

## Ideation Phase

### Define the Problem Statements

Date	15 JUNE2025
Team ID	LTVIP2025TMID29997
Project Name	CITIZEN AI
Maximum Marks	2 Marks

#### Customer Problem Statement Template:

Create a problem statement to understand your customer's point of view. The Customer Problem Statement template helps you focus on what matters to create experiences people will love.

A well-articulated customer problem statement allows you and your team to find the ideal solution for the challenges your customers face. Throughout the process, you'll also be able to empathize with your customers, which helps you better understand how they perceive your product or service.

Citizens and public service departments struggle with accessing timely, accurate, and personalized support for services like complaints, documentation, guidance, and updates, This project aims to solve that using AI-driven assistants

### Customer Problem Statement – Citizen AI

Problem Statement (PS)	I am (Customer)	I'm trying to	But
a citizen or resident	get quick answers and submit service requests	resolve citizen queries faster	it's hard to navigate websites or apps manually
a government support executive	resolve citizen queries faster	existing systems lack AI automation and smart suggestions	overwhelmed and inefficient
a student or job seeker	get access to documents, job info, or scholarships	I don't know where to find correct information	the process is scattered across portals