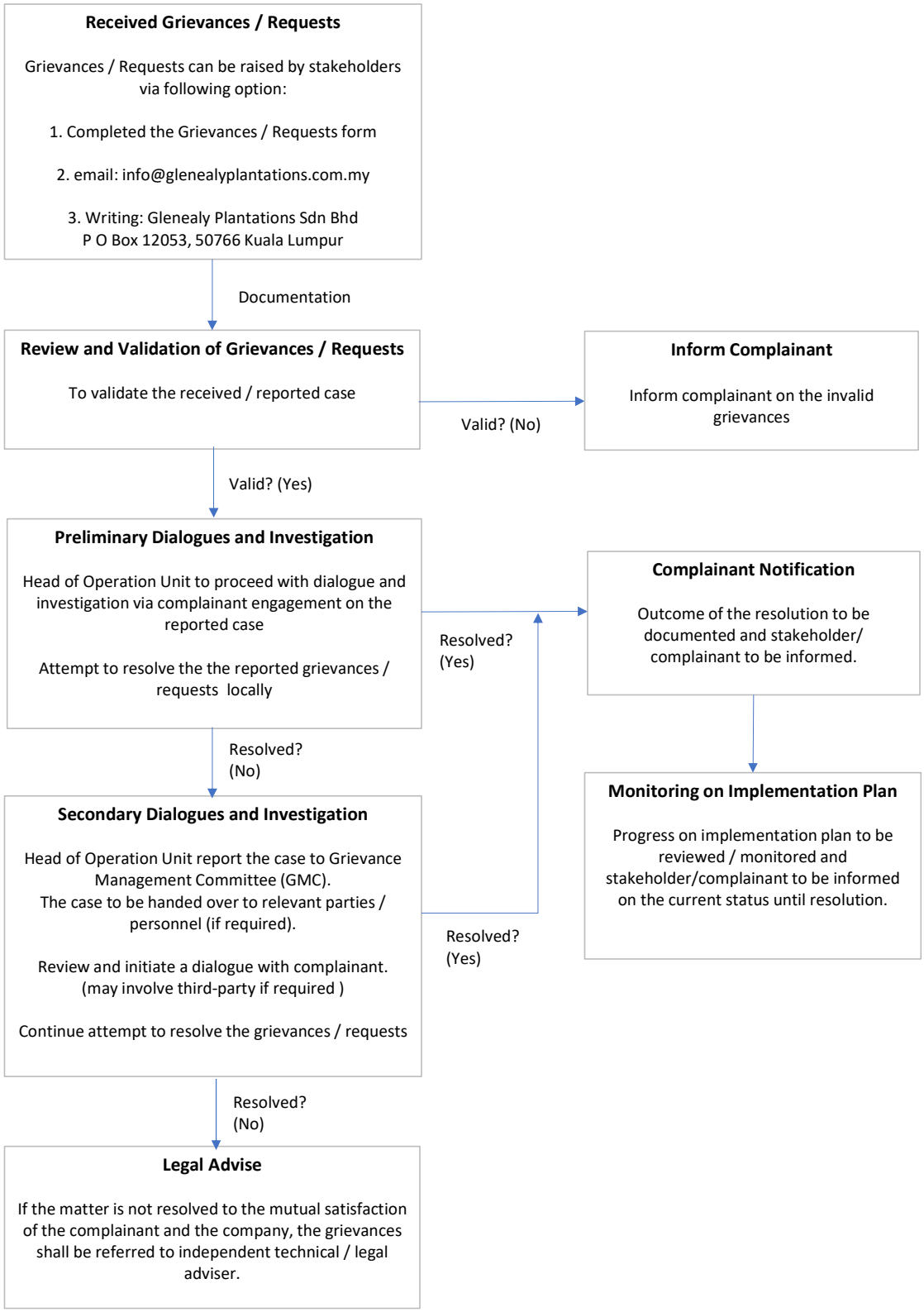GPSB Grievances / Requests Handling Process Flow