Project Design Phase

# Proposed Solution Template

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| Date | 26 June 2025 |
| Team ID | LTVIP2025TMID59973 |
| Project Name | Citizen AI – Intelligent Citizen Engagement Platform |
| Maximum Marks | 2 Marks |

Proposed Solution :

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| S.No. | Parameter | Description |
| 1 | Problem Statement | Citizens face barriers when reporting civic issues due to fragmented systems, lack of responsiveness, and minimal feedback mechanisms. There is no centralized, intelligent platform that ensures transparent, responsive engagement between the government and its citizens. |
| 2 | Idea / Solution Description | Citizen AI is a centralized, AI-powered citizen engagement platform that allows individuals to report local issues (e.g., potholes, broken lights, sanitation), which are automatically categorized and routed to relevant authorities using machine learning. It includes real-time updates, multilingual chatbot assistance, and analytics for administrators. |
| 3 | Novelty / Uniqueness | Unlike standard grievance portals, Citizen AI uses AI/ML to auto-classify and prioritize issues, supports multilingual conversational interfaces, and provides analytics dashboards for government officials. It bridges accessibility and efficiency. |
| 4 | Social Impact / Customer Satisfaction | The platform empowers citizens by giving them a voice and a transparent mechanism for issue resolution. It improves trust in civic systems, enhances responsiveness of government bodies, and promotes inclusive governance—especially in underserved or low-tech regions. |
| 5 | Business Model (Revenue Model) | The platform can operate under a B2G (Business-to-Government) model, where local bodies or municipalities license the solution. Add-ons such as premium analytics and citizen engagement modules can be monetized on a subscription basis. |
| 6 | Scalability of the Solution | Built on microservices and cloud-native infrastructure, Citizen AI is highly scalable to serve millions of users across regions. It supports horizontal expansion across departments and integration with third-party APIs like Aadhar, Maps, etc. |