

Project Design Phase
Proposed Solution Template

Date	27 June 2025
Team ID	LTVIP2025TMID36160ed
Project Name	Citizen AI – Intelligent Citizen Engagement Platform
Maximum Marks	2 Marks

Proposed Solution Template:

The project team shall fill in the following information in the proposed solution template.

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	Lack of accessible, real-time communication between citizens and government bodies, resulting in low engagement, delayed responses, and poor transparency.
2.	Idea / Solution description	Citizen AI is an AI-powered web platform using Flask and IBM Watson to automate citizen queries, analyze public sentiment, and provide feedback dashboards to governments.
3.	Novelty / Uniqueness	Integrates conversational AI, sentiment analysis, and real-time dashboards in one platform for civic engagement, unlike traditional static feedback systems.
4.	Social Impact / Customer Satisfaction	Enhances citizen trust, ensures 24/7 access to public service information, and enables faster, data-informed responses to public concerns.
5.	Business Model (Revenue Model)	Offered as a SaaS platform to government agencies with tiered pricing based on user volume, API usage, and analytics modules.
6.	Scalability of the Solution	Easily scalable via cloud infrastructure; supports adding multiple departments, languages, and cities with modular integration and load balancing.