



Comments:

- We can observe that there's a peak on 19th of April, 2021. There is a spike because the government has imposed a lockdown from 19th of April, 2021.
- Hence, many people posted their queries and concerns regarding new guidelines and E-passes on twitter which resulted in such a spike of tweets of other users.
- This shows how people interact with police for their concerns on social media and social media becomes important in situations like these where individuals don't want to come to police stations due to some reasons in this case pandemic.

3)

A)

Nu mb er	ID	Text	Label
1	1385557953818750980	@DelhiPolice Will I be allowed to go to the airport tomorrow amid lockdown. I have a flight to catch.	Request(assis tance)

2	1385542552548372483	<p>@dtptraffic @DelhiPolice</p> <p>In this Pandemic we have the worst system ever. If you have to apply for E-Pass then wait for 3-4days then it will be approved</p> <p>You making fun of this pandemic sir. Even people can't move out for reason.</p> <p>Pls do something sir. @CPDelhi</p>	Accountability
3	1385483608404545538	<p>@dtptraffic @CPDelhi @DelhiPolice</p> <p>Respected Team, tomorrow on 24th of Apr'21, we have to attend our cousin marriage we are the nearest one of them and the function is at in Delhi only please suggest what we should we have to do for this??? We have marriage card also.</p>	Request
4	1384372711837765637	<p>@DelhiPolice dear sir, I want to visit a covid testing lab. It's 1.5 kms from here. Can I take a Uber / Ola and visit?</p>	Request
5	1310979815340605440	<p>Hon Home Minister of India the complaints is ex military man his daughter is murdered by the in laws in Delhi 38 days after the marriage and Delhi police is not taking any action against the culprit please do justice</p>	CRIME
6	1311033022980878337	<p>@LtGovDelhi Lieutenant Governor, I have complained 100 times to the Delhi Police Commissioner that the illegal betting business is going on in a very thorough manner in Nihal Vihar under our area Nangloi Assembly in which people are messing with life but the police should not take any action on them. doing</p>	Accountability
7	1311342447721619456	<p>Today, 30/9/2020 at around 6 pm, my nephew who is driving, was robbed by someone near Kanhaiya Nagar metro station, feeding him a narcotic substance, the boy is still drunk. Please take appropriate action by registering FIR.</p>	crime

8	1311158789798653953	@HMOIndia @CPDelhi @dcpouter @PMO_NaMo @Sagarmalik4608 @NidhiGu96660270 @SonuSharm19 @VinodAzad9 @SwatiJaiHind @cmohry @HaryanaPolice27 @Bhiwani_DC By taking strict legal action against the said person Pradeep Sansaniwal, the Nirbhaya incident can be stopped and please help the girl.	Other
9	1311333278952030210	@DelhiPolice @ArvindKejriwal Respected Sir, A lady from rohini sector-3 , E-21 has run away. She has taken a large amount of money. I request you to please help us with this. I have to repay this money to my mom for my marriage's expenses	Crime
10	1311334014771277824	@PMOIndia @CPDelhi We will continue to take justice even if we have to go to the Supreme Court. Jungle raj will not work in Delhi, shame kill and assault and rob the woman, 12 days have passed, Delhi Police is facing it.	Others
11	1311562909311397889	@CPDelhi @DelhiPolice Respected sir, Since last 5 days i have been trying fill the online tenant form, on your E sewa website. the site takes forever to load and crashes randomly I went to my local police station DBGroad to manually get the tenant verified but they are not helping	Complaint
12	1311329639797633027	"Administrators", this is ur way to fight Covid. See vendors right in mid of road, without mask & blocking traffic. Tried Delhi Police helpline four times & waited PCR for half an hour at Delhi Metro pillar no. 658 (uttam nagar). no help arrived @PMOIndia @DelhiPolice @AmitShah	Accountability
13	1347208737245655042	@DelhiPolice my father is a senior citizen & needs to renew his arms license which has lapsed. Please advise on how to do it	Request

