

Citizen AI: Intelligent Citizen Engagement Platform

Abstract

Citizen AI leverages IBM Granite models to provide quick and reliable answers about government services and civic issues. It integrates public sentiment tracking and dashboard visualization for officials, making citizen engagement more efficient. The project is deployed on Google Colab with Hugging Face integration for lightweight, cost-effective setup.

Keywords

Citizen AI, IBM Granite, Generative AI, Government Services, Google Colab, Gradio

I. Introduction

Artificial Intelligence (AI) has become an integral tool for enhancing citizen engagement. Citizen AI, powered by IBM Granite, aims to address challenges in public service delivery by providing intelligent, automated support. Through the integration of Gradio and Hugging Face models, this platform allows governments to streamline citizen interactions efficiently.

II. Background and Related Work

Generative AI has been widely adopted across industries for automating workflows. IBM Granite, a family of language models hosted on Hugging Face, provides scalable and efficient solutions. Citizen AI builds upon these advancements to create a lightweight engagement platform.

III. Methodology

The project follows a structured workflow:

- 1) Exploring the Naan Mudhalvan Smart Interz portal.
- 2) Selecting an IBM Granite model from Hugging Face.
- 3) Implementing the project in Google Colab.
- 4) Uploading the project to GitHub.

These steps ensure reproducibility and accessibility for learners and developers.

IV. Implementation

The project is deployed using Google Colab, leveraging T4 GPU resources for model execution. Gradio provides the front-end interface for interactive communication with the model. Developers can replicate the project by installing dependencies, running the Granite model, and accessing the Gradio application through a browser.

V. Results and Discussion

Citizen AI successfully demonstrates real-time citizen query handling. The integration of Granite ensures lightweight processing while maintaining reliable outputs. The dashboards help officials visualize public sentiment, enhancing transparency and decision-making.

VI. Conclusion

This project shows the potential of combining IBM Granite and Generative AI for civic engagement. By enabling efficient query handling and sentiment tracking, Citizen AI provides governments with a cost-effective solution to improve citizen satisfaction.

References

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