iJRASET
International Journal For Research in Applied Science and Engineering Technology



INTERNATIONAL JOURNAL FOR RESEARCH

IN APPLIED SCIENCE & ENGINEERING TECHNOLOGY

Volume: 13 **Issue:** IV **Month of publication:** April 2025

DOI: https://doi.org/10.22214/ijraset.2025.68789

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International Journal for Research in Applied Science & Engineering Technology (IJRASET)
ISSN: 2321-9653; IC Value: 45.98; SJ Impact Factor: 7.538
Volume 13 Issue IV Apr 2025- Available at www.ijraset.com

Real-Time Crisis Response and Resource Allocation using Natural Language Processing

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Abstract: ***Real-Time Crisis Response and Resource Allocation using NLP is an innovative project designed to harness the power of Natural Language Processing (NLP) to efficiently manage and allocate resources during emergencies and crises. The system leverages advanced NLP techniques to process and analyze real-time data from diverse sources such as social media, news reports, emergency hotlines, and public announcements. The project focuses on identifying crisis events, extracting critical information such as affected regions, resource needs, and severity levels, and prioritizing response actions. It utilizes sentiment analysis, named entity recognition, and text summarization to interpret and classify incoming data. Machine learning models are integrated to predict resource demands and optimize their distribution to minimize response time and enhance efficiency. The solution also includes a dynamic visualization dashboard that provides responders and decision-makers with actionable insights, enabling them to make informed decisions under high-pressure conditions. This system is designed to be scalable and adaptable, ensuring its applicability across various crisis scenarios, including natural disasters, pandemics, and man-made emergencies.***

I. INTRODUCTION

Natural Language Processing (NLP) presents a viable solution to these challenges by enabling automated analysis of textual data from multiple sources. NLP techniques can be leveraged to extract meaningful information from social media posts, news articles, emergency reports, and public statements in real-time. By employing techniques such as named entity recognition, sentiment analysis, and topic modeling, an NLP-powered system can categorize information, detect emerging threats, and assess the severity of crises. Additionally, machine learning algorithms can be trained to filter out misinformation, prioritize verified reports, and provide reliable recommendations to crisis response teams. This ensures that decision-makers receive accurate and timely insights to optimize resource allocation and response strategies.

II. PROBLEM STATEMENT

During times of crisis, whether natural disasters, pandemics, or humanitarian emergencies, the ability to respond efficiently and allocate resources effectively is critical. Traditional crisis response systems often struggle with the sheer volume of information generated in real-time from multiple sources, including social media, news outlets, emergency calls, and government reports. Extracting relevant insights from this vast and unstructured data is challenging, leading to delays in decision-making and inefficient resource distribution. The lack of a unified approach to process and analyze crisis-related data in real-time further exacerbates these issues, resulting in uncoordinated efforts, misallocation of essential resources, and failure to address the most urgent needs promptly. The rapid growth of digital communication platforms has transformed how information is disseminated during crises. Social media platforms such as Twitter, Facebook, and WhatsApp serve as critical channels for reporting emergencies, seeking help, and sharing real-time updates. However, the unstructured nature of these platforms makes it difficult to extract actionable insights efficiently. Moreover, misinformation, false alarms, and unverified reports can further complicate crisis management. Relying solely on traditional methods of information gathering, such as manual verification and centralized reporting, is no longer sufficient to keep pace with the dynamic nature of crises. This creates an urgent need for an advanced system that can process vast amounts of data, identify relevant information, and provide accurate situational awareness.

III. LITERATURE SURVEY

The "Real-Time Crisis Response and Resource Allocation using NLP" project aims to address the challenges in efficiently managing and allocating resources during crises. The project leverages NLP to analyze data from diverse sources like social media, news reports, and emergency hotlines in real time, allowing for quick identification of crises and informed decision-making for optimal resource distribution.

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This chapter presents a literature survey that explores the existing research and methodologies employed in crisis detection, sentiment analysis, resource allocation, and AI-driven emergency communication. The reviewed studies highlight advancements in NLP and AI for disaster management, showcasing the impact of various techniques while identifying challenges that require further exploration.

