

Citizen Ai

Generative AI with IBM

1. Introduction

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project overview

- Purpose :

The Citizen AI and Engagement Platform is to create a bridge between citizens and governing or organizational bodies by using artificial intelligence to enable more transparent, efficient, and responsive interactions. Such a platform empowers citizens to voice their concerns, share feedback, and access important information in real time, while also helping authorities analyze public sentiment, identify community needs, and make data-driven decisions. By integrating features like chatbots, sentiment analysis, concern reporting, and interactive dashboards, the platform fosters inclusivity, accountability, and active participation. Ultimately, the goal is to strengthen trust, enhance service delivery, and promote collaborative governance where citizens are not just passive recipients but active partners in shaping their community's development.

- Features:

Conversational Interface

Key Point: Natural language interaction

Functionality: Allows citizens and officials to ask questions, get updates, and receive guidance in plain language

Policy Summarization

Key Point: Simplified policy understanding

Functionality: Converts lengthy government documents into concise, actionable summaries.

Resource Forecasting

Key Point: Predictive analytics

Functionality: Estimates future energy, water, and waste usage using historical and real-time data.

Eco-Tip Generator

Key Point: Personalized sustainability advice

Functionality: Recommends daily actions to reduce environmental impact based on user behavior.

Citizen Feedback Loop

Key Point: Community engagement

Functionality: Collects and analyzes public input to inform city planning and service improvements.

KPI Forecasting

Key Point: Strategic planning support

Functionality: Projects key performance indicators to help officials track progress and plan ahead.

Anomaly Detection

Key Point: Early warning system

Functionality: Identifies unusual patterns in sensor or usage data to flag potential issues.

Multimodal Input Support

Key Point: Flexible data handling

Functionality: Accepts text, PDFs, and CSVs for document analysis and forecasting.

Streamlit or Gradio UI

Key Point: User-friendly interface

Functionality: Provides an intuitive dashboard for both citizens and city officials to interact with the assistant.

2. Architecture

Frontend (Streamlit):

The frontend is built with Streamlit, offering an interactive web UI with multiple pages including dashboards, file uploads, chat interface, feedback forms, and report viewers. Navigation is handled through a sidebar using the streamlit-option-menu library. Each page is modularized for scalability.

Backend (Fast API):

Fast API serves as the backend REST framework that powers API endpoints for document processing, chat interactions, eco tip generation, report creation, and vector embedding. It is optimized for asynchronous performance and easy Swagger integration.

LLM Integration (IBM Watsonx Granite):

Granite LLM models from IBM Watsonx are used for natural language understanding and generation. Prompts are carefully designed to generate summaries, sustainability tips, and reports.

Vector Search (Pinecone):

Uploaded policy documents are embedded using Sentence Transformers and stored in Pinecone. Semantic search is implemented using cosine similarity to allow users to search documents using natural language queries.

ML Modules (Forecasting and Anomaly Detection):

Lightweight ML models are used for forecasting and anomaly detection using Scikit-learn. Time-series data is parsed, modeled, and visualized using pandas and matplotlib.

3. Setup Instructions

Prerequisites:

- Python 3.9 or later
- pip and virtual environment tools
- API keys for IBM Watsonx and Pinecone
- Internet access to access cloud services

Installation Process:

- Clone the repository
- Install dependencies from requirements.txt
- Create a .env file and configure credentials
- Run the backend server using Fast API
- Launch the frontend via Stream lit
- Upload data and interact with the modules

4. Folder Structure

app/ – Contains all Fast API backend logic including routers, models, and integration modules.

app/api/ – Subdirectory for modular API routes like chat, feedback, report, and document vectorization.

ui/ – Contains frontend components for Stream lit pages, card layouts, and form UIs.

smart_dashboard.py – Entry script for launching the main Stream lit dashboard.

granite_llm.py – Handles all communication with IBM Watsonx Granite model including summarization and chat.

document_embedder.py – Converts documents to embeddings and stores in Pinecone.

kpi_file_forecaster.py – Forecasts future energy/water trends using regression.

anomaly_file_checker.py – Flags unusual values in uploaded KPI data.

report_generator.py – Constructs AI-generated sustainability reports.

5. Running the Application

To start the project:

- Launch the FastAPI server to expose backend endpoints.
- Run the Streamlit dashboard to access the web interface.
- Navigate through pages via the sidebar.
- Upload documents or CSVs, interact with the chat assistant, and view outputs like reports, summaries, and predictions.

- All interactions are real-time and use backend APIs to dynamically update the frontend.

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6. API Documentation

Backend APIs available include:

POST /chat/ask – Accepts a user query and responds with an AI-generated message

POST /upload-doc – Uploads and embeds documents in Pinecone

GET /search-docs – Returns semantically similar policies to the input query

GET /get-eco-tips – Provides sustainability tips for selected topics like energy, water, or waste

POST /submit-feedback – Stores citizen feedback for later review or analytics

Each endpoint is tested and documented in Swagger UI for quick inspection and trial during development.

7. Authentication

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This version of the project runs in an open environment for demonstration. However, secure deployments can integrate:

- Token-based authentication (JWT or API keys)
 - OAuth2 with IBM Cloud credentials
 - Role-based access (admin, citizen, researcher)
 - Planned enhancements include user sessions and history tracking.8.
- Authentication

8. User Interface

The interface is minimalist and functional, focusing on accessibility for non-technical users. It includes:

Sidebar with navigation

KPI visualizations with summary cards

Tabbed layouts for chat, eco tips, and forecasting

Real-time form handling

PDF report download capability

The design prioritizes clarity, speed, and user guidance with help texts and intuitive flows.

9. Testing

Testing was done in multiple phases:

Unit Testing: For prompt engineering functions and utility scripts

API Testing: Via Swagger UI, Postman, and test scripts

Manual Testing: For file uploads, chat responses, and output consistency

Edge Case Handling: Malformed inputs, large files, invalid API keys

Each function was validated to ensure reliability in both offline and API-connected modes.

10. screen shots

11. Known Issues

12. Future enhancement