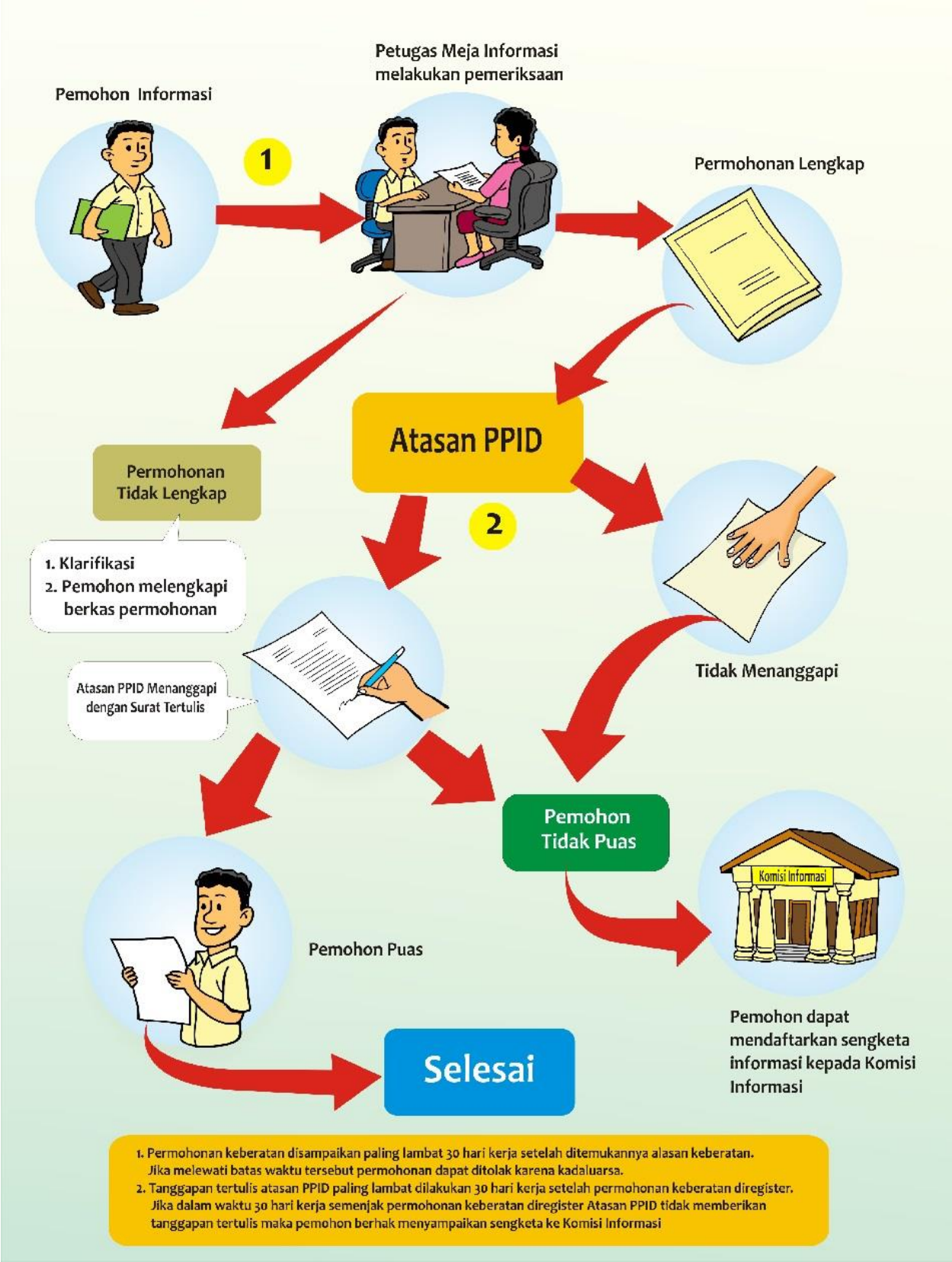TATA CARA PERMOHONAN INFORMASI