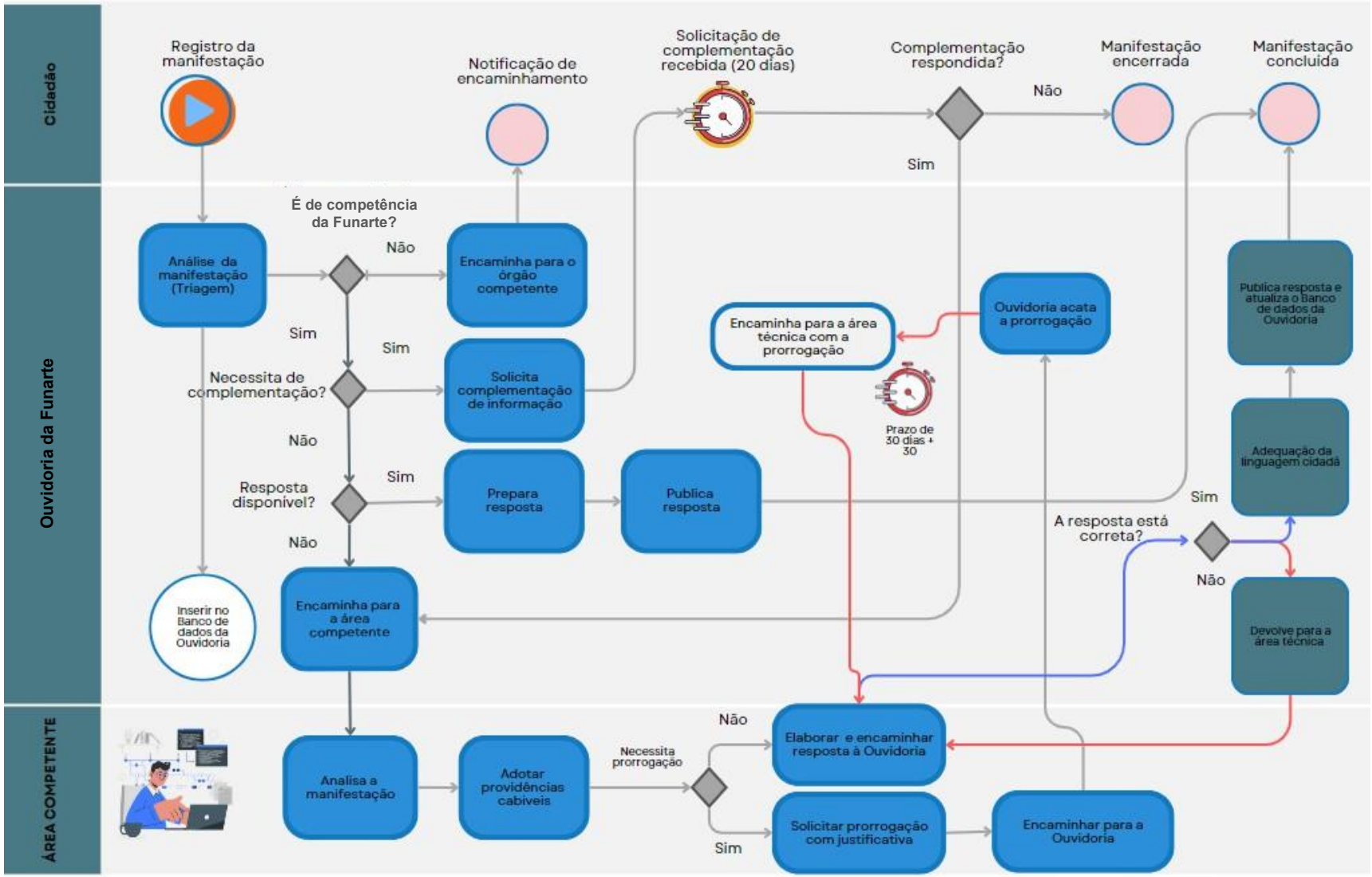Tratamento de Manifestações de Ouvidoria