

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
UNSTARRED QUESTION NO. 2638  
TO BE ANSWERED ON 07.08.2024**

**AI IN RAILWAY SERVICES**

**2638. SHRI KESINENI SIVANATH:**

**Will the Minister of RAILWAYS be pleased to state:**

- (a) whether the Government is using Artificial Intelligence to improve the efficiency of Railway services;**
- (b) if so, the details of the technology being used and the manner in which it has improved efficiency;**
- (c) if not, whether the Government has plans to adopt artificial intelligence in Railways;**
- (d) if so, the details of the timeline for the implementation of AI into the railway system; and**
- (e) if not, the reasons therefor?**

**ANSWER**

**MINISTER OF RAILWAYS, INFORMATION & BROADCASTING AND  
ELECTRONICS & INFORMATION TECHNOLOGY**

**(SHRI ASHWINI VAISHNAW)**

**(a) to (e) : Indian Railways has deployed Artificial Intelligence (AI) to improve the efficiency of railway services. The Artificial Intelligence(AI), Machine Learning (ML) algorithms, Natural Language**

**....2/-**

**Translation (NLT) and Natural Language Processing (NLP) models have automated routine tasks such as booking tickets, checking PNR status, finding train schedules and complaint management in 'Rail Madad', etc. Generative AI technologies are used to assist software coding for development of Railway IT applications. The introduction of artificial intelligence has expedited the processes, reduced the manual efforts and improved the response time of Railways.**

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