**Ideation Phase**

**Define the Problem Statements**

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

**Problem Statement 1 – Citizen Perspective**

I am a local citizen  
I’m trying to report an issue like a broken streetlight or water supply outage  
But I don’t know where or how to raise it and rarely get a response  
Because existing systems are fragmented, slow, or too complex to access  
Which makes me feel frustrated, unheard, and disconnected from civic processes.

**Problem Statement 2 – Administrator Perspective**

I am a municipal officer responsible for civic feedback and service delivery  
I’m trying to gather insights from citizens and track public sentiment on key issues  
But I receive scattered complaints through multiple channels with no centralized tracking  
Because there is no automated tool to organize, analyze, and respond at scale  
Which makes me feel overwhelmed and unable to prioritize or respond effectively.

Here’s a table summarizing both perspectives clearly:

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| --- | --- |
| **Perspective** | **Description** |
| **Person 1 – Citizen** | *“I’m trying to report an issue in my area, but I don’t know where or how. My feedback doesn’t seem to reach anyone, and it makes me feel ignored.”* |
| **Person 2 – Municipal Officer** | *“I receive complaints from emails, calls, and forms—everywhere. Without one dashboard, I can’t track sentiment or prioritize what to resolve first.”* |

