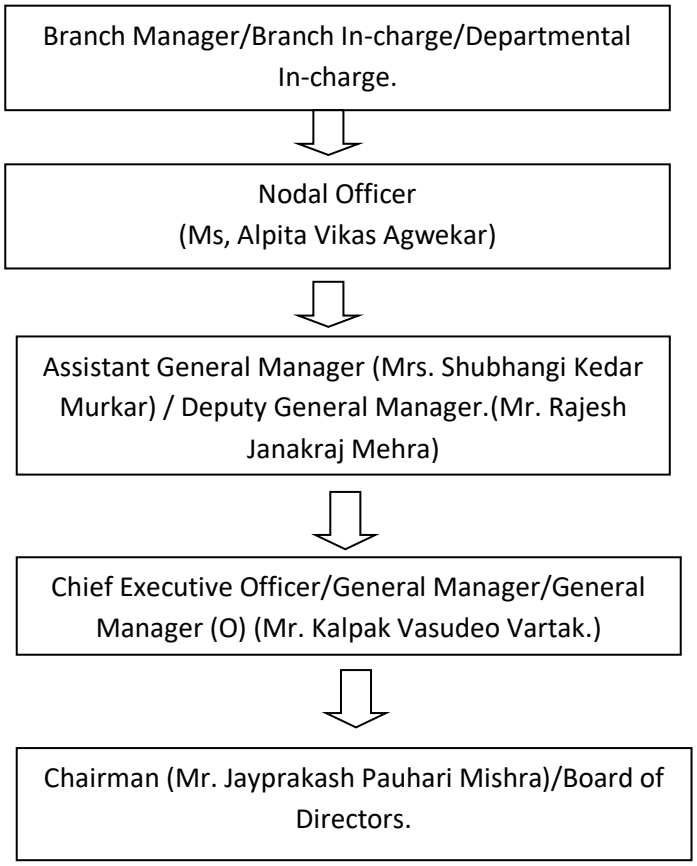Escalation Metrix authorities for Complaint /Grievance Redressal, shall be as follows :