

Project Design Phase
Proposed Solution Template

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| Date | 27 June 2025 |
| Team ID | LTVIP2025TMID29301 |
| Project Name | Citizen AI – Intelligent Citizen Engagement Platform using IBM Granite” |
| Maximum Marks | 2 Marks |

Proposed Solution Template:

| S.No. | Parameter | Description |
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| 1 | Problem Statement | Citizens and government officials lack a smart, real-time AI system for grievance redressal, sentiment analysis, and transparent civic engagement. |
| 2 | Idea / Solution Description | Build a Flask-based Citizen Engagement Platform using IBM Granite LLM for real-time chat, feedback capture, sentiment analysis, and admin dashboard. |
| 3 | Novelty / Uniqueness | Combines conversational AI, feedback sentiment analysis, and reporting dashboard in a single low-latency web platform using IBM Granite via Flask. |
| 4 | Social Impact / Customer Satisfaction | Promotes transparent governance, gives citizens a voice, and helps administrators prioritize and resolve issues effectively using AI insights. |
| 5 | Business Model (Revenue Model) | Initially open-source for civic departments. Scalable to SaaS model with dashboard access, API plans, or integration with city e-governance platforms. |
| 6 | Scalability of the Solution | Cloud-hosted backend with modular Flask design. Easily extendable to more regions, mobile apps, database integration, and multilingual support. |