**Citizen AI Chatbot - Problem-Solution Fit**

**Date**: 26 June 2025  
**Team ID**: LTVIP2025TMID32134  
**Project Name**: Citizen AI Chatbot  
**Maximum Marks**: 2 Marks

**1. Customer Segment(s)**

* Citizens (18-75 years) accessing government services
* Government frontline staff handling queries
* Non-English speakers needing multilingual support

**2. Jobs-to-be-Done / Problems**

* **Core Job**: Instant resolution of government service queries
* **Problems**:
  + Long helpline wait times (>30 mins)
  + Unclear bureaucratic processes
  + No 24/7 support

**3. Triggers**

* Upcoming document expiry deadlines
* Peer complaints about service delays
* News about new digital governance initiatives

**4. Emotions: Before / After**

| **Before** | **After** |
| --- | --- |
| Frustrated | Empowered |
| Confused | Confident |

**5. Customer Constraints**

* Low smartphone literacy (seniors)
* Unstable rural internet connectivity
* Trust deficit in AI solutions

**6. Customer Root Cause**

Outdated citizen engagement systems reliant on manual processes.

**7. Behaviour**

* Current: Queue at offices, call helplines repeatedly
* Desired: Chatbot-first approach

**8. Channels of Behaviour**

* **Online**: WhatsApp, government portals
* **Offline**: Service center kiosks

**9. Problem Root Cause**

Lack of automated, multilingual, 24/7 query resolution systems.

**10. Your Solution**

IBM Granite-powered chatbot providing:

1. Instant answers in 5 languages
2. Document checklist generation
3. Sentiment analysis for service improvement

**11. Alternative Solutions**

* Expanded call centers (costly)
* Printed guidebooks (outdated)