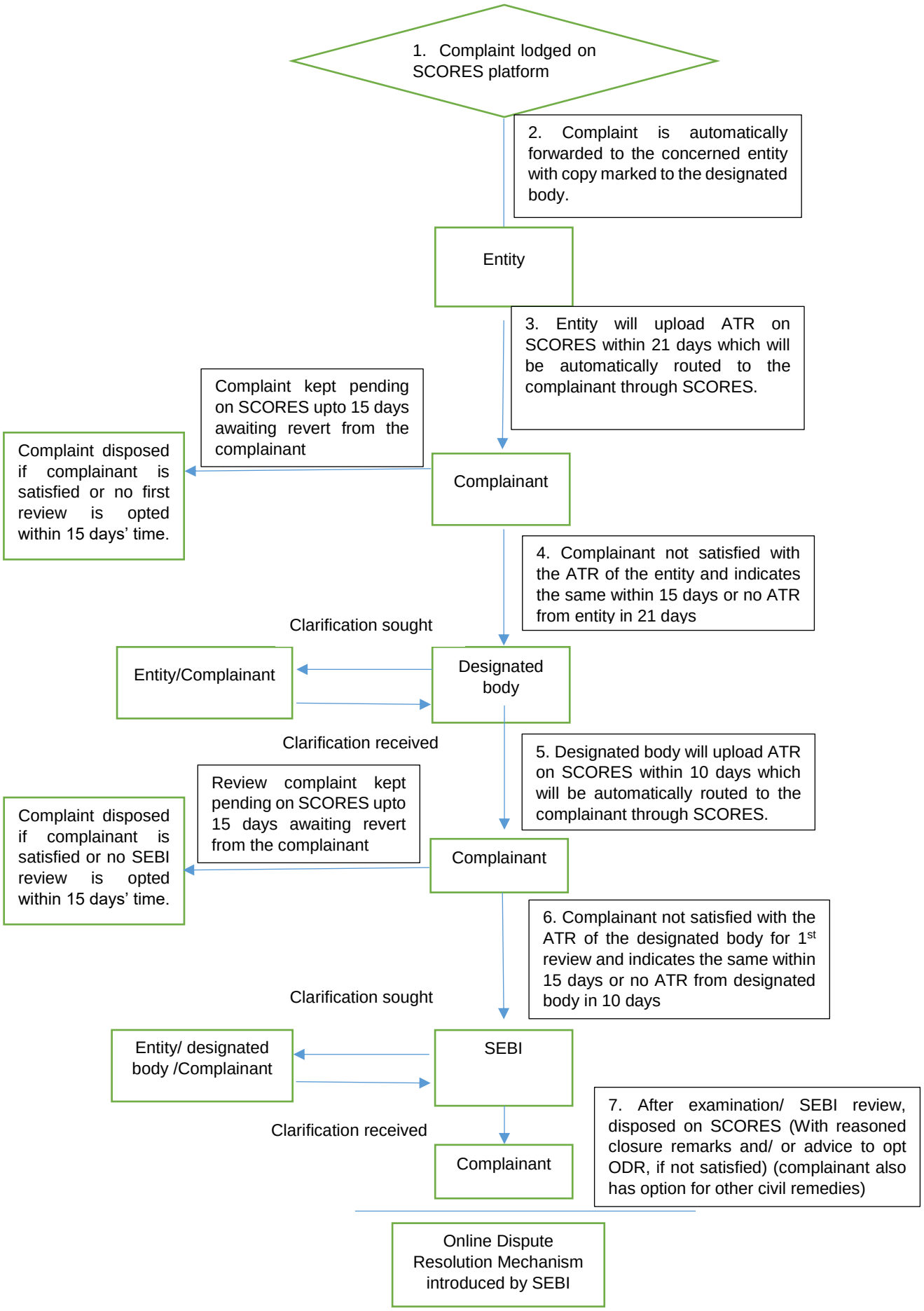PROCESS FLOW OF COMPLAINT REDRESSAL MECHANISM