**Project Design Phase**

**Problem – Solution Fit Template**

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| Date | 15 February 2025 |
| Team ID | LTVIP2025TMID35138 |
| Project Name | Citizen AI – Intelligent Citizen Engagement Platform |
| Maximum Marks | 2 Marks |

**Problem–Solution Fit** helps ensure that *CitizenAI* is solving a real need faced by citizens—especially students and interns—when trying to access public services and schemes.Template:

**Purpose (Simplified & Customized)**

* Address real user issues like confusion, inaccessibility, and lack of personalized civic information.
* Improve adoption by using familiar digital tools like AI chat interfaces.
* Create trust through quick, accurate responses and simplified language.
* Reach more users by supporting multiple languages and intuitive design.
* Continuously improve by learning from user behaviour and feedback.

| **Problem** | **CitizenAI Solution** |
| --- | --- |
| Users struggle to find relevant government schemes | AI chatbot provides personalized scheme suggestions in real-time |
| Portals are complex and not youth-friendly | Simple, mobile-responsive, and interactive interface |
| Language barriers limit access | Multilingual support and easy-to-understand responses |
| Delays in information or help | Instant answers using AI models like IBM Granite |
| Low engagement with civic tools by students | Engaging design and real-life use cases tailored for youth and interns |

