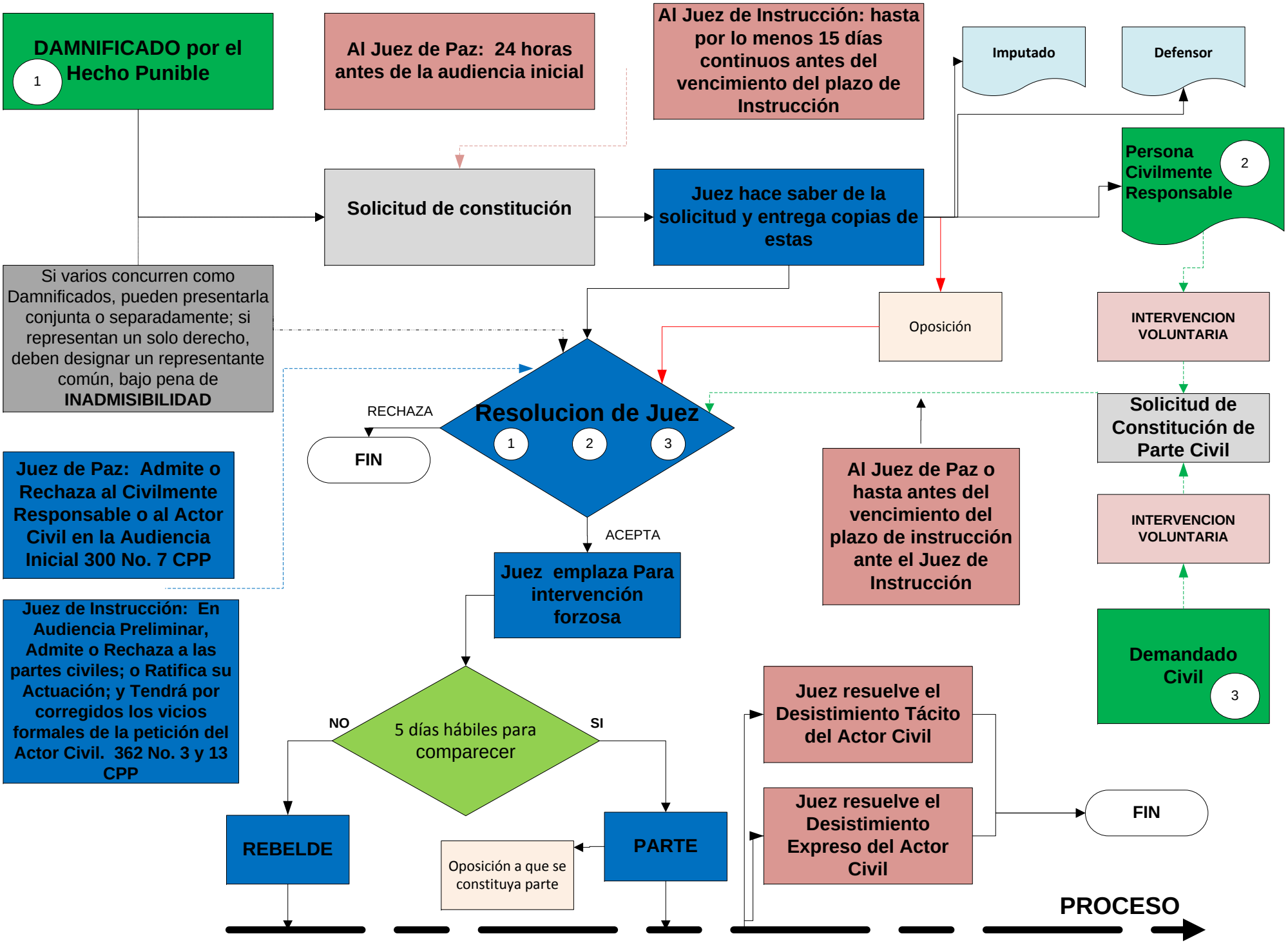FLUJOGRAMA PARTES CIVILES