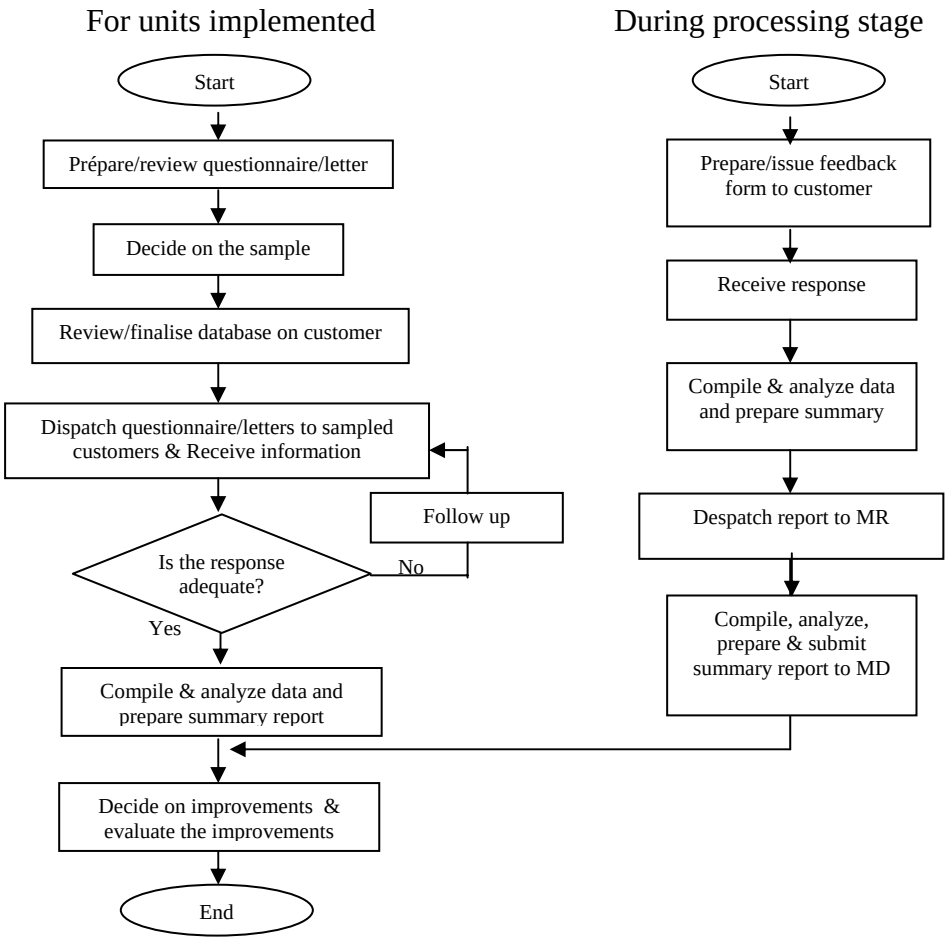
Annexure-3.8

PROCESS FLOW CHART FOR MONITORING OF CUSTOMER PERCEPTION