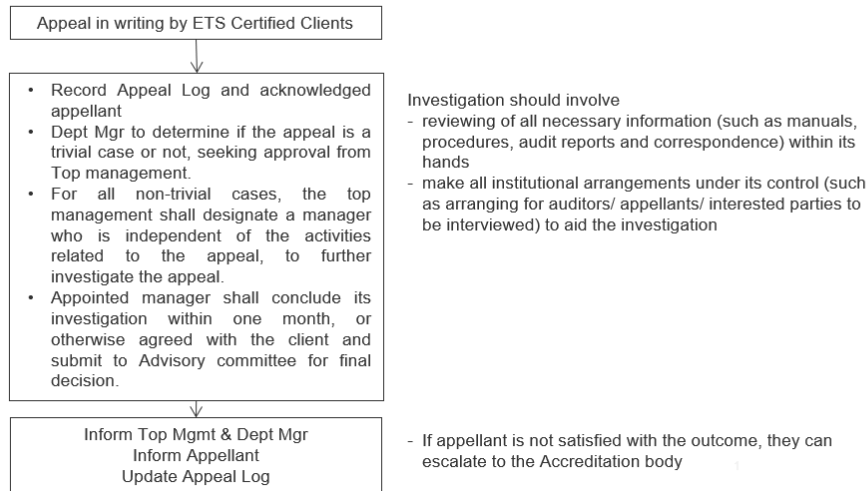


Process Flow of Appeal



Process Flow of Complaints