PreviousstudiesonNLP for Crisis Response and Resource Allocation Several researchers have explored the application of NLP for crisis detection, sentiment analysis, and disaster response. Yin et al. (2012) pioneered early detection of crisis events using Twitter data and NLP techniques, achieving 85% accuracy. However, their approach was limited by misinformation and data quality issues. Imran et al. (2013) built on this foundation by applying text classification and named entity recognition (NER) to categorize crisis-related tweets, improving emergency response by classifying needs and damages, though it remained highly dependent on labeled datasets.

Olteanu et al. (2015) studied the role of social media in crisis informatics, demonstrating how NLP techniques can categorize crisis events and enable faster disaster assessment. However, realtime processing remained a challenge. Later, Burel & Alani (2018) incorporated deep learning with NLP for event detection in Twitter streams, achieving 90% precision but requiring largescale computational resources.

Sentiment analysis has been instrumental in assessing public distress during crises. Hasan et al. (2019) applied sentiment analysis to disaster response, accurately mapping distress levels to crisis severity, but their model faced limitations in multilingual contexts. 7 training data. AI-driven resource allocation methods have also been explored extensively.

Li et al. (2020) applied reinforcement learning to optimize disaster relief distribution, reducing resource wastage and response time. However, computational complexity posed a significant challenge. Sharma et al. (2021) implemented BERT-based NER to identify critical entities in crisis tweets, achieving 92% accuracy, though their model struggled with rare or emerging crisis events due to limited training data.

The integration of AI with crisis response has enabled predictive analytics for proactive disaster management. Kumar et al. (2022) combined time-series forecasting with NLP techniques to improve crisis prediction accuracy by 20%, though continuous model updates were necessary for sustained performance. Wang et al. (2023) proposed a hybrid AI framework incorporating both NLP and computer vision for real-time disaster response, significantly enhancing efficiency but requiring substantial computational resources.

IV. REQUIRED TOOLS

A. Software System Requirements

1) Operating System: Windows XP/7/8/8.1/10, Linux and Mac
2) Coding Language: Python
3) Tools:
a) PyTorch
b) TensorFlow
c) FastAPI / Flask
d) spaCy / NLTK
e) Apache Kafka / RabbitMQ
f) Pandas & NumPy
g) Postman
h) JIRA / Trello

V. METHOLOGY

The methodology for this system integrates Natural Language Processing (NLP), machine learning, and real-time analytics to provide an efficient and intelligent crisis response mechanism. This system automates the process of analyzing emergency-related information, classifying crisis events, prioritizing response actions, and dynamically allocating resources to ensure faster and more effective crisis management. By leveraging social media data, emergency calls, IoT sensor readings, and news reports, this system can detect and respond to emergencies with minimal human intervention. The key innovation lies in its ability to process unstructured text data from multiple sources, extract meaningful insights, and optimize resource allocation in real-time.

The system is built upon multiple interconnected modules that work together to achieve efficient crisis detection, classification, and response coordination.

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The major components of the system are-:

1) Data Collection Layer.
2) NLP Processing Unit
3) Crisis Classification & Prioritization Module
4) Resource Allocation System
5) Visualization Dashboard

VI. EXPERIMENT RESULTS

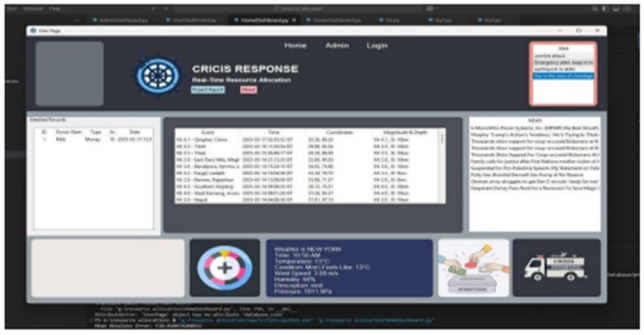


Figure-: Home Page

The image displays a Crisis Response system dashboard for real-time resource allocation, featuring alerts, disaster events, news, donor records, and weather updates. Navigation options like Home, Admin, and Login suggest multi-role access, while an error message at the bottom indicates a missing database connection issue.

