

LEAN CANVAS – one page says it all!

PROBLEM	SOLUTION	UNIQUE VALUE PROPOSITION	UNIQUE ADVANTAGE	CUSTOMER SEGMENTS
<ol style="list-style-type: none"> 1. Delayed resolution of public complaints due to manual processes and bureaucratic inefficiencies. 2. Lack of transparency in current public grievance redressal systems. 	<ol style="list-style-type: none"> 1. AI-powered complaint classification for automatic categorization and prioritization. 2. Support for multi-modal inputs (text, voice, video) in various languages. 3. Real-time updates on complaint status for faster and more efficient resolution. 	<ol style="list-style-type: none"> 1. 24/7 availability for citizens to lodge complaints. 2. Multi-modal input support (text, voice, video) in multiple languages. 3. Instant prioritization based on urgency with real-time tracking. 	<ol style="list-style-type: none"> 1. AI models for multi-modal input processing and sentiment analysis. 2. Complaint prioritization based on urgency and criticality, unlike traditional systems. 	<ol style="list-style-type: none"> 1. Primary Users: Citizens filing complaints about public services. 2. Secondary Users: Government authorities resolving complaints. 3. Early Adopters: Urban citizens, municipal authorities, and e-governance users.
EXISTING ALTERNATIVES	KEY METRICS	HIGH-LEVEL CONCEPT	CHANNELS	EARLY ADOPTERS
Current systems like CPGRAMS and Rail Madad, which are manual and non-AI-powered, leading to delays, misclassification, and inefficiencies.	<ol style="list-style-type: none"> 1. Number of complaints classified and resolved using AI. 2. Engagement rate (citizen interaction with the system). 3. Time taken to resolve complaints compared to traditional methods. 4. Accuracy of AI in classifying complaints and performing sentiment analysis. 	AI-enhanced system for efficient and transparent public grievance redressal using multi modal inputs and real-time processing.	<ol style="list-style-type: none"> 1. Mobile and web platforms. 2. Integration with existing government portals and public outreach campaigns via social media and local governments. 	Urban citizens, local municipal authorities, and those familiar with digital governance services.
Cost Structure			Revenue Structure	
<ol style="list-style-type: none"> 1. Fixed costs for development, AI model training, cloud infrastructure. 2. Variable costs for bandwidth, storage, and customer support. 3. Legal compliance and adherence to data protection laws. 			<ol style="list-style-type: none"> 1. Government contracts or partnerships. 2. Premium service offerings to local governments (advanced analytics). 3. Advertising revenue (potentially for local government agencies or businesses). 	

