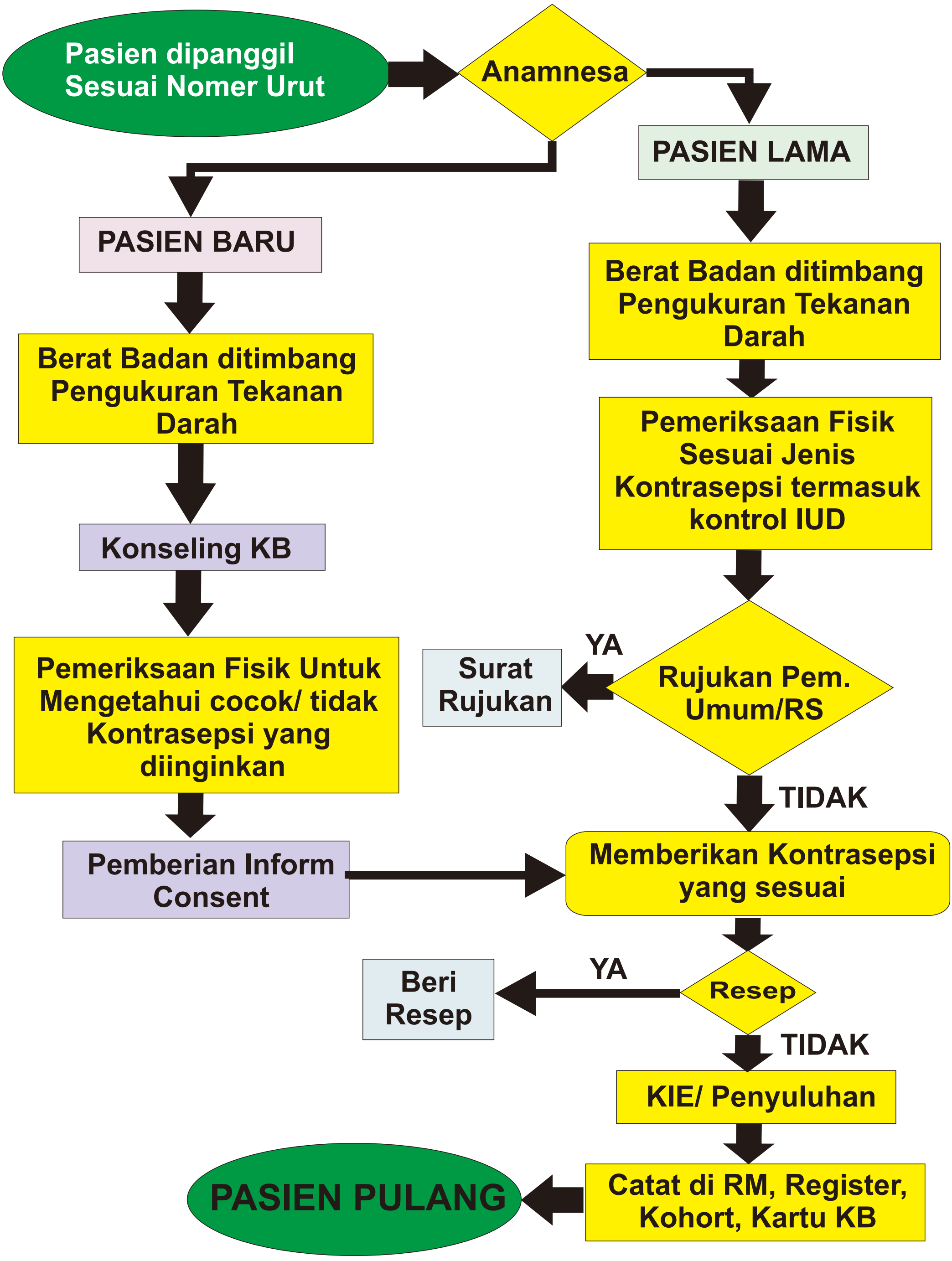ALUR PELAYANAN KB