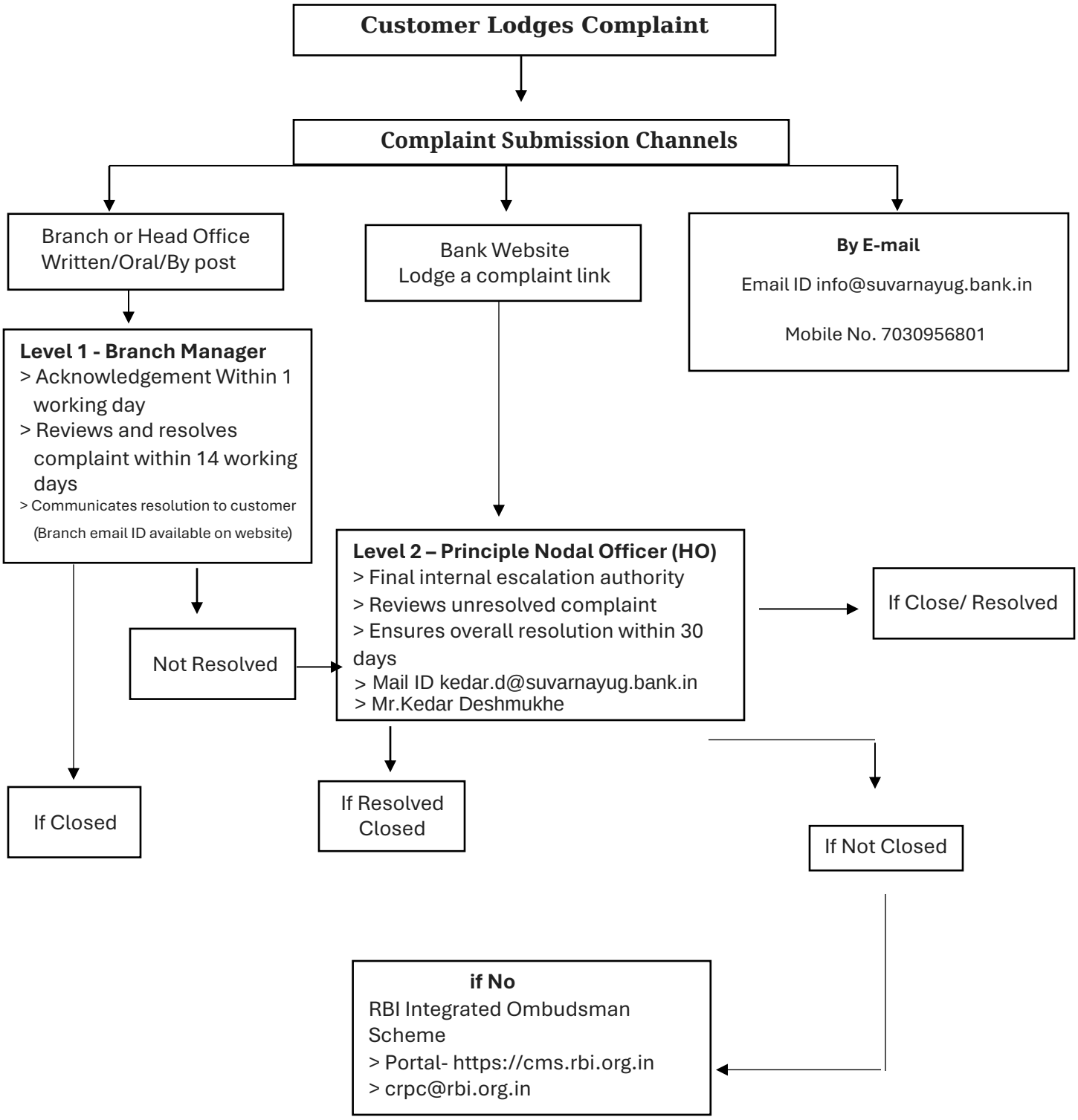Customer Grievance Redressal Flowchart