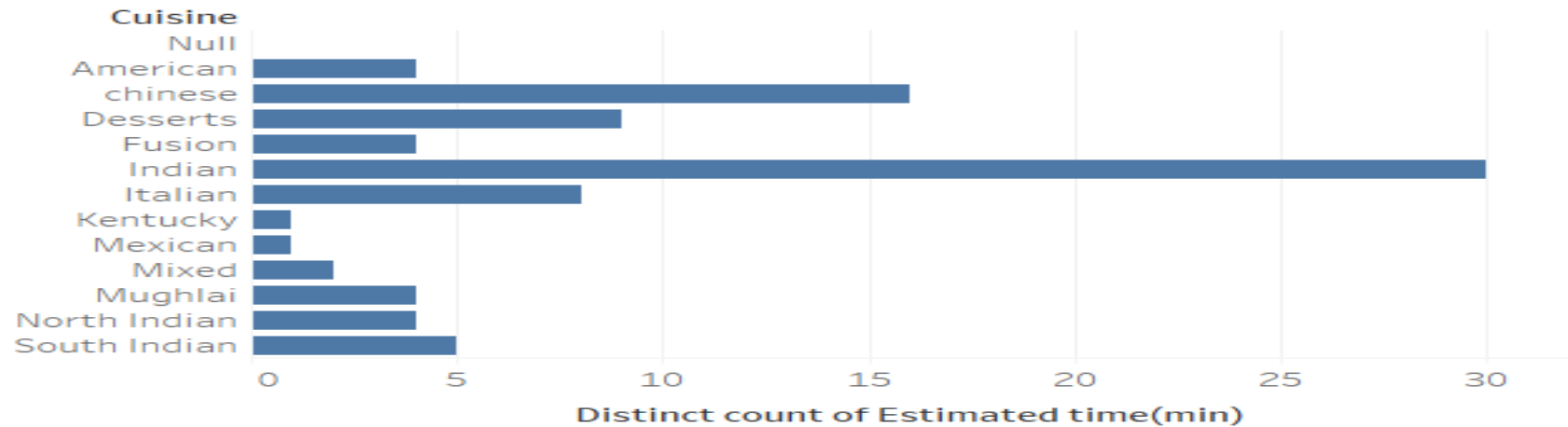


38. How much does it costs for packaging charges in Chennai to deliver a Indian cuisine ?

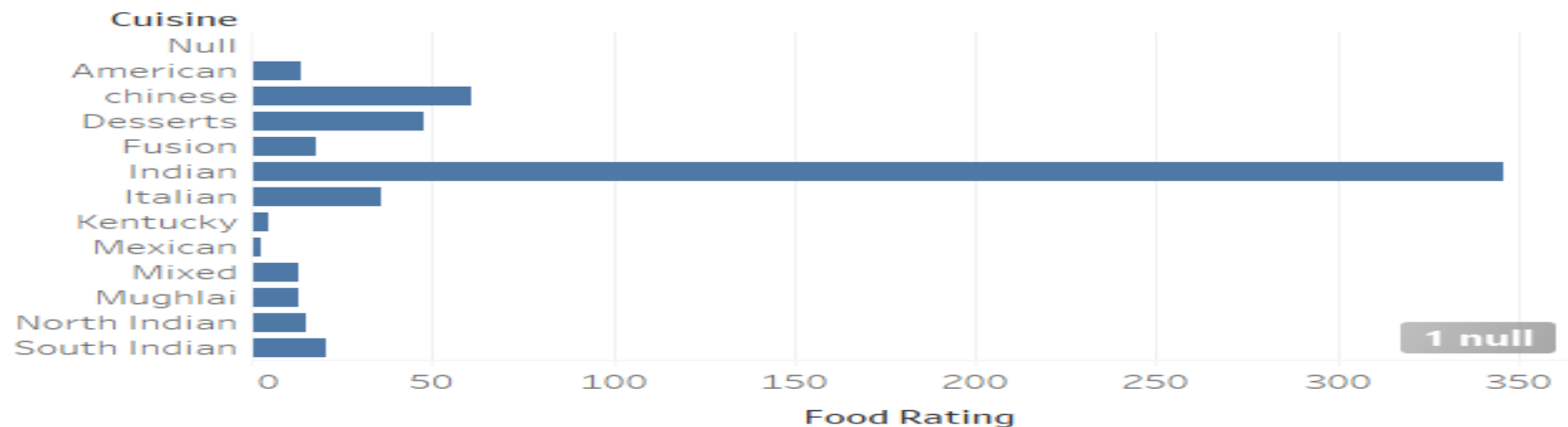


39. Estimate the average time taken to deliver a Chinese cuisine in total dataset collected ?

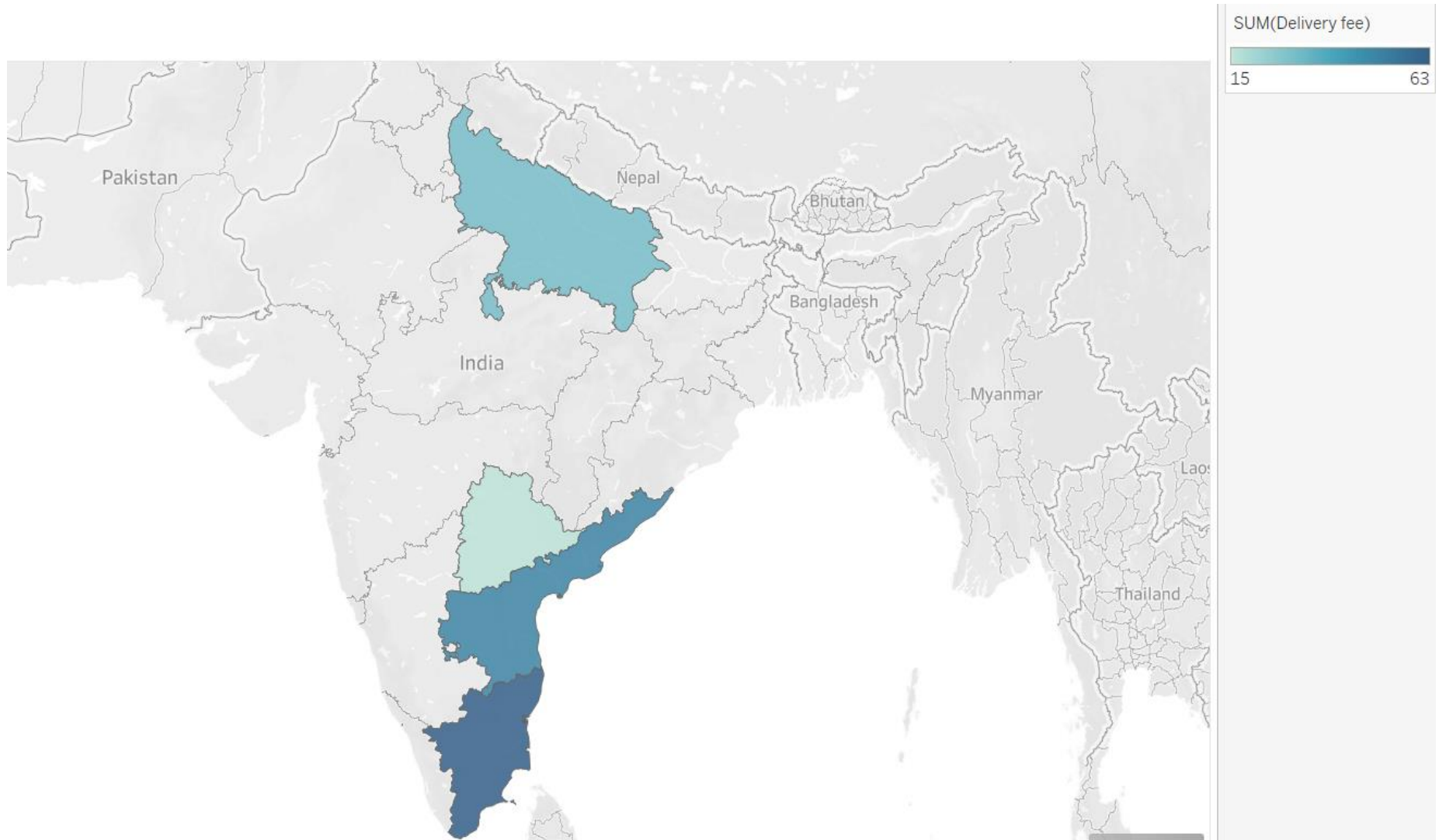
Sheet 1



Sheet 2



40. Which place got least delivery fee compared to other places in data collected ?



WEBSITE SCREENSHOTS



Analyse and Visualise Food Delivery Time For Different Cuisines

Data Collected

- ♣ The data and the data set were obtained from multiple *swiggy customers*.
- ♣ The data is organised in a table format using google excel sheets.
- ♣ The data has specifications of individual users like duration of time that was required for a particular cuisine to be delivered.
- ♣ Taking the collected data into consideration lets visualise and analyse which cuisine is taking the most time to get delivered based on the region the order is got placed.
