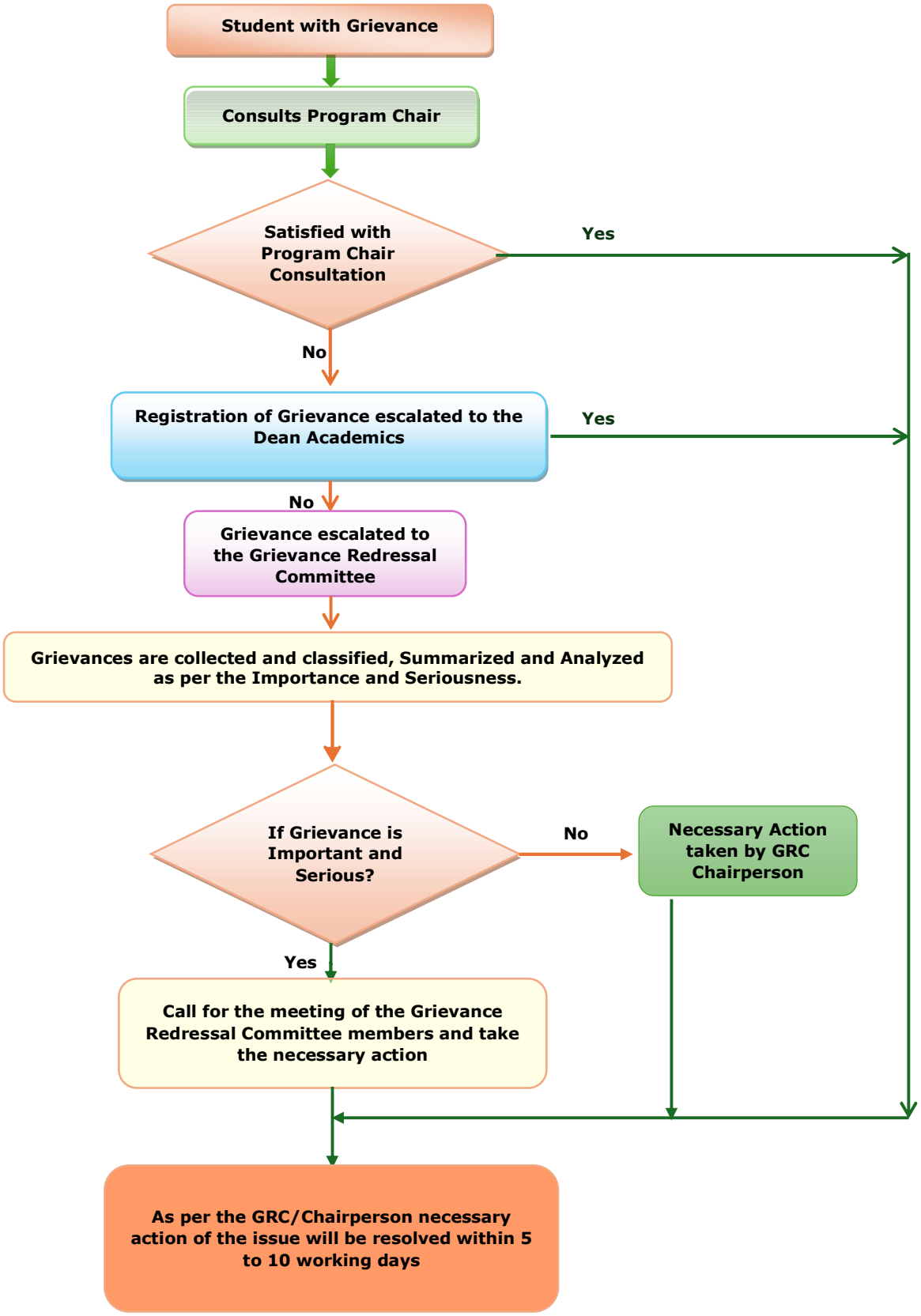Section name - Grievance Redressal Mechanism