**Citizen AI Chatbot - Proposed Solution**

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

**Proposed Solution Template**

| **S.No.** | **Parameter** | **Description** |
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| 1. | **Problem Statement** | Citizens face long wait times, complex processes, and lack of 24/7 support for government service queries. |
| 2. | **Idea / Solution Description** | AI-powered chatbot using IBM Granite to provide instant, multilingual responses to common citizen queries. |
| 3. | **Novelty / Uniqueness** | First government-focused AI assistant with built-in sentiment analysis for real-time feedback. |
| 4. | **Social Impact / Customer Satisfaction** | Reduces bureaucratic frustration, improves service accessibility, and builds trust in digital governance. |
| 5. | **Business Model** | Government-funded SaaS model with tiered pricing for different municipal scales. |
| 6. | **Scalability** | Cloud-native design (IBM Cloud) supports nationwide deployment and 10M+ monthly queries. |