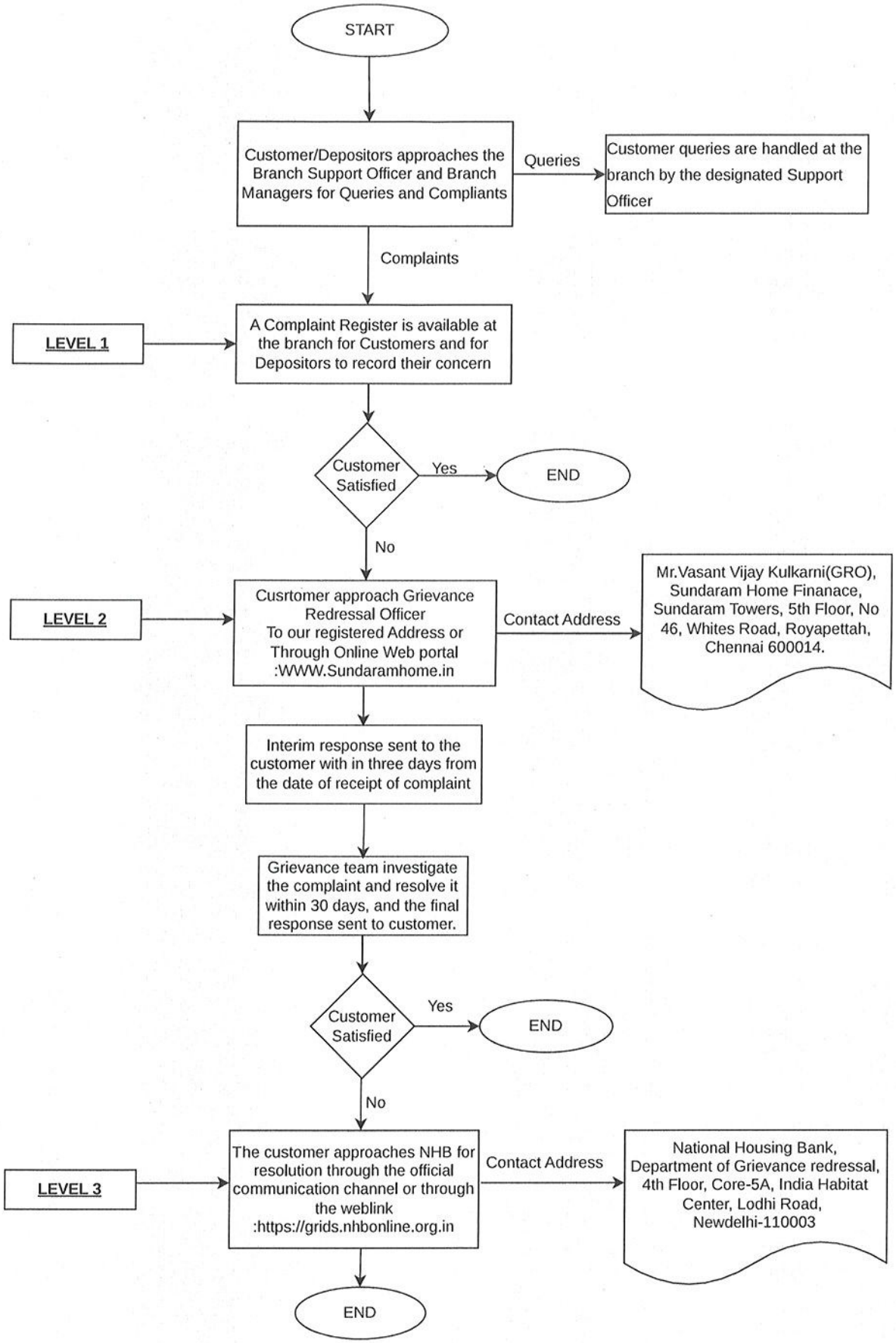GRIEVANCE REDRESSAL ESCALATION MECHANISM