

SatyaDrishti : Fake Complaint Detection Using Computer Vision

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Abstract - The rapid growth of digital complaint platforms has simplified the process of submitting grievances in sectors such as government services, insurance, banking, and e-commerce. However, the increasing use of online systems has also resulted in a rise in fake complaints supported by manipulated or unrelated image evidence. Such complaints create financial losses, increase verification workload, and delay the processing of genuine cases. This paper proposes a Fake Complaint Detection System using Computer Vision and Deep Learning techniques to automatically identify fake complaint evidence. The system uses image preprocessing, feature extraction, and Convolutional Neural Networks (CNN) to analyze uploaded complaint images and classify them as genuine or fake. The proposed model helps improve verification accuracy while reducing manual effort. Experimental results demonstrate that the system performs effectively in identifying manipulated complaint images and can be implemented in real-world complaint management systems.

Keywords: Fake Complaint Detection, Computer Vision, CNN, Deep Learning, Image Processing, Artificial Intelligence, Complaint Verification.

1. INTRODUCTION

Online complaint systems are widely used in modern organizations to improve communication between users and service providers. People can submit complaints through websites and mobile applications along with supporting image evidence. Government portals, customer support platforms, insurance companies, and e-commerce services heavily depend on such digital systems.

Although these platforms improve convenience and accessibility, they also face problems due to fake complaints. Some users upload manipulated images, duplicate evidence, or unrelated photographs to gain compensation or create false accusations. Manual verification of complaint evidence is time-consuming and requires significant human effort.

Computer Vision is an important field of Artificial Intelligence that enables machines to analyze images and identify patterns. Deep learning algorithms such as Convolutional Neural Networks (CNNs) are highly effective in image classification and forgery detection tasks. CNN

models automatically learn visual features from datasets and identify inconsistencies in manipulated images.

This research proposes a Fake Complaint Detection System using Computer Vision techniques for automatic verification of complaint evidence. The system improves reliability, reduces fraud, and minimizes manual verification workload

2. LITERATURE SURVEY

The rapid development of online grievance and complaint management systems has increased the need for automated verification methods. Many organizations such as government departments, insurance companies, banking institutions, and e-commerce platforms receive complaints with image evidence. However, a large number of complaints contain manipulated, duplicate, or unrelated images. Manual verification of such complaints is time-consuming and inefficient. Researchers have therefore focused on using Artificial Intelligence, Computer Vision, and Deep Learning techniques for automated fake complaint detection.

2.1. Autonomous Grievance Redressal System for Government Services (ICDSBS 2025)

One of the important research works in this field is the paper titled “Autonomous Grievance Redressal System for Government Services” presented in the 2025 International Conference on Data Science and Business Systems (ICDSBS).

The paper proposes an intelligent grievance management system that automates complaint processing using Artificial Intelligence techniques. The system reduces human intervention by automatically analyzing complaints, validating uploaded information, and prioritizing grievances based on severity. Machine Learning algorithms are used for classification and decision-making processes.

The research mainly focuses on:

- Automated complaint registration
- Complaint categorization
- Intelligent verification
- Faster grievance resolution
- Reduction of manual workload

The authors emphasize that traditional complaint systems suffer from delays, corruption, and inefficient verification methods. The proposed autonomous system improves transparency and efficiency in government services.

Although the paper mainly concentrates on grievance automation, it highlights the importance of automated complaint verification systems, which directly supports the concept of fake complaint detection using image analysis and deep learning.

2.2. Fake Image Detection using Deep Learning (IJERT, 2021)

Pooja Sharma and Vishal Gupta proposed a fake image detection model using Deep Learning techniques. The research focuses on identifying manipulated images through Convolutional Neural Networks (CNNs).

The system automatically extracts image features such as:

- Texture information
- Pixel inconsistencies
- Edge distortions
- Noise patterns

The CNN model learns these features during training and classifies images as original or manipulated. The study demonstrates that Deep Learning provides better accuracy compared to traditional image processing methods.

This research is highly relevant to the proposed project because the fake complaint detection system also uses CNN models for identifying manipulated complaint images.

2.3. Image Forgery Detection Using Computer Vision Techniques (2018)

Rajiv Gupta and A. K. Sharma developed an image forgery detection system using Computer Vision algorithms. The paper discusses different types of image manipulation such as:

- Copy-move forgery
- Splicing
- Retouching
- Duplicate image usage

The authors use feature extraction and image matching techniques to identify forged regions in digital images. The study concludes that Computer Vision methods can effectively detect tampered images with improved accuracy.

This work supports the proposed system by providing techniques for identifying fake visual evidence in online complaints.

2.4. Applications of Artificial Intelligence in Computer Vision and Image Processing (2019)

S. S. Manvi and P. Venkataram presented a survey on Artificial Intelligence applications in image processing and computer vision systems.

