Project Design Phase
Proposed Solution Template

Date	15 February 2025
Team ID	LTVIP2025TMID59424
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 experience delays, lack of response, and poor transparency when accessing government services. Existing systems are static and non-interactive, leading to low engagement, no sentiment tracking, and decreased trust in public platforms
2.	Idea / Solution description	Citizen AI is an intelligent, web-based platform that enables real-time interaction between citizens and government through a chatbot, sentiment analysis engine, and live analytics dashboard. It allows citizens to submit queries or feedback and provides actionable insights to administrators for better governance.
3.	Novelty / Uniqueness	Unlike static portals, Citizen AI offers: - Real-time AI chatbot responses (IBM Granite/OpenAI) - Automated sentiment tagging using NLP - Offline-first support using Flask and SQLite - Modular, future-ready design (multilingual, mobile, cloud) - Visual dashboards for public opinion tracking
4.	Social Impact / Customer Satisfaction	- Increases trust in government systems - Empowers citizens to express opinions easily - Helps administrators make quick, data-backed decisions - Encourages transparency and participatory governance - Useful for rural populations via offline access
5.	Business Model (Revenue Model)	Freemium SaaS Model: - Free version for local communities - Premium version for municipalities and departments with advanced analytics, cloud storage, and multilingual support - Government partnership model for large-scale deployment

6.	Scalability of the Solution	Easily scalable across: - Multiple departments and cities - Regional and national government levels - Multiple languages and platforms (web, mobile) - Cloud-based expansion using IBM Cloud, Docker, or Render