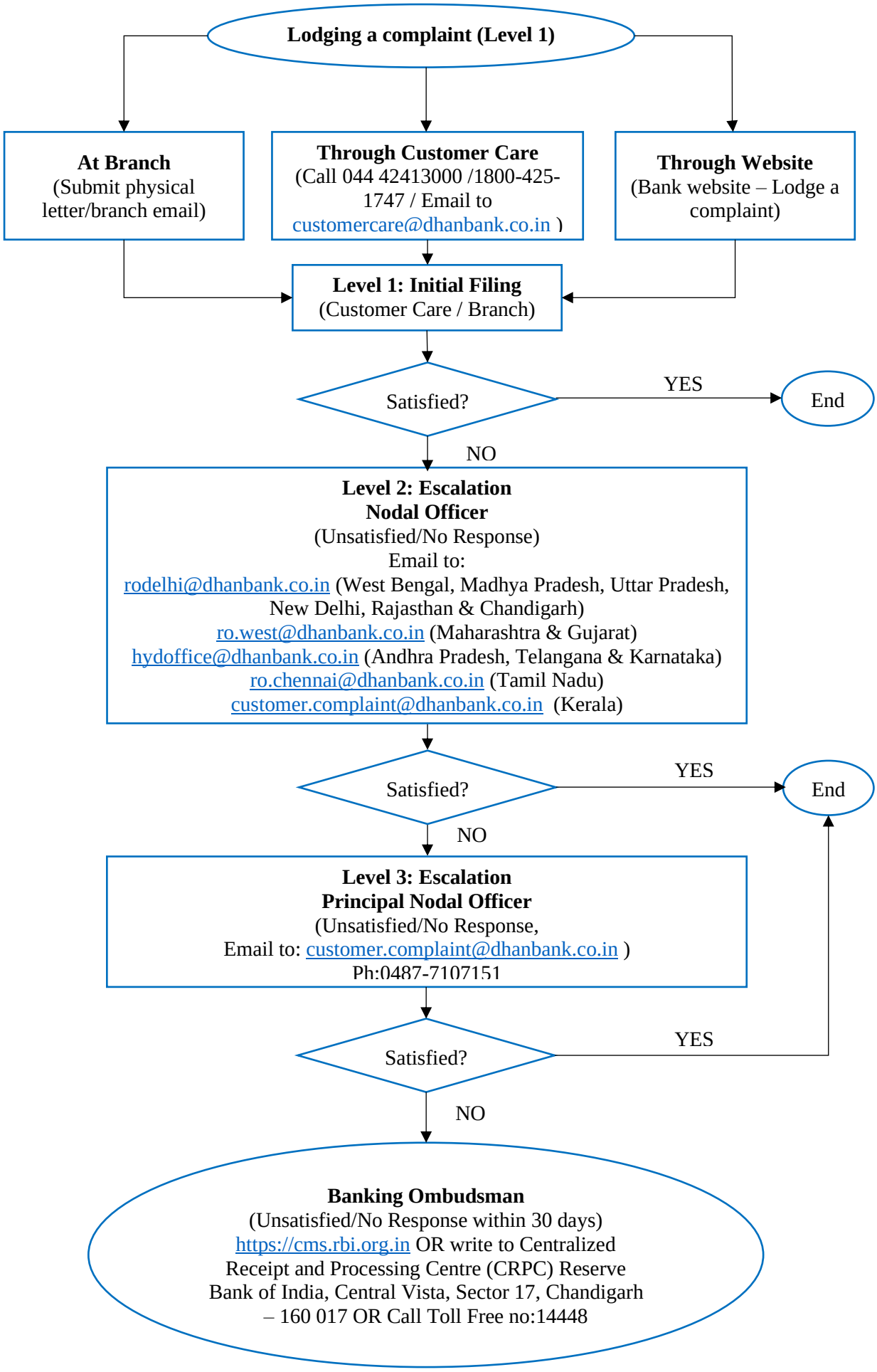Flowchart for Grievance Redressal