

Ideation Phase

Define the Problem Statements

Date	27 june 2025
Team ID	LTVIP2025TMID59921
Project Name	Citizen Ai - intelligent citizen engagement platform
Maximum Marks	

Customer Problem Statement Template:

Create a problem statement to understand your citizen's point of view. The Citizen Problem Statement Template helps civic teams and government bodies focus on what truly matters to create public services and digital experiences that people trust and engage with.

A well-defined citizen problem statement enables your team to identify the right solutions for the real challenges that citizens face. Through this approach, you build empathy with citizens and gain a deeper understanding of how they interact with and perceive public services enabled by the Citizen AI Platform.

I am	Describe the citizen and their attributes here	CITIZENAI INTELLIGENT CITIZEN ENGAGEMENT PLATFORM
I'm trying	List the thing they are trying to accomplish here	
but	Describe the obstacles or barriers that get in the way here	
because	Describe the reason the obstacles or barriers exist	
which make me feel	Describe the emotions that result from experiencing the obstacles or barriers	

Example:

I am	I'm trying to	CITIZENAI INTELLIGENT CITIZEN ENGAGEMENT PLATFORM	
a citizen and their attributes here Describe the emotions that result from	List the thing they are trying to accomplish here	Describe the obstacles or barriers that get in the way here	Which makes me feel Describe the emotions that result from experiencing the obstacles or barriers