

Citizen AI – Intelligent Citizen Engagement Platform

Project Description

Citizen AI is an intelligent citizen engagement platform designed to revolutionize how governments interact with the public.

By leveraging Flask, IBM Granite models, and IBM Watson, the platform provides real-time, AI-driven responses to citizen inquiries regarding government services, policies, and civic issues.

Citizen AI integrates natural language processing (NLP) and sentiment analysis to assess public sentiment, track emerging issues, and generate actionable insights for government agencies.

A dynamic analytics dashboard offers real-time visualizations of citizen feedback, helping policymakers enhance service delivery and transparency.

By automating routine interactions and enabling data-driven governance, Citizen AI improves citizen satisfaction, government efficiency, and public trust in digital governance.

Scenarios

Scenario 1: Real-Time Conversational AI Assistant

The Conversational AI Assistant serves as the primary interface for citizen interaction.

- Citizens type questions or requests in natural language.
- The query is processed in real-time by IBM Granite.
- The system generates relevant, human-like responses instantly.
- Citizens receive immediate support such as accessing service info, clarifying policies, and reporting civic issues.

This feature provides 24/7 availability, ensuring seamless and efficient citizen engagement.

Scenario 2: Citizen Sentiment Analysis

The Sentiment Analysis feature helps governments understand public emotions and opinions.

- Text input is analyzed via an AI sentiment classifier.
- Each submission is categorized as Positive, Neutral, or Negative.
- Aggregated sentiment data provides insights into satisfaction levels and areas of concern.

These insights are visualized on the dashboard, enabling proactive service improvements.

Scenario 3: Dynamic Dashboard

The Dynamic Dashboard serves as a central hub for government decision-makers.

Key capabilities include:

- Real-time visualization of citizen sentiment (positive, neutral, negative).
- Tracking interaction trends over time.
- Aggregated insights such as service ratings and reported issues.

By transforming raw citizen interaction data into actionable intelligence, the dashboard empowers governments to monitor perception, identify problem areas, make data-driven decisions, and enhance service delivery.

Key Benefits

- Improved Accessibility – Citizens get instant, AI-powered responses.
- Enhanced Transparency – Real-time insights into government service performance.
- Data-Driven Governance – Policy and service improvements guided by analytics.
- Operational Efficiency – Automated handling of routine citizen queries.