**Project Design Phase**

**Proposed Solution Template**

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| 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.

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| **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. |