Indian Railway Twitter Complaints Prioritization

Introduction

The basic aim of this project is to filter, categorize, analyze and respond to live Indian Railway Twitter feeds in order to encounter passenger's inconvenience and solve them in real-time to make their trip comfortable.

Materials and Methods

The system as mentioned is developed using the **big data tools** which include:
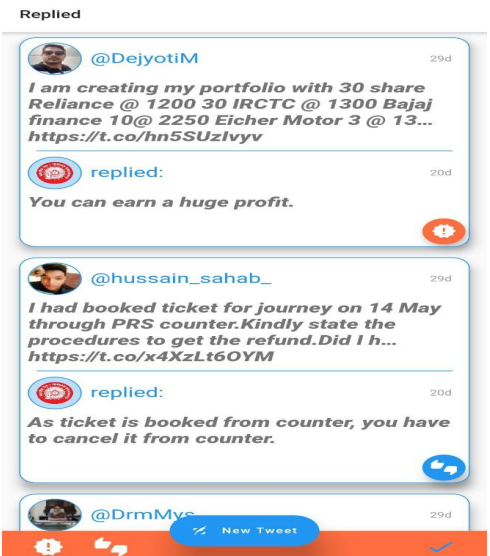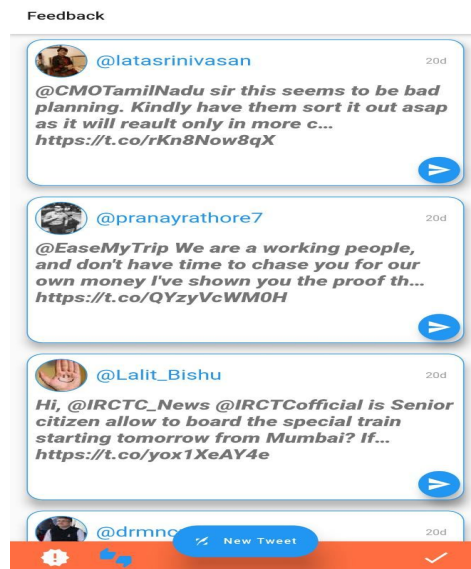
- Zookeeper
- Apache Kafka
- Apache Spark

Furthermore, **Naive BayesAlgorithm** is used for the classification of data into emergency and feedback.

Website like HTML, CSS, php, Bootstrap, JQuery, JavaScript and AJAX.

For **Database ,**we are using MongoDB.

And at last Flutter for **Android App**.

Results

Conclusions

- We believe this project will save time, it will reduce amount of work complexity of scanning through thousands of useless data to find particular information.
- It will replace the stationary items with electronic apparatus.
- This project automates the entire process of giving feedbacks.

References

www.apache.org

www.stackoverflow.com

Acknowledgements

Further Information

Suggestions for Further Work

This machine learning model is flexible and can be applied to various other authorities like Nagar Nigam, State Electricity Board and various other authorities.

To do that we just have to filter the tweets on the basis of that particular authority.