

Ideation Phase

Define the Problem Statements

Date: 26 June 2025

Team ID: LTVIP2025TMID20299

Project Name: Sustainable Smart City Assistant Using IBM Granite LLM

Maximum Marks: 2 Marks

Customer Problem Statement Template

This section defines customer-centric problem statements to help teams identify real-world challenges in urban governance, civic engagement, and sustainability—and align solutions using the Sustainable Smart City Assistant platform.

PS-1

I am a municipal officer or policy analyst working on public communication of government documents.

I'm trying to simplify and distribute lengthy city policy documents to citizens.

But I spend hours reading, interpreting, and summarizing these complex PDFs manually.

Because existing tools lack automation and cannot provide readable summaries for diverse audiences.

Which makes me feel overwhelmed and slows down public communication efforts..

PS-2

I am a citizen trying to report infrastructure issues in my locality.

I'm trying to quickly submit feedback on civic problems like water supply, road damage, or waste management.

But the process is time-consuming or lacks structured channels to reach the authorities.

Because most systems don't have intuitive digital forms or categorization options.

Which makes me feel unheard and unsure if my concerns will ever be addressed..

PS-3

I am a sustainability officer analyzing city-level resource usage metrics.

I'm trying to detect anomalies and forecast consumption trends to improve resource planning.

But I struggle to interpret raw data from CSV files and make sense of trends.

Because traditional data tools lack AI-based summarization, forecasting, or anomaly

detection features.

Which makes me feel unsure about decisions and reactive instead of proactive.