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<p>(51) International classification :G01N 350000, G06Q 203800, H01L 297860, H04L 090600, H04L 093200</p> <p>(86) International Application No :NA Filing Date :NA</p> <p>(87) International Publication No : NA</p> <p>(61) Patent of Addition to Application Number :NA Filing Date :NA</p> <p>(62) Divisional to Application Number :NA Filing Date :NA</p>	<p>(71)Name of Applicant : <b>1)Chitkara University</b> Address of Applicant :Chitkara University, Chandigarh-Patiala National Highway, Village Jhansla, Rajpura, Punjab - 140401, India. Patiala -----</p> <p><b>2)Bluest Mettle Solutions Private Limited</b> Name of Applicant : NA Address of Applicant : NA</p> <p>(72)Name of Inventor : <b>1)MISHRA, Rahul</b> Address of Applicant :ODC-4, Panchshil Tech Park, inside Courtyard by Marriott premises, Hinjewadi Phase - 1, Pune - 411057, Maharashtra, India. Pune -----</p> <p><b>2)SINGH, Dhiraj</b> Address of Applicant :ODC-4, Panchshil Tech Park, inside Courtyard by Marriott premises, Hinjewadi Phase - 1, Pune - 411057, Maharashtra, India. Pune -----</p> <p><b>3)MITTAL, Ruchi</b> Address of Applicant :Chitkara University, Chandigarh-Patiala National Highway, Village Jhansla, Rajpura, Punjab - 140401, India. Patiala -----</p>
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(57) Abstract :

The present disclosure relates to a system (100) for handling grievances using blockchain technology. The system receives and screens a plurality of grievances and transmits them to higher-level entities upon completion of a pre-set time. It also enables users to access and track the status of their grievances on a user interface and updates the status of each grievance in the decentralized database to prevent misuse. Additionally, the system prioritizes grievances based on type and city, generates responses based on historical data analysis, allows access to the database for government, non-governmental organizations, and businesses, and secures the database using cryptographic techniques. Further, the system (100) improves efficiency and transparency of the grievance handling process while ensuring the security and privacy of the grievance data.

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