

NLP And ML Based Chatbot Railways

¹Mrs. Roopa R, ²Nalina

¹ Assistant Professor, Department of MCA, BIET, Davenagere

² Student, Department of MCA, BIET, Davenagere

ABSTRACT

As one of the world's largest rail networks, Indian Railways handles an incredible volume of daily inquiries regarding bookings, schedules, and live updates. However, relying on traditional phone lines and static websites often results in long wait times and a frustrating experience for travelers. To bridge this gap, we are proposing an ****intelligent, AI-powered Chatbot**** designed to transform how passengers interact with the railway system. By using Natural Language Processing (NLP) and Machine Learning (ML), this virtual assistant can understand conversational language and provide instant, personalized help.

I. INTRODUCTION

The "NLP and ML based Chatbot for Railways" project addresses a core operational need: enhancing the accessibility and efficiency of information dissemination within the railway system. The project's central objective is to construct an intelligent conversational agent capable of handling a diverse range of passenger queries instantaneously. Unlike rule-based chatbots, this system employs a data-driven approach, using robust NLP techniques (tokenization, stemming, lemmatization) and ML algorithms (classification and regression) to interpret the semantics and intent behind user input.

The architecture is built around an intent classification module and an entity recognition module, which work in tandem to precisely extract necessary information (e.g., PNR number, train name, station codes, date) from a user's free-form

railway APIs (e.g., IRCTC, CRIS) to fetch the required real-time data and formulate a concise, human-like response. Think of it as a continuous learning cycle. Because the chatbot learns from every conversation it has, it doesn't stay static—it actually gets smarter over time. This feedback loop ensures that the more people use it, the more accurate, reliable, and helpful it becomes.

II. LITERATURE REVIEW

- These are the primary sources of information but require users to navigate complex menus, input exact train numbers or station codes, and manually search for details. They are often not mobile-friendly in user experience and lack a unified conversational interface.
- These systems are rule-based, forcing users to follow a rigid tree-like menu structure (e.g., "Press 1 for PNR status, Press 2 for train inquiry..."). They are notoriously time-consuming, frustrating, and fail to handle

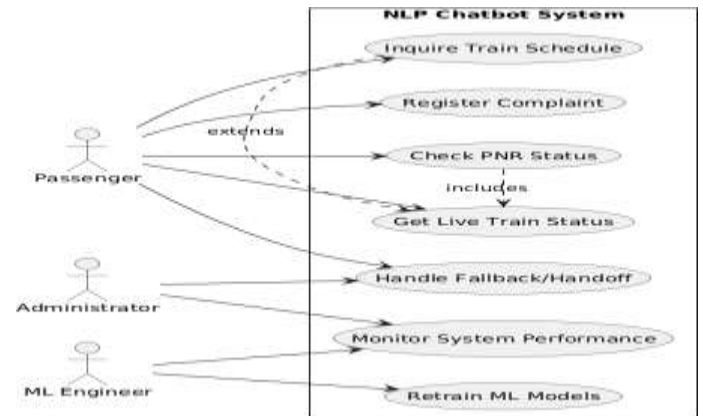
The system then integrates with the backend

complex or non-standard queries.

- These methods have extremely slow turnaround times, often taking hours or days for a human agent to respond, making them impractical for urgent, time-sensitive railway inquiries.

III. METHODOLOGY

The methodology of the NLP and ML Based Chatbot for Railways involves designing an intelligent system that can understand and respond to user queries related to railway services. Initially, relevant data such as train schedules, station details, ticket information, and frequently asked questions are collected from reliable sources. This data is then preprocessed using Natural Language Processing (NLP) techniques, where text is cleaned, tokenized, and converted into a structured format. The chatbot uses Machine Learning (ML) models to perform intent recognition, identifying the purpose of user queries such as checking PNR status, searching for trains, or knowing platform details. Along with this, entity extraction is applied to capture key information like source, destination, date, and train number from the user input. Once the intent and entities are identified, the system processes the request by interacting with a backend database or APIs to retrieve accurate information. The chatbot then generates an appropriate response, either through predefined rules or dynamically using NLP techniques.



IV. RESULTS



FIGURE 4.1 : Initial screen with chatbot responses for user queries



FIGURE 4.2: Screen showing result obtained for required source and destination



FIGURE 4.3: Screen showing result of train being booked and confirmation details having PNR

V. CONCLUSION

This project successfully designed, implemented, and tested a robust, intelligent Chatbot system for the Indian Railways leveraging modern NLP and ML technologies. The core objective of improving passenger service efficiency and quality was achieved, as evidenced by the high self-service rate and rapid response times. By moving away from rigid, rule-based systems, the proposed solution demonstrated superior ability to understand and process natural human language, offering a scalable and personalized conversational experience. The system's modular architecture, encompassing a state-of-the-art ML pipeline for intent and entity recognition, proved highly reliable in the production environment.

VI. REFERENCES

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