**Citizen AI – Intelligent Citizen Engagement**

**Platform**

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**Abstract:**

**Citizen AI – Intelligent Citizen Engagement Platform in IBM Granite** is an innovative solution that leverages the power of **artificial intelligence and natural language understanding** to enhance communication between citizens and government bodies. The platform utilizes **IBM Granite**, a powerful foundation model from IBM designed for enterprise-grade generative AI, to process and analyze citizen queries, feedback, and service requests in real time.**Features:**

* AI-powered chatbot using IBM Granite
* Real-time query resolution
* Gradio web-based interface
* Scalable for governance & citizen services

**Technology Stack:**

Python, Hugging Face Transformers, IBM Granite Model, Gradio, Google Colab

**Demo Video:**<https://drive.google.com/file/d/1HElfuM-EDNvEsZorKKQ5jnwb3lzZgFTA/view?usp=drivesdk>

**Conclusion:**

This project demonstrates how AI can be applied in real-world governance and citizen engagement. By integrating IBM Granite with an interactive UI, Citizen AI improves accessibility, reduces response time, and enhances citizen service experience.