**Ideation Phase**

**Define the Problem Statements**

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| --- | --- |
| Date | 26 june 2025 |
| Team ID | LTVIP2025TMID32104 |
| Project Name | sustainable smart city assistant using ibm granite llm |
| Maximum Marks | 2 Marks |

**CustomerProblemStatementTemplate:**  
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.

Reference: https://miro.com/templates/customer-problem-statement

**PS-1**

I am a city planner or municipal officer responsible for analyzing complex urban policy documents and making decisions.

I’m trying to quickly extract actionable insights and summarize long policy documents to plan improvements for the city.

But I don’t have the time or tools to manually go through every document and involve citizens efficiently.

Because existing systems are not equipped with AI-powered summarization or citizen feedback automation.

Which makes me feel overwhelmed, delayed, and disconnected from real-time citizen issues and data insights.

**PS-2**

I am a concerned citizen trying to report local issues like water leakage, environmental hazards, or ask sustainability-related questions.

I’m trying to submit a report or get eco-friendly suggestions in an easy, tech-enabled way.

But I find the current process too manual, disconnected, or unresponsive.

Because there is no centralized AI-driven system to provide instant answers or log reports with clear categories and follow-ups.

Which makes me feel unheard, frustrated, and less engaged with city governance.