

Citizen AI Chatbot - Problem-Solution Fit

Date: 26 June 2025

Team ID: LTVIP2025TMID32134

Project Name: Citizen AI Chatbot

Maximum Marks: 2 Marks

1. Customer Segment(s)

- Citizens (18-75 years) accessing government services
- Government frontline staff handling queries
- Non-English speakers needing multilingual support

2. Jobs-to-be-Done / Problems

- **Core Job:** Instant resolution of government service queries
- **Problems:**
 - Long helpline wait times (>30 mins)
 - Unclear bureaucratic processes
 - No 24/7 support

3. Triggers

- Upcoming document expiry deadlines
- Peer complaints about service delays
- News about new digital governance initiatives

4. Emotions: Before / After

Before	After
Frustrated	Empowered
Confused	Confident

5. Customer Constraints

- Low smartphone literacy (seniors)
- Unstable rural internet connectivity
- Trust deficit in AI solutions

6. Customer Root Cause

Outdated citizen engagement systems reliant on manual processes.

7. Behaviour

- Current: Queue at offices, call helplines repeatedly
- Desired: Chatbot-first approach

8. Channels of Behaviour

- **Online:** WhatsApp, government portals
- **Offline:** Service center kiosks

9. Problem Root Cause

Lack of automated, multilingual, 24/7 query resolution systems.

10. Your Solution

IBM Granite-powered chatbot providing:

1. Instant answers in 5 languages
2. Document checklist generation
3. Sentiment analysis for service improvement

11. Alternative Solutions

- Expanded call centers (costly)
- Printed guidebooks (outdated)