The paper explains how AI techniques are widely used in:

- Fraud detection
- Medical imaging
- Surveillance systems
- Automated verification
- Pattern recognition

The study highlights the importance of Deep Learning algorithms such as CNNs for automatic feature extraction and image classification tasks. The paper also discusses the advantages of AI-based automation in reducing manual effort and increasing system reliability.

This survey provides theoretical support for implementing AI-based fake complaint detection systems.

3. PROBLEM STATEMENT

Many online complaint systems receive fake complaints containing manipulated or misleading image evidence. These complaints create multiple problems such as:

- Increased verification workload
- Delay in handling genuine complaints
- Financial and legal losses
- Misuse of organizational resources
- Reduced trust in online systems

Current verification methods mainly depend on manual inspection, which is slow and inefficient. Hence, an intelligent automated system is required to analyze complaint images and identify fake evidence accurately.

4. OBJECTIVES

1. To develop an automated fake complaint detection system.
2. To analyze complaint images using Computer Vision techniques.
3. To identify manipulated and forged visual evidence.
4. To reduce manual verification workload.
5. To improve complaint verification accuracy.
6. To increase trust in online complaint systems.

5. PROPOSED SYSTEM

The proposed system uses Computer Vision and Deep Learning techniques to verify uploaded complaint images automatically.

- Working Procedure
1. The user uploads complaint details with image evidence.
 2. The image preprocessing module improves image quality.
 3. Important image features are extracted using CNN.
 4. The classification model analyzes image authenticity.
 5. The complaint is classified as Genuine or Fake.
 6. Results are stored in the database.

The proposed system minimizes human intervention and improves verification speed.

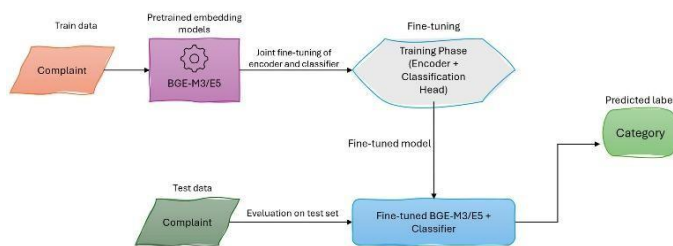


Fig -1: Flow Diagram

6. METHODOLOGY

The methodology begins with collecting a dataset containing various types of complaint images, including genuine, manipulated, duplicated, and misleading samples.

Preprocessing techniques such as grayscale conversion and noise reduction are applied to enhance image quality. The CNN model then extracts key features like texture, edges, and pixel variations.

The trained model classifies images into genuine or fake categories. Performance is evaluated using separate training and testing datasets to ensure accuracy and reliability.

7. ALGORITHM USED

The proposed system uses a Convolutional Neural Network (CNN) algorithm for detecting fake complaints using computer vision techniques. CNN is one of the most widely used deep learning models for image classification because it automatically extracts important visual features from images without requiring manual feature engineering. In this project, the CNN model analyzes complaint-related images and identifies whether the complaint evidence is genuine or manipulated.

Step 1: Image Input

The complaint image uploaded by the user is provided as input to the CNN model. The image may contain either genuine complaint evidence or manipulated/edited content. Since images may have different dimensions, they are resized into fixed dimensions such as 128×128 or 224×224 pixels.

This resizing process ensures consistency in image size and improves model performance during training and prediction.

Step 2: Image Preprocessing

Before feeding the image into the CNN model, preprocessing techniques are applied to improve image quality and model efficiency. The preprocessing stage includes image resizing, noise removal, normalization, grayscale conversion, and data augmentation. Data augmentation techniques such as rotation, flipping, zooming, and brightness adjustment are performed to increase dataset diversity. These methods improve model accuracy and help reduce overfitting.

Step 3: Convolution Layer

The convolution layer is responsible for extracting meaningful features from the input image. It applies multiple filters or kernels to identify important image characteristics such as edges, shapes, textures, and pixel variations. The convolution operation can be represented mathematically as:

$$\text{Feature Map} = \text{Input Image} * \text{Kernel}$$

This operation helps the model identify manipulated regions and visual inconsistencies present in fake complaint images.

Step 4: Activation Function (ReLU)

After the convolution process, the Rectified Linear Unit (ReLU) activation function is applied to introduce non-linearity into the model. ReLU removes negative values and improves the learning capability of the neural network while reducing computational complexity. The mathematical formula for ReLU is:

$$f(x) = \max(0, x)$$

The ReLU function enables faster and more efficient training of the CNN model.

