

Tawang

AI That Helps Citizens Navigate Disputes

The people who need justice most can't afford to fight for it.

Rs 8.1 lakh crore stuck in delayed MSME payments. 3.77 crore pending consumer cases. 1 million+ unresolved motor accident claims. Lakhs of insurance denials, banking complaints, and housing disputes. India has the forums - SAMADHAAN, e-Jagriti, Bima Bharosa, Banking Ombudsman, Insurance Ombudsman, RERA, Lok Adalats. But citizens don't use them. People don't know if their claim is valid, what the law says, what precedent suggests, how to negotiate, or how to draft the right document for the right forum.

Result: the weaker party gives up. The system exists. The intelligence to use it doesn't.

Tawang gives every citizen the pattern knowledge of thousands of cases.

Tawang is an AI-powered dispute resolution platform that walks citizens through the entire journey — from "I have a problem" to "here's your settlement agreement."

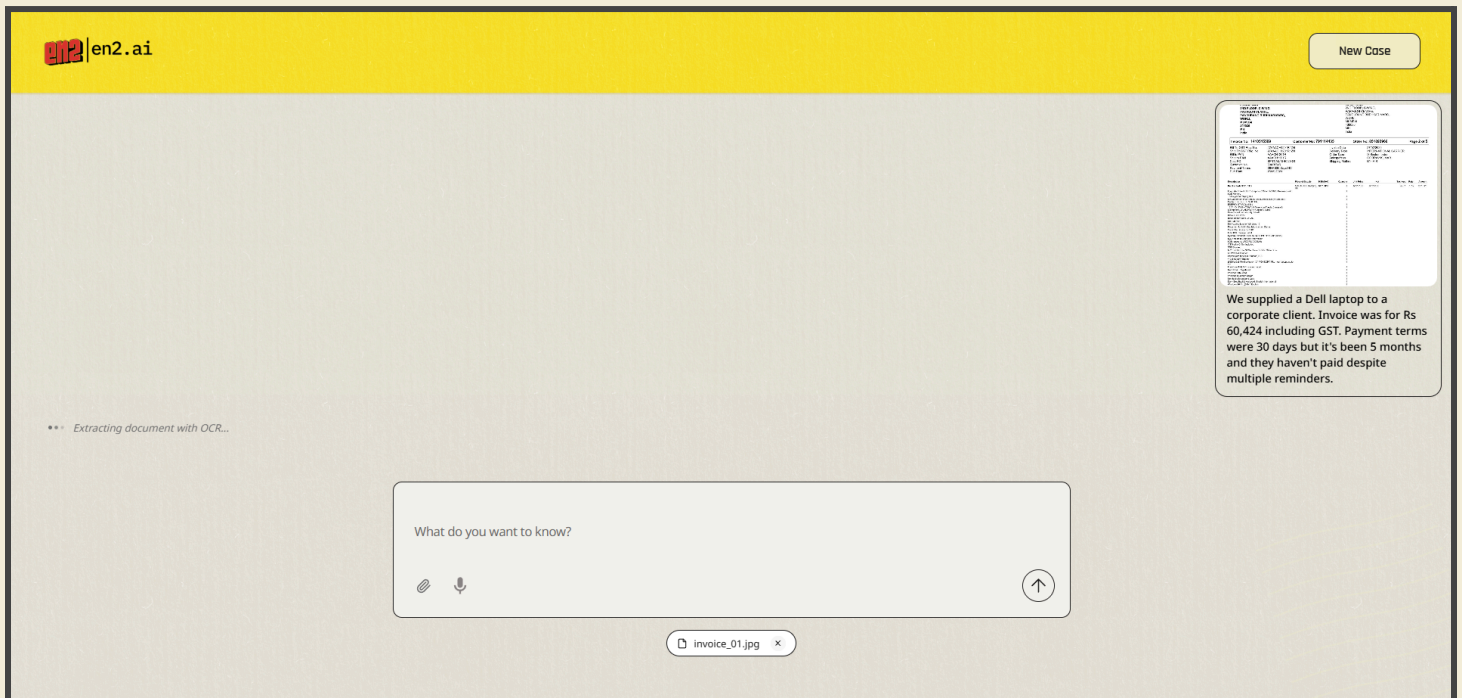
What your constituents experience:

Step	What happens
Describe the problem	Speak or type in any language. Upload invoices, contracts, or correspondence. Tawang extracts the facts.
Understand their position	"Based on 847 similar cases, suppliers won 89% of the time. Median recovery: 94% of amount + interest. Typical timeline: 34 days."
Get a strategy	"Don't accept below Rs 5.2L. Their quality excuse won't hold — there was no complaint at time of delivery."
Navigate negotiation	Buyer offers Rs 3.5L. Tawang: "Reject. Counter with Rs 5.4L. Here's why their argument is weak."
Get the documents	Settlement agreement, legal notice, RTI application, tribunal filing — drafted, formatted, ready to file.

