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<p>(51) International classification :G06N 200000, G06Q 200600, H04L 090600, H04L 090800, 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)Chitkara Innovation Incubator Foundation</b> Name of Applicant : NA Address of Applicant : NA</p> <p>(72)Name of Inventor : <b>1)KAUSHAL, Rajesh Kumar</b> Address of Applicant :Chitkara University, Chandigarh-Patiala National Highway, Village Jhansla, Rajpura, Punjab - 140401, India. Patiala -----</p> <p><b>2)KUMAR, Naveen</b> Address of Applicant :Chitkara University, Chandigarh-Patiala National Highway, Village Jhansla, Rajpura, Punjab - 140401, India. Patiala -----</p> <p><b>3)PANDA, Surya Narayan</b> Address of Applicant :Chitkara University, Chandigarh-Patiala National Highway, Village Jhansla, Rajpura, Punjab - 140401, India. Patiala -----</p> <p><b>4)GARG, Shilpi</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 grievance managing system (100) that utilizes a decentralized database connected over a blockchain network to manage and track grievances from multiple entities. The system (100) includes an artificial intelligence engine (102) communicatively coupled with the decentralized database to receive and store grievances, update their status, and transmit notifications to associated computing devices. The system ensures authenticity of entities and stores grievances securely using SHA256 hash technique. The AI engine prioritizes grievances based on severity and impact on the associated entity, while higher authorities generate responses that are stored on the decentralized database for reference. The system provides an efficient and transparent approach to managing grievances while preventing misuse and ensuring accountability.

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