

Project Design Phase
Proposed Solution Template

Date	11 Jun 2025
Team ID	LTVIP2025TMID59708
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 delays, confusion, and lack of transparency when reporting civic issues due to manual, fragmented, and inaccessible government complaint systems.
2.	Idea / Solution Description	Citizen AI is an AI-driven platform allowing citizens to register civic issues through chatbot. It uses machine learning for smart complaint routing and provides dashboards for real-time tracking by authorities.
3.	Novelty / Uniqueness	text complaint input, NLP-based issue classification, geo-tagging, real-time tracking support — all in one system.
4.	Social Impact / Customer Satisfaction	Empowers citizens with accessible reporting tools. Builds trust by offering transparency and faster response. Improves civic life quality.
5.	Business Model (Revenue Model)	Freemium model for citizens; subscription/licensing for municipalities and smart city administrations. Optional analytics/reporting tier for government use.
6.	Scalability of the Solution	Easily scalable across cities and states via modular APIs and cloud deployment. Can integrate with existing municipal IT systems and expand feature-wise based on needs.