(12) PATENT APPLICATION PUBLICATION

(21) Application No.202411080413 A

(19) INDIA

(22) Date of filing of Application :22/10/2024

(43) Publication Date : 01/11/2024

(54) Title of the invention : SECURED GRIEVANCES REGISTERING AND PROCESSING DEVICE FOR ORGANIZATIONS

(51) International classification	:G06V0040160000, G06Q0010100000, H04N0007140000, G06F0040300000, H04N0007150000	(71)**Name of Applicant :**
		  1)**Chitkara University**
		    Address of Applicant :Chandigarh-Patiala National Highway, Village Jhansla, Rajpura, Punjab - 140401, India. Rajpura ----------- -----------
		  2)**Chitkara Innovation Incubator Foundation**
		Name of Applicant : NA
		Address of Applicant : NA
		(72)**Name of Inventor :**
		  1)**Rajesh Kumar Kaushal**
		Address of Applicant :Department of Computer Applications, Chitkara University, Chandigarh-Patiala National Highway, Village Jhansla, Rajpura, Punjab - 140401, India. Rajpura ----------- -----------
		  2)**Naveen Kumar**
		Address of Applicant :Chitkara University, Chandigarh-Patiala National Highway, Village Jhansla, Rajpura, Punjab - 140401, India. Rajpura ----------- -----------
		  3)**Francesco Flammini**
		Address of Applicant :IDSIA USI-SUPSI, University of Applied Sciences and Arts of Southern Switzerland, 6928, Manno, Switzerland. ----------- -----------
		  4)**S. Sreenivasa**
		Address of Applicant :Tumkur University, Vishwavidyanilaya Karyalaya, Bangalore - Honnavar Hwy, Venkatesh Rao Colony, Tumakuru, Karnataka 572103, India. Tumakuru ----------- -----------
		  5)**Prabin Panigrahi**
		Address of Applicant :Indian Institute of Management–Indore (IIM–Indore), Prabandh Shikhar, Rau - Pithampur Rd, Indore, Madhya Pradesh 453556, India. Indore ----------- -----------
		  6)**Priya Dhir**
		Address of Applicant :Gobindgarh Public College Alour, Khanna. Khanna ----------- -----------

(86) International Application No Filing Date	:NA :NA	
(87) International Publication No	: NA	
(61) Patent of Addition to Application Number Filing Date	:NA :NA	
(62) Divisional to Application Number Filing Date	:NA :NA	

(57) Abstract :
A secured grievances registering and processing device for organizations, comprising a body 101 for fixed installation, an integrated microphone 102 for user complaints, and an artificial intelligence-based imaging unit 103 for analyzing facial expressions to assess emotional severity, an inbuilt processor that processes complaints and performs sentiment analysis, prioritizing grievances based on emotional context, a memory unit stores incident details in a blockchain-encrypted database to ensure data security and unauthorized access prevention, users upload supporting evidence through a touch-enabled screen 106, a plurality of keys 104 allows users to select the desired authority for handling complaints, and a communication module enables real-time voice or video calls between users and authorities, ensuring a comprehensive, efficient, and secure grievance resolution process within organizational settings.

No. of Pages : 20 No. of Claims : 6