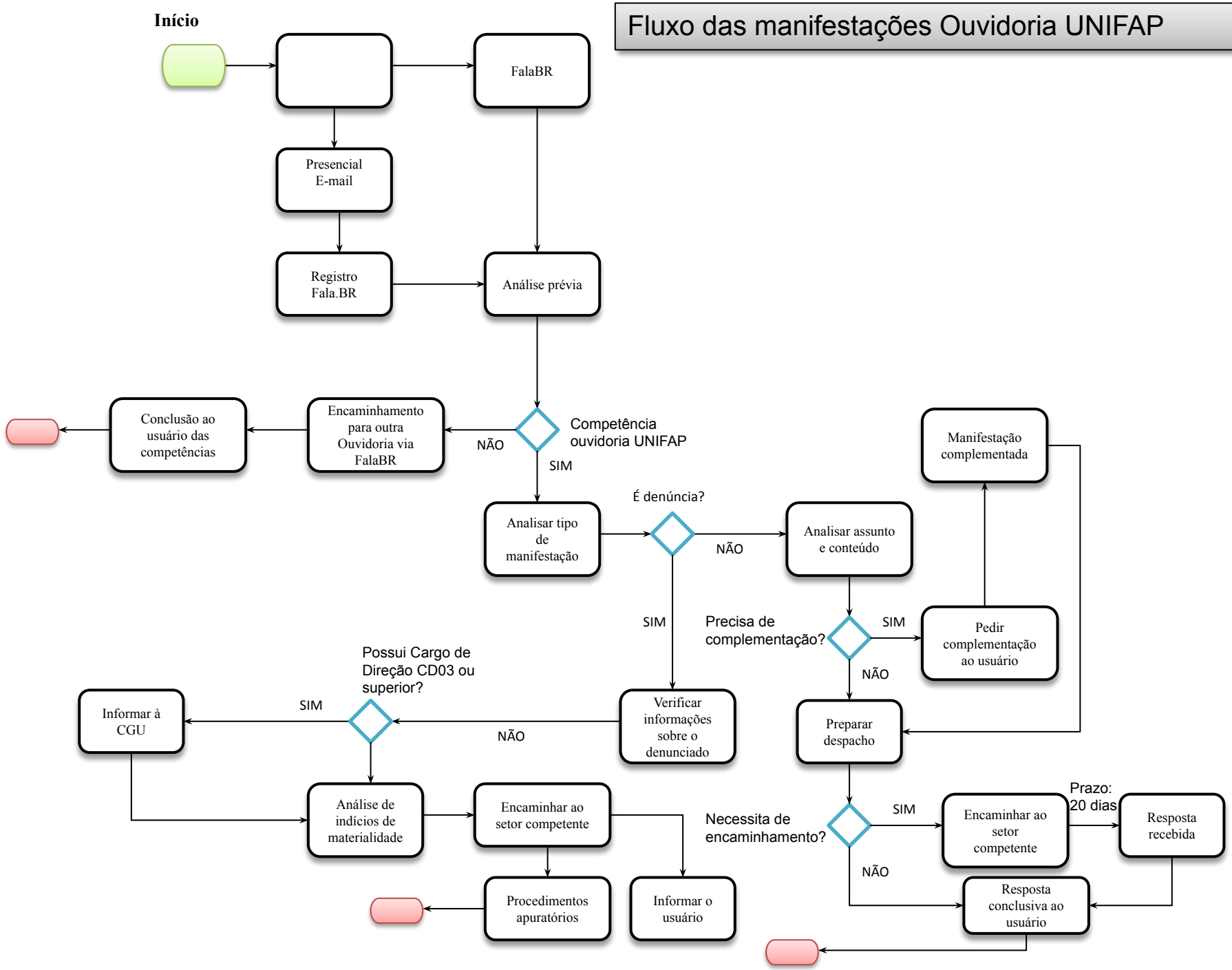Fluxo das manifestações Ouvidoria UNIFAP