



Date: 03rd March, 2026

To, The Manager Listing Department NATIONAL STOCK EXCHANGE OF INDIA LIMITED Bandra Kurla Complex, Bandra (East), Mumbai – 400 051 Symbol: SILVERTUC	To, The Manager, BSE LIMITED Phiroz Jeejeeboy Towers, Dalal Street Mumbai – 400 001 Scrip Code - 543525
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Subject: Submission of Business Update Release of Silver Touch Technologies Limited.

Respected Sir/ Madam,

We hereby enclose the Business Update Release, titled “**AI-Enabled Citizen-Centric Digital Transformation Initiative**”.

The above intimation will also be made available on company’s website i.e. <https://www.silvertouch.com>.

Kindly take the above intimation on the record.

Thanking you,
Yours Faithfully,

FOR SILVER TOUCH TECHNOLOGIES LIMITED

KASHISH PUROHIT
COMPANY SECRETARY & COMPLIANCE OFFICER

Encl: As above

Silver Touch Technologies Limited

Silver Touch House, Opp. Suryarath Complex, Nr. White House, Panchavati Circle, Ellis Bridge, Ahmedabad 380006, Gujarat, India.
Phone: +91 79 4002 2770 - 4, Email: info@silvertouch.com, Website: www.silvertouch.com
CIN: L72200GJ1995PLC024465



Business Update Release

AI-Enabled Citizen-Centric Digital Transformation Initiative

Ahmedabad, 3rd March, 2026: Silver Touch Technologies Limited is pleased to announce its selection for a major AI-enabled digital governance engagement focused on building a next-generation, citizen-centric portal and public grievance & information management ecosystem.

This initiative aims to transform the way citizens, stakeholders, and officials interact with public services by deploying a secure, scalable, and intelligent digital platform that enhances transparency, responsiveness, and ease of access.

Air Cargo Complex, Mumbai Customs – AI-Integrated Digital Platform

Silver Touch has been entrusted with the design and development of the official website for Air Cargo Complex, Mumbai Customs, Zone III, including integration of an AI-powered chatbot and intelligent information architecture

AI Enablement: Intelligent Public Interface

At the core of the transformation is a multilingual AI chatbot designed to:

- Respond to citizen queries on procedures, documentation, and regulatory frameworks
- Provide contextual answers on import/export processes and compliance requirements
- Enable intelligent information discovery across circulars, orders, acts, and notifications
- Retain conversational context for coherent user engagement
- Support authenticated role-based personalization (optional module)

The chatbot includes backend knowledge management capabilities and analytics dashboards to monitor:

- Average sessions and query trends
- Frequently asked questions
- Performance and response quality metrics

This ensures continuous learning and service enhancement over time

Strategic Significance

This engagement reinforces Silver Touch’s expertise in:

- AI-enabled public digital platforms
- Large-scale information architecture modernization
- Secure document lifecycle management
- Citizen grievance and interaction management systems
- Long-term, SLA-driven public sector digital programs

The project is milestone-based (Design, Development, Go-Live) for both the website and AI chatbot modules, ensuring structured delivery and measurable outcomes

Commenting on the development, Mr. Minesh V. Doshi, Executive Director, Silver Touch Technologies Limited, said:

“This initiative reflects our continued commitment to building intelligent, citizen-first digital ecosystems for government institutions. By integrating AI, advanced search, and secure information management frameworks, we are enabling transparent, accessible, and responsive governance.”

About Silver Touch Technologies Limited:

Silver Touch Technologies Limited is a leading IT solutions and digital transformation company with deep expertise in:

- AI and intelligent automation
- E-Governance platforms
- Cloud-native architecture
- Secure enterprise systems
- Open-source and microservices-based deployments

The Company continues to partner with central and state government institutions to modernize public service delivery and enhance citizen engagement through technology-led innovation.

For more details please visit: www.silvertouch.com

For further information please contact:

Company: Kashish Purohit Company Secretary & Compliance Officer Silver Touch Technologies Limited E-mail: cs@silvertouch.com	Investor Relations: Finportal Investments Private Limited Email: ir@silvertouch.com / Invrel@finportal.in
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Note: Certain statements in this document may be forward-looking statements. Such forward-looking statements are subject to certain risks and uncertainties like regulatory changes, local political or economic developments, and many other factors that could cause our actual results to differ materially from those contemplated by the relevant forward-looking statements. Further, past performance is not necessarily indicative of future results. Given these risks, uncertainties and other risk factors, viewers are cautioned not to place undue reliance on these forward-looking statements. The Company will not be in any way responsible for any action taken based on such statements and undertakes no obligation to publicly update these forward-looking statements to reflect subsequent events or circumstances.