

Research and development of a chatbot to support administrative procedure lookup for Lai Chau province based on RAG technique

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Abstract: This topic aims to research and deploy a chatbot system using Retrieval-Augmented Generation (RAG) techniques to support the lookup of administrative procedures in Lai Chau province, contributing to optimizing information processing workflows and serving citizens. By integrating local administrative procedure knowledge into the chatbot system, the topic not only addresses the need for quick information retrieval but also creates a powerful support platform for accessing public administrative services. The expected outcome is to improve operational efficiency and customer experience in online transactions.

Keywords: Chatbot, RAG, Administrative procedures, Lai Chau Province, Search support