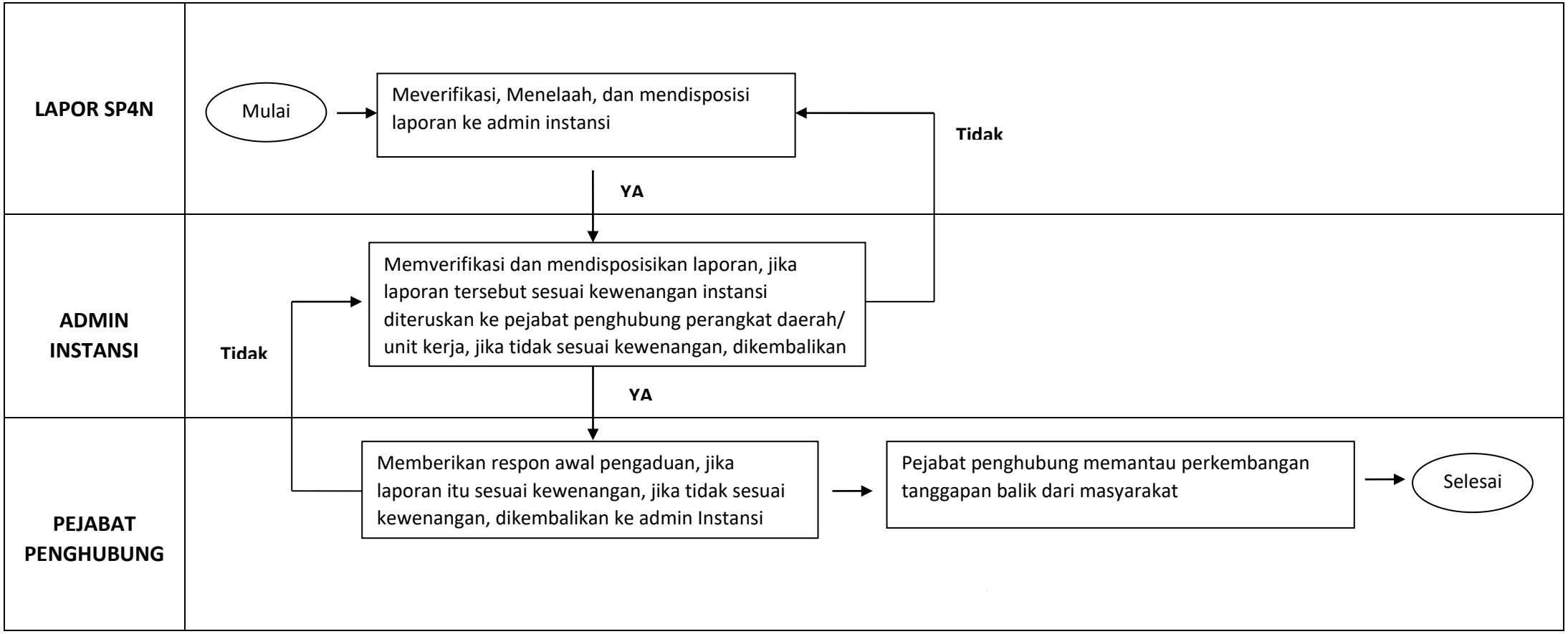STANDAR OPERASIONAL PROSEDUR PENGELOLAAN PENGADUAN PELAYANAN PUBLIK SP4N LAPOR