**Ideation Phase**

**Empathize & Discover**

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| --- | --- |
| Date | 03.09.2025 |
| Team ID | NM2025TMID08924 |
| Project Name | Citizen AI – Intelligent Citizen Engagement Platform |
| Maximum Marks | 4 Marks |

**Empathy Map Canvas:**

**Urban and rural citizens** who interact with municipal services and wish to voice their needs, concerns, and suggestions effectively.

What the citizen says out loud in public or interviews:

* “I reported this issue last month and no one has responded.”
* “I don’t know whom to contact for this problem.”
* “I just want to be heard by the people in charge.”

**Example:**

Diagram

Description automatically generated

**Example: Food Ordering & Delivery Application**

