**Project Design Phase**

**Problem – Solution Fit Template**

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| Date | 26 June 2025 |
| Team ID | LTVIP2025TMID35580 |
| Project Name | Citizen AI – Intelligent Citizen Engagement Platform |
| Maximum Marks | 2 Marks |

**Purpose :**

* Solve real citizen problems using a simple AI chatbot.
* Match our solution to how citizens already behave (asking questions, seeking help).
* Communicate clearly and build trust by solving their common frustrations.
* Help citizens get answers faster, without navigating complex websites.

**Problem–Solution Fit :**

* Problem Identified: Citizens struggle to get correct, quick answers about government services.
* Our Solution: A Gradio-based chatbot using IBM Granite that gives real-time, human-like responses.
* Why It Fits: Citizens already use chat platforms — our solution feels natural and removes complexity.

**Template:**

Calendar

Description automatically generated

A chatbot that gives instant, human-like answers to government-related questions using IBM Granite, Simple Gradio interface, no login or tech skills needed

Government websites are not user-friendly or conversational, No real-time, clear support is available

Browsing government websites

Smartphones, Word of mouth

Ask others for help, Search YouTube or Google for steps

Government portals ,Help from others Visiting offices in person (time-consuming)

Poor internet access, Limited digital literacy, No time to visit government offices

Lack of trust in online info

Confused, frustrated → formed, relieved

Urgent need for a government document

Find out how to apply for services (e.g., driving license)

Rural citizens, Elderly people, Non-tech-savvy users, Citizens needing help with government services