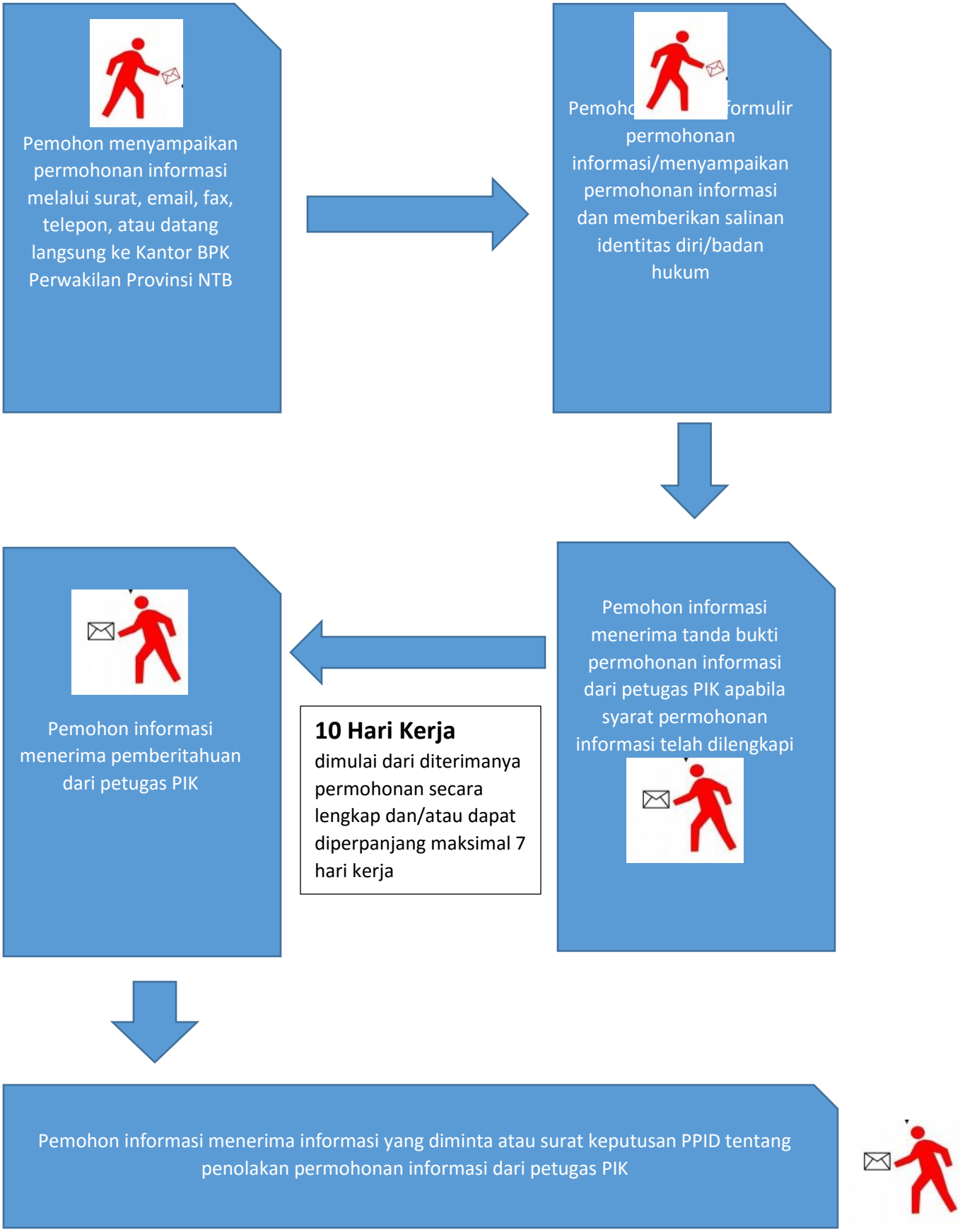ALUR LAYANAN PERMINTAAN INFORMASI