



Head Office – Near Gandhi Sagar, Mahal, Nagpur, 440018.

NOTICE INVITING QUOTATION

Shikshak Sahakari Bank Ltd., Nagpur invites sealed quotations/proposals from eligible and experienced vendors/service providers for Design, Development, Implementation, Integration and Maintenance of Complaint Management System (CMS) Portal for the Bank's official website as per RBI compliance requirements.

The proposed CMS Portal should include the following features:

- Online Customer Complaint Registration Facility.
- Dynamic complaint form with category-based fields.
- Dedicated Complaint Management Dashboard.
- System-generated unique Complaint Registration Number.
- SMS and E-mail acknowledgement facility to customers.
- "Track Complaint Status" facility for customers on Bank website.
- Integration with existing Bank Website.
- Complaint MIS and Reporting system.
- Admin Panel with role-based access controls.
- Data security and audit trail facility as per RBI guidelines.

Envelop to be quoted with
"Quotation for CMS Portal"
Last Date for submission
05/06/2026 up to 5.00 p.m.

Address to send sealed quotations:-
The Chief Executive Officer
Shikshak Sahakari Bank Ltd.,
Head Office, Gandhi Sagar,
Mahal, Nagpur - 440018

By order
Chief Executive Office
Shikshak Sahakari Bank Ltd.,
Head Office, Nagpur