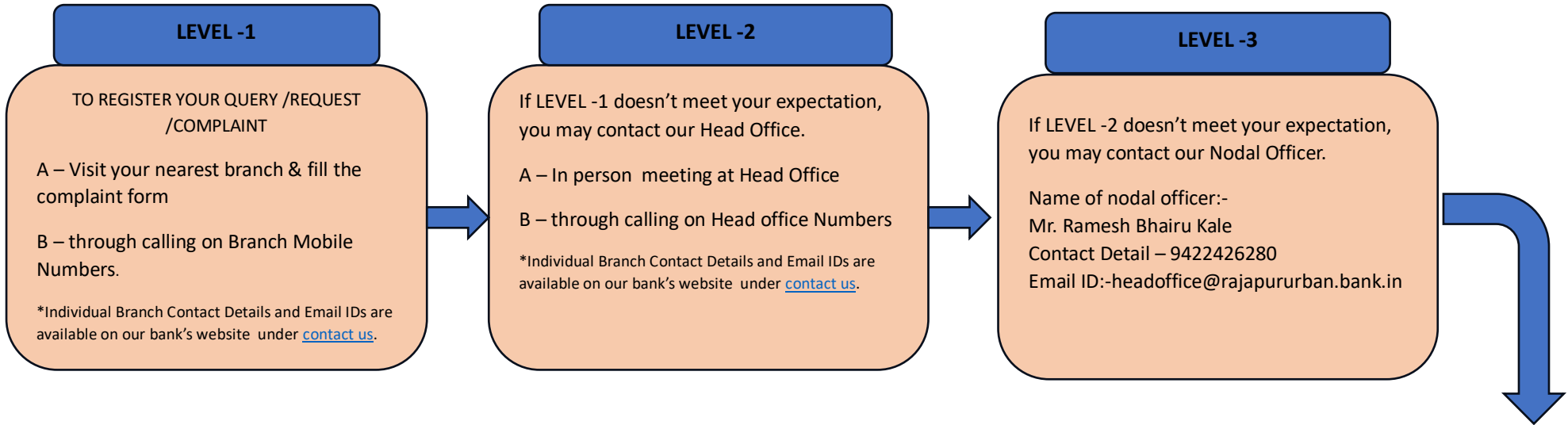


FLOWCHART FOR COMPLAINTS LODGED THROUGH BRANCHES



FLOWCHART FOR COMPLAINTS LODGED THROUGH DEPARTMENTS

