**Project Design Phase**

**Proposed Solution Template**

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

**Proposed Solution Template:**

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| **S.No.** | **Parameter** | **Description** |
| 1 | **Problem Statement (Problem to be solved)** | Citizens lack a centralized and intelligent digital platform for reporting civic issues, submitting feedback, or asking public service questions in real time. |
| 2 | **Idea / Solution Description** | A web-based platform powered by AI that allows citizens to interact via chatbot for queries, submit localized concerns, and give feedback—analyzed and displayed on an admin dashboard. |
| 3 | **Novelty / Uniqueness** | Combines GPT chatbot, sentiment analysis, and real-time visualization within a single civic tech platform. Designed to be lightweight, user-friendly, and adaptable for different municipalities. |
| 4 | **Social Impact / Customer Satisfaction** | Empowers citizens to voice their concerns easily and feel heard. Enhances transparency and builds trust between citizens and civic bodies through responsive governance. |
| 5 | **Business Model (Revenue Model)** | Freemium model for municipal bodies: core platform free for public use; premium features (alerts, role hierarchy, reporting tools) offered through subscriptions or licensing. |
| 6 | **Scalability of the Solution** | The platform supports horizontal scaling via cloud deployment. Modular structure allows for regional language expansion, third-party integrations, and mobile adoption. |