

Government Of Madhya Pradesh A- A A+ f t v

CM HELPLINE 181 जन हेतु - जन सेतु 181

सी.एम. हेल्पलाइन

• अधिकारी लॉगिन • आर.टी.आई • संपर्क • रिपोर्ट • मोबाइल एप

शासन और नागरिकों के बीच
सिर्फ एक कॉल का फासला
सुशासन की दिशा में निरंतर बढ़ते कदम

सीएम हेल्पलाइन 181 जन हेतु - जन सेतु

कुल शिकायतों का विलक्षण

कुल दर्ज शिकायतें 14479014

कुल निराकृत शिकायतें 14144507

योजनाएं

शिकायत / मांग सुझाव दर्ज कर

उच्च प्रदर्शन वाले अधिकारी

बा.म.श्री संजय श्रीवास्तव
पद.जिला परिवहन अधिकारी

Let's Chat

Microsoft Azure - Machine Learning Process flow

For

Forecasting CM Helpline Complaints

Prepared by:



MP State Agency for Public Services

1. Problem Statement

CM Helpline – a call center (Toll Free '181') which acts as a bridge between Citizens and Government, helps to lodge grievances and get timely resolution. A citizen can lodge grievance if he/she is facing any problem and need resolution from Government/ State Departments.

While most of the complaints (for e.g. *Complaints of Water logging are at high during rainy season, non-timely payment to farmers during procurement season etc.*) are seasonal in nature and can be predicted based on past trend, some of the complaints are spontaneous and thus, cannot be predicted beforehand.

Prediction of CM Helpline complaints can help Departments to take pro-active actions which can avoid such complaints and will be a step ahead from '**Good Governance to Proactive Governance**'.

In lieu of above, a model is being created in Microsoft Azure which predicts Attribute wise CM Helpline complaints based on past complaints.

2. Data Source:

CM Helpline database (Fields: Date, Attribute, no. of complaints)

CM Helpline complaint forecasting 24/6/21 > Comp Data from 2016.csv > dataset

rows 743090
columns 3

	CompDate	Attribute	Total_Complaints
view as 			
	2016-01-01T00:00:00	अवधेश प्रताप सिंह विश्वविद्यालय रीवा से सम्बन्धित (अवधेश प्रताप सिंह विश्वविद्यालय रीवा)	4
	2016-01-01T00:00:00	शिष्यवृत्ति/छात्रवृत्ति प्राप्त न होना/ विलम्ब से प्राप्त होना/ निर्धारित दर से प्राप्त न होने सम्बन्धी (अनुसूचित जाति कल्याण विभाग)	8
	2016-01-01T00:00:00	नहर के अंतिम छोर तक सिंचाई हेतु पानी नहीं पहुंचने के सम्बन्ध में (जल संसाधन विभाग)	23
		निधाम / निधाम के अधिकारी /	

3. Data Manipulation (if any):

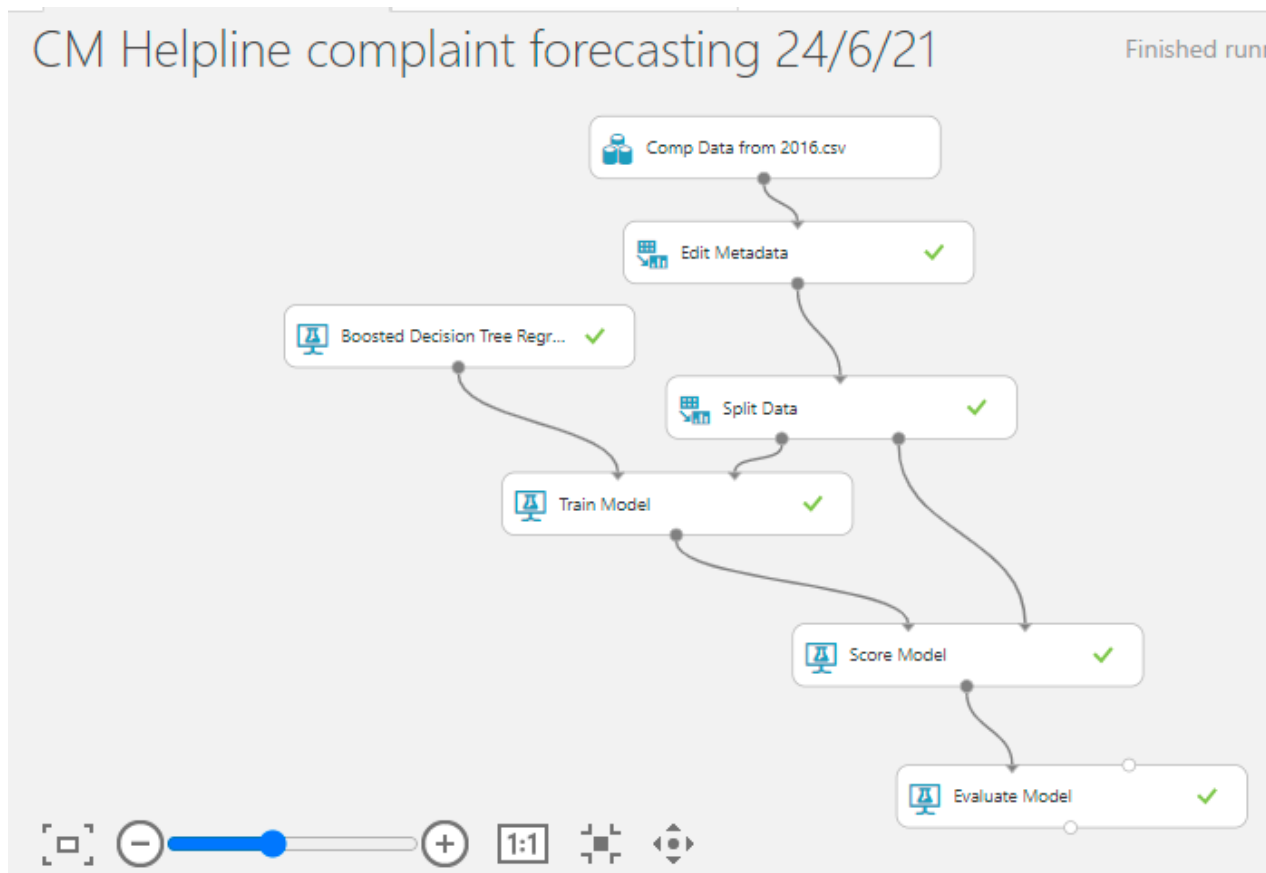
Converted 'Attributes' from 'String' to 'Categorical' variable

CM Helpline complaint forecasting 24/6/21 > Edit Metadata > Results dataset



4. Machine Learning Algorithm used

Boosted decision tree regression



5. Achievement/ Result

The coefficient of determination value is (0.825)



CM Helpline complaint forecasting 24/6/21 > Evaluate Model > Evaluation results

Metrics

Mean Absolute Error	8.119966
Root Mean Squared Error	38.066409
Relative Absolute Error	0.389917
Relative Squared Error	0.17481
Coefficient of Determination	0.82519

6. Model Deployment

The model has been deployed on CM Helpline portal for officers, citizens to forecast complaints on the basis on complaint date and attribute.

input1  

output1

CompDate

Attribute

Total_Complaints

[Test Request-Response](#)

Your prediction results will display here.