- ♣ Data visualization helps in presenting billions of data points into meaningful insights.
- ♣ It is a very important tool for all the data scientists to learn and understand the data in more details.
- ♣ Visualization also helps business leaders to take important decisions for company growth and to move in the right direction.

View Data Collected

Tableau	Places	Cuisines	Questionnaire
COLUMN NAME	DESCRIPTION	COLUMN NAME	DESCRIPTION
Quantity	The quantity of items in the order.	Quantity	The quantity of items in the order.
Item Price	The total price of all items	Item Price	The total price of all items
Packaging Charges	The price for packaging of items.	Packaging Charges	The price for packaging of items.
Delivery Partner Fee	The fee for the delivery partner.	Delivery Partner Fee	The fee for the delivery partner.
Discount Applied	The amount deducted as discount.	Discount Applied	The amount deducted as discount.
Taxes	The tax charge like GST.	Taxes	The tax charge like GST.
Bill Total	The total amount including the item prices and all the prices after deducting the discount.	Bill Total	The total amount including the item prices and all the prices after deducting the discount.
Mode Of Payment	The mode in which the price was paid.(cash, UPI etc.)	Mode Of Payment	The mode in which the price was paid.(cash, UPI etc.)
Order Time	The time at which the order was placed.	Order Time	The time at which the order was placed.

Team Members :

Team Members :

Project Mentor :



Analyse and Visualise Food Delivery Time For Different Cuisines

Data Collected

What is Tableau ?

- Read only data discovery Tool
- Uses a drag and drop interface
- Used to share data and insights

2 Types Of Tool :

- * Developer Tools
 - Tableau Desktop (Professional and Personal)
 - Tableau Public
- * Sharing Tools
 - Tableau Server (Enterprise or Online)
 - Tableau Public
 - Tableau Reader

