**Project Design Phase**

**Proposed Solution Template**

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| Date | 15 February 2025 |
| Team ID | LTVIP2025TMID59169 |
| Project Name | Citizen AI – Intelligent Citizen Engagement Platform |
| Maximum Marks | 2 Marks |

**Proposed Solution:**

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| **S.No.** | **Parameter** | **Description** |
|  | Problem Statement (Problem to be solved) | Citizens often don’t get clear, fast, or reliable answers from government websites or offices. Many people struggle to get correct information about exams, schemes, and services. |
|  | Idea / Solution description | The project “Citizen AI” is a smart chatbot that talks to people like a helpful assistant. It gives correct answers to public questions in simple language, and it can be used on websites or mobile phones. It also tracks how people feel about the service (sentiment analysis) to improve public engagement. |
|  | Novelty / Uniqueness | Unlike other chatbots, this one is specially made for public use. It combines AI with a knowledge base and sentiment dashboard. It not only answers questions, but also helps the government understand what people are happy or worried about. |
|  | Social Impact / Customer Satisfaction | This project helps citizens get answers quickly without standing in long lines or waiting for someone to reply. It builds trust, saves time, and ensures no one is left confused. It’s useful for students, elderly, and even people in villages. |
|  | Business Model (Revenue Model) | The chatbot can be offered to government departments or public service centers as a subscription-based tool. Private companies working in e-governance can also buy and customize it. |
|  | Scalability of the Solution | The chatbot can start with basic questions (like exam details), and later be expanded to include more services like health, education, transport, and even feedback collection from citizens. It can be used in every district or state with local language support. |