

Citizen AI Chatbot - Proposed Solution

Date	26 June 2025
Team ID	LTVIP2025TMID32134
Project Name	Citizen AI Chatbot
Maximum Marks	2 Marks

Proposed Solution Template

S.No.	Parameter	Description
1.	Problem Statement	Citizens face long wait times, complex processes, and lack of 24/7 support for government service queries.
2.	Idea / Solution Description	AI-powered chatbot using IBM Granite to provide instant, multilingual responses to common citizen queries.
3.	Novelty / Uniqueness	First government-focused AI assistant with built-in sentiment analysis for real-time feedback.
4.	Social Impact / Customer Satisfaction	Reduces bureaucratic frustration, improves service accessibility, and builds trust in digital governance.
5.	Business Model	Government-funded SaaS model with tiered pricing for different municipal scales.
6.	Scalability	Cloud-native design (IBM Cloud) supports nationwide deployment and 10M+ monthly queries.