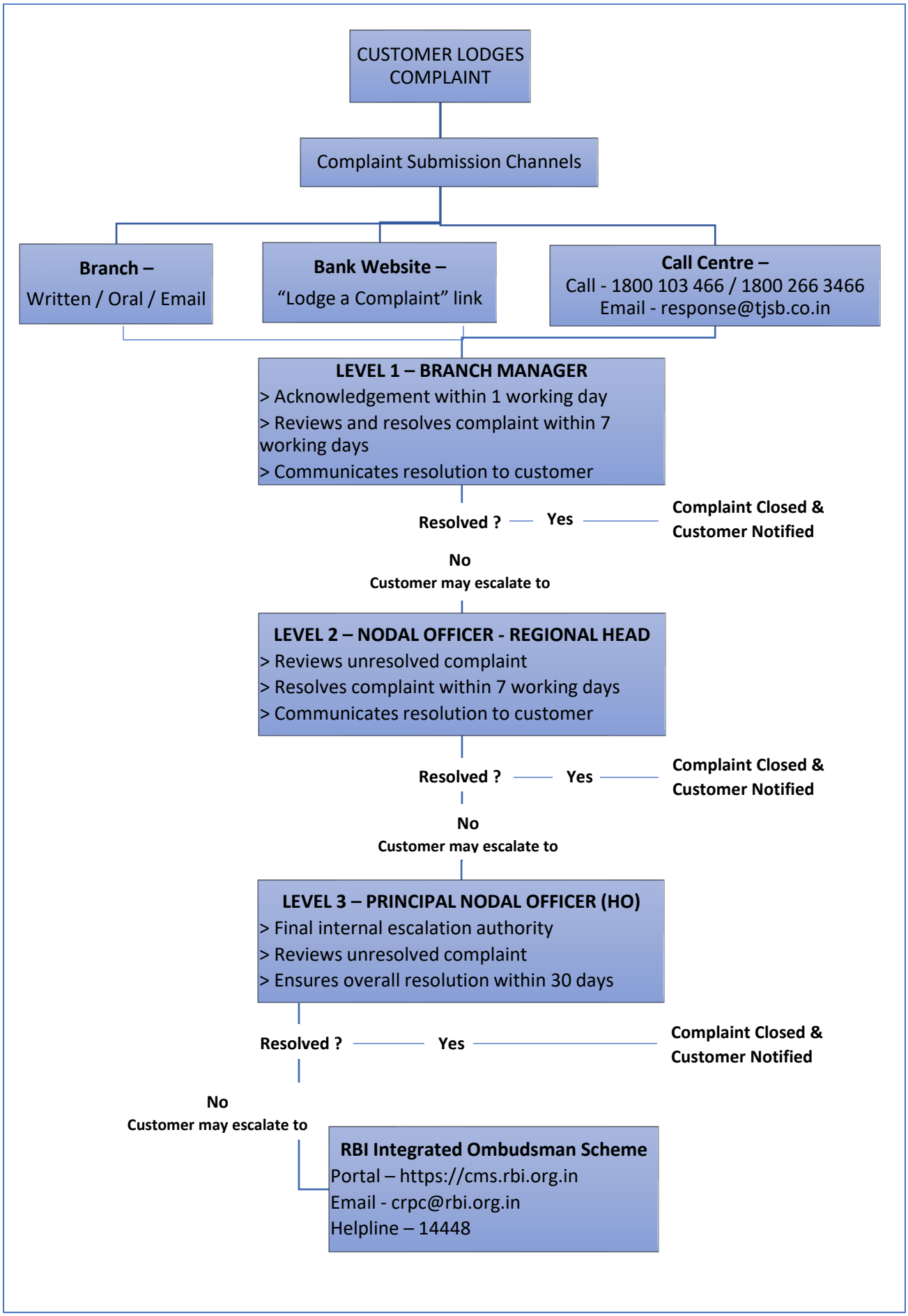Customer Grievance Redressal Mechanism