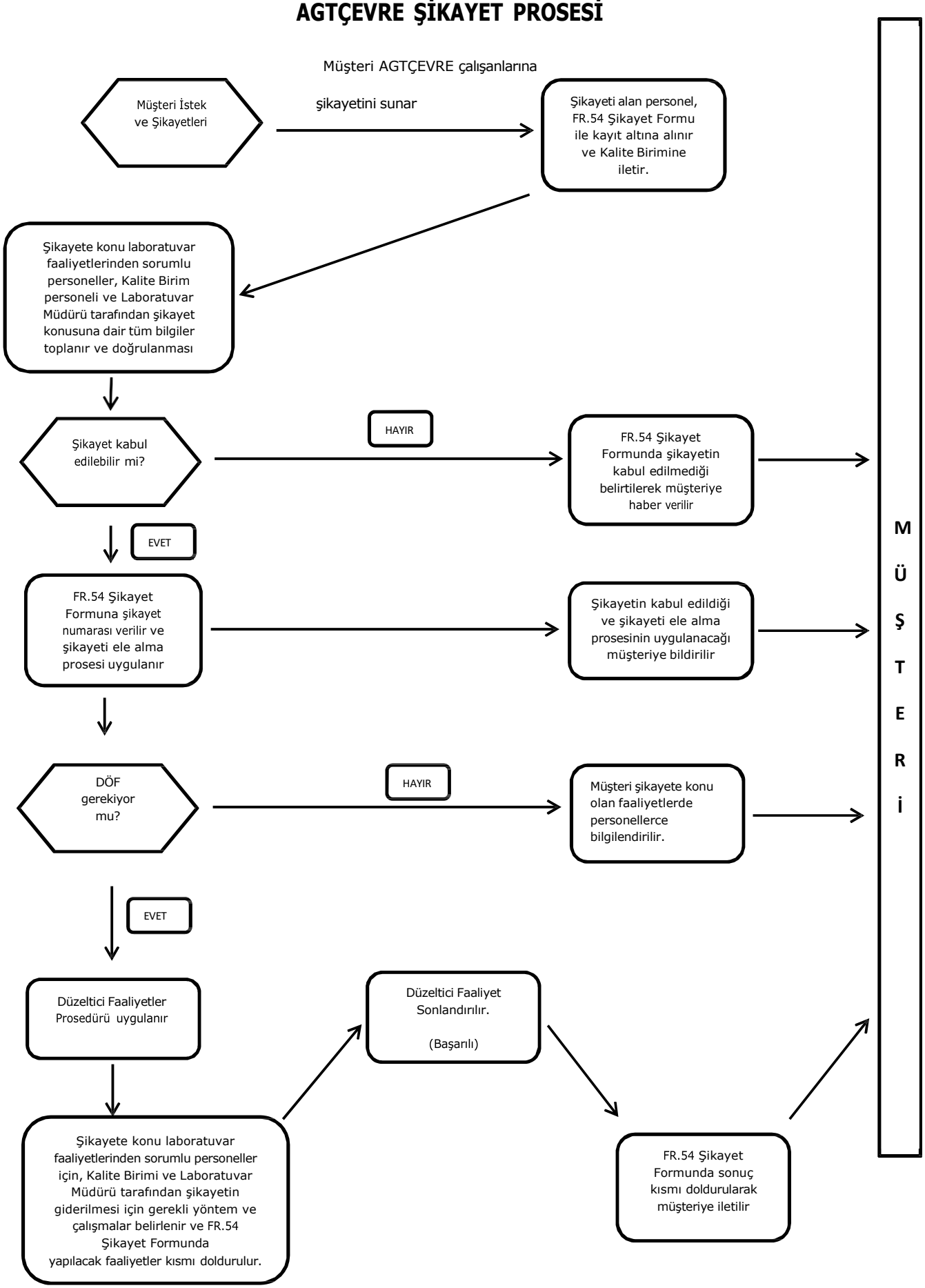AGTÇEVRE ŞİKAYET PROSESİ