What makes this different from a chatbot

Tawang doesn't just answer questions - **it reasons about disputes.**

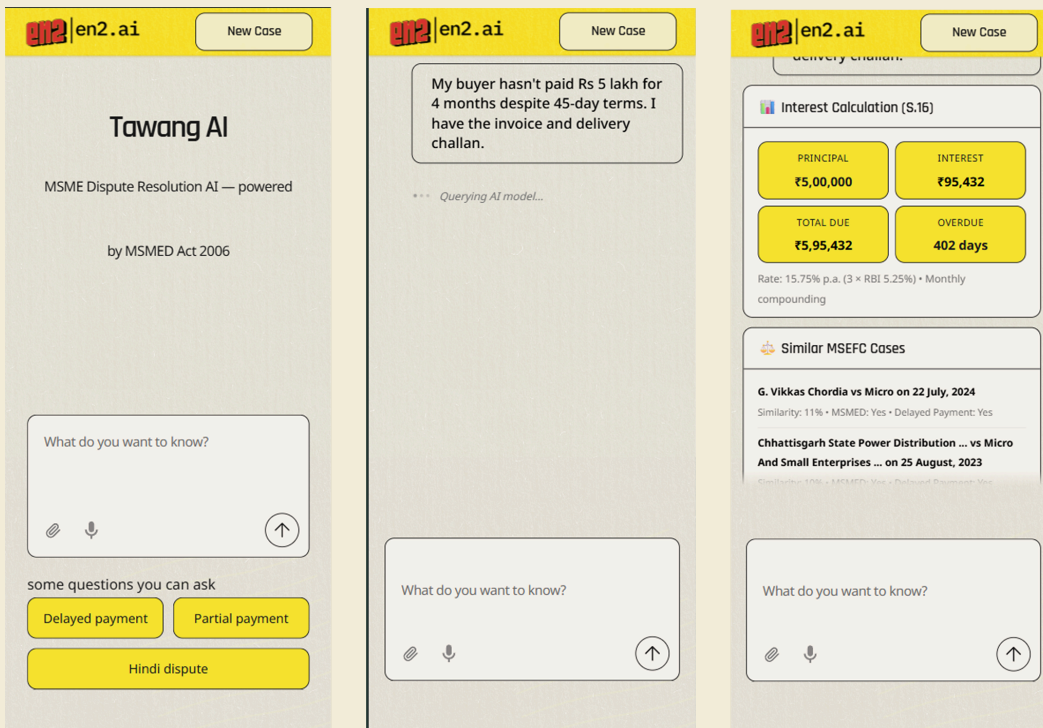
Capability	What It Means
Statutory reasoning	Every recommendation is grounded in actual legislation — MSMED Act, Consumer Protection Act, Insurance Act, RERA. Not generic advice.
Precedent matching	Pattern-matches your dispute against real tribunal outcomes to predict probability, timeline, and recovery amount
Multi-forum orchestration	Knows which forum to approach, what documents each requires, and when to escalate (RTI + Ombudsman + Consumer Court — in parallel if needed)
Deflection detection	Recognizes when the other side is using delay tactics or standard deflection scripts — and suggests specific counters
Document generation	Doesn't just advise — produces the actual complaint, notice, RTI application, or settlement agreement
Multilingual, voice-first	Citizens describe their problem by speaking. Works in Hindi, English, and regional languages.

