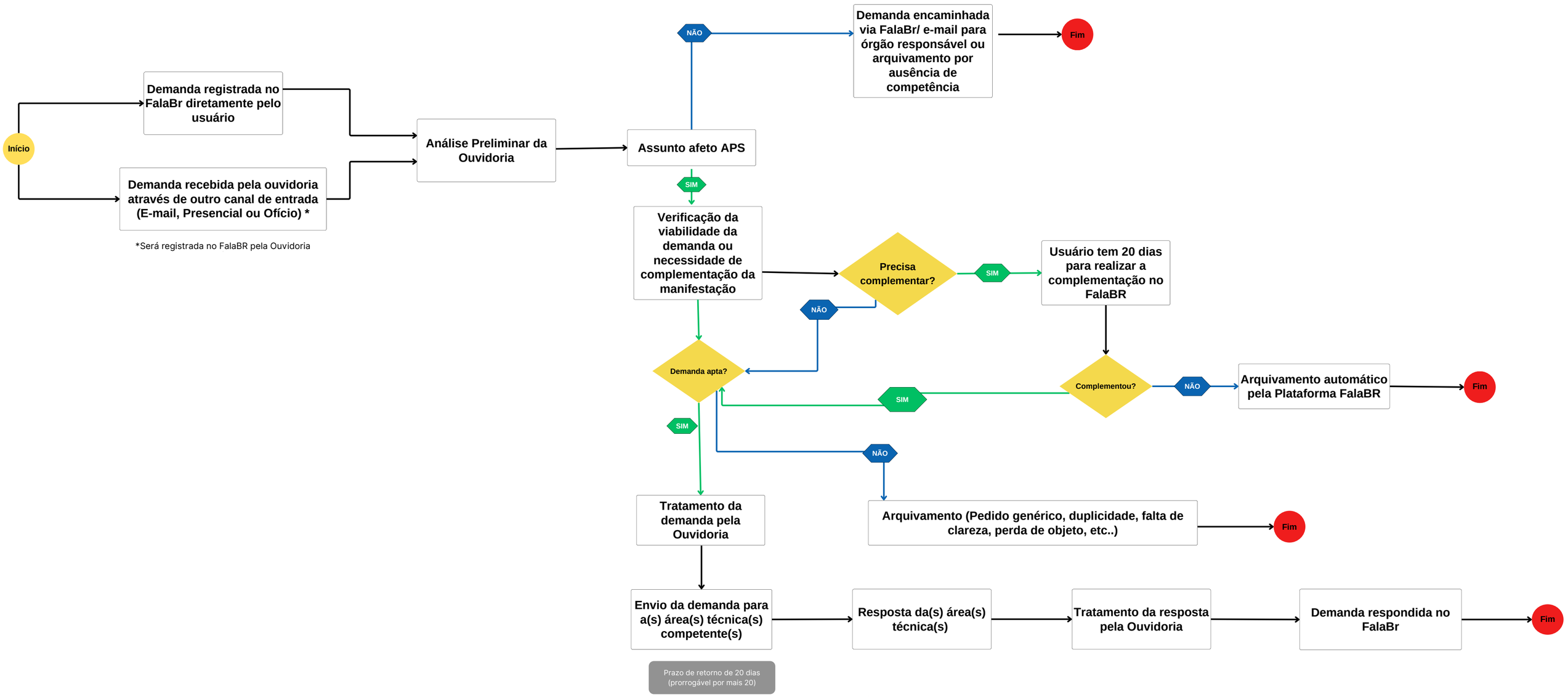Fluxo Manifestações de Ouvidoria