**Project Design Phase**

**Solution Architecture**

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| Date | 27 JUNE 2025 |
| Team ID | LTVIP2025TMID20276 |
| Project Name | Citizen AI – Intelligent Citizen Engagement Platform |
| Maximum Marks | 4 Marks |

**Solution Architecture:**

The solution architecture of CitizenAI is built to be intuitive, lightweight, and effective. It begins with a user-facing web interface where citizens can interact via a chatbot, submit feedback, and log complaints. These interactions flow through a Python Flask backend, where modules like GPT-2 (for generating responses) and TextBlob (for sentiment analysis) process the data. Reports and feedback are logged into a backend structure, which feeds into an admin dashboard. There, civic officials can securely log in, review real-time sentiment graphs, and address issues efficiently. The architecture is modular and scalable, allowing future integration of multilingual support, email alerts, and geolocation features.

**Example - Solution Architecture Diagram:**

