Portal of Grievance Redressal Cell

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ABSTRACT

There have been ground-breaking developments in machine learning and artificial intelligence thanks to science and information technology development. With the widespread use of social media comes the issue of Deepfakes, which has led to a rise in digital media content that has been altered or fabricated. The manipulated videos and photographs pose a severe risk to people's safety and privacy, which may also have catastrophic ramifications for a country's politics, religion, and social cohesion. Humans can spot image forgeries like face swapping, but Generative Adversarial Networks (GAN) can create images that are tough to detect even by humans; identifying such pictures and videos is a real challenge. Deep learning techniques are gaining popularity for detecting face swaps. Thus for stopping political unrest, blackmail we need smart algorithms to combat fake videos. In this paper, we suggest some deep learning models for detecting deepfakes videos to classify them accurately as real or fake.

Index Terms : Deepfakes, Classification, Deep Learning, Convolution Neural Networks, ResNet50, InceptionResnetV2 , M2model.

I. INTRODUCTION

We create online applications that are responsive, dynamic, and user-friendly. This project addresses all types of complaints, not only those involving racial and sexual harassment. but also grievances involving admission irregularities process, financial (payment for services), timetable, migration process Revaluations, any name and/or grade sheet discrepancies, and also other difficulties that the pupils experienced. The goal of the initiative is to address issues without consumption of time[8,9,10]. No company can guarantee speedy easy to use and quick to answer. It has developed a seasoned framework for grievance complaints and their resolution issues like a poor reception to the return of any abnormalities within the right of any documents or certificates entrance procedure, as well as reports of harassment and victimization[11,12,13]. Registered students can access the web application, and the Redressal Committee, Institute, and Department can log in using the proper credentials. Students must have to register using PRN number only.The Student Grievance Support System serves many purposes, including maintaining a safe atmosphere and acquainting all professors and students with it. about their rights, which leads to the growth of the displayed in fig.1 are the organization
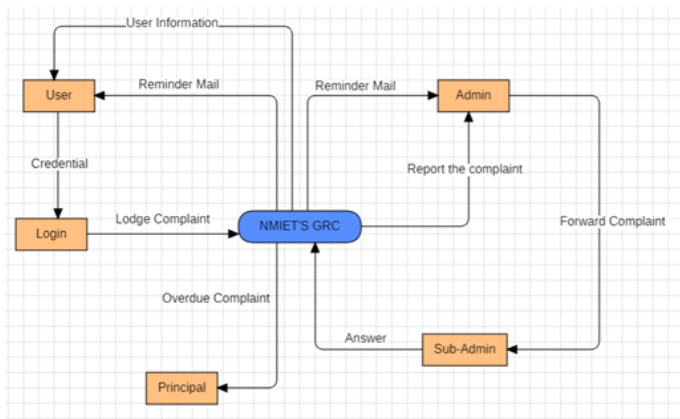
Fig:Working of System

II.Existing System :

The students should file their complaints in the complaint box following the present procedure or personally meet with the management authorities. Students are not informed that their complaint has been taken seriously or that any further action has been made in response to their complaint. The existing method makes it impossible to swiftly and readily identify the pupils who filed the complaints and leaves room for the potential of fraudulent ones. Sometimes, the complaint documents are disregarded, and if the complaint is directed at a person in a position of power, they could be exploited.

Every step of these processes is carried out by hand. Manual maintenance is required for records. The student who lodged the complaint is not expected to hear back from the management team. It requires a great deal of work and time. Meetings between students and management are typically forbidden. The class representative is the only person who may call a meeting, and only once a year, or when the administration refuses to listen to or act upon concerns from students. It might take a while.

There's not a committee dedicated to only hearing student issues. If a student registers a complaint with a department that has to be forwarded to management, it seldom reaches that level. Furthermore, nothing is done about several issues, which is still problem in existing system.

III.LITERATURE SURVEY:

First, in order to get the necessary information, we met with the college principal and reviewed the existing complaint gathering mechanism. Next, we looked at a number of websites that offered some useful features. We also had the opportunity to meet Swapnil Palaskar, who developed the complaint management system for kWays, their firm. They informed us of the key components of a complaint management system.

Sr. No	Paper Name	Author Name	Year	Language	Result
1	Portal of Grievance Redressal Cell	Ashish Manwatkar,Saurabh karande,Omkar yadav,Mahesh Yadav,Ishwar Chaudhari	2024	CSS,PHP,MYSQL	This project's main objective is to develop a web application that will enable students to register complaints under several groups like admin subadmin and principal and monitor their development.

