**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** |
| --- | --- | --- |
|  | 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 |
|  | 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. |
|  | 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 |
|  | 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 |
|  | 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 |
|  | 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 |