**📘 Citizen AI Project Documentation**

**1. Project Overview**

* **Project Name:** Citizen AI
* **Project Goal:** [e.g., To empower citizens with access to AI-driven services that enhance civic participation and streamline access to public resources.]
* **Start Date:** [MM/DD/YYYY]
* **Team Members:** [Names, Roles]

**2. Objectives**

* Improve accessibility to government/public services through AI.
* Enhance civic participation using natural language interfaces.
* Ensure transparency, ethics, and fairness in all AI models used.
* Enable data-driven decision-making for citizens and governments.

**3. Use Cases**

| **Use Case** | **Description** | **Target Users** |
| --- | --- | --- |
| Smart Chatbot Assistant | Assists citizens in navigating public services (e.g., passport, taxes). | General public |
| Civic Issue Reporting | Allows real-time reporting of civic issues (e.g., potholes, broken lights). | Local citizens |
| AI Voting Simulator | Educates users on how different policies impact their lives using simulations. | Students, voters |
| Public Policy Feedback | NLP tools to analyze citizen feedback on policies. | Government officials |

**4. Architecture**

**4.1 System Components**

* **Frontend:** Web / Mobile App
* **Backend:** Node.js / Python Flask API
* **AI Models:** NLP-based Question Answering, Sentiment Analysis, Recommendation Systems
* **Database:** PostgreSQL / MongoDB
* **Hosting:** AWS / Azure / Google Cloud

**4.2 Data Flow Diagram**

*(Insert diagram here showing flow between user, frontend, backend, AI services, and data storage)*

**5. AI/ML Models**

| **Model** | **Purpose** | **Algorithm** | **Training Data** |
| --- | --- | --- | --- |
| Q&A Chatbot | Answer queries on public services | BERT / GPT | Public service FAQs |
| Sentiment Analysis | Analyze citizen feedback | LSTM / RoBERTa | Twitter + survey data |
| Policy Recommender | Suggest local policies based on citizen needs | Collaborative Filtering | Community data |

**6. Data Privacy & Ethics**

* Complies with [GDPR/Local regulations]
* Data anonymization in place
* Bias detection and mitigation strategies
* Explainable AI techniques used

**7. User Interface**

* Mobile-first design
* Multilingual support
* Accessibility features (WCAG 2.1 compliant)

**8. Deployment**

* CI/CD using GitHub Actions
* Docker containers for scalability
* Monitored with Prometheus + Grafana

**9. Evaluation Metrics**

| **Metric** | **Description** | **Target** |
| --- | --- | --- |
| User Satisfaction | Feedback score from users | > 85% |
| Response Accuracy | % of correct answers from AI | > 90% |
| Latency | Avg. response time | < 2 seconds |

**10. Roadmap**

| **Milestone** | **Date** | **Status** |
| --- | --- | --- |
| Prototype Complete | 2025-08 | ✅ Done |
| MVP Launch | 2025-10 | 🔄 In Progress |
| Public Beta | 2026-01 | ⏳ Planned |

**11. Appendices**

* A. Glossary of Terms
* B. Datasets Used
* C. Model Cards
* D. API Documentation