Define the Problem Statements

Customer Problem Statement Template

Date	26 May 2025
Team ID	LTVIP2025TMID31087
Project Name	Sustainable Smart City Assistant Using IBM Granite LLM
Maximum Marks	2 Marks

Customer Problem Statements

PS-1

- **I am** a city resident

- **I'm trying to** report a civic issue like a water leak or garbage overflow

- **But** the existing process is slow and not easily accessible

- **Because** it requires calling helplines or visiting government offices

- **Which makes me feel** frustrated, unheard, and discouraged

PS-2

- **I am** a city administrator or planner

- **I'm trying to** monitor and forecast resource usage like water or electricity

- **But** analyzing raw data manually is tedious and inefficient

- **Because** there is no automation or AI tool for quick insights

- **Which makes me feel** overwhelmed and delayed in making decisions

PS-3

- **I am** an eco-conscious citizen or student

- **I'm trying to** find actionable sustainability tips

- **But** the information online is generic and scattered

- **Because** it is not personalized to urban life or local needs
- **Which makes me feel** confused and uncertain about how to act

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PS-4

- **I am** a municipal policy analyst

- **I'm trying to** read and summarize complex city policy documents

- **But** they are too long and technical to process quickly

- **Because** there is no summarization tool tailored for policy language

- **Which makes me feel** delayed and less efficient in policy review