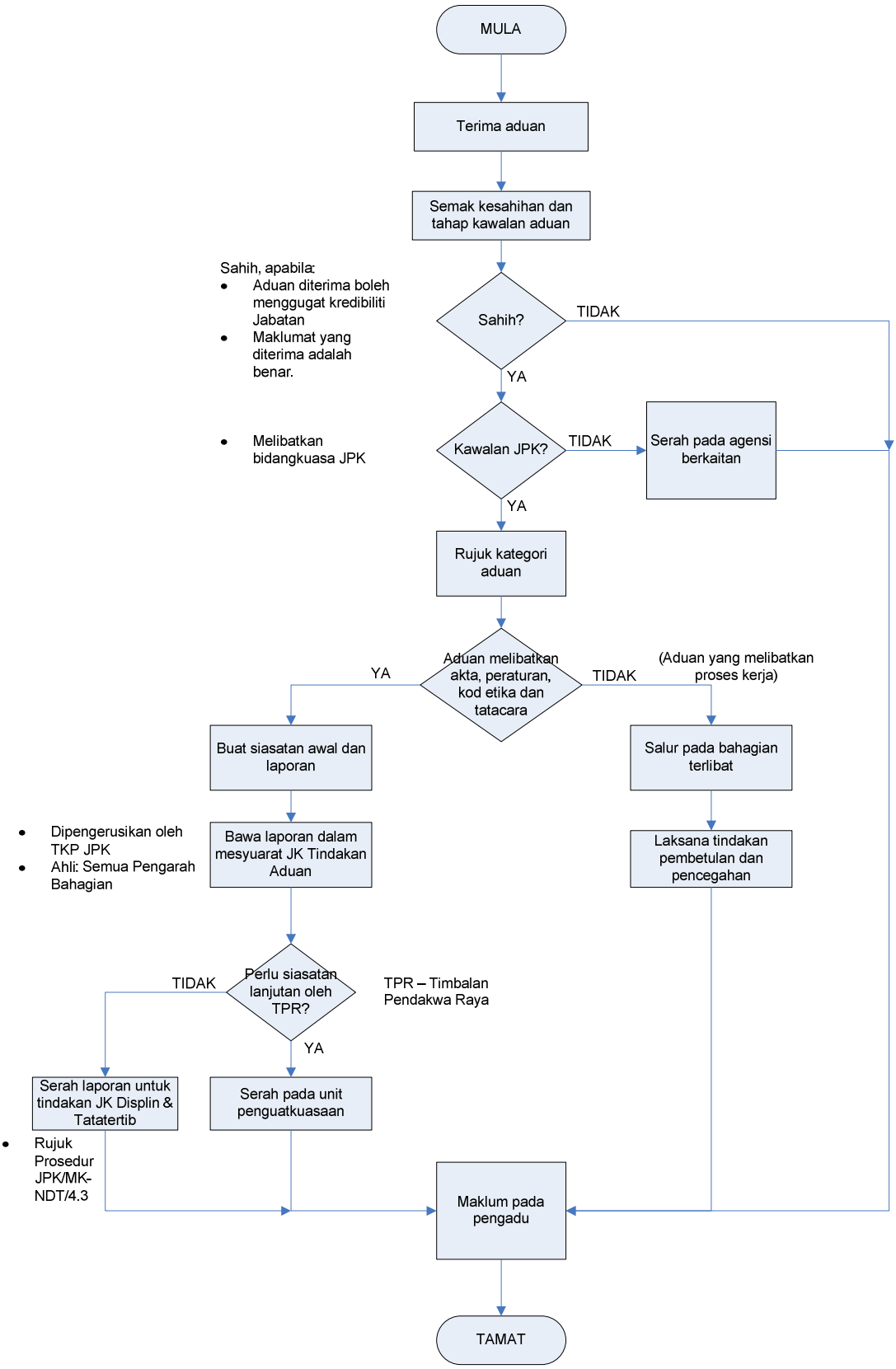Carta Alir Pengurusan Aduan SPKM NDT