**Project Design Phase**

**Problem – Solution Fit Template**

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| Date | 27 JUNE 2025 |
| Team ID | LTVIP2025TMID20276 |
| Project Name | Citizen AI – Intelligent Citizen Engagement Platform |
| Maximum Marks | 2 Marks |

**Problem – Solution Fit Template:**

**🧩 Problem–Solution Fit: Citizen AI**

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| **Section** | **Citizen AI Insight** |
| Customer Segments (CS) | - Urban and semi-urban citizens (18–60 years) - Municipal staff and civic administrators |
| Jobs-to-be-Done (J&P) | - Report local civic issues (e.g., roads, water, waste) - Seek real-time guidance on public services - Aggregate and review complaints efficiently |
| Customer Constraints (CC) | - Don’t know where or how to report - No single point of contact - Authorities lack real-time access to complaint sentiment |
| Root Cause (RC) | - Fragmented and outdated civic communication channels - No digital-first engagement mechanism |
| Behaviour (BE) | - Complain through personal contacts or ignore the issue - Post rants on social media or local WhatsApp groups |
| Triggers (TR) | - Unattended civic problems - Public events sparking sudden community frustration |
| Emotion: Before / After | - Before: Frustrated, ignored, powerless - After: Empowered, involved, heard |
| Your Solution (SL) | - AI chatbot for instant help - Sentiment-driven feedback analysis - Easy complaint reporting - Real-time dashboard for administrators |
| Channels & Behaviour (CH) | - Citizens use mobile web apps or kiosks - Admins use a secure dashboard via browser - Feedback submitted online, concerns logged, charts generated |
| Outline (O) | - Build a lightweight AI assistant on Flask - Connect Text Blob for sentiment - Store & visualize data - Provide role-based admin access |

**Template:**