		online with minimal exposure to standing in queue. Thank you	
14	1282309326493949952	Nice but being a senior citizen I have reported PS Sarai Rohilla's duty officer regarding fruit venders in evening peak hrs along metro near sub-way towards Subhadra colony side and blocked the leading road badly,may,cause accident bcoz of heavy http://traffic.No action.Pls	Appreciation
15	1344202558487756800	@DelhiPolice I want to complaij regarding a fraud e tailer whose registered address is at Mahipalpur. I live outside delhi. What is way to file such a complaint so that some action is taken?	Crime
16	1343750772874330114	@DelhiPolice My wallet got stolen yesterday and I registered online FIR for the same. Also I got a call from some random number late at night that my wallet was found near Sadar Bazar police thana and after that the number was switched off. What should I do ?	Crime
17	1342829573461868544	Visited Singhu border in north Delhi where Delhi Police and Central Police Forces are deployed for over one month. They are doing a good job regarding Farmers' agitation. Suitable arrangements are in place for their food and protection against cold and Covid	Appreciation
18	1342861894101704709	In the cold of the farmer movement, in the cold winter reached the border between the soldiers on duty. @DelhiPolice Commissioner @CPDelhi Commissioner SN Srivastava not only took stock of security but also knows about the arrangement of living and food of the soldiers on duty.	Appreciation

19	1339382885027999744	The government must issue a full apology to more than 2,000 visitors from 45 countries, many of those who languished in custody for months before being allowed to go home, over false charges they spread the coronavirus. This is not the way to say Atithi devo bhava.	Others
20	1339234721675415553	In this photo, see how they do the work of trains by blocking the entire road and the rest of the roads are blocked by e-rickshaws. The responsibility of the Delhi Police is as much as that of the Municipal Corporation.	Accountability
21	1385596603151446022	@DelhiPolice Tomorrow (24th April) is lockdown. Can I be allowed to move from Greater Noida to New Delhi Railway Station to accompany my wife who is leaving for her home town tomorrow. This is an urgent need.	Request
22	1385563383156527108	Sir thanks for response , I need to shift my house due to his medical issue as my father is unable to go up at stairs other house is finalised need support for epass so that transportation team can come and pick my goods	Appreciation
23	1385515085553037314	Due to tragedy, Marriage reschedule on 28 april, which was earlier on 21 april Have to travel from fbd to ghzd via delhi, with max 20 relative, but don't know from where to get permission @FBDPolice @DelhiPolice @ghaziabadpolice @anilvijminister @ArvindKejriwal @myogiadityanath	
24	1338448040835776512	@CPDelhi @DelhiPolice @DCPSouthDelhi @LtGovDelhi @CMODelhi @EOWDelhi Lots of Cricket Betting n gambling with Crores Of Rupees Transaction at B-10 terrace flat. Shivalik Rd. Malviya Nagar Main Organiser Mr kamal 9999003583 Mr. Sourabh 8860070505. 9350915812. Mr Tony 9810684649.	Crime

25	1338456929518014466	@DelhiPolice This fraud from Delhi is misuing delhi police's image and sending fake legal notices over email to harass and threaten people.His number is also mentioned in the screenshot of the email. I hope immediate action will be taken against him.	Crime
26	1338481516796469248	@DCPDwarka @CPDelhi @DelhiPolice @DelhiPolice @_DigitalIndia @PMOIndia I would like 2 thank cyber team as they provided all relevant information 2 the police team but since Oct there is not a single update even when i visit d PS, police team also shows no interest towards my case	Appreciation
27	1338476759994388488	@DDMADelhi1 How people r following social distancing in weekly market of Monday in Sombazar under chander ngr D51 but agencies sleeping @DCP_SHAHDARA @ArvindKejriwal @drharshvardhan @LtGovDelhi @msisodia @DelhiPolice @dmeastdelhi This screen is every week @HMOIndia @MoHFW_INDIA	Accountability
28	1337408484162170880	@adgpi @CPDelhi @DelhiPolice @HMOIndia This guy @VikasBa79807077 is spreading fake news about Indian Army entering into Gaziabad. Please take strict actions against such fake news peddlers.	Crime
29	1337318717617709056	Getting unwanted calls in my sister in law number from past 2 months. Had told him multiple times but he keep saying his friend might have called. Now it's getting on our nerves. How can I raise a complaint against the number?	Crime

