1.Introduction:

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Citizen AI – Project Overview

Citizen AI is an intelligent citizen engagement platform that leverages IBM's Generative AI technology to enhance communication between citizens and government services. Here's a project overview:

Key Features:

* Real-Time AI Chatbot: Provides instant responses to civic queries, utilizing IBM's Granite model for accurate and personalized advice.
* Citizen Sentiment Analysis: Analyzes public sentiment from submitted feedback, helping governments understand citizen satisfaction.
* Interactive Dashboard: Visualizes feedback trends and sentiment data, enabling data-driven decision-making.
* Context-Aware Responses: Offers smarter replies by understanding conversation flow.
* Concern Management: Allows citizens to report issues and concerns, with categorized tracking and priority-based issue management.

Technologies Used:

* Backend: Python, Flask
* Frontend: HTML, CSS, JavaScript (Bootstrap)
* AI Integration: IBM Granite LLM, Watson NLP
* Database: SQLite / PostgreSQL

Benefits:

* Personalized Communication: Tailors communication to individual citizen needs and preferences.
* Automated Interactions: Automates routine interactions, freeing up human agents for complex tasks.
* Data-Driven Insights: Provides valuable insights into citizen needs, preferences, and feedback.
* Proactive Engagement: Enables governments to proactively engage citizens based on predicted needs or interests.

Potential Applications:

* Government Services: Enhances citizen-government interactions, improving transparency and responsiveness.
* Public Safety: Supports public safety initiatives through AI-driven analytics and insights.
* Healthcare: Facilitates citizen engagement in healthcare services, improving outcomes and satisfaction .

Conclusion:

Overall, Citizen AI represents a significant step forward in leveraging AI for public sector innovation, promising to make government services more accessible, efficient, and responsive to citizen needs.