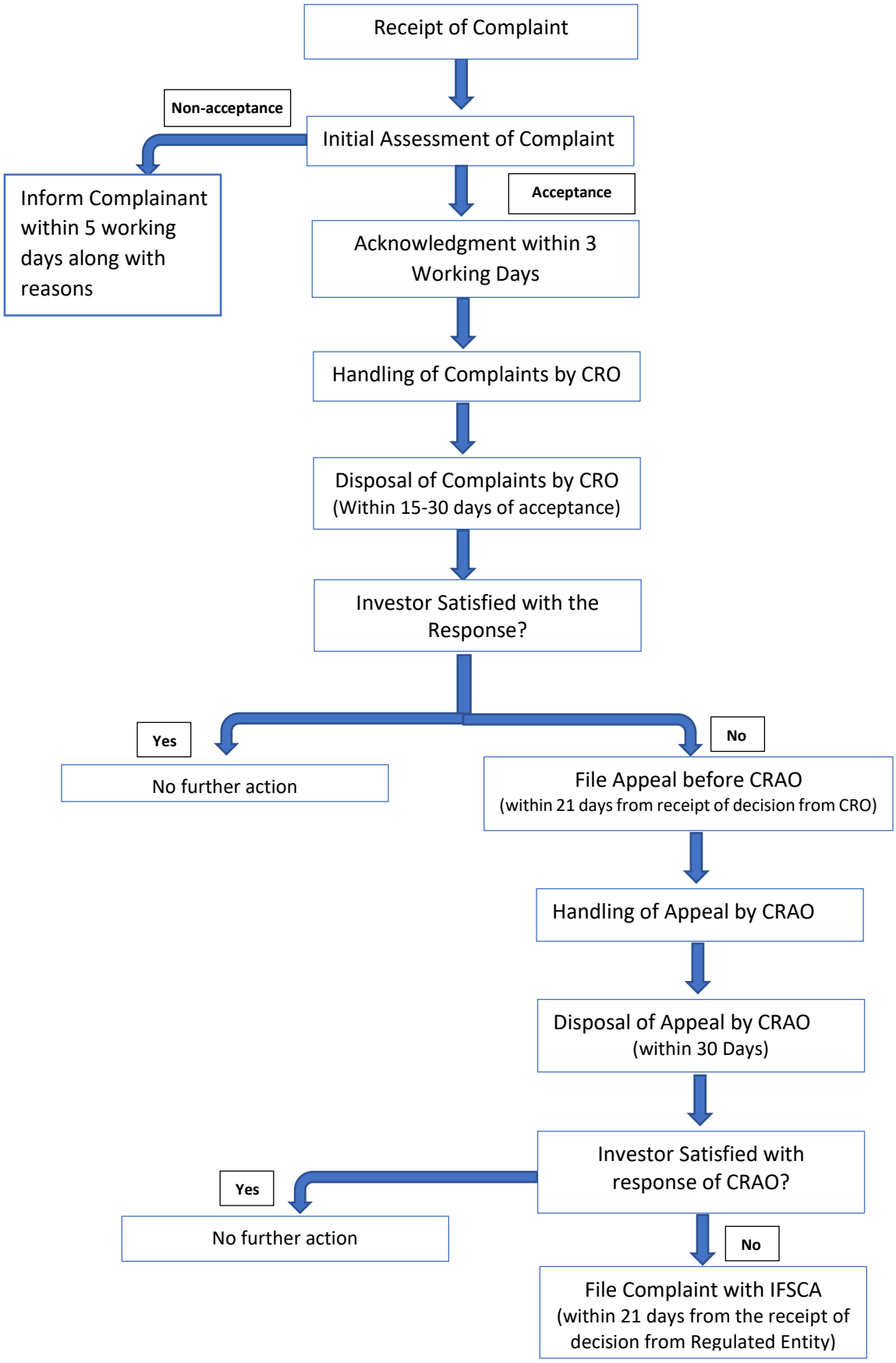PROCESS FLOW FOR THE INVESTOR GRIEVANCE REDRESSAL