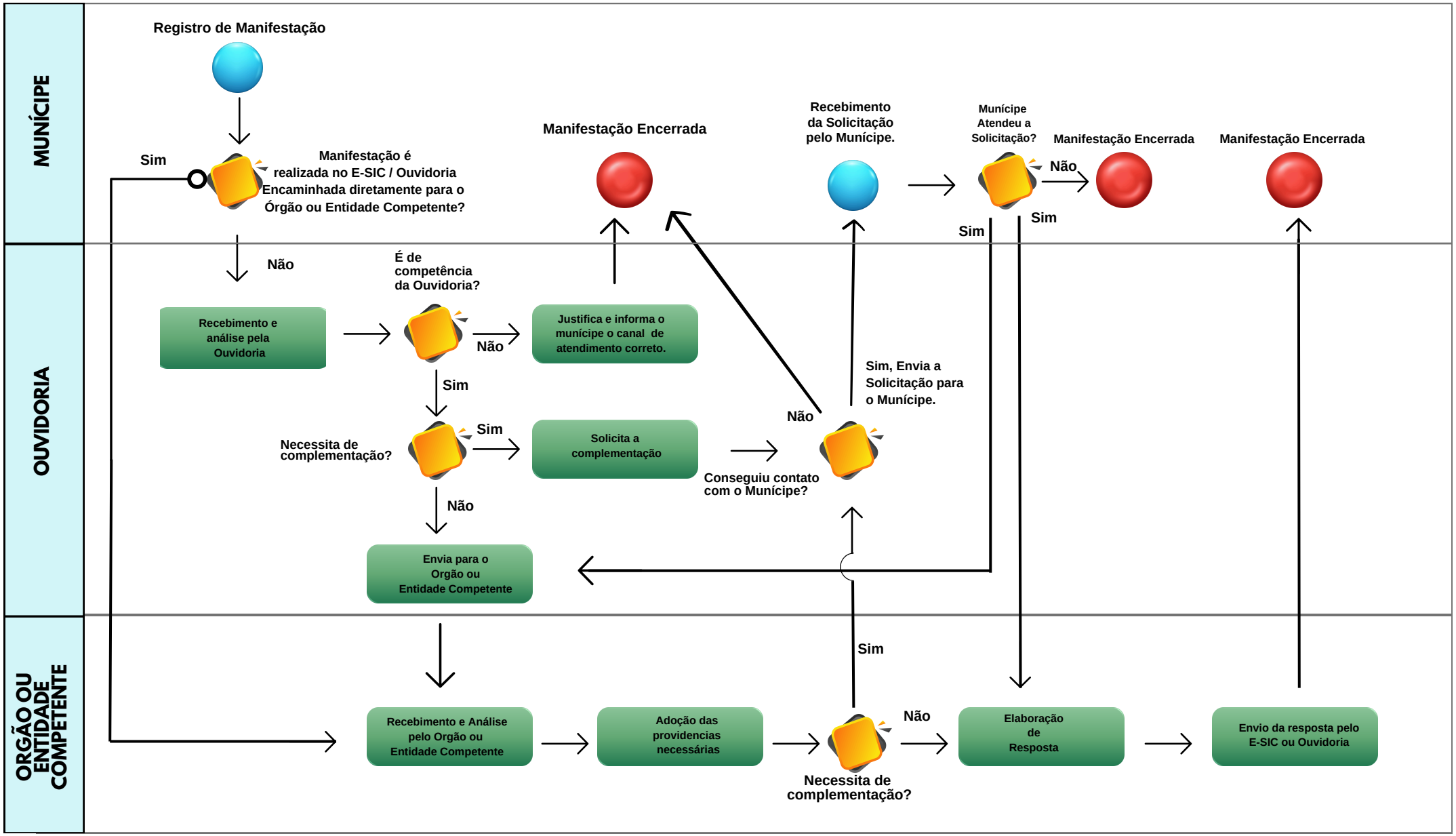FLUXOGRAMA OUVIDORIA MANDAGUAÇU