

Define the Problem Statements

Customer Problem Statement Template

Date	26 May 2025
Team ID	LTVIP2025TMID30991
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

