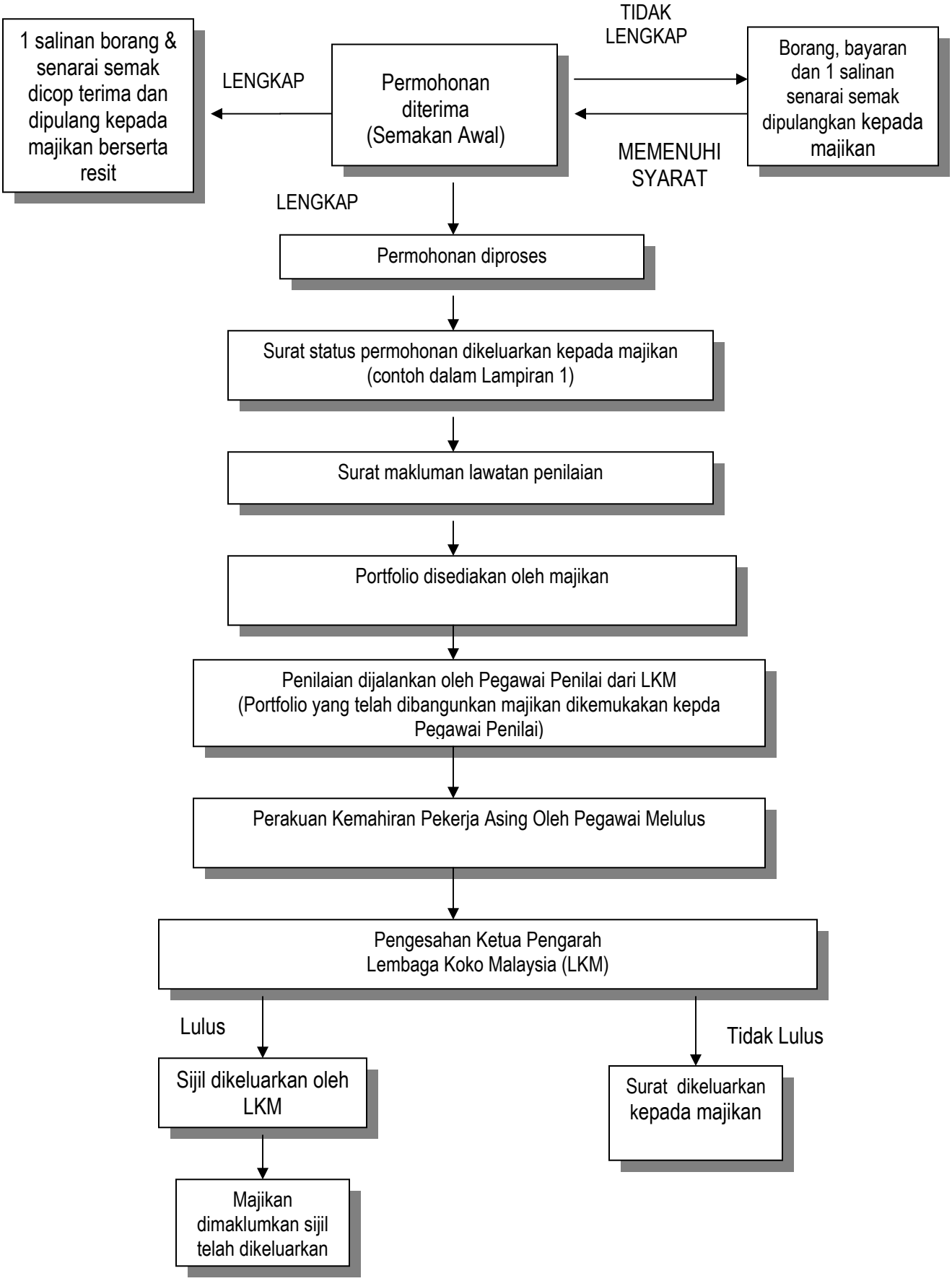7. CARTA ALIR PEMPROSESAN PERMOHONAN