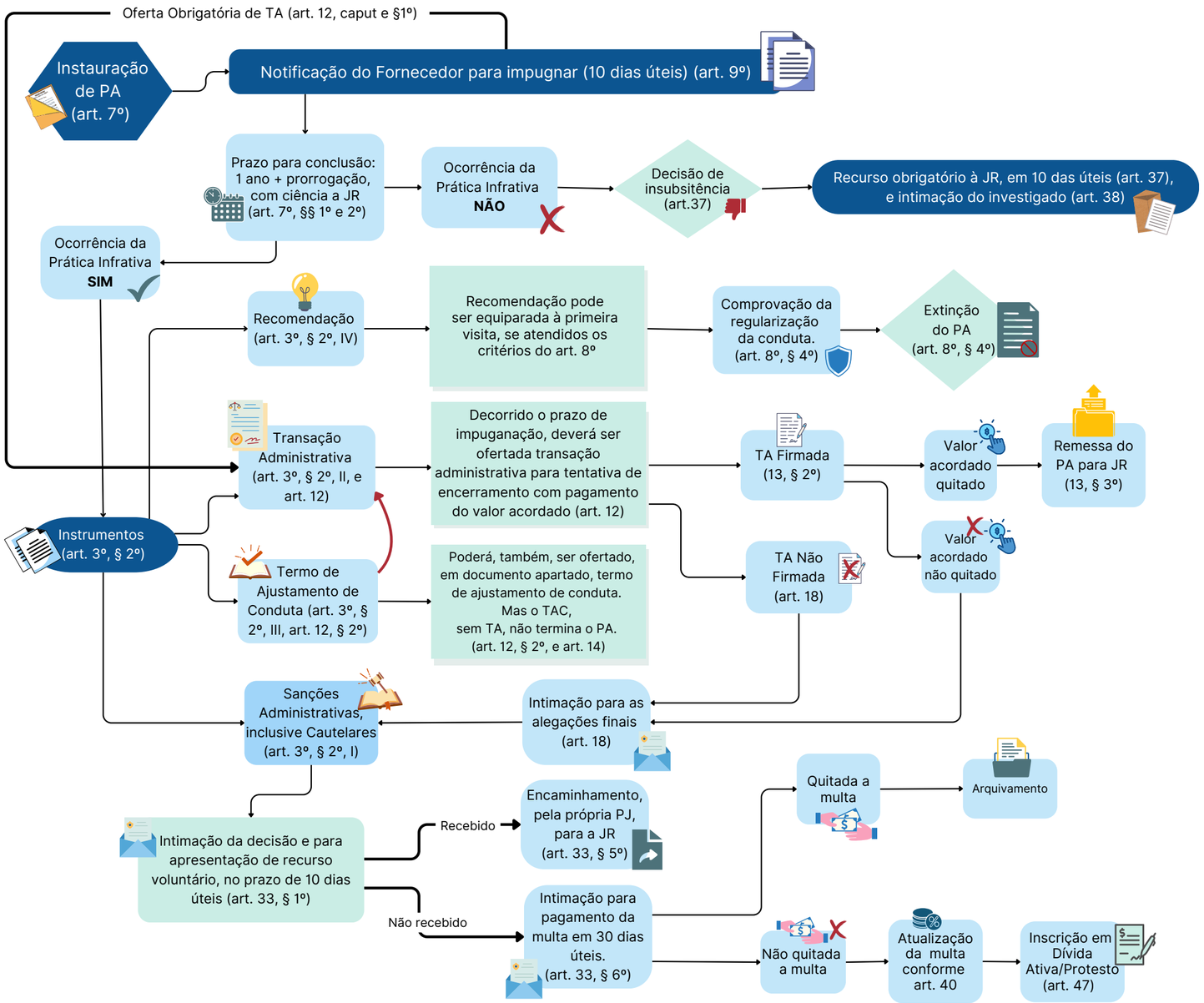PROCESSO ADMINISTRATIVO