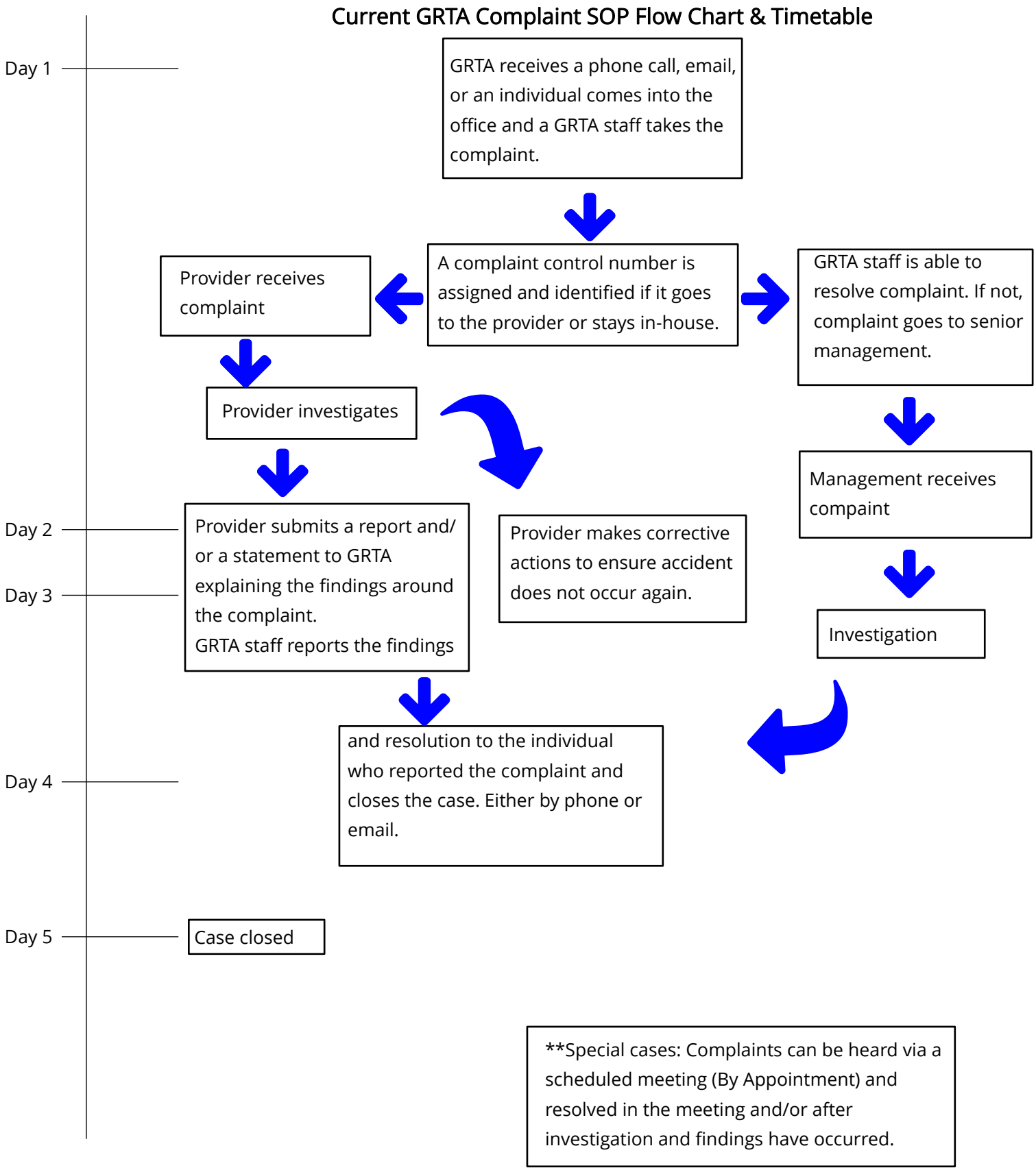Current GRTA Complaint SOP Flow Chart & Timetable