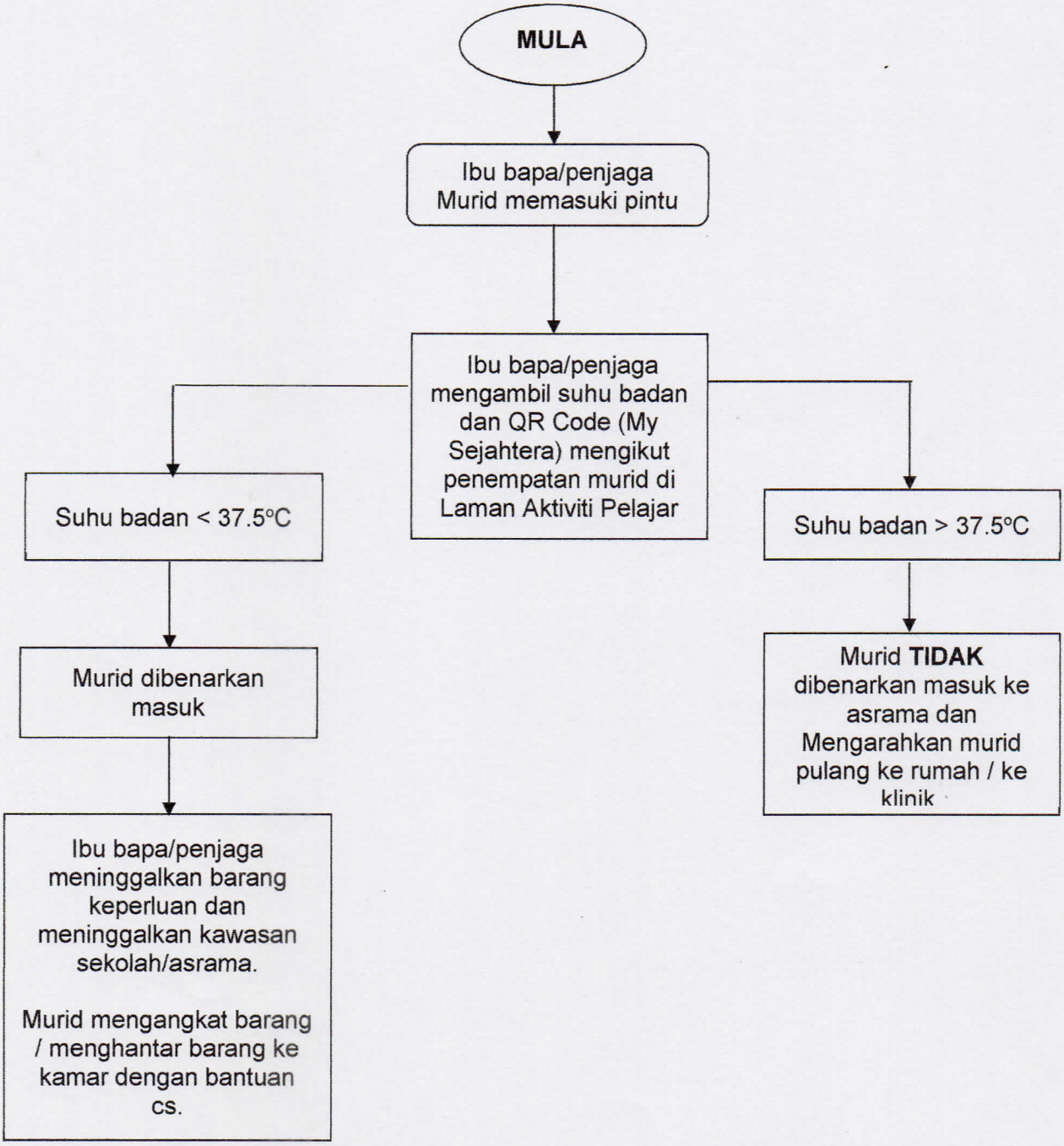CARTA ALIR PROSES MELAPOR DIRI