

2.3.4 Work Flow Diagram

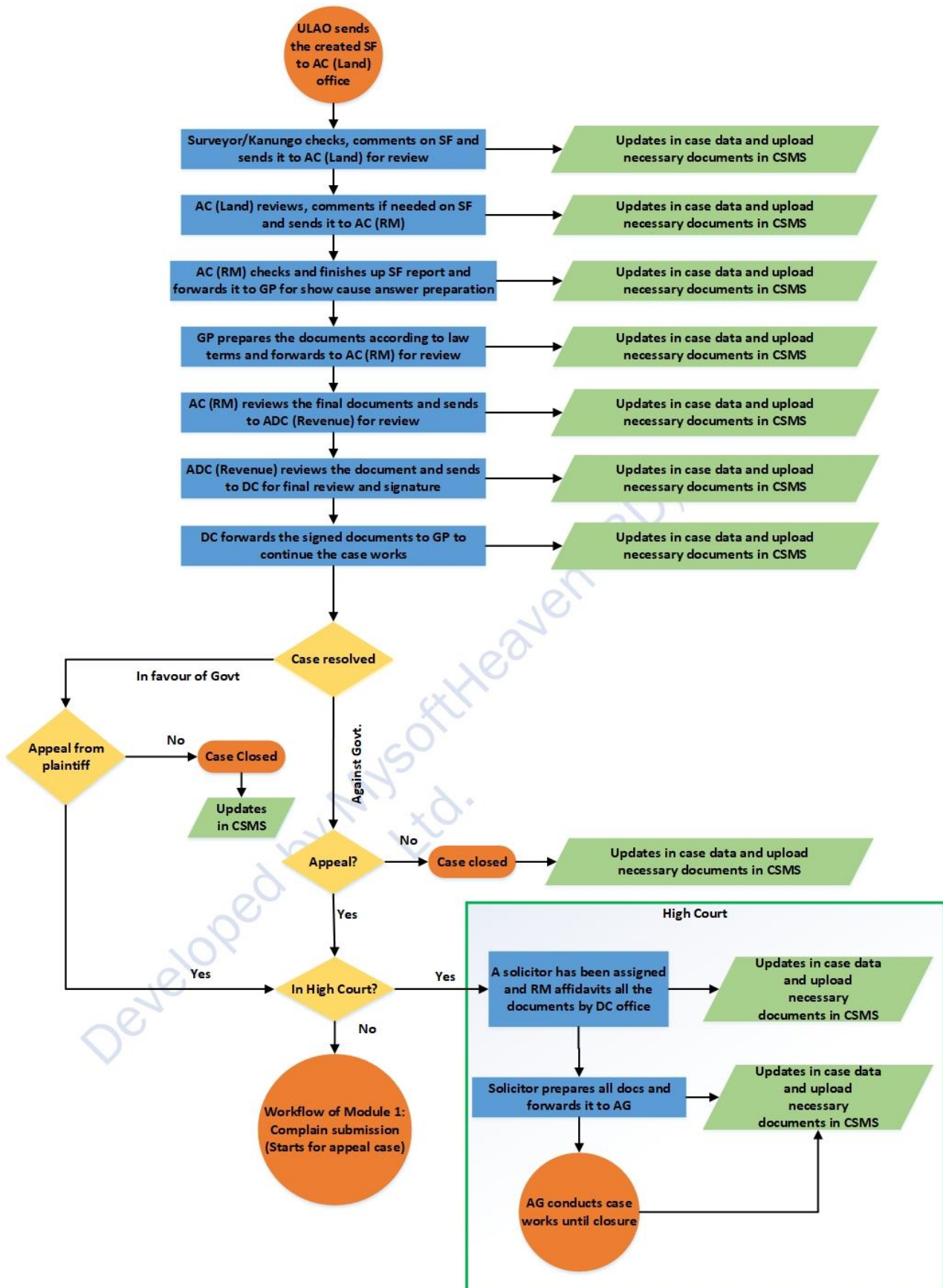


Figure 3: Work flow diagram of Complain processing and reporting module