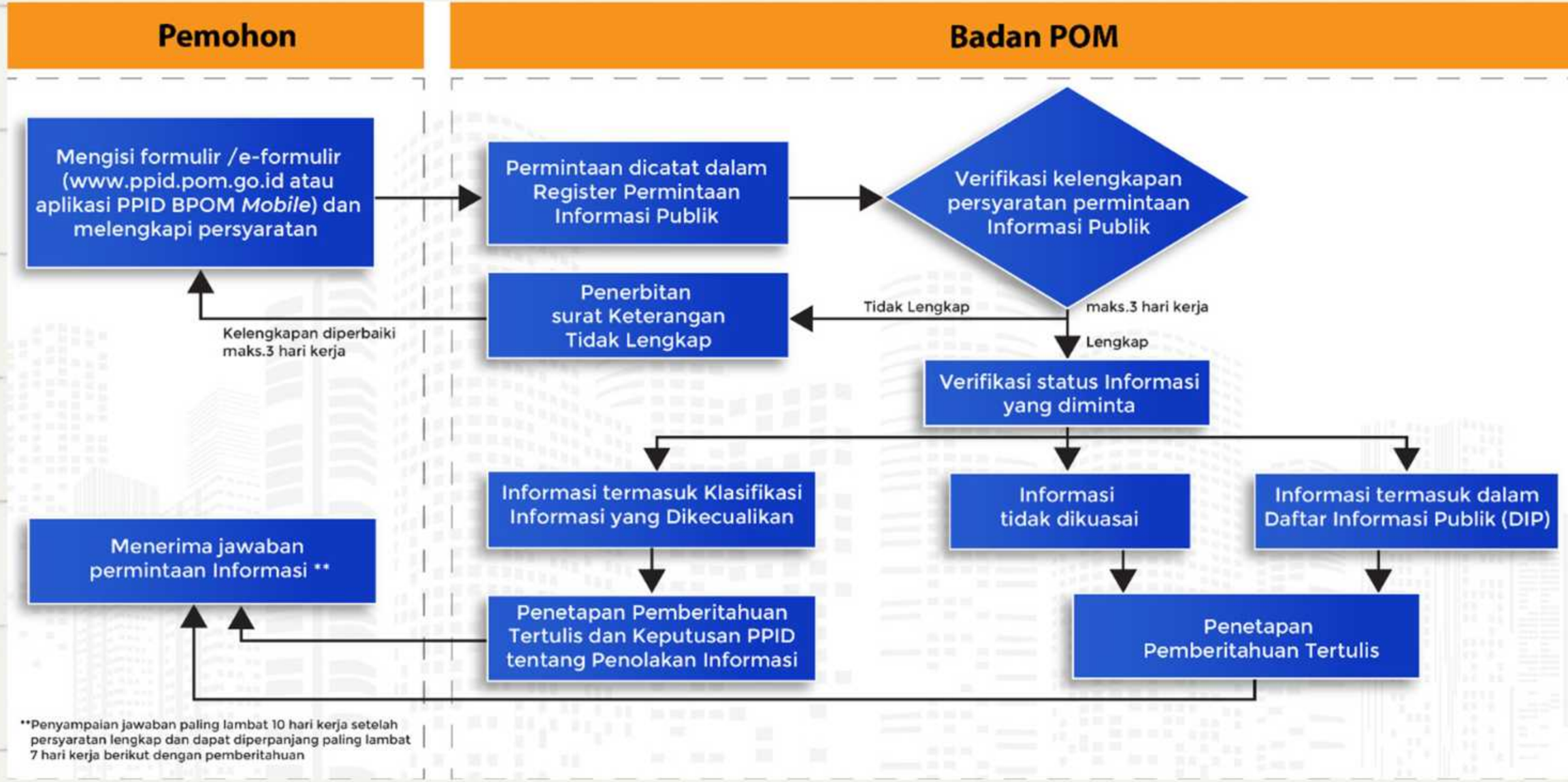ALUR PELAYANAN PERMINTAAN INFORMASI PUBLIK BPOM