**Project Design Phase**

**Proposed Solution Template**

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

**Proposed Solution Template:**

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| **S.No.** | **Parameter** | **Description** |
|  | Problem Statement (Problem to be solved) | Citizens, especially students and interns, struggle to access, understand, and use government schemes and public services due to outdated and complex systems. |
|  | Idea / Solution description | CitizenAI is an AI-powered web platform that offers real-time, personalized assistance through a chatbot to help users easily discover and access public schemes, services, and information using natural language inputs. |
|  | Novelty / Uniqueness | The solution leverages IBM Granite models for intelligent conversations, supports multilingual queries, and provides personalized civic guidance—all in one lightweight, responsive interface. |
|  | Social Impact / Customer Satisfaction | It bridges the digital divide by simplifying public data access, increases awareness of government schemes, and empowers citizens through instant, relevant information—improving trust and participation. |
|  | Business Model (Revenue Model) | Initially deployed as a free civic engagement tool. Future revenue could be generated through government contracts, B2B licensing to civic tech partners, or premium analytics dashboards for administrators. |
|  | Scalability of the Solution | The solution is scalable across states, languages, and departments. It can be expanded with more APIs, scheme databases, voice assistants, and mobile-first deployment. |