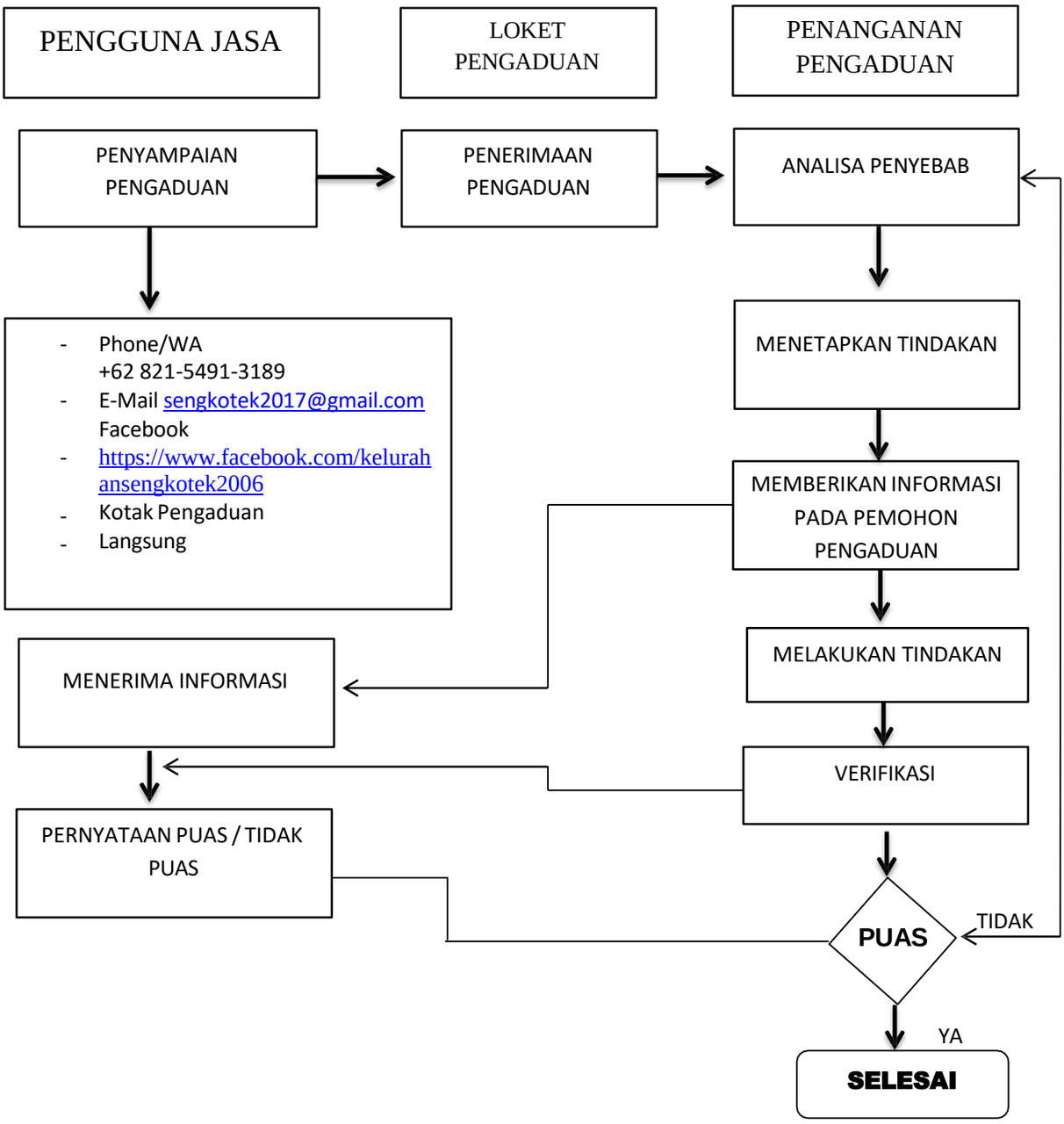ALUR MEKANISME PENGADUAN PELAYANAN KELURAHAN SENGKOTEK