**Project Design Phase**

**Proposed Solution Template**

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| Date | 26 June 2025 |
| Team ID | LTVIP2025TMID37089 |
| Project Name | Sustainable Smart City Assistant using IBM Granite LLM |
| Maximum Marks | 2 Marks |

**Proposed Solution Template:**

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| **S.No.** | **Parameter** | **Description** |
|  | Problem Statement (Problem to be solved) | Citizens face difficulty in accessing civic services and reporting issues due to complex portals, lack of awareness, and delayed responses from government departments |
|  | Idea / Solution description | A conversational AI assistant using IBM Granite LLM and Gradio interface that accepts user queries in natural language, classifies complaints, and provides eco-solutions. |
|  | Novelty / Uniqueness | Unlike traditional forms or portals, this system uses an LLM to enable smart interaction. It offers dual modes: civic complaint handling and eco-query resolution in real time. |
|  | Social Impact / Customer Satisfaction | Improves public engagement with governance systems, enables fast complaint redressal, spreads environmental awareness, and enhances citizen satisfaction and trust. |
|  | Business Model (Revenue Model) | Can be offered as a subscription-based SaaS to municipalities or civic bodies. Freemium model for public, with paid analytics and premium services for local governments. |
|  | Scalability of the Solution | Easily scalable across cities or states. Modular architecture enables adding new departments, languages, and integration with APIs like GIS, IoT, or government CRMs. |