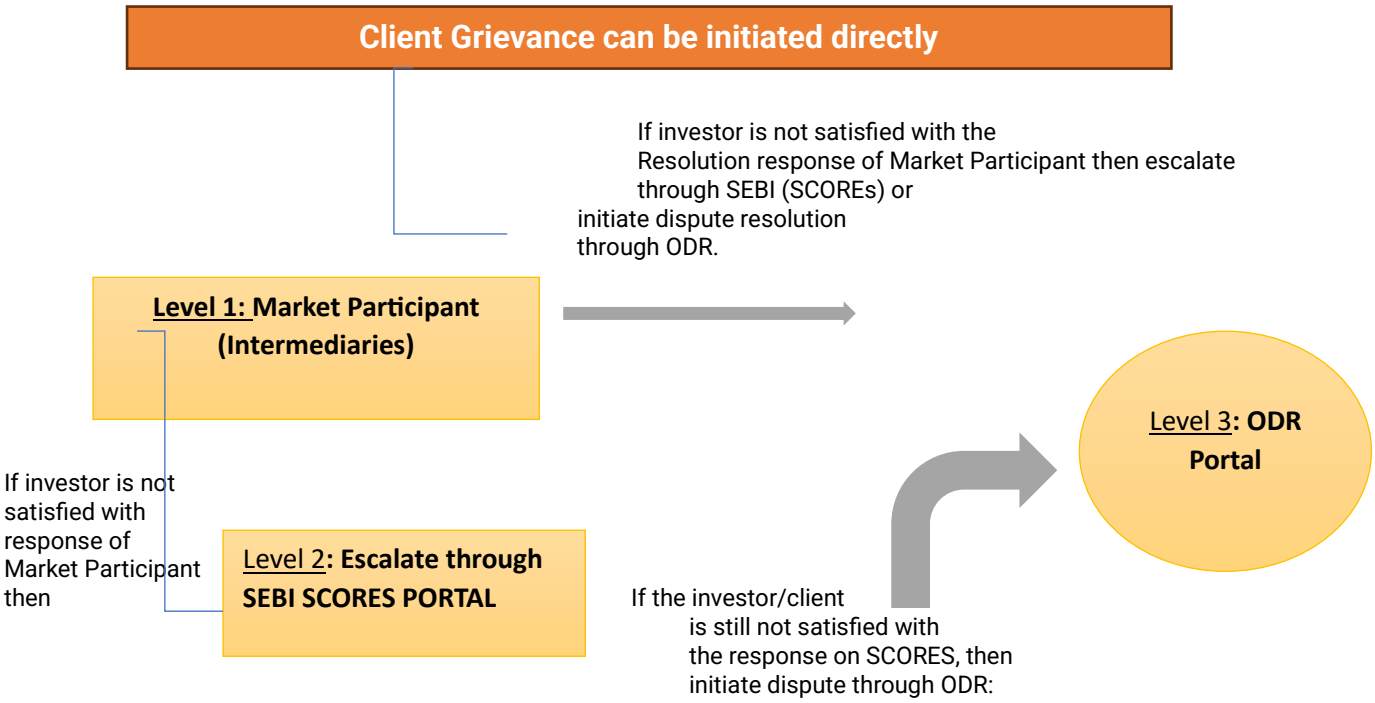
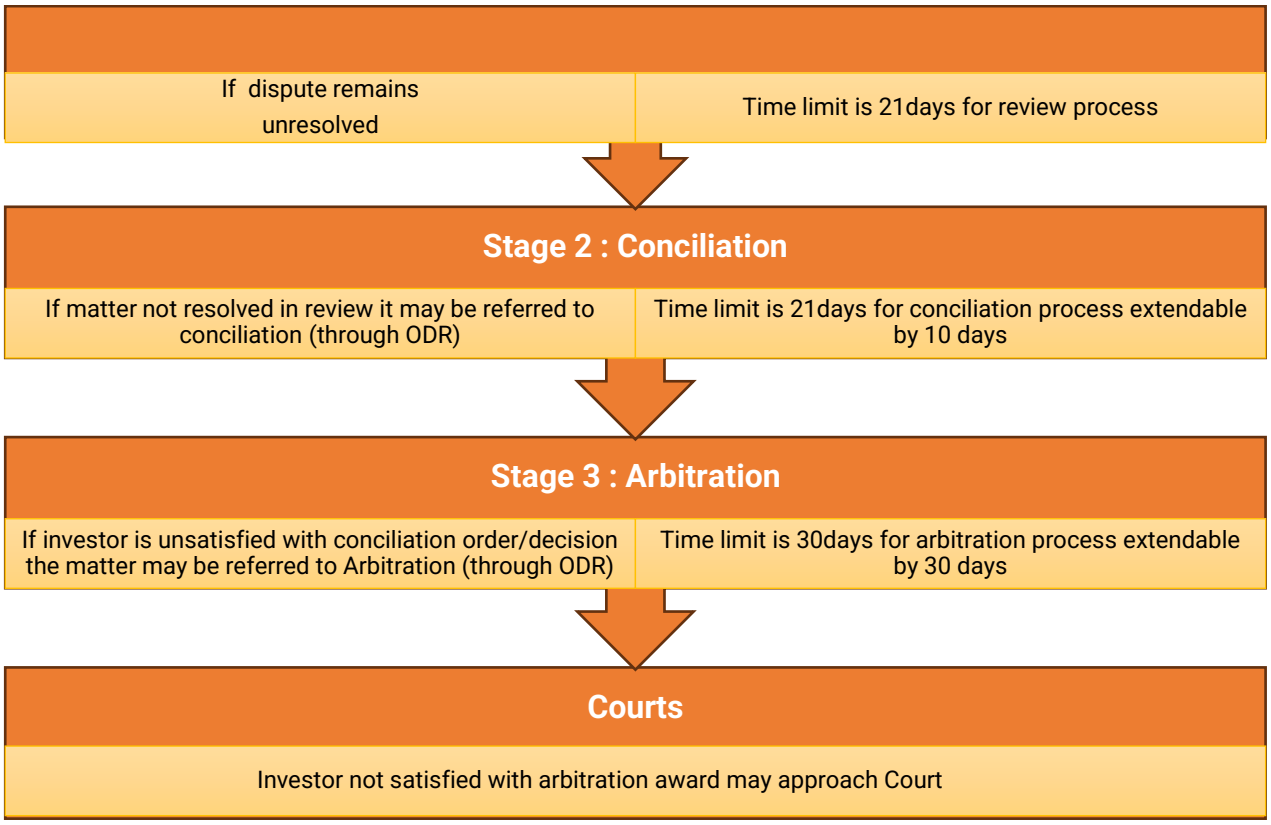
NEW GRIEVANCE REDRESSAL SYSTEM



Stages of resolution of dispute through ODR?