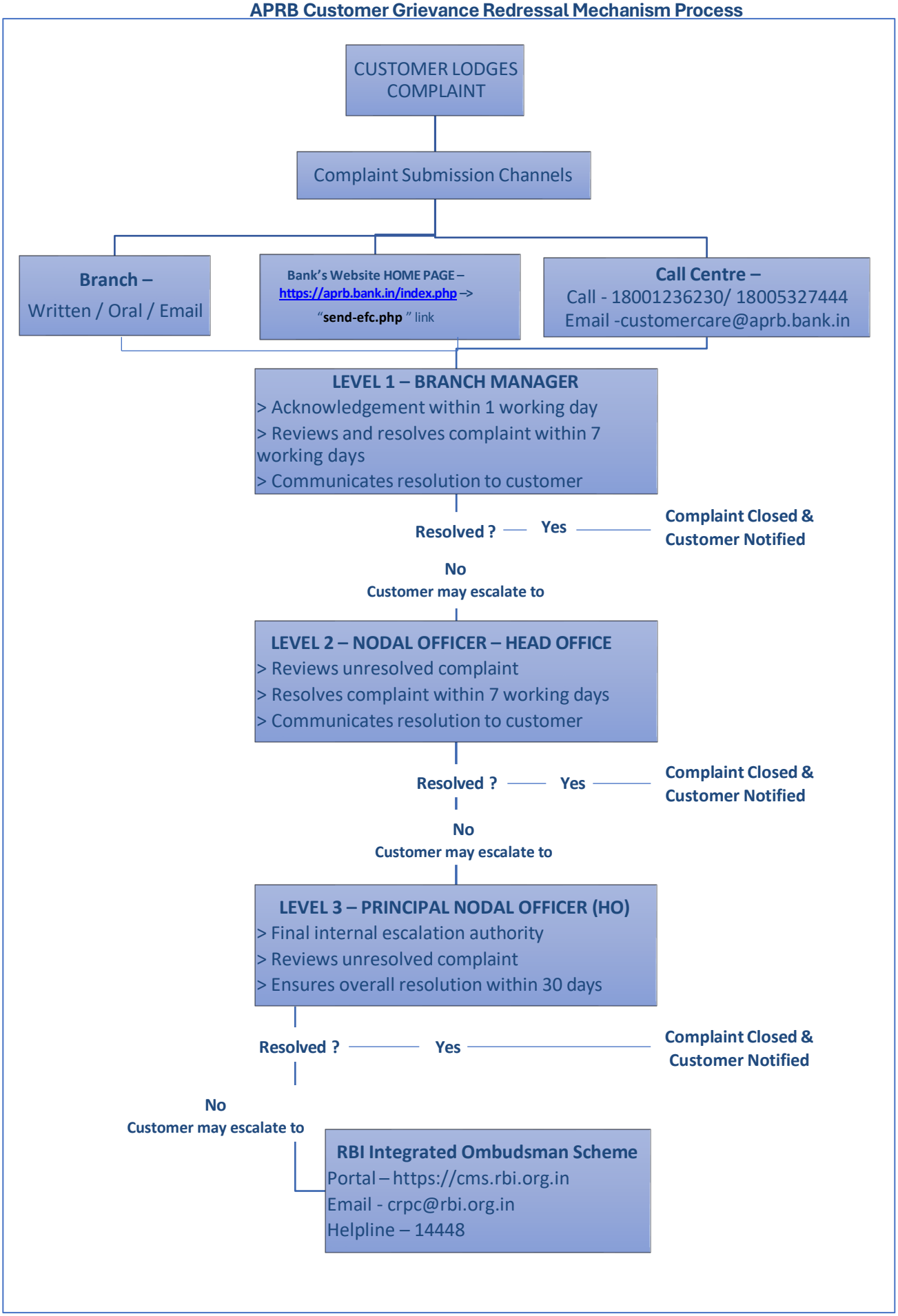APRB Customer Grievance Redressal Mechanism Process