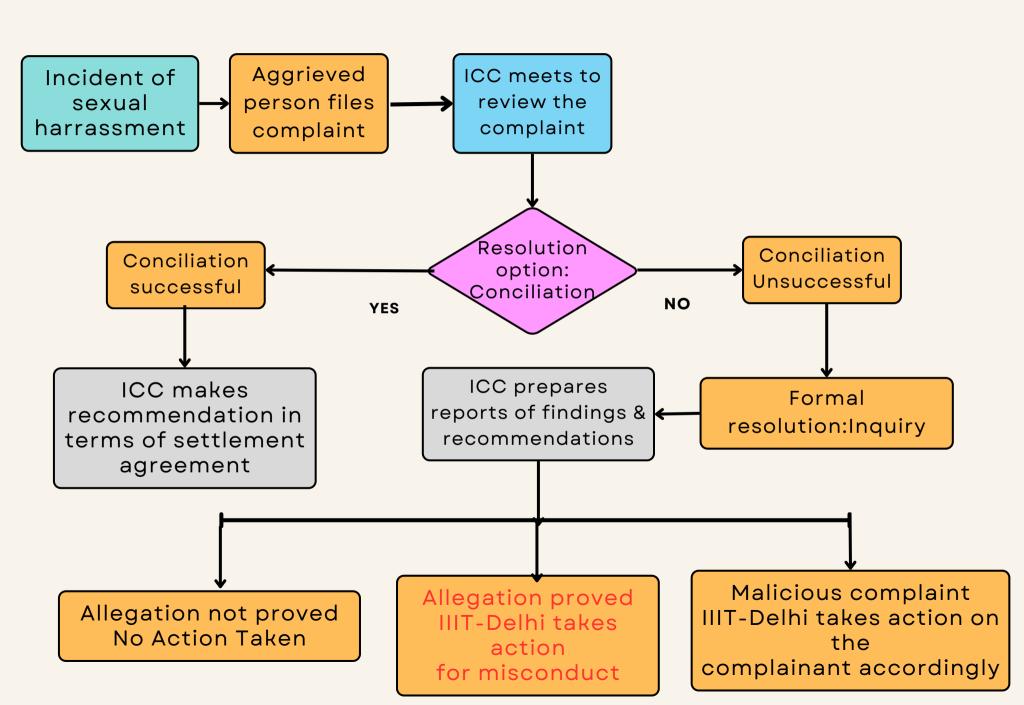
Grievance Redressal Procedure



ICC Process Timelines

Day O Day 1-7 Day 8-90 Day 90-100 Complaint Submission Received of the report Completion Notice to the (within 3 to the respondent of inquiry months of Director the incident) Complaint Notice Inquiry Recommendations

Implementation of the recommendations (within 60 days since recommendations)

Appeal (within 90 days of the recommendation ns)

Implementation

Appeal