**Ideation Phase**

**Brainstorm & Idea Prioritization**

|  |  |
| --- | --- |
| Date | 25 June 2025 |
| Team ID | LTVIP2025TMID31802 |
| Project Name | Citizen AI |
| Maximum Marks | 4 Marks |

**Brainstorm & Idea Prioritization Template:**

Brainstorming provides a free and open environment that encourages everyone within a team to participate in the creative thinking process that leads to problem-solving. Prioritizing volume over value, out-of-the-box ideas are welcome and built upon, and all participants are encouraged to collaborate, helping each other develop a rich amount of creative solutions.  
  
This document captures the team's brainstorming process, including idea listing, grouping, and prioritization to ensure alignment with the Citizen AI project’s goals.

Reference: <https://www.mural.co/templates/brainstorm-and-idea-prioritization>

**Step-1: Team Gathering, Collaboration and Select the Problem Statement**

Our team conducted a virtual meeting to revisit the previously defined problem statements and align on which problem to address during this brainstorming session. We selected the following problem statement for focus:  
  
Problem Statement Selected:  
Citizens often face difficulty accessing clear, reliable, and fast information about government services due to outdated, complex websites and lack of real-time support. This causes frustration, misinformation, and disengagement.

**Step 2: Brainstorm, Idea Listing and Grouping**

During our brainstorming session, team members contributed the following ideas:

- Real-time AI chatbot for answering civic queries.

- Sentiment analysis module to assess citizen feedback.

- Interactive dashboard for government officials to monitor sentiment trends.

- Integration with WhatsApp or SMS for low-internet accessibility.

- Voice-enabled assistant for elderly or visually impaired citizens.

- Multilingual support for better regional accessibility.

- Feedback submission with auto-categorization (complaint, suggestion, appreciation).

- Notification system for updates on service status or policy changes.

Grouped Ideas by Category:

- Communication: AI chatbot, voice assistant, multilingual support

- Analytics: Sentiment analysis, dashboard

- Outreach: SMS/WhatsApp integration, notification system

- Feedback: Categorized submission with analysis

**Step-3: Idea Prioritization**

We used a prioritization matrix based on impact vs. feasibility. The following ideas were prioritized for implementation:

High Impact & High Feasibility:

- AI Chatbot using IBM Granite models

- Sentiment analysis with Hugging Face pipeline

- Interactive dashboard using Matplotlib & Pandas

High Impact & Medium Feasibility:

- Voice-enabled assistant

- Regional language support

Medium Impact & High Feasibility:

- Feedback form with category tags

- Notification system for policy updates

Our top three ideas selected for the MVP are: AI chatbot, sentiment analysis, and interactive dashboard — forming the core of Citizen AI.