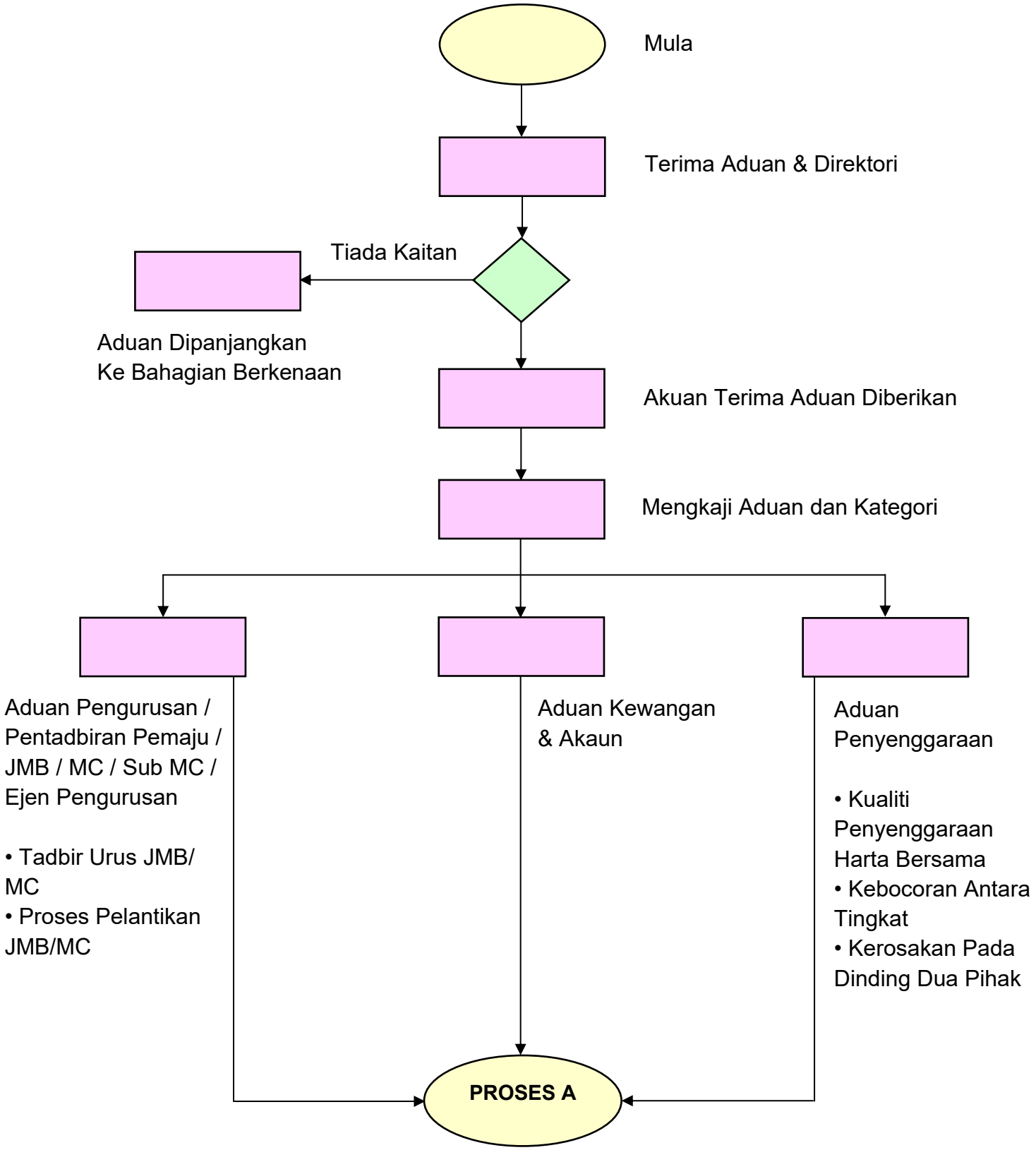CARTA ALIR PENGURUSAN ADUAN (PROSES A)