**Project Design Phase**

**Proposed Solution Template**

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| **Date** | **25 june 2025** |
| **Team ID** | **LTVIP2025TMID37165** |
| **Project Name** | **Citizen AI – Intelligent Citizen Engagement Platform.** |
| **Maximum Marks** | **2 Marks** |

**Proposed Solution Table:**

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| **S. No.** | **Parameter** | **Description** |
| **1** | Problem Statement | Citizens, especially in rural or underprivileged areas, face difficulty accessing and understanding government schemes due to language barriers, poor digital literacy, and complex procedures. |
| **2** | Idea / Solution Description | Citizen AI Assistant is a multilingual conversational AI solution that guides users through government services, schemes, and documentation processes using natural language processing (NLP), contextual memory, and voice/text interfaces on mobile, WhatsApp, and web platforms. |
| **3** | Novelty / Uniqueness | Unlike static chatbots, this assistant uses contextual memory, understands regional languages, and personalizes responses based on user profile. It also supports document uploads for real-time verification or eligibility checks. |
| 4 | Social Impact / Customer Satisfaction | The assistant reduces information gaps, improves access to government schemes, and supports digital empowerment. It especially benefits low-literacy users, the elderly, and rural populations, providing empathetic, personalized assistance in their own language. |
| 5 | Business Model (Revenue Model) | The solution is envisioned as a SaaS offering to governments and civic organizations. Revenue can be generated through subscriptions by local administrations, NGOs, and integration/consulting services. Future monetization may include premium citizen services or analytics dashboards for policy feedback. |