Step 5: Pooling Layer

The pooling layer reduces the size of feature maps while preserving important information extracted from the image. This process minimizes computational complexity and prevents overfitting. In this project, Max Pooling is primarily used, where only the most significant values are retained from the feature map. For example, a 4×4 feature map may be reduced to 2×2 , thereby improving computational efficiency and feature selection.

Step 6: Flattening

The extracted feature maps are converted into a one-dimensional vector through the flattening process. This step transforms multidimensional data into a format suitable for the fully connected neural network layer. Flattening helps the system prepare image features for classification.

Step 7: Fully Connected Layer

The fully connected layer performs the final classification based on the extracted image features. During training, the CNN model learns the patterns of both genuine complaint images and manipulated complaint images. Based on learned

features, the system classifies the uploaded complaint as either a Genuine Complaint or a Fake Complaint.

Step 8: Output Layer

The output layer generates the final prediction using either the Softmax or Sigmoid activation function. The model predicts the probability of whether the uploaded complaint image is genuine or fake. For instance, the output may classify Genuine Complaint as 0 and Fake Complaint as 1, helping users identify fraudulent complaint evidence effectively.

8. IMPLEMENTATION

The system is implemented using Python and various supporting libraries such as TensorFlow, Keras, OpenCV, NumPy, and Matplotlib.

The workflow includes:

- Data collection and preparation
- Image preprocessing
- Model training and testing
- Classification of complaint images

The system can be executed on both Windows and Linux platforms, with optional GPU support for faster processing.

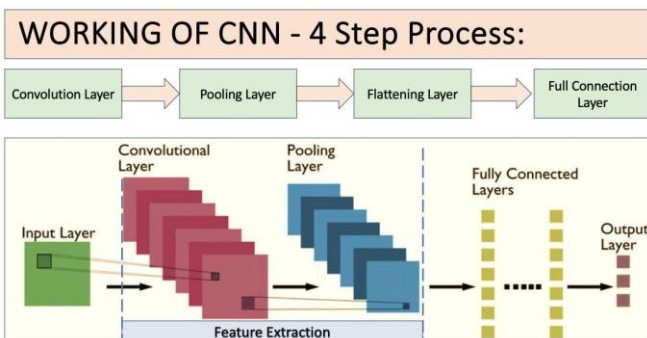


Fig -2: CNN Process

9. DATASET DESCRIPTION

The dataset consists of both genuine and manipulated complaint images. Categories include original images, edited screenshots, reused images, and unrelated visuals.

Approximately 80% of the data is used for training, while the remaining 20% is used for testing. Data augmentation techniques are applied to improve model generalization and performance.

10. RESULTS AND DISCUSSION

Experimental results indicate that the CNN-based model performs effectively in identifying fake complaint images. Performance metrics such as accuracy, precision, recall, and F1-score are used for evaluation.

The system achieves high accuracy and significantly reduces the time required for verification. These results demonstrate the effectiveness of automated image analysis in improving complaint management systems.

Classification results

	Class 1	Class 2	Class 3	Class 4	Producer's Accuracy
Class 1	A	B	C	D	$A / (A+B+C+D) * 100$
Class 2	E	F	G	H	$F / (E+F+G+H) * 100$
Class 3	I	J	K	L	$K / (I+J+K+L) * 100$
Class 4	M	N	O	P	$P / (M+N+O+P) * 100$
User's Accuracy	$A / (A+E+I+M) * 100$	$F / (B+F+J+N) * 100$	$K / (C+G+K+O) * 100$	$P / (D+H+L+P) * 100$	Overall Accuracy

Overall accuracy = $(A+F+K+P) / (A+B+C+D+E+F+G+H+I+J+K+L+M+N+O+P) * 100$

Fig -3: Classification

11. APPLICATIONS

- Government grievance systems
- Insurance claim verification
- E-commerce return processing
- Banking fraud detection
- Law enforcement complaint systems
- Customer support platforms

12. ADVANTAGES

- Faster complaint processing
- Reduced manual effort
- Improved fraud detection accuracy
- Efficient image analysis
- Increased system reliability

13. FUTURE ENHANCEMENT

- Integration with Natural Language Processing (NLP) for text analysis
- Real-time video verification capabilities
- Deepfake detection mechanisms
- Mobile application development
- Cloud-based secure storage systems

14. CONCLUSION

Fake complaints have become a major challenge in digital complaint management systems. Manual verification methods are slow and inefficient. The proposed Fake Complaint Detection System uses Computer Vision and Deep Learning techniques to analyze uploaded complaint images automatically.

The CNN-based model successfully identifies manipulated visual evidence with high accuracy and reduces manual verification workload. Experimental results demonstrate that the proposed system improves reliability, efficiency, and security in online complaint systems.

The proposed solution can be effectively implemented in public grievance systems, insurance verification platforms, and e-commerce applications to improve complaint authentication and fraud prevention.

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