**Project Design Phase**

**Proposed Solution Template**

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| Date | 13 June 2025 |
| Team ID | LTVIP2025TMID59165 |
| Project Name | Citizen AI – Intelligent Citizen Engagement Platform |
| Maximum Marks | 2 Marks |

**Proposed Solution Template:**

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

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| **S.No.** | **Parameter** | **Description** |
|  | Problem Statement (Problem to be solved) | Citizens often face difficulty in accessing timely information and services related to governance, health, public utilities, and civic issues due to lack of digital awareness, language barriers, or mobility constraints. There is a need for a user-friendly, accessible interface that bridges this gap. |
|  | Idea / Solution description | Citizen AI is a voice-enabled, multilingual virtual assistant powered by AI that helps citizens interact with government and civic systems. It offers services such as grievance redressal, health support, utility bill information. |
|  | Novelty / Uniqueness | The system leverages advanced NLP through Amazon Lex, voice automation via Amazon Connect, and real-time response generation using IBM Granite or similar LLMs. |
|  | Social Impact / Customer Satisfaction | Citizen AI improves access to public services and empowers rural and marginalized communities by offering them a simple, voice-driven channel for government communication. This leads to higher satisfaction, better civic participation, and improved quality of life. |
|  | Business Model (Revenue Model) | The solution can be offered as a SaaS platform to government departments, municipal bodies, and NGOs on a subscription basis. Additional revenue may be generated via integration support, data analytics insights, and third-party API access for service providers. |
|  | Scalability of the Solution | The system is built on scalable cloud infrastructure (AWS), allowing easy deployment across regions and departments. It supports multi-language expansion, integration with local service databases, and API-based extensions for third-party tools. |