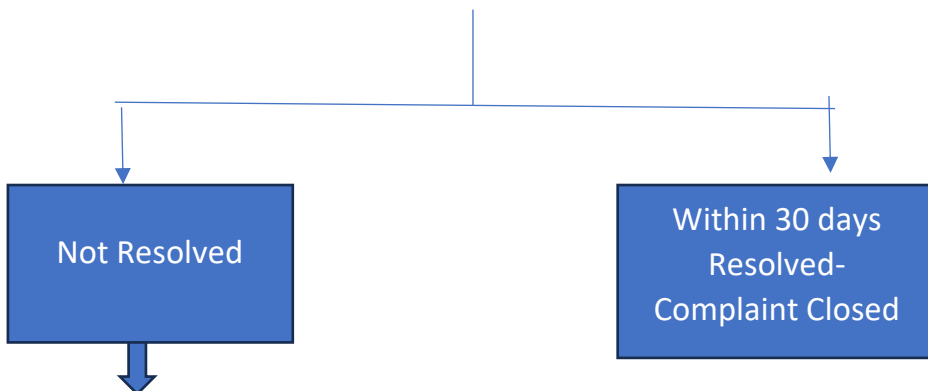


FLOW CHART-GRIEVANCE REDRESSAL IN HUDCO

Lodging of complaints (in person or by post or by Email)



Level 1
(Level 1 officer of Regional Offices as per Escalation Matrix)
Acknowledgment within 7 days



Level 2
Regional Chief(s)