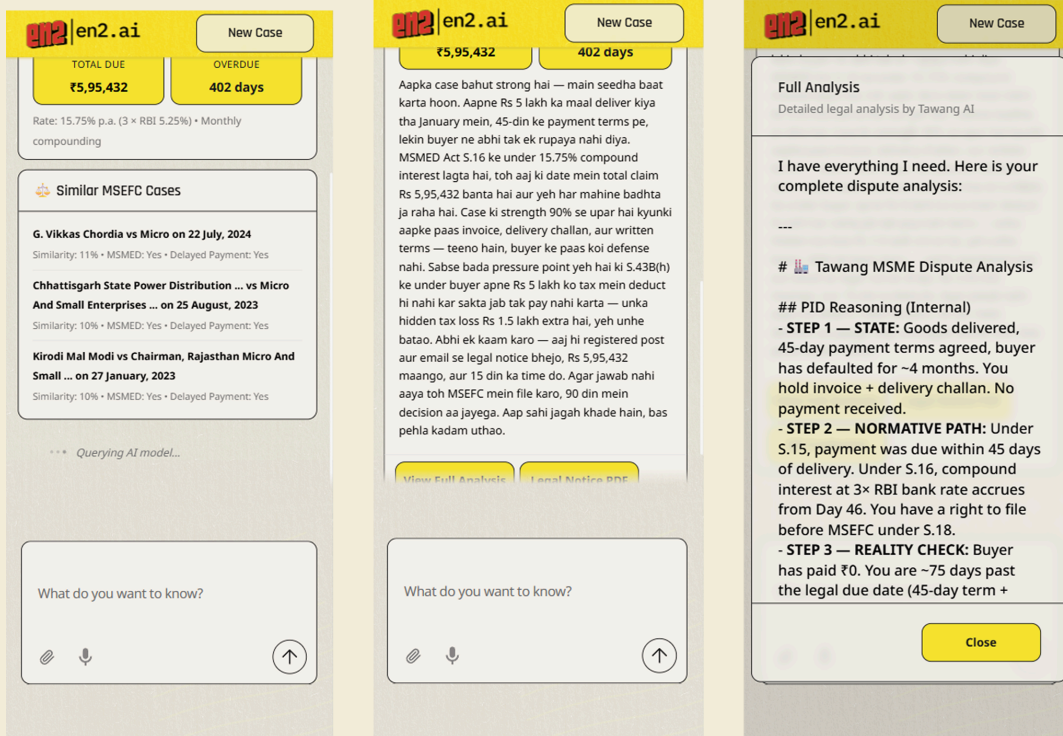


Where this fits

The platform is **domain-agnostic** — same reasoning engine, different legal corpus per dispute type:

Dispute Domain	Who Benefits	Scale of problem
MSME delayed payments	Small businesses owed money by larger buyers	Rs 8.1 lakh crore stuck
Consumer disputes	Anyone denied a refund, warranty, or service	3.77 crore pending cases
Insurance claim denials	Policyholders fighting rejected health, motor, or life claims	50 crore+ policies in force, lakhs of denials annually
Banking complaints	Customers with loan disputes, fraud claims, unauthorized charges	3.5 lakh+ complaints/year to Ombudsman
Real estate (RERA)	Homebuyers dealing with delayed possession or builder defaults	5 lakh+ pending complaints
Employment disputes	Workers facing wage theft, wrongful termination, PF issues	Millions of unresolved cases





