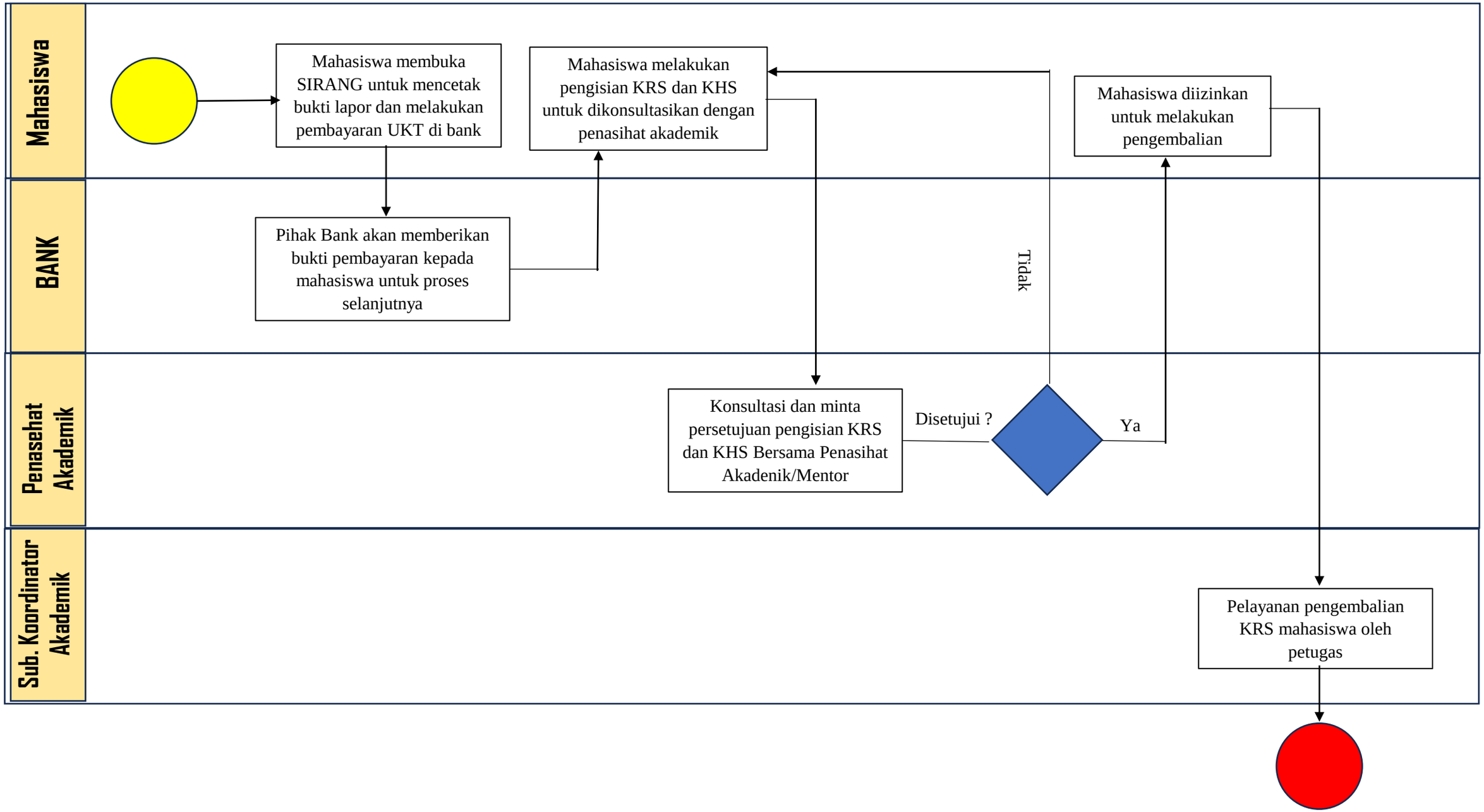SOP PENDAFTARAN ULANG