**Project Design Phase**

**Proposed Solution Template**

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| Date | 29/JUN/2025 |
| Team ID | LTVIP2025TMID32012 |
| Project Name | Citizen-ai |
| 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 in rural and semi-urban areas struggle to access government services due to complex online portals, language barriers, and lack of digital literacy. |
|  | Idea / Solution description | CIT-AI is a web-based platform powered by AI, voice recognition, and multilingual support. It guides users through government service processes, offers an AI chatbot for assistance, and integrates with Firebase for real-time data storage. |
|  | Novelty / Uniqueness | Combines AI, multilingual voice support, and simplified UX into one platform. Unlike static portals, CIT-AI provides interactive, conversational help tailored for non-technical users. |
|  | Social Impact / Customer Satisfaction | Improves digital inclusion, empowers rural citizens, and reduces physical visits to government offices. Citizens feel more confident accessing services independently. |
|  | Business Model (Revenue Model) | Initially offered free under government initiatives or grants. Revenue potential through integration services, custom deployments for state governments, and support services. |
|  | Scalability of the Solution | The platform is cloud-hosted, easily scalable to handle more users, languages, and additional government services over time. |