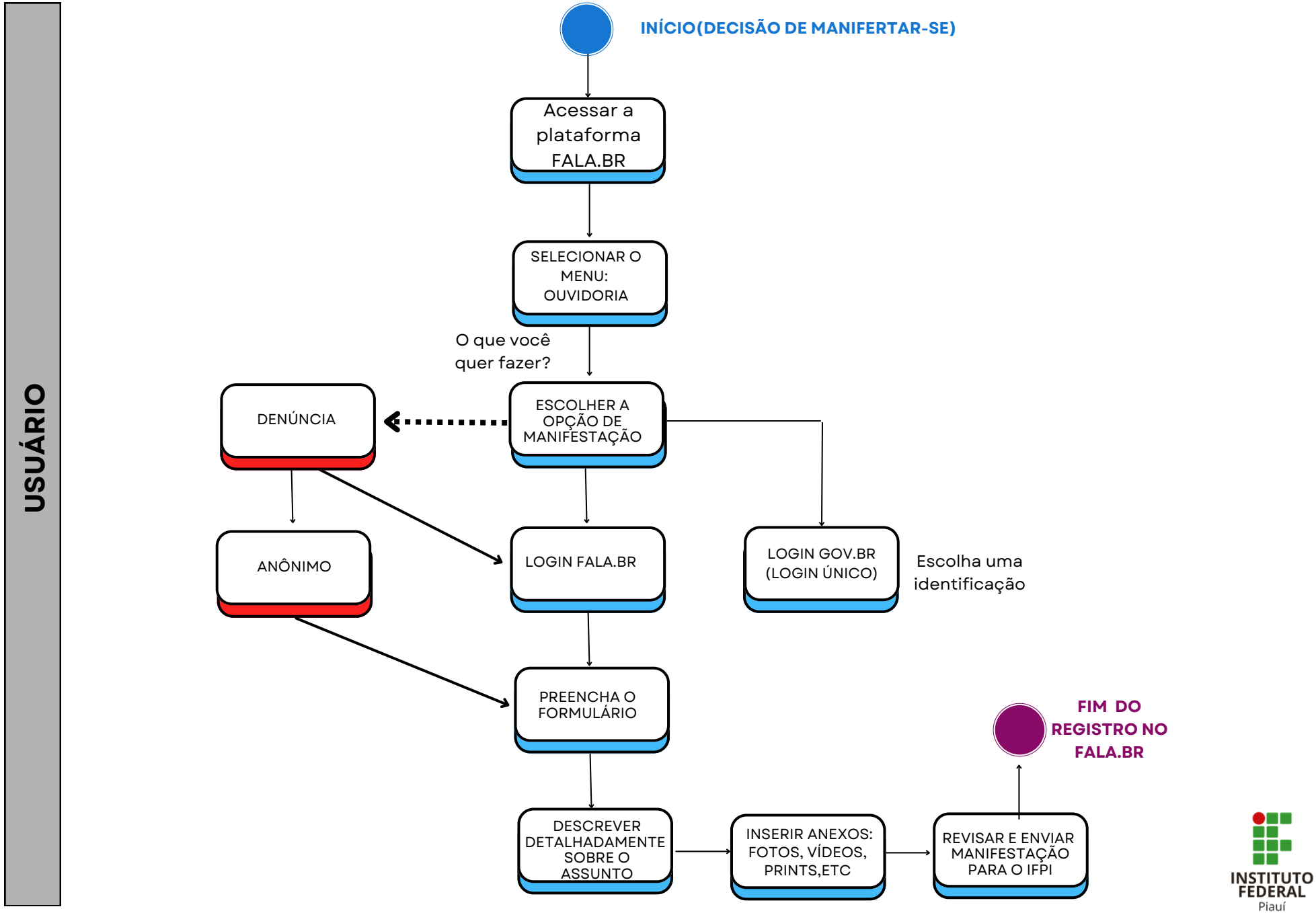OUVIDORIA-GERAL DO IFPI - FLUXOS PARA REGISTRO DA MANIFESTAÇÃO