**Project Design Phase**

**Proposed Solution Template**

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| Date | 15 February 2025 |
| Team ID | LTVIP2025TMID31965 |
| Project Name | Citizen AI – Intelligent Citizen Engagement Platform |
| Maximum Marks | 2 Marks |

**Proposed Solution Template:**

Project team shall fill the following information in the proposed solution template.

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| **S.No.** | **Parameter** | **Description** |
|  | Problem Statement (Problem to be solved) | Traditional citizen grievance portals lack real-time support, sentiment tracking, and personalized engagement, resulting in slow responses and poor trust. |
|  | Idea / Solution Description | Citizen AI is an AI-powered platform that allows citizens to ask questions, provide feedback, and receive contextual assistance about public services using natural language. It integrates sentiment analysis and dashboards for real-time analytics. |
|  | Novelty / Uniqueness | Combines conversational AI, live sentiment analysis, model fallback (IBM & Groq), and visual dashboards in one lightweight platform using Streamlit & Flask. |
|  | Social Impact / Customer Satisfaction | Enhances government transparency, builds trust, improves civic communication, and ensures faster resolution of citizen concerns and queries. |
|  | Business Model (Revenue Model) | Can be offered as a SaaS platform to municipalities or public departments; revenue via subscriptions, service integrations, or enterprise licensing. |
|  | Scalability of the Solution | Modular design with scalable backend; easily extensible to different regions, departments, or languages with plug-and-play AI model support. |