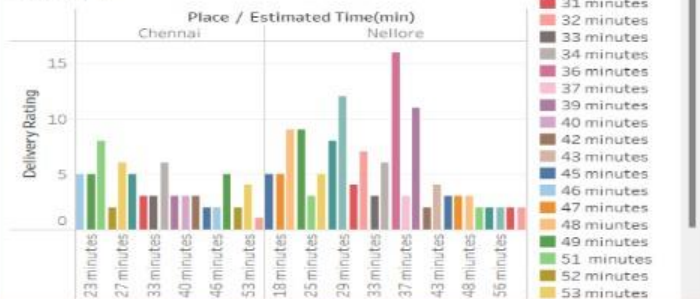
View Tableau Work

Tableau

Sheet 3

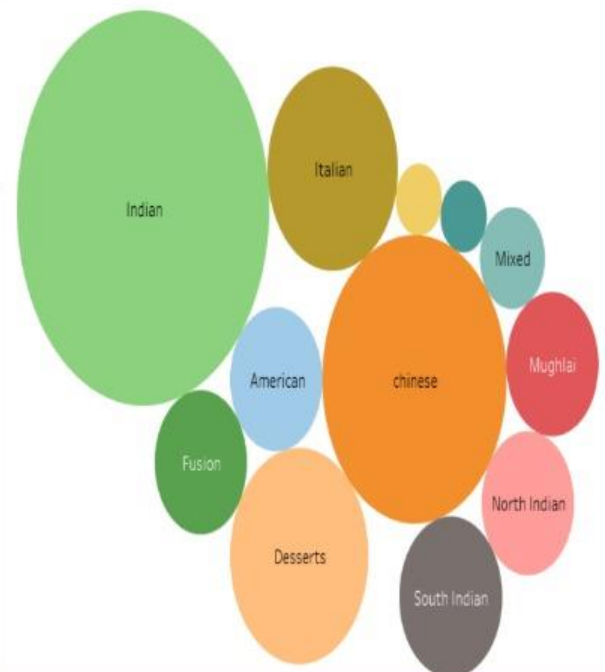


Sheet 4



Cuisines

Questionnaire



Team Members :

Team Members :

Project Mentor :



Analyse and Visualise Food Delivery Time For Different Cuisines

Data Collected

Tableau

Places

Cuisines

Questionnaire

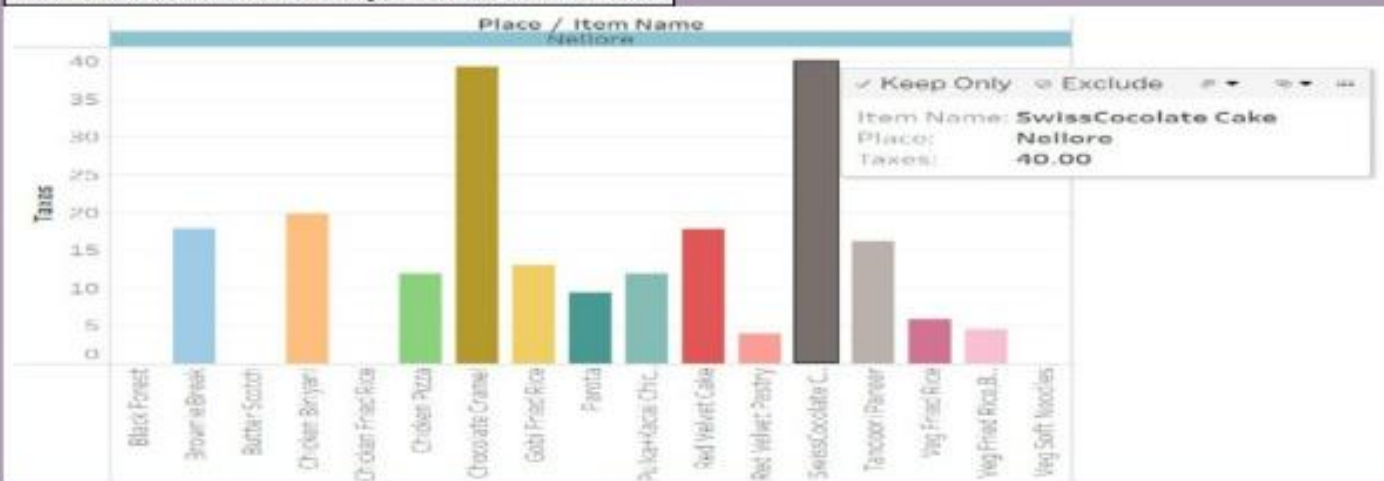
Andhra Pradesh

Tamil Nadu

Telangana

Uttar Pradesh

- 1.In nellore which cuisine has the highest food rating in the dataset ?
- 2.In Nellore which restaurant had the highest delivery rating in the dataset?
- 3.In Nellore which mode of payment is used comparatively less in the dataset?
- 4.In Nellore which item has highest tax amount in the dataset?
- 5.IN Nellore which restaurant has the highest bill amount in the data set?



