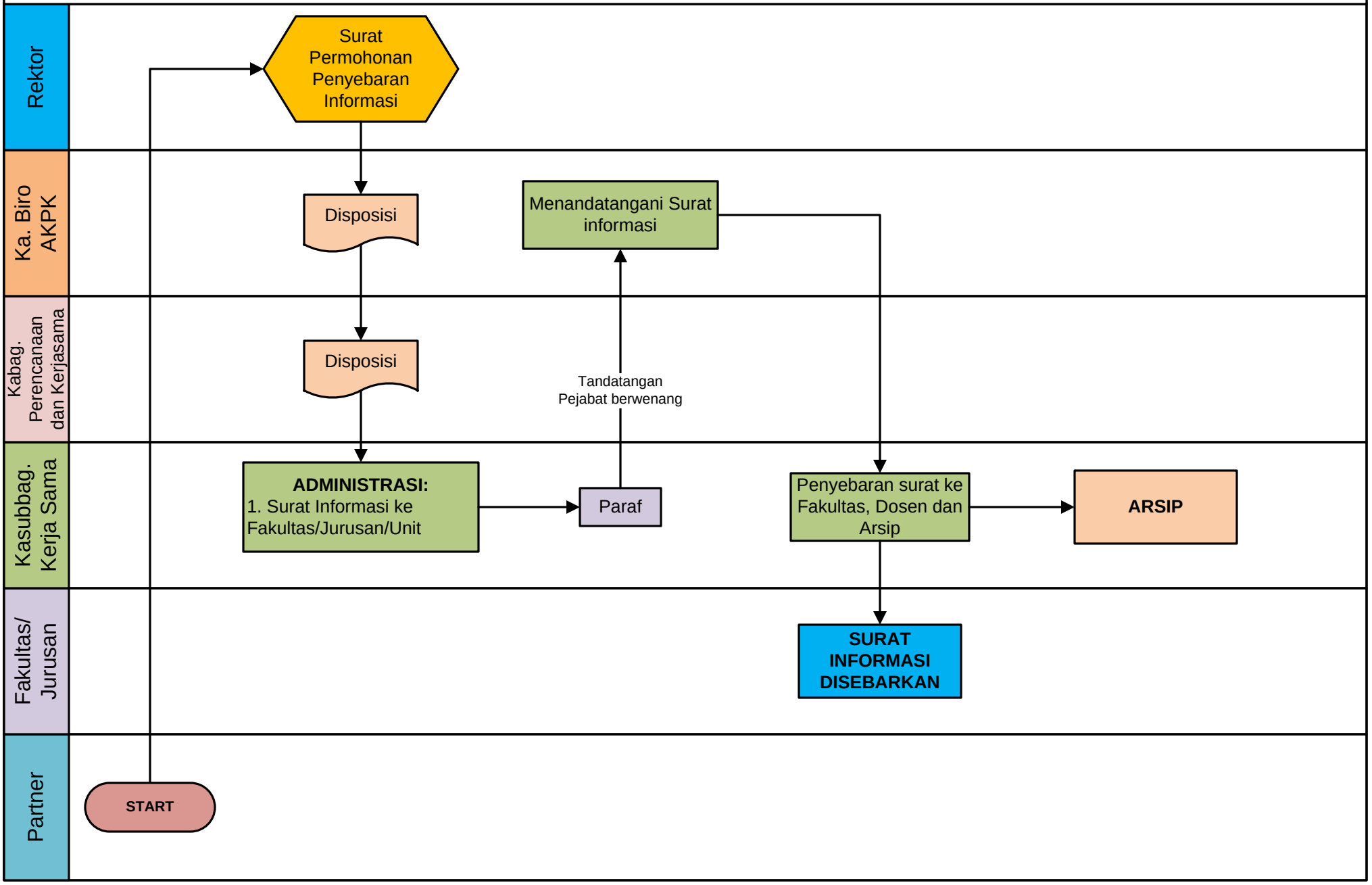SOP PENERBITAN SURAT INFORMASI