Ideation Phase

Brainstorm & Idea Prioritization Template

Date	22 June 2025
Team ID	LTVIP2025TMID32100
Project Name	Citizen AI
Maximum Marks	4 Marks

Brainstorm & Idea Prioritization Template:

Brainstorming provides a free and open environment that encourages everyone within a team to participate in the creative thinking process that leads to problem solving. Prioritizing volume over value, out-of-the-box ideas are welcome and built upon, and all participants are encouraged to collaborate, helping each other develop a rich amount of creative solutions.

Brainstorm
& idea prioritization

To ensure that development efforts are focused and meaningful, the features and ideas for CitizenAI were evaluated based on two key factors.

Impact: How valuable the feature is to the user and project goals.

Effort: How much time/resources are required to implement the feature.

🕐 **10 minutes** to prepare

🖥 **1 hour** to collaborate

👤 **2–8 people** recommended

⬤

Before you collaborate

Before beginning the development of CitizenAI – Intelligent Citizen Engagement Platform, we brainstormed and prioritized ideas to avoid potentially inefficient civic engagement. However, with limited resources, time constraints, and the need for a focused MVP, we had to carefully **prioritize our ideas**.

We evaluated each idea based on:
- **User Value** – How well it serves a real citizen problem?
- **Feasibility** – Can it be implemented with available tools?
- **Learning Opportunity** – Does it help us learn important technical or UX skills?
- **Time & Resource Constraints** – What can be realistically delivered in the given time

🕐 **10 minutes**

a **Team gathering**
Define who should participate in the session and send an invite. Share relevant information or pre-work ahead.

b **Set the goal**
Think about the problem you'll be focusing on solving in the brainstorming session.

c **Learn how to use the facilitation tools**
Use the Facilitation Superpowers to run a happy and productive session.

Open article →

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Define your problem statement

Describe the current digital scenario where citizens often face challenges in accessing timely and accurate information about government services or reporting civic issues. Many government portals are **not user-friendly, lack multilingual support**, and require navigating **multiple departments**, which can be confusing and challenging, especially for rural or non-technical users.

🕐 5 minutes

Moreover, there is **no single platform** that allows citizens to **ask queries in natural language, report local issues, and receive AI-powered responses instantly**. This gap in access to fast, responsiveness, and ease of communication leads to **low civic engagement, delayed issue resolution**, and reduced trust in governance systems.

Therefore, there is a need for an intelligent, accessible, and conversational platform that bridges the gap between **citizens and public services** by leveraging **Generative AI, natural language understanding, and user-centric design**.

⬤

Key rules of brainstorming
To run an smooth and productive session

😊 Stay in topic.   💡 Encourage wild ideas.

😐 Defer judgment.   👂 Listen to others.

👍 Go for volume.   👁 If possible, be visual.

Civic Issue Reporting

Users don't know where or how to report civic problems

AI chatbot with "Report an issue" button and natural language input

Accessing Govt Services

Citizens find portals complex and spread across different websites

Centralized chat-based interface powered by AI to answer queries

Response Time

Users face delays or no feedback on complaints

Real-time AI-generated responses; auto-acknowledgement of complaints

Easy Deployment

Need for a fast and accessible prototype

Google Colab + Gradio = No installation, browser-based access

miro

Group ideas

During the planning phase of the *CitizenAI — Intelligent Citizen Engagement Platform*, we brainstormed various features and grouped them based on functionality to prioritize and streamline development. The first group focused on the **User Interface**, where we chose to implement a simple and accessible chatbot using **Gradio**, allowing users to interact naturally without navigating complex forms or menus.

The next critical group centered around **AI and NLP capabilities**. We prioritized integrating a **natural language processing engine** using models like **IBM Granite** or **Hugging Face Transformers**. This enabled the platform to understand user queries and generate relevant, context-aware responses. Complementing this, we designed a robust **Issue Handling** system with predefined categories like potholes, water issues, or electricity problems, making it easier to classify and guide user complaints.

While developing the MVP, we also considered ideas under **Feedback and Reporting**, such as adding a rating system for chatbot responses and collecting user feedback to improve the model. These were marked as optional enhancements for later versions. More ambitious ideas fell under **Authentication and Identity**, such as integrating **Aadhar-based login** or secure OTP verification, which were postponed due to implementation complexity and legal requirements. Additional groups included **Localization and Accessibility**, where features like **multi-language support** and **voice input** were discussed to make the app more inclusive, especially for rural users. In terms of architecture, we grouped ideas under **Backend and Data**, aiming to use **FastAPI** for future scalability and a database to store complaint history and government schemes.

Lastly, **Government Integration** and **Notification Systems** formed the long-term vision of CitizenAI. These ideas included connecting the platform to official grievance portals and sending SMS/email updates for complaint tracking. Although high in impact, they were reserved for the roadmap phase due to their high complexity.

20 minutes

Step-3: Idea Prioritization

Prioritize

Your team should all be on the same page about what's important moving forward. Place your ideas on this grid to determine which ideas are important and which are feasible.

🕐 20 minutes

TIP

Participants can use their cursors to point at where sticky notes should go on the grid. The facilitator can confirm the spot by using the laser pointer holding the H key on the keyboard!

Effort

Impact Feasibility