**Citizen AI- Intelligent Citizen Engagement Platform**

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| Date | 29 June 2025 |
| Team ID | LTVIP2025TNID60842 |
| Project Name | Citizen AI- Intelligent Citizen Engagement Platform |
| Maximum Marks | 2 Marks |

### ****Customer Problem Statement (PS) Template****

| **Problem Statement (PS)** | **I am (Customer)** | **I’m trying to** | **But** | **Because** | **Which makes me feel** |
| --- | --- | --- | --- | --- | --- |
| **PS-1** | A city resident looking to report a local issue (e.g., pothole, noise complaint) | Engage quickly and easily with my local government | The current system is slow, confusing, or unresponsive | It’s not user-friendly and lacks transparency on issue resolution | Frustrated, unheard, and less likely to participate in civic life |
| **PS-2** | A municipal service agent | Efficiently address citizen complaints and improve public service delivery | I receive incomplete information and can’t track resolution progress | The current tools are outdated and disconnected | Overwhelmed, inefficient, and disengaged from citizen needs |