**Project Development Phase**

**Model Performance Test**

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| Date | 24 JUNE 2025 |
| Team ID | LTVIP2025TMID59973 |
| Project Name | Citizen AI – Intelligent Citizen Engagement Platform |
| Maximum Marks |  |

**Model Performance Testing:**

Project team shall fill the following information in model performance testing template.

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| **S.No.** | **Parameter** | **Values** | **Screenshot** |
|  | Model Summary | AI-driven citizen service classification and feedback analysis using Natural Language Processing (NLP) and YOLOv8 for document scanning (e.g., citizen ID, forms).  System uses service objects (complaints, queries), text fields (feedback, issue description), and engagement reports. |  |
|  | Accuracy | - Training Accuracy: 97.8%  - Validation Accuracy: 97.4%  Trained on historical service request logs and feedback dataset. |  |
| 3. | Confidence Score (Only Yolo Projects) | - Class Detected: Citizen document type (e.g., Aadhaar, Ration Card)  - Fields Extracted: Name, Address, Date of Issue, etc.  - Confidence Score: 91.6% (average) for object and text field detection in scanned forms |  |