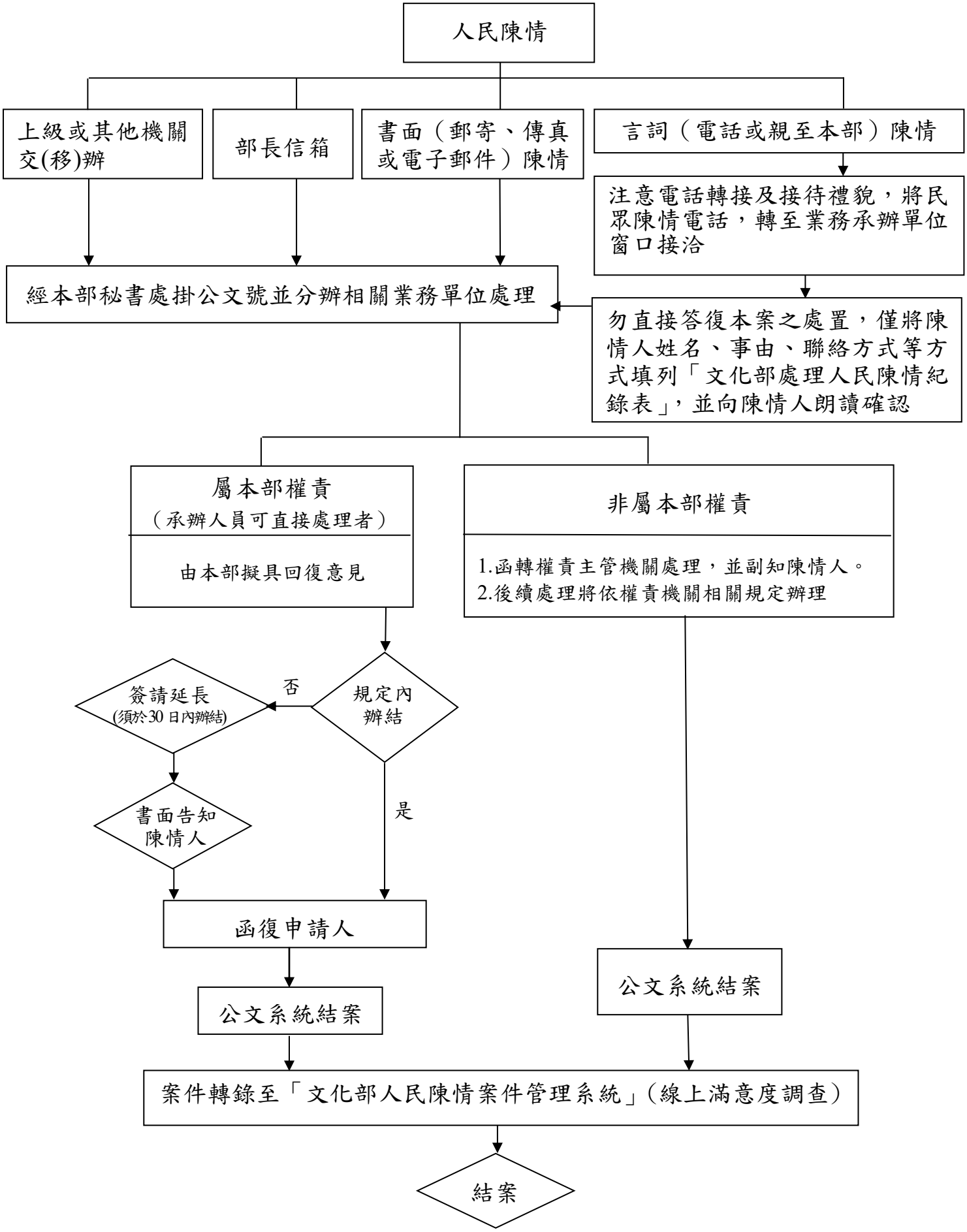
附件五

文化部處理人民陳情案件作業流程圖