**Project Design Phase**

**Proposed Solution Template**

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| Date | 26 June 2025 |
| Team ID | LTVIP2025TMID35580 |
| 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** |
|  | Problem Statement (Problem to be solved) | Citizens struggle to get clear, instant information about government services due to complex websites and lack of real-time support. |
|  | Idea / Solution description | We developed an AI-powered chatbot using IBM Granite 3.3–2B Instruct and Gradio, which provides quick, human-like responses to public service queries.   |  | | --- | |  |  |  | | --- | |  | |
|  | Novelty / Uniqueness | Unlike traditional forms or web pages, our solution uses a powerful LLM with a chat interface that simplifies access to information in natural language. |
|  | Social Impact / Customer Satisfaction | Reduces confusion and saves time for citizens, especially in rural areas; improves digital access and satisfaction with public service interactions. |
|  | Business Model (Revenue Model) | Freemium chatbot for basic use; premium integration options for government bodies or NGOs for advanced analytics and support services. |
|  | Scalability of the Solution | The solution can be scaled to include multilingual support, voice input, integration with real government APIs, and deployment across states or countries. |