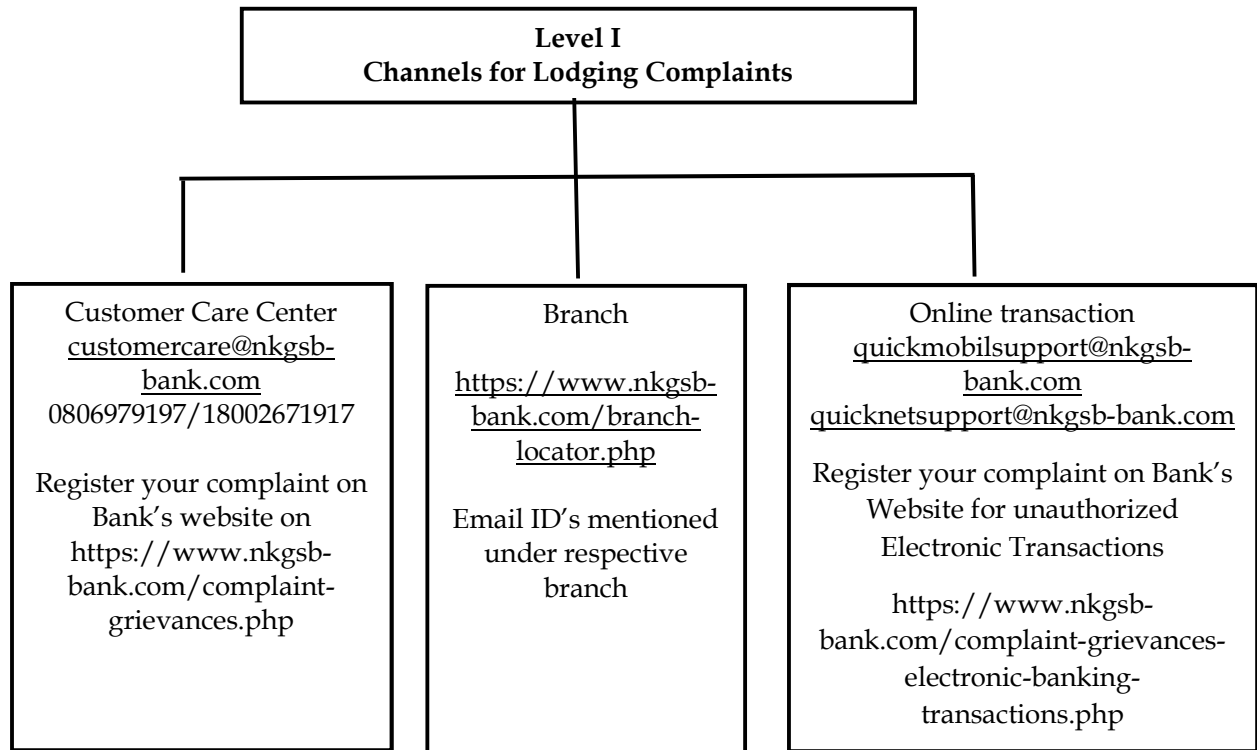


FLOW CHART FOR GREIVANCE REDRESSAL AND ESCALATION MATRIX



Level II, III and IV (Higher Level Escalation)

