Ideation Phase
Define the Problem Statements

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

I am	I'm trying to	But	Because	Which makes me feel
a citizen in a smart city	report a streetlight issue using the city's app	the process is confusing and time-consuming	the app interface is cluttered and lacks clear guidance	Frustrated

Customer Problem Statements

Problem Statement 1 – Government Official

Section	Description
I am	A government officer responsible for managing citizen feedback and communication.
I'm trying to	Handle queries, analyze feedback trends, and make timely decisions.
But	I face delays and inefficiencies due to manual data collection and analysis.
Because	Traditional systems are not AI-enabled and lack real-time insights.
Which makes me feel	Overwhelmed and disconnected from public sentiment.

Problem Statement 2 – Citizen

Section	Description
I am	*A citizen who wants to access services, share feedback, and report issues.*
I'm trying to	*Get responses, raise civic concerns, and track service status.*
But	*I find it hard to get accurate responses or updates.*
Because	*Government websites are outdated and lack interactive features.*
Which makes me feel	*Ignored, confused, and dissatisfied.*