Project Design Phase – Proposed Solution

Date	28 JUNE 2025
Team ID	LTVIP2025TMID21064
Project Name	Citizen AI – Intelligent Citizen Engagement Platform
Maximum Marks	2 Marks

Proposed Solution Table

S.No.	Parameter	Description
1	**Problem Statement (Problem to be solved)**	Citizens lack access to quick, reliable answers about government services, schemes, and grievance redressal. Existing systems are hard to use and slow to respond.
2	**Idea / Solution description**	Citizen AI is a real-time AI chatbot built using Hugging Face's IBM Granite model. It enables citizens to ask questions about government services and receive instant, accurate responses. The platform also includes a feedback sentiment analysis module.
3	**Novelty / Uniqueness**	Unlike traditional portals or chatbots, Citizen AI uses generative AI and sentiment analysis to not only answer citizen queries intelligently but also understand and analyze public feedback trends in real-time.
4	**Social Impact / Customer Satisfaction**	Enhances transparency and trust in government services. Reduces citizen frustration and empowers users with 24/7 AI-based assistance. Helps agencies identify pain points through sentiment analysis.
5	**Business Model (Revenue Model)**	For public use, it's free. For government bodies or civic tech platforms, the model could be licensed for integration, with optional dashboard analytics as a subscription-based feature.
6	**Scalability of the Solution**	The architecture is modular, using FastAPI and Hugging Face, and can be scaled easily to handle more queries, integrate multilingual support, or add voice input. Can be expanded to other government departments or services.