

Ideation Phase

Empathize & Discover

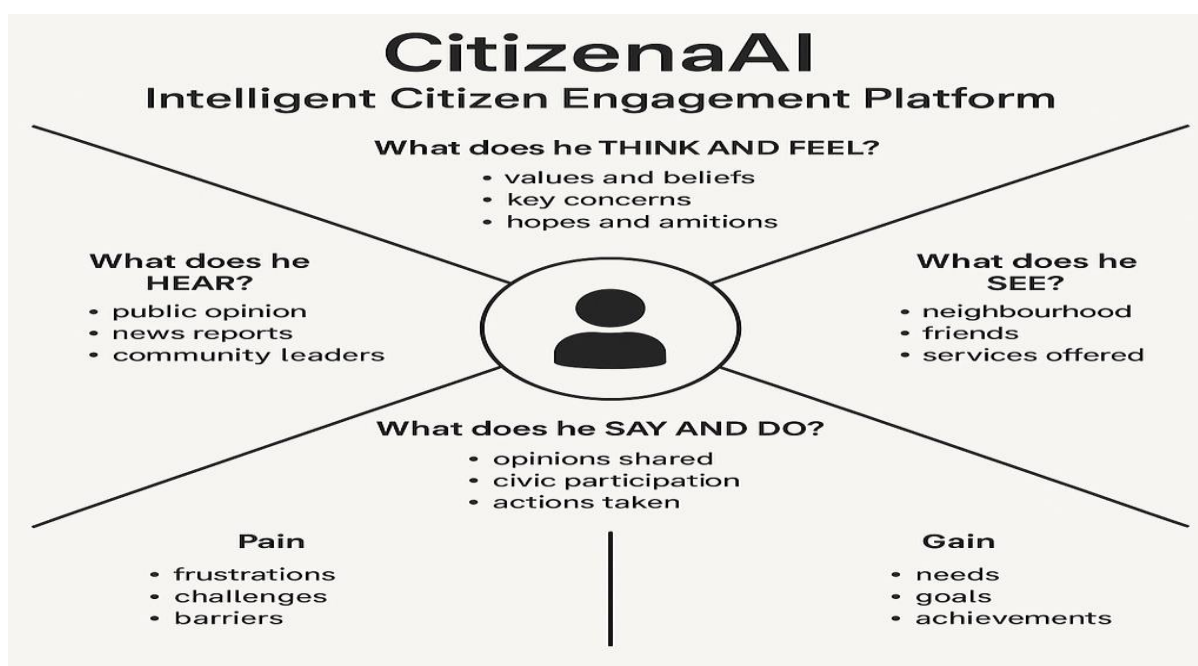
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| Date | 27 June 2025 |
| Team ID | LTVIP2025TMID59932 |
| Project Name | Citizen AI - Intelligent Citizen Engagement Platform |
| Maximum Marks | |

Empathy Map Canvas:

An Empathy Map is a clear, concise visual tool designed to capture insights about citizens' behaviors, feelings, and needs. In the context of Citizen AI, it enables public service teams and AI developers to deeply understand the people they serve—their lived experiences, goals, and frustrations.

Creating truly impactful AI-driven civic solutions requires deep empathy with citizens. The Empathy Map helps teams step into the shoes of the citizen to uncover the real, often unmet, needs behind their interactions with public systems.

Example:



Example: Citizen Engagement

