Citizen AI Chatbot – Problem Statement Definition
Date: 26 June 2025
Team ID: LTVIP2025TMID32134
Project Name: Citizen AI Chatbot
Maximum Marks: 2 Marks

Customer Problem Statement Template
Focus on citizens' pain points in accessing government services.
Reference: [Miro Templates](#)

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1. Define the Citizen (User)
I am (Describe the user with key characteristics):
Example:
"A citizen who needs quick, accurate information about public services (e.g., voter ID, tax filing) but struggles with long wait times, complex processes, or lack of transparency."
Attributes:
- Tech-savvy or non-tech users.
- Limited patience for bureaucratic delays.
- Multilingual needs.

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2. User Goals & Barriers

Section	Description (*Fill for Citizen AI*)
I'm trying to	Quickly resolve queries about public services (e.g., *"How to apply for a passport?"*).
But	Long call center wait times, outdated government websites, unclear instructions.
Because	Lack of 24/7 automated support, inefficient information dissemination.
Which makes me feel	Frustrated, confused, distrustful of government efficiency.

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3. Example Problem Statements

PS-ID	I am (Citizen)	I'm trying to	But	Because	Which makes me feel
PS-1	First-time voter	Register for a voter ID online	Portal crashes frequently	Poor IT infrastructure	Anxious
PS-2	Senior citizen	Check pension status	IVR systems are hard to navigate	No conversational AI support	Helpless

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4. Key Insights for Citizen AI

1. **Pain Points to Address**:
     - 24/7 instant responses.
     - Simplified language (avoid bureaucratic jargon).
     - Multilingual support.
2. **Emotional Impact**:
     - Reduce frustration → Build trust in digital governance.

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5. Next Steps
1. Validate problem statements with citizen surveys.
2. Map each "But" to a chatbot feature:
     - *"Portal crashes" → Fallback offline guidance*
     - *"IVR navigation issues" → Voice-enabled chatbot*

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