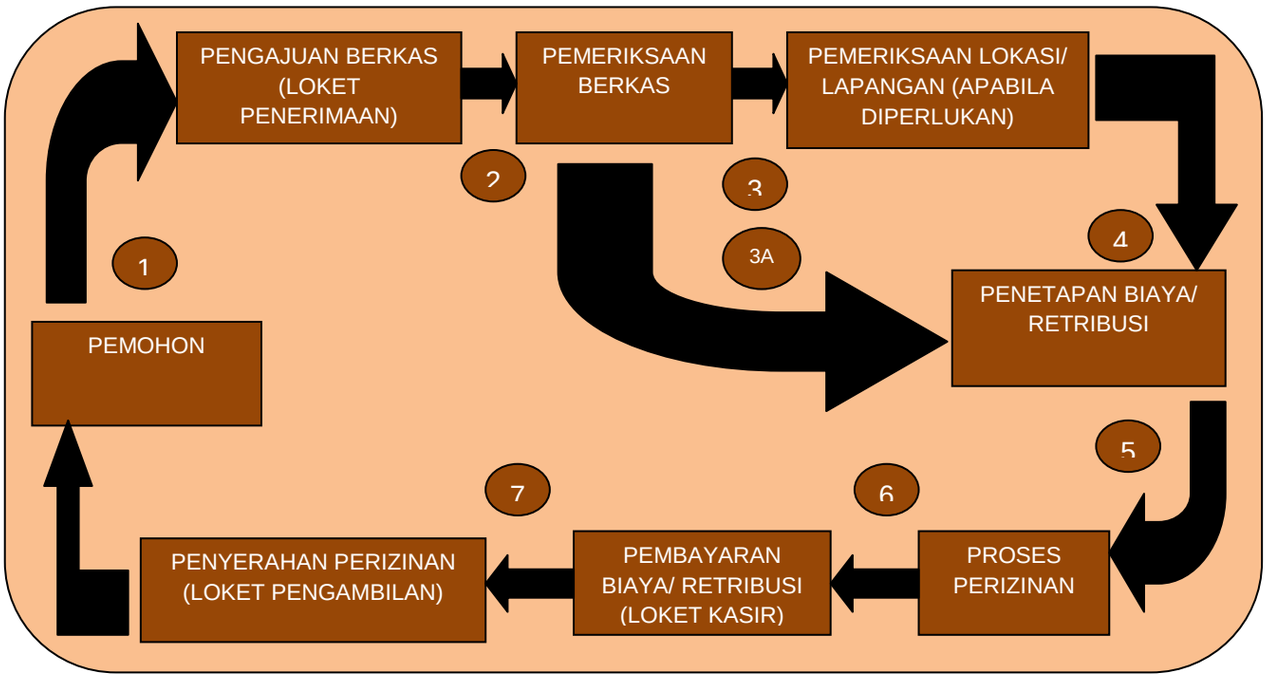PROSEDUR PELAYANAN PERIZINAN