**Project Design Phase**

**Proposed Solution**

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| Date | 25 June 2025 |
| Team ID | LTVIP2025TMID31802 |
| Project Name | Citizen AI |
| Maximum Marks | 2 Marks |

**Proposed Solution Template:**

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| 1. Problem Statement | Citizens face difficulty accessing reliable, timely information about government services, and officials lack tools to monitor public sentiment in real time. This results in inefficiency, frustration, and lack of trust in digital governance systems. |
| 2. Idea / Solution Description | Citizen AI is an AI-powered engagement platform that provides real-time chatbot assistance using IBM Granite models, sentiment analysis via Hugging Face, and a live analytics dashboard to interpret citizen feedback. It ensures accurate responses, continuous availability, and actionable insights for policymakers. |
| 3. Novelty / Uniqueness | Unlike traditional static portals, Citizen AI offers a dynamic, conversational experience backed by real-time sentiment classification and dashboard visualization. It integrates NLP and analytics seamlessly, creating a multifunctional civic support ecosystem. |
| 4. Social Impact / Customer Satisfaction | The solution promotes transparency, quicker grievance redressal, and smarter governance. It empowers citizens through 24/7 service access and enables government bodies to respond proactively to public concerns, improving satisfaction and trust. |
| 5. Business Model (Revenue Model) | The platform may be adopted by municipalities or state agencies on a subscription or licensing model. Value-added services such as advanced analytics or multilingual support can be monetized for premium clients. |
| 6. Scalability of the Solution | Citizen AI is built on modular components using Gradio, Hugging Face, and IBM APIs, making it scalable across different departments and regions. New AI models or integrations can be added without redesigning the core architecture. |
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