Citizen AI – Project Documentation

# Executive Summary

Citizen AI is a platform designed to enhance interaction between governments and citizens using technologies such as IBM Cloud, Watson, and Granite AI. It provides real-time assistance, performs sentiment analysis, and delivers data-driven insights to improve government service delivery and public trust.

# Key Objectives

- Real-time access to public services

- Automate routine queries

- Analyze public sentiment

- Enable data-driven decisions

# Architecture Overview

- Flask-based Web Application  
- IBM Granite for Natural Language Understanding  
- IBM Watson for AI services  
- IBM Cloud Object Storage for data  
- Frontend Chat + Analytics Dashboard

# Application Scenarios

## 1. Real-Time Conversational AI Assistant

- 24/7 AI-powered assistant  
- Real-time responses using IBM Granite  
- Supports information access and issue reporting

## 2. Citizen Sentiment Analysis

- Analyze submitted feedback  
- Classify as Positive, Neutral, or Negative  
- Aggregated insights shown on the dashboard

## 3. Dynamic Dashboard

- Visualizes sentiment, issues, and service usage  
- Tracks trends and performance  
- Supports responsive decision-making

## 4. Personalized & Contextual Responses

- IBM Granite NLU interprets nuanced queries  
- Provides smart, contextual answers  
- Delivers tailored responses beyond static replies

# Benefits & Impact

- Boosts citizen satisfaction

- Increases government efficiency

- Enables proactive issue detection

- Enhances transparency and trust

# Future Enhancements

- Multilingual support

- Voice-based interaction

- Social media feedback analysis

- Advanced AI insights (topic modeling, trends)

# Contact

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