**Ideation Phase**

**Empathize & Discover**

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| --- | --- |
| Date | 31 January 2025 |
| Team ID | LTVIP2025TMID32100 |
| Project Name | Citizen AI |
| Maximum Marks | 4 Marks |

**Empathy Map Canvas:**

Citizens often find themselves surrounded by complex and unfriendly government systems. They *see* confusing websites, scattered information across different departments, and public notices about government schemes that are difficult to understand. Many *hear* discouraging remarks from others, such as “no one will respond,” “you need to visit the office in person,” or “nothing ever changes,” reinforcing their lack of faith in public systems.

**Example:** Diagram

Description automatically generated

**Example: Citizen AI**