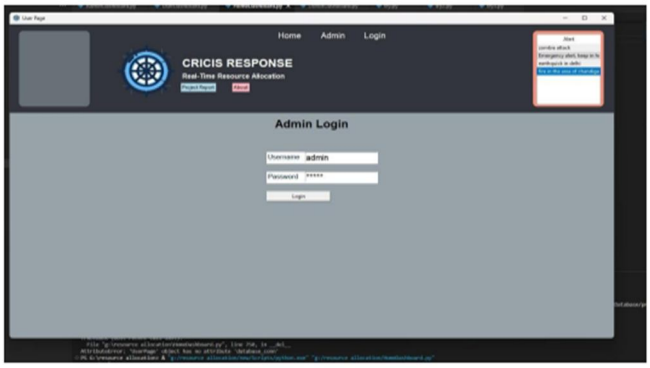


Figure: Login page

The image shows the Crisis Response system's admin login page with fields for username (prefilled as admin) and password. An alert panel displays emergency notifications, while an error at the bottom indicates a missing database connection issue.

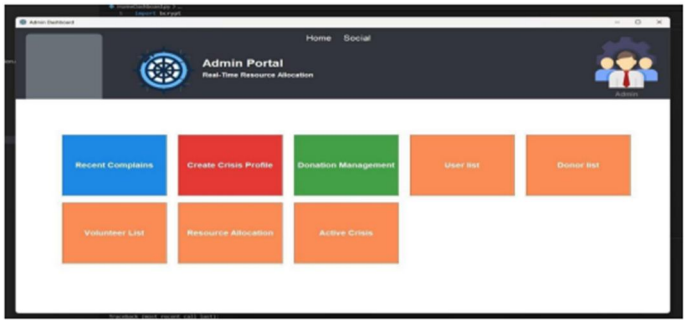


Figure : Admin portals

The Admin Portal of the Crisis Response system features eight color-coded buttons for managing complaints, crises, donations, users, and resources. A navigation bar with Home, Social, and an admin icon enhances accessibility for crisis management.

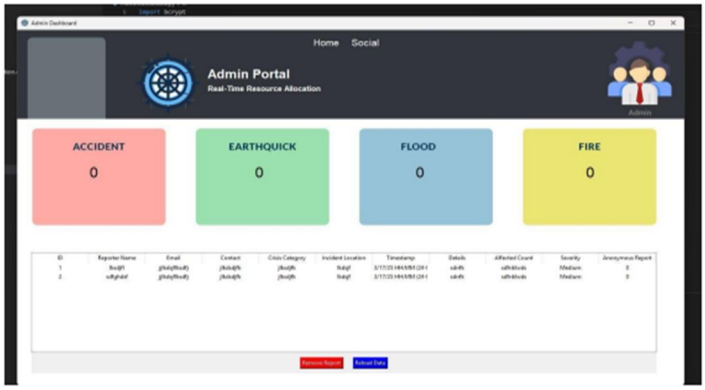


Figure: Recent complaints

The Admin Portal of the Crisis Response system features a navigation bar, crisis category boxes (Accident, Earthquake, Flood, Fire), and a report table. Admins can manage crisis reports with options like Remove Report and Reload Data for real-time monitoring.

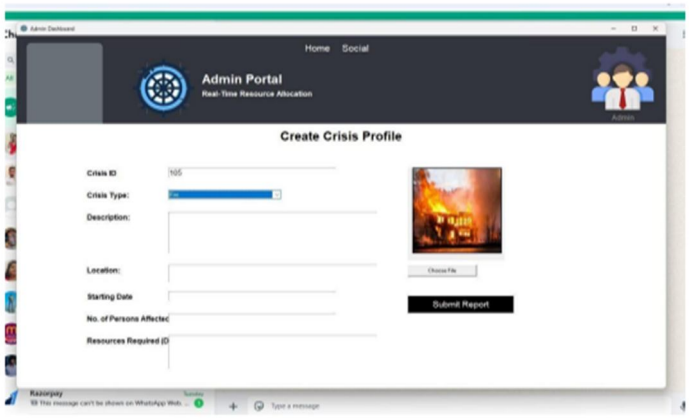


Figure:-Create crisis profile

This interface is designed for admins to log and report crisis incidents such as fires, floods, or accidents, detailing their impact and resource needs. The system helps in coordinating real-time emergency responses effectively



Figure:- Donation Management

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The image shows an Admin Portal for Real-Time Resource Allocation, displaying a donation record with details such as donor name, donation type, quantity, and condition. Below, a bar chart visualizes donations by type, with "Clothes" represented in blue.

