



19-Feb-2022

Notification Ref No: 2022/NISG/TOR/1

Launch of Terms of Reference (TOR)  
**for providing Niche AI enabled Complaint Management Tool**  
From Category C (Small IT Firms)

NISG hereby launches the TOR for availing software product and services from small IT Firms in the area of AI enabled Complaint and Grievance Management. Such external organisations of sound financial background and in a position to provide their services and other conditions as detailed in the TOR document are encouraged to respond as per given guidelines in the document.

The documents can be downloaded from the NISG website [www.nisg.org](http://www.nisg.org).

The applicants can submit response along with supporting documents between 19<sup>th</sup> February and 23<sup>rd</sup> February 2022.

In case of any queries, kindly reach out to [manoj.mishra@nisg.org](mailto:manoj.mishra@nisg.org)