1	Web Portal for Effective Student Grievance Support System	K. Aravindhan,K. Periyakaruppan,Aswini.K,Vaishnavi.S,Yamini.L	2020	PHP,MySql	The proposed system helps the students to post their complaints in various categories. Students can also delete their complaints.
2	Smart Complaint Management System	Pattamaporn Kormpho, Panida Liawsomboon, Narut Phongoen, Siripen Pongpaichet	2018	Machine Learning	SCMS was developed to enhance the current complaint management system by using the mobile application and application.
3	Process Computing of Complaint Service Management in Reverse Logistics	Yi He, Zhixue Liu	2017	Artificiasl Intelligenc e	CSMRL can help company build the customer loyalty, find the new value-added and so on.
4	An Analysis of Online Customer Complaints: Implications for Web Complaint Management	Yooncheong Cho,Roxanne Hiltz , Jerry Fjermestad	2002		The results also suggest that e-businesses should employ product category-dependent strategies.
5	Impact of Grievance, redressal systemin banks in india on customer satisfaction with special reference to punjab	charu saxena,DR. vishwajit kaur	2017		The success of the bank mainly depends on its customers. Being a service industry, all banks should aim at satisfying the customers' needs by providing maximum features in their services including grievance redressal services.

IV. Proposed system :

This project's main objective is to develop a web application that will enable students to register complaints under several groups like admin subadmin and principal and monitor their development. The web application that allows students to make complaints must be accessible to the Redressal Committee and the appropriate heads. Our work involves creating a web application using MySQL and PHP as the back end and HTML,CSS,JS as the front end. The student fills out the required registration form on this website, and then uses their registration number (PRN number) and password to log in and access all the features.

Students may register complaints regarding re-evaluation, timetable adjustments, mark sheet revisions, and concerns related to names, finances, and admission quotas. This system is helpful for the both students as well as staff.

All student complaints are reviewed by a committee, which then determines whether the complaint is legitimate or not. If it is, then committee forwards the complaint to the appropriate sub-admin in accordance with the complaint's type. When Complaint register successfully by the students then one remainder mail will goes to the users account i.e. Complaint register successfully. Also one mail goes to the admin panel that Complaint has been register by XYZ user. So according to the complaint type its totally depends upon the admin to whom that particular request will have to send.

Once complaint send to the subadmin then admin must have to solve the complaint within the deadline. Because in this sytem we have been used **Priority based algorithm**.We assign the priority to each and evry complaint. i.e. P1,P2,P3,P4 likewise.
For Example : Complaint is reagarding the Exam department then priority will automatically set as the P1 and if complaint is regarding Canteen then priority will automatically set as the P3 likewise the priority algorithm will work.

If complaint will not solved within the given time limit then it will automatically goes to the Principals dashboard as a overdue complaint.
Where its totally depends upon the principal that what kind of action he should have to take against the subadmin.

When the complaint status will update it will automatically displayed on the users dashboard.

V.Algorithm:
An algorithm that prioritizes activities, requests, or complaints based on their relative significance or urgency is known as a priority-based algorithm. The priority-based algorithm aids in effectively handling and responding to user complaints in the context of a grievance redressal cell website by classifying them according to their severity or impact. Before putting a

priority-based algorithm into practice, keep the following important factors in mind:

a)Priority Definition:

Clearly state which are the top priorities and what they mean. As an illustration:
P1: Critical: Needs to be addressed right away and resolved in a single day.
P2: High: Considerable effect, resolved in three days.
P3: Medium: Five days for resolution; moderate effect.
P4: Low: Minimal effect, resolved in 7 days.

a)Priority assignment criteria:
Establish the standards by which priority will be assigned.
This might involve elements like the kind of complaint, possible effects on people or the organization, legal or compliance issues, etc.

b)Rules of Escalation:

Establish procedures for raising priority in the event that a problem is not handled in the allotted period. For instance, if a P2 issue is not fixed after three days, it may automatically escalate to P1.

c)Notification and Communication:
Set up a mechanism to inform users and other relevant parties about the priority that has been allocated and the anticipated time frame for resolution. This ensures that everyone is aware of the developments.

d)Monitoring and Reporting:
Track the status of complaints and their resolutions by putting monitoring instruments into place. Provide reports to evaluate the grievance redressal procedure' effectiveness and pinpoint areas in need of improvement.
e)Integration with Workflow:
Connect the grievance redressal cell's general workflow to the priority-based algorithm. Make sure that the resolution team's capabilities and the available resources are taken into account when assigning priorities.

f)Continuous Improvement:

Analyze the priority-based algorithm's performance on a regular basis and tweak it as necessary. Get user input to find out what they like and what needs to be improved.

g)Security and Privacy:

When addressing complaints with varying priority, take security and privacy implications into account, particularly if they include sensitive information.

