### ****Citizen AI – Intelligent Citizen Engagement Platform****

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| Date | 29 June2025 |
| Team ID | LTVIP2025TMID60842 |
| Project Name | **Citizen AI – Intelligent Citizen Engagement Platform** |
| Maximum Marks | 4 Marks |

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## 🧠 ****Empathy Map Canvas: Citizen AI – Intelligent Citizen Engagement Platform****

### 👤 ****USER PROFILE****

**Persona**:  
City resident (e.g., middle-aged working professional, college student, retired senior) who wants to engage with city services, raise concerns, or stay informed.

### 🗣️ ****SAYS****

* “Why is it so hard to get updates on local events or changes?”
* “I’ve submitted a complaint, but no one responded.”
* “I want to know if my voice even matters.”
* “Where can I report broken infrastructure or service delays?”
* “I’d use it if it were simple and quick.”

### 🧠 ****THINKS****

* “Is this platform really going to help solve my issue?”
* “Will my feedback lead to any real action?”
* “Government websites are usually confusing and outdated.”
* “Other cities have smarter systems—why can’t ours?”
* “I care, but I don’t have time to jump through hoops.”

### 👀 ****SEES****

* Complex websites or slow apps
* Lack of transparency in issue resolution
* Misinformation or outdated public notices
* Friends/peers disengaged with city affairs
* Community frustration with responsiveness

### 👂 ****HEARS****

* “City hall never listens.”
* “It’s too hard to report anything.”
* “They just want to check boxes, not solve problems.”
* “This app might be another digital ghost town.”
* “You’ll waste your time reporting that.”

### ❤️ ****PAINS****

* Difficult user interfaces on civic portals
* No acknowledgment or resolution of reports
* Feeling disconnected from community decisions
* Mistrust in city responsiveness or use of data
* Language or accessibility barriers

### 🌟 ****GAINS****

* Seamless, fast submission of civic issues or feedback
* Real-time status updates on reports and concerns
* AI-powered suggestions for nearby events, updates, or services
* Transparent, human-centered communication
* Personalized civic engagement opportunities

This version of the empathy map helps development teams working on **Citizen AI** to deeply consider what residents really need from a civic engagement platform—not just in terms of technology, but also trust, usability, and community connection.