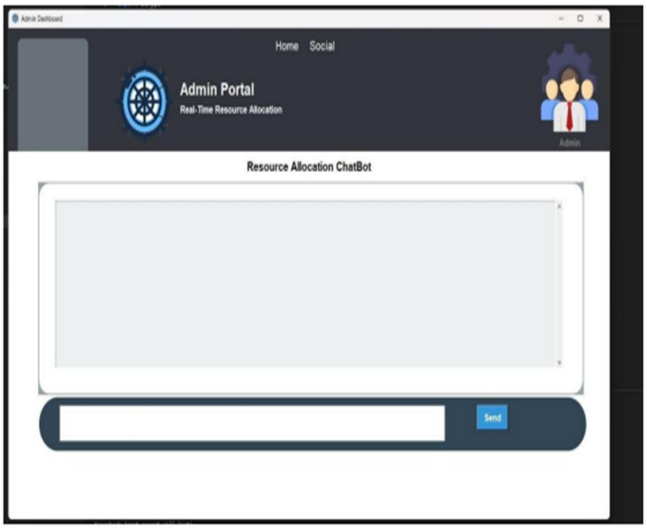


Figure:-Resource Allocation Chatbot

The image displays an Admin Portal for Real-Time Resource Allocation, featuring a Resource Allocation ChatBot interface. It includes a large text area for chat interaction, a message input field, and a "Send" button.



Figure:-User/Donor login page

The image shows the Admin Portal handling volunteer applications with options to update status, and the Crisis Response User/Donor Signup page for registering users with personal details. An alert panel on the right displays emergency notifications like a zombie attack and earthquake in Delhi.

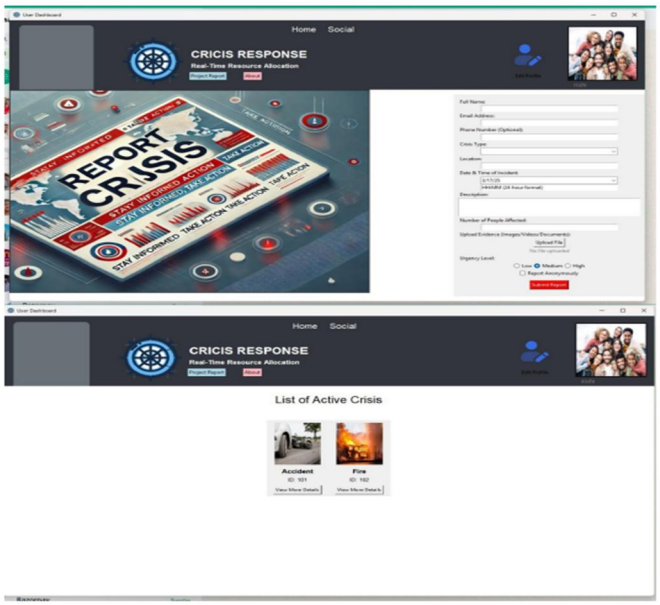


Figure:-List of Active Crisis

The image displays the Crisis Response system with a crisis reporting form for users to submit incidents with details, urgency levels, and evidence uploads. Below, a list of active crises shows reported incidents like Accident (ID: 101) and Fire (ID: 102) with options to view more details.

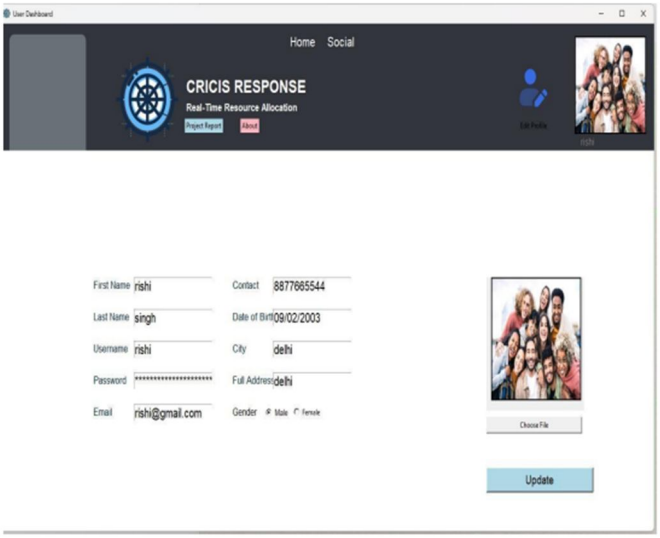


Figure:- update page of User/Donor

The Crisis Response user profile page allows editing personal details like name, contact, city, and password. A profile picture upload option and an Update button enable users to save changes.

