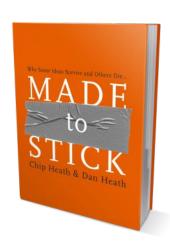
Automatic Complaint Forwarding using **NLP**

Gayathri V S

idea

Complaints submitted by an individual is processed and is forwarded to its associated department.





Project Requirements

- → Complaint Dataset Collecting through Google Form
- → Software

 Python, NLTK, Spacy,Flask,Anaconda
- → Hardware 8 GB RAM, i3 processor

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NLP steps

Dataset Preparation:

Feature Engineering:

Model Training:

Department Prediction



Dataset Preparation

- Data Cleaning
- 2. Tokenization
- 3. Stemming
- 4. Lemmatization



Feature Engineering

- Text Summarisation
- 2. Word Occurrence probability

Here Feature are keywords



Model Training

Extracted keywords are used for model generation



Water Dataset

```
Therefore the problem of the problem
```



PWD Dataset

```
bad Cause year transportation maintenance government well work of the control of
```



ENV Dataset

```
government with problem make Duer issue people pollution wing level bodies disposal major make Duer issue bodies disposal major make Duer issue people pollution wing level is day cause major make Duer issue make Duer issue people pollution wing level is day cause major make Duer issue make Duer issue people pollution wing level is day cause major make Duer issue day cause day
```



KSEB Dataset

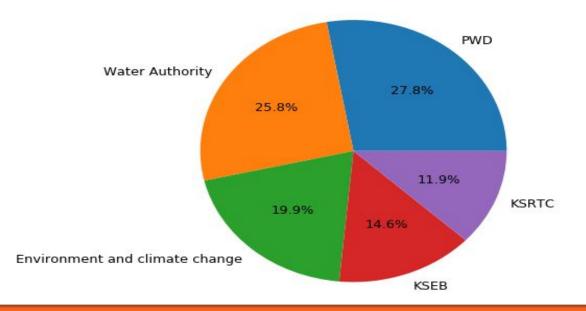
```
got notice proper prior house transformer please loss wires take time street sector as bad errors training day issue electron bad errors training day is electron bad errors training day errors training day is electron bad errors training day is electron bad errors training day is electron bad errors training day errors traini
```



KSRTC Dataset

```
overspeeding studenttimings college arrange of the state of the state
```





Links

• Data.csv

• github