Team Members :

Team Members :

Project Mentor :



Analyse and Visualise Food Delivery Time For Different Cuisines

Data Collected

Tableau

Places

Cuisines

Questionnaire

Andhra Pradesh

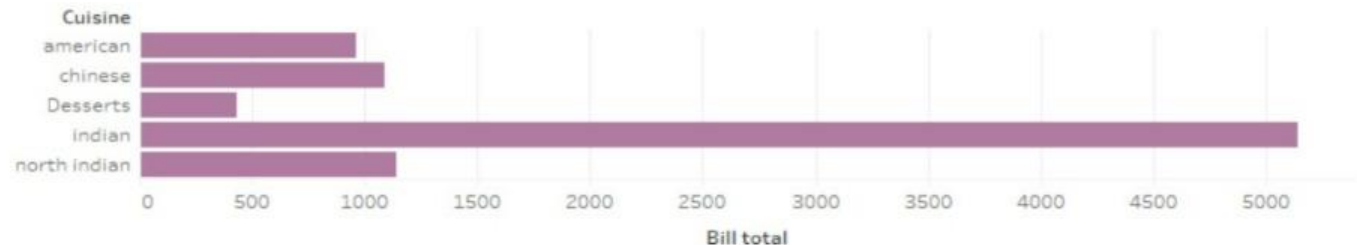
1. Which is the cuisine in which most money was spent in the place 'chennai'?
2. Find the Customer ID(s) which ordered the largest quantity of items in the place 'Chennai'?
3. Which are the restaurants with the highest food rating compared to other restaurants in 'Chennai'?
4. Which is the most used mode of payment in 'Chennai'?
5. Which food item in Chennai is most expensive according to the data collected?

Tamil Nadu

Telangana

Uttar Pradesh

Cuisine vs Bill total



Team Members :

Team Members :

Project Mentor :



Analyse and Visualise Food Delivery Time For Different Cuisines

Data Collected

Tableau

Places

Cuisines

Questionnaire

Andhra Pradesh

Tamil Nadu

Telangana

Uttar Pradesh

- 1.In Hyderabad Which restaurant has received highest delivery partner fee in the dataset?
- 2.In Hyderabad which mode of payment is most frequently used??
- 3.In Hyderabad which restaurant has the lowest bill amount in the dataset?
- 4.In Hyderabad which item has the highest quantity order in the dataset?
- 5.In Hyderabad which cuisine has the lowest item price in the dataset?



Team Members :

Team Members :

Project Mentor :