30	1337091066323820545	<p>@DelhiPolice my vehicle was stolen on 02/08/2020 with FIR number 017967.</p> <p>Neither we have any response on stolen vehicle nor we are getting any update on trace report which is required to be submitted to Insurance company. Please help.. @LtGovDelhi @ArvindKejriwal @sMACiya</p>	Crime
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Modelling:

- From the above tweets, we can notice that in tweets with label, Requests can be tagged as tweets which contain “can” or “how” with question mark i.e., Asking some question. Hence we can label tweets as Requests(Assistance)

```
print("Finding tweets for assistance")
## Finding tweets with assistance:
count=0;
part2="(((can)|how)(\?))|((can)|help)[please]]";
for i in replylist:
    text=i.text;
    match=re.findall(part2, text);
    if(match):
        count+=1;
        print(text);
```

Finding tweets for assistance

@dtptraffice @DelhiPolice Can I go from Gurgaon to Delhi IGI airport tomorrow without an epass to pick someone? Pls help.

@DelhiPolice @CPDelhi Thank you for the prompt response, but actually I'M the patient, here. Also, I could only pro... <https://t.co/zem7Ezgvop>

@DelhiPolice Can I travel via Delhi to Uttarakhand with covid negative certificate? @ArvindKejriwal

@dtptraffice @DelhiPolice my friend's parents tested Covid positive. He wants to drop his wife & 2 month old daughter... <https://t.co/MfKUXyhcuQ>

@DelhiPolice So much police escorting just 1 oxygen tanker?

@DelhiPolice All this happened after hospitals went to high court and media exposed the reality.

@DelhiPolice Please note that I have applied for movement passes from delhi police website with request ids 8162210... <https://t.co/mwPab1K1MC>

@DelhiPolice @DelhiPolice We are a logistic company, we move essential items like sanitizer, masks, grocery and we... <https://t.co/GQK8DzXs7t>

@dtptraffice @CPDelhi @DelhiPolice

Sir, I'm living in faridabad and my office is situated in noida, can i go to noi... <https://t.co/005JXf1xyV>

@DCPNWestDelhi @DelhiPolice Site <https://t.co/XS2GEJCSWh> is not working. I need to help someone my close very ungen... <https://t.co/TNDL0ohoAN>

@DelhiPolice @DCPEastDelhi sir I am travelling to Delhi Patparganj from Punjab by own vehicle with 2 small kids to... <https://t.co/mezXqaFGT2>

- We can also label report for the tweets containing words such as “fraud” or “crime”.

```
## Finding report tweets
print("Finding tweets for report")
part2="([fraud]|(crime))";
count=0;
for i in replylist:
    text=i.text;
    match=re.findall(part2, text);
    if(match):
        count+=1;
        print(text);
```

