

**Project Design Phase**  
**Proposed Solution Template**

Date	20 JUNE 2025
Team ID	LTVIP2025TMID29997
Project Name	CITIZEN AI
Maximum Marks	2 Marks

**Proposed Solution Template:**

Project team shall fill the following information in the proposed solution template.

S.No.	Parameter	Description
1	<b>Problem Statement (Problem to be solved)</b>	Citizens often face delays and confusion when accessing public services due to a lack of clear information channels and delayed grievance redressal.
2	<b>Idea / Solution description</b>	<b>Citizen AI</b> is an AI-powered chatbot and feedback system that answers citizen queries, classifies feedback sentiment, and provides a real-time analytics dashboard for officials to take informed action.
3	<b>Novelty / Uniqueness</b>	It combines a conversational AI assistant, real-time sentiment analysis, and visual dashboards in one unified platform to improve transparency and responsiveness in governance.
4	<b>Social Impact / Customer Satisfaction</b>	The system improves citizen engagement, ensures timely information delivery, boosts trust in public services, and empowers officials with real-time insights for better decision-making.
5	<b>Business Model (Revenue Model)</b>	The platform can be offered as a SaaS product to municipal bodies, local governments, or NGOs, with customization and annual support subscriptions.
6	<b>Scalability of the Solution</b>	The architecture is modular — supporting multi-language models, growing databases, and additional AI features, making it scalable for larger populations or multiple civic departments.