Analyse and Visualise Food Delivery Time For Different Cuisines

Data Collected

Tableau

Places

Cuisines

Questionnaire

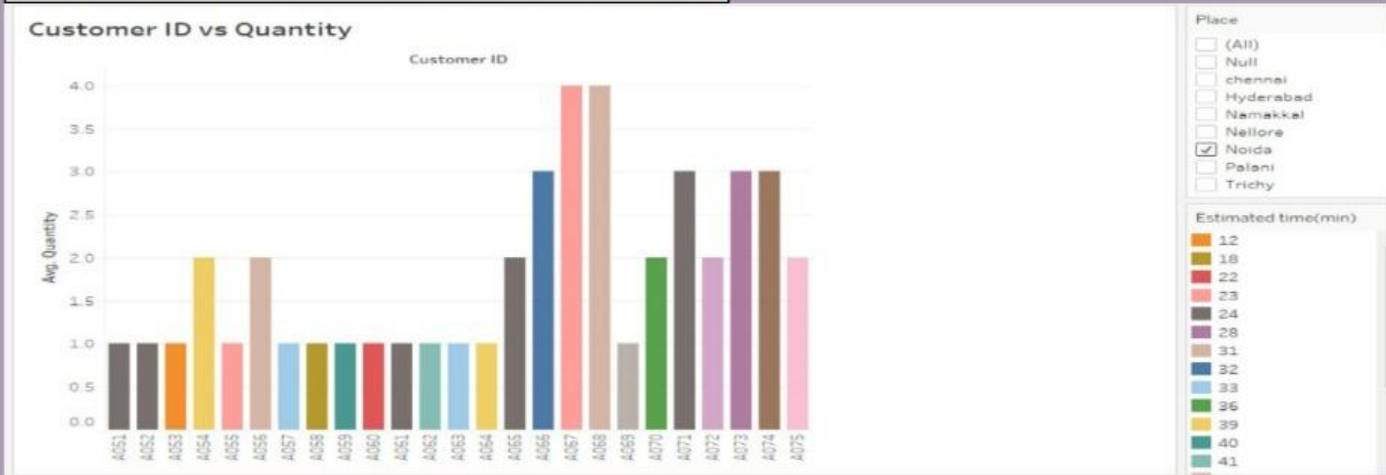
Andhra Pradesh

Tamil Nadu

Telangana

Uttar Pradesh

1. Which is the cuisine in which most money was spent in the place 'Noida'?
2. Find the Customer ID(s) which ordered the largest quantity of items in the place 'Noida'?
3. Which are the restaurants with the highest food rating compared to other restaurants in 'Noida'?
4. Which is the most used mode of payment in 'Noida'?
5. Which food item in Noida is most expensive according to the data collected?



Team Members :

Team Members :

Project Mentor :



Analyse and Visualise Food Delivery Time For Different Cuisines

Data Collected

Tableau

Places

Cuisines

Questionnaire

Desserts

North Indian

South Indian

Chinese

Biryani

Continental

Drinks



Ice Creams



Falooda



Kulfi



Cakes



Brownies



Pastry

Team Members :

Team Members :

Project Mentor :



Analyse and Visualise Food Delivery Time For Different Cuisines

Data Collected

Tableau

Places

Cuisines

Questionnaire

Desserts

North Indian

South Indian

Chinese

Biryani

Continental

Drinks



Butter Chicken



Hara Bara Kabab



Paratha



Roti- Dal



Butter Naan



Panner Kulcha

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Team Members :

Project Mentor :



Analyse and Visualise Food Delivery Time For Different Cuisines

Data Collected

Tableau

Places

Cuisines

Questionnaire

Desserts

North Indian

South Indian

Chinese

Biryani

Continental

Drinks



Pongal



Idly Sambar



Vadai



Parotta



Dosa



Poori

Team Members :

Team Members :

Project Mentor :



Analyse and Visualise Food Delivery Time For Different Cuisines

Data Collected

Tableau

Places

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North Indian

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Chinese

Biryani

Continental

Drinks



Noodles



Fried Rice



Chicken Lollipop



Manchuria



Momos



Chilli Chicken

Team Members :

Team Members :

Project Mentor :



Analyse and Visualise Food Delivery Time For Different Cuisines

Data Collected

Tableau

Places

Cuisines

Questionnaire

Objectives :

◆ Visually analyse the various factors involved in delivery of food to the customer for different cuisines with using Tableau.

◆ This Project Specifically analyse it for Swiggy Food Delivery app.

