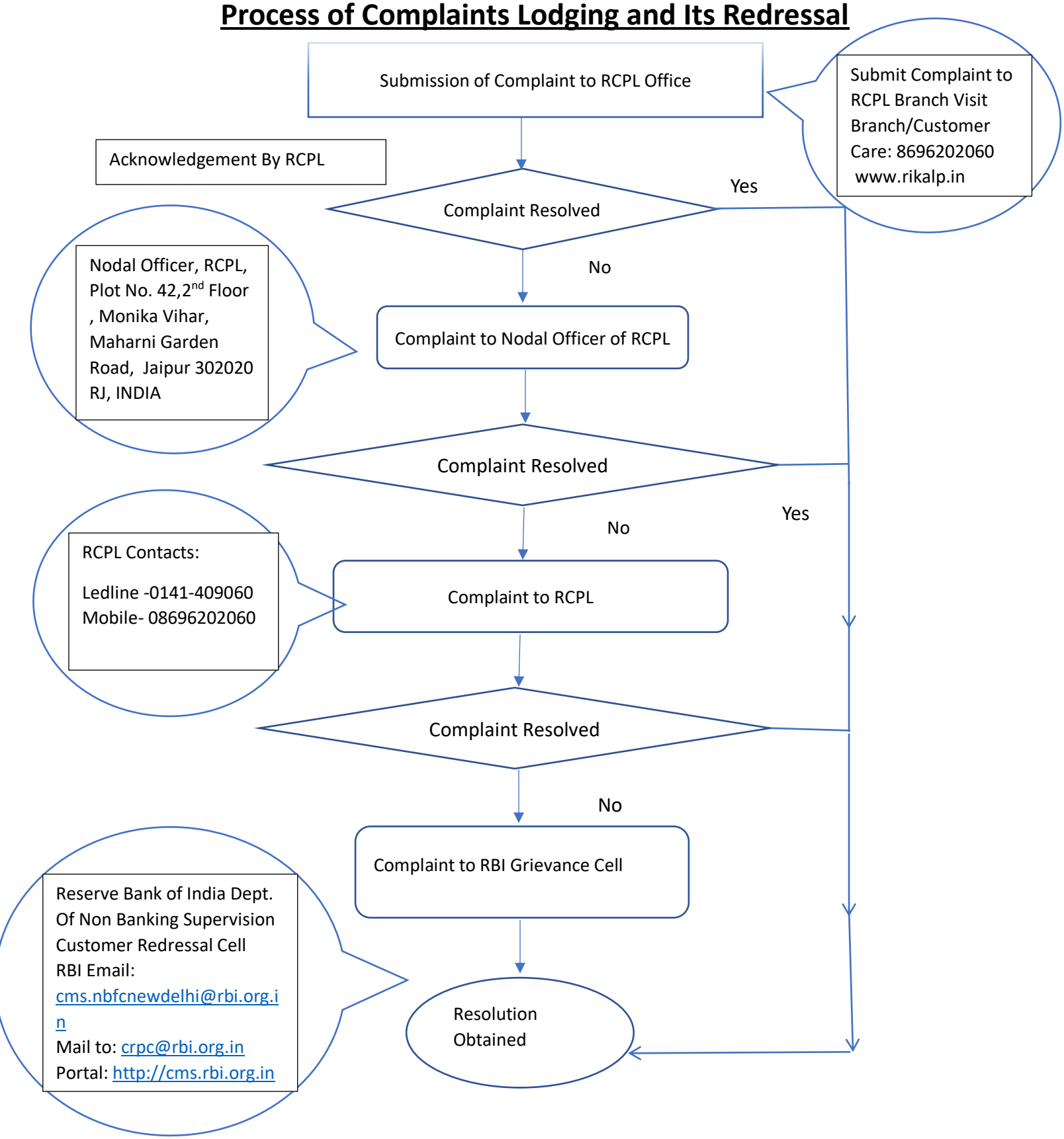Process of Complaints Lodging and Its Redressal