I am resident of Delhi and my office at Noida, is movement allow during this lockdown..?
@CPDelhi @OfficeOfDyCM @CMODelhi @LtGovDelhi @DelhiPolice
Delhi Epass applied for essential services but still pen... <https://t.co/ntgYWil6Ag>
Hello @DelhiPolice why haven't you arrested the woman? Why pooch taach? This is so sick. She was the one using more... <https://t.co/mPMVkbSLaZ>
Hello @DelhiPolice why haven't you arrested the woman? Why pooch taach? This is so sick. She was the one using more... <https://t.co/mPMVkbSLaZ>
@DCPEastDelhi @DelhiPolice Hi i m resident of east delhi went to out of station by road due to emergency. Want to c... <https://t.co/wxHTU6hUKX>
@DelhiPolice @DCPCentralDelhi @CPDelhi DELHI POLICE MOVEMENT PASS SITE IS NOT WORKING KINDLY CLEAR THIS PROBLEM I W... <https://t.co/sByJDwEg6V>
Dear Sir,
My sister's wedding planned this Wednesday at my home town(out of delhi) Can we go using personal car by... <https://t.co/buCe9xVwHJ>
@DelhiPolice do I need an e-pass if I need to drop someone to the airport?
@CPDelhi @DelhiPolice @CMOfficeDel I have applied for movement pass but police rejected it we are manufacture and d... <https://t.co/AtgxVJSSCI>
@DelhiPolice my old mother will come from Assam alone in flight,can we go to pick up her from delhi airport ,we will go from ghaziabad
@dtpttraffic @DelhiPolice @ArvindKejriwal @AamAadmiParty
Sir, During this lockdown/curfew is the e-pass needed t... <https://t.co/GbSReUjJaw>
Movement passes for eligible persons falling under category "i or ii" in the DDMA order can be obtained online throu... <https://t.co/SGV77k275C>

- We can also label tweets from polarity as well.
Positive polarity can be considered as appreciation.
Negative polarity can be considered as Report/crime.



crimes labeled: 3
Hello @DelhiPolice why haven't you arrested the woman? Why pooch taach? This is so sick. She was the one using more... <https://t.co/mPMVkbSLaZ>
Hello @DelhiPolice why haven't you arrested the woman? Why pooch taach? This is so sick. She was the one using more... <https://t.co/mPMVkbSLaZ>
Corona Timebomb ticking as Connaught Place badly invaded by IllegalHawkers putting our shops,staff & shoppers at ri... <https://t.co/mmqWn0K6XE>
appreciation labeled: 7
@DelhiPolice What kind id card required I have business not job so I have valid addhar card from Delhi I was on bus... <https://t.co/56J7bWf4dI>
@DelhiPolice How to contact GNCTD please help and telly can i travel with our own car form delhi to punjab with family???
@tilakrajmunjal @ArvindKejriwal @DCPWestDelhi @DelhiPolice kindly look into this matter.
@dtpttraffic @DelhiPolice kindly advise if bank employees will be allowed to travel basis the ID card or employment... <https://t.co/ZTN6Q8HFBn>
@Paytm Kindly note that your customer fraudulantly asking money in the name of fraud facebook id. Kindly block his... <https://t.co/RqjBasZFsu>
Good afternoon.
8527958505 .someone is calling from this no and message to my wife he is doing harassment and mo... <https://t.co/RPdnEYR2Ap>
@Paytmcare इस एकाउंट से फ्रॉड हो रहा है kindly check, ये सबसे महंगे मोबाइल के नाम पर तीन तीन हजार रुपये वसूल रहा... <https://t.co/07MzIrYE1X>

B)

Twitter can work as a bridge of understanding and solving people's problems in following ways:

- 1) People can complain online on social media platforms.
- 2) People can also post video evidence for crimes if there happens any.
- 3) People can also hold the police or some local authorities accountable for their actions among senior authorities such as CM, Chief Commissioner etc.
- 4) Police can gather information in events such as riots from a particular area and can figure out the reasons and stop it's spread by making people aware of fake news/rumours spreading through social media.

SECTION 2

We have calculated the top trending tweet by following code:

```
India_id=23424848;
result=api.trends_place(India_id);
trendlist=[];
for i in result[0]['trends']:
    trendlist.append(i['name']);
    print(i['name']);
```

```
#ShameOnKejriwal
#WorldBookDay
#ModiOxygenDo
#FalconAndWinterSoldierFinale
#hbdvespa75
JASLY HITS 1M POSTS ON IG
PM-CM
Breaking Osho Laxmi
No One Saw Sushant Hanging
DCGI
jungkook
Captain America
23rd of April
```

Data is saved in a trends.csv(For submission) and trends.pickle file(for coding purpose).

I chose most prominent hashtag as “**#worldbookday**”