

**Project Design Phase**  
**Proposed Solution Template**

Date	20 June 2025
Team ID	LTVIP2025TMID32142
Project Name	Sustainable Smart City Assistant using IBM Granite LLM
Maximum Marks	2 Marks

**Proposed Solution Template:**

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	Citizens face difficulty in accessing civic services and reporting issues due to complex portals, lack of awareness, and delayed responses from government departments
2.	Idea / Solution description	A conversational AI assistant using IBM Granite LLM and Gradio interface that accepts user queries in natural language, classifies complaints, and provides eco-solutions.
3.	Novelty / Uniqueness	Unlike traditional forms or portals, this system uses an LLM to enable smart interaction. It offers dual modes: civic complaint handling and eco-query resolution in real time.
4.	Social Impact / Customer Satisfaction	Improves public engagement with governance systems, enables fast complaint redressal, spreads environmental awareness, and enhances citizen satisfaction and trust.
5.	Business Model (Revenue Model)	Can be offered as a subscription-based SaaS to municipalities or civic bodies. Freemium model for public, with paid analytics and premium services for local governments.
6.	Scalability of the Solution	Easily scalable across cities or states. Modular architecture enables adding new departments, languages, and integration with APIs like GIS, IoT, or government CRMs.