VI.Application :

1.Customer Service Departments
2.Healthcare Facilities
3.Financial Institutions:
4.Government Agencies
5.Manufacturing Companies
6.Travel and Hospitality Industry
7.E-commerce Platforms
8.Utilities and Service Providers

VII.Discussion:

a) **Login Page for the web portal:** In this module, the Student registers with this website by providing the Their College PRN number and password. These details are stored into a database to authenticate at the time of login shown in figure 2:
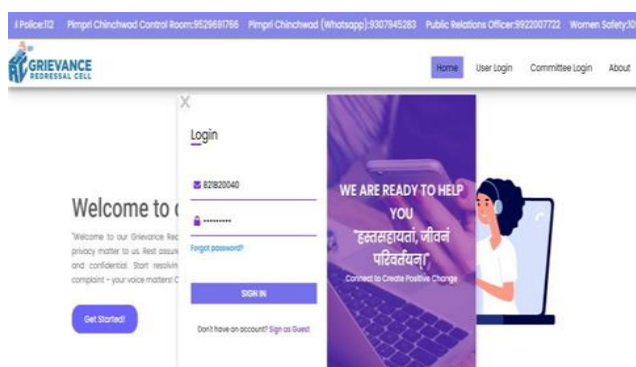

Fig: Login Page for Effective Student Grievance Redressal cell

Lodge Complaints: Students can log in and post their complaints after registering. Changes in name, finances (fees), admission, re-evaluation, timetable, migration, mark sheet problems are only a few of

the areas under which complaints can be made. If there are any more concerns, the student may select others. A database is used to store these.
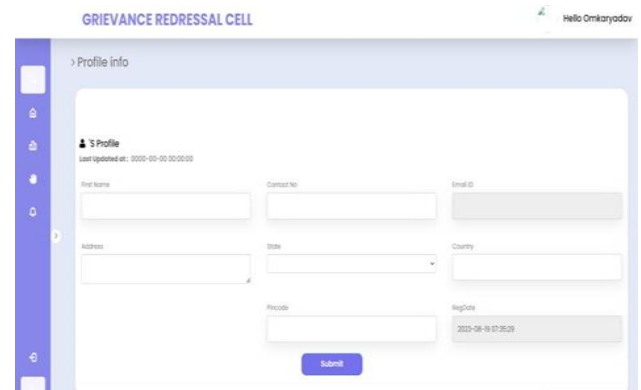

Fig: Lodge Complaints

Priority: As you can see in figure 5 We have provided one option of priority (P1,P2,P3,P4….). Which means that if user select the Priority 1(P1) which shows that their complaint is very serious so, their complaints solve within one day. Likewise
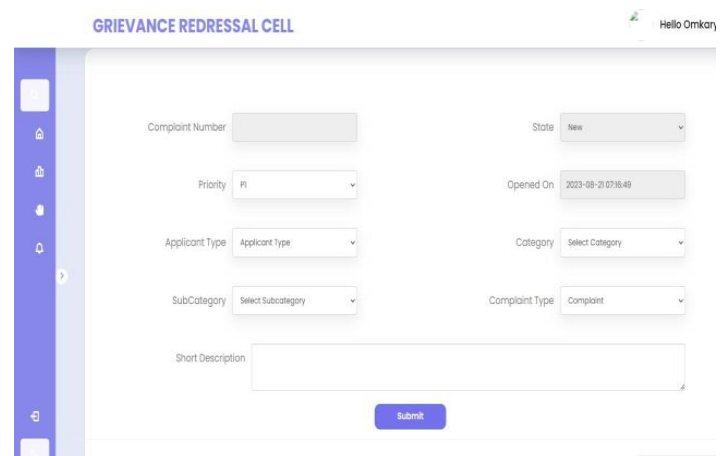

Figure 5: Priority for Complaints

VIII. Conclusion

We have had a terrific time working on this special and challenging topic. Because it taught us how to create in actual PHP and MySQL web apps, this project was successful for us. It also provides information on the newest technologies used to create web-enabled apps as well as client-server technology, which is expected to be in great demand in the future. Better opportunities and guidance for autonomous project development in the future will result from this.

Ix. Acknowledgement:

We would like thank to acknowledge the support of department of computer engineering providing me facilities. Further I would like to especially thanks to my guide

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