Research / Product Survey :

◆ An Analysis of Online Food Ordering Applications in India:Zomato and Swiggy
<https://www.researchgate.net/publication/34888055>

◆ A Study on Impact of Online Food delivery app on Restaurant Business special reference to zomato and swiggy
http://ijrar.com/upload_issue/ijrar_issue_20542895.p

View Questionnaire Collected

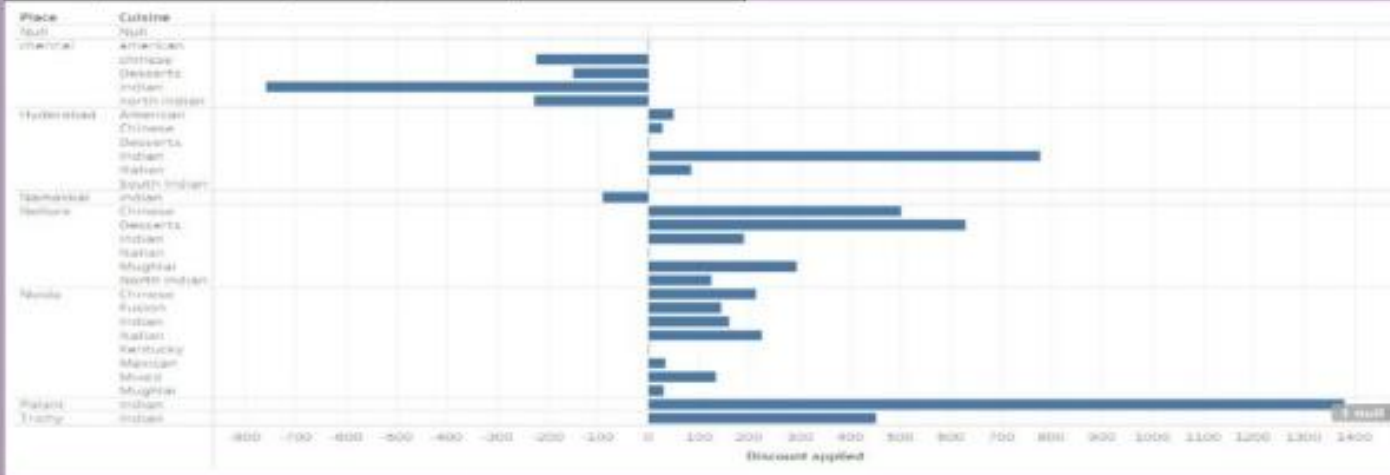
1. In Noida which cuisine got the greatest discount on food?

2.Which cuisine took longest time to be delivered in the dataset?

3.Interpret the following graph which place got the best delivery rating and took less delivery fee ?

4.Which is the most used mode of payment overall?

5.Which place got least delivery fee compared to other places in data collected ?

















