Project Design Phase
Proposed Solution Template

Date	15 JUNE 2025
Team ID	LTVIP2025TMID29459
Project Name	**Citizen AI – Intelligent Citizen Engagement Platform**
Maximum Marks	2 Marks

Proposed Solution Template:

Project team shall fill the following information in the proposed solution template.

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	Citizens face fragmented, slow, and inconsistent interactions with government services. Government officials lack real-time insights into citizen sentiment and reported issues—hindering responsiveness and transparency.
2.	Idea / Solution description	Citizen AI is a conversational interface powered by IBM Granite and Watson that enables real-time chat with citizens. It provides immediate, accurate answers, allows feedback submission, and reports issues. Its integrated sentiment analyzer and dashboard offer policymakers live insights into public perception, emerging concerns, and service efficiency.
3.	Novelty / Uniqueness	• **Real-time generative AI assistant** tailored to public services 24/7. • **Combined chat, sentiment analysis, and issue tracking** in a single unified platform. • **Contextual, personalized responses** powered by Granite model. • **Dynamic visuals** guide officials toward timely interventions and data-driven decisions.
4.	Social Impact / Customer Satisfaction	• **For citizens**: Saves time, reduces frustration, enhances accessibility and trust. • **For governments**: Facilitates transparent communication, boosts public satisfaction, and empowers data-led governance
5.	Business Model (Revenue Model)	• **Subscription-based SaaS** licensing for agencies. • **Tiered pricing** based on user volumes, custom integration, and analytics features.

		• Options for **professional services**: data analytics consulting, onboarding support. • Potential for **public-private partnerships** with civic tech grants or innovation funds.
6.	Scalability of the Solution	• Designed as a **modular, cloud-native solution** with Dockerized services that can horizontally scale to support millions of queries. • Easily **integrable with additional government channels** (e.g., voice, SMS), multiple languages across regions. • AI model components can expand to cover more services, deeper policy domains, and broader civic engagement features.