Date	15 june 2025
Team ID	LTVIP2025TMID31498
Project Name	Citizen AI-Intelligent Citizen Using IBM Granite
Maximum Marks	

1. Problem Statement

Citizens often face delays, confusion, or lack of awareness while accessing public services or raising civic issues due to unresponsive systems, lack of information, or bureaucratic complexity. This leads to frustration, low participation in civic matters, and inefficient governance

2. Target Customer / User Group

General public, especially urban and semi-urban citizens, who frequently need assistance with civic complaints, public service information (e.g., water supply, electricity, garbage collection), or local government interactions.

3. Current Alternatives / Workarounds

Visiting government offices in person

Relying on unofficial sources or word of mouth

Posting complaints on social media

Using generic apps that lack real-time AI-based guidance

4. Proposed Solution

Citizen AI is an intelligent virtual assistant platform that helps citizens interact with government services more easily. It uses AI-powered chat support to guide users in lodging complaints, finding service information, and tracking requests — all through a single, intuitive interface.

5. Unique Value Proposition

24/7 AI support for civic queries

Personalized responses based on location and issue type

Integration with local government portals for real-time updates

Multilingual support to increase accessibility

6. Expected Behavior Changes

Citizens will more frequently use digital channels to resolve civic issues

Increased reporting of problems like potholes, broken streetlights, etc.

Greater transparency and citizen engagement with local governance

7. Success Metrics / Indicators

Number of issues successfully resolved via the app

Reduction in in-person visits to government offices

User satisfaction ratings

Daily and monthly active users

Decrease in average resolution time for reported issues