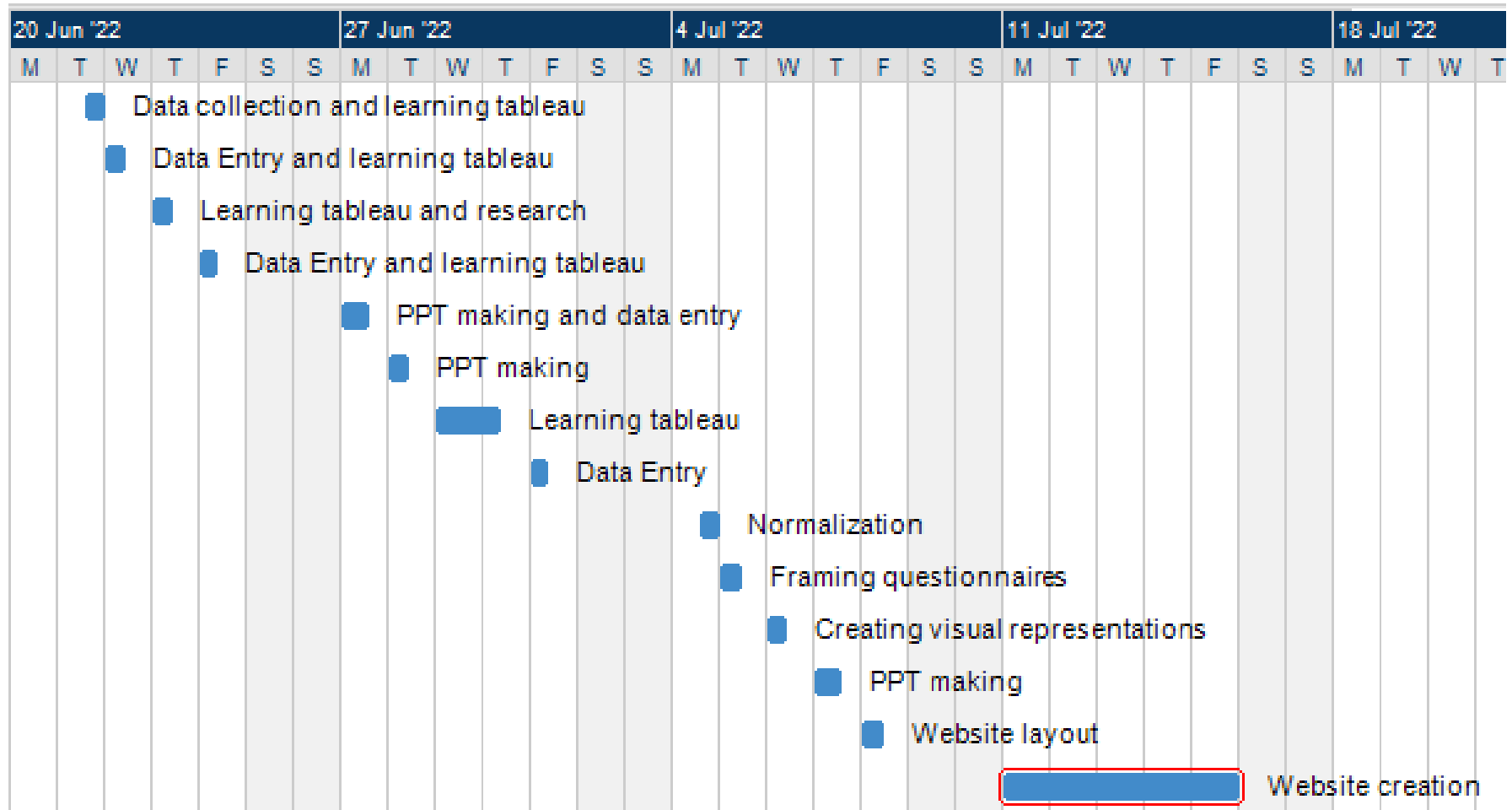
Team Members :

Team Members :

Project Mentor :

TIMELINE OF THE WORK

Task Mode	Task Name	Duration	Start	End
	Data collection and learning tableau	2 hrs	21-06-2022	21-06-2022
	Data Entry and learning tableau	3 hrs	22-06-2022	22-06-2022
	Learning tableau and research	3 hrs	23-06-2022	23-06-2022
	Data Entry and learning tableau	2 hrs	24-06-2022	24-06-2022
	PPT making and data entry	5 hrs	27-06-2022	27-06-2022
	PPT making	3 hrs	28-06-2022	28-06-2022
	Learning tableau	9 hrs	29-06-2022	30-06-2022
	Data Entry	2 hrs	01-07-2022	01-07-2022
	Normalization	3 hrs	04-07-2022	04-07-2022
	Framing questionnaires	4 hrs	05-07-2022	05-07-2022
	Creating visual representations	3 hrs	06-07-2022	06-07-2022
	PPT making	5 hrs	07-07-2022	07-07-2022
	Website layout	4 hrs	08-07-2022	08-07-2022
	Website creation	5 days	11-07-2022	15-07-2022



REFERENCES

- ✓ <https://github.com/GloriaChen0715/Food-Delivery-Time-Prediction>
- ✓ <https://bytes.swiggy.com/the-swiggy-delivery-challenge-part-one-6a2abb4f82f6>
- ✓ <https://github.com/chiragsamal/Predict-Food-Delivery-Time>

Thank you