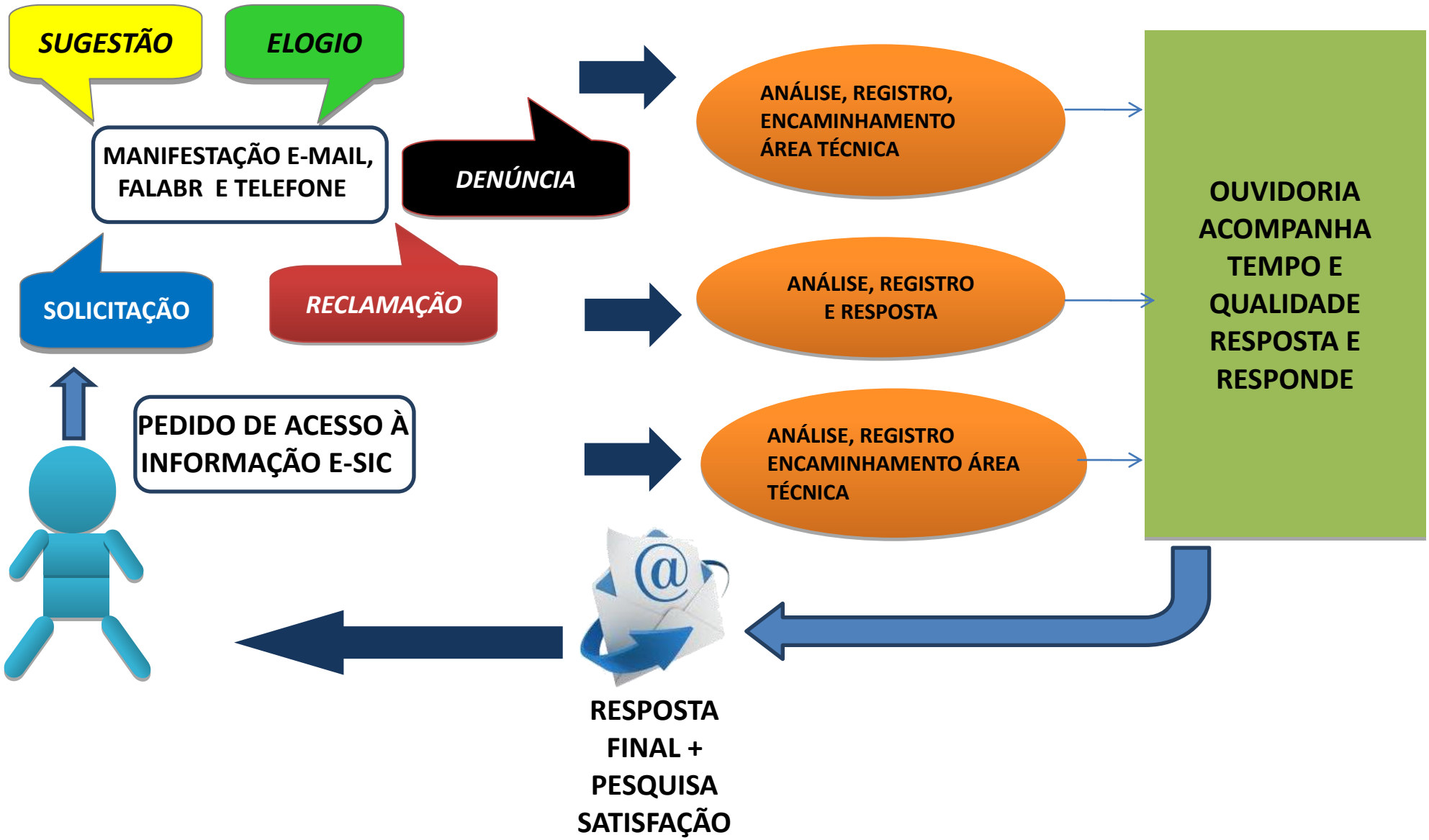FLUXOGRAMA DE ATIVIDADES DA OUVIDORIA