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| Date | 15 june 2025 |
| Team ID | LTVIP2025TMID31498 |
| Project Name | Citizen AI-Intelligent Citizen Engagement  platform |
| Maximum Marks |  |



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| 1. | Problem Statement (Problem to be solved) | Citizens often face difficulties in accessing reliable, fast, and accurate information about public services, legal rights, government schemes, and local civic issues. The process is often bureaucratic, confusing, or inaccessible to  digitally illiterate or rural populations. |
| 2. | Idea / Solution description | An AI-powered Citizen Assistant using IBM Granite, capable of answering questions about government schemes, documents, civic rights, and public services in natural language. It helps users navigate applications, file grievances, and access  digital services via voice or chat interfaces. |
| 3. | Novelty / Uniqueness | Uses IBM Granite's large language capabilities to provide human-like, multilingual support for government and civic queries. Unlike static FAQs, it provides dynamic, personalized, and conversational assistance, even via voice, SMS, or offline mobile apps — making it  inclusive and user-friendly. |
| 4. | Social Impact / Customer Satisfaction | Empowers citizens, especially in rural or underserved areas, by simplifying access to government services. Reduces dependence on middlemen or bureaucrats. Increases transparency, awareness, and trust in governance.  Offers timely support and grievance redressal guidance, enhancing satisfaction. |
| 5. | Business Model (Revenue Model) | Public-private partnerships with government bodies or civic tech platforms. Licensing or subscription- based model for municipalities, e- governance providers, or NGOs. Custom deployments for different departments  (e.g., agriculture, welfare, legal aid). CSR or |

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|  |  | donor-funded models for rural outreach |
| 6. | Scalability of the Solution | Easily scalable across districts, states, or countries. Supports multiple languages and dialects. Can be deployed via mobile apps, IVR systems, or kiosks in rural areas. Modular design allows integration  with existing e-governance systems |