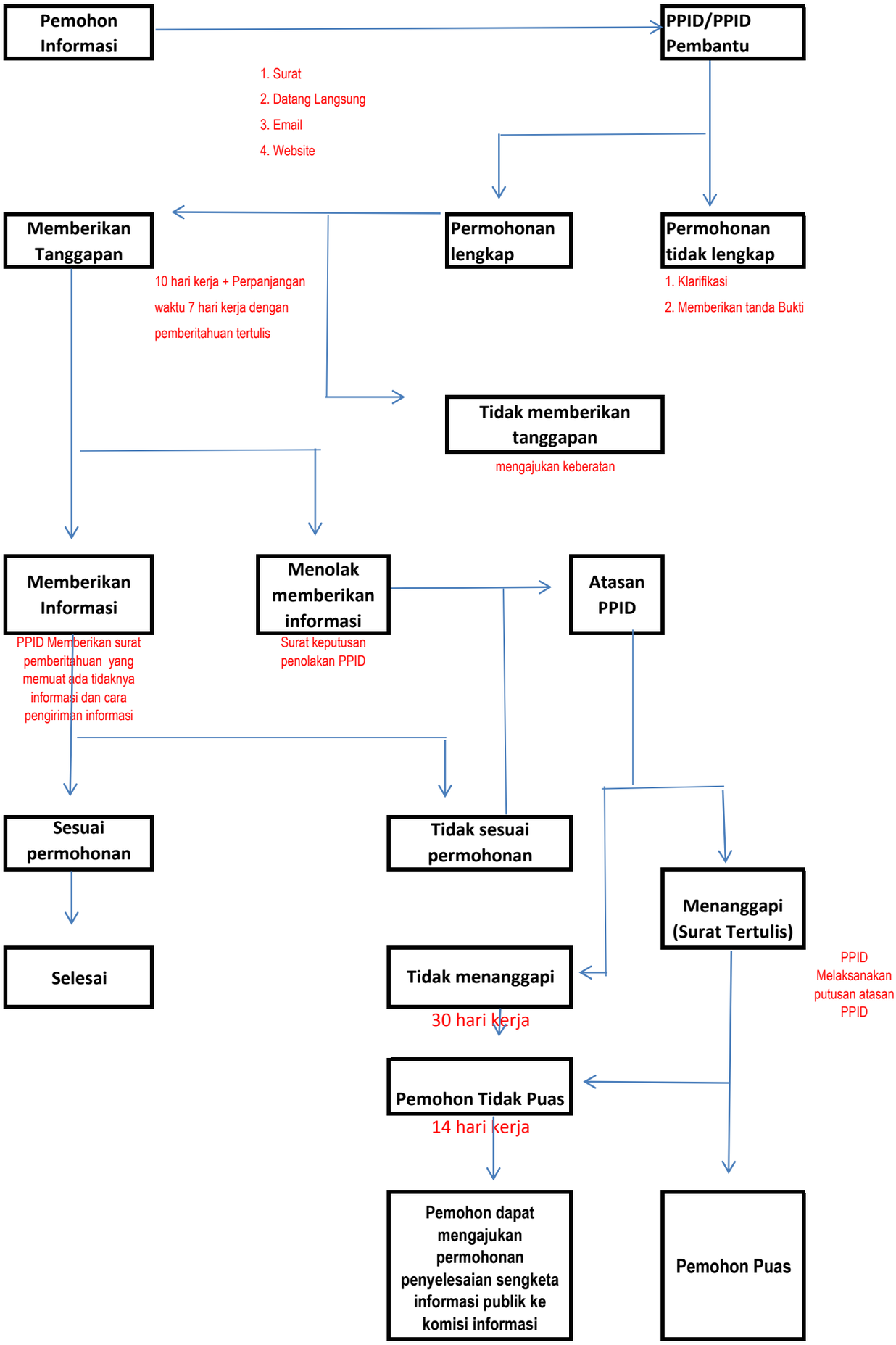ALUR PERMOHONAN INFORMASI