# **Intelligent Citizen Engagement Platform**

Project Documentation

#### 1. Introduction

Project Title: Intelligent Citizen Engagement Platform

Team Members:

Shakthy Shree Prabakaran

D.Shalini

D.Sarvina

Z.Sanoora

#### 2. Project Overview

#### Purpose:

The purpose of the Intelligent Citizen Engagement Platform is to create a smart, Al-driven system that enhances communication, transparency, and collaboration between citizens and government bodies. The platform will enable citizens to easily access policies, provide feedback, track services, and stay informed in real time. For officials, it provides insights, analytics, and forecasting to improve decision-making and governance efficiency.

#### Features:

Conversational Interface: Citizens can ask questions and get plain-language answers.

Policy Summarization: Converts complex government documents into simplified, actionable summaries.

Citizen Feedback Loop: Collects and analyzes input from citizens to inform planning and services.

KPI Forecasting: Projects key performance indicators for governance and development.

Anomaly Detection: Identifies irregularities in data (e.g., service delays, unusual patterns).

Eco-Tip & Civic Guidance: Provides personalized tips to encourage sustainable and responsible civic engagement.

User-Friendly Dashboard (Streamlit/Gradio): Interactive web interface for citizens and officials.

#### 3. Architecture

Frontend (Streamlit): Interactive dashboard with chat, feedback, and reports.

Backend (FastAPI): Manages APIs for document processing, chat, feedback, and analytics.

LLM Integration (Watsonx / OpenAI): For summarization, insights, and conversational features.

Vector Search (Pinecone/FAISS): Semantic search for documents and queries.

ML Modules: Forecasting and anomaly detection using time-series data.

- 4. Setup Instructions
- 1. Install Python 3.9+
- 2. Install dependencies (requirements.txt)
- 3. Configure .env with API keys
- 4. Run FastAPI backend
- 5. Launch Streamlit frontend
- 6. Upload data and interact with modules
- 5. Folder Structure

app/ – Backend logic (APIs, models, integrations)

ui/ – Frontend Streamlit pages

document\_embedder.py - Handles document embedding

forecasting.py – KPI prediction module

anomaly\_detector.py - Flags irregular patterns

report\_generator.py – Generates Al-powered reports Future Enhancements

# 1. Al-Driven Insights

Integrate advanced AI/ML models to predict citizen needs, identify social trends, and recommend personalized services.

# 2. Multi-Language & Voice Support

Enable regional language support and voice-based interaction for inclusivity and accessibility.

# 3. Mobile Application Expansion

Launch mobile apps (Android/iOS) with offline capabilities to reach rural and remote areas.

### 4. Blockchain for Transparency

Use blockchain technology to ensure secure, tamper-proof records of citizen feedback and government actions.

#### 5. Smart City Integration

Connect the platform with IoT devices, smart sensors, and urban infrastructure for real-time problem reporting.

#### 6. Gamification

Introduce reward systems for active citizen participation to encourage engagement and accountability.

3:40

seconds\_in\_a\_day = 24 \* 60 \* 60

seconds\_in\_a\_week = 7 \* seconds\_in\_a\_day

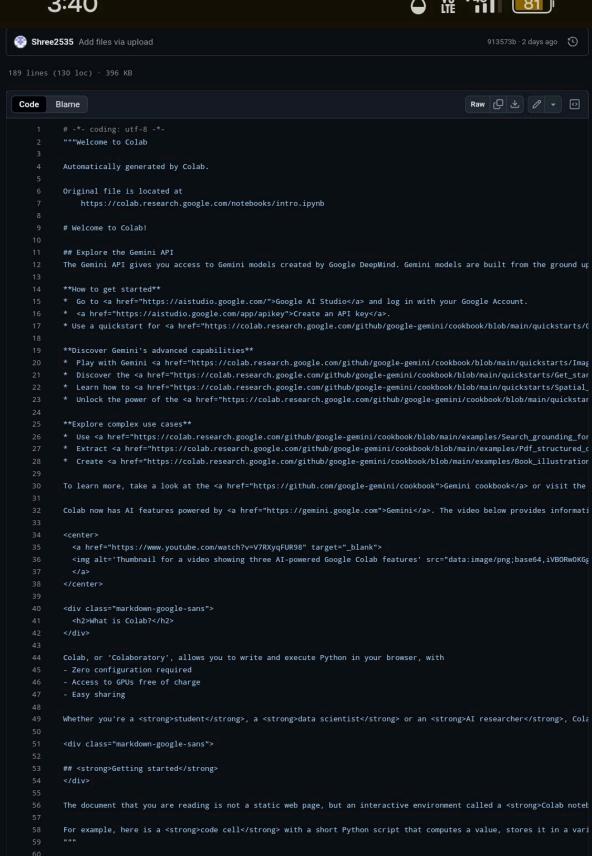
Variables that you define in one cell can later be used in other cells:

seconds\_in\_a\_day

seconds in a week



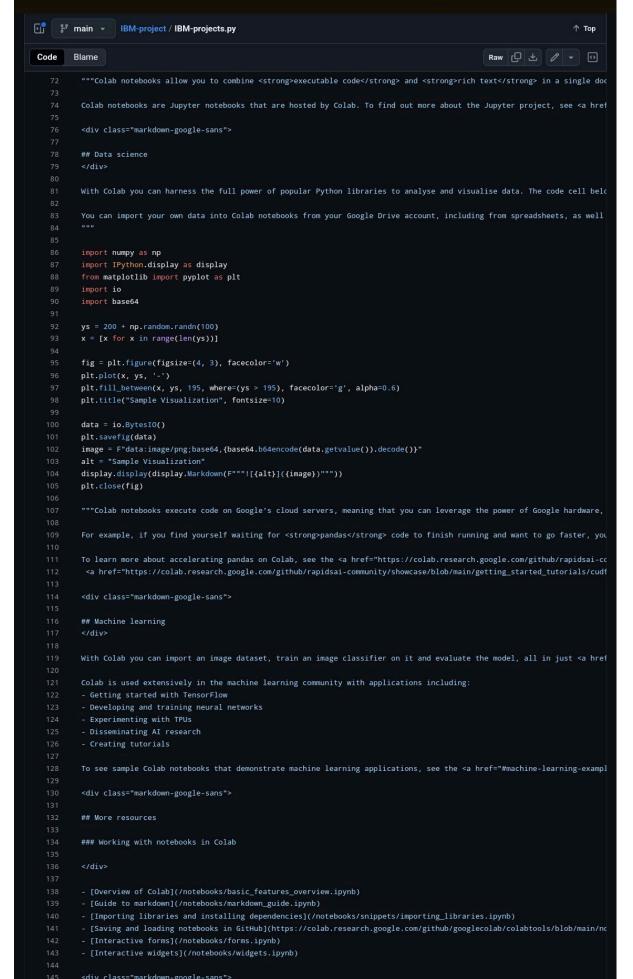




"""To execute the code in the above cell, select it with a click and then either press the play button to the left of t

3:40







# 25 16734ae3.gradio.live





# City Analysis & Citizen Services Al

City Analysis Citizen Services	
Enter City Name	City Analysis (Crime Index & Accidents)
Analyze City	