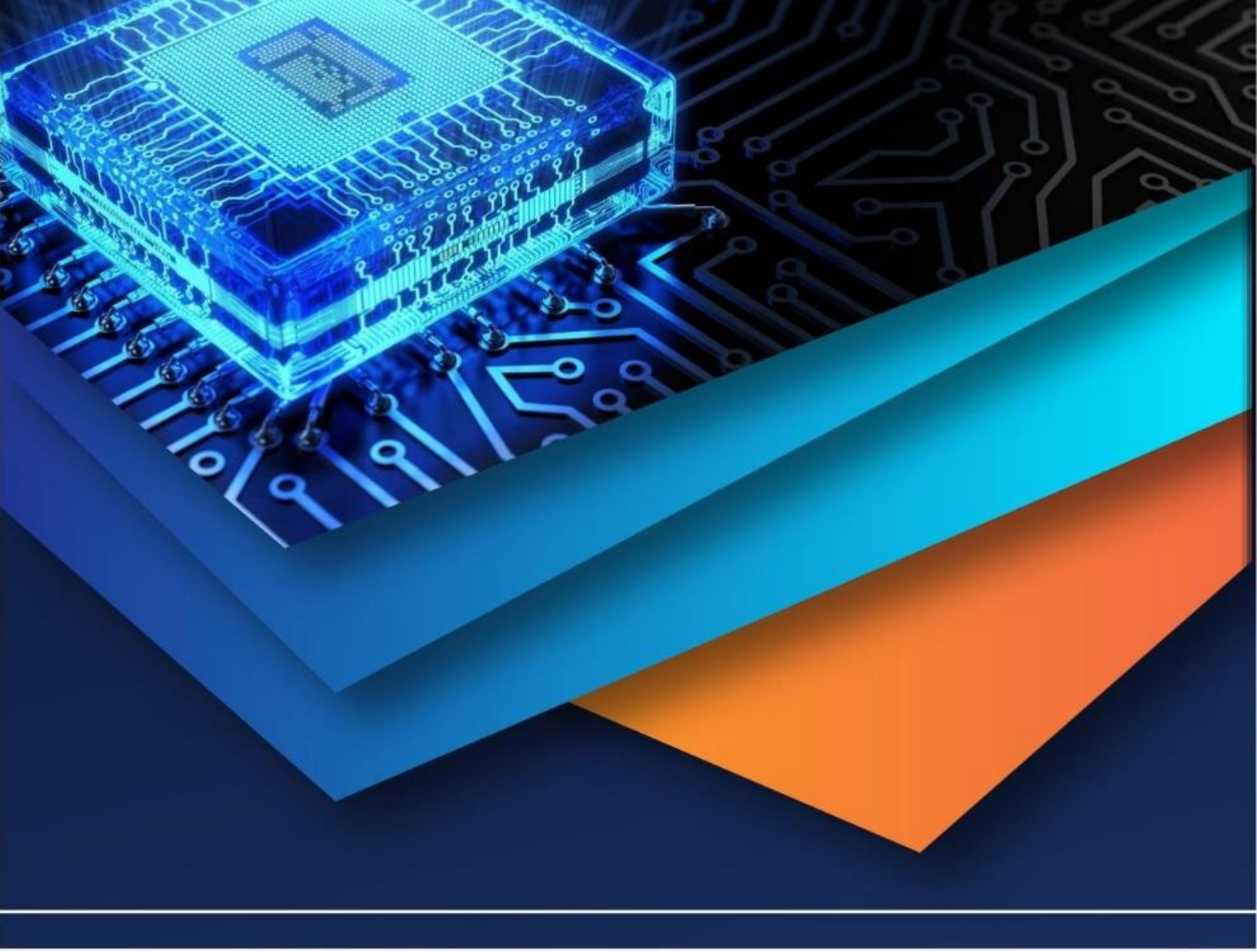
VII. CONCULSION

Below is an analysis and conclusion for the "Real-Time Crisis Response and Resource Allocation Using Natural Language Processing" , based on the provided document. The conclusion synthesizes the project's objectives, methodologies, performance insights, limitations, and potential impact, drawing from the detailed descriptions in Chapters 1-5. Since specific numerical results are not fully detailed in the excerpt, the analysis relies on inferred outcomes and the document's stated goals and design.

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