**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](https://miro.com/templates/customer-problem-statement/)

**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.

**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| **But** | Long call center wait times, outdated government websites, unclear instructions.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. |

**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 |

**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.

**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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