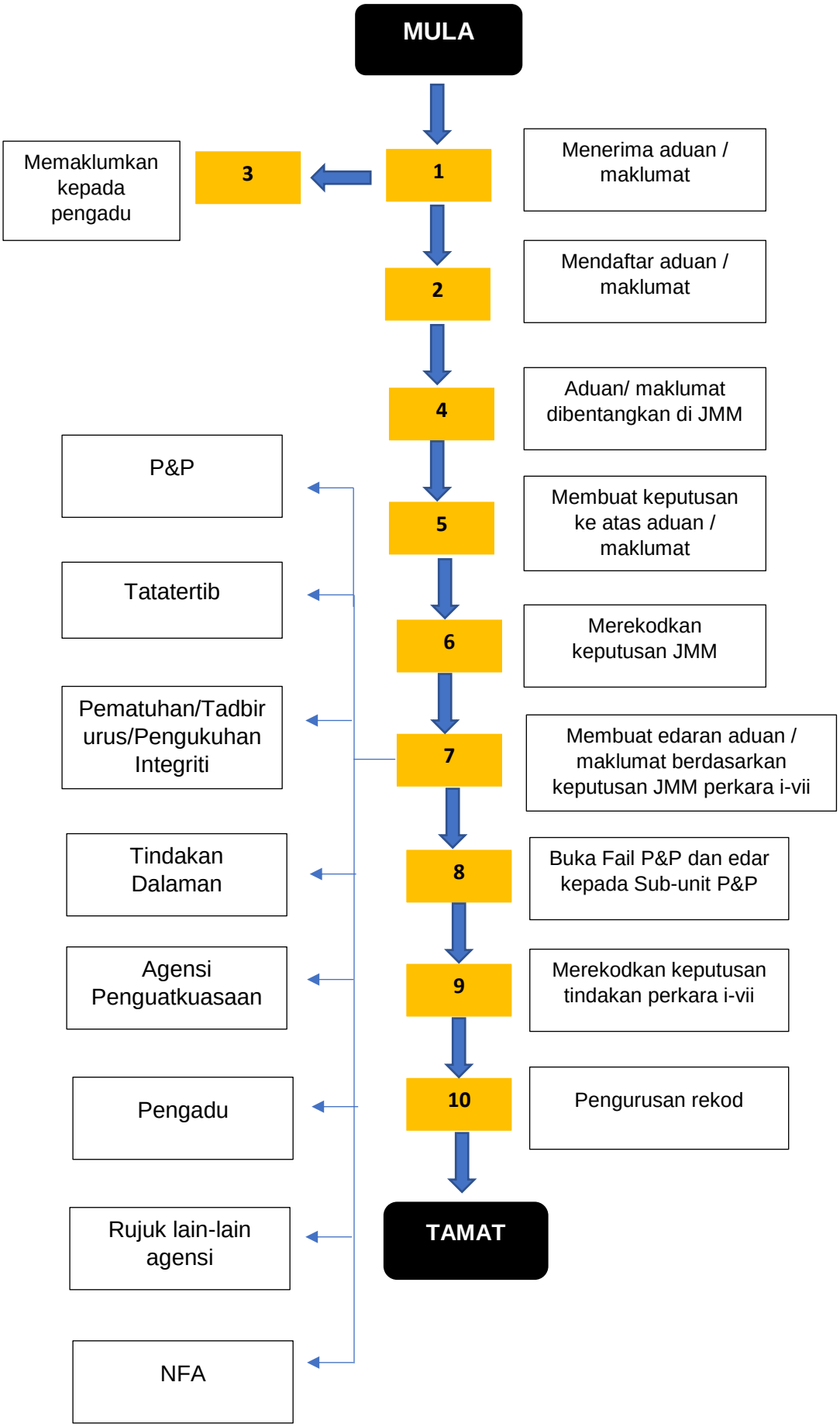CARTA ALIRAN KERJA PELAKSANAAN FUNGSI PENGURUSAN ADUAN