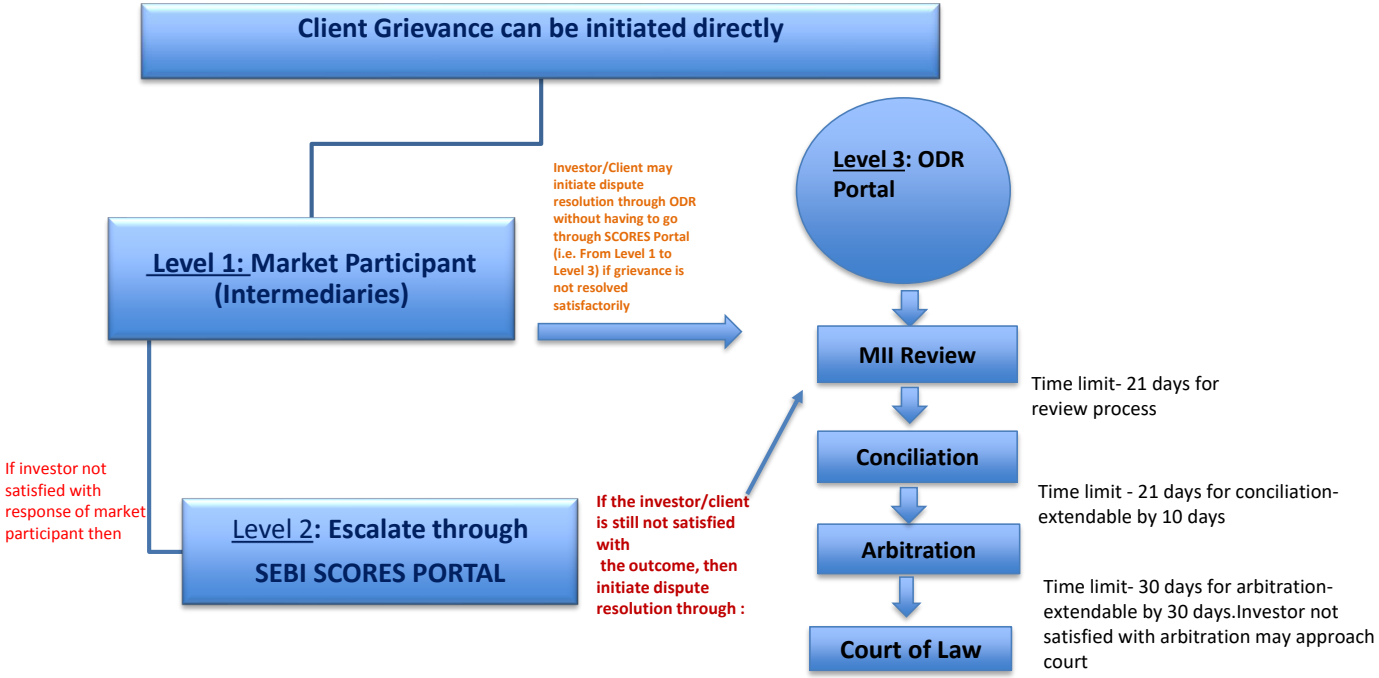NEW GRIEVANCE REDRESSAL SYSTEM