Problem Statements – Citizen AI

Date: 15 June 2025

Team ID: LTVIP2025TMID38479

Project Name: Citizen AI – Intelligent Citizen Engagement Platform

Maximum Marks: 2 Marks

**Customer Problem Statement Template**

Create a problem statement to understand your customer's point of view. The Customer Problem Statement template helps you focus on what matters to create experiences people will love.  
  
As a citizen, I often feel unheard and frustrated due to the lack of timely, transparent, and personalized communication from government bodies. Existing systems are complex, fragmented, and slow to respond to my grievances or suggestions. I want a simple, reliable, and intelligent platform that allows me to easily report issues, track their resolution, and engage meaningfully with my government—without having to navigate bureaucratic delays or digital barriers.

**Example Format:**

I am (citizen)  
But (Problem or obstacle)  
Because (Underlying reason)  
Which makes me feel (Emotion/frustration caused)

**Citizen AI – Problem Statements**

| \*\*Category\*\* | \*\*Details\*\*

| \*\*User\*\* | A citizen, 32, working professional, urban resident .

| \*\*Context\*\* | Notices a malfunctioning streetlight in her area.

| \*\*Action Taken\*\* | Tries to report it via government websites and helplines, but gets no result

| \*\*Pain Points\*\* | - No clear reporting channel<br>- No response or update<br>- Poor usability.

| \*\*Impact\*\* | Feels frustrated, ignored, and disconnected from the system

| \*\*Need\*\* | A centralized, easy-to-use platform for reporting and tracking issues |

| \*\*Expectations\*\* | - Real-time updates<br>- Clear communication<br>- Quick resolution |

| \* Summary\*\* | Citizens like Priya lack an efficient, responsive, and trustworthy system to engage with the government on local issues. This leads to low participation, frustration, and a breakdown in public trust.

| \*\* Direction\*\* | Citizen AI should provide a smart, user-friendly platform that enables quick reporting, auto-routing, updates, and inclusive engagement using AI-driven support.