Proposed Solution

Date: 24 June2025

Team ID: LTVIP2025TMID38479

Project Name:Citizen AI – Intelligent Citizen Engagement Platform

Maximum Marks: 2 Marks

**Proposed Solution Template**

Project team shall fill the following information in the proposed solution template.

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| S.No. | Parameter | Description |
| 1 | Problem Statement | Many citizens face challenges in accessing timely and relevant civic information or services. There's a lack of centralized digital platforms for query resolution, personalized civic support, and engagement tracking. Citizens often face delays, poor responsiveness from officials, and lack transparency in public grievance handling. |
| 2 | Idea / Solution Description | CitizenAI is an AI-powered intelligent engagement platform built with IBM Watson/Granite LLMs that enables seamless interaction between citizens and government bodies. Citizens can raise issues, receive AI-generated insights, track response status, and get updates through an intuitive interface. It also enables officials to analyze trends, prioritize responses, and manage performance dashboards. |
| 3 | Novelty / Uniqueness | CitizenAI’s novelty lies in using generative AI to interpret, classify, and recommend actions on public issues. It provides automated sentiment and urgency analysis, integrates with local civic databases, and offers multilingual query support. Its real-time analytics and adaptive dashboard make it unique in civic tech applications. |
| 4 | Social Impact / Potential Benefits | Enhances civic participation, promotes transparency, and increases trust in public institutions. Reduces burden on civic offices by pre-filtering issues and providing suggested responses. Encourages data-driven policy decisions. Also empowers citizens who are underserved or digitally less aware via simple UI and local language options. |
| 5 | Target Market / Primary Users | Primary users include local citizens, municipal officials, civic administrators, and public policy researchers. Secondary users include NGOs, community organizers, and digital governance bodies aiming for inclusive civic participation. |
| 6 | Scalability of the Solution | CitizenAI is built using modular microservices architecture, allowing it to scale horizontally with growing user base. It can be deployed city-wise or state-wise, and supports integration with existing digital governance systems (like e-municipality or RTI portals). It can serve millions of users via cloud-based infrastructure, and supports multi-language and multi-region configurations. |