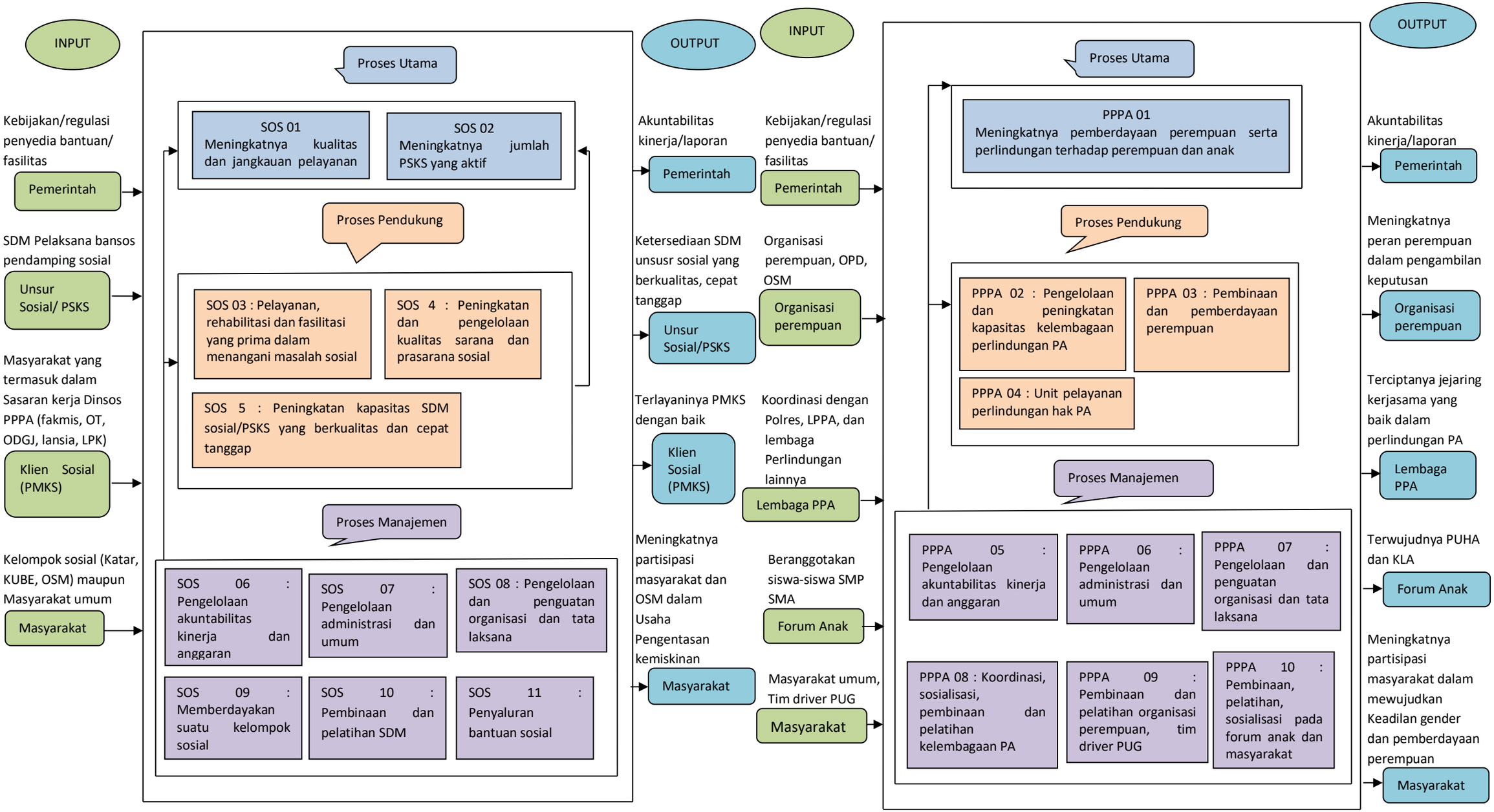PROSES BISNIS DINAS SOSIAL PPPA