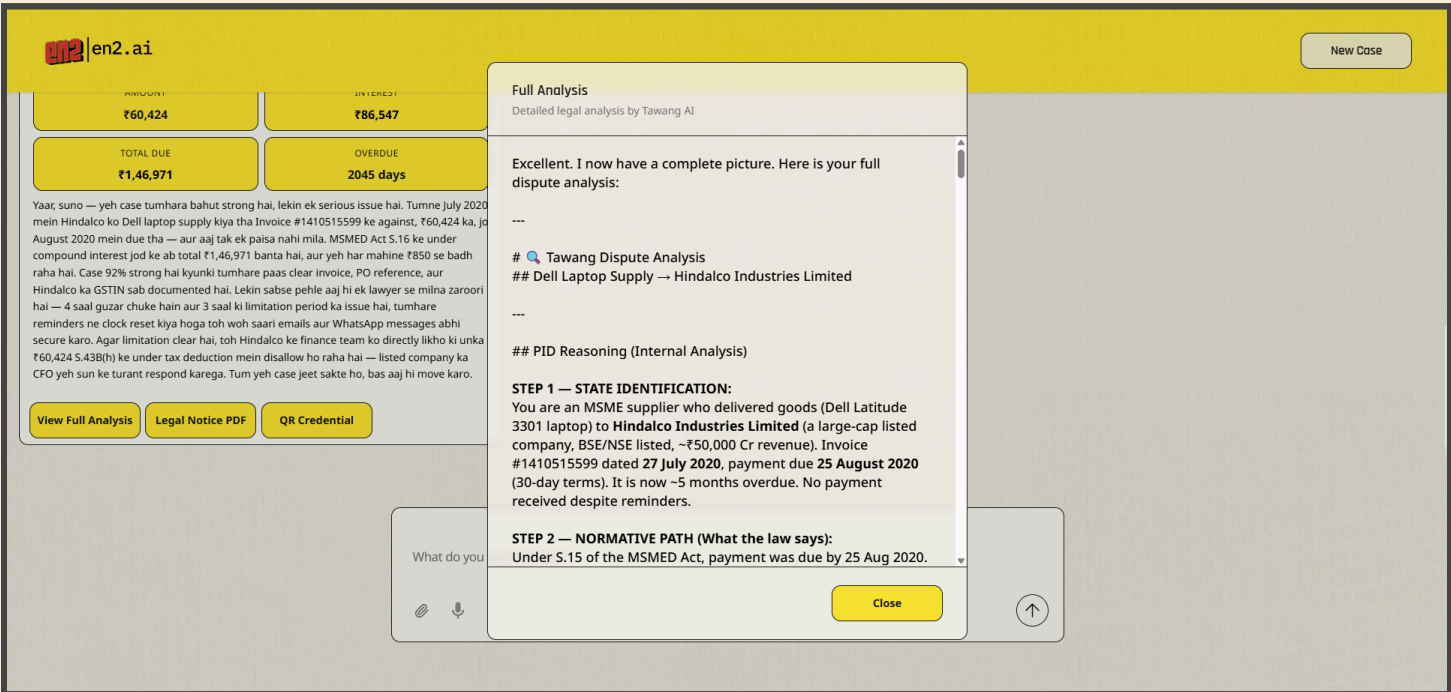
Who this is for

You are...	Tawang helps you...
A government ministry or regulator	Make your dispute forum actually work — intelligent intake, faster resolution, reduced pendency
A state government	Power your CM helpline or grievance portal with AI that reasons, not just routes
An ODR platform	Add the reasoning layer your platform is missing — outcome prediction, strategy, document drafting
An insurance company	Resolve legitimate claims faster, reduce escalations, improve customer trust
A banking institution or NBFC	Provide customers with intelligent complaint resolution before they reach the Ombudsman
A legal aid organization or nonprofit	Give your beneficiaries access to dispute intelligence they could never afford from a lawyer
A development organization	Deploy citizen dispute resolution in any country — new legal corpus, same platform

The value proposition

For every dispute resolved through Tawang instead of abandonment:

- Citizens recover money, rights, or services they're legally entitled to
- Institutions reduce complaint volumes, escalations, and regulatory penalties
- Governments clear pendency backlogs and demonstrate that forums work
- The system generates data on which institutions resolve disputes and which don't — building accountability at scale



The screenshot displays the en2.ai interface. On the left, a summary card shows: AMOUNT ₹60,424, INTEREST ₹86,547, TOTAL DUE ₹1,46,971, and OVERDUE 2045 days. Below this is a paragraph of text in Hindi explaining the dispute. At the bottom left are buttons for 'View Full Analysis', 'Legal Notice PDF', and 'QR Credential'. A 'New Case' button is in the top right. A 'Full Analysis' modal window is open, titled 'Detailed legal analysis by Tawang AI'. It contains the following text:

Excellent. I now have a complete picture. Here is your full dispute analysis:

🔍 Tawang Dispute Analysis
Dell Laptop Supply → Hindalco Industries Limited

PID Reasoning (Internal Analysis)

STEP 1 — STATE IDENTIFICATION:
You are an MSME supplier who delivered goods (Dell Latitude 3301 laptop) to **Hindalco Industries Limited** (a large-cap listed company, BSE/NSE listed, ~₹50,000 Cr revenue). Invoice #1410515599 dated **27 July 2020**, payment due **25 August 2020** (30-day terms). It is now ~5 months overdue. No payment received despite reminders.

STEP 2 — NORMATIVE PATH (What the law says):
Under S.15 of the MSMED Act, payment was due by 25 Aug 2020.

At the bottom of the modal, there is a 'What do you' input field with a microphone icon, a 'Close' button, and an upward arrow icon.

About en2.ai

Apong AI Media Pvt Ltd (trade name: en2.ai) builds AI infrastructure for government service delivery. The company is DPIIT-recognized, incubated under NVIDIA Inception Program, and an AWS ISV Accelerate partner.

Patent pending workflow covering the core reasoning architecture - Procedure Inference Domain, Domain Correctness Encoding, Eligibility Inference Engine, Causal Chain Encoding, Entity State Persistence, Interpretation Constraints, and Narrative Content Containers.

Team: AI research, government stakeholder relationships, and production deployment experience across India and South Asia. Engineering led by full-stack and solution architecture specialists with government integration experience.