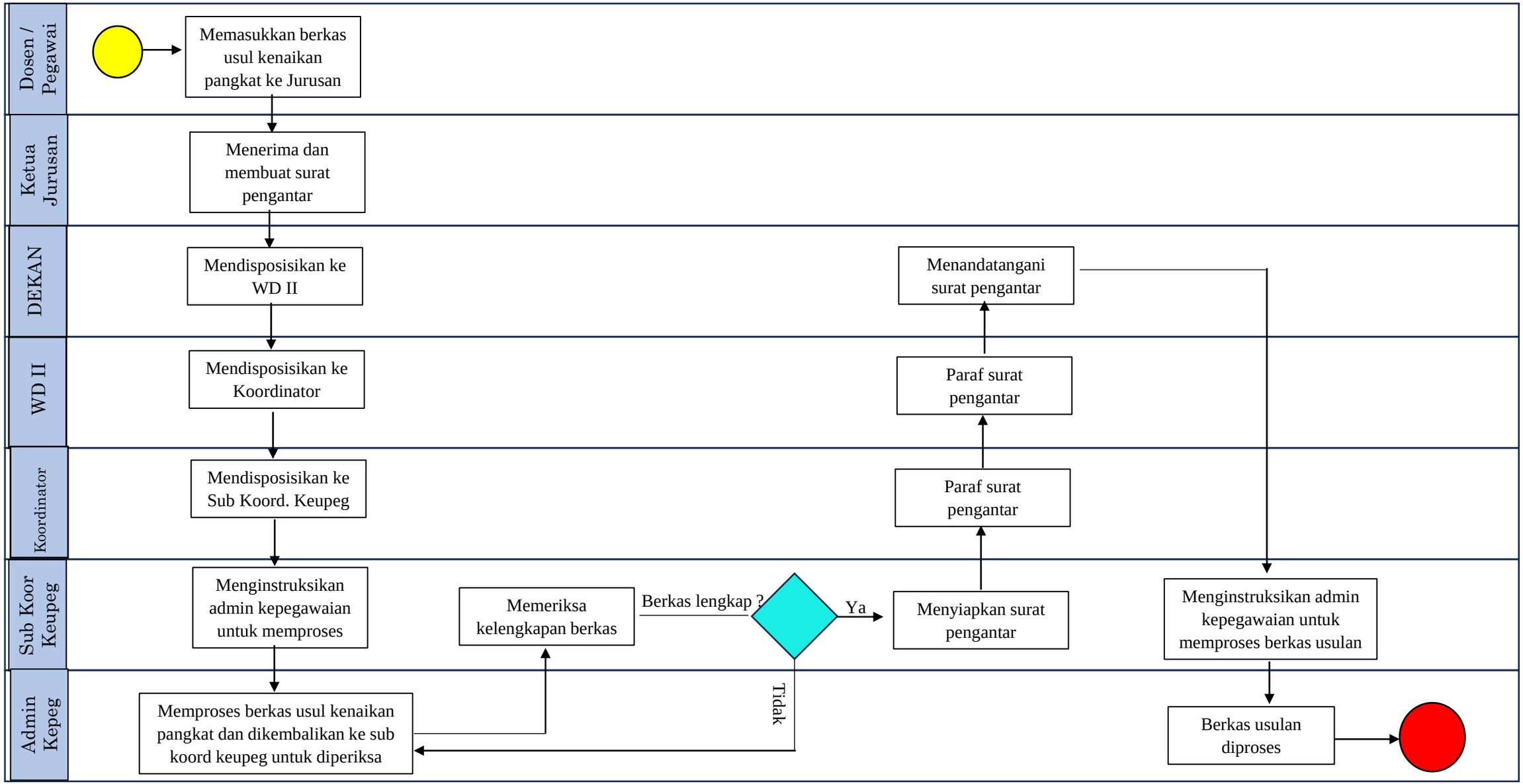SOP USULAN KENAIKAN PANGKAT